

# 1. Index

## Understanding the dashboards

The majority of charts no longer include targets. This is part of the updated approach to performance management, where comparisons are made between years, or with national averages. Where targets are included, they are shown as yellow dotted lines. Further targets can be added if these are considered helpful.

Some of the charts have a combination of dots and lines. This is where an indicator was previously collected quarterly and is now collected monthly. It wouldn't be appropriate to join the dots between quarterly data, so they remain as separate dots.

Text is included alongside the graphs where service areas have provided additional commentary to explain or expand on the data.

Some charts are shown as 'YTD'. This means 'Year to date' and so the measures are cumulative from 1 April of the current reporting year.

Most charts compare the last three years, so the different colours represent different years. In some cases, for example, vacant shops, comparisons are made between places instead of years on the chart, but years can be compared instead using the 'slicers' at the side of the charts. Where only one year of data is available, the slicer will only show one year.

If you have any problems accessing this document, please email [performance@westsuffolk.gov.uk](mailto:performance@westsuffolk.gov.uk)

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## 2. Cross-cutting: environmental performance

Latest Data Period:

March 2023

### Commentary or Summary

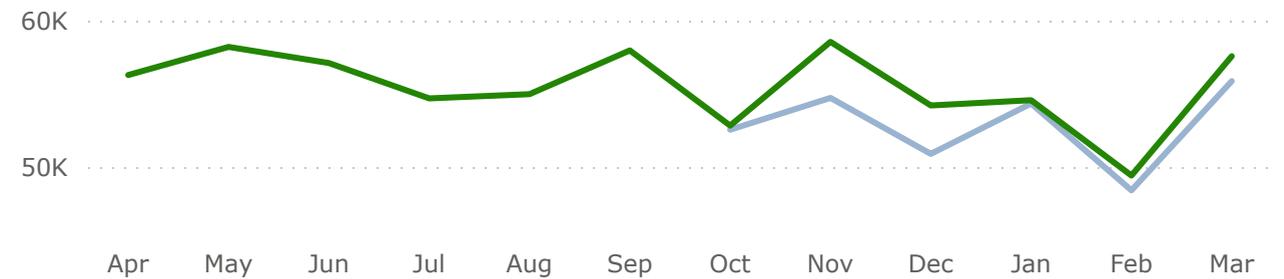
**Petrol:** used in strimmers and parking enforcement vehicles.

**AdBlue:** an additive used in newer vehicles to reduce exhaust tailpipe emissions (the low July figure was due to a system error).

**Diesel:** other fleet vehicles for example mowers, vans, lorries, refuse trucks etc. excludes red diesel.

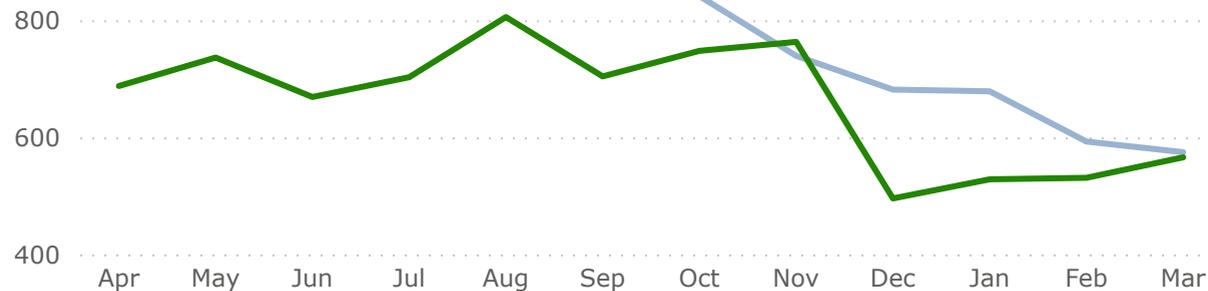
Amount of diesel used by fleet vehicles (litres)

Financial Year ● 21-22 ● 22-23



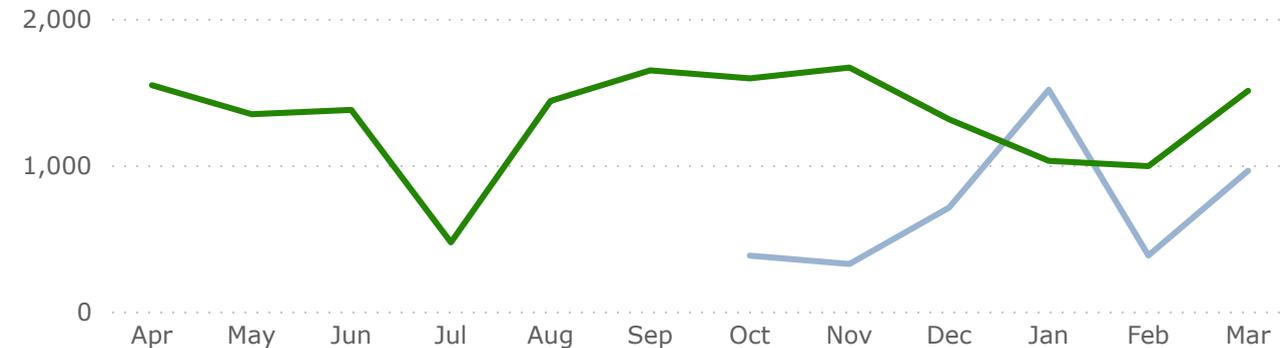
Amount of petrol used by fleet vehicles (litres)

Financial Year ● 21-22 ● 22-23



Amount of Ad blue used by fleet vehicles (litres)

Financial Year ● 21-22 ● 22-23



### 3. Cross-cutting: environmental performance

Latest Data Period:  
March 2023



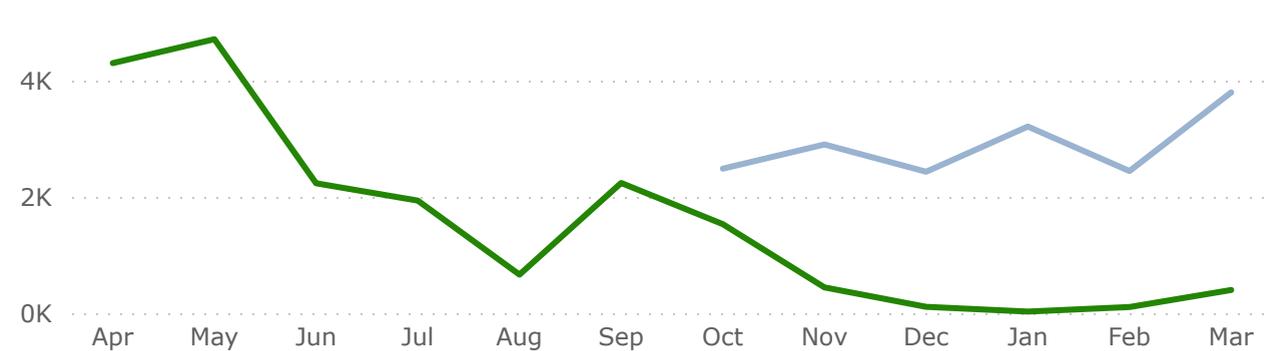
#### Commentary or Summary

**Amount of red diesel used by grounds maintenance vehicles (litres):** It is important to note that red diesel usage has changed because of the rules around the eligibility to use it. In December 2021, we were allowed to use red diesel in all our agricultural and depot vehicles (JCB's), however, now our use is very limited. Only some mowers and highway roadside verge/hedge clearing equipment is permitted to use red diesel now.

**Gas and electricity consumption for the five highest consuming sites, where half hourly metering exists:** figures for Mildenhall Hub gas are excluded from this data as we are awaiting accurate details from the supplier.

Amount of red diesel used by grounds maintenance vehicles (litres)

Financial Year ● 21-22 ● 22-23



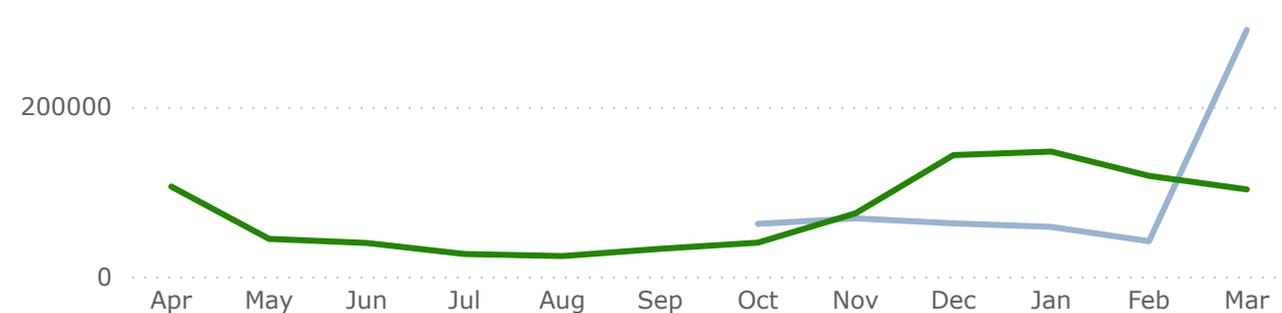
Amount of electricity consumed by five highest consuming council sites, where half hourly metering exists (kWh)

Financial Year ● 21-22 ● 22-23



Amount of gas consumed by five highest consuming council sites, where half hourly metering exists (kWh)

Financial Year ● 21-22 ● 22-23



## 4. Cross-cutting: wider economic context

Latest Data Period:

March 2023

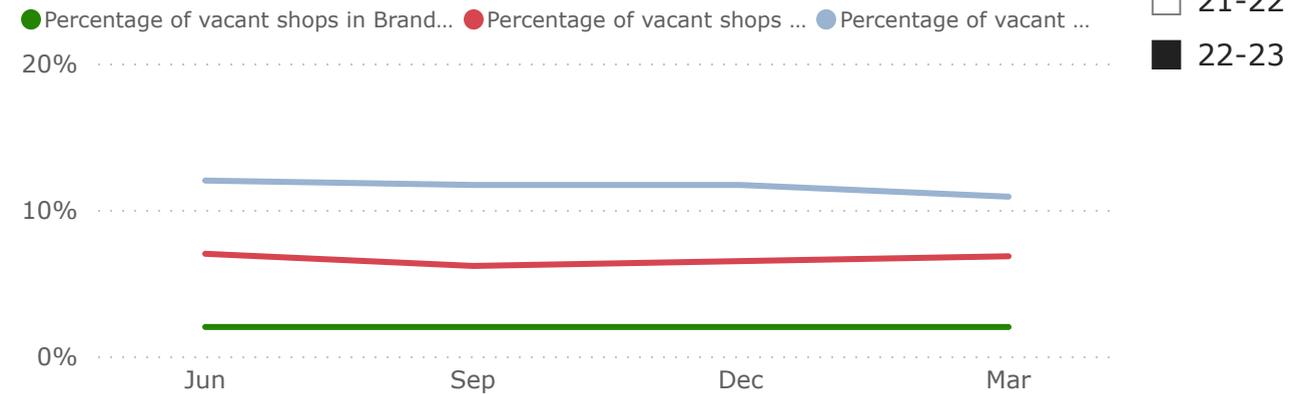
### Commentary or Summary

**Please note** this information relates to the vacant units within the town centres of these settlements only and does not relate to shopping parades or others smaller retail provision.

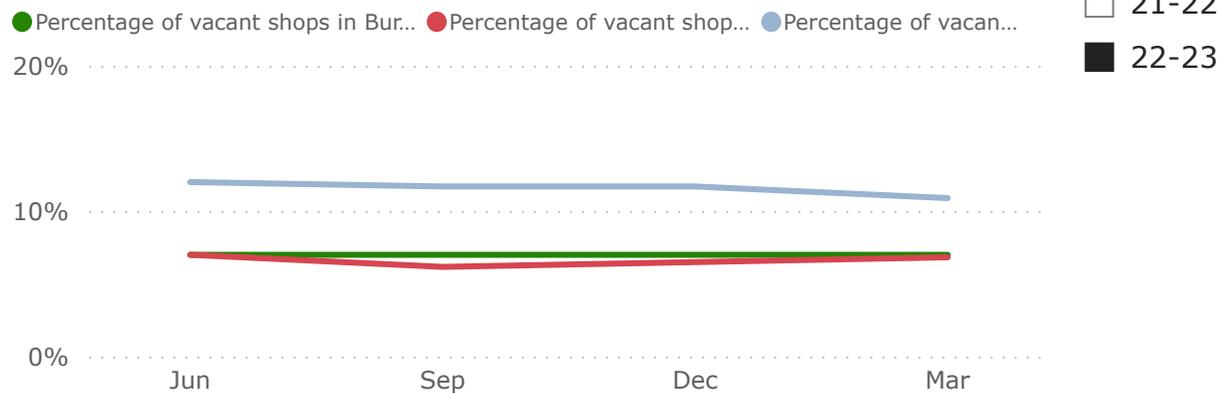
Both Bury St Edmunds and Brandon have a consistent level of vacant shop units.

In Q4, Clare has seen an increase in shop vacancy rates however the number of shops in Clare is relatively small which means that the closure of just one premises can make the indicator appear much more dramatic.

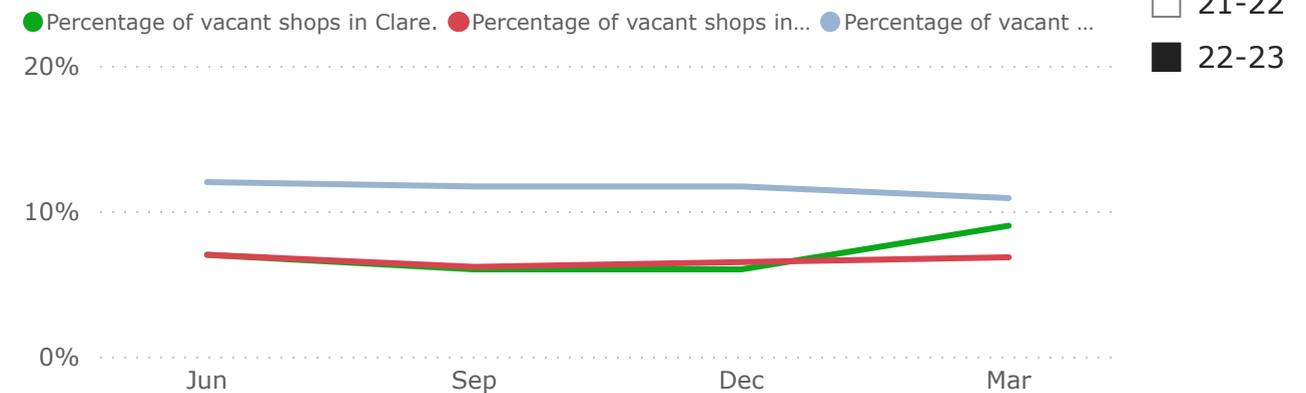
### Percentage of vacant shops in Brandon



### Percentage of vacant shops in Bury St Edmunds



### Percentage of vacant shops in Clare



# 5. Cross-cutting: wider economic context

Latest Data Period:  
March 2023

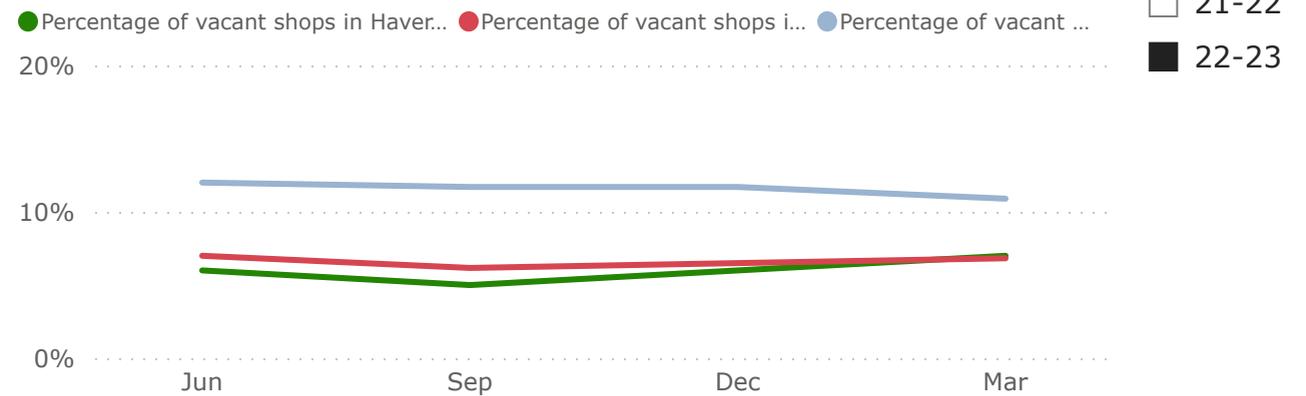


### Commentary or Summary

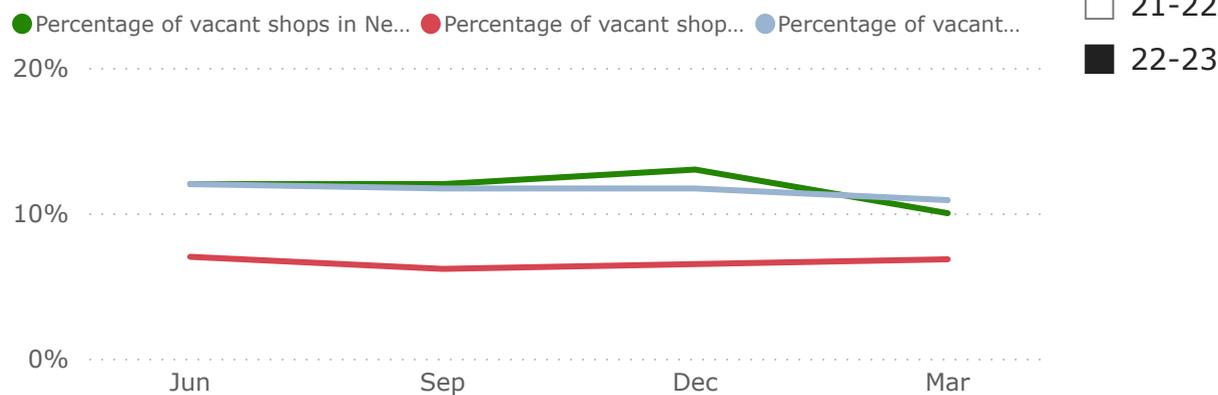
**Please note** this information relates to the vacant units within the town centres of these settlements only and does not relate to shopping parades or others smaller retail provision.

Newmarket has seen a decline in the number of vacant units from December 2022 to March 2023 and this has brought the number of vacancies below the reported national average for the first time for a while. The number of vacant units in Newmarket are still higher than desired and the Council is working with Love Newmarket and other partners to help drive footfall into the town centre – making these units more desirable for new tenants. One example of this work is the fact that a business that we have nurtured on our markets has taken space in

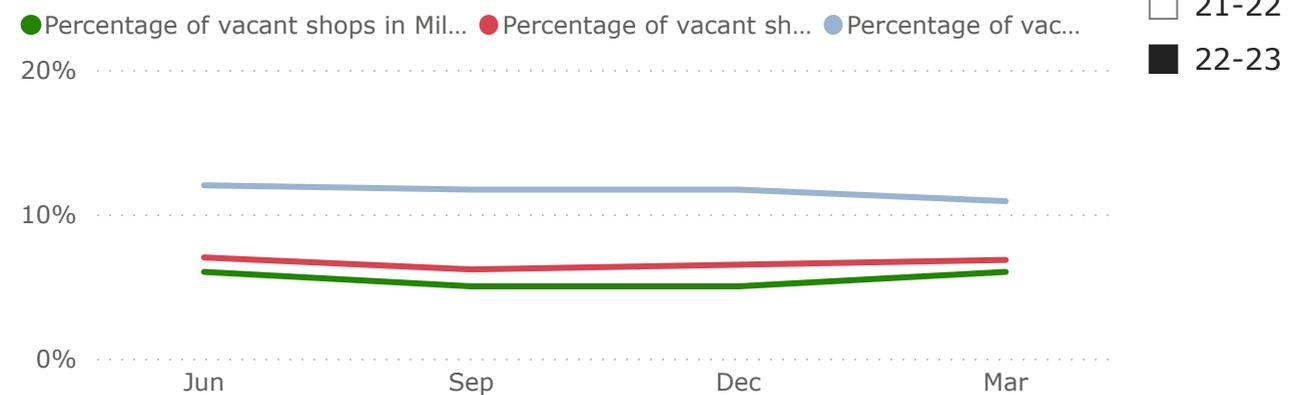
Percentage of vacant shops in Haverhill



Percentage of vacant shops in Newmarket



Percentage of vacant shops in Mildenhall



## 6. Cross-cutting: wider economic context

Latest Data Period:

March 2023

### Commentary or Summary

**Please note:** The footfall counter in Bury St Edmunds captures those walking past it and could therefore capture the same people multiple times, while the footfall counter in Newmarket identifies mobile phones and therefore only counts people once (this will not capture those without a mobile phone).

