

# 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:

June 2023

### Commentary or Summary

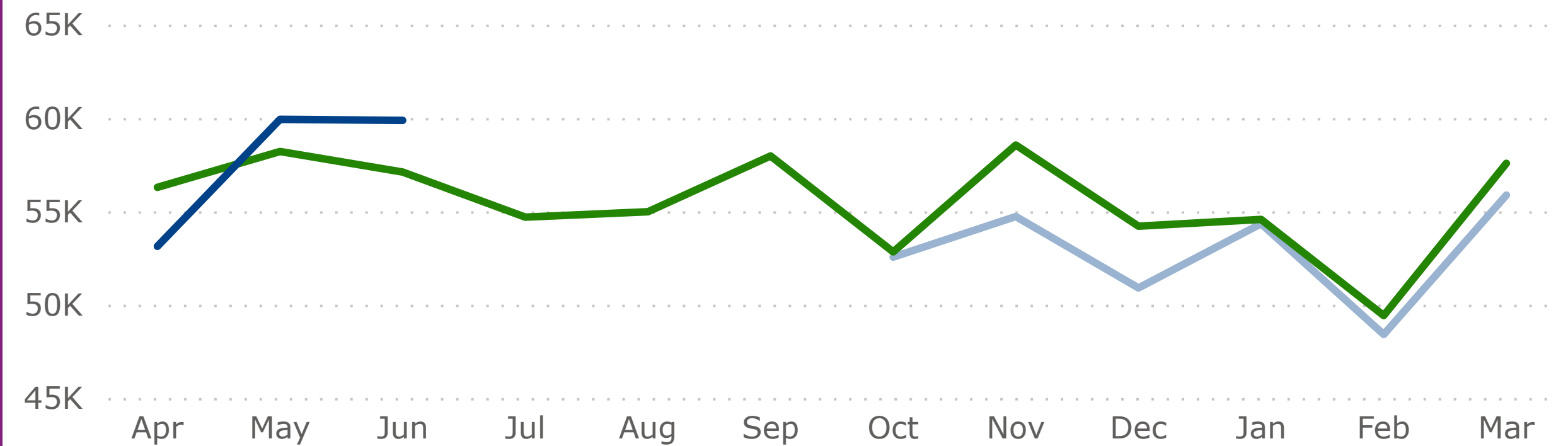
**Petrol:** used in strimmers and parking enforcement vehicles.

**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.

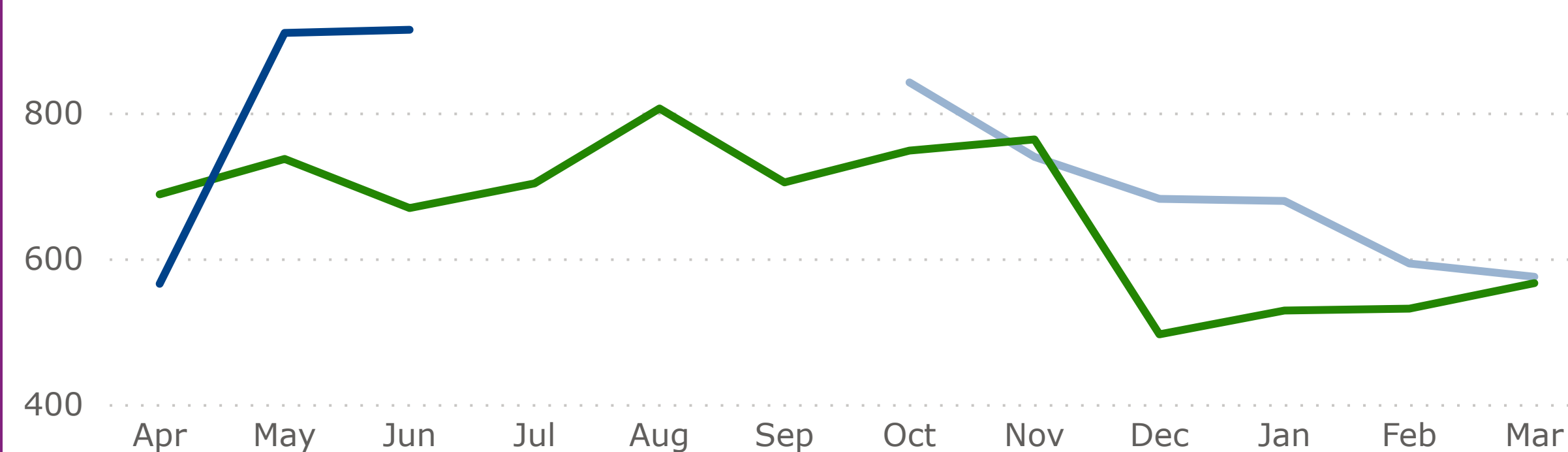
Amount of diesel used by fleet vehicles (litres)

Financial Year ● 21-22 ● 22-23 ● 23-24



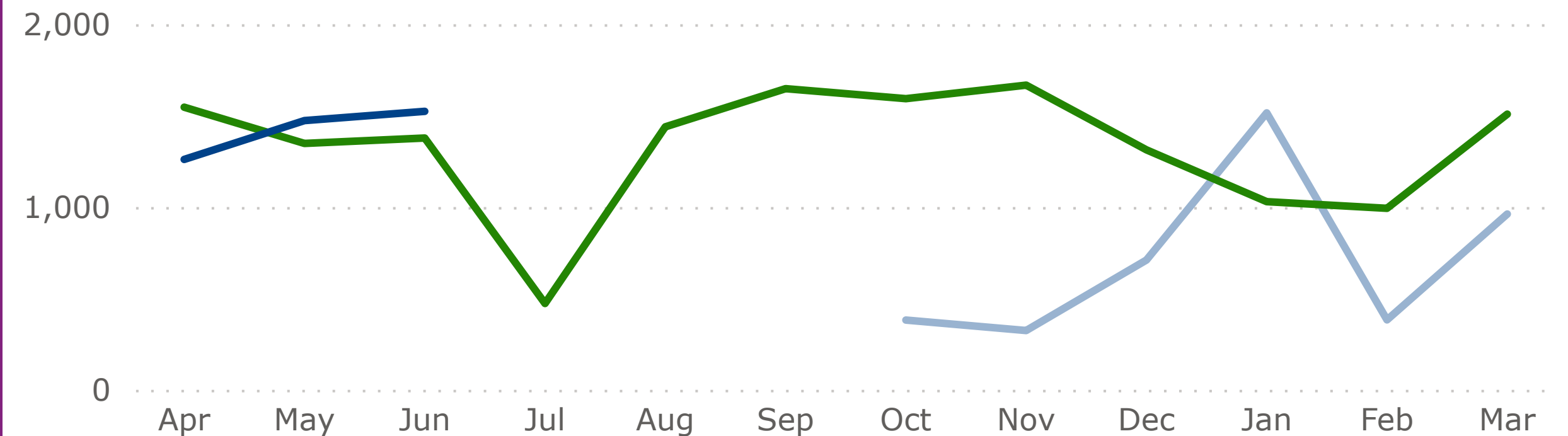
Amount of petrol used by fleet vehicles (litres)

Financial Year ● 21-22 ● 22-23 ● 23-24



Amount of Ad blue used by fleet vehicles (litres)

Financial Year ● 21-22 ● 22-23 ● 23-24



### 3. Cross-cutting: environmental performance

Latest Data Period:

June 2023

#### Commentary or Summary

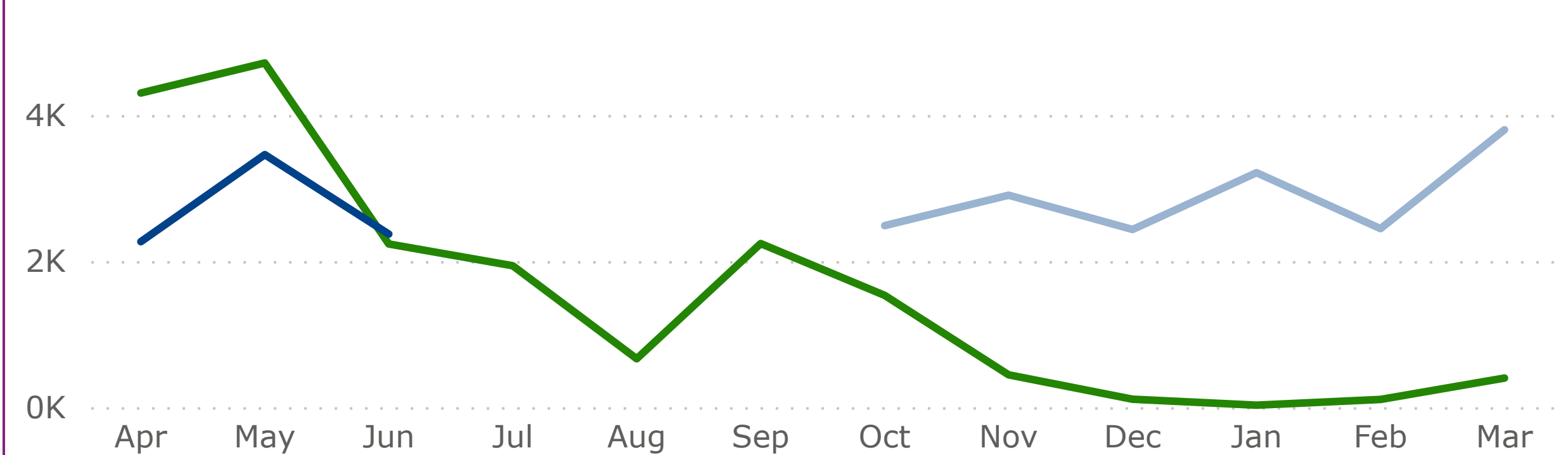
**Amount of red diesel used by grounds maintenance vehicles (litres):** It is important to note that red diesel usage has changed because of the rules around the eligibility to use it. In December 2021, we were allowed to use red diesel in all our agricultural and depot vehicles (JCB's), however, now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

**Amount of electricity consumed:** This figure now includes Mildenhall Hub.

**Amount of gas consumed across five highest consuming sites:** This data excludes Mildenhall hub where we are still waiting for the data to flow.

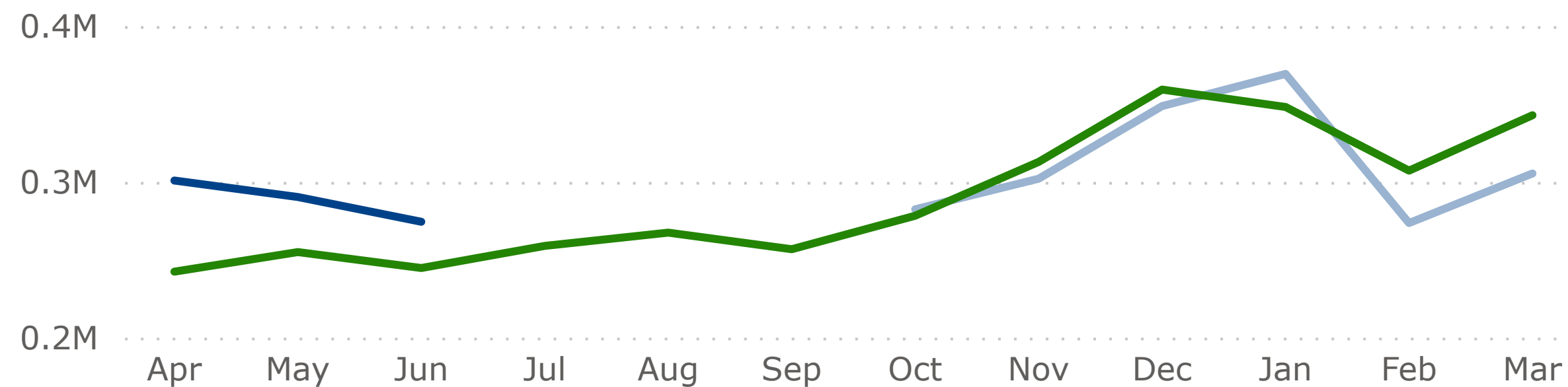
Amount of red diesel used by grounds maintenance vehicles (litres)

Financial Year ● 21-22 ● 22-23 ● 23-24



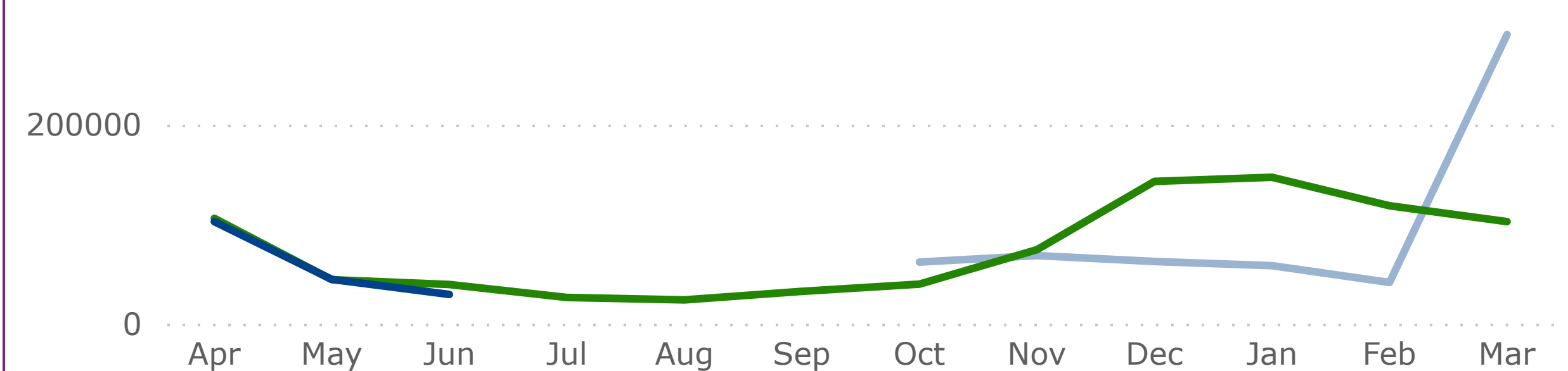
Amount of electricity consumed by five highest consuming council sites, where half hourly metering exists (kWh)

Financial Year ● 21-22 ● 22-23 ● 23-24



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

Financial Year ● 21-22 ● 22-23 ● 23-24



# 4. Cross-cutting: wider economic context

Latest Data Period:

June 2023

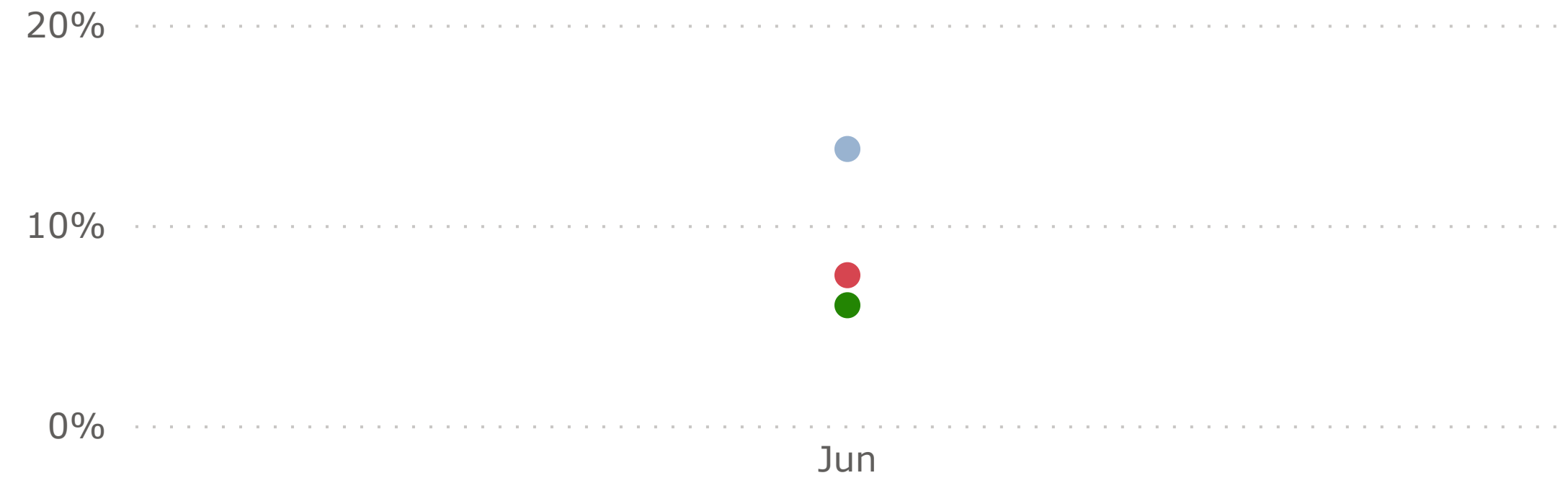


## Commentary or Summary

**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.

## Percentage of vacant shops in Brandon

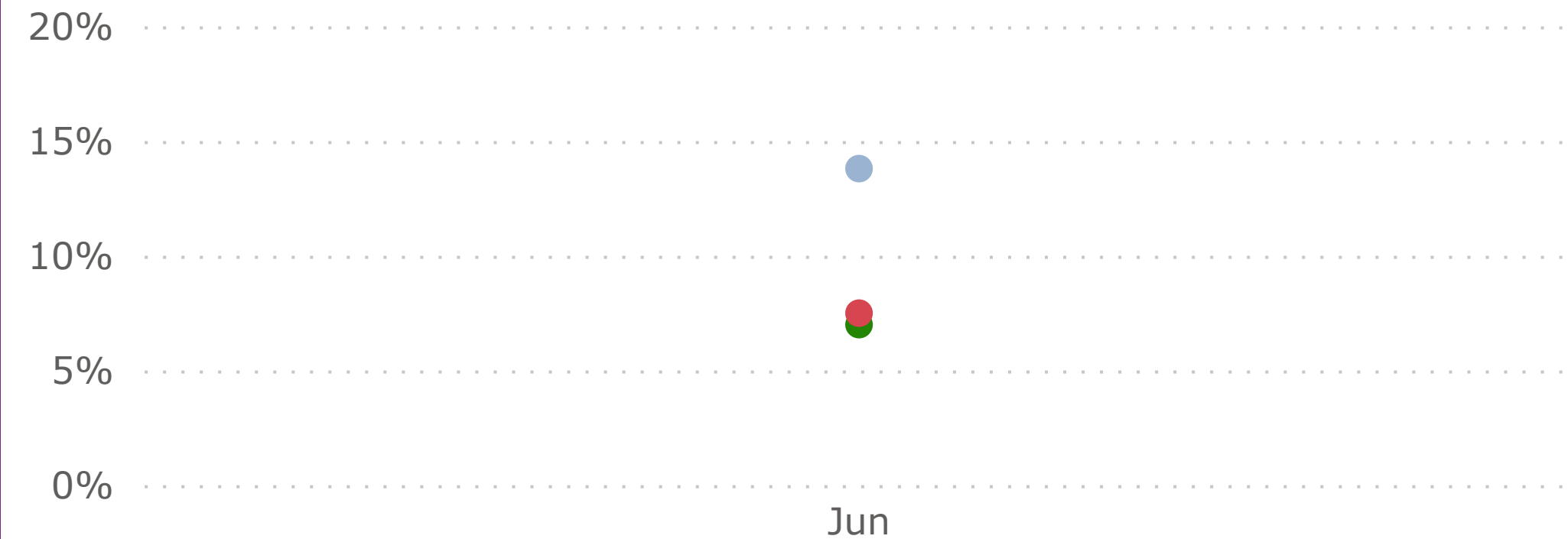
● Brandon ● West Suffolk ● UK



- 21-22
- 22-23
- 23-24

## Percentage of vacant shops in Bury St Edmunds

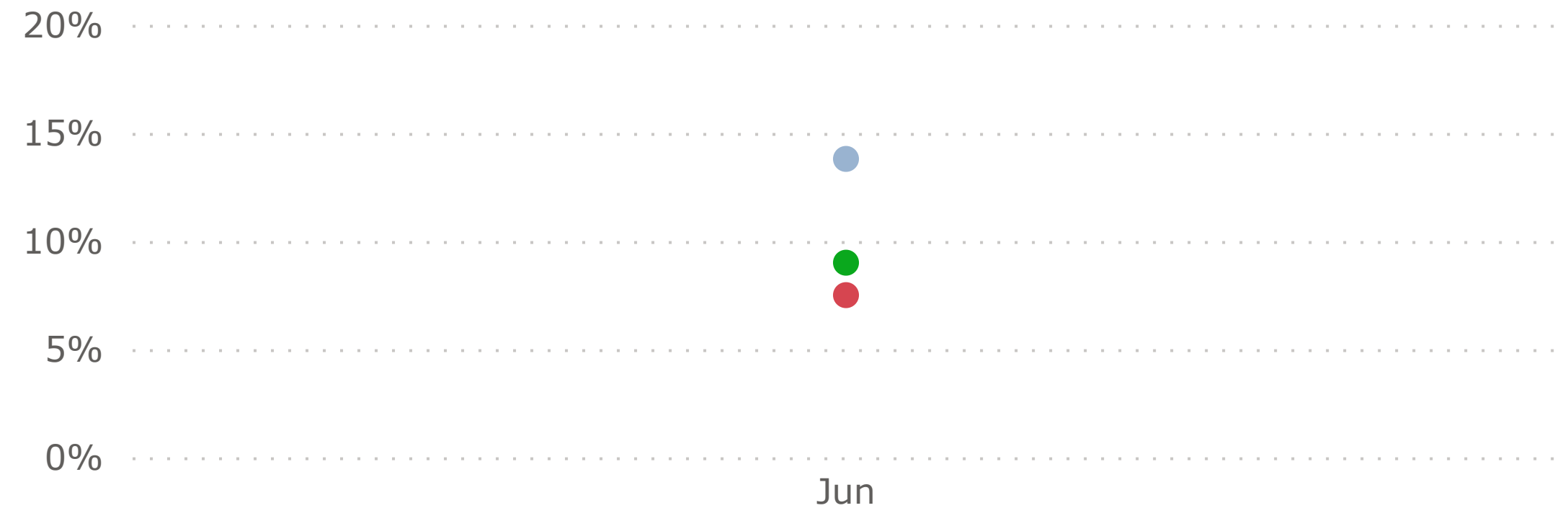
● Bury St Edmunds ● West Suffolk ● UK



- 21-22
- 22-23
- 23-24

## Percentage of vacant shops in Clare

● Clare ● West Suffolk ● UK



- 21-22
- 22-23
- 23-24



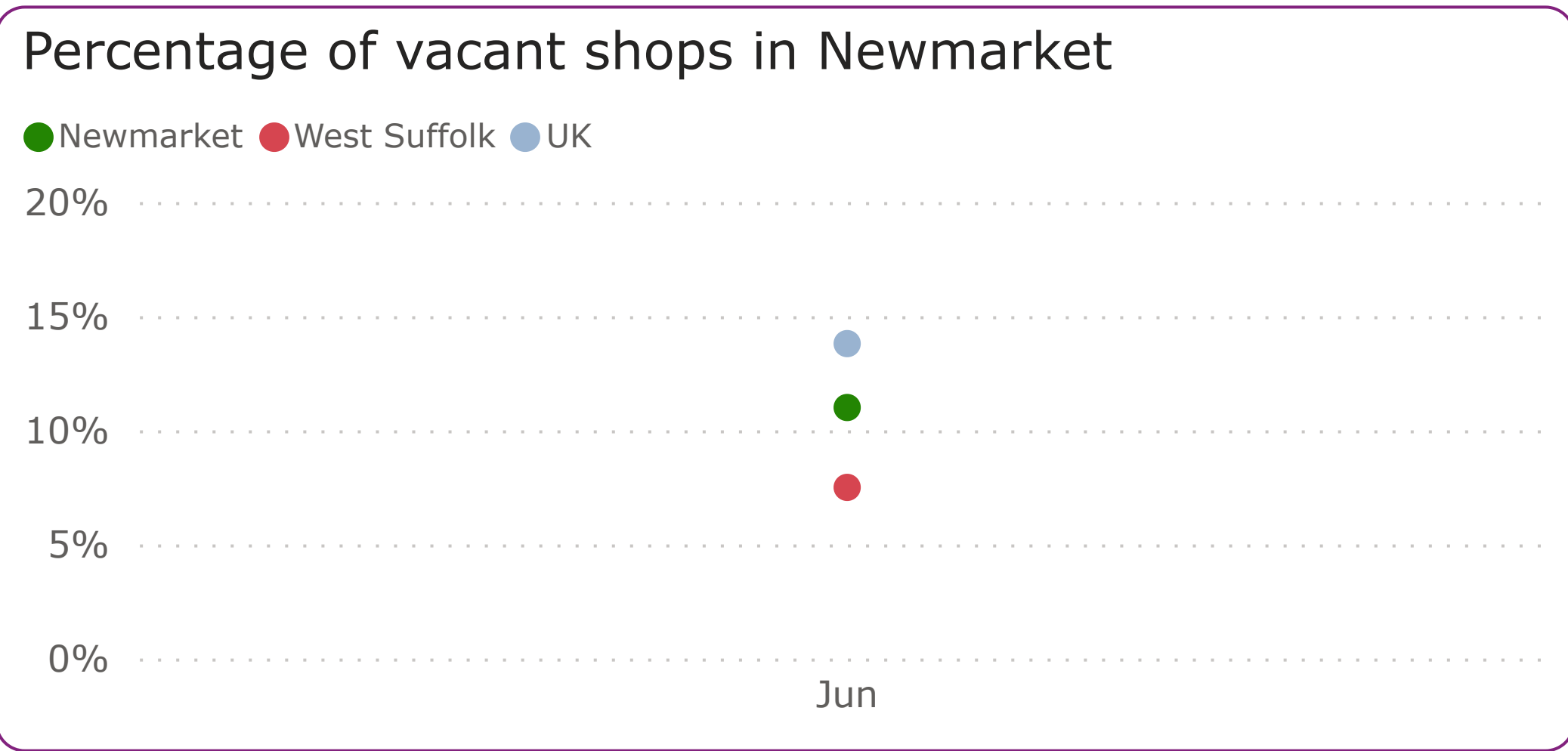
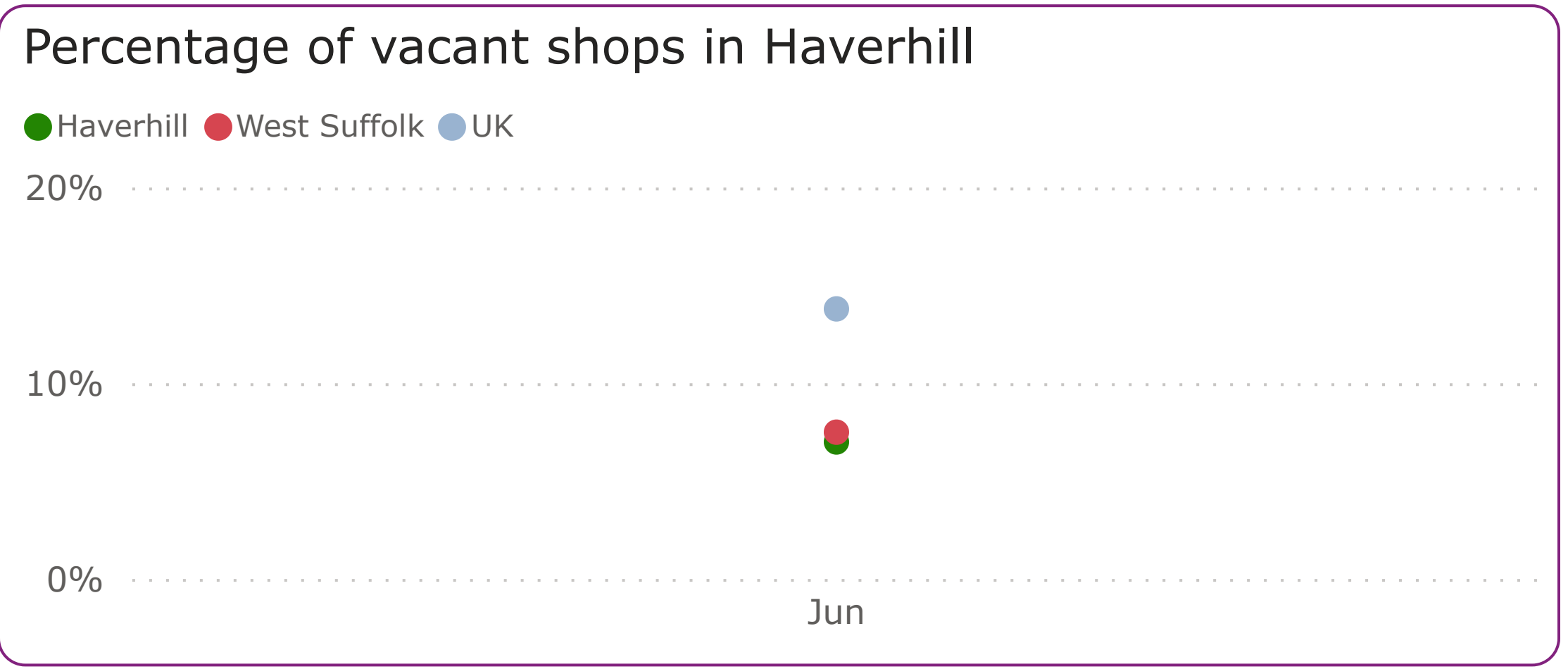
# 5. Cross-cutting: wider economic context

Latest Data Period:  
June 2023

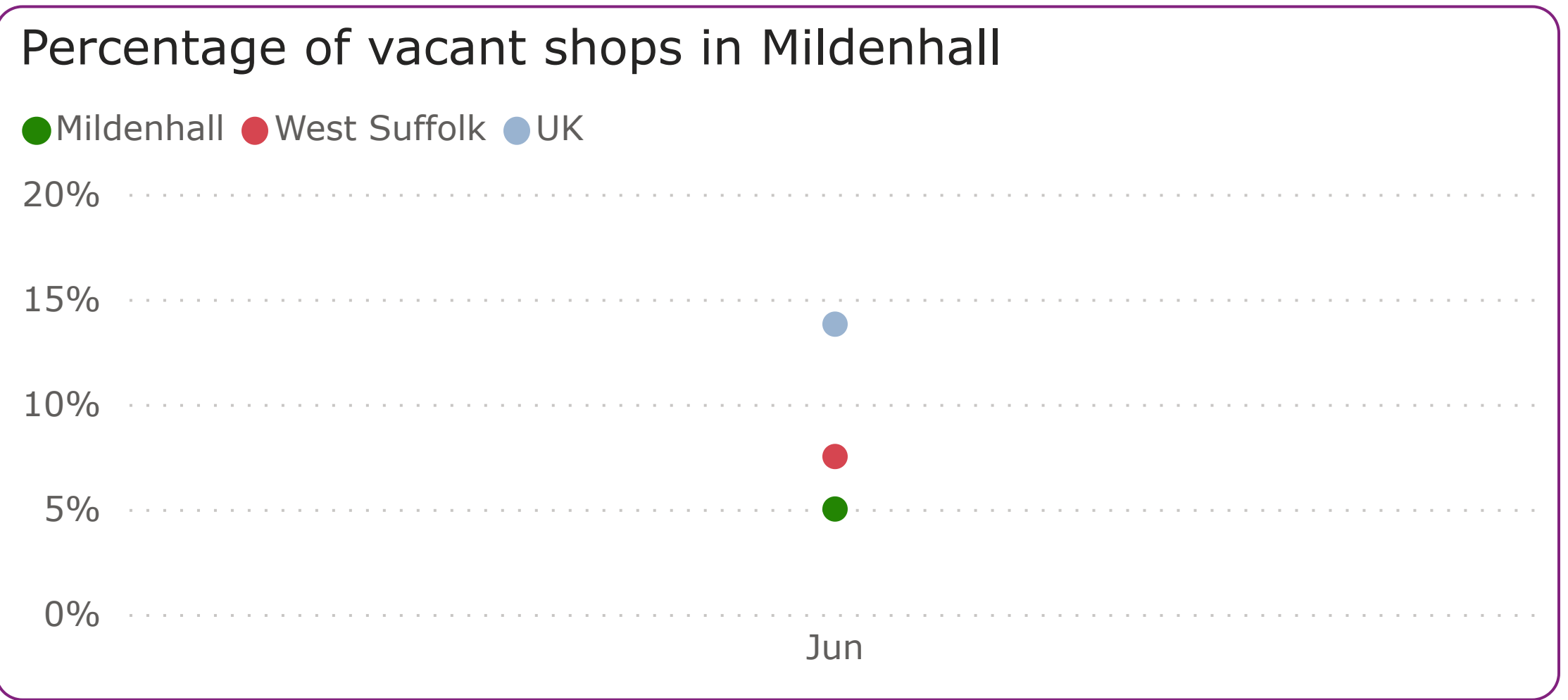


**Commentary or Summary**

**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.



- 21-22
- 22-23
- 23-24



- 21-22
- 22-23
- 23-24

# 6. Cross-cutting: wider economic context

Latest Data Period:

June 2023

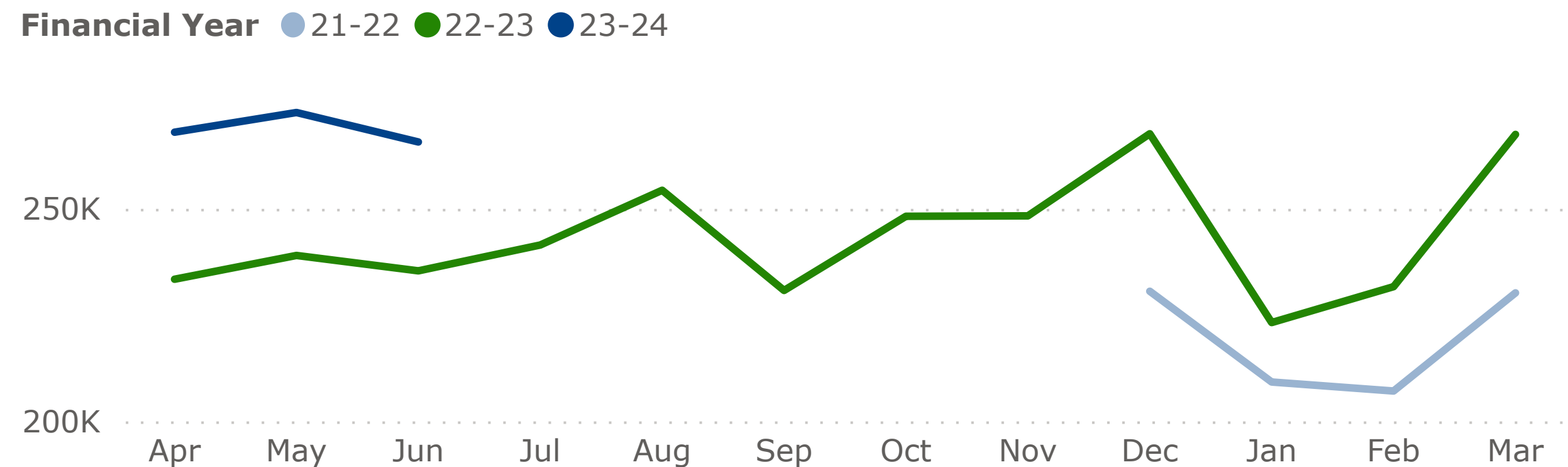


## Commentary or Summary

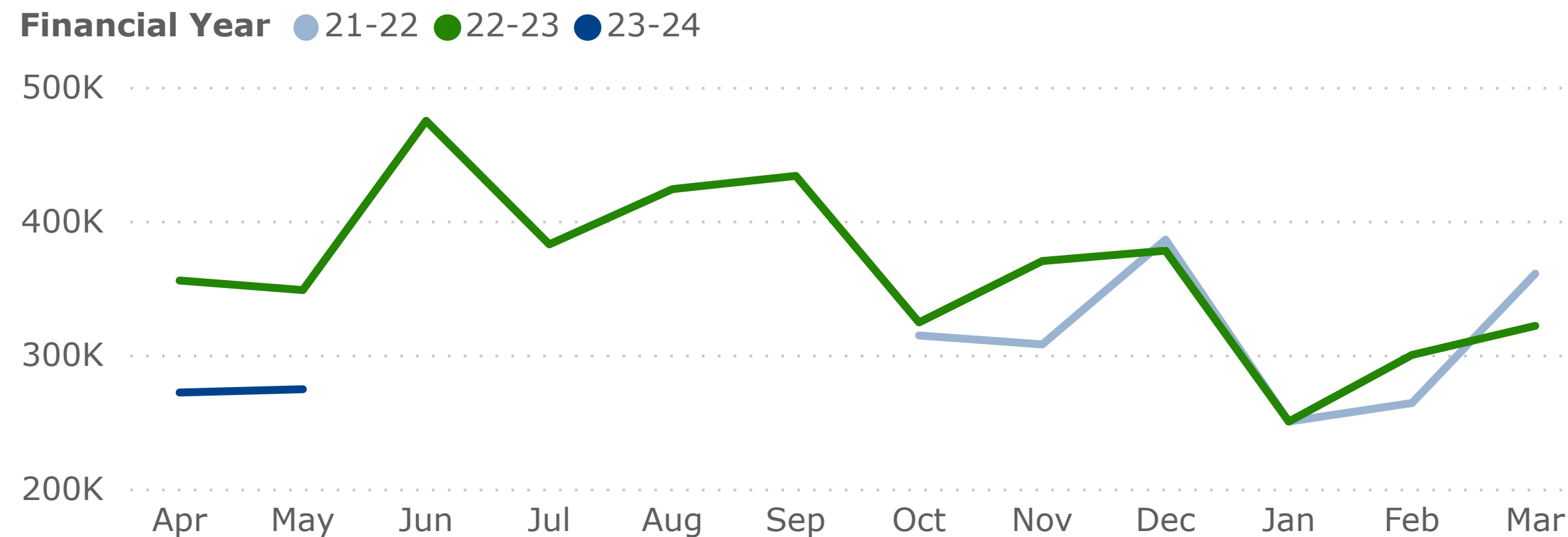
**Please note:** The footfall counter in Bury St Edmunds (Abbeygate Street) captures those walking past it and could therefore capture the same people multiple times, while the footfall counter in Newmarket identifies mobile phones and therefore only counts people once (this will not capture those without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

OurBuryStEdmunds are piloting a new method to capture footfall data in a similar way to Newmarket. We may revise Bury St Edmunds footfall data in due course depending on the outcome of the pilot - [Bury St Edmunds town centre has seen a rise in visitors, according to a new monitoring system being trialled](https://www.suffolknews.co.uk/news/bury-st-edmunds-town-centre-has-seen-a-rise-in-visitors-according-to-a-new-monitoring-system-being-trialled) ([suffolknews.co.uk](https://www.suffolknews.co.uk)).

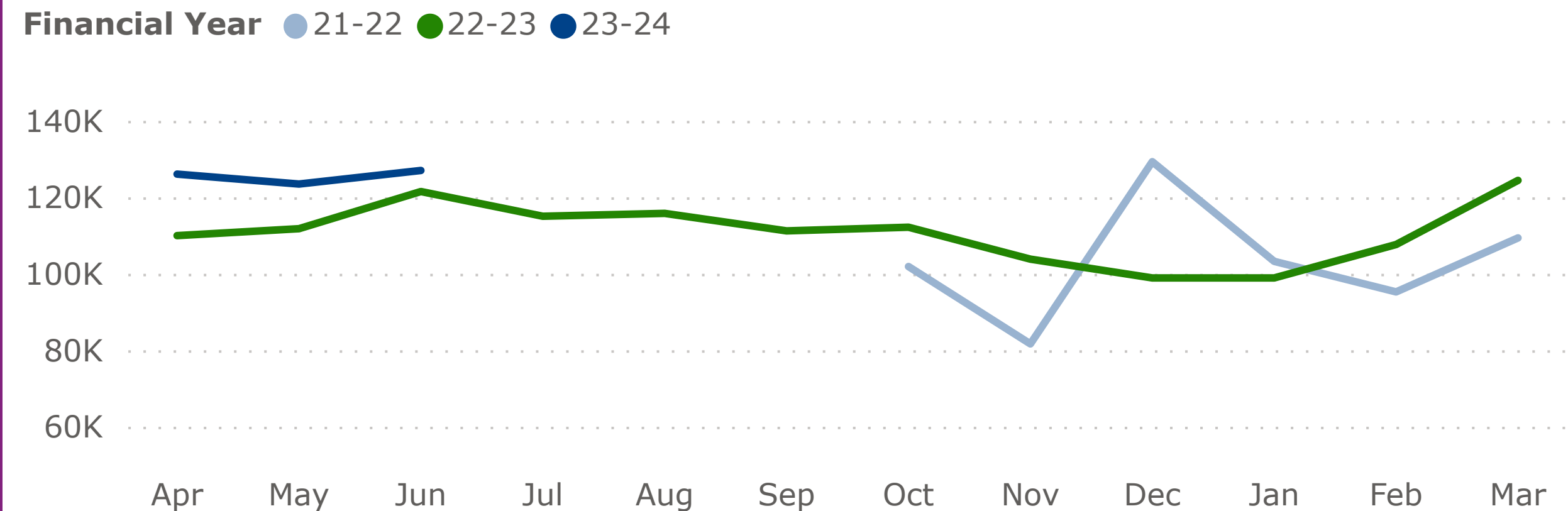
Number of car parking events in West Suffolk Council off-street car parks



Footfall in Bury St Edmunds town centre



Footfall in Newmarket town centre



# 7. Cross-cutting: wider economic context

Latest Data Period:

June 2023



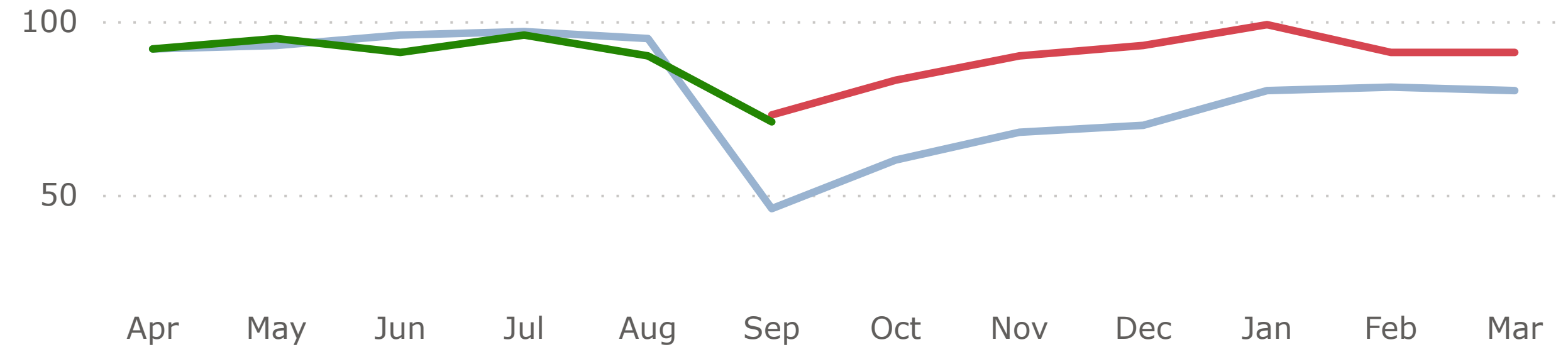
## Commentary or Summary

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

**Number of Universal Credit claimants:** This figure is the highest since January 2021.

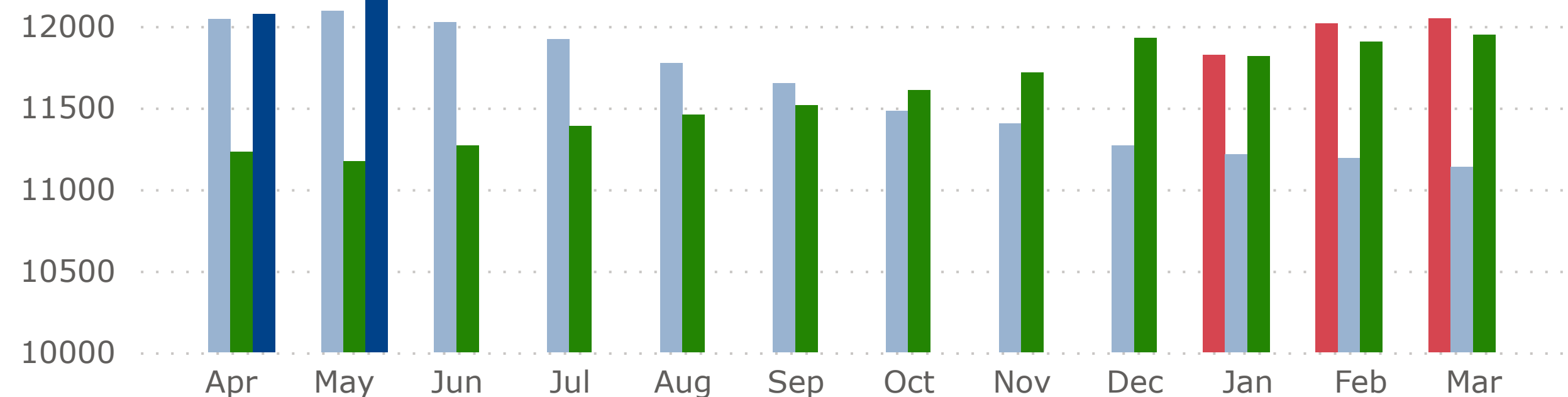
### Number of NEETs (Not in Education, Employment or Training)

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



### Number of Universal Credit claimants (one month lag)

Financial Year ● 20-21 ● 21-22 ● 22-23 ● 23-24



# 8. Customer contact: website

Latest Data Period:

June 2023

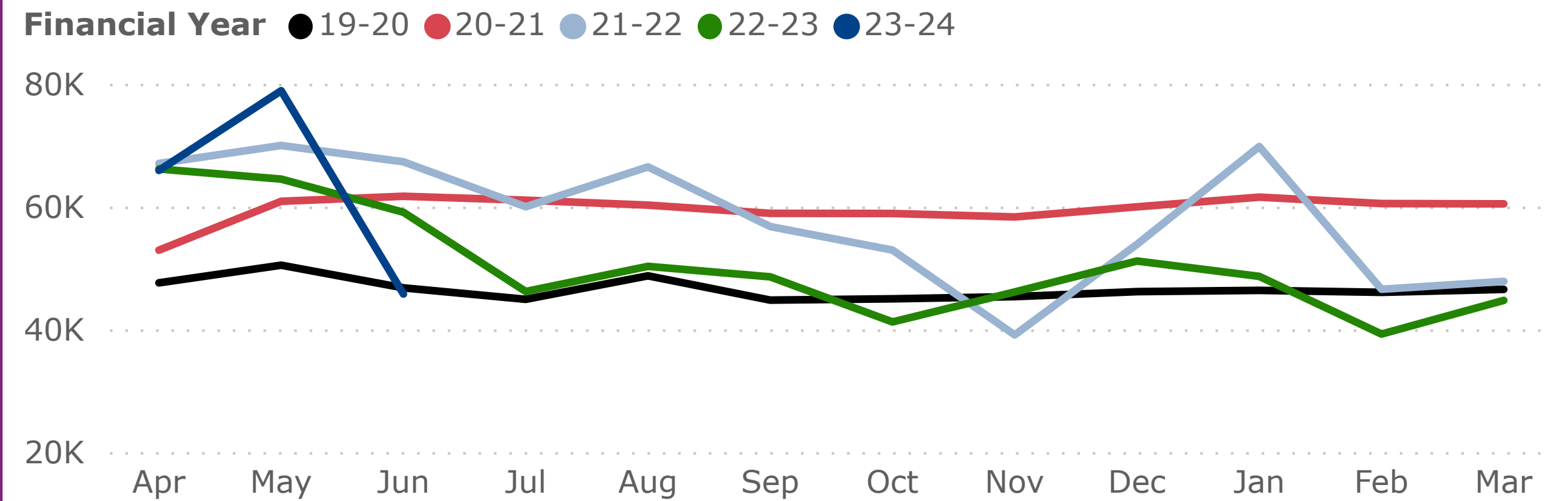


## Commentary or Summary

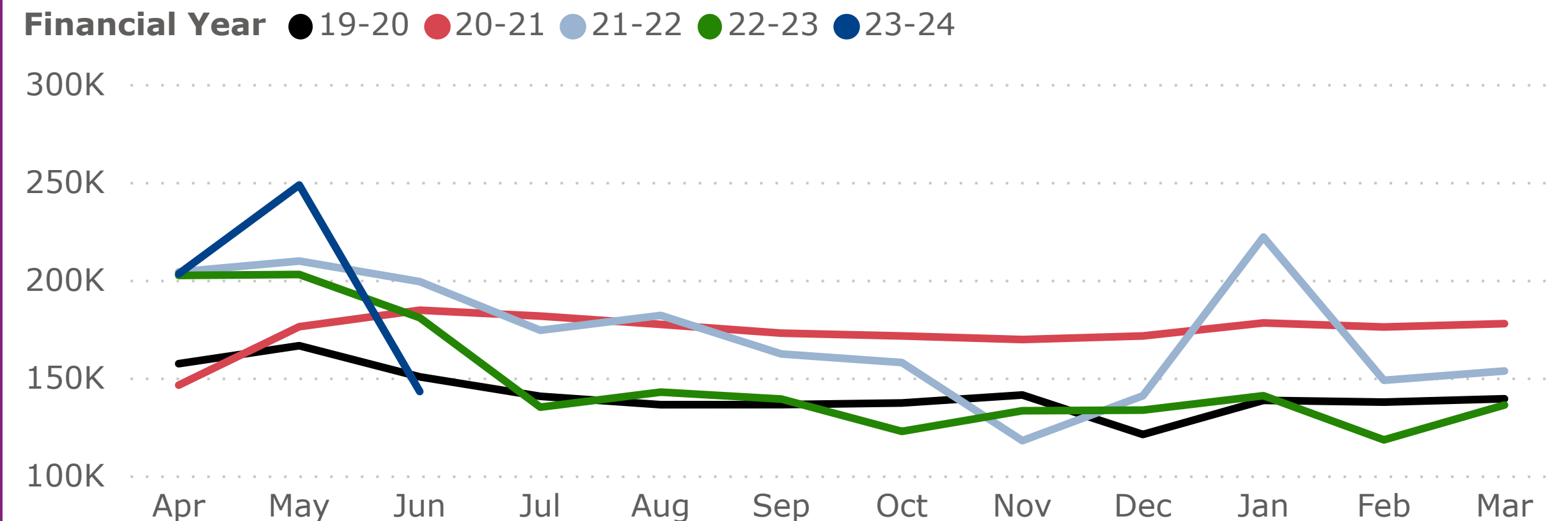
**Number of unique users of the West Suffolk Council website:** Visitors and page views have dropped following the increase last month due to elections.

**NB:** These figures do not include electronic forms (for example garden waste). Where a customer clicks on a link to an externally hosted form direct from an email or social media, it will not be included in these figures.

Number of unique users of the West Suffolk Council website



Number of unique page views to the West Suffolk Council website



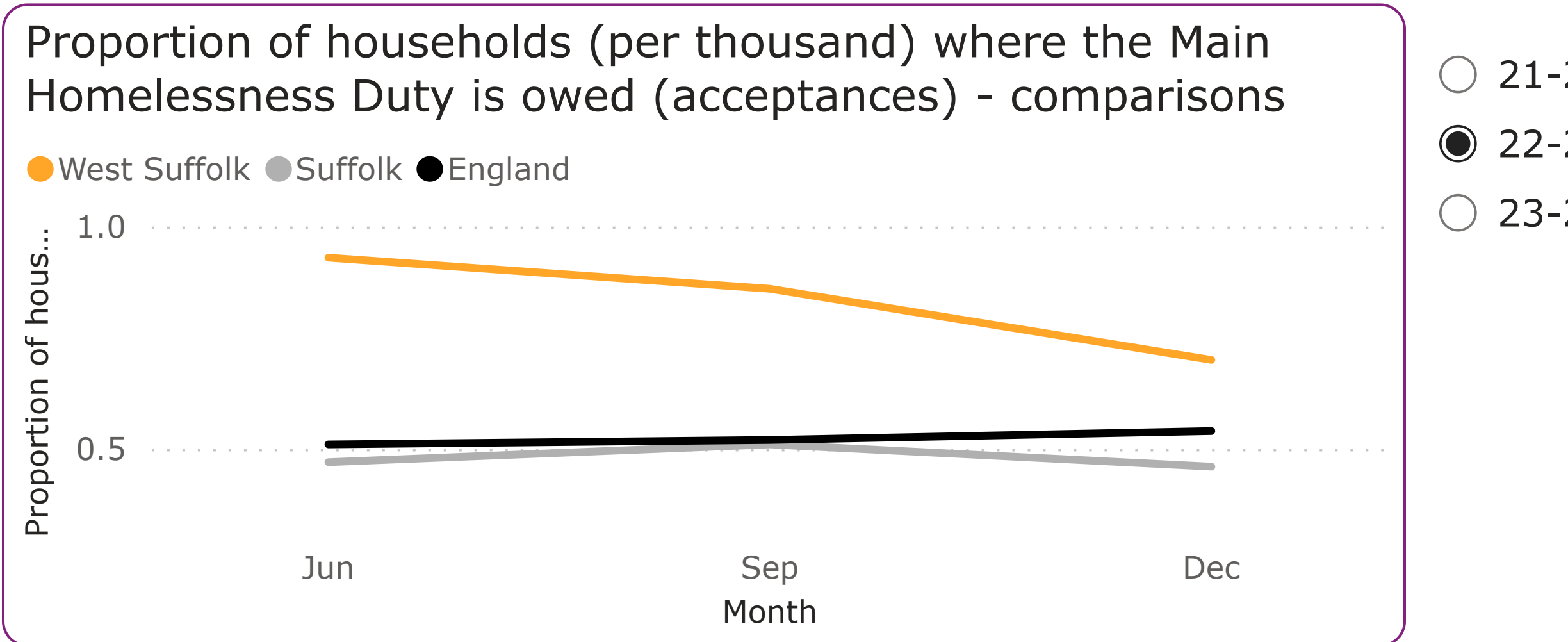
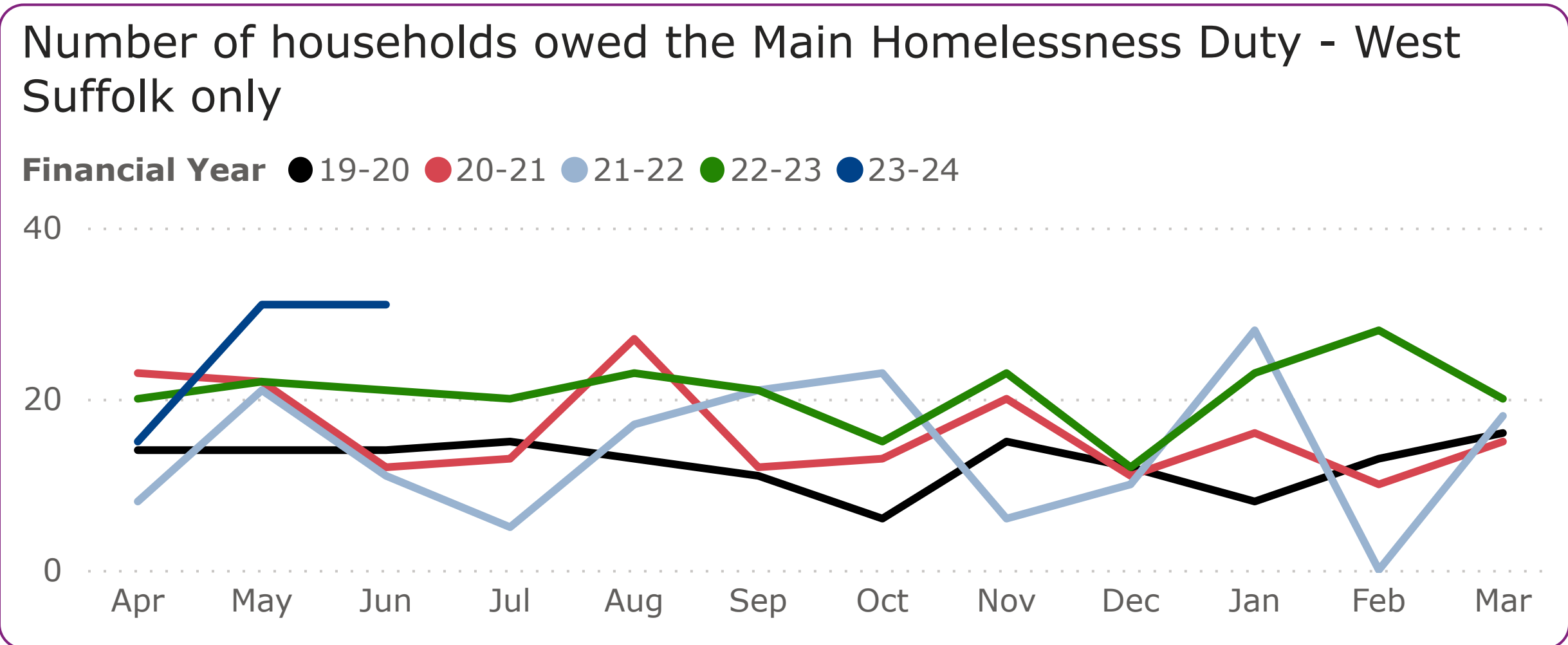
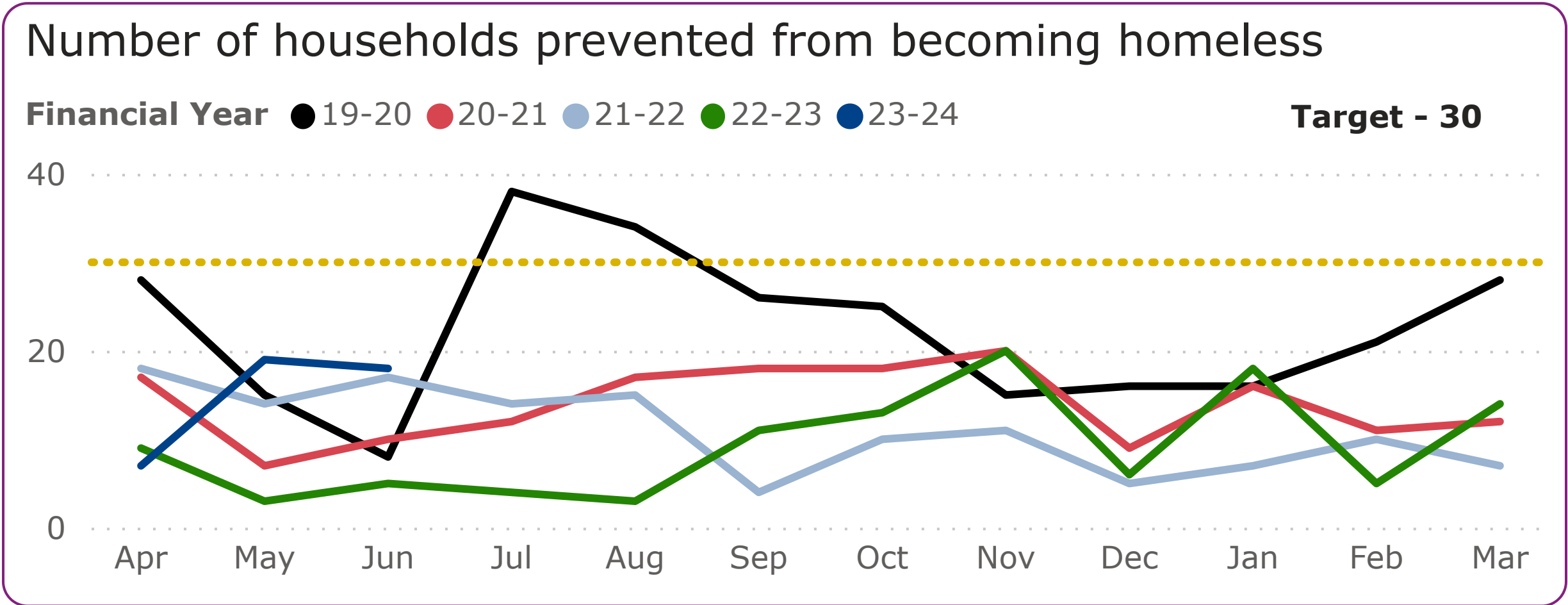


# 9. Housing and Strategic Health

**Latest Data Period:**  
June 2023



**Commentary or Summary**



# 10. Housing and Strategic Health

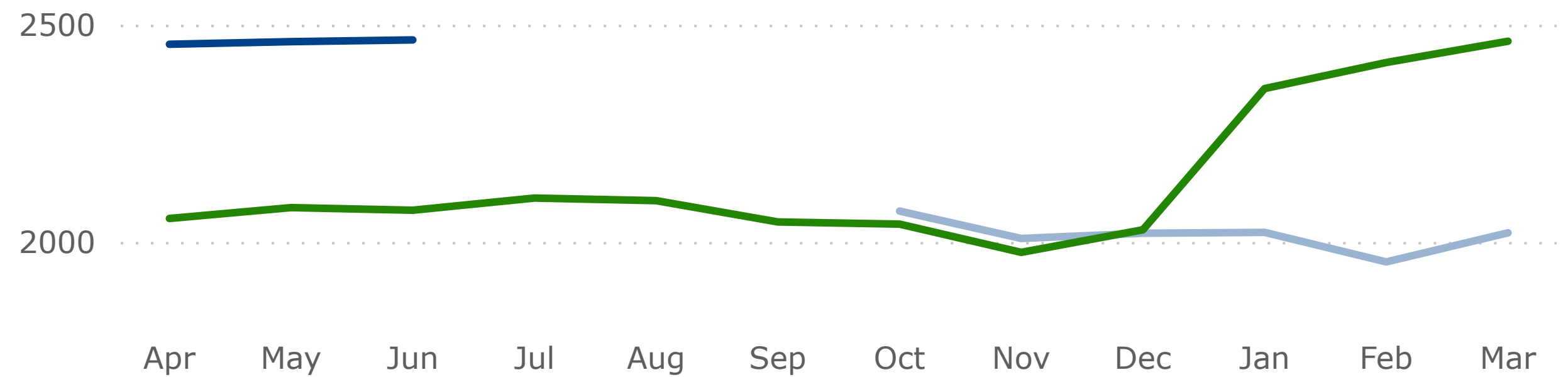
Latest Data Period:

June 2023

## Commentary or Summary

## Number of households on the housing register in all bands

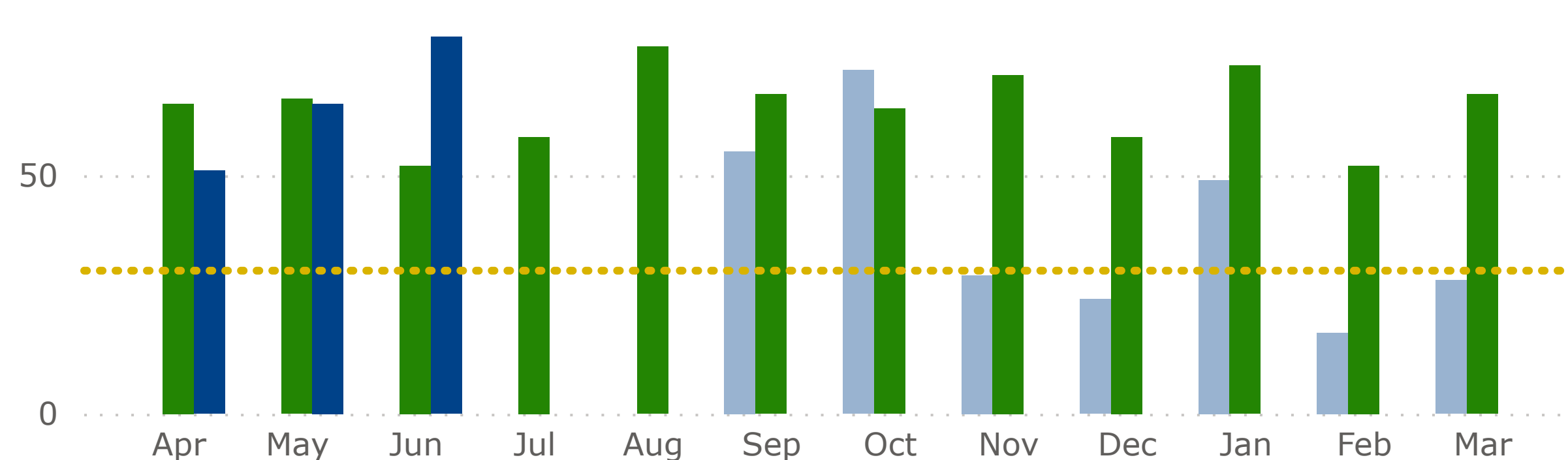
Financial Year ● 21-22 ● 22-23 ● 23-24



## Number of Personalised Housing Plans created

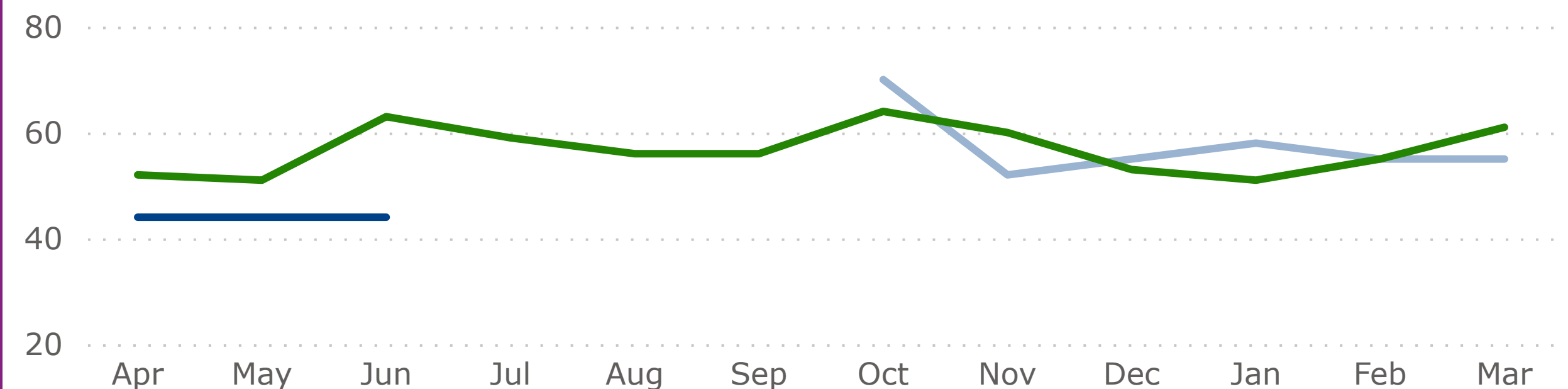
Financial Year ● 21-22 ● 22-23 ● 23-24

Target - 30



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

Financial Year ● 21-22 ● 22-23 ● 23-24



# 11. Housing and Strategic Health

Latest Data Period:

