





SUSTAINABLE GROWTH





This Council wants to do all it can to create the conditions for economic success in our area. We also want Ryedale residents to have the skills, opportunities and living conditions that allow them to benefit from a healthy local economy and enjoy a good quality of life. A supply of local labour with the right skills is also essential for our businesses. To support both our businesses and our communities we also need new homes, particularly affordable homes for local people. We can only influence and seek to facilitate these matters in partnership with others. To guide our policies, proposals and priorities we monitor our relative performance in terms of the key baseline issues of: Employment and benefit claimant levels, Wage levels, Qualifications and education, Supply of homes (market and affordable) and housing sites. Housing affordability, including fuel poverty, Dealing with homelessness. Where local performance doesn't reflect our ambitions for our economy and communities, we will work with the appropriate partners to seek to address this through the most deliverable means. The Council has approved the Local Plan Sites Document for publication and submission for Examination early in 2018. This will lead to the completion the current Local Plan which will provide greater certainty to developers.

	EMPLOYMENT	Pages 3-4	External Partnerships and Place Specialists
	SKILLS	Pages 5-6	External Partnerships and Place Specialists
	HOUSING	Pages 6-9	People Specialists
	ENVIRONMENT	Page 9	Environment Specialists

CUSTOMERS AND COMMUNITIES



Following the implementation of the new operating model for the Council, customer facing services such as Council tax collection and rebate and housing benefit have maintained performance levels. The community team are developing new ways of working with parishes and communities, and working closely with partners including the police and fire services. The changes in circumstances processing performance in benefits has improved in this quarter following targeted work.

In terms of supporting the growth agenda the Council has continued to determine major applications in a timely manner with 99% of major applications determined in time and/or agreed extensions of time. The Specialist Place Team is slightly below target in the year to date on 'minor' and 'other development' categories.

	COUNCIL TAX AND BENEFITS	Pages 10-11	Customer Services (People)
	PLANNING	Pages 12-14	Customer Services (Place)
	RECYCLING	Pages 14-15	Operations
	CUSTOMERS	Pages 15-16	Customer Services

ONE RYEDALE

Overall, income levels are performing well against budget. Development Management fees and income from recyclates are significantly above budget, however Trade Waste income and Car Park ticket income are currently below budgeted levels.

	FINANCE	Pages 16	Resources and Enabling Services
	HUMAN RESOURCES	Page 17	Human Resources

Improving PIs



...	Title	Value	Target	Last Update
✓	Length of stay in temporary accommodation (B&B, weeks) Snaps...	1.00 weeks	4.00 weeks	Q3 2017/18
🔊	✓ Speed of processing - new HB/LCTS claims	11.0 days	25.0 days	Q3 2017/18
✓	% CO2 reduction from LA operations.	8.8%	18.5%	2016/17
🔊	✓ Speed of processing - changes of circumstances for HB/LCTS cla...	9.0 days	12.0 days	Q3 2017/18
✓	Net additional homes provided	321	200	2016/17

← 1 of 5 →

Deteriorating PIs



...	Title	Value	Target	Last Update
●	Number of affordable homes delivered (gross)	8	75	2017/18
🔊	● Average number of Working Days Lost Due to Sickness Absence...	0.96 days	0.63 days	Q3 2017/18
✓	% of Household Waste Recycled	20.24%	20.00%	2017/18
✓	Processing of planning applications: Major applications (13 weeks)	94.00%	70.00%	Q3 2017/18
✓	Prevention of Homelessness through Advice and Proactive Interv...	47	39	Q3 2017/18

