
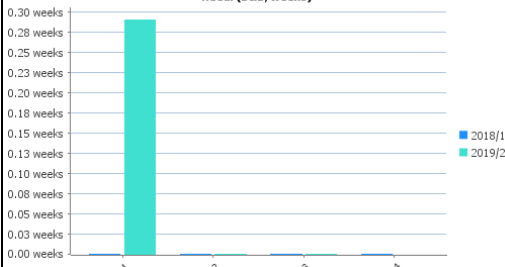

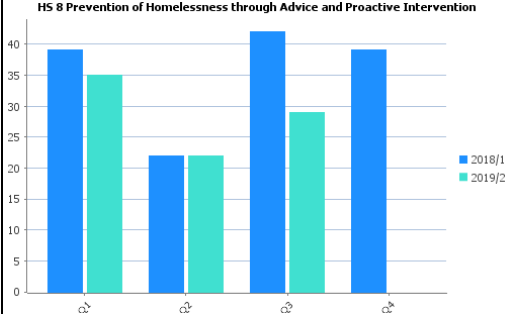


SUSTAINABLE GROWTH

- 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

HOUSING

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)									
	Average length of stay in temporary accommodation (B&B) which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need.	0 households where temporary accommodation ended in this quarter and they were placed in B&B at any point and were subsequently accepted as homeless (with dependent children or pregnant)	0.00 weeks	4.00 weeks Aim to minimise Source: Based on 28 day internal turnaround target to find resolution	Q3 2019/20 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 Average length of stay in temporary accommodation</caption> <thead> <tr> <th>Year</th> <th>Average length of stay (weeks)</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>~0.28</td> </tr> <tr> <td>2019/20</td> <td>0.00</td> </tr> </tbody> </table>	Year	Average length of stay (weeks)	2018/19	~0.28	2019/20	0.00			
Year	Average length of stay (weeks)														
2018/19	~0.28														
2019/20	0.00														
	Prevention of Homelessness through Advice and Proactive Intervention	18 successful preventions and 11 successful reliefs were undertaken in this quarter. By the end of quarter 3, the team have intervened in 86 cases in the year to date to prevent homelessness. More detail on this Red performance indicator in outlined in Appendix 2.	29 cases	39 cases Aim to maximise Source: Based on annual target to support 156 cases	Q3 2019/20 result	<p>HS 8 Prevention of Homelessness through Advice and Proactive Intervention</p>  <table border="1"> <caption>HS 8 Prevention of Homelessness through Advice and Proactive Intervention</caption> <thead> <tr> <th>Year</th> <th>Preventions</th> <th>Reliefs</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>39</td> <td>11</td> </tr> <tr> <td>2019/20</td> <td>29</td> <td>11</td> </tr> </tbody> </table>	Year	Preventions	Reliefs	2018/19	39	11	2019/20	29	11
Year	Preventions	Reliefs													
2018/19	39	11													
2019/20	29	11													

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)																		
🟢	Number of affordable homes delivered	<p>68 affordable units completed so far in 2019/20: (As of 31/12/2019)</p> <ul style="list-style-type: none"> - 16 at Broughton Manor, Malton - 12 at Mickle Hill, Pickering - 5 at Easthill, Thornton-le-Dale - 16 at Firthlands Road, Pickering - 16 at Auburn Cottages, Langton Road, Norton - 1 at Mount Farm, Westow - 2 at Swanland Park, Helmsley <p>Expected outturn for 2019/20 is 102 affordable housing units.</p>	68 homes	<p>57 homes</p> <p>Aim to maximise</p> <p>Source: Based on SHMA annual target of 75 over the course of the year</p>	Q3 2019/20 result	<p>HS 17 Number of affordable homes delivered</p> <table border="1"> <caption>HS 17 Number of affordable homes delivered</caption> <thead> <tr> <th>Year</th> <th>Q3</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>10</td> </tr> <tr> <td>2019/20</td> <td>23</td> </tr> <tr> <td>2018/19</td> <td>15</td> </tr> <tr> <td>2019/20</td> <td>52</td> </tr> <tr> <td>2018/19</td> <td>20</td> </tr> <tr> <td>2019/20</td> <td>68</td> </tr> <tr> <td>2018/19</td> <td>100</td> </tr> <tr> <td>2019/20</td> <td>100</td> </tr> </tbody> </table>	Year	Q3	2018/19	10	2019/20	23	2018/19	15	2019/20	52	2018/19	20	2019/20	68	2018/19	100	2019/20	100
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ENVIRONMENT

