

Hambleton District Council

Report To: Scrutiny Committee
16 June 2022

From: Interim Director of Finance (s151 Officer)

Subject: **Council Performance 2021/22 (Quarter 4)**

Wards Affected: All Wards

1.0 Purpose and Background

- 1.1 The Council Plan for 2019 – 2023, in its third year, was approved at Cabinet on 6 July 2021 and at Full Council on 27 July 2021.
- 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 at Annex A to enable a comprehensive review.
- 1.4 The public has access to this information through these published reports.
- 1.5 The Council's performance and risks are monitored by Management Team on a regular basis.

2.0 Link to Council Priorities

- 2.1 An overview of performance against each Council priority is attached at Annex A. Annex A also includes other activities of interest that took place during Quarters 3 and 4.
- 2.2 In summary, 96% or 23 of 24 KPIs performed within tolerance at Quarter 4. 22 KPIs were green, one was amber, and one was red. The only KPI falling below tolerance level (red) is one of the two Environmental Health KPIs. This is set out below:

Service	Indicator Description	COMMENT
Environmental Health	Complete 100% (109 /109) of high / medium risk food premises inspections in 2021/22.	<p>Target Q4: 34% (37) Target Year: 100% (109)</p> <p>Actual Q4: 32% (35) YTD Actual Q4: 60% (65)</p> <p>Quarterly targets for high/medium food hygiene programmed inspections, including inspections not carried out in 2020/21, were as follows: Q1 = 0 Q2=31 Q3 = 41 Q4 = 37</p> <p>A backlog of inspections accumulated because of the Covid-19 pandemic making this a very difficult target to achieve. Additionally, a replacement could not be recruited when a temporary Environmental Health Officer left the Council. However, changes have been made that will enable the service to catch up and move forwards. These changes include the recruitment of a temporary Licensing Officer in October 2021 which will allow permanent officers to deal with the backlog.</p> <p>The last Council Performance Report in Q2 showed that only 3% of inspections had been made and so there has already been a marked improvement throughout the year.</p>

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.

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Background papers: Departmental Service Plans

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Council Performance Quarter 4

1 January – 31 March 2022

This report provides information on performance towards the Council Business Plan Priorities for the fourth quarter of 2021/22, as reported to the Management Team on 11 May 2022.

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 30 young people into local small businesses by April 2022 through apprenticeships and the graduate scheme.	30	9	32	Apprentices: January 2, February 1, March 5. Graduate: March 1

Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Support £250,000 of new funding to support business investment in Hambleton during 2021/22	£250,000	£155,955	£509,395	<p>The Secret Event Service, Easingwold - £5,750 Sustainable Supply Chain Grant to facilitate the purchase of a virtual event platform licence at a cost of £11,500. Two jobs created.</p> <p>Mowden Controls, Northallerton - £20k Product and Process Innovation Grant to deliver £96,680 Smart Meter project. Two jobs created.</p> <p>Waterseal, Stokesley - £14,400 Product and Process Innovation Grant to invest in installation equipment. Total project cost £36k. Two jobs created.</p> <p>Living Fireplace Centre, Northallerton - £8,831.25 grant against an £11,775 project to replace windows and remediate the shop frontage.</p>

Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Increase footfall across Hambleton's Market Towns by 5% during 2021/22.	5%	105.5%	105.5%	Analysis of GPS footfall data demonstrates that footfall in the five market towns increased on average by 4.8% between Q3 and Q4. Total footfall in Q4 2021/2022 was 3,002,976, which represents a 105% increase when compared to total footfall in Q4 2020/21.
Achieve a level of Business Rate collection of 97% during 2021/22.	97%	97.02%	97.02%	<p>This is above target for Q4 and is higher than last year's figure of 96.15% for the same period.</p> <p>Businesses which were impacted by the Covid-19 restrictions are likely to continue to experience difficulty in making payments. This will be reflected in the collection statistics as it may take some time for businesses to bounce back.</p> <p>The impact of the Council's Recovery Strategy remains limited as the courts continue to restrict available dates for court hearings during 2021/22 and into 2022/23.</p>

Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Achieve a level of Council Tax collection of 96% during 2021/22.	96%	97.7%	97.7%	<p>Q4 is a good result considering that Covid-19 is still impacting upon the financial situations of customers. Additionally, the £150 hardship discount granted to Council Tax Reduction customers last year is not available for 2021/22 so those customers will have seen an increase in their payments.</p> <p>Instalment plans have reverted back to the normal 10 months from April to January. However, many customers are spreading the bill over 12 months which will affect the quarterly collection rate.</p> <p>The impact of the Council's Recovery Strategy remains limited as the courts continue to restrict available dates for court hearings during 2021/22 and into 2022/23</p> <p>The amount collected at this stage last year was 97.47%.</p>
Increase the number of major planning applications determined within 13 weeks, or as agreed with the applicant, to 80%.	80%	83.3% 10 out of 12	89.4% 34 out of 38	Impacted by loss of IT systems during Q2 20 - 21 September 2021.
Increase the number of minor planning applications determined within 8 weeks, or as agreed with the applicant, to 85%.	85%	85.5% 83 out of 97	85.9% 348 out of 405	Impacted by loss of IT systems during Q2 20 -21 September 2021.

Other activity and items of interest for this priority during Quarters 3 and 4		
Business & Economy	Northallerton Construction Village	<ul style="list-style-type: none"> The Northallerton Construction Village has been removed from the Capital Programme and placed as a Pipeline Project. The preferred partner, Darlington College, is keen to be involved in any future development.
	Easingwold in Lights	<ul style="list-style-type: none"> The Vibrant Market Town Team sponsored the Easingwold in Lights 2021 competition. BBC reporters visited the town on Christmas Eve as a result of a Council press release.
	Campus@ Northallerton (C@N)	<ul style="list-style-type: none"> C@N is now furnished, and external signage is in place. A hive of activity has surrounded both the building and periphery to generate attention and get people talking. Sir David Bell (Sunderland Vice Chancellor), Tim Probert and Danny Brett (Principal and Vice Principal of York College) visited on 04 February 2022 as well as high ranking members of Hambleton District Council to view the facilities. Visits were also made from the Local Enterprise Partnership, North Yorkshire Business and Education Partnership, Federation of Small Businesses and Anglo America to demonstrate the facilities and show what C@N has to offer. To generate more community discussion about C@N, the next event to take place there will be 'Breakfast Briefing on the Move'. Curriculum meetings took place between York College and Sunderland University. A programme of taster sessions and short courses devised on topics such as business, health and digital will begin on 07 April 2022. £724k was granted from Getting Building Funding (GBF). The development is therefore practically complete. The lease has been signed and training delivery is underway.
	Federation of Small Businesses	<ul style="list-style-type: none"> Six new members joined the scheme in Q3. The cost increased on 1 October 2021 from £50 to £100 for new members No new members joined in Q4 although promotion continues. According to the Federation of Small Businesses, businesses are reluctant to spend money on membership even though it is heavily discounted.
	North Northallerton	<ul style="list-style-type: none"> Construction is due for completion in May 2022 to be followed by a Road Safety Audit. The audit will highlight any requirements for remedial works before the road can be opened to traffic.
	Sustainable Supply Chain	<ul style="list-style-type: none"> Six businesses registered with the project

Other activity and items of interest for this priority during Quarters 3 and 4

<p>Business & Economy</p>	<p>C4Di</p>	<ul style="list-style-type: none"> ▪ Membership continues to grow with businesses now working from the building and further community memberships taken. ▪ C4Di and Climate Solutions (office member at C4Di) took part in the Local Enterprise Partnership Conference which was well received. ▪ C4Di Northallerton continues to spark interest with the businesses who have attended events and taken tours of the building. ▪ The Business & Economy Team continue to have a daily presence on site with a new member, a Business Support Assistant, supporting the running of the building. ▪ A partnership with C4DI and Barclays Eagle Lab is now in place with new signage on the building. The Eagle Lab Northallerton was officially opened on the 25 February 2022 by Rishi Sunak, MP alongside the global CEO of Barclays C.S. Venkatakrisnan. As part of the event there was a round table hosted by the MP, for local farmers from the district. The Eagle Lab will provide start-ups and entrepreneurs, utilising the co-working, office and meeting space at C4DI Northallerton. Barclays will also support entrepreneurs via access to banking services, business expertise, mentoring and coaching from scale-up specialists. The team will host a year-round events programme dedicated to promoting collaboration and innovation in the community. Eagle Labs offer members the opportunity to connect with like-minded entrepreneurs, local organisations, universities, industry bodies and potential clients and investors across the country. The aim of this is to help members to build networks and grow, and potentially become part of the C4Di Community. Several members of the Barclays team will work from C4Di Northallerton. ▪ C4Di, Eagle Lab and Hambleton District Council hosted an event for International Women’s Day, linked to C4DI in Hull. The next event is a Techy Brekie Bush Tucker Trail (alternative Proteins i.e. eating bugs) in March 2022. There has been a positive response from businesses wishing to attend. ▪ C4Di are launching their first session for the Digital Lab Programme on 21 March 2022, starting with the Footfall Booster Programme.
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Other activity and items of interest for this priority during Quarters 3 and 4

