

Delivering the Council Plan: Quarter 3 2021-22

Introduction

This quarter three performance report provides details of the Council’s achievements between October and December 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

We will tackle homelessness, rough sleeping and poverty by providing services in partnership with others to prevent homelessness.

Achievements in Quarter 3

- Quarter 3 has seen the introduction of South Hambleton and Ryedale locality meetings to improve outcomes for individuals who require specialist accommodation due to learning disabilities or mental health. This work will contribute to information-building around gaps in service for future procurement or development of specialist supported housing schemes.
- In December 2021, the Council used Protect and Vaccinate scheme funding to provide all those falling within the statutory duty to be accommodated and additional rough sleepers with accommodation and the opportunity to have COVID-19 vaccinations.
- The Council successfully housed two vulnerable residents through the Broadacres mental health housing scheme. The scheme provides a housing-related support service including help with tenancies, personal administration, social networks and relationships, financial planning, taking part in meaningful activities, and health and wellbeing.

	Description	RDC Target	Q1	Q2	Q3	Q4	Trend (previous Qtr)	RAG Status
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.	Housing Benefit Speed of processing new Housing Benefit Claims	<21 days	6.9	7.1	4.7		↑	
	Council Tax Support Speed of processing new claims for Council Tax Support	<25 days	19.1	16.7	13.2		↑	

Achievements in Quarter 3

- Quarter 3 saw improvements in both Housing Benefit and Council Tax Support processing times for new claims. Ryedale District Council remains the best-performing local authority in North Yorkshire for processing housing benefit new claims.
- Five referrals have been made to the income maximisation service during quarter three. This service enables the Council to identify residents who may be in need of support to claim further benefits or who are experiencing financial hardship, with a holistic benefits check.

	Description	Value/ Baseline	Q1	Q2	Q3	Q4
<p>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.</p>	Safeguarding Number of referrals	Data Only	5	3	10	
	Safeguarding Percentage of Employees who have read the Safeguarding Policy	New Q2 Data Only	N/A	90%	95%	
	Safeguarding Percentage of Employee with up to date Level 1 Safeguarding Training	New Q3 Data Only	N/A	N/A	55%	
	Safeguarding Percentage of Employees with up to date PREVENT Training	New Q3 Data Only	N/A	N/A	68%	

Achievements in Quarter 3

- The number of Adult Safeguarding referrals increased to six in quarter 3, against three in quarter 2. Four children’s referrals were made and of the ten total referrals, four were repeat referrals, resulting in escalation to social care services to be considered as cases likely to meet the Safeguarding Threshold.
- During quarter 3, 74 staff completed mandatory PREVENT training across the Council and a number of group training sessions have been held, resulting in the expectation of a significant rise in the percentage of staff whose training is up to date in quarter 4.
- Three Level 1 Safeguarding sessions were delivered over Teams in quarter 3 as part of a commitment to train all staff. In quarter 4, this metric is expected to increase significantly due to staff who have previously been unable to attend live training, taking advantage of the new video version.
- Ryedale District Council ran three safeguarding training sessions for local taxi drivers in quarter 3. This mandatory training aims to equip all licensed taxi drivers with the skills to identify key signs of safeguarding issues in the community.

	Description	Value/ Baseline	Q1	Q2	Q3	Q4	Trend (previous Qtr)
<p>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.</p>	Ryecare Total number of Ryecare customers	Data Only	540	543	522		↓
	Ryecare No of new Ryecare installations	Data Only: 127 for 2020/21	31	31	19		↓

Achievements in Quarter 3

- 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 3 was 522 live connections, a reduction of 21 from the previous quarter. This is due to customers moving into residential care or sadly, passing away. Additional marketing of the service will take place in quarter 4.

- In quarter 3, Ryedale District Council secured a new contract to support out of hours lone working in a neighbouring district. This paid service protected 19 lone workers, keeping a record of where they visited, their arrival and departure times, and when they arrived safely at home.
- During Storm Arwen some local households were without power and water for five days. Ryecare worked tirelessly to keep vulnerable residents safe and informed, handling 1,046 calls in just the first 48 hours. As well as answering queries and carrying out wellbeing calls, Ryecare worked in partnership with other key services through the North Yorkshire Resilience Forum, ensuring each household had access to vital services.

