

HAMBLETON DISTRICT COUNCIL

Report To: Scrutiny Committee
20 October 2016

From: Chief Executive

Subject: **COUNCIL PERFORMANCE 2016/17 (QUARTER 1)**

All Wards

1.0 PURPOSE AND BACKGROUND:

- 1.1 The revised Council Plan for 2015-2019 was adopted at Council on 13 September 2016. Minor changes to the Council Plan were made in reference to the key performance Indicators for 2016/17.
- 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 In May 2016 after the end of the 2015-16 financial year a thorough review of the KPIs was undertaken to ensure each one is a viable measure of performance that accurately demonstrates progress towards achieving the Council's priorities. In 2015-16 there were 34 KPIs. In 2016-2017 this was increased to 35, mainly due to including Environmental Health targets. This is the first quarter reporting against these refreshed KPIs.
- 1.4 This report provides the Scrutiny Committee with details on progress towards the Council's aims together with information on indicators performing exceptionally well, and actions to address areas of under-performance at Quarter 1. The public has access to this information through these quarterly performance reports.
- 1.5 The Council's Performance and Risks are also reported quarterly to the Extended 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, 82.86% or 29 KPIs performed on or above target for Quarter 1 and 17.14% or 6 fell below target.
- 2.3 Of the KPIs successfully meeting their targets, the following four had the greatest level of achievement:
 - 2.3.1 Facilitate 25 young people into local small businesses by April 2017 through Apprenticeships.

Target at Q1 = 6, Actual at Q1 = 12 young people placed into small businesses through Apprenticeships.

This is a great start to the year considering most students will not have left school or college until late June, well into the first reporting quarter.
 - 2.3.2 To achieve 2590 junior members on the "Learn2 Swim" programme.

Target at Q1= 2,590, Actual at Q1 = 2,668

All centres have performed above target even though the target set for this year has increased from 2015/16 target.

2.3.3 Deliver a total of 20 affordable homes in rural locations

Target at Q1 = 5, Actual at Q1 = 25 homes.

The target of 20 affordable homes in rural locations for the full year has been substantially succeeded in the first quarter of the year with 16 homes completed in Hutton Rudby, 2 homes in Aiskew and 7 homes in Stillington.

2.3.4 Process council tax changes in circumstances within 7 days in line with North Yorkshire authorities

Target at Q1 = 7, Actual at Q1 = 3.7 days

Processing times for quarter 1 are well within the deadline set and are an improvement on the 2015/2016 cumulative total of 4 days.

2.4 The KPIs not meeting their target at Q1 are:

2.4.1 To achieve the national indicator by increasing the number of major planning applications determined within 13 weeks, or as agreed with the applicant, to 80%

Target at Q1 = 80%, Actual at Q1 = 50%

The low level of achievement is due to a delay in processing applications and refusal of applications following receipt of the updated Strategic Housing Market Assessment, which changed the Council's position on the 5 year housing supply. Closer monitoring and management procedures are now in place to increase performance. The national target is 50%.

2.4.2 To achieve the national indicator by increasing the number of minor planning applications determined within 8 weeks, or as agreed with the applicant, to 85%

Target at Q1 = 85%, Actual at Q1 = 77.9%

Low level of achievement caused mainly by turn-over of staff and delayed cases due to changes in Government policy. Closer monitoring and management procedures now in place to increase performance

2.4.3 Achieve 600 referrals signed up to Take that Step programme

Target at Q1 = 150, Actual at Q1 = 140

Very challenging target based upon the Funding Memorandum of Understanding with North Yorkshire County Council, Public Health and Hambleton Richmond & Whitby Clinical Commissioning Group. It is expected during the year that this target will be achieved.

2.4.4 Ensure compliance with the food hygiene inspection programme

Target at Q1 = 79%, Actual at Q1 = 65%

This is a new target for 2016/2017. The inspection programme is biased towards premises that pose the highest risk. This target is split into four categories. The highest risk category achieved 100% compliance.

- 2.4.5 To achieve a minimum customer satisfaction rating of 90% for the Council's waste collection service.

Target at Q1 = 90% Actual at Q1 = 79%

Comprehensive survey to be undertaken during 2018 once new recycling and green waste arrangements have become established. Until then GovMetric data will be reported. Performance down due to poor Web satisfaction rates in April 28%, May 81%, and June 46%.

