

## **Hambleton District Council**

**Report To:** Scrutiny Committee  
18 February 2021

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

**Subject:** **Council Performance 2020/21 (Quarter 3)**

**Wards Affected:** All Wards

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### **1.0 Purpose and Background**

- 1.1 The Council Plan for 2019 – 2023, in its second year, was 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 3 being provided to enable a comprehensive review.
- 1.4 Covid-19 has significantly impacted upon the services either directly or indirectly during this financial year and will continue to do so throughout Quarter 4. In spite of this, the Council has performed remarkably well. The Capital Programme is still on target to complete by the end of the financial year, it has currently expended 47% as detailed in the Quarter 3 Capital Programme and Treasury Management Monitoring Report. In addition, all major schemes are still progressing well which is an outstanding achievement in the circumstances.
- 1.5 The public has access to this information through these published reports.
- 1.6 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, 76% or 19 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 major planning applications determined within 13 weeks, or as agreed with the applicant, to 80%.

Target Q3: 80%

Actual Q3: 69% (9 out of 13)

YTD Target at Q3: 80%

YTD Actual at Q3: 74% (23 out of 31)

In Quarter 3 some older, undetermined applications were determined. These had previously been pended awaiting further information from the customer. Some of these applications were refused and agreements for the late determinations were not given. As a result of this, the overall performance statistics for Quarter 3 are lower.

Performance around major applications is improving and is receiving positive feedback from customers, most notably and recently from Lichfields, representing BP (British Petroleum) and other operators for a development site in Thirsk, who have thanked officers for their efforts and are delighted with the outcome of their submission. The Senior Officers are writing these applications up in a specific order and to timescales agreed with the Chief Planning Officer, Development Managers and Members. Applicants are willingly agreeing Extensions of Time where necessary and it is anticipated that the 2020/21 target will be met by the end of Quarter 4.

2.3.2 Increase the number of minor planning applications determined within 8 weeks, or as agreed with the applicant, to 85%.

Target Q3: 85%

Actual Q3: 75.7% (100 out of 132)

YTD Target at Q3: 85%

YTD Actual at Q3: 80.2% (312 out of 389)

In spite of staff changes and a management re-shuffle during the year, 75.7% of applications have been determined which exceeds the national target of 75%. However, in Quarter 3 some older, undetermined applications were determined. These had previously been pended awaiting further information from the customer. Some of these applications were refused and agreements for the late determinations were not given. The overall performance statistics for Quarter 3 are lower as a result

Despite the Covid-19 Pandemic there has been an increase in planning application numbers and the fee income received for planning applications and pre-application advice in comparison to 2019/2020. There has been a slight shortfall in performance as adjustments have been made to adapt to the lockdowns. However, extra staff have been brought in and are settled into their new ways of working. In addition, the number of applications received has eased as expected in December and January. The majority of these will be determined before April and therefore it is anticipated that the 2020/21 target will be met by the end of Quarter 4.

### 2.3.3 Achieve Health & Fitness membership base of 3,322 in 2020/21

Target Q3: 3,322	Actual Q3: 2,465
YTD Target at Q3: 3,322	YTD Actual at Q3: 2,888

This is a year-end target and fluctuation is anticipated throughout the year. The centres were closed due to Covid-19 for the whole of Quarter 1 and memberships frozen and/or cancelled. Leisure centres re-opened on the 25 July 2020 with limited activities and capacities due to Covid-19 distancing restrictions. Some memberships are still frozen and/or cancelled. A further one month closure occurred in Quarter 3 from 05 November 2020 because of Covid-19.

This KPI will not be achieved because of the impact of Covid-19. The closures and restrictions placed upon centres mean that many customers have cancelled their memberships. Some have frozen their memberships prior to returning to the centres when they are re-open.

### 2.3.4 Achieve 'Learn2 Swim' membership base of 2,350 in 2020/21

Target Q3: 2,350	Actual Q3: 768
YTD Target at Q3: 2,350	YTD Actual at Q3: 1,230

This is a year-end target and fluctuation is anticipated throughout the year. The centres were closed due to Covid-19 for the whole of Quarter 1 and memberships frozen and/or cancelled. Swimming lessons restarted in Quarter 2 with restrictions to capacity because of social distancing, in line with guidance from Swim England. Some memberships are still frozen and/or cancelled. Quarter 2 shows active Learn 2 Swim members only. A further one-month closure occurred in Quarter 3 from 05 November 2020 due to Covid-19.

