

# Delivering the Council Plan: Quarter 2 2021-22

## Introduction

This quarter two performance report provides details of the Council’s achievements between July and September 2021.

It also highlights any challenges to overcome moving forward.

## Summary of Performance Indicators

Key performance indicators (KPIs) provide one tool for measuring performance against the priorities in the Council Plan 2020-24. They have a target, a green, amber or red status and an arrow to show the performance trend in comparison to the previous quarter.

Data only indicators measure performance in a shorter time frame to identify how the Council is delivering projects and activities on an ongoing basis to achieve the overall aims in the Council Plan. These indicators can be affected by a number of things including variations in market trends, customer activities and events and as such, they do not have a target.

	Key
↑	Improved performance
→	Maintained performance
↓	Decline in performance

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**Our communities; strong, inclusive and attractive**

*Help for those in need*

<p>We will tackle homelessness, rough sleeping and poverty by providing services in partnership with others to prevent homelessness.</p>	<p><b>Achievements in Quarter 2</b></p> <ul style="list-style-type: none"> <li>• In August 2021, using funding from Homes England and Commuted Sums, the Council provided two tenants with supported independent housing under the Next Steps accommodation project, which aims to prevent homelessness for single people.</li> <li>• The Council saw increased demand for supporting those impacted by the Afghanistan Crisis and has been working alongside other local authorities, including those in York and North Yorkshire, regarding future accommodation plans.</li> </ul>
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	Description	RDC Target	Q1	Q2	Q3	Q4	Trend (previous Qtr)	RAG Status
<p>We will offer advice, support and budgeting assistance to those who need it, helping them to manage their finances, ensuring they can access Citizens' Advice services and working with the credit union to promote access to small loans. We will also act promptly to process benefit applications.</p>	Housing Benefit Speed of processing new Housing Benefit Claims	<21 days	6.9	7.1			↓ <sup>1</sup>	
	Council Tax Support Speed of processing new claims for Council Tax Support	<25 days	19.1	16.7			↑	

<sup>1</sup>Quarter 2 saw a slight increase in Housing Benefit new claims processing times as a result of a significant increase in test and trace support payments.

**Achievements in Quarter 2**

- Housing Benefit and Council Tax Support new claims processing times continued to perform well above target. This Council is the best-performing local authority in North Yorkshire for processing Housing Benefit new claims.
- As of 31 July 2021, all Covid business grant schemes closed, with the Council having made all payments on time. In total, Ryedale District Council administered 8527 grants totalling £45,714,602 throughout the coronavirus pandemic.
- Test and Trace Self-isolation payments increased significantly compared to quarter one. All payments were made within the set timescale, whilst maintaining processing standards.

We will create a district where everyone feels welcome and can thrive. We will safeguard vulnerable people, become a 'dementia-friendly' and 'autism-friendly' Council, and ensure that equalities, mental health and well-being are at the heart of service design, giving training to our employees and encouraging businesses and communities to do the same.	Description	Value/ Baseline	Q1	Q2	Q3	Q4
	Safeguarding Number of referrals	Data Only	5	3		
	Safeguarding Completed mandatory training	New Q2 Data Only	N/A	90%		

**Achievements in Quarter 2**

- The number of safeguarding referrals fell to three in quarter 2, against five in quarter 1. Continued work across departments is taking place to ensure all safeguarding training is completed.
- All Local Authorities have a duty to train staff and work with other agencies, with the aim to prevent radicalisation and keep the community safe. Prevent is about raising awareness of how to prevent people from being drawn into radicalisation, how to spot the signs and how to report these. In quarter two, 22 members of staff completed Home Office Prevent training.

We want everyone in our communities to be able to live independent lives. We will promote our Lifeline service and provide well-being services, Disabled Facilities Grants and handyperson services to enable people to stay in their homes. We will also support community transport schemes to help those in need get around.	Description	Value/ Baseline	Q1	Q2	Q3	Q4	Trend (previous Qtr)
	Ryecare Total number of Ryecare customers	Data Only	540	543			↑
	Ryecare No of new Ryecare installations	Data Only 127 for 2020/21	31	31			→

**Achievements in Quarter 2**

- The Ryecare Lifeline service helps residents to live independently, with a dedicated team answering calls around the clock, handling out-of-hours requests for shelter from the homeless, flooding alerts, and getting assistance to lifeline customers in difficulty. The closing figure for quarter two was 543 live connections, with 31 new lifeline installations and while recruitment for a Marketing Officer role takes place, promotion of the service has continued through the On Your Doorstep magazine.