Number of car parking events in West Suffolk Council off-street car parks

Financial Year ● 21-22 ● 22-23



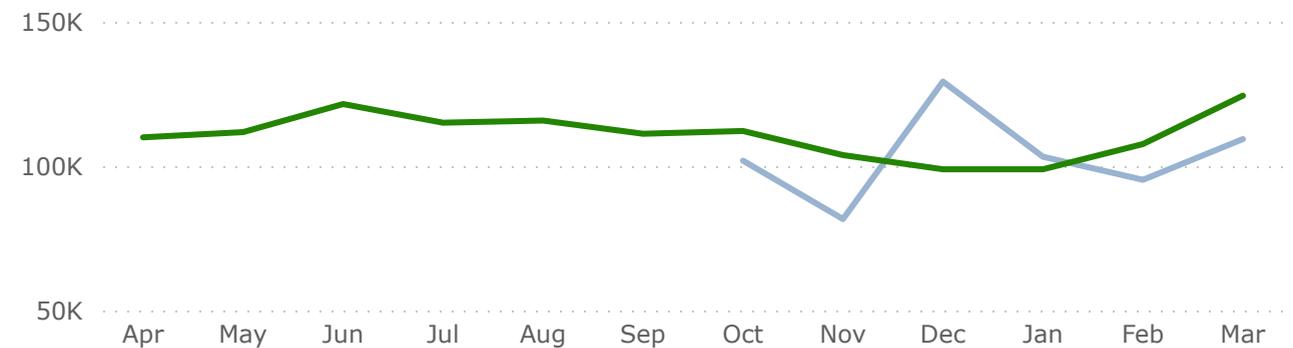
Footfall in Bury St Edmunds town centre

Financial Year ● 21-22 ● 22-23



Footfall in Newmarket town centre

Financial Year ● 21-22 ● 22-23



## 7. Cross-cutting: wider economic

Latest Data Period:

March 2023

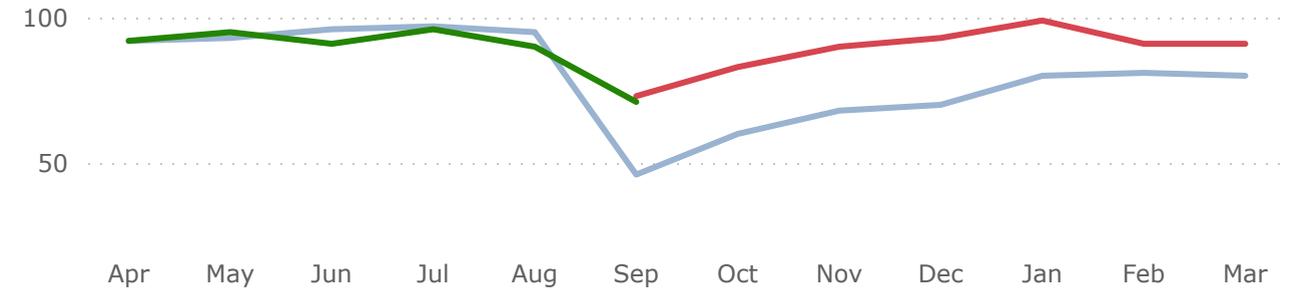
**West Suffolk**  
Council

### Commentary or Summary

**Number of NEETs:** This figure is reported annually in Q2.

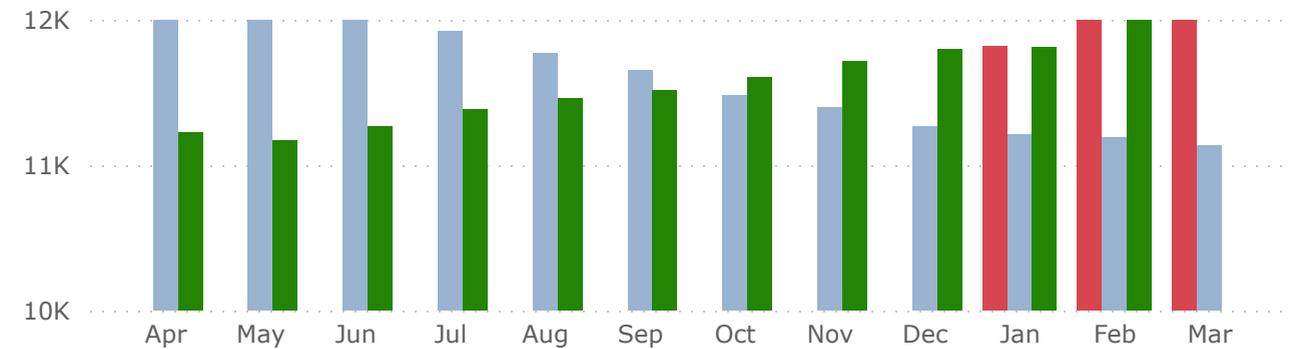
Number of NEETs (Not in Education, Employment or Training)

Financial Year ● 20-21 ● 21-22 ● 22-23



Number of Universal Credit claimants (one month lag)

Financial Year ● 20-21 ● 21-22 ● 22-23



## 8. Customer contact: website

Latest Data Period:

March 2023



### Commentary or Summary

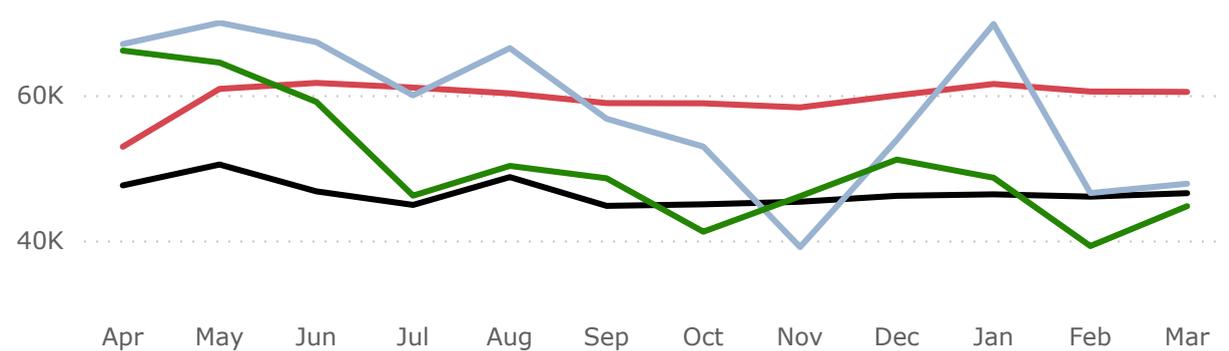
**West Suffolk website unique users March 2023:** 44,724 (up 13.98% from February 2023, down 6.47% from March 2022).

**West Suffolk website unique page views March 2023:** 135,983 (up 15.08% from February 2023, down 1.33% from March 2022).

In line with previous years, figures for March 2023 are slightly higher than for February 2023.

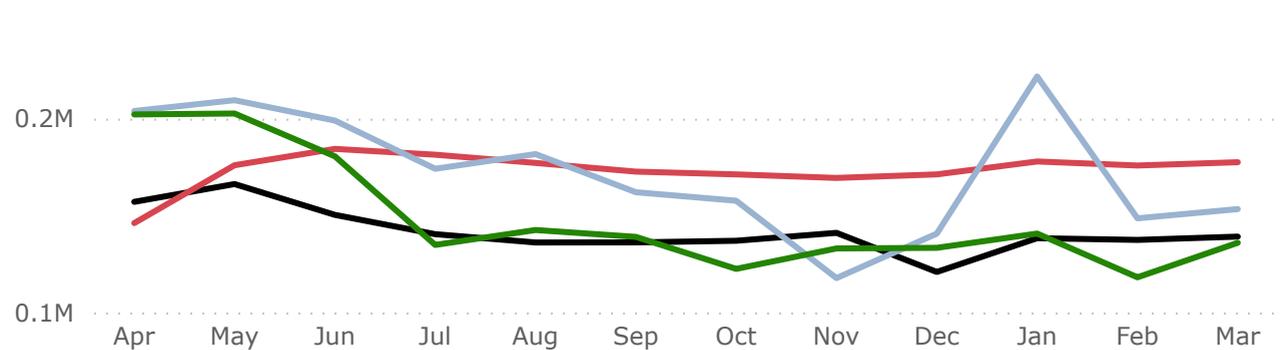
Number of unique users of the West Suffolk Council website

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



Number of unique page views to the West Suffolk Council website

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



# 9. Housing and Strategic Health

Latest Data Period:

March 2023



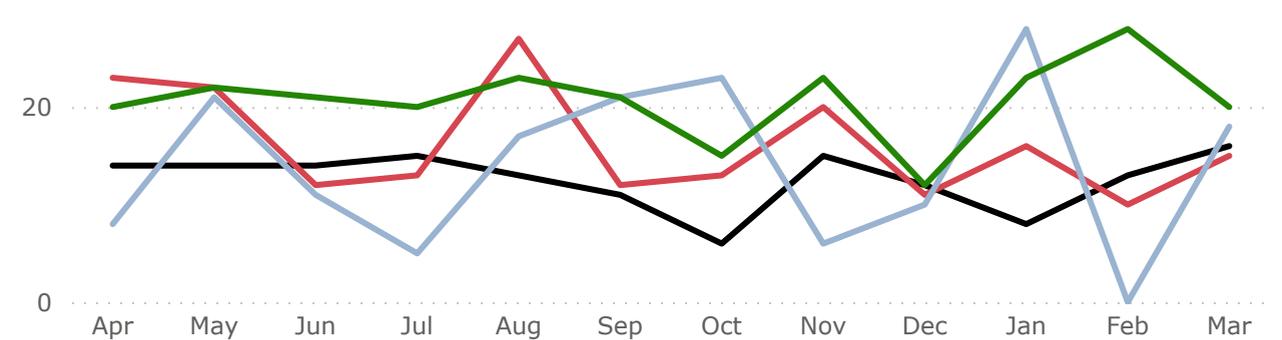
## Commentary or Summary

**Households owed the Main Homelessness Duty:** The February 2023 figure appears to be an increase, however, it is to do with the date that the system is updated with the decision being made. The team caught up with a number of cases in February.

**Household in Bed and Breakfast accommodation as at last day of the month:** As expected there was a slight rise early in Q4 with cold weather placements.

Number of households owed the Main Homelessness Duty

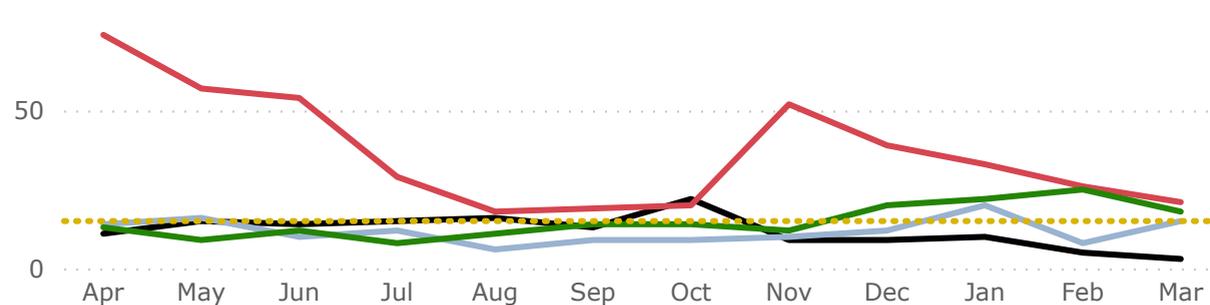
Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



Number of households in Bed and Breakfast accommodation as at last day of the month

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23

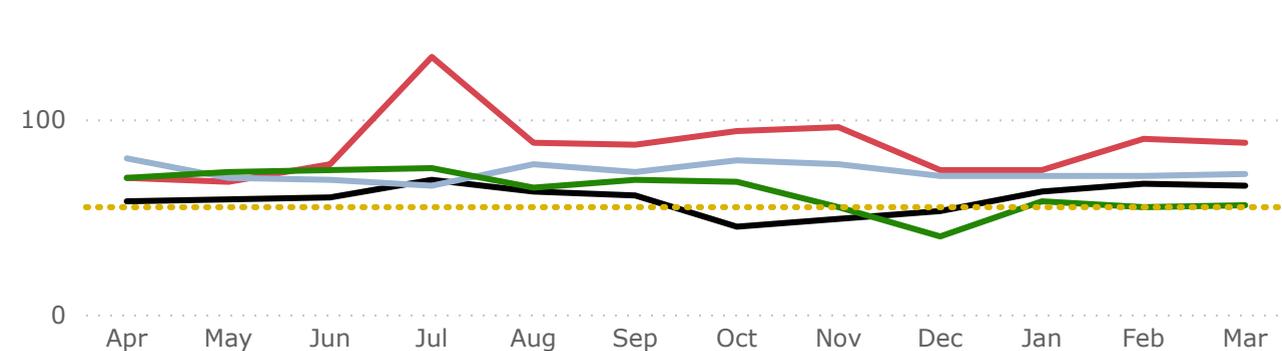
Target - 15



Number of households in temporary accommodation as at last day of the month

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23

Target - 55



# 10. Housing and Strategic

Latest Data Period:

March 2023

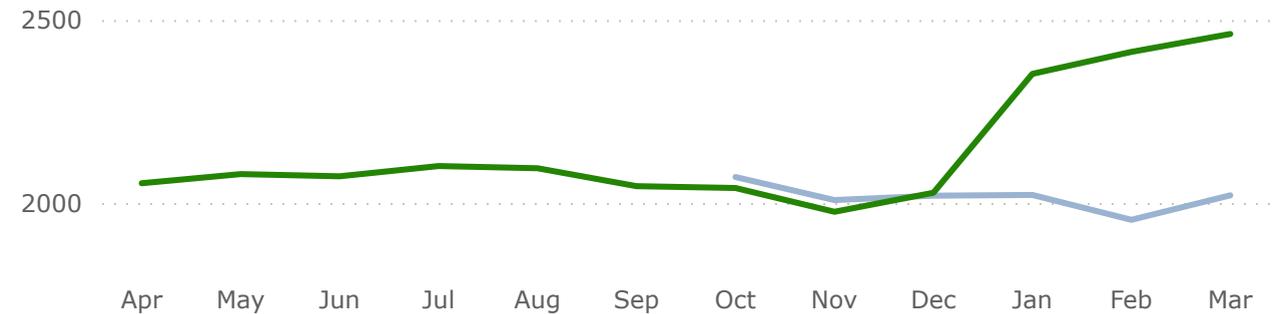
## Commentary or Summary

**Number of households in all bands:** There was a large increase in the number of applications on the housing register in Q4 as we have recently undertaken extensive work to reduce the outstanding backlog of applications.

**Number of households prevented from becoming homeless:** The team continue to work hard to prevent homelessness using a range of tools including negotiation and DHP to assist in resolving issues experienced with landlords.

Number of households on the housing register in all bands

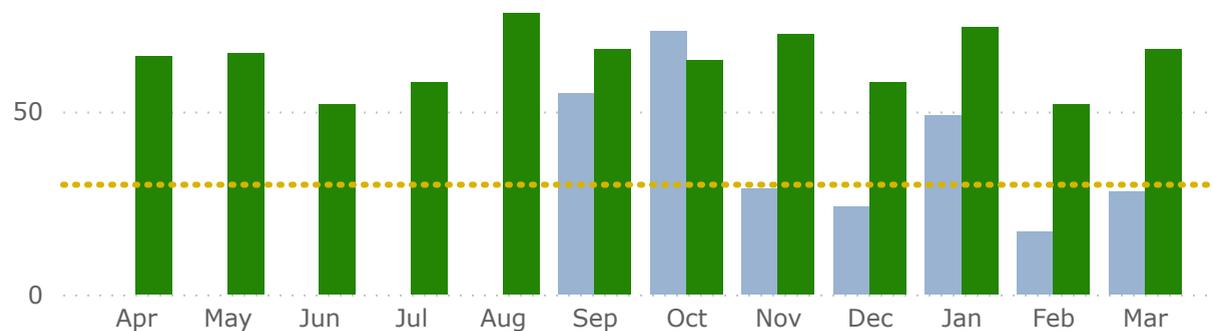
Financial Year ● 21-22 ● 22-23



Number of Personalised Housing Plans created

Financial Year ● 21-22 ● 22-23

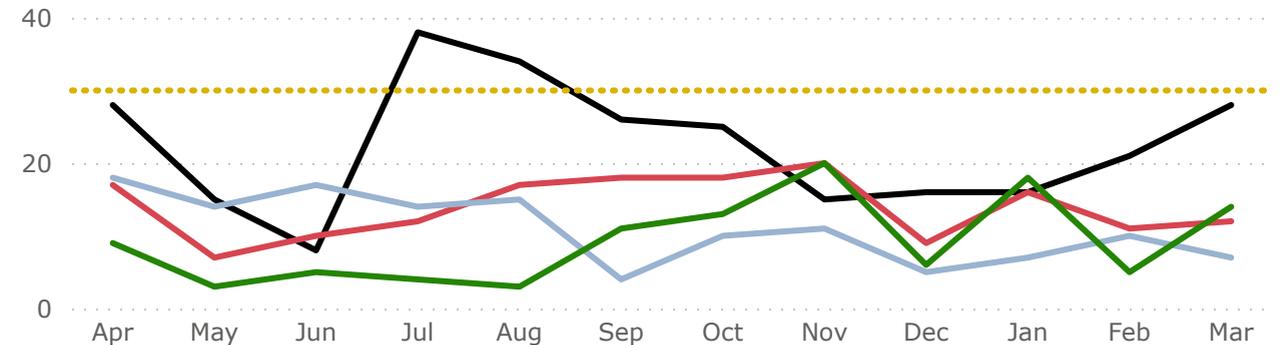
Target - 30



Number of households prevented from becoming homeless

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23

Target - 30



# 11. Housing and Strategic Health

Latest Data Period:

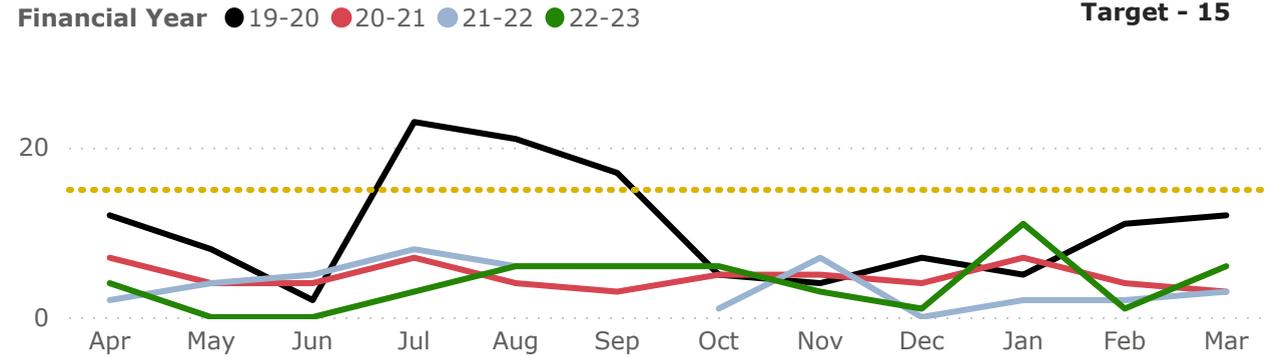
March 2023



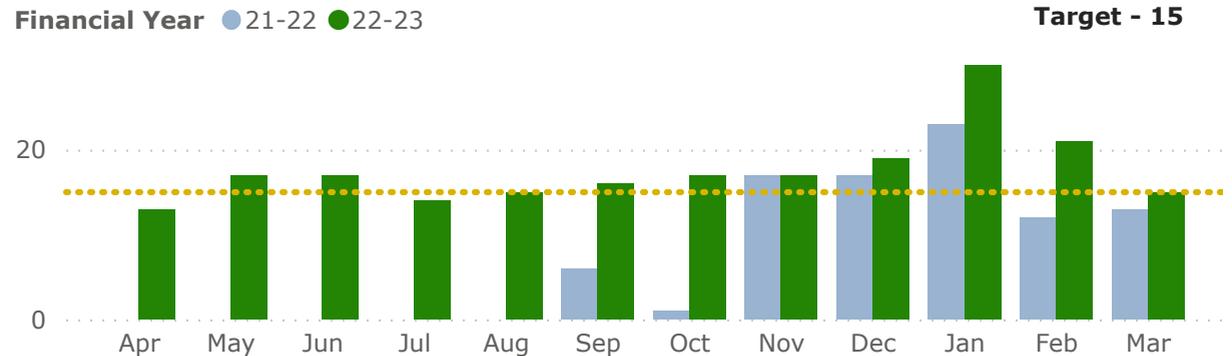
## Commentary or Summary

*(This area is currently blank for commentary or summary.)*

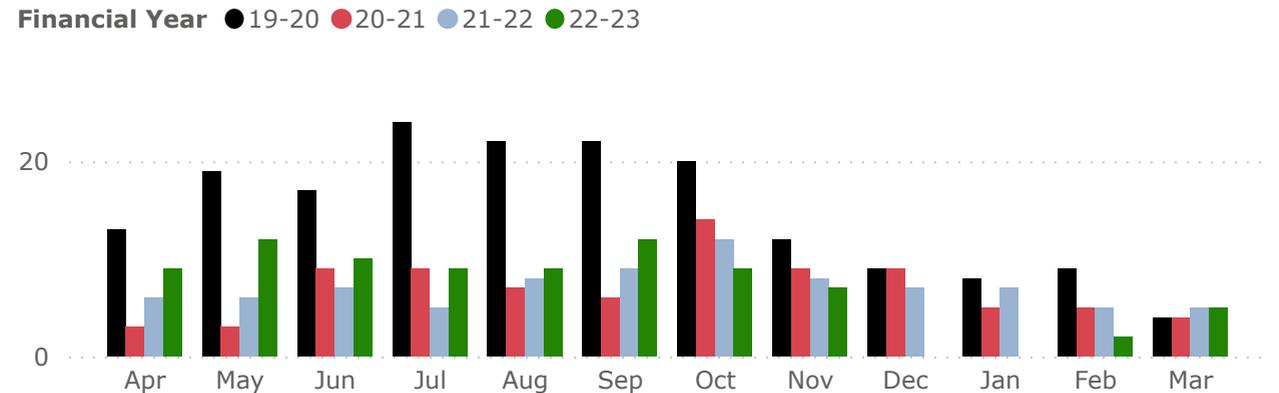
Number of households prevented from becoming homeless by maintaining their current home