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	<p>Broadly compliant means a food establishments standards are equivalent to an overall food hygiene rating of 3, 4 or 5.</p> <p>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.</p> <p>2018/19 summary 950 total establishments (some not rated as deemed low risk) 637 out of 756 achieved Broadly Compliant FSA rating (3, 4 or 5)</p>	84.26%	<p>72%</p> <p>Aim to maximise</p> <p>Source: Based on comparative performance to other North Yorkshire LAs over the last 5 years</p>	2018/19 result	<p>HE 13 % of Food establishments in the area broadly compliant with food hygiene law</p> <table border="1"> <caption>HE 13 % 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>73%</td> </tr> <tr> <td>2015/16</td> <td>85%</td> </tr> <tr> <td>2016/17</td> <td>88%</td> </tr> <tr> <td>2017/18</td> <td>85%</td> </tr> <tr> <td>2018/19</td> <td>84%</td> </tr> </tbody> </table>	Year	Percentage	2014/15	73%	2015/16	85%	2016/17	88%	2017/18	85%	2018/19	84%
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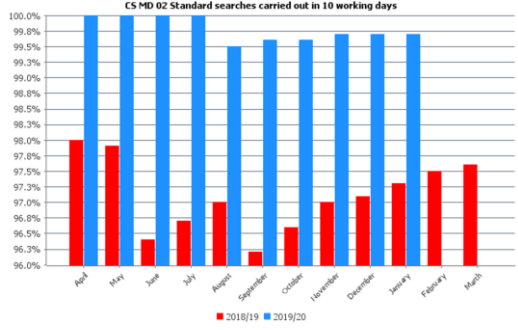

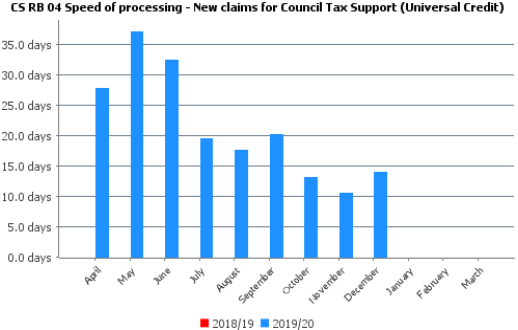
		<p><u>Formal enforcement</u> Voluntary closure: 1 Hygiene Improvement Notice: 1 Written Warnings issued: 162</p> <p>2017/18 summary 925 total establishments 84.81% of Broadly Compliant establishments 631 out of 744 establishments achieved a Broadly Compliant FSA rating (3, 4 or 5)</p> <p><u>Formal enforcement</u> Food seizure, detention & surrender: 1 Written warnings: 187</p>				
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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


