

Scarborough Borough Council



Quarterly Performance Report
Quarter 2 2018/19
Towards 2030

Towards a prosperous borough, with a high quality of life for all

Quarterly Performance Report

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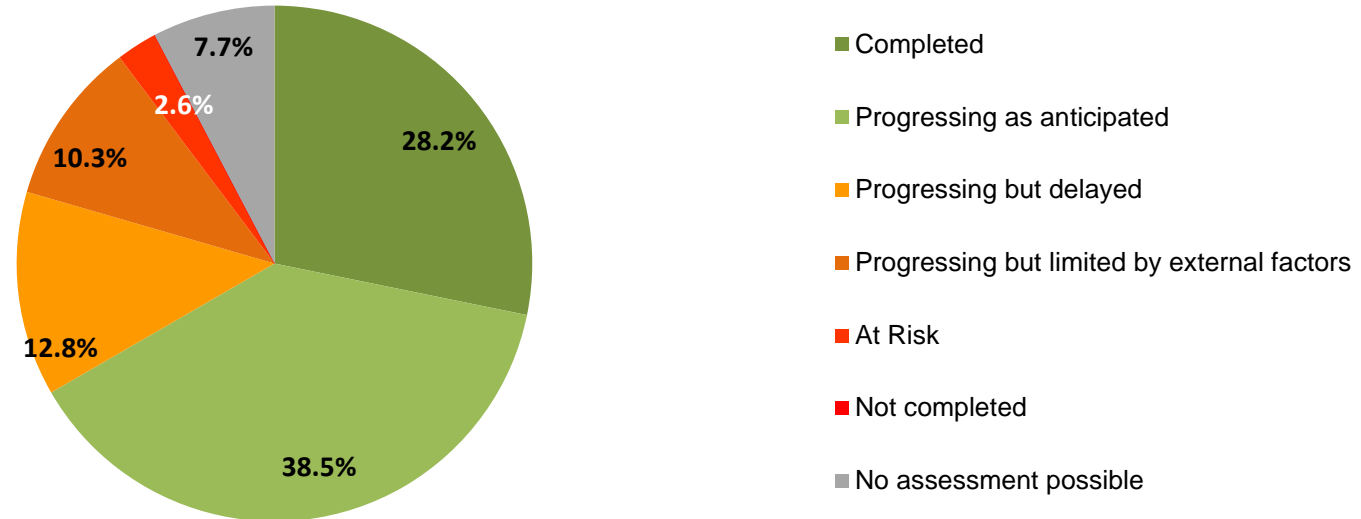
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Priority Projects Plan

The Priority Projects Plan has been developed as a key document which aims to supplement the Council's Corporate Plan, and Annual Report and Improvement Plan. The Plan sets out details of the Council's key priority projects for the next two to five years, and as such provides a framework to assist the Council in delivering the priority projects which are key to achieving our ambitions.

Less than 3% of priority projects are classed as 'at risk' at quarter 2. 66.7% of projects are completed or progressing as anticipated



All of the Priority Projects are listed below, together with details of their progress as at quarter 2 2018/19.

Ref No.	Critical Success Factor	Q2 Progress	Q2 Comments
1	To facilitate the development of the proposed "Yorkshire Offshore Renewable Energy Operations and Management Centre" and the associated economic growth and job creation activity in Whitby Harbour	Progressing but limited by external factors	This project is on-going. Land has been earmarked to facilitate the development and we are now awaiting a decision from Government to enable the project to be taken forward.
2	Whitby Harbour - Explore opportunities to regenerate the Whitby Upper Harbour area, maximising potential attractiveness and economic benefit.	At Risk	This project has been delayed due to an outstanding matter in relation to the accounts
3	Whitby Harbour - To develop a Strategic Business Plan for Whitby Harbour which sets out a number of key actions for ensuring the ongoing sustainability of the Harbour.	Progressing but delayed	This project has been delayed due to an outstanding matter in relation to the accounts

Ref No.	Critical Success Factor	Q2 Progress	Q2 Comments
4	Scarborough Harbour - Develop a Strategic Business Plan for Scarborough Harbour which sets out a number of key actions for ensuring the ongoing sustainability of the Harbour.	Completed	
5	Sands Development - To facilitate the construction of a mixed use development comprising a multiplex cinema, commercial units, residential apartments and a multi-storey car park on the former Atlantis site	Progressing but limited by external factors	The development of the Cinema has been delayed with a view to being completed by 2020. The current economic climate is such that there has been a need to revise the Operational and Financial Appraisal. A revised planning application is due to be submitted shortly, featuring a smaller car park, with an increased number of holiday homes, to improve the financial viability of the project.
6	Support community led plans to develop a discovery centre within Filey Country Park.	no assessment possible	
7	Eastside Action Plan (Whitby) - Whitby Eastside Play Parks - To enable improvements to community and open spaces within the Eastside of Whitby to be progressed	Completed	
8	Community Led Local Development - To secure benefits to disadvantaged communities within the Borough, focusing on investment to support economic growth and job creation and tackling the multiple challenges experienced by communities characterised by high levels of deprivation. It aims to empower local people to work with local partners to design and implement a development strategy for the area to tackle the challenges identified.	Progressing as anticipated	There are now 16 projects approved to deliver CLLD activity in Scarborough from 2018 to 2021. There is a mix of ESF projects supporting disadvantaged individuals and ERDF projects supporting businesses and potential businesses. Total grant awarded to date is around £2m
9	To develop a strategy for Scarborough West Pier	Progressing as anticipated	Now encompassing all of Scarborough harbour. Brief and Masterplan to O & S Committee in October 2018. Authority to procure masterplanner going to Cabinet in Dec 2018. Procure masterplanners Dec 2018 - Jan 2019.
10	Improve Scarborough Harbour User Facilities - Vincent Pier Toilets	Completed	

Ref No.	Critical Success Factor	Q2 Progress	Q2 Comments
11	Town Centres Strategy - To develop a strategy to improve management of the Town Centres, including the implementation of the Street Trading Policy.	Progressing as anticipated	Went to O & S in September 2018. Report to Cabinet October 2018. Out to consultation Nov/Dec 2018.
12	Scarborough Construction Skills Village - Through the Scarborough Construction Skills Village, to deliver the skills required to arm individuals with the necessary knowledge and access routes into the construction industry as demand for skilled labour in the area increases. Possible establishment of permanent Skills Village site at Middle Deepdale	Progressing as anticipated	The Skills Village has had good recruitment for 2018/2019 and numbers will increase with new funding secured from CCF and CITB. Further information on progress is contained in a report to Cabinet December 2018
13	Middle Deepdale - To deliver phases 2 and 3 of the Middle Deepdale project	Progressing as anticipated	
14	South Scarborough/Middle Deepdale and Eastfield - To develop an area based masterplan, that will lead to the regeneration of the Eastfield area	Progressing as anticipated	
15	Complete the Runswick Bay Coastal Protection Scheme - Installation of Rock Armour Coastal Protection and maintenance of seawall to reduce overtopping	Completed	
16	Further improvements to the Football Ground Stadium	Progressing but limited by external factors	Further information is available in a report to Cabinet December 2018
17	Complete land transactions for the Filey Flood Alleviation Scheme - To reduce the risk flood risk from surface water for the community of Filey	Progressing but delayed	
18	Secure sufficient external funding for the Whitby Harbour Piers and commence works to Whitby Harbour Piers, to manage the risks to people and the developed, natural and historic environments from sea flooding, coastal erosion and coastal instability over the next 100 years.	Completed	
19	Commence works on site for the Scarborough Spa Coast Protection Scheme - To maintain the Spa Sea Wall and stabilise the cliff.	Completed	
20	Procure a contractor for the Filey Flat Cliffs slope stabilisation - Coastal protection and slope stabilisation to prevent the loss of the access road to 45 residential properties at Filey Flat Cliffs	Completed	
21	Complete and submit the Stage 2 South Cliff Gardens Heritage Lottery bid - To deliver the regeneration of the South Cliff Gardens	Completed	
22	Secure grant aid for Robin Hoods Bay Coast Protection Scheme - Coastal protection - concrete repairs to existing sea wall.	Completed	

Ref No.	Critical Success Factor	Q2 Progress	Q2 Comments
23	Procure a contractor to carry out the Whitby Church Street Flood Alleviation Scheme - To reduce the risk flood risk from surface water for the community of Whitby	Progressing as anticipated	
24	Public Conveniences - To adopt a sustainable approach to public convenience provision in the Borough of Scarborough that positively contributes to public health, well-being and the prosperity of the community.	Progressing as anticipated	
25	Relocation of the Parks Service and disposal of the Manor Road Nursery Site - To deliver the Council's plant requirements in the most cost effective way in sufficient quantity and within product specification. To rationalise the Council's assets and realise efficiencies in the Council's operations by disposing of the Manor Road Nursery site and by locating the Nursery service in the form of a new plant holding facility at Dean Road Depot To continue to provide support to local volunteer groups and educational and community activities in respect of the Council's parks and green spaces including through the creation of a new community hub in Peasholm Park, subject to further consultation and feasibility work	Progressing as anticipated	
26	Residents Parking Scheme - To consider the implementation of a Residents Parking Scheme for off-street car parks	Progressing as anticipated	Proposal to be considered by Full Council
27	Filey Country Park - To deliver improvements to the Filey Brigg Caravan Site	Progressing as anticipated	
28	Peasholm Park - To develop a strategy for Peasholm Park, to maximise its potential and commercial opportunities	Progressing but delayed	
29	Scarborough Open Air Theatre - To consolidate the success of the OAT to date and build for the future sustainability of the OAT as a recognised venue for high profile and large scale entertainment whilst reducing the long term revenue impact on the Council.	Completed	
30	Peasholm Park - To deliver improvements to the Boat Deck, including dredging of the lake and improvements to the retail offer within the park, including redevelopment of the Buttercup Kiosk	Completed	
31	Bereavement Service - To identify suitable land and establish new cemeteries in Scarborough, Whitby and Filey	Progressing but delayed	Report back to SBC members on outcomes of feasibility studies in January and February 2019
32	Royal Albert Park Café Site - To achieve a capital receipt from the disposal and reduce the Council's maintenance liability. To provide a regeneration opportunity for this prime sea view site and enhance the economic wellbeing of the Borough.	Progressing as anticipated	

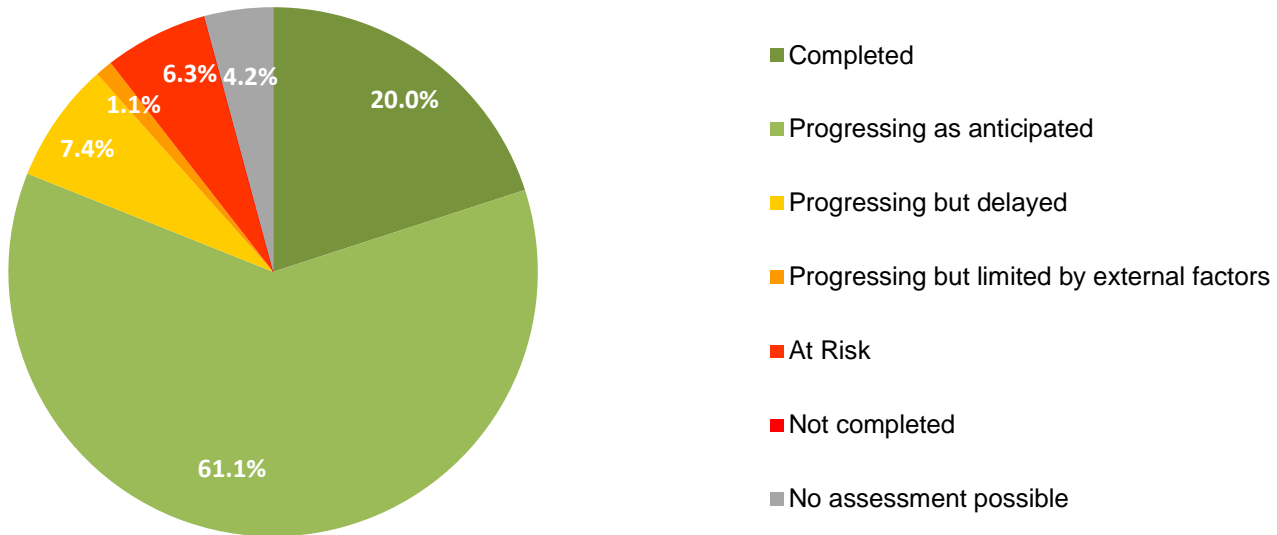
Ref No.	Critical Success Factor	Q2 Progress	Q2 Comments
33	Windmill Site - To provide a regeneration opportunity for this prime sea view site and enhance the economic wellbeing of the Borough.	Progressing as anticipated	
34	Former Scarborough North Bay Swimming Pool - To provide a regeneration opportunity for this prime site and enhance the economic wellbeing of the Borough.	no assessment possible	
35	Scarborough South Bay - To regenerate the former Children's Corner	Progressing but limited by external factors	advice and support being provided and ongoing discussions with Arts Council but no certainly re. external funding
36	Sports Provision Whitby - To secure improvements to sports facilities in Whitby - progress development of 3G sports pitch	Progressing as anticipated	grant application submitted Oct. 2018
37	Sports Provision Filey - To progress improvements to the provision of sports facilities in Filey - development of Filey Sports Hall, delivered by Ebor Academy	Progressing but delayed	timescales dependent on external funding
38	Sports Provision Scarborough - To secure improvements to the provision of sports facilities in Scarborough. Facilities will include international competition standard athletics track, as well as six tennis courts. Squash facilities are being provided as part of the agreement with Scarborough Rugby Club, and the pitch at Pindar Leisure Centre is to be resurfaced.	Progressing as anticipated	Pindar pitch completed. Work ongoing re tennis and athletics
39	Office Accommodation - To provide 'fit for purpose' office accommodation to suit the Council's needs	no assessment possible	

Overall Council Performance

Critical Success Factors

Performance is also monitored through 'Critical Success Factors' which are the projects and performance measures which each service will deliver in the year ahead, as their contribution to the Council's aims and priorities as set out in the Corporate Plan.

Monitoring of Critical Success Factors (CSFs) shows that at the current time 14.8% of CSFs are at risk or unlikely to be completed by the end of the Financial Year.

