

HAMBLETON DISTRICT COUNCIL

Report To: Scrutiny Committee
14 February 2019

From: Director of Finance (s151 Officer)

Subject: **COUNCIL PERFORMANCE 2018/19 (QUARTER 3)**

All Wards

1.0 PURPOSE AND BACKGROUND:

- 1.1 The revised Council Plan for 2015-2019 was adopted by Council on 18 July 2018.
- 1.2 The Council Plan shows the Council's goals with measurable outcomes in the form of Council Key Performance Indicators (KPIs). 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.
- 1.3 This report provides the Scrutiny Committee with details on progress towards the Council's aims. Progress is reported in cumulative year-to-date basis, with actual results achieved during Q3 also provided to enable a comprehensive review.
- 1.4 The public has access to this information through these published reports.
- 1.5 The Council's Performance and Risks are also reported quarterly to Management Team.

2.0 LINK TO COUNCIL PRIORITIES:

- 2.1 An overview of performance against each Council priority is attached in Annex 'A'.
- 2.2 In summary, 96% or 25 KPIs achieved their target at Q3.
- 2.3 Only one KPI did not meet its target at Q3.

2.3.1 Achieve 8 out of 10 success rate in defending appeals where major developments are refused planning permission

Target Q3 – 80% Actual Q3 – 50%

In Q1 and Q2, there were no major development appeals.

In Q3, there were only two major development appeals which were residential schemes. One of the appeals was successfully defended. However the Government Inspector upheld the second appeal for 28 dwellings in Brafferton because affordable housing was added to the scheme after the Planning Committee had refused permission.

3.0 CONCLUSIONS:

- 3.1 Performance against the revised Council Plan 2015-19 key priorities is being managed and action plans have been successfully developed to address areas of weaker performance to assist the Council to progress to meet its priorities.

4.0 RECOMMENDATION:

- 4.1 It is recommended that the Scrutiny Committee considers the progress made at Q3 against the Council Plan 2015-19, as detailed in Annex 'A' of the report.

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Background papers: Departmental Service Plans

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Council Performance Quarter 3

1 October – 31 December 2018

This report provides information on performance towards the Council Business Plan Priorities for the third quarter of 2018/19, as reported to the Management Team on 30 January 2019.

Key Priorities:

- Driving Economic Vitality
- Enhancing Health & Wellbeing
- Caring for the Environment
- Providing a Special Place to Live

PRIORITY – Driving Economic Vitality

Purpose: <ul style="list-style-type: none"> - Promote growth of local economy - Support economic growth through planning - Enable businesses to set up and grow - Provide business friendly services - Establish links with education - Maximise private sector investment in the district - Improve market town vitality and viability 	Outcome: <ul style="list-style-type: none"> - New business & commercial openings made available - Increased grant availability and opportunities for young people - Businesses stay, grow and relocate to the area - Support developers to achieve planning permission for new homes, businesses, industrial developments & infrastructure - Community Infrastructure Levy is implemented to assist economic development - Land is allocated to meet employment needs until 2035 through the new Local Plan 			
Indicator	Target / Benchmark	Quarter 3	YTD	Q1 Actions / Comment
Facilitate 25 young people into local small businesses by April 2019 through apprenticeships and the graduate scheme	25	7 apprentices 1 graduates	31	27 apprentice's applications approved and 4 Graduate applications approved.
Support £2m of new business investment in Hambleton during 2018/19	£2m	£23,406.50	£1,444,343	4 businesses were supported to secure £25,784.00 external grant funding, with a further £23,406.50 of match funding invested by the businesses themselves. Q1 figure amended to show investment by Labman Automation of £1.35m in May 2018. Currently waiting to hear the outcome of applications with the value of £1.967m of private sector match funding that have been submitted and waiting approval – most of these are with Defra.
Increase footfall across Hambleton's Market Towns by 5% during 2018/19	5%	4,188,681	12,230,520	This is the total for Oct - Dec based on data collected from 20 footfall counters in place across the 5 market towns. District footfall has risen compared to Q2, however the rise so far has been steady and figures remain in the expected range. Figures reflect the seasonal rise seen in the towns.
Achieve a level of Business Rate collection of 98% during 2018/19	98%	85.55%	85.55%	Continued good performance. The collection rate at Q3 is an increase compared to Q3 of 2017/18 which was then 85.37%. In monetary value the Council has collected £764,594 more than in the same quarter for 2017/18.
Achieve a level of Council Tax collection of 98% during 2018/19	98%	86.47%	86.47%	Continued good performance. Although this is 0.45% less than in the same quarter for 2017/18, in monetary value £3,175,597 more has been collected. <ul style="list-style-type: none"> • Changes in the amount due to be collected can vary due to changes in the tax base and levels of discounts awarded.

