



**POLICY AND RESOURCES COMMITTEE**

Thursday 19 March 2020 at 6.30 pm

Council Chamber, Ryedale House, Malton

**Agenda**

**1 Emergency Evacuation Procedure**

The Chairman to inform Members of the Public of the emergency evacuation procedure.

**2 Apologies for absence**

**3 Declarations of Interest**

Members to indicate whether they will be declaring any interests under the Code of Conduct.

Members making a declaration of interest at a meeting of a Committee or Council are required to disclose the existence and nature of that interest. This requirement is not discharged by merely declaring a personal interest without further explanation.

**4 Minutes of the Meeting held on 6 February 2020**

(Pages 5 - 14)

**5 Urgent Business**

To receive notice of any urgent business which the Chairman considers should be dealt with at the meeting as a matter of urgency by virtue of Section 100B(4)(b) of the Local Government Act 1972.

**TO RECEIVE WORKING PARTY MINUTES**

**6 Minutes of the Constitution Working Party held on 12 February 2020** (Pages 15 - 18)

**7 Minutes of the Car Parking Working Party held on 25 February 2020** (Pages 19 - 22)

**PART 'A' ITEMS - MATTERS TO BE DEALT WITH UNDER DELEGATED POWERS OR MATTERS DETERMINED BY COMMITTEE**

- 8 **Recommendations from Grants Working Party held on 9 March 2020** (Pages 23 - 26)
- 9 **Performance Report** (Pages 27 - 52)
- 10 **Ryedale Housing Strategy Review and Action Plan 2015-2021** (Pages 53 - 84)
- 11 **Draft Ryedale Homelessness and Rough Sleeper Review and Strategy 2020-25** (Pages 85 - 130)
- 12 **Implementation of the Climate Change Action Plan - Progress Report** (Pages 131 - 144)
- 13 **Ryedale Destination Development Plan** (Pages 145 - 174)

**PART 'B' ITEMS - MATTERS REFERRED TO COUNCIL**

- 14 **Recommendations of the Constitution Working Party held on 12 March 20** (To Follow)
- 15 **Council Plan 2020-2024** (Pages 175 - 178)  
Appendix 1 to follow
- 16 **Response to Motion to Council and Consultation on Proposed HCV Restriction** (Pages 179 - 190)

**ITEMS TO NOTE**

- 17 **Public Service Hub Update** (Verbal Report)

**EXEMPT INFORMATION**

- 18 **Exempt Information**

To consider a resolution to exclude the press and public from the meeting during consideration of the following items:

Annex 1 of Item 19 (Committee Approval for Urgent Capital Works) as provided by paragraphs 3 and 5 of Schedule 12A of Section 100A of the Local Government Act 1972, as it contains information relating to the financial or business affairs of any particular person (including the authority holding that information) and is in respect of which a claim to legal professional privilege could be maintained in legal proceedings.

Item 20 (Housing Benefit Debtor Write Offs) as provided by paragraph 1 of Schedule 12A of Section 100A of the Local Government Act 1972, as it contains information relating to an individual.

Item 21 (To Receive the Minutes of the Milton Rooms Working Party held on 26 February 2020) as provided by paragraphs 1, 2 and 3 of Schedule 12A of Section 100A of the Local Government Act 1972, as it contains information relating to an individual, information which is likely to reveal the identity of an individual and information relating to the financial or business affairs of any particular person (including the authority holding that information).

Item 22 (To Consider Recommendations from the Milton Rooms Working Party held on 17 March 2020) as provided by paragraphs 1, 2 and 3 of Schedule 12A of Section 100A of the Local Government Act 1972, as it contains information relating to an individual, information which is likely to reveal the identity of an individual and information relating to the financial or business affairs of any particular person (including the authority holding that information).

Item 23 (Update on the Railway Tavern, Norton) as provided by paragraph 3 of Schedule 12A of Section 100A of the Local Government Act 1972, as it contains information relating to the financial or business affairs of any particular person (including the authority holding that information).

The public interest test has been considered and, in all the circumstances of the case, the public interest in maintaining the exemption is considered to outweigh the public interest in disclosing the information.

#### **EXEMPT PART 'A' ITEMS - MATTERS TO BE DEALT WITH UNDER DELEGATED POWERS OR MATTERS DETERMINED BY COMMITTEE**

- |    |  |                   |
|----|--|-------------------|
| 19 | <b>Committee Approval for Urgent Capital Works</b>                                       | (Pages 191 - 196) |
| 20 | <b>Housing Benefit Debtor Write Offs</b>   | (Pages 197 - 200) |
| 21 | <b>To Receive the Minutes of the Milton Rooms Working Party held on 26 February 2020</b> | (Pages 201 - 204) |
| 22 | <b>To Consider Recommendations from the Milton Rooms Working Party on 17 March 2020</b>  | (To Follow)       |

#### **EXEMPT PART 'B' ITEMS - MATTERS REFERRED TO COUNCIL**

**23 Update on the Railway Tavern, Norton**

(Pages 205 - 218)

**24 Any other business that the Chairman decides is urgent.**

## Policy and Resources Committee

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Held at Council Chamber, Ryedale House, Malton  
on Thursday 6 February 2020

### Present

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Councillors Joy Andrews, Arnold (Vice-Chairman), Burr MBE, Cleary (Substitute), Delaney, Docwra, Duncan (Chairman), Frank, Thackray and Wass

Overview & Scrutiny Committee Observers: Councillors Clark, Cussons and Raper

### In Attendance

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Beckie Bennett, Stacey Bulet, Andrew Ellis, Anton Hodge, Kim Robertshaw, Phillip Spurr, Ellen Walker and Margaret Wallace

### Minutes

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#### 89 Apologies for absence

Apologies for absence were received from Councillor King, Councillor Cleary substituted.

#### 90 Declarations of Interest

Cllr Cleary declared a personal, non-pecuniary and not prejudicial interest in item 11 (Provision of the Learn to Swim Programme – Update) as the Member Champion for Sport and Physical Recreation.

Cllr Burr declared a personal, non-pecuniary and not prejudicial interest in item 14 (Refugee Resettlement Scheme) as she undertakes work with refugees.

#### 91 Minutes of the Meeting held on 14 November 2019

Decision
That the minutes of the Policy and Resources Committee held on 14 November 2019 be approved and signed by the Chairman as a correct record.

#### Voting record

9 For  
1 Abstention

#### 92 Urgent Business

There were no items of urgent business.

#### 93 Minutes of the Car Parking Working Party held on 3 December 2019

The minutes of the Car Parking Working Party held on 3 December 2019 were received.

94 **Minutes of the Car Parking Working Party held on 27 January 2020**

The minutes of the Car Parking Working Party held on 27 January 2020 were received.

95 **Exempt Information**

**Resolved**

To exclude the press and public from the meeting if there was any discussion of the contents of the following items:

Item 9 (Minutes of the Milton Rooms Working Party held on 16 December 2019) as provided by paragraphs 1, 2 and 3 of Schedule 12A of Section 100A of the Local Government Act 1972.

Item 10 (Minutes and Recommendations of the Milton Rooms Working Party held on 15 January 2020) as provided by paragraphs 1, 2 and 3 of Schedule 12A of Section 100A of the Local Government Act 1972.

The public interest test has been considered and, in all the circumstances of the case, the public interest in maintaining the exemption is considered to outweigh the public interest in disclosing the information.

**Voting record**

9 For  
1 Abstention

**Resolved**

To exclude the press and the public from the meeting during consideration of item 11 (Provision of the Learn to Swim Programme – Update) as provided by paragraph 3 of Schedule 12A of Section 100A of the Local Government Act 1972.

The public interest test has been considered and, in all the circumstances of the case, the public interest in maintaining the exemption is considered to outweigh the public interest in disclosing the information.

**Voting record**

7 For  
2 Against  
1 Abstention

To exclude the press and the public from the meeting during consideration of item 12 (Request to Lease Office Space at Ryedale House) as provided by

paragraph 3 of Schedule 12A of Section 100A of the Local Government Act 1972.

Upon being put to the vote the motion was lost and this item was therefore considered in public.

**Voting record**

1 For  
9 Against

**96 Minutes of the Milton Rooms Working Party held on 16 December 2019**

The minutes of the Milton Rooms Working Party held on 16 December 2019 were received.

**97 Minutes and Recommendations of the Milton Rooms Working Party Held on 15 January 2020**

The minutes of the Milton Rooms Working Party held on 15 January 2020 were received.

**Decision**

That the recommendation from the Milton Rooms Working Party held on 15 January 2020 be approved.

*Recommendation:*

*The £9,900 in reserve be released, subject to confirmation with the legal team.*

**Voting record**

Unanimous

**PART 'A' ITEMS - MATTERS TO BE DEALT WITH UNDER DELEGATED POWERS OR MATTERS DETERMINED BY COMMITTEE**

**98 Provision of the Learn to Swim Programme - Update**

Considered – report of the Deputy Chief Executive

**Decision**

- (i) Members note the report and the financial request from the leisure operator
- (ii) Members note the views of Overview and Scrutiny on this matter.
- (iii) Dismiss the request for an increase in the annual management fee in the form of a compensation payment to the leisure operator.

**Voting record**

Unanimous

**PART 'B' ITEMS - MATTERS REFERRED TO COUNCIL**

**99 Request to Lease Office Space at Ryedale House**

Considered – report of the Head of Customer Service

A motion that this be a Part B item and goes to Full Council for more detailed consideration was proposed and seconded.

Upon being put to the vote the motion was passed.

**Decision**

This item is referred to Full Council.

**Voting record**

6 For

4 Against

**PART 'A' ITEMS - MATTERS TO BE DEALT WITH UNDER DELEGATED POWERS OR MATTERS DETERMINED BY COMMITTEE**

**100 Public Services Hub**

Considered – report of the Deputy Chief Executive

**Decision**

- (i) Members note the progress of the Public Services Hub project to date
- (ii) Members:
  - a) Accept the £70,000 funding from the Cabinet Office, One Public Estate (OPE) Programme offered in support of Stage 2 of the project.
  - b) Give their approval for officers to proceed with Stage 2 (scoping, brief, building design and business case development) of the project plan attached to the report
- (iii) A progress report is presented to every meeting of this Committee

**Voting record**

Unanimous

**101 Refugee Resettlement Scheme**

Considered – report of the Housing Services Manager

### **Decision**

Subject to on-going funding from Government agree to participate in the Governments new Global Resettlement Scheme for refugees. Ryedale District Council commits to participating in the government's global resettlement scheme and resettles 18 persons between 2020/21 and 2023/24.

### **Voting record**

9 For

1 Abstention

## **PART 'B' ITEMS - MATTERS REFERRED TO COUNCIL**

### **102 Timetable of Meetings 2020-2021**

Considered – report of the Democratic Services Manager

### **Recommendation**

That the Democratic Services Manager be requested to produce an amended timetable of meetings for consideration at Full Council, avoiding school holidays where possible and moving the Annual Council meetings to 6:30pm.

That Council is recommended to approve the timetable of meetings, subject to the amendments requested by Policy and Resources.

### **Voting record**

Unanimous

### **103 Corporate Enforcement Policy**

Considered – report of the Head of Customer Services

### **Recommendation**

It is recommended to Council:

- (i) That the Council approves the Corporate Enforcement Policy (appendix 1 of the report).
- (ii) That the Corporate Enforcement Policy is uploaded to the website and included in publication lists for the authority.
- (iii) That the Corporate Enforcement Policy and Department Policies continues to be reviewed on a regular basis or as the need arises from factors such as changes to legislation.
- (iv) That under the Council's scheme of delegation, delegated authority is given to the Heads of Service to undertake the enforcement duties within the Corporate Enforcement Policy.

(v) That delegated authority is given to the Chief Executive to approve minor modifications and updates to the policy.

**Voting record**

9 For  
1 Abstention

104 **HR Policy Revision**

Considered – report of the Head of Human Resources

**Recommendation**

It is recommended to Council that

- (a) The revised policies are agreed for implementation, subject to an amendment to the Staff Volunteering Policy to reflect that volunteering must be undertaken within Ryedale.
- (b) Administrative amendments to implemented policies: That the appropriate officer, under direction from SMB be able to make any minor administrative amendments to implemented policies; such as updating references, refreshing any forms attached as appendices as part of improving workflow. These changes will be documented as part of document control and will not result in a change of the policy itself.

**Voting record**

7 For  
2 Against  
1 Abstention

105 **Budget Monitoring - Q3 2019/20**

Considered – report of the Chief Finance Officer (s.151)

**Recommendation**

It is recommended that Council notes the contents of the report.

**Voting record**

8 For  
1 Against

106 **Treasury Management Statement and Annual Investment Strategy 2020/21**

Considered – report of the Chief Finance Officer (s.151)

**Recommendation**

That Council is recommended to approve:

- (i) Members receive this report;
- (ii) The Operational Borrowing Limit for 2020/21 is set at £6m;
- (iii) The Authorised Borrowing Limit for 2020/21 is set at £11.5m;
- (iv) Councillors delegate authority to the Chief Finance Officer to effect movement within the agreed authorised boundary limits for long-term borrowing for 2020/21 onwards.
- (v) Councillors delegate authority to the Chief Finance Officer to effect movement within the agreed operational boundary limits for long-term borrowing for 2020/21 onwards.
- (vi) The treasury management strategy statement 2020/21 be approved.
- (vii) The minimum revenue provision policy statement for 2020/21 be approved.
- (viii) The treasury management investment strategy for 2020/21 be approved.
- (ix) The prudential indicators for 2020/21 which reflect the capital expenditure plans which are affordable, prudent and sustainable be approved.
- (x) The Capital Strategy for 2020/21 be approved

**Voting record**

Unanimous

107 **Financial Strategy**

Considered – report of the Chief Finance Officer (s.151)

The recommendations were taken separately.

- (i) *To approve the Council's Financial Strategy (Annex A) which includes:*
  - a. *Savings/additional income totalling £434k (Financial Strategy Appendix 3)*
  - b. *Growth Pressures totalling £1,182k (Financial Strategy Appendix 4)*
  - c. *The revised capital programme (Financial Strategy Appendix 6)*

This recommendation was carried.

**Voting record**

For: Cllrs Duncan, J Andrews, Arnold, Cleary, Delaney, Docwra, Frank and Wass

Against: Cllr Thackray  
Abstain: Cllr Burr

*(ii) A Revenue Budget for 2019/20 of £8,734k with the total charge remaining at £195.82 for a Band D property (note that total Council Tax, Including the County Council, Fire and Police is covered within the separate Council Tax setting report to Full Council);*

**Voting record**

For: Cllrs Duncan, Cleary, Delaney and Docwra  
Against: Cllrs J Andrews, Frank, Thackray and Wass  
Abstain: Cllrs Arnold and Burr

The Chairman had the casting vote and the recommendation was carried.

*(iii) to approve the special expenses amounting to £52,480*

This recommendation was carried.

**Voting record**

For: Cllrs Duncan, J Andrews, Arnold, Cleary, Delaney, Docwra and Wass  
Against: Cllr Thackray  
Abstain: Cllrs Burr and Frank

*(iv) to note the financial projection for 2020/21 – 2023/24*

This recommendation was carried.

**Voting record**

For: Cllrs Duncan, J Andrews, Arnold, Cleary, Delaney, Docwra, Frank and Wass  
Against: Cllr Thackray  
Abstain: Cllr Burr

*(v) to agree the proposed new Pay Structure and Revised Allowances as set out in Appendix 1 of the Strategy*

This recommendation was carried.

**Voting record**

For: Cllrs Duncan, J Andrews, Arnold, Cleary, Delaney, Docwra, Frank and Wass  
Against: Cllr Thackray  
Abstain: Cllr Burr

### **Recommendation**

That Council is recommended:

- (i) To approve the Council's Financial Strategy (Annex A) which includes:
  - a. Savings/additional income totalling £434k (Financial Strategy Appendix 3)
  - b. Growth Pressures totalling £1,182k (Financial Strategy Appendix 4)
  - c. The revised capital programme (Financial Strategy Appendix 6)
- (ii) A Revenue Budget for 2019/20 of £8,734k with the total charge remaining at £195.82 for a Band D property (note that total Council Tax, Including the County Council, Fire and Police is covered within the separate Council Tax setting report to Full Council);
- (iii) to approve the special expenses amounting to £52,480
- (iv) to note the financial projection for 2020/21 – 2023/24
- (v) to agree the proposed new Pay Structure and Revised Allowances as set out in Appendix 1 of the Strategy

108 **Any other business that the Chairman decides is urgent.**

There being no items of urgent business the meeting closed at 9:40pm.

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## Constitution Working Party

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Held at Meeting Room 1 - Ryedale House, Malton, North Yorkshire YO17 7HH  
on Wednesday 12 February 2020

### Present

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Councillors Clark, Arnold, Burr MBE, Cleary, Duncan (Chairman) and Di Keal

### In Attendance

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Ellen Walker and Simon Copley

Councillor Raper

### Minutes

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16        **Apologies for absence**

No apologies for absence were received.

17        **Minutes of the Meeting of the Constitution Working Party on 22 July 2019**

The minutes of the meeting of the Constitution Working Party held on 22 July 2019 were presented.

**Resolved**

That the minutes of the meeting of the Constitution Working Party held on 22 July 2019 be approved and signed by the Chairman as a correct record.

18        **Urgent Business**

There were no items of urgent business which the Chairman considered should be dealt with as a matter of urgency by virtue of Section 100B(4)(b) of the Local Government Act 1972 (as amended).

19        **Declarations of Interest**

No interests were declared.

20        **Motion on Council Governance Arrangements**

The Democratic Services Manager presented a report (previously circulated) in respect of the Motion on Council Governance Arrangements submitted to the Full Council meeting on 5 December 2019.

Members discussed each section of the motion in turn and made revisions to the original wording.

It was confirmed that there are no proposals to move to executive arrangements.

It was considered that the section on Committees should be given more consideration and that this would be taken out and reviewed separately in future.

Members stated that time was required to consult others within their groups on the proposed amendments. A further meeting of the Constitution Working Party will therefore be convened to consider the amended version of the motion, attached as Appendix 1 of the minutes.

21 **Any other business that the Chairman decides is urgent.**

There being no other business, the meeting closed at 9:00pm.

## APPENDIX 1

Following discussion and suggested revision by the Constitution Working Party of the motion proposed by Councillor Duncan and seconded by Councillor Arnold, the proposed motion now reads:

*“This council tasks the Head of Paid Service to update and amend the constitution to reflect the following:*

### *Leader*

- *The Annual Council Meeting will elect a Councillor to be the Leader of the Council for the Municipal Year*
- *The Annual Council Meeting will also appoint the Leader to be a member of the Policy & Resources Committee and to act as its Chairman*
- *The Leader shall:*
  - *be the Chairman of the Policy & Resources Committee;*
  - *provide overall political leadership and strategic vision to the council;*
  - *work to ensure member priorities are delivered;*
  - *promote cross-party collaboration, collective decision-making and the flow of information between members;*
  - *act externally as the council’s main political representative;*
  - *be the council’s main public spokesperson;*
  - *and be answerable to council for performance*

### *Deputy Leader*

- *The Annual Council Meeting will elect a Councillor to be the Deputy Leader of the Council for the Municipal Year*
- *The Annual Council Meeting will also appoint the Deputy Leader to be a member of the Policy & Resources Committee and to act as its Vice Chairman*
- *The Deputy Leader shall:*
  - *be Vice Chairman of the Policy & Resources Committee;*
  - *work closely with, and support the Leader, to provide overall political leadership and strategic vision to the council;*
  - *work closely with, and support the Leader, to ensure member priorities are delivered;*
  - *promote cross-party collaboration, collective decision-making and the flow of information between members;*
  - *deputise for the Leader when required to do so;*
  - *and be answerable to council for performance*

### *Lead Members*

- *The Annual Council Meeting will elect Lead Members, each with a Lead Portfolio relating to key priorities within the Council Plan, for the Municipal Year;*
- *The Annual Council Meeting will appoint the Lead Members to be members of the Policy & Resources Committee, ensuring that political proportionality is adhered to;*
- *Lead Members shall:*
  - *be members of the Policy and Resources Committee;*
  - *provide political leadership and strategic vision to their portfolio area;*

- *work to ensure member priorities, relevant to their portfolio area, are delivered;*
- *promote cross-party collaboration, collective decision-making and the flow of information between members;*
- *act as a public spokesperson for their portfolio area;*
- *and be answerable to council for performance*

#### *Accountability*

- *The Leader and Lead Members will present a written report to each Full Council and take questions on that statement*
- *Members can ask a question on notice to the Chairman, Leader, Lead Members and Committee Chairmen at each Full Council*
- *Any council appointee can be removed from their role by a motion of no confidence, proposed and seconded in accordance with the council's procedure rules, and passed by a majority of the council. The vacancy will be filled at the next meeting of council*

**Note:** *The council operates under non-executive arrangements, with no individual member wielding decision-making powers*

*The changes should come into effect as of the Annual Meeting of Council 2020, when council will elect in the following order:*

- *Chairman of the Council*
- *Vice Chairman of the Council*
- *Leader of the Council*
- *Deputy Leader of the Council*
- *Lead Members*
- *Committee Chairmen*

*and then allocate members to committees in accordance with political proportionality."*

## Car Parking Strategy Working Party

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Held at Meeting Room 1 - Ryedale House, Malton, North Yorkshire YO17 7HH  
on Tuesday 25 February 2020

### Present

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Councillors Paul Andrews, Duncan, Frank and Di Keal

### In Attendance

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Alan Bardet, Beckie Bennett and Amy Thomas

Cllrs S Arnold, V Arnold (NYCC), Cussons, Raper and Windress.

### Minutes

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#### 16 **Welcome and apologies**

Apologies were received from Cllrs Delaney and Riby.

#### 17 **Minutes from Previous Meeting held on 27 January 2020**

#### 18 **Matters Arising**

The Chair gave an overview of District-wide recommendations discussed in previous meetings for guests from Helmsley and Kirkbymoorside.

Members discussed the following areas:

- Local businesses have raised concerns on the early closing of Wentworth Street car park in Malton impacts on trading. The practicalities of extending the opening hours as a pilot scheme along with longer term solutions through the strategy are to be explored by officers.
- Car parks that accept payment by credit/debit card currently have a minimum 2 hour charge for card payments. Officers to investigate this further and feed back to members.

#### 19 **Discussion of Helmsley and Kirkbymoorside Recommendations**

Members discussed the RDC car parking findings and recommendations for Helmsley and Kirkbymoorside. The following areas were covered:

##### Helmsley

- Market Place
- Cleveland Way
- On-street parking

- Area in front of Black Swan

#### Kirkbymoorside

- Town Farm
- On-street parking

Members discussed the recommendations and possible alternatives including the following points:

#### Helmsley

- Capacity, and the potential expansion of Cleveland Way.
- Impact of new housing and the Helmsley swimming pool.
- Pedestrian circulation issues.
- 20 minute free parking bays in Market Place.
- 2 hour limit on parking in Market Place.
- Pavement seating and other leisure activities.
- Inappropriate parking issues.
- Overnight parking in Cleveland Way for motorhomes and camper vans.
- Charging schedule, including evenings.
- On-street parking management and enforcement.
- Duration of stay.
- Improvement to visibility and awareness of upper section of Cleveland Way.
- Review and improvement of enforcement model.
- Coach parking.
- Specific on-street parking areas of concern.
- Co-ordination with NYCC on on-street residents parking and Black Swan permits review.
- Economic impact.
- Redesign of Market Place.
- Encouraging longer stays in Cleveland Way.
- Signage and awareness.
- Mobile phone solutions.
- Review of recycling location in Cleveland Way.

Cllrs P Andrews, Keal, Raper and Windress left the meeting after the Helmsley discussion.

#### Kirkbymoorside

- Changes to restrictions applicable in Market Place and southern half of High Market Place.
- Impact of Royal Mail vans parking on High Market Place.
- Possible permits for Royal Mail parking in Town Farm.

- Trial of lower Town Farm tariffs.
- Current free provision from 12pm – 2pm in Town Farm.
- Re-routing of bus away from West End.
- Possible NYCC affordable parklet leases for local businesses.

20 **Any Other Business**

None.

21 **Date of Next Meeting**

The next working party will be held on Tuesday 31 March 2020, to discuss recommendations for Pickering, alongside any additional RDC-wide issues.

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## Grants Working Party

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Held at Meeting Room 1 - Ryedale House, Malton, North Yorkshire YO17 7HH  
on Monday 9 March 2020

### Present

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Councillors Arnold, Clark, Garbutt Moore and King

### In Attendance

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Alan Bardet and Jos Holmes

### Minutes

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#### 22 **Apologies for Absence**

Apologies were received from Cllr Thackray.

#### 23 **Minutes**

The minutes from the meeting held on 4 November 2019 were agreed.

#### 24 **Urgent Business**

None.

#### 25 **Declarations of Interest**

None.

#### 26 **Exempt Information**

It was agreed to exclude the press and public from the meeting during consideration of applications under the following items, as the public interest has been considered and, in all circumstances of the case, the public interest in maintaining the exemption was considered to outweigh the public interest in disclosing the information.

#### 27 **Community Grant Applications**

That the recommendations contained in Annex 1 (Community Grant Applications) be presented to the Policy and Resources Committee for approval

#### **Annex 1 (Community Grants Applications)**

#### 28 **Dates for Future Meetings**

The dates for the meetings in 2020/21 were agreed as follows:

20 July 2020, 5:00pm  
2 November 2020, 6:00pm  
8 March 2021, 6:30pm

29 **Any other business that the Chairman decides is urgent**

None.

Recipient	Grant Reference	Total Project Cost	Grant Requested	Grant requested % intervention	Recommendation	% Intervention
Welham (Norton Bowls Club), Disability access toilet	CG-088	£ 970	£ 970	100%	<b>£970</b>	<b>100%</b>
Scampston Conservatory Preservation Company, Bothy Garden Expansion	CG-089	£ 8,250	£ 3,000	36%	<b>£2062 *</b>	<b>25% *</b>
Musical Memories, Malton Transport Costs	CG-090	£ 1,000	£ 800	80%	<b>£800</b>	<b>80%</b>
Hutton Le Hole Village Hall, Floor restoration	CG-091	£ 4,445	£ 1,111	25%	<b>£1111</b>	<b>25%</b>
Lockton Artists, Open Studios	CG-093	£ 1,850	£ 500	27%	<b>£463</b>	<b>25%</b>
Hovingham Action Group, Electrification of Clock	CG-094	£ 8,730	£ 2,182	25%	<b>£0 **</b>	<b>0% **</b>
Cold Kirby Village Hall, Updating hall facilities	CG-095	£ 2,500	£ 625	25%	<b>£625</b>	<b>25%</b>
Marion and District Bowls Club, Short Mat Bowls Mat	CG-096	£ 945	£ 945	100%	<b>£945</b>	<b>100%</b>
Thornton Dale Village Hub, Noticeboard	CG-097	£ 1,600	£ 400	25%	<b>£400</b>	<b>25%</b>
Pickering Park Run, Junior Event	CG -098	£ 3,000	£ 750	25%	<b>£750 ***</b>	<b>25% ***</b>

\*More information on the project to be provided to the Chair before final recommendation.

\*\*Ownership of the clock to be confirmed by officers.

\*\*\* Conditional on an annual report of appropriate safeguarding arrangements.



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<b>PART A:</b>	<b>MATTERS DEALT WITH UNDER DELEGATED POWERS</b>
<b>REPORT TO:</b>	<b>POLICY AND RESOURCES COMMITTEE</b>
<b>DATE:</b>	<b>19 MARCH 2020</b>
<b>REPORT OF THE:</b>	<b>HEAD OF COMMUNICATIONS, TECHNOLOGIES AND BUSINESS TRANSFORMATION</b>
<b>TITLE OF REPORT:</b>	<b>PERFORMANCE REPORT</b>
<b>WARDS AFFECTED:</b>	<b>ALL</b>

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## **EXECUTIVE SUMMARY**

### **1.0 PURPOSE OF REPORT**

- 1.1 To provide a progress update on the Council Plan 2017-2022 to elected members showing the status of key performance indicators (PIs) comparing actual performance against targets for the period up to the end of quarter 3 of the reporting cycle (October - December 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.

### **4.0 SIGNIFICANT RISKS**

- 4.1 No significant risks have been identified

### **5.0 POLICY CONTEXT AND CONSULTATION**

- 5.1 The Performance Report shows progress across all of 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 is a high level report of the progress of key performance indicators against the Council's priorities, as set out in the Council Plan 2017-2022, comparing actual performance indicators (PIs) against target performance

up to the end of the third quarter of reporting, the end of December 2019.

The performance indicators are grouped under the three current strategic priorities of the council: Sustainable Growth, Customers and Communities and One Ryedale.

## 6.2 **Summary of progress**

Overall, 16 of the performance indicators are showing a green status, 3 as an amber status and 3 as a red status when analysing quarter 3 performance.

Affordable housing delivery continues to perform well above target, with 68 units completed so far in the year, with an expected 102 units to be delivered by year end against a target of 75 units.

The speed of processing new claims for both housing benefit and council tax support during quarter 3 are working significantly faster than in the same period in 2018/19, with housing benefit showing a 47.9% improvement on the average processing time and council tax support showing a 43.2% improvement.

The processing of major planning applications continues to operate at 100% processed within the 13 week time period.

## 6.3 **Red and Amber PIs**

A motion was passed by 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.”

Under this criteria, there are three performance indicators with an amber status in quarter 3 (October - December) of the reporting cycle:

### Standard searches carried out within 10 working days

Performance has improved markedly overall in comparison to 2018/19, operating at 100% completion from April to July 2019. A fall in accumulative performance to 99.5% in August 2019 came from a query on a listed building curtilage that required further investigation and specialist advice from the Building Conservation Officer, causing the search to go over the 10 working day target.

Up to the end of December 2019, of the 323 standard searches carried out, 322 have been completed within 10 working days. Therefore it is not proposed to take any additional action at this stage.

### Non-domestic rates collected

NNDR collection can be 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' Rateable Value (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. 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. This is something we expect will level out by the end of the financial year though to finish the year with a collection rate on or above target.

### Processing of planning applications (Other applications – 8 weeks processing time)

More staff are now supporting this area of work since the end of quarter 2 (September 2019) to address the performance issues identified following the

continued Amber PI status. As a result, the graduate staff and other members of the Planning and Regulatory Services team have taken on caseloads of delegated planning applications to support the rest of the team and to improve processing times.

This move has seen processing performance improve in January 2020 for the fourth month in succession to 87.4% of applications processed within the 8 week time limit, and officers expect to see this improve further before the year-end.

Performance will continue to be monitored in this area and the caseload for delegated planning applications undertaken by members of the Planning and Regulatory Services team where possible.

There are also three performance indicators currently showing a red status:

#### Prevention of Homelessness through Advice and Proactive intervention

Work is conducted with many households prior to them coming under the statutory timescales, for example completing prevention work so they do not get notice from landlords in the first place, and this is not included in the statistics. Without this very early intervention, many more would be facing homelessness.

Housing Legislation changed following the implementation of the Homelessness Reduction Act 2017 (HRA), which came into force in April 2018. Since that date, we have only been able to claim cases as preventions if households have approached us and are homeless or threatened with homelessness within 56 days.

The comparative drop in performance so far this year has been caused by the new HRA legislation, as we were previously able to claim preventions when people approached us at an earlier stage. Also, we used to be able to claim partner preventions where certain local partner agencies such as Citizens Advice Bureau and Horton Housing prevented homelessness in Ryedale, but this is no longer possible under the new legislation. In addition, there has also been a reduction recently in the number of households approaching us for advice.

At this stage it is difficult to compare any figures under the old legislation with the current figures as the system has changed so much. Following the introduction of HRA, the target of achieving 39 prevention cases in a quarter has remained unchanged, and needs to be looked at again as the experimental statistics are further developed. Meetings are planned in March 2020 to work on this indicator with the Housing Team to

#### Customer complaints resolved within five working days

Of the customer complaints that weren't resolved within the 5 day target in quarter 3, there was 1 overdue complaint from Environmental Health, 1 from Housing Services and 3 from Planning and Regulatory Services.

The complaint on Environmental Health was not answered within the five working day target due to the site visit that was required to be scheduled as part of the investigation into the issue raised.

The overdue complaint in Housing was the result of a detailed investigation regarding an allegation received from a member of the public.

Overall delays in respect of two of the Planning and Regulatory Services complaints are directly attributable to lack of staff capacity. We now have a dedicated enforcement officer to assist with this type of complaint but other vacancies still include a part time Tree & Landscape officer and a Planning officer. We are currently seeking to recruit to

these hard to fill posts, using a concerted effort with the assistance of colleagues in NYCC-ESS. There is no further action considered to be necessary or arising from the other overdue complaint, as further correspondence received from the complainant partway through dealing with the complaint delayed a response.

Despite the complaints not being completed within the five working day target, the complainants were kept informed throughout of the reason for delays and expected timescales for a response from the Customer Services team.

As a result of the continued poor performance of this indicator, procedures have been changed and training is ongoing in the administration of customer complaints to improve response times.

#### Planning appeals allowed

Following no allowed appeals in quarters 1 and 2 of the year, in quarter 3 there were 2 allowed appeals out of a total of 5 decisions.

One of the allowed appeals was the BP Garage proposal in Norton, which was not contested by the Council as the result of further information provided by the applicants to satisfy the initial reasons for refusal. Appeal decisions received continue to be monitored, and there is no concern at this stage.

- 6.4 Appendix 2 of the report provides data on the previous performance of all indicators currently displaying an amber or red status having missed their targets, and additional detail on the steps being taken to improve or examine the indicators as applicable.

## **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

**Louise Wood**

**Head of Communications, Technologies and Business Transformation**

Author: Will Baines, Projects and Performance Officer

Telephone No: 01653 600666 ext: 43228

E-Mail Address: [will.baines@ryedale.gov.uk](mailto:will.baines@ryedale.gov.uk)

**Background Papers:**

None

**Appendices:**

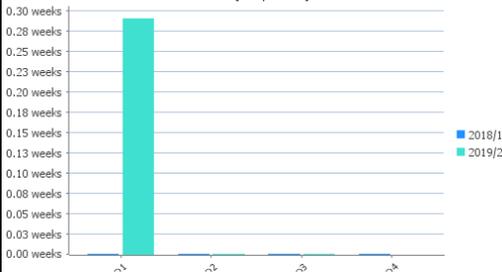
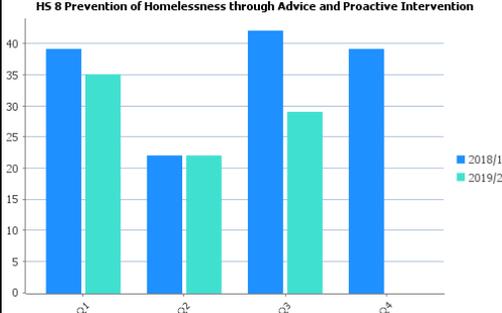
Appendix 1: Performance Report

Appendix 2: Red and Amber Performance Indicator report

## 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

## HOUSING

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)															
 Page 31	Average length of stay in temporary accommodation (B&B) which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need.	0 households where temporary accommodation ended in this quarter and they were placed in B&B at any point and were subsequently accepted as homeless (with dependent children or pregnant)	0.00 weeks	4.00 weeks  Aim to minimise  Source: Based on 28 day internal turnaround target to find resolution	Q3 2019/20 result	<p><b>HS 2 Average length of stay in temporary accommodation which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need. (B&amp;B, weeks)</b></p>  <table border="1"> <caption>HS 2 Average length of stay in temporary accommodation</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>~0.01</td> <td>~0.01</td> <td>~0.01</td> <td>~0.01</td> </tr> <tr> <td>2019/20</td> <td>~0.01</td> <td>~0.01</td> <td>0.00</td> <td>~0.01</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2018/19	~0.01	~0.01	~0.01	~0.01	2019/20	~0.01	~0.01	0.00	~0.01
Year	Q1	Q2	Q3	Q4																	
2018/19	~0.01	~0.01	~0.01	~0.01																	
2019/20	~0.01	~0.01	0.00	~0.01																	
	Prevention of Homelessness through Advice and Proactive Intervention	18 successful preventions and 11 successful reliefs were undertaken in this quarter.  By the end of quarter 3, the team have intervened in 86 cases in the year to date to prevent homelessness.  More detail on this Red performance indicator in outlined in Appendix 2.	29 cases	39 cases  Aim to maximise  Source: Based on annual target to support 156 cases	Q3 2019/20 result	<p><b>HS 8 Prevention of Homelessness through Advice and Proactive Intervention</b></p>  <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>~39</td> <td>~22</td> <td>~42</td> <td>~39</td> </tr> <tr> <td>2019/20</td> <td>~35</td> <td>~22</td> <td>~29</td> <td>~39</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2018/19	~39	~22	~42	~39	2019/20	~35	~22	~29	~39
Year	Q1	Q2	Q3	Q4																	
2018/19	~39	~22	~42	~39																	
2019/20	~35	~22	~29	~39																	

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)															
🟢	Number of affordable homes delivered	<p>68 affordable units completed so far in 2019/20: (As of 31/12/2019)</p> <ul style="list-style-type: none"> <li>- 16 at Broughton Manor, Malton</li> <li>- 12 at Mickle Hill, Pickering</li> <li>- 5 at Easthill, Thornton-le-Dale</li> <li>- 16 at Firthlands Road, Pickering</li> <li>- 16 at Auburn Cottages, Langton Road, Norton</li> <li>- 1 at Mount Farm, Westow</li> <li>- 2 at Swanland Park, Helmsley</li> </ul> <p>Expected outturn for 2019/20 is 102 affordable housing units.</p>	68 homes	<p>57 homes</p> <p>Aim to maximise</p> <p>Source: Based on SHMA annual target of 75 over the course of the year</p>	Q3 2019/20 result	<p>HS 17 Number of affordable homes delivered</p> <table border="1"> <caption>HS 17 Number of affordable homes delivered</caption> <thead> <tr> <th>Year</th> <th>Q3</th> <th>Q3</th> <th>Q3</th> <th>Q3</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>~8</td> <td>~15</td> <td>~20</td> <td>~100</td> </tr> <tr> <td>2019/20</td> <td>~23</td> <td>~52</td> <td>~68</td> <td>-</td> </tr> </tbody> </table>	Year	Q3	Q3	Q3	Q3	2018/19	~8	~15	~20	~100	2019/20	~23	~52	~68	-
Year	Q3	Q3	Q3	Q3																	
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2019/20	~23	~52	~68	-																	

## ENVIRONMENT

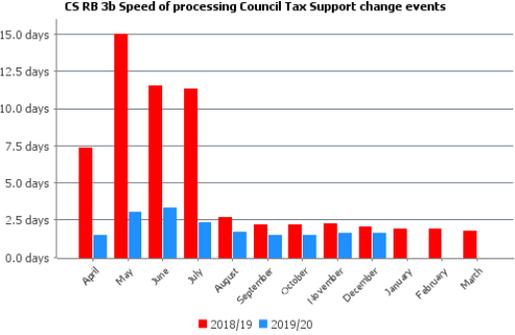
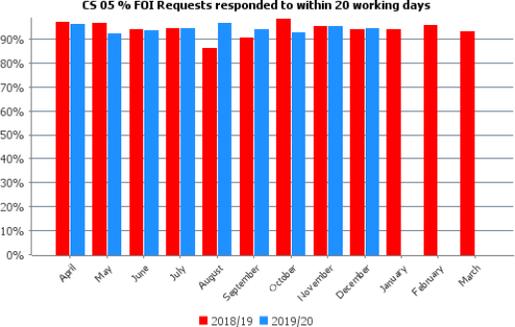
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart												
🟢	% of Food establishments in the area broadly compliant with food hygiene law	<p>Broadly compliant means a food establishments standards are equivalent to an overall food hygiene rating of 3, 4 or 5.</p> <p>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.</p> <p><b>2018/19 summary</b> 950 total establishments (some not rated as deemed low risk) 637 out of 756 achieved Broadly Compliant FSA rating (3, 4 or 5)</p>	84.26%	<p>72%</p> <p>Aim to maximise</p> <p>Source: Based on comparative performance to other North Yorkshire LAs over the last 5 years</p>	2018/19 result	<p>HE 13 % of Food establishments in the area broadly compliant with food hygiene law</p> <table border="1"> <caption>HE 13 % 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>~85%</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	~85%	2018/19	~84%
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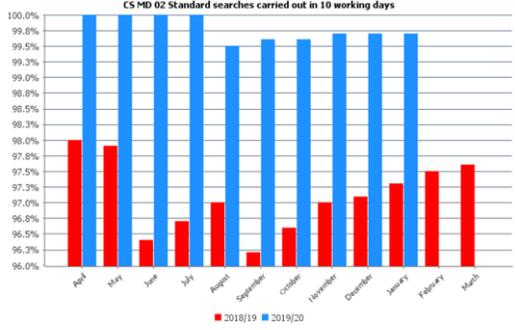
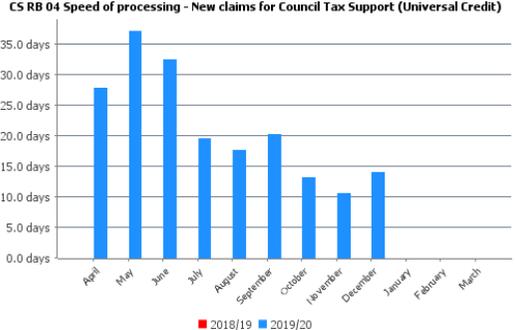
		<p><u>Formal enforcement</u>  Voluntary closure: 1  Hygiene Improvement Notice: 1  Written Warnings issued: 162</p> <p><b>2017/18 summary</b>  925 total establishments  84.81% of Broadly Compliant establishments  631 out of 744 establishments achieved a Broadly Compliant FSA rating (3, 4 or 5)</p> <p><u>Formal enforcement</u>  Food seizure, detention &amp; surrender: 1  Written warnings: 187</p>				
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## 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

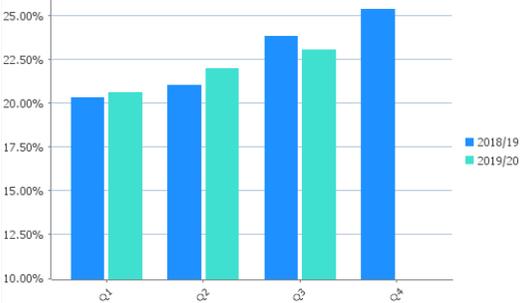
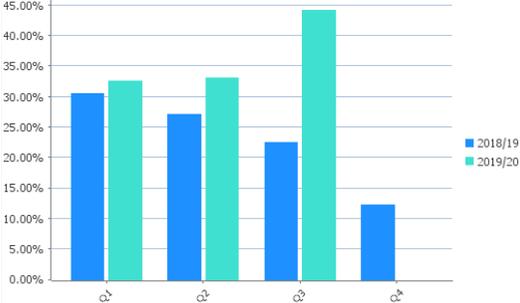
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)
 Page 34	Speed of processing Council Tax Support change events	Processing times continue to be under target.  To maintain this level of performance, system processes continue to be developed 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.	2.0 days	12.0 days  Aim to minimise  Source: Based on comparative performance to other North Yorkshire LAs	Average result for 2019/20 as of December 2019	
	% FOI Requests responded to within 20 working days	149 out of 158 FOIs were responded to within 20 working days during quarter 3.  Up to 31 December 2019, 488 FOIs have been received during the 2019/20 year.  Response time performance continues to be above the ICO target.	94.3%	90%  Aim to maximise  Source: Target set by the Information Commissioner's Office for public authorities	Q3 2019/20 result	

