

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, 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

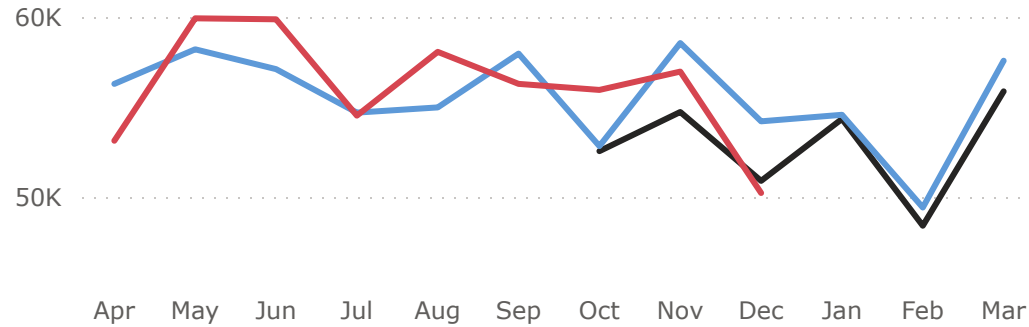


Latest Data Period:

December 2023

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

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



Commentary or Summary

Petrol: used in strimmers and parking enforcement vehicles.

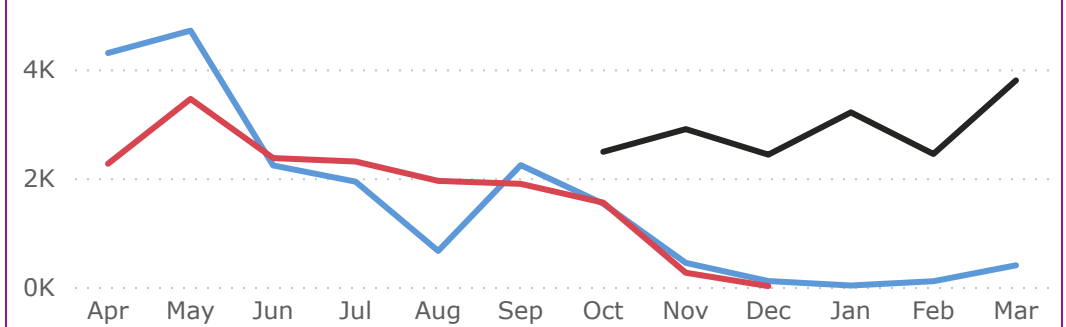
AdBlue: an additive used in newer vehicles to reduce exhaust tailpipe emissions (the low July 2022 figure was due to a system error).

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

Amount of red diesel used by grounds maintenance vehicles (litres): Red diesel usage changed on 1 April 2022 because of the rules around the eligibility to ...

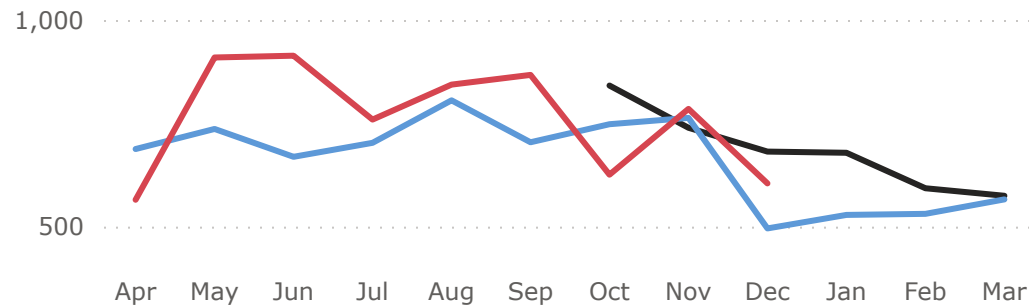
Amount of red diesel used by grounds maintenance vehicles (litres)

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



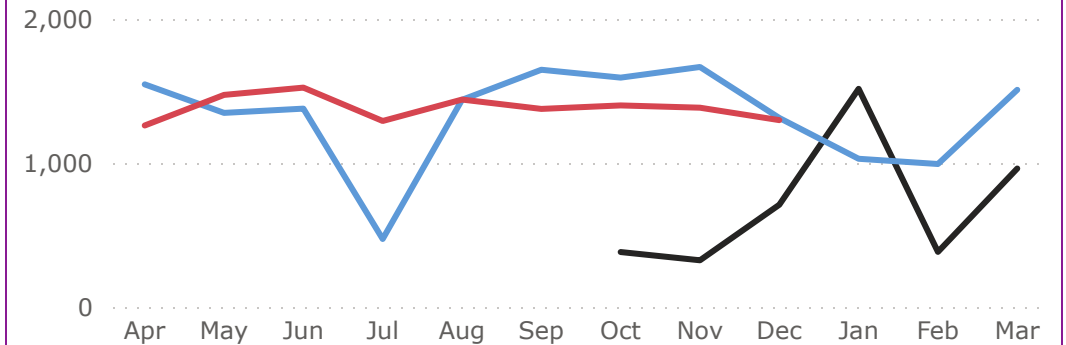
Amount of petrol used by fleet vehicles and equipment (litres)

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



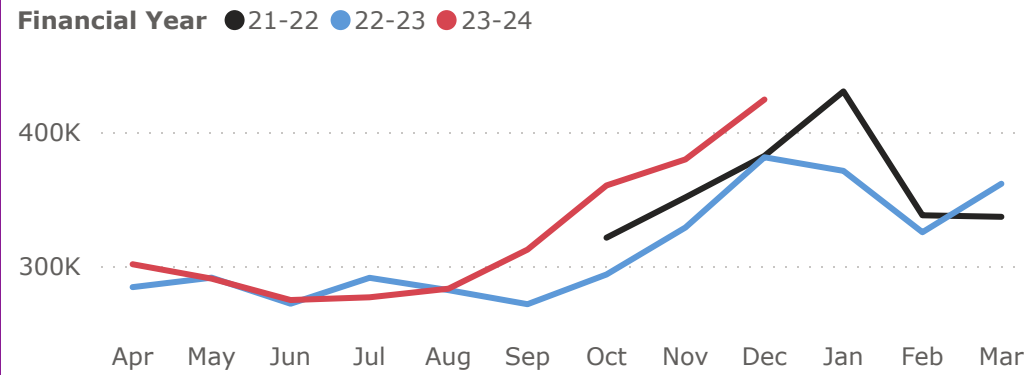
3. Cross-cutting: environmental performance



Latest Data Period:

December 2023

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

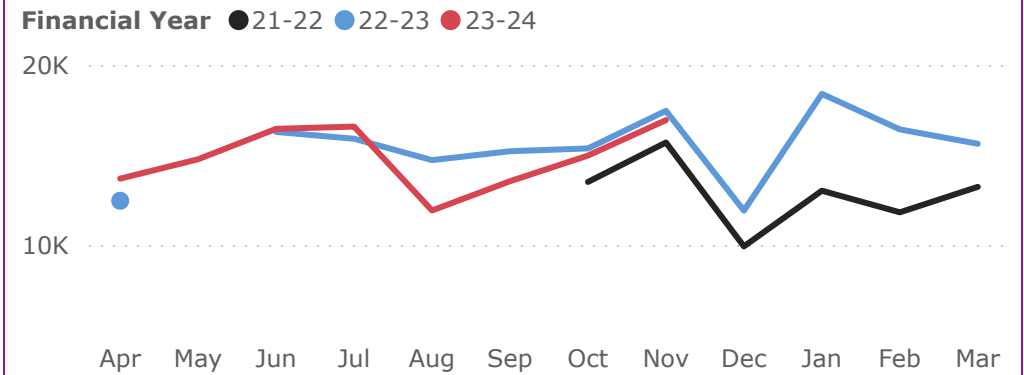


Commentary or Summary

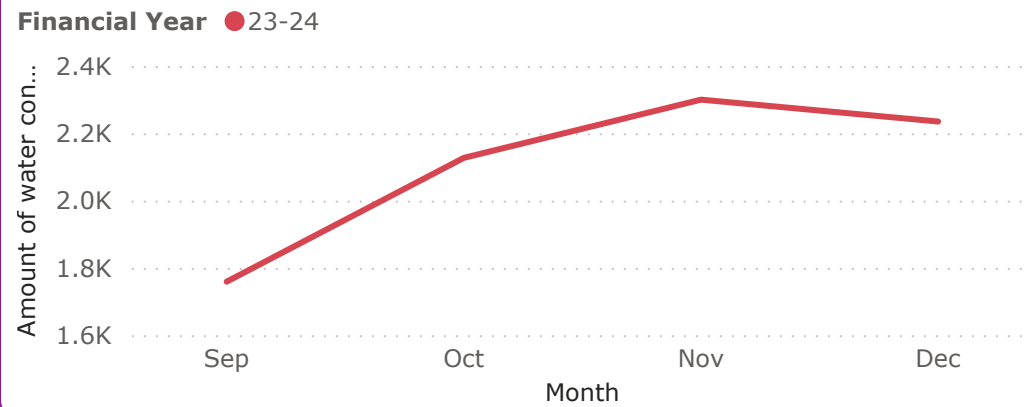
Amount of electricity consumed: This figure includes Mildenhall Hub.

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

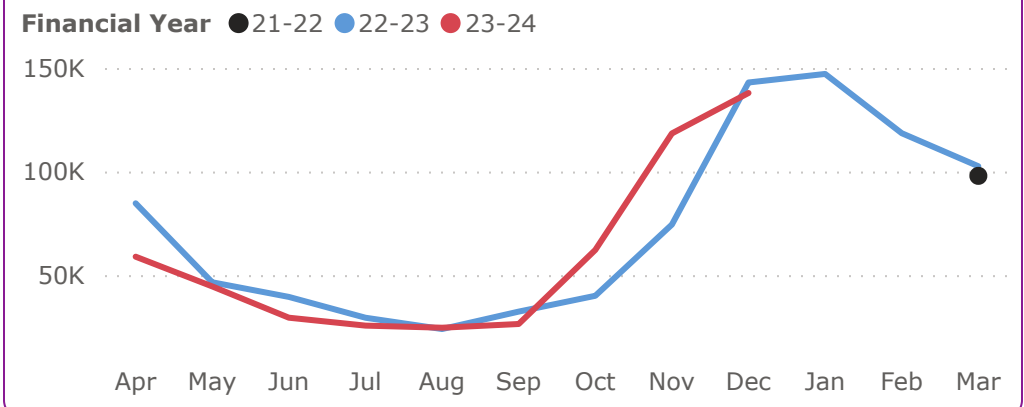
Total business mileage by staff and councillors in own vehicles (miles) (one month lag)



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



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



4. Cross-cutting: wider economic context



Latest Data Period:

December 2023

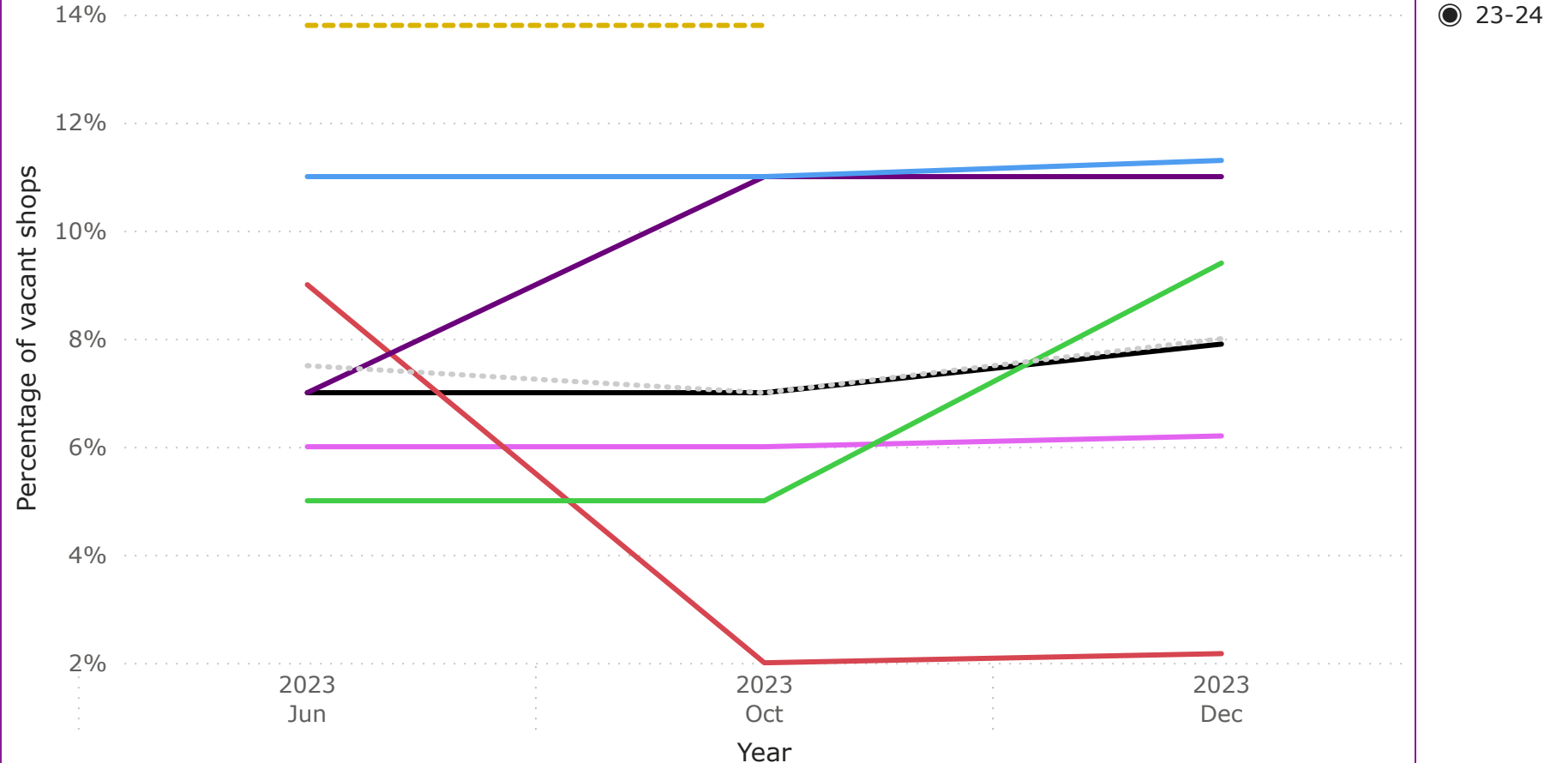
West Suffolk
Council

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 by town in West Suffolk

● Brandon ● Bury St Edmunds ● Clare ● Haverhill ● Mildenhall ● Newmarket ● UK ● West Suffolk



5. Cross-cutting: wider economic context



Latest Data Period:

December 2023



Commentary or Summary

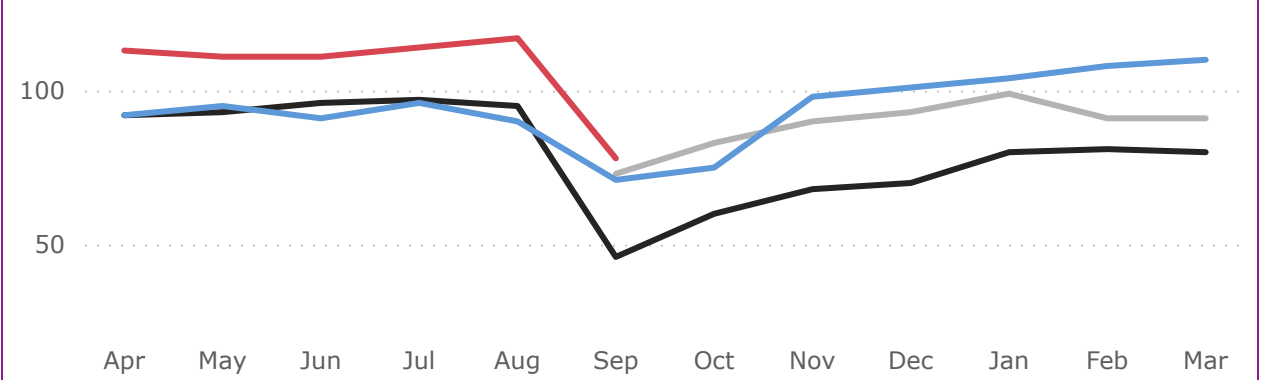
Please note this information relates to the vacant units within the town centres of these settlements only and does not relate to shopping parades or others smaller retail provision.

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

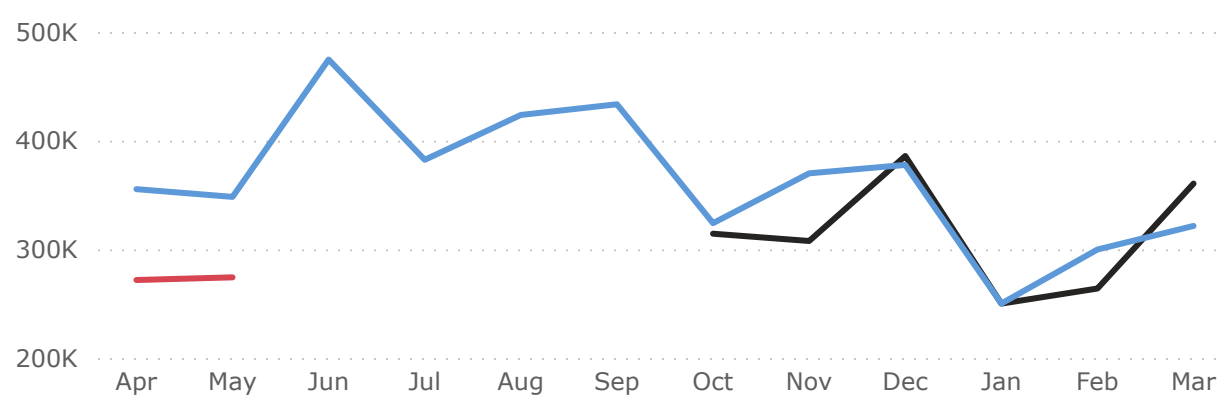
Number of NEETs (Not in Education, Employment or Training)

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



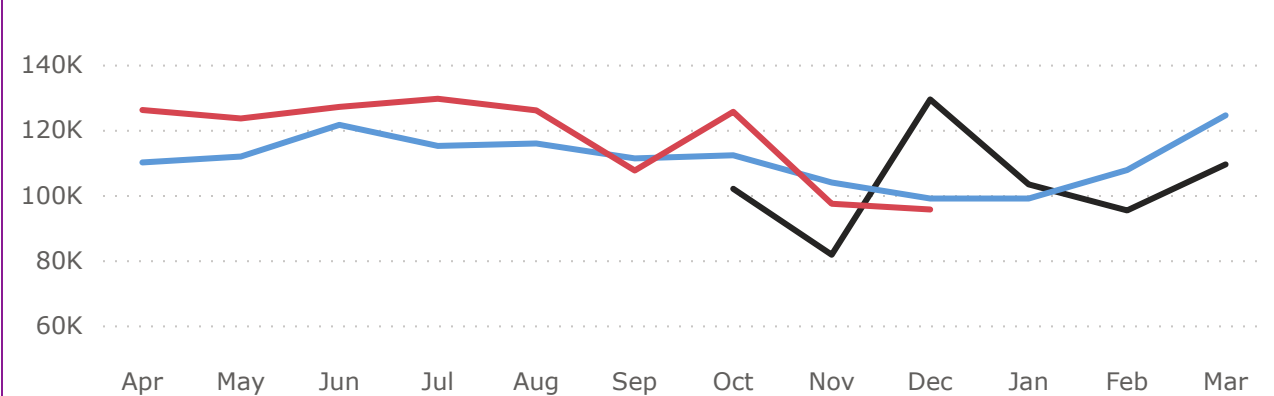
Footfall in Bury St Edmunds town centre

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



Footfall in Newmarket town centre

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



6. Cross-cutting: wider economic context



Latest Data Period:

December 2023

West Suffolk
Council

Commentary or Summary

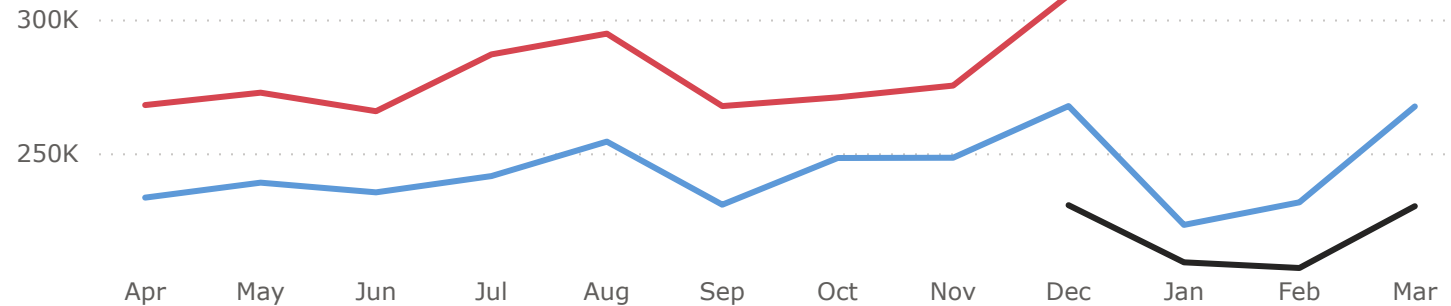
Number of car parking events in West Suffolk: We are nearing pre-pandemic number in some areas but not all, however the increase in numbers for December 2023 equates to additional visitors for Christmas shopping.