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

	Description	Value/ Baseline	Q1	Q2	Q3	Q4
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.	Community Connect website views	Data Only	320	424	248	
	Community Development Grants	Annual budget £45,372	6 totalling £4,347	5 totalling £10,250	11 totalling £23,808	
	Number of community events attended by Community Team officers	Data Only	1	12	22	

Achievements in Quarter 3

- 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. Quarter 3 saw a significant rise in Community Development grants with 11 awards made, totalling £23,808.
- The One Stop Shop is a pilot project which took place at Pickering Methodist Church on the first Monday of the month from July to December 2021. The project was organised by Ryedale Charities Together with officers from the Council's community team attending each session. The sessions focussed on highlighting services that are available locally and free transport was available courtesy of Ryedale Community Transport. Engagement at the events averaged six residents visiting per session.

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.

Achievements in Quarter 3

- The Council agreed for an initial payment of £50,000 from an existing s106 grant to Malton Community Sports Centre for help to expand the facilities by creating a new fitness gym. Applications for additional matched Lottery funding are still pending.

<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>Achievements in Quarter 3</p> <ul style="list-style-type: none"> • This year’s Ryedale District Council Small Arts Grant Scheme was launched in quarter 3. 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. Five awards were competitively made in November 2021 for Ryedale-based art and culture activity. • The Health Creation Alliance is a national cross-sector movement which aims to increase the number of years people live in good health in every community. The Council held an event in December 2021 to promote Ryedale’s creative economy and wellbeing projects. • A steering group was formed to establish a Local Cultural Education Partnership for North Yorkshire to facilitate increased collaboration between cultural organisations and educational institutions. These partnerships exist elsewhere but this is the first of its kind in North Yorkshire. • Renovation work including toilet refurbishments, lighting and sound upgrades and installation of an access lift at the Milton Rooms in Malton progressed as a result of funding approved by Ryedale District Council.
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Our communities; strong, inclusive and attractive
A place like no other - to live, work, visit and invest

<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>Achievements in Quarter 3</p> <ul style="list-style-type: none"> • Ryedale District Council supported local businesses throughout the pandemic to ensure they provide shopping environments that help reduce the spread of COVID-19 and meet Government guidelines. In the run-up to Christmas, Ryedale festivities campaign took place to encourage citizens to shop safely and local ahead of the festive season. The campaign was a great way to thank citizens and businesses for what they’ve been doing so far and highlight the festive gifts and experiences on offer locally. • The 12 tastes of Christmas press release in December 2021 took place to promote Ryedale’s market towns which make up Yorkshire’s Food Capital and Britain’s Capital of Cake, highlighting some of Britain’s best chefs, producers and artisans, creating distinctively delicious flavours for Christmas. This PR campaign attracted Radio York to feature 10 Ryedale food and drink businesses throughout December 2021. • New Malton town visitor interpretation panels were installed at the Water Lane and Wentworth Street car parks to highlight information and map locations of local attractions and amenities. • The Grains, Trains and Gastro-Meals publicity campaign promoted a range of heart-warming winter escapes available to visitors across all Ryedale’s five market towns. • Halloween in October 2021 provided the opportunity to promote local farm shops and family days out across Ryedale. The bring a torch, pick a pumpkin, make a broomstick publicity event was aimed at highlighting Halloween- themed events, as well as the many mysterious and historic landmarks for residents and visitors to explore.
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	<ul style="list-style-type: none"> • Following the end of Covid restrictions, food safety inspections at Ryedale recommenced in October 2021, with the highest risk inspections completed first. In December 2021 Ryedale District Council launched an initiative to help local businesses prepare for their inspections by offering just under 400 free food safety and hygiene training courses to get level 2 licences for catering businesses.
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<p>We will work with partners to meet shortfalls in our visitor accommodation and increase visitor spend. We will promote the district’s niche and unique activities, as well as the development of eco-tourism.</p>	<p>Achievements in Quarter 3</p> <ul style="list-style-type: none"> • Quarter 3 saw the completion of the first cohort of tourism businesses to undergo the Sustainable Champions project in association with the University of York. A further 6 businesses are planned to start cohort two in February 2022. A summary of actions adopted by each cohort will also be made available for wider circulation to encourage further businesses to adopt these areas of good practice, help promote Ryedale as a sustainable area to visit, influence visitors to consider the impact of their actions on the environment, and help them choose activities which can benefit the area without negative impacts.
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<p>Thousands flock to the district’s popular events, we will expand our events programme by working with regional agencies, businesses and community groups.</p>	<p>Achievements in Quarter 3</p> <ul style="list-style-type: none"> • During quarter 3 the Council continued to support the arts development agency Chrysalis Arts and associated project work in Ryedale. October 2021 saw a series of events and activities open to the public including artist led nature walks inspired by documents found in the North Yorkshire archives, followed by an exhibition and workshops at Pickering Library. • In November 2021, three grants were competitively made following the launch of the Ryedale District Council Small Arts Grant for National Tree Week for creative activity in Ryedale. These grants supported story telling events and painting/drawing activities for families at Norton and Pickering Libraries. Workshops were also held in schools including St Joseph’s Primary School in Pickering and Luttons Primary School with a total of over 125 children accessing these workshops.
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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	4		55	↓	*see notes
	Number of empty properties brought back into use through Council involvement	6 per annum	3	0	0		3	→	**see notes
	Major planning applications processed within 13 weeks	70%	75%	86%	100%		88%	↑	
	Minor planning applications processed within 8 weeks	80%	74%	76%	88.6%		80%	↑	
	Other planning applications processed within 8 weeks	90%	81%	89%	92%		88%	↑	***see notes
	% of standard searches carried out in 10 working days	90%	55.7%	94.6%	96.4%		80.4%	↑	****see notes

