

**HAMBLETON DISTRICT COUNCIL**

**Report To:** Cabinet  
3 September 2013

**Subject:** COUNCIL PERFORMANCE 2013-14 (QUARTER 1)

**All Wards**  
**Portfolio Holder for Customer Services and Asset Management: Councillor N Knapton**

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**1.0 PURPOSE AND BACKGROUND:**

- 1.1 The Council Plan sets out the direction for the Council for the next two years and has been updated to reflect changes to community needs. It shows the Council's goals and gives measurable outcomes to assess us against. The Council's approach to performance management is designed to ensure that priorities are effectively implemented, monitored and managed to achieve real improvements in the quality of life in the local community.
- 1.2 The council's performance and strategic risks are reported quarterly to internal management bodies including the Management Team and Review Boards. The public has access to this information through these quarterly Performance Reports. This report provides details on progress against the Council's priorities and information on actions to address under performance.

**2.0 LINK TO COUNCIL PRIORITIES:**

- 2.2 An overview of performance against each Council Priority is attached at Annex 'A'.
- 2.3 In summary, performance at the end of quarter 1 against the Council Plan was 73% on or above target with 18% within the tolerance range set and 9% below target.
- 2.4 The indicators not meeting performance in the first quarter are :-
- 2.4.1 Completions on new dwellings has worsened since the final quarter of 2012/13 with only 21 dwellings completed in the first quarter against a target of 76 which highlights the difficult local housing conditions. Although the in year figure is disappointing there is optimism that building rates will improve with several large schemes starting.
- 2.4.2 The processing times for benefit claims continues to worsen, this is largely due to staff shortages combined with an increase in demand, this picture is repeated across the country making addressing the backlog difficult for all authorities. An interim out source solution for the backlog has commenced and performance will be reviewed monthly.
- 2.4.3 Planning approval for employment land has seen only 0.113 hectares approved in the first quarter, mainly through extensions to existing units. A proactive approach in discussion with developers has been adopted.

- 2.5 Performance has seen significant improvement in the following areas in the first quarter :-
- 2.5.1 Providing workspace continues to excel and contradicts the national trend for workspaces not being filled, this shows the positive benefits of a flexible approach to supporting our local businesses.
  - 2.5.2 The range of support initiatives for local business is expanding and receiving positive feedback from the local business community.
  - 2.5.3 Determining major planning applications within 13 weeks exceeded the target by 20%.
- 2.6 Two indicators whilst showing above performance in quarter 1 will require additional monitoring :-
- 2.6.1 The team has managed to prevent homelessness in 108 cases in the first quarter against a target of 120 for the full year. This team has excelled in these preventions, however the increase in cases in the first quarter is cause for concern and will be closely monitored to ensure those most at risk are protected.
  - 2.6.2 Prevention of benefit fraud has met the financial target this quarter. However this has been achieved with reduced resources highlighting a number of possible missed recovery opportunities. This is being closely monitored and actions are being taken to mitigate loss where possible. The need to deal with national cases as a priority diverts the limited resources within this team.

### **3.0 CONCLUSIONS:**

- 3.1 Performance against the refreshed Council Plan key priorities is on target and being managed. Where performance is showing a declining trend, action plans have been developed to address performance.
- 3.2 The impact of Welfare Reform has affected the community and services. An options analysis is being compiled to enable current resource issues to be addressed and to prepare for future impacts on the community and Council services in medium and longer term.
- 3.3 The key indicators developed to make the authority more “Business Friendly” have shown excellent performance in the first quarter with significant developments in initiatives which are receiving positive feedback from the local business community.

### **3.0 RISK ASSESSMENT:**

- 3.1 There are no risks directly associated in approving this report.

### **4.0 FINANCIAL IMPLICATIONS:**

- 4.1 There are no direct financial effects from this report.

### **5.0 LEGAL IMPLICATIONS:**

- 5.1 There are no direct legal implications arising from this report.

**6.0 EQUALITY/DIVERSITY ISSUES**

6.1 An Equalities Impact Assessment was not completed in compiling this report as no services changes are recommended within it.

**7.0 RECOMMENDATION:**

7.1 It is recommended that progress made against the Council Plan as detailed in Annex 'A' is endorsed.

MARTYN RICHARDS

**Background papers:** Council Plan 2011 to 2015 Performance Report 2013/14 for Quarter 1.

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# **Hambleton District Council**

## **COUNCIL PLAN 2013 to 2014**

### **Performance Quarter 1**

### **(1 April to 30 June 2013)**

#### **Introduction**

The following information provides the details of performance against the Council Plan Priorities for the first quarter of 2013/14, as reported at the quarterly Review Boards held in July 2013.