Number of households relieved from homelessness by securing accommodation for six months or more



Number of rough sleepers



# 12. Housing and Strategic Health

Latest Data Period:

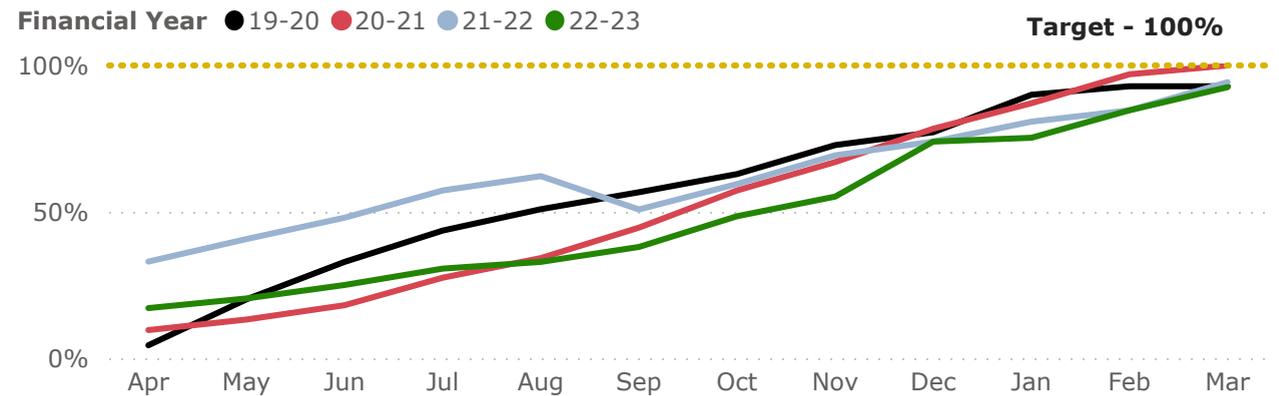
March 2023



### Commentary or Summary

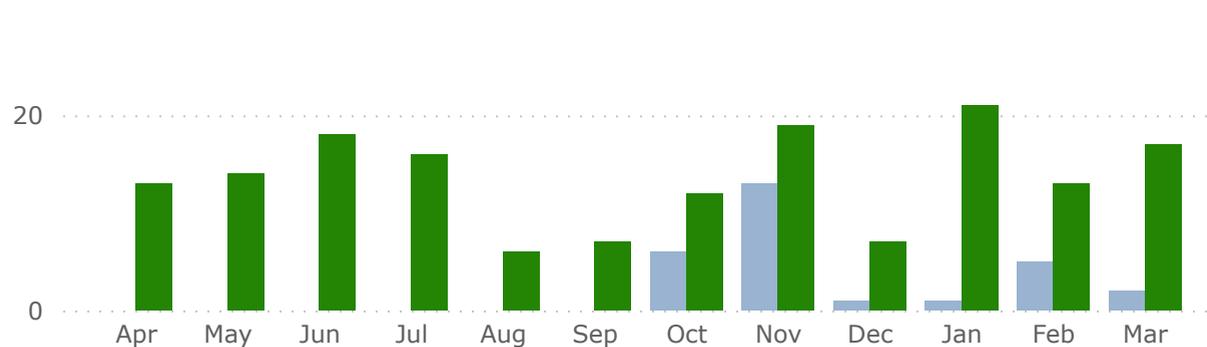
**Percentage of Discretionary Housing Payment used (YTD):** We worked across the year to ensure we maximised all available budgets to assist customers, including in year budgets released by central government such as the Household Support Fund. There were some guidance changes this year that affected those who could claim DHP and this did impact on our ability to use this fund for those people who had previously had housing costs but had not spent the money on the rent.

Percentage of Discretionary Housing Payment used (YTD)



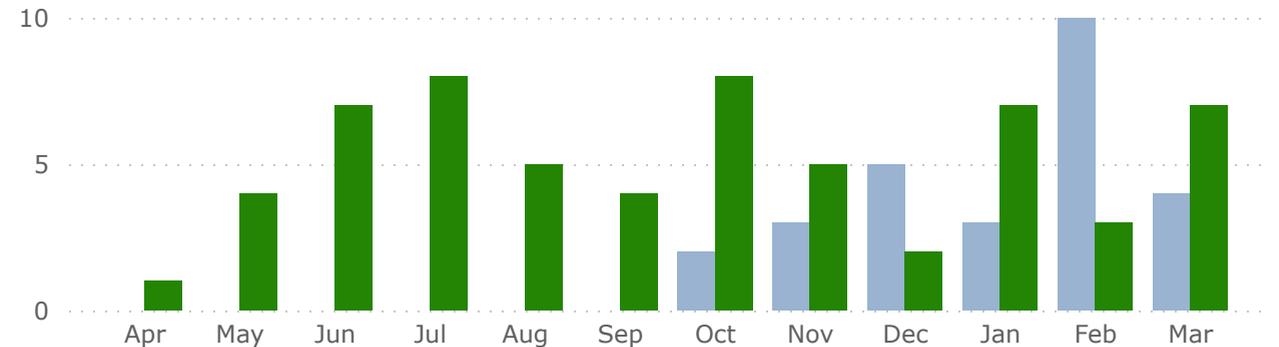
Number of homelessness duties discharged into the private rented sector

Financial Year ● 21-22 ● 22-23



Number of rent deposit bonds provided

Financial Year ● 21-22 ● 22-23



# 13. Housing and Strategic Health

Latest Data Period:

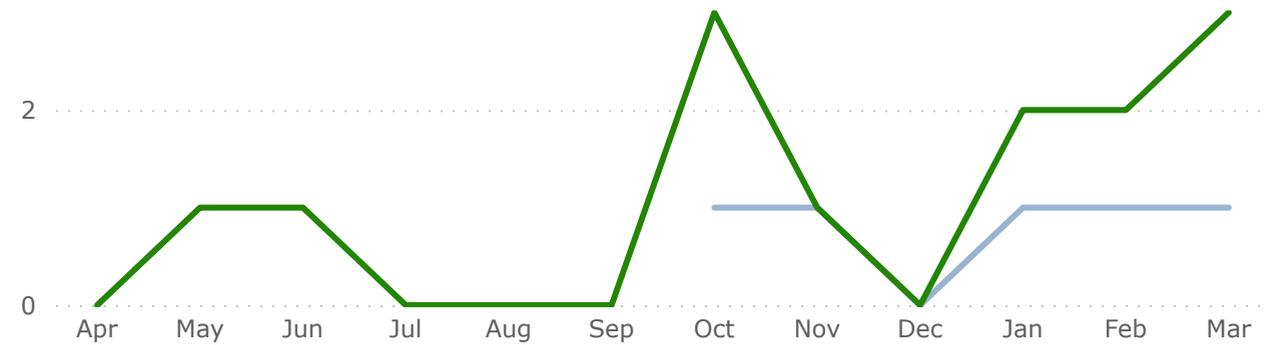
March 2023



Commentary or Summary

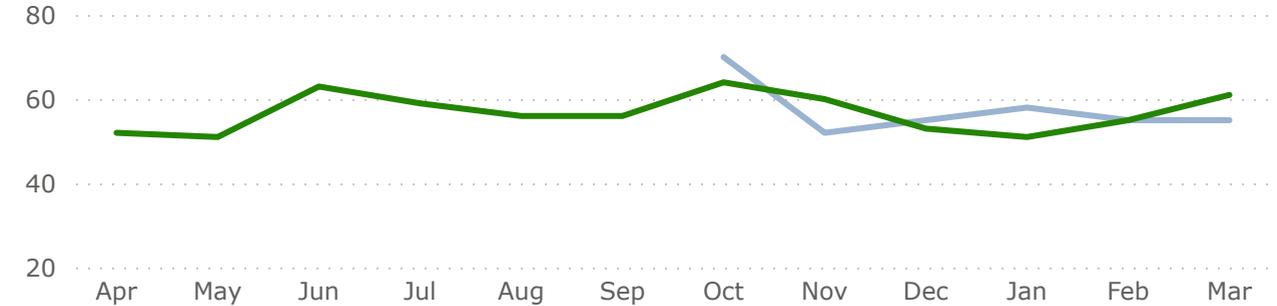
Number of landlord incentives paid

Financial Year ● 21-22 ● 22-23



Number of young people (aged between 16 and 25, both singles and in families) identified as experiencing homelessness

Financial Year ● 21-22 ● 22-23



# 14. Housing and Strategic Health

Latest Data Period:

March 2023

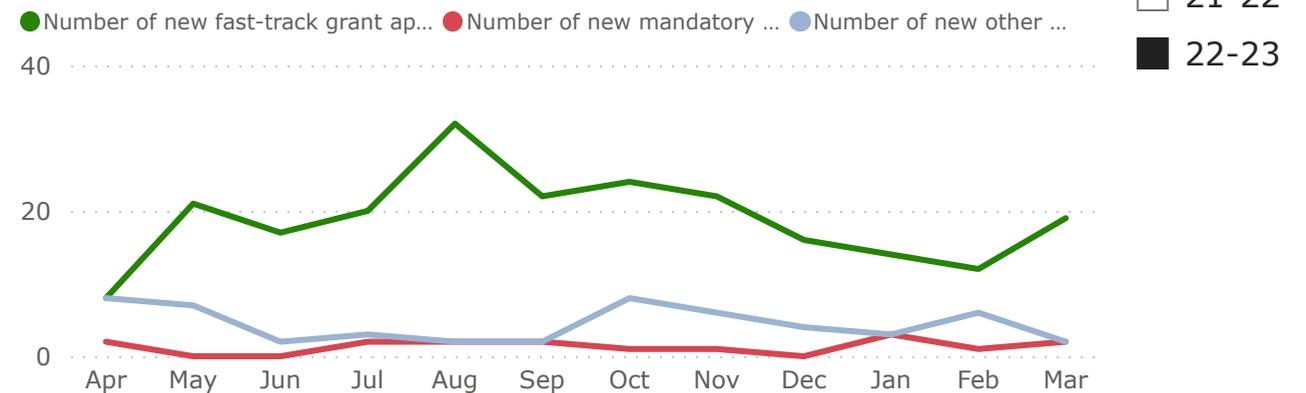
## Commentary or Summary

During March 2023, we received 22 referrals for adaptations 8 from ILS, 5 from Home First/Adult Care Services, 3 from GP Surgeries, 1 from Children's & Young Persons Services, 1 from West Suffolk Hospital and 4 from the Community Occupational Therapists team. We also dealt with 1 application for Financial assistance, 1 application for Homes assistance and 26 enquiries, 2 of which were referred to Suffolk County Council for a full OT assessment.

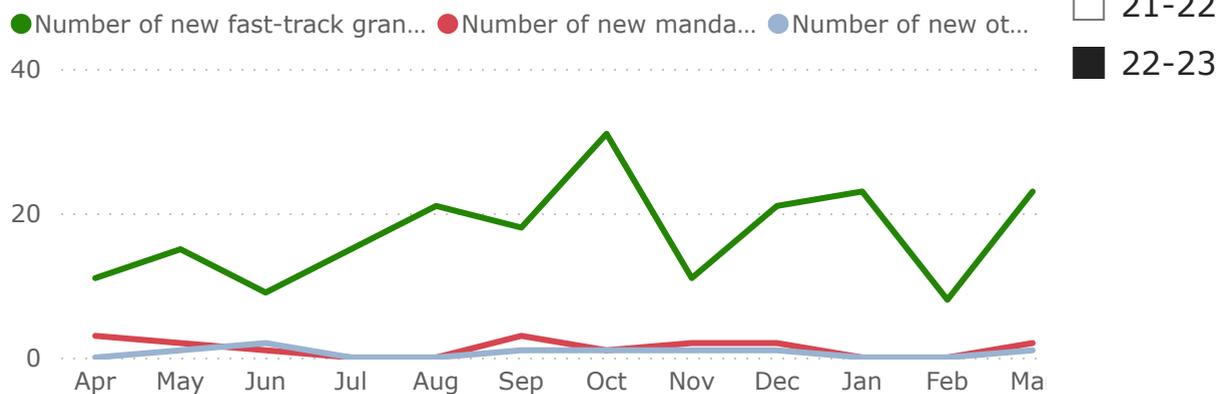
A further 31 grants were completed, 30 Fast Track and 1 Mandatory DFG paid during March 2023.

We have substantially increased our performance and delivery of DFG throughout

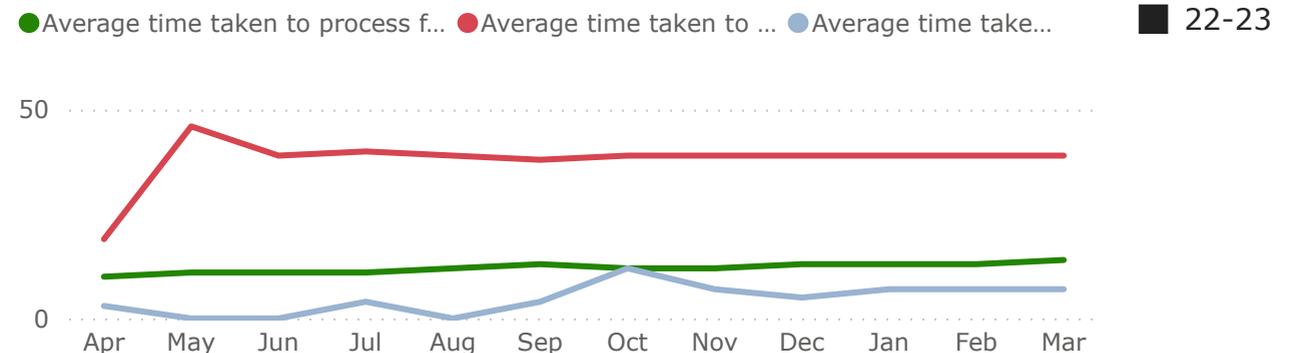
## Number of Disabled Facilities Grant applications received



## Number of new Disabled Facilities Grant applications approved



## Average time taken to process Disabled Facilities Grants from received to works completed (weeks)



# 15. Housing and Strategic Health

Latest Data Period:

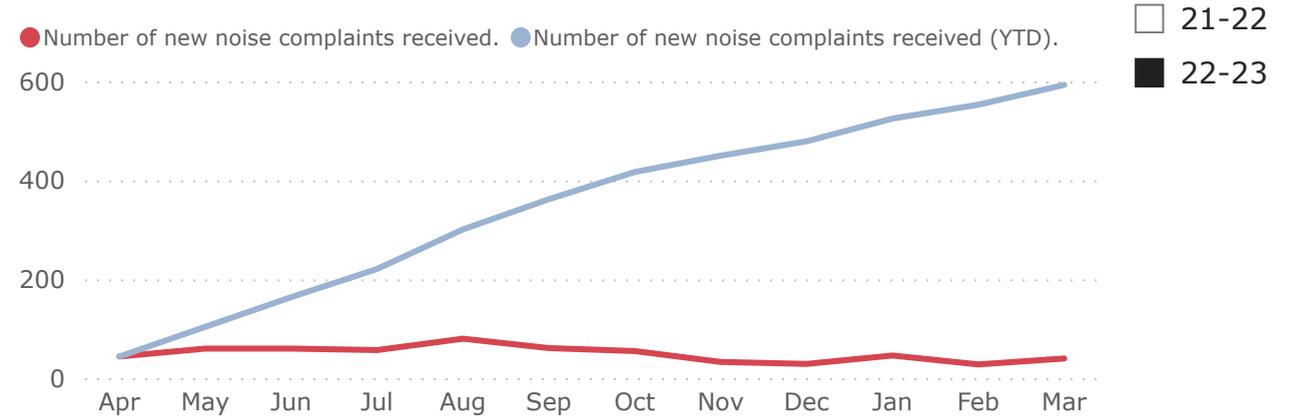
March 2023

### Commentary or Summary

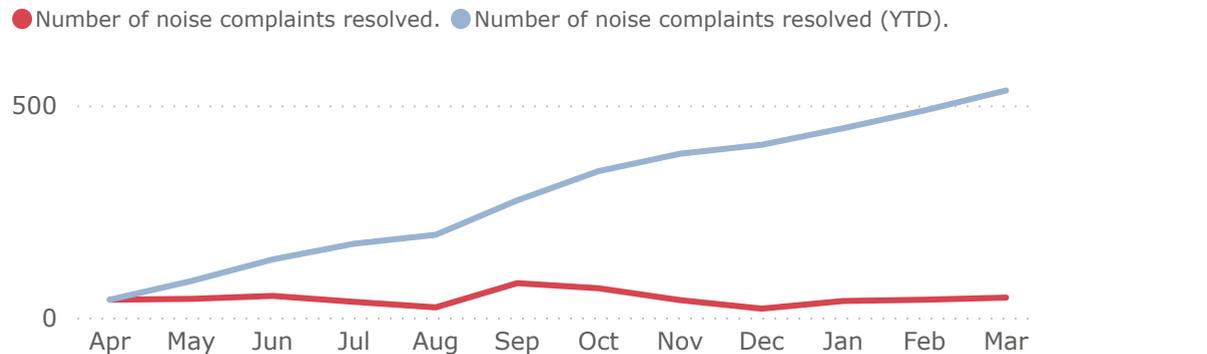
**Number of new noise complaints received:** This number is expected to rise as we move through spring and into the summer months when noise complaints traditionally increase as people tend to have their windows open so are more impacted by external noise, at the same time more people are spending more time outdoors in the nicer weather.

**Number of noise complaints resolved:** 85% of cases resolved within 55 days. In no case was a statutory nuisance identified. Complaints were closed as there was a confirmed improvement by the complainant or we could not establish the problem met the threshold for a statutory nuisance. In two cases complainants did not come back to progress the investigation and enable noise monitoring to take place. The

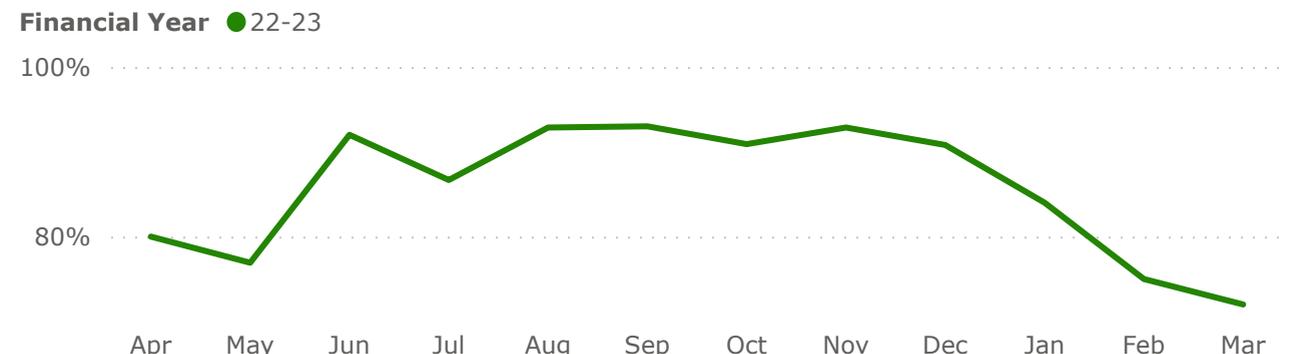
### Number of new noise complaints received



### Number of noise complaints that were resolved within the allocated timescales



### Percentage of housing complaints received that were resolved within the allocated timescales



# 16. Housing and Strategic Health

Latest Data Period:

March 2023



## Commentary or Summary

**Number of Housing Health and Safety Rating System hazards are removed or reduced:** The team have removed 9 hazards in March 2023; 8 of these involved increasing the energy performance of properties to an E standard or higher. None relate to damp and mould. The additional case involved improving fire safety and domestic hygiene issues in an HMO.

