

Appendix E

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

	Completed	Overdue	Cancelled	Not due	Total
Totals	389	29	46	16	480
Since the last report included in the total	7				

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

Action	Reason
NONE	

Table C: Service Plan Actions (7) completed

Action	Closure Note	Due Date	Completed Date
EH&H CP1 19/20 Address the current NDC capability issue to undertake its Category 1 responsibilities under the Civil Contingencies Act 2004.	<p>New officer started with NDC, refer to the email sent to all staff on the 25th November by Katy Nicholls:</p> <p>"We are pleased to welcome Alex Miles to the Council. Alex is our new Emergency Planning Officer, who will also be covering business continuity issues. I have already set up a number of meetings with managers across the Council to introduce Alex and to ensure that she gains an overview of the Council's business.</p> <p>Alex has recently graduated from Portsmouth University with an MSc in Crisis and Disaster Management. She has just received news that she has passed with distinction, which is super news, and we are very pleased to welcome her to the authority. Congratulations Alex!"</p>	31-Oct-2019	26-Nov-2019
EH&H H 01 18/19 The development of DFGs and loans to secure adaptations and improvements in residential property.	New policy approved on the 4th November 2019, Minute 65 refers.	31-Dec-2019	26-Nov-2019
EH&H H2 19/20 Provide safe sleep/severe weather provision for rough sleepers beyond 31st March, 2019.	The Salvation Army Hall has been commissioned to provide the accommodation.		

Table C: Service Plan Actions (7) completed

	M5 Security has been contracted to provide the housing support and security.		
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	<p>A report on the project was considered by the Strategy and Resources Committee on the 4th November 2019.</p> <p>There was very favourable media coverage of the item, BBC 1 Inside Out SW and BBC Radio Devon.</p>	30-Nov-2019	26-Nov-2019
R 01 19/20 Implementing 'Making Tax Digital' for VAT	1st Making Tax Digital submission 18/11/19	31-Dec-2019	18-Nov-2019
R 02 19/20 Upgrade Civica Financials to v19.0 and roll out web financials to other departments	System upgraded and migrated to new server. Agreed to close this service plan item as a new item will be added specifically to deal with the roll out of web financials	31-Dec-2019	18-Nov-2019
V&EM 01 16/17 Continued Review of Assets and identify and dispose of surplus assets to maximise capital receipts	Closure Note: Continued review of assets and identify and dispose of surplus assets and maximise capital receipts.	31-Mar-2020	09-Dec-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
JEREMY MANN	H 13 16/17	Off-site contributions process. Plan the proactive and efficient use of NDC's current pot of commuted sums and possible future sums aligning this with the most appropriate schemes. May sit within Affordable Housing Delivery Plan or as separate policy document with Executive approval. .	30 th September 2019	30 th June 2020	11-Oct-2019 • AH SPD external research delayed (1st consultant's report deficient & then Altair took more time than expected due to the complexity of affordability issues where there is not existing "standard"/methodology for affordability). due for completion Oct 2019. Consultation planning/planning policy Nov 2019. LPWG Dec 2019. Public consultation Jan 2020 – mid Feb 2020; Policy Cttee March 2020, Full Council April 2020.

Table E: Outstanding Service Plan Actions (29)

Code	Description	Progress Bar	Latest Note	Original Due Date	Due Date
C&C L 02 19/20 Production of dedicated templates for s106 agreements	Not required	<input type="text" value="0%"/>	06-Mar-2019 No additional Comments. Outcome: A suite of standard agreements that can be used to speed up the planning process Measures: Quicker end to end times for planning decisions.	31-Oct-2019	31-Oct-2019

Table E: Outstanding Service Plan Actions (29)


