

Hambleton District Council

Report To: Scrutiny Committee
17 June 2021

From: Director of Finance and Commercial (s151 Officer)

Subject: **Council Performance 2020/21 (Quarter 4)**

Wards Affected: All Wards

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 4 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. In spite of this, the Council has performed reasonably well in the circumstances and all major schemes have progressed which is an outstanding achievement during the Covid-19 pandemic.
- 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, 72% or 18 KPIs performed within tolerance at Quarter 4.
- 2.3 The KPI's not meeting their target or performing below tolerance at Quarter 4 are:

2.3.1 Increase footfall across Hambleton's Market Towns by 5% during 2020/21

Target Q4: 5%
YTD Target at Q4: 5%

Actual Q4: 0%
YTD Actual at Q4: 0%

Given the impact of the Covid-19 pandemic on footfall and the closure of High Street retail premises as a result of lockdown restrictions, a 5% increase in footfall in 2020/2021 was not realistic.

Summary reports of footfall data for the 5 market towns in Q2 and Q3 were compared against historical data for 2018, 2019 and 2020.

Examination of this data shows a slow downward trend for the market towns and 2020 is significantly lower than either two previous years.

Footfall performance from March 2020 to March 2021 fluctuates across all market towns in line with the restriction and easing policies for lockdown.

The new footfall counting system, introduced in Q2 2020/21, allows for measurement of dwell time, time of visit, most popular days and visit frequency.

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

Target Q4: 3322

Actual Q4: 2239

YTD Target at Q4: 3322

YTD Actual at Q4: 2726

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.

The leisure centres have been closed for the whole of Quarter 4 due to Covid-19 lockdown.

This KPI has not been 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 re-open.

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

Target Q4: 2,350

Actual Q4: 765

YTD Target at Q4: 2,350

YTD Actual at Q4: 1,114

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.

The leisure centres have been closed for the whole of Quarter 4 due to the Covid-19 lockdown.

This KPI has not been 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 re-open.

2.3.4 Complete 100% of high / medium risk food premises inspections in 2020/21.

Target Q4: 69% (11/16)	Actual Q4: 0% (0/16)
YTD Target at Q4: 16/16	YTD Actual at Q4: 31% (5/16)

As a result of Covid-19 only high-risk food premises were inspected. Some medium risk food business were assessed using a remote assessment tool. During Q4 there was a significant demand for Covid-19 work and hence no further inspections were undertaken.

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

Target Q4: 100% (16/16)	Actual Q4: 25% (4/16)
YTD Target at Q4: 100% (16/16)	YTD Actual at Q4: 25% (4/16)

It has not been possible to complete many private water supply risk assessments as the service has been responding to Covid-19.

2.3.6 Ensure that 20 electric vehicle charging points are provided within the district in 2020/21.

Target Q4: 9	Actual Q4: 1
YTD Target at Q4: 20	YTD Actual at Q4: 4

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

A combination of factors in Q4 has delayed the final installation of the electric vehicle charge points. Power supplies have been installed at Applegarth and Millgate and charge points are planned for Q1 2021/22, The power installation for Market Place, Thirsk is scheduled in Q1 2021/22 and charge points in Q1/Q2 2021/22.

The bay layout for the rapid charge point at the Auction Mart Car Park Bedale has been reconfigured to allow two vehicles to use the device.

2020/21 has been a challenging year for the delivery of projects. The Covid-19 pandemic has affected the availability of contractors and materials and the changed ways of working have contributed to longer delivery periods for projects. A period of adverse weather during Q4 also meant that the electric vehicle charge points installation has been moved to Q1 of 2021/22.

2.3.7 Adopt the new Local Plan by March 2021

Target Q4: 100%

Actual Q4: Delayed

YTD Target at Q4: 100%

YTD Actual at Q4: 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. Consultation has commenced on the additional evidence.

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 4 against the Council Plan 2019 - 2023, as detailed in Annex A of the report.

Louise Branford-White
Director of Finance and Commercial (s151 officer)

Background papers: Departmental Service Plans

Author ref: Louise Branford-White
Director of Finance and Commercial (s151 officer)
Direct Line No: (01609) 767024

Jacky Byrne
Performance and Improvement Officer
Direct Line No: (01609) 767034

Council Performance Quarter 4

1 January 2021 – 31 March 2021

This report provides information on performance towards the Council Business Plan Priorities for the fourth and final quarter of 2020/21, as reported to the Management Team on 13 May 2021.