**Key Priorities:**

Customer Services and Asset Management  
Housing, Planning and Waste Management  
Leisure and Health  
Support Services and Economic Development

## Customer Services & Asset Management

### AIM (1) : To put our customers first and provide high quality, value for money services that meet the needs of our communities

We will meet this aim by monitoring customer feedback and satisfaction levels to ensure the delivery of an easy to use, easy to access, responsive service.

Indicator	Target	Quarter 1	Q1 Actions/comment
a) Increase resolution of enquiries at the first point of contact via – <ul style="list-style-type: none"> <li>• Face to face</li> <li>• Telephone</li> </ul>	80% 50% <b>Average 65%</b>	78% (Footfall 14438) 45% (Calls 23042) <b>Average 62%</b>	Performance is within the agreed tolerance.  The increase in calls this quarter is largely due to the impact of calls arising from Welfare Reform.
b) Improve and ensure consistently high levels of customer satisfaction through – <ul style="list-style-type: none"> <li>• Face to Face</li> <li>• Telephone</li> <li>• Website</li> </ul>	90% 85% 45%	94% (1061 feedback) 94% (284 feedback) 58% (281 feedback)	Performance exceeds target.
c) Upheld complaints leading to service improvements	95%	94.8% (Q1 = 29 complaints)	Performance is on target.
d) Improve the total number of contacts by Web (monthly):		Apr 13 - 19,748 visits May 13 - 20,552 visits Jun 13 – 16,050 visits	Performance is to be monitored to show the “trend” to enable monitoring of the impact of actions to improve the web site information.
e) Track the total number of contacts by channel to monitor channel shift.		Customer Services access channels face to face 35% (14,418) telephone 55.9% (23,027) self serve 9.1% (3,749)	Performance is to be monitored to show the “trend” to enable monitoring of the impact of actions to improve the web site information

<b>AIM (2) : Encouraging our residents to become more involved in making decisions and delivering services which impact on their local communities. We will meet this aim by :-</b>		
<b>Indicator</b>	<b>Quarter 1</b>	<b>Q1 Actions/comment</b>
Work with our communities so that they can protect and provide local services, facilities and open spaces.	<p>Support work on a range of issues across all areas in the district, including broadband, activities for young people, community buildings, community events, play provision, cycle ways &amp; footpaths, food banks, biodiversity in neglected open spaces, allotments, bus pass provision for over 50's</p> <p>Managing the allocation of £20k LEADER funding for small scale environmental enhancement projects. Managing the Council's Community Right to Bid Scheme.</p> <ul style="list-style-type: none"> <li>- 4 successful leader bids to date: approx. £15k allocated</li> <li>- 4 successful CRB nomination received to date (1 in Q1)</li> </ul>	Performance is on target against the action plan.
<p>Provide direct support to the five Area Partnerships so that during 2013/14 they can refresh their Local Action Plans and determine community priorities.</p> <p>We will support the Community led Forums to publish 5 local action plans by April 2014.</p>	<p>4 of the 5 Area Partnerships are currently reviewing their Action Plans. Discussions are taking place in Thirsk to develop a suite of local projects for delivery.</p>	Performance is on target against the action plan.
<p>Provide £100k funding to implement the Big Society at a local level. Consult and engage with our communities to identify needs and support them through the delivery of</p>	<p>The Investing in Communities Fund has been launched and promoted in the local press, Parish Newsletter, HDC website, Area Partnerships and local voluntary and community sector networks. Two completed applications have already been received.</p>	Performance is on target against the action plan.

<p>these initiatives.</p> <p>We will allocate £50,000 by April 2014 through our Investing in Communities fund in 2013-14 and a further £50,000 in 2014-15 to projects which enable communities to identify and meet their own needs – “helping them to help themselves”</p>	<p>The Fund is targeted at:</p> <ul style="list-style-type: none"> <li>• Transfer of HDC assets into community ownership</li> <li>• Prepared Parishes/parish resilience</li> <li>• Enabling Community ownership</li> <li>• Supporting area action</li> </ul>	
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### AIM (3) : Improving the performance and productivity of our services

We will improve our procurement process to ensure value for money and efficiencies are maximised.

