

West Devon Overview and Scrutiny Committee



Title:	Agenda												
Date:	Tuesday, 23rd April, 2024												
Time:	2.00 pm												
Venue:	Chamber - Kilworthy Park												
Full Members:	<p style="text-align: center;">Chairman Cllr Kimber Vice Chairman Cllr Johnson</p> <p><i>Members:</i></p> <table style="margin-left: auto; margin-right: auto;"> <tr> <td>Cllr Blackman</td> <td>Cllr Saxby</td> </tr> <tr> <td>Cllr Calder</td> <td>Cllr Southcott</td> </tr> <tr> <td>Cllr Casbolt</td> <td>Cllr Vachon</td> </tr> <tr> <td>Cllr Elliott</td> <td>Cllr Viney</td> </tr> <tr> <td>Cllr Guthrie</td> <td>Cllr Wakeham</td> </tr> <tr> <td>Cllr Mann</td> <td>Cllr West</td> </tr> </table>	Cllr Blackman	Cllr Saxby	Cllr Calder	Cllr Southcott	Cllr Casbolt	Cllr Vachon	Cllr Elliott	Cllr Viney	Cllr Guthrie	Cllr Wakeham	Cllr Mann	Cllr West
Cllr Blackman	Cllr Saxby												
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Cllr Casbolt	Cllr Vachon												
Cllr Elliott	Cllr Viney												
Cllr Guthrie	Cllr Wakeham												
Cllr Mann	Cllr West												
Interests – Declaration and Restriction on Participation:	Members are reminded of their responsibility to declare any disclosable pecuniary interest not entered in the Authority's register or local non pecuniary interest which they have in any item of business on the agenda (subject to the exception for sensitive information) and to leave the meeting prior to discussion and voting on an item in which they have a disclosable pecuniary interest.												
Committee administrator:	Democratic.Services@swdevon.gov.uk												

- 1. Apologies for Absence**
- 2. Confirmation of Minutes** **1 - 6**
Minutes of the meeting of 13 February 2024;
- 3. Declarations of Interest**
In accordance with the Code of Conduct, Members are invited to declare any Disclosable Pecuniary Interests, Other Registerable Interests and Non-Registerable Interests including the nature and extent of such interests they may have in any items to be considered at this meeting;
- 4. Items Requiring Urgent Attention**
To consider those items which, in the opinion of the Chairman, should be considered by the Meeting as matters of urgency
- 5. Public Forum** **7 - 8**
A period of up to 15 minutes is available to deal with issues raised by the public.
- 6. Waste and Recycling Services Update** **9 - 22**
- 7. LiveWest - Presentation and Update**
- 8. Key Performance Indicators April 2023 – March 2024** **23 - 50**
- 9. Task & Finish Group Updates (if any)**
- 10. 2024/25 Committee Annual Work Programme** **51 - 52**

Agenda Item 2

At a Meeting of the **OVERVIEW & SCRUTINY COMMITTEE** held at the Council Chamber, Council Offices, Kilworthy Park, Drake Road, **TAVISTOCK** on **TUESDAY** the **13th** day of **February 2024** at **2:00 pm**.

Present:

Cllr P Kimber – Chairman
Cllr A Johnson – Vice-Chairman

Cllr M Calder	Cllr T Southcott
Cllr M Casbolt	Cllr P Squire
Cllr J Elliott	Cllr P Vachon
Cllr S Guthrie	Cllr N Viney
Cllr U Mann	Cllr S Wakeham
Cllr I Saxby	Cllr C West

Director of Customer Services and Delivery
Director of Strategy and Governance
Senior Leisure Contracts Manager
Senior Democratic Services Officer
Senior Environmental Health Officer- Community Safety Partnership
Regional Manager for the Southwest - Fusion
Centre Manager for Meadowlands -Fusion
Sports & Development Manager – Fusion (Via Teams)
Head of Devon Building Control Partnership

Also in Attendance:

Cllr M Ewings, Cllr L Daniel, Cllr M Renders and Cllr C Edmonds

***O&S 24/23 APOLOGIES FOR ABSENCE**

Apologies for absence for this meeting were received from Cllr A Blackman

***O&S 25/23 CONFIRMATION OF MINUTES**

The minutes of the Meeting of the Overview and Scrutiny Committee held on 16 January 2024 were confirmed as a true and correct record.

***O&S 26/23 DECLARATIONS OF INTEREST**

There were no declarations of interest.

***O&S 27/23 PUBLIC FORUM**

The Chairman confirmed that no formal requests had been received in accordance with the Overview and Scrutiny Procedure Rules.

***O&S 28/23 LEISURE CONTRACT – FUSION ANNUAL REPORT 2023**

The Senior Leisure Contracts Manager introduced the report and passed over to the Regional Manager for Fusion to give his presentation. During this he highlighted;

- Nationally recovery rates from attendance since the Covid pandemic were lower than before the pandemic, however Meadowlands and Parklands were doing slightly better than the national rate.
- Accountancy period had changed to a 15-month year reporting to councils.
- Children in Care Scheme developed in partnership with Fusion and the Council
- Café launched in Meadowlands and Parklands to launch in February 2024
- Wet and Wild swimming pool sessions returned to Meadowlands.
- Staff internally promoted into new management roles and enrolled on management training courses to ensure continuity.
- NPS scores – anything under an 8/10 is deemed a non-positive score. Changing rooms and facilities often score low across the leisure industry, however it does not make them complacent.
- Swimming lessons were the quickest recovery group since covid with a growth of 160%.
- Recruitment in leisure has been a struggle.
- Sports and Community Development work with OCRA working with schools, the holiday programme and fitness festivals.
- Pilot scheme with the PCN and Okehampton Medical Practice to provide a non-gym-based class in the college.
- Sporting Academy for talented athletes to access the centres free of charge.
- Outreach to local communities to find out what is required.
- Challenge with increase in National Minimal Wage.
- Car parking fees seen as a deterrent by users.

A Member thanked the staff at both centres for being so positive and welcoming on the visits to the centres by members of the O&S Committee recently. They were impressed with the café at Meadowlands and felt it drew people into the centre.

The Director of Customer Services and Delivery said the authority was successful on gaining some funding to decarbonise the leisure centres even further. This would fund the feasibility studies. Then a bid would be put in for further funding to carry out the work.

Another Member commented on the need for Parklands to be painted internally and externally to make it more appealing to users. The signage to Parklands needed to be improved. The Manager of Meadowlands

confirmed the dome and entrance canopy were to be cleaned during March. The Regional Manager stated there was a discussion to be had with the Council on car parking charges. Repairs on equipment was questioned by a Member as taking a long time. The Manager of Meadowlands stated that having changed suppliers to a more local firm the repairs were being completed much quicker. The Regional Manager would look into the slow response time from reception staff at Parklands. There would be closer working with health care providers to engage with those who could make use of the centres who currently are not. Looking to partners in communities to work with. Outreach officers would look to advertise in local newsletters.

The Manager of Meadowlands stated that several schools were lost for swimming sessions when the centre closed for 4-5 weeks for repair work. He had managed to gain four of these schools back and was working on others. The Regional Manager explained that the programme of swimming teacher training, lifeguard training and front-line staff training was in place so that when the services and programmes grow there are staff in place.

It was then **RESOLVED** that:

The Overview and Scrutiny Committee noted the contents and progress of Fusion's Annual Report for 2023 and proposals for 2024;

The Committee would review the pricing and timings of car parking fees at Meadowlands (Wharf Car Park).

***O&S 29/23 SOUTH DEVON AND DARTMOOR COMMUNITY SAFETY PARTNERSHIP**

The Leader of the Council introduced the report to Members. It was stated that through bidding for funding from the Police and Crime Commission West Devon received £27k to support the Let's Talk programmes. 6,500 people have gone through the programmes from all over the world. The Leader encouraged Members to attend the Annual Forum on 27 March which was being hosted by West Devon.

The Leader also encouraged Members to take part in the upcoming priority setting process and speak with her on any community safety issues. Domestic homicide reviews in West Devon were a large part of Officer's workload. She reported the police were dealing with a case of a young person having been radicalised. There would be more feedback and updates in the Members bulletin on a monthly basis. The CSP Officer stated that she would email all Members with a list of partnership they work with. A new police front desk was opening at the police station in Tavistock.

It was then **RESOLVED** that:

The Overview and Scrutiny Committee acknowledged the work of the Community Safety Partnership and;
Would encourage Members to take part in the annual priority setting process

to reflect the priorities in their communities.