**Our communities; strong, inclusive and attractive**  
*Healthy and happy communities*

Ryedale is home to hundreds of voluntary organisations delivering invaluable services for local people. We will work with this essential sector to ensure it continues to flourish. We will aim to build strong communities by contributing to community events, activities and facilities through our community grants scheme.	Description	Value/ Baseline	Q1	Q2	Q3	Q4
	Community Connect website views	Data Only	320	424		
	Community Development Grants	Annual budget £45,372	6 totalling £4,347	Not <sup>1</sup> available		

<sup>1</sup>Community Grants are open to any Ryedale community-based organisation or group, for projects that make a positive impact on community owned or managed facilities and activities in Ryedale, such as village halls, play areas, sports facilities, village-owned shops and activities that support the local community. The Council considers grant applications through the Grants Working Party and decides on recommendations for approval at Policy and Resources Committee. Due to the scheduling of this meeting, an update position is not yet available. The quarter 2 figure will be available for the quarter 3 report.

**Achievements in Quarter 2**

- Ryedale District Council, North Yorkshire Police and North Yorkshire County Council set up the Community Connect Partnership to coordinate our response and support for our most vulnerable citizens. The partnership aims to improve connectivity, support and inclusivity in Ryedale’s communities and the website brings together public services, Voluntary, Community and Social Enterprise (VCSE) and community voluntary groups, to provide information for those seeking help and assistance. During quarter 2, the website received 424 views, representing an increase of 104 visits compared to quarter 1.

<p>We will promote health and wellbeing for all by offering leisure facilities and access to physical activity. We will work with our leisure provider and other partners to expand access to these opportunities and identify funding streams that will support our aims.</p>	<p><b>Achievements in Quarter 2</b></p> <ul style="list-style-type: none"> <li>After the lifting of leisure restrictions, full leisure reopening occurred on 19 July 2021 and customers are returning to leisure centres. All activities are now running (with the exception of children’s parties) with a booking system still in place in order to manage numbers.</li> <li>NYCC has commissioned North Yorkshire Together, a partnership between Rural Arts, North Yorkshire Sport and North Yorkshire Youth, as lead provider for a programme which will be branded as FEAST (Food, Entertainment, Activities and Sport Together). The Council applied for FEAST funding for the Christmas period, with support offered by the Council’s catering team.</li> <li>At the meeting of Council in July 2021, Everyone Active’s request for additional financial support for 2021/22 to a maximum of £198,000 (including the Annual Management Fee as per the original contract) was agreed. Leisure service performance was considered and Elected Members received the Annual Report from Everyone Active at the Overview and Scrutiny meeting on 28 July 2021.</li> </ul>
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<p>We will promote our creative industries and expand our cultural offer by supporting Ryedale’s network of skilled craft businesses and thriving arts hubs.</p>	<p><b>Achievements in Quarter 2</b></p> <ul style="list-style-type: none"> <li>• July saw the appointment of five Technical Theatre Trainees as part of Helmsley Arts Centre’s commission.</li> <li>• August saw the launch of a touring display as part of an art wellbeing project, focussing on those specifically impacted by isolation during the pandemic.</li> <li>• Preparation for the launch of the new 21/22 Small Arts Grant round commenced. Priorities for activity are tied in to the Council Plan and the key themes that have emerged from the North Yorkshire Cultural Strategy work; community health and wellbeing, celebration of place, digital creativity and climate change awareness.</li> </ul>
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<p><b>Our communities; strong, inclusive and attractive</b>  <i>A place like no other - to live, work, visit and invest</i></p>	
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<p>We want everyone to enjoy Ryedale’s natural beauty, market towns, shops and amazing attractions. We will promote our area as a hub for food, drink, creative culture and active recreation.</p>	<p><b>Achievements in Quarter 2</b></p> <ul style="list-style-type: none"> <li>• The Council continued to promote the district, resulting in positive coverage in the <a href="#">Yorkshire Post</a>, <a href="#">The Press</a> and <a href="#">The Sun</a>.</li> </ul>
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<p>We will support our market towns to thrive by installing free Wi-Fi, keeping our streets tidy and devising a new car parking strategy with residents and visitors at its heart.</p>	<p><b>Achievements in Quarter 2</b></p> <ul style="list-style-type: none"> <li>• Work on the Welcome Back Fund has continued throughout quarter 2: <ul style="list-style-type: none"> <li>• Town councils and associated ‘In Bloom’ groups have been awarded funding to support the provision of planters to create a welcoming feel for people returning to their local high street.</li> <li>• Additional litter picking equipment was provided to support volunteer groups and ‘In Bloom’ groups help keep high footfall areas litter free.</li> <li>• A2 noticeboards were installed across RDC’s public conveniences to provide Covid safety messaging and wider Council communications.</li> <li>• The Council acquired a footfall data monitoring solution to support real time decision making on Covid measures and benchmark against historic data. The data will also be used to support wider decision making around high street activity and event planning with third parties.</li> </ul> </li> </ul>
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## Our economy; harnessing Ryedale's unique economy to deliver growth, homes and jobs

