

HAMBLETON DISTRICT COUNCIL

Report To: Scrutiny Committee
13 June 2019

From: Director of Finance (s151 Officer)

Subject: **COUNCIL PERFORMANCE 2018/19 (QUARTER 4)**

All Wards

1.0 PURPOSE AND BACKGROUND:

- 1.1 The revised Council Plan for 2015-2019 was adopted by Council on 18 July 2018. This is the final report on the Council plan for 2015-2019.
- 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 quarter 4 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.
- 1.6 The Council Plan 2019-2023 is currently under development and the KPIs reported to Scrutiny Committee in Quarter 1 2019-2020 will relate to the new 2019-2023 Council plan.

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, 92% or 24 KPIs performed within tolerance at quarter 4.
- 2.3 The KPIs not meeting their targets or performing within tolerance at quarter 4 are:
 - 2.3.1 Achieve 8 out of 10 success rate in defending appeals where major developments are refused planning permission

Target Q4 – 80% Actual Q4 – 50%

In Q1, Q2 and Q4, there were no major development appeals.

In Q3, there were two major development appeals which were both residential schemes. One appeal was successfully defended. The second appeal for 28 dwellings in Brafferton which was upheld by the Government Inspector, had been amended prior to the inspectors decision, increasing the amount of affordable housing within the scheme. The Inspector afforded significant weight to this change. Had the scheme originally been submitted with the increased amount of affordable housing, Planning Committee may not have refused permission.

The outcome of the Brafferton appeal has been the subject of discussion at member training and the affordable housing provided has been noted to be a material consideration of significant weight in the planning balance.

2.3.3 Ensure a total of 82% of funds for disabled facilities applications is spent

Target Q4 – 82% (£533,613)

Actual Q4 – 55% (£425,738)

The total allocation for 2018/19 is £770,060. In the year the actual spend is £389,629 and the committed is £36,109, therefore the total amount is £425,738, this is 55% of the total allocated.

At the beginning of 2018/19 higher than expected funding was received from the Better Care Fund Government grant in relation to the change in Government policy in 2017. Mechanisms are currently being put in place to ensure increased spend occurs in future years. It should be noted that in February 2019, an additional amount of £49,313 was granted by Government. This amount has been spent.

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 Q4 against the Council Plan 2015-19, as detailed in Annex 'A'.

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Background papers: Departmental Service Plans

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Council Performance Quarter 4

1 January – 31 March 2019

This report provides information on performance towards the Council Business Plan Priorities for the fourth quarter of 2018/19, as reported to the Management Team on 15 May 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 4	YTD	Q4 Actions / Comment
Facilitate 25 young people into local small businesses by April 2019 through apprenticeships and the graduate scheme	25	7 apprentices 0 graduates	35 Apprentices 4 Graduates	35 apprentice's applications approved and 4 Graduate applications approved. This will realise 25 places as some of the approved applications do not convert into actual placements.
Support £2m of new business investment in Hambleton during 2018/19	£2m	£3,205,365	£4,800,683	Supported a further 9 applications in Q4 with a total value of £3,180,911. These applications have been submitted, approval from Defra is still awaited. In 2018/19, new business investment - with a total value of £1,619,771 – has been supported through both grant funding and match funding by business.
Increase footfall across Hambleton's Market Towns by 5% during 2018/19	5%	3,683,739	15,914,259	<p>The footfall counters were installed in Q2 and Q3 of 2017/18. Therefore there is limited profile data to compare and confirm that a 5% increase in footfall has been achieved for the current year. The base line data recorded in 2018/19 will be used as comparison profiles for 2019/20.</p> <p>The total figure for Jan - March is based on data collected from 22 footfall counters in place across the 5 market towns. District footfall has dropped compared to Q3. Figures reflect the seasonal rise seen in the towns and an increase in March has been noted.</p> <p>2 new counters have been installed in Stokesley and their results will be recorded in the next Quarter.</p>

Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Achieve a level of Business Rate collection of 98% during 2018/19	98%	99%	99.00%	<p>Performance is above target hitting 99.00% for the first time since 2014.</p> <p>The collection rate at Q4 is an increase of 0.79% in comparison to Q4 at 2017/18 when the collection rate was 98.21%</p> <p>In monetary value the Council has collected £906,482, more this year than in 2017/18.</p>
Achieve a level of Council Tax collection of 98% during 2018/19	98%	98.56%	98.56%	<p>Performance is above target.</p> <p>The collection rate at Q4 is an increase of 0.07% in comparison to Q4 at 2017/18 when the collection rate was 98.49%.</p> <p>In monetary value the council has collected £3,959,233 more this year than in 2017/18.</p> <p>Changes in the amount due to be collected can vary due to changes in the tax base and levels of discounts awarded.</p>
Increase the number of major planning applications determined within 13 weeks, or as agreed with the applicant, to 80%.	80%	100% 6 out of 6	97.1% 33 out of 34	<p>Performance exceeds target. Improvements still sought in order that the use of 'Extensions of Time' can be reduced and the customer experience improved.</p> <p>Performance on majors has been maintained throughout the year. This is reflective of investment in the senior team and good working practices with developers.</p>
Increase the number of minor planning applications determined within 8 weeks, or as agreed with the applicant, to 85%	85%	80.1% 101 out of 126	87.5% 380 out of 434	<p>Performance met target. Improvements still sought in order that the use of 'Extensions of Time' can be reduced and the customer experience improved. Notable increase in volume of work in Q4 a 13% increase in decisions from the previous quarter. Whilst the out turn at year end is above target, performance dipped in the last quarter, partly due to the increase in workload and partly due to embedding and training of new staff. Significant staff time has also been put into a small number of high profile projects.</p>

Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Achieve 8 out of 10 success rate in defending appeals where major developments are refused planning permission	80%	100%	50% (1 out of 2)	<p>In Q1, Q2 and Q4, there were no major development appeals.</p> <p>In Q3, there were two major development appeals which were both residential schemes. One appeal was successfully defended. The second appeal for 28 dwellings in Brafferton which was upheld by the Government Inspector, had been amended prior to the inspectors decision, increasing the amount of affordable housing within the scheme. The Inspector afforded significant weight to this change. Had the scheme originally been submitted with the increased amount of affordable housing, Planning Committee may not have refused permission.</p> <p>The outcome of the Brafferton appeal has been the subject of discussion at planning Committee member training and the affordable housing provided has been noted to be a material consideration of significant weight in the planning balance.</p>

Other activity and items of interest for this Priority during Quarter 4			
Business & Economy	North Northallerton Development Area	<ul style="list-style-type: none"> Work on the second phase of the Link road is well progressed if not complete, the new route to Brompton has been opened up from Stokesley Road and the diversions removed. Developers remain slow to provide project updates, monitoring information on contracted outputs and claims for the Local Growth Fund investment still held by the Council. Bridge delivery milestone of December 2018 has been missed requiring a contract variation for the Local Growth Funding from the Local Enterprise Partnership. This has been agreed by the Local Enterprise Partnership. Currently seeking permission of the developer's party to the step down agreement to progress the variation. 	
	Central Northallerton	<ul style="list-style-type: none"> Good progress being made with detailed design to widening of the Link, signalisation of the East Road/The Link junction and the Zetland Street/Central Arcade/New Row highway and foot way improvements. Progressing with the stepdown agreements required to be in place with Central Northallerton Development Company Limited and North Yorkshire County Council to enable project delivery. 	
	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 3 more interested. Federation of Small Business – 19 new members joined in this quarter. Federation of Small Business have been short staffed and have had issues with General Data Protection Regulations which has impacted on the numbers. We have achieved 51 out of 60 memberships. 	

