



Delivering the Council Plan – Appendix 1

Status	Performance Indicators showing as Amber or Red on more than one consecutive occasion	Lead Officer
	% 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 end of quarter 1 performance is reported. (Pages 3-4) Now there is two quarters of data available, work to set effective targets will take place over the summer.

The Local Plan Sites Document was examined with hearing sessions held in September and October 2018. The Inspectors report was received in June 2019 and the Adoption of the Local Plan Sites Document and Policies Map was adopted as part of the development plan for Ryedale by Council on 27 June 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, the processing of 'Minor' planning applications (81.5%) is exceeding its performance target levels for the 2019/20 year to date. The processing of Other planning application (88.3%) against a target of 90% has moved to an amber status for Q1.

Standard searches carried out in 10 working days has moved from an Amber to a Green status this quarter. This is the first time since Q2 2013/14 the indicator has shown a Green status.

Following a request from the committee, and a report from the Benefits Manager, the processing of new claims for Council Tax Support has been split out into Universal Credit and non-Universal Credit claims to show a breakdown of the processing times.

**Customer complaints resolved within 5 working days continues to show a RED status at the end of Q1.
Out of the 17 customer complaints received in 2019/20, 9 were resolved within 5 working days.**

ONE RYEDALE


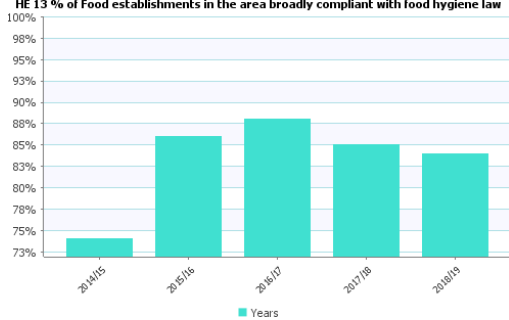
At the end of Q1, the collection rate of Non-Domestic Rates is slightly below target, showing an AMBER status for the second consecutive quarter. An explanation for this is included in the covering report.

The % of Council Tax collected has moved from a green to an amber status, following the banding of 70 new dwellings in the month of June. This has had the effect of increasing the Council Tax yield and therefore reducing the collection rate for this quarter.