← 1 of 2 →

**Improving and Deteriorating PIs
As of 5 March 2018**


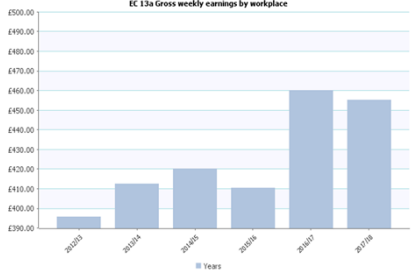

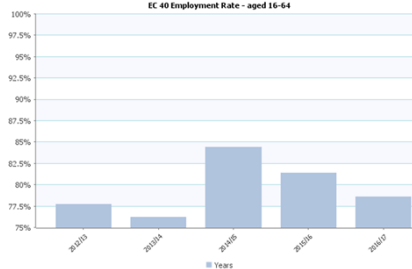

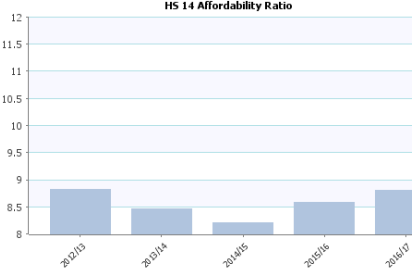
SUSTAINABLE GROWTH

- 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




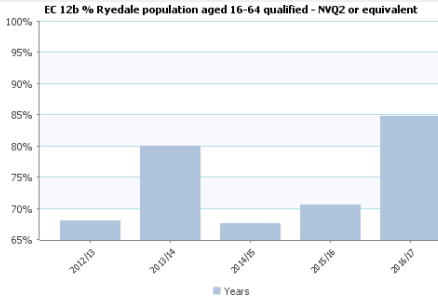


Traffic Light	Short Name	Description	Current Value	Current Target	Managed By	Trend Chart
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EMPLOYMENT

	Total Job Seeker Allowance and Universal Credit Out of Work Claimants Aged 16 - 64	Yorkshire & Humber: 2.2% Great Britain: 1.9% Monthly indicator	1.6% December 2017	1.5% 2017/18	Julian Rudd	<p>EC 10 Total Job Seeker Allowance and Universal Credit Out of Work Claimants Aged 16 - 64</p>
	Gross weekly earnings by residency	Yorkshire & Humber: £502.30 Ryedale is the lowest in the region Great Britain: £552.70 Annual indicator	£446 2017/18	£460 2018/19	Julian Rudd	<p>EC 10 Gross weekly earnings by residency</p>


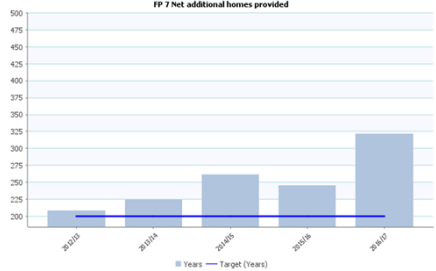

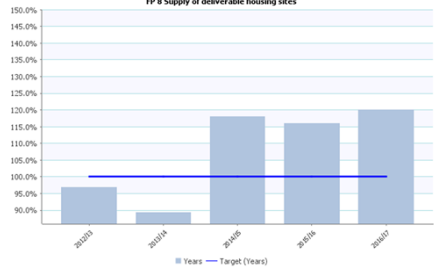
Traffic Light	Short Name	Description	Current Value	Current Target	Managed By	Trend Chart
	Gross weekly earnings by workplace	Yorkshire & Humber: £502.50 Ryedale is the 3 rd lowest in the region Great Britain: £552.30 Annual indicator	£455.10 2017/18	£480 2018/19	Julian Rudd	 <p>EC 13a Gross weekly earnings by workplace</p>
	Employment Rate – aged 16–64	Yorkshire & Humber: 72.8% Ryedale had the 5 th biggest employment rate in the region Great Britain: 74.2% Annual indicator	78.6% 2016/17	80% 2017/18	Julian Rudd	 <p>EC 40 Employment Rate - aged 16-64</p>
	Affordability Ratio	On average, working people could expect to pay around 8.8 times their annual earnings on purchasing a home in England and Wales in 2016/17, up from 3.6 times earnings in 1997. Annual indicator	8.8 2016/17	7.6 2017/18	Julian Rudd	 <p>HS 14 Affordability Ratio</p>