- 2.4.6 To detect and prevent the amount of Housing Benefit and Council Tax fraud against a target of £50,000

Target for the year = £50,000, Actual at Q1 = £17.00

The Council no longer has legal authority to investigate potential fraud within the Housing Benefit system. In 2016-17 the council is focusing on reducing Council Tax fraud rather than Housing Benefit, as the majority of fraud reduction for Housing Benefit is now conducted by the Department of Work and Pensions (DWP). With regards to Housing Benefit fraud, the council does receive some Housing Benefit fraud income from the DWP. This income contributes to the target.

The council has recently appointed Veritau Ltd to detect and reduce Council Tax fraud. This contract is being closely monitored to ensure the target is met for 2016-17. It is currently at an early stage.

The amount of Housing Benefit overpaid identified by the DWP due to fraudulent activity is £17.00 in Q1.

The amount of Council Tax overpaid identified by Veritau due to fraudulent activity is £0.00 in Q1.

3.0 CONCLUSIONS:

- 3.1 Performance against the revised Council Plan 2015-19 key priorities is being managed and action plans have been 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 Q1 against the Council Plan 2015-19, as detailed in Annex 'A'.

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Background papers: Extended Management Team Report 2016/17 Quarter 1

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Council Performance Quarter 1 1 April – 30 June 2016

This report provides information on performance towards the Council Business Plan Priorities for the first quarter of 2016/17, as reported to the Extended Management Team on 2 August 2016.

Key Priorities:

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

Q1 Council Business Plan Performance 2016/17

PRIORITY – Driving Economic Vitality			
Purpose:	Outcome:	Target / Benchmark	Q1 Actions / Comment
<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 to the District - Improve market town vitality and viability 	<ul style="list-style-type: none"> - New business & commercial openings made available - Increased grant availability and opportunity for young people - Businesses stay, grow and relocate to the area - Support developers 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	Quarter 1	Target / Benchmark	Q1 Actions / Comment
Facilitate 25 young people into local small businesses by April 2017 through Apprenticeships	12	25	
Facilitate 15 graduates into Hambleton businesses by April 2017 through the Graduate Scheme	0	15	Continuing to publicise this scheme; there is interest but no application received in this first quarter. Profiled to achieved target over the year as Q1 = 0, Q2 = 5, Q3 = 5 and Q4 = 5 to reflect the academic year.
Delivery of 14 projects in the Economic Strategy by March 2017	11	14	Of the 14 projects identified for delivery in 2016/17, 11 are in progress and 3 have yet to be started. This includes approval of 2 posts to support the delivery of the Vibrant Market Towns work, support for 12 small businesses to subscribe to the Federation of Small Businesses, draw down of £1.9m from the Local Enterprise Partnership towards land purchase for the North Northallerton Development Area Scheme and initial consultations on a Business Improvement District for Northallerton.
To achieve a level of Business Rate collection of 98%	35.38%	98%	Cumulative % reported only.
To achieve a level of Council Tax collection of 98%	30.60%	98%	Cumulative % reported only.

Indicator	Target / Benchmark	Quarter 1	Q1 Actions / Comment
To ensure the actual amount of Business Rates collected against the budget is £27.4m in 2016/17	£27.4m	£10,175,701	The target is based on the estimate of rates to be collected.
To achieve the national indicator by increasing the number of major planning applications determined within 13 weeks, or as agreed with the applicant, to 80%	80%	50% (6 out of 12)	Low level of achievement due to the delay in processing applications and refusal of applications following the receipt of the updated Strategic Housing Market Assessment that changed the Council's position on the 5 year housing supply. Closer monitoring and management procedures now in place to increase performance. The national target is 50%.
To achieve the national indicator by increasing the number of minor planning applications determined within 8 weeks, or as agreed with the applicant, to 85%	85%	77.9% (95 out of 122)	Low level of achievement caused mainly by turn-over of staff and delayed cases due to changes in Government policy. Closer monitoring and management procedures now in place to increase performance.
To achieve 80% success rate in defending appeals where major developments are refused planning permission	80%	0% (0 out of 7)	No appeal decisions in respect of major development and therefore no scope for overruns.