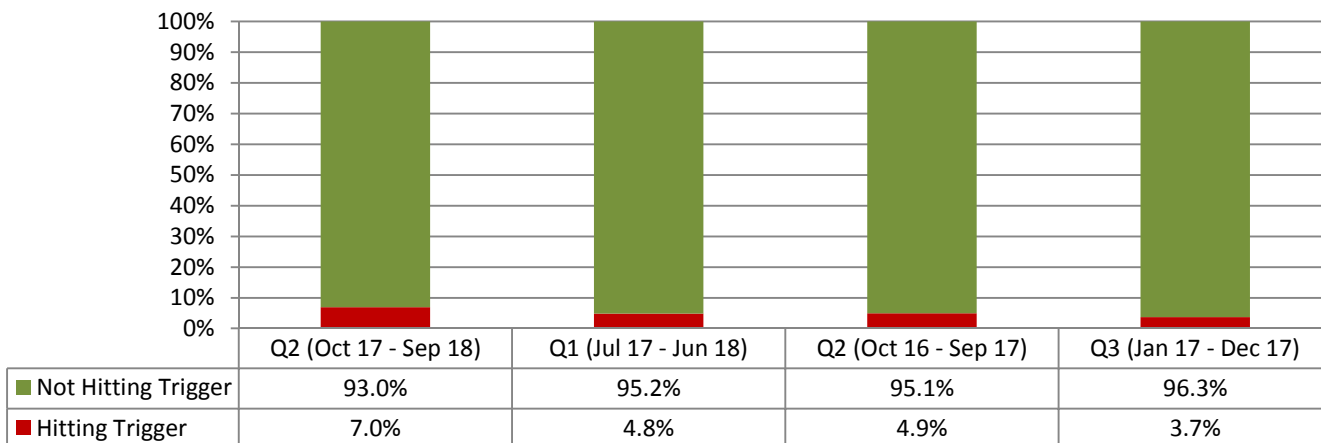


Performance Indicators

Direction of travel - % of Performance Indicators hitting exception reporting trigger point

The Chart below compares the position re number of indicators where performance is hitting the exception reporting trigger point. There has been an increase in the number of indicators hitting the exception reporting trigger since the last quarter.

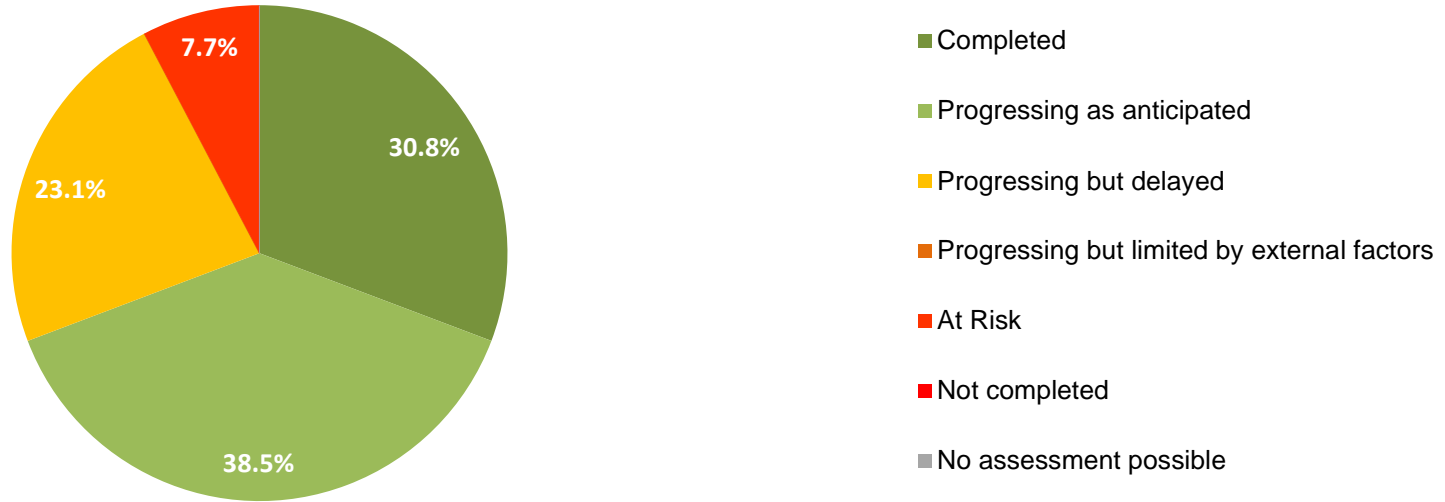
A small number of Key performance indicators are highlighted as 'at risk' at quarter two of 2018/19 Financial Year. 7.0% of indicators are outside tolerance



People

Critical Success factors

69.3% of Critical Success Factors for this Corporate Priority have been completed or are progressing as anticipated as at quarter 2 for 2018/19.

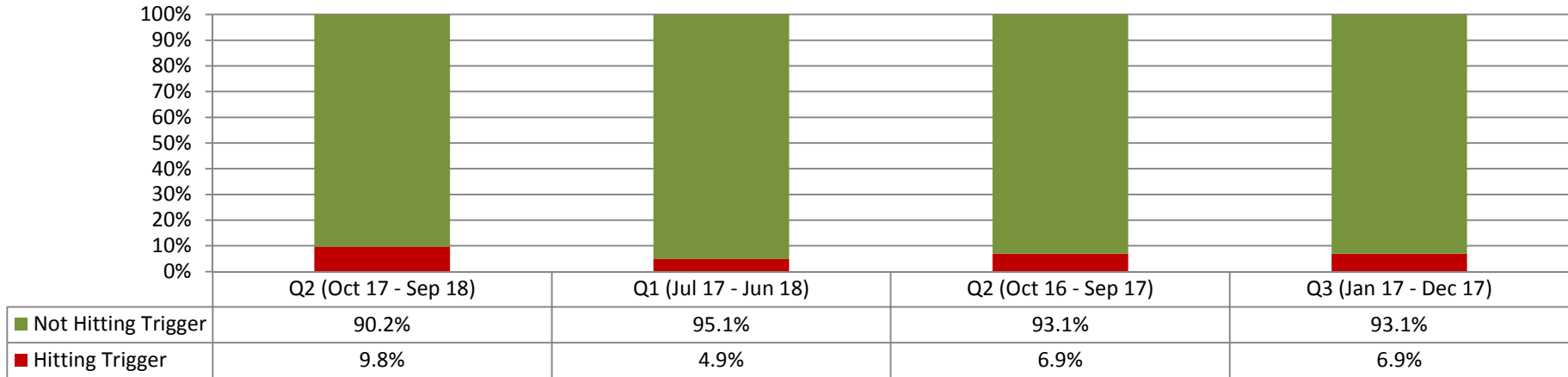


The following sets out details of those CSFs designated as 'at risk' at the current time:

Description	Current Position	Comments
CCTV - to retain (anually) the funding from partnership working with North Yorkshire Police	At Risk	funding at risk. Long term funding issues being considered as part of countywide review.
Achieve the target number of interventions for food safety in accordance with the Council's Food Safety Service Plan	Progressing but delayed	
Completion of the Customer First Security Improvements (October 2018)	Progressing but delayed	
Building Security - Change to Customer First layout.	Progressing but delayed	

Performance Indicators

The Chart below compares the position re number of indicators where performance is hitting the exception reporting trigger point. There has been a slight decrease in the number of indicators hitting the exception reporting trigger since the last quarter for this Corporate Priority.



22.0% of key performance indicators for this priority are performing very well, these performance indicators have improved on the same period last year, are on target and have improved on the last quarter.

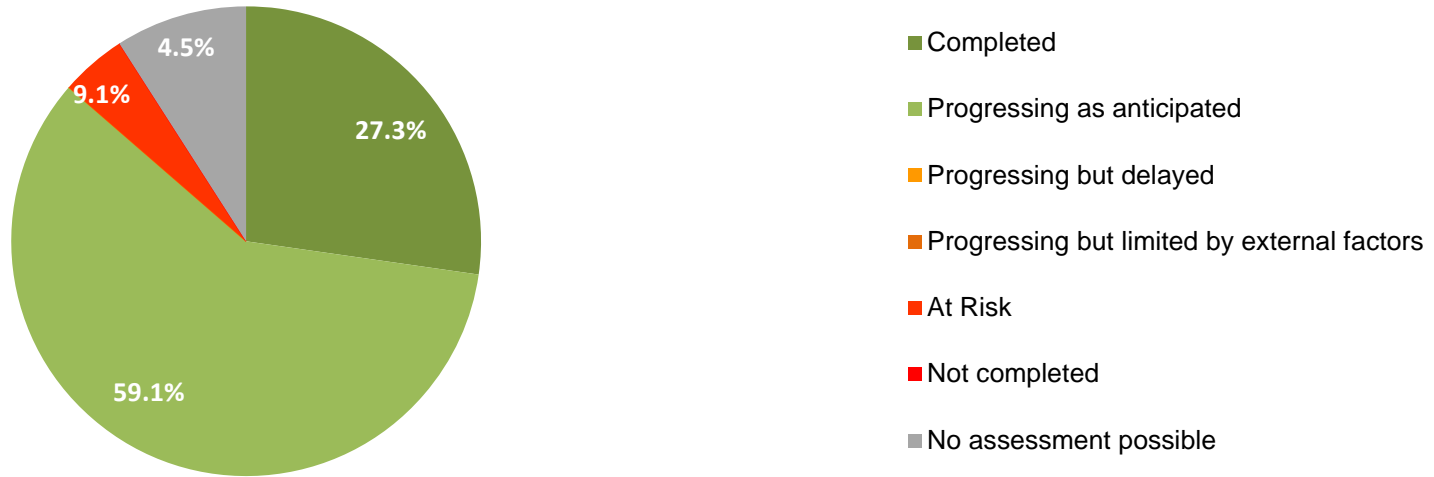
9.8% of the key performance indicators for this Corporate Priority are highlighted as 'at risk' at quarter 2 these are as follows. Further information on these performance indicators can be found in appendix 1.

PI No.	PI Description	Target 2018/19	Q2 (Oct 17 - Sep 18)	Q2 (Oct 16 - Sep 17)	Direction of Travel			On Target			Q1 (Jul 17 - Jun 18)	Performance on previous quarter
L3	Percent of licensed vehicles that are broadly compliant with licensing laws	90.0%	75.3%	98.9%	Outside Tolerance	▼	Worse	Outside Tolerance	×	No	78.5%	Worse
EA1b	Whitby Leisure Centre - Number of visits (excluding spectators) - Under 16s	32,928	27,555	42,719	Outside Tolerance	▼	Worse	Outside Tolerance	×	No	29,274	Worse
EA2	Total number of visits (excluding spectators at Pindar Leisure centre)	12,541	10,759	13,533	Outside Tolerance	▼	Worse	Outside Tolerance	×	No	11,346	Worse
MT4	The number of pupils visiting museums and galleries in organised school groups (this does not include visits by Sixth Form Colleges or adult education institutions)	10,674	3,243	5,925	Outside Tolerance	▼	Worse	Outside Tolerance	×	No	3,742	Worse

Place

Critical Success factors

86.4% of Critical Success Factors for this Corporate Priority have been completed or are progressing as anticipated as at quarter 2 for 2018/19.

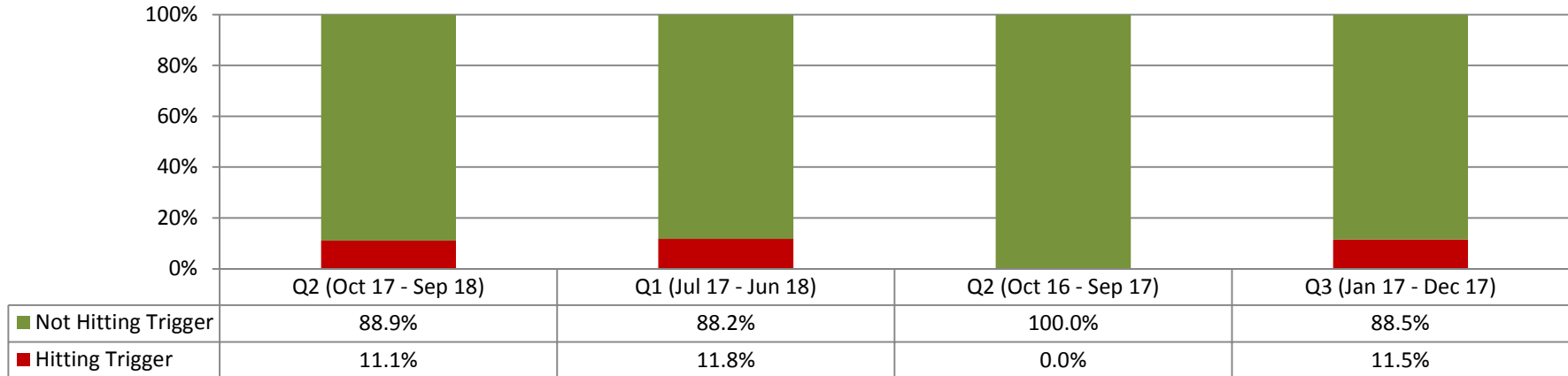


The following sets out details of those CSFs designated as 'at risk' at the current time:

Description	Current Position	Comments
Prepare and implement a new Homelessness Strategy to mitigate the impact of the Homelessness Reduction Bill	Not Completed	No plans to start this till NPSS peer review completed
Ensure contamination of recycling waste does not exceed 6%	At Risk	Contamination currently stands at 7.5% Further work is underway with end processor to reduce the impact of this. Enforcement teams are actively trying to reduce contamination levels

Performance Indicators

The Chart below compares the position re number of indicators where performance is hitting the exception reporting trigger point. There has been an increase in the number of indicators hitting the exception reporting trigger since the last quarter for this Corporate Priority.



16.7% of key performance indicators for this priority are performing very well, these performance indicators have improved on the same period last year, are on target and have improved on the last quarter.

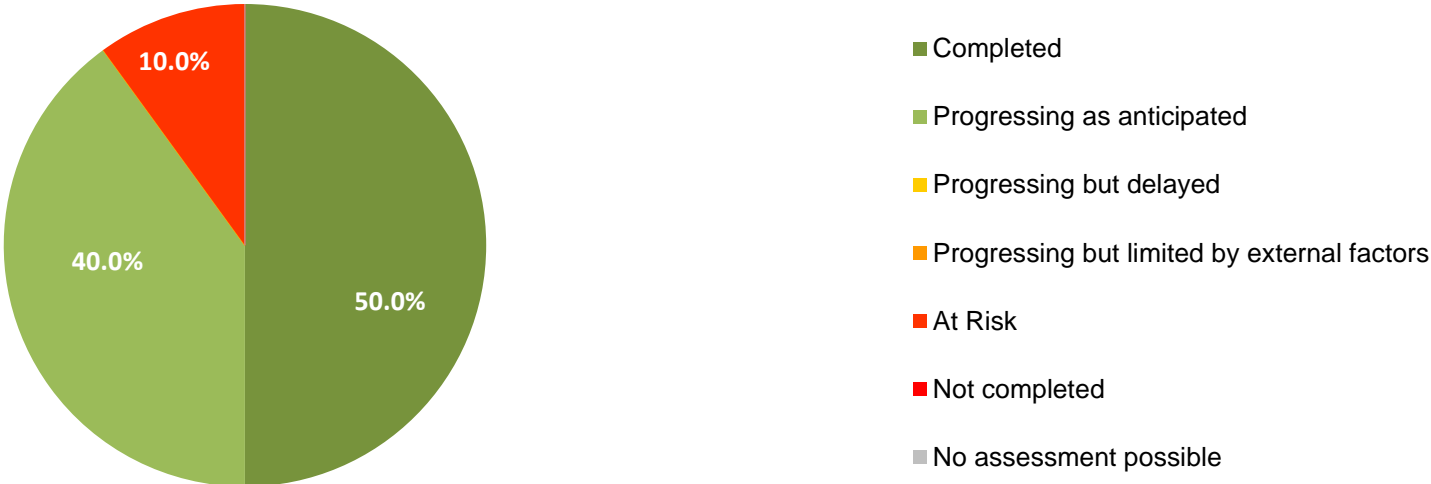
11.1% of the key performance indicators for this Corporate Priority are highlighted as 'at risk' at quarter 2 these are as follows. Further information on these performance indicators can be found in appendix 1.

