



Public Document Pack  
North Devon Council  
Brynsworthy Environment Centre  
Barnstaple  
North Devon EX31 3NP

K. Miles  
Chief Executive.

### **POLICY DEVELOPMENT COMMITTEE**

A meeting of the Policy Development Committee will be held in the Barum Room - Brynsworthy on **THURSDAY, 18TH NOVEMBER, 2021 at 10.00 am.**

**(NOTE: A location plan for the Brynsworthy Environment Centre is attached to the agenda front pages. From the 7 May 2021, the law requires all councils to hold formal meetings in person. The council is also ensuring that all venues used are Covid secure and that all appropriate measures are put in place. There are a limited number of spaces available for members of the public to attend. Please check the Council's website for the latest information regarding the arrangements that are in place and the requirement to book a place 2 working days prior to the meeting [Taking part in meetings \(northdevon.gov.uk\)](http://northdevon.gov.uk))**

Members of the Policy Development Councillor D. Spear (Chair)  
Committee

Councillors Campbell, Bulled, Hunt, Jenkins, Luggar, Mackie, Roome, Walker and York

### **AGENDA**

7. **Performance and Financial Management Quarter 2 2021-22** (Pages 5 - 16)  
Appendix E, Version 2 (attached).

**If you have any enquiries about this agenda, please contact Corporate and Community Services, telephone 01271 388253**

10.11.21



## **North Devon Council protocol on recording/filming at Council meetings**

The Council is committed to openness and transparency in its decision-making. Recording is permitted at Council meetings that are open to the public. The Council understands that some members of the public attending its meetings may not wish to be recorded. The Chairman of the meeting will make sure any request not to be recorded is respected.

The rules that the Council will apply are:

1. The recording must be overt (clearly visible to anyone at the meeting) and must not disrupt proceedings. The Council will put signs up at any meeting where we know recording is taking place.
2. The Chairman of the meeting has absolute discretion to stop or suspend recording if, in their opinion, continuing to do so would prejudice proceedings at the meeting or if the person recording is in breach of these rules.
3. We will ask for recording to stop if the meeting goes into 'part B' where the public is excluded for confidentiality reasons. In such a case, the person filming should leave the room ensuring all recording equipment is switched off.
4. Any member of the public has the right not to be recorded. We ensure that agendas for, and signage at, Council meetings make it clear that recording can take place – anyone not wishing to be recorded must advise the Chairman at the earliest opportunity.
5. The recording should not be edited in a way that could lead to misinterpretation or misrepresentation of the proceedings or in a way that ridicules or shows a lack of respect for those in the recording. The Council would expect any recording in breach of these rules to be removed from public view.

### **Notes for guidance:**

Please contact either our Corporate and Community Services team or our Communications team in advance of the meeting you wish to record at so we can make all the necessary arrangements for you on the day.

For more information contact the Corporate and Community Services team on **01271 388253** or email **memberservices@northdevon.gov.uk** or the Communications Team on **01271 388278**, email **communications@northdevon.gov.uk**.

North Devon Council offices at Brynsworthy, the full address is:  
Brynsworthy Environment Centre (BEC), Roundswell,  
Barnstaple, Devon, EX31 3NP.

Sat Nav postcode is EX31 3NS.

At the Roundswell roundabout take the exit onto the B3232, after about ½ mile take the first right, BEC is about ½ a mile on the right.

Drive into the site, visitors parking is in front of the main building on the left hand side.

On arrival at the main entrance, please sign in using the Track and Trace App and follow the signage and instructions in order to access the Meeting Rooms. Alternatively, dial 8253 for Corporate and Community Services if you have any problems.





**Appendix E**

**Table A: High level status of all service plan actions tracked on Pentana**

	<b>Completed</b>	<b>Overdue</b>	<b>Cancelled</b>	<b>Not due</b>	<b>Total</b>
<b>Totals</b>	<b>448</b>				<b>577</b>
<b>Since the last report included in the total</b>	<b>7</b>				