Achievements in Quarter 3

- The Council and managing agent Rentplus made progress in working towards a completion date in February 2022 for seven affordable homes at Wainds Fields, Kirkbymoorside. These two and three bedroomed houses are currently being advertised and 6 applications have already been received. A report written by the Rural Housing Enabler (RHE) from an open event at Swinton was submitted to the Parish Council in November 2021 and evidences a majority support for the proposed site, as well as an increased housing need in the parish. Detailed plans designed by York/Karbon Housing will be provided to the Parish Council for consultation during quarter 4.

Notes

- * Although quarter 3 shows a decline in the number of new affordable homes completed and the cumulative figure of 55 affordable homes completed, the Council is due to complete on 85 affordable homes by the financial year-end, therefore exceeding the target of 75.
- ** The Council is working with a number of landlords with the aim of completing at least 3 empty properties by the end of the next quarter, therefore, meeting the target of six per annum.
- *** Performance in relation to the processing of other planning applications has continued to improve in quarter 3, with the cumulative figure now falling only just below target. Additional resources have resulted in improved workload planning and designation of these types of application, which are often more complex than householder applications.
- **** Although the KPI for the % of standard searches carried out in 10 working days is still currently showing a red status, Ryedale has now seen a substantial improvement in the speed of processing searches at NYCC, evidencing that the issues there have now largely been resolved. The individual quarterly figure has seen a huge improvement from 55.7% in quarter 1 to 96.4% in quarter 3 and there is continuing improvement in the cumulative figure every quarter.

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 3

- Four houses in multiple occupation (HMOs) were newly licensed, including completion of Housing Health and Safety Rating System (HHSRS) inspections in relation to the health and safety of the properties.
- A new Compliance Officer was appointed as a result of a successful Minimum Energy Efficiency Standards Regulations Enforcement bid, allowing progress to be made in contacting landlords to assess properties for a valid Energy Performance Certificate (EPC). Landlords are provided with guidance and support to ensure properties are at a standard required by legislation. The Council has also received additional funding of £29K for a new officer to complete a project to ensure that all tenanted properties have a current EPC to improve energy efficiency and help reduce fuel poverty by March 2022.
- National Fuel Poverty day took place on the 03 December 2021 and communications were shared across social media to raise awareness of this issue.
- Ryedale, Scarborough and Hambleton were awarded £8.4 million from a successful Sustainable Warmth Bid. This funding will support properties both without gas (through the Home Upgrade Grant) and with gas (through the Local Authority Delivery 3) where they have EPC ratings of E, F, G and some with D, with measures such as insulation, air source heat pumps, solar PV and smart heating controls.
- Quarter 3 saw commencement of the LAD2 project to provide energy efficient measures including renewables to increase the energy efficiency of properties and help reduce fuel poverty.
- The Council made one Property Improvement Loan to assist a vulnerable resident in obtaining a new roof for their property.