			<p>Risks:</p> <p>Lack of use.</p>		
<p>C&C L 03 19/20 Regulators' Code (came into effect 6th April, 2014) Was CSS 03 15/16 transferred from EH&H 2015/16 Service Plan</p>	<p>Executive approval of a Corporate Enforcement Strategy and Policy. A review of service specific policies against the new framework.</p>	 <p>90%</p>	<p>12-Mar-2019 SMT Extension of Time Request July 2019.</p> <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>Note from the 2019/20 Service Planning Process - No Extension of Time was Requested</p> <p>The Code applies to nearly all non-economic regulators. The guidance needs to be reflected in the Council's enforcement policies. There is an expectation of more performance information being posted on the net, e.g. performance against service standards, number of complaints and hearings, etc. A paper setting out the implications of the Code and an action plan, will be presented to SMT/Leadership Team in Q4 2014/15.</p>	30-Jun-2015	31-Jul-2019

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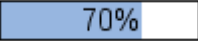
			<p>A meeting took place on the 03.12.18 with Trevor Blatchford, Jeremy Mann and Katy Nicholls to discuss the development of the Corporate Enforcement Policy. A decision was made that an overarching document would be produced by TB, with service specific documentation then being embedded via links or similar for the following service areas: Environmental Health and Housing Services; Planning; Building Control; Car Parks; Estates (Gypsies and Travellers); and possibly Benefits/Council Tax. Furthermore there was an agreement that TB would lead on the production of a separate corporate Works in Default policy with a timescale for completion April - June 2019. A further meeting was scheduled on the 18.12.18 with TB and KN to discuss the EHHS service specific Enforcement Policy elements, which KN will lead on. The timescale agreed for the completion of the Corporate Enforcement Policy is prior to April 2019, and thus the item has been placed on the Forward Plan for Executive on 04.03.19 and subsequently the 13.03.19 Full Council.</p>		
<p>CE ED 01 17/18 Establish appropriate partnership structures to deliver Barnstaple development projects</p>	<p>2018/19: Proposal to Executive. Establish regeneration board/steering group or similar. Deliverable masterplan for Barnstaple with key sites being delivered for regeneration, improvement, and/or housing inc. car parking:</p> <ul style="list-style-type: none"> * North Walk * Belle Meadow * Cattle Market car park 		<p>21-May-2019 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.Request Revised Due Date: 31st October 2019</p>	<p>30-Jun-2017</p>	<p>31-Oct-2019</p>

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	<p>* Queen Street / Bear Street.</p> <p>* Mill Road / Pottington / Pilton Park.</p> <p>* Seven Brethren (specific project has commenced see 2016/17 action relating to specific 7BB project.</p> <p>OPE funding of £75k for Barnstaple and Ilfracombe site assessment / masterplanning work. Undertake Barnstaple masterplan. Car parking study now completed. Overarching Flood Study completed. identify key projects and agree programme to deliver. PID required if any NDC site is evaluate as suitable to host development. Undertake site specific work to deliver (mini-masterplans. SDBs/SPDs, marketing, investor engagement, de-risking work). Secure additional external funding where available.</p> <p>2017/18: Agree approach with key members.</p>				
<p>CE HR 01 19/20 Employee Wellbeing Strategy</p>	<p>Report to SMT</p>	<p>0%</p>	<p>03-Apr-2019 Outcome:</p> <p>A suite of prevention / early intervention / support mechanisms such as Counselling Occupational Health Trauma Risk Management (TRiM), Appropriate training such as breakaway,</p> <p>Measures:</p> <p>Reduced sickness absence; employees feeling more supported; increased morale; sustained resilience; culture change</p>	<p>30-Sep-2019</p>	<p>30-Sep-2019</p>

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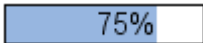

