

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

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2. Cross-cutting: environmental performance



Latest Data Period:

September 2023

Commentary or Summary

Additional commentary on the following KPIs is provided in the Q2 Performance PASC report.

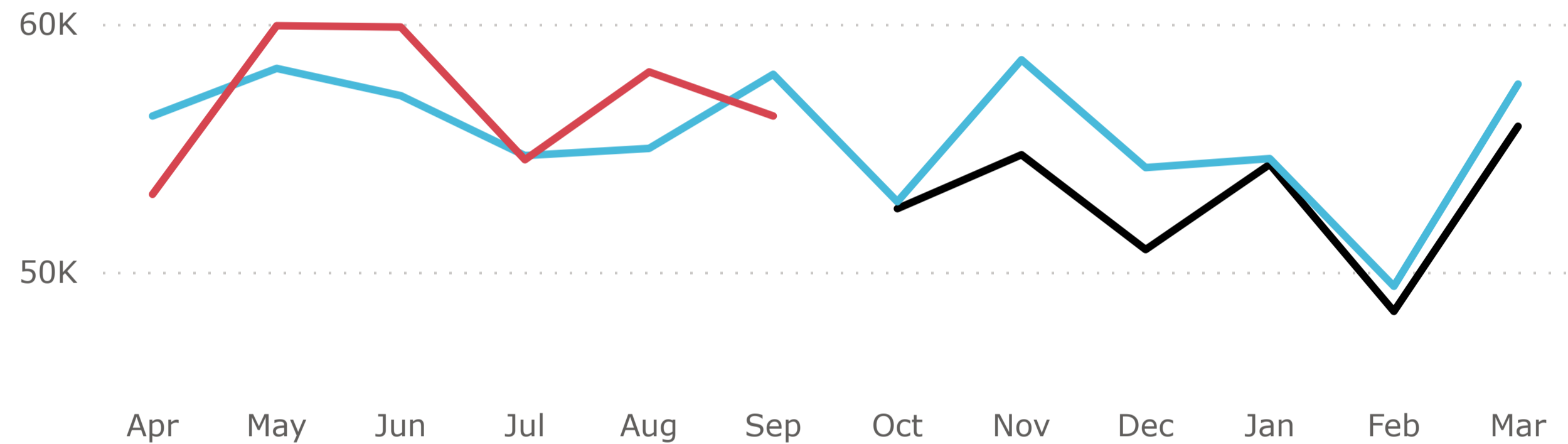
Petrol: used in strimmers and parking enforcement vehicles.

AdBlue: an additive used in newer vehicles to reduce exhaust tailpipe emissions (the low July 2022 figure was due to a system error).

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

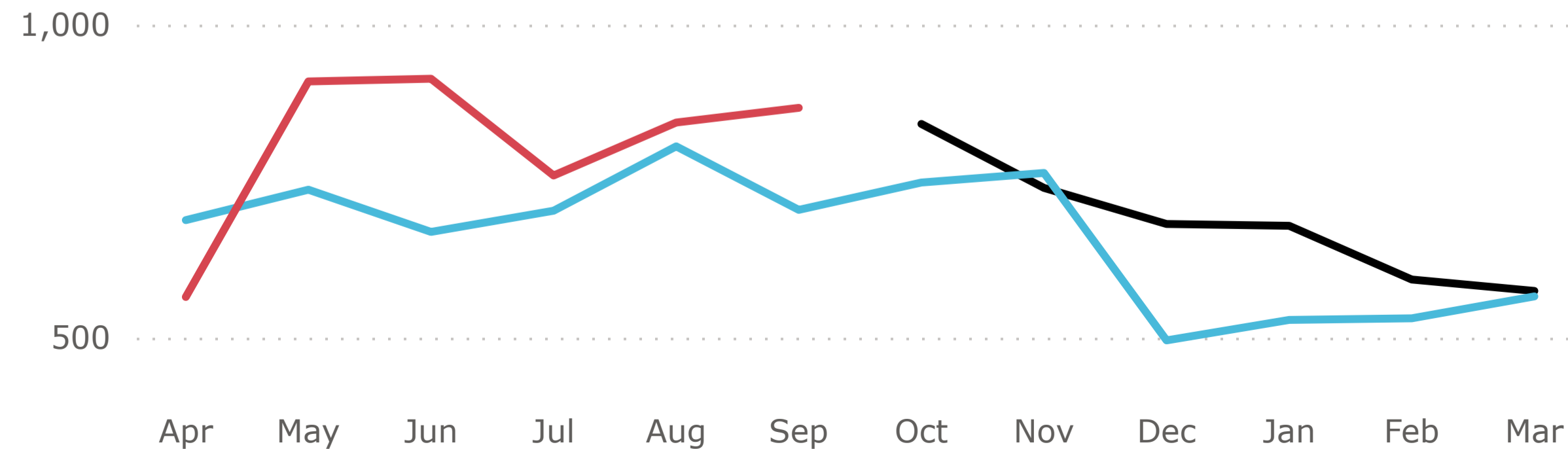
Amount of diesel used by fleet vehicles and equipment (litres)

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



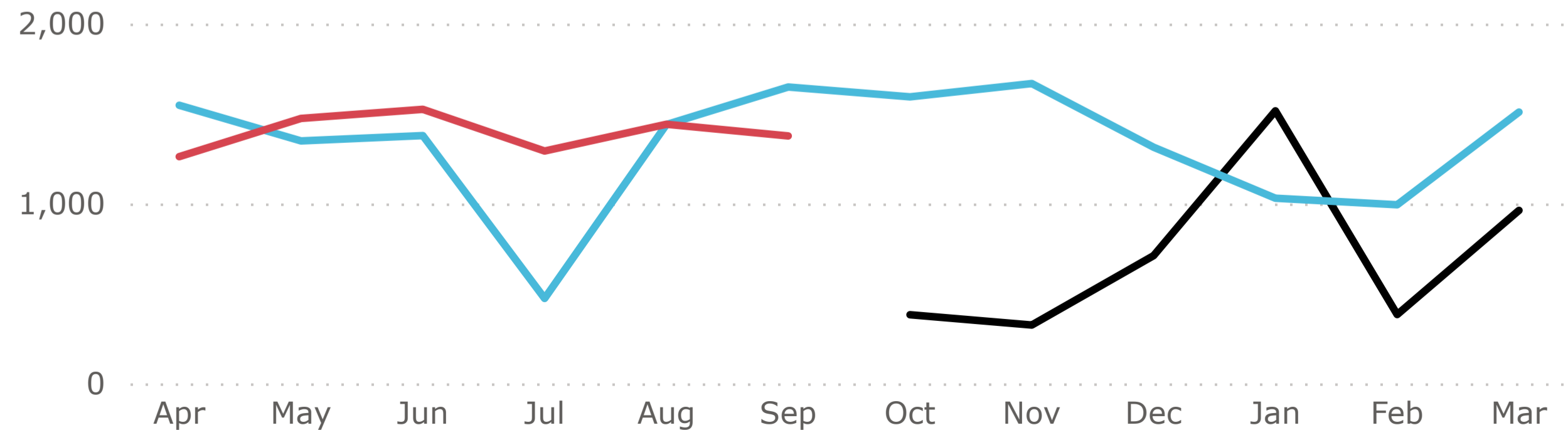
Amount of petrol used by fleet vehicles and equipment (litres)

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:

September 2023



Commentary or Summary

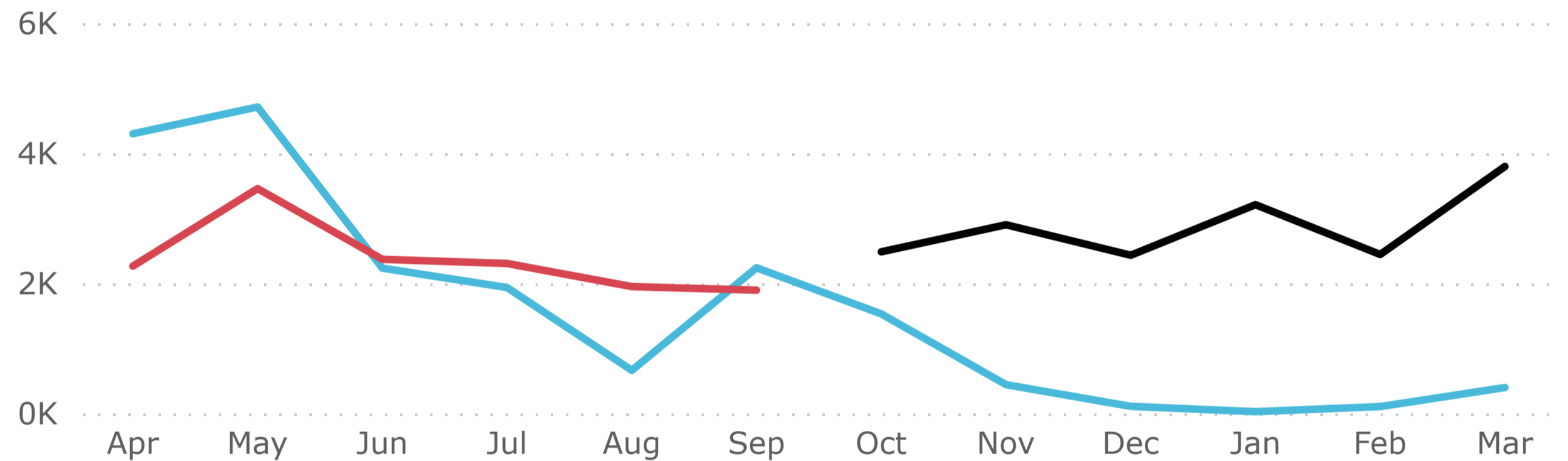
Amount of red diesel used by grounds maintenance vehicles (litres): It is important to note that red diesel usage has changed because of the rules around the eligibility to use it. In December 2021, we were allowed to use red diesel in all our agricultural and depot vehicles (JCB's), however, now our 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.

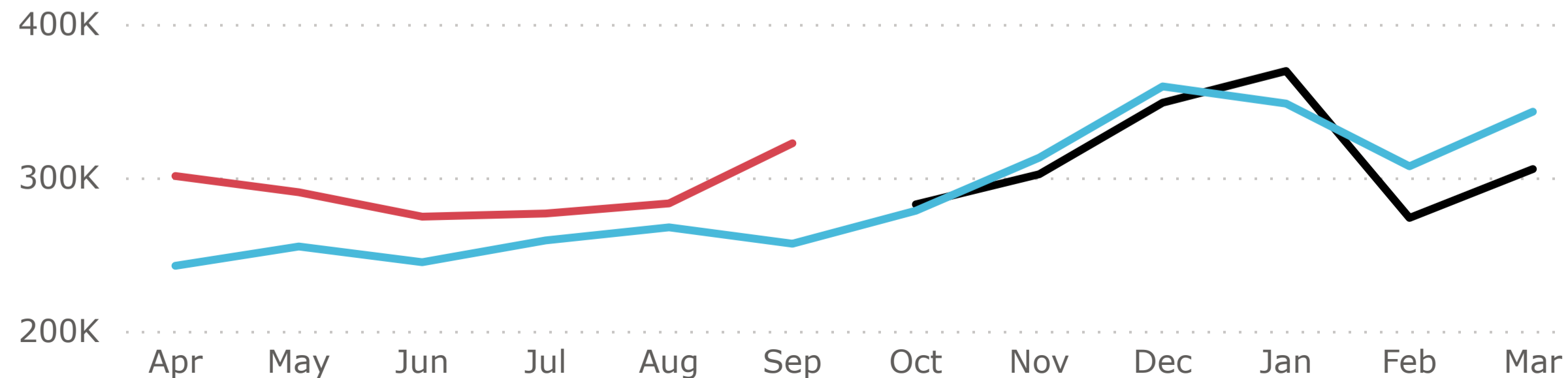
Amount of red diesel used by grounds maintenance vehicles (litres)

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



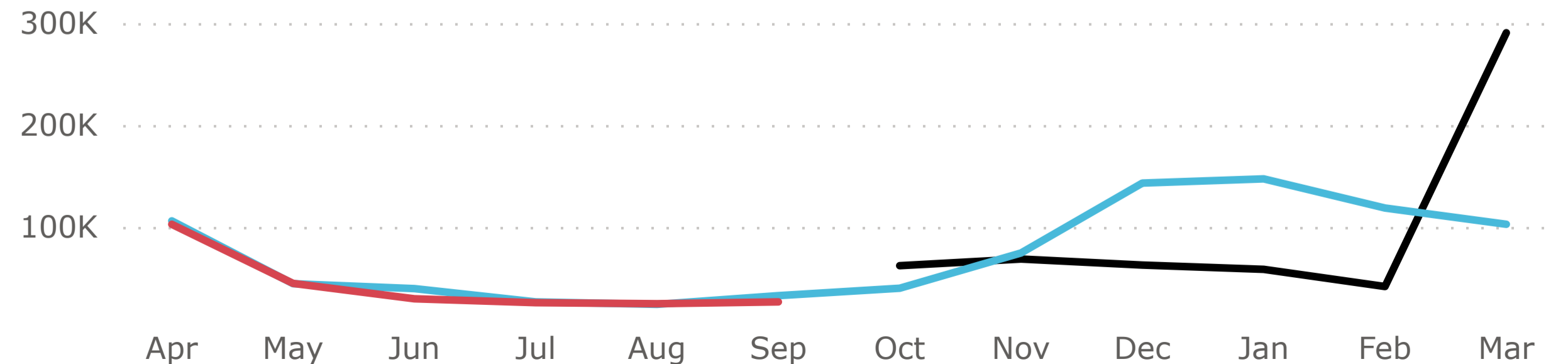
Amount of electricity consumed by the five highest consuming council sites, where half hourly metering exists (kWh)

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



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

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



4. Cross-cutting: environmental performance



Latest Data Period:

September 2023

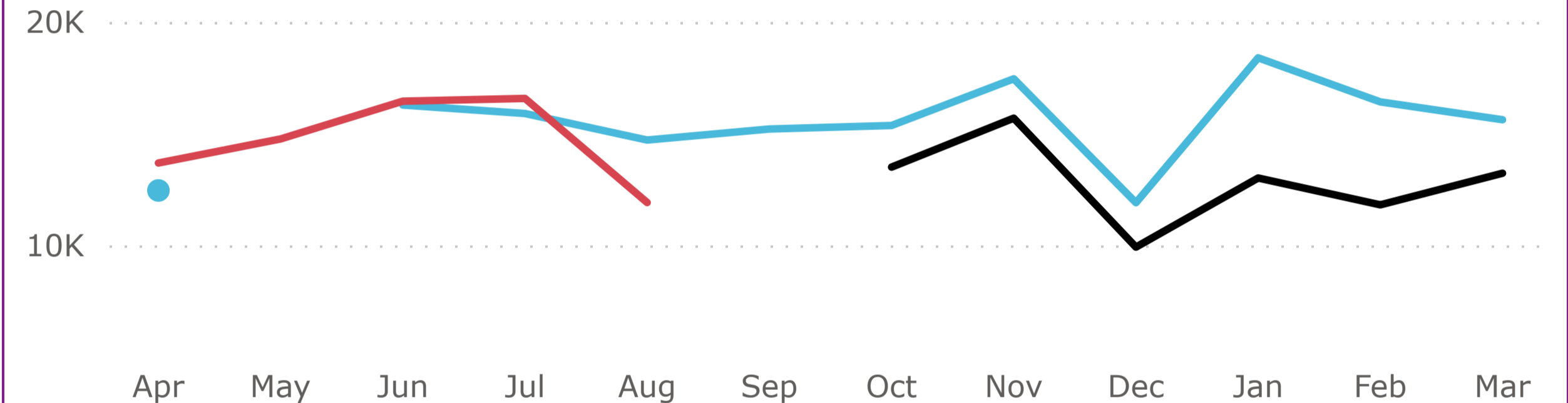


Commentary or Summary

In response to emerging recommendations from the Environmental Working Group, we have added these new KPIs this month.

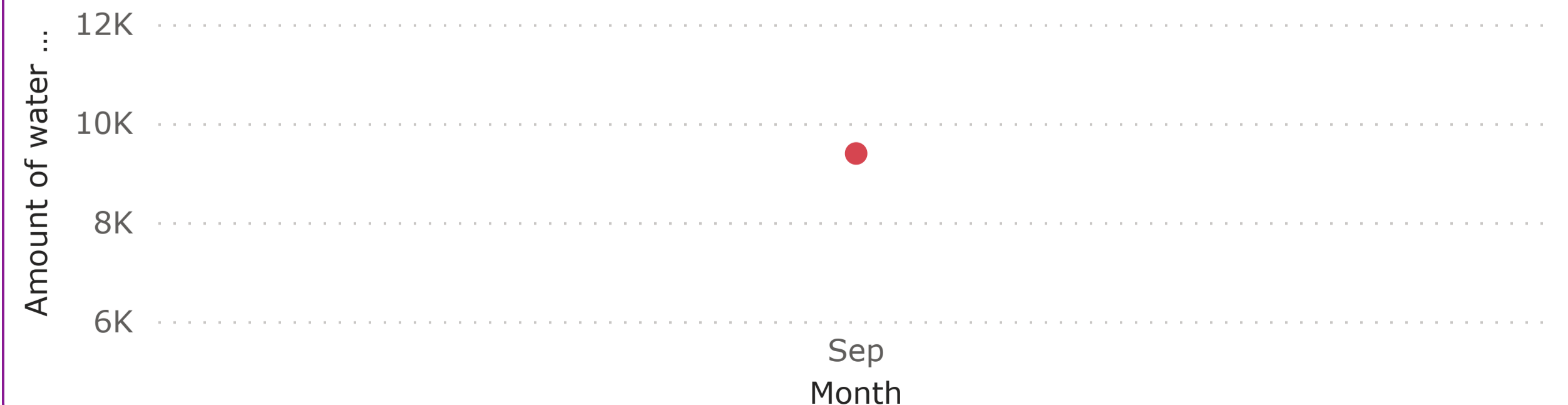
Total business mileage by staff and councillors in own vehicles (miles) (one month lag)

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



Amount of water consumed by the five highest consuming sites where automatic meter reading exists (cubic metres)

Financial Year ● 23-24



5. Cross-cutting: wider economic context



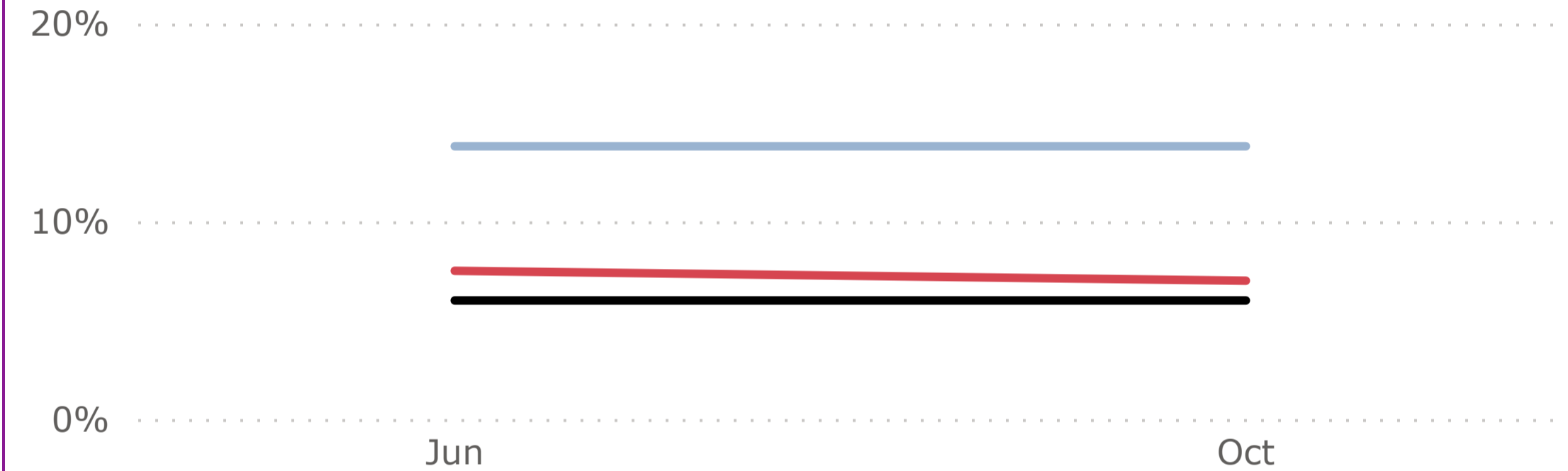
Latest Data Period:
September 2023

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

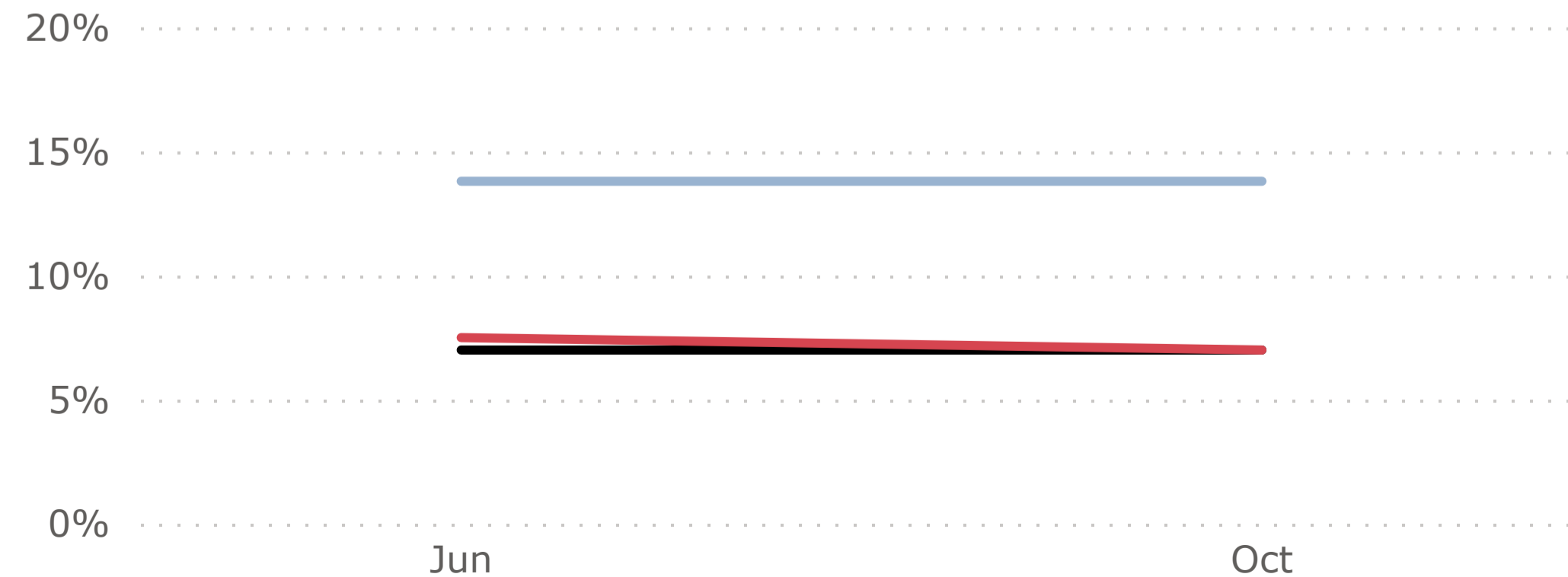
● Brandon ● West Suffolk ● UK



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

Percentage of vacant shops in Bury St Edmunds

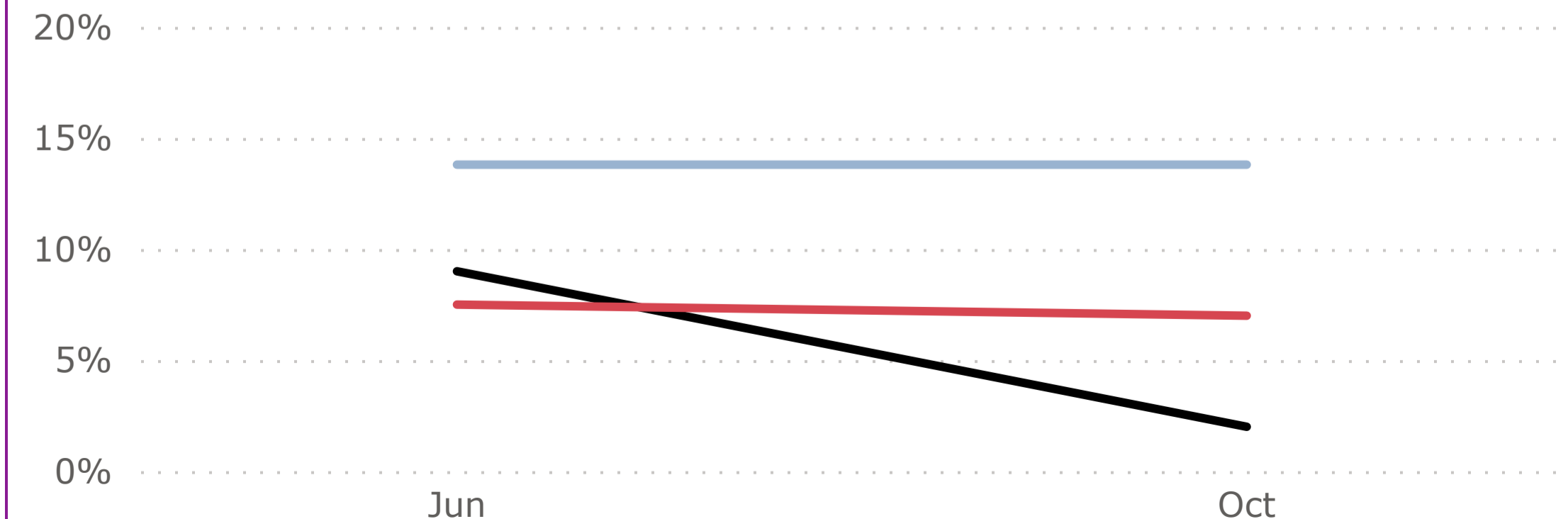
● Bury St Edmunds ● West Suffolk ● UK



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

Percentage of vacant shops in Clare

● Clare ● West Suffolk ● UK



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

6. Cross-cutting: wider economic context

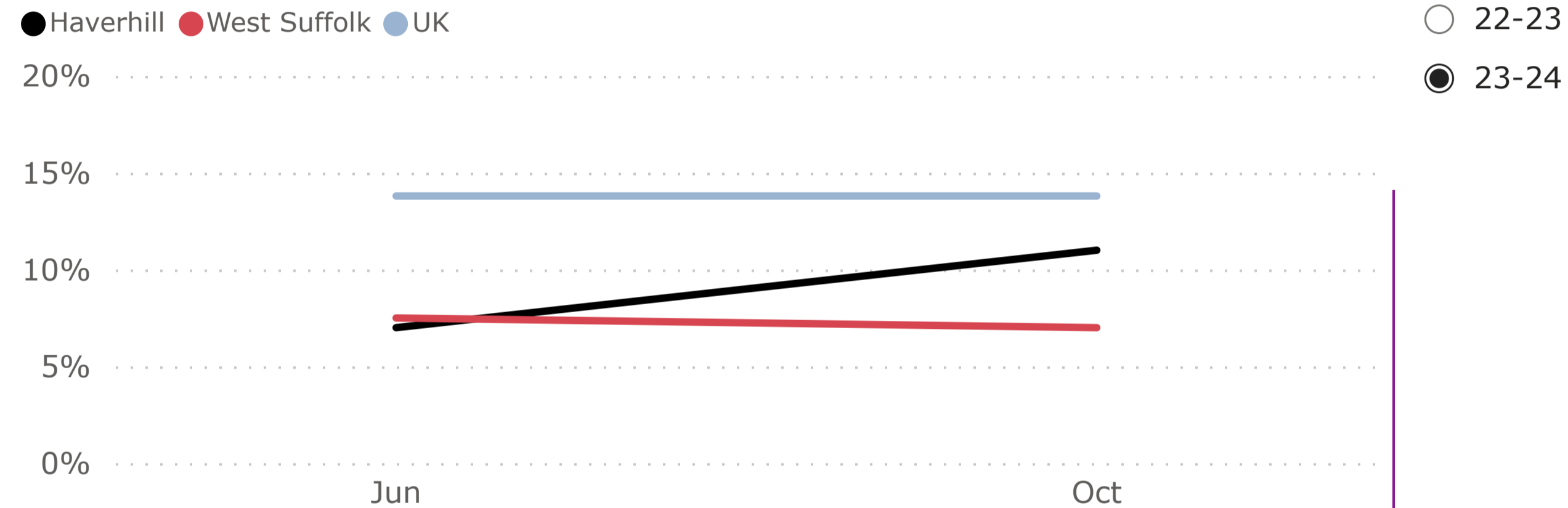


Latest Data Period:
September 2023

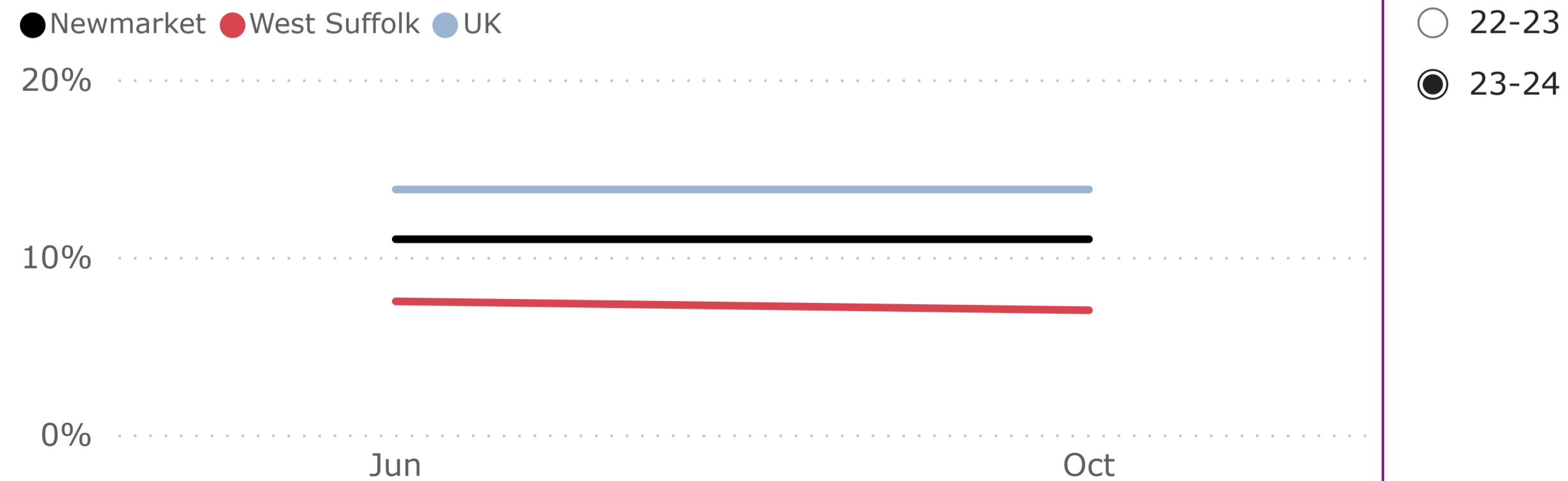
Commentary or Summary

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.

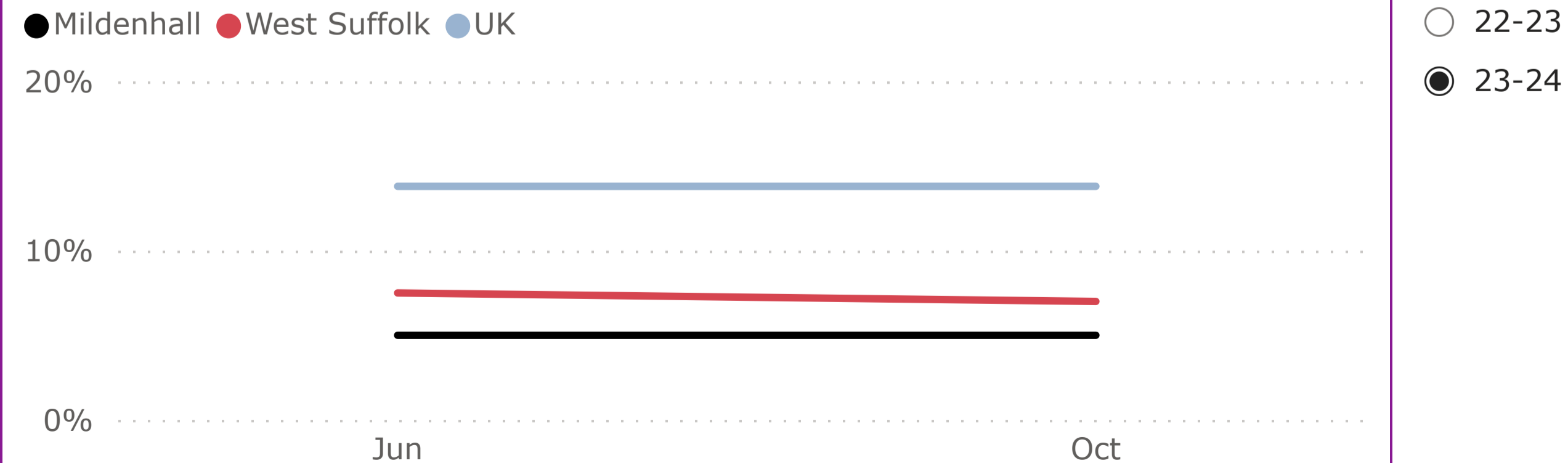
Percentage of vacant shops in Haverhill



Percentage of vacant shops in Newmarket



Percentage of vacant shops in Mildenhall



7. Cross-cutting: wider economic context



Latest Data Period:

September 2023

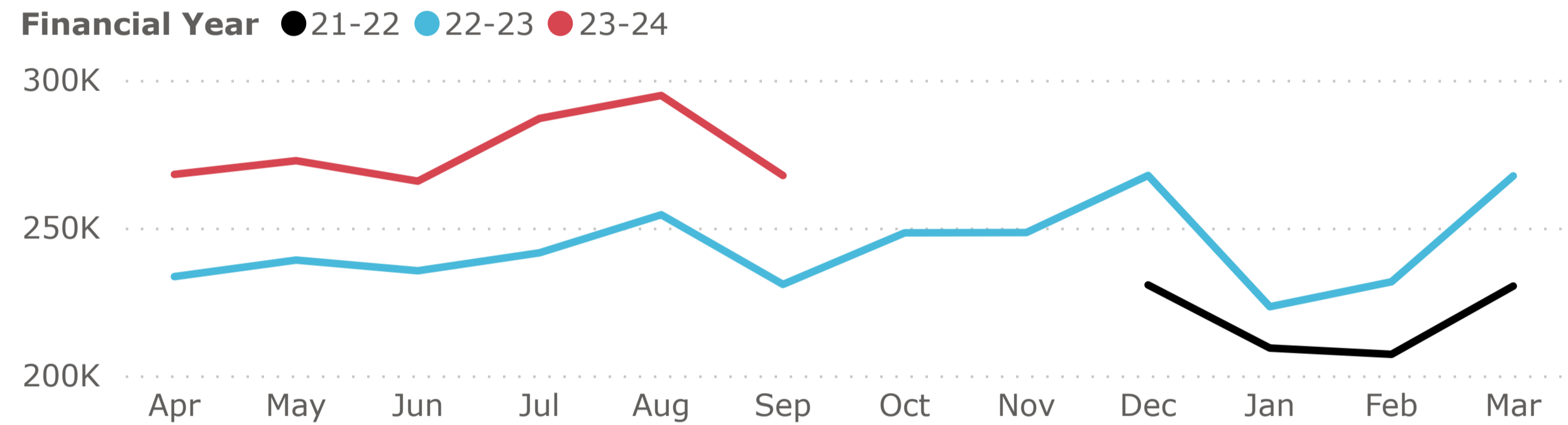


Commentary or Summary

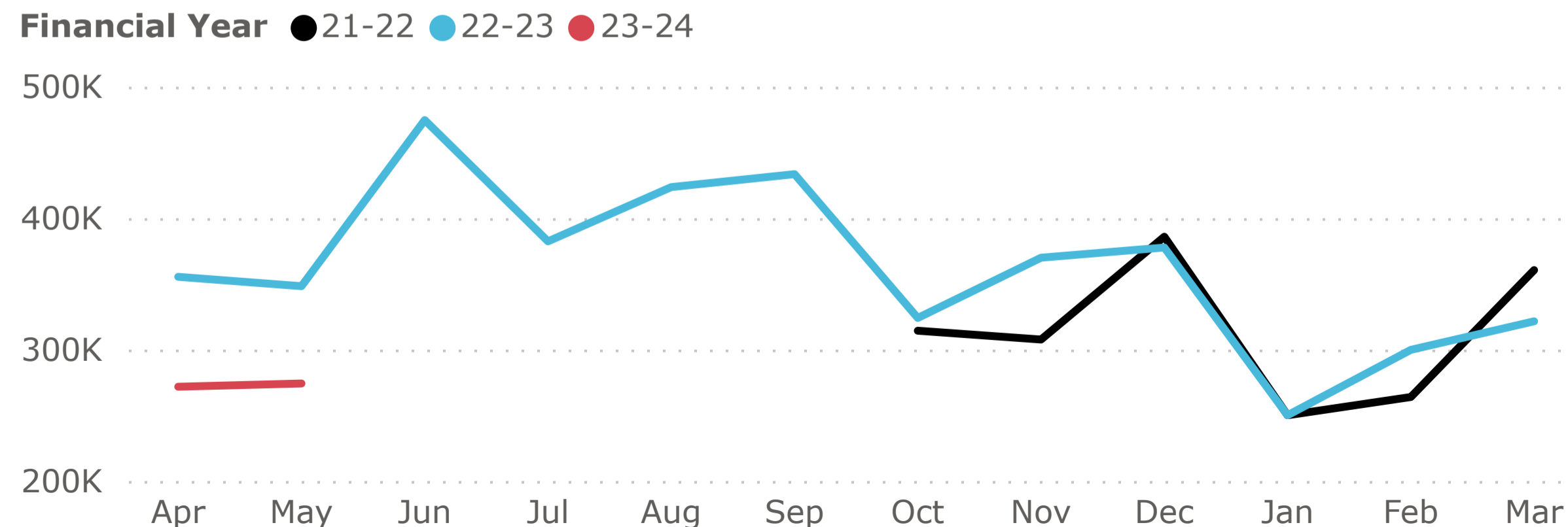
Footfall in BSE town centre: We do not have data since June 2023 due to an issue with the counter and landlord request for its removal. However, OurBuryStEdmunds BID has found another premises. Figures to come in due course.

