

Hambleton District Council

Report To: Scrutiny Committee
1 October 2020

From: Director of Finance and Commercial (s151 Officer)

Subject: **Council Performance 2020/21 (Quarter 1)**

Wards Affected: All Wards

1.0 Purpose and Background

- 1.1 The Council Plan for 2019 - 2023 in its second year, will be approved at Cabinet on 8 September 2020 and at Full Council on 15 September 2020.
- 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 1 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% or 23 KPIs performed within tolerance at Quarter 1.
- 2.3 The KPI's not meeting their target or performing below tolerance at Quarter 1 are:
 - 2.3.1 Increase 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 – 67% (6 out of 9)

The three major planning applications which were determined out of time were as a result of the Chief Planning Officer, who arrived at the Council 24 February 2020, having to intervene to end negotiations with the applicants and refuse planning permission. As the outcomes were negative the

applicants would not agree extensions of time for the determinations outside of the statutory targets. The Chief Planning Officer is now directly involved in the major application processes at a much earlier stage, so they can be steered towards approval within agreed time frames or refusals can be issued within the statutory periods.

2.3.2 Deliver an additional 315 new homes by April 2021.

Target Q1 - 70

Actual Q1 – 36 (as at early June)

As at early June there had been 36 completions. This is below target and is a reflection of the slowdown in construction activity as a result of Covid-19. The monitoring of this will be helped by a new IT system which is in the process of being implemented.

3.0 Conclusions

3.1 Performance against the 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 Quarter 1 against the Council Plan 2019 - 2023, as detailed in Annex A of the report.

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Background papers: Departmental Service Plans

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Council Performance Quarter 1

1 April 2020 – 30 June 2020

This report provides information on performance towards the Council Business Plan Priorities for the first quarter of 2020/21, as reported to the Management Team on 05 August 2020.

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 - Forging links with local businesses to support their ambitions | 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 1 | YTD | Q1 Actions / Comment |
| Facilitate 28 young people into local small businesses by April 2021 through apprenticeships and the graduate scheme. | 28 | 3 | 3 | This programme has continued to be delivered but has been impacted by Covid-19. The target is to be achieved by the end of the year. |
| Support £1m of new business investment in Hambleton during 2020/21. | £1m | £46,004 | £46,004 | This target is to be achieved by the end of the year. |

| Indicator | Target / Benchmark | Quarter 1 | YTD | Q1 Actions / Comment |
|---|--------------------|-----------|--------|--|
| Increase footfall across Hambleton's Market Towns by 5% during 2020/21. | 5% | N/A | N/A | It is anticipated that a contractor will be appointed to provide GPS footfall data in all 5 market towns early in Quarter 2 for an initial 4 year period following a procurement exercise undertaken in Quarter 1. Footfall for Quarter 1 has not been measured during this process. It is expected that the Covid lockdown will have an impact on footfall during Quarter 2. Work is also being undertaken as part of the "Re-opening High Streets Safely" to survey footfall manually. |
| Achieve a level of Business Rate collection of 97% during 2020/21. | 97% | 40.22% | 40.22% | <p>This is slightly up on last year's collection rate at Quarter 1 which was 39.14%. £3.7 million less in actual receipts has been collected, this is due to the government providing £10.7 million of business rate relief to the council as part of the Covid-19 response.</p> <p>The Business Rate collection rate in 2020/21 has been reduced by 1% from 98% in 2019/20 due to the effect of covid-19 on collection. The Government has provided relief as described above and therefore potentially it is expected the loss on income collection may more impact 2021/22. This position will be monitored in 2020/21.</p> |