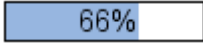
			<p>Risks:</p> <p>Lack of funding; Lack of employee engagement; no cultural change</p>		
CE P 07 17/18 Complete review of business processes to ensure external customer focus.	Work has been substantially completed on reviewing core business activities with associated training notes. However, a further review is now required to demonstrate specific engagement with the customer.		<p>10-Oct-2019 Process review (Vanguard) has been initiated to start tomorrow 09/10/19 for planning applications and enforcement with a timetable to compete by 13/11/19. Teams have been assembled internally who are embedded within the system.</p> <p>In January 2020 we have planned to analyse the difference in end to end determination periods to ascertain progress.</p> <p>As part of Phase 2 of the ICT project we have identified several other subjects that require reviews such as S106; we have begun development of the monitoring module of MasterGov package</p>	31-Dec-2017	30-Sep-2019
E&LC 02 19/20 Household Canvass 2018	Household Enquiry forms to 47,000 Households to collate information for New Register of Electors to be published on 1st December 2019		<p>03-Apr-2019 Additional Comments:</p> <p>Cost to be met by budget and cabinet office funding.</p> <p>Outcome:</p> <p>Accurate/up to date Register of Electors</p>	30-Nov-2019	30-Nov-2019
ED 11 15/16 Water Sports Centre, Ilfracombe	<ol style="list-style-type: none"> 1. Development of oven ready, consented project. 2. Secure gran funding and commercial income to deliver. 3. Business case required if NDC financial input required. 		<p>13-Mar-2019 An Extension of Time was approved as part of the 2019/20 Service Planning Process: Original Due Date 30 June 2016 now December end 2019. £1.6m funding in place, including revenue funding for WDO Retender process commenced.</p> <p>HRO/MMO licence target date January 2019.</p> <p>Start on site March 2019, completion December 2019.</p>	30-Jun-2017	31-Dec-2019

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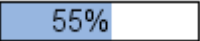

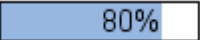
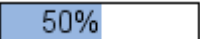
EH&H 05 17/18 Establish Selective Licensing in Ifracombe (Part 3 Housing Act 2004)	Business case required (Fire case model).		15-Oct-2019 SMT approved EOT until 31 December 2019.	30-Apr-2017	31-Dec-2019
EH&H EP 01 18/19 To implement PSPOs in response to the issues affecting ND communities regarding street drinking and dogs.	Council uses PSPOs to prohibit specified activities, and/or requires certain things to be done by people engaged in particular activities, within defined public areas.		20-May-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. Request revised due date: 31 December 2019		31-Dec-2019
EH&H L1 19/20 Increase the capability of the Licensing Service.	Review commissioning arrangements through the appointment of an additional 0.5 FTE Licensing Officer.		10-Jul-2019 Request extension to 31st October 2019, to complete the recruitment of new officers for commercial and residential licensing.	01-Apr-2019	31-Oct-2019
H 02 16/17 Works in Default Policy and procedures	Develop policy and understand necessary internal resources required to support new processes and procedures. Report to Executive to adopt to change.		12-Mar-2019 No Extension of Time was requested as part of the 2019/20 Service Planning Process: A meeting took place on the 03.12.18 with Trevor Blatchford, Jeremy Mann and Katy Nicholls to discuss the development of the Corporate Enforcement Policy. A decision was made that an overarching document would be produced by TB, with service specific documentation then being embedded via links or similar for the following service areas: Environmental Health and Housing Services; Planning; Building Control; Car Parks; Estates (Gypsies and Travellers); and possibly Benefits/Council Tax. Furthermore there was an agreement that TB would lead on the production of a separate corporate Works in Default policy with a timescale for completion April - June 2019. A further meeting was scheduled on the 18.12.18 with TB and KN to discuss the EHHS service specific Enforcement Policy elements,	31-Dec-2016	31-Oct-2019

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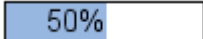
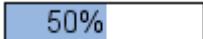


			which KN will lead on. The timescale agreed for the completion of the Corporate Enforcement Policy is prior to April 2019, and thus the item has been placed on the Forward Plan for Executive on 04.03.19 and subsequently the 13.03.19 Full Council.		
H 02 16/17 Works in Default Policy and procedures	Develop policy and understand necessary internal resources required to support new processes and procedures. Report to Executive to adopt to change.		12-Jul-2019 This is a major and complex area and work is on-going. Request a revised due date: 31st October 2019	31-Dec-2016	31-Oct-2019
O 03 16/17 Effective and Coordinated management of the bus station	External management of the facility		17-May-2019 Meeting with operator Stagecoach on 5 June 2019 to discuss future plans and associated improvements. Links to TS 02 15/16. Request revised due date: 31 December 2019	30-Jun-2017	31-Dec-2019
OS CREM 03 19/20 Improve disabled access on south perimeter of Painters (perimeter of Poets) in memorial gardens	Remove large hedge and widen paths		10-Oct-2019 Works commencing 21/10/19 - completion anticipated 15/11/19. REQUEST REVISED DUE DATE: 28 NOVEMBER 2019	31-Jul-2019	28-Nov-2019
OS PARK 02 19/20 Replace Handheld or install RIALTO software on to smartphones	Via procurement PAG bid. Handheld devices are now end of life. Preference is for the software to be moved to mobile phone devices rather than have both handhelds and phones. Phones have already been replaced with Samsung 8s which are able to support RIALTO.		08-Oct-2019 All mobile devices now have Rialto software installed & are being tested w/c 7th Oct. It is planned to go fully live w/c 14th Oct & will form part of the handover to the new Parking Mgr on Tuesday 8th Oct.	31-Jul-2019	31-Jul-2019