NB: 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 (however, this will not capture those without a mobile phone).

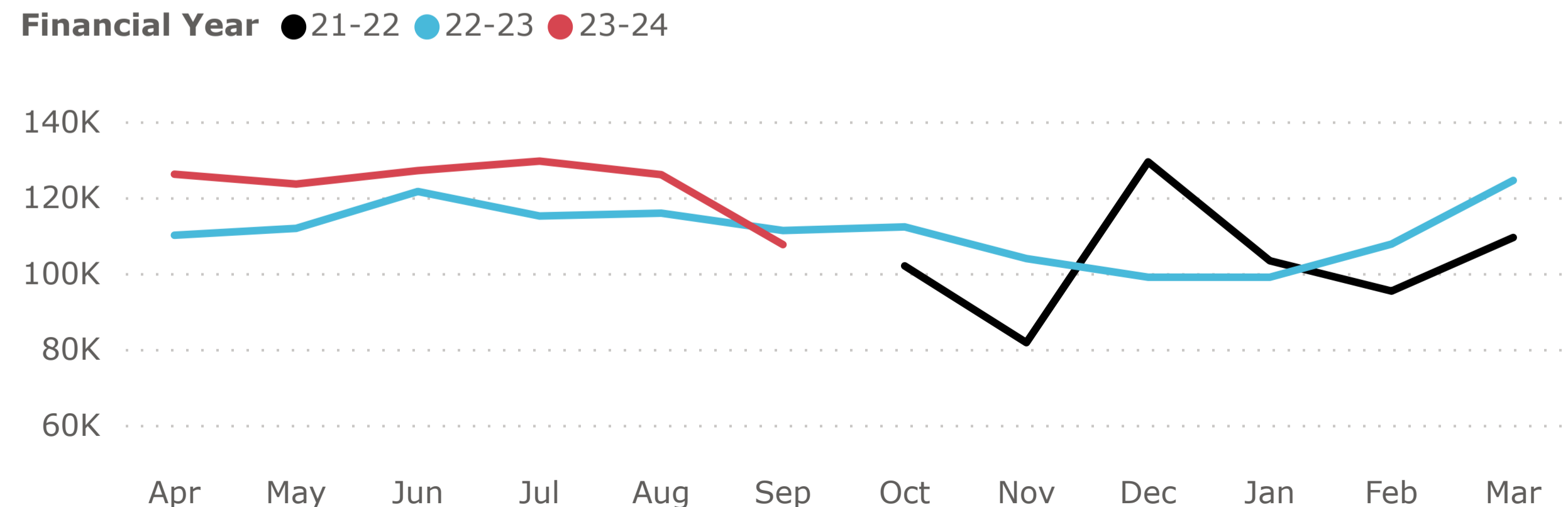
Number of car parking events in West Suffolk Council off-street car parks



Footfall in Bury St Edmunds town centre



Footfall in Newmarket town centre



8. Cross-cutting: wider economic context



Latest Data Period:

September 2023



Commentary or Summary

Number of NEETs: These figures are provided annually each September. September has the lowest figure in the whole academic year as we do not know about all the Year 11 or 12's who have just moved into a new academic year (Year 12 or 13) until November/December 2023.

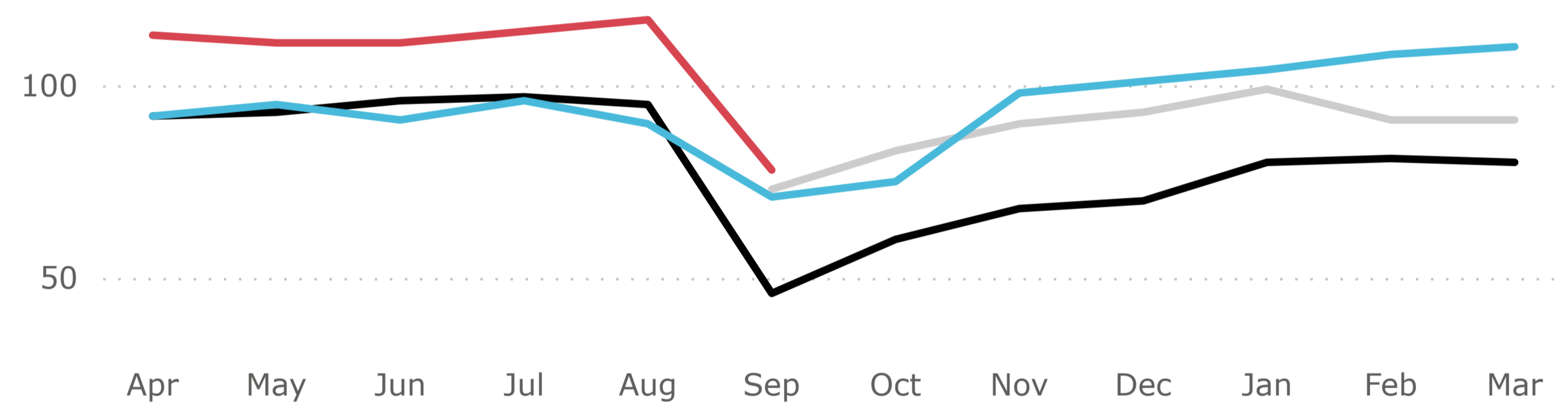
From January 2023 to August 2023, the NEET figure has gradually increased for both year groups when compared to previous years. Suffolk County Council have found that there is a significant minority of young people entering the compulsory education system who are not attending and often not in a mainstream setting regarding post 16 education. Between Year 12 and 13, there is an increasing number of young people opting to find employment, becoming NEET for long periods in the process. Also, there is an increasing number of young people in work without training, often in less secure and more temporary employment.

We monitor young people throughout the year hence why original figures change every month as does the number of young people in the cohort - as young people come in and out of the county. As part of this monitoring, all Year 11's must be tracked into a new destination which is done through the Year 11 Activity Survey (a snapshot of what provision young people are attending on 1 November of the following academic year).

Number of Universal Credit claimants: This figure is the highest since reporting.

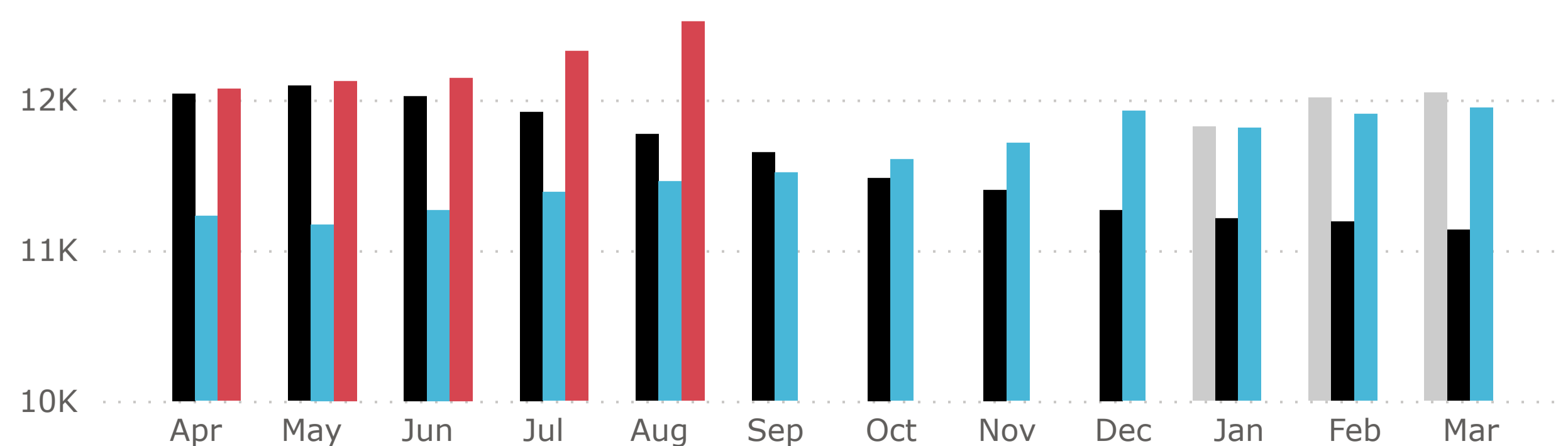
Number of NEETs (Not in Education, Employment or Training)

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



Number of Universal Credit claimants (one month lag)

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



9. Customer contact: website



Latest Data Period:

October 2023

West Suffolk
Council

Commentary or Summary

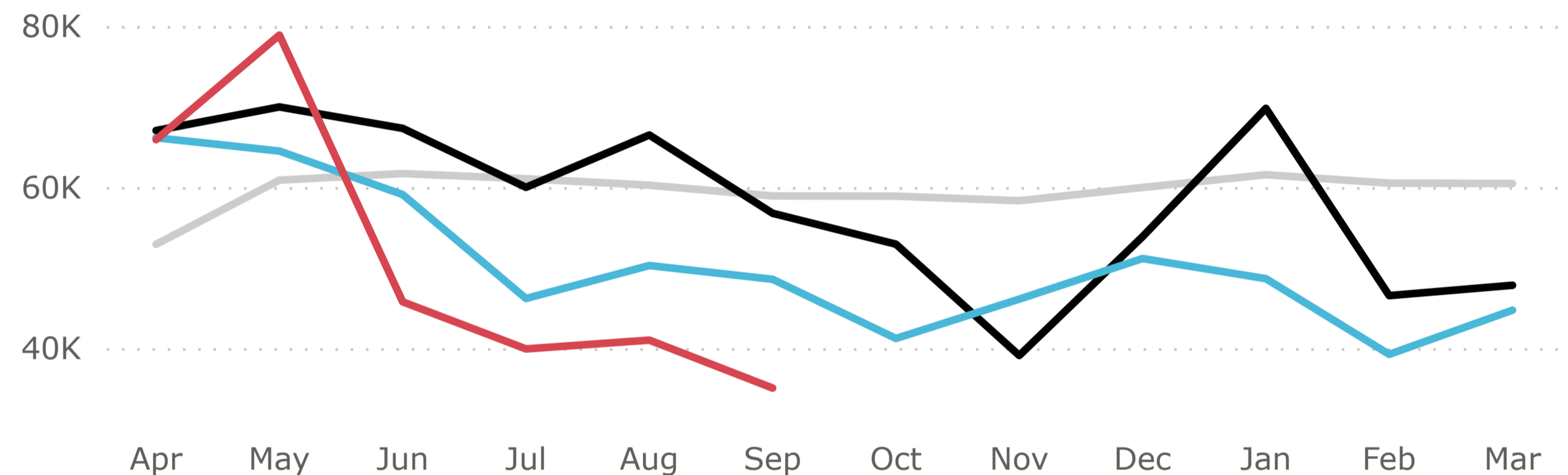
Number of unique users of the West Suffolk Council website: Visitors and page views have dropped from August 2023 in line with previous years and the drop is slightly steeper than last year. The reasons for this are not clear, but will be kept under review. We are aware that more people may be choosing not to accept cookies when they visit the site.

Total number of page views to West Suffolk Council website: Google Analytics changed from Universal Analytics to GA4 on 1 July 2023. The way figures are measured has changed, therefore, it is no longer possible to count unique page views. For data consistency, total views measured by GA4 are included only for this KPI dating from July 2022. Please note page view figures are slightly lower for GA4 than those recorded under the previous version of Google Universal Analytics, due to the methodology used.

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.

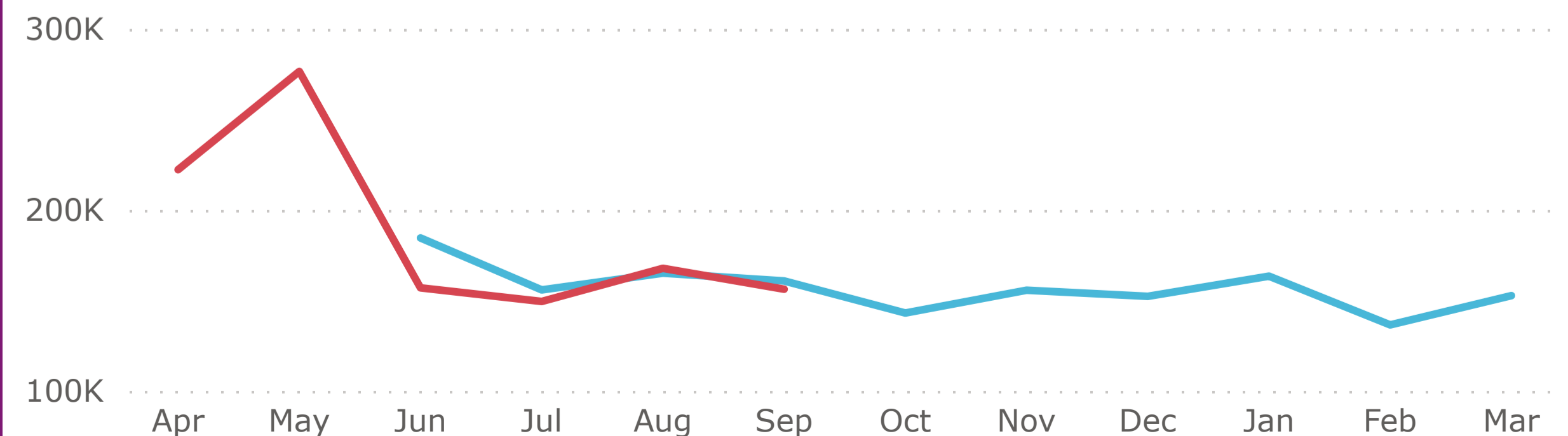
Number of unique users of the West Suffolk Council website

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



Total number of page views to West Suffolk Council website

Financial Year ● 22-23 ● 23-24



10. Housing and Strategic Health

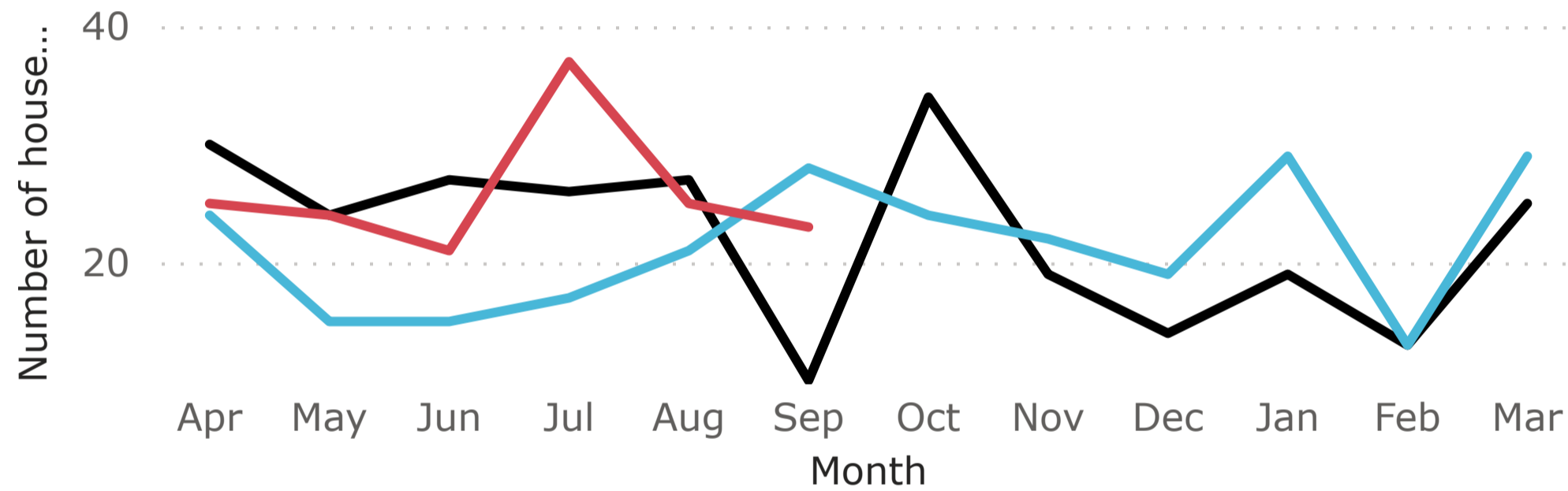


Latest Data Period:

September 2023

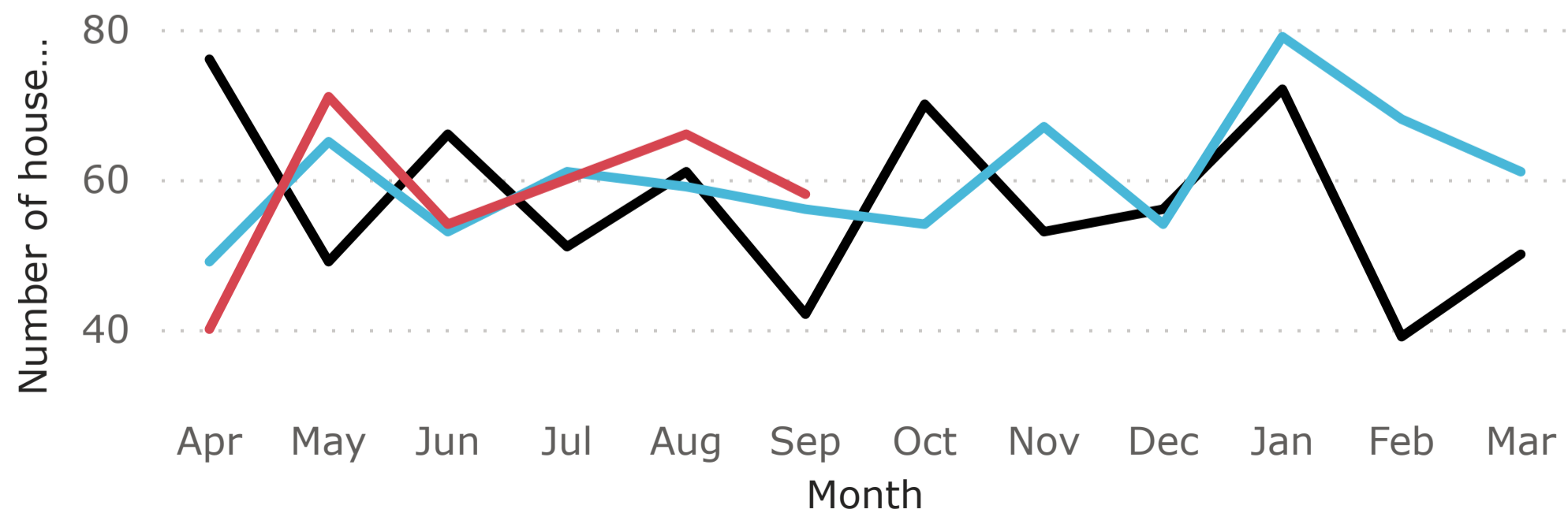
Number of households where the Prevention Duty ended - West Suffolk only

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



Number of households where the Relief Duty ended - West Suffolk only

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



Commentary or Summary

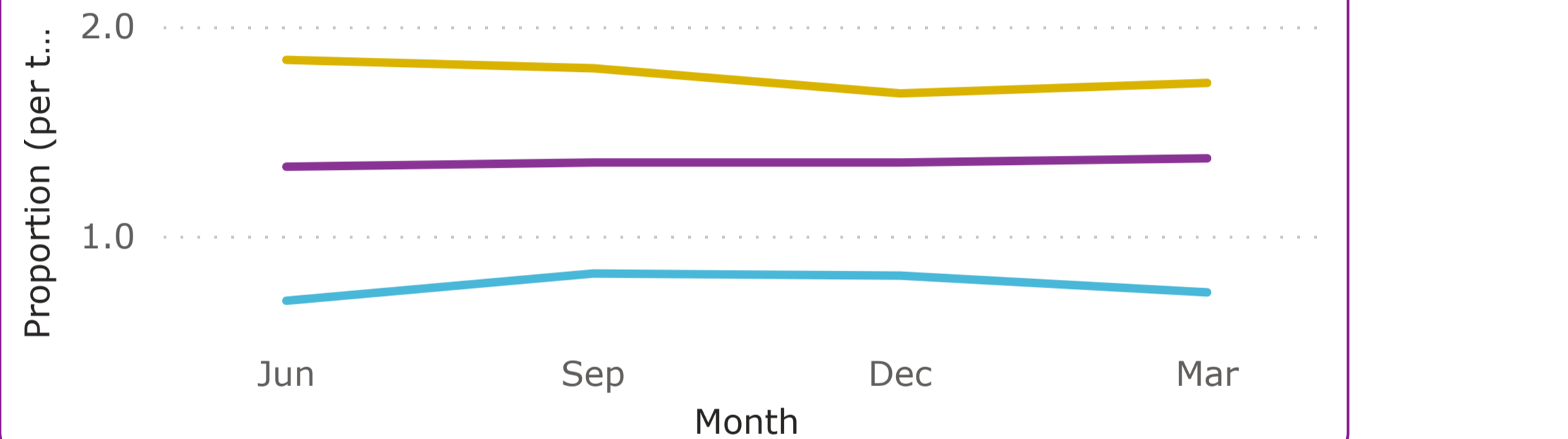
Prevention Duty:

A local authority must take reasonable steps to help the applicant secure accommodation that does not cease to be available for their occupation.

Relief Duty: A local authority must take reasonable steps to help the applicant secure accommodation that becomes available for at least six months.

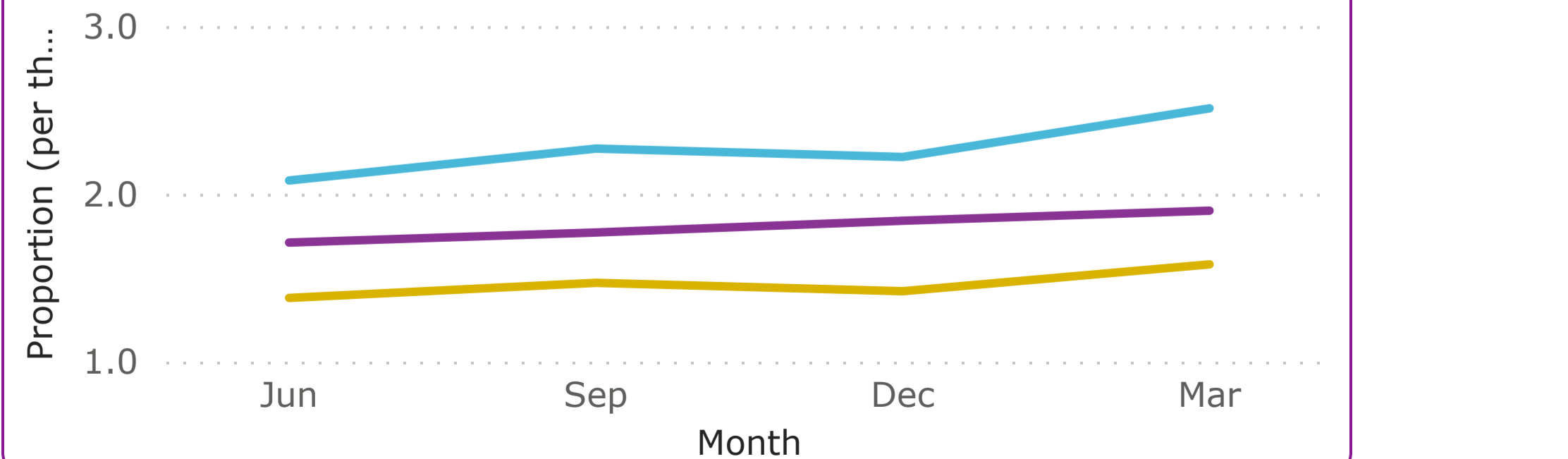
Proportion of households (per thousand) where Prevention Duty ended - comparisons

Location ● England 22-23 ● Suffolk 22-23 ● West Suffolk 22-23



Proportion of households (per thousand) where the Relief Duty ended - comparisons

Location ● England 22-23 ● Suffolk 22-23 ● West Suffolk 22-23



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

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

11. Housing and Strategic Health

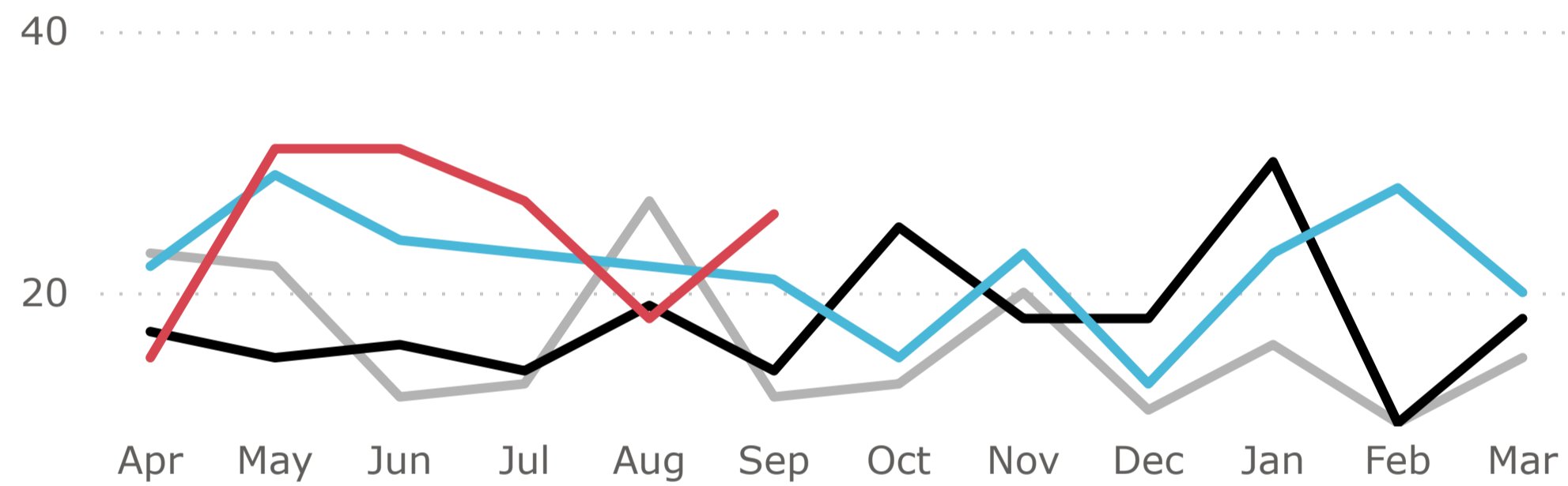


Latest Data Period:

March 2023

Number of households where the Main Homelessness Duty is owed (acceptances) - West Suffolk only

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

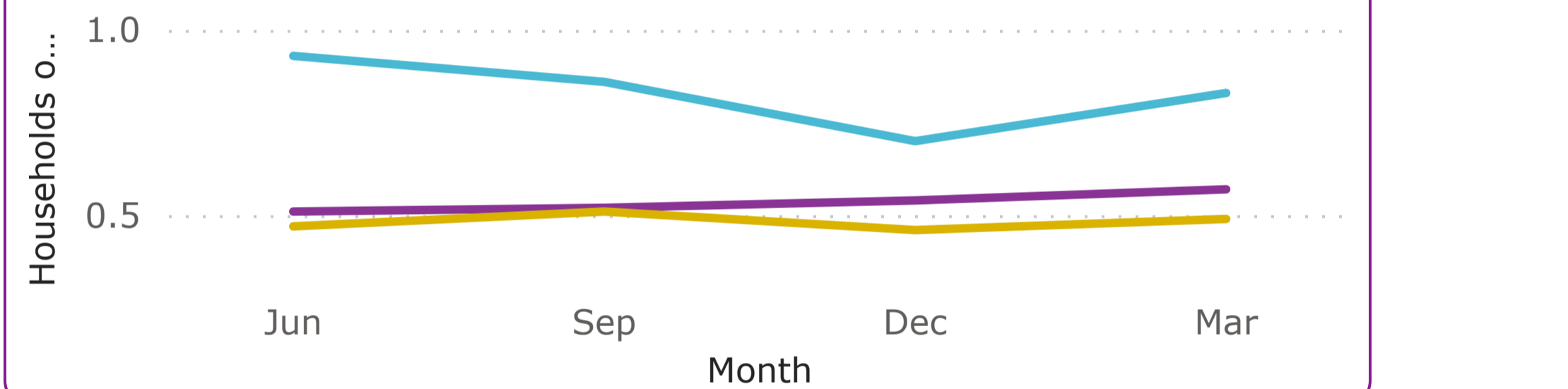


Commentary or Summary

Main Homelessness Duty: It is owed by a local authority to someone who is homeless, eligible, has a priority need and is not intentionally homeless.

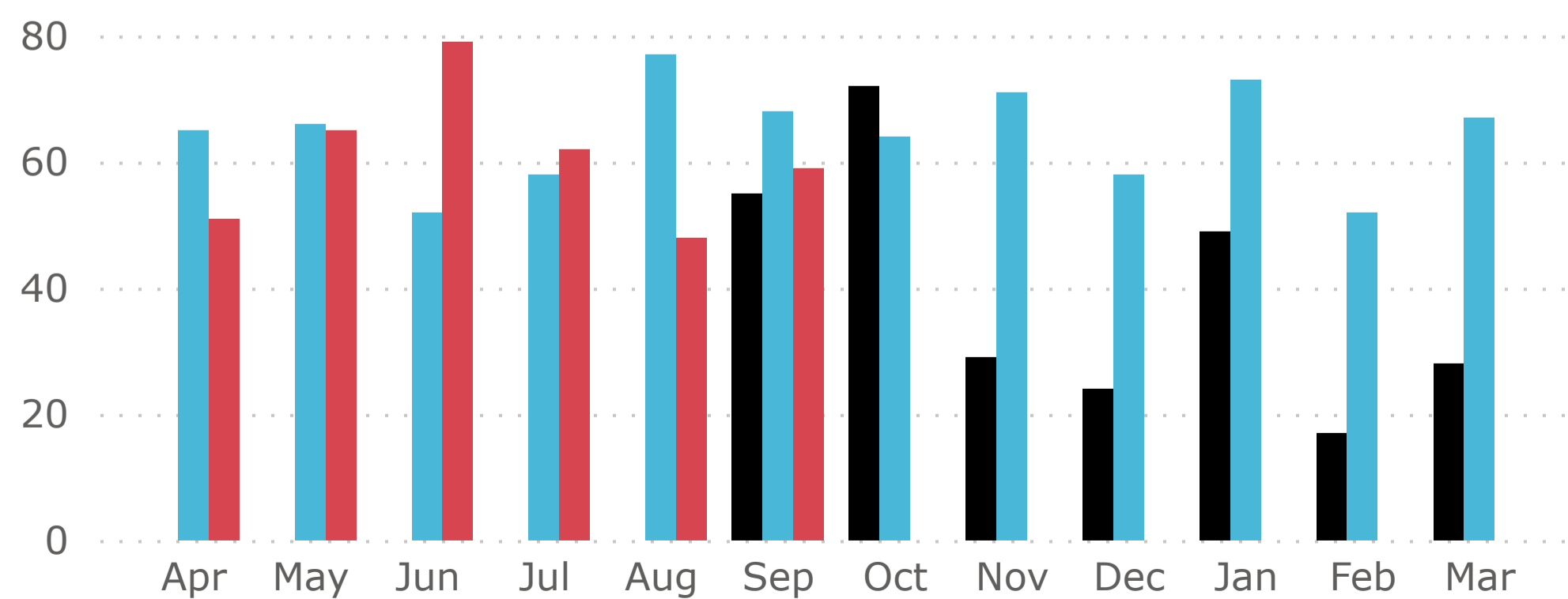
Proportion of households (per thousand) where the Main Homelessness Duty is owed (acceptances) - comparisons

Location ● England 22-23 ● Suffolk 22-23 ● West Suffolk 22-23



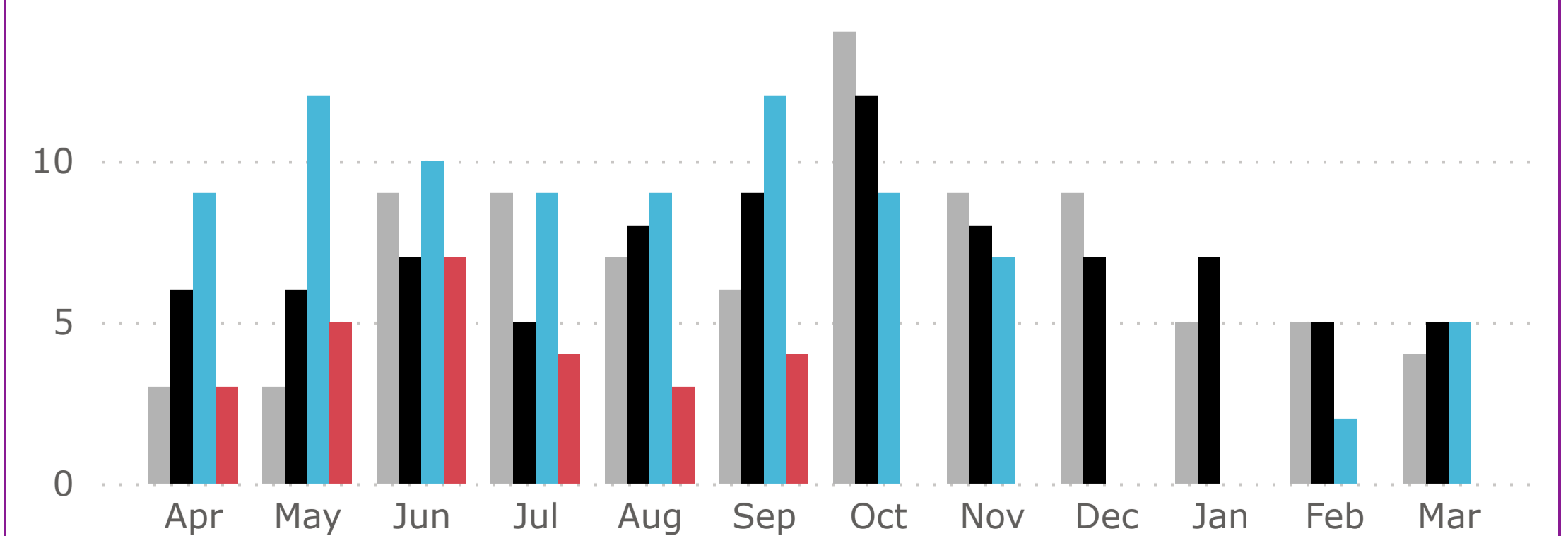
Number of Personalised Housing Plans created

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



Number of rough sleepers as at last day of the month

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



12. Housing and Strategic Health



Latest Data Period:

September 2023

Commentary or Summary

Home-link applications:

Bars on the visual on the right is new applications that have been submitted by the customers and lines are the applications made live by staff once all the documents have come in from the customer on Home-Link. If the customer does not provide the documents within 28 days, their application is removed.

Number of Home Link applications submitted: Q2 has seen a rise in applications submitted primarily on affordability grounds, with more people struggling to afford existing accommodation.

Number of Home-Link applications made live: The rise in applications made live in September 2023 at 252, was due to a push to get more processed.

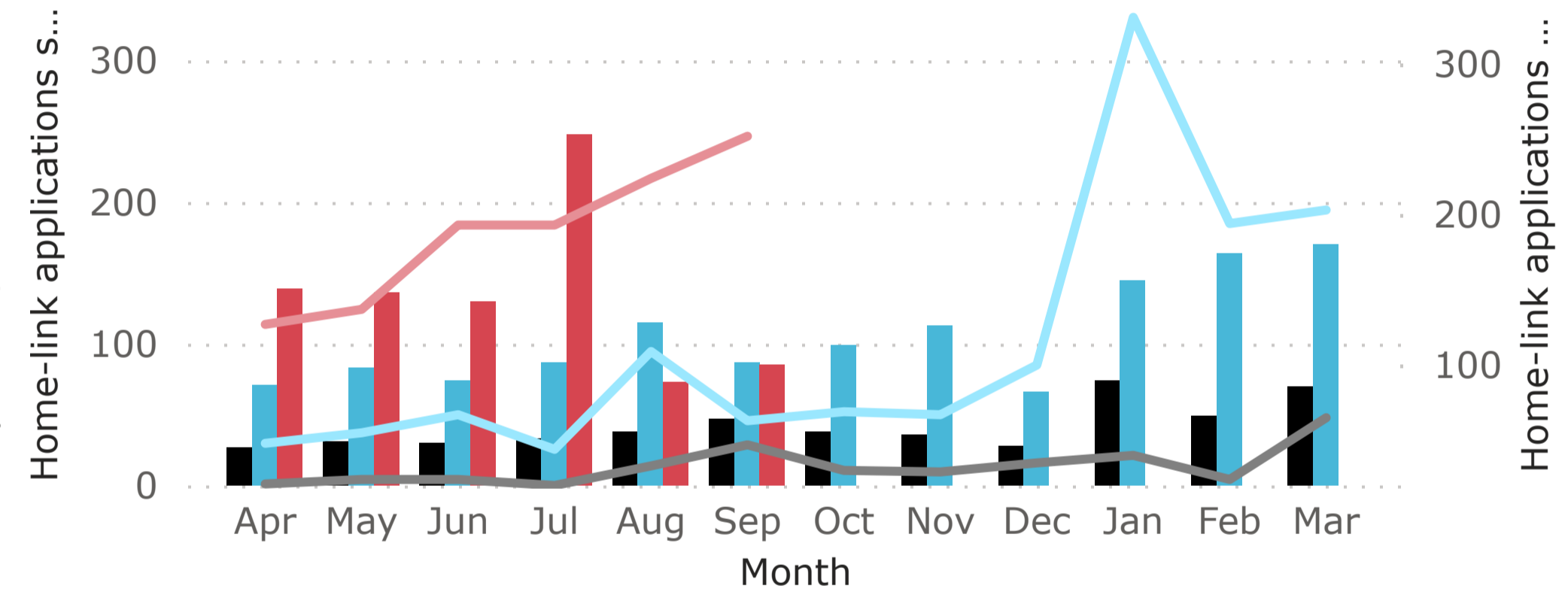
Number of households housed into social housing: This is any application registered with West Suffolk on Home-Link that has been housed into a Social Housing property. This includes homeless households, supported accommodation move on, general household moves (for example for medical reasons, those lacking bedrooms, under occupation etc...).

