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<b>PART B:</b>	<b>RECOMMENDATIONS TO COUNCIL</b>
<b>REPORT TO:</b>	<b>POLICY AND RESOURCES</b>
<b>DATE:</b>	<b>23 SEPTEMBER 2021</b>
<b>REPORT OF THE:</b>	<b>STRATEGY &amp; PERFORMANCE MANAGER LYNNE BAYES</b>
<b>TITLE OF REPORT:</b>	<b>COUNCIL PERFORMANCE – QUARTER 1 2021-2022</b>
<b>WARDS AFFECTED:</b>	<b>ALL</b>

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## **EXECUTIVE SUMMARY**

### **1.0 PURPOSE OF REPORT**

- 1.1 To provide a progress update on Council performance up to the end of quarter 1 of the reporting cycle (April – June 2021) for 2021-22.
- 1.2 The update covers Council Plan 2020-2024 delivery and progress against key performance indicators (PIs).

### **2.0 RECOMMENDATION(S)**

- 2.1 It is recommended to Council that:
- (i) The progress report is noted.

### **3.0 REASON FOR RECOMMENDATION(S)**

- 3.1 To inform Elected Members of progress in delivering the Council's objectives and key performance indicators.
- 3.2 Where applicable, any specific areas where progress for individual PIs has not been achieved is highlighted with an explanation of planned actions to make improvements moving forward.

### **4.0 SIGNIFICANT RISKS**

- 4.1 Delivery of Council Plan objectives such as combating social isolation, processing benefits quickly and supporting the economy is helping people and businesses across Ryedale to recover from the impact of Covid-19. This means that Covid-19 continued to have a significant impact on workloads during quarter one (April – June 2021). Wherever possible, action was taken to ensure that this did not disrupt core work of the Council. Consequently, most key performance indicators continue to be at target.

- 4.2 Performance began to be further impacted by local government reorganisation during the quarter, with significant work undertaken to respond to a demanding Government timeline. The risk associated with this were largely mitigated in quarter 1. However, this is likely to have a cumulative impact on performance over the next 18 months.
- 4.3 As full delivery of the 2020-24 Council Plan will not be possible by the time Ryedale District Council ceases to exist in April 2023, a reprioritisation process is being conducted to determine priorities for delivery between now and this date.

## **5.0 POLICY CONTEXT AND CONSULTATION**

- 5.1 The Quarter 1 2021/2022 report shows progress across all of the Council's corporate priorities: Our Communities, Our Economy, Our Environment and Our Organisation.
- 5.2 Key performance indicators are also broadly on track.

## **6.0 REPORT DETAILS**

### **Introduction and background**

- 6.1 Performance reporting of progress against the Council's priorities – as set out in the Council Plan 2020-24 – is a key element of performance management arrangements.

Ongoing successful delivery of the Council's priorities is demonstrated by a combination of:

- Progress against priority projects/high level actions (are we meeting/expecting to meet delivery timescales); and
- Performance against relevant key performance indicators (are targets being met; are we getting better)

This report covers the period April to June 2021. It should be note that the Covid-19 pandemic and national lockdown arrangements continued throughout this period.

- 6.2 This report includes the following detail:
- Actions and project activities completed against the aims and objectives set out under each theme of the Council's objectives in the Council Plan 2020-24.
  - Relevant key performance indicator statistics measured against the Council's priorities.
  - Future activities planned to address the areas requiring some improvement.

## Summary of progress

- 6.3 This report shows the ongoing strong performance of this Council in the first quarter of 2021-22, across all its ambitions. The Council continues to support people, communities and businesses despite operating in an extraordinarily challenging period characterised by Covid-19.
- 6.4 Overall, out of the 22 key performance indicators, 17 are showing a green status, 2 as an amber status and 3 as a red status when analysing quarter 1 performance. Particular highlights are as follows.
- Affordable housing delivery continues to perform well above target, with 33 homes delivered in this quarter, against a target of 75 per year.
  - The speed of processing new claims for both housing benefit and council tax support during quarter 1 is significantly higher than the target, placing us as one of the top performing authorities across North Yorkshire.
  - The processing of major planning applications continues to operate above target at 75% processed within the 13 week time period.
  - Stage 2 complaints closed within the target timescale of less than 10 days is at 100%.

## Red and Amber Indicators

- 6.5 Red indicators mean that performance is below where we would want it to be. The areas where this has occurred are summarised below along with explanations for this status. As stated earlier in this report, Covid-19 has affected the progress against each of these indicators significantly. The reasons for this include increased demand and disruption to supplies and services.

### Successful prevention or resolved homelessness

The impact of a delay in void works being carried out on empty properties by social housing providers, by private landlords selling properties, and by a very demanding private rental market have all contributed to the performance in this area. The Covid-19 pandemic has without doubt, had a significant impact on the availability of privately rented accommodation and the number of residents looking to find such accommodation.

### Energy efficiency measures

An external company has experienced a great deal of difficulty in sourcing installers for Air Source Heat Pump installations, thus having a large impact on this area of work during the first quarter. Working together with external providers to find suitable installers is planned to take place as we move into the next quarter of the reporting cycle.

### Standard searches

Substantial delays in this area have largely been caused by receiving late returns from North Yorkshire County Council due to Covid-19. It is understood that the issues they were experiencing have now been resolved and searches are already being returned more quickly.

6.7 Amber indicators are important to highlight as they show where the Council must maintain a level of vigilance to ensure that performance does not slip further. Again, Covid-19 has played a role in the status of these indicators, as demand for services increased.

#### Minor planning applications

A large increase in applications being received has seen this indicator fall a little short of the target. Recruitment is now underway to increase staffing capacity to deal with the levels of applications being received by the Council.

#### Other planning applications

A large increase in applications being received has seen this indicator fall a little short of the target. However, recruitment is now underway to address the lack of staff capacity to deal with these applications.

### **7.0 IMPLICATIONS**

7.1 The following implications have been identified:

- a) Financial  
Delivery of Council Plan priorities is reflected in the Medium Term Financial Strategy.
- b) Legal  
The organisation complies with all relevant statutory, legislative and constitutional matters when executing the delivery of its Council Plan and delivering against key performance indicators.
- c) Resource  
Performance reporting highlights where we can explore opportunities to adjust resources to support effective implementation of the Council Plan as part of our on-going business and budget planning.
- d) Other  
Equalities, staffing, health and safety, and policy matters such as environmental and climate change inform the content and execution of the Council Plan and performance priorities on an ongoing basis. Anyone requiring this information in an alternative format, may contact the report author to request this.

**Name of Service Lead**  
**Job Title**

**Lynne Bayes**  
**Strategy & Performance Manager**

**Author:** Abigail Downie, Graduate Trainee, Executive, Policy and Research Officer

Telephone No: 07435 980610  
E-Mail Address: [abigail.downie@ryedale.gov.uk](mailto:abigail.downie@ryedale.gov.uk)

**Background Papers:**  
Council Plan 2020 – 2024  
<https://www.ryedale.gov.uk/resources/council-plan/>