<b>Indicator</b>	<b>Quarter 1</b>	<b>Q1 Actions/comment</b>
<p>Provide information to be reported as part of the YORprocure annual performance data which will enable benchmarking information to be established.</p>	<p>The local business indicator (spend by the Council with businesses in the District) has been selected as the key benchmark.</p> <p>In 2012/13 8% of the total available spend (this includes all utilities and software supplies) was spent with businesses whose invoice address was within Hambleton.</p> <p>The aim is to compare this spend with the other District authorities within the region to be able to accurately reflect performance and look for ways of improving performance.</p>	<p>Performance is on target against the action plan.</p>
<p>Agreed forward plan of procurement projects with identified lead and reported savings/efficiencies via management team.</p>	<p>The forward plan of procurement is to include the Capital Programme projects and procurements exceeding £10,000. The forward plan will also include areas of opportunity identified through spend analysis to combine procurements across Hambleton Services. An initial draft will be presented to Management Team during August 2013.</p> <p>The contract register will provide information on up-coming individual contracts, whilst the spend analysis looks at the</p>	<p>Performance is on target against the action plan.</p>

	<p>areas of spend across the authority. The first area of spend that does not appear in the contract register i.e. under £10,000 is facilities management e.g. building cleaning, alarms and maintenance.</p>	
<p>Quarterly up-dated details of contracts (over £10,000) published on the web site, including start/end dates and any currently being procured/dates process to commence.</p>	<p>The first draft for publication is being checked by service areas for errors prior to publication. This will be published in August 2013.</p> <p>As contracts are reviewed, the register will be updated to reflect clearly the goods and services that are required and when information on these will be available for potential suppliers to be able to quote.</p> <p>The Information for Businesses section of the web site will also be expanded and updated to provide links to further opportunities within the public sector.</p>	<p>Performance is on target against the action plan.</p>
<p>Develop procurement strategy to include a programme of training and toolkits/information to ensure efficiencies maximised through procurement and contract management.</p>	<p>A procurement Strategy is to be developed for discussion at Management Team by September 2013. As part of the development of the strategy the information and guidance within the Council's Constitution will be reviewed. Information and check lists are being prepared and reviewed for businesses and officers prior to publication and to help inform training events.</p> <p>The information includes business advice and standard terms and conditions for those companies who do not have their own.</p>	<p>Performance is on target against the action plan.</p>



**AIM (4) : To reduce the carbon footprint of the council**

Develop and implement further actions to deliver the Carbon Management reduction target for the Council.

Q1 : - The out turn data for 2012-13 is reported below and an indicator set for the year (2013-14) is for a further 4% reduction, which will primarily come from the CHP electricity reductions.

<b>CARBON FOOTPRINT (Tonnes CO2)</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>	<b>Comments</b>
<b>SCOPE 1: Buildings Gas &amp; Vehicle Fuel</b>	2,078	1,948	Gas 1,250. Vehicle Fuel data being collated	Collation of Vehicle Fuel data for 2012/13 in progress. 6% increase in Gas due to particularly cold weather during Spring.
<b>SCOPE 2: Buildings &amp; Public Lighting Electricity</b>	1,989	1,918	1,735	First year of savings from the fitting of Voltage Optimisers to the power supplies of Council's major buildings . See below for Public Lighting savings.
<b>SCOPE 3: Business Mileage (Not fully monitored)</b>	95	87	Data being collated	Collation of Business Mileage data for 2012/13 in progress
<b>TOTAL GROSS EMISSIONS</b>	<b>4,162</b>	<b>3,953</b>	<b>Awaiting full data collation</b>	Awaiting the collation of Operational Services Vehicle Fuel data and Staff and Members Business Mileage.
<b>Green Tariffs (Public Lighting)</b>	661	660	604	Full year of car parks lighting reductions realised. Plus ongoing savings via maintenance regime initiatives.
<b>TOTAL NET EMISSIONS</b>	3,501	3,293	<b>Awaiting full data collation</b>	See Total Gross Emissions comments above.
<b>% Reduction on Previous Year</b>	<b>4.0</b>	<b>5.0</b>	<b>3.5% reduction based on present available data</b>	3.5% reduction for 2012/13 based on Buildings Gas & Electricity and Public Lighting