Indicator	Target / Benchmark	Quarter 3	YTD	Q1 Actions / Comment
Increase the number of major planning applications determined within 13 weeks, or as agreed with the applicant, to 80%.	80%	100% 9 out of 9	96.4% 27 out of 28	Performance exceeds target. Improvements still sought in order that the use of 'extensions of time' can be reduced and the customer experience improved.
Increase the number of minor planning applications determined within 8 weeks, or as agreed with the applicant, to 85%	85%	85.5% 89 out of 104	90.5% 279 out of 308	Performance met target. Improvements still sought in order that the use of 'extensions of time' can be reduced and the customer experience improved.
Achieve 8 out of 10 success rate in defending appeals where major developments are refused planning permission	80%	50%	50%	In Q1 and Q2, there were no major development appeals. In Q3, there were only two major development appeals which were residential schemes. One of the appeals was successfully defended. However the Government Inspector upheld the second appeal for 28 dwellings in Brafferton because affordable housing was added to the scheme after the Planning Committee had refused permission.

Other activity and items of interest for this Priority during Quarter 3		
Business & Economy	North Northallerton Development Area	<ul style="list-style-type: none"> Work on the second phase of the link road continues. This involves the stopping up of Northallerton Road after which time traffic from Brompton will be directed along the new stretch of Link road through Thurstan Park and on to Stokesley Road. This is due to be complete in January. Continuing a dialogue with developers to chart progress of the delivery of the third and final phase of the road delivery, the embankments and rail bridge. Bridge agreements now in place between DevCo/North Yorkshire County Council/Network Rail but a substantial bond required by the developers is being organised before further works can progress. A variation to the Local Enterprise Partnership funding agreement may be required to reflect the slippage in the bridge delivery milestone, forecast initially as Spring 2019 this is now more likely to be Winter 2019. 49 homes have been completed and occupied on the Persimmon side of the site and on the Taylor Wimpey side.
	Central Northallerton	<ul style="list-style-type: none"> The planning permission for treadmills was issued on 4th December 2018. The digital hub has received a £1.8m Local Enterprise Partnership, Local Growth Fund grant and the funding agreement is in place with Central Northallerton Development Company Limited. A further funding agreement is now in place with the Local Enterprise Partnership for £3.2m Local Growth Fund toward improvements to the highway and footway networks between Treadmills and the High Street.
	Sowerby Gateway	<ul style="list-style-type: none"> Work progressing on the junction due to be complete early 2019.
	Business Support	<ul style="list-style-type: none"> Stokesley Wi-Fi now has 5 companies live on the WI-FI and 1 producing a Wi-Fi banner. A letter has been drafted for Stokesley Town Council to go back out to the businesses with the usage stats included. Press promotion scheduled for 8th January. Federation of Small Business – 9 new members joined in this quarter. Federation of Small Businesses have been short staffed. They will be recruiting a new adviser in January 2019. This should resolve the number joining. This issue has been raised on two occasions.