| Indicator | Target / Benchmark | Quarter 1 | YTD | Q1 Actions / Comment |
|---|--------------------|---------------------|---------------------|---|
| Achieve a level of Council Tax collection of 95% during 2020/21. | 95% | 35.45% | 35.45% | <p>This is down on last year's collection rate at Quarter 1 which was 36.33%. £0.57 million more has been collected in actual receipts because the council tax for each person has increased.</p> <p>Due to Covid-19, instalment plans have been deferred from April 2020 to June 2020 so it is expected that collection will be lower during 2020/21 than in previous years. Approximately 4,000 applicants have requested deferment of instalment plans. This could potentially impact on the collection rate going forward which is why the rate for 2020/21 is 95% compared to 98% in previous years.</p> |
| Increase the number of major planning applications determined within 13 weeks, or as agreed with the applicant, to 80%. | 80% | 67% (6 out of 9) | 67% (6 out of 9) | <p>The three major planning applications which were determined out of time were as a result of the Chief Planning Officer, who arrived at the Council 24 February 2020, having to intervene to end negotiations with the applicants and refuse planning permission. As the outcomes were negative the applicants would not agree extensions of time for the determinations outside of the statutory targets. The Chief Planning Officer is now directly involved in the major application processes at a much earlier stage, so they can be steered towards approval within agreed timeframes or refusals can be issued within the statutory periods.</p> |

| Indicator | Target / Benchmark | Quarter 1 | YTD | Q1 Actions / Comment |
|--|--------------------|-----------|-----|---|
| Increase the number of minor planning applications determined within 8 weeks, or as agreed with the applicant, to 85%. | 85% | 85% | 85% | <p>This statistic of 85% comfortably exceeds national statutory targets and given the global pandemic this is a significant achievement in keeping decision making going. With greater numbers of staff now returning to the office, the capacity of the service increasing with a new Senior Planner and contractors due to join the team in August and at the beginning of September, the target of 85% should be exceeded by a distance in the next quarter. The national lockdown period has required officers to be more flexible and pragmatic in terms of agreeing extensions of time with applicants. Also further checks are required moving forward to ensure that they are only used to add value rather than for this to become the new normal.</p> |

Other activity and items of interest for this Priority during Quarter 1

| | | |
|-------------------------------|--------------------------|---|
| Business & Economy | Skills Village | <ul style="list-style-type: none"> ▪ Skills Village Steering Group now established and met on 21 February 2020. Successful visit to Northern Regeneration site in Scarborough, attended by Hambleton District Council Councillors, North Yorkshire County Council, Taylor Wimpey and 13 Housing Group. Training provider to be established through the in-house procurement process. ▪ Skills Village - Due to the Covid-19 pandemic the project has stalled for obvious reasons, however work has now resumed and contact made with the Steering Group to give an update by virtual meeting. Along with this, a new timeframe and potential start date is now September 2021. ▪ An opportunity has arisen to extend the scope of the project to include green construction and green energy technology installation modules with potential support from a Ministry of Housing, Communities and Local Government call for shovel ready projects. ▪ Continue to develop working relationships with the Education Sector, Small and Medium-sized Enterprises (SMEs) and developers. |
| | Future High Streets Fund | <ul style="list-style-type: none"> ▪ A range of projects has been worked on by the team. The funding package was pulled together and various team members are leading on certain schemes. ▪ At 7 July 2020 Cabinet the full business case was signed off for submission on 31 July 2020. |
| | North Northallerton | <ul style="list-style-type: none"> ▪ Taylor Wimpey & Persimmon Homes have concluded the tender process and have identified a suitable contractor. The likely delivery date is to be finalised as supply chain delays due to Covid-19 have yet to be considered. ▪ Agreement with the Local Enterprise Partnership is for the project delivery date to be October 2021. ▪ Developers have appointed a contractor and work on site is due to commence at the end of July 2020. |

