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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, 11TH JANUARY, 2024 at 6.30 pm.**

(NOTE: A location plan for the Brynsworthy Environment Centre is attached to the agenda front pages. For meetings held at Brynsworthy only, you can join the meeting virtually via Microsoft Teams. There are also limited spaces to attend the meeting in person. 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)

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

Councillors Bishop, Bulled, Bushell, Clayton, Hunt, Jones, P Leaver, Patrinos, Turton, Wilson and Worden.

AGENDA

1. Apologies.
2. To approve as a correct record the minutes of the meeting held on 16th November 2023 (attached). (Pages 5 - 16).
3. Items brought forward which in the opinion of the Chair should be considered by the meeting as a matter of urgency.
4. Declarations of Interest.

Please telephone the Corporate and Community Services team to prepare a form for your signature before the meeting. Interests must be re-declared when the item is called. A declaration of interest under the Code of Conduct will be a Disclosable Pecuniary Interest, an Other Registrable Interest or a Non-Registrable Interest. If the item directly relates to your interest you must declare the interest and leave the room for the item, save in the case of Other Registrable Interests or Non-Registrable Interests where you may first speak on the item as a member of the public if provision has been made for the public to speak. If the matter does not directly relate to your interest but still affects it then you must consider whether you are affected to a greater extent than most people and whether a reasonable person would consider your judgement to be clouded, if you are then you must leave the room for the item (although you may speak as a member of the public if

provision has been made for the public to speak) or, if you are not, then you can declare the interest but still take part).

5. To agree the agenda between Part 'A' and Part 'B' (Confidential Restricted Information).

PART 'A'

INTERNAL ITEMS

6. **Service Plans** (Pages 17 - 58).
Report by the Chief Executive (attached).
7. **Work programme 2023/24.** (Pages 59 - 60).
Work programme 2023/24 (attached).
8. **Briefing paper in relation to the proposed agriculture reforms. Councillor Bulled to report.** (Pages 61 - 62).
Briefing paper (attached).

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

3.01.24



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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 Chair 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 recording should leave the room ensuring all recording equipment is switched off.
4. Any member of the public has the right not to be filmed. We ensure that agendas for, and signage at, Council meetings make it clear that recording can take place – anyone not wishing to be filmed must advise the Chair at the earliest opportunity to allow them to be directed to an area in the room where they will not be caught on camera. Subject to paragraphs 1, 2 and 3 above, audio recordings shall be permitted at all times during public meetings.
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.

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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 dial 8253 for Corporate and Community Services.

All public meetings held at Brynsworthy Environment Centre are held on the ground floor and are accessible through the main entrance to the building or via a ramp located adjacent to the main entrance



NORTH DEVON COUNCIL

Minutes of a meeting of Policy Development Committee held at Barum Room - Brynsworthy on Thursday, 16th November, 2023 at 6.30 pm

PRESENT: Members:

Councillor L. Spear (Chair).

Councillors Bishop, Bulled, Bushell, Clayton, D Knight, Jones, Patrinos, Turton and Wilson.

Officers:

Director of Resources and Deputy Chief Executive, Head of Governance, Head of Programme Management and Performance and Finance Manager.

Also Present virtually:

A member of the public and press representative.

14. APOLOGIES

Apologies for absence were received from Councillors Hunt and Worden.

15. TO APPROVE AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON 14TH SEPTEMBER 2023 (ATTACHED).

RESOLVED, that the minutes of the meeting held on 14th September 2023 (circulated previously) be approved as a correct record and signed by the Chair.

A question was raised by a Member regarding the invitation to the Local MP to attend the meeting and her reasons for not attending. The Member was advised that the MP was unable to attend as she was in Parliament.

Councillor D. Knight abstained from voting as he wasn't present at the meeting.

16. DECLARATIONS OF INTEREST.

There were no declarations of interest announced.

17. DENTISTRY SERVICES IN NORTH DEVON.

The Committee considered the report of the Devon County Council Health and Adult Services Committee held on 21st September 2023 together with a minute extract of the meeting.

The Vice Chair advised that the aim of the meeting was to invite a panel of experts to discuss the ongoing problems for the residents of North Devon in securing NHS dental care and that invitations had been sent to representatives that they wished to discuss their concerns with and that of the four invitations sent out, one was declined and the other three were not acknowledged.

He added that there were local residents together with representatives from Save our Hospitals who were keen to attend to meet with the experts. However, without a panel to ask questions of this had not been possible.

Following some research, he raised the following points:

- At the present time, every child in the UK is entitled to free NHS dentistry. However, there were not enough dentists to treat them.
- People entitled to benefits together with pregnant women and recent mothers also had the right to the unobtainable service.
- These rights were guaranteed until you try to exercise them.
- The number of active NHS dentists in UK at its lowest in a decade despite a growing population.
- According to figures released by the British Dental Association (BDA) in early 2023 23,577 dentists carried out NHS work in 2022/23 financial year, which was down by more than 1100 on the pre-pandemic level and lowest level since 2012/13.
- Overall 80% of practices in the UK no longer take on child NHS patients and about 90% were refusing new adult patients.
- The latest figures from the NHS Devon indicated that 6287 people were currently on NHS waiting lists in North Devon and Torridge, 1183 of which are children.
- Corresponding figures for Devon are 98,378 and 20,096.
- Obtained a link to the NHS Devon website, listed all NHS dental practices. Was unable to find one practice that would take a new NHS dentist.
- The current situation was that fewer than 4 in 10 adults in Devon visited a NHS dentist in a year, and only half Devon's children.
- There were fewer dentists with long, and growing, waiting lists for those few practices still accepting NHS patients.
- When a dentist provides treatment to patients on the NHS they lose money, because state funding does not cover their costs.
- The situation would continue to get worse because funding for NHS dental services had been cut in real terms by 4% year. Dental inflation driven by the rising costs of laboratory bills, energy, wages together with materials, was about 11% a year.
- The payment system imposed by the government meant that dentists received the same payment from the NHS for a patient who required 10 fillings as for a patient who required one.
- Treating a patient earns three Units of Dental Activity (UDA) points, regardless of the length and expense of the procedure.
- Every practice had to meet an annual UDA target. So there was no incentive to practise preventive dentistry, and every incentive to exclude the patients with the greatest needs.

- The NHS allocated dental funding to areas, like Devon, on the assumption that about one in six people won't need any care and about one in three were treated privately.
- There was funding provision for half the population, and the money per person wasn't enough to pay for their treatment.

He gave an example given to him by a practicing dentist in North Devon:

"I agreed to see the early 20s age son of one of my NHS registered families. He hadn't been for a few years but I agreed to see him on the NHS because his parents have been patients for years and he was my patient as a child. He needs something like 2 teeth out and many fillings to get him dentally fit. His treatment will take 3 or 4 hours of surgery time plus filling materials etc. Had I seen him on a private basis, his treatment would have brought around £1,500 into the practice to cover wages/materials/overheads. The NHS will pay the practice £150 for the same treatment! It will actually be costing the business and me personally money to do the treatment for him. Whilst it's nice to do a nice thing for people occasionally, you can't keep a business afloat like that!"

