

Appendix G - List of available Key Performance Indicators (indicators highlighted in yellow are already seen by PASC)

Topic	Slide number	Indicator	
Cross cutting environmental performance	2	Amount of petrol used by fleet vehicles and equipment (litres)	
		Amount of diesel used by fleet vehicles and equipment (litres)	
		Amount of red diesel used by grounds maintenance vehicles (litres)	
		Amount of Ad Blue used by fleet vehicles (litres)	
	3	Amount of electricity consumed by five highest consuming council sites, where half hourly metering exists (kWh)	
		Amount of gas consumed by five highest consuming council sites, where half hourly metering exists (kWh).	
		Amount of water consumed at the top five highest consuming sites where automatic meter reading exists (cubic meters)	
		Total business mileage by staff and councillors in own vehicles (miles) (one month lag)	
		Amount of dry, mixed and food waste from West Suffolk House (tonnes).	
		Amount of general waste from West Suffolk House (tonnes).	
Cross cutting: wider economic context	4	Percentage of vacant shops in Brandon.	
		Percentage of vacant shops in Bury St Edmunds.	
		Percentage of vacant shops in Clare.	
		Percentage of vacant shops in Haverhill.	
		Percentage of vacant shops in Newmarket.	
		Percentage of vacant shops in Mildenhall.	
		Percentage of vacant shops in West Suffolk .	
	Percentage of vacant shops in UK.		
	5	Number of young people not in education, employment or training (NEETs)	
		Footfall in Newmarket town centre	
		Footfall in Bury St Edmunds town centre	
	6	Number of car parking events in West Suffolk Council off-street car parks	
		Number of off-street and on-street car parking events in Brandon	
		Number of off-street and on-street car parking events in Bury St Edmunds	
		Number of off-street and on-street car parking events in Clare	
		Number of off-street and on-street car parking events in Haverhill	
		Number of off-street and on-street car parking events in Newmarket	
		Number of off-street and on-street car parking events in Mildenhall	
	Number of off-street and on-street car parking events in West Stow		
	Customer contact: website	7	Number of unique users of the West Suffolk Council website
			Total number of page views to West Suffolk Council website
	Housing and Strategic Health	8	Number of households where the Prevention Duty ended - West Suffolk only
Number of households where the Relief Duty ended - West Suffolk only			
Rate of households where Prevention Duty ended in West Suffolk (per 1000 households)			
Rate of households where Prevention Duty ended in Suffolk (per 1000 households)			
Rate of households where Prevention Duty ended in England (per 1000 households)			
Rate of households where Relief Duty ended in West Suffolk (per 1000 households)			
Rate of households where Relief Duty ended in Suffolk (per 1000 households)			
Rate of households where Relief Duty ended in England (per 1000 households)			
9		Number of households where the Main Homelessness Duty is owed (acceptances) - West Suffolk only	
		Rate of households owned the Main Homeless Duty (acceptances per 1000 households) in West Suffolk	
		Rate of households owned the Main Homeless Duty (acceptances per 1000 households) in Suffolk	
		Rate of households owned the Main Homeless Duty (acceptances per 1000 households) in England	
		Number of Personalised Housing Plans created	
10		Number of rough sleepers as at last day of the month	
		Number of Home-link applications submitted	

Topic	Slide number	Indicator
		Number of Home-link applications made live
		Number of households housed into social housing
	11	Number of referrals made to the Early Intervention team from third parties
		Number of homelessness duties discharged into the private rented sector
		Number of placements into temporary accommodation
		Number of placements into emergency accommodation, including Bed and Breakfasts
		Number of referrals made for Welfare Benefit Officer support
		Number of referrals made for Domestic Abuse support
		Number of new landlords joining West Suffolk lettings partnership
		Number of Private Rented Properties gained through West Suffolk lettings partnership
		Number of referrals into West Suffolk Letting Partnership received
		Number of rent deposit bonds provided.
	12	Number of new fast-track grant applications received.
		Number of new mandatory grant applications received.
		Number of new other grant applications received.
		Number of new fast-track grant applications approved.
		Number of new mandatory grant applications approved.
		Number of new other grant applications approved.
		Average time taken to process fast-track grant cases from received to works completed (weeks).
		Average time taken to process mandatory grant cases from received to works completed (weeks).
	Average time taken to process other grant cases from received to works completed (weeks).	
	13	Number of new noise complaints received.
		Number of new noise complaints received (year to date)(YTD).
		Number of noise complaints resolved within allocated timeframe.
		Number of noise complaints resolved (YTD).
		Number of Public Health cases received.
		Number of Public Health resolved within allocated timeframe.
		Number of pro-active Houses in Multiple Occupation (HMO) investigations carried out on previously unknown HMOs.
		Number of previously unknown HMOs identified as a result of pro-active inspections brought up to standard.
	14	Percentage of housing complaints received that were resolved within the allocated timescales
		Number of Housing Health and Safety Rating System hazards removed or reduced
		Percentage of HMO (all types) complaints received that were resolved within the allocated timescales
		Number of damp and mould hazards identified through Housing Health and Safety Rating System
		Number of active Category I cases involving damp and mould in properties for which West Suffolk Council is responsible for repairs
		Number of contacts from tenants of West Suffolk Council properties in regard to damp and mould
	15	Number of HMO (5+ people) license and renewal applications currently being processed.
		Number of non-licensable (3-4 people) HMO inspections carried out.
		Number of non-licensable (3-4 people) HMO inspections due.
		Number of licensable (5+ people) HMO inspections carried out.
		Number of licensable (5+ people) HMO inspections due.
		Number of HMOs (all types) in West Suffolk
Resources and Property	16	Percentage collection of Council Tax (collection rate).
		Amount of Council Tax collected (YTD).
		Amount of Council Tax collected against target
17	Percentage collection of business rates.	
	Amount of business rates collected (YTD).	
	Value of fraud identified by the Anglia Revenues Partnership team (YTD)	
	Number of Reminders and Summonses issued for Council Tax	
18	Days taken to process Local Council Tax Reduction Scheme claims.	
	Days taken to process Housing Benefits claims.	