Number of off-street and on-street car parking events by town: This is a new KPI this quarter.

The number of off-street and on-street car parking events by town KPI was requested by PASC on 23 November 2023, enquiring about the total car parking events within the West Suffolk towns. The data are sourced from car parking event machine systems such as RingGo and Flowbird. Please note that the car parking data will have seasonal and event trends that affect car parking rates. These can include school holidays, adverse weather, and seasonal holidays.

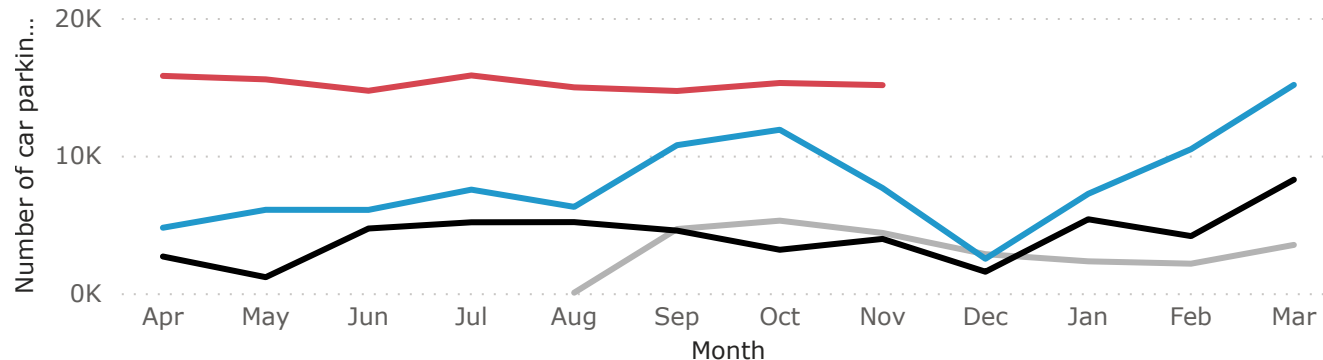
Number of car parking events in West Suffolk Council off-street car parks

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



Number of off-street and on-street car parking events by town (one month lag)

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



- Brandon
- Bury St Edmunds
- Clare
- Haverhill
- Newmarket
- West Stow

7. Customer contact: website



Latest Data Period:

December 2023

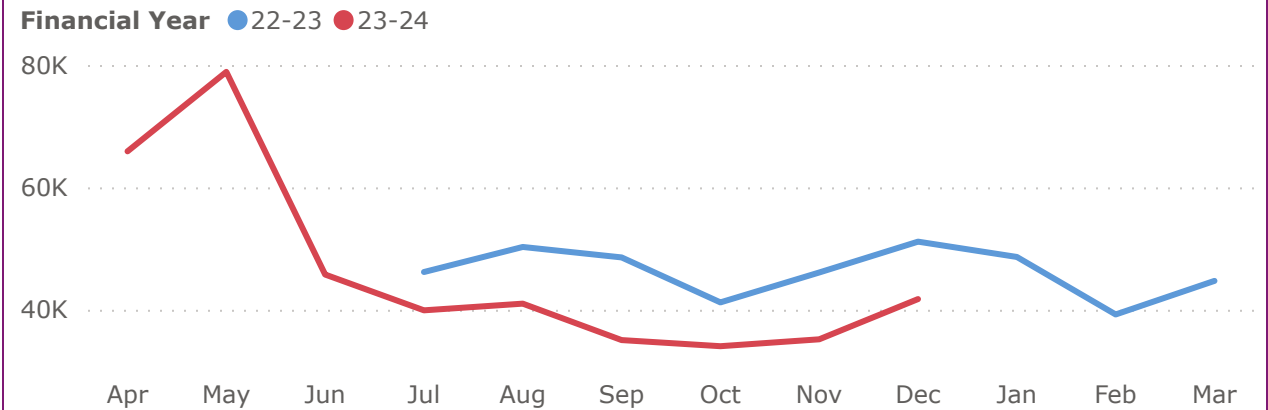
West Suffolk
Council

Commentary or Summary

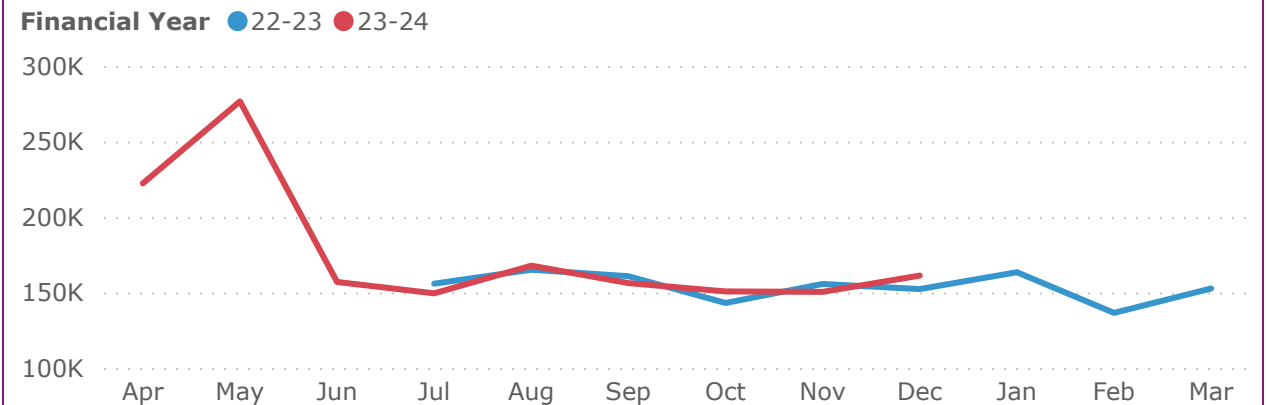
Number of unique users of the West Suffolk Council: Increase may be due to people checking their bin collections in December 2023. The 'When are my bins emptied?' page was viewed 34,667 times in December 2023 and only 28,818 in December 2022.

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



Total number of page views to West Suffolk Council website



8. Housing and Strategic Health

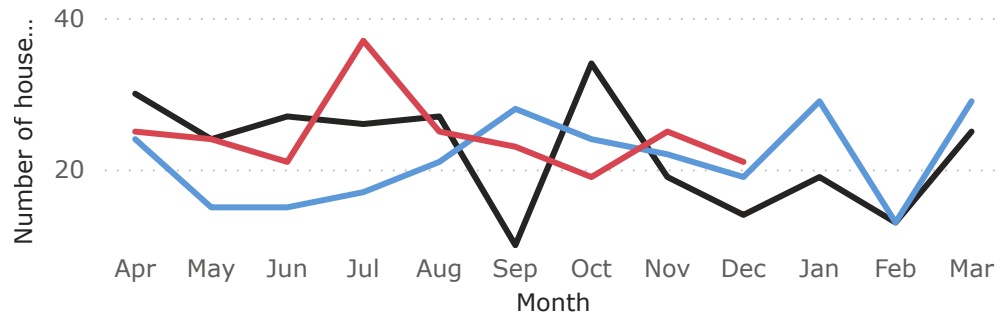


Latest Data Period:

December 2023

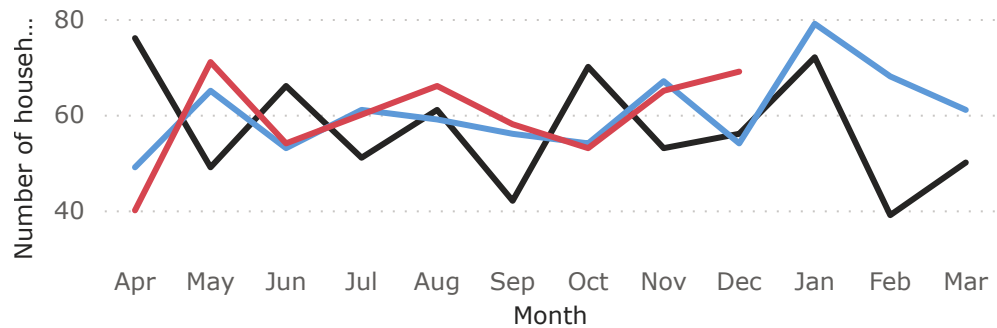
Number of households where the Prevention Duty ended - West Suffolk only

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

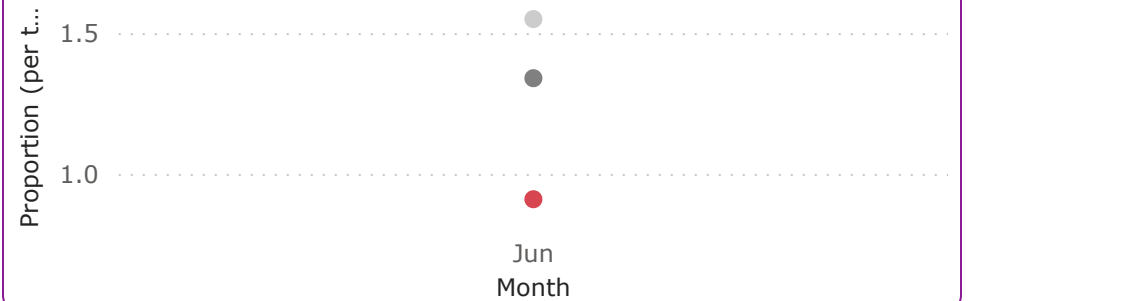
Prevention Duty:

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.

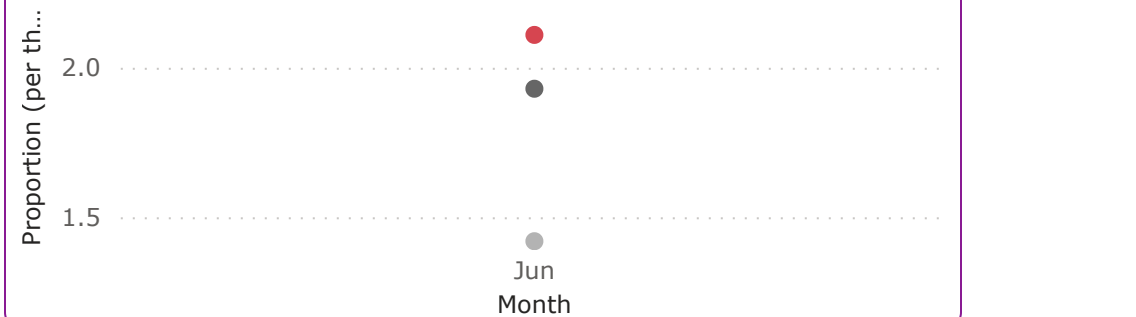
Proportion of households (per thousand) where Prevention Duty ended - comparisons

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



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

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



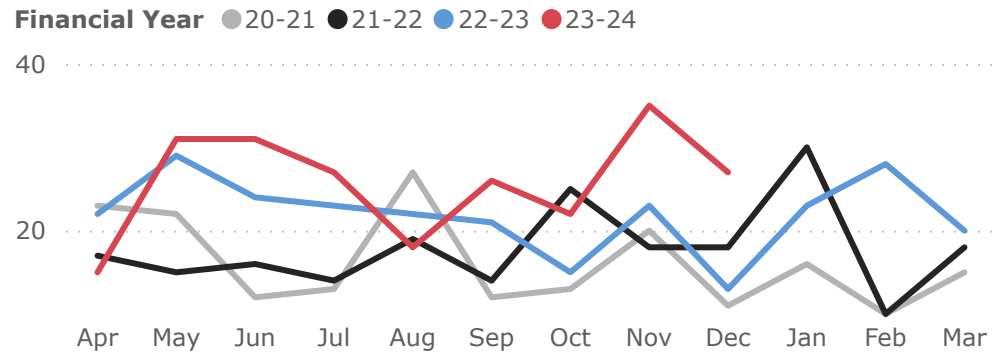
9. Housing and Strategic Health



Latest Data Period:

December 2023

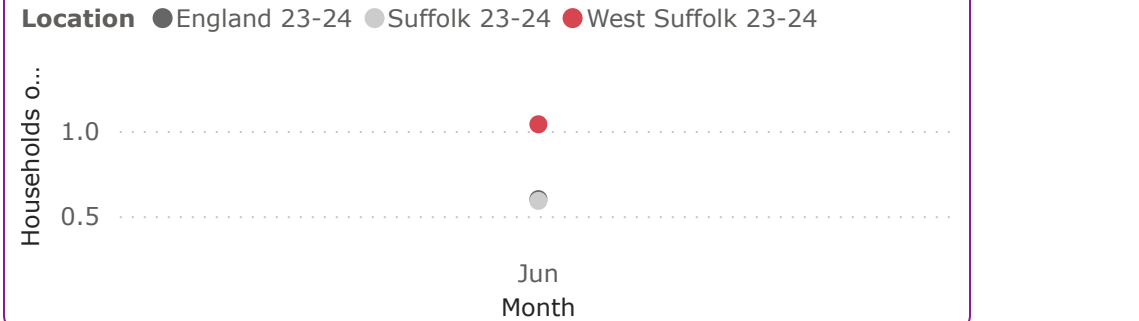
Number of households where the Main Homelessness Duty is owed (acceptances) - West Suffolk only



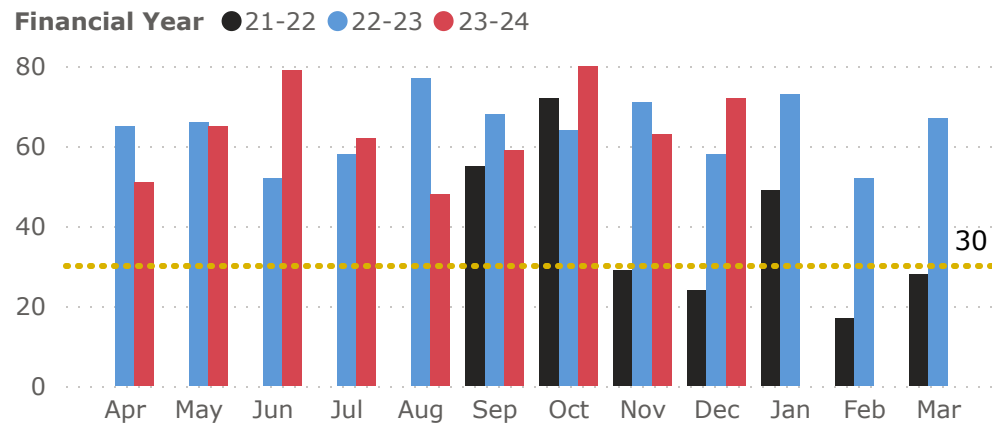
Commentary or Summary

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.

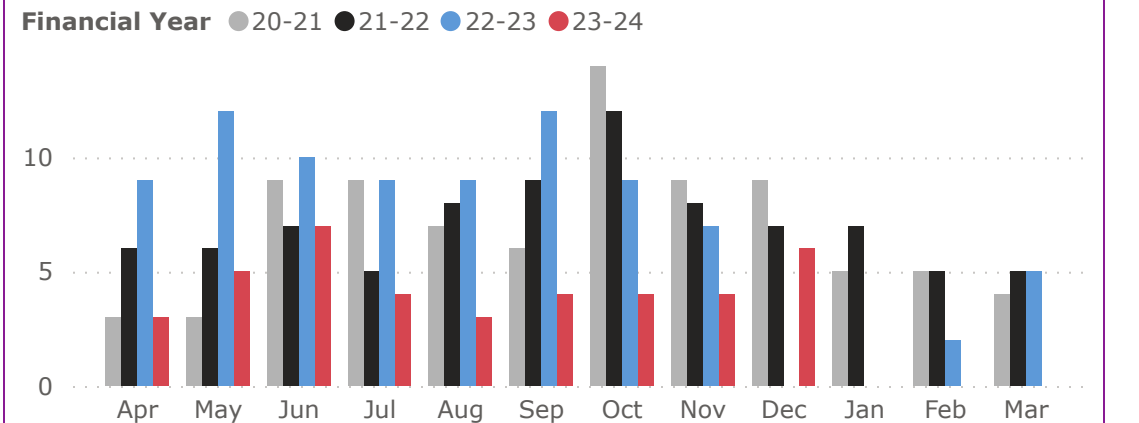
Proportion of households (per thousand) where the Main Homelessness Duty is owed (acceptances) - comparisons



Number of Personalised Housing Plans created



Number of rough sleepers as at last day of the month



10. Housing and Strategic Health



Latest Data Period:

December 2023



Commentary or Summary

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.

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: We are noticing a rise in applications submitted primarily on affordability grounds, with more people struggling to afford existing accommodation.

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...).

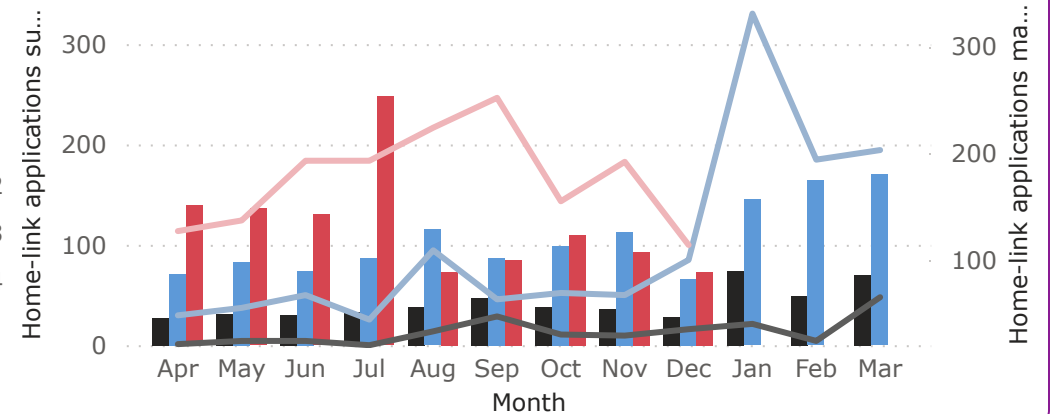
NB: There is no relationship between number of Home Link applications submitted and number of households housed into social housing as the number of households relies solely on the number of

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

Applications submitted

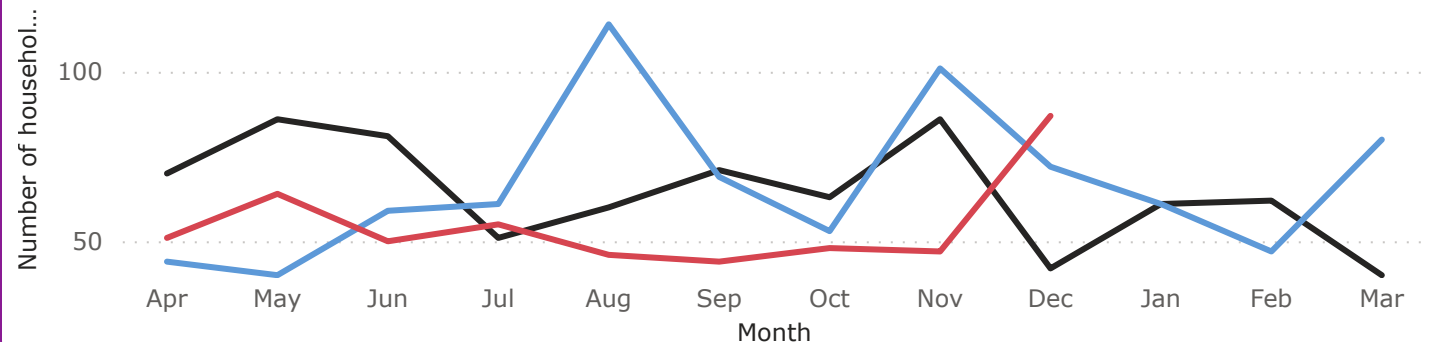
- 21-22
- 22-23
- 23-24

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



Number of households housed into social housing

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



11. Housing and Strategic Health



Latest Data Period:

December 2023

Commentary or Summary

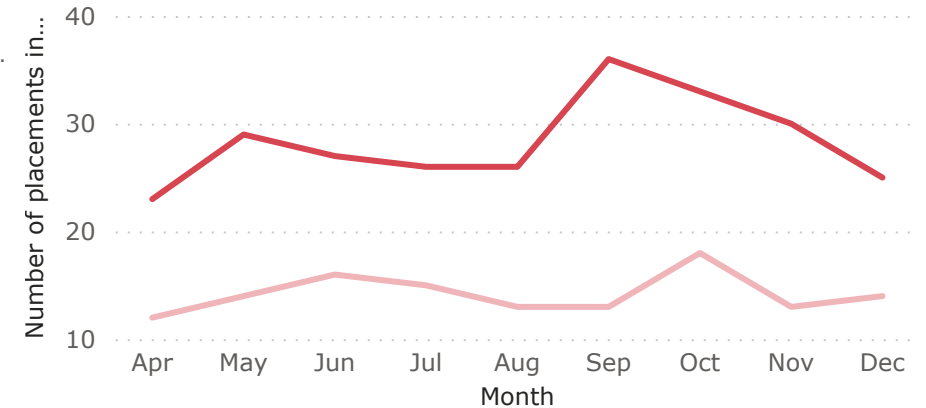
Number of placements into temporary and emergency accommodation, including Bed and Breakfasts: These are new placements into B&Bs or temporary accommodation throughout the month, this will include movements between B&Bs and temporary accommodation.

