

## 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.

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.

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](mailto:performance@westsuffolk.gov.uk)

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## 2. Cross-cutting: environmental performance

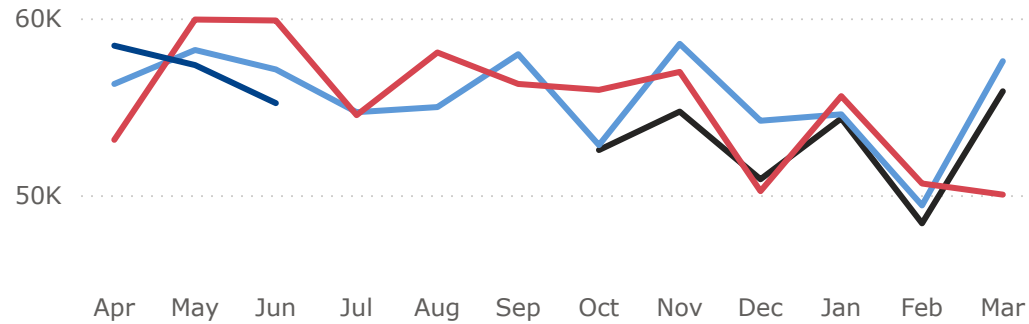


Latest Data Period:

June 2024

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

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



### Commentary or Summary

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

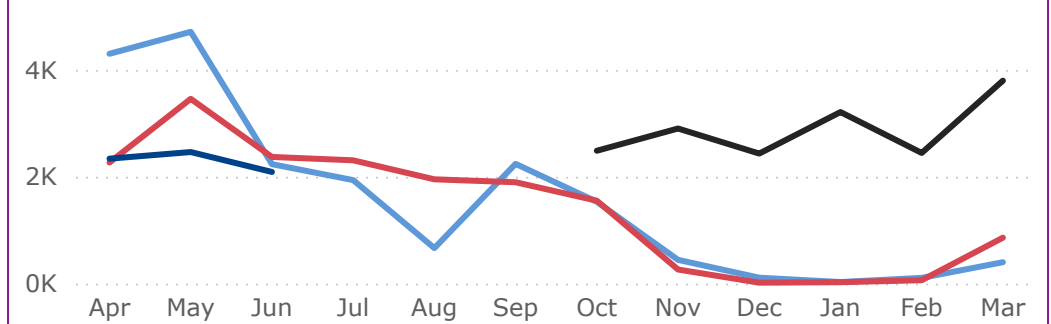
**AdBlue:** an additive used in newer vehicles to reduce exhaust tailpipe emissions (the low July 2022 figure was due to a system error).

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

**Amount of red diesel used by grounds maintenance vehicles:** Red diesel usage changed on 1 April 2022 because of the rules around the eligibility to use it. We were previously allowed to use red diesel in all our agricultural and depot

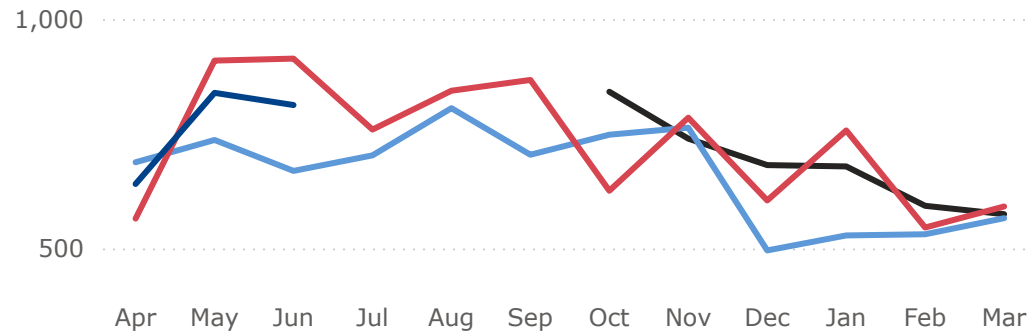
Amount of red diesel used by grounds maintenance vehicles (litres)

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



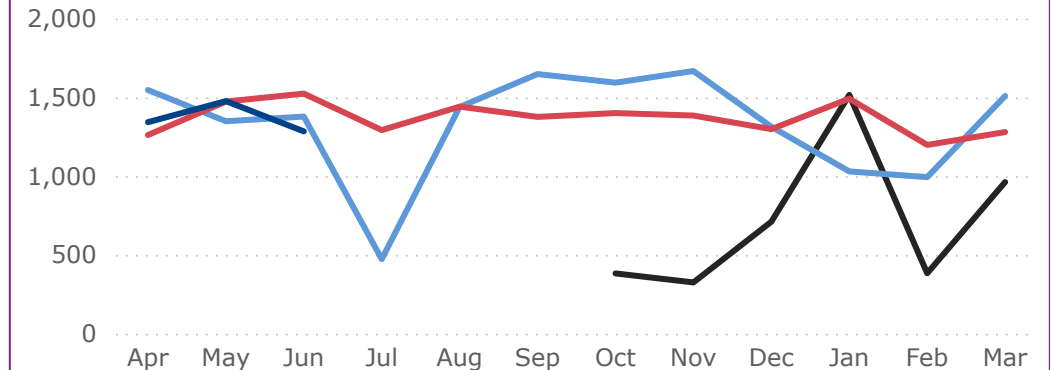
Amount of petrol used by fleet vehicles and equipment (litres)

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



Amount of Ad blue used by fleet vehicles (litres)

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



# 3. Cross-cutting: environmental performance

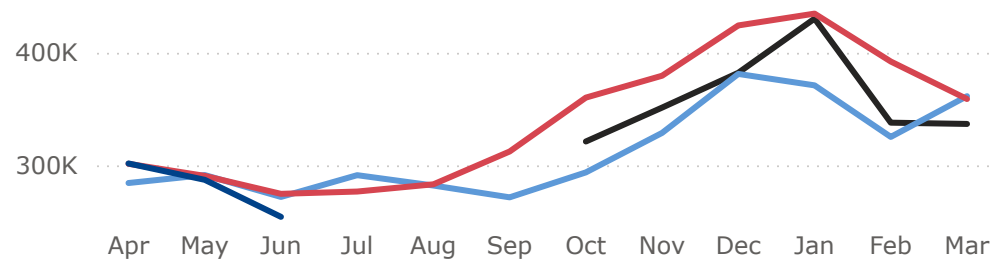


Latest Data Period:

June 2024

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

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



**Commentary or Summary**

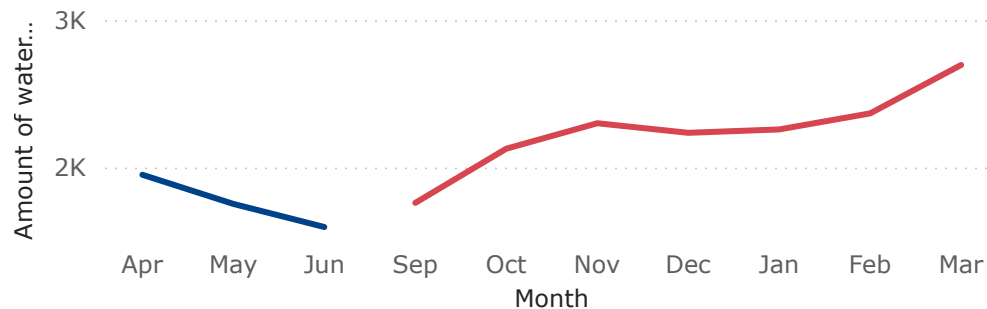
**Amount of electricity consumed:** This figure includes Mildenhall Hub.

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

**Amount of water consumed by five highest consuming sites:** The Team have requested a quote for AMR installation of all four of the water meters at Abbey Gardens. More information on installation and consumption data to come.

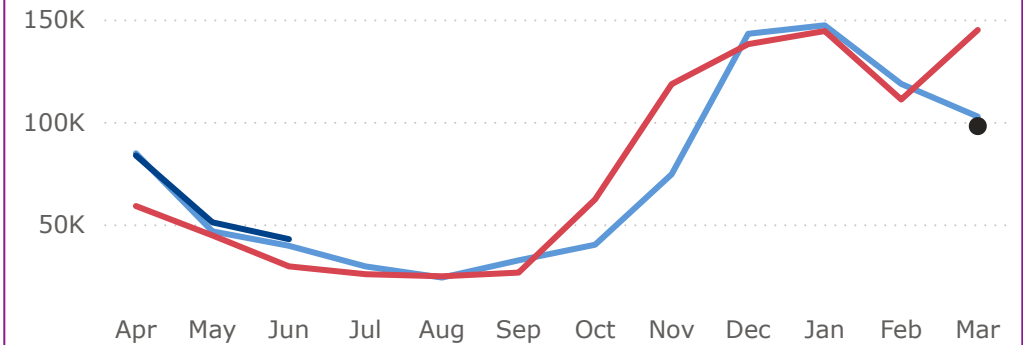
Amount of water consumed by five highest consuming sites where automatic meter reading exists (cubic meters)

Financial Year ● 23-24 ● 24-25



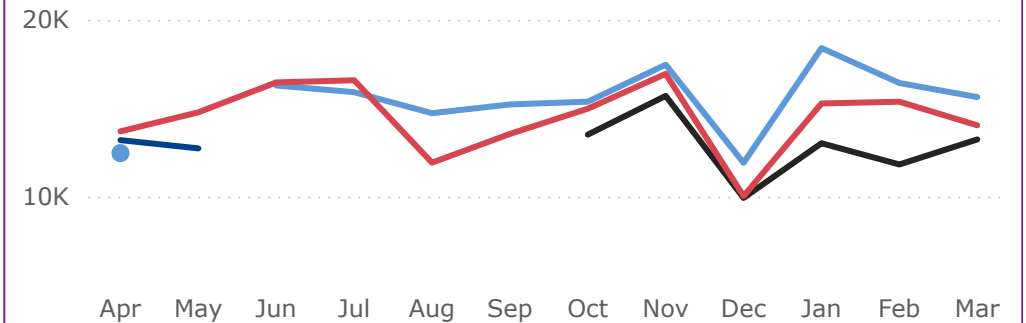
Amount of gas consumed by five highest consuming council sites, where half hourly metering exists (kWh)

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



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

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



# 4. Cross-cutting: wider economic context



Latest Data Period:

June 2024

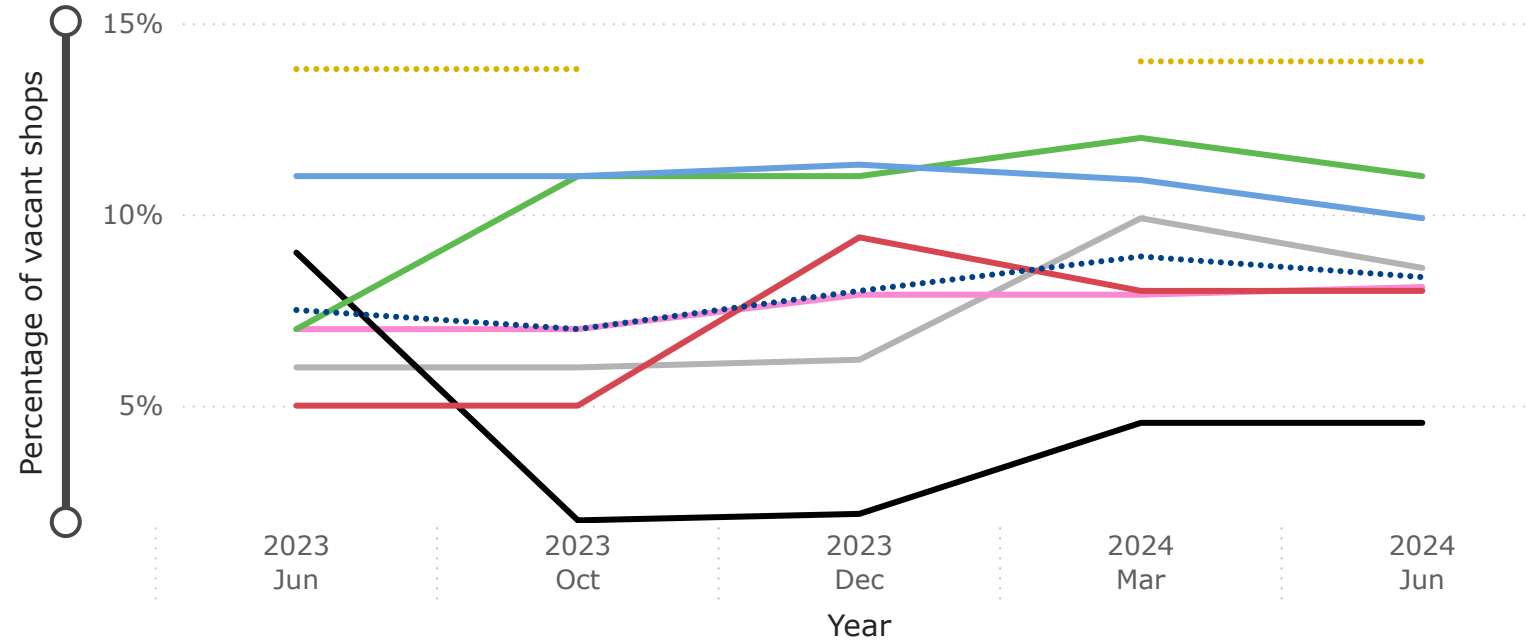


## Commentary or Summary

**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

Location ● Brandon ● Bury St Ed... ● Clare ● Haverhill ● Mildenhall ● Newmarket ● UK ● West Suffolk



- Select all
  - Brandon
  - Bury St Edmunds
  - Clare
  - Haverhill
  - Mildenhall
  - Newmarket
  - UK
  - West Suffolk
- 
- 21-22
  - 22-23
  - 23-24
  - 24-25

Month: All

(Blank)	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
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# 5. Cross-cutting: wider economic context



