






Delivering the Council Plan Progress Report – Appendix 1

Status	Performance Indicator	Lead Officer
	Percentage of Council Tax Collected	Angela Jones
	Standard searches carried out within 10 working days	Angela Jones
	Number of affordable homes delivered	Gary Housden
	Customer Complaints resolved within 5 working days	Angela Jones
	Speed of processing new claims for Council Tax Support	Angela Jones

SUSTAINABLE GROWTH

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

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

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

The Number of Affordable Homes Delivered Target continues to show a RED status at the end of Q3 however the end of year result is forecast to be GREEN with a total of 114 homes delivered in 2018/19 against the target of 75.

In our People team, we are currently reviewing all of our reports and performance indicators across North Yorkshire in accordance with the Homelessness Reduction Act. This process has been delayed as we are waiting for a new version of the reporting software to be released before we can finalise the reports and ensure that we can accurately benchmark across the districts and boroughs in North Yorkshire.

The Local Plan Sites Document was examined with hearing sessions held in September and October 2018. It is expected that the Inspectors report will be received early in the new year.

CUSTOMERS AND COMMUNITIES

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

In addition all application types, including 'Minor' applications (92%) and 'Other' applications (91%) are exceeding their respective performance target levels at the end of the third quarter.

On Standard Searches carried out within 10 working days, the target shows an AMBER status at the end of Q3. Measures are in place to improve performance in this area, with an extra resources in place to cope with demand.

The speed of processing New Claims for Council Tax Support continues to show a RED status at the end of Q3 and action is being taken to review this indicator to mitigate the external factors which negatively influence the Council's performance.

Customer complaints resolved within 5 working days show a RED status at the end of Q3. Of the ten complaints received in this period, four of these required extensions of time given the complex nature of the complaints and the detailed investigations required to enable a thorough response and customers were kept informed throughout.

IVR (Individual Voter Registration) post-canvass information showed 85.93% of respondents were satisfied with the electoral services we provided (of which 64.45% were very satisfied) and only 1.57% were dissatisfied.

ONE RYEDALE


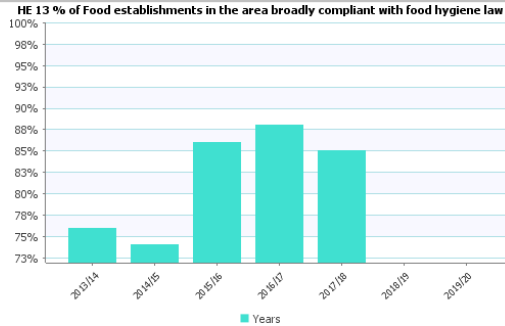
At the end of Q3, the collection rate of Council Tax is slightly below target, showing an AMBER status, however it is expected by year-end the final rate will be on/above target. We are finding that since the introduction of legislation to allow ratepayers to pay over 12 months, the in-year collection rate between the months of April to January is generally lower than the year before. This is due to an increase in uptake of those that want to pay over 12 months as opposed to 10 months.

NNDR collection rates remain on par with the 2017/18 figures. FOI response rates have significantly improved, achieving a 96.3% response rate in this quarter against a 90% target, following training of new staff to build resilience in this service area for the future.