Other activity and items of interest for this Priority during Quarter 1	
Business & Economy	<p>In Q1 we have had 12 small businesses sign up for the scheme.</p> <p>We have now agreed the contract with CLANNET (Community Local Area Network) on behalf of Stokesley Parish Council. Letters will go out to property owners early July and to the businesses who will be members of the scheme.</p> <p>Waiting for specification from Durham County Council technical department to assess Dalton and Alanbrooke industrial estates.</p> <ul style="list-style-type: none"> • We prepared signposting document for Austin Reed to be circulated round the Thirsk office and also on the website. • Partnership working with The Clock, Job Centre + and Hambleton District Council Benefits team in order to coordinate some joint advice sessions for former employees. • In response to us circulating an outline of the skillsets available from former employees to our business database, one former employee has been offered a position at Sam Turners. Two further vacancies have arisen at Hawksworth Appliance testing which we are actively promoting. • We have highlighted to the Local Enterprise Partnership that there is a requirement for a rapid response mechanism to be put in place in order to address the short window of opportunity to assist companies in advising/signposting and redeploying staff following redundancy.
Federation of Small Business	
Stokesley Wi-Fi	
Broadband	
Support to Austin Reed	
Wensleydale Railway	<ul style="list-style-type: none"> • Funding Officer has been attending Grants Committee meetings to advise on possible funding opportunities. • Assisting in the scoping of projects with a view to writing outline applications for funding. • Funding Officer has written a draft outline application for the Heritage Lottery funding. • Currently planning Architectural Heritage Funding and Power to Change funding applications. • Meeting with Darlington College and Wensleydale Railway Association to discuss possible collaborations, particularly around a Power to Change application to fund a project to expand Wensleydale Railway Association's catering facilities (the nature of this needs to remain confidential at the moment). • Met with Ove Arup to be interviewed in connection with their Socio-Economic Study.

Other activity and items of interest for this Priority during Quarter 1	
Business & Economy	<p>Dalton Bridge – key areas of activity</p> <ul style="list-style-type: none"> • Appoint legal consultants to prepare loan and deed of grant agreement. • Review loan and deed of grant agreements co-ordinate with businesses. • Prepare final Business Improvement District (BID) Business Plan. • Consult businesses about the BID. • Prepare BID website. • Review BID operating agreement. • Appoint ballot consultants. • Send out BID Ballot papers. • Manage design, ballot and legal agreement consultancies. • Submit £1.8m grant application to the Local Enterprise Partnership (LEP). • Prepare press release about success of securing £1.8m grant from the LEP. • Submit planning addendum covering re-prioritised junction. • Commence process for stopping up public highways. • Prepare and send out community newsletter. • Held a community consultation event.
Planning	<p>Events</p> <ul style="list-style-type: none"> • Stokesley Street Naming Photo Shoot – 15 April 2016. • Sowerby Street Naming Photo Shoot – 27 May 2016. • Everything Happens Somewhere Conference 2016 (Exemplar Awards) at Queen Elizabeth II Centre, London 28 April 2016. • Regional Local Land & Property Gazetteer Meeting in Wakefield 4 May 2016. • Environmental Systems Research Institute Conference, London 17 May 2016. • Development Management Training for Parish Councils May 2016. <p>Stokesley Neighbourhood Planning Workshop – 8 June 2016.</p> <p>Neighbourhood Planning</p> <p>Staff Training</p> <ul style="list-style-type: none"> • Royal Town & Planning Institute Course: Development Management Law Conference, Thursday 19 May 2016 (York). • Royal Town & Planning Institute Course: Heritage Planning 20 April 2016. • Yorkshire Gardens Trust Site Assessment Training 5 May 2016. • Historic Environment Local Management Course 30 June 2016.

