



Ryedale District Council

REPORT TO: Policy & Resources Committee

DATE: 26 June 2008

REPORTING OFFICER: Performance Manager
Phil Hancock

SUBJECT: Annual Report 2007/2008

WARDS AFFECTED: All

1.0 PURPOSE OF REPORT

To formally approve the best value performance indicators as reported in the Annual Report 2007/08.

2.0 RECOMMENDATION

That the best value performance indicators in the Annual Report 2007/2008 are noted and approved.

3.0 BACKGROUND

3.1 The Council is required each year to publish to the community, stakeholders and others its best value performance indicator figures. In order to do this an Annual Report is produced, based on the Council's Corporate Plan and showing progress against that Plan. The Annual report also acts as a useful source of information for Members and Staff as well as other Stakeholders.

3.2 Accordingly, the Annual Report brings together:

- details of all national best value and local performance indicators (BVPIs);
 - information about how the Council is performing, both against the targets the Council has set and against the performance of other Councils;
 - the results of consultation with the community;
 - reports of the Audit Commission on the work of the Council;
 - what we did during the past year;
 - what we plan to do to improve services in Ryedale.
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This information helps residents and other stakeholders to decide how well the Council is doing.

A new framework of national indicators (NIs) has been introduced from April 2008, which replaces BVPIs. These form the basis on which the Government will judge our performance and also the delivery of the wider Local Area Agreement for North Yorkshire to which we also contribute. An Appendix to the Annual Report will set out this new framework.

- 3.3 Copies of the Annual Report will be available in Council Offices, Libraries and on our website. Copies will also be sent on request to Parish and Town Councils and other stakeholders. The Annual Report is also available in other languages, large print and audio format upon request.

4.0 REPORT

- 4.1 The complete Annual Report 2007/2008 will be available electronically on the Council's website from the 30 June. Attached at Annex A are the core elements that need to be reported:

- a table of the Best Value Performance Indicators with performance during 2007/08 compared to 2006/07 and to all district councils, together with targets where available for the following three years;
- financial implications behind the Corporate Plan 2006/09.

Reported below are some of the main achievements over the past year in delivering the priorities of the Council as set out in the Corporate Plan. These are also reported within the Annual Report.

4.2 Opportunity and choice of housing and employment

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.

- 44 new affordable homes have been provided for local people and more on the way.
- Provided support to Yorkshire Housing to secure funding approval for a three year development programme totalling £5.6m to provide 107 new affordable homes.
- Successfully negotiated a commuted sum of £400,000 in lieu of affordable housing provision that will be available once the scheme is completed. This will be used to deliver more affordable homes in Ryedale.
- After a successful funding bid to the Hostel Improvement Programme, the homeless hostel in Castlegate, Malton has undergone a major facelift. Funding was also secured to provide two dedicated staff to support people in obtaining independent accommodation, as well as facilitating access to education, training

and employment and ensuring that residents can get involved in positive activities which will help to integrate them into the community and build confidence and self esteem.

- Prevented 149 cases of homelessness.
- Over the past year the Council has continued to work with partners on a number of exciting employment opportunities to improve the range and quality of local jobs.
- A new monitoring database for housing information has been set up enabling faster and more accurate analysis of changes in the housing stock.
- Completed the 4 year Heritage Economic Regeneration Funding scheme c. £600k of private funds, c. £387k of public funds and nearly 50 historic buildings repaired and a number of empty flats, houses and shops re-occupied.
- Carried out consultations on the development of sites in and around Malton Town Centre and in Helmsley to guide future planning decisions and help address housing supply and employment needs. The Council also consulted on the Draft Ryedale Core Strategy that sets out the key policies and approaches of the Ryedale Local Development Framework (the replacement for the Ryedale Local Plan).

4.4 Diverse and vibrant communities

In 2003 residents identified that the refurbishment of our sports and leisure facilities was a priority. Accordingly the Council has invested in the refurbishment of facilities that has resulted in improved levels of satisfaction, particularly by users. The Council has also considered developing a new facility for central Ryedale. We have met many of our other targets and expect to achieve the remainder by the end of March 2009.

- Assisted Malton School to develop plans for a leisure facility
- Ryedale Play Strategy was adopted by the Council and lottery funding secured for its implementation.
- Enabled the community sport network to undertake a volunteer development programme, summer sports festival, volunteer coach support programme and to provide activity equipment grants.
- Secured funding for two years for a Black and Minority Ethnic Liaison Officer, employed by Ryedale Voluntary Action. Ryedale Together – a BME forum - has developed with support from the Council into Ryedale Together.
- Worked with some 40 voluntary/community groups to enable project development and / or grant assistance.
- Increased Arts Council *Grants for the Arts* investment in Ryedale from £68,000 to £205,000.
- Provided Youth Arts Awards training for 14 Ryedale-based Youth Arts organisations.

- Ryedale sport website launched (www.ryedalesport.co.uk) Here you will find news and information on all of Ryedale's sporting opportunities, including Clubs, Leisure Facilities, Courses, Funding and Events.

4.5 Safe and inclusive communities

The Council has been working with young people and alongside partner agencies to produce a Youth Strategy 'Our Lives Our Plans' helping to develop projects around volunteering, improving transport, providing more activities and involving young people in decision-making at local level. The strategy was launched in August at a successful event - featuring bands, skateboarding, trampolining and urban art – and was attended by around four hundred young people. The Council has secured external funding of £10,000 to help implement the strategy.

