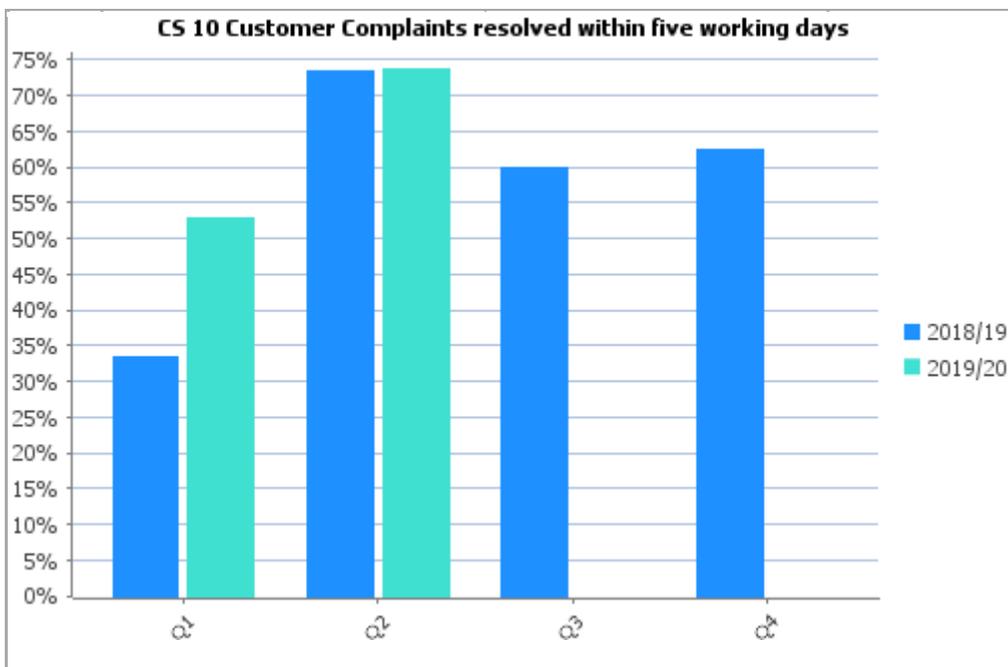


## Red and Amber Performance Indicator Review

Performance Indicators are included in this report if they show a repeat Amber or Red status in reporting periods  
(Quarter 1: 1 April to 31 June 2019 and Quarter 2: 1 July to 30 September 2019)

	<b>Customer Complaints resolved within five working days</b>
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### Past Performance

2017-18			
	Status	Value	Target
2017/18		34.38%	50%
2018-19			
	Status	Value	Target
2018/19		60%	75%
2019-20			
	Status	Value	Target
Q1 2019/20		52.9%	75%
Q2 2019/20		73.68%	75%

### Officer comments and actions to take:

The delivery of the customer complaints process is under review, to devise a new policy and targets to improve the efficiency of our complaints handling process. Initial investigations have identified that the council's five working day response target for Stage 1 and Stage 2 complaints can be unrealistic when considering more complex complaints, and is not in line with the complaints procedures of other local authorities within our family group and councils across North Yorkshire. All steps of the process, including an assessment of the response targets, will form part of the review in line with the Local Government and Social Care Ombudsman document 'Guidance on running

## Appendix 2

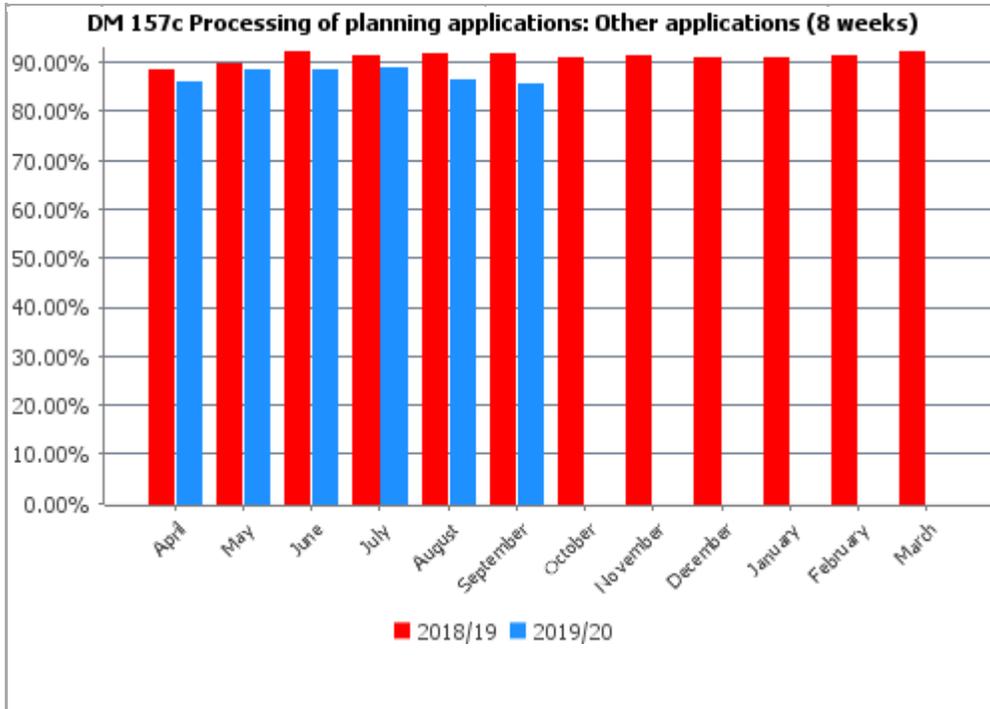
a complaints system' to use good practice to develop a system that provides a clear, accessible process for residents to make complaints, and ensures that we can learn from the information gathered to make improvements to service delivery.