**Other activity Reported to the Customer Services and Asset Management Review Board in quarter 1:**

- Jubilee Bridge gained Royal Approval - The River Leven Bridge Steering Group received a letter of congratulation on completion of the replacement of the pedestrian bridge. This was a priority project for the Villages and Community Regeneration Group in Stokesley.
- The Homegrown Food Festival held in Northallerton on 23 June had over 4,000 visitors. The event is coordinated by the Homegrown Food Group and attracted more than 70 local food producers.
- The Easingwold and Villages Community Forum celebrated it's 10<sup>th</sup> birthday at it's AGM in June providing speakers to explain some of the many projects they are undertaking.
- Stokesley and Villages Community Regeneration Group has supported a number of projects, including the Great Ayton Boxing Club they have secured funding again for this year and are selecting community projects that will receive support.
- Parking enforcement responsibility on public highways was transferred to the County Council on 30 May with Scarborough Borough Council as the enforcement agent for both on and off street parking.
- Street Lighting – part-night lighting consultation will commence in September, information on the North Yorkshire and District Council proposals are now available.

## Housing Planning & Waste Management

### Aim (1) : Meeting Local Housing Needs

To meet the housing needs of all sections of the local community by providing an adequate amount and range of housing, including affordable housing

Indicator	Quarter 1	Q1 Actions/comment
<p>New Dwellings - 305 in 2013/14</p>	<p>In Q1 performance was poor and has worsened since the final quarter of 2012/13 when we saw an upturn on previous very low rates (see graph below). Only 21 dwellings were completed, mainly at Dalton and Easingwold on allocated sites. This is well short of the Council's target of 76 dwellings per quarter, and continues to illustrate the difficult local housing market conditions.</p> <p>Although this figure is disappointing, there is optimism that house building rates will improve this coming year with several new schemes starting (eg Sowerby Gateway, Oak Mount, Northallerton; Swaledale Arms, Morton on Swale and Cherry Garth, Thirsk) and others developing at a fairly rapid pace (eg York Road, Easingwold and the Abattoir, Aiskew). Construction will also be starting later in the year at the York Trailers site, Northallerton, at Ward Trailers site, Easingwold and John Gill's site at Leeming Bar. There remains healthy developer interest in housing sites in Hambleton.</p> <p>At 31 July 2013, 1,961 dwellings had outstanding planning permission. However in the last quarter planning permissions were issued for only 15 dwellings . Of the total outstanding dwellings, 1,486 (75%) are on allocated sites, showing the importance of having a Development Plan in place with allocated sites.</p>	<p>Performance is below target.</p> <p>Officers are continuing to work with developers, landowners and their agents to assist in bringing forward allocated sites and delivering the necessary infrastructure and affordable housing and achieve the expected standards of design.</p> <p>A revised questionnaire is soon to be sent to land owners and developers (of allocated and other permitted sites) to seek an indication of expected progress to assist in updating the required 5 year supply of deliverable housing.</p> <p>Some allocated schemes have been refused permission, and it is hoped applicants will return with revised schemes which more closely meet the criteria set out in the adopted Plan.</p> <p>Whilst there is a significant supply of sites available with planning permission, completions are still slow. A review of the LDF is to be undertaken. The review will also look at uses that might help delivery of the affordable housing requirement.</p>

Affordable Homes – 130 in 2013/14	In quarter 1, <b>28</b> affordable homes were completed. The RHE programme delivered an exception scheme with Broadacres at Osmotherley (12 homes) and 4 homes via S106 at Dalton, Broadacres delivered a further 12 on 30 <sup>th</sup> June.. Other affordable homes are currently under construction on market sites across the District and completions are due at Easingwold (via S106) and Scruton (rural exception site) in the next quarter. Whilst the delivery of affordable homes via S106 is still being delayed by market conditions we are forecasting completion of 42 rural affordable homes this year which is in excess of the rural target.	Performance is within tolerance
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**Aim (2) : Homelessness Preventions** To reduce homelessness by providing direct support to District residents in need.

Indicator	Quarter 1	Q1 Actions/comment
120 preventions by Council intervention in 2013/14	In quarter 1 there were 108 homelessness preventions as a result of work by Housing Officers. This is a substantial rise on the last quarter total when we reported a figure of 34 preventions and is largely attributable to the 77 Discretionary Housing Payments that were awarded; 22 preventions were bonds	Performance is above target. The annual target has nearly been met in the first quarter, whilst demonstrating excellent performance by the team it may also show a significant increase in those at risk in our community. The target will be closely monitored

**Aim (3) : Collecting Household Waste and Recycling**

To minimise the impact of waste on the environment by increasing the amount of household waste that is recycled.