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)																																							
	Standard searches carried out in 10 working days	<p>Just one query in relation to a search on a property can take this indicator over the 10 working day limit and cause a drop below the 100% accumulative performance target.</p> <p>Performance has steadily improved from September to December and the current accumulative value is 99.7%.</p> <p>More detail on this Amber performance indicator is outlined in Appendix 2.</p>	99.7%	<p>100.0%</p> <p>Aim to maximise</p> <p>Source: Target set internally</p>	Q3 2019/20 result	 <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>97.8</td><td>99.8</td></tr> <tr><td>May</td><td>97.8</td><td>99.8</td></tr> <tr><td>June</td><td>96.5</td><td>99.8</td></tr> <tr><td>July</td><td>96.8</td><td>99.8</td></tr> <tr><td>August</td><td>97.0</td><td>99.5</td></tr> <tr><td>September</td><td>96.5</td><td>99.5</td></tr> <tr><td>October</td><td>96.5</td><td>99.5</td></tr> <tr><td>November</td><td>97.0</td><td>99.5</td></tr> <tr><td>December</td><td>97.0</td><td>99.5</td></tr> <tr><td>January</td><td>97.0</td><td>99.5</td></tr> <tr><td>February</td><td>97.0</td><td>99.5</td></tr> <tr><td>March</td><td>97.5</td><td>99.5</td></tr> </tbody> </table>	Month	2018/19 (%)	2019/20 (%)	April	97.8	99.8	May	97.8	99.8	June	96.5	99.8	July	96.8	99.8	August	97.0	99.5	September	96.5	99.5	October	96.5	99.5	November	97.0	99.5	December	97.0	99.5	January	97.0	99.5	February	97.0	99.5	March	97.5	99.5
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	Speed of processing - New claims for Council Tax Support (Universal Credit)	<p>The initial new claim made under Universal Credit will be processed by the Department of Work and Pensions and paid within 35 days. Although it takes 35 days (5 weeks) for the customer to receive their first payment, they are able to view their Universal Credit award via their Journal after approximately 30 days. At this point, we are notified of the award and the new Council Tax Support (CTS) claim is assessed. Following notification of a new claim for Universal Credit, if a customer's income is too high for Council Tax Support, the new CTS claim is cancelled at that point but still monitored. If a customer's income subsequently reduces in their next Universal Credit Assessment period which makes them eligible for CTS going forward, this is sent through by the DWP and counts as a new claim for CTS purposes. As the previous new claim has been cancelled, the claim is processed within one or two</p>	16.7 days	<p>25.0 days</p> <p>Aim to minimise</p> <p>Source: Based on comparative performance to other North Yorkshire LAs</p>	Q3 2019/20 result	 <table border="1"> <caption>CS RB 04 Speed of processing - New claims for Council Tax Support (Universal Credit)</caption> <thead> <tr> <th>Month</th> <th>2018/19 (days)</th> <th>2019/20 (days)</th> </tr> </thead> <tbody> <tr><td>April</td><td>28</td><td>35</td></tr> <tr><td>May</td><td>32</td><td>35</td></tr> <tr><td>June</td><td>32</td><td>35</td></tr> <tr><td>July</td><td>20</td><td>35</td></tr> <tr><td>August</td><td>18</td><td>35</td></tr> <tr><td>September</td><td>20</td><td>35</td></tr> <tr><td>October</td><td>14</td><td>35</td></tr> <tr><td>November</td><td>10</td><td>35</td></tr> <tr><td>December</td><td>14</td><td>35</td></tr> <tr><td>January</td><td>14</td><td>35</td></tr> <tr><td>February</td><td>14</td><td>35</td></tr> <tr><td>March</td><td>14</td><td>35</td></tr> </tbody> </table>	Month	2018/19 (days)	2019/20 (days)	April	28	35	May	32	35	June	32	35	July	20	35	August	18	35	September	20	35	October	14	35	November	10	35	December	14	35	January	14	35	February	14	35	March	14	35
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Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)																																							
		days of the award being received. This is why the Q3 average processing time for the performance indicator is down at the 16.7 day value.																																											
🟢	Speed of processing - New claims for Council Tax Support (non-Universal Credit)	This performance indicator demonstrates the speed of processing Council Tax Support new claims the Benefits team receives directly from Ryedale citizens.	11.7 days	25.0 days  Aim to minimise  Source: Based on comparative performance to other North Yorkshire LAs	Q3 2019/20 result	<p><b>CS RB 04a Speed of processing - New claims for Council Tax Support (non-Universal Credit)</b></p> <table border="1"> <caption>CS RB 04a Speed of processing - New claims for Council Tax Support (non-Universal Credit)</caption> <thead> <tr> <th>Month</th> <th>2018/19 (days)</th> <th>2019/20 (days)</th> </tr> </thead> <tbody> <tr><td>April</td><td>15.0</td><td>15.0</td></tr> <tr><td>May</td><td>16.0</td><td>16.0</td></tr> <tr><td>June</td><td>20.0</td><td>16.7</td></tr> <tr><td>July</td><td>15.0</td><td>15.0</td></tr> <tr><td>August</td><td>10.0</td><td>10.0</td></tr> <tr><td>September</td><td>14.0</td><td>14.0</td></tr> <tr><td>October</td><td>8.0</td><td>8.0</td></tr> <tr><td>November</td><td>9.0</td><td>9.0</td></tr> <tr><td>December</td><td>10.0</td><td>10.0</td></tr> <tr><td>January</td><td>10.0</td><td>10.0</td></tr> <tr><td>February</td><td>10.0</td><td>10.0</td></tr> <tr><td>March</td><td>10.0</td><td>10.0</td></tr> </tbody> </table>	Month	2018/19 (days)	2019/20 (days)	April	15.0	15.0	May	16.0	16.0	June	20.0	16.7	July	15.0	15.0	August	10.0	10.0	September	14.0	14.0	October	8.0	8.0	November	9.0	9.0	December	10.0	10.0	January	10.0	10.0	February	10.0	10.0	March	10.0	10.0
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	Customer Complaints resolved within five working days	7 out of 12 customer complaints were resolved within the 5 working day target.  More detail on this Red performance indicator is outlined in Appendix 2.	58.3%	75%  Aim to maximise  Source: Target set internally (under review)	Q3 2019/20 result	<p><b>CS 10 Customer Complaints resolved within five working days</b></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%</td><td>55%</td></tr> <tr><td>Q2</td><td>70%</td><td>70%</td></tr> <tr><td>Q3</td><td>60%</td><td>60%</td></tr> <tr><td>Q4</td><td>65%</td><td>65%</td></tr> </tbody> </table>	Quarter	2018/19 (%)	2019/20 (%)	Q1	35%	55%	Q2	70%	70%	Q3	60%	60%	Q4	65%	65%																								
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Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)																																							
🟢	Speed of processing new Housing Benefit claims	<p>Processing times continue to be under target.</p> <p>To maintain performance, new processing procedures have been implemented 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.</p>	14.7 days	<p>21.0 days</p> <p>Aim to minimise</p> <p>Source: Based on comparative performance to other North Yorkshire LAs</p>	Average result for 2019/20 as of December 2019	<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>15.0</td><td>12.5</td></tr> <tr><td>May</td><td>19.0</td><td>20.0</td></tr> <tr><td>June</td><td>21.0</td><td>25.0</td></tr> <tr><td>July</td><td>18.0</td><td>23.0</td></tr> <tr><td>August</td><td>18.0</td><td>13.0</td></tr> <tr><td>September</td><td>23.0</td><td>11.0</td></tr> <tr><td>October</td><td>20.0</td><td>10.0</td></tr> <tr><td>November</td><td>17.0</td><td>10.0</td></tr> <tr><td>December</td><td>12.0</td><td>3.0</td></tr> <tr><td>January</td><td>15.0</td><td>0.0</td></tr> <tr><td>February</td><td>10.0</td><td>0.0</td></tr> <tr><td>March</td><td>13.0</td><td>0.0</td></tr> </tbody> </table>	Month	2018/19 (days)	2019/20 (days)	April	15.0	12.5	May	19.0	20.0	June	21.0	25.0	July	18.0	23.0	August	18.0	13.0	September	23.0	11.0	October	20.0	10.0	November	17.0	10.0	December	12.0	3.0	January	15.0	0.0	February	10.0	0.0	March	13.0	0.0
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🟢	Speed of processing new claims for Council Tax Support	<p>The processing times for new claims of Council Tax Support continues to perform within the target levels.</p> <p>To maintain and improve performance, new processing procedures have been implemented and system processes have been improved.</p>	15.5 days	<p>25.0 days</p> <p>Aim to minimise</p> <p>Source: Based on comparative performance to other North Yorkshire LAs</p>	Average result for 2019/20 as of December 2019	<table border="1"> <caption>CS RB 2b Speed of processing new claims for Council Tax Support</caption> <thead> <tr> <th>Month</th> <th>2018/19 (days)</th> <th>2019/20 (days)</th> </tr> </thead> <tbody> <tr><td>April</td><td>22.0</td><td>18.0</td></tr> <tr><td>May</td><td>34.0</td><td>21.0</td></tr> <tr><td>June</td><td>25.0</td><td>22.0</td></tr> <tr><td>July</td><td>27.0</td><td>20.0</td></tr> <tr><td>August</td><td>24.0</td><td>12.0</td></tr> <tr><td>September</td><td>48.0</td><td>15.0</td></tr> <tr><td>October</td><td>42.0</td><td>10.0</td></tr> <tr><td>November</td><td>23.0</td><td>11.0</td></tr> <tr><td>December</td><td>12.0</td><td>12.0</td></tr> <tr><td>January</td><td>14.0</td><td>0.0</td></tr> <tr><td>February</td><td>17.0</td><td>0.0</td></tr> <tr><td>March</td><td>17.0</td><td>0.0</td></tr> </tbody> </table>	Month	2018/19 (days)	2019/20 (days)	April	22.0	18.0	May	34.0	21.0	June	25.0	22.0	July	27.0	20.0	August	24.0	12.0	September	48.0	15.0	October	42.0	10.0	November	23.0	11.0	December	12.0	12.0	January	14.0	0.0	February	17.0	0.0	March	17.0	0.0
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🟢	Speed of processing Housing Benefit change events	<p>The processing times following notification of changes to Housing Benefit claims continues to perform well within the target levels.</p> <p>To maintain 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.</p>	3.5 days	<p>12.0 days</p> <p>Aim to minimise</p> <p>Source: Based on comparative performance to other North Yorkshire LAs</p>	Average result for 2019/20 as of December 2019	<table border="1"> <caption>CS RB 3a Speed of processing Housing Benefit change events</caption> <thead> <tr> <th>Month</th> <th>2018/19 (days)</th> <th>2019/20 (days)</th> </tr> </thead> <tbody> <tr><td>April</td><td>3.0</td><td>2.0</td></tr> <tr><td>May</td><td>5.5</td><td>5.0</td></tr> <tr><td>June</td><td>6.0</td><td>9.5</td></tr> <tr><td>July</td><td>4.0</td><td>3.5</td></tr> <tr><td>August</td><td>2.5</td><td>3.0</td></tr> <tr><td>September</td><td>3.0</td><td>2.5</td></tr> <tr><td>October</td><td>3.5</td><td>2.0</td></tr> <tr><td>November</td><td>6.5</td><td>2.5</td></tr> <tr><td>December</td><td>3.5</td><td>2.0</td></tr> <tr><td>January</td><td>2.5</td><td>0.0</td></tr> <tr><td>February</td><td>2.5</td><td>0.0</td></tr> <tr><td>March</td><td>1.5</td><td>0.0</td></tr> </tbody> </table>	Month	2018/19 (days)	2019/20 (days)	April	3.0	2.0	May	5.5	5.0	June	6.0	9.5	July	4.0	3.5	August	2.5	3.0	September	3.0	2.5	October	3.5	2.0	November	6.5	2.5	December	3.5	2.0	January	2.5	0.0	February	2.5	0.0	March	1.5	0.0
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**OPERATIONS**

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)															
	% of Household Waste Recycled	<p>This indicator shows the cumulative percentage of household waste recycled to December 2019.</p> <p>This represents a 0.81% fall when compared to performance at the end of December 2018.</p> <p>Note these figures are estimates due to checking against the WasteDataFlow data management system.</p>	21.13%	20.00%	2019/20 result	<p style="text-align: center;"><b>55 15 % of Household Waste Recycled</b></p>  <table border="1"> <caption>55 15 % 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>~21.0%</td> <td>~22.5%</td> <td>~23.5%</td> <td>~25.5%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2018/19	~20.5%	~21.5%	~24.5%	~25.5%	2019/20	~21.0%	~22.5%	~23.5%	~25.5%
Year	Q1	Q2	Q3	Q4																	
2018/19	~20.5%	~21.5%	~24.5%	~25.5%																	
2019/20	~21.0%	~22.5%	~23.5%	~25.5%																	
	% of Household Waste Composted	<p>This indicator shows the cumulative percentage of household waste composted to December 2019.</p> <p>This represents a 2.89% increase when compared to performance at the end of December 2018.</p> <p>Note these figures are estimates due to checking against the WasteDataFlow data management system.</p>	29.77%	23.00%	2019/20 result	<p style="text-align: center;"><b>55 16 % of Household Waste Composted</b></p>  <table border="1"> <caption>55 16 % 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>~31.0%</td> <td>~28.0%</td> <td>~23.0%</td> <td>~13.0%</td> </tr> <tr> <td>2019/20</td> <td>~33.0%</td> <td>~34.0%</td> <td>~44.0%</td> <td>~13.0%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2018/19	~31.0%	~28.0%	~23.0%	~13.0%	2019/20	~33.0%	~34.0%	~44.0%	~13.0%
Year	Q1	Q2	Q3	Q4																	
2018/19	~31.0%	~28.0%	~23.0%	~13.0%																	
2019/20	~33.0%	~34.0%	~44.0%	~13.0%																	

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)												
🟢	Residual household waste - kg per household	<p>This indicator shows the kilograms per household of residual household waste to the end of December 2019.</p> <p>This represents a 0.91kg drop per household on Q3 performance from last year.</p> <p>Note these figures are estimates due to checking against the WasteDataFlow data management system.</p>	111.33kg/hh	112.50kg/hh  Aim to minimise  Source: Target set internally	Q3 2019/20 result	<table border="1"> <caption>Residual household waste per household (kg/hh)</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2 2019/20</td> <td>107.04</td> <td>112.50</td> </tr> <tr> <td>Q3 2019/20</td> <td>99.42</td> <td>112.50</td> </tr> <tr> <td>Q4 2019/20</td> <td>117.75</td> <td>112.50</td> </tr> </tbody> </table>	Quarter	Actual	Target	Q2 2019/20	107.04	112.50	Q3 2019/20	99.42	112.50	Q4 2019/20	117.75	112.50
Quarter	Actual	Target																
Q2 2019/20	107.04	112.50																
Q3 2019/20	99.42	112.50																
Q4 2019/20	117.75	112.50																

**PLANNING & REGULATION**

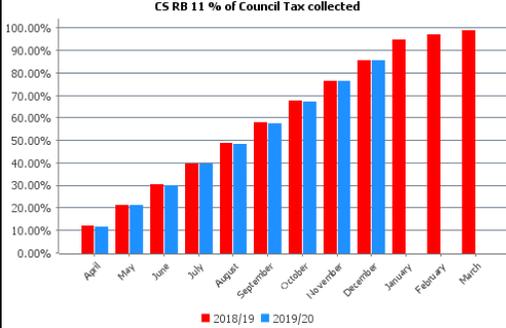
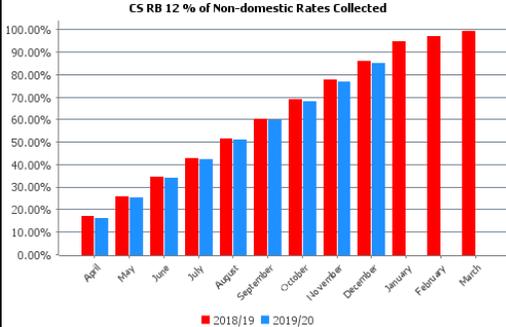
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)															
🟡	Planning appeals allowed	<p><b>2018/19</b> 15 appeal decisions received / 3 appeals allowed (20%)</p> <p><b>Q1 2019/20</b> 0 decisions received</p> <p><b>Q2 2019/20</b> 0 decisions received</p> <p><b>Q3 2019/20</b> 5 decisions received / 2 appeals allowed (40%)</p> <p>One of the planning appeals related to the BP Garage application in Norton, which was not contested by the Council as the result of further information provided by the applicant on the refusal reasons.</p> <p>More detail on this Red performance</p>	40.0%	33.0%  Aim to minimise  Source: Target set internally based on comparative performance to other North Yorkshire LAs	Q3 2019/20 result	<table border="1"> <caption>DM 2 Planning appeals allowed (%)</caption> <thead> <tr> <th>Quarter</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0.0%</td> <td>0.0%</td> </tr> <tr> <td>Q2</td> <td>37.5%</td> <td>0.0%</td> </tr> <tr> <td>Q3</td> <td>0.0%</td> <td>40.0%</td> </tr> <tr> <td>Q4</td> <td>0.0%</td> <td>0.0%</td> </tr> </tbody> </table>	Quarter	2018/19	2019/20	Q1	0.0%	0.0%	Q2	37.5%	0.0%	Q3	0.0%	40.0%	Q4	0.0%	0.0%
Quarter	2018/19	2019/20																			
Q1	0.0%	0.0%																			
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Q4	0.0%	0.0%																			

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)																																							
🟢	Processing of planning applications: Major applications (13 weeks)	We are currently performing at 100%, with the 5 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%  Aim to maximise  Source: Target set internally based on comparative performance to other North Yorkshire LAs	December 2019 result	<p><b>DM 157a Processing of planning applications: Major applications (13 weeks)</b></p> <table border="1"> <caption>DM 157a Data</caption> <thead> <tr><th>Month</th><th>2018/19 (%)</th><th>2019/20 (%)</th></tr> </thead> <tbody> <tr><td>April</td><td>100</td><td>100</td></tr> <tr><td>May</td><td>100</td><td>100</td></tr> <tr><td>June</td><td>100</td><td>100</td></tr> <tr><td>July</td><td>100</td><td>100</td></tr> <tr><td>August</td><td>100</td><td>100</td></tr> <tr><td>September</td><td>100</td><td>100</td></tr> <tr><td>October</td><td>100</td><td>100</td></tr> <tr><td>November</td><td>100</td><td>100</td></tr> <tr><td>December</td><td>100</td><td>100</td></tr> <tr><td>January</td><td>100</td><td>100</td></tr> <tr><td>February</td><td>100</td><td>100</td></tr> <tr><td>March</td><td>100</td><td>100</td></tr> </tbody> </table>	Month	2018/19 (%)	2019/20 (%)	April	100	100	May	100	100	June	100	100	July	100	100	August	100	100	September	100	100	October	100	100	November	100	100	December	100	100	January	100	100	February	100	100	March	100	100
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March	100	100																																											
🟡	Processing of planning applications: Minor applications (8 weeks)	42 minor planning applications received during this quarter.  Performance is currently running down on last year, but processing times are above the 80% target level.	81.20%	80.00%  Aim to maximise  Source: Target set internally based on comparative performance to other North Yorkshire LAs	December 2019 result	<p><b>DM 157b Processing of planning applications: Minor applications (8 weeks)</b></p> <table border="1"> <caption>DM 157b Data</caption> <thead> <tr><th>Month</th><th>2018/19 (%)</th><th>2019/20 (%)</th></tr> </thead> <tbody> <tr><td>April</td><td>88</td><td>80</td></tr> <tr><td>May</td><td>88</td><td>80</td></tr> <tr><td>June</td><td>88</td><td>80</td></tr> <tr><td>July</td><td>88</td><td>80</td></tr> <tr><td>August</td><td>88</td><td>75</td></tr> <tr><td>September</td><td>88</td><td>75</td></tr> <tr><td>October</td><td>88</td><td>75</td></tr> <tr><td>November</td><td>88</td><td>75</td></tr> <tr><td>December</td><td>88</td><td>75</td></tr> <tr><td>January</td><td>88</td><td>75</td></tr> <tr><td>February</td><td>88</td><td>75</td></tr> <tr><td>March</td><td>88</td><td>75</td></tr> </tbody> </table>	Month	2018/19 (%)	2019/20 (%)	April	88	80	May	88	80	June	88	80	July	88	80	August	88	75	September	88	75	October	88	75	November	88	75	December	88	75	January	88	75	February	88	75	March	88	75
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🟠	Processing of planning applications: Other applications (8 weeks)	More staff are now supporting this area of work since the end of quarter 2 (September 2019). The graduate staff and members of the Planning and Regulatory Services team have taken on delegated planning applications to support the rest of the team and to improve processing times. 91 applications have been received in this third quarter.  More detail on this Amber performance indicator in outlined in Appendix 2.	86.90%	90.00%  Aim to maximise  Source: Target set internally based on comparative performance to other North Yorkshire LAs	December 2019 result	<p><b>DM 157c Processing of planning applications: Other applications (8 weeks)</b></p> <table border="1"> <caption>DM 157c Data</caption> <thead> <tr><th>Month</th><th>2018/19 (%)</th><th>2019/20 (%)</th></tr> </thead> <tbody> <tr><td>April</td><td>88</td><td>86</td></tr> <tr><td>May</td><td>89</td><td>88</td></tr> <tr><td>June</td><td>91</td><td>88</td></tr> <tr><td>July</td><td>91</td><td>88</td></tr> <tr><td>August</td><td>91</td><td>86</td></tr> <tr><td>September</td><td>91</td><td>85</td></tr> <tr><td>October</td><td>91</td><td>86</td></tr> <tr><td>November</td><td>91</td><td>86</td></tr> <tr><td>December</td><td>91</td><td>86</td></tr> <tr><td>January</td><td>91</td><td>86</td></tr> <tr><td>February</td><td>91</td><td>86</td></tr> <tr><td>March</td><td>91</td><td>86</td></tr> </tbody> </table>	Month	2018/19 (%)	2019/20 (%)	April	88	86	May	89	88	June	91	88	July	91	88	August	91	86	September	91	85	October	91	86	November	91	86	December	91	86	January	91	86	February	91	86	March	91	86
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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

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)												
  Page 41	% of Council Tax collected	Council Tax collection currently on target and expect year-end target to be achieved. <table border="1" data-bbox="562 746 972 975"> <thead> <tr> <th>Period</th> <th>Data (Acc)</th> </tr> </thead> <tbody> <tr> <td>2018/19 (Q3)</td> <td>85.41%</td> </tr> <tr> <td><b>2018/19 (Year-end)</b></td> <td><b>98.81%</b></td> </tr> <tr> <td>2019/20 (Q1)</td> <td>29.91%</td> </tr> <tr> <td>2019/20 (Q2)</td> <td>57.51%</td> </tr> <tr> <td>2019/20 (Q3)</td> <td>85.35%</td> </tr> </tbody> </table>	Period	Data (Acc)	2018/19 (Q3)	85.41%	<b>2018/19 (Year-end)</b>	<b>98.81%</b>	2019/20 (Q1)	29.91%	2019/20 (Q2)	57.51%	2019/20 (Q3)	85.35%	85.35%	85.30%	Latest result for 2019/20 as of December 2019	
Period	Data (Acc)																	
2018/19 (Q3)	85.41%																	
<b>2018/19 (Year-end)</b>	<b>98.81%</b>																	
2019/20 (Q1)	29.91%																	
2019/20 (Q2)	57.51%																	
2019/20 (Q3)	85.35%																	
	% of Non-domestic Rates Collected	We remain on course to meet the collection rate year-end target, but NNDR collection rates/previous year debt levels can be prone to volatile and significant changes due to the level of yield that individual hereditaments can raise when the valuation office agency (VOA) make an alteration. <p>More detail on this Amber performance indicator is outlined in Appendix 2.</p>	84.82%	86.04%	Latest result for 2019/20 as of December 2019													

Traffic Light	Short Name	Latest Note		Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)
		Period	Data (Acc)				
		2018/19 (Q3)	86.04%				
		<b>2018/19 (Year-end)</b>	<b>99.49%</b>				
		2019/20 (Q1)	33.81%				
		2019/20 (Q2)	59.62%				
		2019/20 (Q3)	84.82%				

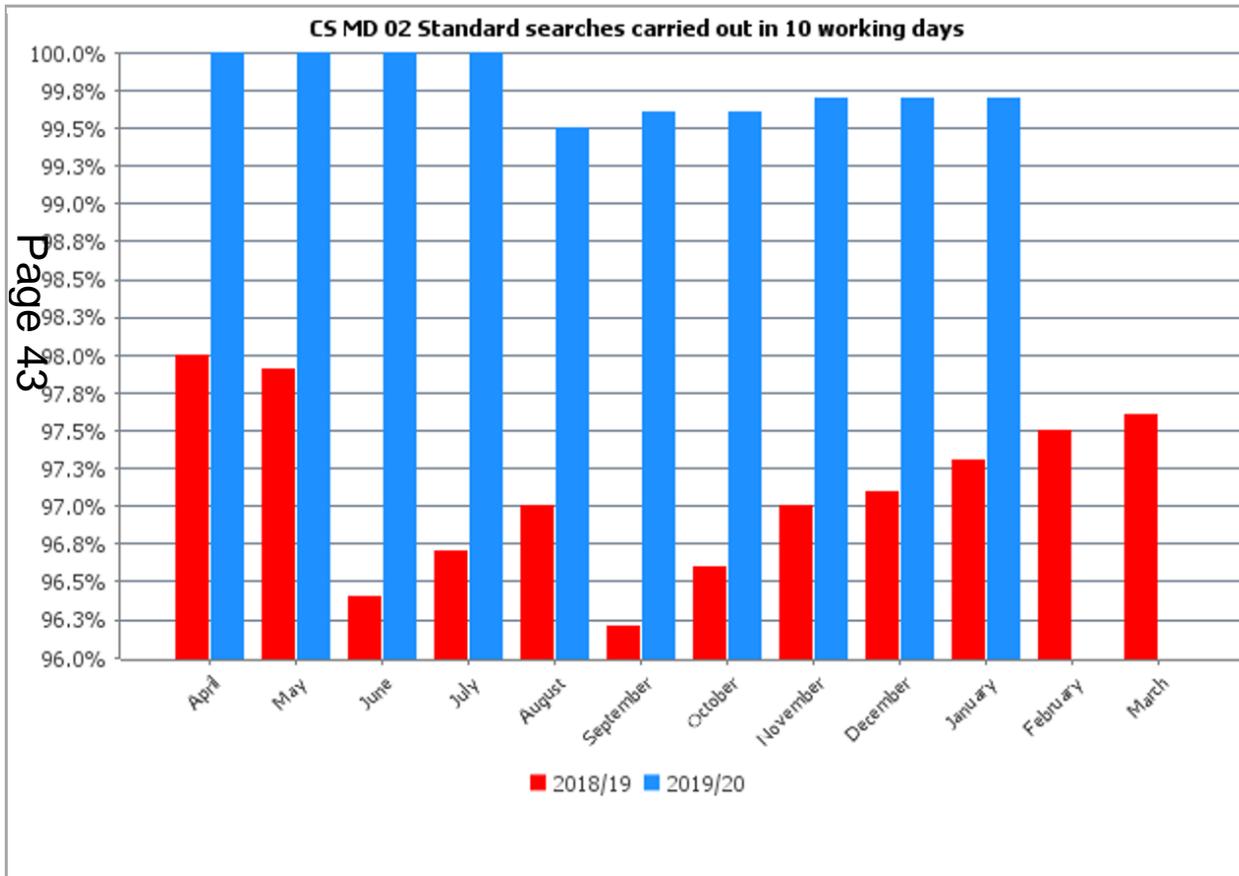
# Red and Amber Performance Indicator Review



Performance Indicators are included in this report if they show an Amber or Red status in Quarter 3 (1 October 2019 to 31 December 2019)

	<b>Standard searches carried out in 10 working days</b>
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**Past Performance**



2017-18			
	Status	Value	Target
2017/18		96.1%	100.0%
2018-19			
	Status	Value	Target
2018/19		97.6%	100.0%
2019-20			
	Status	Value	Target
Apr 2019		100.0%	100.0%
May 2019		100.0%	100.0%
Jun 2019		100.0%	100.0%
Jul 2019		100.0%	100.0%
Aug 2019		99.5%	100.0%
Sep 2019		99.6%	100.0%
Oct 2019		99.6%	100.0%
Nov 2019		99.7%	100.0%
Dec 2019		99.7%	100.0%

## Appendix 2

	Jan 2020			100.0%
	Feb 2020			100.0%
	Mar 2020			100.0%

### Officer comments and actions to take:

Performance has improved markedly overall in comparison to 2018/19, operating at 100% completion from April to July 2019. A fall in accumulative performance to 99.5% in August 2019 came from a query on a listed building curtilage that required further investigation and specialist advice from the Building Conservation Officer, causing the search to go over the 10 working day target.

The search completion percentage improved to 99.6% in September and October and improved further in November and December to the current value of 99.7%. The percentage completed by the end of January 2020 maintained at an accumulative 99.7% of searches completed.

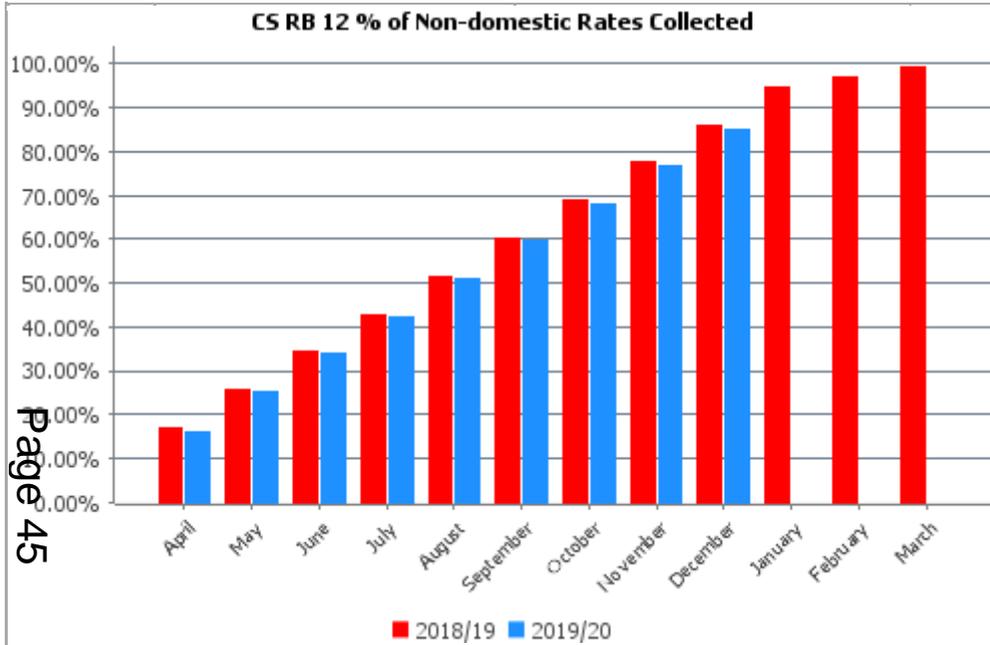
Of the 323 standard searches carried out in the year to date, 322 have been completed within 10 working days, so it is not proposed to take any actions at this stage.

Appendix 2



% of Non-domestic Rates Collected

Past Performance



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2017-18			
	Status	Value	Target
2017/18		99.56%	99.39%
2018-19			
	Status	Value	Target
2018/19		99.49%	99.56%
2019-20			
	Status	Value	Target
Apr 2019		16.16%	16.76%
May 2019		25.36%	25.51%
Jun 2019		33.81%	34.21%
Jul 2019		42.18%	42.70%
Aug 2019		51.06%	51.38%
Sep 2019		59.62%	60.20%
Oct 2019		67.92%	68.88%
Nov 2019		76.57%	77.48%
Dec 2019		84.82%	86.04%
Jan 2020			94.64%
Feb 2020			97.15%
Mar 2020			99.49%

## Appendix 2

### Officer comments and actions to take:

NNDR collection can be 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.

### Comparative statistics for NNDR collection from 2013/14 to 2018/19

The table below shows that Ryedale has collected the highest percentage of non-domestic rates for LA districts in Y&H for the last four years.



**Non domestic rates collected as percentage non domestic rates due (from 2013/14 to 2018/19) for Ryedale**

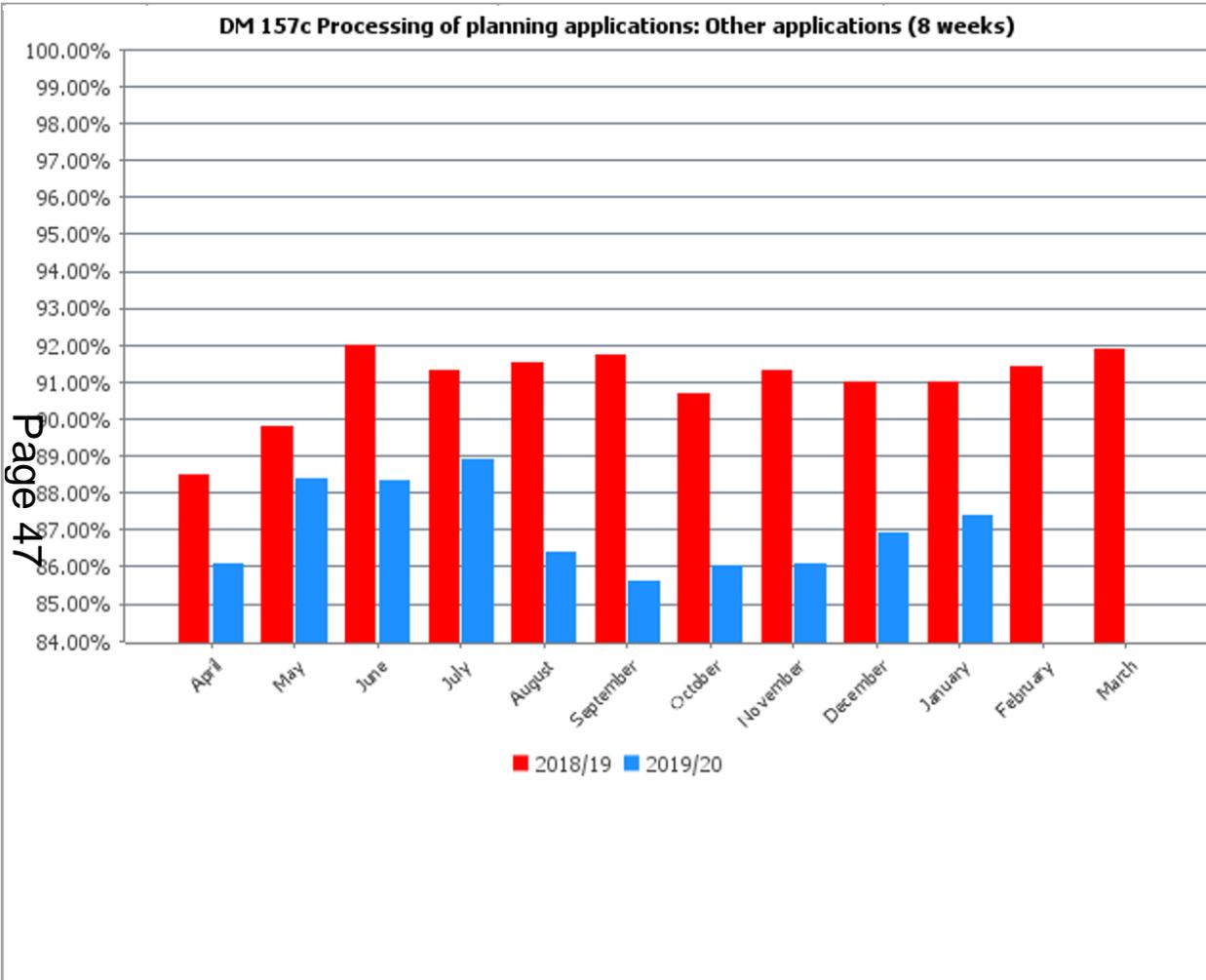
Period	NDR collection rate			
	%			
	Ryedale	Minimum for All local authority districts in Yorkshire and Humberside	Mean for All local authority districts in Yorkshire and Humberside	Maximum for All local authority districts in Yorkshire and Humberside
2013/14	99.13	97.51	98.30	99.13
2014/15	98.86	97.20	98.23	98.95
2015/16	99.18	97.49	98.36	99.18
2016/17	99.39	97.64	98.51	99.39
2017/18	99.60	97.61	98.65	99.60
2018/19	99.49	97.52	98.66	99.49

Source:  
Ministry of Housing, Communities & Local Government

Appendix 2

 Processing of planning applications: Other applications (8 weeks)

Past Performance



2017-18			
	Status	Value	Target
2017/18		85.60%	90.00%
2018-19			
	Status	Value	Target
2018/19		91.90%	90.00%
2019-20			
	Status	Value	Target
Apr 2019		86.10%	90.00%
May 2019		88.40%	90.00%
Jun 2019		88.30%	90.00%
Jul 2019		88.90%	90.00%
Aug 2019		86.40%	90.00%
Sep 2019		85.60%	90.00%
Oct 2019		86.00%	90.00%
Nov 2019		86.10%	90.00%
Dec 2019		86.90%	90.00%
Jan 2020			90.00%
Feb 2020			90.00%
Mar 2020			90.00%

## Appendix 2

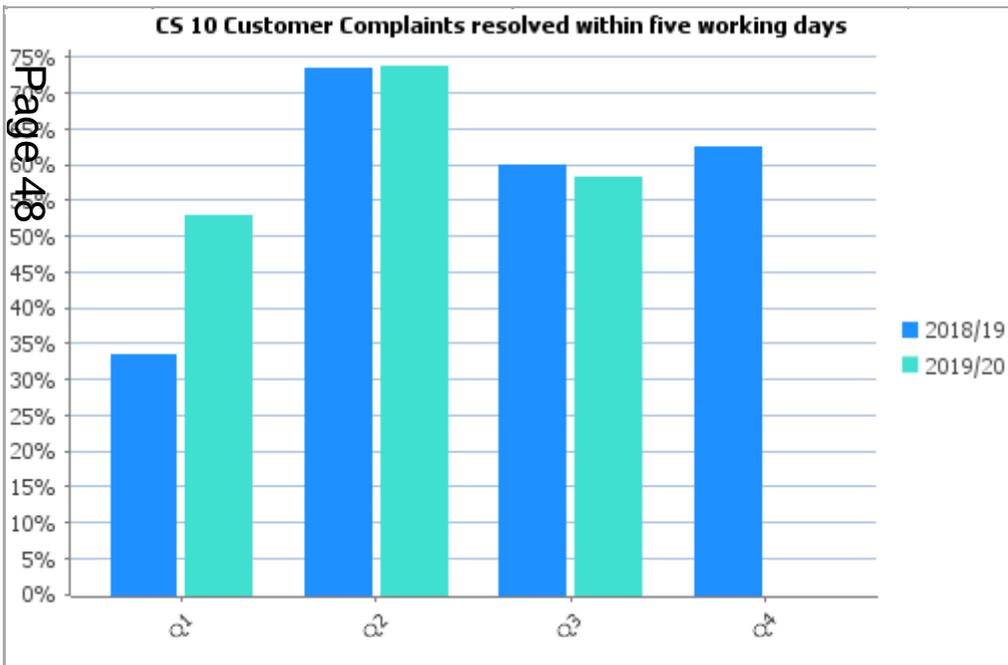
### Officer comments and actions to take:

More staff are now supporting this area of work since the end of quarter 2 (September 2019) to address the performance issues identified following the continued Amber PI status. The graduate staff and other members of the Planning and Regulatory Services team have taken on caseloads of delegated planning applications to support the rest of the team and to improve processing times.

The January 2020 processing performance improved for the fourth month in succession to 87.4% of applications processed within the 8 week time limit, and officers expect to see this improve further before the year-end. Performance will continue to be monitored in this area and the caseload for delegated planning applications undertaken by members of the Planning and Regulatory Services team where possible.



### Customer Complaints resolved within five working days



### Past Performance

2017-18			
	Status	Value	Target
2017/18		34.38%	50%
2018-19			
	Status	Value	Target
2018/19		60%	75%
2019-20			
	Status	Value	Target
Q1 2019/20		52.9%	75%
Q2 2019/20		73.68%	75%
Q3 2019/20		58.3%	75%
Q4 2019/20			75%

## Appendix 2

### Officer comments and actions to take:

In Quarter 3, 7 out of 12 customer complaints dealt with in this period were resolved within 5 working days. Of those that weren't resolved within the 5 day target in this quarter, there was 1 overdue complaint from Environmental Health, 1 from Housing Services and 3 from Planning and Regulatory Services.

The complaint on Environmental Health was not answered within the five working day target due to the site visit that was required to be scheduled as part of the investigation into the issue raised.

The overdue complaint in Housing was the result of a detailed investigation regarding an allegation received from a member of the public.

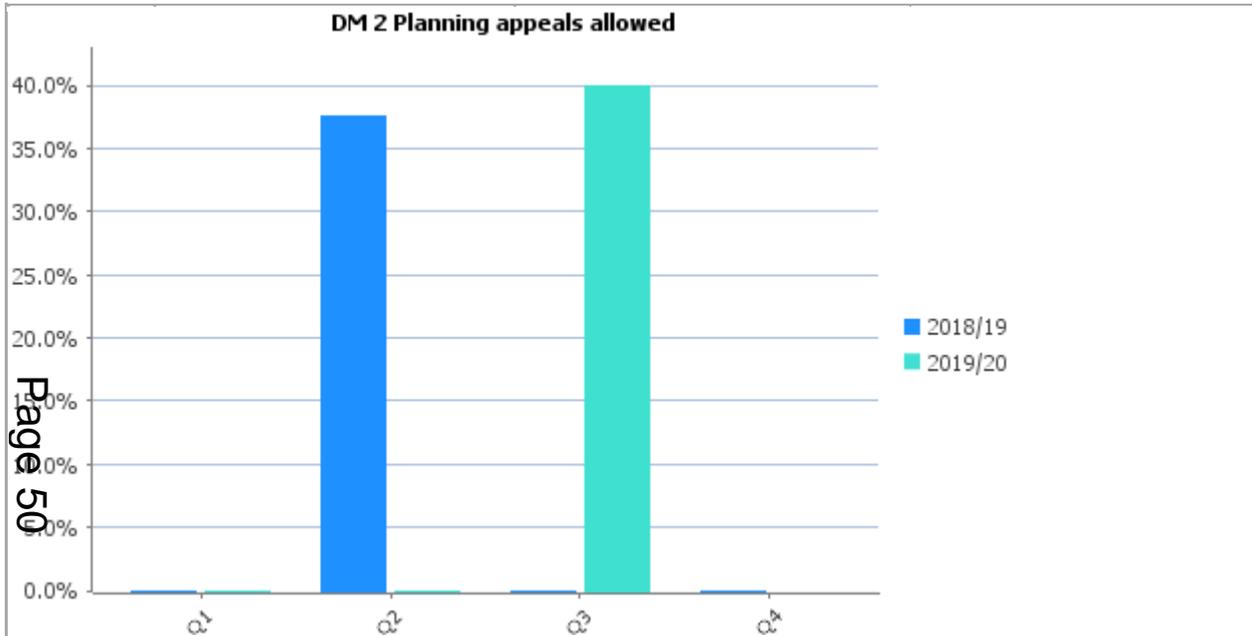
Overall delays in respect of two of the Planning and Regulatory Services complaints are directly attributable to lack of staff capacity. We now have a dedicated enforcement officer to assist with this type of complaint but other vacancies still include a part time Tree & Landscape officer and a Planning officer. We are currently seeking to recruit to these hard to fill posts, using a concerted effort with the assistance of colleagues in NYCC-ESS. There is no further action considered to be necessary or arising from the other overdue complaint, as further correspondence received from the complainant partway through dealing with the complaint delayed a response.