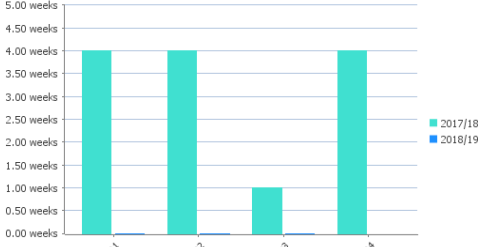

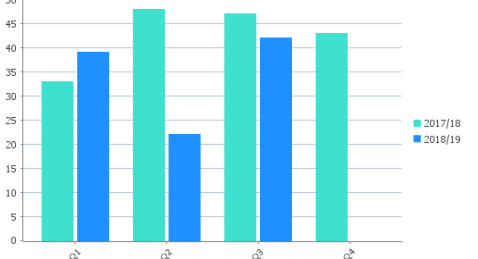

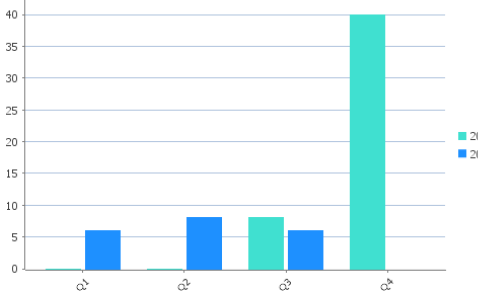
SUSTAINABLE GROWTH

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

ENVIRONMENT - GARY HOUSDEN

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart												
	% of Food establishments in the area broadly compliant with food hygiene law	The “broadly compliant” performance Indicator is defined as the percentage of food establishments within the local authority area that are broadly compliant with food law. The assessment is based on a scoring system that is defined in the national Code of Practice. When officers inspect a food business they rate the business with respect to several aspects. Three of those aspects namely the standard of hygiene, the structural standard and the confidence in management are awarded numerical values and if any one of them falls below a prescribed level then the establishment is judged to be non-broadly compliant.	85%	72%	2017/18 result	<div><p>HE 13 % of Food establishments in the area broadly compliant with food hygiene law</p><table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>2013/14</td><td>76%</td></tr><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></tbody></table></div>	Year	Percentage	2013/14	76%	2014/15	74%	2015/16	87%	2016/17	89%	2017/18	85%
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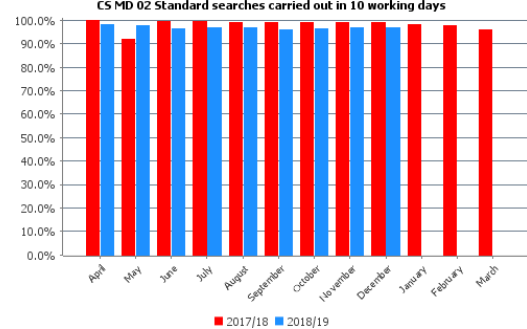

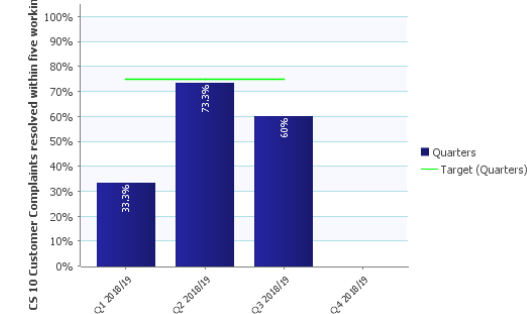
PEOPLE - GARY HOUSDEN


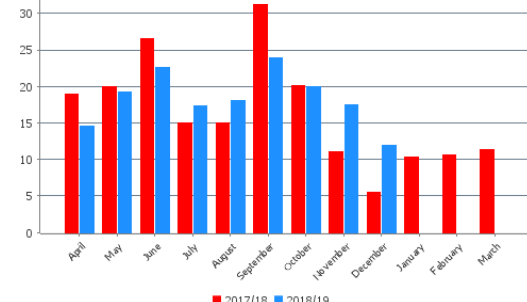

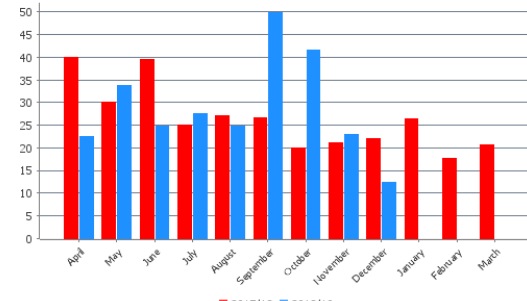
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart															
	Average length of stay in temporary accommodation which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need. (B&B, weeks)	Under this indicator, so far this year, there have been zero instances of dependent children or a pregnant woman who are unintentionally homeless and in priority need staying in temporary accommodation.	0.00 weeks	4.00 weeks	Q3 2018/19 result	<p>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&B, weeks)</p>  <table border="1"><caption>HS 2 Data</caption><thead><tr><th>Quarter</th><th>2017/18 (weeks)</th><th>2018/19 (weeks)</th></tr></thead><tbody><tr><td>Q1</td><td>4.00</td><td>0.00</td></tr><tr><td>Q2</td><td>4.00</td><td>0.00</td></tr><tr><td>Q3</td><td>1.00</td><td>0.00</td></tr><tr><td>Q4</td><td>4.00</td><td>0.00</td></tr></tbody></table>	Quarter	2017/18 (weeks)	2018/19 (weeks)	Q1	4.00	0.00	Q2	4.00	0.00	Q3	1.00	0.00	Q4	4.00	0.00
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	Prevention of Homelessness through Advice and Proactive Intervention	A lot of prevention work is undertaken that is not captured by the Statutory HCLIC (Homelessness data collection system) returns that go to MHCLG as we work with people who are threatened with homelessness at a very early stage and HCLIC only records households who are homeless or at risk of homelessness within 56 days.	42	39	Q3 2018/19 result	<p>HS 8 Prevention of Homelessness through Advice and Proactive Intervention</p>  <table border="1"><caption>HS 8 Data</caption><thead><tr><th>Quarter</th><th>2017/18</th><th>2018/19</th></tr></thead><tbody><tr><td>Q1</td><td>33</td><td>39</td></tr><tr><td>Q2</td><td>48</td><td>22</td></tr><tr><td>Q3</td><td>47</td><td>42</td></tr><tr><td>Q4</td><td>43</td><td>43</td></tr></tbody></table>	Quarter	2017/18	2018/19	Q1	33	39	Q2	48	22	Q3	47	42	Q4	43	43
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	Number of affordable homes delivered	<p>Despite the poor performance to date, the end of year figure is expected to be in the region of 114 units, well in excess of the annual target. These are expected to be delivered before the end of this financial year from sites at:</p> <ul style="list-style-type: none">• Mickle Hill, Pickering (12 units);• Swanland Park Helmsley (6 units);• Bransdale View, Helmsley (61 units);• East Hill, Thornton le Dale (9 units);• Linden Homes, Malton (6 units);Langton Rd Norton (5 units) and• 1 further unit at Pecketts Close, Sheriff Hutton.	20	75	Cumulative result for 2018/19 as of Q3 2018/19	<p>HS 17 Number of affordable homes delivered</p>  <table border="1"><caption>HS 17 Data</caption><thead><tr><th>Quarter</th><th>2017/18</th><th>2018/19</th></tr></thead><tbody><tr><td>Q1</td><td>0</td><td>6</td></tr><tr><td>Q2</td><td>0</td><td>8</td></tr><tr><td>Q3</td><td>8</td><td>6</td></tr><tr><td>Q4</td><td>40</td><td>0</td></tr></tbody></table>	Quarter	2017/18	2018/19	Q1	0	6	Q2	0	8	Q3	8	6	Q4	40	0
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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