### Quality homes local people can afford

Priority	Description	RDC Target	Q1	Q2	Q3	Q4	Current cumulative figure	Trend (previous Qtr)	RAG Status
High house prices and rents mean it is difficult for local people to get onto the property ladder. We will work with our partners to deliver more affordable homes and ensure a supply of good quality housing that reflects the needs of our communities at all stages of their lives. We will work with developers and use our own assets to achieve this, as well as bring more empty properties back into use.	Number of new affordable homes completed	75 per annum	33	18			51	↓ <sup>1</sup>	
	Number of empty properties brought back into use through Council involvement	6 per annum	3	0			3	↓ <sup>2</sup>	
	Major planning applications processed within 13 weeks	70%	75%	86%			82%	↑	
	Minor planning applications processed within 8 weeks	80%	74%	76%			75.3%	↑	
	Other planning applications processed within 8 weeks	90%	81%	89%			85.6%	↑	
	% of standard searches carried out in 10 working days	100%	55.7%	94.6%			74.4%	↑	

<sup>1</sup> Although quarter 2 shows a decline in performance in comparison to quarter 1, the cumulative figure of 51 affordable homes completed at the half year stage indicates that we remain on track to meet the year-end target of 75.

<sup>2</sup> A new project officer to work on this agenda is now in post, so an increased level of performance in bringing empty properties back into use is expected moving forward. In addition, at this half year stage, we are still on track to meet the year-end target of 6.

### Achievements in Quarter 2

- Managing housing supply is a vital part of our commitment to provide high quality, affordable housing. In July 2021, work by Karbon Homes commenced on twenty homes at the Outgang Lane, Pickering site and practical completion is due in July 2022. The Council has prepared a report to purchase 4 completed S106 flats in Helmsley that would otherwise be lost to the open market.
- The Council is working to bring empty properties back into use and a high number of empty properties were visited across the district during the last week in September. The number of long term empty properties has reduced from 408 in October 2020, to 340 as at 30 September 2021.

### Development for the next quarter-Q3

- A large increase in minor and other planning applications has meant these indicators have just fallen short of the target in quarter 2. However, the Council has already taken steps to resolve this capacity issue. The quarter 1 and 2 figures above reflect this, showing that performance has improved.
- The sheer volume of searches received from all North Yorkshire authorities, which has almost doubled from the previous year, has resulted in substantial delays by NYCC in processing them. However, quarter 2 statistics show the problem has now largely been resolved with a substantial increase in performance from 55.7% in quarter 1 to 94.6% in quarter 2, falling just below target.

We want people to live in high quality, safe and sustainable homes. We will promote the highest standards of construction and work in partnership to improve energy efficiency and achieve carbon reduction. We will work with landlords to ensure rental accommodation, in particular houses in multiple occupation, comply with the law and follow best practice.