- If a practice were to expand their NHS provision they could only do so if there was space within the local budget. There rarely was since no new money was being added to the pot, instead the pot has been shrinking. For some years many of the available NHS contracts were hoovered up by corporate groups who offered to do the contracts for a smaller amount of money than an individually owned practice could.
- This was also a large part of the reason that there was no orthodontist in North Devon. A large group were successful in obtaining the contract from the existing established local practice by offering to deliver the service at a more cost effective rate.
- They had achieved such cost savings by not employing a full time orthodontist at the practice and opting to utilise the skills of therapists undertaking the day to day work and employing a "supervising" orthodontist to travel down to North Devon from a location outside of the North Devon area.
- The arrangement subsequently broke down when the orthodontist decided that he no longer wished to undertake the commute and the company had been unsuccessful in recruiting a replacement.
- The situation had been further compounded owing to the low value of the contract in that it wasn't cost effective to employ an orthodontist to a full time position and move to the area.
- There were two orthodontists that lived in North Devon. However, neither were prepared to work for the larger company as they had held the original contract within North Devon for a number of years. The impact of this meant that as it currently stood there was no provision to adjust and monitor the braces of children within the North Devon area.
- In a post on X, formerly Twitter, the British Dental Association (BDA) said: "Oral cancer claims more lives than car accidents. But NHS dentistry was still waiting on a promised recovery plan."
- More than 3,000 people in England died from mouth cancer in 2021, compared with 2,075 in 2011, according to figures by Oral Health Foundation

(ORF) first reported by the BBC, representing an increase of 46%. The ORF, Toothless in England (TIE), a group that campaigns for free dentistry, and the BDA said the rise was a direct result of cuts to NHS dentistry.

- There were instances of some of the Ukrainian refugees currently living in the North Devon area who would return to their home country for dental treatment because they cannot find it in North Devon. So, they would rather fly into a war zone to seek treatment than wait for dental care in the sixth largest economy in the world.
- The quality of the dental care provided had also dropped. The number of complaints received by the health services ombudsman had increased by 66% in five years.
- From 1,193 in 2017/18 to 1,982 in 2022/23. Over the same period the proportion of complaints upheld by the ombudsman had increased from 42% to 78%. The figure of 78% was “significantly more” than for any other area of NHS care, such as GPs, hospitals and mental health care where the overall average was 60%.

The Committee discussed and raised the following points:

- Acknowledged the depressing situation that northern Devon was currently facing.
- Raised concerns about the process that was followed to procure the orthodontist contract and questioned whether due diligence was taken in awarding the contract to the larger company who had failed to deliver on their promise.
- Requested a more detailed response related to how the orthodontic contract was procured and whether or not the lack of an orthodontic provision in the North Devon area was being addressed.
- Expressed their disappointment that no one had attended the Committee to meet with the Members and listen to their concerns.
- Also noted their disappointment that the MP had not attended the Committee.
- Were advised that the MP had written a number of letters to the Department of Health over the last 12 months. However, there was uncertainty as to whether or not this was publicly available. The Member agreed to speak with the MP’s agent to ascertain if the letters were within the public domain.

The Director of Resources and Deputy Chief Executive advised that with regards to the procurement of new NHS dental contracts for Units of Dental Activities (UDAs) a report considered by Devon County Council in September 2023 outlined those procurements within phase one that had been awarded. However, there were 4,500 UDAs in the EX39 (Bideford area) and 3,000 UDAs in the EX32 (Barnstaple area) that contracts had not been awarded following phase one of the procurement exercise. He was unaware if any further progress had been made on those procurements and the Committee should look for an update on this procurement position.

RESOLVED, that Standing Orders be suspended to allow a Member of the public to virtually address the meeting.

The Member of the public addressed the Committee and encouraged Members to lobby government to change the NHS contracts to support dentists and encourage them back into the NHS and address the major funding impact upon healthcare services.

RESOLVED, that Standing Orders be reinstated to allow the remaining business to be transacted.

RESOLVED:

- a) That the Committee write to the MP and congratulate her on her position in the Private Members Ballot and request that she consider using dentistry as the main thrust of her private members bill;
- b) That the Committee offers its full support to the MP and request that she provide an update to the members on the steps that she had taken to address the lack of NHS dentistry provision for the North Devon area so far;
- c) That a request be made to the NHS to provide an update on the planned procurement of new contracts for the Units of Dental Activity (UDAs) in the Northern Devon area as EX39 and EX32 postcodes were originally planned in phase one procurement; and
- d) That a Notice of Motion be raised at Full Council on 17th January 2024 to request the support of both the Leader and Full Council in requesting that the MP take on dentistry as part of her Private Members Bill.

18. PERFORMANCE AND FINANCIAL MANAGEMENT Q2 2023-24.

The Committee considered a report by the Director of Resources and Deputy Chief Executive (circulated previously) regarding the Performance and Financial Management for Quarter 2 of 2023/24 together with Minute Extract of Strategy and Resources on 6th November 2023 (circulated previously).

The Finance Manager highlighted the following:

- The revenue budget for 2023/24 was approved at Council on 22nd February 2023 at £14,766,450.
- As at 30th September 2023, the latest forecast net budget was £14,698,450, which produced a budget surplus of £68,000, which was an improvement of £51,000 on quarter one. Details of the Variations of the Revenue Budget could be seen at Appendix A of the report
- The original budget for 2023/24 included a forecast to achieve £250,000 worth of salary vacancy savings. The current position forecasts that the Council would achieve £142,000 based on known vacancies to date, but it was anticipated that the budget of £250,000 would be achieved by the end of the financial year.

- The national pay award had been agreed by the Unions and the additional costs of this would be funded with the sum of £436,000 from the Budget Management Reserve.
- The Collection Fund reserve balance was, approximately £1.3 million. This earmarked reserve was created to deal with the timing impacts of the Collection Fund (Business Rates), which ensured the revenue budget was not unduly affected in the year the taxes were collected. This reserve included a £912,000 balance that would be utilised in 2023/24 and 2024/25 to mitigate timing differences of business rate reliefs awarded in 2022/23, this left a reserve balance of just over £427,000 protection against future volatility.
- The Valuation Office Agency had notified the Council that the Rateable Value of the Museum of Barnstaple and North Devon was to be reduced to £1, backdated to 2019.
- As at the 30th September 2023 total external borrowing was £3m. The timing of any future borrowing was dependent on how the authority managed its treasury activity.
- Due to slippages in the Capital programme and using the cash flow balances for internal borrowing had reduced borrowing costs on the expenditure budget and the Council was currently forecasting a £164,000 underspend on the interest payable.
- There is also no anticipated use of the Treasury Management reserve during 2023/24 and so the full reserve balance of £275,000 could be carried forwards to help protect and mitigate against higher borrowing costs in the future financial years.
- Due to on-going higher interest rates the Council was also reporting a £250,000 net increase in interest receivable.
- The costs of Temporary Accommodation had increased, the average cost per night have increased from £60 to £70 per night. The volume of cases presenting as homeless was also increasing but this was partly mitigated by the on-going programme of purchasing Temporary Accommodation properties. The increase in costs of £194,000 had been offset by additional homelessness grant.
- Appendix B of the report – “Movement in Reserves and Balances” detailed the movements to and from earmarked reserves.
- Appendix C of the report – “Strategic Contingency Reserve” detailed in full movements and commitments of the Strategic Contingency Reserve movements.
- The Capital programme could be seen at Appendix D of the report.
- The current 2023/24 Capital Programme stood at just under £23 million. An overall variation of just over £5.4 million was being proposed. This variation consisted of two additional capital bids, reductions in projects costs, changes in scheme funding and just over £5.2 million project slippage to future years.
- Full details of these movements were detailed at section 4.4.3 of the report.
- These changes take the revised Capital programme for 2023/24 to 2025/26 to just under £35 million.
- The Capital programme was funded by Capital Receipts/Borrowing of £13.3 million, External Grants and Contributions of £18.7 million and Reserves of £2.9 million.
- The actual spend as at the end of that quarter 2 was just over £5.3 million.

