

Leadership and Ethics  
Partnerships and Joint Working  
Innovation and Planning  
People and Performance

**2006/2007**

# Ryedale District Council

Working with you to make a difference

## Annual Report

Housing and Employment  
Diverse and Vibrant Communities  
Safe and Inclusive Communities  
Clean and Sustainable Environment  
Communications and Transport  
High Quality Accessible Services

# our corporate aims

to have opportunity and choice of housing and employment for all	
to have diverse and vibrant communities	
to have safe and inclusive communities where young people can realise their ambition and potential	
to have a clean and sustainable built and natural environment	
to have effective, integrated communication and transport networks	
to have efficient and effective high quality services accessible to everyone in a way that suits them	

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# The district of... ...Ryedale.

Ryedale is an area of outstanding scenery, with beautiful villages and vibrant market towns. The area has a rich cultural heritage and enjoys the legacy of a long term, relatively stable social and industrial base. Agriculture and food production sit alongside modern and emerging technology based industries.

The area is relatively advantaged. Crime and disorder are low, environmental quality is high and employment is full and varied. We have few of the immediate problems that are of overriding significance in other locations. We do, however, have problems of disadvantage and change in areas and within sectors of the community; they are usually small-scale, so we can more readily respond to them. As far as we can, we seek to ensure that we maintain the quality of life in the District. Where we find disadvantage we take action to address it.

## **Population**

We have 52,000 residents, approximately 50% male and 50% female. On current trends we expect Ryedale's population to increase to 53,400 by 2018. There are higher than the UK average people aged 45 and over and lower than the UK average in all age ranges under 45 years. There are 0.63% economically active black and ethnic minority residents and 11.83% economically active disabled people. Residents live in the market towns of Malton and Norton, Pickering, Kirkbymoorside and Helmsley; the remainder living in villages or in individual properties in the rural areas, which comprise 575 square miles of vale, moors and wolds.

## **Geography**

To the north and west of the District lie the sparsely populated Cleveland Hills and the North York Moors - a third of the North York Moors National Park is within Ryedale. To the south are the fertile, gently undulating Yorkshire Wolds. The south-western corner of the District reaches the outskirts of the City of York and in the east the boundary is 6 miles from the North Sea.

A striking characteristic of Ryedale is the outstanding quality of its countryside, villages and market towns. This is reflected in the designation of the North York Moors National Park and the Howardian Hills Area of Outstanding Natural Beauty. The finest examples of historic buildings and features in Ryedale are legally protected; there are 44 conservation areas, more than 2,000 listed buildings, 440 scheduled ancient monuments and eight registered historic parks and gardens.

## **Economy**

Ryedale's economy is generally diverse and robust. We have a strong, and growing, small firms sector. The District has a well-balanced industrial structure and no segment predominates, although agricultural employment is relatively high. One of the striking features of the businesses in Ryedale is the presence of small-scale, high-technology producers, making goods ranging from aircraft and submarine products to microwave guides and computer systems. Ryedale has a significantly high level of businesses per population. We have 73 businesses per 1000 resident adults, compared to a GB average of 38 and 31 in York.

## **Employment**

Ryedale has low unemployment with 1.4% in March 2006. When we are ranked using the Index of Local Deprivation it is one of the least deprived areas in the country. But there are pockets of social and economic deprivation. Reasons for this include geographic isolation, reduction in local services and low income levels. Workers in Ryedale receive low average earnings and income with around 61% of the population earning less than the national average.

## **Housing**

For the October - December quarter of 2005 the average sale price for houses in Ryedale was £213,863 - an increase of over 50% above the same quarter in 2002. 12% of our housing stock is social rented, compared to a national figure of 20%. Between 100 and 200 houses are built in Ryedale each year. Few of the developments are 'estate' size even though most of Ryedale is within the travel to work area of the City of York. 40% of our homes are detached; few (20%) are terraced properties. There is a significant private rented housing sector.

## **Transport and infrastructure**

The main road network comprises the A64 (Leeds-York-Malton-Scarborough); the A170 (Thirsk-Helmsley-Pickering-Scarborough); and the A169 (Malton-Pickering-Whitby). Access to Ryedale along the A64 is good, but the road is heavily congested at peak holiday periods. Public road transport is good along the main roads. There is a main bus station next to the railway station in Malton/Norton. The Manchester-York-Malton-Scarborough railway line provides a link to the national rail network. People in the more remote rural areas, however, have limited access to public transport. This is a particular problem for people without access to private transport, particularly at weekends and evenings.

## **Internet access**

The number of households using the internet has gone up from 48.2% in September 2001 to 61% in September 2002. All Ryedale telephone exchanges were upgraded to ADSL in 2005. The county WAN (wide area network) wireless broadband network serves some areas of the District.

## **Crime**

We continue to have low levels of reported crime levels, although there have been slight increases in some crimes, particularly vehicle-related offences.

## **Health**

Ryedale has in general terms a healthy population compared to the UK as a whole. However, Ryedale has an ageing population. 34% of people are over 55 and this can generate specialised health care needs. We have more GPs per head of population than the national average. Malton has a community hospital, but people who need acute healthcare mainly go outside the District to Scarborough, York or Leeds. Life expectancy is 79.9 years compared to a national average of 78.5. In 2001, 7.75% of people questioned (General Health statistics) report themselves to be in poor health, this compares to a national average of 9.03%.

## Introduction from the **Chief Executive**

Our vision for Ryedale is 'a place where all residents can enjoy a good quality of life, with strong, prosperous and welcoming communities'. From previous consultation with residents we have developed six priorities for us as an organisation. This is the focus of our work and this report sets out what we did to meet these six priorities over the past year and what we will be doing over the coming year.

You can read in this report about the wide range of services that are delivered to you locally, what the Council has been doing over the past year and what its priorities are for the future. Since taking up my post my aim has been to maintain and enhance the strong performance of this Council.

The Audit Commission's last report on us said, 'Overall your performance has improved significantly: 67% of your key indicators improved between 2004/05 and 2005/06. Nearly two-thirds of your indicators now demonstrate above average performance'. I am delighted that the efforts of the members and staff of the Council have made such an improvement in the areas of our work that is so important to people's everyday life. This is a very positive indication of how well this authority can deliver local services to the people of Ryedale. We will all do our utmost to continue improving the services we provide.

Inevitably, we live in an ever-changing world with fresh challenges arriving almost everyday. The Government are currently considering whether a new unitary council should be formed to replace the County Council and seven districts in North Yorkshire. In recent polls residents have not backed this proposal. Ryedale is already delivering to you cost-effective and efficient local services that you value. We are already working successfully with North Yorkshire County Council and the other districts on joint customer contact centres, waste management, transport and other areas. This work needs to continue and bear fruit for the benefit of residents, service users, businesses as well as other stakeholders. By following up the previous agreements made between the councils in North Yorkshire I believe the existing two tier arrangements can be improved further.

In any large business that provides so many different services mistakes can occur. If you are unhappy with any of the Council's services then ask staff for a complaints leaflet. Please take up any complaint first with the individual officer or their manager. If it's not resolved then contact Jane Graham, my Personal Assistant, who will refer the matter for further investigation. All referred complaints are monitored and reported to Members and to myself. Where we find we have made a mistake or acted incorrectly we will put it right and learn from it to prevent a repetition in the future.

Janet Waggott, Chief Executive of Ryedale District Council

Comments from the

# Chairman of Council

I am pleased to welcome you to Ryedale District Council's Annual Report. It tells you about the Council and how it has provided services for residents, businesses and visitors over the last 12 months and what we have done to meet our priorities.

2007 has been an election year and as a result there have been some changes at the Council - some familiar faces have gone and some new 'blood' has arrived. You can see details of Members and the wards they represent at the back of this report. I am looking forward to working with all Members over the coming Council year to address the challenges we face and to deliver this Council's priorities to improve your quality of life in the district.

Our work on our housing and employment priorities continues. Bids have been made this year for the future funding of 99 affordable homes within the District. We have also identified with parish councils the need for new affordable homes in villages such as Nawton/Beadlam and Sherburn. Some new and exciting initiatives to bring further employment opportunities to the District have also been progressed.

This year we completed the promised refurbishment to our leisure facilities with work on Ryedale Pool and support to the Northern Ryedale Leisure Centre at Pickering. As a result satisfaction of users of these facilities has improved. The proposal for a new dry sports centre for Central Ryedale has also progressed with a recent outline planning application receiving approval.

Later this year we shall be launching our agreed Youth Strategy 'Our Lives Our Plans' and developing projects to deliver that strategy for the young people of Ryedale. This is the result of much hard work on a joint agency basis and follows extensive consultation with young people. During my year as Chairman I intend to continue to support this valuable work.

Your much appreciated support of our recycling initiative has significantly reduced the amount of waste that now goes to landfill making us one of the top performing councils in the country. We can all feel proud of this achievement and also benefit from the reduced costs and environmental gains of less waste going to landfill sites than would otherwise be the case.

In this Report you will find further information, results and targets for our services so that you can help us to judge whether or not we are providing services you value whilst improving the quality of life for the whole Ryedale community. A summary of the Council's performance was delivered to every household in Ryedale in March giving you the opportunity to see how the authority is working to provide services for the future. This Report gives you more detail concerning our work.

We are committed to taking your views into account and would welcome any comments that you may have about this Annual Report and its contents. Details of your individual Councillors are given under 'How To Contact Us' but you can also contact any of us through the Member Support Unit at Ryedale House.

Councillor Natalie Warriner MBE, Chairman of Ryedale District Council

# Purpose of the Annual Report

This report brings together information about how the Council is performing. It looks at what we did during the past year and what we plan to do in this forthcoming year to improve services in Ryedale. The report gives you information on a number of aspects that help you to decide how well the Council is doing.

- How we have performed against the targets we set ourselves
- Results of consultation with the community
- Reports of the Audit Commission on the work of the Council
- Comparisons of our performance indicators against those of other councils

In comparison with most councils, Ryedale is very small with around only 250 full time equivalent staff serving a population of around 52,000 but it covers 575 sq miles, the size of some counties. Our purpose is to identify, in partnership with others and alone, the priorities and concerns of the community, work out how best these can be addressed and then take appropriate action to deliver improvements. We identify the community's priorities and concerns through consultation with residents, businesses, visitors, customers and partners but also through Councillors' own local knowledge and understanding of their communities. The Corporate Plan brings all this together and sets out publicly what the Council is trying to achieve and why. This Annual Report shows how well the Council is doing in delivering the Corporate Plan and uses that plans format to do so.

In measuring whether we are delivering the Corporate Plan, the Council looks at a number of issues: Best Value and Local Performance Indicators against our targets (these are benchmarked against other councils - details are available in this Annual Report); our performance against budget (this is reported through our Budget statement and our Accounts); our success at completing the actions and projects we have set for ourselves within time and cost (these are reported in this Annual Report); and external inspection by the Audit Commission (at Appendix 4) and other bodies, for example, the Food Standards Agency and the Benefit Fraud Inspectorate (their reports can be made available if requested). Our Overview and Scrutiny Committee also carries out reviews and investigates issues of concern in order to consider how we deliver our services but also examines how other partners deliver their services in making a difference to the people of Ryedale. As part of our annual planning and budgeting process our unit managers also focus on how they can improve services in their individual service delivery plans.

More details on all these aspects can be found in this report.

# Purpose of the Corporate Plan

The Corporate Plan forms part of a suite of high level planning strategies which include the Medium Term Financial Plan and a Workforce Development Plan and has a number of audiences and thus a number of purposes:

- The primary document by which the Council can prioritise its resources;
- An expression of the contribution the Council makes to the wider cross-cutting aims of the Community Plan;
- Provides the high-level framework for service managers and informs service delivery planning;
- One of the key auditable documents that contain the Council's performance targets and priorities; and perhaps most importantly
- The public statement of what the Council is trying to achieve and why.

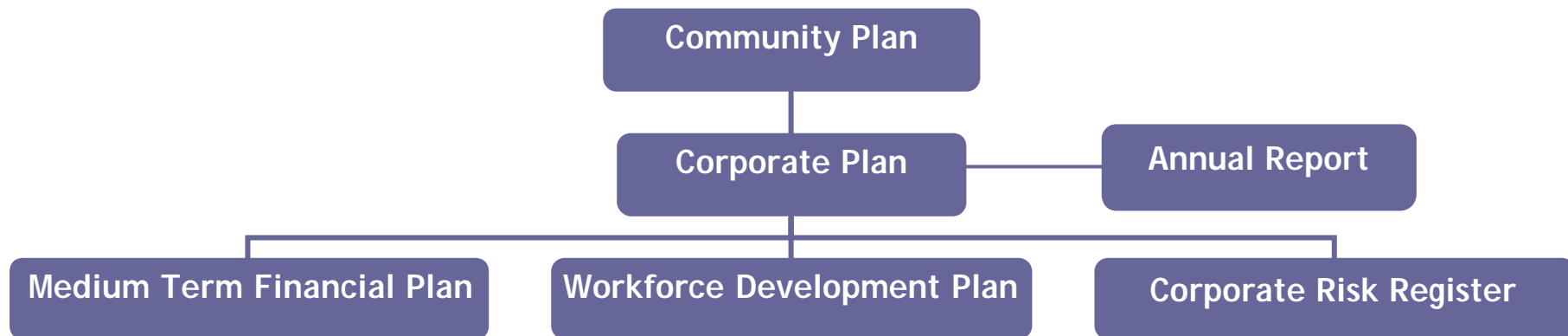


Figure 1



# How the **Corporate Plan** developed

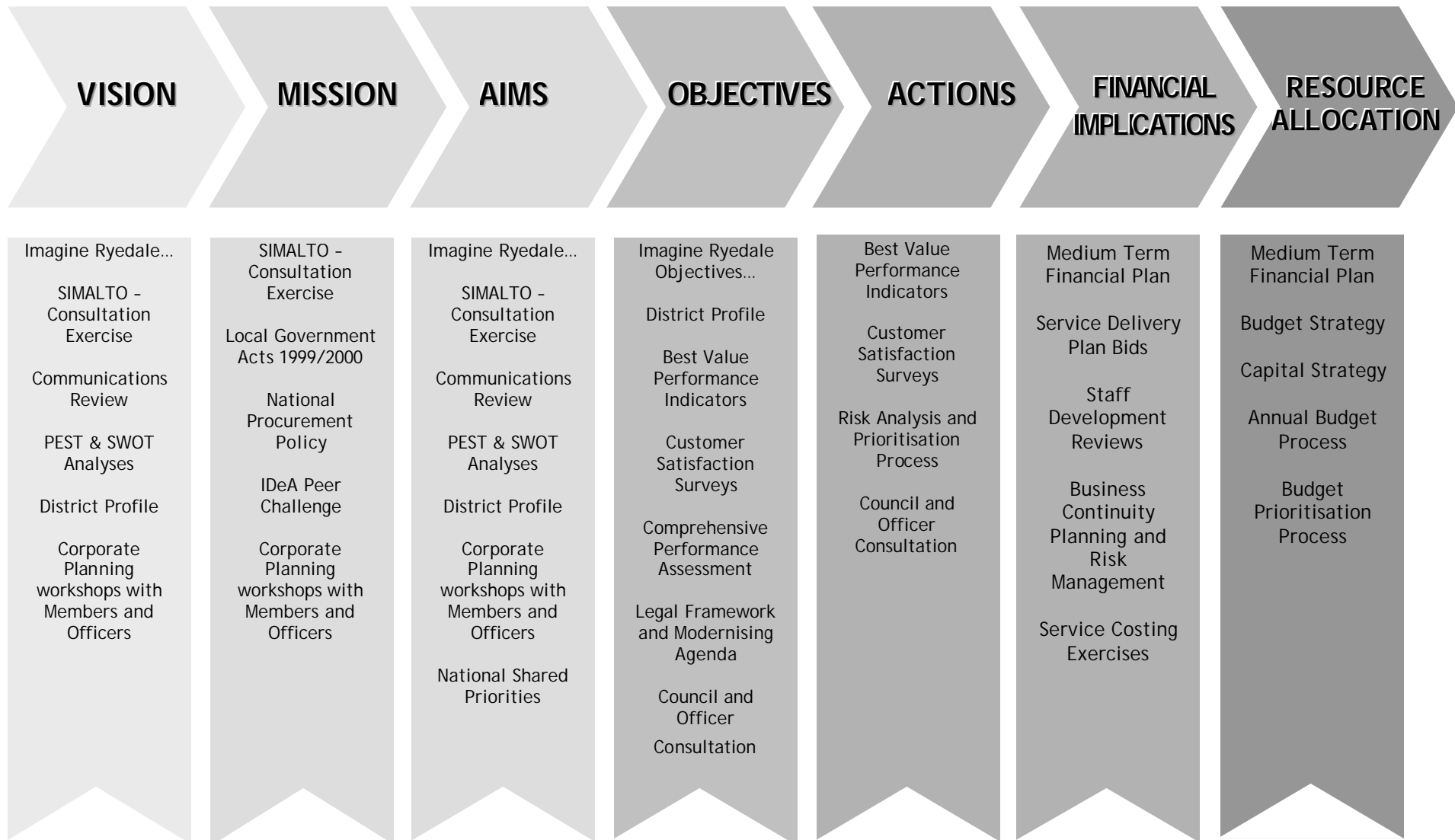
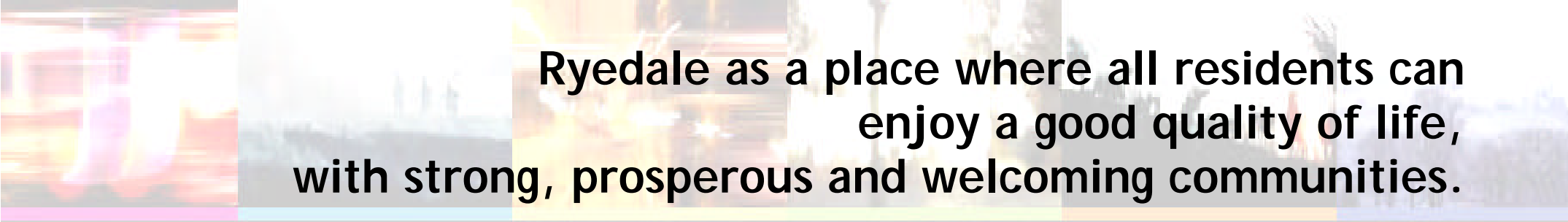