Despite the complaints not being completed within the five working day target, the complainants were kept informed throughout of the reason for delays and expected timescales for a response from the Customer Services team.

As a result of the continued poor performance of this indicator, procedures have been changed and training is ongoing in the administration of customer complaints to improve response times.

## Appendix 2

	<b>Planning appeals allowed</b>
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### Past Performance

2017-18			
	Status	Value	Target
2017/18		22.2%	33.0%
2018-19			
	Status	Value	Target
2018/19		20.0%	33.0%
2019-20			
	Status	Value	Target
Q1 2019/20		0.0%	33.0%
Q2 2019/20		0.0%	33.0%
Q3 2019/20		40%	33.0%
Q4 2019/20			33.0%

### Officer comments and actions to take:

Following no allowed appeals in quarters 1 and 2 of the year, in quarter 3 there were 2 allowed appeals out of a total of 5 decisions.

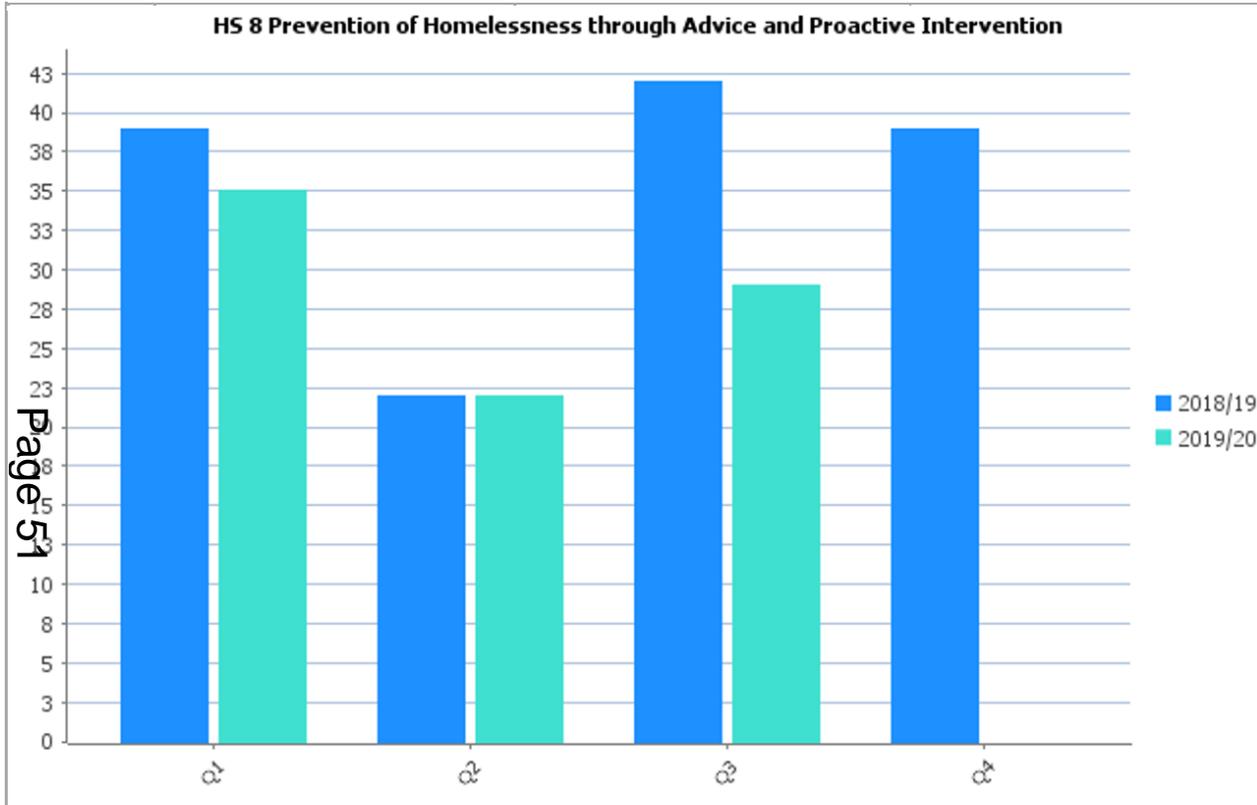
One of the allowed appeals was the BP Garage proposal in Norton, which was not contested by the Council as the result of further information provided by the applicants to satisfy the initial reasons for refusal.

Appeal decisions received continue to be monitored, and there is no concern at this stage.

Appendix 2

 Prevention of Homelessness through Advice and Proactive Intervention

Past Performance



2017-18			
	Status	Value	Target
2017/18		171	156
2018-19			
	Status	Value	Target
2018/19		142	156
2019-20			
	Status	Value	Target
Q1 2019/20		35	39
Q2 2019/20		22	39
Q3 2019/20		29	39
Q4 2019/20			39

Officer comments and actions to take:

There are almost a third less households with whom we were satisfied are homeless or at risk of homelessness within 56 days so far in 2019-20, compared to an average for 3 quarters from 2018-19. Therefore, if less people are being accepted into the statutory duty, we will have less successful preventions or reliefs coming out. We are conducting work with many households prior to them coming under the statutory timescales, for example completing prevention work so they do not get notice from landlords in the first place, and this is not included in the

## Appendix 2

statistics. Without this very early intervention, many more would be facing homelessness.

Housing Legislation changed following the implementation of the Homelessness Reduction Act 2017 (HRA), which came into force in April 2018. Since that date, we have only been able to claim cases as preventions if households have approached us and are homeless or threatened with homelessness within 56 days.

The comparative drop in performance so far this year has been caused by the new HRA legislation, as we were previously able to claim preventions when people approached us at an earlier stage. Also, we used to be able to claim partner preventions where certain local partner agencies such as Citizens Advice Bureau and Horton Housing prevented homelessness in Ryedale, but this is no longer possible under the new legislation. In addition, there has also been a reduction recently in the number of households approaching us for advice.

At this stage it is difficult to compare any figures under the old legislation with the current figures as the system has changed so much. Following the introduction of HRA, the target of achieving 39 prevention cases in a quarter has remained unchanged, and needs to be looked at again as the experimental statistics are further developed.

National homelessness figures are currently published as experimental statistics at: <https://www.gov.uk/government/statistics/statutory-homelessness-in-england-april-to-june-2019>



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<b>PART A:</b>	<b>MATTERS DEALT WITH UNDER DELEGATED POWERS</b>
<b>REPORT TO:</b>	<b>POLICY AND RESOURCES COMMITTEE</b>
<b>DATE:</b>	<b>19 MARCH 2020</b>
<b>REPORT OF THE:</b>	<b>HOUSING SERVICES MANAGER KIM ROBERTSHAW</b>
<b>TITLE OF REPORT:</b>	<b>RYEDALE HOUSING STRATEGY REVIEW AND ACTION PLAN 2015-2021</b>
<b>WARDS AFFECTED:</b>	<b>ALL</b>

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## **EXECUTIVE SUMMARY**

### **1.0 PURPOSE OF REPORT**

- 1.1 To provide a progress update on the delivery of the Housing Strategy Action Plan updated for 20/21, at Appendix 1

### **2.0 RECOMMENDATION(S)**

- 2.1 It is recommended that:

- (i) the progress update is noted and the revised Action Plan for 20/21 is agreed

### **3.0 REASON FOR RECOMMENDATION**

- 3.1 The Action Plan, with its timetable for implementation, addresses the priority housing issues within Ryedale. It enables the Council to respond to the priorities within the agreed York, North Yorkshire and East Riding Housing Strategy. It provides an effective programme of specific proposals to be undertaken and allows for the monitoring of the effectiveness of the strategy in meeting housing needs. Progress has been made against the strategy which has been included in the progress review of the Action Plan.

### **4.0 SIGNIFICANT RISKS**

- 4.1 The Action Plan identifies appropriate steps to address housing needs within Ryedale. There are no significant risks associated with the recommendations of this report.

### **5.0 POLICY CONTEXT AND CONSULTATION**

- 5.1 The delivery of the Action Plan supports the Council's aims of meeting housing need in the District and creating the conditions to create economic success.

## REPORT

### 6.0 REPORT DETAILS

- 6.1 The Action Plan is reviewed on a regular basis, the last review was 2018.
- 6.2 The purpose of the Action Plan is to provide a framework for meeting the housing and housing related needs of the District until 2021.
- 6.3 The 2015/21 Ryedale Housing Strategy Action Plan aligns with the focus of the York, North Yorkshire and East Riding Housing Strategy and the Local Enterprise Partnership, specifically around the stated aim to double house building and triple affordable housing delivery. This is the last year of the overarching strategy, this will be reviewed during the next 12 months.
- 6.4 Ryedale will also be reviewing its priorities and targets over the next 12 months in order to develop a five year strategy from 2021. Ryedale will look at the sub regional priorities and develop the alignment where appropriate.
- 6.5 The Council's Action Plan therefore currently aligns with the overarching strategy and provides the local context. The annual revised Local Action Plan for member approval is at Appendix 1.
- 6.6 Evidence supporting the proposals within the Ryedale Strategy Action Plan is presented against five main themes, these are the focus of the York, North Yorkshire and East Riding Housing Strategy and ensures the alignment across the areas.
- **Affordability and the supply of homes**
  - **Working within our geography**
  - **The housing needs of our community**
  - **Understanding and improving the quality of our housing stock**
  - **Addressing the needs of homeless households**
  - **Vulnerable households and those with support needs**
- 6.7 There are 9 priorities within the Sub Regional Strategy and the Ryedale Housing Action plan puts local proposals forward to meet these priorities.

<b>Sub Regional Issue</b>	<b>Sub regional Priority and priorities for Ryedale</b>
<b>Affordability &amp; Supply</b>	1. Work with partners to increase the supply of good quality new housing across all tenures and locations (in line with Local Plans/site allocations).
<b>Geography</b>	2. Ensure that our housing stock reflects the needs of urban, rural and coastal communities
<b>Demography</b>	3. Ensure that our housing stock meets the diverse needs of our communities at all stages of their lives

<b>Sub Regional Issue</b>	<b>Sub regional Priority and priorities for Ryedale</b>
<b>Quality</b>	<p>4. Via policy guidance and negotiation, ensure new homes are of high design and environmental quality</p> <p>5. Continue to ensure that we make best use of our existing stock and that it is of a decent quality and meets the needs of our communities</p> <p>6. Ensure all homes have a positive impact on health and well being and are cheap to run</p>
<b>Homelessness, Vulnerable Households &amp; Specific Needs Groups</b>	<p>7. Continue to reduce homelessness</p> <p>8. Ensure Housing is allocated fairly and on the basis of need</p> <p>9. Provide appropriate housing and support for those with specific housing needs</p>

## 6.8 Meeting our priorities for Ryedale

The Council continues to work well across the priorities since the last review in 2018, however progress needs to continue to be made in certain areas

- Expected outturn for 2019/20 is 102 affordable homes , this means we have met the annual target of 75 affordable homes for the second year running with 100 properties developed in 2018/19
- Market delivery has remained in line with the local plan requirements, with an average of 264 new homes delivered each year over the past 5 years, against a target of 200
- No progress has been made on developing Community led Housing despite partnering with the Community First Yorkshire (CFY) to undertake community engagement. The partnership arrangements runs until March 2021. Workshops have been developed across the district and CFY together with the Rural Housing Enabler will continue to market this opportunity through the work with parish councils
- Further work needs to be undertaken on bringing empty properties back into use to maximise as affordable housing. An additional staffing resource in 2020 will champion this priority in partnership with registered social landlords and the purchase and repair of empties and through private owners with Empty property loans and grants.
- The council will also look at the purchase of additional shared housing to improve access to affordable housing for younger members of the community
- In order to plan for the development of various initiatives a Housing Investment programme will be presented to members to look at increasing housing across all tenures
- During 2020/21 further progress needs to made on the 2 identified exception sites within the district with planning permission expected during 20/21

- We need to continue to champion rural housing through the Rural Housing Network, in 2019/20 23 of the 102 affordable homes have been delivered in rural settlements
- The department prepared for the extension to the mandatory licensing scheme for Houses in Multiple occupation, with an additional 9 licenses issued since the last review improving the standard of accommodation and securing around 3K additional income for the authority, however there are still around 10 licences outstanding, these are a priority for completion in early 20/21
- Continue to provide a wide range of affordable housing, in particular for older people through extra care provision, with 73 units already delivered in Pickering and Helmsley throughout 18/19 and 19/20
- White Rose Home Improvement Agency has continued to perform well with 92 Disabled facilities Grants delivered in 18/19 and 86 in the first 3 quarters of 19/20, with the full budget allocation spent or committed. The promotion of the wellbeing service and the handyperson's service needs to be prioritised for Ryedale in 20/21
- We will continue to work closely with all partners and across North Yorkshire to communicate our aspirations and needs around quality and size of affordable housing ensuring housing are part of the early discussions with developers and registered social landlords
- The marketing of the Council's private sector grants and loans program needs to be increased, although we are dealing with current enquiries there have been only 2 completions within 2019/20, this program assists in improving disrepair for owner occupiers with low incomes, the community needs to be aware of the services available and how to access them
- We have had excellent results in terms of partnership working and attracting funds around Energy Efficiency measures, as well as our continued grants program in partnership with other Local Authorities and Yorkshire Energy Solutions we have attracted over £260K funding from the Warm Home Fund and a further for £334K the next 2 years for the Warm and Well Single Point of Contact.
- We have recruited an additional staffing resource for the Ryecare service in order to develop a marketing plan and improve income generation for the service for 20/21
- We have experienced lots of changes in homelessness legislation which has meant the production of meaningful data has been very difficult, by the end of March 2020 we will be in a position to have 2 years of data in order to allow comparisons, trends and areas for development to be visible
- A new draft homelessness strategy has been completed in order to provide a framework for our priorities over the next 5 years, this will be in place by April 2020
- A review of the North Yorkshire Home Choice has taken place over the past 12 months to take into account changes to legislation, the partnership will change during 2020/21 with the withdrawal of the City of York council early 2021, we need to ensure this does not have an adverse effect on the Ryedale community

- Tara Park is now managed in house and we have increased the number of pitches occupied from 5 to 9 from September 19, there is still work to do and the site needs to be promoted across our partners
- NYCC are re commissioning support services across the area, district and boroughs need to work closely with them to mitigate the effects for Ryedale. In particular the review of the young people's pathway which is taking place during 2020/21
- During 19/20 a full review of the Council's safeguarding Policy and Procedures was completed, in addition an audit was completed and a full action plan to implement recommendations. The Council's will continue to promote and train its staff to ensure we are all aware of our combined corporate responsibilities.

## 6.9 **Key Achievements since the last review in 2018**

### **Priorities**

***Working with partners to increase the supply of good quality housing across all tenures and locations***

***Ensure our housing stock reflects the needs of our communities***

***Via policy guidance and negotiation, ensure new homes are of high design and environmental quality***

- 100 affordable homes developed 1 April 18 to 31 March 19 across Ryedale against a target of 75
- 78 Affordable homes developed so far 1 April 2019 to February 2020
- Achieved a start on site with the large Broadacres scheme for 56 units under the Homes England (HE) Shared Ownership Affordable Homes Programme (SOAHP) at Rainbow Lane, Malton. (expected completion March 2020)
- Contracted with Community First Yorkshire (CFY) to provide community engagement relating to community led housing across Ryedale. During 2018-19, CFY has publicised community led housing across Ryedale and held events in and around the District. They've also been to several Parish Councils and other rural groups. Although there has been some interest, so far no rural communities have decided to form a group in order to move things forward.
- Continue as a member of North Yorkshire Authorities Property Partnership – One Public Estate (NYAPP OPE) – working to co-ordinate the use of public assets to enable the better delivery of public services, economic regeneration, housing and to deliver revenue savings and capital receipts. Monies have been provided to support the development of the new public services Hub in Malton and re-development of the Ryedale House site for housing.

***Continue to make use of our housing stock and ensure it is of a decent quality to meet the needs of our communities***

- Working with parish councils on two exception sites across Ryedale, one housing needs survey completed, a further one in spring 2020.
- During 2018/19- 4 enquires received regarding the following:

Empty property Loans/Grants, HMO Loans/Grants, Property Improvement Loans, 3 Property improvement loans completed.

During 19/20- There have been 1 Property Improvement Loan and 1 Landlord Improvement Loan, currently progressing 5 enquiries with owners

- There were 42 Service requests in respect of private sector housing and disrepair in 2018/19, this figure is 56 so far this financial year
- 18 Planning consultations undertaken throughout 18/19 in relation to caravan sites and change of usage to Houses in Multiple Occupation (HMO). Only 3 so far in 19/20
- 3 Caravan site licenses issued in 2018/19 and a further 5 so far in 19/20
- 9 Houses in Multiple occupation Licenses issued in 18/19 and 19/20

***Ensure that our housing stock meets the diverse needs of our communities at all stages of their lives***

- Partnership working with the North York Moors National Park Authority to deliver a 61 apartment extra care facility at Bransdale View, Helmsley. This incorporates 40 shared ownership and 21 rented properties
- During 2018/19 there were 92 Disabled Facilities Grants (DFGS) completed, 147 Well-being visits and 827 Handyperson referrals with a service provided, either a small repair or a minor adaptation. So far this year, 86 DFGs, 146 wellbeing visits and 557 handyperson's referrals.
- 4 Statutory Notices served in respect of improvement notices and prohibition orders to improve the condition of the private rented sector, this has increased significantly to 13 this year. Earlier action is being taken due to the introduction of Retaliatory eviction.
- Review of management arrangements for Tara Park traveller's site, resulting in the service being brought in house

***Ensure all homes have a positive impact on health and wellbeing and are affordable to run***

- Working in partnership with Citizens Advice Bureau on the Warm and Well project - part of a consortium bid with North Yorkshire from British Gas Action Trust, £334K to be utilised across North Yorkshire from practical measures, events and home visits.
- ECO Flex Statement of Intent issued in collaboration with Scarborough, Hambleton and Richmond. 20 residents have access this funding.
- Minimum Energy Efficiency Regulations training delivered to 18 landlords across Ryedale
- Warm Home Fund successful bid of £268,529K to help 20 owner/occupiers in Ryedale and 30 landlords across Ryedale, Scarborough and Hambleton to access gas connections and boilers, to date 24 properties have benefited from this funding.
- Fuel poverty research commissioned for North Yorkshire to supplement funding bids
- 9 Energy Efficiency grants issued in 18/19, 6 so far this year.
- Negotiated to extend the Richmondshire contract with Ryecare until March 2021. Handling all their lifeline, telecare, out of hour housing repairs and emergency calls, protecting income to the service
- During 19/20 worked in partnership with the White Rose home Improvement Agency, handyperson's service and upgraded batteries and pendants to 150 private Ryecare customers
- During 18/19 over 350 lifelines throughout the district have been replaced with newer models. A further 200 have been refurbished with new battery packs and pendants. A

major achievement in such a rural area. This ensures that Ryecare is ready for the change from analogue to digital in 2023.

- Undertook a Customer Satisfaction Survey. The results proved that 100% of those questioned think Ryecare provides an excellent service which is friendly and polite. 98% of customers want the call centre to stay local. Very positive comments praising the service and its staff. A further survey will be completed in July 2019.

### ***Continue to reduce homelessness***

#### ***Ensure housing is allocated fairly and on the basis of need***

- There were 479 housing enquiries to the Housing Options team in 18/19. For the first 9 months of 19/20 this has been 275. Due to the introduction of the drop in services, many customers are being dealt with at first point of contact. Since 1 October 19 to 31 December 2019 we have dealt with 147 customers, it is imperative that these going forward are included within the statistics to ensure accurate records of service delivery.
- As at April 2019 there were 564 applicants waiting for social housing in Ryedale on North Yorkshire Home Choice this is a reduction from 618 as at April 2018, as at 4 Feb 2020 there are currently 598
- The Homelessness Reduction Act was implemented in April 2018 with new ways of working. All changes in place and staff fully trained.
- Considerable training with internal staff and partners to provide understanding of the legislative changes
- Implemented new IT system for homelessness casework with customer portal available for self service
- In 2018/19 there were 193 households homelessness or at risk of homelessness, during this time 120 households were prevented from losing their accommodation or found alternative accommodation. In the first 6 months of 19/20, there were 64 households who were homeless or threatened with homelessness and during the same time 53 households were either prevented from losing their accommodation or found suitable alternative accommodation.
- 15 Households were accepted as homeless in 18/19 , so far in 19/20 this is 8
- The average stay in temporary accommodation, for those accepted with a full homeless duty was 20 weeks in 2018/19, with none of these being in bed and breakfast. In 2019/20, this has increased to 21 weeks, with only 2 days in Bed and Breakfast, used as an emergency (does not include any families)
- Old Railway Court has undergone a cycle of update and redecoration within the flats
- Developed a Local Lettings Policy with Impact Housing for 35 flats in the Malton area
- There were 113 young people supported the homeless prevention part of the Young Person's Pathway, with a 69% homeless prevention rate. In the first 3 quarters in 19/20 this is 87, with a 75% prevention success rate
- 29 new residents accommodated at Derwent Lodge throughout 18/19, so far this year we have had 17 new residents
- 28 residents moved on from Derwent Lodge during 18/19, this has been 16 in 2019/20
- Improved links with mental health services and providers locally through the Rough Sleeper Coordinator
- Received £66k funding to employ specialist officers to deal with rough sleepers and intensive housing support services, additional continuation funding has also been received for 20/21
- Presentation given at National NPSS conference by Officer in relation to the homelessness strategy
- Held a successful landlords forum which was well attended

- Relationship developed with local Credit Union and drop in established at RDC to assist customers with accessing budgeting accounts, affordable lending and savings

***Provide appropriate housing and support for those with specific housing needs***

- Successfully lobbied for a separate MACE (Multi Agency Child Exploitation) meeting in Ryedale to address local issues involving the exploitation of young people
- Developed new Community Safety delivery plan in line with County objectives
- Developed relationship with Community First Credit Union to provide financial services for local financially excluded individuals
- Hosted loan shark training for staff and multi-agency partners
- Developed new Safeguarding Policy and Procedure
- Hosted Hope for Justice modern slavery training for staff and multi-agency partners
- Hosted British Red Cross presentation
- Supported Safeguarding Week 2018 and 2019 through media, organising and hosting public awareness session in Malton and again in 2019
- All licensed taxi drivers trained in basic safeguarding awareness
- Hosted domestic violence awareness session in Oct 18 and again in 2019 for staff and partner agencies.
- Hosted Dementia Friends Training in both 2018 and 2019
- Hosted Gang master Labour abuse authority- Modern Slavery training in 2019
- Hosted drugs awareness training in Dec 18
- Provided Prevent (Counter terrorism) Training to 104 officers/members/partners throughout 18/19 and a further 77 so far in 2019/20

**7.0 Current Work Priorities**

**7.1 *Housing Investment programme and development opportunities***

In the process of developing a five year Housing Investment Programme (HIP).

The HIP will look at development opportunities in the private market as well as delivery of affordable housing. We will explore the options to undertake direct delivery to pursue provision of housing, in order to improve the delivery of affordable housing and where possible deliver a commercial return. An internal working party has been set up and recommendations will be brought back to members for discussion.

**7.2 *Redevelopment of the Railway Tavern***

The Railway Tavern, Norton has been purchased for refurbishment to provide 7 x 1 bedroom self-contained flats and 1 x studio flat. This will provide move on accommodation from Derwent Lodge, and will be grant funded through the Homes England Move on Fund.

A planning application was submitted January 2020, with a start on site anticipated around May 2020, with completion spring 2021.

**7.3 *Housing Strategy 2021-2026***

During 20/21 we will looking at a new Housing Strategy for the district when the current 5 year plans ends in March 2021. We will be working across the authority with officers, members and partners to develop our housing priorities for the next 5 years. The emphasis needs to be around meeting the priorities for housing within the Council Plan;

- Quality homes people can afford
- More affordable homes, also utilising our assets
- High quality homes addressing fuel poverty issues

#### 7.4 *Homelessness and Rough Sleeper Strategy 2020-2025*

A draft of the strategy will be brought to SMB in February with a report to Policy and Resources in March 2020 this will set out the Council's priorities in relation to the prevention of homelessness across the district.

#### 7.7 *Private Rented Sector Housing (PRS)*

Energy Efficiency- Investigate and Implement an External Wall Insulation Project as well as funding for future projects to increase affordable warmth.

Licence a further 10 Houses in Multiple Occupation bringing in extra income for the authority.

Develop a marketing plan to raise awareness of the availability of private sector grants and Loans in the District.

#### 7.9 *Ryecare*

Marketing and Business Plan to be reviewed , with emphasis on promoting the service to the local area, increasing income and adding value to the service provided to our local residents.

Customer satisfaction surveys to be undertaken in 2019 to improve the service tailored to customer's needs.

Need to work closely with clients Selby DC and Richmondshire DC in preparation from changes to digital phone lines

#### 7.10 *Devolution for York and North Yorkshire- Housing*

Keep aligned with the development of the housing asks and that issues affecting Ryedale are represented,

Main themes are around;

- Energy efficiency of existing homes
- Energy efficiency of new homes
- Skills
- Additional powers, around increasing affordable housing provision

## 8.0 **IMPLICATIONS**

8.1 The following implications have been identified:

- a) Financial

There is currently provision within the revenue budgets to implement these proposed actions which are based upon internal and external funding sources, any changes to the revenue budget may have an effect on this. Some of the actions are dependent on an internal Homeless Prevention Grant and NYCC funding, the continuation of these could change at any time. The provision of capital funding/borrowing for projects would need to return to Members for authorisation. In addition if there are any financial implications for implementing the Action Plan that are beyond currently agreed budgets these will be brought back to Members for authorisation.

Most of the funding for specific projects is provided externally

*19/20 -20/21*

£84,300, provided through Central Government to provide revenue assistance for promoting Community led housing,  
£19K, Homeless prevention budget  
£66K MHCLG funding for Rough Sleepers initiative and to provide a Support lettings officer, additional £50K continuation funding to run the projects until March 2021  
£70K NYCC funding for Young People's Pathway (review in 20/21, new services to be commissioned October 2021)  
£40K MHCLG Flexible homelessness support grant  
£21K MHCLG New Burdens Funding- 20/21  
Better Care Funding for the provision of Disabled facilities grants, handyperson's and wellbeing services  
Commuted Sums to provide part time Rural Housing Enabler

b) Legal

There are no legal implications for the Council in that the proposals within the Action Plan will be consistent with the Council's strategic responsibility for the provision of housing services.

c) Equality and Diversity

A full equalities impact assessment has been undertaken in respect of the York, North Yorkshire and East Riding Housing Strategy, which this Action Plan seeks to implement.

d) Climate Change

The energy efficiency work undertaken would provide a positive impact resulting from the successful bids and reduction in fuel poverty and so reduce Carbon Dioxide Emissions.

## 9.0 Next Steps

During 20/21 we will be developing a new Housing Strategy Action Plan, looking at our priorities for the next 5 years. This is will be undertaken corporately with consultation with key stakeholders, members and working collectively across North Yorkshire.

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**Housing services Manager**

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**Background Papers:**

Appendix 1 Housing Strategy Action Plan Update March 2020

**Background Papers are available for inspection at:**  
Housing Section, Ryedale House

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2015- 2021

# Ryedale District Council Housing Strategy Action Plan – Progress March 2020



March 2020

ISSUE - AFFORDABILITY AND THE SUPPLY OF HOMES			
Priority 1 - Work with partners to increase the supply of good quality new housing across all tenures and locations (in line with Local Plans/site allocations)			
PROPOSALS	CORE ACTIVITIES	RYEDALE PROPOSALS	PROGRESS
Double our house building rate and triple affordable housing delivery (compared to 2012/13 and 13/14 rates)	<i>Develop and adopt Local Plans in each Local Authority area in line with National Planning Policy Framework</i>	<ul style="list-style-type: none"> <li>- Maintain and review the Local Plan Policy in line with local government changes.</li> </ul>	A review of the current plan will commence in 2020.
	<i>Continue to work closely with Local Enterprise Partnerships to identify opportunities to enable new housing and via the Local Growth Fund</i>	<ul style="list-style-type: none"> <li>- Ensure new members are trained in planning policy</li> </ul>	A Local Plan working group has been established with the Chair of Policy & Resources, Planning and representatives from each group.  Training delivered as part of the corporate planning training provided for all new members. Member briefings are arranged as and when required in response to national policy changes
	<i>Explore new funding delivery models to increase housing supply as opportunities arise - Homes England (HE)/Communities and Local Government initiatives</i>	<ul style="list-style-type: none"> <li>- Work with the Housing Board to ensure other Local Authorities meet housing targets</li> </ul>	RDC delivered 100 affordable homes in 18/19.  Ryedale is one of the better performing authorities in the Local Enterprise Partnership (LEP) area in terms of achieving the housing targets set out in the Local Plan. RDC achieved 185 completions in 18/19, far exceeding the cumulative annual target over the last five years.
	Introduction of Housing and Planning Act 2016	<ul style="list-style-type: none"> <li>- Meet regularly with HE to ascertain delivery models available</li> <li>- Development Officer (DO) to work closely with Registered Providers (RPs) to ensure bids reflective of Council's housing needs</li> <li>- Assess impact of Starter Homes, Right to Buy (RTB), rents, for high income tenants, reducing regulation of RP's, security of tenure, planning</li> </ul>	Update at Housing Board and Chief Housing Officers Group (CHOG) Investment Partner Briefings.  Discussions held with RPs through continuous market engagement  Pilots running across the Country. No real impact for Ryedale. Monitor implication of changes to National Planning Policy Framework (NPPF) and definition of affordable housing.

<p>Page 67</p>	<p><i>Council to consider direct housing provision where appropriate.</i></p> <hr/> <p><i>Set and monitor targets for market and affordable development in annual action plans</i></p> <hr/> <p><i>Identify public sector land suitable for housing and work with partners and the HE to bring forward development</i></p> <hr/> <p><i>Work closely with the HE on delivery of funding commitments and to secure new funding for the area</i></p> <hr/> <p><i>Maintain and strengthen relationships with delivery partners including house builders, developers, landowners, agents, Registered Providers and communities.</i></p> <hr/> <p><i>Work closely with RPs to support the development of new affordable housing funded via the Affordable Homes Programme 2015-18</i></p>	<ul style="list-style-type: none"> <li>- Officers putting together a business plan looking at the option of purchase / repair and working in partnership with RPs</li> <hr/> <li>- Provide local data for monitoring to the YNYER Board as well as the Rural Housing Network</li> <hr/> <li>- Small sites identified by Ryedale District Council for market sale, ensuring capital receipts toward affordable housing delivery</li> <hr/> <li>- Monitor development programmes with HE and partner RPs</li> <hr/> <li>- Undertake an annual development road show and support a rural event on an annual basis</li> <hr/> <li>- Registered Providers Forum</li> <hr/> <li>- Regular one to one meeting with partners regarding specific sites</li> </ul>	<p>Direct provision - Members decision Sept 2016 Investigating the options for a 5 year housing investment programme. Report to Strategic Management Board.</p> <hr/> <p>Provided on a quarterly basis</p> <hr/> <p>Feasibilities on Wentworth St &amp; Ryedale House site currently on hold</p> <hr/> <p>Completed quarterly</p> <hr/> <p>RHE participates on an annual basis. Members invited</p> <hr/> <p>Ongoing - One scheme with Broadacres for 56 homes due for completion March 2020.</p> <hr/> <p>Regular attendance at Rural Housing Network in Northallerton and the Scarborough and Ryedale Rural Housing Enablers Forum.</p>
	<p>Help to get Local Plans in place (in line with Y, NY &amp; ER Growth Deal requirement)</p>	<p><i>Site Allocations Development Plan Documents etc. to be in place</i></p> <hr/> <p><i>Work Closely with Planning Officers Groups /Development Plans Forum to identify barriers to getting plans in place.</i></p>	<ul style="list-style-type: none"> <li>- The Council's Local Development Plan schedules the formal publication of the Local Plans Sites Document and Policies Map in January 2016 with submission for examination in July 2016 and adoption in July 2017</li> <hr/> <li>- Corporate housing group to monitor progression on a bi-monthly basis</li> </ul>

	<p>-----  <i>Provide peer to peer support and mentoring via the Board</i></p>	<p>-----                  - Attendance at the Housing Board, both officer and member</p>	<p>RDC provide monitoring info on housing permissions and completions and Local Plan progress to inform performance reports to YNYER Housing Board.</p> <p>-----                  Ongoing. Cllr Caroline Goodrick attends Housing Board Meetings for RDC with support from Programme Director</p>
<p>Ensure that new housing development provides jobs, skills and apprenticeships for local people</p> <p style="text-align: center;">Page 68</p>	<p><i>Work with the LEPs in our area to increase jobs, training and skills in the construction industry and related sectors</i></p> <p>-----  <i>Use our relationships with house builders and RPs and developers to support and encourage the use of local labour, apprenticeships and businesses.</i></p> <p>-----  <i>Enable self and custom build opportunities where appropriate</i></p> <p>-----  <i>Use opportunities for Community Land Trusts (CLT) and similar models to ensure local training and job opportunities</i></p>	<p>-----                  - Support LEP-wide initiatives to address construction skills in partnership with YNYER Housing Board, together with bespoke investment at colleges accessible to Ryedale</p> <p>-----                  - Investigate the tender process with RPs to encourage inclusion as part of their procurement</p> <p>-----                  - Provide information sheets for inclusion on website regarding different products available</p> <p>-----                  - RHE to promote the CLT's to parish Councils through the Parish Council Liaison meetings</p>	<p>YNYER LEP Skills Support for the Workforce programme has Construction as a priority sector to receive fully funded training</p> <p>-----                  NYCC Apprenticeship Levy Transfer is available for Construction businesses to apply for contributions towards training costs</p> <p>-----                  Ongoing and website kept up to date by Planning Policy team</p> <p>-----                  YNYER Community Hub developed to assist with the delivery of projects. The Hub is now called REACH which stands for Resources and Advice for Community Housing. Working with CFY to progress potential sites in Ryedale. Targeting specific parishes; Nawton, Sinnington, Rosedale, Slingsby, Welburn, Swinton, Lockton, Appleton-le-Moors, Middleton/Aislaby and Ebberston.</p>
<p>Increase the number and diversity of house builders and Registered Providers to deliver new homes</p>	<p><i>Establish a York, North Yorkshire and East Riding LEP wide house builder/agent/estate agent forum.</i></p> <p>-----  <i>Engage with existing local and sub regional forum including the Chamber of Commerce</i></p>	<p>-----                  - Provide representation at meetings from Ryedale</p> <p>-----                  - Support LEP-wide initiatives to boost activity from small and medium builders, in partnership with YNYER Housing Board and Housing Builders Federation. NB this formed parts of YNYER devolution asks</p>	<p>Increased activity in this sector is included in proposals for a draft housing deal for YNYER that is being discussed with the HE. The final draft of this went to Directors of Development 31<sup>st</sup> May 2018. No further update provided</p> <p>-----                  The National Housing Federation and House Builders Federation are both represented on the Housing Board for YNYER</p>

	<p><i>Engage with the local representatives of the House Builders Federation, National Housing Federation and National House Building Council</i></p> <p><i>Via the above, identify and engage with partners not active in the area to promote potential opportunities.</i></p> <hr/> <p><i>Use opportunities for CLTs and similar models to add to the diversity of providers and identify and support bids to appropriate funding streams</i></p>	<ul style="list-style-type: none"> <li>- Investigate potential marketing opportunities</li> </ul> <hr/> <ul style="list-style-type: none"> <li>- Promote through information sheets</li> <li>- Mail shot to Parish Council</li> <li>- Attendance at Parish Council liaison meetings</li> <li>- Provide updated information on the website</li> </ul>	<p>RDC has 36 people registered on the Self-Build Register</p> <p>Senior Business Advisor will engage with local representatives to ensure potential opportunities are made known to local construction companies</p> <hr/> <p>Workshops organised by Community First Yorkshire (CFY) in Ryedale. CFY attending several Parish Councils working with the RHE to discuss CLH. Several PCs have now expressed interest after their visit and are keen to learn more. One PC needs survey is now underway. CFY meeting with RDC to review outcomes and progress of work</p>
<p>Maximise delivery of Affordable Housing via planning gain and other means</p>	<p><i>Develop and adopt Affordable Housing policies as part of the Local Plan in line with the requirements of the NPPF</i></p> <hr/> <p><i>Maximise opportunities to support Affordable Housing provision at local policy target levels and work with partners to ensure delivery and viability</i></p> <hr/> <p><i>Work closely with the HE and other funders to identify opportunities to bolster affordable housing delivery via the AHP and other programmes. Continue to support the Rural Housing Enabler Network to enable Rural Exception and other sites Set and monitor targets for market and affordable development in annual action plans</i></p>	<ul style="list-style-type: none"> <li>- Develop housing and planning protocol</li> <li>- Standardise Section 106 agreements</li> </ul> <hr/> <ul style="list-style-type: none"> <li>- Agree specifications, transfer prices</li> </ul> <hr/> <ul style="list-style-type: none"> <li>- Develop Affordable Housing pro forma</li> </ul> <hr/> <ul style="list-style-type: none"> <li>- Encourage RPs to engage with Continuous Market Engagement programme with HE</li> </ul>	<p>Standard clauses implemented and incorporated into S106 Agreements</p> <hr/> <p>Specification &amp; transfer prices to be updated for 2020</p> <hr/> <p>Affordable Housing pro forma developed and attached to the planning application Validation Checklist</p> <hr/> <p>Ongoing. Broadacres/Yorkshire Housing/Home Group</p> <hr/> <p>Meetings have been held and the LEP, Housing Board and RPs are developing a unified approach to support greater delivery</p> <hr/> <p>The RPs are developing a Compact across the area for agreement to deliver the required 1600 affordable homes on an annual basis.</p>

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Page 70	<p><i>Via the above, identify and engage with RPs not active in the area to promote potential opportunities</i></p> <hr style="border-top: 1px dashed black;"/> <p><i>Strategic approach to the funding and tackling of long term Empty Homes</i></p>	<ul style="list-style-type: none"> <li>- Engage with the RPs part of the Rural Housing Network who are not actively working within Ryedale</li> <hr style="border-top: 1px dashed black;"/> <li>- Work with RPs on potential funding opportunities</li>   <li>- Continue to employ P/T Empty Homes Officer</li> <hr style="border-top: 1px dashed black;"/> <li>- Investigate working with Estate Agents to facilitate the sale of long term empty properties</li> <hr style="border-top: 1px dashed black;"/> <li>- Develop local Empty Property Strategy</li> </ul>	<p>Work closely with RPs across the Rural Housing Network Partnership</p> <hr style="border-top: 1px dashed black;"/> <p>Community Officers and Customer Service Advisors implementing the Councils aims regarding empty properties following the new operating model</p> <p>Additional Private Sector Technical Officer recruited for 2020</p> <hr style="border-top: 1px dashed black;"/> <p>Priority for new Housing Technical Officer following employment</p> <hr style="border-top: 1px dashed black;"/> <p>Completed 2017. Update to be completed 2020</p>
	<p>Increase diversity and choice in size, type and tenure to meet the needs of our communities (within the confines of welfare reform)</p> <hr style="border-top: 1px dashed black;"/> <p><i>Explore opportunities offered by new private rented homes and intermediate tenures</i></p> <hr style="border-top: 1px dashed black;"/> <p><i>Understand and communicate changing size needs in relation to household formation and Welfare Reform</i></p> <hr style="border-top: 1px dashed black;"/> <p><i>Identify and support initiatives to provide suitable accommodation for older people</i></p>	<ul style="list-style-type: none"> <li>- Agree intermediate tenures as part of Supplementary Planning Guidance</li> <hr style="border-top: 1px dashed black;"/> <li>- Agree with developers to sell direct to an eligible occupier</li> <hr style="border-top: 1px dashed black;"/> <li>- Developers/ Planning to negotiate on size</li> <hr style="border-top: 1px dashed black;"/> <li>- Ensure RPs are prepared to accept smaller units, look at adaptable properties interchangeable at half bed</li> <hr style="border-top: 1px dashed black;"/> <li>- Regular meetings with North Yorkshire County Council</li> <hr style="border-top: 1px dashed black;"/> <li>- 5% bungalows on sites of 50 or more</li> <hr style="border-top: 1px dashed black;"/> <li>- Investigate the need to provide support in order to facilitate moving to alternative accommodation through older persons Housing Options Officer</li> </ul>	<p>Prioritisation of Sites Document and NPPF update. Tenures agreed on a site by site basis.</p> <hr style="border-top: 1px dashed black;"/> <p>Implemented and promoted on a site by site basis</p> <hr style="border-top: 1px dashed black;"/> <p>Implemented</p> <hr style="border-top: 1px dashed black;"/> <p>RPs purchasing smaller S106 properties as part of the affordable allocation</p> <hr style="border-top: 1px dashed black;"/> <p>Possible replacement of Malton and Pickering elderly person homes</p> <hr style="border-top: 1px dashed black;"/> <p>Included in the Local Plan &amp; requested on schemes through planning consultation</p> <hr style="border-top: 1px dashed black;"/> <p>Alternative ways of working through Council's new operating model and partnerships with Living Well Service and White Rose Home Improvement Agency (WRHIA)</p>

	<p>-----  <i>Identify and support initiatives to provide suitable accommodation for young working age people</i></p>	<ul style="list-style-type: none"> <li>- Continue with the management of Wells Lane</li> <li>-----</li> <li>- Options to lease / manage Houses in Multiple Occupation accommodation</li> <li>-----</li> <li>- Promote sharing opportunities for young people</li> </ul>	<p>Ongoing to provide 6 rooms for local people</p> <p>-----</p> <p>Vine St, Norton - Lease ongoing until Oct '20. Provides 5 rooms for vulnerable clients</p> <p>-----</p> <p>Ongoing. Providing 3 rooms for working young people. Additional HMOs will be included as part of the HIP</p>
<p>Maintain an up-to-date understanding of our housing markets and housing need</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 71</p>	<p><i>Maintain up to date Strategic Housing Market Assessments (SHMA) and Economic Viability Assessments by Local Authority – Working together and sharing best practice where this delivers efficiencies.</i></p> <p>-----</p> <p><i>Engage with the local representatives of the Homes Builders Federation, National Housing Federation and National House Building Council</i></p>	<ul style="list-style-type: none"> <li>- Procure a new SHMA</li> <li>-----</li> <li>- Launch a new SHMA</li> <li>-----</li> <li>- Ensure views are taken into account as part of SHMA through focus group</li> </ul>	<p>A new SHMA will be undertaken once the review of the Local Plan has started – potentially towards the end of 2020.</p> <p>-----</p> <p>Current SHMA published April 2016</p> <p>-----</p> <p>Representation provided at the Housing Board</p>

**ISSUE - WORKING WITHIN OUR GEOGRAPHY**

**Priority 2 - Ensure that our housing stock reflects the needs of the Ryedale communities across all areas**

PROPOSALS	CORE ACTIVITIES	RYEDALE PROPOSALS	PROGRESS
<p>Continue to Support the Rural Housing Enabler Network and RHE Team</p>	<p><i>Support the RHE to deliver new affordable homes per year across Ryedale</i></p> <p>-----</p> <p><i>Delegate responsibility for delivery to the North Yorkshire Rural Housing Enabler Network</i></p>	<ul style="list-style-type: none"> <li>- Attendance at the Rural Housing Network</li> <li>-----</li> <li>- Monitor rural schemes in Ryedale as part of each yearly RHE Rural Programme. Participate in any rural events in order to promote rural affordable housing in Ryedale and North Yorkshire</li> </ul>	<p>Ongoing. RHE and DO attend quarterly RHE Network meetings</p> <p>-----</p> <p>The RHE is now working with PCs and other partners on two rural exception sites at Swinton and Gilling East. Sites have been identified in both these locations.</p>