NB: There is no direct relationship between number of Home Link applications submitted and number of households housed into social

Number of Home-link applications submitted and Home-link applications made live

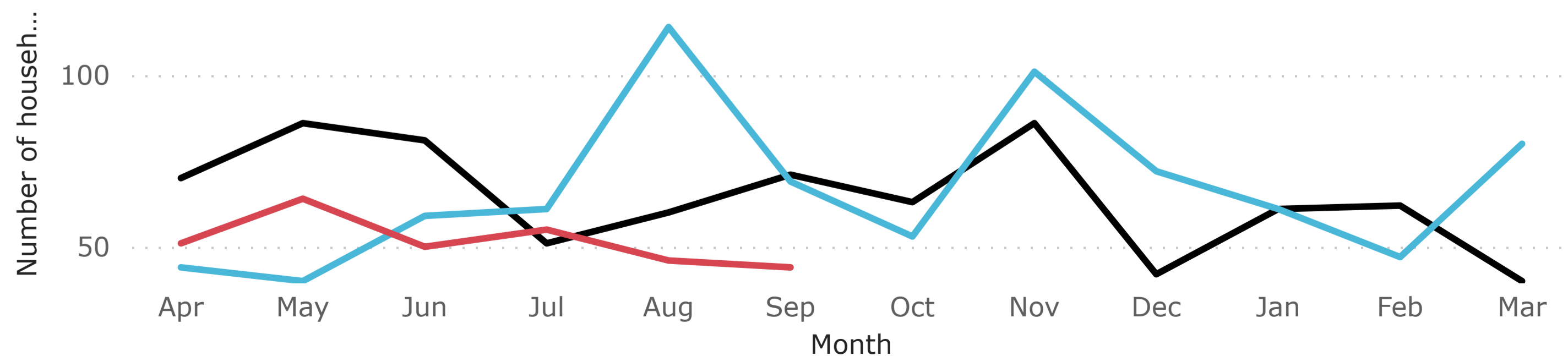
Applications submitted

- 21-22
- 22-23
- 23-24
- Applications made live 21-22
- Applications made live 22-23
- Applications made live 23-24



Number of households housed into social housing

Financial Year



13. Housing and Strategic Health



Latest Data Period:

September 2023

Commentary or Summary

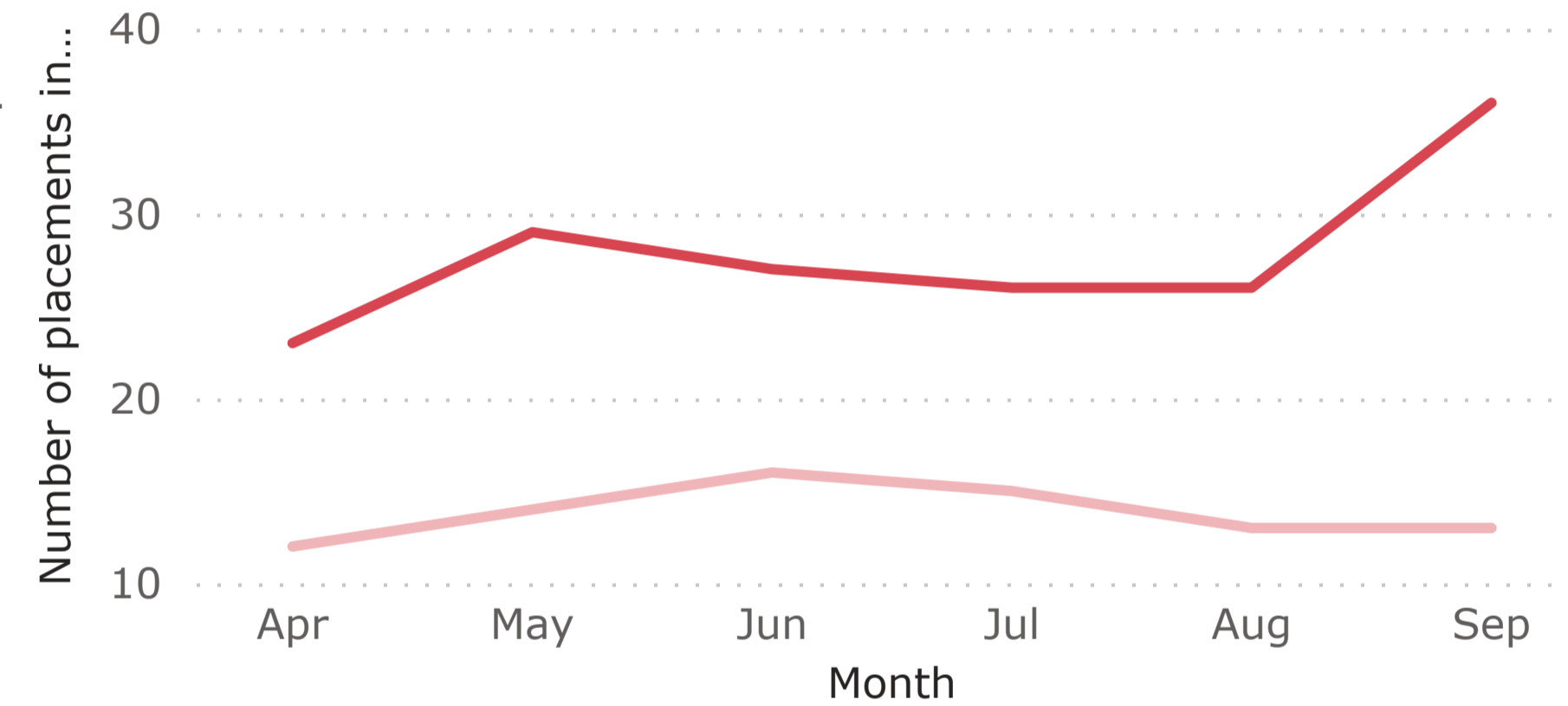
Number of placements into temporary and emergency accommodation, including Bed and Breakfasts: These are new placements into B&Bs or temporary accommodation throughout the month, this will include movements between B&Bs and temporary accommodation.

Number of homelessness duties discharged into PRS: We have successfully provided financial assistance to support more applicants into private rented accommodation during September 2023.

Number of placements into temporary and emergency accommodation, including Bed and Breakfasts

Placements by type

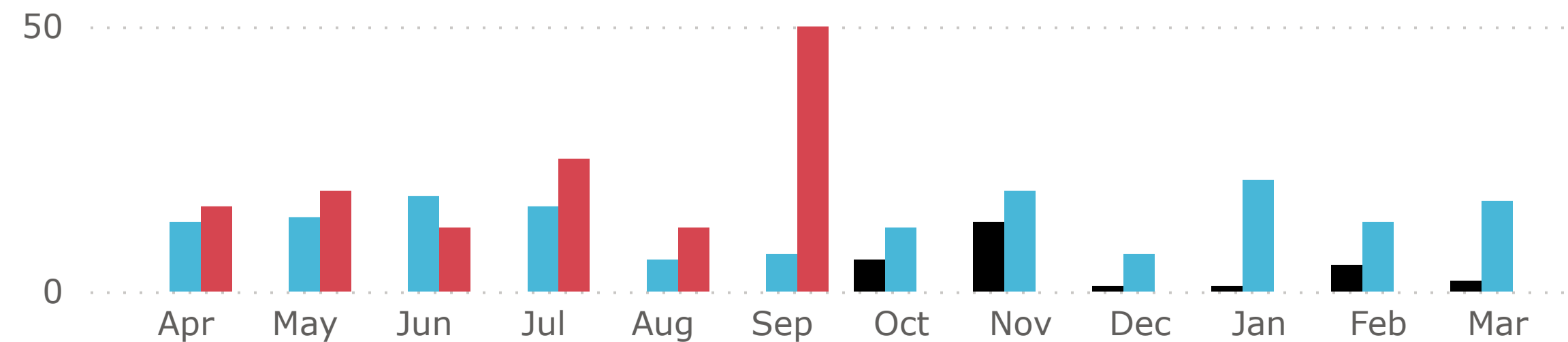
- Emergency accom, incl B&...
- Temporary accom 23-24



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

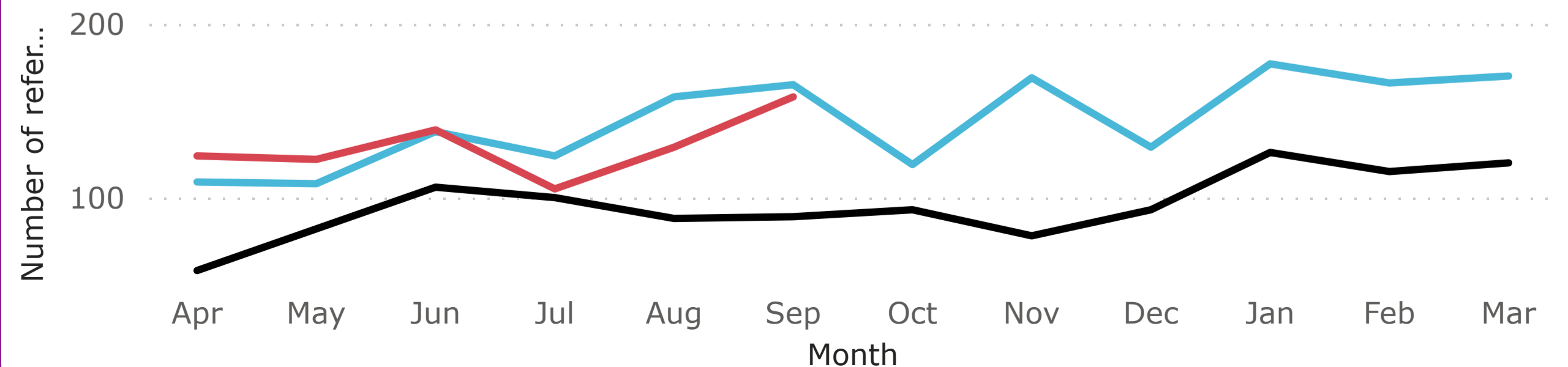
Number of homelessness duties discharged into the private rented sector

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



Number of referrals made to the Early Intervention team from third parties

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



14. Housing and Strategic Health



Latest Data Period:
September 2023



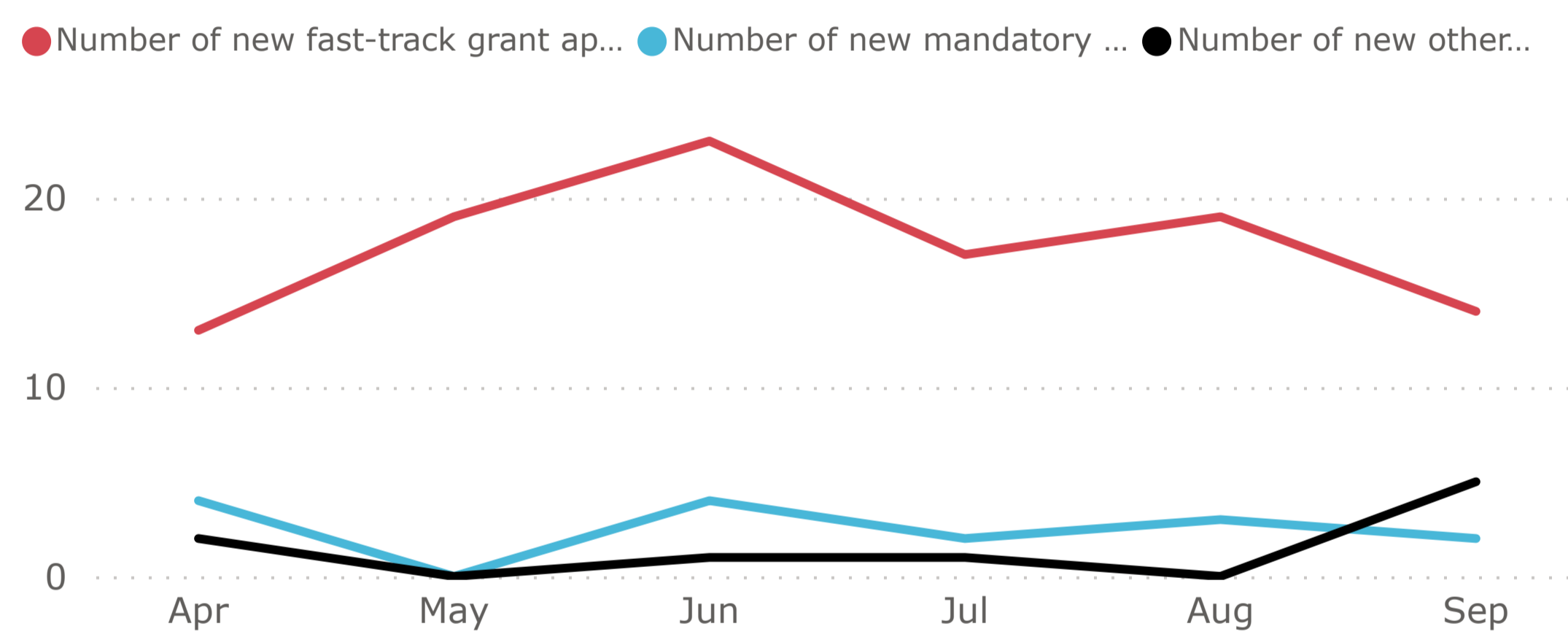
Commentary or Summary

Our annual budget has been increased by a further £126,923, following additional allocation from The Department for Levelling Up, Housing & Communities which should be received from SCC by the end of October 2023.

During September 2023, we received 18 referrals for adaptations 7 from ILS, 9 from Home First/Adult Care Services, 1 from Community OT's and 1 from a GP Surgery. We also dealt with 31 enquiries of which 3 were offered Home Assistance Grants and 2 were referred to Suffolk County Council for full OT Assessments.

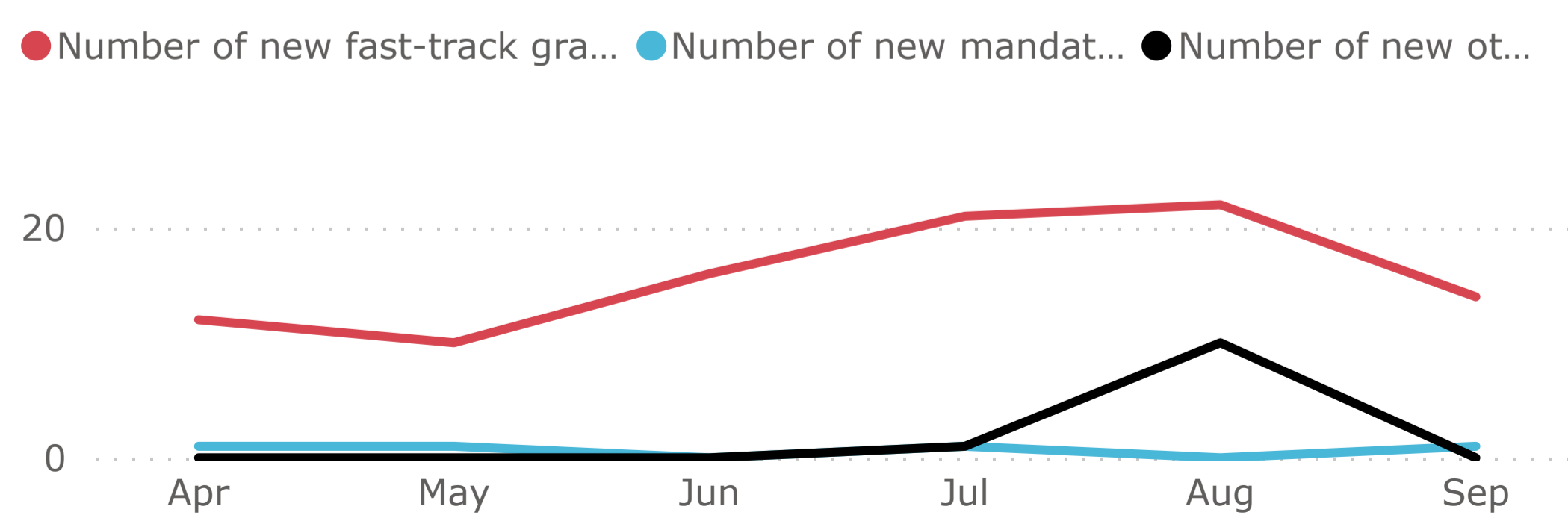
A total of 14 Fast Track grants were approved, 1 mandatory Disabled Facilities grant applicant was approved, and a further 28 grants were completed and paid during this period. 26 Discretionary Fast Track grants with a median average time...

Number of Disabled Facilities Grant applications received



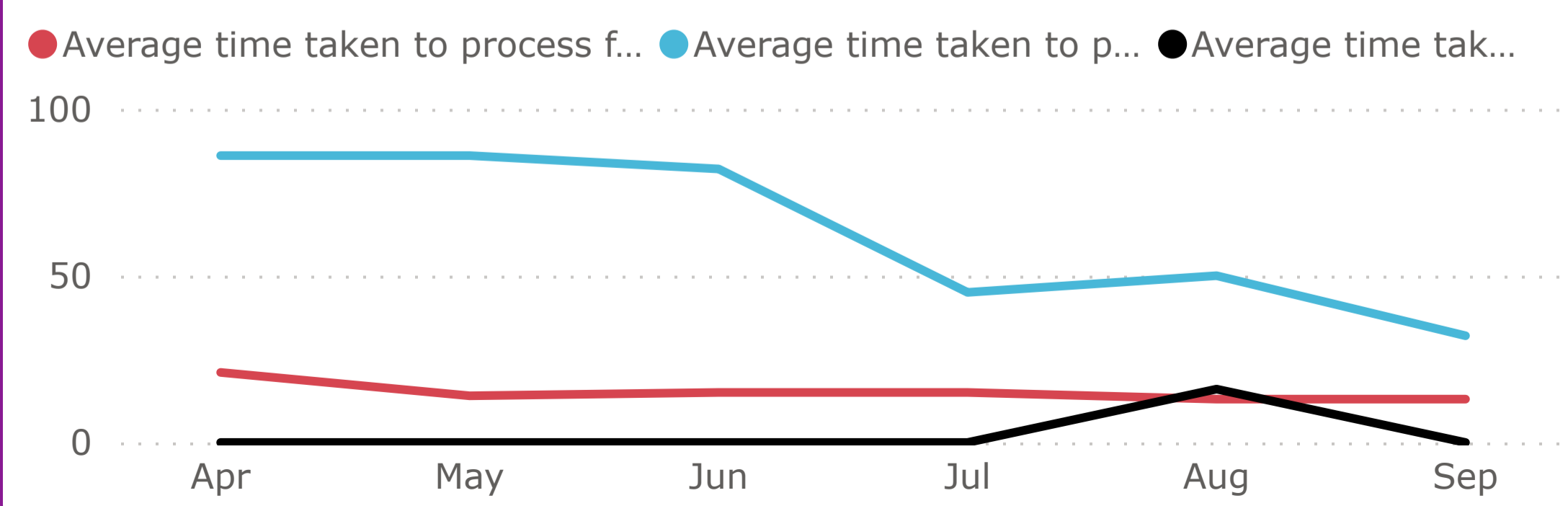
- 21-22
- 22-23
- 23-24

Number of new Disabled Facilities Grant applications approved



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

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



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

15. Housing and Strategic Health



Latest Data Period:

September 2023

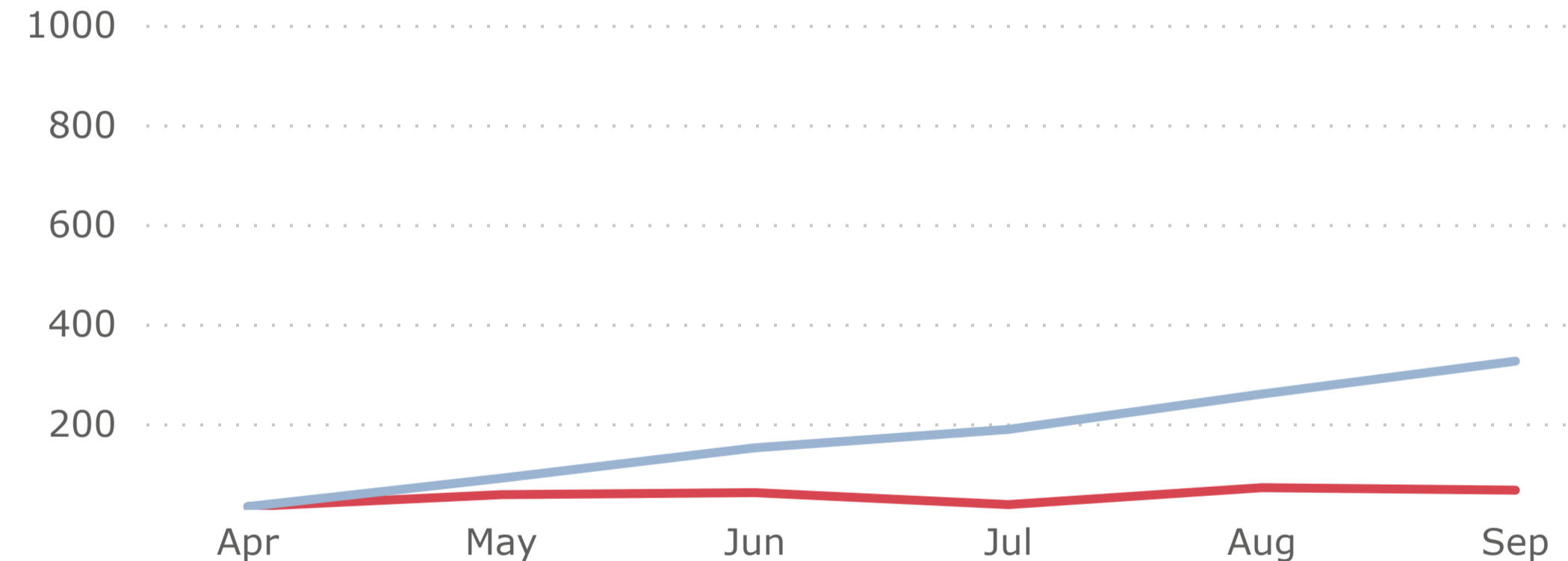
Commentary or Summary

Number of new noise complaints received: 66 received, 16 completed and 50 outstanding in September 2023. These figures are broadly in line with last month, but the number of new noise complaints received is predicted to start falling from next month as the weather gets colder and the nights draw in (as previously noted noise complaints peak in the summer months when more people are outdoors for longer and have their windows open at night).

Number of noise complaints resolved: 53 resolved, 50 (94%) in target, 3 (6%) out of target in September 2023. The 3 complaints that were resolved outside of target time in August were a mix of complaints (one of each for people noise, loud music and dog barking) so there's no identifiable pattern to these, as such they are essentially isolated failures most likely due to protracted investigations.

Number of new noise complaints received

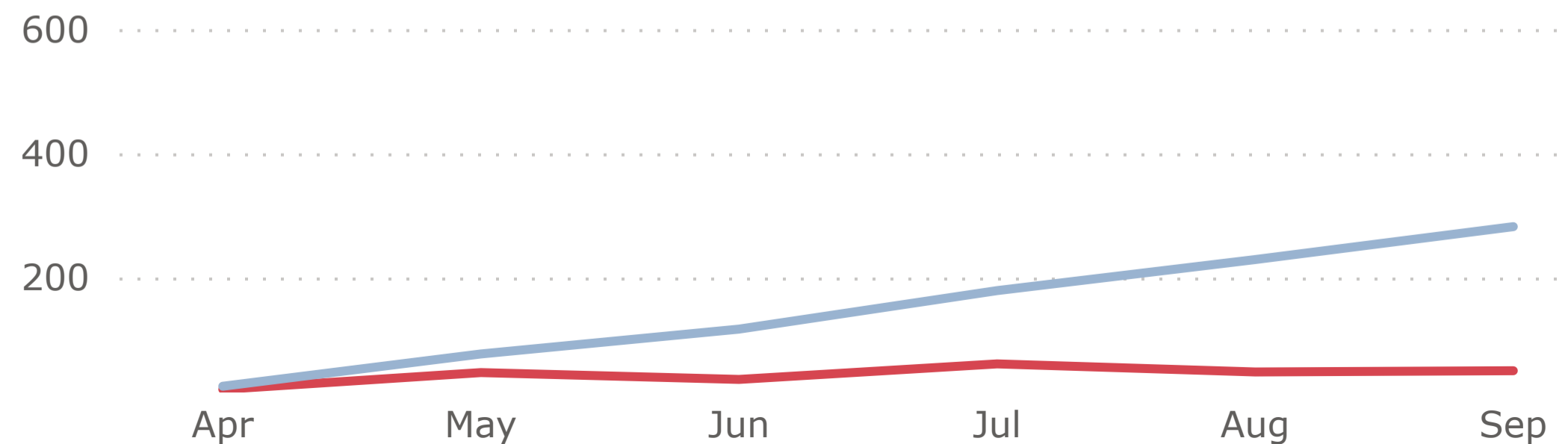
● Number of new noise complaints received. ● Number of new noise complaints received (YTD).



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

Number of noise complaints resolved within allocated timeframe

● 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:
September 2023

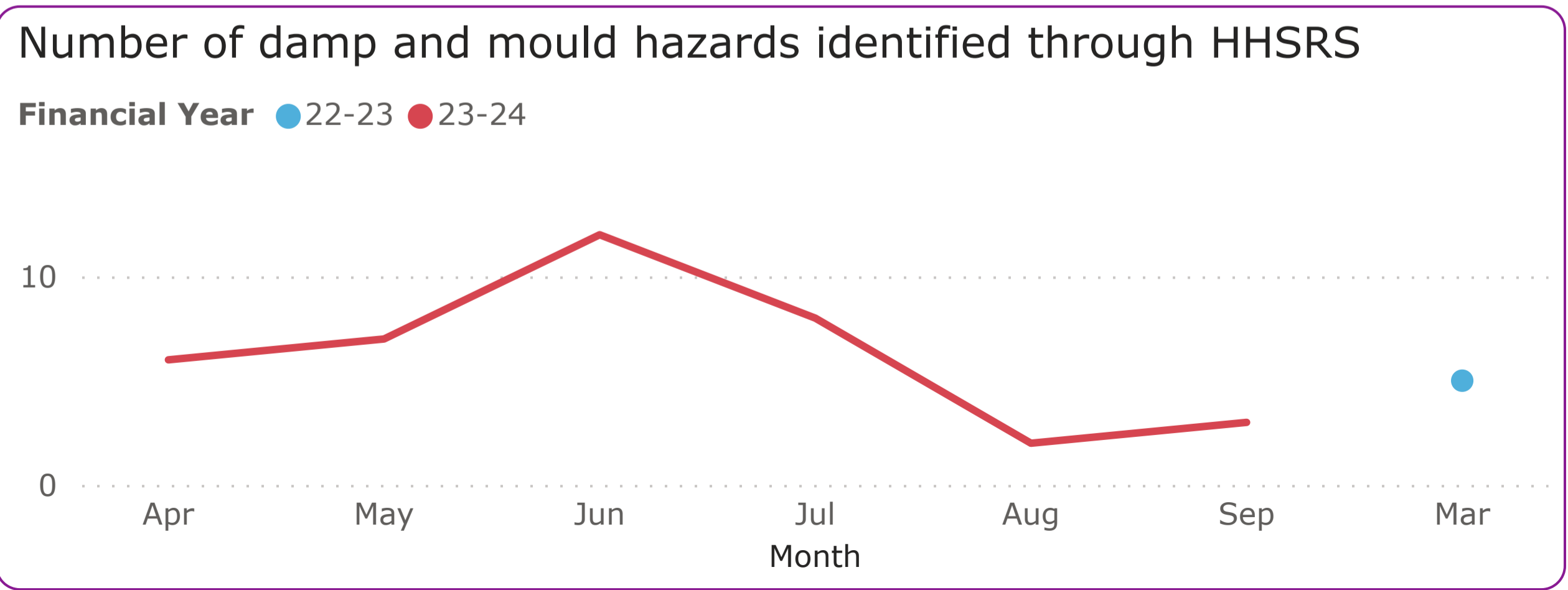
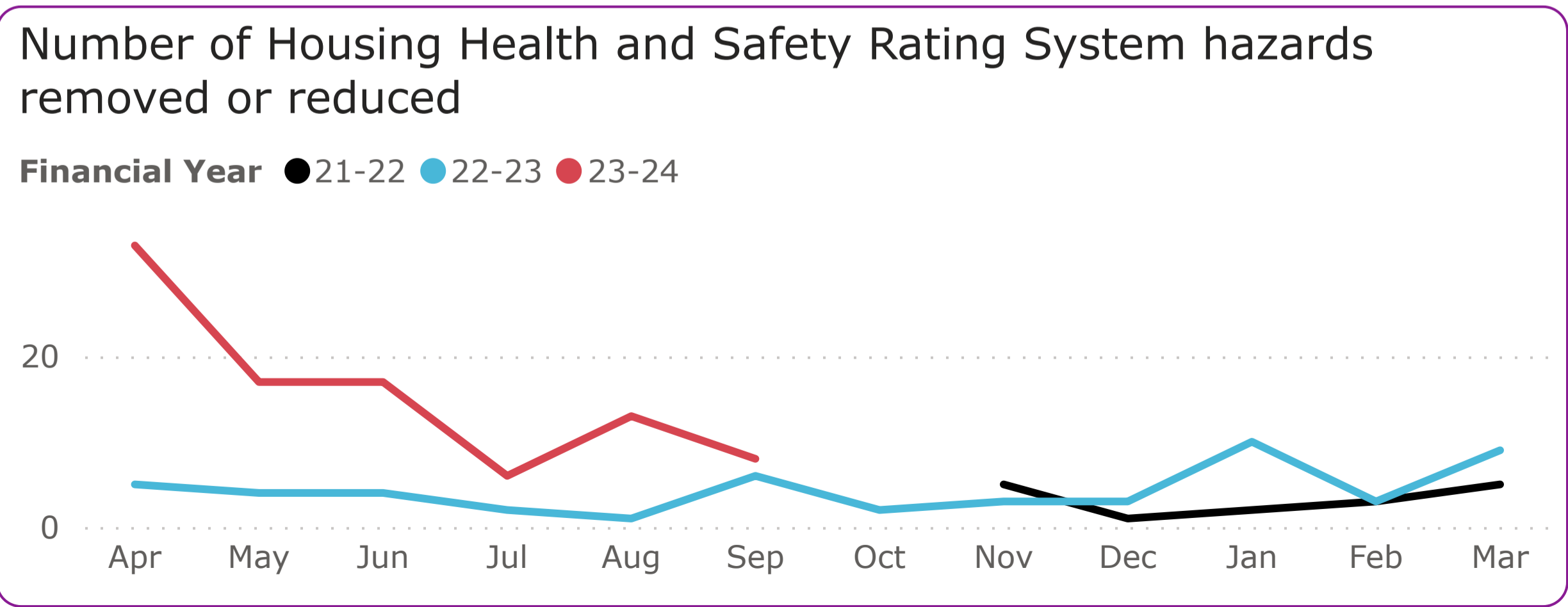
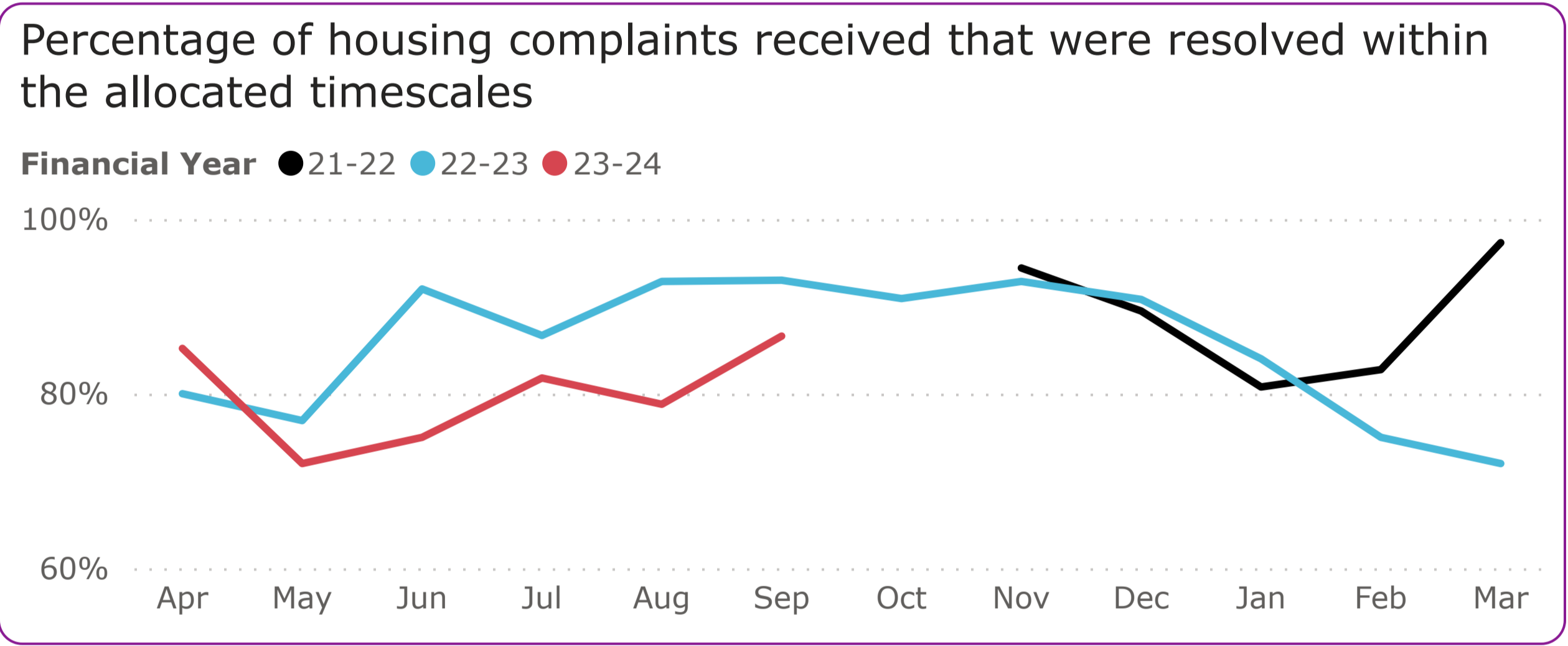


Commentary or Summary

Number of Housing Health and Safety Rating System hazards are removed or reduced*: 6 inspections carried out and 12 hazards were identified:

From these inspections, the following hazards were identified:

- 1x** Category 1 – Excess Cold
- 2x** Category 2 - Excess Cold
- 1x** Category 1 - Falls on a level
- 1x** Category 2 - Personal Hygiene
- 1x** Category 2 - Damp Mould
- 3x** Category 2 – Fire



17. Housing and Strategic Health



Latest Data Period:

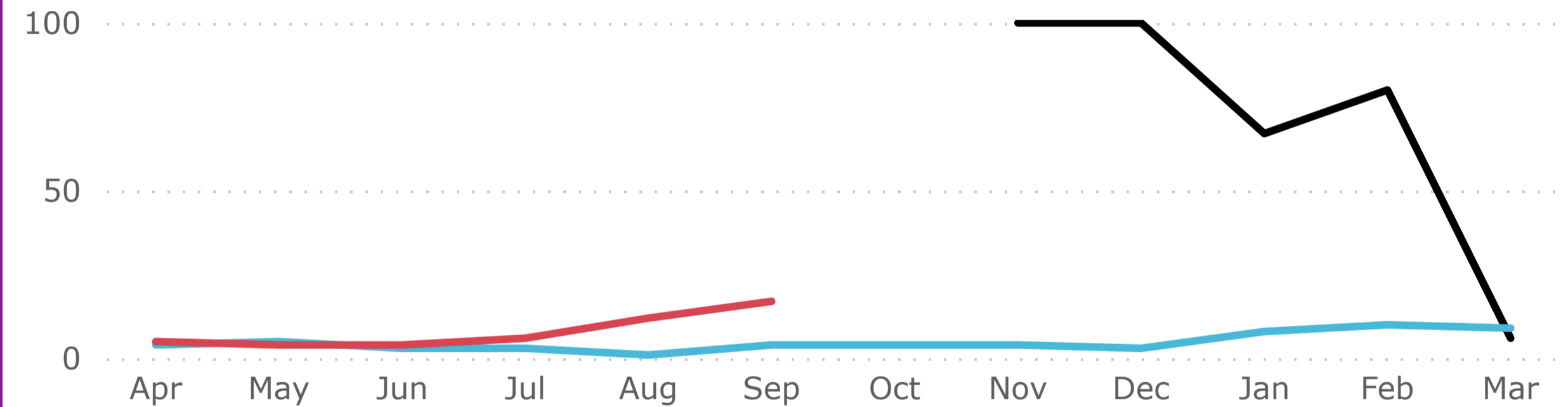
September 2023

Commentary or Summary

Number of HMO licence and renewal applications currently being processed: We continue to receive new HMO licence applications and the 2023 renewals are being processed as a matter of priority. This area of work remains a high priority.