Regarding the increase in households in emergency accommodation, this is an indication of the number of households currently presenting as homeless and because some units of temporary accommodation are out of service due to improvement works.

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

Placements by type

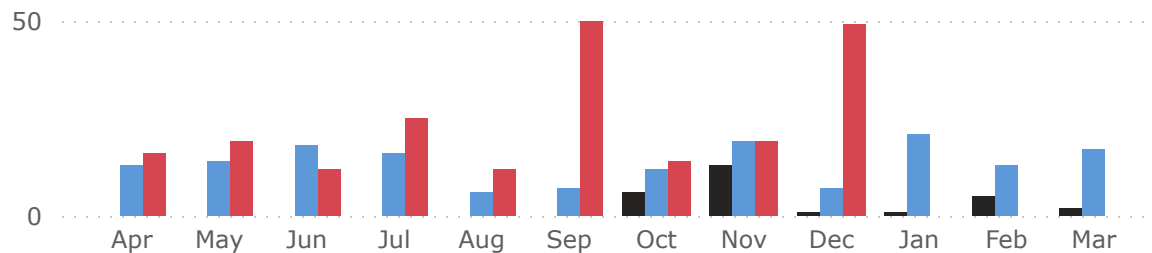
- Emergency accom, incl B&...
- Temporary accom 23-24



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

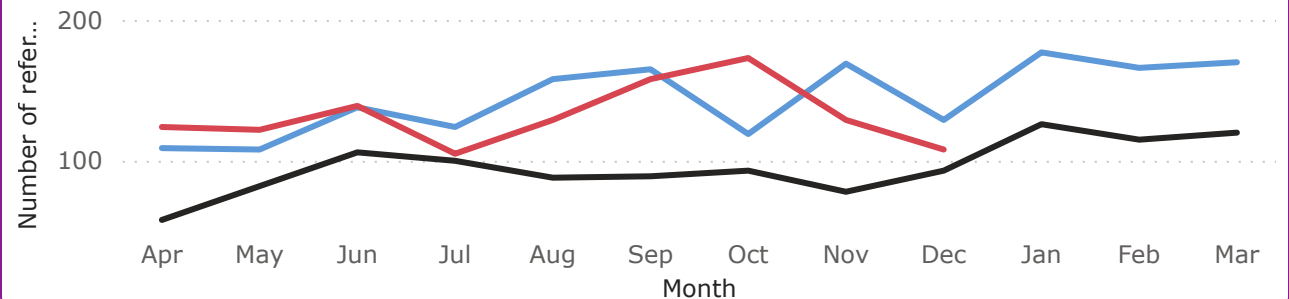
Number of homelessness duties discharged into the private rented sector

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



12. Housing and Strategic Health



Latest Data Period:

December 2023

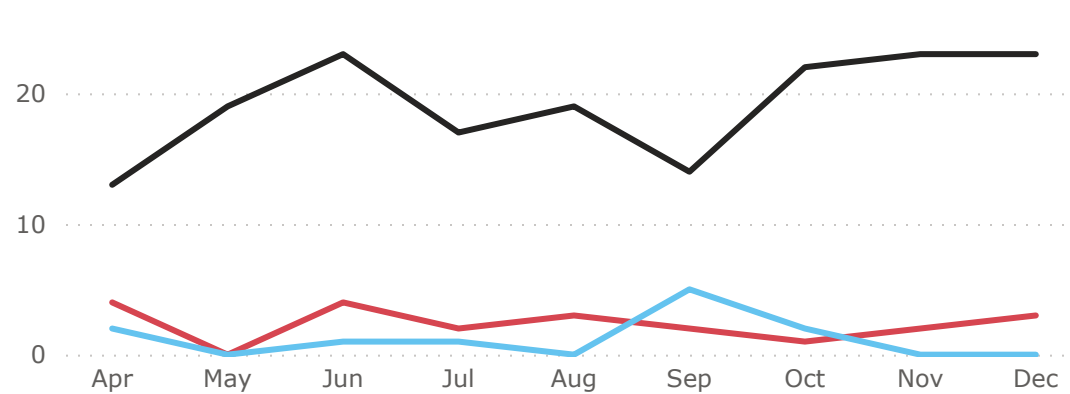
Commentary or Summary

Our annual budget has been increased by a further £126,923.00, following additional allocation from The Department for Levelling Up, Housing & Communities which has been received from SCC giving us a total annual budget of £1,581,460 of which we have £384,229.29 remaining. Our spend at the end of Q3 at £1,197,230.71

During December 2023, we received 26 referrals for adaptations 12 from ILS, 10 from Home First/Adult Care Services, 1 from Community Services and OT's, 1 from Children's Services and 1 from a GP Surgery and 1 from Newmarket Hospital. We also dealt with 21 enquiries of which 3 were referred to Suffolk County Council for full OT Assessments.

Number of Disabled Facilities Grant applications received

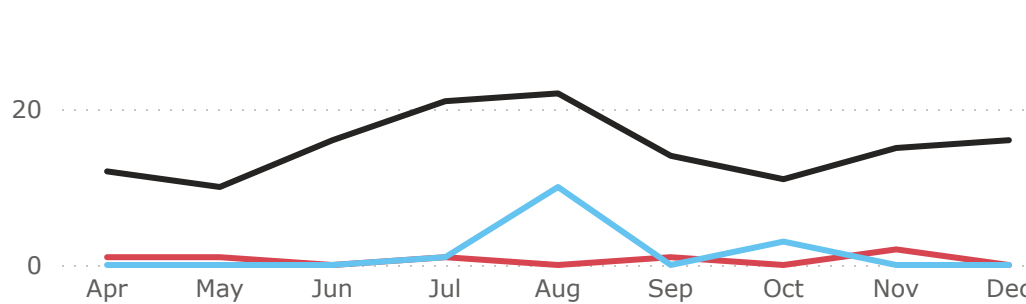
● Number of new fast-track grant ap... ● Number of new mandatory ... ● Number of new other...



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

Number of new Disabled Facilities Grant applications approved

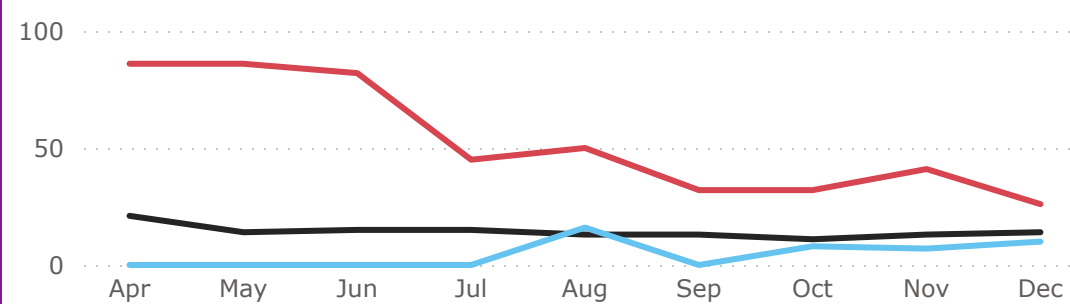
● Number of new fast-track gra... ● Number of new mandat... ● Number of new ot...



- 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 p... ● Average time tak...



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

13. Housing and Strategic Health



Latest Data Period:

December 2023

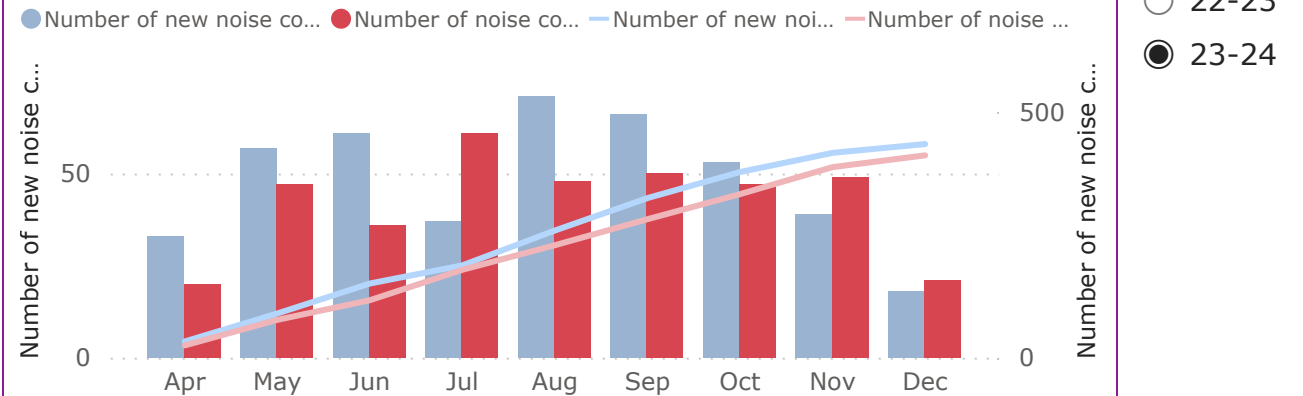
Commentary or Summary

Number of new noise complaints received: Noise complaints received dropped in December 2023 as they tend to reduce in the winter as the weather gets colder and nights draw in. Less people outdoors for shorter periods and more windows closed at night, resulting in less people exposed to unreasonable levels of noise. Steep reduction may be due to two Bank Holidays over Christmas, this is expected to rise again in January 2024.

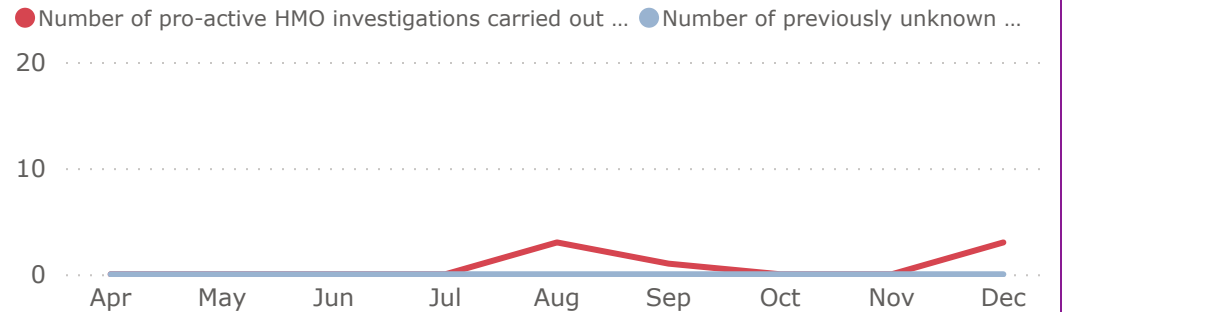
Number of noise complaints resolved within allocated timeframe (55 calendar days): 24 resolved, 21 (88%) in target, 3 (12%) out of target in December 2023.

Number of Public Health cases received: 27 Public Health cases received in

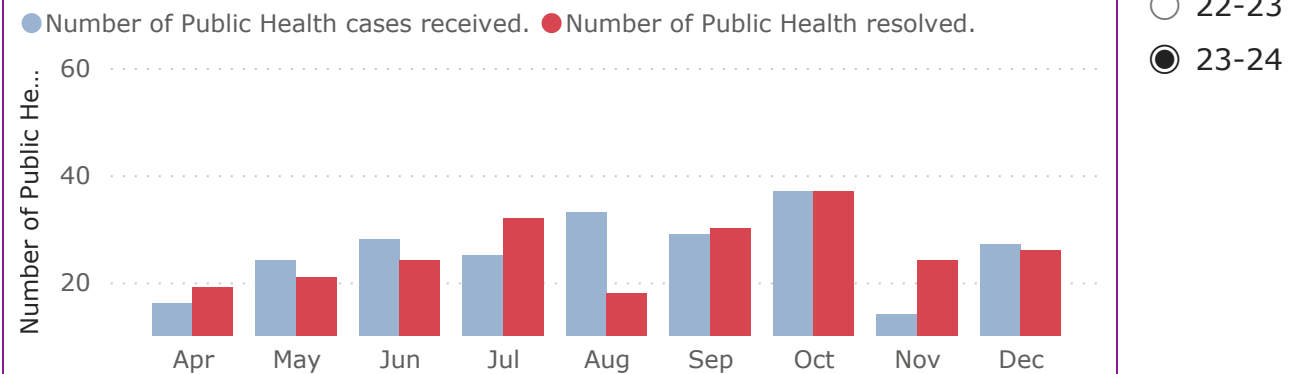
Number of new noise complaints received and resolved within allocated timeframe



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



Number of Public Health cases received and resolved within allocated timeframe



14. Housing and Strategic Health

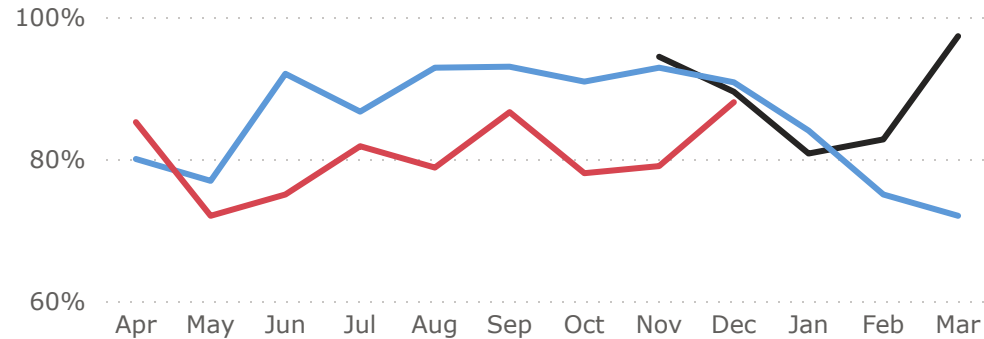


Latest Data Period:

December 2023

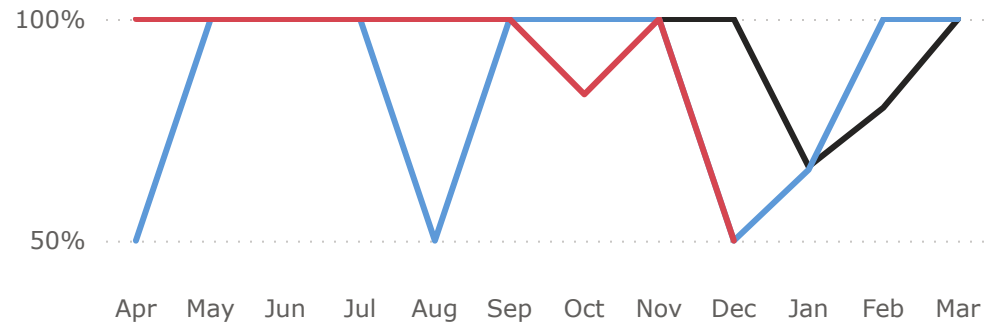
Percentage of housing complaints received that were resolved within the allocated timescales

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



Percentage of HMO (all types) complaints received that were resolved within the allocated timescales

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



Commentary or Summary

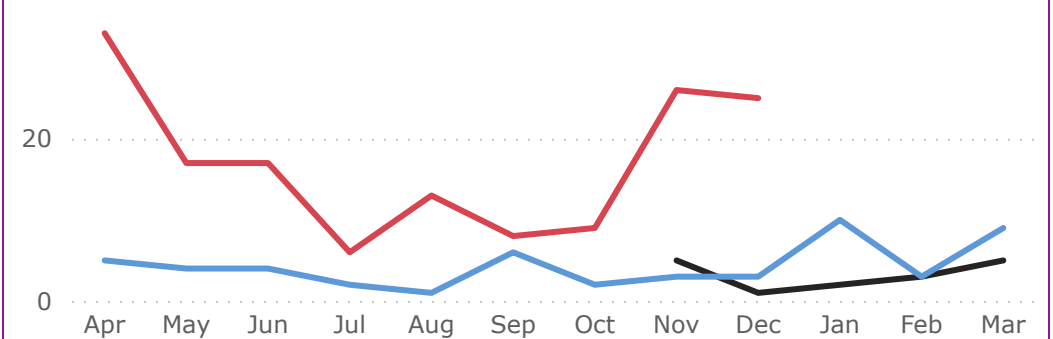
Number of Housing Health and Safety Rating System hazards are removed or reduced*: 25 Hazards in total were reduced or removed in December 2023. All of the hazards were Category 2 Hazards.

18 were in private rented properties and **8** in social housing. **6 of the total hazards** were found in one private rented property, **5** in another private rental and **5** in another RSL.

8 of the 25 hazards removed/reduced were damp and mould related in December 2023. Out of the 8 damp and mould hazards removed/reduced, **4** of these were in Social Housing and **4** in the private rented sector.

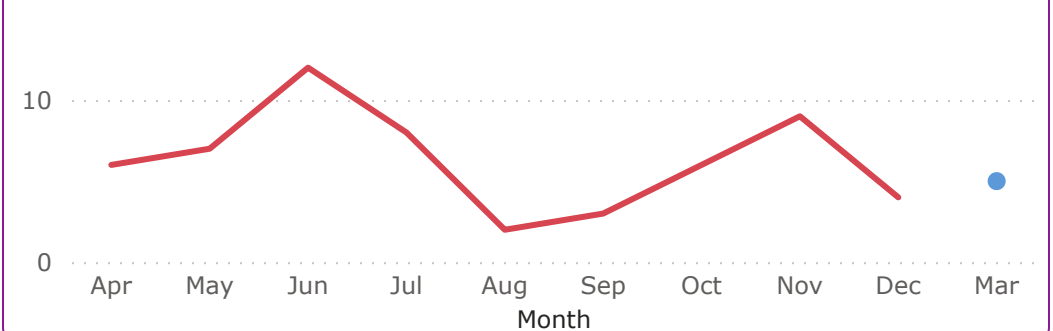
Number of Housing Health and Safety Rating System hazards removed or reduced

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



Number of damp and mould hazards identified through HHSRS

Financial Year ● 22-23 ● 23-24



15. Housing and Strategic Health

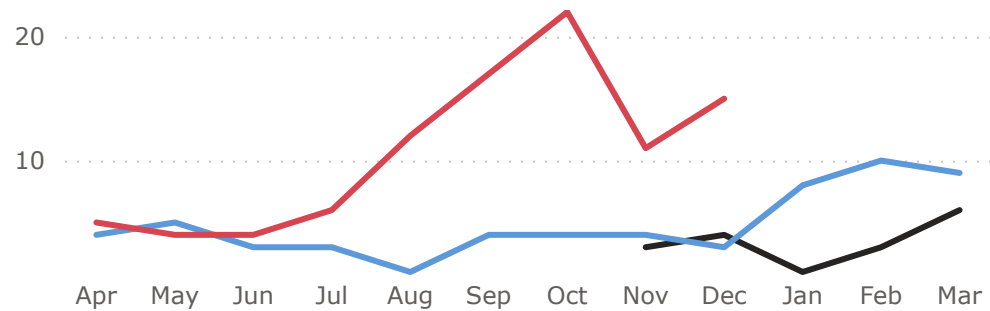


Latest Data Period:

December 2023

Number of licensable HMO (5+ people) licence and renewal applications currently being processed

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

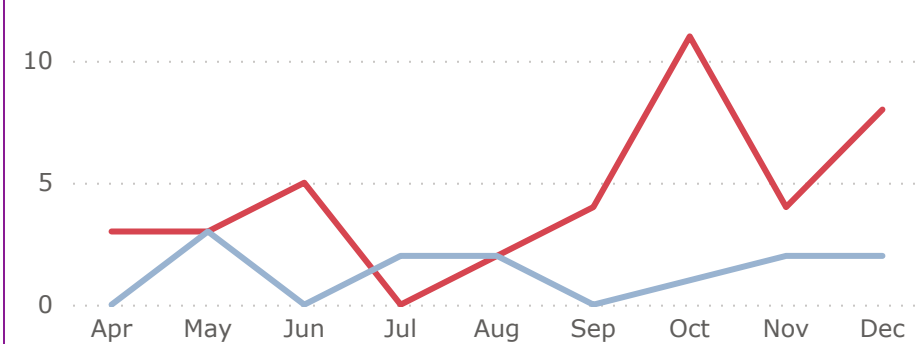


Commentary or Summary

Number of licensable HMO inspections carried out: These figures include inspections carried out for licence renewals and through the routine risk based programme. These are priority at present.