Business & Economy ctd...	Vibrant Market Towns	<ul style="list-style-type: none"> ▪ New Vibrant Markets Towns Project Officer Peter Cole is in post. ▪ A review of the Vibrant Market Towns Investment Plan has been undertaken in consultation with Stokesley Town Council and a number of amendments have been made. ▪ Meeting with key contacts in Hambleton's market towns to establish which projects they would like to see delivered in 2019. ▪ A Vibrant Market Town Project Plan has been prepared and a number of short-term priority projects have been identified. ▪ Many of the properties originally identified for window wrapping has now been occupied, sold or are undergoing renovation, and therefore have been ruled out of the project. 69 market place Thirsk has been successfully wrapped. ○ Hambleton.gov.uk/invest is now live and promoting properties in the district. ○ The Vibrant Market Towns are currently looking at potential candidates for wrapping in Bedale. ▪ Easingwold Café Culture Map was successfully launched and raised £140 to support Easingwold Tourist Information Centre. There is now a desire to create a similar business/high street map of Easingwold for 2019 which will be supported by the Vibrant Market Towns team again. ▪ The annual Christmas events in Hambleton posters have been designed, printed and distributed. The accompanying website is also live. ▪ A successful Christmas market has been held in Thirsk. The market featured a brass band and competitions for the market traders – Best Dressed Stall & Best Christmas Jumper. ○ Northallerton Market also took part in the trader competitions ▪ Vibrant Market Towns team supported the Easingwold in lights competition ▪ Supporting the Tour De Yorkshire announcement, with special focus on Bedale as a finish town. ▪ Supporting Easingwold Tourist Information Centre in their grant application to renovate their frontage. ▪ Investigating locations for additional footfall counters in Stokesley.
Corporate Finance	Professional Development	<ul style="list-style-type: none"> ▪ Corporate Finance Manager qualified as a member of the Association of Chartered Certified Accountants 15 October 2018.
Planning	Training	<ul style="list-style-type: none"> ▪ Web training. ▪ Mental health training. ▪ Manager resilience training. ▪ Enterprise training.
	Major Application	<ul style="list-style-type: none"> ▪ Determination of the application for the determination of the prison.
	Other interesting application	<ul style="list-style-type: none"> ▪ Recent noteworthy application 18/02273/FUL, the proposal sought the change of use and extension to agricultural building to form poultry processing plant at Shires Farm, Easingwold. <p>The applicant operates Herb Fed Ltd, a free range poultry business (chickens and turkeys) established in 2010. The applicant sought to relocate the base for the business to Shires Farm, having purchased that land and farmstead. The business produces 3,000 free range chickens a week, housed in moveable huts, and 10,000 turkeys on a seasonal basis (on site for 5 months) generating a turnover of circa £1.5 million and employing 9 full time staff which increases by 20 towards the Christmas period. The business is wholly free range and birds are fed with herb waste from Herbs Unlimited in Sandhutton. Herb Fed Ltd supply 40 Yorkshire based outlets and restaurants (including Castle Howard and Keelham Farm Shop, independent butchers, farm shops) and also a comparable number further afield including Chatsworth Estate Farm Shop and Selfridges.</p>

PRIORITY – Enhancing Health & Wellbeing

Purpose: <ul style="list-style-type: none"> - Improve the health and wellbeing of people by providing and supporting community inclusive facilities, activities, events and interventions - Protect consumers from health risks relating to hazardous food, drink and water supplies. - Protect residents from hazardous conditions in privately rented housing. 	Outcome: <ul style="list-style-type: none"> - Increased physical activity participation rates & therefore improved health - Reduction in health threatening conditions - Improved health & wellbeing through community events, initiatives, programmes & activities - Increased child safety through learning to swim - Improved standard of hygiene in food businesses - Reduced health risk due to non-compliant private water supplies - Protect residents from hazardous conditions in privately rented housing. 			
Indicator	Target / Benchmark	Quarter 3	YTD	Q1 Actions / Comment
Achieve an increase in health & fitness membership base of 8% (3,085) in 2018/19	8% [3,085]	16% (3,376)	15% (3,320)	This is a year end target and fluctuation is anticipated throughout the year. All centres achieving targeted position with biggest growth as expected at Northallerton Leisure Centre
Achieve an increase in the 'learn2 swim' junior membership base of 2.8% (2,650) in 2018/19	2.8% [2,650]	2.9% (2,660)	3.3% (2,671)	This is a year end target and fluctuation is anticipated throughout the year. All centres over achieving on targeted position.
Successfully allocate 100% (£125k) of community grants in 2018/19	£125,000	99.60%	99.60%	The Thirsk grants panel only awarded £24,559 of their £25,000 budget.
Complete 100% (35/35) of high risk food premises inspections in 2018/19	100% [35/35]	17 % 6	57% 20	To complete 35 high risk food premises inspections by the end of the year. Profile: Q1 - 6; Q2 - 6; Q3 - 6; Q4 - 17 = 35 (profile reflects due dates).
Complete 100% (36/36) of private water supply risk assessments in 2018/19	100% [36/36]	19% 7	83% 30	To complete 36 assessments by the end of the year. Profile : Q1 - 11; Q2 - 12; Q3 - 7; Q4 - 6 = 36