| Other activity and items of interest for this Priority during Quarter 1 | | |
|---|-------------------------------------|---|
| Business & Economy | Central Northallerton | <ul style="list-style-type: none"> ▪ Supply chain issues due to Covid-19 have now been resolved but has impacted the programme for Zetland Street which is now due to be completed in August 2020. Close liaison continues with the businesses on Zetland Street. ▪ Central Arcade is repaved, just grouting, finishes and clean up remains to be done during the summer. ▪ Agreement with the Local Enterprise Partnership has occurred for the under-spend to be used on further improvements. Design of additional works is in progress. Consultation on town centre improvements is due to get underway. |
| | Responding to the Covid-19 outbreak | <p>The Vibrant Market Towns Team has:</p> <ul style="list-style-type: none"> ▪ Published detailed social distancing risk assessments for each of the five market towns and liaised with North Yorkshire County Council, town councils and business networks to meet the needs of each business community. A number of measures have been considered to allow for social-distancing and these plans will be reviewed and updated as lockdown restrictions are eased. ▪ 50% funded the installation of three porta-loos with Northallerton Town Council for a four week period to provide a solution to the closure of facilities at the Town Hall. ▪ Provided an active response as issues emerge regarding Covid-19 through the design, printing and distribution of a series of business packs to all high street / market place businesses in the five market towns and Great Ayton. These packs included floor stickers, posters and a copy of the Municipal Journal. Posters encouraging visitors to 'Enjoy Hambleton Safely' whilst following government social-distancing guidelines have been put up in the five market towns and Great Ayton. This work has been undertaken in compliance with European Regional Development Fund branding requirements. ▪ Circulated Covid-19 related information advice and guidance to businesses across the District through e-bulletins and other social media platforms. ▪ Provided on-going support for the Local Enterprise Growth Hub's ShopAppy scheme for businesses in Thirsk, Easingwold and Stokesley. |
| | C4DI | <ul style="list-style-type: none"> ▪ Two new virtual events have now been scheduled for 15 July – Agri-tech and 29 July an E-Commerce Event – both being promoted via social media and other channels |

| Other activity and items of interest for this Priority during Quarter 1 | | |
|---|---------------------------------|---|
| Business & Economy | Vibrant Market Towns | <ul style="list-style-type: none"> ▪ A new door, window and notice board have been installed at the Easingwold Tourist Information Centre as part of a wider building refurbishment project. The project was funded by a Vibrant Market Towns grant of £3,801. A press release will be issued early in Quarter 2 and 3 2020/21. Easingwold Ward Members attended the re-opening of the Tourist Information Centre. ▪ The Vibrant Market Towns Team has been working with Beta Jester to kick start the Northallerton Augmented Reality Trail as part of the High Street Heritage Action Zone project, explored the possibility of digital training for the High Street Heritage Action Zone 'consortia' led by Sally Anderson |
| | Footfall Counters | <ul style="list-style-type: none"> ▪ It is anticipated that a contractor will be appointed to provide GPS footfall data in all five market towns early in Quarter 2 2020/21 for an initial four year period following a procurement exercise undertaken in Quarter 1. Footfall data for 2018/2019 and 2019/2020 will be made available so the impact of recovery measures in response to Covid-19 can be measured. ▪ A three year contract has been signed with the Local Data Company to provide the Vibrant Market Towns Team with additional sector-specific market intelligence to help determine the impact of measures to initiate the post-Covid-19 high street recovery. |
| | Covid-19 Grants | <ul style="list-style-type: none"> ▪ Four of the team have managed all enquiries (2789 e-mails to the Business & Economy inbox), along with Revenues and Benefits Section, and hundreds of enquiries and phone calls to individual officers for the continuing initial grants scheme and a team of five also received and assessed all the applications for the first Discretionary Grant Scheme. There were 178 applications. The second phase Discretionary Grants was launched on 29 June 2020. |
| | Federation of Small Businesses. | <ul style="list-style-type: none"> ▪ In this quarter we have received six applications for Federation of Small Businesses membership. |

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 - Reduce health risks due to food safety improvements - Reduced health risk due to non-compliant private water supplies | | | |
|--|--|-----------|------|--|
| Indicator | Target / Benchmark | Quarter 1 | YTD | Q1 Actions / Comment |
| Achieve health & fitness membership base of 3,322 in 2020/21. | 3322 | 3284 | 3284 | This is a year-end target and fluctuation is anticipated throughout the year. The centres have been closed due to Covid-19 for the whole of Quarter 1 and memberships frozen and/or cancelled. |
| Achieve 'Learn2 Swim' membership base of 2,350 in 2020/21. | 2350 | 2198 | 2198 | This is a year-end target and fluctuation is anticipated throughout the year. The centres have been closed due to Covid-19 for the whole of Quarter 1 and memberships frozen and/or cancelled. |

