



OVERVIEW AND SCRUTINY COMMITTEE

Wednesday 24 July 2019 at 6.30 pm

Council Chamber, Ryedale House, Malton

Agenda

- 12 **Report on the fifth year of the Everyone Active Leisure Contract** (Pages 3 - 38)
- 13 **Delivering the Council Plan** (Pages 39 - 54)

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REPORT TO:	OVERVIEW AND SCRUTINY COMMITTEE
DATE:	24 JULY 2019
REPORT OF THE:	DELIVERY AND FRONTLINE SERVICES LEAD BECKIE BENNETT
TITLE OF REPORT:	REPORT OF EVERYONE ACTIVE ON THE 2018/19 DELIVERY OF THE LEISURE CONTRACT FOR RYEDALE DISTRICT COUNCIL
WARDS AFFECTED:	ALL

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

- 1.1 To provide to Members a presentation by Everyone Active of their achievements within the fifth year of the contract, highlight areas of work and identify future plans for the next year.

2.0 RECOMMENDATION

- 2.1 That Members note the report and the Everyone Active 2018/19 Annual Report.

3.0 REASON FOR RECOMMENDATION

- 3.1 To ensure Members are kept informed of the progress of the Leisure Contract.

4.0 SIGNIFICANT RISKS

- 4.1 There are no significant risks in receiving this report.

5.0 POLICY CONTEXT AND CONSULTATION

- 5.1 Council Plan: 'Capitalising on our culture, leisure and tourism opportunities' and 'Helping our partners keep our communities safe and healthy'.
- 5.2 No external consultation has taken place on the production of this report or presentation.

REPORT

6.0 REPORT DETAILS

- 6.1 Sports and Leisure Management Ltd, (SLM) trading as Everyone Active, took over the

operation of the Council's leisure facilities in October 2014.

- 6.2 The 2018/19 Annual Report is attached in Appendix A, which outlines current activity and a presentation will be made to Members at the meeting by SLM.
- 6.3 Everyone Active are engaged in the Quest Quality Scheme for Sport and Leisure. The Ryedale Swim and Fitness Centre has recently been awarded 'very good' as part of the Quest Plus for facilities module. This includes benchmarking in qualitative issues such as community engagement and quantitative issues such as cleanliness and quality of swimming lessons. [More information available on <https://questnbs.org/module-guidance#QuestFacilities>]
- 6.4 SLM are planning to hold the Ryedale Sports Awards on 13th February 2020.

7.0 IMPLICATIONS

- 7.1 The following implications have been identified:
- a) Financial
There are no financial implications. This report is for information.
 - b) Legal
None.
 - c) Other (Equalities, Staffing, Planning, Health & Safety, Climate Change and Environmental, Crime & Disorder)
None.

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Background Papers: Nil



ANNUAL REPORT APRIL 2018 - MARCH 2019

RYEDALE DISTRICT COUNCIL CONTRACT

Everyone Active manages these facilities in partnership with Ryedale District Council.



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1.0 Overview

Sports and Leisure Management (SLM Ltd) trading as Everyone Active, were awarded a 10.5 year contract to manage the following leisure facilities in partnership with Ryedale District Council:

Derwent Swim and Fitness Centre
Ryedale Sport Centre (dual-use facility at Lady Lumley's School)
Ryedale Swim and Fitness Centre

The contract commenced on 1st October 2014 and will run until 31st March 2025.

During the last 12 months we have continued to develop the centres, activities and services. Some of the highlights include:

QUEST Accreditation

Ryedale Swim and Fitness has completed QUEST Plus achieving an overall 'Good' after returning for the mystery visit the year after the full accreditation, to complete the process. The assessor complimented the colleagues on the progress made and the achievements at the centre. QUEST is a leisure industry standard for the management of leisure facilities and provides a vital tool for bench marking and continuous improvement.

Everyone Active are engaged in the QUEST Quality Scheme for Sport and Leisure. This includes benchmarking in qualitative issues such as community engagement and quantitative issues such as cleanliness and quality of swimming lessons. [More information available on <https://questnbs.org/module-guidance#QuestFacilities>]

Internal Health and Safety Monitoring

All 3 sites have now been through the set of internal health and safety audits with Derwent Swim and Fitness scoring 96.8%, Ryedale Swim and Fitness 99.2% and Ryedale Sports Centre scoring 97.2% which is excellent for the contract and in the top leisure contracts for the East Region.

Senior Management Restructure

The contract senior management structure has been reviewed and a new model implemented. The role of Operations Manager for the contract has been replaced with a contract wide General Manager who is responsible for the day to day operations, strategic vision and main point of contact for the Ryedale District Council Client Officer. The role of Area Contract Manager has also been removed, with Mr Murray leaving the business; and a new strategic utilisation of the Area Manager is in place to support the General Manager with long term strategy for the Ryedale Contract.

Centre Management

As is regular with the colleagues working within the Ryedale Contract, we have seen a number of colleagues perform at an outstanding level, and have therefore been promoted internally, or relocated for their personal development. As a result, we have seen the introduction of a new Sales Manager for the contract, a new Swim Manager has been transferred in after a colleague internal promotion and an Activity Manager has been employed following a Duty Manager promotion to Operations Manager at Scarborough Sports Village. The new role of Activity Manager is to support the growth and development of Ryedale Sport Centre, help to deliver the club development strategy and increase the year on year usage of the 3G Pitch and other associated outdoor courts. All of these colleagues have now completed their inductions and are fully operational within the business.

GP Referral

Following the end of the Tier 2 Weight Management program nearly 18 months ago, we have relaunched a GP Referral program within the Ryedale District Council catchment. Having upskilled core colleagues in the delivery of this scheme, we now have a dedicated GP Referral coordinator for 6 hours per week. The scheme was launched on the 1st March 2019 after two months of outreach activity, and the scheme already has 4 people signed up, and attending weekly sessions. With constant momentum building, we expect this scheme to really flourish in 2019-20.

Care Leavers Program

This is a new initiative which was launched in January 2019, the offer applies to any young person who is looked after or a care leaver, aged between 16-25 and who lives within the District of Ryedale or the Borough of Scarborough. Everyone Active will offer eligible young people free access to the following leisure centres:

- Ryedale Swim and Fitness Centre
- Scarborough Sports Village
- Derwent Swim and Fitness Centre
- Whitby Leisure Centre
- Ryedale Sport Centre (evenings and school holidays only)
- Pindar Leisure Centre (evenings and school holidays only)

Referrals should be made by the Personal Advisor or Social Worker, in consultation with the young person. To date, the scheme has seen 7 young people sign up to the scheme and make use of their membership more than 3 times in the first month, with Ryedale District.



2.0 Refurbishment / Maintenance / Environmental

2.1 Refurbishment

Derwent Swim and Fitness

- We have refurbished the internal workings of the Sauna facility, with a full internal refurbishment and upgrade of the mechanical workings to secure its active future.
- The Front of House area, offices and both changing rooms have been redecorated.
- Remaining lighting has been converted to LED lighting to support our environmental action plans.
- New accessible friendly hand bike machine in the gym.

Ryedale Sports Centre

- Servicing and replacement of parts to the Keiser Group Cycling Bikes has been under taken.
- Purchasing of new equipment for holiday activities and new Group Exercise sessions
- Replacement of IT equipment at site, to minimise environmental impact and increase efficiencies

Ryedale Swim and Fitness

- The Front of House area, main office, and support offices have been redecorated.
- Upgrades have been under taken to the emergency lighting across the centre to ensure functionality for the remainder of the contract.
- Repaired and replaced the walling in the gym following a long term water leak.
- Replacement of pool scum channel pipework to improve water flow and overall water quality.

These works have all been completed during the last 12 months and has been well received by customers, colleagues and delivery partners alike.



2.2 Maintenance

We have restructured our Area Maintenance team and have a dedicated Maintenance Technician in partnership with Whitby Leisure Centre and Scarborough Sports Village, who is supported by a further Technician and a Technical Manager based from Middlesbrough. We have local crafts man, plumbers and electricians for the contract which we use for any urgent work that the contract Technical Assistant is unable to complete. This has ensured a swift response to the work requested on our 'Workbased Asset Management' system.

We continue to work to our Planned Preventative Maintenance Programme for scheduled maintenance through our local and national suppliers.

Over the next 12 months we are transitioning away from WAM and onto EQMS as a single platform which links directly to daily operations checks from the Duty Managers at site.

Please see Appendix 1 for Ryedale and Derwent's PPM schedules.

2.3 Environmental

Each centre has a 'Carbon Reduction Champion' who is tasked with managing an Energy Action Plan to reduce our energy usage and maximise recycle strategies. The Carbon Reduction Champion attends regular company training via our online Absorb platform. We have energy actions boards in each centre informing customers of the centres plans to reduce waste and ensure we are operating efficiently in the local community.

All colleagues undergo regular training regarding how to be more energy efficient and we actively encourage customers as well through the introduction of new internal recycling bins at Ryedale Swim and Fitness Centre, and monthly campaigns to 'reduce, reuse or recycle'.

In addition SLM has attained ISO14001 in 2018. This is an Environmental Management System which provides a structure for measuring and improving an organisations environmental impact, and is nationally accredited through a rigorous audit procedure.

3.0 Attendance

3.1 Overall Attendance

We have had 214,676 visits during the last 12 months across the three leisure centres.

	April 16 - March 17	April 17 - March 18	April 18 - March 19	Year Variance
Derwent Swim and Fitness Centre	84215	83692	84832	1140
Ryedale Sport Centre	26621	24871	25010	139
Ryedale Swim and Fitness Centre	103636	103779	104834	1055
Total	214472	212342	214676	2334

Please see Appendix 2 for this year (April 18 - March 19) more in-depth attendance figures.

3.2 Derwent Swim and Fitness

We have seen a slight increase in the levels of participation at Derwent in the last 12 months, with a final attendance figure of 84,832 (April 18 - March 19) compared to last year's 83,692 (April 17 - March 18). This is mainly down to better attendance recording of user groups at site.

3.3 Ryedale Swim and Fitness

We have seen an increase in participation from last year's attendance figure of 103,779 (April 17 - March 18) compared to this year's 104,834 (April 18 - March 19). Again, this is mainly down to a better attendance recording system of user groups at the site; in addition to the pool time table changes and introduction to the EA30 Gym Floor exercise sessions.

3.4 Ryedale Sports Centre

We have seen a marginal increase in attendance over the last 12 months at Ryedale Sport Centre with a closing attendance of 25,010; which is a small increase in the number of participants from 2017-18. Attendance is still lower than 2016-17, but this is mainly down to the bigger drive on facilities at Ryedale Swim and Fitness Centre and the moving of Personal Training, Small Group Training and better gym equipment at the other facility in Pickering.



4.0 Training and development

We have a training development plan for colleagues employed within the company, as well as specific training for the Ryedale Contract. This is delivered through a combination of internal and external training;

4.1 External Delivery Partners

Lifetime Training	NVQ Level 2, 3 and 4 Delivery in Fitness (Personal Training) NVQ Level 2 Apprenticeships (Leisure Operations and Customer Service) NVQ Level 2 and 3 in Customer Service
Institute of Swimming	Swim England Level 1 Assistant Swimming Teacher Swim England Level 2 Swimming Teacher Swim England Adult and Child CPD Swim England Safeguarding in Sport CPD Swim England CPDs (Skills and stroke development sessions) IOS Pool Plant Operator Level 2 IOS Pool Plant Operator Level 3
Q.D.O.S.	Customer Care Complaint Handling
Sales Doctor	Sales and Customer Engagement Training (over 12 months)
IQL	Rookie Lifeguarding Instructor Training National Pool Lifeguard Qualification IQL Level 2 AED Qualification IQL Level 2 Anaphylaxis Qualification IQL Level 2 Emergency First Aid at Work National Pool Lifeguard Trainer Assessor Qualification

4.2 Investors in People

Everyone Active, as a company, retained its Investors in People accreditation in 2018 which we have now held for over 25 years.

