RYEDALE DISTRICT COUNCIL

Delivering the Council Plan Overview – Appendix 1

Status	Performance Indicator	Lead Officer
	Standard searches carried out within 10 working days	Angela Jones
	Speed of processing new claims for Council Tax Support	Angela Jones
	% of Non-domestic Rates Collected	Angela Jones
	Customer Complaints resolved within 5 working days	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.

In the Housing team, the performance indicators across North Yorkshire have been refreshed in accordance with the Homelessness Reduction Act. The reports and data have been established and a year-end position included in this report.

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 in May 2019.

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 (91.7%) and 'Other' applications (91.9%) are exceeding their respective performance target levels for the 2018/19 year

On Standard Searches carried out within 10 working days, the target shows an AMBER status at the end of 2018-19. Measures are in place to improve performance in this area, with extra resources now in place and trained up to cope with demand.

The speed of processing New Claims for Council Tax Support is at AMBER status, with action underway to mitigate the external factors which negatively influence the Council's performance.

Customer complaints resolved within 5 working days shows a RED status at the end of March 2019.
Out of the 60 customer complaints received in 2018/19, 36 were resolved within 5 working days.
Further work is underway to improve the alerts sent to managers to generate quicker responses.

ONE RYEDALE

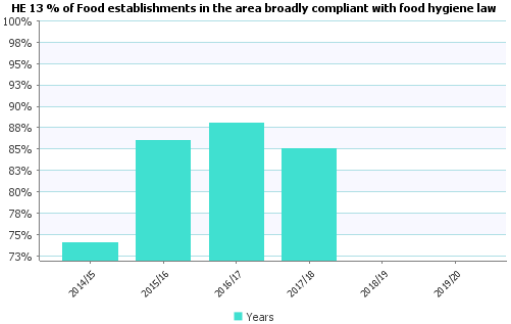
At the end of Q4, the collection rate of Non-Domestic Rates is slightly below target, showing an AMBER status.

FOI response rates have significantly improved, achieving a 93.2% response rate in this quarter against a 90% target, following training of new staff to build resilience in this service area for the future.

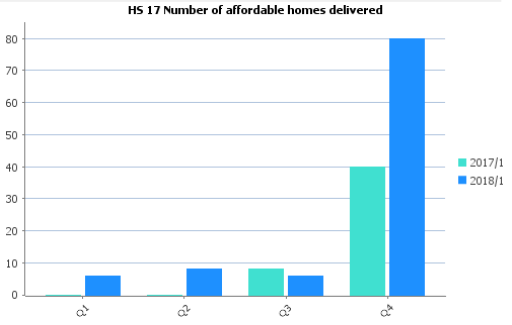
SUSTAINABLE GROWTH

- 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. The 2018/19 annual return is still to be calculated to be submitted to DEFRA by the end of May 2019.	85%	72%	2017/18 result	

HOUSING – PHILLIP SPURR

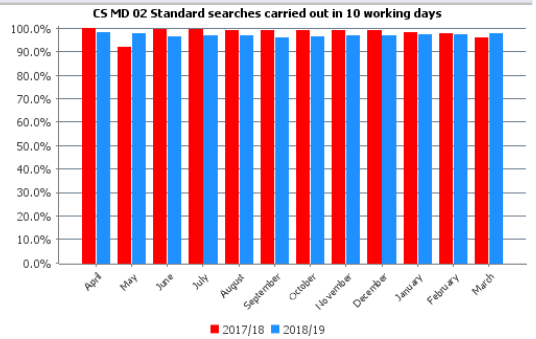
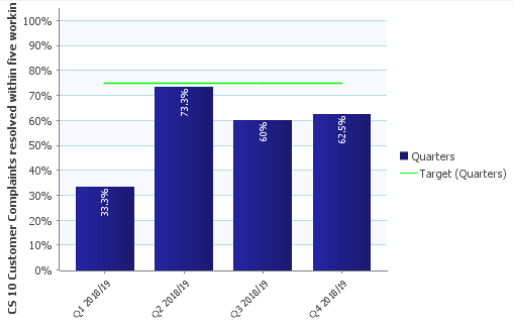
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
New PI	Total number of households approaching Ryedale District Council for assistance	Some low level advice is being provided by Horton through their drop in, therefore not included in the figures. Change of IT system and legislation in April 2018 has led to	479	500	Result for 2018/19	
New PI	Average time spent in temporary accommodation for those owed a main housing duty		141 days	-	Result for 2018/19	
New PI	Average time spent in B&B for those owed a main housing duty		0 days	-	Result for 2018/19	
New PI	Number of households where we were satisfied that they were homeless or at risk of homelessness		190 households	-	Result for 2018/19	
New PI	Number of successful preventions		102	-	Result for 2018/19	
	Number of affordable homes delivered	In 2018/19 the Council completed 100 affordable homes in Ryedale. This was mainly made up of the 61 apartments at the Extra Care development at Bransdale View in Helmsley delivered in Q4, but also included Section 106 schemes in Malton, Helmsley, Sheriff Hutton, Thornton-le-Dale and Rillington. This figure exceeded the Council's annual target of 75 affordable homes, however, over the last three years the total of homes delivered is 192, giving	100	75	Cumulative result for 2018/19 as of Q4 2018/19	