Number of licensable HMO (5+ people) inspections due and carried out

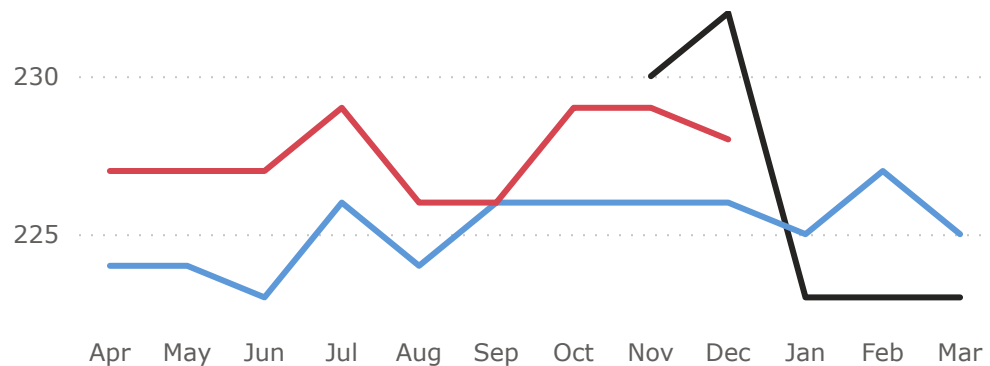
● Number of licensable HMO inspections carried out ● Number of licensable HMO inspections due



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

Number of HMOs (all types) in West Suffolk

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

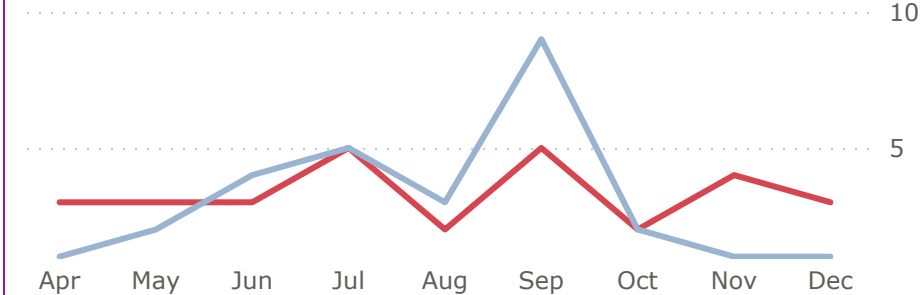


Number of non licensable HMO inspections carried out: Once the HMO licence renewals are up to date, we will be able to focus on bringing the non licensable inspections up to date.

Number of licensable HMO (5+ people) licence and renewal applications

Number of non-licensable HMO (3-4 people) inspections due and carried out

● Number of non-licensable HMO inspections carried out ● Number of non-licensable HMO inspections due



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

16. Resources and Property



Latest Data Period:

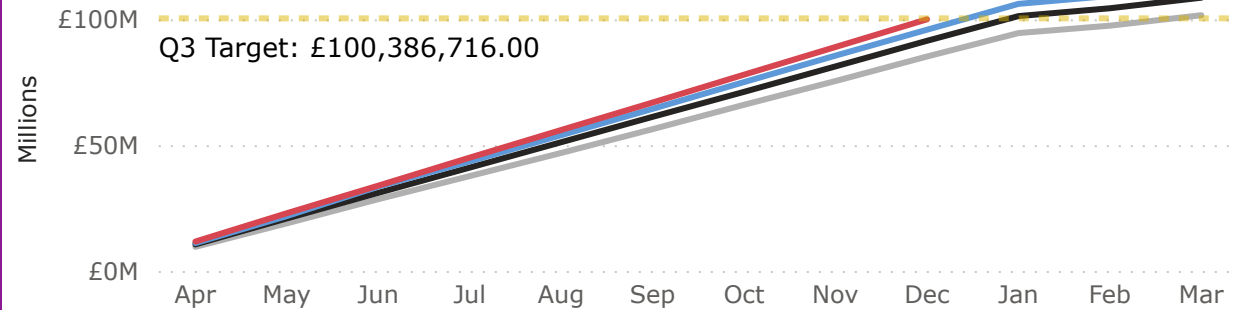
December 2023

Commentary or Summary

Council Tax collection against target: Council Tax is around £380,000 behind target at the end of Q3 which equates to 0.33% of the overall debt. In 22/23 the deficit was greater at Q3 but the full year's target was collected – the collection will be closely monitored in Q4.

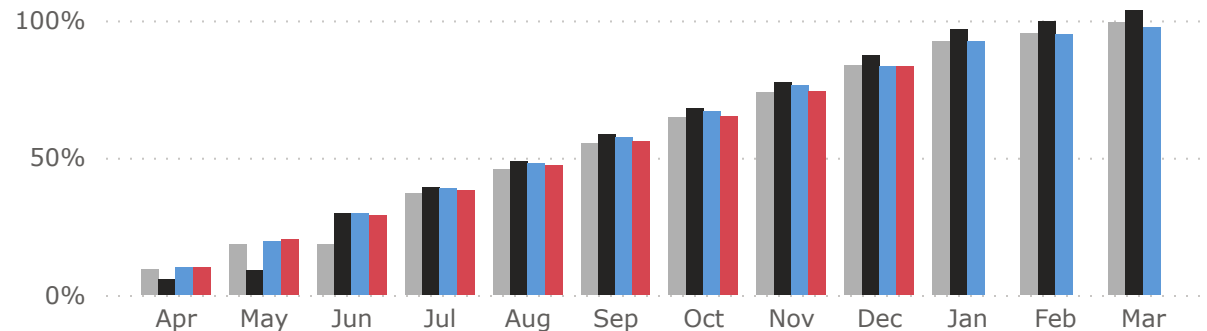
Amount of Council Tax collected (YTD)

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



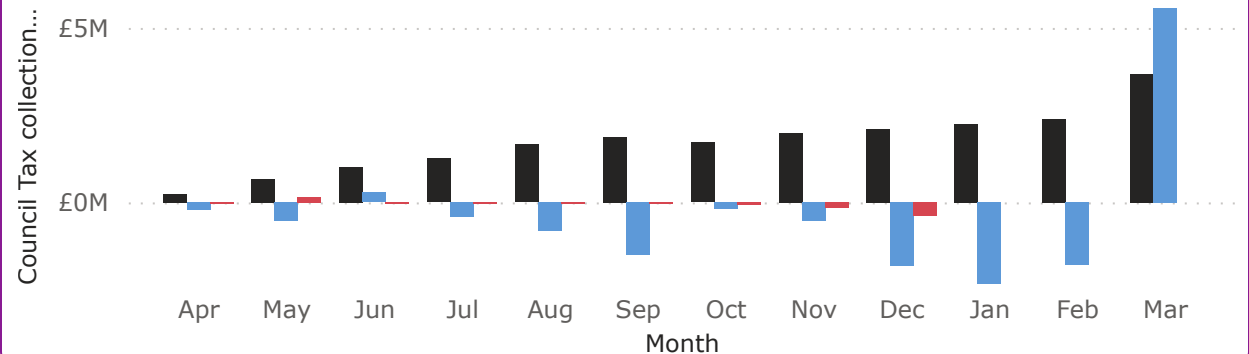
Percentage collection of Council Tax (collection rate)

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



Council Tax collection against target

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



17. Resources and Property

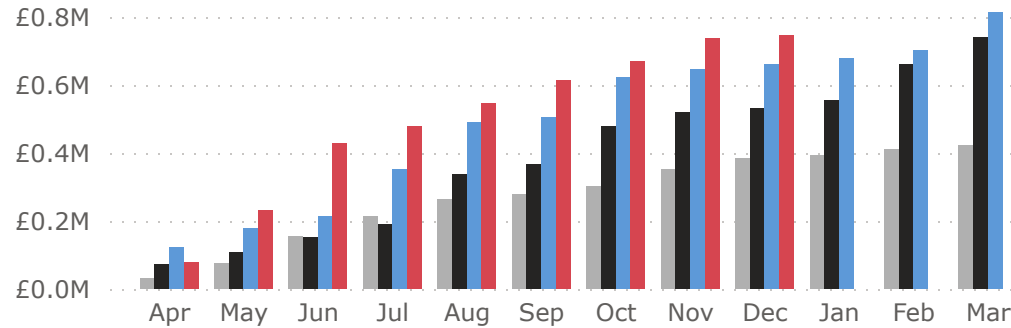


Latest Data Period:

December 2023

Value of fraud identified by the ARP team (YTD)

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



Commentary or Summary

Business rates: Collection remains above target at Q3 with the percentage surpassing the 22/23 level at Q3.

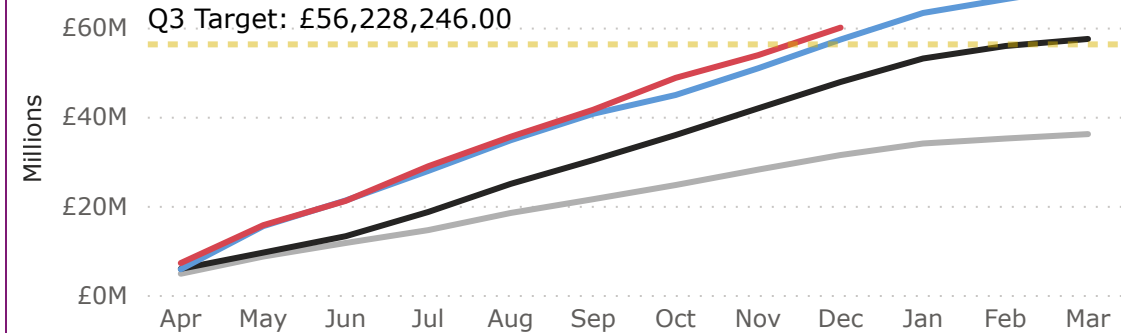
Fraud identified by ARP team: ARP are tasked with identifying and preventing fraud in the following areas:

- Local Council Tax Support
- Single Person Discount
- Council Tax
- Non Domestic Rates.

The Team have identified considerable

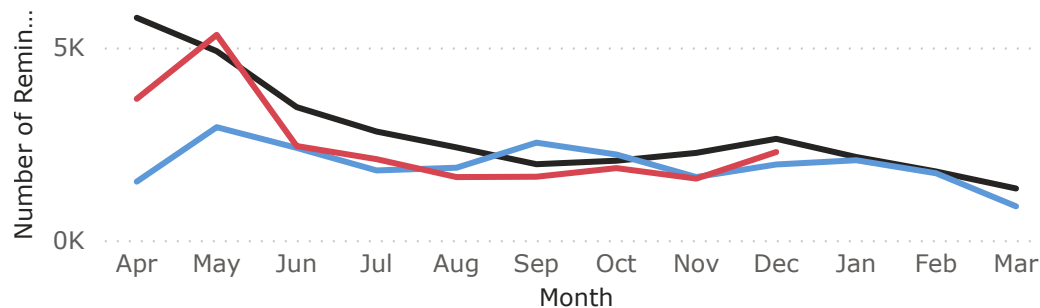
Amount of business rates collected (YTD)

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



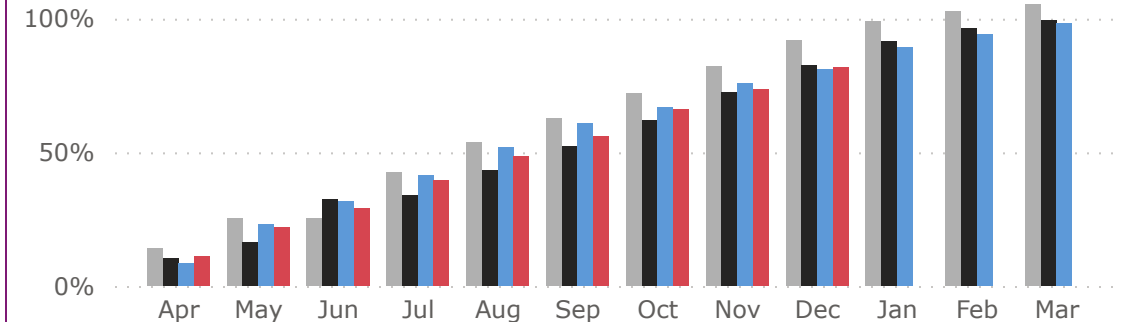
Number of Reminders and Summonses issued for Council Tax

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



Percentage collection of business rates

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



18. Resources and Property



Latest Data Period:

December 2023

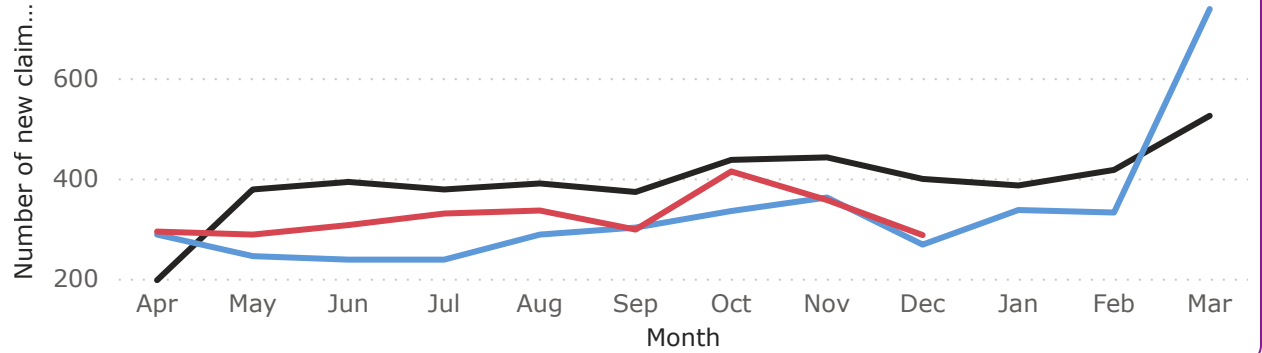
Commentary or Summary

Days taken to process Housing Benefit and Council Tax Reduction claims:

The days taken to process HB claims is over the Q3 target of 8 days. A system issue with CTR automation which affected the volumes of manual CTR assessments and impacted on performance across the Benefits Team is now fixed and we have undertaken some targeted workdays to get HB claims up to date. This campaign is now focusing on getting CTR claims up to date and will continue over the coming months with the aim of meeting the year-end target. As Universal Credit continues to migrate the proportion of more complex supported and temporary housing cases is impacting processing times and we are working with DWP to help them understand the impact of the changing caseload.

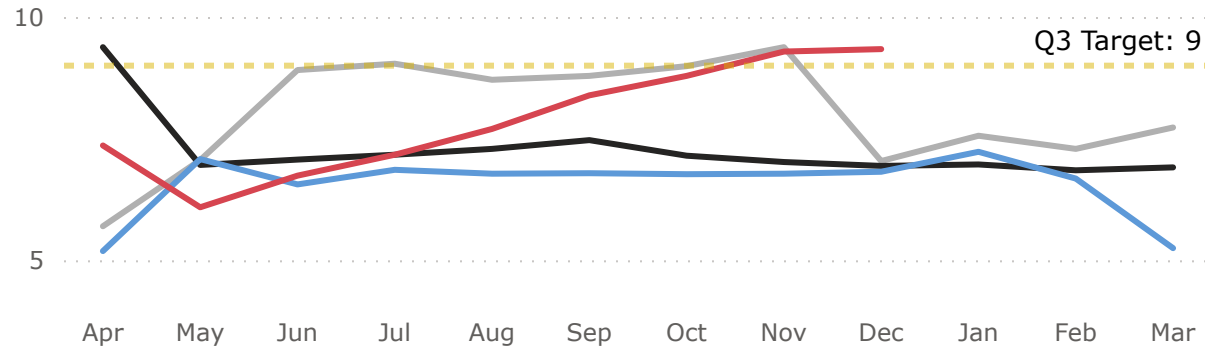
Number of new claims for Local Council Tax Reduction Scheme

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



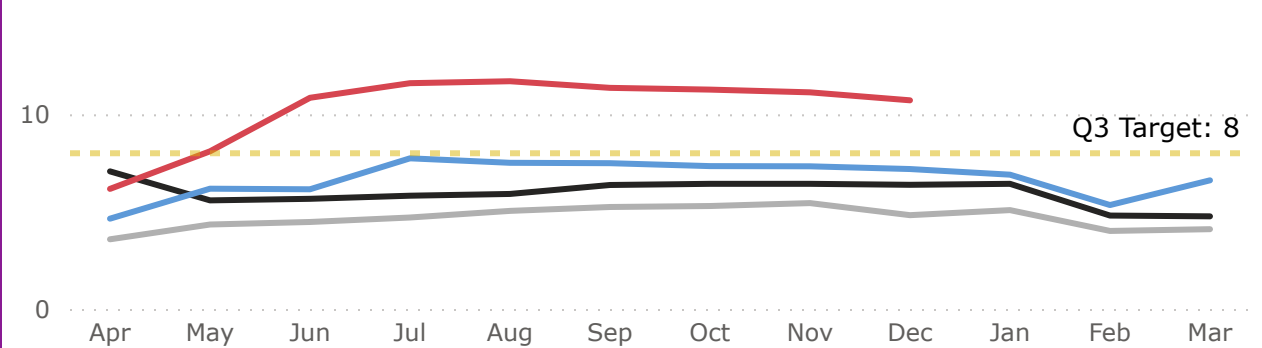
Days taken to process Local Council Tax Reduction Scheme claims

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



Days taken to process Housing Benefit claims

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



19. Resources and Property

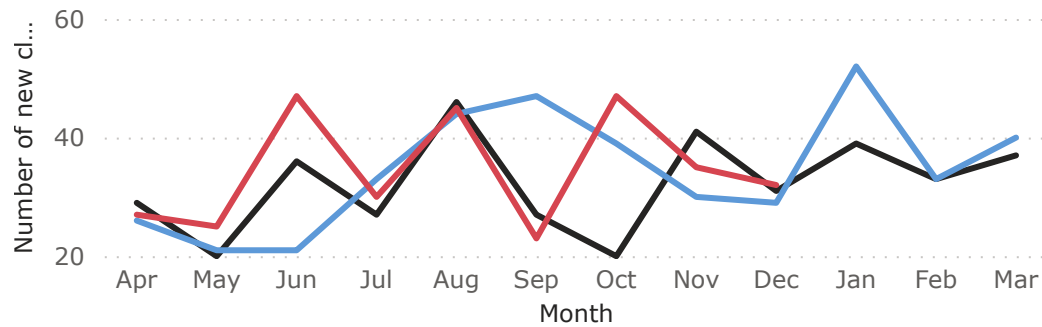


Latest Data Period:

December 2023

Number of new claims for housing payments for temporary accommodation

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

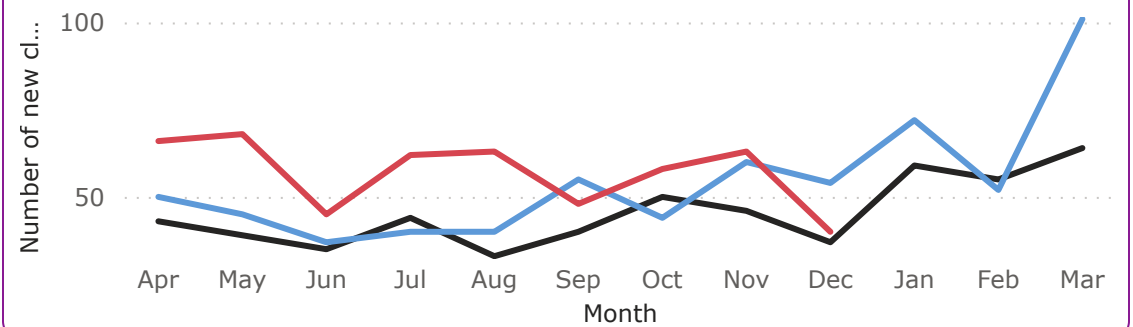


Commentary or Summary

Number of e-forms received:
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.

