



REPORT TO: OVERVIEW AND SCRUTINY COMMITTEE

DATE: 24 JULY 2019

REPORT OF THE: DEPUTY CHIEF EXECUTIVE

TITLE OF REPORT: DELIVERING THE COUNCIL PLAN

WARDS AFFECTED: ALL

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

- 1.1 To provide details of progress to Elected Members on Delivering the Council Plan showing the status of key performance indicators comparing actual performance indicators (PIs) against target for the period up to the end of June 2019.

2.0 RECOMMENDATIONS

- 2.1 It is recommended that Members:
- (i) note the progress report

3.0 REASON FOR RECOMMENDATIONS

- 3.1 To inform Elected Members of progress in delivering the council's objectives and where applicable, identify any specific areas where progress for individual PIs has not been achieved together with further explanation and details of planned management action to address performance. The detailed Delivering the Council Plan Progress Report is attached at Appendix 1.

4.0 SIGNIFICANT RISKS

- 4.1 No significant risks have been identified

5.0 POLICY CONTEXT AND CONSULTATION

- 5.1 The Delivery of the Council Plan Report shows performance across all the Council's Corporate Priorities: Sustainable Growth, Customer and Communities and One Ryedale.

6.0 REPORT DETAILS

- 6.1 The report attached at Appendix 1 shows the status of key performance indicators comparing actual performance indicators (PIs) against target.
- 6.2 A motion was brought to Council in October 2018, stating that "on a repeat of "unavailable", red or amber a report is produced for the appropriate committee. An

explanation to be given as to why the target is close or missed on more than one occasion. Members to agree / recommend to Full Council appropriate changes so that actions can be implemented.”

- 6.3 Under this criteria, there is 1 PI with a red status on more than one occasion ‘Customer complaints resolved within 5 working days’ and 1 PI with an amber status ‘% of Non-domestic rates collected’ following the last progress report to the June cycle of meetings. The report provides commentary regarding the current position and the steps being taken to improve or examine the indicators as applicable.

Customer Complaints responded to within 5 working days (Red status)

Value: 52.9% Target: 75%

This performance indicator is showing a red status, with 9 out of the 17 corporate complaints responded to within 5 working days.

A breakdown of the departments handling the complaints not responded to within the 5 working day target during this quarter was as follows:

Department	Customer complaints not responded to within 5 working days
Planning	1
Legal	4
Housing	2
Revenues	1

A more detailed report was considered by the Overview and Scrutiny committee on 13 June 2019, outlining the background to the poor performance in this area. ([Link](#))

% of Non-domestic rates collected (Amber status)

Value: 33.81% Target: 34.21%

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. For example, if a premises’ RV increases substantially or a new hereditament is assessed with a significant RV, then additional yield is raised. As collection is monitored by comparing monetary value collected against net yield, any individual increases to RV show as a decrease in collection. This is something we expect will level out by the end of the financial year. Unfortunately, any decreases in yield do not show as an increase in collection as we have to refund the credit to the ratepayer in these circumstances.

- 6.4 Following a request by the Overview and Scrutiny committee in February 2019, the new claims processing time for Council Tax Support has been split out for quarter 1 on page 7 of Appendix A into the average time taken to process new claims by the Benefits Team at Ryedale and at the Department of Work and Pensions under Universal Credit.
- 6.5 The performance data shows the Ryedale processing time at 22 days (green status) against a target of 25 days during the first quarter, compared to the 32.9 days processing time (red status) by the Department of Work and Pensions which is out of our control.
- 6.6 Officers continue to work on improving the current performance management reporting arrangements to include refreshing and updating targets which will be the subject of a further report to Elected Members as work progresses.

7.0 IMPLICATIONS

7.1 The following implications have been identified:

- a) Financial
None

- b) Legal
None

- c) Other (Equalities, Staffing, Planning, Health & Safety, Environmental, Crime & Disorder)
None

Author: Tony Galloway, Deputy Chief Executive
Telephone No: 01653 600666 ext: 43347
E-Mail Address: tony.galloway@ryedale.gov.uk

Background Papers:
None