<p>Page 72</p>	<p><i>Identify communities where CLTs may be appropriate – Pilot via the RHE programme. Link with the development of Strategic Housing Market Assessments to ensure Rural Needs are understood</i></p>	<ul style="list-style-type: none"> <li>- Promote the RHE Programme with local forums and in particular Parish Councils in Ryedale</li> <hr style="border-top: 1px dashed black;"/> <li>- Investigate whether any interest in CLTs in Ryedale</li> <hr style="border-top: 1px dashed black;"/> <li>- Attendance at the RHE Steering Group for Scarborough/Ryedale</li> <hr style="border-top: 1px dashed black;"/> <li>- Work with rural delivery partners to increase the amount of affordable housing in Ryedale</li> </ul>	<p>The RHE conducted a housing survey at Gilling East and surrounding areas which identified a need for 11 rural units for local people. A survey at Swinton is planned for spring 2020</p> <hr style="border-top: 1px dashed black;"/> <p>The RHE did a presentation at a Community Led Housing event in Pickering on the 22 June 2019. Several RDC Pickering Councillors attended along with landowners and Parish Councillors.</p> <hr style="border-top: 1px dashed black;"/> <p>The DO attends along with the RHE</p> <hr style="border-top: 1px dashed black;"/> <p>The RHE Programme holds annual rural housing events in North Yorkshire to promote the work of the RHEs. Parish Councils and RDC Members are invited to these events.</p> <p>Working in partnership with CFY, The RHE Steering Group meets on a quarterly basis in Scarborough/Ryedale and works with rural delivery partners on affordable housing schemes/opportunities</p>
<p>Address falling populations in the National Parks and use housing opportunities to sustain communities</p>	<p><i>RHEs and providers to work closely with National Park Authorities to deliver their Plans and the housing needs of their communities</i></p>	<ul style="list-style-type: none"> <li>- The RHE to work closely with the Planning Team at the NYMNP to identify sites and develop more rural affordable homes in the NP.</li> </ul>	<p>The RHE works closely with the NYMNP on all aspects of rural affordable housing delivery. The most recent Ryedale schemes in the NP have been the S106 sites in Helmsley: Linkfoot Lane (5 units) - complete, Swanland Road (24 units) and the Black Swan (4 units). An open event was held at the end of July for the Swanland Park scheme in association with Broadacres Housing. Another open event was held on the 28 August for the Discount for Sale units on the Swanland development. The RHE assisted with the application/permission/allocations for the Bransdale View Extra Care scheme in Helmsley which has now completed – April 2019. This was in association with Housing and Care 21 and NYCC.</p>

		<ul style="list-style-type: none"> <li>- The RHE to contribute to NYMNPA policy on Affordable Housing</li> <li>- To attend any rural events in the NYMNPA associated with affordable housing</li> </ul>	<p>Other rural S106 schemes completed in 2019 with Broadacres include: Thornton-le-Dale (6), Sheriff Hutton (Pecketts Close) (4) and Rillington (8). The RHE helps with allocations on all rural lets by holding local open events to publicise the affordable homes to local people.</p> <p>The RHE has contributed to the consultation process on policy for the NP Local Plan. The Local Plan is now at the public examination stage.</p>
<p>Respond to any changes to the affordable housing requirements on 'small sites'</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 73</p>	<p><i>Engage with Rural Housing Policy Review and consultation on 'small sites' threshold on a sub-regional basis</i></p> <p><i>Respond to the outcome of the policy review and ensure alternative mechanisms to support rural affordable housing are utilised, particularly via Rural Exception Sites.</i></p>	<ul style="list-style-type: none"> <li>- Monitor the national position and provide a response to any future Government consultation on contributions from small sites</li> <li>- Work to identify alternative ways of supporting the delivery of rural affordable housing if, in the event that contributions from small sites cannot be secured in the longer terms</li> </ul>	<p>Change in legislation. No contribution from sites less than 10</p> <p>Working with HE on products available. Planning Policy allows for market housing. Alternative ways of delivering rural affordable housing are being investigated. Launch of community led housing hub REACH (Resource &amp; Advice for Community Housing)</p>
<p>Address the needs of housing markets including tackling poor quality private housing</p>	<p><i>Develop a market intervention project including Purchase &amp; Repair of properties.</i></p> <p><i>Link with SHMA and Stock Condition Surveys to ensure needs are understood</i></p> <p><i>Licensing of Houses in Multiple Occupation</i></p> <p><i>Dealing with housing complaints</i></p>	<ul style="list-style-type: none"> <li>- Work with the HE to look at options available with partner organisation or deliver directly</li> <li>- Direct work programmes to the outcomes from the surveys</li> <li>- Preparation of the extension to the mandatory HMO licensing Scheme</li> <li>- Duty to raise awareness of this legislation to landlords</li> <li>- Development of an on-line form to assist landlords to licence HMO's</li> </ul>	<p>Look at empty property options with regards HE funding and purchase &amp; repair products. Continue looking at options to bring empty properties back into use</p> <p>Survey to direct work completed in reviewing SHMA</p> <p>Legislation now statute, 9 new licences issued 18/19 and 3 in 19/20</p> <p>Website reviewed on a regular basis and annual landlords forum</p> <p>Operational in 2020</p>

		- Ensure Ryedale enforcement policy meets new legislative changes	Draft Corporate Enforcement Policy developed December 2019
<b>ISSUE - THE HOUSING NEEDS OF OUR COMMUNITY</b>			
<b>Priority 3 - Ensure that our housing stock meets the diverse needs of our communities at all stages of their lives</b>			
<b>PROPOSALS</b>	<b>CORE ACTIVITIES</b>	<b>RYEDALE PROPOSALS</b>	<b>PROGRESS</b>
<p>Increase the number and range of homes suitable for our ageing population across all tenures</p> <p>Page 74</p>	<p><i>Work with NYCC and City of York Council to support planned Extra Care Housing</i></p> <hr/> <p><i>Provide advice and support to older people in planning moves and understanding housing options</i></p> <hr/> <p><i>Via planning policy, and working with house builders and RPs, develop best practice around house types and policy for older people</i></p> <hr/> <p><i>Ensure the existing supply of housing is suitable for older people in the future</i></p> <hr/> <p><i>Link to NYCC Community Strategy and Health and Well Being Boards</i></p>	<ul style="list-style-type: none"> <li>- Regular progress on sites within Ryedale, Pickering, Malton, Helmsley and Kirkbymoorside with NYCC</li> </ul> <hr/> <ul style="list-style-type: none"> <li>- Find out completion timetables</li> </ul> <hr/> <ul style="list-style-type: none"> <li>- Ensure services are accessible and home visits provided where needed</li> </ul> <hr/> <ul style="list-style-type: none"> <li>- Local Plan Strategy SP4 stipulates at least 5% of all new homes built on schemes of 50 dwellings or more shall be built as bungalows. Housing to promote this in discussions with developers.</li> </ul> <hr/> <ul style="list-style-type: none"> <li>- Increased use of White Rose Home Improvement Agency (WRHIA) wellbeing service and DFG budget</li> </ul> <hr/> <ul style="list-style-type: none"> <li>- Develop closer involvement with Living Well</li> </ul> <hr/> <ul style="list-style-type: none"> <li>- Provide feedback for consultation on new Health and Wellbeing Strategy</li> </ul>	<p>Ongoing meetings. Looking at Pickering/Malton SHLAA Pt1 – Annual update and housing projectory</p> <hr/> <p>Pickering – Mickle Hill, remaining 12 bungalows completed May 19. Helmsley – Extra Care development at Bransdale View with 61 affordable units and 3 open market sale – 40 shared ownership and 21 affordable rent, completed March 2019</p> <hr/> <p>Drip in service provided in Malton and Pickering, further extension to service required</p> <hr/> <p>Discussions are ongoing with NYCC on a site by site basis. Malton facility to be progressed through One Public Estate Partnership</p> <hr/> <p>92 DFGs delivered in 2018/19, 86 so far in 19/20</p> <hr/> <p>Alternative ways of working through Council's new operating model and partnerships with Living Well Service and WRHIA Ongoing</p> <hr/> <p>Consultation completed. Strategy adopted. Strategy to be renewed 2020</p>

		Participate in the development of a Winter Health Strategy Action Plan	Information provided as and when required
Increase the number and range of homes suitable for working age households, particularly first time buyers to enable mixed and sustainable communities	<p><i>Work with the HE to fund initiatives</i></p> <p>-----</p> <p><i>Develop shared housing projects for under 35s Pilot in Ryedale and Hambleton</i></p> <p>-----</p> <p><i>Identify and support bids to appropriate funding streams</i></p> <p>-----</p> <p><i>Identify opportunities to deliver via market or Affordable Housing delivery</i></p>	<ul style="list-style-type: none"> <li>- Through liaison meetings, work on new initiatives with RP partners</li> </ul> <p>-----</p> <ul style="list-style-type: none"> <li>- Await outcome of Platform for Life initiative bid</li> </ul> <p>-----</p> <ul style="list-style-type: none"> <li>- Assist in the delivery of government initiative for Starter Homes for under 40's</li> </ul>	<p>Shared Ownership and rent programme. Promoting with RP's</p> <p>-----</p> <p>92 Castlegate completed 2017</p> <p>-----</p> <p>Successful. 3 Rooms provided at 92 Castlegate, Malton with Broadacres</p> <p>-----</p> <p>Potential to be delivered as a proportion of affordable housing built on development sites, including Help to Buy. Policy on Starter Homes still not clear in NPPF</p>

**ISSUE - UNDERSTANDING AND IMPROVING THE QUALITY OF OUR HOUSING STOCK**

**Priority 4 - Via policy guidance and negotiation, ensure new homes are of high design and environmental quality regardless of tenure**

PROPOSALS	CORE ACTIVITIES	RYEDALE PROPOSALS	PROGRESS
Work closely with house builders, land owners and Register Providers to communicate our aspirations and needs around quality and design	<p><i>Ensure local Supplementary Planning Documents provide guidelines on size and quality across all tenures</i></p> <p>-----</p> <p><i>Share and promote Best Practice</i></p> <p><i>Develop local Policy Guidance/SPDs to set out requirements for new developments</i></p>	<ul style="list-style-type: none"> <li>- Work collectively with RP partners and interview colleagues to agree content for SPD prior to consultation</li> </ul> <p>-----</p> <ul style="list-style-type: none"> <li>- Attend the Northern Affordable Housing Group</li> </ul>	<p>Part of negotiations with developers and planning consultations. SPD to be developed after Local Plan</p> <p>-----</p> <p>Active involvement with DO attending</p>
Explore opportunities to use innovative methods of construction to deliver new, high quality homes	<p><i>Link with LEPS</i></p> <p>-----</p> <p><i>Identify and support opportunities to use Modern Methods of Construction and Off Site Manufacture to deliver new homes</i></p>	<ul style="list-style-type: none"> <li>- Develop local and pan-YNYER initiatives in partnership with YNYER Housing Board</li> </ul> <p>-----</p> <ul style="list-style-type: none"> <li>- Meet with relevant private developers and RP partners to assess any opportunities</li> </ul>	<p>Presentations held at YNYER Board</p> <p>-----</p> <p>Regular attendance at the Northern Affordable Housing Group (NAHG) with all LA partners in the Yorkshire &amp; Humber region, where any new initiatives are discussed</p>

<p>Ensure Affordable Housing, particularly delivered via Planning Gain, is flexible and of a quality and size suitable for a range of households and for maximum occupancy if needed</p>	<p><i>Identify and support bids to appropriate funding streams to ensure quality/additionally</i></p> <hr/> <p><i>Ensure local SPDs provide guidelines on size and quality across all tenures</i></p>	<ul style="list-style-type: none"> <li>- Discuss options available from HE where financial viability is assessed and funding would give additionally</li> <hr/> <li>- Ensure SPD includes all relevant factors to assist development from the outset. Encourage developers to build to Nationally Described Space Standards</li> </ul>	<p>Funding available for Shared Ownership and affordable rent.</p> <hr/> <p>Ongoing</p>
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**Priority 5 - Continue to make best use of existing stock and ensure it is of a decent quality to meet the needs of our communities**

PROPOSALS	CORE ACTIVITIES	RYEDALE PROPOSALS	PROGRESS
<p>Develop and maintain an understanding of the condition of existing stock</p>	<p><i>Continue to work with Private Sector Landlords and local Private Rented Sector fora and focus on "Rogue Landlords" where appropriate</i></p> <hr/> <p><i>Home Improvement Agencies and Handypersons schemes</i></p>	<ul style="list-style-type: none"> <li>- Increase the financial incentives available to assist landlords in improving the condition of their properties</li> <hr/> <li>- Working with lettings agents to improve understanding of Private Rented Sector statutory requirements</li> <hr/> <li>- Promotion of resources available to support private landlords</li> <hr/> <li>- Development of Code of Practices to raise awareness with Private Rented Sector community</li> <hr/> <li>- Development of Introduction of Civil Penalties Procedure</li> <hr/> <li>- Continue partnership with Scarborough Borough Council with regards to White Rose service</li> </ul>	<p>Ongoing grants and loan programme. Review of programme in 2020</p> <hr/> <p>Landlords Forum Oct 2019. Providing information on legislative changes</p> <hr/> <p>Website development on a regular basis</p> <hr/> <p>Promoted at Landlords Forum through National Landlords Association</p> <hr/> <p>Completed 2018</p> <hr/> <p>Continue the work of Choices for Energy through the WRHIA Review of WRHIA partnership agreement with Scarborough BC</p>

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Priority 6 - Ensure all homes have a positive impact on health and wellbeing and are affordable to run			
PROPOSALS	CORE ACTIVITIES	RYEDALE PROPOSALS	PROGRESS
Continue to deliver investment in Energy Efficiency	<i>Link to Yorkshire Energy Solutions Partnership and National Energy Action</i>	- Continue to work with YES, Community Interest Company and other partners to develop Energy Efficient projects throughout district	A Service Level Agreement has been developed with Yorkshire Energy Solutions to deliver the Ryedale Energy Savers Scheme and develop other projects
		- Development of joint LA ECO-Flex Statement of Intent with Richmond, Scarborough and Hambleton to access Affordable Warmth funding.	Completed 2018, Version 2 issued in 2019, to account for changes in ECO funding
		- Continual development and use of oil co-ops and collective switching scheme, as well as other similar schemes	Ongoing. Choices for Energy now part of WRHIA
		- Biennial Home Energy Conservation Act report	Working in partnership with YES, the 2019 Home Energy Conservation Act report was provided to the BEIS
		- Preparation of Warm Homes Fund Bid for Sept 18	Successful bid obtained November 2018, second bid December 2019
		- Instructed YES to complete research into Fuel Poor households with no central heating in North Yorkshire	Success bid to British Gas Energy Trust to extend the Single Point of contact received Summer 2018
Reduce the impact that poor housing has on health and wellbeing	<i>Engage with the Better Care fund and continue to make best use of Disabled Facilities Grants</i>	- Work in partnership with WRHIA to ensure a positive impact and correct targeting of resources and use of DFG funding	Increase in allocation from the Better Care fund. Working in partnership with NYCC to ensure joined up services provided. £584k received from the Better Care Fund to be used for DFGS in 2019/20
	<i>Work with Private Sector Landlords and Local PRS fora</i>	- Investigate development of Landlord newsletter	Information available through RDC's website
	<i>Home Improvement Agencies and Handypersons schemes</i>	- Increase profit of Wellbeing and Handyman schemes	18/19 147 Wellbeing visits, with 827 handyperson referrals which included 138 small repairs and 689 minor adaptations. So

		<ul style="list-style-type: none"> <li>- Attendance at externally appropriate events to promote service</li> </ul>	far in 2019/20, 557 handyperson referrals and 146 wellbeing visits
<p>Give people the choice of using dispersed alarms with Telecare to enable them to live independently as long as they are able to remain in their own homes</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 78</p>	<p><i>Dispersed alarms and associated Telecare</i></p> <hr/> <p><i>With the loss of hard wired schemes, dispersed alarms should be used as a replacement to protect vulnerable adults and not leave them at risk</i></p> <hr/> <p><i>Marketing strategy in place to promote lifelines and telecare</i></p> <hr/> <p><i>Evidence of demographics to show ageing population regionally</i></p>	<ul style="list-style-type: none"> <li>- Actively promote The Ryecare Lifeline Service throughout the area</li> <li>- Ensure dispersed alarms with the option of additional telecare sensors are used to protect the elderly and vulnerable and enable independent living</li> <li>- Implement Marketing strategy</li> <li>- Marketing research undertaken by Ryecare Manager has identified the population of elderly 'hotspots' and marketing efforts will be concentrated in these areas</li> </ul>	<p>Community Team and Customer Service Officers all now fully aware of the service and will jointly help to promote Ryecare</p> <hr/> <p>Promoting the additional telecare sensors as standard with a lifeline</p> <hr/> <p>New strategy to be completed by July 2020</p> <hr/> <p>New Marketing Post created to raise awareness and income to the service</p> <hr/> <p>Will review marketing strategy and revise current Business Plan to make it achievable. Continue to update this information with Marketing Officer once in post</p>

**ISSUE - ADDRESSING THE NEEDS OF HOMELESS HOUSEHOLDS**

**Priority 7 - Continue to reduce Homelessness**

PROPOSALS	CORE ACTIVITIES	RYEDALE PROPOSALS	PROGRESS
Continue and Improve partnership working to reduce homelessness	<p><i>Delegate delivery of Priority 7 to Homelessness Group who report to the Housing Board</i></p> <hr/> <p><i>Each Local Authority to develop and work to a local homelessness strategy</i></p>	<ul style="list-style-type: none"> <li>- Continue to Chair the County Homelessness Group</li> <li>- Implement Homelessness Strategy and Action Plan 2015-2020, providing annual reviews</li> <li>- Monitor effectiveness of Strategy through Partner input at Housing Forum and Homelessness Strategy Steering Group</li> <li>- Continue core funding for CAB's Money Advice Service</li> </ul>	<p>Housing Services Manager chairs sub-regional group</p> <hr/> <p>Ongoing. Current work on replacement draft Homelessness and Rough Sleeping Strategy 2020-25. Draft to Policy &amp; Resources March 2020</p> <hr/> <p>Ongoing</p> <hr/> <p>Continued support of CAB at £12k per annum</p>

		<ul style="list-style-type: none"> <li>- Work collaboratively with Environmental Health to ensure continued access to housing of a suitable standard</li> </ul>	<p>Joint visits undertaken where required. Disrepair issues referred to Community Team</p>
		<ul style="list-style-type: none"> <li>- Maintain membership of North Yorkshire Home Choice Project Board, ensuring that all policies reflect the needs of homeless households</li> </ul>	<p>Work with partners across North Yorkshire to maintain members</p>
		<ul style="list-style-type: none"> <li>- Continue participation in the countywide Young People's Accommodation Partnership</li> </ul>	<p>YPP ongoing. Supporting people programme ended. Partnership funding transferred to NYCC. RDC sub contractor for the partnership</p>
	<p><i>Manage the removal of the No Second Night Out funding. Develop formal No Second Night Out procedure with existing resources.</i></p>	<ul style="list-style-type: none"> <li>- Very low District Street Homelessness to be addressed by use of County-wide budget, develop exit strategy</li> </ul>	<p>Programme completed. 'No second night out' protocol developed. Officers aware of No Second Night Out options</p>
	<p><i>Identify and support bids to appropriate funding streams</i></p>	<ul style="list-style-type: none"> <li>- Continue referral scheme with Stonham Homestay Homelessness Prevention Service</li> </ul>	<p>Service now provided in-house with Horton staff being TUPE'd to RDC as of Oct 19</p>
		<ul style="list-style-type: none"> <li>- Assist with the flexible use and prioritisation of the Discretionary Housing Payment fund to prevent homelessness, working jointly with the Revenues &amp; Benefits Manager</li> </ul>	<p>DHP spend 2018/19 – 180,778.32  DHP allocation 2019/20 – 207,413.00, current spend £165K, 15 claims outstanding</p>
	<p><i>Develop and maintain relationships with private sector landlords to meet the needs of homeless households</i></p>	<ul style="list-style-type: none"> <li>- Explore options of extension of the housing solutions role</li> </ul>	<p>Review of service and structure during 2019. Customer Services Officers transferred to Housing Services as of 1<sup>st</sup> Nov 19 to streamline service.</p>
	<p><i>Work to retain Homelessness Grant Funding to sustain successful and efficient Homelessness Prevention activities including rent in advance and provision of Bonds</i></p>	<ul style="list-style-type: none"> <li>- Develop a training and homelessness awareness programme to offer partner agencies</li> </ul>	<p>Ongoing through Housing Forum and NY Training Group.</p>
<p>Introduction of Welfare Reform and Work Act 2016</p>	<ul style="list-style-type: none"> <li>- Continue to identify further streams and attract alternative funding via appropriate bids</li> </ul>	<p>Credit union now offer drop in at Ryedale House to provide banking services and loans – reduces need for bonds</p>	
	<p>Introduction of Homelessness Reduction Act 2017</p>	<p>Signpost to affordable housing and increase options for younger people and utilisation of the Discretionary Housing Payment (DHP)</p>	
	<p>Significant changes to the way that homelessness is assessed, the process of doing this and reporting</p>		

		<p>Facilitate and implement IT system</p> <hr/> <p>Review of staffing levels due to changes in legislative processes</p>	<p>New system procured to facilitate the legislative changes and paperless working</p> <hr/> <p>Staffing levels reviewed and new structure in place 1<sup>st</sup> Nov 19</p> <p>Duty to Refer for statutory agencies in place since Oct 2018 – referrals come through IT portal or email Regular attendance at multi agency meetings MARAC, MAPS, community safety meetings and quarterly community forum to provide joined up working with partner agencies and housing advice where appropriate. Close working with community team to identify homelessness issues.</p>
<p>Improve access to services</p> <p>Page 80</p>	<p><i>Work towards the achievement of Gold Standard in housing options services</i></p>	<p>- Develop Hospital Discharge Protocol with NYCC CMHT for those with mental health problems</p> <hr/>	<p>Hospital Discharge Procedure in place</p> <hr/> <p>Gold Standard achieved July 2017. Diagnostic Peer review completed August 2019. Housing Options Service Improvement Plan developed</p> <hr/> <p>New IT system has customer portal so they can self-refer online, this facility has been live since May 2018 with link from main website</p>
<p>Improve support for young people</p>	<p><i>Maintain the Young People’s Pathway / @The Hub approach</i></p>	<p>- Continue active membership of the Pathway Governance and Implementation Groups</p>	<p>Governance Group suspended due to NYCC undertaking a review of the Pathway. Ryedale actively involved</p>
<p>Increase suitable housing options</p>	<p><i>Identify and support bids to appropriate funding streams including Platform for Life and Homelessness Change Fund</i></p> <p><i>Link to Priority 1 and 2 above</i></p>	<p>- Identify funding to improve services for homeless clients</p>	<p>Successful bids from MHCLG funding rough sleeper initiative and rapid rehousing pathway have resulted in employment of 2 full-time workers for 12 months</p>
<p>Reduce the use and increase the quality of temporary accommodation</p>	<p><i>Identify and support bids to appropriate funding streams</i></p> <p><i>Link with Priority 5 above</i></p>	<p>- Ensure early intervention to prevent homelessness and reduce the need for this accommodation</p>	<p>Ongoing Preventions and reliefs 18/19 – 120, first 6 mths 19/20- 53</p>

		<ul style="list-style-type: none"> <li>- Continue to ensure the provision of accommodation at Old Railway Court</li> </ul>	<p>Since April 2018 new legislation and ways of working so figures can no longer be compared year to year, early intervention work continues</p> <hr style="border-top: 1px dashed black;"/> <p>RDC entered into a Management Agreement with YH in April 2017 - ongoing</p>
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**ISSUE - THE NEEDS OF VULNERABLE HOUSEHOLDS AND THOSE WITH SUPPORT NEEDS**

**Priority 8 – Ensure housing is allocated fairly and on the basis of need**

PROPOSALS	CORE ACTIVITIES	RYEDALE PROPOSALS	PROGRESS
<p>Support the sub regional Choice Based Lettings approach and local solutions where appropriate</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 81</p>	<p><i>Delegate delivery of this Priority to the North Yorkshire Homechoice Board (with Harrogate Borough Council and East Riding of Yorkshire Council)</i></p>	<ul style="list-style-type: none"> <li>- Delivery delegated but membership of the Board maintained</li> <li>-</li> <li>- Ensure that all policies reflect the needs of homeless households and assist homeless prevention</li> <li>- Seek Board approval for Local Lettings Initiatives, allocated out of the NYHC policy</li> </ul>	<p>Review undertaken in response to Homelessness Reduction Act 2017. New policy issued 2019</p> <hr style="border-top: 1px dashed black;"/> <p>City of York will be leaving the partnership within the next 12 months, expected Feb 2021</p> <hr style="border-top: 1px dashed black;"/> <p>Submitted for Wood Street, Norton. Extended Local Lettings Agreement on old garage sites in Malton, Norton and Pickering</p>

**Priority 9 - Provide appropriate housing and support for those with specific housing needs**

PROPOSALS	CORE ACTIVITIES	RYEDALE PROPOSALS	PROGRESS
<p>Identify new and improved opportunities to provide housing and support living for households with specific needs</p>	<p><i>Deliver via Supporting People Core Strategy Group and Gypsy, Roma, Traveller and Showmen Group and their Action Plans</i></p> <hr style="border-top: 1px dashed black;"/> <p><i>Work with RPs to identify opportunities to support specific needs groups</i></p>	<ul style="list-style-type: none"> <li>- To ensure that the GRTS community have access to advice and assistance. RDC attends fortnightly drop-ins.</li> <li>- Undertake GRTS Accommodation Assessment</li> <li>- Work in partnership with Yorkshire Housing for households with specific needs - learning difficulties, physical disabilities, mental health problems, frail elderly, alcohol/substance dependant</li> </ul>	<p>Tara Park now managed in-house by RDC – support provided by RDC housing support team</p> <hr style="border-top: 1px dashed black;"/> <p>Report published December 2016. No requirement for additional pitches in Ryedale</p> <hr style="border-top: 1px dashed black;"/> <p>No specific support currently in place for the GRTS community – all support provided by generic service. Review of GRTS accommodation assessment 2020</p>

	<p><i>Work with NYCC Health and Adult Services to identify needs via it's Accommodation Strategy/Matrix</i></p>	<ul style="list-style-type: none"> <li>- Work with providers of mental health support across the district</li> </ul>	<p>Mental Health support service funded through NYCC currently being reviewed as contract to end in 2020 – attendance at MAPS meetings to work in partnership and work ongoing by RSI funded post holder to build better links</p>
	<p><i>Identify need (type and location) for housing suitable for those with physical disabilities, Learning disabilities etc.</i></p>	<ul style="list-style-type: none"> <li>- Liaison with NYCC's LDAG and partnership with RP's</li> </ul>	<p>Updates received, more formal meetings to be established with NYCC regarding housing needs of clients with Learning Disabilities</p>
	<p><i>Implement proposals and standard approach to Multi Agency Public Protection Arrangements, Multi Agency Risk Assessment Conference etc.</i></p>	<ul style="list-style-type: none"> <li>- RDC is a member of the Making Safe Steering Group to ensure effective work of MARACS to ensure the safety of DV clients</li> <li>- Ensure the continuous use of lifelines for victims of domestic abuse</li> </ul>	<p>New lead for North Yorkshire and York Domestic Abuse operational Group.</p> <p>Senior Officer maintains attendance with decision making – Making Safe Steering Group has now been amalgamated into Domestic Abuse Forum</p> <p>WRHIA Handyperson Service utilised for property related safety measures and lifelines can be fitted.</p>
	<p><i>Support the delivery of the North Yorkshire and York Domestic Abuse Strategy</i></p>	<ul style="list-style-type: none"> <li>- Scarborough and Ryedale Domestic Abuse Strategy updated</li> </ul>	<p>Scarborough and Ryedale Domestic Abuse Strategy updated</p>
	<p>Meeting the needs of the Syrian Refugee programme in partnership across North Yorkshire</p>	<ul style="list-style-type: none"> <li>- Work with accommodation providers both RP's/private landlords to secure accommodation for 16 individuals</li> </ul>	<p>Negotiations currently ongoing to house further refugees across the district. Report to Policy &amp; Resource in Feb 2020</p>
<p>Continue the good practice and joint working across the sub region</p>	<p><i>Delegate delivery of this Priority to the GRTS sub group of the Supporting People Commissioning Body and report to Housing Board</i></p>	<ul style="list-style-type: none"> <li>- Development of management protocol for Tara Park</li> <li>-</li> </ul>	<p>Management bought in-house from Sept 19 following end of contract – current review of allocations policy and procedures being undertaken</p>

**GLOSSARY**

<u>Staff</u>		<u>Other</u>	
HSM	Housing Services Manager	RDC	Ryedale District Council
HPRS	Head of Planning & Regulatory Services	AHP	Affordable Homes Programme
PD	Programme Director for Economic Development, Business & Partnerships	CLT	Community Land Trust
DO	Development Officer	SPD	Supplementary Planning Document
RHE	Rural Housing Enabler	NYCC	North Yorkshire County Council
SHS	Senior Housing Specialist	HMO	House in Multiple Occupation
RM	Ryecare Manager	SHMA	Strategic Housing Market Assessment
HS	Housing Specialist	NYMNPA	North Yorkshire Moors National Park Authority
<u>Other</u>		CYC	City of York Council
RPF	Registered Provider Forum	WRHIA	White Rose Home Improvement Agency
CERT	Carbon Emission Reduction Target	DFG	Disabled Facilities Grant
NPPF	National Planning Policy Framework	CIC	Community Interest Company
LSP	Local Enterprise Partnership	YES	Yorkshire Energy Solutions
HE	Homes England (formerly Homes & Communities Agency)	NEA	National Energy Action
RP	Registered Provider	NYHC	North Yorkshire Home Choice
YNYER	York, North Yorkshire and East Riding	CMHT	Community Mental Health Team
GRTS	Gypsy, Roma, Traveller and Showpeople	MAPPA	Multi Agency Public Protection Arrangements
KIT	Keep in Touch Meeting (HE)	MARAC	Multi Agency Risk Assessment Conference
CA	Citizens Advice	SP	Supporting People
NAHG	Northern Affordable Housing Group	DV	Domestic Violence
CHOG	Chief Housing Officers Group	LDAG	Learning Disabilities Action Group
DHP	Discretionary Housing Payment	COP	Code of Practice
CFY	Community First Yorkshire	YH	Yorkshire Housing
BRE	Building Research Establishment	CLH	Community Led Housing
HRA	Homelessness Reduction Act 2017	BEIS	Department for Business, Energy & Industrial Strategy
		RTB	Right to Buy
		SHLAA	Strategic Housing Land Availability Assessment

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<b>PART A:</b>	<b>MATTERS DEALT WITH UNDER DELEGATED POWERS</b>
<b>REPORT TO:</b>	<b>POLICY AND RESOURCES COMMITTEE</b>
<b>DATE:</b>	<b>19 MARCH 2020</b>
<b>REPORT OF THE:</b>	<b>KIM ROBERTSHAW HOUSING SERVICES MANAGER</b>
<b>TITLE OF REPORT:</b>	<b>DRAFT RYEDALE HOMELESSNESS AND ROUGH SLEEPER REVIEW AND STRATEGY, 2020-25</b>
<b>WARDS AFFECTED:</b>	<b>ALL</b>

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## **EXECUTIVE SUMMARY**

### **1.0 PURPOSE OF REPORT**

1.1 This report provides Policy and Resources Committee with a draft of the Ryedale Homelessness and Rough Sleeping Review and Strategy 2020-25, for consideration and comments before further consultation takes place with partners. Once the draft has been sent out for further consultation, the updated strategy and report will return to Policy and Resources Committee and Full Council for sign off.

1.2 The report summarises the objectives and targets specified within the strategy and sets out any implications for the Council.

### **2.0 RECOMMENDATION**

2.1 Approve the draft strategy for further consultation.

### **3.0 REASON FOR RECOMMENDATION(S)**

3.1 It is a requirement for there to be a review of homelessness in the district and a Strategy and Action Plan developed and published every five years.

### **4.0 SIGNIFICANT RISKS**

4.1 Section 1(1) of the Homelessness Act 2002 requires Local Authorities to publish a Homelessness Strategy within 5 years of the previous one. Therefore this is required to be in place for April 2020.

### **5.0 POLICY CONTEXT AND CONSULTATION**

- 5.1 The proposals contained within the Action Plan support the Council's priority Sustainable Growth
- Minimising homelessness, improving the standard and availability of rented accommodation and supporting people to live independently
- 5.2 The Homelessness Act 2002 requires all housing authorities to produce a Homelessness Strategy based on a review of homelessness within their district. This must be reviewed every five years. The current strategy was developed in 2015.
- 5.3 Since publication of the government's Rough Sleeping Strategy 2018, it is also a statutory requirement to include rough sleeping as a priority within the strategy.
- 5.4 Ryedale's Homelessness and Rough Sleeping Review and Strategy is linked to the Council's Housing Strategy Action Plan 2015/2021. This strategy includes an objective on the prevention of homelessness. Ryedale's Homelessness and Rough Sleeper Strategy Action Plan will ensure that proposals under that objective have been highlighted and will be developed and monitored at a local level. The Council will continue to work closely with the other local authorities across the York and North Yorkshire area on homelessness issues and share effective practice in the implementation of its homelessness and rough sleeper strategy.
- 5.5 The National Practitioner Support Service (NPSS) completed a diagnostic peer review in August 2019 covering the full elements of the housing options and homelessness service. Their results and recommendations have been fed into the strategy. In addition they have reviewed the draft strategy in February 2020, with comments provided below.

## 5.6 CONSULTATION

Initial consultation has been carried out with staff, customers and partners through the Housing Forum, focus groups and service user's questionnaires, in order to inform the review of homelessness and services in the district. We have consulted with an independent organisation (the National Practitioner Support Service) on the draft strategy. They scored the strategy highly and have made some recommendations that we will address around including more details around the work we do with private landlords to reduce homelessness and help people to access accommodation and providing more details around the costs of the service.

NPSS commented

"overall, it's a great piece of work and really shows the commitment that Ryedale has to preventing and relieving homelessness the provision of joined up services and really great partnerships"

Further consultation with partner agencies will take place once the draft is agreed.

## REPORT

### 6.0 REPORT DETAILS

- 6.1 Ryedale's five-year Homelessness and Rough Sleeping Review and Strategy sets out the Council's aim to tackle homelessness across the district over the next 5 years and details how the Council will provide housing options and homelessness services for

the residents of Ryedale.

6.2 In recognition of the fact that homelessness can be devastating and is seldom a problem in isolation, the simple provision of accommodation is not in itself a solution without considering all contributory factors and then aiming to facilitate access to specialist support and assistance to address those problems. A holistic approach is required to ensure that health, employment, income, social isolation, relationships and other issues which may affect individuals' ability to maintain their home are considered.

6.3 It is a fact that the prevention of homelessness is more cost-effective for authorities than dealing with its consequences. Resources deployed on the prevention of homelessness ultimately save on costs long-term, and help to alleviate the crisis for the customer. To achieve this the emphasis must continue to be on partnership working, sharing resources and employing creative and innovative solutions.

6.4 **Key achievements over the past 5 years**

- In July 2017 Ryedale District Council was only the 9th local authority of 326 in England to achieve a Gold Standard award. At the time this showed that the local housing options service was in the top 3%, but we are not complacent and always want to improve and develop our services.
- Enhanced partnership working on homelessness between agencies, including police, Department for Work and Pensions (DWP), children and adult services, health, substance misuse services, community, voluntary and faith groups.
- Completed a full restructure of the department
- Successfully bid for funding to prevent rough sleeping in the form of rough sleeper initiative and rapid rehousing pathway and employed 2 additional staff on a 12 month contract, with funding recently extended until March 2021.
- Implemented a new IT system for recording approaches to the service and homeless applications
- Implemented the Homelessness Reduction Act 2017 requirements, including implementing the new homelessness prevention and relief duties and introducing Personal Housing Plans.
- The Homelessness Prevention Support Service that was previously provided by Horton, has been integrated into the Housing Team at Ryedale District Council from October 2019, streamlining the service.
- The National Practitioner Support Service Reviewed the Housing Options Service in August 2019, assessing the local authority service at 62%, with significant positive feedback.
- We continue to ensure that Safeguarding of Children and Adults is paramount in all services provided
- The young persons' accommodation pathway has continued to provide mediation and advice services for 16 to 25 year olds in partnership with other agencies
- The North Yorkshire Home Choice pathway has been maintained and continues to provide a county wide allocations scheme for social housing
- Housing Options staff and the development officer continue to work closely together and with developers and landlords, regarding affordable housing need and the allocation of affordable properties once built
- In July 2017, in partnership with Broadacres, an additional House of Multiple Occupation was developed, for those aged 18 to 25 in education, training or employment

- The housing team continue to manage four Houses of Multiple Occupation, providing affordable accommodation options for single people

## 6.5

### **FINDINGS FROM THE INITIAL CONSULTATION**

- There has been a reduction in numbers approaching the authority, but greater complexity of cases and many cases that were previously dealt with outside of the legislation now require statutory assessments since the introduction of the Homelessness Reduction Act 2017
- There has been an increase in the numbers of rough sleepers approaching the Council, this may be partly due to greater awareness in the community and partner agencies
- There is a need for improved communication and advertising about housing services to ensure information is available to customers when needed (i.e. available online, promote customer portal)
- There has been a reduction in funding from NYCC including support services i.e. the homelessness prevention service, loss of services e.g. accommodation for ex-offenders, specialised support for the gypsy and traveller community, and loss of family support services such as home start
- Social housing arrears has been in top 3 reasons for approach for the last 3 years, whereas this was not the case previously. This could be linked to the introduction of universal credit, but may be also linked to the increased number of referrals and recent commitment to refer, which encourages social landlords to contact our service if their tenants are in arrears
- Relationship breakdown with a partner is also one of main reasons for approach
- Due to the introduction of the Homelessness Reduction Act and new IT system to monitor the legislation, it has been much more difficult to obtain data around Housing Advice, provided prior to households being at risk of losing their home. Configuration of the system will be taking place to ensure that data around Housing Advice and Support can be recorded more clearly to generate reports, going forward.
- The district continues to have a low wage to high house price ratio, above North Yorkshire and county averages meaning that people find it difficult to afford housing in this area
- There are continuing difficulties accessing the private sector ( but the team are working on securing additional houses of multiple occupation, building relationships with landlords and letting agents, helping clients to access the private sector)

## 6.6

### **OBJECTIVES AND TARGETS**

Following a review of homelessness within Ryedale and within the national and sub-regional context, the following objectives have been identified as priority areas to work on over the forthcoming 5 years. Within each of the objectives are specific targets which Housing Services and our wider partners will aim to achieve.

## 6.7

### **Objective 1 –Prevent and relieve homelessness**

Prior to making a main homelessness duty decision, there are a minimum of 56 days in which we will work with a customer to prevent their homelessness or assist them into alternative accommodation. This is achieved through successful case management, identifying why people are approaching for assistance, providing

bespoke support and advice and ensuring that prevention tools are in place to give staff and customers the chance to obtain suitable accommodation much quicker.

**Actions:**

- Work with landlords and estate agents in the district to encourage people to approach our service early
- Continue to review and improve prevention tools to enable customers to sustain and remain in their current accommodation.
- Work with registered providers to address the high number of approaches for rent arrears.
- Increase access to specialist services for customers

6.8 **Objective 2 – Work with partners to enable sufficient and appropriate accommodation is available for people who are homeless or at risk of homelessness**

We must ensure that there is an array of affordable and suitable tenure options and properties available to residents. This can be achieved, by working with colleagues and partners to make the best use of existing stock, ensuring it can be adapted if required, security measures improved if needed, or made affordable for the occupant to remain in. Alternatively it can be achieved through access to new properties, bringing empty properties back into use, and working with landlords to increase access to low cost home ownership as well as rented accommodation for customers.

**Actions:**

- To increase the number of Houses in Multiple Occupation that the Council have access to for customers
- To develop pathways and increase access to move on accommodation from supported accommodation
- To annually review the temporary accommodation availability and demand
- To improve relationships with private landlords and develop an improved landlord offer to encourage acceptance of our clients into the private sector
- To promote and facilitate access to low cost home ownership and affordable rent as alternative housing options

6.9 **Objective 3 – Maximise and maintain partnerships to ensure appropriate tailored support**

The strategy recognises the important role that partners and stakeholders have to play in employing skills and delivering sensitive and tailored solutions to some of the issues affecting Ryedale's community.

**Actions:**

- Review our housing pathway and referral protocols (offender, hospital discharge, drugs and alcohol services, mental health, etc)
- Increase numbers of referrals sent through Duty to Refer from statutory and non-statutory agencies, to increase early intervention to prevent homelessness
- Maintain and develop relationships with organisations providing support to specific groups, to prevent and relieve homelessness and improve referral pathways and signposting
- Work with agencies, funders and commissioners to increase drugs and alcohol

services within the Ryedale area.

- In partnership with DWP and partner agencies increase employment and training opportunities for young people
- Review money advice, income maximisation, financial support and basic living provision available to residents and look at future funding provision from the council and external sources

6.10 **Objective 4 – Raise awareness of homelessness and housing issues across the district and improve access to the services in the district**

A need to raise awareness and provide information on the services provided within the department has been identified through the consultation process. This includes reviewing all aspects of communication, the information that we make available, how the service is promoted, how customers access the services and how we consult to obtain feedback.

**Actions:**

- Advertise the service on all platforms to inform agencies and the public about housing services
- Improve information available online so customers and partners are able to self-help and access information 24/7
- Increase the use of technology where possible and explore how and where advice is provided
- Implement a robust customer feedback and analysis system to continue to develop the service
- Review the communication and marketing plan
- Extend housing advice drop-in services throughout the district to cover the rurality of the area and improve equality of service provision
- Enable customers with additional needs to access our services
- Improve engagement with sections of the community who do not currently use our services by working with local employers, LGBTQ and veteran communities.

6.11 **Objective 5 – Continue to work strategically to maintain services and seek new opportunities for funding and partnership working**

Local authorities and their partners have worked under ongoing financial constraints for a number of years. Working collaboratively, for example by joint funding or joint protocols and processes, on early intervention and prevention is key to success. There are several services being reviewed over the next couple of years through North Yorkshire County Council and ongoing funding opportunities through MHCLG. We must focus on accessing appropriate funding to meet the targets of this strategy.

**Actions:**

- Work with Commissioners and providers to improve the availability of Drug and Alcohol services within Ryedale
- Work with NYCC in reviewing services that deliver specific young peoples' accommodation and support services within Ryedale
- Work with partners to provide and increase access to domestic abuse refuge accommodation within North Yorkshire
- Ensure that Housing Support Services within the Council are maintained and meet targets

- Work with NYCC commissioners and successful contractors, in partnership, on the provision of mental health accommodation and offender support services in Ryedale
- Improve links with probation services

#### 6.12 **Objective 6 – End Rough Sleeping**

Rough sleeping is an area of significant national policy focus within homelessness, attracting funding and a clear aim to reduce and end rough sleeping. Ryedale's annual count figures have remained low, but it is becoming increasingly difficult to find quick housing solutions for all and between July 2019 and January 2020, 30 individuals who had slept rough or were at risk of doing so were assisted by the service. Following successful interventions over the past 6 months, MHCLG funding has been provided until March 2021 to continue to develop the rough sleeper pathway and provide sustainable tenancy support to ensure individuals do not return to the street.

##### **Actions:**

- Refresh and implement a 'single service offer' based on the no second night out principles.
- Develop and embed a rough sleeping pathway across the district
- Continue to deliver tenancy sustainment work to prevent rough sleeping
- Increase knowledge across the district with both partners and the general population of how to seek help for a rough sleeper
- Create a rough sleeping personalised intervention fund
- Create an emergency bed space for Rough Sleepers

### **7.0 ONGOING REVIEW**

7.1 An action plan will be developed and presented to Strategic Management Board in April 2020 and then annually to detail what work will be done to achieve the specific targets for the upcoming year and will be used as a working document to monitor how we have met the targets. Performance indicators will also be identified to provide data quarterly.

