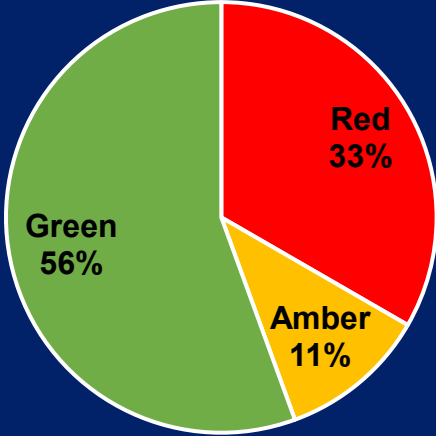
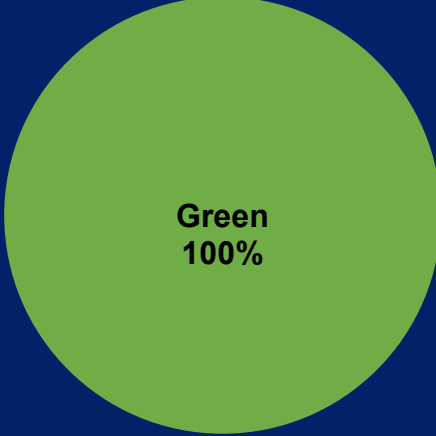
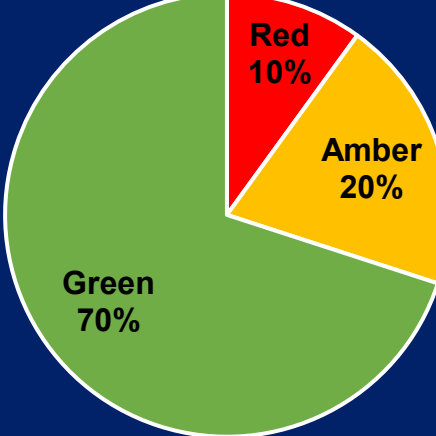
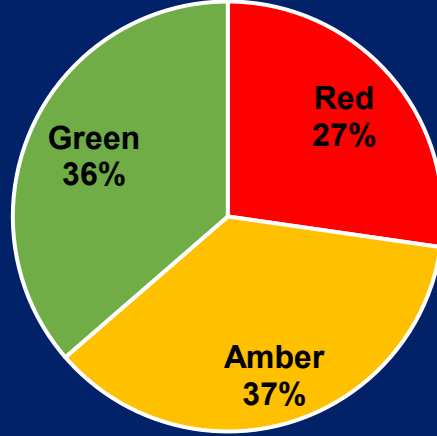
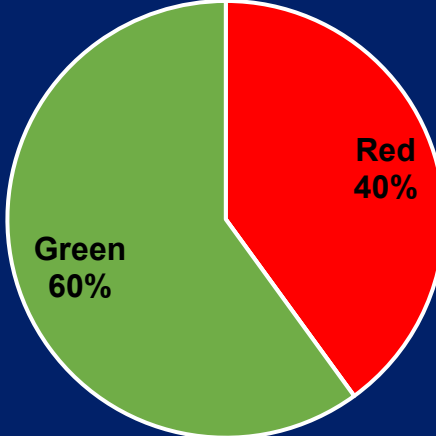
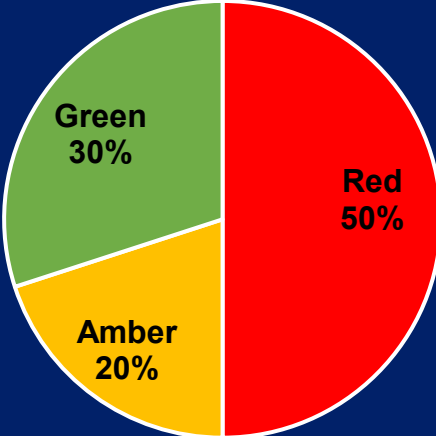
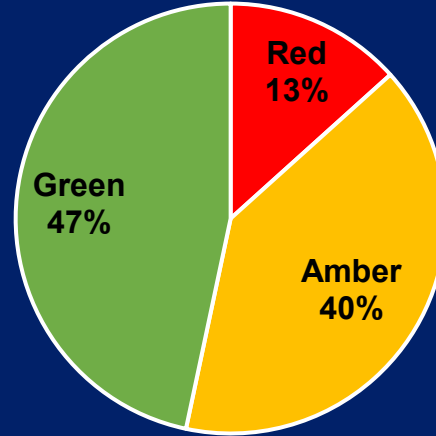
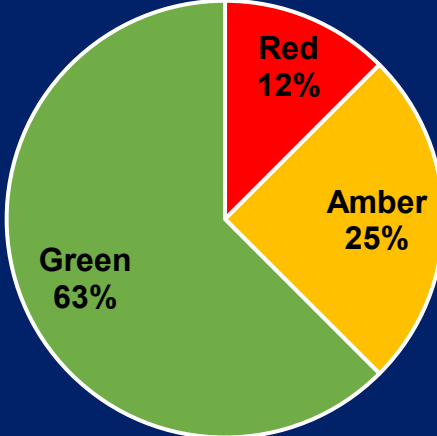