PI No.	PI Description	Target 2018/19	Q2 (Oct 17 - Sep 18)	Q2 (Oct 16 - Sep 17)	Direction of Travel			On Target		Q1 (Jun 17 - Jul 18)	Performance on previous quarter	
	Percent of valid minor or other applications acknowledged within 5 working days	86.0%	64.4%	78.0%	Outside Tolerance	▼	Worse	Outside Tolerance	×	No	69.6%	Worse
OTC26	Percent of recycling waste contamination rate	6.0%	8.8%	5.7%	Outside Tolerance	▼	Worse	Outside Tolerance	×	No	7.4%	Worse

Prosperity

Critical Success factors

90.0% of Critical Success Factors for this Corporate Priority have been completed or are progressing as anticipated as at quarter 2 for 2018/19.

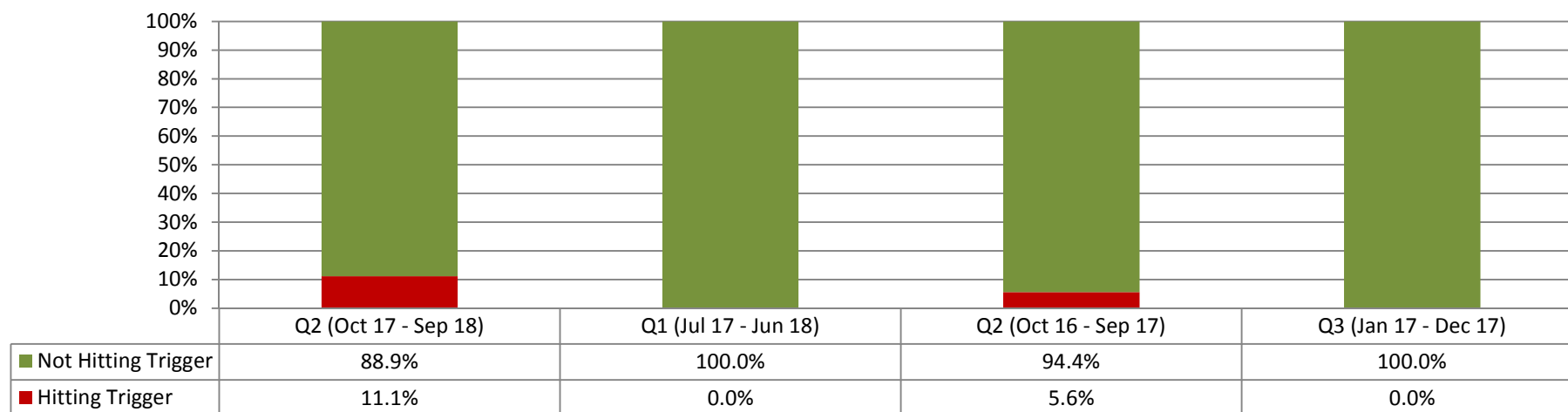


The following sets out details of those CSFs designated as 'at risk' at the current time:

Description	Current Position	Comments
Explore potential for a Tourism Zone with the LEP	At Risk	

Performance Indicators

The Chart below compares the position re number of indicators where performance is hitting the exception reporting trigger point. There has been a decrease in the number of indicators hitting the exception reporting trigger since the last quarter for this Corporate Priority.



44.4% of key performance indicators for this priority are performing very well, these performance indicators have improved on the same period last year, are on target and have improved on the last quarter.

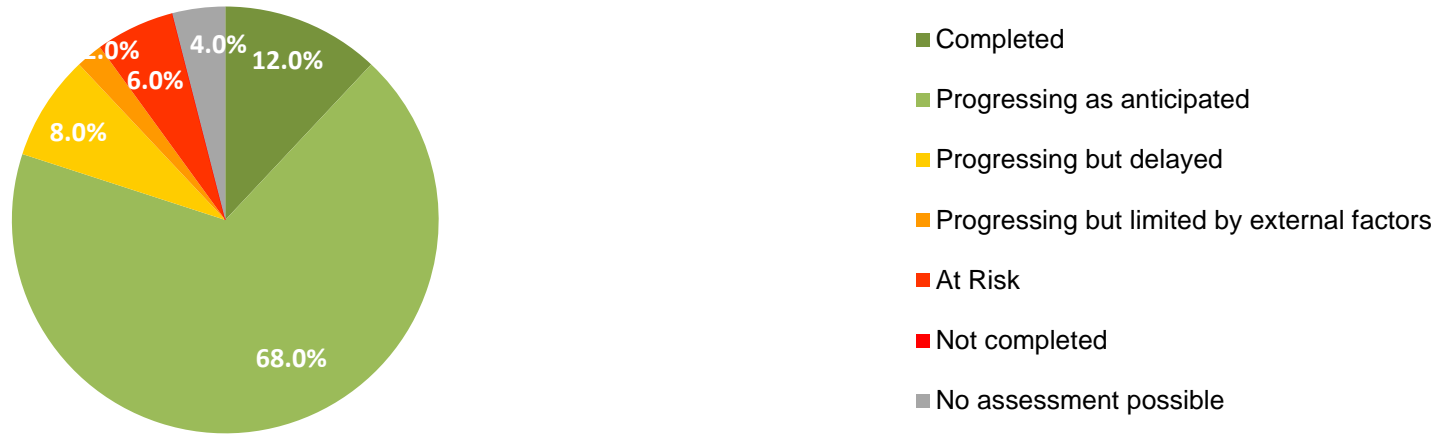
11.1% of the key performance indicators for this Corporate Priority are highlighted as 'at risk' at quarter 2 these are as follows. Further information on these performance indicators can be found in appendix 1.

PI No.	PI Description	Target 2018/19	Q2 (Oct 17 - Sep 18)	Q2 (Oct 16 - Sep 17)	Direction of Travel		On Target		Q1 (Jul 17 - Sep 18)	Performance on previous quarter		
	Net income from shows/concerts	£229,867	£199,384	£238,836	Outside Tolerance	▼	Worse	Outside Tolerance	×	No	£224,990	Worse

Council

Critical Success factors

80% of Critical Success Factors for this Corporate Priority have been completed or are progressing as anticipated as at quarter 2 for 2018/19.



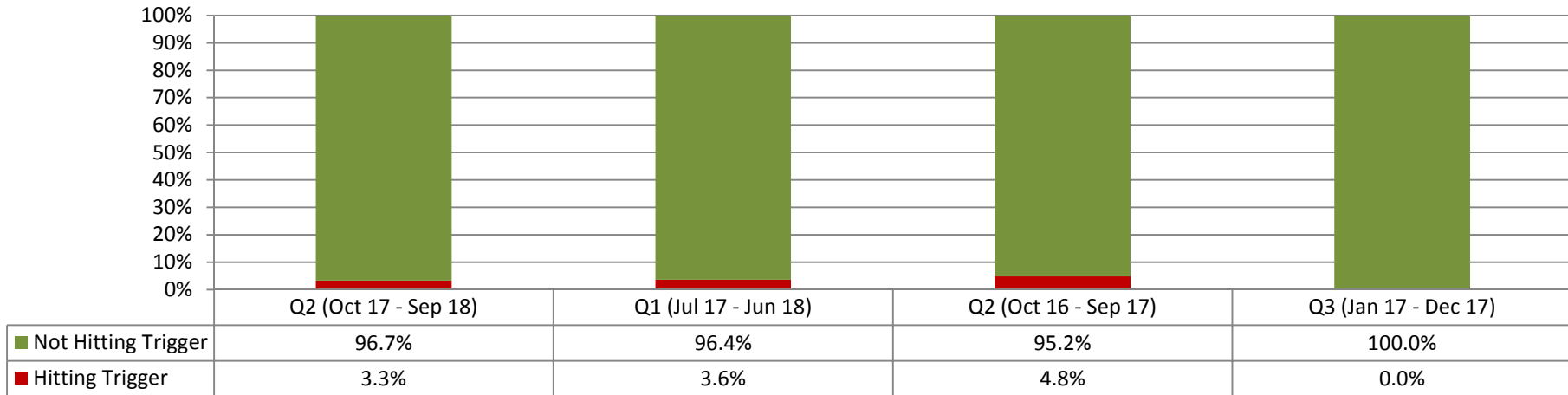
The following sets out details of those CSFs designated as 'at risk' as at quarter 2 for this Corporate Priority:

Description	Current Position	Comments
Implement the Transformation Project Plan	At Risk	changes within the team has delayed this so far, progress is being made to implement with resources available
Bereavement Service - To provide an improved and commercially focused Bereavements service, including improvements to facilities and operations at Scarborough Crematorium	At Risk	Proposed capital improvement plans have been put on hold to consider cost implications for extending seating capacity of Chapel.
Purchase a Risk Register System	At Risk	With other priorities this has slipped and is unlikely to be completed by March 2019.
Implement changes to processes and more effective use of the modern.gov system	Progressing but delayed	staffing changes and workloads have not yet allowed this to progress

Increase income for Bereavement Services	Progressing but delayed	I regularly monitor income budgets to assess progress towards increased targets by end of March 2019.
As part of the commercialisation process, to develop and implement a framework for charging for complex advice, Food Hygiene rescues, etc	Progressing but delayed	Procedure to develop discretionary charging services has been completed. Follow up actions identified before progressing to active promotion/selling of services begins
To further develop and automate processes within Licensing Services	Progressing but delayed	
To implement RAM	Progressing but limited by external factors	

Performance Indicators

The Chart below compares the position re number of indicators where performance is hitting the exception reporting trigger point. There has been a slight decrease in the number of indicators hitting the exception reporting trigger since the last quarter for this Corporate Priority.



3.3% of the key performance indicators for this Corporate Priority are highlighted as 'at risk' at quarter 2 these are as follows. Further details on these performance indicators can be found in appendix 1.

PI No.	PI Description	Target 2018/19	Q2 (Oct 17 - Q2 (Oct 16 -		Direction of Travel						Q1 (Jul 17 - Jun 18)	Performance on previous quarter
			Q2 (Oct 17 - Sep 18)	Q2 (Oct 16 - Sep 17)	On Target							
RG1a	% of standard land searches carried out within 5 working days - Full searches	95.0%	68.1%	97.2%	Outside Tolerance	▼	Worse	Outside Tolerance	×	No	70.0%	Worse
T5	Number of conference the Tourism Bureau attracts	10	5	6	Outside Tolerance	▼	Worse	Outside Tolerance	×	No	6	Worse

PI Risk Proforma

Reporting Period:

2018/19 Q2 (Oct 17 - Sep 18)

Service:

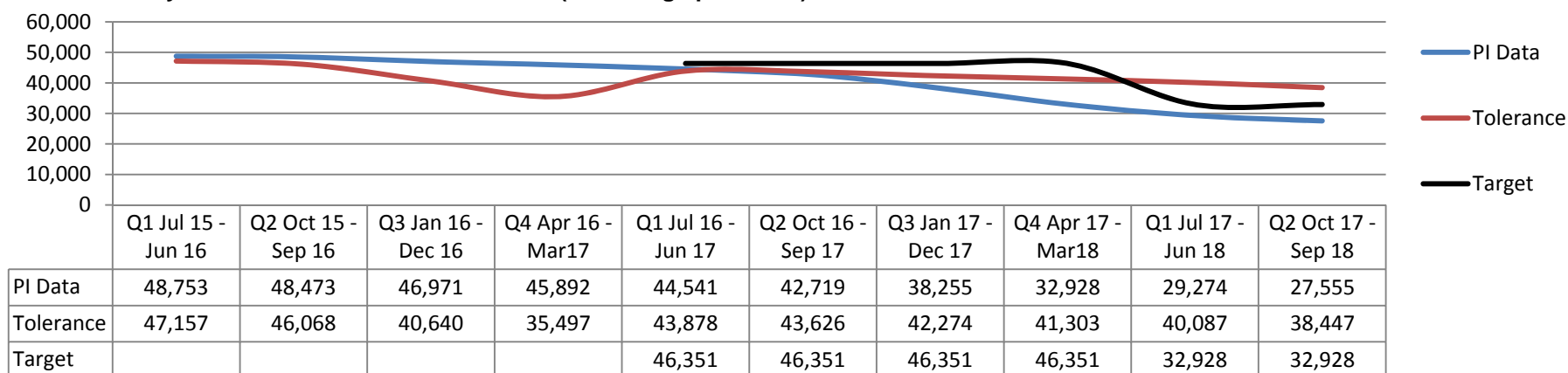
Communities & Partnerships

Comparison of 36 performance indicators in Communities & Partnerships has been made. Analysis has shown that 5.6% of the performance indicators are hitting trigger, details of which can be viewed below, and 11.1% of performance indicators are showing improvement compared to the previous year, target and previous quarter.