**Table B: Service plan actions that have been cancelled authorised by SMT**

Action	Reason
NONE	

**Table C: Service Plan Actions (7) completed**

Action	Closure Note	Due Date	Completed Date
<p>C&amp;C C&amp;CS 01 18/19</p> <p>Introduce new online consultations and engagement software system</p>	<p>Currently in process of procuring a licence to use Microsoft Office Dynamics 365 which can be used by multiple users including Corporate and Community Services and Comms team. This software meets the needs of the Council for future consultations and engagement and has greater functionality than the previous software used. The procurement of this software has achieved significant savings within the Capital Programme. The accessibility statement has been produced and published on the Council's website. The next stages are to advise middle managers of the procurement of this software, to arrange training for the team in relation to analysing results and to revise the community engagement strategy.</p>	<p>31-Jul-2021</p>	<p>10-Aug-2021</p>
<p>Item 01 21/22</p> <p>Bringing abandoned area of site into use</p>	<p>Area fenced and shipping container in place</p>	<p>30-Jun-2021</p>	<p>25-Aug-2021</p>
<p>EH&amp;H H1 19/20</p> <p>Mitigate the effect of the reduction in Gov. grant funding which is currently supporting homelessness prevention services and the provision of temporary accommodation.</p>	<p>Gov funding secured for 21/22:</p> <p>£396,361 Homelessness Prevention Grant</p> <p>£536,594 Rough Sleeper Initiative Funding</p>	<p>30-June-2021</p>	<p>26-Aug-2021</p>

Page 7

<p>ICT 04 20/21</p> <p>New WAN (or improved connectivity) Solution to connect our sites and partners. Plus in advance of this put in 1 gig bearer initially for our outgoing internet traffic and then over time move all IP addresses to use this much larger pipe for all internet</p>	<p>We have worked with Devon County Council and our incumbent supplier and taken out a further contract 1 + 1 contract.</p>	<p>31-Aug-2021</p>	<p>29-Jul-2021</p>
<p>OD 03 HR 01 21/22</p> <p>Comensura - review the use for provision of agency staff currently an agreement with Mid Devon/South Hams/Teignbridge/Torrige/West Devon/Dartmoor NP</p>	<p>Have decided to continue with the Devon wide group going procurement being led by Teignbridge</p>	<p>31-Jul-2021</p>	<p>9-Sept-2021</p>
<p>P SS 06 19/20</p> <p>D P C T V</p>	<p>No closure note added</p>	<p>31-July-2021</p>	<p>11-Aug-2021</p>
<p>Place 03 20/21</p> <p>Develop a Climate Change and Biodiversity Action Plan</p>	<p>We now have a Climate Change Officer in post and these works will form part of a wider organisation project to be managed under a wider governance structure</p>	<p>31-Jul-2021</p>	<p>29-Jul-2021</p>



**Table D & Table E**

All outstanding Service Plan actions are currently being reviewed by the new Heads of Service as part of their service delivery moving forwards. These will need to tie in with the refreshed priorities of the Council which Members have been considering recently. This will form part of the new 2022-23 Service Plans which will be presented to Members in December/January and will include the carried forward actions from previous plans together with updated timelines.

**Table F: Key Performance Indicators: Last year's data + this year's results**

PI Code & Short Name	Performance Data Q1 2020/21 & 2021/22	Performance Data Q2 2020/21 & 2021/22	Performance Data Q3 2020/21 & 2021/22	Performance Data Q4 2020/21 & 2021/22	Year End Target	Year End Result	Current Target	Latest Note & History
<b>Planning</b>								
NI 155 <b>Number</b> of affordable homes delivered (cumulative <sup>1</sup> )	5	40	71	100		100		
	32	81						
NI 157a <b>Percentage</b> of major applications processed within 13 weeks	100%	100%	100%	67%	45%	92%	45%	Major applications determined within statutory timeframe of 13 weeks is 0% but total within statutory timeframe or the agreed extension of time is 88%
	86%	88%			45%			
NI 157b <b>Percentage</b> of minor planning applications processed within 8 weeks	97%	93%	96%	98%		96%	75%	Minor applications determined within statutory timeframe of 8 weeks is 21% but total within statutory timeframe or the agreed extension of time is 90%
	97%	90%						

Page 10

Agenda Item 7

<sup>1</sup> NI 155 changed from Gross to Cumulative

PI Code & Short Name	Performance Data Q1 2020/21 & 2021/22	Performance Data Q2 2020/21 & 2021/22	Performance Data Q3 2020/21 & 2021/22	Performance Data Q4 2020/21 & 2021/22	Year End Target	Year End Result	Current Target	Latest Note & History
<b>Planning</b>								
NI 157c <b>Percentage</b> of other applications processed within 8 weeks	91%	98%	98%	98%	85%	96%	85%	Other applications determined within statutory timeframe of 8 weeks is 53% but total within statutory timeframe or the agreed extension of time is 96%
	97%	96%			85%			
<b>Waste &amp; Recycling</b>								
82(i) Total <b>percentage</b> domestic waste recycled Page 11	51.9%	53%	47.10%	43.11%	46%	48.78%	46.00%	Quarter 2 figure not yet available
	51.74%				46%			