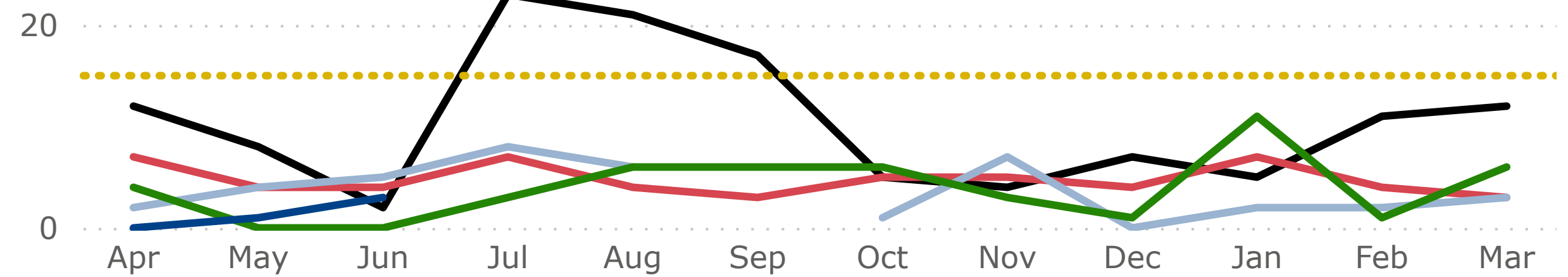
June 2023

## Commentary or Summary

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

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23 ● 23-24

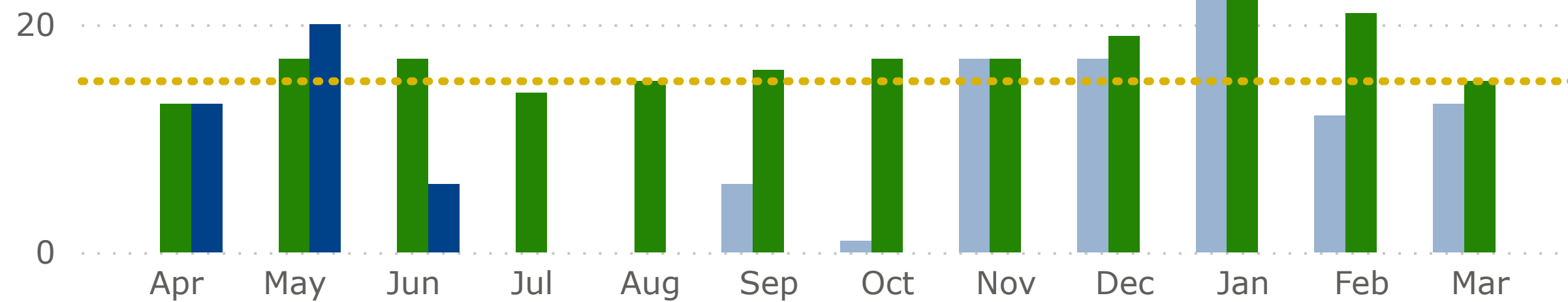
Target - 15



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

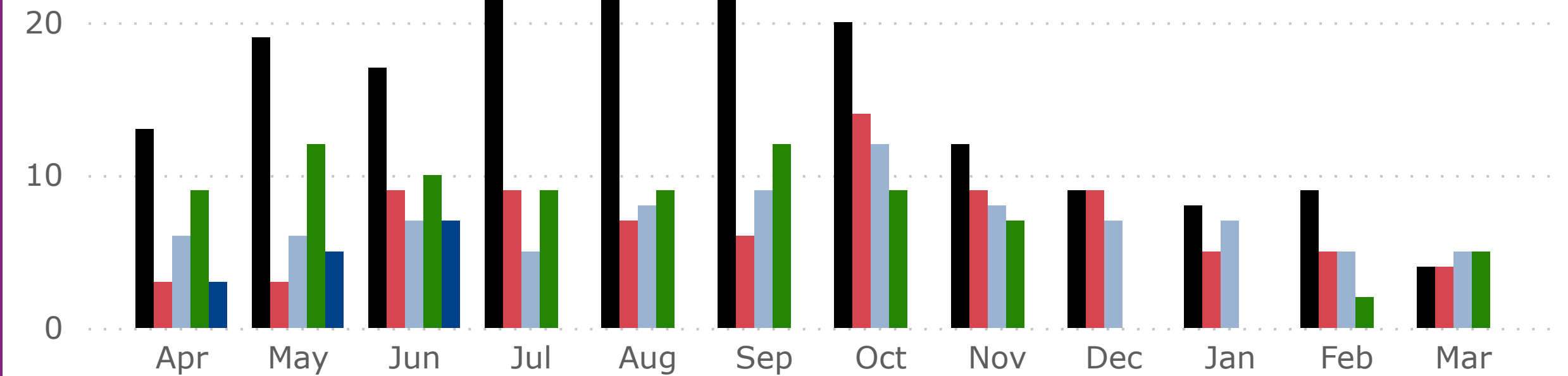
Financial Year ● 21-22 ● 22-23 ● 23-24

Target - 15



Number of rough sleepers

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23 ● 23-24



# 12. Housing and Strategic Health

Latest Data Period:

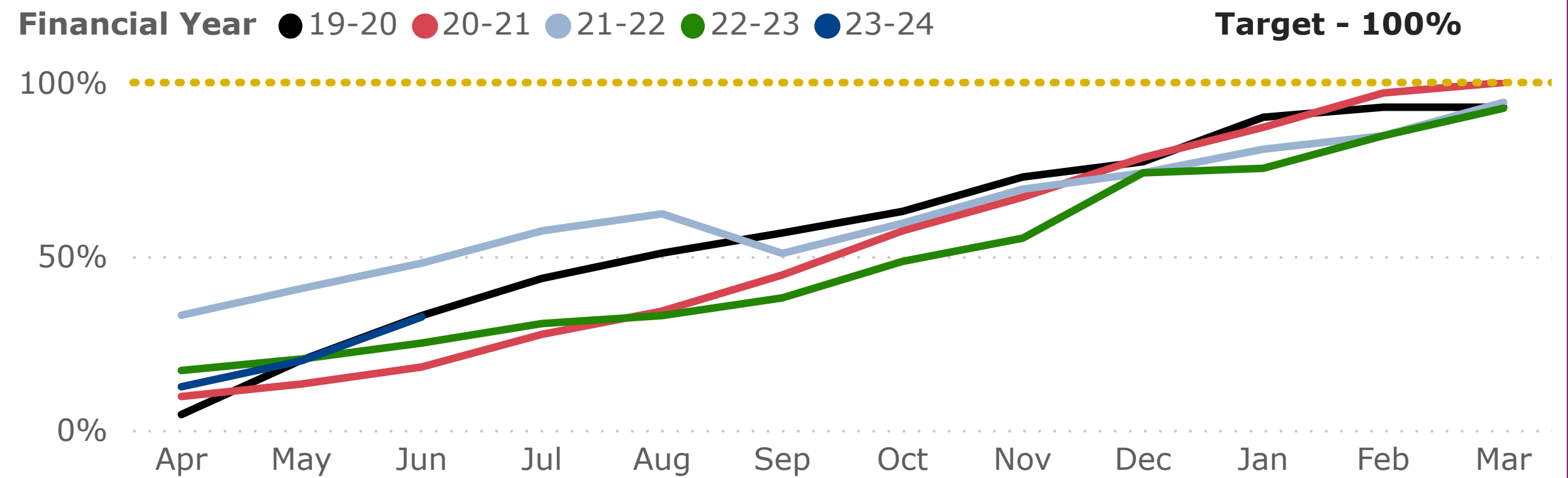
June 2023



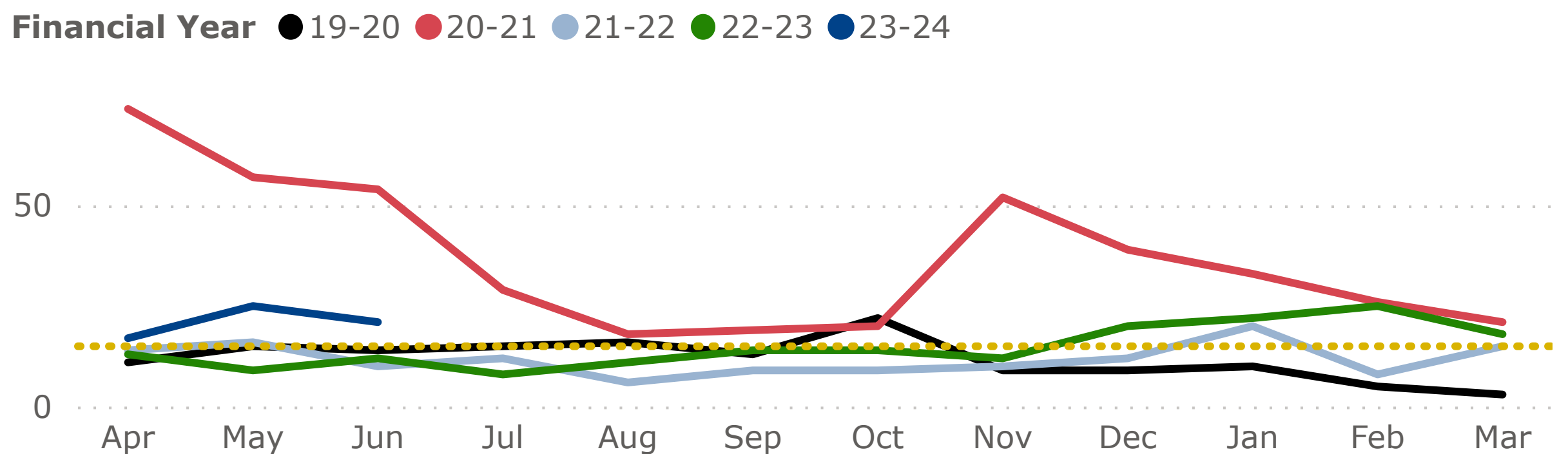
## Commentary or Summary

Placeholder for commentary or summary text.

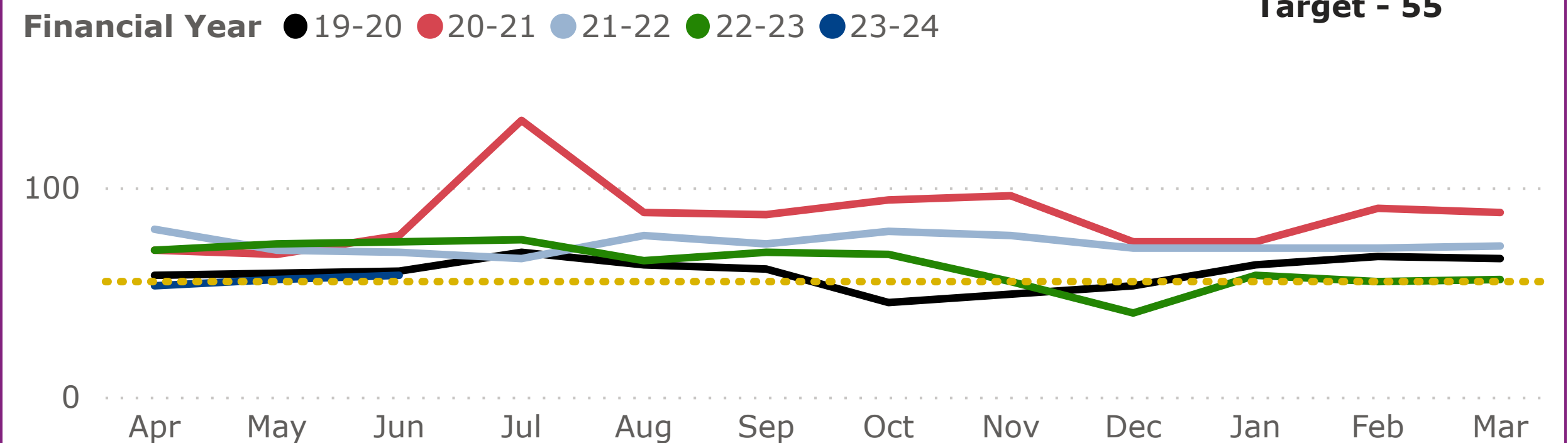
## Percentage of Discretionary Housing Payment used (YTD)



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



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



# 13. Housing and Strategic Health

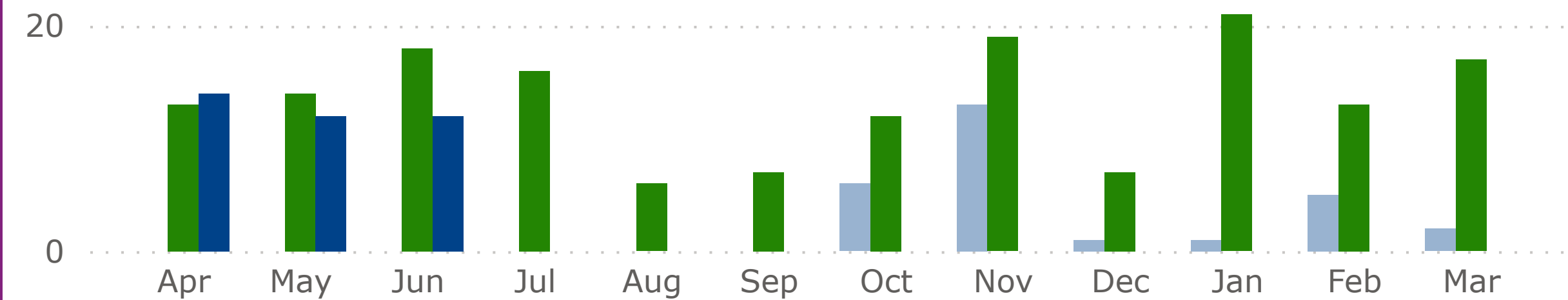
Latest Data Period:

June 2023

## Commentary or Summary

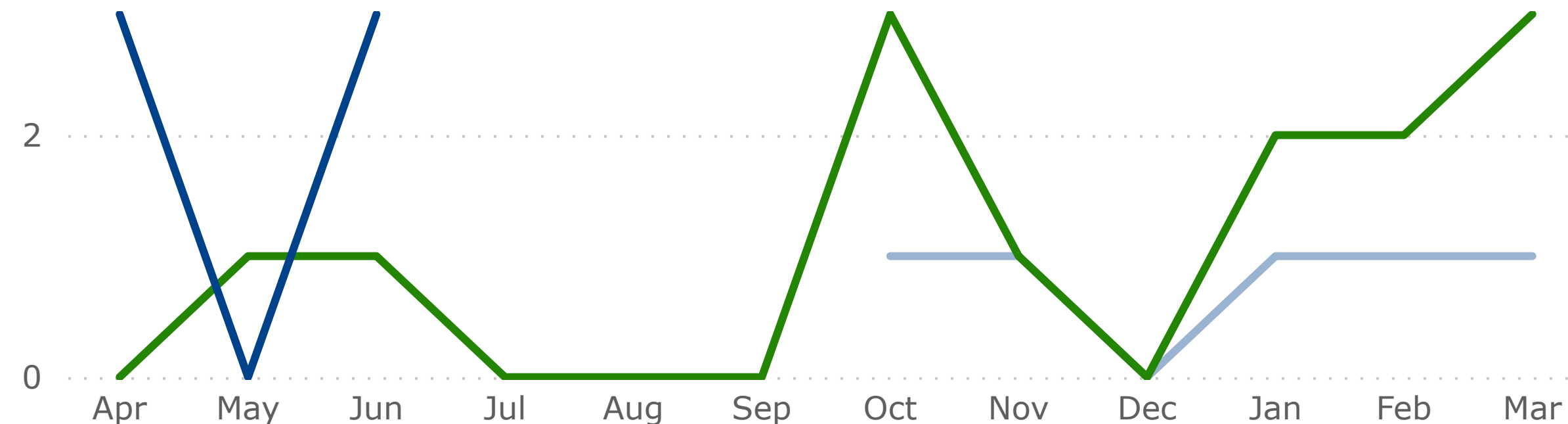
Number of homelessness duties discharged into the private rented sector

Financial Year ● 21-22 ● 22-23 ● 23-24



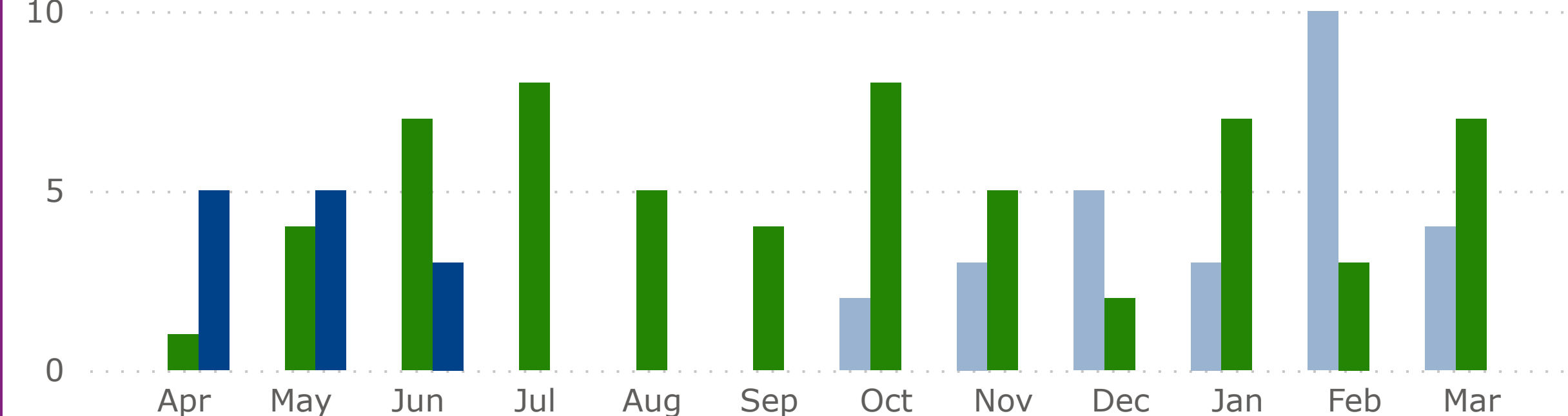
Number of landlord incentives paid

Financial Year ● 21-22 ● 22-23 ● 23-24



Number of rent deposit bonds provided

Financial Year ● 21-22 ● 22-23 ● 23-24





# 14. Housing and Strategic Health

Latest Data Period:

June 2023

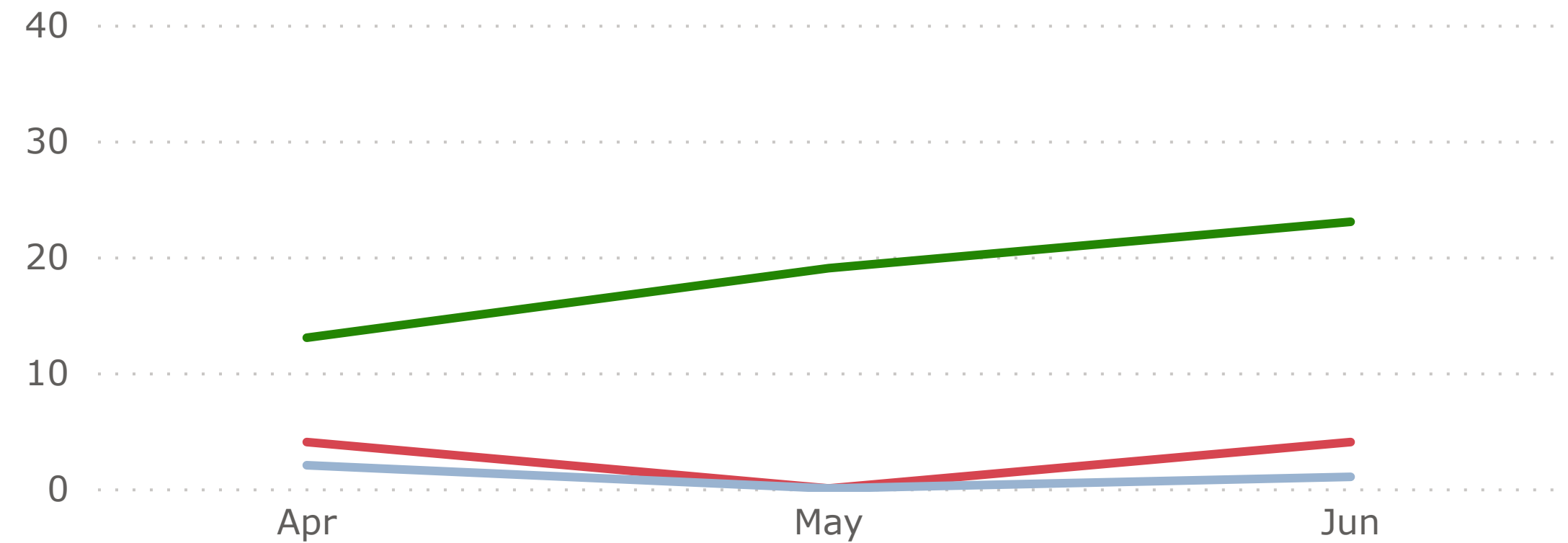
## Commentary or Summary

During June 2023, we received 28 referrals for adaptations 14 from ILS, 4 from Home First/Adult Care Services, 1 from Children's & Young Persons Services, 4 from the community OTs, 1 from West Suffolk Hospital and 4 from GP Surgeries. We also dealt with 19 enquiries of which 4 were referred to Suffolk County Council for full OT Assessments.

A total of 16 grants were approved all of which were discretionary Fast Track applications. A further 20 grants were completed and paid during this period. 16 discretionary Fast Track applications with a median average end to end time of 15 weeks (from receipt of referral to completion works). 3 mandatory Disabled Facilities grants with a median average end to end time of 82 weeks (from receipt of referral to completion works) and 1 Financial Assistance grant.

## Number of Disabled Facilities Grant applications received

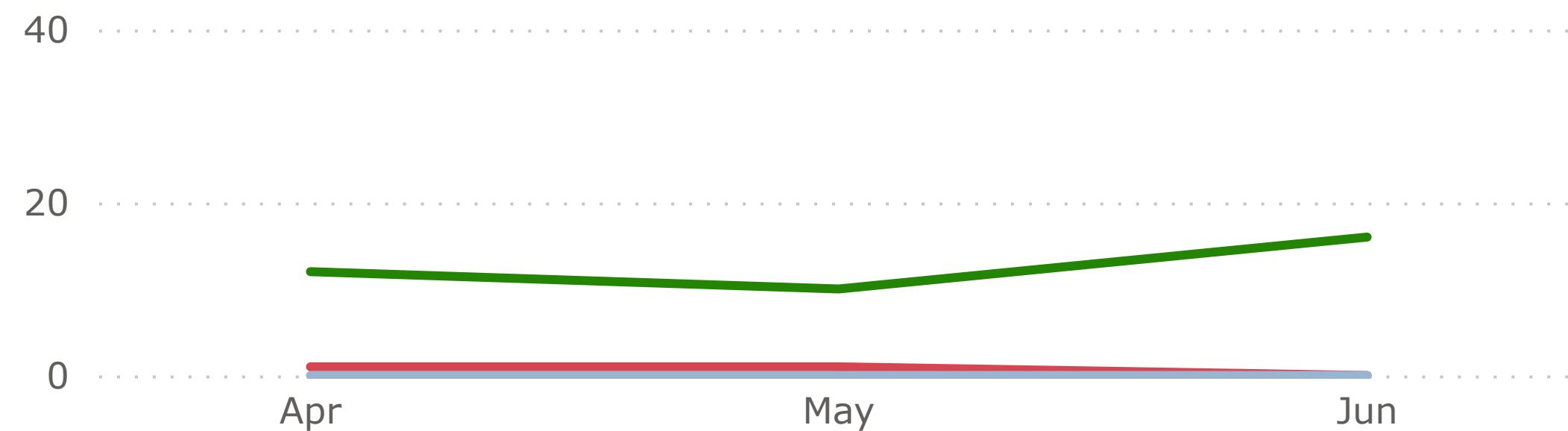
● Number of new fast-track grant ap... ● Number of new mandatory ... ● Number of new othe...



- 21-22
- 22-23
- 23-24

## Number of new Disabled Facilities Grant applications approved

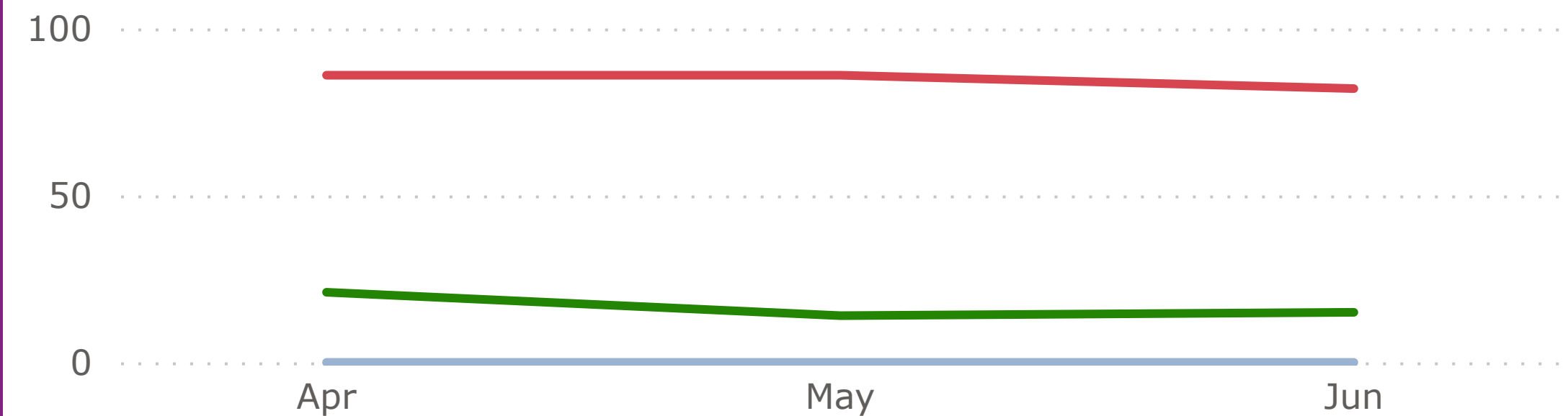
● Number of new fast-track gra... ● Number of new mandat... ● Number of new ot...



- 21-22
- 22-23
- 23-24

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

● Average time taken to process f... ● Average time taken to ... ● Average time tak...



- 21-22
- 22-23
- 23-24

# 15. Housing and Strategic Health

Latest Data Period:

June 2023

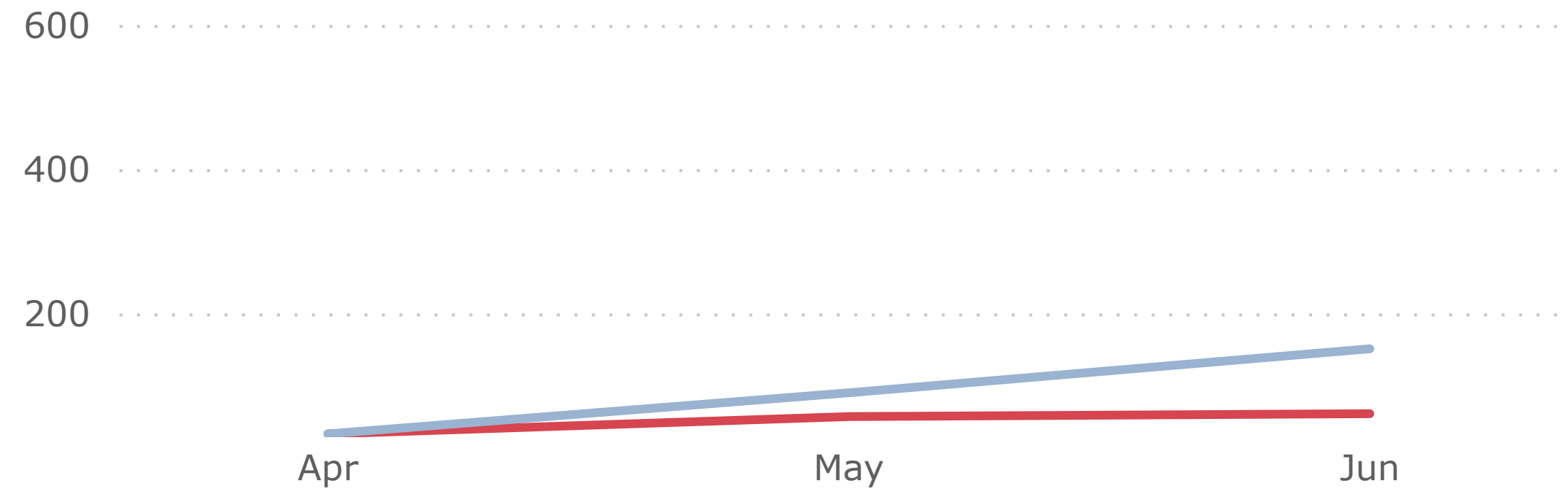
## Commentary or Summary

**Number of new noise complaints received: 61 received, 19 completed and 42 outstanding in June 2023.** Noise complaints generally rise as we move through the spring into the summer months as people tend to have their windows open so are more impacted by external noise, at the same time people are spending more time outdoors in the nicer weather.

**Number of noise complaints resolved: 40 resolved, 36 (90%) in target, 4 (10%) out of target in June 2023.** Number of complaints resolved in June 2023 is slightly down on May 2023 (57 resolved), but the percentages in and out of target are both identical to May (90% and 10% respectively). This is encouraging as there had been a noticeable dip in April ((25 resolved, 20 (80% in target) and 5 (20% out of target)), so that dip appears to be isolated and now reversed.

## Number of new noise complaints received

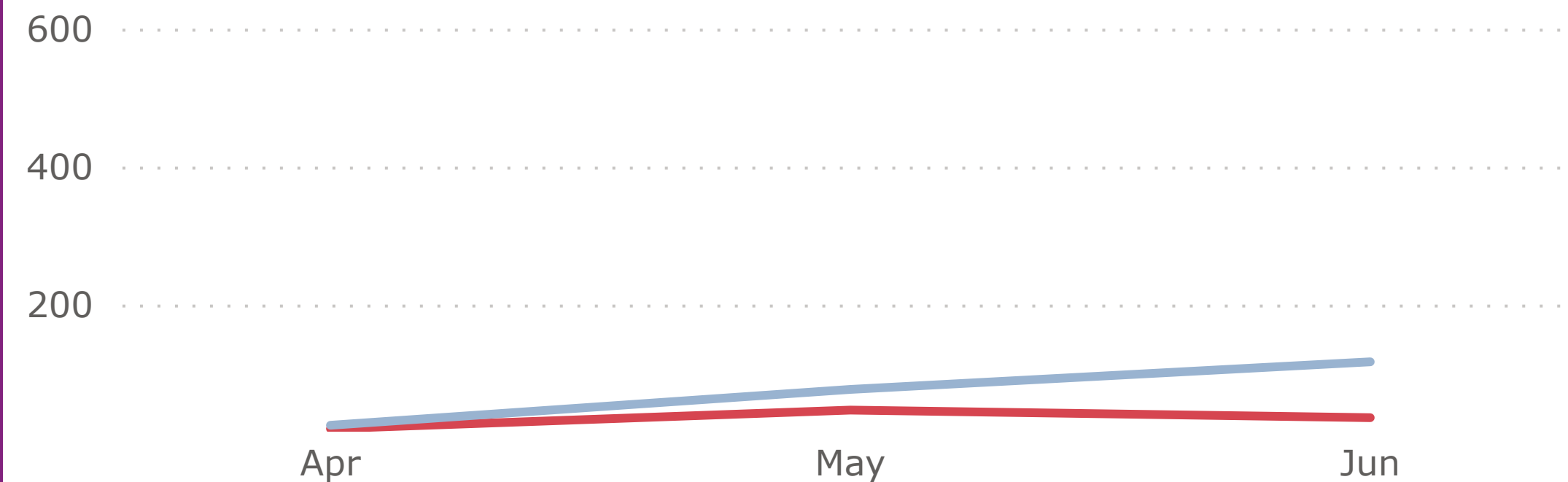
● Number of new noise complaints received. ● Number of new noise complaints received (YTD).



- 21-22
- 22-23
- 23-24

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

● Number of noise complaints resolved. ● Number of noise complaints resolved (YTD).