**Number of HMOs in West Suffolk:** Two HMOs have been removed from our database in March 2023, these were both non-licensable that have been returned to single family occupancy.

**Number of HMO licence and renewal applications currently being processed**

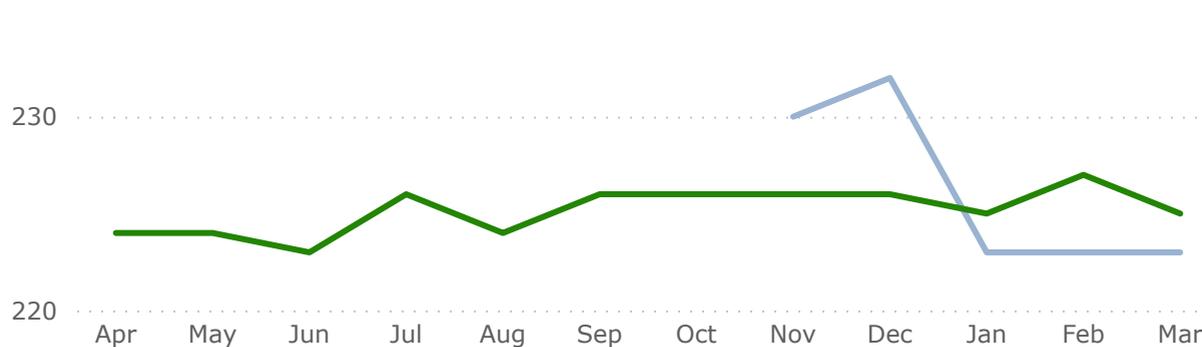
Number of Housing Health and Safety Rating System hazards removed or reduced

Financial Year ● 21-22 ● 22-23



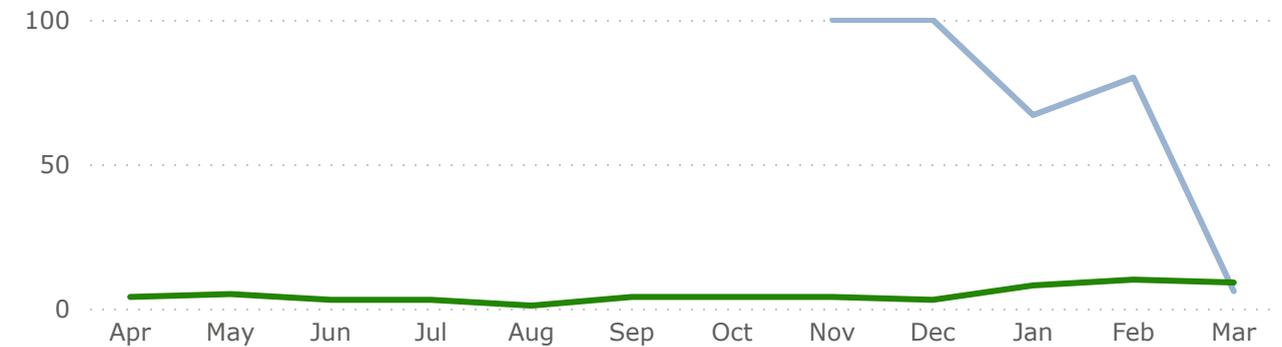
Number of HMOs in West Suffolk

Financial Year ● 21-22 ● 22-23



Number of HMO licence and renewal applications currently being processed

Financial Year ● 21-22 ● 22-23



# 17. Housing and Strategic Health

Latest Data Period:

March 2023



### Commentary or Summary

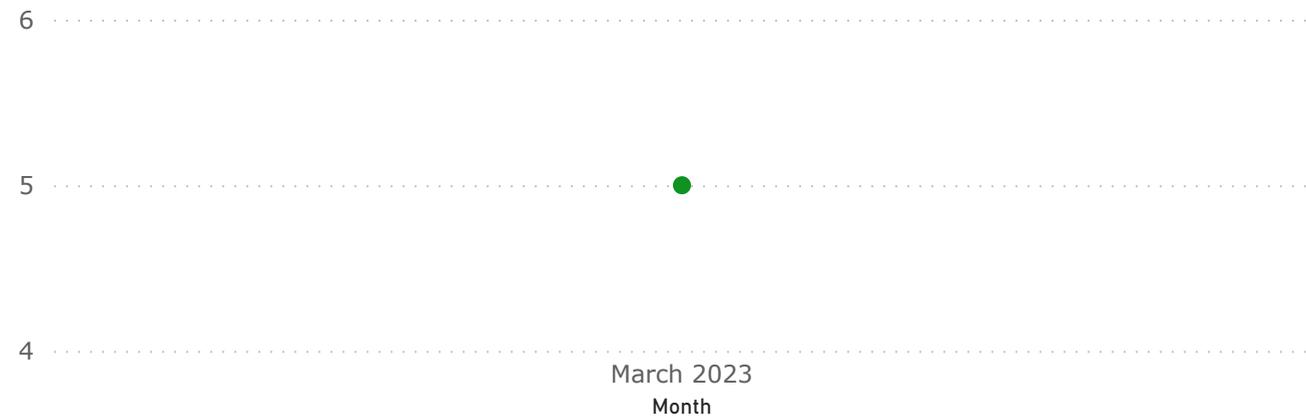
**Percentage of HMO complaints received that were resolved within the allocated timescales:** In March 2023, we responded to 5 complaints all within the required timescales. One of the complaints involved a report from a tenant regarding issues with his live in landlord - this was resolved informally, a further complaint involved a report from a neighbour about the behaviour of a tenant in an HMO, this was resolved informally. The remaining three complaints were related to self-contained flats, these were all resolved informally and were not properties confirmed as HMOs in the end.

**Number of damp and mould hazards identified through HHSRS:** Number of damp and mould hazards identified are 5, all were low Category 2 hazards that

Percentage of HMO complaints received that were resolved within the allocated timescales



Number of damp and mould hazards identified through HHSRS



# 18. Housing and Strategic Health

Latest Data Period:

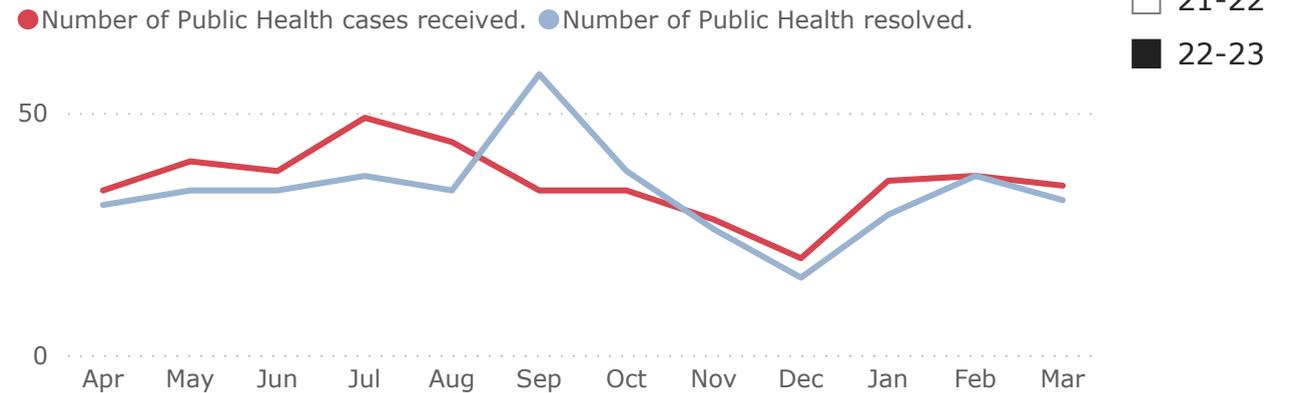
March 2023

### Commentary or Summary

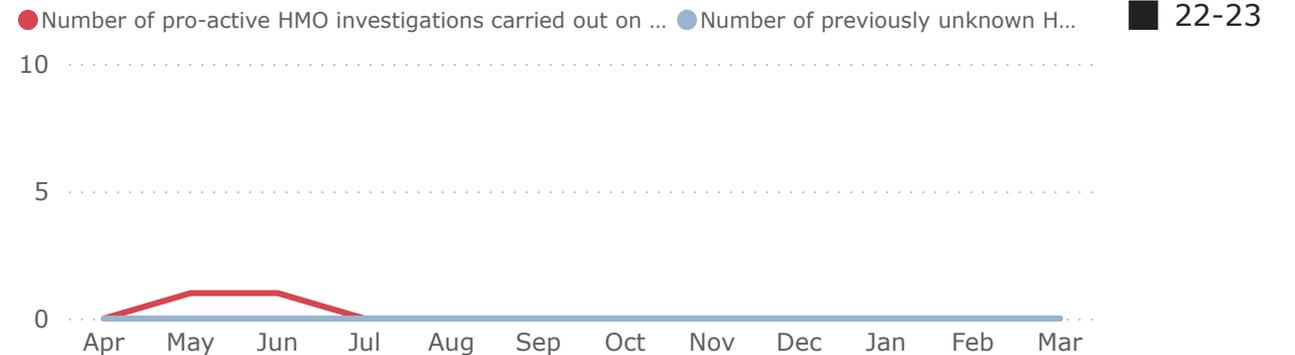
**Number of Public Health cases received and resolved:** 35 Public Health cases received in March 2023, 11 completed, 24 outstanding. 32 Public Health cases resolved in February 2023, 28 (87.5%) achieved in target, 4 (12.5%) out of target

**Number of proactive HMO investigations carried out on previously unknown HMOs and then brought up to standard:** We have not received any intelligence from partners or undertaken any targeted any properties for pro-active investigation. Stakeholders have this month (March 2023) been reminded to contact us if they have concerns as part of update communication on our HMO review. We continue to work closely with our partner organisation such as the Police, Modern Day Slavery Team and the Fire Service to investigate suspected HMO

Number of Public Health cases received and resolved



Number of pro-active HMO investigations carried out on previously unknown HMOs and brought up to standard



# 19. Housing and Strategic Health

Latest Data Period:

March 2023



## Commentary or Summary

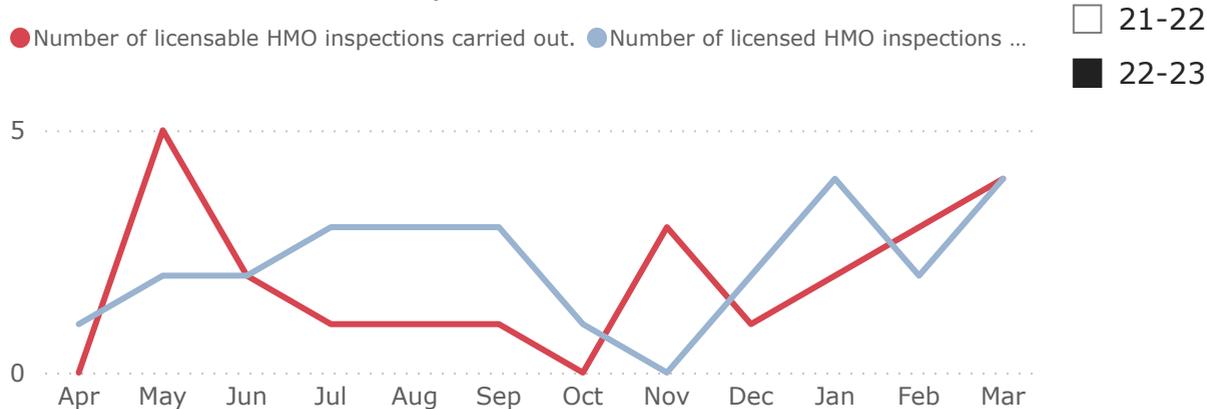
**Number of licensed and non-licensed HMO inspections allocated:** These figures vary from month to month depending on how many properties arise per month through our risk rated inspection programme.

**Percentage of affordable housing units delivered on sites of 10 or more units:** There were two Section 106 sites that provided 100% affordable housing (Parcel F, Marham Park and Boyton Meadows, Haverhill). However, one site; Tayfen Road, Bury St Edmunds secured 18% due to viability.

Number of non-licensed HMO inspections carried out and allocated



Number of licensed HMO inspections carried out and allocated



Percentage of affordable housing units delivered on sites of 10 or more units



# 20. Resources and Property

Latest Data Period:

March 2023

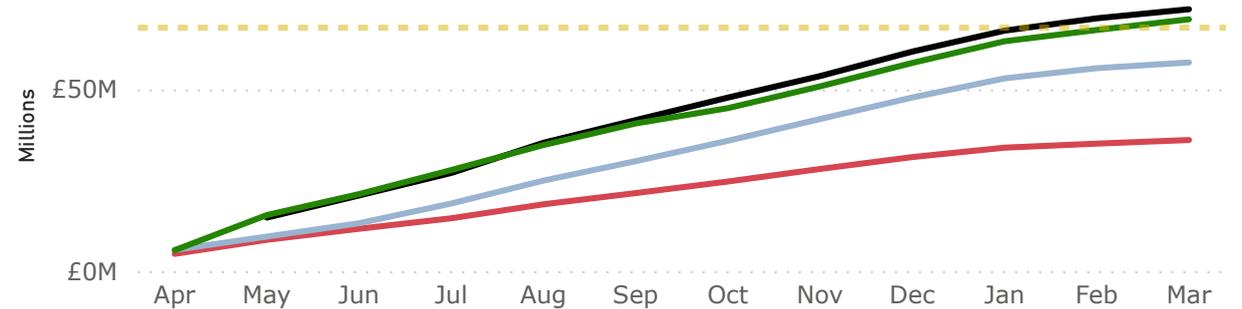


## Commentary or Summary

**Amount of business rates collected:** Business Rate collection exceeded the target for 2022 to 2023, with £69,327,939 collected which is £2,308,788 above target. The graph line for 2022 to 2023 is below that of 2019 to 2020 as there is less debit to collect due to there being more relief on accounts post Covid.

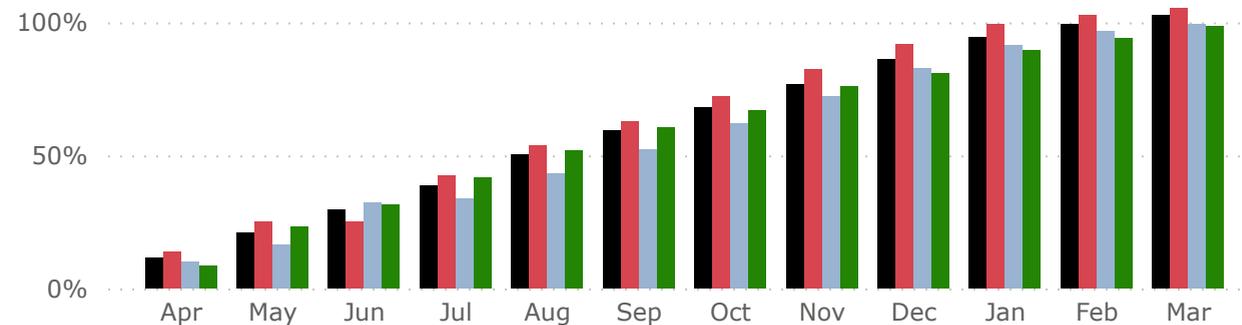
Amount of business rates collected (YTD)

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



Percentage collection of business rates

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



# 21. Resources and Property

Latest Data Period:  
March 2023



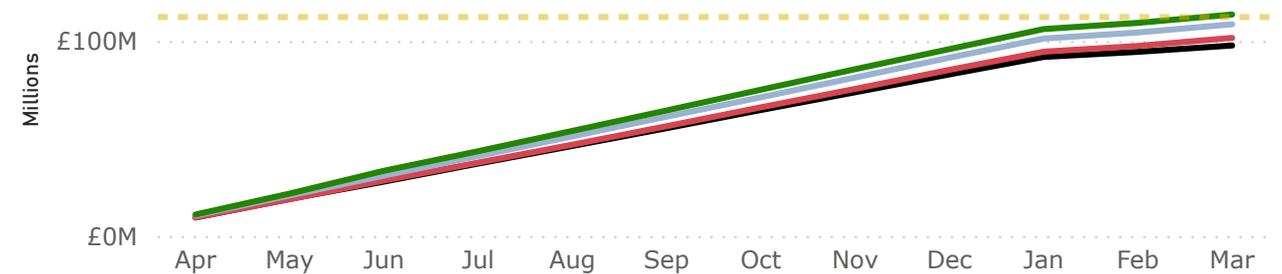
## Commentary or Summary

**Value of fraud identified by the ARP team:** Fraud identified continues to exceed target with £813,415 fraud identified in March 2023.

**Amount of Council Tax collected:** Council Tax collection exceeded the target for 2022-23 with £113,610,278 collected which is £1,312,726 above target.

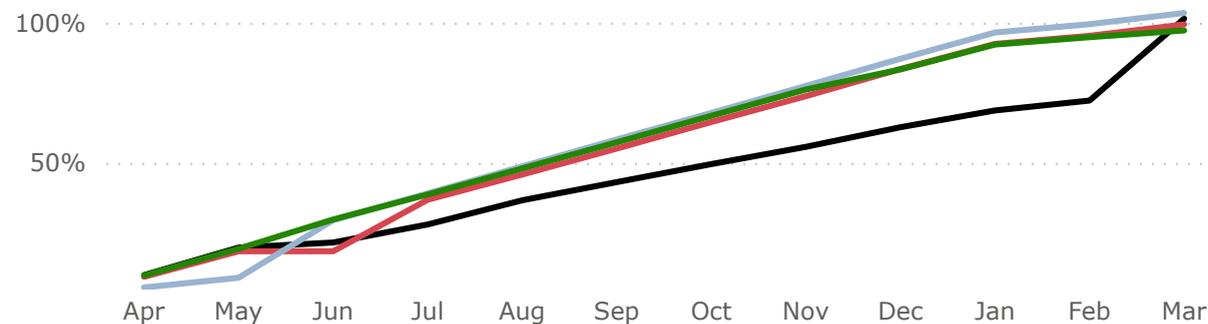
Amount of Council Tax collected (YTD)

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



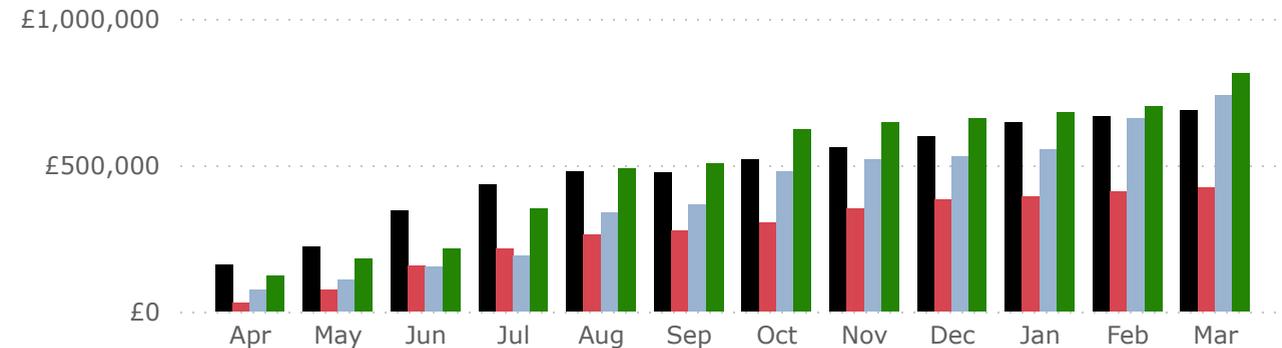
Percentage collection of Council Tax (collection rate)

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



Value of fraud identified by the ARP team

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



# 22. Resources and Property

Latest Data Period:  
March 2023



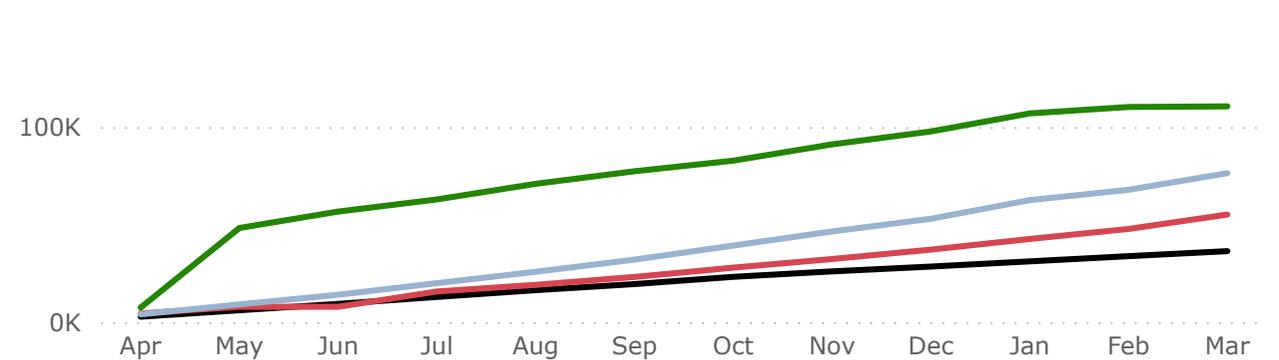
### Commentary or Summary

This number of e-forms received relates to both Benefits and Council Tax. This figure reflects the total number of e-claims received for all partners combined within the Anglia Revenues Partnership and includes 37,488 Energy Rebate Applications. The breakdown by partner council is not yet available. In addition to this, there is also a large amount of electronic data being received from DWP.

