

Appendix F

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

	Completed	Overdue	Cancelled	Not due	Total
Totals	358	5	40	50	453
Since the last report included in the total	18		4		

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

Action	Reason
ED 01 16/17 North Devon Growth Point (also meets Objectives 1 and 4) - Scope opportunities for a North/Northern Devon Growth Point	This action is out of date and replaced by newer actions on North Devon Futures and Local Plan review. Garden Town programme entry was bid for 2018, however, Barnstaple was not identified in announcements Spring 2019. Awaiting feedback from HE/MHCLG.
P 05 16/17 Explore options for growth through growth points or incremental expansion	This action has been replaced by more up to date service plan actions
PM 01 16/17 Review operating model in Pannier Market. Review offer & business model	Request for cancellation as this action is the same as CE PM 01 17/18
CEM 02 15/16 Extension to Marlborough Road Cemetery	Request for cancellation as this action is the same as CEM 02 16/17

Service Plan Actions (18) completed

Action	Closure Note	Due Date	Completed Date
C&C C&C 02 18/19 Communications & Customer support for round remodelling	Rounds remodelled in certain areas early 2019	31-Mar-2019	31-Mar-2019
C&C PL&C 20 18/19 Prepared & tender a long term operational contract for the Queen's & Landmark Theatres	Selladoor Worldwide were awarded a 10 year theatres operating contract in November, with the contract starting in January 2020.	31-Jan-2019	16-May-2019
CCC 01 16/17 (Under ICE Project) Review F2F service delivery across our one stop shops	Amory Centre surrender drafted and awaiting signing. If paying half towards signposting. B'ple staffed flexibly so staff can be brought back and forth from phones/front desk according to demand.	31-Dec-2018	13-May-2019

Service Plan Actions (18) completed

CCC 02 16/17 (Under ICE Project) Use journey and process mapping to reduce interactions to CS by improving back office services i.e W&R assisted collections	Now part of a corporate wide project.	31-Dec-2018	13-May-2019
CE E&LC 01 18/19 Revised Ward Boundary Changes for North Devon Area	Both Ward Boundary and Polling District review completed successfully. Implemented for 2nd May 2019 District and Parish Elections.	28-Feb-2019	16-May-2019
CE E&LC 02 18/19 Community Governance Reviews	Review successfully undertaken. Further Parish reviews to be undertaken in the future as necessary.	28-Feb-2019	16-May-2019
CE E&LC 03 18/19 Household Canvass	Household canvass successfully completed, published 1st December 2018.	30-Nov-2018	16-May-2019
CE ES&LC04 17/18 Neighbourhood Planning Referendums.	Neighbourhood referendums not requested.	31-Dec-2018	16-May-2019
CE P 01 18/19 Facilitate making of first Neighbourhood Plan	This has been closed as completed as the Council is facilitating a number of Neighbourhood Plans, however, it is not in the Councils gift to ensure that they are made.	31-Mar-2019	21-May-2019
CEM 03 16/17 Increase burial prices in line with neighbouring services	Reviewed annually each January.	31-Dec-2018	17-May-2019
ED 03 16/17 Strengthen Town Centre Partnership model - increase engagement, income and develop action plan	This phase of work has been undertaken. Improvements ongoing. Strong connection to Barnstaple / Barnstaple Town Centre improvement work.	31-Dec-2018	21-May-2019
OS Crem 01 17/18 Refurbish and upgrade Aspen Chapel facilities to same standard as Rowan Chapel and match exterior finishes of original crematorium building to new build	Project was tendered and awarded to WestCounty Maintenance. Completed on time - March 2019	31-Mar-2019	08-May-2019
PARK 07 15/16 End of contract for Payment by mobile phone service for paying for parking	Cashless parking solution being procured with other Devon LA's to create a Devon wide provision. Roll out for NDC zones anticipated to be December 2019	31-Dec-2018	20-May-2019
R 01 17/18 Phase II integrating the Revenues & Benefits team to share expertise and resources	Cross team working well; Moving forward to integrate debt recovery and Revenue officers focus on HB overpayment recovery. HB Debt Recovery Officer also now working across Exchequer sundry debt recovery.	31-Mar-2019	16-May-2019