Other activity and items of interest for this Priority during Quarter 3

Environmental Health	Communications	<ul style="list-style-type: none"> ▪ Information and advice has been produced relating to domestic oil tanks provided in a leaflet and on the Council's website.
	Environmental Protection	<ul style="list-style-type: none"> ▪ New environmental permit was issued for Co-Operative filling station Brompton Road, Northallerton.
	Housing	<ul style="list-style-type: none"> ▪ A 'House in Multiple Occupation' license application was received for a 13 bed household which is for a supported living unit but not a registered social housing provider. Following visits to the property a Notice of a proposal to issue a 'House in Multiple Occupation' licence has now been served on interested parties in respect of the proposed licence. ▪ A new Geographic information system layer has been produced for Uniform to identify all Registered Social Landlord housing stock to aid complaints and investigations.

Other activity and items of interest for this Priority during Quarter 3		
Environmental Health ctd...	Infectious Disease Control	<ul style="list-style-type: none"> A new procedure has been implemented by the Health Protection Team at Public Health England, Yorkshire and the Humber for the investigation and control of Shiga toxin-producing Escherichia coli (STEC). Officers in the Commercial team participated in a training session delivered by the Health Protection team and now have the appropriate knowledge to investigate these cases.
Leisure & Communities	Safeguarding training for taxi drivers	<ul style="list-style-type: none"> 41 Hambleton taxi drivers attended a training session on safeguarding (06/11/18).

PRIORITY – Caring for the Environment

Purpose: <ul style="list-style-type: none"> Improve efficiency of waste collections and recycling Improve customer satisfaction Reduce CO2 and improve energy efficiency 	Outcome: <ul style="list-style-type: none"> Decreased landfill waste Improve service to customers Environmental sustainability Clean litter environment 			
Indicator	Target / Benchmark	Quarter 3	YTD	Q1 Actions / Comment
Maintain a recycling rate of 47%	47%	45.63% est	51.24% est	Actual tonnages reported 3 months in arrears. Estimated Q3 year to date targets indicate above target at year end.
Develop an effective enforcement policy on fly tipping and littering	100% complete	95%	95%	Including partnership working. Policy including authorisations drafted, awaiting authorisation. Appropriate training to be undertaken by additional staff 4th quarter.
Facilitate 24 community litter picks in 2018/19	24	12 est	32 est	Documentation/recording system in development.
Improve efficiency of lighting by reducing energy consumption by 140,000 Kwh in 2018/19	140,000 kwh	34,746 kwh	54,996 Kwh	Achieve or better the electric energy saving profile through installation of LED lighting across the Council's premises. Quarterly saving profile (Kwh): Q1 = 2,500, Q2 = 17,500, Q3 = 30,000, Q4 = 90,000. Cumulative saving profile (Kwh): Q1 = 2,500, Q2 = 20,000. Q3 = 50,000, Q4 = 140,000.

Other activity and items of interest for this Priority during Quarter 3		
Waste & Street Scene	Parish/Town Council talks	▪ Out of hours talks by Recycling Officers, 5 talks + 1 event.

PRIORITY – Providing a Special Place to Live

Purpose:	Outcome:			
<ul style="list-style-type: none"> - Provide an adequate amount of housing to meet the housing needs of all - Provide support to residents to prevent homelessness - Support people to lead independent lives 	<ul style="list-style-type: none"> - Housing sites are made available for market and affordable housing - Achieve housing for all - Provide financial support for residents to live in the district independently - Provide support to residents to prevent homelessness 			
Indicator	Target / Benchmark	Quarter 3	YTD	Q1 Actions / Comment
Maintain, each year, a minimum 5-year supply of deliverable housing sites	5 yrs	9.7 yrs	9.7 yrs	Supply consists of 3,218 units – 1,950 units from allocated sites, 1,168 windfall units & 100 unit windfall allowance Note new permissions include Austin Reed (112), Brafferton (28), Forge Lane Tollerton (20).
Publish the new Local Plan by September 2018 (Amended to June 2019 in Q3)	100% complete June 2019	0%	0%	New Local Development Scheme approved by Cabinet in November 2018. Therefore New Local Plan to be published in June 2019.
Deliver an additional 315 new homes by April 2019	315	107 (est)	312 (est)	Build out rates for North Northallerton have been revised upward , new sites have started to make a contribution like “The Weald” in Easingwold – overall activity high with 230 completions from allocated sites & 82 windfall completions. Note revised completions for Q1 & Q2. Q3 Figures are provisional. Anticipated completions for 2018/2019, has increased to 400+ units compared to the previous estimate of 365.
Ensure 100% of homelessness decisions are made within 56 days.	100%	100%	100%	Performance is on target.