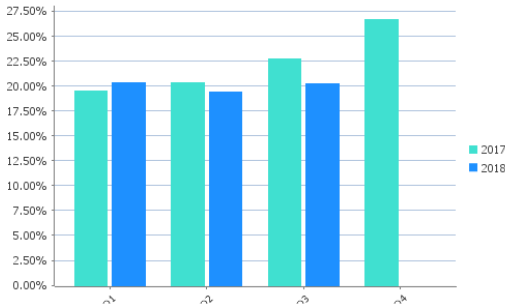

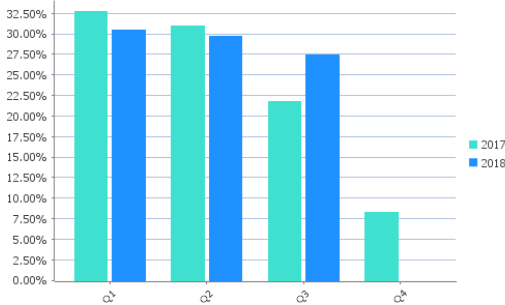

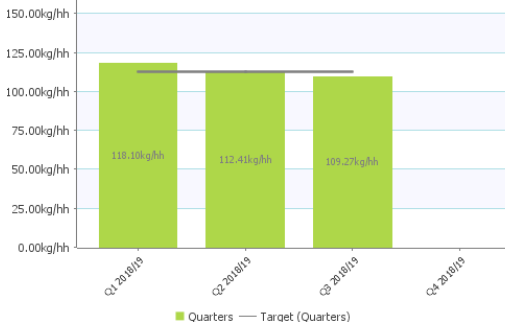
CUSTOMER SERVICES - ANGELA JONES

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart																																							
	Standard searches carried out in 10 working days	An extra member of staff in the Place team has been working in the Land Charge area to help cope with demand. Currently searches are relatively low due to the business lost to personal search companies when we were short staffed and had a large workload. This caused our turnaround times to drop and the personal search companies jumped in and took the business. We are looking at ways to get this business back.	97.1%	100.0%	Q3 2018/19 result	<div><p>CS MD 02 Standard searches carried out in 10 working days</p><table><thead><tr><th>Month</th><th>2017/18</th><th>2018/19</th></tr></thead><tbody><tr><td>April</td><td>100.0%</td><td>100.0%</td></tr><tr><td>May</td><td>100.0%</td><td>100.0%</td></tr><tr><td>June</td><td>100.0%</td><td>100.0%</td></tr><tr><td>July</td><td>100.0%</td><td>100.0%</td></tr><tr><td>August</td><td>100.0%</td><td>100.0%</td></tr><tr><td>September</td><td>100.0%</td><td>100.0%</td></tr><tr><td>October</td><td>100.0%</td><td>100.0%</td></tr><tr><td>November</td><td>100.0%</td><td>100.0%</td></tr><tr><td>December</td><td>100.0%</td><td>100.0%</td></tr><tr><td>January</td><td>100.0%</td><td>100.0%</td></tr><tr><td>February</td><td>100.0%</td><td>100.0%</td></tr><tr><td>March</td><td>100.0%</td><td>100.0%</td></tr></tbody></table></div>	Month	2017/18	2018/19	April	100.0%	100.0%	May	100.0%	100.0%	June	100.0%	100.0%	July	100.0%	100.0%	August	100.0%	100.0%	September	100.0%	100.0%	October	100.0%	100.0%	November	100.0%	100.0%	December	100.0%	100.0%	January	100.0%	100.0%	February	100.0%	100.0%	March	100.0%	100.0%
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	Customer Complaints resolved within five working days	<p>6 out of the 10 corporate complaints received during quarter 3 were answered within the 5 working day limit.</p> <p>Of the four complaints that were not answered within the five day limit, the complex nature of the complaints and the detailed investigations required led to a delayed response, but customers were kept informed of the timescales for a full response. More detail on the complaints received during this quarter are reported to the O&S committee.</p>	60%	75%	Q3 2018/19 result	<div><p>CS 10 Customer Complaints resolved within five working days</p><table><thead><tr><th>Quarters</th><th>Actual</th><th>Target (Quarters)</th></tr></thead><tbody><tr><td>Q1 2018/19</td><td>33.3%</td><td>75%</td></tr><tr><td>Q2 2018/19</td><td>73.3%</td><td>75%</td></tr><tr><td>Q3 2018/19</td><td>60%</td><td>75%</td></tr><tr><td>Q4 2018/19</td><td>-</td><td>75%</td></tr></tbody></table></div>	Quarters	Actual	Target (Quarters)	Q1 2018/19	33.3%	75%	Q2 2018/19	73.3%	75%	Q3 2018/19	60%	75%	Q4 2018/19	-	75%																								
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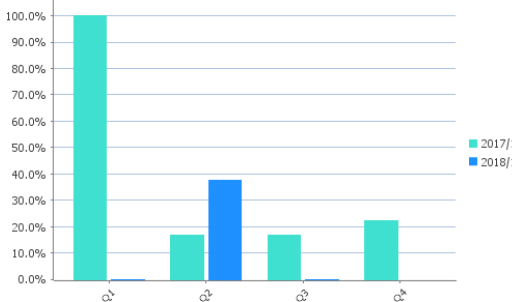