This KPI will not be achieved because of the impact of Covid-19. The closures and restrictions placed upon centres mean that many customers have cancelled their memberships. Some have frozen their memberships prior to returning to the centres when they are re-open.

### 2.3.5 Complete 100% (16/16) of private water supply risk assessments in 2020/21.

Target Q3: 8	Actual Q3: 0
YTD Target at Q3: 8/16	YTD Actual at Q3: 0/16

There are 16 private water supply risk assessments due. These were unable to be carried out in Q1, Q2 or Q3 due to Covid-19 restrictions and guidance from the Drinking Water Inspectorate. It is also now anticipated that they will not be undertaken in Q4 for the same reasons. This is subject to change as the service responds to Covid-19 and any guidance from the Drinking Water Inspectorate changes. Many of the risk assessments are to be carried out at commercial premises which have not been trading due to Coronavirus Restrictions and therefore access is not possible.

### 2.3.6 Adopt the new Local Plan by March 2021.

Target Q3: On Target

Target Q3: Delayed until Q3 2021/22

The Planning Inspectorate began examination of the Local Plan in Quarter 3. This took place, in spite of Covid-19 restrictions, via a blend of virtual and physical hearings which Hambleton District Council was amongst the first to use. The Planning Inspectorate determined that:

Additional work was required on Sustainability Appraisal and on the Gypsy and Traveller Accommodation Assessment. As a result, a further period of consultation is required along with another hearing session. The revised date for receipt of the Inspectors Report is in 2021/22 Quarter 2 with adoption in 2021/22 Quarter 3.

## 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 3 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 3**

### **1 October 2020 – 31 December 2020**

This report provides information on performance towards the Council Business Plan Priorities for the third quarter of 2020/21, as reported to the Management Team on 20 January 2021.

#### **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 2021 through apprenticeships and the graduate scheme.	28	15	27	This programme has continued to be delivered but has been impacted by Covid-19. On 25 November 2020 Management Team agreed to transfer £20K from the graduate fund into the apprentice wage subsidy fund. This means that 10 further businesses can be supported to employ an apprentice.

Indicator	Target / Benchmark	Quarter 3	YTD	Q3 Actions / Comment
Support £1m of new business investment in Hambleton during 2020/21.	£1m	£36,231.60	£14,652,264.60	The Business & Economy Team provide a range of support to businesses including promoting sites, land sales, addressing issues around key infrastructure, offering business advice, assisting businesses to secure grant funding which in turn supports investment by the businesses themselves. Following extensive work at Dalton to address flooding and more recently with Northern Power Grid to address power supply issues, a major investment of £12m has been announced by l'Ansons and National Tube Stockholders have invested £2m in new laser processing equipment. In addition to this, there have been two land sales for business development at Leeming Bar and a number of successful small grant applications matched with private sector investment.
Increase footfall across Hambleton's Market Towns by 5% during 2020/21.	5%	N/A	N/A	Summary reports for the 5 market towns which compare footfall data in Q2 and Q3 will be made available early in Q4 along with historical data for the period 2017-2019. It is not known yet what the figures will be.

Indicator	Target / Benchmark	Quarter 3	YTD	Q3 Actions / Comment
Achieve a level of Business Rate collection of 97% during 2020/21.	97%	86.15%	86.15%	<p>This is down on last year's collection rate at Quarter 3 which was 88.57%.</p> <p>£9.7 million less in actual receipts has been collected. This is due to the government providing £11.4 million of business rate relief to the Council as part of the Covid-19 response. In addition, as a result of financial difficulties, ten monthly instalments from June to March have been agreed for some residents. Normally this would be from April to January and so reverses the trend on previous years. Some 12 month instalment plans were also agreed.</p> <p>Average collection rates are down nationally.</p>



Indicator	Target / Benchmark	Quarter 3	YTD	Q3 Actions / Comment
Achieve a level of Council Tax collection of 95% during 2020/21.	95%	90.81%	90.81%	<p>This is down on last year's collection rate at Quarter 3 which was 92.12%. £2.1 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 the collection rate will be lower during 2020/21 than in previous years. In addition, as a result of financial difficulties, ten monthly instalments from June to March have been agreed for some residents. Normally this would be from April to January and so reverses the trend on previous years. Some 12 month instalment plans were also agreed. Approximately 4,000 applicants have requested deferment of instalment plans. This could potentially impact on the collection rate going forward.</p> <p>Average collection rates are down nationally.</p>