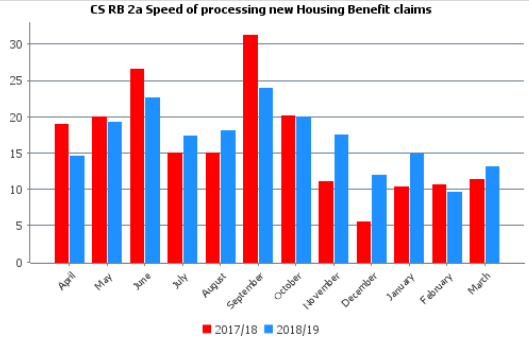
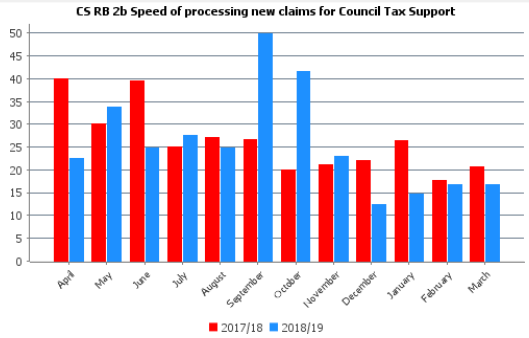
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
		an average of 64 affordable homes per annum.				

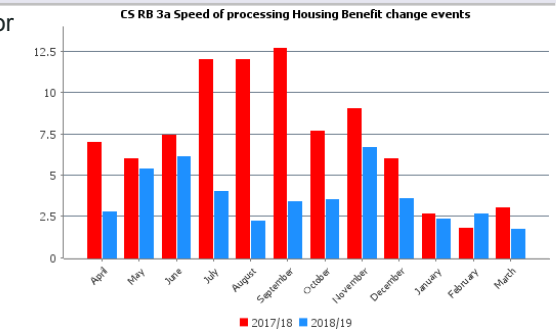
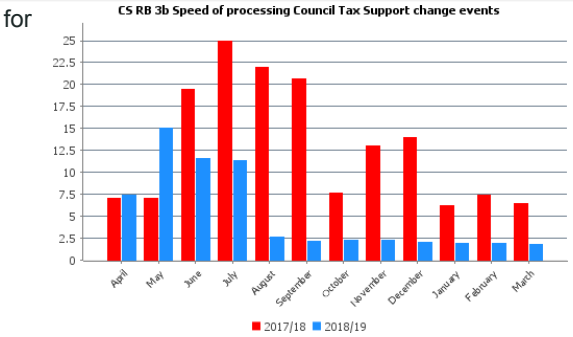
CUSTOMERS AND COMMUNITIES

- 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

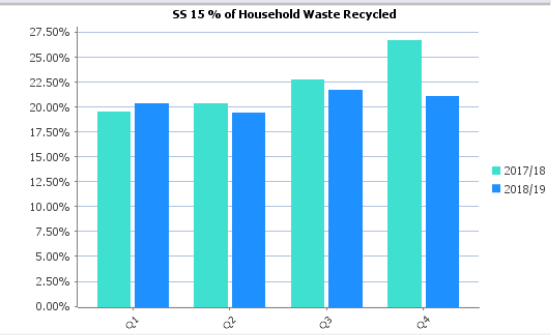
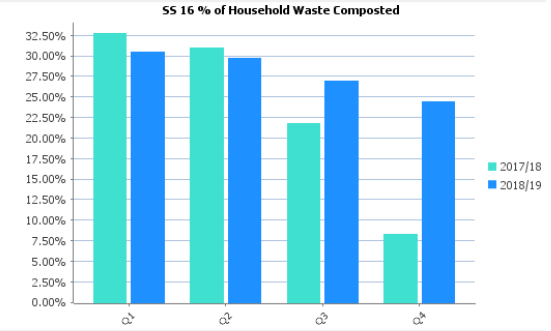
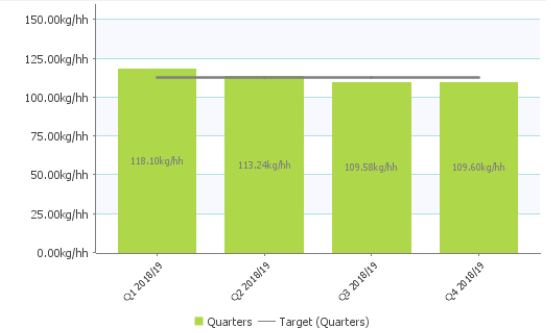
CUSTOMER SERVICES - ANGELA JONES