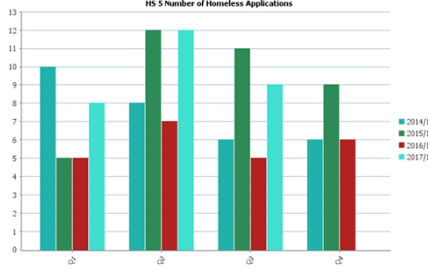

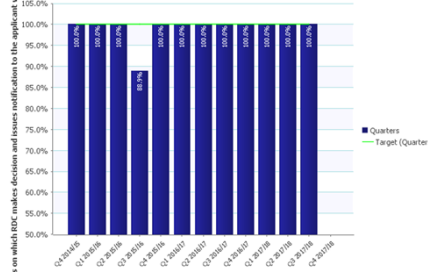
SKILLS


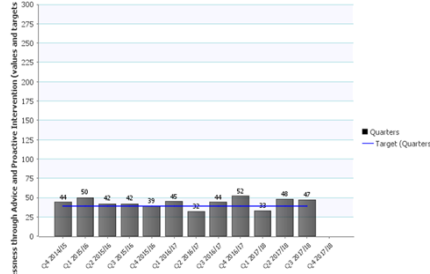

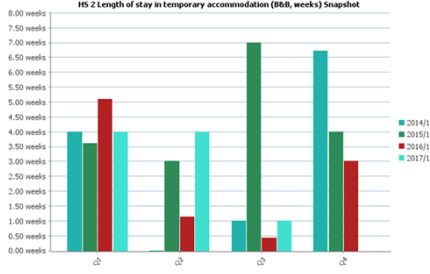

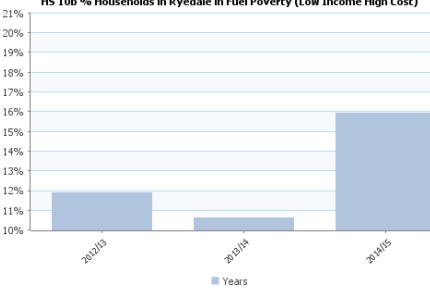
Traffic Light Short Name	Description	Current Value	Current Target	Managed By	Trend Chart												
 % Ryedale population aged 16–64 qualified – NVQ1 or equivalent	e.g. fewer than 5 GCSEs at grades A–C, foundation GNVQ, NVQ 1 28,600 of the population in Ryedale qualified to this level Annual indicator	92.9% 2016/17	95% 2017/18	Julian Rudd	 <p>EC 12a % Ryedale population aged 16-64 qualified - NVQ1 or equivalent</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2013/13</td> <td>~78%</td> </tr> <tr> <td>2014/14</td> <td>~92%</td> </tr> <tr> <td>2015/15</td> <td>~83%</td> </tr> <tr> <td>2016/16</td> <td>~84%</td> </tr> <tr> <td>2017/17</td> <td>~93%</td> </tr> </tbody> </table>	Year	Value (%)	2013/13	~78%	2014/14	~92%	2015/15	~83%	2016/16	~84%	2017/17	~93%
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 % Ryedale population aged 16–64 qualified – NVQ2 or equivalent	e.g. 5 or more GCSEs at grades A–C, intermediate GNVQ, NVQ 2 26,200 of the population in Ryedale qualified to this level Annual indicator	84.8% 2016/17	85% 2017/18	Julian Rudd	 <p>EC 12b % Ryedale population aged 16-64 qualified - NVQ2 or equivalent</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2013/13</td> <td>~68%</td> </tr> <tr> <td>2014/14</td> <td>~80%</td> </tr> <tr> <td>2015/15</td> <td>~68%</td> </tr> <tr> <td>2016/16</td> <td>~71%</td> </tr> <tr> <td>2017/17</td> <td>~85%</td> </tr> </tbody> </table>	Year	Value (%)	2013/13	~68%	2014/14	~80%	2015/15	~68%	2016/16	~71%	2017/17	~85%
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 % Ryedale population aged 16–64 qualified – NVQ3 or equivalent	e.g. 2 or more A levels, advanced GNVQ, NVQ 3 18,400 of the population in Ryedale qualified to this level Annual indicator	59.5% 2016/17	65% 2017/18	Julian Rudd	 <p>EC 12c % Ryedale population aged 16-64 qualified - NVQ3 or equivalent</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2013/13</td> <td>~52%</td> </tr> <tr> <td>2014/14</td> <td>~54%</td> </tr> <tr> <td>2015/15</td> <td>~55%</td> </tr> <tr> <td>2016/16</td> <td>~45%</td> </tr> <tr> <td>2017/17</td> <td>~60%</td> </tr> </tbody> </table>	Year	Value (%)	2013/13	~52%	2014/14	~54%	2015/15	~55%	2016/16	~45%	2017/17	~60%
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Traffic Light	Short Name	Description	Current Value	Current Target	Managed By	Trend Chart												
	% Ryedale population aged 16-64 qualified – NVQ4 or equivalent	e.g. HND, Degree and Higher Degree level qualifications 11,300 of the population in Ryedale qualified to this level Annual indicator	36.8% 2016/17	40% 2017/18	Julian Rudd	 <p>EC 12d % Ryedale population aged 16-64 qualified - NVQ4 or equivalent</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>35.0%</td> </tr> <tr> <td>2013/14</td> <td>40.0%</td> </tr> <tr> <td>2014/15</td> <td>41.0%</td> </tr> <tr> <td>2015/16</td> <td>28.0%</td> </tr> <tr> <td>2016/17</td> <td>37.0%</td> </tr> </tbody> </table>	Year	Value (%)	2012/13	35.0%	2013/14	40.0%	2014/15	41.0%	2015/16	28.0%	2016/17	37.0%
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HOUSING