***O&S 30/23 DEVON BUILDING CONTROL PARTNERSHIP**

The Head of Devon Building Control Partnership took Members through the role of the partnership and gave updates on the past years events.

- Teignbridge, South Hams and West Devon work within this Partnership
- Approved inspectors are private sector inspectors and work in competition with the DBCP. The local authorities retain the statutory duty to enforce the building regulations within its geographical area.
The majority of KPI's were being achieved and amongst them were;
- Full applications that were checked within 15 days, national guidelines look to 60%. DBCP are currently achieving 92%.
- Completion certificates issued within 7 days target is 85% and the partnership is achieving 98%

New legislation came into force in 2022, known as the Building Safety Act. Building Control bodies both private and public sector would be overseen by the Building Safety Regulator. This will include auditing building control teams and their managers. They will have the powers to investigate and sanction building control teams including financial penalties, suspensions and special measures and in certain circumstances could lead to criminal charges. Surveyors are required to undertake training and sit an examination.

There has been a downturn in application numbers in the current financial year due to rising costs in the construction industry and the financial uncertainty. They are 19% below the previous four year average which means the partnership will need to rely on earmarked reserves. Staff retention and recruitment is an issue, both regionally and nationally.

In response to a Member question the Head of Building Control stated that this was the biggest change in building control and the construction industry in decades and he had staff members who after 30 to 40 years in the profession having to prove their competency now are choosing to retire and therefore there was difficulty in recruiting. Building surveyors are no longer able to offer advice when on site. There are there only to oversee and issue a certificate if the works are correct. Concerns have been voiced to the government, the regulator and the LGA stating the stress this is causing. He believed on 6 April 2024 when this comes into force there could be less than 20% of local authority and private sector surveyors registers and licensed to carry out the role. Training sessions have been provided weekly over the

last 9 months for staff but he felt the exams are not written in a way that is helpful. He would be happy to facilitate further meetings with Members should they wish and in person next time to go through more detail.

***O&S 30/23 TASK AND FINISH GROUP UPDATES**

The Director of Customer Services and Delivery suggested the Fusion Task and Finish Group visit the centres and meet with the Managers and report back on a half-yearly basis to ensure they are doing what was promised and make them accountable. This was agreed by the Committee. It was agreed the SWW Task and Finish Group would meet with SWW Officers as a working group to work together on issues and report back to the Committee. A meeting date would be arranged and circulated to Members of the group.

***O&S 31/23 ANNUAL WORK PROGRAMME**

Livewest were to be invited to the next Overview and Scrutiny Committee meeting in April. A Livewest Task and Finish Group consisting of Cllrs Elliott, Johnson, Mann, Viney and West would be set up. An update on Waste and Recycling would go to the April meeting. In the next municipal year each Council Plan themes would be reviewed at each one of the Overview and Scrutiny meetings. The Lead Member for each theme would report back on actions and progress. A work programme for the next municipal year would be brought to the next Committee meeting. The Wildlife Warden would soon be in position and an update would be given at a future meeting. DCC would be invited to an Overview and Scrutiny Committee meeting in the new municipal year. If no Officers were available to attend, the Devon County Councillors for West Devon would be invited to attend.

(The meeting terminated at 4.30 pm)

Chairman

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PUBLIC FORUM PROCEDURES

(a) General

Members of the public may raise issues and ask questions at meetings of the Overview and Scrutiny Committee. This session will last for up to fifteen minutes at the beginning of each meeting, with any individual speaker having a maximum of three minutes to address the Committee.

(b) Notice of Questions

An issue or question may only be raised by a member of the public provided that they have given written notice (which may be by electronic mail) to Darryl White (darryl.white@swdevon.gov.uk) by 5.00pm on the Thursday, prior to the relevant meeting.

(c) Scope of Questions

An issue may be rejected by the Monitoring Officer if:

- it relates to a matter within the functions of the Planning and Licensing Committee;
- it is not about a matter for which the local authority has a responsibility or which affects the district;
- it is offensive, frivolous or defamatory;
- it is substantially the same as a question which has previously been put in the past six months; or
- it requires the disclosure of confidential or exempt information.

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Report to: **Overview & Scrutiny**
Date: **23rd April 2024**
Title: **Waste and Recycling Services Update**
Portfolio Area: **Natural Environment – Cllr Lynn Daniel**
Wards Affected: **All**

Author: **Dale Cropper** Role: **Principal Waste Specialist**
Contact: **Dale.cropper@swdevon.gov.uk**

RECOMMENDATIONS:**That the Executive RECOGNISES:**

- 1. The performance of the waste and recycling service over the last 12 months.**
- 2. The presentation provided from the contractor’s representative on performance.**
- 3. The work being undertaken to drive forward continuous improvement of the service.**

1. Executive summary

- 1.1. This report updates Overview & Scrutiny on the progress and performance of the waste and recycling service over the last 12 months.
- 1.2. It sets out the work undertaken to improve the recycling service and provides a summary of collection performance.
- 1.3. It confirms the recycling service is fully compliant with the requirements as set out in the Environment Act meaning the Council is offering:
 - A weekly food waste collection to all residents
 - Weekly recycling of paper, card, plastics, steel/aluminium cans and glass.
- 1.4. The Council’s recycling rate in 22/23 was 53.9% with a Devon wide target of 65% by 2035.

2. Background

- 2.1. The Council entered a joint outsourced contract with South Hams District Council in 2019 to deliver waste and cleansing services.
- 2.2. In January 2023 South Hams District Council sought to exit the contract due to poor performance however, the Council entered a deed of variation with the contractor to continue with services in West Devon.
- 2.3. Service performance in West Devon was impacted when the South Hams element of the contract saw a significant decline. However, the contractor alongside Officers have worked hard to improve the performance to ensure West Devon residents receive the best possible service.
- 2.4. The Council alongside other Devon Districts signed up to what is known as the 'Devon Aligned service'. This kerbside collection service meets the requirements as set out in the Environment Act and West Devon has been delivering this for some years.
- 2.5. The Environment Act has further requirements in which it sets out further changes to what is to be collected at the kerbside and how we report future data.
- 2.6. West Devon Council in partnership with other Devon Districts has in recent years carried out a 'waste composition analysis' to understand which materials are still be put in the residual waste that could be sorted to be recycled.
- 2.7. Officers were tasked to look at improving engagement and communication with residents to improve recycling rates across the Borough.

3. Communications and engagement

- 3.1. Officers have drafted a robust communication strategy which will be presented and approved by the Waste Working group. This sets out to improve the West Devon recycling rates.
- 3.2. This year, Officers in conjunction with Alupro have successfully delivered a Borough wide campaign named "Metal Matters' to reduce metals from being disposed of in the residual waste and encourage residents to recycle them more outlining the benefits of this. Steel and Aluminium cans currently account for around 3% of waste in residual waste stream that could be recycled.

- 3.3. Work is currently being undertaken to improve the livery on West Devon vehicles to refresh the messaging with regards to the look and content, as this hasn't been reviewed in several years.
- 3.4. West Devon continues to utilise tools and online resources such as 'Wrap' and 'Clean Devon' to deliver consistent messages particularly around food waste during holiday seasons and targeted events throughout the year.
- 3.5. Officers have recently submitted a bid to secure funds to help remove chewing gum residue from streets as part of a wider clean Devon initiative.

4. Service performance.

- 4.1. The contractor's performance in West Devon since January 2023 has been consistently performing to a high standard.
- 4.2. Now the service is stable following on from the contract variation, Officers have now reintroduced with the contractor and senior management a quarterly client/contractor meeting. A monthly performance report is submitted alongside these meetings for discussion to ensure all performance is closely monitored. This meeting is alongside fortnightly operations meetings in which day to day issues can be discussed and resolved.
- 4.3. A full review of the fleet has been carried out with the contractor with four replacement vehicles scheduled to be purchased this year. This will improve performance and ensure as effective and efficient service as possible.
- 4.4. A forward fleet plan has been put in place to ensure that a comprehensive vehicle replacement programme is in place.
- 4.5. The KG residual waste per household in 22/23 was 313kg, this is down from 321Kg in 21/22. The Devon target is 400Kg by 2030 meaning West Devon is well ahead of this target.
- 4.6. The Contractor has submitted a presentation on performance to discuss with Overview & Scrutiny committee (Appendix A)

5. Proposal and Next Steps

- 5.1. Officers will continue to drive service improvements and work with the contractor where there are missed collection issues to ensure that the key performance indicator of no more than 80 missed bins per 100k possible collections is achieved as per the contract standards.
- 5.2. Officers will continue to review the Councils wider waste services such as street cleansing and toilet cleaning and will ensure services meet demand for the busy summer period ahead.

