

HAMBLETON DISTRICT COUNCIL

Report To: Cabinet
3 December 2013

Subject: COUNCIL PERFORMANCE 2013-14 (QUARTER 2)

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

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. 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 the Management Team and Review Boards. The public has access to performance 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 two against the Council Plan was 84% on or above target with 5% within the tolerance range set and 11% below target.
- 2.4 The indicators not meeting performance in the first quarter are :-
 - 2.4.1 Completions on new dwellings has improved since the first quarter with 55 dwellings completed compared to 21 in the first quarter giving a total of 76 to date but this still falls well below the six month target of 152. A recent survey of all allocated sites, along with all extant planning permissions has enabled the Council to ascertain how much development is likely to come forward and when. At 1 October 2013, 1,955 dwellings had planning permission with 229 being permitted in the last quarter.
 - 2.4.2 The performance against the target of 60% of major planning applications determined within 13 weeks has worsened in quarter two with only 16% reaching the 13 week target. An improvement plan has been implemented to ensure the target is met for the remainder of the year.
 - 2.4.3 The processing times for benefit claims has shown a minor improvement, with the average time being 33.55 days against a target of 16 days. The interim solution (out-sourcing work to the private sector) to deal with the backlog commenced in September. This shows a current average processing time of 18.9 days.

- 2.4.4 Planning approval for employment land is significantly below target with 2 hectares of additional employment land being approved. A proactive approach in discussion with developers continues to be adopted.
- 2.5 Targets this quarter showing significant progress include:-
- 2.5.1 During the quarter 21 affordable homes were completed giving a cumulative figure this year of 67. Six of the homes were on rural exception sites. Whilst the delivery of affordable homes via S106 is still being delayed by market conditions the forecast is that 42 rural affordable homes will be completed this year which is in excess of the rural target.
- 2.5.2 Recycling Rates are above target due to the enhanced paper and card collection as a result of good weather this summer. This means that the green waste tonnage is greater than last year.
- 2.5.3 Supporting the community to participate in sport and active recreation by securing developer contributions and external funding for public open space schemes are both exceeding target. This is supporting the community in developing a range of new facilities and equipment.
- 2.5.4 Enabling young people to get into work by providing apprenticeships within the Council is ahead of schedule. There are 15 apprentices within the Council and 7 apprentices in local small businesses. In addition 7 businesses have been approved for grant assistance and are searching for apprentices.
- 2.5.5 The range of support initiatives for local business is expanding and receiving positive feedback from the local business community.
- 2.5.6 The Council's Investing in Communities "Supporting Area Action Fund" has awarded £27K to 15 community led projects, the total value of these projects is £550K.

3.0 CONCLUSIONS:

- 3.1 In the majority of cases performance against the refreshed Council Plan key priorities is on target. Where performance is showing a declining trend, action plans have been developed to address performance.
- 3.2 The measures put in place to address the impact of Welfare Reform have commenced and are improving the services provided to those affected in the community.
- 3.3 The range of actions to make the authority more "Business Friendly" continue to receive positive support from local small businesses including the apprenticeship scheme.

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 2.

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**Hambleton District Council
COUNCIL PLAN 2013 to 2014
Performance Quarter 2
(1 July to 30 September 2013)**

Introduction

The following information provides the details of performance against the Council Plan Priorities for the second quarter of 2013/14, as reported at the quarterly Review Boards held in October 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	Quarter 2	Q2 Actions/comment
a) Increase resolution of enquiries at the first point of contact via – <ul style="list-style-type: none"> • Face to face • Telephone 	80% 50% Average 65%	78% (Footfall 14438) 45% (Calls 23042) Average 62%	79% (Footfall 14,333) 38.5% (Calls 23,803) Average 58.8%	Performance is declining this is being managed by the recent employment of additional staff to cover peak times. The increase in calls (4,000 more than the same period the previous year) is largely due to calls arising from Welfare Reform.
b) Improve and ensure consistently high levels of customer satisfaction through – <ul style="list-style-type: none"> • Face to Face • Telephone • Website 	90% 85% 45%	94% (1061 feedback) 94% (284 feedback) 58% (281 feedback)	94% (959 feedback) 98% (2638 feedback) 55% (211 feedback)	Performance exceeds target.
c) Upheld complaints leading to service improvements	95%	94.8% (29 complaints)	100% (18 complaints)	Performance is on target.
d) Improve the total number of contacts by Web (monthly):		Visit to web Apr 13 - 19,748 May 13 - 20,552 Jun 13 - 16,050	Visits to web Jul'13 - 17,908 Aug'13 - 18,252 Sep'13 - 17,588	Performance is to be monitored to show the "trend" to enable monitoring of the impact of actions to improve the web site information. The web site is currently being reviewed to ensure it is fit for purpose for the customer. In addition a review of all service during 2014 will be undertaken to enable more information to be accessed via the web and at the first point of contact, this data will enable this to be monitored.
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)	Customer Services access channels face to face 34.3% (14,312) telephone 57.1% (23,826) self service 8.9% (3,589)	

