



TORRIDGE DISTRICT COUNCIL

Quarterly Business Report (QBR)

To end of September 2020

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Goal 1 - Prosperous and Sustainable Economy:

- The full impact of Covid-19 and adjustment to the pending exit from the European Union is still yet to be felt and major interventions such as the Governments furlough scheme are continuing or only just ending. However there is emerging evidence of rising unemployment and claimant levels, with some statistics already surpassing those of the recession in 2008.
- Although the level of benefit claimants through TDC has fallen in this report this is because most people are now being directed to Universal Credit which is administered by the DWP. These figures have doubled since March of this year.
- The level of properties added to the Council Tax data base has dropped significantly to just **13 from 182** in the same period last year which may impact on the Councils new homes bonus if that continues. Construction has been affected by the lockdown but also many owners of Holiday Homes have de-registered for Council Tax and registered for business rates instead presumably to take advantage of government business support grants announced under Covid-19 economic support measures.
- A positive to report is that following the lockdown period the number of major residential planning applications has increased dramatically. It is thought that this is due to the Torridge area now being seen as more attractive by housebuilders due to a mix of low 'R' rate and the realisation that homeworking is feasible for many people. This may well make up for the current downturn in new homes registered.
- Rental income has reduced by **£76K / -20%** compared to budget. This was partly due to TDC offering commercial tenants the chance to defer rents for two months at the beginning of the lockdown. But there are now a number of vacancies coming through the system as tenants are re-assessing their requirements. Whilst the shortfall could have been a lot higher it may mark a shift in demand, at least in the short term.

Goal 2 - Stronger, Safer, Healthier Communities:

- Demand for Temporary accommodation is still high although the new accommodation acquired in Bideford has now been refurbished and opened. One positive effect on numbers is that Landlords have not been able to evict during lockdown, and this has reduced the number of notices being served. Approaches during lockdown were typically due to friend/family exclusions and relationship breakdown and, to a lesser extent, domestic abuse and people leading a nomadic lifestyle being unable to site touring caravans. Since 29 August social and private landlords have been required to give 6 months' notice, with just a few exceptions i.e. ASB and serious rent arrears over 6 months' rent, which has also reduced numbers.

Goal 3 - Protecting and Enhancing our Quality Environment:

- Strong levels of recycling have continued, boosted mainly by increased rates of collection of glass and cardboard, although all material streams have been strong including Garden Waste.
- Major applications continue to be submitted in relation to large sites allocated within the Local Plan. But it is noted that further major applications are also now being received in relation to '5 Year Housing Land Supply' sites outside of development boundaries as a direct consequence of the Authority being unable to demonstrate a 5 year housing land supply.

Goal 4 - Effective Customer Focused Council:

- Despite significant diversion of resources and extra demand due to Covid-19 customer service levels have been maintained to a high standard across most services. By example of the 38 monitored End to End processing times for customer demand, 71% are level with last year or improved despite higher levels of demand (planning especially) than expected.
- New ways of working have emerged as a result of Covid restrictions such as 'virtual' site visits for Plans Committee members, 'virtual' meetings with applicants and agents reducing the need for travel thereby often resulting in a more efficient process. Council meetings have also been re-established through the use of new technology and arguably greater opportunity for public involvement and transparency as the meetings are streamed live over the internet.

Budget Monitoring:-

The financial position has improved by **£642k** since QBR 1 where a breakeven was forecast. The key movements are as follows:

- Increased Central Government Support grants for Covid19 **£375K**
- Better than Budget Planning Income **£136K**
- Increased cost share income from Devon County – recycling **£72K**
- Staff vacancies (over and above £150K target) **£207K**

- Adverse movements
 - Torrington Pool Roof **(£65k)**
 - Hostel Income – delayed completion Bideford accommodation & reduced capacity due to Covid19 restrictions **(£42k)**

It is intended to set aside these funds to help to contribute towards the Council's capital funding shortfall of circa **-£5m**

The majority of the projected surplus is directly related to Covid19 **£502k**.

Recommendation Requiring Approval from O&S Committee:

That it is recommended to Community & Resources Committee that the projected 2020/21 surplus identified of £642K is transferred to capital reserves recognising that the capital program is currently under funded by circa £5m.

	Positive variance to Budget
	Neutral variance to Budget
	Negative variance to Budget

Description	Service Managers	Total Year to Date	Total same time last year	YTD Budgeted
Pay & Display	Sean Kearney	£342,020	£638,373	£649,655
Development Management	Sean Kearney	£486,153	£287,266	£290,000
Rental Income (Corporate Property & Caddsdwn)	Adrian Redwood	£296,999	£400,978	£373,503
Building Control	Sean Kearney	£97,212	£132,041	£133,337
Harbour	Sean Kearney	£22,810	£48,258	£44,295
Land Charges	Staci Dorey	£51,842	£57,760	£53,500
Licensing	Janet Williams	£61,947	£84,376	£74,486
Northam Burrows	Sean Kearney	£117,037	£130,711	£111,747
Car Parking Penalty Charge Notices	Sean Kearney	£12,973	£30,588	£37,290
Totals Receipts from above		£1,488,992	£1,810,349	£1,767,813

ANNUAL FIGURES			
2020/2021 Budget	2019/20 Actual	2018/19 Actual	2017/18 Actual
£1,125,850	£1,086,138	£1,076,219	£1,069,011
£580,000	£635,281	£548,212	£705,557
£637,627	£612,439	£597,609	£537,026
£247,924	£234,554	£226,852	£209,525
£69,871	£70,582	£44,419	£90,793
£107,000	£107,596	£111,432	£112,049
£125,912	£120,237	£128,252	£118,670
£111,747	£130,898	£128,679	£101,276
£74,580	£58,065	£72,933	£71,408
£3,080,511	£3,055,790	£2,934,607	£3,015,315

Notes on Income

Overall income to the end of Q2 was **-£279K / -16%** against Budget (**-£270K / -34%** in Q1) and **-£321K / -18%** on last year (**-£275K / -34%** in Q1).

Several large Planning Applications in Q2 (Trewyn Road, Clawford Vineyard, reserved matters Pitt Lane) accounting for £70K of growth and demand remains high. There was also a surge in Tourism evidenced in the figures for Northam Burrows once travel restrictions in the UK were eased. However all other income has been significantly impacted by a reduction in economic activity as a result of Covid-19 and government directives. Pay & Display income will be further affected by the decision to offer free second hour parking in towns in October and November.