Traffic Light	Short Name	Description	Current Value	Current Target	Managed By	Trend Chart												
	Net additional homes provided	Encourage a greater supply of new homes in England to address the long term housing affordability issue. Annual indicator	321 2016/17	200	Jill Thompson	 <p>FP 7 Net additional homes provided</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>200</td> </tr> <tr> <td>2011/12</td> <td>210</td> </tr> <tr> <td>2012/13</td> <td>260</td> </tr> <tr> <td>2013/14</td> <td>240</td> </tr> <tr> <td>2014/15</td> <td>330</td> </tr> </tbody> </table>	Year	Value	2010/11	200	2011/12	210	2012/13	260	2013/14	240	2014/15	330
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	Supply of deliverable housing sites	Planning Policy Statement 3 (PPS3) requires Local Planning Authorities to maintain a 5 year supply of deliverable sites for housing through their Local Development Framework Annual indicator	116.0% 2016/17	100.0%	Jill Thompson	 <p>FP 8 Supply of deliverable housing sites</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>95.0%</td> </tr> <tr> <td>2011/12</td> <td>90.0%</td> </tr> <tr> <td>2012/13</td> <td>118.0%</td> </tr> <tr> <td>2013/14</td> <td>112.0%</td> </tr> <tr> <td>2014/15</td> <td>118.0%</td> </tr> </tbody> </table>	Year	Value (%)	2010/11	95.0%	2011/12	90.0%	2012/13	118.0%	2013/14	112.0%	2014/15	118.0%
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Traffic Light	Short Name	Description	Current Value	Current Target	Managed By	Trend Chart
	Properties empty for six months or more	Figure for empty properties for 6 months or more as stated in the CTBI annual return in October. 2017 figure shows downward trend in recent years continuing. A +/- movement in this indicator affects the annual calculation of New Homes Bonus. Annual indicator	201 2017/18	218	Peter Johnson	
	Number of Homeless applications	We have seen a decrease in the number of Homeless applications received this quarter. It is comparative to this quarter in previous years. Quarterly indicator	9 Q3 2017/18	13	Kim Robertshaw	
	Homeless applications on which RDC makes decision and issues notification to the applicant within 33 working days	All homeless applications submitted were dealt with in the 33 working day timeframe. Quarterly indicator	100.0% Q3 2017/18	100.0%	Kim Robertshaw	