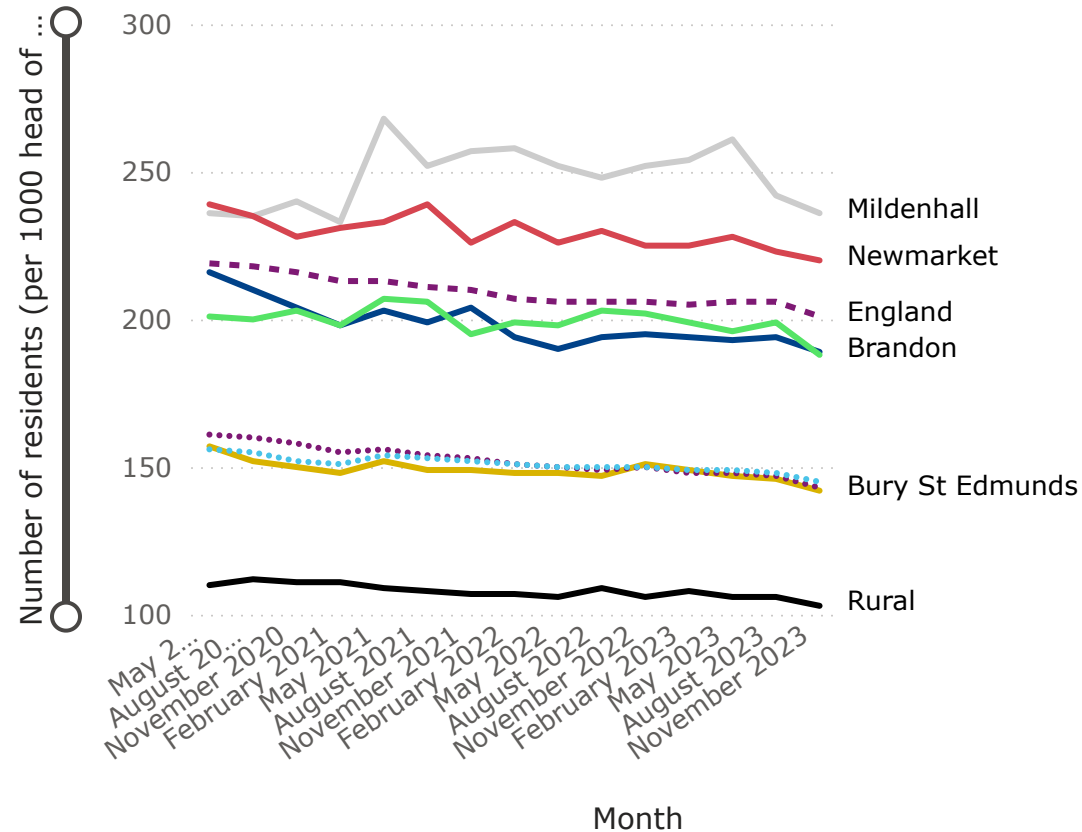
Latest Data Period:

June 2024



Number of residents (per 1000 head of population aged 65 plus) in receipt of Housing Benefit and/or Pension Credit in the five largest settlements

Location ● Brandon ● Bury St E... ● England ● Haverhill ● Mildenhall ▶



## Commentary or Summary

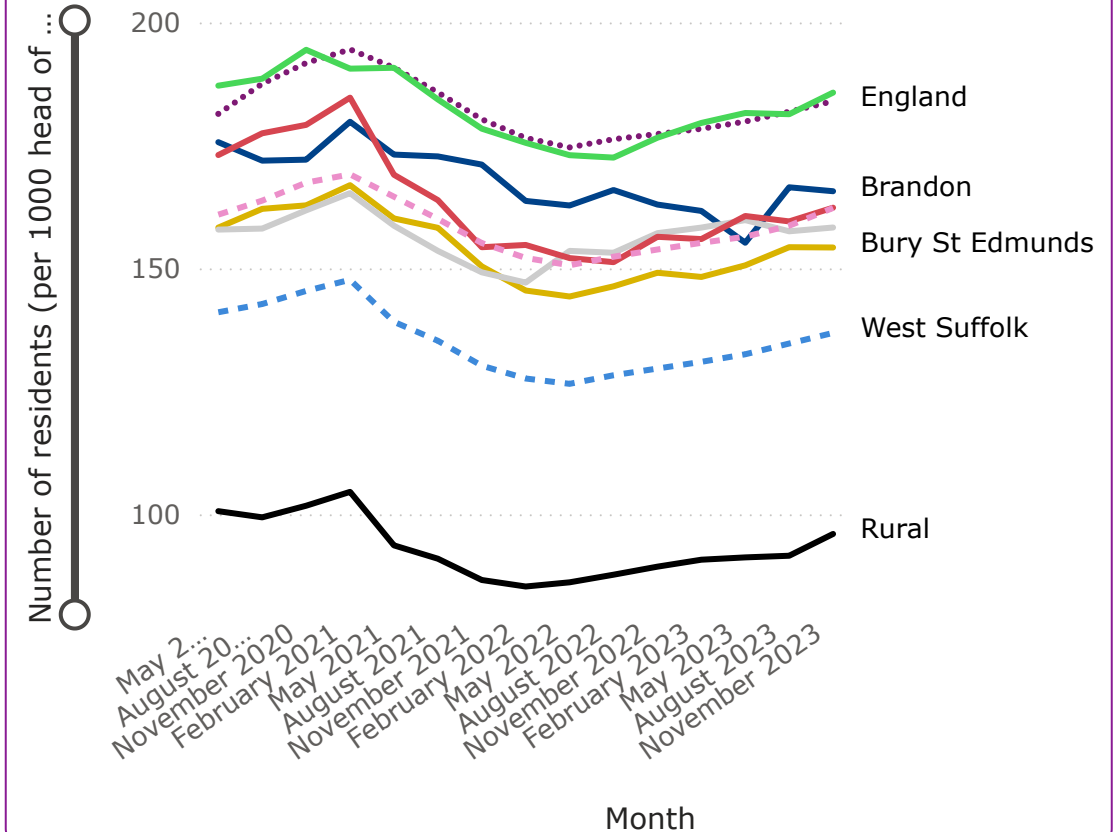
To zoom in on the graphs and enlarge them in order to see more detail, please move the circles at the end of the vertical axis up and down to choose the areas of focus. You can also move the black line on the vertical axis up or down.

Please use the scroll on the horizontal axis to scroll across the months.

The data on these dashboards are for settlements

Number of residents (per 1000 head of population aged 18-64) in receipt of Housing Benefit or Universal Credit in the five largest settlements

Location ● Brandon ● Bury St E... ● England ● Haverhill ● Mildenhall ▶



# 6. Cross-cutting: wider economic context



Latest Data Period:

June 2024



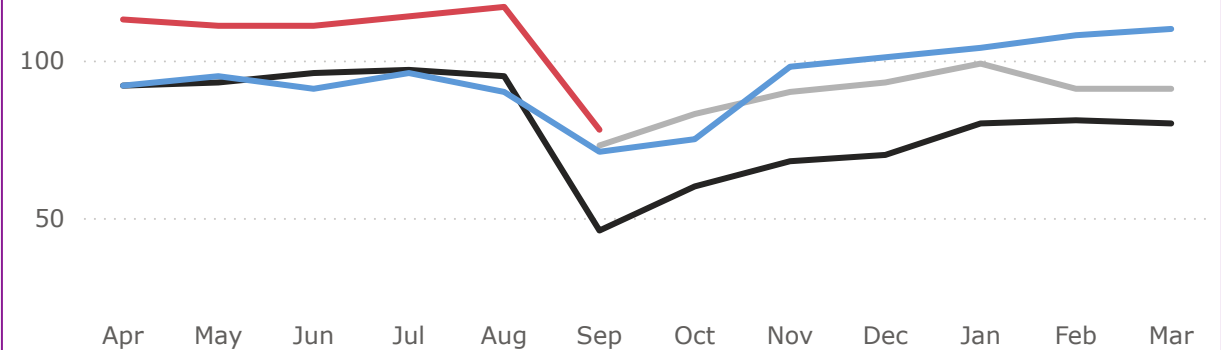
## Commentary or Summary

**Footfall in BSE town centre:** From June 2023, the footfall camera in Abbeygate Street experienced some technical issues, resulting in the camera being relocated to another nearby building. Between January to April 2024, data being generated by the camera couldn't be accepted as 100% accurate. The BID is confident that the data being generated since the 1st October is credible. As a consequence of this, there is no footfall data for June to September 2023 inclusive.

**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).

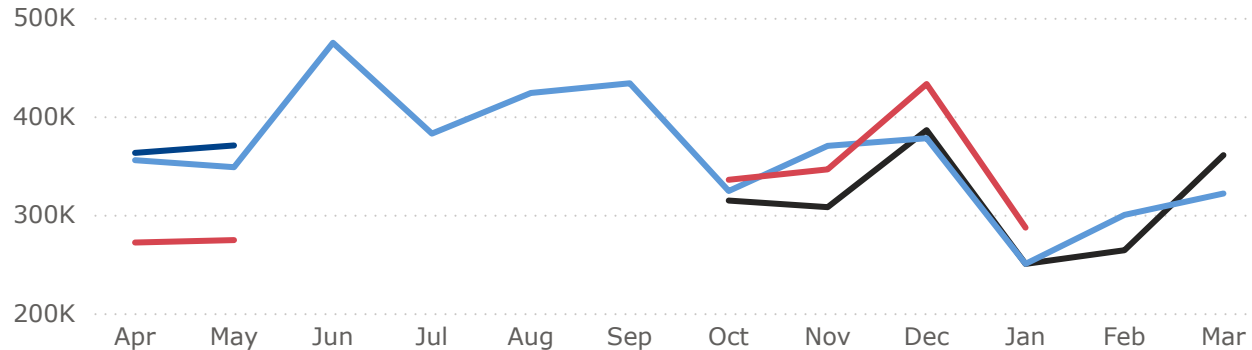
## Number of NEETs (Not in Education, Employment or Training)

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



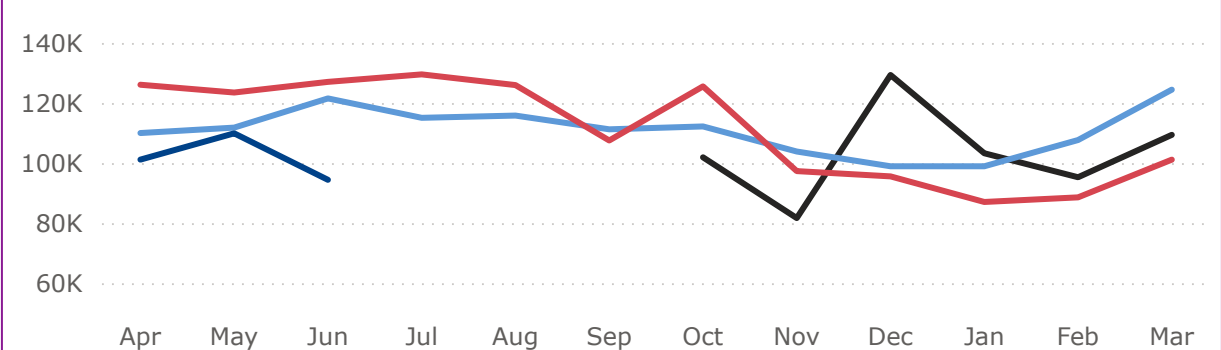
## Footfall in Bury St Edmunds town centre

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



## Footfall in Newmarket town centre

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



# 7. Cross-cutting: wider economic context



Latest Data Period:

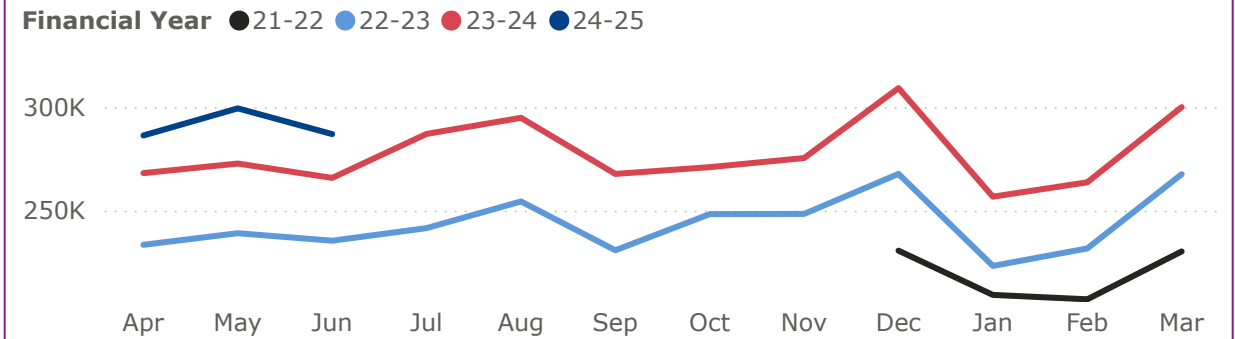
June 2024



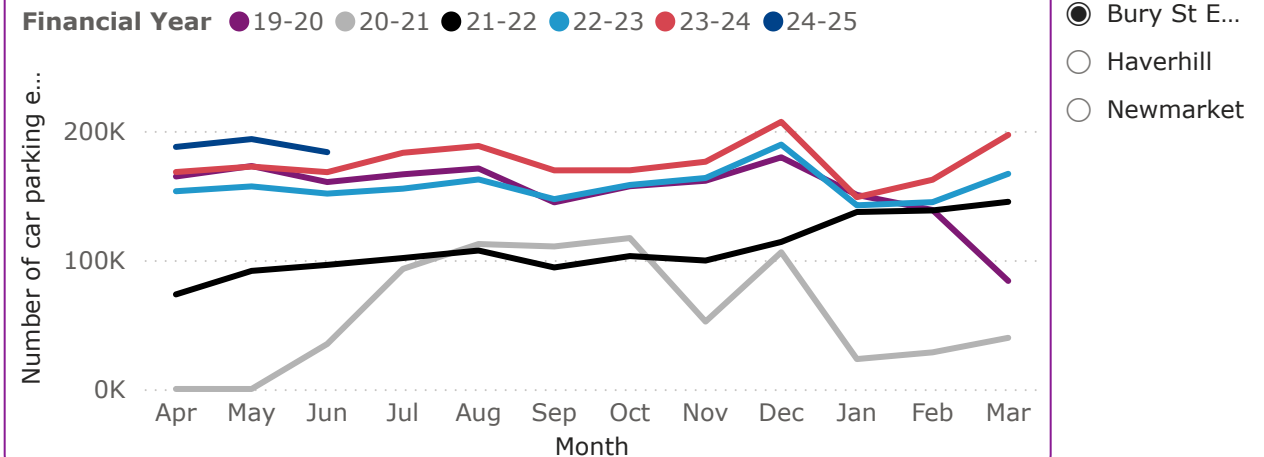
## Commentary or Summary

**Number of car parking events by town:** 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



Number of car parking events by town



## 8. Cross-cutting: social media



Latest Data Period:

June 2024

West Suffolk  
Council

### Commentary or summary

For West Suffolk Council we measure Facebook, X (formerly Twitter), Instagram, LinkedIn, YouTube and TikTok. Historical data to come in due course.

**Number of social media accounts reached to WSC posts:** Social media reach is the number of people who see the Council's content on different platforms. Social media reach is important because it indicates how much exposure content gets, and how your content performs as well as what kind of content resonates with your audience. By tracking reach we can evaluate posts, identify strengths and weaknesses, and optimise content for better results as well as provide benchmarking information.

**Number of followers to WSC social media channels:** Followers is the number of people who have subscribed to a social media channel. However, the number of people who see a post is not restricted to just followers or subscribers as messages are shared or posted into other groups.

