

Appendix E

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

| | Completed | Overdue | Cancelled | Not due | Total |
|--|------------------|----------------|------------------|----------------|--------------|
| Totals | 394 | 0 | 49 | 37 | 480 |
| Since the last report included in the total | 5 | | | | |

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

| Action | Reason |
|--|--|
| P SS 08 19/20 Affordable Housing Supplementary Planning Document. | 20-Jul-2020 This action duplicates P 07d 15/16. Deletion requested. |
| P SS 09 19/20 Green Infrastructure Supplementary Planning Document | 20-Jul-2020 This action duplicates P 07d 15/16. Request deletion of this action. |
| OS Crem 05 17/18 Extension to crematorium gardens | 17-Jul-2020 Land owner not willing to sell land at 106 award level. Funds available for any garden use. Request this action is amalgamated with OS Crem 04 17/18 |

Table C: Service Plan Actions (5) completed

| Action | Closure Note | Due Date | Completed Date |
|--|---|-------------|----------------|
| CE ED 01 17/18 Establish appropriate partnership structures to deliver Barnstaple development projects | Barnstaple Regeneration Board established with supporting officer group | 31-Oct-2019 | 26-Feb-2020 |
| CE ED 01 18/19 North Devon Growth - Post 2031 Establish a Plan for Growth | Actions carried forward into 2019/20 service plan | 30-Apr-2021 | 26-Feb-2020 |
| CE P 03 17/18 Introduce software to track CIL and s106 payments | Software has been implemented, however, work to continue on process review of S106 management across the Council. | 31-Jan-2020 | 01-Mar-2020 |
| OS PARK 02 19/20 Replace Handheld or install RIALTO software on to smartphones | 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 | 25-Feb-2020 |
| OS W&R 06 19/20 Increase O Licence Capacity | Steve Howlett completed an application to increase our fleet size from 48 to 61. On Tuesday 14th Jan 2020 we attended a hearing with the Traffic Commissioner, where our application was agreed. | 31-Dec-2019 | 22-Jan-2020 |

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 |
|-------------------------|--|---|------------------|--------------------------|--|
| Ken Miles | C&C C&C 01 19/20 Review the Design Print and Post service | A review to establish the impact on the service of several new paper-free systems being implemented which are likely to significantly affect the amount of printing needed. | 31-Mar-2020 | 30-Sept-2020 | 15-Jul-2020 Most research now complete but some actions outstanding. Request extension to end of September 2020 in light of Covid. |
| Ken Miles | 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 | Executive approval of a Corporate Enforcement Strategy and Policy. A review of service specific policies against the new framework. | 31-Jul-2019 | 31-Apr-2021 | 17-Jul-2020 This complex and extensive piece of work is to be moved forward with the involvement of additional resources. Request revised due date: 30th April 2021 |
| Michael Tichford | CE ED 04 18/19 Coastal & Rural Economic projects | Facilitated development and delivery of coast and rural economic projects: * Fremington Quay Pottery * South Molton Food Village * Tarka Trail website * Ilfracombe signage | 31-Mar-2020 | 31-Mar-2021 | 17-Jul-2020 The only project still 'live' is the South Molton Food Centre – and this is currently on hold due to other initiatives coming forward that might mitigate the need for that project. Request revised due date: 31st March 2021 |

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| | | | | | |
|-------------------------|--|--|-------------|--------------------|--|
| | | * Ilfracombe Market Arches | | | |
| Ken Miles | CE HR 01 19/20 Employee Wellbeing Strategy | Report to SMT | 30-Sep-2019 | 30-Apr-2021 | 20-Jul-2020 Extension of Time Request: April 2021 due to C-19 taking priority. |
| Michael Tichford | CE P 02 18/19 Consider opportunities for closer internal integrations of activities between Planning and other Council services | Consider opportunities for the closer integration of activities undertaken by SP&D Service and other Council services (for example, planning enforcement and other regulatory interventions, POCA, housing, economic development and planning functions. | 31-Mar-2020 | 31-Mar-2022 | 20-Jul-2020 Workload in planning enforcement, which has been the primary focus during the first phase of this work, and Covid-19 disruption have meant that the work has not progressed as planned. In addition the whole planning team has been involved in implementing a new software suite. There are clear benefits to be gained from collaborative working on regulatory services and from sharing data, however, it has proved difficult to add management and delivery of the project to already busy operational teams and this constraint is expected to continue. This would be an ongoing piece of transformation work that needs to be seen in the context of other programmes within the Council and not be the responsibility of one service, but the transformation board. Revised due date request: 31 March 2022 |
| Michael Tichford | 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. | 30-Sep-2019 | 31-Dec-2021 | 20-Jul-2020 Revised due date requested: 31 December 2021 |