- The release of funds for the Capital Programme was detailed at section 4.4.8 of the report.
- The Treasury Management and Debt Management figures were detailed at sections 4.5 and 4.6 respectively.
- Appendix E of the report detailed the Corporate Plan Delivery highlights along with Key results and Performance indicators.

In response to a question regarding the abolition of a charge for domestic waste, the Lead Member for Waste and Recycling advised that the potential abolition of charges related to DIY waste and rubble at recycling centres, which were under the remit of Devon County Council and therefore not a district function.

In response to questions, the Director of Resources and Deputy Chief Executive advised:

- The costs that were incurred by the district council to clear and remove fly tipping, were recoverable by the Council through means of successful prosecution if the perpetrators were identified.
- With regards to the timeframe for repairs to the wall at the Ilfracombe Museum, he confirmed that the repairs had been slipped to 2024/25 in the capital programme. However, the stability of the wall was not considered a health and safety issue and had been cordoned off. The works had only recently been approved within the capital budget and an update would be provided from the team via email to the Councillor.
- An error was noted in relation to the percentage figures for the total number of properties registered as second homes in quarters one and two of 2023/24, these figures should be presented as follows:
 - Q1 = 1,806 (4.04%)
 - Q2 – 1,820 (4.06%)

In response to questions, the Head of Programme Management and Performance advised:

- That the error in the percentage figures related to the total number of properties registered as second homes in quarters one and two of 2023/24 would be amended on the Pentana performance system.
- There were six new Performance Indicators (PIs) for Waste and Recycling, which were at the consultation stage.
- The tender submission for the procurement of a new baler for the processing hall had closed on the previous Friday and the tenders were currently being evaluated at the present time by officers within the Waste and Recycling team.
- A report was due to be considered by Full Council in the New Year, which would detail the wider costs involved in purchasing the baler together with the fire suppression system for the processing hall, which would be delivered as part of a contract rather than a separate procurement exercise.

RESOLVED, that the decisions and recommendations of the Strategy and Resources Committee be endorsed.

19. MID YEAR TREASURY MANAGEMENT REPORT 2023/24

The Committee considered a report by the Head of Governance (circulated previously) regarding the Mid-Year Treasury Management 2023/24.

The Head of Governance highlighted the following:

- The Treasury Management Strategy Statement for 2023/24 was approved at Council on 22nd February 2023.
- The underlying Treasury Management Strategy Statement approved previously required revision in light of economic and operational movements during the year. The proposed changes could be seen in section 4.1 of the report.
- The Council's forecast Capital Financing Requirement, underlying need to borrow for capital purposes, for 2023/24 was circa £30 million.
- At present the Council projected external borrowing of £9 million with £3 million long term liabilities (finance leases) and £18 million from internal borrowing of cash flow funds.
- In the current economic climate internal borrowing remained the most prudent and cost effective approach by the Council.
- The forecast Capital Financing Requirement had decreased by about £3.4 million from the original budget. This was due to re-profiling of the Capital Programme with expenditure being slipped to future financial years for the projects such as Future High Streets project.
- The external Public Works Loan Board (PWLB) borrowing remained at £3 million with the current forecasted figure of £6 million additional borrowing during 23/24. The exact amount would depend on any further capital spend slippages and the cash flow balances towards the end of the financial year end.
- Section 4.5 of the report shows the borrowing strategy in more detail.
- The use of cash flow balances for internal borrowing had reduced the borrowing costs on the interest payable budget forecast at £164,000.
- A total in excess of £400,000 interest return on the portfolio held by the Council was being forecast.

In response to a question regarding the underspend of capital expenditure by service on page 89 of the report, the Head of Governance advised that the budget for capital spend at the beginning of the financial year for projects such as the future high streets project had been moved into future years.. He added that further slippages to the capital programme would reduce the need to take on additional external borrowing during the year

In response to questions, the Director of Resources and Deputy Chief Executive advised:

- That the allocated capital budget for temporary accommodation had only spent one quarter of its allocated 2023/24 funds. However, there were a number of properties which were due for completion within the next few weeks. Work planned for Green Lanes might slip in the next financial year.
- The land release fund and infrastructure works for Seven Brethren had been agreed and work was currently ongoing at the site to demolish the old leisure centre.
- The material recovery facility project in the processing hall would commence in the New Year with some of the spend coming within the last quarter of the financial year. Only £5.3m of the 2023/24 £17m capital programme had been spent so far with the potential for some of the allocated spend being moved into the 2024/25 budget.
- The proposed Community Hub for Green Lanes would be funded separately through the business transformation reserve.

RESOLVED, that the decisions and recommendations of the Strategy and Resources Committee be endorsed.

20. WORK PROGRAMME 2023/24

The Committee considered the work programme together (circulated previously).

The Committee discussed the work programme and the item due for consideration at the meeting in December 2023.

The Chair invited Councillor Jones to address the Committee regarding the water quality item and the recent discussions that had been held in relation to it.

Councillor Jones provided the following update:

- The Water Quality team were mindful of getting the best outcome possible from the meeting and had therefore decided that they would like to reschedule the meeting to be held in either January or February 2024.
- The meeting would be held at either the Barnstaple Library or at Petroc.
- The team had drawn up a list of experts that they wish to invite to the sit on the panel to ensure that the Committee gain a full understanding of the current position regarding water quality within the North Devon area.
- As part of the teams ongoing work, 30 members of the public undertook training in Braunton on Saturday 11th November 2023 to allow them to independently test water quality within an area specifically allocated to them and create a network of people who were able to test water quality once every two weeks.
- This information was then entered into an application, which was linked to the Rivers Trust database and analysis team and allowed them to build up a picture of the water quality within the North Devon area.
- There were longer term aspirations to roll this system out to the coastal waters as well.

He added that he would continue to work closely with the Corporate and Community Services officer in order to deliver the event and that the Committee would be advised of a date in due course.

The Chair thanked Councillor Jones for his update to the Committee.

The Vice Chair explained that to ensure all future panel meetings ran smoothly, he had prepared a crib sheet for the Committee to explain how the process works and that this would be emailed to the members following the meeting.

In response to a question regarding the impact on the capacity existing infrastructure and water quality as more new homes were being built and improvements were not being made to the existing systems. Councillor Jones advised that there were a range of processes being put in place by the Rivers Trust and that following a recent new build estate in Chulmleigh, South West Water had acted and carried out works to update the capacity of the existing system.

The Director of Resources and Deputy Chief Executive raised the issue of there being no other business currently to be considered at the next scheduled meeting on Thursday 14th December 2023 and requested that the Committee consider cancelling the meeting if they were all in agreement.

The Committee discussed a proposal to bring the agriculture item forward to the December meeting. However, there was concern from some of the members of the working group that this would be too premature as there was currently a lack of clarity from the government.

Councillor Bulled agreed to speak with the local MP to provide an update as to the latest government position regarding the proposed agriculture reforms.

RESOLVED:

- a) That the work programme be noted as amended;
- b) That the next scheduled meeting of the Committee on the 14th December 2023 be cancelled owing to the lack of business to be considered;
- c) That an email of the crib sheet prepared by the Vice Chair regarding the process for future panel meetings be circulated to the Committee via email;
and
- d) That a briefing paper in relation to the latest government position regarding the proposed agriculture reforms be presented from the working group to the meeting on Thursday 11th January 2023.