4.3 Internal Stand Alone Training

In 2018, Everyone Active has fully rolled out an online training platform for all colleagues to support ongoing training, CPD delivery and to allow management to push updated to colleagues when required. This is delivered through our system called 'Absorb'. We also offer internal training to all colleagues for their job role in line with Everyone Actives' commitment to Investors in People. Below is an example of some of the courses which are offered to our colleagues:

- IOSH Managing Safely
- Duty Manager Training
- APM Managing People and Employing People
- Legionella Awareness Training

4.4 Lifeguard Training

All our lifeguards and Duty Managers at Ryedale and Derwent Pool, are RLSS National Pool Lifeguard Qualified and as addition they have now all competed additional training in the use of defibrillators. All lifeguards must attend training once a month to refresh their knowledge and updates in line with NPLQ Generation 9 ongoing training plans.

Training records available for inspection at Ryedale Swim and Fitness Centre and Derwent Swim and Fitness Centre by the Ryedale District Council Client Officer.

4.5 Swimming Lesson Qualifications

All of our Swim Teachers are now Swim England Level 2 Swimming Teacher Qualified. We are in the process of upskilling and training more colleagues in Swimming Teaching to maintain our lesson quality and to support a scheme of growth in the delivery of School Swimming Lessons. A number of our swimming teachers have been upskilled in CPDs such as 'Rookie Lifeguard' and 'Junior Fitness' to support the launch of new exit pathways on our swim scheme in 2019-20.

4.6 Health and Safety

Each site has a designated 'site safety co-ordinator' who has been trained in IOSH Managing Safely qualification, in addition to a one day in house course on the role of a Site Safety Coordinator. These designated colleagues support the General Manager in the Health and Safety Management at the respective three leisure centres.

All Duty Managers and Designated Key Holders are either Level 3 First Aid at Work Trained, or hold a valid National Pool Lifeguard Qualification. Those Duty Managers and Designated Key Holders at Ryedale Swim and Fitness Centre and Derwent Swim and Fitness Centre also hold a Level 2 Pool Plant Operator Certificate as a minimum.

4.7 Fitness Colleagues

All the fitness team have undertaken the NVQ Level 3 in Personal Training through our external training provider. This is to support our new business model of growing Personal Training delivery and supporting Fitness and Health member's personal objectives.

In addition to this, we have upskilled a colleague on Level 4 Chronic Lower Back and Exercise Referral to support the launch of our GP Referral Scheme across the Ryedale District Council area.

4.8 Apprentices

We had 2 apprentices which were undertaking various different apprenticeship schemes which are working full time within the company in different job roles. Our activity apprentices have become lifeguards within the company and have also completed their Level 1 and 2 Swim Teacher Qualifications. These colleagues have a great impact on the business and have brought some great enthusiasm into the daily operations of the business.

We currently have a job advert within the company to employ more apprenticeships to give them the fantastic opportunity as a stepping stone for greater success.

4.9 Development

We have identified key colleagues from each centre who show enthusiasm and the characteristics to become managers or train to develop within their careers with Everyone Active. Two colleagues have been internally promoted from their positions into management roles within the contract, while a further two colleagues have left the contract to further enhance their own skills and abilities in more senior positions. We are also in the process of mapping out annual Personal Development Reviews where we will identify and plan colleague development pathways, to help the business and colleagues achieve their objectives.

To aid the development of the middle management colleagues within the Scarborough and Ryedale Contracts, we ran a 12 week, in house, management development program which exposed colleagues to the various departments and processes; as well as giving them an insight into the role of a General Manager. This was extremely successful for the two colleagues who went on this from Ryedale.

4.10 Colleague of the month

We do this every month along with a colleague event bi-annually, where the whole contract comes together to take part. The events normally take part at the sports centre and allows colleagues from all three centres to get together and for the managers to update the colleagues on business activity at the same time.

In addition to this, managers nominate colleagues at each site, on a monthly basis, to be colleague of the month and receive a reward for their efforts of going above and beyond for the business and respective leisure facility.

5.0 Accidents / Health and Safety

5.1 Accident Summary

Both Ryedale Swim and Fitness Centre and Derwent Swim and Fitness Centre are achieving the company KPI for accidents per 10,000 visits of under 5.0. The detailed accident reduction strategies have been implemented and are working well, with a strong proactive approach from colleagues and a very prompt response from the designated Site Safety Coordinators to reduce the potential for accidents. All three sites have seen an improvement in the number of accidents per 10,000 from the previous year (April 17 - March 18) see table below.

Ryedale Sports Centre has seen a decrease in the number of accidents over the last 12 months as a result of an accident reduction strategy which was implemented and significantly tighter control measures in the Roller Disco sessions after increasing popularity.

Site	April 16 - March 17 Per 10,000	April 17 - March 18 Per 10,000	April 18 - March 19 Per 10,000
Derwent Swim and Fitness Centre	2.6	1.9	1.8
Ryedale Sport Centre	2.2	9.6	6.6
Ryedale Swim and Fitness Centre	2.6	2.3	2.0

Please see attached at Appendix 3 the Accident Analysis sheet for all three sites.

5.2 Internal Health and Safety Audits

All three sites have now been through the second set of internal Health and Safety inspections from our Regional Health, Safety and Quality Manager with sites achieving some excellent results.

Site	2017 - 18	2018 - 19
Derwent Swim and Fitness Centre	92.0%	96.8%
Ryedale Sport Centre	98.5%	97.2%
Ryedale Swim and Fitness Centre	99.0%	99.2%

Ryedale Sport Centre scored slightly lower on the internal Health, Safety and Quality checks due to challenges of training with new colleagues at the point of the audit being carried out.

The company wide and local management plan for Health and Safety is working well, with a clear focus from the General Manager. Ryedale Swim and Fitness Centre was externally audited for Health and Safety by 'QUEST' (Sports England Benchmarking Body), and Achieved 'QUEST - VERY GOOD'.

5.3 Safeguarding

After a safeguarding concern was raised in relation to Ryedale Naturist Club, Everyone Active undertook a review of the centre, processes and the clubs processes. The procedures were also reviewed as part of the QUEST Assessment where we score 'EXCELLENT'. The General Manager also now regularly attends meetings with Ryedale District Council to support knowledge share and to align with the councils objectives.



6.0 Customer feedback

6.1 Customer Feedback

Across all the centres we collect customer feedback via the following methods:-

- Customer Comments Cards displayed in the centre receptions
- Verbal feedback via colleagues who are recorded in a log
- E-mail the manager via the website or 'Atreemo'
- Social Media
- Mystery Shopper scheme with 'QDOS Mystery Shopper Ltd' and 'Right Directions'.
- Through email questionnaires, linked directly into Single Customer View.

Launched in August 2016, SLM has made a significant investment into a new software package called 'Single Customer View'. This provides a new method for providing feedback. Single Customer View guarantees that a customer will always get a response within 48 hours. If a customer does not get a response, then the comment is escalated to the next Line Manager. The software also allows us to look at the feedback and identify trends in comments.

As of August 2018, we now transition all feedback and enquiries through this software with email responses from questionnaires, social media 'reviews' and manual uploaded comments going through this. This supports our ability to 'Plan, Act and Review' on anything which can enhance the customer experience, as well as allow our customers to receive a suitable response, in a suitable time frame.

6.2 Customer Complaints Procedure

Following requests from Ryedale District Council, a formally documented customer complaints procedure for the Ryedale District Council Contract was created. **A full copy can be found in Appendix 4.** The following procedure will be followed to allow customers multiple avenues for providing customer comments to the respective leisure centre, as well as highlight any escalations that may be required.

6.3 Customer Comments

Customer comments are available to view on site by the Ryedale District Council Client Officer upon request. Due to the volume and variety of feedback and enquiries received, we have collated an overview for the three facilities within the contract.

Many of the customers will only make comments or contact us with negative feedback. However, we are now encouraging customers in the centre to provide all feedback with the chance to win Red Letter Days, and incentivising colleagues through feedback collection KPIs.

Please see Appendix 4 for a summary of the feedback we have received.

A selection of positive comments we have received:

Positive comments received:

I would like comment with regards to stage 1 swimming lessons my 2 daughters attend at Ryedale Pool. They are learning with Jennifer who does a fantastic job and this morning my girls were awarded a certificate and badge for completing stage 1.

Hello Jon, Our Swimathon went really well thank you. The staff put in a lane for us, even though we missed the allocated session, which really helped my 11 year old keep going for 100 lengths and my 10 year old for 70 lengths. I managed 100 lengths and together we have raised nearly £400 for Cancer Research, Marie Curie and The Swimathon Foundation.

The upgraded sauna is amazing. It took a long time to get repaired, but it is excellent to have it back with all the features working and new benching too!

Hi, we stayed in Pickering from December 28th until January 4th. We attended the swimming pool and also did some climbing a few days later. The centres are small, but are great. The Staff are so friendly and despite the centres being really old, they look in good condition and my family really enjoyed swimming and the flume.

The Activity Manager is a great asset to your business. He has said he will be looking at getting us an Annual Tennis Membership and that you will also be looking to restart holiday activities from the summer. Great stuff! It's about time kids had things to do in the summer.

A selection of negative comments we have received:

What the customer said:	What we did:
<p>The running of this centre is a joke. On regular occasions the pool is closed due to the life guard not turning up. Regular Sunday's since Christmas the first session has been cancelled. Today the pool was closed due to a lack of chlorine overnight.</p>	<p>We are aware of a number of issues in relation to the pool plant, and our third party contractors are implementing a short term fix, while we assess long term solutions. We are also recruiting and training more colleagues to NPLQ standard, to help with any short notice colleague absence.</p>
<p>The gents showers are not working and the disabled toilet is out of order. Safeguarding risk that there is no cubicles provided to shower in, and we are kept to only 7 cubicles when schools are in swimming.</p>	<p>The TMVs in the male showers had become blocked with scale forming and have since been replaced. The requirement for customers to shower clothes, and no cubicles being provided is not a safeguarding risk, and we appreciate your support with this policy while we try to create a leisure facility that is as inclusive as possible.</p>
<p>We have seen a reduction in our classes over a period of time with the cancelling of Thursday Spin classes and Sat boot camp, and now the alteration to Lindsay taking classes 2 nights a week losing a class on a Monday night and a Core class on a Tuesday. We as members still pay the same fee but do not get the same service from you as providers.</p>	<p>Group Exercise classes are monitored on a weekly basis for occupancy trends. Those classes who fail to achieve 50% occupancy over 6 or more weeks are put 'at risk' as they are not viable or in demand from our customers. We have instead added a range of EA30 Gym Floor sessions at Ryedale Pool to increase the offering of Group Exercise activities while we look at new classes for Ryedale Sport Centre in the near future.</p>
<p>I wish to draw attention to increasing concerns I have about how the family skate is managed and supported by staff at Pickering. I have used Family skate for 7 years and began there a novice with my 6 year old son. Then it was part of Ryedale Council and not outsourced as it is now nationally to Everyone Active. [A number of points raised in relation to this].</p>	<p>All points were addressed and colleague training was refreshed to ensure that the standards of the session were maintained and customers felt more empowered to try. The new Activity Manager is tasked with looking to increase this activity participation in way which may include additional, specific sessions and/or changing the date and time of the session.</p>
<p>We have had a different swimming teacher now for the last 4 weeks and I do not feel that anyone cares about the level of progression that my child is receiving at Malton. Why can't we just have the same teacher we had before Christmas?</p>	<p>Due to a contracted member of the swim teacher team being off on sickness leave, we are working to cover all swimming lessons in line with the information we are receiving from the colleague and medical professionals. The progression of your child will be tracked through Aqua Passport as normal and we hope your normal teacher will be returning from sickness leave in the near future.</p>

7.0 Marketing / Pricing

We have actively marketed the leisure centres over the last 12 months. Through a variety of media, including: Newspapers, Leaflets, E-mail, SMS messages, Social Media, Internal Banners and External Banners. In addition to this we also actively participate as well as in-reach competitions such as:

- Design a fish
- Design a swimming cap
- Draw you and your friends having fun swimming.

We displayed all the children's creations in prominent public areas for the public to see, for the swimming cap designs.

In 2018-19 there has been a large focus on the use of social media, and building a community centred social media presence. This has been done with a number of paid for and targeted social media campaigns which has allowed us to target specific demographics.

Please see Appendix 5 for the Ryedale Contracts Marketing Collection samples.