Figure 2

## Our **Vision** for Ryedale

We share a **Vision** with **residents** and our **public** and **private sector partners**:



**Ryedale as a place where all residents can  
enjoy a good quality of life,  
with strong, prosperous and welcoming communities.**

Our **Mission** guides our approach in working to achieve the vision:

**Working with you to make a difference.**

## Our six Corporate Aims and our top twenty Objectives

1	2	3	4	5	6
<b>To have opportunity and choice of housing and employment for all</b>	<b>To have diverse and vibrant communities.</b>	<b>To have safe and inclusive communities where young people can realise their ambition and potential.</b>	<b>To have a clean and sustainable built and natural environment.</b>	<b>To have effective and integrated communication and transport networks.</b>	<b>To have efficient and effective high quality services accessible to everyone in a way that suits them.</b>
Objectives	Objectives	Objectives	Objectives	Objectives	Objectives
1. To provide an average of 75 affordable housing units every year for the next 5 years.	4. To increase participation in and satisfaction with sports and cultural activities by 25% by 2009.	7. In partnership with others, to reduce violence by 7% from 407 incidents to 380 incidents by March 2008.	10. To recycle 35% of all waste by 2007 and 40% by the end of 2009 and to reduce the KG of residual waste collected per household from 685kg to 525kg by 2009.	13. In partnership with others, to reduce the number of HGVs travelling through Malton & Norton by 50% (based on 2003 levels) by 2012.	16. To resolve 80% of all service enquiries at the first point of contact by 2009.
2. To increase annually through direct Council intervention, the number and range of employment opportunities available in Ryedale.	5. Promote positive attitudes towards disability groups by ensuring that 100% of council public buildings comply with the Disability Discrimination Act by 2009.	8. In partnership with others, to reduce anti-social behaviour and nuisance in the top 5 categories by 10% by March 2008.	11. To reduce CO <sub>2</sub> emissions resulting from our operations by 20% on 1990 levels by 2010.	14. To focus new developments in locations that are accessible by a variety of modes of transport, in particular public transport.	17. To migrate 70% of customers to use electronic channels (inc telephone) for all transactional services by 2009.
3. To implement at least 1 economic regeneration project per Market Town - as identified in the individual town business plans - until 2009.	6. To target 90% of community grants at needs identified in the community and corporate plans by 2009.	9. To develop and provide services that enable young people to realise their ambition and potential.	12. To ensure that less than 10% of all relevant land over which the Council has responsibility have combined deposits of litter and detritus that fall below acceptable levels by 2009.	15. To enable, through grant aid, an increase in the number of journeys made on community transport services.	18. To set and achieve performance targets that show a year on year improvement across all services until we achieve upper quartile.
					19. To ensure that all services meet the Level 3 Equalities Standard by 2007 and Level 5 by 2009.
					20. To achieve annual efficiency gains of 2.5%.

# Our Corporate Values and Competencies

## Values

In all our work the Council will act with the following principles and beliefs underpinning our approach:

### Leadership and Ethics

- ♥ Respect people's rights and concerns and act with integrity, courtesy and due promptness.
- ♥ Promote consultation, dialogue and involvement, will listen and be sensitive to community needs and aspirations.
- ♥ Be open and accountable in decision making with high ethical standards.
- ♥ A commitment to Equalities and Human Rights

### Partnership and Joint Working

- ♥ Work in partnership with others in the public, private and voluntary sectors.
- ♥ Value people's diverse opinions and needs.
- ♥ Work to achieve mutual trust with local people.
- ♥ Be open to challenge.

### Innovation and Planning

- ♥ Ensure that sound environmental policies are at the heart of all the Council does.
- ♥ Be forward looking.
- ♥ Encourage innovation and creativity

### People and Performance

- ♥ Strive to improve the efficiency and effectiveness of service delivery, providing value for money.
- ♥ Match or exceed our customers' expectations.
- ♥ Be a high quality employer.
- ♥ Maximise the development and skills of our staff and elected members.
- ♥ Promote effective Work Life Balance for all.

## Competencies

To achieve our vision and mission we will ensure that the council, its staff and members, have access to the following skills, knowledge and abilities.

### Core Skills

- ★ Leadership
- ★ Manage and develop people
- ★ Change orientation and management
  
- ★ Work collaboratively
- ★ Customer focus
- ★ Personal effectiveness and development
  
- ★ Communication
- ★ Strategic thinking
- ★ Planning and organising
  
- ★ Analytical thinking and decision making
- ★ Innovation and creativity
- ★ Political effectiveness

### Knowledge

- ★ Awareness of regional, national and international context
- ★ Knowledge of the community and its changing needs
- ★ Preparedness for anticipated changes in legislation and technology

# Links with the **Community Plan** and the **Ryedale Strategic Partnership**

The Council has been working to develop an effective strategic partnership in Ryedale since 2002 to help to consolidate the successful work that has taken place across a range of different partnerships for many years.

The Ryedale Strategic Partnership, formed in 2002, brought together a range of key organisations who worked together with our communities to identify what the big issues are for Ryedale, how they affect people now and in the future and what the best way of tackling them may be.

The RSP used an innovative method of visioning and community consultation known as appreciative enquiry to determine what the partnership should prioritise in any future plans.

In March 2003 the District's first Community Plan was launched: "Imagine Ryedale...". This is the communities' vision for how they wish to see Ryedale in the next 10 years.

Imagine Ryedale... has two main purposes:

- To provide a common guide and framework, for all the partner organisations, to the priorities local people want to see addressed.
- To help people identify the Partnership and track its progress.

Imagine Ryedale... presents this vision across 6 key themes:

- Vibrant Communities
- Strong Safe Communities
- Access and Communication
- Health and Well-being
- Landscape and Environment
- Developing Opportunities

In order that the work of the partnership is easily accessible by all those involved and our residents, the full visions and action plans are published on a dedicated website:

[www.imagine-ryedale.org.uk](http://www.imagine-ryedale.org.uk)

The RSP believes that only by working together can these cross-cutting issues be effectively tackled in a consistent and co-ordinated way.

Ryedale District Council is delighted to be playing a lead role in the on-going development of this partnership and throughout this Corporate Plan you will see where our objectives and priority activities complement and contribute to the goals of the Ryedale Strategic Partnership.

# What are our Priority Actions?

The most important part of the Corporate Plan is the detail of the priority actions listed on the following pages. Every one of our Objectives, agreed by the Council, has been set out showing:

- the links to the corporate aim
- the links to the Community Plan vision
- an action plan
- the key performance indicators
- the service unit responsible for delivering the activity

The action plans that follow are the key to us successfully achieving the outcomes described in the wording of our aims and objectives.

The activities contained in the action plans are limited to those that have been identified by the Council as critical or vitally important to that success. Other activities and on-going work programmes will continue to be delivered by all the Council's service units which will also contribute to the delivery of the corporate aims and objectives, the detail of which is contained in the individual Service Delivery Plans for each Unit.

The broad financial implications of the Action Plans are discussed later in this document however detailed information on the Council's finances is contained in a sister to this document: The Medium Term Financial Strategy.

Key to Action Plans which follow below

✓ Indicates in which municipal year the action will commence.

⇒ Indicates that the activity is ongoing or will extend over more than one year.



Indicates that progress is on schedule

42 actions are on schedule by March 2007



Indicates that progress is slightly behind schedule

5 actions are behind schedule by March 2007



Indicates that the action is overdue or behind schedule

1 action is overdue by March 2007

# CORPORATE AIM **ONE**

To have **opportunity** and **choice** of **housing** and **employment** for all.

*According to a report by the Joseph Rowntree Foundation: Affordability and the intermediate housing market published in 2005 - Ryedale's average 2/3 bedroom house price in 2004 was £166,555 compared to annual average household earnings for those under 40 years of £26,018. This puts the gap between earnings and the affordability of housing in Ryedale, particularly for first time buyers, the 4<sup>th</sup> highest in Great Britain.*

*Doing what we can to address this remains the Council's number one priority.*

## OBJECTIVES

1. To provide an average of 75 affordable housing units every year for the next 5 years.
2. To increase annually, through direct Council intervention, the number and range of employment opportunities available in Ryedale.
3. To implement at least 1 regeneration project per Market Town - as identified in the individual town business plans - until 2009.

# CORPORATE AIM ONE

## housing and employment

### What we did last year

In response to public consultation this continues to be the Council's top priority. Over the past year more work has been undertaken to improve these two key influences on the quality of life of local residents.

- 23 new affordable homes have been provided for local people in Norton with further schemes due for completion shortly in Pickering and more on the way
- Funding bids have been made for a further 99 affordable homes in the district
- A low cost home ownership waiting list is now run by the council so that local people can register their need to buy
- A number of local village surveys have identified affordable housing needs in Nawton/Beadlam and Staxton. Proposals will be examined to address these needs in conjunction with the local community and housing associations over this year
- A housing needs survey was undertaken in 2006 and the full results of this are awaited. The survey will provide up to date information to support the Council's housing and planning policies to deliver new affordable homes
- By focussing on the prevention of homelessness, a substantial decrease in the number of homelessness presentations over the year before has been achieved. Helping people to stay in their existing home or find another can avoid the personal trauma of homelessness. However, several projects are also underway to improve both the availability and the quality of temporary accommodation should homelessness occur
- Ryedale pressed ahead early with adopting a Local Development Framework, in line with the Government's new planning policy requirements. Despite good work the Framework was found to be insufficiently robust and the Council is looking again at a number of areas in line with the Inspectors recommendation. Further consultation with residents, landowners and local businesses will follow during this year
- Over the past year the Council has been working with partners on a number of exciting employment opportunities, including a technology and engineering cluster-park near Malton and an extension to an existing industrial estate in Pickering to include starter units for small businesses. Completion of these projects will improve the range and quality of local jobs
- A new Moors and Coast Tourism Partnership has been established to enhance support to the tourism economy of Ryedale



## Aim 1 Objective 1

## housing and employment

To provide an average of 75 affordable housing units every year for the next 5 years.

### Baseline Data:

In 2004/05 of all the new homes built in the District 6.6% (or 5 out of 76 units) were "affordable housing". In 2004/05 1 long-term empty property was brought back into use.  
Source: ODPM Best Value Performance Indicators 04/05

The Priority Actions	On Target			Progress
	2006/07	2007/08	2008/09	
1. To provide financial assistance in the form of Empty Property Grant to the owners of empty properties in order to bring them back into the mainstream housing stock. <b>(Housing Services)</b>		⇒	⇒	Empty Property Grant schemes in place - currently being marketed
2. To provide financial assistance in the form of House in Multiple Occupation Grant to private sector landlords in order to ensure compliance with the new licensing regime. <b>(Housing Services)</b>		⇒	⇒	HMO grant scheme implemented - discussions taking place with identified landlords
3. To ensure that the target provision of 35% affordable housing provision is achieved when determining planning applications for the provision of market housing. <b>(Forward Planning/Housing/Development Control)</b>		⇒	⇒	Achieved on all qualifying sites. Provided 23 affordable housing units in 2006/07.
4. To appoint, in partnership with others, a housing strategy manager. <b>(Housing Services)</b>		⇒		Appointment made. The manager will develop the strategic housing policy for North Yorkshire and an associated investment strategy.

### Link to Community Plan

#### Developing Opportunities

- Encourage affordable decent housing

### Key Performance Indicators

BVPI 64 Number of private sector vacant dwellings that are returned into occupation or demolished as a direct result of action by the local authority.  
LPI 45 Number of affordable housing units completed during the year compared to the number of all new homes.

### On Target



## Aim 1 Objective 2

## housing and employment

To increase annually through direct Council intervention, the number and range of employment opportunities in Ryedale.

### Baseline Data:

In 2005, overall average household earnings in Ryedale were £20,160 per annum compared to a national average of £22,194 and Ryedale's share of total regional employment was 0.96% - the second lowest in the region.  
 Source: Local Knowledge; Crown Copyright; Annual Population Survey & Annual Business Inquiry & Annual Survey of Hours & Earnings

The Priority Actions	On Target			Progress
	2006/07	2007/08	2008/09	
1. Introduce appropriate policy approaches and allocate appropriate sites for employment, commercial and retail activity in the Employment Development Plan Document, the Malton & Norton Area Action Plan and relevant development briefs. <b>(Forward Planning)</b>		⇒	⇒	The initial consultation (issues and options) has commenced. The preferred options part is due to take place Sept 07.
2. To support the development of appropriate farm diversification projects through employment provision policies in the Local Development Framework. <b>(Forward Planning)</b>		⇒	⇒	Revised Strategy to be submitted in November 2007.
3. Through the joint employment of an officer, carry out site surveys on contaminated land. <b>(Environmental Health)</b>		⇒		Contaminated land officer appointed jointly with Selby DC - site surveys underway

### Link to Community Plan

#### Vibrant Communities Theme

- encouraging the diversity of skills, experience and abilities of people within communities

#### Developing Opportunities Theme

- Develop and maintain a strong economic infrastructure
- Improve the availability of employment opportunities

### Key Performance Indicators

LPI 53 Average household earnings in Ryedale.

LPI 54 Share of total regional employment.

### On Target



## Aim 1 Objective 3

## housing and employment

To implement at least 1 economic regeneration project per Market Town - as identified in the individual town business plans - until 2009.

### Baseline Data:

In 2005, 12.5 people per '000 of the 16+ population were claiming Job Seekers Allowance in Ryedale. This is the highest of the rural districts (with the exception of Scarborough) in North Yorkshire - the average being 9.2.  
Source: Local Knowledge; DWP Benefits

The Priority Actions	On Target			Progress
	2006/07	2007/08	2008/09	
1. Carry out feasibility study in Helmsley to identify opportunities for mixed use development (residential and industrial). <b>(Forward Planning - Project Delivery)</b>				The Feasibility study is underway - not yet complete - delayed due to requirement of flood risk plan.
2. To open, in partnership with others, a Community Information and Training facility in Kirkbymoorside. <b>(Forward Planning - Project Delivery)</b>		✓	⇒	Lease of building being negotiated with Church Commissioners. Yorkshire Forward funding with County match funding.
3. To assist the engineering and high-tech sectors to grow through the provision of a technology and engineering cluster park in Malton/Norton. <b>(Forward Planning - Project Delivery)</b>		✓	⇒	Outline business case being appraised and the developers' application is imminent. The full business case is to be submitted in June 07.
4. Bring forward major redevelopment scheme at Pickering and as part of this redevelopment, provide starter business unit to grow the electronics sector and other hi-tech and office based enterprise in Pickering. <b>(Forward Planning - Project Delivery)</b>		✓	⇒	Tender submitted end of May, awaiting result. If the landowners accept the District Council bid, the scheme may proceed.





### Link to Community Plan

#### Vibrant Communities Theme

- Support development of local community planning groups
- Encourage the skills, experience and abilities of people within communities
- Broaden the horizons of individuals and communities

#### Developing Opportunities Theme

- Develop and maintain a strong economic infrastructure
- Improve access to learning and training
- Improve the availability of employment opportunities

Key Performance Indicators	On Target
LPI 55 Number of community based projects implemented in: a. Helmsley b. Kirkbymoorside c. Malton & Norton d. Pickering	   

## CORPORATE AIM TWO

To have **diverse** and **vibrant** communities.

*Surveys carried out by BFI Film & Television Handbook 2003 and UK Theatres Online show that Ryedale has only 8 cultural facilities per 10,000 population compared to a national average of 102. Consultation carried out as part of the SIMALTO process in 2002 indicated that residents prioritise improved leisure facilities.*

*Ryedale's diversity as reported in the 2001 Census shows us that the average age is 42.47 years with under 25s making up 27%; 25 - 64 making up 52% and 65 and over making up 21%. Ryedale's non-white population was recorded in 2001 as 0.63%. In August 2005, Dept of Work & Pensions recorded the following numbers of disability benefit claims in Ryedale: Severe Disability - 3.13 per '000 pop aged 16+; Incapacity Benefit - 40.63 per '000 pop aged 16+ and Disabled Living Allowance - 28.13 per '000 pop aged 16+. According to 2001 Census figures the percentage of active disabled people in Ryedale was 11.83%.*

*Ryedale has a lower than average deprivation score of 68.45 (national average = 100) and is ranked 242 out of 354 districts or boroughs.*

### OBJECTIVES

4. To increase participation in and satisfaction with sports and cultural activities by 25% by 2009.
5. To promote positive attitudes towards disability groups by ensuring that 100% of council public buildings fully comply with the Disability Discrimination Act by 2009.
6. To target 90% of community grants at needs identified in the community and corporate plans by 2009.