Traffic Light	Short Name	Description	Current Value	Current Target	Managed By	Trend Chart
	Prevention of Homelessness through Advice and Proactive Intervention (values and targets are per quarter, not accumulative)	Quarterly indicator	47 Q3 2017/18	48 Q2 2017/18	Kim Robertshaw	
	Length of stay in temporary accommodation (B&Bs)	Includes dependent children or a pregnant woman who are unintentionally homeless and in priority need.	1.0 week Q3 2017/18	4.0 weeks Q2 2017/18	Kim Robertshaw	
	% Households in Ryedale in Fuel Poverty (Low Income High Cost)	Following the completion of a Housing Stock Condition Survey, we are continuing to work closely with Warm and Well North Yorkshire and other local authorities to explore further funding opportunities. Annual indicator	13.3% 2015/16	10.3% 2013/14	Kim Robertshaw	



Number of affordable homes delivered

The forecast for 2017/18 is 50 expected affordable home units to be delivered, although this is subject to change.

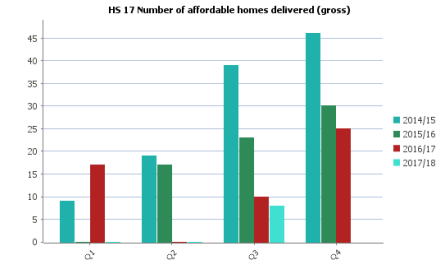
Annual indicator

2016/17: 52 delivered

8
Q3 2017/18

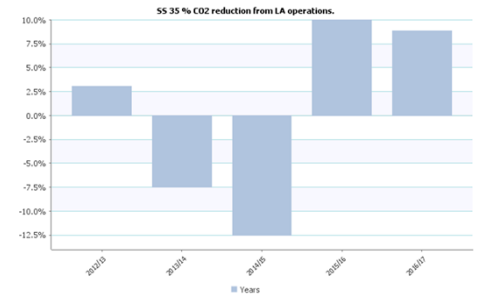
75
(35% of the 200 additional homes target)

Kim Robertshaw



ENVIRONMENT

Traffic Light	Short Name	Description	Current Value	Current Target	Managed By	Trend Chart
✓	Number of monitoring locations exceeding the annual mean Nitrogen Dioxide objective level	Monthly monitoring continues as part of the Air Quality Management Action Plan in Malton.	0 2016/17	1 2015/16	Beckie Bennett	
✓	% CO2 reduction from LA operations.	CO2 emission reduction key by local authorities likely to be key to achieving the Government's climate change objectives	8.8% 2016/17	18.5% 2015/16	Beckie Bennett	





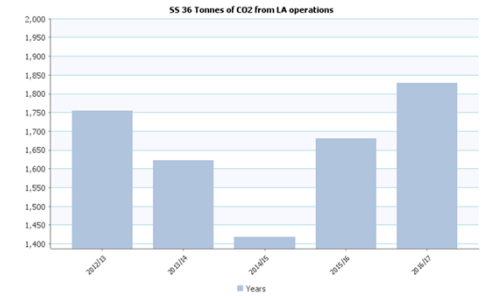
Tonnes of CO2 from LA operations

CO2 emission reduction key by local authorities likely to be key to achieving the Government's climate change objectives

1,828
2016/17

1,680
2016/17

Beckie Bennett



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

Traffic Light	Short Name	Description	Current Value	Current Target	Managed By	Trend Chart
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COUNCIL TAX AND BENEFITS



