

Appendix E

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

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

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&C C&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>Crem 01 21/22</p> <p>Bring 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&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>

<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>CCTV</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
Planning								
NI 155 Number of affordable homes delivered (cumulative ¹)	5	40	71	100		100		
	32	81						
NI 157a Percentage 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 Percentage 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%						

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
Planning								
NI 157c Percentage 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%			
Waste & Recycling								
L82(i) Total percentage domestic waste recycled	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
Finance								
BV8 Percentage 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 Percentage 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) 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	25.7			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%	50.03%			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%	96.01%						
L168 Income 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
Building Control								
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	
Customer Services & Communications									
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
Environmental Health & Housing								
LEHH014 Food Hygiene Interventions Completed	16	2	88	187	1776	293	777	
	29	177						
LEHH015 Percentage 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 - Number of Homelessness Prevented & Relieved	102	153	104	135		494	Data only	Prevention - 85, Relief - 41
	128	126						
LEHH017 Housing Options - Number of Households Accommodated in Temporary Accommodation	36	33	33	38		140	Data Only	
	42	38						

LEHH019 Housing Standards - Number of DFG's Completed & Monies Paid	30	56	102	214			Data only	Total for Qtr 2: £430,622.35
	31	78						
LEHH026 Number of NDC Lets Through DHC	48	98	70	98		314	Data only	
	72	70						
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	£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.