The time taken to process claims for the Local Council Tax Reduction Scheme and Housing Benefit remains within the acceptable range of around 6 days for LCTRS claims and 6 days for HB claims.

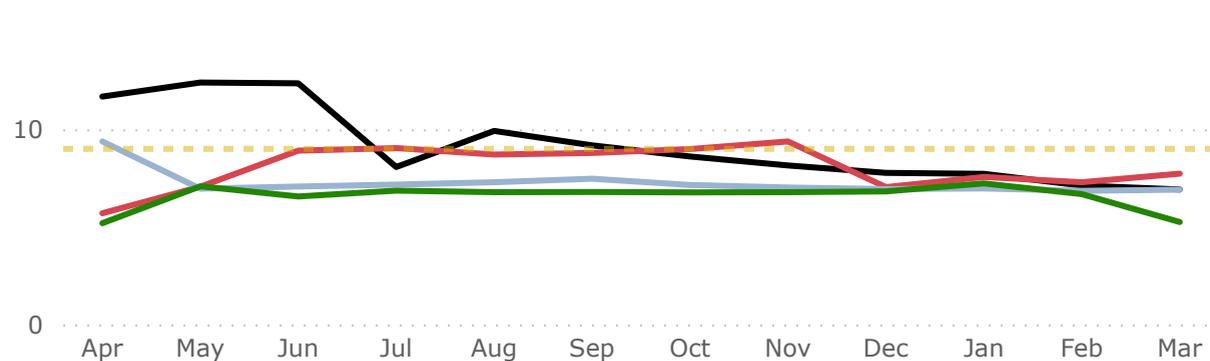
Number of e-forms received (YTD)

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



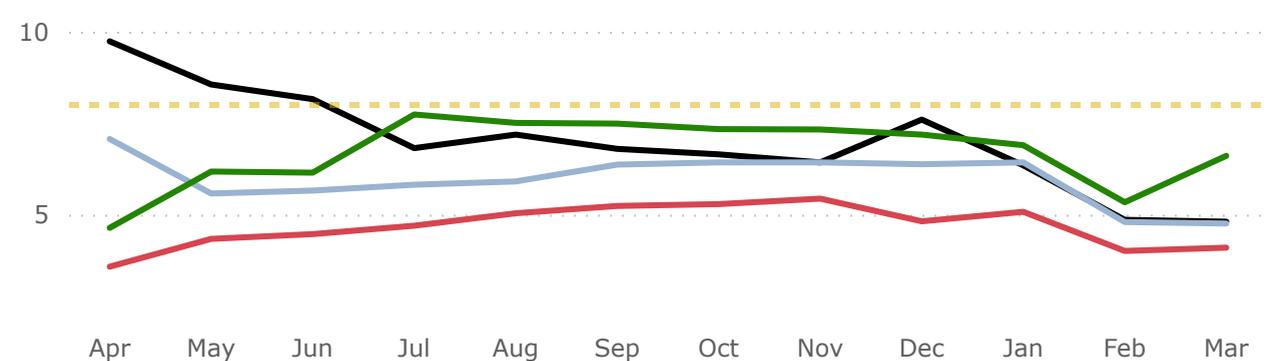
Days taken to process Local Council Tax Reduction Scheme claims

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



Days taken to process Housing Benefit claims

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



# 23. Resources and Property

Latest Data Period:

March 2023



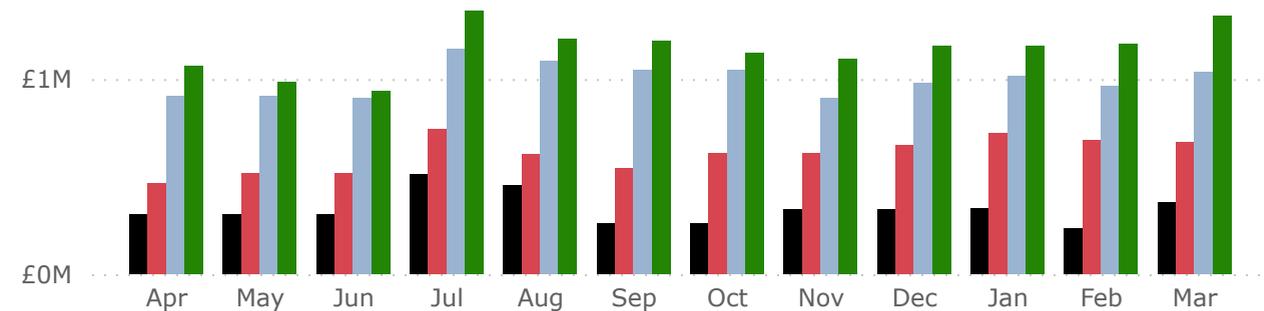
## Commentary or Summary

**Amount of debt over 90 days old:** Increase in Q4 in debt over 90 days driven by one debtor in Commercial Property falling into the >90 day bracket.

**Percentage of void properties across entire commercial estate:** Void rates are comfortably below the market average for a commercial portfolio (10 per cent) and have been below five per cent for over six months, reflecting our robust and proactive management approach. We are still reviewing this as there is a lot of data cleansing required and some clarification required, corporately, on what is counted as 'commercial'. Therefore this data has been calculated as previous months, but will likely be reset, most likely for April and the start of 23/24.

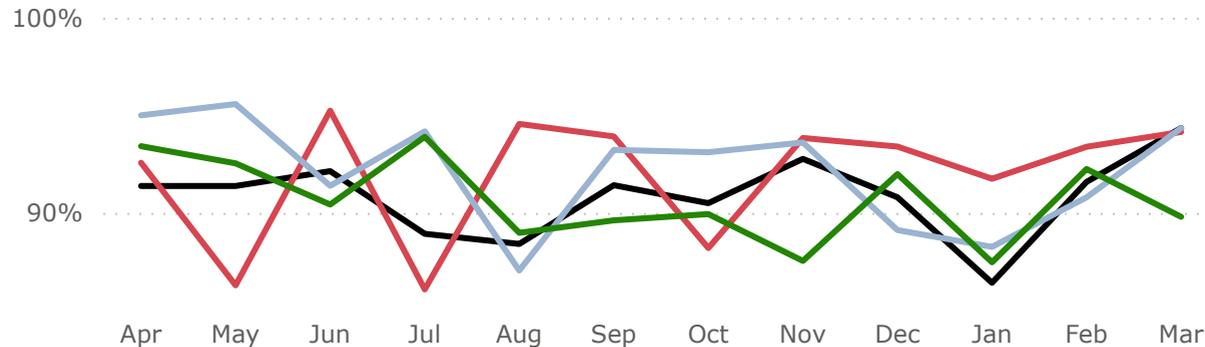
Amount of debt over 90 days old

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



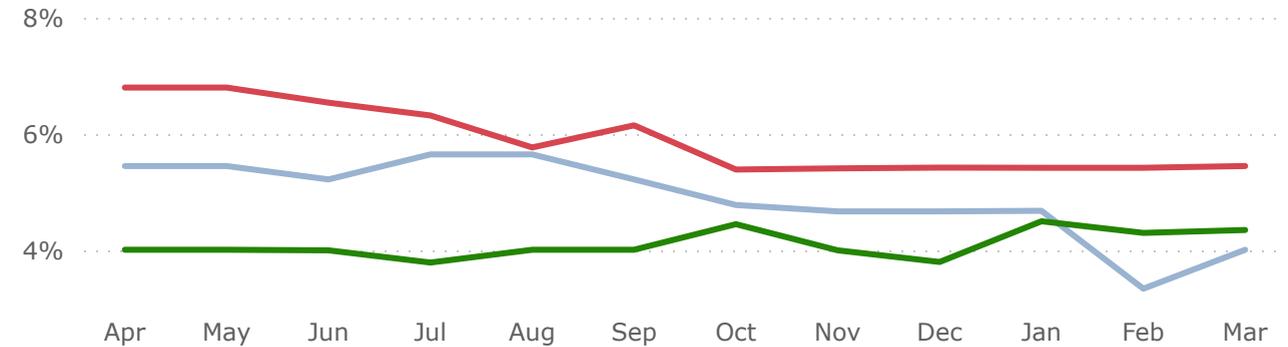
Percentage of undisputed invoices paid within 30 days

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



Percentage of void properties across entire commercial estate

Financial Year ● 20-21 ● 21-22 ● 22-23



# 24. Governance

Latest Data Period:  
March 2023

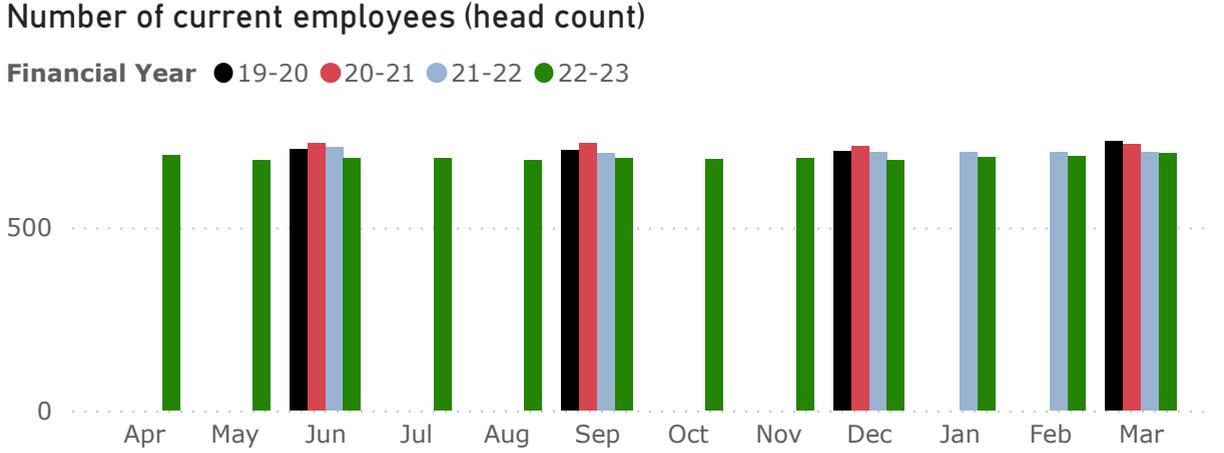
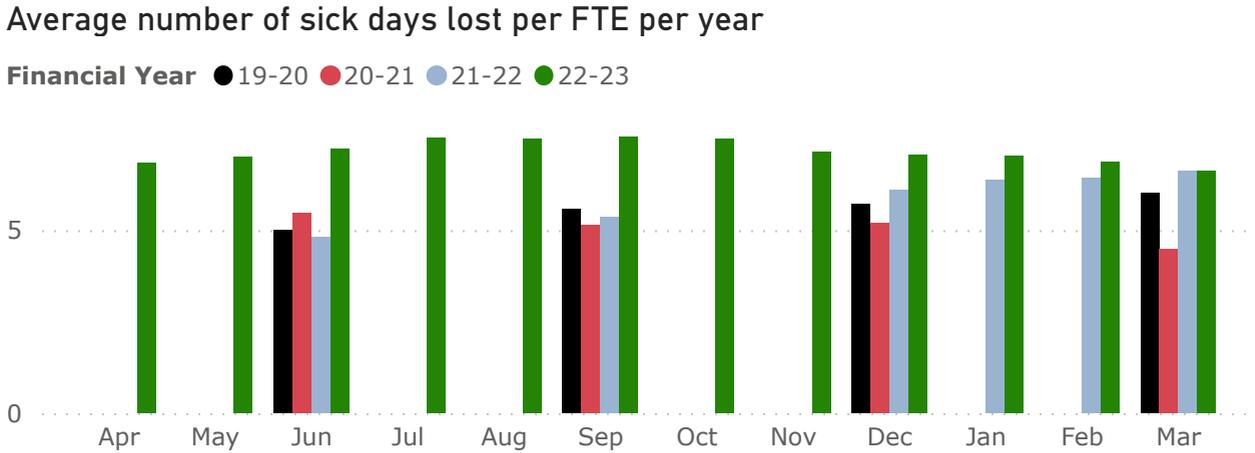


**Commentary or Summary**

**Average number sick days lost per FTE:** This continues to decrease each month, primarily due to the significant reduction in coronavirus related absences in recent months.

**Head count:** Increase of 8 compared to February.

**Number of new starters:** There were 9 new starters in March.



# 25. Governance

Latest Data Period:

March 2023



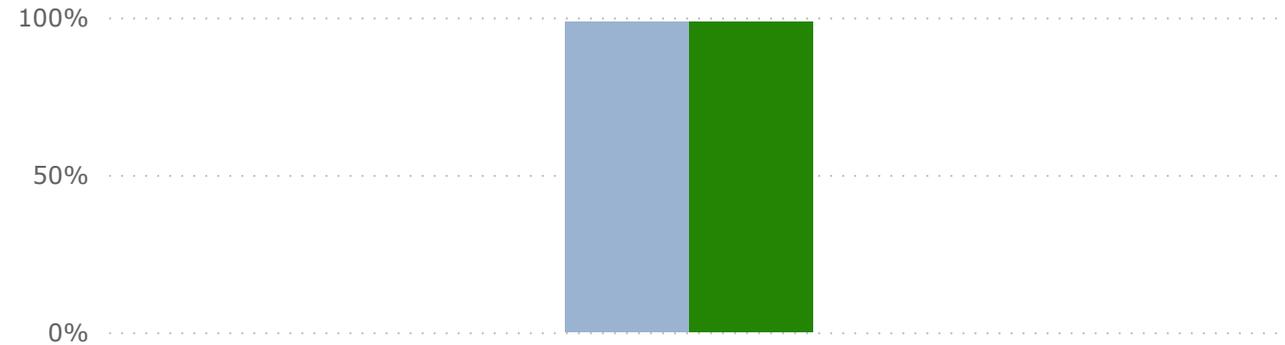
### Commentary or Summary

**Canvass:** A revised electoral register is published on 1 December each year following the annual canvass. In 2020 the canvass approach was reformed nationally and now involves national and local data matching, e-comms via text and email, postal forms, telephone canvassing and door knocking by canvassers.

2021-22 elections were impacted by the COVID pandemic, as elections and referendums could not be held prior to May 2021.

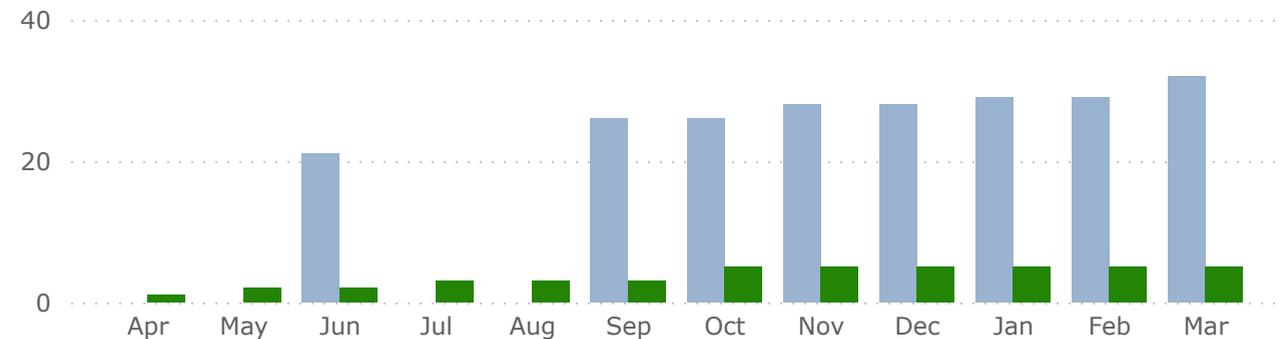
Percentage overall canvass completion

Financial Year ● 21-22 ● 22-23



Number of unscheduled elections and referendums held (YTD)

Financial Year ● 21-22 ● 22-23



## 26. Regulatory and Environment

Latest Data Period:

March 2023

### Commentary or Summary

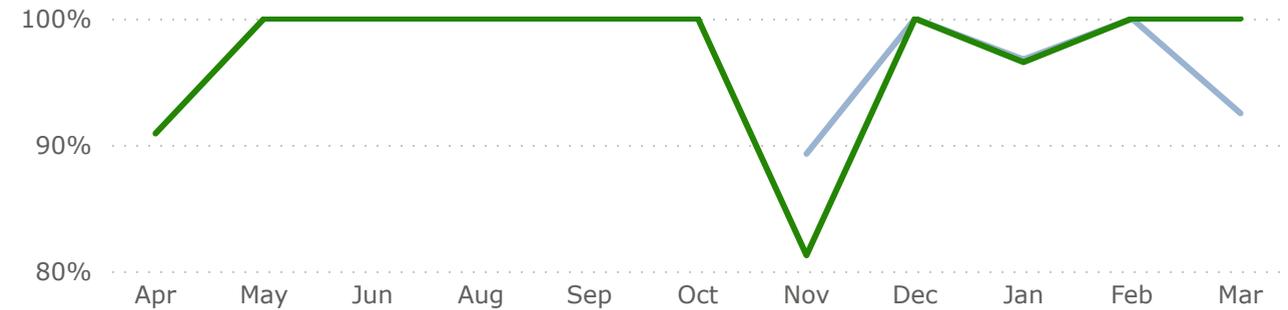
**Percentage of poor rated food businesses brought to compliance:** 50% of poor-rated businesses inspected during December 2022 were compliant during March 2023. Two businesses owned by same proprietor have had issues due to the nature of the business and access is very restrictive and these are due to be checked in April 2023.

**Number of new food premises applying for a new registration licence:** 17 new food registrations received in March 2023.

**Percentage of complaints and incidents regarding West Suffolk food businesses resolved within three months:** We received a total of 18

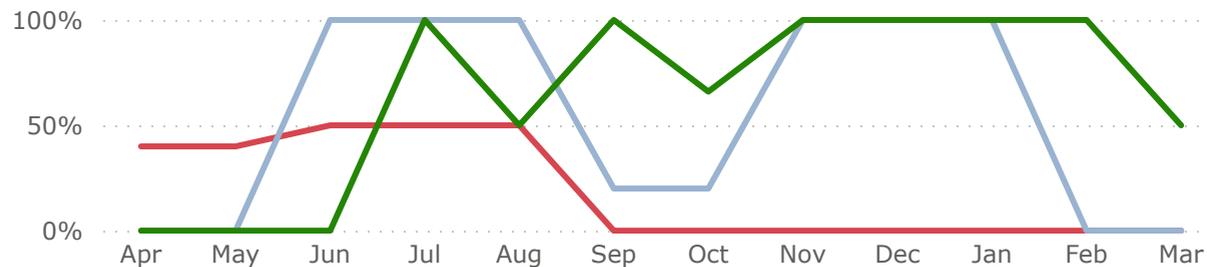
Percentage of complaints and incidents regarding West Suffolk food businesses resolved within three months

Financial Year ● 21-22 ● 22-23



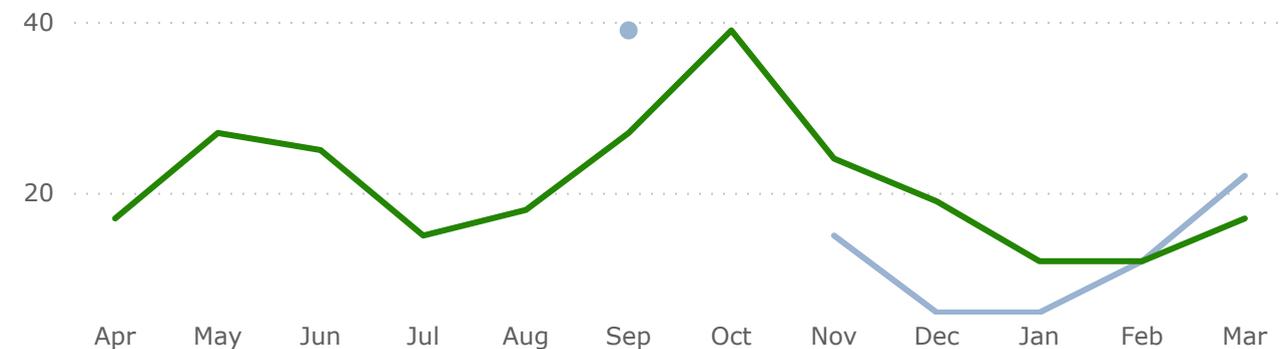
Percentage of poor rated food businesses (given rating between 0 and 2) brought to compliance (equivalent to 3 to 5 rating) with council interventions within three months

Financial Year ● 20-21 ● 21-22 ● 22-23



Number of new food premises applying for a new registration licence

Financial Year ● 21-22 ● 22-23



## 27. Regulatory and Environment

Latest Data Period:

March 2023

**West Suffolk**  
Council

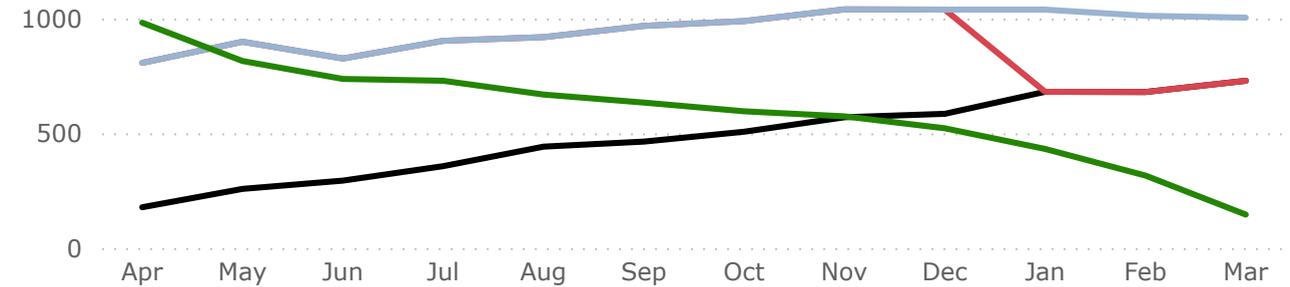
### Commentary or Summary

**Percentage of broadly compliant food businesses:** This continues to compare favourably with both Regional (97.7%) and National (96.9%) figures.