Key Priorities:

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

PRIORITY – Driving Economic Vitality

<p>Purpose:</p> <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 	<p>Outcome:</p> <ul style="list-style-type: none"> - New business & commercial openings made available - Increased grant availability and opportunities for young people - Businesses stay, grow and relocate to the area - Support developers to achieve planning permission for new homes, businesses, industrial developments & infrastructure - Community Infrastructure Levy is implemented to assist economic development - Land is allocated to meet employment needs until 2035 through the new Local Plan 			
Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Facilitate 28 young people into local small businesses by April 2021 through apprenticeships and the graduate scheme.	28	4	30	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 apprenticeship fund. This means that 10 further businesses can be supported to employ an apprentice. 30 businesses have been supported via the apprenticeship fund

Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Support £1m of new business investment in Hambleton during 2020/21.	£1m	£3,888.75	£14,656,253	<p>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.</p>

Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Increase footfall across Hambleton's Market Towns by 5% during 2020/21.	5%	0%	0%	<p>Given the impact of the Covid-19 pandemic on footfall and the closure of High Street retail premises as a result of lockdown restrictions, a 5% increase in footfall in 2020/2021 was not realistic.</p> <p>Summary reports of footfall data for the 5 market towns in Q2 and Q3 were compared against historical data for 2018, 2019 and 2020.</p> <p>Examination of this data shows a slow downward trend for the market towns and 2020 is significantly lower than either two previous years.</p> <p>Footfall performance from March 2020 to March 2021 fluctuates across all market towns in line with the restriction and easing policies for lockdown.</p> <p>The new footfall counting system, introduced in Q2 2020/21, allows for measurement of dwell time, time of visit, most popular days and visit frequency.</p>

Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Achieve a level of Business Rate collection of 97% during 2020/21.	97%	96.15%	96.15%	<p>This is down on last year's collection rate at Quarter 4 which was 98.46%, against a target of 98%, due to the impact of the Covid-19 pandemic. £11.4 million of business rate relief was provided by the Government to businesses as part of the Covid-19 response and therefore £10.8 million less in actual receipts has been collected directly in relation to the pandemic.</p> <p>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>No court action has been taken during 2020/21.</p> <p>Average collection rates are down nationally.</p>

Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Achieve a level of Council Tax collection of 95% during 2020/21.	95%	97.47%	97.47%	<p>This is down on last year's collection rate at Quarter 4 which was 98.13%, against a target of 98%.</p> <p>£2.8 million more has been collected in actual receipts because more council tax was due following the annual increase. Also, each working age Council Tax Reduction recipient, has had up to £150.00 credited to their account under the Covid-19 Hardship Fund, for which the Council received £383,193. In addition, a further £20,000 has been allocated from the Covid-19 tranche funding for this purpose.</p> <p>Due to Covid-19, instalment plans were deferred from April 2020 to June 2020. In addition, some instalments were spread over 12 months. This may have enabled better management of repayment and so the collection rate has not been impacted as much as expected.</p> <p>Approximately 4,500 applicants requested deferment of instalment plans. This could potentially impact on the collection rate going forward into 2021/22.</p> <p>No court action was taken in 2020/21 financial year. This is because the court has been prioritising hearings, as a result of the pandemic, for criminal cases. Average collection rates are down nationally.</p>

Indicator	Target / Benchmark	Quarter 4	YTD	Q4 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>87.5% (7 out of 8)</p>	<p>76.9% (30 out of 39)</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.</p> <p>As anticipated the 80% target has been met in Quarter 4, resulting in the full year being within 5% of the target performance.</p>

Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Increase the number of minor planning applications determined within 8 weeks, or as agreed with the applicant, to 85%.	85%	89.2% (99 out of 111)	82.2% (411 out of 500)	<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 was a slight shortfall in performance as adjustments were made to adapt to the lockdowns. However, extra staff were brought in and are now settled into their new ways of working. In addition, the number of applications received eased as expected in December and January.</p> <p>As anticipated the 85% target has been achieved in Quarter 4, resulting in the full year being within 5% of the target performance</p>

