

## **HAMBLETON DISTRICT COUNCIL**

**Report To:** Scrutiny Committee  
13 February 2020

**From:** Director of Finance and Commercial (s151 Officer)

**Subject:** **COUNCIL PERFORMANCE 19/20 (QUARTER 3)**

All Wards

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### **1.0 PURPOSE AND BACKGROUND:**

- 1.1 The revised Council Plan for 2019 - 2023 was approved by Council on 17 September 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 Scrutiny Committee with details on progress towards the Council's aims. Progress is reported on a cumulative year-to-date basis, with the actual results achieved during Quarter 3 being provided which enables a comprehensive review.
- 1.4 The public has access to this information through these published reports.
- 1.5 The Council's Performance and Risks are also reported quarterly to Management Team.

### **2.0 LINK TO COUNCIL PRIORITIES:**

- 2.1 An overview of performance against each Council priority is attached in Annex 'A'.
- 2.2 In summary, 92.3% or 24 KPIs performed within tolerance at Quarter 3.
- 2.3 The KPI's not meeting their target or performing below tolerance at Quarter 3 are:
  - 2.3.1 Increase the number of minor planning applications determined within 8 weeks, or as agreed with the applicant, to 85%

Target at Q3 – 85%	Actual at Q3 – 79% (79 out of 100)
YTD Target at Q3 – 85%	YTD Actual at Q3 – 79.1% (296 out of 374)

The volume of work, staff turnover and staff absence has had an impact upon performance.

The council approved 82% of applications for all minor decisions. Negotiating on improvements to schemes extends the amount of time taken for determination.

Additionally, the employment of two agency staff has enabled 'old' schemes, to be progressed to decision. This has also resulted in older, undetermined applications, which have been pending awaiting further information from the applicant, coming through. These have been reported in this and the last quarter's performance statistics, lowering the overall level of performance reported at Quarter 3.

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

Target Q3– 80%                      Actual Q3 – 0% (0 out of 0)

YTD Target at Q3 – 80%              YTD Actual at Q3 – 0% (0 out of 1)

In Q1 planning permission was refused on a site due to the low amount of affordable housing being offered on the proposed site. This decision went to appeal. During the course of the appeal new evidence was presented which demonstrated that the lower amount of affordable housing was acceptable. The Council accepted this position and the appeal was subsequently upheld.

In Q2 and Q3 there were no appeal decisions relating to major development.

### **3.0 CONCLUSIONS:**

3.1 Performance against the revised Council Plan 2019-23 key priorities is being managed and action plans have been successfully developed to address areas of weaker performance to assist the Council to progress to meet its priorities.

### **4.0 RECOMMENDATION:**

4.1 It is recommended that the Scrutiny Committee considers the progress made at Q3 against the Council Plan 2019 - 2023, as detailed in Annex 'A'.

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Background papers:                      Departmental Service Plans

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## **Council Performance Quarter 3**

### **1 October 2019 – 31 December 2019**

This report provides information on performance towards the Council Business Plan Priorities for the third quarter of 2019/20, as reported to the Management Team on 30 October 2019.

