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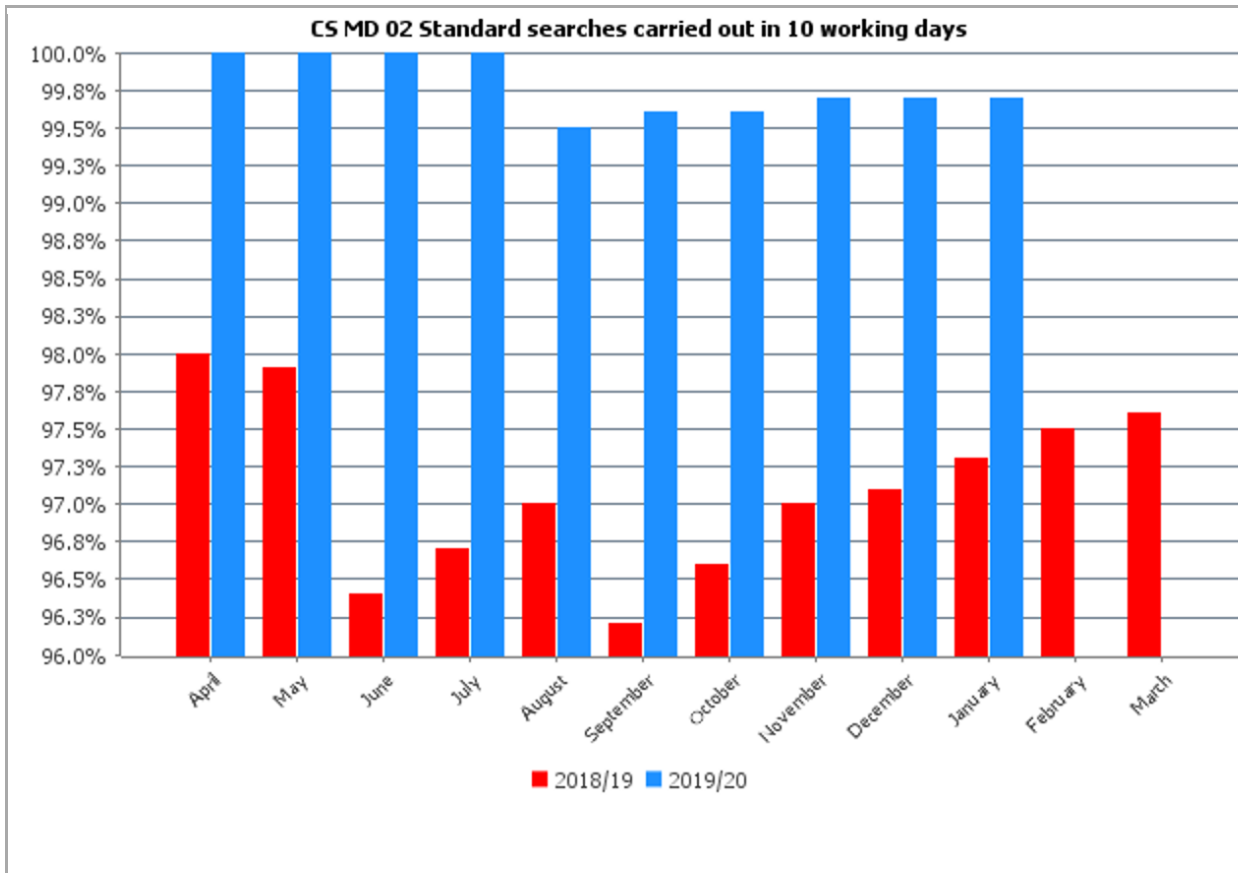
Red and Amber Performance Indicator Review














Performance Indicators are included in this report if they show an Amber or Red status in Quarter 3 (1 October 2019 to 31 December 2019)

	Standard searches carried out in 10 working days	
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Past Performance



2017-18			
	Status	Value	Target
2017/18		96.1%	100.0%
2018-19			
	Status	Value	Target
2018/19		97.6%	100.0%
2019-20			
	Status	Value	Target
Apr 2019		100.0%	100.0%
May 2019		100.0%	100.0%
Jun 2019		100.0%	100.0%
Jul 2019		100.0%	100.0%
Aug 2019		99.5%	100.0%
Sep 2019		99.6%	100.0%
Oct 2019		99.6%	100.0%
Nov 2019		99.7%	100.0%
Dec 2019		99.7%	100.0%

