

## 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>497</b>	<b>1</b>	<b>0</b>	<b>71</b>	<b>569</b>
<b>Since the last report included in the total</b>	<b>12</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 (12) completed**

<b>Code</b>	<b>Title</b>	<b>Closure Note</b>	<b>Due Date</b>	<b>Completed Date</b>
CF 2018/19 02 ICT	Upgrade of R&B ICT Software to improve customer experience	The portal is now in the 'live' environment and we will start to roll out to customers in March following full staff training for Revenues, Benefits and Customer Services. The initial capabilities are viewing benefit claim details, viewing Council Tax balances & payments. Further functionality will follow as per CF 2022/23 02.	30-Dec-2022	24-Jan-2022
EE 2020/21 01 Environment	Increase number of meadow grass areas on council own land by 20,000 square metres by Year 3 of this service plan.	Have tendered for a meadow cut contractor to assist in delivering his target which is on target for completion in 2023	31-Jan-2023	05-Dec-2022
EE 2022/23 01 Environment	Produce & Adopt a Carbon Environment & Diversity Plan	Draft document has been produced and is due to go to Strategy & Resources Committee in June 22 with a recommendation to adopt it.	31-Oct-2022	05-Dec-2022

Code	Title	Closure Note	Due Date	Completed Date
PH&H 2022/23 16 Building Control	Revise Surveyor Job Descriptions to take into account new legislation + carry out JE on a common basis for staff of both partner authorities	JD's update to reflect the requirements of the new Building Safety Regulator, advised by HR no impact on grading.	31-Oct-2022	07-Dec-2022
PP&H 2022/23 14 Community Safety	Update corporate safeguarding arrangements	Refreshed policy made available on Insite July 22	31-Dec-2022	07-Dec-2022
PP&R 2019/20 02 Parking	Carry out review of parking team and parking policies	Staff parking boards removed. Clear instructions issued to staff and members.	31-Dec-2023	07-Dec-2022
PP&R 2019/20 05 Regeneration	Barnstaple Garden Town Announcement Spring 2019	A Garden Town bid was submitted and was not successful. This is now not being pursued by North Devon Council and instead growth is being considered as part of the People and Place project. This project should now be closed.	31-Mar-2031	07-Dec-2022
PP&R 2019/20 06 Regeneration	Barnstaple Town Centre Vision - Phase 1	It is requested that this project be closed. Phase 1 relates to the Future High Street Fund scheme, which is captured in the Programme for this Service.	31-Jul-2019	06-Jan-2023
PP&R 2019/20 07 Regeneration	Housing Infrastructure Fund	The desired outcome was the delivery of the roundabout access to Westacott. HIF monies have all now been drawn down by NDC. We have transferred to DCC and the roundabout has been delivered for the purposes of the HIF with all HIF monies spent.	31-Mar-2020	07-Dec-2022

<b>Code</b>	<b>Title</b>	<b>Closure Note</b>	<b>Due Date</b>	<b>Completed Date</b>
PP&R 2022/23 03 Culture	Delivery of 'Partridge Family' Exhibition and learning programme		31-Oct-2022	29-Nov-2022
FS 2020/21 02 Parking	Undertake wholesale review of parking charges and enforcement action .	The review of parking charges has taken place, new charges for 2023-24 have been approved by Members in November 2022 and OSPO is out for public consultation presently	31-Dec-2022	18-Jan-2023
PH&H 2021/22 05 Environment	Establish an Environmental Management System	This was discussed at SMT but our Head of EE advised that our Sustainability Officer had met with our auditors and they felt our internal controls were sufficient, negating the need for a separate system.	31-Mar-2023	06-Jan-2023

**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
NIL					

**Table E: Outstanding Service Plan Actions (1)**

<b>Code</b>	<b>Description</b>	<b>Progress Bar</b>	<b>Latest Note</b>	<b>Original Due Date</b>	<b>Due Date</b>
PH&H 2020/21 01 Community Safety	NDC use of drones (unmanned aerial vehicles)	30%	Corporate decision required as to whether the use of drones is investigated further.	30-Jun-2020	31-Dec-2022

**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	16	64					
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 8% but total within statutory timeframe or the agreed extension of time is 67%
	91%	100%	67%		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 37% but total within statutory timeframe or the agreed extension of time is 92%
	92%	87%	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%	Other applications determined within statutory timeframe of 8 weeks is 56% but total within statutory timeframe or the agreed extension of time is 93%
	80%	94%	93%		85%			
<b>Waste &amp; Recycling</b>								
L82(i) Total <b>percentage</b> domestic waste recycled	51.74%	52%	46%	39.7%	46%		46.00%	Quarter 3 (2022-23) is an estimate and will be updated once actual known.
	49.1%	46.84%	45%					

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%	91.72%	90.68%					
BV9 <b>Percentage</b> of Council Tax collected	28.24%	55.13%	81.98%	96.89%	97.5%	96.89%	97.5%	
	28.58%	55.8%	82.04%					
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	21.3	18					
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%	59.61%	80.48%					
<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%	95.93%	95.93%					
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	Sept £1.83	Dec £1.59					

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%	95%	95%					
L301 Building Regulation Applications examined within 3 weeks	100%	98%	99%	96%	95%		95%	
	81%	85%	79%					
L302 Average time to first response (Days)	8.5	7.5	8	7	10		10	
	12	16	16					

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 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
<b>Environmental Health &amp; Housing</b>								
LEHH014 Food Hygiene Interventions <b>Completed</b>	29	177	22	348	708	576	1139	Inspections 342, Verification 15, Information 91. Many previously UNRATED brought into the programme, so NOT DUE as at 01/04/22.
	107	319	448					
LEHH015 <b>Percentage</b> of Food Hygiene Due Interventions Completed	3.7%	23%	3.02%	49%	100%	19.7%	100%	A -, B 12 (70/S), C 67 (101 O/S), D 27 (317 O/S), E 2 (530 O/S). 42% due completed calculated on A-C only - D/E not priority. 79/187=42.2%. FSA advises A-C priority & only D/E 's when higher priority premises inspections completed
	9.4%	29.6%	42%		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 - <b>Number</b> of Homelessness Prevented & Relieved	128	126	136	102		492	Data only	
	127	88	109					
LEHH017 Housing Options - <b>Number</b> of Households Accommodated in Temporary Accommodation	42	38	42	64		186	Data Only	
	65	66	62					
LEHH026 <b>Number</b> of NDC Lets Through DHC	72	70	60	63			Data only	
	45	66	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.