Other activity and items of interest for this Priority during Quarter 4		
Business & Economy	Northallerton Construction Village	<ul style="list-style-type: none"> ▪ A preferred partner of Darlington College has been established from the procurement process. ▪ Further work is being done to secure the land sooner than 2022. ▪ Further meetings are to take place with Darlington College to establish working in partnership with Hambleton District Council. ▪ Hambleton District Council is continuing to work with the Education Sector and has joined the North Yorkshire Learning Provider platform.
	eCampus	<ul style="list-style-type: none"> ▪ York College and Sunderland University have both secured board approval, signed heads of terms and instructed legal work on leases. ▪ The Local Enterprise Partnership (LEP) Funding Agreement has been signed and sealed. ▪ Refurbishment of Block A, the former staff tenement block on the Treadmills site, is underway and making good progress. ▪ A tender has been issued for the fit out works. ▪ There is a target for York College and Sunderland University to take up residence in August 2021.
	North Northallerton	<ul style="list-style-type: none"> ▪ The work on the link road and bridge continues. Some delays have been encountered and January 2022 is the current programmed completion date.
	Central Northallerton	<ul style="list-style-type: none"> ▪ Zetland Street improvements have been completed. ▪ The Town Square works have started and will be delivered in phases to minimise disturbance. ▪ The first phase of works outside Barkers is underway. Some delays have occurred due to unexpected/undetected cables etc. but the contractor is working double shifts to minimise delays.

<p>Business & Economy</p>	<p>C4DI</p>	<ul style="list-style-type: none"> ▪ Business & Economy has a presence in the C4DI Northallerton building and the working relationship continues. ▪ A new membership profile is being developed for C4DI Northallerton with a view to developing new ways of working in a post Covid-19 working environment. ▪ The steering group will continue to meet as the project continues to be developed. ▪ The launch of C4DI Northallerton took place in May 2021. The online event included the Hambleton District Council Business Conference. ▪ Promotion of the C4DI Northallerton Digital Hub continues via Social Media, tweeting and promotional material. Memberships are available through the C4DI and Hambleton District Council websites. ▪ Engagement with businesses (Small and Medium Enterprises (SMEs) and Corporate) and individuals, to become members of C4DI Northallerton continues. This will build on the four businesses that have already signed up.
--------------------------------------	-------------	--

Other activity and items of interest for this Priority during Quarter 4

<p>Business & Economy</p>	<p>Vibrant Market Towns</p>	<ul style="list-style-type: none"> ▪ The ‘Northallerton Design Guide’ co-funded by the Vibrant Market Town Team and the Northallerton Business Improvement District (BID) is now complete. The Guide will help to inform the development and adoption of a supplementary planning document to help influence future development in the town. ▪ A series of new posters encouraging residents and visitors to ‘Discover Hambleton Safely’ are to be put up in the five market towns and Great Ayton. ▪ A number of Bedale Town Councillors have expressed an interest in establishing a Bedale ‘Town Team’ and discussions are underway as to how this can be achieved. The focus of the group will be post-Covid-19 recovery and regeneration of the High Street. ▪ The Vibrant Market Towns Project Officer attended the first meeting of the Hambleton Tourism Forum on the 15 March 2021 and will continue to represent tourism providers in the five market towns at future meetings. The purpose of the forum is to provide support to the Tourism and Hospitality Sector across Hambleton and to give a collective voice for those in the tourism industry. All key sectors of the industry are represented at the forum and nominated members include Solberge Hall, the World of James Herriot and York House Leisure. A key priority for the forum is the delivery of the #Discover Hambleton initiative which has been well-received by forum members. ▪ A review of the process for applying for a pavement licence has been undertaken in partnership with the Hambleton District Council Environmental Health and Licencing Team. This follows an extension of the government’s Pavement Licence Legislation beyond September 2021 to ensure High Street businesses, in the hospitality sector, can re-open safely and receive the support necessary to explore other methods of operation post 12 April 2021. To date, nine Temporary Pavement Licences have been issued, most recently to Chapters Deli & Bistro in Stokesley. ▪ Vibrant Market Town officers are working closely with local businesses and other key stakeholders to ensure that communication regarding the Northallerton Town Square Improvement Scheme is timely, accurate and meaningful. The second in a series of newsletters updating key stakeholders on progress has been issued to those affected by the scheme, including the Town Council, the Northallerton BID, the Showman’s Guild and market traders. The project communications team is working closely with the contractor’s Public Liaison Officer and North Yorkshire County Council Highways to ensure that any issues are identified, addressed and resolved quickly.
--------------------------------------	-----------------------------	---

