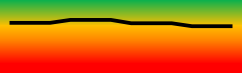
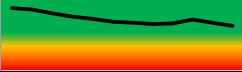
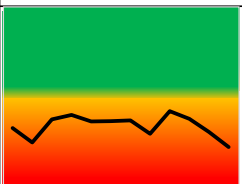





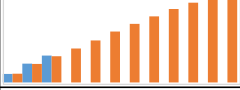




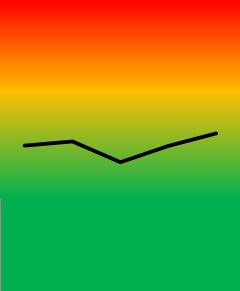



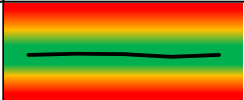
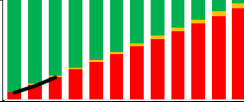
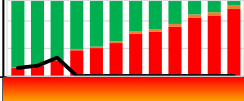





<b>STRATEGIC PRIORITY - DAY TO DAY</b>	
<b>Month Ending</b>	<b>Jun-18</b>

No.	Indicator	Rationale	Current Value	Target	Frequency	Trend	Commentary
D1	Total number of Complaints	Output - measure of customer satisfaction	20	No target	<b>Q</b>		
D2	Total number of Compliments	Output - measure of customer satisfaction	23	No target	<b>Q</b>		
D3	% Response rate to annual canvass of electors	Output - effectiveness of process	97.05%	95.00%	<b>A</b>		The Annual Canvass will start when forms are sent out on 16 July 2018 and finish when the revised register is published on 1 December 2018 when the final response rate will be known.
D4	Number & % of phone calls answered	Activity - indicator of process and demand	88.00%	90.00%	<b>Q</b>		Based on 43,236 calls.
D5	Number of unique users of the West Suffolk Councils website	Output - indicator of customer engagement	37,869	37,600	<b>M</b>		
D6	Social Media audience increase	Output - indicator of customer engagement	-	10% rise	<b>A</b>		Data not yet available.
D7	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	15.35%	40.00%	<b>M</b>		241 applications were received in June, 37 of those had a pre-app. 40% is the end of year target.
D8	Total Amount of Debt over 90 Days	Output - scale of debt issue	21.74%	10.00%	<b>M</b>		Remaining debt still primarily related to Woodlands house. Currently reviewing potential write-off.
D9	% Undisputed Invoices paid within 30 Days	Output - impact of AP activity.	88.89%	95.00%	<b>M</b>		
D10	% Collection of 2018/19 Council Tax - FHDC	Output - results of collection activity	28.7%	28.7%	<b>M</b>		
D11	% Collection of 2018/19 Council Tax - SEBC	Output - results of collection activity	29.4%	29.2%	<b>M</b>		

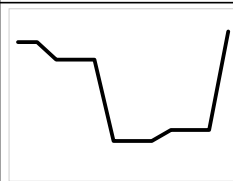
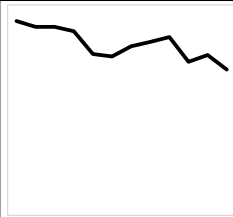


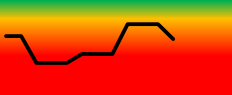
STRATEGIC PRIORITY - DAY TO DAY	
Month Ending	Jun-18

No.	Indicator	Rationale	Current Value	Target	Frequency	Trend	Commentary
D12	% Collection of 2018/19 Business Rates - FHDC	Output - results of collection activity	28.6%	26.5%	M		
D13	% Collection of 2018/19 Business Rates - SEBC	Output - results of collection activity	30.9%	30.2%	M		
D14	Council Tax Reduction Scheme claims - Days taken to process - FHDC	Output - results of collection activity	12.23	12.00	M		
D15	Council Tax Reduction Scheme claims - Days taken to process - SEBC	Output - results of collection activity	6.01	12.00	M		
D16	Housing Benefits Claims - Days taken to process - FHDC	Output - results of collection activity	8.73	12.00	M		
D17	Housing Benefits Claims - Days taken to process - SEBC	Output - results of collection activity	6.19	12.00	M		
D18	% completion of approved Audit Plan with approved revisions	Output - progress against plan	N/A	N/A	Q		Indicator values are not calculated for Q1 but calculated from Q2 onwards in recognition that a number of audits will be work in progress in Q1.
D19	Time taken to complete recruitment process - advert to offer (days)	Output - efficiency of process.	27.59	35.00	Q		The data on the balanced scorecard shows end to end recruitment which is Advert to Offer. Posts that are not recruited are not included as there is no offer. If there is a second recruitment exercise we measure again end to end (advert to offer). Over the last six months (September 2017 – March 2018), 53 posts were advertised, of which 3 posts were not filled by first time advert (one of which was advertised on 3 separate occasions). However, all 53 posts have now been filled.
D20	Average number of sick days lost per FTE per annum	Output - indicator of healthy, motivated workforce	5.32	6.50	Q		Sickness continues to reduce and is robustly and consistently managed throughout the organisation.