During quarter 2, 14 out of 19 customer complaints received were responded to within the five working day target, this is a 20% improvement on the previous quarter, but still below the 75% target set.

## Appendix 2



### Processing of planning applications: Other applications (8 weeks)



### Past Performance

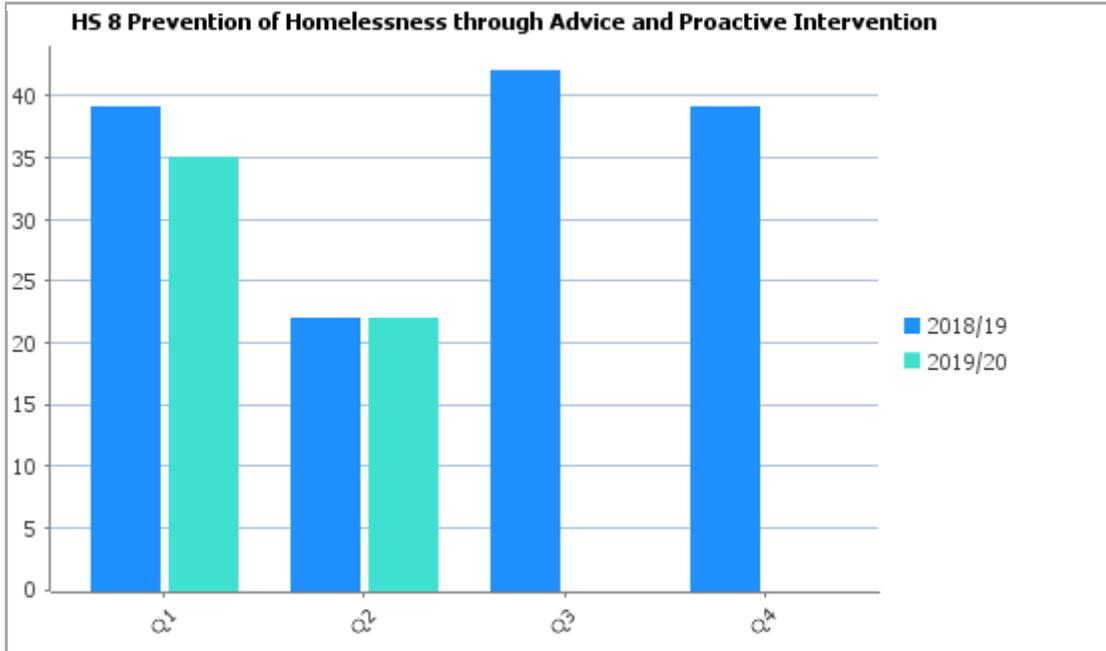
2017-18			
	Status	Value	Target
2017/18		85.60%	90.00%
2018-19			
	Status	Value	Target
2018/19		91.90%	90.00%
2019-20			
	Status	Value	Target
Apr 2019		86.10%	90.00%
May 2019		88.40%	90.00%
Jun 2019		88.30%	90.00%
Jul 2019		88.90%	90.00%
Aug 2019		86.40%	90.00%
Sep 2019		85.60%	90.00%

### Officer comments and actions to take:

The processing of Other planning applications has been slightly under the 90% target from April to the end of September. There are currently two vacancies in the team which has affected performance levels, but we are out for recruitment for these posts at the moment to improve in this area.

## Appendix 2

### Prevention of Homelessness through Advice and Proactive Intervention



#### Past Performance

2017-18			
	Status	Value	Target
2017/18		171 cases	156 cases
2018-19			
	Status	Value	Target
2018/19		142 cases	156 cases
2019-20			
	Status	Value	Target
Q1 2019/20		35 cases	39 cases
Q2 2019/20		22 cases	39 cases

#### Officer comments and actions to take:

Housing Legislation changed following the implementation of the Homelessness Reduction Act 2017 (HRA), which came into force in April 2018. Since that date, we have only been able to claim cases as preventions if households have approached us and are homeless or threatened with homelessness within 56 days.

The comparative drop in performance so far this year has been caused by the new HRA legislation, as we were previously able to claim preventions when people approached us at an earlier stage. Also, we used to be able to claim partner preventions where certain local partner agencies such as Citizens Advice Bureau and Horton Housing prevented homelessness in Ryedale, but this is no longer possible under the new legislation. In addition, there has also been a reduction recently in the number of households approaching us for advice.

At this stage it is difficult to compare any figures under the old legislation with the current figures as the system has changed so much. Following the introduction of HRA, the target of achieving 39 prevention cases in a quarter has remained unchanged, and needs to be looked at again as the experimental statistics are further developed.

## Appendix 2

National homelessness figures are currently published as experimental statistics at: <https://www.gov.uk/government/statistics/statutory-homelessness-in-england-january-to-march-2019>