| Indicator | Target / Benchmark | Quarter 1 | YTD | Q1 Actions / Comment |
|--|--------------------|--------------|--------------|--|
| Successfully allocate 100% (£248,910) of community grants in 2020/21. | 100% (£248,910) | 98% £243,780 | 98% £243,780 | The Community Grants Budget for 2020/21 is made up from the following grant funds: Making a Difference £125,000; Hambleton Help £48,700; Partnership Grants £63,810; Covid-19 Community Response £11,400 (funding brought forward from Making a Difference grant underspends in 2019/20. £5,130 of this is still available and the grant continues to be promoted. The majority of the grant fund is allocated in Quarter 1 to ensure that the budgets are spent by the end of the financial year. |
| Complete 100% of high/medium risk food premises inspections in 2020/21. | 100% | 0 | 0 | The target at Quarter 1 is not available because instruction from the Food Standards Agency is to suspend inspection programmes due to Covid-19. Alternative methods of intervention will be provided and the target confirmed at Quarter 2 2020/21. |
| Complete 100% (16 of 16) of private water supply risk assessments in 2020/21 | 100% (16/16) | 0 | 0 | There are 16 private water supply risk assessments due. These were not be carried out in Quarter 1 and will not be carried out in Quarter 2 due to Covid-19. It is anticipated that they will be undertaken in Q3 and Q4. Q1=0 Q2=0 Q3=8 Q4=8 |

Other activity and items of interest for this Priority during Quarter 1

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| Leisure & Communities | Water Safety | <ul style="list-style-type: none"> ▪ A campaign across Hambleton was launched and will be repeated throughout summer this is also linked to the Royal Life Saving Society Drowning Prevention Week |
| | Covid-19 Community Response | <ul style="list-style-type: none"> ▪ Issued grants. ▪ Worked in partnership with North Yorkshire County Council and six other districts. ▪ Supported community support organisations. ▪ Made welfare calls to medically shielded residents. ▪ Mapped parish support. This entailed sharing information about what support was available in each parish with support groups and customer services teams. The support could then be signposted to the very best that was available to the customers. |

Other activity and items of interest for this Priority during Quarter 1

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|-------------------------------------|-----------------|---|
| <p>Environmental Health;</p> | <p>Covid-19</p> | <ul style="list-style-type: none"> ▪ The service has responded to the Covid-19 situation and in particular the responsibilities for enforcing Health Protection (Covid-19, Restrictions) (England) Regulations 2020 by engaging with businesses and providing advice including the activities detailed in ‘Marketing and Customers’ and by carrying out monitoring of the district to assess compliance with the regulations. This monitoring included carrying out proactive visits to food businesses which had changed their activities to providing a takeaway service and in response to complaints about premises closures and social distancing. Monitoring of caravan sites was also carried out. Overall very good compliance was observed regarding business closures and it was not necessary to take any formal action. ▪ Some officers from the service were available over bank holiday weekends to support North Yorkshire Police if needed. ▪ There is ongoing joint working with the Council’s Licensing Section, North Yorkshire Police and Trading Standards and the County Council to enforce the Regulations. ▪ A surveillance exercise of pubs with rooms was carried out to provide advice and guidance to those premises offering accommodation to key workers – again compliance was generally satisfactory. ▪ An officer from the Commercial Team has been working with the zoo operators in the district and the Department for the Environment, Food and Rural Affairs to provide advice and support related to the Restriction Regulations. ▪ With the start of the relaxation of the restriction regulations officers from the service have been engaging with businesses to support their re-opening. ▪ The service has been engaging with Public Health at the County Council ready for the implementation of contact tracing/test and trace. ▪ The service is also engaging with Business and Economy and the Licencing Section to implement Pavement Licenses |
|-------------------------------------|-----------------|---|