7.2 The Homelessness and Rough Sleeping Review and Strategy will be used to consider where funding is required for investment and gaps in services that need to be explored with commissioners or other agencies. These gaps are expected to be funded using current monies within the homelessness budget and any future funding sources that become available.

### **8.0 IMPLICATIONS**

#### **(a) Policy**

The Homelessness Act 2002 requires that all local authorities must have adopted a Homelessness Strategy Action Plan which is reviewed on an annual basis.

The provision of housing advice and support for homeless people forms a core element of the Council's Homeless Strategy and supports legal obligations around the prevention and relief of homelessness.

#### **(b) Financial**

The recommendations within this report do not require 'growth' within the Councils homelessness budgets.

**(c) Legal**

The Council will be meeting its legal obligations by producing this strategy.

**(d) Equalities and Diversity**

The provision of services for homeless people will have a positive impact in terms of Equalities and Diversity issues. An equalities impact assessment will be completed.

**(e) Staffing Issues**

There will be no additional staff resource required.

**(f) Climate Change**

In April 2018, the Housing Options and Homelessness service introduced a new case management system and stopped printing application forms. This has led to a significant reduction in printing and paper use and an increase in the use of digital communication and document storage. Staff have reduced travelling to attend meetings, instead using conference calling. Also staff are more dynamic and flexible in their engagement with customers, reducing home visits and community based support, instead opting for drop-ins and more phone advice. This will continue to be reviewed alongside the Council's climate change strategy.

**(g) Planning**

No implications

**10.0 Next Steps**

10.1 The draft Strategy will go out to consultation with partner agencies, and stakeholders.

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**Annex 1: Homelessness and Rough Sleeper Strategy 2020-25**

# **Working Together to End Homelessness**

## **Ryedale Homelessness and Rough Sleeping Review and Strategy 2020-2025**

**Foreword**

DRAFT

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## **1. INTRODUCTION**

Welcome to Ryedale District Council's Homelessness and Rough Sleeping Review and Strategy 2020-2025. The strategy details how the Council will prevent and relieve homelessness and work with partners throughout the district and sub-region to provide the right accommodation and support for those facing homelessness.

### **Definition of homelessness**

The common perception of homelessness is a single person seen sleeping rough on the streets. However, homelessness is a more complex issue affecting families, couples and single people. Not all homeless people live on the streets. They may have access to unsettled accommodation by "sofa surfing" or living in overcrowded accommodation with families or friends. This review uses a wide definition of homelessness which includes the following:

- People sleeping rough
- Single homeless people living in shelters, hostels and supported accommodation
- Statutory homeless

It also includes people that can be described as "hidden homeless". These are people who are squatting and / or living in severely overcrowded accommodation.

The government has set out in legislation, in the Homelessness Reduction Act 2017, who can be considered as being homeless or threatened with homelessness, and has provided guidance on how the Council assesses this. People who present as homeless do not have to be sleeping on the streets or not have a roof over their head at the time they apply for help.

A person is 'threatened with homelessness' if they are likely to become homeless within 56 days or they have received valid Section 21 notice under the Housing Act 1988.

A person is 'homeless' if they have no accommodation in the UK or elsewhere which is available for their occupation and which that person has a legal right to occupy. A person is also homeless if they have accommodation but cannot secure entry to it, or the accommodation is a moveable structure, vehicle or vessel designed or adapted for human habitation and there is nowhere it can lawfully be placed in order to provide accommodation. A person who has accommodation is to be treated as homeless where it would not be reasonable for them to continue to occupy that accommodation.

### **Definition of Rough Sleeping**

Since 2010, the figures used for national statistics have used the following definition of rough sleeping:

"People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as, on the streets, in tents, doorways, parks, bus shelters or encampments). People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or 'bashes')."

The definition does not include people in hostels or shelters, sofa surfers, people in campsites or other sites used for recreational purposes or organised protests, squatters or Travellers sites.

## Notable Achievements since 2015



- In July 2017 Ryedale District Council was only the 9th local authority of 326 in England to achieve a Gold Standard award. At the time this showed that the local housing options service was in the top 3%, but we are not complacent and always want to improve and develop our services.
- Enhanced partnership working on homelessness between agencies, including police, Department for Work and Pensions (DWP), adult services, health, substance misuse services, community, voluntary and faith groups.
- Completed a full restructure of the department
- Successfully bid for funding to prevent rough sleeping in the form of rough sleeper initiative and rapid rehousing pathway and employed 2 additional staff on a 12 month contract, with funding recently extended until March 2021.
- Implemented a new IT system for recording approaches to the service and homeless applications
- Implemented the Homelessness Reduction Act 2017 requirements, including implementing the new homelessness prevention and relief duties and introducing Personal Housing Plans.
- The Homelessness Prevention support service that was previously provided by Horton Housing, has been integrated into the Housing Team at Ryedale District Council from October 2019, streamlining the service.
- The National Practitioner Support Service Reviewed the Housing Options Service in August 2019, assessing the local authority service at 62%, with significant positive feedback.
- We continue to ensure that Safeguarding of Children and Adults is paramount in all services provided
- The young persons accommodation pathway has continued to provide mediation, homelessness prevention and advice services for 16-25 year olds in partnership with other agencies
- The North Yorkshire Home Choice pathway has been maintained and continues to provide a county wide allocations scheme
- Housing options and the development officer continue to work closely together and with developers and landlords, regarding affordable housing need and the allocation of affordable properties once built
- In July 2017, in partnership with Broadacres an additional House of Multiple occupation was developed, for those aged 18-25 in education, training or employment
- The Housing team continue to manage 4 Houses of Multiple Occupation, providing affordable accommodation options for single people

This strategy builds on the achievements made in the last five years and responds to the changing environment in which homelessness and rough sleeping support services are now delivered. It has been developed in consultation with partners and stakeholders.

The strategy has been written to comply with legal requirements, and with regard to national and sub-regional policy, with input from stakeholders, partners and following Ryedale District Council's review of the service in 2018 and 2019. The latter was undertaken in consultation with:

- Partner agencies across Ryedale
- Front-line staff in our own and all partner services
- Clients using the service
- National Practitioners Support Service (NPSS) who completed a detailed review of our services

The strategy recognises the important role that other partners and stakeholders have to play in harnessing skills and delivering sensitive and tailored solutions to address some of the issues within our community.

The Council has developed the strategy alongside partner agencies and input from the Council's Housing Forum and through focus groups with specific partners. The feedback received from customers accessing the service and frontline staff has also been valuable in developing this document.

This strategy will take into account the significant changes over the past 5 years since the previous strategy was developed.

### **Why do we need a Homelessness Strategy?**

Due to the complex nature of the causes of homelessness, a homelessness review and strategy must take a broad view of both population and housing market characteristics. Section 1(4) of the Homelessness Act 2002 requires housing authorities to publish a new homelessness strategy based on the results of a homelessness review. A homelessness review must include a review of:

- the levels, and likely future levels, of homelessness in the housing authority's area
- the activities which are carried out in the local housing authority's district for
- the prevention of homelessness
- accommodation that is or will be available for people who are or may become homeless
- support available for people who are homeless or who may be at risk of homelessness, or those who have been homeless and need support to prevent them becoming homeless again.
- the resources available to the authority, social services authorities and other public authorities, voluntary organisations and other persons for such activities.

A homelessness strategy aims to:

- preventing homelessness in the district
- securing that sufficient accommodation is and will be available for people in the district who are or may become homeless
- securing the satisfactory provision of support for people in the district who are or may become homeless, or who have been homeless and need support to prevent them becoming homeless again
- ensuring accommodation is fit for purpose and in a decent state of repair

## **Equality and Diversity**

This strategy is aimed at improving homelessness services for all residents with housing or housing-related support needs. As such, no group or individual in the Ryedale district should be adversely affected or disadvantaged as a result of the strategy. The strategy actively recognises the difficulties faced by those facing homelessness and rough sleepers in accessing services and promotes inclusion.

The outcomes of the Homelessness Review show that, proportionate to the district profile, no protected characteristic group, as determined by the Equality Act, is adversely impacted by homelessness or by decisions made by the council.

The council is committed to equality and diversity issues and will comply with the requirements of the Equality Act 2010. An Equality Impact Assessment has been undertaken on this strategy and can be found at Appendix 1.

## **External Review of Services**

The Council asked the National Practitioner Support Service (NPSS) to review the housing options service with the purpose of informing this strategy and helping us to produce a continuous improvement plan.

This review was undertaken in August 2019 and the overall score was the highest that had so far been achieved by a local authority.

There were a number of recommendations but the top three are shown below

- Consider refresher training on the Homelessness Reduction Act to ensure that decision making is legally compliant
- Review the way the structure works to bring all officers within the same team
- Exploit the opportunities that are currently available to re-structure the service to make it future proof and fit for purpose for the future

We have already made changes to address all these three recommendations. The full housing options and support team have undertaken refresher training, the team structure has been reviewed to bring all relevant officers into the Housing Team and the service has been restructured.

## **Consultation Undertaken**

- Housing Forum information gathering and feedback
- 3 x focus groups in July and August 2019
- National Practitioner Support Service review of previous Homeless Strategy in October 2018
- National Practitioner Support Service Diagnostic Peer review of Housing Options Service in August 2019
- Leaving questionnaires / feedback from residents at Derwent Lodge and in temporary accommodation
- Focus group with Housing Options and Support Staff
- Snap / Survey monkey questionnaire with wider community

## **2. OUR HOMELESSNESS REVIEW – THE NATIONAL CONTEXT**

In April 2018 The Homelessness Reduction Act 2017 came into force, changing the way local authorities processed applications and dealt with individuals at risk of homelessness and those already homeless. The main elements include:-

- A duty to provide improved advice and information about homelessness and the prevention of homelessness
- Extension of the period 'threatened with homelessness' from 28 days to 56 days
- New duties to prevent and relieve homelessness for all eligible people regardless of priority need.
- Assessments and personalised housing plans
- Encouraging public bodies to prevent and relieve homelessness through the Duty to Refer

The Government's Rough Sleeping Strategy (August 2018) sets out a commitment to half rough sleeping by 2022 and end it by 2027

Changes to the benefit system and introduction of Universal Credit (roll out started in June 2016 for Ryedale)

Reform in the private rented sector including the extension of mandatory licensing of Houses of Multiple Occupation (HMO's), the development of a rogue landlord register, civil penalties against rogue landlords

Assessments under the Care Act 2014 can be relevant when establishing whether a person is in priority need, determining what type of accommodation is suitable for them and what support may be required by the individual.

The Children and Social Work Act 2017 requires local authorities to publish a 'local offer' for care leavers up to age 25. This includes services related to health and wellbeing, relationships, education and training, employment, accommodation and participation in society. This is relevant given the fact that care leavers have a higher chance of becoming homeless than other young people. Ryedale has worked alongside North Yorkshire County Council and other local authorities to create a local offer for care leavers.

Brexit – it is currently unclear how much impact there will be on homelessness following the UK leaving the European Union. Staff will keep up to date with national developments, policy changes and continue to support European Nationals with accessing accommodation and advice during this process.

Renters' Reform Bill to abolish Section 21 in England - At the state opening of Parliament on 19 December 2019, the Queen's Speech announced a Renters' Reform Bill that will abolish the use of 'no fault' evictions by removing Section 21 of the Housing Act 1988 and reforming the grounds for possession. If this becomes law it may have an impact on homelessness in the district as landlords may be discouraged from renting properties and the private rented sector may shrink.

### **3. OUR HOMELESSNESS REVIEW – THE SUB-REGIONAL CONTEXT**

There is extensive well-established partnership working in the sub-region relating to housing strategy and Ryedale's strategy links to the wider objectives agreed in the sub-region. The Local Government York, North Yorkshire & East Riding Housing Board meets quarterly and has agreed the sub-regional '[York, North Yorkshire & East Riding Housing Strategy 2015-21](#)'

There are 9 priorities in the strategy, covering all aspects of housing:

- Priority 1 - Work with partners to increase the supply of good quality new housing across all tenures and locations
- Priority 2 - Ensure that our housing stock reflects the needs of urban, rural and coastal communities
- Priority 3 - Ensure that our housing stock meets the diverse needs of our population at all stages of their lives
- Priority 4 - Via policy guidance and negotiation, ensure new homes are of good design and environmental quality, regardless of tenure
- Priority 5 - Continue to make best use of existing stock and ensure it is of a decent quality to meet the needs of our communities
- Priority 6 - Ensure all homes have a positive impact on health and well being and are affordable to run
- Priority 7 - Continue to reduce homelessness
- Priority 8 - Ensure affordable housing is allocated fairly and on the basis of need
- Priority 9 - Provide appropriate housing and support for those with specific needs

#### **North Yorkshire Health and Wellbeing Strategy**

There are strong links between public health and housing therefore it is important to take into account wider objectives. North Yorkshire Health and Wellbeing Board works across the county to bring partners together and has produced a [Strategy](#) which is available online. Our homelessness strategy links to the theme of 'Live Well' which includes the aim to have: Fewer people living in poor quality or inappropriate housing, or living in fuel poverty.

#### **North and North Yorkshire Domestic Abuse Strategy**

Domestic abuse is a recognised cause of homelessness and it is important that our strategy has regard to the [sub-regional strategy](#), in order that victims are supported and given appropriate priority for housing when necessary and safety planning takes place to safeguard victims and families.

#### **North Yorkshire Homechoice**

Ryedale District Council is a partner in the North Yorkshire – wide allocation scheme, launched in July 2011, officers are involved in actively reviewing the policy and procedures. The scheme works to ensure that housing resources are allocated to those most in need and has been considered within this strategy.

#### **Joint Housing Investment Plan - York, North Yorkshire and East Riding**

The housing options team work closely with colleagues in housing development and are able to inform them about housing needs in the district and requirements for affordable options.

## **The Young and Yorkshire 2 Plan**

Written by North Yorkshire Children's Trust aims to improve the lives of children and young people living in the county including Ryedale. This is relevant when considering how we plan to tackle youth homelessness and brings together the key priorities for everyone working with children, young people and families, setting out in detail the actions needed to improve outcomes for young people living in the county.

Tackling homelessness, providing support for vulnerable people and carrying out work to provide affordable housing options links to priorities within this plan in particular:

Priority 1: Empower families to be resilient and economically secure

Priority 2: Protect those at risk of harm.

## **Young Peoples Accommodation Partnership**

North Yorkshire County Council funds this partnership. Ryedale and other housing authorities across the county work with Foundation and North Yorkshire County Council to provide youth homelessness services for individuals aged 16-25 working together to ensure young people have one point of contact (in each district or borough), for support to prevent homelessness and access supported accommodation if required. This partnership currently runs until October 2021 and is being reviewed.

## **North Yorkshire Armed Forces Community Covenant**

Ryedale District Council is a signatory to the above Covenant. The aims of the covenant are to:

- encourage local communities to support the armed forces community in their areas, and vice versa
- promote understanding and awareness among the public of issues affecting the armed forces community
- recognise and remember the sacrifices made by the armed forces community
- encourage activities that help to integrate the armed forces community into local life

In April 2019 a report was published '[Meeting the needs of the Armed Forces Community in North Yorkshire: What does the evidence tell us?](#)' There is a section on housing for veterans and we need to have regard to the recommendations in the report and evidence gathered. We must ensure that we identify veterans when assessing the housing support needs of households and offer them personalised support when accessing our service. The report shows that Ryedale has quite a large number of veterans in the district living in private rented properties but the housing options team seem to work with very few.

## **Refugee resettlement scheme**

In 2017, Ryedale District Council rehoused 4 families (21 individuals) under the Refugee resettlement scheme. These have remained within the district and integrated into society.

#### **4. OUR HOMELESSNESS REVIEW – THE RYEDALE CONTEXT**

The population of Ryedale was estimated to be 54,800 in 2019, with a projected increase to 56,700 over the lifetime of this Strategy (ONS). The previous census data in 2011 showed a population of 51,700, therefore there is a steady rise in local population.

Populations are dispersed across a huge, mostly rural area, with five market towns (Malton, Norton, Pickering, Helmsley and Kirkbymoorside), which in this context constitute “urban” areas. Analysis of homelessness across the District would tend to show that it is Malton and Norton where there is a higher proportion of housing need; however, the dispersal of the population is wide and accessibility to services can prove difficult. The provision of outreach Housing Services is regularly reviewed and this is an area of recognised need.

The average house price in Ryedale in the year ending September 2018 is £225,000, with workplace based earnings averaging £24,131 (ONS). This provides a median house price to median gross annual workplace-based earnings of 9.32 for our district, compared to 8.11 across North Yorkshire and 5.95 throughout Yorkshire and the Humber.

This shows that people in Ryedale find it more difficult to afford to buy a property than in other parts of the wider region.

#### **Joint Strategic Needs Assessment (JSNA)**

As the local authority with responsibility for housing, the council has an important role to play in working with partners towards shared goals, North Yorkshire County Council have produced a [profile for Ryedale](#) which is available online.

Key themes which relate to housing include:-

- Housing in Ryedale is becoming less affordable relative to earnings
- There is increasing evidence of a direct association between unaffordable housing and poor mental health, over and above the effects of general financial hardship.
- The ageing population has specific needs
- Pockets of child poverty
- High rates of fuel poverty particularly in the most rural areas

#### **Ryedale District Council Plan**

A new Council Plan is at the time of writing this strategy being drafted and this has highlighted specific corporate priorities, housing being one of them. This needs to take into account findings of the homelessness review. The current corporate priorities are shown below:

#### **Homelessness and Housing are identified within Ryedale District Council’s Corporate Priorities under Sustainable Growth**

- Enabling the provision of housing that meets and anticipates future need
- Minimising homelessness, improving the standard and availability of rented accommodation and supporting people to live independently

#### **Climate change**

Where possible we always consider climate change and finding ways to reduce the carbon foot print of the department.

In April 2018 all case management was moved onto an online system, significantly reducing the need to print off forms. Leaflets are still available for customers, but information is provided electronically where possible. Reducing unnecessary travel is also a consideration when we plan visits throughout the district, attend meetings and training courses and when managing accommodation. Wherever possible we telephone customers and use conference calling for meetings to reduce travelling times and minimise travel, whilst still providing a service for residents who are unable to get to our offices due to disabilities.

## **5. FUNDING PROVISIONS AND SPEND FOR HOUSING OPTIONS**

### **Discretionary Housing Payments**

The Ryedale benefits team hold a budget of additional funding which can be allocated to residents who are in receipt of housing benefit or the housing element of Universal Credit and have specific needs. During the financial year 2018/19 £180,778.32 was spent. During 2019/20 the total allocation was £207,413.00 for Ryedale and £168,129.00 was spent as of 6<sup>th</sup> Feb 2020. This fund can be used to prevent homelessness and enable people to move to more suitable accommodation under certain circumstances.

### **Core homelessness prevention funding**

The following table shows the main MHCLG funding allocations for Ryedale for the current and forthcoming years.

	<b>2019/20</b>	<b>2020/21</b>
Prevention Budget	£85,000	£85,000
Flexible Homelessness prevention grant	£40,000	£40,000
Preventing Homelessness grant	£8,275	£0
New Burdens Funding		£21,000

Of the above funding the following allocations were made for 2019/20

- Training - £1,500
- North Yorkshire Home Choice administration and co-ordination - £5,000
- Positive activities - £1,800
- Homelessness Prevention Fund - £19,000
- Ryedale Citizens Advice (money and debt advice) - £12,000
- Ryedale Foodbank - £5,000
- Staffing – £40,000

### **Additional funding bids obtained**

£65,000 was obtained in 2019/20 through bids to the Rapid Rehousing Pathway and Rough Sleeper Initiative for Rough sleepers. This has employed a Pathway Co-ordinator (rough sleeping and mental health) and a Supported Lettings Officer. Continuation funding has been obtained, to develop these roles and initiatives further in 2020/21.

The Housing Support Team (formerly Horton Housing) have successfully assisted customers to apply for £2,468.00 in charity payments over a 4 month period between Oct 2019 and the beginning of Feb 2020 to prevent and relieve homelessness in the district.

### **Demand for Housing Options and Homelessness Advice and Assistance**

In 2018/19 there were 479 approaches for advice or assistance.

So far in 2019/20 there have been 275 approaches in the first 3 quarters. In addition to this between 1<sup>st</sup> October and 31<sup>st</sup> December 2019, there were 147 customers accessing the Housing Drop in to access support.

Overall the number of households approaching for general housing advice has not increased over the past 5 years. It has actually reduced.

Year	Number of approaches	Preventions
2018/19	479	30 from cases opened pre April 2018.
2017/18	515	171
2016/17	640	173
2015/16	646	173

Due to the changes to legislation and the way homelessness is recorded, the number applying as homeless has increased as it now includes all households homeless and at risk of homelessness within 56 days.

The number of full duty acceptances has remained low over the past 5 years. From 2017/18 to 2018/9 there was an increase of 5, which although small, demonstrates a 50% increase homeless acceptances.

Under previous homelessness legislation, the figures represent households who were homeless within 28 days. Households not within this time frame may have been dealt with under advice and prevention work carried out.

Year	Homeless Applications	Decisions made	Acceptances
2017/18	35	31	10
2016/17	23	20	9
2015/16	37	36	11

The statistics for 2018/19 represent new applications taken using the Homelessness Reduction Act 2017,

In 2018/19 193 presented who were found to be homeless within 56 days, of these 158 were owed a prevention duty and 35 owed the relief duty.

In the same period 100 successful preventions were recorded and 20 successful reliefs.

21 cases received a full duty decision, with 15 of these receiving a full homeless duty. These figures, include 7 based on applications prior to April 2018 and 2 of these households were accepted.

In the 1<sup>st</sup> 2 quarters of 2019/20 there were 64 households either homeless or at risk of homelessness, with 53 being prevented or relieved during the same period. So far in this period 8 households have been accepted as homeless.

### **Single people**

When we analyse the data about the people who approach Ryedale Council for housing advice we find that most people are single:-

- In 2018/19 61% of the households that were homeless or at risk of homelessness were single people. Of the successful outcomes for all households, 67% were single people, demonstrating a higher than average prevention and relief rate for these households.
- For the first 9 months of 2019/20 60% of the households that were homeless or at risk of homelessness were single people, with 59% successful outcomes.

There were 120 successful outcomes and in almost all of these the household had accommodation available to them for six months or more, whilst in three cases the customer accepted a part 6 accommodation offer, which means that the council secured accommodation as part of their statutory duty.

### **Reasons for approach**

This shows the reason that households have approached the local authority for housing advice, homeless prevention and homelessness over the past 4 years. In 2016/17 there was a significant increase in the number of social housing tenants approaching for assistance with arrears.

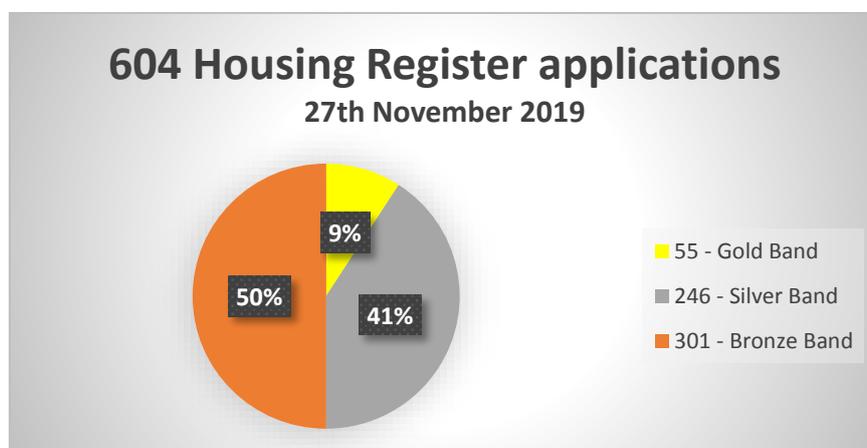
This could be linked to the fact that in June 2016, universal credit was rolled out in Ryedale, but also referral pathways with the registered social landlords were improved around this time therefore, a greater number of referrals came directly from the landlord than previously.

2018/19 was the first year that 'loss of private rental accommodation' has not featured in the top 3 reasons for customers approaching.

<b>Year</b>	<b>Reason for approach</b>	<b>%</b>
2018/19	Relationship breakdown – partner	15.44
	Arrears – RSL	14.70
	Relationship breakdown – parents	9.37
2017/18	Relationship breakdown partner	19.00
	Loss of private rental	10.90
	Arrears – RSL	9.70
2016/17	Arrears – RSL	15.20
	Loss of private rental	12.00
	Relationship breakdown – partner	10.80
2015/16	Relationship breakdown	13.80
	Loss of private rental	12.40
	Relationship breakdown – parents	9.80

## North Yorkshire Home Choice – Demand for Social Housing

The council is part of the shared North Yorkshire Home Choice scheme which has an agreed common allocations policy. The processing team assesses the housing need of households and applicants are placed in one of 3 bands (with an additional band for emergencies).



On the 27<sup>th</sup> November 2019, of the 602 on the Register, over half are currently renting from a council or housing association. 95% of the applicants on the waiting list are UK nationals, with Polish applicants making up 3% and other nationalities much less.. 4 households on the Ryedale waiting list were classed as statutory homeless on 27 November 2019.

### Application by age

16-17	18-24	25-31	32-38	39-45	46-52	53-59	60-64	65-69	70-74	75-79	80+	Total
1	46	83	77	58	67	77	54	47	34	31	27	602

Since 2014 there has been an increase in the number of applicants who are aged 60+ on the register, and a 20% reduction in those registering who are aged under 60, and there are fewer customers aged 32 and under registering on the system.

### Disability

There has been an increase in the number of applicants declaring a disability over the past 6 years. In 2014, 203 out of the 642 on the list at that time, stated that they had a disability (32%). That increased to 271 of the 602 (45%) on the list in November 2019. There may be an increase in the number of people declaring disabilities, but it is reassuring that the housing register is accessible and those with a variety of disabilities have been able to apply.

Autistic	6	
Does not wish to disclose	16	
Hearing Impairments	7	
Learning Disability	5	
Mental Health	62	22.9%
Mobility	83	30.6%
Other	30	
Progressive Disability / Chronic Illness	56	20.7%
Visual Impairment	6	

## **Initial Findings**

- There has been a reduction in numbers approaching the authority. Since the introduction of the Homelessness Reduction Act, there are a greater number of complex cases and more cases that were previously dealt with outside of the legislation now require statutory assessments, as the prevention period has been extended from 28 days to 56 days.
- There has been an increase in the numbers of rough sleepers approaching the Council, this may be partly due to greater awareness in the community and partner agencies and better staff knowledge of the definition of rough sleeping.
- The local food bank has seen a significant increasing in usage over the past 5 years.
- There is a need for improved communication and advertising about housing services to ensure information is available to customers when needed (i.e. available online, promote customer portal)
- There has been a reduction in funding from NYCC including support services i.e. the homelessness prevention service, loss of services e.g. accommodation for ex-offenders, specialised support for the gypsy and traveller community, and loss of family support services such as home start.
- Social housing arrears has been in the top three reasons for approach for the last 3 years, whereas this was not the case previously. This could be linked to the introduction of universal credit, but may be also linked to the increased number of referrals and recent commitment to refer, which encourages social landlords to contact our service if their tenants are in arrears
- Relationship breakdown is also one of main reasons for approach
- The district continues to have a low wage to high house price ratio, above the North Yorkshire and national average
- There are continuing difficulties accessing the private sector ( but the team are working on securing additional houses of multiple occupation, building relationships with landlords and letting agents, helping clients to access the private sector)

## **6. GAPS IN SERVICES**

### **Access to Advice, Assistance and Mediation**

We acknowledge that some households are not aware of our services and become homeless having not approached the council for assistance. Ryedale is a large rural geographical area and it is difficult to provide face-to-face service throughout the whole district. Consultation with partners revealed that some individuals are reluctant to approach the council, or find it difficult to access mainstream services, so we need to improve our marketing and target individuals in hard-to-reach groups to ensure that the service is accessible to all.

We need to review how we work with people who need help communicating, either in other languages or through sign language to ensure that we give the best service we can and refer to specialist support services if appropriate.

We must continue to ensure that people with poor IT skills or no internet access are still able to obtain advice and access our services.

### **Tenancy Sustainment, Resettlement and Floating Support**

We identified a gap in support for single people with complex needs who found it difficult to move on from supported accommodation into mainstream accommodation, as landlords were reluctant to take them on without a support package.

From September 2019 we have received funding from the Ministry of Housing Communities and Local Government (MHCLG) to provide a support worker but this may become a gap again should the post come to an end when this round of funding ceases in March 2021.

We are developing more units of independent accommodation in Norton and will need a staffing resource to support the individuals who take on tenancies in the 7 flats when they are completed.

### **Pre-Tenancy Training**

We identified a need to offer pre-tenancy training. We have obtained funding from MHCLG to run a weekly pre-tenancy training session for clients who have previously failed in tenancies or who have been identified as having not previously held a tenancy. This activity is currently funded from April 2020 until March 2021.

### **Support for New Tenancies**

There is limited support available locally for people taking on new tenancies; however, we have funding from MHCLG until March 2021 to employ a Supported Lettings Officer or Tenancy Sustainment Officer.

### **Emergency Accommodation for Rough Sleepers**

There is no night shelter in the area and B&B is often the only emergency option for single homeless people.

### **Refuge**

There is no refuge locally for households fleeing domestic abuse.

### **Access to Specialist Services**

Households in Ryedale often find it difficult to get specialist support in the district and have to travel to York or Scarborough to access services and keep appointments with probation, drug and alcohol services for example.

### **Ongoing support for people with mental health problems**

Provision is often time-limited and dependent on people engaging fully with the service so people who disengage are more likely to lose their tenancies if their health worsens. There is no specialist accommodation with ongoing specialist mental health support in the district; however we are currently developing a rough sleeper (mental health) pathway.

### **Lack of support for people who have mental health problems and misuse substances (dual diagnosis)**

It is very difficult to find appropriate support for people who are homeless or threatened with homelessness who have dual diagnosis, as the local services are provided separately.

### **Lack of temporary accommodation for households with disabilities**

4 of our temporary accommodation flats are located on the ground floor, with level access. These are not fully adapted for those with significant mobility needs, such as walk in showers. We recognise that there is an increasing need for this and currently work with our partners to identify suitable temporary accommodation if required.

**Lack of Shared Accommodation**

There is a lack of shared accommodation in Pickering, Kirkbymoorside and Helmsley

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## 7. OUR VISION

“Homelessness is everyone’s business. Across our partnerships we will strive towards ending homelessness and rough sleeping once and for all”

### **OBJECTIVE 1 - Prevent and relieve homelessness**

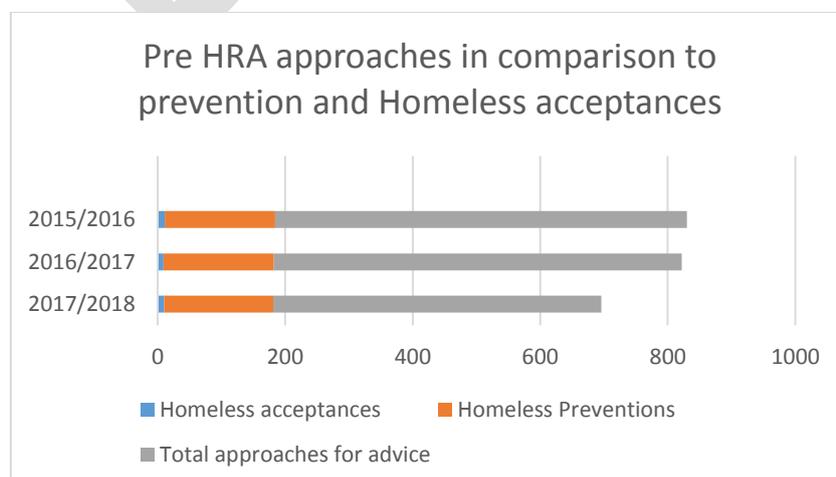
We want to provide the best service that we can for all of our customers – we will review our casework on a regular basis, ensure our staff are well-trained and consider ways to improve the customer journey. We will try to ensure that customers have one key worker throughout their customer journey, so that they do not have to repeat themselves telling their circumstances multiple times to different people. We will gather feedback from customers to inform our future service planning.

Ryedale Council has worked hard to prevent homelessness for many years; however the Homelessness Reduction Act 2017 now underpins this work making this a legal requirement. It sets out how councils must work to prevent and relieve homelessness:-

- An extension of the period during which an authority should treat someone (regardless of priority need) as threatened with homelessness from 28 to 56 days.
- A new duty to prevent homelessness for all eligible applicants threatened with homelessness (regardless of priority need) and a requirement to provide applicants with housing prevention plans
- A new duty to relieve homelessness for all eligible homeless applicants (regardless of priority need) and a required to provide application with housing relief plans
- A new duty on certain external organisations (including prisons and hospitals) to refer homeless households to the Council

As there is now a statutory responsibility to prevent homelessness, there has been a significant increase in the level of assessment and administration to process applications. The table below demonstrates the level of pre homelessness work that was carried out prior to the Homelessness Reduction Act 2017 coming into force and the number of Homeless Preventions in comparison to Homeless acceptances.

It also shows that prior to the enactment of the Homelessness Reduction Act 2017 we assisted the vast majority of households approaching the Housing Options service by preventing their homelessness and only a small minority were helped under the statutory homelessness legislation through the homeless route.



Over the period of the last strategy (2015 to 2020), there were 4 common reasons why people approached the Local Authority for assistance, therefore, we will concentrate on investing in initiatives relating to these in order to continue to reduce homelessness.

#### Parents/relatives no longer willing to accommodate

This still continues to be a main reason for homelessness in Ryedale; however, the young people's partnership is having a real effect on the number of younger people potentially having to leave the family home, through providing mediation and other interventions. Households are staying together much longer than they used to with different generations sharing accommodation. It is difficult for people to leave home at an early age to form new households; it is up to the Council to assist by providing a real affordable alternative for our clients.

#### Relationship breakdown remains an issue in Ryedale.

We work hard to try to enable families with children to remain in the family home, whether or not the relationship breakdown is due to domestic abuse. Where domestic abuse is the problem, there are further interventions and support in place to ensure the safe retention of the home. Independent Domestic Abuse Services and Making Safe schemes have proven to be very successful as prevention tools, we work closely with specialist support agencies and other partners to keep victims of domestic abuse as safe as possible.

When relationships breakdown there is a consequential need for additional accommodation, for this reason figures for single people approaching the service at risk of becoming homeless have continued to increase.

#### Loss of Assured Shorthold Tenancy

The housing team work closely with landlords to try and minimise the number of households who lose private rented tenancies; however, with the housing market recovering many single property landlords are now looking to sell their properties.

The Council supports landlords through providing information at annual landlord forums, through our webpage and whenever we receive individual requests, to make letting properties as easy as possible and encourage an increase across Ryedale. All Housing Options staff are fully trained in Landlord and Tenant Law to ensure support and good legal advice is given to both the tenants and the landlords.

#### Loss of Social Housing due to rent arrears

This reason for approach has increased within the past 3 years. Ryedale works very closely with the social housing providers especially with Yorkshire Housing, the local stock transfer landlord, to encourage the early referral of tenants who are facing homelessness through rent arrears. All social landlords in Ryedale have signed up to the Commitment to refer, encouraging greater joint working to prevent homelessness. This referral system is successful, with few households actually losing accommodation as a result of rent arrears.

#### Prevention Tools available to prevent and relieve homelessness

- Repossession loan fund and Breathing Space for home owners
- Work to delay or stop repossession of mortgaged properties before court action takes place
- Housing Support service
- Rough Sleeper Co-ordinator
- Supported Lettings Officer

- Housing Support to assist people to sustain their accommodation and prevent them from becoming homelessness again
- Housing Options Toolkit (Rent arrears payments, Bond guarantee, bond payments, Rent in Advance)
- North Yorkshire Local assistance fund
- Work with Charities to obtain grants to prevent homelessness for a variety of reasons
- Community Safety partnership
- Negotiations and engagement with landlords for tenants to remain in current accommodation
- Referrals to specialist support services
- Mediation with family and parents so young people can return home.
- Discretionary Housing Payments
- Holistic Personal Housing Plan for every household homeless or at risk
- Duty to refer for statutory agencies
- Commitment to refer by social landlords
- Credit Union
- Ryedale Letting Scheme
- Houses of Multiple Occupation
- Lenders notifications
- Charity applications for customer
- Environmental Health to resolve disrepair issues
- Disabled Facilities Grants
- Ryecare lifeline
- Safeguarding
- Community Safety – Housing staff work closely with police and the Community team

In Ryedale we focus on assisting households to maintain their existing accommodation and prevent homelessness wherever possible by early intervention. In order to do this, early identification that a household is at risk of homelessness is key, so that we can take action to support them, maximise their income if required, and negotiate with the landlord rather than assisting them to look for alternative accommodation. Social housing is limited and should not be the default housing option. Many households may also prefer the freedom of private rental as they have more choice about which area they would like to live in and they can quickly move if they wish to, for work or personal reasons. There are also options for sharing accommodation in the private sector, which meets the needs of young people or people on a low income who would struggle to sustain an independent flat or house on their own.

We will focus many of our initiatives, including the housing support service on activities to prevent the main causes of homelessness, having the staff in-house will enable a more flexible approach so that those in most need will be prioritised. Prior to integrating within the housing team, the

#### CASE STUDY

*Anne fell into rent arrears at her privately rented property as her ex-partner had not disclosed that he failed to pay the rent. Anne only became aware of the issues when notice was served at the property. During the housing assessment Anne divulged that her ex-partner was controlling and aggressive and she felt unable to confront him. Negotiations started with the landlord and the Housing Support team successfully applied for charity payments to clear the rent arrears. An assisted payment arrangement was put in place so all future payments were to be paid direct to landlord. The Housing Support team assisted with budgeting and maximised Anne's benefits. The landlord agreed to retract the notice and Anne and her children remained in the family home. A referral was made for support from the local domestic abuse survival charity, Anne welcomed the provision and her confidence soared. Housing Support continue to engage with Anne to avoid further issues occurring.*

housing support service has been successful in obtaining charity funding for customers to help clear arrears or debts, purchase essential household items and also to assist with daily living costs.

### **Actions**

We will review our protocols and pathways to ensure that we are working in the most efficient way to prevent homelessness. This will include:

1. Work with landlords and estate agents in the district to encourage people to approach our service early
2. Continue to review and improve prevention tools to enable customers to sustain and remain in their current accommodation.
3. Work with registered social housing providers to address the high number of approaches for rent arrears.
4. Increase access to specialist services for customers

**OBJECTIVE 2 – Work with partners to enable sufficient and appropriate accommodation is and will be available for those in housing need and for people who are homeless or at risk of homelessness**

Ryedale has a buoyant private rented sector and it can be difficult for people who are on a low income or disadvantaged to access private rented housing, we will continue to work with private landlords and estate agents and will look to develop improved ways to assist households who are at risk of homelessness to access the private rented sector.

We will continue to be innovative and look for ways to increase the provision of affordable housing in the district, including shared housing to accommodate single people on low incomes who cannot afford independent accommodation.

**Affordable Housing Development**

The Council’s development programme outlines the required development of both affordable and market housing. Ryedale District Council is proactive in working to enable affordable housing development across the district and the figures below document the level of success achieved in this area. The Ryedale Housing Strategy outlines how the development programme will be achieved. There is an annual target of 75 properties and we need to work to ensure this met, it has only been achieved once in the last 5 years.

*In 2019/20 we expect to exceed our target of affordable housing again, partly due to a brand new development in Malton. The scheme consists of 56 affordable houses with a choice of rented or shared ownership tenures. The properties include a mix of 1, 2 and 3 bed roomed houses and 2 bed roomed bungalows. We are working hard with the landlord to ensure that these properties all go to local people with a housing need.*

**Affordable Housing Completions**

<b>Year</b>	<b>Number of completions</b>
2018/19	100
2017/18	40
2016/17	52
2015/16	30
2014/15	67

**Empty Properties**

Ryedale Council’s Empty Property Strategy has a target to bring 5 empty properties back into use on an annual basis. The Council looks to direct resources where appropriate to try and bring such housing stock back into use and ensure it is available to those in housing need or at risk of homelessness. This is done through the provision of Landlords’ Improvement Grants and Loans, for empty properties and Houses in Multiple Occupation. The North Yorkshire Empty Property Strategy ends in 2021, Ryedale will be active in ensuring that this is reviewed during the next 12 months. An additional staffing resource will be in place in 2020 on a permanent basis to ensure that this target is met.

**Council Loans and Grants**

The existing private sector housing stock makes an important contribution to the provision of affordable housing, so it is essential to maintain this supply. The Council recognises that the elderly, vulnerable and those on fixed or low incomes will require assistance to maintain their properties in a good state of repair and improvement, and therefore the available financial resources will be directed so as to assist this particular client group within the terms of the Private Sector Renewal Strategy. Currently the incentives below are available:

- Property Improvement Loans
- Landlords Improvement Grants
- Landlords Improvement Loans

### Low Cost Home Ownership

Shared Ownership and Discount for Sale properties are provided on most Affordable Housing developments to provide those on a lower income with the opportunity to purchase a property. There are also government initiatives, such as the [Help to buy equity loan and Help to buy ISA](#).

The housing options team are involved in ensuring that people with a local connection are allocated properties through these schemes.

### Affordable Rent

On the recent large scale developments in Ryedale, properties designated for 'Affordable Rent' have been delivered, as an alternative to the provision of social housing. The cost of these properties are 80% of the market rent.

### Council Managed Rented Housing

Ryedale District Council manages four Houses of Multiple Occupation providing 13 units of affordable shared accommodation. These properties, for single people were developed to address the increasing need in the district for accommodation for single working people on a low income, those seeking work, young people in education, training and employment.

### Supported Accommodation

In all supported accommodation schemes, residents are allocated a support worker and a support plan is created to address the areas where support is required.

Derwent Lodge is owned and managed by the Council and provides 14 en-suite bedrooms for those with support needs. The aim is to accommodate individuals in the medium term and provide them with support and enable them to develop their skills to manage an independent tenancy in the future. 7 of the rooms are available for people between the ages of 16 and 25 who are deemed to have high support needs and 7 rooms are for those with low to medium level needs aged 26 and over.

Ryedale YMCA provides supported resettlement accommodation to 7 young people aged 16-25, through the young persons' pathway and 7 bedsits for 16-35 year olds who require low level support.

The Cornmill in Malton was taken over by Impact Living who re-opened it in 2018. This provides accommodation for 34 households, in self contained flats. There is a mixture of unsupported tenancies, and households with medium needs and high level intensive support in the project. A local lettings arrangement is in place to prioritise local people when properties become vacant.

### Social Housing

We will continue to work with our partner registered providers through North Yorkshire Homechoice to ensure that the best use is made of social housing stock, and any new providers let accommodation fairly according to the joint allocations policy.

## Extra Care and Older Persons' Supported Housing

The provision of extra-care house has increased significantly in the district.

There have been 85 affordable, extra care properties built within the last 3 years over two sites at Micklehill, Pickering and Bransdale View, Helmsley, with 37 properties offered for rent and 48 shared ownership. Previously there was only Deansfield Court in Norton providing extra care affordable housing, within the district. The housing options team have been involved in the allocations process at these new developments.

## Temporary Accommodation

We will continue to work with Yorkshire Housing and other providers to ensure that we have access to temporary accommodation for families who are homeless and minimise the use of bed and breakfast accommodation. This requirement will be reviewed annually to determine further requirements for the next year. We will continue to work with North Yorkshire County Council and Safe and Sound Homes (SASH) to provide options for young people.