#### **Key Priorities:**

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

## PRIORITY – Driving Economic Vitality

<b>Purpose:</b> <ul style="list-style-type: none"> <li>- Promote growth of local economy</li> <li>- Support economic growth through planning</li> <li>- Enable businesses to set up and grow</li> <li>- Provide business friendly services</li> <li>- Establish links with education</li> <li>- Maximise private sector investment in the district</li> <li>- Improve market town vitality and viability</li> <li>- Forging links with local businesses to support their ambitions</li> </ul>	<b>Outcome:</b> <ul style="list-style-type: none"> <li>- New business &amp; commercial openings made available</li> <li>- Increased grant availability and opportunities for young people</li> <li>- Businesses stay, grow and relocate to the area</li> <li>- Support developers to achieve planning permission for new homes, businesses, industrial developments &amp; infrastructure</li> <li>- Community Infrastructure Levy is implemented to assist economic development</li> <li>- Land is allocated to meet employment needs until 2035 through the new Local Plan</li> </ul>			
Indicator	Target / Benchmark	Quarter 3	YTD	Q3 Actions / Comment
Facilitate 28 young people into local small businesses by April 2020 through apprenticeships and the graduate scheme.	28	7 Apprentices 0 Graduates	24 Apprentices 0 Graduates	This target is profiled to reflect the academic year. Profile Q1 = 2, Q2 = 10, Q3 = 8 Q4 = 8.  In Q3, 7 applications received for Apprentice funding.
Support £1m of new business investment in Hambleton during 2019/20.	£1m	£528,219	£1,029,906	In Q3, £528,219 of funding was secured with a further £667,985 match funded from business investment. Total project value £1,196,204.  This target is to be achieved by the end of the financial year.
Increase footfall across Hambleton's Market Towns by 5% during 2019/20.	5%	0	7.9% (4,340,392)	Footfall data is no longer available monitoring finished in October 2019. The use of new technology which provides more robust data is being explored.

Indicator	Target / Benchmark	Quarter 3	YTD	Q3 Actions / Comment
Achieve a level of Business Rate collection of 98% during 2019/20.	98%	88.57%	88.57%	<p>Performance is above target.</p> <p>The collection rate at Q3 has increased by 3.02% against the collection rate at Q2 for 2018-9 which was at 85.55%.</p> <p>In monetary value the Council has collected £1,141,000 more than at Q3 in 2018/19.</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>
Achieve a level of Council Tax collection of 98% during 2019/20.	98%	92.12%	92.12%	<p>Performance is above target.</p> <p>The collection rate at Q3 has increased by 5.65% against the collection rate at Q3 for 2018/19 which was 86.47%.</p> <p>In monetary value the Council has collected £7,418,000 more than at Q3 in 2018/19.</p> <p>Changes in the amount due to be collected can vary due to changes in the tax base and levels of discounts.</p>
Increase the number of major planning applications determined within 13 weeks, or as agreed with the applicant, to 80%.	80%	100% (5 out of 5)	96% (24 out of 25)	<p>Focussed effort by staff to keep applicants and agents informed of progress has enabled agreement to be reached on all the proposals during Q1 and Q3 and 90% in Q2. All major development proposals were approved.</p>
Increase the number of minor planning applications determined within 8 weeks, or as agreed with the applicant, to 85%.	85%	79% (79 out of 100)	79.1% (296 out of 374)	<p>The volume of work, staff turnover and staff absence has had an impact upon performance.</p> <p>The council approves 82% of applications for all minor decisions. Negotiating on improvements to schemes extends the amount of time taken for determination.</p> <p>Additionally, the employment of two agency staff has enabled 'old' schemes, to be progressed to decision. This has also resulted in older, undetermined applications, which have been pending awaiting further information from the applicant, coming through. These have been reported in this and the last quarter's performance statistics, lowering the overall level of performance reported at quarter 3.</p>

Indicator	Target / Benchmark	Quarter 3	YTD	Q3 Actions / Comment
Achieve 8 out of 10 success rate in defending appeals where major developments are refused planning permission.	80%	No Appeals	0% (0 out of 1)	In Q1 planning permission was refused on a site due to the amount of affordable housing offered on the proposed site. This decision went to appeal. During the course of the appeal new evidence was presented which demonstrated that the lower amount of affordable housing was acceptable. The council accepted this position and the appeal was subsequently upheld.  In Q2 and Q3 there were no appeal decisions relating to major development.

