	MONTH	Sep 17 →	QUARTER	Jul 17 - Sep	17 -		HALF YEARLY	Apr 17 - Sep 17	' These ind	dicators a	are at organisational level	ANNUAL	Apr 17-	-Mar 18	•		
			Current Value	Target	Frequency	Туре	Trend	Comments			1	Current Value	Target	Frequency	Туре	Trend	Comments
	FINANCIAL	Year end forecast variance (under) / over spend against budget - FHDC	£29,297.00	0.00	M	Cumulative		(£28k) Land Charges, (£14k) DevControl, £47k Building Control, £33k EnvMgmt. As detailed in the budget monitoring report.	CUSTOMERS	SATISFACTION	Number of formal complaints	13	No target	В	Period only		Thirteen complaints, none upheld. Nine relate to a single application
		Year end forecast variance (under) / over spend against budget - SEBC	-£59,721.00	0.00	M	Cumulative		(£80k) DevControl, (£29k) Land Charges, £41k Building Control, £17k PRS. As detailed in the budget monitoring report			Number of formal compliments	15	No target	В	Period only		Fifteen compliments
		Spend on professional fees in relation to planning appeals	£24,831	No Target	M	Cumulative		The fees paid relate to FHDC £12805 and SEBC £12,025.80			Number of successful appeals - Planning	1	No Target	M	Period only		There was 1 successful appeal in September 2017.
		Income received against budget	-£2,360,975.63	-£2,311,482.00	M	Cumulative		Income up on Planning Application Fees			Application decisions needing an extension of time to complete	e 29	No Target	M	Period only		Out of the 127 planning applications that were determined within September 2017, 29 of those required an extension of time. Will be creating a report to analyse the reasons for an Extension of time. in future scorecards – for example, awaiting amended plans or because of a Section 106 Obligation etc
RESOURCES		% of non-disputed invoices paid within 30 days	96.15	95.00	M	Period only		52 undisputed invoices processed in September		PLANNING	Total validation backlog	25	No Target	M	Cumulative		The backlog figure was taken on 2 October 2017, this work continually fluctuates on a day to day basis. The validation backlog drop is due to procedure changes, continuous training and a totally new way of working. Going forward this indicator will change to the amount of days turnaround to show timescale rather than numbers. Please note over 90 applications are currently invalid and waiting for more information from the agent/applicant. We are actively pursuing additional measures to see how the number of invalid applications relates to whether there has been preapplication advice or not and this new measure will be reported to PASC in November.
		% of debt over 90 days old	14.00	10.00	М	Cumulative		The total debt over 90 days was £4223.86 out of £29165.56. SEBC was £480 out of £18,174.28 this represents 2.6%. FHDC was £3,743.86 out of £10,991.28 which is 34.1%, the FHDC amount is made up of BC £960.00 and £2,783.86 for PH, which is covered by a charge on the property it relates to.			% of invalid planning applications received	19.38	No Target	M	Period only		50 applications out of 258 were invalid and had to be reprocessed. Will identify in future reporting what percentage of invalid applications had been through our pre-application advice service and compare it against the same for applications valid on receipt.
		DFG mandatory grants paid £	£184,121.33	£280,252.00	M	Cumulative		HIA, as key provider across Suffolk, working under new management, system and improvement plan, with resource now up to full establishment. Being monitored by partners on a monthly basis and closely here at WS. OT assessment backlog to be reduced by Jan 2018, through an alternative agency. Recommendations for DFG will be processed through an alternative HIA.									
	Staff	Cases per member of staff - Housing Standards	40.00	50.00	Q	Period only		Still within the acceptable threshold. Regular meetings with individual officers and team around workload, and successful recruitment of 3 new officers (2 FTE) to manage this and deliver on service demand.									
	<u> </u>		Current Value	Target	Frequency	Туре	Trend	Comments				Current Value	Target	Frequency	Туре	Trend	Comments
	PLANNING	% of major planning applications determined within 13 weeks	100.00	60.00	M	Period only		4 major planning applications were determined within September 2017 (3 SEBC, 1 FHDC). Those 4 applications required an extension of time.		ΙΑΙ	% of food businesses receiving a top food hygiene rating (rating of 5)	83.10	60.00	Q	Period only		A slight increase in the proportion of top- rated food premises. The team continue to work with a number of poorly- performing businesses to achieve sustained improvements.
		% of minor planning applications determined within 8 weeks	84.38	65.00	M	Period only		32 minor planning applications were determined within September 2017 (18 SEBC, 14 FHDC). 10 applications were determined within 8 weeks, 17 applications required an extension of time and 5 applications were determined after 8 weeks.		REGULATORY STAND	Private sector Properties brought up to standard	58.00	30.00	Q	Cumulative		
SES		% of other planning applications determined within 8 weeks	99.00	80.00	M	Period only		100 other planning applications were determined within September 2017 (73 SEBC, 27 FHDC). 74 applications were determined within 8 weeks, 25 applications required an extension of time and 1 application was determined after 8 weeks.	OUTCOMES		Renewable energy generated on Council properties (KWh)	154,569	171,130	Q	Period only		The majority of the sites generated less electricity during this quarter when compared to the same period last year. Full system inspections and if required a panel cleaning exercise will be performed over Winter 2017 to ensure that all systems are performing at their optimum.
INTERNAL PROCES	PLANNING ENFORCEMENT	Number of new enforcement cases opened	36	No Target	M	Period only		There were 36 new enforcement cases opened within September 2017, 21 were SEBC and 15 were FHDC.			Renewable energy generated on Solar Farm (MWh)	4,073	4,231	Q	Period only		A small drop in performance against target was observed over the quarter. The site is currently going through its first anniversary of contractual performance testing as part of the two year warranty period. This independent testing will show if the performance is at expected levels, the results of which will be available to report during Q3. Remedial action will be taken if needed under the warranty against contractually agreed performance levels.
		Number of enforcement cases closed	36	No Target	M	Period only	√	36 enforcement cases were closed within September 2017, 28 were SEBC and 8 were FHDC.			Value generated by Solar Farm (£)	£423,543.00	£437,000.00	Q	Period only		Income this quarter was slightly down reflecting lower than predicted generation levels.
		Total number of enforcement cases open	356	No Target	M	Period only		There are currently 356 open enforcement cases, 148 SEBC and 208 FHDC			Solar for Business Income (£)	£54,401.00	£57,922.00	В	Period only		Seven new installations were completed later than forecast during this reporting period, and one excepted installation did not go ahead. Overall the existing sites performed as expected during the period.