6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	None
Financial implications to include reference to value for money	N	The revenue position of the service is set out within the Revenue Budget monitoring report for 2023-24
Risk	Y	None
Supporting Corporate Strategy	Y	The Council has a statutory obligation to deliver waste and recycling services.
Consultation & Engagement Strategy	N	There is no consultation or engagement required as part of this report
Climate Change - Carbon / Biodiversity Impact	Y	The Council can work towards increasing its recycling rates and contribute to reducing its overall waste arisings
Comprehensive Impact Assessment Implications		
Equality and Diversity	N	None
Safeguarding	N	None
Community Safety, Crime and Disorder	N	None
Health, Safety and Wellbeing	N	None
Other implications	N	None

Supporting Information

Appendices:

Appendix A – Contractors O & S presentation

Background Papers:

None

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**FCC West Devon
Collections 23/24**

**Municipal Collections
and Street Scene**

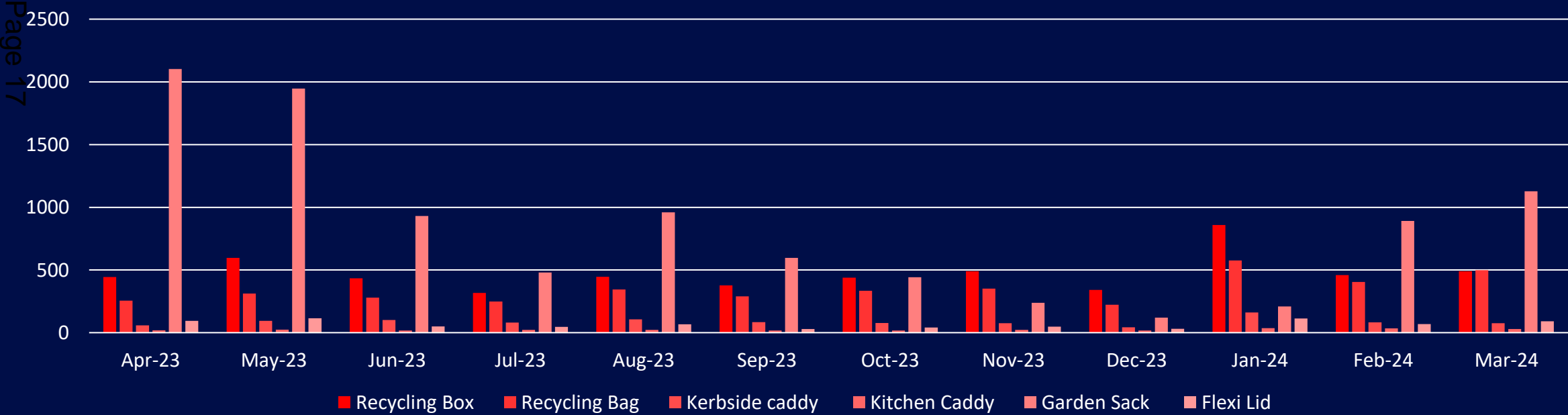
Missed bin numbers from 1st April 2023 to 31st March 2024, cumulative and also broken down into service.

West Devon	Waste Collection 2023/24											
	01 April 2023	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Total Number of Missed Collections	77	74	80	95	105	85	234	152	64	208	52	50
Days in month	30	31	30	31	31	30	31	30	31	31	29	31
No. of HH - as per VOA	26892	26922	26956	27007	27017	27047	27066	27092	27112	27128	27147	27172
Possible Collections: Residual	57468	59450	57605	59637	59659	57799	59768	57895	59869	59905	56079	60002
Possible Collections: Recycling/Food	114936	118899	115209	119275	119319	115598	119535	115790	119738	119809	112158	120003
Possible Collections Total	172404	178349	172814	178912	178978	173397	179303	173686	179608	179714	168237	180005
Missed Collections per 100,000	44.7	41.5	46.3	53.1	58.7	49.0	130.5	87.5	35.6	115.7	30.9	27.8
Number Over Target	0	0	0	0	0	0	51	8	0	36	0	0
Deduction	£750	£1,475	£500	£2,700	£2,000	£1,800	£4,425	£900	£200	£2,100	£500	£1,100

- The target is to achieve no more than 80 Missed Collections per 100,000 potential collections for all types of waste in total, excepting garden waste collections, over the Contract period.
- January's deductions are not a true reflection of missed collections due to an error in reporting the majority of these properties as not out when should have been logged as no access.
- October deductions are due to breakdowns on vehicles with bin lifts which stopped us servicing bin compounds which were added to the missed figures as individual properties.

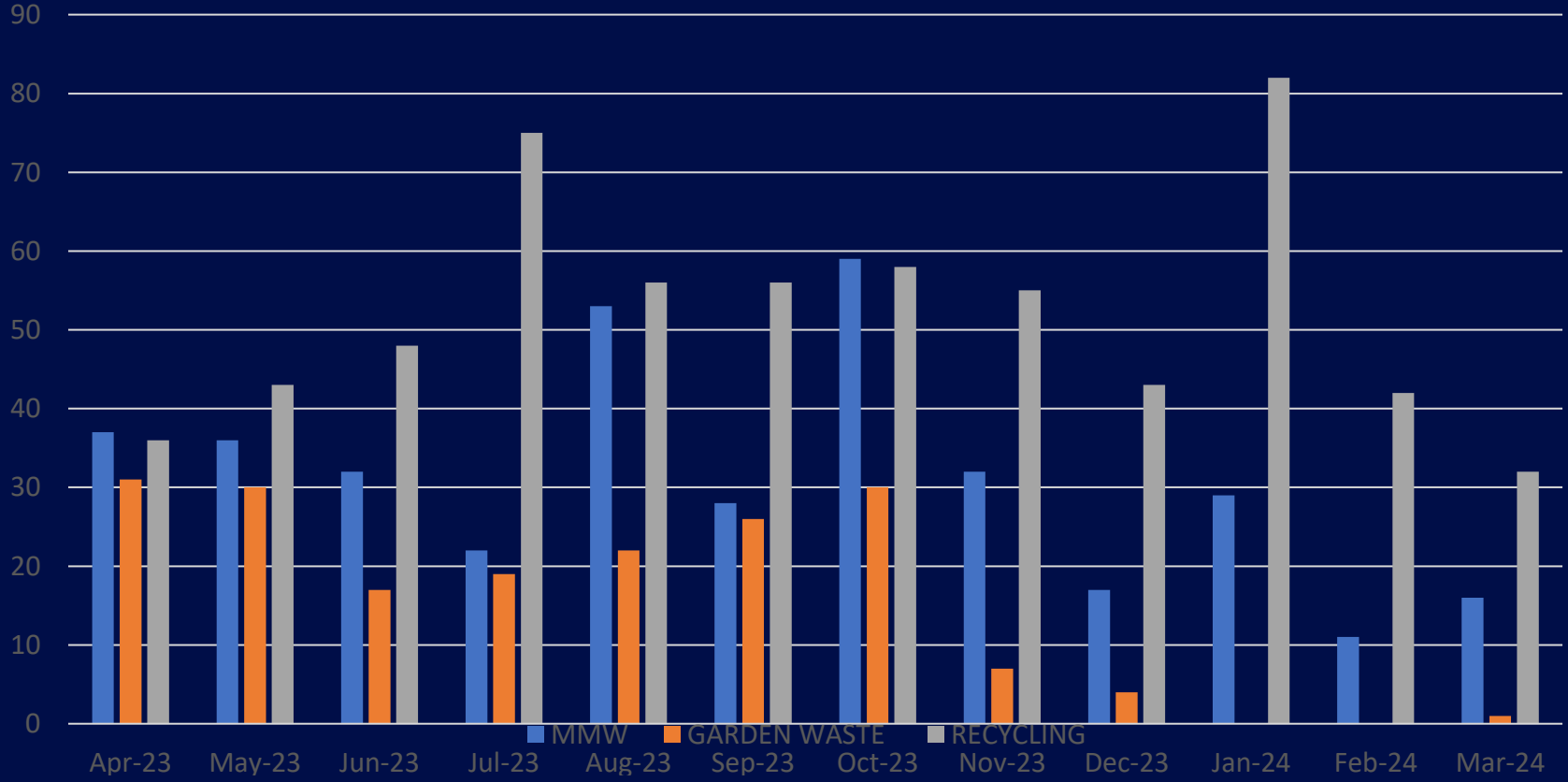
Garden Waste sack deliveries, numbers, performance against SLA etc.

