

HAMBLETON DISTRICT COUNCIL

Report To: Cabinet
11 February 2014

Subject: **COUNCIL PERFORMANCE 2013-14 (QUARTER 3)**

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 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 three against the Council Plan was 86% on or above target with 5% within the tolerance range set and 9% below target.
- 2.4 The indicators not meeting performance in the third quarter are :-
 - 2.4.1 The resolution of enquiries at the first point of contact for those contacting the Council by telephone is below target. Work is on-going to make improvements and implementing task analysis to expand the number of services provided through the Contact Centre.
 - 2.4.2 The number of new dwellings completed remains below target, although improved compared to the same quarter last year. There are signs that house building is increasing with building commencing.
 - 2.4.3 The development of an external communications strategy for the Council is behind target.
 - 2.4.4 Planning approval for employment land remains significantly below target with 1.4 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 Customer satisfaction in dealing with the Council through face to face contact, telephone calls and via the web site continues to improve and exceeds the targets set.

- 2.5.2 The number of homeless preventions due to actions taken by the Council exceeds the annual target.
- 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 continue to significantly exceed the annual target. This is supporting the community in developing a range of new facilities and equipment.
- 2.5.4 The range of support initiatives for local business is expanding and continues to receive positive feedback from the local business community.

3.0 CONCLUSIONS:

- 3.1 Performance against the refreshed Council Plan key priorities is on target with the exception of four measures where action plans have been developed to address performance.
- 3.2 The number of new homes and employment land delivered continues to be impacted by the current economic situation. Actions to encourage building to commence are in place and an economic study of the District has been completed to help inform further actions.

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 3

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Hambleton District Council
COUNCIL PLAN 2013 to 2014
Performance Quarter 3
(1 October 2013 to 31 December 2013)

Introduction

The following information provides the details of performance against the Council Plan Priorities for the third quarter of 2013/14, as reported at the quarterly Review Boards held in January 2014.

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	Quarter 3 (to end Nov'13)	Q3 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%	79.4% (Footfall 30,589) 38% (Calls 23,517) Average 58.7%	After a peak in customer contact and demand during October, there was a slight decrease in the number of visitors and callers during November 2013. Work is on-going to make improvements and increase first point of contact resolution by task analysis to expand the number of services provided through the Contact Centre.
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)	93.3% (2,590 feedback) 96.8% (4,137 feedback) 57% (627 feedback)	Performance exceeds target.
c) Upheld complaints leading to service improvements	95%	94.8% (29 complaints)	100% (18 complaints)	95% (21 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	Visits to web Not available at present	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)	Customer Services access channels face to face 34.3% (14,312) telephone 57.1% (23,826) self service 8.9% (3,589)	Customer Services access channels face to face 35% (9,497) telephone 56.2% (15,249) self-service 8.8% (2,387)	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.

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 - 3	Q3 Actions/comment
Work with our communities so that they can protect and provide local services, facilities and open spaces.	<ol style="list-style-type: none"> 1. Supported a range of initiatives including the inaugural Hambleton Parish Liaison meeting. 2. Seven small scale enhancement projects with European LEADER funding. 3. Publication and distribution of the Ingleby Arncliffe Community Plan. 4. Parish Planning advice to Sessay Parish Council. 5. A successful Home Grown Food Market in Northallerton. 6. Partnership working with HMP Kirklevington to undertake voluntary work to clean up the River Leven. 7. Supporting first responder units in Great Ayton and Stokesley in their recruitment drives. 	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>8. Asset transfers – Cabinet at their September meeting approved the potential transfer of 4 assets. Initial contact has been made with all 4 groups to establish their position regarding asset transfer.</p> <p>Following the identification of their priorities, action plans are being developed by 4 of the 5 community led forums for delivery in 2014/15.</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>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>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>A number of projects funded through the Investing in Communities Scheme have been completed in Q3 including:-</p> <ul style="list-style-type: none"> • Northallerton Badminton Club • Thirsk8 Ambassadors • Hambleton Food Share. <p>A total of £2,120 has been claimed to date from the Investing in Communities Fund and a further £8,964 claimed from the Community Grants Programme. An application from Newton On Ouse Parish Council has been received for a Prepared Parishes Grant. They are currently finalising their emergency plan.</p>	<p>Performance is on target against the action plan.</p> <p>Performance is on target against the action plan.</p>

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 - 3	Q3 Actions/comment
Provide information to be reported as part of the YORprocure annual performance data which will enable benchmarking information to be established.	The local business indicator which has been selected as the key benchmark is spend by the Council with businesses in the District. Data is currently being collected within the region and will be available in the New Year. 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 is on target against the action plan.
Agreed forward plan of procurement projects with identified lead and reported savings/efficiencies via management team.	The Procurement Forward Plan will include the Capital Programme projects and other significant procurements. A draft Plan has been prepared and is due to be considered by Management Team.	Performance is on target against the action plan.
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.	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.	Performance is on target against the action plan.
Develop procurement strategy to include a programme of training and toolkits/information to ensure efficiencies maximised through procurement and contract management.	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.	Performance is on target against the action plan.