Chair

The meeting ended at 8.07 pm

NOTE: These minutes will be confirmed as a correct record at the next meeting of the Committee.

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North Devon Council

Report Date: Thursday, 11 January 2024

Topic: Service Plans

Report by: Ken Miles, Chief Executive

1. INTRODUCTION

1.1 In September 2021, following the restructure of our Senior Management Team, Heads of Service, with support from the new Programme Management Office (PMO), were tasked with establishing 5 programmes in their portfolio area to support the delivery of our Corporate Plan objectives with our Chief Executive Ken Miles accountable for the overall delivery of those plans.

1.2 The 5 programmes were established each with a Senior Responsible Owner (SRO). These were entitled:

1. Customer Focus / Digital by Design – SRO Sarah Higgins
2. Environmental Enhancement – SRO Mark Kentell
3. Housing & Community Safety – SRO Nina Lake
4. Regeneration & Economic Growth – SRO SarahJane Mackenzie-Shapland;
5. Organisational Development – SRO Nikki Gordon

1.3 This report presents the Service Plans which sit below the Programmes referred to.

2 RECOMMENDATIONS

2.1 That members note the service plans and the associated actions and make appropriate recommendations

3 REASONS FOR RECOMMENDATIONS

3.1 To provide assurance to members and to allow members to challenge actions.

4 REPORT

4.1 In September 2021, following the restructure of our Senior Management Team, Heads of Service, with support from the new Programme Management Office (PMO), were tasked with establishing 5 programmes in their portfolio area to support the delivery of our Corporate Plan objectives with our Chief Executive Ken Miles accountable for the overall delivery of those plans.

Following a review those corporate objectives remained as:

- We achieve Financial Security (FS)
- We become focussed on delivering the best for our citizens (CF)
- Our Environment is cherished and protected (E)
- We plan for North Devon's Future (NDF)



4.2 Sitting above these 5 programmes noted above, we have the overarching theme of Financial Security and associated Medium Term Financial Strategy and Commercialisation Strategy assigned to our Director of Resources and Deputy Chief Executive Jon Triggs.

Key Performance Indicators for this theme will be:

- A. Balanced budget
- B. Council Tax collected as a percentage of budgeted collectable debt
- C. Financial Return on Commercialisation Activity
- D. Decreasing financial debt (old aged debt)

4.3 The 5 programmes were established each with a Senior Responsible Owner (SRO). These were entitled:

- 6. Customer Focus / Digital by Design – SRO Sarah Higgins
- 7. Environmental Enhancement – SRO Mark Kentell
- 8. Housing & Community Safety – SRO Nina Lake
- 9. Regeneration & Economic Growth – SRO SarahJane Mackenzie-Shapland;
- 10. Organisational Development – SRO Nikki Gordon

4.4 The content of the programmes has been approved by Members and progress towards delivering the programmes is reported to members quarterly. The last Quarterly performance report was presented to members at the last meeting on 16th November.

4.5 This report presents the service plans which are intended to set out the actions that will be taken at more of an operational level. It isn't intended for the service plans to duplicate the content of the programmes. The diagram at the end of this report shows the "golden thread".

5 RESOURCE IMPLICATIONS

5.1 Any resource issues will be addressed in each action

6 EQUALITIES ASSESSMENT

6.1 Please detail if there are/are not any equalities implications anticipated as a result of this report. If so, please complete the Equality Impact Assessment (EIA) Summary form available on Insite and email to the Corporate and Community Services Team at equality@northdevon.gov.uk.

6.2 Any Equality Impacts will be identified and addressed when delivering each action



7 ENVIRONMENTAL ASSESSMENT

7.1 Please undertake an Environmental Assessment and complete the checklist (EAC) form available on Insite. If there are no environmental implications arising from your proposals please state that there are none. If after completion of the assessment there are environmental implications please provide a brief summary. If you require any further information please contact the Sustainability and Climate Change Officer. Email completed EACs to donna.sibley@torridge.gov.uk

7.2 Any environmental impacts will be addressed for each action

8 CORPORATE PRIORITIES

8.1.1 The service plan actions support all of the corporate priorities

9 CONSTITUTIONAL CONTEXT

9.1 Save as provided in paragraph 9.2 below, the decision in respect of the recommendations in this report can be made by this Committee pursuant to delegated powers provided in Part 3 Annex 1 paragraph 1 * of the Constitution.

10 STATEMENT OF CONFIDENTIALITY

This report contains no confidential information or exempt information under the provisions of Schedule 12A of 1972 Act.

11 BACKGROUND PAPERS

The following background papers were used in the preparation of this report: (The background papers are available for inspection and kept by the author of the report).

12 STATEMENT OF INTERNAL ADVICE

The author (below) confirms that advice has been taken from all appropriate Councillors and Officers:add name and job title.....





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Building Control Service Plan 2024-2025



Recommendation	Desired Outcome	Latest Note	Current Expected Costs	Original Due Date	Due Date	Progress Bar	Status Icon
<p>PH&H 2022/23 17</p> <p>Building Control Gain approval and implement recruitment of resources to support expanded investigation and enforcement role resulting from legislative change.</p>	<p>Recruitment at different levels to enable staggered development of staff making resource available over a 2-5 year period when external recruitment will be exceptionally difficult</p> <p>Vacant Senior Surveyor (NDC) & Trainee position (MDDC) to be advertised in new year</p> <p>Vacant (MDDC) Senior Surveyor post to be filled by development of career grade post for Asst BC Surveyor. Once completed will potentially lead to a further vacant assistant role in MDDC.</p>	<p>Assistant BC Surveyor (SF) (enrolled) for Level 6 Legislative Compliance Course starts Feb 2024.</p> <p>BC Manager (AH) (Distinction) & BC Principal Surveyor (PW) (Merit) Completed Level 6 Legislative Compliance Course (Jan 2023).</p> <p>Assistant BC Surveyor (SF) to be considered for a career development post with possible Enforcement Specialism.</p> <p>2 vacant MDDC Posts & 1 vacant NDC post to be advertised in New Year.</p> <p>Extension of Time Request: 30 June 2024</p>	<p>£600</p>	<p>31-Mar-2023</p>	<p>Request Date Extension to 30 June 2024</p>	<p>50% Complete</p>	<p>In Progress</p>