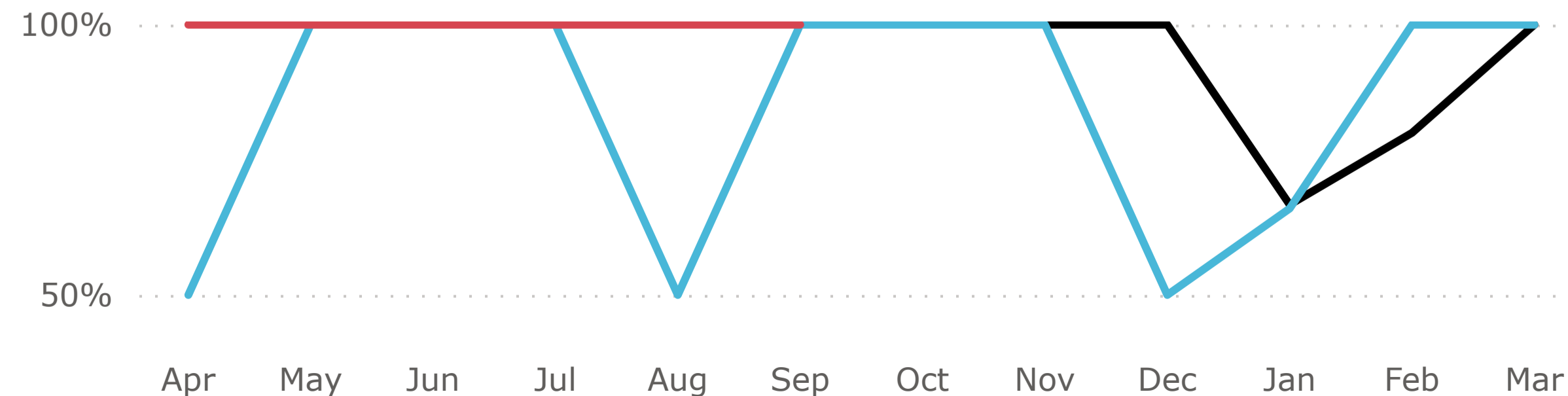
Number of HMO licence and renewal applications currently being processed

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



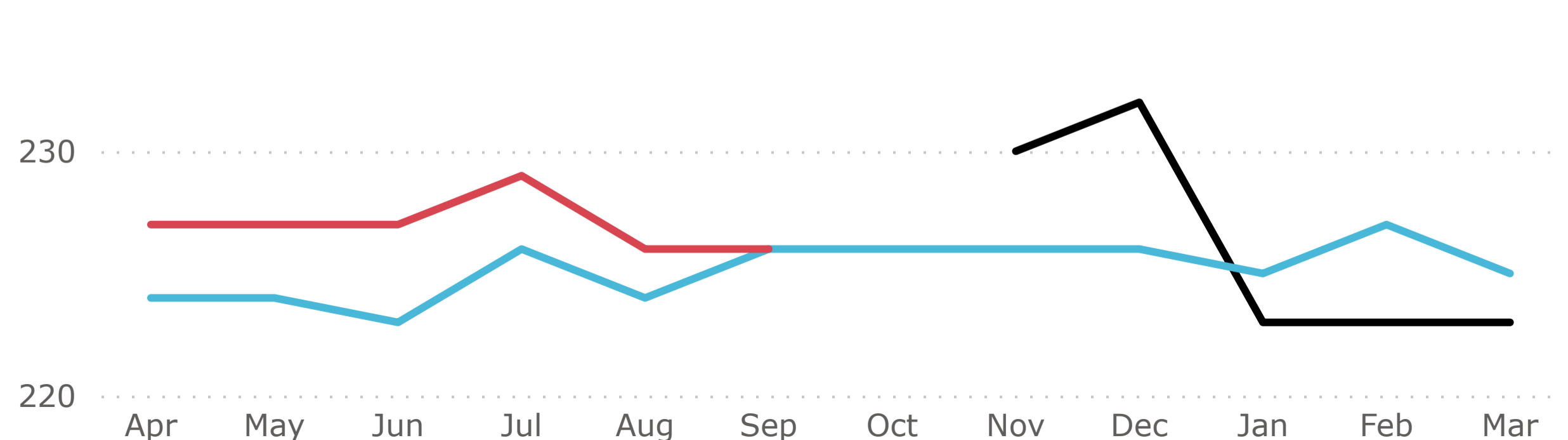
Percentage of HMO complaints received that were resolved within the allocated timescales

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



Number of HMOs in West Suffolk

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



18. Housing and Strategic Health



Latest Data Period:

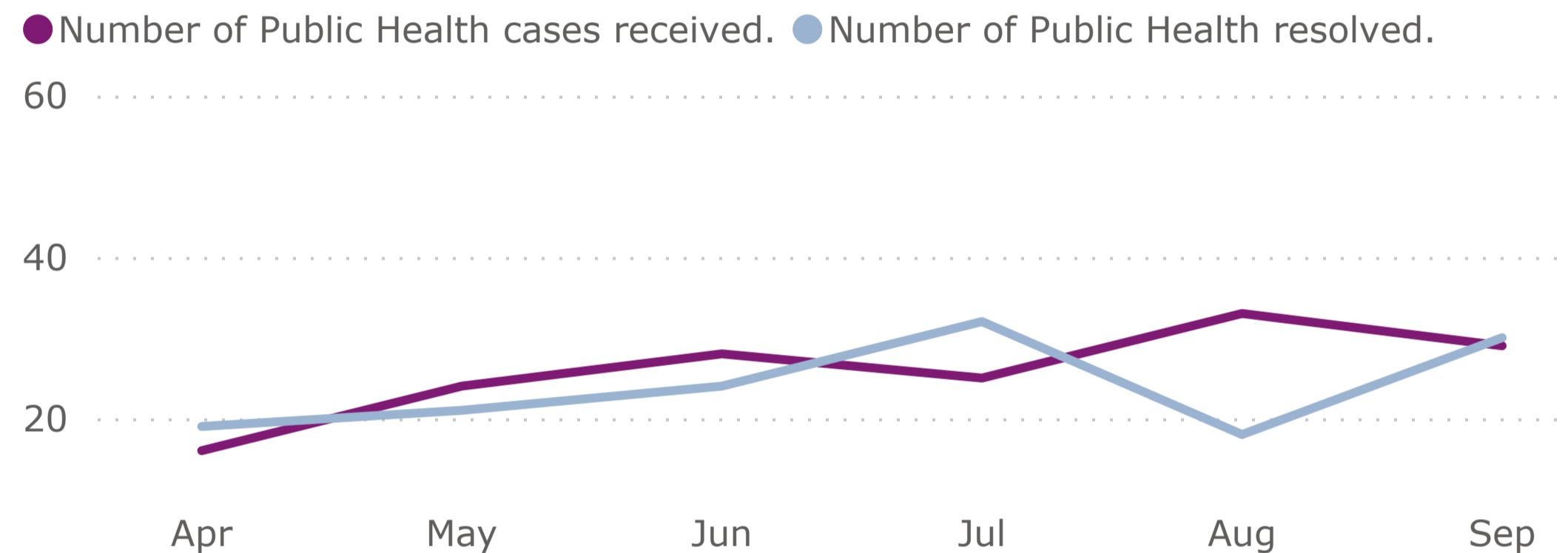
September 2023

Commentary or Summary

Number of proactive HMO (Houses of Multiple Occupancy) investigations carried out on previously unknown HMOs and then brought up to standard: A report of a suspected HMO was investigated in Haverhill, after investigation it was confirmed that there was no reliable evidence that the property was being used as an HMO. All advice was given on compliance.

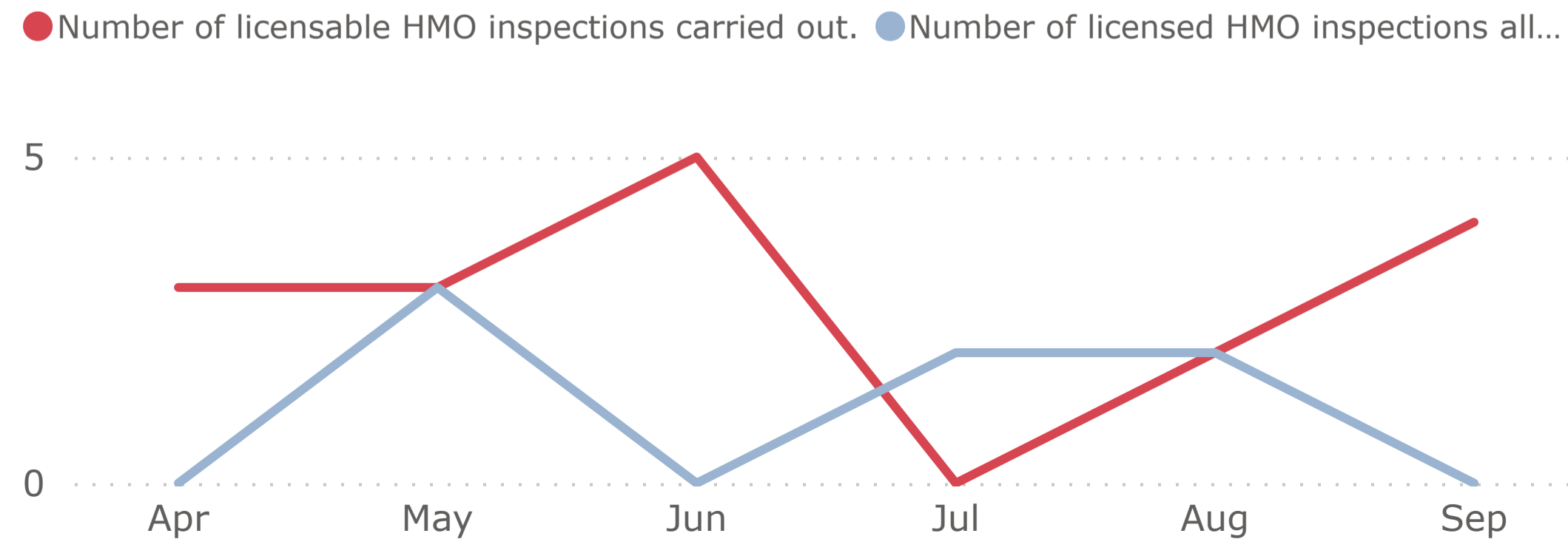
The team took part in a multi-agency day of actions with Suffolk Police targeting suspected HMOs linked to Modern Day Slavery concerns. This involved visiting three properties, based on the evidence gathered on the day, no further action was required.

Number of Public Health cases received and resolved within allocated timeframe



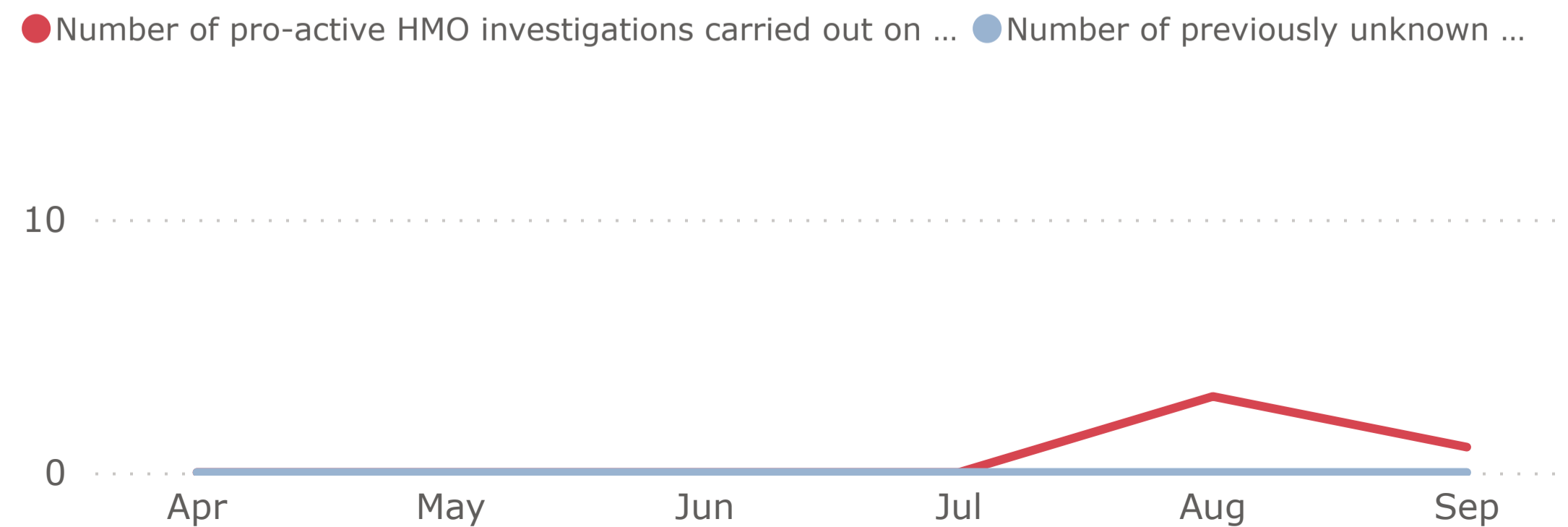
- 21-22
- 22-23
- 23-24

Number of licensed HMO inspections allocated and carried out



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

Number of proactive HMO investigations carried out on previously unknown HMOs and then brought up to standard



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

19. Housing and Strategic Health



Latest Data Period:

September 2023



Commentary or Summary:

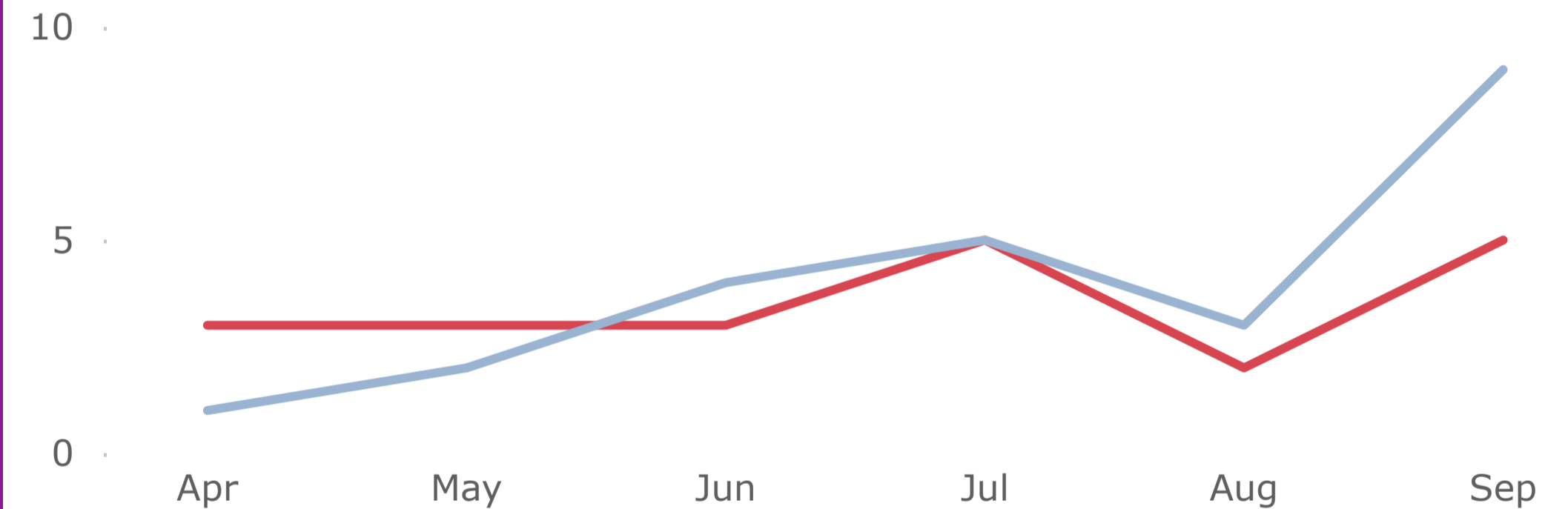
Further information can be found in the Q2 Performance PASC report.

The number of affordable dwelling units built on sites of 10 or more in Q2 2023- 24 was **70**. This figure is a total of the affordable, intermediate, and social rent, plus the shared ownership sale.

Number of 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 allocated and carried out

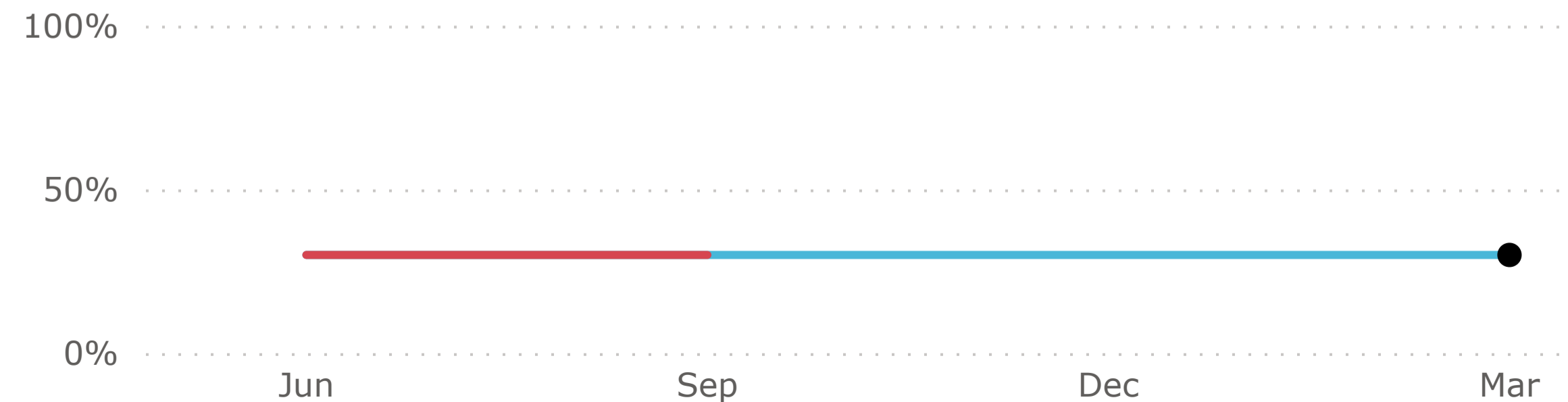
● Non-licensed HMO inspections carried out. ● Non-licensed HMO inspections allocated.



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

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

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



20. Resources and Property

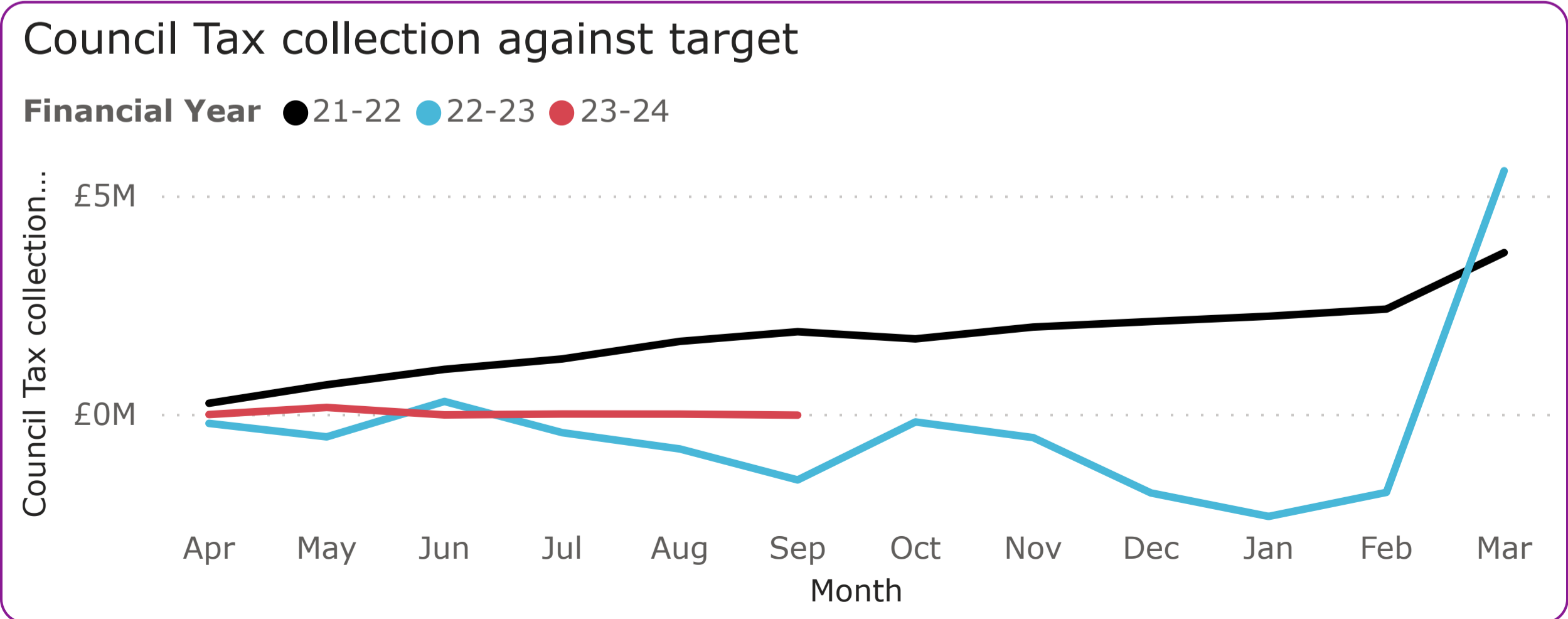
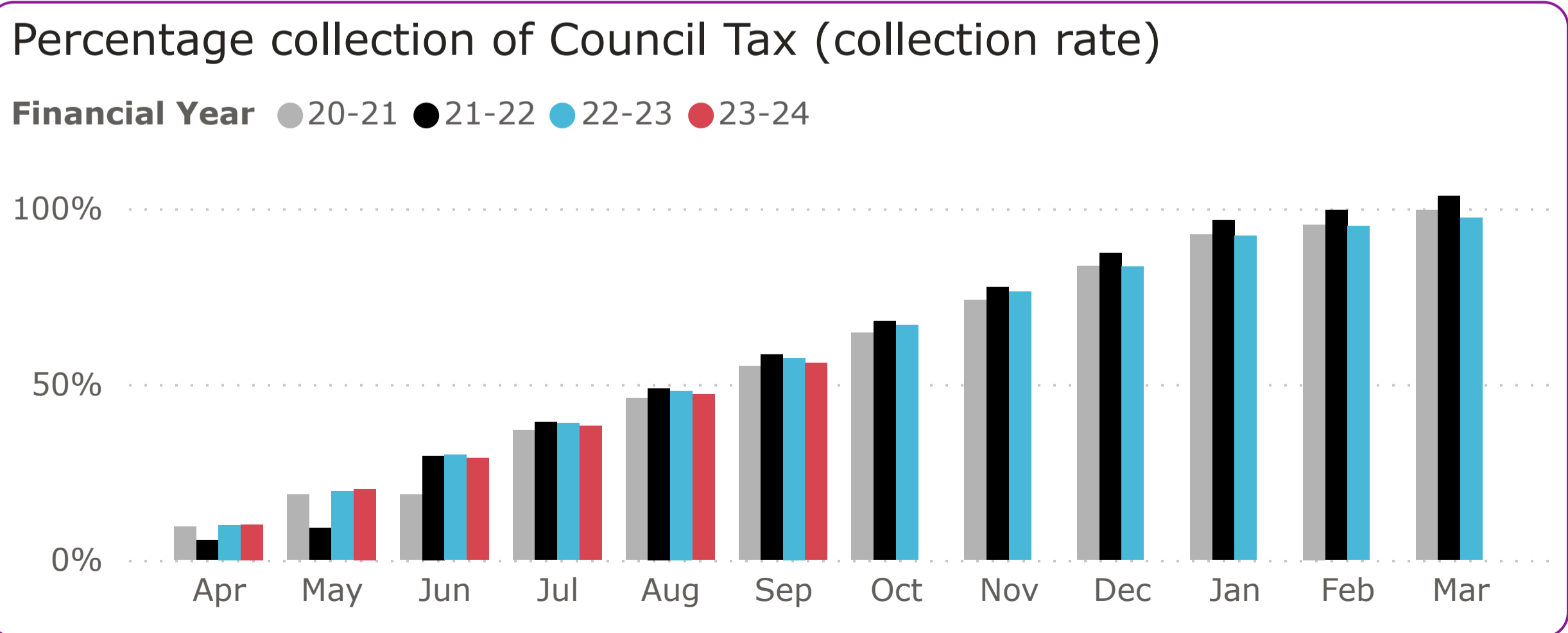
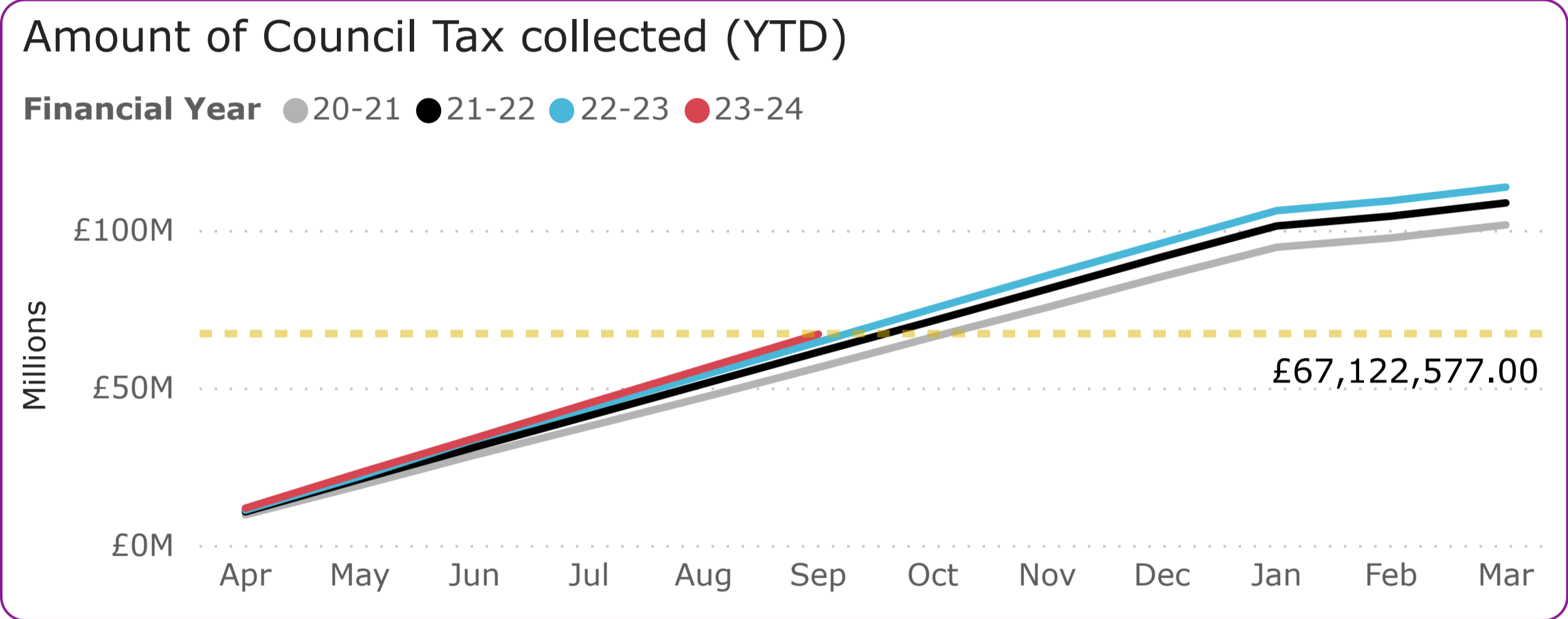


Latest Data Period:
September 2023



Commentary or Summary

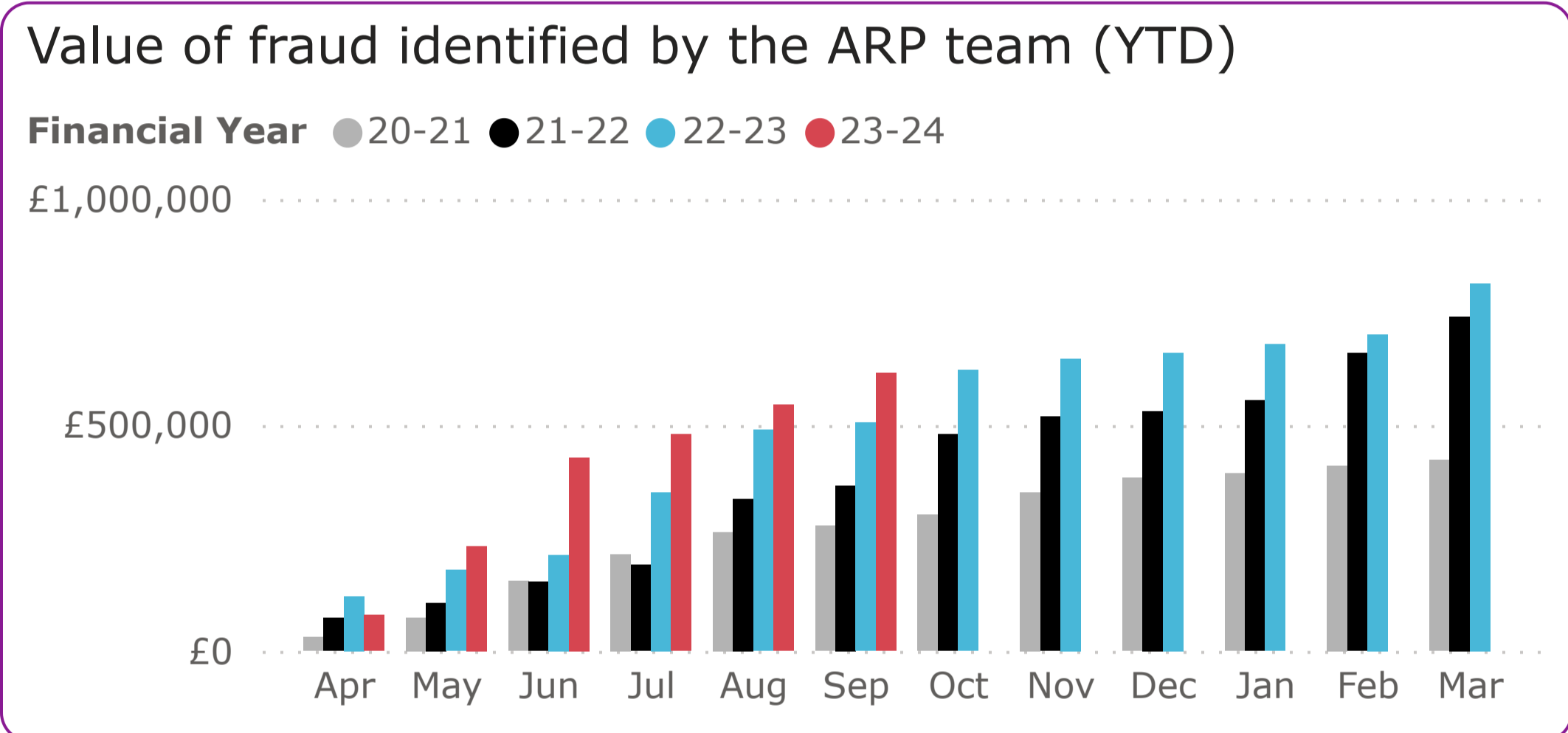
Benchmarking on Council Tax and business rate collection can be found in the Q2 Performance PASC report.



21. Resources and Property



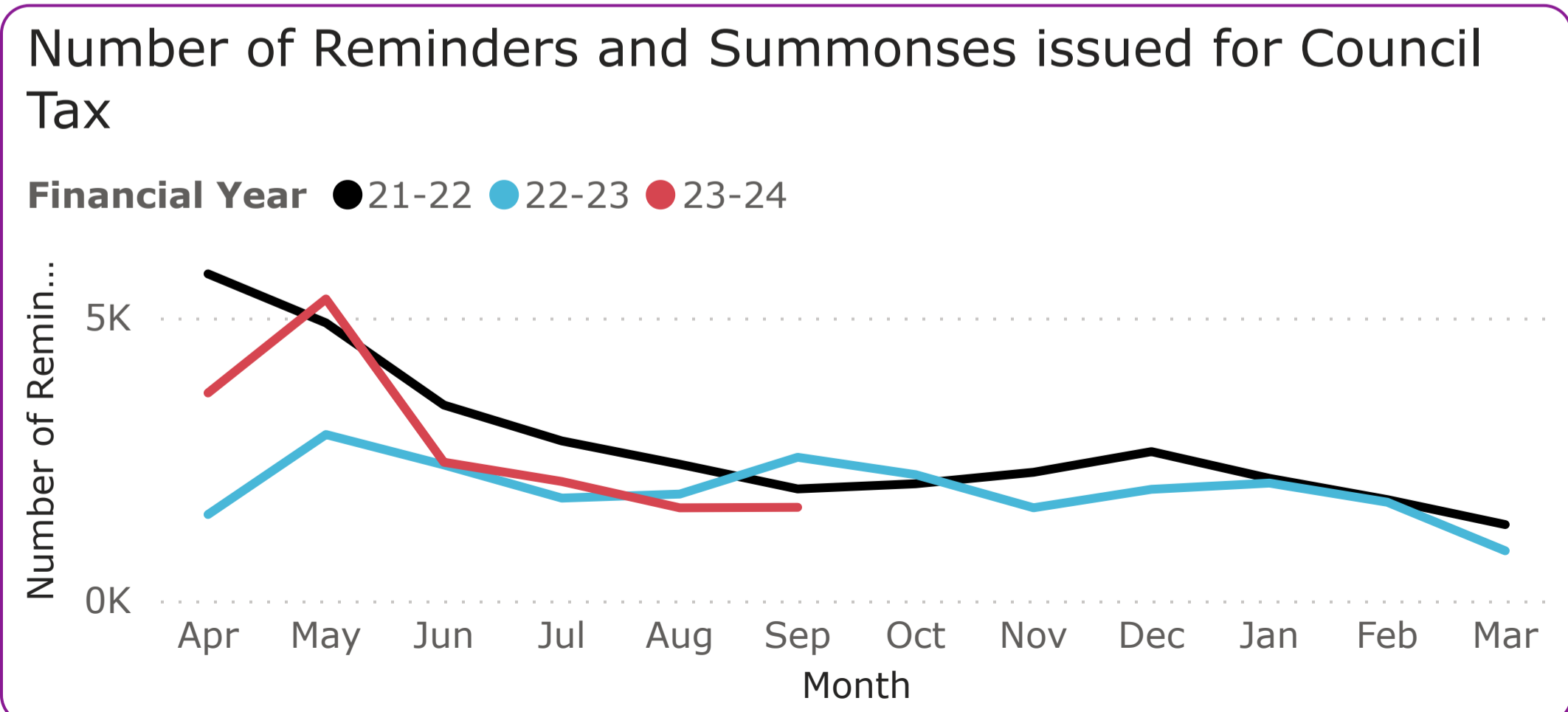
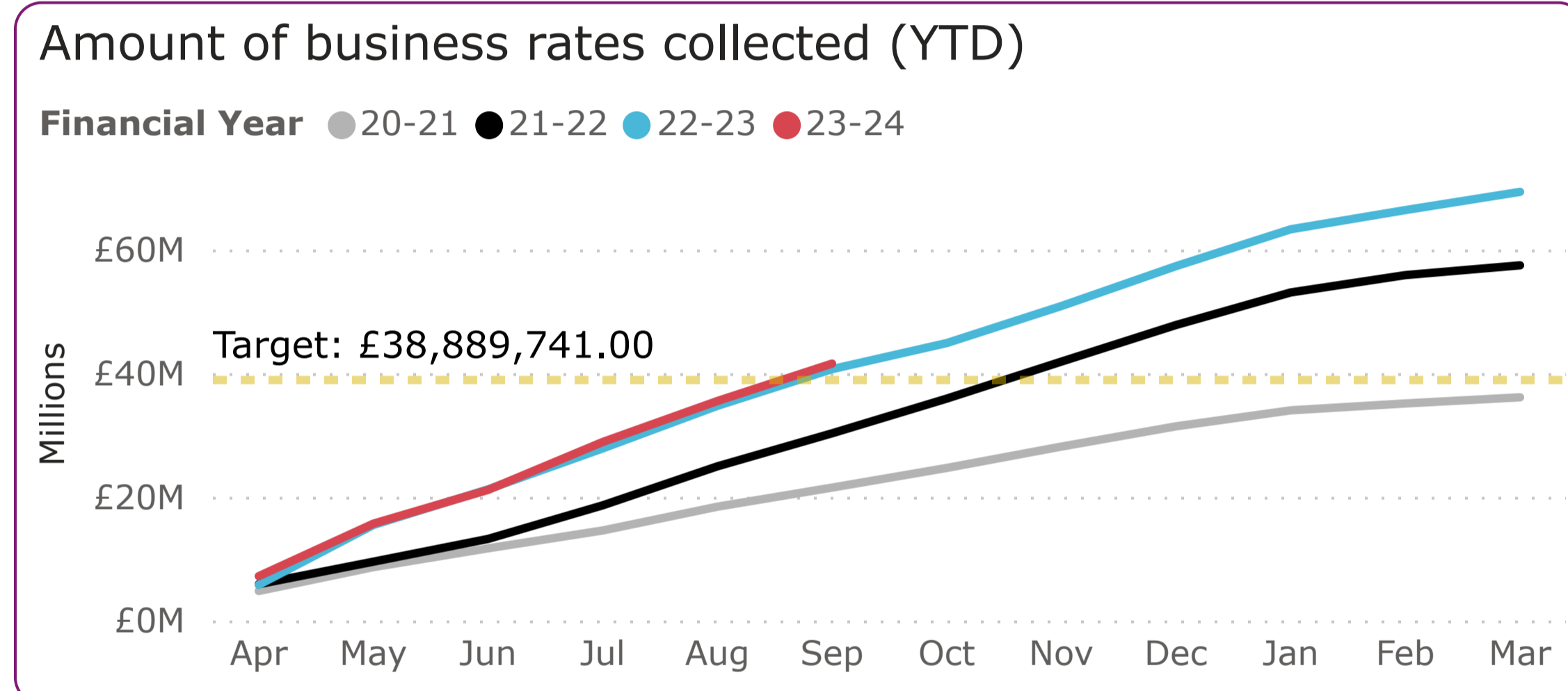
Latest Data Period:
September 2023



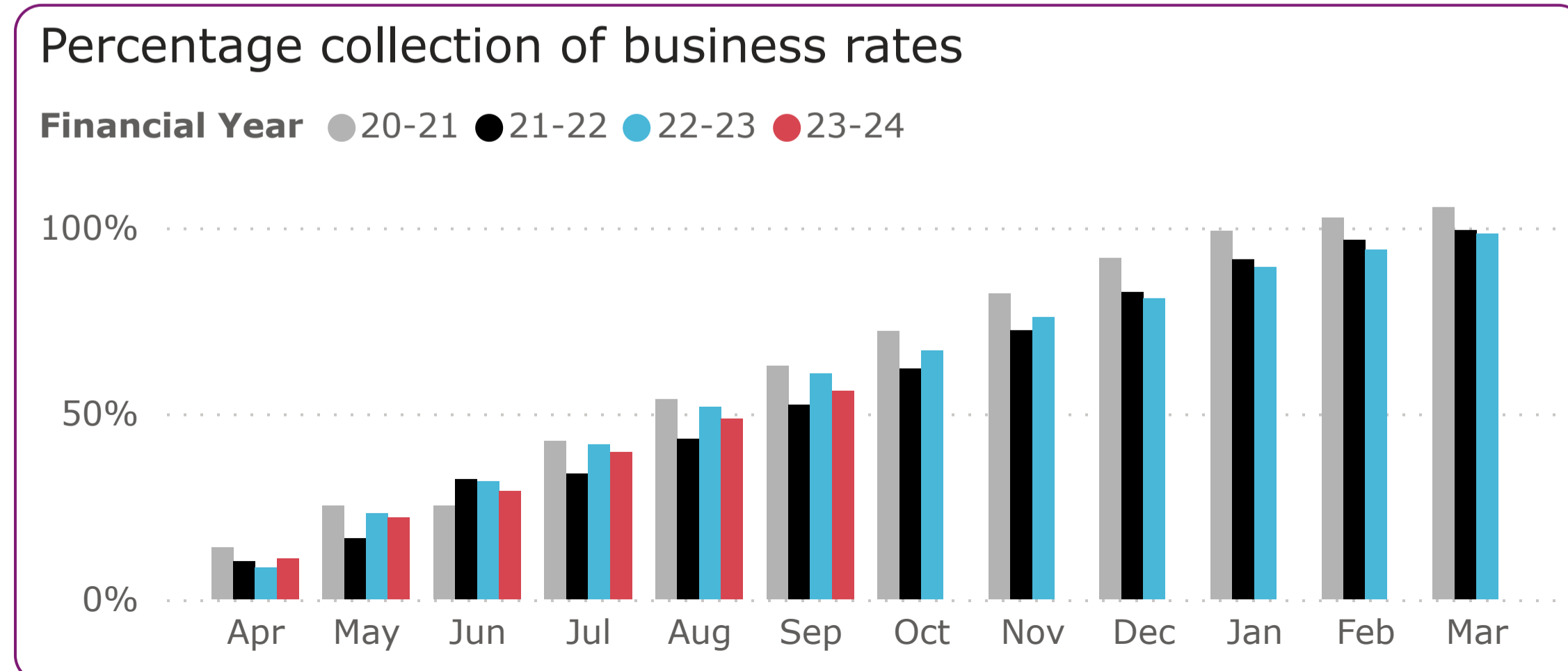
Commentary or Summary

Fraud identified by ARP team:
£614,542 fraud identified to date. ARP are tasked with identifying and preventing fraud in the following areas:

- Local Council Tax Support
- Single Person Discount
- Council Tax
- Business rates



Benchmarking on Council Tax and business rate collection can be found in the Q2 Performance PASC report.



