

## Appendix E

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

	<b>Completed</b>	<b>Overdue</b>	<b>Cancelled</b>	<b>Not due</b>	<b>Total</b>
<b>Totals</b>	<b>481</b>	<b>0</b>	<b>0</b>	<b>88</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>NIL</b>	

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

Action	Closure Note	Due Date	Completed Date
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 considered by Strategy and Resources in July 2022	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 considered by Strategy and Resources in July 2022	31-Mar-2022	20-Jun-2022
OD 19/20 01 Employee Wellbeing Strategy	First version of strategy is now complete and circulated to all staff, the strategy will be reviewed and updated as required	31-Jul-2022	24-Jun-2022
PP&H 2022/23 11 Housing Secure funding to help rough sleepers (and people at risk, historic rough sleepers, application to DLUHC Working Together to End Rough Sleeping Programme 2022 - 2025.	The funding was secured enable the current provision to continue	30-Jun-2022	30-Jun-2022
PP&R 2019/20 01 Parking Installation of 3 Electric Vehicle Charging Points under DCC Project	Report 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 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>NIL</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>
NIL					

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

PI Code & Short Name	Performance Data Q1 2021/22 & 2022/23	Performance Data Q2 2021/22 & 2022/23	Performance Data Q3 2021/22 & 2022/23	Performance Data Q4 2021/22& 2022/23	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> )	32	81	88	113		113		
	16							
NI 157a <b>Percentage</b> of major applications processed within 13 weeks	86%	88%	86%	100%	45%		45%	Major applications determined within statutory timeframe of 13 weeks is 18% but total within statutory timeframe or the agreed extension of time is 91%
	91%				45%			
NI 157b <b>Percentage</b> of minor planning applications processed within 8 weeks	97%	90%	87%	95%			75%	Minor applications determined within statutory timeframe of 8 weeks is 47% but total within statutory timeframe or the agreed extension of time is 92%
	92%							

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

PI Code & Short Name	Performance Data Q1 2021/22 & 2022/23	Performance Data Q2 2021/22 & 2022/23	Performance Data Q3 2021/22 & 2022/23	Performance Data Q4 2021/22 & 2022/23	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	97%	96%	94%	95%	85%		85%	Minor applications determined within statutory timeframe of 8 weeks is 66% but total within statutory timeframe or the agreed extension of time is 80%
	80%				85%			
<b>Waste &amp; Recycling</b>								
L82(i) Total <b>percentage</b> domestic waste recycled	51.74%	52%	46%		46%		46.00%	Quarter 1 figures not yet available
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PI Code & Short Name	Performance Data Q1 2021/22 & 2022/23	Performance Data Q2 2021/2022 & 2022/23	Performance Data Q3 2021/22 & 2022/23	Performance Data Q4 2021/22 & 2022/23	Year End Target	Year End Result	Current Target	Latest Note & History
<b>Finance</b>								
BV8 <b>Percentage</b> of invoices paid on time	92.22%	91.40%	90.85%	91.82%	97.00%		97.00%	
	88.75%							
BV9 <b>Percentage</b> of Council Tax collected	28.24%	55.13%	81.98%	96.89%	97.5%	96.89%	97.5%	
	28.58%							
BV78a (M) <b>Speed</b> of processing - new Housing Benefit/Council Tax Benefit claims	27.3	25.7	29.6	21.1	28.00	25.9	28.0	
	19.6							
BV10 <b>Percentage</b> of Non-domestic Rates Collected	20.88%	50.03%	78.62%	97.46%	99.05%	97.46%	99.05%	
	30.09%							
<b>Property &amp; Technical</b>								
L728 <b>Percentage</b> of the gross internal area of the investment estate currently let	96.01%	96.01%	96.01%	89.31%				
	89.31%							
L168 <b>Income</b> per car park P&D ticket	July £1.87	Sept £1.89	Dec £1.51	March £1.70	£1.83		£1.87	
	July £1.78							

PI Code & Short Name	Performance Data Q1 2021/22 & 2022/23	Performance Data Q2 2021/22 & 2022/23	Performance Data Q3 2021/22 & 2022/23	Performance Data Q4 2021/22 & 2022/23	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	90%	97%	98%	100%	95%		95%	
	100%							
L301 Building Regulation Applications examined within 3 weeks	100%	98%	99%	96%	95%		95%	
	81%							
L302 Average time to first response (Days)	8.5	7.5	8	7	10		10	
	12							

PI Code & Short Name	Performance Data Q1 2021/22 & 2022/23	Performance Data Q2 2021/22 & 2022/23	Performance Data Q3 2021/22 & 2022/23	Performance Data Q4 2021/22 & 2022/23	Year End Target	Year End Result	Current Target	Latest Note & History
<b>Customer Services &amp; Communications</b>								
L999 Feedback Customer Satisfaction %	42%	53%	43%	N/A	50%	46%	50%	Customer Surveys are being reviewed to ensure we are capturing what matters to customers
	N/A							
L997 Customer Service Satisfaction %	94%	90%	92%	N/A	90%	92%	90%	Customer Surveys are being reviewed to ensure we are capturing what matters to customers
	N/A							

PI Code & Short Name	Performance Data Q1 2021/22 & 2022/23	Performance Data Q2 2021/22 & 2022/23	Performance Data Q3 2021/22 & 2022/23	Performance Data Q4 2021/22 & 2022/23	Year End Target	Year End Result	Current Target	Latest Note & History
<b>Environmental Health &amp; Housing</b>								
LEHH014 Food Hygiene Interventions <b>Completed</b>	29	177	22	348	708	576	1139	The FSA are currently looking at the way they monitor the performance of food teams. We are running to a Covid recovery plan that runs until March 2023. A new scheme will then be adopted.
	107							
LEHH015 <b>Percentage</b> of Food Hygiene Due Interventions Completed	3.7%	23%	3.02%	49%	100%	19.7%	100%	The FSA (Food Standards Agency) are currently looking at the way they monitor the performance of food teams. We are running to a Covid recovery plan that runs until March 2023. A new scheme will then be adopted.
	9.4%				100%			
PI Code & Short Name	Performance Data Q1 2021/22 & 2022/23	Performance Data Q2 20121/22 & 2022/23	Performance Data Q3 2021/22 & 2022/23	Performance Data Q4 2021/22 & 2022/23	Year End Target	Year End Result	Current Target	Latest Note & History
	128	126	136	102		492	Data only	

LEHH016 Housing Options - <b>Number</b> of Homelessness Prevented & Relieved	127							
LEHH017 Housing Options - <b>Number</b> of Households Accommodated in Temporary Accommodation	42	38	42	64		186	Data Only	
	65							
LEHH026 <b>Number</b> of NDC Lets Through DHC	72	70	60	63			Data only	
	45							

## 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.