Indicator	Target / Benchmark	Quarter 3	YTD	Q3 Actions / Comment
<p>Increase the number of major planning applications determined within 13 weeks, or as agreed with the applicant, to 80%.</p>	<p>80%</p>	<p>69% (9 out of 13)</p>	<p>74% (23 out of 31)</p>	<p>In Quarter 3 some older, undetermined applications were determined. These had previously been pended awaiting further information from the customer. Some of these applications were refused and agreements for the late determinations were not given. As a result of this, the overall performance statistics for Quarter 3 are lower.</p> <p>Performance around major applications is improving and is receiving positive feedback from customers, most notably and recently from Lichfields, representing BP (British Petroleum) and other operators for a development site in Thirsk, who have thanked officers for their efforts and are delighted with the outcome of their submission. The Senior Officers are writing these applications up in a specific order and to timescales agreed with the Chief Planning Officer, Development Managers and Members. Applicants are willingly agreeing Extensions of Time where necessary and it is anticipated that the 2020/21 target will be met by the end of Quarter 4.</p>

Indicator	Target / Benchmark	Quarter 3	YTD	Q3 Actions / Comment
<p>Increase the number of minor planning applications determined within 8 weeks, or as agreed with the applicant, to 85%.</p>	<p>85%</p>	<p>75.7% (100 out of 132)</p>	<p>80.2% (312 out of 389)</p>	<p>In spite of staff changes and a management re-shuffle during the year, 75.7% of applications have been determined which exceeds the national target of 75%. However, in Quarter 3 some older, undetermined applications were determined. These had previously been pended awaiting further information from the customer. Some of these applications were refused and agreements for the late determinations were not given. The overall performance statistics for Quarter 3 are lower as a result.</p> <p>Despite the Covid-19 Pandemic there has been an increase in planning application numbers and the fee income received for planning applications and pre-application advice in comparison to 2019/2020. There has been a slight shortfall in performance as adjustments have been made to adapt to the lockdowns. However, extra staff have been brought in and are settled into their new ways of working. In addition, the number of applications received has eased as expected in December and January. The majority of these will be determined before April and therefore it is anticipated that the 2020/21 target will be met by the end of Quarter 4.</p>

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

<b>Business &amp; Economy</b>	Skills Village	<ul style="list-style-type: none"> <li>▪ Five training providers have submitted applications expressing an interest in the development of the Northallerton Construction Skills Village.</li> <li>▪ Hambleton District Council is continuing to work with the education sector and has joined the North Yorkshire Learning Provider Platform.</li> </ul>
	eCampus	<ul style="list-style-type: none"> <li>▪ Building work has commenced to create a Higher Education and Further Education Centre in Block A (the former staff Tenement building) of the Treadmills development.</li> <li>▪ The University of Sunderland and York College are working with the Council to establish local demand and to shape the learning offer.</li> <li>▪ Funding of £725k towards the development has been requested from the Government Getting Building Fund and conditional approval secured from the Local Enterprise Partnership.</li> </ul>
	North Northallerton	<ul style="list-style-type: none"> <li>▪ The Developers, Eric Wright Group, have continued to make good progress on the embankments for the bridge</li> </ul>
	Central Northallerton	<ul style="list-style-type: none"> <li>▪ Zetland Street works have been completed including the planting of trees.</li> <li>▪ Central Arcade has been repaved but may require sealing due to algal growth. The wall along Central Arcade is to be rebuilt.</li> <li>▪ A contractor for the Town Square works has been secured and is due to commence on site in January 2021.</li> </ul>

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

<p><b>Business &amp; Economy</b></p>	<p>C4DI</p>	<ul style="list-style-type: none"> <li>▪ A working relationship continues to be developed between C4DI and Hambleton District Council.</li> <li>▪ The Steering Group continues to meet, with Councillor Malcolm Taylor as the portfolio holder for the project.</li> <li>▪ A future online event is planned, continuing the engagement virtually with the various sectors, businesses and the community. Events are in the planning stages for early 2021 and also for the opening in March 2021.</li> <li>▪ Promotion of the C4DI Northallerton Digital Hub has taken place. Promotional material and memberships are available</li> <li>▪ Chameleon won the contract for the interior fit of the C4DI Northallerton Development. Hambleton District Council will liaise with Chameleon for the development of the artwork for the brochure, social media and the web pages</li> <li>▪ Web pages for C4DI on Hambleton District Council’s homepage and on Hambleton District Council’s homepage for C4DI are currently in development.</li> <li>▪ Engagement with businesses and individuals to become members of C4DI Northallerton continues.</li> </ul>
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**Other activity and items of interest for this Priority during Quarter 3**