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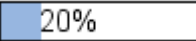
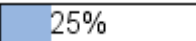
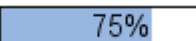
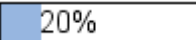
<p>OS PARK 04 19/20 Carry out review of parking team and parking policies.</p>	<p>Via Parking Manager. Working in partnership SMT, HR & Unison put in place policies and procedures for staff and Cllrs. parking concessions. Review the current parking team policies procedures and practices. Provide updates to SMT on progress. To also include evaluation of current parking team structure.</p>		<p>08-Oct-2019 Only progress during my secondment was a Policy meeting between HR & Unison w/c 30th Sept where it was decided not to progress with Natalie Nolans proposals & to defer further progress until new Parking Mgr in position.</p>	<p>30-Sep-2019</p>	<p>30-Sep-2019</p>
<p>OS W&R 06 19/20 Increase O Licence Capacity</p>	<p>Increase LGV Vehicle capacity from 48 to 65</p>		<p>15-Oct-2019 SMT approved an extension of time until December end 2019. WE are very close to our 48 number limit, this is why we wish to extend to ensure we have sufficient slack should we increase the numbers. We will be applying to increase this to 60 vehicles.</p>	<p>30-Jun-2019</p>	<p>31-Dec-2019</p>
<p>OS W&R 08 19/20 Vehicle Wash Provision</p>	<p>Investigate whether we can increase resource in vehicle washing (under body/chassis wash & Pressure washers)</p>		<p>10-Oct-2019 No further update – awaiting response from Property Team.</p>	<p>31-Mar-2019</p>	<p>31-Oct-2019</p>
<p>P 02 16/17 Upgrade the planning database (data and spatial)</p>	<p>Upgrade the planning database (data and spatial) to provide a better quality of information storage for both internal use and public access. PAG required as part of a revised corporate ICT strategy.</p>		<p>10-Oct-2019 MasterGov went live on 03/07/19; development has begun to digitalise the planning service and hold listed building/ Tree Protection Order registers, S106 monitoring module and Policy monitoring. We are also working with our supplier and ICT to plan for mobile and remote working solutions</p>	<p>30-Apr-2017</p>	<p>31-May-2019</p>
<p>P NDGA 01 19/20 North Devon 'Futures'</p>	<p>Plan for transformative levels of housing and employment growth through innovative and sustainable new communities, with the support of partners. Specifically: - Develop an ambitious vision - Agree appropriate governance</p>		<p>12-Jul-2019 Bid was submitted, unsuccessful but awaiting constructive feedback. Request revised due date: 31 October 2019</p>	<p>31-Mar-2019</p>	<p>31-Oct-2019</p>

Table E: Outstanding Service Plan Actions (29)