Chart Title



Missed bin numbers form 1st April 2023 to 31st March 2024, cumulative and also broken down into service.

Chart Title



Bulky waste collections – numbers, collections against SLA etc.

April 23 – 11 collections

May 23 – 69 collections

July 23 – 70 collections

Aug 23 – 89 collections

Sept 23 – 72 collections

Oct 23 – 70 collections

Nov 23 – 93 collections

Dec 23 – 71 collections

Jan 24 – 69 collections

Feb 24 – 54 collections

March 24 – 52 collections

All collections take place on a Wednesday

We are currently working on an online booking system

Bookings are taken by our Admin Assistant currently via telephone

Additional

- There is a round review currently being undertaken and we are in the early stages of pulling together the information required.
- Continue helping Litter groups with equipment and collection of waste sacks.
- New Romaquip Vehicle now operational on the contract.
- Fleet replacement programme in place and replacement vehicles being identified and ordered.



FCC Environment

Thank you and any questions

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Report to: **Overview and Scrutiny**

Date: **23 April 2024**

Title: **Key Performance Indicators
April 2023 – March 2024**

Portfolio Area: **Councillor Chris Edmonds
Lead Member – Performance and Resources**

Wards Affected: **All**

Author: **Neil Hawke** Role: **Assistant Director Strategy**

Contact: Neil.hawke@swdevon.gov.uk

Recommendations:

That the Overview and Scrutiny Committee:

1. notes the Key Performance Indicators for April 2023 – March 2024
2. agrees the revised suite of Key Performance Indicators as set out in Appendix A which will be implemented from 1st April 2024.

1. Executive summary

- 1.1 As part of its Performance Management Framework, the Council has committed to providing at least three annual updates on Key Performance Indicators to the Overview and Scrutiny Committee.
- 1.2 The last report on performance was considered by the Committee in January 2024.
- 1.3 This report sets out key service performance up to 31 March 2024 (Appendix A – Key Performance Indicators).
- 1.4 It also sets out the revised suite of KPI's for reporting to the committee from 1st April 2024.

2. Proposal and Next Steps

- 2.1 Overview and Scrutiny Committee are asked to consider the key operational performance report at Appendix A to this report.
- 2.2 As set out in the January 2024 report to the Committee, the KPI's have been reviewed with proposals for revised measures set out in Appendix B.

2.3 The proposal would be to implement the new or revised KPI's from 1st April 2024.

3. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	Member Scrutiny of Key Performance Indicators is important to good governance of the Council.
Financial implications to include reference to value for money	Y	Setting our performance against key frontline services provides a demonstration of value for money. The report also sets out progress against Council Tax and NDR collection rates – key income streams for the Council.
Risk	Y	Monitoring key performance indicators (which is undertaken by the officer Performance Board on a monthly basis) enables us to manage the risk profile of the Council, identifying any areas of under performance and taking steps to address.
Supporting Corporate Strategy	Y	All
Consultation & Engagement Strategy	N	NA
Climate Change - Carbon / Biodiversity Impact	Y	The report sets out progress against waste recycling rates.
Comprehensive Impact Assessment Implications		
Equality and Diversity		
Safeguarding		
Community Safety, Crime and Disorder		
Health, Safety and Wellbeing		
Other implications		

Supporting Information

Appendices:

Appendix A – Key Performance Indicators April 2023 – March 2024.

Appendix B – KPI's 2024/25

Background Papers:

Approval and clearance of report

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West Devon
Borough Council

Key Performance Indicators

April 2023 – March 2024

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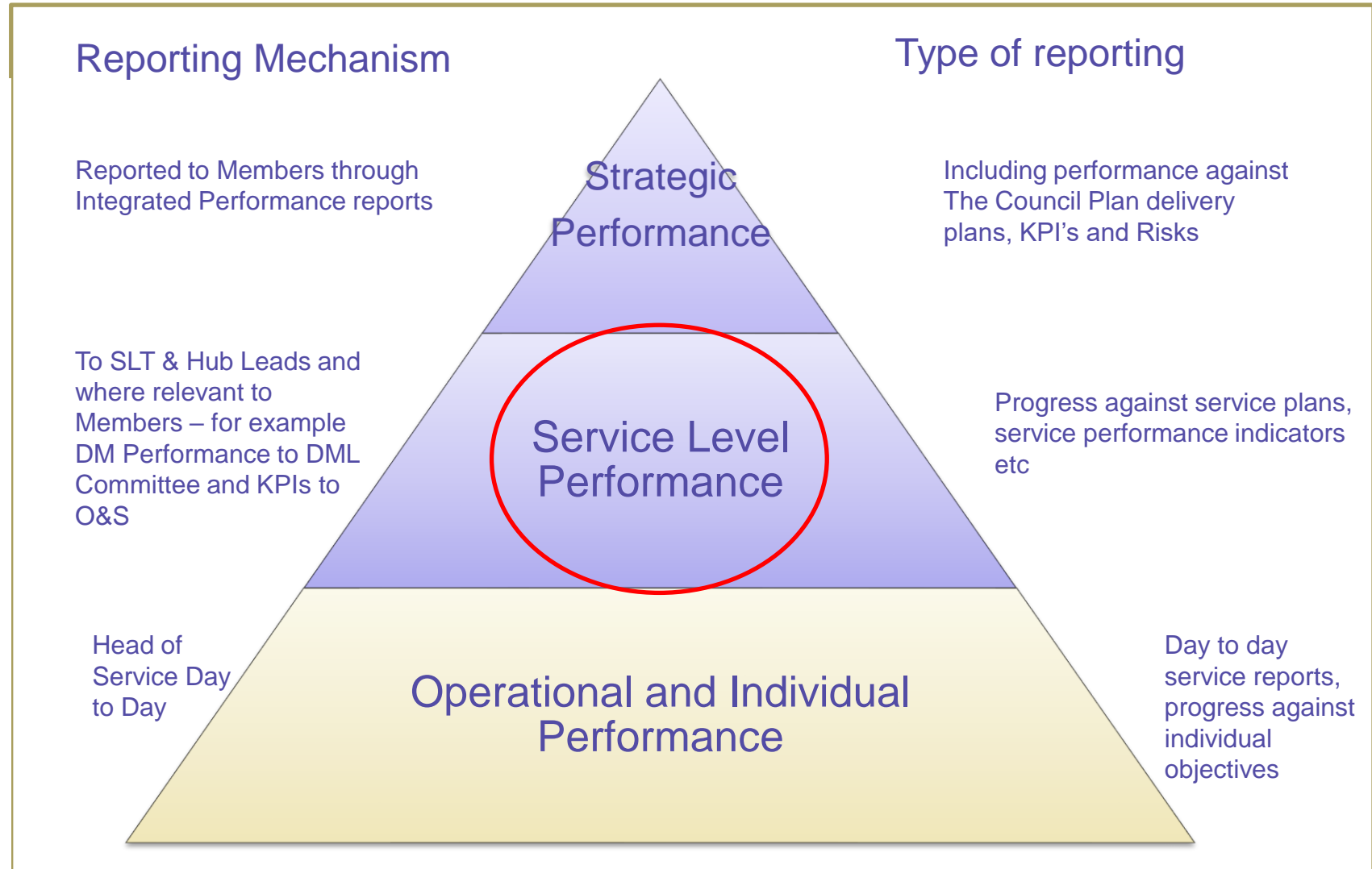


Introduction

The Council reports on performance in a number of ways as set out in our performance management framework. This report updates members on performance at the second tier – Service Level Performance.

Page 28 This performance is also considered by the Senior Leadership Team on a regular basis as part of ongoing service performance review discussions.

Over the coming pages, we set out an overview of key service performance.



