
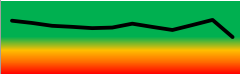


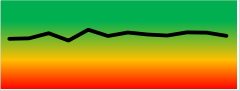



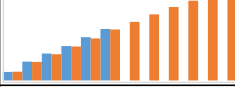







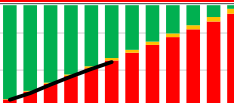


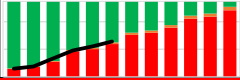

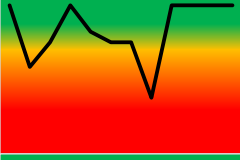
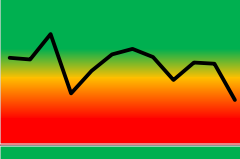
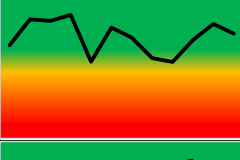
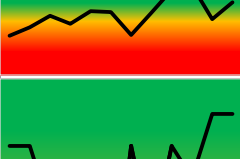

STRATEGIC PRIORITY - DAY TO DAY	
Month Ending	Sep-18

No.	Indicator	Rationale	Current Value	Target	Frequency	Trend	Commentary
D1	Total number of Complaints	Output - measure of customer satisfaction	21	No target	Q		14 - R&P 1 - HR, Legal, democratic & Elections 6 - Planning & Reg
D2	Total number of Compliments	Output - measure of customer satisfaction	22	No target	Q		7 - Operations 6 - Families & Communities 9 - Planning & Reg
D3	% Response rate to annual canvass of electors	Output - effectiveness of process	87.00%	95.00%	A		Two enquiry forms have been sent to households and canvassers are still conducting personal visits. Most canvassers will complete their visits by 22 October. Local data matching will then be undertaken on all households where a response has not been received. The response rate is on a par with the same time last year (87.7%).
D4	Number & % of phone calls answered	Activity - indicator of process and demand	89.00%	90.00%	Q		Based on 34, 287 calls answered
D5	Number of unique users of the West Suffolk Councils website	Output - indicator of customer engagement	34,954	37,600	M		
D6	Social Media audience increase	Output - indicator of customer engagement	-	10% rise	A		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	28.21%	20.00%	M		234 applications were received in September 2018, 66 of those had a pre-app. The uptake of Pre-application has increased each month, in June 2018 the uptake was 15%. Target is 40% at the end of year
D8	Total Amount of Debt over 90 Days	Output - scale of debt issue	54.40%	10.00%	M		Total Debt decreased but Debt over 90 days increased
D9	% Undisputed Invoices paid within 30 Days	Output - impact of AP activity.	88.37%	95.00%	M		
D10	% Collection of 2018/19 Council Tax - FHDC	Output - results of collection activity	56.5%	57.7%	M		
D11	% Collection of 2018/19 Council Tax - SEBC	Output - results of collection activity	58.10%	58.6%	M		

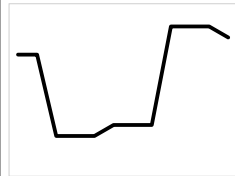


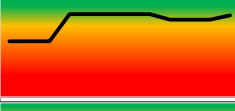



STRATEGIC PRIORITY - DAY TO DAY	
Month Ending	Sep-18

No.	Indicator	Rationale	Current Value	Target	Frequency	Trend	Commentary
D12	% Collection of 2018/19 Business Rates - FHDC	Output - results of collection activity	57.3%	55.0%	M		
D13	% Collection of 2018/19 Business Rates - SEBC	Output - results of collection activity	59.2%	58.6%	M		
D14	Council Tax Reduction Scheme claims - Days taken to process - FHDC	Output - results of collection activity	7.42	12.00	M		
D15	Council Tax Reduction Scheme claims - Days taken to process - SEBC	Output - results of collection activity	5.29	12.00	M		
D16	Housing Benefits Claims - Days taken to process - FHDC	Output - results of collection activity	7.27	12.00	M		
D17	Housing Benefits Claims - Days taken to process - SEBC	Output - results of collection activity	5.36	12.00	M		
D18	% completion of approved Audit Plan with approved revisions	Output - progress against plan	N/A	0%	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.	24.14	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).
D20	Average number of sick days lost per FTE per annum	Output - indicator of healthy, motivated workforce	4.97	6.50	Q		Sickness continues to reduce and is robustly and consistently managed throughout the organisation.
D21	% of Voluntary turnover	Output - indicator of employee satisfaction	9.05%	7-12	A		
D22	Car park income (£)	Output - indicator of demand trend	£2,437,077	£2,652,510	M		