# CORPORATE AIM TWO

## diverse and vibrant

### What we did last year

In 2003 residents identified that the refurbishment of our sports and leisure facilities was a priority. In response:

- The Council last year completed the programme of refurbishment to our leisure facilities with the £400,000 facelift to Ryedale Pool, Pickering. The Pool re-opened last summer. Derwent Pool, Norton and the Northern Ryedale Leisure Centre, Pickering have also been improved over the previous three years as part of a phased programme
- As a result of these improvements satisfaction of residents with sports and leisure facilities has increased over the position in 2003 with now almost three-quarters of users reporting that they are satisfied or very satisfied
- At a special meeting in March the Council also came a step closer to realising the community's long cherished ambition of providing a leisure centre for central Ryedale. Outline planning permission has now been obtained to develop the centre at Malton School
- The Council has been reviewing the management of our leisure facilities over the past year to improve the performance of this important service and thus the experience offered to customers to match the improvements already made to the buildings

The Council has also:

- Strengthened engagement with minority groups in the district, including people with disabilities and the growing Polish community. The Council's policies and approach to race equality, disability and gender have been strengthened and training undertaken of all staff in equalities issues
- Re-opened the public conveniences at Wentworth Street, Malton in response to public dissatisfaction. As this facility and that at Rosedale Abbey do not have disabled access the target has been missed but following a Scrutiny Review the Council has agreed a new approach and is acting to address this issue
- Continued support to the arts through advice, support and funding
- Achieved three year funding agreements to support the voluntary sector, giving them more certainty and security for their important work programmes

## Aim 2 Objective 4

## diverse and vibrant

To increase participation in and satisfaction with sports and cultural activities by 25% by 2009.

**Baseline Data:**  
In 2003/04 52% of residents were satisfied with sport/leisure facilities and there were 4018 visits to sports facilities per 1000 population.  
*Source: ODPM Best Value Performance Indicators 03/04 and 04/05*

The Priority Actions	On Target			Progress
	2006/07	2007/08	2008/09	
1. To build, with a suitable partner organisation, a dry sports centre in Malton or Norton to serve the central Ryedale area. <b>(Director of Operations)</b>		✓	⇒	A site at Malton School has been identified and a planning application submitted.
2. To refurbish all existing council supported leisure facilities by 2009. <b>(Property Services)</b>	✓	⇒	⇒	On schedule - Ryedale Pool, Pickering refurbished during 2006.
3. To provide more financial assistance to partners for sports development, particularly sports coaching for children and young people, and training for coaches to national qualifications. <b>(Culture and Tourism Services)</b>	✓	⇒	⇒	Community Sport Network portfolio bid for £282,000 submitted to Sport England – awaiting result.
4. To introduce the Ryedale Culture card - for residents and visitors to visit attractions and craft studios <b>(Culture and Tourism Services)</b>	✓	⇒	⇒	Pilot of 'Passport to Ryedale' scheme undertaken in Easter 2006.

### Link to Community Plan

#### Vibrant Communities Theme

- Improve the availability of activities and facilities in which to enjoy them.

#### Key Performance Indicators

BVPI 119 Percentage of residents satisfied with LA Cultural Services: a) sports and leisure; c) museums.  
BVPI 170 a) Number of visits to/usages of museums per 1000 population.  
LPI 27 Swimming Pools and Sports Centres a) no. of swims/visits per 1000 population.

#### On Target



## Aim 2 Objective 5


## diverse and vibrant

Promote positive attitudes towards disability groups by ensuring that 100% of council public buildings comply with the Disability Discrimination Act by 2009.

### Baseline Data:

In 2004/05 91.6% of public buildings were suitable for and accessible to disabled people. 9 out of 11 toilets had disabled access.

Source: ODPM Best Value Performance Indicators 04/05

The Priority Actions	On Target			Progress
	2006/07	2007/08	2008/09	
1. Carry out an audit of all Council owned or managed public buildings against the requirements of the Disability Discrimination Act. <b>(Property Services)</b>				Audit undertaken and £30,000 available in the capital programme for improvements.
2. To make 100% of Customer Service Centres and 100% of the council owned/managed Public Toilets fully compliant with the DDA. <b>(Property Services)</b>		✓	⇒	To complete in 2007/08
3. To make 100% of all the remaining council owned/managed public buildings fully compliant with the DDA. <b>(Property Services)</b>			✓	To complete in 2008/09

## Link to Community Plan

### Vibrant Communities Theme

- Encourage more inclusive communities.
- Encourage communities to address prejudice and suspicion and respect differences.

## Key Performance Indicators

BVPI 2a Equality Standard for Local Government

BVPI 156 Percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.

LPI 11a Number of public conveniences with disabled access.

## On Target



## Aim 2 Objective 6



diverse and vibrant

To target 90% of community grants at needs identified in the community and corporate plans by 2009.

### Baseline Data:

In 2005/06 the Council targeted 15% (£85,000) of the total grant spend of £548,000 at needs specifically identified in the Community Plan.

*Own Sources*

The Priority Actions	On Target			Progress
	2006/07	2007/08	2008/09	
1. Develop and apply new sets of grants criteria for all cultural services grants schemes prioritising applications that meet an identified need in the Community Plan and Corporate Plans. (Culture and Tourism Services)		⇒	⇒	Grants criteria currently delivering Corporate priorities. Bid for additional resources successful enabling YRCC to undertake parish plans.
2. Target grants budgets at those areas of identified need. (Culture and Tourism Services)		⇒	⇒	10 parish plans to be undertaken in conjunction with YRCC during 2007/08. Project appraisals undertaken to check how a project fits to the need.
3. Establish 3-year rolling agreements for organisations funded under the Voluntary Sector Funding Agreement programme. (Culture and Tourism Services)		✓		To complete in 2007/08

## Link to Community Plan

### Vibrant Communities Theme

- Improve the availability of activities and facilities in which to enjoy them.
- Encouraging the diversity of skills, experience and the abilities of people within communities

### Key Performance Indicators

LPI 56 Percentage of community grants targeted at needs identified in community and corporate plan.

On Target





# CORPORATE AIM **THREE**

To have **safe** and **inclusive** communities  
where **young people**  
can realise their ambition and potential.

*Young people under 25 years constitute 26.5% of the resident population of Ryedale according to 2001 Census figures. In 2001 the Indices of Deprivation recorded a child poverty score of Ryedale of 0.11\*. Although lower than the national average of 0.21 this score is still higher than 4 other authorities in North Yorkshire.*

## OBJECTIVES

7. In partnership with others to reduce violent crime by 7% from 407 incidents to 380 incidents by March 2008.
8. In partnership with others to reduce anti-social behaviour and nuisance in the top 5 categories by 10% by March 2008.
9. To develop and provide services that enable young people to realise their ambition and potential.

\* This indicator forms part of the Indices of Multiple Deprivation 2004. This indicator provides an indication of the amount of children in each area that live in families that suffer income deprivation. Income deprivation is measured through claims to income support, income based jobseeker's allowance, working families tax credit or disabled person's tax credit. The score represents the proportion of children who are in poverty within the area, for example a figure of 0.11 suggests 11% of children are in poverty within the area. Children includes all those under the age of 16 within the area.

# CORPORATE AIM **THREE**

## safe and inclusive

### What we did last year

The Council has been working with young people and alongside partner agencies over the last year to produce a Youth Strategy 'Our Lives Our Plans' to highlight and address the needs of young people. The strategy is almost ready and will be launched at a local event later this year. Invitations to young people and others will be going out shortly.

Ryedale continues to have low levels of crime and most indicators show that the quality of life here is high. Nevertheless, crime and disorder still needs to be addressed and we must not be complacent. The Safer Ryedale Partnership is at the forefront of creating new initiatives in the district to keep driving crime down and to maintain a sense of security for residents of all ages.

The Council's priority remains to make Ryedale a safe place for children and young people. Five key priorities have been identified by the partnership in response to the issues identified by the people of Ryedale and these are:

- To reduce both domestic and non-domestic burglaries
- To reduce violent crime, including domestic abuse
- To tackle issues of substance misuse and alcohol
- To identify and address anti-social behaviour
- To reduce criminal damage and vehicle crime

A number of initiatives have been operated over the past year to tackle these areas and to support and involve young people:

- Identifying and targeting action against 'hotspots' of anti-social behaviour e.g. setting up the 'Malton Cruzers'
- Policing the new licensing laws and operating and replicating the Norton Dry Bar for young people in Pickering
- Closer multi-agency working on domestic abuse and holding more abusers to account for their actions
- Operating a multi-agency scheme aimed at stopping re-offending through the provision of support and guidance, particularly towards young people often at a critical stage in their life
- Launching the Young Community Volunteer scheme for 12 to 16 year olds to think up and deliver individual community based projects to be completed over the school summer holidays

More details on the work of this group can be found at [www.ryesafe.org](http://www.ryesafe.org).

## Aim 3 Objective 7





safe and inclusive

In partnership with others to reduce violent crime by 7% from 407 incidents to 380 incidents by March 2008.

### Baseline Data:

In 2004/05 the number of violent incidents recorded for the District was 407 or 13 per '000 adult pop.

Source: ODPM Best Value Performance Indicators 04/05

The Priority Actions	On Target			Progress
	2006/07	2007/08	2008/09	
1. Target the top seven violence hotspots and develop a sustainable problem solving action plan for each. <b>(Community Safety Safer Ryedale)</b>		⇒	⇒	Hotspot locations identified and problem solving plans put into place.
2. Implement the Ryedale DC Licensing Policy ensuring all licensed premises including 'take away' establishments make adequate provision for managing and reducing violence and disorder. <b>(Environmental Health &amp; Community Safety Safer Ryedale)</b>		⇒	⇒	Policy implemented. Police & Council Officers meet each week to discuss any problems occurring from the previous week.
3. Assess and where required improve the environmental aspects outside the top 20 repeat locations e.g. street lighting, street furniture, CCTV and public space <b>(Community Safety Safer Ryedale)</b>		⇒	⇒	Three mobile CCTV cameras purchased and deployed.
4. Analyse violent incidents in residential streets and identify potential actions with local agencies and residents in 3 hotspot locations <b>(Community Safety Safer Ryedale)</b>		⇒	⇒	Reduction in violent incidents since the introduction of the Licensing Act. Hot Spot locations identified and problem-solving plans put in place.

### Link to Community Plan

#### Strong Safe Communities Theme

- The safety and feeling of well being for people in Ryedale, both in their homes and in the community.

### Key Performance Indicators

BVPI 127 Number of violent crimes per 1000 population.

On Target



## Aim 3 Objective 8

safe and inclusive

In partnership with others to reduce anti-social behaviour (ASB) and nuisance in the top 5 categories by 10% by March 2008.

### Baseline Data:

In the year Jan - Dec 2004 Ryedale issued 1 ASBO, this compares to a national average in 2004 of 8.54. In 2005 Ryedale issued 11.

Source: Local Knowledge; Crime Reduction Partnership - ASBOs by local authority.

The Priority Actions	On Target			Progress
	2006/07	2007/08	2008/09	
1. Implement current interventions on nuisance and ASB and identify an agreed approach to all interventions available. <b>(Community Safety Safer Ryedale)</b>		⇒	⇒	Projects implemented include; Prevent & Deter scheme, Parent Link worker, Dry Bar, YCV
2. Identify 10 top locational hotspots and implement solutions on a multi-agency basis by developing a sustainable action plan for each. <b>(Community Safety Safer Ryedale)</b>		⇒	⇒	Hotspotting is ongoing.
3. Implement data collection system for ASB with County Analyst and identify how to improve the collection and recording of figures on alcohol related ASB and nuisance across Eastern Area Basic Command Unit. <b>(Community Safety Safer Ryedale)</b>		⇒	⇒	System established for recording complaints to the ASB co-ordinator. Daily figures being obtained from the Police.
4. Reduce fear of crime for vulnerable groups in Ryedale. <b>(Community Safety Safer Ryedale)</b>		⇒	⇒	Continued contact with vulnerable groups. BME work progressing through Ryedale Voluntary Action.

## Link to Community Plan

### Strong Safe Communities Theme

- The safety and feeling of well being for people in Ryedale, both in their homes and in the community.

## Key Performance Indicators

LPI 57 Number of incidents of anti social behaviour in:

- a) Nuisance Dogs
- b) Criminal damage
- c) Manner of driving (incl driver behaviour; speeding traffic)
- d) Neighbour disputes incl noise
- e) Anti-social behaviour by Young people

LPI 58 Number of ASBOs issued.

## On Target

No targets set

327

538

182

404

515



2

## Aim 3 Objective 9

safe and inclusive

To develop and provide services that enable young people to realise their ambition and potential.

Baseline Data:  
 In 2003/04 the net migration of 16-24 year-olds in Ryedale was -0.39% as a proportion of 2001 pop.  
 Source: Local Knowledge; Crown Copyright; Internal migration within the United Kingdom

The Priority Actions	On Target			Progress
	2006/07	2007/08	2008/09	
1. Appoint an officer to implement the Council's responsibilities in regard to the Children's Act. <b>(Culture and Tourism Services)</b>		⇒		Officer appointed - 2 days per week.
2. To produce a youth strategy that co-ordinates the services and facilities provided for young people by all the various providers in Ryedale. <b>(Culture and Tourism Services)</b>		⇒		Youth strategy now completed, 5 key action groups developed to deliver the strategy. Due to be launched in August 2007.
3. To develop 1 youth project per year to implement the youth strategy. <b>(Culture and Tourism Services)</b>			✓	To undertake in 2008/09

### Link to Community Plan

#### Strong Safe Communities Theme

- The safety and feeling of well being for people in Ryedale, both in their homes and in the community.

Key Performance Indicators	On Target
LPI 59 Net migration of 16-24 year olds as a proportion of population.	No data available

# CORPORATE AIM **FOUR**

To have a **clean** and **sustainable**  
**built** and **natural environment**.

*General land-use statistics show that 96.97% of the total area of Ryedale is classed as green space, this is the 4<sup>th</sup> highest proportion in the country. It also has the highest Natural Environment score in the region with 260.36\* - (GB average being 100). Our priority is to make sure this is maintained.*

## OBJECTIVES

10. To recycle 35% of all waste by 2007 and 40% by the end of 2009 and to reduce the KG of residual waste collected per household from 685kg to 525kg by 2009.
11. To reduce CO<sub>2</sub> emissions resulting from our operations by 20% on 1990 levels by 2010.
12. To ensure that less than 10% of all relevant land over which the Council has responsibility have combined deposits of litter and detritus that fall below acceptable levels by 2009.

\* Natural environment indicates the quality of an area's physical environment. The composite is developed by first combining Natural Beauty per sq km, Tranquillity and Average weather. The resulting index is weighted by the proportion of area which is green space, Green flag awards and air quality. The higher the score, the higher the quality of the natural environment

# CORPORATE AIM **FOUR**

## environment

### What we did last year

Ryedale already possesses a very high quality environment and we intend to maintain this in future years.

- With your help and support the Council has achieved exceptional levels of recycling of household waste, with Ryedale being one of the top performers in the country. New recycling initiatives will be introduced during this year
- Residents have continued to express their satisfaction with the cleanliness of the district with the Council again achieving top scores
- Implementation of the Climate Change Strategy has begun and environmental improvements have been carried out to council property
- A number of energy efficiency initiatives have been promoted including working with National Energy Action to address fuel poverty for vulnerable groups such as pensioners, people with disabilities and families with young children
- A contract has been let for a new pumping station at Priorpot Beck, Norton to prevent flooding of homes
- The Council pledged funding of £1 million pounds to support a flood defence scheme for Pickering
- The Council together with partners held a very successful and well-attended event to launch its new Biodiversity Action Plan that helps to protect wildlife and local habitats. The Plan is a critical part of Ryedale Council's campaign to protect the local environment. The Council has also supported a number of practical events during the year including cutting back scrub in the Wolds to encourage rare flowers and grasses and a hedge laying day to preserve rural skills
- Working with Selby Council a joint officer has been appointed to identify contaminated land and make plans to deal with it
- Campaigns to encourage responsible dog ownership have been held in Crambeck, Ebberston Thornton Dale and Sherburn
- Improvements to public open space have been delayed but the Council will be focussing on this in the coming year

## Aim 4 Objective 10

## environment

To recycle 35% of all waste by 2007 and 40% by 2009 and to reduce the KG of residual waste collected per household from 685kg to 525kg by 2009.

### Baseline Data:

In 2004/05 13.9% of all household waste was recycled, 11.5% sent for composting and 51.8% of population were served by a kerbside collection service for recyclables.

Source: ODPM Best Value Performance Indicators 04/05

### The Priority Actions

1. Pilot of kerbside cardboard recycling.  
(Commercial Services)

### On Target

2006/07

2007/08

2008/09

### Progress



Initial pilot completed which was partially successful. Further pilot currently underway, collecting cardboard in brown bins and a separate collection of plastics.

## Link to Community Plan

### Landscape and Environment Theme

- Manage waste with an emphasis on waste minimisation, re-use and recycling, thereby reducing the reliance on landfill.

### Key Performance Indicators

BVPI 82a (i) Percentage of household waste arisings, which have been sent by the authority for recycling.

BVPI 91a Percentage of households resident in the area served by kerbside collection of recyclables.

LPI 60 KG of residual waste collected per household.

### On Target





# Aim 4 Objective 11

# environment

To reduce CO<sub>2</sub> emissions resulting from our operations by 20% on 1990 levels by 2010.