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

<b>Business &amp; Economy</b>	Business Support	<ul style="list-style-type: none"> <li>Federation of Small Business – four new members joined this quarter – followed up with Federation of Small Businesses to see if there are any issues. Meeting scheduled for January 2020.</li> </ul>
	Vibrant Market Town (VMT)	<ul style="list-style-type: none"> <li>A second Google training session was held in October 2019 which focused on 'Writing for Social Media', 'Getting your Business seen on Google' and 'Know your Business Data'. 25 Guests attended and the feedback received was overwhelmingly positive.</li> <li>The Northern Dales Farmers Market (NDFM) has now held 3 successful farmer's markets in Thirsk. They have agreed to return on a monthly basis in 2020.</li> <li>Following the successful 'Northallerton's Hidden Heritage' event on Sunday 8th September 2019, interested community parties have formed a Heritage Action Group to focus on taking the project forward. The group have also heard advice from experts and operators from heritage/museum fields, and will use this to inform their progress.</li> <li>The VMT team met with representatives from Stockton Borough Council's Town Centre Regeneration team to discuss the Council's pro-active approach to High Street Regeneration and its use of empty retail premises. Of particular interest is the use of a large unoccupied premise as an 'incubator' for new businesses which has encouraged new business start-ups in the town.</li> <li>The VMT team contributed £193 to the scheme to install a tree pit for Northallerton's Christmas tree working with other agencies.</li> <li>The contract with the Local Data Company has expired as of October 2019. Due to technological issues they are unable to provide any further service. The VMT team are currently investigating suitable alternatives.</li> <li>Easingwold Town Council is to commission a detailed car parking survey in the Market Place and at other car parks in the town and a contribution of £7.5k to part fund the survey has been made from the VMT budget for Easingwold. It is anticipated that the survey will be undertaken by WSP in April 2020 and it has been made clear to the Town Council that following the completion of the survey further capital funding from the District Council will not be available to undertake any recommendations made as to the future of car parking provision in the Market Place.</li> <li>The VMT team met with members of the Wold Class Business Network to discuss the issues facing local businesses in the Market Place and along Long Street. The meeting was well-attended and feedback on social media suggests that businesses welcome the support of, and engagement with, the VMT Team. An Action Plan has been drafted to identify and resolve the key issues and this plan will be shared with Easingwold Town Council to help inform its 'vision' for the Market Place.</li> <li>The VMT team are supporting the publication and distribution of town trails created by students at Stokesley School.</li> </ul>

Other activity and items of interest for this Priority during Quarter 3		
<b>Business &amp; Economy</b>	Local Full Fibre Network	<ul style="list-style-type: none"> <li>Provided further justification for the depot connection by providing list of businesses around the depot site.</li> </ul>
	Bedale Bridge & Cycle Way	<ul style="list-style-type: none"> <li>Attended Wensleydale Railway Board Meeting with WSP Consultants, to obtain agreement in principle for Bedale Cycleway to run adjacent to the railway line on Wensleydale Railway land.</li> </ul>
	UCI - BID survey to businesses in Northallerton	<ul style="list-style-type: none"> <li>The businesses commented: 47% said it was a very positive experience for Northallerton and 13% a fairly positive experience, 55% felt it had lifted the profile of Northallerton, 60% said the organisation was very good and 65% would support staging a future high profile sporting event.</li> </ul>
	Skills Village	<ul style="list-style-type: none"> <li>Meeting with Northern Regeneration (NR) held on the 11<sup>th</sup> December, establishing commitment to the project, NR very committed and want to see the project moving forward.</li> <li>Steering group to be established with Hambleton District Council, stakeholders &amp; key partners – January 2020.</li> <li>Report to go to cabinet February 2020.</li> <li>Planning application to be submitted.</li> <li>Launch event to be arranged.</li> <li>Contact local schools to establish need and skills gaps for school leavers.</li> <li>Once the steering group is established to organise a visit to the NR site in Scarborough.</li> </ul>
	C4Di – Agri-tech	<ul style="list-style-type: none"> <li>Project launch 12<sup>th</sup> December around Mental Health in the farming community, launch was successful and positive future contacts made.</li> <li>Steering group established, positive working relationships developed – to meet again January/February 2020.</li> <li>Continue to work alongside C4Di promoting and developing Agri-tech and the Treadmills site.</li> </ul>