Performance Dashboards – Quarter 3 2025/26

<u>Planning, Environment and Sustainability PDG</u>	<u>Homes PDG (GF)</u>	<u>Economy and Assets</u>	<u>Corporate Dashboard</u>																														
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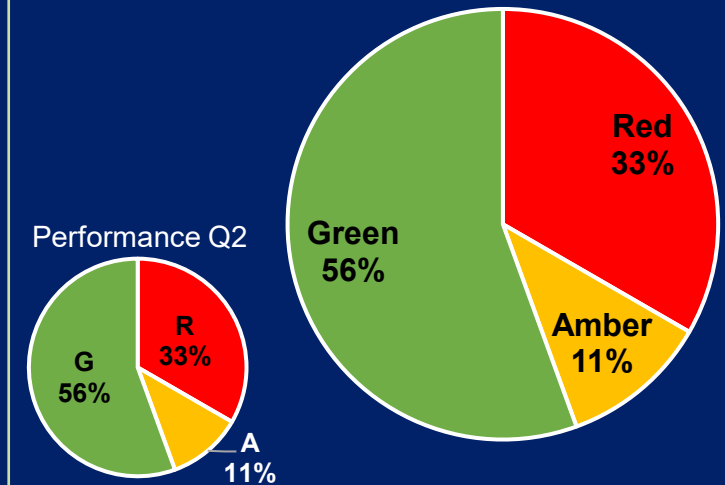


Performance Measures	Performance	Annual Target	RAG
Own fleet CO2e avoided (YTD)	19.8 t CO ₂ e	10 t CO ₂ e	G
Solar panel performance – corporate estate (YTD)	90 t CO ₂ e	50 t CO ₂ e	G
Electric car charger points installed across MDDC sites (YTD)	0	4	R
Householder planning applications determined within 8 weeks (Past 12 months)	99%	70%	G
Minor applications overturned at appeal (Past 12 months)	0.3%	10%	G

Finance Measures	Performance	Annual Target	RAG
PE&S PDG – Projected Outturn	£1,051k	£1,227k	G
PE&S PDG – Projected Capital Outturn	£4,088k	£5,219k	A
PE&S PDG – Capital Slippage % of projects (Current)	50%	0%	R
Building Control Income – Projected Outturn	(£201k)	(£251k)	R

Corporate Risk	Risk Rating (Trajectory)
Failure to meet Climate Change Commitments by 2030	15 (No Change)

Overall Performance Q3



In Focus

Biodiversity duty

For 2025, 187 planning applications secured Biodiversity Net Gain (BNG) or ecological mitigation / enhancement:

- 59 resulted in securing BNG
- 157 secured ecological mitigation/enhancement

Of these, 29 planning applications secured both BNG and mitigation/ enhancement measures.

Electric car charging points

Performance remains above target overall for 10 new public charging points by 2028 (6 installed in 2024/25).