Other activity and items of interest for this Priority during Quarter 4		
Business & Economy	Vibrant Market Towns	<ul style="list-style-type: none"> ▪ Comparison footfall data between March 2020 and January 2021 has been collated which illustrates the impact of Covid-19 on footfall in other market towns outside of the District including Yarm, Helmsley, Richmond and Skipton. This work will help to inform future Vibrant Market Town activity and recovery of the High Street. The use of Place Dashboard data to evidence the impact of the Heritage Action Zone programme on visitor numbers and dwell time is now being explored. ▪ Wessex Archaeology and York Archaeological Trusts have been invited to tender for the heritage component of the Heritage Action Zone Augmented Reality Trail. This will involve community consultation, historical research, interpretation, and visual reconstruction, which will assist with the development of the Augmented Reality App. ▪ Drone footage of Northallerton Town Centre and nearby significant archaeological areas has been taken as part of a Heritage Action Zone pilot project. This will be utilised for purposes such as marketing, analysis, consultation and will help to inform future development.
	Covid-19 Grants	<ul style="list-style-type: none"> ▪ Business & Economy has been administering the promotion of the Covid-19 business grants along with ICT, Revenues & Benefits and Corporate Finance.
	Other Covid-19 Support	<ul style="list-style-type: none"> ▪ Six Covid-19 Insight with Passion workshops have been delivered with 91 people attending. In addition, videos of the workshops were sent to 162 businesses. Ten one to one appointments have been carried out so far.
	Federation of Small businesses	<ul style="list-style-type: none"> ▪ In this quarter nine applications have been received for Federation of Small Businesses membership.
	Future High Street Fund	<ul style="list-style-type: none"> ▪ Future High Street Funding has been agreed for Northallerton which equates to £6,085,013 million.

PRIORITY – Enhancing Health & Wellbeing

<p>Purpose:</p> <ul style="list-style-type: none"> - Improve the health and wellbeing of people by providing and supporting community inclusive facilities, activities, events and interventions - Protect consumers from health risks relating to hazardous food, drink and water supplies. - Protect residents from hazardous conditions in privately rented housing. 	<p>Outcome:</p> <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 4	YTD	Q4 Actions / Comment
<p>Achieve health & fitness membership base of 3,322 in 2020/21.</p>	<p>3,322</p>	<p>2,239</p>	<p>2,726</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. The leisure centres have been closed for the whole of Quarter 4 due to Covid-19 lockdown. This KPI has not been 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 re-open.</p>

Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Achieve 'Learn2 Swim' membership base of 2,350 in 2020/21.	2,350	765	1,114	<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. The leisure centres have been closed for the whole of Quarter 4 due to the Covid-19 lockdown.</p> <p>This KPI has not been 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 re-open.</p>

Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Successfully allocate 100% (£248,910) of community grants in 2020/21.	100% (£248,910)	109% (£270,230)	109% (£270,230)	109% was allocated due to an additional £25k being granted for emergency food projects during the pandemic. 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. £3,680 of this is still available and the grant continues to be promoted.
Complete 100% of high / medium risk food premises inspections in 2020/21.	100% (16/16)	0% (0/16)	31% (5/16)	As a result of Covid-19 only high-risk food premises were inspected. Some medium risk food business were assessed using a remote assessment tool. During Q4 there was a significant demand for Covid-19 work and hence no further inspections were undertaken.
Complete 100% (16 of 16) of private water supply risk assessments in 2020/21	100% (16/16)	25% (4/16)	25% (4/16)	It has not been possible to complete many private water supply risk assessments as the service has been responding to Covid-19.