## PRIORITY – Enhancing Health & Wellbeing

<b>Purpose:</b> <ul style="list-style-type: none"> <li>Improve the health and wellbeing of people by providing and supporting community inclusive facilities, activities, events and interventions</li> <li>Protect consumers from health risks relating to hazardous food, drink and water supplies.</li> <li>Protect residents from hazardous conditions in privately rented housing.</li> </ul>	<b>Outcome:</b> <ul style="list-style-type: none"> <li>Increased physical activity participation rates &amp; therefore improved health</li> <li>Reduction in health threatening conditions</li> <li>Improved health &amp; wellbeing through community events, initiatives, programmes &amp; activities</li> <li>Increased child safety through learning to swim</li> <li>Reduce health risks due to food safety improvements</li> <li>Reduced health risk due to non-compliant private water supplies</li> </ul>			
Indicator	Target / Benchmark	Quarter 3	YTD	Q3 Actions / Comment
Achieve health & fitness membership base of 3,192 in 2019/20.	3,192	3683	3,583	The target has been achieved in Q3. This is a year-end target and fluctuation is anticipated throughout the year. All centres are above target.
Achieve 'Learn2 Swim' membership base of 2,645 in 2019/20.	2,645	2586	2628	This is a year-end target and fluctuation is anticipated throughout the year.

Indicator	Target / Benchmark	Quarter 3	YTD	Q3 Actions / Comment
Successfully allocate 100% (£236,600) of community grants in 2019/20.	100% (£236,600)	100% (£236,600)	100% (£236,600)	The Community Grants Budget for 2019/20 is made up from the following grant funds: Making a difference Grants of £125,000 Hambleton Help Grants of £48,700 Partnership Grants £62,900. The full budget for each grant fund is allocated in Q1 to ensure that the budgets are spent by the end of the financial year.
Complete 100% (85/85) of high/medium risk food premises inspections in 2019/20.	100% (85/85)	28% (24)	81% (69)	To complete 85 high/medium risk food premises inspections by the end of the year. Profile: Q1 - 19; Q2 - 21; Q3 - 24; Q4 - 21 = 85 (profile reflects due dates).
Complete 100% (22/22) of private water supply risk assessments in 2019/20.	100% (22/22)	45% (10)	100% (22)	To complete 22 assessments by the end of the year. Profile: Q1 - 5; Q2 - 5; Q3 - 5; Q4 - 7 = 22.

Other activity and items of interest for this Priority during Quarter 3		
<b>Environmental Health</b>	Environmental Protection	<ul style="list-style-type: none"> <li>Discussions have taken place between officers in the Residential Team and the Department for the Environment, Food and Rural Affairs regarding the batch burning of straw as there has been an increase in planning applications for biomass burners as government funding is currently available for this type of installation. The Residential Team is consulted on these applications and provides appropriate advice regarding the correct chimney height for burners which is based on the type of fuel (for example straw) that would be used and its burn rate and the net rated thermal input of the appliance being used. These standards are from the Clean Air Act 1993 and the Chimney Heights memorandum. The Department for the Environment, Food and Rural Affairs has confirmed that the advice being provided by the Residential Team is correct.</li> <li>Officers in the Residential Team had to serve a notice under the Local Government Miscellaneous Provisions Act to secure a derelict site that was open for access after an informal approach failed. The required works have been carried out and the site is now secured.</li> </ul>
	Housing Assistance	<ul style="list-style-type: none"> <li>A meeting has taken place with Homes &amp; Loans, Sheffield and the Residential Team Leader regarding how the £25,000 originally intended for Energy Repayment Loans can be used for Home Appreciation Loans.</li> </ul>
	Noise and other Nuisance	<ul style="list-style-type: none"> <li>A meeting has taken place with officers of the Residential Team, Northallerton Rugby Club and Hurworth Hunt Committee to discuss noise control measures for the January 2020 Hurworth Hunt Ball.</li> <li>Officers from the Residential Team have carried out several out of hours visits to investigate noise complaints relating to licensed premises in Bedale and Stokesley, and a bio mass boiler East Cowton, and light nuisance in Northallerton.</li> </ul>
	Caravan Sites	<ul style="list-style-type: none"> <li>A survey of the district's 76 licensed caravan sites is being carried out to identify if site owners/managers have training needs to increase compliance with site conditions. The aim is to collate the responses and provide training based on the needs of the owners/managers in spring 2020.</li> </ul>