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 - 3	Q3 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 has been completed. The report on any possible actions to improve these will be reported in Quarter 4.</p>	<p>Performance is on target</p>

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

- A new programme of meetings to bring the work of parish, town and district councils closer started on 7 November 2013 to strengthen engagement with communities in the district.
- A project to see secure wifi networks in Easingwold, Thirsk and Stokesley commenced, this builds on the network implemented by Bedale and Villages Community Forum in 2012 and a scheme being developed in partnership with the Northallerton Retail and Business Forum. Once completed all 5 market towns will have wifi networks available to residents, local business and visitors.
- Tholthorpe was one of 31 schemes to receive a share of the grant programme to help provide a new scout hut to replace the near derelict facilities other local groups supported by the grant include; West Tanfield Memorial Tennis Club; Thirsk and District Community Minibus, Yorkshire Ambulance Community Responders.
- A new 64 space area for long stay parking was created in Northallerton to help people work in and visit the town.
- "Park free Thursday" scheme was successfully introduced during December, this was a suggestion put forward by businesses in the town.
- Hambleton Civic Centre now hosts the monthly North Yorkshire Police Beat Surgeries to enable residents to speak directly to an officer and discuss concerns.
- A campaign to raise awareness and help victims of domestic abuse over the festive season was launched by the Community Safety Partnership to

help everyone to have a happy Christmas.

- Like most rural communities thieves operating in the District tend to target areas outside homes. As part of the crackdown on burglaries the Community Safety Partnership have been working with the police helping to raise awareness and provide information on how to protect property, in particular securing sheds and external storage areas. This supports the distribution of “Countrywatch” warning signs throughout the District during October.
- To help save energy and reduce bills residents were urged to “bag a better boiler” through the Yorkshire Energy Partnership scheme.
- Superfast Broadband coverage maps were made available on the Superfast web site.

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 - 3	Q3 Actions/comment
New Dwellings - 305 in 2013/14	<p>In Q3 (the following data is to the end of November only) 39 dwellings have been completed giving a cumulative performance since 1 April 2013 of 117 houses completed. This falls below the profiled target but shows an increase on last year.</p> <p>There are signs of an increase in house-building, building has started at Sowerby Gateway (TM2A), Cherry Garth, Thirsk (TH1) and Swaledale Court, Morton on Swale. Development has also been approved at York Trailers, Northallerton and Bedale Road, Aiskew.</p>	<p>Performance is below target although showing an improvement on the previous quarter.</p> <p>Council on 10 December 2013 approved a relaxation of the LDF phasing to enable the Council to be able to demonstrate a robust 5 year supply of deliverable housing sites, (this is a requirement of the National Planning Policy Framework). This should boost housing construction but it will take some time before the impact is seen.</p>
Affordable Homes – 130 in 2013/14	<p>In Q3 there have been no affordable homes released. Taking Q1, Q2 and Q3 together 67 affordable homes have been delivered including 24 rural affordable homes.</p>	<p>Performance is below target.</p>

Aim (2) : Homelessness Preventions To reduce homelessness by providing direct support to District residents in need.

Indicator	Quarter 1 – Q3	Q3 Actions/comment
120 preventions by Council intervention in 2013/14	<p>Actual statistics will not be available until the end of January 2014. However, to the end of November there have been 55 preventions. This is above the profiled target and all indications are that performance will show an improving trend on receipt of the statistics.</p>	<p>The overall preventions figure for Q1, Q2 and Q3 is already significantly above the 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 – Q3	Q3 Actions/comment
48% by March 2014	The estimated recycling rate to the end of Q3 is 44.8%; at this point not all the recycling tonnages have been confirmed so this figure will change.	Performance is below target but will improve when all the Q3 performance information is available. Revised income levels due to the increase in paper are being met. Activity to increase recycling is on-going including the development of a waste strategy to plan for future collection methods/materials and inform procurement of recycling contracts and vehicles replacements.

Aim (4) : Supporting Development

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

Indicator	Quarter 1	Quarter 2	Quarter 3	Q3 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.	In Q3 67% of major applications were determined within 13 weeks.	Performance is above target.

Other activity in Quarter 3:

- A new scheme to encourage landlords to help young homeless people in the District was highlighted at a free event held at the Forum in Northallerton which provided information on how financial support and help that is available to the homeless.
- An affordable homes seminar aimed at Parish and ward Councillors was hosted by Lord Best in September focusing on ways in which local communities can get involved in delivering housing for local people.
- The Foodshare project was supported by residents, Members and staff from Hambleton who gave food and gifts for distribution to those in need and temporary financial crisis within the District this Christmas.