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

A connected rural economy

<p>We want everyone, no matter where they live, to be digitally connected. This will enhance business effectiveness, create higher paid jobs and enable people to take advantage of opportunities beyond Ryedale's boundaries. We will support measures to improve digital skills, expand broadband and mobile telephone coverage, accelerate changes within town centres and drive competitiveness by investing in digital innovation.</p>	<p>Achievements in Quarter 3</p> <ul style="list-style-type: none">• Digital Advantage is a project part-funded by ERDF and CU Services Ltd, delivered by Coventry University in Scarborough, to provide assistance to new Start-ups and small and medium sized enterprises within North Yorkshire and they are particularly keen to work in hard to reach areas. They offer in person and virtual workshops and 12 hours of free learning is available. The Council engaged with Digital Advantage during quarter 3 and referred 7 Ryedale businesses for fully funded digital skills training/workshops and to discuss their offer of financial support for a possible 2022 Ryedale Business Conference.
<p>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.</p>	<p>Achievements in Quarter 3</p> <ul style="list-style-type: none">• Joint working with NYCC commenced to progress development of a Levelling Up Fund 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.
<p>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.</p>	<p>Achievements in Quarter 3</p> <ul style="list-style-type: none">• The Council provided support to the A64 Growth Partnership by promoting survey and engagement opportunities from Highways England for the duelling of the A64 between Hopgrove and Barton le Willows. Responses will be used to help build the business case for the scheme, prior to a decision to move to the next phase of scheme development by Government in summer 2022.• Elected Members approved £166K towards an NYCC project to upgrade the traffic signals at Butcher Corner crossroads in Malton, with construction programmed to be completed by 29 July 2022.• NYCC agreed to proceed with 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.• During quarter 3, the Council continued preparations for the statutory Regulation 18 consultation on the Review of the Ryedale Plan. This involved a series of consultations, evidence gathering and site assessment work. Proposed site allocations have now been placed on the Ryedale District Council website and citizens have until the Local Plan Review is published to have their say on the sites. Residents will also be able to comment on the published Local Plan Review document specifically.

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

Open for business

<p>We want entrepreneurship to flourish across our district. We will promote and support micro, small and medium sized businesses by exploring the introduction of a competitive grants scheme for start-ups and offering advice as we recognise the long term success of this sector is essential to Ryedale's future success.</p>	<p>Achievements in Quarter 3</p> <ul style="list-style-type: none">• The Council launched its Small Business Development Grant scheme in December 2021, with a closing date for applications of 31 January 2022. The grant of £30K has been developed to help with start-up costs for new businesses, or to assist established businesses to grow and strengthen their market position.
<p>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.</p>	<p>Achievements in Quarter 3</p> <ul style="list-style-type: none">• The Council provided positive responses to three requests from the Department for International Trade in relation to land and property business proposals within the Ryedale area. The businesses looking to relocate included manufacturers of offshore wind equipment and solar arrays for the space sector.
<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>Achievements in Quarter 3</p> <ul style="list-style-type: none">• 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. Six Public History Student Placements were secured with several Ryedale cultural organisations.• In November 2021, the Council collaborated with the Job Centre to run a Job Fair at Ryedale House. The success of this event was a reflection of the high level of activity in the local job market, as well as the variety of opportunities on offer. 112 jobseekers attended who were able to meet eleven different employers recruiting in the area and receive advice from three support services, National Careers Service, NYCC ALSS and Resume Foundation.