Performance on a Page

Measure	On Target?
% of FOI requests handled within timescales	☹️
Ombudsman Cases Received and Upheld	😊
% of major applications determined within 13 weeks, or with an agreed EOT	😊
% of non-major applications determined within 8 weeks or with an agreed EOT	😊
Enforcement cases open at end of quarter	😊

Measure	On Target?
% of cases where homelessness was prevented	😊
Employment Estate Occupancy Rates	😊
Temporary Events Notices issued in timescale	😊
Average number of days to process new housing benefit claims	😊
Average number of days to process change in circumstances to housing benefit claims	😊

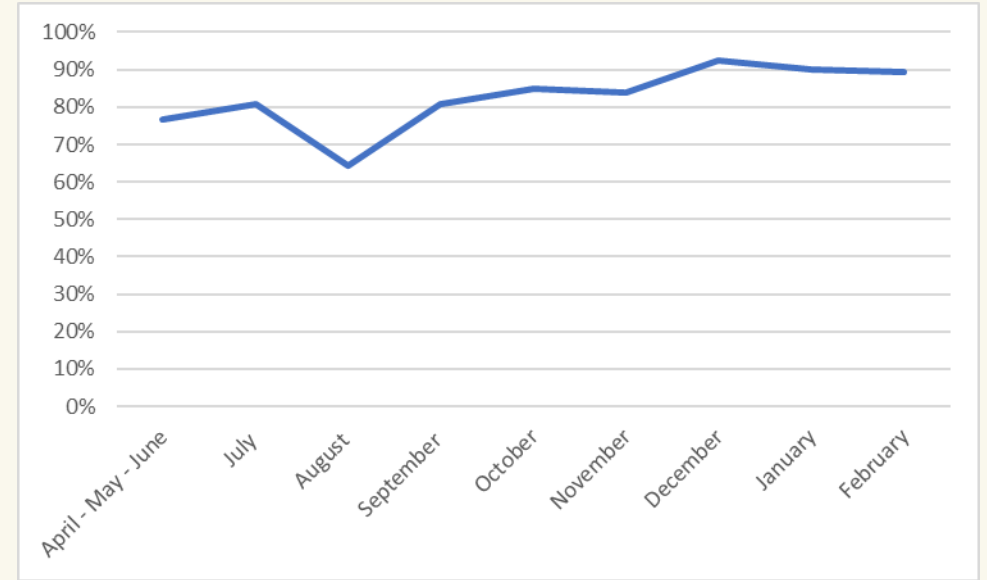
Measure	On Target?
Council tax collection	😊
In-year collection rate for non-domestic rates	😊
Number of missed bins per 100k	😊
Household recycling rates	☹️
Contact centre calls answered in 5 mins	☹️

Measure	On Target?
Revs & Bens calls answered in 8 mins	☹️
Total calls	☹️
Online Uptake	😊

- 😊 = On or exceeding target
- ☹️ = Off target by less than 5%
- ☹️ = Off target greater than 5%

% of FOI requests handled within timescales

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History																				
		Target	February 2024																						
90% as set by the ICO	Higher than target	90%	89.36%	47 received, 42 responded to on time and 5 late	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Month</th> <th>% of FOI requests handled within timescales</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>~78%</td> </tr> <tr> <td>July</td> <td>~80%</td> </tr> <tr> <td>August</td> <td>~65%</td> </tr> <tr> <td>September</td> <td>~80%</td> </tr> <tr> <td>October</td> <td>~85%</td> </tr> <tr> <td>November</td> <td>~83%</td> </tr> <tr> <td>December</td> <td>~92%</td> </tr> <tr> <td>January</td> <td>~90%</td> </tr> <tr> <td>February</td> <td>~89%</td> </tr> </tbody> </table>	Month	% of FOI requests handled within timescales	April - May - June	~78%	July	~80%	August	~65%	September	~80%	October	~85%	November	~83%	December	~92%	January	~90%	February	~89%
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December	~92%																								
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<p>Page 39</p> <p>Explanation of performance this period</p>	<p>There has been a very slight decrease in performance compared to January.</p> <p>Compliance is just below the 90% benchmark set by the ICO.</p> <p>The 5 late response were spread over 5 separate services. March data will be available in late April 2024.</p>																								



Ombudsman Cases Investigated and Upheld

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History (Total complaints received vs complaints upheld)																				
		Target	March 2024																						
<51% Ombudsman comparator for similar Councils	Lower than target	<51%	0%	This is an annual measure and is a simple percentage of complaints received by the Ombudsman being upheld	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Month</th> <th>Percentage of Complaints Upheld</th> </tr> </thead> <tbody> <tr><td>April - May - June</td><td>0%</td></tr> <tr><td>July</td><td>0%</td></tr> <tr><td>August</td><td>0%</td></tr> <tr><td>September</td><td>0%</td></tr> <tr><td>October</td><td>0%</td></tr> <tr><td>November</td><td>0%</td></tr> <tr><td>December</td><td>100%</td></tr> <tr><td>January</td><td>0%</td></tr> <tr><td>February</td><td>0%</td></tr> </tbody> </table>	Month	Percentage of Complaints Upheld	April - May - June	0%	July	0%	August	0%	September	0%	October	0%	November	0%	December	100%	January	0%	February	0%
Month	Percentage of Complaints Upheld																								
April - May - June	0%																								
July	0%																								
August	0%																								
September	0%																								
October	0%																								
November	0%																								
December	100%																								
January	0%																								
February	0%																								
Explanation of performance this period	Of the 8 complaints that customers sent to the Ombudsman since April 2023, 6 were not investigated and one was upheld.																								



% of major applications determined within 13 weeks, or with an agreed EOT

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History
		Target	March 2024		
This is a National Target (60%)	Above target	70%	100%	<p>Divide the number of applications determined in line with agreed extension of time by total number determined over the measurement period.</p> <p>1 application has been determined within 13 weeks or with an agreed extension of time.</p>	
Explanation of performance this period	<p>This is an excellent performance in determining major applications above the national target.</p> <p>No applications were received in December 2023 or February 2024.</p>				

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% of non-major applications determined within 8 weeks or with an agreed EOT

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History																				
		Target	March 2024																						
This is a National Target (70%)	N/A	80%	92%	<p>Divide the number of applications determined in line with agreed extension of time by total number determined over the measurement period.</p> <p>26 applications have been determined, 24 within 8 weeks or with an agreed extension of time. 11 (46%) in time and 13 (54%) in accordance with an agreed extension of time.</p>	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April - May - June</td><td>86%</td></tr> <tr><td>July</td><td>88%</td></tr> <tr><td>August</td><td>95%</td></tr> <tr><td>September</td><td>90%</td></tr> <tr><td>October</td><td>82%</td></tr> <tr><td>November</td><td>78%</td></tr> <tr><td>December</td><td>75%</td></tr> <tr><td>January</td><td>87%</td></tr> <tr><td>February</td><td>86%</td></tr> </tbody> </table>	Month	Percentage	April - May - June	86%	July	88%	August	95%	September	90%	October	82%	November	78%	December	75%	January	87%	February	86%
Month	Percentage																								
April - May - June	86%																								
July	88%																								
August	95%																								
September	90%																								
October	82%																								
November	78%																								
December	75%																								
January	87%																								
February	86%																								
Explanation of performance this period	<p>This is a good performance, above the National Target (70%) and the local target (80%).</p> <p>Now that performance has improved, since the implementation of the new Planning IT software at the end of 2023, we need to look reducing the number of applications reliant on EoTs.</p>																								

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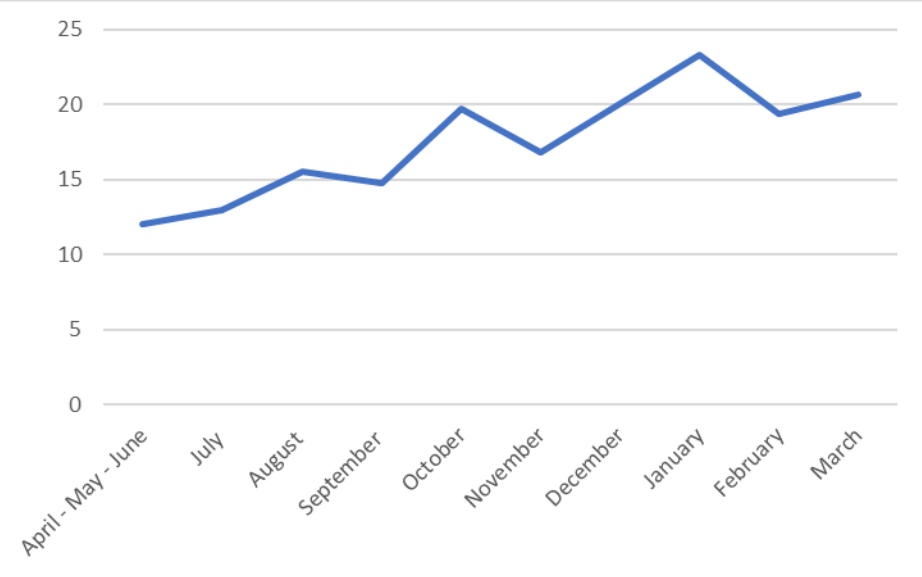
Enforcement cases open at end of month