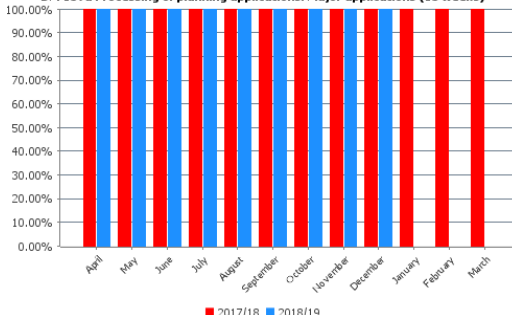

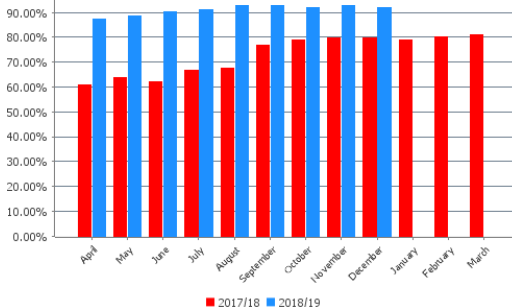
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart																																							
	Speed of processing new Housing Benefit claims	Performance continues to be under target. To maintain and improve performance, staff continue to encourage citizens to provide all the required information as soon as possible so it can be worked on as soon as it is received.	18.35 days	21 days	Average result for 2018/19 as of December 2018	<p>CS RB 2a Speed of processing new Housing Benefit claims</p>  <table><caption>CS RB 2a Data (Approximate)</caption><thead><tr><th>Month</th><th>2017/18 (Days)</th><th>2018/19 (Days)</th></tr></thead><tbody><tr><td>April</td><td>19</td><td>15</td></tr><tr><td>May</td><td>20</td><td>19</td></tr><tr><td>June</td><td>27</td><td>23</td></tr><tr><td>July</td><td>15</td><td>18</td></tr><tr><td>August</td><td>15</td><td>18</td></tr><tr><td>September</td><td>31</td><td>24</td></tr><tr><td>October</td><td>20</td><td>20</td></tr><tr><td>November</td><td>11</td><td>18</td></tr><tr><td>December</td><td>6</td><td>12</td></tr><tr><td>January</td><td>10</td><td></td></tr><tr><td>February</td><td>10</td><td></td></tr><tr><td>March</td><td>11</td><td></td></tr></tbody></table>	Month	2017/18 (Days)	2018/19 (Days)	April	19	15	May	20	19	June	27	23	July	15	18	August	15	18	September	31	24	October	20	20	November	11	18	December	6	12	January	10		February	10		March	11	
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	Speed of processing new claims for Council Tax Support	The current Council Tax Support New Claims performance is a result of the increased rollout of Universal Credit. A combination of Universal Credit new claims which take at least 35 days to process by DWP, is out of our control, and the team had a backlog of Universal Credit notifications due to the implementation of automation into the Northgate processing system. Staff have worked hard to automate the Universal Credit notifications into Northgate and as a result we are now up to date with these. Performance should start to improve as a result of this.	28.91 days	25 days	Average result for 2018/19 as of December 2018	<p>CS RB 2b Speed of processing new claims for Council Tax Support</p>  <table><caption>CS RB 2b Data (Approximate)</caption><thead><tr><th>Month</th><th>2017/18 (Days)</th><th>2018/19 (Days)</th></tr></thead><tbody><tr><td>April</td><td>40</td><td>23</td></tr><tr><td>May</td><td>30</td><td>34</td></tr><tr><td>June</td><td>40</td><td>25</td></tr><tr><td>July</td><td>27</td><td>28</td></tr><tr><td>August</td><td>27</td><td>25</td></tr><tr><td>September</td><td>27</td><td>50</td></tr><tr><td>October</td><td>20</td><td>42</td></tr><tr><td>November</td><td>21</td><td>23</td></tr><tr><td>December</td><td>22</td><td>13</td></tr><tr><td>January</td><td>26</td><td></td></tr><tr><td>February</td><td>18</td><td></td></tr><tr><td>March</td><td>21</td><td></td></tr></tbody></table>	Month	2017/18 (Days)	2018/19 (Days)	April	40	23	May	30	34	June	40	25	July	27	28	August	27	25	September	27	50	October	20	42	November	21	23	December	22	13	January	26		February	18		March	21	
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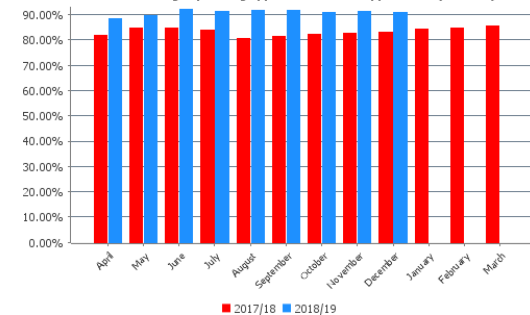