Service Plan Actions (18) completed

R 02 18/19 Review of Council Tax Support Scheme	2018/19 CTS scheme approved by Full Council.	31-Jan-2019	16-May-2019
R 03 17/18 Increase usage of Corporate E-procurement system	Q3 18/19 66% invoices paid with purchase order Q4 18/19 71% invoices paid with purchase order	31-Dec-2018	03-May-2019
R 08 17/18 North Devon Crematorium refurbishment of existing chapel	Project finished on time (on 18/03/19), on budget and to standard required. Surplus budget used to carry out repairs/improvements to the Crematorium office building (windows and fascias) which will also improve overall aesthetic of the site. Extra works to be completed in May/early June.	31-Mar-2019	18-Mar-2019
EH&H 02 17/18 Greater focus on efforts to prevent homelessness	This action refers to NDC's preparation and introduction of the Homelessness Reduction Act, including new staff structures, new software, policy and procedures. All actions are complete	31-Dec-2018	22-May-2019

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
Michael Tichford	CE ED 01 17/18	Establish appropriate partnership structures to deliver Barnstaple development projects	30-Jun-2018	31-Oct-2019	<p>Growth is now North Devon Futures and a draft PGG is with SMT colleagues. We are having a first partner meeting in June of the proposed governance partners. As the partners largely coincide this will be a North Devon Futures partnership with its initial focus being on Barnstaple.</p> <p>Informal engagement with partners has been underway with a first formal meeting planned for June.</p>
Michael Tichford	CE ED 01 18/19	North Devon Growth - Post 2031 Establish a Plan for Growth	30-Jun-2018	30-Apr-2021	<p>Growth is now North Devon Futures and a draft PGG is with SMT colleagues. We are having a first partner meeting in June of the proposed partners. As the partners largely coincide this will be a North Devon Futures partnership with its initial focus being on Barnstaple.</p>
Michael Tichford	CE ED 03 17/18	Ilfracombe Key Sites Harbour / Seafront development	31-Mar-2019	30-Apr-2021	<p>Harbour Master/Board have a range of ideas, including the tidal pool, that need developing and are more within her remit. I would suggest that all Harbour projects be moved to the Harbour Masters Service Plan, except the WSC.</p> <ul style="list-style-type: none"> . Highway re-engineering . Training academy/café – loss of car parking and dinghy parking adjacent to RNLI . Reconfiguring of harbour masters office . New harbour side promenade . Tidal pool . Removal of concrete kiosks and new temp concession structures

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					<p>. Footway up to the chapel to be reinstated</p> <p>ED is currently working on Capstone Hill access enhancements, the WSC and bringing site back into use but the latter should not be in the service plan as business as usual and and capstone is not a firm project yet.</p> <p>Request this action is transferred to the Harbour Service Action Plan</p>
Michael Tichford	CE ED 03 18/19	Barnstaple Town Centre Improvement Projects	31-Mar-2019	30-Apr-2020	<p>Funded and underway or project being developed:</p> <p>* Station Gateway Project - funding secured from GWR an partners, in delivery. Delivered</p> <p>* Town Centre WiFi: funding secured, in delivery. This project needs to be restarted as no action since pilot</p> <p>* Strand Enhancement: no funding needed. Lease negotiations in train. Planning application by Weatherspoons refused. New scheme needed. This should come out of service plan.</p> <p>* Library Square: scheme developed and costs. Consult on and identify funding. – delivery not currently planned as has been absorbed within large scheme for the TC and current draft enhancement study by Historic England for Castle Mound. Will bring back later if fundable as part of larger scheme.</p> <p>Future of the Civic Centre site. DCC disposing of the tower block. NDC producing plan for the whole quarter to facilitate negotiation with DCC on comprehensive development.</p>
Michael Tichford	CE ED 04 18/19	Coastal & Rural Economic projects	31-Mar-2019	31-March-2020	<p>Facilitated development and delivery of coast and rural economic projects:</p> <p>* Fremington Quay Pottery – CCF bid unsuccessful. Limited appetite from Parish Council – scheme highly unlikely to progress – didn't progress through round 2 of the Coastal Community Fund process, is opposed by</p>