7.1 Pricing

We have maintained all our pricing in 2018-19 to remain attractive to customers, and competitive to other local competitors. Listed below are the local competitor prices for general swimming (our biggest Pay as you Go product). As you will notice the prices in Ryedale are particularly competitive.

Scarborough	£4.75 Adult £3.50 Junior / Concession
Selby	£4.10 Adult £2.90 Junior / Concession
Hambleton	£4.75 Adult £3.50 Junior / Concession
Ryedale	£4.00 Adult £2.40 Junior / Concession
York	£5.10 Adult £3.85 Junior / Concession

We offer a wide range of concessions and discounts to organisations and individuals to encourage them to take part in activity, and regularly offer free or discounted sessions to help break down barriers for participation through e-guest passes and activity passes at events we attend as part of our outreach program.

8.0 Sports Development Activity and Community Events

8.1 Sports Developments

Throughout the year, the whole team within the contract, from swim teachers, activity leaders and sales; have all attended and supported school sports days. The team supported the delivery of events as well as engagement with the schools with the Bee Active mascot and free gifts for those who participated well and supported the wider active schools ethos.

This was a widely supported project which allowed the specialism in sports to be handed out around the community schools with the ability to then sign post into the leisure centre settings afterwards.

8.2 Sporting Champions

Everyone Active's Sporting Champions provides funding and support for talented athletes from across the UK. Launched in 2016 and supported by one of the country's most recognised sporting talents, Colin Jackson CBE, has already helped many athletes on their journey to become a national and international sporting success. With access to over 140 of Everyone Active's leisure centers across the country, athletes on the scheme are able to use the highest standard of facilities for their ongoing training. Becoming a sporting hero comes with a financial burden and, for many of our athletes, they will also be provided with funding support to help pay for training, equipment, travel and competition costs.

We have had 2 talented individuals from Derwent Swim and Fitness and 8 from Ryedale Swim and Fitness who received a bronze sponsorship package join the scheme which received a free 1 year membership to help them keep their fitness levels. In addition to this, we had 1 talent individual to secure silver membership he received £500 and a free 1 years membership.

8.3 Club Development

We developed a 12 month Club Development Strategy which will be used to help kick start a strong foundation for the local area. This included an initial open meeting for any clubs, sports groups and recreational groups to attend. This meeting allowed us to identify the issues and collective trends which are being seen across the area, and helped us plan events and activities to improve this over the 12 months leading to the sports awards in February 2020.

8.4 Family Fun Days and Shows

We attended a number of events in the local community including, Sports Days, Malton Show and apprentice fairs at Flamingo Land . In attendance we coordinated running races and activities for children who attended, as well as promoting water safety. These were all great community events which helped raise awareness of the importance of water safety and sign posting people to services and facilities which we have available across the District.



9.0 Future priorities

The coming year provides a host of new challenges and opportunities. With a settled team in place and a clear plan of action our key priority this year is to continue growing our customer bases and improving our offering as much as we can.

9.1 Club Partnerships and Development

Forge better relations with all key partners, user groups and stakeholders to enable them to progress and continue to grow. It has been a huge year of change and the opportunity for such great change across the area with the plans to re-develop the Ryedale Sports Centre pitch. Our aim is to work further with the clubs to build stronger relationships locally by regular meetings, supporting them with funding, sponsorships as well as offering advice making sure our centres remain the heart of the community. A key focus will also be placed on supporting the two swimming clubs with training, water space and time allocations and linking the Everyone Active Swim Scheme exit routes into their competitive pathways through Swim England .

9.2 Ryedale District Sports Awards

To help increase the awareness of the power of sport and the sporting successes which we have across the Ryedale District, we will be launching and running the first annual sports awards in February 2020. This event falls in line with the progress on the Sports Development Plan as well as the 12 month club development strategy which we are working through during 2019-20. The Event will include a number of different categories which will showcase some real talent as well as also look at new award categories which no other local authority in North Yorkshire does as part of a plan with North Yorkshire Sport to make volunteering and clubs a more attractive offering within the Ryedale District Council area.



9.3 Ryedale Sport Centre Growth

After the recruitment and training of a new Activity Manager into the Ryedale contract, we will be looking to increase the number of activities, clubs and generally increase the footfall into the Ryedale Sport Centre over the next 12 months. This will be done through linking with North Yorkshire Sport and other partners identified in the Sports Development Plan, and working with the clubs to help increase their participation figures through affordable and supportive facility hire at Ryedale Sport Centre.

In addition to this, we will also be working with Lady Lumley School to complete a small refurbishment of their gym facilities; rerouting the climbing wall; introducing annual tennis memberships; and looking at the feasibility of 'Les Mills Virtual RPM' sessions in the dedicated spin room at the leisure centre.

9.4 GP Referral Programs

We will be working to employ a dedicated GP Referral instructors who can support the growth and development of these schemes across the district and help to increase partner relations with local surgeries and other signposting agencies. In addition, we will be launching and operating the ESCAPE pain program, which allows 18 hours of free sessions to aid people living with pain such as Arthritis and joint issues.

Appendices

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Appendix 1 - PPM

Derwent Swim and Fitness Centre

Location	Area & Type	Service Frequency	Service Contract	Company	Contact Details
Reception	"Automatic Doors 2 Auto front Doors"	Annual	Yes	Kone	Kone, Global House Street Place, Fox Lane Norton, Chertsey, Surrey, KT16 9HW 08451 999
Whole Building	"Fire Alarm Service and Maintain"	6 Monthly	Yes	GMC	Riccal Drive, York Road Business Park, Malton, North Yorkshire YO17 6YE 01653 697917
Whole Building	"Intruder Alarm"	Annual	Yes	GMC	Riccal Drive, York Road Business Park, Malton, North Yorkshire YO17 6YE 01653 697917
Whole Building	Fire Extinguishers	Annual	Yes	GMC	Riccal Drive, York Road Business Park, Malton, North Yorkshire YO17 6YE 01653 697917
Pool	"Pool Alarm/Toilet Alarm Location: Disabled Toilets, Pool Hall"	Annual	Yes	GMC	Riccal Drive, York Road Business Park, Malton, North Yorkshire YO17 6YE 01653 697917
Whole Building	PAT Testing	Annual	Yes	HMC Compliance	HMC Compliance Ltd, Unit 4 Crowhurst Hop Farm Bullen Lane East Peckham Tonbridge Kent TN12 5LP
Whole Building	Fixed Wiring	Annual	Yes	HMC Compliance	HMC Compliance Ltd, Unit 4 Crowhurst Hop Farm Bullen Lane East Peckham Tonbridge Kent TN12 5LP
Whole Building	Emergency Lighting	Annual	Yes	HMC Compliance	HMC Compliance Ltd, Unit 4 Crowhurst Hop Farm Bullen Lane East Peckham Tonbridge Kent TN12 5LP
Plant Room	Air Handling Filters	6 Monthly	Yes	Flair Handling Ltd	Flair Handling Systems Ltd, Trident Works, Martin Street, Birstakll, Batley, WF17 9PJ.
Whole Building	Air Conitioning	3 visits per year	Yes	AirCon Group	Unit 52 Dukesway, Thornaby, Stockton-on-Tees TS17 9LT
Pool Plant	Pool Plant System	6 Monthly	Yes	Sterling Hydrotech	Park Rd, Holmewood, Holmewood, Chesterfield, Derbyshire S42 5UY 01246 857000
Plant Room	Boiler Plant	Annual	Yes	MCL Energy	MCL Energy Ltd, Metcalfe House, Park View, Langwith, Mansfield NG20 9DE
Whole Building	Water Hygiene Monitoring	Weekly - Annual	Yes	Kingfisher	7 Crane Mead Business Park, Crane Mead, Ware SG12 9PZ
Whole Building	Passenger Lift	Bi-Annually	Yes	Pickering Lifts Ltd	The Washford Industrial Estate, 62 Heming Rd, Redditch B98 0EA
Pool	Pool Accessible Hoist	Bi-Annually	Yes	Arjo Huntleigh	"Houghton Hall Business Park, Houghton Regis, Bedfordshire, LU5 5XF, United Kingdom"
Whole Building	Pool Cover	Annual	Yes	Forge Pool Cover Systems	4 Ilford Ave, Cramlington NE23 3LG info@poolcoversystems.co.uk
Sauna	Sauna	Bi-Annually	Yes	Dale Sauna	St James Business Park, 9 Grimbald Crag Cl, Knaresborough HG5 8PJ
Whole Building	Automatic Doors (internal)	Annual	Yes	Kone Plc	Kone, Global House Street Place, Fox Lane Norton, Chertsey, Surrey, KT16 9HW 08451 999

Appendix 1 - PPM

Location	Area & Type	Service Frequency	Service Contract	Company	Contact Details
Gym	Fitness Equipment	Annual	Yes	Precor Ltd	Theta Building, Lyon Way, Frimley, Surrey, GU16 7ER
Gym	Keiser Bike	Bi-Annually	Yes	Keisre International	"Keiser UK Ltd. Unit 3, Hampton Industrial Estate, Hampton Street, Tetbury, Gloucestershire, GL8 8LD"
Whole Building	Washroom Solutions (Hand dryers, hair dryers, sanitary bins and water savers)	Annual	Yes	PHS Washroom Solutions	PHS Group, Block B, Western Industrial Estate, Caerphilly, United Kingdom, CF83 1XH

Ryedale Sport Centre

Location	Area & Type	Service Frequency	Service Contract	Company	Contact Details	Last Completed
Whole Building	PAT Testing	Annual	Yes	HMC Compliance	HMC Compliance Ltd, Unit 4 Crowhurst Hop Farm Bullen Lane East Peckham Tonbridge Kent TN12 5LP	October 2018
Group Cycling Studio	Air Conditioning	Bi-Annually	Yes	AirCon Group	Unit 52 Dukesway, Thornaby, Stockton-on-Tees TS17 9LT	April 2019
Group Cycling Studio	Keiser Bikes	Bi-Annually	Yes	Keiser Service Ltd	"Keiser UK Ltd. Unit 3, Hampton Industrial Estate, Hampton Street, Tetbury, Gloucestershire, GL8 8LD"	December 2018
Fitness Suite	Gym Equipment	Annual	No	Precor Ltd	Theta Building, Lyon Way, Frimley, Surrey, GU16 7ER	As and when required
Sports Hall	Bouncy Caste	Annual	Yes	Air Space Solutions Ltd	17, Tafarnaubach Industrial Estate, Tafarnaubach, Tredegar NP22 3AA	January 2019
Sports Hall	Soft Play & Sports Equipment	Annual	Yes	Sport and Play	Sport & Play Ltd, Stone Cross Barn, Stone Cross Business Park, Loughton, East Sussex, BN8 6BN	June 2018

Ryedale Swim and Fitness Centre

Location	Area & Type	Service Frequency	Service Contract	Company	Contact Details
Reception	"Automatic Doors 2 Auto front Doors"	Annual	Yes	Kone	Kone, Global House Street Place, Fox Lane Norton, Chertsey, Surrey, KT16 9HW 08451 999
Whole Building	"Fire Alarm Service and Maintain"	6 Monthly	Yes	ACE Fire & Security	12 Triumph Way, Woburn Road Industrial Estate, Kempston, Bedford, MK42 7QB Head Office: 01234 854 455 Luke.Manton@acesecurity.co.uk
Whole Building	"Intruder Alarm"	Annual	Yes	ACE Fire & Security	12 Triumph Way, Woburn Road Industrial Estate, Kempston, Bedford, MK42 7QB Head Office: 01234 854 455 Luke.Manton@acesecurity.co.uk
Whole Building	Fire Extinguishers	Annual	Yes	ACE Fire & Security	12 Triumph Way, Woburn Road Industrial Estate, Kempston, Bedford, MK42 7QB Head Office: 01234 854 455 Luke.Manton@acesecurity.co.uk