| Other activity and items of interest for this Priority during Quarter 1 | | |
|---|---------------------------------------|---|
| Environmental Health | Food Safety | <ul style="list-style-type: none"> Following unsatisfactory standards identified at a butchers shop in the north of the district Hygiene Improvement Notices were served requiring the operator to carry out works to the premises and to change food safety procedures. The officer dealing with the case is working with the operator to resolve the matters detailed in the notices. As it is not possible to carry out food hygiene inspections the Food Standards Agency directed local authorities to carry out desktop surveillance of high risk food businesses, those businesses which were due revisits and new businesses. Officers in the Commercial team have been carrying out this work and where issues have been identified have carried out a visit. |
| | Housing / Housing Assistance | <ul style="list-style-type: none"> The Council's Housing Assistance Policy was approved via the Council's delegated authority process and is now in place and published on the Councils website. Following York City Council's successful application to the Private Rented Sector Innovation and Enforcement Grant Fund, on behalf of 21 local authorities across the Yorkshire and Humberside Region and receiving £162,393; two officers from the Residential Team were identified to undertake a BTEC legal qualification for housing enforcement officers delivered by Bond Solon. Landlord training sessions were planned to be delivered throughout the region including two per year in Hambleton – due to Covid-19 this is now on hold. The Residential Team continue to deal with complex cases and attend multi-agency Task and Finish groups facilitated by the Safer Hambleton Hub. |
| | Management Information System Project | <ul style="list-style-type: none"> The service together with the Licensing section is now implementing a new management information system, Cx from Civica to replace Uniform. It was accepted that any change of management information system poses a significant challenge however it could never have been anticipated that this change would take place under the current circumstances. Virtual training sessions have been taking place which have been altered as result of our feedback to provide a more fit for purpose for virtual delivery model and Civica are currently reviewing this model to make further improvements. The project is being managed through weekly meetings with the project management team (officers from Environmental Health, Licensing and ICT and Civica) and monthly internal meetings chaired by Paul Staines, Director of Environment. The intention is that currently the 'go live' deadline will still be met however through the project management arrangements progress is under constant review. |

PRIORITY – Caring for the Environment

| Purpose: <ul style="list-style-type: none"> - Maintain high quality and efficient waste and recycling collections - 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 1 | YTD | Q1 Actions / Comment |
| Maintain a recycling rate of 50%. | 50% | 51.12% | 51.12% | It is recognised that the impact of Covid-19 will be unknown over the year and the position will continually be monitored. |
| Monitor the effectiveness of the fly tipping and littering enforcement policy. | 100% | 100% | 100% | Continuing to monitor fly tipping across the district, considering using hard hitting signage in trial areas. |
| Facilitate 52 community litter picks in 2020/21 | 52 | 20 | 20 | 20+ unrecorded litter picks are suspected to have been undertaken, unidentified sacks (typical litter pick contents) left beside litterbins. All volunteer groups to be reminded to 'log' when sacks are ready for collection. Monitored via social media for the time being. |
| Ensure that 20 electric vehicle charging points are provided within the district in 2020/21. | 20 | 3 | 3 | Provision of electric vehicle charging points available to the public Profile: Q1 – 3 Market Place Thirsk – 1 Auction Mart Bedale – 1 Millgate Thirsk – 1 Q2 – 0; Q3 – 8; Q4 – 9 |

Other activity and items of interest for this Priority during Quarter 1

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|-------------------------------|--|--|
| Waste and Street Scene | Risk Assessments – Covid-19 | <ul style="list-style-type: none"> ▪ Risk assessments so as to allow on site staff attendance to enable service delivery |
| | Joint initiative with North Yorkshire Police | <ul style="list-style-type: none"> ▪ Cannabis fly tips; area of highest volume identified to be investigated jointly with North Yorkshire Police. Some “spent” cannabis fly tip finds upwards of 1 tonne in weight. All reports logged and investigated |

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 - Shape places across the district through the Local Plan | 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 1 | YTD | Q1 Actions / Comment |
| Maintain, each year, a minimum 5-year supply of deliverable housing sites. | 5yrs | 9yrs | 9yrs | 9+ years housing supply at Quarter 1 2020/21, this is consistent with Quarter 4 2019/20. Due to a change in database systems full data will become available in Quarter 2 2020/21. |
| Indicator | Target / Benchmark | Quarter 1 | YTD | Q1 Actions / Comment |
| Adopt the new Local Plan by March 2021. | 100% | On track | On track | The examination stage will take place in Quarter 3 2020/21. It is anticipated that the report from the Planning Inspectors will be received in Quarter 4 2020/21 before the plan is formally adopted. |