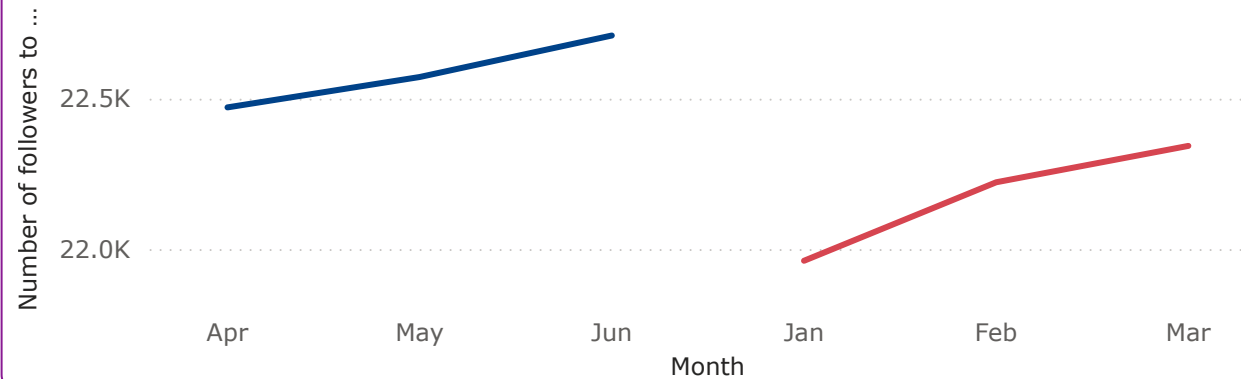
June was during the pre-election period which restricts the council on what it can publicise. However, the Council has been running campaigns around helping people understand what is involved in the election such as need for ID. It has also been supporting business as usual communications such as promoting West Suffolk markets.

### The five most popular stories on Facebook included:

Advice about bins  
Changes to opening hours for the Euro Football Tournament  
Election campaign

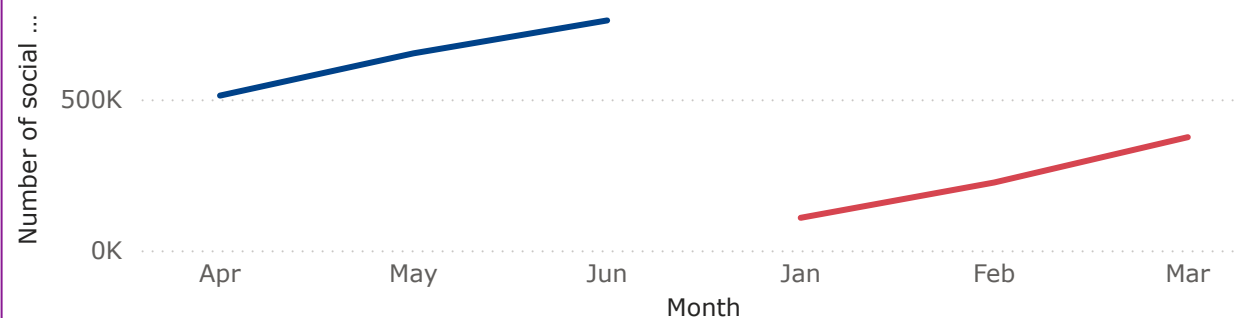
### Number of followers of West Suffolk Council social media channels

Financial Year ● 23-24 ● 24-25



### Number of social media accounts reached by West Suffolk Council posts (YTD)

Financial Year ● 23-24 ● 24-25



# 9. Housing

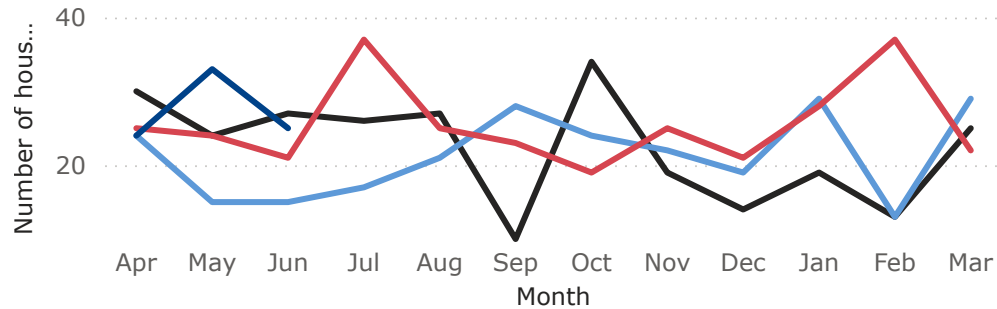


Latest Data Period:

June 2024

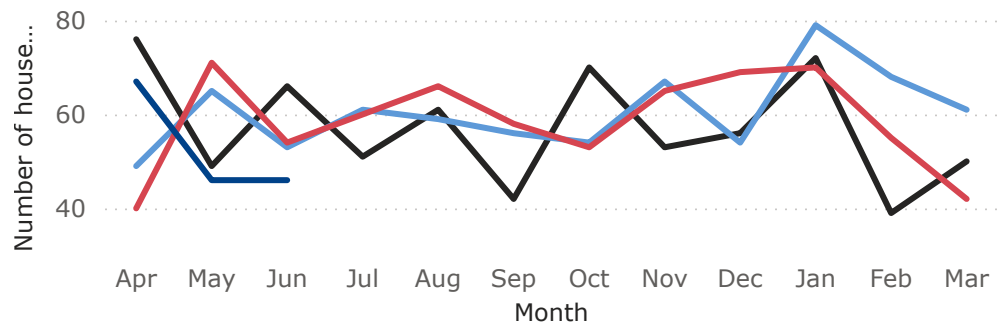
Number of households where the Prevention Duty ended - West Suffolk only

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



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

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



## Commentary or Summary

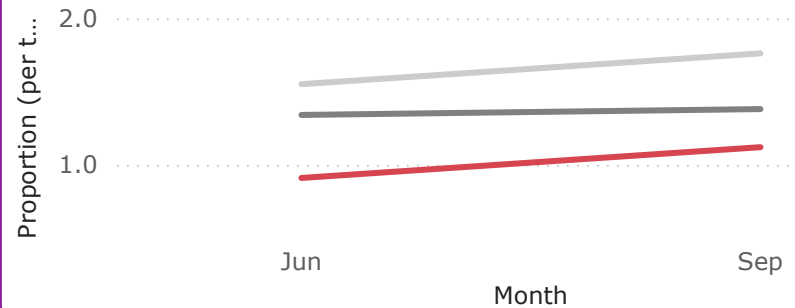
### Prevention Duty:

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

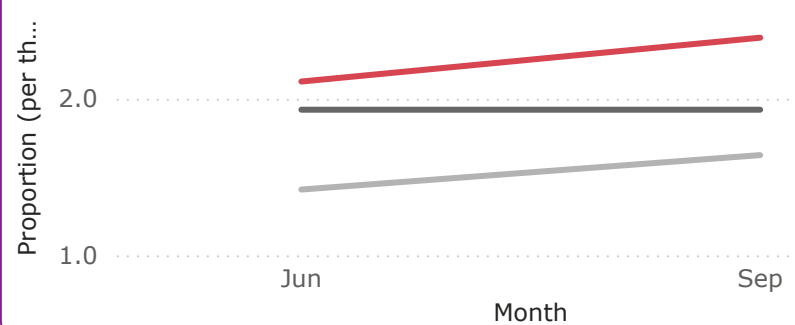
Location ● England 23-24 ● Suffolk 23-24 ● West Suffolk 23-24



- 21-22
- 22-23
- 23-24
- 24-25

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

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



- 21-22
- 22-23
- 23-24
- 24-25

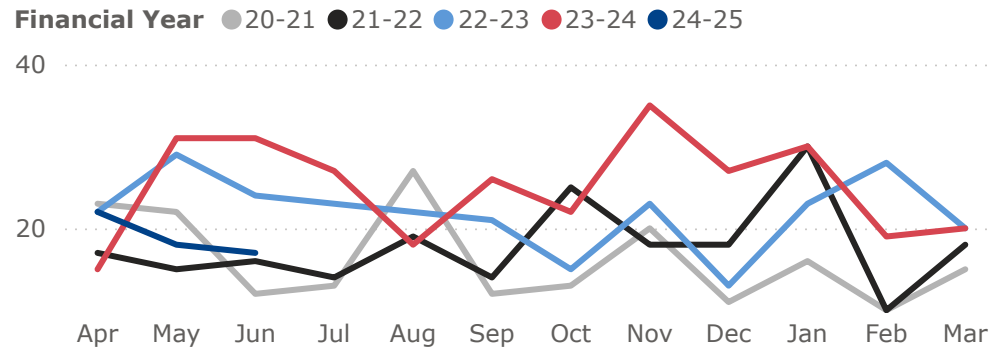
# 10. Housing



Latest Data Period:

March 2024

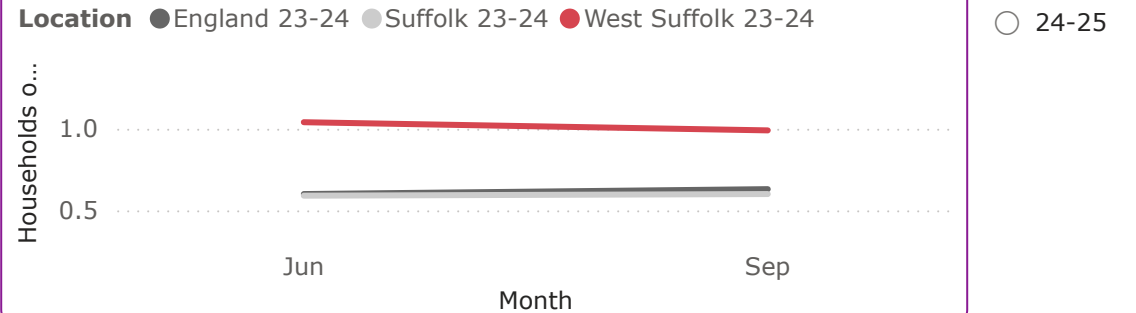
Number of households where the Main Homelessness Duty is owed (acceptances) - West Suffolk only



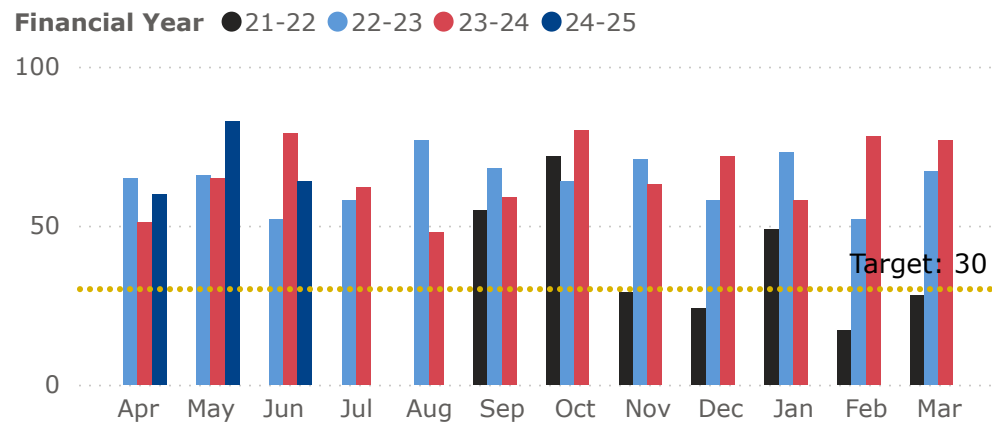
**Commentary or Summary**

**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.

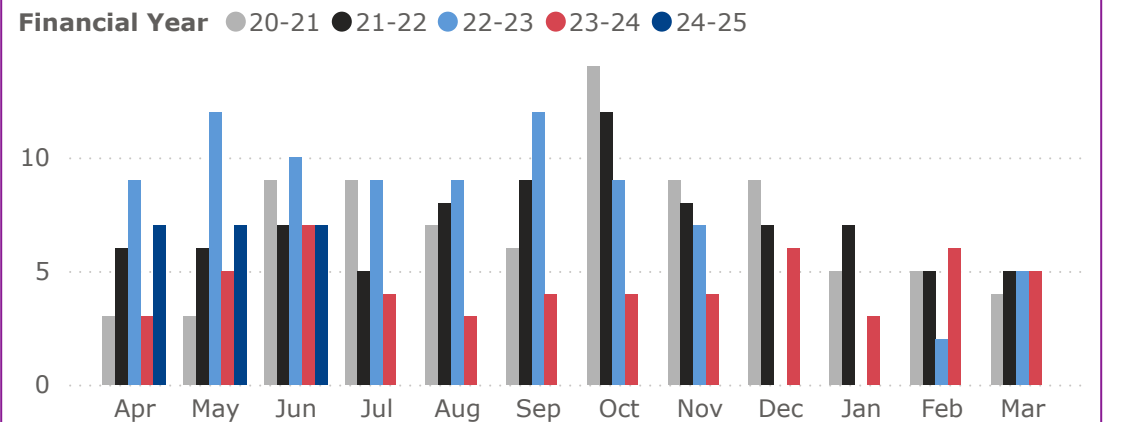
Proportion of households (per thousand) where the Main Homelessness Duty is owed (acceptances) - comparisons



Number of Personalised Housing Plans created



Number of rough sleepers as at last day of the month





# 11. Housing



Latest Data Period:

June 2024



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

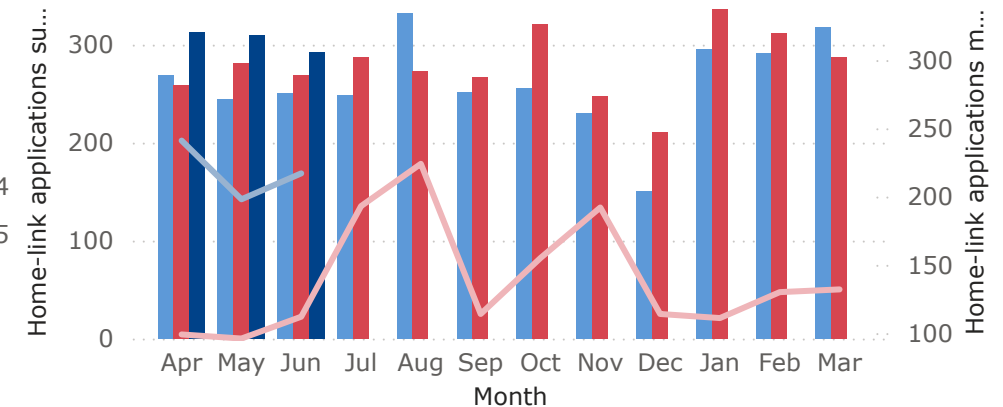
**Number of households housed into social housing:** This is any application registered with West Suffolk on Home-Link that has been housed into a Social Housing property. This includes homeless households, supported accommodation move on, general household moves (for example for medical reasons, those 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 properties available advertised by the Registered Providers.