**Number of outstanding routine food hygiene inspections due:** There were 146 outstanding inspections at 31 March 2023. Food hygiene inspection activity by the CEH team is being carried out in accordance with the Food Standards Agency's post-COVID-19 Recovery Plan and associated guidance. We have been able to achieve the requirement to ensure all A to C Category inspections are completed, the team have worked really hard on this. We have also made a significant inroad into the Category D and E inspections. With the plans we have in place for this next year, the current backlog number above will be completed.

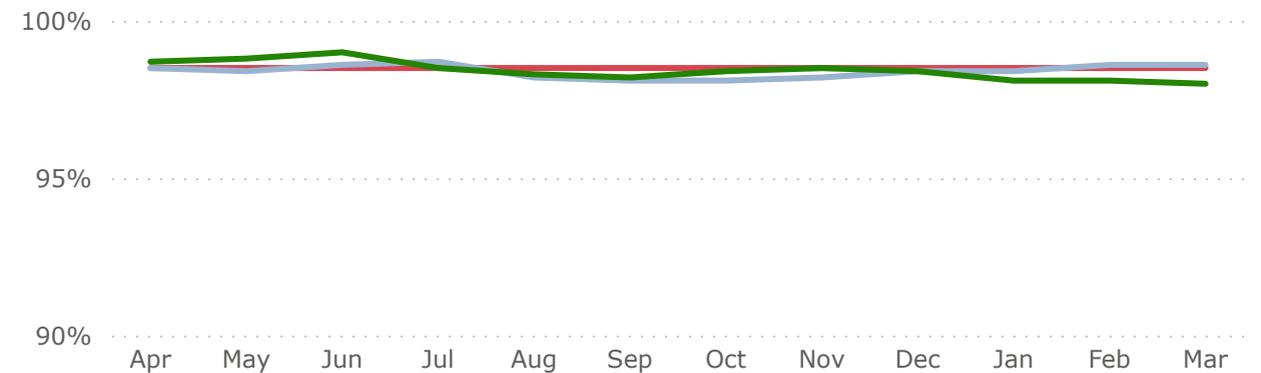
Number of outstanding routine food hygiene inspections due (Food Safety Service Plan)

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



Percentage of broadly compliant food businesses (given rating between 3 and 5)

Financial Year ● 20-21 ● 21-22 ● 22-23



# 28. Regulatory and Environment

Latest Data Period:

March 2023

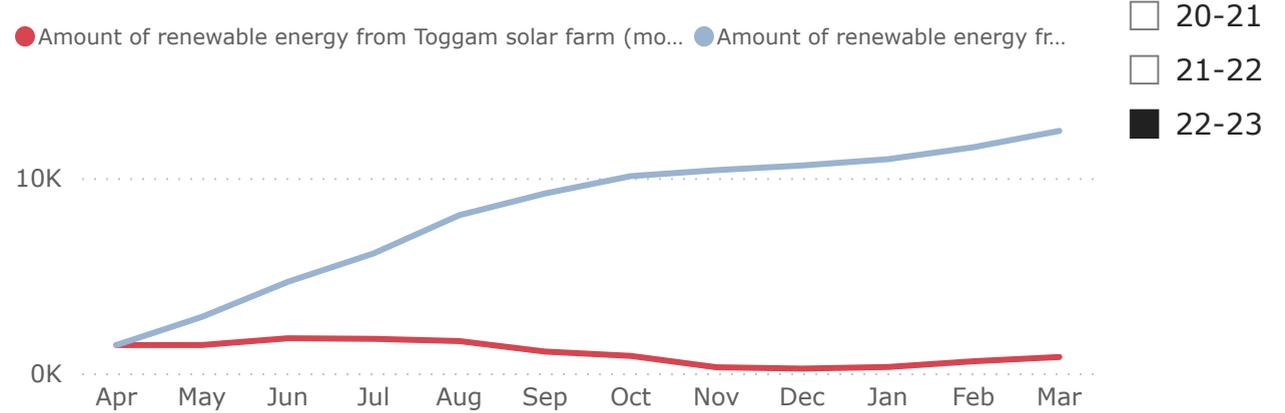


### Commentary or Summary

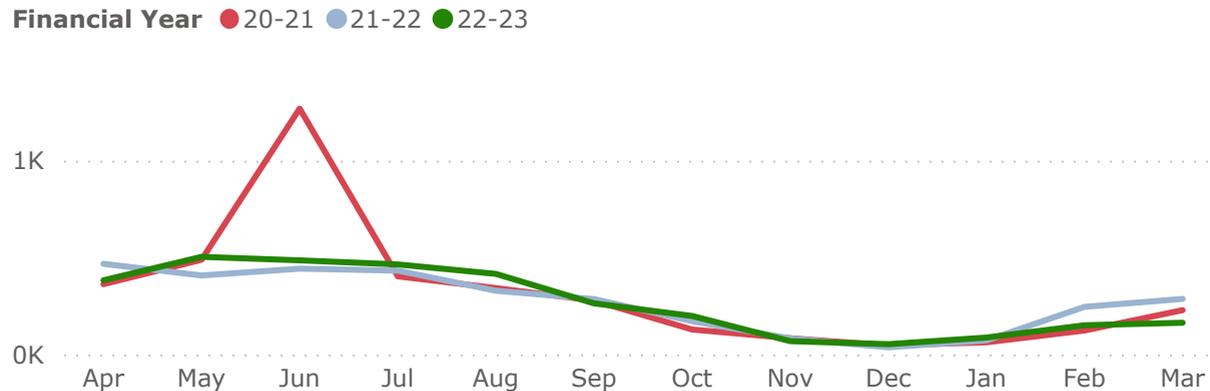
**Capacity of solar installations completed by the council (YTD):** Completed a 509KW of solar for business installations at the STEM Building for West Suffolk College and 4kW system on a West Suffolk Council owned HMO in Newmarket in March 2023.

**Amount of renewable energy from Toggam solar farm (YTD):** Annual generation reached 12,415 against a target of 11,385MWh. It was the second highest year for MWh of generation, with 2018 to 2019 the highest with 13,194MWh. We achieved £2 million in income this year.

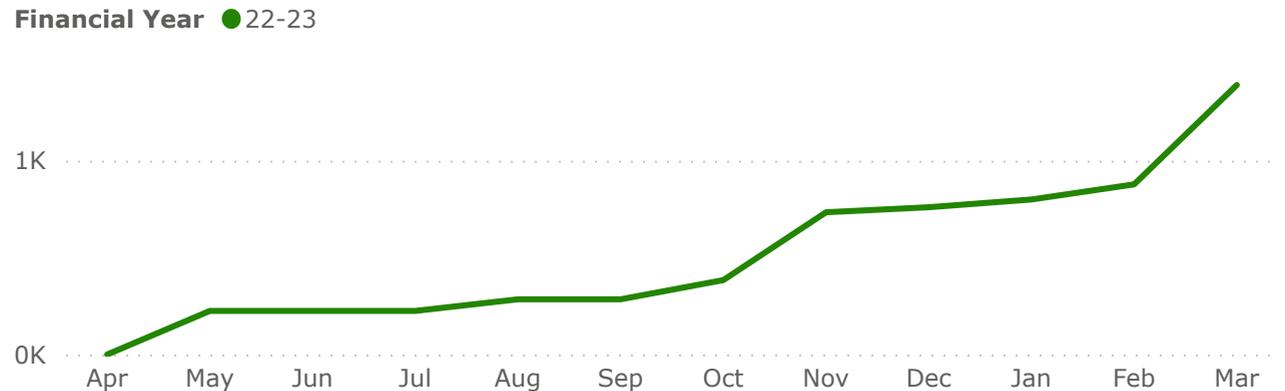
Amount of renewable energy from Toggam solar farm (MWh)



Amount of renewable energy from other West Suffolk investments (MWh)



Capacity of solar installations completed by the council (YTD) (kW)



# 29. Families and Communities

Latest Data Period:

March 2023



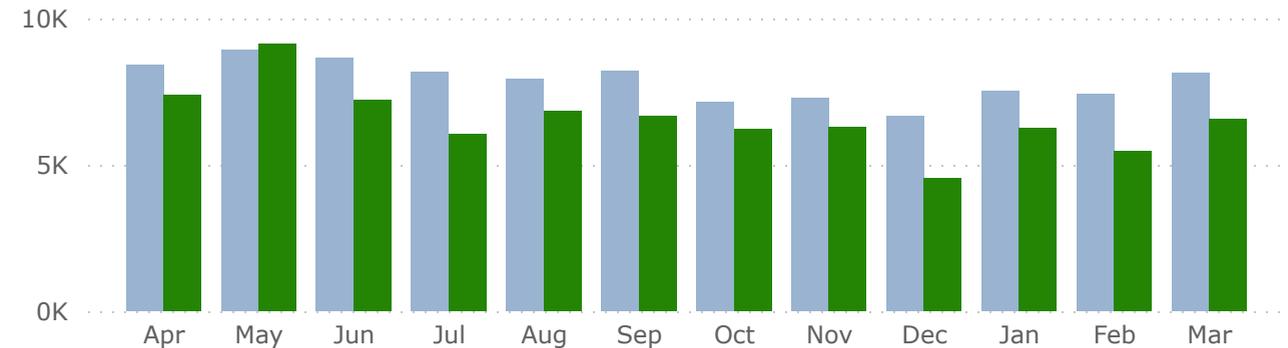
## Commentary or Summary

**Number of contacts received - phone:** 18,290 calls were answered in Q4 2022/23. Housing, Waste & Planning were the three busiest services this quarter accounting for 54% of all calls. Calls remain lower than the first two quarters but a rise on Q3.

**Number of contacts received - face to face:** Over Q4, we assisted with a total of 1994 people of which 727 were customers or professionals attending specifically for West Suffolk Council (WSC). The increase in face to face contact in Q4 reflects a significant number of visitors for SCC Conferences and a number of Elections appointments. 58% of WSC visitors had an appointment. The WSC customers attending the office without an appointment were mainly Council Tax or Housing

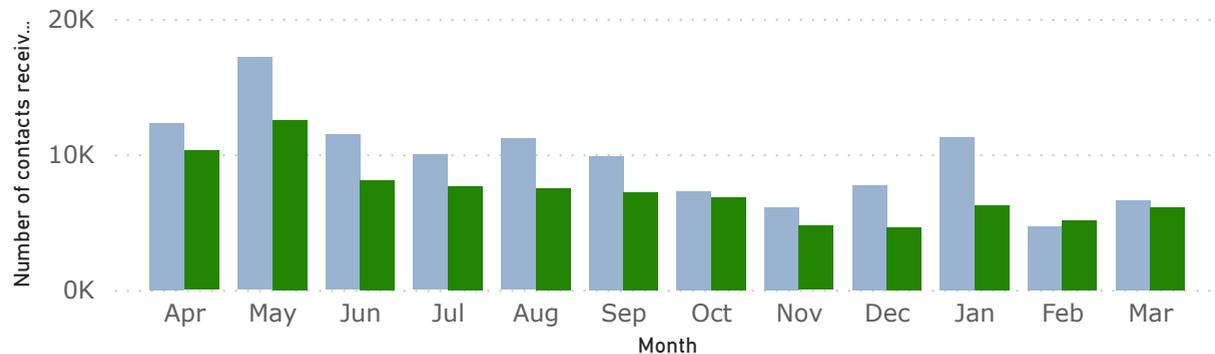
Number of contacts received - phone

Financial Year ● 21-22 ● 22-23



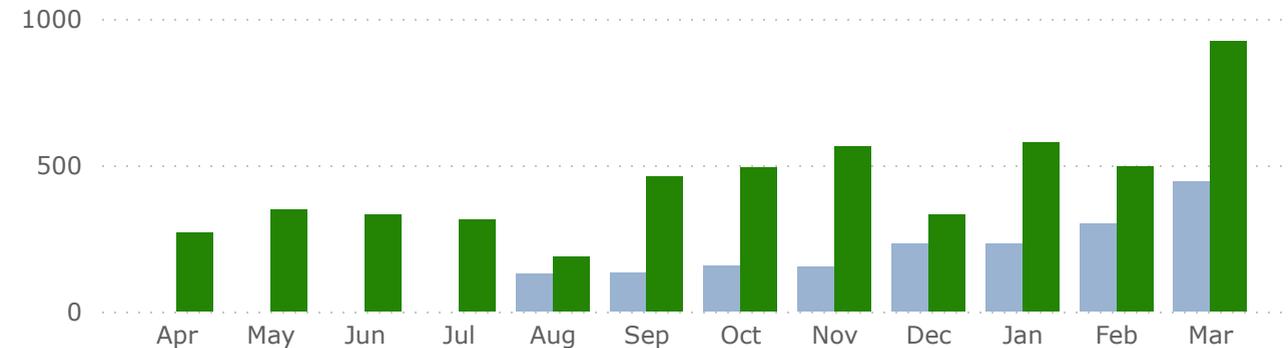
Number of contacts received - online or email

Financial Year ● 21-22 ● 22-23



Number of contacts received - face-to-face

Financial Year ● 21-22 ● 22-23



# 30. Families and Communities

Latest Data Period:

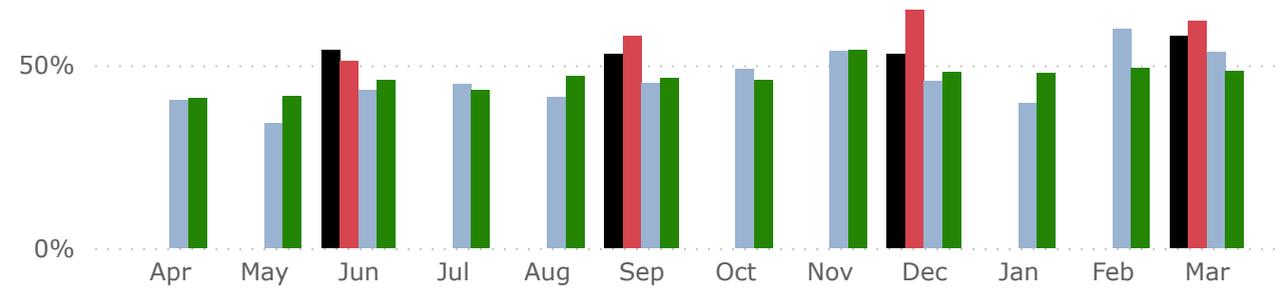
March 2023

## Commentary or Summary

Placeholder for commentary or summary text.

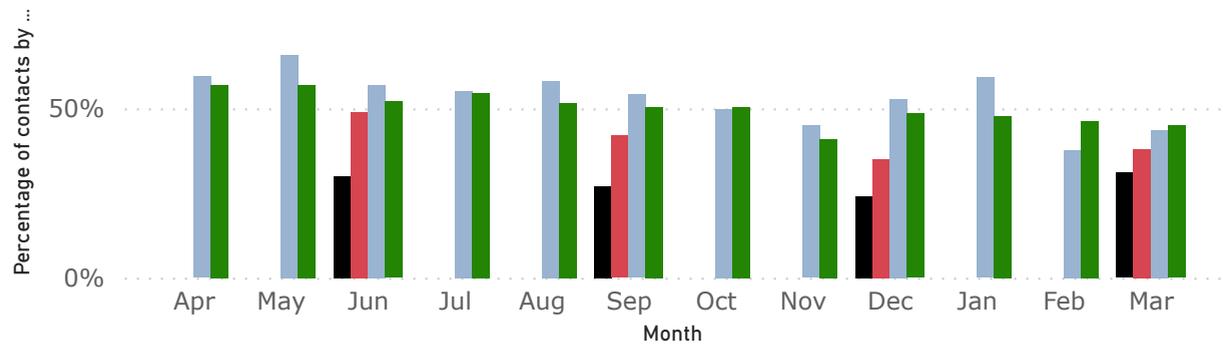
Percentage of contacts received - phone

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



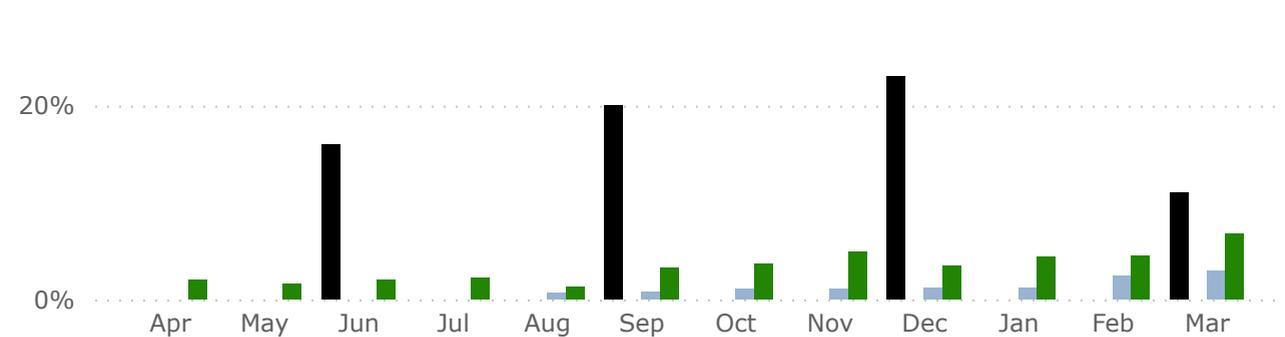
Percentage of contacts received - online or email

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



Percentage of contacts received - face-to-face

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



# 31. Families and Communities

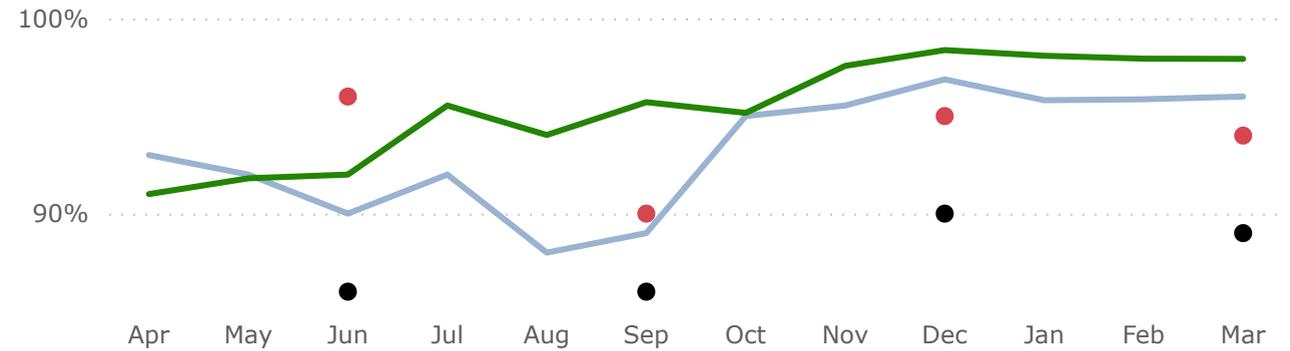
Latest Data Period:  
March 2023

## Commentary or Summary

**Percentage of customers satisfied with service received:** We received feedback from 204 customers in Q4; 91 were satisfied, 38 neutral and 75 dissatisfied.