Salaries Monitoring

September 2020

	Total Year to Date	Total Same Time Last Year	YTD Budgeted
Net Salaries (salaries + overtime, NI, superannuation, vacancy savings, agency costs)	£4,206,242	£4,350,537	£4,522,184

2020/2021 Budget	2019/20 Actual	2018/19 Actual	2017/18 Actual
£9,056,615	£8,481,741	£8,371,538	£7,605,678

Notes on Salaries

-£316K / -7% under Budget (**-£230K / -10%** in Q1) and **-£144K / -3%** lower than last year (**£122K / 6%** in Q1) with the majority as a result of staff vacancies achieved ahead of Vacancy Allowance budget **£207K** in Q2 (**£113K** in Q1)

Budget Monitoring **September 2020**

Profiled Budget £	Actual To Date £	Service responsibility centre	Full year Budget £	Projection to Year end £	Worse than budget £	Better than budget £	Net Variance £
Revenue monitoring							
456,300	755,938	Solicitor	931,750	1,056,908	125,158		•
2,156,785	2,879,009	Strategic Manager (Resources)	4,935,412	5,413,625	478,213		•
1,693,177	1,834,762	Strategic Manager (Services)	3,206,934	4,426,522	1,219,588		•
258,447	32,819	Planning and Development	466,756	172,251		(294,505)	•
403,358	4,285,796	Funding	(9,540,852)	(11,069,493)		(1,528,641)	•
4,161,352	(4,606,924)	Head of Paid Services		(187)	1,822,959	(1,823,146)	(187)

Highlights

Summary of variances identified	£'000	£'000
	(under)/over	(under)/over
	Revenue	Funding
Training	(44)	
Staff Related cost (over and above the £150k Vacancy Target)*	(207)	
Hostel Income	42	
Homelessness related costs	(25)	
Housing Benefit Subsidy - Homelessness	98	
Court Costs in respect of Council Tax foregone due to Court Closures	82	
Planning & Building Control Income	(216)	
Recycling Collections - cost share income	(72)	
Income from Garden Waste Collections	(33)	
Transport related costs (Fuel, Repairs etc)	(82)	
Car Parking Income	517	
Interest Receivable, Bank Charges and Financing costs	89	
Rental & Other Income	11	
Local Authority contribution in respect of Community Safety Programme	(18)	
Premises related costs	(13)	
Supplies & Services (including Postage)	14	
Software related	37	
Land Charges Income	8	
Licensing Income	16	
Payment to third parties	16	
Contractual Pressures arising from Covid-19	181	
Other expenditure pressures pertaining to Covid-19	62	
Other variances less than £5k	(20)	
Legal Professional Fees	100	
Contribution towards property maintenance pressures	110	
Funding for Apprentices and Trainee posts	51	
Repairs to Torrington Pool Roof	65	
Contribution to shortfall on Capital Funding	642	
Grants	(218)	(1,187)
Income Recovery Grant expectation		(342)
Transfer to Reserve to fund Council Tax and Business Rate Losses realisable in 2021/22	336	
Revenue - Funding variance totals	1,529	(1,529)
Net variance		

* The Council has a vacancy target of £150k, salary savings have been realised to meet this target, the projected salary saving is after meeting this target

Capital and Reserves **September 2020**

Programme Area	Net Capital Programme budget	Spent to 30 Sep	Net Capital Programme budget	Gross Capital Programme budget
	2020/21		2020/21	2020/21
	£	£	£	£
ICT Related	323,091	74,070	249,021	323,091
Vehicles	727,000	38,487	688,513	727,000
Property/Infrastructure	7,396,872	121,039	7,275,833	7,396,872
Regeneration	1,223,935	118,179	1,105,757	2,273,935
Culture & Sport	24,000		24,000	24,000
Community	694,000	212,305	481,695	1,502,000
Environment	716,471	7,135	709,336	716,471
Capital programme progress	11,105,368	571,214	10,534,154	12,963,368

Note 1: Disabled Facilities Grant of £1,112k received in advance of spend

Earmarked Reserves

	Balance 01 April	Receipts to Date	Spend to Date	Transfers	Balance
	1	+2	-3	+/- 4	5
	£	£	£	£	£
Earmarked Revenue reserves	3,502,013	285,725	398,018		3,389,721
Earmarked Capital Reserves	5,182,627	842,793			5,900,420
Section 106 Reserves & Receipts	303,156	76,277			399,942
Grand Total	8,987,796	1,204,795	398,018		9,690,082
Commitments:					
Revenue Approved					582,441
Revenue Proposed					233,383
Capital Approved					5,820,420
S106 allocated					399,942
Balance carried forward					2,653,897
					(Revenue Commitments yet to be updated)

Investments

Current Investments	Average rate of return	0.39%	Amount
			£
	Current investments		17,000,000
	Deposit A/c		4,184,000
	Total on deposit		21,184,000