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

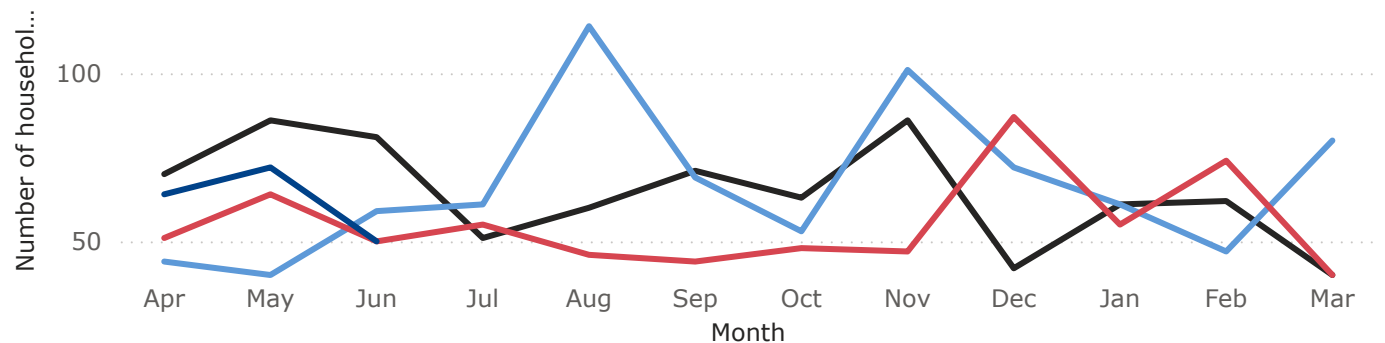
### Applications submitted

- 22-23
- 23-24
- 24-25



## Number of households housed into social housing

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



# 12. Housing



Latest Data Period:

June 2024

## Commentary or Summary

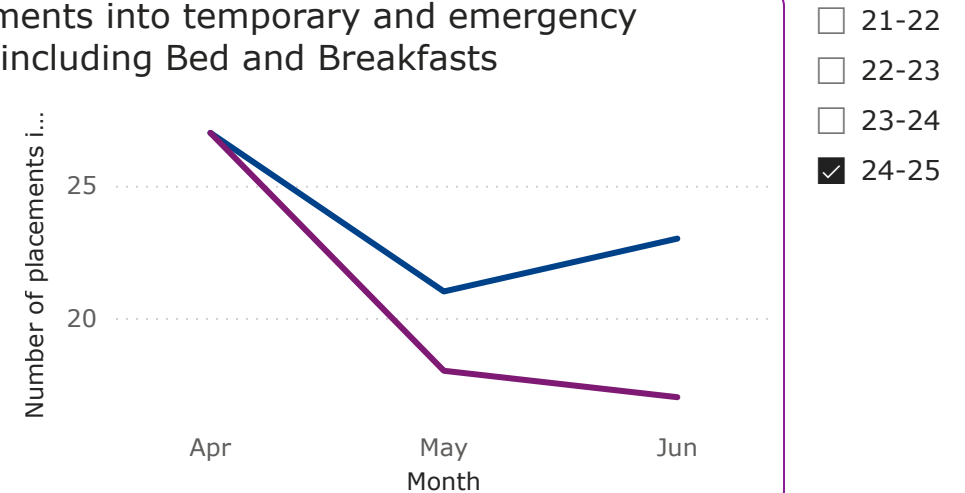
**Number of placements into temporary and emergency accommodation, including Bed and Breakfasts:** These are new placements into B&Bs or temporary accommodation throughout the month, this will include movements between B&Bs and temporary accommodation.

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

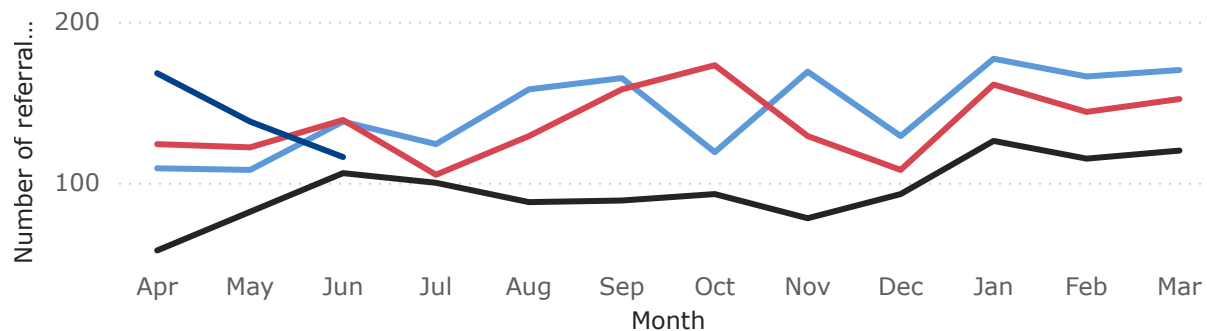
### Placements by type

- Placements into eme...
- Placements into tem...



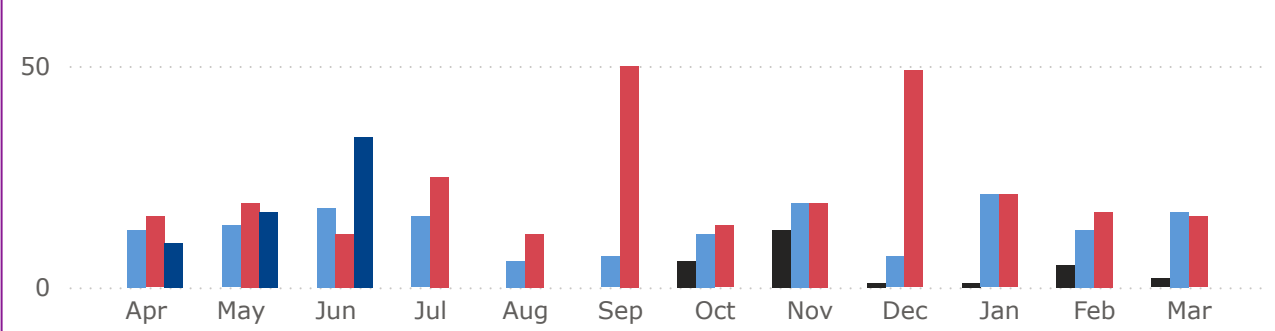
Number of referrals made to the Early Intervention team from third parties

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



Number of homelessness duties discharged into the private rented sector

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



# 13. Housing



**Latest Data Period:**  
June 2024

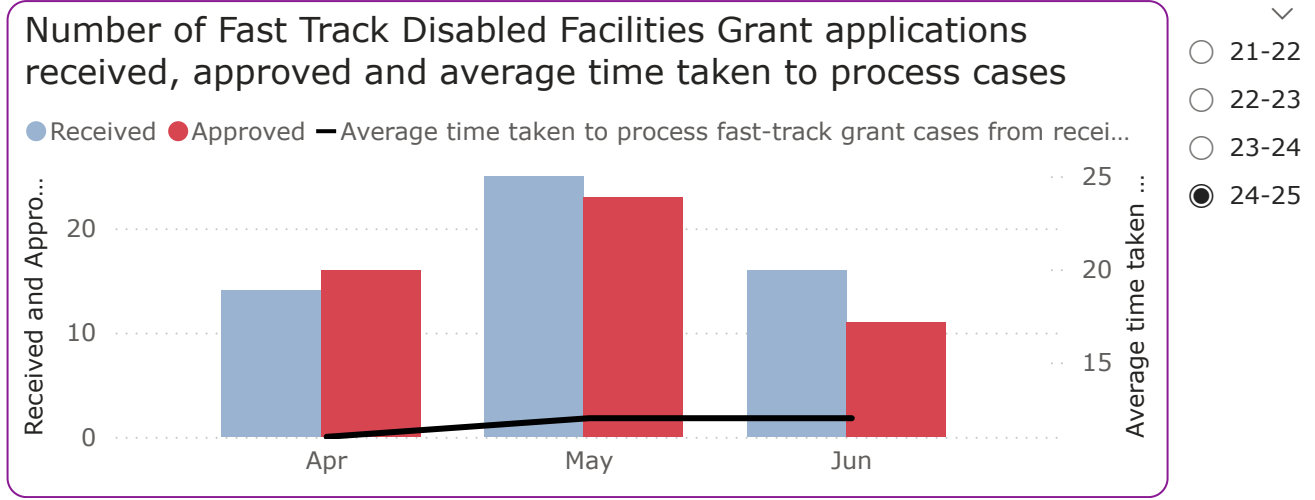
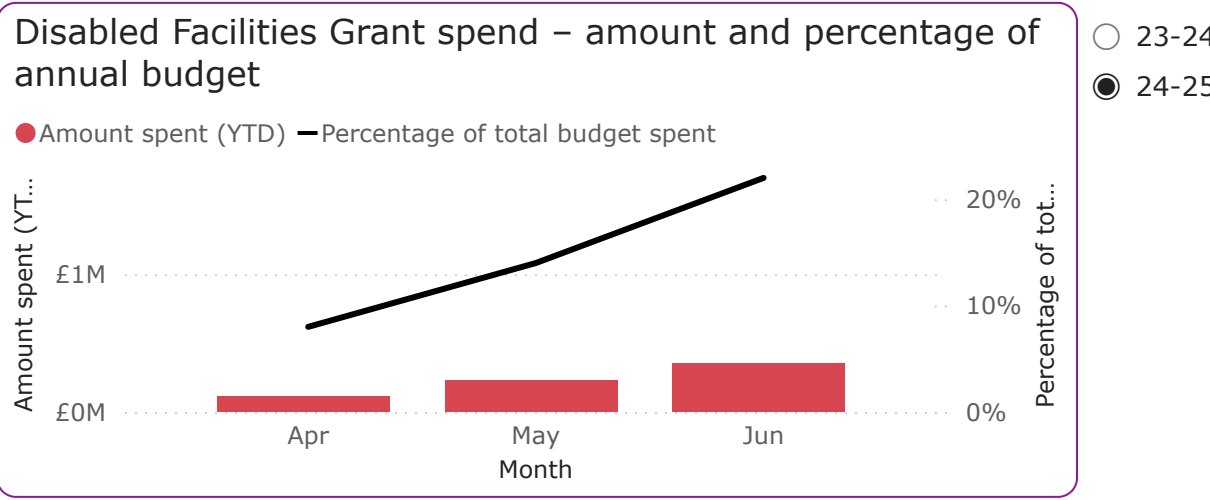
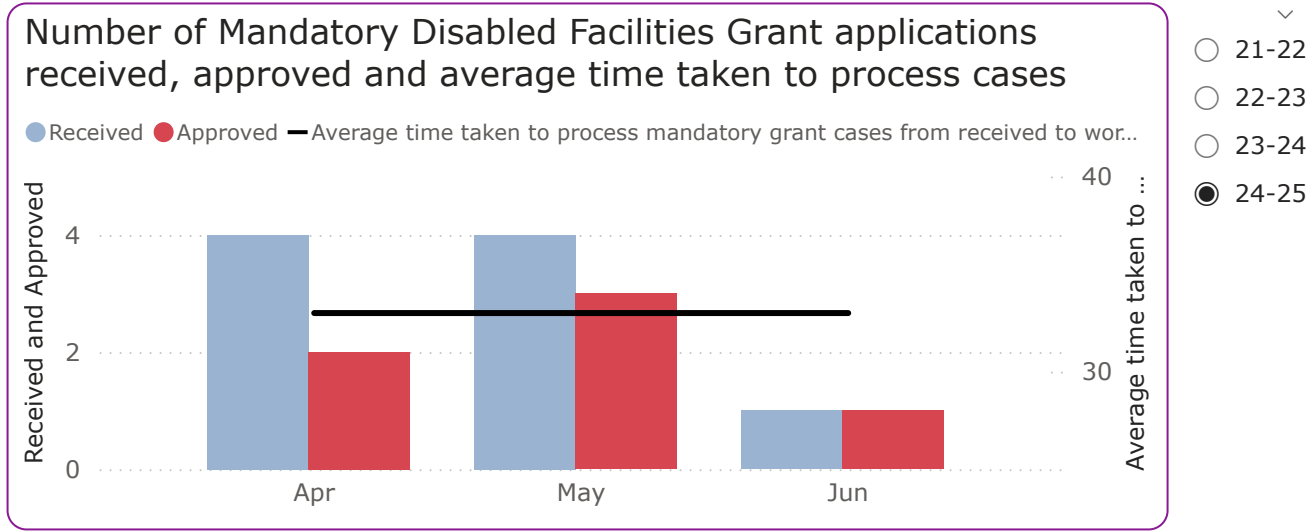


**Commentary or Summary**

Our total expenditure for June 2024 was **£120,160.35** bringing our total cumulative spend to **£349,2061.51** This equates to **22%** of our annual budget which has been confirmed as £1,586,537.00 an increase of £132,000 against last year's initial budget.

During June we received 17 referrals for adaptations 8 from ILS, 5 from Home First/Adult Care Services, 1 from Children and Young Persons services, 2 from GP Surgeries, and 1 from West Suffolk Hospital. We also dealt with 2 enquiries of which 3 were referred to Suffolk County Council for full OT Assessments and 1 related to a grant repayment.