### Achievements in Quarter 2

- Registered providers of social housing (including private and local authority providers) can apply to the Social Housing Decarbonisation Fund (SHDF) to support the installation of energy performance measures in social homes in England. The fund will help deliver warm, energy efficient homes, reduce carbon emissions, tackle fuel poverty, support green jobs, develop the retrofit sector and improve the comfort, health and wellbeing of social housing tenants. Discussions between the Council and Yorkshire Housing commenced to prepare a bid in respect of the SHDF.
- The Council is responsible for implementing the change in legislation relating to the 'Fit and Proper Person' requirement for caravan sites. A specific [policy](#) has been agreed and made available online in quarter 2.
- Ryedale District Council is part of the consortium delivering the North Yorkshire Warm Homes Fund and won an award for Large Scale Project of the Year at the Energy Efficiency Awards in September. The Warm Homes Fund runs alongside the Ryedale Energy Saver Scheme. Running several fuel poverty alleviation projects allows the Council to refer residents into the most suitable scheme, extending help across more property types and reach more vulnerable householders. In Ryedale, a total of 16 households have been supported as at the end of quarter 2, helping to save citizens money on their energy bills and keep them warm all year round. There are also eight first time gas central heating jobs currently progressing through the Warm Homes Fund.

**Our economy; harnessing Ryedale's unique economy to deliver growth, homes and jobs**

*A connected rural economy*

We want to improve our road and rail connectivity to unlock economic growth. We will work with partners to improve the A64, integrated public transport connections and station facilities.

**Achievements in Quarter 2**

- Work is progressing to develop a Levelling Up Fund Round 2 bid aimed at station accessibility improvements at Seamer, Malton and Thirsk and includes, at Malton, the introduction of a second platform, a pedestrian/cycle bridge and link path to Norton.

We will support and invest in measures to cut congestion and improve traffic flow in our market towns, including HGV reductions in urban centres. We will facilitate the construction of new infrastructure through the Local Plan.

**Achievements in Quarter 2**

- We are supporting NYCC in the development of proposals to introduce a trial one-way system on Norton Road. The trial will include six months of air quality baseline data monitoring before intervention, followed by six months of air quality data monitoring once the one-way system is implemented.
- The Local Plan Call for Sites consultation is now complete, analysis work has been submitted and work is ongoing to electronically map sites as the next step in moving the Plan forward in line with agreed timescales. During quarter 2, work has been ongoing towards the Local Plan evidence base; the Strategic Flood Risk Assessment is now 60% complete, the Sustainability Appraisal Framework / Scoping Report is now 90% complete and ready for consultation with Strategic Environmental Assessment bodies in quarter three and Part 1 of the Strategic Housing Land Availability Assessment Part 1 is now 90% complete. This assessment sets out the Council's land supply of housing sites suitable for delivering and developing over at least a 5 year period.

**Our economy; harnessing Ryedale's unique economy to deliver growth, homes and jobs**

*Open for business*

We will work with Government, industry and businesses to bring new investment to the area, expanding the commercial space on offer within the district in a sustainable way. We will develop the council's role in providing workshop, incubator and scale-up space for small start-up businesses and facilitate the expansion of business parks.

**Achievements in Quarter 2**

- Thornton Road Business Park and Starter Units - negotiations with the developer are nearing a conclusion regarding access arrangements to enable a start on site for the Phase 3 development at Thornton Road Business Park, Pickering.

<p>We want young people to believe that Ryedale is a place to build their future.</p> <p>To retain our young people in the district, we will offer information, training and opportunities to meet the needs of our modern economy. We will work with partners to support their start up ideas and build relationships with higher and further education institutions, focusing upon future skills needs e.g. engineering, green construction and clean energy.</p>	<p><b>Achievements in Quarter 2</b></p> <ul style="list-style-type: none"> <li>Local Cultural Education Partnerships (LCEPs) are cross-sector, strategic partnerships that work together to unite and improve cultural education for children and young people in their local area. The Council continued to improve its links between cultural organisations and educational establishments, including the LCEP in Ryedale, North Yorkshire Cultural Strategy Framework and University of York. Up to seven Masters Student placements with different cultural and arts organisations have been agreed with the University of York, to take place next year (January - March 2022).</li> </ul>
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**Our environment; a sustainable, safe and clean place**  
*A safe place to live*

	Description	Value/ Baseline	Q1	Q2	Q3	Q4
<p>Ryedale is a low crime area, but not without its problems. We will tackle anti-social behaviour by working closely with North Yorkshire Police and other partners. We will also empower communities to identify effective solutions to tackle speeding.</p>	<p>Number of ASB cases (MAPS)</p>	<p>Data Only</p>	<p>11</p>	<p>12<sup>1</sup></p>		
	<p>Number of prevention campaigns</p>	<p>Data Only</p>	<p>4</p>	<p>1</p>		

<sup>1</sup>Of the 12 cases of anti-social behaviour recorded in quarter 2, 8 anti-social behaviour cases remain open within the Multi-agency Problem Solving Partnership (MAPS).