Other activity and items of interest for this Priority during Quarter 4		
Business & Economy	Vibrant Market Towns	<ul style="list-style-type: none"> ▪ Comments from Scrutiny report taken on board and used to inform Vibrant Market Towns projects. ▪ Revisions to the Vibrant Market Towns Investment Plan completed. ▪ Two additional footfall counters installed in Stokesley (March/April). ▪ Thirsk Farmers Market due to relaunch in June with three trial dates in 2019. ▪ Work to improve conditions and appearance of Easingwold Tourist Information Centre progressing at speed, with planning application submitted in March. Works funded by Vibrant Market Towns project include new door and surround, site map, display board, refurbishment of 2 free-standing display boards, bunting and a donation box. ▪ Google Garage Event secured and fully-booked (due to take place on the 24th April). ▪ Future High Street Fund application submitted. ▪ Work continues to develop the 'Endeavour Way', an off-road family-friendly cycle path between Great Ayton and Stokesley. The project has been endorsed by Welcome to Yorkshire and it is anticipated that a planning application will be submitted to Hambleton District Council in Quarter 1 of 2019/2020. ▪ ShopAppy proposal considered and rejected – no further activity planned with ShopAppy. ▪ Meeting with new team at Northallerton Business Improvement District has identified potential projects that can be supported by the Vibrant Market Towns team. ▪ Presentations on the work of the Vibrant Market Towns team given at the Easingwold Parish Assembly and the Thirsty Thursday Business Network ▪ Projects initiated: ▪ Collaboration with Northallerton Business Improvement District on Northallerton Design Plan. ▪ Work is underway to explore the opportunities to improve signage from the A19 into Easingwold and from Long Street into the Market Place. A number of options are being explored though North Yorkshire County Council Highways have indicated that any changes to existing signs would require approval from the Secretary of State. ▪ Support for a Great Ayton Business Network. ▪ Business-sponsored Town Map for Easingwold. ▪ Renewal of Market promotional material. ▪ Welcome Pack for New Businesses in Stokesley. ▪ Love Your Local Market planning. ▪ Update of business bulletin design.
Planning	Training	<ul style="list-style-type: none"> ▪ Designing out crime officers have delivered training to the Development Management Team on their processes and inputs to the Development Management Process, validation training to planning support officers, continued Local search training and web training.
	Major Application	<ul style="list-style-type: none"> ▪ Sheep Cote application resolved to approve by Planning Committee for 72 affordable dwellings at North Northallerton. ▪ Strikes re-development. Application approved for the re-development of Strikes Garden Centre at Stokesley.
	Other interesting application	<ul style="list-style-type: none"> ▪ 18/02084/FUL - Land West of 8 Mowbray Houses, Carlton Miniott. ▪ Rural exception site for 7 dwellings – first one approved since 2013. Considered to be High Quality Design.
	IT and Process improvements	<ul style="list-style-type: none"> ▪ Significant work commitments to the proposed improvements to systems and procedures, including testing of the IDOX mobile App solution, which would allow case officers to move away from paper files, Community Infrastructure Levy procedure improvements and investigation of CIL/S106 monitoring system, progress with online enforcement register and planning enforcement procedures/processes.

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 4	YTD	Q4 Actions / Comment
Achieve an increase in health & fitness membership base of 8% (3,085) in 2018/19	8% [3,085]	17.6% (3,360)	16.6% (3,330)	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]	2.7% (2,647)	3.3% (2,665)	This is a year-end target and fluctuation is anticipated throughout the year. All centres over achieving above targeted position.
Successfully allocate 100% (£125k) of community grants in 2018/19	£125,000	100%	100%	It should be noted that of the £125,000 which was allocated into 5 lots of £25,000 each, Thirsk grant panel only awarded £24,558.93 of their £25,000 budget.
Complete 100% (35/35) of high risk food premises inspections in 2018/19 (Changed to 29 premises in Q4)	100% [35/35] Changed to 29/29 in Q4	31 % 9	100% 29	<p>To complete 29 high risk food premises inspections by the end of the year.</p> <p>Profile : Q1 - 6; Q2 - 6; Q3 - 6; Q4 - 11 = 29 (profile reflects due dates)</p> <p>The inspection profile has changed as at the start of the year as there were six Band A premises which required two inspections during the year. However when these premises were subject to the first inspection improvements were identified and they became a lower band and therefore did not require a second inspection in Q4. This information was only available at Qtr. 4.</p>

Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Complete 100% (36/36) of private water supply risk assessments in 2018/19	100% [36/36]	16.6% 6	100% 36	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 4		
Environmental Health	Health and Safety	<ul style="list-style-type: none"> The Health and Safety Executive update day was attended by an officer from the Commercial team. Information from the day will inform the teams health and safety work plan. Officers from the service also participated in a Health and Safety Executive webinar on inflatables (bouncy castles and similar structures) safety.
	Environmental Protection	<ul style="list-style-type: none"> The service continues to be involved with Alne landfill and is liaising with the new site owner and the Environment Agency. An inspection was carried out at Coast to Coast Recycling Limited to confirm that the activity was exempt from the Environmental Permitting regime, that is, it has a T7 exemption. The Nigel Jagger mobile crusher permit was updated due to a change of mobile plant. Air quality monitoring information has been provided to the Graduate Project Officer - Vibrant Market Towns in Business and Economy to support a Future High Streets Fund Bid for Northallerton.
	Housing	<ul style="list-style-type: none"> Following the introduction of a new criteria to define a house in multiple occupation the Residential Team have licensed the first property under the new regulations.
Environmental Health	Food Hygiene	<ul style="list-style-type: none"> Five food businesses in the district were given food hygiene ratings of zero or one following routine inspections when unsatisfactory standards were identified. Officers have carried out re-visits to monitor standards and in three cases the operators have now be given a Food Hygiene Rating of five following their application for a further inspection to be carried out. There is a charge of £250.00 for re-rating inspections. North Yorkshire Training Group hosted a Food Safety Update Day. The Food Standards Agency provided an update on their 'Regulating our Future' programme including the changes to arrangements for food business registration. Officers from the Commercial team attended. During a routine inspection of butcher's shop, officers identified that a vacuum packing machine was being used for both raw and ready to eat foods. This creates a serious risk of cross contamination. The operator of the business agreed immediately to stop the practise and the ready to food, cheese that had been vacuum packed was removed from sale and used to produce cooked products. The standards of hygiene and repair in the premises were also unsatisfactory. Several re-visits to the premise were made to monitor standards which are now generally satisfactory.
Leisure & Communities	MobilePro App.	<ul style="list-style-type: none"> A mobile phone app has been purchased and will be built ready to launch in Spring/Summer 2019 to assist with member retention, sales, bookings, information and more.