A total of 12 grants were approved including 1 Mandatory DFG and 11 discretionary Fast Track applications. This brings the total number of grant



# 14. Housing



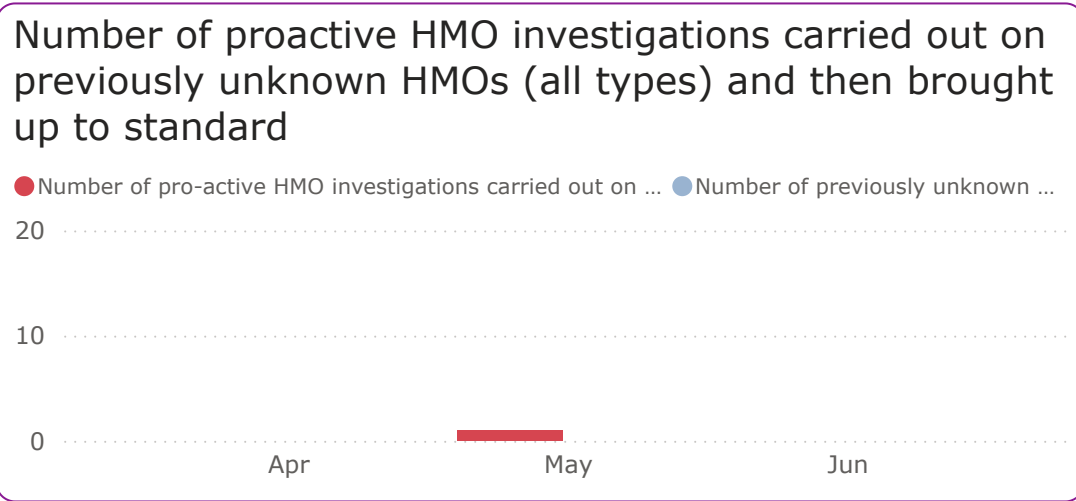
Latest Data Period:

June 2024

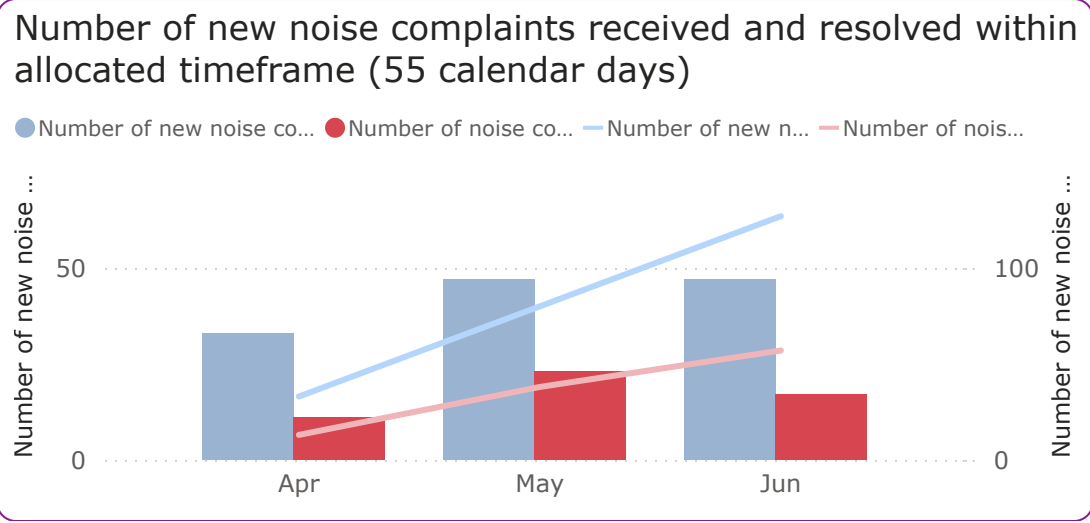
**Commentary and summary**

**Number of proactive HMO investigations carried out on previously unknown HMOs:** We continue to await the results of the Safer Suffolk Renters HMO identification project. Our team will be supporting the SSR officers in the event of enforcement action being required. A further impact day with Suffolk Fire and Rescue Services has been planned and will take place in September across Bury and Haverhill. We continue to work closely with all partner agencies and respond to reports of suspected HMOs as a matter of priority.

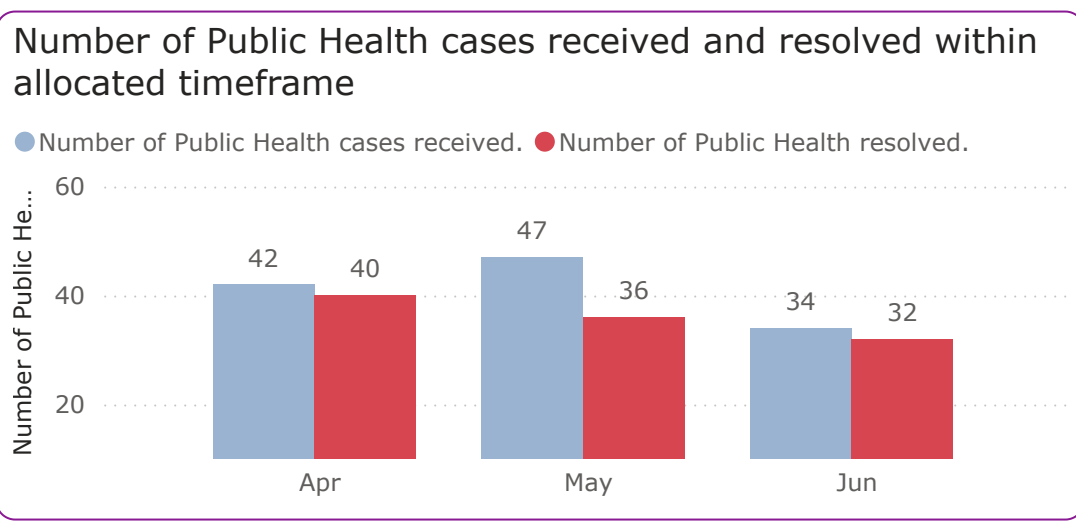
**Number of previously unknown HMOs identified as a result of pro-active inspections brought up to standard:** A new low risk HMO is being brought up to standard following a complaint from a previous tenant, this is mentioned in the HMO complaint KPI. A suspected non-licensed HMO is currently under investigation



- 21-22
- 22-23
- 23-24
- 24-25



- 21-22
- 22-23
- 23-24
- 24-25



- 21-22
- 22-23
- 23-24
- 24-25

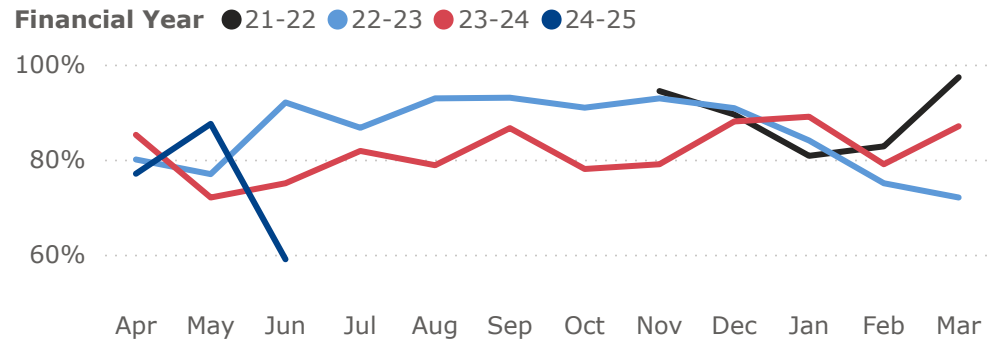
# 15. Housing



Latest Data Period:

June 2024

Percentage of housing complaints received that were resolved within the allocated timescales (45 calendar days)



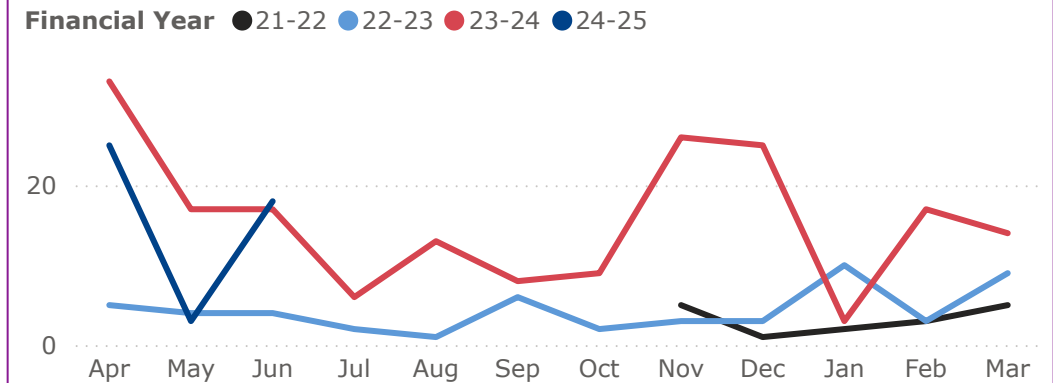
### Commentary or Summary

**Number of Housing Health and Safety Rating System hazards are removed or reduced:** 3 Category I Hazards were removed and 15 Category II hazards were removed across the PRS, Social Housing and Private HMO.

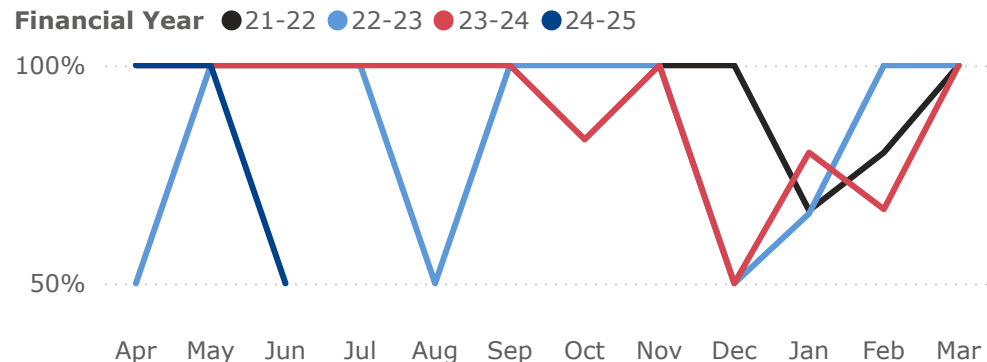
**% of housing complaints received and resolved:** In June, 7 cases missed the required timeframe for resolution.

It is evident that the cases above could have been closed sooner and delays were due to access problems rather than a failure to resolve by the landlord. Officers will be reminded to close worksheets when the hazards are removed to ensure the accurate reporting

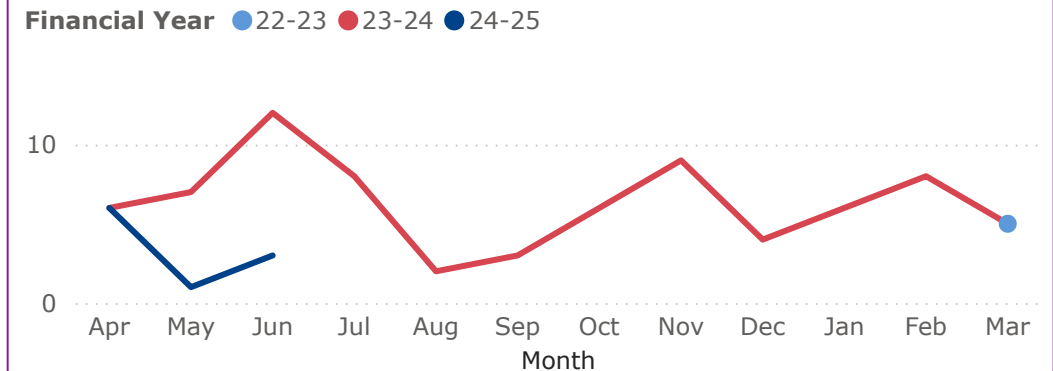
Number of Housing Health and Safety Rating System hazards removed or reduced



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



Number of damp and mould hazards identified through HHSRS



# 16. Housing

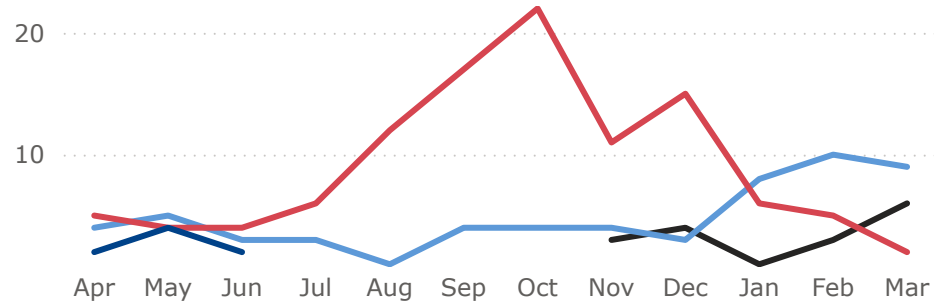


Latest Data Period:

June 2024

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

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



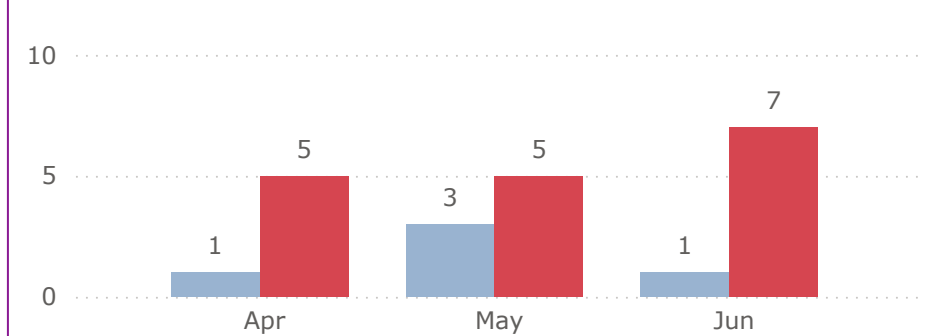
**Commentary or Summary**

**Number of HMOs (all types):** This figure has been reduced by 8 due to them being sold or returned to single occupancy.

**Number of licensable HMO (5+ people) licence and renewal applications currently being processed:** We are up to date with our HMO Licence new applications and renewals.

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

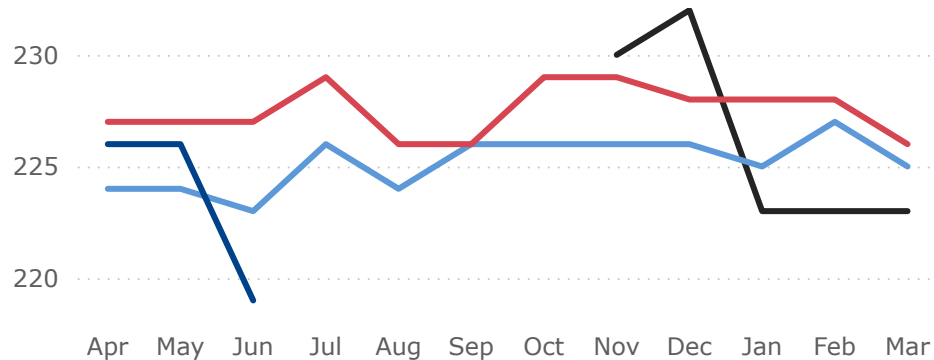
● HMO inspections due. ● HMO inspections carried out.



- 21-22
- 22-23
- 23-24
- 24-25

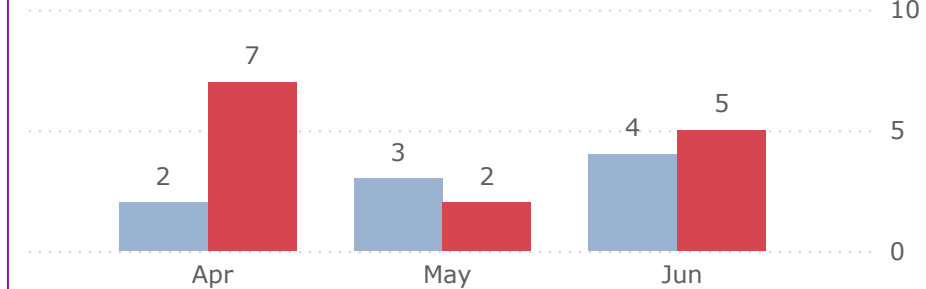
Number of HMOs (all types) in West Suffolk

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



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

● HMO inspections due. ● HMO inspections carried out.