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
	Standard searches carried out in 10 working days	This indicator has been subject to variations due to staff shortages causing the turnaround times to drop. Additional resources are being sought to address this temporary situation..	96.1%	100.0%	2018/19 result	
	Customer Complaints resolved within five working days	There has been a dip in response times due to changes in management and recording structures and processes. A more robust system for monitoring of complaints is being introduced.	60%	75%	2018/19 result	

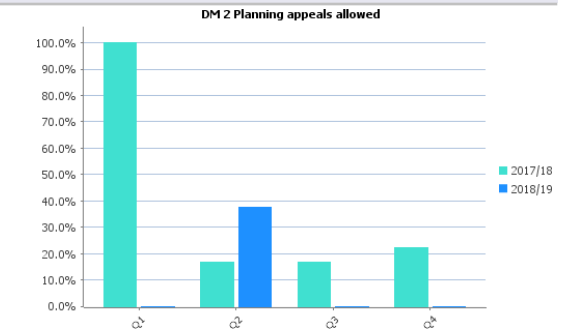
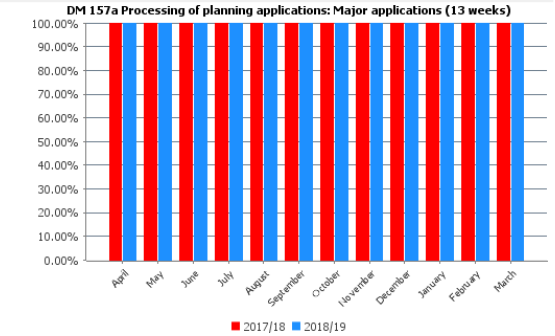
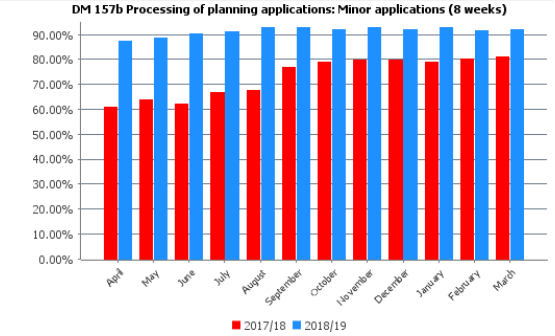
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
	Speed of processing new Housing Benefit claims	Performance continues to be under the set target. To maintain and improve performance, staff continue to encourage citizens to provide all the required information at first point of contact so it can be actioned as it is received. To put this in context, the latest available national statistics for the speed of processing this indicator is an average of 20 days.	16.9 days	21 days	Average result for 2018/19 as of March 2019	
	Speed of processing new claims for Council Tax Support	The improved processing performance of the Council Tax Support New Claims is a result of the fully operational automation process in the Northgate system. The indicator is to be split into two further indicators from April 2019 to show the performance of CTS Universal Credit New Claims and CTS Non Universal Credit New Claims (dealt with by Ryedale DC) CTS Non Universal Credit New Claims: 15.26 days CTS Universal Credit New Claims: 27.66 days To put this in context, the latest available statistics for the speed of processing this indicator across North & East Yorkshire is an average of 23.74 days.	25.71 days	25 days	Average result for 2018/19 as of March 2019	