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 4	YTD	Q4 Actions / Comment
Maintain a recycling rate of 47%	47%	42.17% est	49.58% est	Actual tonnages reported 3 months in arrears. Estimated Q4 year to date targets indicate above target at year end.
Develop an effective enforcement policy on fly tipping and littering	100% complete	100%	100%	Policy approved Dec 18
Facilitate 24 community litter picks in 2018/19	24	35	74	Target to facilitate Community Litter Picks was exceeded. A documentation/recording system is in development and to be established.
Improve efficiency of lighting by reducing energy consumption by 140,000 Kwh in 2018/19	140,000 kwh	105,520 kwh	160,516 Kwh	Achieved 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 4

Waste & Street Scene	Parish/Town Council talks	<ul style="list-style-type: none"> • Out of hours talks by Recycling Officers, 2 talks, • Parish Council talks by dog warden.
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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 – 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 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 4	YTD	Q4 Actions / Comment
Maintain, each year, a minimum 5-year supply of deliverable housing sites	5 yrs	9.8 yrs	9.7 yrs	Target for 5 year supply was exceeded. Supply consists of 3,260 units – 1,970 units from allocated sites, 1,190 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	114 (est)	461 (est)	Actual completions for 2018/2019 have increased to 461 units compared to the previous estimate of 365. Q4 Figures are provisional. 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 323 completions from allocated sites & 138 windfall completions. More completions will be reported over the coming months. Completions for 2019/2020 have already come forward.
Ensure 100% of homelessness decisions are made within 56 days.	100%	100%	100%	Performance is on target.

Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Ensure a total of 82% of funds for disabled facilities applications is spent	82% (£533,613)	36% (£234,462)	55.3% (£425,738)	<p>The total allocation for 2018/19 is £770,060. In the year the actual spend is £389,629 and the committed is £36,109, therefore the total amount is £425,738, this is 55.3% of the total allocated.</p> <p>At the beginning of 2018/19 higher than expected funding was received from the Better Care Fund in relation to the change in Government policy in 2017. Mechanisms are currently being put in place to ensure increased spend occurs in future years. It should be noted that in February 2019, an additional amount of £49,313 was granted by Government. This amount has been spent.</p>
Process new housing benefit claims within 20 days in line with North Yorkshire authorities	20 days	15.41 days	15.34 days	<p>Year to date, 328 claims processed, taking 5,053 days. Average processing time per claim 15.34 days.</p> <p>The number of new claims is falling due to the government's policy that Housing Benefit claims for claimants of working age should now be processed by the Department of Work and Pensions.</p> <p>Therefore 375 fewer new claims were received this year than in 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 Local Authority's.</p> <p>The latest national average information available for Q2 for 2018/19 was 22 days. The Council's comparative performance was 13.58 days.</p>
Process new council tax claims within 20 days in line with North Yorkshire authorities	20 days	15.34 days	15.03 days	<p>Year to date, 1,642 claims processed, taking 24,673 days. Average processing time per claim 15.03 days.</p> <p>127 fewer new claims were received this year than in 2017/18.</p>

Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Process housing benefit changes in circumstance within 7 days in line with North Yorkshire authorities	7 days	1.9 days	2.7 days	<p>Year to date, 10,387 changes in circumstances processed, taking 28,067 days. Average processing time per claim 2.7 days.</p> <p>1,843 fewer changes in circumstances were processed this year than in 2017/18.</p> <p>As speed of processing can be affected by local policy changes, care should be taken when making comparisons with other Local Authority's.</p> <p>The latest national average information available for Q2 for 2018/19 is 8 days. The Council's comparative performance is 3.1 days.</p>
Process council tax changes in circumstance within 7 days in line with North Yorkshire authorities	7 days	1.93 days	2.99 days	<p>Year to date, 22,020 claims processed, taking 50,455 days. Average processing time per claim is 2.99 days.</p> <p>1,744 more changes in circumstances were processed this year than in 2017/18.</p> <p>The number of council tax reduction changes to process is increasing in part due to the monthly changes in Universal Credit income.</p>