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 :-

Indicator	Quarter 1 & 2	Q2 Actions/comment
<p>Work with our communities so that they can protect and provide local services, facilities and open spaces.</p>	<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 & 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"> - 4 successful leader bids to date: approx. £15k allocated - 4 successful CRB nomination received to date (1 in Q1) 	<p>Performance is on target against the action plan.</p>
<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 have reviewed their Action Plans and priorities have been agreed. Discussions are taking place in Thirsk to develop a suite of local projects for delivery.</p>	<p>Performance is on target against the action plan.</p>
<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 these initiatives.</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.</p> <p>: 15 community-led projects have been awarded a total of £27,962.86 via the Council's Investing in Communities 'Supporting Area Action' fund. The total</p>	<p>Performance is on target against the action plan.</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>value of these 15 projects is £550,171</p> <p>: 16 projects have been awarded a total of £37,367.26 via the Council's Community Grant Programme. The total value of these 16 projects is £74,628.34.</p> <p>The Fund is targeted at:</p> <ul style="list-style-type: none"> • Transfer of HDC assets into community ownership • Prepared Parishes/parish resilience • Enabling Community ownership • Supporting area action 	<p>Performance is on target against the action plan.</p>
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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.

Indicator	Quarter 1 & 2	Q2 Actions/comment
<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>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. Data is currently being collected within the region and will be available in December 2013.</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 other significant procurements. A draft Plan will be presented to Management Team in November.</p>	<p>Performance is on target against the action plan.</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 version has been published on the web site and will be subject to continuous review to ensure all contract opportunities are identified. The Information for Businesses section of the web site is being 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 has been developed. As part of the development of the Strategy the information and guidance to Officers has been reviewed. The information includes business advice and standard terms and conditions for those companies who do not have their own. Training will be organised in the first quarter of 2014.</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.

Indicator	Quarter 1 & 2	Q2 Actions/comment
<p>Q1 Report 2012/13 data Q2 Report on any actions Q3 Report projected profile to end of year Q4 Report any significant issues/actions and project actual out turns.</p>	<p>Based on previous year's figures and actions, the indicator set for 2013-14 is for a further 4% reduction from 2012/13, which will primarily come from the Combined Heat and Power boilers installed in Hambleton leisure centres. An assessment of current carbon reduction, sustainability and energy saving methods utilised within the Council premises is underway. The report on any possible actions to improve these is expected in Quarter 3.</p>	<p>Performance is on target</p>

Other activity Reported to the Customer Services and Asset Management Review Board in quarter 2:

- Superfast broadband came under the spotlight at Northallerton and Villages Community forum's annual general meeting with a presentation by John Moore, Chief Executive of Superfast North Yorkshire.
- The "Youth Arts Festivals" received backing from the Community Safety Partnership. RuralShock provides a unique experience for young people delivering a variety of arts workshops including street dance, circus skills and outdoor activities including skate park, rodeo sheep and bungee run.
- Thirsk local Area Partnership Community Grant fund supported projects including; Carlton Lodge to enable them to replace outdoor activity equipment; Thirsk toy library for a caterpillar "climb and crawl"; the Hillside Scout Group and the Rural Arts group.
- A survey of the current Night Marshalls patrol scheme commenced to gain residents views with a view to enable the scheme to be continued.