PRIORITY – Enhancing Health & Wellbeing

<p>Purpose:</p> <ul style="list-style-type: none"> - Improve the health and wellbeing of people by providing and supporting community inclusive facilities, activities, events and interventions - To protect consumers from health risks relating to hazardous food, drink and waters supplies. - To protect residents from hazardous conditions in privately rented housing. 	<p>Outcome:</p> <ul style="list-style-type: none"> - Increased physical activity participation rates & therefore improve health - Reduction in health threatening conditions - Improved health & wellbeing through community events, initiatives, programmes & activities - Increased child safety through learning to swim - Improved community cohesion & quality of life - Improved standard of hygiene in food businesses - Reduced health risk due to non-compliant private water supplies - Improved quality of private rented sector housing 		
<p>Indicator</p>	<p>Target / Benchmark</p>	<p>Quarter 1</p>	<p>Q1 Actions / Comment</p>
<p>To achieve and average health & fitness membership base of 2,645</p>	<p>2,645</p>	<p>2,708</p>	<p>Operating above target despite a fall in membership sales, this is due to fewer cancellations (improved retention).</p>
<p>Achieve £2.69m of leisure centre income</p>	<p>£2.69m</p>	<p>£621,000</p>	<p>Income on target (3.8% up on 15/16) but a slow start to 16/17 with sales and more work needed on profiling targets. Estimated profile of income target: Q1= £619K, Q2= £664K, Q3 = £620K, Q4 = £787K.</p>
<p>To achieve 2,590 junior members on the 'Learn2 Swim' programme</p>	<p>2,590</p>	<p>2,668</p>	<p>All centres performing above average, this is also reflected in income from learn2.</p>
<p>Enable 500 targeted people to participate in new activities or initiatives offered from community venues</p>	<p>500</p>	<p>209</p>	<p>Celebration of Dance – 35; Multi-Sport – 8; Boccia – 9; Primetime – 18; Park Run – 74; Sports Clubs – 15; Sporting memories – 31; Running Clubs (Stokesley and Easingwold) – 19. Some events are seasonal with more take up in the summer therefore profile for the year is Q1= 75, Q2 = 175, Q3 = 175 and Q4 = 75.</p>

Indicator	Target / Benchmark	Quarter 1	Q1 Actions / Comment
Achieve 600 referrals signed up to Take That Step programme	600	140	Very challenging targets based upon the Funding Memorandum of Understanding with North Yorkshire County Council, Public Health and Hambleton Richmondshire & Whitby Clinical Commissioning Group. It is expected during the year that this target will be achieved. Closely monitor in Q2.
Allocate £175,000 to sustainable community initiatives	£175,000	£49,014	Small grant scheme - £50k fund; Making a Difference Grants - £125k fund. Close to target - no long term concerns. Profile of funding Q1= £49K, Q2 = £0k, Q3 = £125K and Q4 = £1000.
Ensure that 90% of Section 106 funds are allocated at any given time	90%	97.5% (£2,787,910 allocated / £2,848,022 received)	Includes amounts released and allocated cumulatively for the year.
Ensure compliance with the food hygiene inspection programme	79%	65%	The inspection programme is biased towards premises that pose the highest risk. This target is split into four categories. The highest risk category achieved 100% compliance.
Ensure compliance with the private water supply risk assessment programme	95%	To be reported in Quarter 2	This programme is still being developed as it relies on premises being entered onto the Uniform system so that it can be managed electronically. The Uniform module has only just become available following updating of the software. Otherwise it relies on manual calculation which is time-consuming. <u>This will be in place by Q2</u> and will be reported as two figures - % compliance residential and % compliance commercial.
Achieve 100% resolution of complaints on private sector housing serious health hazard within response date agreed with the landlord	90%	To be reported in Quarter 2	The % resolution is not related to the number identified due to the time gap between identification and resolution. The target would only be for % resolution at 90%. There can be no target for numbers identified. This is the first quarter these figures have been monitored. 6 category 1 hazards identified. Data regarding number resolved not available until Q2.

Other activity and items of interest for this Priority during Quarter 1		
Environmental Health	Public Health Burials	Procurement exercise started to obtain services of a preferred funeral director for public health burials.
	Loans	Exercise being undertaken to review premises where Property Enhancement Loans have been paid in the past and where the Council may be owed a loan repayment so that the money can be recycled into new loans.
	Nuisance Notice	Protracted investigation of a statutory nuisance caused by pigeons in a shared loft space was resolved when the owner eventually accepted responsibility after we threatened doing the cleaning and repair work in default after he had failed to comply with a statutory nuisance notice.
	Taxi & Private Hire Licence Fees	Taxi and Private Hire Vehicle licence fees increased but available for 3 years. This followed extensive period of consultation.
	Tour de Yorkshire	Convened Safety Advisory Group meeting to consider events associated with the Tour de Yorkshire. 2 events were presented at the meeting and 4 other event notification plans were reviewed. Subsequently further Event Management Plans were submitted and circulated to Safety Advisory Group members for comment.
	Environmental Health Annual Report	Environmental Health Annual Report 2015/2016 was completed and forwarded to Communications team for final formatting and presentation.
Leisure & Communities	Northallerton Shopwatch relaunch	Relaunch is already proving successful with a number of criminals being apprehended around the town.
	“Ey Up Stand Up”	30 attended a poetry and music session in the White Rose Bookcafe, Thirsk.