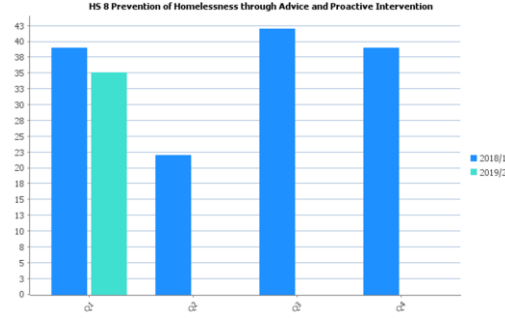
SUSTAINABLE GROWTH


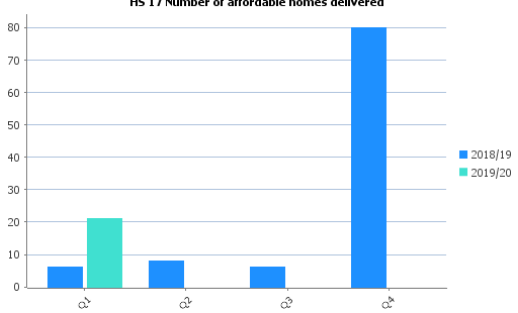
- Promoting a strong economy with thriving business and supporting infrastructure
- Capitalising on our culture, leisure and tourism opportunities
- Managing the environment of Ryedale with partners
- Enabling the provision of housing that meets existing and anticipates future need
- Minimising homelessness, 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.	84%	72%	2018/19 result Aim to maximise	<p>HE 13 % of Food establishments in the area broadly compliant with food hygiene law</p>  <table border="1"> <caption>Data for Trend Chart: % of Food establishments in the area broadly compliant with food hygiene law</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <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>86%</td> </tr> <tr> <td>2018/19</td> <td>84%</td> </tr> </tbody> </table>	Year	Percentage	2014/15	74%	2015/16	87%	2016/17	89%	2017/18	86%	2018/19	84%
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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 for assistance	21.5% asked to leave by family 18.5% relationship breakdown 7.7% rent arrears – registered provider 7.7% section 21 notice from landlord During 2018/19, 479 households approached the Housing Team for assistance.	92 households		Q1 2019/20 result																
New PI	Number of households approaching the Council as homeless or threatened with homelessness	Following assessment, we were satisfied in 28 cases that applicants were homeless or at risk of homelessness. 2018/19 – 215 households	36 households		Q1 2019/20 result																
New PI	Average length of stay in temporary accommodation for those made a main housing duty	Including those accepted as homeless (main duty) for any period in their temporary stay 2018/19 year-end figure – 141 days	181.67 days		Q1 2019/20 result																
New PI	Prevention of Homelessness through Advice and Proactive Intervention	35 actual total successful preventions: 30 preventions through HRA 5 reliefs through HRA	35 cases	Now two quarters of data have been generated from the new housing management system, work will take place over the summer to put together a set of realistic targets to accompany these performance indicators.	Q1 2019/20 result Aim to maximise	 <p>HS 8 Prevention of Homelessness through Advice and Proactive Intervention</p> <table border="1"> <caption>Data for HS 8 Prevention of Homelessness through Advice and Proactive Intervention</caption> <thead> <tr> <th>Category</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>40</td> <td>36</td> </tr> <tr> <td>2</td> <td>22</td> <td>22</td> </tr> <tr> <td>3</td> <td>40</td> <td>40</td> </tr> <tr> <td>4</td> <td>38</td> <td>38</td> </tr> </tbody> </table>	Category	2018/19	2019/20	1	40	36	2	22	22	3	40	40	4	38	38
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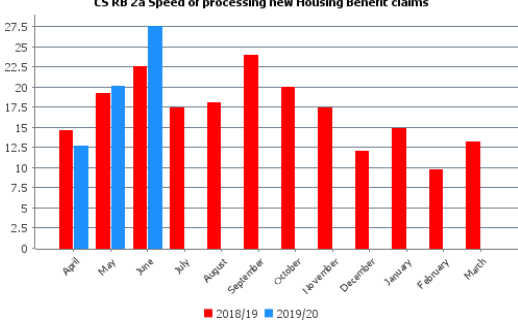

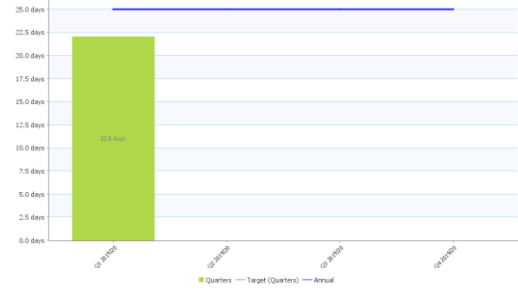

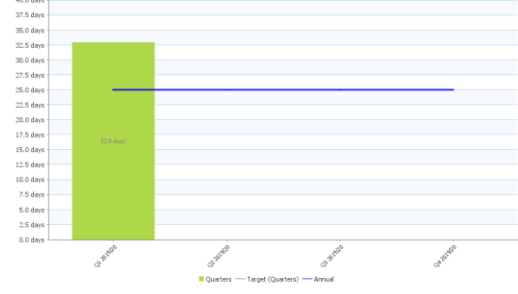
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart															
	Number of affordable homes delivered	<p>From April to June 2019 there have been 4 affordable home completions at Broughton Manor and 12 completions Mickle Hill sites. Also 5 completions at The View, Thornton-le-Dale: 2 x 2 bed affordable rent and 3 x Discount for Sale units (2 x 2 beds, 1 x 3 bed). Rented units taken by Broadacres.</p> <p>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, but also included Section 106 schemes in Malton, Helmsley, Sheriff Hutton, Thornton-le-Dale and Rillington.</p> <p>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 an average of 64 affordable homes per annum.</p>	21	19	<p>Cumulative result for 2019/20 as of end of Q1 2019/20</p> <p>Aim to maximise</p> <p>Target = The 75 affordable homes annual target is split equally over the four reporting quarters</p>	<p>HS 17 Number of affordable homes delivered</p>  <table border="1"> <caption>HS 17 Number of affordable homes delivered</caption> <thead> <tr> <th>Quarter</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>7</td> <td>21</td> </tr> <tr> <td>Q2</td> <td>8</td> <td>0</td> </tr> <tr> <td>Q3</td> <td>6</td> <td>0</td> </tr> <tr> <td>Q4</td> <td>80</td> <td>0</td> </tr> </tbody> </table>	Quarter	2018/19	2019/20	Q1	7	21	Q2	8	0	Q3	6	0	Q4	80	0
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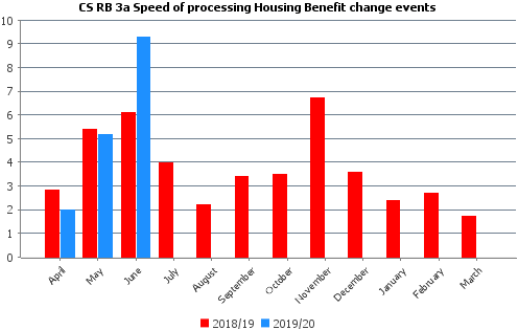