- 21-22
- 22-23
- 23-24

# 16. Housing and Strategic Health

Latest Data Period:

June 2023

## Commentary or Summary

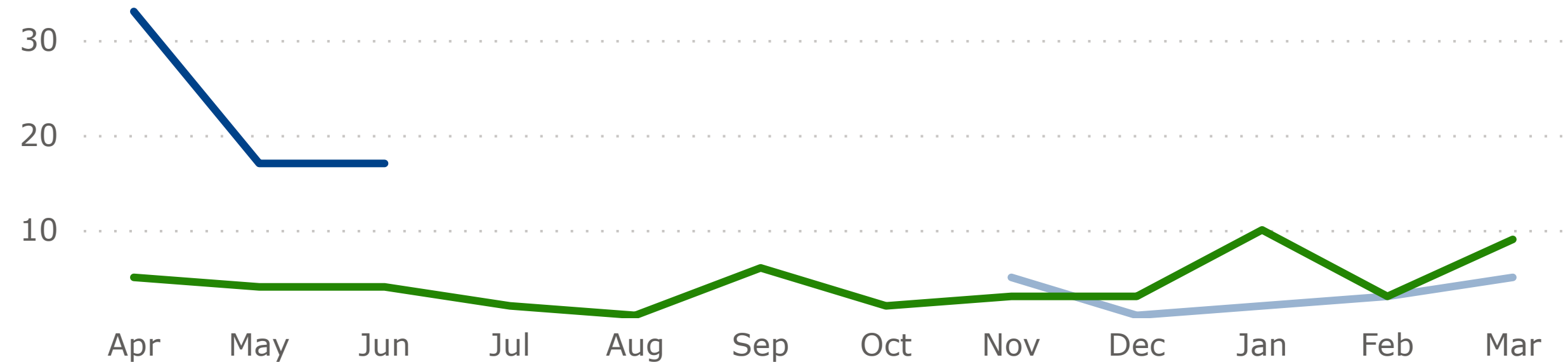
**Number of Housing Health and Safety Rating System hazards are removed or reduced\*:** Across 9 properties in June 2023, 2 Category 1 hazards for 'Excess Cold' and 'Falls on Stairs' were removed and 15 Category 2 hazards were reduced:

- 5 - Damp and Mould
- 1 - Space/Security/Light
- 2 - Electrical hazards
- 3 - Fire
- 4 - Other

\*This figure will fluctuate from month to month and it is dependent on when

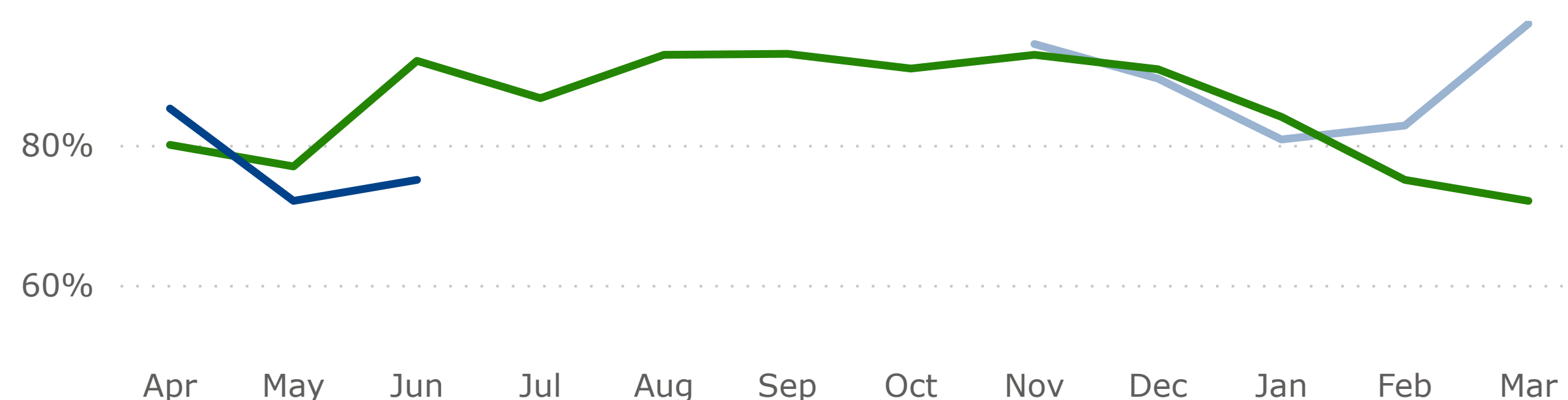
Number of Housing Health and Safety Rating System hazards removed or reduced

Financial Year ● 21-22 ● 22-23 ● 23-24



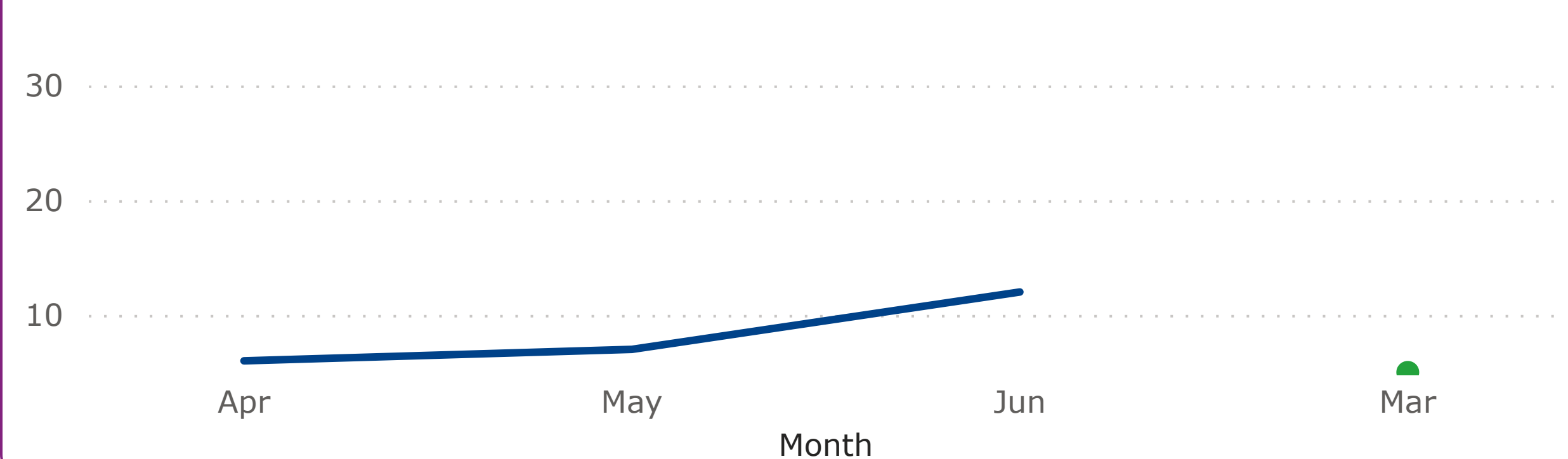
Percentage of housing complaints received that were resolved within the allocated timescales

Financial Year ● 21-22 ● 22-23 ● 23-24



Number of damp and mould hazards identified through HHSRS

Financial Year ● 22-23 ● 23-24



# 17. Housing and Strategic Health

Latest Data Period:

June 2023

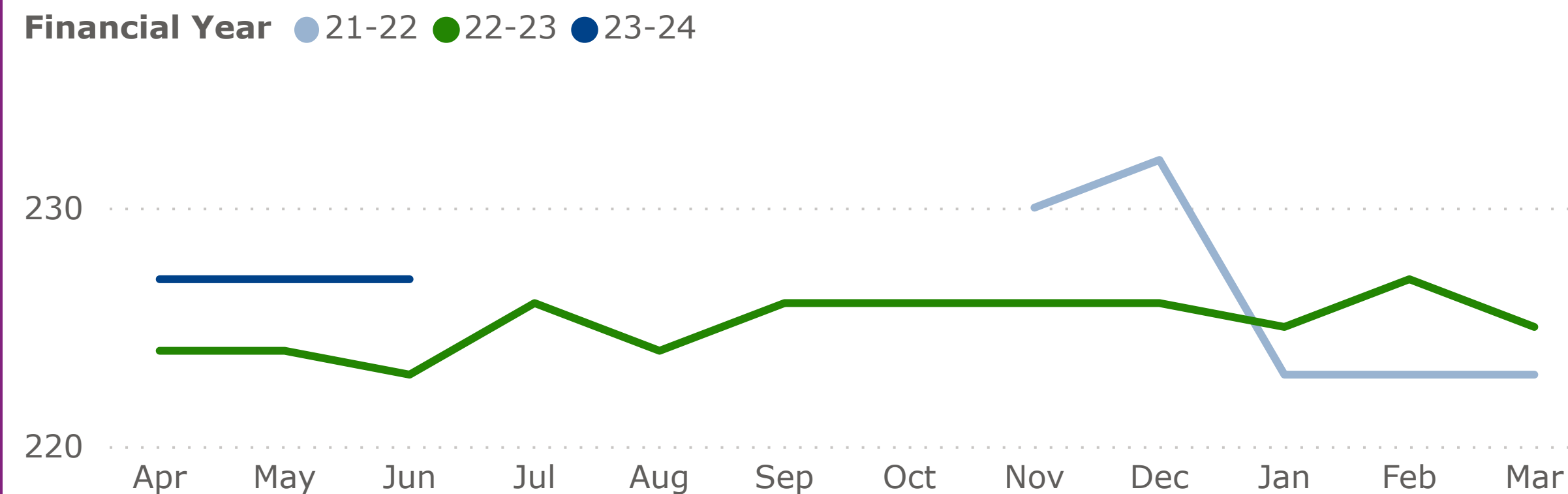
## Commentary or Summary

**Percentage of HMO (Houses of Multiple Occupancy) complaints received that were resolved within the allocated timescales:** There were no complaints received during June 2023 relating to HMO's and no HMO complaints were resolved.

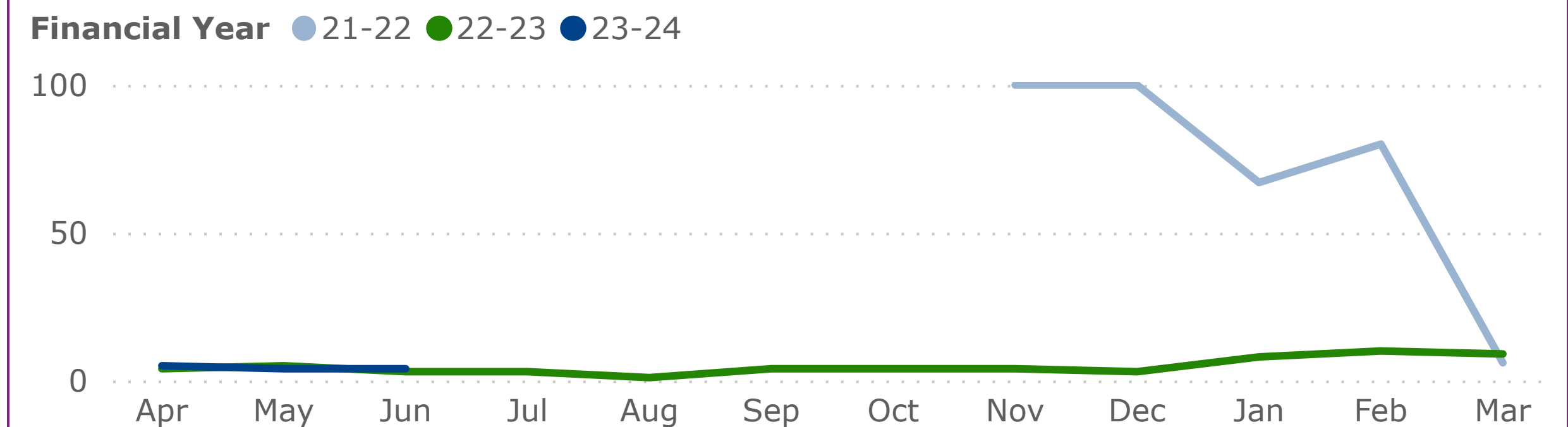
Percentage of HMO complaints received that were resolved within the allocated timescales



Number of HMOs in West Suffolk



Number of HMO licence and renewal applications currently being processed





# 18. Housing and Strategic Health

Latest Data Period:

June 2023

## Commentary or Summary

### Number of proactive HMO (Houses of Multiple Occupancy) investigations carried out on previously unknown HMOs and then brought up to standard:

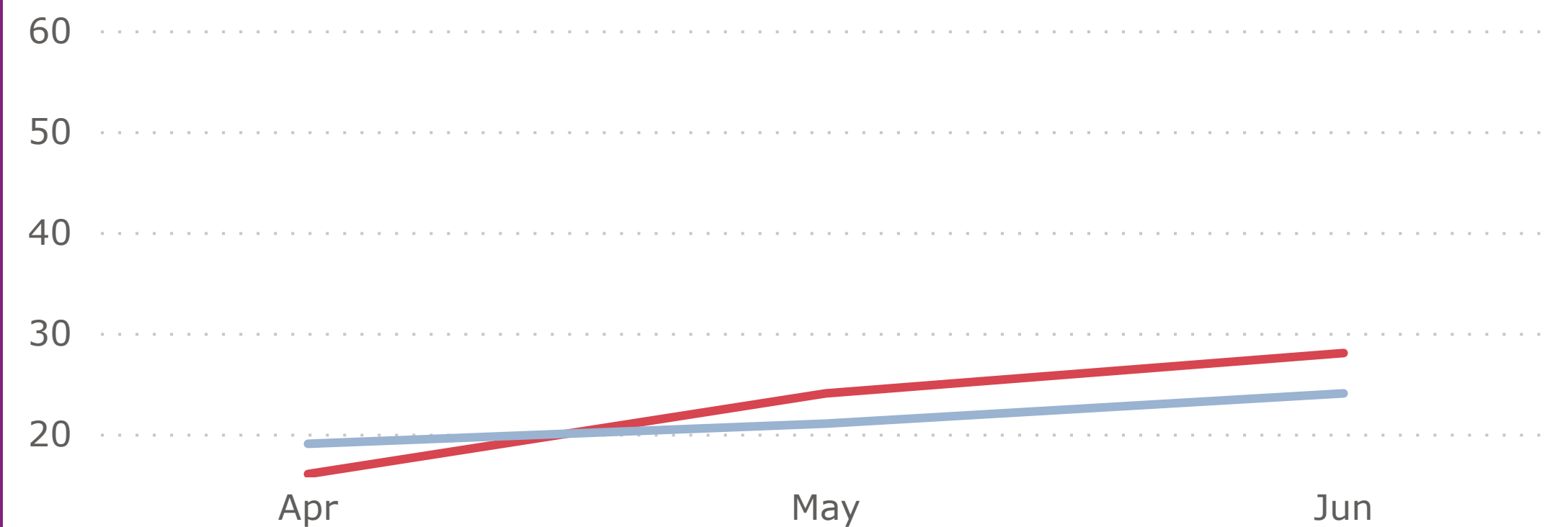
We have not received any intelligence from partners or undertaken any targeted any properties for pro-active investigation. Stakeholders in March 2023 been reminded to contact us if they have concerns as part of update communication on our HMO review. We continue to work closely with our partner organisation such as the Police, Modern Day Slavery Team and the Fire Service to investigate suspected HMO complaints when they arise.

**Number of Public Health cases received:** 28 Public Health cases received in June 2023, 15 completed, 13 outstanding.

**Number of Public Health cases resolved:** 26 Public Health cases resolved in June 2023, 24 (92.31%) achieved in target, 2 (7.69%) out of target.

### Number of Public Health cases received and resolved

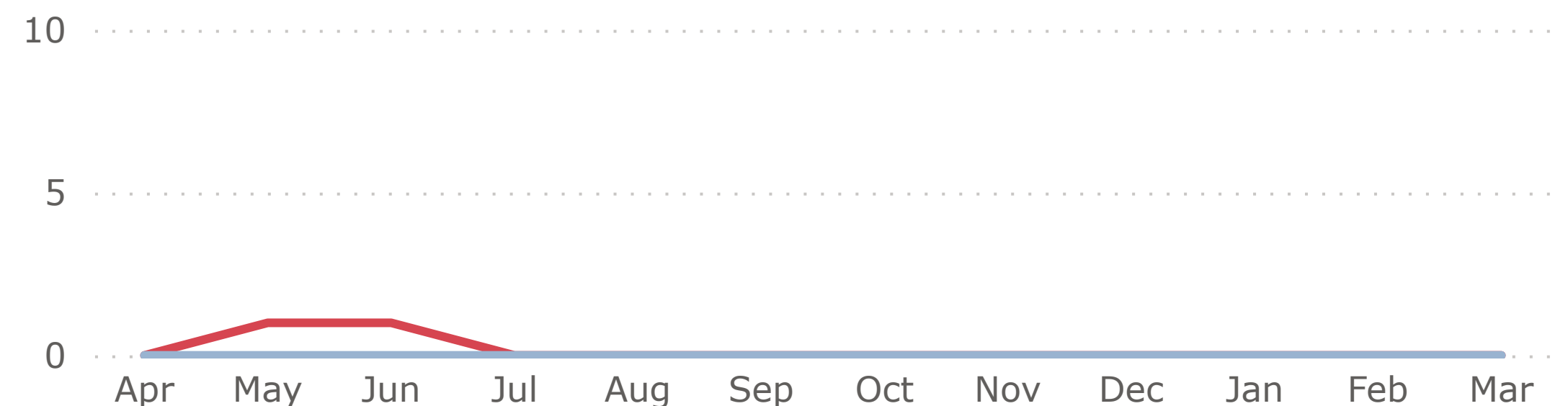
● Number of Public Health cases received. ● Number of Public Health resolved.



- 21-22
- 22-23
- 23-24

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

● Number of pro-active HMO investigations carried out on ... ● Number of previously unknown ...



- 21-22
- 22-23
- 23-24



# 19. Housing and Strategic Health

Latest Data Period:

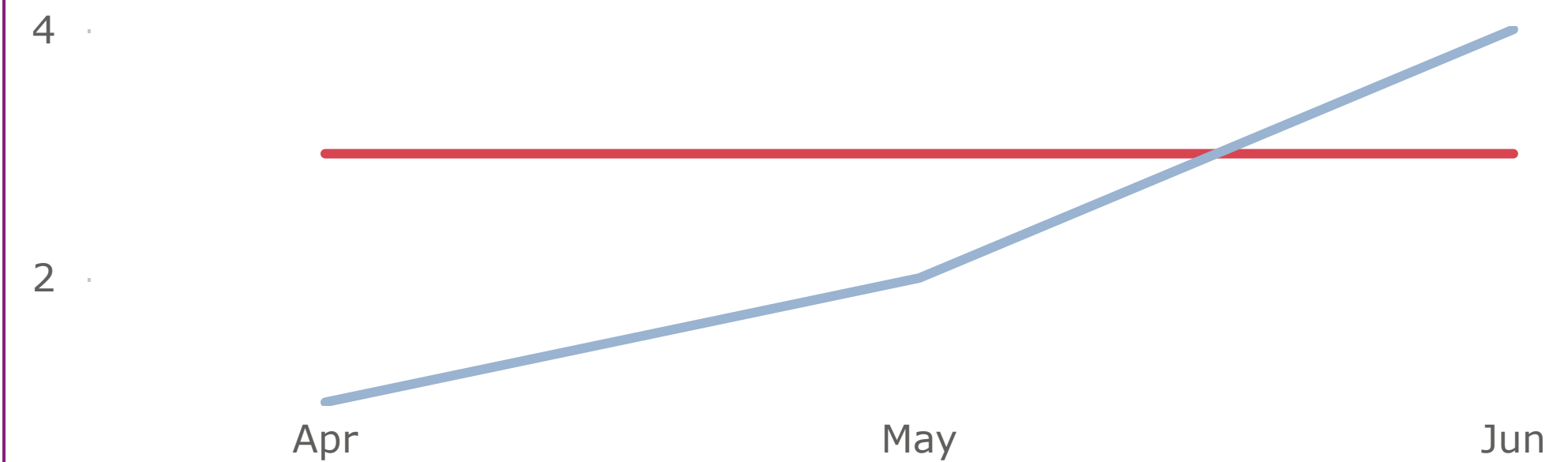
June 2023

## Commentary or Summary

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

## Number of non-licensed HMO inspections carried out and allocated

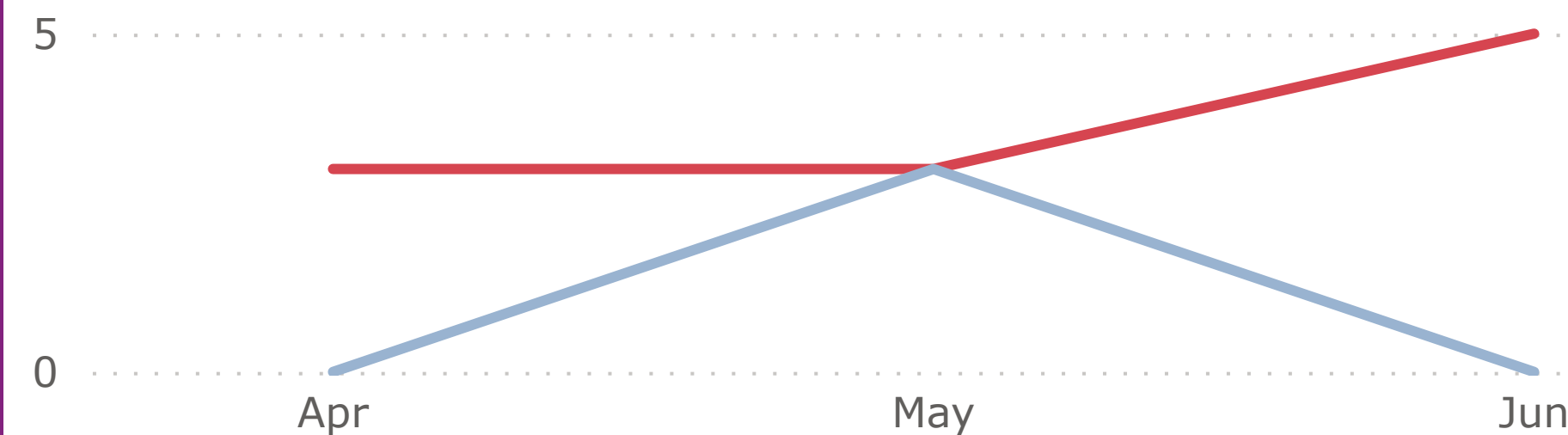
● Number of non-licensed HMO inspections carried out. ● Number of non-licensed HMO inspection...



- 21-22
- 22-23
- 23-24

## Number of licensed HMO inspections carried out and allocated

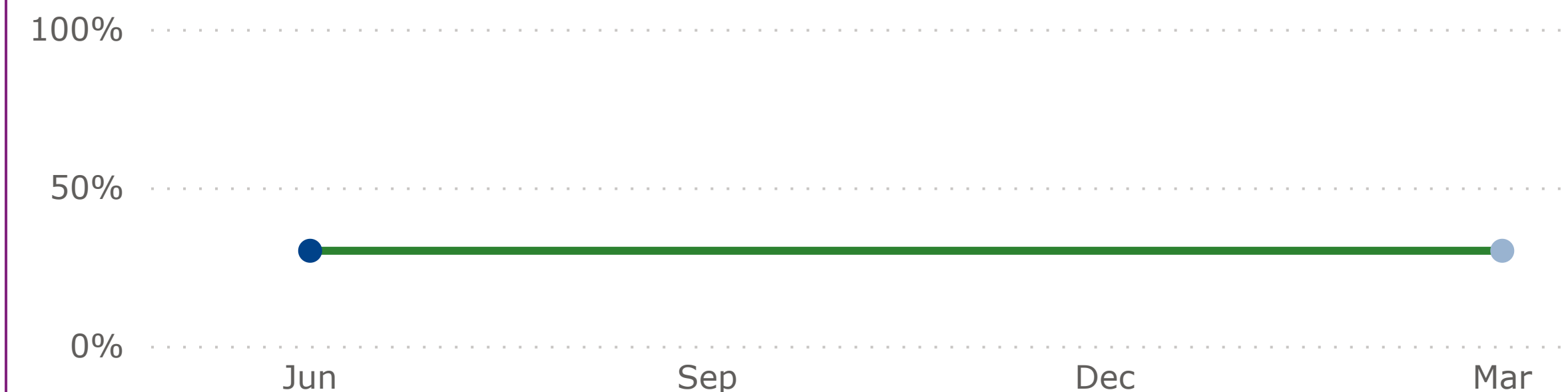
● Number of licensable HMO inspections carried out. ● Number of licensed HMO inspection...



- 21-22
- 22-23
- 23-24

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

Financial Year ● 21-22 ● 22-23 ● 23-24

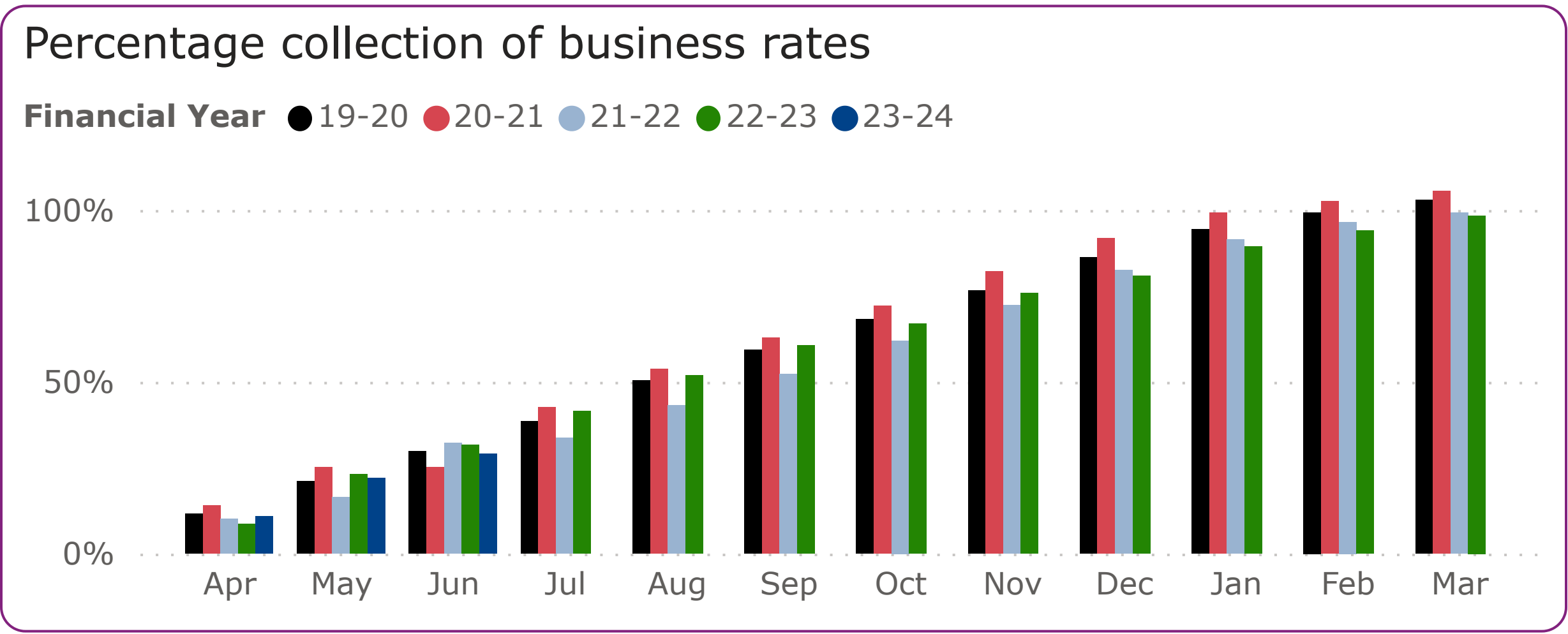
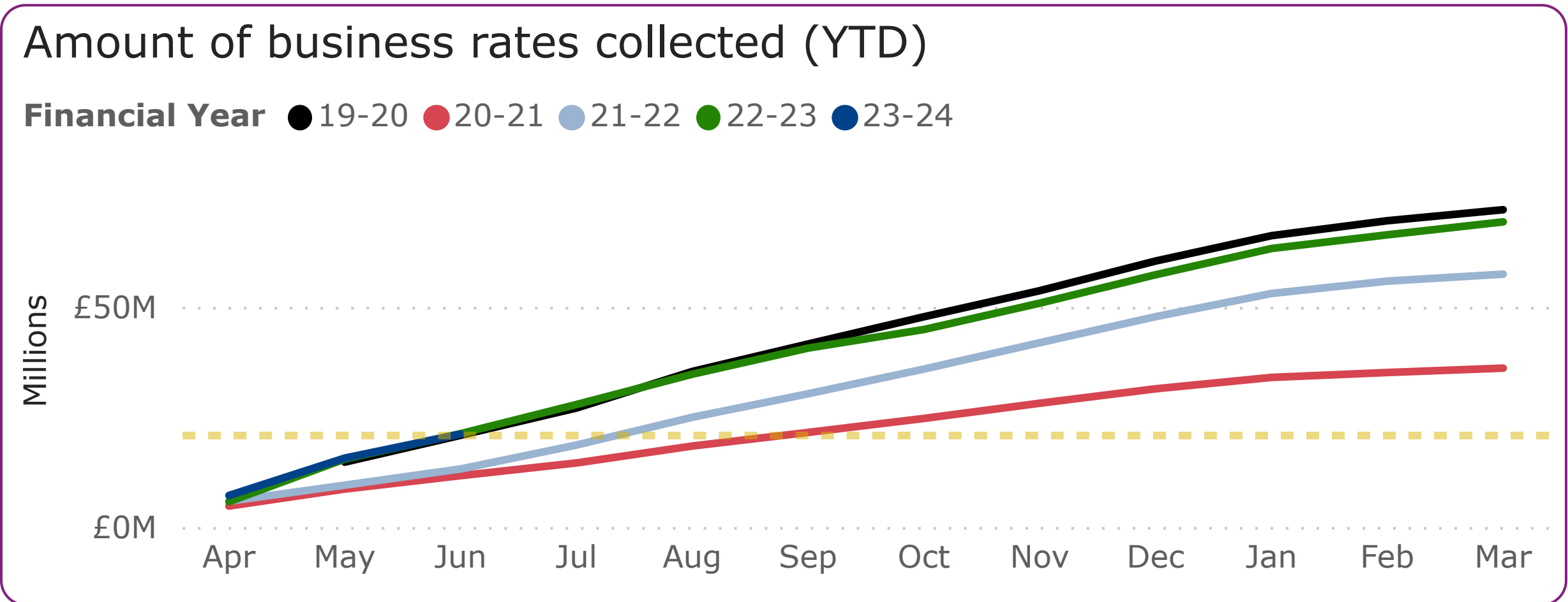