<p>The Council will champion the benefits of good quality apprenticeships and graduate opportunities across Ryedale’s business community. We will promote their value and lead the way as an employer in our own right by employing more apprentices and graduate trainees.</p>	<p>Achievements in Quarter 3</p> <ul style="list-style-type: none"> • During this quarter, one Kickstart Housing Assistant successfully completed their 6 month work placement and a second, was recruited and started in post. • Progress has been made in working to gather Ryedale Apprenticeship success stories and case studies to be shared in a social media campaign, scheduled to take place during National Apprenticeship Week (7th – 13th February 2022). During this key week for Apprenticeships, the Council aims to become more visible in championing Apprenticeships by forming links with local Apprenticeship employers and Training Providers social media activities.
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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</p>	<p>24</p>	
	<p>Number of prevention campaigns</p>	<p>Data Only</p>	<p>4</p>	<p>1</p>	<p>2</p>	

<p>Achievements in Quarter 3</p> <ul style="list-style-type: none"> • Anti-Social Behaviour (ASB) tends to worsen as nights grow longer between October and December and in quarter 3 (ASB) was twice as high as during the summer. Heightened anxiety due to the Covid-19 pandemic, may have also contributed to the increase in the number of issues reported. • Drug and licensing checks were carried out at licensed premises across Malton and Norton in November 2021. As a result, additional information and support was provided to licensed premises where traces of illegal substances were detected. • Working together with North Yorkshire Police and Fire Services, Council officers attended a Community Speeding event at Broughton Road, Malton on 18 October 2021. This aim of the event was to show more presence to the community. • In line with Hate Crime week (9 – 16 October 2021, the Council successfully delivered a Hate Crime presentation to a parent group from Ryedale Special Families on 6 October 2021 and a Pro-Pak Drop In event took place on 13 October 2021 between North Yorkshire Police and Ryedale District Council to raise awareness.

<p>We want to reduce flooding risk by investing in flooding alleviation measures and working with partners to provide an emergency response.</p>	<p>Achievements in Quarter 3</p> <ul style="list-style-type: none"> • In October and December 2021, the Council held two Flood Management Working Party (FMWP) meetings with Elected Members and key partners, including Yorkshire Water, who provided a comprehensive update. A Ryedale District Council flood management action plan was developed, detailing 36 actions, of which 16 have already been completed. • Yorkshire Water began work on a Malton & Norton Drainage Study, which is part of developing a long term plan for Norton and Malton. During quarter 3, river modelling work was completed to identify the areas at risk. The next stage is to implement CCTV cameras to monitor river behaviour to further inform the study. • Work progressed with Yorkshire Water in relation to an investment proposal to install a pumping station at Brawby. The proposal has successfully been through the initial governance processes within Yorkshire Water. The pumping station will help to manage flows during periods of heavy rainfall. The timescales for delivery of this investment are dependent upon securing a permit from the Environment Agency with an expected completion date of July 2022. • Quarter 3 saw Waste and Environmental Services delivering four multi agency pump deployment training exercises and in October 2021, they took part in two 'Working Near Water' multi agency training sessions. • The Council coordinated and supported a multi-agency Flood Warden virtual training session with the Environment Agency and North Yorkshire County Council Resilience and Emergencies held on 15 December 2021. Approximately 20 community stakeholders including seven Ryedale District Council community team officers, attended this event and were provided with information about how the river levels are monitored, data around flooding trigger levels, the role of each organisation and how communities can access support to improve their preparedness including the role of flood wardens.
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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>	<p>Description</p>	<p>Value/ Baseline</p>	<p>Q1</p>	<p>Q2</p>	<p>Q3</p>	<p>Q4</p>
	<p>Number of stray dogs collected</p>	<p>Data Only</p>	<p>4</p>	<p>9</p>	<p>7</p>	

<p>Achievements in Quarter 2</p> <ul style="list-style-type: none"> • In accordance with new legislation for compulsory microchipping for cats, the Council progressed the promotion of chipping of both dogs and cats through visiting homes in the District and while out and about in the community. Cat neutering vouchers have also been made available to households with limited incomes (provided by the Cats Protection League).

