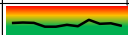


























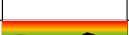




STRATEGIC PRIORITY - DAY TO DAY						JUNE 2018	
No.	Quadrant	Indicator	Rationale	Current Value	Target	Trend	Commentary
D1	Customers	Total number of Complaints	Output - measure of customer satisfaction		No Target		
D2	Customers	Total number of Compliments	Output - measure of customer satisfaction		No Target		
D3	Customers	% Response rate to annual canvass of electors	Output - effectiveness of process		95.00		
D4	Customers	Number & % of phone calls answered	Activity - indicator of process and demand		90%		
D5	Customers	% of customers satisfied with the overall journey	Outcome - effect of customer process and solution		80%		
D6	Customers	Number of unique users of the West Suffolk Councils website	Output - indicator of customer engagement		37,600		
D7	Customers	Social Media audience increase	Output - indicator of customer engagement		10% rise		
D8	Customer	Uptake of pre-application advice (% of all applications - major/minor).	We want to ensure all stakeholders and Members have high confidence in West Suffolk as a planning authority. We want to be the regional planning employer of choice		40%		
D9	Financial	Total Amount of Debt over 90 Days	Output - scale of debt issue		No Target		
D10	Financial	% Un-Disputed Invoices paid within 30 Days	Output - impact of AP activity.		95.00		
D11	Financial	% Collection of 2018/19 Council Tax - FH	Output - results of collection activity		96%		
D12	Financial	% Collection of 2018/19 Council Tax - SE	Output - results of collection activity		96%		
D13	Financial	% Collection of 2018/19 Business Rates - FH	Output - results of collection activity		93%		
D14	Financial	% Collection of 2018/19 Business Rates - SE	Output - results of collection activity		93%		
D15	Internal Process	Council Tax Reduction Scheme claims - Days taken to process - FH	Output - results of collection activity				
D16	Internal Process	Council Tax Reduction Scheme claims - Days taken to process - SE	Output - results of collection activity				
D17	Internal Process	Housing Benefits Claims - Days taken to process - FH	Output - results of collection activity				
D18	Internal Process	Housing Benefits Claims - Days taken to process - SE	Output - results of collection activity				
D19	Resource	% completion of approved Audit Plan with approved revisions	Output - progress against plan		100%		
D20	Internal Process	Time taken to complete recruitment process - advert to offer (days)	Output - efficiency of process.		35.00		
D21	Resource	Average number of sick days lost per FTE per annum	Output - indicator of healthy, motivated workforce		6.50		
D22	Outcome	% of Voluntary turnover	Output - indicator of employee satisfaction		7-12		
D23	Resource	Income from entire property portfolio (£)	Output - indicator of premises demand		£4,951,483		
D24	Outcome	Void properties (%)	Output - indicator of premises demand		7%		
D25	Internal Process	Number of actions to combat flytipping in West Suffolk	Activity - focus on prevention		1250		
D26	Internal Process	% of planning applications determined within agreed timescales.	We want to make speedy and consistent planning decisions		Majors 60% Minors 65% Other 80% (these targets are set nationally)		
D27	Internal Process	% of planning applications that had a pre-app which are valid first time.	To provide maximum effectiveness in meeting Strategic goals quickly & reliably.		60%		
D28	Outcome	% of Broadly compliant food businesses.	Ensuring access to safe, nutritious food is important for good health. We work with businesses and consumers to promote and secure high standards of food safety, and minimise risks to the health of residents and visitors by ensuring that all food processes, premises and food handlers to maintain good levels of hygiene.		95%		
D29	Outcome	Renewable energy production from West Suffolk's investments.	Continue to investigate opportunities for renewable energy generation as part of the West Suffolk Community Energy Plan and Energy Framework.		3000		
D30	Internal Process	Planning enforcement cases - numbers (new and closed) and resolution.	Enforcement resource targeted effectively		No target		
D31	Internal Process	Resolution of noise nuisance complaints.	Residents enjoy living in their environment/community		N/A - New indicator		
D32	Internal Process	100% of all planning and licensing consultations responded to within the required time period.			100%		
D33	Financial	% Rate of return on investment	Output - key to delivery of Treasury Management Strategy		0.6%		
D34	Financial	Cost of Borrowing	Output - key to delivery of Treasury Management Strategy		2.8%	