

Appendix E

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

	Completed	Overdue	Cancelled	Not due	Total
Totals	485	0	0	84	569
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
CF 2020/21 02 Customers Streamline feedback process	This action is now complete. The feedback process was mapped which resulted in a new Firmstep form to report complaints, compliments and comments. A recent Audit report of W&R gave assurance of the complaint procedure. The team will continually review the process ongoing.	31-Aug-2022	01-Sept-2022
G 16/17 01 Works in Default Policy and procedures	Works in Default policy has been completed and signed off by SMT on 10th October 2022. The policy is on the November 22 Strategy and Resources agenda for approval	30-Sep-2022	12-Oct-2022
G 22/23 03 Review procurement policies & procedures to include sustainability, social value & role in contract monitoring	Procurement Team has been restructured and now forms part of the Legal Services Team. The constitution has been updated in terms of procurement compliance and the procurement thresholds. A Procurement Working Group has been established to look at forthcoming changes such as sustainability and social value	31-Oct-2022	12-Oct-2022
G 22/23 04 Explore options to enhance hybrid meeting experience, with better audio & opportunities for streaming of Council meetings at BEC	The Owl now provides a better hybrid and audio experience for meetings at BEC. Meetings held via teams so that attendees can attend virtually. The recordings are placed on the Councils YouTube channel.	30-Sep-2022	12-Oct-2022

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
Sarah Higgins	CF 2019/2005	Communications Review the Design Print and Post service	30-Sept-2022	31-May-2023	The previous review undertaken in 2019 is now null and void due to the effects of Covid on NDC working practices. A new review will be undertaken
Jeremy Mann	PH&H 2020/2101	Community Safety NDC use of drones (unmanned aerial vehicles).	30-Sept-2022	31-Dec-2022	Officers were perusing a potential collaboration with a 3rd party company who would have assisted in the evaluation of this initiative. Unfortunately this opportunity is no longer available. A decision will now be made on the merits of developing this initiative without their support.

Jeremy Mann	PH&H 2020/21 04	Housing Commercialisation of aspects of the Housing Service.	30-Sept-2022	31-Mar-2023	<p>This action has had to be deprioritised due to the need to attend to more pressing areas of concern, e.g the implementation of numerous refugee resettlement schemes and the additional demands on core services due to local economic conditions.</p> <p>Officers are however in dialogue with other authorities who have progressed aspects of commercialisation and are seeking 3rd party funding opportunities to progress this work further, e.g the LGA's housing advisers programme.</p>
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Jeremy Mann	PP&H 2022/23 06	Planning Development Management process efficiency	30-Sept-2022	31-Mar-2023	<p>On Monday, 3rd October, 2022, it was our pleasure to welcome Tracey Blackmore to NDC as our new Service Management for Development Management. This completes an important element of our wider transformation programme for the DM service. Tracey will now lead on the recruitment to our vacant posts.</p> <p>Tracey's team will benefit from the planned additional resources which will enhance what is already a very good service and will improve efficiency in a team which provides a vital service to the community. More capacity has been built in at senior practitioner levels. A career structure has also been established which will allow new apprentice and graduate officers advancement with us to build capacity in a challenging job market.</p> <p>All our professional officer post job descriptions have been re-drafted and re-assessed. It is important that our service expectations are clearly stated and the significant skills and wider competencies required to provide high quality services are properly laid out.</p> <p>A second element of the transformation programme is the establishment of a new Planning and Environmental Regulatory Service. This team will undertake all the functions which were historically delivered by Planning Enforcement and the Environmental Protection Team in EH. The expanded team will give us greater capacity and resilience. The team's work will increasingly focus on the pro-active regulation of planning consents</p>
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					<p>and the delivery of non-financial obligations secured through S106 agreements.</p> <p>Furthermore, significant internal resources and new funding from Gov. has been allocated to projects which will enhance the efficiency of service, improve the monitoring of all S106 contributions and mobile working by developing our IT/systems. The job market is however proving to be extremely challenging and a recent recruitment exercise was only partially successful.</p>
Sarah-Jane McKenzie-Shapland	PP&R 2019/20 11	Regeneration Land Release Funds	30-Sept-2022	28-Feb-2023	<p>Extension requested until 28th February 2023 to reflect land release date (for funding). The contract has been awarded in principle and we are in the standstill period. A few tweaks are being made to the Development Agreement and the application is back to PLC on the 19/10 to amend the heads of terms given viability concerns. The Affordable housing will be delivered by the Development Agreement not the S106. We hope to enter into conditional contract on the 24/10. The contract will go unconditional (contractually obligated) on the 28/Feb 2023 and the land will be released.</p>