<p>PH&H 2022/23 18</p> <p>Building Control Mentoring and support to Surveyors to ensure successful validation of competency and registration with Building Safety Regulator at Levels A B & C combined with external training where appropriate</p>	<p>Provision of validated resource adequate for the work profile in the Partnership area</p>	<p>Officers completed training where available for Asst BC Surveyor (IW), BC Manager (AH) & Principal Surveyor (PW).</p> <p>AH (Distinction) & PW (Merit) Level 6 Legislative Compliance Course (Jan 2023).</p> <p>AH (Pass) & PW (Merit) Level 6 Fire Safety (Oct 2022)</p> <p>AH currently undertaking Level 6 Management Course 10 week course finishes 11th Dec 2023 with assignment due date 6th Jan 2024.</p> <p>IW completed Level 5 Course (Merit) July 2023.</p> <p>Asst BC Surveyor (EC) BC Degree ongoing. (SF) LABC Virtual Learning Environment</p>		<p>31-Dec-2024</p>	<p>On-going Four year cycle with yearly interim assessments</p> <p>Cycle commences April 2024 with Building Safety Regulator (BSR)</p>	<p>90% complete for this cycle</p>	<p>Continually in progress</p>
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<p>PH&H 2022/23 19</p> <p>Building Control Maintain our quality assurance accreditation through greater understanding and compliance with ISO9001 Quality Assurance System to ensure recording of adequate audit trails is embedded in the service</p>	<p>Reduction in repeat non-compliance reports</p>	<p>Due to resource issues of the past 18 months audit of ISO not currently being undertaken.</p> <p>New Technical Support Team will service this once training has been provided to be ready for the Building Safety Regulator (BSR) in April 24.</p> <p>Extension of Time Request: 31 March 2024</p>		<p>31-Mar-2023</p>	<p>Request Date Extension to 31 Mar 2024</p>	<p>0%</p>	<p>No Progress</p>
<p>NEW 2024/25 01</p> <p>Back Office System Changes to Accommodate Building Safety Regulator (BSR) standards</p>	<p>To be ready for the new Building Safety Regulator (BSR) operational standards and new KPIs</p>	<p>Awaiting Idox system update to Uniform (ICT system is managed by MDDC) - due November 2023- delayed – not likely now until New year 2024.</p>	<p>None</p>	<p>01 April 2024</p>		<p>0%</p>	<p>Not yet started</p>

Customer Focus Service Plan 2024-2025



Code & Description	Desired Outcome	Latest Note	Current Expected Costs	Original Due Date	Due Date	Progress Bar	Status Icon
<p>CF 2023/24 01 CS Replace CS emails with a Webform</p> <p>Page 27</p>	<p>First point of contact resolution</p>	<p>Customer Services currently receive hundreds of emails per month covering a variety of services and subjects. This is time consuming for staff and frustrating for customers as it often results in an ongoing to-way conversation to reach a resolution.</p> <p>By designing a single webform we can ensure we are capturing all relevant information at first point of contact.</p> <p>Final testing is required internally before rolling out to customers. We will start with a soft launch to direct</p>		<p>30-Jun-2023</p>	<p>30-Jun-2023</p>	<p>95%</p>	

Code & Description	Desired Outcome	Latest Note	Current Expected Costs	Original Due Date	Due Date	Progress Bar	Status Icon
Page 28		<p>customer to the webform rather than the email address. Once established and any issues ironed out we aim to remove the CS email address entirely. Once this has been implemented this can then be rolled out to all services streamlining those requests and ensuring that the right information is gathered.</p> <p>Request revised due date: 31st January 2024</p>					
<p>CF 2023/24 04</p> <p>Introduction of a new Service Desk system</p>	<ul style="list-style-type: none"> • Transparency of service requests and incidents for staff through customer portal • Requests to the Service Desk will be auto logged on the system if received via email or via the Customer Portal. This will save officer 	<p>Introduction of a new Service Desk system which includes a self-service portal, contract management and assets system.</p> <ul style="list-style-type: none"> • £8000 initial environment development cost. • Licences are £7500 per year for 12 users 	<p>£8,000.00 £7,500.00 pa</p> <p>Costed in Revenue Budget</p>	30-Apr-2023	30-Apr-2023	75%	

Code & Description	Desired Outcome	Latest Note	Current Expected Costs	Original Due Date	Due Date	Progress Bar	Status Icon
	<p>time and leave the Service Desk team time to concentrate on higher value work.</p> <ul style="list-style-type: none"> • Removal of legacy systems Assets, Mortgages and Bank-rec which pose a security risk. External support for these system are now obsolete. The main support technician has mooted retirement in 2023, this is a major risk. • The system is cloud based thus removing two servers (live and test) from the IT estate. 	<ul style="list-style-type: none"> • £1500 per annum will be saved via the decommissioning of the Bank-Rec, Mortgages and Assets system. • £3700 per annum will be saved with the retiring of the current Service Desk system • Costs have been factored into existing revenue budget. No additional funds are required. <p>Dec 2023: The implementation of TOPDesk has been slightly delayed due to the unexpected complexity of extracting our asset information from our legacy system into TOPDesk. We will be using the functionality within ICT from January 2024 and will have some users testing the portal with the view to rolling out to all users by March.</p>					

Code & Description	Desired Outcome	Latest Note	Current Expected Costs	Original Due Date	Due Date	Progress Bar	Status Icon
		Request short extension of time: 31 st March 2024					
CF 2023/24 05 Review of Single Occupier Discounts Page 30	To ensure the Council Tax database is accurate and households are billed correctly.	In partnership with Devon Audit Partnership (DAP), we will be reviewing all households who claim single person discount. DAP will be procuring software to support all Devon district councils to ensure the council tax database is accurate and households are billed correctly. Dec 2023: There have been delays in the contract with DAP and receiving the written assurance NDC will not be liable for any costs for the contractor services. We have requested that we update our own system rather than this be part of the service the 3rd party supplier provides. The supplier, Liberta, have confirmed we will start the		31-Aug-2023	31-Aug-2023	0%	Planning Phase

Code & Description	Desired Outcome	Latest Note	Current Expected Costs	Original Due Date	Due Date	Progress Bar	Status Icon
		<p>process in North Devon in April 24 and will take 4 months to complete.</p> <p>Request revised due date: 31st July 2024</p>					

<p>CF 2019/20 04</p> <p>ICT Investigate Document Retention disposal modules for Core Financial Systems</p> <p>Page 31</p>	Ability within current code systems to be able to remove 'historic' information that sits outside of retention policy.	<p>For Revenues & Benefits the document disposal project has been completed and the team will next work on the case disposal project. Other priorities have meant this has been delayed</p> <p>REQUEST EXTENSION OF TIME: 31st DECEMBER 2024</p>		31-Mar-2020	31-Dec-2022	50%	In Delivery
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<p>CF 2022/23 02</p> <p>Commercialisation Implement E-Secure & develop self-service portal (Phase IV)</p>	Improved customer service and ability to self-serv. Access to more Revs/Bens services 24/7.	<p>Transfer to Programme Request.</p> <p>Work towards implementation of E-Secure and development of self-serve portal will follow once live. The recent successful recruitment of the CF</p>		31-Mar-2023	31-Mar-2023	10%	Planning Phase
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		<p>Systems Administrator will aid this development.</p> <p>Dec 2023: The Direct Debit form has now gone live, which is part of e-secure. Revenues, Benefits, Customer Services will now work together to promote the portal and encourage sign-up over the next few months. This will give us our database for email addresses to implement e-billing in March/April 25.</p>					
<p>Page 22</p> <p>F 2022/23 03</p> <p>IT Move from On-site to Cloud Civica / Comino</p>	<p>All images, which need to be immutable (unable to change) in case needed in evidence in a court of law, will be fully managed by Civica and will be protected from Ransomware</p>	<p>The issues with the D360 (Comino) contract with Civica are still ongoing and currently outside NDC control. Once resolved we will be able to put a timetable in place to move the images over.</p> <p>Extension of Time As part of 2024/25 Service Planning request a revised due date: 31st September 2024</p>		31-Aug-2022	31-Dec-2022	0%	Blocked