PI No.	PI Description	Target 2018/19	Q2 (Oct 17 - Sep 18)	Q2 (Oct 16 - Sep 17)	Direction of Travel						On Target	Q1 (Jul 17 - Jun 18)	Performance on previous quarter
EA1b	Whitby Leisure Centre - Number of visits (excluding spectators) - Under 16s	32,928	27,555	42,719	Outside Tolerance	▼	Worse	Outside Tolerance	×	No	29,274	Worse	
EA2	Total number of visits (excluding sepectators at Pindar Leisure centre)	12,541	10,759	13,533	Outside Tolerance	▼	Worse	Outside Tolerance	×	No	11,346	Worse	

Performance Indicators Hitting Trigger

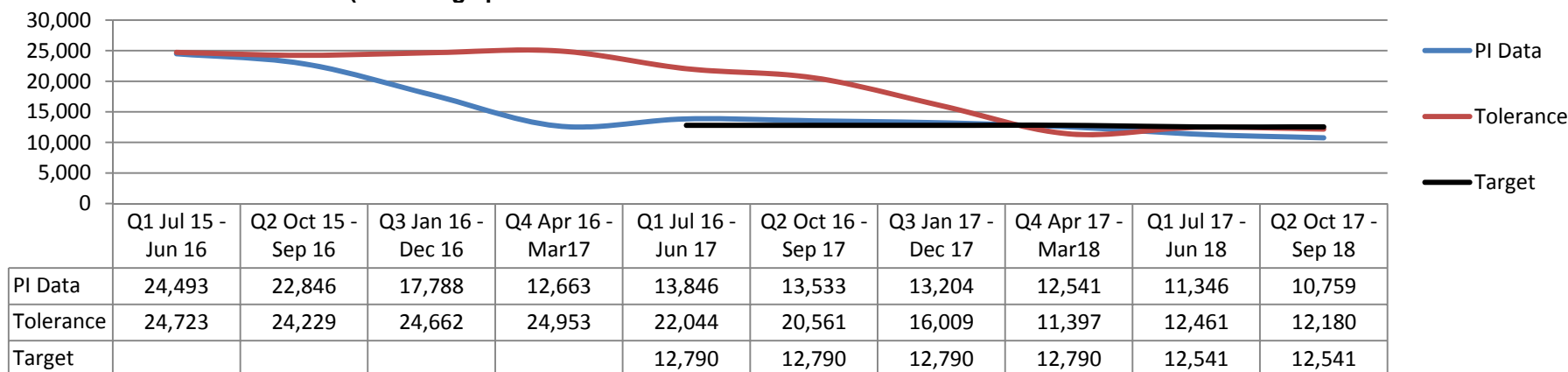
EA1b Whitby Leisure Centre - Number of visits (excluding spectators) - Under 16s



EA1b - Officer Comments

With regards to the falling number of under 16s at Whitby Leisure Centre these figures should be treated with some caution. There was considerable work done at the site to improve the accuracy of the data capture regarding footfall and visits, with new, more accurate methods of recording. This gives more confidence in the 17/18 figures but makes direct comparisons difficult. Whitby leisure Centre continues to provide a range of activities for young people both in the pool and the dryside facilities to attract a range of interests and ages. This includes club attendees, swimming lessons, family swimming sessions, inflatable sessions, children's parties, holiday activities, friday night club, junior gym and active ants. Additional activities across all sites to target this age group are scheduled as part of the new Sports Development Plan.

EA2 Total number of visits (excluding spectators at Pindar Leisure centre)



EA2 - Officer Comments

attendances at Pindar have been on a downward trend for almost 2 years and this is as a result of the condition of the 3G pitch. This has resulted in decreased usage over the period and the pitch has been unable to be used at all during the summer whilst the resurfacing has taken place. The new pitch has been operational since September and we are starting to see increased bookings, which we anticipate will increase as the season progresses and clubs become more aware of the facilities.

PI Risk Proforma

Reporting Period: 2018/19 Q2 (Oct 17 - Sep 18)

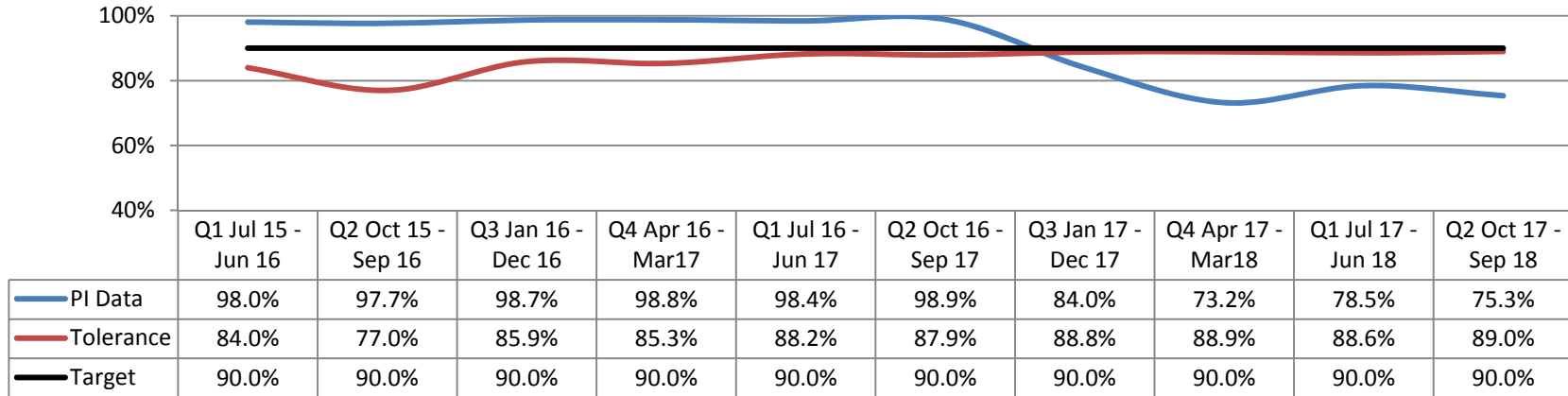
Service:

Environmental Health

PI No.	PI Description	Target 2018/19	Q2 (Oct 17 - Sep 18)	Q2 (Oct 16 - Sep 17)	Direction of Travel			On Target			Q1 (Jul 17 - Jun 18)	Performance on previous quarter
L3	Percent of licensed vehicles that are broadly compliant with licensing laws	90.0%	75.3%	98.9%	Outside Tolerance	▼	Worse	Outside Tolerance	*	No	78.5%	Worse

Performance Indicators Hitting Trigger

L3 Percent of licensed vehicles that are broadly compliant with licensing laws



L3 - Officer Comments



PI Risk Proforma

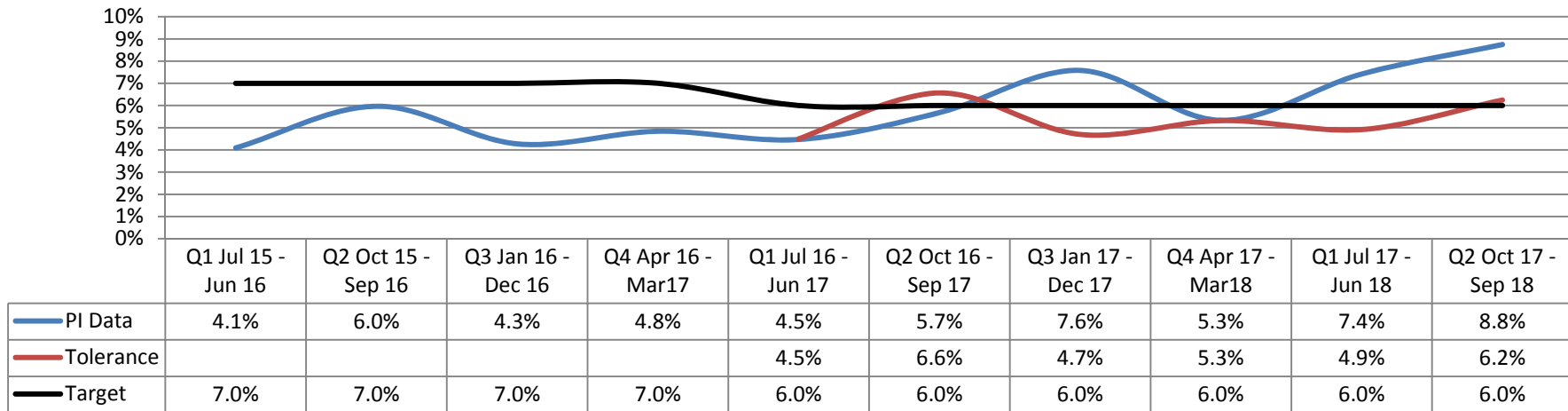
Reporting Period: 2018/19 Q2 (Oct 17 - Sep 18)

Service: Operations, Transport & Countryside

PI No.	PI Description	Target 2018/19	Q2 (Oct 17 - Sep 18)	Q2 (Oct 16 - Sep 17)	Direction of Travel			On Target			Q1 (Jul 17 - Jun 18)	Performance on previous quarter
OTC26	Percent of recycling waste contamination rate	6.0%	8.8%	5.7%	Outside Tolerance	▼	Worse	Outside Tolerance	*	No	7.4%	Worse

Performance Indicators hitting trigger

OTC26 Percent of recycling waste contamination rate



OTC26 - Officer Comments

We are working with our processing partner UPM-Kymenne Ltd and Yorwaste to understand this trend. We have worked extensively on stickering bins, implementation of in-cab technology and additional support for residents. We are now working with others to understand if anything outside of our control and beyond our collections is contributing to this increase in contamination, for example a new more stringent process. Officers are actively working on this and will report back through the Portfolio Holder in due course.

PI Risk Proforma

Reporting Period: 2018/19 Q2 (Oct 17 - Sep 18)

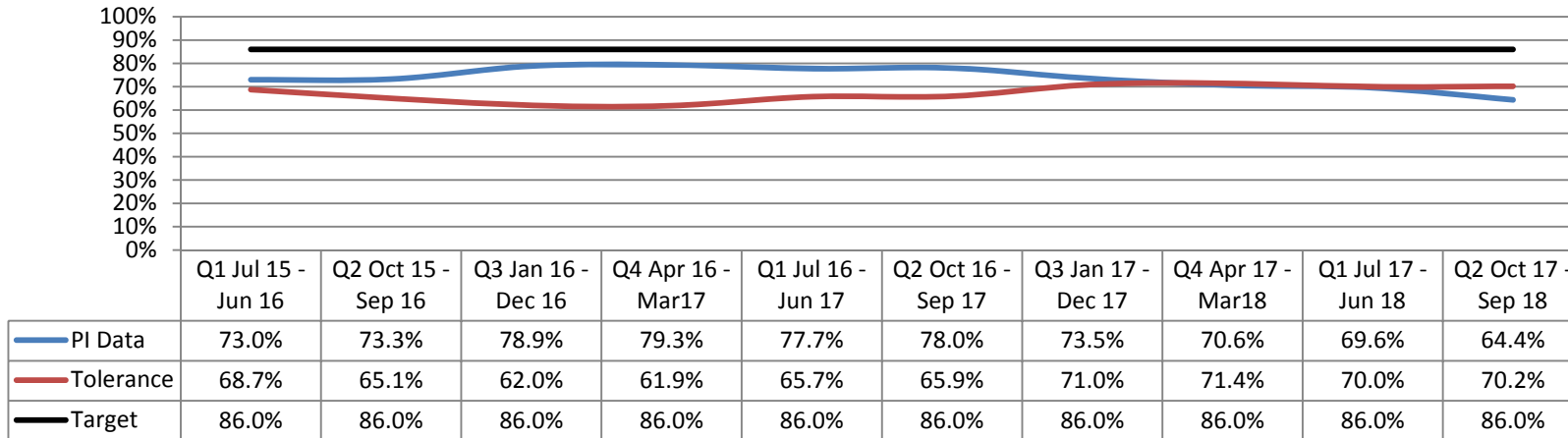
Service:

Planning

PI No.	PI Description	Target 2018/19	Q2 (Oct 17 - Sep 18)	Q2 (Oct 16 - Sep 17)	Direction of Travel			On Target			Q1 (Jul 17 - Jun 18)	Performance on previous quarter
DM2a	Percent of valid minor or other applications acknowledged within 5 working days	86.0%	64.4%	78.0%	Outside Tolerance	▼	Worse	Outside Tolerance	*	No	69.6%	Worse

Performance Indicators Hitting Trigger

DM2a Percent of valid minor or other applications acknowledged within 5 working days



DM2a - Officer Comments

The Planning administration team has had reduced numbers due to a combination of factors (unexpected absences), and new staff in place being trained up, alongside a spike in workload.

PI Risk Proforma

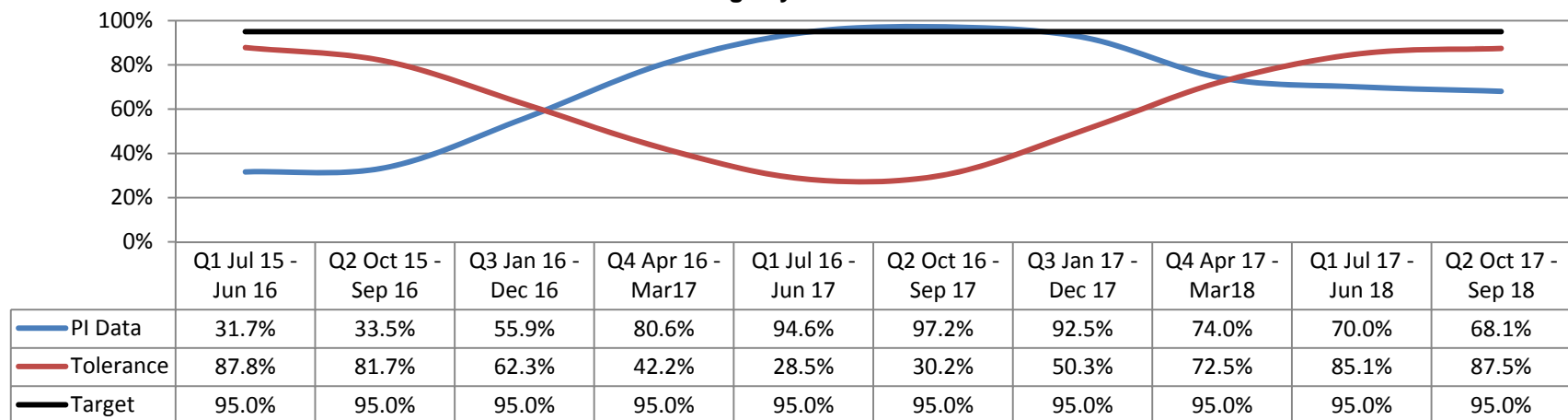
Reporting Period: 2018/19 Q2 (Oct 17 - Sep 18)

Service: Regulation & Governance

PI No.	PI Description	Target 2018/19	Q2 (Oct 17 - Sep 18)	Q2 (Oct 16 - Sep 17)	Direction of Travel			On Target			Q1 (Jul 17 - Jun 18)	Performance on previous quarter
RG1a	% of standard land searches carried out within 5 working days - Full searches	95.0%	68.1%	97.2%	Outside Tolerance	▼	Worse	Outside Tolerance	*	No	70.0%	Worse

Performance Indicators Hitting Trigger

RG1a % of standard land searches carried out within 5 working days - Full searches



RG1a - Officer Comments

The processing of Local Land Charge Searches involves the collation of information from other organisations, including North Yorkshire County Council and the North York Moors National Park. Currently 97% of information from Scarborough Borough Council is collated within 5 working days. The overall performance figure is being adversely by North Yorkshire County Council who are consistently failing to make the 5 working day target - which is out of the control of SBC. SBC performance remains exceptionally high.