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 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
Planning								
NI 155 Number of affordable homes delivered (cumulative ¹)	32	81	88	113		113		Data for Quarter 2 not yet available
	16							
NI 157a Percentage of major applications processed within 13 weeks	86%	88%	86%	100%	45%		45%	Major applications determined within statutory timeframe of 13 weeks is 38% but total within statutory timeframe or the agreed extension of time is 100%
	91%	100%			45%			
NI 157b Percentage of minor planning applications processed within 8 weeks	97%	90%	87%	95%			75%	Minor applications determined within statutory timeframe of 8 weeks is 39% but total within statutory timeframe or the agreed extension of time is 87%
	92%	87%						

¹ 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
Planning								
NI 157c Percentage of other applications processed within 8 weeks	97%	96%	94%	95%	85%		85%	Other applications determined within statutory timeframe of 8 weeks is 60% but total within statutory timeframe or the agreed extension of time is 94%
	80%	94%			85%			
Waste & Recycling								
L82(i) Total percentage domestic waste recycled	51.74%	52%	46%	39.7%	46%		46.00%	Quarter 2 figures not yet available
	49.1%							

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
Finance								
BV8 Percentage of invoices paid on time	92.22%	91.40%	90.85%	91.82%	97.00%		97.00%	
	88.75%	91.72%						
BV9 Percentage of Council Tax collected	28.24%	55.13%	81.98%	96.89%	97.5%	96.89%	97.5%	
	28.58%	55.8%						
BV78a (M) Speed 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	21.3						
BV10 Percentage of Non-domestic Rates Collected	20.88%	50.03%	78.62%	97.46%	99.05%	97.46%	99.05%	
	30.09%	59.61%						
Property & Technical								
L728 Percentage of the gross internal area of the investment estate currently let	96.01%	96.01%	96.01%	89.31%				
	89.31%							
L168 Income 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	Sept £1.83						

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
Building Control								
L300 Building Regulation Full Plan applications determined in 2 months	90%	97%	98%	100%	95%		95%	Data for Quarter 2 not available until end October 2022
	100%							
L301 Building Regulation Applications examined within 3 weeks	100%	98%	99%	96%	95%		95%	Data for Quarter 2 not available until end October 2022
	81%							
L302 Average time to first response (Days)	8.5	7.5	8	7	10		10	Data for Quarter 2 not available until end October 2022
	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
Customer Services & Communications								
L999 Feedback Customer Satisfaction %	42%	53%	43%	N/A	50%	46%	50%	Customer Surveys are being reviewed and data collection will start in Qtr 4 for reporting in Qtr 1 23/24
	N/A							
L997 Customer Service Satisfaction %	94%	90%	92%	N/A	90%	92%	90%	Customer Surveys are being reviewed and data collection will start in Qtr 4 for reporting in Qtr 1 23/24
	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
Environmental Health & Housing								
LEHH014 Food Hygiene Interventions Completed	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	319						
LEHH015 Percentage 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%	29.6%			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
LEHH016 Housing Options - Number of Homelessness Prevented & Relieved	128	126	136	102		492	Data only	Successful Prevent 58, Relief 30
	127	88						
LEHH017 Housing Options - Number of Households Accommodated in Temporary Accommodation	42	38	42	64		186	Data Only	
	65	66						
LEHH026 Number of NDC Lets Through DHC	72	70	60	63			Data only	
	45	66						

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.