

Service Plan Actions 2025/26



Code & Title	Detail	Due Date
Building Control		
BC 2022/23 19 Building Control Maintain our quality assurance accreditation through greater understanding and compliance with ISO9001 Quality Assurance System to ensure recording of adequate audit trails is embedded in the service	<p>Internal Audit Submission to LABC submitted to Standards Team on 11/11/2024 by Building Control Manager as no Audit Team in place due to resource frailties. NCRS & OFIS reported to LABC and Senior Management Team. BSI to undertake an external audit in December 2024.</p> <p>Audit Management Team to be formed in New and to consist of BCM, Tech Support TL and Principal Inspector. Audit team to be appointed in the New Year and to consist of Technical Support Officer & a Building Inspector.</p> <p>Agreed Extension of Time 2025/26 Service Plan: 31st March 2025</p>	31-Mar-2025
BC 2024/25 01 Back Office System Changes to Accommodate Building Safety Regulator (BSR) standards	<p>There are some processes which remain outstanding which relate to; sending inspection information to clients after each and every visit; and enforcement.</p> <p>Awaiting IDOX input to allow current system to facilitate.</p> <p>Agreed Extension of Time 2025/26 Service Plan: 31st January 2025</p>	31-Jan-2025
BC 2025/26 01 Automated BSR KPI Reports	<p>IDOX still to release reports to service users and Partnership continues to capture data manually using spreadsheets in the interim.</p>	01-Apr-2025

Customer Focus		
CF 2019/20 04 ICT Investigate Document Retention disposal modules for Core Financial Systems	<p>For Revenues & Benefits the document disposal project has been completed and the team will next work on the case disposal project. Other priorities have meant this has been delayed</p> <p>Agreed Extension of Time 2025/26 Service Plan: 31st July 2025</p>	31-Jul-2025
CF 2022/23 15 Crematorium Investigate alternative cremating technologies to reduce carbon footprint. Long term plan for cremators	<p>Long term project likely to be influenced by new technology (electric cremators and Alkaline Hydrolysis). Earmarked reserves will reach £1,000,000 by target date)</p>	30-Apr-2030
CF 2023/24 01 CS Replace CS emails with a Webform	<p>Soft Launch of form within ChatBot implementation.</p> <p>Agreed Extension of Time 2025/26 Service Plan: 31st April 2025 for full implementation.</p>	31-Mar-2025
CF 2024/25 01 Switch replacement	<p>Expected cost = £180k (We've estimated on the high side) We have this allocated in the capital programme</p>	30-Apr-2025
CF 2025/26 01 ICT Back-Ups and recovery	<p>Exploring the alternatives for back-ups and recovery; currently talking with vendors to look at options as well as looking at the possibility of extending some of our arrangements.</p> <p>Indicative costs are approx. £100k per annum for a 3 year contract. PAG required.</p>	31-Oct-2025
CF 2025/26 02 ICT VDI replacement	<p>Originally due for replacement in Jan 25, we are 'sweating' current system for 1 year to Jan 26. Estimated cost of £250k for 5 years. PAG required</p>	31-Jan-2026

CF 2025/26 03 Print Room Replacement	Replacement Print Room MFD contract due July 2025; will explore suppliers for capability / quality. Within current budget	31-Jul-2025
CF 2025/26 04 Revenues & Benefits Explore alternative options	Explore alternative options for both initial payments (pre-reminder) and recovery of Council Tax. Saving on postage will negate any outlay	31-Jul-2025
CF 2025/26 05 Crematorium Improve environment & sustainability	Reserve £1,000 budget to assist better biodiversity in the grounds, nurturing wildlife & reduce the amount of flora we purchase and seek to take our own cuttings and propagate and use plants as alternatives to fencing or walls	31-Mar-2026
CF 2025/26 06 Crematorium Improve Customer Focus	We will (a) implement two 'user forums' a year and use feedback to help us shape our future services and premises, (b) send out an annual survey and use results to help us shape our future services and premise and (c) undertake a review of our bereavement services software, to ensure our processes are streamlined and efficient, allowing us to offer improved service	31-Mar-2026
Environmental Enhancement		
EE 2025/26 Closed Burial Sites	<p>There are currently 5 closed burial sites looked after by the council. Initial memorial testing likely to be around £6k. There will be a list of works required following inspections. i.e staking or lying flat unsafe memorials, cost estimate £5k. There will need to be a rolling programme of testing and maintenance going forward to fulfil our statutory obligations. Estimate £2k per year. This work is beyond the in house resources of the Grounds Maintenance team. In summary:</p> <p>£11k required upfront 2025/26</p> <p>£2k p/a request to be added to base budget</p>	01-Apr-2025