<p><b>Business &amp; Economy</b></p>	<p>Vibrant Market Towns</p>	<ul style="list-style-type: none"> <li>▪ The Vibrant Market Town Team continues to work closely with Town Councils and business networks. This is to facilitate the safe re-opening of the High Streets in the market towns across Hambleton and also with regard to the allocation of the £80K European Regional Development Fund ‘Re-opening High Streets Safely Fund’. A review of the five market town High Streets’ assessments has been undertaken and new Tier 2 business information packs and adhesive floor stickers have been delivered to all High Street businesses in the market towns and Great Ayton. Additional advisory posters have been put up in Bedale and Northallerton in response to concerns expressed about social distancing.</li> <li>▪ Filming is now complete for the Historic England High Street Heritage Action Zone project videos. It is anticipated that the films will be launched on social media and through other channels early in the new year. The purpose of the films is to raise awareness of, and encourage wider support for, the three and a half year project. A Heritage Action Zone Delivery Manager has been appointed and will start in post in January 2021.</li> <li>▪ A grant of £2,9834 has been awarded to Stokesley Town Council for the purchase and installation of two noticeboards to raise awareness of the town’s retail offer and to improve ‘wayfinding’ for visitors. A grant of £1,167 has been claimed by Thirsk Town Council to help with costs associated with the reopening of the public toilets, along with a grant of £338 for the design of a series of heritage interpretation panels in Castle Garth.</li> <li>▪ The Vibrant Market Town Team is working closely with the Hambleton District Council Communications Team to ensure key messages about the Northallerton Town Square Improvement Scheme are timely and accurate and that local businesses, market traders and key stakeholders are kept up to date with progress.</li> <li>▪ The Vibrant Market Town Team has once again sponsored this year’s ‘Easingwold in Lights’ competition. Entries in the categories for ‘Best Christmas Lights’ and ‘Best Dressed Window’ were judged by Carolyn Frank, Development Manager for the Federation of Small Businesses.</li> </ul>
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<b>Other activity and items of interest for this Priority during Quarter 3</b>		
<b>Business &amp; Economy</b>	Covid-19 Grants	<ul style="list-style-type: none"> <li>The Business and Economy Team has been administering the promotion of the Local Restriction Support Grants (closed) and dealing with e-mail enquiries from businesses (800 emails). 132 Additional Restriction Grant applications have been received and five members of the team have been assessing them for eligibility.</li> </ul>
	Other Covid-19 Support	<ul style="list-style-type: none"> <li>“Insight with Passion” delivered workshops to 84 businesses to support them through Covid-19 and beyond. Videos of the workshops were shared with 300 additional businesses.</li> </ul>
	Federation of Small businesses	<ul style="list-style-type: none"> <li>In this quarter, four applications for Federation of Small Businesses membership have been received.</li> </ul>
	Future High Street Fund	<ul style="list-style-type: none"> <li>The Future High Street Funding bid was successful for 69% of the original request. This equates to £6.1 million. The business case now needs to be revised to fit the funding offered.</li> </ul>

## PRIORITY – Enhancing Health & Wellbeing

<p><b>Purpose:</b></p> <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>	<p><b>Outcome:</b></p> <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
<p>Achieve health &amp; fitness membership base of 3,322 in 2020/21.</p>	<p>3,322</p>	<p>2,465</p>	<p>2,888</p>	<p>This is a year-end target and fluctuation is anticipated throughout the year. The centres were closed due to Covid-19 for the whole of Quarter 1 and memberships frozen and/or cancelled. Leisure centres re-opened on the 25 July 2020 with limited activities and capacities due to Covid-19 distancing restrictions. Some memberships are still frozen and/or cancelled. A further one month closure occurred in Quarter 3 from 05 November 2020 because of Covid-19.</p> <p>This KPI will not be achieved because of the impact of Covid-19. The closures and restrictions placed upon centres mean that many customers have cancelled their memberships. Some have frozen their memberships prior to returning to the centres when they are re-open.</p>