**Baseline Data:**  
 In 1990 our CO<sub>2</sub> emissions were 2000 tonnes, in 2004/05 this had reduced to 1700 tonnes, a reduction of 15%.  
*Own Sources*

## The Priority Actions

	On Target			Progress
	2006/07	2007/08	2008/09	
1. To carry out programme of Energy Efficiency improvements to Council assets ( <b>Property Services</b> )		⇒	⇒	Insulation installed Ryedale House & Showfield Lane Depot.
2. Ensure all vehicles run on low sulphur Diesel (with Particulate Traps) to ensure low emission levels. ( <b>Commercial Services</b> )		⇒	⇒	Completed.

## Link to Community Plan

### Landscape and Environment Theme

- Explore possibilities for providing energy from renewable resources and encourage householders and small businesses to implement energy efficiency measures.

Key Performance Indicators	On Target
LPI 61 Amount (in tonnes) of CO <sub>2</sub> emissions resulting from our operations.	To be inserted

## Aim 4 Objective 12

## environment

To ensure that less than 10% of all relevant land over which the Council has responsibility have combined deposits of litter and detritus that fall below acceptable levels by 2009.

### Baseline Data:

In 2003/04 a survey showed that 72% of the population were satisfied with the overall cleanliness of the District.

Source: ODPM Best Value Performance Indicators 03/04.

### The Priority Actions

1. To carry out programme of improvement of our Public Open Spaces. **(Culture and Tourism Services)**

### On Target

2006/07

2007/08

2008/09

### Progress



Lack of resources has delayed project until April 2007.

### Link to Community Plan

#### Landscape and Environment Theme

- Safeguarding the environmental quality of air, land and water

### Key Performance Indicators

BVPI 199a Proportion of relevant land and highways that is assessed as having combined deposits of litter and detritus that fall below an acceptable level.

LPI 62 Percentage improvement in the PPG17 style audit of Public Open Space quality.

### On Target



Not available

## CORPORATE AIM **FIVE**

To have **effective** and **integrated communication** and **transport** networks.

*There are 592 vehicles per '000 residents in Ryedale according to 2004 vehicle license data. 60% of residents travel to work by car, 17.6% by foot/cycle and 3.16% using public transport (Census 2001). Ryedale has a very low connectivity score of just 1.72 (where GB = 100), this is based on proximity to and presence of airports; number of rail stations (excluding the underground); ports and motorway junctions. The resulting figure provides a indication of the area's connectivity, with figures over 100 indicating a higher than average level of connectivity*

### OBJECTIVES

13. In partnership with others, to reduce the number of HGVs travelling through Malton & Norton by 50% by 2012.
14. To focus new developments in locations that are accessible by a variety of modes of transport, in particular public transport.
15. To enable, through grant aid, an increase in the number of journeys made on community transport services.

# CORPORATE AIM **FIVE**

## communication and transport

### What we did last year

- Improved the concessionary fares scheme providing free travel within North Yorkshire for people with disabilities and those aged 60 and over
- Supported the new community transport Wolds 'Ring-and-Ride' service through grant aid
- Continued to provide financial support Ryecat to maintain the 'Wheels to Work' moped hire scheme for young people, the car scheme and the minibus brokerage
- Made information and services more accessible through our website and through electronic means
- Introduced the ability to book tourist accommodation on-line
- Continued to make representations to Government and held discussions with NYCC and developers to upgrade junctions on the Malton Bypass to address the pollution and congestion caused by HGVs in Malton and Norton
- The new Local Development Framework focuses development in the main market towns where facilities already exist. By doing so vehicle journeys can be reduced and the use of public transport encouraged, which also helps the wider environment




## Aim 5 Objective 13

## communication and transport

In partnership with others, to reduce the number of HGVs travelling through Malton & Norton by 50% by 2012.

### Baseline Data:

In a 2003 traffic survey, 1594 HGVs travelled through the centre of Malton & Norton daily.  
Source: County Traffic Survey - Mouchel Parkman.

The Priority Actions	On Target			Progress
	2006/07	2007/08	2008/09	
1. Work with the Highways Agency, NYCC and developers to secure an agreed scheme to upgrade Musley Bank junction to full movement by 2010. <b>(Forward Planning)</b>		⇒	⇒	Draft guidance to be submitted to Policy & Resources Committee in June 2007.
2. Work with the Highways Agency, NYCC and developers to secure an agreed scheme to upgrade the Brambling Fields junction to full movement by 2011. <b>(Forward Planning)</b>		⇒	⇒	Developer's contribution secured from Norton Grove application. Draft guidance will be submitted to Policy & Resources Committee June 2007.
3. Work with NYCC and developers to secure an agreed scheme to provide a Beverley Rd - Scarborough Rd link by 2011. <b>(Forward Planning)</b>		⇒	⇒	Discussions with developers continuing.

### Link to Community Plan

#### Access and Communications Theme

- Develop partnership working to increase the diversity of transport available, including community transport
- Plan for efficient highway systems, reducing congestion and increasing safety and choice

### Key Performance Indicators

LPI 63 Number of HGVs travelling through the centre of Malton and Norton.

### On Target

No data currently available

## Aim 5 Objective 14



## communication and transport

To focus new development in locations that are accessible by a variety of modes of transport, in particular public transport.

### Baseline Data:

In 2001, the proportion of persons travelling to work by public transport (by residence) was 3.16%. This is one of the lowest percentages in the country (368<sup>th</sup> out of 408 areas). The national average being 14.81%.

Source: Local Knowledge; Crown Copyright; Census 2001

The Priority Actions	On Target			Progress
	2006/07	2007/08	2008/09	
1. Allocate sites in the Local Development Framework for new housing development in market towns and service villages with the priority being Malton and Norton. <b>(Forward Planning)</b>		⇒	⇒	Sites have been allocated and plotted on the GIS system. The consultation will be in summer 2007.
2. Prioritise economic development projects in market towns. <b>Forward Planning (Project Delivery Team)</b>		⇒	⇒	Malton enterprise centre, Thornton Road Business park and new business work space/work space identified as top priorities.

### Link to Community Plan

#### Access and Communications Theme

- Develop partnership working to increase the diversity of transport available, including community transport
- Plan for efficient highway systems, reducing congestion and increasing safety and choice
- Improved access to, and availability of, public and community transport

### Key Performance Indicators

LPI 64 Proportion of persons travelling to work by public transport (by residence).

LPI 65 Percentage of all development that takes place in market towns and service villages:

- housing
- economic development.

### On Target

No data currently available

Data to be available later this year

## Aim 5 Objective 15

## communication and transport

To enable, through grant aid, an increase in the number of journeys made on community transport services.

### Baseline Data:

In 2001, the proportion of persons travelling to work by public transport (by residence) was 3.16%. This is one of the lowest percentages in the country (368<sup>th</sup> out of 408 areas). The national average being 14.81%.

Source: Local Knowledge; Crown Copyright; Census 2001

### The Priority Actions

### On Target

### Progress

2006/07

2007/08

2008/09

1. To continue financial support to RyeCat, enabling provision of services including 'Wheels To Work' the cars scheme and the minibus brokerage. **Culture and Tourism Services**



Financial support provided, service level agreement developed.

2. To provide funds of £15,000 for a community transport scheme. **Culture and Tourism Services**



Supported the new community transport Wolds' 'Ring-and-ride' service.

3. To work with others to achieve improved co-ordination of public transport timetables. **Policy**

Cancelled

Not a priority for the RSP. So no longer a priority for the Council.

### Link to Community Plan

#### Access and Communications Theme

- Develop partnership working to increase the diversity of transport available, including community transport
- Improved access to, and availability of, public and community transport

### Key Performance Indicators

LPI 64 Proportion of persons travelling to work by public transport (by residence).

### On Target

No data currently available

## CORPORATE AIM **SIX**

To have a **efficient** and **effective**  
**high quality services,**  
**accessible** to **everyone** in a way that suits them.

### OBJECTIVES

16. To resolve 80% of all service enquiries at the first point of contact by 2009.
17. To migrate 70% of customers to use electronic channels (including telephone) for all transactional services by 2009.
18. To set and achieve performance targets that show a year on year improvement across all services until we achieve upper quartile.
19. To ensure that all services meet the Level 3 Equalities Standard by 2007 and Level 5 by 2009.
20. To achieve annual efficiency gains of 2.5%.



## CORPORATE AIM **SIX**

# high quality accessible services

## What we did last year

- During this year the Council undertook a survey of residents satisfaction with the Council and with the local area. Residents satisfaction with the Council continues to remain high, placing the Council in the top 25% nationally
- The large majority of respondents rate themselves as satisfied with their local area as a place to live
- When asked about aspects that are most important in making somewhere a good place to live, health services, the level of crime, affordable decent housing, and clean streets are the issues mentioned most often
- The majority of respondents indicated they agree the council is working to make the area cleaner and greener, treats all types of people fairly and is making the local area a better place to live
- Satisfaction with our benefits service, recycling and museums in the district is also high
- The Council has improved its focus on performance over the year, with the use of its on-line performance management system Covalent being extended. As a result the Audit Commission in their Annual Audit Letter for 2005/06 recognised that Ryedale was performing amongst the best in the country (see Appendix 4)
- The Pickering Area Office was re-located into a Customer Resource Centre in the Library, shared with North Yorkshire County Council
- More services were introduced onto the Council's website for you to access information, pay and order services online and join in discussions in the on-line forums
- The Council continued to meet its Gershon savings targets of 2.5%
- Joint working with other districts has continued - work on extending the coverage of the Building Control Partnership has continued, with Hambleton considering joining Ryedale and Selby in the existing partnership. A joint procurement resource has also been agreed to seek out savings from joint purchasing initiatives. Joint working on with North Yorkshire County Council on joint customer centres, waste management, transport and procurement continues
- Training for all staff in equalities took place during the year. However, the Council has not moved forward as quickly as expected on some equality indicators following the departure of the temporary Equalities Officer
- During the year the Council considered forming a partnership with neighbouring Hambleton District Council to run a joint Revenues service encompassing council tax and business rates collection, housing and council tax benefits and fraud. However, the Council decided that the risks of proceeding with the Partnership were too great and therefore withdrew.

## Aim 6 Objective 16

## high quality accessible services

To resolve 80% of all service enquiries at the first point of contact by 2009.

### Baseline Data:

In 2005/06 76% of calls were under 5 minutes duration although there is no collected data on resolution.  
*Own Sources.*

### The Priority Actions

1. To establish a dedicated call-handling centre in Malton utilising Contact Management technologies. **Member & Customer Support**

2. Provision of part-time Ryedale Customer Centres - in partnership with NYCC - in Helmsley and Kirkbymoorside. **Member & Customer Support**

3. Provision of full-time Ryedale Customer Centre in Malton. **Member & Customer Support**

### On Target

2006/07      2007/08      2008/09



### Progress

Call-handling centre established May 2006.

Building works delayed at Helmsley, will not be complete until August 2007. Kirkbymoorside at feasibility stage, building plans agreed, currently securing funding and determining working procedures.



To complete in 2008/09

### Link to Community Plan

#### Access and Communications Theme

- To have developed a strategic approach for access to services
- Ensure that all members of the community, irrespective of their needs and circumstances, have equal access to services and can take part in shaping their development

### Key Performance Indicators

LPI 66 Percentage of service enquiries resolved at first point of contact - collected for each Service Unit individually.

### On Target




## Aim 6 Objective 17

## high quality accessible services

To migrate 70% of customers to use electronic channels (including telephone) for all transactional services by 2009.

### Baseline Data:

In 2005/06 97.66% of all council services were available electronically. 52,000 people used the Council's website - which showed nearly 2 million page hits. The Council received circa 57,000 payments in 2005/06, of these 12.8% were made using electronic means. *Source: RDC Implementing Electronic Government Statement 6*

The Priority Actions	On Target			Progress
	2006/07	2007/08	2008/09	
1. To employ dedicated Customer Access Project Manager to develop and promote the customer access channels and initiatives such as e-payments; CRM; customer contact centres. <b>Member &amp; Customer Support</b>		⇒	⇒	Customer Access Project Manager appointed, resulting in establishment of call-handling centre. Working in partnership with NYCC to establish the customer contact centres.
2. To employ dedicated Website Project Manager to further develop the website. <b>ICT Services</b>		⇒	⇒	Web & Content Manager appointed, resulting in improvements to website and development of the intranet for Council Staff & Members.
3. To establish a dedicated call handling centre in Malton utilising Contact Management technologies. <b>Member &amp; Customer Support</b>		⇒	⇒	Call-centre established resulting in 38% of calls being resolved by the call centre, with plans to bring further service units on board during 2007/08.

### Link to Community Plan

#### Access and Communications Theme

- To have developed a strategic approach for access to services
- Ensure that all members of the community, irrespective of their needs and circumstances, have equal access to services and can take part in shaping their development

### Key Performance Indicators

LPI 72 Number of types of interactions that are enabled for electronic delivery as a % of the types of interactions that are legally permissible for electronic delivery.  
LPI 67 Percentage of total transactions made using:  
a) the telephone  
b) the website  
c) face to face

### On Target



Not Available

## Aim 6 Objective 18

## high quality accessible services

To set and achieve performance targets that show a year on year improvement across all services until we achieve upper quartile.

### Baseline Data:

Between 2002/03 and 2004/05, 46% of BVPIs improved, with 13 PIs in the top quartile. However 54% of PIs did not improve and 13 are in the bottom quartile.  
 Source: Audit Commission: Annual Audit and Inspection Letter 2004/05

### The Priority Actions

1. To appoint a dedicated Overview and Scrutiny Officer in order to drive continuous improvement across all services and achieve best value. **(Chief Executive)**

2. To develop the Council's performance management arrangements through the integration of corporate improvement plans and processes. **(Performance)**

### On Target

2006/07

2007/08

2008/09

### Progress

Cancelled

⇒

⇒

This post has not been implemented pending a review of the Council's structure.



⇒

⇒

### Link to Community Plan

### Key Performance Indicators

LPI 68 Percentage of performance targets met or exceeded.

### On Target

To be inserted






## Aim 6 Objective 19





## high quality accessible services

To ensure that all services meet the Level 3 Equalities Standard by 2007 and Level 5 by 2009.

### Baseline Data:

In 2004/05 the authority met Level 1 of the Equalities Standard for Local Government.  
Source: ODPM Best Value Performance Indicators 04/05.

The Priority Actions	On Target			Progress
	2006/07	2007/08	2008/09	
1. Implement systematic monitoring mechanisms across all services. <b>Policy and Performance</b>		⇒	⇒	Mechanisms established and implemented. Compliance to be monitored.
2. Train all employees to deliver services without unlawful or unfair discrimination. <b>Policy</b>				Training completed for all staff in November 2006.
3. Consult effectively with hard to reach service users including minority ethnic groups and people with disabilities when planning, making decisions and monitoring provision of council services <b>Policy</b>		⇒	⇒	BME forum supported. Developing two projects to engage with Ryedale's BME Community.
4. Identify satisfaction levels of service users and help to identify barriers to accessing services. <b>Policy &amp; Performance</b>		⇒		Public Satisfaction Survey undertaken in 2006. Final report received May 2007 for analysis.
5. Ensure that the Council's commitment to equality of opportunity is reflected in all communications and publicity. <b>Policy</b>		⇒	⇒	All policies in place and staff aware of responsibilities.


Link to Community Plan	Key Performance Indicators	On Target
<b>Access and Communications Theme</b> · Ensure that all members of the community, irrespective of their needs and circumstances, have equal access to services and can take part in shaping their development	BVPI 2a The equality standard for local government - level. BVPI 2b Duty to promote race equality - score. BVPI 16a Percentage of local authority employees declaring they meet the DDA 1995 disability definition. BVPI 16b Percentage of economically active disabled people in Ryedale. BVPI 17a Percentage of local authority employees from minority ethnic community. BVPI 17b Percentage of economically active minority ethnic community population in Ryedale.	   

## Aim 6 Objective 20

## high quality accessible services

To achieve annual efficiency gains of 2.5%.

**Baseline Data:**  
 In 2004/05 the Council achieved £75,000 efficiency savings and in 2005/06 is on target to achieve £179,000. A further £179,000 per annum is targeted for 2006/07 and 2007/08.  
*Source: Annual Efficiency Statement*

The Priority Actions	On Target			Progress
	2006/07	2007/08	2008/09	
1. To deliver Council Tax and Housing Benefits processing in partnership with Hambleton DC. <b>Revenues Services &amp; Housing Benefits</b>		Cancelled	⇒	Members voted not to continue with the partnership. The service is to be reviewed in 2007.
2. To enter in to the North Yorkshire Procurement Team Partnership to secure purchasing savings. <b>Performance</b>		⇒	⇒	North Yorkshire Procurement Team partnership established. NPG officer in place to identify areas for potential purchasing savings.
3. To adopt, in partnership with others, an e-marketplace. <b>Performance</b>		⇒	⇒	E-marketplace established, will be implemented with new electronic purchasing system before rolling out to service units.

### Link to Community Plan

Key Performance Indicators	On Target
LPI 69 Percentage of: a) cashable efficiency gains b) non-cashable efficiency gains.	To be inserted

# Resource Integration

This plan sets out the Council's vision and priorities for the next three years. As such it includes an ambitious programme of key activities that the Council feels will make a significant contribution to the realisation of our aims and objectives. It is vital that these priorities are integrated with our financial plans and policies in order that adequate resources are available, accessible and subsequently allocated in the annual budget cycle. Without this integration, this plan is nothing more than a wish list.