CF Crematorium 023/24 05	Provide generator and associated electrics to enable small chapel to provide services.	Improve Business Resilience in event of short-term power cut Extension of Time As part of 2024/25 Service Planning request a revised due date: 31st September 2024	£5,000	30-July-2024			
CF Crematorium 2023/24 06 Page 33	Comply with new legislation removing current cremation authorisation by GP and placing a significant new responsibility on officers to authorise each cremation.	Legislation changes on 01-Apr-2024. New arrangements not clarified. Current system fees approx. £30,000 will phase out over 12 months from implementation (hand-over phase). Extension of Time As part of 2024/25 Service Planning request a revised due date: 31st March 2025	£10,000 (though an eventual saving when old system ceases)		0%	Planning Phase	
NEW 2024/25 ICT	Switch replacement A refresh of outdated hardware that will be approaching end of life. Improved network performance and increased security features such as Network Access Control	Conversations have begun with a trusted partner, we are in the planning phase.	£180k (We've estimated on the high side) We have this allocated in the capital programme.	31 st December 2024	0%	Planning Phase	Appendix b

	(NAC) which will further strengthen our security posture						
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Environmental Enhancement Service Plan 2024-2025



Recommendation	Desired Outcome	Latest Note	Current Expected Costs	Original Due Date	Due Date	Progress Bar	Status Icon
EE 2020/21 02 Customer Focus Public Convenience Review Page 35		NDC has written to Town & Parish Councils to gauge appetite for transferring asset to their control. Extension to Time Request: April 2024 to allow phased approach.		31-Dec-2020	31-Dec-2022	25%	In Delivery
EE 2021/22 01 Environment Plant 23,500 deciduous and coniferous tree whips at the Yeo Valley woodland extension between Oct 21 - Mar 2022		We can only plant 18,000 trees this planting season. Time extension is therefore needed for the remaining trees. Extension of Time Request: March 2024.		31-Mar-2022	31-Mar-2023	50%	In Delivery
New for 24/25	Free space up at BEC and have Parks Team in a	Liaising with Property & Estates to establish best potential location.	TBC	April 1 st 2024			

Recommendation	Desired Outcome	Latest Note	Current Expected Costs	Original Due Date	Due Date	Progress Bar	Status Icon
Relocate Parks Team to Gaydon Street or alternative site	Town Centre location	Options report being prepared for SMT					

Environmental Health & Housing Service Plan 2024/25



Number	Action	Note	Current Expected Costs	Original Due Date	Due Date	Progress Bar	Status Icon
New EH&H 2024/2025 01	To Review the provision of Pest Control and the viability of North Devon Council providing a service to residents and businesses.	Some background data on spend being collated, with an analysis and option paper	Income >£50k		Q2 2024/25	10%	Data gathering
New EH&H 2024/2025 02	To assess the viability of North Devon Council providing leisure water sampling (Pools and Spas) to businesses	To evaluate resources and the market to assess potential income opportunities	Income >£5k		Q2 2024/25	0%	Market research
New EH&H 2024/2025 03	Partnership project to identify women who are 'hidden homeless' and are at greater risk	Look at the feasibility of working with a charity to explore how much of a problem this may be and identify solutions / support			Q3 2024/25	0%	Feasibility
New EH&H 2024/2025 04	Flow: In partnership with One Northern Devon, identify residents of Ilfracombe living in precarious housing, but not reaching out for support and then provide assertive outreach support.	Embed Flow worker into Housing Team for a period of time to assess if this approach provide wider benefits.			Q4 2024/25	0%	Brief

<p>New</p> <p>EH&H 2024/25 05</p>	<p>Consider taking devolved powers from the DVLA to enable us to deal with abandoned vehicles more efficiently with the opportunity to recover costs via the sale of vehicles</p>	<p>To work with the Parking Team</p>	<p>To be established</p>	<p>31 July 2024</p>			<p>Feasibility</p>
<p>PH&H 2020/21 03</p>	<p>The devolution of DCC's funding for care leavers</p>	<p>Extension of Time: DCC Update: We recognise the 18+ homelessness prevention contribution contract expires on 31st March 2024, and the impact this delay in the decision making process will have. We will therefore be in touch with the 5 providers to seek to extend the current contract by 3 months to 30th June 2024 to allow time for the decision making process to be followed.</p>		<p>31 Dec 2023</p>	<p>Q3 2024/25</p>		

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Governance Service Plan 2024-25



Recommendation	Desired Outcome	Latest Note	Current Expected Costs	Original Due Date	Due Date	Progress Bar	Status Icon
<p>New G 2024/25 01</p> <p>Police & Crime Commissioners Election / Parliamentary Election</p>	Successful delivery of all 2024 elections	PCC election on 2 nd May 2024. Date of Parliamentary election not yet known but likely within 2024	Full cost recovery from Home Office		31-Jan-25		
<p>New G 2024/25 02</p> <p>Tranche 2 of the Election Act 2023 changes</p>	To fully implement the tranche 2 requirements of the Election Act 2023	<p><i>(Tranche 1 for May 23: Voter Id & Accessibility)</i></p> <p>Tranche 2 for May 24: Online absent vote applications, postal & proxy changes, overseas electors, postal vote handling and ‘family voting’. From 7th May EU citizens voting and candidacy rights</p> <p>Managing new processes and spikes in workloads on going i.e. parliamentary election</p>	Grant received to date £2,758. Further New Burdens Funding expected		2 nd May 2024		

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Appendix e
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Recommendation	Desired Outcome	Latest Note	Current Expected Costs	Original Due Date	Due Date	Progress Bar	Status Icon
New G 2024/25 03 Review of Commercialisation Strategy	To publish a revised commercialisation strategy	In line with our corporate objective to review and refresh our commercialisation strategy			30-Apr-24		
New G 2024/25 04 Deliver the outcomes of the process mapping for insurance and look to include property insurance valuations in the new Asset Management System	More streamline and efficient insurance process with one database for all property valuations	A process mapping exercise was undertaken for insurance. The outcomes need to be evaluated and delivered. Currently the insurance property schedules are held separately, but will review potential for inclusion within the new cloud based Asset Management System as part of the implementation, to reduce the risk of errors in insurance cover.			30-Dec-24		
G 2023/24 02 Document retention on Civica Financial core systems	The core financial systems: Creditors, Debtors and General Ledger only holding the data required by our data retention policy	Archiving has been set up on the test Civica Financial system. Full testing required before rolling out on live. Currently on target. Half day consultancy to make changes to live system has already been purchased. No additional costs for 24/25		30-Nov-2022	31-Mar-2024	80%	In Delivery

Recommendation	Desired Outcome	Latest Note	Current Expected Costs	Original Due Date	Due Date	Progress Bar	Status Icon
G 2023/24 04 Review and update the Procurement Strategy		A draft Devon Districts Procurement Strategy 2023 – 2027 has been produced for approval. Currently considering options for the delivery of the procurement service which might impact upon the action plan to accompany the strategy		30-Nov-2022	31-Jan-24	80%	In Delivery
G 2019/20 02 Land Registry takeover of Land Charges for North Devon Area.		All of the land charges data now on Master Gov. Still requiring elements of data capture for Planning, but this to be supported by the Land Registry. Extension of time request: Land Registry have not yet issued target date but likely to be 31 st December 2024.		31-Mar-2021	31-Dec-2023	75%	In Delivery
G 20/21 01 Parish Reviews / Community Governance Reviews		To be undertaken following the Parliamentary election. Once started must be completed within 12 months Extension of time request: 31 st December 2025, this deadline can be advanced if the Parliamentary election is called early.		01-Nov-2023	01-Nov-2023	10%	In Delivery
G 20/21 03 Continue with Land Registration project		Barnstaple, Chulmleigh, Bratton Fleming and Braunton remain outstanding.		01-Apr-2021	30-Jun-2024	70%	In Delivery