## PRIORITY – Caring for the Environment

<b>Purpose:</b> <ul style="list-style-type: none"> <li>- Maintain high quality and efficient waste and recycling collections</li> <li>- Improve customer satisfaction</li> <li>- Reduce CO2 and improve energy efficiency</li> </ul>	<b>Outcome:</b> <ul style="list-style-type: none"> <li>- Decreased landfill waste</li> <li>- Improve service to customers</li> <li>- Environmental sustainability</li> <li>- Clean litter environment</li> </ul>			
<b>Indicator</b>	<b>Target / Benchmark</b>	<b>Quarter 3</b>	<b>YTD</b>	<b>Q3 Actions / Comment</b>
Maintain a recycling rate of 47%.	47%	46.41% (Est)	52.13% (Est)	Above target. Statistics are monitored quarterly in arrears. The lower figure for Q3 reflects seasonal reductions.
Implement fly tipping and littering enforcement policy including established monitoring of the policy.	100% Complete	98% Complete	98% Complete	Investigations carried out as to where fly tipping is occurring, with a view to obtaining evidence to support any further action that may be required. This will support the final KPI outcome.
Facilitate 52 community litter picks in 2019/20.	52	12	52	Target achieved for Q2. In Q1, litter collected was estimated to be 4 tonnes, and fly tipping was estimated to be 3 tonnes. Q2, litter est 1 tonne (no fly tipping collected by community groups). Q3, litter est 2 tonnes (no fly tipping).

Indicator	Target / Benchmark	Quarter 3	YTD	Q3 Actions / Comment
Improve efficiency of lighting by reducing energy consumption by 200,000 Kwh in 2019/20.	200,000 Kwh	90,903 Kwh	212,361 Kwh	<p>Have met the annual target at Q3 for the electrical energy saving profile through the installation of energy efficient lighting across the Council's premises and public lighting infrastructure.</p> <p>The Estimated Annual Consumption is the public lighting infrastructure electric power consumption per year.  (EAC – Estimated Annual Consumption in Kilowatt hours)  Baseline EAC 01/04/2019 = 773,890 Kwh (assessed 01/02/2019)  EAC assessed 01/05/2019 = 732,277 Kwh saving = 41,613Kwh  EAC assessed 01/06/2019 = 701,458 Kwh saving = 30,819Kwh</p> <p>EAC assessed 01/08/2019 = 652,432 Kwh saving = 49,026Kwh</p> <p>EAC assessed 01/10/2019 = 561,529 Kwh saving = 90,903Kwh</p> <p>Therefore the reduction in annual public lighting energy consumption at the year to date is 212,361 Kwh. This is the difference between the baseline consumption at 01/04/2019 and the estimated annual.</p>

Other activity and items of interest for this Priority during Quarter 3		
<b>Waste and Street Scene</b>	Street Scene activities	<ul style="list-style-type: none"> <li>A Litter pick of highway verges by garden waste crews during suspended collections 9/12 to 20/12/19 has produced approximately 700 sacks / estimated 4+ tonnes and also 1 tonne of fly tipped material.</li> <li>101 new dog / litter bins have been sited where required or replaced as necessary.</li> </ul>