Indicator	Quarter 1	Q1 Actions/comment
48% by March 2014	<p>All figures are estimates at this point as recycling tonnages have only been confirmed for April and May. The recycling rate for quarter 1 is estimated to be 47.5% (48.2% in 2012/13).</p> <p>The decrease in performance since this quarter last year is due to the estimated reduction in green waste, though accurate estimates are difficult on green waste due to the differences in the weather year on year.</p> <p>The extended paper recycling scheme commenced fully in June.</p>	<p>Performance is within tolerance.</p> <p>Whilst the increase in recycling paper is encouraging, rates overall are below the target. Investigations are to be undertaken into neighbouring authorities actions (Ryedale) to ascertain why they have significantly better recycling performance by their households.</p>

**Aim (4) : Supporting Development**

To ensure that the Planning Service supports the sustainable economic growth and development of the District.

Indicator	Quarter 1	Q1 Actions/comment
Major applications determined in 13 weeks – 60% in 2013/14	In Q1 80% of major applications were determined within 13 weeks, exceeding the Council's target of 60%.	<p>Performance is above target.</p> <p>The improvement in major application turn around is dependant on the complexity of each application and as a consequence performance will vary over the year.</p> <p>The time taken is calculated from the date of registration.</p>
<p><b>Other activity in quarter 1:</b></p> <ul style="list-style-type: none"> <li>A pre application planning charge came into force in April, the fee varies according to the scale and nature of the development, from £50 fro a householder to £1,000 for major developments.</li> </ul>		

<b>Leisure and Health</b>		
<b>Aim (1) : Promote healthy lifestyles by promoting Council leisure facilities so that more people are participating in physical activity and who feel they are in good health</b>		
Promote the Council leisure facilities to encourage attendance from all age groups such that attendance matches the demographic profile of the District.		
Indicator	Quarter 1	Q1 Actions/comment
Usage against demographic profile (from 2011 Census): 9.9% of all visits by 0-10yrs 11.6% of all visits... by 10-19yrs 19.4% of all visits... by 60-74yrs	Survey undertaken annually in November	The indications are that the number of over 60's attending falls behind the profile within the District. The leisure centres have launched a 50+ club loyalty card and the Capital Improvement Scheme planned at Northallerton will see a studio created to enable low intensity sessions to be scheduled.
<b>Aim (2) : Supporting the community to participate in sport and active recreation</b>		
Indicator	Quarter 1	Q1 Actions/comment
Allocation and release of £100,000 of developer contribution money to public open space, sport and recreation projects.	£8,410 allocated in Q1.	Performance action plans are within target The developer contribution funds can be carried forward if schemes are not identified/completed during this financial year.
Support the community/voluntary sector to secure £50,000 of external funding for public open space, sport and recreation projects.	£15,000 secured in Q1	Performance is on target.

**Aim (3) : To improve the way we communicate**

Indicator	Quarter 1	Q1 Actions/comment
Develop and implement an external communications strategy for the Council.	The draft strategy is due for consideration by Cabinet in October.	Performance is on target.

**Other activity in quarter 1:**

- A new floodlit pitch in Easingwold has received £100,000 boost from funds transferred from a delayed project at the school. This is part of a £350,000 package set aside for the town and public space, sport and recreation projects planned for coming years.
- A one off project fund of £40,000 to support the Tour de France (5 and 6 July 2014) was made by the Council and activities in support of The Grand Depart of the Tour de France have already commenced with cycling days and a range of activities planned by West Tanfield in support of the event as it passes through their community.
- Two more Public Open Space, Sport and Recreation Action Plans have been approved by Cabinet for Aline and Scruton this means that any developer funds that may be secured can be allocated to projects detailed within these plans.

### Support Services & Economic Development

#### Aim (1) : To provide financial sustainability.

We will meet this aim by implementing arrangements to ensure the Council's financial sustainability throughout the period of the current spending review and beyond.