Indicator	Target / Benchmark	Quarter 3	YTD	Q3 Actions / Comment
Achieve 'Learn2 Swim' membership base of 2,350 in 2020/21.	2,350	768	1,230	<p>This is a year-end target and fluctuation is anticipated throughout the year. The centres were closed due to Covid-19 for the whole of Quarter 1 and memberships frozen and/or cancelled. Swimming lessons restarted in Quarter 2 with restrictions to capacity because of social distancing, in line with guidance from Swim England. Some memberships are still frozen and/or cancelled. Quarter 2 shows active Learn 2 Swim members only. A further one month closure occurred in Quarter 3 from 05 November 2020 due to Covid-19.</p> <p>This KPI will not be achieved because of the impact of Covid-19. The closures and restrictions placed upon centres mean that many customers have cancelled their memberships. Some have frozen their memberships prior to returning to the centres when they are re-open.</p>

Indicator	Target / Benchmark	Quarter 3	YTD	Q3 Actions / Comment
Successfully allocate 100% (£248,910) of community grants in 2020/21.	100% (£248,910)	108% (£269,780)	108% (£269,780)	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). £4,130 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. In Quarter 3 an additional £25,000 was made available and allocated to food banks in response to the Covid-19 pandemic
Complete 100% of high / medium risk food premises inspections in 2020/21.	100% (16/16)	31% (5/16)	31% (5/16)	For 2020/21, only high-risk food premises inspections will take place because of the effects of Covid-19. Medium risk food business will be assessed using a remote assessment tool and may be visited as a result of this assessment.  This is subject to change as the service responds to Covid-19 and following guidance from the Food Standards Agency.  The profile for the year is: Q1=0 Q2=0 Q3=5 Q4=11

Indicator	Target / Benchmark	Quarter 3	YTD	Q3 Actions / Comment
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 unable to be carried out in Q1, Q2 or Q3 due to Covid-19 restrictions and guidance from the Drinking Water Inspectorate. It is also now anticipated that they will not be undertaken in Q4 for the same reasons. This is subject to change as the service responds to Covid-19 and any guidance from the Drinking Water Inspectorate changes. Many of the risk assessments are to be carried out at commercial premises which have not been trading due to Coronavirus Restrictions and therefore access is not possible.