- To help encourage recycling the old litter bins in the market towns have been replaced with new recycling and litter bins there has also been a schools recycling poster competition with the winning poster to be displayed on the bin wagon.

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	Quarter 3	Q3 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	23.83% of all visits by 0-10yrs; 12.9% of all visits by 10-19yrs; 14.15% of all visits by 60-74yrs	26.21% of all visits by 0-10yrs 10.5% of all visits by 10-19yrs 15.22% of all visits by 60-74yrs	27.1% of all visits by 0-10yrs 9.7% of all visits by 10-19yrs 14.8% of all visits by 60-74yrs	Performance is within 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	Quarter 3	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.	£22,591 allocated (cumulative) £76,330 released (cumulative)	£53,765 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	£41,580 secured (cumulative)	£105,500 secured (cumulative)	Performance exceeds target.

Aim (3) : To improve the way we communicate

Indicator	Quarter 1	Quarter 2	Quarter 3	Q3 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.	Awaiting report	Performance is behind target.

Other activity in Leisure and Health Services Portfolio during Quarter 3:

- The “Big Weekend” was held at the Leisure Centres to help encourage people take up activities and improve their health by using the facilities and sampling some of the courses on offer, like the recently launched martial arts classes. The weekend was a huge success and saw 176 new members join.
- The endAGE partnership initiative saw more than 100 people attend a roadshow in Stokesley for people over 50 to find out about support and facilities available to them locally.
- Over 150 people attended the Hambleton Sports Awards ceremony in October to recognise sports performers, coaches and volunteers for their contribution to their chosen sport.
- Plans for a new £4 million sports village in Sowerby were under the spotlight in November when consultation opened to seek residents views on the initial plans for the 9 acre sites.
- Husthwaite opened its new free to use open air gym thanks to £4,800 LEADER funding; this is part of a wider project to promote physical fitness in the community.
- Over 70 people attended an event to promote disability sport. The “Ability Day” was supported by many agencies and some of our Paralympic competitors to encourage those with a disability to try and “have a go” at some of the sports available.
- For the third year running Hambleton agencies joined forces to run the “winter weather” campaign to protect the vulnerable in the community in the event of severe weather. This includes information and check lists on how to prepare and how to help those who may not be able to travel or move out of their homes.
- The Council’s firm stance on fly tipping was enforced when a York man was fined for dumping furniture.
- A challenge was set in December at the Leisure Centres to test cyclists on the 20th stage of the Tour de France, the winners were awarded a

coveted Yellow Jersey. This followed a “spinning taster day” run in Northallerton Town Centre in October.

- Hambleton joined the National campaign “Conversation about alcohol” which aims to raise awareness of the amount people drink and the harm excessive drinking can cause.
- Businesses across the District were urged to use the Food Standards Agency Hygiene rating scheme to let their customers know how important hygiene is to them and how successful they are at achieving the standard. In addition businesses were asked their views on how the District does in regards to enforcement of health and safety in the workplace.
- Leisure, Health and Businesses joined forces to discuss the opportunities available when the Tour de France comes to Yorkshire.

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	Quarter 3	Q3 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	In Q3 81.28% was collected compared with a figure of 81.33% in Q3 for 2012/13.	Performance is on target.
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.	In Q3 78.24% was collected compared with a figure of 78.64% in Q3 for 2012/13.	Performance is on target.
Capital Programme	100% of the in year capital programme has been approved.	Target met Q1	Target met in 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 – 3 (to Nov'13)
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 were 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.</p> <p>In Q3 the current situation on the backlog was:</p> <ul style="list-style-type: none"> • New claims 5 from 6/12/13 • Change in Circumstances 298 from 13/11/13. • Northgate (outsourced) work 222 from 21/10/13 <p>The average processing times for the 2 months of Q3 show an improving trend. Additional work has been outsourced to Northgate in an effort to ensure that any backlog is kept to a minimum when the service separates in January 2014.</p>
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> <p>In Q3 to 30 Nov'13 £85,867 currently identified</p>
	Q3 Actions/comment
	Performance is within target with actions to improve in place.
	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- 3	Q3 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>Q3 Performance to 30 November 2013: The amount of Council Tax Reduction awarded has reduced over the last 2 months. This may still be the effect of seasonal work. December normally shows an increase in the level of benefit awarded so the figure of £4,466,000.00 needs to be seen with a word of caution as December is not included in this figure.</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>Q3 The actual number of properties in rating has increased slightly. Performance to 30 November 2013: The total Rateable Value has increased by £170,000 over the last 2 months and is now £67,000 higher than the base figure as at 01 April 2013. The increase relates to a number of properties. 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 - 3	Q3 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.	<p>For Q1 .113 of a hectare approved. .</p> <p>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.</p> <p>In Q3 the net additional floor space provided, between 01/10/2013 and 18/12/2013 is 1,439.2 square metres. This includes an extension to a workshop at Sutton on the Forest, construction of an industrial building at Aiskew and construction of a warehouse extension in Topcliffe.</p>	Performance remains below target.
Providing workspaces and improving the average occupancy levels in the industrial and managed workspaces.	<p>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%.</p> <p>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%.</p> <p>In Q3 occupancy rates on industrial premises was 88.6% (target 95%)</p> <p>A drop on the previous quarter is due to units remaining empty at Binks close and further units becoming empty at Lumley Close, Thirsk (1 unit) and Bedale Craft Yard (1 unit). The units at Thirsk and Bedale have enquiries on them and should be occupied quite quickly. Unfortunately 2 further units will become vacant at Binks Close in January with no enquiries at present so the trend is downwards.</p> <p>In Q3 occupancy in Managed Workspace was 76.7% (target 77%)</p>	Performance is within target for Managed Workspace and below target for Industrial Units.