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 & Q2	Q2 Actions/comment
New Dwellings - 305 in 2013/14	<p>Q2 performance was a marked increase on that of the previous quarter with 55 dwellings completed, compared to 21 in Q1. This is however still just below $\frac{3}{4}$ of the target for the quarter (76) and less than half the six month target (152)</p> <p>Completed dwellings include 7 remaining at the former Turkey Factory in Dalton (allocation TH4) and 13 at the former Abattoir site in Aiskew (BH4). A further 3 dwellings were at York Road in Easingwold (EM1) with the remainder being windfall sites.</p> <p>Building has also started at Sowerby Gateway (TM2A), Cherry Garth, Thirsk (TH1) and Swaledale Court, Morton on Swale. Large approved developments at York Trailers, Northallerton and Bedale Road, Aiskew are subject to revised proposals from new developers who are aiming to proceed soon.</p> <p>A recommendation to Council on 10 December 2013 is seeking approval of a relaxation of the LDF phasing to ensure the Council has a robust 5 year supply of deliverable housing sites as required by the National Planning Policy Framework.</p> <p>The target of 305 dwellings should be increased to 400 dwellings per annum to reflect revised calculations of the District's requirement and the affordable housing element should be increased in line with this (i.e. from 130 to 170).</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>The progress of allocated sites is being carefully monitored. A recent survey of all allocated sites, along with all extant planning permissions has enabled the Council to ascertain how much development is likely to come forward and when. At 1 October 2013, 1,955 dwellings had planning permission with 229 being permitted in the last quarter.</p> <p>Whilst there is a significant supply of sites available with planning permission, completions are still slow. A review of the LDF is being undertaken. The review will also look at uses that might help delivery of the affordable housing requirement.</p>

Affordable Homes – 130 in 2013/14	<p>In Q2, there were 21 affordable homes completed giving a cumulative figure this year of 67. Six of the homes were on rural exception sites.</p> <p>Whilst the delivery of affordable homes via S106 is still being delayed by market conditions the forecast is that 42 rural affordable homes will be completed this year which is in excess of the rural target.</p>	Performance is on target
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Aim (2) : Homelessness Preventions To reduce homelessness by providing direct support to District residents in need.

Indicator	Quarter 1 & Q2	Q2 Actions/comment
120 preventions by Council intervention in 2013/14	<p>In Q2 there were 115 preventions, 102 through work undertaken by Housing Officers. Of the 102, 78 were Discretionary Housing Payments and 24 bonds. The figure for Q1 and Q2 is 223 preventions which means the annual target should be reviewed and is evidence of the impact of Welfare Reform.</p> <p>The focus on prevention work has resulted in a lower number of homeless applications, however, whilst the numbers remain relatively low there has been a rise of 32% from Q1 to Q2.</p>	<p>Performance has exceeded the annual target.</p> <p>The annual target is to be reviewed to ensure it is appropriate to ensure the vulnerable in the community are not put at risk.</p>

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 & Q2	Q2 Actions/comment
48% by March 2014	<p>The recycling rate for Q1 and Q 2 is estimated to be 55.3%; at this point not all the recycling tonnages have been confirmed.</p> <p>There has been an increase in recycling due to the increased kerbside tonnage from the enhanced paper and card collection. Good weather over the summer also means that the green waste tonnage is greater than last year (figures are estimates).</p>	Performance is above target.

Aim (4) : Supporting Development To ensure that the Planning Service supports the sustainable economic growth and development of the District.		
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Indicator	Quarter 1	Quarter 2	Q2 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%.	In Q2 16% of major applications were determined within 13 weeks.	<p>Performance is below target.</p> <p>This is disappointing and performance has been affected by applications delayed for legal agreements and the Improvement Plan will examine options for limiting this in future. Performance for the year is currently 53% and expected to meet the target by the end of the year.</p>

Other activity in quarter 2:

- Campaigns to encourage more recycling including urging shoppers in the high streets by providing new “environmentally friendly” bins in Bedale, Easingwold, Great Ayton, Northallerton, Thirsk and Stokesley.
- Kerbside recycling commenced for residents at RAF Leeming.
- Major changes to social housing choices came into force with the “Choice Based Lettings” scheme which allows people to bid for social housing across the region.
- New homes consultation events were held in Hutton Rudby and Linton on Ouse to discuss the proposed developments for affordable homes and Scruton saw the completion of six affordable homes.