Indicator	Quarter 1	Q1 Actions/comment
Collection of Business Rates	In Q1 36.55% was collected compared with a figure of 37.25% in Q1 for 2012/13.	Performance is within tolerance.
Council Tax Collection	In Q1 30.86% 30.86% was collected which is the same as the Q1 figure in 2012/13.	Performance is on target. Increase in collection of Council tax had been unexpected, however the forecast is that this will fall sharply on implementation of Universal Credit and further changes to Welfare reform.
Capital Programme	100% of the in year capital programme has been approved.	Performance is on target.

#### Aim (2) : To minimise the impact to the Council and community of the changes to Welfare Reform.

The changes will be significant and pose significant risks to the Council and the Community. In order to monitor and manage this impact performance against the following will be monitored and managed.

Indicator	Quarter 1	Q1 Actions/comment
To ensure we deliver a high quality service to our citizens we will improve processing times in	In Q1 the processing time (monthly) for new claims was 38.94 days. For changes in claims the processing time (monthly) was 21.52 days.	Performance is below target. The difficulties being experienced in retaining and recruiting staff to



<p>line with North Yorkshire Authorities.</p>	<p>Processing times are currently some way off target. This is due in the main to the impact of the Welfare reform introduced in April and linked in with staffing changes/vacancies. In an effort to make improvements a backlog of work has been outsourced to Northgate. A substantial reduction in processing times is expected over the next quarter. The data from other North Yorkshire Districts is not yet available to enable a comparison to be made.</p>	<p>the benefits team were unlikely to improve, this has been exasperated by the announcement that staff will not be TUPED as part of the establishment of the National Welfare Reform, this is a similar picture across the Country. The temporary outsourcing to address process times has commenced and will be closely monitored.</p> <p>Members welcomed the Council Seminar to explain the changes and the impacts this will have on the community. The Council had recognised the impact on the community and services within the Council, which will still have a vital signposting role for residents in need.</p> <p>Benchmarking data will be available for the Q2 meeting.</p>
<p>To maximise the opportunities to detect and prevent fraud</p>	<p>In Q1 £38,000 of fraud was identified. The statistics show that the number of allegations being received has increased. However, the number of cases actually being opened has decreased. This is due to low resources within the Investigators' role (1.6) and so cases which would normally have been investigated are not being opened. The NFI has also identified a high number of claims which due to undeclared information have received overpayments which again would normally be given to an Investigator for possible sanction action, but have just been corrected and the customers informed of the overpayment amount.</p>	<p>Performance is on target.</p> <p>The requirement to address the National Fraud Investigations across both authorities and the impact this was having on investigating Hambleton cases was explained, it is expected that once the separation of shared services was completed this should be rectified.</p>

**Aim (3) : To implement the Local Tax scheme and ensure all properties are taxed to minimise impact to the community and Council.**

To ensure the best financial outcome for the Council in this and following years the following measures will be taken:-

Indicator	Quarter 1	Q1 Actions/comment
<p>We will monitor the amount of CT Reduction we pay out versus the amount estimated for the year to ensure the best possible outcome in future years.</p>	<p>The end of year budget figure (annual) = £4,466,000. The figure for CT Reduction as at Annual Billing on 1 April 2013 (annual) = £4,268,265. Variation from CT Reduction figure at 1 April 2013 (monthly) = Q1 £4,323,758.</p>	<p>Performance is on target.</p> <p>From the Q1 figures the initial profiling is proving to be reasonably accurate. As at the end of June 2013 data showed that there was still £142,000 to be allocated.</p>
<p>We will monitor the ratio between the total rateable value and the number of businesses in the area to ensure that any changes to this are reflected in the target set by Government for future years.</p>	<p>The total rateable value (monthly) = Base as at 31 March 2013 = £66,274,934 compared to the Q1 figure of £66,267,619. You will see from the figures above that this is being monitored. There has been a small reduction in the total Rateable Value of £7,315 (0.11%). The number of businesses (monthly) = Base as at 31 March 2013 = 3,849 compared with the Q1 figure of 3,859 (a small rise of 0.0026%).</p>	<p>Performance is on target.</p>