	A slight drop on the previous quarter due to 3 suites being vacated at Evolution – income continues to be supported by room bookings. Unfortunately 2 suites will become vacant at Momentum in February which will contribute to a further downward trend.	
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 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. Q3 15 within the Council; 12 Business Apprentices in place; and 6 businesses approved grants searching for apprentices.	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		
Improve communication and engagement with businesses through local business forums, networking and using a range of communication methods.	<p>In Q1 baseline position for the Council in relation to engagement with business across the District has been completed.</p> <p>Q2 see actions taken in “Networks and Forums” below</p> <p>Q3 The business engagement strategy has been completed and following consultation with other Council teams and a small group of businesses for their input, the strategy is now to be discussed by Management Team.</p> <p>Engaged with 10 larger companies (key accounts) and 88 individual companies. See target b) for examples of engagement.</p> <p>The Business Engagement Officer has contacted teams with specific business queries to be resolved.</p>	<p>Q3 Actions/comment</p> <p>Performance is on target against the action plan.</p>

<p>Action will be taken across the Council to ensure that we understand and are responsive to business needs</p>	<p>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.</p> <p>In Q3 the Business Engagement Officer has contacted teams with specific business queries to be resolved.</p>	<p>Performance is on target against the action plan.</p>
<p>Development of a range of measures to support the sustainability of micro-businesses in the District.</p>	<p>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.</p> <p>Hambleton Women's Business Zone has been established the first meeting was at Evolution Business Centre in Northallerton on 9th October.</p> <p>The North Northallerton Business group has now held 2 meetings where 80 businesses attended; this complements the Northallerton Retail and Business Forum, which focusses on the town centre.</p> <p>The Hambleton Strategic Business Forum hosted a meeting in November 2013 which was attended by 25 businesses (this was maximum capacity for the room available).</p> <p>Individual business support: Engaged with 88 individual companies; retail display workshops successfully involved Lewis and Cooper, the Save the Children shop in Northallerton, Rural Arts North Yorkshire, House and Home, Chapman's Pets and Arty Party; 14 attendees at Evolution workshop.</p>	
<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>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 supplies 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>

Other activity in quarter 3:

- Businesses were given information and urged to have their say to help inform the economic study of Hambleton at 2 workshops during October. Council Members met with William Hague MP to discuss the future of Northallerton Prison.
- The Council took on its first graduate trainee as part of a 4 year training programme to become an accountant.
- Following the successful introduction of the apprentice scheme as part of the “Changing Lives Building Better Business” project, 2 of the 13 apprentices received top awards for their achievement and 5 have secured permanent jobs with their apprentice employers. The scheme has been extended for a further 12 months.
- Consultation on the Council's budget ran through December to find out what people think of the current priorities, its council tax and its proposals to improve services and increase efficiency. The results of the consultation will be analysed and made available during Q4.
- Buy Local for the best value this Christmas was the theme for the market towns in the run up to the festive season with Christmas Fayres and Farmers Markets being run in addition to the normal markets.
- Paying on line was extended to more services this enable residents to have the choice to be able to book and pay on line.
- Small business Saturday 7 December was part of the national initiative to support small business in the area. A range of activities to help support businesses and encourage shoppers to spend in the district was organised in advance e.g., workshops were held and supported by the Federation of Small Businesses, this included a hands on session for retailers on how to give their window displays the “wow” factor.
- Fraud was put under the spotlight when 2 more successful prosecutions were brought against false claims for benefits. In October.