<p>Business & Economy</p>	<p>The Heritage Action Zone (HAZ)</p>	<ul style="list-style-type: none"> ▪ A team from York Archaeological Trust, in collaboration with Heritage 360 and specialist heritage academics from York University, has undertaken nine months community consultation and detailed research into Northallerton’s evolution and lost heritage. The engagement team has involved a wide cross section of the community, including local schools, community groups, stakeholders and individuals. Recordings have been made by professional videographers and sound engineers to be curated on a website and to provide a valuable historical record. This has informed the development of 3D digital visualisations to be used as part of an Augmented Reality (AR) app and heritage trail. Visualisations of the Bishops Palace are under development, and 3D’s have been produced now that the layout has been established, along with several other areas including ginnels and the medieval market place. Consultation continues at a pace now restrictions have been lifted and development of AR visualisations is ahead of schedule. ▪ The appointment of consultants to deliver the technical component of the Augmented Reality App is currently out to tender. ▪ 90 High Street has been acquired for a ‘pop up exhibition’ and ‘Heritage Hub”. This will also act as a drop-in centre to enable engagement with the local community and stakeholders for promotion of the grants program and the wider Heritage Action Zone project. Launch is aimed at the end of April. York Archaeological Trust and Heritage 360 are curating exhibition material. ▪ The Shopfront Improvement Scheme has gained momentum, with interest from several properties.
	<p>Vibrant Market Towns (VMT)</p>	<ul style="list-style-type: none"> ▪ The Contractor’s Public Liaison Officer is working closely with HDC to ensure businesses, the Town Council and market traders are kept up to date with progress on the Town Square improvements. ▪ The Vibrant Market Town team administered Temporary Pavement Licence applications, advising businesses how to apply if they wished to serve food and drink outdoors. ▪ Northallerton Town Council has been awarded an HDC ‘Bounce Back’ grant to make ground floor toilet provision available. The new toilets will be open seven days a week, professionally maintained and free to use. ▪ Vibrant Market Town officers are working closely with the Northallerton BID and the Tourist Information Centre to attract coach operators to the town once parking is made available in the Applegarth Car Park. Town Ambassadors are being recruited to welcome tourists and a book of discount vouchers for visitors has been produced. ▪ It is anticipated that the Easingwold car parking survey will be undertaken in Q2 2022. A Vibrant Market Town grant has been ringfenced for this purpose.

Other activity and items of interest for this priority during Quarters 3 and 4

Business & Economy	Covid-19 Grants	<ul style="list-style-type: none"> ▪ The Additional Restrictions Grant (ARG) Business Support Grant was launched in Q3 and more applications than support was available were received. It was agreed that support would be given to those who were not eligible to receive funds previously. In total, 113 grants were approved (£422,180) and 21 rejected. ▪ Additional funding support was further announced by the Chancellor in support of businesses (particularly those in the hospitality and leisure industry) significantly impacted by the Omicron variant of Covid-19. The ARG-Omicron grant was launched to support unrated businesses and those in the wider supply chain, alongside the Omicron Hospitality & Leisure Grant (managed by Revenues & Benefits). In total, £268,043 was paid out to 126 businesses across Hambleton District. In addition, a second round of Business Support Grants was launched and a further £423,851 paid out to 106 businesses for regeneration and diversification projects. This brings total spend to £691,894, leaving just £1,410.58 to be returned to the Government.
	Other Covid-19 Support	<ul style="list-style-type: none"> ▪ Insight with Passion concluded their support in November 2021. A press release promoted Small Business Saturday using short videos from businesses on social media and general promotion of businesses in the Market Towns Week. ▪ The team has been providing lots of one-to-one support to businesses who are trying to recover from the ongoing issues of the pandemic.