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

					<p>some residents and little interest expressed by Parish Council. Recommend removal from the programme.</p> <ul style="list-style-type: none"> * South Molton Food Village – In development * Tarka Trail website - complete * Ilfracombe signage - complete * Ilfracombe Market Arches - In progress
Michael Tichford	CE ED 05 18/19	Up to date Strategic Economic Framework	30-Sep-2018	31-Mar-2020	<p>Economic Strategy – draft in production</p> <ul style="list-style-type: none"> * Inward Investment Strategy in progress * Digital Strategy (new) completed * Tourism Strategy - completed
Michael Tichford	CE P 02 17/18	Explore options to facilitate sustainable growth beyond plan period	30-Sep-2018	31-Mar-2024	<p>Agreement required with TDC to confirm commitment to joint working on the local plan and to ascertain their view on jointly working on the 2050 Vision and potential Joint Strategic Plan.</p>
Michael Tichford	CE P 02 18/19	Consider opportunities for closer internal integrations of activities between Planning and other Council services	31-Mar-2019	31-Mar-2020	<p>2019 Initial project on dwelling completions started. This has gone well, however, little commitment corporately to taking this action forward. Needs to be further pursued by 21:21 Board though will have resource implications.</p>
Michael Tichford	CE PM 01 17/18	Plan for improved use of Pannier Market space and environment	30-Sep-2018	31-Mar-2020	<p>Situation has changed as new project Making the Most of Barnstaple TC Historic Assets is in train with Town Centre Manager producing consultants brief – funding unexpectedly became available middle of March this year. This will review the opportunities that pannier, theatre, guildhall, St Annes, and slaughtouse provide for more intensive commercial use whilst enhancing the historic assets. Will also review future options for the pannier market operation. Potential traffic flow changes. Will be the basis for Heritage Lottery Fund bid. Capital</p>

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

					programme expenditure agreed of circa £0.5m for roof repairs to be used as matched funding
Michael Tichford	P 01 16/17	Review Business Processes for Application Determination and S106 Agreements	30-Jun-2017	31-Mar-2020	DEF software implementation has taken too much resource out of DM in order to undertake this work and not unacceptable impact performance.
Michael Tichford	P 07d 15/16	16 To prepare associated supplementary planning documents, including development briefs	30-Apr-2018	31-Mar-2020	Key SPDs are Affordable Housing,led by Housing and Green Infrastructure. Both in production.
Ricky McCormack	CEM 01 15/16	Memorial Safety Memorials identified failed testing need to be made safe	31-Jul-2018	30-Sept-2019	Memorials are safe, however, extension required to finalise the administration.
Ricky McCormack	CEM 01 16/17	Phase 2 Memorial Safety Memorials identified failed testing need to be made safe	30-Sep-2018	30-Sept-2019	There are a further 7 memorials to be made safe from Phase 2, the contractor has been advised and this work will be carried out shortly.
Jeremy Mann	EH&H 04 17/18	Establish a NDC Housing Development Company	30-Apr-2019	31- Aug-2019.	The consultant's report is being considered by officers.