- 21-22
- 22-23
- 23-24
- 24-25



# 17. Resources



Latest Data Period:

June 2024

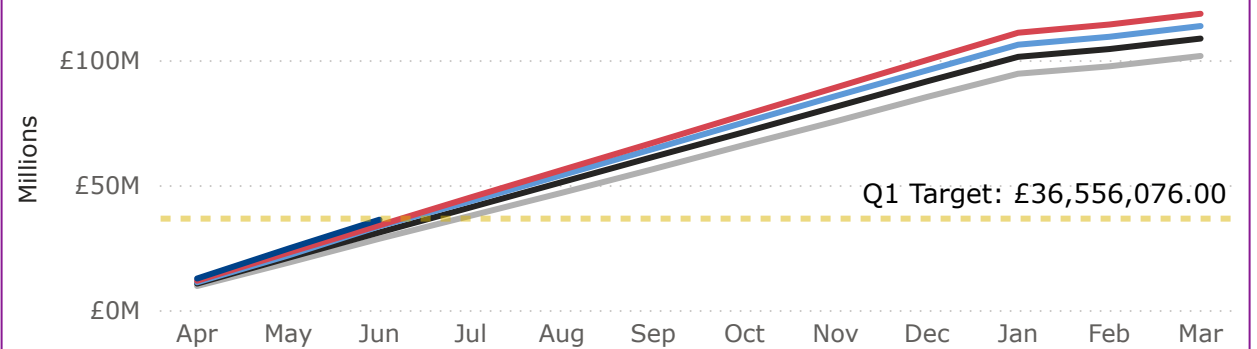


## Commentary or Summary

**Percentage collection of Council Tax:** This is a KPI monitored by the Office of Local Government and is the in year collection rate for its year.

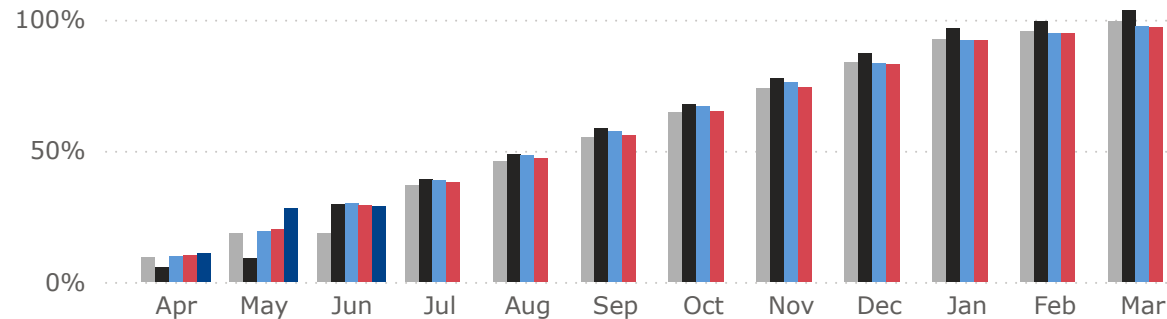
## Amount of Council Tax collected (YTD)

Financial Year ● 20-21 ● 21-22 ● 22-23 ● 23-24 ● 24-25



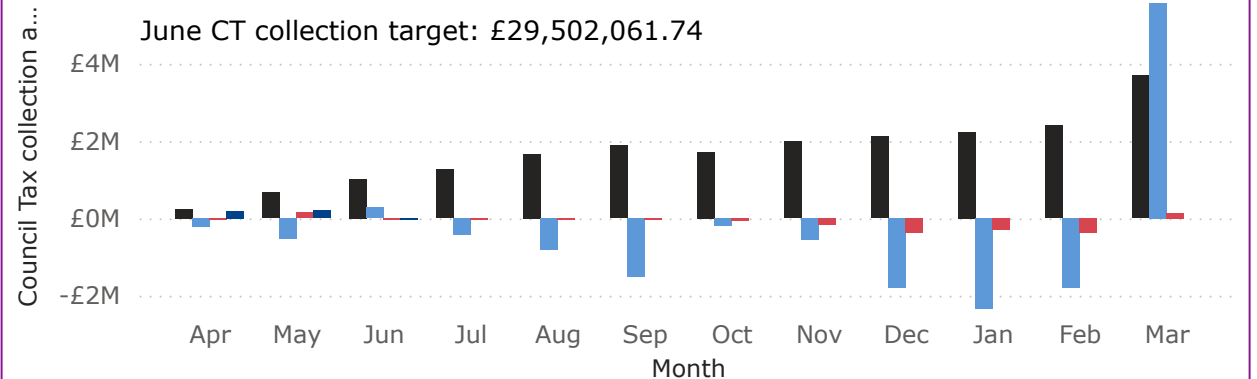
## Percentage collection of Council Tax (in year collection rate) (KPI monitored by Oflog)

Financial Year ● 20-21 ● 21-22 ● 22-23 ● 23-24 ● 24-25



## Council Tax collection against target

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



# 18. Resources

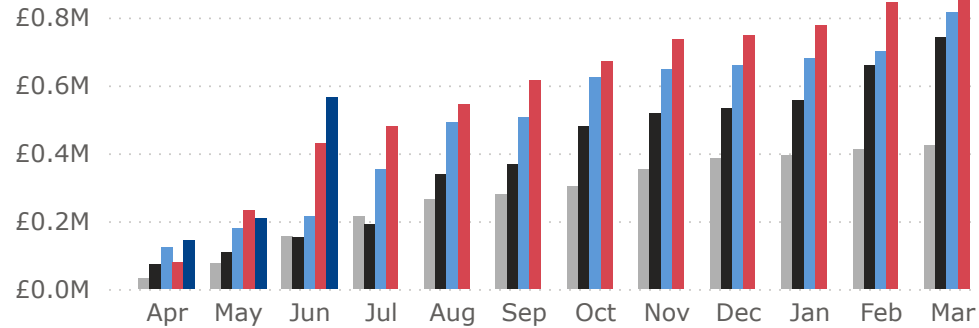


Latest Data Period:

June 2024

Value of fraud identified by the ARP team (YTD)

Financial Year ● 20-21 ● 21-22 ● 22-23 ● 23-24 ● 24-25



## Commentary or Summary

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

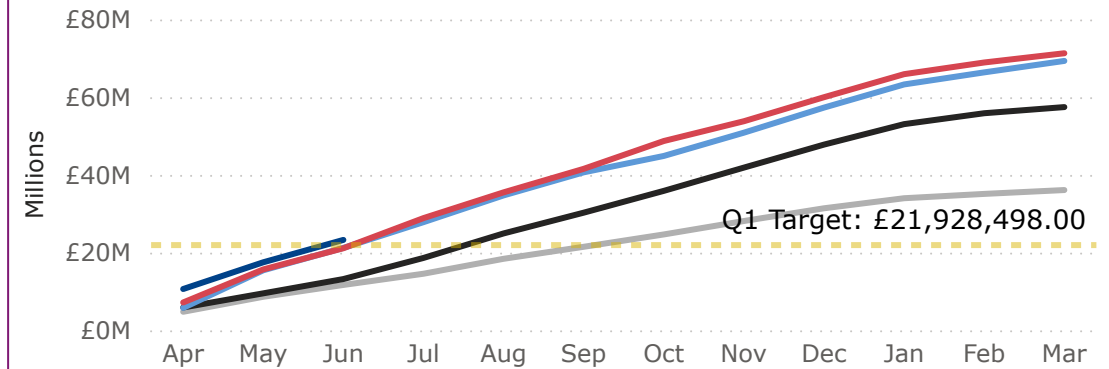
- Local Council Tax Support
- Single Person Discount
- Council Tax
- Non Domestic Rates.

Fraud identified has increased year on year, with the biggest proportion being Council Tax Single Person Discount.

**Percentage collection of business rates:** This is a KPI monitored by the Office of Local Government and is the in year collection rate for its year.

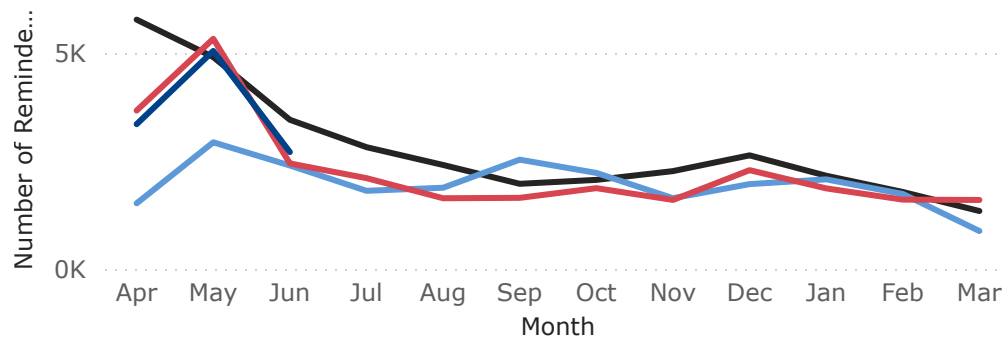
Amount of business rates collected (YTD)

Financial Year ● 20-21 ● 21-22 ● 22-23 ● 23-24 ● 24-25



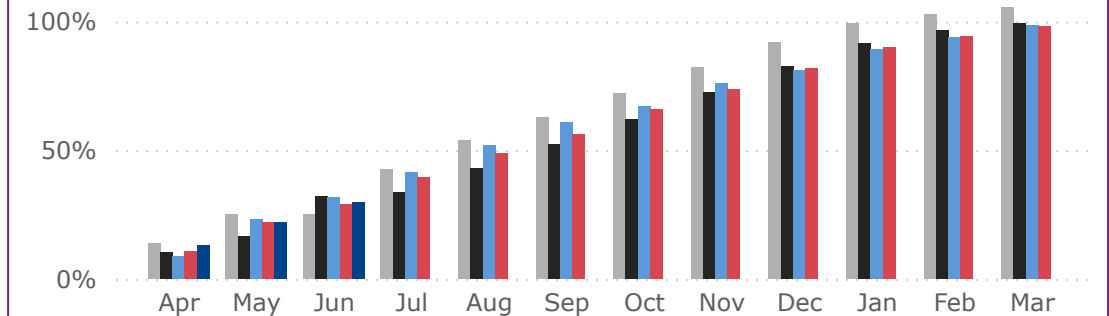
Number of Reminders and Summonses issued for Council Tax

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



Percentage collection of business rates (in year collection rate) (KPI monitored by Oflog)

Financial Year ● 20-21 ● 21-22 ● 22-23 ● 23-24 ● 24-25



# 19. Resources



Latest Data Period:

June 2024

## Commentary or summary

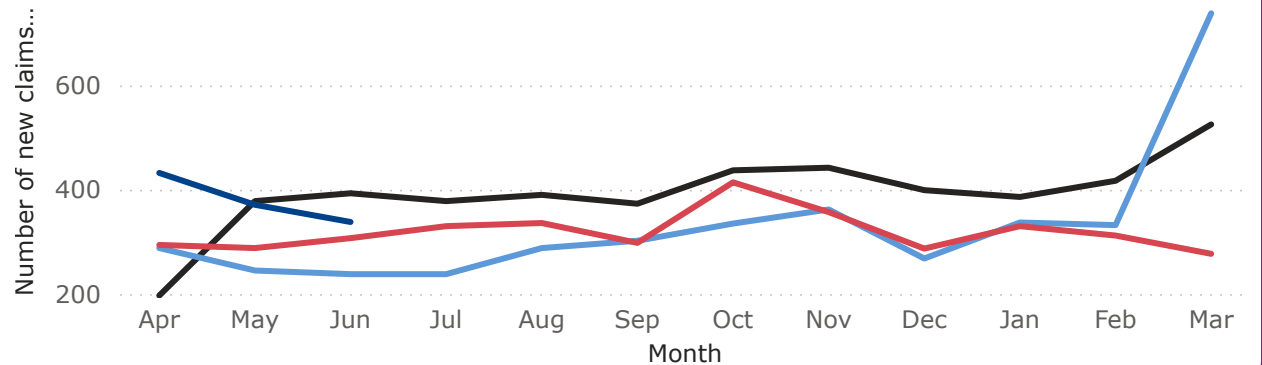
### Days taken to process Housing Benefit and Council Tax Reduction claims:

We have seen a large increase in the volume of new Council Tax Support claims received in Q1 this year – overall we received 6,991 this year compared to 3,933 the year before. This is partially due to the Universal Credit managed migration process, as each new claim for Universal Credit prompts an automatic claim for CTS. We are carefully monitoring the impact of the managed migration on our resource levels and have plans to focus on the claims outstanding over the next couple of weeks.