22. Resources and Property



Latest Data Period:
September 2023

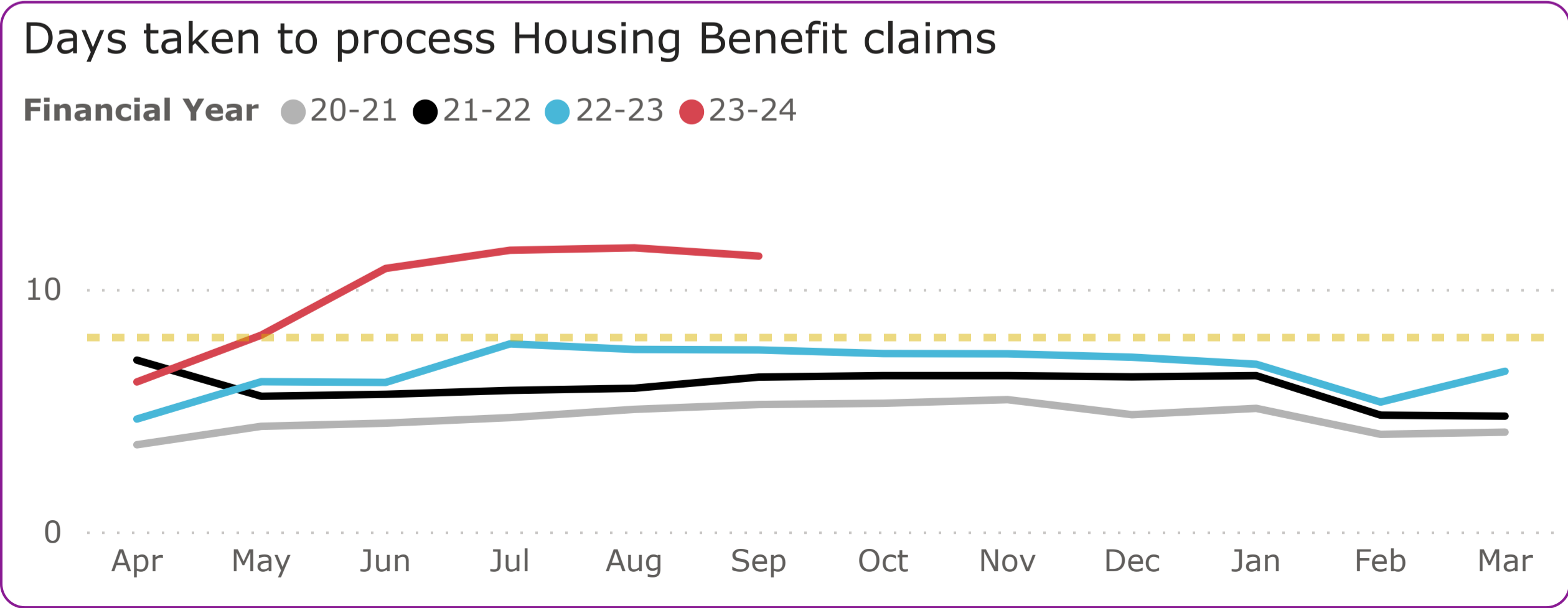
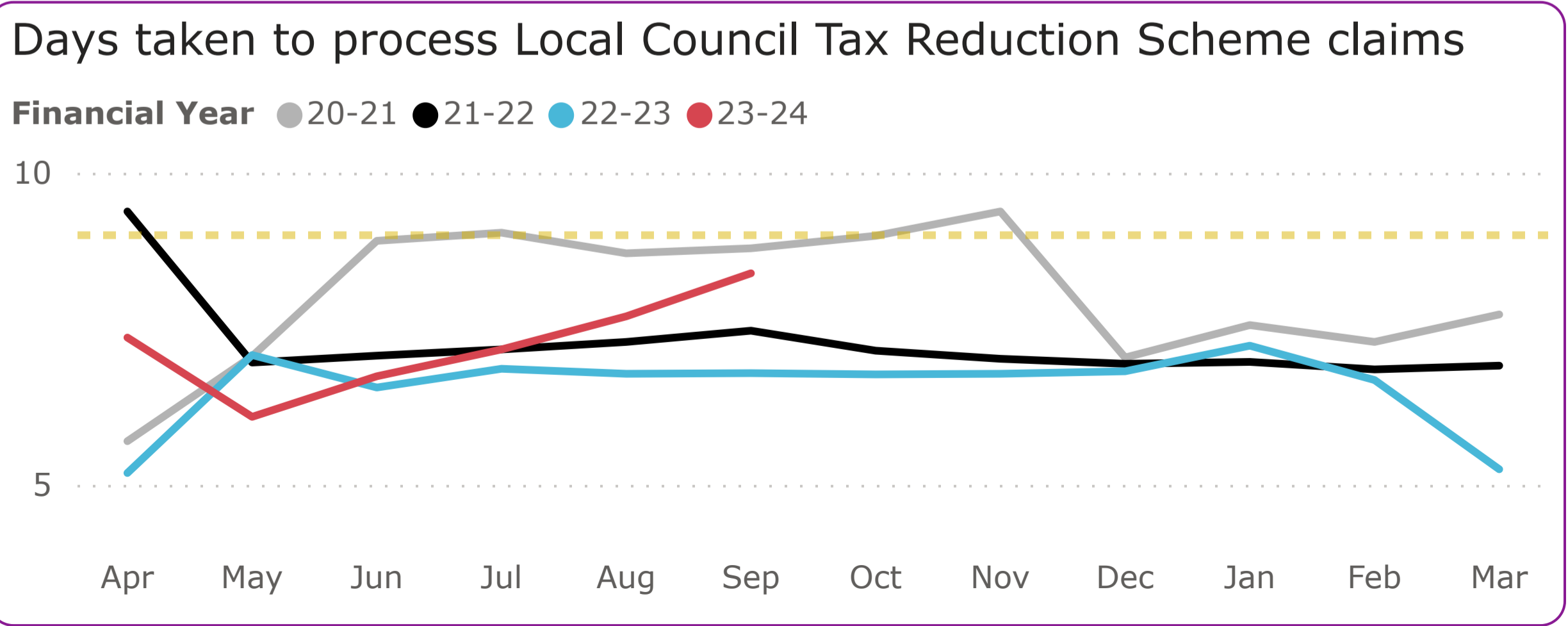
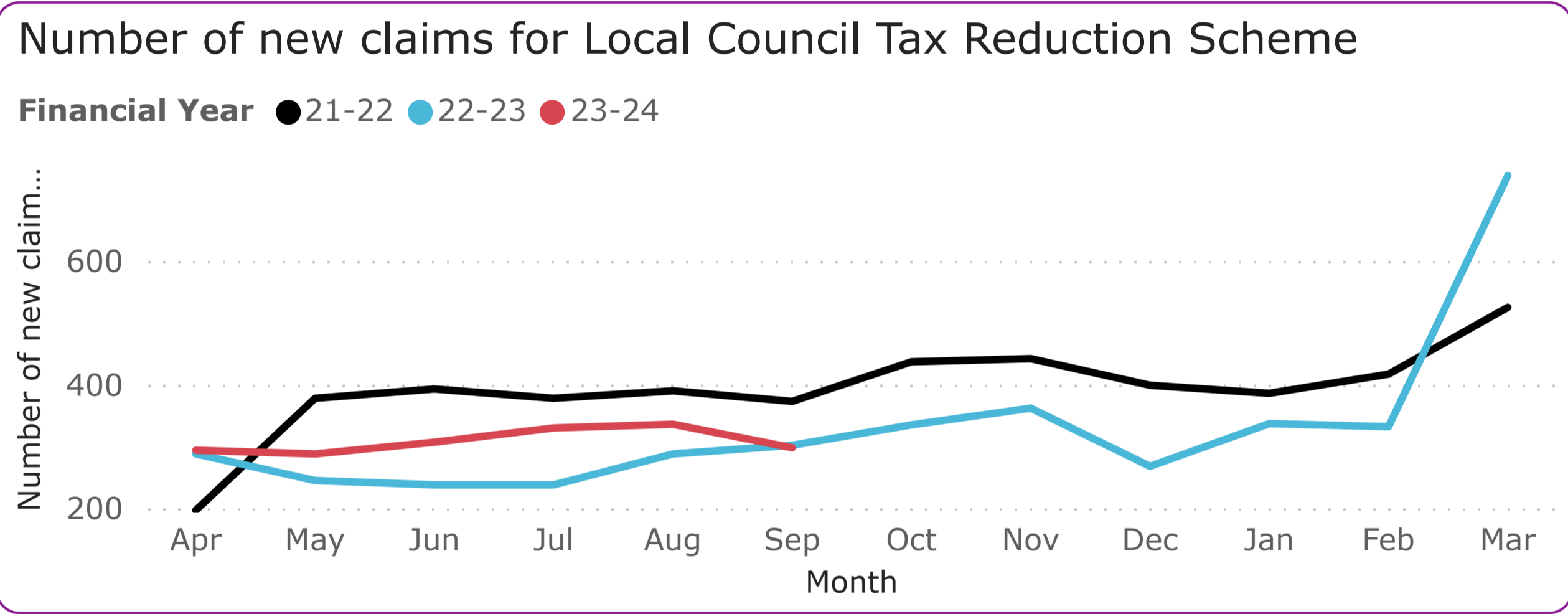


Commentary or Summary

Days taken to process Local Council Tax Reduction Scheme claims: The Local Council Tax Reduction automation has been impacted by a system issue throughout Q2.

This has meant additional resource within the Benefits Team has been redirected to help manually process LCTR changes impacting the resource available to process Housing Benefit claims. A fix for this issue has been released the week commencing Monday 16 October and is currently being tested.

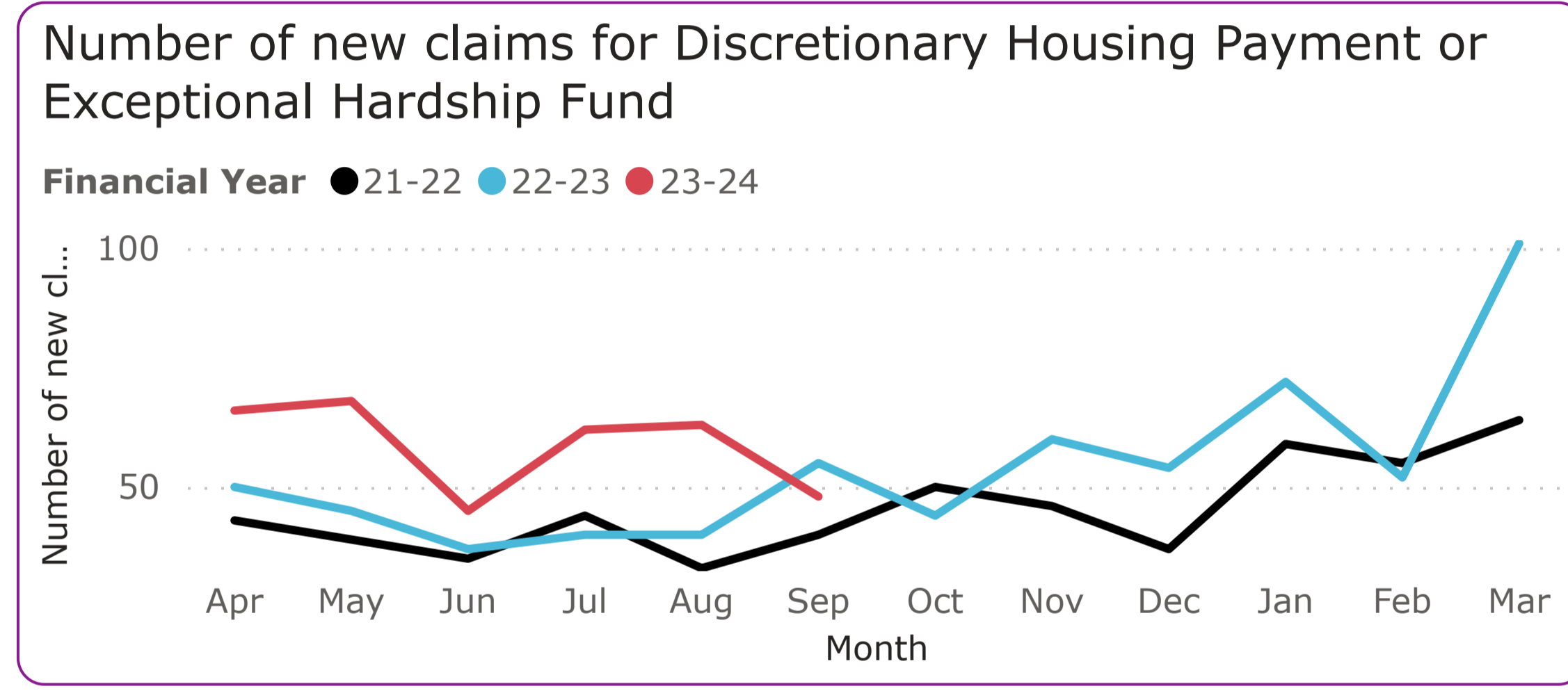
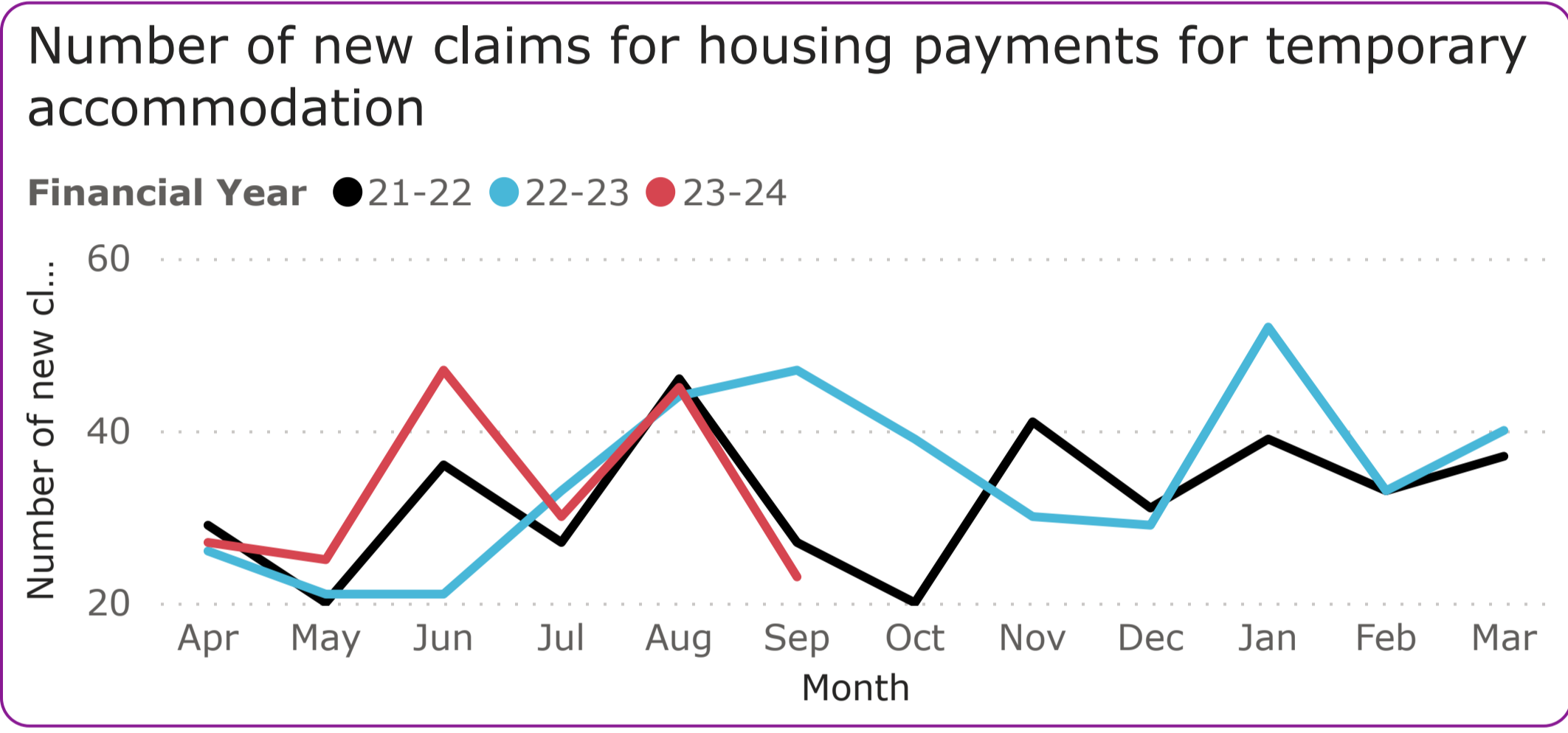
Days taken to process HB claims: This is higher than the Q2 target of 8 days.



23. Resources and Property

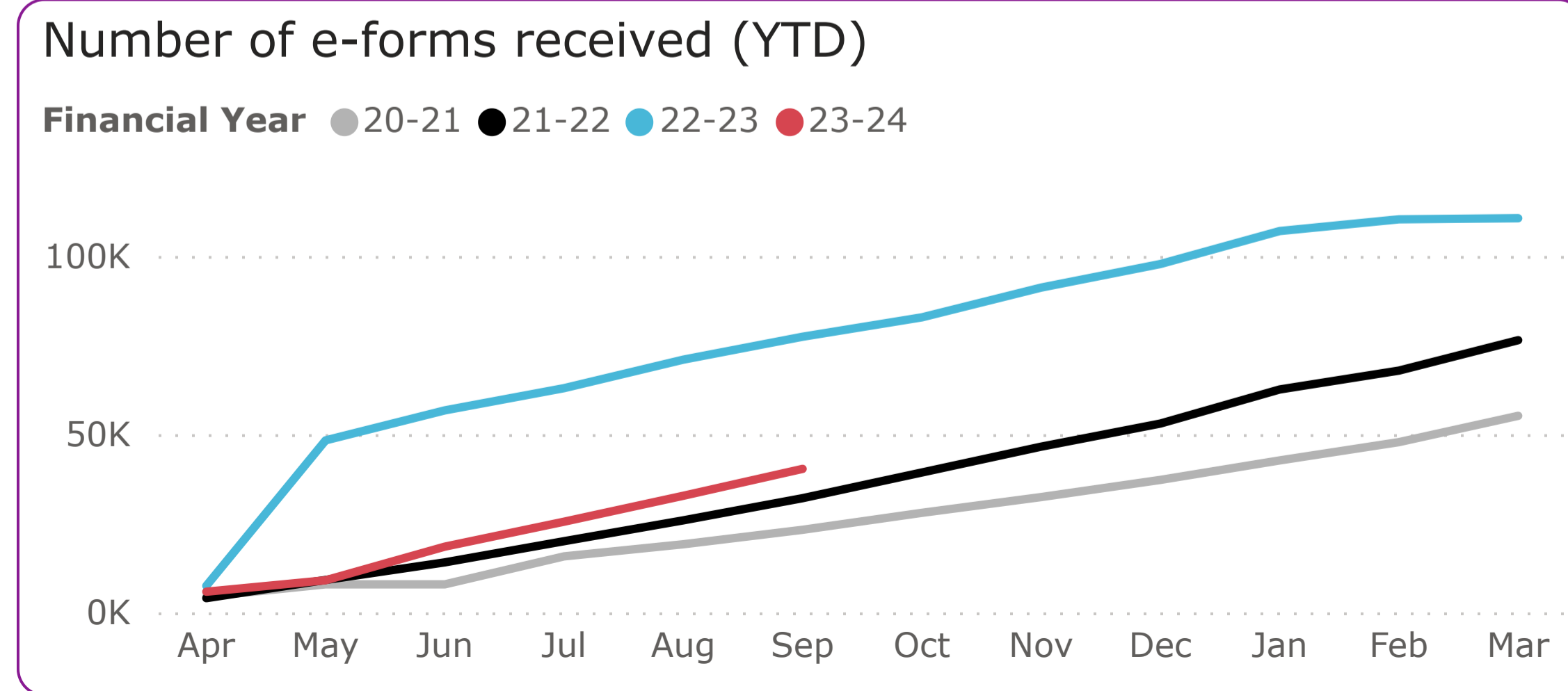
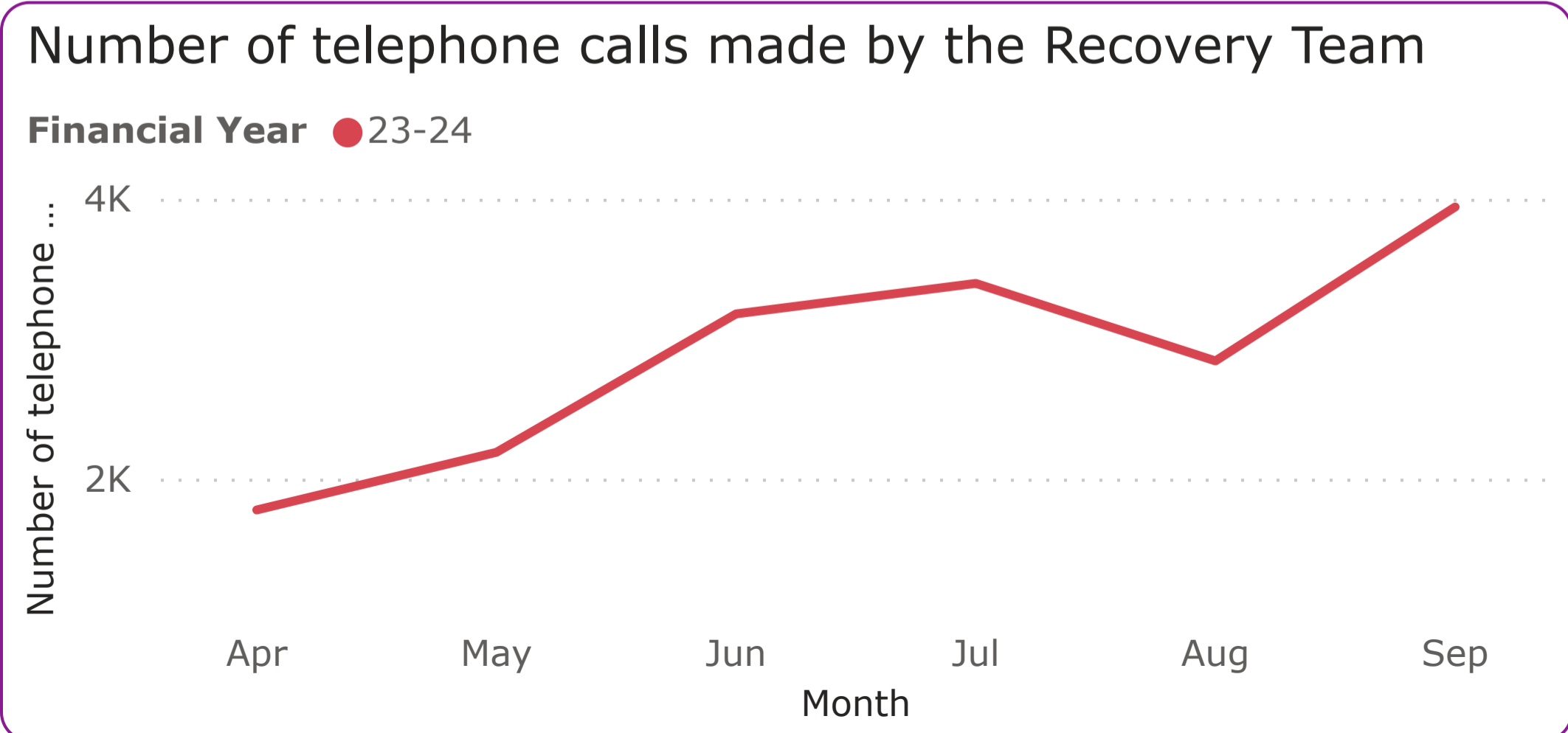


Latest Data Period:
September 2023



Commentary or Summary

Number of e-forms received: This figure relates to both Benefits and Council Tax. It 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.



24. Resources and Property



Latest Data Period:

September 2023

Commentary or Summary

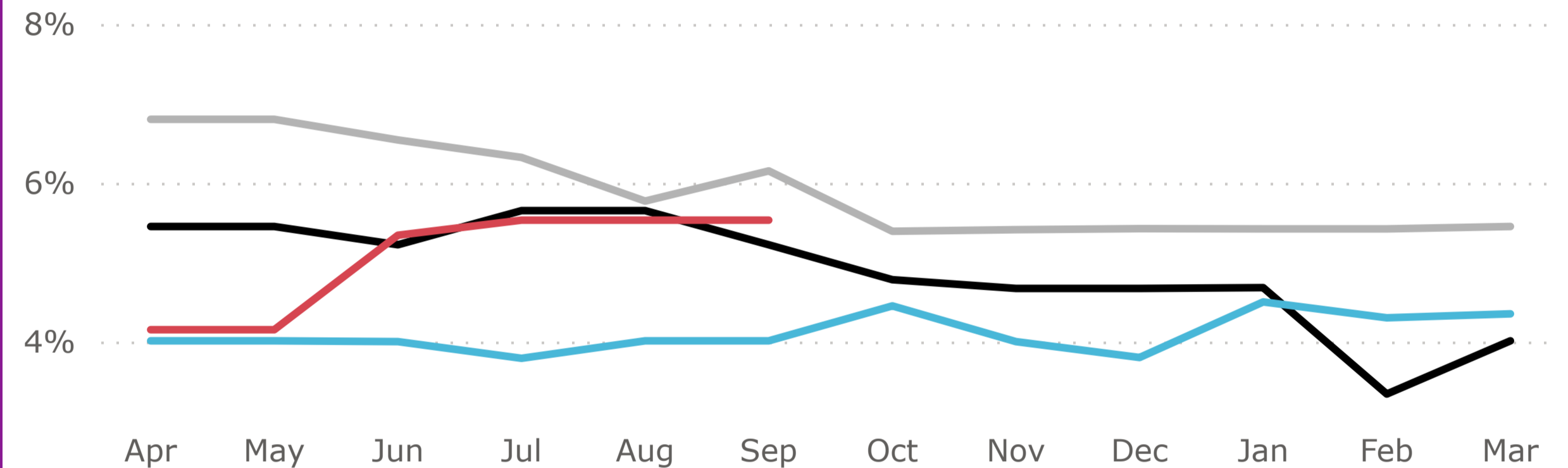
% voids across entire commercial estate: The void rate figure for September has remained the same at 5.53%.

Void rates remain comfortably below the market average for a commercial portfolio (10%) reflecting our robust and 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 1 unit returned and 1 has been re-let.

Amount of debt over 90 days old: Reduction of £250k on the August 2023 position. This is driven by the receipt of one large invoice in Commercial Property.

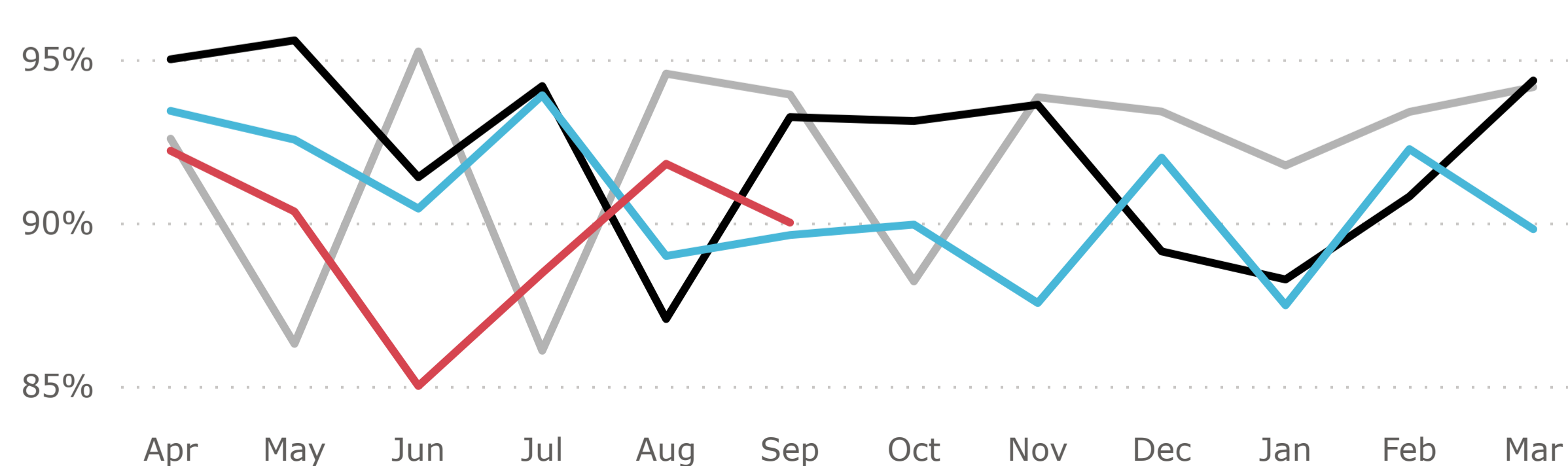
Percentage of void properties across entire commercial estate

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



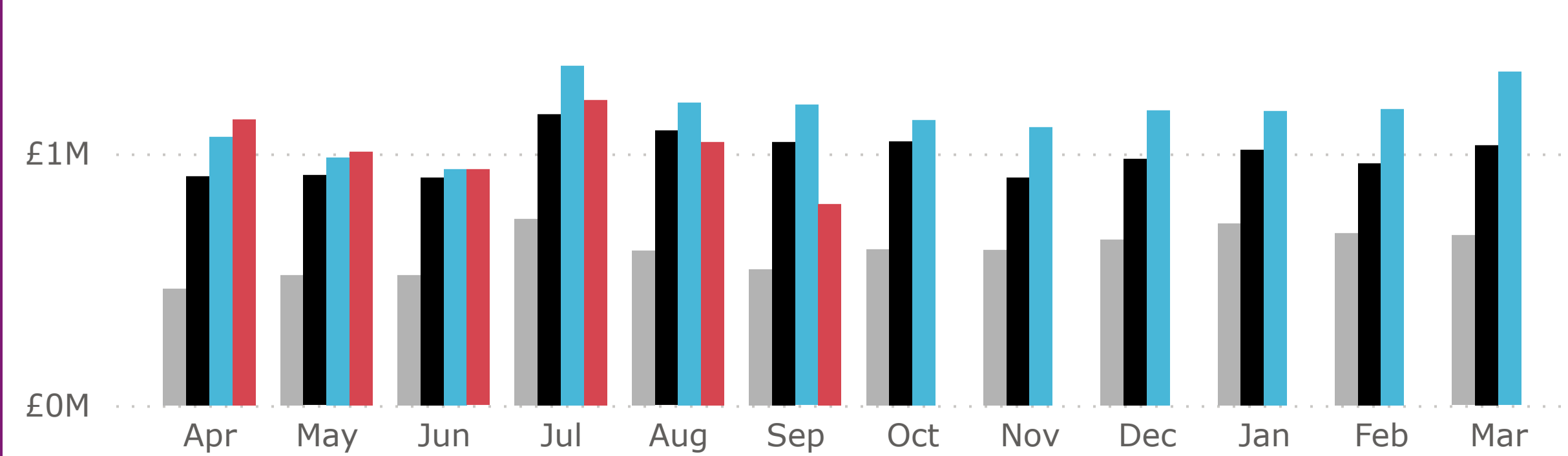
Percentage of undisputed invoices paid within 30 days

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



Amount of debt over 90 days old

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



25. Governance



Latest Data Period:

September 2023

Commentary or Summary

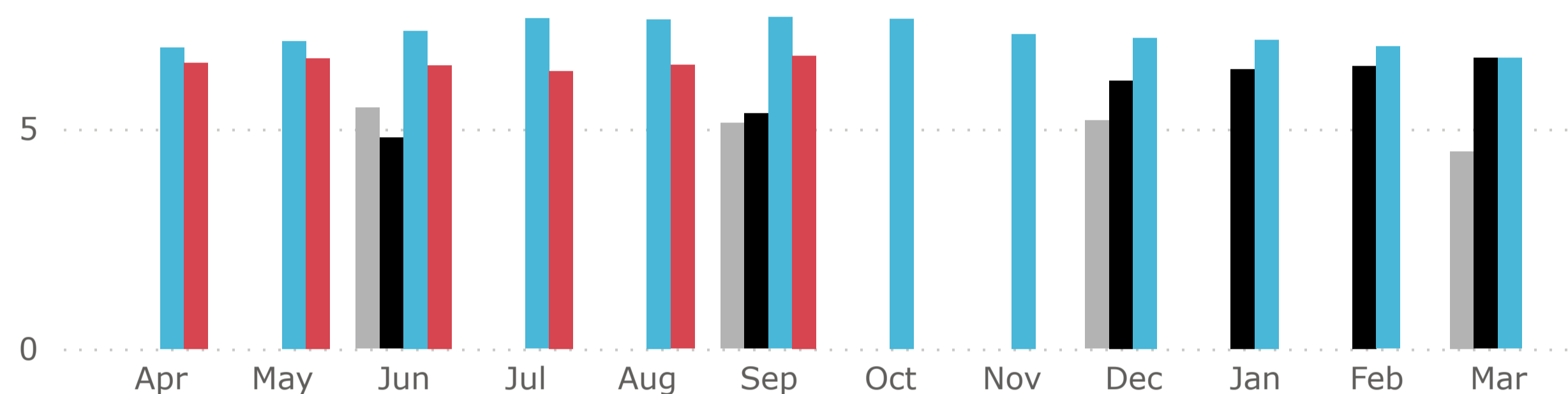
Average number sick days lost per FTE: A further increase with long term absence rising more than short term absence.

Head count: Decrease of 13 due to a large number of leavers (15) since August, including 6 interns.

Number of new starters: Only 2 new starters in September 2023.