## PRIORITY – Providing a Special Place to Live

<b>Purpose:</b> <ul style="list-style-type: none"> <li>- Provide an adequate amount of housing to meet the housing needs of all</li> <li>- Provide support to residents to prevent homelessness</li> <li>- Support people to lead independent lives</li> <li>- Shape places across the district through the Local Plan</li> </ul>	<b>Outcome:</b> <ul style="list-style-type: none"> <li>- Housing sites are made available for market and affordable housing</li> <li>- Achieve housing for all</li> <li>- Provide financial support for residents to live in the district independently</li> <li>- Provide support to residents to prevent homelessness</li> </ul>			
<b>Indicator</b>	<b>Target / Benchmark</b>	<b>Quarter 3</b>	<b>YTD</b>	<b>Q3 Actions / Comment</b>
Maintain, each year, a minimum 5-year supply of deliverable housing sites.	5 yrs	9.1 yrs	9.2 yrs	Hambleton District Council's five year supply is 9.1 yrs. i.e. over the next five years to 2024 it is expected that 3,013 dwellings will be built against a requirement of 331 units per year (that is 315 plus 5% buffer) so $3,013 / 331 = 9.1$ years' worth of supply
Publish the new Local Plan by July 2019.	100%	Approved and going to public representation 30 July 2019	Approved and going to public representation 30 July 2019	The Local Plan was approved for publication at cabinet on 2 July 2019.  It was provided for public representation from 30 July 2019 to 17 September 2019.  The submission for examination by the Planning Inspectorate target is March 2020.
Deliver an additional 315 new homes by April 2020.	315	176	472	Target achieved.
Ensure 100% of homelessness decisions are made within 56 days.	100%	100%	100%	Target achieved.
Ensure a total of 85% of funds for disabled facilities applications is spent.	85% (£573,784)	Amount Committed £233,293 (40.7%)  Amount Spent £317,679 (55.4%)	Amount Committed £233,293 (40.7%)  Amount Spent £317,679 (55.4%)	2019/20 capital budget is £675,040 85% spend is £573,784  Q3 - Amount committed for expenditure is £233,293. Amount Spent is £317,679 Total £550,972.  The target at Q3 has been achieved.

Indicator	Target / Benchmark	Quarter 3	YTD	Q3 Actions / Comment
Process new housing benefit claims within 20 days in line with North Yorkshire authorities.	20 days	17.73 days	16.22 days	<p>Year to date, 224 claims processed, taking 3,634 days. Average processing time per claim 16.22 days.</p> <p>Housing Benefit is gradually being replaced by Universal Credit. However, Universal Credit does not deal with the more complicated cases which still fall under Housing Benefit. The rise in the number of days taken to process claims in Q3 was a result of a small number of complicated claims taking much longer to process. This affects the averages of the number of days taken to process the claims.</p> <p>Speed of processing can also be affected by local changes to staffing and to the section. Care should therefore be taken when making comparisons with other Local Authorities.</p>
Process new council tax claims within 20 days in line with North Yorkshire authorities.	20 days	11.80 days	13.03 days	<p>Year to date, 1370 claims processed, taking 17,853 days. Average processing time per claim 13.03 days.</p> <p>41 more new claims were received this quarter than in same quarter for 2018/19.</p>
Process housing benefit changes in circumstance within 7 days in line with North Yorkshire authorities.	7 days	3 days	2.59 days	<p>Year to date, 5,101 changes in circumstances processed, taking 13,227 days. Average processing time per claim 2.59 days.</p> <p>Housing Benefit is gradually being replaced by Universal Credit. However, Universal Credit does not deal with the more complicated cases which still fall under Housing Benefit. This affects the number of days taken to process changes in circumstance.</p> <p>Speed of processing can also be affected by local changes to staffing and to the section. Care should therefore be taken when making comparisons with other Local Authorities.</p>
Process council tax changes in circumstance within 7 days in line with North Yorkshire authorities.	7 days	1.82 days	2.21 days	<p>Year to date, 10,066 claims processed, taking 22,296 days. Average processing time per claim is 2.21 days.</p> <p>1584 fewer changes in circumstances were processed compared with this quarter in 2018/19.</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	2016-17		2017-18		2018-19		2019/20 Q1		2019/20 Q2		2019/20 Q3		2019/20 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	26.26	27.52	18.49	19.52	21.02	19.63	24.44	12.89	22.12	11.65				
Harrogate	19.52	21.35	25.34	22.98	26.29	23.79	-	-	-	-				
<b>HAMBLETON</b>	<b>28.43</b>	<b>23.62</b>	<b>25.61</b>	<b>20.76</b>	<b>15.03</b>	<b>15.34</b>	<b>15.00</b>	<b>17.00</b>	<b>11.95</b>	<b>14.07</b>				
Scarborough	16.66	18.27	17.60 (Q3 only)	19.90	17.47	21.83	13.64	14.37	10.78	15.05				
Selby	21.14	19.32	22.54	21.86	22.82	21.04	24.89	14.33	25.20	17.19				
Richmondshire	22.26	18.32	18.60 (Q2 only)	16.66	17.96	34.34	37.66	43.93	-	-				
Ryedale	38.11	32.16	28.60	23.96	27.36	16.81	24.18	19.50	18.65	17.82				