| | | | | |
|---|-------------------|---|---|---|
| Deliver an additional 315 new homes by April 2021. | 315 | 36 (to early June) | 36 | As at early June there had been 36 completions. This is below target and is a reflection of the slowdown in construction activity as a result of Covid-19. The monitoring of this will be helped by a new IT system which is in the process of being implemented. |
| Ensure 100% of homelessness decisions are made within 56 days. | 100% | 100% | 100% | Achieved. |
| Ensure a total of 85% of funds for disabled facilities applications is spent. | 85% (£396,964) | 45.87% (£214,240) committed 6.57% (£30,680.17) spent | 45.87% (£214,240) committed 6.57% (£30,680.17) spent | £214,240 committed. Close monitoring will be required to ensure the budget is not over spent. |

| Indicator | Target / Benchmark | Quarter 1 | YTD | Q1 Actions / Comment |
|---|--------------------|------------|------------|---|
| Process new housing benefit claims within 20 days in line with North Yorkshire authorities. | 20 days | 17.63 days | 17.63 days | <p>Year to date, 78 claims processed, taking 1,375 days. Average processing time per claim 17.63 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 the Local Authorities Housing Benefit function. The number of claims processed has remained static since 2019.20 Quarter 3 and Quarter 4 averaging 26 claims per month.</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 | 18.67 days | 18.67 days | <p>Year to date, 1,355 claims processed, taking 25,293 days. Average processing time per claim 18.67 days.</p> <p>909 more new claims were received this quarter than in same quarter for 2019/20. This is due to the impact of Covid-19 and is being monitored.</p> |

| Indicator | Target / Benchmark | Quarter 1 | YTD | Q1 Actions / Comment |
|---|--------------------|-----------|-----------|---|
| Process housing benefit changes in circumstance within 5 days in line with North Yorkshire authorities. | 5 days | 2.38 days | 2.38 days | <p>Year to date, 1,731 changes in circumstances processed, taking 4,113 days. Average processing time per claim 2.38 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 the Local Authorities Housing Benefit function. 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 5 days in line with North Yorkshire authorities. | 5 days | 1.74 days | 1.74 days | <p>Year to date, 7,045 changes processed, taking 12,274 days. Average processing time per claim is 1.74 days.</p> <p>3,133 more changes in circumstances were processed compared with this quarter in 2019/20.</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 | 2017-18 | | 2018-19 | | 2019-20 | | 2020/21 Q1 | | 2020/21 Q2 | | 2020/21 Q3 | | 2020/21 Q4 | |
|--------------------|--------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|------------|-------|------------|-------|------------|-------|
| | C/Tax | H/Ben | C/Tax | H/Ben | C/Tax | H/Ben | C/Tax | H/Ben | C/Tax | H/Ben | C/Tax | H/Ben | C/Tax | H/Ben |
| Craven | 18.49 | 19.52 | 21.02 | 19.63 | 21.28 | 11.31 | / | / | | | | | | |
| Harrogate | 25.34 | 22.98 | 26.29 | 23.79 | 26.99 | 23.62 | 33.33 | 24.65 | | | | | | |
| HAMBLETON | 25.61 | 20.76 | 15.03 | 15.34 | 13.40 | 17.06 | 18.67 | 17.63 | | | | | | |
| Scarborough | 17.60 (Q3 only) | 19.90 | 17.47 | 21.83 | 10.86 | 14.42 | 11.39 | 11.40 | | | | | | |
| Selby | 22.54 | 21.86 | 22.82 | 21.04 | 23.28 | 19.06 | 20.29 | 26.35 | | | | | | |
| Richmondshire | 18.60 (Q2 only) | 16.66 | 17.96 | 34.34 | 26.57 | 25.48 | 27.93 | 27.15 | | | | | | |
| Ryedale | 28.60 | 23.96 | 27.36 | 16.81 | 16.92 | 14.12 | 17.94 | 8.34 | | | | | | |