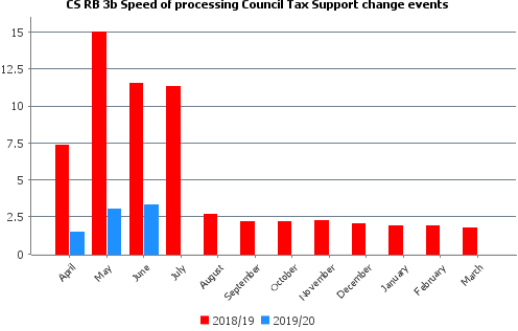
CUSTOMERS AND COMMUNITIES

- 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


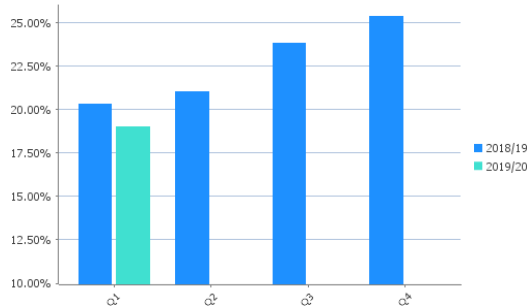

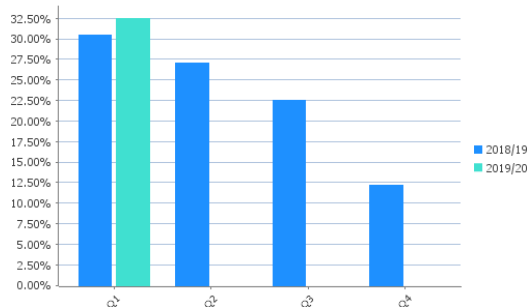

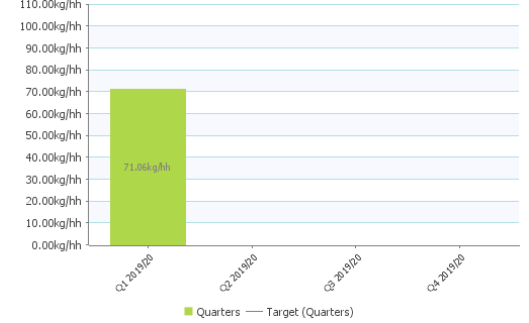
CUSTOMER SERVICES – ANGELA JONES

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart																																							
	Standard searches carried out in 10 working days	<p>An extra member of staff in the Place team has been working in the Land Charge area to help cope with demand.</p> <p>This indicator has moved to green status on a quarterly measurement for the first time since Q2 2013/14</p>	100.0%	100.0%	Q1 2019/20 result Aim to maximise	 <p>CS MD 02 Standard searches carried out in 10 working days</p> <table border="1"> <caption>CS MD 02 Standard searches carried out in 10 working days</caption> <thead> <tr> <th>Month</th> <th>2018/19</th> <th>2019/20</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>	Month	2018/19	2019/20	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>9 out of 17 corporate complaints received from 1 April to 31 June 2019 were responded to within the five working day target.</p> <p>Further detail included in the covering report on this indicator as it has remained at a Red status since the previous quarter.</p>	52.9%	75%	Q1 2019/20 result Aim to maximise	 <p>CS 10 Customer Complaints resolved within five working days</p> <table border="1"> <caption>CS 10 Customer Complaints resolved within five working days</caption> <thead> <tr> <th>Quarter</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>35%</td> <td>52.9%</td> </tr> <tr> <td>Q2</td> <td>75%</td> <td>-</td> </tr> <tr> <td>Q3</td> <td>60%</td> <td>-</td> </tr> <tr> <td>Q4</td> <td>65%</td> <td>-</td> </tr> </tbody> </table>	Quarter	2018/19	2019/20	Q1	35%	52.9%	Q2	75%	-	Q3	60%	-	Q4	65%	-																								
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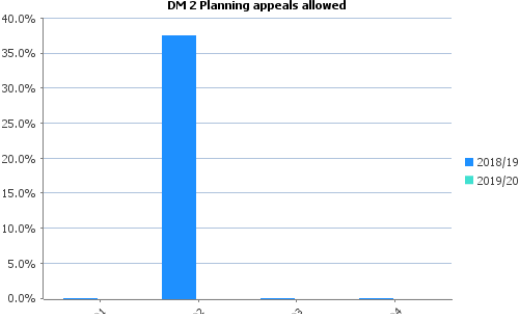