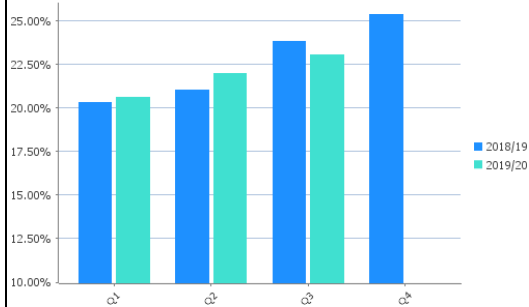

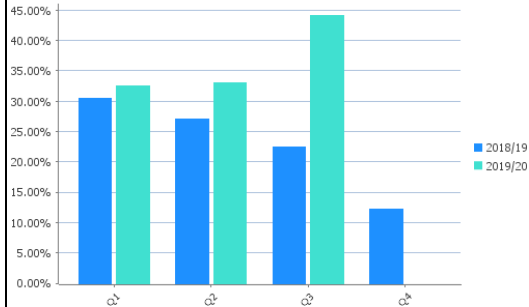
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)																																							
🟢	Speed of processing Council Tax Support change events	<p>Processing times continue to be under target.</p> <p>To maintain this level of performance, system processes continue to be developed 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.</p>	2.0 days	<p>12.0 days</p> <p>Aim to minimise</p> <p>Source: Based on comparative performance to other North Yorkshire LAs</p>	Average result for 2019/20 as of December 2019	<p>CS RB 3b Speed of processing Council Tax Support change events</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 (days)</th> <th>2019/20 (days)</th> </tr> </thead> <tbody> <tr><td>April</td><td>7.5</td><td>2.0</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>11.0</td><td>3.0</td></tr> <tr><td>August</td><td>3.0</td><td>2.5</td></tr> <tr><td>September</td><td>2.5</td><td>2.0</td></tr> <tr><td>October</td><td>2.5</td><td>2.0</td></tr> <tr><td>November</td><td>2.5</td><td>2.0</td></tr> <tr><td>December</td><td>2.5</td><td>2.0</td></tr> <tr><td>January</td><td>2.5</td><td>2.0</td></tr> <tr><td>February</td><td>2.5</td><td>2.0</td></tr> <tr><td>March</td><td>2.5</td><td>2.0</td></tr> </tbody> </table>	Month	2018/19 (days)	2019/20 (days)	April	7.5	2.0	May	15.0	3.0	June	11.5	3.5	July	11.0	3.0	August	3.0	2.5	September	2.5	2.0	October	2.5	2.0	November	2.5	2.0	December	2.5	2.0	January	2.5	2.0	February	2.5	2.0	March	2.5	2.0
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🟢	% FOI Requests responded to within 20 working days	<p>149 out of 158 FOIs were responded to within 20 working days during quarter 3.</p> <p>Up to 31 December 2019, 488 FOIs have been received during the 2019/20 year.</p> <p>Response time performance continues to be above the ICO target.</p>	94.3%	<p>90%</p> <p>Aim to maximise</p> <p>Source: Target set by the Information Commissioner's Office for public authorities</p>	Q3 2019/20 result	<p>CS 05 % FOI Requests responded to within 20 working days</p> <table border="1"> <caption>CS 05 % FOI Requests responded to within 20 working days</caption> <thead> <tr> <th>Month</th> <th>2018/19 (%)</th> <th>2019/20 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>95</td><td>95</td></tr> <tr><td>May</td><td>95</td><td>95</td></tr> <tr><td>June</td><td>95</td><td>95</td></tr> <tr><td>July</td><td>95</td><td>95</td></tr> <tr><td>August</td><td>95</td><td>95</td></tr> <tr><td>September</td><td>95</td><td>95</td></tr> <tr><td>October</td><td>95</td><td>95</td></tr> <tr><td>November</td><td>95</td><td>95</td></tr> <tr><td>December</td><td>95</td><td>95</td></tr> <tr><td>January</td><td>95</td><td>95</td></tr> <tr><td>February</td><td>95</td><td>95</td></tr> <tr><td>March</td><td>95</td><td>95</td></tr> </tbody> </table>	Month	2018/19 (%)	2019/20 (%)	April	95	95	May	95	95	June	95	95	July	95	95	August	95	95	September	95	95	October	95	95	November	95	95	December	95	95	January	95	95	February	95	95	March	95	95
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	Standard searches carried out in 10 working days	<p>Just one query in relation to a search on a property can take this indicator over the 10 working day limit and cause a drop below the 100% accumulative performance target.</p> <p>Performance has steadily improved from September to December and the current accumulative value is 99.7%.</p> <p>More detail on this Amber performance indicator is outlined in Appendix 2.</p>	99.7%	<p>100.0%</p> <p>Aim to maximise</p> <p>Source: Target set internally</p>	Q3 2019/20 result	 <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>97.8</td><td>99.8</td></tr> <tr><td>May</td><td>97.8</td><td>99.8</td></tr> <tr><td>June</td><td>96.5</td><td>99.8</td></tr> <tr><td>July</td><td>96.8</td><td>99.8</td></tr> <tr><td>August</td><td>97.0</td><td>99.5</td></tr> <tr><td>September</td><td>96.5</td><td>99.5</td></tr> <tr><td>October</td><td>96.5</td><td>99.5</td></tr> <tr><td>November</td><td>97.0</td><td>99.5</td></tr> <tr><td>December</td><td>97.0</td><td>99.5</td></tr> <tr><td>January</td><td>97.0</td><td>99.5</td></tr> <tr><td>February</td><td>97.0</td><td>99.5</td></tr> <tr><td>March</td><td>97.0</td><td>99.5</td></tr> </tbody> </table>	Month	2018/19 (%)	2019/20 (%)	April	97.8	99.8	May	97.8	99.8	June	96.5	99.8	July	96.8	99.8	August	97.0	99.5	September	96.5	99.5	October	96.5	99.5	November	97.0	99.5	December	97.0	99.5	January	97.0	99.5	February	97.0	99.5	March	97.0	99.5
