

Aim 5: To Transform the Council

Strategic Objective 9

To know our communities and meet their needs

Strategic Objective 10

To develop the leadership, capacity and capability to deliver future improvements

Key Performance Questions

- 17. What services are important to local people?
- 18. How accessible are our services and how well are they improving?

Key Performance Questions

- 19. How well do we demonstrate leadership?
- 20. What is our capacity and capability to deliver future improvements?

Priority Service Objectives

- 5.9.1 Through monitoring of service users and levels of customer satisfaction
- 5.9.2 To support service improvement to meet the needs of all – excellence and diversity
- 5.9.3 To develop and implement the Council Plan and the corporate planning framework
- 5.9.4 To aspire to 'A Plan for Every Parish'

Priority Service Objectives

- 5.10.1 To secure continuous improvement in the Council's decision making process
- 5.10.2 Being recognised as an employer of choice
- 5.10.3 Supporting democracy
- 5.10.4 To deliver the Corporate efficiency programme
- 5.10.5 To build our capacity to deliver through collaboration and working in partnership

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Performance Narrative:

Place Survey:

The results of the Place survey are finally available and the full report on the Ryedale area survey can be found [at ryedale.gov.uk](http://at.ryedale.gov.uk). Ryedale is the top performer across all NI's when compared to our family group of local authorities. Detail of the level of performance in a range of indicators can be found in the report below and for Aims 1-4 as reported to [Community Services](#).

The Place Survey is scheduled to be repeated every two years and so officers anticipate commissioning this survey again for 2010/11 and that it will again take place between September and December.

Community Engagement:

Each of the councils in North Yorkshire are to pursue the development of their own citizens panel as this has been found to be the most cost effective. The Transformation Team are in the process of procuring the recruitment of a panel of 1100 members of the Ryedale community. The citizens panel will compliment the full range of community engagement activity undertaken by the Council and with partners. The Ryedale Community Engagement Strategy has been refreshed for 2010-13 and is available to view on the ryedale.gov.uk. The Community Engagement pages of the Councils intranet have been developed to encourage the sharing of outcomes from Community Engagement activity.

Parish Liaison:

An agreement has been negotiated on behalf of all North Yorkshire Local Authorities to work with the Yorkshire Local Councils Association in developing parish liaison activity and performance managing this relationship. Parish Liaison meetings have now been included in the Councils timetable of meetings and are scheduled to take place in May and November this year. These meetings will include a senior officer and executive member from North Yorkshire County Council.

Comprehensive Area Assessment:

Ryedale District Council was assessed under the CAA framework as performing adequately in 2008/9. The assessment for Use of Resources and Managing Performance is currently being undertaken for 2009/10 and the results will be published in December 2010. The Council is aiming to achieve an assessment of 'Performing Well' for 2009/10.

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Performance Narrative:

Investors in People:

The internal review team has completed all their assessment. The overall result from these interviews is that we are achieving all indicators with some further work identified on one indicator. An action plan has been produced to ensure that we continue to achieve in all indicators and this has been released to all staff.

Supporting Democracy:

Phase 2 of the Modern.gov committee management system, which entails submitting Forward Plan items and Committee reports on the system, has now been implemented. Preparations are well underway for the general election, with a project plan fully developed and a test election having been completed on the new Eros software, and the address data matching exercise, a legal requirement to match the electoral register addresses to those on the National Land and Property Gazetteer, has been completed.

Efficiency Programme:




Following the adoption of a Value for Money Strategy by the Council in June 2009, the VFM working group has developed a service review schedule with the aim of achieving best value for our communities. The Transformation Team now includes the Project Manager (Transformation) following the appointment of Joe McGill. The top priority is to accelerate the delivery of the efficiency savings programmed for the Administrative Systems Review, whilst working on the development of the project to implement EDM and Workflow to achieve further efficiency savings through process redesign and investment in the Councils infrastructure.

Future Capacity:







The requirement to save one million pounds by 2011/12 has led to the development of a change programme for Ryedale District Council One-11. This delivery of this will be managed through covalent.

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Key Performance Question 17. What services are important to local people?