STRATEGIC PRIORITY - DAY TO DAY	
Month Ending	Jun-18



No.	Indicator	Rationale	Current Value	Target	Frequency	Trend	Commentary
D21	% of Voluntary turnover	Output - indicator of employee satisfaction	9.42%	7-12	A		
D22	Car park income (£)	Output - indicator of demand trend	£1,224,265	£1,326,255	M		
D23	Income from entire property portfolio (£)	Output - indicator of premises demand	£1,330,119	£1,155,804	M		
D24	Void properties (%)	Output - indicator of premises demand	6%	7%	M		
D25	MAJORS - % of planning applications determined within agreed timescales.	We want to make speedy and consistent planning decisions. We have set our targets higher than the national requirements which are: Majors – 60% Minors – 65% Others – 80%	83.33%	85%	Q		12 major planning applications were determined in Q1. 3 applications were determined within 13 weeks, 7 applications required an extension of time and 2 were determined within 13 weeks
D26	MINORS - % of planning applications determined within agreed timescales.		91.86%	90%	Q		'86 minor planning applications were determined in Q1. 42 applications were determined within 8 weeks, 37 required an extension of time and 7 applications were determined over the agreed timescale.
D27	OTHERS - % of planning applications determined within agreed timescales.		88.64%	90%	Q		590 other planning applications were determined in Q1. 412 applications were determined within 8 weeks, 111 required an extension of time and 67 cases were determined over the agreed timescale
D28	% of planning applications that had a pre-app which are valid first time.		To provide maximum effectiveness in meeting Strategic goals quickly & reliably.	59.46%	50.00%	M	

STRATEGIC PRIORITY - DAY TO DAY	
Month Ending	Jun-18

No.	Indicator	Rationale	Current Value	Target	Frequency	Trend	Commentary
D29	% 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.	97.8%	95.0%	M		97.8% is an extremely good level of compliance, with only 3 businesses in the West Suffolk area with a current FHRs rating of zero.
D30	Renewable energy production from West Suffolk's investments. MWh	Continue to investigate opportunities for renewable energy generation as part of the West Suffolk Community Energy Plan and Energy Framework.	5,550.90	4,920.00	Q		The solar farm has generated more electricity than predicted in Q1, as one of key areas of investment, these have performed strongly during Q1. May and June in particular saw performance above target due to very sunny weather.
D31	Planning enforcement cases - numbers (new and closed) and resolution.	Enforcement resource targeted effectively	268	To Reduce Trend	M		There are 268 open cases, 41 new complaints were received in June and 71 cases were closed. 11 cases were closed as retrospective consent was granted, 35 cases were closed due to not expedient/no breach, 9 cases NFA delegated authority, 1 notice was issued and complied with, 6 were referred to another service and 9 cases were remedied informally.
D32	Resolution of noise nuisance complaints.	Residents enjoy living in their environment/community. Reduction in noise-nuisance complaints by area.	60.99%	80.00%	Q		We received 149 noise nuisance complaints in quarter 1, 33 complaints were active from previous quarters, total of 182 active cases in Q1. 111 cases were completed, 29 of those were outstanding from the previous quarters.
D33	% of all planning and licensing consultations responded to within the required time period.		94.22%	95.00%	Q		We received 329 consultations in quarter 1, out of those consultations 19 were responded to after the required time period.
D34	% Rate of return on investment - FHDC	Output - key to delivery of Treasury Management Strategy	0.66%	0.75%	M		Current interest rates available for investment running below yearly forecast.

**STRATEGIC PRIORITY - DAY TO DAY**

**Month Ending Jun-18**

No.	Indicator	Rationale	Current Value	Target	Frequency	Trend	Commentary
D35	% Rate of return on investment - SEBC	Output - key to delivery of Treasury Management Strategy	0.64%	0.70%	M		Current interest rates available for investment running below yearly forecast.
D36	Cost of Current External Borrowing	Output - key to delivery of Treasury Management Strategy	4.24%	N/A	M		Forest Heath DC Long-term loan with fixed interest rate. Will be looking at a potential break clause costs vs current PLWB rates.