Leisure and Health

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

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	Quarter 2	Q2 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	<ul style="list-style-type: none"> ▪ 23.83% of all visits by 0-10yrs; ▪ 12.9% of all visits by 10-19yrs; ▪ 14.15% of all visits by 60-74yrs 	<ul style="list-style-type: none"> • 26.21% of all visits by 0-10yrs • 10.5% of all visits by 10-19yrs • 15.22% of all visits by 60-74yrs 	Performance is on target. with the exception of the higher age band, where actions are being taken to encourage greater participation e.g. Capital Improvement Scheme planned at Northallerton will see a studio created to enable low intensity sessions to be scheduled, in addition a programme of events to encourage exercise is being undertaken and reviewed on an on-going basis

Aim (2) : Supporting the community to participate in sport and active recreation

Indicator	Quarter 1	Quarter 2	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.	<ul style="list-style-type: none"> • £22,591 allocated (cumulative) • £76,330 released (cumulative) 	Performance exceeds target
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	<ul style="list-style-type: none"> • £41,580 secured (cumulative) 	Performance exceeds target.

Aim (3) : To improve the way we communicate			
Indicator	Quarter 1	Quarter 2	Q1 Actions/comment
Develop and implement an external communications strategy for the Council.	The draft strategy is due for consideration by Cabinet.	Report to be tabled at Cabinet this year.	Performance is within target.

Other activity in quarter 2:

- The Council held a reception in West Tanfield for Monsieur Christian Prudhomme, the Chief Executive of Ameury Sports Association, which owns the Tour de France which comes to Yorkshire next year (5 and 6 July 2014). The “Get Hambleton Cycling” campaign was launched with events planned to get people “on their bikes” ahead of the Tour.
- A multi-sport club for disabled people was opened in Northallerton by paralympian Stephen Miller, this has been followed with a course for coaches to help them work with disabled people in sports activities. A further pilot of the multi-sport club is now running in Easingwold.
- A range of incentives to encourage membership at the leisure centres has been launched, including a loyalty reward scheme for the over 50s; new classes in dance and high intensity workouts and a “Shape up for Summer” campaign.
- The “Hyper Holidays” sessions for youngsters at the leisure centres were a great success this summer, delivering a packed programme of art, sport, educational and coaching courses including archery, swimming and fencing.

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	Quarter 2	Q2 Actions/comment
Collection of Business Rates	In Q1 36.55% was collected compared with a figure of 37.25% in Q1 for 2012/13.	In Q2 62.56% was collected compared with a figure of 63.34% in Q2 for 2012/13	Performance is within tolerance.
Council Tax Collection	In Q1 30.86% was collected which is the same as the Q1 figure in 2012/13.	In Q2 59.24% was collected compared with a figure of 59.49% in Q2 for 2012/13.	Performance is on target. Increase collection of Council tax had been unexpected due to implementation of Universal Credit.+
Capital Programme	100% of the in year capital programme has been approved.	Target met Q1	Target met in Q1.

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 & 2	Q2 Actions/comment
To ensure we deliver a high quality service to our citizens we will improve processing times in line with North Yorkshire Authorities.	<p>In Q1 the processing time (monthly) for new claims was 38.94 days against a target of 16 days. For changes in claims the processing time (monthly) was 21.52 days.</p> <p>In Q2 the average processing times for new claims are still very high. The in-month figure for September is showing a marked improvement at 18.9 days as opposed to the average of 33.55 days. This is due mainly to work being outsourced. The outsourcing will continue for a short period within Q3.</p>	Performance is below target.
To maximise the opportunities to detect and prevent fraud	<p>In Q1 £38,000 of fraud was identified.</p> <p>In Q2 £62,037 currently identified.</p>	Performance is on target.