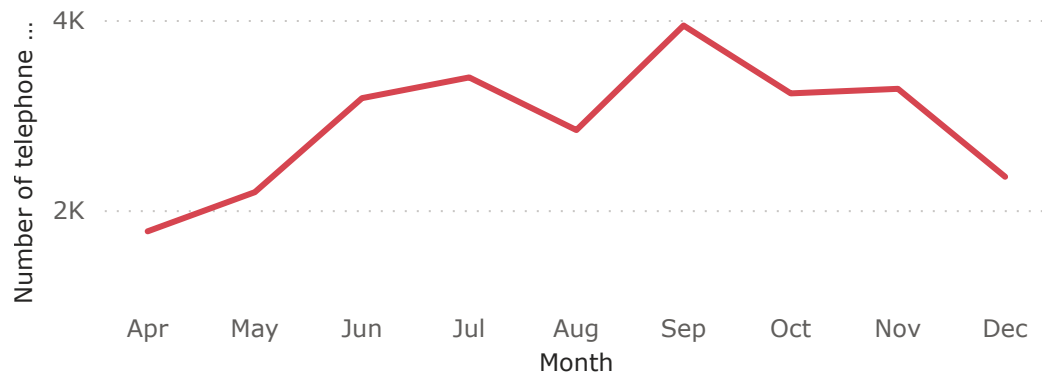
Number of new claims for Discretionary Housing Payment or Exceptional Hardship Fund

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



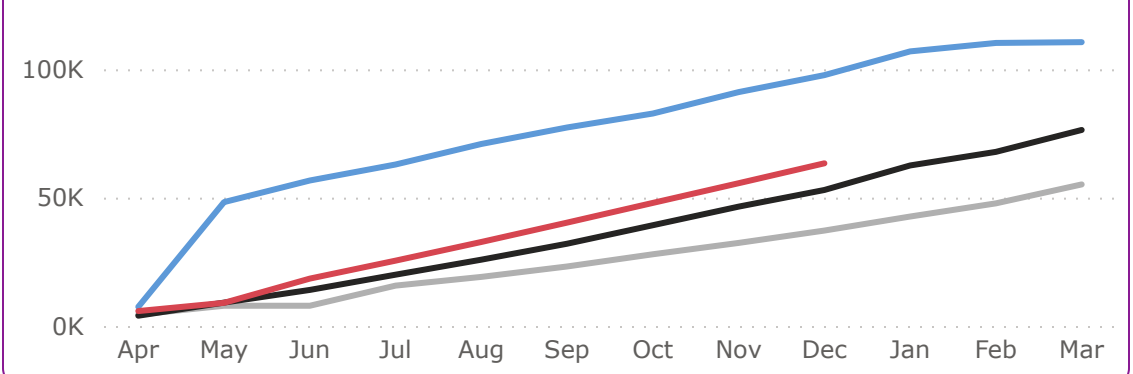
Number of telephone calls made by the Recovery Team

Financial Year ● 23-24



Number of e-forms received (YTD)

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



20. Resources and Property



Latest Data Period:

December 2023

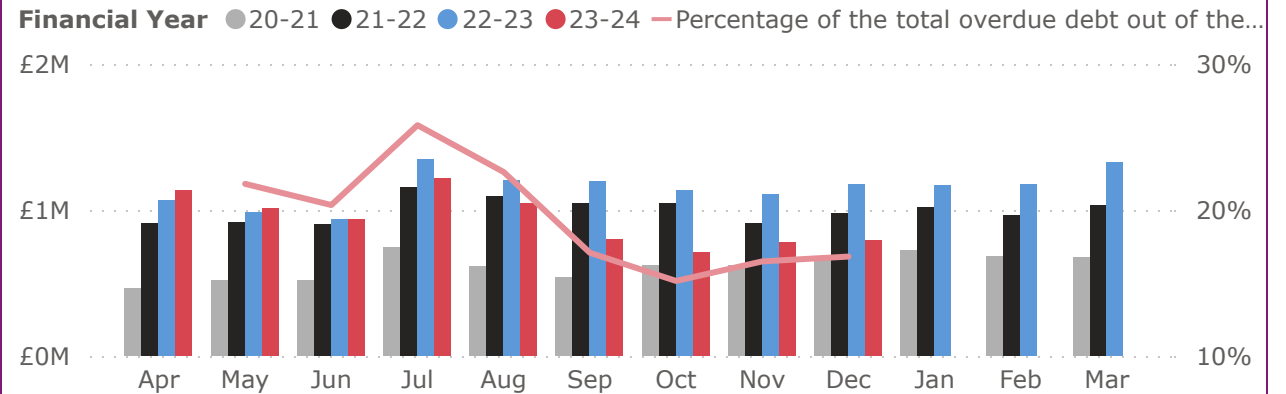
Commentary or Summary

Amount of debt over 90 days old: The overall debt over 90 days position is broadly unchanged in total but within that there have been significant payments made (particularly in the older Commercial Property debts) but there are being replaced by other newer tenant debt moving into the over 90 day range.

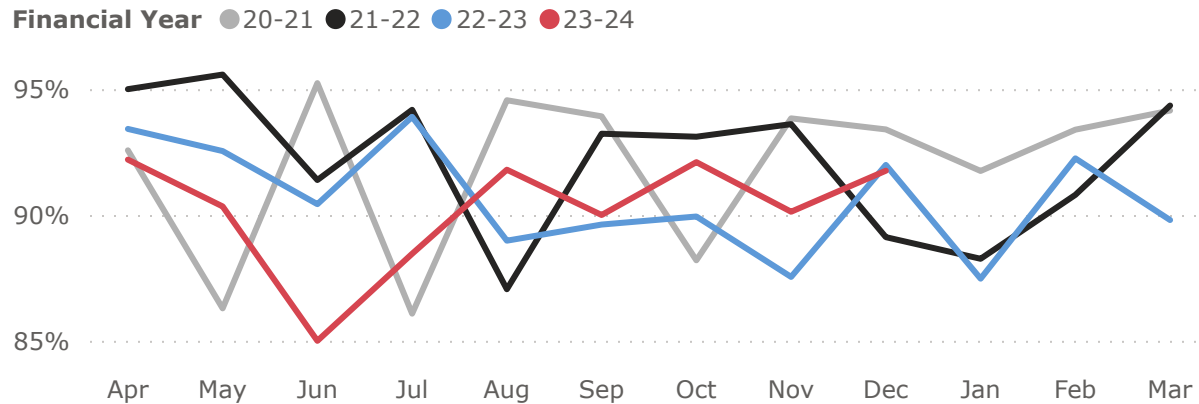
Percentage of the total overdue debt out of the total invoiced moving total: This is a new KPI this quarter. The purpose of this metric is to show the total debt over 90 days as a percentage of the monthly average invoices raised for the year.

% voids across entire commercial estate: The void rate figure has remained

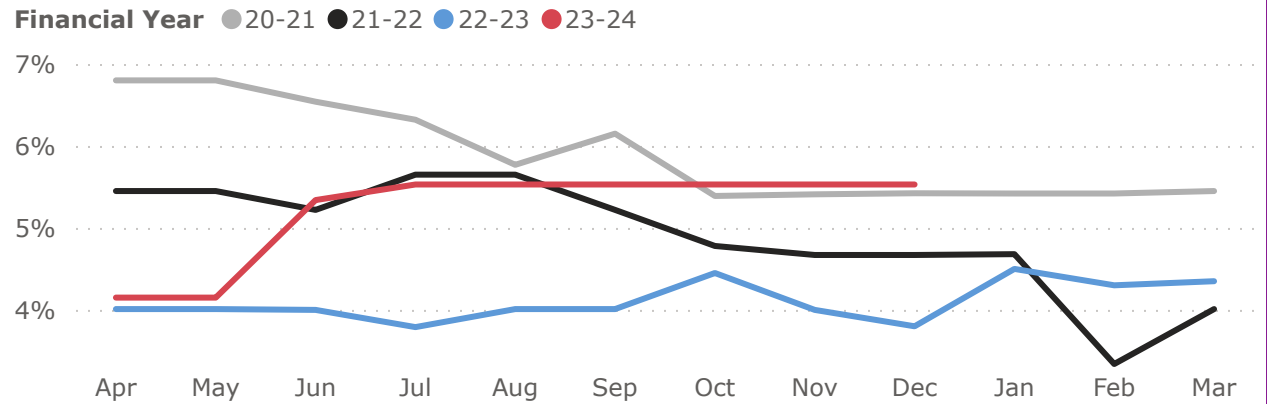
Amount of debt over 90 days old



Percentage of undisputed invoices paid within 30 days



Percentage of void properties across entire commercial estate



21. Governance



Latest Data Period:

December 2023



Commentary or Summary

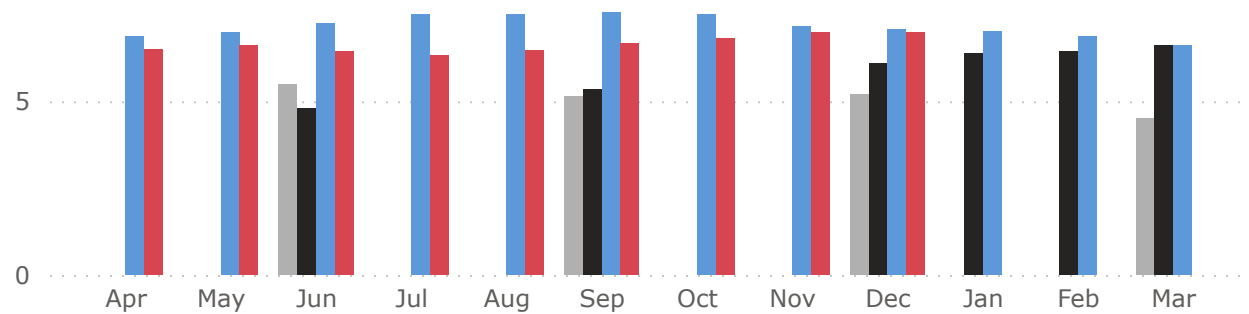
Average number of sick days lost per FTE per year: A slight decrease since November 2023 with a number of staff returning from long term absences.

Head count: No change since November 2023.

Number of new starters YTD: Two new starters in December 2023.

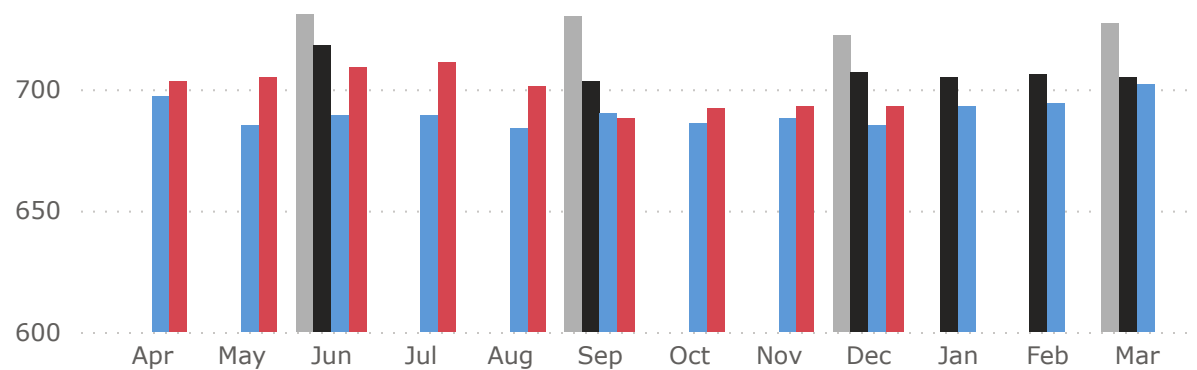
Average number of sick days lost per FTE per year

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



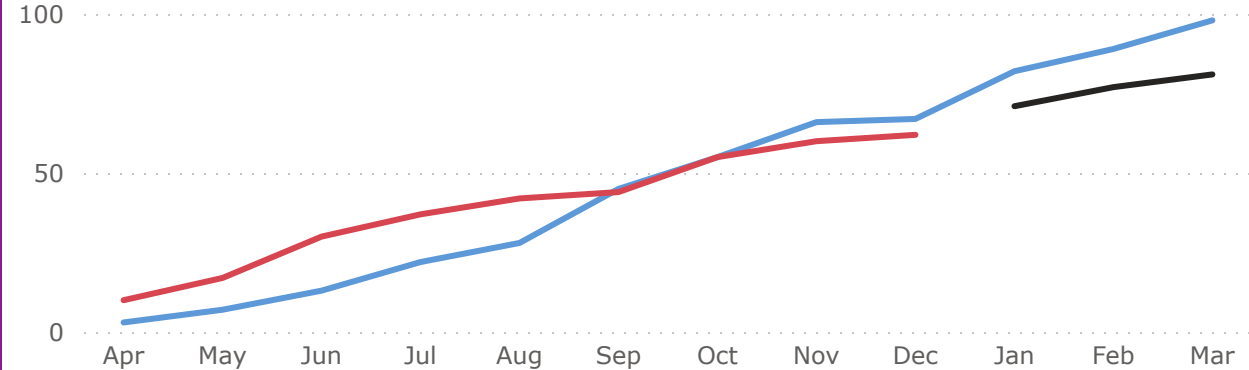
Number of current employees (head count)

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



Number of new starters (YTD)

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



22. Governance



Latest Data Period:

December 2023

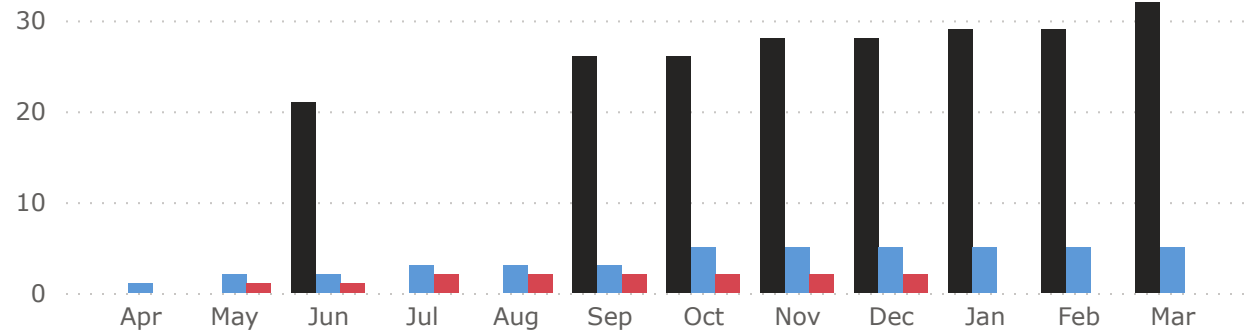
Commentary or Summary

Canvass: The Council agreed to delay the publication of the electoral register to 1 February 2024 so this figure will not be available until early February.

Typically, 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. We achieved a canvass completion rate of 98 per cent of properties for both the 2020 and 2021 annual canvass.

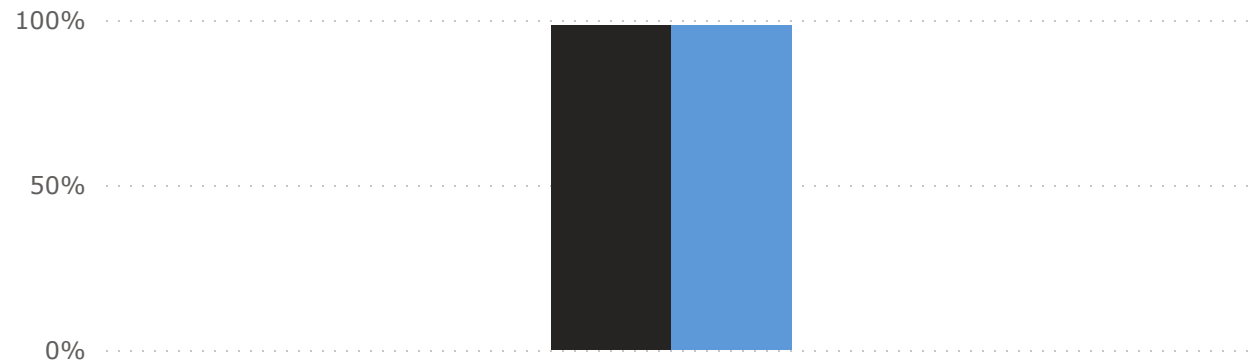
Number of unscheduled elections and referendums held (YTD)

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



Percentage overall canvass completion

Financial Year ● 21-22 ● 22-23



23. Regulatory and Environment



Latest Data Period:

December 2023

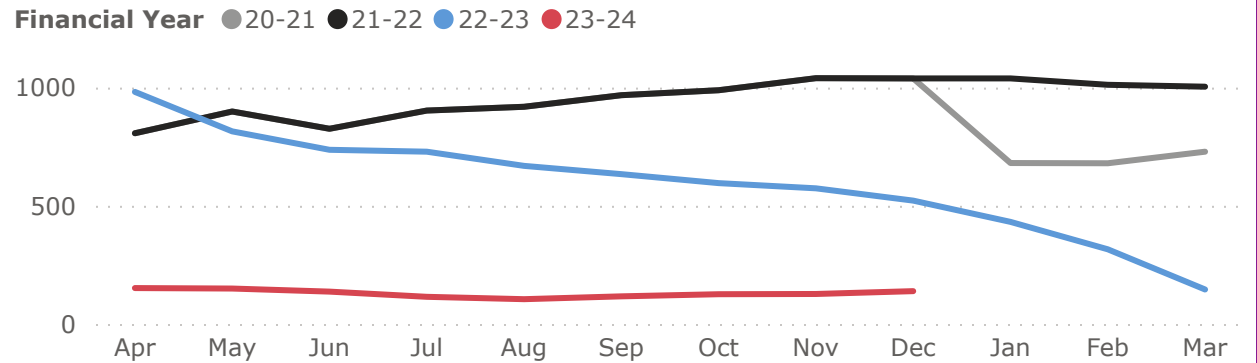


Commentary or Summary

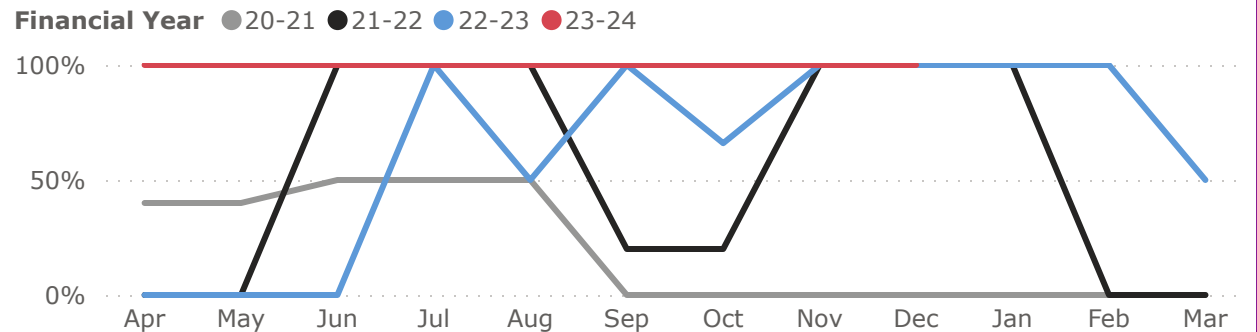
Number of outstanding routine food hygiene inspections due: 139 outstanding inspections on 31 December 2023. Food hygiene inspection activity by the CEH team is being carried out in accordance with the Food Standards Agency's Code of practice. However, there will always be a number of rolling number of outstanding as every month new ones become due. Although it looks like there has been no shift, 28 food hygiene inspections have been completed during December 2023 by the team.

The team have been prioritising some health and safety accident investigations and well as the health and safety project over the summer has impacted on work still on going from this. FTE Technical Officer started January 2024. We have also been prioritising a health and safety issue at a site which is taking considerable time.