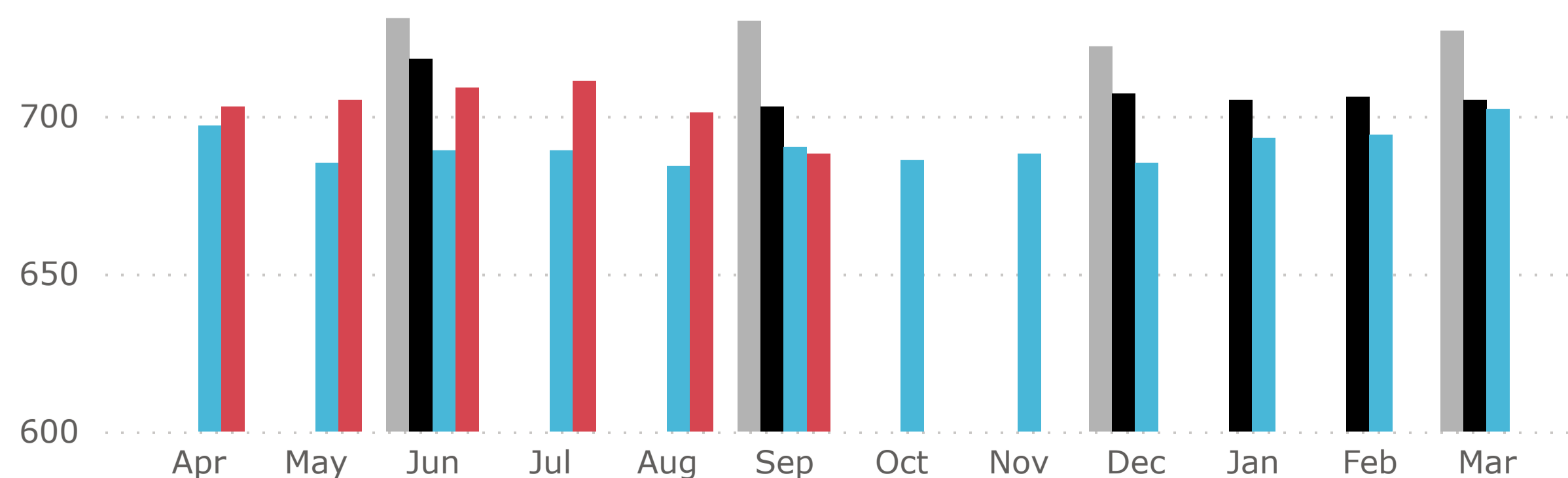
Average number of sick days lost per FTE per year

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



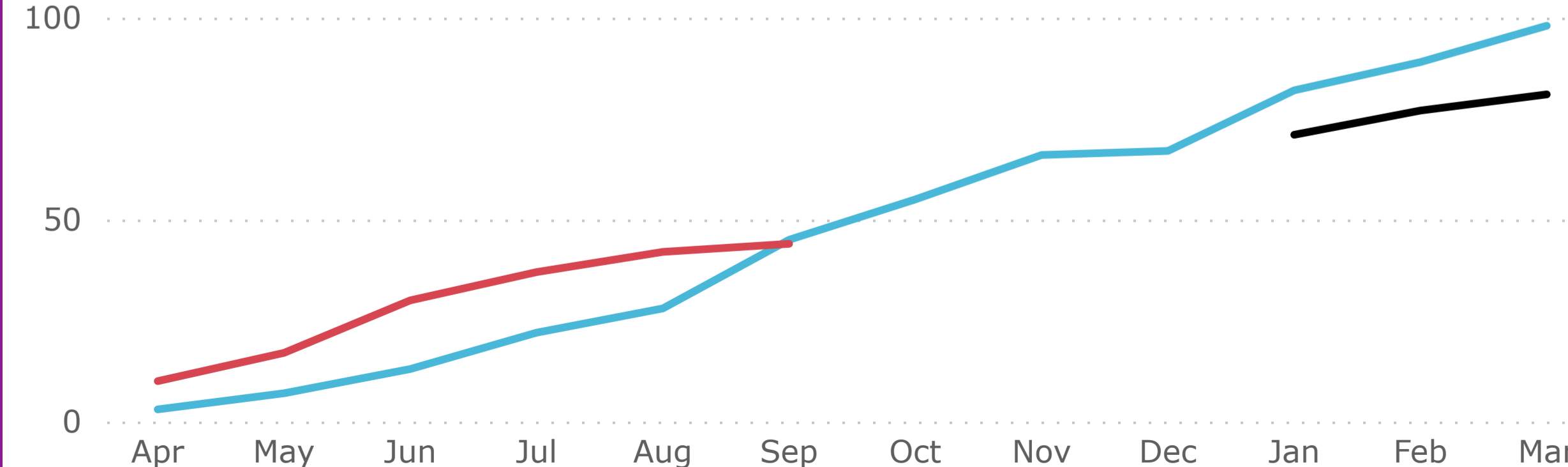
Number of current employees (head count)

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



Number of new starters (YTD)

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



26. Governance



Latest Data Period:

September 2023

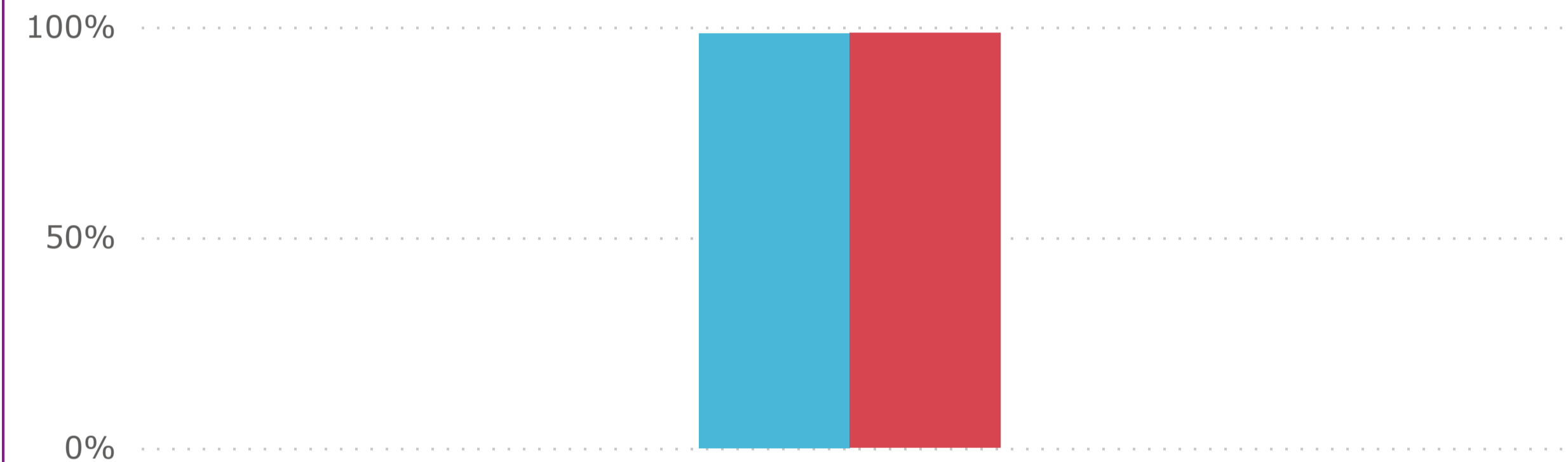
Commentary or Summary

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.

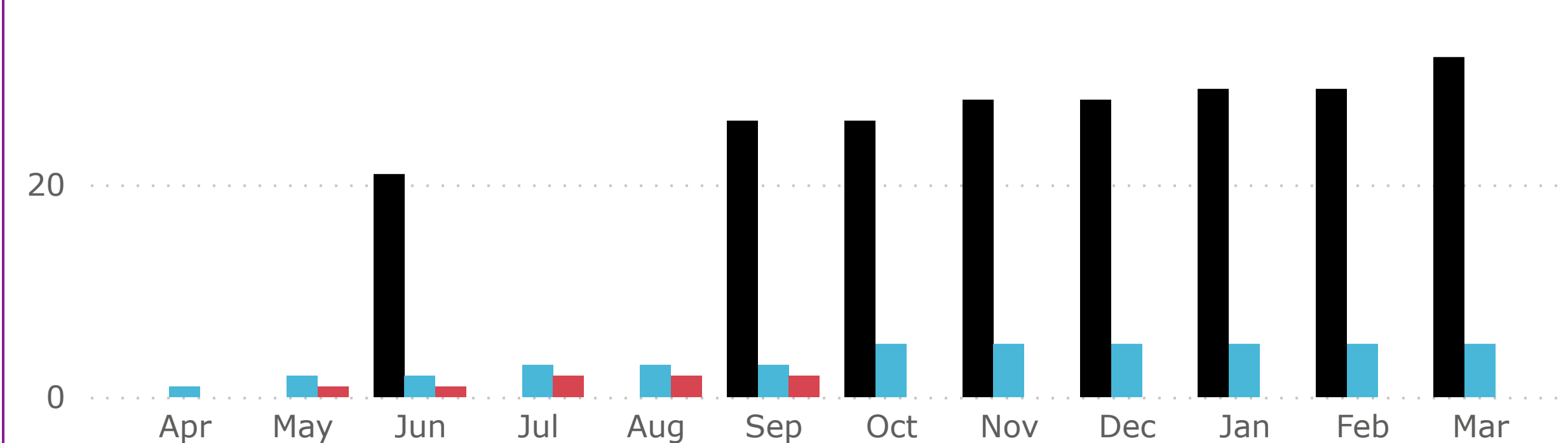
Percentage overall canvass completion

Financial Year ● 21-22 ● 22-23



Number of unscheduled elections and referendums held (YTD)

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



27. Regulatory and Environment



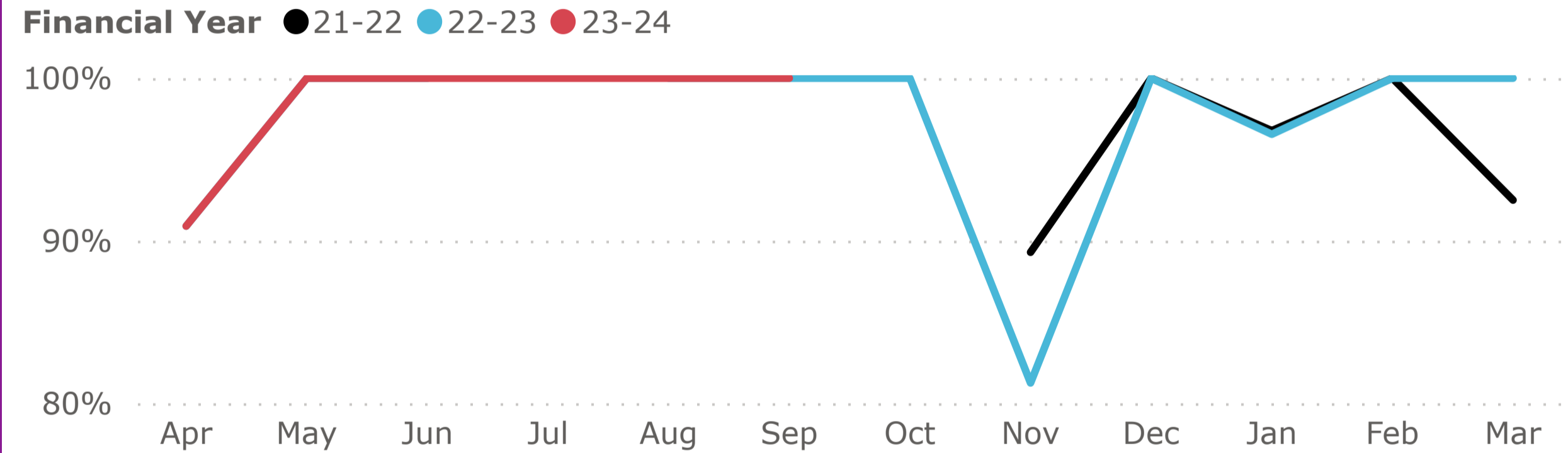
Latest Data Period:

September 2023

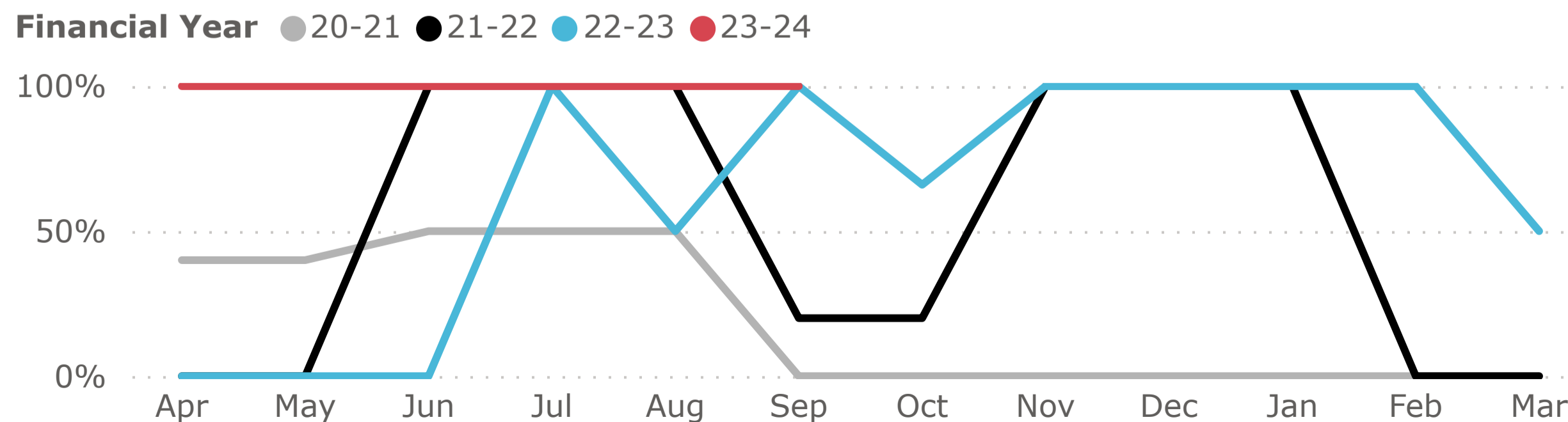
Commentary or Summary

Percentage of poor rated food businesses brought to compliance: All poor rated businesses inspected during June 2023 were complaint during September 2023.

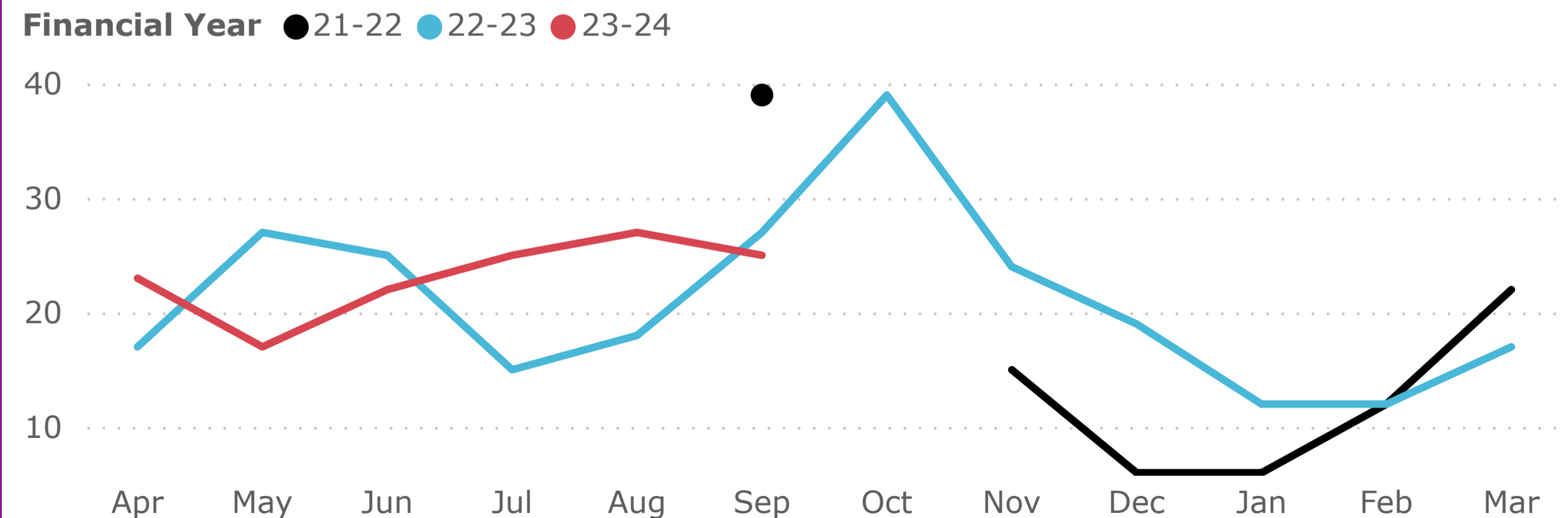
Percentage of complaints and incidents regarding West Suffolk food businesses resolved within three months



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



28. Regulatory and Environment



Latest Data Period:

September 2023



Commentary or Summary

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

Number of outstanding route food hygiene inspections due: 117 outstanding inspections on 30 September 2023.

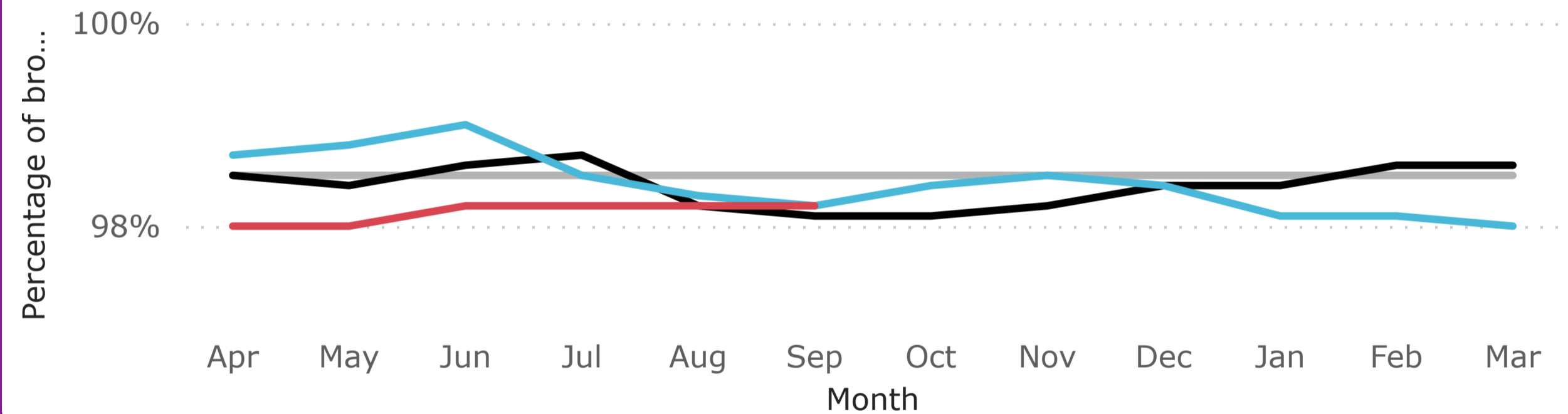
Food hygiene inspection activity by the CEH team is being carried out in accordance with the Food Standards Agency's Code of practice. With the plans we have in place for this year, the current backlog number above will be completed. However there will always be a small rolling number of outstanding inspections as every month new ones become due.

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 FTE TO post at this time, work has been carried out to appoint, start likely to be in January 2024.

NB: From February 2023, this indicator only includes routine food hygiene inspections and not new unrated businesses due to system limitations.

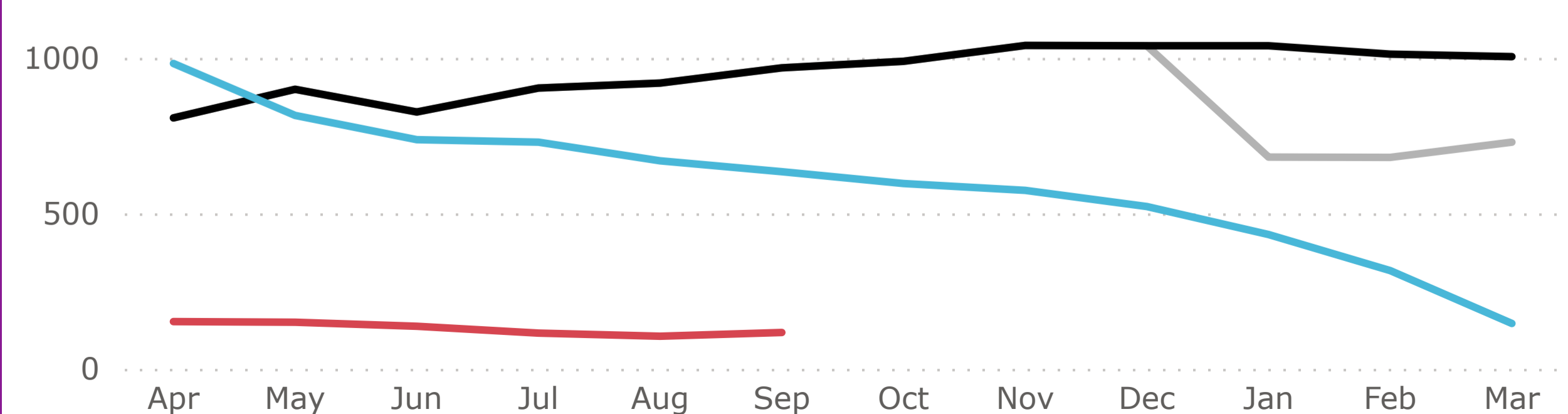
Percentage of broadly compliant food businesses (given rating between 3 and 5)

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



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

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



29. Regulatory and Environment



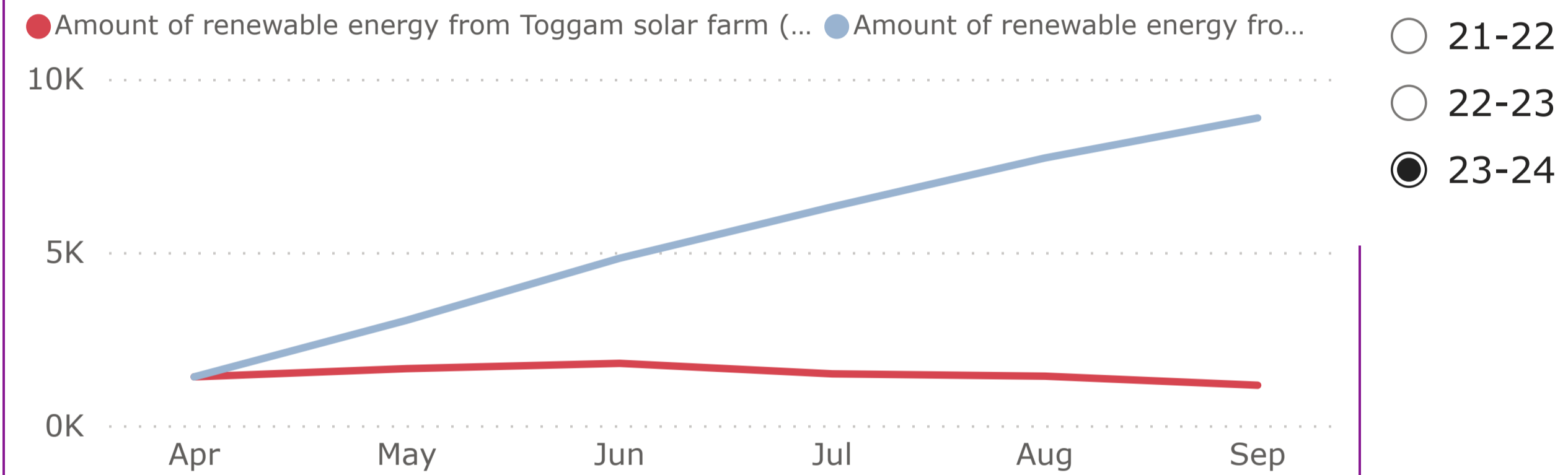
Latest Data Period:

September 2023

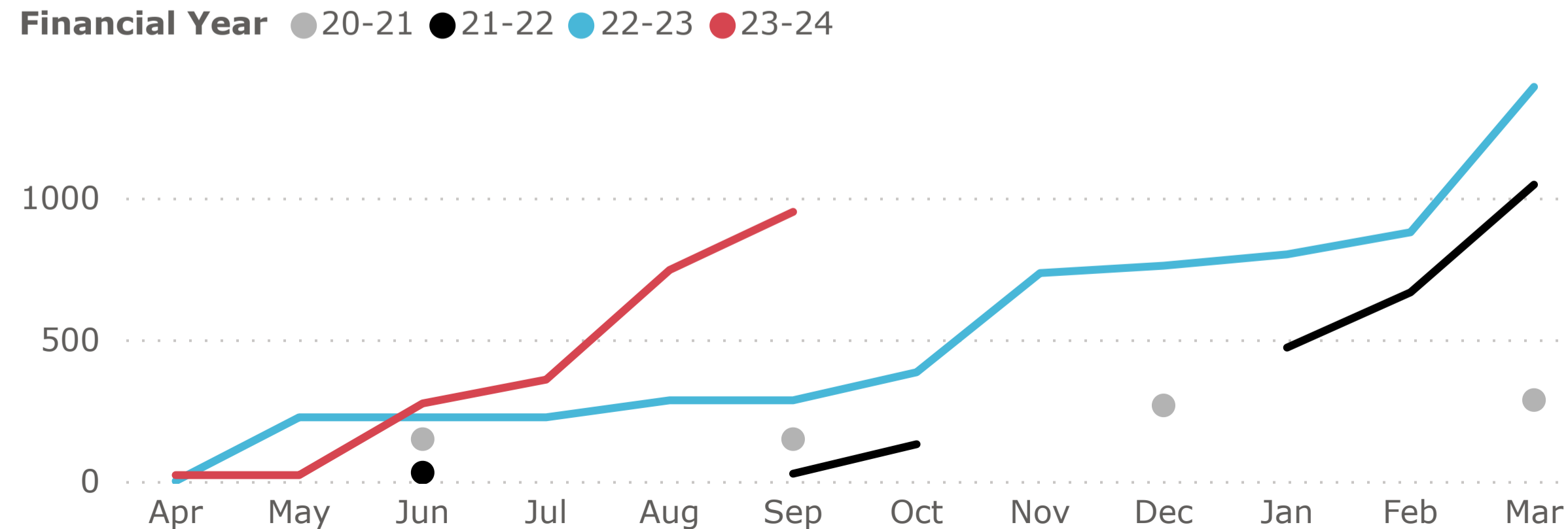
Commentary or Summary

Completed a 205kW Solar for Business installation at West Suffolk College in September 2023.

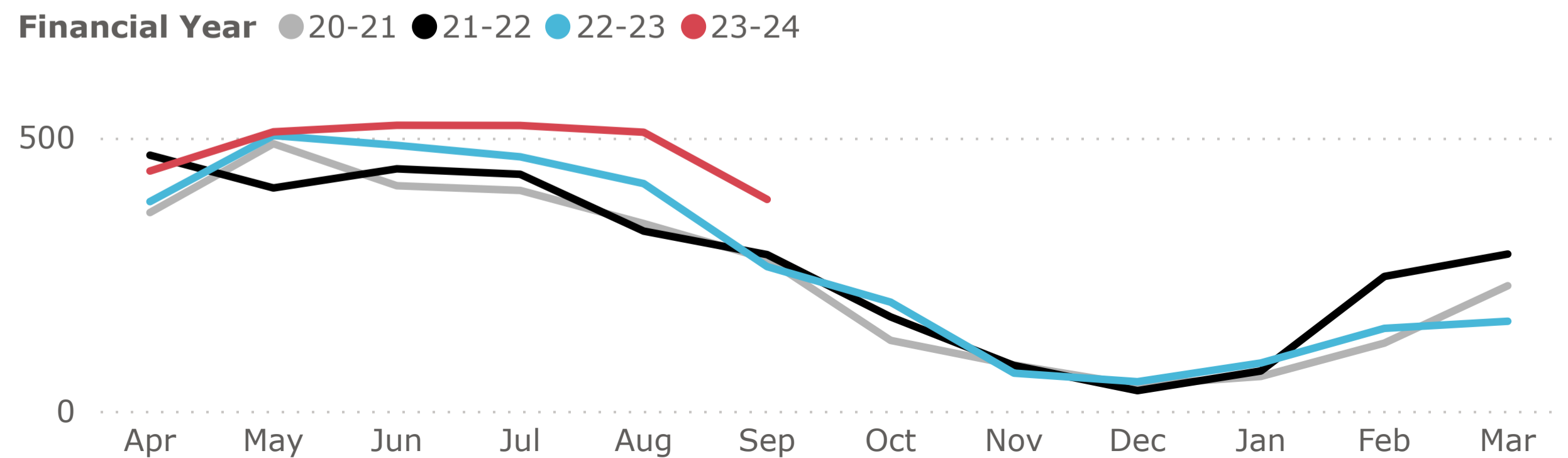
Amount of renewable energy from Toggam solar farm (MWh)



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



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



30. Families and Communities



Latest Data Period:

October 2023

Commentary or Summary

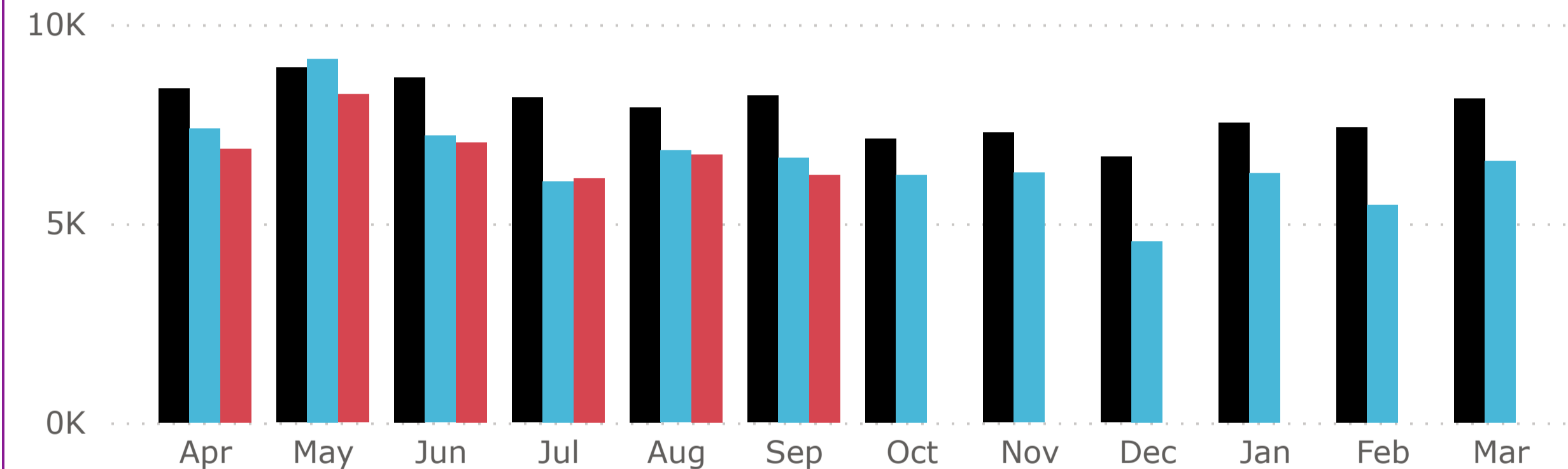
Number of contacts - phone: During Q2, the three busiest lines were Waste, Housing and Planning, accounting for 54% of all calls received.

In September 2023, the busiest lines were Housing, Waste and Elections accounting for 53% of all calls received this month.

Number of contacts - email/online: During Q2, we received 8,202 emails. Housing, Planning and Parking permits accounted for 49% of all emails. 14,776 online forms were completed. Elections IER data, Residential Parking Permits and Garden Waste being the most frequently used.

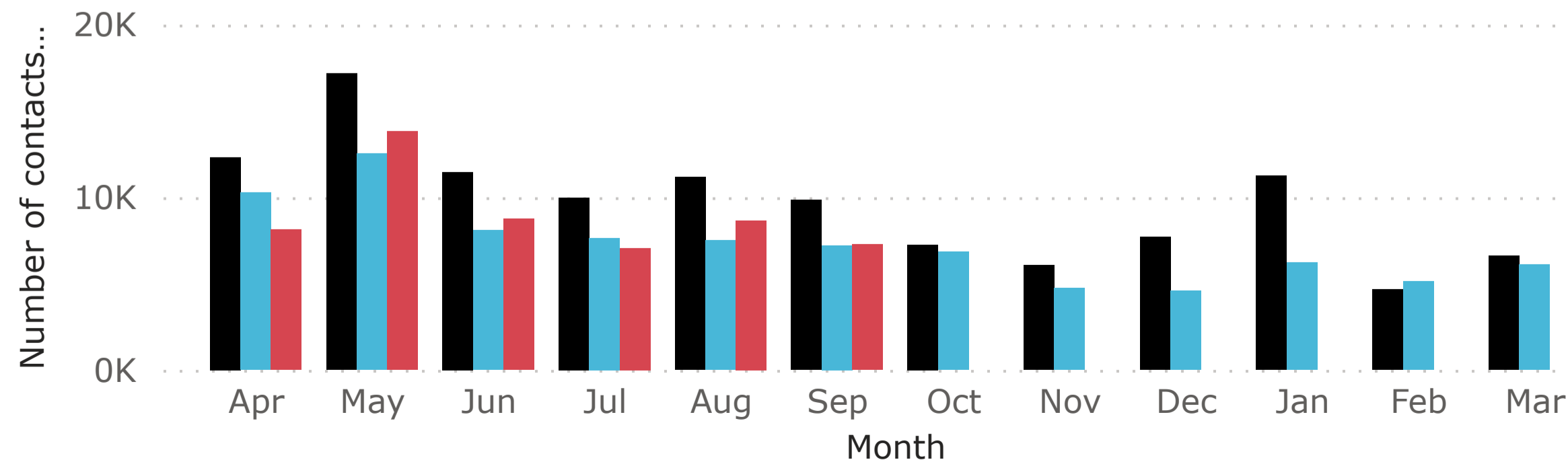
Number of contacts received - phone

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



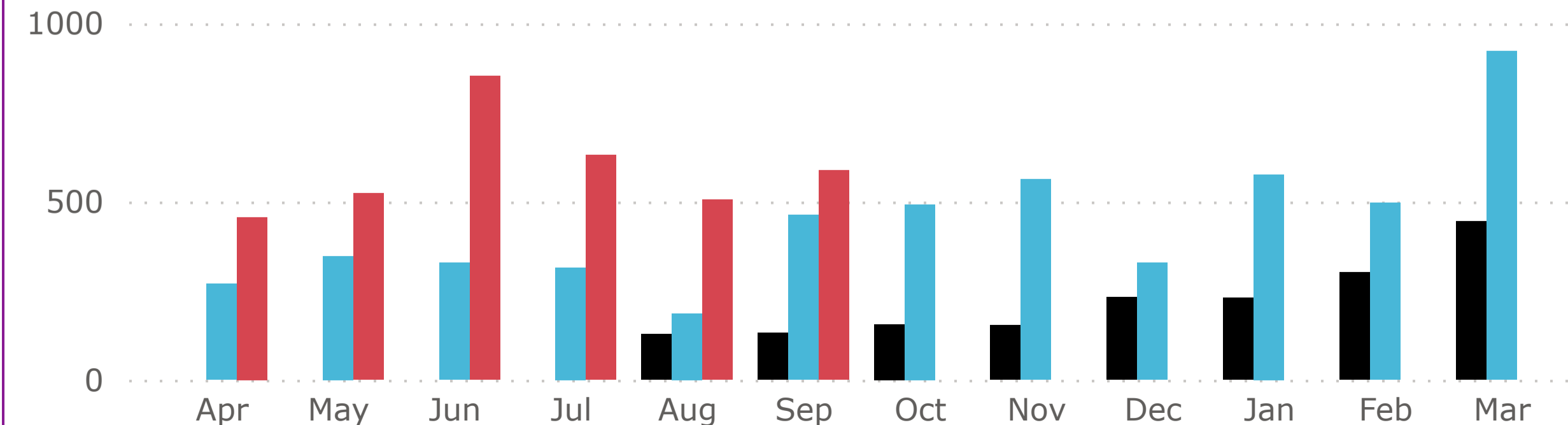
Number of contacts received - online or email

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



Number of contacts received - face-to-face

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



31. Families and Communities



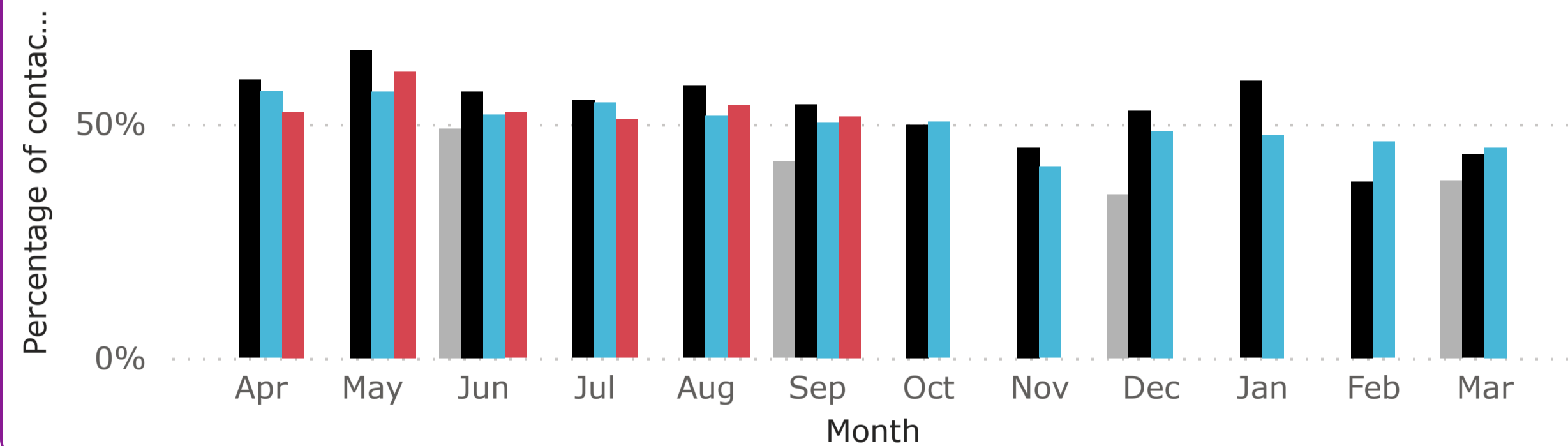
Latest Data Period:

October 2023

Commentary or Summary

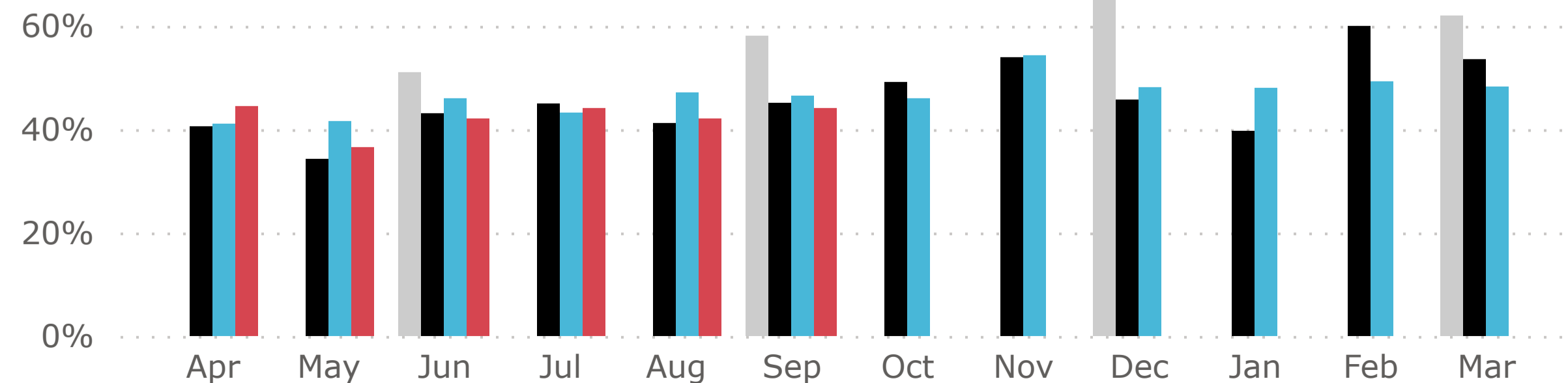
Percentage of contacts received - online or email

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



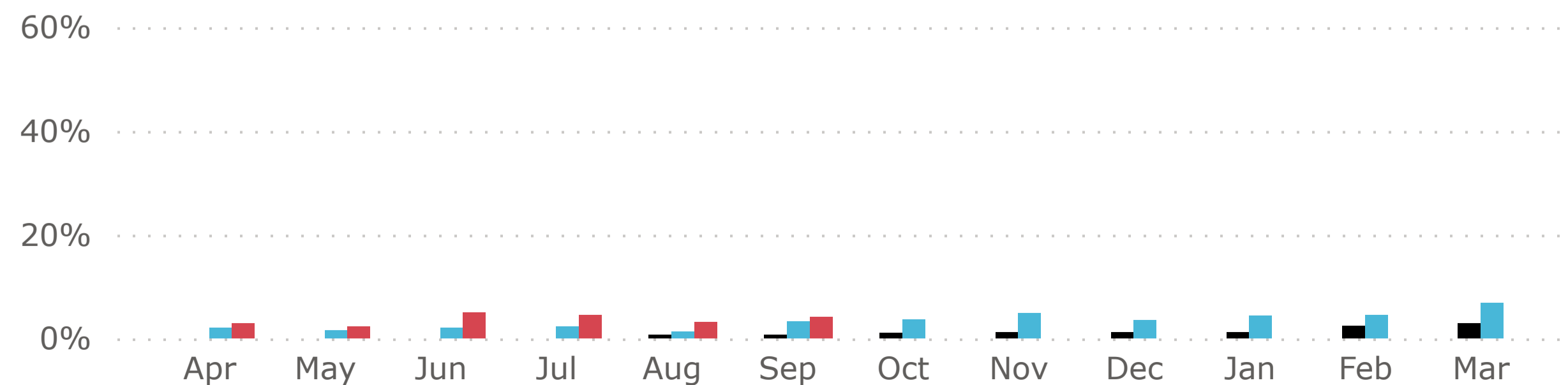
Percentage of contacts received- phone

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



Percentage of contacts received - face-to-face

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



32. Families and Communities



Latest Data Period:

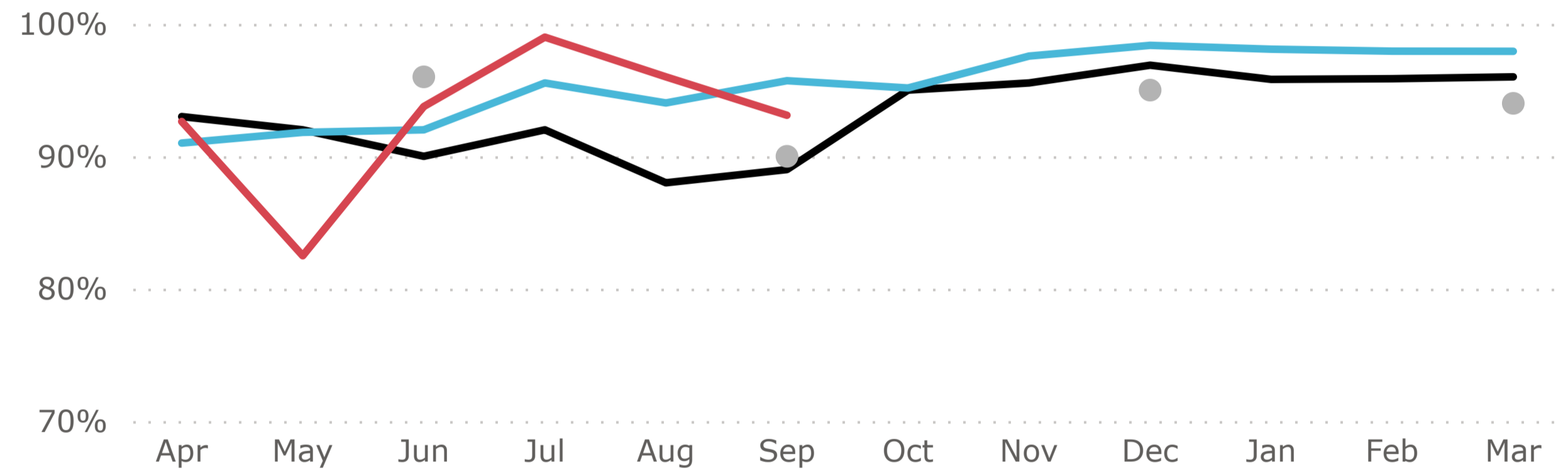
October 2023

Commentary or Summary

Percentage of customer satisfied with service received: 298 responses received over Q2. 141 were satisfied, 46 were neutral and 111 were dissatisfied.

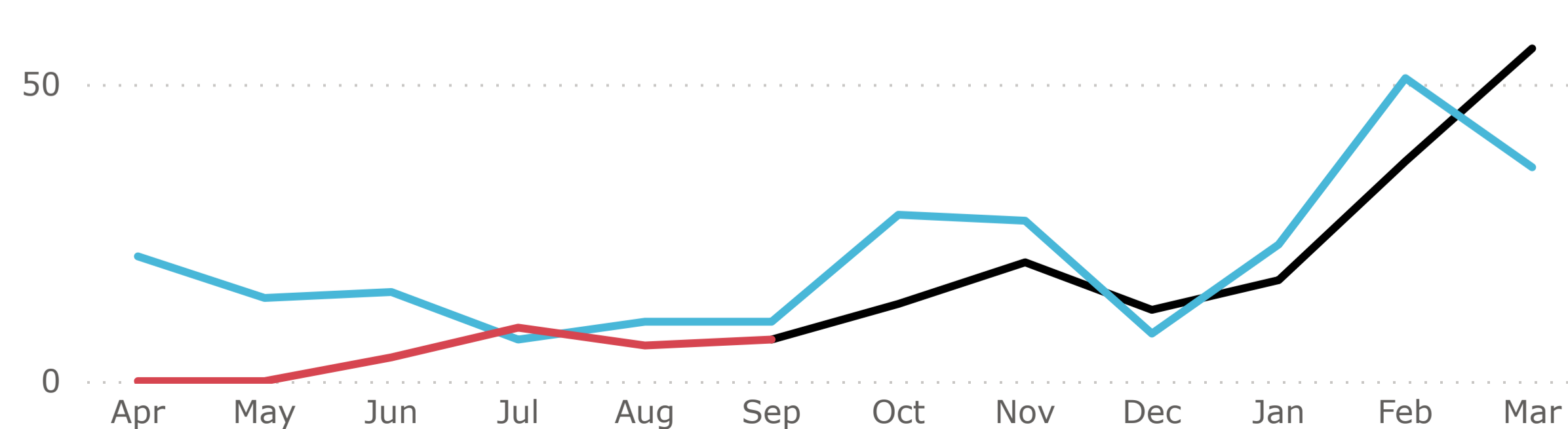
Percentage of phone calls answered

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



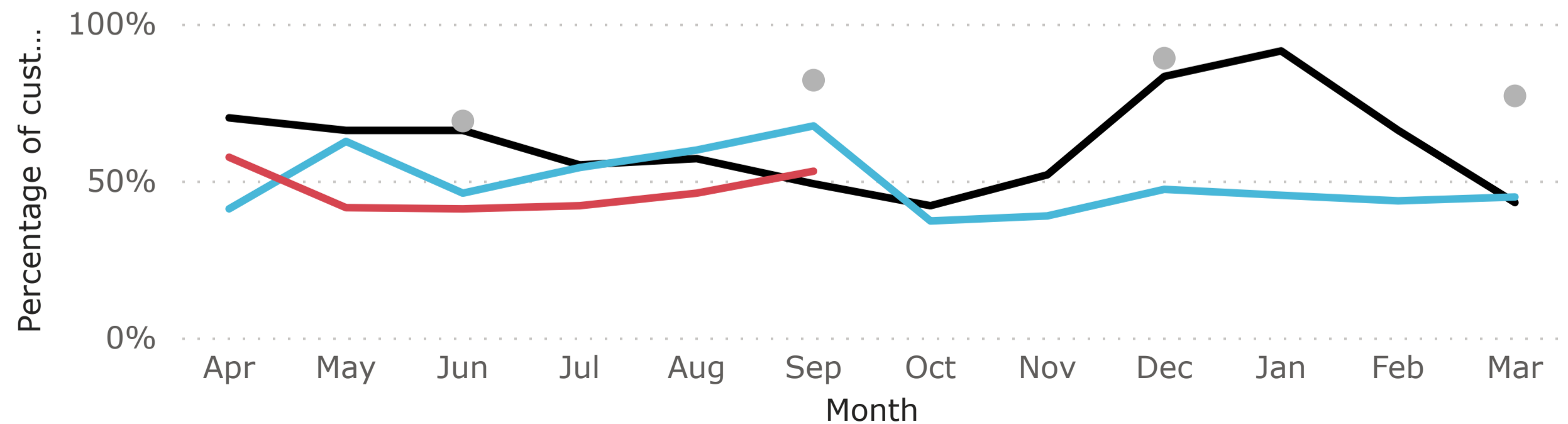
Number of locality budget applications processed by the team

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



Percentage of customers satisfied with service received

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



33. Growth



Latest Data Period:

September 2023

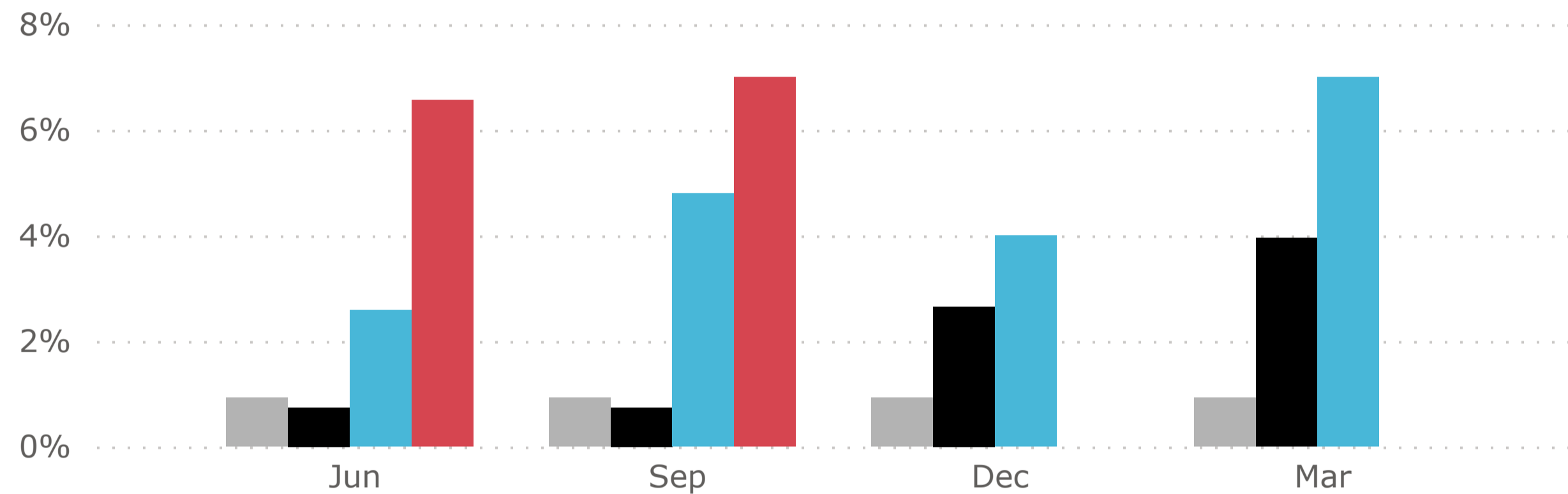


Commentary or Summary

Percentage of businesses that are new start ups in West Suffolk: The number of start-up businesses across West Suffolk is continuing to climb again in Q2 2023, showing 1,228 businesses compared to 1,056 in the previous Q1. Throughout Q2, September 2023 shows the highest number at 429 which is nearly double the number of start-ups in September 2022, at 218.

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

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



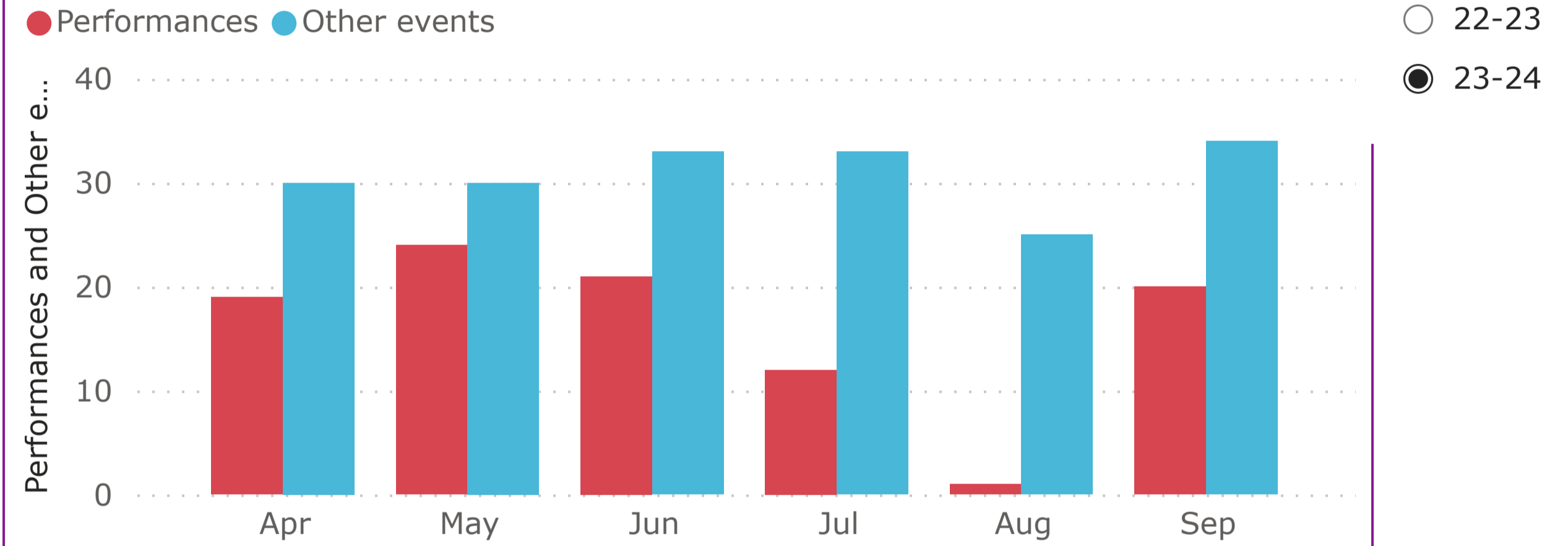
34. Leisure, Culture and Community Hubs



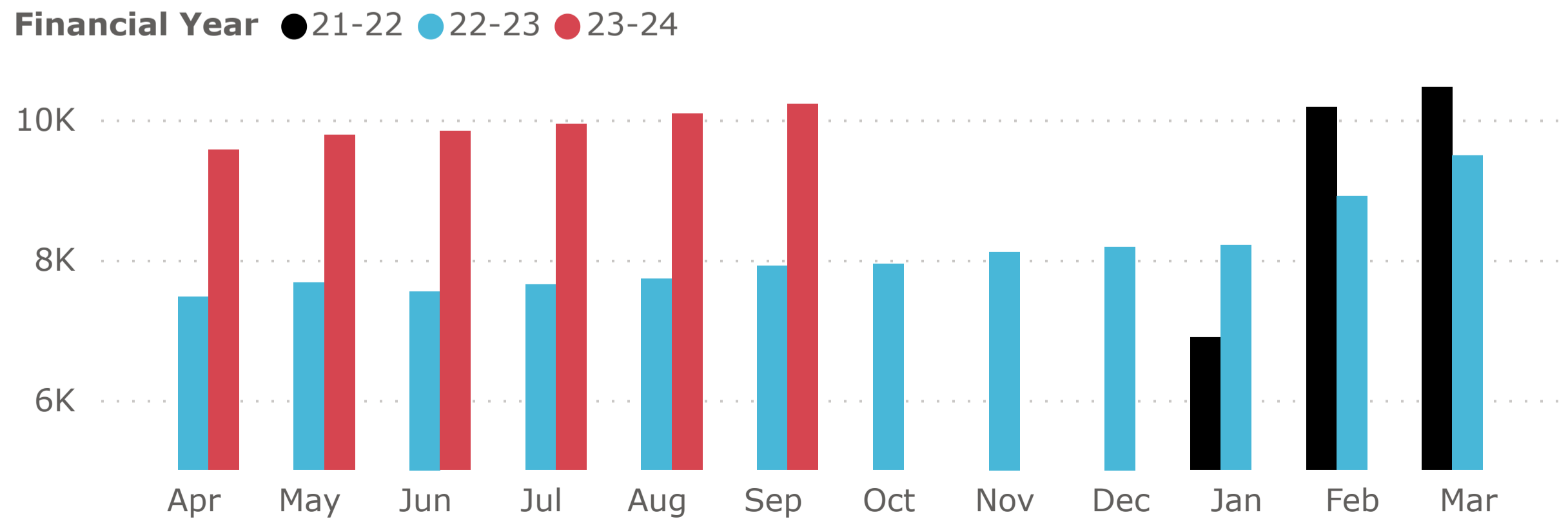
Latest Data Period:
September 2023

Commentary or Summary

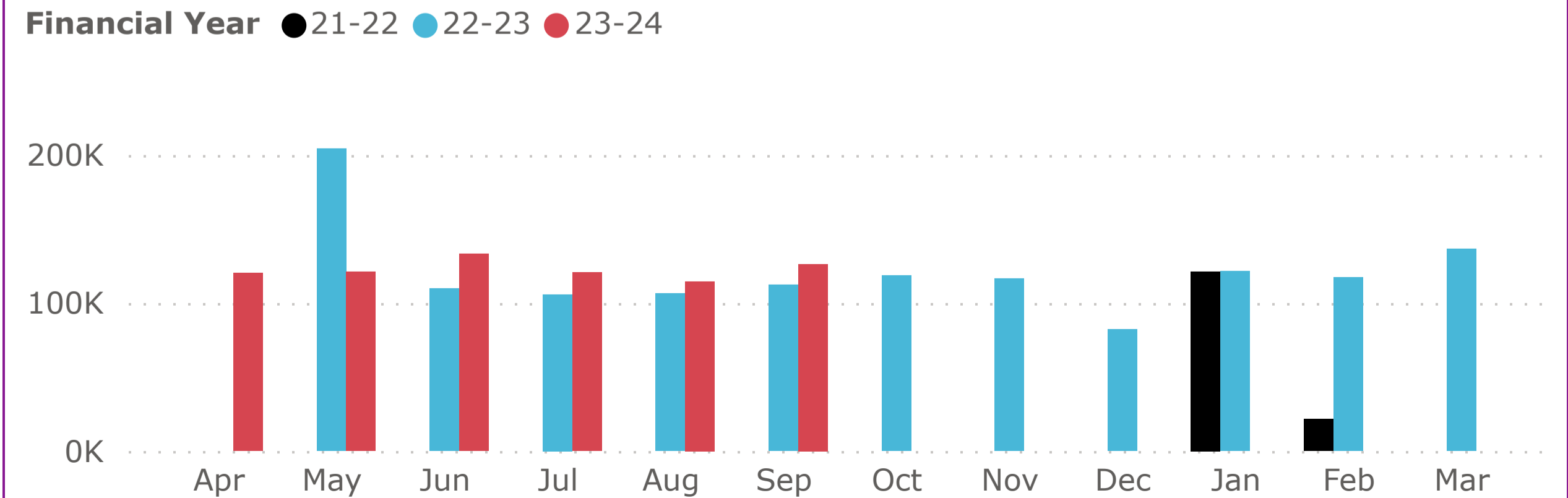
Number of performances and other events at The Apex



Number of Abbeycroft memberships



Number of non-membership admissions to Abbeycroft



35. Leisure, Culture and Community Hubs



Latest Data Period:

September 2023

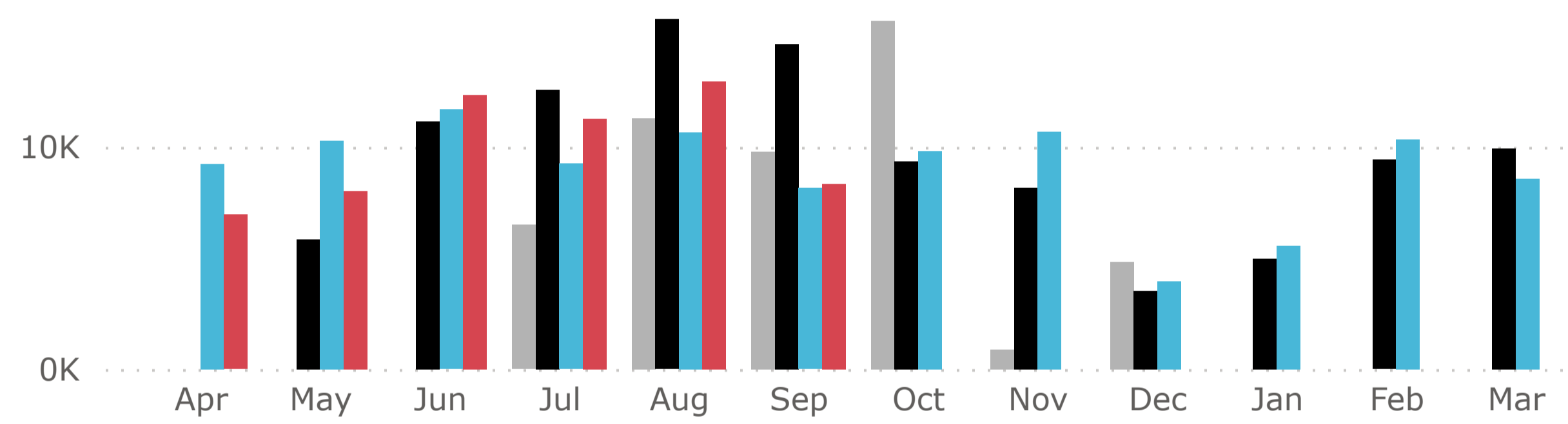
Commentary or Summary

Visitors to the Abbey Gardens, Moyses 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.

Number of visitors to West Suffolk parks: The combination of the good autumn weather and school holidays have contributed to an increase for Q2 in the overall number of visits to West Suffolk Parks compared to previous years.

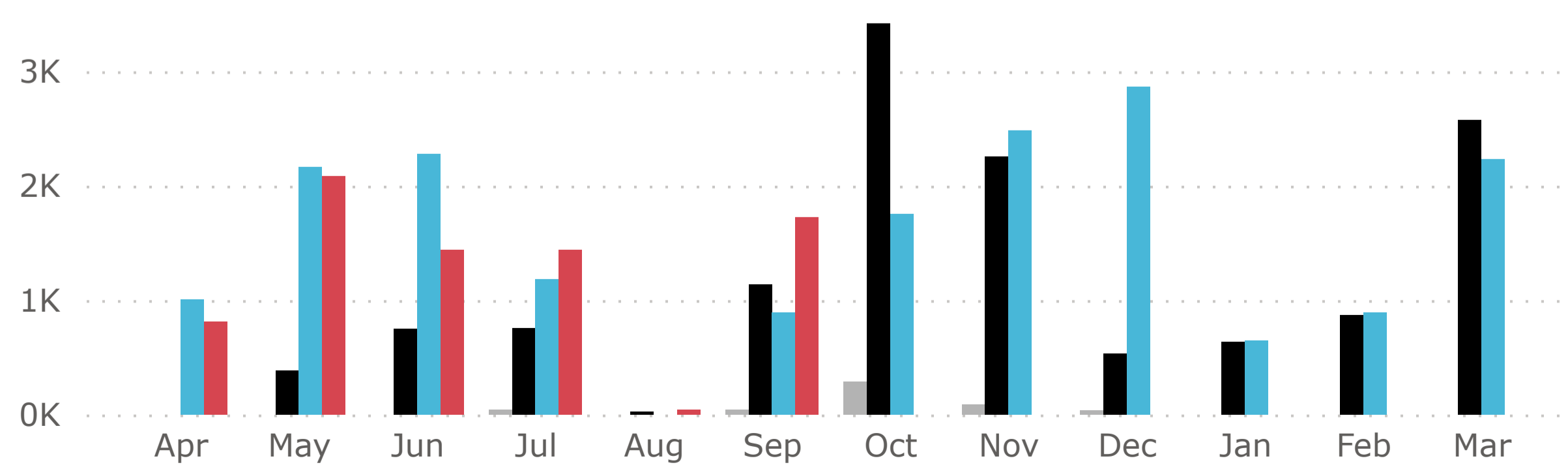
Number of visitors to West Suffolk heritage sites

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



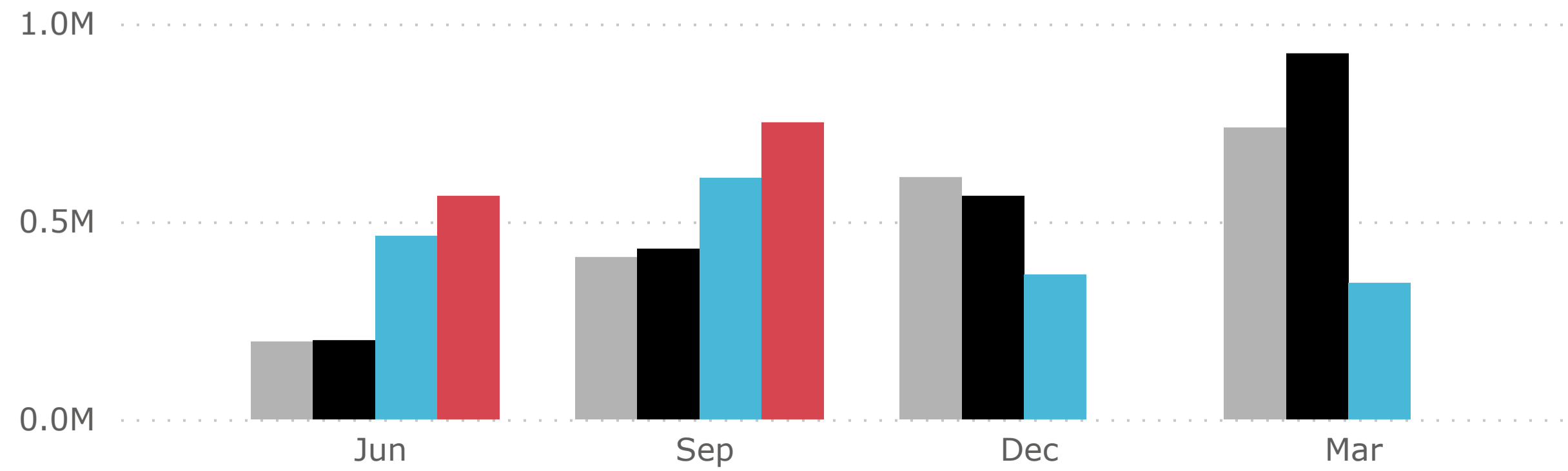
Number of visits from school pupils to West Suffolk heritage sites

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



Number of visitors to West Suffolk parks

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



36. Planning



Latest Data Period:

September 2023

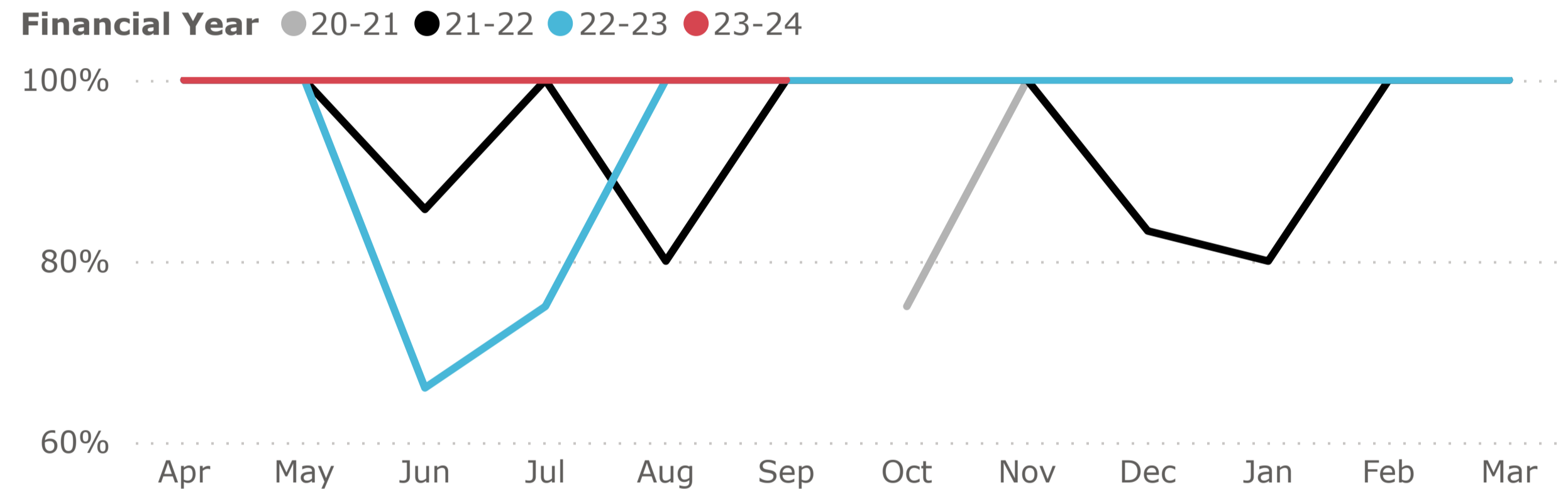
Commentary or Summary

3 major planning applications were determined in September 2023. All were determined in target and all required an extension of time.

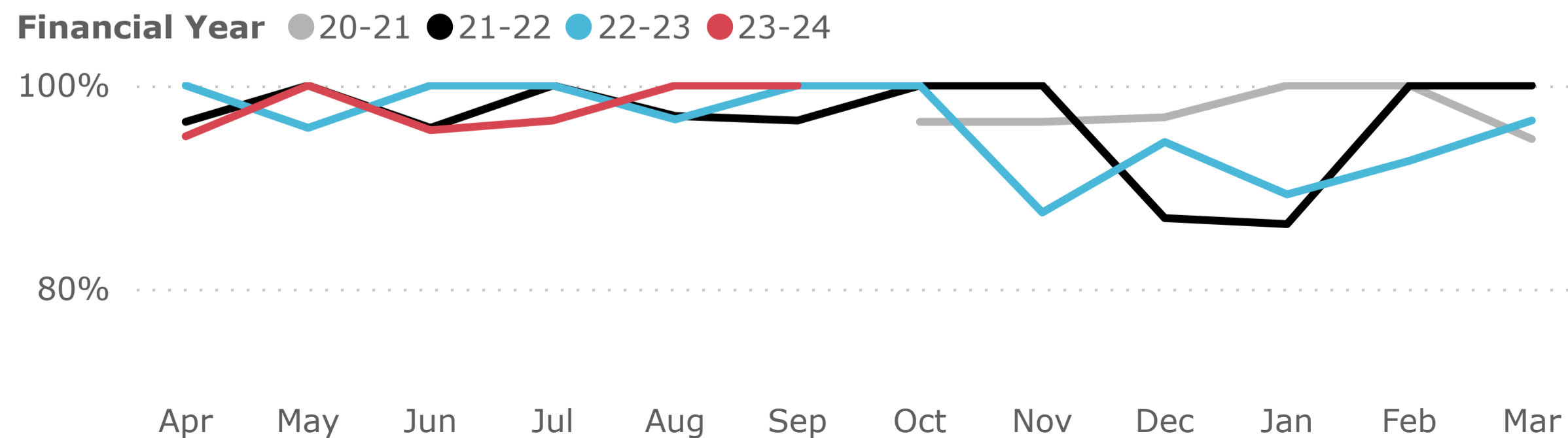
18 minor planning applications were determined in September 2023, all were determined on target. 4 applications were determined within 8 weeks, 14 required an extension of time.

57 other planning applications were determined in September 2023. All were determined on target. 33 were determined within 8 weeks, 24 required an extension of time.

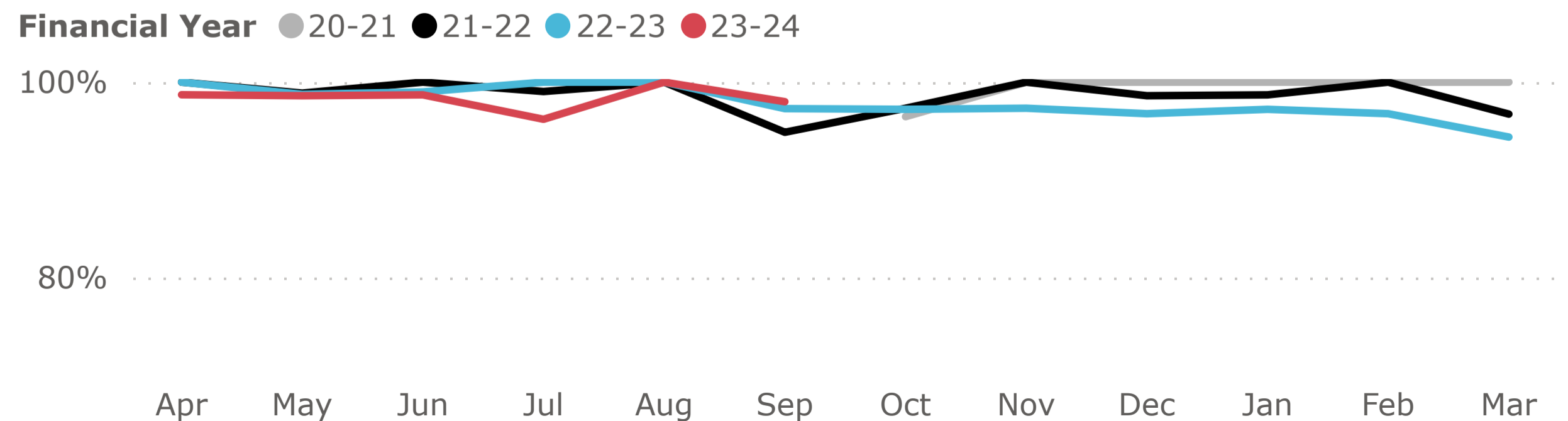
Percentage of major planning applications determined within the agreed timescales



Percentage of minor planning applications determined within the agreed timescales



Percentage of other planning applications determined within the agreed timescales



37. Planning



Latest Data Period:

September 2023

Commentary or Summary

% of major and minor applications with pre- application advice: 25 major and minor applications were received in September 2023, 10 of those had a pre-app.