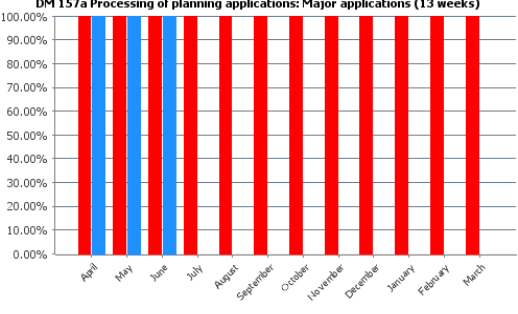

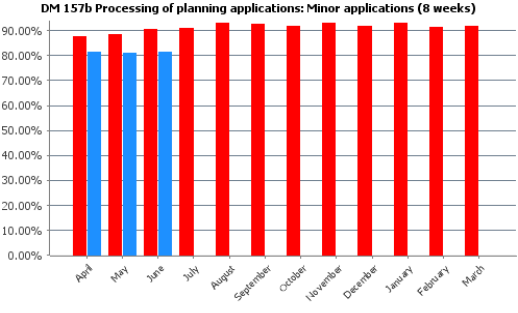
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
	Speed of processing new Housing Benefit claims	Performance continues to be operating below the 21-day processing target. To maintain and improve performance, staff continue to encourage citizens to provide all the required information as soon as possible so it can be worked on as soon as it is received.	20.09 days	21 days	Average result for April-June 2019 Aim to minimise	<p>CS RB 2a Speed of processing new Housing Benefit claims</p>  <p>■ 2018/19 ■ 2019/20</p>
	Speed of processing new claims for Council Tax Support (Non-Universal Credit)	This indicator has been added following a report by the Benefits Manager to O&S in February 2019. The processing of non-Universal Credit new claims is undertaken by RDC staff.	22 days	25 days	Average result for April-June 2019 Aim to minimise	 <p>■ Quarters — Target (Quarters) — Annual</p>
	Speed of processing new claims for Council Tax Support (Universal Credit)	This performance indicator has been added following a report by the Benefits Manager to O&S in February 2019. The processing of new claims for council tax support under Universal Credit by DWP, which can take 35 days, is out of our control, but was impacting on our overall processing times, leading to the request by the committee for the breakdown into UC and non-UC processing times.	32.9 days	25 days	Average result for April-June 2019 Aim to minimise	 <p>■ Quarters — Target (Quarters) — Annual</p>


