

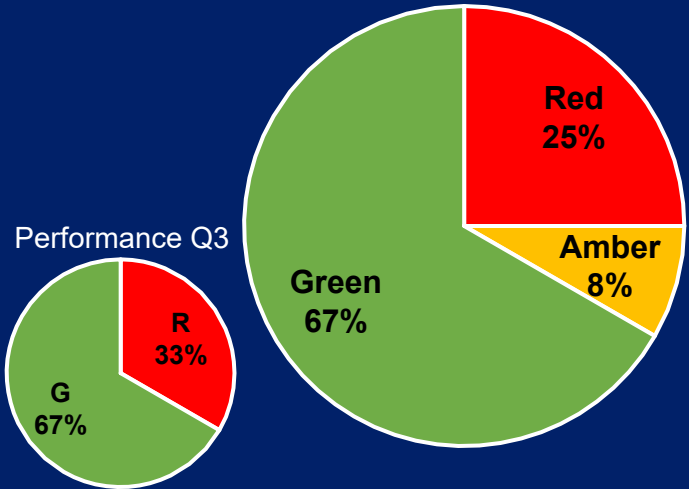
Community, People & Equalities PDG Performance Dashboard – Quarter 4 2024/25

Performance Measures	Performance	Annual Target	RAG
Homes made safe under the Housing Assistance Policy (YTD)	110	60	G
Complaints resolved within target timescales (YTD)	93 %	85 %	G
New Subscribers to Let's Talk Mid Devon (YTD)	162	400	R
Support towns and parishes to develop their Community Emergency Plans (YTD)	5	4	G
Support VCSE sector by securing external funding (YTD)	£252,973.09	£200,000	G
Licenced vehicle inspections (YTD)	47	40	G
Food Service - Total Inspections completed (Current QTR)	67.8 %	100 %	R
Private water supply sampling (YTD)	80	120	R
Environmental protection service requests (Average YTD)	97.8 %	95 %	G
Engagement rate on Let's Talk Mid Devon (Current)	15.0 %	16.0 %	A

Finance Measures	Performance	Annual Target	RAG
CP&E PDG – Outturn	(£50k)	£1,018k	G
CP&E PDG – Capital Slippage % of projects (Current)	0 %	0 %	G
Council Tax Reduction Scheme (Current)	£4,861,539	N/A	

Corporate Risk	Risk Rating (Trajectory)
Severe Weather Emergency Recovery	12 (No Change)

Overall Performance Q4



In Focus

The Council supported the development of five community emergency plans by towns and parishes in 2024/25 (Cullompton, Bradninch, Willand, Nymet Rowland and Tiverton), ahead of the target of four per annum.

There were 495 complaints in 2024/25. Of these 93% were responded to within the target timescales, against a target of 85%.

The Outturn is showing as (£50k) for 2024/25. This is due to the late S106 of £1m received for air quality around the Cullompton Relief Road.