
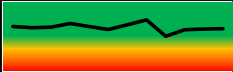
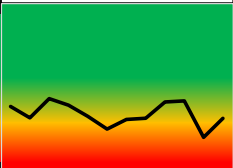
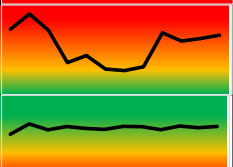
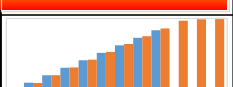
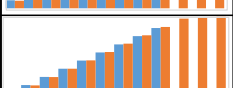







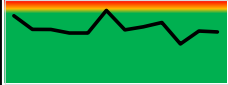
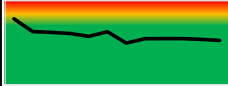


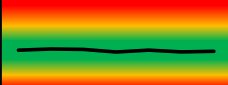

STRATEGIC PRIORITY - DAY TO DAY

Month Ending Dec-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	98.65%	95.00%	A		Response rate at end of Canvass was 98.65%, an increase of 1.6% on last year. Any properties that we have not obtained a response from, are checked against our council tax records. This year we have added 'new' names as pending electors to the register where we could see that residents had moved in during the past 2 years.
D4	Number & % of phone calls answered	Activity - indicator of process and demand	92.00%	90.00%	Q		Based on 34,292 calls answered
D5	Number of unique users of the West Suffolk Councils website	Output - indicator of customer engagement	38,235	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	20.45%	30.00%	M		180 applications were received in December 2018, 35 of those had a pre-app. Target is 40% at the end of year. The % dropped in the quarter due to the lull in planning applications in December
D8	Total Amount of Debt over 90 Days	Output - scale of debt issue	52.26%	10.00%	M		Total Debt decreased but Debt over 90 days increased - contains long term debt that has a charging order over it.
D9	% Undisputed Invoices paid within 30 Days	Output - impact of AP activity.	94.12%	95.00%	M		
D10	% Collection of 2018/19 Council Tax - FHDC	Output - results of collection activity	84.7%	86.9%	M		
D11	% Collection of 2018/19 Council Tax - SEBC	Output - results of collection activity	86.76%	88.0%	M		

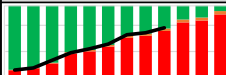

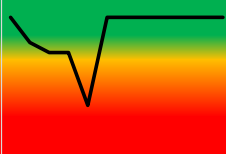
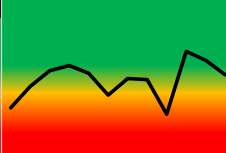
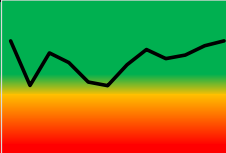
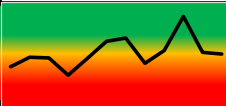
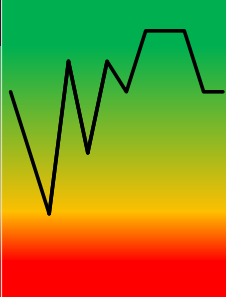
STRATEGIC PRIORITY - DAY TO DAY

Month Ending **Dec-18**

No.	Indicator	Rationale	Current Value	Target	Frequency	Trend	Commentary
D12	% Collection of 2018/19 Business Rates - FHDC	Output - results of collection activity	84.8%	82.4%	M		
D13	% Collection of 2018/19 Business Rates - SEBC	Output - results of collection activity	85.6%	84.5%	M		
D14	Council Tax Reduction Scheme claims - Days taken to process - FHDC	Output - results of collection activity	6.93	10.00	M		
D15	Council Tax Reduction Scheme claims - Days taken to process - SEBC	Output - results of collection activity	5.05	10.00	M		
D16	Housing Benefits Claims - Days taken to process - FHDC	Output - results of collection activity	6.13	10.00	M		
D17	Housing Benefits Claims - Days taken to process - SEBC	Output - results of collection activity	5.14	10.00	M		
D18	% completion of approved Audit Plan with approved revisions	Output - progress against plan	67%	0%	Q		This is roughly where we would expect to be bearing in mind a) approx. 40% of Priority 1 work is ARP audit work which can only commence in Q3 b) fluid nature of the audit plan and the priorities within that plan
D19	Time taken to complete recruitment process - advert to offer (days)	Output - efficiency of process.	24.32	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	4.78	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	9.18%	7-12	A		
D22	Car park income (£)	Output - indicator of demand trend	£3,891,455	£3,978,765	M		