Topic	Slide number	Indicator	
	19	Number of new claims for Local Council Tax Reduction Scheme	
		Number of e-forms received (YTD).	
		Number of new claims for housing payments for temporary accommodation	
		Number of new claims for Discretionary Housing Payment or Exceptional Hardship Fund	
		Number of telephone calls made by the Recovery Team	
	20	Amount of debt over 90 days old.	
		Percentage of undisputed invoices paid within 30 days.	
		Percentage of total overdue debt out of the total invoiced moving total	
		Percentage of void properties across entire commercial estate.	
			Percentage of invoices processed without a purchase order.
Governance	21	Average number of sick days lost per full time equivalent (FTE) per year.	
		Number of current employees (head count).	
		Number of new starters (YTD).	
	22	Number of unscheduled elections and referendums held (YTD).	
		Percentage overall canvass completion.	
			Number of apprenticeships or apprentices (those on apprenticeship contracts and those staff that are also undertaking an apprenticeship course alongside their day-to-day role).
			Percentage of voluntary turnover.
			Total number of prosecutions .
			Number of successful prosecutions.
			Number of Data Subject Access Requests
Regulatory and Environment	23	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	Percentage of broadly compliant food businesses (given rating between 3 and 5).	
		Percentage of complaints and incidents regarding West Suffolk food businesses resolved within three months.	
		Number of new food premises applying for a new registration licence.	
	25	Amount of renewable energy from Toggam solar farm (YTD) (MWh) .	
		Amount of renewable energy from Toggam solar farm (month) (MWh).	
		Amount of renewable energy from other West Suffolk investments (MWh).	
			Capacity of solar installations completed by the council (YTD) (kW).
	Families and Communities	26	Number of contacts received - phone.
Number of contacts received - face-to-face.			
Number of contacts received - online or email.			
27		Percentage of phone calls answered.	
		Percentage of contacts by channel - phone.	
		Percentage of contacts by channel - face-to-face.	
28		Percentage of contacts by channel - online or email.	
		Percentage of phone calls answered.	
		Percentage of customers satisfied with service received.	
			Number of locality budget applications processed by team.
			Number of open Anti-Social Behaviour cases being managed by team.
			Number of IT helpdesk calls logged by Service Level Agreement paying customers
			Percentage of IT helpdesk calls from SLA paying customers closed on target
			Number of IT helpdesk calls logged by West Suffolk Council core customers
		Percentage of IT helpdesk calls from WSC core customers closed on target	
Growth	29	Percentage of businesses that are new start-ups in West Suffolk	
Leisure, Culture and Community Hubs	30	Number of Abbeycroft memberships (one month lag).	
		Number of non-membership admissions to Abbeycroft (one month lag).	
		Number of performances at The Apex	

Topic	Slide number	Indicator
		Number of other events at The Apex
		Number of internal requests to Facilities Management for projects and services.
	31	Number of visitors to West Suffolk parks.
		Number of visitors to West Suffolk heritage sites.
Planning	32	Number of visits from school pupils to West Suffolk heritage sites.
		Percentage of major planning applications determined within the agreed timescales.
		Percentage of minor planning applications determined within the agreed timescales.
	33	Percentage of other planning applications determined within the agreed timescales.
		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	Percentage of major and minor applications with up pre-application advice.
		Number of applications not monitored by Department for Levelling Up Housing and Communities which are included on government returns.
	35	Number open planning enforcement cases.
		Number of dwelling units delivered (one month lag)
		Number of net additional dwellings completed (YTD) (one month lag).
		Percentage of affordable dwelling units delivered on sites of 10 or more units.
Operations	36	Number of affordable dwelling units built on sites of 10 or more
		Number of hours contributed to West Suffolk green and heritage spaces by volunteers.
		Number of registered volunteers.
	37	Number of tree-related enquiries
		Percentage of household waste recycled and/or composted in West Suffolk.
		Percentage of household waste recycled and/or composted in Suffolk
		Percentage of household waste recycled and/or composted in England
		Average amount of residual waste per person in West Suffolk (KG).
		Average amount of residual waste per person in Suffolk (KG).
		Average amount of residual waste per person in England (KG).
	38	Average amount of residual waste per household in West Suffolk (KG).
		Percentage of material delivered to the recycling facility which is 'prohibited' (contamination rate) in West Suffolk
Percentage of material delivered to the recycling facility which is 'prohibited' (contamination rate) in Suffolk		
Number of fly-tipping incidents recorded in West Suffolk.		
Number of actions taken to combat fly-tipping in West Suffolk.		
		Percentage of household bins successfully collected in West Suffolk.