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

| North Yorks Region | 2017-18 | | 2018-19 | | 2019-20 | | 2020/21 Q1 | | 2020/21 Q2 | | 2020/21 Q3 | | 2020/21 Q4 | |
|--------------------|---------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|------------|-------|------------|-------|------------|-------|
| | C/Tax | H/Ben | C/Tax | H/Ben | C/Tax | H/Ben | C/Tax | H/Ben | C/Tax | H/Ben | C/Tax | H/Ben | C/Tax | H/Ben |
| Craven | 7.40 | 4.49 | 6.15 | 5.69 | 3.38 | 4.53 | / | / | | | | | | |
| Harrogate | 7.55 | 6.22 | 6.20 | 4.32 | 5.16 | 3.33 | 5.56 | 4.5 | | | | | | |
| HAMBLETON | 6.24 | 5.78 | 2.99 | 2.70 | 2.10 | 2.32 | 1.74 | 2.38 | | | | | | |
| Scarborough | 5.60(Q3 only) | 4.68 | 6.42 | 5.00 | 6.0 | 3.25 | 9.31 | 4.12 | | | | | | |
| Selby | 3.99 | 4.55 | 5.17 | 3.66 | 3.23 | 2.85 | 2.09 | 3.15 | | | | | | |
| Richmondshire | 4.90(Q2 only) | 3.29 | 6.37 | 2.89 | 0.70 | 2.99 | 2.08 | 5.27 | | | | | | |
| Ryedale | 11.98 | 6.28 | 5.12 | 3.37 | 1.70 | 2.40 | 1.21 | 1.65 | | | | | | |

| Other activity and items of interest for this Priority during Quarter 1 | | |
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| Customer Services | Covid-19 | <ul style="list-style-type: none"> The impact of Covid-19 has been dramatic upon Customer Services who have provided a continual service to customers. The service has had to adapt to the demands and changes to processes with a reduced staffing capacity. |
| | Council Tax | <ul style="list-style-type: none"> Seasonal high level of customer demand as expected following council tax annual despatch., which has also been impacted by Covid-19. |
| | Garden Waste | <ul style="list-style-type: none"> Ongoing demand for garden waste renewals total income as at 10 July 2020 £895,280 (99.9% of Year 3) with 22,382 subscriptions for 21,248 properties. To date 68.5% of customers have used the self-serve online system and 31.5% of customers have been supported through the process by Customer Services. |
| Communications | Press Releases | <ul style="list-style-type: none"> The Communications Team issued 47 press releases with 16 press photographs. |
| | Graphic Design | <ul style="list-style-type: none"> Within Communications the Graphic Designers completed 56 design requests. |
| | Social Media | <ul style="list-style-type: none"> Substantial resource continues to be provided to the in-house operation of corporate Facebook and Twitter social media accounts for analytics, pro-active and reactive posts. Increasing numbers of customers are actively using social media as a channel to communicate with the council in a growing channel shift. |
| | Covid-19 | <ul style="list-style-type: none"> The Communications function has played a key role following the impact of Covid 19 upon the services and the public. |
| ICT | Microsoft Teams implementation | <ul style="list-style-type: none"> Teams became an effective communication tool to reach staff working from home; it also enables the Council to host virtual meetings to include external organisations. |
| | Support home working workforce | <ul style="list-style-type: none"> By upgrading the Terminal Server, bandwidth consumption was reduced for heavy users in the back offices. The network performance has been holding up for the whole organisation while it is only on 100M internet bandwidth. The capacity for staff to work from home at the same time has been steadily improved from 55% (23 March) to 100% (22 June). |
| | Softphone implementation | <ul style="list-style-type: none"> This technology enables staff to answer the phone at home through the laptop, in the same way as using a telephone in the office. Consequently Customer Services staff are able to work from home to answer public enquiries. |

| Other activity and items of interest for this Priority during Quarter 1 | | |
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| Legal Services | Committee Services | <ul style="list-style-type: none"> Although Members and officers are not currently on site at the Civic Centre, Member Support continues to be provided through internet, telephone and Microsoft Teams. |
| | | <ul style="list-style-type: none"> Chairman's Civic Duties are not currently being undertaken in accordance with Government guidance. We continue to receive notifications of birthdays and anniversaries and these are organised remotely with no physical presence. |
| | Electoral | <ul style="list-style-type: none"> Holding an election in light of Covid-19 – the Electoral Services Team Leader is in consultation with the Association of Electoral Administrators to consider different likely scenarios for holding an election during the pandemic. |
| | Legal | <ul style="list-style-type: none"> Legal Assistant to commence Legal Practice Course in September 2020 |