# 20. Resources and Property

**Latest Data Period:**  
June 2023



**Commentary or Summary**  
Collection at the end of Q1 is above target by £328,759 with £21,120,477 collected.



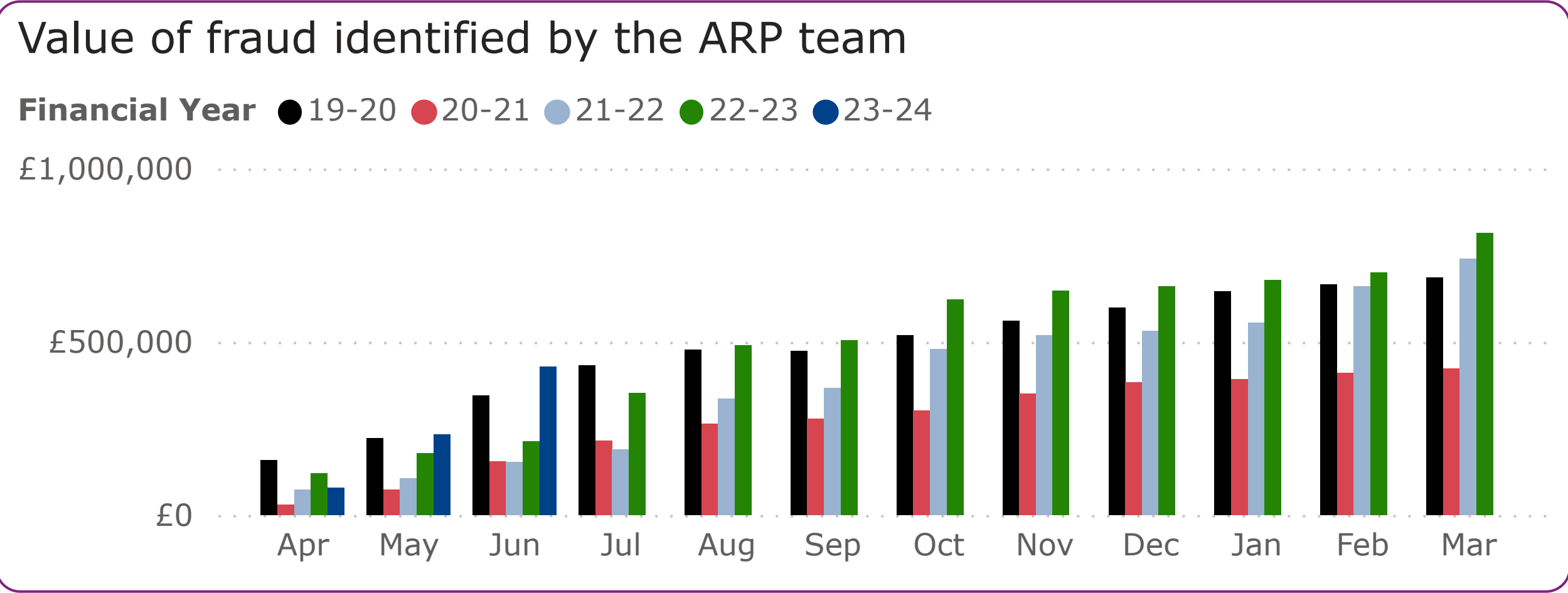
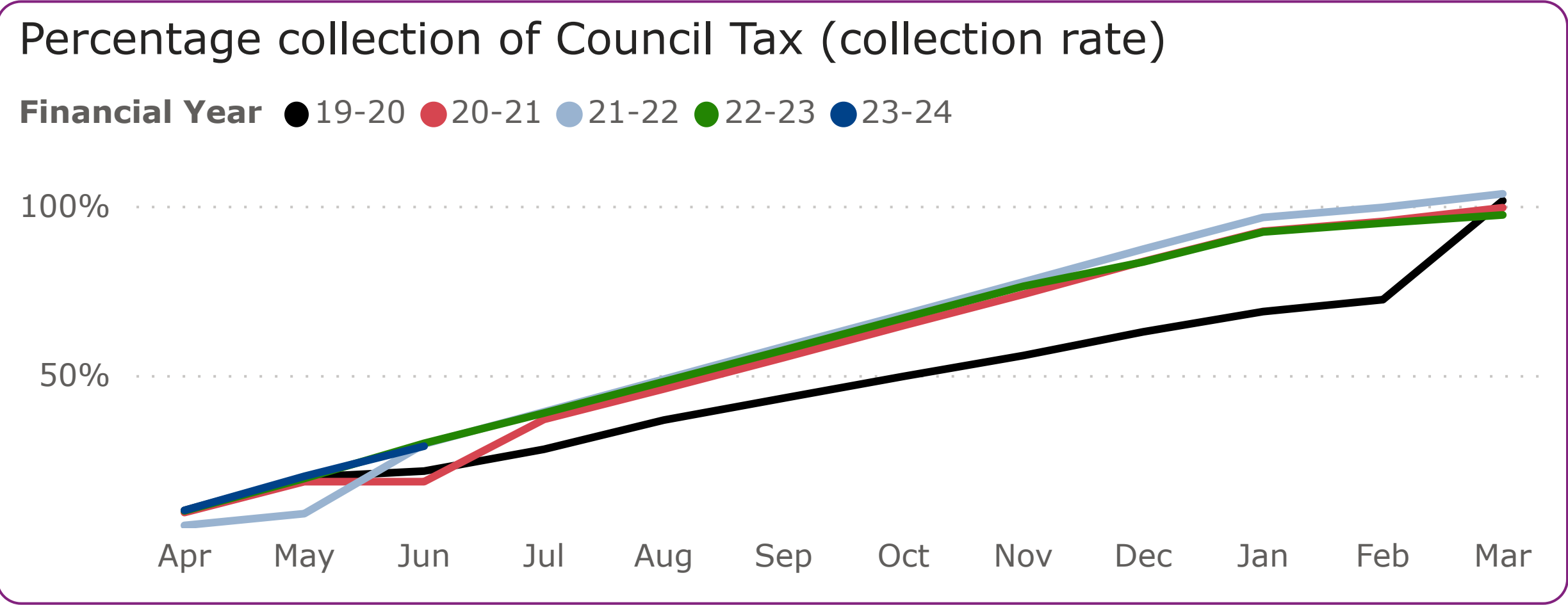
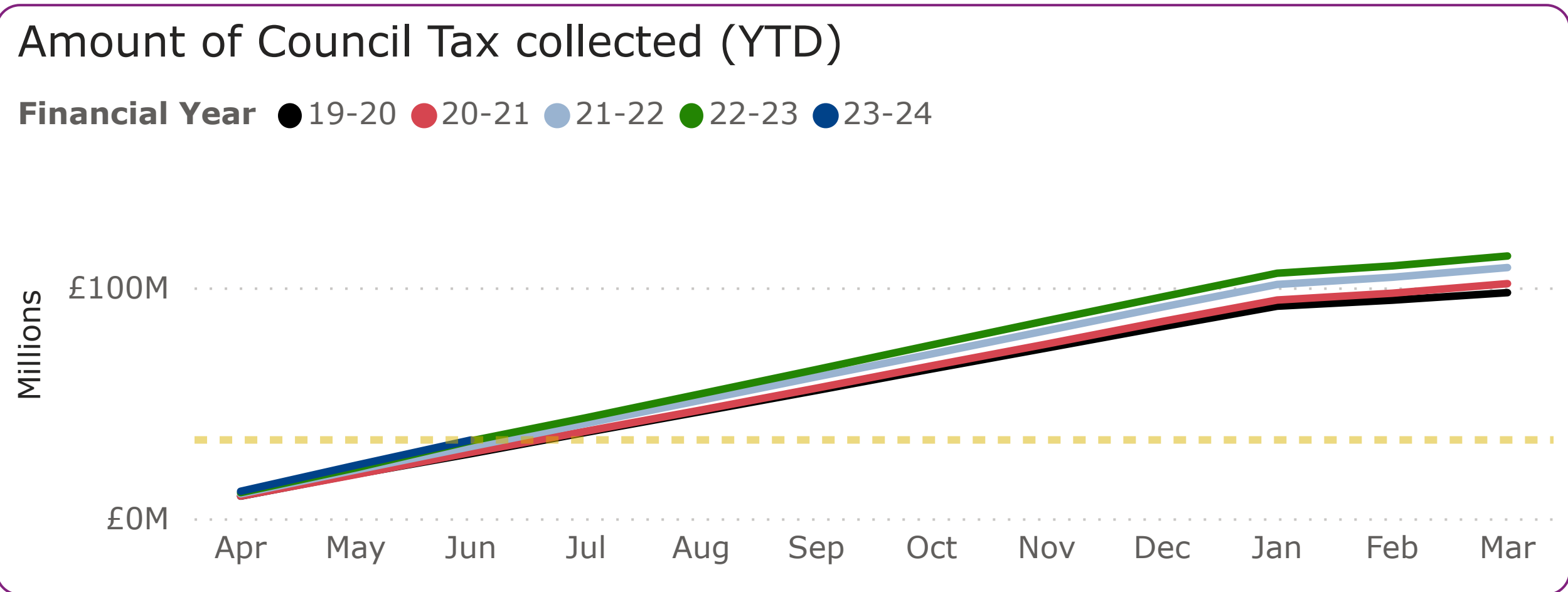
# 21. Resources and Property

**Latest Data Period:**  
June 2023



**Commentary or Summary**

**Amount of Council Tax collected (YTD):** Collection is on target at the end of Q1 with £33,913,141 collected.



# 22. Resources and Property

**Latest Data Period:**  
June 2023



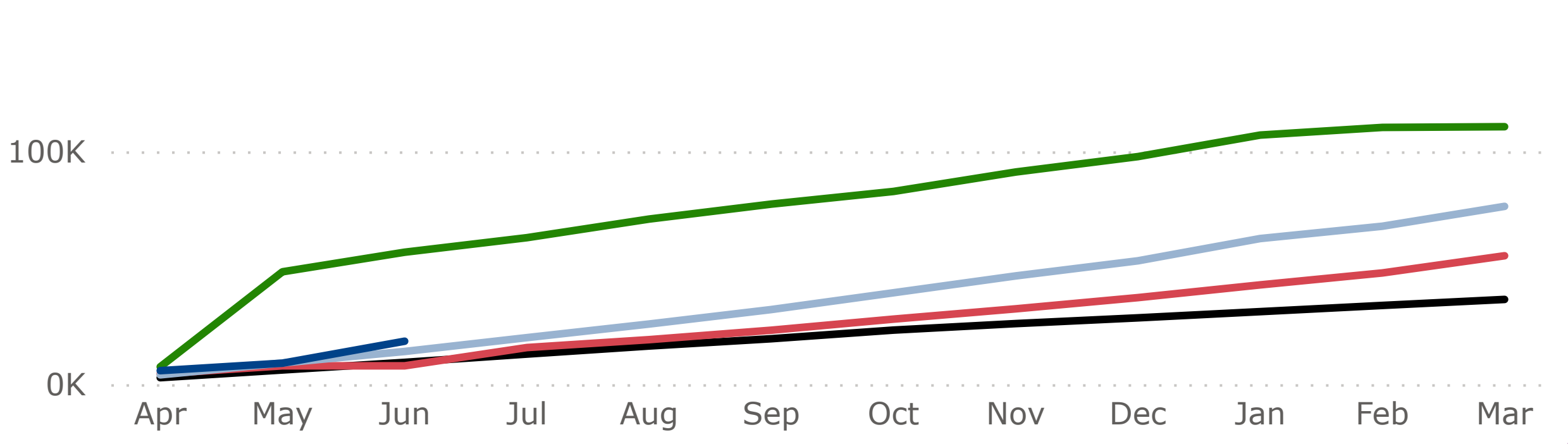
### Commentary or Summary

The 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 10 days for HB claims. The average number of days taken to process Housing Benefit new claims and changes combined as at the end of Q1 was 10.85

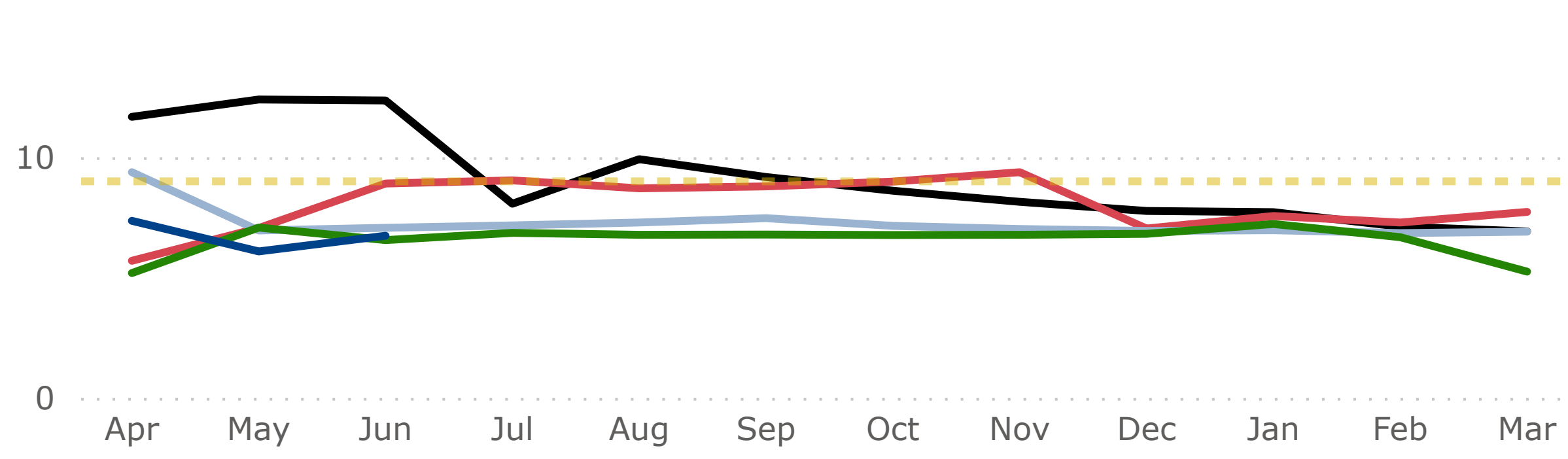
### Number of e-forms received (YTD)

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23 ● 23-24



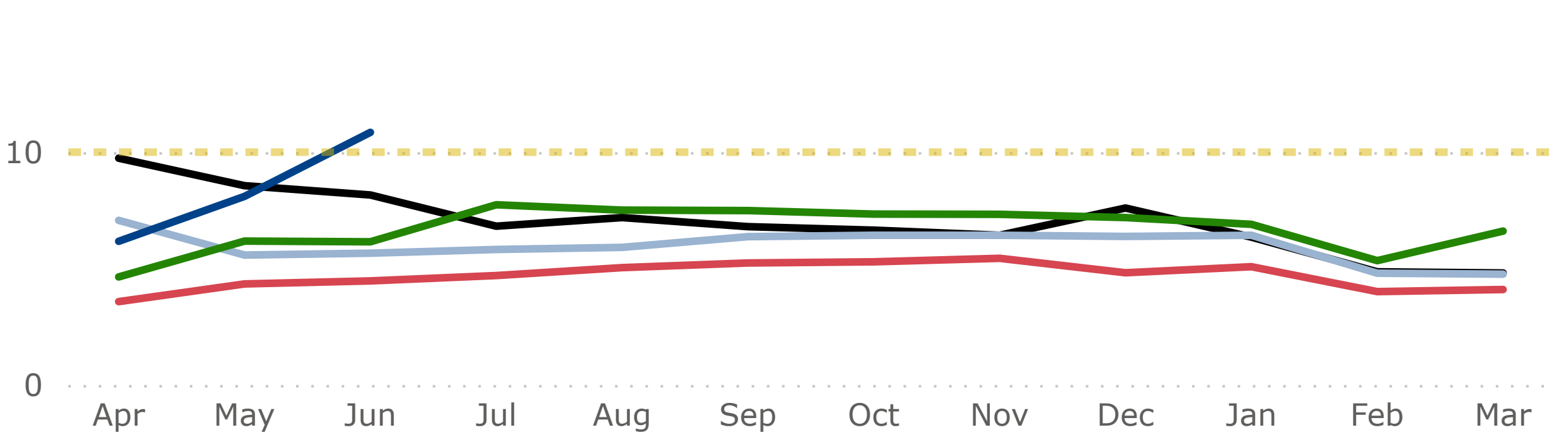
### Days taken to process Local Council Tax Reduction Scheme claims

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23 ● 23-24



### Days taken to process Housing Benefit claims

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23 ● 23-24



# 23. Resources and Property

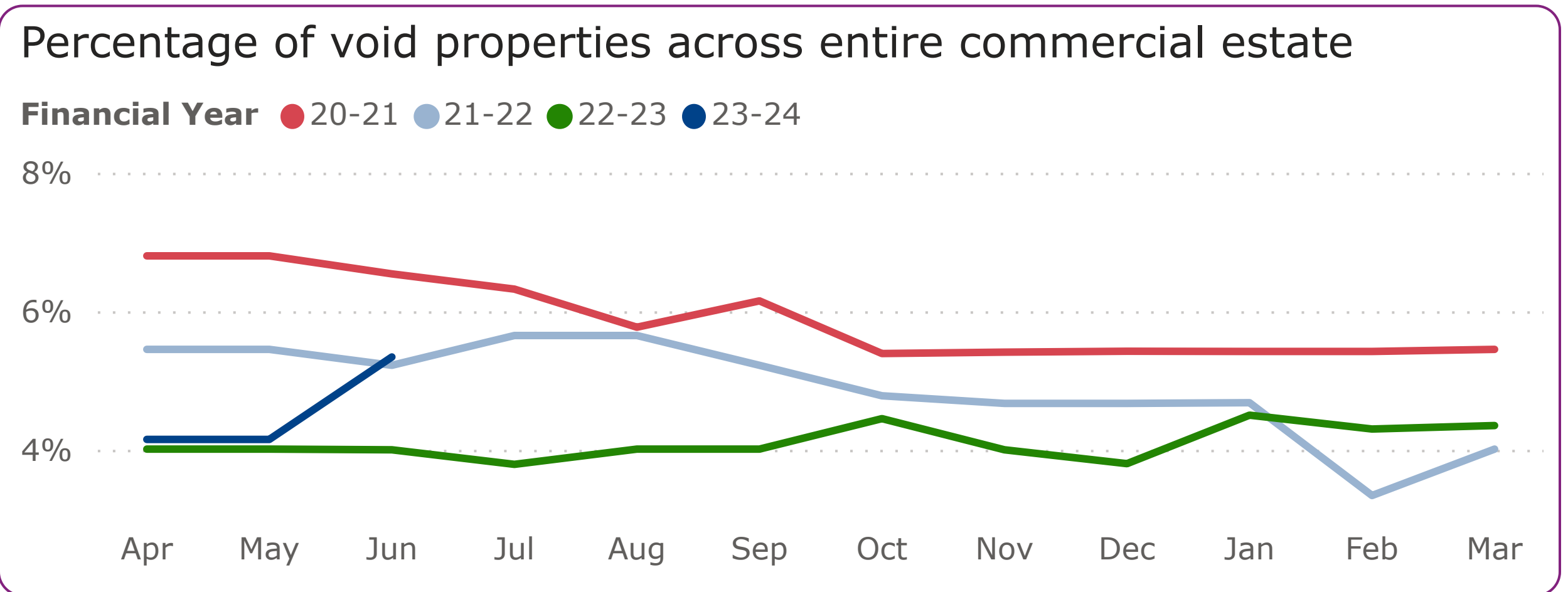
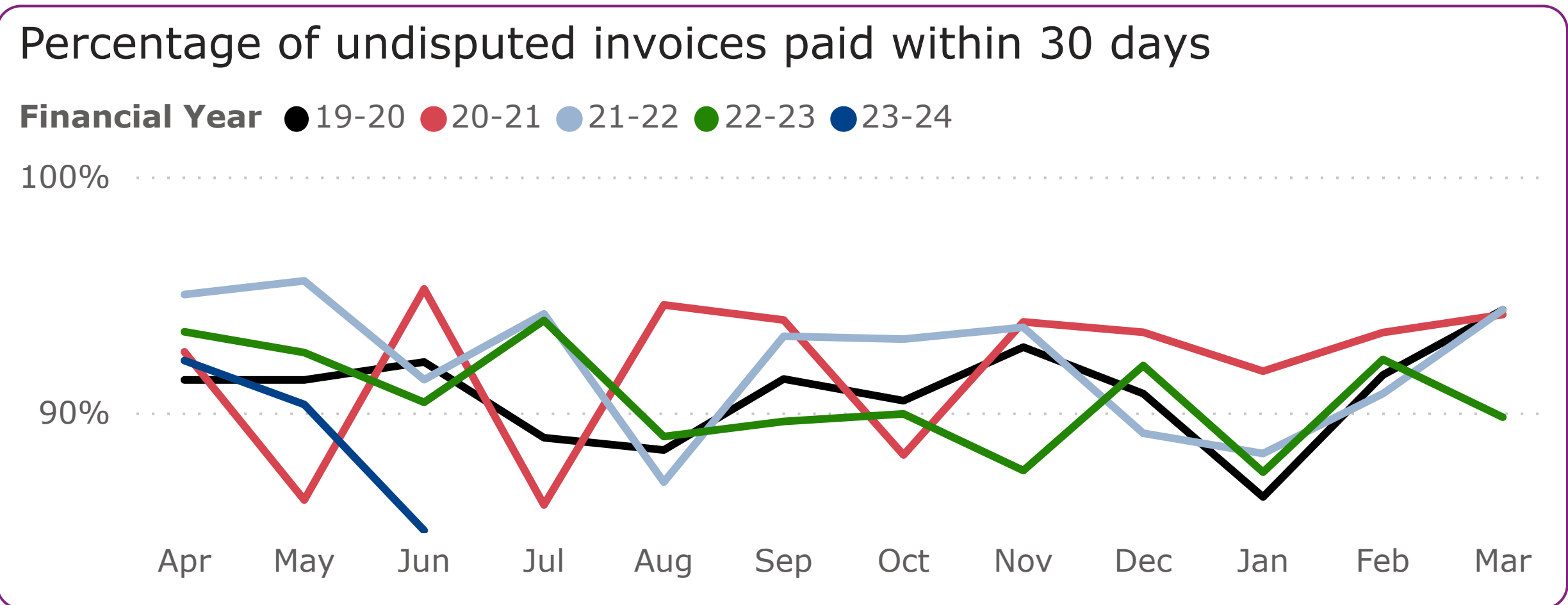
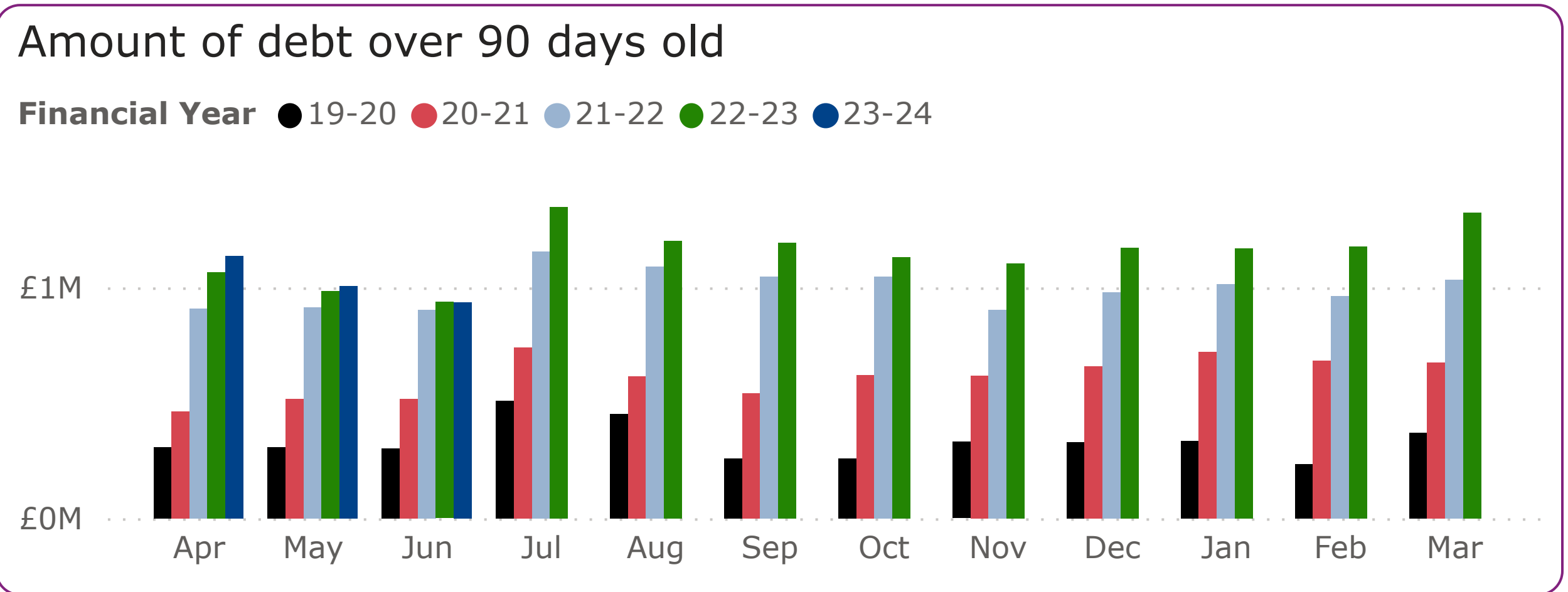
**Latest Data Period:**  
June 2023



**Commentary or Summary**

**Amount of debt over 90 days old:** Total debt over 90 days has decreased as one of the major property debtors has been placed on a payment plan and there has been some settlement of older facilities.

**Percentage of void properties across entire commercial estate:** Void rates are comfortably below the market average for a commercial portfolio (10%) reflecting our pro-active management approach, and the nature of a portfolio which comprises a significant number of industrial properties. There will be natural fluctuations from month to month as properties are vacated and re-let, this period there has been 5 units returned but 2 have been re-let.





# 24. Governance

Latest Data Period:

June 2023



## Commentary or Summary

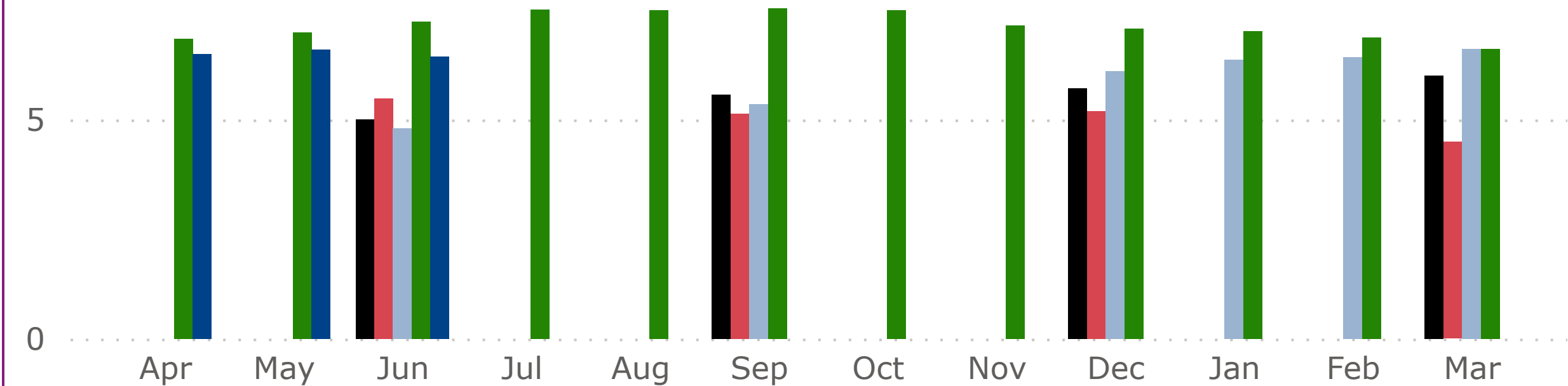
**Average number sick days lost per FTE:** A reduction since May 2023 and the lowest figure since February 2022.

**Head count:** Increase of four since May 2023.

**Number of new starters:** There were 13 new starters in June 2023.

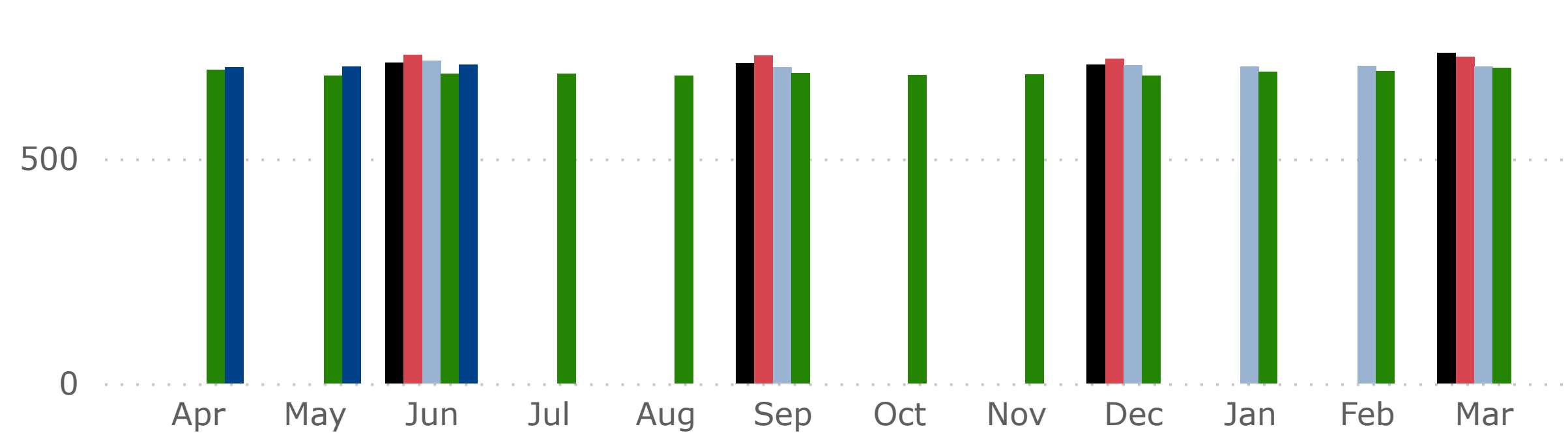
## Average number of sick days lost per FTE per year

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23 ● 23-24



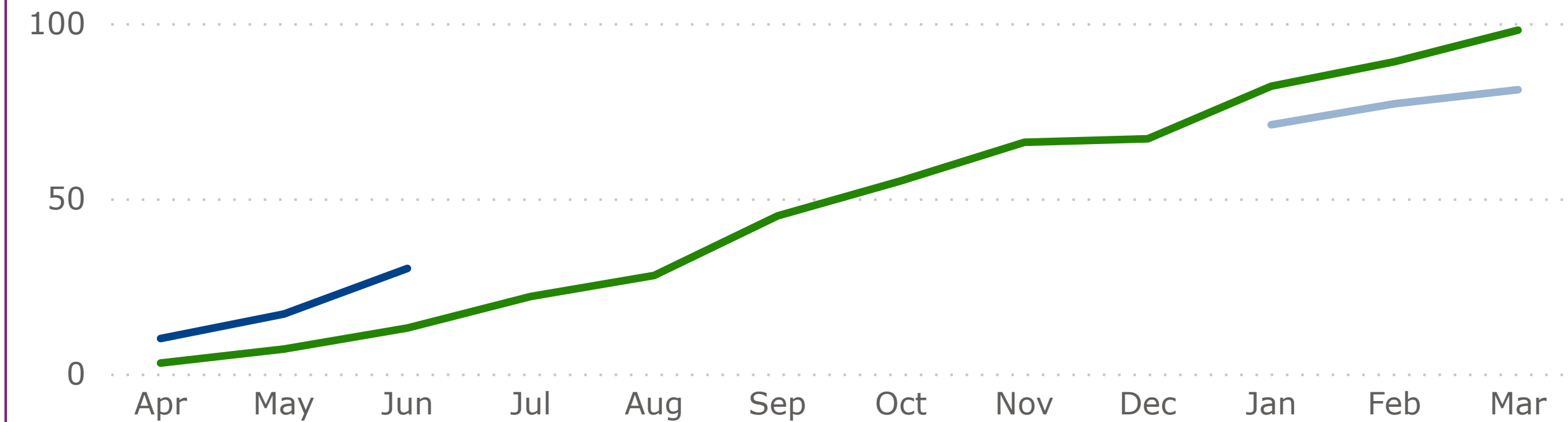
## Number of current employees (head count)

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23 ● 23-24



## Number of new starters in 12 months to date (YTD)

Financial Year ● 21-22 ● 22-23 ● 23-24



# 25. Governance

Latest Data Period:

June 2023



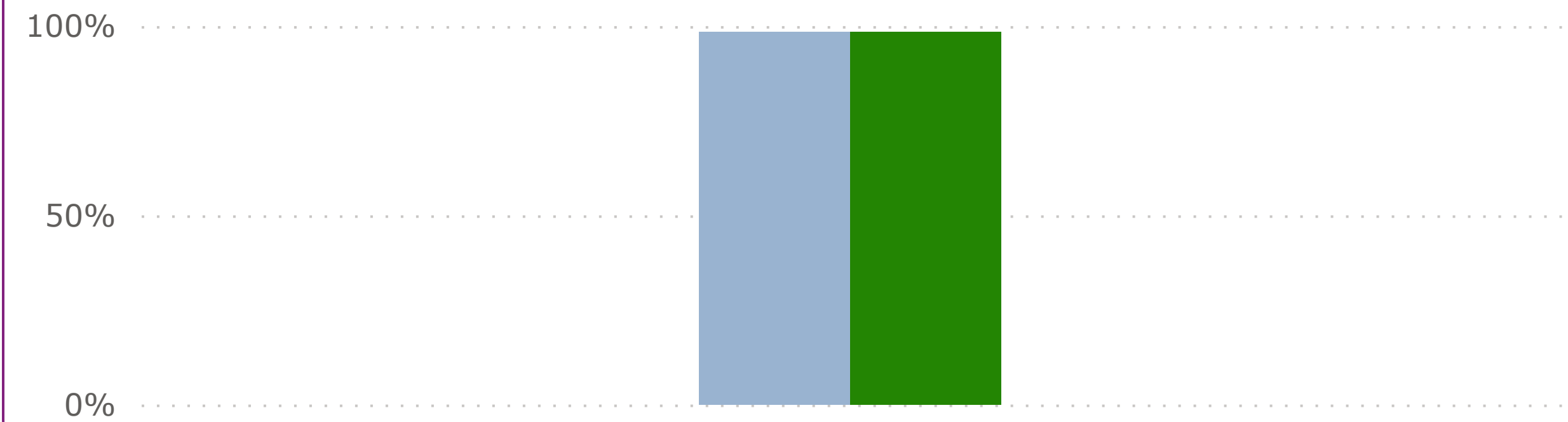
## Commentary or Summary

**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.

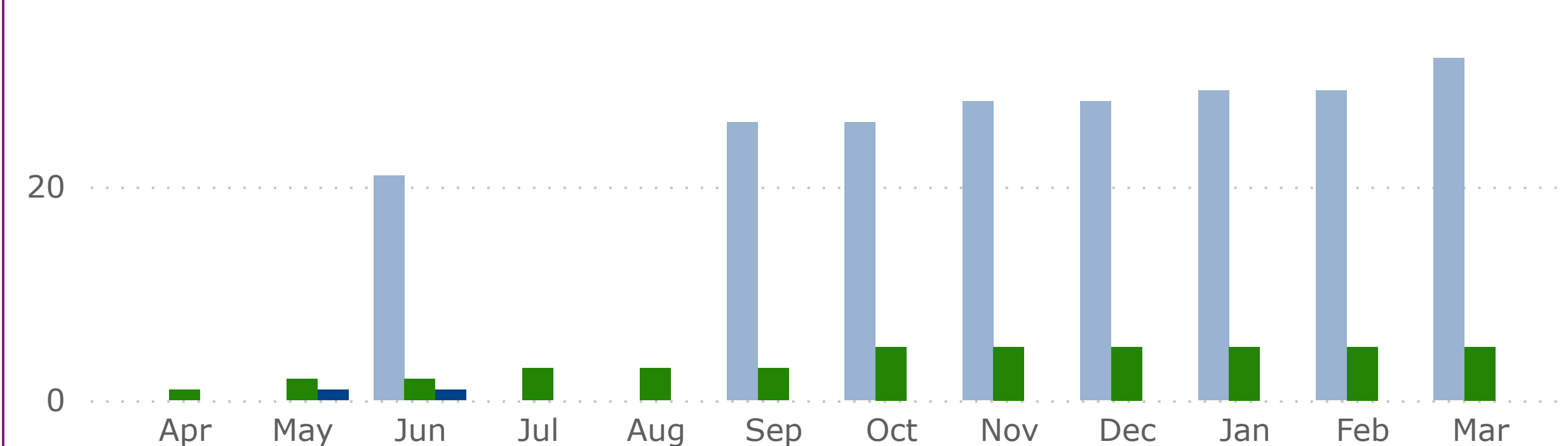
## Percentage overall canvass completion