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

| | | | | | |
|--------------------------------|---|--|--------------------|---------------------------|--|
| <p>Michael Tichford</p> | <p>CE PM 01 17/18 Plan for improved use of Pannier Market space and environment</p> | <p>2018/19 SP: Title revised to "Review landholding in and around pannier market (offices, toilets. Corn Exchange, cafe. Market Street toilets. Slaughterhouse. Youth House and develop options. Link with Review Operating model for Pannier Market." 2017/18: Assess current condition and usage of spaces. Understand demand and opportunities. Liaise with adjacent landowners/lessees. Develop plan around site with income potential.</p> | <p>31-Mar-2020</p> | <p>31-Dec-2021</p> | <p>20-Jul-2020 Revised due date requested: 31 December 2021</p> |
| <p>Michael Tichford</p> | <p>ED 11 15/16 Water Sports Centre, Ilfracombe</p> | <p>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> | <p>31-Dec-2019</p> | <p>31-Mar-2021</p> | <p>20-Jul-2020 The Council are awaiting on a request for funding from the LEP to cover the shortfall to enable the build to go ahead. All other consents are now in place. Request revised due date: 31st March 2021</p> |
| <p>Jeremy Mann</p> | <p>EH&H 05 17/18 Establish Selective Licensing in Ilfracombe (Part 3</p> | <p>Business case required (Fire case model).</p> | <p>31-Dec-2019</p> | <p>31-Dec-2020</p> | <p>22-Jul-2020 The appropriateness of this intervention needs to be reviewed in light of the need to pursue a COVID-19 recovery which impacts on the wider community. The indirect and direct impacts of the pandemic are set out in :</p> |

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

| | | | | | |
|--------------------|---|--|-------------|--------------------|--|
| | Housing Act 2004) | | | | https://www.ljmu.ac.uk/~media/phi-reports/2020-07-direct-and-indirect-impacts-of-covid19-on-health-and-wellbeing.pdf . Request change to widen the remit of this task and extend the deadline to the 31 December 2020. |
| Jeremy Mann | 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. | 31-Mar-2020 | 31-Oct-2020 | 22-Jul-2020 Closing date for applications 10th August. See: https://www.northdevon.gov.uk/jobs-and-careers/current-vacancies/trainee-graduate-environmental-health-practitioner/ Request extension to 31st October 2020 |
| Jeremy Mann | 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. | 31-Oct-2019 | 30-Apr-2021 | 17-Jul-2020 This complex and extensive piece of work is to be moved forward with the involvement of additional resources. Request revised due date: 30th April 2021 |
| Jon Triggs | O 03 16/17 Effective and Coordinated management of the bus station | External management of the facility | 31-Mar-2020 | 31-Dec-2020 | 07-Jul-2020 Discussions with Stagecoach are ongoing, having been delayed by the impact of Covid-19. Request extension to due date: 31 December 2020 |
| Ken Miles | OS Crem 04 17/18 Upgrade inadequate storage facilities and provide larger memorial facilities with option for | Build new storage with road access in bungalow gardens, demolish old garage/memorial complex and build new memorial rooms on same footprint | 31-Mar-2020 | 31-Jul-2021 | 17-Jul-2020 Specification delayed due to surveyor time (COVID). Will be linked with proposed pet crematorium. Request revised due date: 31 July 2021 |

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

| | | | | | |
|-------------------------|--|--|-------------|--------------------|---|
| | visitor restaurant in future | | | | |
| Ken Miles | OS W&R 08 19/20 Vehicle Wash Provision | Investigate whether we can increase resource in vehicle washing (under body/chassis wash & Pressure washers) | 31-Mar-2020 | 31-Mar-2021 | 20-Jul-2020 P&T have confirmed there is sufficient electrical and water provision for a new pressure washer. I have instructed the workshop manager to get 3 quotes (if above £5k). Revised due date requested: 31 March 2021 |
| Michael Tichford | P 01 16/17 Review Business Processes for Application Determination and S106 Agreements | Review Business Processes for Application Determination and S106 Agreements to include appropriate arrangements with internal and external consultees (in particular, DCC Legal Services). | 31-Mar-2020 | 31-Dec-2020 | 20-Jul-2020 Good progress was being made leading up to Covid19 with a project team established with the support of the procurement officer. This needs to be re-established as a priority due to the financial risk associated with poor record keeping and management of S106s. Revised due date requested: 31 December 2020 |
| Michael Tichford | P 07d 15/16 To prepare associated supplementary planning documents, including development briefs | | 31-Mar-2020 | 31-Dec-2020 | 20-Jul-2020 Covid19 and remote working and resource issues in the team have delayed the adoption of these SPDs. Revised due date requested: 31 December 2020. |
| Michael Tichford | P PBP 03 19/20 Housing Infrastructure Fund | Funding for required access to Westacott site, allocated within LP | 31-Mar-2020 | 31-Mar-2021 | 20-Jul-2020 Land promoter declined to take up the HIF, however, an approach has been agreed with DCC to secure the funding. |