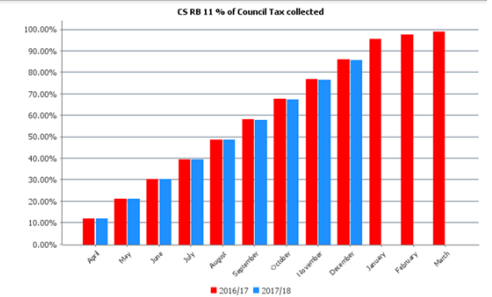
% of Council Tax collected

Percentage of Council Tax collected by the Authority in the year
Monthly indicator

97.13%
Up to end of Feb 2018

97.33%

Angela Jones



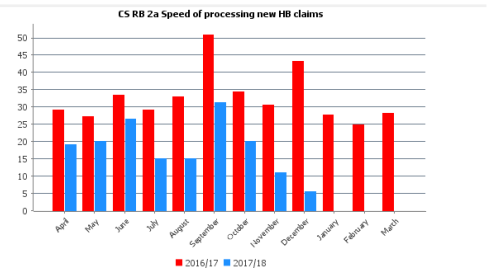
Speed of processing new HB claims

Average number of days taken to process new claims for Housing Benefit.
September 2016: 50.8 days
Monthly indicator

5.5 days
Up to end of Dec 2017


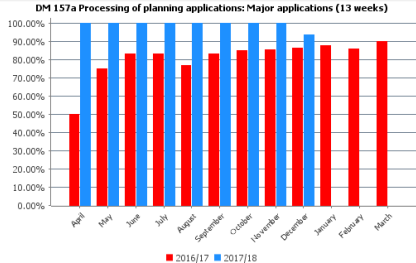

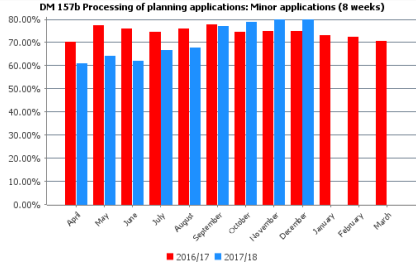

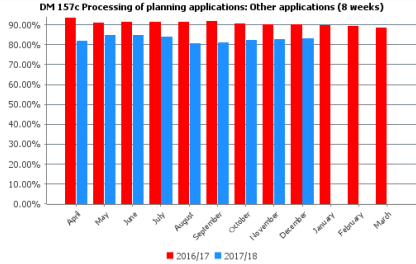
25 days


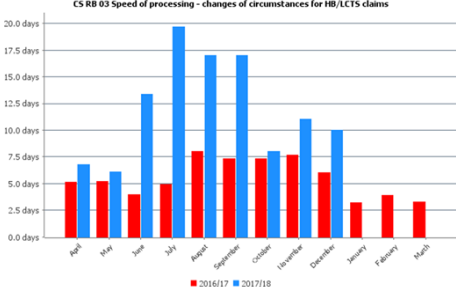

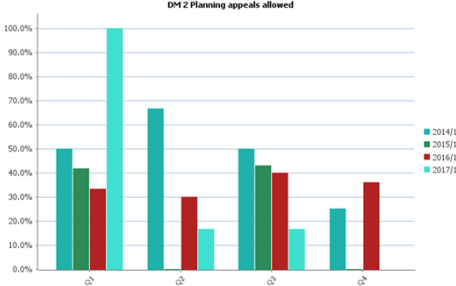


Angela Jones



Traffic Light	Short Name	Description	Current Value	Current Target	Managed By	Trend Chart
	Speed of processing HB change events	Number of days taken to process change events relating to Housing Benefit claims. Currently operating below target. Monthly indicator	6 days Up to end of Dec 2017	12 days	Angela Jones	<p>CS RB 3a Speed of processing HB change events</p> 
	Speed of processing CTR change events	Current backlog, action plan in place and is currently reducing Monthly indicator	14 days Up to end of Dec 2017	12 days	Angela Jones	<p>CS RB 3b Speed of processing CTR change events</p> 
	Speed of processing – changes of circumstances for HB/LCTS claims	Performance now much improved and now operating under target. Monthly indicator	10.0 days Up to end of Dec 2017	12 days	Angela Jones	<p>CS RB 03 Speed of processing – changes of circumstances for HB/LCTS claims</p> 