	<p>- Establish a programme/route map with defined tasks and milestones</p> <p>- Council taking commercial approach e.g. South Molton land acquisition Review of LP to be undertaken within three year period, to include option for new settlement</p>				
P NDGA 03 19/20 Economic Strategy - North Devon and Torridge	<p>Joint with TDC to cover 'Northern Devon' Use of internal and ND+ resource. Establish steering group to include key stakeholders already engaged in agendas (Petroc, ND+, LEP).</p>	0%	<p>13-Mar-2019 Additional Comments</p> <p>Funding for new/refreshed data sets or launch event/consultation.</p> <p>New budget item</p> <p>Outcome:</p> <p>New Strategy adopted - 5 year plan.</p> <p>Measures:</p> <p>Produced as a 'productivity strategy' for Northern Devon to sit under the LEP Productivity Strategy/emerging Local Industrial Strategy.</p> <p>Risks:</p> <p>Capacity to deliver.</p> <p>Gaining consensus across the sub region (joint with TDC).</p>	31-Dec-2019	31-Dec-2019
P PBP 02 19/20 Barnstaple Town Centre Vision	<p>Master planning for Barnstaple Town Centre - consultation to establish future vision for town, the "what, why and how" working with partners, stakeholders and the local community.</p>	0%	<p>14-Mar-2019 Additional Comments:</p> <p>£20,000 already approved by Executive</p> <p>Conservation Statement for the Mound and surroundings to be funded by Historic England (£10,000)</p> <p>Outcome:</p>	31-Jul-2019	31-Jul-2019

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			<p>A clear vision for the future of the commercial heart to allow funding bids and marketing.</p> <p>To include the town centre and historic heart around Castle Mound</p> <p>Measures:</p> <p>Clear vision with buy in from all parties</p> <p>Risks:</p> <p>No consensus on the future for the town lack of buy in</p>		
P PBP 05 19/20 Sustainable business led Barnstaple Town Centre Management	Increase business engagement with BTCM. Possibly reconsider BID.	0%	<p>14-Mar-2019 No additional comments.</p> <p>Outcome:</p> <p>Robust and sustainable partnership model</p> <p>Measures:</p> <p>Increase in members / income</p> <p>Risks:</p> <p>Poor buy in from business community</p>	31-Dec-2019	31-Dec-2019
P SS 01 19/20 Tourism Strategy Actions - ND and Torridge	Initial works to test viability of a Tourism BID	0%	<p>14-Mar-2019 Additional Comments:</p> <p>Development of L&L BID</p> <p>Explore potential for T Bid</p> <p>Outcome:</p> <p>Strategy now available</p> <p>Measures:</p> <p>Timescales to be agreed with partners - TDC/NDMB</p> <p>No Risks.</p>	31-Dec-2019	31-Dec-2019

Table E: Outstanding Service Plan Actions (29)

<p>P SS 08 19/20 Affordable Housing Supplementary Planning Document</p>	<p>Consultation on draft SPD prior to adoption</p>	<p>0%</p>	<p>29-Mar-2019 No additional comments.</p> <p>Outcome:</p> <p>Planning guidance to supplement adopted local plan policies.</p> <p>Measures:</p> <p>Adoption of SPD</p> <p>Risks:</p> <p>Government policy changes</p>	<p>31-Oct-2019</p>	<p>31-Oct-2019</p>
<p>P SS 09 19/20 Green Infrastructure Supplementary Planning Document</p>	<p>Consultation on draft SPD prior to adoption</p>	<p>0%</p>	<p>29-Mar-2019 No additional comments.</p> <p>Outcome:</p> <p>Planning guidance to supplement adopted local plan policies</p> <p>Measures:</p> <p>Adoption of SPD</p> <p>Risks:</p> <p>Government policy changes</p>	<p>31-Aug-2019</p>	<p>31-Aug-2019</p>
<p>RS 04 16/17 To implement the requirements of the Enterprise Bill 2015/16</p>	<p>Significant expansion of the Primary Authority Scheme</p>	<p>25%</p>	<p>15-Oct-2019 This action was closed without approval from SMT to cancel this action.</p> <p>The action has been re-opened - where SMT can consider the reasons for cancellation.</p> <p>Officers (JWM and PC) attended the Food standard Agency's Strategic update event on the 1st October.</p> <p>New draft standards have the potential to increase the time needed to administer the council's current primary authority relationships.</p>	<p>30-Apr-2017</p>	<p>01-Aug-2019</p>

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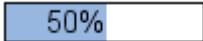