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	Speed of processing - New claims for Council Tax Support (Universal Credit)	<p>The initial new claim made under Universal Credit will be processed by the Department of Work and Pensions and paid within 35 days. Although it takes 35 days (5 weeks) for the customer to receive their first payment, they are able to view their Universal Credit award via their Journal after approximately 30 days. At this point, we are notified of the award and the new Council Tax Support (CTS) claim is assessed. Following notification of a new claim for Universal Credit, if a customer's income is too high for Council Tax Support, the new CTS claim is cancelled at that point but still monitored. If a customer's income subsequently reduces in their next Universal Credit Assessment period which makes them eligible for CTS going forward, this is sent through by the DWP and counts as a new claim for CTS purposes. As the previous new claim has been cancelled, the claim is processed within one or two</p>	16.7 days	<p>25.0 days</p> <p>Aim to minimise</p> <p>Source: Based on comparative performance to other North Yorkshire LAs</p>	Q3 2019/20 result	 <table border="1"> <caption>CS RB 04 Speed of processing - New claims for Council Tax Support (Universal Credit)</caption> <thead> <tr> <th>Month</th> <th>2018/19 (days)</th> <th>2019/20 (days)</th> </tr> </thead> <tbody> <tr><td>April</td><td>28</td><td>35</td></tr> <tr><td>May</td><td>28</td><td>35</td></tr> <tr><td>June</td><td>28</td><td>35</td></tr> <tr><td>July</td><td>20</td><td>35</td></tr> <tr><td>August</td><td>18</td><td>35</td></tr> <tr><td>September</td><td>18</td><td>35</td></tr> <tr><td>October</td><td>18</td><td>35</td></tr> <tr><td>November</td><td>10</td><td>35</td></tr> <tr><td>December</td><td>10</td><td>35</td></tr> <tr><td>January</td><td>10</td><td>35</td></tr> <tr><td>February</td><td>10</td><td>35</td></tr> <tr><td>March</td><td>10</td><td>35</td></tr> </tbody> </table>	Month	2018/19 (days)	2019/20 (days)	April	28	35	May	28	35	June	28	35	July	20	35	August	18	35	September	18	35	October	18	35	November	10	35	December	10	35	January	10	35	February	10	35	March	10	35
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		days of the award being received. This is why the Q3 average processing time for the performance indicator is down at the 16.7 day value.																																														
🟢	Speed of processing - New claims for Council Tax Support (non-Universal Credit)	This performance indicator demonstrates the speed of processing Council Tax Support new claims the Benefits team receives directly from Ryedale citizens.	11.7 days	25.0 days Aim to minimise Source: Based on comparative performance to other North Yorkshire LAs	Q3 2019/20 result	<p>CS RB 04a Speed of processing - New claims for Council Tax Support (non-Universal Credit)</p> <table border="1"> <caption>CS RB 04a Speed of processing - New claims for Council Tax Support (non-Universal Credit)</caption> <thead> <tr> <th>Month</th> <th>2018/19 (days)</th> <th>2019/20 (days)</th> </tr> </thead> <tbody> <tr><td>April</td><td>15.0</td><td></td></tr> <tr><td>May</td><td>16.0</td><td></td></tr> <tr><td>June</td><td>20.0</td><td></td></tr> <tr><td>July</td><td>15.0</td><td></td></tr> <tr><td>August</td><td>10.0</td><td></td></tr> <tr><td>September</td><td>14.0</td><td></td></tr> <tr><td>October</td><td>8.0</td><td></td></tr> <tr><td>November</td><td>9.0</td><td></td></tr> <tr><td>December</td><td>10.0</td><td></td></tr> <tr><td>January</td><td>10.0</td><td></td></tr> <tr><td>February</td><td></td><td></td></tr> <tr><td>March</td><td></td><td></td></tr> <tr><td>Q3</td><td></td><td>11.7</td></tr> </tbody> </table>	Month	2018/19 (days)	2019/20 (days)	April	15.0		May	16.0		June	20.0		July	15.0		August	10.0		September	14.0		October	8.0		November	9.0		December	10.0		January	10.0		February			March			Q3		11.7
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🔴	Customer Complaints resolved within five working days	7 out of 12 customer complaints were resolved within the 5 working day target. More detail on this Red performance indicator is outlined in Appendix 2.	58.3%	75% Aim to maximise Source: Target set internally (under review)	Q3 2019/20 result	<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>55%</td></tr> <tr><td>Q2</td><td>70%</td><td>70%</td></tr> <tr><td>Q3</td><td>60%</td><td>58.3%</td></tr> <tr><td>Q4</td><td>65%</td><td></td></tr> </tbody> </table>	Quarter	2018/19 (%)	2019/20 (%)	Q1	35%	55%	Q2	70%	70%	Q3	60%	58.3%	Q4	65%																												
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Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)																																							