Action	Progress	Comments	Service
TDC 1 Growth & expansion of existing businesses, increase the number of new businesses, and inward investment into the area.			
<p>Infrastructure and Employment Space.</p> <p>Provide serviced employment land, increased employment and income to the Council.</p> <p>1. Development of Caddsdwn Phase 3 - Scheme redesign for Cleave Wood to facilitate the delivery of employment land and Caddsdwn Phase 3 and housing and community facilities at Cleave Wood (from 16/17 - 20/21)</p> <p>2. Holsworthy Employment Land on new AgriBusiness site. (from 16/17)</p> <p>3. Torrington Hatchmoor Site (from 19/20 - 21/22)</p>		<p>1. Caddsdwn Blue has been completed. Some of the building is now occupied and the rest is pre-let but occupation remains impacted by the Covid-19 outbreak. An application for phase 3 of the Industrial Estate is now being considered by the Planning team and, separately from that, we are in discussions about the acquisition of the employment land element of that proposal.</p> <p>An offer for the purchase of a part of the Cleave Wood site has been accepted by committee and is progressing towards sale.</p> <p>2. We are beginning to make some progress with the delivery of an extension to the Industrial estate at Dobles Lane.</p> <p>3. No progress at Hatchmoor to report for Q2.</p>	<p>Economic Regen ER2.C</p>
TDC 2 Skilled, Adaptable Workforce matched to business growth requirements.			
<p>Inward Investment / Investment in Growth.</p> <p>1. Develop and adopt Northern Devon Economic strategy and deliver associated actions in Partnership with NDC. ND+ to develop strategy. (from 17/18).</p> <p>2. Increase varied working space - Flexible hot-desking space, and create a small business / creative hub for events and training. (from 19/20)</p> <p>3. Improve Superfast and Ultrafast Broadband across the district. (from 19/20 - 20/21)</p> <p>4. Develop and adopt Northern Devon Digital Strategy in partnership with North Devon Council. (from 19/20 - 20/21)</p>		<p>All actions have been affected by the ongoing pandemic and have not progressed significantly beyond the previous update.</p> <p>1. Economic Strategy drafting has been paused due to the pandemic, although contributions have been made to the Devon Recovery plan. Town centre recovery action plans have been commissioned from a town centre expert. Community consultations have been undertaken to feed into those reports, with a follow-up consultation period expected in October and November for the drafts.</p> <p>2. Applications have been submitted to the Getting Building Fund for work hubs to be established in Bideford, Great Torrington and Winkleigh. Public consultations will take place in October.</p> <p>3. Airband have now developed a proposal for rollout across northern Devon culminating in full rollout by the end of 2021. A list of LGA White addresses (those which will not be covered by any form of superfast or gigabit-capable connection) by the end of that rollout has been requested from CDS to enable contact to be made and for those addresses to apply for Rural Gigabit vouchers.</p> <p>4. The Digital Biosphere is on the reserve list for consideration as part of the Getting Building Fund, with potential to be moved forward for consideration in November.</p>	<p>Economic Regen ER4.C</p>
TDC 3 Encourage, support important employment sectors & projects.			
<p>ND+ - Support and monitor existing partnerships to maximise funding opportunities and ensure delivery of Council priorities and value for money, and community and Business / Enterprise Support.</p> <p>North Devon + performance managed. (from 18/19)</p> <p>Delivery ERDF Business Support Contract. (from 18/19)</p>		<p>Performance measures have yet to be agreed although regular board meetings cover this aspect and Sean Kearney has been appointed as Co Chief Exec. In addition there are two Cllrs on the company board.</p> <p>Activities to market the ERDF Business Support Contract continue as evaluations were indicating that those participants who had taken up the plan were primarily stopping after 3 of the 12 allotted hours (the first phase of support). Progress is now being made and delivery is exceeding the expectations of the programme.</p> <p>ND+ have been very active in supporting businesses affected by the recent pandemic including assessing applications for discretionary grants and advising on other available support packages. In addition they are assisting businesses in the UK transition period to maximise opportunity or be as ready for the withdrawal from the EU as they can be.</p>	<p>Economic Regen ER5.C</p>

Action	Progress	Comments	Service
<p>Regeneration of sites and settlements to increase the economic potential of the area</p> <p>1. Westward Ho! Enhancement Projects including Slipway Improvements, Burrows Infrastructure Improvements, New Visitor Centre.</p> <p>2. Torrington Regeneration proposals.</p> <p>3. Assist Delivery Bideford Town Centre Vision - Future High Streets Project.</p> <p>4. Delivery of Holsworthy Actions (All Ongoing from 17/18)</p>		<p>1 Burrows Visitor Centre- redesign complete and Full Planning has been applied for in September. £400,000 funding submission to Getting Building Fund.</p> <p>2. The Globe training hotel project is currently under consideration by the Architectural Heritage Fund for a national Development Grant to take the project to pre-application Planning stage and to prepare a community share issue. Initial discussions have also been opened with the Plunkett Foundation as part of the "More than a Pub" scheme.</p> <p>3. Future High Street full business plan was unanimously backed by Full Council in July 2020 and the final submission was made ahead of the end of July deadline. We now await the outcome of the bid.</p> <p>4. Discussions on how to follow-up the IPM report were halted as a result of the pandemic.</p>	<p>Economic Regen ER6.C</p>
<p>Business Investment Scheme</p> <p>Devise and deliver a business investment scheme that enables the council to invest in innovative small business ventures (from 19/20)</p>		<p>The grant scheme was launched but then halted due to the outbreak of Covid-19.</p>	<p>Economic Regen ER7.C</p>
<p>Harbour Review</p> <p>1. Estuary Shipping Development - Encourage transition to Sea Freight of bulk cargoes and develop Yelland and Appledore trade. Develop Bideford import / export potential. (from 16/17)</p> <p>2. Improve the Harbour Leisure Offer - Improve facilities at Bank End, encourage small businesses with marine connections to enhance and increase public usage. Introduce new mooring scheme and management system. (from 16/17)</p>		<p>It continues to be a slow year for business with very few ships visiting the port and no doubt further impacted by a general downturn in the economy as a result of Covid-19.</p> <p>The Harbour Board has continued their discussions about how the service might generate more income and how the leisure offer might be developed to assist, but meetings and progress have also been impacted by the pandemic.</p> <p>A Moorings and Facilities Policy was presented to the Harbour Board on 20th September and then at Community and Resources Committee on the 19th October where it was adopted. Plans will now be made on how to agree harbour directions that will assist the Harbour master in management of the port and moorings. It was also agreed at C&R that that committee would be the Duty Holder in line with the requirements of the Port Marine Safety Code.</p>	<p>Economic Regen H1.C</p>

Economic Regeneration

Measure	Description	M1 - Apr	M7 - Oct	Total Year to Date	Total same time last year	Year to date Target	ANNUAL FIGURES			
		M2 - May	M8 - Nov				2020/21 Target	2019/20 Actual	2018/19 Actual	2017/18 Actual
LE236a	Unemployment % (proportion of economically active - model based rather than count)	M3 - Jun	M9 - Dec	1,100 - 2.8% SW 3.1% GB 3.9%	800 - 2.4% SW 3.1% GB 4.1%	-	-	Mar 20 1.1K 2.9% SW 3.2% GB 3.9%	Mar 19 700 2.1% SW 3.0% GB 4.1%	Mar 18 1K 3.1% SW 3.3% GB 4.3%
		M4 - Jul	M10 - Jan							
		M5 - Aug	M11 - Feb							
		M6 - Sep	M12 - Mar							
		Q								
		2.80%								
LE236b	Earnings by Place of Work - Gross Weekly Pay	No New		2019 £459 SW £551 GB £587	2018 £452 SW £531 GB £570	-	-	2019 £459 SW £551 GB £587	2018 £452 SW £531 GB £571	2017 £424 SW £520 GB £552
		Q								
		Q								
		No new								
		Q								
		Q								