**Achievements in Quarter 2**

- Officers attended Holistic Hoarding training to address concerns of hoarding identified during the quarter. This was to gain an understanding of how to apply evidence-based, compassionate approaches, where the individual's home and possessions are respected at all times, with the aim of preventing cases reaching crisis point.
- Community Resilience Bronze training in Emergency Planning was undertaken to equip staff with a greater knowledge and understanding of how to support communities to prepare, respond and recover in times of emergency, using local skills, knowledge and assets.

<p>We want to reduce flooding risk by investing in flooding alleviation measures and working with partners to provide an emergency response.</p>	<p><b>Achievements in Quarter 2</b></p> <ul style="list-style-type: none"> <li>The Council is committed to investing in flood alleviation measures and working with partners to provide an emergency response. 20% of the costs involved in the Malton, Norton and Old Malton Flood Alleviation Scheme is funded by the Council. During quarter 2, progress has been made in a number of ways. All planned infrastructure improvements were completed, households can claim up to £5,000 for approved alterations (such as flood door barriers, airbricks that close automatically to keep out water, non-return valves on drains to prevent floodwater or sewage backing up) and waterproof copings on walls.</li> </ul>
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<p>We will work in partnership to uphold the highest standards of animal welfare, train staff to deal with issues and hold public information events.</p>	<b>Description</b>	<b>Value/ Baseline</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
	Number of stray dogs collected	Data Only	4	9		
	Number of community events attended by Community Team officers	Data Only	1	12		

<p><b>Achievements in Quarter 2</b></p> <ul style="list-style-type: none"> <li>The Council made progress by working with The Rural Taskforce around the feasibility of dog fostering for stray animals. Dog fostering schemes are set up to provide a temporary foster home for stray dogs outside of the Council’s statutory duty hours. In quarter 2, the process of developing a scheme for the Ryedale area commenced, based on a similar model currently being created by The Rural Taskforce.</li> </ul>
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<b>Our environment; a sustainable, safe and clean place</b> <i>Clean and attractive streets</i>						
<p>We will take tough action on littering, dog fouling and fly tipping through proactive and dedicated enforcement, prosecuting where required.</p>	<b>Description</b>	<b>Value/ Baseline</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
	Number of fly tipping fixed penalty notices	Data Only	3	0		

	Description	Value/ Baseline	RDC Target	Q1	Q2	Q3	Q4	Trend (previous Qtr)	RAG Status
We want to keep the streets clean. We will improve our Streetscene operations and support communities to do more.	Number of community litter picking groups/individuals supported	Data Only	35	30	30			→	

#### Achievements in Quarter 2

The Council has continued to support 30 community litter picking groups and individuals by supplying equipment (gloves, bags, high-visibility waistcoats and litter-picking sticks), resulting in the collection of 135 bags of waste in this quarter. Towards the end of quarter 2, the Council attended Ryedale Environment Group Ecofair to promote the support offered for community litter picking. A new community litter picking leaflet designed for use at events and for visitors to Ryedale House has been produced and the Council's website was updated to include the new leaflet.

### Our environment; a sustainable, safe and clean place *Sustainability into the future*

We will take ambitious steps to reduce our carbon footprint through regional and local initiatives. This includes implementing our Climate Change Action Plan.	<p><b>Achievements in Quarter 2</b></p> <ul style="list-style-type: none"> <li>• Community grant scheme to support the installation of EV charging points at community venues across the district approved.</li> <li>• Environmental grant scheme to fund small scale environmental initiatives approved.</li> <li>• Development of community consultation proposals to explore the opportunities offered by geothermal heat.</li> </ul>
We will work collaboratively with industry, businesses, communities and others to deliver local and community led energy solutions that fulfil the ambition to deliver carbon neutrality.	<p><b>Achievements in Quarter 2</b></p> <ul style="list-style-type: none"> <li>• The Council has partnered with the University of York to offer free support for up to 12 tourism organisations in the district to become greener by developing a sustainability action plan. The plan will help develop resources, inform training workshops and provide practical examples to not only support businesses in implementing the changes required to reduce their carbon footprint but also, provide the means to help influence visitors to consider the impact of their actions on the environment.</li> </ul>