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History																						
		Target	March 2024																								
N/A	Lower than target	120	115	<p>The total number of enforcement cases open at the end of the month.</p> <p>During March 12 new enforcement cases were received and 18 were closed.</p>	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Month</th> <th>Enforcement Cases Open at End of Month</th> </tr> </thead> <tbody> <tr><td>April - May - June</td><td>140</td></tr> <tr><td>July</td><td>125</td></tr> <tr><td>August</td><td>120</td></tr> <tr><td>September</td><td>118</td></tr> <tr><td>October</td><td>122</td></tr> <tr><td>November</td><td>115</td></tr> <tr><td>December</td><td>118</td></tr> <tr><td>January</td><td>120</td></tr> <tr><td>February</td><td>122</td></tr> <tr><td>March</td><td>115</td></tr> </tbody> </table>	Month	Enforcement Cases Open at End of Month	April - May - June	140	July	125	August	120	September	118	October	122	November	115	December	118	January	120	February	122	March	115
Month	Enforcement Cases Open at End of Month																										
April - May - June	140																										
July	125																										
August	120																										
September	118																										
October	122																										
November	115																										
December	118																										
January	120																										
February	122																										
March	115																										
Explanation of performance this period	<p>During March the number of new cases received is within the range expected.</p> <p>The number of closed cases exceeds those received and maintains a gradual downward trend in the overall number of enforcement cases.</p>																										

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Average temporary accommodation use per month

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History
		Target	March 2024		
N/A	Reducing trend	For trend purposes only	20.68	Average number of families in temporary accommodation over the period at any one time	
<p>Explanation of performance this period</p> <p>We are seeing additional presentations due to cold weather at points since the New Year. These may lead to an increase in short stays to protect health during extreme weather.</p> <p>Numbers in temporary accommodation have remained reasonably static, however the length of time in temp is increasing due to the time it is taking to source housing. This is resulting in a corresponding increase in costs.</p> <p>There were 7 new accommodation placements in West Devon in March.</p>					

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% of cases where homelessness was prevented

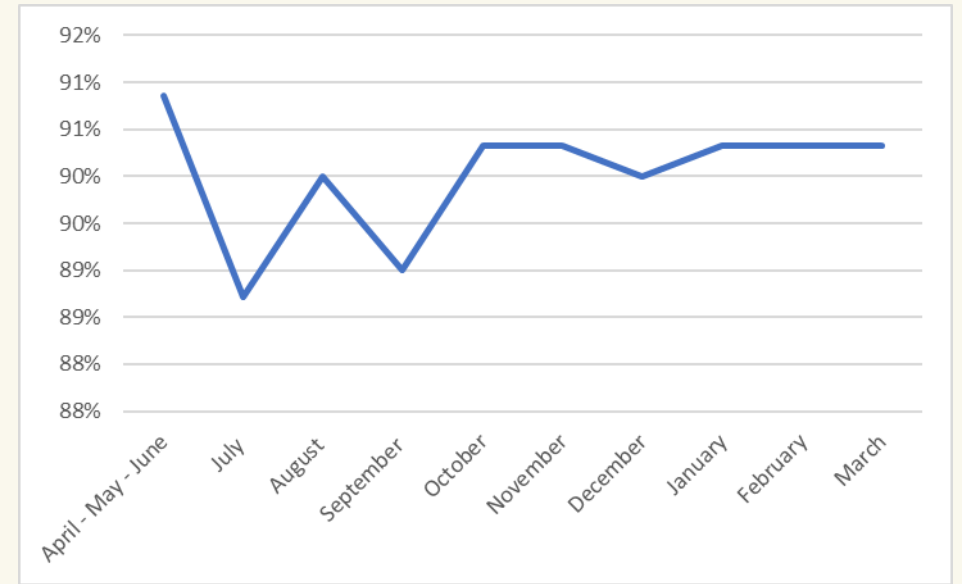
National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History
2021-22 Average positive outcomes for the South West: 42% Homeless prevention (As per line on graph)	Exceed SW average	Target	March 2024	Of the total number of households assessed as eligible for a prevention or relief of homelessness service from us – the % of these that are made and accepted.	
Explanation of performance this period	The team ended 21 duties in March: 14 were successfully housed, 3 lost contact, 3 were not eligible for main duty and 1 refused an offer of accommodation.	60%	66%		

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Employment Estate Occupancy Rates

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History																						
		Target	March 2024																								
N/A	Higher than target	90%	90%	Number of Occupied Commercial Assets Against Total Number	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Month</th> <th>Occupancy Rate (%)</th> </tr> </thead> <tbody> <tr><td>April - May - June</td><td>91.5</td></tr> <tr><td>July</td><td>89.5</td></tr> <tr><td>August</td><td>90.0</td></tr> <tr><td>September</td><td>89.0</td></tr> <tr><td>October</td><td>90.5</td></tr> <tr><td>November</td><td>90.5</td></tr> <tr><td>December</td><td>90.0</td></tr> <tr><td>January</td><td>90.5</td></tr> <tr><td>February</td><td>90.5</td></tr> <tr><td>March</td><td>90.5</td></tr> </tbody> </table>	Month	Occupancy Rate (%)	April - May - June	91.5	July	89.5	August	90.0	September	89.0	October	90.5	November	90.5	December	90.0	January	90.5	February	90.5	March	90.5
Month	Occupancy Rate (%)																										
April - May - June	91.5																										
July	89.5																										
August	90.0																										
September	89.0																										
October	90.5																										
November	90.5																										
December	90.0																										
January	90.5																										
February	90.5																										
March	90.5																										
Page 37																											
Explanation of performance this period	<p>Estates Occupancy has been above target over the last 12-18 months.</p> <p>There is continued strong demand coupled with effective Estate Management which has resulted in maintaining strong occupancy levels.</p>																										

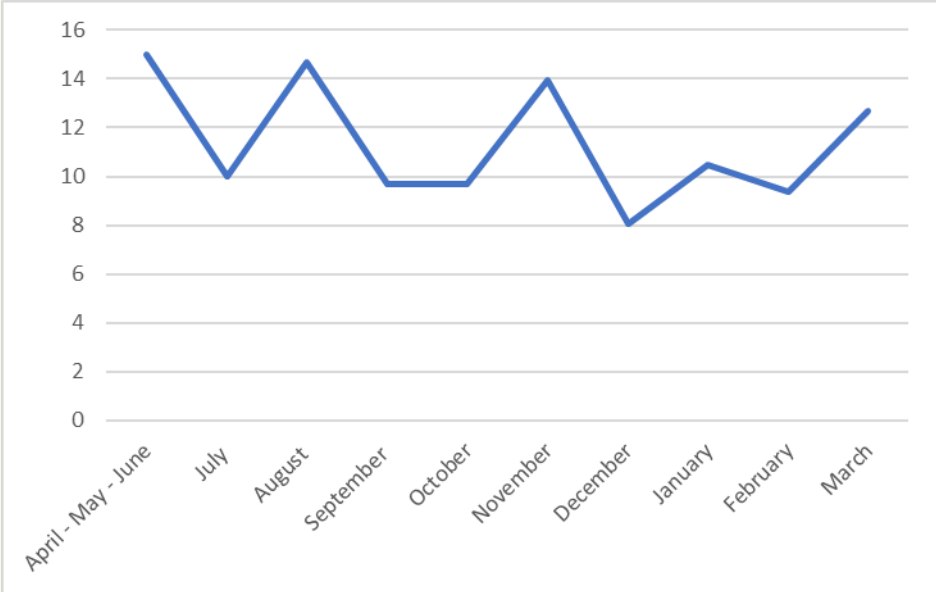


Temporary Events Notices issued in timescale

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History
		Target	January 2024		
Statutory Requirement	On target	100%	100%	Percentage of applications completed compared to number received	
Explanation of performance this period	<p>TENS have a statutory requirement to issue in one working day from the receipt of the application. These are prioritised against all other licence applications due to the statutory requirement for TENS and that if the Council does not process them correctly the event will receive tacit consent.</p> <p>23 TENS were received and issued in March 2024.</p>				

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Average number of days to process new housing benefit claims

