

Appendix E

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

	Completed	Overdue	Cancelled	Not due	Total
Totals	441	1	55	80	577
Since the last report included in the total	4				

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

Action	Reason
NIL	

Table C: Service Plan Actions (4) completed

Action	Closure Note	Due Date	Completed Date
ICT 03 21/22 2021 Census	Census completed. Liaison Manager very pleased with North Devon's support with the whole area in the green with good rates of return.	30-Apr-2021	01-Jun-2021
PRO 01 16/17 To continue to provide support and guidance on the procurement process. From the business planning it will be clear how much procurement is needed over the authority and relevant support provided	There is now a full time Project, Procurement and Section 106 assistant in post to help support the procurement officer. Due to maternity leave, some external expertise has been bought in from Exeter City Council. Support and guidance for procurement has therefore been provided in line with this target	31-Jan-2021	18-May-2021
R 01 21/22 Review of Council Tax Support scheme 2021/22	The third review is now complete.	30-Apr-2021	09-Jun-2021
CREM 02 16/17 Address H&S concerns in crematorium gardens	The resolution of the Health & Safety issues, with regard to allocation of budget and outstanding specific concerns, are now complete.	28-Feb-2021	17-May-2021

Table D: Actions where Heads of Service have requested a revision to the due date and these have been approved by SMT

HoS	Code	Description	Current due date	Revised due date request	Reason & (if applicable Officer) requesting this change
Ken Miles	C&C C&C 04 18/19	Train investigating officers on the new Pentana feedback module	30 June 2021	31 March 2022	Integration between Pentana and Firmstep has run into issues which are currently being looked into. An extension of time to 31st March 2022 will allow time for this to be resolved. This will also fit well with the new SMT restructure to allow new Heads of Service to identify any new Investigating Officers and for training to be given.
Ken Miles	C&C C&C 01 19/20	Review the Design Print and Post service	30 June 2021	31 March 2022	Some analysis work, both financial and volumes, has been undertaken. Request revised due date of 31st March 2022 for completion.

Table E: Outstanding Service Plan Actions (0)

Code	Description	Progress Bar	Latest Note	Original Due Date	Due Date
NIL					

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
Planning								
NI 155 Number of affordable homes delivered (cumulative ¹)	5	40	71	100		100		
	32							
NI 157a Percentage of major applications processed within 13 weeks	100%	100%	100%	67%	45%	92%	45%	
	86%				45%			
NI 157b Percentage of minor planning applications processed within 8 weeks	97%	93%	96%	98%	75%	96%	75%	Minor applications determined within statutory timeframe of 8 weeks is 61% but total within statutory timeframe or the agreed extension of time is 97%
	97%				75%			
NI 157c Percentage of other applications processed within 8 weeks	91%	98%	98%	98%	85%	96%	85%	All other applications determined within statutory timeframe of 8 weeks is 76% but total within statutory timeframe or the agreed extension of time is 97%
	97%				85%			

¹ 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
Waste & Recycling								
L82(i) Total percentage domestic waste recycled	51.9%	53%	47.10%	43.11%	46%	48.78 %	46.00%	Quarter 1 figures not yet available
					46%			
Finance								
BV8 Percentage of invoices paid on time	96.20%	93.30%	91.3%	92.33%	97.00%	93.28%	97.00%	
					97.00%			
BV9 Percentage of Council Tax collected	27.47%	54.63%	81.41%	96.01%	97.5%	96.01%	97.5%	
	28.24%				97.5%			
BV78a (M) Speed of processing - new Housing Benefit/Council Tax Benefit claims	27	27.6	23.8	24.1	28.00	25.6	28.0	
	27.3				28.00			
BV10 Percentage of Non-domestic Rates Collected	21.07%	57.23%	81.68%	95.23%	99.05%	95.23	99.05%	
	20.88%				99.05%			
Property & Technical								
L728 Percentage of the gross internal area of the investment estate currently let	98.16%	95.21%	95.21%	95.23%				
	96.01%							
L168 Income per car park P&D ticket	July £1.79	Sept £1.79	Dec £1.51	March £1.40	£1.64	£1.65	£1.79	
	July £1.87				£1.65			

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
Building Control								
L300 Building Regulation Full Plan applications determined in 2 months	98%	99%	99%	97%	95%	98.75 %	95%	
	90%				95%			
L301 Building Regulation Applications examined within 3 weeks	99%	100%	99%	98%	95%	99%	95%	
	100%				95%			
L302 Average time to first response (Days)	5	7	7	7	10	7	10	
	8.5				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	
Customer Services & Communications									
L999 Feedback Customer Satisfaction %	N/A	N/A	N/A	N/A	N/A	N/A	50%	Due to lockdown unable to send enough surveys to gauge a sufficient satisfaction result for 2020	
	42%					50%			
L997 Customer Service Satisfaction %	83%	N/A	N/A	N/A	90%	83%	90%	Unable to send enough surveys due to lockdown, to be able to gauge a sufficient result during 2020	
	94%					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
Environmental Health & Housing								
LEHH014 Food Hygiene Interventions Completed	16	2	88	187	1776	293	777	
	29							
LEHH015 Percentage of Food Hygiene Due Interventions Completed	2.5%	0.3%	0.6%	1.2%	100%	1.6%	100%	
	3.7%				100%			
LEHH016 Housing Options - Number of Homelessness Prevented & Relieved	102	153	104	135		494	Data only	77 Prevent, 51 Relief.
	128							
LEHH017 Housing Options - Number of Households Accommodated in Temporary Accommodation	36	33	33	38		140	Data Only	
	42							

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
LEHH019 Housing Standards - Number of DFG's Completed & Monies Paid	30	56	102	214		402	Data only	Total value £177,011.49
	31							
LEHH026 Number of NDC Lets Through DHC	48	98	70	98		314	Data only	
	72							
LEHH020 Housing Standards – the level of unmet demand for DFGs	£366,156	£227,416	£300,799	£401,580		£1,295,951	Data only	
	£343,163						Data only	

2. Constitution Context

Appendix and paragraph 5.5	Referred or delegated power? Delegated
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3. Statement of Internal Advice

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