Appendix 1 - PPM

Location	Area & Type	Service Frequency	Service Contract	Company	Contact Details
Pool	"Pool Alarm/Toilet Alarm Location: Disabled Toilets, Pool Hall"	Annual	Yes	ACE Fire & Security	12 Triumph Way, Woburn Road Industrial Estate, Kempston, Bedford, MK42 7QB Head Office: 01234 854 455 Luke.Manton@acesecurity.co.uk
Whole Building	PAT Testing	Annual	Yes	HMC Compliance	HMC Compliance Ltd, Unit 4 Crowhurst Hop Farm Bullen Lane East Peckham Tonbridge Kent TN12 5LP
Whole Building	Fixed Wiring	Annual	Yes	HMC Compliance	HMC Compliance Ltd, Unit 4 Crowhurst Hop Farm Bullen Lane East Peckham Tonbridge Kent TN12 5LP
Whole Building	Emergency Lighting	Annual	Yes	HMC Compliance	HMC Compliance Ltd, Unit 4 Crowhurst Hop Farm Bullen Lane East Peckham Tonbridge Kent TN12 5LP
Plant Room	Air Handling Filters	6 Monthly	Yes	Flair Handling Ltd	Flair Handling Systems Ltd, Trident Works, Martin Street, Birstakll, Batley, WF17 9PJ.
Whole Building	Air Conitioning	3 visits per year	Yes	AirCon Group	Unit 52 Dukesway, Thornaby, Stockton-on-Tees TS17 9LT
Pool Plant	Pool Plant System	6 Monthly	Yes	Sterling Hydrotech	Park Rd, Holmewood, Holmewood Chesterfield, Derbyshire S42 5UY 01246 857000
Plant Room	Boiler Plant	Annual	Yes	MCL Energy	MCL Energy Ltd, Metcalfe House, Park View, Langwith, Mansfield NG20 9DE
Whole Building	Water Hygiene Monitoring	Weekly - Annual	Yes	Kingfisher	7 Crane Mead Business Park, Crane Mead, Ware SG12 9PZ
Whole Building	Passenger Lift	Bi-Annually	Yes	Pickering Lifts Ltd	The Washford Industrial Estate, 62 Heming Rd, Redditch B98 0EA
Pool	Pool Accessible Hoist	Bi-Annually	Yes	Arjo Huntleigh	"Houghton Hall Business Park, Houghton Regis Bedfordshire, LU5 5XF, United Kingdom"
Whole Building	Pool Cover	Annual	Yes	Forge Pool Cover Systems	4 Ilford Ave, Cramlington NE23 3LG info@poolcoversystems.co.uk
Whole Building	Automatic Doors (internal)	Annual	Yes	Kone Plc	Kone, Global House Street Place, Fox Lane Norton, Chertsey, Surrey, KT16 9HW 08451 999
Gym	Fitness Equipment	Annual	Yes	Precor Ltd	Theta Building, Lyon Way, Frimley, Surrey, GU16 7ER
Gym	Keiser Bike	Bi-Annually	Yes	Keisre International	"Keiser UK Ltd. Unit 3, Hampton Industrial Estate, Hampton Street, Tetbury, Gloucestershire, GL8 8LD"
Whole Building	Washroom Solutions (Hand dryers, hair dryers, sanitary bins and water savers)	Annual	Yes	PHS Washroom Solutions	PHS Group, Block B, Western Industrial Estate, Caerphilly, United Kingdom, CF83 1XH
External	Solar Panels	Annual	Yes	IWE Services	"The Hollies, Binnington, Staxton, Scarborough North Yorkshire YO12 4SW 01944 710641"
Poolside	Pool Flume	Annual	Yes	Nationwide Waterslide Services Ltd	Email: enquiries@waterslideservices.co.uk
Poolside	Pool Inflatable	Annual	Yes	Air Space Solutions	17, Tafarnaubach Industrial Estate, Tafarnaubach, Tredegar NP22 3AA
Plant Room	CHP Unit	Quarterly	Yes	Shenton Group Plc	"shentongroup, Shenton House, Walworth Road, Walworth Business Park, Andover, UK. SP10 5LH"
Whole Building	Sound System	Annual	Yes	Audio Tech Ltd	Audio-Technica Ltd, Technica House, Unit 5, Millennium Way, Leeds, LS11 5AL, United Kingdom

Appendix 2 - Attendance Data

	Monthly Breakdown												2018-19
	April	May	June	July	August	September	October	November	December	January	February	March	Totals
Total Attendance													
Derwent Swim & Fitness Centre	7159	7164	7158	7058	6697	7420	7101	6964	6564	7909	6864	6774	84832
Ryedale Swim & Fitness Centre	9153	8986	8568	9388	9942	8702	9038	8089	6808	9791	8028	8341	104834
Ryedale Sport Centre	2287	2201	1920	1932	2086	2013	2010	1770	1388	2777	2362	2264	25010
	18599	18351	17646	18378	18725	18135	18149	16823	14760	20477	17254	17379	214676
Class/Course and Gym Attendance													
Derwent Swim & Fitness Centre	4399	4137	4291	4366	3905	4631	4319	4094	4358	5099	3956	3933	51488
Ryedale Swim & Fitness Centre	5842	5605	5423	6295	6575	5430	5814	4875	3966	5962	4370	4912	65069
Ryedale Sport Centre	367	406	284	380	538	241	456	371	317	679	622	483	5144
	10608	10148	9998	11041	11018	10302	10589	9340	8641	11740	8948	9328	121701
Casual Attendance													
Derwent Swim & Fitness Centre	1741	1934	1880	1764	1860	1768	1854	1873	1330	1458	1620	1748	20830
Ryedale Swim & Fitness Centre	1989	2093	2122	1946	2423	1969	2214	2265	1899	2341	2294	2278	25833
Ryedale Sport Centre	1476	1366	1201	1137	1129	1336	1114	979	650	1664	1301	1345	14698
	5206	5393	5203	4847	5412	5073	5182	5117	3879	5463	5215	5371	61361
Monitored Attendance													
Derwent Swim & Fitness Centre	1019	1093	987	928	932	1021	928	997	876	1352	1288	1093	12514
Ryedale Swim & Fitness Centre	1322	1288	1023	1147	944	1303	1010	949	943	1488	1364	1151	13932
Ryedale Sport Centre	444	429	435	415	419	436	440	420	421	434	439	436	5168
	2785	2810	2445	2490	2295	2760	2378	2366	2240	3274	3091	2680	31614

Appendix 3 - Accident Analysis

Site	Total Accidents	Natural Causes	Sporting Injury	Other type of Injury	No of Customer Accidents	No of SLIPS (Non-Sporting)	No Of Accidents involving Flumes	No of Contractor Accidents	No of Colleague Accidents	No of colleague days absense as a result of H&S issue (Stress, Accident etc.)	No of Customer Accidents RIDDOR reportable	No of Colleague Accidents RIDDOR reportable	Brief overview of Riddor Reportable Accidents
Ryedale Sports Centre	12	3	5	4	12	0	0	0	0	0	0	0	N/A
Ryedale Swim & Fitness	23	17	1	5	21	3	0	0	2	0	0	0	N/A
Derwent Swim & Fitness	15	3	6	6	14	0	0	0	1	0	0	0	N/A
	50	23	12	15	47	3	0	0	3	0	0	0	

Appendix 4 - Customer Feedback

Everyone Active (Ryedale Contract)

COMPLAINTS & FEEDBACK PROCEDURES

OVERVIEW

Company Standard: The Company will listen, value and respond to all comments made by customers

Timescales: The Company will acknowledge receipt within 2 working days and look to respond to all comments within 7 working days or longer time period agreed with the customer.

RESPONSIBILITIES

General Managers Responsibility

- Display Customer Charter, EA24 'Have Your Say' Forms, and 'Have Your Say' response Box.
- Create an area where it is easy for the customer to complete EA24 'Have Your Say' Forms with a pen and table to lean on.
- Ensure 'EA26 Single Customer View Recording Sheet' are set up at Reception, where colleagues are present for a period of the day.
- Allocate a Manager to be responsible for gathering, analysing and reviewing customer comments.
- Ensure all e-mail comments are acknowledged within 2 working days, responded to within 7 working days, or longer time period agreed with the customer, and passed to the Manager Responsible for Customer Comments to review and record on the EA108 Customer Comment Spreadsheet.
- Discuss Customer Comments as an agenda item at regular Management Meetings and implement actions that will improve the service.

All Colleagues Responsibilities

If a customer tells you about their experience at the Centre (whether it is a compliment, suggestion or complaint.)

- Listen to them.
- If it is a suggestion or complaint, consider if there is anything you can do.
- If you can, inform them what you will do and then do it.
- If you need to let another colleague know, inform them that you will pass it on to the appropriate person.
- Ask if they would like a response if they do inform them they will be responded to within 7 days, or informed if it will take longer.
- Record the details on the 'EA26 Single Customer View Recording Sheet' at Reception or complete an EA24 'Have Your Say' Form adding the individuals details if they need a response.
- Any request for a refund should be directed to the Duty Manager who will follow the refund procedure in the finance manual and notify the General Manager.

Appendix 4 - Customer Feedback

Duty Manager (designated) responsible for Customer Feedback Responsibilities

- Gather all verbal, e-mail and EA24 'Have Your Say' Forms.
- Ensure all comments are acknowledged within three working days, and responded to appropriately within 7 working days or longer time period agreed with the customer.
- Summarise monthly customer comments on EA108 Customer Comment Spreadsheet.
- File all comments with responses attached in the customer comment file; place the monthly summary at the start of each month's section.
- Take minutes at Quarterly Management Forums.
- File the Quarterly Management Forum minutes in the Meeting Minutes File.
- Raise all comments at Management Meetings so actions can be determined that will improve the service.

Regional Health and Safety / Quality Manager

- Provide support to the General Manager in the response of any escalated complaints.
- Review sites comment summary monthly and review with General Manager during next site visit.

PROCEDURE

The following procedure will be followed to allow customers multiple avenues for providing customer comments to the respective leisure centre.

Stage 1

The complaint is recorded on one of the following documents:-

Customer Comment Form	EA24 Have Your Say Form
Verbal	EA26 Verbal Comment Log
Website	Auto E-mailed to the relevant Head of Department
Written	To the General Manager
E-mail	Direct to the centre or relevant Head of Department
Head Office	E-mailed to the General Manager
Client (Ryedale District Council)	Via Client Officer to the General Manager

All complaints are then logged on 'Single Customer View'.

Customers can directly log complaints online, directly into 'Single Customer View' via <https://www.everyoneactive.com/feedback/>

EA25 'Single Customer View Recording Sheet' on TEAMS

The aim is that the complaint is comprehensively investigated at this stage and resolved to the customer's satisfaction within 7 days by the relevant manager. If further time is required to resolve the complaint, then the timescales are agreed with the customer. If these cannot be agreed then the complaint is escalated to Stage 2.

Appendix 4 - Customer Feedback

EA24 'Have your say form', Written and Email complaints will be stored, but logged onto Single Customer View for detailed trend analysis and to support the complete customer complaint journey.

Complaints that are more complex or are related to safeguarding or of a serious Health & Safety matter will be investigated by the Area Manager (with support from the Regional Health & Safety Quality Manager if related to safeguarding or of a serious health & safety matter) and if appropriate the relevant Director or Group Manager, and the Client Officer at Ryedale District Council will be informed about the complaint.

If the complaint is not resolved at Stage 1, the complainant will be passed to the Client Officer at Ryedale District Council and escalated to Stage 2.

Stage 2

If the complaint has not been successfully dealt with, or the response given is not satisfactory, the customer is requested to contact the Client (Ryedale District Council) directly. You can do this by:

- Telephoning their Customer Contact Centre on 01653 600666 and ask to speak to the Customer Service Lead, Team Leader or Principal Specialist.
- By letter to the Customer Service Lead, Ryedale District Council, Ryedale House, Old Malton Road, Malton YO17 7HH
- Completing an online complaint submission (<https://www.ryedale.gov.uk/your-council/strategies-plans-policies/comments-compliments-and-complaints-procedure/comments-compliments-and-complaints-form.html>)

Where a reply is needed, Ryedale District Council aim to provide a full reply within 5 working days.

The full complaints procedure to be followed from Stage 2, can be found online at <https://www.ryedale.gov.uk/your-council/strategies-plans-policies/comments-compliments-and-complaints-procedure>

Stage 3

Advise the customer that if they are dissatisfied with the remedies they can contact the Local Government Ombudsman. The Local Government Ombudsman has a statutory responsibility to investigate further.