## Households with complex needs

We will work with specialist agencies to find suitable accommodation and support for people with complex needs. Individual packages of support and financial incentives can be tailored for the customer's specific needs. This is known as a Housing First model, where accommodation is sourced and the package developed around the household.

## Private Rental Sector

Ryedale benefits from a buoyant private rental sector, however this can be to the detriment of those who are on a low income or would not pass traditional credit and referencing checks. Ryedale District Council work closely to maximise the number of private rental properties those at risk of homelessness or homeless have access to; this may be through offering landlord incentives. As a first option we try to sustain tenancies to prevent homelessness and support landlords to keep existing tenants and provide support for the tenants if appropriate or refer to specialist support. It can be preferable for the landlord to retain a tenant than go through the process of re-letting their property.

In some areas of Ryedale, such as the North West of the district it is unaffordable for those in receipt of benefits to rent in the private sector because the rents are much higher than the allowance provided to pay for it; however Malton, Norton and surrounding villages, benefit from a higher benefit allowance falling into the York Local Housing Allowance area, so can be more affordable for people claiming a housing related benefit.

Annually we hold a landlords forum to ensure that local landlords are aware of changes to legislation and policy and are aware of services that can be offered to them and their tenants. This helps to prevent homelessness through increasing landlords' awareness of support services and how to obtain advice if they need it for tenants with support needs or if they should fall into arrears. It also increases contact with landlords who may consider working with the authority to house customers who are at risk of homelessness or homeless in the future.

## Gypsy and Traveller site

Local authorities have the power to provide Gypsy and Traveller sites and government guidance advises that local planning authorities should ensure that sites are sustainable economically, socially and environmentally. The Council is also required to include policies

to address the needs of Gypsies and Travellers in their local development documents. We are also required to assess the need for accommodation of Gypsies and Travellers when undertaking a review of housing needs in the district.

Ryedale District Council owns a caravan site in Malton, with 19 pitches for Gypsies and travellers. In September 2019, the management of the site returned to Housing Services at the Council. Residents are also provided with support to enable them to comply with the site rules, as and when required.

### Specialist Accommodation

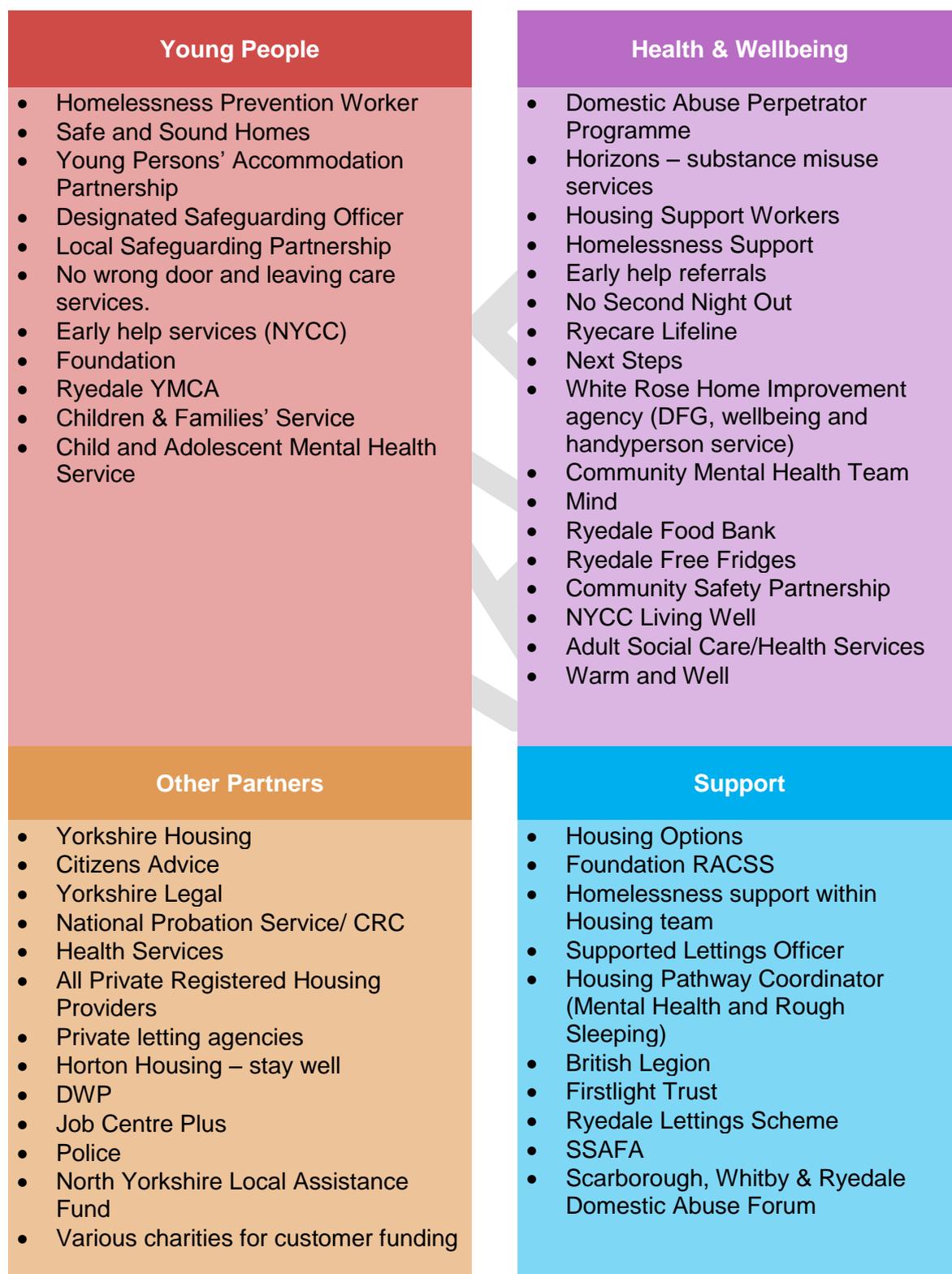
Other than the generic or young person's supported accommodation, there is not currently the provision of specialist accommodation in Ryedale for those experiencing domestic abuse, young mothers and babes, offenders or those with mental health support needs. Provision of this type of accommodation is commissioned by North Yorkshire County Council and other providers, so Ryedale District Council will continue to work with the commissioner to ensure that the needs of Ryedale residents are identified.

### Actions

1. To increase the number of Houses in Multiple Occupation that the Council have access to for customers
2. To develop and increase access to move on accommodation from supported accommodation
3. To annually review the temporary accommodation availability and requirements
4. To improve relationships with private landlords and develop an improved landlord offer to encourage acceptance of our clients into the private sector
5. To promote and facilitate access to low cost home ownership and affordable rent, housing options

### **OBJECTIVE 3 – Maximise partnerships and improve access to support services**

Partnerships and inter-agency working within Ryedale is vital to the prevention of homelessness and ensuring the appropriate support is available for those who are homeless, to prevent them from becoming homeless again in the future. This is a mapping exercise of some of the main agencies and services that work alongside Ryedale District Council to prevent homelessness. Many provide holistic support, so although their focus may be on one area, they will support in much more.



Ryedale District Council Housing Services currently provide £5000 annually to the Ryedale Food bank to support them in the delivery of their voluntary services to provide food for households who are in need. Between November 2018 and October 2019, they redeemed 802 food vouchers for households, ranging from single people to families. The use of this service has been increasing and there is also a free fridge in Malton and Norton and will soon be one opening in Pickering, which assists those who are struggling financially but aims to reduce food waste.

The money advice service provided in Malton by Citizens' Advice also receives an annual grant of £12,000. This is to provide money advice to those who are facing homelessness, providing them with specialist independent advice and help to access money and debt advice and to assist them to resolve these issues.

Citizens' Advice also currently provide a Help to Claim service to support people in the early stages of claiming Universal Credit through to their first payment being received.

The Homelessness Reduction Act 2017 placed a duty on local authorities to provide advice to specific groups of people who may be more vulnerable namely:

- people released from prison or youth detention accommodation
- care leavers
- former members of the regular armed forces
- victims of domestic abuse
- people leaving hospital
- people suffering from a mental illness or impairment, and
- any other group that the authority identify as being at particular risk of homelessness in their district

For each of the categories of need above, tailored advice has been developed and is accessible via the website or can be obtained from the housing team. This advice lays out not only information we can provide about housing options, but wider support that is available from specialist agencies and services. We continue to develop contacts and referral pathways to specialist support providers for the specified vulnerable groups and will add to the list above where local need requires.

During the consultation process with staff and partner agencies, there were some clear concerns raised about gaps in the services available locally. This included drug and alcohol services within the district for chaotic individuals. In addition, it was identified that there is a gap locally and those consulted would like work to be carried out on the provision of accessible local employment and training opportunities, especially following the loss of specific services for 16-25 year olds that were previously provided within supported accommodation.

We will work with partner agencies to ensure that the advice that we provide is up-to-date and relevant to local people who are looking for information or facing homelessness in the district whether given face-to-face, on our website or in leaflet form. We will make sure that people are given realistic information about their local housing options.

We want to build upon existing relationships and strengthen partnership working across the district. Ryedale Housing Forum meets on a quarterly basis and is a well-established mechanism for monitoring the homelessness strategy, discussing local issues, improving communication and sharing good practice. We will continue to facilitate this, as it is a useful group and will review our membership and encourage agencies to additional to attend in future.

The Homelessness Reduction Act 2017 introduced a new duty on certain statutory authorities to refer anyone who is known to be homeless to the housing authority (with consent) and we will carry out work with partners to ensure that this is effective and that statutory agencies are aware of their responsibilities. We will also work with other agencies who are not subject to the statutory duty to encourage early referrals. Since the Duty to Refer was introduced there has been a significant increase in referrals from the DWP and from the prison service. This has ensured that we begin working with households at an earlier stage, with greater chance of resolving their housing situation before they lose their current property.

We identify that there will be continued work needed to engage with other referring agencies, which will include further training and awareness raising.

Housing Staff are trained in safeguarding and are aware of how to raise alerts should they have a concern. There is a strong awareness of safeguarding in the department as the Housing Manager is also the Designated Safeguarding Officer and Safeguarding Concerns Manager for the council. There is strong partnership working with community safety partners, and this enables timely and appropriate referrals for vulnerable individuals who need specialist support.

There is a need to work more closely with health services in Ryedale to ensure that people can access the support they need when they need it. We have links with mental health services and GPs but will work to strengthen and formalise pathways. We will also regularly review our hospital discharge protocol to ensure it is operating effectively.

#### CASE STUDY

*Gary was brought to the attention of the housing team through the fortnightly multi-agency community safety meeting. There had been a vast amount of emergency service presence at the block of flats Gary was living in. Calls had been made to the RSPCA regarding Gary's dog not having the correct amount of exercise. A home visit was conducted with the housing officer and local police community officer. Gary had previously served in the armed forces but had not discussed his experiences with any agencies. A referral was made to the Firstlight Trust who provide support for veterans. Gary attended counselling facilitated by Firstlight and was diagnosed with Post Traumatic Stress Disorder. Gary stated that the noises in the communal area where he was living reminded him of traumatic events experienced in the armed forces. With assistance from Housing Services and Firstlight Trust, Gary moved to a rural service village with a large garden for his dog. Gary continues to engage with support services and has become a mentor for other veterans.*

#### **Actions**

1. Review our housing pathway and referral protocols (offender, hospital discharge, drugs and alcohol services, mental health, drug and alcohol services)
2. Increase numbers of referrals sent through Duty to Refer from statutory and non-statutory agencies, to increase early intervention to prevent homelessness
3. Maintain and develop relationships with organisations providing support to specific groups to prevent and relieve homelessness and improve referrals and signposting
4. Work with agencies, funders and commissioners to increase drugs and alcohol services within the Ryedale area.
5. In partnership with DWP and partner agencies increase employment and training opportunities for young people
6. Review money advice, income maximisation, financial support and basic living provision available to residents and look at future funding provision from the council and external sources

#### **OBJECTIVE 4 – Raise awareness of homelessness and housing issues across the district, improving access to the services**

Unless the public and partners are aware of the services that are provided for those facing homelessness and the information is easily accessible, we will struggle to make further improvements in the way services are delivered and households will not come for help early enough to access help.

We want to raise awareness in the Council, in the local community and with local agencies so that people approach us as early as possible for advice to prevent their homelessness and they also know where else to go directly for specific advice or support. Consultation identified that some members of the public and partners were not aware of many of the tools that we had available to assist people in housing need, such as discretionary housing payments, bond schemes, support services and other prevention options. We need to ensure that we accurately record the work we do with households who approach our service before they are officially classed as threatened with homelessness as this is not captured on our IT system.

We will review our Communication and Marketing Plan and work with new Communications Team in order to implement it effectively. We will ensure we continue to attend multi-agency meetings and take part in consultations locally in order to keep housing and homelessness high on the agenda and improve joined up working.

Consultation is completed with customers on an 'ad hoc' basis currently. It is always completed for those leaving supported accommodation. Feedback has been largely positive, but we will work to improve consultation with customers, partner agencies and the wider community in order to ensure that we are fully aware of issues affecting homelessness in the district and the demand for our services.

Ryedale is a very large geographical area and transport links are poor and transport can be expensive. We acknowledge that some people find it difficult to access our services which are mostly based at Ryedale House in Malton. We currently provide a drop-in service in Pickering and will attend other agencies to give advice. We will work flexibly providing home visits to people with specific needs if necessary or give advice by the telephone encouraging the use of our customer portal to gather evidence where possible. We will review our service provision and, if there is a need, increase the number of drop-in sessions in outlying parts of the district so that people can access housing support. We will explore joint working opportunities in order to provide housing and homelessness advice where and when it is needed.

There are increasing opportunities for customers to contact the housing team via electronic devices and manage their applications via our online system at a time that suits them. We will encourage people to access advice online through our website, where possible, and use our customer portal if they have internet access.

We will ensure that our housing support staff continue to offer extra support to customers who are not able to access online services in order that they are not disadvantaged, for example making bids for social housing on their behalf and assisting them to maximise their incomes.

There is regular training arranged and delivered to inform and update agencies and partners on changes to legislation, services and to improve working practices. The quarterly Housing Forum provides information to over 30 organisations and this is the main forum for information sharing around housing and homelessness in the district. This information sharing needs to be increased, for example a newsletter that Ryedale District Council and wider agencies can feed into, that will then be available online and sent out to agencies, so information can be shared regularly with a wider audience.

## **Actions**

1. Advertise the service on all platforms to inform agencies and the public about the services
2. Improve information available online so customers and partners are able to self-help and access information 24/7
3. Increase the use of technology where possible and explore how and where advice is provided
4. Implement a robust customer feedback and analysis system to continue to develop the service
5. Review the communication and marketing plan
6. Extend housing advice drop-in services throughout the district to cover the rurality of the area
7. Enable customers with additional needs to access our services
8. Improve engagement with sections of the community who do not currently use our services by working with local employers, LGBTQ and veteran communities.

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## **OBJECTIVE 5 – Continue to work strategically to maintain services and seek new opportunities for funding and partnership working**

We will raise awareness with decision makers and budget holders of the issues surrounding demand on service provision locally to safeguard services and funding. We will ensure that elected members and senior management are regularly updated about the work of the team and work with the communication team to ensure that we portray a realistic image of homelessness issues in the district.

We continue to actively seek opportunities to bid for additional funding from MHCLG and other funding streams. We will build on our relationships with neighbouring authorities and partner agencies to facilitate further funding opportunities. We will concentrate in particular on seeking opportunities to work more closely with public health and North Yorkshire County Council Commissioners, with an interest in mental health as we have identified that many people facing homelessness in the district have mental health needs, some of whom do not engaging well with existing services.

We will continue to attend networking opportunities across the county and region in order to build our networks and find out about partnering opportunities.

Our new in-house housing support service will continue to access charity funding to support individuals to resolve their homelessness and tackle debt issues.

We will ensure that our services represent value for money by monitoring the cost of temporary accommodation and minimising void periods in the accommodation that we manage.

### **Externally Funded Services**

Preventing homelessness and providing support is not just a Housing Authority responsibility. The Homelessness Reduction Act 2017 sets out the importance of enhanced joint working and integration between housing authorities, health and social care in relation to the development and implementation of homeless prevention strategies. The Act further bolsters existing legal requirements on local authorities under the Health & Social Care Act 2012 to take such steps as it considers appropriate for improving the health of the people in its area. This includes people experiencing homelessness or at risk of homelessness and under The Children Act 1989 to work in partnership to safeguard and promote the welfare of children in need.

The new code of guidance stresses the need for close integration between social care, housing and health authorities around this whole agenda, specifically in relation to the development of homeless strategies. The governments' Code of Guidance for Homelessness Reduction Act 2017 highlights that:

*“the homelessness strategy should secure the **satisfactory** provision of support for people in the district who are or may be homeless, or who have been homeless and need support to prevent them becoming homeless again.*

*In two-tier authority areas it will be necessary to engage the upper tier authority, which holds responsibility for commissioning housing related support, in identifying resources available to meet support needs across all cohorts that are at high risk of homelessness.”*

The main statutory responsibility towards homelessness sits with the District Council as housing authority, however many of the services that are provided locally are funded via the upper tier authority NYCC.

These services include:

- the Housing Homeless Prevention and Support Service, which was previously provided by Horton Housing in Ryedale but is currently provided by Ryedale District Council,
- the Young Persons Pathway
- Housing Support Service for people with mental health needs – currently provided by Horton Housing
- Support for victims of domestic violence (provided by IDAS)
- Offenders housing related support service (provided by Foundation)

The provision of these services is a legacy of what was the Supporting People grant funding programme. NYCC were provided with a ring-fenced grant to pay for housing related support for homeless and vulnerable people. NYCC were the administering authority for the Supporting People grant and the Ryedale District Council (along with the Primary Care Trust and Probation) were on the Commissioning Body. The ring fence for this grant was removed some years ago and the Commissioning Body was disbanded.

It is understood that NYCC face significant budgetary pressures. Across the whole of the county health and adult services provide services to 8,500 vulnerable adults spending £227m in 2018. Demand for services is increasing as the number of households with someone over the age of 85 is set to increase by 155% by 2039. On average it costs £31,500 for each older adult in residential care and £26,000 for a younger adult with learning disabilities in the community. Despite being protected, the pressures of austerity are such that savings have to be made even in this priority area. £11m has been saved over the past two years and there are plans for a further £7.5m of savings over the next three years. Difficult decisions are therefore being made regarding services that are not the County Council's prime responsibility in order that the statutory duties to the most vulnerable can be met.

There is significant concern that funding pressures across the county council will have an impact in relation to services to reduce homelessness; of particular concern is the Young Persons' Pathway and the recent reduction of support services to those in the community. These services form core elements of the local homelessness strategy.

Whilst a new contract is in place to ensure the continuation of the Homeless Prevention and Support contract there is currently (Feb 2020) no certainty over the future of the Young Persons' Pathway.

The Gypsy and Traveller support service ended in 2018 and funding reductions are already planned for certain groups including offenders and some services have already been decommissioned; in addition changes to the way that other services are being commissioned because of the ending of the Supporting People Programme have meant that the District Council has lost a degree of input and control over what these services do.

## **Actions**

1. Work with Commissioners and providers to improve the availability of Drug and Alcohol services within Ryedale
2. Work with NYCC in reviewing services that deliver specific young peoples' accommodation and support services within Ryedale
3. Work with partners to provide and increase access to domestic abuse refuge accommodation within North Yorkshire
4. Ensure that housing support services within the Council are maintained and meet

targets

5. Work with NYCC commissioners and successful contractors, in partnership, on the provision of mental health accommodation and offender support services in Ryedale
6. Improve links with probation services

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## **OBJECTIVE 6 - End Rough Sleeping**

### Why is this important?

Rough Sleepers are some of the most vulnerable people in society. They may have complex support needs which can be worsened by having no settled suitable accommodation.

The Government have pledged to half rough sleeping by 2022 and end rough sleeping nationally by 2027, as outlined in the [Government's Rough Sleeping Strategy](#).

In addition, the Homelessness Reduction Act 2017 increases the responsibilities of the council to all homeless people, including rough sleepers regardless of whether they have a priority need for housing.

### What is the demand?

At national level there has been a 165% increase in levels of rough sleeping since 2010. This increase is likely to be attributable to a range of factors including the withdrawal of funding to pay for support services and hostels, the impact of austerity on public sector services more generally (particularly around mental health services) and the impact of welfare reforms.

Through the multi-agency work undertaken by the community safety partnership, the council undertakes regular mapping of all known rough sleepers in the district. The last formal rough sleeper count was undertaken in November 2019 and 1 rough sleeper was identified. A previous count undertaken in November 2018 identified 2 rough sleepers.

Nov 2019	1
Nov 2018	2
Nov 2017	2
Nov 2016	0
Nov 2015	0

The housing options team have found that rough sleeping in the district is often hidden as people tend to sleep in their vehicles or in outbuildings or tents in isolated locations rather than in obvious locations on town streets, this leads to the perception that there are no rough sleepers in Ryedale; however between July 2019 and January 2020 we identified 30 individuals who were at risk of rough sleeping or had actually slept rough in Ryedale and worked with them to resolve their homelessness.

### What services do we have?

The Council has an on-going commitment to keep levels of rough sleeping as low as possible.

The Council is a key partner within a local multi-agency partnership that forms a Safer Ryedale. The local neighbourhood policing team in Ryedale works closely with the community team and officers from Housing Services who attend strategic meetings and confidential multi-agency meetings. Strategic partnership meetings include the following partners:

- North Yorkshire Police
- Ryedale District Council
- North Yorkshire Fire and Rescue
- Registered Providers of social housing
- North Yorkshire County Council Adult Social Care
- Community Mental Health Services
- Supported Housing Providers

- IDAS (independent domestic abuse services)

We do not have a direct access hostel in our area and all reports of rough sleeping are dealt with by the Housing Options Team.

#### What are the big issues going forward?

The Government have committed to end rough sleeping nationally by 2027.

Without additional intervention at the local level we estimate that rough sleeping levels are likely to increase going forward in line with the national trends.

We recognise that more needs to be done to both stem the rate of increase in numbers of people sleeping rough and reduce rough sleeping overall. To monitor progress against this we have set ourselves ambitious targets over the lifetime of the strategy to reduce rough sleeping on an on-going annual basis.

Rough sleeping is much more than a housing problem. Tackling this issue requires a close and co-ordinated multi-agency response to ensure that anyone sleeping rough or at risk of sleeping rough in the Ryedale is aware of the services available and is able to access the necessary support to help them off the streets and to address the problems that led to them becoming homeless.

The council needs to strengthen partnership arrangements to tackle rough sleeping in a joined up way, and ensure that the different agencies are working towards a common goal.

We have identified during consultation that the general public in Ryedale are not aware of how the council can help rough sleepers and who to contact if they come across someone who is sleeping rough.

It is our intention to relaunch the 'Single Service Offer' approach based on the Government's 'No Second Night-Out' Principles.

These are:

- New rough sleepers should be identified and helped off the streets immediately so that they do not fall into a dangerous rough sleeping lifestyle
- Members of the public should be able to play an active role in reporting and referring people sleeping rough
- Rough sleepers should be helped to access a place of safety where their needs can be quickly assessed and they can receive advice on their options
- They should be able to access emergency accommodation and other services such as healthcare, if needed
- If people have come from another area or country and find themselves sleeping rough, the aim should be to reconnect them back to their local community, unless there is a good reason why they cannot return. There they will be able to access housing and recovery services and have support from family and friends. Our housing team will take action to connect people with local support services, if they are returning to another area or country to which they have a local connection.

All rough sleepers, regardless of 'priority need' will be provided with some form of service within the District and will not be turned away.

They will be referred to a relevant agency for some form of help. This approach acknowledges that various agencies have a different role to play but will work in partnership to tackle this problem.

We will engage with all relevant agencies in the district and particularly concentrate on improving links with mental health and drug and alcohol services. We currently have additional funding from central government for the period July 2019 to March 2021 through the Rough Sleeper Initiative and are able to employ a full time staff member as Housing Pathway Coordinator (Mental Health and Rough Sleeping) to carry out this work.

We are also currently in receipt of additional funding from central government under the Rapid Rehousing Pathway and are able to employ a full-time worker as Supported Lettings Officer for the 12 month period from September 2019 until August 2020. This member of staff is principally working to support individuals who have been, or are at risk of rough sleeping to assist them into new tenancies and to help them to maintain their tenancies whether they are in the private sector, social housing or supported accommodation. This staff member is able to provide an enhanced level of support

#### *CASE STUDY*

*It was reported that a man had been sleeping rough at a church yard, the outreach team were able to quickly locate him and offer assistance, it was discovered that Richard had been sofa surfing following a relationship breakdown and his friends were no longer able to accommodate him. Richard stated that he thought because he was a single man he would not receive any help from the council. It was established that Richard was suffering with anxiety and depression and felt unable to manage a tenancy without support. Richard was offered a place in supported accommodation, where he was supported to make a claim for benefits and address debts that he had accumulated with his ex-partner. He has now been accepted onto the social housing register and is receiving counselling. Richard is seeking employment and volunteering at a local community café.*

and we hope that there will be fewer failed tenancies as a result of this support being available, and landlords will have greater confidence when taking on people who have been homeless. This staff member is also able to support individuals who are moving on from our supported accommodation in Derwent Lodge and are not able to manage a tenancy without some level of support in the future.

#### **Actions**

1. Refresh and implement a 'single service offer' based on the no second night out principles.
2. Develop and embed a rough sleeping pathway across the district
3. Continue to deliver tenancy sustainment work to prevent rough sleeping
4. Increase knowledge across the district with both partners and the general population of how to seek help for a rough sleeper
5. Create a rough sleeping personalised intervention fund
6. Create an emergency bed space for Rough Sleepers

## **7. DELIVERING AND MONITORING THIS STRATEGY**

It is recognised that delivering the Homelessness & Rough Sleeping Strategy is the responsibility of many organisations working together in partnership and not just the Council.

### **Ryedale Housing Strategy Steering Group**

The aim of the Steering Group is to ensure that this work is co-ordinated in an effective way with all partners influencing and contributing to a coherent agreed strategy. Once the strategy has been out to consultation and updated a more detailed action plan with specific targets and timescales will be developed.

The Ryedale Housing Strategy Steering Group will monitor the Homelessness & Rough Sleeping Action plan on a regular basis and the group will drive forward delivery and progress in meeting the objectives set out in the strategy. The action plan will be reviewed annually to ensure that any new changes in legislation and policies are reflected within the strategy.

We welcome your comments which will help to shape future reviews of this policy and associated action plans.

Email: [housing@ryedale.gov.uk](mailto:housing@ryedale.gov.uk)

Tel: 01653 600666

Further information is available at <https://www.ryedale.gov.uk/homelessness>

Please contact us if you would like this document in another format or language



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**PART A: MATTERS DEALT WITH UNDER DELEGATED POWERS**

**REPORT TO: POLICY AND RESOURCES**

**DATE: 19 MARCH 2020**

**REPORT OF THE: PROGRAMME DIRECTOR FOR ECONOMIC  
DEVELOPMENT, BUSINESS AND PARTNERSHIPS  
PHILLIP SPURR**

**TITLE OF REPORT: IMPLEMENTATION OF THE CLIMATE CHANGE ACTION  
PLAN – PROGRESS REPORT**

**WARDS AFFECTED: ALL**

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## **EXECUTIVE SUMMARY**

### **1.0 PURPOSE OF REPORT**

1.1 To present the biannual Climate Change Action Plan progress report to Policy and Resources Committee.

### **2.0 RECOMMENDATION(S)**

2.1 It is recommended that Policy and Resources Committee note the Climate Change Action Plan Progress Report.

### **3.0 REASON FOR RECOMMENDATION(S)**

3.1 To deliver the Climate Change Action Plan adopted by Council.

### **4.0 SIGNIFICANT RISKS**

4.1 Potential reputational risk of not taking action to achieve net zero emission targets.

4.2 Economic risk of not exploiting opportunities presented by the low carbon economy.

### **5.0 POLICY CONTEXT AND CONSULTATION**

5.1 The action plan was agreed at [11th April 2019 Council](#), as part of the Scrutiny Review into the how Ryedale District Council could play its part in reducing global temperature rise. (Minute 75 refers).

5.2 Members declared a Climate Emergency on 10<sup>th</sup> October 2019 and agreed to commit to actions to achieve net zero carbon emission targets. ([Minute 51 refers](#))

- 5.3 Climate change and zero carbon are key priorities within regional initiatives across the York and Humber area. . These will generate new opportunities for activity in this area and will be the subject of programme of work which RDC will be part of.

## REPORT

### 6.0 REPORT DETAILS

6.1 The Climate Change Action Plan latest update is at Annex A

6.2 Highlights since the last report in November 2019 include:

i. Leadership

- Members have identified climate change and the environment as emerging priorities for the new Council Plan, which is currently in development.

ii. Capital and assets

- The programme of RDC owned footway lighting upgrades is currently out to tender. This will reduce energy usage through replacement with LED bulbs and 'part night lighting'. The tender specification also places value on recycling of the existing assets.
- The Grass Cutting Procurement specification placed value on biodiversity impact.
- Environmental metric data for investment was considered by Members in the Annual Investment Strategy 2020-21. [Paragraph 6.5.18 refers.](#)
- An initial meeting with Northern Powergrid has been held regarding 'local energy markets'. This will be followed up with information gathering to ascertain opportunities for RDC to generate or support communities to generate renewable energy for local consumption.

iii. Operational and service delivery

- The Energy Saving Trust has reported back on a study of the RDC vehicle fleet, including the 'grey fleet' (all staff mileage), to ascertain opportunities for low carbon fleet options.
- A Travel to Work survey has been undertaken by staff at RDC and Ryedale House (including Public Service Hub colleagues) to provide evidence for opportunities to reduce private car travel to work. These may include support for car shares and improving facilities for bike storage.
- Procurement: West and North Yorkshire Business Rate Pool funding has been awarded, and an application made by RDC, towards developing a low carbon supply chain and procurement toolkit for local authorities. This will enable RDC to include the low carbon agenda at both a strategic and operational level.
- RDC sponsored the Green Business category awards. Hovingham Market was successful. The community enterprise demonstrated their continued commitment to sustainable actions and sharing their learning with other partners.
- Officers are investigating the opportunities to put in EV charging points in each market town and at Ryedale House, with the potential for an EV Pool Car.

6.3 Focus in the next 6 months will be on:

- i. Performance management and measurement, to ensure full alignment to the corporate performance reporting process linked to the new Council Plan.
- ii. Developing new and updated actions for the Action Plan following outcomes of commissioned feasibility studies and reports. This includes a major piece of research

undertaken on behalf of the Local Enterprise Partnership and the West Yorkshire Combined Authority into developing pathways to decarbonise key sectors of transport, buildings, industry, power and land use. Reviewing the outcomes of this research and translating into local activity.

- iii. Continued work with communities across Ryedale on information sharing and practical actions such as supporting funding bids (the National Lottery are considering a Climate Change priority), local recycling points and small scale environmental projects.
- iv. Adaptation - drafting strategic and operational responses to anticipated climate change and extreme weather events.

## **7.0 IMPLICATIONS**

7.1 The following implications have been identified:

a) Financial

Budgets for current projects underway have already been agreed. Budgets for future projects will be identified and requested as part of bringing forward project development work. £50K to support the delivery of the Climate Change Action Plan has been allocated in the 2020/21 budget.

b) Legal

These are taken into consideration where individual Action Plan items require this – e.g. during procurement exercises.

c) Other (Equalities, Staffing, Planning, Health & Safety, Environmental and Climate Change, Crime & Disorder)

- i. The actions contained in the report have a positive impact on the reduction of global temperature rise.

**Programme Director for Economic Development, Business and Partnerships  
Phillip Spurr**

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**Background Papers:**

None

**Background Papers are available for inspection at:**

N/A

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# Climate Change Action Plan Progress Report

Generated on: 02 March 2020

Status	Code	Title	Description	Next O&S Review Date	Note	Date of Updates to Notes
	1	Leadership and Influence	RDC will take a leadership role to promote the reduction of carbon emissions in Ryedale. Actions and progress below	23-Apr-2020	RDC declared a Climate Emergency on 10.10.19 (minute 51a refers) and made a commitment to actions to help achieve net zero emissions across Ryedale by 2050. <a href="#">link to minutes</a> .	29-Oct-2019
Page 135 	1a	Update, revise and deliver the 2010 Climate Change Action Plan.	The Climate Change Action Plan is refreshed and progress updates presented to Scrutiny Committee Bi annually for progress review.	23-Apr-2020	2010 Actions now incorporated into current Climate Change Plan.	15-Jan-2020
					Next update to Scrutiny 3.10.19	10-Sep-2019
					Climate Change Action Plan now refreshed due to Scrutiny recommendations. Updated and presented to Scrutiny Bi annually for progress review.	25-Sep-2019
Page 135 	1b	Include a specific priority concerning Climate Change reduction aspirations in the Council Plan and Priorities at the next available opportunity.		23-Apr-2020	Members have identified Climate Change and Environment as one of the key priorities in the development of the new Council Plan. A budget of £50K has been put forward in the 2020/21 budget to fund small scale implementation and feasibility funds for larger scale capital projects.	15-Jan-2020
					Members are in the process of developing the new Council Plan	10-Sep-2019
					Council Plan currently being revised by CEO	17-Jul-2019
	1c	Include 'Impact on Climate Change' in all reports presented to all committees of the Council.	Reports template is amended to include 'Climate Change Implications' on all reports.	23-Apr-2020	Climate Change Impact Assessment template piloted for Flood Alleviation Scheme report to Council 5.9.19	25-Sep-2019
					Reports template amended at 'implications' section and all managers emailed to inform of required consideration in all reports at all committees.	25-Apr-2019
	1d	Encourage all Members to read and complete the LGA Workbook - "A Councillor's workbook on acting on Climate Change".		23-Apr-2020	Member training session planned for April 2020.	15-Jan-2020
					Democratic Services Manager is aware of the requirement and has programmed in the action to the Members Induction for June 2019. It will also be included in the Member Briefing 'how to be a good ward councillor'.	25-Apr-2019

▶	1e	Include a Member briefing on Climate Change as part of next cycle of Member training.		23-Apr-2020	Preparation of an 'electronic' briefing is underway. This will be available remotely to enable Members to access at their convenience. Planned completion by March 2020.	15-Jan-2020
					Democratic Services Manager has programmed in the briefing in the Members Induction Programme for the first year of the new Council.	25-Apr-2019
▶	1f	Continue to develop Council policy to influence others by working with partners in the public, private and voluntary sectors and with residents to influence and encourage climate change reduction and adaptation policy and practice throughout Ryedale	Partners include local authorities, utility providers, local businesses, communities and residents.	23-Apr-2020		
					Continued networking with the wider Ryedale community to share knowledge and information. Particular groups include Circular Malton and promotion of the Rural Renewable Energy Fund. RDC Community Grants available to support small scale environmental projects.	15-Jan-2020
					'Cut My Carbon' public information event held on 2.11.19. Partnership event with Community First Yorkshire, Howardian Hills AONB and Ryedale Environment Group. 'Stallholders' from a wide range of voluntary and public sectors and private businesses showcasing electric vehicles, bikes and renewable energy technologies.	04-Nov-2019
					Workshop on Anaerobic Digestion - creation of biogas from organic waste products - attended. Potential to utilise this technology around Ryedale due to agricultural sector, food manufacture and RDC garden waste collection service. Key aspect of Circular Malton action plan.	29-Oct-2019
					Local Enterprise Partnership developed 'Leading in a Climate Change Emergency' workshop with participation from across the LEP area. Communication channels opened and action planning underway.	29-Oct-2019
					Links between NYCC and Districts are developing as part of NYCC motion to commit to carbon reduction measures. Meeting of all authorities to discuss collaborative actions planned for Sept 2019	10-Sep-2019
					Public event planned for November 2nd in Malton to showcase carbon reduction opportunities and projects across Ryedale, in partnership with AONB and CFY	25-Sep-2019
▶	1g	Facilitate the Ryedale Environment Forum to encourage wider participation of the Ryedale community in the aspirations to reduce Climate Change amongst other issues.	Ryedale Environment Forum is a community based group bringing together town or locality based environmental action groups across Ryedale.	23-Apr-2020	R.E.F speakers confirmed for 2.11.19. Rural Community Energy Fund and Circular Malton.	29-Oct-2019
					R.E.F will be key partner in 'carbon reduction showcase' event planned for 2.11.19 with RDC, AONB and CFY.	10-Sep-2019

▶	2	Operations: Assets and Estates.	RDC will take opportunities to reduce carbon emissions through energy efficiency and use of alternatives to fossil fuels in relation to management of its Estate and Assets.	23-Apr-2020	Updates and progress contained within sub headings	10-Sep-2019
▶	2a	RDC HQ	a) RDC HQ (Ryedale House refurbishment or alternative location) and Operations Depot – to consider and implement renewable energy purchasing, energy efficiency in building management, water use efficiency, use of solar panels.	23-Apr-2020	An initial meeting with Northern Powergrid has been held regarding 'local energy markets'. This will be followed up with information gathering to ascertain opportunities for RDC to generate or support communities to generate renewable energy for local consumption.	02-Mar-2020
					Corporate Working Group has considered a number of initiatives around Ryedale House. Improving collection of electrical waste, reducing printing levels, installation of EV charging points, improvements for cycling or walking to RH, reduction in Single Use Plastics, equipment required for video conferencing. Smaller scale initiatives in advance of decision on longer term public service hub development.	15-Jan-2020
					RDC Electricity Supply now on a renewable energy tariff with NPower.	25-Apr-2019
▶	2b	Streetlights	a) Streetlights - Implement a programme of LED replacement and part night lighting for RDC owned streetlights, utilising the NYCC criteria for such.	23-Apr-2020	Procurement process underway. Identification of recycling initiative for obsolete assets and identification of part night lighting areas has lengthened this process, but procurement due for completion by March 2020.	15-Jan-2020
					Part Night Lighting and upgrade to LED for Malton and Norton footway lighting assets is now in procurement stage.	10-Sep-2019
					NYCC Streetlighting Manager has conducted a survey of Malton and Norton Streetlights to indicate necessary improvements to bring them up to 'acceptable' and 'adoptable' standards. This includes replacement LED bulbs. Part Night Lighting policy was adopted by Council on 11.4.19 as part of the Climate Change recommendations.	25-Sep-2019
▶	2c	Financial Assets	a) Financial Assets - Promote divestment from fossil fuels through Treasury Management and North Yorkshire Pension Fund, where it can be demonstrated this does not have a detrimental impact on return on investment.	23-Apr-2020	Environmental metric data for investment was considered by Members in the Annual Investment Strategy 2020-21. <a href="#">Paragraph 6.5.18 refers.</a>	25-Feb-2020
					Issues to be highlighted at October 24th Treasury Management Report to Scrutiny.	24-Sep-2019

	2d	RDC Owned Land and Buildings	To consider and implement climate change implications and renewable energy purchasing, energy efficiency in building management, water use efficiency, use of solar panels on all RDC managed land and buildings.	23-Apr-2020	The Grass Cutting Procurement specification placed value on biodiversity impact.	25-Feb-2020
	3	RDC Service Delivery	RDC will take opportunities to reduce carbon emissions through energy efficiency and use of alternatives to fossil fuels in relation to its service delivery.	23-Apr-2020	Updates and progress are indicated in the sub actions	10-Sep-2019
Page  138	3a	Develop and implement a policy to reduce Officer and Member mileage.		23-Apr-2020	Energy Saving Trust undertaking research into RDC 'grey fleet' - officer and member mileage. Due to report recommendations on carbon reduction opportunities in February 2020. Use of NYCC video conferencing suite at Ryedale House approved to enable remote access to NYCC HQ meetings. Survey of people working at Ryedale House and Streetscene depot due February 2020 to identify barriers to low carbon travel to work. Installation of EV charging points at RH and depot also being considered.	15-Jan-2020
					'Modern Council' approach being adopted to review the use of communication technology throughout the Council. Video conferencing trialled using facetime and skype.	10-Sep-2019
	3b	Undertake a feasibility study into the use of Electric Vehicle Pool cars	To decarbonise service delivery by utilising electric vehicles for unavoidable Officer travel	23-Apr-2020	EST feedback report and recommendations report now due February 2020.	15-Jan-2020
					The Energy Saving Trust are undertaking a review of RDC 'grey fleet' to ascertain options for decarbonising Officer travel. This may include electric vehicles, but also more efficient petrol vehicles if appropriate. Example from Harrogate BC EV Pool Car utilised. Outcome December 2019.	29-Oct-2019
					Gathering information at a 'green fleet' event September 2019	10-Sep-2019
	3c	Planning	3 Sub Actions to ensure the Planning Policies support Climate Change aspirations. Preliminary work on these documents will commence in 2019. The Local Plan Working Party has been established to oversee this process.	23-Apr-2020		

