

FY **2017 - 2018**

West Suffolk-Planning & Regulatory-Balanced Scorecard

Appendix D

MONTH **Mar 18** QUARTER

Jan 18 - Mar **Oct 17 - Mar 18**

* These indicators are at organisational level ANNUAL

Apr 17-Mar 18

		Current Value	Target	Frequency	Type	Comments			Current Value	Target	Frequency	Type	Comments		
RESOURCES	FINANCIAL	Year end forecast variance (under) / over spend against budget - FHDC		0.00	M	Cumulative		CUSTOMERS	SATISFACTION	Number of formal complaints		No target	B	Period only	
		Year end forecast variance (under) / over spend against budget - SEBC		0.00	M	Cumulative				Number of formal compliments		No target	B	Period only	
		Spend on professional fees in relation to planning appeals		No Target	M	Cumulative			PLANNING	Number of successful appeals - Planning		No Target	M	Period only	
		Income received against budget		2,851,530.00	M	Cumulative				Application decisions needing an extention of time to complete		No Target	M	Period only	
		% of non-disputed invoices paid within 30 days		95.00	M	Period only				Total validation backlog		No Target	M	Cumulative	
		% of debt over 90 days old		10.00	M	Cumulative				% of invalid planning applications received		No Target	M	Period only	
		DFG mandatory grants paid £		Data missing	Q	Cumulative									
	Cases per member of staff - Housing Standards		600	Q	Period only										
Staff															
		Current Value	Target	Frequency	Type	Comments			Current Value	Target	Frequency	Type	Comments		
INTERNAL PROCESSES	PLANNING	% of major planning applications determined within 13 weeks		60.00	M	Period only		OUTCOMES	REGULATORY	% of food businesses receiving a top food hygiene rating (rating of 5)		60.00	Q	Period only	
		% of minor planning applications determined within 8 weeks		65.00	M	Period only				HOUSING STANDARDS	Private sector Properties brought up to standard		60.00	Q	Cumulative
		% of other planning applications determined within 8 weeks		80.00	M	Period only			REGULATORY		Renewable energy generated on Council properties (KWh)		846,348	Q	Period only
	Number of new enforcement cases opened		No Target	M	Period only		Renewable energy generated on Solar Farm (MWh)				15,048	Q	Period only		
	Number of enforcement cases closed		No Target	M	Period only		Value generated by Solar Farm (£)				1214000.00	Q	Period only		
	Total number of enforcement cases open		No Target	M	Period only		Solar for Business Income (£)				68070.00	B	Period only		