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	Jan 2020			100.0%
	Feb 2020			100.0%
	Mar 2020			100.0%

Officer comments and actions to take:

Performance has improved markedly overall in comparison to 2018/19, operating at 100% completion from April to July 2019. A fall in accumulative performance to 99.5% in August 2019 came from a query on a listed building curtilage that required further investigation and specialist advice from the Building Conservation Officer, causing the search to go over the 10 working day target.

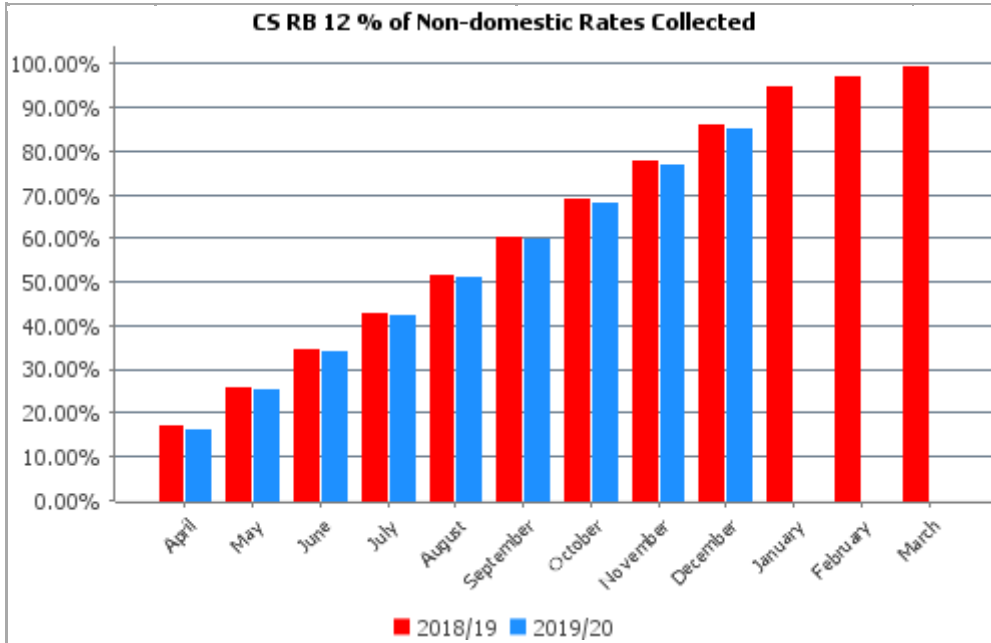
The search completion percentage improved to 99.6% in September and October and improved further in November and December to the current value of 99.7%. The percentage completed by the end of January 2020 maintained at an accumulative 99.7% of searches completed.

Of the 323 standard searches carried out in the year to date, 322 have been completed within 10 working days, so it is not proposed to take any actions at this stage.

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% of Non-domestic Rates Collected



Past Performance

2017-18			
	Status	Value	Target
2017/18		99.56%	99.39%
2018-19			
	Status	Value	Target
2018/19		99.49%	99.56%
2019-20			
	Status	Value	Target
Apr 2019		16.16%	16.76%
May 2019		25.36%	25.51%
Jun 2019		33.81%	34.21%
Jul 2019		42.18%	42.70%
Aug 2019		51.06%	51.38%
Sep 2019		59.62%	60.20%
Oct 2019		67.92%	68.88%
Nov 2019		76.57%	77.48%
Dec 2019		84.82%	86.04%
Jan 2020			94.64%
Feb 2020			97.15%
Mar 2020			99.49%

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Officer comments and actions to take:

NNDR collection can be 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.

Comparative statistics for NNDR collection from 2013/14 to 2018/19

The table below shows that Ryedale has collected the highest percentage of non-domestic rates for LA districts in Y&H for the last four years.