Financial Year ● 21-22 ● 22-23



## Number of unscheduled elections and referendums held (YTD)

Financial Year ● 21-22 ● 22-23 ● 23-24



# 26. Regulatory and Environment

Latest Data Period:

June 2023

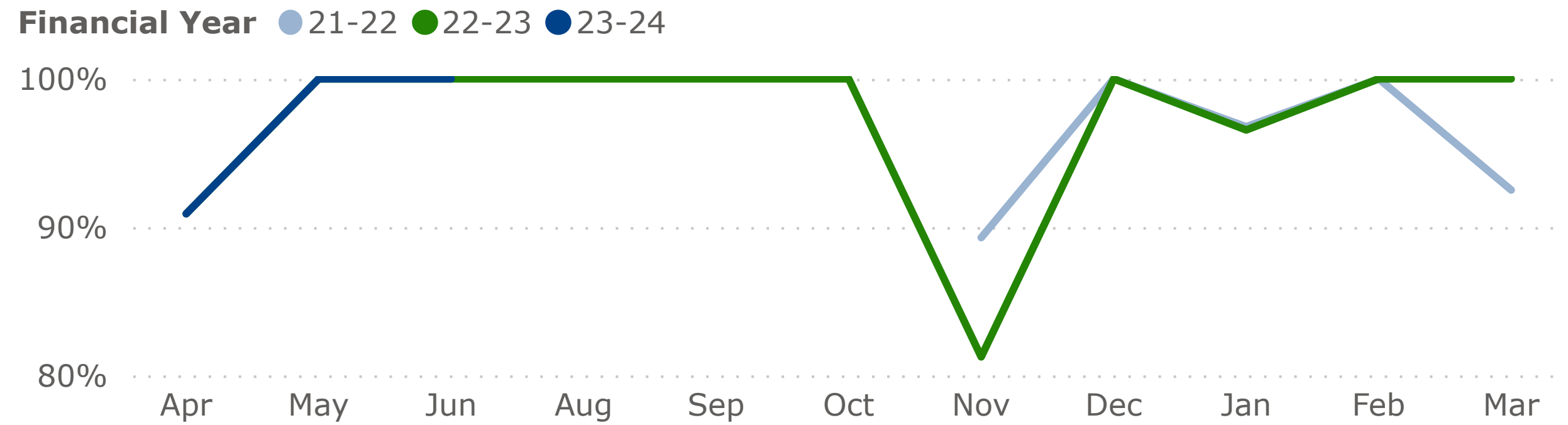


## Commentary or Summary

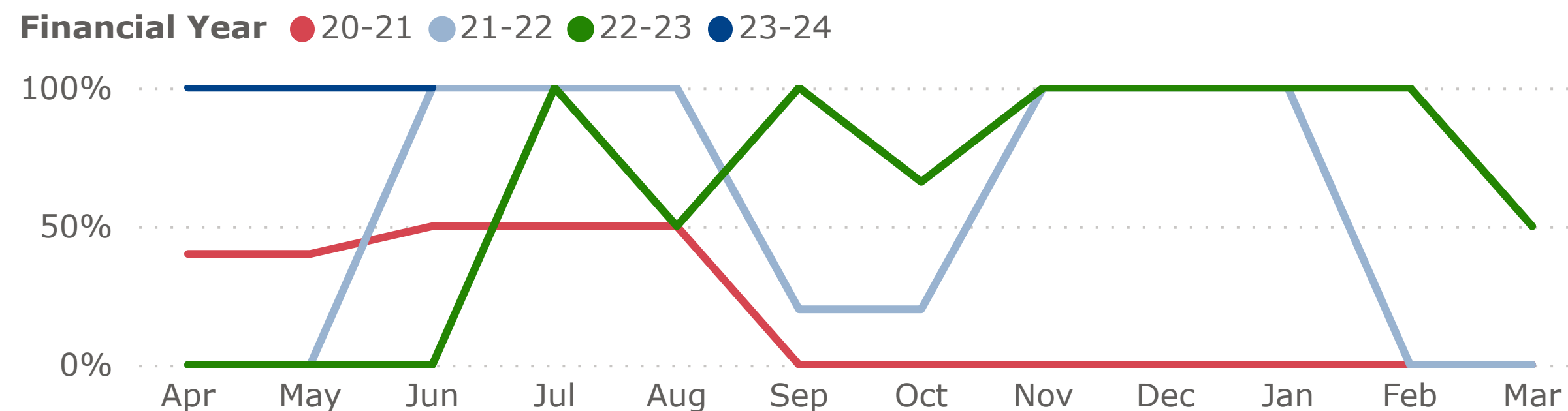
**Percentage of poor rated food businesses brought to compliance:** All poor rated businesses inspected during March 2023 were compliant during June 2023.

**Number of new food premises applying for a new registration licence:** 22 new food registrations received in June 2023.

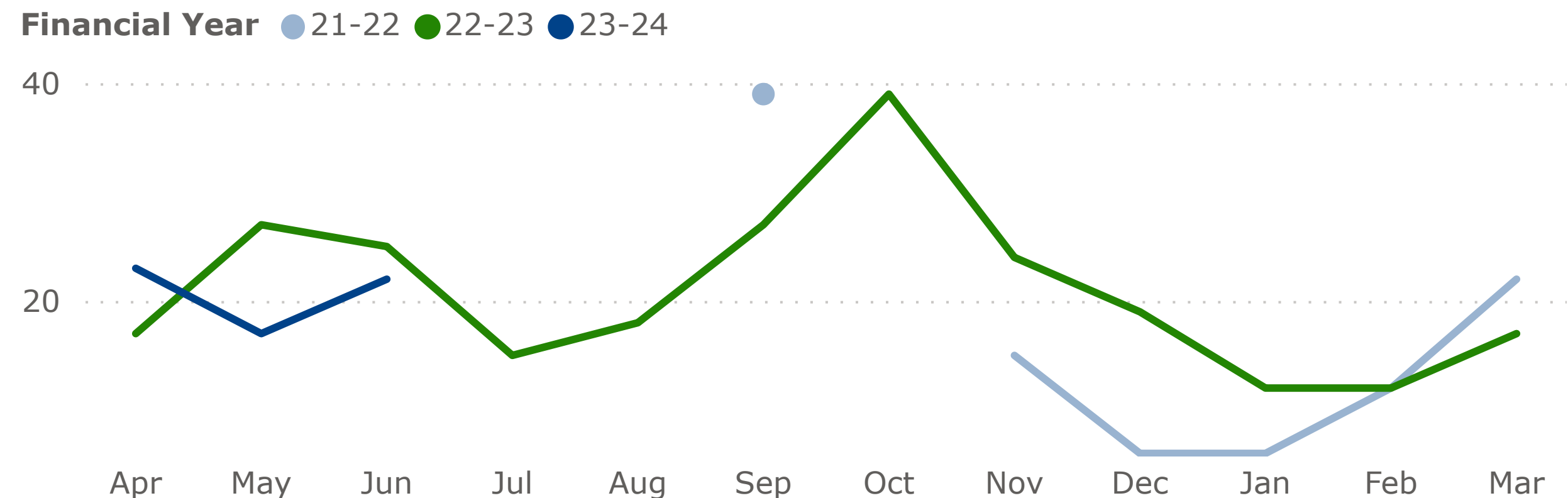
Percentage of complaints and incidents regarding West Suffolk food businesses resolved within three months



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



Number of new food premises applying for a new registration licence



# 27. Regulatory and Environment

Latest Data Period:

June 2023



## Commentary or Summary

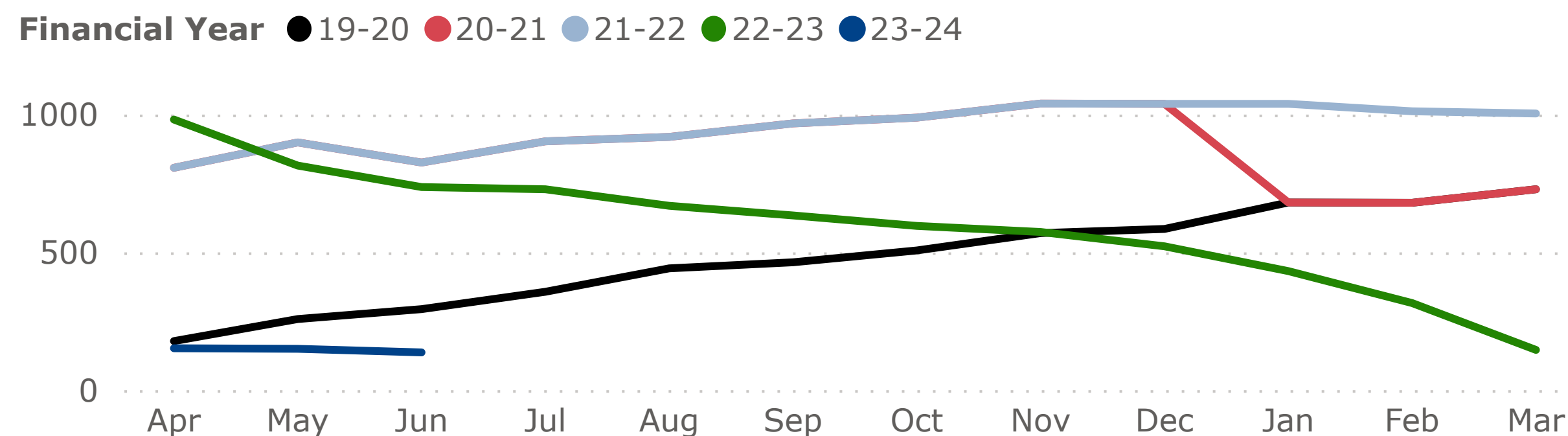
**Percentage of broadly compliant food businesses:** This continues to compare favourably with both Regional (97.9%) and National (96.9%) figures.

**Number of outstanding routine food hygiene inspections due:** There were 137 outstanding inspections at 30 June 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. With the plans we have in place for this next year, the current backlog number above will be completed. However, there will always be a small number of rolling number of outstanding as every month new ones become due. Due to staff annual leave, there are 2 B Category inspections outstanding and these will be caught up with in the future.

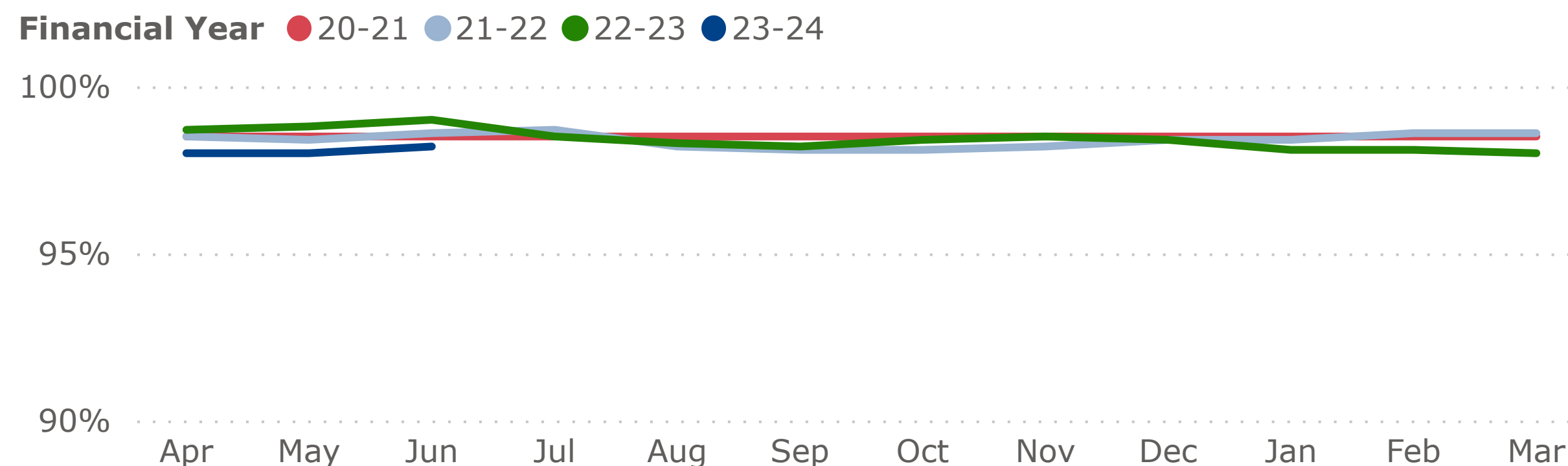
The team have been prioritising some health and safety accident investigations and this impacts the amount of time available to do inspections. We currently have a vacant Technical Officer post at this time.

Typically, unrated premises are separated as they are initial inspections, not routine as they are new businesses. However, due to changes to the database and moving to Assure at the end of February 2023, the team are unable to accurately pull a figure of new businesses that are unrated for June 2023. The team have been prioritising some health and safety accident investigations and this impacts the amount of time available to do inspections.

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



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





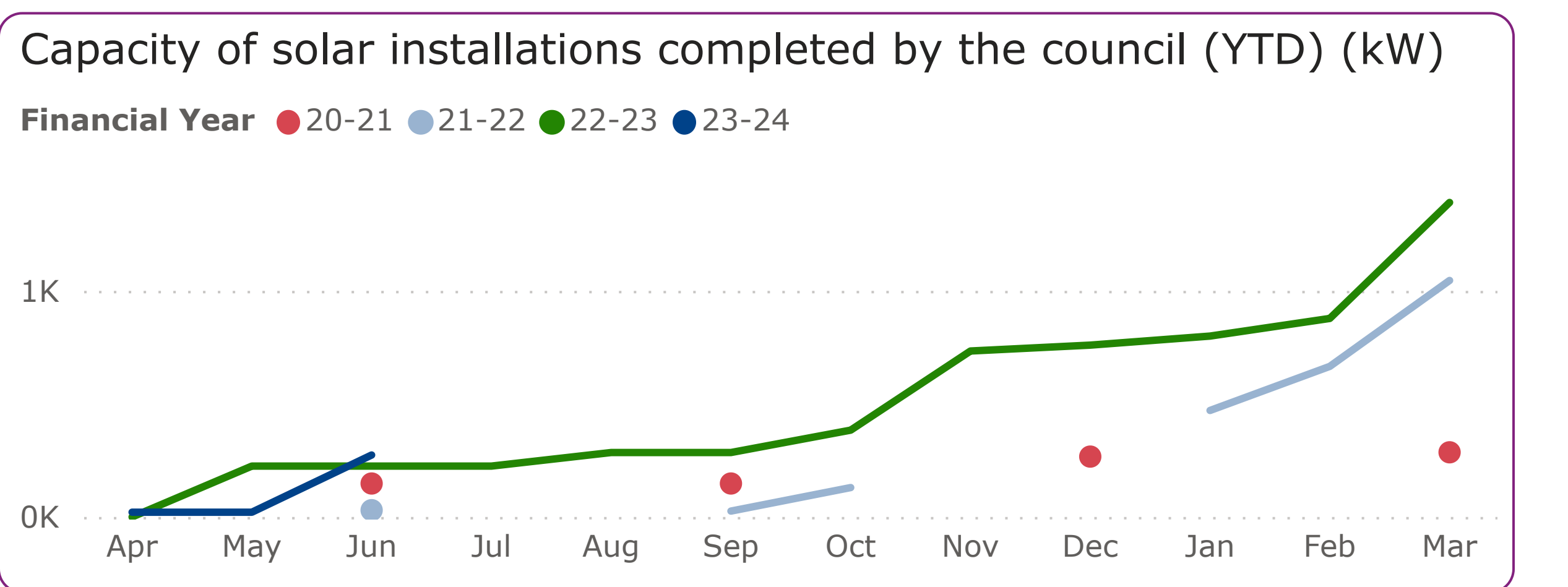
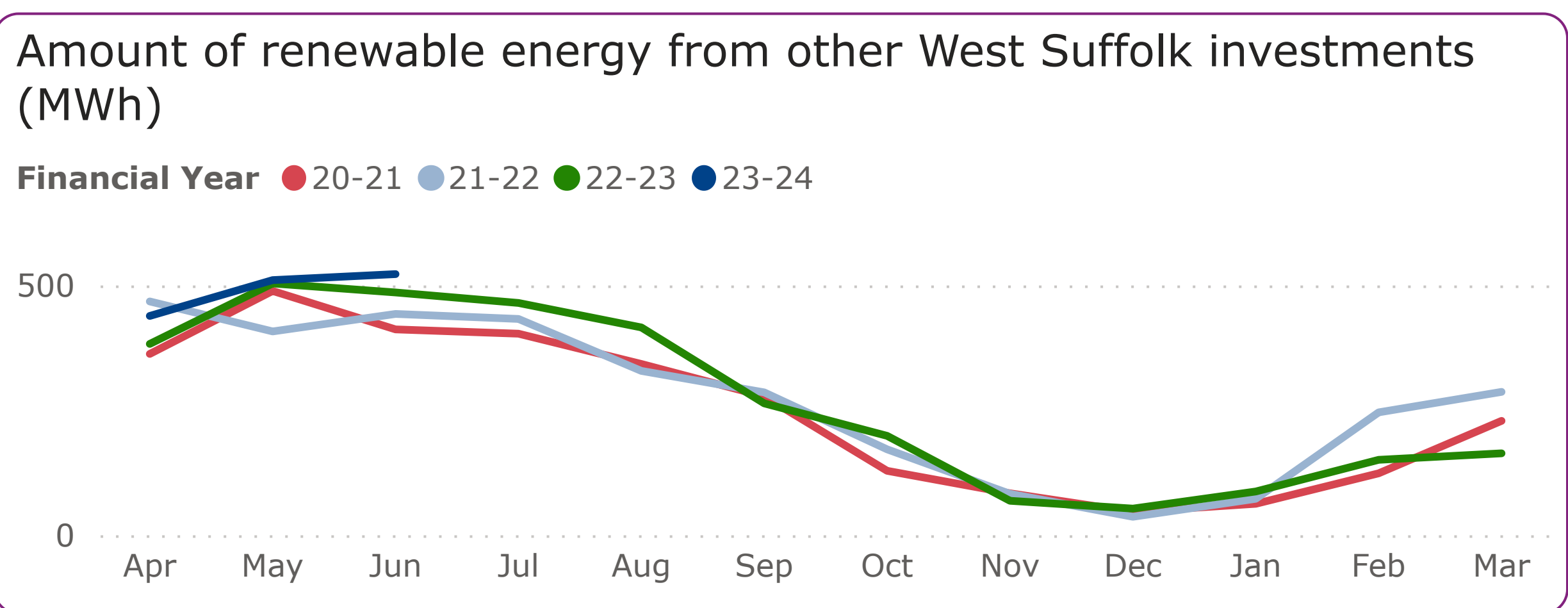
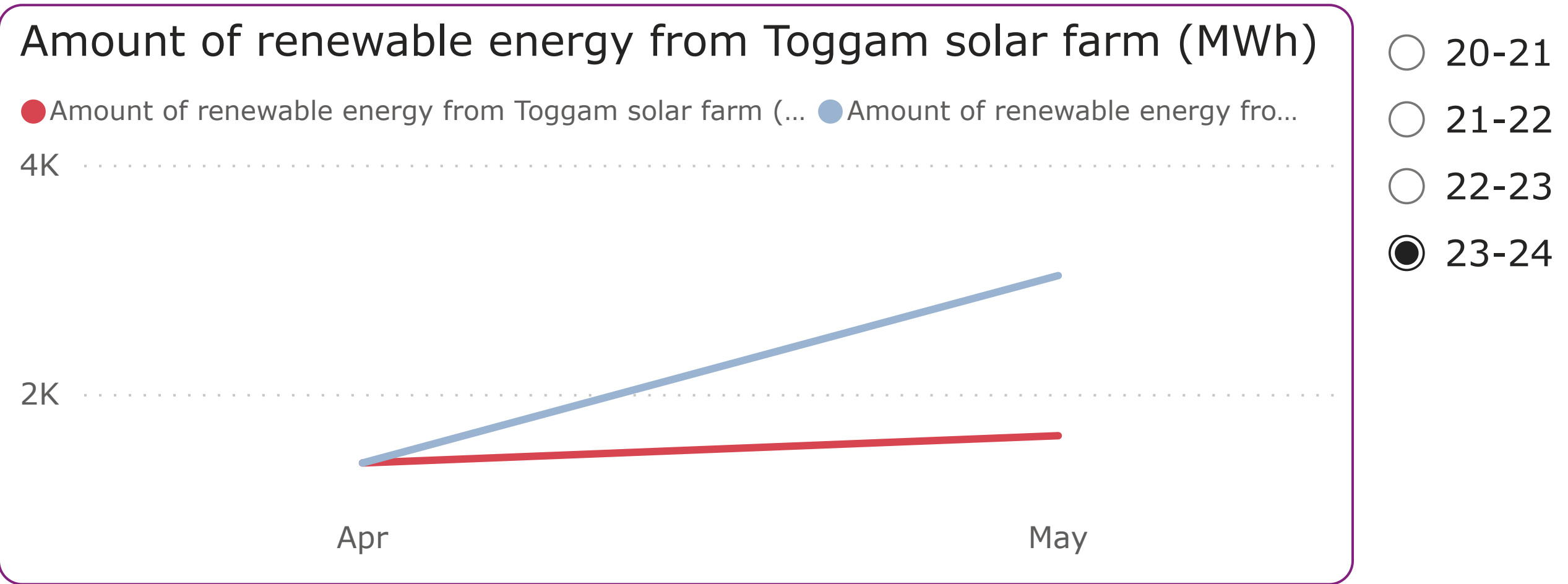
# 28. Regulatory and Environment

Latest Data Period:

June 2023



**Commentary or Summary**





# 29. Families and Communities

Latest Data Period:

June 2023



## Commentary or Summary

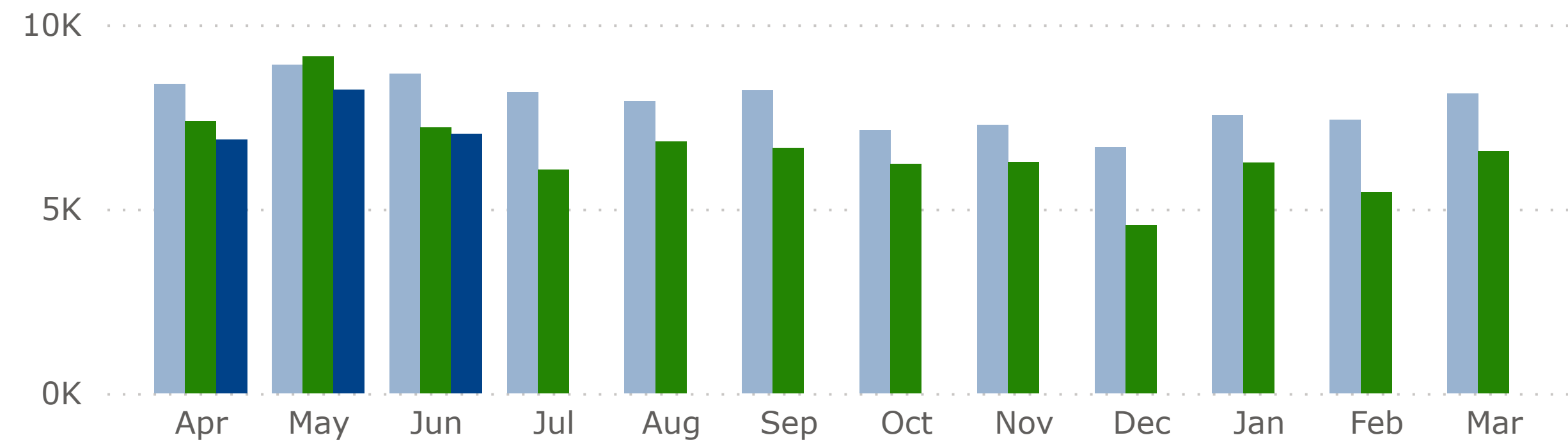
**Number of contacts received - phone:** Three busiest lines in Q1 were Waste, Housing and Garden Waste (with the annual subscription window being April/May) accounting for 58% of all calls received.

**Number of contacts received - face to face:** Visitor numbers increased over Q1. Suffolk County Council and other building users accounted for 62% of people attending West Suffolk House. 614/852 people who attended the office in June 2023 had appointments. WSC accounted for 139 of the expected June visitors. 126 visitors did not have appointments.

**Number of contacts received - online or email:** We received 8,042 emails in

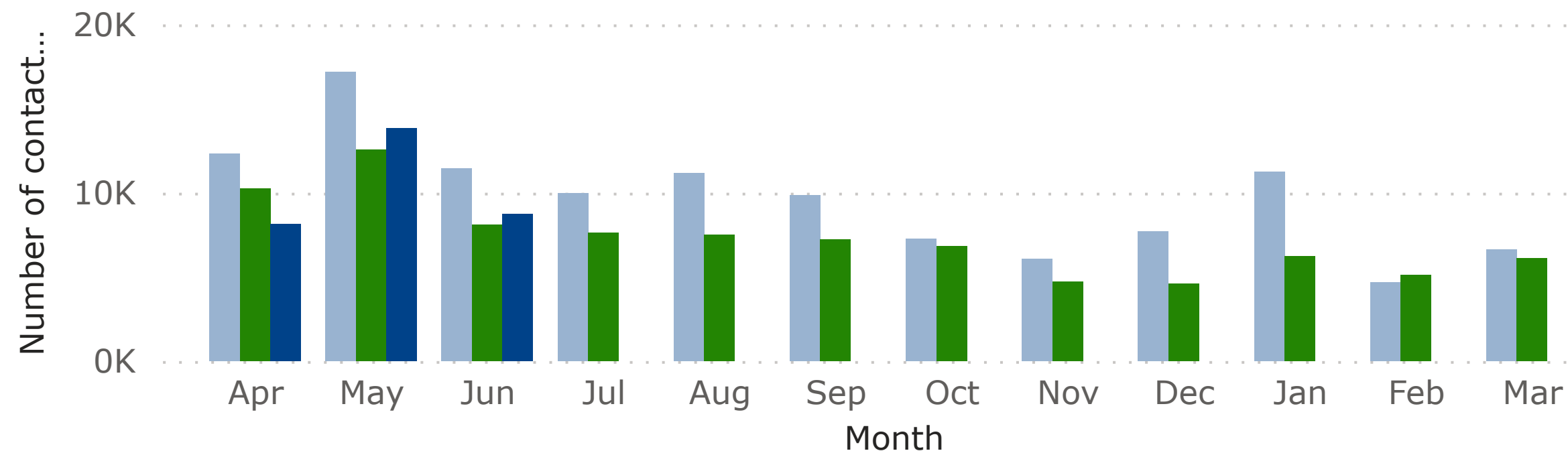
## Number of contacts received - phone

Financial Year ● 21-22 ● 22-23 ● 23-24



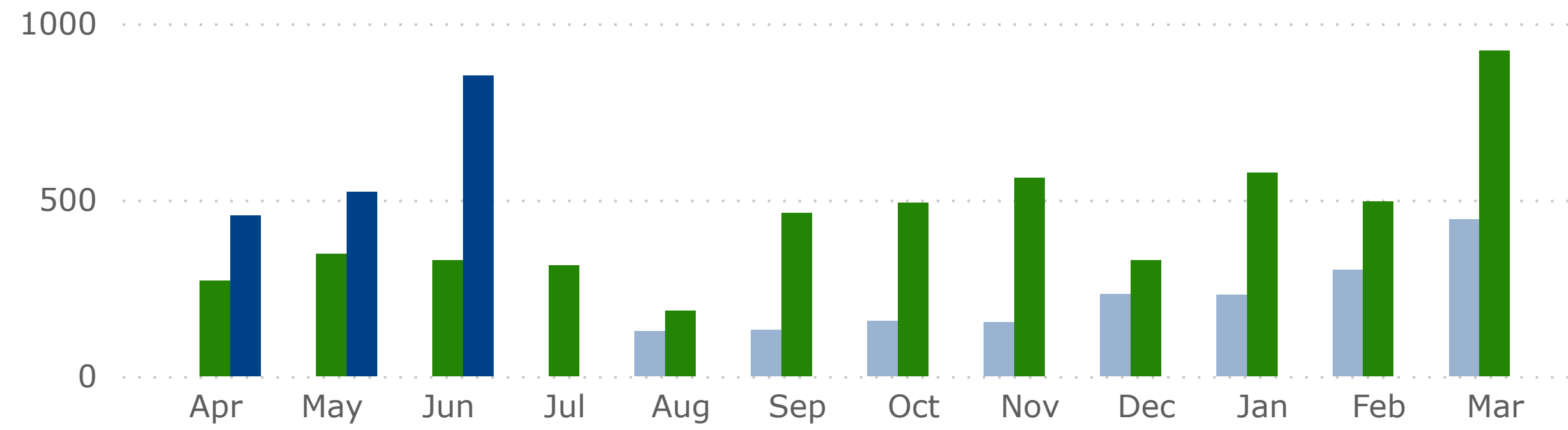
## Number of contacts received - online or email