			<p>The draft documents are available at https://www.food.gov.uk/primary-authority-national-inspection-strategy.</p> <p>PC(Food/ HSW Lead) will review the potential impact of these changes and report with recommendations in Q1 2020/21.</p> <p>In the interim it is proposed to cancel this action.</p>		
TS 02 15/16 Barnstaple Bus Station Refurbishment - On Hold	Business case approved		<p>17-May-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.</p> <p>Request revised due date: 31st December 2019</p>	31-Mar-2016	31-Dec-2019
TS 04 16/17 Barnstaple Bus Station Refurbishment			<p>29-Mar-2019 Request date extension to Dec 2019- links to O3 16/17</p>	31-Mar-2018	31-Dec-2019

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

PI Code & Short Name	Performance Data Q1 2018/19 & 2019/20	Performance Data Q2 2018/19 & 2019/20	Performance Data Q3 2018/19 & 2019/20	Performance Data Q4 2018/19 & 2019/20	Year End Target	Year End Result	Current Target	Latest Note & History
Planning								
NI 155 Number of affordable homes delivered (cumulative ¹)	42	58	100	146		146		

¹ NI 155 changed from Gross to Cumulative

	28	45	74					
NI 157a Percentage of major applications processed within 13 weeks	61	100	85	100	45	86.5	45	
	83	90	100					
NI 157b Percentage of minor planning applications processed within 8 weeks	95	97	98	100		98.75	75	
	91	95.19	96.6					
NI 157c Percentage of other applications processed within 8 weeks	98	99	99	98	85	98.5		
	95	95.68	94.1				85.00	
Waste & Recycling								
L82(i) Total percentage domestic waste recycled or composted	49.16	48.02	42.6	41.8			46.00	Quarter 3 data not yet available
	50.91	50.77						
Finance								
BV8 Percentage of invoices paid on time	97.39	93.13	95.99	97.28	97	95.95		
	96.52	95.76	95.7				97.00	
BV9 Percentage of Council Tax collected	28.81	56.14	82.98	97.07	98.00	97.07		
	28.59	55.63	82.33				98.00	
BV78a (M) Speed of processing - new Housing Benefit/Council Tax Benefit claims	23.2	24.7	19.6	16.9	28.00	21.1		
	21.5	17.3	17.8				28.0	
BV10 Percentage of Non-domestic Rates Collected	32.14	57.31	81.89	97.04	99.05	97.04		
	31.96	57.45	81.30				99.05	

PI Code & Short Name	Performance Data Q1 2018/19 & 2019/20	Performance Data Q2 2018/19 & 2019/20	Performance Data Q3 2018/19 & 2019/20	Performance Data Q4 2018/19 & 2019/20	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	95.40	95.40	95.40	95.40				
	95.21	98.26	98.26					
L168 Income per car park P&D ticket	July £1.72	Sept £1.71	Dec £1.59	April £1.69			1.78	
	June £1.69	Sept £1.74	Dec £1.62					

PI Code & Short Name	Performance Data Q 2018/19 & 2019/2020	Performance Data Q2 2018/19 & 2019/20	Performance Data Q3 2018/19 & 2019/20	Performance Data Q4 2018/19 & 2019/20	Year End Target	Year End Result	Current Target	Latest Note & History
Building Control								
L300 Building Regulation Full Plan applications determined in 2 months	99	97	96	97	95%	97.25%	95%	
	99	96	100					
L301 Building Regulation Applications examined within 3 weeks	95	92	87	89	95%	90.75%	95%	
	84	90	98					
L302 Average time to first response (Days)	11	13	12	12	10	12	10	
	12	10	8					

LEHH017 Housing Options - Number of Households Accommodated in Temporary Accommodation	28	33	28	32		121	Data Only	
	24	37	29					
LEHH019 Housing Standards - Number of DFG's Completed & Monies Paid	7	23	73	96		96	Data only	Total value - £732,362
	20	68	104			96		
LEHH026 Number of NDC Lets Through DHC	69	41	66	60		236	Data only	
	70	71	87					
LEHH020 Housing Standards – the level of unmet demand for DFGs	282,301	297,509	261,228	279,468			Data only	
	269,616	163,468	293,164				Data only	

2. Constitution Context

Appendix and paragraph 5.5	Referred or delegated power? Delegated
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3. Statement of Internal Advice

3.1 The author (below) confirms that advice has been taken from all appropriate Councillors and officers.