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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>16 JUNE 2022</b>
<b>REPORT OF THE:</b>	<b>PROGRAMME DIRECTOR, PEOPLE AND RESOURCES MARGARET WALLACE</b>
<b>TITLE OF REPORT:</b>	<b>COUNCIL PERFORMANCE – QUARTER 4 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 4 of the reporting cycle (January – March 2022) for 2021-22.
- 1.2 The update covers delivery of the Council Plan 2020-2024 and progress against key performance indicators (KPIs) and data only indicators.

### **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 KPIs has not been achieved are highlighted with an explanation of planned development actions to make improvements moving forward, as detailed below.

### **4.0 SIGNIFICANT RISKS**

- 4.1 In mid-January 2022, the Government announced its plans to end England's Plan B Covid-19 restrictions. On 24 February 2022 most legal restrictions ended, including the requirement to work from home wherever possible and the country began to treat Covid the same as other infectious diseases such as flu. As a result, quarter 4 saw a significant increase in new cases of Covid-19 across the county as a whole, which continued to have a significant impact on resources and workloads during this period

of time (January – March 2022). Vaccines remained the first line of defence against the virus and the Council has continued to fulfil its obligations in line with the Health and Safety Executive by encouraging staff to let in fresh air when meeting indoors, wearing a face covering in crowded and enclosed spaces and continuing to regularly wash and sanitise their hands.

- 4.2 Towards the end of quarter 4, the Council began to plan ahead for further detailed Government advice on the national Covid-19 changes due to take effect from 01 April 2022. In order to maintain service delivery as well as protect staff and members of the community, flexible working arrangements were promoted, with staff being asked to reach agreement with their managers on returning to office based work in line with the business needs of individual services.
- 4.3 Quarter 4 saw further disruption to people, communities and businesses coming from severe weather conditions with Storms Malik, Corrie, Dudley, Eunice and Franklin affecting the whole of the UK. Once again, this had an impact on workload and resources, to ensure all those affected, received the help and assistance required to maintain their health and wellbeing.
- 4.4 The impact on performance of local government reorganisation during quarter 4 has continued at pace and the organisation has continued to see the impact of losing staff and expertise as we move forward with this process. The risk associated with the need to pull on staff resources to meet the required timelines and the continuing uncertainty for staff resulting in a higher staff turnover is likely to continue to increase moving forward. Backfilling posts to help deal with capacity issues around continuing to deliver business as usual services, as well as the additional local government reorganisation workload has helped to alleviate challenges in relation to resource issues and is an ongoing process.
- 4.5 However, despite the ongoing and the unforeseen challenges during quarter 4, the commitment and resilience of staff across Ryedale has meant that key services across the organisation have been sufficiently maintained to support residents and communities. This means, the majority of key performance indicators continue to be at target.
- 4.6 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 4 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 continue to be largely 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.
- 6.2 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 and data only indicators (are targets being met; are we getting better).

This report covers the period January – March 2022.

6.3 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**

6.4 This report shows the ongoing strong performance of this Council in the fourth quarter of 2021-22, across all its ambitions. The Council continues to support people, communities and businesses despite the ongoing challenges brought about by the Covid-19 pandemic, disruptions from severe weather and local government reorganisation.

6.5 Overall, out of the 12 key performance indicators with targets, 8 are showing a green status and 4 as an amber status, with no indicators at a red status for the first time during the reporting year 2021/22. Particular highlights are as follows:

- The speed of processing new claims for both housing benefit and council tax support remain significantly higher than target, placing this Council as the best performing authority in North Yorkshire for processing housing benefit new claims.
- The % of processing of standard searches carried out in 10 working days has improved from a red status in quarters 1, 2 and 3 to an amber status, with an individual quarter 4 performance figure of 99.3% and now operating at the cumulative figure of 85.6%, falling just below the target of 90%.
- The number of new affordable homes completed has moved from an amber status in quarter 3 to a green status in quarter 4, and with a cumulative figure for the reporting year of 89 has exceeded the annual target of 75 per annum.
- The number of empty properties brought back into use through Council involvement has moved from an amber status in quarter 3 to a green status in quarter 4, achieving the cumulative target for the reporting year of 6 per annum.

### **Amber Indicators**

6.6 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. The

number of amber indicators has remained the same in quarter 4 as in quarter 3, however, this is partly due to one indicator moving from a red to an amber status, which overall is a significant improvement.

#### Minor and Other Planning Applications

6.7 As a result of the reduction in the number of processing minor and other planning applications within target, steps already taken to interrogate the system have revealed that the dip in the decision times for minor and other applications has occurred as a result of extensions of time not been agreed with and/or by agents and applicants in the last month of quarter 4 – this equates to circa 17 applications. As a result, action has been taken to remind all planning staff to seek extensions of time to the determination period where necessary and to have these agreed/in place before an application reaches the end of its statutory determination period.

#### % of Standard Searches Carried Out In 10 Working Days

6.8 Although the percentage of standard searches carried out in 10 working days is showing an amber status in quarter 4, this represents a huge improvement by way of moving from being a red status throughout all previous quarters this year. With the issues experienced in quarter 1 having now largely been resolved and the individual quarter 4 performance figure at 99.3%, this improvement is expected to continue moving forward into the new financial year 2022/23.

#### Household waste sent for reuse, recycling and composting

6.9 Kerbside dry recycling and garden waste composting measures are consistent with expected seasonal variation, resulting in garden waste tonnages inevitably remaining low during the months of January to March, with residents spending less time gardening in colder, wetter weather, than during the warmer summer months. In addition to this, quarter 4 has seen an increase in bulky waste collections and residual waste tonnes collected, thought to be largely down to an increased number of residents now working from home and an increased level of activity in the deployment of the mechanical street sweeper. The expectation is to see significant improvement in this indicator as we move into spring, when the weather starts to improve again.

### **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.

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**Background Papers:**

Council Plan 2020 – 2024

<https://www.ryedale.gov.uk/resources/council-plan/>