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History
		Target	March 2024		
<p>National performance figures are published quarterly. Whilst there isn't an equivalent target, during 2023 the average national performance was 20 days.</p>	Below target	17 days	12.67 days	It is the average time taken to process a new housing benefit claim. This is calculated as the average (mean) processing time in calendar days, rounded to the nearest day.	
<p>Explanation of performance this period</p>	<p>There has been good performance overall and each month has been better than the national average.</p> <p>There has been a slight increase in the length of time to process claims following the festive period.</p> <p>18 new claims were processed in March 2024.</p>				



Average number of days to process change in circumstances to housing benefit claims

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History																						
		Target	March 2024																								
<p>National performance figures are published quarterly. The average number of days taken to process a change in circumstances to an existing housing benefit claim during Q3 was 8 calendar days.</p>	Below target	6 days	1.42 days	<p>It is how long it takes to process as change of circumstances to an existing housing benefit claim.</p> <p>It is the average time taken, calculated as the average (mean) processing time in calendar days, rounded to the nearest day.</p>	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Month</th> <th>Average Days</th> </tr> </thead> <tbody> <tr><td>April - May - June</td><td>4.7</td></tr> <tr><td>July</td><td>5.5</td></tr> <tr><td>August</td><td>6.5</td></tr> <tr><td>September</td><td>8.2</td></tr> <tr><td>October</td><td>7.1</td></tr> <tr><td>November</td><td>3.5</td></tr> <tr><td>December</td><td>1.8</td></tr> <tr><td>January</td><td>2.1</td></tr> <tr><td>February</td><td>2.3</td></tr> <tr><td>March</td><td>1.4</td></tr> </tbody> </table>	Month	Average Days	April - May - June	4.7	July	5.5	August	6.5	September	8.2	October	7.1	November	3.5	December	1.8	January	2.1	February	2.3	March	1.4
Month	Average Days																										
April - May - June	4.7																										
July	5.5																										
August	6.5																										
September	8.2																										
October	7.1																										
November	3.5																										
December	1.8																										
January	2.1																										
February	2.3																										
March	1.4																										
Explanation of performance this period	There was a slight increase in the length of time to process claims following the festive period but the team has continued to perform better than target throughout the year.																										

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Council Tax Collection

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History																						
		Target	March 2024																								
DLUHC require a Quarterly Return of Council Taxes and Non-Domestic Rates (QRC4) to be submitted annually which is published as a statistical release. Returns are also submitted in quarters 1-3, but the content is not published.	On target	75-95%	98.37%	The in-year collection rate is the amount of council tax due for the financial year that is received by 31 March shown as a percentage of the net collectable debit in respect of that year's council tax. i.e it is how much council tax is collected as a percentage of the amount we would have collected if everyone liable had paid what they were supposed to.	<table border="1"> <caption>Council Tax Collection Performance History</caption> <thead> <tr> <th>Month</th> <th>Collection Rate (%)</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>28</td> </tr> <tr> <td>July</td> <td>40</td> </tr> <tr> <td>August</td> <td>48</td> </tr> <tr> <td>September</td> <td>55</td> </tr> <tr> <td>October</td> <td>65</td> </tr> <tr> <td>November</td> <td>75</td> </tr> <tr> <td>December</td> <td>85</td> </tr> <tr> <td>January</td> <td>92</td> </tr> <tr> <td>February</td> <td>95</td> </tr> <tr> <td>March</td> <td>98.37</td> </tr> </tbody> </table>	Month	Collection Rate (%)	April - May - June	28	July	40	August	48	September	55	October	65	November	75	December	85	January	92	February	95	March	98.37
Month	Collection Rate (%)																										
April - May - June	28																										
July	40																										
August	48																										
September	55																										
October	65																										
November	75																										
December	85																										
January	92																										
February	95																										
March	98.37																										
Explanation of performance this period	98.37% = £50,599,392.32 collected out of £51,438,133.83 net liability. In 2022 / 23, the total collected was 98.34%.																										



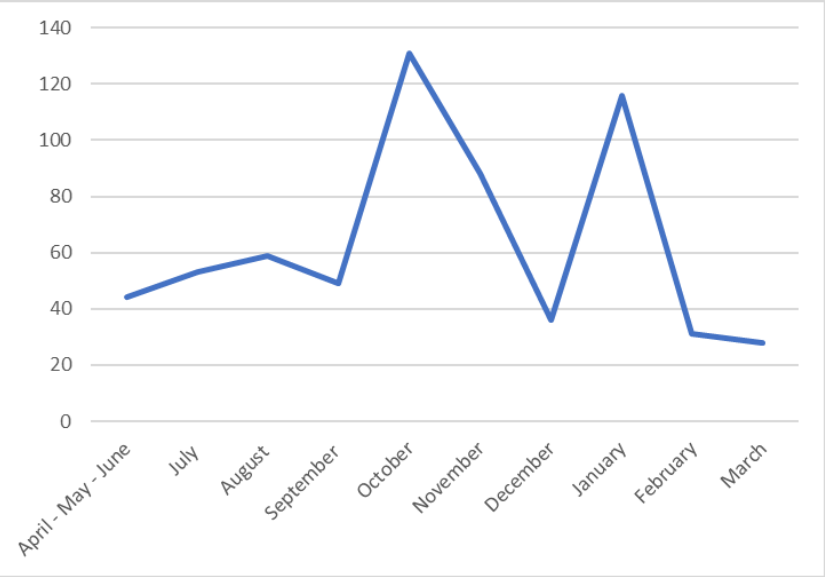
In-year collection rate for non-domestic rates

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National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History																						
		Target	March 2024																								
DLUHC require a Quarterly Return of Council Taxes and Non-Domestic Rates (QRC4) to be submitted annually which is published as a statistical release. Returns are also submitted in quarters 1-3, but the content is not published.	On target	75-95%	97.79%	The in-year collection rate is the amount of non-domestic rates due for the financial year that is received by 31 March shown as a percentage of the net collectable debit in respect of that year's non-domestic rates. i.e it is how much non-domestic rates is collected as a percentage of the amount we would have collected if everyone liable had paid what they were supposed to.	<table border="1"> <caption>In-year collection rate for non-domestic rates (Estimated)</caption> <thead> <tr> <th>Month</th> <th>Collection Rate (%)</th> </tr> </thead> <tbody> <tr><td>April - May - June</td><td>38</td></tr> <tr><td>July</td><td>45</td></tr> <tr><td>August</td><td>55</td></tr> <tr><td>September</td><td>60</td></tr> <tr><td>October</td><td>68</td></tr> <tr><td>November</td><td>75</td></tr> <tr><td>December</td><td>82</td></tr> <tr><td>January</td><td>88</td></tr> <tr><td>February</td><td>95</td></tr> <tr><td>March</td><td>98</td></tr> </tbody> </table>	Month	Collection Rate (%)	April - May - June	38	July	45	August	55	September	60	October	68	November	75	December	82	January	88	February	95	March	98
Month	Collection Rate (%)																										
April - May - June	38																										
July	45																										
August	55																										
September	60																										
October	68																										
November	75																										
December	82																										
January	88																										
February	95																										
March	98																										
Explanation of performance this period	<p>97.79% = £8,985,268.33 collected out of £9,188,693.84 net liability.</p> <p>In 2022 / 23 the total collection was 98.95%.</p>																										



Number of missed bins per 100k

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History
		Target	March 2024		
80 per 100,000	Below target	80	28	Number of missed bins per 100,000	
Explanation of performance this period	There is an overall decreasing trend in missed collections. There were debriefs with crews to investigate the increase following the festive period.				