The Council's broad financial prospects for the next three years (2006-2009) are contained in the Medium Term Financial Plan (MTFP). This plan has evolved as the Council's budgeting processes have evolved over the last few years away from an incremental approach to one that is more focussed on priorities. The six corporate aims, as identified in this plan, drive the broad allocation of resources as set out in the MTFP.

The MTFP incorporates the views and policies of the Council and stakeholders and takes account of risk assessments, projected developments in Council services and the increasing number of external pressures placed upon the Council's finances, such as the Gershon efficiency agenda, which must be considered and balanced alongside the local pressures.

In order to ensure that the Council's key strategic plans remain sensitive to this external environment and stay

relevant they are kept under review as part of the annual corporate planning process (figure 3). The corporate plan identifies the Council's priorities; these priorities drive the overall approach to financial planning as contained in the Medium Term Financial Plan; the action plans identified in the Corporate Plan drive the individual Service Delivery Plans which in turn informs the annual budget processes.

The Service Delivery Plans draw down actions from the Corporate Plan and develop them into deliverable projects and service targets. Detailed implementation requirements including a detailed analysis of any additional resource requirements are used to develop bids to the revenue and capital budgets - however in order to meet the Council's challenging and cross-cutting efficiency targets any growth requirement should initially be resourced from efficiency savings.

# Corporate Planning Framework

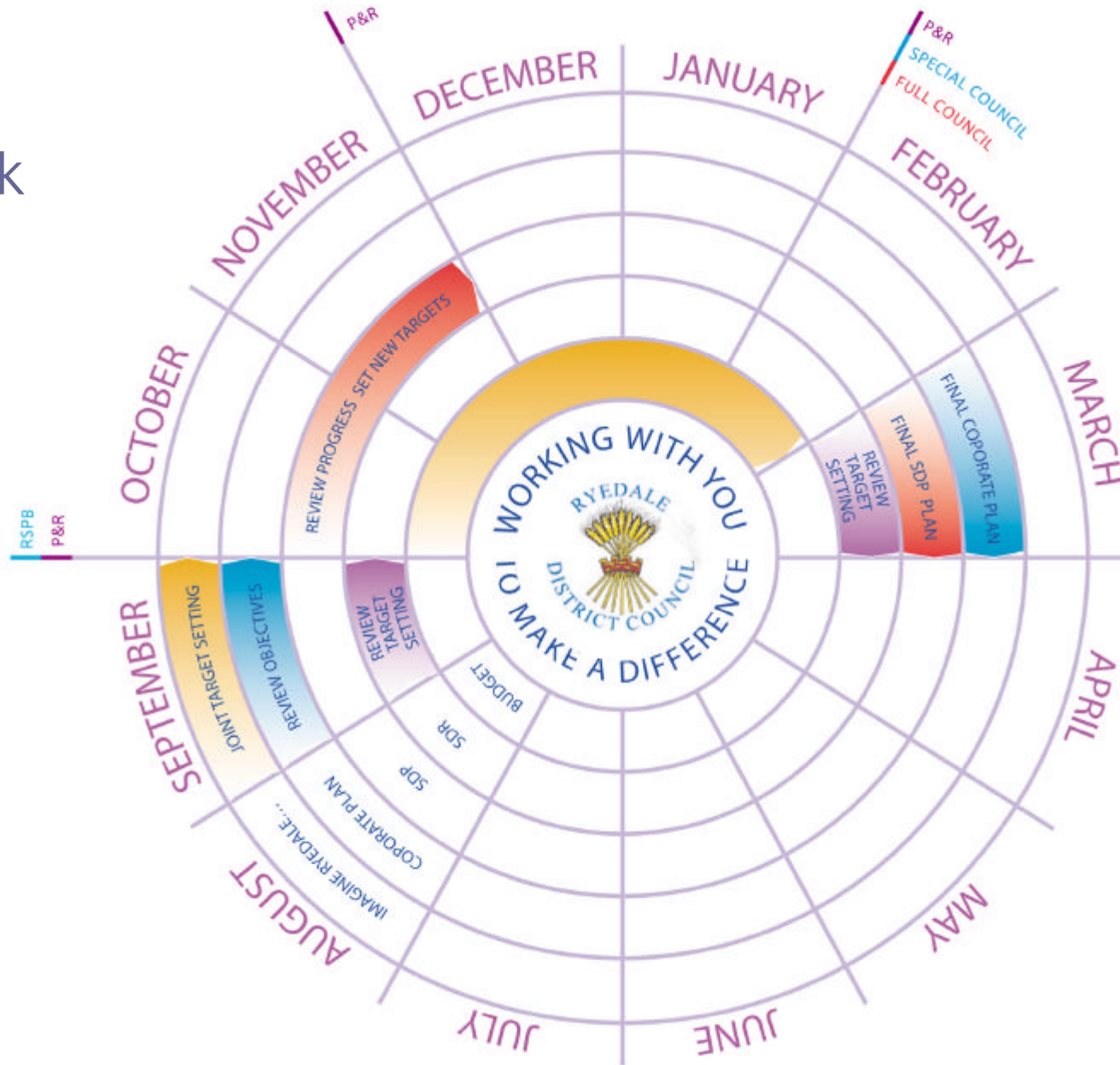


Figure 3



# Financial Implications of this Plan

*In order to support the delivery of the Council's identified priorities the Council has agreed to invest or reallocate additional money (capital and revenue) which supports new activities, projects and work programmes over and above the on-going services delivered within the Council's annual budgets.*

Priorities	2006/07		2007/08		2008/09	
	Anticipated Additional Revenue	Capital	Anticipated Additional Revenue	Capital	Anticipated Additional Revenue	Capital
Aim One Housing and Employment	£51,556	£683,000	£47,323	£719,000	£13,000	£243,000
Aim Two Diverse and Vibrant	£19,000	£283,000	£14,000	£150,000	£11,500	£0
Aim Three Safe and Inclusive	£16,500	£0	£16,800	£0	£16,800	£0
Aim Four Environment	£51,500	£101,000	£25,000	£70,000	£25,000	£40,000
Aim Five Transport and Communication	£15,000	£0	£15,000	£0	£15,000	£0
Aim Six Efficient, effective and accessible services	£150,673	£50,000	£169,173	£30,000	£169,173	£0
<b>Total Additional Expenditure</b>	<b>£304,229</b>	<b>£1,117,000</b>	<b>£287,296</b>	<b>£969,000</b>	<b>£250,473</b>	<b>£283,000</b>

# Managing our Performance

'The point of managing performance is not to hit targets and fulfil plans as ends in themselves - but to do so in a way that produces high-quality services for local people'. From 'A picture of performance - early lessons from CPA' - Audit Commission 2002.




## **This is our aim.**

The Council's Corporate Plan is our commitment to providing high quality, efficient and effective services to the community of Ryedale. In measuring whether or not we are delivering the Corporate Plan we look at a number of performance issues: national best value performance indicators and local performance indicators against our targets; our success at completing the actions and projects we have set for ourselves; internal audit inspections; external inspection by the Audit Commission and other bodies; and comparisons with other district councils. All these are monitored and where we are failing action is taken to get us back on track. Overall, the Council is aiming to achieve top quartile performance on all national BVPIs. To achieve this we continue to invest resources in our front line services.

You can see what the Audit Commission said about us in their Annual Audit letter for 2005-06 contained in the Appendices. We have also previously reported on our progress on actions and projects earlier in this report.

## **Reported below is our performance for 2006/07.**

We have set challenging targets for ourselves over the past few years and our performance improved significantly in 2005/06. 2006/07 has seen strong performance.

45	of our BVPI targets have been met - as shown by a 	22	of our LPI targets have been met
14	have almost been met - as shown by a 	8	have been almost met
26	have been missed - as shown by a 	11	have been missed

Services have in the main performed well. Even where targets have been missed we have still achieved good levels of performance when compared to the results of other councils. Comparisons shown below against other councils are in the main based on last year's quartile figures.

In summary, we have performed well across a range of indicators. Satisfaction of residents with the Council overall has remained top quartile and it is particularly pleasing to feel that residents appreciate the work of members and staff.

Satisfaction of users with our benefits and planning services is high. Performance on key areas remains strong. Recycling, cleanliness of relevant land and highways, removal of abandoned vehicles, services to the homeless, dealing with planning applications, dealing with housing and council tax benefit applications, Council Tax collection and the level of environmental health best practice are all high performing.






Where we have missed targets these are most evident around issues of equality and measures relating to staff employed at the Council rather than areas of service delivery. High levels of staff absence have been a particular issue this year. Despite this performance has still remained strong across the Council. In some cases we recognise targets have been set too high and these have now been revised. We have had some issues with housing benefit investigations and overpayments of housing benefit. The former follows from changes in staffing. The Council has had difficulty recruiting a fraud manager and as a temporary measure has agreed for Scarborough Borough Council to take on some work on this aspect. The latter results from a successful prosecution for benefit fraud leading to a significant overpayment that will now be recovered. These high profile cases of benefit fraud have received sentences in the courts. In this way we have been victims of our own success in seeking out fraud.

Where we have missed targets we have taken action to address this over the past year. But whilst performance in some areas has been problematic and there are some issues around available data, we still remain on track to deliver most targets in the three-year Corporate Plan.


A full list of the national best value performance indicators (BVPs) and our own local performance indicators (LPs) follows below in numerical order.

The following performance indicators are used by the Council to monitor how we are performing and improving.










**Key:**

-  Performance improved from previous year
-  Performance stayed the same
-  Performance declined from previous year
-  Quartile Position
-  Target Met

- 1** Upper Quartile equals good performance
- 2** 2<sup>nd</sup> Quartile equals above average performance
- 3** 3<sup>rd</sup> Quartile equals below average performance
- 4** Bottom Quartile equals poor performance

 Target almost met





 Target not met



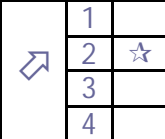

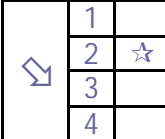
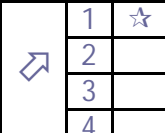

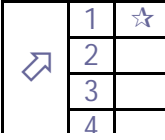

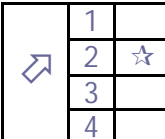
Best Value Performance Indicators		Performance Results						Future Performance Targets																		
BVPI	Details	2005/06	Performance Change & Quartile 2005/06 (compared with all DCs)	Performance 2006/07	Target 2006/07	Target Met 2006/2007	Performance Change & predicted Quartile 2006-07 <sup>1</sup> (compared with all DCs)	2007/08	2008/09	2009/10																
BVPI 2a	The Equality Standard for Local Government - level achieved.	Level 1	 Quartile Not Available	Level 2	Level 3		 Quartile Not Available	Level 3	Level 4	Level 5																
BVPI 2b	Duty to promote race equality - score.	31.57%	 <table border="1" style="display: inline-table; vertical-align: middle;"> <tr><td>1</td><td></td></tr> <tr><td>2</td><td></td></tr> <tr><td>3</td><td></td></tr> <tr><td>4</td><td>☆</td></tr> </table>	1		2		3		4	☆	79%	80%		 <table border="1" style="display: inline-table; vertical-align: middle;"> <tr><td>1</td><td>☆</td></tr> <tr><td>2</td><td></td></tr> <tr><td>3</td><td></td></tr> <tr><td>4</td><td></td></tr> </table>	1	☆	2		3		4		85%	90%	90%
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BVPI 3	User satisfaction survey covering overall satisfaction (every 3 yrs)	2003-2004 survey result 61% weighted figure	 <table border="1" style="display: inline-table; vertical-align: middle;"> <tr><td>1</td><td>☆</td></tr> <tr><td>2</td><td></td></tr> <tr><td>3</td><td></td></tr> <tr><td>4</td><td></td></tr> </table>	1	☆	2		3		4		60%	75%		 <table border="1" style="display: inline-table; vertical-align: middle;"> <tr><td>1</td><td>☆</td></tr> <tr><td>2</td><td></td></tr> <tr><td>3</td><td></td></tr> <tr><td>4</td><td></td></tr> </table>	1	☆	2		3		4		n/a	n/a	60% District Top Quartile
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<sup>1</sup> Estimated quartile position based on 2005/06 quartiles

Best Value Performance Indicators		Performance Results						Future Performance Targets		
BVPI	Details	2005/06	Performance Change & Quartile 2005/06 (compared with all DCs)	Performance 2006/07	Target 2006/07	Target Met 2006/2007	Performance Change & predicted Quartile 2006-07 <sup>1</sup> (compared with all DCs)	2007/08	2008/09	2009/10
BVPI 4	User satisfaction survey covering complaint handling (every 3 yrs)	2003-2004 survey result 32% weighted figure		33%	48%			n/a	n/a	38% District Top Quartile
BVPI 8	Percentage of invoices for commercial goods & services which were paid in 30 days of such invoices being received by the authority.	95.04%		96.46%	100%			100%	100%	100%
BVPI 9	Proportion of Council Tax collected	98.81%		99.06%	98.50%			98.50%	98.50%	98.50%
BVPI 10	Percentage of Business rates which should have been collected that were received	99.05%		99.00%	99.12%			99.12%	99.12%	99.12%
BVPI 11a	The percentage of top 5% of earners that are women	6.67%		13.33%	18.00%			18.00%	20.00%	20.00%

Best Value Performance Indicators		Performance Results						Future Performance Targets																		
BVPI	Details	2005/06	Performance Change & Quartile 2005/06 (compared with all DCs)	Performance 2006/07	Target 2006/07	Target Met 2006/2007	Performance Change & predicted Quartile 2006-07 <sup>1</sup> (compared with all DCs)	2007/08	2008/09	2009/10																
BVPI 11b	The % of top 5% of earners from Ethnic Minority	0%	↔ <table border="1"><tr><td>1</td><td></td></tr><tr><td>2</td><td></td></tr><tr><td>3</td><td></td></tr><tr><td>4</td><td>☆</td></tr></table>	1		2		3		4	☆	0.00%	0.50%		↔ <table border="1"><tr><td>1</td><td></td></tr><tr><td>2</td><td></td></tr><tr><td>3</td><td></td></tr><tr><td>4</td><td>☆</td></tr></table>	1		2		3		4	☆	0.5%	0.5%	0.5%
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BVPI 11c	Top 5% of earners that have a disability	6.67%	N e w <table border="1"><tr><td>1</td><td>☆</td></tr><tr><td>2</td><td></td></tr><tr><td>3</td><td></td></tr><tr><td>4</td><td></td></tr></table>	1	☆	2		3		4		6.67%	10.00%		↔ <table border="1"><tr><td>1</td><td>☆</td></tr><tr><td>2</td><td></td></tr><tr><td>3</td><td></td></tr><tr><td>4</td><td></td></tr></table>	1	☆	2		3		4		10%	10%	15%
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BVPI 12	The number of working days lost to sickness absence.	6.68	↗ <table border="1"><tr><td>1</td><td>☆</td></tr><tr><td>2</td><td></td></tr><tr><td>3</td><td></td></tr><tr><td>4</td><td></td></tr></table>	1	☆	2		3		4		11.88	7.75		↘ <table border="1"><tr><td>1</td><td></td></tr><tr><td>2</td><td></td></tr><tr><td>3</td><td></td></tr><tr><td>4</td><td>☆</td></tr></table>	1		2		3		4	☆	7.50 days	7.50 days	7.50 days
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BVPI 14	The percentage of employees retiring early (excluding ill-health) as a percentage of total workforce	0.41%	↘ <table border="1"><tr><td>1</td><td></td></tr><tr><td>2</td><td>☆</td></tr><tr><td>3</td><td></td></tr><tr><td>4</td><td></td></tr></table>	1		2	☆	3		4		0.81%	0.10%		↘ <table border="1"><tr><td>1</td><td></td></tr><tr><td>2</td><td></td></tr><tr><td>3</td><td>☆</td></tr><tr><td>4</td><td></td></tr></table>	1		2		3	☆	4		0.10%	0.81%	0.81%
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BVPI 15	The percentage of employees retiring on ill-health as a percentage of total workforce	0.83%	↗ <table border="1"><tr><td>1</td><td></td></tr><tr><td>2</td><td></td></tr><tr><td>3</td><td>☆</td></tr><tr><td>4</td><td></td></tr></table>	1		2		3	☆	4		0.40%	0.15%		↗ <table border="1"><tr><td>1</td><td></td></tr><tr><td>2</td><td>☆</td></tr><tr><td>3</td><td></td></tr><tr><td>4</td><td></td></tr></table>	1		2	☆	3		4		0.10%	1.21%	1.21%
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BVPI 16a	Percentage of local authority employees declaring they meet the DDA 1995 disability definition.	3.61%	↗ <table border="1"><tr><td>1</td><td></td></tr><tr><td>2</td><td></td></tr><tr><td>3</td><td>☆</td></tr><tr><td>4</td><td></td></tr></table>	1		2		3	☆	4		2.93%	5.00%		↘ <table border="1"><tr><td>1</td><td></td></tr><tr><td>2</td><td></td></tr><tr><td>3</td><td>☆</td></tr><tr><td>4</td><td></td></tr></table>	1		2		3	☆	4		5%	5%	6%
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Best Value Performance Indicators		Performance Results						Future Performance Targets																										
BVPI	Details	2005/06	Performance Change & Quartile 2005/06 (compared with all DCs)	Performance 2006/07	Target 2006/07	Target Met 2006/2007	Performance Change & predicted Quartile 2006-07 <sup>1</sup> (compared with all DCs)	2007/08	2008/09	2009/10																								
BVPI 16b	Percentage of economically active disabled people in Ryedale.	11.83%	Not Applicable	11.83% estimate	n/a	n/a	Not Applicable	-	-	-																								
BVPI 17a	Percentage of local authority employees from minority ethnic community.	0.98%	<table border="1"><tr><td>↗</td><td>1</td><td></td></tr><tr><td></td><td>2</td><td></td></tr><tr><td></td><td>3</td><td>☆</td></tr><tr><td></td><td>4</td><td></td></tr></table>	↗	1			2			3	☆		4		1.0%	0.7%		<table border="1"><tr><td>↗</td><td>1</td><td></td></tr><tr><td></td><td>2</td><td></td></tr><tr><td></td><td>3</td><td>☆</td></tr><tr><td></td><td>4</td><td></td></tr></table>	↗	1			2			3	☆		4		0.8%	1.0%	1.2%
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BVPI 17b	Percentage of economically active minority ethnic community population in Ryedale.	0.62%	Not Applicable	0.62% estimate	n/a	n/a	Not Applicable	-	-	-																								
BVPI 64	Number of private sector vacant dwellings that are returned into occupation or demolished as a direct result of action by the local authority.	5	<table border="1"><tr><td>↗</td><td>1</td><td></td></tr><tr><td></td><td>2</td><td></td></tr><tr><td></td><td>3</td><td>☆</td></tr><tr><td></td><td>4</td><td></td></tr></table>	↗	1			2			3	☆		4		4	3		<table border="1"><tr><td>↘</td><td>1</td><td></td></tr><tr><td></td><td>2</td><td></td></tr><tr><td></td><td>3</td><td></td></tr><tr><td></td><td>4</td><td>☆</td></tr></table>	↘	1			2			3			4	☆	4	5	6
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BVPI 76a	The number of HB/CTB claimants visited per 1,000 caseload	184.32	Not Available	180.71	209.31		Not Available	Discontinued	Discontinued -	Discontinued -																								
BVPI 76b	The number of fraud investigators employed per 1,000 caseload (HB/CTB claimants)	0.55	Not Available	0.46	0.58		Not Available	0.66	0.66	0.66																								