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart																																							
	Speed of processing Housing Benefit change events	Performance continues to be under the 12 day target. To maintain and improve performance, staff continue to encourage citizens to provide all the required information as soon as possible so it can be worked on as soon as it is received.	4.18 days	12 days	Average result for 2018/19 as of December 2018	<p>CS RB 3a Speed of processing Housing Benefit change events</p>  <table><caption>CS RB 3a Speed of processing Housing Benefit change events</caption><thead><tr><th>Month</th><th>2017/18</th><th>2018/19</th></tr></thead><tbody><tr><td>April</td><td>7.0</td><td>3.0</td></tr><tr><td>May</td><td>6.0</td><td>5.5</td></tr><tr><td>June</td><td>7.5</td><td>6.0</td></tr><tr><td>July</td><td>12.0</td><td>4.0</td></tr><tr><td>August</td><td>12.0</td><td>2.0</td></tr><tr><td>September</td><td>12.5</td><td>3.5</td></tr><tr><td>October</td><td>7.5</td><td>3.5</td></tr><tr><td>November</td><td>9.0</td><td>6.5</td></tr><tr><td>December</td><td>6.0</td><td>3.5</td></tr><tr><td>January</td><td>2.5</td><td>0.0</td></tr><tr><td>February</td><td>1.5</td><td>0.0</td></tr><tr><td>March</td><td>3.0</td><td>0.0</td></tr></tbody></table>	Month	2017/18	2018/19	April	7.0	3.0	May	6.0	5.5	June	7.5	6.0	July	12.0	4.0	August	12.0	2.0	September	12.5	3.5	October	7.5	3.5	November	9.0	6.5	December	6.0	3.5	January	2.5	0.0	February	1.5	0.0	March	3.0	0.0
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February	1.5	0.0																																											
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	Speed of processing Council Tax Support change events	Performance continues to be operating well below the 12 day target. To maintain and improve performance, system processes have been changed and staff continue to encourage citizens to provide all the required information as soon as possible so it can be worked on as soon as it is received.	6.27 days	12 days	Average result for 2018/19 as of December 2018	<p>CS RB 3b Speed of processing Council Tax Support change events</p>  <table><caption>CS RB 3b Speed of processing Council Tax Support change events</caption><thead><tr><th>Month</th><th>2017/18</th><th>2018/19</th></tr></thead><tbody><tr><td>April</td><td>7.0</td><td>7.0</td></tr><tr><td>May</td><td>7.0</td><td>15.0</td></tr><tr><td>June</td><td>19.0</td><td>12.0</td></tr><tr><td>July</td><td>24.0</td><td>12.0</td></tr><tr><td>August</td><td>22.0</td><td>2.0</td></tr><tr><td>September</td><td>21.0</td><td>2.0</td></tr><tr><td>October</td><td>7.5</td><td>2.0</td></tr><tr><td>November</td><td>12.5</td><td>2.0</td></tr><tr><td>December</td><td>14.0</td><td>2.0</td></tr><tr><td>January</td><td>6.5</td><td>0.0</td></tr><tr><td>February</td><td>7.5</td><td>0.0</td></tr><tr><td>March</td><td>6.5</td><td>0.0</td></tr></tbody></table>	Month	2017/18	2018/19	April	7.0	7.0	May	7.0	15.0	June	19.0	12.0	July	24.0	12.0	August	22.0	2.0	September	21.0	2.0	October	7.5	2.0	November	12.5	2.0	December	14.0	2.0	January	6.5	0.0	February	7.5	0.0	March	6.5	0.0
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March	6.5	0.0																																											