EE 2025/26 02 Improve Recycling Rates	<p>Our Graduate Manager Trainee is currently looking in to how NDC can increase its recycling rate to 55% by 2025 and then by further 5 % increments every 5 years until 2035. She is presenting her findings to the W & R team on December 17th 2024 and is likely to recommend introducing a strict No Side Waste policy going forwards. Other authorities with the best recycling rates have introduced this measure, but have stressed the importance of having W & R advisors in post to work with the public to oversee the transition.</p> <p>Additional 2 posts requested</p>	31-Dec-2025
Environmental Health & Housing		
EH&H 2020/21 03 Housing The devolution of 18+ DCC funding for supported accommodation	<p>The expiry date for this direct funding from DCC to the support providers is 31March 2025. We are currently working a Devon wide group in to the fair allocation for the funding for LAs cover the impact of this exit. NDC will not be looking to replicate the current arrangements as those vulnerable clients have remained in this house for much longer than was agreed. We will now ensure we understand the make-up of the residents, determine if we have a duty to support and work with them to find appropriate accommodation where possible.</p> <p>As of November 2024 DCC still hadn't served notice on Sanctuary Housing.</p> <p>Our approach provide a clear break whilst we determine what our business model moving forwards may be i.e. just providing the support and not the housing.</p> <p>Agreed Extension of Time 2025/26 Service Plan: 31 March 2025</p>	31-Mar-2025
EH&H 2024/2025 02 Assess the viability of North Devon Council providing leisure water sampling (Pools and Spas) to businesses	The team have made some changes to our existing water sampling arrangements plus focussing on developing the Pest Control Service, Planning Enforcement, Internal Health and Safety and the devolved powers from the DVLA and recruiting into the team.	30-Sep-2025

	Agreed Extension of Time 2025/26 Service Plan: September 2025	
EH&H 2024/2025 03 Partnership project to identify women who are 'hidden homeless' and are at greater risk	We have been working with Encompass looking at the Watering Hole Pub in Barnstaple that may be suitable as a Women's Hub. Their CEx (CF) has been developing a BID, but due to the general election being called this fund pot has paused. We watch this space.	31-Jul-2025
EH&H 2025/26 01 Feasibility of providing Food and Health and Safety Training to external customers	Now that we have increased capacity within the Environmental Health Team, there is capacity to work up training packages and use these as a wider support tool to our business community. There is also an income generation opportunity.	31-Dec-2025
EH&H 2025/26 02 Feasibility of introducing a Trolley Removal Scheme.	Use the powers granted to Councils for managing abandoned shopping and luggage trolleys on public and private land.	31-Jul-2025
Governance		
G 19/20 02 Land Registry takeover of Land Charges for North Devon Area.	Ongoing project meetings with the Land Registry. The LR will be mapping 6,000 planning records during Feb/March 25. On successful completion they will issue us a go live date. (This is a joint project with the Planning Team) Agreed Extension of Time 2025/26 Service Plan 2025/26: Land Registry have proposed a go live date of February 26: 28th February 2026	28-Feb-2026
G 20/21 01 Parish Reviews	Consultation with Town and Parish Councils will take place between Nov 24 and Feb 25. Following that the Terms of Reference for these reviews will go to Full Council in July 2025.	31-Jul-2026

	Agreed Extension of Time 2025/26 Service Plan: 31st July 2026	
G 20/21 03 Continue with Land Registration project and investigating polygon requirements of the council	<p>Barnstaple, Chulmleigh Braunton and Fremington remain outstanding. Chulmleigh and Braunton should not take long to finalise because the Council does not have many assets here. Fremington (which includes parts of Roundswell) is two thirds done. By end June 2025 it is estimated that only Barnstaple will be outstanding but this is where the Council has the largest number of assets of varying complexity. Barnstaple has a 119 packets with 27 done. An officer is being trained to assist the solicitor carrying out this project to increase capacity and to achieve the revised target.</p> <p>Agreed Extension of Time 2025/26 Service Plan: 30th June 2026</p>	30-Jun-2026
G 2023/24 02 Document retention on Civica Financial core systems	<p>General ledger – 3 years have been archived on live system</p> <p>Debtors – Reports are being reviewed on the 3 years' worth of data prior to being archived</p> <p>Creditors – Issue logged with Civica Financials to allow the archiving reports to run.</p> <p>Agreed Extension of Time 2025/26 Service Plan: 30th June 2025</p>	30-Jun-2025
G 2024/25 04 Insurance Process Mapping and Property Insurance Valuations	<p>The Property Team we have revalued all our property assets for insurance purposes. A Consultant has also undertaken an insurance risk assessment of our key properties.</p> <p>We have recently procured a cloud based property management system and are reviewing options to store the insurance values against the assets.</p>	30-Dec-2024