Best Value Performance Indicators		Performance Results						Future Performance Targets		
BVPI	Details	2005/06	Performance Change & Quartile 2005/06 (compared with all DCs)	Performance 2006/07	Target 2006/07	Target Met 2006/2007	Performance Change & predicted Quartile 2006-07 <sup>1</sup> (compared with all DCs)	2007/08	2008/09	2009/10
BVPI 76c	The number of HB/CTB fraud investigations per 1,000 caseload	10.93	Not Available	13.08	25.00		Not available	30	30	30
BVPI 76d	The number of HB/CTB prosecutions & sanctions per 1,000 caseload.	4.06	Not Available	3.95	7.00		Not available	9	9	9
BVPI 78a	Average time taken to process new claims for housing and council tax benefit.	28.8 days		29.6 days	30.0			28 days	26 days	26 days
BVPI 78b	Average time taken to process changes in circumstances HB/CTB.	4.9 days		3.7 days	4.0 days			5 days	5 days	5 days
BVPI 79a	Percentage of claims for which the calculation of the amount of benefit due was correct on the basis of the information available to the determination	93.60%		97.60%	99.00%			99%	99%	99%


















Best Value Performance Indicators		Performance Results						Future Performance Targets																										
BVPI	Details	2005/06	Performance Change & Quartile 2005/06 (compared with all DCs)	Performance 2006/07	Target 2006/07	Target Met 2006/2007	Performance Change & predicted Quartile 2006-07 <sup>1</sup> (compared with all DCs)	2007/08	2008/09	2009/10																								
BVPI 79b (i)	The amount of Housing Benefit overpayments recovered during period being reported on as a % of all HB deemed recoverable overpayments during the period.	91.52%	<table border="1"> <tr><td>N</td><td>1</td><td>☆</td></tr> <tr><td>e</td><td>2</td><td></td></tr> <tr><td>w</td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	N	1	☆	e	2		w	3			4		67.75%	93.00%		<table border="1"> <tr><td>↙</td><td>1</td><td></td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td>☆</td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↙	1			2			3	☆		4		90%	90%	90%
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BVPI 79b (ii)	HB overpayments recovered during period as a % of total amount of HB overpayment debt outstanding at start of period plus amount of HB overpayments identified during period.	43.62%	<table border="1"> <tr><td>N</td><td>1</td><td>☆</td></tr> <tr><td>e</td><td>2</td><td></td></tr> <tr><td>w</td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	N	1	☆	e	2		w	3			4		30.61%	50.00%		<table border="1"> <tr><td>↙</td><td>1</td><td></td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td>☆</td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↙	1			2			3	☆		4		60%	70%	70%
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BVPI 79b (iii)	HB overpayments written off during period as a % of the total amount of HB overpayment debt outstanding at start of period plus amount of HB overpayments identified during period.	0.00%	Not Available	0.00%	0.00%		Not Available	0.00%	0.00%	0.00%																								
BVPI 80a	User Satisfaction Survey - Benefits Office -Contact/Access Facilities - % satisfied (Survey every 3 years)	2003-04 Survey 86%	<table border="1"> <tr><td>N</td><td>1</td><td>☆</td></tr> <tr><td>e</td><td>2</td><td></td></tr> <tr><td>w</td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	N	1	☆	e	2		w	3			4		88%	84%		<table border="1"> <tr><td>↗</td><td>1</td><td>☆</td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↗	1	☆		2			3			4		n/a	n/a	84%
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BVPI 80b	Benefits Office - Service	2003-04 Survey 88%	<table border="1"> <tr><td>N</td><td>1</td><td>☆</td></tr> <tr><td>e</td><td>2</td><td></td></tr> <tr><td>w</td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	N	1	☆	e	2		w	3			4		88%	86%		<table border="1"> <tr><td>↔</td><td>1</td><td>☆</td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↔	1	☆		2			3			4		n/a	n/a	86%
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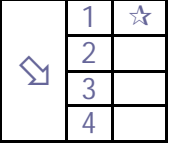

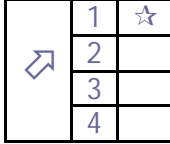
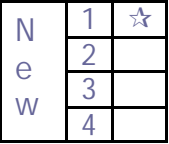

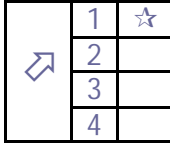
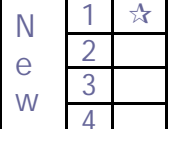

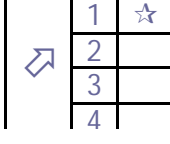
Best Value Performance Indicators		Performance Results						Future Performance Targets																										
BVPI	Details	2005/06	Performance Change & Quartile 2005/06 (compared with all DCs)	Performance 2006/07	Target 2006/07	Target Met 2006/2007	Performance Change & predicted Quartile 2006-07 <sup>1</sup> (compared with all DCs)	2007/08	2008/09	2009/10																								
BVPI 80c	Benefits Office - Telephone Service	2003-04 Survey 84%	<table border="1"> <tr><td>N</td><td>1</td><td>☆</td></tr> <tr><td>e</td><td>2</td><td></td></tr> <tr><td>w</td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	N	1	☆	e	2		w	3			4		88%	80%		<table border="1"> <tr><td>↗</td><td>1</td><td>☆</td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↗	1	☆		2			3			4		n/a	n/a	80%
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BVPI 80d	Benefits Office - Staff	2003-04 Survey 91%	<table border="1"> <tr><td>N</td><td>1</td><td>☆</td></tr> <tr><td>e</td><td>2</td><td></td></tr> <tr><td>w</td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	N	1	☆	e	2		w	3			4		90%	86%		<table border="1"> <tr><td>↘</td><td>1</td><td>☆</td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↘	1	☆		2			3			4		n/a	n/a	86%
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BVPI 80e	Benefits Office - clarity of forms & leaflets etc	2003-04 Survey 67%	<table border="1"> <tr><td>N</td><td>1</td><td></td></tr> <tr><td>e</td><td>2</td><td>☆</td></tr> <tr><td>w</td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	N	1		e	2	☆	w	3			4		69%	68%		<table border="1"> <tr><td>↗</td><td>1</td><td>☆</td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↗	1	☆		2			3			4		n/a	n/a	68%
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BVPI 80f	Benefits - time taken for a decision	2003-04 Survey 82%	<table border="1"> <tr><td>N</td><td>1</td><td>☆</td></tr> <tr><td>e</td><td>2</td><td></td></tr> <tr><td>w</td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	N	1	☆	e	2		w	3			4		87%	77%		<table border="1"> <tr><td>↗</td><td>1</td><td>☆</td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↗	1	☆		2			3			4		n/a	n/a	77%
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BVPI 80g	Benefits Office - overall satisfaction (survey every 3 years)	2003-04 Survey 89%	<table border="1"> <tr><td>N</td><td>1</td><td>☆</td></tr> <tr><td>e</td><td>2</td><td></td></tr> <tr><td>w</td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	N	1	☆	e	2		w	3			4		91%	84%		<table border="1"> <tr><td>↗</td><td>1</td><td>☆</td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↗	1	☆		2			3			4		n/a	n/a	84%
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Best Value Performance Indicators		Performance Results						Future Performance Targets																										
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BVPI 82a (i)	Percentage of household waste arisings, which have been sent by the authority for recycling.	18.24%	<table border="1"> <tr><td>↗</td><td>1</td><td></td></tr> <tr><td></td><td>2</td><td>☆</td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↗	1			2	☆		3			4		20.17%	19.00%		<table border="1"> <tr><td>↗</td><td>1</td><td></td></tr> <tr><td></td><td>2</td><td>☆</td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↗	1			2	☆		3			4		19%	19%	19%
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BVPI 82a (ii)	Total tonnage of household waste arisings, which have been sent by the Authority for recycling.	3,998	<table border="1"> <tr><td>N</td><td>1</td><td></td></tr> <tr><td>e</td><td>2</td><td></td></tr> <tr><td>w</td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td>☆</td></tr> </table>	N	1		e	2		w	3			4	☆	4505.00 tonnes	4050.00 tonnes		<table border="1"> <tr><td>↗</td><td>1</td><td></td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td>☆</td></tr> </table>	↗	1			2			3			4	☆	4050	4050	4050
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BVPI 82b(i)	Percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion.	24.53%	<table border="1"> <tr><td>↗</td><td>1</td><td>☆</td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↗	1	☆		2			3			4		30.93%	25.00%		<table border="1"> <tr><td>↗</td><td>1</td><td>☆</td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↗	1	☆		2			3			4		25%	25%	25%
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BVPI 82b (ii)	The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion.	5,377	<table border="1"> <tr><td>N</td><td>1</td><td></td></tr> <tr><td>e</td><td>2</td><td>☆</td></tr> <tr><td>w</td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	N	1		e	2	☆	w	3			4		6909.00 tonnes	5390.00 tonnes		<table border="1"> <tr><td>↗</td><td>1</td><td>☆</td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↗	1	☆		2			3			4		5390	5390	5390
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BVPI 84a	Number of kilograms of household waste collected per head of the population.	423.98kg	<table border="1"> <tr><td>↘</td><td>1</td><td></td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td>☆</td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↘	1			2			3	☆		4		429.5 kg	427.0 kg		<table border="1"> <tr><td>↘</td><td>1</td><td></td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td>☆</td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↘	1			2			3	☆		4		429kg	431kg	431kg
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BVPI	Details	2005/06	Performance Change & Quartile 2005/06 (compared with all DCs)	Performance 2006/07	Target 2006/07	Target Met 2006/2007	Performance Change & predicted Quartile 2006-07 <sup>1</sup> (compared with all DCs)	2007/08	2008/09	2009/10																								
BVPI 84b	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population.	0.83% increase	<table border="1"> <tr><td>N</td><td>1</td><td></td></tr> <tr><td>e</td><td>2</td><td></td></tr> <tr><td>w</td><td>3</td><td>☆</td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	N	1		e	2		w	3	☆		4		1.31% increase	0.50%		<table border="1"> <tr><td>↘</td><td>1</td><td></td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td>☆</td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↘	1			2			3	☆		4		1%	1%	1%
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BVPI 86	Cost of waste collection per household	£48.99	<table border="1"> <tr><td>↘</td><td>1</td><td></td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td>☆</td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↘	1			2			3	☆		4		£53.77	£58.69		<table border="1"> <tr><td>↘</td><td>1</td><td></td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td>☆</td></tr> <tr><td></td><td>4</td><td>☆</td></tr> </table>	↘	1			2			3	☆		4	☆	£57.82	£59.44	£61.10
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BVPI 89	User satisfaction survey covering overall cleanliness	2003-04 Survey 72% weighted figure	<table border="1"> <tr><td>↘</td><td>1</td><td>☆</td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↘	1	☆		2			3			4		76%	70%		<table border="1"> <tr><td>↗</td><td>1</td><td>☆</td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↗	1	☆		2			3			4		Not required	Not required	74% District Top Quartile
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BVPI 90a	User satisfaction survey covering overall satisfaction with waste collection	2003-04 Survey 88% weighted figure	<table border="1"> <tr><td>↗</td><td>1</td><td></td></tr> <tr><td></td><td>2</td><td>☆</td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↗	1			2	☆		3			4		75%	90%		<table border="1"> <tr><td>↘</td><td>1</td><td></td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td>☆</td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↘	1			2			3	☆		4		Not required	Not required	86% District Top Quartile
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BVPI 90b	User satisfaction survey covering overall satisfaction with waste recycling	2003-04 Survey 75% weighted figure	<table border="1"> <tr><td>↔</td><td>1</td><td></td></tr> <tr><td></td><td>2</td><td>☆</td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↔	1			2	☆		3			4		73%	80%		<table border="1"> <tr><td>↘</td><td>1</td><td></td></tr> <tr><td></td><td>2</td><td>☆</td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↘	1			2	☆		3			4		Not required	Not required	76% District Top Quartile
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Best Value Performance Indicators		Performance Results						Future Performance Targets																										
BVPI	Details	2005/06	Performance Change & Quartile 2005/06 (compared with all DCs)	Performance 2006/07	Target 2006/07	Target Met 2006/2007	Performance Change & predicted Quartile 2006-07 <sup>1</sup> (compared with all DCs)	2007/08	2008/09	2009/10																								
BVPI 91a	Percentage of households resident in the area served by kerbside collection of recyclables.	100%	<table border="1"> <tr><td>↗</td><td>1</td><td>☆</td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↗	1	☆		2			3			4		100%	100%		<table border="1"> <tr><td>↔</td><td>1</td><td>☆</td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↔	1	☆		2			3			4		100%	100%	100%
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BVPI 91b	Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables.	100%	<table border="1"> <tr><td>N</td><td>1</td><td>☆</td></tr> <tr><td>e</td><td>2</td><td></td></tr> <tr><td>w</td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	N	1	☆	e	2		w	3			4		100%	100%		<table border="1"> <tr><td>↔</td><td>1</td><td>☆</td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↔	1	☆		2			3			4		100%	100%	100%
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BVPI 106	Percentage of new homes built on previously developed land	85.49%	<table border="1"> <tr><td>↗</td><td>1</td><td></td></tr> <tr><td></td><td>2</td><td>☆</td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↗	1			2	☆		3			4		Will be available later this year	40%		<table border="1"> <tr><td></td><td>1</td><td></td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>		1			2			3			4		40%	40%	40%
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BVPI 109a	Percentage of major planning applications determined within 13 weeks	81.81%	<table border="1"> <tr><td>↗</td><td>1</td><td>☆</td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↗	1	☆		2			3			4		82.35%	65.00%		<table border="1"> <tr><td>↗</td><td>1</td><td>☆</td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↗	1	☆		2			3			4		65%	65%	65%
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BVPI 109b	Percentage of minor planning applications determined within 8 weeks	76.65%	<table border="1"> <tr><td>↗</td><td>1</td><td></td></tr> <tr><td></td><td>2</td><td>☆</td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↗	1			2	☆		3			4		81.70%	71.00%		<table border="1"> <tr><td>↗</td><td>1</td><td>☆</td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↗	1	☆		2			3			4		71%	75%	78%
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Best Value Performance Indicators		Performance Results						Future Performance Targets																		
BVPI	Details	2005/06	Performance Change & Quartile 2005/06 (compared with all DCs)	Performance 2006/07	Target 2006/07	Target Met 2006/2007	Performance Change & predicted Quartile 2006-07 <sup>1</sup> (compared with all DCs)	2007/08	2008/09	2009/10																
BVPI 109c	Percentage of other planning applications determined within 8 weeks	92.74%	 <table border="1" data-bbox="952 406 1064 550"> <tr><td>1</td><td>☆</td></tr> <tr><td>2</td><td></td></tr> <tr><td>3</td><td></td></tr> <tr><td>4</td><td></td></tr> </table>	1	☆	2		3		4		90.60%	86.00%		 <table border="1" data-bbox="1534 406 1691 550"> <tr><td>1</td><td>☆</td></tr> <tr><td>2</td><td></td></tr> <tr><td>3</td><td></td></tr> <tr><td>4</td><td></td></tr> </table>	1	☆	2		3		4		86%	90%	92%
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BVPI 111	Satisfaction with the planning service by those making a planning application (every 3 years)	2003-04 Survey 68% weighted figure	 <table border="1" data-bbox="952 598 1064 742"> <tr><td>1</td><td></td></tr> <tr><td>2</td><td></td></tr> <tr><td>3</td><td></td></tr> <tr><td>4</td><td>☆</td></tr> </table>	1		2		3		4	☆	72%	85%		 <table border="1" data-bbox="1534 598 1691 742"> <tr><td>1</td><td></td></tr> <tr><td>2</td><td></td></tr> <tr><td>3</td><td>☆</td></tr> <tr><td>4</td><td></td></tr> </table>	1		2		3	☆	4		Not required	Not required	Top quartile target to be inserted
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BVPI 119a	Percentage of residents satisfied with Local Authority Cultural Services - sports and leisure. (survey every 3 years)	2003/04 Survey 52%	 <table border="1" data-bbox="952 774 1064 917"> <tr><td>1</td><td></td></tr> <tr><td>2</td><td></td></tr> <tr><td>3</td><td>☆</td></tr> <tr><td>4</td><td></td></tr> </table>	1		2		3	☆	4		56%	60%		 <table border="1" data-bbox="1534 774 1691 917"> <tr><td>1</td><td></td></tr> <tr><td>2</td><td></td></tr> <tr><td>3</td><td>☆</td></tr> <tr><td>4</td><td></td></tr> </table>	1		2		3	☆	4		Not required	Not required	65% District Top Quartile
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BVPI 119c	Percentage of residents satisfied with Local Authority Cultural Services - museums. (survey every 3 years)	2003/04 Survey 48%	 <table border="1" data-bbox="952 949 1064 1093"> <tr><td>1</td><td></td></tr> <tr><td>2</td><td>☆</td></tr> <tr><td>3</td><td></td></tr> <tr><td>4</td><td></td></tr> </table>	1		2	☆	3		4		50%	55%		 <table border="1" data-bbox="1534 949 1691 1093"> <tr><td>1</td><td></td></tr> <tr><td>2</td><td>☆</td></tr> <tr><td>3</td><td></td></tr> <tr><td>4</td><td></td></tr> </table>	1		2	☆	3		4		Not required	Not required	50% District Top Quartile
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BVPI 119e	Percentage of residents satisfied with LA cultural services: parks/open spaces (survey every 3 years)	2003/04 Survey 56%	 <table border="1" data-bbox="952 1141 1064 1284"> <tr><td>1</td><td></td></tr> <tr><td>2</td><td></td></tr> <tr><td>3</td><td></td></tr> <tr><td>4</td><td>☆</td></tr> </table>	1		2		3		4	☆	56%	57%		 <table border="1" data-bbox="1534 1141 1691 1284"> <tr><td>1</td><td></td></tr> <tr><td>2</td><td></td></tr> <tr><td>3</td><td></td></tr> <tr><td>4</td><td>☆</td></tr> </table>	1		2		3		4	☆	Not required	Not required	78% District Top Quartile
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Best Value Performance Indicators		Performance Results						Future Performance Targets		
BVPI	Details	2005/06	Performance Change & Quartile 2005/06 (compared with all DCs)	Performance 2006/07	Target 2006/07	Target Met 2006/2007	Performance Change & predicted Quartile 2006-07 <sup>1</sup> (compared with all DCs)	2007/08	2008/09	2009/10
BVPI 126	Domestic burglaries per 1000 households	4.1/1000		3.0	3.3			3.7	To be set in next Strategy	To be set in next Strategy
BVPI 126 Info only	Domestic burglaries per 1000 households -% detected	19%	Not Applicable	25%	n/a		Not Applicable	n/a	n/a	n/a
BVPI 127a	Number of violent crimes per 1000 population.	8.6/1000		8.2	7.4			7.4	To be set in next Strategy	To be set in next Strategy
BVPI 127a Info only	Violent crime per year, per 1,000 population in the Local Authority area - % detected	77%	Not Applicable	70%	n/a		Not Applicable	n/a	n/a	n/a
BVPI 127b	Robberies per year, per 1,000 population in the Local Authority area.	0.1/1000		0.0	0.1			No Target set	To be set in next Strategy	To be set in next Strategy
BVPI 127b Info only	Robberies per year, per 1,000 population in the Local Authority area - % detected	25%	Not Applicable	0%			Not Applicable	n/a	n/a	n/a