Non domestic rates collected as percentage non domestic rates due (from 2013/14 to 2018/19) for Ryedale

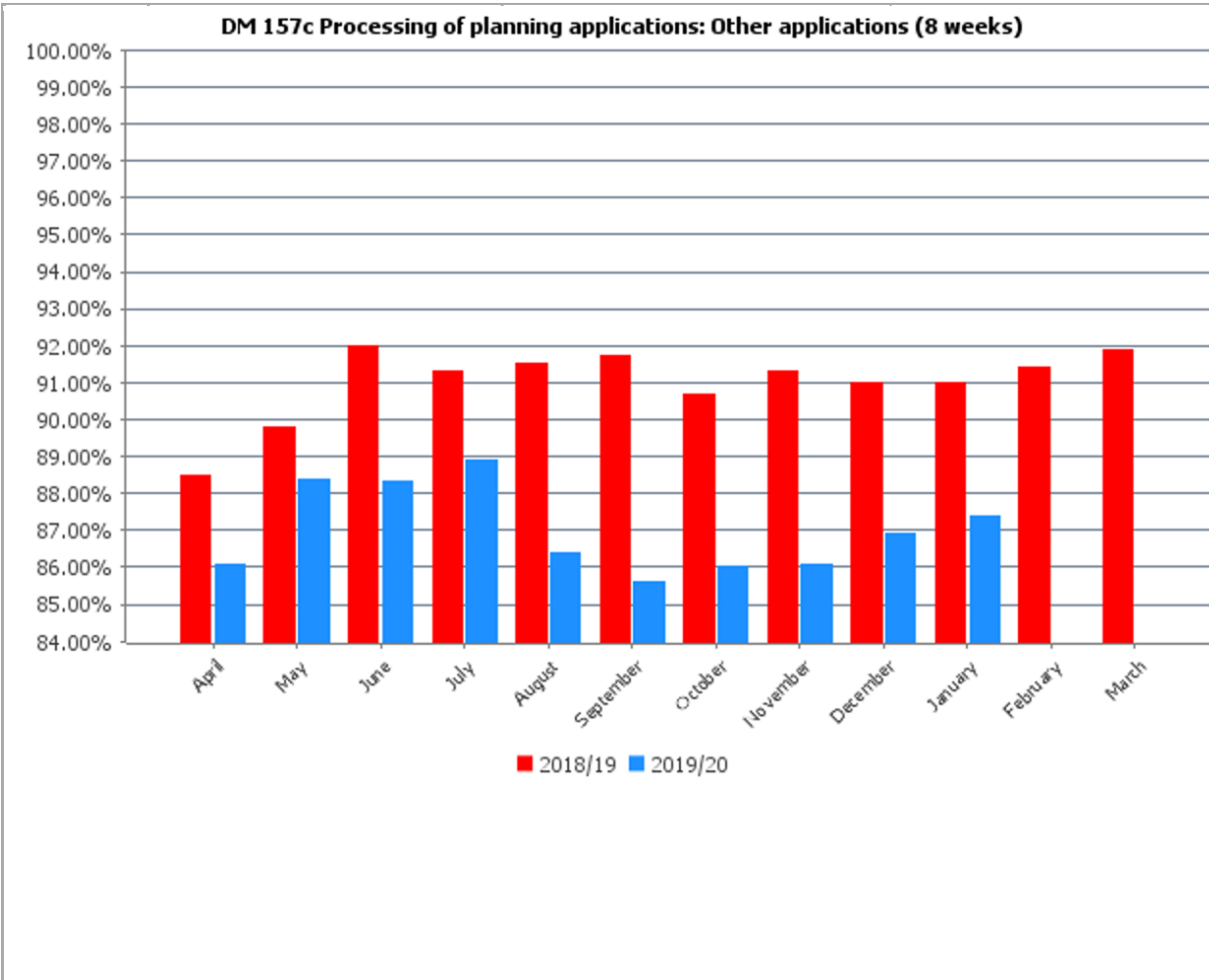
Period	NDR collection rate			
	%			
	Ryedale	Minimum for All local authority districts in Yorkshire and Humberside	Mean for All local authority districts in Yorkshire and Humberside	Maximum for All local authority districts in Yorkshire and Humberside
2013/14	99.13	97.51	98.30	99.13
2014/15	98.86	97.20	98.23	98.95
2015/16	99.18	97.49	98.36	99.18
2016/17	99.39	97.64	98.51	99.39
2017/18	99.60	97.61	98.65	99.60
2018/19	99.49	97.52	98.66	99.49