PI Code & Short Name	Performance Data Q1 2020/21 & 2021/22	Performance Data Q2 2020/21 & 2021/22	Performance Data Q3 2020/21 & 2021/22	Performance Data Q4 2020/21 & 2021/22	Year End Target	Year End Result	Current Target	Latest Note & History
<b>Finance</b>								
BV8 <b>Percentage</b> of invoices paid on time	96.20%	93.30%	91.3%	92.33%	97.00%	93.28%	97.00%	
	92.22%	91.40%			97.00%			
BV9 <b>Percentage</b> of Council Tax collected	27.47%	54.63%	81.41%	96.01%	97.5%	96.01%	97.5%	
	28.24%	55.13%			97.5%			
BV78a (M) <b>Speed</b> of processing - new Housing Benefit/Council Tax Benefit claims	27	27.6	23.8	24.1	28.00	25.6	28.0	
	27.3	25.7			28.00			
BV10 <b>Percentage</b> of Non-domestic Rates Collected	21.07%	57.23%	81.68%	95.23%	99.05%	95.23	99.05%	
	20.88%	50.03%			99.05%			
<b>Property &amp; Technical</b>								
L728 <b>Percentage</b> of the gross internal area of the investment estate currently let	98.16%	95.21%	95.21%	95.23%				
	96.01%	96.01%						
L168 <b>Income</b> per car park P&D ticket	July £1.79	Sept £1.79	Dec £1.51	March £1.40	£1.69		£1.79	
	July £1.87	Sept £1.89			£1.83			

PI Code & Short Name	Performance Data Q1 2020/21 & 2021/22	Performance Data Q2 2020/21 & 2021/22	Performance Data Q3 2020/21 & 2021/22	Performance Data Q4 2020/21 & 2021/22	Year End Target	Year End Result	Current Target	Latest Note & History
<b>Building Control</b>								
L300 Building Regulation Full Plan applications determined in 2 months	98%	99%	99%	97%	95%	98.75 %	95%	
	90%	97%			95%			
L301 Building Regulation Applications examined within 3 weeks	99%	100%	99%	98%	95%	99%	95%	
	100%	98%			95%			
L302 Average time to first response (Days)	5	7	7	7	10	7	10	
	8.5	7.5			10			

PI Code & Short Name	Performance Data Q1 2019/20 & 2020/21	Performance Data Q2 2019/20 & 2020/21	Performance Data Q3 2019/20 & 2020/21	Performance Data Q4 2019/20 & 2020/21	Year End Target	Year End Result	Current Target	Latest Note & History	
<b>Customer Services &amp; Communications</b>									
L999 Feedback Customer Satisfaction %	N/A	N/A	N/A	N/A			50%		
	42%	53%							
L997 Customer Service Satisfaction %	83%	N/A	N/A	N/A	90%		90%		
	94%	90%			90%				
L998 Media Satisfaction % Annual					Annual	N/A	100%	90%	Survey not carried out this year

PI Code & Short Name	Performance Data Q1 2020/21 & 2021/22	Performance Data Q2 2020/21 & 2021/22	Performance Data Q3 2020/21 & 2021/22	Performance Data Q4 2020/21 & 2021/22	Year End Target	Year End Result	Current Target	Latest Note & History
<b>Environmental Health &amp; Housing</b>								
LEHH014 Food Hygiene Interventions <b>Completed</b>	16	2	88	187	1776	293		
	29	177						
LEHH015 <b>Percentage</b> of Food Hygiene Due Interventions Completed	2.5%	0.3%	0.6%	1.2%	100%	1.6%	100%	
	3.7%	23%			100%			
PI Code & Short Name	Performance Data Q1 2020/21 & 2021/22	Performance Data Q2 20120/21 & 2021/22	Performance Data Q3 2020/21 & 2021/22	Performance Data Q4 2020/21 & 2021/22	Year End Target	Year End Result	Current Target	Latest Note & History
LEHH016 Housing Options - <b>Number</b> of Homelessness Prevented & Relieved	102	153	104	135		494	Data only	Prevention - 85, Relief - 41
	128	126						
LEHH017 Housing Options - <b>Number</b> of Households Accommodated in Temporary Accommodation	36	33	33	38		140	Data Only	
	42	38						

LEHH019 Housing Standards - <b>Number</b> of DFG's Completed & <b>Monies Paid</b>	30	56	102	214			Data only	Total for Qtr 2: £430,622.35
	31	78						
LEHH026 <b>Number</b> of NDC Lets Through DHC	48	98	70	98		314	Data only	
	72	70						
LEHH020 Housing Standards – the <b>level</b> of unmet demand for DFGs	£366,156	£227,416	£300,799	£401,580		£1,295,951	Data only	
	£343,163	£354,224					Data only	

## 2. Constitution Context

Appendix and paragraph 5.5

Referred or delegated power? Delegated

## 3. Statement of Internal Advice

3.1 The author (below) confirms that advice has been taken from all appropriate Councillors and officers.