Notes on "Red" Performance Measures

LE236a	Unemployment % (proportion of economically active - model based rather than count)	<p>Figures for unemployment are from June 2020 compared to June 2019 and represents a model based calculation.</p> <p>With both the impact of the Covid Pandemic and Brexit yet to be fully felt analysts are predicting a worsening scenario with large rises in unemployment in the local economy. This will start to become more apparent as the Government Furlough scheme comes to an end and businesses act to reduce their costs. This is of course not specific to Torridge and is likely to be experienced nationally.</p>
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Action	Progress	Comments	Service
TDC 4 Engaging & Empowering Inclusive Communities			
<p>ND & TDC Traveller Site Allocations Development Plan Document.</p> <p>1. Assessment identifying potential sites for traveller accommodation; incorporating a call for sites, seeking potential sites for both transit and permanent provision to address evidenced needs.</p> <p>2. Finalise North Devon and Torridge Traveller Site Assessment consultants report to feed into Traveller Site Allocations Development Plan Document (DPD)</p> <p>3. Submit draft DPD to Secretary of State for examination; and</p> <p>4. Carry out steps required to enable adoption of DPD. (from 18/19 - 21/22)</p>		<p>Progression of the Traveller Site Allocations DPD was originally reliant upon the adoption of the North Devon and Torridge Local Plan, which was achieved at a joint Full Council meeting on 29th October 2018. Adoption of the Plan provided an opportunity to recommence work on the TSA DPD, although this has not significantly progressed because of the need to focus limited resources on the successful implementation of the Local Plan in the first instance.</p> <p>Subsequently, the joint Local Plan Working Group has been exploring options for the review of the North Devon and Torridge Local Plan which could potentially negate the need to prepare a separate DPD to address the accommodation needs of travellers, as the outcome of this review could be to recommend the comprehensive review of the Local Plan. The approach, preparation of and delivery timescale of the DPD will therefore be reviewed through an update to the Council's Local Development Scheme in due course.</p>	<p>Planning Policy. PL2.C</p>
TDC 5 Safe and Healthy Communities			
<p>Empty Properties.</p> <p>1) Determine work plan to progress empty property project including consideration of resources available/needed.</p> <p>2) Re-establish working group tasked with progressing Empty Properties work plan.</p> <p>3) Promotion of a range of options for owners of empty properties to bring them back into use and develop engagement programme on targeted properties.</p> <p>4) Where necessary, use of range of enforcement tools, overseen through the Empty Properties working group (from 16/17)</p>		<p>A property was acquired in Bideford which was previously empty and has been developed for use as temporary accommodation. Nothing else has been progressed so far in this area as other work has taken priority and most resources have been redeployed to the Covid-19 response.</p> <p>Although this action is no longer included in the new Strategic Plan as a specific action there are action(s) around Housing Delivery Strategy and Homelessness Strategy that will consider empty homes as part of the solution. The work will now be taken forward as part of that work stream.</p>	<p>Housing Renewal HREN1.S</p>
<p>Development of the Neighbourhood Enforcement Team.</p> <p>1) Review of nuisance processes including development of mobile working to improve efficiency/effectiveness</p> <p>2) Review of the 'Noise App' resource.</p> <p>3) Promotion of the work of the team to members, Parish Councils and the public to improve profile of team. (all from 19/20)</p>	<p>Previously Yellow</p>	<p>Completed and no further actions in this years business plan.</p>	<p>Enviro Control RS12.S</p>

Food & Safety

Measure	Description	M1 - Apr	M7 - Oct	Total Year to Date	Total same time last year	Year to date Target	ANNUAL FIGURES			
		M2 - May	M8 - Nov				2020/21 Target	2019/20 Actual	2018/19 Actual	2017/18 Actual
LE373	Number of Food Establishments poorly rated 0 to 2 compared to total rated	M3 - Jun	M9 - Dec	5/640 0.8%	0.7%	1.0%	1.0%	6/667 0.9%	7/659 1.0%	7/638 (1.1%)
		M4 - Jul	M10 - Jan							
		M5 - Aug	M11 - Feb							
		M6 - Sep	M12 - Mar							
		Q								
		Q								
1.1%										
LE352	Members of the public reported accidents on Council premises	Q		0	1	-	-	1	1	2
		Q								
		Q								
		0.8%								
		0								
		0								

Housing

Measure	Description	M1 - Apr	M7 - Oct	Total Year to Date	Total same time last year	Year to date Target	ANNUAL FIGURES			
		M2 - May	M8 - Nov				2020/21 Target	2019/20 Actual	2018/19 Actual	2017/18 Actual
BV064	Number of vacant non-LA properties brought back into use or put on the market for use or development.	M3 - Jun	M9 - Dec	0	0	0	4	0	0	0
		M4 - Jul	M10 - Jan							
		M5 - Aug	M11 - Feb							
		M6 - Sep	M12 - Mar							
		Q								
		Q								
LE546	End to End time for processing Disabled Facility grants	Q		No Cases to Report	568	200	200	604	213	385
		Q								
		Q								
		Q								
		Q								
		Q								
NI156	Average Number of households living in temporary accommodation	Q		25	23	13	13	22	22	18
		Q								
		24								
		Q								
		Q								
		25								
LE560	Number of approaches for Housing Advice / Homelessness (includes general advice)	Q		428	436	n/a	n/a	894	888	-
		Q								
		198								
		Q								
		Q								
		230								
LE561	Number of Homeless Applications Triggered (Prevention or Relief Duty owed)	Q		233	219	n/a	n/a	463	457	-
		Q								
		116								
		Q								
		Q								
		117								
LE562	% Successful Homelessness Preventions	Q		66%	71%	n/a	n/a	68%	65%	-
		Q								
		55%								
		Q								
		Q								
		76%								
LE563	% Successful Reliefs - assistance to alternative accommodation	Q		50%	51%	n/a	n/a	52%	52%	-
		Q								
		57%								
		Q								
		Q								
		42%								

Housing Contd..