Economy & Assets PDG Performance Dashboard – Quarter 3 2025/26

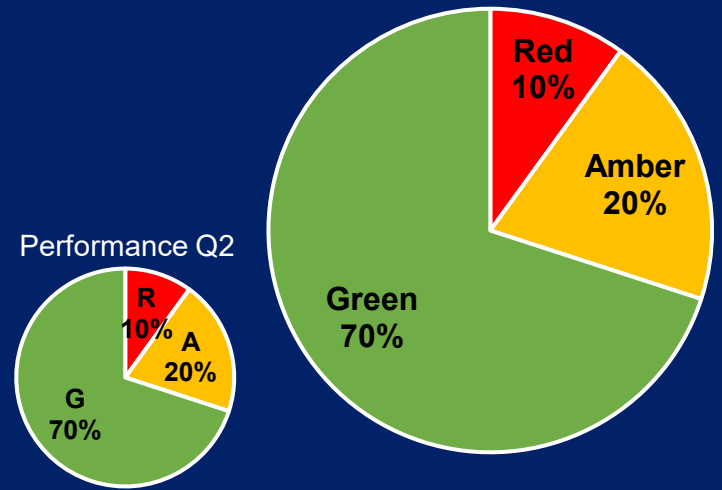


Performance Measures	Performance	Annual Target	Rating
Pannier market occupancy rate (Average YTD)	87 %	85%	G
Businesses supported – non financial support (YTD)	230	250	G
Commercial property voids (YTD)	5%	5%	G
Events supported in our town centres (YTD)	26	6	G
Tourism events supported (YTD)	2	2	G
Business rateable value (Current)	£55,259,598	N/A	
Empty business properties (Current)	247	N/A	
Funding secured to support economic projects (YTD)	£524,000	£400,000	G

Finance Measures	Performance	Annual Target	Rating
E&A PDG – Projected Outturn	£920k	£1,068k	G
Car Parking Income – Projected Outturn	(£1,043k)	(£1,083k)	A
Pannier Market Income – Projected Outturn	(£90k)	(£108k)	A
E&A PDG – Capital Slippage % of projects (Current)	54%	0%	R

Corporate Risk	Risk Rating (Trajectory)
Culm Garden Village – Loss of capacity funding	9 (No Change)
Culm Garden Village – Project delays/ impacts due to infrastructure delays	15 (No Change)
Cullompton Town Centre Relief Road	15 (No Change)

Overall Performance Q3



In Focus

Free parking
To support local Christmas programmes and to enhance trade The Council offered 24-hour free parking in three of its long-stay car parks. Five Saturdays of free parking were provided.

Meet the Funders event
The Council hosted a “Meet the Funders” event, held to connect local community groups, charities, and social enterprises with key funding bodies and grant providers. The event brought together more than 50 attendees from across the district, offering a unique opportunity to engage directly with representatives from national and regional funding organisations.