Best Value Performance Indicators		Performance Results						Future Performance Targets																										
BVPI	Details	2005/06	Performance Change & Quartile 2005/06 (compared with all DCs)	Performance 2006/07	Target 2006/07	Target Met 2006/2007	Performance Change & predicted Quartile 2006-07 <sup>1</sup> (compared with all DCs)	2007/08	2008/09	2009/10																								
BVPI 128	The number of vehicle crimes per year, per 1,000 population in the Local Authority area.	6.1/1000	<table border="1"><tr><td>↙</td><td>1</td><td>☆</td></tr><tr><td></td><td>2</td><td></td></tr><tr><td></td><td>3</td><td></td></tr><tr><td></td><td>4</td><td></td></tr></table>	↙	1	☆		2			3			4		4.4	4.4		<table border="1"><tr><td>↙</td><td>1</td><td>☆</td></tr><tr><td></td><td>2</td><td></td></tr><tr><td></td><td>3</td><td></td></tr><tr><td></td><td>4</td><td></td></tr></table>	↙	1	☆		2			3			4		5.1	To be set in next Strategy	To be set in next Strategy
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BVPI 128 Info only	The number of vehicle crimes per year, per 1,000 population in the Local Authority area - % detected	11%	Not Available	7%	n/a	n/a	Not Applicable	n/a	n/a	n/a																								
BVPI 156	Percentage of authority buildings, open to the public, in which all public areas are suitable for and accessible to disabled people.	88.89%	Not Available	100%	100%		Not available	100%	100%	100%																								
BVPI 166a	Score against a checklist of enforcement best practice for environmental health	90.0%	<table border="1"><tr><td>↙</td><td>1</td><td></td></tr><tr><td></td><td>2</td><td>☆</td></tr><tr><td></td><td>3</td><td></td></tr><tr><td></td><td>4</td><td></td></tr></table>	↙	1			2	☆		3			4		100%	90%		<table border="1"><tr><td>↙</td><td>1</td><td>☆</td></tr><tr><td></td><td>2</td><td></td></tr><tr><td></td><td>3</td><td></td></tr><tr><td></td><td>4</td><td></td></tr></table>	↙	1	☆		2			3			4		100%	100%	100%
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BVPI 170a	Number of visits to/usages of museums per 1000 population. (Calculation method amended 2005/06)	88/1000 estimate	<table border="1"><tr><td>↙</td><td>1</td><td></td></tr><tr><td></td><td>2</td><td></td></tr><tr><td></td><td>3</td><td>☆</td></tr><tr><td></td><td>4</td><td></td></tr></table>	↙	1			2			3	☆		4		207	85		<table border="1"><tr><td>↙</td><td>1</td><td></td></tr><tr><td></td><td>2</td><td></td></tr><tr><td></td><td>3</td><td>☆</td></tr><tr><td></td><td>4</td><td></td></tr></table>	↙	1			2			3	☆		4		90	100	105
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Best Value Performance Indicators		Performance Results						Future Performance Targets		
BVPI	Details	2005/06	Performance Change & Quartile 2005/06 (compared with all DCs)	Performance 2006/07	Target 2006/07	Target Met 2006/2007	Performance Change & predicted Quartile 2006-07 <sup>1</sup> (compared with all DCs)	2007/08	2008/09	2009/10
BVPI 170b	The number of those visits to Local Authority funded, or part-funded museums and galleries that were in person, per 1,000 population. (Calculation method amended 2005/06)	85/1000		62	75			80	85	90
BVPI 170c	The number of pupils visiting museums and galleries in organised school groups. (Calculation method amended 2005/06)	484		365	500			500	505	510
BVPI 174	The number of racial incidents reported to the Local Authority, and subsequently recorded, per 100,000 population.	not monitored		not monitored		not monitored	not monitored	Now being recorded	Now being recorded	Now being recorded
BVPI 175	The percentage of racial incidents reported to the Local Authority that resulted in further action	not monitored		not monitored		not monitored	not monitored	Now being recorded	Now being recorded	Now being recorded
BVPI 183a	The average length of stay in bed & breakfast accom of h/h which include dependent children or pregnant woman who are unintentionally homeless and in priority need	2 weeks		3.14 weeks	0 weeks			4 weeks	4 weeks	4 weeks













Best Value Performance Indicators		Performance Results						Future Performance Targets																		
BVPI	Details	2005/06	Performance Change & Quartile 2005/06 (compared with all DCs)	Performance 2006/07	Target 2006/07	Target Met 2006/2007	Performance Change & predicted Quartile 2006-07 <sup>1</sup> (compared with all DCs)	2007/08	2008/09	2009/10																
BVPI 183b	The average length of stay in hostel accom of h/h which include dependent children or pregnant woman who are unintentionally homeless and in priority need	0 weeks	↔ <table border="1"><tr><td>1</td><td>☆</td></tr><tr><td>2</td><td></td></tr><tr><td>3</td><td></td></tr><tr><td>4</td><td></td></tr></table>	1	☆	2		3		4		0 weeks	0 weeks		↔ <table border="1"><tr><td>1</td><td>☆</td></tr><tr><td>2</td><td></td></tr><tr><td>3</td><td></td></tr><tr><td>4</td><td></td></tr></table>	1	☆	2		3		4		0 weeks	0 weeks	0 weeks
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BVPI 199a	Proportion of relevant land and highways that is assessed as having combined deposits of litter and detritus that fall below an acceptable level. (surveys)	6.5%	↘ <table border="1"><tr><td>1</td><td>☆</td></tr><tr><td>2</td><td></td></tr><tr><td>3</td><td></td></tr><tr><td>4</td><td></td></tr></table>	1	☆	2		3		4		5.3%	9.0%		↗ <table border="1"><tr><td>1</td><td>☆</td></tr><tr><td>2</td><td></td></tr><tr><td>3</td><td></td></tr><tr><td>4</td><td></td></tr></table>	1	☆	2		3		4		9%	9%	9%
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BVPI 199b	The percentage of relevant land and highways from which unacceptable levels of graffiti are visible. (surveys)	0%	N e w <table border="1"><tr><td>1</td><td>☆</td></tr><tr><td>2</td><td></td></tr><tr><td>3</td><td></td></tr><tr><td>4</td><td></td></tr></table>	1	☆	2		3		4		0%	2%		↔ <table border="1"><tr><td>1</td><td>☆</td></tr><tr><td>2</td><td></td></tr><tr><td>3</td><td></td></tr><tr><td>4</td><td></td></tr></table>	1	☆	2		3		4		2%	2%	2%
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BVPI 199c	The percentage of relevant land and highways from which unacceptable levels of fly-posting are visible. (surveys)	0%	N e w <table border="1"><tr><td>1</td><td>☆</td></tr><tr><td>2</td><td></td></tr><tr><td>3</td><td></td></tr><tr><td>4</td><td></td></tr></table>	1	☆	2		3		4		0%	2%		↔ <table border="1"><tr><td>1</td><td>☆</td></tr><tr><td>2</td><td></td></tr><tr><td>3</td><td></td></tr><tr><td>4</td><td></td></tr></table>	1	☆	2		3		4		2%	2%	2%
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BVPI 199d	The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with fly-tipping.	New Indicator	New Indicator	3 = good  (1 = very effective, 4 = poor)	N/A	N/A	New Indicator	3	2	2																



















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BVPI	Details	2005/06	Performance Change & Quartile 2005/06 (compared with all DCs)	Performance 2006/07	Target 2006/07	Target Met 2006/2007	Performance Change & predicted Quartile 2006-07 <sup>1</sup> (compared with all DCs)	2007/08	2008/09	2009/10																
BVPI 200a	Did the local planning authority submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain a 3-year rolling programme?	Yes	Not Available	Yes	Yes		Not Available	Yes	Yes	Yes																
BVPI 200b	Has the local planning authority met the milestones, which the current Local Development Scheme (LDS) sets out?	Yes	Not Available	No	Yes		Not Available	No	No	N/a																
BVPI 200c	Did the Local Planning Authority publish an annual monitoring report - snapshot as at 31 March	Yes	Not available	Yes	Yes		Not Available	Yes	Yes	Yes																
BVPI 202	The number of people sleeping rough on a single night within the area of the local authority.	0 (estimate) no survey	 <table border="1" data-bbox="952 895 1059 1031"> <tr><td>1</td><td>☆</td></tr> <tr><td>2</td><td></td></tr> <tr><td>3</td><td></td></tr> <tr><td>4</td><td></td></tr> </table>	1	☆	2		3		4		0	0		 <table border="1" data-bbox="1543 895 1697 1031"> <tr><td>1</td><td>☆</td></tr> <tr><td>2</td><td></td></tr> <tr><td>3</td><td></td></tr> <tr><td>4</td><td></td></tr> </table>	1	☆	2		3		4		0	0	0
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BVPI 203	The percentage change in average number of families, which include dependent children or a pregnant woman, placed in temporary accommodation under homelessness legislation compared with average from previous year.	+11.76%	 <table border="1" data-bbox="952 1107 1059 1251"> <tr><td>1</td><td></td></tr> <tr><td>2</td><td></td></tr> <tr><td>3</td><td>☆</td></tr> <tr><td>4</td><td></td></tr> </table>	1		2		3	☆	4		0.00%	0.00%		 <table border="1" data-bbox="1543 1107 1697 1251"> <tr><td>1</td><td></td></tr> <tr><td>2</td><td>☆</td></tr> <tr><td>3</td><td></td></tr> <tr><td>4</td><td></td></tr> </table>	1		2	☆	3		4		-10%	-10%	-10%
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BVPI	Details	2005/06	Performance Change & Quartile 2005/06 (compared with all DCs)	Performance 2006/07	Target 2006/07	Target Met 2006/2007	Performance Change & predicted Quartile 2006-07 <sup>1</sup> (compared with all DCs)	2007/08	2008/09	2009/10
BVPI 204	The percentage of appeals allowed against the authority's decision to refuse on planning applications. (exclude withdrawals)	36.11%		36.7%	36.0%			34%	33%	33%
BVPI 205	Quality of Service Checklist - Dev Control (at 31/03/05)	94.44%		89.0%	100.0%			100%	100%	100%
BVPI 213	Number of households who considered themselves as homeless, who approached local housing authority's housing advice service, & for whom housing advice casework intervention resolved their situation. Per 1000 Households	2		5	2			2	2	2
BVPI 214	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years.	0		0.00%	0.00%			0	0	0
BVPI 216a	Number of 'sites of potential concern' [within the local authority area], with respect to land contamination.	5850	Not applicable	5850	N/A	N/A	Not Applicable	N/A	N/A	N/A

Best Value Performance Indicators		Performance Results						Future Performance Targets																										
BVPI	Details	2005/06	Performance Change & Quartile 2005/06 (compared with all DCs)	Performance 2006/07	Target 2006/07	Target Met 2006/2007	Performance Change & predicted Quartile 2006-07 <sup>1</sup> (compared with all DCs)	2007/08	2008/09	2009/10																								
BVPI 216b	Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'.	0.020%	<table border="1"> <tr><td>N</td><td>1</td><td></td></tr> <tr><td>e</td><td>2</td><td></td></tr> <tr><td>w</td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td>☆</td></tr> </table>	N	1		e	2		w	3			4	☆	0.034%	0.250%		<table border="1"> <tr><td>↗</td><td>1</td><td></td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td>☆</td></tr> </table>	↗	1			2			3			4	☆	0.5%	1.0%	1.5%
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BVPI 217	Percentage of pollution control improvements to existing installations completed on time.	96%	<table border="1"> <tr><td>N</td><td>1</td><td></td></tr> <tr><td>e</td><td>2</td><td>☆</td></tr> <tr><td>w</td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	N	1		e	2	☆	w	3			4		100%	95%		<table border="1"> <tr><td>↗</td><td>1</td><td>☆</td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↗	1	☆		2			3			4		95%	95%	95%
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BVPI 218a	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification.	97.62% (41 out of 42)	<table border="1"> <tr><td>N</td><td>1</td><td>☆</td></tr> <tr><td>e</td><td>2</td><td></td></tr> <tr><td>w</td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	N	1	☆	e	2		w	3			4		91.67%	95.00%		<table border="1"> <tr><td>↘</td><td>1</td><td></td></tr> <tr><td></td><td>2</td><td>☆</td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↘	1			2	☆		3			4		95%	95%	95%
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BVPI 218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	97.62% (41 out of 42)	<table border="1"> <tr><td>N</td><td>1</td><td>☆</td></tr> <tr><td>e</td><td>2</td><td></td></tr> <tr><td>w</td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	N	1	☆	e	2		w	3			4		91.67%	90.00%		<table border="1"> <tr><td>↘</td><td>1</td><td></td></tr> <tr><td></td><td>2</td><td>☆</td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↘	1			2	☆		3			4		95%	95%	95%
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BVPI 219a	Total number of conservation areas in the local authority area. Snapshot at 31 March	34	Not applicable	34	34		Not applicable	34	34	35																								
BVPI 219b	Percentage of conservation areas in the local authority area with an up-to-date character appraisal.	8.82%	<table border="1"> <tr><td>N</td><td>1</td><td></td></tr> <tr><td>e</td><td>2</td><td>☆</td></tr> <tr><td>w</td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	N	1		e	2	☆	w	3			4		8.82%	11.00%		<table border="1"> <tr><td>↔</td><td>1</td><td></td></tr> <tr><td></td><td>2</td><td>☆</td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↔	1			2	☆		3			4		14	17	17
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