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



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



24. Regulatory and Environment



Latest Data Period:

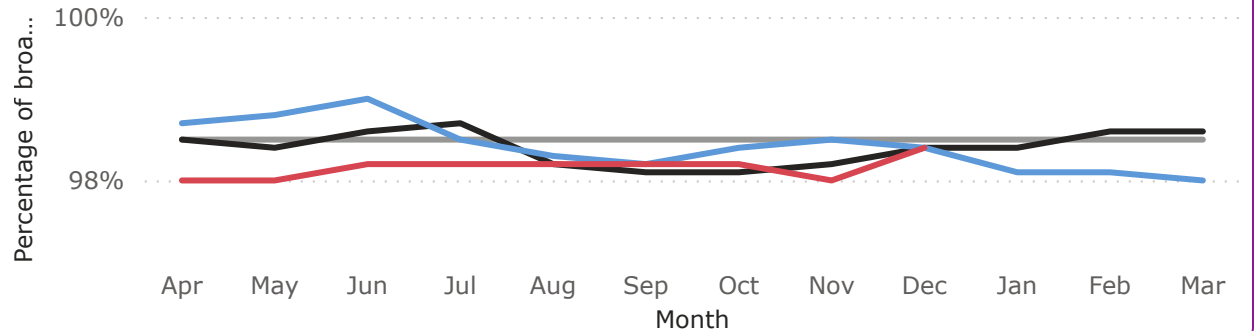
December 2023

Commentary or Summary

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

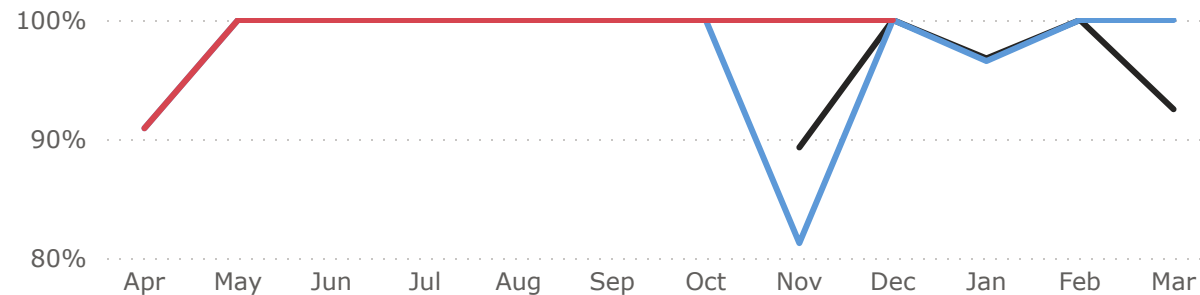
Percentage of broadly compliant food businesses (given rating between 3 and 5)

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



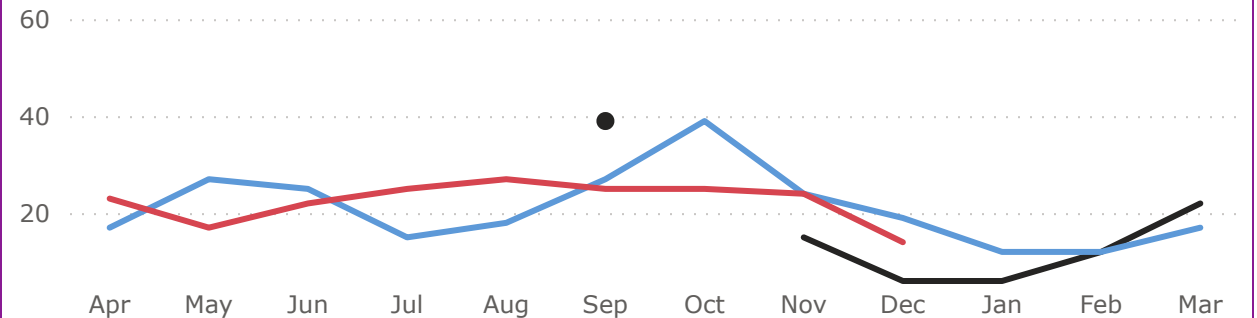
Percentage of complaints and incidents regarding West Suffolk food businesses resolved within three months

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



Number of new food premises applying for a new registration licence

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



25. Regulatory and Environment



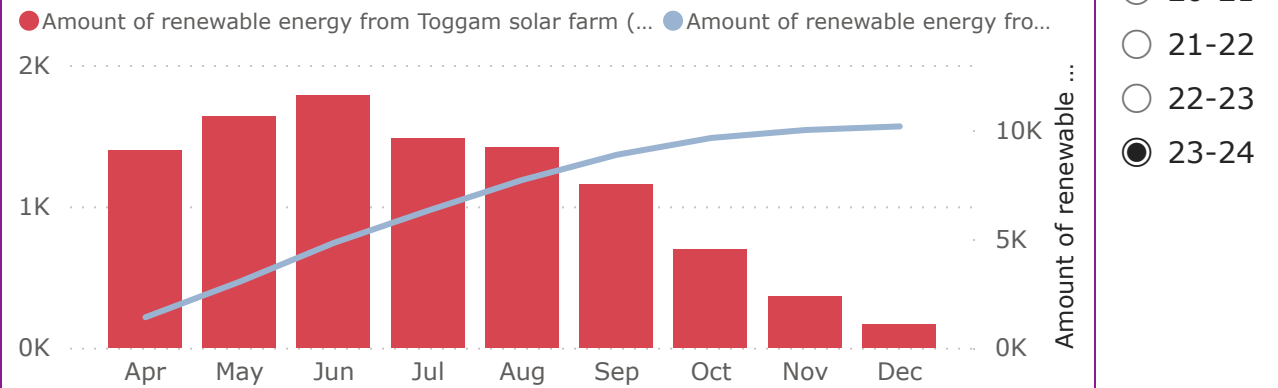
Latest Data Period:

December 2023

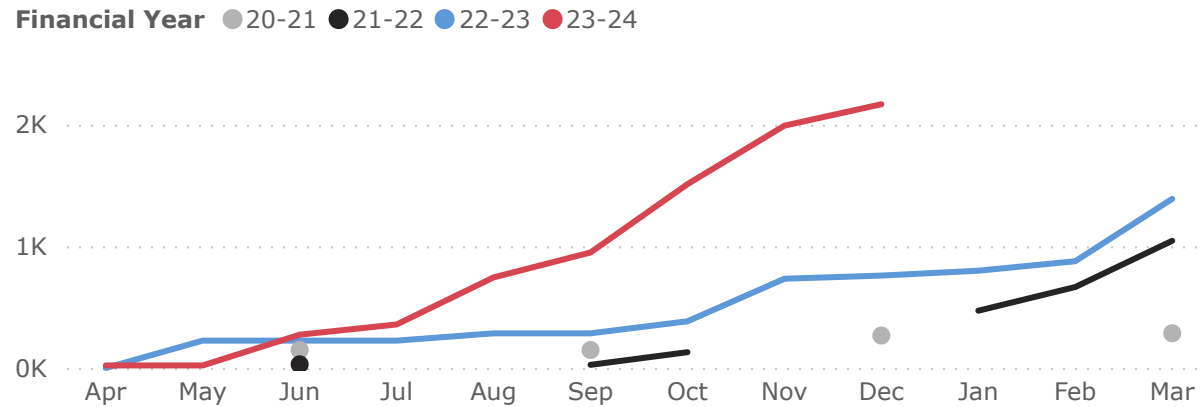
Commentary or Summary

Capacity of solar installations completed by the council YTD: We completed four solar installations in December 2023, including 100kW at West Suffolk Operational Hub.

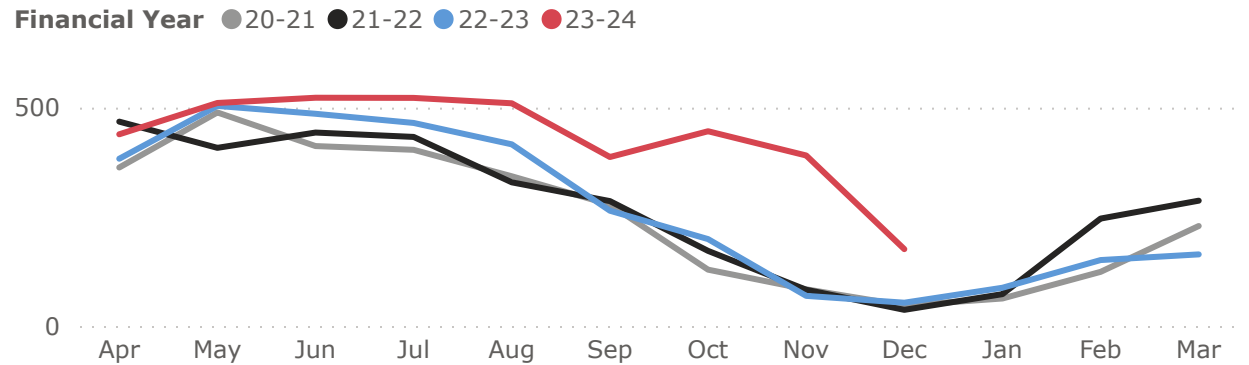
Amount of renewable energy from Toggam solar farm (MWh)



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



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



26. Families and Communities



Latest Data Period:

December 2023



Commentary or Summary

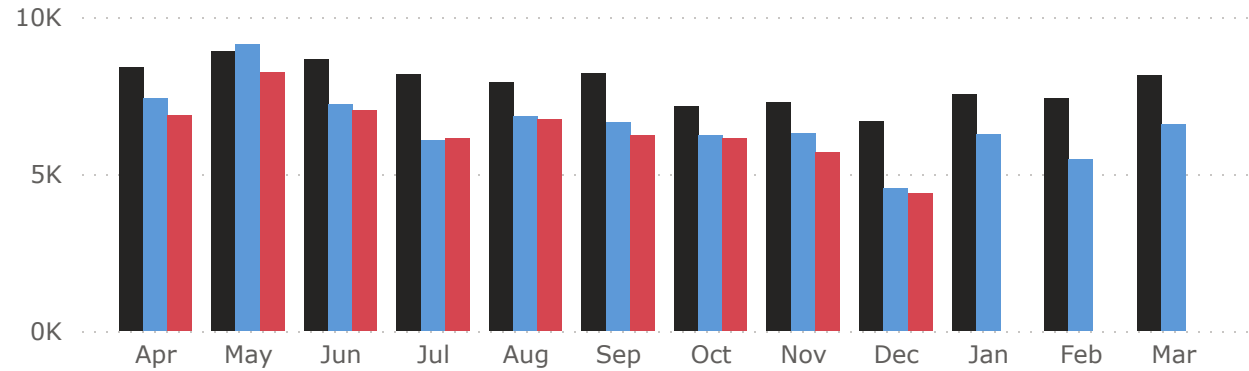
Number of contacts received - phone: The three busiest lines in Q3 have been Housing, Waste and Planning accounting for 63% of all calls received.

Face to face contacts received: Visitor numbers increased in Q3 compared to Q2. This is due to a spike of visitors across all building users attending West Suffolk House in November 2023. Mainly for meetings but West Suffolk Council did see an increase in customers attending without an appointment. West Suffolk Council visitors without appointments came for mainly for Housing, Parking Permits and ARP (Council Tax).

Suffolk County Council and other building users account for 57% of people

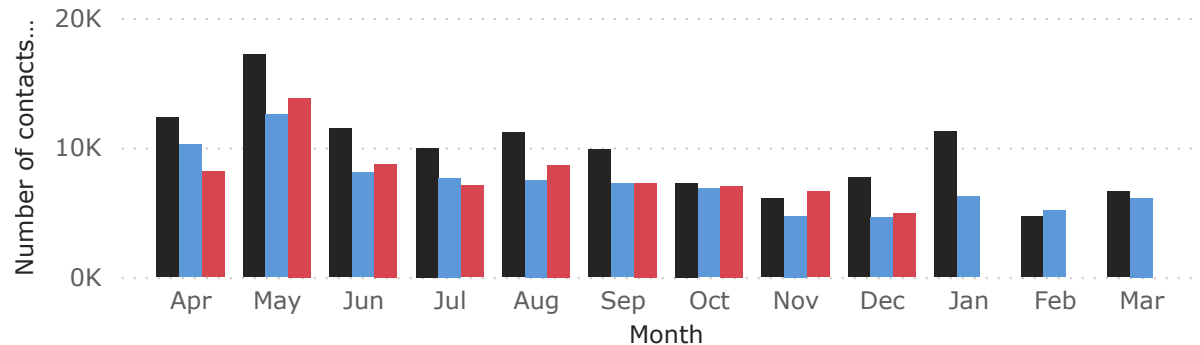
Number of contacts received - phone

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



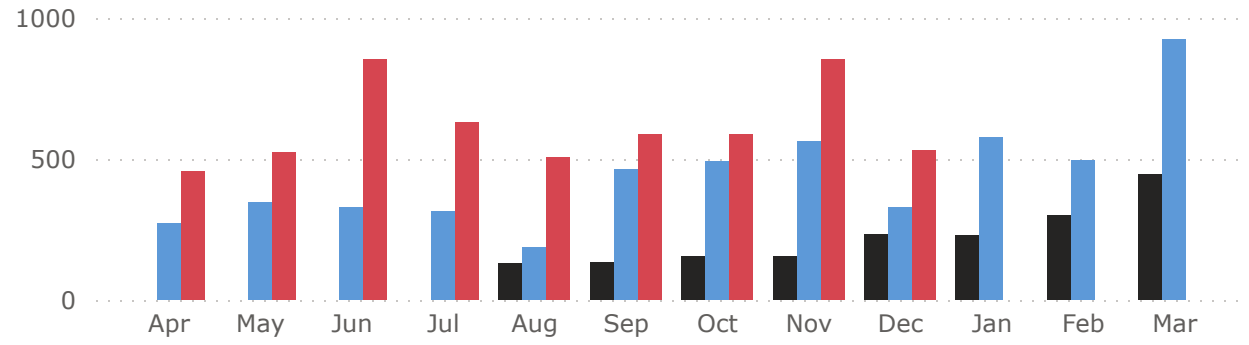
Number of contacts received - online or email

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



Number of contacts received - face-to-face

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



27. Families and Communities



Latest Data Period:

December 2023

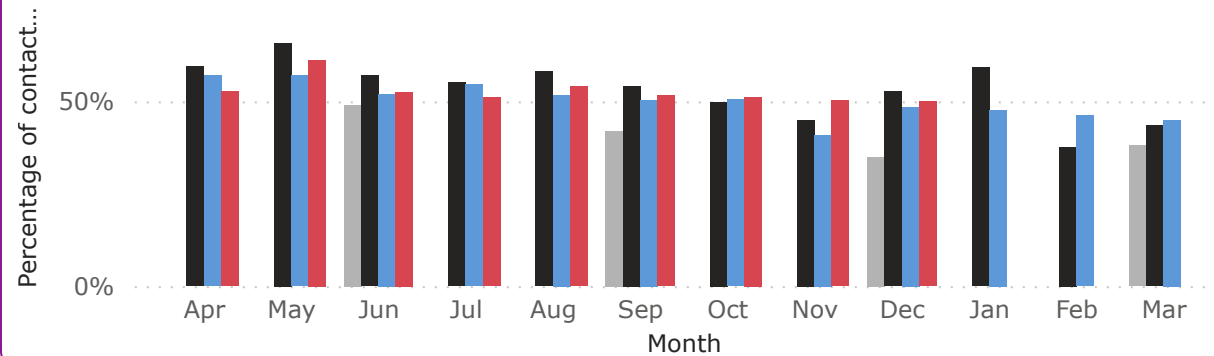


Commentary or Summary

Percentage of contacts received - online or email: We continue to see slightly higher % of customers choosing to contact us online or via email compared to phone.

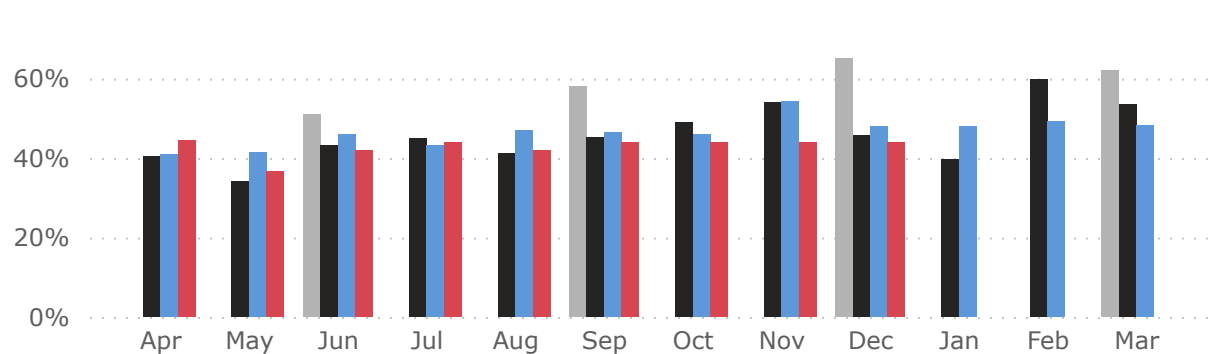
Percentage of contacts received - online or email

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



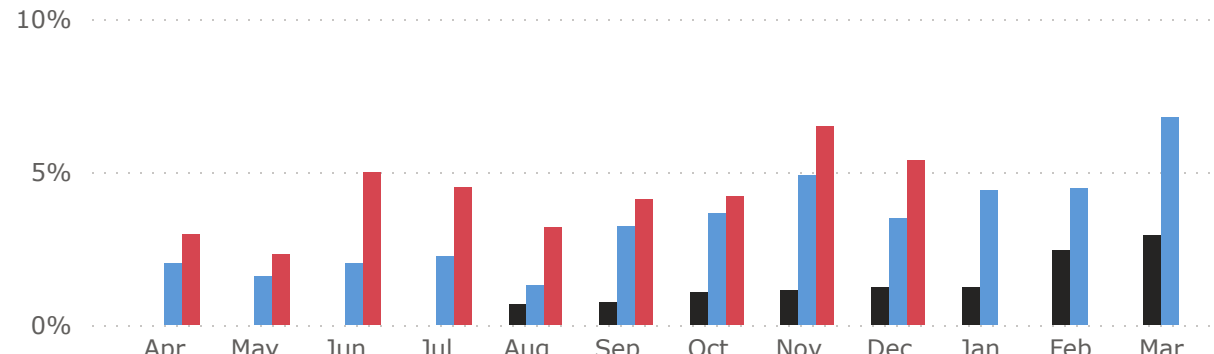
Percentage of contacts received- phone

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



28. Families and Communities



Latest Data Period:

December 2023



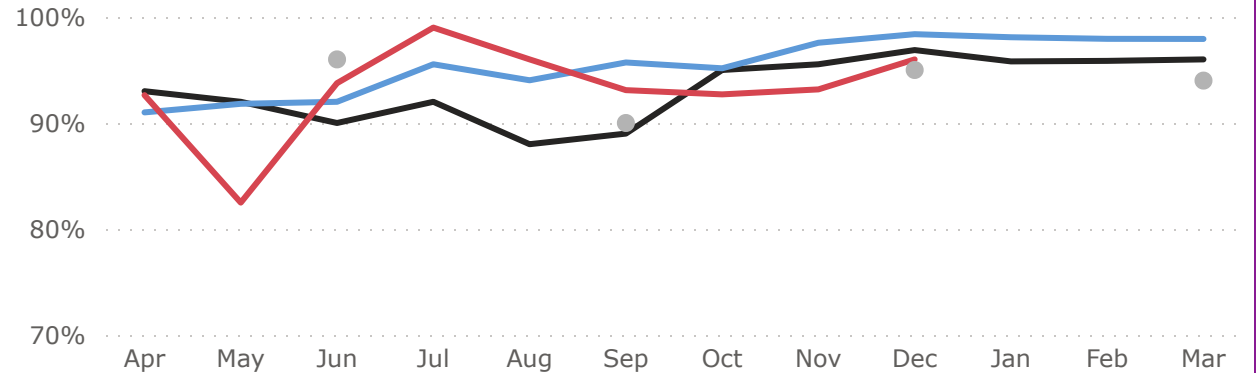
Commentary or Summary

Percentage of phone calls answered: The contact centre solution changed from Mitel to CC4All on 10 November 2023. All lines were migrated throughout the day and the move went smoothly. The new system moves away from physical handsets and separate contact centre software and runs over teams with a softphone solution. This has been a change for the Customer Service Advisers, and they had to manage a new system moving in real time whilst ensuring we maintained operational cover. We maintained an answer rate of 98% on 10 November 2023 when we changed systems.

Percentage of customer satisfied with service received: A low satisfaction rate in December 2023 but only 6 responses received via online survey. 1 was

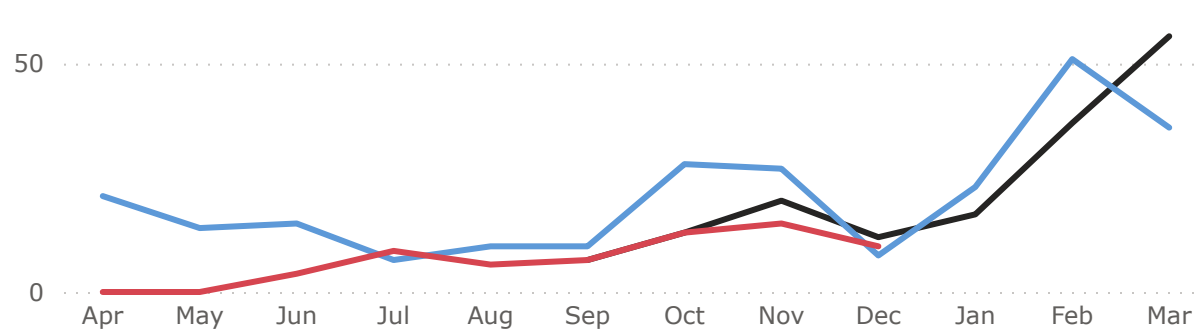
Percentage of phone calls answered

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



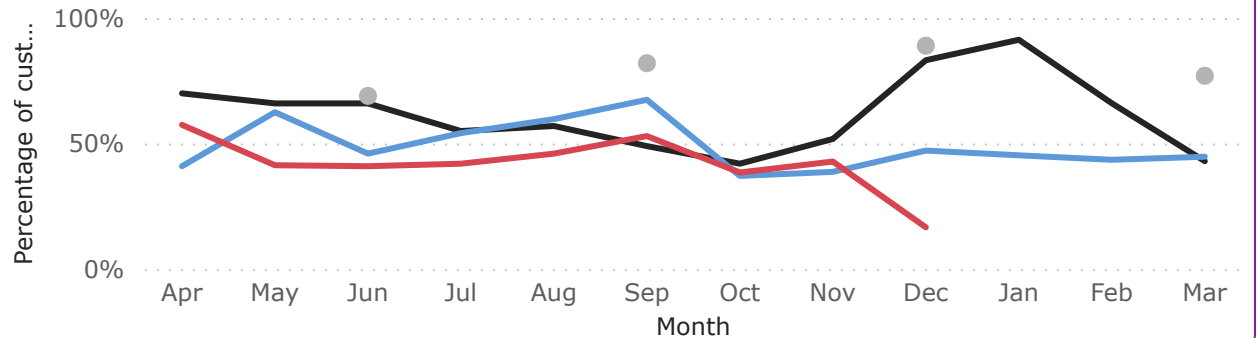
Number of locality budget applications processed by the team

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



29. Growth



Latest Data Period:

December 2023

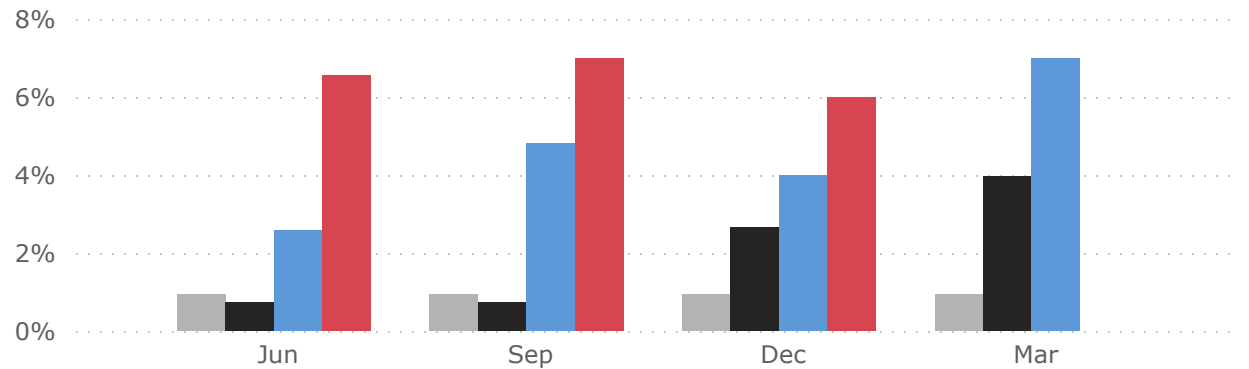
West Suffolk
Council

Commentary or Summary

Percentage of businesses that are new start-ups in West Suffolk: The number of start-up businesses across West Suffolk fell slightly in Q3 2023, showing 1,054 businesses compared to 1,228 in Q2 2023. This is not unusual and is consistent with previous years. October 2023 shows the highest number at 390. Overall, Q3 2023 has generated an increase of 698 new start-up businesses since Q2 2023.