Our environment; a sustainable, safe and clean place
Clean and attractive streets

We will take tough action on littering, dog fouling and fly tipping through proactive and dedicated enforcement, prosecuting where required.	Description	Value/ Baseline	Q1	Q2	Q3	Q4
	Number of fly tipping fixed penalty notices	Data Only	3	0	2	

Achievements in Quarter 3

- During quarter 3, 12 incidents of fly-tipping were reported to the Council and cleared, demonstrating a reduction of 50% compared to the same time last year and showing encouraging indications that Fixed Penalty Notices are proving an effective deterrent.
- Two Council officers attended the Keep Britain Tidy Enforcement Academy in quarter 3, resulting in one of them being nominated for the KBT Academy of Excellence Award.

We will improve air quality in our market towns by working with partners to tackle congestion and promote sustainable transport and commerce.	<p>Achievements in Quarter 3</p> <ul style="list-style-type: none"> • Under Part IV of the Environment Act 1995 every local authority is required to regularly review and assess the air quality in its area to determine whether the National Air Quality Objectives set by the Government are being met. During quarter 3, the air quality monitoring programme for 2021 was completed. Initial assessment found that levels of nitrogen dioxide (NO₂) did not exceed the statutory limit. The concentration was very similar to that found in 2020, and approximately 20% lower than 2019.
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We want to keep the streets clean. We will improve our Streetscene operations and support communities to do more.	Description	Value/ Baseline	Q1	Q2	Q3	Q4
	Number of community litter picking groups/individuals supported	Data Only	30	30	30	

Achievements in Quarter 3

- 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 153 bags of waste in quarter 3.

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

<p>We will take ambitious steps to reduce our carbon footprint through regional and local initiatives. This includes implementing our Climate Change Action Plan.</p>	<p>Achievements in Quarter 3</p> <ul style="list-style-type: none"> • Using the NYLEP Greenhouse Gas Accounting Tool, the Council has continued to make progress in reaching a final accounting assessment by the end of January 2022, aiming for a target of a 5% carbon emissions reduction per year.
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<p>We will lobby Government to provide national structural and policy changes that allow us to deliver innovative and ambitious climate change actions.</p>	<p>Achievements in Quarter 3</p> <ul style="list-style-type: none"> • The Council has continued to collaborate with and attend Local Government Association (LGA) events, as a pathway between national and local government regarding climate change strategy. With an important role in post Conference of the Parties (COP) plans and the associated future delivery of actions, officers have engaged with the LGA to ensure this Council receives the most recent, up to date information, guidance and steer on all forthcoming issues and events. During quarter 3 proactive steps have been taken in utilising LGA online resources and attending workshops to bolster in-house activity, such as undertaking work around behavioural change.
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<p>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>	<p>Achievements in Quarter 3</p> <ul style="list-style-type: none"> • The development stage of the Circular Malton & Norton’s (CM&N) community-focused Anaerobic Digestion Project was reached in quarter 3. Eden Business Park has been identified as the location of choice for the development. This project will redirect 10 kilo tonnes of business food waste away from landfill and general collection, instead to be used in an Anaerobic Digestion plant to provide electricity to the national grid, heat for use at the Eden Business Park, and to produce a digestate for agricultural use. Plans include the provision of an onsite Education Centre. • The first round of the Community Environmental Grant scheme was opened for applications between October and November 2021, focusing on community-led energy efficiency projects in Ryedale. Six successful applicants have been identified, with projects ranging from LED lighting, village hall insulation and an electric vehicle charging point for a community-focused transport scheme. • The Council has continued to support Third Energy’s Ryedale Geothermal Energy Project and progress has been made at the preliminary phase to continue with legal work required to finalise the allocation of the grant funding received from BEIS prior to the agreed techno-feasibility work being completed. The aim of this project is to enable assessment of the feasibility of utilising geothermal heat from existing well sites and its potential uses within the community, agriculture and in local businesses.
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<p>We will build the case for installation of income-generating, energy-efficient and renewable technologies at council-owned buildings. We will replace our street lights with energy-efficient LEDs, procure more energy-efficient vehicles when replacing our fleet, and facilitate more tree planting. We will encourage others to do the same by maximising the impact of our supply chain, partnerships and plans.</p>	<p>Achievements in Quarter 3</p> <ul style="list-style-type: none"> • The Council coordinated a programme of activity to promote National Tree Week from 27 November to 5 December 2021, including community arts grant awards, trees made available to all parishes and schools in Ryedale and an information seminar on tree planting opportunities which was attended by approximately 25 landowners and land managers. • Phase 1 of Ryedale’s Street light upgrade programme to LEDs in Malton and Norton was completed. The planning stage for Phase 2 installation commenced with Helmsley, Kirkbymoorside and Pickering areas highlighted for upgrade next in 2022.
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<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>Achievements in Quarter 3</p> <ul style="list-style-type: none"> • Publication and distribution of the Malton – Pickering cycle route leaflet took place in advance of the official launch, with the publication and circulation of 20,000 copies across Yorkshire. https://www.ryedale.gov.uk/content/uploads/2021/12/rdc_m2p-cycle-route_leaflet-2021-WEB.pdf • Quarter 3 saw the launch of the community-focused £10,500 Electric Vehicle Charge Point grant scheme. The scheme provides funding of up to £1,500 for community organisations such as sports clubs and village halls, to support the installation of EV charging points at these venues for public use. • Organisations were invited to express an interest in joining a potential Ryedale District Council led umbrella scheme to support smaller organisations to install publically accessible EV Charging Points at their facilities. • Joint working with NYCC commenced on the next stage of the Malton & Norton Local Cycling and Walking Infrastructure Plan (LCWIP), with some final road markings and the installation of bridleway gates at Lendales Farm still to be completed.
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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>	<p>Description</p>	<p>RDC Target</p>	<p>Q1</p>	<p>Q2</p>	<p>Q3</p>	<p>Q4</p>	<p>Current cumulative figure</p>	<p>RAG Status</p>
	<p>% of household waste sent for reuse, recycling and composting</p>	<p>50%</p>	<p>51%</p>	<p>51.2%</p>	<p>44.39%¹</p>		<p>49.31%</p>	<p>*see notes</p>