**Aim (4) : To support local economic growth.**

To support local economic growth by:-		
Indicator	Quarter 1	Q1 Actions/comment
Through the local planning processes approving 40 hectares of employment land by March 2015 mainly in the five Market Towns to facilitate opportunities for local economic growth.	For Q1 .113 of a hectare approved. The figure is low due to the current economic climate, the only applications received being for extensions to existing units.	Performance is below target. The recent Seminar had highlighted the need for officers to be proactive in discussing opportunities with developers at every opportunity.
Providing workspaces and improving the average occupancy levels in the industrial and managed workspaces.	In Q1 90.5% occupancy rates on industrial estates has been achieved against the target of 95% for 2013-14 and 2014-15 and for Managed Workspaces 77% against the target of 75% for 2013-14 and 2014-15. The Leeming Bar Food Enterprise Centre was full in June providing support to new business.	Performance is above target. The excellent performance of the workspaces was congratulated. The diversity of businesses occupying the units was encouraging and was helping to build on the positive benefits to local businesses.
Enabling young people to get into work by providing apprenticeships within the Council. Providing support to small businesses, in particular micro businesses, for apprenticeships.	In Q1 there are 15 apprentices within the Council and 7 apprentices in local small businesses. 7 businesses have been approved for grant assistance and are searching for apprentices.	Performance is on target. The meeting were pleased to note that there had been no “drop outs” by apprentices from the placements. There is sufficient funding for this financial year and a review of the scheme would be undertaken to look at the feasibility of continuing.

<b>Aim (5) : To become more 'business friendly' as a Council and help businesses to locate, stay and grow in Hambleton.</b>	
To achieve this aim the following measures will be taken:-	
Indicator	Quarter 1
Improve communication and engagement with businesses through local business forums, networking and using a range of communication methods.	In Q1 baseline position for the Council in relation to engagement with business across the District has been completed.
Action will be taken across the Council to ensure that we understand and are responsive to business needs	In Q1 a draft business engagement strategy has been completed.
Development of a range of measures to support the sustainability of micro-businesses in the District.	<p><b>Networks and forums:</b> On June 13<sup>th</sup> Hambleton Strategic Business Forum and Hambleton District Council delivered the first conference with 74 attendees including a number of exhibitors. This was supported by Welcome to Yorkshire and Federation of Small Businesses.</p> <p>This is being followed up by 5 mini Tour de France road shows in the market towns of Northallerton, Thirsk, Bedale, Stokesley and Easingwold during July, August and September. These are being advertised on the home page of the website and are aimed at micro businesses to allow them to understand how they can benefit from the Grand Depart.</p> <p>Julie Hutton (Business Engagement Officer) is developing a new business network for women in Hambleton. This will be Womens Business Zone and we are capturing potential members now to launch with a specific Lunch and Learn in October.</p> <p>Julie is also supporting small hospitality businesses in Hambleton by bringing them together for the "Breakfast Revolution" a programme of support through Delicious Yorkshire bringing small networks in local areas together to improve access to their businesses and increase the quality of their offers and enable access to supply chain links.</p> <p><b>Individual business support:</b> A new lunch and learn programme is being developed for delivery from September to December. The first event will be David Kerfoot MBE of Kerfoot Oils speaking about risks in businesses. Other current activities include:</p>
	Q1 Actions/comment
	Performance is within tolerance against the action plan.
	Performance is within tolerance against the action plan.

	<ul style="list-style-type: none"> <li>• Supporting Superfast Broadband, the Local Enterprise Partnership and UKTI to promote their events to a larger audience of micro businesses.</li> <li>• Support to 27 individual companies with advice, information, contacts, links to networks, business opportunities and inter-trading.</li> <li>• Through contact with business we now have a data base of over 100 small business contacts to keep in contact with on events, activities and support.</li> </ul>
<p>Support will be provided to businesses with tendering and procurement opportunities within the Council and locally and a local contracts register will be delivered</p>	<p>Procurement nationally and regionally has a focus on supporting local businesses and there are events organised for businesses within North Yorkshire, we will always participate in these events and are benchmarking with other authorities in the region on the % spent by the Council with local businesses.</p> <p>We support businesses tendering for our contracts as much as possible and promote opportunities to do business with the Council e.g. there will be a vehicle servicing/maintenance/tyres opportunity arising shortly and we intend to advertise this locally as well as via our website. The intention is to offer a pre-submission "check" for this tender to help ensure the requirements and process are clear and that compliant tenders are submitted.</p> <p>To advertise opportunities to do business with the Council the contracts register will be published, the first issue of the contract register is being checked by service areas prior to publication in August 2013. As contracts are reviewed, the register will be updated to reflect clearly the goods and services that are required and when information on these will be available for potential suppliers to be able to quote.</p> <p>The Information for Businesses section of the web site will also be expanded and updated to provide links to further opportunities within the public sector.</p>