Other activity and items of interest for this Priority during Quarter 4		
Leisure & Communities	Hambleton Heroes	<ul style="list-style-type: none"> Hambleton Heroes was launched as an initiative to recognise community involvement in the absence of the Community Awards. 67 nominations have been received.
Environmental Health	Covid-19 work	<ul style="list-style-type: none"> The service is still responding to the Covid-19 pandemic. This includes ongoing joint working with Public Health, Trading Standards and the Resilience and Emergencies Team at North Yorkshire County Council. Advice and guidance continues to be offered to business operators whilst also responding to service requests and complaints. Outbreaks/clusters in workplaces have been investigated part of which involves attending outbreak control meetings. Extensive work has been carried out with businesses at Leeming Bar Industrial Estate. The service supported Public Health with an outbreak at Rowan Court (assisted living).
	Brexit	<ul style="list-style-type: none"> There is on-going work to support and advise business operators about export requirements and processes. The Environmental Health Team continues to issue Export Certificates and Attestations.
	Contaminated land	<ul style="list-style-type: none"> The recovery phase of Operation Panther is ongoing and a response regarding its legal position is still awaited from the Environment Agency. Engagement continues with the landowners. Environmental Health contributed to the Council's 'Local Plan' for contaminated land.
	Environmental Protection	<ul style="list-style-type: none"> A Community Protection Warning followed by a Community Protection Notice was served on an owner/occupier for accumulation of rubbish and miscellaneous waste in Brompton which had been attracting rats to the surrounding properties. A planning appeal response was provided. The appeal had been submitted by the applicant because permission had been refused on noise grounds.
	Public Health	<ul style="list-style-type: none"> A Public Health Act burial took place in Hutton Rudby.
	Technical Support	<ul style="list-style-type: none"> Emails received: 3,233. Telephone calls received: 506. Telephone calls made: 511.

Other activity and items of interest for this Priority during Quarter 4

<p>Environmental Health</p>	<p>Housing</p>	<ul style="list-style-type: none"> ▪ Liaison has taken place with Muir Housing Association. This follows the receipt of 15 complaints over two years from tenants about the standards in their properties, some of which resulted in notices being served. Working arrangements are now in place to ensure that the issues are addressed. ▪ 27 free training places were obtained for Hambleton’s landlords using the Rogue Landlord Funding. ▪ A Compliance Notice was served on a landlord for noncompliance with the requirements for Energy Performance Certificates. ▪ A Landlord Home Appreciation Loan has progressed which landlords will be able to apply for in order to take energy efficiency measures. ▪ Local Authority Delivery Phase 2 Funding for energy efficiency measures: <ul style="list-style-type: none"> ○ Hambleton has provisionally been allocated £583,122 from the above fund based on the population size and those in fuel poverty. ○ The funding is to improve whole house energy efficiencies for eligible homes including wall, loft and underfloor insulation and air source heat pumps. ○ The Environmental Health Residential Team Leader attends project meetings with partner councils and the Local Enterprise Partnership. ○ A bid has been submitted to the Local Enterprise Partnership Hub from the North, North Yorkshire Partnership. The proposal is to use the funds available to work with EON in order to manage the project for delivery of the funding. ▪ Warm up Hambleton Scheme with J&J Crump and Son Limited. <ul style="list-style-type: none"> ○ A promotional letter was revised for the above scheme and 185 letters were sent. ○ The Technical Support Officers carried out a feedback exercise calling 20 customers and a summary report was drafted. ▪ Information was provided for a virtual Landlords Forum about ongoing energy efficiency measures, electrical safety regulations and free landlord training.
------------------------------------	----------------	---

Other activity and items of interest for this Priority during Quarter 4		
Environmental Health	Safety Advisory Group	<ul style="list-style-type: none"> ▪ Work continues with the North Yorkshire Safety Advisory Groups, Public Health, North Yorkshire Police and the Yorkshire Ambulance Service to ensure a consistent approach is maintained to supporting event organisers through Covid-19 and to deal with any non-compliance issues. ▪ Resilience Direct is now being used to administer some Safety Advisory Group processes and a new website page is available. ▪ Some events in the district are not going ahead such as the North Yorkshire Show and the Northallerton Food Festival. However, all events must have a Covid-19 risk assessment and an increased number continue to come forward for review.
	Animal Welfare	<ul style="list-style-type: none"> ▪ Animal Welfare Licensing continues to place a significant demand on the Commercial Team. Only one officer is currently able to undertake the work. Training of other officers has not been possible through the pandemic. ▪ The service is involved with an ongoing investigation with North Yorkshire Police and other local authorities regarding potential illegal breeding activities. ▪ There has been an increase in licence applications. ▪ Licence inspections have taken place with appointed veterinary surgeons at a zoo, a horse hire establishment and a dangerous wild animal premises.

PRIORITY – Caring for the Environment

Purpose:

- Maintain high quality and efficient waste and recycling collections
- Improve customer satisfaction
- Reduce CO2 and improve energy efficiency

Outcome:

- Decreased landfill waste
- Improve service to customers
- Environmental sustainability
- Clean litter environment

Indicator

**Target /
Benchmark**

**Quarter
4**

YTD

Q4 Actions / Comment

Maintain a recycling rate of 50%.