Community, People & Equalities PDG Performance Dashboard – Quarter 3 2025/26

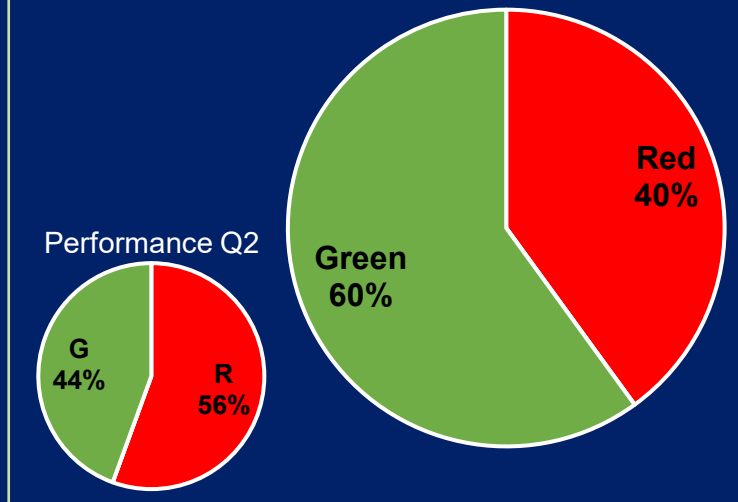


Performance Measures	Performance	Annual Target	RAG
Homes made safe under the Housing Assistance Policy (YTD)	49	60	G
New Subscribers to Let's Talk Mid Devon (YTD)	27	400	R
Support towns and parishes to develop their Community Emergency Plans (YTD)	1	4	R
Support VCSE sector by securing external funding (YTD)	£110,430	£200,000	R
Licenced vehicle inspections (YTD)	42	40	G
Food Service - Total Inspections completed (Current QTR)	74 %	100 %	R
Private water supply sampling (YTD)	137	120	G
Environmental protection service requests (Average YTD)	99 %	95 %	G
Engagement rate on Let's Talk Mid Devon (Current)	19.9 %	16.0 %	G

Finance Measures	Performance	Annual Target	RAG
CP&E PDG – Projected Outturn	£1,324k	£1,324k	G
CP&E PDG – Capital Slippage % of projects (Current)	N/A	0 %	
Council Tax Reduction Scheme (Current)	£4,698,399	N/A	

Corporate Risk	Risk Rating (Trajectory)
Emergency Recovery	8 (No Change)
Emergency Planning Response	8 (No Change)

Overall Performance Q3



In Focus

Land Charges

The Land Charges team has been awarded Gold Standard for its exceptional local land charges data management. The Council was assessed by HM Land Registry as delivering the very best service levels during 2025.

Food Safety Inspections

100% of Band A and B inspections were completed in Quarter 3.

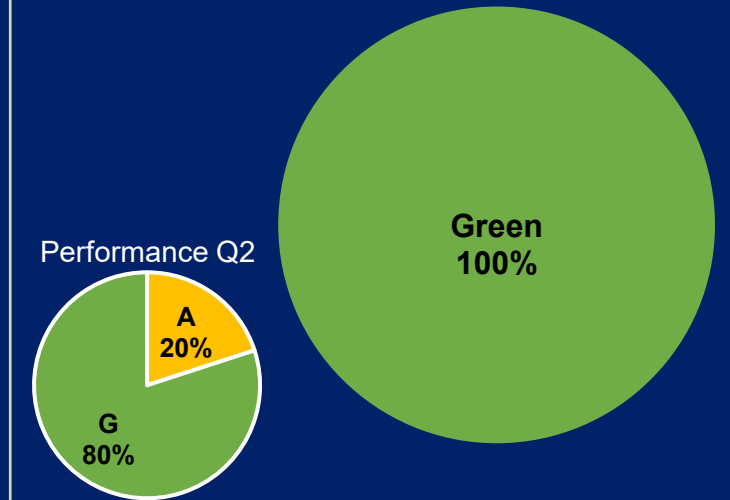


Performance Measures	Performance	Annual Target	RAG
Providing support to those experiencing homelessness (YTD)	100 %	100 %	G
Applicants on the Devon Home Choice waiting list (Band A-C)	527	N/A	
Households in Hotels (Current)	14	N/A	
Households placed in interim or temporary accommodation this quarter	56	TBC	
Home Improvement Loans sanctioned (YTD)	9	10	G
Private rented sector improvements (YTD)	24	10	G
Private sector housing service requests response rate (Av. YTD)	98 %	95 %	G
Unoccupied and unfurnished empty homes (Current)	468	N/A	

Finance Measures	Performance	Annual Target	RAG
Homes PDG – Projected Outturn	£84k	£130k	G
Spend on external interim and temporary accommodation (April - Dec)	£167,574	N/A	

Corporate Risk	Risk Rating (Trajectory)
Housing Crisis	12 (No Change)

Overall Performance Q3



In Focus

Applicants on Devon Homes Choice

There has been a small decline in the number of applicants on the DHC waiting list (Band A-C) over the past 12 months:

Period	Applicants
Q4 2024/25	536
Q1 2025/26	535
Q2 2025/26	529
Q3 2025/26	527

Homes PDG Performance Dashboard (HRA) – Quarter 3 2025/26

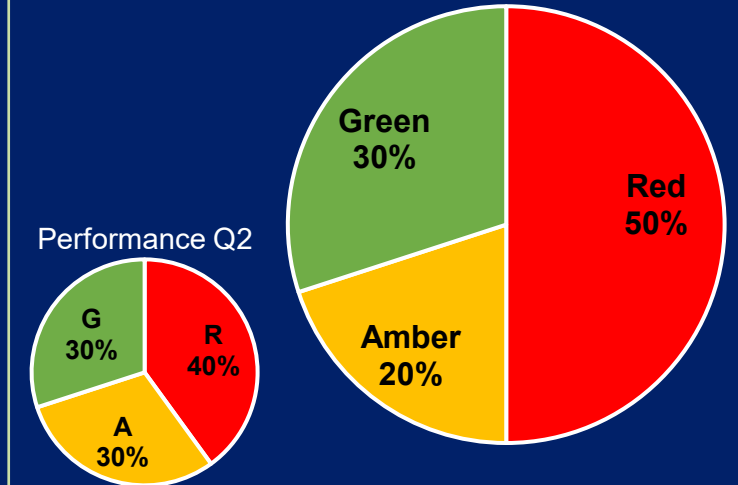


Performance Measures	Performance	Annual Target	RAG
MDH Satisfaction that the home is safe (TSM – TP05)	N/A	70 %	
MDH Delivery of new Social Housing (YTD)	37	100	R
New MDH net-zero MMC properties (YTD)	5	50	R
Tenant satisfaction with the overall repairs service (TSM – TP02)	N/A	70 %	
Market delivery of new affordable homes (Annual)	N/A	94	
MDH Overall tenant satisfaction (TSM - TP01)	N/A	TBD	
MDH Complaints responded to within Complaints Handling Code timescales (TSM-CH02; Average YTD)	100 %	100 %	G
MDH Antisocial behaviour cases relative to the size of the landlord (TSM – NM01; YTD)	6.81	TBD	
MDH Housing stock occupancy rate (YTD)	96.4 %	97 %	A
MDH Routine repairs completed on time (YTD)	96.5 %	95 %	G
MDH specific tenant engagement events (YTD)	96	100	G

Finance Measures	Performance	Annual Target	RAG
HRA – Projected Outturn	£985k	£0	R
HRA – Projected Tenant Income (Outturn)	(£14,737k)	(£15,076k)	A
HRA – Projected Capital Outturn	£16,696k	£27,663k	R
HRA – Capital Slippage % of development projects (Current)	30%	0 %	R

Corporate Risk	Risk Rating (Trajectory)
Housing Rent Correction Error	12 (No Change)

Overall Performance Q3



In Focus

Housing rent corrections

Progress is being made to correct and refund housing rent where appropriate. The rent correction cases are not all refunds due to benefits being awarded. Each case needs to be reviewed before a refund can be considered. The work on live cases is now complete other than Universal Credit matters the DWP have to date not advised us on how they wish us to proceed, and all housing benefit was correct by the end of August 2025, refunds on these cases started 26/09/2025. Total refunds to bank and rent accounts are 388 made totalling £281,450.68. The team have started work on 'former' tenant's progress will be reported soon

Service Delivery and Continuous Improvement PDG Performance Dashboard – Quarter 3 2025/26