Financial Year ● 21-22 ● 22-23 ● 23-24



## Number of contacts received at West Suffolk House- face-to-face

Financial Year ● 21-22 ● 22-23 ● 23-24

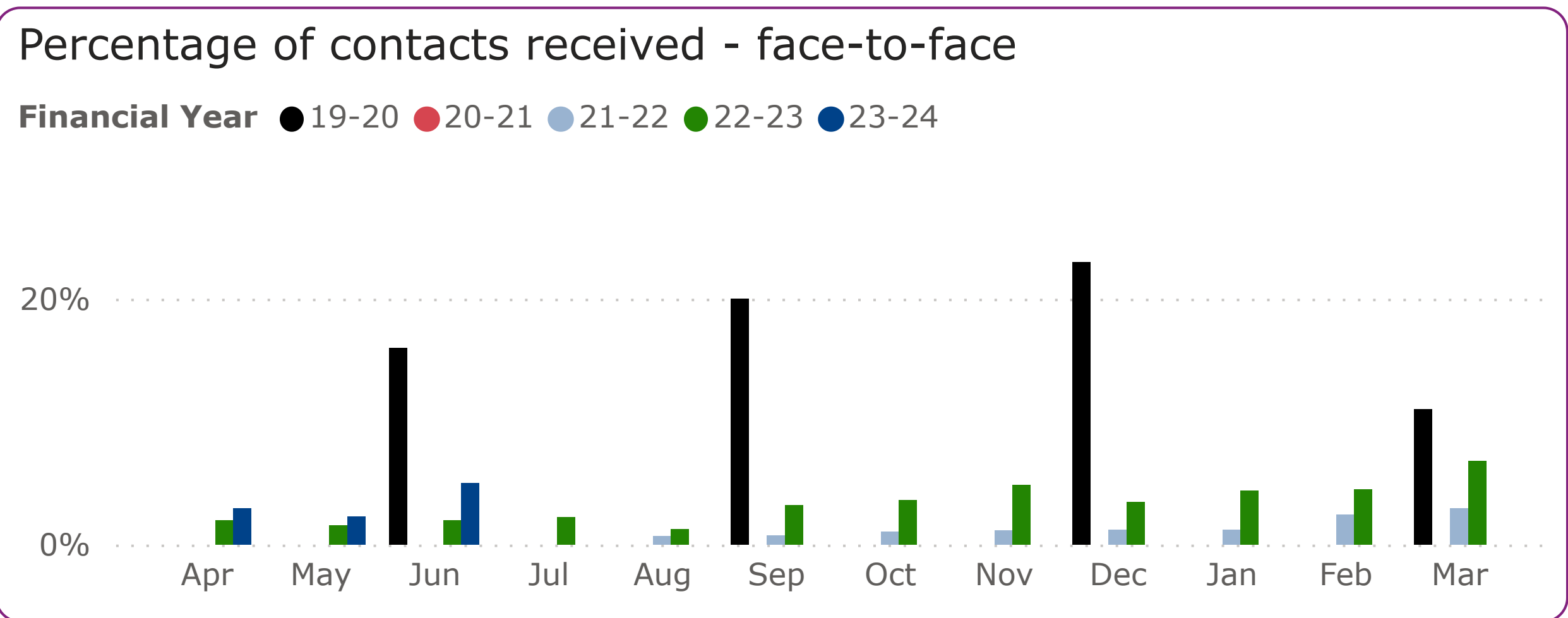
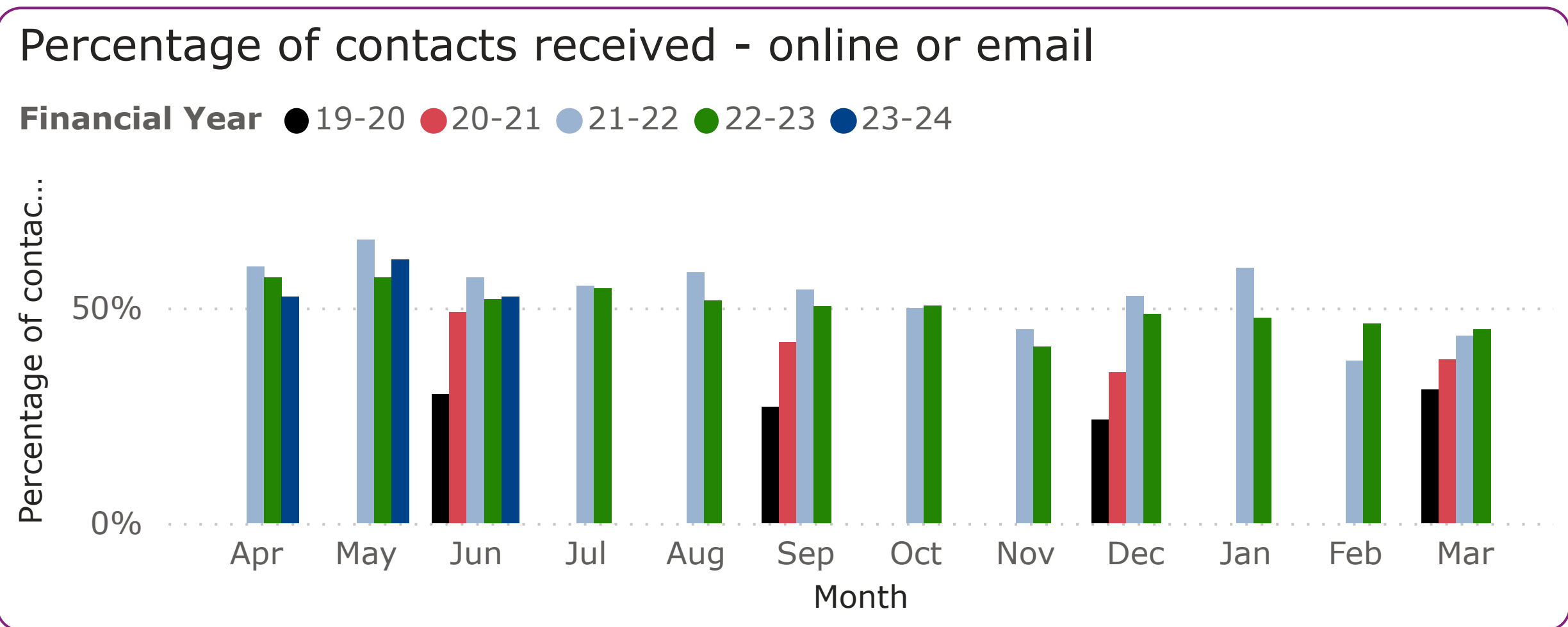
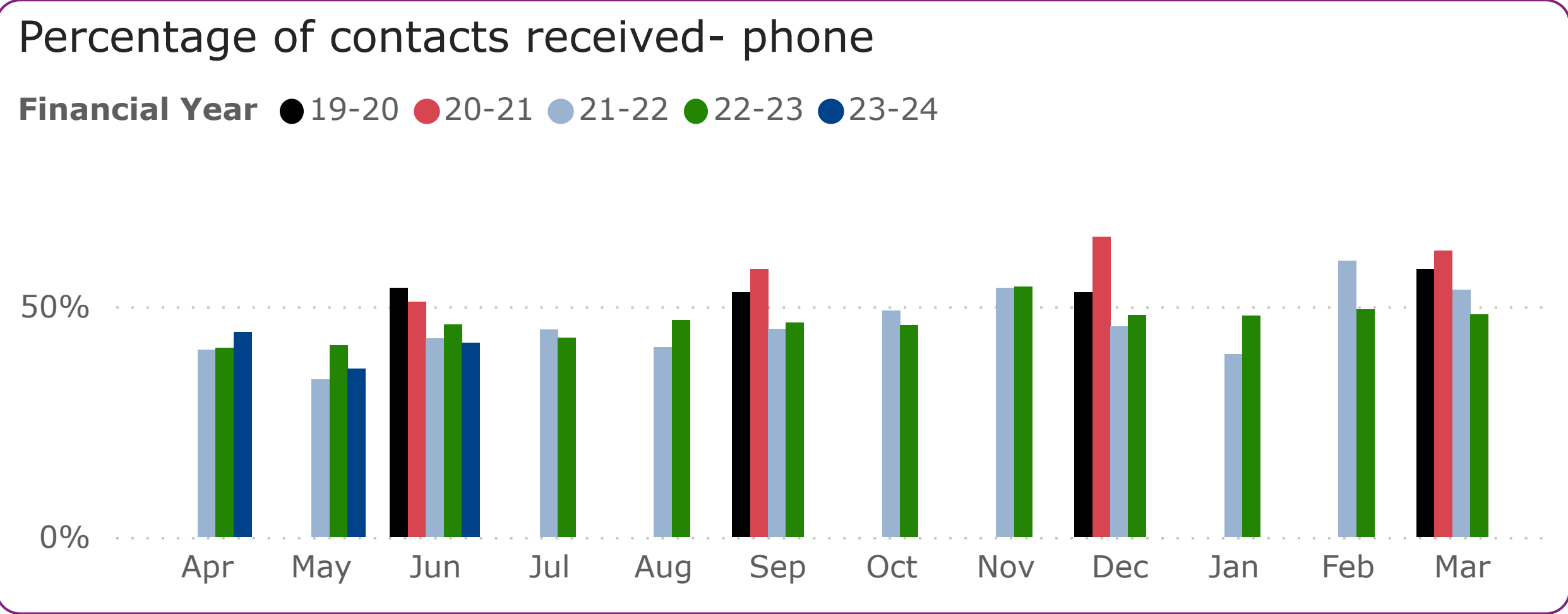


# 30. Families and Communities

Latest Data Period:

June 2023

**Commentary or Summary**



# 31. Families and Communities

Latest Data Period:

June 2023

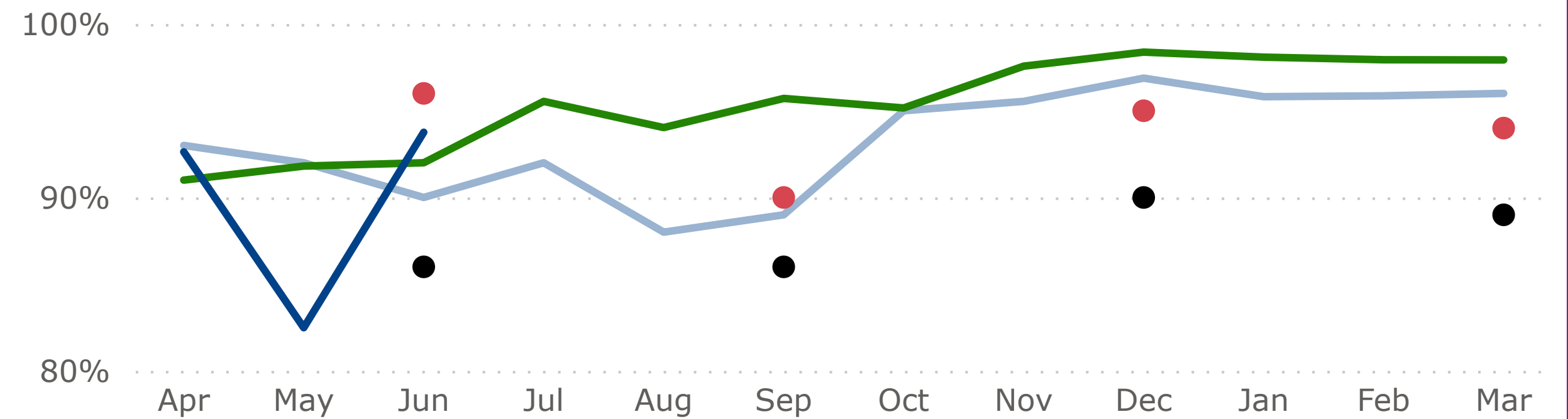
## Commentary or Summary

**Percentage of phone calls answered:** The dip in performance in May 2023 was due to around 2,000 additional calls from customers signing up for Garden Waste subscriptions. Performance returned to above the 90% target level in June 2023.

**Percentage of customers satisfied with service received:** 223 responses received over Q1. 94 were satisfied, 24 were neutral and 92 were dissatisfied. In June 2023, we received 100 responses via phone and online survey. 41 were satisfied, 12 neutral and 47 dissatisfied. The majority of responses received related to Waste and Ground Maintenance, but also included parking, planning and

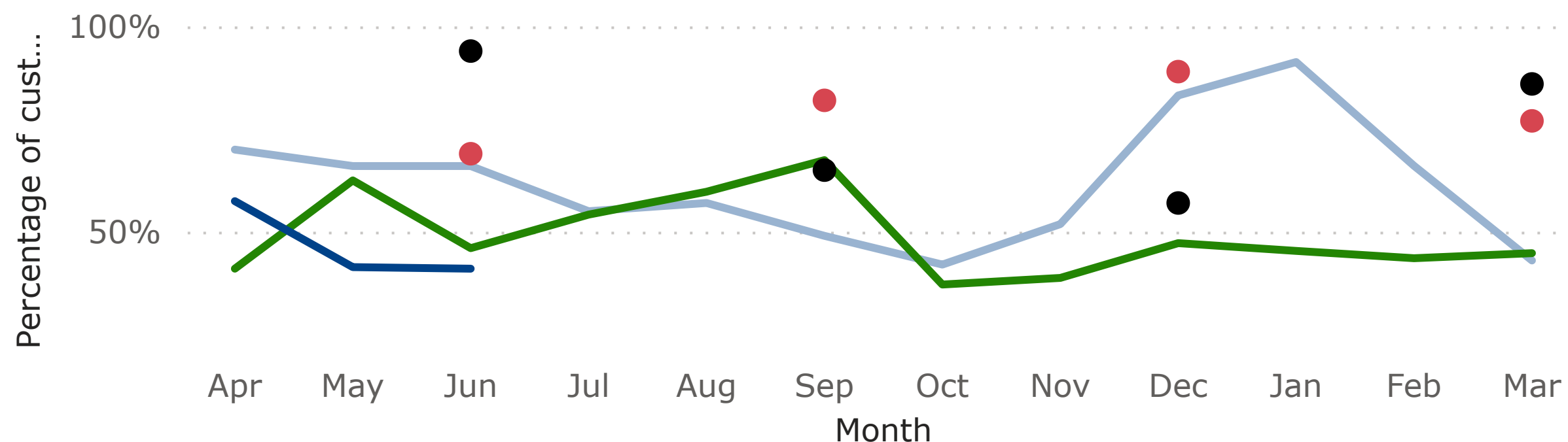
## Percentage of phone calls answered

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23 ● 23-24



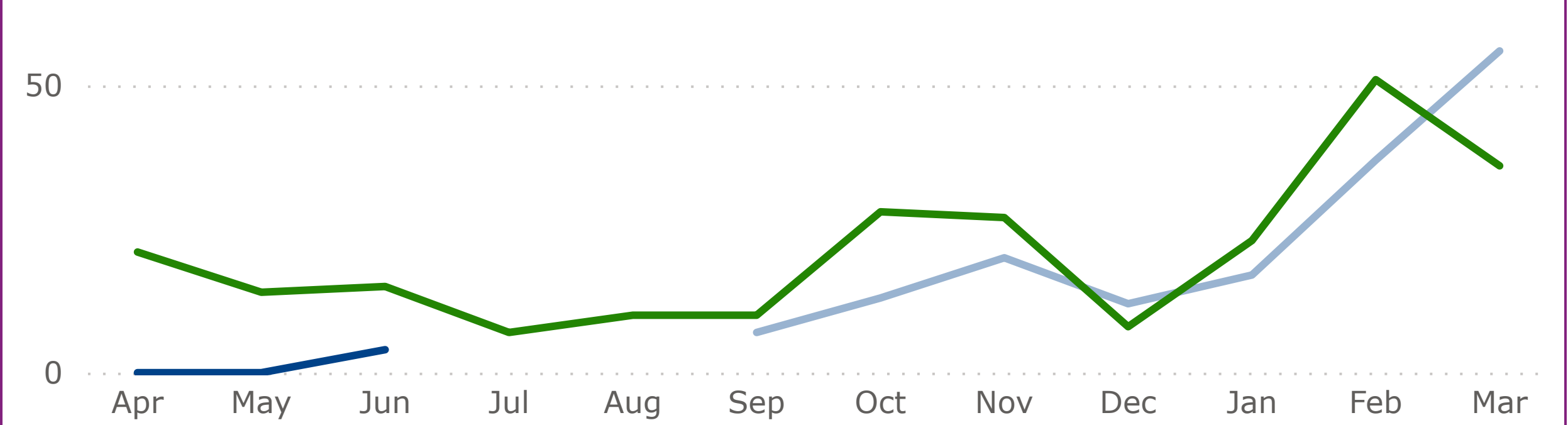
## Percentage of customers satisfied with service received

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23 ● 23-24



## Number of locality budget applications processed by the team

Financial Year ● 21-22 ● 22-23 ● 23-24



# 32. Growth

Latest Data Period:

June 2023

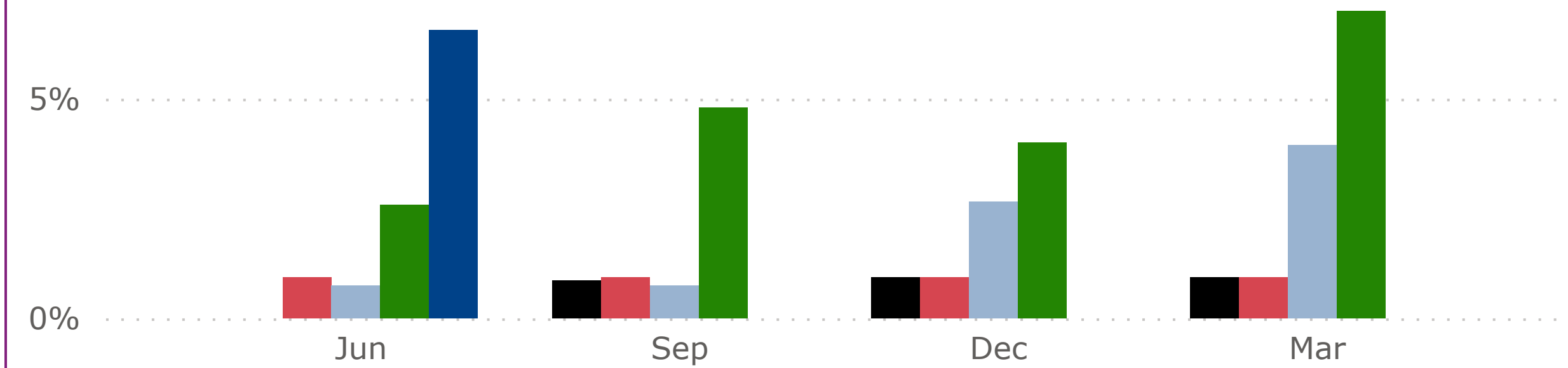


### Commentary or Summary

The number of start-up businesses across West Suffolk is continuing to climb again in Q1 2023, showing 1,056 businesses compared to 933 in the previous Q4. Overall, Q1 2023 has generated an increase of 434 new start-up businesses compared to Q1 2022.

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

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23 ● 23-24



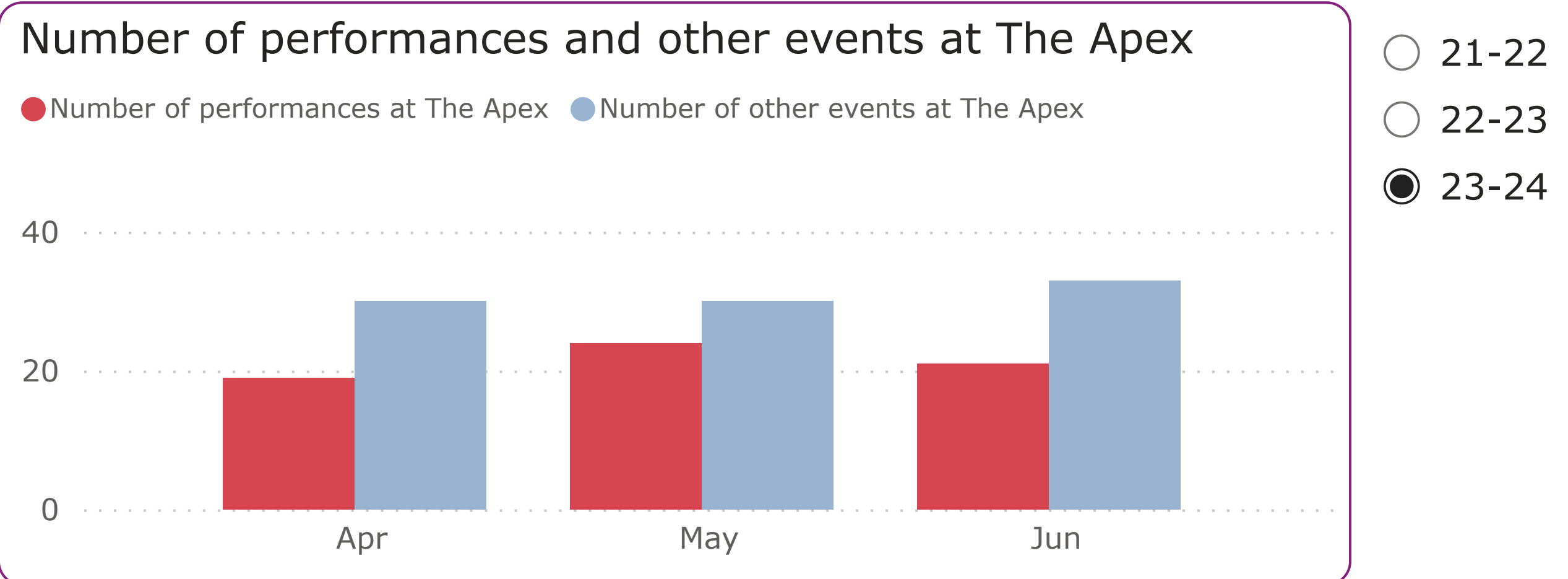


# 33. Leisure, Culture and Community Hubs

**Latest Data Period:**  
June 2023



**Commentary or Summary**



# 34. Leisure, Culture and Community Hubs

Latest Data Period:

June 2023

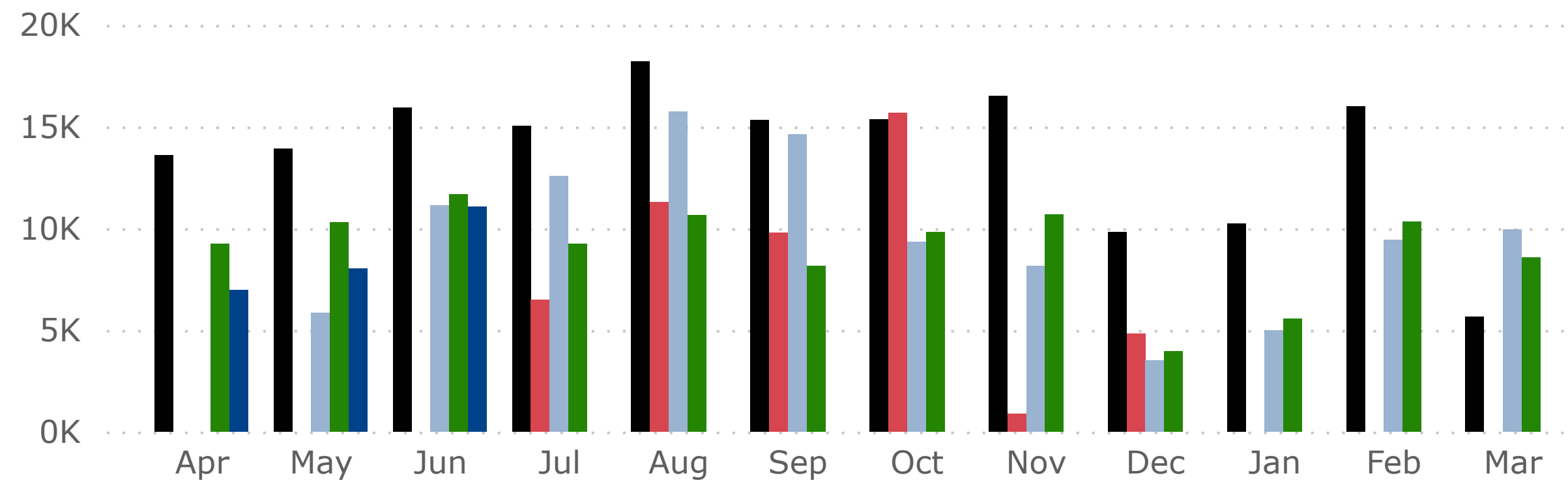
## Commentary or Summary

Visitors to the Abbey Gardens, Moyse's Hall and West Stow are recorded by a pedestrian counter. Visitors to Brandon Country Park, East Town Park and Nowton Park are recorded by a traffic data device that assumes two people per car, this does not take account of visitors that use other methods of transport including on foot.

**Please note** that in June 2023, the door clicker at Moyse's Hall has been faulty since at least May 2023 which was only recently brought to the service's knowledge. For this month, the service has used total admissions (till admissions, groups and schools) as this is the most accurate number that they have access to for Moyse's Hall. We are currently waiting for the door clicker to be fixed.

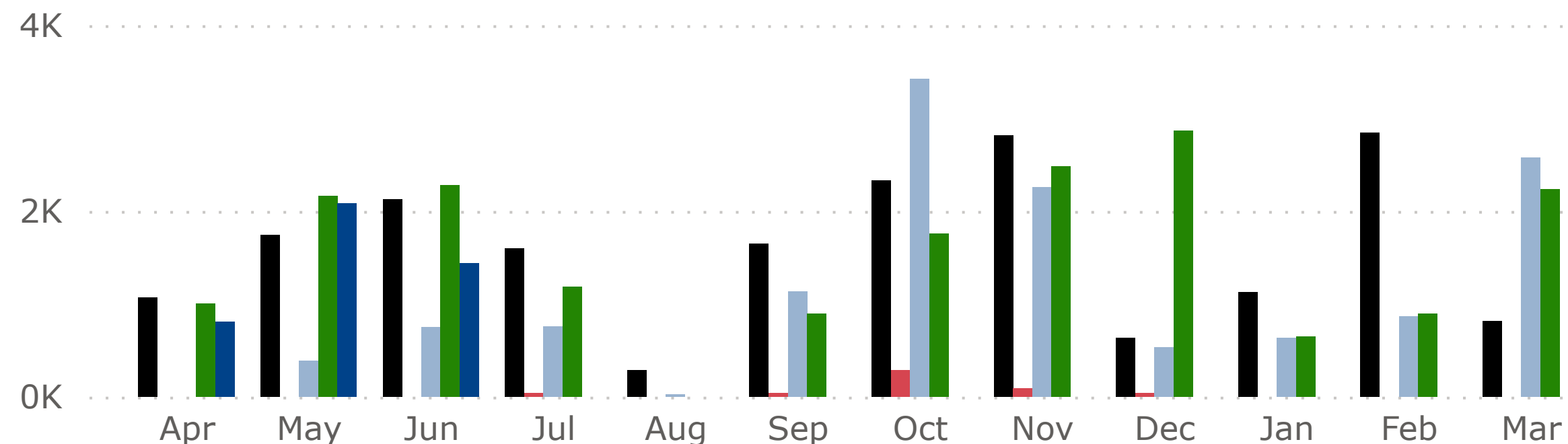
## Number of visitors to West Suffolk heritage sites

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23 ● 23-24



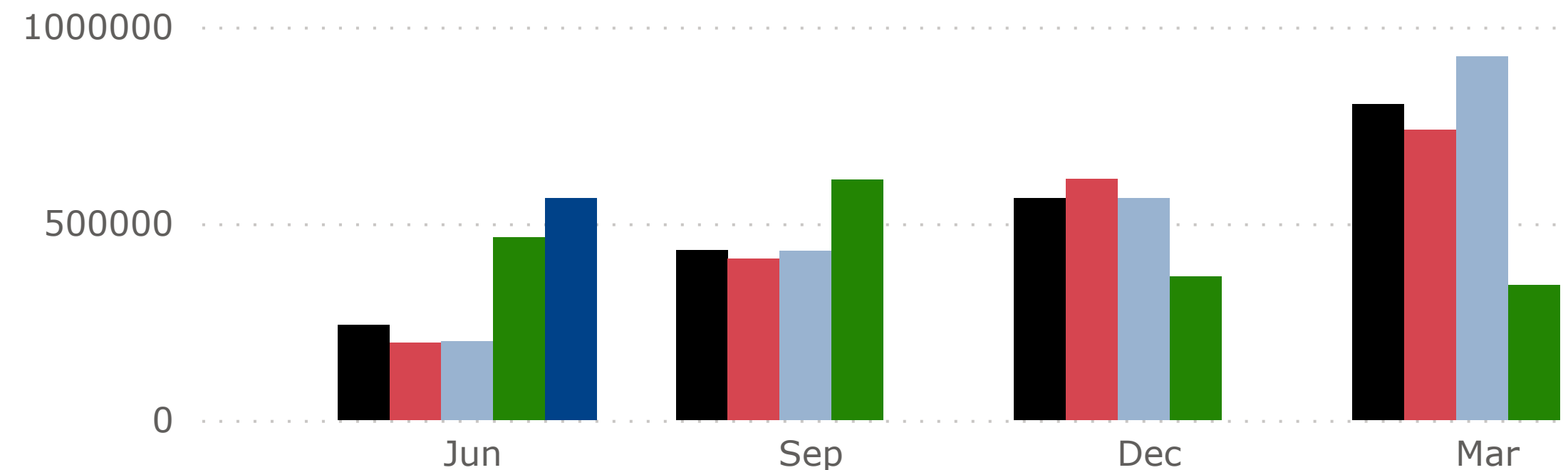
## Number of visits from school pupils to West Suffolk heritage sites

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23 ● 23-24



## Number of visitors to West Suffolk parks

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23 ● 23-24



# 35. Planning

**Latest Data Period:**

June 2023

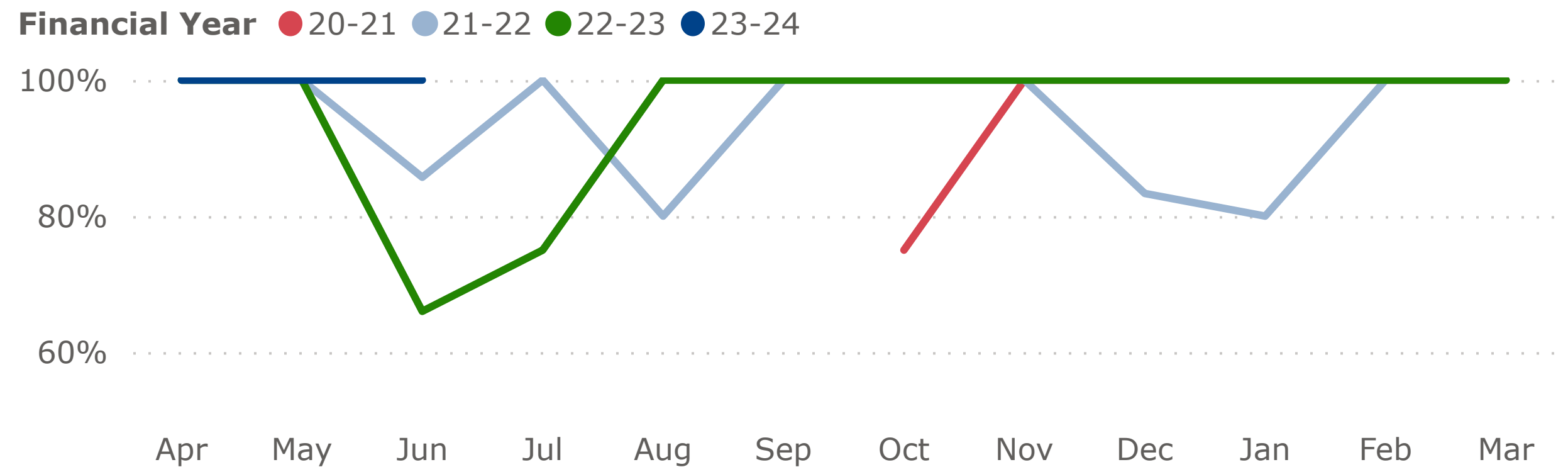
## Commentary or Summary

9 major planning applications were determined in June 2023. All were determined in target, of which 7 required an extension of time.

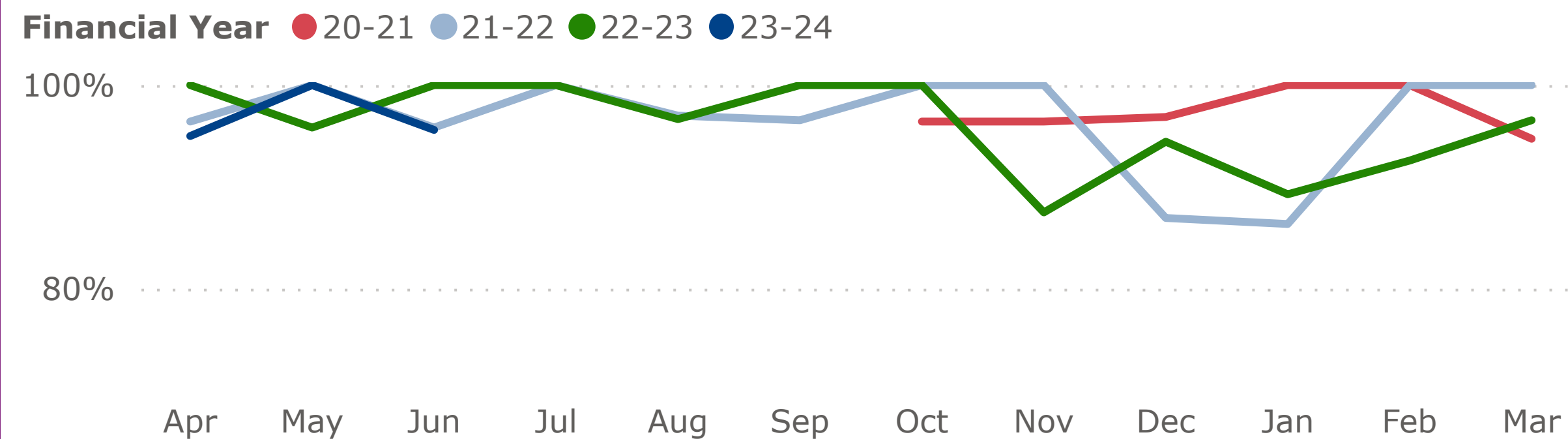
23 minor planning applications were determined in June 2023. 22 were determined on target. 4 applications were determined within 8 weeks, 18 required an extension of time. 1 application with an extension of time was determined outside of target.

77 other planning applications were determined in June 2023. 76 were determined on target. 30 were determined within 8 weeks, 46 required an extension of time. 1 application without an extension of time was determined outside of target.

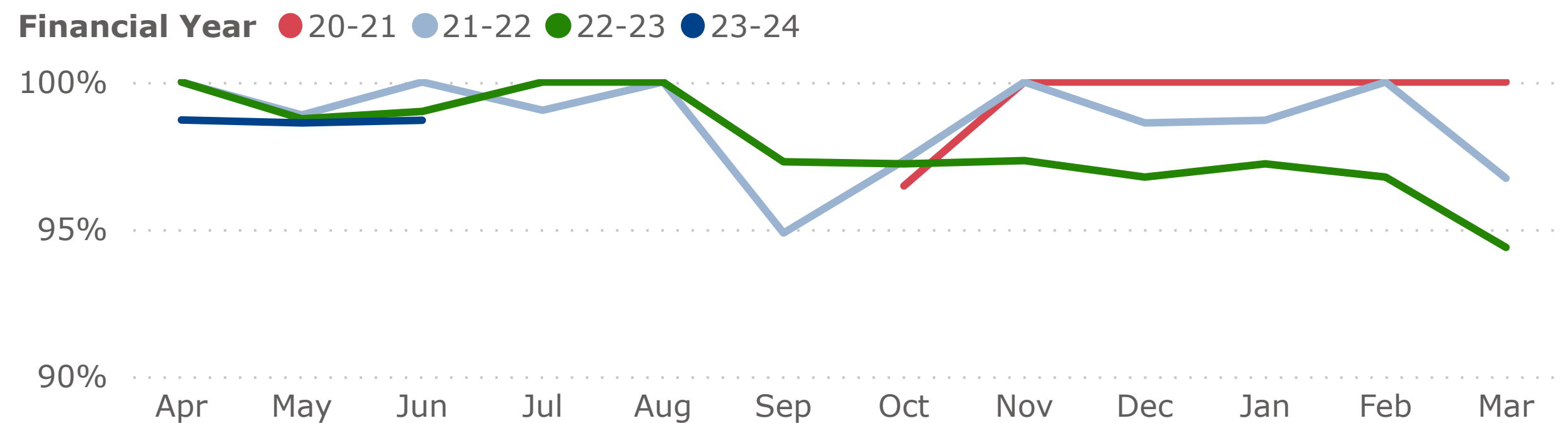
Percentage of major planning applications determined within the agreed timescales



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:

June 2023

## Commentary or Summary

**% of major and minor applications with pre- application advice:** 24 major and minor applications were received in June 2023, 6 of those had a pre-app.