Notes on "Red" Performance Measures		
BV064	Number of vacant non-LA properties brought back into use or put on the market for use or development.	See Comment under Empty Properties Action above.
LE546	End to End time for processing Disabled Facility grants	0 Cases dealt with by TDC in first two quarters. Cases dealt with by South Hams on our behalf are not represented here.
NI156	Average Number of households living in temporary accommodation	There is no single factor responsible for the increase but a combination of factors, which include the Homelessness Reduction Act requiring LA's to accommodate those households owed an accommodation duty for longer and continuing difficulties in securing longer term housing. These difficulties stem from the ongoing impact of welfare reform and an insufficient supply of social housing and affordable private rented housing, which has helped to create a very competitive private rented sector where rents are generally significantly higher than the local housing allowance. Landlords are also being increasingly thorough with their referencing, and can afford to be selective. It is particularly difficult for applicants with a poor tenancy history to secure social or private rented housing. We accommodated 11 individuals in response to Covid-19 (they were not owed a statutory duty), but this increase was, to some extent, offset by households not requiring temporary accommodation due to the loss of a tenancy (ban on evictions). There are difficulties moving households on from temporary accommodation because of high demand and the lack of supply of both social housing and affordable private rented housing
LE562	% Successful Homelessness Preventions	<p>We need to analyse the data further, but this reduction is likely to be linked to the reasons for approach during lockdown (family/friend exclusions and relationship breakdown) and the Council not being able to prevent homelessness by sustaining existing accommodation with friends, family or ex-partners.</p> <p>Housing supply reduced during lockdown because void works could not be completed and only essential moves were permitted. However, where social housing could be let we prioritised homeless households and were able to direct match because lettings through Devon Home Choice were suspended. Additionally, landlords wishing to let properties during lockdown were less selective and more willing to consider those being supported by the Council. Lack of supply is increasingly becoming a factor.</p>

Planning Policy

Measure	Description	M1 - Apr	M7 - Oct	Total Year to Date	Total same time last year	Year to date Target	ANNUAL FIGURES			
		M2 - May	M8 - Nov				2020/21 Target	2019/20 Actual	2018/19 Actual	2017/18 Actual
NI154	Net Additional Homes Provided	M3 - Jun	M9 - Dec	38	143	-	-	227	243	253
		M4 - Jul	M10 - Jan							
		M5 - Aug	M11 - Feb							
		M6 - Sep	M12 - Mar							
		Q								
		14								
NI155	Number of Affordable homes delivered (gross)	Q		No Data	26	86	171	51	34	11
		0								
		Q								
		Q								
		No data								
		14								
LE140	Number additional properties added to the Council Tax data base.	15		13	182	n/a	n/a	348	163	262
		-4								
		-3								
		2								
		-11								

Planning Policy Contd....

Notes on "red" Performance Measures	
NI154	<p>Net Additional Homes Provided</p> <p>The North Devon and Torridge Local Plan identifies an annualised delivery requirement of 861 dwellings across northern Devon 2011-2031. There is no district specific housing target for Torridge or North Devon. Achievement towards the target will be reported in a joint authority monitoring report, through which the housing trajectory set out in the Local Plan will be reviewed.</p> <p>The first six months of 2020/21 have seen exceptionally low levels of dwelling completions across Torridge. This is likely to be predominantly a result of restrictions brought about by COVID-19 and the shut-down of many (if not all) construction sites during the majority of this period. It is noted that at this current time construction work has recommenced on active sites. There may also be some underreporting during this period due to disruption to regulatory processes, however this will be a partial effect at best. It will be important to monitor dwelling completions going forward to understand any post-lockdown recovery, whether effects of COVID-19 continue to impact the housing market within Torridge and whether there are any other factors at play resulting in low levels of housing delivery. Of note there are a number of significant housing sites that are progressing through to the decision making process, which if consented would provided the opportunity for an uplift in development rates.</p>
NI155	<p>Number of Affordable homes delivered (gross)</p> <p>No data was available for Q2 during the compilation of this report but the comment from Q1 is appended below.</p> <p>Q1 - The current requirement in terms of addressing affordable housing need in Torridge stands at 171 new units per year (HEDNA report). Current levels of affordable housing delivery is significantly below this figure due to the current low level of overall house building across Torridge district. This has a knock-on effect in terms of delivery of affordable where this has been secured as part of a Section 106 agreement. At this current time, only one site is being developed in Torridge District where Affordable Housing has been secured. Therefore given this is the case, very low Affordable Housing levels are anticipated for 2020/21</p>
LE140	<p>Number additional properties added to the Council Tax data base.</p> <p>The number of additional properties added to the Council Tax base is directly related to the number of new homes created within the district, either through the construction of new dwellings, changes of use to dwellings, or bringing empty properties back into use. The figure feeds into the calculation of New Homes Bonus that the Council receives from Central Government.</p>

Revenues & Benefits

Measure	Description	M1 - Apr	M7 - Oct	Total Year to Date	Total same time last year	Year to date Target	ANNUAL FIGURES			
		M2 - May	M8 - Nov				2020/21 Target	2019/20 Actual	2018/19 Actual	2017/18 Actual
BV078a	New HB Claims - Benefits Processing (Days)	25.7		24.3	18.0	16.0	16.0	18.5	18.2	18.8
		30.9								
		19.6								
		14.6								
		35.4								
		19.5								
BV078b	Changes - HB Benefits Processing (Days)	3.1		10.5	3.9	5.0	5.0	4.1	4.9	6.1
		44.1								
		2.4								
		2.9								
		4.2								
		6.1								
LE217	Total Number of New Benefit Claims	22		122	144	-	-	303	607	1,171
		24								
		18								
		22								
		24								
		12								

Notes on "red" Performance Measures

BV078a	New HB Claims - Benefits Processing (Days)	<p>For both BV78a and BV78b the number of days have increased because of the requirement for system updates as a result of Government changes introduced during the COVID-19 pandemic.</p> <p>There was an initial delay due to capita software not being available and the programme then needed to be run twice causing further delay due to system issues resulting in claims not being calculated correctly. This will have a knock-on effect for stats for the rest of the year although monthly figures should return back to normal levels barring any further changes.</p>
LE217	Total Number of New Benefit Claims	<p>Note this measure will continue to show declining numbers as in most cases people are being migrated to Universal Credit which is not included in these figures. UC figures show the impact Covid-19 has had on the economy with figures more than doubling in Torridge (and Devon generally) from March to September.</p>