OPERATIONS - BECKIE BENNETT

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart															
	% of Household Waste Recycled	Estimate. Awaiting verification of weight tickets by NYCC but the recycling of household rate performing on target in this quarter.	20.22%	20.00%	Q3 2018/19 result	<div><p>SS 15 % of Household Waste Recycled</p><table><caption>% of Household Waste Recycled</caption><thead><tr><th>Quarter</th><th>2017/18</th><th>2018/19</th></tr></thead><tbody><tr><td>Q1</td><td>19.50%</td><td>20.50%</td></tr><tr><td>Q2</td><td>20.50%</td><td>19.50%</td></tr><tr><td>Q3</td><td>22.50%</td><td>20.50%</td></tr><tr><td>Q4</td><td>26.50%</td><td>-</td></tr></tbody></table></div>	Quarter	2017/18	2018/19	Q1	19.50%	20.50%	Q2	20.50%	19.50%	Q3	22.50%	20.50%	Q4	26.50%	-
Quarter	2017/18	2018/19																			
Q1	19.50%	20.50%																			
Q2	20.50%	19.50%																			
Q3	22.50%	20.50%																			
Q4	26.50%	-																			
	% of Household Waste Composted	Estimate. Awaiting verification of weight tickets by NYCC but percentage of waste composted well above the target level and in comparison to the percentage composted in 2017/18.	27.48%	23.00%	Q3 2018/19 result	<div><p>SS 16 % of Household Waste Composted</p><table><caption>% of Household Waste Composted</caption><thead><tr><th>Quarter</th><th>2017/18</th><th>2018/19</th></tr></thead><tbody><tr><td>Q1</td><td>32.50%</td><td>30.50%</td></tr><tr><td>Q2</td><td>31.50%</td><td>30.00%</td></tr><tr><td>Q3</td><td>22.50%</td><td>27.50%</td></tr><tr><td>Q4</td><td>8.50%</td><td>-</td></tr></tbody></table></div>	Quarter	2017/18	2018/19	Q1	32.50%	30.50%	Q2	31.50%	30.00%	Q3	22.50%	27.50%	Q4	8.50%	-
Quarter	2017/18	2018/19																			
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Q2	31.50%	30.00%																			
Q3	22.50%	27.50%																			
Q4	8.50%	-																			
	Residual household waste - kg per household	Estimate. Awaiting verification of weight tickets by NYCC	109.27kg/hh	112.50kg/hh	Q3 2018/19 result	 <table><caption>Residual household waste - kg per household</caption><thead><tr><th>Quarter</th><th>Actual (kg/hh)</th><th>Target (kg/hh)</th></tr></thead><tbody><tr><td>Q1 2018/19</td><td>118.10</td><td>112.50</td></tr><tr><td>Q2 2018/19</td><td>112.41</td><td>112.50</td></tr><tr><td>Q3 2018/19</td><td>109.27</td><td>112.50</td></tr></tbody></table>	Quarter	Actual (kg/hh)	Target (kg/hh)	Q1 2018/19	118.10	112.50	Q2 2018/19	112.41	112.50	Q3 2018/19	109.27	112.50			
Quarter	Actual (kg/hh)	Target (kg/hh)																			
Q1 2018/19	118.10	112.50																			
Q2 2018/19	112.41	112.50																			
Q3 2018/19	109.27	112.50																			