	3c i	Revise the Infrastructure Delivery Statement to support low carbon initiatives at the next opportunity such as EV Charging Points and renewable energy projects.		23-Apr-2020	Work has commenced on the review of the Local Plan. The Sites Document adopted in 2019 does require EV charging points on all allocated sites. Note CIL '123 Listing' is now termed Infrastructure Delivery Statement.	04-Nov-2019
	3c ii	Review renewable energy infrastructure policies in the Ryedale Plan revision		23-Apr-2020	The Local Plan Working Party has met to commence the review of the Local Plan. Renewable Energy and Build Targets are key areas for review in the revised plan.	04-Nov-2019
	3c iii	Promotion and implementation of Ryedale Plan sustainability policies in all new development opportunities	Evidence the promotion and implementation of Ryedale Plan sustainability policies in all new development opportunities including sustainable buildings, wind turbines, solar panels, EV infrastructure, heat pumps, water harvesting and minimisation, sustainable drainage systems (SuDS) and battery storage.	23-Apr-2020	A review of the policy in the Local Plan, is required to ensure that a greater proportion of development is required to contribute to the sustainability and local carbon agendas and aspirations.	04-Nov-2019
	3d	Foster the use of alternatives to fossil fuels for travel through promotion of public transport, walking and cycling.	See actions below for progress	23-Apr-2020	RDC successful ERDF bid to create a Malton to Pickering cycle route now underway to implementation.	10-Sep-2019
	3d i	Malton to Pickering Cycle Route	Creation of a Malton to Pickering Cycleway to join the National Cycle Network, linking employment and visitor economy sites	23-Apr-2020	Design process underway. Due to start on site Summer 2020. £628K RDPE funding awarded to deliver this project. Specification being finally developed prior to procurement.	15-Jan-2020 24-Sep-2019
	3d ii	EV Charging Points around Ryedale	To develop a network of EV Charging point around Ryedale to promote the use of Electric Vehicles	20-Apr-2020	Feasibility of installation of public charging points in RDC car parks throughout Ryedale and at Ryedale House and Streetscene depot for staff, underway. (Utilising OLEV workplace funding.) Due to report back March 2020. EV points in Malton and Norton now recorded 750 charges saving 9500kg Co2. 2 Rapid Charge EV Charging points installed in Norton and 2 in Malton, in March 2019. Currently over 400 charges recorded, saving over 4800kg Co2. RDC committed to working with partners to develop an ERDF bid for a network of EV Charging points around Ryedale.	15-Jan-2020 24-Sep-2019
	3d iii	Cycling and Walking Infrastructure Plan for Malton and Norton	Working with NYCC and consultants to produce a Local Cycling and Walking Infrastructure Plan (LCWIP)	23-Apr-2020	Local stakeholder event held on 5.7.19. Phase 1 nearing completion. Phase 2 will consider route selection, option development, cost estimates and economic appraisals.)	04-Nov-2019

			including developing cycling and walking network plans and prioritised schemes for delivery.			
	3e	Support the development of a low carbon economy	Support the development of a low carbon economy – work with the LEP to support the provision of a pathway towards a low carbon economy in the review of Ryedale’s Economic Strategy, including provision of advice for local businesses on opportunities to improve environmental performance.	23-Apr-2020	RDC is preparing a new Economic Development Strategy for the period 2020-25. It is anticipated that low carbon activities will feature heavily in the plan and complement the LEP Local Industrial Priorities which include low carbon circular economy development. Anticipated to P&R Feb 2020.	15-Jan-2020
					Engagement with the Energy Saving Trust to identify options to decarbonise the transport infrastructure further in Ryedale, including consideration of EV Charging Strategy. Planned December 2019.	29-Oct-2019
					RDC Sponsorship of the 'Green Business Award' in the Ryedale Business Awards 2019.	29-Oct-2019
					Collaboration with LEP Low Carbon Economy work, including 'circular economy' projects specific to Malton, in partnership with community. Ryedale Community Transport feasibility study into potential EV service Malton / Norton Town bus service underway.	10-Sep-2019
	3f	Knowledge Sharing	Share information, knowledge and project implementation arising from this review with partners in public, private and voluntary sectors on specific climate change reduction knowledge. For example 'Single Use Plastic' alternatives, recycled / FSC paper use, public education campaigns (E.g. reduce, reuse, recycle).	23-Apr-2020	Presentation to Scarborough Borough Council Scrutiny Committee, Climate Change Scrutiny Review was made to support information sharing. Colleagues from other local authorities, public transport and farming industry also presented.	25-Feb-2020
					Hovingham Market was successful in the Ryedale Business Awards, Green Business category (sponsored by RDC). The community enterprise demonstrated their continued commitment to sustainable actions and sharing their learning with other partners.	25-Feb-2020
					Leading in a Climate Change Emergency; LEP collaborative event 25.9.19 with public sector bodies from across the sub region. Action based outcome including development of knowledge sharing platform.	15-Jan-2020
					NYCC carbon reduction resolution has prompted a partnership approach to be adopted by all County, District and National Parks across the sub region. Initial meeting planned for September to discuss collaborative working.	10-Sep-2019
					Carbon reduction showcase in planning with Ryedale Environment Forum for 2.11.19 to share best practice with Ryedale residents.	
					The Scrutiny Review was supported by a number of Partners, including City of York, East Riding of Yorkshire Council and the Local Enterprise Partnership. Positive discussions were held	25-Apr-2019

					regarding taking forward a Partnership approach.	
	3g	Develop the RDC approach to Waste Management in response to climate change and the DEFRA Resources and Waste Strategy.	The <a href="#">Strategy</a> sets out how Government will preserve the stock of material resources through minimising waste, promoting resource efficiency and moving towards a circular economy. It includes consultation and new legislation and targets over the implementation period to 2050, on sustainable production, consumer choice, waste management and crime, food waste, leadership, research and monitoring.	23-Apr-2020	New post of Waste and Recycling Officer approved. Residual Waste Survey commissioned to identify materials that are commonly placed in black waste bins rather than recycled. Completion date anticipated March 2020. This will lead to focus for recycling campaign, budget for this already secured.	15-Jan-2020
					<p>Actions to date include</p> <ul style="list-style-type: none"> <li>• Opening of the new Waste Transfer Station at Kirby Misperton (improving route optimisation)</li> <li>• Approval to refurbish the mini recycling centres across Ryedale - project in development</li> <li>• Approval of an awareness campaign to improve consumer knowledge of recycling options kerbside and bring centres - project in development</li> <li>• Engagement with the Energy Saving Trust to undertake a carbon reduction review of the fleet - outcome anticipated by December 2019</li> </ul>	29-Oct-2019
	3h	Service Delivery Plans	Service Delivery Plans should contain reference to actions and activities specifically to contribute to climate change reduction. Training for Officers should be provided in this respect.	23-Apr-2020	Draft Service Plans are in development, but are subject to Council Plan priorities being developed by Members.	10-Sep-2019
	3h(i)	Housing Services		23-Apr-2020	The fuel poverty programme has resulted in 64 installations and upgrades in homes around Ryedale, to improve energy efficiency since January 2017. This has resulted in an estimated carbon saving of 28,200kg CO2.	21-Jan-2020
	3i	Procurement and Commissioning	Influence suppliers and build into new service specifications the requirement to contribute to Climate Change reduction.	23-Apr-2020	<p>Bid for 'Business Rates Pool Low Carbon Fund', for public sector procurement project was successful in January 2020. (Lead by Ryedale District Council as an outcome of the LEP low carbon event.). This will work across the region to build in climate change and low carbon aspirations into public sector procurement strategies and delivery. Anticipated completion: Autumn 2020.</p> <ul style="list-style-type: none"> <li>• <b>Public Sector as Market Makers:</b> developing the understanding of how and where the different powers can be used to stimulate the market to deliver against the climate emergency ambitions. This piece of work is likely to include a review of existing procurement strategies and how these can be refreshed to</li> </ul>	15-Jan-2020

					include the climate change agenda and the development of evaluation methodologies that build carbon reduction into procurement processes.	
					Carbon reduction is key priority for regional Procurement Group from Y&H Chief Execs. This will be developed in the Ryedale Procurement Strategy, currently in development.	25-Sep-2019
Page 142	3j	Community Based Schemes	Encourage and promote community based schemes which contribute to reduction in Climate Change through the Council's grants and capital programme budgets.	23-Apr-2020	Circular Malton group is working with York University and other partners to develop a 'waste to energy' circular economy project utilising anaerobic digester technology. A detailed feasibility study is planned to test local feedstocks from industry waste products. RDC supporting with funding application for study into potential locations in terms of proximity to both feedstock supply and energy and heat use.	15-Jan-2020
					EV Bus feasibility study due for feedback report March 2020.	
					EV Charging point at Hovingham and EV Bus feasibility study given support by RDC. Working with community based groups to develop small scale schemes and projects in response to climate change.	10-Sep-2019
					An application for an EV charging point in Hovingham will be presented to the Grants Working Party on 15.7.19 and a request for funding a feasibility study into an EV public transport service for Malton and Norton has also been received from Ryedale Community Transport.	21-May-2019
	4	Monitoring and Review	RDC will closely monitor and review progress towards implementation of recommendations	23-Apr-2020	Progress and actions are indicated in the sub actions	10-Sep-2019
	4a	Allocate responsibility for implementation of the Climate Change Action Plan	3 Sub Actions to ensure that there is appropriate ownership of the plan.	23-Apr-2020		
	4a i	Appoint a Member Champion for Climate Change		23-Apr-2020	Cllr Mike Potter was appointed as Waste Management and Climate Change Champion	21-May-2019
	4a ii	Assign an appropriate senior Officer of the Council to lead on Climate Change and support the Member Champion		23-Apr-2020		
	4a iii	Establish a Corporate Climate Change Group to drive and monitor delivery	Scrutiny Review Finding 4: Many RDC Services do currently deliver climate change reduction activities	23-Apr-2020	Two meetings of CWG to date. Discussing a range of ideas for Ryedale District Council to implement, including video conferencing, EV Charging Point, Single Use Plastics, performance	15-Jan-2020

			and these should be commended, continued and performance monitored, for their contribution.		monitoring and printing. Reporting to SMB Jan 2020	
					Corporate Working Group established, with representatives from all Service Units. Due to meet September 2019	10-Sep-2019
					Staff Briefing 18.7.19 will encourage volunteers to join the working group and ensure climate change champions across the Council.	17-Jul-2019
	4b	Develop and update a series of performance indicators to evidence progress on the Pentana Performance Management System.		23-Apr-2020	The new Corporate Governance service unit will create the resource to collect and develop performance information to set and monitor targets based around carbon emissions. The preference would be for all local authorities to develop a common dataset to enable comparison and collaboration.	14-Jan-2020
					Corporate Working Group reviewing existing performance measures and researching other local authority performance statistics.	10-Sep-2019
					Corporate Working Group will develop performance indicators	17-Jul-2019
Page 143 	4c	Report performance bi annually on the implementation of recommendations to Scrutiny and to Policy and Resources Committees		23-Apr-2020	14.11.19 Policy and Resources report, minute 77 refers. <a href="#">link to minutes</a>	14-Jan-2020
					3.10.19 Scrutiny Report, minute 39 refers. Requested LGA to call upon Government to standardise electric vehicle charging points. <a href="#">Link to minutes.</a>	29-Oct-2019
					First report due to 3.10.19 Scrutiny	10-Sep-2019
					Requested this to go on Scrutiny Forward Plan	25-Apr-2019

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<b>PART A:</b>	<b>MATTERS DEALT WITH UNDER DELEGATED POWERS</b>
<b>REPORT TO:</b>	<b>POLICY AND RESOURCES COMMITTEE</b>
<b>DATE:</b>	<b>19 MARCH 2020</b>
<b>REPORT OF THE:</b>	<b>PROGRAMME DIRECTOR FOR ECONOMIC DEVELOPMENT, BUSINESS AND PARTNERSHIPS PHILLIP SPURR</b>
<b>TITLE OF REPORT:</b>	<b>RYEDALE DESTINATION DEVELOPMENT PLAN</b>
<b>WARDS AFFECTED:</b>	<b>ALL</b>

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## **EXECUTIVE SUMMARY**

### **1.0 PURPOSE OF REPORT**

- 1.1 To present the Ryedale Destination Development Plan to Policy and Resources Committee.

### **2.0 RECOMMENDATION(S)**

- 2.1 It is recommended that Policy and Resources Committee endorse the Ryedale Destination Development Plan, which outlines a partnership framework for visitor economy growth over the next three years.

### **3.0 REASON FOR RECOMMENDATION(S)**

- 3.1 To endorse the Ryedale Destination Development Plan to promote growth in tourism and increase the value of the visitor economy by 5% over the next three years and support local businesses and attractions via a partnership approach.

### **4.0 SIGNIFICANT RISKS**

- 4.1 The Destination Development Plan provides a strategic framework for growing the visitor economy in Ryedale. If the plan and its objectives are not fulfilled, the visitor economy may suffer. Many local businesses and attractions are dependent on tourism and so it is essential that we work in partnership to strengthen this vital sector of Ryedale's economy.

### **5.0 POLICY CONTEXT AND CONSULTATION**

- 5.1 The visitor economy is a critical sector within Ryedale's economy. Other areas of North Yorkshire and bodies like the LEP invest in, support growth initiatives and promote

tourism. It is essential that Ryedale also does so – we must continue to attract visitors, and particularly those who with enhanced spending power, through promoting our offer, ensuring visitors experiences are high quality and supporting local businesses and attractions. A variety of regional initiatives may support us to achieve this over the next three years to complement any specific actions being delivered through this Destination Development Plan.

- 5.2 An extensive period of consultation has been conducted with industry stakeholders to form a comprehensive strategy of future activity. The Destination Development Plan is an overarching plan for Ryedale’s visitor economy, which will be delivered by RDC working alongside a range of public and private sector partners.

## **REPORT**

### **6.0 REPORT DETAILS AND CONSULTATION AMENDMENTS**

- 6.1 The Tourism Network was commissioned to produce a plan to support Ryedale’s visitor economy.

- 6.2 The Plan is intended as a strategic blueprint for tourism over the next three years, aiming to enhance collaboration and attract higher spending, longer staying visitors to generate greater economic benefits. The Plan takes into consideration the individual needs of businesses in Ryedale’s market towns, the villages and the Wolds. It will dovetail activity with that of the North York Moors National Park, Howardian Hills Area of Outstanding Natural Beauty, Visit York, Scarborough Borough Council, Visit Hull and East Yorkshire, Welcome to Yorkshire and other organisations so we can create a strong foundation for the future, collaborating across the area. Industry workshops have been held across three market towns and the plan has attracted support via the wider consultation process from Town Councils, local business groups and individual tourism businesses. The plan is now ready for implementation via a scheduled action plan.

#### **6.2 Action plan activity**

Further to industry consultation an action plan of activity has been developed to support the key areas identified as requiring development. It is important to highlight that objectives throughout the plan will be delivered in partnership. This will involve the Council, private sector tourism businesses, town councils and town centre business groups. It is also important to highlight that business support will take place throughout the duration of the plan to ensure that product development and collaboration takes place in response to current trends and new opportunities. Monitoring and evaluation will also be a feature of the Plan, which includes regular benchmarking via research and evaluation of the Ryedale and wider tourism sector.

A summary of activity is as follows:

#### **a) Promotional themes**

*Food and Drink, Walking, Cycling and Mountain Biking, Outdoor Activities, Arts and Crafts, History & Heritage, Nature & Outdoors, Screen Tourism*

Marketing and product development activities will take place in a collaborative manner utilising shared resources to increase the value of the visitor economy.

**b) Markets and market intelligence**

Annual assessments will take place to identify trends and communicate to businesses. All accommodation and attraction providers will be encouraged to participate in occupancy and visitor number surveys.

**c) Group visits**

Work will take place to identify attractions and accommodation, and parking facilities suitable for group visits, and to develop new products, promotional material and opportunities for collaboration where appropriate.

**d) Events and seasonality**

Work will take place to identify any gaps in the promotional calendar, either by theme or time of year, and new events will be planned. The calendar of themed activity will aim to identify strong year-round reasons to visit Ryedale, and ensure businesses have sufficient information for them to use these in their own marketing

**e) Market Towns**

The key selling points and themes to be used to promote Market Towns will be identified and delivered through collaboration and partnerships.

**f) Accommodation**

Any barriers to more staying visitors will be identified and a fuller accommodation listing presented. This may be an area of increased focus over the three year duration of the plan as our understanding of visitor requirements grows.

**h) Product development**

Product development needs and activities will be identified throughout the duration of the plan.

**i) Marketing**

Partners will agree information and curated content across websites, which will be enhanced by social media activity and use of professional PR services to target media messages. In addition support will be provided to visiting journalists, influencers and location scouts to help them feature Ryedale products.

**7.0 IMPLICATIONS**

7.1 The following implications have been identified:

a) Financial

The Council has an established tourism budget which will be used to support the delivery of this partnership plan. Other partners will also contribute towards its delivery.

b) Legal

There are no legal considerations with respect to this item.

- c) Other (Equalities, Staffing, Planning, Health & Safety, Environmental, Crime & Disorder)

### **Equalities**

The plan seeks to improve levels of engagement across the sector providing advice and support to all businesses. Accessibility audits for each of the market towns are proposed and will provide a means to ensuring we get accessibility right for the visitor and the benefits are spread into the local community.

### **Environmental**

Whilst the visitor economy is one of the most important sectors for the economy of Ryedale, the plan will help to address how we'll manage the industry sustainably. A key priority for this plan is to increase the value of tourism in Ryedale. This will be achieved by increasing the proportion of staying visitors, improving year-round occupancy levels in existing Ryedale accommodation. We will be mindful of the need to encourage more sustainable travel, and to take care of the very environment that attracts visitors. We will develop activities that focus on visitor spend and which stimulate particular visitor behaviour, particularly around cycling, walking and working with public transport providers to facilitate sustainable travel. There is an opportunity to showcase local distinctiveness and use it to attract visitors who are more likely to care for the places they visit.

## **Programme Director for Economic Development, Business and Partnerships Phillip Spurr**

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**Background Papers:**  
Ryedale Destination Development Plan

**Background Papers are available for inspection at:**  
N/A

**Ryedale**  
**Destination Development Plan**

**February 2020**

**Developed by Susan Briggs/The Tourism Network  
on behalf of**

**RYEDALE  
DISTRICT  
COUNCIL**



## 1. Introduction

This Destination Development Plan was commissioned by Ryedale District Council (RDC). A new Economic Development team is now in place at the Council, covering arts and events, business support infrastructure and tourism across the District. This Plan is part of broader strategic work and will feed into the Ryedale Visitor Strategy.

This Destination Development Plan is intended for use by RDC, Ryedale businesses and collaborative partners inside and outside Ryedale.

The key purpose of this Plan is to identify activities which can be undertaken in the short to medium term to increase the *value* of the visitor economy within Ryedale.

It is intended that the majority of the activities within this Plan should be completed within two years, with most undertaken over the next eighteen months. These are foundation activities, upon which further work will build.

## 2. Current value and volume of tourism in Ryedale

RDC recently commissioned a report *'The Economic Impact of Tourism on Ryedale 2018'*. Full details of the available research can be found on [www.ryedale.gov.uk/tourism](http://www.ryedale.gov.uk/tourism).

The following figures are key regarding visitor spend:

- 5.59 million trips were undertaken to Ryedale. Of these, 5.2 million were day trips, and 0.39 million were overnight visits.
- Accommodation occupancy levels were quite low: 51%.
- £134 million was spent by overnight visitors.
- Taking account of the multiplier effect, £318.4 million was spent in the local area.

A key priority for this Plan is to increase the **value** of tourism in Ryedale. This will be achieved by increasing the proportion of staying visitors, improving year-round occupancy levels in existing Ryedale accommodation. More staying visitors will have benefits for all visitor-facing businesses and increase spend through more attraction visits, activities undertaken, and spend on food, drink, shopping and other leisure activities.

The economic impact of an increase in overnight visitors would be considerable. It is reasonable to set a target of a 5% increase in the value of overnight visitors over the next three years. This would generate around £6.7 million additional revenue.

VisitBritain estimates that for additional revenue of £56,000 an additional job is created. On the basis of an increase of £6.7 million, 124 new jobs would be created.

The relatively modest target of a 5% increase in the value of staying visitors takes account of the fact that it can take several years to change perceptions and visit habits within an area.

It takes time to raise the profile of a destination, to create demand and ensure tourism products are relevant to a changing market place.

To achieve this target, there is a pressing need to undertake many foundation activities, outlined in this Plan. Once these are in place and collaborations are more established, it would be reasonable to expect to escalate progress and set more ambitious growth targets.

### 3. Trends in tourism

Activities within this Plan should be set within the context of current trends including:

- Increased awareness of the environment, concerns about climate change and consideration of the impact of visitors on local areas. ‘Flight-shaming’ in some countries such as in Scandinavia has led to a reduction in holidays overseas and growth in staycations and holidays in countries accessible by train.
- Increased interest in local distinctiveness (the special features and sense of place that mark out one place from another), which can be harnessed to slow down visitors, encourage them to explore each place in more detail and to stay longer, being more mindful of their impact on the host community.
- Visitors increasingly look for more in-depth experiences, opportunities to learn something different and get under the skin of a destination. Experiences are a good way to differentiate one destination from another, provide unique selling points and increase visitor spend.
- Loss of status for ‘official’ channels, official guide books and information in favour of peer-peer recommendations and user-generated online content.
- Authenticity is important. In a world full of homogenised high streets and mass production, visitors enjoy feeling more in touch with a destination, meeting real people and getting better insights into the places they visit. They need help to find and uncover these elements.
- Increased interest in well-being tourism (sometimes called ‘wellness’), mindfulness, opportunities to step back from the world and refresh through nature.
- Increased interest in outdoor challenges and active short breaks, often in small social groups. There has been a significant increase in participation levels in extreme events such as triathlons.
- Huge trend toward online bookings, particularly using agents like Booking.com. There is also a trend toward more last-minute bookings.
- More values-driven decisions about spend e.g. does it support small businesses? What is the host business’ attitude toward the environment?

- People seeking a sense of community and emotional connection – this has partly contributed to the incredible rise of Airbnb, as visitors seek an ‘insider’s view’ of a destination.
- There is an increased demand for niche visits, sometimes study visits, when participants have an opportunity to feel more part of a community or to learn lessons that can be used elsewhere. Examples of this might be volunteering on the North Yorkshire Moors Railway, or studying the Slowing the Flow project in Pickering.

Recommended actions to take advantage of these trends:

- Make greater use of local distinctiveness in all marketing and product development activities
- Support businesses to develop experiences that relate to these trends
- Create curated content and social media posts that encourage more user-generated content and peer-peer recommendations

#### 4. Strategic principles

Recommended activities within the Action Plan are underpinned by these strategic principles:

- Form partnerships and collaborate to maximize use of resources & create more sustainable activity.
- Focus on activities to attract more staying visitors for maximum economic benefit, helping accommodation providers to work with attractions, activity providers, food and drink and retail businesses to offer more reasons to visit and stay longer.
- Promote the assets and brands that make the most sense to visitors. Use the attractors that work and which have larger budgets (e.g. North York Moors National Park & York) as the locator brands, and the locations and attractions within Ryedale which have the greatest resonance to attract more staying visitors. Lesser known destinations can then be developed using a themed approach.
- Support product development to enhance Ryedale’s tourism assets & attract visitors through key themes.
- Support businesses to undertake their own direct & collaborative promotional activities.

#### 5. The ‘Ryedale’ product

Some destinations fit comfortably under a single geographic umbrella and can be developed and promoted within that context. Others, like Ryedale, need to take a multi-pronged approach.

Ryedale is an administrative area and is not a recognised destination for visitors compared to its neighbours.



For this reason, it is strongly recommended that the lead promotional angle should not be 'Ryedale' per se, but its constituent parts:

- The three main market towns – Helmsley, Pickering and Malton - are key to tourism in Ryedale. Each has their own character and reputation, which can be further enhanced by additional activity and collaboration. Kirkbymoorside and Norton-on-Derwent have potential to act as additional centres, using a thematic approach.
- In addition to the market towns, Ryedale has many attractive rural villages, beautiful landscapes, woodlands and other attractions. Most of Ryedale's rural product fits within three established areas: North York Moors National Park, Howardian Hills Area of Outstanding National Beauty, and the Yorkshire Wolds. There are opportunities to develop collaborations to raise the profile of each of these areas. York offers additional context.
- The Ryedale product also fits within a number of themes, such as cycling, walking, food & drink, heritage or antiques. These are discussed in more detail below.

## 6. Promotional themes

Promotional themes offer a useful way to link together tourism products and promote well-known aspects of Ryedale alongside lesser known locations. Themes can be used to attract more off-peak business, and to create 'hooks' for social media and public relations activities. They can be used to attract visitors who may not have considered coming to Ryedale but who have a special interest they'd like to pursue.

Themes can be used as a foundation for collaborative activity, bringing together different businesses with a common interest, so they all benefit by targeting similar visitors. Promotional activities can be more cost-effective, particularly using social media, PR and direct mail, because there's a strong word of mouth effect from people with shared interests.

We looked at the overall Ryedale product and discussed key themes during the consultation workshops. These themes are outlined below. A traditional approach is to simply list the products under each theme and then present them to potential visitors using a leaflet or website, but that passive approach is less likely to generate ongoing benefits. It will be more effective to bring interested businesses and partners together to create longer term collaborations with themed cluster groups.

**For each theme, it will be necessary to:**

- Conduct a full product audit to ascertain the scope for each theme (some of this will be achieved through desk research building on previous work).
- Consider what information already exists about that theme? What gaps in provision are there? How easy is it for visitors and accommodation providers (since they will be able to promote themes to their guests) to find information and plan visits around that theme?

- Consider what is the market for that theme? Are they likely to book or get their information through any particular channels, such as specialist tour operators, websites, clubs and societies? How are they most likely to be influenced? When do they make their decisions? What does the themed cluster group need to do to increase that market?
- Identify what product development is necessary to enhance that theme? For example, does the cluster group need to work with an operator or guide to make the theme more apparent? Would it be useful to co-organise an event around that theme? What work needs to be undertaken to bring different elements and products together to make the theme more attractive and easier to book? How can accommodation providers use the theme to develop off-peak business?

It is recommended that for each theme, an informal cluster group is brought together to discuss these areas and agree an action plan.

For each of the themes, the Ryedale Tourism Officer will act as a co-ordinator and catalyst, working with tourism providers and other partners. Members of the cluster group will need to take on some of the activities, for mutual benefit.

The following is intended as guidance rather than a prescriptive method of approach, since it is important for each cluster group to have ownership of their theme. The approach is likely to vary for each theme.

Once the specific approach and action plan has been identified for each of these themes, there will be more opportunities for targeted and collaborative social media and PR activity.

Given the modest budgets and officer time available, it would be difficult to develop and promote all these themes at once. A phased approach will be necessary, acting as a catalyst on one theme before moving on to the next.

### **Walking**

With over 1400 miles of paths and tracks to explore, this is a useful unifying theme whether for longer distance walkers (Cleveland Way, Ebor Way, Yorkshire Wolds Way), those who want to explore a town trail or enjoy a shorter walk around some of Ryedale's attractive villages, perhaps focused around a café or pub in order to increase visitor spend.

Key partners for this theme will include the North York Moors National Park, National Trails Officer and Howardian Hills Area of Outstanding Natural Beauty. Activities may include identifying locations where short walks could be created to increase interest in an area and lead visitors to villages or market towns to increase spend, or enhancing current information provision. Where walks and routes already exist, work could focus on ensuring they are well represented on partners' websites and encouraging accommodation providers to feature local walks.

### **Cycling and mountain biking**

This is already a strong theme with numerous providers and known locations. The market for e-bikes is growing, offering opportunities to broaden the appeal of cycling.

It would make sense to partner with the North York Moors National Park on cycling and mountain biking since they have done so much work in this area, most recently working on a cycling-friendly scheme, charter, and development of new routes. Some Ryedale businesses already participate in this and there is scope for further inclusion, particularly as there is no membership fee. The NYMNP activity includes significant support to help businesses provide suitable facilities, understand the market and collaborate with each other.

Promotional work will also involve Welcome to Yorkshire and Scarborough Borough Council. Work on this theme may take the form of more networking, support for businesses to co-promote and partner with other agencies and groups working to develop cycling tourism. Product development and marketing work might focus more on e-bikes to broaden the market for cycling tourism.

New opportunities may be presented through the proposed Malton to Pickering cycle route and North York Moors Cycleway. Further links can be made to the Cycle England project, and Ryedale Cycling Forum.

### Outdoor activities

In addition to walking and cycling, Ryedale has good horse-riding and golf products. Work is needed to assess whether these should be primary or support themes. It would be useful to enhance collaboration between golf clubs to encourage longer visits and link in accommodation providers with appropriate facilities to help increase overnight stays.

Looking at less developed themes such as horse-riding and golf, the first step for this theme will be to look at the products already available and meet with interested parties to discuss possible promotional activities. How can different providers be brought together? What opportunities might there be to create new collaborations, or are there existing activities which would benefit from more support?

### Food & Drink

This could stand alone as a theme, or be incorporated into other activity to increase spend. There are several possible angles for development of the food and drink theme, some of which could be undertaken together. For example:

- Building on the work already undertaken on TasteoftheNorthYorkMoors.com and VisitMalton to highlight good local food via the web and PR activities.
- Make food and drink part of local promotional activity, for example, developing walking routes into and out of villages and towns which start or end with a drink or meal.
- Create more collaborative marketing opportunities to showcase food and drink outlets in the market towns, encouraging visitors to dwell longer.
- Identify opportunities to highlight tours, talks, markets and other experiences such as farm tours, tasting events, chocolate-making workshops, and bakery lessons.

- Support accommodation providers to use these activities as part of their off-peak marketing activities to attract new visitors.

### Arts and crafts

There are several related elements within this theme:

- opportunities to see and buy art and craft from galleries
- meet artists and makers and watch them create their work
- workshops where participants can learn new skills

This theme is good for off-peak business, but needs some work to gather together the product and make it more obvious to visitors. Product development may be necessary to take advantage of the growing market for creative breaks.

The first step will be to undertake a full product audit and meet with interested parties to identify opportunities, and identify linkages with the Ryedale Cultural Action Plan.

There may also be opportunities to use arts and cultural events and activities to animate market towns, particularly in the evening. During the course of the consultation, several businesses mentioned the role of music events in attracting visitors, particularly to those in Dalby Forest.

### History and Heritage

This may be sometimes combined with arts and crafts, and should also incorporate antiques as this is a strength for the market towns. There are several sub-themes within 'heritage', for example antique hunting, or ancient abbeys, or more family-friendly activity, using heritage attractions and museums as a hook. This theme also links to the Ryedale Cultural Action Plan.

Traditional tourism marketing already makes good use of this theme, yet there are opportunities to develop it further, using more contemporary approaches and creating more interactive experiences. A theme like antiques may require work to identify the providers, and undertake some product development work such as collaborating with a Blue Badge Guide to create antiques tours, and then decide on promotional angles.

The North Yorkshire Moors Railway will be an important element, and useful to link together destinations and other partners. It may be possible to use literary connections such as Dickens in Malton to enhance this theme.

### Nature and outdoors

Given some of the external trends discussed at the beginning of this report, this theme is likely to grow in importance. It can also encompass dark skies and nature photography, a strong niche. It's important to make this theme accessible by identifying operators who can bring it alive to people who might not be used to visiting the countryside, and to create more nature experiences. Some of these might also be retreat-oriented. There appears to be a growing market for residential wildlife tourism, which could be a useful trigger for out of season visits.

The starting point for this theme should be to explore opportunities with the North York Moors National Park and Howardian Hills Area of Outstanding Natural Beauty since nature and the outdoors underpins so much of their activity.

### **Screen tourism**

This can be a powerful motivator for visitors who want to see the places that have featured in or acted as settings in films and television programmes. The impact of screen tourism can last for decades after the first appearance, as evidenced by the influence of *Brideshead Revisited* at Castle Howard and *Heartbeat* at Goathland. Television programmes can also act as an interest trigger for key themes. For example, series such as the *Antiques Road Show* or the *Repair Shop* can be used as the hook for themed promotion.

The Tourism Network will shortly be offering marketing workshops to help businesses and destinations benefit from screen tourism, drawing on other work by Screen Yorkshire.

### **Planning themed product development and promotional activity**

Once initial cluster group meetings have taken place and foundation work has been undertaken, RDC will be able to plan a calendar of Ryedale themed activity, alternating focus on different themes through the year, working with other partners where possible.

This would mean that RDC acts as a catalyst for the development and promotion of each theme but does not necessarily undertake all the work. This approach will avoid duplication, make better use of the knowledge of the businesses within each theme and play to key strengths.

Work will also be necessary to identify where there are linkages between themes, to use the themed approach to ensure all areas of Ryedale are covered, and to help accommodation providers make full use of the themes in their own promotional activity, particularly in off-peak marketing.

## **7. Events and Festivals**

A variety of events and festivals already take place in Ryedale, ranging from small local events to major concerts and cultural events, and sporting challenges. Visitors love the serendipity of happening upon a local event such as an agricultural show but can also be attracted to stay longer if they are aware of more major events and festivals.

Events provide a useful trigger for visits and keep the product fresh and interesting, engaging new and repeat visitors. There are opportunities to make more of existing events and to attract more staying visitors. Events can also be used to attract visitors outside the main season, increasing year-round occupancy. The themed cluster groups may be able to help identify additional events that already exist, or new event opportunities, which could be used to raise awareness of some promotional themes.

Some accommodation providers say they are not aware of all the events that take place so they are unable to use them in their own marketing. Some event organisers have commented that they find it

onerous to have to input event details in such a wide variety of websites and information channels and would welcome a more effective system.

An important first step will be to list all Ryedale events and make the information available to all event organisers and accommodation providers to enhance collaboration. This will make it easier to identify quieter times when there may be scope for new events, and to identify if any themes are missing, and what new types of event might be added.

## 8. Tackling seasonality

‘Off-peak’ means different things to different businesses. For some it is the winter months, for others there is an unwelcome gap in April/May or on a particular day of the month or time of the day. Some businesses report that there is also a need to develop more of a night-time economy in the market towns.

The action plan suggests some activities to help overcome some of these issues. The key activity will be the use of themes and events to give more tangible reasons to visit off-peak and to help target specific markets more pro-actively.

There have been some suggestions that there is little to do in the market towns in the evening. This may be more of a perception than a reality, but it still needs to be addressed. It would be a good idea to make local accommodation providers more aware of evening events and activities to they can pass on this information to visitors. Visitors will appreciate recommendations for good local pubs and community events.

## 9. The market for visitors to Ryedale

Visitor research gives an indication of the spending power, home town and age profile of visitors but it’s more productive to focus on the mind-set and motivation of visitors. This makes it easier to create more targeted marketing messages and give stronger reasons to visit.

Key motivations for visitors to Ryedale that can be used in marketing activity:

- Wanting to retreat from the bustle of the everyday world to somewhere gentler and calmer, to feel better and more refreshed
- Spending time together and exploring together – strong market for multi-generational visits, celebrations and gatherings of friends and family
- Interest in one of the themes – need to tailor messages for each one
- En route to the coast, York or NYMNP – need to convert to longer stays in Ryedale
- Purpose-driven – to visit an event, shop, or see a key attraction

There are some important sub-markets, such as visitors with motivations listed above, who also seek dog-friendly facilities.

There's a need to develop more information about the mind-set of visitors, the barriers and opportunities to convince. During the consultation phase of the development of this Plan, some respondents have asked for access to more research and better footfall data in the market towns.

### Group visitors

Ryedale has some excellent attractions that could attract more group visitors. There is a perception that group travel is low value because of the discounts offered but this is not strictly true. With an ageing population and growing number of people who enjoy the social benefits of travel but don't wish to drive themselves, small group outings are popular.

There are other benefits to attracting groups:

- It's relatively easy to market to groups: one key contact makes the bookings and has multiple purchasing power, often repeating successful visits with different groups.
- They pre-book, making operational planning easier – and still visit, regardless of the weather.
- They generally travel by coach, which may be more environmentally-friendly than multiple car journeys.
- If given reasons to do so, groups are often prepared to visit outside peak visitor periods.
- Visitor spend can be increased through secondary spend on food, drink, and shopping.

It is harder to attract more staying groups because Ryedale lacks a significant level of group accommodation but there are nonetheless opportunities to work with the travel trade to attract day visitors using the market towns as a base. To do this it will be necessary to provide the right facilities such as coach parking, appropriate information for the travel trade and group organisers, and to target them through publications such as Group Travel Organiser.

In recent years there has been good growth in smaller groups and tailor-made tours, such as those using smaller coaches and minibuses. Businesses such as Grand Yorkshire, BOBH and Mountain Goat already feature Ryedale so there may be opportunities to develop more collaborations. These businesses operate out of York and provide a car-free option for some visitors. It would also be good to work with local Blue Badge Guides on group tourism.

There will be opportunities to collaborate with VisitYork and Scarborough Borough Council on group travel promotions since they have both expressed interest in this sector. There is particular interest both from potential visitors and attractions in developing group travel to historic houses, castles, abbeys and gardens, and using a screen tourism theme.

### International visitors

Visitors from overseas tend to stay longer and be higher spending than domestic visitors but are not as easy to reach. Castle Howard has been particularly successful in attracting Chinese visitors,

however this does not necessarily mean those same visitors will go on to visit other Ryedale locations.

Recent projects funded by the Discover England Fund and developed by the North York Moors National Park may have led to increases in visitors from overseas. Some of this work is ongoing. The main focus is now on near European visitors. Ryedale may benefit from additional overseas visitors but given the limited budgets available, overseas marketing is not a priority for RDC. Overseas marketing requires significant resources and so collaborations with VisitYork, Welcome to Yorkshire and VisitBritain/VisitEngland will be more cost-effective.

## 10. Collaborations and partnerships

RDC will need to work with a number of partners to achieve the actions in this Plan, as well as working directly with Ryedale businesses:

- North York Moors National Park Authority & North York Moors Tourism Network
- Howardian Hills Area of Outstanding Natural Beauty
- Scarborough Borough Council
- Visit York
- Organisations representing the market towns
- East Riding County Council and Visit Hull & East Yorkshire for the Yorkshire Wolds, and the East Yorkshire Local Food Network
- Welcome to Yorkshire
- Tourism Association North Yorkshire

RDC has already started to hold discussions with these organisations, to discuss the activities identified in this Plan and agree next steps.

### Work with individual market towns

The Ryedale market towns each have their own character and selling points. In order to encourage more movement between them it's important to create stronger identities and local distinctiveness to differentiate them and show visitors (and locals) what they each have to offer.

Much of the current market town promotion focuses on the town centres. Marketing the surrounding area will enhance the offer, increase spend and length of stay, particularly if promotion of accommodation is included.

**Pickering** promotes itself as 'Gateway to the North York Moors, Yorkshire Forests & Coast' which gives a rationale for using it as a base but there is a danger that visitors will see it as the place from which they should go elsewhere instead of as a destination in its own right. The North Yorkshire Moors Railway station is part of its gateway role but also attractive in its own right.

Pickering could enhance its reputation by making more of Beck Isle Museum ('the treasure house of Ryedale' is intriguing), the Saxon church and 15<sup>th</sup> century wall paintings and as a hub for performing arts. It would be good to find ways to convey this information more concisely and visually. In addition to its history and the railway, Pickering makes a good base for outdoor exploration.

**Malton** differentiates itself as ‘Yorkshire’s Food Capital’, with a number of flagship events. Food tours and experiences add to the draw as they give visitors the impression of a vibrant town with plenty to do. Businesses without a food angle may feel they fall outside this selling point. It would be good to use the arts as an additional draw. There are opportunities to highlight Norton-on-Derwent, particularly with the development of the Woodham Stone Collection and through walks and cycle routes.

During the consultation for this Plan, we received comments from several businesses who said they would value more networking and promotional opportunities focused on non-food and drink businesses.

In addition to its retail and food offerings, **Helmsley** is able to attract visitors thanks to the numerous attractions such as the Helmsley Walled Garden, Castle, Rievaulx Abbey, National Centre for Birds of Prey, and Duncombe Park. These attractions are the ingredients that visitors expect to see in the ‘ideal’ English market town – castle, park, abbey, garden, creating the essence of England within a small geographic area. The forthcoming film, Secret Garden, is likely to act as an additional draw.

In the search for authenticity and constancy, **Kirkbymoorside** has the potential to attract visitors with an interest in arts and antiques thanks to the auctioneers and businesses like Bils and Rye, and the nearby Ryedale Folk Museum.

All the market towns have a good selection of independent shops, cafes and pubs. When promoting these, more detail is needed to make the benefits more tangible, with more explanations and recommendations.

During the consultation for this Plan, strengths and key selling points for each area were suggested. These have been added to <https://www.northyorkmoorstourism.com/rdc.html> with an opportunity for anyone to continue the conversation and add more details. Some responses were particularly detailed, hence the difference in detail for each destination.

### Approach for market town and village promotion

A partnership approach is recommended, working with existing channels and organisations. Each of the market towns has its own existing promotional activity including a town leaflet or map, website and social media channels.

RDC will be able to offer support with the development of curated content and promotional activity. This could involve:

- Bringing attractions, activity providers and accommodation providers together to enhance collaboration and networking opportunities
- Developing themed activity
- Providing images, social media and PR support.

Each destination will need to develop:



- A clear and distinct description of the destination, demonstrating its strengths and differentiators and top ten (or five or fifteen...) experiences to be enjoyed in that location
- Location information, showing linkages between places to visit, experiences, walks, and suggested itineraries
- Key events listing
- Improved information about public transport provision

Where the activity focus is on a particular market town, efforts should be made to also showcase surrounding villages.

### Accommodation

If Ryedale is to attract more staying visitors, it is important to raise the profile of accommodation in the area. To do this, we need to showcase the range of good quality accommodation and make it easier for visitors to find accommodation. An audit of accommodation should be carried out. Discussions with strategic partners will be needed to determine the best ways to display the wide choice of accommodation within Ryedale and to make it easier for visitors to find and book directly. This could be as simple as a shared, customised Google map showing all accommodation.

Targeted support is needed to help accommodation providers use the proposed themes in their own promotional activity, to increase occupancy and improve off-peak marketing. Better links are needed to bring accommodation, activities and attractions together.

## 11. Product development

Ryedale has an excellent range of beautiful landscapes, interesting and unique attractions, high quality accommodation and wide range of activities. As the list of themes indicates, there are many reasons to visit. Product development activities can help to enhance the offering, make it more apparent and easier for visitors to enjoy.

The themed activity will help to identify new opportunities and product development needs, whether these are gaps in the product, or ways to enhance the existing products on offer.

Product development can further enhance the Ryedale offering through:

- Product enhancements, which could include upgrades or adaptation to appeal to a wider market or to meet changing market needs, such as offering secure bike storage to cyclists.
- Collaborations and packages, bringing businesses together to work on key themes or in geographic areas, making it easier for visitors to spend longer in Ryedale.
- New products and experiences, such as a farm offering farm tours or food tastings. The themed activity may identify opportunities for new events.
- Suggested itineraries that showcase different aspects of Ryedale, link places together, and create demand for longer stays in the area

Ryedale District Council is already working on two enhancement projects:

### **Electric Vehicle Charging Points**

RDC are keen to support Electric Vehicle (EV) Charging Infrastructure within the District to facilitate low emission travel between the market towns and their environs.

It is anticipated that EVCP's will be installed in long stay council-owned car parks in Helmsley, Kirkbymoorside and Pickering to complement existing EV units in Malton and Norton-on-Derwent.

### **Free Public Wi-Fi in Ryedale's Market Towns**

A scheme to develop free public Wi-Fi across the market towns is being explored to improve digital connectivity for visitors, residents and businesses whilst encouraging promotion of each towns key attractions and events via an individually branded town centre portal landing page.

## **12. Marketing**

The collaborative approach identified in this Plan is designed to make best use of limited resources, avoid duplication and play to the different strengths of partners. RDC will act as a catalyst and co-ordinator of some product development and marketing activities but will not necessarily lead or undertake all activities.

### **Web marketing**

RDC have already indicated that they do not wish to develop their own visitor website. This would take time to establish, duplicate some of the current offering by other partners and would go against the current trend of visitors turning away from official sources of information.

Rather than establishing a new site, RDC will develop and curate appropriate content, whether about key locations or themes, and provide this for use:

- By partner organisations such as North York Moors National Park, Howardian Hills Area of Outstanding Natural Beauty, Scarborough Borough Council, or Welcome to Yorkshire
- By market towns and other organisations
- By individual Ryedale businesses
- As part of broader PR and marketing activity

This curated content is likely to supplement existing information, provide more actionable experiences and reasons to visit Ryedale.

It could for example include themed information focusing on a given topic, or be a series of themed itineraries to encourage longer stays and wider exploration. This information would be copyright-free and available for adaptation to fit a number of purposes.

### **Social media**

Social media has become an essential part of tourism promotion. RDC will need to create a social



media promotional calendar, identifying key messages to be shared by RDC and all participating organisations and businesses. It will develop its own social media channels (predominantly Facebook, Instagram and Twitter) to support other promotional activity.

### Print material

At this stage, we are not proposing any additional print material. Individual businesses and associations may wish to develop their own promotional literature. The annual Literature Exchange at Eden Camp will be supported to make it easier for Ryedale businesses to share information. RDC may help to refresh some of the existing town trails and leaflets.

### PR activities

Targeted approaches will be needed to promote each of the themes via the media, preferably using the services of a PR professional, working in collaboration with other partners such as North York Moors National Park, and Scarborough Borough Council to avoid duplication and make better use of resources. This activity will be clarified after meetings with each of the proposed partners and work on the themes. There will be opportunities to also feed in stories to Welcome to Yorkshire's PR team.

## 13. Business support

This Plan identifies themes and opportunities that require a collaborative partnership approach. Tourism businesses will play an important role. RDC's role will be as catalyst, co-ordinator and supporter. It will need to provide business support services to enhance all activities:

- Undertake, commission and co-ordinate market research and intelligence, and make it available to businesses
- Bring together businesses under themes and geography – creating the cluster groups
- Provide support to market town organisations to help them offer more area and themed information
- Signposting to advice, funding and support for product development
- Provide appropriate resources such images, copy, themed information and itineraries for use by Ryedale businesses
- Support relevant organisations to offer networking and business advice

Business support has been a fundamental element in the development of the North York Moors Tourism Network over the last eight years. During this time, we have found a need for the following types of business support, and would expect to find similar needs in Ryedale:

- A small amount of initial advice for start-up businesses. Much of this is already available through other agencies, online and the banks.