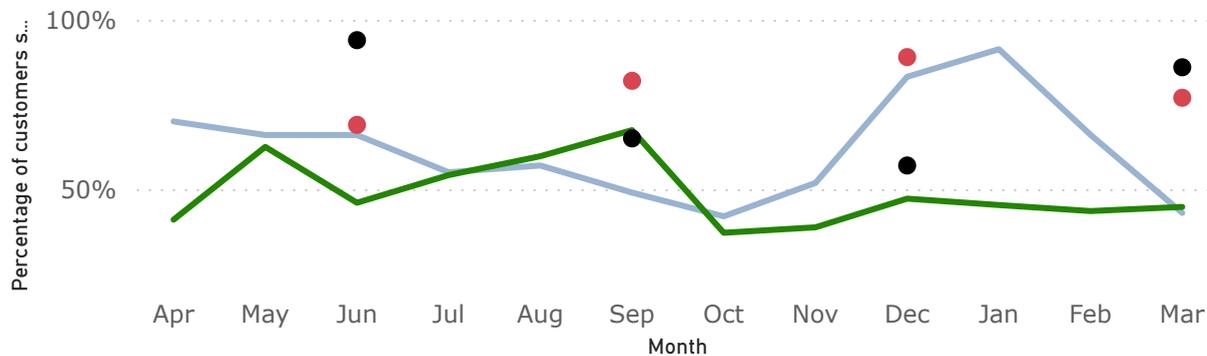
Percentage of phone calls answered

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



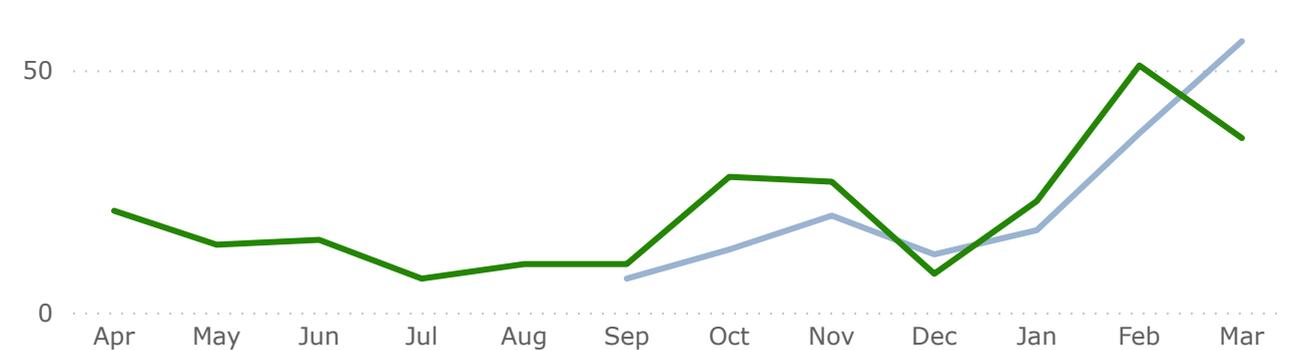
Percentage of customers satisfied with service received

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



Number of locality budget applications processed by the team

Financial Year ● 21-22 ● 22-23



## 32. Growth

Latest Data Period:

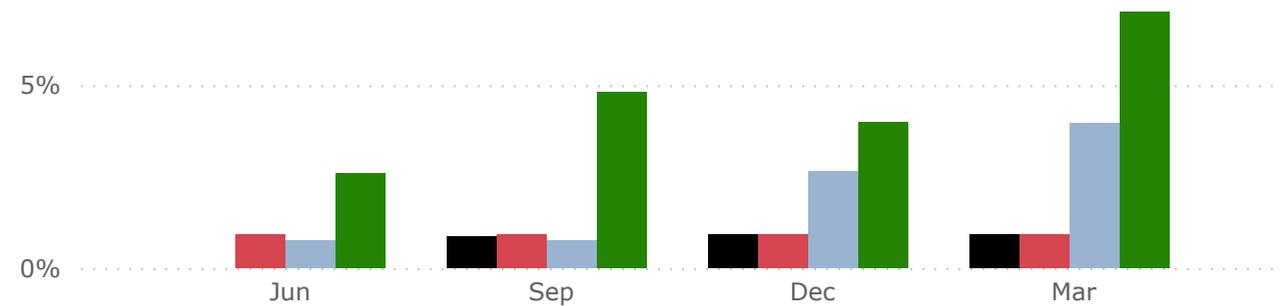
March 2023

### Commentary or Summary

We saw a very small decline in the number of start-up businesses during Q3 as 2022 came to an end. However, these numbers are picking up again with an extra 374 businesses setting up in March 2023 bringing the total number of new businesses started in Q4 to 993.

Percentage of businesses that are new start-ups in West Suffolk

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



# 33. Leisure, Culture and Community Hubs

Latest Data Period:

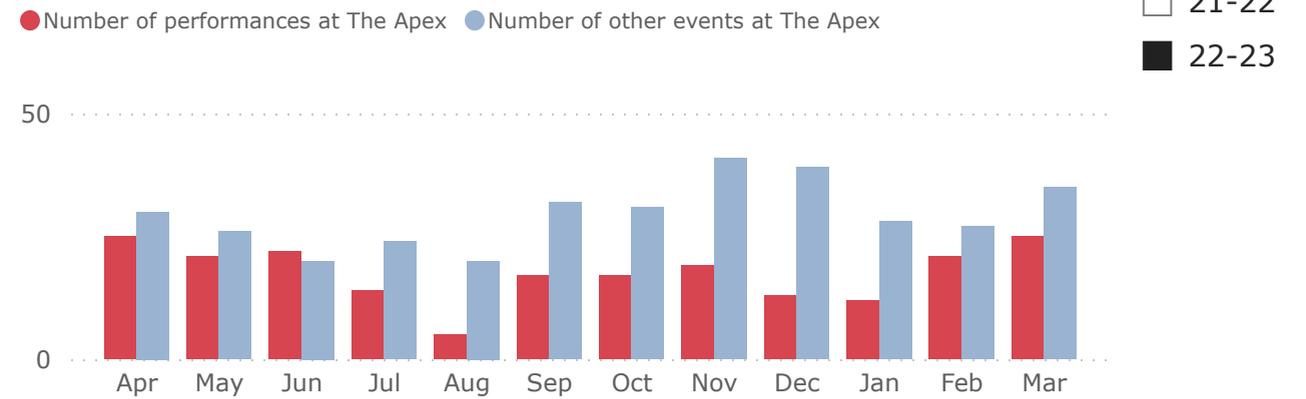
March 2023



## Commentary or Summary

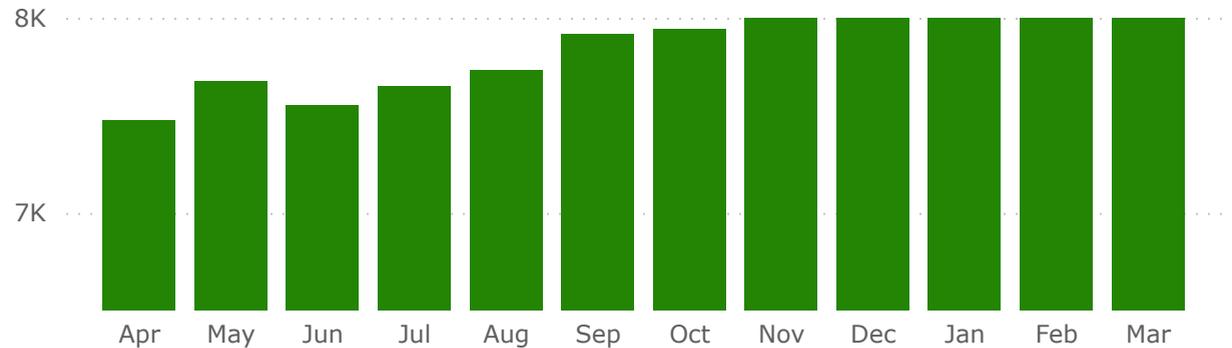
Placeholder for commentary or summary text.

Number of performances and other events at The Apex



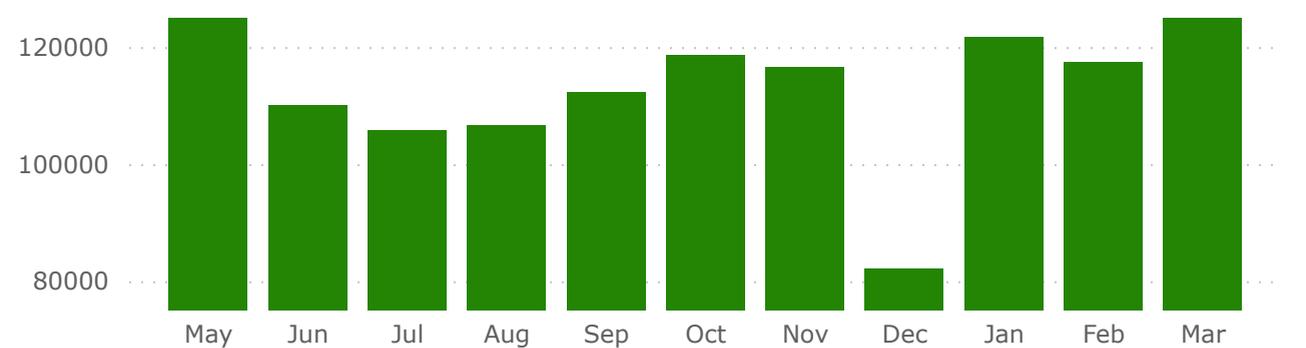
Number of Abbeycroft memberships (one month lag)

Financial Year ● 22-23



Number of non-membership admissions to Abbeycroft (one month lag)

Financial Year ● 22-23



# 34. Leisure, Culture and Community Hubs

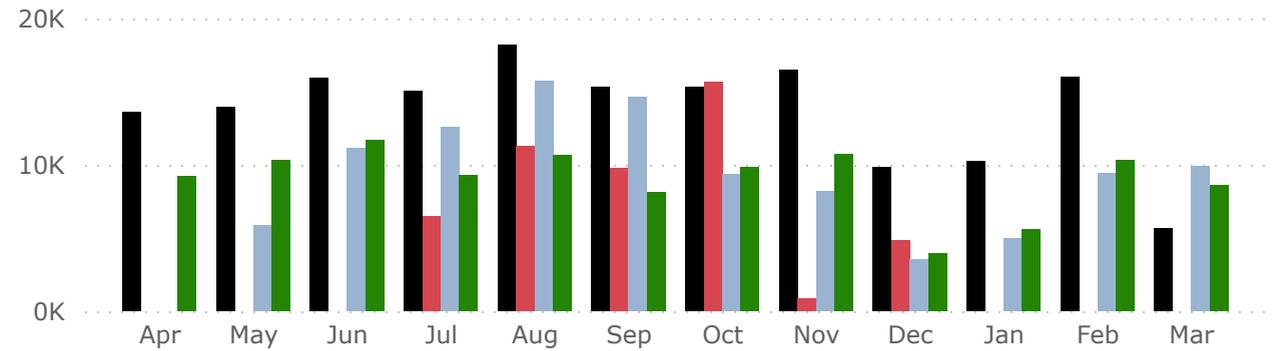
Latest Data Period:  
March 2023

## Commentary or Summary

Placeholder for commentary or summary text.

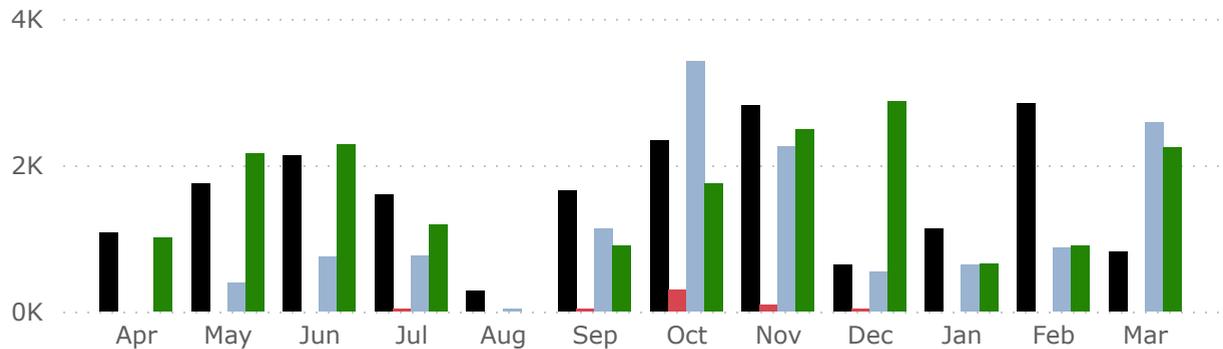
Number of visitors to West Suffolk heritage sites

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



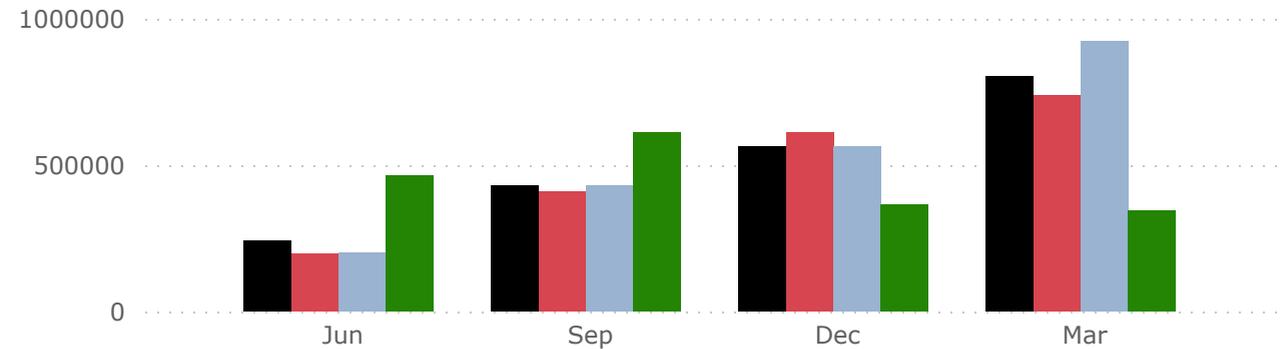
Number of visits from school pupils to West Suffolk heritage sites

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



Number of visitors to West Suffolk parks

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



# 35. Planning

Latest Data Period:  
March 2023



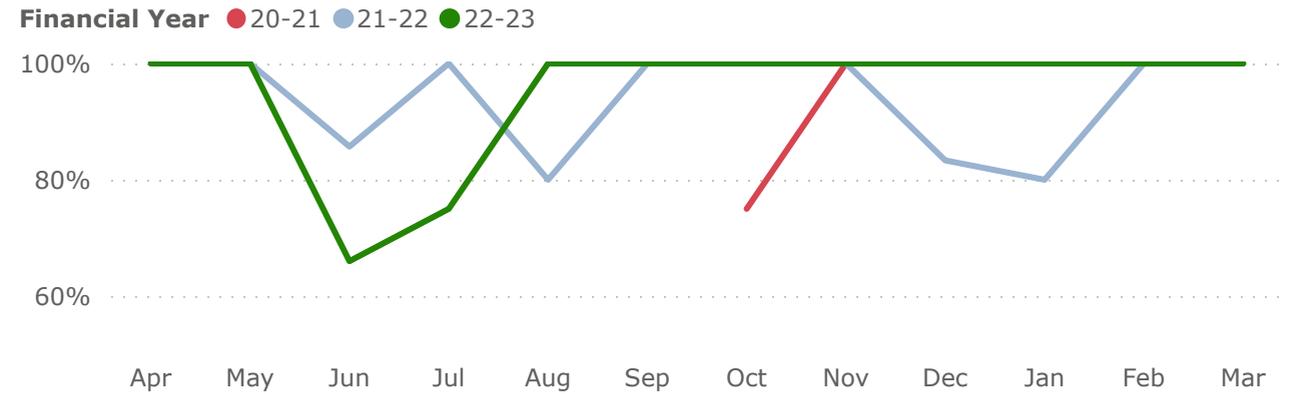
## Commentary or Summary

4 major planning applications were determined in March 2023. All were determined in target, and all required an extension of time.

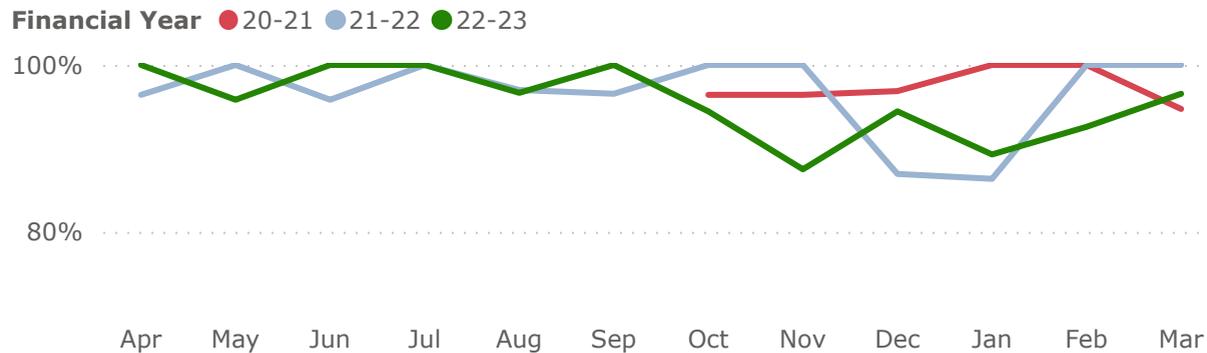
29 minor planning applications were determined in March 2023. 8 applications were determined within 8 weeks, 20 required an extension of time. 1 application with an extension of time was determined outside of target.

89 other planning applications were determined in March 2023. 43 were determined within 8 weeks, 41 required an extension of time. 5 applications with an extension of time were determined outside of target.

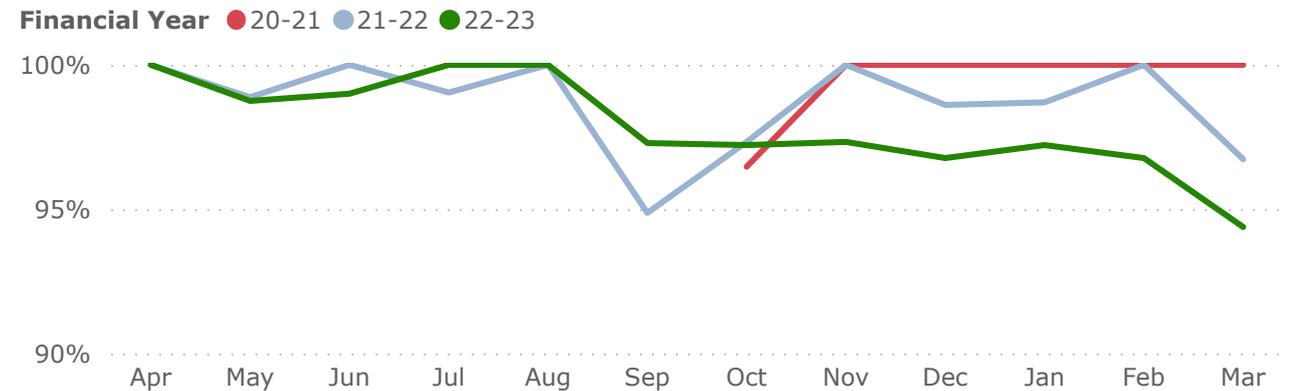
Percentage of major planning applications determined within the agreed timescales



Percentage of minor planning applications determined within the agreed timescales



Percentage of other planning applications determined within the agreed timescales



# 36. Planning

Latest Data Period:

March 2023



### Commentary or Summary

**% of major and minor applications with pre- application advice:** 31 major and minor application were received in March 2023, 14 of those had a pre-app.

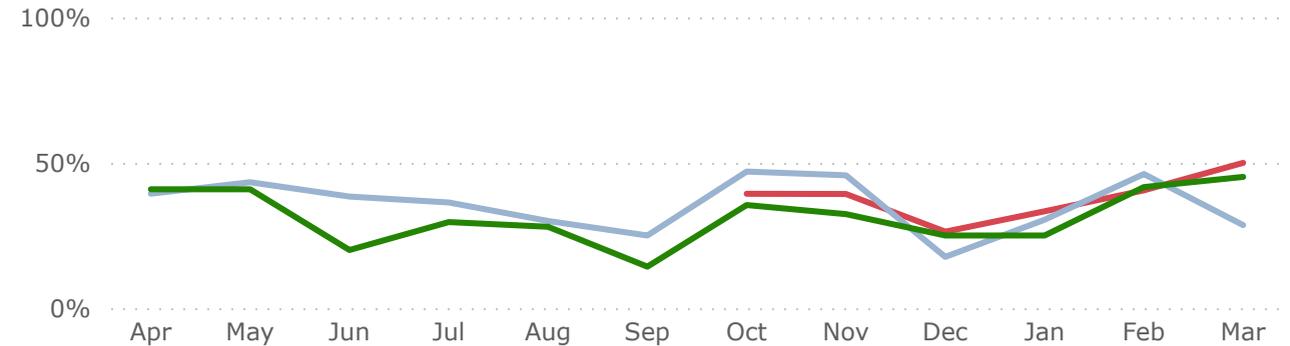
It should be noted that the percentage of pre-applications does not take into account the relative complexity of pre-application requests. Neither does it reflect the fees received (which are linked to complexity).