Action	Progress	Comments	Service
TDC 6 Reduced Carbon footprint of residents & businesses.			
<p>Waste Review</p> <p>1. Depot Relocation. To source a site or parcel of land that is suitable to relocate all Waste and Recycling resources. Also suitable to undertake baling and segregation of materials collected at the kerbside.</p> <p>2. Progressive External Communication to educate and affect improved recycling rates and lower amounts of material going to Landfill. Ensure compliance activity reinforces regulations.</p> <p>3. Innovate on materials that can be collected sustainably at kerbside. (all from 18/19)</p>		<p>1. A number of potential sites have been identified for the new depot and the Authority is actively investigating the viability of these options. The current aim is to have the new facility open by February 2022.</p> <p>2. Refuse rounds are working well and more efficiently since the remodelling was undertaken. The efficiency of the rounds is being constantly reviewed with some minor changes to the dry recycling rounds due to take place at the start of November.</p> <p>3. Torridge continues to work with the DCC waste advisors to increase put out and participation rates, which are already improved over last year (see notes on measures). A new contract has been approved for further support in 2020, which will take into account the need to operate safely under Covid-19 restrictions.</p>	Waste W1.C
<p>Climate Change.</p> <p>That the Council will achieve Carbon Neutral Status for its operations by 2030.</p> <p>The Council will work with external bodies and partners to promote actions to reduce climate change in the wider area. (from 19/20)</p>		<p>While work on the development of the carbon plan was put back due to covid-19, projects have been developed and maintained throughout the period. Notable developments include:</p> <ul style="list-style-type: none"> •Setting up of a Member Climate Emergency Working group who have been regularly meeting to review and direct projects. •Through the above group, consideration of the new Planning White Paper and response to the consultation on sustainability matters. •Setting up of an Active Travel group in conjunction with NDC, Biosphere and DCC. The role of the group is to review and put forward options for developing active travel in Northern Devon, including cycle routes and funding opportunities. •Involvement in the 'Solar Together' project for Devon – a solar PV collective purchasing scheme – over 200 sign ups in Torridge •Part of a successful £1 million pound funding bid under the new Green Homes Grant Scheme, working with 361 energy to target fuel poor homes with energy saving measures. •In conjunction with Exeter Uni – developed a sustainable events and festival guide which will be promoted through TDC's Safety Advisory Group. <p>Currently exploring a joint 'Climate Change' post with North Devon.</p>	Enviro Protection RS1.C

TDC 7 Protection & enhancement of coastal & rural environments as beautiful landscapes, important habitats, economic assets.

TDC 8 Quality urban environment - maintained historic buildings, well designed modern sustainable development.

Waste Management

Measure	Description	M1 - Apr	M7 - Oct	Total Year to Date	Total same time last year	Year to date Target	ANNUAL FIGURES			
		M2 - May	M8 - Nov				2020/21 Target	2019/20 Actual	2018/19 Actual	2017/18 Actual
BV082a	Dry Recycling Rate	M3 - Jun	M9 - Dec	33.00%	22.77%	23.00%	23.00%	23.30%	23.15%	17.10%
		M4 - Jul	M10 - Jan							
		M5 - Aug	M11 - Feb							
		M6 - Sep	M12 - Mar							
		Q								
		Q								
BV082b	Composting (Food & Garden Waste + Leaf Collection)	21.26%		24.60%	32.63%	33.00%	32.00%	30.82%	27.88%	24.10%
		Q								
		Q								
		33.00%								
		Q								
		Q								
NI192	Total Recycling	36.06%		57.60%	55.40%	56.00%	55.00%	54.12%	51.20%	41.20%
		Q								
		Q								
		24.60%								
		Q								
		Q								
NI191	Residual Household Waste per Household (Kg)	57.30%		181Kg	171Kg	160Kg	320Kg	341Kg	370Kg	494Kg
		Q								
		Q								
		57.60%								
		Q								
		Q								
		89Kg								
		Q								
		Q								
		92Kg								

Notes on "Red" Performance Measures

BV082b	Composting (Food & Garden Waste + Leaf Collection)	TDC's dry recycling rate has been exceptional since the start of the financial year (see BV082a). All of the materials streams have been higher than last years figures for the same period. Despite being lower as a percentage Garden waste (BV082b) has been strong at the start of the new year. Tonnages for Q2 are higher than last year's figures. However the increase in dry recycling has out paced garden waste in proportionate terms but both recycling streams have performed well resulting in a strong overall recycling total.
NI191	Residual Household Waste per Household (Kg)	This figure is slightly higher then we would like it to be. The key month for waste growth was August which saw a big increase in the amount of refuse being presented, most likely due to households staying at home and taking time off work rather than going away on holiday. There was also evidence of people having a "clear-out" of their homes and garages. However this slight growth in residual waste presented is outpaced by our increase in recycling levels.

Building Control

Measure	Description	M1 - Apr	M7 - Oct	Total Year to Date	Total same time last year	Year to date Target	ANNUAL FIGURES			
		M2 - May	M8 - Nov				2020/21 Target	2019/20 Actual	2018/19 Actual	2017/18 Actual
LE150	End to End time for Building Notices (Days)	M3 - Jun	M9 - Dec	1.7	2.2	2.5	2.5	2.0	3.1	2.4
		M4 - Jul	M10 - Jan							
		M5 - Aug	M11 - Feb							
		M6 - Sep	M12 - Mar							
		Q								
		Q								
LE151	End to End time for Full Plans (Days)	1.7		4.9	4.9	10.0	10.0	5.1	9.4	9.3
		Q								
		Q								
		1.6								
		Q								
		Q								

Development Management

Development Management	Progress	Comments	Service
<p>Planning Improvement Plan</p> <p>1. Develop and Implement comprehensive Improvement Plan.</p> <p>2. Improve customer experience and communication, more efficient processes, improve consistency and timeliness, better working environment.</p> <p>3. Promote and encourage opportunities for employment growth with Economic Development. Consider new customer engagement process. (from 18/19 - ongoing).</p>		<p>In order to maintain performance, additional hours have been secured for existing validation staff to meet the exceptional number of complex major applications that have been submitted. Processes have also been amended to aid efficiency and reduce E2E times.</p> <p>Increased use of 'virtual' meetings with customers/agents and third parties has aided the Development Management process without the time or financial cost of additional travel.</p> <p>The planning and economic development teams continue to work closely to realise opportunities for employment growth. Discussions are on-going despite COVID-19 with stakeholders in terms of employment opportunities and major house builders. Key regeneration sites are now moving forward in both Great Torrington & Bideford.</p>	Dev Managmt DM1.S

Development Management contd....