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	22.19	23		
Harrogate	20.25	18.26	19.52	21.35	25.34	22.98	26.72	25.67	23.54	22.08	27.01	25.91		
HAMBLETON	24.73	20.73	28.43	23.62	25.61	20.76	17.21	18.00	12.89	13.58	14.30	13.82	15.34	15.41
Scarborough	14.56	17.24	16.66	18.27	17.6 (Q3 only)	19.90	19.75	22.99	20.23	25.13	17.87	20.38		
Selby	21.21	20.88	21.14	19.32	22.54	21.86	24.66	23.84	26.05	21.14	20.10	17.19		
Richmondshire	N/A	N/A	22.26	18.32	18.6 (Q2 only)	16.66	15.48	17.41	N/A	N/A	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	33.06	16.63		

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	4.58	6.98		
Harrogate	5.86	3.97	6.56	5.18	7.55	6.22	7.94	6.03	5.31	4.82	5.61	5.37		
HAMBLETON	3.44	3.26	5.45	5.29	6.24	5.78	4.38	3.48	3.05	3.10	2.42	2.71	1.93	1.90
Scarborough	3.78	2.93	4.53	4.39	5.6 (Q3 only)	4.68	6.89	6.7	7.67	7.72	7.73	7.1		
Selby	3.85	3.49	4.07	4.23	3.99	4.55	4.49	4.82	4.92	5.54	4.19	4.33		
Richmondshire	N/A	N/A	4.58	3.33	4.9 (Q2 only)	3.29	5.74	3.14	N/A	N/A	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	2.18	4.72		

Other activity and items of interest for this Priority during Quarter 4		
Customer Services & Communications	Customer Services	<ul style="list-style-type: none"> Seasonal high level of customer demand was expected for garden waste renewals and council tax annual despatch, in addition to implementation of GovTech WebCapture the automated process where council tax and business rates is now available online.
	Technical Communications	<ul style="list-style-type: none"> The implementation of the Crowd Control social media platform is assisting in-house operation of corporate accounts providing a forward plan calendar structuring posts for the council. The platform allows for research and analysis of campaigns and provides management information and analytics to cascade to Management Team on a quarterly basis.
	Communications and Graphics	<ul style="list-style-type: none"> Considerable support has been provided to the numerous projects ongoing across the council including Tour De Yorkshire, Business Conference and Breakfast Briefings, Lambert Hospital consultation, Sowerby Sports Village, HR policy updates, annual council tax despatch, plus district and parish elections.
Design & Maintenance	Markets Events	<ul style="list-style-type: none"> Agreement reached with Northern Dales Farmers Market to attend Thirsk on three dates 2019 Mayfair planning for May 2019 event Support for Tour de Yorkshire
ICT	Taxi Newsletter	<ul style="list-style-type: none"> Taxi licensing annual newsletter issue electronically.
	Work experience for CCG	<ul style="list-style-type: none"> Provide one afternoon each week constant supervision and dedicated 1-to-1 support in Reprographics office between Oct18-Mar19.
	First Commercial Project in ICT	<ul style="list-style-type: none"> Secure funding from Local Government Association to provide User Cyber Training to three Councils.
Legal Services	Licensing/Legal	<ul style="list-style-type: none"> Successfully defended decision to revoke a taxi driver licence at Magistrates' Court.
	Legal	<ul style="list-style-type: none"> Treadmills site; leased Crosby Road Car Park (and removed from off site parking places order). Acquired Lambert Hospital.
Strategic Housing	Strategic Housing	<ul style="list-style-type: none"> Introduction to Disabled Facilities Grants: Foundations Training Course – 19th March 2019 Community Led Housing Accredited Training – 6th and 7th March 2019
	Housing Options	<ul style="list-style-type: none"> Fraud awareness – PN Feb 19 Department of Work and Pension training support to claim – AM 28th March 2019 Advanced Report Writing training Jigsaw – AM and CC – 21st March 2019
Revenues and Benefits	Revenues	<ul style="list-style-type: none"> Promotion of the automated process for council tax and business rates using on line forms for notification of moves into and out of area, single person discount, tenancy changes, copy bills, direct debits, special payment arrangements.