PLANNING

Traffic Light	Short Name	Description	Current Value	Current Target	Managed By	Trend Chart
	Processing of planning applications: Major applications (13 weeks)	Whilst this performance can be volatile due to small numbers we are currently well above target level of 70%. February performance is 100% Quarterly indicator	94.00% Q3 2017/18	70.00%	Gary Housden	
	Processing of planning applications: Minor applications (8 weeks)	The team is now fully staffed and monthly performance is improving. February performance is in excess of target 80.10%. Quarterly indicator	79.90% Q3 2017/18	80.00%	Gary Housden	
	Processing of planning applications: Other applications (8 weeks)	February performance has improved at 84.8%. Quarterly indicator	83.20% Q3 2017/18	90.00%	Gary Housden	

Traffic Light	Short Name	Description	Current Value	Current Target	Managed By	Trend Chart
	Standard searches completed in 10 working days	Quarterly indicator	99.2% Q3 2017/18	100.0%	Angela Jones	
	Planning Appeals allowed	As with previous years the overall number of appeals is very low so the performance out turn can be volatile. Quarterly indicator	16.7% Q3 2017-18	33%	Gary Housden	
RECYCLING						
Traffic Light	Short Name	Description	Current Value	Current Target	Managed By	Trend Chart
	% of Household Waste Recycled	20.24% accumulative Apr 2017 - Dec 2017	20.24%	20.00%	Beckie Bennett	

Traffic Light	Short Name	Description	Current Value	Current Target	Managed By	Trend Chart
✓	% of Household Waste Recycled	20.24% accumulative Apr 2017 – Dec 2017	20.24%	20.00%	Beckie Bennett	
✓	Residual household waste – kg per household	328.51 kg/hh Estimate from Apr–Dec 2017 pre–Waste Data Flow confirmation	328.51 kg/hh	337.50kg/hh	Beckie Bennett	
✓	% of household waste sent for reuse, recycling and composting	49.53% Est Apr – Dec 2017 pre waste dataflow	49.53%	43.00%	Beckie Bennett	
CUSTOMERS						
Traffic Light	Short Name	Description	Current Value	Current Target	Managed By	Trend Chart
?	Service enquiries resolved at first point of contact (telephone)	Service enquiries resolved at first point of contact by telephone excluding dial direct to extension calls	Under review		Angela Jones	



Payments made using electronic channels

Payments made using electronic channels (web, telephone & Direct Debit)

Under review

Angela Jones

Traffic Light	Short Name	Description	Current Value	Current Target	Managed By	Trend Chart
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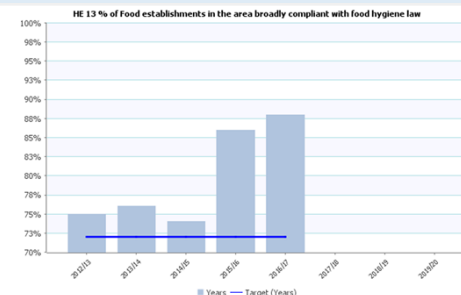
% of Food establishments in the area broadly compliant with food hygiene law

To protect public health by ensuring food is safe and fit to eat by monitoring local authorities' performance in increasing compliance in food establishments with food law.
Annual indicator

88%

72%

Robert Robinson



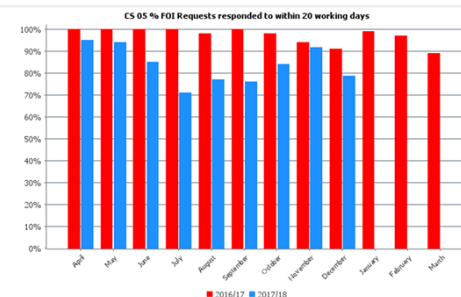
% FOI Requests responded to within 20 working days