Measure	Description	M1 - Apr	M7 - Oct	Total Year to Date	Total same time last year	Year to date Target	ANNUAL FIGURES			
		M2 - May	M8 - Nov				2020/21 Target	2019/20 Actual	2018/19 Actual	2017/18 Actual
LE161d	Majors % Determined in 13 Weeks - Adjusted to include extension of time agreements.	100%		93%	100%	75%	75%	98%	-	-
		-								
		100%								
		100%								
		67%								
		100%								
LE161e	Minors % Determined in 8 Weeks - Adjusted to include extension of time agreements. (<10 Dwellings)	91%		94%	86%	85%	85%	88%	-	-
		100%								
		100%								
		93%								
		95%								
		83%								
LE161f	Others % Determined in 8 Weeks - Adjusted to include extension of time agreements. (Householders, C of Use, Listed, Demolition)	97%		95%	92%	85%	85%	93%	-	-
		100%								
		100%								
		88%								
		87%								
		96%								
NI157	Majors - % Determined in 13 Weeks 2 Year Average	97%		94%	88%	90%	90%	95%	83%	72%
		97%								
		97%								
		97%								
		95%								
		94%								
LE168b	E2E Pre App's £25 Householder - Days Valid to Response	60		36	36	28	28	37	-	-
		31								
		25								
		30								
		33								
		35								
LE168c	E2E Pre App's £100 Small Minor Other - Days Valid to Response	58		50	42	35	35	49	-	-
		54								
		60								
		29								
		44								
		54								
LE168d	E2E Pre App's £300 Minor - Days Valid to Response	37		66	50	42	42	45	-	-
		68								
		89								
		37								
		84								
		79								
LE168e	E2E Pre App's £650-£1,000 Major - Days Valid to Response	42		122	42	42	42	60	-	-
		55								
		426								
		-								
		39								
		47								
BV204	Number of appeals Lost / Total number of appeals	Q		3/4 (75%)	5/24 (21%)	30%	30%	11/38 (29%)	15/35 (41%)	15/49 (31%)
		Q								
		1/1								
		Q								
		Q								
		2/3								

Notes on 'Red' Performance Measures

LE168c	E2E Pre App's £100 Small Minor Other - Days Valid to Response	Officers are continuing to clear older pre-application enquiries which is continuing to have a detrimental impact on the statistics, however as these are reduced, it is expected that the E2E times will also reduce. Also for 168d and 168e.
BV204	Number of appeals Lost / Total number of appeals	Due to the extremely small number of appeal decisions received, the percentage figure appears high. It should be noted that no costs have been awarded as part of the allowed appeals, thereby indicating that decision making by the Local Authority was reasonable.

Planning Enforcement

Measure	Description	M1 - Apr		M7 - Oct		Total Year to Date	Total same time last year	Year to date Target	ANNUAL FIGURES				
		M2 - May	M3 - Jun	M4 - Jul	M5 - Aug				M6 - Sep	M8 - Nov	M9 - Dec	M10 - Jan	M11 - Feb
EF1	Enquiries acknowledged within 3 working days of receipt - %	100%				95%	New 20/21	90%	New Measure 20/21	-	-	-	
		100%											
		94%											
		97%											
		91%											
		88%											
EF2	High Priority cases visited within 2 working days - %	100%				31%	New 20/21	100%	New Measure 20/21	-	-	-	
		No Cases											
		No Cases											
		25%											
		0%											
EF3	All other cases visited within 14 working days - %	COVID				2%	New 20/21	80%	New Measure 20/21	-	-	-	
		COVID											
		COVID											
		COVID											
		COVID											
EF4	Complainant updated or informed of decision within 56 days - %	2%				48%	New 20/21	100%	New Measure 20/21	-	-	-	
		60%											
		100%											
		40%											
		33%											
		33%											

Notes on 'Red' Performance Measures

EF2	High Priority cases visited within 2 working days %	Following the recruitment of a new Enforcement Officer, a period of training has been undertaken which has required the new Officer to shadow the exiting Officer. This has resulted in less cases being able to be investigated within target timescales. Also applicable to other measures.
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Environmental Protection

Progress	Comments	Service
<p>Primary Authority Partnerships - statutory partnership with TDC based business to oversee and coordinate national LA regulatory activity.</p> <p>1. Explore Primary Authority Joint working with Trading Standards.</p> <p>2. Establish necessary policy and charging basis for Primary Authority Partnership agreements outside of Trading Standards scheme.</p> <p>3. Publicise scheme and target potential businesses</p> <p>4. Promotion of established partnerships in conjunction with businesses concerned. (from 19/20)</p>	<p>Previously Discussions were held with North Devon Council regarding ND+ developing and promoting this scheme on behalf of both authorities. However this work was halted during the recent Covid-19 crisis as resources were required elsewhere.</p> <p>No further progress in Q2 the teams involved and resources are currently focused on addressing the Covid-19 pandemic.</p>	Enviro Control RE5.C

Human Resources

Measure	Description	M1 - Apr	M7 - Oct	Total Year to Date	Total same time last year	Year to date Target	ANNUAL FIGURES			
		M2 - May	M8 - Nov				2020/21 Target	2019/20 Actual	2018/19 Actual	2017/18 Actual
BV012	Sickness - average number of days per employee	M3 - Jun	M9 - Dec	2.4	3.1	3.8	7.0	8.3	10.8	6.8
		M4 - Jul	M10 - Jan							
		M5 - Aug	M11 - Feb							
		M6 - Sep	M12 - Mar							
		0.3								
		0.4								
LE600b	Average Number of Employees (Full time equivalent)	0.4		228	231	n/a	n/a	227	225	206
		0.4								
		0.4								
		0.6								
		228								
		230								
230										
229										
226										
223										

Land Charges

Measure	Description	M1 - Apr	M7 - Oct	Total Year to Date	Total same time last year	Year to date Target	ANNUAL FIGURES			
		M2 - May	M8 - Nov				2020/21 Target	2019/20 Actual	2018/19 Actual	2017/18 Actual
LE701	End to End time for Searches (Days)	M3 - Jun	M9 - Dec	13.5	9.0	15.0	15.0	10.4	11.6	15.8
		M4 - Jul	M10 - Jan							
		M5 - Aug	M11 - Feb							
		M6 - Sep	M12 - Mar							
		11.2								
		6.5								
5.6										
18.0										
26.0										
No data										

Notes on 'Red' Performance Measures

LE701	End to End time for Searches (Days)	<p>Figures for Sept are still being compiled but average turnaround times in August were 26 days and currently running at 28 days. Demand has been high (see planning income) and enquiries are taking longer to be dealt with in all departments as a result of increased volumes. This is a common theme across many authorities evidenced in recent data releases. Extra resource has been applied and the backlog is being addressed, and we expect figures to improve in Q3.</p>
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Licensing