Recommendation	Desired Outcome	Latest Note	Current Expected Costs	Original Due Date	Due Date	Progress Bar	Status Icon
and investigating polygon requirements of the council		Extension of time request: 30 th June 2025					
G 22/23 02 Implementation of Estore2. Upgrade to webpay public to allow misc. payment types over internet & become WCAG compliant (web content accessibility guidelines)	Greater volume and payment types taken over the internet as well as being WCAG compliant. Add to basket facility.	Currently on target for delivery		31-Mar-2023	31-Mar-2024	90%	In Delivery
G 22/23 06 Review & register delegated power nominations for each service area	Transparency & clear understanding of delegated powers	An electronic register for these nominations has been produced and going to SMT for sign off. Each Service will then be reviewed and updated Extension of Time Request: 30th September 2024		31-Dec-2022	31-Dec-2023	25%	In Delivery

Planning Service Plan 2024-2025



Recommendation	Desired Outcome	Latest Note	Current Expected Costs	Original Due Date	Due Date	Progress Bar	Status Icon
P 2023/24 03 Development Management	Increase the efficiency and robustness of decisions made by the Planning Committee.	<p>The Chief Executive commissioned PAS to provide guidance/best practice to the Council in 2022/2023.</p> <p>Officers also wish to review current procedures regarding site visits and the venue used for the Planning Committee.</p>		30-Nov-2022	31-Mar-2024	75%	In progress
P 2016/17 01 Planning Review Business Processes for Application Determination and S106 Agreements	<p>To improve determination times including response times for consultees and post decision activity including legal agreements and condition clearances.</p> <p>MEASURES Adherence to redesigned business processes; completed SLAs / agreements with consultees.</p>	<p>Transfer Request: The Section 106 Process and wider Development Management Process reviews are being picked up as part of the Housing and Community Safety Programme and also from the Customer Focus Project looking at failure demand.</p> <p>Extension of Time Request: 30-Jun-2024 to allow the commencement of monitoring of plots.</p>		30-Jun-2017	31-Dec-2024	50%	In Delivery/continuous process

<p>P 2017/18 01</p> <p>Planning Complete the electronic capture of historic planning data.</p>	<p>More efficient and cost effective business processes centred on improved customer access to planning information and communication on planning enquiries.</p> <p>MEASURES Historic paper based plotting sheets and other information storage replaced by electronic storage enabling web and text based customer access and 'self-service' to assist site specific and property based searches such as site constraints; application records and site histories.</p>	<p>15 years of historic Section 106 data with plots are now being captured on DEF the planning system and Data Capture to enable the Transfer of Local Land Charge data to HMLR is being supported by their internal team. This will ensure the basic information required to complete a search is readily accessible.</p>		30-Apr-2020	31-Mar-2024	0%	In Delivery
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<p>PP&H 2022/23 05</p> <p>Housing Planning viability assessments</p>	<p>More Local Plan allocations are policy compliant, therefore more affordable housing is delivered. Better efficiency and consistency of judgements. Affordable housing to take a greater priority in s106 funding considerations.</p>	<p>Transfer Request: This element of working is being picked up as part of the Local Plan Review Process and now that a comprehensive review has been approved and will be reported to Northern Devon Futures oversight of this will remain.</p> <p>Business as Usual: The Development Management Team have been working with the District Valuer to ensure that Affordable Housing is set as a priority and that they take market conditions into consideration and not just carry out a desk top assessment. We will continue to monitor the Viability Assessments.</p> <p>Extension of Time Request: 30 September 2024.</p>		31-Mar-2023	31-Mar-2023	100%	Completed
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<p>PP&H 2022/23 06</p> <p>Planning Development Management process efficiency</p>	<p>To improve customer service To reduce end to end times to meet national targets To establish a more resilient staffing structure which identified new potential leaders / senior managers and incorporate a 'grow your own' approach To give greater recognition of the importance of the planning function in relation to their housing delivery</p>	<p>Transfer Request: This element of working is being picked up under the Housing and Community Safety Programme and also via the Customer Focus Project looking at feedback / failure demand.</p>		30-Sep-2022	31-Mar-2023	70% Section 106 Agreement s	In Delivery

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Organisational Development Service Plan 2024-2025



No new service plan actions; those below are carried forward from previous years. Other previous actions have been incorporated into the OD Programme

Recommendation	Desired Outcome	Latest Note	Current Expected Costs	Original Due Date	Due Date	Progress Bar	Status Icon
OD 2023/24 01 Review our current Occupational Health Arrangements	To ensure value for money and a supportive strand for our staff and management.	This is a new element of work. There may be increased cost implications if we move away from our incumbent supplier, who have been acquired by a larger group and we need to assess if their offer remains right for our organisation. <i>Update – we have continued to use Smart Clinic, but are exploring other options/providers.</i>			31-Dec 2024	0%	Review

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Place, Property & Regeneration Service Plan 2024-2025



Recommendation	Desired Outcome	Latest Note	Current Expected Costs	Original Due Date	Due Date	Progress Bar	Status Icon
PP&R 2023/24 01 Delivery of an Asset Management System	Delivery of an Asset Management System to support the Property team.	The plan is in draft form and it is not anticipated that a further extension is required. The plan's implementation will be business as usual.	£40,000.00 Estimate	31 Dec 2023	31 March 2024	90%	Planning Phase
PP&R 2023/24 02 Property Maintenance Programme - Building Assets	Inform budget setting and provide planned maintenance schedule based on priority across the asset list.	This work and a planned maintenance schedule will inform budget setting for 24/25. Note: This work has started and the team have developed a schedule which has gone some way to inform budget setting. With Tech Forge in place early next year, we would expect this to develop further and so would suggest inclusion in the service plan for 24/25 that finessed this and informed budget setting 25/26.		31-Oct-2023	Requested extension to 31 st October 2024.	75%	Planning Phase

Recommendation	Desired Outcome	Latest Note	Current Expected Costs	Original Due Date	Due Date	Progress Bar	Status Icon
		Extension of Time Request: 31 st October 2024					
PP&R 2023/24 03 Maintenance Programme - Engineering assets (excluding car parks)	Inform budget setting and provide planned maintenance schedule based on priority across the asset list.	Note as above: Extension of Time Request: 31 st October 2024		31 st October 2023	Request extension to 31-Oct-24	75%	Planning Phase
PP&R 2023/24 04 Maintenance Programme - Car Parks	Inform budget setting and provide planned maintenance schedule based on priority across the asset list.	Note as 2 cells above: Extension of Time Request: 31 st October 2024		31 st October 2023	31-Oct-2024	75%	Planning Phase
PP&R 2019/20 04 Place One Public Estate	Improved public sector service delivery and release of surplus land for housing / employment. Town Review in Barnstaple and Ilfracombe. Feasibility work being identified. £25k spent on Civic Quarter.	Note: Some monies have moved to the GL hub but others remain. The project needs to involve both local and central govt. partners, the rationalisation of service and the release of and for housing. There are no immediate plans for the Civic quarter but currently we are able to retain the funds and so we will continue to work to find appropriate projects for spend. Extension of Time Request: 31 st October 2024		31-Dec-2022	Request extension to 31 st October 2024	50%	In Delivery