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

Jeremy Mann	EH&H 05 17/18	Establish Selective Licensing in Ifracombe (Part 3 Housing Act 2004	30-Apr-2019	31-Aug-2019.	The BRE paper has been received. It highlights many significant issues for the Council to consider in addition to Selective Licensing.
Jeremy Mann	EH&H 06 17/18	Establish a direct access/emergency hostel	31-Mar-2019	30-Sept-2019	Request extension of time to 30th September 2019.
Jeremy Mann	EH&H EP 01 18/19	To implement PSPOs in response to the issues affecting ND communities regarding street drinking and dogs	31-Mar-2019	31-Dec-2019	Report prepared for Exec, circulated internally, postponed due to elections. Current proposal to submit to Strategy and Resources Committee July 2019, seeking permission for consultation to proceed
Mike Mansell	ES&LC 03 16/17	Land Registry Takeover of Land Charges Register Function	31-Mar-2019	31-July-2020	Legislation has passed and some data capture have been undertaken by both Land Charges and Planning
Jeremy Mann	H 02 15/16	Homeless prevention	31-Mar-2019	31-March-2020	New Deposits scheme introduced. This scheme commences recovery of deposit and rent in advance at outset of loan rather than recovery at end of tenancy. Additional staff in post assisting to monitor and sustain payments/tenancies. Regular reconciliation meetings occurring between Finance and Homelessness Officers. On-going recovery continues for both the historic and current deposits schemes. Improved target recovery rate set. New date requested for March 2020 to enable on-going monitoring

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Jeremy Mann / Ken Miles	CSS 03 15/16	Regulators' Code (came into effect 6th April, 2014)	31-Mar-2019	31-July-2019	<p>Trevor Blatchford and I met today (29/01/19). Whilst both of us have drafted Enforcement Policies, neither are close to being finalised or at a stage ready to consult staff. As such the deadline for the March Executive is unrealistic. We have scheduled a further appointment for the 26 February 2019 to finalise the two documents considering the EHHS one needs to link into the Corporate document and thus this is a partnership project. I have spoken to Bev Triggs to remove this as an item from the March Exec agenda, but I am unable to specify another near alternative date as the meetings have yet to be scheduled for the year. When the Executive schedule becomes available I will provide a further update as to a proposed committee date.</p> <p>Agreed for this action to be transferred to Legal.</p>
Jeremy Mann	H 03 15/16	Temp accommodation for homeless households. New policy and strategy to be adopted in 2016; conversion of 15 Castle Street; purchase of 2x units of TA in Barnstaple and consideration of business cases to support the purchase of a further 2x shared houses	31-Mar-2019	31-Aug-2019	<p>Cross Party Task and Finish Group meetings complete. Final report to follow to July 2019 Strategy Committee. 7 units now in ownership for TA use. (5 are in use for TA, 2 have works in progress). One further unit already in ownership and under consideration for change of use</p>
Jon Triggs	O 03 16/17	Effective and Coordinated management of the bus station	30-Apr-2019	31-Dec-2019	<p>Meeting with operator Stagecoach on 5 June 2019 to discuss future plans and associated improvements. Links to TS 02 15/16</p>

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Ricky McCormack	OS Crem 04 17/18	Upgrade inadequate storage facilities and provide larger memorial facilities with option for visitor restaurant in future	31-Mar-2019	31 March 2020	Demolish existing storage, rebuild new storage and only upgrade existing memorial facilities (rather than building new with restaurant option). This task is scheduled for the 2019/20 year. The current position is that it is awaiting specification confirmation from surveyor prior to tendering. Finance is in place.
Jon Triggs	R 04 18/19	Upgrade of Civica Icon (income payment scheme).	31-Mar-2019	31-Jan-2020	Limited testing has started but we have had to put this on hold whilst we concentrate on implementing PCI Pal to aid with PCI compliance and 3D Secure V2 to continue taking card payments
Jeremy Mann	RS 04 16/17	To implement the requirements of the Enterprise Bill 2015/16	30-Mar-2019	31-June-2019	Additional time needed to see how Primary Authorities fit in with the Council's new Corporate Plan following the election.
Jon Triggs	TS 02 15/16	Barnstaple Bus Station Refurbishment - On Hold	31-Mar-2019	31-Dec-2019	Project links with O 03 16/17 Management of Bus Station and some refurbishment has taken place; £80k Capital Programme budget remaining. Meeting Planned with Stagecoach on 5 June 2019 to move further forwards.
Jon Triggs	V&EM 01 16/17	Continued Review of Assets and identify and dispose of surplus assets to maximise capital receipts	31-Mar-2019	31-Mar-2020	Bicclescombe Nursery contracts have been exchanged; due to go to Planning Committee shortly. Surplus Assets review continuing and discussions with North Devon Homes on potential joint ventures to delivery housing.