PRIORITY – Enhancing Health & Wellbeing

Purpose: <ul style="list-style-type: none"> - Improve the health and wellbeing of people by providing and supporting community inclusive facilities, activities, events and interventions - Protect consumers from health risks relating to hazardous food, drink and water supplies. - Protect residents from hazardous conditions in privately rented housing. 	Outcome: <ul style="list-style-type: none"> - Increased physical activity participation rates & therefore improved health - Reduction in health threatening conditions - Improved health & wellbeing through community events, initiatives, programmes & activities - Increased child safety through learning to swim - Reduce health risks due to food safety improvements - Reduced health risk due to non-compliant private water supplies 			
Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Achieve Health & Fitness membership base of 2,500 in 2021/22	2,500	3,202	3,202	Achievement is at 91% of the position in March 2020.
Achieve 'Learn2 Swim' membership base of 2,000 in 2021/22	2,000	2,049	2,049	Achievement is at 80% of the position in March 2020.
Successfully allocate 100% (£364,000) of community grants in 2021/22	100% (£364,000)	100% (£364,000)	100% (£364,000)	All the grants have been allocated for 2021/22. £34k has rolled forward for Making a Different grants from 2020/21 as a result of the pandemic

Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Complete 100% (109/109) of high/medium risk food premises inspections in 2021/22.	100% (109/109)	32% (35)	60% (65)	<p>Target Q4: 34% (37) Target Year: 100% (109)</p> <p>Actual Q4: 32% (35) YTD Actual Q4: 60% (65)</p> <p>Quarterly targets for high/medium food hygiene programmed inspections, including inspections not carried out in 2020/21, were as follows:</p> <p>Q1 = 0 Q2=31 Q3 = 41 Q4 = 37</p> <p>A backlog of inspections accumulated because of the Covid-19 pandemic making this a very difficult target to achieve. Additionally, a replacement could not be recruited when a temporary Environmental Health Officer left the Council. However, changes have been made that will enable the service to catch up and move forwards. These changes include the recruitment of a temporary Licensing Officer in October 2021 which will allow permanent officers to deal with the backlog.</p> <p>The last Council Performance Report in Q2 showed that only 3% of inspections had been made and so there has already been a marked improvement throughout the year.</p>
Complete 100% (32/32) of private water supply risk assessments in 2021/22	100% (32/32)	41% (13)	100% (32)	<p>Private Water Supply risk assessments due as follows:</p> <p>Q1 = 3, Q2 = 8, Q3 = 6, Q4 = 15</p> <p>This includes risk assessments not carried out in 2020/21.</p>