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

<p><b>Environmental Health</b></p>	<p>Covid-19</p>	<ul style="list-style-type: none"> <li>▪ Covid-19 related service demands remain high, including complaints about non-compliance and requests for advice and assistance.</li> <li>▪ The introduction of the tier system has created additional workload including:             <ul style="list-style-type: none"> <li>○ Implementing the new regulations and guidance.</li> <li>○ Providing further advice and support to businesses.</li> <li>○ Dealing with the challenges of cross tier activity. This includes, in particular, residents from Tier Three areas visiting licensed premises in the north of the district.</li> </ul> </li> <li>▪ Officers have carried out monitoring visits (sometimes out of hours) to licensed premises across the district to provide advice to business owners and assess compliance with the restriction regulations.</li> <li>▪ Work continues to be carried out with Public Health Officers and North Yorkshire County Council to investigate clusters of Covid-19 cases and to provide advice and guidance to businesses.</li> <li>▪ There continues to be significant engagement with North Yorkshire County Council, the North Yorkshire Resilience Forum, Public Health and Local Trading Standards to provide a co-ordinated multi agency approach.</li> <li>▪ Public Health continues to lead workstreams involving Environmental Health Officers, North Yorkshire Police and Yorkshire Ambulance Service relating to the Outbreak Control Plan for the county. Procedures will be put in place to manage events to ensure that they are Covid-19 safe. If they are not, then the County Council can take enforcement action to prevent the event from taking place.</li> <li>▪ The Environmental Health Manager, as chair of the North Yorkshire Chief Environmental Health Officer Group, will work with the Chief Trading Standards Officer to co-ordinate arrangements in relation to enforcement of the Covid-19 regulations and the overall response to the outbreak.</li> <li>▪ Environmental Health Officers assisted Business and Economy with enforcement notices for Pavement Licencing.</li> <li>▪ Revenues and Benefits assisted Environmental Health regarding the types of businesses which would be eligible for business grants.</li> <li>▪ Advice and assistance were provided to a secondary school in the district regarding risk assessment and Covid-19 secure measures.</li> </ul>
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Other activity and items of interest for this Priority during Quarter 3		
<b>Environmental Health</b>	Contaminated Land	<ul style="list-style-type: none"> <li>Two Environmental Health Officers continue to be involved with an operation with North Yorkshire Police and the Ministry of Defence Police. The Recovery phase of the operation remains ongoing and is now at a stage where enforcement responsibility must be determined for the original site. This is to ensure that the land is remediated, and formal action is instigated against the perpetrator. Legal advice has been sought and discussions will take place to determine to which organisation responsibility should fall.</li> <li>Phase Three of the operation at a second site in the district is almost concluded following actions by the Council, Public Health England, the Environment Agency and the Ministry of Defence Police.</li> </ul>
	Management Information System Project	<ul style="list-style-type: none"> <li>The Environmental Health Service together with Licensing and ICT are continuing to work to implement the Cx Management Information System by April 2021. The planned go live date for Licensing functions in the Environmental Health service has been delayed due to pressures created by Covid-19 and issues with the system.</li> <li>Revised implementation plans are being put in place.</li> <li>Implementing the system remotely continues to create significant challenges.</li> </ul>
	Brexit	<ul style="list-style-type: none"> <li>Environmental Health Officers have started preparation for the EU Exit.</li> <li>The service was awarded £5,000 of grant funding from the Food Standards Agency to support EU Exit preparations.</li> <li>Advice was provided to two food manufacturers regarding new export requirements.</li> </ul>
	Animal Welfare Licensing	<ul style="list-style-type: none"> <li>Investigations were carried out into four reports of unlicensed breeders operating in the district.</li> </ul>
	Air Quality	<ul style="list-style-type: none"> <li>The Air Quality Annual Status Report was submitted to the Department of Environment, Food and Rural Affairs and has been approved. This Report is now published on the Council's website.</li> </ul>
	Energy Efficiency	<ul style="list-style-type: none"> <li>The Air Source Heat Pump Scheme being delivered by Communitas is now underway.</li> <li>Hambleton has provisionally been allocated £560,000 of 'Local Authority Delivery 2' funding as part of the Governments Green Homes Grant to install energy efficiency measures in properties in the district. Partnership working with Ryedale, Scarborough, and Richmondshire District Councils and North Yorkshire County Council is underway to establish a delivery model for this funding.</li> </ul>

Other activity and items of interest for this Priority during Quarter 3		
<b>Environmental Health</b>	Nuisance	<ul style="list-style-type: none"> <li>▪ Numerous detailed and complex nuisance complaints continue to add to the pressures on resources, including issues with animals and noise.</li> </ul>
	Housing Standards	<ul style="list-style-type: none"> <li>▪ A block of flats was referred by North Yorkshire Fire and Rescue Service following a fire in which an owner/occupier nearly died. The case involved carrying out a Housing Health and Safety Rating System assessment for seven flats, ownership searches, liaising with the seven owners and arranging visits. Repeated visits and several communications were also required to provide advice to the owners when works were necessary.</li> <li>▪ A Housing Act 2004; Improvement Notice / schedule was served on the owner of a flat in Northallerton because there was no heating and hot water after numerous communications with the letting agent and owner.</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 50%.	50%	48.03% (est)	51.86% (est)	The impact of Covid-19 will be unknown over the year and the position will continually be monitored. However, despite the challenges, collections have continued and tonnages are up.
Monitor the effectiveness of the fly tipping and littering enforcement policy.	100%	100%	100%	The service is continuing to monitor fly tipping across the district, hard hitting signage has been implemented in trial areas. Fixed penalty notices have been issued and hotspots targeted, as well as work with partners such as North Yorkshire County Council and North Yorkshire Police on fly tipped cannabis farms. Extra cameras were purchased and deployed.