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

North Yorks Region	2016-17		2017-18		2018-19		2019/20 Q1		2019/20 Q2		2019/20 Q3		2019/20 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	5.61	4.86	7.40	4.49	6.15	5.69	4.38	5.82	3.44	5.88				
Harrogate	6.56	5.18	7.55	6.22	6.20	4.32	-	-	-	-				
<b>HAMBLETON</b>	<b>5.45</b>	<b>5.29</b>	<b>6.24</b>	<b>5.78</b>	<b>2.99</b>	<b>2.70</b>	<b>3.00</b>	<b>3.00</b>	<b>2.36</b>	<b>2.13</b>				
Scarborough	4.53	4.39	5.60(Q3 only)	4.68	6.42	5.00	7.91	4.17	6.47	4.82				
Selby	4.07	4.23	3.99	4.55	5.17	3.66	4.05	3.04	3.92	4.03				
Richmondshire	4.58	3.33	4.90 (Q2 only)	3.29	6.37	2.89	0.12	5.29	-	-				
Ryedale	4.84	5.10	11.98	6.28	5.12	3.37	2.41	5.28	1.84	3.59				

Other activity and items of interest for this Priority during Quarter 3		
<b>Customer Services &amp; Communications</b>	Customer Services	<ul style="list-style-type: none"> <li>Customer demands remain fairly consistent across the Civic Centre and area offices. An expected spike in customer demand during December is experienced due to garden waste subscriptions opening and the alterations to Christmas schedules for all household collection. Year 3 garden waste collections closed at £783,895 at 102.2% of the target income expected. An increasing number of customers are using electronic channels, including self-serve accounts via the Firmstep Customer Relationship Management (CRM) system, Govtech Web Capture council tax forms and emailing enquiries. We continue to monitor demand to ensure the operation of the most efficient ways of working and the best allocation of resources.</li> </ul>
	Technical Communications	<ul style="list-style-type: none"> <li>The website, microsites, Junction intranet and social media accounts require regular update. Considerable support has been provided to the Planning section at <a href="http://www.hambleton.gov.uk">www.hambleton.gov.uk</a> and content review of the local plan information publically available. In addition, plans for the impact of new accessibility legislation on the current content management system and this requires a review of existing processes and upgrade prior to September 2020.</li> </ul>
	Communications and Graphics	<ul style="list-style-type: none"> <li>Intensive support provided to the backlog of corporate work due to the Union Cycliste Internationale (UCI) Road World Championships in September 2019, in particular for Leisure including Halloween and Christmas events, budget consultation, landlord forum, policy and procedure updates and all other corporate requirements.</li> </ul>
<b>ICT</b>	ICT Support	<ul style="list-style-type: none"> <li>Election support in December by the technical team.</li> </ul>
<b>Legal Services</b>	Licensing / Legal	<ul style="list-style-type: none"> <li>Successful prosecution of an unlicensed taxi driver at Harrogate Magistrates' Court with a contribution to the Council's costs also awarded.</li> </ul>
	Electoral	<ul style="list-style-type: none"> <li>Snap Parliamentary Election held on 12 December 2019. Under the minimum notice the Electoral Services Team had to arrange for 113 polling stations to be staffed, deal with queries and application to register to vote and for absent voting methods, staffing the overnight count and project managing the election day with the risk of inclement weather.</li> </ul>
<b>Strategic Housing</b>	Homelessness Prevention Scheme service delivery and TUPE	<ul style="list-style-type: none"> <li>Contracts in place and signed off by staff members and union will start on 1st February 2020. Meetings arranged by AM for county wide representatives to monitor service in all areas and share good practice going forward. First meeting to be held on 29th January 2020.</li> </ul>