PLACE - GARY HOUSDEN


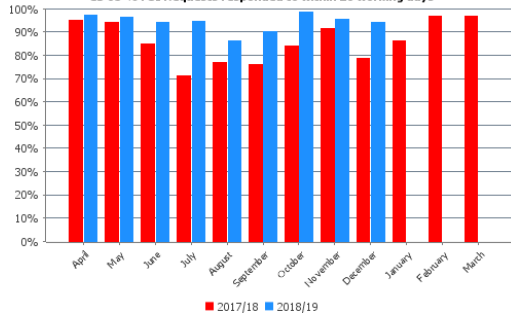

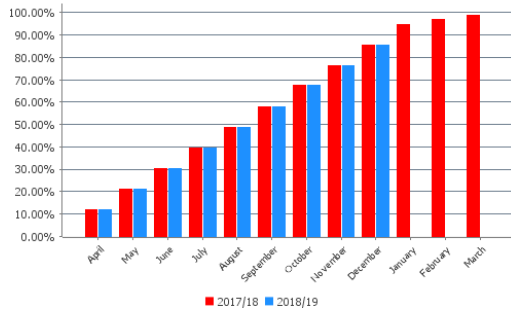
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart																																							
	Planning appeals allowed	<p>From April to December 2018, 3 out of 10 appeals allowed.</p> <p>As with previous years the overall number of appeals is very low so the performance out turn can be volatile.</p>	30%	33.0%	Cumulative Result for 2018/19 as of Q3 2018/19	<p>DM 2 Planning appeals allowed</p>  <table border="1"><caption>DM 2 Planning appeals allowed</caption><thead><tr><th>Quarter</th><th>2017/18 (%)</th><th>2018/19 (%)</th></tr></thead><tbody><tr><td>Q1</td><td>100.0</td><td>0.0</td></tr><tr><td>Q2</td><td>18.0</td><td>38.0</td></tr><tr><td>Q3</td><td>18.0</td><td>0.0</td></tr><tr><td>Q4</td><td>22.0</td><td>0.0</td></tr></tbody></table>	Quarter	2017/18 (%)	2018/19 (%)	Q1	100.0	0.0	Q2	18.0	38.0	Q3	18.0	0.0	Q4	22.0	0.0																								
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Q4	22.0	0.0																																											
	Processing of planning applications: Major applications (13 weeks)	<p>We are currently performing at 100%, with the three 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%.</p>	100.00%	70.00%	December 2018 result	<p>DM 157a Processing of planning applications: Major applications (13 weeks)</p>  <table border="1"><caption>DM 157a Processing of planning applications: Major applications (13 weeks)</caption><thead><tr><th>Month</th><th>2017/18 (%)</th><th>2018/19 (%)</th></tr></thead><tbody><tr><td>April</td><td>100.00</td><td>100.00</td></tr><tr><td>May</td><td>100.00</td><td>100.00</td></tr><tr><td>June</td><td>100.00</td><td>100.00</td></tr><tr><td>July</td><td>100.00</td><td>100.00</td></tr><tr><td>August</td><td>100.00</td><td>100.00</td></tr><tr><td>September</td><td>100.00</td><td>100.00</td></tr><tr><td>October</td><td>100.00</td><td>100.00</td></tr><tr><td>November</td><td>100.00</td><td>100.00</td></tr><tr><td>December</td><td>100.00</td><td>100.00</td></tr><tr><td>January</td><td>100.00</td><td>100.00</td></tr><tr><td>February</td><td>100.00</td><td>100.00</td></tr><tr><td>March</td><td>100.00</td><td>100.00</td></tr></tbody></table>	Month	2017/18 (%)	2018/19 (%)	April	100.00	100.00	May	100.00	100.00	June	100.00	100.00	July	100.00	100.00	August	100.00	100.00	September	100.00	100.00	October	100.00	100.00	November	100.00	100.00	December	100.00	100.00	January	100.00	100.00	February	100.00	100.00	March	100.00	100.00
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March	100.00	100.00																																											
	Processing of planning applications: Minor applications (8 weeks)	<p>In the light of the team still operating with a vacancy since April this is considered to be a remarkably high level of performance. 43 minor applications received during this quarter.</p>	92.00%	80.00%	December 2018 result	<p>DM 157b Processing of planning applications: Minor applications (8 weeks)</p>  <table border="1"><caption>DM 157b Processing of planning applications: Minor applications (8 weeks)</caption><thead><tr><th>Month</th><th>2017/18 (%)</th><th>2018/19 (%)</th></tr></thead><tbody><tr><td>April</td><td>62.00</td><td>88.00</td></tr><tr><td>May</td><td>65.00</td><td>88.00</td></tr><tr><td>June</td><td>63.00</td><td>90.00</td></tr><tr><td>July</td><td>67.00</td><td>90.00</td></tr><tr><td>August</td><td>67.00</td><td>92.00</td></tr><tr><td>September</td><td>78.00</td><td>92.00</td></tr><tr><td>October</td><td>80.00</td><td>92.00</td></tr><tr><td>November</td><td>80.00</td><td>92.00</td></tr><tr><td>December</td><td>80.00</td><td>92.00</td></tr><tr><td>January</td><td>80.00</td><td>0.00</td></tr><tr><td>February</td><td>80.00</td><td>0.00</td></tr><tr><td>March</td><td>80.00</td><td>0.00</td></tr></tbody></table>	Month	2017/18 (%)	2018/19 (%)	April	62.00	88.00	May	65.00	88.00	June	63.00	90.00	July	67.00	90.00	August	67.00	92.00	September	78.00	92.00	October	80.00	92.00	November	80.00	92.00	December	80.00	92.00	January	80.00	0.00	February	80.00	0.00	March	80.00	0.00
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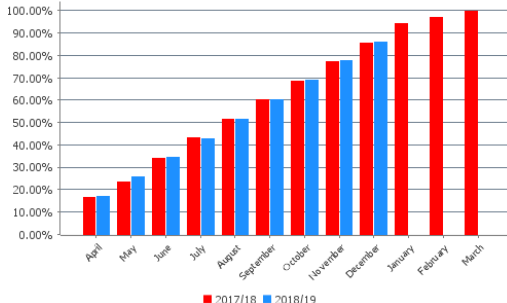
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart																																							
	Processing of planning applications: Other applications (8 weeks)	There is currently a vacancy in the team and we are yet to fully launch the more streamlined work of working for 'other applications' that should also lead to and improvement in application turn around. 83 applications have been received in this third quarter.	91.00%	90.00%	December 2018 result	<div>DM 157c Processing of planning applications: Other applications (8 weeks)</div>  <table><caption>DM 157c Processing of planning applications: Other applications (8 weeks)</caption><thead><tr><th>Month</th><th>2017/18 (%)</th><th>2018/19 (%)</th></tr></thead><tbody><tr><td>April</td><td>82.00</td><td>88.00</td></tr><tr><td>May</td><td>85.00</td><td>88.00</td></tr><tr><td>June</td><td>85.00</td><td>88.00</td></tr><tr><td>July</td><td>85.00</td><td>88.00</td></tr><tr><td>August</td><td>82.00</td><td>88.00</td></tr><tr><td>September</td><td>82.00</td><td>88.00</td></tr><tr><td>October</td><td>82.00</td><td>88.00</td></tr><tr><td>November</td><td>82.00</td><td>88.00</td></tr><tr><td>December</td><td>82.00</td><td>88.00</td></tr><tr><td>January</td><td>82.00</td><td>-</td></tr><tr><td>February</td><td>82.00</td><td>-</td></tr><tr><td>March</td><td>82.00</td><td>-</td></tr></tbody></table>	Month	2017/18 (%)	2018/19 (%)	April	82.00	88.00	May	85.00	88.00	June	85.00	88.00	July	85.00	88.00	August	82.00	88.00	September	82.00	88.00	October	82.00	88.00	November	82.00	88.00	December	82.00	88.00	January	82.00	-	February	82.00	-	March	82.00	-
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ONE RYEDALE