A campaign was carried out earlier in Q4 23-24 to reduce the amount of Housing Benefit new claims, where a work group was set up to focus on processing Housing Benefit claims during Q4 of 2023 to 2024. This group is now focussing on Council

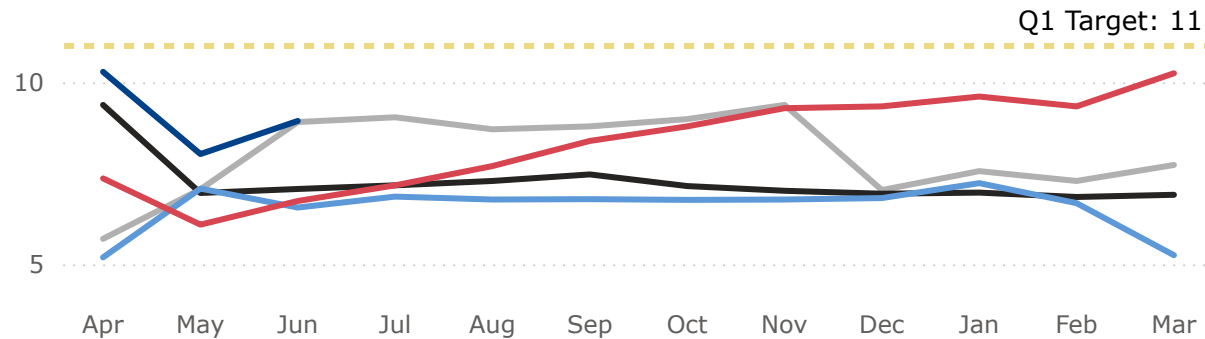
## Number of new claims for Local Council Tax Reduction Scheme

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



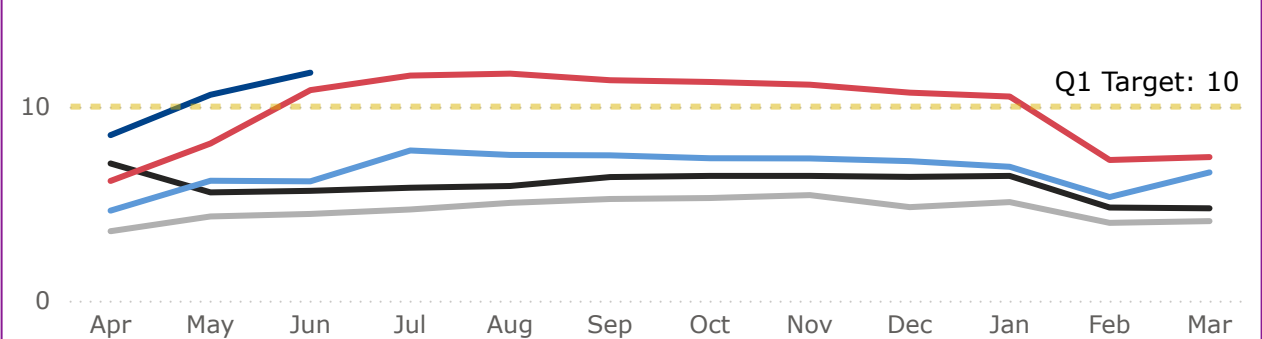
## Days taken to process Local Council Tax Reduction Scheme claims

Financial Year ● 20-21 ● 21-22 ● 22-23 ● 23-24 ● 24-25



## Days taken to process Housing Benefit claims

Financial Year ● 20-21 ● 21-22 ● 22-23 ● 23-24 ● 24-25



# 20. Resources

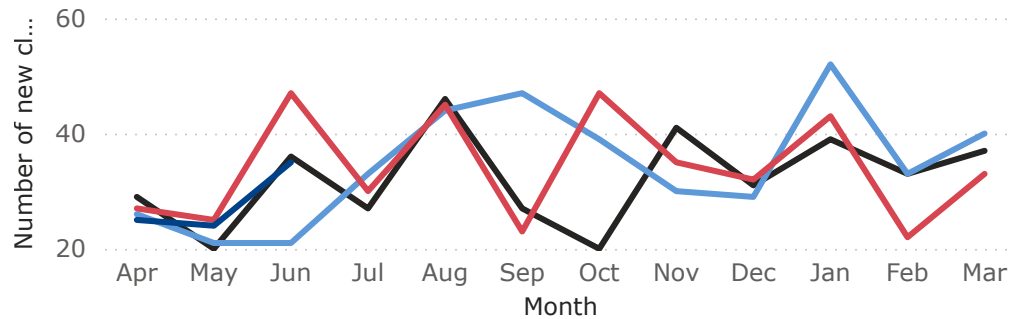


Latest Data Period:

June 2024

Number of new claims for housing payments for temporary accommodation

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



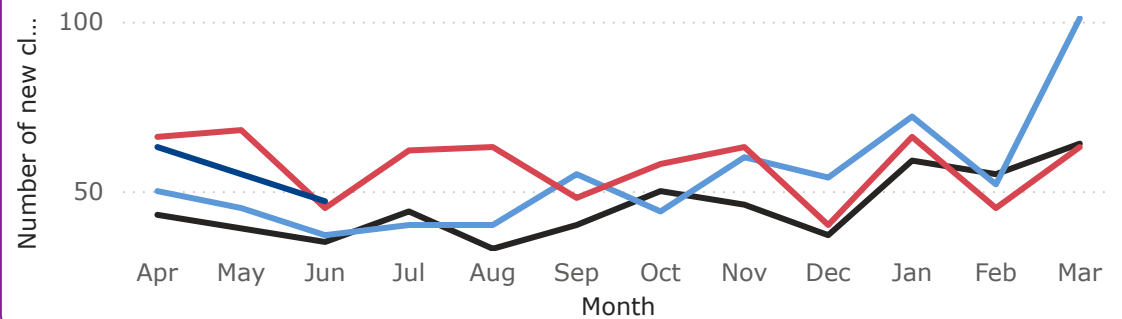
### Commentary or Summary

**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 telephone calls received by the Recovery Team:** Team are picking up calls from customers because of these residents receiving reminders and summonses.

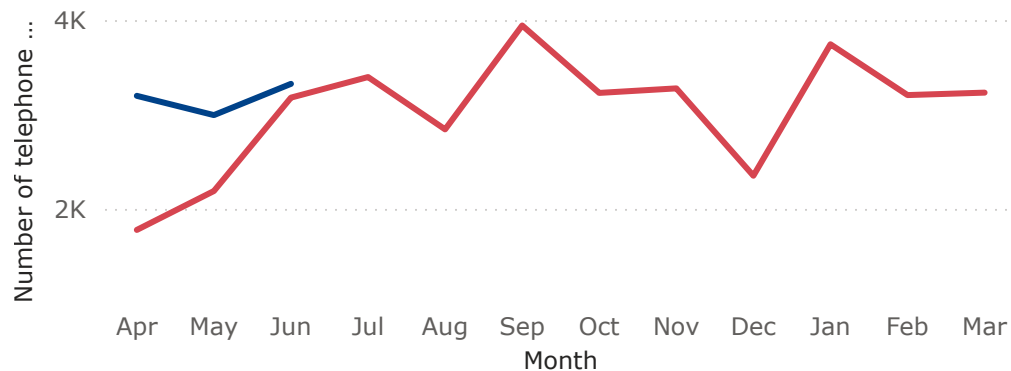
Number of new claims for Discretionary Housing Payment or Exceptional Hardship Fund

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



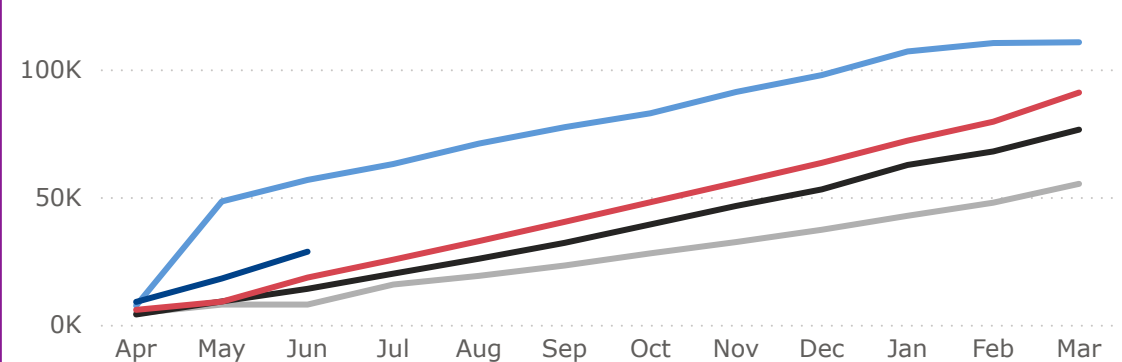
Number of telephone calls received by the Recovery Team

Financial Year ● 23-24 ● 24-25



Number of e-forms received (YTD)

Financial Year ● 20-21 ● 21-22 ● 22-23 ● 23-24 ● 24-25



# 21. Resources



Latest Data Period:

June 2024

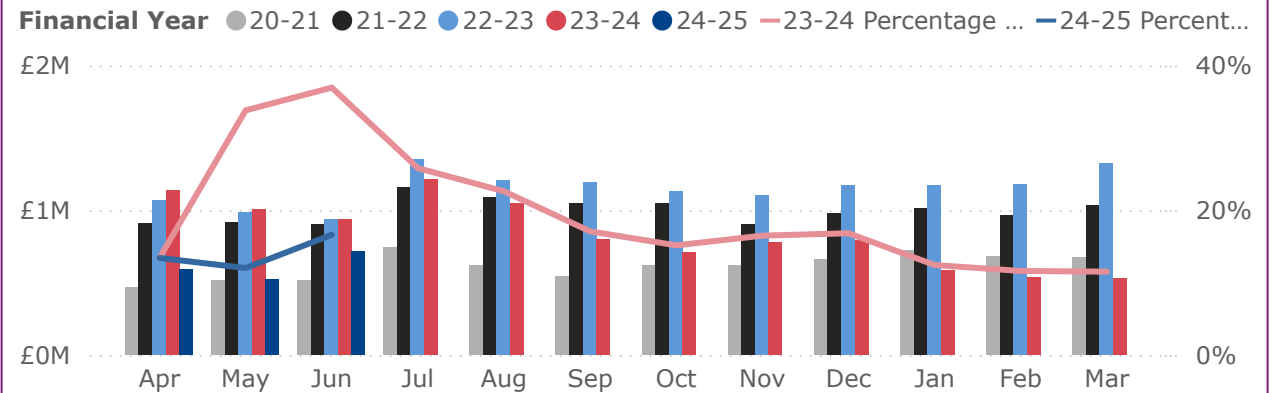
## Commentary or summary

**Total amount of debt over 90 days:** Increase from May due to two property debts falling into the 90 days bracket. However, debt position is still down compared to last year (June 2023 - £936,356).

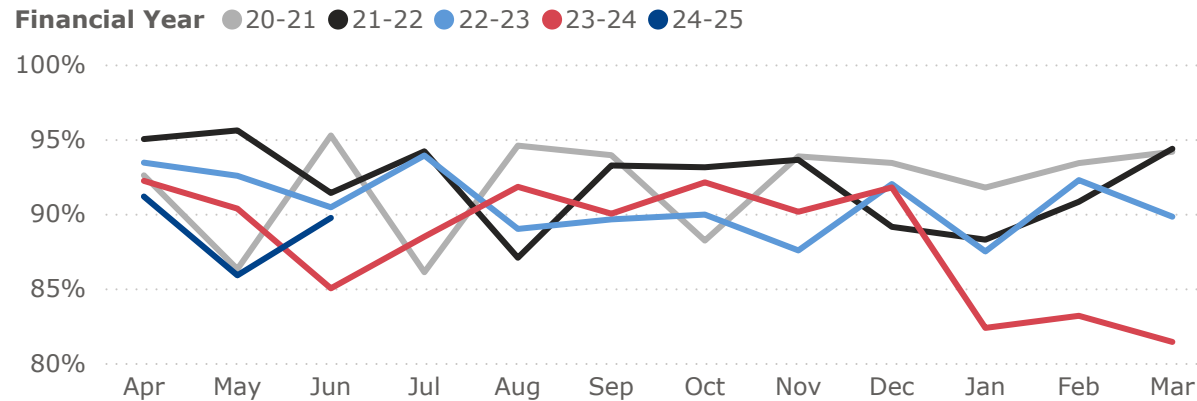
**Percentage of undisputed invoices paid within 30 days:** On average it took 7 days for invoices to arrive onto the system and 11 days for invoices to be approved. The invoicing process is currently being reviewed by the Finance team and are looking at ways to improve the current process and reporting.

**Value of invoices not paid within 30 days:** Total invoices paid for the month was £3,910,565.86. A total of 905 undisputed invoices were processed with 93 not being paid within 30 days. The highest single value not paid within 30 days was

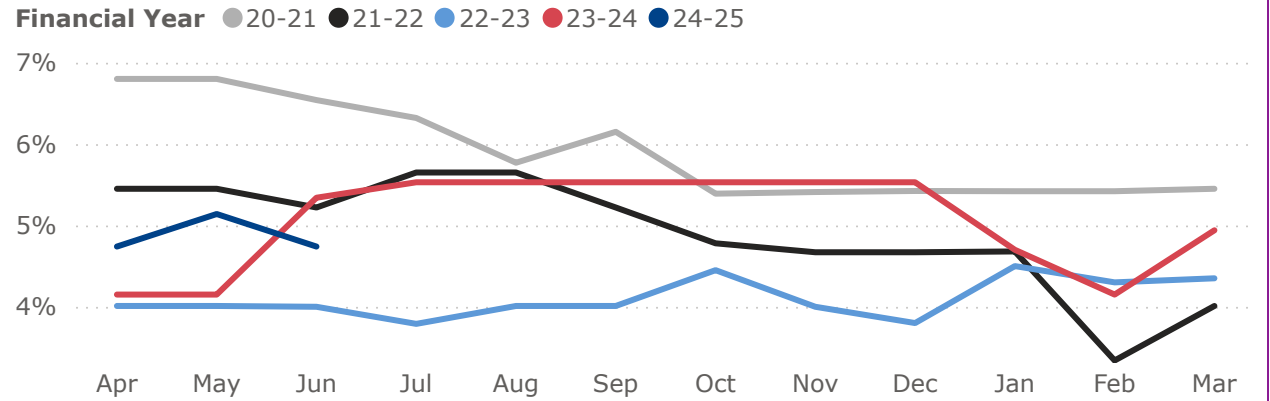
## Amount of debt over 90 days old



## Percentage of undisputed invoices paid within 30 days



## Percentage of void properties across entire commercial estate



# 22. Governance and Regulatory



Latest Data Period:

June 2024

Number of staff vacancies

Financial Year ● 23-24 ● 24-25

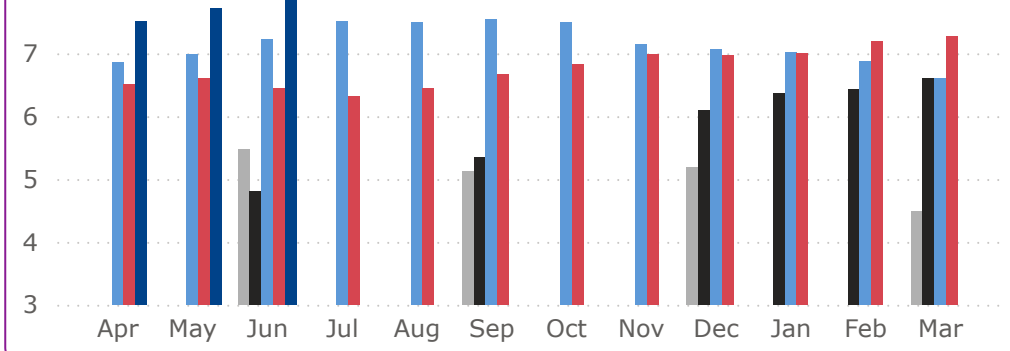


**Commentary or Summary**

**Average number of sick days lost:** While sickness absence has risen again this is to a lesser extent than recent months and can fluctuate depending on a range of factors or be affected by a small number of people. Long-term absence for a few individuals is also an important contributor to the figures being higher. For the period July 2022 to June 2023, long term absence accounted for 32% of all days lost whereas the figure for the last 12 months is 53%. In general, sick absence is much lower than in the past - pre COVID years - and the recent increase is very small, but any increase is a concern. This is why the Council has in place support for individuals and programmes as well as access to professionals for physical and mental health issues. The