Recommendation	Desired Outcome	Latest Note	Current Expected Costs	Original Due Date	Due Date	Progress Bar	Status Icon
<p>PP&R 2019/20 09</p> <p>Place Deliver Ilfracombe Seafront Masterplan</p>	<p>Regenerate the Ilfracombe seafront, better connect the seafront to other parts of the town. Provide year round facilities.</p>	<p>Without Central Gov support, the project team are progressing the delivery of open space through S106 improvements and the delivery of the bus shelter/toilets intervention through the Rural arm of UKSPF.</p> <p>Update Note: Contract now awarded for the delivery of the open space, requiring delivery by March 24. Drawings being signed off for the bus stop/kiosk project and planning submission imminent. Delivery on this element will comment by the end of March 2024 but delivery moved to 31st July 2024. Extension of Time Request: 31st July 2024.</p>		30-Apr-2029	31-July-24	30%	In Delivery
<p>PP&R 2019/20 10</p> <p>Regeneration Ilfracombe Housing Infrastructure Fund</p>	<p>Funding to deliver required infrastructure to accelerate housing delivery.</p>	<p>First drawdown made. All discharge of condition applications have been submitted, technical consents applied for and procurement of a contractor being finalised. Inox are also in detailed discussions</p>		30-Apr-2029	30-Apr-2029	60%	In Delivery

Recommendation	Desired Outcome	Latest Note	Current Expected Costs	Original Due Date	Due Date	Progress Bar	Status Icon
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 56</p>		<p>with a delivery partner. We anticipate commencement of works in February 2023 and the commencement of drawdown of tranche 2.</p> <p>Note: The first drawdown has been paid back to NDC. Devonshire Homes are the contracted delivery partner and work has now started on site. A paper went to S&R seeking delegated powers to w/draw from further drawdowns as delivery is happening without it. In discussion with the developer, we have now submitted a request to retain just the community building monies and await Homes England's response – dates can remain as are for the moment.</p>					
<p>PP&R 2022/23 02</p> <p>Culture Creation of new 5-year Museum Forward Plan to Accreditation standard</p>	<p>Update Forward Plan as required by Museum Accreditation, clear direction of travel and working document for</p>	<p>This needs to remain on the Service plan. The museum has been awarded NPO status and as such the Plan becomes even more important.</p>		30-Apr-2022	Request extension to 30 June 2024	40%	In Delivery

Recommendation	Desired Outcome	Latest Note	Current Expected Costs	Original Due Date	Due Date	Progress Bar	Status Icon
	internal management of service	Further EoT request: Review of the existing Plan has been carried out with staff, volunteers and Board. Next Board meeting 16/1/24 to discuss further. Extension of Time Request: 30 th June 2024.					
PP&R 2022/23 06 Place Progress an Economic Strategy for Northern Devon	Support positive interventions to drive forward our economy. To be delivered alongside the Joint Local Plan Review.	No further update. There has been a suggestion that this be business as usual but for the moment please roll over to 23/24 service plan. Extension of time request: A draft strategy is being worked on – it is expected that this will be delivered by end of June 2024.		31-Mar-2023	Request extension to 30 th June 2024	60%	In Delivery
PP&R 2022/23 09 Place Extension to the Harbour Revision Order (HRO)	Extended HRO	This has been submitted to the MMO on behalf of the SofS for approval. It will then go to a 12 week consultation before being passed over to the SofS. 29-Nov-23 Public consultation complete HRO now with MMO awaiting finalisation.		31-Mar-2023	Request extension to 31st March 2024	75%	In Delivery

Recommendation	Desired Outcome	Latest Note	Current Expected Costs	Original Due Date	Due Date	Progress Bar	Status Icon
		Extension of Time Request: 31 st March 2024					

Date of Publication

NORTH DEVON COUNCIL
Policy Development Work Programme
For period January 2024 – March 2024

Committee/Date	Description of Decision	Contact Officer
January 2024		
	<ul style="list-style-type: none"> • Service Plans 	
	<ul style="list-style-type: none"> • Agriculture update - Briefing paper 	
February 2024		
	<ul style="list-style-type: none"> • Review of Fees and Charges for services 2024/25 	
	<ul style="list-style-type: none"> • Revenue Budget 2023/24, Capital Programme & Medium Term Financial Strategy 2024-2030 	Jon Triggs, Director of Resources and Deputy Chief Executive
	<ul style="list-style-type: none"> • Treasury Management Strategy Statement 2024/25 	Jon Triggs, Director of Resources and Deputy Chief Executive
	<ul style="list-style-type: none"> • 10-Year Capital Strategy 2024-2034 	Jon Triggs, Director of Resources and Deputy Chief Executive
29th February 2024		

Committee/Date	Description of Decision	Contact Officer
	<ul style="list-style-type: none"> • Special meeting to discuss Water Quality in North Devon 	
March 2024		
	<ul style="list-style-type: none"> • Agriculture 	
Potential items for future consideration by the Committee		
	<ul style="list-style-type: none"> • Dental Services in North Devon - A new date to be arranged 	

NORTH DEVON COUNCIL

POLICY DEVELOPMENT COMMITTEE: 11TH JANUARY 2024

AGRICULTURE GROUP UPDATE

REPORT BY COUNCILLOR LIZ BULLED

A significant proportion of the area covered by North Devon Council (NDC) is rural and, although not encompassing the majority of the electorate, does comprise of a substantial number of rural businesses who manage the majority of the land area on which many of NDC environmental policies are dependant and on which we will be reliant to deliver the environmental gains expected of us.

It is of concern therefore that there seems to be no effective rural policy upon which to hang the increasing environmental demands and offsets that are require within housing and economic development including carbon offsetting, biodiversity net gain, 30 by 30 expectations, climate mitigation, water issues and many more.

This provides NDC with an opportunity to facilitate actions that promote the opportunities to retain the economic value of such measures within our area and provide a leveraged economic benefit to the rural economy whilst promoting economic development and resilience elsewhere rather than offsetting the gains for potentially to external corporate gain.

Many other authorities have a rural policy which defines an intention to support, in principle, their own rural areas and economies and it is this approach that we would suggest as an initial phase – a statement of recognition of the value of the rural economy, its role in contributing to NDC core objectives and NDC support for it in the current challenging, uncertain, and financially difficult times where government policy is changing at such a speed that rural businesses are struggling to keep up and understand.

Rural North Devon is central to our visitor economy and food production as well as having the means to deliver many of our environmental aspirations – a statement of support would be a good start to engaging fully with them.

We are fortunate to have, among others, a National Park, National Landscapes (Area of Outstanding Natural Beauty (AONB) until last week), and North Devon Biosphere etc as well as wind, solar and biogas operations fully integrated with the farmed rural landscape.

Unfortunately much of this is taken for granted but is probably under greater threat than recognised and stability not helped by the changing policy arena and the plethora of announcements from DEFRA in recent months. The European Union (EU) based Basic payment scheme (BPS) ends in 2024 and is due to be replaced eventually by Environmental land management (ELM) which will optimistically eventually also facilitate private finance opportunities from carbon, water and biodiversity. In the meantime farming and other rural business are likely to suffer financial challenges of significant proportions. The least NDC can do it to signal

Agenda Item 8

recognition of this and implicit support to ensure that North Devon capitalises on all available opportunities.

To do this NDC should engage with rural stakeholders in hopefully March 2024 to ensure we understand the major threats and also talk to the agricultural community at a public meeting about their needs and how NDC will decide what we are legally allowed to do to mitigate the threats. Also ascertain how we can best lobby government to clarify their rural policies highlighting the importance of agricultural production together with the reliance of many rural businesses on what should be a thriving industry and amend them where necessary.