Best Value Performance Indicators		Performance Results						Future Performance Targets																										
BVPI	Details	2005/06	Performance Change & Quartile 2005/06 (compared with all DCs)	Performance 2006/07	Target 2006/07	Target Met 2006/2007	Performance Change & predicted Quartile 2006-07 <sup>1</sup> (compared with all DCs)	2007/08	2008/09	2009/10																								
BVPI 219c	Percentage of conservation areas with published management proposals. Snapshot	5.88%	<table border="1"> <tr><td>N</td><td>1</td><td>☆</td></tr> <tr><td>e</td><td>2</td><td></td></tr> <tr><td>w</td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	N	1	☆	e	2		w	3			4		5.88%	8.00%		<table border="1"> <tr><td>↔</td><td>1</td><td>☆</td></tr> <tr><td></td><td>2</td><td></td></tr> <tr><td></td><td>3</td><td></td></tr> <tr><td></td><td>4</td><td></td></tr> </table>	↔	1	☆		2			3			4		11	14	14
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BVPI 225	The overall provision & effectiveness of local authority services designed to help victims of domestic violence and prevent further domestic violence (% to 1 decimal place)	90.9%	Not applicable	90.9%	90.0%		Not applicable	90%	To be confirmed	To be confirmed																								
BVPI 226a	Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations.	£34,825.78	Not applicable	25,323	£25,320		Not applicable	£26,080	£26,860	27,665																								
BVPI 226b	Percentage of monies spent on advice and guidance services provision which was given to organisations holding the CLS Quality Mark at 'General Help' level and above.	100%	Not applicable	100%	100%		Not applicable	100%	100%	100%																								
BVPI 226c	Total amount spent on Advice and Guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public.	£49,800.14	Not applicable	£51,372	£55,170		Not applicable	£70,840	£72,820	£74,860																								


	Local Performance Indicators	Performance Results					Future Performance Targets		
LPI	Details	Performance 2005/06	Performance 2006/07	Target 2006/07	Target Met 2006/07	2006/07 Performance compared with 2005/06	2007/08	2008/09	2009/10
LPI 2	Percentage return on investments (cash manager)	LIBID + 5.1% of LIBID	LIBID -1.4%	LIBID + 10% of Libid			LIBID + 5% of Libid	LIBID +5 % of Libid	LIBID +5 % of Libid
LPI 3	Percentage of Sundry Debtor A/cs paid in 90 days	97%	Not available until July 07	95%		Not available until July 07	95%	95%	95%
LPI 4	Cost per head of population of Council Tax and NNDR collection	£7.20	£7.44	£8.03			£8.19	£8.42	£8.66
LPI 6 RDC	Staff Appraisal & Development Reviews - RDC Overall	25.9%	36%	100%			90%	90%	90%
LPI 9 RDC	Average Weekly Number of Visitors to Reception at RDC	499	453	n/a	n/a	n/a	n/a	n/a	n/a
LPI 9a	Average Weekly Number of visitors to area offices: Pickering	602	486	n/a	n/a	n/a	n/a	n/a	n/a
LPI 9b	Average Weekly Number of visitors to area offices: Kirby	510	340	n/a	n/a	n/a	n/a	n/a	n/a
LPI 9c	Average Weekly Number of visitors to area offices: Kirby night	133	127	n/a	n/a	n/a	n/a	n/a	n/a
LPI 9d	Average Weekly Number of visitors to area offices: Helmsley	433	357	n/a	n/a	n/a	n/a	n/a	n/a
LPI 10 RDC	Percentage of letters answered in 7 days - RDC	95.67%	98%	95%		n/a	95%	95%	95%
LPI 11a	Number of public conveniences with disabled access.	8 out of 9	8 out of 10	10			10	10	10
LPI 11b	Number of public conveniences with baby changing facilities	5 out of 9	5 out of 10	8			8	8	8
LPI 13	Overall satisfaction of service users of Ryecare (sat/very sat)	no survey	95%	95%		No data available	95%	95%	95%

Local Performance Indicators		Performance Results					Future Performance Targets		
LPI	Details	Performance 2005/06	Performance 2006/07	Target 2006/07	Target Met 2006/07	2006/07 Performance compared with 2005/06	2007/08	2008/09	2009/10
LPI 15	Percentage of environmental health complaints responded to within 3 working days	96%	97%	90%			90%	90%	90%
LPI 16	Overall satisfaction of service users of pest control services	97.56%	100%	90%			90%	90%	90%
LPI 17	Percentage of full plans checked within 15 days-Bldg Control (cumulative)	94%	94%	90%			90%	92%	92%
LPI 19	Cost of delivery of Building Control per head of population	£0.99	£0.87	£1.06			£1.10	£1.13	£1.16
LPI 26a	The percentage of food premises inspections that should be carried out that were carried out for high risk premises	82% for category A,B &C Premises (100% for A &Bs)	93%	95%			96%	96%	96%
LPI 26b	The percentage of food premises inspections that should be carried out that were carried out for other premises	91% (some premises - alternative enforcement strategy)	85%	85%			90%	90%	90%
LPI 27a	Swimming Pools and Sports Centres - number of swims/visits per 1000 population.	4182	3431	4200			4300	4400	4500
LPI 27 b	Swimming pools and sports centres - net cost per swim/visit	£2.86	£3.39	£2.68			£2.67	£2.68	£2.69
LPI 28	The net cost per visit/usage to museums	£5.21	£2.53	£6.14			£6.20	£6.20	£5.61
LPI 31a	Legal Services. The No. of debtor cases received for recovery.	139	102	Info only	n/a	n/a	n/a	n/a	n/a










Local Performance Indicators		Performance Results					Future Performance Targets		
LPI	Details	Performance 2005/06	Performance 2006/07	Target 2006/07	Target Met 2006/07	2006/07 Performance compared with 2005/06	2007/08	2008/09	2009/10
LPI 31b	Legal Services. The No. and percentage of cases completed	60% (82)	52% (53)	90%			50%	55%	60%
LPI 31c	Legal Services. Value of completed cases	£64,997.78	£80,556.13	n/a	n/a		n/a	n/a	n/a
LPI 31d	Legal Services. Number of cases completed from previous quarters.	46	32	n/a	n/a	n/a	n/a	n/a	n/a
LPI 31e	Legal Services. Value of cases completed from previous quarters.	£40,797.15	£28,500.64	n/a	n/a	n/a	n/a	n/a	n/a
LPI 34	Benefits -% of new claims determined within 14 days of receiving all information	94.03%	94.00%	95.00%			96%	98%	98%
LPI 35	The percentage of press releases issued that are used by the media	100%	100%	95%			95%	95%	95%
LPI 36	Stakeholder satisfaction with media service provided	80%	75%	85%			85%	85%	85%
LPI 42	Overall satisfaction of service users of the dog warden service	100%	100%	85%			85%	85%	85%
LPI 43a	Average waiting time for a Disabled Facilities Grant to be processed from application to approval - Housing Assoc.	11.2 days	5.6 days	30 days			30 days	30 days	30 days
LPI 43b	Average waiting time for a Disabled Facilities Grant to be processed from application to approval - Private	12.9 days	8.4 days	30 days			30 days	30 days	30 days
LPI 44	Number of properties accessed under the bond guarantee scheme	5	4	5			5	5	5
LPI 45	Number of affordable housing units completed during the year compared to the number of all new homes.	0 out of 193	23 out of 109	75			75	75	75

Local Performance Indicators		Performance Results					Future Performance Targets		
LPI	Details	Performance 2005/06	Performance 2006/07	Target 2006/07	Target Met 2006/07	2006/07 Performance compared with 2005/06	2007/08	2008/09	2009/10
LPI 46	Percentage of Plans checked within statutory time period by Building Control	100%	99%	100%			100%	100%	100%
LPI 47	Percentage of Building Notices processed within 2 days	98%	98%	93%			93%	94%	94%
LPI 48	The number of decisions on planning applications delegated to officers as a % of all decisions (was BVPI 188)	85.75%	84.99%	90%			90%	90%	90%
LPI 50	Overall satisfaction of food business proprietors with food safety inspections	100%	97%	75%			75%	75%	75%
LPI 52	The percentage of standard searches carried out in 5 working days	77.4%	84.5%	83%			90%	90%	90%
LPI 53	Average household earnings in Ryedale.	£20,160	£18,787	£21,168			+5%	+5%	+5%
LPI 54	Share of total regional employment.	0.96%	1.17%	0.96%			n/a	n/a	n/a
LPI 55a	No. of regeneration/economic projects implemented in Helmsley	New LPI	0	1		New LPI	1	0	n/a
LPI 55b	No. of regeneration/economic projects implemented in Kirkbymoorside	New LPI	0	0		New LPI	0	1	n/a
LPI 55c	No. of regeneration/economic projects implemented in Malton & Norton	New LPI	0	0		New LPI	1	1	n/a
LPI 55d	No. of regeneration/economic projects implemented in Pickering	New LPI	0	0		0	0	2	n/a
LPI 56	Percentage of community grants targeted at needs identified in community plan.	15%	100%	30%	n/a	New LPI	60%	90%	100%
LPI 57a	No. of incidents of anti-social behaviour in Nuisance Dogs	New LPI	327	Baseline year - no target	n/a	New LPI	409	To be set in next Strategy	To be set in next Strategy

Local Performance Indicators		Performance Results					Future Performance Targets		
LPI	Details	Performance 2005/06	Performance 2006/07	Target 2006/07	Target Met 2006/07	2006/07 Performance compared with 2005/06	2007/08	2008/09	2009/10
LPI 57b	No. of incidents of anti-social behaviour in relation to Criminal Damage	New LPI	538	Baseline year - no target	n/a	New LPI	383	To be set in next Strategy	To be set in next Strategy
LPI 57c	No. of reports of anti-social behaviour in relation to manner of driving or misuse of motor vehicle	New LPI	182	Baseline year - no target	n/a	New LPI	290	To be set in next Strategy	To be set in next Strategy
LPI 57di	No. of incidents of anti-social behaviour in Neighbour disputes incl noise received by Police	New LPI	210	Baseline year - no target	n/a	New LPI	335	To be set in next Strategy	To be set in next Strategy
LPI 57dii	No. of incidents of anti-social behaviour in Neighbour disputes incl noise received by RDC	New LPI	194	Baseline year - no target	n/a	New LPI	204	To be set in next Strategy	To be set in next Strategy
LPI 57e	No. of reports of anti-social behaviour by Young People	New LPI	515	Baseline year - no target	n/a	New LPI	643	To be set in next Strategy	To be set in next Strategy
LPI 57f	No. of incidents of fly-tipping	New LPI	95	Baseline year - no target	n/a	New LPI	No target set	To be set in next Strategy	To be set in next Strategy
LPI 57g	No of abandoned cars	New LPI	12	Baseline year - no target	n/a	New LPI	No target set	To be set in next Strategy	To be set in next Strategy
LPI 58a	Number of ASBOs issued.	11	2	n/a	n/a		No target set	No target to be set	No target to be set
LPI 58b	Number of Acceptable Behaviour Contracts issued	New LPI	New LPI	New LPI	N/a	New LPI	Target n/a	Target n/a	Target n/a
LPI 59	Net migration of 16-24 year olds as a proportion of population.	No Data	No Data	0%	n/a	New LPI	0%	0%	0%

Local Performance Indicators		Performance Results					Future Performance Targets		
LPI	Details	Performance 2005/06	Performance 2006/07	Target 2006/07	Target Met 2006/07	2006/07 Performance compared with 2005/06	2007/08	2008/09	2009/10
LPI 60	KG of residual waste collected per household.	527kg	454kg	525kg		New LPI	525	525	525
LPI 61	Amount in tonnes of CO <sub>2</sub> emissions resulting from our operations.	1515.1 tonnes		1530.5 tonnes			1445 tonnes	1360 tonnes	1275.4 tonnes
LPI 62	Percentage improvement in the PPG17 style audit of Public Open Space quality.	36%	Not available until July 07	N/a	n/a	New LPI	Baseline data set	50%	10%
LPI 63	Number of HGVs travelling through the centre of Malton and Norton.	No Data	No data available		n/a	New LPI	-	1200	TBA
LPI 64	Proportion of persons travelling to work by public transport (by residence).	No Data	No data available		n/a	New LPI	-	6%	TBA
LPI 65a	% of all development that takes place in market towns and service villages: Housing	New LPI	No data available		n/a	New LPI	n/a	n/a	n/a
LPI 65b	% of all development that takes place in market towns and service villages: Economic Development	New LPI	No data available		n/a	New LPI	n/a	n/a	n/a
LPI 66	Percentage of service enquiries resolved at first point of contact - collected for each Service Unit individually.	New LPI	38%	20%		New LPI	20%	50%	80%
LPI 67a	% of total transactions made using the telephone	2%	No data available	12%	n/a		12%	22%	32%
LPI 67b	% of total transactions made using the website	4%	No data available	14%	n/a		24%	34%	36%
LPI 67c	% of total transactions made using face to face	94%	No data available	74%	n/a		74%	54%	34%
LPI 68	Percentage of performance targets met or exceeded.	New Indicator	53%		n/a	n/a	n/a	n/a	n/a

Local Performance Indicators		Performance Results					Future Performance Targets		
LPI	Details	Performance 2005/06	Performance 2006/07	Target 2006/07	Target Met 2006/07	2006/07 Performance compared with 2005/06	2007/08	2008/09	2009/10
LPI 69a	% of cashable efficiency gains	4.05%		5.86%			6.00% - 3 <sup>rd</sup> yr cumulative figure	To be confirmed	To be confirmed
LPI 69b	% of non cashable efficiency gains	0.35%		1.17%			1.50% - 3 <sup>rd</sup> yr cumulative figure	To be confirmed	To be confirmed
LPI 70	Proportion of homelessness applications on which the authority make a decision and issues written notification to the applicant within 33 working days	100%	100%	100%	n/a	n/a	100%	100%	100%
LPI 71	The percentage of standard searches carried out in 10 working days	97.74%	99.9%	100%			100%	100%	100%
LPI 72 RDC	The number of types of interactions enabled for electronic delivery as a % of the types of interactions that are legally permissible for electronic delivery - RDC	97.08%	97.23%	100%			100%	100%	100%
LPI 73	RDC Website - Minutes uploaded within 10 working days	New LPI	91%	100%		n/a	100%	100%	100%

# Summary Financial Information

To Follow

## Risk Assessment

Below is a summary of the Council's corporate risk strategy. The full version is available on request. An assessment of the Council's risk management arrangements forms part of the Statement of Internal Control that is published annually in June with the Statement of Accounts. More detail on this can be found at Appendix 7.

Ref	Links to Corporate Objectives	Risk	Residual Risk Score	Risk Management Strategy	Resources Required	Target Risk Score	Owner
1	1,2,3,5	Management of Partnerships	C1	Reduction	None Additional	D3	Individual Partnership Lead
2	2, 6	Delivery of major projects	D3	Reduction	None Additional	D3	Risk Management Group
3	1 to 6	Recruitment and Retention of Staff	D3	Acceptance	None Additional	D3	HR Manager
4	1, 2, 6	Capacity to deliver key projects	D3	Transfer	None	D3	Forward Planning Manager/ Director of Operations
5	1 to 6	Failure to maximise external funding opportunities	C3	Reduction	Grant Claim Resource	D3	Culture and Tourism Services Manager
6	1	Achieving affordable housing targets	B1	Reduction	Urban Capacity Study Housing Needs Study	C2	Forward Planning Manager/ Housing Manager
7	6	Procurement	C3	Reduction	NY Procurement Officer Review Strategy	D3	Scrutiny Manager
8	1 to 6	Health & Safety	D2	Reduction	Corporate Manslaughter Policy	D3	Director of Operations
9	1 to 6	Business Continuity & Failure to manage a major incident	B2	Reduction	Service Continuity Plan Off-site - IT Disaster Recovery Resource	D3	Director of Operations
10	1 to 6	Effective Internal Controls	C3	Reduction	Ensure Policies/Control reviewed annually	D3	Director of Policy
11	1 to 6	Management of Capital Programme	D3	Acceptance	None	D3	Chief Financial Officer

## Conclusion

Delivery of all the priority actions in this Annual Report will be challenging but it is a challenge that Members and Officers of Ryedale District Council will strive to meet in a timely and efficient way. We will work with partners and other stakeholders in informal and formal partnerships to ensure that all residents of Ryedale continue to enjoy high quality services. We will respond immediately if we notice performance slipping in order to ensure our standards are maintained and where possible improved.



This document is also available in other languages, large print and audio format upon request.

本文件也可应要求，制作成其它语文或特大字体版本，也可制作成录音带。

*(Mandarin Chinese)*

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formacie audio.

*(Polish)*

Este documento encontra-se também disponível noutros idiomas, em tipo de imprensa grande e em formato áudio, a pedido.

*(Portuguese)*

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

*(Cantonese)*

 (01653) 600666

We welcome and value your feedback. If you wish to make any comments on this document you can do so in the following ways:

E-Mail the Performance Manager: [phil.hancock@ryedale.gov.uk](mailto:phil.hancock@ryedale.gov.uk)

Write to the Performance Manager: **Phil Hancock**  
**Ryedale District Council**  
**Ryedale House**  
**Malton**  
**North Yorkshire, YO17 7HH**

# Appendices

1. How to contact us - District Councillors
2. How to contact us - Management
3. A to Z of services
4. Annual Audit & Inspection Letter: Audit 2005/06
5. Code of practice on workforce matters