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

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



30. Leisure, Culture and Community Hubs



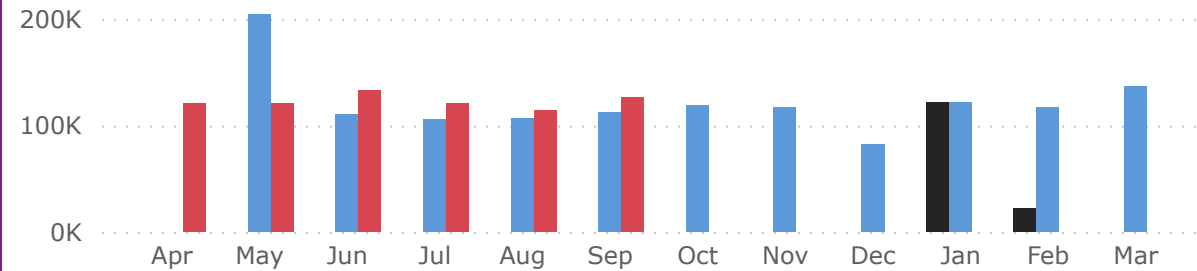
Latest Data Period:

December 2023

Commentary or Summary

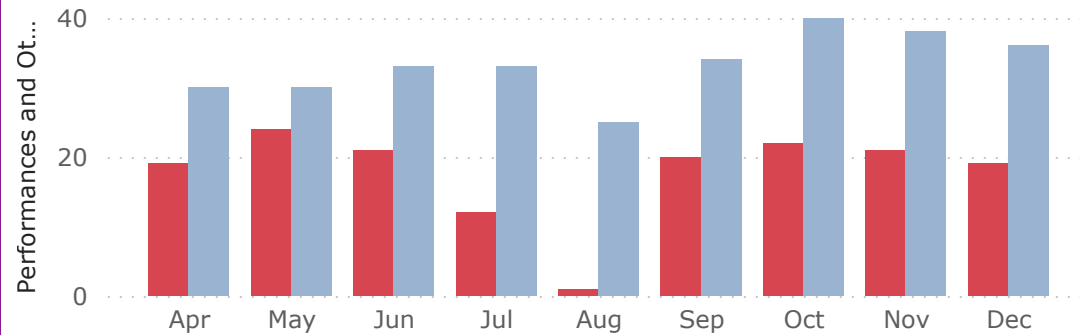
Number of non-membership admissions to Abbeycroft (one month lag)

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



Number of performances and other events at The Apex

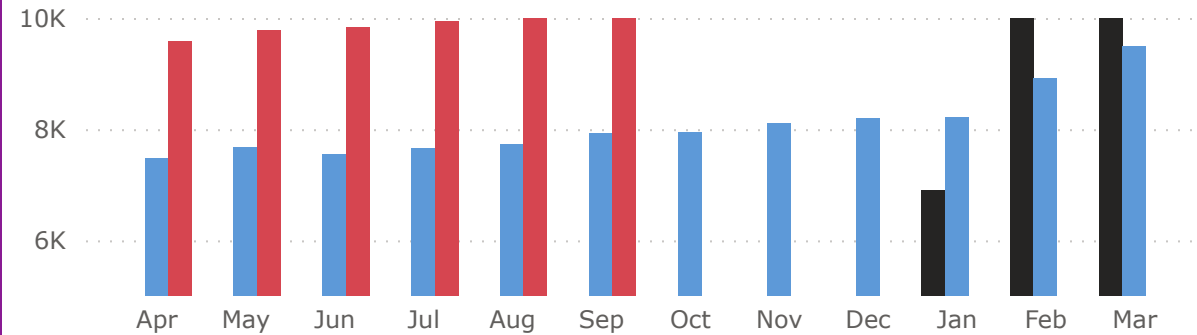
● Performances ● Other events



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

Number of Abbeycroft memberships (one month lag)

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



31. Leisure, Culture and Community Hubs



Latest Data Period:

December 2023



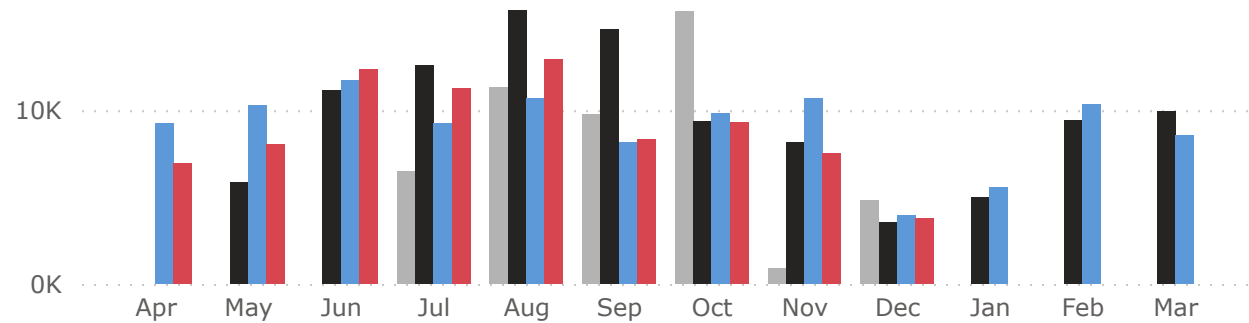
Commentary or Summary

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 visits from school pupils and visitors to West Suffolk heritage sites: Low figures for December 2023 due to seasonal variations, lots of bad weather, cost of living and school holidays, visiting numbers are slightly lower than other months – however they are on par with last year.

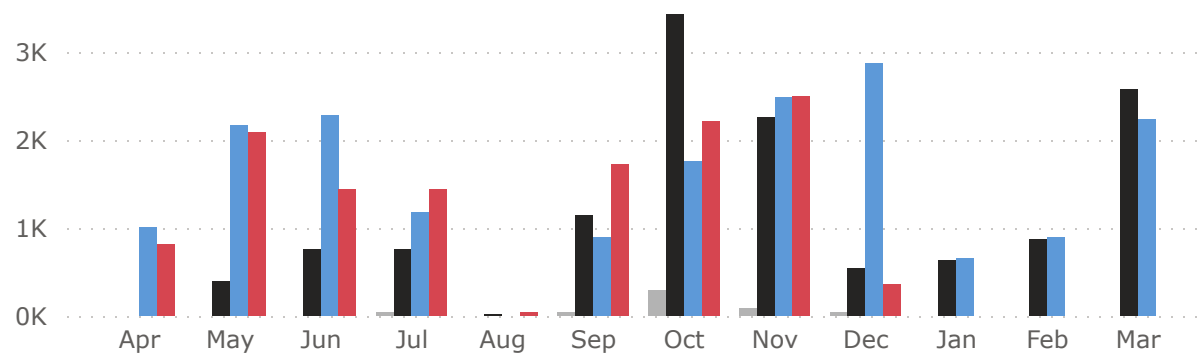
Number of visitors to West Suffolk heritage sites

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



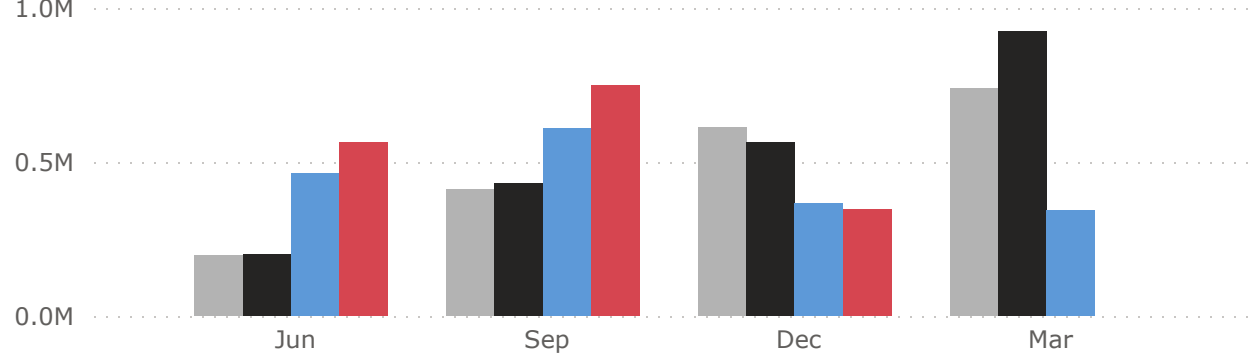
Number of visits from school pupils to West Suffolk heritage sites

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



32. Planning



Latest Data Period:

December 2023

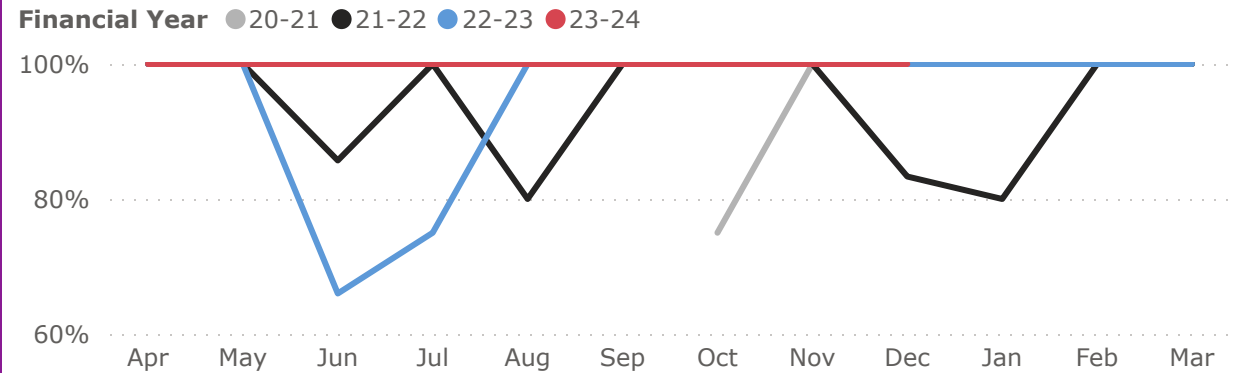
Commentary or Summary

2 major planning applications were determined in December 2023. All were determined in target and one required an extension of time.

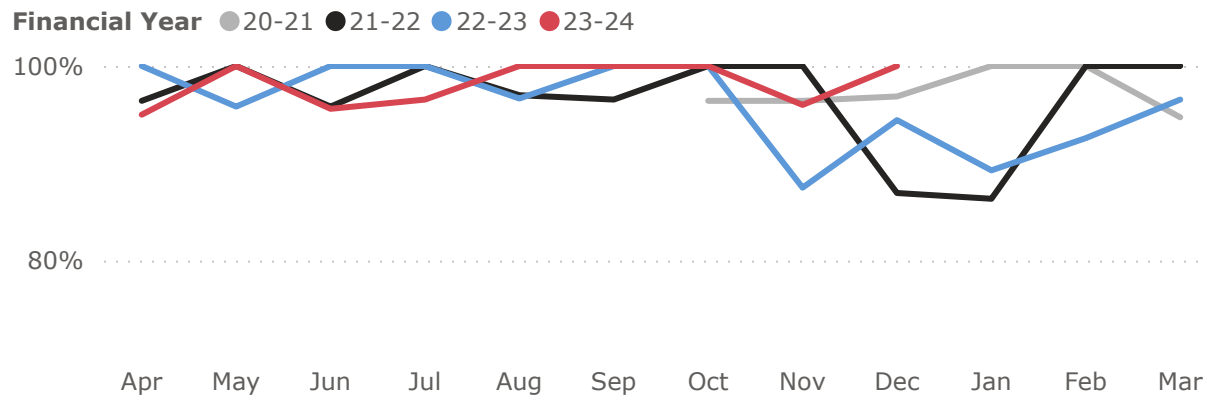
15 minor planning applications were determined in December 2023, all were determined on target. 4 applications were determined within 8 weeks, 11 required an extension of time.

31 other planning applications were determined in December 2023. 30 were determined on target. 19 were determined within 8 weeks, 11 required an extension of time. 1 application with an extension of time was determined out of target.

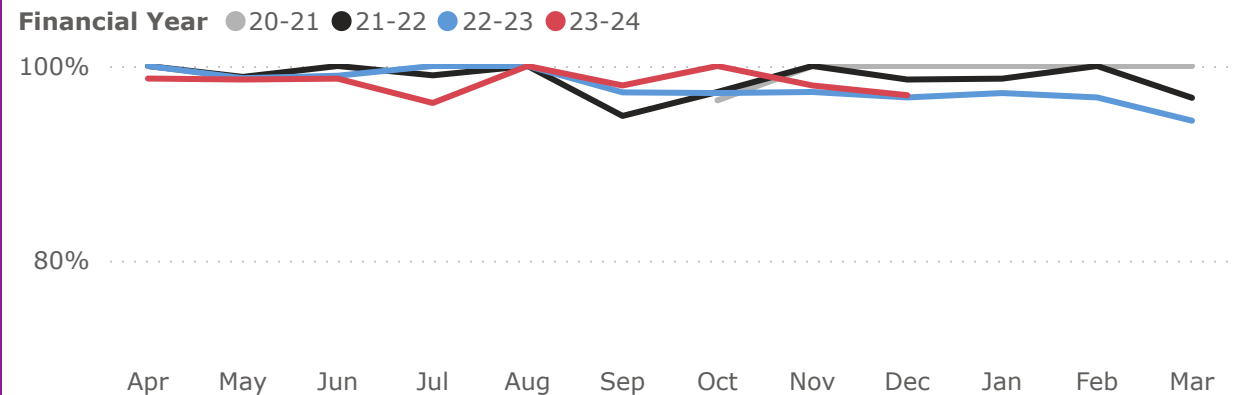
Percentage of major planning applications determined within the agreed timescales



Percentage of minor planning applications determined within the agreed timescales



Percentage of other planning applications determined within the agreed timescales



33. Planning Development



Latest Data Period:

December 2023



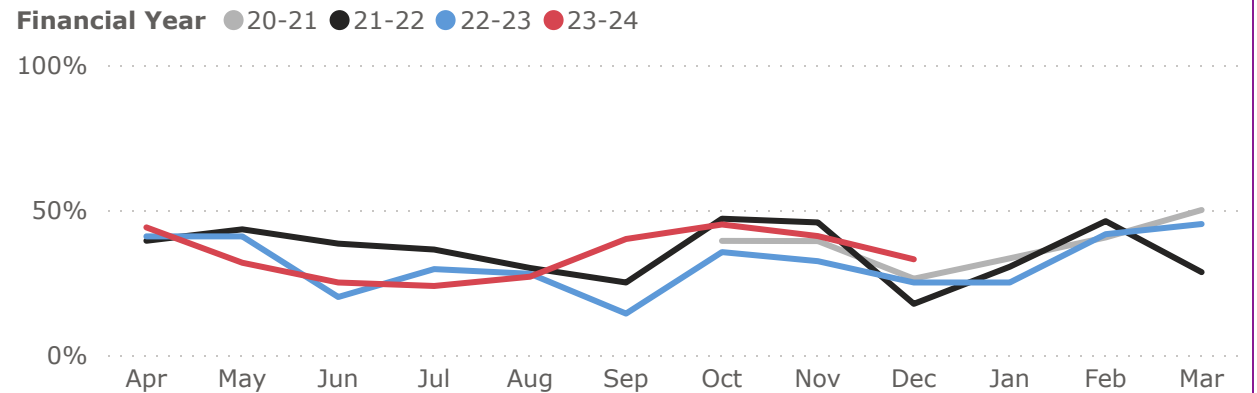
Commentary or Summary

% of major and minor applications with pre- application advice: 24 major and minor applications were received in December 2023, 8 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).

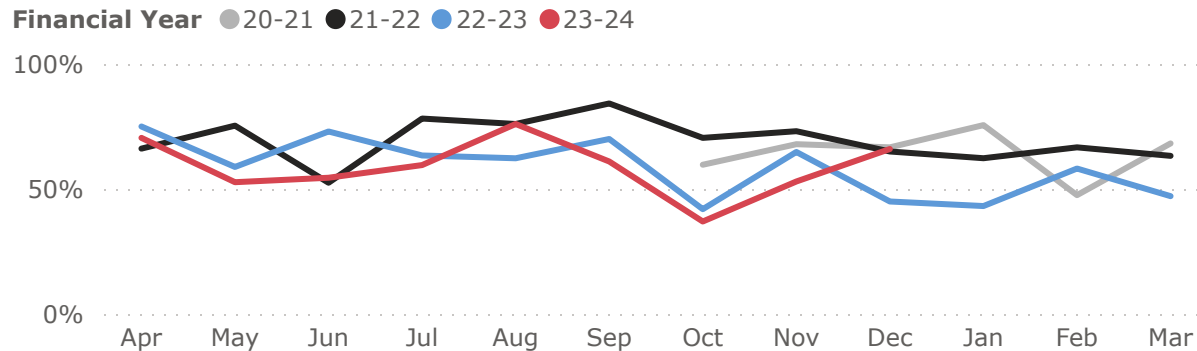
% applications with pre-app advice: 153 applications were received in December 2023. 35 of these had pre-app advice of which 23 were valid first time.

% of applications without pre-app advice: 118 applications did not have pre-app advice in December 2023 of which 87 were valid first time.

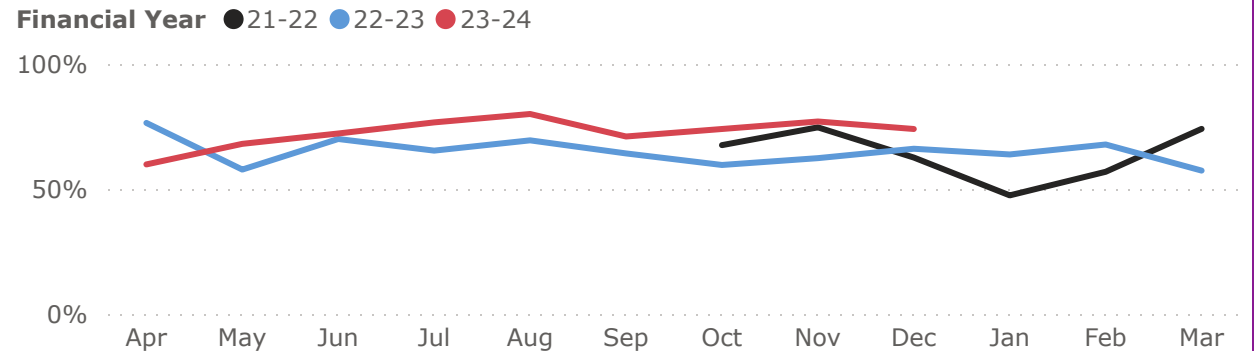
Percentage of major and minor applications with pre-application advice.