- General signposting to information, often regarding legislation such as the need for music licenses or health and safety advice. This is usually provided by local authorities or VisitEngland.
- Small number of questions (and complaints) relating to planning issues.
- The majority of requests for support are either questions relating to industry issues (the key one is online booking for accommodation providers, with discussions about high commission rates or best agency for x) or most frequently relating to marketing.

Businesses ask for help to find new routes to market, to understand the different roles of various promotional channels, support with social media, and specific issues such as how to get more direct bookings or develop more off-peak trade. The [North York Moors Tourism Network](#) offers practical, free/low cost support for all tourism marketing needs, either in live or virtual workshops, blogs and advisory articles, one-to-one and through the [Tourism Network online community](#). This support can be easily extended to all businesses in Ryedale.

The [www.ryedale.gov.uk/tourism](http://www.ryedale.gov.uk/tourism) page is a useful support tool, signposting to other information and advice.

Once the themed cluster groups have met and developed their action plans, it will be possible to develop more business support, focusing on product development.

## 14. Visitor management and quality issues

This Draft Destination Plan focuses on the need to increase the value of tourism to Ryedale. While they may not have a direct impact on visitor spend, there are some issues to consider, which contribute to the overall satisfaction levels of visitors and the overall contribution tourism can make to the local economy.

### Quality of the tourism product and excellent customer care

Visitors will only return and recommend Ryedale to others if they enjoy their visit. In previous years accommodation providers were encouraged to participate in quality inspection schemes but these have been superseded by online review sites such as TripAdvisor.

A useful side effect of review sites and social media is that market forces and word of mouth now showcase good quality tourism products and lower quality products are less likely to survive. It may be worth offering business support in customer care to ensure a high quality visitor experience across Ryedale.

Quality in Tourism are now promoting their entry-level accreditation [Safe, Clean and Legal](#) which can help to raise awareness of the key legislation and the standards expected by today's visitors and key.

### Accessibility

There is demand for more accessible facilities and for better information about which facilities are available to visitors with different needs. Not all businesses are aware of their responsibilities in this

area so there is a need to signpost to appropriate advice and support. It would be helpful to undertake broader access audits in key visitor locations, and to make these widely available.

[Accessible Derbyshire](#) is an excellent example of information provision and services to enhance the visitor experience for disabled people.

### **The impact of visitors on the environment**

We need to be mindful of the need to encourage more sustainable travel, and to take care of the very environment that attracts visitors. Some destinations are now starting to step back from promotional activities that encourage more visitors, in favour of those that either focus on visitor spend instead, or which stimulate particular visitor behaviour.

Many tourism businesses are already aware of their responsibilities to the environment, and starting to put in place measures to reduce the burden. Some would benefit from additional advice and support to do so. The public are increasingly interested in spending time in nature. There is an opportunity to showcase local distinctiveness and use it to attract visitors who are more likely to care for the places they visit.

### **Signage**

While some of it is outside the remit of RDC, issues relating to signage were mentioned during the consultation. It would be helpful to clarify what improvements to signage inside and en route to Ryedale might be possible.

### **Public transport**

The need to encourage greater use of public transport, and to significantly improve provision of public transport has been a recurrent issue during the consultation for this Plan. Several people expressed concerns over availability of taxis and evening transport.

There are opportunities to work with the rail operator TransPennine Express and the regional Coastliner bus service to help attractions and facilities along their routes to benefit from these services.

Where good public transport exists, there is a need for greater awareness, to make it easier for the public to become more aware of routes and the advantages of using them. It would be helpful if all businesses could link to sites such as [this comprehensive overview of all options](#) from the North York Moors National Park.

It may also be worth looking at examples from elsewhere such as the Little White Bus community transport scheme in Upper Wensleydale, based at Hawes.

<b>ACTION PLAN</b>			
<b>NB: This plan is intended to evolve as each stage of foundation activity is completed. Additional details will need to be added after cluster meetings looking at each promotional theme.</b>			
<b>RECOMMENDED ACTIVITY</b>	<b>WHEN</b>	<b>BY</b>	<b>BUDGET REQUIRED</b>
<b>Strategic Approach</b>			
Agree visitor targets, strategic priorities and next steps for the Ryedale Visitor Strategy	Complete	RDC, tourism businesses	£0 + RDC Tourism Officer time
<b>Promotional themes</b>			
For each theme, identify key players & arrange cluster meeting or virtual network, using the template in the Appendix	By end March	RDC to lead, with participation by tourism businesses & key partners	Possible room hire – up to £50 per venue + RDC Tourism Officer time
Using the responses to the above, draw up an action plan – incorporating marketing and product development activities – for each theme, with agreed actions by RDC, businesses & other partners. Agree when each plan will be reviewed and updated.	By end March	RDC to lead, with key partners	£0 + RDC Tourism Officer time
Plan a calendar of Ryedale themed activity & communicate plans to businesses	By end April	RDC, with key partners	£0 + RDC Tourism Officer time
Agree what collaborative PR activity will be undertaken to promote the themes.	Agree by end April, contract agreed agency	RDC to lead – look at collaboration with NYMNP to maximise	£2000 per theme + RDC Tourism Officer

	May	resources	time
<b>Markets and market intelligence</b>			
Agree market mind-sets (after work on themes) & continue to build market intelligence & visitor profile.	By end April	RDC, with key partners	£0 + RDC Tourism Officer time and support from key businesses
Assess annually to identify trends & communicate to businesses	Jan 2021	RDC, NYMTN	£0 + RDC Tourism Officer time
Encourage all accommodation providers to participate in the occupancy survey	Ongoing	RDC, NYMNP, SBC, NYMTN	£0 + RDC Tourism Officer time
<b>Group visits</b>			
Identify attractions and accommodation, and parking facilities suitable for group visits.	Sept	RDC lead	£0 + RDC Tourism Officer time
Bring together businesses, attractions and those interested in developing group business.  What product development is necessary? Can group tours be created with local Blue Badge Guides? Which operators already bring groups to Ryedale – are there opportunities for further collaboration?	Sept/Oct	RDC with local guides, group operators, attractions & other businesses, VisitYork = Group Travel Working Group	£0 + RDC Tourism Officer time
Assuming sufficient interest from businesses, create travel trade manual with information for group organisers and tour operators	Oct	RDC & working group	£1000 + RDC Tourism Officer time

Build database of operators and group travel organisers and identify promotional opportunities	Oct	RDC & working group	£0 + RDC Tourism Officer time
Identify and agree other promotional activities e.g. direct mail, PR, possible attendance at group travel exhibitions	Nov	RDC & working group	£1000 + RDC Tourism Officer time
<b>Events</b>			
Consider if there is a way for RDC to collate events information or what data gathering facilities already exist for events	Ongoing	RDC	£0 + RDC Tourism Officer time
Make a shared calendar of all Ryedale events available to all event organisers & accommodation providers	Ongoing	RDC	£0 + RDC Tourism Officer time
Identify any key social media, PR and other promotional opportunities from events, taking a collaborative approach.	Ongoing	RDC to lead, with support from tourism sector	£0 + RDC Tourism Officer time
Identify the Ryedale events most likely to attract out of area visitors, and ensure accommodation and other local businesses receive advance details for their own promotional use to attract more staying visitors	Ongoing	RDC to lead, with support from tourism sector	£0 + RDC Tourism Officer time
Identify any gaps in the promotional calendar, either by theme or time of year.	March	RDC	£0 + RDC Tourism Officer time
After completion of the cluster group meetings, add plans for any new events.	April	RDC	£0 + RDC Tourism Officer time
<b>Tackling seasonality</b>			

Identify the key seasonality challenges in Ryedale. Is there a particular month or time which it would be practicable to use as a target for easing seasonality with collaborative themed approach?	April	RDC, using research from partners	£0 + RDC Tourism Officer time
Using the calendar of themed activity, identify strong year-round reasons to visit Ryedale, and ensure businesses have sufficient information for them to use these in their own marketing	April/May	RDC	£0 + RDC Tourism Officer time
Provide appropriate out-of-season imagery for use by partners and businesses e.g. indoor shots, cosy fires in pubs etc	Ongoing	RDC/local photographers /NYMNP/other partners	£ 2500
Run marketing workshop to help business overcome peaks & troughs of seasonality in their business	Oct	(The Tourism Network has an off-the-shelf workshop covering this topic)	£250 inc venue hire
<b>Collaborations and partnerships</b>			
Hold discussions with each of the identified partners to agree actions in this Plan and next steps	March for initial activity then ongoing	RDC, HHAONB, NYMNP, SBC, VY, WTY, NYMTN	£0 + RDC Tourism Officer time
Agree programme of support for market towns: determine key selling points to be used, any image gaps, themes to be used, curated content to be provided such as local itineraries, opportunities to speak to members at meetings	March then ongoing review of activity	RDC + each market town organisation	£2000 per location + RDC Tourism Officer time
<b>Accommodation</b>			
Conduct a desk audit of all available accommodation	March	RDC/NYMTN	£0 + RDC Tourism Officer time
As part of the overall business support programme (see section), determine the information provision that accommodation providers will find most useful	Feb	NYMTN & RDC & NYMNP	£0 + RDC Tourism Officer

to offer more year-round reasons to visit			time
Identify any barriers to more staying visitors. For example, group tour operators such as Large Outdoors say the lack of twin rooms prevents them from using most accommodation (can be easily remedied with lock-beds)	Ongoing	RDC lead	£0 + RDC Tourism Officer time
Determine whether there is a way to provide a full accommodation listing (not necessarily online booking) on an existing website as a reference point for visitors, partners and journalists	February	RDC & Partners	£0 + RDC Tourism Officer time
Consider creation of a familiarisation programme to offer attraction visits to enhance product knowledge and pass information on to guests	Oct	RDC lead with support from key partners	£0 + RDC Tourism Officer time
<b>Product development</b>			
Identify product development needs and activities. Create full action plan for product development after completion of the promotional themes work.	April – May	RDC – there may be linkages to work by NYMNP & NYMTN	Budget to be determine d against specific priorities
<b>Marketing</b>			
Agree information and curated content needs with partners to enhance their websites. Are there likely to be any gaps in provision of web-based information without Ryedale's own website? How can these be overcome?	March/ April	RDC & partners	£ budget to be allocated to wider PR activity
Create content plan for RDC social media activity, building on action plan for each theme	April	RDC & cluster groups	£0 + RDC Tourism Officer time
Promote and support the Eden Camp Literature Exchange	March	RDC, NYMTN	£0 + RDC Tourism Officer time

Consider using the services of a PR professional, focusing on thematic approach to target media	May	RDC	£budget to be identified against final action plan priorities
Provide support to visiting journalists, influencers and location scouts to help them feature Ryedale products	Ongoing	RDC & partners	£0 + RDC Tourism Officer time
Plan calendar of content, building upon themed activities and needs of market town organisations. For utilisation by NYMNPA, SBC and WTY	June	RDC	£0 + RDC Tourism Officer time
Develop a programme of industry communications, to offer product updates, triggers for activity and updates on partnership activity	June	RDC & NYMTN	£0 + RDC Tourism Officer time
<b>Business support</b>			
Continue to develop the database of Ryedale businesses for direct communication	Ongoing	RDC, NYMTN	£0 + RDC Tourism Officer time
Using the North York Moors Tourism Network as a foundation, build the Ryedale section of the network, providing information and services tailored to the needs of the area's businesses, with a programme of meetings and events.	Ongoing	SBC/NYMTN, RDC	£ budget to be identified if additional business support events are required
Continue to build resources e.g. image library & signpost to suitable advice & support e.g. on funding	Ongoing	RDC	£photography budget + RDC Tourism Officer

			time
Create a monthly support newsletter for businesses, offering them advice information about events, reminders of key themes, and signpost to other information	Ongoing from March	RDC	£0 + RDC Tourism Officer time
Create a timed programme for provision of curated content to businesses & ensure they understand how it can be used	June	RDC/NYMTN	£PR budget + RDC Tourism Officer time
Work with businesses on product development and collaborations, following the themed activity. Identify any gaps in product, particularly as a result of current trends. How can these opportunities be exploited?	Depends on outcome of cluster group action plans	RDC lead with key industry partners	£0 + RDC Tourism Officer time
<b>Monitoring and evaluation</b>			
Determine how and when the tourism activity will be evaluated, and new plans draw up	Jan 2020 & Jan 2021	RDC	£0 + RDC Tourism Officer time

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<b>PART B:</b>	<b>RECOMMENDATIONS TO COUNCIL</b>
<b>REPORT TO:</b>	<b>POLICY &amp; RESOURCES COMMITTEE</b>
<b>DATE:</b>	<b>19 MARCH 2020</b>
<b>REPORT OF THE:</b>	<b>CHIEF EXECUTIVE STACEY BURLET</b>
<b>TITLE OF REPORT:</b>	<b>COUNCIL PLAN 2020-2024</b>
<b>WARDS AFFECTED:</b>	<b>ALL</b>

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## **EXECUTIVE SUMMARY**

### **1.0 PURPOSE OF REPORT**

- 1.1 To present Committee with the draft Council Plan 2020-2024 for consideration and approval if deemed appropriate.

### **2.0 RECOMMENDATION(S)**

- 2.1 It is recommended that:  
(i) the Council Plan 2020-2024 is approved, which is attached as Appendix 1 to this document.

### **3.0 REASON FOR RECOMMENDATION(S)**

- 3.1 A Council Plan is a necessary strategic document for guiding the work programme for the organisation and its employees.
- 3.2 The current Council Plan is out of date and cannot fulfil this function.
- 3.3 A series of engagement sessions have taken place with Elected Members and officers to produce this Plan, with the aim of ensuring that it captures the high level strategic priorities and routemap to be progressed in the interests of Ryedale's communities over the next 4 years.

### **4.0 SIGNIFICANT RISKS**

- 4.1 Not adopting the Plan attached at Appendix 1 means that the organisation will continue to use the current Plan to guide its work. This is out of date and cannot adequately fulfil the function of a strategic routemap. Non-adoption will also mean that corporate plans and work programmes aren't aligned to current strategic priorities and our performance framework does not adequately measure our most important priorities.

- 4.2 The Council has a duty to communicate what it will achieve to the residents it serves. A Council Plan is the key strategic document fulfilling this function. To this end, Elected Members and employees have been engaged in the production of this Plan to ensure that key agendas relating to communities, the economy, the environment and the organisation have been considered. This is in the interests of ensuring that Ryedale's communities benefit from the implementation of this Plan over the next 4 years.

## **5.0 POLICY CONTEXT AND CONSULTATION**

- 5.1 This new Council Plan is a significant change from its predecessor. It clearly sets out the priorities set out by Elected Members, and will be the key strategic document used by the Council to develop its future policy and performance framework. It is therefore proposed that, if approved by Elected Members, this version of the plan is used to develop our supporting policy and planning cycles, including team and individual performance objectives. The Plan has also been aligned to key agendas at a national and regional level so that Ryedale can take advantage of funding streams that might become available. This includes carbon reduction mitigation, town centre rejuvenation and 'levelling up'.
- 5.2 Other corporate documents will be aligned to the Plan post adoption, as will the performance framework. These documents will provide further detail on how the Plan will be delivered and measured. It should be noted that the full realignment of the Council's policy and performance framework, in line with Elected Members priorities, will be built up through a series of policy and performance revisions across our delivery functions and partnerships. This will take time to achieve, but will be subject to approval and scrutiny of Elected Members as appropriate, to ensure these initiatives deliver the democratic will of the Council.
- 5.3 Two workshops involving Elected Members have taken place to develop the content of the Plan. Elected Members have also provided individual and Group comments, which have been taken into consideration when producing this draft.
- 5.4 Significant levels of employee engagement have also taken place, including briefings, a workshop and a survey. These have also been considered when producing this draft.
- 5.5 Should the Plan be approved by Committee and Council, a public consultation exercise will commence from Spring 2020 onwards. This is to enable local people and partners, to contribute their views, inform more detailed plans and the annual refresh of the Plan.

## **REPORT**

### **6.0 REPORT DETAILS**

- 6.1 The Council Plan is the most important strategic document of a local authority. It outlines the priorities and routemap for progress over a period of time.
- 6.2 Significant levels of engagement have occurred to ensure that the Council Plan 2020-2024 is fit for purpose. This has involved Elected Members and employees. The plan reflects four main priorities developed through the engagement process detailed at 5.3 and 5.4:

- **Our communities:** strong, inclusive and attractive
- **Our economy:** harnessing Ryedale's unique economy to deliver growth, homes and jobs
- **Our environment:** a sustainable, safe and clean place to live
- **Our organisation:** an innovative, enterprising council.

6.3 If adopted, other corporate documents, frameworks and strategies will be aligned to the Plan. The performance framework will also be revised to ensure that we are measuring progress against the most important objectives that the Council has set.

6.4 The Council Plan will be refreshed each year to ensure that it remains fit for purpose, and will be presented as part of the suite of papers presented to full Council when determining its annual budget and Medium Term Financial Strategy.

## 7.0 IMPLICATIONS

7.1 The following implications have been identified:

a) Financial

The Council Plan is a strategic document. Corporate plans and strategies will be aligned to the Council Plan and this may have financial implications. Any financial implications will be highlighted when detailed proposals are brought to Committee and / or Council for approval.

b) Legal

The Council Plan 2020-24 is a strategic document. Corporate plans and strategies will be aligned to the Council Plan. Any legal implications will be highlighted when detailed proposals are brought to Committee and / or Council for approval.

c) Other (Equalities, Staffing, Planning, Health & Safety, Environmental and Climate Change, Crime & Disorder)

The Council Plan makes specific statements of intent with respect to equalities, staffing, environment and climate change, economic development and housing and crime and disorder. Any specific implications will be highlighted when detailed proposals are brought to Committee and / or Council for approval.

### Name of Head of Service

#### Job Title

**Author:** Steve Evans, Head of Strategy and Performance  
**Telephone No:** 01609 533274  
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### Background Papers:

Workshop output – Elected Member workshop, December 2019  
 Workshop output – Employee workshop, January 2020  
 Workshop output – Elected Member workshop, March 2020

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<b>PART B:</b>	<b>RECOMMENDATIONS TO COUNCIL</b>
<b>REPORT TO:</b>	<b>POLICY AND RESOURCES COMMITTEE</b>
<b>DATE:</b>	<b>19 MARCH 2020</b>
<b>REPORT OF THE:</b>	<b>PROGRAMME DIRECTOR OF ECONOMIC DEVELOPMENT, BUSINESS AND PARTNERSHIPS PHILLIP SPURR</b>
<b>TITLE OF REPORT:</b>	<b>RESPONSE TO MOTION TO COUNCIL AND CONSULTATION ON PROPOSED HCV RESTRICTION</b>
<b>WARDS AFFECTED:</b>	<b>DERWENT AND MALTON (DIRECTLY) NORTON EAST, NORTON WEST, &amp; OTHER WARDS (INDIRECTLY)</b>

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## EXECUTIVE SUMMARY

### 1.0 PURPOSE OF REPORT

- 1.1 To respond to a Motion to Council and to seek Members views on a related consultation by North Yorkshire County Council.

### 2.0 RECOMMENDATION(S)

- 2.1 It is recommended (to Council) that:

- (i) the Motion to Council proposed by Cllr Di Keal, seconded by Cllr Steve Mason, and referred to Policy and Resources Committee by Full Council on 27<sup>th</sup> February be **amended** (suggested amended text is set out in 6.11);
- (ii) Council approve the suggested response to the County Council's consultation proposing an experimental part-time prohibition of Heavy Commercial Vehicles (HCVs) on Highfield Road (as set out in 6.15).

### 3.0 REASON FOR RECOMMENDATION(S)

- 3.1 Joint working with the County Council on congestion issues in Malton and Norton has been on-going for a number of years. The County Council has recently committed to undertake project development work regarding a junction with the A64 at Musley Bank and officers are talking to County Council colleagues regarding the potential

development of options for a junction or slip roads with the A64 at Broughton Road.

- 3.2 On balance, the trialling of a part-time weight restriction on Highfield Road represents a pragmatic balance between mitigating the impacts of heavy vehicles on Highfield Road, at the most sensitive times of the day, whilst seeking to minimise the impacts resulting from displacement of HCVs via other routes – particularly through the Air Quality Management Area (AQMA).

#### **4.0 SIGNIFICANT RISKS**

- 4.1 There are no significant risks relating to working with the County Council in support of their project development work for junctions with the A64. The project development work will need to identify any specific environmental or climate change impacts of the proposals and any proposed mitigation, which will need to be fully assessed and considered before any decision to progress with such schemes is made.
- 4.2 The main risk associated with the prohibition of heavy vehicles on Highfield Road is the potential for displacement of these vehicles via Butcher Corner, with potential impacts upon air quality within the AQMA. It is considered that the part-time nature of the prohibition significantly mitigates this risk. As further mitigation, this report also proposes that the County Council works closely with businesses and their suppliers to encourage them to avoid the town centre during the periods when the prohibition is active.

#### **5.0 POLICY CONTEXT AND CONSULTATION**

- 5.1 Council Plan priorities:

- Sustainable Growth
  - Promoting a strong economy with thriving businesses and supporting infrastructure for future generations;
  - Managing the environment of Ryedale with partners.
- Customers & Communities
  - Helping our partners to keep our communities safe and healthy.

- 5.2 Ryedale Economic Action Plan objective:

- A well connected economy:
  - fast reliable journeys to the key centres, transport that underpins growth, transport that connects employees and visitors to businesses.

- 5.3 Local air quality management (LAQM) forms a key part of the Government's strategies to ensure that national air quality objectives will be met in the UK. The LAQM process places an obligation on the Council to regularly review and assess air quality in the district, and to determine whether or not the air quality objectives are likely to be achieved. Where an exceedance is considered likely an Air Quality Management Area (AQMA) must be declared and an Air Quality Action Plan (AQAP) prepared, setting out the measures to be taken in pursuit of the objectives.

- 5.4 Following a detailed assessment in 2009, the Council concluded that declaration of an AQMA was necessary in parts of Malton because the annual mean concentration of

nitrogen dioxide exceeded the relevant air quality objective at various relevant receptor locations. Whilst no exceedances of the annual mean nitrogen dioxide objective have occurred within the Malton AQMA for the last three years, increases in queuing related to congestion at the level crossing are anticipated in line with the introduction of additional rail services in May 2020. Ryedale will continue to keep the AQMA under review until it can be demonstrated that compliant concentrations are stable over a sustained period.

- 5.5 This report includes details of a current consultation being undertaken by North Yorkshire County Council and seeks Members views on a response.

## **REPORT**

### **6.0 REPORT DETAILS**

#### **Background**

- 6.1 This report has been written in response to two separate matters, which nevertheless have overlapping subjects:
- Motion to Council proposed by Cllr Di Keal and seconded by Cllr Steve Mason (part of which calls for a ban on heavy vehicles using Highfield Road and therefore links to the item below); and
  - NYCC Consultation: Proposed Experimental Part-Time Prohibition of HCVs on Highfield Road, Malton.
- 6.2 Considerable joint working between RDC and NYCC on traffic and congestion issues in Malton & Norton has already taken place, including:
- Malton & Norton Infrastructure & Connectivity Study (completed)
  - Development of new Traffic Model for towns (completed)
  - Testing of various scenarios through traffic model (completed)
  - Local Cycling and Walking Investment Plan (Phase 1 nearing completion)
  - Development of Ryedale Car Parking Strategy, covering the whole District, including Malton & Norton (nearing completion)
- 6.3 Joint work continues to develop a range of interventions that were identified in the Malton & Norton Infrastructure and Connectivity report. Officers are planning to bring an update to Committee on progress to date, next steps, and potential resource implications early in the 2020/21 Committee cycle.

#### **Motion to Council - submitted by Cllr Di Keal and Cllr Steve Mason**

- 6.4 A Motion to Council was proposed by Cllr Di Keal and seconded by Cllr Steve Mason for consideration at Council on 20<sup>th</sup> February 2020, although the meeting was adjourned before consideration of the Motion and reconvened on 27<sup>th</sup> February. Prior to being considered, the proposer made amendments to the Motion and the amended version was referred to Policy and Resources Committee (see Appendix 1). It is this amended version of the Motion which is considered here.

6.5 The Motion contains two distinct elements – albeit both relating to traffic levels within the towns. The first element relates to a call for new junctions with the A64, whilst the second relates to a call for a ban on heavy vehicles using Highfield Road. The two elements are considered separately below.

6.6 Part 1 of the Motion to Council:

*“In view of the continuing calls for west east access to the A64 from York Rd, we call upon Ryedale District Council to work with North Yorkshire County Council and the Highways Agency to deliver a roundabout at the Huttons Ambo junction on the A64 and slip roads on / off the A64 at the B1257 Broughton Road, to help alleviate the traffic congestion in Malton and Norton.*

*The roundabout would allow access to the A64 east from York Road, reducing the level of traffic, including HGVs, that have to pass through Malton and Norton to access the A64 and create east / west access at both ends of the Malton bypass.”*

6.7 Officers have discussed the Motion with colleagues at North Yorkshire County Council and would comment as follows:

- officers continue to work with colleagues at NYCC to stress the case for additional all-direction movement junctions on the A64 around Malton and to make the case for such projects with the LEP for inclusion in their ‘pipeline’ of projects;
- NYCC have recently committed to develop proposals for an all movements junction with the A64 at Musley Bank;
- NYCC intend to develop these proposals to a stage whereby bids for funding such junctions could be submitted to Government at short notice;
- officers are in discussions with colleagues at NYCC regarding the investigation of options for an A64 junction with Broughton Road;
- this on-going work is part of a much wider package of measures aimed at reducing town centre congestion in Malton and Norton that the District and County councils have been jointly developing;
- the suggestion of a new roundabout at the Huttons Ambo junction is just one option for achieving the aims of a junction that supports all-direction movements: Members may not wish to exclude other options from consideration at this stage;
- County Council colleagues have indicated that they will happily work with Highways England should they wish to develop such a scheme;
- however, notwithstanding this, it is considered that such a roundabout is not likely to be the optimum solution to the lack of turning movements at Musley Bank, as it will introduce delays to through-traffic on the A64 (potentially exacerbating the existing ‘bottleneck’ at the western end of the Malton bypass) and a potential accident risk;
- additionally, the costs of such a roundabout are unlikely to be significantly lower than the costs of introducing new slip roads at Musley Bank (a length of new two-way link road would be required between the proposed roundabout and York Road);
- Ryedale District Council and North Yorkshire County Council continue to work together to identify opportunities for funding such projects – and will apply for funding as appropriate.

- 6.8 Part 2 of the Motion to Council:  
*“Furthermore, with the concern widely expressed for the safety of children and parents accessing Malton County Primary School and St Mary’s RC School on Highfield Lane, Malton, thereafter, we call upon RDC to support an HGV ban between Peasey Hill Road junction and Hawthorn Avenue”*
- 6.9 This Motion was submitted to Council prior to the NYCC consultation (detailed below), proposing an experimental part-time prohibition on HCVs using Highfield Road for set times of the day, was issued. The situation has therefore moved on since the Motion was submitted.
- 6.10 Officers would comment as follows:
- implementation of a full-time ban on heavy vehicles using Highfield Road in advance of the above A64 junctions being implemented is likely to result in significant displacement of heavy vehicles via Butcher Corner, with an adverse impact upon air quality within the Malton Air Quality Management Area. As such this would not be recommended at this stage;
  - the inclusion of the word “thereafter” in the Motion, however, is taken to mean that the Motion is calling for a heavy vehicle ban *only once the roundabout on the A64 at Huttons Ambo junction and slip roads from Broughton Road (called for in Part 1 of the Motion) have been delivered;*
  - in this case officers consider that a full-time ban on heavy vehicles using Highfield Road could potentially be adopted without having significant negative impacts elsewhere on the road network, or on the Air Quality Management Area, as long as suitable alternative routes are in place;
  - this conclusion would likely be dependant upon any A64 / Musley Bank junction supporting ‘all-direction movements’ and would also be dependant on the scope or extent of any A64 / Broughton Road junction;
  - if the designs of such junction/s did not support all-direction movements junctions then there may still be scope for a heavy vehicle ban to have knock on implications elsewhere on the local road network – including within the Air Quality Management Area;
  - it may therefore be prudent to await the outcomes of NYCC’s project development work on A64 junction/s, and consideration of how the town’s internal highway network is likely to perform once these junctions have been implemented, before committing to support a full-time ban on heavy vehicles using Highfield Road;
  - ultimately the decision regarding whether to implement any weight restrictions lies with NYCC.

### **Motion to Council – Conclusion**

- 6.11 Given the above points, officers consider that it may be appropriate to amend the proposed Motion to Council in such a way that supports the principles of the Motion, without being quite as prescriptive (in terms of the type of desired junction) and that recognises the work that is already underway. A suggested amended version is set out below for Members’ consideration:

*Part 1 - In relation to A64 junctions:*

“The Council welcomes the commitment from North Yorkshire County Council to

undertake work to develop proposals for a junction that allows for all-direction movements between York Road and the A64, near the western end of the Malton Bypass. It is understood that the intention is to develop proposals to a stage whereby bids for funding the junction could be submitted at short notice.

Further, officers will continue discussions with colleagues at North Yorkshire County Council with the aim of identifying options and developing proposals for a junction or slip roads between Broughton Road and the A64.”

*Part 2 - In relation to proposed ban on heavy vehicles:*

“At this stage a full prohibition on heavy vehicles using Highfield Road is likely to have an unacceptable negative impact on air quality within the Malton Air Quality Management Area.

The Council will consider calling for the introduction of such a prohibition once detailed schemes for A64 junctions have been developed, their implications for the internal highway network have been assessed, and implementation is due to go ahead.

In the mean-time, the District Council welcomes the proposed experimental part-time HCV prohibition on Highfield Road (subject to NYCC seeking to minimise the potential for HCVs to simply divert via the AQMA)”

**NYCC Consultation: Proposed Experimental Part-Time Prohibition of Heavy Commercial Vehicles, Highfield Road Malton**

- 6.12 A consultation letter and associated plan was received from NYCC on 27 February 2020 (see Appendix 2a and 2b) setting out details of a proposed experimental part-time restriction on HCVs along part of Highfield Road (and adjoining residential streets). The proposal is in response to safety concerns expressed by residents and local Councillors regarding the number of heavy vehicles passing two primary schools, particularly since the weight restriction was imposed on the level crossing between Malton and Norton, which, inevitably, led to some displacement of heavy vehicles along Highfield Road.
- 6.13 In the normal course of events, officers would coordinate across the various relevant teams and submit a response without referring back to Members, however, given the crossover of this issue with the second element of the above Motion to Council, it was considered more appropriate for the proposed response to be included within this report, alongside consideration of the above Motion to Council, to seek a Member perspective.
- 6.14 A request for an extension to the consultation deadline until 3<sup>rd</sup> April has been made and agreed by colleagues at NYCC. This should give time for the matter to be considered by Policy and Resources Committee on 19<sup>th</sup> March followed by Council on 2<sup>nd</sup> April.
- 6.15 Officers seek Members’ views on the following suggested response to the consultation:
- “As a consequence of a number of factors (including a constrained historic road network, traffic congestion, air quality issues and the declaration of Malton Air Quality Management Area (AQMA), the limited access points onto and off the A64 and the need to access Showfield Lane industrial estate) there are no quick

and easy solutions to concerns relating to heavy vehicles passing through residential areas and past the primary schools on Highfield Road.

The ideal long-term solution is to develop additional access points onto and off the A64 at Musley Bank and Broughton Road in order to minimise the need for such through-traffic and Ryedale District Council are fully supportive of the work being undertaken to develop these proposals.

Introducing restrictions on HCVs using Highfield Road will displace such traffic onto other routes. The part-time nature of the proposed experimental prohibition will go a significant way to mitigating such displacement.

Although the letter refers to the proposed prohibition being "...operative during school start and finish times...", it is not clear whether this means the prohibition would be in force everyday of the week; from Monday to Friday every week; or from Monday to Friday during term-times only.

- ***Ideally the Council would prefer the latter, in order to minimise unnecessary displacement of HCVs via the AQMA, but if this is not practical then the prohibition should only be in place from Monday to Friday.***

The potential for heavy vehicles to seek to follow inappropriate alternative routes during the prohibited times (e.g. Peasey Hills Road, Wentworth Street or Greengate) could exacerbate issues elsewhere within the town.

- ***Careful consideration of signage, both on affected routes and on potential alternative routes, is needed to avoid such issues occurring when the prohibition is effective.***

The most likely alternative route for HCVs is for them to redirect via Butcher Corner (within the AQMA), however, directing additional heavy vehicles via this route is clearly a sensitive matter.

- ***Ryedale District Council would not wish to see significant levels of HCV traffic diverting via the AQMA and so would encourage NYCC to work with affected businesses and their suppliers to minimise such displacement (e.g. by encouraging their HCV drivers to avoid the town centre during the affected times wherever possible).***

On balance, and subject to NYCC seeking to address the matters highlighted in bold (above), Ryedale District Council welcomes the proposal for an experimental part-time prohibition of HCVs on Highfield Road (including part of Pasture Lane).

The Council considers that (as an interim measure, prior to additional access points with the A64 being delivered) this represents a pragmatic balance between mitigating the impacts of heavy vehicles on Highfield Road, at the most sensitive times (i.e. during school start and finish times), whilst seeking to minimise impacts resulting from displacement of HCVs via other routes – particularly through the AQMA. The experimental nature of the proposal means that, should the restriction lead to adverse impacts elsewhere, then the restriction could be reconsidered."

## 7.0 IMPLICATIONS

7.1 The following implications have been identified:

a) Financial

There are no financial implications for the District Council.

b) Legal

The Council has a duty to fulfil its obligations under Part IV of the Environment Act 1995 Local Air Quality Management and continues to meet these obligations through the work set out in 5.4 (above).

c) Other (Equalities, Staffing, Planning, Health & Safety, Environmental and Climate Change, Crime & Disorder)

There are potential health and safety benefits of a prohibition of HCVs on Highfield Road during the periods of school arrivals and departures. There are also corresponding potential dis-benefits on the routes via which traffic might be displaced, including adverse impacts upon air quality. The County Council has already sought to mitigate this by proposing a part-time prohibition which will only be operational during normal school arrival and departure times. A further mitigation could be for the County Council to work closely with businesses and suppliers to encourage them to avoid the town centre during the periods when the prohibition is effective, as outlined elsewhere in this report.

**Phillip Spurr**

**Programme Director for Economic Development, Business and Partnerships**

**Author:** Howard Wallis, Senior Economy & Infrastructure Officer  
Telephone No: 01653 600666 ext: 43274  
E-Mail Address: [howard.wallis@ryedale.gov.uk](mailto:howard.wallis@ryedale.gov.uk)

**Background Papers:**

Include any referenced papers

**Background Papers are available for inspection at:**

[Malton and Norton Infrastructure and Connectivity Report](#)

[Malton Air Quality Management Area – Action Plan and Annual Status Reports](#)

**Appendix 1 – Motion to Council**

*"In view of the continuing calls for west east access to the A64 from York Rd, we call on Ryedale District Council to work with North Yorkshire County Council and the Highways Agency to deliver a roundabout at the Huttons Ambo junction on the A64 and slip roads on / off the A64 at the B1257 Broughton Road, to help alleviate the traffic congestion levels in Malton and Norton.*

*The roundabout would allow access to the A64 east from York Road, reducing the level of traffic, including HGVs, that have to pass through Malton and Norton to access the A64 and create east / west access at both ends of the Malton bypass.*

*Furthermore, with the concern widely expressed for the safety of children and parents accessing Malton County Primary School and St Mary's RC School on Highfield Lane, Malton, thereafter, we call on Ryedale District Council to support a HGV ban between the Peasey Hill Road junction and Hawthorn Avenue."*

**Delete para 4**

Proposed by Cllr Di Keal  
Seconded by Cllr Steve Mason

[NB Underlined text denotes alterations from Motion to Council as originally submitted]



Our Ref: 4/60/CEXHCV1

27 February 2020

Richard Marr, Area Manager  
Highways and Transportation  
Area 4 – Pickering Office  
Beansheaf Industrial Park  
Tofts Road, Kirby Misperton  
MALTON, North Yorkshire  
YO17 6BG  
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Email: [Area4.KirbyMisperton@northyorks.gov.uk](mailto:Area4.KirbyMisperton@northyorks.gov.uk)  
[www.northyorks.gov.uk](http://www.northyorks.gov.uk)

Dear Sir/Madam

**CONSULTATION: PROPOSED EXPERIMENTAL PART-TIME PROHIBITION OF HEAVY COMMERCIAL VEHICLES, HIGHFIELD ROAD, MALTON**

Please find attached a plan showing proposed experimental part-time Prohibition of Heavy Commercial Vehicles (HCVs) on Highfield Road (including part of Pasture Lane and the side roads only accessible off Highfield Road) in Malton.

Since the implementation of the Prohibition of HCVs on the level crossing in Norton-on-Derwent there have been concerns raised over large vehicles using Highfield Road which is predominantly residential with two primary schools. The proposal is to introduce an experimental Prohibition of HCVs which would be operative during school start and finish times, between 8:30 and 9:00 am and 2:45 and 3:45 pm. The experiment could remain in place for up to eighteen months before it would need to be removed or made permanent.

To enable the proposal to be progressed I would be grateful to receive your comments in writing within 28 days.

Yours faithfully

*Philip Sharp*

Philip Sharp  
Project Engineer



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<b>PART A:</b>	<b>MATTERS DEALT WITH UNDER DELEGATED POWERS</b>
<b>REPORT TO:</b>	<b>POLICY AND RESOURCES COMMITTEE</b>
<b>DATE:</b>	<b>19 MARCH 2020</b>
<b>REPORT OF THE:</b>	<b>HEAD OF WASTE AND ENVIRONMENT BECKIE BENNETT</b>
<b>TITLE OF REPORT:</b>	<b>COMMITTEE APPROVAL FOR URGENT CAPITAL WORKS</b>
<b>WARDS AFFECTED:</b>	<b>PICKERING AND MALTON</b>

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## **EXEMPT INFORMATION**

Exemption Category: Certain information relating to the Showfield Lane site in this report is considered to be exempt as defined in Paragraph 3 and 5 Part 1 of Schedule 12A of the Local Government Act 1972 (as amended).

Reason for Exemption: The information relates to the financial or business affairs or any particular person and is in respect of which a claim to legal professional privilege could be maintained in legal proceedings.

*The public interest test has been considered and, in all the circumstances of the case, the public interest in maintaining the exemption is considered to outweigh the public interest in disclosing the information.*

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## **EXECUTIVE SUMMARY**

### **1.0 PURPOSE OF REPORT**

- 1.1 The purpose of this report is to seek committee approval for urgent capital works required at Ryedale Swim and Fitness Centre and the former waste transfer station on Showfield Lane in Malton.
- 1.2 In accordance with the Overview and Scrutiny Procedure Rules, this decision is deemed to be urgent. The Head of Paid Service is of the opinion that any delay likely to be caused by the call in process would seriously prejudice the Council's or the public's interest.

## **2.0 RECOMMENDATIONS**

2.1 It is recommended that approval is given for the following urgent capital works from the approved capital budget for property condition work:

- (i) to replace the roof and re-ducting works totalling £91,152 at Ryedale Swim and Fitness Centre in Pickering and
- (ii) to meet the obligation of the lease at the former waste transfer station on Showfield Lane in Malton that delegated approval is given to the Chief Finance Officer (S151 Officer) in consultation with the Chair of Policy and Resources Committee once the value of the dilapidations claim is agreed.

## **3.0 REASON FOR RECOMMENDATIONS**

3.1 The Council is responsible for these capital works under the terms of the current Leisure Contract for Ryedale Swim and Fitness Centre and under the terms of the lease for Showfield Lane in Malton.

## **4.0 SIGNIFICANT RISKS**

4.1 The roof at Ryedale Swim and Fitness Centre is in urgent need of replacement following a partial ceiling collapse in one area of the gym. To mitigate the health and safety risk pending the completion of a permanent repair, a temporary ceiling replacement has been carried out and a proactive site management plan is in operation.

4.2 There are financial and reputational risks associated with the Council not fulfilling its obligations under the lease agreement for the former waste transfer site at Showfield Lane in Malton and delays to agreeing the dilapidations claim requires holding over on the lease which incurs additional rental costs.

## **5.0 POLICY CONTEXT AND CONSULTATION**

5.1 In accordance with the Council's Financial Standing Orders and Financial Regulations, specifically orders for work, goods and services, costs exceeding £50,000 are to be authorised by the appropriate Committee.

## **REPORT**

### **6.0 REPORT DETAILS**

6.1 Capital works which are urgently required to two sites the Council has repairing and maintaining responsibilities for at Ryedale Swim and Fitness Centre in Pickering and the former waste transfer site at Showfield Lane in Malton. The procurement process for such repairs has been followed to provide detailed schedules of works and prices from contractors to undertake the works which both require committee approval as the value of both the contracts exceeds £50,000.

#### **RYEDALE SWIM AND FITNESS CENTRE, PICKERING**

6.2 A temporary repair to the ceiling in an area of the gym where the ceiling collapsed at the end of January has been actioned which is suitable and practical pending the completion of the permanent roofing works which are urgently required.

- 6.3 A risk assessment has been completed and action has been implemented to ensure that appropriate control measures are in place to effectively manage and reduce the risk until the permanent roof repair work is completed which includes a proactive site management plan to continually monitor all the ceilings at the facility and undertake any other remedial action if required.
- 6.4 NYCC Property Services, on behalf of Ryedale District Council, have prepared a Schedule of works which has been priced by framework contractors and the costs of replacing the roofing and re-ducting works total £91,152 (+ vat). Assurance has been provided that random samples of the costs price-match against the National Schedule of Rates.
- 6.5 An estimate of £40,000 for the roof has been included in the capital estimates which does not factor in the costs for ducting and associated works (important note: the property condition survey completed in 2019 highlighted the cost for the roof @ £37,450 as a Year16-20 cost in 2032-2036).
- 6.6 The priority remains to action the replacement of the roof urgently and a pre-contract site meeting took place on 27 February. The anticipated timescales are:
- P&R approval request 19 March 2020
  - Work to commence early April (at the time of writing we are proactively working with the contractor to schedule the works as soon as possible following a committee decision)
  - Duration of works no longer than 30 days to meet the requirements of the Construction Phase Health and Safety Plan
  - Completion of the works by the end of May 2020

### **SHOWFIELD LANE, MALTON**

Paragraphs 6.7-6.12

The information relating to this site is included in Exempt Annex 1

### **CAPITAL PROGRAMME**

- 6.13 There is an approved Property Condition Survey Budget in the Capital Programme (totalling £683,000 in 19/20) which is where both these schemes of work would be funded from.
- 6.14 As the total costs for sites will both exceed £50,000, in accordance with the Council's Financial Standing Orders and Financial Regulations, specifically orders for work, goods and services, these works are required to be authorised by the appropriate Committee.

## **7.0 IMPLICATIONS**

- 7.1 The following implications have been identified:
- a) Financial  
Funding for these projects is available through the approved capital budget for property condition works.
  - b) Legal

The Council must meet its legal obligations associated with contracts and lease agreements.

- c) Other (Equalities, Staffing, Planning, Health & Safety, Environmental and Climate Change, Crime & Disorder)  
The Council has a duty to ensure, so far as is reasonably practice, safety and health in relation to all its activities.

## **8.0 NEXT STEPS**

- 8.1 The contract will be confirmed for the works at Ryedale Swim and Fitness Centre immediately so that works can commence as soon as possible.
- 8.2 Negotiations will continue to agree the dilapidations claim for the Showfield Lane site to enable the lease to be handed back to the landlord.

**Beckie Bennett**  
**Head of Waste and Environment**

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**Background Papers:**  
**None**

**Background Papers are available for inspection at:**  
**None**

By virtue of paragraph(s) 3, 5 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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