Covalent Reference	Indicator	Last Update	Current Value	2008/09		Latest Note	Current Position	Short Term Trend Arrow	Long Term Trend Arrow	Status	SMT Lead
				Value	Target						
TT 4	Top priorities for local people	2008/09	0	0		Place Survey 2008-09 1. Affordable decent housing 2. Public Transport 3. Shopping facilities 4. Job prospects 5. Road/pavement repairs 6. Activities for teenagers 7. Traffic congestion 8. Wage levels/cost of living	These priorities have been reflected in the new Council Plan priorities.				Clare Slater

Key Performance Question 18. How accessible are our services and how well are they improving?

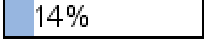
Covalent Reference	Indicator	Last Update	Current Value	2008/09		Latest Note	Current Position	Short Term Trend Arrow	Long Term Trend Arrow	Status	SMT Lead
				Value	Target						
TT 5	Equality Standard for Local Government (was BV2a)	2008/09	Level 2	Level 2	Level 3	Following Equality Audit undertaken in 2008 - target adjusted to be realistic.	Working towards 'achieving' level of the new Equality Framework for Local Government				Clare Slater
CB LAA 41	% of population within 5 miles of a Joint Access Centre	Q3 2009/10	77.1	68.3			2009/10 target for the NYLAA2 has been met.				Paul Cresswell

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Service Objective 5.9.1. Through monitoring of service users and levels of customer satisfaction

Covalent Reference	Priority Action	Progress	Latest Note	Latest Note Date	SMT Lead
SDP TT 0913 06	Service Equality Monitoring	 50%	Corporate Equality Monitoring now being undertaken across services. Excellent response received through the LDF exhibitions. Complaints and compliments being managed through Covalent and analysed by equality group to identify any patterns.	22 Mar 2010	Clare Slater


Service Objective 5.9.2. To support service improvement to meet the needs of all – excellence and diversity

Covalent Reference	Priority Action	Progress	Latest Note	Latest Note Date	SMT Lead
SDP TT 0913 07	Engaging seldom heard groups	 14%	Next series of workshops to be arranged and linked to development of equalities policy and to the budget consultation for 2010. Discussions underway with Ryedale Equalities Forum	22 Mar 2010	Clare Slater

Service Objective 5.9.3. To develop and implement the Council Plan and the corporate planning framework

Covalent Reference	Priority Action	Progress	Latest Note	Latest Note Date	SMT Lead
SDP TT 0913 37	CAA self assessment - area and organisational	 100%	RDC assessed as 'adequate'. Target to achieve 'performing well' for 2009/10 assessments.	22 Mar 2010	Clare Slater

Service Objective 5.9.4. To aspire to 'A Plan for Every Parish'

Covalent Reference	Priority Action	Progress	Latest Note	Latest Note Date	SMT Lead
RSP CE 06	A Plan for Every Parish	 77%	The Council has in partnership with the RSP developed a comprehensive programme of Community Led Planning. This has been geographically focused and is currently taking place in the Howardian Hills AONB. The vision for this programme is of 'A Plan for Every Parish'. Ryedale has 99 parishes of which 5 are Town Councils, 63 Parish Councils and 31 Parish Meetings. A total of 51 community led plans have been published of which parish plans have been published for 39 of our 63 parish councils and 7 by parish meetings. The total coverage of our community led planning activity has so far been that 77% of the total population of Ryedale have had access to a community planning project, with average response rates being 80%. This body of plans therefore represents an extensive evidence base with which the council and its partners can inform their corporate, financial planning and service level activities and decision making. Similarly they have been used to help partner organisations to work together on issues which are shared by a number of communities and need a number of partners to actually make progress.	22 Mar 2010	Julian Rudd

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Key Performance Question 19. How well do we demonstrate leadership?

Covalent Reference	Indicator	Last Update	Current Value	2008/09		Latest Note	Current Position	Short Term Trend Arrow	Long Term Trend Arrow	Status	SMT Lead
				Value	Target						
NI 4	% of adults surveyed who feel they can influence decisions affecting their local area	2008/09	30.9%	30.9%		National results released – Ryedale best quartile for this indicator. Ranked 85th out of 354 authorities.					Clare Slater
NI 3 LAA	Civic participation in the local area	2008/09	18.1%	18.1%		National results released – Ryedale top quartile for this indicator Ranked 33rd best out of 354 authorities. Ryedale Baseline 18.1%					Louise Sandall

Key Performance Question 20. What is our capacity and capability to deliver future improvements?