Appendix 4 - Customer Feedback

Customer Comments Summary

April 2018 - March 2019

Centre	Number of customer comments	Customer comment card	E-mail and SCV	Verbal	Written	Client	% Responded within 48 hour timescale
Ryedale Swim & Fitness	273	12	149	112	0	0	100%
Ryedale Sports Centre	41	0	24	17	0	0	100%
Derwent Swim & Fitness	143	0	61	82	0	0	100%

April 2017 - March 2018

Centre	Number of customer comments	Customer comment card	E-mail and SCV	Verbal	Written	% Responded within 48 hour timescale
Ryedale Swim & Fitness	206	22	137	45	2	100%
Ryedale Sports Centre	35	4	31	0	0	100%
Derwent Swim & Fitness	94	18	47	29	0	100%

April 2016 - March 2017

Centre	Number of customer comments	Customer comment card	E-mail and SCV	Verbal	Written	% Responded within 7 day timescale
Ryedale Swim & Fitness	241	51	131	41	11	100%
Ryedale Sports Centre	27	7	19	1	0	100%
Derwent Swim & Fitness	82	58	26	0	0	100%

Appendix 5 - Ryedale Marketing 2018-19



Appendix 5 - Ryedale Marketing 2018-19



Appendix 5 - Ryedale Marketing 2018-19



Healthier Choices for a Healthier You

Providing healthy vending to complement your healthy lifestyle

Everyone Active and Ryedale District Council are dedicated to improving the health and wellbeing of customers. Part of this approach involves the continuous improvement of our vending options and in conjunction with North Yorkshire County Council Public Health we are increasing the provision of healthier choices.

Customers who choose five healthier choices (stickered items) will also receive either a free swim or gym session! Ask at reception for more details.

Appendix 5 - Ryedale Marketing 2018-19



RECRUITMENT OPPORTUNITY

ACTIVITY MANAGER

across the Ryedale contract
40 hours per week, predominantly evenings and weekends
Competitive salary

Everyone Active is currently seeking a high calibre, positive, supportive, inclusive and progressive individual. You will also need to embrace our brand mission of 30 minutes of activity, 5 times a week.

An exciting opportunity in the Ryedale Contract, offering the successful applicant the opportunity to develop sport and physical activity. In order to succeed in this role you will need to possess experience in areas such as sports development, partnership working, events management, funding applications and generally increasing activity and participation in sports and activity.

The role requires:

- Excellent organisational, communication and interpersonal skills
- Energy and passion for getting the community engaged and active in line with the Everyone Active brand
- Experience in working with local communities and partners
- An ability to develop links with local schools, clubs, governing bodies and businesses
- Be aware of funding opportunities and applications
- Experience in increasing participation in activities and sports
- Experience in the recruitment and management of a team of sports coaches
- A person with a flexible approach to working hours

All employees of Everyone Active benefit from free gym membership.
For more details on the position or to apply, email a current CV to Jon Bird at jonbird@everyoneactive.com
Closing date: Wednesday 19th December 2018

www.everyoneactive.com

RYEDALE DISTRICT COUNCIL | everyone ACTIVE

Everyone Active is an equal opportunities employer and an Investor in People organisation, who are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All applicants will be required to undertake checks and references prior to appointment.

Voted No 1

Accreditations & Partners




EVERYONE CAN EARN WHILE THEY LEARN

MEMBERSHIP ADVISOR APPRENTICESHIP

across the Ryedale contract
30 hours per week - £3.70 per hour

The Membership Advisor Apprenticeship is tailored to become your first step into a career in the sales sector. Do you have a drive and passion to deliver sales towards our organisational standards and thrive in developing skills in the fast paced and developing sales sector? We are looking for confident candidates who can build rapport with prospective customers, recognise their lifestyle goals and convert our products and services that will help them achieve their goals, into sales.

As part of your apprenticeship you work in a fully operational sales department where you will work closely with experienced Sales Advisors and Sales Managers to learn and develop the specific sales skills required. These transferable skills will be delivered and competencies completed, which will help you to achieve your main sales qualification. The sales sector is a fast paced sector and this apprenticeship will develop your knowledge and skills which can be transferred across a broad range of sectors.

Qualifications achieved upon completion include:

- Sales Level 2 Qualification
- Understanding the sales techniques and process
- Understanding the legal, regulatory, ethical requirements in sales and marketing
- Understanding the relationship between sales and marketing
- Full Specific training on delivering sales in the Leisure Sector
- Functional Skills in Maths & English

To apply please send a copy of your CV to ryedalerecruitment@everyoneactive.com
Closing date: Sunday 17th March 2019

www.everyoneactive.com

RYEDALE DISTRICT COUNCIL | everyone ACTIVE

To find out more and to register your interest, please visit us at www.everyoneactive.com/about-us/careers/apprenticeships

facebook.com/everyoneactive @everyoneactive



AFTER SCHOOL SPORTS ACTIVITIES PROGRAMME



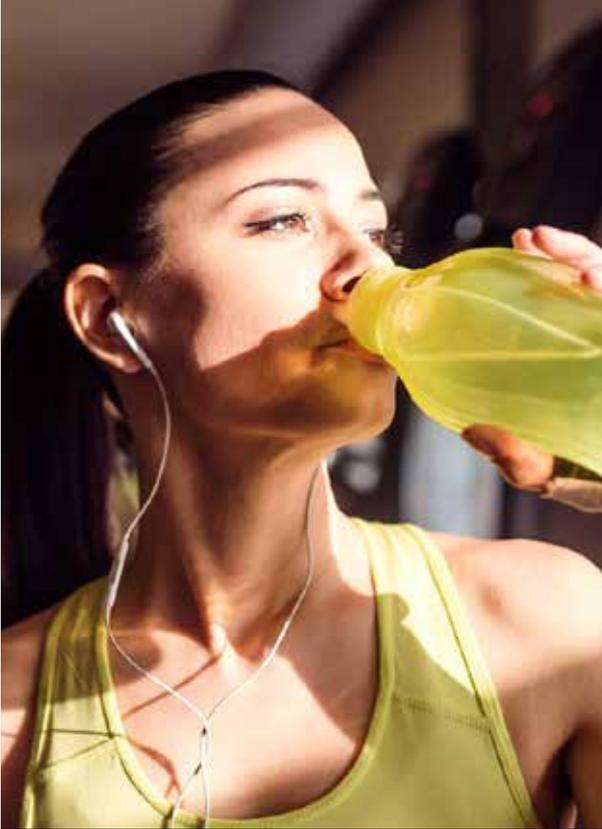
Ryedale Sports Centre
01751 476 726
www.everyoneactive.com

EVERYONE LOVES TO GET ACTIVE

Everyone Active manages this facility in partnership with Ryedale District Council.

RYEDALE DISTRICT COUNCIL | everyone ACTIVE

Appendix 5 - Ryedale Marketing 2018-19



JOIN NOW AND GET 1 MONTH FREE*

everyoneactive.com/onemonthfree

EVERYONE IS READY TO WORK UP A THIRST

RYEDALE
DISTRICT
COUNCIL



everyone
ACTIVE

*Offer valid until 31/05/2019. UK bank holders only, 16+. Direct debit membership. Offer subject to payment of a joining fee of either £20 or £35 and when entering code "MONFE" at the point of joining. The joining fee entitles member to a 'membership pack' including a bag and various other items (items vary depending on joining fee paid). Must pay 1 month in advance, this will be used to cover your final month. Participating centres only. Must cancel by 20th of month in order for the DD payment to stop on the 1st of the following month. Remainder of current month to be paid pro-rata. Not available to existing members. See www.everyoneactive.com/onemonthfree for full terms.

facebook.com/everyoneactive
[@everyoneactive](https://twitter.com/everyoneactive)

EVERYONE ACTIVE IN RYEDALE





JOIN SWIMMING LESSONS NOW WIN A HAVEN FAMILY BREAK

Plus, save up to £50 on a Haven holiday*

Visit everyoneactive.com/Haven

everyone
ACTIVE

*Offer including Northern Ireland. 16+ (parent/guardian if child required). Automatic entry on enrollment. Closing date 30 June 2019. 1x Haven day, worth up to £500 and a 4-night stay worth up to £200 each to be won (prize maximum value only). Visit www.everyoneactive.com/Haven for further details and full terms.

Appendix 5 - Ryedale Marketing 2018-19



TWO MONTHS FREE

Get set for summer with **TWO MONTHS FREE** plus a **FREE 30-minute personal training session**, when you join Everyone Active on an annual fitness membership!*

*16 years+. 1-year annual fitness membership, full cost must be paid in advance.
A joining fee applies. No refunds if membership cancelled early. See www.everyoneactive.com/WarmUp for full terms.

EVERYONE IS WARMING UP FOR SUMMER

Visit everyoneactive.com/WarmUp for more details.

RYEDALE DISTRICT COUNCIL | everyone ACTIVE
Everyone Active manages these facilities in partnership with Ryedale District Council.

www.everyoneactive.com | [facebook.com/everyoneactive](https://www.facebook.com/everyoneactive) | [@everyoneactive](https://twitter.com/everyoneactive)



REPORT TO: OVERVIEW AND SCRUTINY COMMITTEE

DATE: 24 JULY 2019

REPORT OF THE: DEPUTY CHIEF EXECUTIVE

TITLE OF REPORT: DELIVERING THE COUNCIL PLAN

WARDS AFFECTED: ALL

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

- 1.1 To provide details of progress to Elected Members on Delivering the Council Plan showing the status of key performance indicators comparing actual performance indicators (PIs) against target for the period up to the end of June 2019.

2.0 RECOMMENDATIONS

- 2.1 It is recommended that Members:
- (i) note the progress report

3.0 REASON FOR RECOMMENDATIONS

- 3.1 To inform Elected Members of progress in delivering the council's objectives and where applicable, identify any specific areas where progress for individual PIs has not been achieved together with further explanation and details of planned management action to address performance. The detailed Delivering the Council Plan Progress Report is attached at Appendix 1.

4.0 SIGNIFICANT RISKS

- 4.1 No significant risks have been identified

5.0 POLICY CONTEXT AND CONSULTATION

- 5.1 The Delivery of the Council Plan Report shows performance across all the Council's Corporate Priorities: Sustainable Growth, Customer and Communities and One Ryedale.

6.0 REPORT DETAILS

- 6.1 The report attached at Appendix 1 shows the status of key performance indicators comparing actual performance indicators (PIs) against target.
- 6.2 A motion was brought to Council in October 2018, stating that "on a repeat of "unavailable", red or amber a report is produced for the appropriate committee. An

explanation to be given as to why the target is close or missed on more than one occasion. Members to agree / recommend to Full Council appropriate changes so that actions can be implemented.”

- 6.3 Under this criteria, there is 1 PI with a red status on more than one occasion ‘Customer complaints resolved within 5 working days’ and 1 PI with an amber status ‘% of Non-domestic rates collected’ following the last progress report to the June cycle of meetings. The report provides commentary regarding the current position and the steps being taken to improve or examine the indicators as applicable.

Customer Complaints responded to within 5 working days (Red status)

Value: 52.9% Target: 75%

This performance indicator is showing a red status, with 9 out of the 17 corporate complaints responded to within 5 working days.

A breakdown of the departments handling the complaints not responded to within the 5 working day target during this quarter was as follows:

Department	Customer complaints not responded to within 5 working days
Planning	1
Legal	4
Housing	2
Revenues	1

A more detailed report was considered by the Overview and Scrutiny committee on 13 June 2019, outlining the background to the poor performance in this area. ([Link](#))

% of Non-domestic rates collected (Amber status)

Value: 33.81% Target: 34.21%

NNDR collection is subject to potential large-scale fluctuation due to the level of yield individual hereditaments can raise when the valuation office agency make an alteration. For example, if a premises’ RV increases substantially or a new hereditament is assessed with a significant RV, then additional yield is raised. As collection is monitored by comparing monetary value collected against net yield, any individual increases to RV show as a decrease in collection. This is something we expect will level out by the end of the financial year. Unfortunately, any decreases in yield do not show as an increase in collection as we have to refund the credit to the ratepayer in these circumstances.