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"> - Efficient collection rounds with fit for purpose fleet - Decreased landfill waste - Improve service to customers - Environmental Sustainability 		
Indicator	Target / Benchmark	Quarter 1	Q1 Actions / Comment
To achieve a minimum customer satisfaction rating of 90% for Council's waste collection service.	90%	79%	Comprehensive survey to be run during 2018, once new recycling and green waste arrangements have become established. Until then GovMetric data will be reported. Performance down due to poor Web satisfaction rates in April 28%, May 81%, June 46%.
Reduce kerbside collected residual waste to 412 kg/per head/year by 2017.	412kg	103kg	412kg per property collected 15/16, review target quarter 1, as more properties/residents participating in refuse collection.
Increase the recycling rate to 53% by 2017 (<i>including composting</i>)	53%	56%	
Deliver an effective and efficient refuse and recycling collection service by completing the three stages of route optimisation by December 2016	100% Dec 2016	25%	Stage1 integration of all domestic properties onto kerbside recycling service... complete (25%). Stage 2 actual data verification, production of optimised rounds including operator dry run... (25%). Stage 3 implementation of new rounds including communications with interested parties... not started (50%).
Improve efficiency in public lighting by reducing energy consumption by 100,000Kwh	100,000Kwh	2,390Kwh	Implementation of Light Emitting Diode (LED) lighting scheme will reduce lighting energy inventory as measured by Estimated Annual Consumption (EAC). Baseline EAC 01 December 2015 - 989,364. Profile Q1 = 0, Q2 = 20,000, Q3 = 30,000 Q4 = 50,000.

Other activity and items of interest for this Purpose during Quarter 1		
Design & Maintenance	Events	Northallerton Mayfair event held successfully in conjunction with Tour de Yorkshire. Support to Northallerton food festival and Carnival and support to MG car owners club Prince Bishop run (Stokesley to Durham).
Waste & Street Scene	Kerbside Recycling	Review policy, in particular, provision of replacement clear sacks.

PRIORITY – Providing a Special Place to Live

Purpose: <ul style="list-style-type: none"> - Provide an adequate amount of housing to meet the housing needs of all the local community - Provide support to residents to prevent homelessness - Support people to lead independent lives 	Outcome: <ul style="list-style-type: none"> - Housing sites are made available for market and affordable housing - Achieve affordable housing and appropriate housing mix - Provide financial support for residents to live in the district independently - Provide support to residents to prevent homelessness 		
Indicator	Target / Benchmark	Quarter 1	Q1 Actions / Comment
Maintain each year a minimum 5 year supply of deliverable housing sites	5 yrs	>5 yrs	The actual figure will be included in the Strategic Housing Land Availability Assessment which will be published at the end of Q2 and will be reviewed every six months.
Deliver a total of 120 affordable homes (<i>including 20 rural</i>)	120 (100%)	43 (36%)	Completion of a 16 unit rural exception scheme at Hutton Rudby, 4 units at Easingwold (S106), 9 units at Sowerby Gateway (S106), 3 units at Northallerlton (s106) and 2 refurbishments at Thirsk
Deliver a total of 20 affordable homes in rural locations	20 (100%)	25 (125%)	16 units completed at Hutton Rudby (rural exception scheme), 2 at Aiskew(S106) and 7 at Stillington(S106).
Complete consultation on preferred issues and options for the new Local Plan by December 2016	100% Dec 2016	0%	Consultation not scheduled to commence until October 2016.
To ensure 70% homelessness enquiries result in preventions	70%	77.6% (108 out of 139)	We have seen a shortfall 139 and currently have 13 homeless applications. In addition to the Councils Preventions Foundation achieved 52 preventions this quarter and the Citizens Advice Bureau 20 preventions.