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

| | | | | | |
|-------------------------|---|--|-------------|--------------------|---|
| | | | | | Revised due date requested: 31 March 2021 |
| Michael Tichford | P PBP 05 19/20 Sustainable business led Barnstaple Town Centre Management | Increase business engagement with BTCM. Possibly reconsider BID. | 31-Dec-2019 | 31-Dec-2021 | 20-Jul-2020 Covid 19 and previous to that, development of the Barnstaple Town Centre Vision and subsequently the Future High Streets Fund bid have absorbed officer time. This review will now be significantly delayed though the impact of Covid19 on the local economy and particularly the town centre may bring it back to the forefront again. Revised due date requested: 31 December 2021 |

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 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 | | | | | | | | |
| | 42 | 58 | 100 | 146 | | 146 | | |

| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|--|
| NI 155 Number of affordable homes delivered (cumulative ¹) | 28 | 45 | 74 | 178 | | 178 | | |
| NI 157a Percentage of major applications processed within 13 weeks | 61 | 100 | 85 | 100 | 45 | 86.5 | 45 | |
| | 83 | 90 | 100 | 100 | | 93.25 | | |
| NI 157b Percentage of minor planning applications processed within 8 weeks | 95 | 97 | 98 | 100 | | 98.75 | 75 | |
| | 91 | 95.19 | 96.6 | 95 | | 94.45 | | |
| NI 157c Percentage of other applications processed within 8 weeks | 98 | 99 | 99 | 98 | 85 | 98.5 | 85.00 | |
| | 95 | 95.68 | 94.1 | 96 | 85 | 95.2 | | |
| Waste & Recycling | | | | | | | | |
| L82(i) Total percentage domestic waste recycled | 49.16 | 48.02 | 42.6 | 41.8 | | | 46.00 | |
| | 50.91 | 50.77 | 47.78 | 46.07 | | | | |
| Finance | | | | | | | | |
| BV8 Percentage of invoices paid on time | 97.39 | 93.13 | 95.99 | 97.28 | 97.00 | 95.95 | 97.00 | |
| | 96.52 | 95.76 | 95.7 | 95.70 | 97.00 | 95.92 | | |
| BV9 Percentage of Council Tax collected | 28.81 | 56.14 | 82.98 | 97.07 | 98.00 | 97.07 | 97.50 | |
| | 28.59 | 55.63 | 82.33 | 96.81 | 98.00 | 96.81 | | |
| BV78a (M) Speed of processing - new Housing Benefit/Council Tax Benefit claims | 23.2 | 24.7 | 19.6 | 16.9 | 28.00 | 21.1 | 28.0 | |
| | 21.5 | 17.3 | 17.8 | 21.3 | 28.00 | 19.5 | | |
| BV10 Percentage of Non-domestic Rates Collected | 32.14 | 57.31 | 81.89 | 97.04 | 99.05 | 97.04 | 99.05 | |
| | 31.96 | 57.45 | 81.30 | 97.07 | 99.05 | 97.07 | | |

¹ NI 155 changed from Gross to Cumulative

| 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 | 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 | March £1.41 | | | | |

| 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 | 100 | 95% | 98.75% | | |
| L301 Building Regulation Applications examined within 3 weeks | 95 | 92 | 87 | 89 | 95% | 90.75% | 95% | |
| | 84 | 90 | 98 | 99 | 95% | 92.75% | | |
| L302 Average time to first response (Days) | 11 | 13 | 12 | 12 | 10 | 12 | 10 | |
| | 12 | 10 | 8 | 7 | 10 | 9 | | |

| | | | | | | | | |
|--|---------|---------|---------|---------|--|-----|--------------|--|
| LEHH017 Housing Options - Number of Households Accommodated in Temporary Accommodation | 28 | 33 | 28 | 32 | | 121 | Data Only | As per LOCATA standard report - 30 households as at 31/03/20. |
| | 24 | 37 | 29 | 30 | | | | |
| LEHH019 Housing Standards - Number of DFG's Completed & Monies Paid | 7 | 23 | 73 | 96 | | 96 | Data only | Total value - £1,095,719.22 |
| | 20 | 68 | 104 | 167 | | 96 | | |
| LEHH026 Number of NDC Lets Through DHC | 69 | 41 | 66 | 60 | | 236 | Data only | |
| | 70 | 71 | 87 | 88 | | | | |
| 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 | 361,260 | | | Data only | |

2. Constitution Context

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|----------------------------------|--|
| 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.