Other activity and items of interest for this priority during Quarters 3 and 4

Environmental Health	Events and the Safety Advisory Group	<ul style="list-style-type: none"> • The North Yorkshire Safety Advisory Group continues to meet with partners to promote a consistent approach to events across the county. ▪ Preparations have been made for the summer events season including the publication of information to assist organisers of events for HRH the Queen's Jubilee celebrations.
	Housing	<ul style="list-style-type: none"> ▪ Launch of the Local Authority Delivery 2 (LAD2) Green Homes Grant Scheme took place in Q3. Officers from the Residential Team attended Hambleton's Landlords' Forum and gave presentations on landlord responsibilities and energy efficiency. Additionally, EON gave a briefing on LAD2 and ECO (government energy efficiency scheme) funding measures in Q3 and held a market stall in Northallerton High Street to promote LAD2 during Q4.
	Housing Assistance	<ul style="list-style-type: none"> • The Warm Homes Fund project working with Yorkshire Energy Solutions to install first time gas central heating and insulation measures ended in March 2022. At Q3 there had been 38 installations, with a further maximum of 16 forecast. ▪ The Commuitas Air Source Heat Pump Project closed in March 2022. There will be 15 installations in Hambleton out of a total of 42 across partner councils. Marketing for this scheme has been successful and has shown that there is a demand for air source heat pumps in the district. ▪ ECO4 replaced ECO3 from April 2022. ECO4 will take a whole house approach to energy efficiency measures, with an expected broader eligibility criterion than its predecessor. ▪ The project to improve energy performance ratings of properties in the district carried on in Q4. A webpage providing guidance for landlords was created with Development Management and North York Moors National Park Authority.
	Caravan Sites	<ul style="list-style-type: none"> ▪ Following the introduction of the Fit and Proper Person Test for operators of residential caravan sites, seven applications have been received by the Residential Team. Currently applications related to five sites have been successful and two have been served with preliminary refusal notices. Officers will work with these applicants to move the applications forward if possible. The Fit and Proper Person Public Register is live on the Council's website.
	Air Quality	<ul style="list-style-type: none"> ▪ During Q3 the 2020 Air Quality Status Report on the state of air quality in the district was approved by the Department for the Environment, Food and Rural Affairs. There were no issues or suggested improvements. ▪ Six new air quality monitoring locations were established in January 2022.

Other activity and items of interest for this priority during Quarters 3 and 4

Environmental Health	Nuisance	<ul style="list-style-type: none"> • Investigations were made into noise from events held at a caravan site following the refusal of a planning application for a new club house and change of use of land to include an external bar. Development Management took enforcement action (Contravention Notice) and liaised with the Residential Team to pursue Enforcement Notice/Stop Notice. The situation continues to be monitored. • The trial for the prosecution of two individuals for non-compliance with a Community Protection Notice for antisocial behaviour, relating to a property in Brompton, is set to take place on 12 April 2022 at York and Selby Magistrates Court.
	Food Safety	<ul style="list-style-type: none"> • An officer from the Commercial Team has been working with the Food Standards Agency's Food Crime Unit regarding potentially fraudulent activity at a food manufacturer in the district. ▪ An inspection took place of a food manufacturer producing pies, pastry items and baked goods for wholesale and retail sale. The business is new to Hambleton following a move from a site in Malton. Conditions and management of food safety were found to be good during the inspection. Follow up environmental sampling will be carried out to validate the business cleaning regimes. ▪ A visit took place to a manufacturer in the district to collect information for a Food Standards Agency investigation into an outbreak (nationally) of 12 listeria cases which included two fatalities. The cases involved consumption of smoked salmon products purchased from four major supermarket chains. The Food Standards Agency may request further assistance with this ongoing investigation.
	Health and Safety	<ul style="list-style-type: none"> ▪ An investigation is ongoing into a fatality during a work activity which requires joint working with North Yorkshire Police in accordance with the Work Death Protocol. ▪ Camp Hill Limited pleaded guilty to health and safety offences committed in 2017 at Leeds Magistrate Court on 19 November 2021. A guilty plea was made ahead of the hearing. Camp Hill Limited was fined £45,000. The Council was awarded its full costs of over £14,000 and a victim surcharge of £190 was imposed.

Other activity and items of interest for this priority during Quarters 3 and 4

Environmental Health	Infectious Disease Control	<ul style="list-style-type: none"> An officer from the Commercial Team investigated a case of cryptosporidium which he linked to a petting farm in the district and identified another confirmed case and other potential linked cases. The premises was not open to the public at the time but people, who were not members of staff, had significant interaction with, including feeding, the animals. Some standards at the premises were not satisfactory and could pose a risk to human and animal health. Advice was provided to the operator to ensure that suitable standards were in place at all times, whether open to the public or not. Further visits will be carried out to monitor standards of hygiene and animal welfare.
	Hate Crime week	<ul style="list-style-type: none"> The Council's Safer Hambleton Hub worked in partnership with MENCAP to deliver a multi - agency event at Northallerton Town Hall in October to raise awareness of hate crime during Q3.
Leisure & Communities (complete)	Promotion of Shopwatch	<ul style="list-style-type: none"> Officers have attended a Northallerton BID breakfast meeting to promote the town's Shopwatch scheme. Follow up visits with a Police and Community Support Officer have also been undertaken for businesses on Northallerton High Street in an attempt to increase membership

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%	41.9% (est)	49% (est)	Figures are lower than the previous two years. A fall could have been anticipated from 2020/21 when people were in their homes more. However, a decline for two years running is potentially a result of a reduction in the size of packaging.

Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Monitor the effectiveness of the fly tipping and littering enforcement policy.	100%	100%	100%	The statistics (est) for Quarter 4 are as follows: Number of reports of fly tipping 130 Investigations 22 Warning Letters 9 Statutory notices 0 Fixed Penalty Notices 0 Duty of Care inspections 7 Formal Cautions 0 Estimated tonnage 20 tonnes
Facilitate 52 community litter picks in 2021/22	52	69 (est)	231 (est)	450 plus sacks collected (estimated 15 tonnes including bulky waste).

Other activity and items of interest for this priority during Quarters 3 and 4		
WaSS	LGR	The workload surrounding LGR is increasing. Several officers within the section are involved in data collection.

PRIORITY – Providing a Special Place to Live	
Purpose: <ul style="list-style-type: none"> - Provide an adequate amount of housing to meet the housing needs of all - Provide support to residents to prevent homelessness - Support people to lead independent lives - Shape places across the district through the Local Plan 	Outcome: <ul style="list-style-type: none"> - Housing sites are made available for market and affordable housing - Achieve housing for all - Provide financial support for residents to live in the district independently - Provide support to residents to prevent homelessness

Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Maintain, each year, a minimum 5-year supply of deliverable housing sites.	5yrs	10.1yrs	10.1yrs	HDC supply is very healthy with an envisaged 10.1 years' supply to be delivered in the next five years.
Adopt the new Local Plan by 2022	100%	Adopted	Adopted	Adopted in February 2022.
Deliver an additional 315 new homes by April 2022.	315	86	459	This is 144 above the annual target.
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% (£494,371)	21.95% (£127,687)	97.84% (£569,053)	The target of 85% has been exceeded whilst remaining within the overall budget approved for the financial year.
Process new housing benefit claims within 20 days in line with North Yorkshire authorities.	20 days	18.24 days	15.99 days	Year to date, 250 claims processed, taking 3,998 days. Average processing time per claim is 15.99 days. Housing benefit is gradually being replaced by universal credit. However, universal credit does not deal with the more complicated cases such as supported accommodation and temporary accommodation, which still fall under the local authorities' housing benefit function. 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 new council tax claims within 20 days in line with North Yorkshire authorities.	20 days	19.99 days	19.39 days	Year to date, 2,245 claims processed, taking 43,527 days. Average processing time per claim is 19.39 days.

Indicator	Target / Benchmark	Quarter 4	YTD	Q4 Actions / Comment
Process housing benefit changes in circumstance within 4 days in line with North Yorkshire authorities.	4 days	2.05 days	2.56 days	Year to date, 6,799 changes in circumstances processed, taking 17,413 days. Average processing time per claim is 2.56 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 4 days in line with North Yorkshire authorities.	4 days	2.12 days	1.93 days	Year to date, 19,682 changes processed, taking 37,860 days. Average processing time per claim is 1.93 days

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. This data may not always be available on a quarterly basis as the Department for Work and Pensions only meet 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	2018-19		2019-20		2020/21		2021/22Q1		2021/22 Q2		2021/22 Q3		2021/22 Q4	
	C/Tax	H/Ben	C/Tax	H/Ben										
Craven	21.02	19.63	21.28	11.31	26.81	17.98	30.40	37.71	N/A	N/A	28.34	18.57		
Harrogate	26.29	23.79	26.99	23.62	28.87	20.90	21.55	20.81	N/A	N/A	23.73	22.15		
HAMBLETON	15.03	15.34	13.40	17.06	19.15	16.11	19.53	13.56	18.54	14.75	19.32	17.64		
Scarborough	17.47	21.83	10.86	14.42	13.20	14.78	12.34	16.16	19.01	18.92	18.14	15.65		
Selby	22.82	21.04	23.28	19.06	17.82	18.18	22.35	17.08	19.18	17.91	19.02	21.92		
Richmondshire	17.96	34.34	26.57	25.48	29.63	24.42	23.05	15.06	29.36	16.88	n/k	n/k		
Ryedale	27.36	16.81	16.92	14.12	16.43	8.25	20.14	6.14	16.68	7.49	13.63	4.88		