- 6.4 Following a request by the Overview and Scrutiny committee in February 2019, the new claims processing time for Council Tax Support has been split out for quarter 1 on page 7 of Appendix A into the average time taken to process new claims by the Benefits Team at Ryedale and at the Department of Work and Pensions under Universal Credit.
- 6.5 The performance data shows the Ryedale processing time at 22 days (green status) against a target of 25 days during the first quarter, compared to the 32.9 days processing time (red status) by the Department of Work and Pensions which is out of our control.
- 6.6 Officers continue to work on improving the current performance management reporting arrangements to include refreshing and updating targets which will be the subject of a further report to Elected Members as work progresses.

7.0 IMPLICATIONS

7.1 The following implications have been identified:

- a) Financial
None

- b) Legal
None

- c) Other (Equalities, Staffing, Planning, Health & Safety, Environmental, Crime & Disorder)
None

Author: Tony Galloway, Deputy Chief Executive
Telephone No: 01653 600666 ext: 43347
E-Mail Address: tony.galloway@ryedale.gov.uk

Background Papers:
None

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Delivering the Council Plan – Appendix 1

Status	Performance Indicators showing as Amber or Red on more than one consecutive occasion	Lead Officer
	% of Non-domestic Rates Collected	Angela Jones
	Customer Complaints resolved within 5 working days	Angela Jones

SUSTAINABLE GROWTH

This Council wants to do all it can to create the conditions for economic success in our area. We also want Ryedale residents to have the skills, opportunities and living conditions that allow them to benefit from a healthy local economy and enjoy a good quality of life. A supply of local labour with the right skills is also essential for our businesses.

To guide our policies, proposals and priorities we monitor our relative performance in terms of the key baseline issues of: Employment and benefit claimant levels, Wage levels, Qualifications and education, Supply of homes (market and affordable) and housing sites. Housing affordability, including fuel poverty, and dealing with homelessness. Where local performance doesn't reflect our ambitions for our economy and communities, we will work with the appropriate partners to seek to address this through the most deliverable means.

To support both our businesses and our communities we also need new homes, particularly affordable homes for local people. We can only influence and seek to facilitate these matters in partnership with others.

In the Housing team, the performance indicators across North Yorkshire have been refreshed in accordance with the Homelessness Reduction Act. The end of quarter 1 performance is reported. (Pages 3-4) Now there is two quarters of data available, work to set effective targets will take place over the summer.

The Local Plan Sites Document was examined with hearing sessions held in September and October 2018. The Inspectors report was received in June 2019 and the Adoption of the Local Plan Sites Document and Policies Map was adopted as part of the development plan for Ryedale by Council on 27 June 2019.

CUSTOMERS AND COMMUNITIES

In terms of supporting the growth agenda and by meeting the needs of customers, the Council has continued to determine major planning applications in a timely manner with 100% of major applications determined in time and/or agreed extensions of time.

In addition, the processing of 'Minor' planning applications (81.5%) is exceeding its performance target levels for the 2019/20 year to date. The processing of Other planning application (88.3%) against a target of 90% has moved to an amber status for Q1.

Standard searches carried out in 10 working days has moved from an Amber to a Green status this quarter. This is the first time since Q2 2013/14 the indicator has shown a Green status.

Following a request from the committee, and a report from the Benefits Manager, the processing of new claims for Council Tax Support has been split out into Universal Credit and non-Universal Credit claims to show a breakdown of the processing times.

**Customer complaints resolved within 5 working days continues to show a RED status at the end of Q1.
Out of the 17 customer complaints received in 2019/20, 9 were resolved within 5 working days.**

ONE RYEDALE

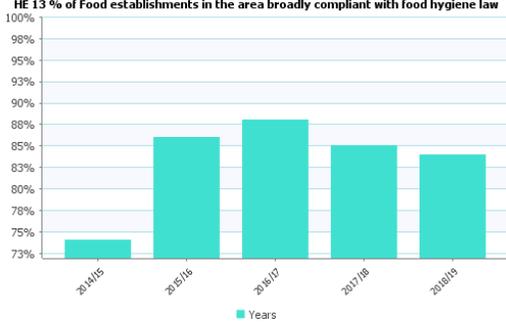
At the end of Q1, the collection rate of Non-Domestic Rates is slightly below target, showing an AMBER status for the second consecutive quarter. An explanation for this is included in the covering report.

The % of Council Tax collected has moved from a green to an amber status, following the banding of 70 new dwellings in the month of June. This has had the effect of increasing the Council Tax yield and therefore reducing the collection rate for this quarter.

SUSTAINABLE GROWTH

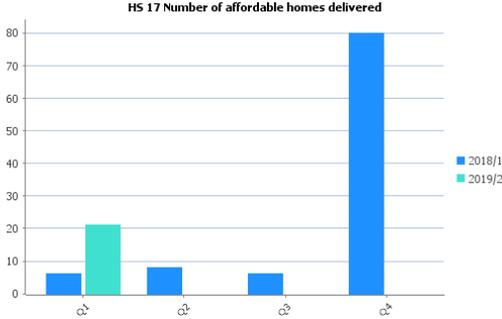
- Promoting a strong economy with thriving business and supporting infrastructure
- Capitalising on our culture, leisure and tourism opportunities
- Managing the environment of Ryedale with partners
- Enabling the provision of housing that meets existing and anticipates future need
- Minimising homelessness, improving the standard and availability of rented accommodation and supporting people to live independently

ENVIRONMENT - GARY HOUSDEN

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart												
 Page 45	% of Food establishments in the area broadly compliant with food hygiene law	The “broadly compliant” performance Indicator is defined as the percentage of food establishments within the local authority area that are broadly compliant with food law. The assessment is based on a scoring system that is defined in the national Code of Practice. When officers inspect a food business they rate the business with respect to several aspects. Three of those aspects namely the standard of hygiene, the structural standard and the confidence in management are awarded numerical values and if any one of them falls below a prescribed level then the establishment is judged to be non broadly compliant.	84%	72%	2018/19 result Aim to maximise	 <p>HE 13 % of Food establishments in the area broadly compliant with food hygiene law</p> <table border="1"> <caption>Data for Trend Chart: % of Food establishments in the area broadly compliant with food hygiene law</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>74%</td> </tr> <tr> <td>2015/16</td> <td>87%</td> </tr> <tr> <td>2016/17</td> <td>89%</td> </tr> <tr> <td>2017/18</td> <td>86%</td> </tr> <tr> <td>2018/19</td> <td>84%</td> </tr> </tbody> </table>	Year	Percentage	2014/15	74%	2015/16	87%	2016/17	89%	2017/18	86%	2018/19	84%
Year	Percentage																	
2014/15	74%																	
2015/16	87%																	
2016/17	89%																	
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2018/19	84%																	

HOUSING - PHILLIP SPURR

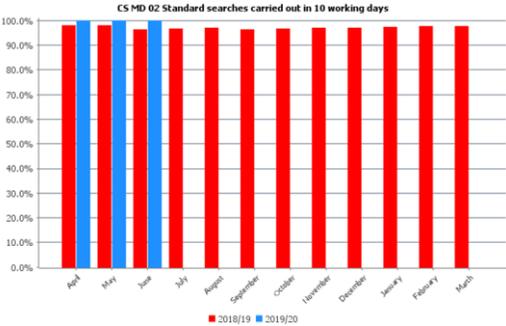
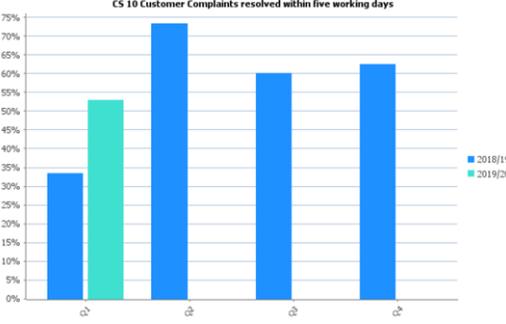
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart															
New PI	Total number of households approaching Ryedale for assistance	21.5% asked to leave by family 18.5% relationship breakdown 7.7% rent arrears – registered provider 7.7% section 21 notice from landlord During 2018/19, 479 households approached the Housing Team for assistance.	92 households		Q1 2019/20 result																
New PI	Number of households approaching the Council as homeless or threatened with homelessness	Following assessment, we were satisfied in 28 cases that applicants were homeless or at risk of homelessness. 2018/19 – 215 households	36 households		Q1 2019/20 result																
New PI	Average length of stay in temporary accommodation for those made a main housing duty	Including those accepted as homeless (main duty) for any period in their temporary stay 2018/19 year-end figure – 141 days	181.67 days		Q1 2019/20 result																
New PI	Prevention of Homelessness through Advice and Proactive Intervention	35 actual total successful preventions: 30 preventions through HRA 5 reliefs through HRA	35 cases		Q1 2019/20 result Aim to maximise	<table border="1"> <caption>HS 8 Prevention of Homelessness through Advice and Proactive Intervention</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>40</td> <td>22</td> <td>40</td> <td>38</td> </tr> <tr> <td>2019/20</td> <td>36</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2018/19	40	22	40	38	2019/20	36			
Year	Q1	Q2	Q3	Q4																	
2018/19	40	22	40	38																	
2019/20	36																				

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart															
	Number of affordable homes delivered	<p>From April to June 2019 there have been 4 affordable home completions at Broughton Manor and 12 completions Mickle Hill sites. Also 5 completions at The View, Thornton-le-Dale: 2 x 2 bed affordable rent and 3 x Discount for Sale units (2 x 2 beds, 1 x 3 bed). Rented units taken by Broadacres.</p> <p>In 2018/19 the Council completed 100 affordable homes in Ryedale. This was mainly made up of the 61 apartments at the Extra Care development at Bransdale View in Helmsley, but also included Section 106 schemes in Malton, Helmsley, Sheriff Hutton, Thornton-le-Dale and Rillington.</p> <p>This figure exceeded the Council's annual target of 75 affordable homes, however, over the last three years the total of homes delivered is 192, giving an average of 64 affordable homes per annum.</p>	21	19	<p>Cumulative result for 2019/20 as of end of Q1 2019/20</p> <p>Aim to maximise</p> <p>Target = The 75 affordable homes annual target is split equally over the four reporting quarters</p>	<p>HS 17 Number of affordable homes delivered</p>  <table border="1"> <caption>HS 17 Number of affordable homes delivered</caption> <thead> <tr> <th>Quarter</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>7</td> <td>21</td> </tr> <tr> <td>Q2</td> <td>8</td> <td>0</td> </tr> <tr> <td>Q3</td> <td>6</td> <td>0</td> </tr> <tr> <td>Q4</td> <td>80</td> <td>0</td> </tr> </tbody> </table>	Quarter	2018/19	2019/20	Q1	7	21	Q2	8	0	Q3	6	0	Q4	80	0
Quarter	2018/19	2019/20																			
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Q4	80	0																			

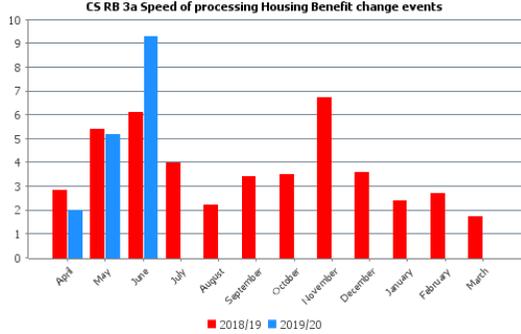
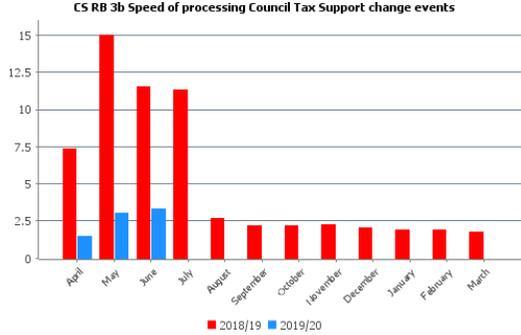
CUSTOMERS AND COMMUNITIES

- Designing all of our services with the customer at the heart of everything we do
- Making the best use of resources to ensure maximum benefit for all customers and communities across the district, particularly the most vulnerable
- Helping our partners to keep our communities safe and healthy
- Supporting communities to identify their needs, plan and develop local solutions and resilience