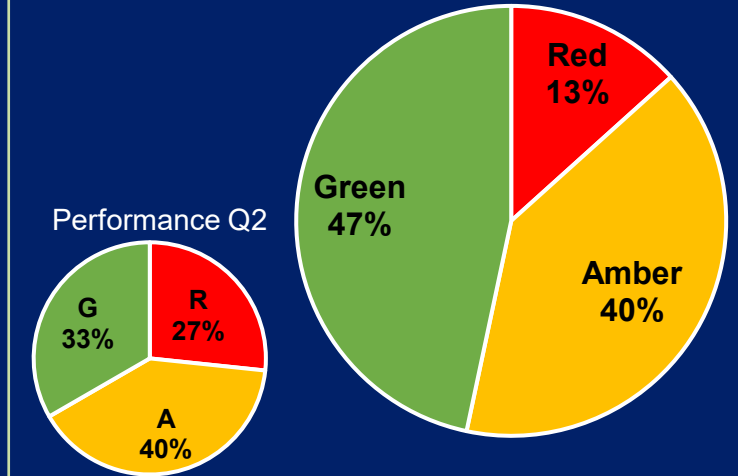


Performance Measures	Performance	Annual Target	RAG
Household waste collected per household (YTD)	235.5 Kg	290 Kg	A
Household recycling rate (YTD)	57.0 %	59 %	A
All council complaints resolved within timescales (YTD)	94.0 %	85 %	G
Staff turnover (Excluding retireals and dismissals; YTD)	8.6 %	16 %	G
Missed Bin Collections - All (YTD)	0.02 %	0.03 %	G
Leisure cost per visit (Annual)	N/A	£1.12	
National non-domestic rates collection rate (YTD)	79.44 %	98 %	G
Council Tax collection rate (YTD)	81.69 %	97.5 %	G
Public survey engagement rate (YTD)	8.3 %	15.0 %	R
Households on chargeable garden waste (Current)	11,933	12,200	A
Response to FOI/ EIR requests within 20 working days (YTD)	99.2 %	97%	G

Finance Measures	Performance	Annual Target	RAG
SD&CI PDG Projected Outturn	£4,448k	£4,813k	G
Income received from recycled material (YTD)	(£404k)	(£637k)	R
Agency Spend 'v' Budget (SD&CI; YTD)	£216k	£64k	A
SD&CI PDG – Projected Capital Outturn	£2,836k	£6,301k	A
SD&CI PDG – Capital Slippage % of projects (Current)	19%	0%	A

Corporate Risk	Risk Rating (Trajectory)
None related to PDG	

Overall Performance Q3



In Focus

Active Standard Certification

Active Mid Devon has been recognised for its commitment to providing safe, high-quality and inclusive facilities for the community, earning the Active Standard certification.

To secure the certification, Active Mid Devon was assessed on its health and safety practices, professional standards, safeguarding procedures, and data protection processes. This achievement highlights Active Mid Devon's ongoing dedication to ensuring everyone can stay active in a welcoming environment.

Corporate Performance Dashboard - Quarter 3 2025/26

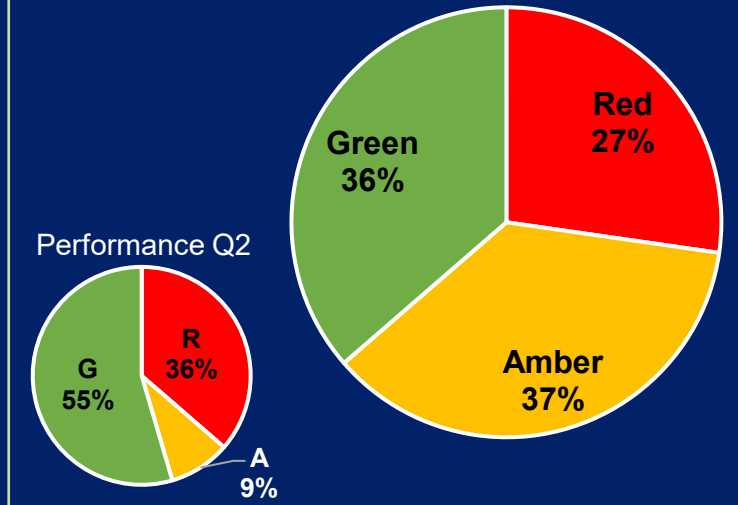


Performance Measures	Performance	Annual Target	RAG
Sickness absence (working days lost YTD)	5.75 days	8.5 days	G
Number of projected FTE filled (Average YTD)	93.0 %	90.0 %	G
Council Tax paid by Direct Debit (Current)	77 %	80 %	A
Non-domestic rates paid by Direct Debit (Current)	53 %	50 %	G
Cyber security awareness training uptake (Current)	88.5 %	90 %	A