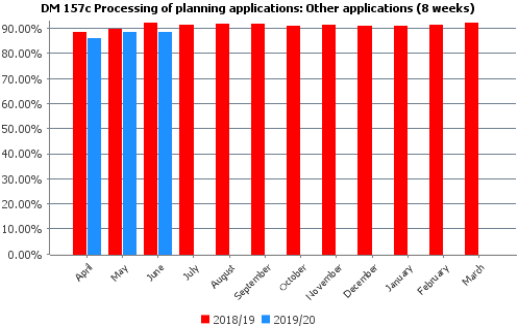
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart																																							
	Speed of processing Housing Benefit change events	Performance continues to be well under the 12 day target. To maintain and improve performance, staff continue to encourage citizens to provide all the required information as soon as possible so it can be worked on as soon as it is received.	5.47 days	12 days	<p>Average result for April-June 2019</p> <p>Aim to minimise</p>	 <table border="1"> <caption>CS RB 3a Speed of processing Housing Benefit change events</caption> <thead> <tr> <th>Month</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr><td>April</td><td>2.8</td><td>2.0</td></tr> <tr><td>May</td><td>5.5</td><td>5.2</td></tr> <tr><td>June</td><td>6.2</td><td>9.2</td></tr> <tr><td>July</td><td>4.0</td><td></td></tr> <tr><td>August</td><td>2.2</td><td></td></tr> <tr><td>September</td><td>3.5</td><td></td></tr> <tr><td>October</td><td>3.5</td><td></td></tr> <tr><td>November</td><td>6.8</td><td></td></tr> <tr><td>December</td><td>3.5</td><td></td></tr> <tr><td>January</td><td>2.5</td><td></td></tr> <tr><td>February</td><td>2.8</td><td></td></tr> <tr><td>March</td><td>1.8</td><td></td></tr> </tbody> </table>	Month	2018/19	2019/20	April	2.8	2.0	May	5.5	5.2	June	6.2	9.2	July	4.0		August	2.2		September	3.5		October	3.5		November	6.8		December	3.5		January	2.5		February	2.8		March	1.8	
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	Speed of processing Council Tax Support change events	Performance continues to be under 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.	2.62 days	12 days	<p>Average result for April-June 2019</p> <p>Aim to minimise</p>	 <table border="1"> <caption>CS RB 3b Speed of processing Council Tax Support change events</caption> <thead> <tr> <th>Month</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr><td>April</td><td>7.5</td><td>1.5</td></tr> <tr><td>May</td><td>15.0</td><td>3.0</td></tr> <tr><td>June</td><td>11.5</td><td>3.5</td></tr> <tr><td>July</td><td>11.5</td><td></td></tr> <tr><td>August</td><td>2.5</td><td></td></tr> <tr><td>September</td><td>2.0</td><td></td></tr> <tr><td>October</td><td>2.0</td><td></td></tr> <tr><td>November</td><td>2.0</td><td></td></tr> <tr><td>December</td><td>2.0</td><td></td></tr> <tr><td>January</td><td>2.0</td><td></td></tr> <tr><td>February</td><td>2.0</td><td></td></tr> <tr><td>March</td><td>2.0</td><td></td></tr> </tbody> </table>	Month	2018/19	2019/20	April	7.5	1.5	May	15.0	3.0	June	11.5	3.5	July	11.5		August	2.5		September	2.0		October	2.0		November	2.0		December	2.0		January	2.0		February	2.0		March	2.0	
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OPERATIONS - BECKIE BENNETT

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart															
	% of Household Waste Recycled	18.97% Estimate not verified by NYCC or DEFRA. This indicator has moved from green to amber status in this quarter.	18.97%	20.00%	Q1 2019/20 result Aim to maximise	<p>55 15 % of Household Waste Recycled</p>  <table border="1"> <caption>55 15 % of Household Waste Recycled</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>20.5%</td> <td>21.5%</td> <td>24.5%</td> <td>25.5%</td> </tr> <tr> <td>2019/20</td> <td>19.0%</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2018/19	20.5%	21.5%	24.5%	25.5%	2019/20	19.0%	-	-	-
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2018/19	20.5%	21.5%	24.5%	25.5%																	
2019/20	19.0%	-	-	-																	
	% of Household Waste Composted	32.40 = % Accumulative April and May estimate, not verified by NYCC or DEFRA.	32.40%	23.00%	Q1 2019/20 result Aim to maximise	<p>55 16 % of Household Waste Composted</p>  <table border="1"> <caption>55 16 % of Household Waste Composted</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>30.5%</td> <td>27.5%</td> <td>23.0%</td> <td>12.0%</td> </tr> <tr> <td>2019/20</td> <td>32.4%</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2018/19	30.5%	27.5%	23.0%	12.0%	2019/20	32.4%	-	-	-
Year	Q1	Q2	Q3	Q4																	
2018/19	30.5%	27.5%	23.0%	12.0%																	
2019/20	32.4%	-	-	-																	
	Residual household waste - kg per household	71.06 kg/hh April & May accumulative estimate, not verified by NYCC or DEFRA	71.06kg/hh	75.00kg/hh	Q1 2019/20 result Aim to maximise	 <table border="1"> <caption>Residual household waste - kg per household</caption> <thead> <tr> <th>Category</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Quarters (Q1 2019/20)</td> <td>71.06 kg/hh</td> </tr> <tr> <td>Target (Quarters)</td> <td>75.00 kg/hh</td> </tr> </tbody> </table>	Category	Value	Quarters (Q1 2019/20)	71.06 kg/hh	Target (Quarters)	75.00 kg/hh									
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PLANNING & REGULATION – GARY HOUSDEN