🟢	Speed of processing new Housing Benefit claims	<p>Processing times continue to be under target.</p> <p>To maintain performance, new processing procedures have been implemented 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.</p>	14.7 days	<p>21.0 days</p> <p>Aim to minimise</p> <p>Source: Based on comparative performance to other North Yorkshire LAs</p>	Average result for 2019/20 as of December 2019	<table border="1"> <caption>CS RB 2a Speed of processing new Housing Benefit claims</caption> <thead> <tr> <th>Month</th> <th>2018/19 (days)</th> <th>2019/20 (days)</th> </tr> </thead> <tbody> <tr><td>April</td><td>15.0</td><td>12.5</td></tr> <tr><td>May</td><td>19.0</td><td>20.0</td></tr> <tr><td>June</td><td>21.0</td><td>25.0</td></tr> <tr><td>July</td><td>18.0</td><td>23.0</td></tr> <tr><td>August</td><td>18.0</td><td>13.0</td></tr> <tr><td>September</td><td>23.0</td><td>11.0</td></tr> <tr><td>October</td><td>20.0</td><td>10.0</td></tr> <tr><td>November</td><td>17.0</td><td>10.0</td></tr> <tr><td>December</td><td>12.0</td><td>3.0</td></tr> <tr><td>January</td><td>15.0</td><td>0.0</td></tr> <tr><td>February</td><td>10.0</td><td>0.0</td></tr> <tr><td>March</td><td>13.0</td><td>0.0</td></tr> </tbody> </table>	Month	2018/19 (days)	2019/20 (days)	April	15.0	12.5	May	19.0	20.0	June	21.0	25.0	July	18.0	23.0	August	18.0	13.0	September	23.0	11.0	October	20.0	10.0	November	17.0	10.0	December	12.0	3.0	January	15.0	0.0	February	10.0	0.0	March	13.0	0.0
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🟢	Speed of processing new claims for Council Tax Support	<p>The processing times for new claims of Council Tax Support continues to perform within the target levels.</p> <p>To maintain and improve performance, new processing procedures have been implemented and system processes have been improved.</p>	15.5 days	<p>25.0 days</p> <p>Aim to minimise</p> <p>Source: Based on comparative performance to other North Yorkshire LAs</p>	Average result for 2019/20 as of December 2019	<table border="1"> <caption>CS RB 2b Speed of processing new claims for Council Tax Support</caption> <thead> <tr> <th>Month</th> <th>2018/19 (days)</th> <th>2019/20 (days)</th> </tr> </thead> <tbody> <tr><td>April</td><td>22.0</td><td>18.0</td></tr> <tr><td>May</td><td>34.0</td><td>21.0</td></tr> <tr><td>June</td><td>25.0</td><td>22.0</td></tr> <tr><td>July</td><td>28.0</td><td>20.0</td></tr> <tr><td>August</td><td>25.0</td><td>12.0</td></tr> <tr><td>September</td><td>48.0</td><td>15.0</td></tr> <tr><td>October</td><td>42.0</td><td>10.0</td></tr> <tr><td>November</td><td>23.0</td><td>11.0</td></tr> <tr><td>December</td><td>12.0</td><td>12.0</td></tr> <tr><td>January</td><td>14.0</td><td>0.0</td></tr> <tr><td>February</td><td>17.0</td><td>0.0</td></tr> <tr><td>March</td><td>17.0</td><td>0.0</td></tr> </tbody> </table>	Month	2018/19 (days)	2019/20 (days)	April	22.0	18.0	May	34.0	21.0	June	25.0	22.0	July	28.0	20.0	August	25.0	12.0	September	48.0	15.0	October	42.0	10.0	November	23.0	11.0	December	12.0	12.0	January	14.0	0.0	February	17.0	0.0	March	17.0	0.0
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🟢	Speed of processing Housing Benefit change events	<p>The processing times following notification of changes to Housing Benefit claims continues to perform well within the target levels.</p> <p>To maintain 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.</p>	3.5 days	<p>12.0 days</p> <p>Aim to minimise</p> <p>Source: Based on comparative performance to other North Yorkshire LAs</p>	Average result for 2019/20 as of December 2019	<table border="1"> <caption>CS RB 3a Speed of processing Housing Benefit change events</caption> <thead> <tr> <th>Month</th> <th>2018/19 (days)</th> <th>2019/20 (days)</th> </tr> </thead> <tbody> <tr><td>April</td><td>3.0</td><td>2.0</td></tr> <tr><td>May</td><td>5.5</td><td>5.0</td></tr> <tr><td>June</td><td>6.0</td><td>9.5</td></tr> <tr><td>July</td><td>4.0</td><td>3.5</td></tr> <tr><td>August</td><td>2.5</td><td>3.0</td></tr> <tr><td>September</td><td>3.0</td><td>2.5</td></tr> <tr><td>October</td><td>3.5</td><td>2.0</td></tr> <tr><td>November</td><td>6.5</td><td>2.5</td></tr> <tr><td>December</td><td>3.5</td><td>2.0</td></tr> <tr><td>January</td><td>2.5</td><td>0.0</td></tr> <tr><td>February</td><td>2.8</td><td>0.0</td></tr> <tr><td>March</td><td>1.8</td><td>0.0</td></tr> </tbody> </table>	Month	2018/19 (days)	2019/20 (days)	April	3.0	2.0	May	5.5	5.0	June	6.0	9.5	July	4.0	3.5	August	2.5	3.0	September	3.0	2.5	October	3.5	2.0	November	6.5	2.5	December	3.5	2.0	January	2.5	0.0	February	2.8	0.0	March	1.8	0.0
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OPERATIONS

