

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

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Michael Tichford	CE PM 01 17/18 Plan for improved use of Pannier Market space and environment	<p>2018/19 SP: Title revised to <i>"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."</i></p> <p>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>	31-Mar-2020	31-Dec-2021	20-Jul-2020 Revised due date requested: 31 December 2021
Michael Tichford	ED 11 15/16 Water Sports Centre, Ilfracombe	<p>1. Development of oven ready, consented project.</p> <p>2. Secure gran funding and commercial income to deliver.</p> <p>3. Business case required if NDC financial input required.</p>	31-Dec-2019	31-Mar-2021	<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.</p> <p>Request revised due date: 31st March 2021</p>
Jeremy Mann	EH&H 05 17/18 Establish Selective Licensing in Ilfracombe (Part 3	Business case required (Fire case model).	31-Dec-2019	31-Dec-2020	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 :

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	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

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	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	<p>20-Jul-2020 P&T have confirmed there is sufficient electrical and water provision for a new pressure washer.</p> <p>I have instructed the workshop manager to get 3 quotes (if above £5k).</p> <p>Revised due date requested: 31 March 2021</p>
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	<p>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.</p> <p>Revised due date requested: 31 December 2020</p>
Michael Tichford	P 07d 15/16 To prepare associated supplementary planning documents, including development briefs		31-Mar-2020	31-Dec-2020	<p>20-Jul-2020 Covid19 and remote working and resource issues in the team have delayed the adoption of these SPDs.</p> <p>Revised due date requested: 31 December 2020.</p>
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	<p>20-Jul-2020 Land promoter declined to take up the HIF, however, an approach has been agreed with DCC to secure the funding.</p>

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	<p>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.</p> <p>Revised due date requested: 31 December 2021</p>

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		

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
Customer Services & Communications								
L999 Feedback Customer Satisfaction %	57%	50%	38%	39%	50%	46%	50%	
	57%	49%	40%	59%	50%	51%		
L997 Customer Service Satisfaction %	95%	91%	98%	94%	90%	94.5%	90%	
	95%	92%	93%	93%	90%	93%		
L998 Media Satisfaction % Annual								
	Annual				90%	100%	90%	

Environmental Health & Housing								
LEHH014 Food Hygiene Interventions Completed	137	288	472	636	664	636		
	91	301	457	796	892	796		
LEHH015 Percentage of Food Hygiene Due Interventions Completed	26%	69.9%	63.5%	95.8%	100%	95.8%	100	
	10.2%	43.8%	66.3%	88.7%	100%	88.7%		
LEHH016 Housing Options - Number of Homelessness Prevented & Relieved	130	123	188	191		632	Data only	Qtr 4: 115 Prevention 51 Relief
	162	165	113	166		606		

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

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.