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Household Recycling Rates

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History																				
		Target	February 2024																						
Legal requirement for all Local Authorities	Above target	57%	51%	Data supplied by WD to DCC for verification against disposal points.	<table border="1"> <caption>Household Recycling Rates Performance History</caption> <thead> <tr> <th>Month</th> <th>Rate (%)</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>54.8</td> </tr> <tr> <td>July</td> <td>53.0</td> </tr> <tr> <td>August</td> <td>55.5</td> </tr> <tr> <td>September</td> <td>55.8</td> </tr> <tr> <td>October</td> <td>53.5</td> </tr> <tr> <td>November</td> <td>54.0</td> </tr> <tr> <td>December</td> <td>52.2</td> </tr> <tr> <td>January</td> <td>54.0</td> </tr> <tr> <td>February</td> <td>51.0</td> </tr> </tbody> </table>	Month	Rate (%)	April - May - June	54.8	July	53.0	August	55.5	September	55.8	October	53.5	November	54.0	December	52.2	January	54.0	February	51.0
Month	Rate (%)																								
April - May - June	54.8																								
July	53.0																								
August	55.5																								
September	55.8																								
October	53.5																								
November	54.0																								
December	52.2																								
January	54.0																								
February	51.0																								
Explanation of performance this period	<p>There has been a downward trend over the year and we have plans to increase comms on food waste recycling to improve rates.</p> <p>Figures for March 2024 pending from DCC.</p>																								



Contact centre calls answered in 5 mins

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History																						
		Target	March 2024																								
N/A	60-80%	80%	64%	Total calls (Non-Revs & Bens) with wait time over 5 mins divided by total calls	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>April - May - June</td> <td>78%</td> </tr> <tr> <td>July</td> <td>78%</td> </tr> <tr> <td>August</td> <td>68%</td> </tr> <tr> <td>September</td> <td>85%</td> </tr> <tr> <td>October</td> <td>95%</td> </tr> <tr> <td>November</td> <td>95%</td> </tr> <tr> <td>December</td> <td>85%</td> </tr> <tr> <td>January</td> <td>82%</td> </tr> <tr> <td>February</td> <td>80%</td> </tr> <tr> <td>March</td> <td>65%</td> </tr> </tbody> </table>	Month	Performance (%)	April - May - June	78%	July	78%	August	68%	September	85%	October	95%	November	95%	December	85%	January	82%	February	80%	March	65%
Month	Performance (%)																										
April - May - June	78%																										
July	78%																										
August	68%																										
September	85%																										
October	95%																										
November	95%																										
December	85%																										
January	82%																										
February	80%																										
March	65%																										
Explanation of performance this period	<p>A lot of changes in March temporarily dropped performance levels including: an increase in garden waste renewal calls, staffing reception.</p> <p>Recruitment / replacement of 3 staff members will bring service levels back up to expected levels during April / May</p>																										

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Revs & Bens calls answered in 8 mins

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History																								
		Target	March 2024																										
N/A	Above target	80%	78%	Revenues and Benefits calls answered in less than 8 mins/Total RevBens calls.	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April - May - June</td><td>60%</td></tr> <tr><td>Full quarter</td><td>50%</td></tr> <tr><td>July</td><td>45%</td></tr> <tr><td>August</td><td>35%</td></tr> <tr><td>September</td><td>72%</td></tr> <tr><td>October</td><td>68%</td></tr> <tr><td>November</td><td>62%</td></tr> <tr><td>December</td><td>58%</td></tr> <tr><td>January</td><td>78%</td></tr> <tr><td>February</td><td>65%</td></tr> <tr><td>March</td><td>78%</td></tr> </tbody> </table>	Period	Percentage	April - May - June	60%	Full quarter	50%	July	45%	August	35%	September	72%	October	68%	November	62%	December	58%	January	78%	February	65%	March	78%
Period	Percentage																												
April - May - June	60%																												
Full quarter	50%																												
July	45%																												
August	35%																												
September	72%																												
October	68%																												
November	62%																												
December	58%																												
January	78%																												
February	65%																												
March	78%																												
Explanation of performance this period	March is our busiest month following the issue of annual bills and benefit notification letters, all available staff were answering phones during this period.																												

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Total calls

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History
		Target	March 2024		
N/A	Decreasing over time Less than the same time period last year	Below same quarter in previous year	3,701 calls	Total calls to CST	
Explanation of performance this period	<p>Focus on Right First Time and channel shift continues to reduce demand. There are minor increases comparing months but still less calls than the same month last year where call volumes were 3,797</p> <p>The increase in calls since the New Year is due to online issues with the renewal of Garden Waste subscriptions.</p>				

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Online Uptake: processes started online vs through the Contact centre

National Benchmark (and source)	Good Looks Like	2023 / 24		How its calculated	Performance History																						
		Target	March 2024																								
N/A	Above 80%	80%	87.3%	Percentage of processes started online by customer vs by Contact centre	<table border="1"> <caption>Performance History Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April - May - June</td><td>81%</td></tr> <tr><td>July</td><td>83%</td></tr> <tr><td>August</td><td>83%</td></tr> <tr><td>September</td><td>78%</td></tr> <tr><td>October</td><td>78%</td></tr> <tr><td>November</td><td>75%</td></tr> <tr><td>December</td><td>72%</td></tr> <tr><td>January</td><td>80%</td></tr> <tr><td>February</td><td>85%</td></tr> <tr><td>March</td><td>88%</td></tr> </tbody> </table>	Month	Percentage	April - May - June	81%	July	83%	August	83%	September	78%	October	78%	November	75%	December	72%	January	80%	February	85%	March	88%
Month	Percentage																										
April - May - June	81%																										
July	83%																										
August	83%																										
September	78%																										
October	78%																										
November	75%																										
December	72%																										
January	80%																										
February	85%																										
March	88%																										
Explanation of performance this period	Current processes now above target level. Work now focusing on bringing a greater range of processes online that don't currently have an online option.																										

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Appendix B – Proposals for revised KPI’s

2023 – 2024 KPI	Proposal	2024 – 2025 KPI
% of FOI requests handled within timescales	Narrative to include split between businesses and individuals	% of FOI requests handled within timescales
Ombudsman Cases Investigated and Upheld	Report on corporate complaints performance only and link to Oflog metric. Remove Ombudsman from KPI report as update is provided to A&G Committee.	<ol style="list-style-type: none"> 1. Number of complaints that received a response within the timeline – Stage 1 and 2 2. Number of complaints upheld per 10,000 – Stage 1 and 2
% of major applications determined within 13 weeks, or with an agreed EOT	Narrative to include split for those with / without an extension and which side requested extension	% of major applications determined within 13 weeks, or with an agreed EOT
% of non-major applications determined within 8 weeks or with an agreed EOT	Narrative to include split for those with / without an extension and which side requested extension	% of non-major applications determined within 8 weeks or with an agreed EOT
Enforcement cases open at end of month	The new planning software offers additional data and reports.	<ol style="list-style-type: none"> 1. Number of Enforcement Cases received and closed 2. Average number of days for closure 3. Reason for closure 4. Number of Notices served (quarterly)
Housing Delivery within the area	No change – annual report	Housing Delivery within the area
Average temporary accommodation use per month	No change	Average temporary accommodation use per month
% of cases where homelessness was prevented	Change of data to offer explanation of prevention and relief of homelessness.	<ol style="list-style-type: none"> 1. Successful homeless prevention cases as a % of prevention cases 2. Successful relief cases as a % of relief cases
Employment Estate Occupancy Rates	Narrative to include % of rent collected (total possible income).	Employment Estate Occupancy Rates
Temporary Events Notices issued in timescale	There is a statutory requirement for TENs to be issued in one-working day from the receipt of application. Proposal to remove KPI and replace with Food Safety Inspections as a better	% of high-risk food inspections completed

	reflection of the work of the EH&L Service Area.	
Energy Grant Installations Completed	Measurement of receipt and delivery of National Government Grant schemes.	1. Installations received 2. Installations completed
Average number of days to process new housing benefit claims	No change	Average number of days to process new housing benefit claims
Average number of days to process change in circumstances to housing benefit claims	No change	Average number of days to process change in circumstances to housing benefit claims
Council Tax Collection	No change	Council Tax Collection
In-year collection rate for non-domestic rates	No change	In-year collection rate for non-domestic rates
Number of missed bins per 100k	No change	Number of missed bins per 100k
Household Recycling rates	No change	Household Recycling rates
Contact centre calls answered in 5 mins	No change – excludes Revs & Bens calls	Contact centre calls answered in 5 mins
Revs & Bens calls answered in 8 mins	Separate KPIs to enable better analysis of calls and performance.	1. Revs calls answered in less than 8-minutes 2. Bens calls answered in less than 8-minutes
Total Calls	No change	Total Calls to the Contact Centre
Online Uptake: processes started online vs through the Contact centre	Clarify the metric to show how many online forms are completed by residents	1. Online uptake by residents 2. Satisfaction with online processes

OVERVIEW AND SCRUTINY COMMITTEE

INITIAL DRAFT ANNUAL WORK PROGRAMME PROPOSALS – 2024/25

Date of Meeting	Report	Lead Hub Member/Officer
	Devon County Council- Transport routes and road maintenance	
<i>To be scheduled</i>	Dartmoor National Park	
	Enhancing Youth Programmes	
	Citizens Advice	
	Community Voluntary Services	
	Environment Agency	
	Wildlife wardens	

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