Table E: Outstanding Service Plan Actions (5)




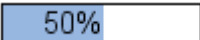
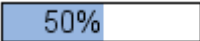
Code	Description	Progress Bar	Latest Note	Original Due Date	Due Date
C&C L 03 17/18 Investigate / complete purchase of polygons of land in Council ownership	Investigate polygon requirements of the council. (Invite Land Registry to present available options to senior management, then complete purchase of identified polygon set). Business Case was provided as part of Land Registration Project		12-Feb-2018 Approved Extension to due date: SMT & OS approved a revised due date of December 2018. Additional Comments: Land Registry have introduced an enhanced range of free public data. Polygon requirements are dependent on progress with the Land Registration project.	31-Dec-2017	31-Dec-2018
CEM 02 16/17	Extension to Marlborough Road Cemetery		Not yet at capacity (pending epidemic). Still insufficient funds. Review to utilising current availability to maximise resources	31-Dec-2018	31-Dec-2018
OS W&R 02 18/19 Recycle More Project	Chargeable Green Waste 1. Remodel green rounds 2. Review labels for 2018 3. Agree additional options for 2018 4. Bartec Integration 5. Bartec used by all crews		Recycle more project on going. Black and Green rounds remodelled in Feb 2019.	30-Jun-2018	28-Feb-2019
OS W&R 05 17/18 Review Trade Waste Service	Data Cleansing of customer & collection information. Promotion of service.		JT collating round information. Rounds to be placed on to Bartec	31-Mar-2019	31-Mar-2019
OS W&R 10 17/18 Recycling Process Hall	2018/19: Review / Future Proof equipment: to ensure financial / operational viability going forward. Review / Future Proof working procedures to ensure throughput demand can be met.		PAG bid approved for updated equipment. Waiting political decision to roll out 3 weekly across the district in June.	31-Dec-2017	31-Mar-2019

Table E: Outstanding Service Plan Actions (5)

	2017/18: Separate business case required if kit needs changing/repairing.				
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Table F: Key Performance Indicators : Last year's data + this year's results

PI Code & Short Name	Performance Data Q1 2017/18& 2018/19	Performance Data Q2 2017/18& 2018/19	Performance Data Q3 2017/18 & 2018/19	Performance Data Q4 2017/18 & 2018/19	Year End Target	Year End Result	Current Target	Latest Note & History
Planning								
NI 155 Number of affordable homes delivered (cumulative ¹)	19	37	63	131		131	41	
	42	58	100	146		146		
NI 157a Percentage of major applications processed within 13 weeks	22	30	30	75	45	39.25	45	
	61	100	85	100	45	86.5		
NI 157b Percentage of minor planning applications processed within 8 weeks	81	71	77	95		78.5	75	
	95	97	98	100		98.75		
NI 157c Percentage of other applications processed within 8 weeks	88	89	87	97	85	90.25	85.00	
	98	99	99	98	85	98.5		
Waste & Recycling								
L82(i) Total percentage domestic waste recycled or composted	48.22	50.21	46.9	37.02			46.00	Quarter 4 figures not yet available
	49.16	48.02	42.6					
Finance								
BV8 Percentage of invoices paid on time	97.76	97.74	97.24	96.72	97	97.37	97.00	
	97.39	93.13	95.99	97.28	97	95.95		
	29.11	56.48	83.53	97.03	98.00	97.03		