STRATEGIC PRIORITY - DAY TO DAY


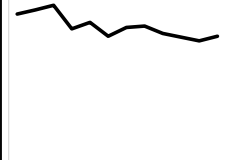
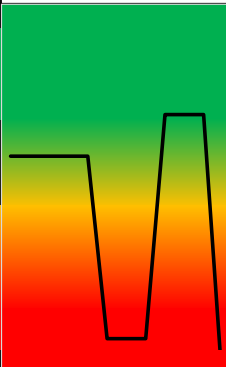



Month Ending **Dec-18**

No.	Indicator	Rationale	Current Value	Target	Frequency	Trend	Commentary
D23	Income from entire property portfolio (£)	Output - indicator of premises demand	£3,810,643	£3,756,896	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		No major planning applications were determined in December 2018. 100% was achieved in Q3 out of 17 applications.
D26	MINORS - % of planning applications determined within agreed timescales.		93.10%	90%	M		29 minor planning applications were determined in December 2018. 10 applications were determined within 8 weeks, 17 required an extension of time and 2 applications were determined over the agreed timescale. 104 out of 107 achieved in Q3
D27	OTHERS - % of planning applications determined within agreed timescales.		100.00%	90%	M		67 other planning applications were determined in December 2018. 44 applications were determined within 8 weeks, 23 required an extension of time. 252 out of 257 achieved in Q3
D28	% of planning applications that had a pre-app which are valid first time.	To provide maximum effectiveness in meeting Strategic goals quickly & reliably.	48.57%	50.00%	M		Out of the 35 applications that had a pre-app, 17 of those were valid first time.
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.	97.7%	95.0%	M		97.7% is an extremely good level of compliance. West Suffolk statistics still compare very favourably with the Regional (R) and National (N) statistics which are currently: R = 96.2%. N = 94.8%.

STRATEGIC PRIORITY - DAY TO DAY



Month Ending

Dec-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.	1,762.00	1,152.00	Q		A 50KW solar installation was completed during this period. Another 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	268	To Reduce Trend	M		There are 288 open cases, 26 new complaints were received in December 2018 and 23 cases were closed. 2 were closed as retrospective consent was granted, 3 were closed due to not expedient/no breach, 2 were referred to another service, 7 cases were remedied informally, 3 cases were permitted development, 2 cases were transferred to a new case and 1 case was closed as notice issues and complied with.
D32	Resolution of noise nuisance complaints.	Residents enjoy living in their environment/community. Reduction in noise-nuisance complaints by area.	56.00%	80.00%	Q		We received 138 noise nuisance complaints in quarter 3, 89 complaints active from previous quarters, total of 227 active cases in Q3. 126 cases were completed, 40 of those were outstanding from previous quarters. More complaints of music noise received near the end of the Q (due to the run up to Christmas I expect) and so this automatically makes the resolution of these unlikely before the end of Q3, and these then move into the following Q for actions or completion. The team have been focused on some more complex cases during this time, with staffing lower towards the end of the Q. It is expected that we will have a higher resolution rate, and back on target, by year end.
D33	% of all planning and licensing consultations responded to within the required time period.		97.44%	95.00%	Q		We received 313 consultations in quarter 3, out of those consultations 8 were responded to after the required time period.
D34	% Rate of return on investment - FHDC	Output - key to delivery of Treasury Management Strategy	0.71%	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	0.74%	0.70%	M		Current interest rates available for investment running below yearly forecast.

STRATEGIC PRIORITY - DAY TO DAY

Month Ending Dec-18

No.	Indicator	Rationale	Current Value	Target	Frequency	Trend	Commentary
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.
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 728 surveys and a continuing focus on customer engagement.