	<p>We have been working with the provider of our insurance Claims Control system to review the forms and workflows as recommended by the mapping exercise.</p> <p>Agreed Extension of Time 2025/26 Service Plan: 30th September 2025</p>	
G 2025/26 01 Develop a local code of governance and review the AGS template in line with CIPFA recommendations & best practice	<p>Governance Committee to approve the new local code for governance and have a user friendly AGS for 25/26</p> <p>Currently we do not have a local governance code, but would be supported by the Chair of Governance and the Independent Member on that Committee</p>	30-Jun-2026
G 2025/26 02 Implementation of the new Procurement Act	Our preparedness is being considered during the Internal Audit review of Procurement in Dec/Jan	31-Mar-2025
G 2025/26 03 Review options for effective and efficient sundry debt recovery, including latest system innovations	<p>More efficient debt recovery, including a review of recovery routes & stages, external support and latest system developments.</p> <p>The current mapping of the aged debt process will help support this review</p>	31-Mar-2026
G 2025/26 04 Implement the recommendations of the recent HMRC readiness reviews, carried out by PSTAX for both VAT and employment taxes	Implementation of a Vehicle Use policy, Construction Industry Scheme procedure, updated VAT manual to further improve our tax compliance	31-Dec-2025
G 2025/26 05 Devon County Election	Deliver a successful election	01-May-2025
G 2025/26 06 Elections Act 2022: Postal Vote reapplications	This is the last change of the Elections Act to be implemented	31-Jan-2026
G 2025/26 07 Develop a corporate calendar	Produce a corporate calendar to diarise key corporate events, tasks and deadlines. Links to the new Insite / SharePoint site project	30-Apr-2025

G 22/23 06 Review & register delegated power nominations for each service area	<p>An electronic register for these nominations has been produced and going to SMT for sign off.</p> <p>There have been some delays through reviewing the appropriateness of the delegated powers themselves before tackling the subsequent nominations.</p> <p>Agreed Extension of Time 2025/26 Service Plan: 30th September 2025</p>	30-Sep-2025
Organisational Development		
OD 2025/26 01 Review our current counselling Service	We have used Workout for a number of years and it feels timely to carry out a review, increasingly staff are requesting, more than the previously agreed 6 appointments and many staff are seeking 3rd party assistance	31-Aug-2025
OD 2025/26 02 iTrent joint HR/Payroll System	<p>Onboarding – to improve recruitment experience for candidates, share information prior to start date and personal info will copy across</p> <p>Performance Management – to move paper checkin to iTrent improve efficiency and ability to extract training needs</p> <p>Giving managers increased tools</p> <p>Business Objects to assist with stats/workforce information.</p>	30-Nov-2025
Place, Property & Regeneration		
PP&R 2019/20 04 Place One Public Estate	<p>A meeting is being held with OPE parties on the 17th December in Ilfracombe to consider opportunities in the town. A collaborative approach is being taken.</p> <p>Agreed Extension of Time 2025/26 Service Plan: 31st October 2025.</p>	31-Oct-2025

PP&R 2019/20 09 Place Deliver Ilfracombe Seafront Masterplan	Without Central Gov support, the project team are progressing the delivery of open space through S106 improvements and the delivery of the bus shelter/toilets intervention through the Rural arm of UKSPF.	30-Apr-2029
PP&R 2019/20 10 Regeneration Ilfracombe Housing Infrastructure Fund	The first drawdown has been paid back to NDC. Devonshire Homes are the contracted delivery partner and work has now started on site. A paper went to S&R seeking delegated powers to w/draw from further drawdowns as delivery is happening without it. In discussion with the developer, we have now submitted a request to retain just the community building monies and await Homes England's response – dates can remain as are for the moment	30-Apr-2029
PP&R 2022/23 09 Place Extension to the Harbour Revision Order (HRO)	<p>Public consultation complete HRO now with MMO awaiting finalisation.</p> <p>We are still awaiting any response from the MMO. Nothing can progress until a response is received.</p> <p>Agreed Extension of Time 2025/26 Service Plan: 31st March 2026 to enable MMO time to complete.</p>	31-Mar-2026
PP&R 2025/26 01 Deliver clusters and associated action plans for the delivery of the Economic Strategy	Clusters and Action Plans to support the delivery of the recently adopted Economic Strategy	30-Jun-2025
PPR&R 2025/26 02 Production of an Asset Management Plan	To drive delivery of the ambitions in the Asset Management Strategy	30-Jun-2025