PI Risk Proforma

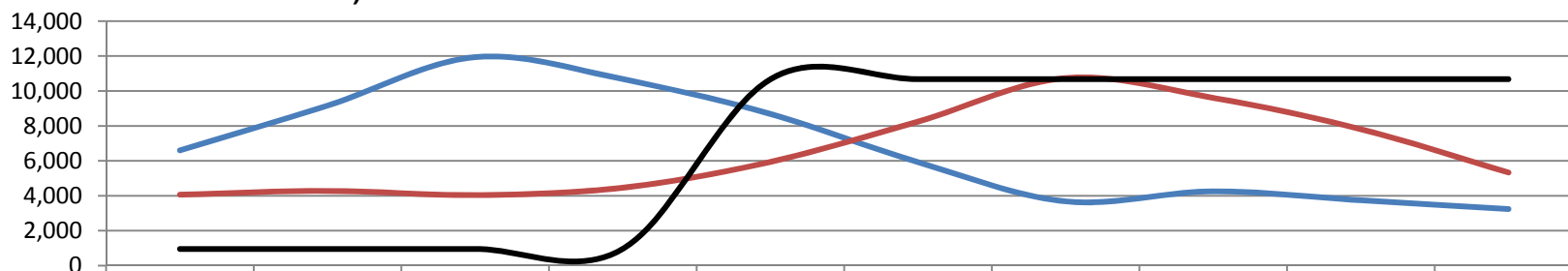
Reporting Period: 2018/19 Q2 (Oct 17 - Sep 18)

Service: Tourism

PI No.	PI Description	Target 2018/19	Q2 (Oct 17 - Sep 18)	Q2 (Oct 16 - Sep 17)	Direction of Travel			On Target			Q1 (Jul 17 - Jun 18)	Performance on previous quarter
T5	Number of conference the Tourism Bureau attracts	10	5	6	Outside Tolerance	▼	Worse	Outside Tolerance	*	No	6	Worse
MT4	The number of pupils visiting museums and galleries in organised school groups (this does not include visits by Sixth Form Colleges or adult education institutions)	10,674	3,243	5,925	Outside Tolerance	▼	Worse	Outside Tolerance	*	No	3,742	Worse
SIV7	Net income from shows/concerts	£229,867	£199,384	£238,836	Outside Tolerance	▼	Worse	Outside Tolerance	*	No	£224,990	Worse

Performance Indicators Hitting Trigger

MT4 The number of pupils visiting museums and galleries in organised school groups (this does not include visits by Sixth Form Colleges or adult education institutions)

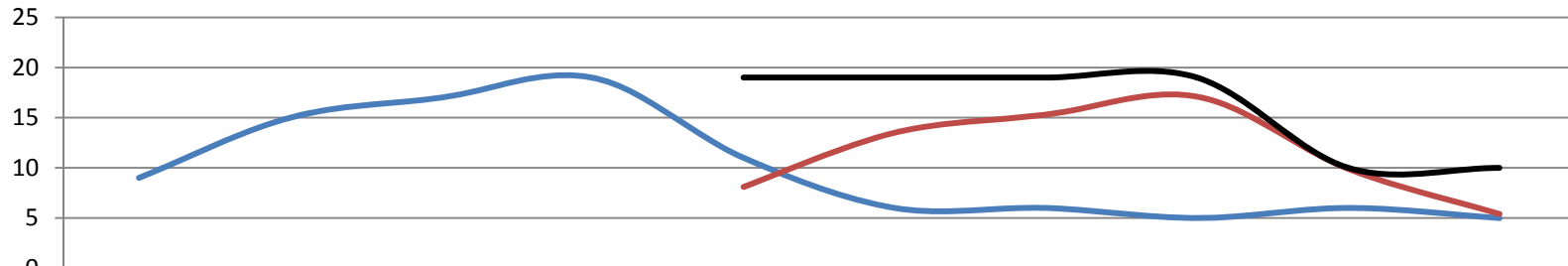


	Q1 Jul 15 - Jun 16	Q2 Oct 15 - Sep 16	Q3 Jan 16 - Dec 16	Q4 Apr 16 - Mar17	Q1 Jul 16 - Jun 17	Q2 Oct 16 - Sep 17	Q3 Jan 17 - Dec 17	Q4 Apr 17 - Mar18	Q1 Jul 17 - Jun 18	Q2 Oct 17 - Sep 18
PI Data	6,599	9,163	11,935	10,674	8,681	5,925	3,678	4,255	3,742	3,243
Tolerance	4,064	4,280	4,040	4,461	5,939	8,247	10,742	9,607	7,813	5,333
Target	957	957	957	957	10,674	10,674	10,674	10,674	10,674	10,674

MT4 - Officer Comments

Museums monitoring is being undertaken more effectively, the numbers have been affected by the poor weather at the beginning of the year. The museums trust now has a new CEO and activity is being undertaken to look at merging the Creative Industries Centre with the Museum and Art Gallery. We are currently working on a revised contract and SLA agreement. A new business plan has been established. Refurbishment of the exhibits at the Rotunda have now been undertaken which should assist in attracting more visitors. Plans for regular activity within the Rotunda are being developed. The good weather has also kept visitors outdoors and many of the indoor attractions have seen a drop in visitor numbers as a result of this.

T5 Number of conference the Tourism Bureau attracts

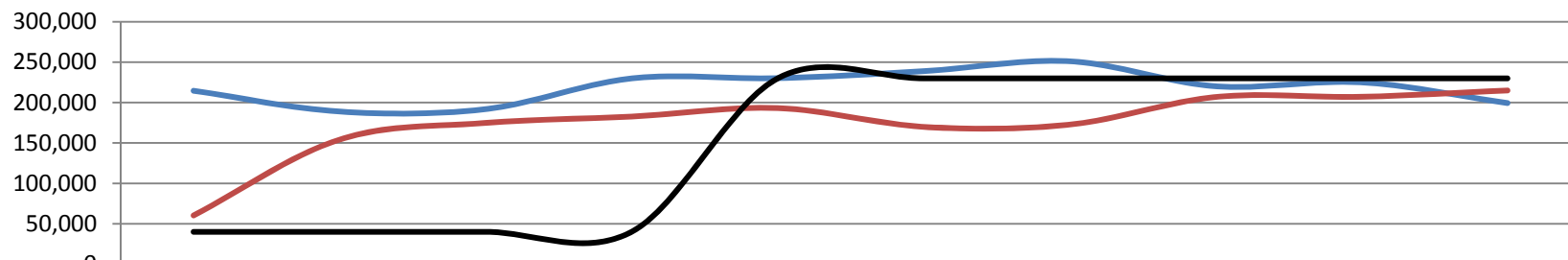


	Q1 Jul 15 - Jun 16	Q2 Oct 15 - Sep 16	Q3 Jan 16 - Dec 16	Q4 Apr 16 - Mar17	Q1 Jul 16 - Jun 17	Q2 Oct 16 - Sep 17	Q3 Jan 17 - Dec 17	Q4 Apr 17 - Mar18	Q1 Jul 17 - Jun 18	Q2 Oct 17 - Sep 18
PI Data	9	15	17	19	11	6	6	5	6	5
Tolerance					8	14	15	17	10	5
Target					19	19	19	19	10	10

T5 - Officer Comments

There has been some changes to staffing over the last few months. A new structure is being put in place with much more of a focus on conference sales. Previous post holder was promoted as part of interim changes to structure which has resulted in resources being shifted away from conference sales activity. A new ambassador toolkit is being produced which will assist in working with key industry sector professionals to source and bid for conferences together.

SIV7 Net income from shows/concerts



	Q1 Jul 15 - Jun 16	Q2 Oct 15 - Sep 16	Q3 Jan 16 - Dec 16	Q4 Apr 16 - Mar17	Q1 Jul 16 - Jun 17	Q2 Oct 16 - Sep 17	Q3 Jan 17 - Dec 17	Q4 Apr 17 - Mar18	Q1 Jul 17 - Jun 18	Q2 Oct 17 - Sep 18
— PI Data	214,612	188,882	191,855	229,867	230,186	238,836	251,100	220,163	224,990	199,384
— Tolerance	60,317	154,253	174,781	182,689	193,150	169,994	172,670	206,880	207,167	214,952
— Target	40,000	40,000	40,000	40,000	229,867	229,867	229,867	229,867	229,867	229,867

SIV7 - Officer Comments

Sheffield International venues have reported that there has been significant reduction in footfall compared to previous years which has impacted on secondary spend. SIV reported at the last members monitoring meeting that the hot weather had kept people outside, the works on the cliff stabilisation and scaffolding at the front of the building working on roof repairs was felt also had an impact making the venue look unattractive. Whilst the weather was good and brought people onto the beach indoor venues on the whole have had a poor first two quarters. Conference and events for next year are looking good. SIV are going to focus on cross selling and marketing across all SIV venues. Focus more on secondary spend initiatives across all venues and explore working with new partners, music promoters and festival event organisers.

Significant Partnerships Monitoring

Significant Partnership	Lead Officer	Financial Targets being met	Performance Targets being met	Customer Satisfaction	Delivery of Council's Corporate Objectives	Delivery of Partnership's Objectives	Governance arrangements	Termination Arrangements	Ombudsman Complaints	Other Issues	Overall RAG Status	Officer Comments
Public Service Executive	Jo Ireland	N/A	a2	N/A	a2	a2	a2	a2	a3	a1		The PSE is a stable partnership and no issues or concerns have been raised during the year. Key priorities for the partnership have been the OPE programme (from which the Council successfully secured £50k), the Community Hub programme (with 2 new hubs being developed during the year in Eastfield and Brompton).
North Yorkshire Joint Procurement Committee	David Gomersall	a2	b3	b2	b3	b3	a2	b2	a1	b2		Selby District Council have given notice to leave the partnership w.e.f 01 March 19 as they have upskilled resources internally. The current partnership will cease and there are currently ongoing discussions with Ryedale District Council and Craven District Council in regards to possible new arrangements options in regards to Procurement.
Home Improvement Agency	Andrew Rowe	b3	b3	a3	a3	a3	a3	a3	a3	a3		

Significant Partnership	Lead Officer	Financial Targets being met	Performance Targets being met	Customer Satisfaction	Delivery of Council's Corporate Objectives	Delivery of Partnership's Objectives	Governance arrangements	Termination Arrangements	Ombudsman Complaints	Other Issues	Overall RAG Status	Officer Comments
Welcome to Yorkshire Partnership	Janet Deacon	a1	a1	a1	a1	a1	a1	a1	a1	a1		Should Welcome to Yorkshire withdraw funding for local tourism destination marketing activity this would impact on both staffing and withdraw any funding for activity which would mean that there would be overall growth to the Council's budget of £40k
Creative Industries Centre Trust	David Kelly											Unable to complete due to no representative on the board due to longterm sickness absence. This has been resolved and updates will be received in the future
York, North Yorkshire and East Riding Local Enterprise Partnership	David Kelly	b2	a2	N/A	a2	a2	a2	N/A	a1	N/A		Regular attendees at LEP/Economic Development Officers meeting held monthly so we are kept well aware of LEP priorities and activities and how they support SBC objectives.

Sickness Analysis Current Year - 2018/19 (Oct 2017 - Sep 2018) - 12 monthly data

There has been an increase in the level of sickness absence since the last quarter from 8.29 days per FTE to 8.76 days per FTE (rolling 12 month average). A detailed table in relation to sickness absence is provided below. This details sickness by service and further information has been provided by each Service Unit Manager where the level of sickness absence meets the exception criteria of not meeting target, and performance is worse than the same time period last year, and there has been no improvement since the previous quarter.

	2018/19 Target	Current Year - 2018/19 (Oct 2017 - Sep 2018)	Previous Year - 2017/18 (Oct 2016 - Sep 2017)	Previous Quarter - 2018/19 (Jul 2017 - Jun 2018)	Improvement of previous year	Meeting Target	Improvement on last quarter
		Sickness per FTE	Sickness per FTE	Sickness per FTE			
All Council	8.00	8.76	8.29	8.08	Worse	No	Worse
Chief Executive							
Projects	6.00	2.74	1.89	2.53	Worse	Yes	Worse
Audit	6.00	1.62	0.00	1.62	Worse	Yes	Same
ICT	6.00	7.27	2.86	6.42	Worse	No	Worse
Transformation, Elections & Civic	6.00	0.72	0.00	0.43	Worse	Yes	Worse
Human Resources & Payroll	6.00	3.07	2.19	2.91	Worse	Yes	Worse
Directors Team / Communications	6.00	1.06	4.02	2.36	Better	Yes	Better
Director (NE)							
Asset & Risk Management	9.00	3.94	5.28	3.38	Better	Yes	Worse
Corporate Finance	6.00	3.63	2.16	2.84	Worse	Yes	Worse
Operations, Transport & Countryside	10.50	12.86	10.99	10.61	Worse	No	Worse
Harbours	6.00	7.02	3.11	7.35	Worse	No	Better
Housing	6.00	5.99	2.91	5.54	Worse	Yes	Worse
Benefits	6.00	12.91	5.50	10.11	Worse	No	Worse
Director (LD)							
Legal	6.00	0.00	4.50	0.00	Better	Yes	Same
Procurement & Print	6.00	11.45	0.55	4.73	Worse	No	Worse
Regulatory & Governance	6.00	7.72	5.27	7.35	Worse	No	Worse
Environmental Health	6.00	5.52	17.71	9.29	Better	Yes	Better
Operations & Events	10.50	3.70	12.84	6.39	Better	Yes	Better
Director (RB)							
Planning	6.00	7.79	4.05	6.83	Worse	No	Worse
Tourism	6.00	3.23	5.46	6.73	Better	Yes	Better
Economic Development	6.00	46.58	44.49	33.29	Worse	No	Worse
Communities and Partnerships	6.00	10.69	7.96	11.66	Worse	No	Better
Estates	6.00	0.00	0.00	0.00	Better	Yes	Better

Sickness Risk Proforma

Reporting Period:

2018/19 Q2 (Oct 17 - Sep 18)

Service:

ICT

	2018/19 (Q2 Oct 17 - Sep 18)	2017/18 (Q2 Oct 16 - Sep 17)	2018/19 (Q1 Jul 17 - Jun 18)
Target	6	6	6
FTE	13.0	13.3	13.0
Total Sickness Day	94.47	38.00	83.47
Sickness Per FTE	7.27	2.86	6.42

Officer comments

The stats remain high in part due to the 12month rolling totals include a period of enduring sickness absence for one member of the team during early 2018. Two other members of staff (from a team of 13) have had sickness absence to date above the target number of days. Both periods of sickness are genuine and were/are being managed supportively in line with council policy.