Indicator	Target / Benchmark	Quarter 3	YTD	Q3 Actions / Comment
Facilitate 52 community litter picks in 2020/21	52	54	109	<p>Quarter 1: 20+ litter picks have been undertaken, resident groups leave sacks (typical litter pick contents) beside litterbins. All volunteer groups are reminded to 'log' when sacks are ready for collection.</p> <p>Monitoring is carried out via social media for the time being.</p> <p>Quarter 2: 35 litter picks totalling in excess of 280 sacks and miscellaneous loose items.</p> <p>Quarter 3: 54 (up to 16 December 2020) in excess of 330 sacks and miscellaneous loose items including vehicle parts.</p>



Indicator	Target / Benchmark	Quarter 3	YTD	Q3 Actions / Comment
Ensure that 20 electric vehicle charging points are provided within the district in 2020/21.	20	0	3	<p>Provision of electric vehicle charging points available to the public</p> <p>Profile:            Q1 – 3 Market Place Thirsk – 1 Auction Mart Bedale – 1 Millgate Thirsk – 1            Q2 – 0; Q3 – 8; Q4 – 9</p> <p>Progress on the installation of charge points at Applegarth, Millgate car parks and Market Place Thirsk slowed due to the on-going Covid-19 pandemic and whilst awaiting the Office for Low Emission Vehicles' response to a grant application.</p> <p>The charge points are on target to be installed during February and March 2021.</p> <p>In addition to the above, five charging points are now available at the Northallerton Depot for Hambleton District Council vehicles and visitors. They are not available to the general public.</p>

Other activity and items of interest for this Priority during Quarter 3		
<b>Waste and Street Scene</b>	Return to work – Covid-19	<ul style="list-style-type: none"> <li>Continuing to monitor service delivery to ensure operating is within Covid-19 guidance</li> </ul>
<b>Design and Maintenance</b>	General	<ul style="list-style-type: none"> <li>Rotary Club Garden completed</li> <li>Farmers Market held eight times in Thirsk</li> <li>Covid-19 test station hosted at Forum car park Northallerton, Millgate car park Thirsk and Vaccinations hosted at the Forum</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>			
Indicator	Target / Benchmark	Quarter 3	YTD	Q3 Actions / Comment
Maintain, each year, a minimum 5-year supply of deliverable housing sites.	5yrs	9.4yrs	9.1yrs	The Inspectors at the Local Plan Examination requested changes which are incorporated in the figure at Quarter 3. Hambleton District Council has 9.4 years' supply of deliverable housing sites. The average cumulative year to date total is 9.1 years.

Indicator	Target / Benchmark	Quarter 3	YTD	Q3 Actions / Comment
Adopt the new Local Plan by March 2021.	100%	Delayed	Delayed	The Planning Inspectorate began examination of the Local Plan in Quarter 3. This took place, in spite of Covid-19 restrictions, via a blend of virtual and physical hearings which Hambleton District Council was amongst the first to use. The Planning Inspectorate determined that: Additional work was required on Sustainability Appraisal and on the Gypsy and Traveller Accommodation Assessment. As a result, a further period of consultation is required along with another hearing session. The revised date for receipt of the Inspectors Report is in 2021/22 Quarter 2 with adoption in 2021/22 Quarter 3.
Deliver an additional 315 new homes by April 2021.	315	123 (provisional)	391 (provisional)	The total completions for the year to date (up to 31/12/2020) is 391 which is 76 above the yearly requirement (+24%) of 315. The figures for Quarter 3 are provisional because final year-end figures are still awaited.
Ensure 100% of homelessness decisions are made within 56 days.	100%	100%	100%	Achieved.

Indicator	Target / Benchmark	Quarter 3	YTD	Q3 Actions / Comment
Ensure a total of 85% of funds for disabled facilities applications is spent.	85% (£396,964)	4% (£18,000) Committed 60% (£278,409) Spent	4% (£18,000) Committed 60% (£278,409) Spent	In addition to the amount spent (£278K) a further £18K has been committed and £68K was awarded mid - year from Central Government thus allaying any previous concerns around a potential shortfall.
Process new housing benefit claims within 20 days in line with North Yorkshire authorities.	20 days	14.73 days	16.16 days	<p>Year to date, 224 claims processed, taking 3,619 days. Average processing time per claim 16.16 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.</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	20.45 days	19.06 days	<p>Year to date, 2,825 claims processed, taking 53,848 days. Average processing time per claim 19.06 days.</p> <p>264 more new claims were received this quarter than in same quarter for- 2019/20 .</p>