STRATEGIC PRIORITY - DAY TO DAY	
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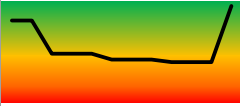
No.	Indicator	Rationale	Current Value	Target	Frequency	Trend	Commentary
D23	Income from entire property portfolio (£)	Output - indicator of premises demand	£2,564,345	£2,500,779	M		
D24	Void properties (%)	Output - indicator of premises demand	7%	7%	M		
D25	MAJORS - % of planning applications determined 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%	100.00%	85%	M		5 major planning applications were determined in September 2018. 1 applications was decided within 13 weeks and 4 applications required an extension of time.
D26	MINORS - % of planning applications determined within agreed timescales.		81.48%	90%	M		27 minor planning applications were determined in September 2018. 12 applications were determined within 8 weeks, 10 required an extension of time and 5 cases were determined over the agreed timescale.
D27	OTHERS - % of planning applications determined within agreed timescales.		95.45%	90%	M		88 other planning applications were determined in September 2018. 62 applications were determined within 8 weeks, 22 required an extension of time and 4 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.	51.52%	50.00%	M		Out of the 66 applications that had a pre-app, 34 of those were valid first time. Officers are analysing why applications are invalid when there has been a pre-app so that this can be addressed moving forward.
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.	97.9%	95.0%	M		97.9% is an extremely good level of compliance (England = 94.7%, East Counties = 96.2%), with only 2 businesses in the West Suffolk area with a current FHRS rating of zero

STRATEGIC PRIORITY - DAY TO DAY	
Month Ending	Sep-18

No.	Indicator	Rationale	Current Value	Target	Frequency	Trend	Commentary
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.	5,141.00	4,320.00	Q		A strong quarter for solar PV generation with both the solar farm and roof mounted installations performing well.
D31	Planning enforcement cases - numbers (new and closed) and resolution.	Enforcement resource targeted effectively	274	To Reduce Trend	M		There are 274 open cases, 31 new complaints were received in July and 34 cases were closed. 3 were closed as retrospective consent was granted, 1 case had conditions discharged, 22 were closed due to not expedient/no breach, 1 was referred to another service and 2 cases were remedied informally, 2 cases were permitted development and 3 cases were lawful by time.
D32	Resolution of noise nuisance complaints.	Residents enjoy living in their environment/community. Reduction in noise-nuisance complaints by area.	81.89%	80.00%	Q		We received 194 noise nuisance complaints in quarter 2, 71 complaints active from previous quarters, total of 265 active cases in Q2. 217 cases were completed, 64 of those were outstanding from previous quarters. Despite a 30% increase in the number of complaints of noise received in Q2 compared to Q1, by reviewing our targets in responding and actioned the complaints received, we were able to demonstrate an increase in efficiency over this quarter
D33	% of all planning and licensing consultations responded to within the required time period.		94.67%	95.00%	Q		We received 300 consultations in quarter 2, out of those consultations 16 were responded to after the required time period.
D34	% Rate of return on investment - FHDC	Output - key to delivery of Treasury Management Strategy	0.68%	0.75%	M		Current interest rates available for investment running below yearly forecast.
D35	% Rate of return on investment - SEBC	Output - key to delivery of Treasury Management Strategy	0.69%	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.

STRATEGIC PRIORITY - DAY TO DAY

Month Ending Sep-18

No.	Indicator	Rationale	Current Value	Target	Frequency	Trend	Commentary
D37	Bulding Control - Market Share		56%	60%	B		The team continues to maintain market share at 56% in an increasingly competitive environment. The contract for building control services on a number of large commercial projects has recently been secured by the team which has increased income but has not increased the market share percentage.
D38	% of Customers satisfied with the overall journey		98.00%	80.00%	Q		Based on 479 responses (new survey launched in July 2018, 32 reported last quarter)