Meeting Target

No

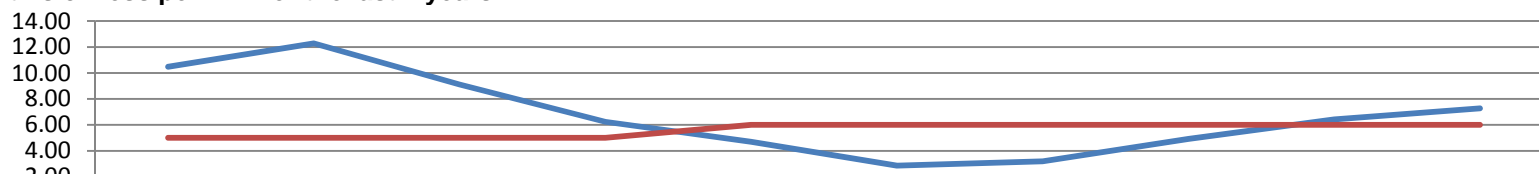
Improvement on previous year

Worse

Improvement on previous quarter

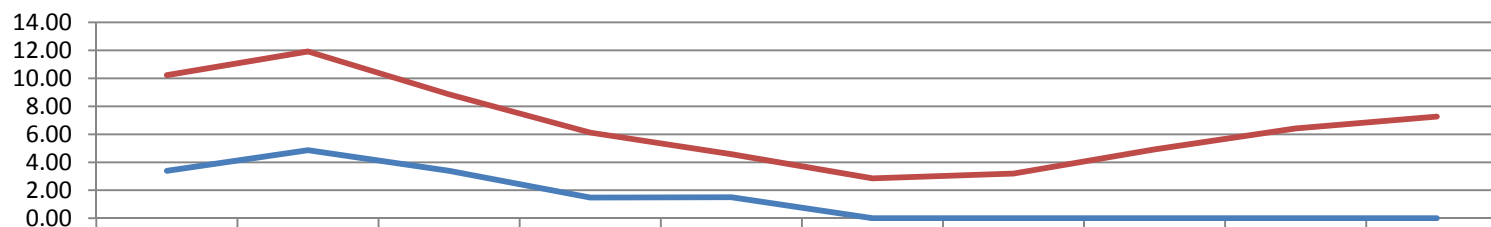
Worse

Rolling 12 month sickness per FTE for the last 2 years



	Q1 Jul 15 - Jun 16	Q2 Oct 15 - Sep 16	Q3 Jan 16 - Dec 16	Q4 Apr 16 - Mar17	Q1 Jul 16 - Jun 17	Q2 Oct 16 - Sep 17	Q3 Jan 17 - Dec 17	Q4 Apr 17 - Mar18	Q1 Jul 17 - Jun 18	Q2 Oct 17 - Sep 18
Sickness per FTE	10.48	12.28	9.11	6.23	4.70	2.86	3.19	4.92	6.42	7.27
Target	5	5	5	5	6	6	6	6	6	6

Rolling 12 month long term sickness per FTE and short term sickness per FTE for the last 2 years



	Q1 Jul 15 - Jun 16	Q2 Oct 15 - Sep 16	Q3 Jan 16 - Dec 16	Q4 Apr 16 - Mar17	Q1 Jul 16 - Jun 17	Q2 Oct 16 - Sep 17	Q3 Jan 17 - Dec 17	Q4 Apr 17 - Mar18	Q1 Jul 17 - Jun 18	Q2 Oct 17 - Sep 18
Long term sickness	3.39	4.87	3.39	1.48	1.50	0.00	0.00	0.00	0.00	0.00
Short term sickness	10.23	11.92	8.86	6.12	4.58	2.86	3.19	4.92	6.42	7.27

Sickness Risk Proforma

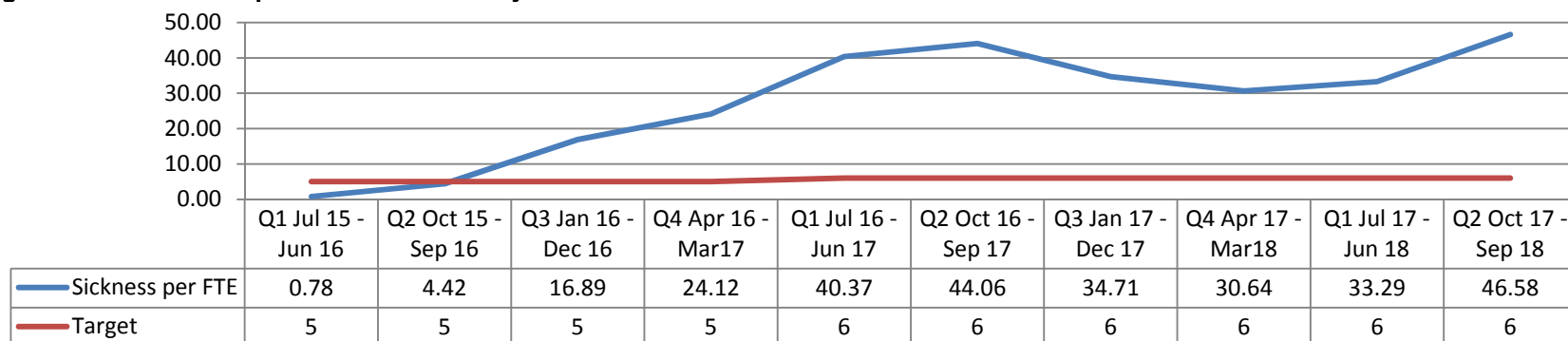
Reporting Period: 2018/19 Q2 (Oct 17 - Sep 18) Service: Economic Development

	2018/19 (Q2 Oct 17 - Sep 18)	2017/18 (Q2 Oct 16 - Sep 17)	2018/19 (Q1 Jul 17 - Jun 18)
Target FTE	6	6	6
Total Sickness Day	7.1	6.9	7.1
Sickness Per FTE	332.36	303.65	237.55
	46.58	44.06	33.29
Meeting Target	No		
Improvement on previous year	Worse		
Improvement on previous quarter	Worse		

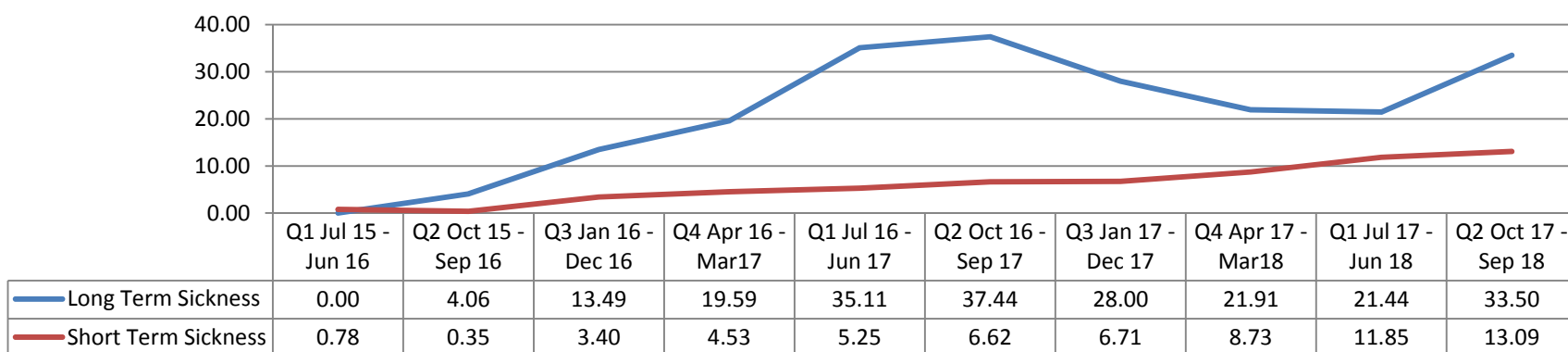
Officer Comments

Two members of staff still on long term sickness within the service. This accounts for 22% of FTE staff within Regeneration. Working with HR to try to enable return to work in the future for these members of staff.

Rolling 12 month sickness per FTE for the last 2 years



Rolling 12 month long term sickness per FTE and short term sickness per FTE for the last 2 years



Sickness Risk Proforma

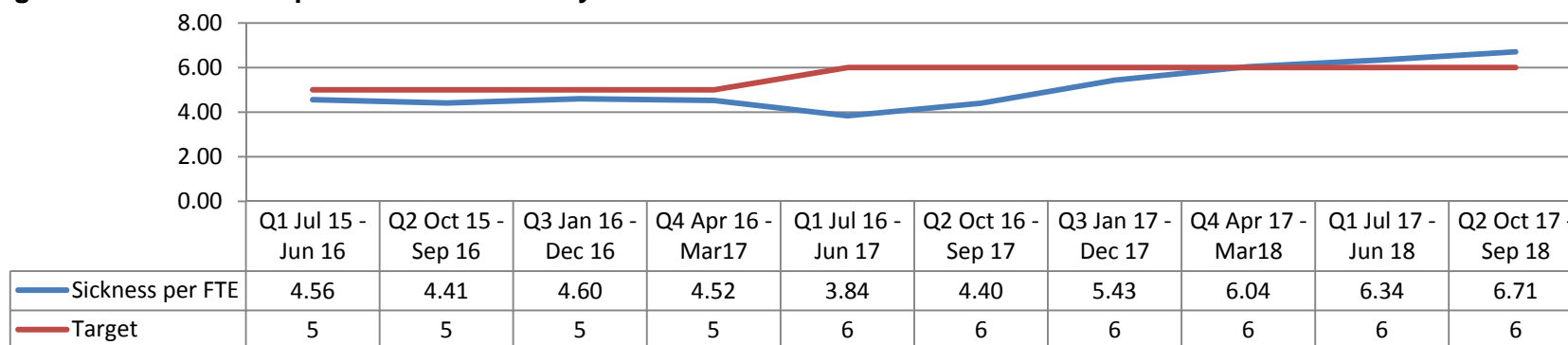
Reporting Period: 2018/19 Q2 (Oct 17 - Sep 18) Service: Regulatory & Governance

	2018/19 (Q2 Oct 17 - Sep 18)	2017/18 (Q2 Oct 16 - Sep 17)	2018/19 (Q1 Jul 17 - Jun 18)
Target FTE	6	6	6
Total Sickness Day	77.93	53.12	73.64
Sickness Per FTE	6.71	4.40	6.34

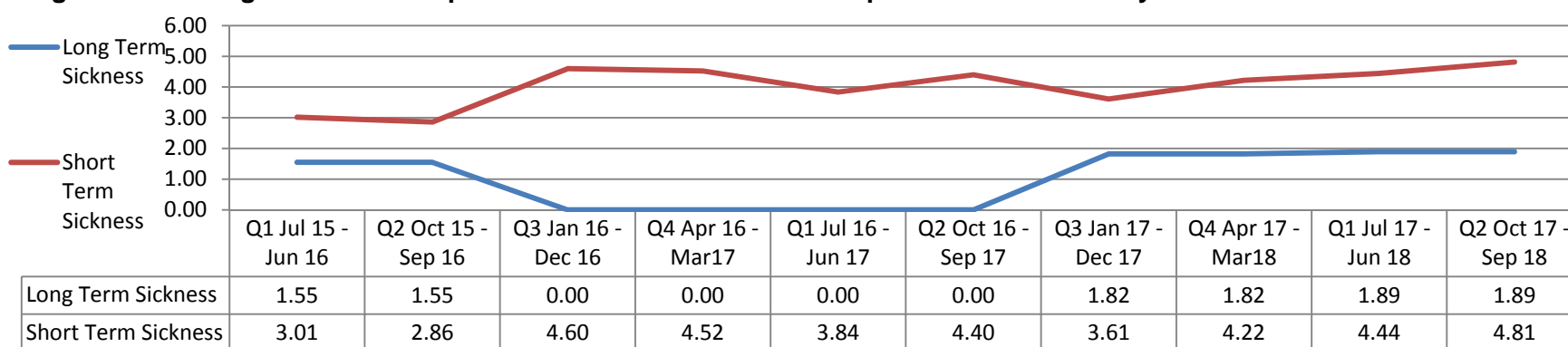
Meeting Target	No
Improvement on previous year	Worse
Improvement on previous quarter	Worse

Officer Comments
The service has experienced higher than normal levels of sickness, due mainly to long term health conditions affecting some members of staff. Staff are receiving medical treatment for these conditions, and this may mean that sickness levels continue to be higher than average. All sickness is being managed in accordance with the Council's procedures.

Rolling 12 month sickness per FTE for the last 2 years



Rolling 12 month long term sickness per FTE and short term sickness per FTE for the last 2 years



Sickness Risk Proforma

Reporting Period:

2018/19 Q2 (Oct 17 - Sep 18)

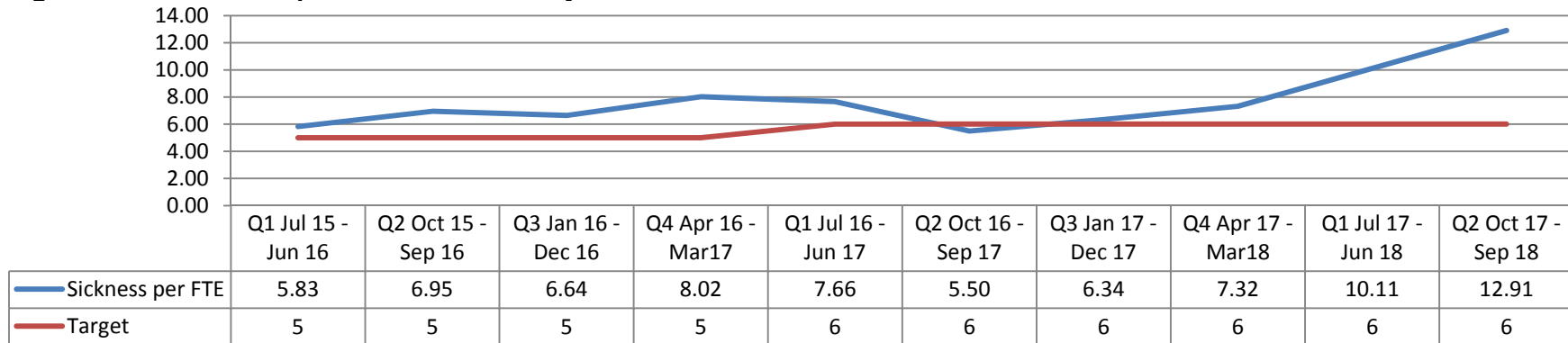
Service:

Benefits

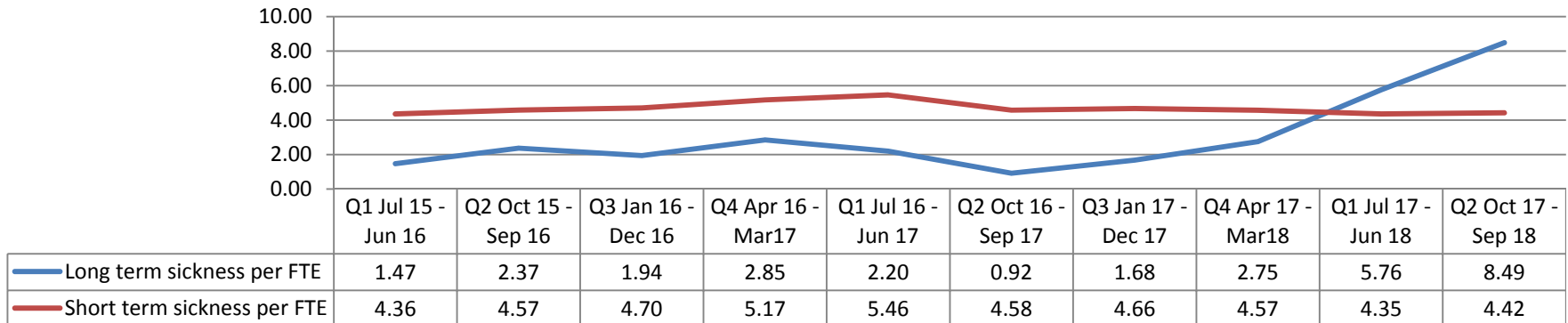
	2018/19 (Q2 Oct 17 - Sep 18)	2017/18 (Q2 Oct 16 - Sep 17)	2018/19 (Q1 Jul 17 - Jun 18)
Target FTE	6	6	6
Total Sickness Day	32.5	32.7	32.5
Sickness Per FTE	419.36	179.93	328.42
	12.91	5.50	10.11
Meeting Target	No		
Improvement on previous year	Worse		
Improvement on previous quarter	Worse		

Officer Comments
No comment

Rolling 12 month sickness per FTE for the last 2 years



Rolling 12 month long term sickness per FTE and short term sickness per FTE for the last 2 years



Sickness Risk Proforma

Reporting Period:

2018/19 Q2 (Oct 17 - Sep 18)

Service:

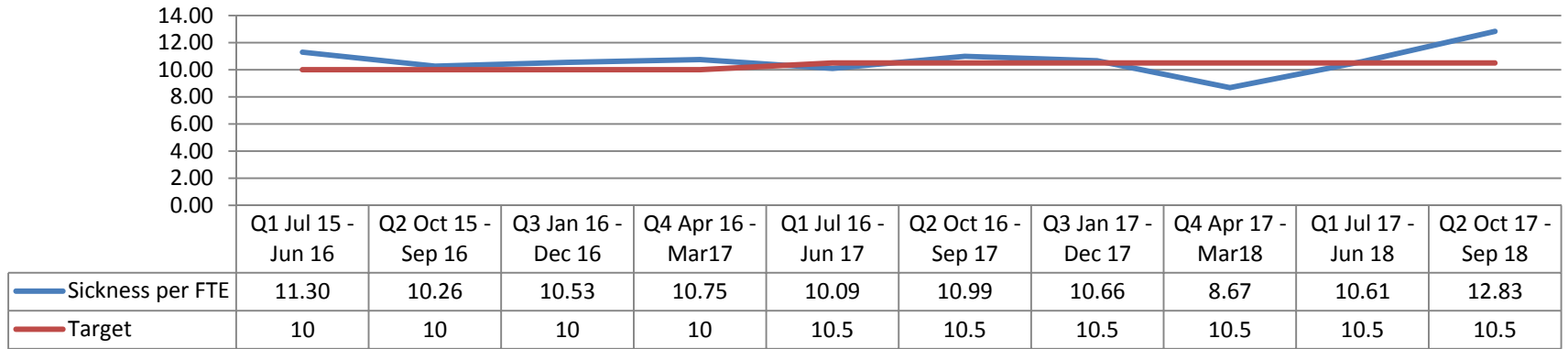
Operations, Transport & Countryside

	2018/19 (Q2 Oct 17 - Sep 18)	2017/18 (Q2 Oct 16 - Sep 17)	2018/19 (Q1 Jul 17 - Jun 18)
Target FTE	10.5	10.5	10.5
Total Sickness Day	170.0	178.1	170.0
Sickness Per FTE	2181.46	1956.89	1803.41
Meeting Target	No		
Improvement on previous year	Worse		
Improvement on previous quarter	Worse		

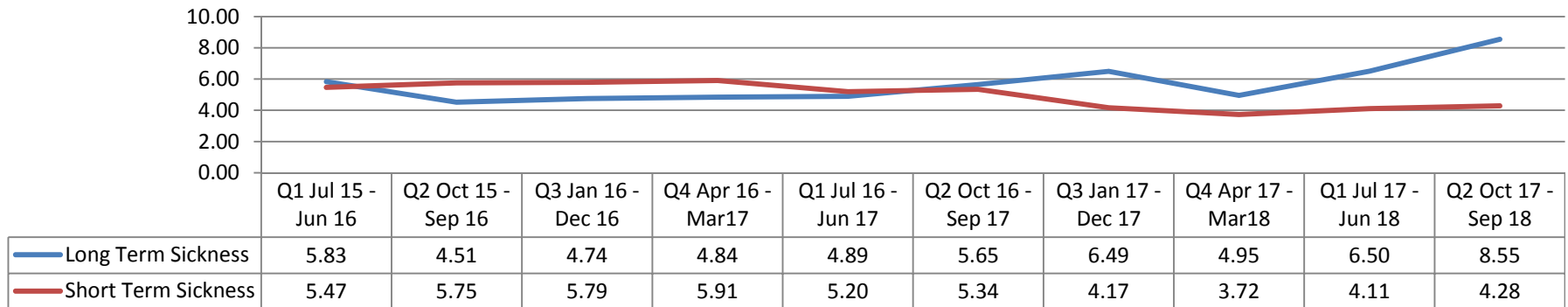
Officer Comments

The deterioration of our sickness figures is driven by the rise in our long-term sickness, compared to short term sickness which has remained largely static. We are working with HR to efficiently manage individuals with long-term health issues which impact their ability to attend work.

Rolling 12 month sickness per FTE for the last 2 years



Rolling 12 month long term sickness per FTE and short term sickness per FTE for the last 2 years



Sickness Risk Proforma

Reporting Period:

2018/19 Q2 (Oct 17 - Sep 18)

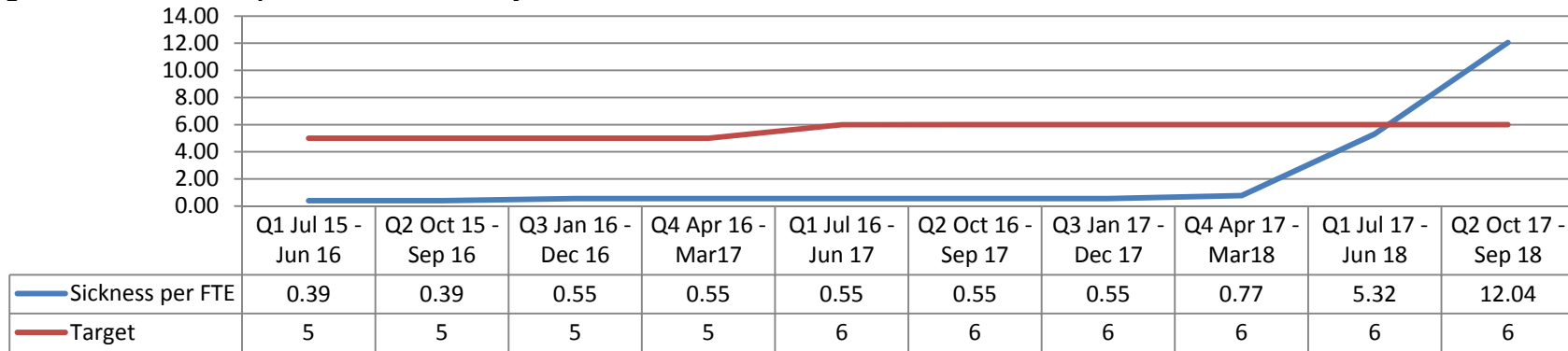
Service:

Procurement & print

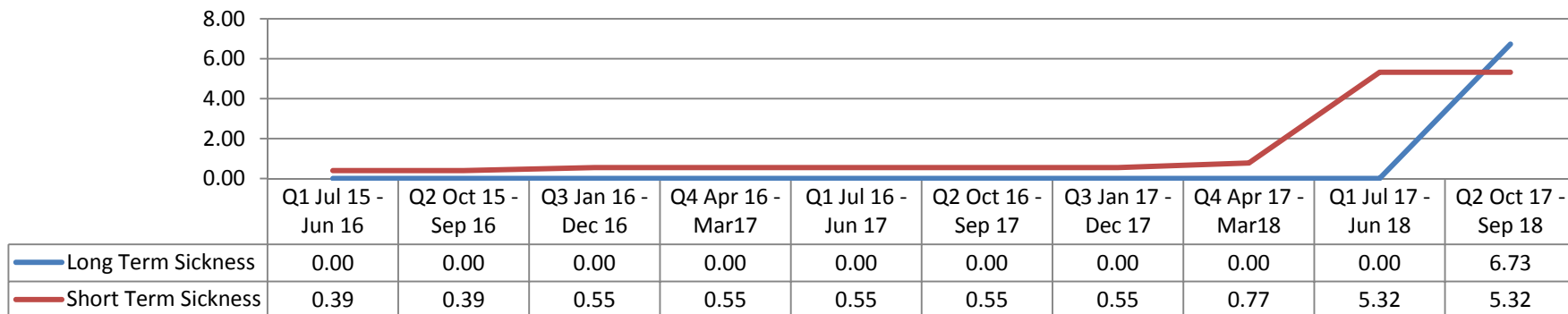
	2018/19 (Q2 Oct 17 - Sep 18)	2017/18 (Q2 Oct 16 - Sep 17)	2018/19 (Q1 Jul 17 - Jun 18)
Target FTE	6	6	6
Total Sickness Day	66.24	3.00	29.24
Sickness Per FTE	12.04	0.55	5.32
Meeting Target	No		
Improvement on previous year	Worse		
Improvement on previous quarter	Worse		

Officer Comments

Rolling 12 month sickness per FTE for the last 2 years



Rolling 12 month long term sickness per FTE and short term sickness per FTE for the last 2 years



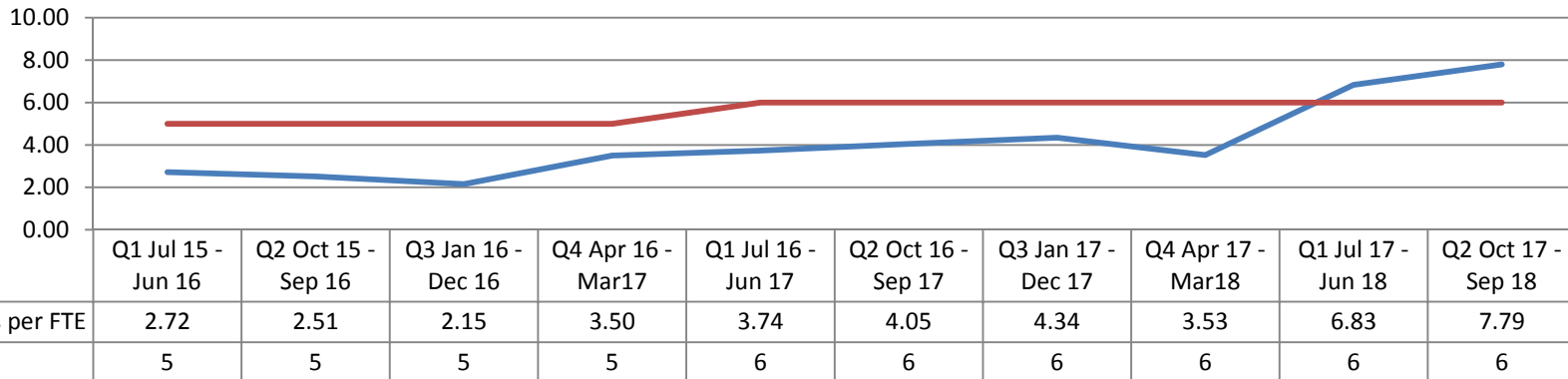
Sickness Risk Proforma

Reporting Period: 2018/19 Q2 (Oct 17 - Sep 18) Service: Planning

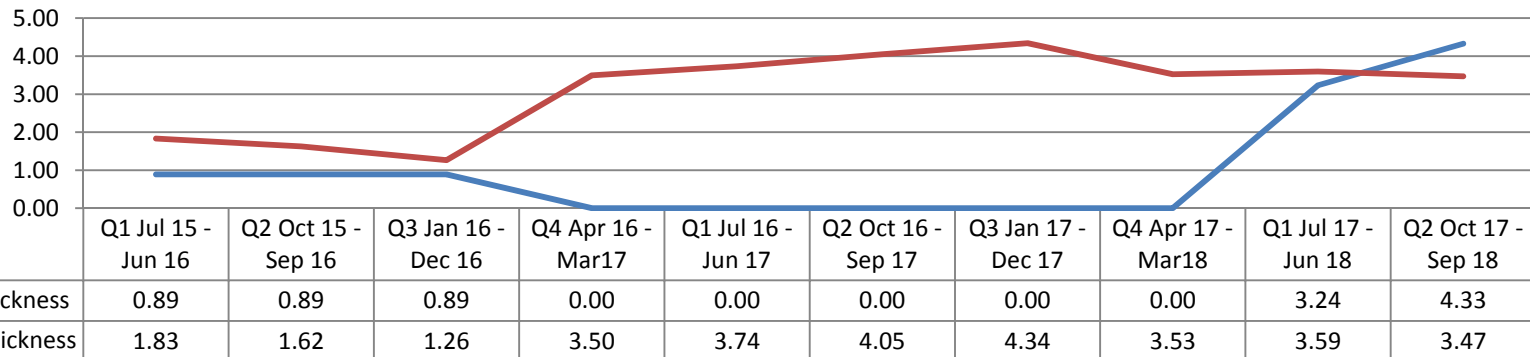
	2018/19 (Q2 Oct 17 - Sep 18)	2017/18 (Q2 Oct 16 - Sep 17)	2018/19 (Q1 Jul 17 - Jun 18)
Target	6	6	6
FTE	20.2	21.2	20.2
Total Sickness Day	157.24	85.74	137.81
Sickness Per FTE	7.79	4.05	6.83
Meeting Target	No		
Improvement on previous year	Worse		
Improvement on previous quarter	Worse		

Officer Comments
The service has faced some periods of repeated short term absence from a small number of staff facing on going medical issues.