Indicator	Target / Benchmark	Quarter 3	YTD	Q3 Actions / Comment
Process housing benefit changes in circumstance within 5 days in line with North Yorkshire authorities.	5 days	3.01 days	2.69 days	<p>Year to date, 4,308 changes in circumstances processed, taking 11,583 days. Average processing time per claim 2.69 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	1.86 days	1.76 days	<p>Year to date, 15,655 changes processed, taking 27,526 days. Average processing time per claim is 1.76 days</p> <p>1,747 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	/	/	22.30	6.42				
Harrogate	25.34	22.98	26.29	23.79	26.99	23.62	33.33	24.65	24.65	22.27				
<b>HAMBLETON</b>	<b>25.61</b>	<b>20.76</b>	<b>15.03</b>	<b>15.34</b>	<b>13.40</b>	<b>17.06</b>	<b>18.67</b>	<b>17.63</b>	<b>18.81</b>	<b>15.85</b>				
Scarborough (Q3 only)	17.60	19.90	17.47	21.83	10.86	14.42	11.39	11.40	20.42	15.38				
Selby	22.54	21.86	22.82	21.04	23.28	19.06	20.29	26.35	12.85	15.63				
Richmondshire (Q2 only)	18.60	16.66	17.96	34.34	26.57	25.48	27.93	27.15	N/A	N/A				
Ryedale	28.60	23.96	27.36	16.81	16.92	14.12	17.94	8.34	9.52	9.68				

**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	/	/	3.69	5.60				
Harrogate	7.55	6.22	6.20	4.32	5.16	3.33	5.56	4.5	3.86	4.38				
<b>HAMBLETON</b>	<b>6.24</b>	<b>5.78</b>	<b>2.99</b>	<b>2.70</b>	<b>2.10</b>	<b>2.32</b>	<b>1.74</b>	<b>2.38</b>	<b>1.65</b>	<b>2.73</b>				
Scarborough (Q3 only)	5.60	4.68	6.42	5.00	6.0	3.25	9.31	4.12	15.73	5.40				
Selby	3.99	4.55	5.17	3.66	3.23	2.85	2.09	3.15	1.90	3.13				
Richmondshire (Q2 only)	4.90	3.29	6.37	2.89	0.70	2.99	2.08	5.27	N/A	N/A				
Ryedale	11.98	6.28	5.12	3.37	1.70	2.40	1.21	1.65	1.42	2.58				

<b>Other activity and items of interest for this Priority during Quarter 3</b>		
<b>Customer Services</b>	Covid-19	<ul style="list-style-type: none"> <li>The impact of Covid-19 has seen a channel shift, moving customer contact from face to face to digital formats.</li> </ul>
	Garden Waste	<ul style="list-style-type: none"> <li>Year 4 garden waste collections continue until the end of March 2021 with total income on 18 December 2020 of £917,680 (102.4% of Year 3) providing 22,942 licences to 21,757 properties.</li> <li>The garden waste system went live for Year 5 on 7 December 2020 creating an initial spike in self-serve. As at 23 December 2020 the total income was £60,160, 6.6% of Year 4 income providing 1,504 licences to 1,400 properties. 97% of Year 5 customers have self-served online due to the main communication method being e-mail updates with an electronic link to the new subscription service. Daily sales continue and will likely peak after the festive period.</li> </ul>
	General	<ul style="list-style-type: none"> <li>Customer Services continue to support the residents and businesses across the district specifically in the areas of Christmas collections of waste and recycling and the Government's Business Grant Support Scheme.</li> </ul>
<b>Communications</b>	Covid-19	<ul style="list-style-type: none"> <li>Covid-19 continues to impact on how services are offered and the key role of the Communications function. This will be a priority for the Communications Team until the crisis is over.</li> </ul>
<b>ICT</b>	Application form for Business Grants	<ul style="list-style-type: none"> <li>There is ongoing development of the Covid-19 online grant application forms to support local businesses.</li> <li>Support has been provided for Hambleton's new website design.</li> </ul>
	Members' Support	<ul style="list-style-type: none"> <li>Multi-Factor Authentication has been enabled for Members' devices which improves security.</li> </ul>
	Local Plan Virtual Meetings.	<ul style="list-style-type: none"> <li>Successfully supported Hybrid Local Plan meetings in the Council Chamber.</li> </ul>
<b>Legal Services</b>	Legal	<ul style="list-style-type: none"> <li>The transfer of Lambert Hospital to Herriott Hospice Homecare has been completed.</li> </ul>
	Electoral	<ul style="list-style-type: none"> <li>A new annual canvass has been completed (subject to the additional restrictions as a result of Covid-19) and the electoral register was published on 1 December 2020. The Electoral Services Team is seeking to carry out further household checks in Quarter 4 to ensure that the electoral register is accurate for the May 2021 elections.</li> </ul>