Measure	Description	M1 - Apr	M7 - Oct	Total Year to Date	Total same time last year	Year to date Target	ANNUAL FIGURES			
		M2 - May	M8 - Nov				2017/18 Target	2016/17 Actual	2015/16 Actual	2014/15 Actual
LE300	E2E time for processing Hackney & Private Hire Licences (Days)	M3 - Jun	M9 - Dec	1.5	1.8	2.0	2.0	1.8	1.5	1.4
		M4 - Jul	M10 - Jan							
		M5 - Aug	M11 - Feb							
		M6 - Sep	M12 - Mar							
		Q								
		1.4								
LE300a	E2E time for processing Licensing Act Licences (Days)	Q		5.9	2.1	5.0	5.0	2.3	2.3	3.9
		6.4								
		Q								
		5.5								
		Q								
		Q								
LE300b	E2E time for processing Other Licences (Days)	1.6		3.8	3.8	6.0	6.0	3.4	3.6	6.4
		Q								
		Q								
		5.9								
		0.0%								
		0.0%								
LE306	% Licensing Applications Received online	2.0%		5.0%	32.5%	33.0%	33.0%	28.0%	30.0%	29.0%
		13.0%								
		7.0%								
		7.0%								
		7.0%								
		7.0%								

Notes on 'Red' Performance Measures

LE306	% Licensing Applications Received online	<p>Low numbers due to Covid so not representative for the moment.</p>
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Property & Procurement	Progress	Comments	Service
<p>Agreed Major Planned Maintenance, Capital Works Asset Disposal Programmes.</p> <p>1. Disposal of Cleave Wood, Bridge Buildings. 2. Caddsdwn Telephony. 3. Torrington Cemetery 2. 4. Barton House and Cromlech restructuring. 5. Victoria Park Maintenance. 6. Flood Risk Mitigation Westward Ho! 7. Brunswick Wharf Sale and Redevelopment. (from 19/20)</p>		<p>1. Heads of Terms for Cleave Wood are agreed, formal commencement of the legal process for disposal progressing. Negotiations for Bridge Buildings are now advancing well with the preferred purchaser for disposal in early 2021.</p> <p>2. Final stages of the Caddsdwn Telephony have now been completed. Handsets have been delivered, numbers being ported and training provided to the TDC team. Final switchover to be deferred until early 2021 to avoid penalties for early termination of existing phone contract.</p> <p>3. Torrington Cemetery expansion - alternative sites are being sought and discussions with land owners have commenced. The potential to utilise TDC land at Hatchmoor will also be brought to a future working group for consideration. Interim use of remaining land available within the existing cemetery is also be assessed and cleared to reduce the urgency and pressure for additional alternative sites.</p> <p>4. The Barton House & Cromlech restructuring was on hold until the Bideford site was ready for occupation. The decision has now been taken to defer these works until the winter pressure and potential Covid risks are reduced in the summer of 2021.</p> <p>5. Victoria Park maintenance is ongoing but major play equipment replacement is still required. Defective equipment will be removed during the winter and a new play area developed for the 2021 Season.</p> <p>6. Flood Risk Mitigation in Westward Ho! - interim proposals for the slipway end of the beach are being designed for installation this autumn. The works are being funded by the EA as emergency works. Final designs for the longer term solutions are yet to be developed.</p> <p>7. Designs continue for the Wharves. A planning pre-app has been submitted and generally positive feedback obtained. Some works have been impacted by Covid-19 but the developer is still progressing with the site as intended and the full planning submission will be available in November 2020.</p>	Property & Procure PP2.S

Measure	Description	M1 - Apr	M7 - Oct	Total Year to Date	Total same time last year	Year to date Target	2020/21 Target	2019/20 Actual	2018/19 Actual	2017/18 Actual
		M2 - May	M8 - Nov							
LE400	End to end time for responsive repairs (Days)	M3 - Jun	M9 - Dec	15.0	7.6	7.0	7.0	7.6	9.5	7.8
		M4 - Jul	M10 - Jan							
		M5 - Aug	M11 - Feb							
		M6 - Sep	M12 - Mar							
		15.0								
		No Cases								
No Cases										
No Cases										
No Cases										
No Cases										

Notes on 'Red' Performance Measures	
LE400	End to end time for responsive repairs (Days)

One case as most work suspended since Q1 so the result is not representative.

Revenue & Benefits

Measure	Description	M1 - Apr	M2 - May	M3 - Jun	M4 - Jul	M5 - Aug	M6 - Sep	M7 - Oct	M8 - Nov	M9 - Dec	M10 - Jan	M11 - Feb	M12 - Mar	Total Year to Date	Total same time last year	Year to date Target	ANNUAL FIGURES				
																	2020/21 Target	2019/20 Actual	2018/19 Actual	2017/18 Actual	
BV009	Council Tax Collection Rate		10.4%											55.5%	56.4%	58.0%	98.5%	97.8%	98.0%	98.0%	
			8.9%																		
			8.9%																		
			9.1%																		
			8.9%																		
			9.4%																		
BV010	NNDR (Business Rates) Collection Rate		Q											56.1%	59.4%	58.6%	98.5%	98.4%	98.3%	98.5%	
			Q																		
			33.3%																		
			Q																		
			Q																		
			22.8%																		
LE209	Debtor Collection YTD		99.4%											99.6%	99.8%	98.0%	98.0%	99.0%	99.0%	97.0%	
			99.5%																		
			99.4%																		
			No detail																		
			No detail																		
			No detail																		

Notes on 'Red' Performance Measures

BV009	Council Tax Collection Rate	Impacted by COVID-19. People have been notified of their arrears with a special mailshot in June offering additional help and advice. We have since been assisting people in a variety of ways for example by changing payment dates and spreading bills from 10 monthly instalments to 12 to help people budget and the gap in collection rates is narrowing.
BV010	NNDR (Business Rates) Collection Rate	The drop in collection rate is due to the COVID-19 crisis. Recovery action has been paused during frequent recent government announcements and many businesses have stopped payments while their businesses have been shut down. Whilst many firms have benefited from the Covid-19 relief programmes initiated by the government these are limited to those in the retail, hospitality area and not factories or other types. Recovery action has now recommenced in October 2020