Source:
Ministry of Housing, Communities & Local Government

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	Processing of planning applications: Other applications (8 weeks)	
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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%
Oct 2019		86.00%	90.00%
Nov 2019		86.10%	90.00%
Dec 2019		86.90%	90.00%
Jan 2020			90.00%
Feb 2020			90.00%
Mar 2020			90.00%

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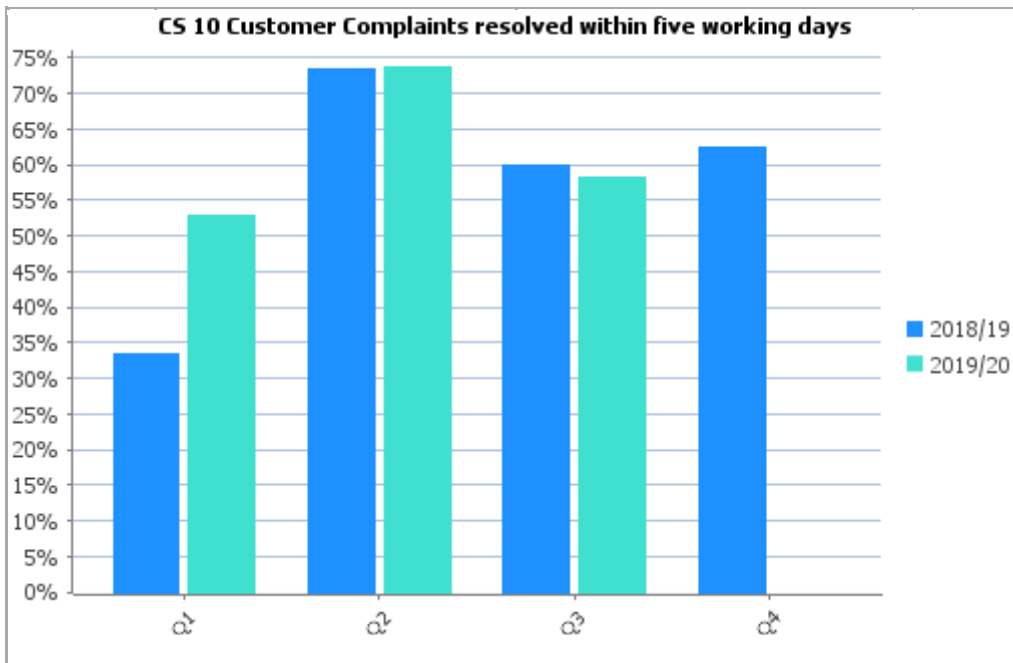
Officer comments and actions to take:

More staff are now supporting this area of work since the end of quarter 2 (September 2019) to address the performance issues identified following the continued Amber PI status. The graduate staff and other members of the Planning and Regulatory Services team have taken on caseloads of delegated planning applications to support the rest of the team and to improve processing times.

The January 2020 processing performance improved for the fourth month in succession to 87.4% of applications processed within the 8 week time limit, and officers expect to see this improve further before the year-end. Performance will continue to be monitored in this area and the caseload for delegated planning applications undertaken by members of the Planning and Regulatory Services team where possible.



Customer Complaints resolved within five working days



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%
Q3 2019/20		58.3%	75%
Q4 2019/20			75%

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Officer comments and actions to take:

In Quarter 3, 7 out of 12 customer complaints dealt with in this period were resolved within 5 working days. Of those that weren't resolved within the 5 day target in this quarter, there was 1 overdue complaint from Environmental Health, 1 from Housing Services and 3 from Planning and Regulatory Services.

The complaint on Environmental Health was not answered within the five working day target due to the site visit that was required to be scheduled as part of the investigation into the issue raised.

The overdue complaint in Housing was the result of a detailed investigation regarding an allegation received from a member of the public.