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



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



34. Planning



Latest Data Period:

December 2023

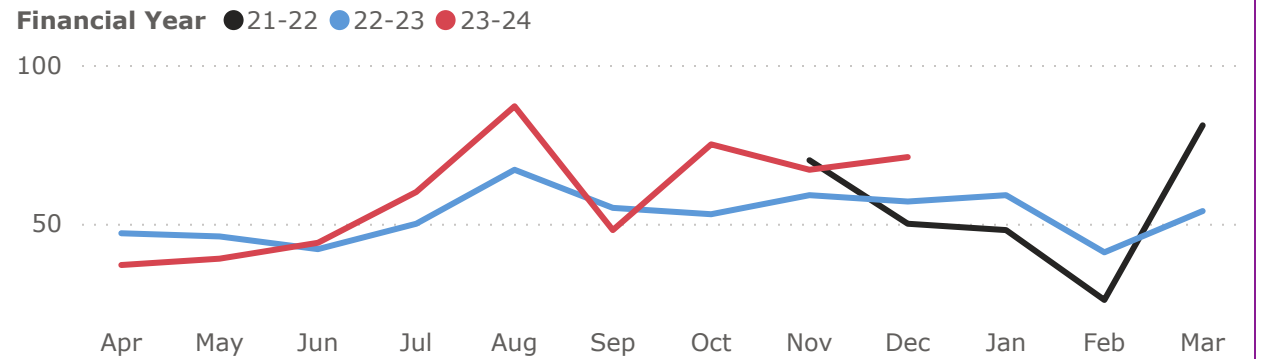
Commentary or Summary

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.

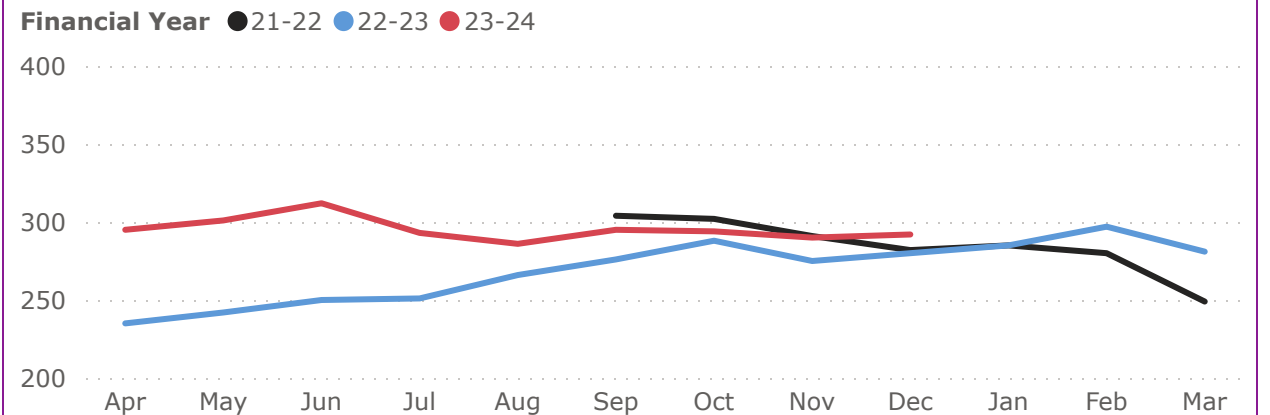
Planning enforcement cases: We have received 12 new cases in December 2023, we have resolved 7 cases. The reasons closed are detailed below:

- No breach established - 3
- Remedied following informal action – 3
- Transferred to a new case - 1

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



Number of open planning enforcement cases



35. Planning



Latest Data Period:

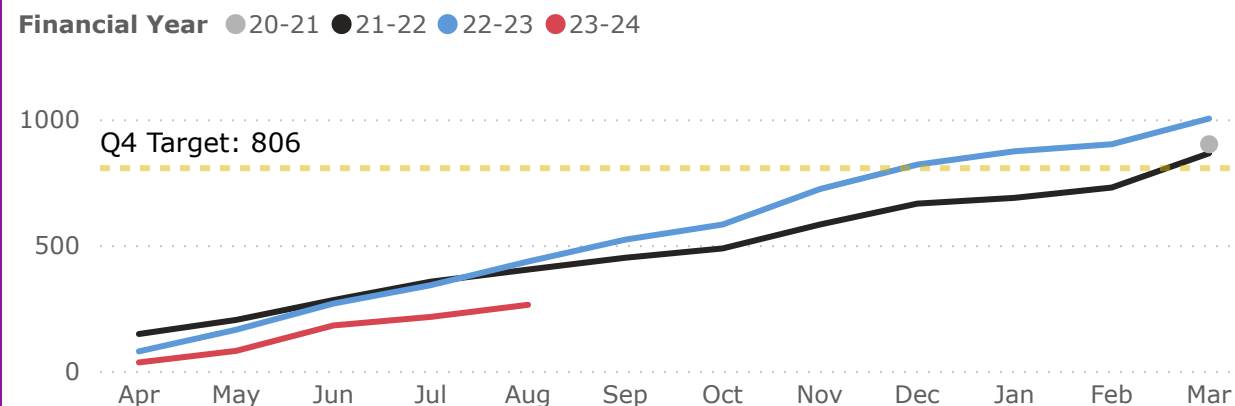
December 2023

Commentary or Summary

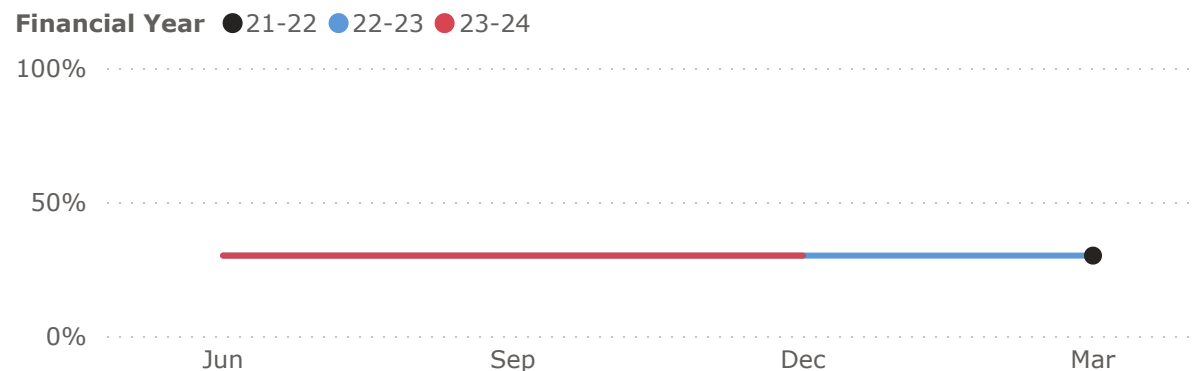
The number of net additional dwellings completed (YTD): Updated figures to come in due course. Lower than at an equivalent point in previous years as no major strategic sites are being delivered at a high rate.

The number of affordable dwelling units built on sites of 10 or more in Q3 2023- 24 was **84**. This figure is a total of the affordable, intermediate, and social rent, plus the shared ownership sale.

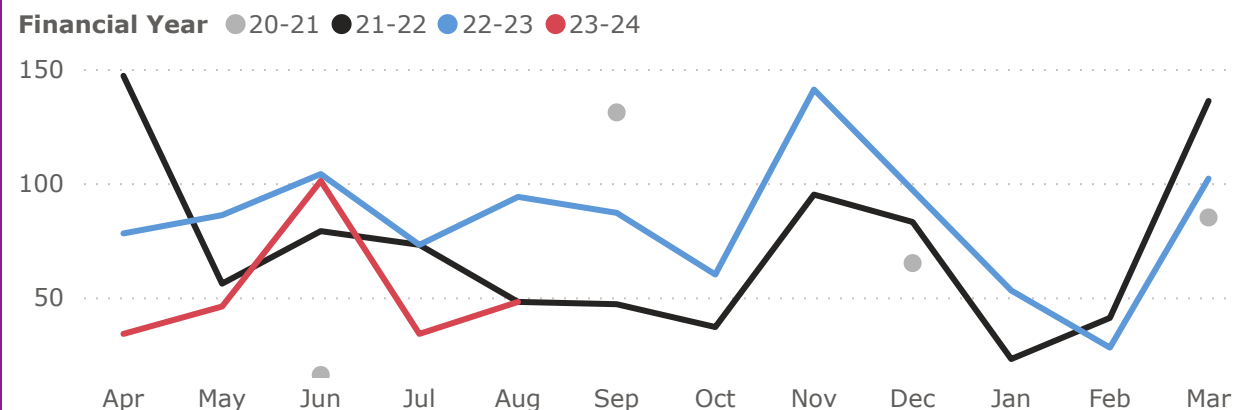
Number of net additional dwellings completed (YTD) (one month lag)



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



Number of dwelling units delivered (one month lag)



36. Operations



Latest Data Period:

December 2023

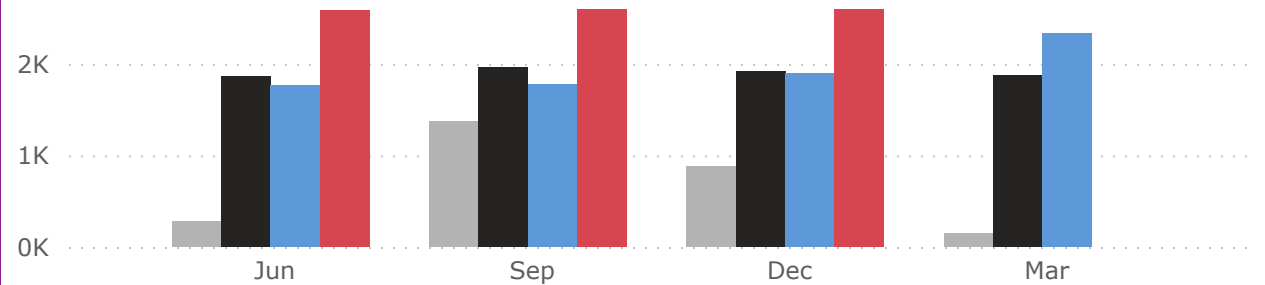
Commentary or Summary

Number of registered volunteers: Volunteer numbers have remained buoyant for the last two quarters.

Number of tree related public enquiries: We are seeing a gradual reduction in the number of tree enquiries and this correlates with the team being fully staffed and the effort that is being made to catch up with the cyclical tree inspection regime. These inspections and resulting works are picking up issues which are reducing the need for the public to report them through to us.

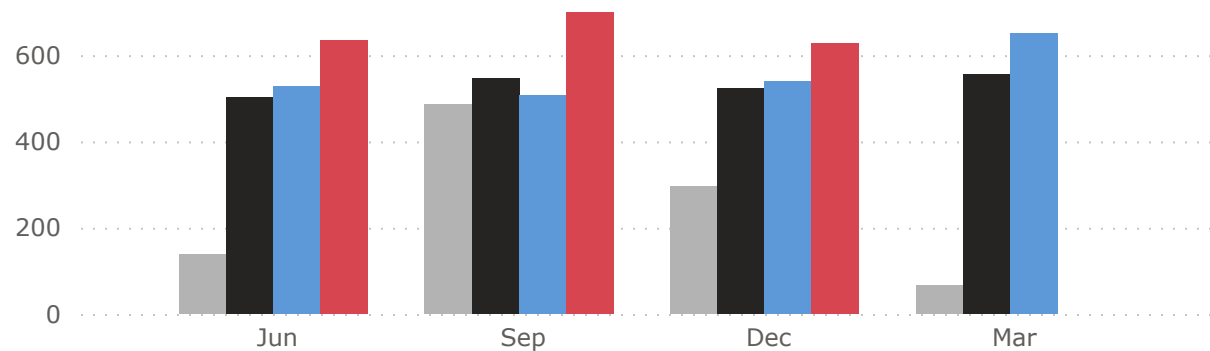
Number of hours contributed to green and heritage spaces by volunteers

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



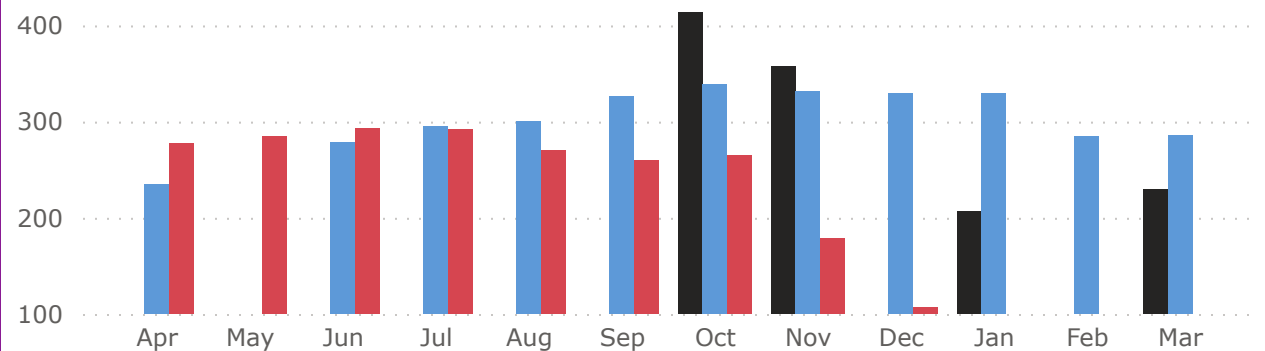
Number of registered volunteers

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



Number of tree-related public enquiries

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



37. Operations



Latest Data Period:

December 2023

Commentary or Summary

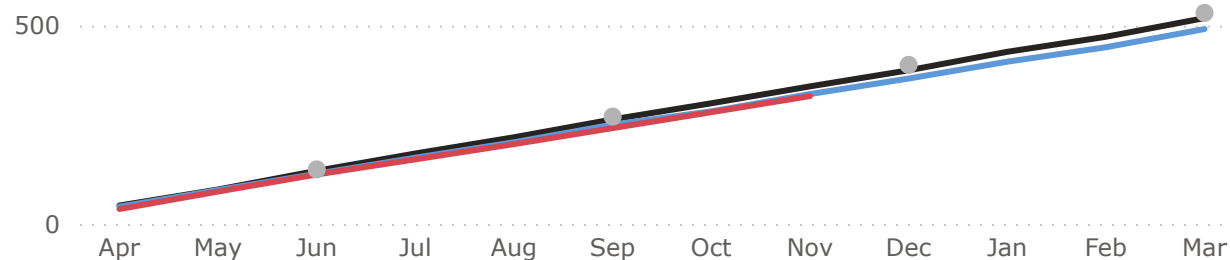
These KPIs are benchmarked to reflect Oflog Waste KPIs.

Average amount of residual waste per household: The number of households serviced has increased although the amount of waste generate per household has reduced.

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

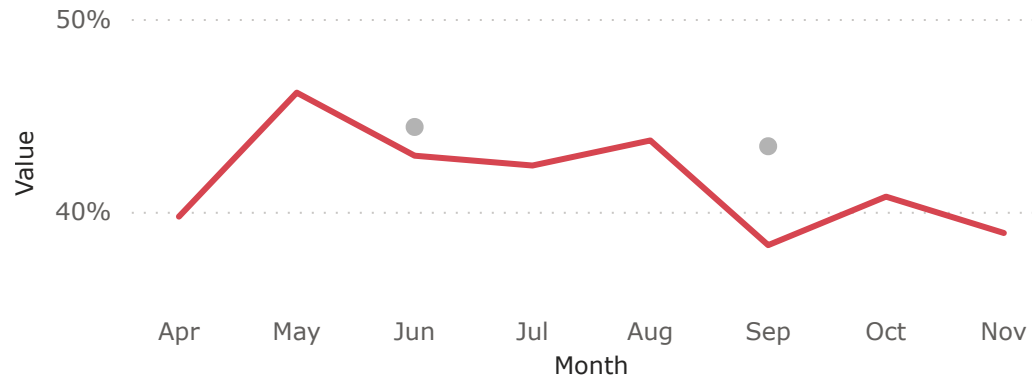
Average amount of residual waste per household - KG (YTD - one month lag)

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



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

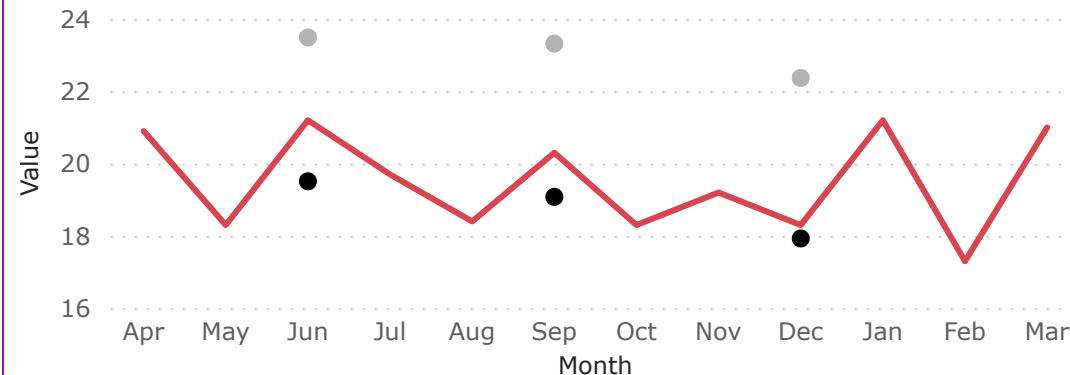
Location ● 23-24 Suffolk ● 23-24 West Suffolk



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

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

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



- 20-21
- 21-22

38. Operations

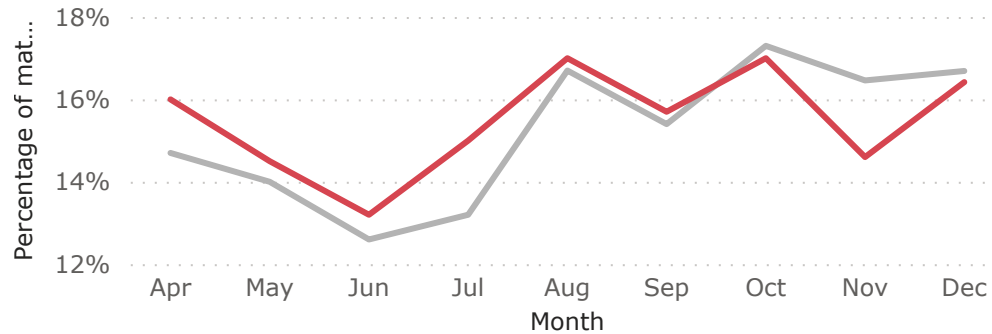


Latest Data Period:

December 2023

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

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



Commentary or Summary

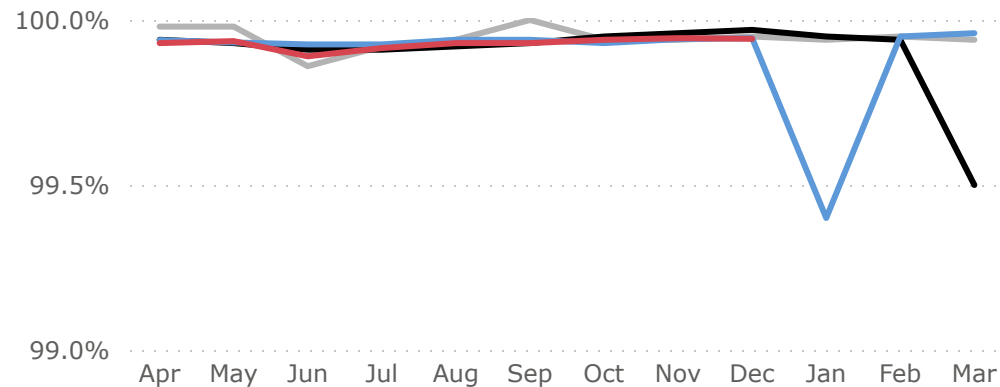
Percentage of household bins successfully collection:

Percentage of bins collected as scheduled has been consistent throughout the year. Including December 2023 where collection days had to be changed to accommodate the bank holidays. We have always managed staffing levels to ensure collections were maintained.

Fly-tipping incidents recorded and actions taken (YTD): The number of fly tipping incidents recorded for Q3 was virtually the same as in the previous year although the number of actions to combat fly

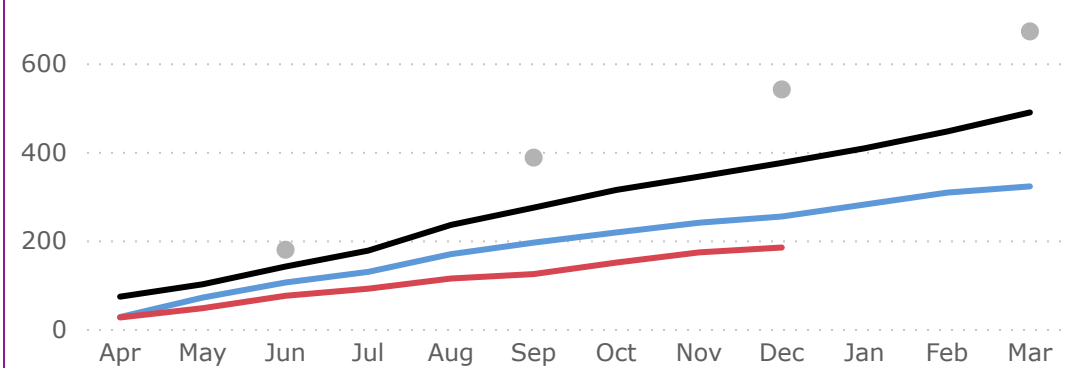
Percentage of household bins successfully collected

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



Number of fly tipping incidents recorded (YTD)

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