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

CUSTOMER SERVICES - ANGELA JONES

Traffic Light	Short Name	Latest Note	Last Update	Latest Actual Result	Latest Target	Trend Chart
	% FOI Requests responded to within 20 working days	156 out of 162 FOIs were responded to within the 20 working day limit during Q3.	Q3 2018/19 result	96.3%	90%	<p>CS 05 % FOI Requests responded to within 20 working days</p> 
	% of Council Tax collected	We expect the final collection rate of Council Tax should be on/above target. We are finding that since the introduction of legislation to allow ratepayers to pay over 12 months, the in-year collection rate between the months of April to January is generally lower than the year before. This is due to an increase in uptake of those that want to pay over 12 months as opposed to 10 months.	Latest result for 2018/19 as of December 2018	85.41%	85.50%	<p>CS RB 11 % of Council Tax collected</p> 

Traffic Light	Short Name	Latest Note	Last Update	Latest Actual Result	Latest Target	Trend Chart																																							
	% of Non-domestic Rates Collected	We remain on course to meet the collection rate target, but NNDR collection rates/previous year debt levels can be prone to volatile and significant changes due to the value of debt which can be raised when the valuation office agency assess/reassess premises.	Latest result for 2018/19 as of December 2018	86.04%	85.54%	<div><p>CS RB 12 % of Non-domestic Rates Collected</p><table><thead><tr><th>Month</th><th>2017/18 (%)</th><th>2018/19 (%)</th></tr></thead><tbody><tr><td>April</td><td>18.00</td><td>18.00</td></tr><tr><td>May</td><td>25.00</td><td>25.00</td></tr><tr><td>June</td><td>35.00</td><td>35.00</td></tr><tr><td>July</td><td>45.00</td><td>45.00</td></tr><tr><td>August</td><td>55.00</td><td>55.00</td></tr><tr><td>September</td><td>65.00</td><td>65.00</td></tr><tr><td>October</td><td>75.00</td><td>75.00</td></tr><tr><td>November</td><td>85.00</td><td>-</td></tr><tr><td>December</td><td>90.00</td><td>-</td></tr><tr><td>January</td><td>95.00</td><td>-</td></tr><tr><td>February</td><td>98.00</td><td>-</td></tr><tr><td>March</td><td>100.00</td><td>-</td></tr></tbody></table></div>	Month	2017/18 (%)	2018/19 (%)	April	18.00	18.00	May	25.00	25.00	June	35.00	35.00	July	45.00	45.00	August	55.00	55.00	September	65.00	65.00	October	75.00	75.00	November	85.00	-	December	90.00	-	January	95.00	-	February	98.00	-	March	100.00	-
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