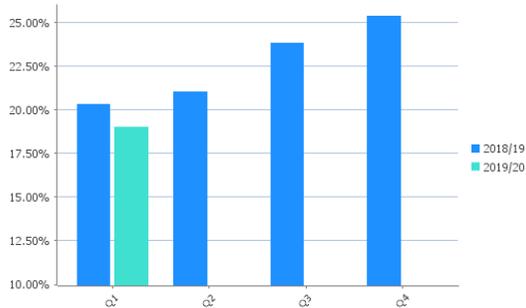
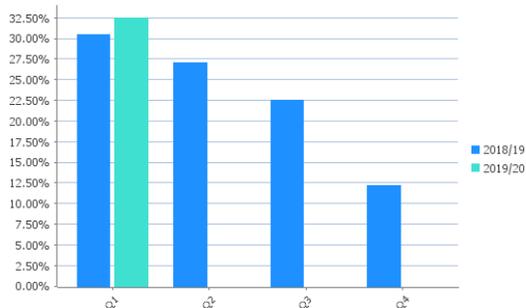
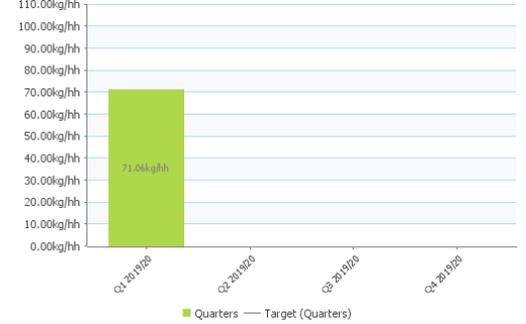
CUSTOMER SERVICES – ANGELA JONES

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart																																							
	Standard searches carried out in 10 working days	<p>An extra member of staff in the Place team has been working in the Land Charge area to help cope with demand.</p> <p>This indicator has moved to green status on a quarterly measurement for the first time since Q2 2013/14</p>	100.0%	100.0%	Q1 2019/20 result Aim to maximise	 <p>CS MD 02 Standard searches carried out in 10 working days</p> <table border="1"> <caption>CS MD 02 Standard searches carried out in 10 working days</caption> <thead> <tr> <th>Month</th> <th>2018/19 (%)</th> <th>2019/20 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>100.0</td><td>100.0</td></tr> <tr><td>May</td><td>100.0</td><td>100.0</td></tr> <tr><td>June</td><td>100.0</td><td>100.0</td></tr> <tr><td>July</td><td>100.0</td><td>100.0</td></tr> <tr><td>August</td><td>100.0</td><td>100.0</td></tr> <tr><td>September</td><td>100.0</td><td>100.0</td></tr> <tr><td>October</td><td>100.0</td><td>100.0</td></tr> <tr><td>November</td><td>100.0</td><td>100.0</td></tr> <tr><td>December</td><td>100.0</td><td>100.0</td></tr> <tr><td>January</td><td>100.0</td><td>100.0</td></tr> <tr><td>February</td><td>100.0</td><td>100.0</td></tr> <tr><td>March</td><td>100.0</td><td>100.0</td></tr> </tbody> </table>	Month	2018/19 (%)	2019/20 (%)	April	100.0	100.0	May	100.0	100.0	June	100.0	100.0	July	100.0	100.0	August	100.0	100.0	September	100.0	100.0	October	100.0	100.0	November	100.0	100.0	December	100.0	100.0	January	100.0	100.0	February	100.0	100.0	March	100.0	100.0
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March	100.0	100.0																																											
	Customer Complaints resolved within five working days	<p>9 out of 17 corporate complaints received from 1 April to 31 June 2019 were responded to within the five working day target.</p> <p>Further detail included in the covering report on this indicator as it has remained at a Red status since the previous quarter.</p>	52.9%	75%	Q1 2019/20 result Aim to maximise	 <p>CS 10 Customer Complaints resolved within five working days</p> <table border="1"> <caption>CS 10 Customer Complaints resolved within five working days</caption> <thead> <tr> <th>Quarter</th> <th>2018/19 (%)</th> <th>2019/20 (%)</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>35.0</td><td>52.9</td></tr> <tr><td>Q2</td><td>70.0</td><td>75.0</td></tr> <tr><td>Q3</td><td>60.0</td><td>75.0</td></tr> <tr><td>Q4</td><td>62.0</td><td>75.0</td></tr> </tbody> </table>	Quarter	2018/19 (%)	2019/20 (%)	Q1	35.0	52.9	Q2	70.0	75.0	Q3	60.0	75.0	Q4	62.0	75.0																								
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Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart																																							
🟢	Speed of processing new Housing Benefit claims	Performance continues to be operating below the 21-day processing target. To maintain and improve performance, staff continue to encourage citizens to provide all the required information as soon as possible so it can be worked on as soon as it is received.	20.09 days	21 days	Average result for April-June 2019 Aim to minimise	<p>CS RB 2a Speed of processing new Housing Benefit claims</p> <table border="1"> <caption>CS RB 2a Speed of processing new Housing Benefit claims</caption> <thead> <tr> <th>Month</th> <th>2018/19 (Days)</th> <th>2019/20 (Days)</th> </tr> </thead> <tbody> <tr><td>April</td><td>14.5</td><td>14.5</td></tr> <tr><td>May</td><td>19.5</td><td>20.5</td></tr> <tr><td>June</td><td>22.5</td><td>20.09</td></tr> <tr><td>July</td><td>18.5</td><td>-</td></tr> <tr><td>August</td><td>18.5</td><td>-</td></tr> <tr><td>September</td><td>23.5</td><td>-</td></tr> <tr><td>October</td><td>20.5</td><td>-</td></tr> <tr><td>November</td><td>18.5</td><td>-</td></tr> <tr><td>December</td><td>13.5</td><td>-</td></tr> <tr><td>January</td><td>15.5</td><td>-</td></tr> <tr><td>February</td><td>10.5</td><td>-</td></tr> <tr><td>March</td><td>13.5</td><td>-</td></tr> </tbody> </table>	Month	2018/19 (Days)	2019/20 (Days)	April	14.5	14.5	May	19.5	20.5	June	22.5	20.09	July	18.5	-	August	18.5	-	September	23.5	-	October	20.5	-	November	18.5	-	December	13.5	-	January	15.5	-	February	10.5	-	March	13.5	-
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🟢	Speed of processing new claims for Council Tax Support (Non-Universal Credit)	This indicator has been added following a report by the Benefits Manager to O&S in February 2019. The processing of non-Universal Credit new claims is undertaken by RDC staff.	22 days	25 days	Average result for April-June 2019 Aim to minimise	<table border="1"> <caption>Speed of processing new claims for Council Tax Support (Non-Universal Credit)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Days)</th> <th>Target (Days)</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>22.0</td><td>25.0</td></tr> <tr><td>Q2 2019/20</td><td>-</td><td>25.0</td></tr> <tr><td>Q3 2019/20</td><td>-</td><td>25.0</td></tr> <tr><td>Q4 2019/20</td><td>-</td><td>25.0</td></tr> </tbody> </table>	Quarter	Actual (Days)	Target (Days)	Q1 2019/20	22.0	25.0	Q2 2019/20	-	25.0	Q3 2019/20	-	25.0	Q4 2019/20	-	25.0																								
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Q4 2019/20	-	25.0																																											
🔴	Speed of processing new claims for Council Tax Support (Universal Credit)	This performance indicator has been added following a report by the Benefits Manager to O&S in February 2019. The processing of new claims for council tax support under Universal Credit by DWP, which can take 35 days, is out of our control, but was impacting on our overall processing times, leading to the request by the committee for the breakdown into UC and non-UC processing times.	32.9 days	25 days	Average result for April-June 2019 Aim to minimise	<table border="1"> <caption>Speed of processing new claims for Council Tax Support (Universal Credit)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Days)</th> <th>Target (Days)</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>32.9</td><td>25.0</td></tr> <tr><td>Q2 2019/20</td><td>-</td><td>25.0</td></tr> <tr><td>Q3 2019/20</td><td>-</td><td>25.0</td></tr> <tr><td>Q4 2019/20</td><td>-</td><td>25.0</td></tr> </tbody> </table>	Quarter	Actual (Days)	Target (Days)	Q1 2019/20	32.9	25.0	Q2 2019/20	-	25.0	Q3 2019/20	-	25.0	Q4 2019/20	-	25.0																								
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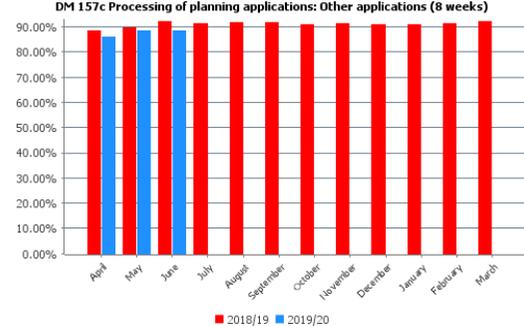
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
	Speed of processing Housing Benefit change events	Performance continues to be well under the 12 day target. To maintain and improve performance, staff continue to encourage citizens to provide all the required information as soon as possible so it can be worked on as soon as it is received.	5.47 days	12 days	<p>Average result for April-June 2019</p> <p>Aim to minimise</p>	
	Speed of processing Council Tax Support change events	Performance continues to be under target. To maintain and improve performance, system processes have been changed and staff continue to encourage citizens to provide all the required information as soon as possible so it can be worked on as soon as it is received.	2.62 days	12 days	<p>Average result for April-June 2019</p> <p>Aim to minimise</p>	

OPERATIONS - BECKIE BENNETT

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart															
	% of Household Waste Recycled	18.97% Estimate not verified by NYCC or DEFRA. This indicator has moved from green to amber status in this quarter.	18.97%	20.00%	Q1 2019/20 result Aim to maximise	<p>55 15 % of Household Waste Recycled</p>  <table border="1"> <caption>% of Household Waste Recycled</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>20.5%</td> <td>21.5%</td> <td>24.5%</td> <td>25.5%</td> </tr> <tr> <td>2019/20</td> <td>18.97%</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2018/19	20.5%	21.5%	24.5%	25.5%	2019/20	18.97%	-	-	-
Year	Q1	Q2	Q3	Q4																	
2018/19	20.5%	21.5%	24.5%	25.5%																	
2019/20	18.97%	-	-	-																	
	% of Household Waste Composted	32.40 = % Accumulative April and May estimate, not verified by NYCC or DEFRA.	32.40%	23.00%	Q1 2019/20 result Aim to maximise	<p>55 16 % of Household Waste Composted</p>  <table border="1"> <caption>% of Household Waste Composted</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>30.5%</td> <td>27.5%</td> <td>23.0%</td> <td>12.0%</td> </tr> <tr> <td>2019/20</td> <td>32.40%</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2018/19	30.5%	27.5%	23.0%	12.0%	2019/20	32.40%	-	-	-
Year	Q1	Q2	Q3	Q4																	
2018/19	30.5%	27.5%	23.0%	12.0%																	
2019/20	32.40%	-	-	-																	
	Residual household waste - kg per household	71.06 kg/hh April & May accumulative estimate, not verified by NYCC or DEFRA	71.06kg/hh	75.00kg/hh	Q1 2019/20 result Aim to maximise	 <table border="1"> <caption>Residual household waste - kg per household</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>71.06 kg/hh</td> <td>75.00 kg/hh</td> </tr> <tr> <td>Q2 2019/20</td> <td>-</td> <td>-</td> </tr> <tr> <td>Q3 2019/20</td> <td>-</td> <td>-</td> </tr> <tr> <td>Q4 2019/20</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Quarter	Actual	Target	Q1 2019/20	71.06 kg/hh	75.00 kg/hh	Q2 2019/20	-	-	Q3 2019/20	-	-	Q4 2019/20	-	-
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Q2 2019/20	-	-																			
Q3 2019/20	-	-																			
Q4 2019/20	-	-																			