Indicator	Target / Benchmark	Quarter 1	Q1 Actions / Comment
To achieve a total of £270k is committed to Disabled Facilities Grants applications	£270K (100%)	£97,172 (36%)	£19,067 spent (4 completed adaptations) and £78,105 committed (10 committed adaptations).
Process new housing benefit claims within 20 days in line with North Yorkshire authorities	20 days	17.46 days	
Process new council tax claims within 20 days in line with North Yorkshire authorities	20 days	18.98 days	
Process housing benefit changes in circumstance within 7 days in line with North Yorkshire authorities	7 days	3.84days	
Process council tax changes in circumstance within 7 days in line with North Yorkshire authorities	7 days	3.7 days	
To detect and prevent the amount of housing benefit and council tax fraud against a target of £50,000.	£50,000	£16.83	<p>The Council no longer has legal authority to investigate potential fraud within the Housing Benefit system. In 2016-17 the council is focusing on reducing Council Tax fraud rather than Housing Benefit, as the majority of fraud reduction for Housing Benefit is now conducted by the Department of Work and Pensions (DWP). With regards to Housing Benefit fraud, the council does receive some Housing Benefit fraud income from the DWP. This income contributes to the target.</p> <p>The council has recently appointed Veritau Ltd to detect and reduce Council Tax fraud. This contract is being closely monitored to ensure the target is met for 2016-17. It is currently at an early stage.</p> <p>Housing Benefit overpaid identified by the DWP in Q1 due to fraudulent activity is £16.83.</p> <p>Council Tax overpaid identified by Veritau in Q1 due to fraudulent activity is £0.00.</p>

NEW CLAIMS PROCESSING TIMES in days (recorded in arrears)

North Yorks Region	2015-16		2016-17 Q1		2016-17 Q2		2016-17 Q3		2016-17 Q4	
	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	27.92	29.96						
Harrogate	20.25	18.26	21.60	20.86						
HAMBLETON	24.73	20.73	18.98	17.46						
Scarborough	14.56	17.24	18.13	20.63						
Selby	21.21	20.88	22.64	18.82						
Richmondshire	N/A	N/A	21.93	19.58						
Ryedale	24.46	19.50	23.90	30.99						

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

North Yorks Region	2015-16		2016-17 Q1		2016-17 Q2		2016-17 Q3		2016-17 Q4	
	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	4.50	5.14						
Harrogate	5.86	3.97	7.36	5.85						
HAMBLETON	3.44	3.26	3.70	3.84						
Scarborough	3.78	2.93	5.41	5.55						
Selby	3.85	3.49	3.51	5.17						
Richmondshire	N/A	N/A	3.50	4.10						
Ryedale	2.62	3.23	3.38	4.38						

Note: These tables provide actual figures per quarter, whereas the information reported above is the cumulative year to date figure at each quarter, hence the figures may differ slightly.

Other activity and items of interest for this Priority during Quarter 1		
Customer Services & Communications	Customer Demand	Customer demand continues to be high – Quarter 1 resulted in a total of 36,275 telephone and face to face customer interactions.
	Supporting Other Sections	Large amount of customer support have been provided to the Electoral Section concerning Police and Crime Commissioner and local elections, also the European Union referendum with voter registration and queries.
ICT	Information Security Policy	Publish new Information Security Policy which includes ICT Security Incident Response and Escalation Procedure to prepare Hambleton to deal with Cyber Attack.
	Cyber Security Training	Continue Cyber Security Training course rollout for all staff and Members, receive positive feedback.
	Contactless Payment Option	New Chip and Pin Device installed in all Leisure Centres provide contactless payment option which makes small payment amounts much easier for the public.
	Webform and Payment Integration	Complete webform and payment integration which enable the online form to do intelligent calculation, this would help the public to make payment easier and make fewer mistakes.
Legal	European Union (EU) Referendum	The EU Referendum was held on 23 rd June. The Elections Team faced a series of challenges including a large increase on the number of voters registering to vote (an extended period to register to vote) and postal vote and proxy applications. This was coupled with a large turnout at the polling stations and postal vote returns. In the weeks leading up to the election date the Elections Team dealt with high levels of telephone queries and managed to resolve several staffing issues for the polling stations and the count.
Strategic Housing	Rural Housing Enabler events	Community Land Trust Conference at Stocksfield – 20 April 2016. Hutton Ruddy Open Day – 23 May 2016.
	Staff Training	Mental health and Homelessness Law update- May 2016. Universal Credit- June 2016.
Revenues & Benefits	Landlords forum Court cases	Benefit staff attended a landlord forum to provide information in respect of the upcoming Universal Credit roll out. Recent benefit fraud prosecution saw the judge issue an arrest warrant without bail as defendant failed to attend court.