¹ Not adjusted for seasonal variation. Awaiting data validation by DEFRA.

Achievements in Quarter 3

- In quarter 3 the Council supported three successful Bring & Take events in Helmsley, Malton & Pickering. Residents bring their unwanted household goods and can take whatever they need for free, keeping items in use for longer. These events are organised and run by community led environment groups and the Council supports them by paying for room hire and promotional materials and by clearing away any unwanted items after the event. Any leftover items are taken to Household Waste Recycling Centres, where they are assessed for reuse or recycled.
- Quarter 3 saw officers attending two promotional events in partnership with Co-op supermarkets in Helmsley and Kirkbymoorside to raise awareness of the soft plastic recycling bins in their stores and promote recycling in Ryedale.

Notes

* Overall, 44.39% of household waste was sent for reuse, recycling or composting in quarter 3. This figure is consistent with expected seasonal variation and reflects that garden waste tonnages always fall between the winter months of October and December. The cumulative recycling performance for the year to date stands at 49.31% (21.32% kerbside dry recycling and 28% garden waste composting), which is just below the annual target of 50%.

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	7	
	% of stage 1 of complaints closed within target timescale	Data Only	< 10 days	85.7%	75%	100%	
	% of stage 2 complaints closed within target timescale	Data Only	< 20 days	100%	100%	100%	
	Number of compliments received	Data Only	N/A	16	24	28	

Achievements in Quarter 3

- The number of complaints increased to seven in quarter 3, when compared to four in quarter 2. However, this represents only half the volume received in quarter 1, prior to implementation of the new complaints procedures.
- All stage 1 complaints were resolved within agreed timescales; four complaints were answered within the standard stage 1 timescale (ten days) and three complaints were given an extension with the complainants' agreement. Despite the complex nature of these complaints, all the extension timescales were met.
- One stage 2 complaint was received and resolved within the standard 20 days' timescale.
- The Council received 28 compliments in quarter 3, which equates to 41% of all compliments for the year to date.