Indicator	Target / Benchmark	Quarter 3	YTD	Q1 Actions / Comment
Process new housing benefit claims within 20 days in line with North Yorkshire authorities	20 days	13.82 days	15.33 days	<p>Year to date, 264 claims processed, taking 4047 days. Average processing time per claim 15.33 days.</p> <p>The performance for each month was: April 24.24 days, May 19.30 days, June 13.29 days, July 14.5 days, August 12.58 days, September 13.32 days October 14.16, November 14.33, December 13.10.</p> <p>The number of new claims is falling, 5 fewer claims were received than in the same quarter for 2017/18.</p> <p>Speed of processing can also be affected by local policy changes, therefore care should be taken when making comparisons with other LA's.</p> <p>The latest national average information available for Q1 for 2018 /19 is 23 days. Hambleton District Council performance was 18.9 days.</p>
Process new council tax claims within 20 days in line with North Yorkshire authorities	20 days	14.31 days	14.93 days	<p>Year to date, 1194 claims processed, taking 17846 days. Average processing time per claim 14.95 days.</p> <p>The performance for each month was: April 17.35 days, May 19.72 days, June 14.80 days July 11.9 days, August 12.35 days, September 14.44 days October 14.68, November 13.86, December 14.36.</p> <p>124 more new claims were received than in the same quarter for 2017/18.</p>
Process housing benefit changes in circumstance within 7 days in line with North Yorkshire authorities	7 days	2.71 days	3.18 days	<p>Year to date, 6525 changes in circumstances processed, taking 20719 days. Average processing time per claim 3.18 days.</p> <p>The performance for each month was: April 3.63 days, May 2.52 days, June 5.30 days July 3.17 days, August 3.20 days, September 2.86 days October 3.01 days, November 2.54 days, December 2.45 days.</p> <p>The latest national average information available for Q1 for 2018 /19 is 7 days. Hambleton District Councils performance was 3.46 days.</p> <p>The roll out of Universal Credit means some changes in circumstances are falling; 320 fewer changes were received than in the same quarter for 2017/18.</p> <p>As speed of processing can be affected by local policy changes then care should be taken when making comparisons with other LA's.</p>

Indicator	Target / Benchmark	Quarter 3	YTD	Q1 Actions / Comment
Process council tax changes in circumstance within 7 days in line with North Yorkshire authorities	7 days	2.39 days	3.41 days	Year to date, 11650 claims processed, taking 39778 days. Average processing time per claim is 3.41 days. The performance for each month was: April 4.36 days, May 2.98 days, June 6.60 days July 3.82 days August 2.64 days September 2.50 days October 2.73 days, November 2.18 days, December 2.27 days. 547 more changes in circumstances were processed than in the same quarter for 2017/18. The number of council tax reduction changes to process is increasing in part due to the monthly changes in Universal Credit income.

The tables below show the comparison across North Yorkshire Councils for the processing times for new claims and changes in circumstances. Where there are 'gaps', this information is not available. Going forwards it is anticipated that this data may not be available on a quarterly basis as the Department of Work & Pensions are only now meeting with Councils on a 6 monthly basis. This is due to the ongoing roll out of Universal Credit and the change in volumes of work undertaken by Councils.