October 2017: 84%
November 2017: 91.5%
December 2017: 78.6%
Quarterly indicator

84.7%
Q3 2017/18

95%

Angela Jones



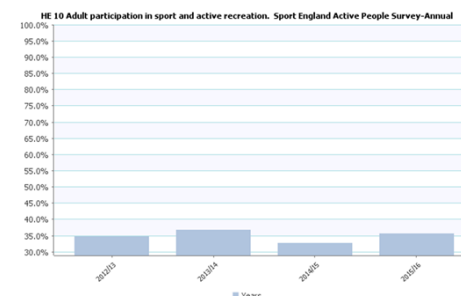
Adult participation in sport and active recreation. Sport England Active People Survey

To measure participation in sport and active recreation at the local level.
Annual indicator

35.5%
2016/17

32.7%
2015/16

Jos Holmes



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

Traffic Light	Short Name	Description	Current Value	Current Target	Managed By	Trend Chart
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FINANCE



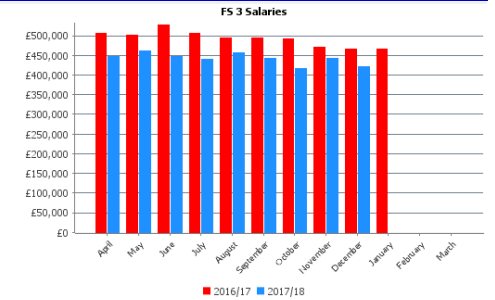
Salaries up to end of Dec 2017

This analysis excludes salaries incurred for NYBCP, Capital Schemes and agencies.

£3,978,147

£4,111,464

Peter Johnson



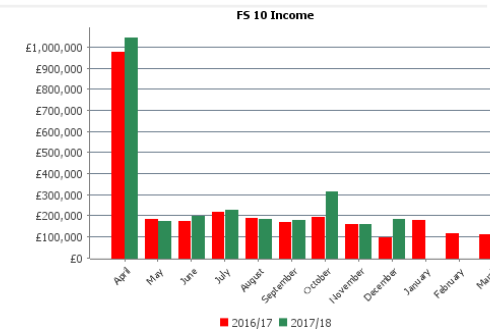
Income up to end of Dec 2017


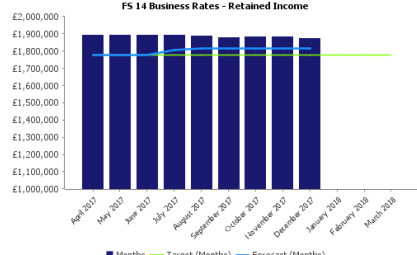
This indicator is made up of the following income streams: land charges, development management fees, property rents, Ryecare, recovery of HB overpayments, garden waste, trade waste, car parking and recyclates.

£2,661,544



£2,305,908

Peter Johnson



Traffic Light	Short Name	Description	Current Value	Current Target	Managed By	Trend Chart
	Business Rates – Retained Income up to end of Dec 2017	Monthly indicator	£1,868,879	£1,775,000	Peter Johnson	 <p>FS 14 Business Rates - Retained Income</p> <p>Legend: ■ Months, — Target (Months), — Forecast (Months)</p>

HUMAN RESOURCES

	Average number of working days lost to sickness absence (per FTE)	Performance for January 2018 is 0.77days and for Q3 0.96 days Q3 2016/17 was 1.28 days Quarterly Indicator	0.96 days	0.63 days	Denise Hewitt	 <p>HR A 01 R Average number of Working Days Lost Due to Sickness Absence per FTE, RYEDALE</p> <p>Legend: ■ Years, — Target (Years)</p>
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