Ryedale continues to have low levels of crime compared to other parts of the country but most indicators show that the quality of life here is high. Nevertheless, we must not be complacent as some crime indicators have increased over the last year. The Safer Ryedale Partnership in consultation has recently produced its plan for the next three years for driving down crime and maintaining a sense of security for residents of all ages.

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

- Safer Roads
- Community Priorities such as anti-social behaviour, burglary and criminal damage
- Alcohol Harm reduction and the crime types associated with alcohol abuse
- Domestic Abuse

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

- Developed and implemented the 'Lock 'em inn' initiative to educate late night revellers to moderate their behaviour when leaving public houses
- Developed and implemented with partners the Making Safe project, which has already seen a reduction in domestic abuse. The project has been nationally recognised as best practice and is to be rolled out across North Yorkshire.
- Second year of 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.

4.6 Clean and sustainable built and natural environment

Ryedale already possesses a very high quality environment and we intend to maintain this in future years. We are meeting many of our key targets in this area already and also our priority actions. Some of the additional things we have achieved this year include:

- Green thinking Ryedale residents are amongst the best in the country with an estimated 50% of all household waste now being recycled in the district.
- Implemented a plastic and cardboard recycling scheme.
- Established new black-coloured recycling banks at recycling points in the main market towns for residents to take their used beverage cartons to be recycled.
- Implemented trade recycling, with funding secured from BREW for £15K.
- Supported a new waste minimisation campaign, 'Love Food Hate Waste', that revealed that one-third of food bought in the UK is thrown away. If it goes to landfill it produces methane, a potent 'greenhouse' gas.
- Trialled biofuel in council vehicles resulting in lower carbon emissions than from conventional diesel.
- Completed the Priorpot Beck underground pumping station in Norton, to prevent flooding of homes.
- Tendered for a contract to improve public open space.
- Trialled composting of street cleansing waste.
- Ryedale residents hit by flooding received a cash boost from Ryedale District Council and members of local Rotary Clubs. £10,000 was allocated to be shared between residents suffering severe hardship as a result of the floods. Staff from Ryedale also worked alongside the emergency services to provide much needed support for flood hit residents and help during the extensive clean-up of properties and businesses affected.
- Ryedale's Environmental Health Team worked with other public bodies such as the Primary Care Trust to guide businesses and employers through the new smoking ban introduced in July 2007.

4.7 Effective and integrated communication and transport networks

In a large rural area accessing services is a key issue for residents. To help we have:

- Implemented the new concessionary fares scheme providing free travel throughout the country for people with disabilities and those aged 60 and over.

- Worked with Ryecat on development of new projects such as RYEPOD, a new mobile community resource, as well as continuing support to the 'ring and ride' service which is now free to concessionary bus pass holders.
- Supported Rural Transport Partnership with other partners including grant aid to over 40 organisations promoting rural transport / access to services.
- Opened this summer for a trial period a temporary car park in Mill Lane, Pickering to meet seasonal demand – thanks to the efforts of Pickering Recreation Club and the North Yorks Moors Railway.
- Consulted on measures to fund, via developers contributions, the upgrade of 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.
- Ryedale residents are now able to use a new online mapping system to report issues such as: Abandoned Vehicles; Fly Posting; Fly Tipping; Graffiti; Highway Faults; Street Light Faults. It can also be used to find the nearest: Car park; Leisure facility; Recycling centre; and Bus stop amongst other things.
- Ryedale's website is among the best in the country. The site had 14,000 unique visitors in March 2008 and is one of 18% nationally to have been awarded a high grade from IT watchdogs Socitm.

4.8 Efficient and effective high quality services

- More services were introduced onto the Council's website for you to access information, pay and order services online and to join in discussions in the on-line forums.
- Browsealoud was installed on our website to help users with low literacy and reading skills, English as a second language, dyslexia or mild visual impairments.
- Reception services at Ryedale District Council have been awarded a Youth Charter – an award developed by members of the Young People's Network in York and North Yorkshire to show what sort of standards they would expect from the services that they use. The Council received top marks in the assessment by young people for its: clear signage; kind, understanding, helpful, polite and considerate staff; availability of information through leaflets and newsletters.
- Joint working with other districts has continued – the Building Control Partnership has been extended with Hambleton and Scarborough joining Ryedale and Selby in the existing partnership. A joint procurement resource has been in place over the year to seek out savings from joint purchasing initiatives. Joint working with

North Yorkshire County Council on joint customer centres, waste management, transport and procurement continues.

- An audit of progress towards achieving level 3 of the Equalities Standard began in March 2008. The report expected in May will highlight areas for improvement.
- As part of Ryedale District Council's annual budget setting, Ryedale residents were invited to take part in an on-line questionnaire with the opportunity to prioritise those services provided by the authority that matter most to them. The on-line survey also asked what levels of council tax were acceptable for the service levels chosen.

4.9 Members will note that some information is missing from Annex A. A separate sheet containing these missing items and any further amendments will be circulated at the meeting for final approval and will be incorporated within the Annual Report prior to publication.

5.0 RECOMMENDATION

That the best value performance indicators in the Annual Report 2008 are noted and approved.

Background Papers: None

OFFICER CONTACT: Please contact Phil Hancock, Performance Manager, if you require any further information on the contents of this report. The officer can be contacted at Ryedale House on ext. 296 or e-mail phil.hancock@ryedale.gov.uk.