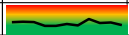
































| STRATEGIC PRIORITY - DAY TO DAY |                  |  |  |               |   | JUNE 2018   |            |
|---------------------------------|------------------|--|--|---------------|---|---|------------|
| No.                             | Quadrant         | Indicator  | Rationale  | Current Value | 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%<br>Minors 65%<br>Other 80%<br><br>(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%  |  |            |