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)															
	% of Household Waste Recycled	<p>This indicator shows the cumulative percentage of household waste recycled to December 2019.</p> <p>This represents a 0.81% fall when compared to performance at the end of December 2018.</p> <p>Note these figures are estimates due to checking against the WasteDataFlow data management system.</p>	21.13%	20.00% Aim to maximise Source: Target set internally	2019/20 result	<p>55 15 % of Household Waste Recycled</p>  <table border="1"> <caption>55 15 % of Household Waste Recycled</caption> <thead> <tr> <th>Quarter</th> <th>2018/19 (%)</th> <th>2019/20 (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>20.00</td> <td>20.50</td> </tr> <tr> <td>Q2</td> <td>21.00</td> <td>22.00</td> </tr> <tr> <td>Q3</td> <td>24.00</td> <td>23.00</td> </tr> <tr> <td>Q4</td> <td>25.00</td> <td>26.00</td> </tr> </tbody> </table>	Quarter	2018/19 (%)	2019/20 (%)	Q1	20.00	20.50	Q2	21.00	22.00	Q3	24.00	23.00	Q4	25.00	26.00
Quarter	2018/19 (%)	2019/20 (%)																			
Q1	20.00	20.50																			
Q2	21.00	22.00																			
Q3	24.00	23.00																			
Q4	25.00	26.00																			
	% of Household Waste Composted	<p>This indicator shows the cumulative percentage of household waste composted to December 2019.</p> <p>This represents a 2.89% increase when compared to performance at the end of December 2018.</p> <p>Note these figures are estimates due to checking against the WasteDataFlow data management system.</p>	29.77%	23.00% Aim to maximise Source: Target set internally	2019/20 result	<p>55 16 % of Household Waste Composted</p>  <table border="1"> <caption>55 16 % of Household Waste Composted</caption> <thead> <tr> <th>Quarter</th> <th>2018/19 (%)</th> <th>2019/20 (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>30.00</td> <td>32.00</td> </tr> <tr> <td>Q2</td> <td>27.00</td> <td>33.00</td> </tr> <tr> <td>Q3</td> <td>23.00</td> <td>44.00</td> </tr> <tr> <td>Q4</td> <td>12.00</td> <td>0.00</td> </tr> </tbody> </table>	Quarter	2018/19 (%)	2019/20 (%)	Q1	30.00	32.00	Q2	27.00	33.00	Q3	23.00	44.00	Q4	12.00	0.00
Quarter	2018/19 (%)	2019/20 (%)																			
Q1	30.00	32.00																			
Q2	27.00	33.00																			
Q3	23.00	44.00																			
Q4	12.00	0.00																			