<p>We will promote sustainable transport by installing extra electric vehicle charging points, opening cycle routes and identifying new ways to link our communities in sustainable ways e.g. electric buses.</p>	<p><b>Achievements in Quarter 2</b></p> <ul style="list-style-type: none"> <li>The Council is working with NYCC to develop plans to improve the facilities for walking and cycling in Malton and Norton. Phase 1 of the Local Cycling and Walking Infrastructure Plan (LCWIP) was signed off. Proposals for phase 2, which includes detailed route audits, have been agreed and consultants appointed to develop detailed proposals.</li> <li>Work on the Malton-Pickering Cycle Route is progressing, with some final road markings and the installation of bridleway gates at Lendales Farm still to be completed.</li> </ul>
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<p>We will increase recycling rate in line with emerging national policy, including by promoting recycling awareness, investing in our mini-recycling centres, exploring the possibility of recycling a wider range of materials and working with more trade and garden waste collection customers. We will also work with partners to expand ‘circular economy’ schemes across the district.</p>	<b>Description</b>	<b>RDC Target</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Current cumulative figure</b>	<b>RAG Status</b>
	<p>% of household waste sent for reuse, recycling and composting</p>	50%	51%	50.81% <sup>1</sup>			51.5%	

<sup>1</sup>Not adjusted for seasonal variation. Awaiting data validation by DEFRA.

<p><b>Achievements in Quarter 2</b></p> <ul style="list-style-type: none"> <li>To encourage reuse, reduction and recycling, the Council attended a range of community venues and events including the One Stop Shop at Pickering Methodist Church, Ryedale Environment Group’s Ecofair, and Pickering Market in conjunction with North Yorkshire Rotters during Recycling Week.</li> <li>The Council used social media to promote local and national waste reduction campaigns including: <ul style="list-style-type: none"> <li>Zero Waste Week (6 -10 September) - <a href="#">social media campaign</a>,</li> <li>Malton Food Festival - <a href="#">food waste avoidance tips</a>,</li> <li>Recycling Week (20 -26 September 2021) - a social media campaign which involved creating an updated ‘What Goes Where?’ card, to be distributed at events and when delivering new recycling equipment, including promoting the recycling of envelopes and biscuit tins.</li> </ul> </li> </ul>
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**Our organisation; an innovative, enterprising council**

*Accessible to all*

	Description	Value/ Baseline	RDC Target	Q1	Q2	Q3	Q4
We will transform customer service, using new ways of working to improve responsiveness. We will revamp our website, increase our social media presence and introduce digital systems for you to report issues and receive information. We will support those who are digitally excluded or need support to access online services. We will bring partners into Ryedale House and provide options for a 'one-stop' Public Services Hub.	Number of complaints received	38 for 2020/21	N/A	14	4		
	% of stage 1 of complaints closed within target timescale	Data Only	< 10 days	85.7%	75%		
	% of stage 2 complaints closed within target timescale	Data Only	< 20 days	100%	100%		

**Achievements in Quarter 2**

- Following the introduction of the Council's new complaints procedures in quarter 1, quarter 2 saw a reduction in complaints of 71%, compared to quarter 1.
- The Council launched its new website in July, which has been designed in line with new accessibility statutory requirements and means it is functional for those who use adaptive technologies. As a result, the number of services which can be accessed by the public online has increased and the security of data provided to the Council through online services has been improved.

**Achievements in Quarter 2**

We will be open, honest and transparent by publishing key policies and financial information and responding promptly to freedom of information requests.

- Three revised policies (Family Leave Policy, Probationary Policy and Discretions Policy) were approved by Full Council in September 2021 and have now been implemented within the organisation.
- During quarter 2, the [Statement of Accounts 2020/21](#) was published on Ryedale District Council's website.
- As of the end of quarter 2, the delivery of our external audit programme for 2021/22 is on track. The Council maintains a professional relationship with Grant Thornton, the body responsible for the external audit of the Council. During quarter two, discussions with External Audit regarding value for money measures and use of reserves took place and work is continuing to support External Audit in producing the final accounts.
- An internal audit programme is one of the key elements of good governance, as recognised throughout the UK's public sector. The Audit Plan and Annual Report for 2020/21 have been agreed and signed off at Audit Committee, together with the Counter Fraud Annual Report 2020/21 and arrangements continue to work well.