Finance Measures	Performance	Annual Target	RAG
Cabinet Services – Projected Outturn	£7,171k	£6,794k	A
No. of Procurement Waivers required (QTR)	3	0	A
Treasury Income – £ return (YTD)	(£646k)	(£776k)	R
Invoices Paid on time (YTD)	99.4 %	98.0 %	G
Sundry Debt recovery rate (YTD)	75.5 %	97.5 %	R
Agency Spend 'v' Budget	£393k	£0	R

Corporate Risk	Risk Rating (Trajectory)
Cyber Security	20 (No Change)
Information Security	12 (No Change)
Financial Sustainability	20 (Decreasing)
Cost of Living Crisis	16 (No Change)
Devolution and Local Gov. Reorganisation	20 (No Change)
Corporate Property Fire Safety	9 (No Change)

Overall Performance Q3



In Focus

Reimagining Devon: Believe in Better

A business case for reshaped and reimagined local services has been jointly submitted to the Government by seven of Devon's 11 councils.

East Devon, Mid Devon, North Devon, South Hams, Teignbridge, Torridge and West Devon district councils have jointly submitted [Reimagining Devon: Believe in Better](#).

The proposal is the districts' answer to local government reorganisation - the UK Government's plan to simplify the structure of local services in England.

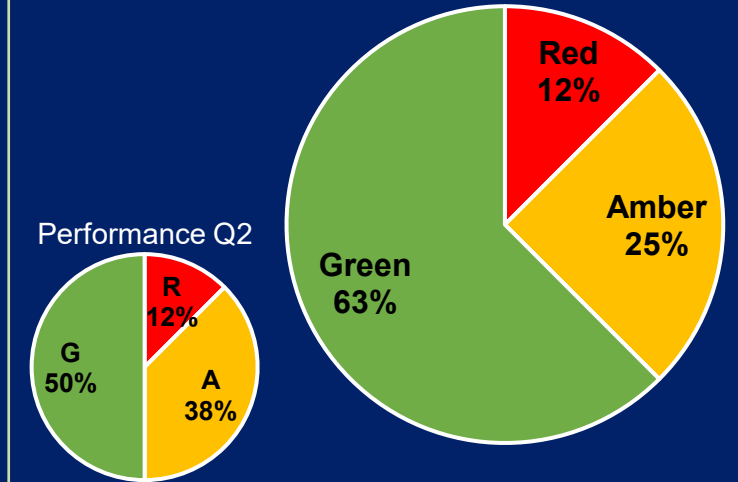


Performance Measures	Performance	Annual Target	RAG
Major applications overturned at appeal (Past 24 months)	2.3 %	10 %	G
Minor applications overturned at appeal (Past 24 months)	0.3 %	10 %	G
Major Planning applications determined within 26 weeks (Past 12 months)	94 %	95 %	A
Minor and other planning applications determined within 16 weeks (Past 12 months)	91 %	95 %	A
Householder planning applications determined within 8 weeks (Past 12 months)	99 %	70 %	G
Planning applications over 13 weeks without a decision (Current)	81	N/A	
Planning Enforcement: Total Open Cases (Current)	339	N/A	
Planning Enforcement: New Cases received in quarter	49	N/A	
Planning Enforcement: Cases Closed in quarter	109	N/A	

Finance Measures	Performance	Annual Target	RAG
Cost of Planning Appeals (YTD)	£55k	£0	R
Planning fees income – Statutory (YTD)	(£773k)	(£835k)	G
Planning fees income – Discretionary (YTD)	(£131k)	(£172k)	G
S106 income (YTD)	(£1,122k)	N/A	
S106 spend (YTD)	(£67k)	N/A	

Corporate Risk	Risk Rating (Trajectory)
Quality of Planning Committee Decisions	9 (No Change)

Overall Performance Q3



In Focus

Planning Enforcement

The Planning Enforcement team has been working tirelessly to uphold planning regulations and protect Mid Devon communities.

In 2025, the team served 18 enforcement notices, with a further 16 enforcement notices currently being actioned. Their work has resulted in two successful prosecutions, with a further nine cases being processed through the courts. Planning enforcement is a discretionary service which the Council is neither required nor funded to undertake.