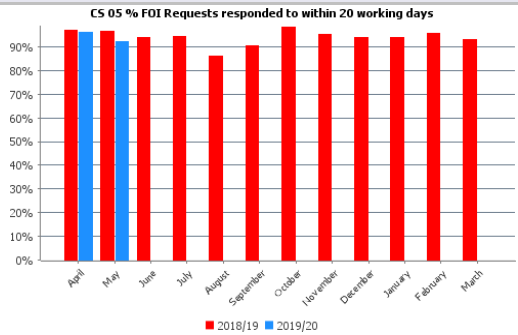
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart																																							
	Planning appeals allowed	No appeal decisions received in this period. 2018-19 - 3 out of 15 appeals allowed.	0.0%	33.0%	Q1 2019/20 result Aim to minimise	 <p>DM 2 Planning appeals allowed</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>33.0%</td> </tr> <tr> <td>2019/20</td> <td>0.0%</td> </tr> </tbody> </table>	Year	Percentage	2018/19	33.0%	2019/20	0.0%																																	
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	Processing of planning applications: Major applications (13 weeks)	We are currently performing at 100%, with the 4 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%.	100.00%	70.00%	Latest result for 2019/20 as of June 2019 Aim to maximise	 <p>DM 157a Processing of planning applications: Major applications (13 weeks)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>2018/19 (%)</th> <th>2019/20 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>100</td><td>100</td></tr> <tr><td>May</td><td>100</td><td>100</td></tr> <tr><td>June</td><td>100</td><td>100</td></tr> <tr><td>July</td><td>100</td><td>100</td></tr> <tr><td>August</td><td>100</td><td>100</td></tr> <tr><td>September</td><td>100</td><td>100</td></tr> <tr><td>October</td><td>100</td><td>100</td></tr> <tr><td>November</td><td>100</td><td>100</td></tr> <tr><td>December</td><td>100</td><td>100</td></tr> <tr><td>January</td><td>100</td><td>100</td></tr> <tr><td>February</td><td>100</td><td>100</td></tr> <tr><td>March</td><td>100</td><td>100</td></tr> </tbody> </table>	Month	2018/19 (%)	2019/20 (%)	April	100	100	May	100	100	June	100	100	July	100	100	August	100	100	September	100	100	October	100	100	November	100	100	December	100	100	January	100	100	February	100	100	March	100	100
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	Processing of planning applications: Minor applications (8 weeks)	In the light of the team still operating with a vacancy this is considered to be a remarkably high level of performance. 65 minor applications received during this quarter.	81.50%	80.00%	Latest result for 2019/20 as of June 2019 Aim to maximise	 <p>DM 157b Processing of planning applications: Minor applications (8 weeks)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>2018/19 (%)</th> <th>2019/20 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>80</td><td>81.5</td></tr> <tr><td>May</td><td>80</td><td>81.5</td></tr> <tr><td>June</td><td>80</td><td>81.5</td></tr> <tr><td>July</td><td>80</td><td>81.5</td></tr> <tr><td>August</td><td>80</td><td>81.5</td></tr> <tr><td>September</td><td>80</td><td>81.5</td></tr> <tr><td>October</td><td>80</td><td>81.5</td></tr> <tr><td>November</td><td>80</td><td>81.5</td></tr> <tr><td>December</td><td>80</td><td>81.5</td></tr> <tr><td>January</td><td>80</td><td>81.5</td></tr> <tr><td>February</td><td>80</td><td>81.5</td></tr> <tr><td>March</td><td>80</td><td>81.5</td></tr> </tbody> </table>	Month	2018/19 (%)	2019/20 (%)	April	80	81.5	May	80	81.5	June	80	81.5	July	80	81.5	August	80	81.5	September	80	81.5	October	80	81.5	November	80	81.5	December	80	81.5	January	80	81.5	February	80	81.5	March	80	81.5
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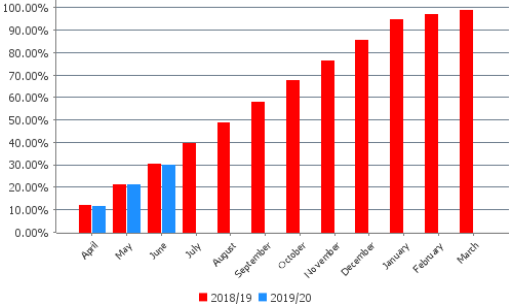