<p>We will tackle inequality. Delivering better equality across the district is central to everything we do and we are committed to doing all we can to be a welcoming and inclusive place characterised by diversity.</p>	<p>Achievements in Quarter 3</p> <ul style="list-style-type: none"> • In quarter 3 the Council made progress to improve accessibility for customers using the website. Where appropriate, content is converted from downloadable documents to web pages, making it easier for screen readers to process. • A variation of printed materials produced this quarter, such as leaflets and reports, have been edited for accessibility, featuring clear typefaces and less italicised text to make them easier to read.
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<p>We will improve our engagement with you, asking for your views, and using your feedback. We will ensure decisions are taken in the most effective way, by consulting with those affected and strengthening the voice of councillors at ward level.</p>	<p>Achievements in Quarter 3</p> <ul style="list-style-type: none"> • The Council improved engagement with the community by holding a new Community Multi Agency Partnership meeting in December 2021, with attendees including Town and Parish Council representatives, North Yorkshire Police, Fire, and District Council Officers, as well as residents from communities in the District. The focus of the meeting was to work together to identify any community tension across Ryedale, collectively discuss prevention work, and early and effective interventions in regards to community safety, public safety, antisocial behaviour and enforcement. • Initial meetings were held during quarter 3 to look at increasing the level of customer consultation taking place in relation to the work of housing options, homelessness and housing support.
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Our organisation; an innovative, enterprising council
Value for money

	Description	RDC Target	Q1	Q2	Q3	Q4	RAG Status
<p>We will maintain strong finances into the future by delivering customer-focussed and cost-effective core services.</p>	Budget/MTFS Strategy to be submitted to Full Council on time for approval	On Track – Yes/No	Yes	Yes	Yes ¹		
	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	Yes ²		
	Pension pooling arrangements in place	On Track – Yes/No	Yes	Yes	Yes ³		

¹All on track. Timetable for the year set out by the Policy and Resources Committee.
²On track – subject to External Audit capacity. Draft accounts published on time and by the deadline. ³These are in place as a part of the North Yorkshire scheme.

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%	5.7% ¹	

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

Achievements in Quarter 3

Despite the expected increase, a staff turnover rate of 5.7% puts Ryedale District Council ahead of some neighbouring authorities but behind others. The labour market is extremely challenging at the moment, and continued challenges in this area are not unique to Ryedale District Council.

	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 3 2020/21: 0.80	Data Only	1.09	0.98	1.75	
	Lost time rate (the percentage of total time available that has been lost to sickness during the noted time period)	Quarter 3 2020/21: 1.37%	Data Only	2.07%	1.66%	3%	

Achievements in Quarter 3

- Absence rates are, in the most part, attributable to COVID-19. These figures are reflective of national workforce patterns. Ryedale's rates continue to be some of the lowest in the County and the Council is supporting staff to work as flexibly as possible during this difficult time. A rise in absence rates during quarter three is to be expected due to higher circulation of seasonal infections.
- The Council is working to remind staff of the various wellbeing initiatives and support mechanisms available to them.
- In quarter 3 the North Yorkshire Building Control Partnership achieved the Investors In People gold accreditation standard and with only 17% of organisations achieving gold standard, this is a huge achievement. Outcome recommendations are to be used to develop an action plan to continue making improvements.

	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%	93.86% ¹	

¹Average completion rate across the 11 essential training modules. New starters have one month to complete their mandatory training modules, which can explain the uncompleted modules.

Achievements in Quarter 3

- In September 2021 a graduate trainee was recruited into the Community Team. The graduate programme started in 2019, and the Council has directly employed three graduates from the programme into substantive positions within the organisation. 10 graduates are currently in post, as of 31 December 2021.
- A number of employees have been working towards qualifications through the Chartered Institute of Housing this quarter. The career grade structure within the Planning Team enables us to develop staff expertise in-house, with employees studying for Master’s degrees in the various aspects of planning. A member of the finance team has also received funding to complete a qualification from the Chartered Institute of Management Accountants.