PLANNING & REGULATION – GARY HOUSDEN

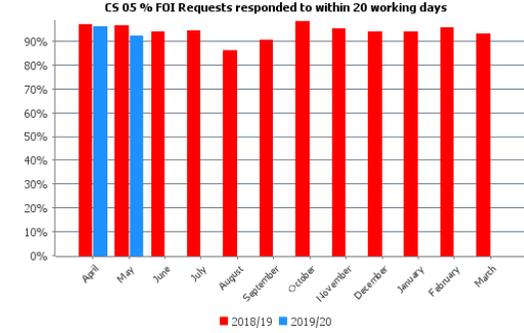
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart																																							
🟢	Planning appeals allowed	No appeal decisions received in this period. 2018-19 - 3 out of 15 appeals allowed.	0.0%	33.0%	Q1 2019/20 result Aim to minimise	<p>DM 2 Planning appeals allowed</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>33.0%</td> <td>0.0%</td> </tr> </tbody> </table>	Quarter	2018/19	2019/20	Q1	33.0%	0.0%																																	
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🟢	Processing of planning applications: Major applications (13 weeks)	We are currently performing at 100%, with the 4 major applications received in this quarter processed within the 13-week time period. Whilst this performance can be volatile due to small numbers, we are currently well above target level of 70%.	100.00%	70.00%	Latest result for 2019/20 as of June 2019 Aim to maximise	<p>DM 157a Processing of planning applications: Major applications (13 weeks)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr><td>April</td><td>100.00%</td><td>100.00%</td></tr> <tr><td>May</td><td>100.00%</td><td>100.00%</td></tr> <tr><td>June</td><td>100.00%</td><td>100.00%</td></tr> <tr><td>July</td><td>100.00%</td><td>100.00%</td></tr> <tr><td>August</td><td>100.00%</td><td>100.00%</td></tr> <tr><td>September</td><td>100.00%</td><td>100.00%</td></tr> <tr><td>October</td><td>100.00%</td><td>100.00%</td></tr> <tr><td>November</td><td>100.00%</td><td>100.00%</td></tr> <tr><td>December</td><td>100.00%</td><td>100.00%</td></tr> <tr><td>January</td><td>100.00%</td><td>100.00%</td></tr> <tr><td>February</td><td>100.00%</td><td>100.00%</td></tr> <tr><td>March</td><td>100.00%</td><td>100.00%</td></tr> </tbody> </table>	Month	2018/19	2019/20	April	100.00%	100.00%	May	100.00%	100.00%	June	100.00%	100.00%	July	100.00%	100.00%	August	100.00%	100.00%	September	100.00%	100.00%	October	100.00%	100.00%	November	100.00%	100.00%	December	100.00%	100.00%	January	100.00%	100.00%	February	100.00%	100.00%	March	100.00%	100.00%
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🟢	Processing of planning applications: Minor applications (8 weeks)	In the light of the team still operating with a vacancy this is considered to be a remarkably high level of performance. 65 minor applications received during this quarter.	81.50%	80.00%	Latest result for 2019/20 as of June 2019 Aim to maximise	<p>DM 157b Processing of planning applications: Minor applications (8 weeks)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr><td>April</td><td>80.00%</td><td>81.50%</td></tr> <tr><td>May</td><td>80.00%</td><td>81.50%</td></tr> <tr><td>June</td><td>80.00%</td><td>81.50%</td></tr> <tr><td>July</td><td>80.00%</td><td>81.50%</td></tr> <tr><td>August</td><td>80.00%</td><td>81.50%</td></tr> <tr><td>September</td><td>80.00%</td><td>81.50%</td></tr> <tr><td>October</td><td>80.00%</td><td>81.50%</td></tr> <tr><td>November</td><td>80.00%</td><td>81.50%</td></tr> <tr><td>December</td><td>80.00%</td><td>81.50%</td></tr> <tr><td>January</td><td>80.00%</td><td>81.50%</td></tr> <tr><td>February</td><td>80.00%</td><td>81.50%</td></tr> <tr><td>March</td><td>80.00%</td><td>81.50%</td></tr> </tbody> </table>	Month	2018/19	2019/20	April	80.00%	81.50%	May	80.00%	81.50%	June	80.00%	81.50%	July	80.00%	81.50%	August	80.00%	81.50%	September	80.00%	81.50%	October	80.00%	81.50%	November	80.00%	81.50%	December	80.00%	81.50%	January	80.00%	81.50%	February	80.00%	81.50%	March	80.00%	81.50%
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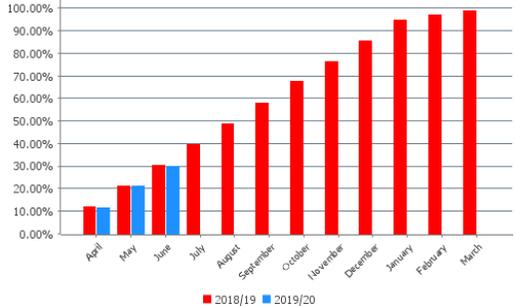
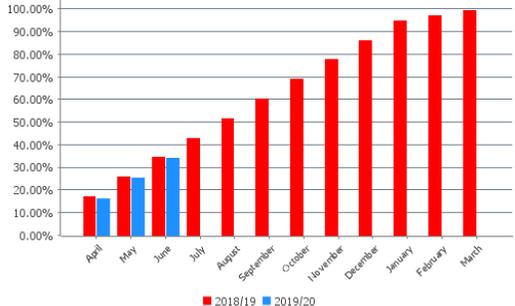
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart																																							
	Processing of planning applications: Other applications (8 weeks)	Performance data can be volatile due to small numbers of applications. There is currently a vacancy in the team and we are yet to fully launch the more streamlined work of working for 'other applications' that should also lead to and improvement in application turn around. 111 applications received in this quarter.	88.30%	90.00%	Latest result for 2019/20 as of June 2019 Aim to maximise	 <p>DM 157c Processing of planning applications: Other applications (8 weeks)</p> <table border="1"> <caption>DM 157c Processing of planning applications: Other applications (8 weeks)</caption> <thead> <tr> <th>Month</th> <th>2018/19 (%)</th> <th>2019/20 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>~90.00</td><td>88.30</td></tr> <tr><td>May</td><td>~90.00</td><td>88.30</td></tr> <tr><td>June</td><td>~90.00</td><td>88.30</td></tr> <tr><td>July</td><td>~90.00</td><td></td></tr> <tr><td>August</td><td>~90.00</td><td></td></tr> <tr><td>September</td><td>~90.00</td><td></td></tr> <tr><td>October</td><td>~90.00</td><td></td></tr> <tr><td>November</td><td>~90.00</td><td></td></tr> <tr><td>December</td><td>~90.00</td><td></td></tr> <tr><td>January</td><td>~90.00</td><td></td></tr> <tr><td>February</td><td>~90.00</td><td></td></tr> <tr><td>March</td><td>~90.00</td><td></td></tr> </tbody> </table>	Month	2018/19 (%)	2019/20 (%)	April	~90.00	88.30	May	~90.00	88.30	June	~90.00	88.30	July	~90.00		August	~90.00		September	~90.00		October	~90.00		November	~90.00		December	~90.00		January	~90.00		February	~90.00		March	~90.00	
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ONE RYEDALE

- Working together as One Ryedale, members and staff share the PROUD values and behaviours
- Utilising assets in supporting the delivery of priorities
- Developing business opportunities for the council and optimise income
- Building capacity and influencing policy in partnership
- Enabling services through the innovative use of ICT
- Delivering the Towards 2020 programme and anticipating further savings required to 2022

CUSTOMER SERVICES – ANGELA JONES

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart																																							
	% FOI Requests responded to within 20 working days	Performance remains consistently above the ICO target of 90%, with 144 requests already made from 1 April – 30 June 2019. As the FOIs received at the end of June have not had the 20 working days period to respond, the Q1 stat for 2019/20 is not yet available, but from the graph you can see the response rate for April (96.43%) and May (92.5%) was consistently above 90%.	93.2%	90%	Q4 2018/19 result Aim to maximise	 <p>C5 05 % FOI Requests responded to within 20 working days</p> <table border="1"> <caption>C5 05 % FOI Requests responded to within 20 working days</caption> <thead> <tr> <th>Month</th> <th>2018/19 (%)</th> <th>2019/20 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>~96.43</td><td>96.43</td></tr> <tr><td>May</td><td>~92.50</td><td>92.50</td></tr> <tr><td>June</td><td>~90.00</td><td></td></tr> <tr><td>July</td><td>~90.00</td><td></td></tr> <tr><td>August</td><td>~90.00</td><td></td></tr> <tr><td>September</td><td>~90.00</td><td></td></tr> <tr><td>October</td><td>~90.00</td><td></td></tr> <tr><td>November</td><td>~90.00</td><td></td></tr> <tr><td>December</td><td>~90.00</td><td></td></tr> <tr><td>January</td><td>~90.00</td><td></td></tr> <tr><td>February</td><td>~90.00</td><td></td></tr> <tr><td>March</td><td>~90.00</td><td></td></tr> </tbody> </table>	Month	2018/19 (%)	2019/20 (%)	April	~96.43	96.43	May	~92.50	92.50	June	~90.00		July	~90.00		August	~90.00		September	~90.00		October	~90.00		November	~90.00		December	~90.00		January	~90.00		February	~90.00		March	~90.00	
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	% of Council Tax collected	<p>70 new dwellings were banded in the month of June. This has had the effect of increasing the Council Tax yield and therefore reducing the collection rate for this quarter.</p> <p>This indicator has gone from green to amber status in this quarter.</p>	29.91%	29.97%	<p>Latest result for 2019/20 as of June 2019</p> <p>Aim to maximise</p>	<p>CS RB 11 % of Council Tax collected</p>  <table border="1"> <caption>CS RB 11 % of Council Tax collected</caption> <thead> <tr> <th>Month</th> <th>2018/19 (%)</th> <th>2019/20 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>12.00</td><td>12.00</td></tr> <tr><td>May</td><td>22.00</td><td>22.00</td></tr> <tr><td>June</td><td>30.00</td><td>30.00</td></tr> <tr><td>July</td><td>40.00</td><td></td></tr> <tr><td>August</td><td>50.00</td><td></td></tr> <tr><td>September</td><td>60.00</td><td></td></tr> <tr><td>October</td><td>70.00</td><td></td></tr> <tr><td>November</td><td>78.00</td><td></td></tr> <tr><td>December</td><td>85.00</td><td></td></tr> <tr><td>January</td><td>92.00</td><td></td></tr> <tr><td>February</td><td>95.00</td><td></td></tr> <tr><td>March</td><td>98.00</td><td></td></tr> </tbody> </table>	Month	2018/19 (%)	2019/20 (%)	April	12.00	12.00	May	22.00	22.00	June	30.00	30.00	July	40.00		August	50.00		September	60.00		October	70.00		November	78.00		December	85.00		January	92.00		February	95.00		March	98.00	
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	% of Non-domestic Rates Collected	<p>NNDR collection is subject to potential large-scale fluctuation due to the level of yield individual hereditaments can raise when the valuation office agency make an alteration.</p> <p>More detail on this PI is given in the covering report, as this indicator is showing an amber status for the second consecutive quarter.</p>	33.81%	34.21%	<p>Latest result for 2019/20 as of June 2019</p> <p>Aim to maximise</p>	<p>CS RB 12 % of Non-domestic Rates Collected</p>  <table border="1"> <caption>CS RB 12 % of Non-domestic Rates Collected</caption> <thead> <tr> <th>Month</th> <th>2018/19 (%)</th> <th>2019/20 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>18.00</td><td>18.00</td></tr> <tr><td>May</td><td>28.00</td><td>28.00</td></tr> <tr><td>June</td><td>35.00</td><td>35.00</td></tr> <tr><td>July</td><td>45.00</td><td></td></tr> <tr><td>August</td><td>55.00</td><td></td></tr> <tr><td>September</td><td>65.00</td><td></td></tr> <tr><td>October</td><td>75.00</td><td></td></tr> <tr><td>November</td><td>80.00</td><td></td></tr> <tr><td>December</td><td>88.00</td><td></td></tr> <tr><td>January</td><td>95.00</td><td></td></tr> <tr><td>February</td><td>98.00</td><td></td></tr> <tr><td>March</td><td>100.00</td><td></td></tr> </tbody> </table>	Month	2018/19 (%)	2019/20 (%)	April	18.00	18.00	May	28.00	28.00	June	35.00	35.00	July	45.00		August	55.00		September	65.00		October	75.00		November	80.00		December	88.00		January	95.00		February	98.00		March	100.00	
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