NEW CLAIMS PROCESSING TIMES in days *(recorded in arrears)*

North Yorks Region	2015-16		2016-17		2017-18		Q1		Q2		Q3		Q4	
	C/Tax	H/Benefit	C/Tax	H/Benefit	C/Tax	H/Benefit	C/Tax	H/Benefit	C/Tax	H/Benefit	C/Tax	H/Benefit	C/Tax	H/Benefit
Craven	23.80	24.73	26.26	27.52	18.49	19.52	19.68	19.38	18.59	21.20				
Harrogate	20.25	18.26	19.52	21.35	25.34	22.98	26.72	25.67	23.54	22.08				
HAMBLETON	24.73	20.73	28.43	23.62	25.61	20.76	17.21	18.00	12.89	13.58				
Scarborough	14.56	17.24	16.66	18.27	17.6 (Q3 only)	19.90	19.75	22.99	20.23	25.13				
Selby	21.21	20.88	21.14	19.32	22.54	21.86	24.66	23.84	26.05	21.14				
Richmondshire	N/A	N/A	22.26	18.32	18.6 (Q2 only)	16.66	15.48	17.41	N/A	N/A				
Ryedale	24.46	19.50	38.11	32.16	28.60	23.96	26.56	18.80	33.62	19.66				

CHANGE IN CIRCUMSTANCES PROCESSING TIMES in days *(recorded in arrears)*

North Yorks Region	2015-16		2016-17		2017-18		Q1		Q2		Q3		Q4	
	C/Tax	H/Benefit	C/Tax	H/Benefit	C/Tax	H/Benefit	C/Tax	H/Benefit	C/Tax	H/Benefit	C/Tax	H/Benefit	C/Tax	H/Benefit
Craven	4.47	4.18	5.61	4.86	7.40	4.49	9.48	6.94	9.01	10.05				
Harrogate	5.86	3.97	6.56	5.18	7.55	6.22	7.94	6.03	5.31	4.82				
HAMBLETON	3.44	3.26	5.45	5.29	6.24	5.78	4.38	3.48	3.05	3.10				
Scarborough	3.78	2.93	4.53	4.39	5.6 (Q3 only)	4.68	6.89	6.7	7.67	7.72				
Selby	3.85	3.49	4.07	4.23	3.99	4.55	4.49	4.82	4.92	5.54				
Richmondshire	N/A	N/A	4.58	3.33	4.9 (Q2 only)	3.29	5.74	3.14	N/A	N/A				
Ryedale	2.62	3.23	4.84	5.10	11.98	6.28	12.33	4.57	6.32	3.04				

Other activity and items of interest for this Priority during Quarter 3

Customer Services & Communications	Customer Services	<ul style="list-style-type: none"> Customer Services have been busy supporting both internal and external customers, providing assistance to service areas with plans, processes and projects.
	Technical Communications	<ul style="list-style-type: none"> In-house operation of the corporate social media accounts commenced 1 October 2018 with active communications outgoing and incoming. Customers are now using social media as an additional online channel to communicate with the council.
	Communications and Graphics	<ul style="list-style-type: none"> Considerable support has been provided to corporate projects, Christmas events, internal HR policy updates, year 3 garden waste service, Sports Awards held in November, updated Council Plan, plus all operational requirements of the council have been met.
Design & Maintenance	Events	<ul style="list-style-type: none"> Support for bonfires and Christmas events. Christmas market at Thirsk.
ICT	GovTech Implementation	<ul style="list-style-type: none"> The supplier confirmed Hambleton now hold the record for the most rapid implementation of webCAPTURE.
	New Screens in Meeting Rooms	<ul style="list-style-type: none"> Install large screens in two meeting rooms to improve quality of displaying content, also provides user training.
Legal Services	Elections	<ul style="list-style-type: none"> Completed annual canvass with 98.1% return. Published Electoral Register, 1 December 2018.
	Legal	<ul style="list-style-type: none"> Community Governance Review – Brafferton and Helperby. Final recommendations approved by Council in December to amalgamate the two parishes to form a new parish together with a new parish council to take effect from 1st April (Reorganisation Order to be sealed in January 2019).
Strategic Housing	Strategic Housing	<ul style="list-style-type: none"> 9th October Chartered Institute of Housing Social Housing Green Paper Consultation Event. Choice Based Letting (CBL) service review meeting 10th December 2018. Refugee North Yorkshire meeting 12th December 2018. County Homeless Group meeting 21st October 2018. North Yorkshire County Council Governance group meeting 12th November 2018.