**Our organisation; an innovative, enterprising council**

*Value for money*

	Description	RDC Target	Q1	Q2	Q3	Q4	RAG Status
We will maintain strong finances into the future by delivering customer-focussed and cost-effective core services.	Budget/MTFS Strategy to be submitted to Full Council on time for approval	On Track – Yes/No	Yes	Yes <sup>1</sup>			
	Final accounts signed off by 31st July 2021 and 31st December 2021 with an unqualified audit opinion for RDC	On Track – Yes/No	Yes	Yes <sup>2</sup>			
	Pension pooling arrangements in place	On Track – Yes/No	Yes	Yes <sup>3</sup>			

<sup>1</sup> All on track. Timetable for the year set out by the Policy and Resources Committee in September, but subject to final approval by Council in October.

<sup>2</sup> On track – subject to External Audit capacity. Draft accounts published on time and by the deadline.

<sup>3</sup> These are in place as a part of the North Yorkshire scheme.

**Achievements in Quarter 2**

- The Electoral Registration Annual Canvass was successfully delivered, with a high response rate and effective use of electronic communications, together with the successful delivery of two parish by-elections.
- Financial management is essential in achieving good corporate governance and underpins service quality, improvement and accountability. It supports effective performance and the achievement of organisational aims. Ryedale District Council’s agreed Medium Term Financial Strategy (MTFS) highlights expected need. The first report for 2022/23 was agreed by Policy and Resources in September.

We will also develop a capital programme that invests in the equipment and resources we need to achieve more efficient services.	<p><b>Achievements in Quarter 2</b></p> <ul style="list-style-type: none"> <li>• The Revenue and Capital Budget for the year 2021/22 has been completed.</li> <li>• Council was presented with the first quarterly report showing the budget on track.</li> <li>• Work took place on the Financial Strategy and Budget for 2022/23 in conjunction with individual members of the Strategic Management Board to ensure that adequate resourcing is included in any strategy presented. This will include Local Government Reorganisation implications.</li> </ul>
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**Our organisation; an innovative, enterprising council**  
**A great place to work**

	Description	Value/ Baseline	RDC Target	Q1	Q2	Q3	Q4
We will ensure the council is a great place to work by recruiting and retaining motivated, skilled employees.	Staff turnover	13% annually all English authorities (Source: LGA workforce survey 2017/18)	Data Only	4.4%	4.1% <sup>1</sup>		

<sup>1</sup>This information provides a snapshot of the organisation's turnover rate and would not be used to predict annual trends. This will be supported with analysis of annual turnover and retention rates within the yearly workforce report.

	Description	Value/ Baseline	RDC Target	Q1	Q2	Q3	Q4
We will empower staff to deliver ambitiously for Ryedale, promote wellbeing and publish the results of staff surveys.	Sickness Average days lost per person	Quarter 2 2020/21: 1.09	Data Only	1.09	0.98		
	Lost time rate (the percentage of total time available that has been lost to sickness during the noted time period)	Quarter 2 2020/21: 1.82%	Data Only	2.07%	1.66%		

**Achievements in Quarter 2**

- Workforce annual appraisal reviews and objective setting was completed during quarter 2 across the whole organisation, following the implementation of a new performance management framework.

	Description	Value/baseline	Q1	Q2	Q3	Q4
We will nurture talent through succession planning, recruiting graduate trainees and apprentices, implementing a work experience programme for care leavers, and ensuring that training and development opportunities are available for all employees.	Training completion rates	Data Only	99.6%	95.9% <sup>1</sup>		

<sup>1</sup>Average completion rate across the 11 essential training modules. New starters have one month to complete their mandatory training modules, and so this can explain the uncompleted modules.

**Achievements in Quarter 2**

- **Graduate Programme:** Two further Graduates joined the existing eight at Ryedale District Council in quarter 2, meaning there are a total of ten individuals currently enrolled on the programme.
- **Training and Development:** With consistently high rates for the mandatory training completions, this process seems to be well embedded within the organisation. In quarter two, Ryedale District Council saw twelve individuals who had undertaken Mental Health First Aider Training utilising their skills within the organisation, as well as further investment in training needs identified through appraisal conversations, such as approval for the Level 4 Certificate in Housing.