50%

41.24%
(est)

49.42%
(est)

The impact of Covid-19 continues to require monitoring. There has been a reduction in recycling in Quarters 3 and 4. Reminder leaflets to communicate the materials that can be recycled have been issued to all residents. Collections have continued and tonnages are up. The percentage for the recycling rate is skewed by an increase in household waste estimated at 17kg per head per annum. Therefore, because the household waste has increased the recycling rate appears to have decreased, however, on average the recycling rate has remained the same.

Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
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 and fixed penalty notices have been issued as well as hotspots being targeted. Work takes place with partners such as North Yorkshire County Council and North Yorkshire Police to tackle specific areas such as fly tipped cannabis farms. Extra cameras are now deployed.

Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Facilitate 52 community litter picks in 2020/21	52	93	202	<p>Quarter 1: 20+ litter picks were 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> <p>Quarter 4; 93 (up to 10 March 21) in excess of 800 sacks + miscellaneous items including vehicle parts and broken furniture.</p> <p>These totals do not include sacks from unknown random litter picks by members of the community that are deposited adjacent to litterbins which is a daily occurrence.</p>

Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Ensure that 20 electric vehicle charging points are provided within the district in 2020/21.	20	1	4	<p>Provision of electric vehicle charging points available to the public</p> <p>Profile:</p> <p>Q1 – 3 Market Place Thirsk – 1 Auction Mart Bedale – 1 Millgate Thirsk – 1</p> <p>Q2 – 0; Q3 – 8; Q4 – 9</p> <p>A combination of factors in Q4 has delayed the final installation of the electric vehicle charge points. Power supplies have been installed at Applegarth and Millgate and charge points are planned for Q1 2021/22, The power installation for Market Place, Thirsk is scheduled in Q1 2021/22 and charge points in Q1/Q2 2021/22.</p> <p>The bay layout for the rapid charge point at the Auction Mart Car Park Bedale has been reconfigured to allow two vehicles to use the device.</p> <p>2020/21 has been a challenging year for the delivery of projects. The Covid-19 pandemic has affected the availability of contractors and materials and the changed ways of working have contributed to longer delivery periods for projects. A period of adverse weather during Q4 also meant that the electric vehicle charge points installation has been moved to Q1 of 2021/22.</p>

Other activity and items of interest for this Priority during Quarter 4**Design and Maintenance**

General

- Preparation work has begun to enable farmers markets to take place at Northallerton and Bedale during 2021/22.
- On-going support continues for the Covid-19 testing station and vaccination centre at the Hambleton Forum and the testing station at Millgate Car Park, Thirsk.

PRIORITY – Providing a Special Place to Live

<p>Purpose:</p> <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 	<p>Outcome:</p> <ul style="list-style-type: none"> - Housing sites are made available for market and affordable housing - Achieve housing for all - Provide financial support for residents to live in the district independently - Provide support to residents to prevent homelessness 			
Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Maintain, each year, a minimum 5-year supply of deliverable housing sites.	5yrs	9.8yrs (provisional)	9.8yrs (provisional)	The Hambleton District Council has 9.8 years' supply of deliverable housing sites. Figures are provisional because further details are received from third parties after quarterly reporting has taken place.
Adopt the new Local Plan by March 2021.	100%	Delayed	Delayed	<p>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. Consultation has commenced on the additional evidence.</p> <p>The revised date for receipt of the Inspectors Report is in 2021/22 Quarter 2 with adoption in 2021/22 Quarter 3.</p>

Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Deliver an additional 315 new homes by April 2021.	315	126 (provisional)	564 (provisional)	<p>The total completions for the year to date is 564 which is 249 above the yearly requirement (+79%) of 315.</p> <p>This is the 2nd highest ever yearly completion total, only exceeded by last year (663 completions)</p> <p>*Figures for Q4 are provisional because final year end figures are still awaited.</p>
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)	38% £176,834	97.5% £455,243	<p>Final spend to be confirmed following year end consolidations. Please note that 97.5% of the original budget for the year (£467,016) has been spent. Additional Better Care fund allocation and Capital contribution increased the budget to £581,264 and allowed for further works to be approved. This additional amount has been fully committed.</p>

Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Process new housing benefit claims within 20 days in line with North Yorkshire authorities.	20 days	15.94 days	16.11 days	<p>Year to date, 286 claims processed, taking 4607 days. Average processing time per claim 16.11 days.</p> <p>Housing Benefit is gradually being replaced by Universal Credit and cases continue to transfer. However, there are several exemptions such as supported accommodation which will remain as a statutory function for Local Authorities to administer. These cases are more complex and therefore impact upon the average processing time.</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	19.48 days	19.15 days	<p>Year to date, 3535 claims processed, taking 67,681 days. Average processing time per claim 19.15 days</p> <p>213 more new claims were received this quarter than in same quarter for 2019/20.</p>

Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Process housing benefit changes in circumstance within 5 days in line with North Yorkshire authorities.	5 days	1.48 days	2.07 days	Year to date, 8802 changes in circumstances processed, taking 18,227 days. Average processing time per claim 2.07 days. 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. 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
Process council tax changes in circumstance within 5 days in line with North Yorkshire authorities.	5 days	1.69 days	1.74 days	Year to date, 22,986 changes processed, taking 39,927 days. Average processing time per claim is 1.74 days 2261 more changes in circumstances were processed compared with this quarter in 2019/20.

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										
Craven	18.49	19.52	21.02	19.63	21.28	11.31	/	/	22.30	6.42	28.87	20.82		
Harrogate	25.34	22.98	26.29	23.79	26.99	23.62	33.33	24.65	24.65	22.27	20.74	16.60		
HAMBLETON	25.61	20.76	15.03	15.34	13.40	17.06	18.67	17.63	18.81	15.85	20.45	14.73		
Scarborough (Q3 only)	17.60	19.90	17.47	21.83	10.86	14.42	11.39	11.40	20.42	15.38	11.66	15.34		
Selby	22.54	21.86	22.82	21.04	23.28	19.06	20.29	26.35	12.85	15.63	17.47	16.59		
Richmondshire (Q2 only)	18.60	16.66	17.96	34.34	26.57	25.48	27.93	27.15	N/A	N/A	35.10	19.10		
Ryedale	28.60	23.96	27.36	16.81	16.92	14.12	17.94	8.34	9.52	9.68	15.42	9.58		

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	1.84	5.32		
Harrogate	7.55	6.22	6.20	4.32	5.16	3.33	5.56	4.5	3.86	4.38	3.24	5.88		
HAMBLETON	6.24	5.78	2.99	2.70	2.10	2.32	1.74	2.38	1.65	2.73	1.86	3.01		
Scarborough (Q3 only)	5.60(Q3 only)	4.68	6.42	5.00	6.0	3.25	9.31	4.12	15.73	5.40	7.19	3.22		
Selby	3.99	4.55	5.17	3.66	3.23	2.85	2.09	3.15	1.90	3.13	1.93	2.76		
Richmondshire (Q2 only)	4.90(Q2 only)	3.29	6.37	2.89	0.70	2.99	2.08	5.27	N/A	N/A	2.12	2.41		
Ryedale	11.98	6.28	5.12	3.37	1.70	2.40	1.21	1.65	1.42	2.58	1.31	2.30		

Other activity and items of interest for this Priority during Quarter 4		
Customer Services	General	<ul style="list-style-type: none"> There has been an expected seasonal high level of customer demand within Quarter 4. The main focus has been annual billing, Covid-19 financial concerns, business grants and garden waste subscriptions.
	Covid-19	<ul style="list-style-type: none"> Covid-19 continues to have an impact. Customer Services have been providing an onsite service to both external and internal customers throughout the pandemic and adapting to customer demands and changes to processes.
	Garden Waste	<ul style="list-style-type: none"> The total income for garden waste for year five as at 12 April 2021 is £815,200. This is 88.8% of year four income providing 20,380 licences to 19,192 properties. 75.4% of customers have self-served online and daily sales continue.
Communications	Covid-19	<ul style="list-style-type: none"> 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.
ICT	Application form for Business Grants	<ul style="list-style-type: none"> There is ongoing development of online application forms for the current and new financial support grants for businesses affected by Covid-19.
	Project Management	<ul style="list-style-type: none"> The Smartsheet project management tool has been implemented
	Cyber Fund	<ul style="list-style-type: none"> A Cyber Fund of £100,000 has been awarded from the Ministry of Housing, Communities and Local Government (MHCLG)
Legal Services	Electoral	<ul style="list-style-type: none"> A large-scale project has been undertaken to ensure Covid-19 safe measures are in place for the Police and Crime Commissioner Election in May 2021