**% applications with pre-app advice:** 199 applications were received in March 2023. 70 of these had pre-app advice of which 33 were valid first time.

This provides a useful measure of the value of pre-application enquiries and

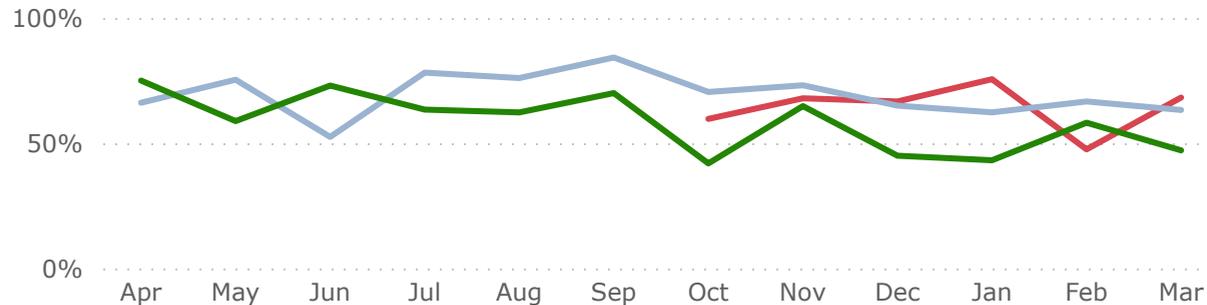
Percentage of major and minor applications with pre-application advice.

Financial Year ● 20-21 ● 21-22 ● 22-23



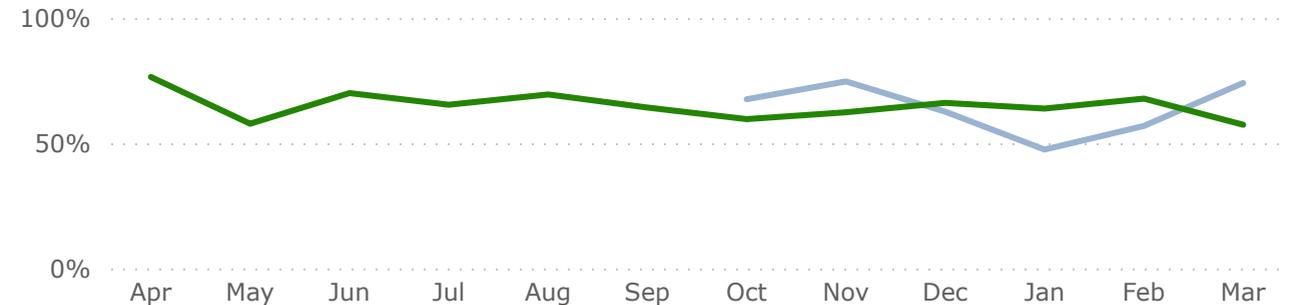
Percentage of applications with pre-application advice that are right first time out of all received

Financial Year ● 20-21 ● 21-22 ● 22-23



Percentage of applications without pre-application advice that are right first time out of all received

Financial Year ● 21-22 ● 22-23



# 37. Planning

Latest Data Period:

March 2023



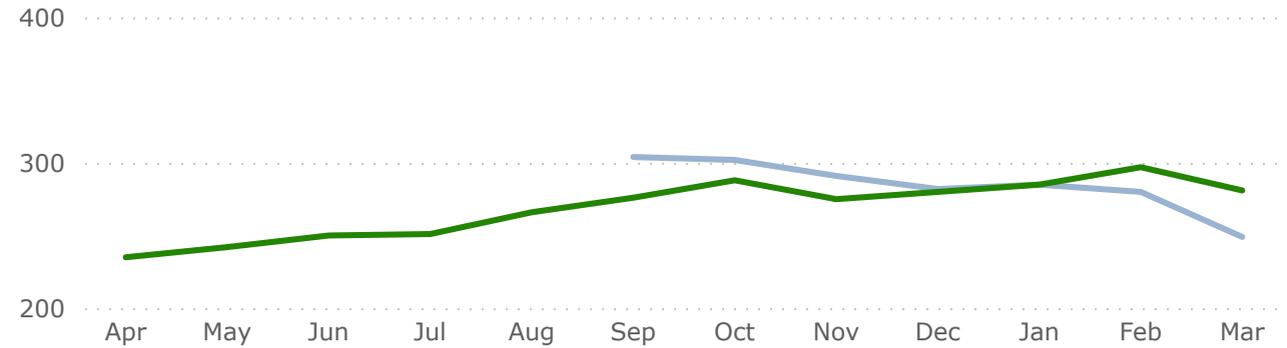
### Commentary or Summary

**Planning enforcement cases:** We have received 19 new cases in March 2023, we have resolved 33 cases. The reasons closed are detailed below:

- No breach established - 12
- Not expedient to pursue - 10
- Planning application approved - 2
- Remedied following informal action – 8
- Transferred to new case – 1

Number of open planning enforcement cases

Financial Year ● 21-22 ● 22-23



# 38. Planning

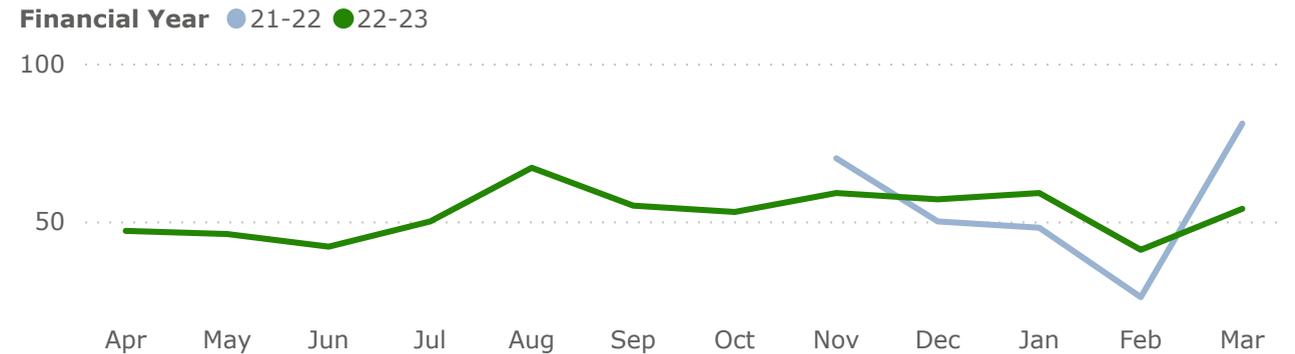
Latest Data Period:  
March 2023

## Commentary or Summary

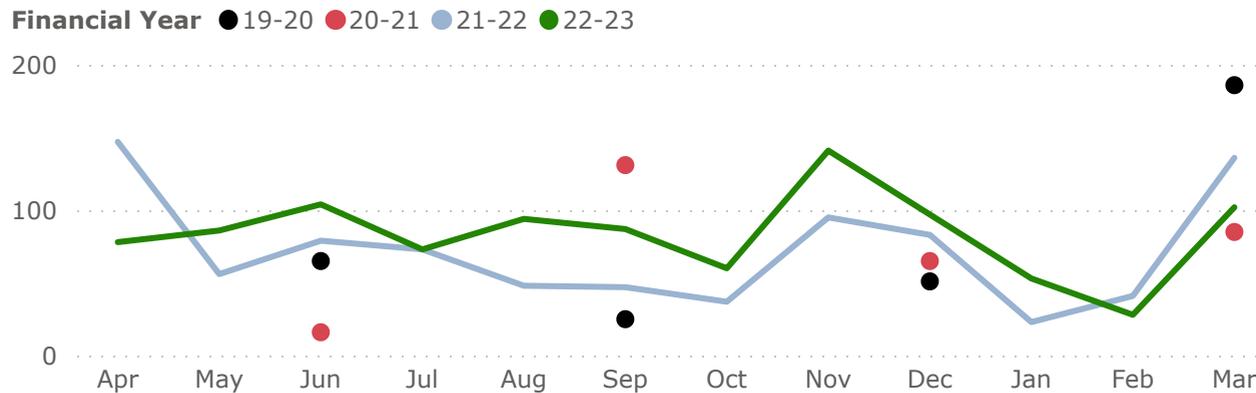
### Housing targets:

- 791 dwellings per annum (rounded to 800 by Strategic Planning team). This target now has now been met in March 2023 with 1003 net additional houses completed.
- 5 year land supply 5.4 years (currently reviewed for 2022/23)

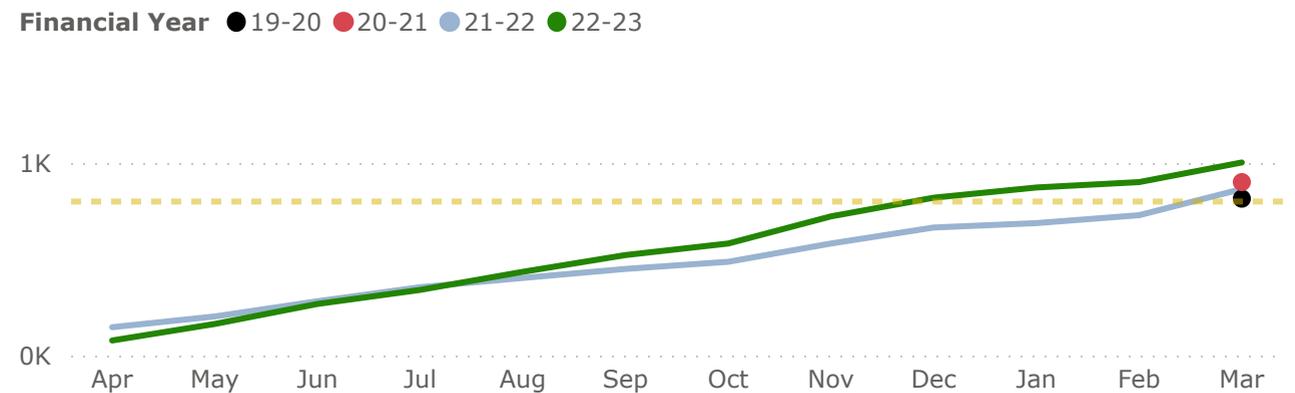
Number of applications not monitored by DLUHC which are included on government returns



Number of housing units delivered



Number of net additional housing units completed (YTD)



# 39. Operations

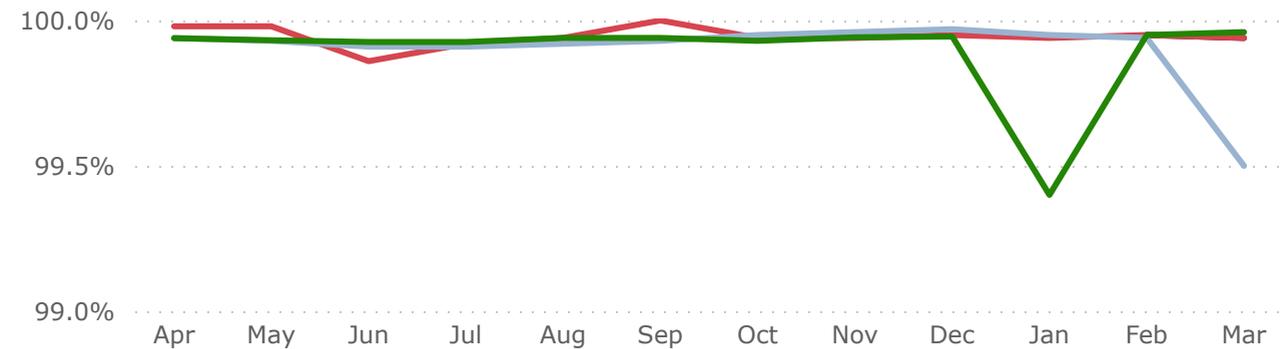
Latest Data Period:  
March 2023

## Commentary or Summary

**Percentage of household bins successfully collected:** Waste collections staff levels have stabilised, and services are running to schedule, collections rates continue to be near 100%.

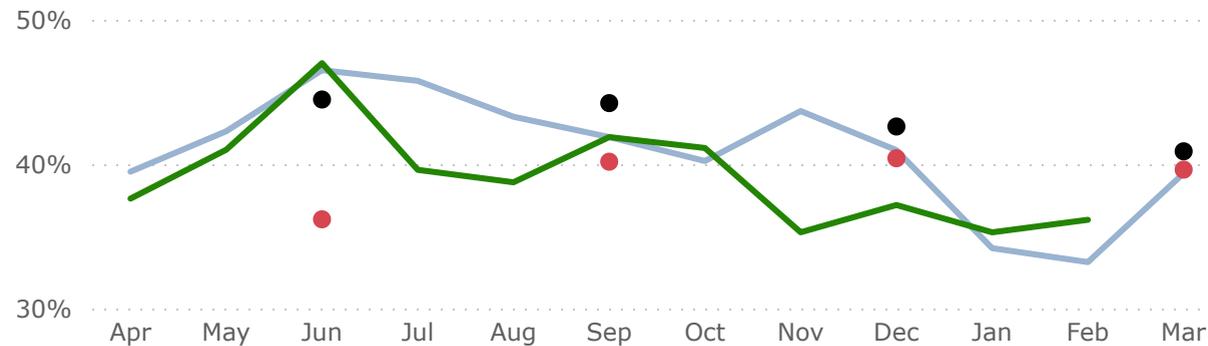
Percentage of household bins successfully collected

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



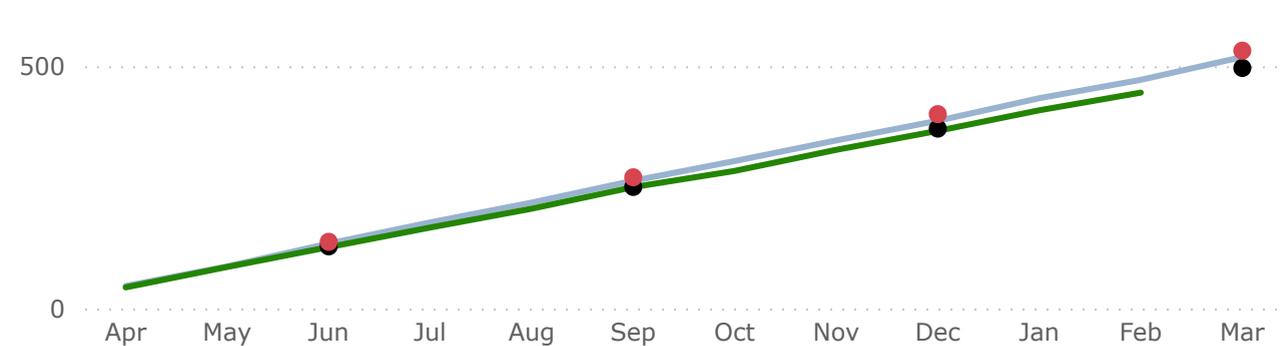
Percentage of household waste recycled and/or composted (one month lag)

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



Average amount of residual waste per household - KG (YTD - one month lag)

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



# 40. Operations

Latest Data Period:  
March 2023

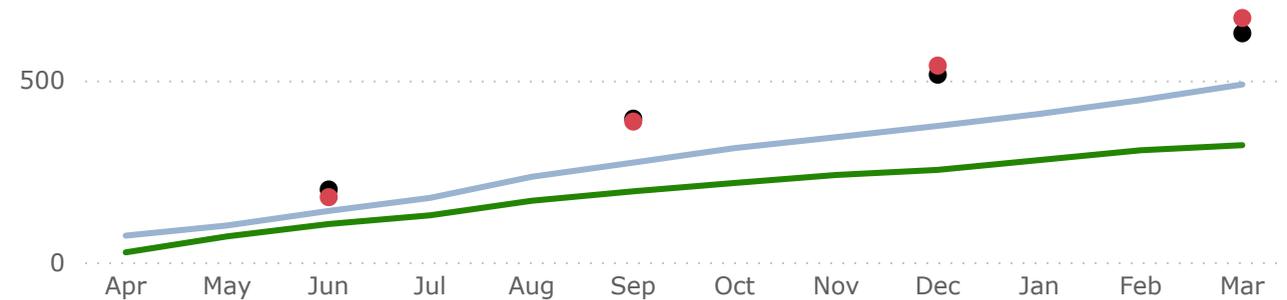
### Commentary or Summary

**Number of fly tipping incidents recorded (YTD):** Q4 has seen a slight increase in the number of fly tipping incidents from the previous quarter but overall, the number of incidents are down 34% compared to the previous financial year (this will be mainly due to a new method of recording data only on cleared fly tipping incidents not on all that are reported. Further work is underway to understand the implications of this).

**Number of actions taken to combat fly tipping (YTD):** Enforcement actions for Q4 are the highest of the financial year which is mainly due to proactive work carried out by the food safety team checking on the Duty of Care of premises they visit but this also includes 8 EPNs issued for minor fly tipping offences.

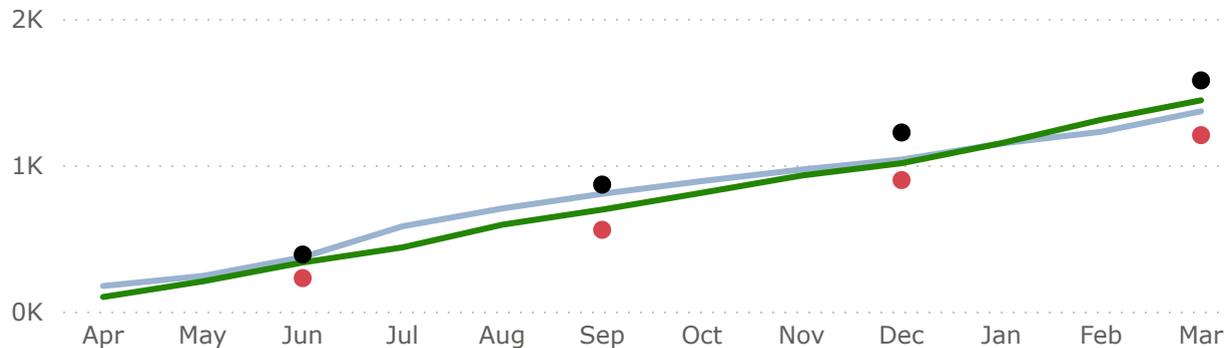
Number of fly tipping incidents recorded (YTD)

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



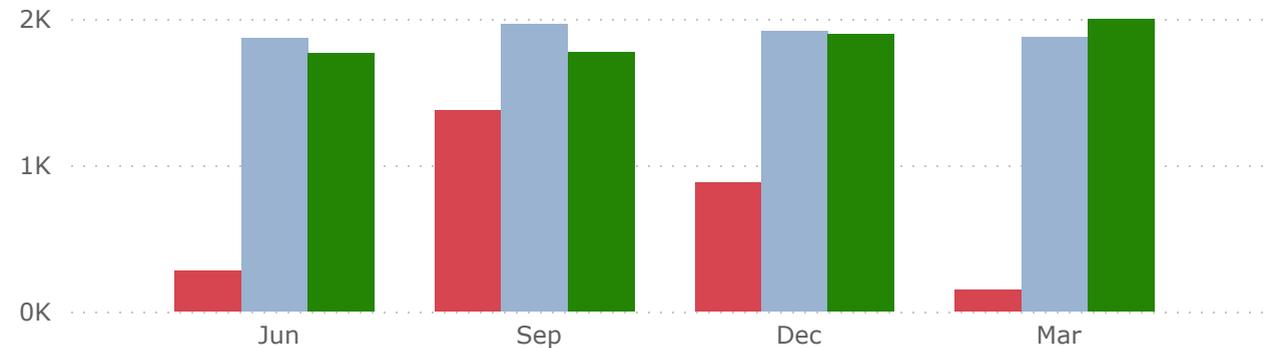
Number of actions taken to combat fly tipping (YTD)

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23



Number of hours contributed to green and heritage spaces by volunteers

Financial Year ● 20-21 ● 21-22 ● 22-23



# 41. Operations

Latest Data Period:  
March 2023



Commentary or Summary

### Number of tree-related public enquiries

Financial Year ● 21-22 ● 22-23



### Number of registered volunteers

Financial Year ● 20-21 ● 21-22 ● 22-23