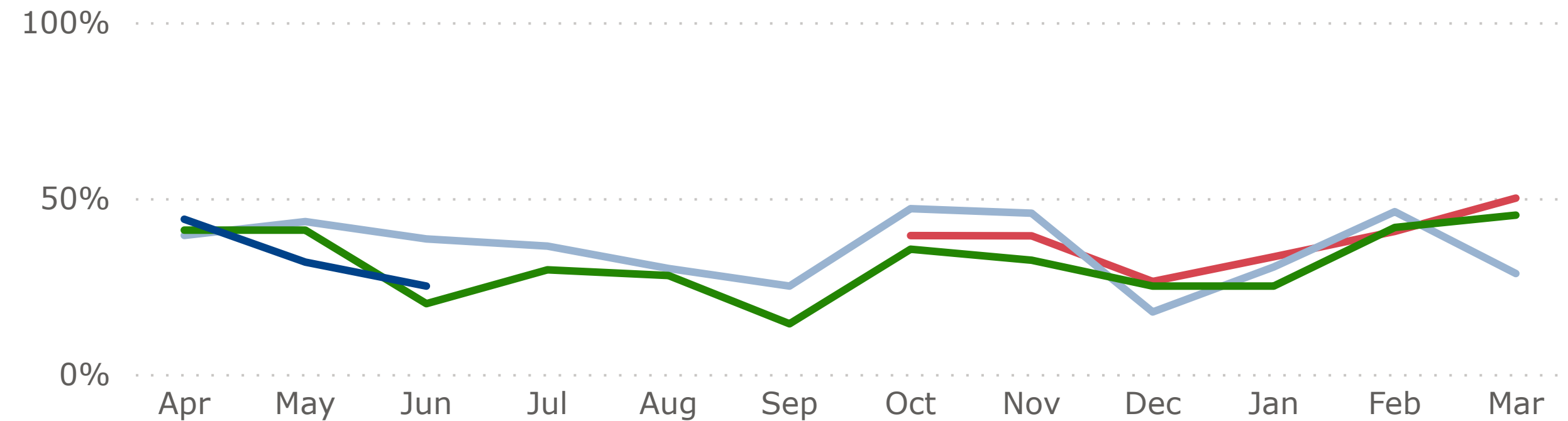
It should be noted that the percentage of pre-applications does not take into account the relative complexity of pre-application requests. Neither does it reflect the fees received (which are linked to complexity).

**% applications with pre-app advice:** 210 applications were received in June 2023. 55 of these had pre-app advice of which 30 were valid first time.

This provides a useful measure of the value of pre-application enquiries and discussion of validation requirements up front. It shows that where pre-application

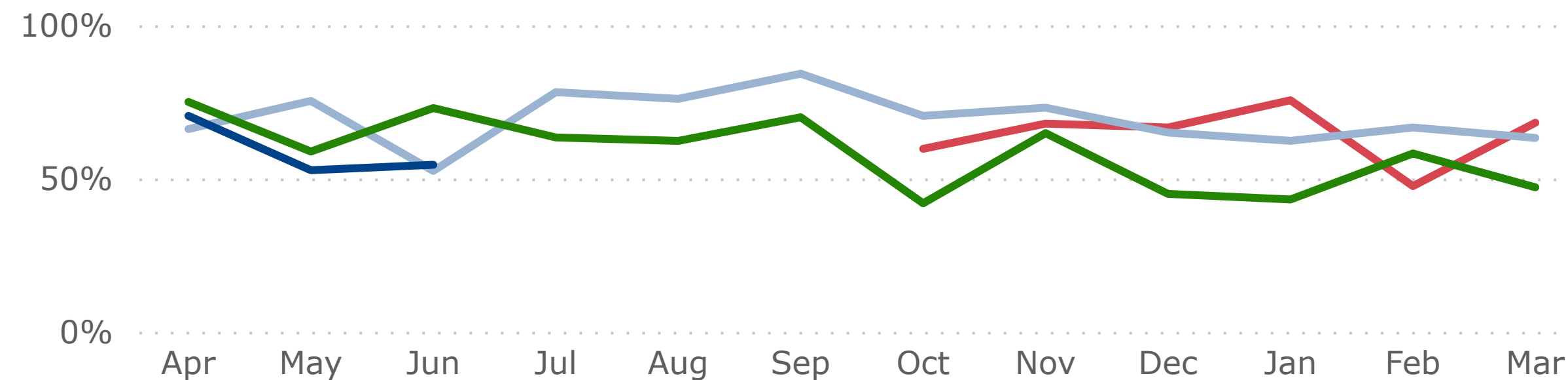
Percentage of major and minor applications with pre-application advice.

Financial Year ● 20-21 ● 21-22 ● 22-23 ● 23-24



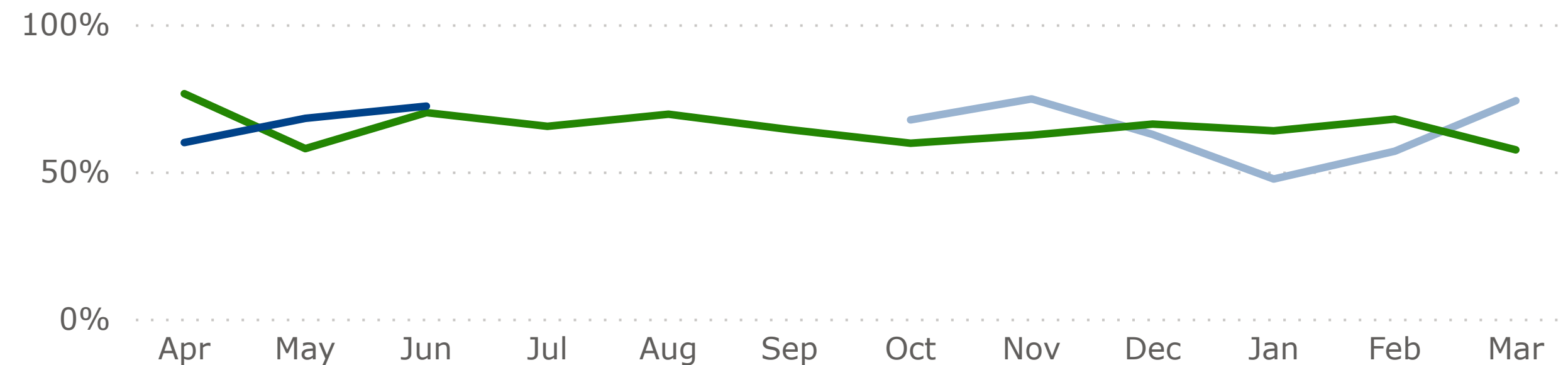
Percentage of applications with pre-application advice that are right first time out of all received

Financial Year ● 20-21 ● 21-22 ● 22-23 ● 23-24



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

Financial Year ● 21-22 ● 22-23 ● 23-24



# 37. Planning

Latest Data Period:

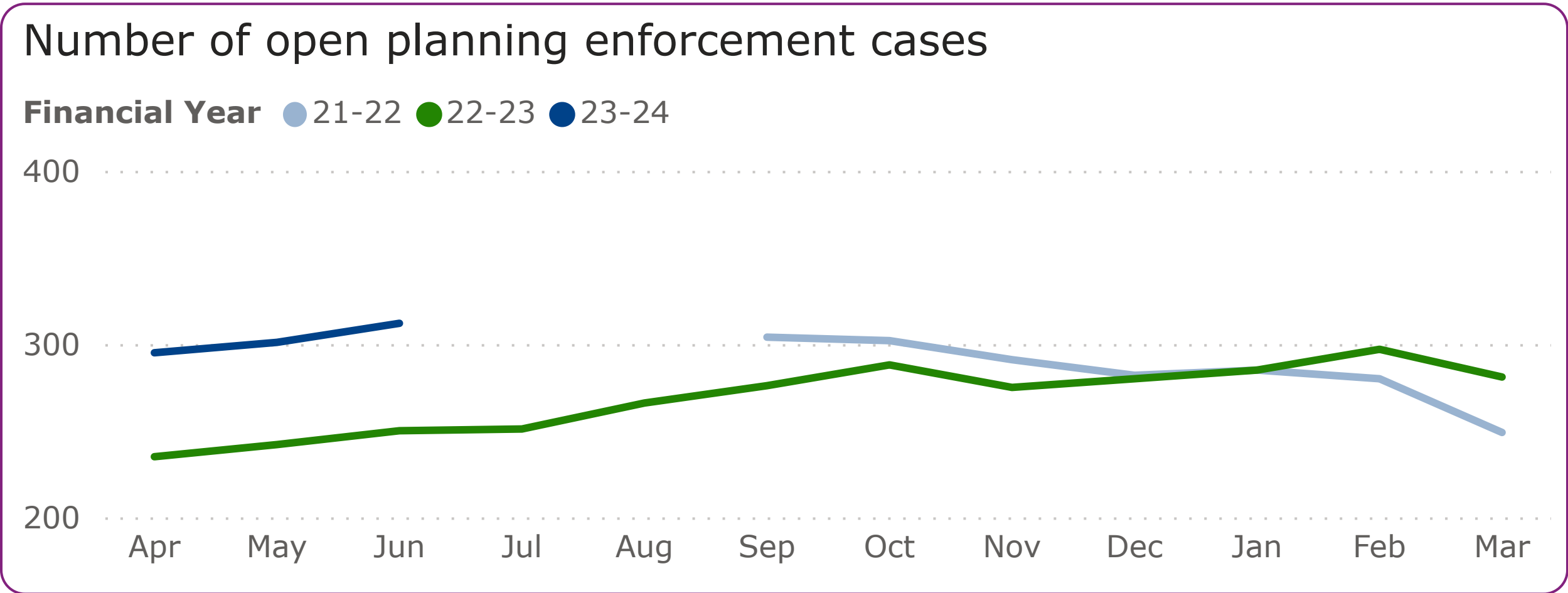
June 2023



**Commentary or Summary**

**Planning enforcement cases:** We have received 30 new cases in June 2023, we have resolved 19 cases. The reasons closed are detailed below:

- No breach established - 7
- Not expedient to pursue - 6
- Planning application approved - 2
- Remedied following informal action – 2
- Transferred to new case – 2





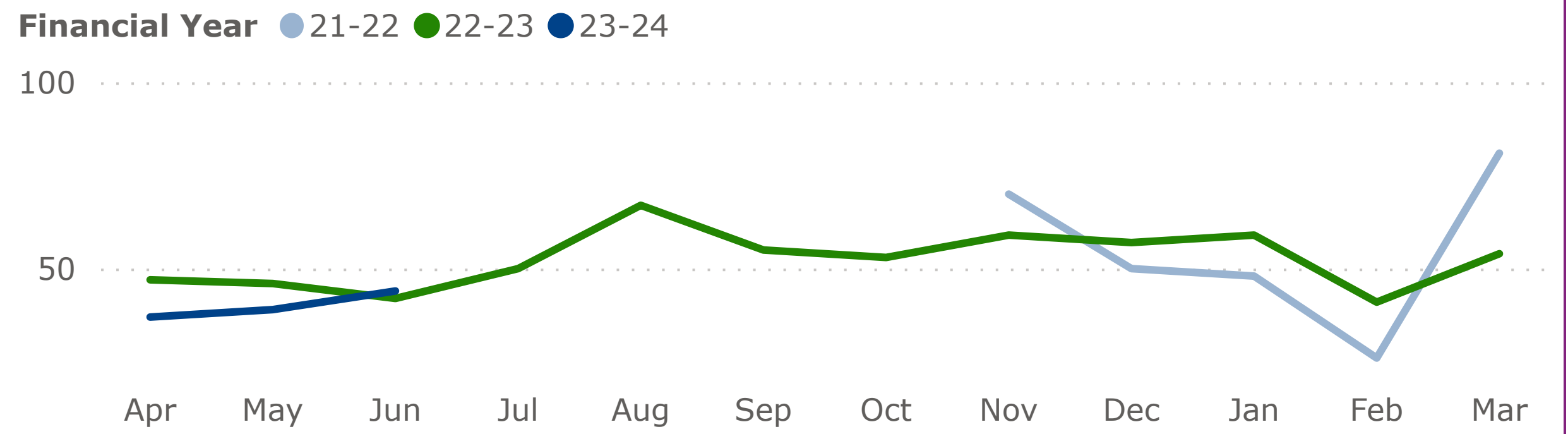
# 38. Planning

Latest Data Period:

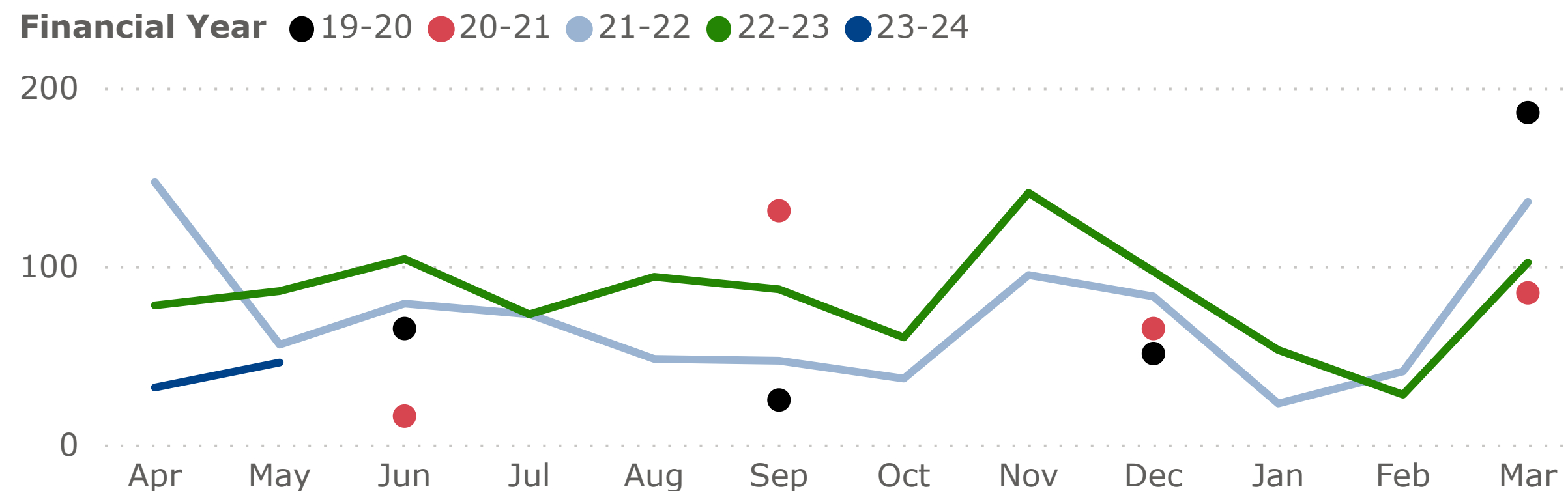
June 2023

## Commentary or Summary

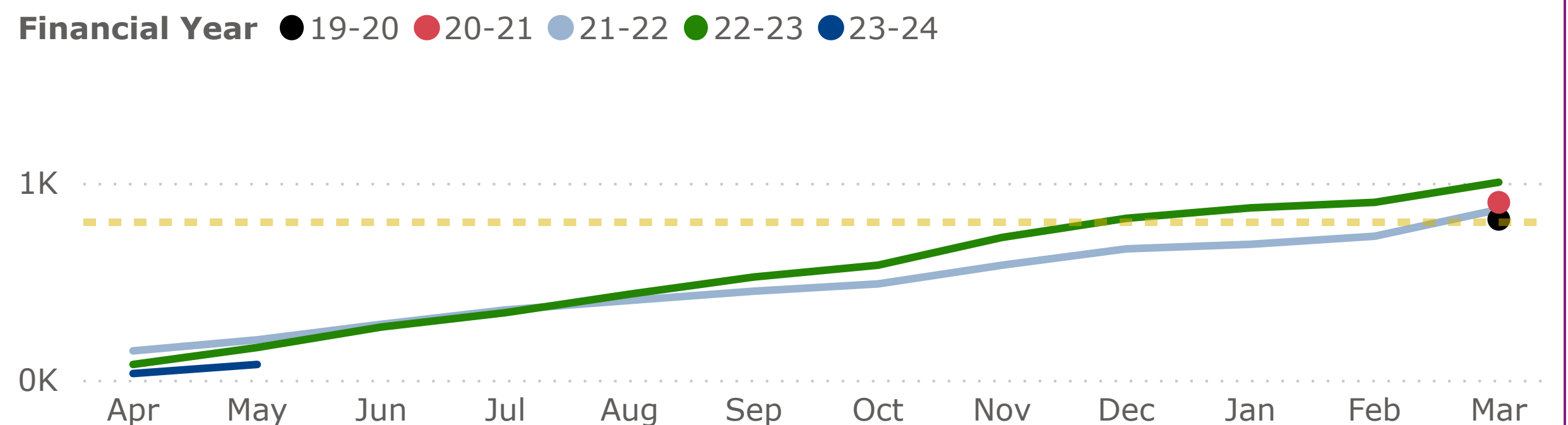
Number of applications not monitored by DLUHC which are included on government returns



Number of housing units delivered (one month lag)



Number of net additional housing units completed (YTD) (one month lag)



# 39. Operations

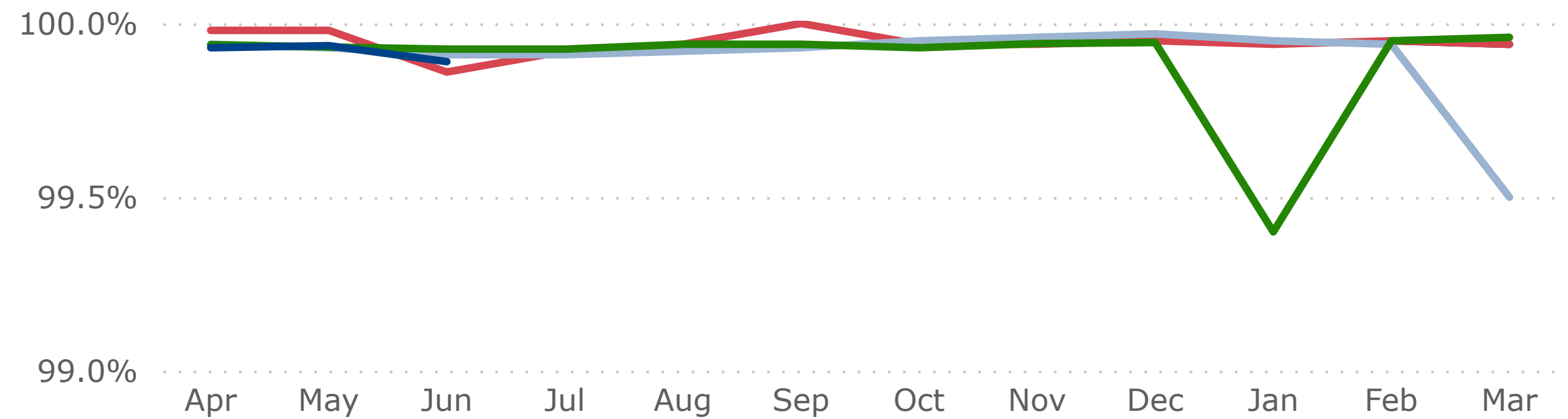
Latest Data Period:

June 2023

## Commentary or Summary

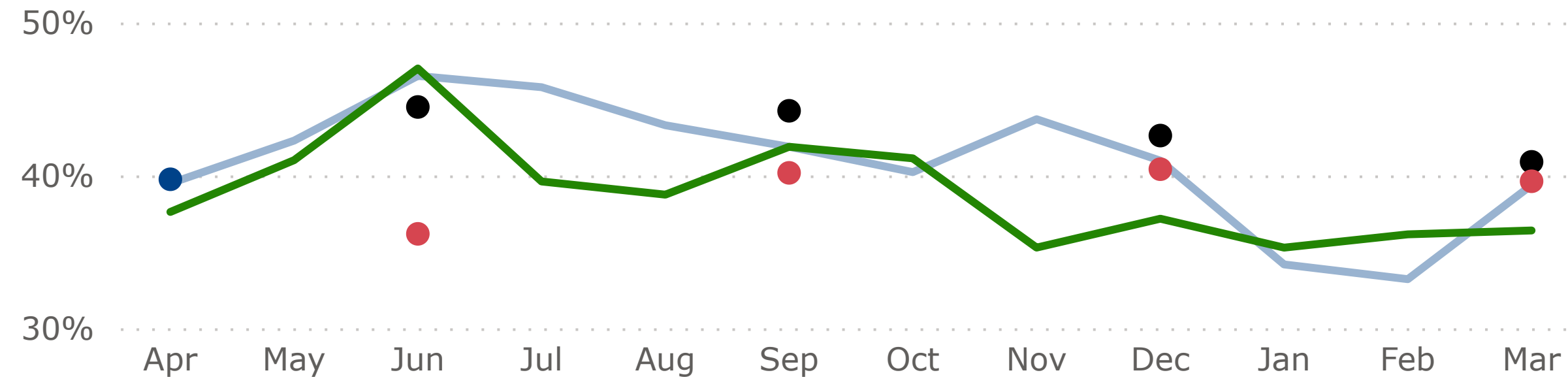
## Percentage of household bins successfully collected

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23 ● 23-24



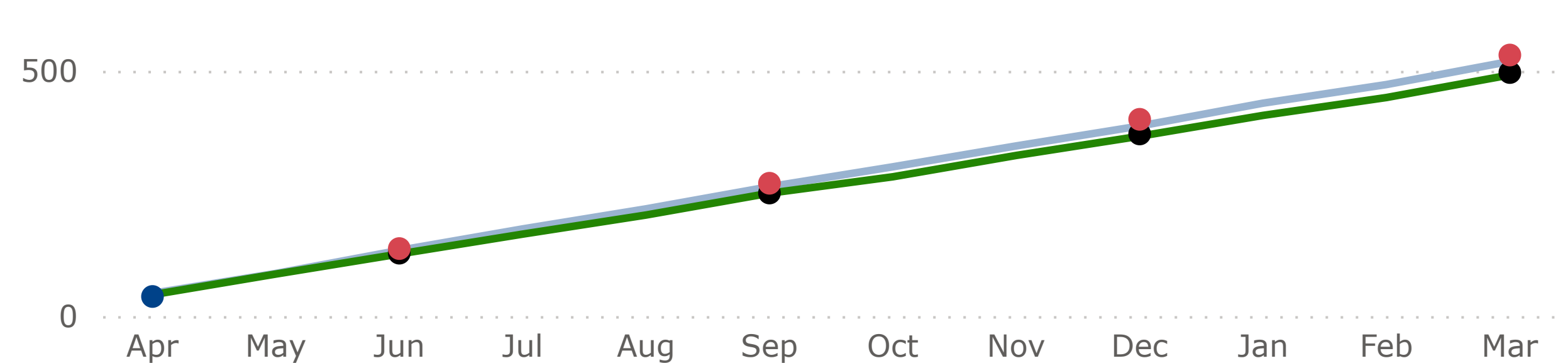
## Percentage of household waste recycled and/or composted (one month lag)

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23 ● 23-24



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

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23 ● 23-24



# 40. Operations

Latest Data Period:

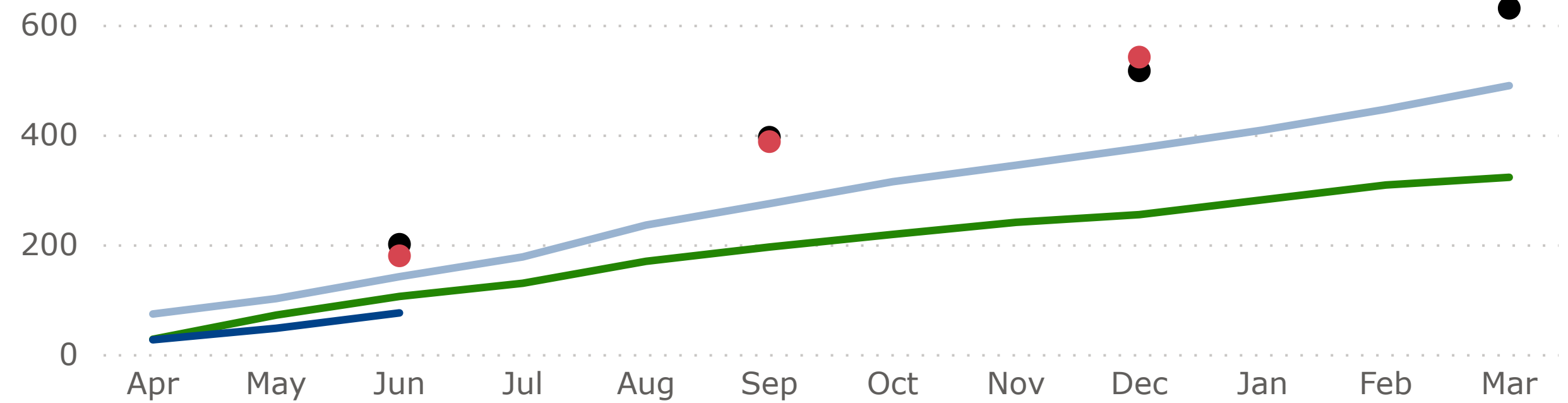
June 2023



Commentary or Summary

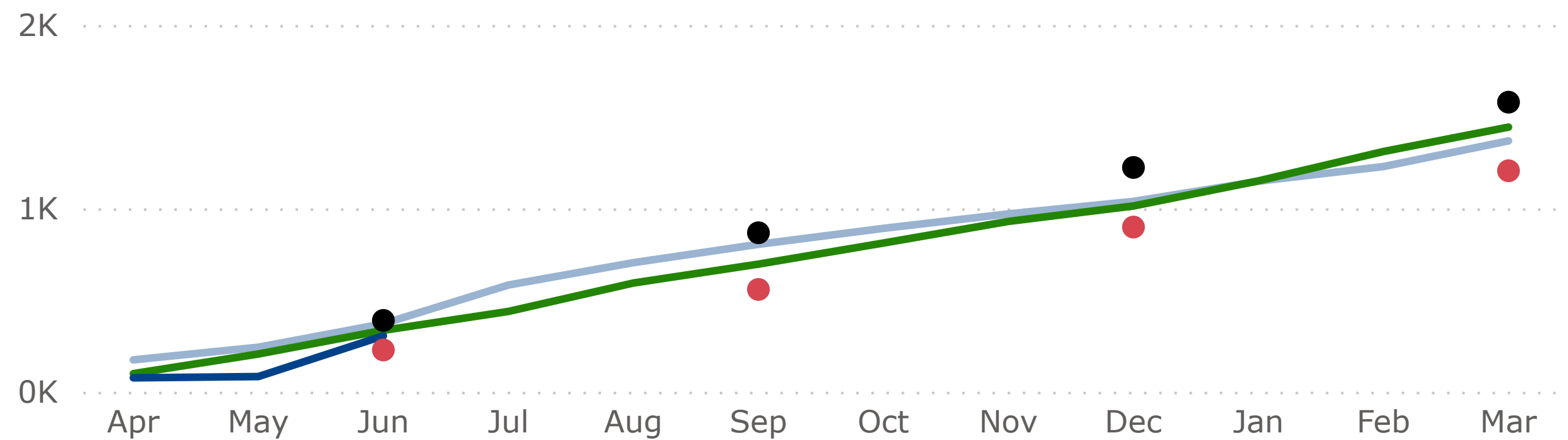
### Number of fly tipping incidents recorded (YTD)

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23 ● 23-24



### Number of actions taken to combat fly tipping (YTD)

Financial Year ● 19-20 ● 20-21 ● 21-22 ● 22-23 ● 23-24



# 41. Operations

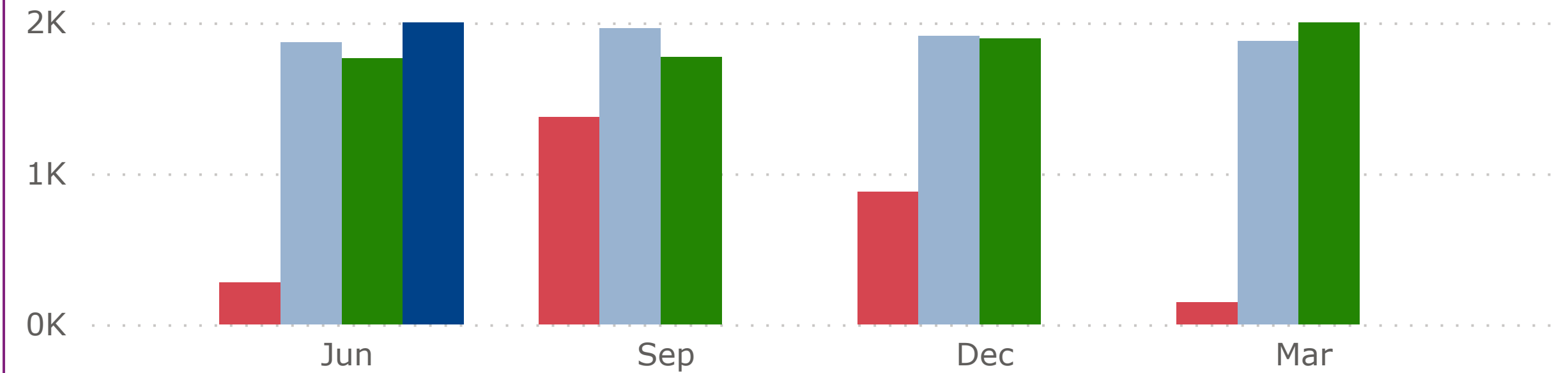
Latest Data Period:

June 2023

## Commentary or Summary

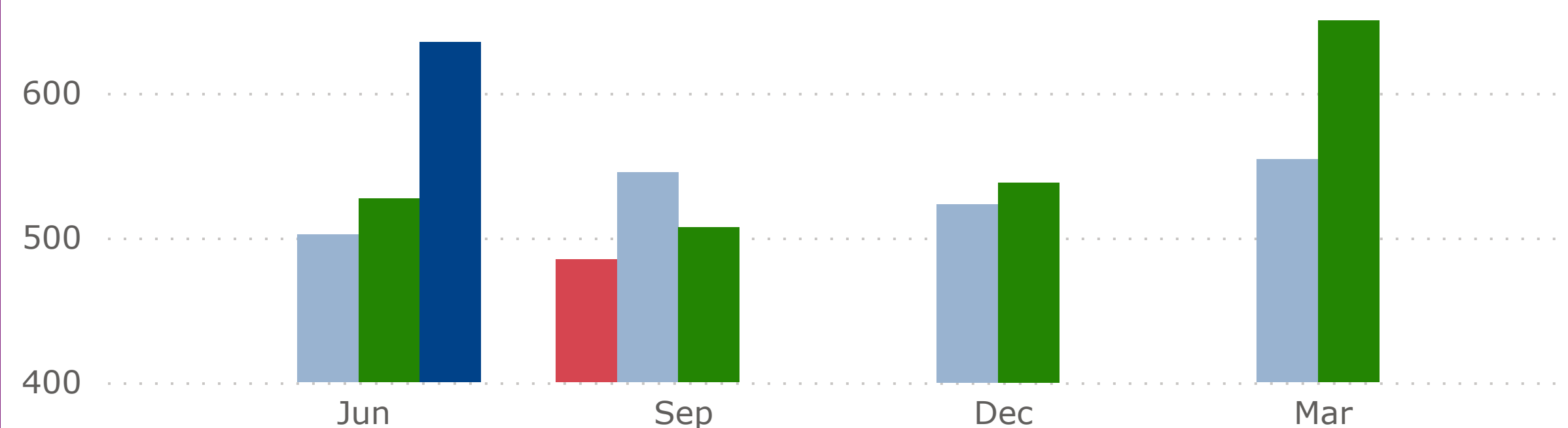
## Number of hours contributed to green and heritage spaces by volunteers

Financial Year ● 20-21 ● 21-22 ● 22-23 ● 23-24



## Number of registered volunteers

Financial Year ● 20-21 ● 21-22 ● 22-23 ● 23-24



## Number of tree-related public enquiries

Financial Year ● 21-22 ● 22-23 ● 23-24