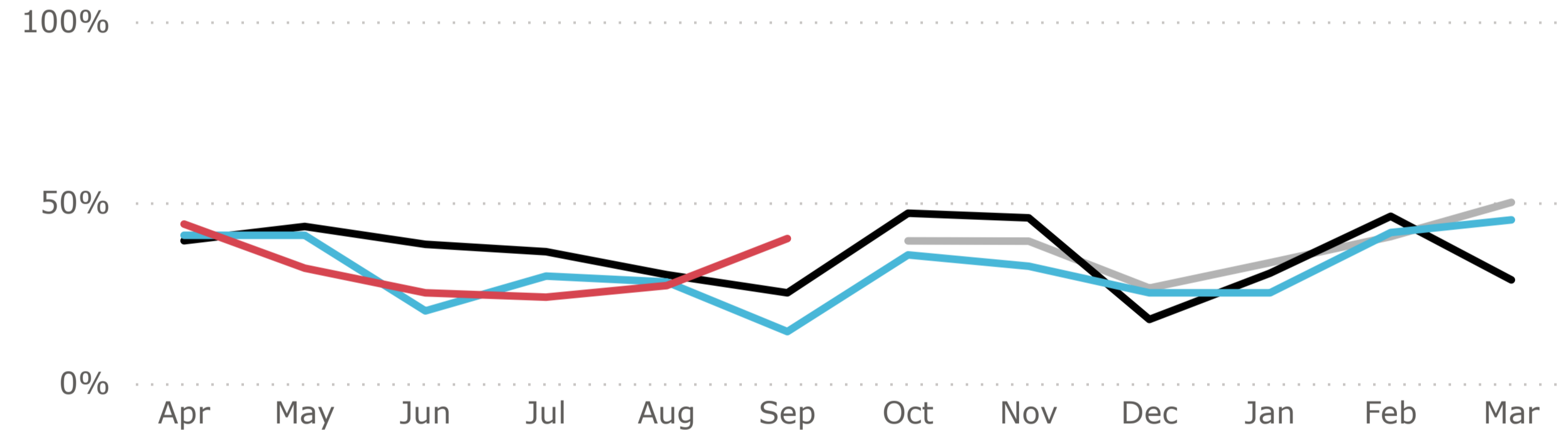
It should be noted that the percentage of pre-applications does not take into account the relative complexity of pre-application requests. Neither does it reflect the fees received (which are linked to complexity).

% applications with pre-app advice: 209 applications were received in September 2023. 54 of these had pre-app advice of which 33 were valid first time.

% of applications without pre-app advice: 155 applications did not have pre-

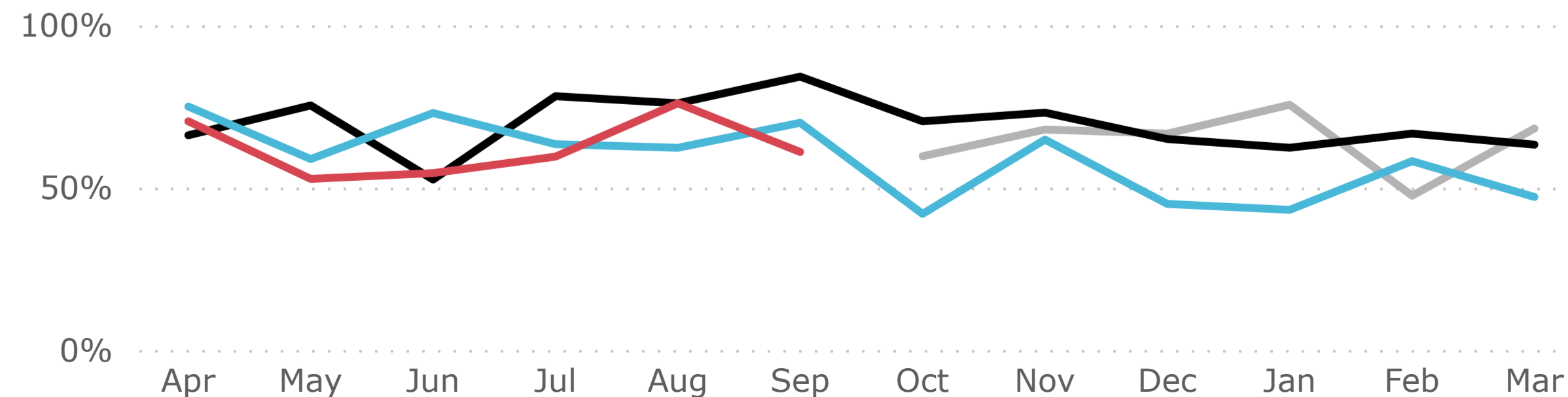
Percentage of major and minor applications with pre-application advice.

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



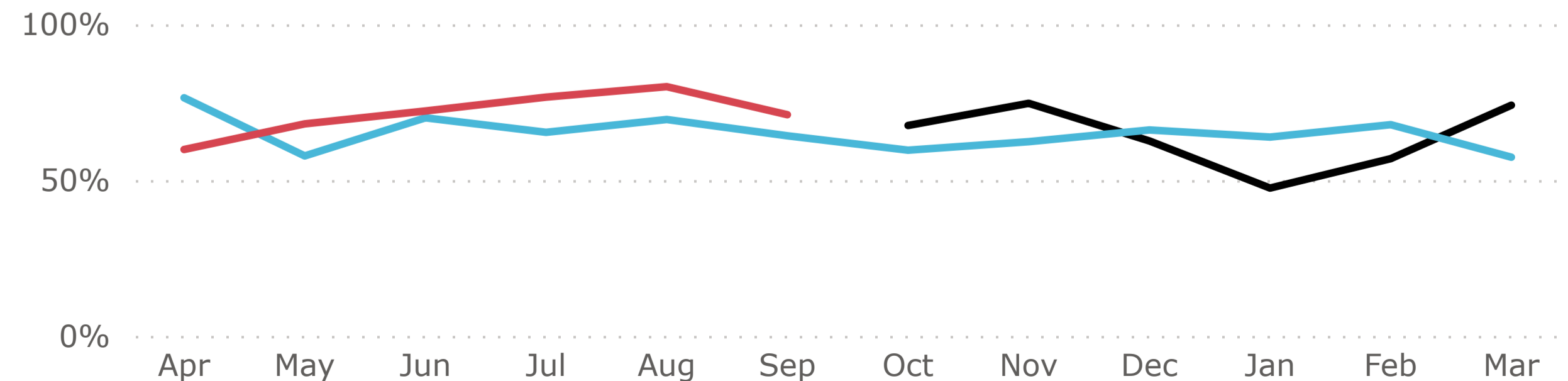
Percentage of applications with pre-application advice that are right first time out of all received

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



38. Planning



Latest Data Period:

September 2023

Commentary or Summary

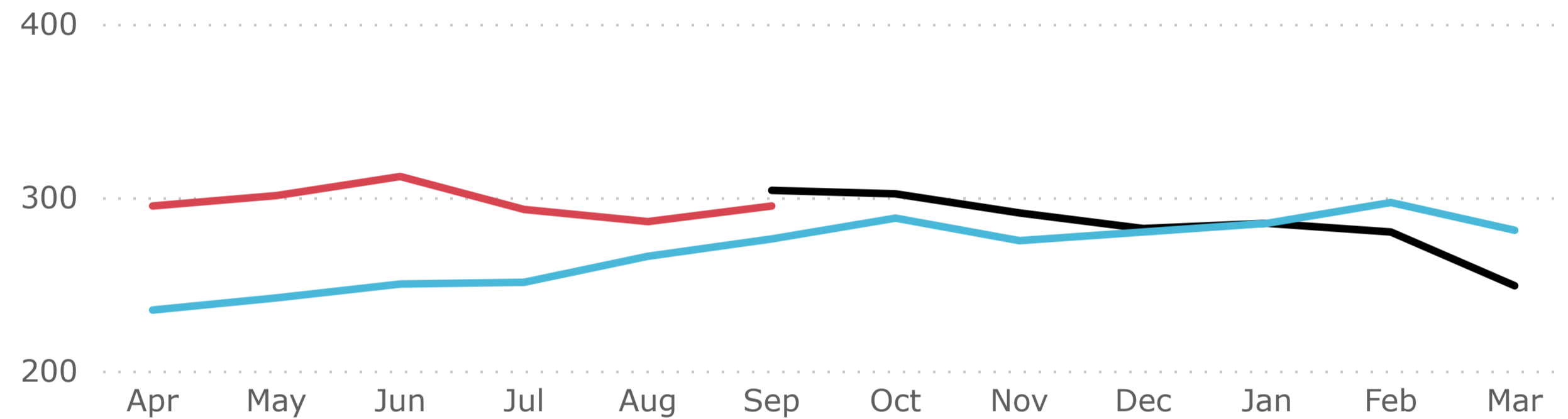
Planning enforcement cases: We have received 21 new cases in September 2023, we have resolved 13 cases. The reasons closed are detailed below:

- No breach established - 7
- Not expedient to pursue - 4
- Remedied following informal action - 1
- Transferred to new case - 1

Number of applications not monitored by DLUHC which are included on government returns: The majority of applications which are not included in the DLUHC return relate to works to TPO's trees or Trees in the Conservation Area. The trajectory appears to reflect a seasonal trend when applications are submitted to reflect tree work being planned to take place outside of the usual nesting season for birds.

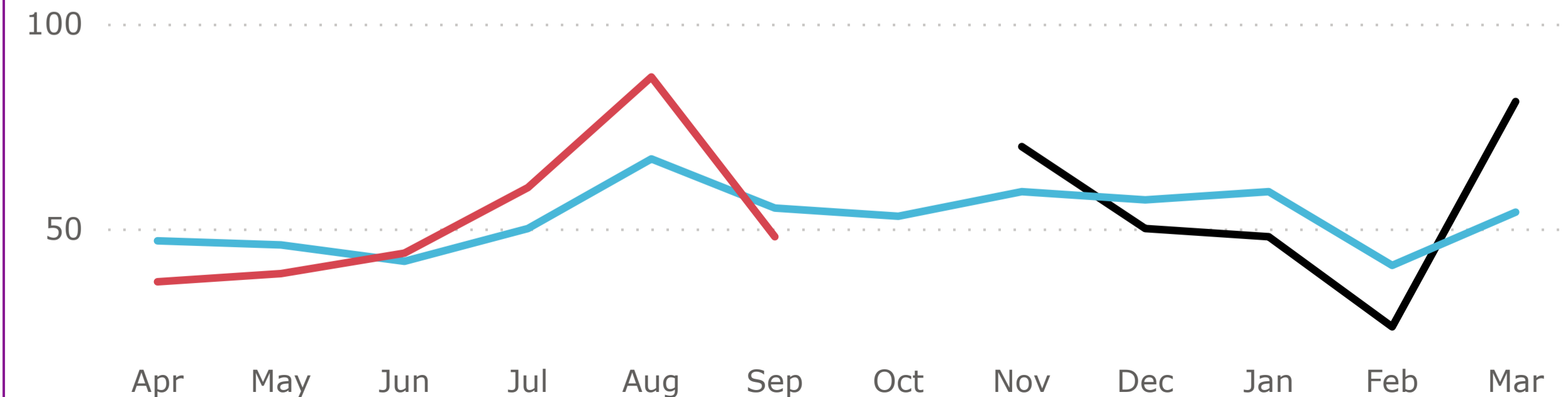
Number of open planning enforcement cases

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



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

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



39. Planning



Latest Data Period:

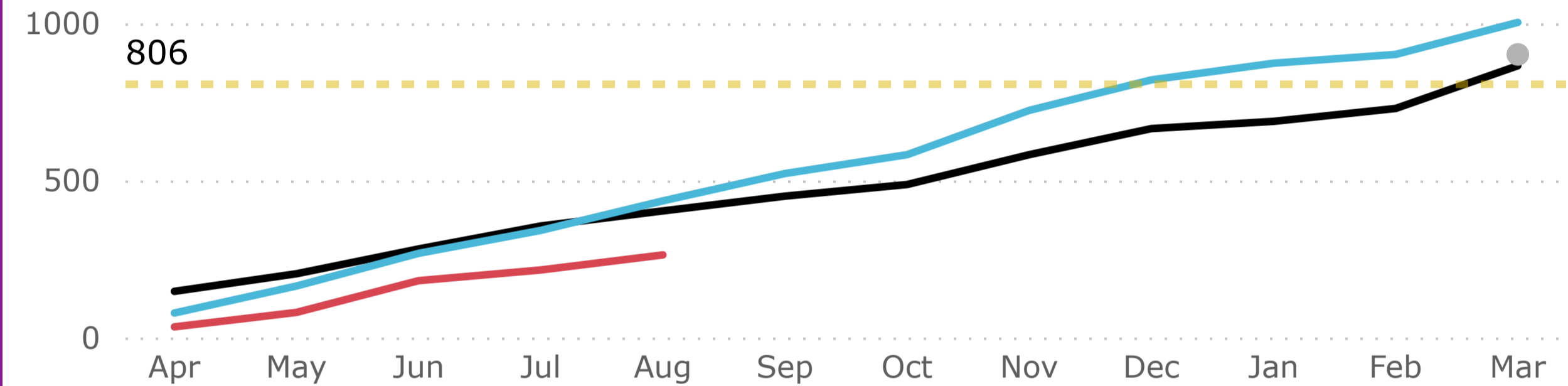
September 2023

Commentary or Summary

The number of net additional dwellings completed (YTD): Lower than at an equivalent point in previous years as no major strategic sites are being delivered at a high rate.

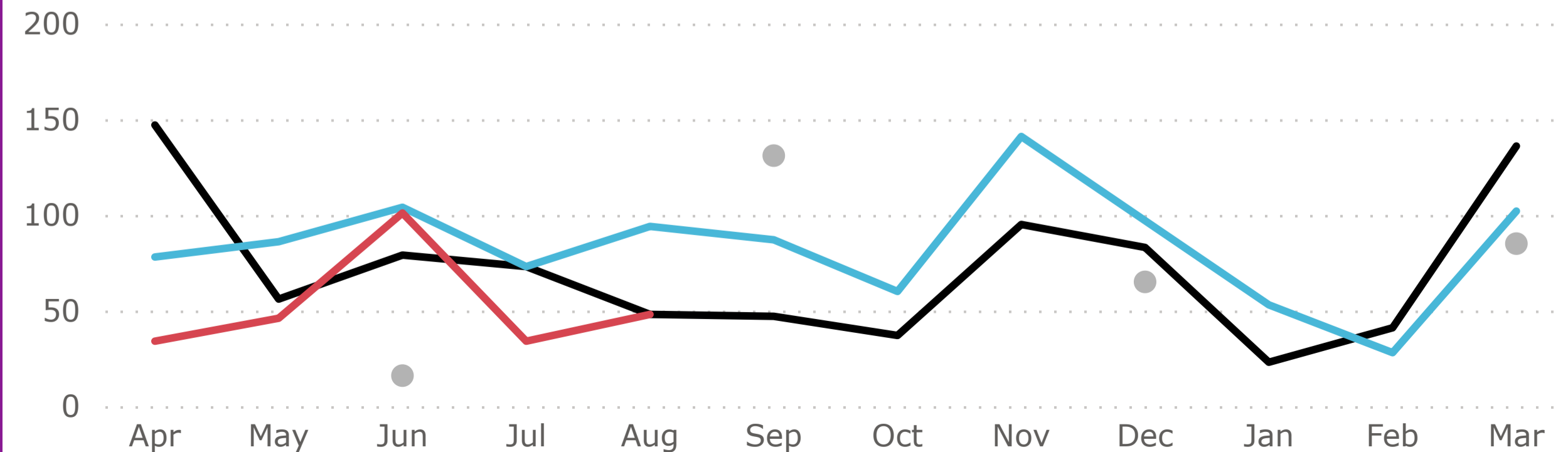
Number of net additional dwellings completed (YTD) (one month lag)

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



Number of dwelling units delivered (one month lag)

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



40. Operations



Latest Data Period:

September 2023



Commentary or Summary

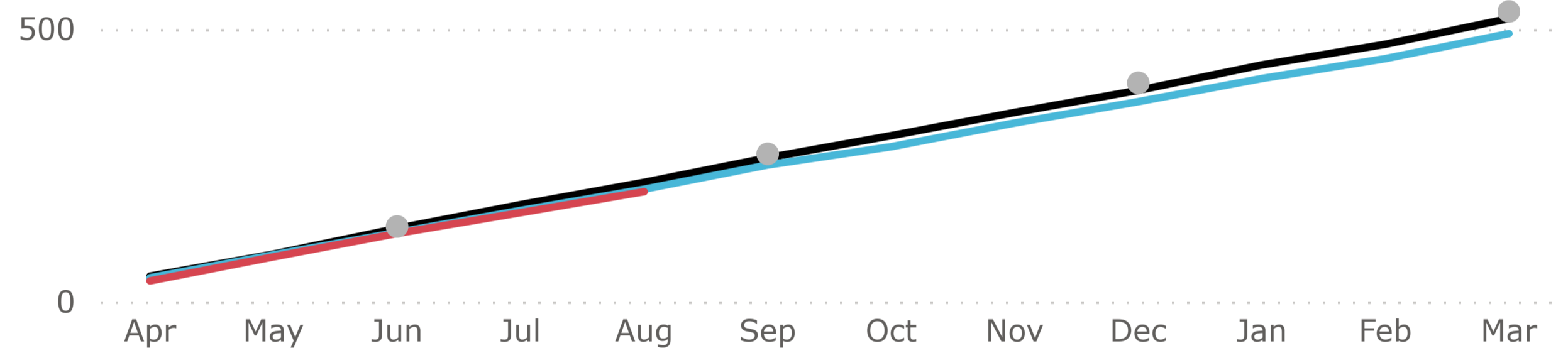
These KPIs are now benchmarked to reflect Oflog Waste KPIs.

Percentage of household waste recycled and/or composted: This KPI is now benchmarked against England quarterly figures from waste statistics provided by the Department for Environment, Food and Rural Affairs for the years 2020-21 and 2021-22. It is also benchmarked against Suffolk quarterly figures with more recent figures. Please note both England and Suffolk percentages are averages within their respective quarters, whereas West Suffolk has monthly reporting.

Amount of residual waste per household/per person (KG): This KPI is now benchmarked against England quarterly figures from waste statistics provided by

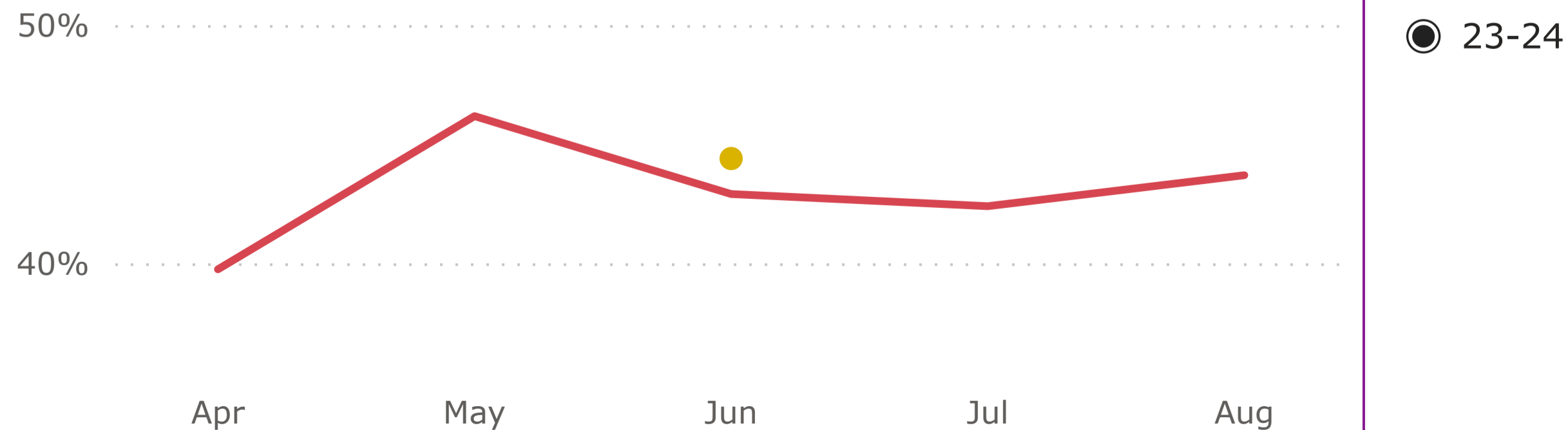
Average amount of residual waste per household - KG (YTD - one month lag)

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



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

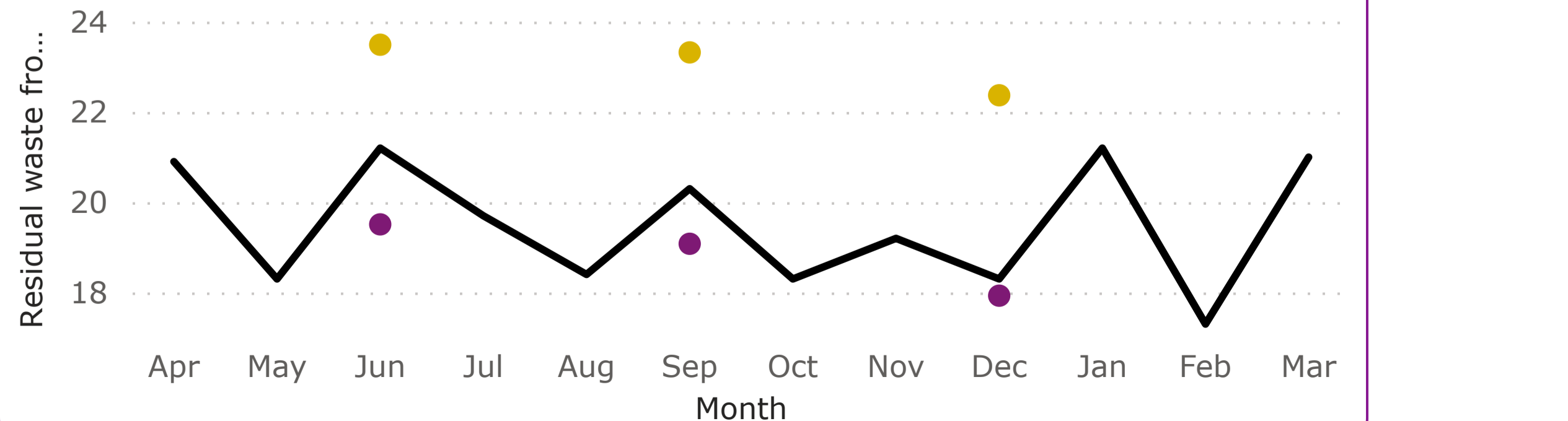
Location ● Suffolk 23-24 ● West Suffolk 23-24



- 20-21
- 21-22
- 22-23
- 23-24

Average amount of residual waste per person (KG) - comparisons

Location ● England 21-22 ● Suffolk 21-22 ● West Suffolk 21-22



- 20-21
- 21-22

41. Operations

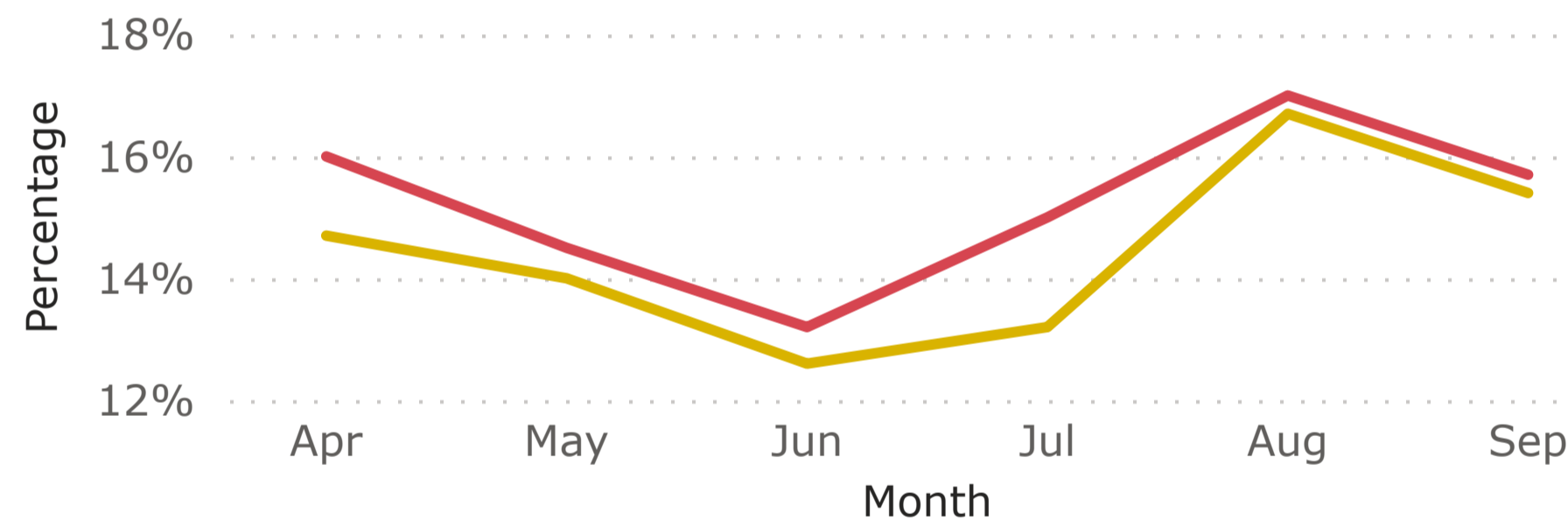


Latest Data Period:

September 2023

Percentage of material delivered to the recycling facility which is 'prohibited' ('contamination rate') - comparisons

Location ● 23-24 Suffolk ● 23-24 West Suffolk



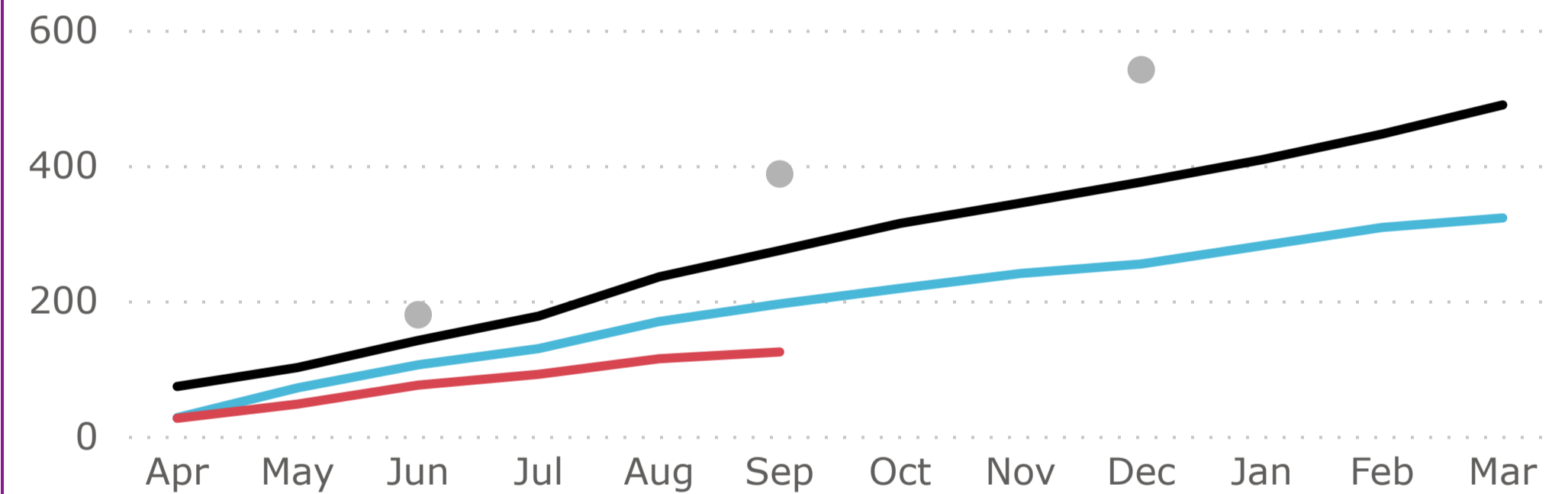
● 23-...

Commentary or Summary

Number of fly tipping incidents recorded (YTD): We have seen a significant reduction in the number of reported incidents in Q2 of this financial year compared to the same period in the last financial year, although this data will only include those incidents which have been reported to and investigated by the council. The number of actions still remains high due to the amount of proactive work carried out through Duty of Care inspections on business premises and other enforcement

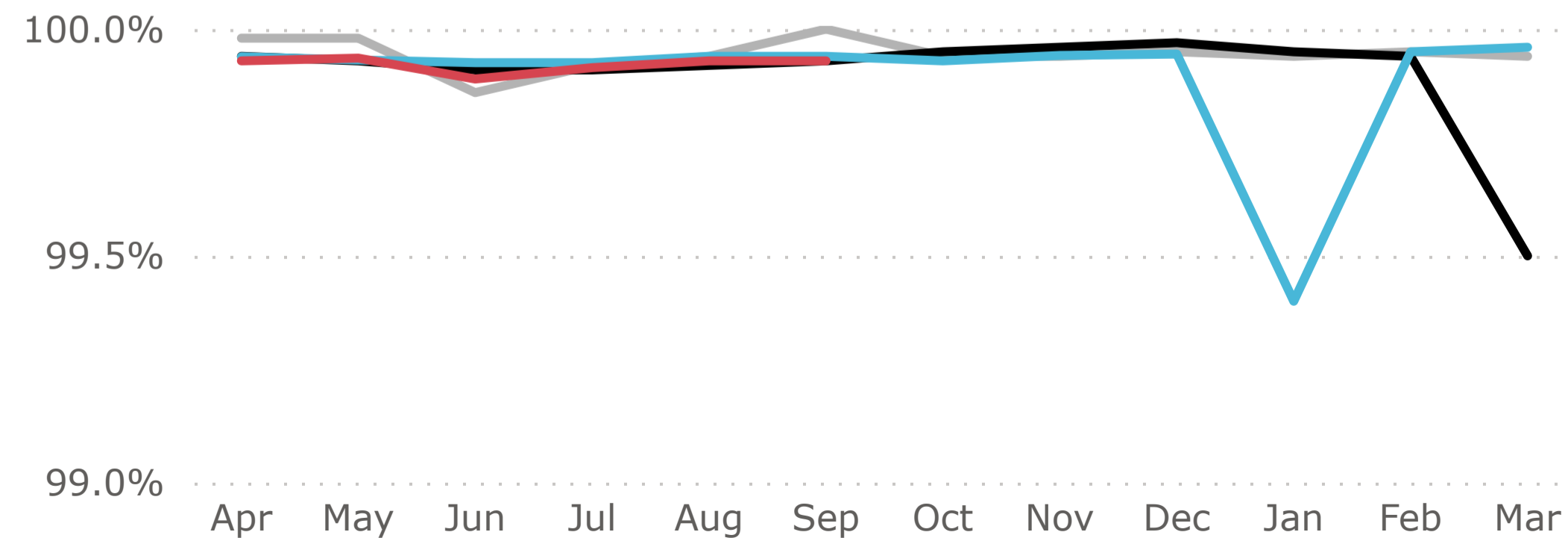
Number of fly tipping incidents recorded (YTD)

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



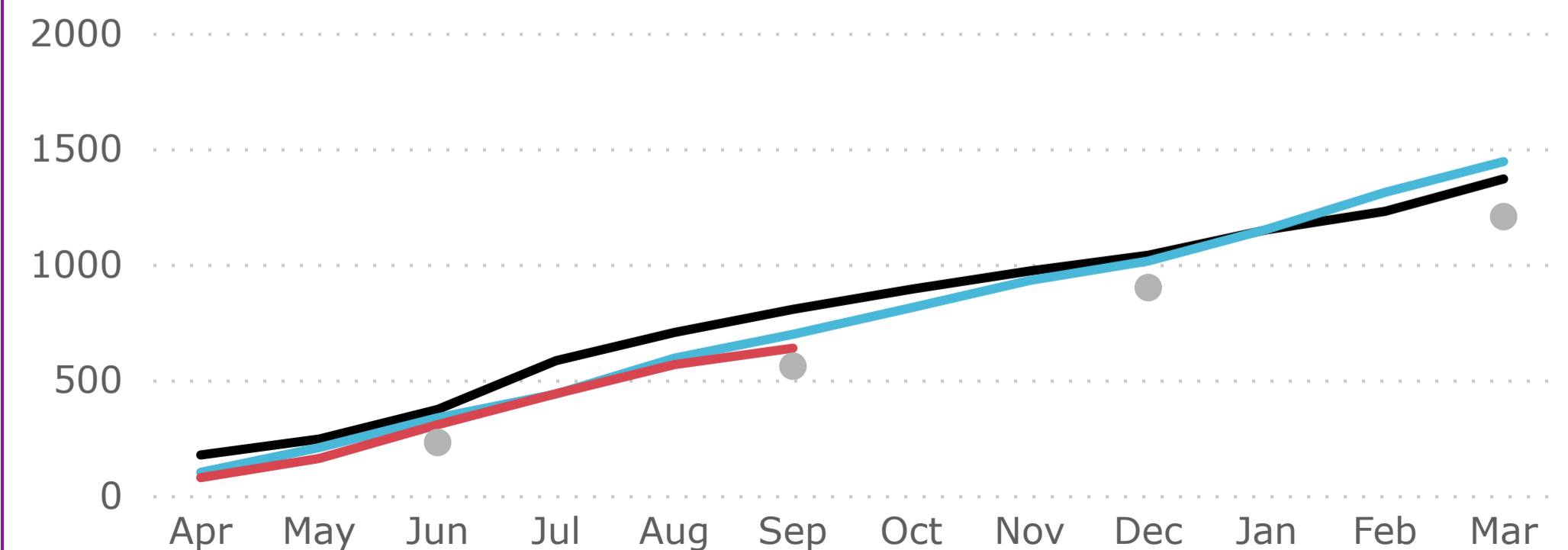
Percentage of household bins successfully collected

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



Number of actions taken to combat fly tipping (YTD)

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



42. Operations

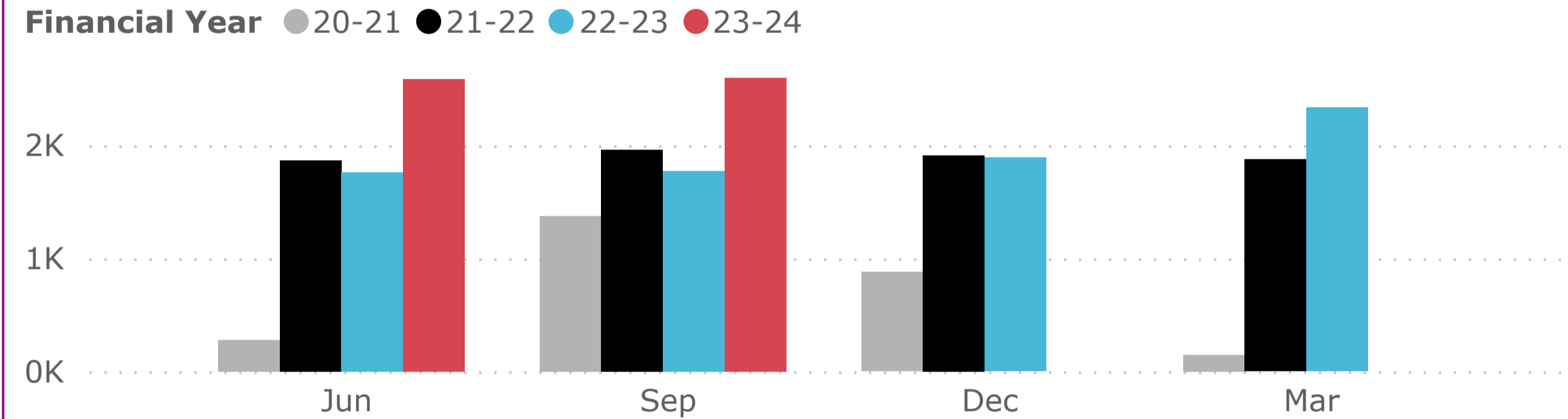


Latest Data Period:
September 2023

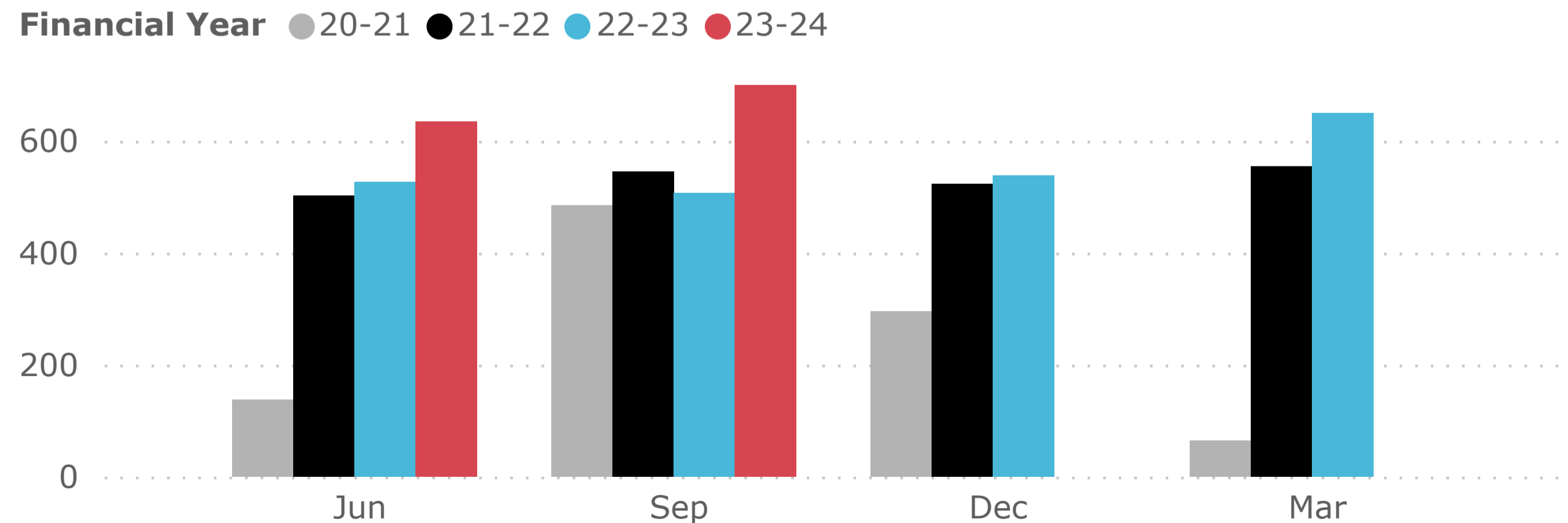
Commentary or Summary

Number of registered volunteers and number of hours contributed to green and heritage spaces by volunteers: The number of volunteer hours have increased for Q2 compared to previous years with our volunteers assisting with gardening activities and conservation tasks in our parks and green spaces.

Number of hours contributed to green and heritage spaces by volunteers



Number of registered volunteers



Number of tree-related public enquiries

