

**Appendix F**

**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>472</b>	<b>0</b>	<b>0</b>	<b>97</b>	<b>569</b>
<b>Since the last report included in the total</b>	<b>9</b>				

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

<b>Action</b>	<b>Reason</b>
<b>NONE</b>	

**Table C: Service Plan Actions (9) completed**

<b>Action</b>	<b>Closure Note</b>	<b>Due Date</b>	<b>Completed Date</b>
CF 2019/20 01 ICT Upgrade all 2008 R2 servers to 2012 or 2016	All 2008R2 servers have now been migrated and switched off	30-Dec-2021	04-Mar-2022
EE 2015/16 01 Sport Provision of replacement for North Devon Leisure Centre	Building complete with formal opening on 24th June 2022	31-May-2022	20-Jun-2022
G 18/19 01 Upgrade of Civica Icon (income payment scheme).	The project to upgrade to the hosted version of ICON has now been completed	31-Mar-2022	04-Apr-2022
G 19/20 01 Regulators' Code (came into effect 6th April, 2014) Was CSS 03 15/16 transferred from EH&H 2015/16 Service Plan	The Corporate Enforcement Policy will be considered by Strategy and Resources in July 22	31-Aug-2021	20-Jun-2022
G 19/20 03 Corporate Enforcement Strategy & Policy. A review of service specific policies against the new framework.	The Corporate Enforcement Policy will be considered by Strategy and Resources in July 2022	31-Mar-2022	20-Jun-2022
PH&H 2021/22 06 Crematorium Enhance audio/visual tributes during services	Crematorium Manager advised that a new contract starts on 01 April 2022 with some reliability upgrades.	30-Sep-2021	31-Mar-2022
PP&R 2019/20 01 Parking Installation of 3 Electric Vehicle Charging Points under DCC Project	Report being taken to Strategy & Resources July 2022	30-Jun-2022	20-Jun-2022
PP&R 2020/21 03 Parking Investigate further opportunities and funding streams to increase the number of EV charging points beyond the current scheme	This has been done and approved at SMT	31-Mar-2022	20-Jun-2022
PP&R 2022/23 01 Place Delivery of Culture Strategy for North Devon and Torridge Districts	Strategy complete and to be considered by Strategy & Resources in July 2022	01-May-2022	20-Jun-2022

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

<b>HoS</b>	<b>Code</b>	<b>Description</b>	<b>Current due date</b>	<b>Revised due date request</b>	<b>Reason &amp; (if applicable Officer) requesting this change</b>
<b>Adam Tape</b>	G 16/17 01	Works in Default Policy and procedures	31-Mar-2022	30-Sept-2022	First draft of the Works in Default Policy has been produced and is currently with departments for consultation.  <b>Request review date: 30th September 2022</b>
<b>Jeremy Mann</b>	PH&H 2020/21 04	Housing Commercialisation of aspects of the Housing Service	31-Mar-2022	30-Sept-2022	Head of Service is working on the various options available, with the associated pros and cons of each.  <b>Request review due date: 30th September 2022</b>
<b>Sarah-Jane Mackenzie-Shapland</b>	PP&R 2022/23 02	Culture Creation of new 5-year Museum Forward Plan to Accreditation standard	30-Apr-2022	31-Mar-2023	Preliminary work has start on the plan.  <b>Request review date: 31st March 2023</b>

**Table E: Outstanding Service Plan Actions (0)**

<b>Code</b>	<b>Description</b>	<b>Progress Bar</b>	<b>Latest Note</b>	<b>Original Due Date</b>	<b>Due Date</b>
NONE					

**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	88	113		113		
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 33% but total within statutory timeframe or the agreed extension of time is 100%
	86%	88%	86%	100%	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 38% but total within statutory timeframe or the agreed extension of time is 95%
	97%	90%	87%	95%				

<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 69% but total within statutory timeframe or the agreed extension of time is 95%
	97%	96%	94%	95%	85%			
<b>Waste &amp; Recycling</b>								
L82(i) Total <b>percentage</b> domestic waste recycled	51.9%	53%	47.10%	43.11%	46%	48.78%	46.00%	Quarter 4 figure not yet available
	51.74%	52%	46%		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%	90.85%	91.82%	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%	81.98%	96.89%	97.5%	96.89%		
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	29.6	21.1	28.00	25.9		
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%	78.62%	97.46%	99.05%	97.46%		
<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%	96.01%	89.31%				
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	Dec £1.51	March £1.70	£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%	Awaiting data for Quarter 4.
	90%	97%	98%		95%			
L301 Building Regulation Applications examined within 3 weeks	99%	100%	99%	98%	95%	99%	95%	Awaiting data for Quarter 4.
	100%	98%	99%		95%			
L302 Average time to first response (Days)	5	7	7	7	10	7	10	Awaiting data for Quarter 4.
	8.5	7.5	8		10			

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>Customer Services &amp; Communications</b>									
L999 Feedback Customer Satisfaction %	N/A	N/A	N/A	N/A			50%	No surveys carried out during Qtr 4 as Officer was assisting with admin of business grants	
	42%	53%	43%	N/A	50%	46%			
L997 Customer Service Satisfaction %	83%	N/A	N/A	N/A	90%		90%	No surveys carried out during Qtr 4 as Officer was assisting with admin of business grants	
	94%	90%	92%	N/A	90%	92%			
L998 Media Satisfaction % Annual					Annual	N/A	100%	90%	Survey not carried out this year; new PI's will be developed which will reflect the whole suite of channels we now use

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	708	
	29	177	22	348	708	576		
LEHH015 <b>Percentage</b> of Food Hygiene Due Interventions Completed	2.5%	0.3%	0.6%	1.2%	100%	1.6%		
	3.7%	23%	3.02%		100%			
LEHH016 Housing Options - <b>Number</b> of Homelessness Prevented & Relieved	102	153	104	135		494	Data only	Prevention – 64 Relief - 37
	128	126	136	102		492		
LEHH017 Housing Options - <b>Number</b> of Households Accommodated in Temporary Accommodation	36	33	33	38		140	Data Only	
	42	38	42	64		186		

LEHH019 Housing Standards - <b>Number</b> of DFG's Completed & <b>Monies Paid</b>	30	56	102	214			Data only	Total for Qtr 4: £1,054,234.68
	31	78	114	186				
LEHH026 <b>Number</b> of NDC Lets Through DHC	48	98	70	98		314	Data only	
	72	70	60	63				
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	£426,680	£436,164		£1,560 ,231	Data only	

## 2. Constitution Context

Appendix and paragraph	Referred or delegated power?
5.5	Delegated

## 3. Statement of Internal Advice

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