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)												
🟢	Residual household waste - kg per household	<p>This indicator shows the kilograms per household of residual household waste to the end of December 2019.</p> <p>This represents a 0.91kg drop per household on Q3 performance from last year.</p> <p>Note these figures are estimates due to checking against the WasteDataFlow data management system.</p>	111.33kg/hh	112.50kg/hh Aim to minimise Source: Target set internally	Q3 2019/20 result	<table border="1"> <caption>Residual household waste per household (kg/hh)</caption> <thead> <tr> <th>Quarter</th> <th>Actual Result</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2 2019/20</td> <td>107.04</td> <td>112.50</td> </tr> <tr> <td>Q3 2019/20</td> <td>99.42</td> <td>112.50</td> </tr> <tr> <td>Q4 2019/20</td> <td>117.75</td> <td>112.50</td> </tr> </tbody> </table>	Quarter	Actual Result	Target	Q2 2019/20	107.04	112.50	Q3 2019/20	99.42	112.50	Q4 2019/20	117.75	112.50
Quarter	Actual Result	Target																
Q2 2019/20	107.04	112.50																
Q3 2019/20	99.42	112.50																
Q4 2019/20	117.75	112.50																

PLANNING & REGULATION

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)															
🔴	Planning appeals allowed	<p>2018/19 15 appeal decisions received / 3 appeals allowed (20%)</p> <p>Q1 2019/20 0 decisions received</p> <p>Q2 2019/20 0 decisions received</p> <p>Q3 2019/20 5 decisions received / 2 appeals allowed (40%)</p> <p>One of the planning appeals related to the BP Garage application in Norton, which was not contested by the Council as the result of further information provided by the applicant on the refusal reasons.</p> <p>More detail on this Red performance</p>	40.0%	33.0% Aim to minimise Source: Target set internally based on comparative performance to other North Yorkshire LAs	Q3 2019/20 result	<table border="1"> <caption>DM 2 Planning appeals allowed</caption> <thead> <tr> <th>Quarter</th> <th>2018/19 (%)</th> <th>2019/20 (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0.0</td> <td>0.0</td> </tr> <tr> <td>Q2</td> <td>0.0</td> <td>0.0</td> </tr> <tr> <td>Q3</td> <td>20.0</td> <td>40.0</td> </tr> <tr> <td>Q4</td> <td>0.0</td> <td>0.0</td> </tr> </tbody> </table>	Quarter	2018/19 (%)	2019/20 (%)	Q1	0.0	0.0	Q2	0.0	0.0	Q3	20.0	40.0	Q4	0.0	0.0
Quarter	2018/19 (%)	2019/20 (%)																			
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Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)																																							
🟢	Processing of planning applications: Major applications (13 weeks)	We are currently performing at 100%, with the 5 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% Aim to maximise Source: Target set internally based on comparative performance to other North Yorkshire LAs	December 2019 result	<p>DM 157a Processing of planning applications: Major applications (13 weeks)</p> <table border="1"> <caption>DM 157a Performance Data</caption> <thead> <tr> <th>Month</th> <th>2018/19 (%)</th> <th>2019/20 (%)</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	2018/19 (%)	2019/20 (%)	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)	42 minor planning applications received during this quarter. Performance is currently running down on last year, but processing times are above the 80% target level.	81.20%	80.00% Aim to maximise Source: Target set internally based on comparative performance to other North Yorkshire LAs	December 2019 result	<p>DM 157b Processing of planning applications: Minor applications (8 weeks)</p> <table border="1"> <caption>DM 157b Performance Data</caption> <thead> <tr> <th>Month</th> <th>2018/19 (%)</th> <th>2019/20 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>85.00</td><td>80.00</td></tr> <tr><td>May</td><td>85.00</td><td>80.00</td></tr> <tr><td>June</td><td>85.00</td><td>80.00</td></tr> <tr><td>July</td><td>85.00</td><td>80.00</td></tr> <tr><td>August</td><td>85.00</td><td>80.00</td></tr> <tr><td>September</td><td>85.00</td><td>80.00</td></tr> <tr><td>October</td><td>85.00</td><td>80.00</td></tr> <tr><td>November</td><td>85.00</td><td>80.00</td></tr> <tr><td>December</td><td>85.00</td><td>80.00</td></tr> <tr><td>January</td><td>85.00</td><td>80.00</td></tr> <tr><td>February</td><td>85.00</td><td>80.00</td></tr> <tr><td>March</td><td>85.00</td><td>80.00</td></tr> </tbody> </table>	Month	2018/19 (%)	2019/20 (%)	April	85.00	80.00	May	85.00	80.00	June	85.00	80.00	July	85.00	80.00	August	85.00	80.00	September	85.00	80.00	October	85.00	80.00	November	85.00	80.00	December	85.00	80.00	January	85.00	80.00	February	85.00	80.00	March	85.00	80.00
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🟡	Processing of planning applications: Other applications (8 weeks)	More staff are now supporting this area of work since the end of quarter 2 (September 2019). The graduate staff and members of the Planning and Regulatory Services team have taken on delegated planning applications to support the rest of the team and to improve processing times. 91 applications have been received in this third quarter. More detail on this Amber performance indicator in outlined in Appendix 2.	86.90%	90.00% Aim to maximise Source: Target set internally based on comparative performance to other North Yorkshire LAs	December 2019 result	<p>DM 157c Processing of planning applications: Other applications (8 weeks)</p> <table border="1"> <caption>DM 157c Performance Data</caption> <thead> <tr> <th>Month</th> <th>2018/19 (%)</th> <th>2019/20 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>88.00</td><td>85.00</td></tr> <tr><td>May</td><td>89.00</td><td>86.00</td></tr> <tr><td>June</td><td>91.00</td><td>87.00</td></tr> <tr><td>July</td><td>91.00</td><td>87.00</td></tr> <tr><td>August</td><td>91.00</td><td>87.00</td></tr> <tr><td>September</td><td>91.00</td><td>87.00</td></tr> <tr><td>October</td><td>91.00</td><td>87.00</td></tr> <tr><td>November</td><td>91.00</td><td>87.00</td></tr> <tr><td>December</td><td>91.00</td><td>87.00</td></tr> <tr><td>January</td><td>91.00</td><td>87.00</td></tr> <tr><td>February</td><td>91.00</td><td>87.00</td></tr> <tr><td>March</td><td>91.00</td><td>87.00</td></tr> </tbody> </table>	Month	2018/19 (%)	2019/20 (%)	April	88.00	85.00	May	89.00	86.00	June	91.00	87.00	July	91.00	87.00	August	91.00	87.00	September	91.00	87.00	October	91.00	87.00	November	91.00	87.00	December	91.00	87.00	January	91.00	87.00	February	91.00	87.00	March	91.00	87.00
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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