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

North Yorks Region	2018-19		2019-20		2020/21		2021/22 Q1		2021/22 Q2		2021/22 Q3		2021/22 Q4	
	C/Tax	H/Ben	C/Tax	H/Ben										
Craven	6.15	5.69	3.38	4.53	2.90	3.44	5.01	11.07	N/A	N/A	4.00	4.11		
Harrogate	6.20	4.32	5.16	3.33	4.18	5	7.36	6.58	N/A	N/A	6.01	6.11		
HAMBLETON	2.99	2.70	2.10	2.32	1.74	2.07	1.72	2.68	2.15	3.60	1.73	3.31		
Scarborough	6.42	5.00	6.0	3.25	8.93	3.08	14.65	5.98	17.86	7.04	14.56	7.65		
Selby	5.17	3.66	3.23	2.85	1.97	2.45	2.64	4.09	2.10	3.22	2.17	3.52		
Richmondshire	6.37	2.89	0.70	2.99	1.99	2.3	1.89	2.92	2.48	4.19	n/k	n/k		
Ryedale	5.12	3.37	1.70	2.40	1.32	1.83	1.27	2.10	1.39	2.97	1.31	2.03		

Other activity and items of interest for this priority during Quarters 3 and 4		
Customer Services	Area offices	<ul style="list-style-type: none"> Area offices at Stokesley and Easingwold became operational on Tuesdays and Fridays each week from 7 September 2021 to provide local services.
	Garden Waste	<ul style="list-style-type: none"> Garden waste subscription sales for year six opened on 16 December 2021. Income totals as of 11 April 2022 were £795,240 which is 84% of the year five total, providing 19,881 subscriptions to 18,579 properties. 73.6% of customers utilised the self-serve online channel with 26.4% requesting support from Customer Services.
	Covid-19	<ul style="list-style-type: none"> The impact of Covid-19 continues, with Customer Services providing support and service to internal and external customers, adapting to demands and changed processes with reduced staffing, and the training of new Customer Services Officers.
	General	<ul style="list-style-type: none"> There was a seasonal spike in customer contacts in Q4 due to annual billing, council tax despatch, covid financial concerns, garden waste subscriptions and queries regarding the Energy Rebate Scheme 2022 and how this will be processed.
Design & Maintenance	Car Parks	<ul style="list-style-type: none"> Introduction of free parking over the festive period 1 December 2021 to 3 January 2022.
	General	<ul style="list-style-type: none"> Support provided to the operation of public bonfire events across the district. Support for Covid-19 recovery and bounce back initiatives across the district. Preparations for the May Fair 2022.
ICT	Election Nov 2021	<ul style="list-style-type: none"> Provided ICT support for the election in Q3.
	LGR	<ul style="list-style-type: none"> Completed a systems and contract audit in Q3. LGR involvement is increasing for more ICT staff moving forward.
	Eform development business grants	<ul style="list-style-type: none"> Business Grants finished after a very good year by all involved, creating and managing grant payments and payment data
	Phishing campaigns	<ul style="list-style-type: none"> A phishing campaign is being undertaken and remedial courses for those who fail the phishing test

Other activity and items of interest for this priority during Quarters 3 and 4

Legal	Electoral Services	<ul style="list-style-type: none"> In Q3 Electoral Services held the following: North Yorkshire Police Fire and Crime Commissioner By-Election, District Council Ward Member By-Election, Parish Council By-Election, Ingleby Arncliffe Neighbourhood Plan Referendum and the Northallerton BID referendum within weeks of each other and despite being so busy received compliments from customers as to the standard of service the team provided.
	Legal	<ul style="list-style-type: none"> During Q3 a successful conviction was secured against Camp Hill Ltd for health and safety offences following an incident where an employee suffered life changing injuries. The Company was fined, and the Council was awarded its costs. During Q4 a successful liability order was secured from the Magistrates' Court for £11,287.53 in respect of the non-payment for non-domestic rates and costs awarded in favour of the Council.