Rolling 12 month sickness per FTE for the last 2 years



Rolling 12 month long term sickness per FTE and short term sickness per FTE for the last 2 years



Complaints Analysis 2018/19 (Oct 17 - Sep 18) - 12 month rolling

The monitoring of response times for stage 1 complaints shows that 92.6% of responses are provided within 20 working days across the Council. This represents an improvement on 88.8% for the same period last year (12 month rolling average). The average time to respond to complaints across the Council over the last 12 month period was 8 working days, significantly less than the target response time of 20 working days. A detailed table in relation to response times to complaints is provided below. This details performance in responding to complaints by service and further information has been provided by each Service Unit Manager where the complaints response times meets the exception criteria.

	2018/19 Target	Current Year - 2018/19 (Oct 2017 - Sep 2018)			Previous Year - 2017/18 (Oct 2016 - Sep 2017)			Previous Quarter - 2018/19 (Jun 2017 - Jul 2018)			Improving on previous year	Meeting Target	Improving on previous quarter
		No. complaints	% completed within timescale	Ave. days to complete	No. complaints	% completed within timescale	Ave. days to complete	No. complaints	% completed within timescale	Ave. days to complete			
All Council	80%	444	92.6%	8	304	88.8%	14	295	87.1%	19	Better	Yes	Better
Chief Executive													
Communications	80%	0			0			0					
Projects	80%	1	100.0%	3	1	100.0%	8	1	100.0%	8	Better	Yes	Better
Audit	80%	0			0			0					
Human Resources & Payroll	80%	0			1	100.0%	0	1	100.0%	0			
ICT	80%	0			2	100.0%	1	3	100.0%	2			
Transformation, Elections & Civic	80%	2	100.0%	4	3	100.0%	6	1	100.0%	0	Better	Yes	Better
Director (NE)													
Asset & Risk Management	80%	7	71.4%	18	3	100.0%	8	1	100.0%	4	Worse	No	Worse
Corporate Finance	80%	17	100.0%	6	31	96.8%	6	30	96.7%	7	Better	Yes	Better
Operations, Transport & Countryside	80%	167	98.2%	3	111	91.9%	9	113	92.9%	10	Better	Yes	Better
Harbours	80%	1	100.0%	17	1	100.0%	15	1	100.0%	15	Better	Yes	Better
Benefits	80%	8	100.0%	4	3	100.0%	2	5	100.0%	2	Better	Yes	Better
Housing	80%	16	93.8%	17	4	100.0%	3	3	100.0%	3	Worse	Yes	Worse
Director (LD)													
Legal	80%	4	25.0%	1	1	0.0%	249	1	0.0%	249	Better	No	Better
Procurement & Print	80%	0			0			0					
Regulatory & Governance	80%	13	61.5%	22	2	50.0%	30	2	50.0%	30	Better	No	Better
Parking & Venues	80%	116	91.4%	11	74	89.2%	15	72	83.3%	21	Better	Yes	Better
Environmental Health	80%	38	89.5%	6	27	92.6%	7	22	86.4%	22	Worse	Yes	Better
Director (RB)													
Planning	80%	34	94.1%	13	24	62.5%	53	20	55.0%	86	Better	Yes	Better
Tourism	80%	1	100.0%	12	0			1	100.0%	15		Yes	Better
Economic Development	80%	3	66.7%	17	0			0				No	
Communities & Partnerships	80%	13	92.3%	10	15	86.7%	11	17	88.2%	9	Better	Yes	Better
Estates	80%	3	66.7%	8	0			0				No	
Unallocated	80%	0			1	0.0%		1	0.0%				

Satisfaction & Compliments Summary 2018/19 (Jul 17 - Jun 18)

A total of 140 compliments were received which is an increase on the same period last year (12 month rolling). A detailed table in relation to compliments and service satisfaction is provided below.

Service Unit	Satisfaction Survey	2018/19 (Oct 17 - Sep 18)		2017/18 (Oct 17 - Sep 18)		2018/19 (Oct 17 - Sep 18)	2017/18 (Oct 16 - Sep 17)
		No. of responses	Average Satisfaction	No. of responses	Average Satisfaction	No. of compliments	No. of compliments
All Council						140	113
Chief Executive							
Audit						0	0
Projects						0	1
Human Resources & Payroll						0	0
ICT	ICT service satisfaction	282	97.1%	313	96.6%	0	2
Transformation, Elections & Civic	Elections satisfaction					0	0
Director NE							
Asset & Risk Management						14	2
Corporate Finance						0	0
Harbours	Harbours Satisfaction	199	70.1%	199	68.8%	2	5
Operations, Transport & Countryside						70	55
Housing	Home Improvement Agency	132	93.6%	99	94.2%	22	27
	Housing Options	1	100.0%	16	81.3%		
	Choices4Energy	11	79.5%	17	92.6%		
Benefits	Benefits service satisfaction	25	94.0%	57	86.4%	6	4
Director LD							
Procurement & Print	Print Plus satisfaction	178	95.4%	174	94.5%	0	0
Legal	Legal services satisfaction	0		0		0	0
Regulatory & Governance						0	1
Environmental Health	Food & Occupational Safety	41	92.1%	16	92.2%	6	1
	Licensing	0		1	100.0%		
Operations & Events	Car parking satisfaction	8	55.8%	78	62.7%	9	5
Director RB							
Tourism	Tourism service satisfaction	16	96.9%	27	95.4%	1	0
Planning						3	3
Economic Development						0	0
Communities and Partnerships						7	7
Estates						1	0

FOI Requests Analysis Current Year - 2018/19 (Oct 17 - Sep 18) 12 month rolling average

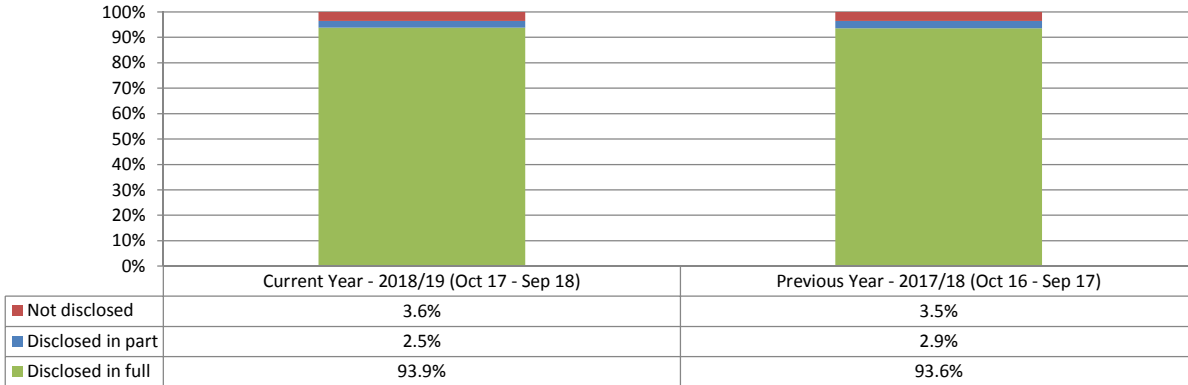
Response times for Freedom of Information requests shows that 98.3% of responses are provided within 20 working days across the Council. This represents an improvement on the previous year. The average number of days to respond to a Freedom of Information request is 8 working days, which is significantly less than the target statutory response time of 20 working days. A detailed table in relation to response times is provided below. This details performance in responding to Freedom of Information requests by service.

	2018/19 Target	Current Year - 2018/19 (Oct 17 - Sep 18)		Previous Year - 2017/18 (Oct 16 - Sep 17)		Previous Quarter - 2017/18 (Jul 16 - Jun 17)		Improving on previous year	Meeting Target	Improving on previous quarter
		% Completed within timescale	Ave. days to complete	% Completed within timescale	Ave. days to complete	% Completed within timescale	Ave. days to complete			
All Council	90%	98.3%	8.0	97.0%	9.9	96.1%	10.2	Better	Yes	Better
Chief Executive										
Projects	90%	100.0%	15.8	100.0%	11.3	100.0%	12.4	Better	Yes	Better
Human Resources & Payroll	90%	100.0%	8.2	100.0%	8.9	100.0%	8.3	Better	Yes	Better
Audit	90%	100.0%	15.7	100.0%	1.0	100.0%	1.0	Better	Yes	Better
Communications	90%	100.0%	8.0	100.0%	6.8	100.0%	5.6	Better	Yes	Better
ICT	90%	97.1%	18.5	100.0%	16.2	100.0%	15.2	Worse	Yes	Worse
Transformation, Elections & Civic	90%	100.0%	5.8	66.7%	18.7	80.0%	9.8	Better	Yes	Better
Director NE										
Operations, Transport & Countryside	90%	96.2%	5.9	98.0%	7.4	97.9%	6.9	Worse	Yes	Worse
Asset & Risk Management	90%	100.0%	12.6	94.3%	13.9	93.5%	12.9	Better	Yes	Better
Corporate Finance	90%	95.2%	14.0	94.6%	14.7	92.7%	14.9	Better	Yes	Better
Harbours	90%	100.0%	12.7	100.0%	13.5	75.0%	16.8	Better	Yes	Better
Benefits	90%	100.0%	2.9	100.0%	2.6	100.0%	4.3	Better	Yes	Better
Housing	90%	100.0%	7.1	100.0%	6.9	100.0%	7.1	Better	Yes	Better
Director LD										
Legal	90%	50.0%	19.5	50.0%	22.3	66.7%	21.4	Same	No	Worse
Procurement & Print	90%	93.8%	18.3	75.0%	21.6	77.8%	21.3	Better	Yes	Better
Regulatory & Governance	90%	100.0%	4.4	98.0%	7.1	98.0%	7.8	Better	Yes	Better
Environmental Health	90%	100.0%	7.7	96.8%	11.4	89.8%	11.8	Better	Yes	Better
Operations & Events	90%	97.7%	9.4	100.0%	7.4	98.0%	9.1	Worse	Yes	Worse
Director RB										
Planning	90%	93.2%	9.7	97.3%	8.6	100.0%	9.0	Worse	Yes	Worse
Tourism	90%	100.0%	7.5	100.0%	14.6	100.0%	14.5	Better	Yes	Better
Communities and Partnerships	90%	100.0%	10.1	100.0%	8.6	100.0%	8.1	Better	Yes	Better
Economic Development	90%	100.0%	14.5	100.0%	10.0	100.0%	N/A	Better	Yes	Better
Estates	90%	86.7%	8.9	N/A	N/A	100.0%	4.0	N/A	No	Worse

FOI Requests Analysis Current Year - 2018/19 (Oct 17 - Sep 18) 12 month rolling average

Release of Information

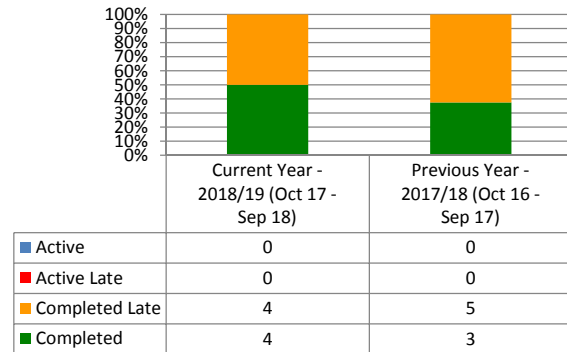
	Current Year - 2018/19 (Oct 17 - Sep 18)		Previous Year - 2017/18 (Oct 16 - Sep 17)	
	Number	Percent	Number	Percent
Disclosed in full	628	93.9%	485	93.6%
Disclosed in part	17	2.5%	15	2.9%
Not disclosed	24	3.6%	18	3.5%
Active	0		0	
Not held	133		15	



Internal Reviews

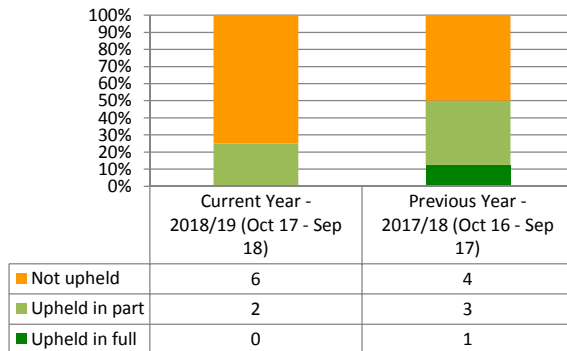
Status

	Current Year - 2018/19 (Oct 17 - Sep 18)	Previous Year - 2017/18 (Oct 16 - Sep 17)
	Number	Number
Completed	4	3
Completed Late	4	5
Active Late	0	0
Active	0	0
Total	8	8



Upheld

	Current Year - 2018/19 (Oct 17 - Sep 18)	Previous Year - 2017/18 (Oct 16 - Sep 17)
	Number	Number
Upheld in full	0	1
Upheld in part	2	3
Not upheld	6	4
Total	8	8



RIPA Activity Monitoring

This report presents statistics about the council's application of the Regulation of Investigatory Powers Act 2000 (RIPA), in line with recommendations made following the most recent inspection by the Office of the Surveillance Commissioner (OSC). The powers of the OSC have now been taken over by the Investigatory Powers Commissioner's Office (IPCO)

Background

Covert surveillance by a public authority, or the use of Covert Humans Intelligence Sources (CHIS) (ie agents), to gather information about a citizen will usually be a breach of his or her right to privacy under the Human Rights Act 1998. However it is permissible to do so to prevent or detect crime, if undertaken in accordance with the law. Under the Regulation of Investigatory Powers Act 2000 (RIPA), Codes of practice govern the authorisation of covert surveillance and CHIS. Compliance with RIPA and with the codes is regulated by the the Investigatory Powers Commissioner's Office (IPCO).

The following provides details of activity undertaken by the Council:

Statistics	2018/19			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
No of Directed Surveillance authorisations granted	0	0		
No of Directed Surveillance authorisations extant	0	0		
No of authorisations presented to a magistrate	0	0		
No of Authorisations were rejected by a magistrate	0	0		
No of Property Interference authorisations granted	0	0		
No of Intrusive Surveillance authorisations granted	0	0		
No of CHIS authorisations extant at end of quarter	0	0		
No of new CHIS authorisations granted	0	0		
No of CHIS authorisations cancelled	0	0		
No of authorisations using s49 Encryption powers granted	0	0		
No of times urgency provisions used, including the type of authorisation	0	0		
Number of individual undercover operative authorisations granted	0	0		
Number of individual undercover operative renewals granted under the Statutory Instrument 2013 / 2788 prior approval process	0	0		
Number of individual undercover operative authorisations cancelled during the period	0	0		
Number of individual undercover operative authorisations still extant at end of quarter	0	0		