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)																																																			
✓	% of Council Tax collected	<p>Council Tax collection currently on target and expect year-end target to be achieved.</p> <table border="1"> <thead> <tr> <th>Period</th> <th>Data (Acc)</th> </tr> </thead> <tbody> <tr> <td>2018/19 (Q3)</td> <td>85.41%</td> </tr> <tr> <td>2018/19 (Year-end)</td> <td>98.81%</td> </tr> <tr> <td>2019/20 (Q1)</td> <td>29.91%</td> </tr> <tr> <td>2019/20 (Q2)</td> <td>57.51%</td> </tr> <tr> <td>2019/20 (Q3)</td> <td>85.35%</td> </tr> </tbody> </table>	Period	Data (Acc)	2018/19 (Q3)	85.41%	2018/19 (Year-end)	98.81%	2019/20 (Q1)	29.91%	2019/20 (Q2)	57.51%	2019/20 (Q3)	85.35%	85.35%	85.30%	Latest result for 2019/20 as of December 2019	<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>10.00%</td><td>10.00%</td></tr> <tr><td>May</td><td>20.00%</td><td>20.00%</td></tr> <tr><td>June</td><td>30.00%</td><td>30.00%</td></tr> <tr><td>July</td><td>40.00%</td><td>40.00%</td></tr> <tr><td>August</td><td>50.00%</td><td>50.00%</td></tr> <tr><td>September</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>October</td><td>70.00%</td><td>70.00%</td></tr> <tr><td>November</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>December</td><td>90.00%</td><td>90.00%</td></tr> <tr><td>January</td><td>95.00%</td><td>95.00%</td></tr> <tr><td>February</td><td>98.00%</td><td>98.00%</td></tr> <tr><td>March</td><td>98.81%</td><td>98.81%</td></tr> </tbody> </table>	Month	2018/19	2019/20	April	10.00%	10.00%	May	20.00%	20.00%	June	30.00%	30.00%	July	40.00%	40.00%	August	50.00%	50.00%	September	60.00%	60.00%	October	70.00%	70.00%	November	80.00%	80.00%	December	90.00%	90.00%	January	95.00%	95.00%	February	98.00%	98.00%	March	98.81%	98.81%
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⚠	% of Non-domestic Rates Collected	<p>We remain on course to meet the collection rate year-end target, but NNDR collection rates/previous year debt levels can be prone to volatile and significant changes due to the level of yield that individual hereditaments can raise when the valuation office agency (VOA) make an alteration.</p> <p>More detail on this Amber performance indicator is outlined in Appendix 2.</p>	84.82%	86.04%	Latest result for 2019/20 as of December 2019	<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>15.00%</td><td>15.00%</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>85.00%</td></tr> <tr><td>December</td><td>90.00%</td><td>90.00%</td></tr> <tr><td>January</td><td>95.00%</td><td>95.00%</td></tr> <tr><td>February</td><td>98.00%</td><td>98.00%</td></tr> <tr><td>March</td><td>98.81%</td><td>98.81%</td></tr> </tbody> </table>	Month	2018/19	2019/20	April	15.00%	15.00%	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%	85.00%	December	90.00%	90.00%	January	95.00%	95.00%	February	98.00%	98.00%	March	98.81%	98.81%												
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		Period	Data (Acc)				
		2018/19 (Q3)	86.04%				
		2018/19 (Year-end)	99.49%				
		2019/20 (Q1)	33.81%				
		2019/20 (Q2)	59.62%				
		2019/20 (Q3)	84.82%				