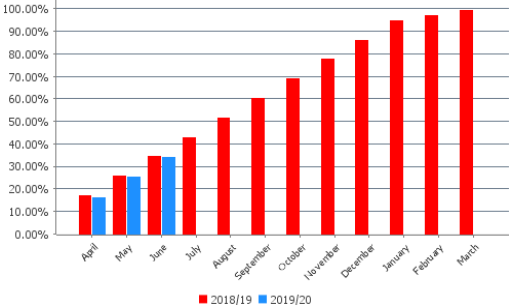
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
	Processing of planning applications: Other applications (8 weeks)	Performance data can be volatile due to small numbers of applications. There is currently a vacancy in the team and we are yet to fully launch the more streamlined work of working for 'other applications' that should also lead to and improvement in application turn around. 111 applications received in this quarter.	88.30%	90.00%	Latest result for 2019/20 as of June 2019 Aim to maximise	

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	Performance remains consistently above the ICO target of 90%, with 144 requests already made from 1 April – 30 June 2019. As the FOIs received at the end of June have not had the 20 working days period to respond, the Q1 stat for 2019/20 is not yet available, but from the graph you can see the response rate for April (96.43%) and May (92.5%) was consistently above 90%.	93.2%	90%	Q4 2018/19 result Aim to maximise	

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart																																							
	% of Council Tax collected	<p>70 new dwellings were banded in the month of June. This has had the effect of increasing the Council Tax yield and therefore reducing the collection rate for this quarter.</p> <p>This indicator has gone from green to amber status in this quarter.</p>	29.91%	29.97%	<p>Latest result for 2019/20 as of June 2019</p> <p>Aim to maximise</p>	<p>CS RB 11 % of Council Tax collected</p>  <table border="1"> <caption>CS RB 11 % of Council Tax collected</caption> <thead> <tr> <th>Month</th> <th>2018/19 (%)</th> <th>2019/20 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>12.00</td><td>12.00</td></tr> <tr><td>May</td><td>22.00</td><td>22.00</td></tr> <tr><td>June</td><td>30.00</td><td>30.00</td></tr> <tr><td>July</td><td>40.00</td><td></td></tr> <tr><td>August</td><td>50.00</td><td></td></tr> <tr><td>September</td><td>60.00</td><td></td></tr> <tr><td>October</td><td>70.00</td><td></td></tr> <tr><td>November</td><td>78.00</td><td></td></tr> <tr><td>December</td><td>85.00</td><td></td></tr> <tr><td>January</td><td>92.00</td><td></td></tr> <tr><td>February</td><td>95.00</td><td></td></tr> <tr><td>March</td><td>98.00</td><td></td></tr> </tbody> </table>	Month	2018/19 (%)	2019/20 (%)	April	12.00	12.00	May	22.00	22.00	June	30.00	30.00	July	40.00		August	50.00		September	60.00		October	70.00		November	78.00		December	85.00		January	92.00		February	95.00		March	98.00	
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	% of Non-domestic Rates Collected	<p>NNDR collection is subject to potential large-scale fluctuation due to the level of yield individual hereditaments can raise when the valuation office agency make an alteration.</p> <p>More detail on this PI is given in the covering report, as this indicator is showing an amber status for the second consecutive quarter.</p>	33.81%	34.21%	<p>Latest result for 2019/20 as of June 2019</p> <p>Aim to maximise</p>	<p>CS RB 12 % of Non-domestic Rates Collected</p>  <table border="1"> <caption>CS RB 12 % of Non-domestic Rates Collected</caption> <thead> <tr> <th>Month</th> <th>2018/19 (%)</th> <th>2019/20 (%)</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></td></tr> <tr><td>August</td><td>55.00</td><td></td></tr> <tr><td>September</td><td>65.00</td><td></td></tr> <tr><td>October</td><td>75.00</td><td></td></tr> <tr><td>November</td><td>80.00</td><td></td></tr> <tr><td>December</td><td>88.00</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>	Month	2018/19 (%)	2019/20 (%)	April	18.00	18.00	May	25.00	25.00	June	35.00	35.00	July	45.00		August	55.00		September	65.00		October	75.00		November	80.00		December	88.00		January	95.00		February	98.00		March	100.00	
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