

SUSTAINABLE GROWTH

- Promoting a strong economy with thriving businesses and supporting infrastructure for future generations
- 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

Economic Growth							
Gary Housden, Specialist Services Lead							
Short Name	2017/18			2016/17			Lead Officer
	Value	Target	Status	Value	Target	Status	
% Ryedale population aged 16-64 qualified - NVQ1 or equivalent	96.6%	N/A		93%	N/A		Gary Housden
% Ryedale population aged 16-64 qualified - NVQ2 or equivalent	91.6%	N/A		85%	N/A		Gary Housden
% Ryedale population aged 16-64 qualified - NVQ3 or equivalent	60.3%	N/A		59.6%	N/A		Gary Housden
% Ryedale population aged 16-64 qualified - NVQ4 or equivalent	40.7%	N/A		36.8%	N/A		Gary Housden
Employment Rate - aged 16-64	79.4%	N/A		78.6%	N/A		Gary Housden
Gross weekly earnings by residency	£446.00	£443.00		£443.10	£411.80		Gary Housden
Gross weekly earnings by workplace	£455.10	£460.10		£460.10	£410.40		Gary Housden
Population of Ryedale	54,300	53,900		53,900	53,300		Gary Housden
Total Number of Business Enterprises	3,605	3,555		3,555	3,535		Gary Housden

Environment							
Beckie Bennett, Delivery and Frontline Services Lead							
Gary Housden, Specialist Services Lead							
Short Name	2017/18			2016/17			Lead Officer
	Value	Target	Status	Value	Target	Status	
% CO2 reduction from LA operations	A new process for collating data is being implemented to make the calculation of this indicator more efficient. The 2017-18 result will be available for the next reporting period.			8.8%	18.5%		Beckie Bennett
Tonnes of CO2 from LA operations				1,828	1,680		Beckie Bennett

Short Name	2017/18			2016/17			Lead Officer
	Value	Target	Status	Value	Target	Status	
% of Food establishments in the area broadly compliant with food hygiene law	85%	72%		88%	72%		Gary Housden
Number of monitoring locations exceeding the annual mean Nitrogen Dioxide objective level	0	0		0	0		Gary Housden
% Households in Ryedale in Fuel Poverty (Low Income High Cost)	Data not available from central government			11.2%	13.3%		Gary Housden

Housing delivery

Gary Housden, Specialist Services Lead

Short Name	2017/18			2016/17			Lead Officer
	Value	Target	Status	Value	Target	Status	
Net additional homes provided	278	200		321	200		Gary Housden
Number of affordable homes delivered	48	75		52	75		Gary Housden
Planning appeals allowed	22.2%	33.0%		36.0%	33.0%		Gary Housden
Supply of deliverable housing sites	108%	100%		120.0%	100.0%		Gary Housden

Reducing homelessness

Gary Housden, Specialist Services Lead

Short Name	2017/18			2016/17			Lead Officer
	Value	Target	Status	Value	Target	Status	
Affordability Ratio	9.31	8.93		8.93	8.6		Gary Housden
Average length of stay in temporary accommodation (B&B, weeks)	3.25 weeks	4.00 weeks		2.42 weeks	6.00 weeks		Gary Housden
Homeless applications decided 33 working days	100.0%	100.0%		100.0%	100.0%		Gary Housden
Number of Homeless Applications	35	52		23	52		Gary Housden
Prevention of Homelessness cases through Advice and Proactive Intervention	171	156		173	156		Gary Housden