Covalent Reference	Indicator	Last Update	Current Value	2008/09		Latest Note	Current Position	Short Term Trend Arrow	Long Term Trend Arrow	Status	SMT Lead
				Value	Target						
NI 14	Avoidable contact: the proportion of customer contact that is of low or no value to the customer	2008/09	10.7%	10.7%		Survey undertaken in February 2010 utilizing Cmetrix software. All services included for 2010	Survey results to be analysed and action plan developed for improving access to services - right first time every time.				Clare Slater
NI 179	Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since start of 08-09 financial year(forecast Oct, actual March)	H1 2009/10	£501000	£164791	£306000	2008-09 new savings = £165,000, 2009-10 on-going savings = £166,000, 2009-10 new savings = £170,000	Mid-year cumulative efficiency gains for 2009-10 entered onto national data hub in October 2009.				Trevor Anderson

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Service Objective 5.10.1. To secure continuous improvement in the Council's decision making process

Covalent Reference	Priority Action	Progress	Latest Note	Latest Note Date	SMT Lead
SDP LS 0913 03	To evaluate the effectiveness of the implementation of the Constitution Review	<div style="width: 17%;"><div style="background-color: #4f81bd; width: 100%; height: 100%;"></div></div> 17%	Half way through scoping evaluation criteria.	21 Sep 2009	Anthony Winship

Service Objective 5.10.2. Being recognised as an employer of choice

Covalent Reference	Priority Action	Progress	Latest Note	Latest Note Date	SMT Lead
SDP OD 0913 01	Formulate an action plan for maintaining IIP accreditation	<div style="width: 90%;"><div style="background-color: #4f81bd; width: 100%; height: 100%;"></div></div> 90%	Assessor Meeting held, all assessors updated CPD Log, IIP awareness meetings held Feb 2010 and IIP Action Pages on intranet ready for assessment.	08 Mar 2010	Louise Sandall



Service Objective 5.10.3. Supporting democracy

Covalent Reference	Priority Action	Progress	Latest Note	Latest Note Date	SMT Lead
SDP OD 0913 12	Complete project plan and delivery of European and County Council election	<div style="width: 100%;"><div style="background-color: #4f81bd; width: 100%; height: 100%;"></div></div> 100%	Ryedale met or exceeded all but one of the Electoral Commission's performance standards and further work has now been undertaken to address the outstanding standard. The Electoral Commission visited in August to verify our self-assessment and were very impressed by how the elections had been run and the corporate approach to this.	14 Sep 2009	Louise Sandall

Service Objective 5.10.4. To deliver the Corporate efficiency programme

Covalent Reference	Priority Action	Progress	Latest Note	Latest Note Date	SMT Lead
SDP D 0913	Deliver the Corporate efficiency programme	<div style="width: 50%;"><div style="background-color: #4f81bd; width: 100%; height: 100%;"></div></div> 50%	Considered by members of Resources Working Party on 17/06/09.	12 Jun 2009	Paul Cresswell
SDP TT 0913 31	Business Improvement Programme	<div style="width: 50%;"><div style="background-color: #4f81bd; width: 100%; height: 100%;"></div></div> 50%	To be developed as a priority by the Project Manager (Transformation) who is now in post. Programme to be linked to VFM strategy and Corporate Efficiency Programme. Priority projects - Admin systems review, Grants administration review and Accessing Council Services. Priority service reviews identified and being undertaken, led by Heads of Service. Delivery of admin review linked to implementation of EDM and workflow project.	22 Mar 2010	Clare Slater
SDP TT 0913 34	Value for Money	<div style="width: 50%;"><div style="background-color: #4f81bd; width: 100%; height: 100%;"></div></div> 50%	Implementation of the VFM strategy now underway being led by the Transformation Team. VFM reviews being undertaken Heads of Services.	19 Nov 2009	Clare Slater

Service Objective 5.10.5. To build our capacity to deliver through collaboration and working in partnership

Covalent Reference	Priority Action	Progress	Latest Note	Latest Note Date	SMT Lead
SDP TT 0913 42	Shared Services	 100%	Procurement partnership with Scarborough BC. New fraud partnership arrangements in place.	22 Mar 2010	Clare Slater
SDP TT 0913 43	Partnership Protocol	 100%	Audit of partnerships completed, register held in SMT shared folder, all partnerships scored for significance, new arrangements for those identified as 'significant partnerships' in line with partnership protocol, presented to O and S February 2010.	04 Feb 2010	Clare Slater