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 & 2	Q2 Actions/comment
<p>We will monitor the amount of Council Tax 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>Q2 The amount of CTR awarded has now levelled off as the backlog of claims has been addressed. Based on the initial profiling there is £204,074 that can be allocated.</p>	<p>Performance is on target.</p> <p>Note: that the closure of both the Prison and the RPA Offices could have a significant impact on this figure.</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.</p> <p>Q2 has seen a reduction in the total Rateable Value of £110,425 (0.166%). Mainly due to 2 properties:</p> <ul style="list-style-type: none"> • one reduced by £47,500 • one from £67,000 reduced to £0 – property undergoing major renovations. <p>The actual number of properties in rating has increased slightly</p>	<p>Performance is on target.</p>

Aim (4) : To support local economic growth.		
To support local economic growth by:-		
Indicator	Quarter 1 & Q2	Q2 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. . In Q2 over 2 hectares of additional employment land was approved (20,369 m2). This was mainly from an expansion of Stokesley Business Park (19,674 m2), a site which is allocated in the Local Development Framework. A total of 541 m2 however will be lost at Leeming Bar as part of the village centre regeneration under allocation BM4. This results in a District wide net gain figure of 19,828 m2.	Performance is below target.
Providing workspaces and improving the average occupancy levels in the industrial and managed workspaces.	In Q1 90.5% occupancy rates on industrial premises has been achieved against the target of 95% and for Managed Workspaces 77% against the target of 75%. In Q2 92.9% occupancy rates on industrial premises has been achieved against the target of 95% and Managed Workspaces achieved 77% occupancy against the target of 75%. In Q2 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 was above target for Managed Workspace and below target for Industrial Units.
Enabling young people to get into work by providing apprenticeships within the Council. Providing support to small businesses, in particular micro businesses, for apprenticeships.		Performance is on target.

Aim (5) : To become more 'business friendly' as a Council and help businesses to locate, stay and grow in Hambleton.		
To achieve this aim the following measures will be taken:-		
Indicator	Quarter 1 & Q2	Q2 Actions/comment
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. Q2 see actions taken in "Networks and Forums" below	Performance is on target against the action plan.
Action will be taken across the Council to ensure that we understand and are responsive to business needs	In Q2 the business engagement strategy has been completed and meetings are being set up with other Council teams to share this for input and comments. At the same time the strategy will be shared with a small group of businesses for their input. The Business Engagement Officer has contacted teams with specific business queries to be resolved.	Performance is on target against the action plan.
Development of a range of measures to support the sustainability of micro-businesses in the District.	Networks and Forums: Five mini Tour de France road shows have been delivered across the market towns with over 150 businesses attending. Aimed at microbusinesses to ensure they are prepared and can benefit from the Grand Depart. A further 5 road shows will be delivered in the Spring of 2014. Hambleton Womens Business Zone has been established and their first meeting is at Evolution Business Centre in Northallerton on 9 th October. A North Northallerton Business group has started and will complement the Northallerton Retail and Business Forum, which focusses on the town centre. The Hambleton Strategic Business Forum is hosting meeting in November 2013 a total of 85 businesses across Hambleton have been invited to attend.	

<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>Individual business support: Support to 83 individual companies including advice, information, contacts, links to network, business opportunities and inter-trading. Window Dressing Workshops for retailers in all the market towns launched to support 45 high street businesses get experience and skills in the run up to Christmas through 2 workshops raise their game to dress their windows and displays to attract more customers and improve footfall longer term..</p> <p>Procurement nationally and regionally has a focus on supporting local businesses and measures to ensure processes are accessible to all and simplified are underway.</p> <p>To advertise opportunities to do business with the Council the contracts register has been published. As contracts are reviewed, the register is 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 is being expanded and updated to provide links to further opportunities within the public sector</p>
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Other activity in quarter 2:

- Work commenced on the Economic study of Hambleton to help drive forward business investment in the District and make it relevant to the needs of local businesses. Consultations have begun to inform the economic study to ensure that a full understanding is gained of the roles of the town centres to residents, businesses and visitors.
- The Police and Crime Commissioner announced that Hambleton has been chosen as the location for the base for North Yorkshire Police which helps maintain a high profile for the District and safeguards employment of approximately 500 jobs.
- A national campaign was supported by Hambleton with the "Making Markets Matter" road show to enhance the shopping experience in the market towns and encourage shoppers to continue shop in our market towns.
- In preparation for the Tour de France next year and working with Leisure Services and Welcome to Yorkshire businesses have been invited to attend mini road shows to promote opportunities that the Tour may bring.
- Consultation on the Local Council Tax Reduction Scheme commenced seeking residents views on the proposals Hambleton has to replace the previously administered national scheme for Council tax.
- Customers can now pay for a wider range of council services on-line.