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 Focus

Angela Jones, Customer Services Lead
Gary Housden, Specialist Services Lead

Short Name	2017/18			2016/17			Lead Officer
	Value	Target	Status	Value	Target	Status	
% FOI Requests responded to within 20 working days	86.01%	95%		97.17%	95%		Angela Jones
Speed of processing - changes of circumstances for Council Tax Support claims	12.97 days	12.0 days		4.96 days	12.0 days		Angela Jones
Speed of processing - changes of circumstances for Housing Benefit claims	3.0 days	12.0 days		3.3 days	12.0 days		Angela Jones
Speed of processing - new Council Tax Support claims	26.3 days	25.0 days		33.9 days	25.0 days		Angela Jones
Speed of processing - new Housing Benefit claims	16.3 days	25.0 days		32.6 days	25.0 days		Angela Jones
Total Job Seeker Allowance and Universal Credit Out of Work Claimants Aged 16 - 64	1.58%	N/A		1.04%	N/A		Gary Housden

Customer Value

Angela Jones, Customer Services Lead
Gary Housden, Specialist Services Lead

Short Name	2017/18			2016/17			Lead Officer
	Value	Target	Status	Value	Target	Status	
Processing of planning applications: Major applications (13 weeks)	100.00%	70.00%		90.00%	70.00%		Gary Housden
Processing of planning applications: Minor applications (8 weeks)	81.00%	80.00%		70.60%	80.00%		Gary Housden
Processing of planning applications: Other applications (8 weeks)	85.60%	90.00%		88.67%	90.00%		Gary Housden
Planning appeals allowed	22.2%	33.0%		36.0%	33.0%		Gary Housden

Short Name	2017/18			2016/17			Lead Officer
	Value	Target	Status	Value	Target	Status	
Standard searches carried out in 10 working days	96.1%	100.0%		98.2%	100.0%		Angela Jones

Take up of services
Beckie Bennett, Delivery and Frontline Services Lead

Short Name	2017/18			2016/17			Lead Officer
	Value	Target	Status	Value	Target	Status	
% of Household Waste Composted	24.21%	23.00%		24.17%	23.00%		Beckie Bennett
% of Household Waste Recycled	21.98%	20.00%		22.24%	20.00%		Beckie Bennett
Residual household waste - kg per household	452.18 kg/hh	450.00 kg/hh		462.65 kg/hh	450.00 kg/hh		Beckie Bennett

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

Budget monitoring
Beckie Bennett, Delivery and Frontline Services Lead
Angela Jones, Customer Services Lead
Anton Hodge, s151 Officer

Short Name	2017/18			2016/17			Lead Officer
	Value	Target	Status	Value	Target	Status	
Car Park Ticket Income	£713,540	£761,100		£727,170	£707,090		Beckie Bennett
Housing Benefit Overpayment Income	£142,649	£100,000		£137,626	£100,000		Angela Jones
Income from recyclates	£262,553	£167,532		£177,021	£127,404		Beckie Bennett

Short Name	2017/18			2016/17			Lead Officer
	Value	Target	Status	Value	Target	Status	
Income from searches	£100,107	£87,500		£100,352	£87,500		Angela Jones
Investment Property Income	£73,839	£72,390		£101,270	£89,320		Anton Hodge
Ryecare Income	£235,986	£221,390		£200,414	£198,730		Angela Jones
Trade Waste Income	£442,004	£472,830		£442,512	£463,570		Beckie Bennett

Building capacity through partnership

Short Name	2017/18			2016/17			Lead Officer
	Value	Target	Status	Value	Target	Status	
Staff Appraisals completed in WorkPAL	88%	85%		N/A	N/A		Human Resources

Delivering the Financial Strategy Angela Jones, Customer Services Lead

Short Name	2017/18			2016/17			Lead Officer
	Value	Target	Status	Value	Target	Status	
% of Council Tax collected	98.73%	98.80%		98.80%	98.76%		Angela Jones
% of Non-domestic Rates collected	99.56%	99.39%		99.39%	99.18%		Angela Jones

Salaries monitoring Anton Hodge, s151 Officer

Short Name	2017/18			2016/17			Lead Officer
	Value	Target	Status	Value	Target	Status	
Salaries	£5,240,329	£5,481,952		£4,925,280	£5,207,110		Anton Hodge