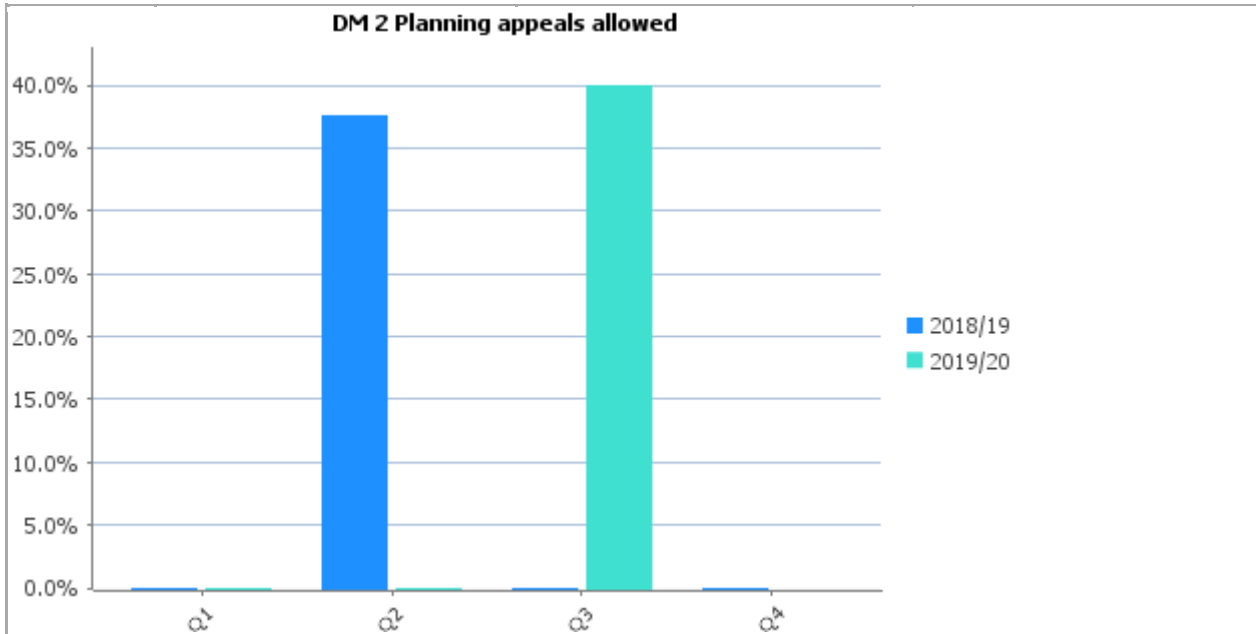
Overall delays in respect of two of the Planning and Regulatory Services complaints are directly attributable to lack of staff capacity. We now have a dedicated enforcement officer to assist with this type of complaint but other vacancies still include a part time Tree & Landscape officer and a Planning officer. We are currently seeking to recruit to these hard to fill posts, using a concerted effort with the assistance of colleagues in NYCC-ESS. There is no further action considered to be necessary or arising from the other overdue complaint, as further correspondence received from the complainant partway through dealing with the complaint delayed a response.

Despite the complaints not being completed within the five working day target, the complainants were kept informed throughout of the reason for delays and expected timescales for a response from the Customer Services team.






As a result of the continued poor performance of this indicator, procedures have been changed and training is ongoing in the administration of customer complaints to improve response times.

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	Planning appeals allowed
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Past Performance

2017-18			
	Status	Value	Target
2017/18		22.2%	33.0%
2018-19			
	Status	Value	Target
2018/19		20.0%	33.0%
2019-20			
	Status	Value	Target
Q1 2019/20		0.0%	33.0%
Q2 2019/20		0.0%	33.0%
Q3 2019/20		40%	33.0%
Q4 2019/20			33.0%

Officer comments and actions to take:

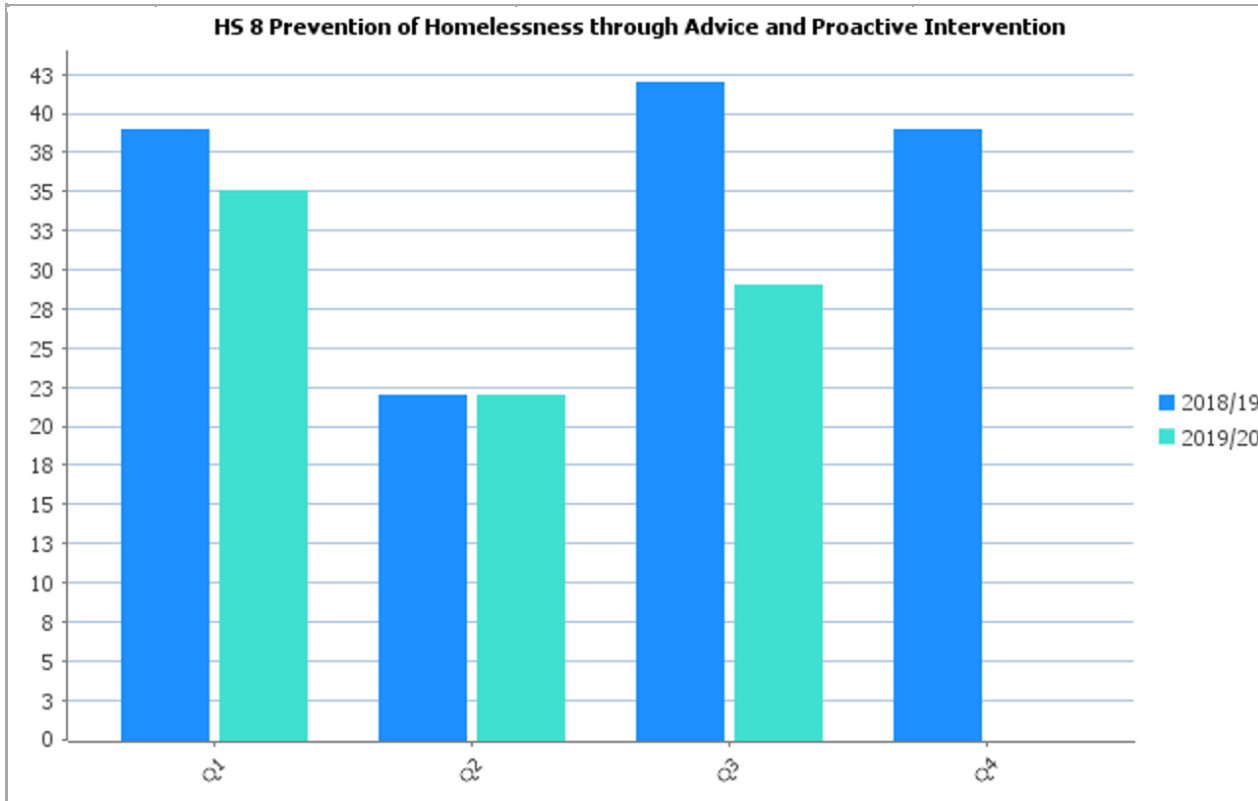
Following no allowed appeals in quarters 1 and 2 of the year, in quarter 3 there were 2 allowed appeals out of a total of 5 decisions.

One of the allowed appeals was the BP Garage proposal in Norton, which was not contested by the Council as the result of further information provided by the applicants to satisfy the initial reasons for refusal.

Appeal decisions received continue to be monitored, and there is no concern at this stage.

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Prevention of Homelessness through Advice and Proactive Intervention



Past Performance

2017-18			
	Status	Value	Target
2017/18	✓	171	156
2018-19			
	Status	Value	Target
2018/19	⚠	142	156
2019-20			
	Status	Value	Target
Q1 2019/20	⛔	35	39
Q2 2019/20	⛔	22	39
Q3 2019/20	⛔	29	39
Q4 2019/20			39

Officer comments and actions to take:

There are almost a third less households with whom we were satisfied are homeless or at risk of homelessness within 56 days so far in 2019-20, compared to an average for 3 quarters from 2018-19. Therefore, if less people are being accepted into the statutory duty, we will have less successful preventions or reliefs coming out. We are conducting work with many households prior to them coming under the statutory timescales, for example completing prevention work so they do not get notice from landlords in the first place, and this is not included in the

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statistics. Without this very early intervention, many more would be facing homelessness.

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.

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