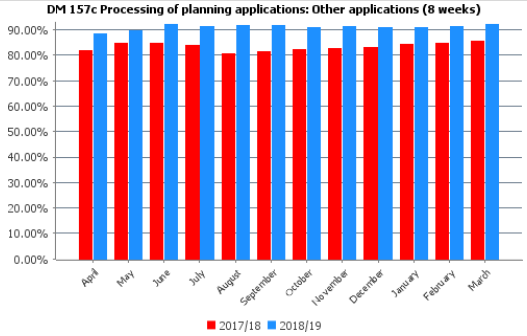
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
	Speed of processing Housing Benefit change events	Staff continue to encourage citizens to provide all the required information at first point of contact so it can be actioned as soon as it is received. To put this in context, the latest available national statistics for the speed of processing this indicator is an average of 8 days.	3.69 days	12 days	Average result for 2018/19 as of March 2019	
	Speed of processing Council Tax Support change events	Staff continue to encourage citizens to provide all the required information at first point of contact so it can be actioned as soon as it is received. The improved performance is a result of the fully operational automation process in the Northgate system. To put this in context, the latest available statistics for the speed of processing this indicator across North & East Yorkshire is an average of 3.69 days.	5.16 days	12 days	Average result for 2018/19 as of March 2019	

OPERATIONS - BECKIE BENNETT

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
✓	% of Household Waste Recycled	This percentage is an estimate until verified on Waste Data Flow.	21.01%	20.00%	Quarter 4 2018/19 result	
✓	% of Household Waste Composted	This percentage is an estimate until verified on Waste Data Flow.	24.36%	23.00%	Quarter 4 2018/19 result	
✓	Residual household waste - kg per household	This percentage is an estimate until verified on Waste Data Flow. The 2018-19 full year estimate is 450.52 kg/hh	109.60kg/hh	112.50kg/hh	Quarter 4 2018/19 result	

PLANNING - GARY HOUSDEN

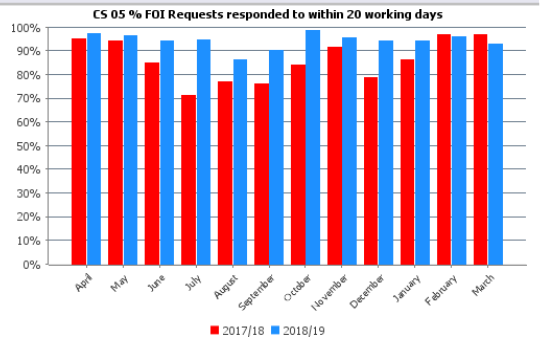
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
	Planning appeals allowed	As with previous years, the overall number of appeals is very low so the performance out turn can be volatile. 2018-19 - 3 out of 15 appeals allowed	20%	33.0%	2018/19 result	
	Processing of planning applications: Major applications (13 weeks)	We are currently performing at 100%, with all 21 major applications received in this year 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%	2018/19 result	
	Processing of planning applications: Minor applications (8 weeks)	In the light of the team still operating with a vacancy since April 2018 this is considered to be a remarkably high level of performance. 193 minor applications received during the year.	91.70%	80.00%	2018/19 result	

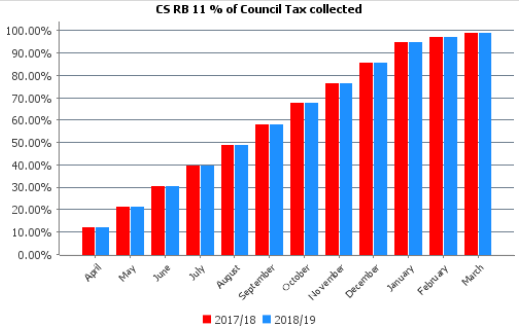
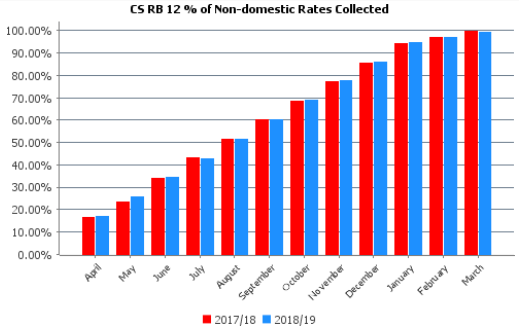
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
	Processing of planning applications: Other applications (8 weeks)	There is currently a vacancy in the team and we are yet to fully launch the more streamlined way of working for 'other applications' that should also lead to an improvement in application turn around. 344 applications have been received in the year.	91.90%	90.00%	2018/19 result	

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	Latest Actual Result	Latest Target	Last Update	Trend Chart
	% FOI Requests responded to within 20 working days	During 2018/19, 697 out of 741 FOIs received were responded to within 20 working days. The average response time for responding to a Freedom of Information request was 7.50 days.	94.06%	90%	2018/19 result	

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
	% of Council Tax collected	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.	98.81%	98.73%	2018/19 result	
	% of Non-domestic Rates Collected	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.	99.49%	99.56%	2018/19 result