¹ NI 155 changed from Gross to Cumulative

BV9 Percentage of Council Tax collected	28.81	56.14	82.98	97.07	98.00	97.07	98.00	
BV78a (M) Speed of processing - new Housing Benefit/Council Tax Benefit claims	20.1	20.2	18.6	22	28.0	20.23	28.0	
	23.2	24.7	19.6	16.9	28.00	21.1		
BV10 Percentage of Non-domestic Rates Collected	32.11	58.11	83.04	97.96	99.05	97.96	99.05	
	32.14	57.31	81.89	97.04	99.05	97.04		

PI Code & Short Name	Performance Data Q1 2017/18 & 2018/19	Performance Data Q2 2017/18 & 2018/19	Performance Data Q3 2017/18 & 2018/19	Performance Data Q4 2017/18 & 2018/19	Year End Target	Year End Result	Current Target	Latest Note & History
Property & Technical								
L728 Percentage of the gross internal area of the investment estate currently let	95.31	95.40	95.31	95.40				
	95.40	95.40	95.40	95.40				
L168 Income per car park P&D ticket	July 1.78	Sept 1.68	Dec 1.52	April £1.63			1.78	
	July 1.72	Sept 1.71	Dec 1.59	April £1.69				

PI Code & Short Name	Performance Data Q1 2017/18 & 2018/19	Performance Data Q2 2017/18 & 2018/19	Performance Data Q3 2017/18 & 2018/19	Performance Data Q4 2017/18 & 2018/19	Year End Target	Year End Result	Current Target	Latest Note & History
Building Control								
L300 Building Regulation Full Plan applications determined in 2 months	84	95	96	99	95%	93.5%	95%	
	99	97	96	97	95%	97.25%		

PI Code & Short Name	Performance Data Q1 2017/18 & 2018/19	Performance Data Q2 2017/18 & 2018/19	Performance Data Q3 2017/18 & 2018/19	Performance Data Q4 2017/18 & 2018/19	Year End Target	Year End Result	Current Target	Latest Note & History
L301 Building Regulation Applications examined within 3 weeks	96	86	98	97	95%	94.25%	95%	
	95	92	87	89	95%	90.75%		
L302 Average time to first response (Days)	15	14	10	10	10	12.25	10	
	11	13	12	12	10	12		
Customer Services & Communications								
L999 Feedback Customer Satisfaction %							50%	
	57%	50%	38%	39%	50%	46%		
L997 Customer Service Satisfaction %							90%	
	95%	91%	98%	94%	90%	94.5%		
L998 Media Satisfaction % Annual								
	Annual				90%	100%	90%	

Environmental Health & Housing								
LEHH014 Food Hygiene Interventions Completed	78	202	321	707		707		28 outstanding - some seasonal/not open.
	137	288	472	636	664	636		
LEHH015 Percentage of Food Hygiene Due Interventions Completed	13	35	55.8	95			100	
	26	69.9	63.5	95.8	100	95.8		
LEHH016 Housing Options - Number of Homelessness Prevented & Relieved	181	120	135	267		703	Data only	
	130	123	188	191		632		
LEHH017 Housing Options - Number of Households Accommodated in Temporary Accommodation	28	36	25	28		117	Data Only	
	28	33	28	32		121		
LEHH019 Housing Standards - Number of DFG's Completed & Monies Paid	43	46	27	107		107	Data only	£705,912.49
	7	23	73	96		96		
LEHH026 Number of NDC Lets Through DHC	33	37	30	65		165	Data only	Broken down by bed size: 1 Bed = 24, 2 Bed=30, 3 Bed = 5, 4 Bed =1
	69	41	66	60		236		
	226,780	199,968	224,412	33,000			Data only	

LEHH020 Housing Standards – the level of unmet demand for DFGs	282,301	297,509	261,228	279,468			Data only	
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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.

Author: Sarah Higgins Date: 22nd May 2019 Reference: Executive Performance Report June 2019