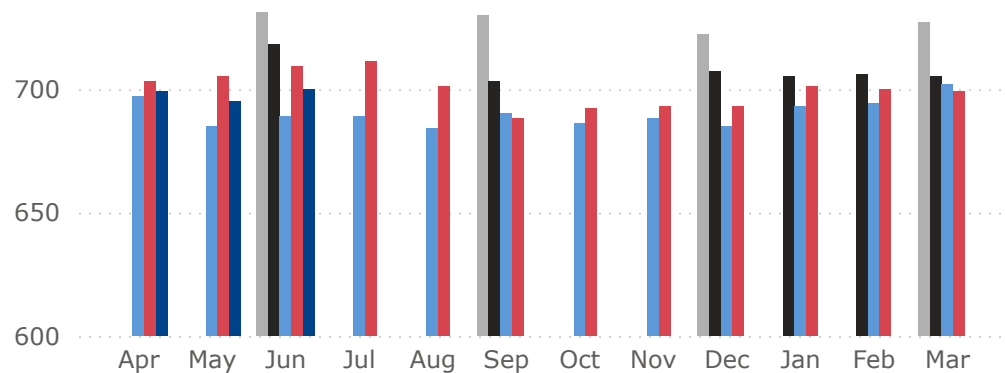
Average number of sick days lost per FTE per year

Financial Year ● 20-21 ● 21-22 ● 22-23 ● 23-24 ● 24-25



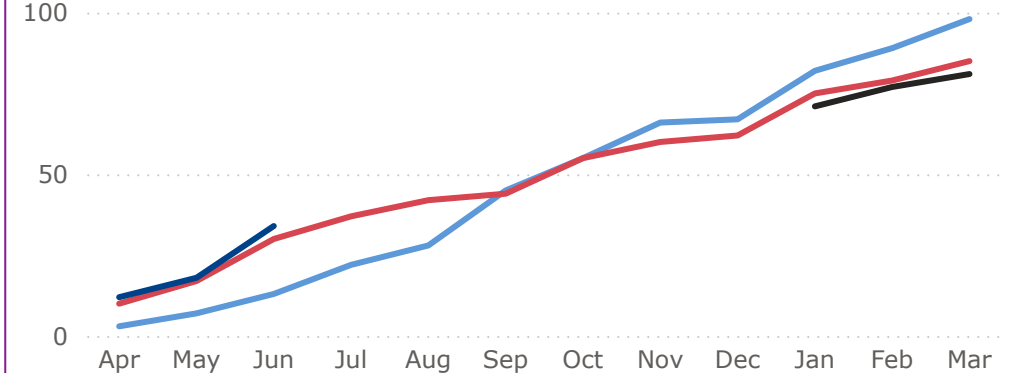
Number of current employees (head count)

Financial Year ● 20-21 ● 21-22 ● 22-23 ● 23-24 ● 24-25



Number of new starters (YTD)

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25





# 23. Governance and Regulatory



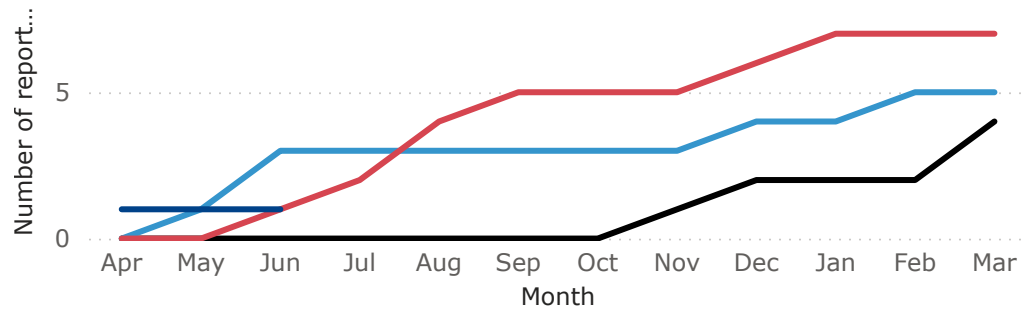
Latest Data Period:

June 2024



Number of reported incidences involving staff injuries, diseases and dangerous occurrences (YTD)

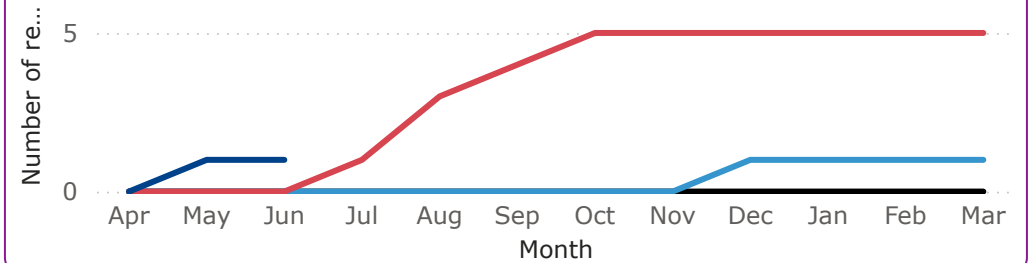
Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



Commentary or Summary

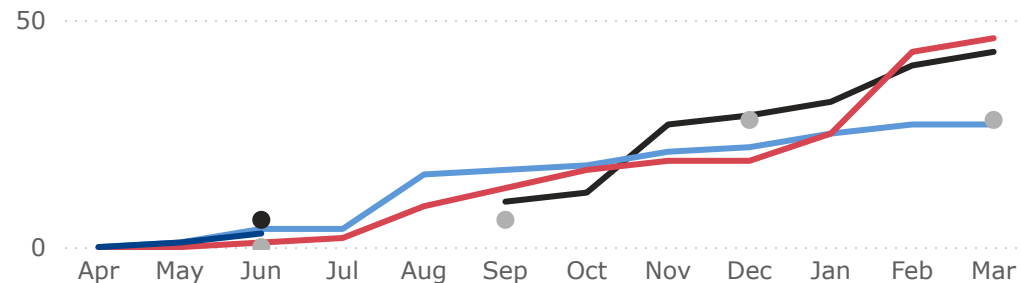
Number of reported incidences involving member of public injuries, diseases and dangerous occurrences (YTD)

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



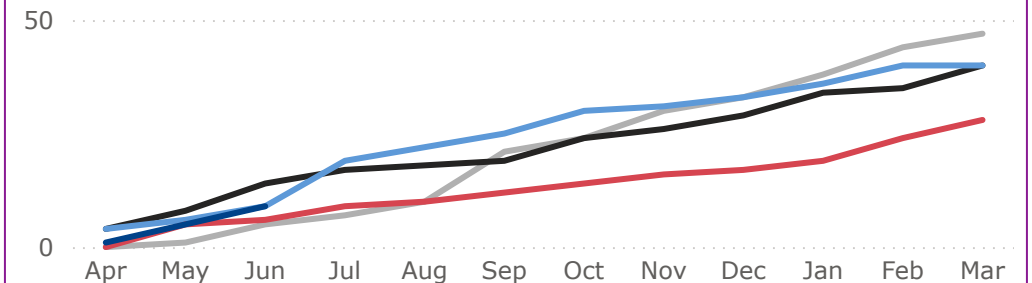
Number of audits and Fire Risk Assessments completed (YTD)

Financial Year ● 20-21 ● 21-22 ● 22-23 ● 23-24 ● 24-25



Number of incidents of violence at work (includes verbally aggressive behaviour and physical abuse) (YTD)

Financial Year ● 20-21 ● 21-22 ● 22-23 ● 23-24 ● 24-25



## 24. Governance and Regulatory



Latest Data Period:

June 2024

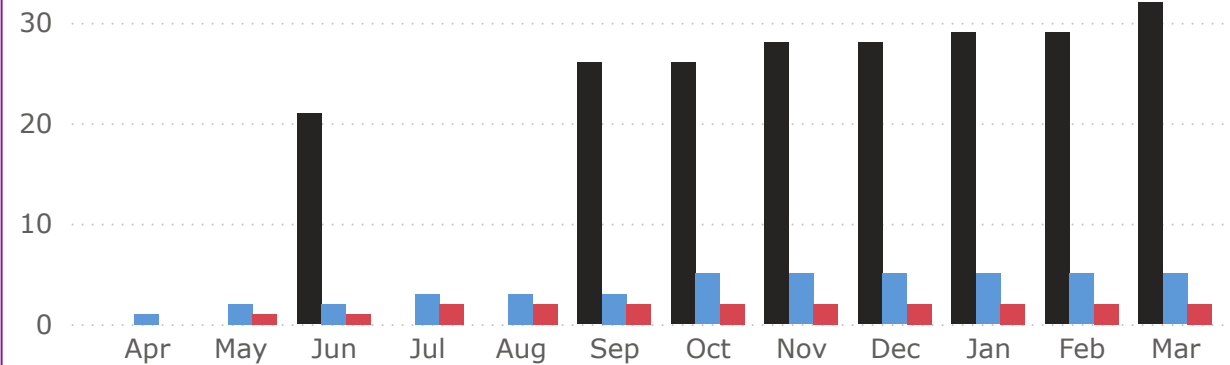
West Suffolk  
Council

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

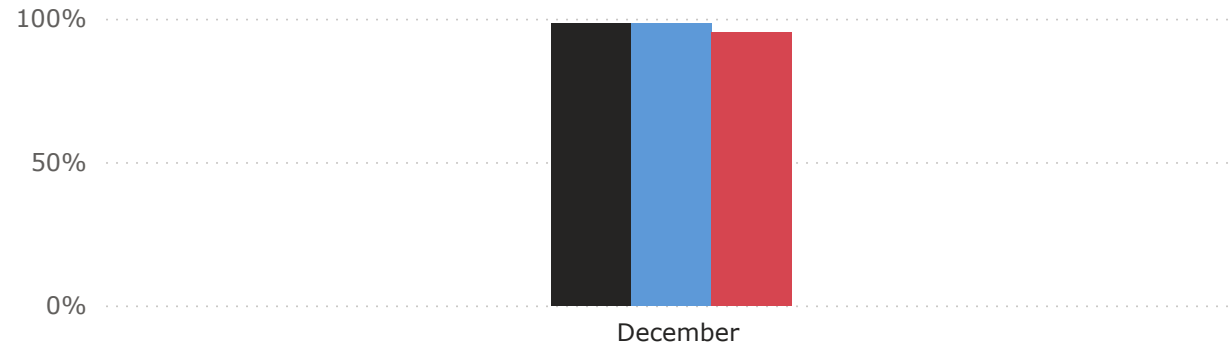
### Number of unscheduled elections and referendums held (YTD)

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



### Percentage overall canvass completion

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



# 25. Governance and Regulatory



Latest Data Period:

June 2024



## Commentary or Summary

**Number of outstanding routine food hygiene inspections due:** 202 outstanding food inspections as of 30 June 2024. These outstanding inspections only factor in food businesses with a food hygiene rating already.

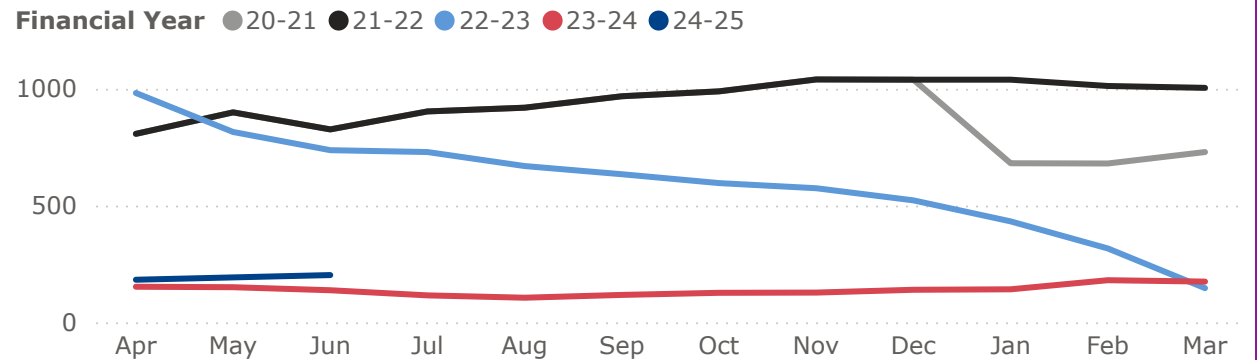
Food hygiene inspection activity by the CEH team is being carried out in accordance with the Food Standards Agency’s Code of practice. However, there will always be a rolling number of outstanding inspections as every month new ones become due.

We always aim to have zero inspections, in line with the FSA expectations, but this is not realistic. We, therefore, approach the inspection programme on a risk basis and ensure that higher risk premises are inspected as a priority, which will inevitably leave some outstanding lower risk inspections. We will be using the council’s CSI tools to maximise resource and free up capacity as far as possible. We are also conscious of the need to ensure that there is sufficient resource and priority available for other areas of the service which also pose a risk to health.

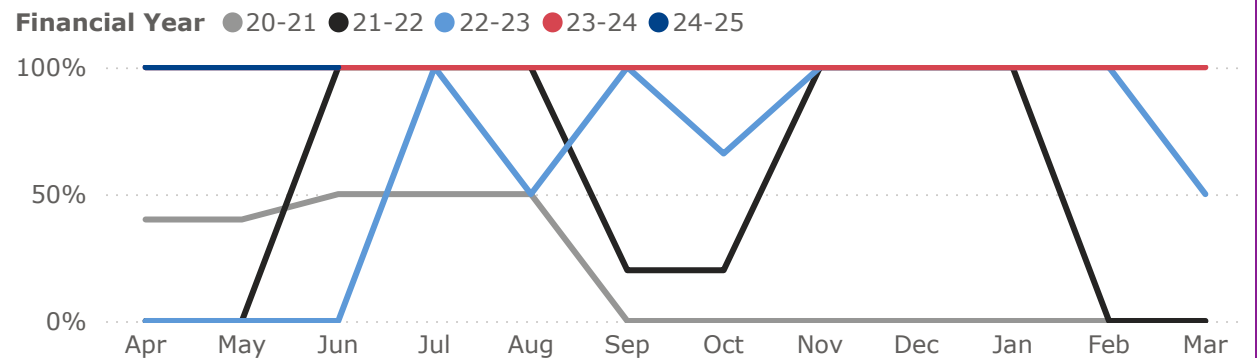
However there will always be a rolling number of outstanding as every month new ones become due. There is no tolerance level for how many we can have outstanding, technically we shouldn’t have any but this is almost impossible to achieve with existing and new inspection numbers as well as the large variety of other work the team do alongside food inspections.

Animal welfare issues (enforcement/legal action work) of 3 cases is currently ongoing. Work to build and maintain the Assure Database as part of an ongoing project has also reduced the overall staffing available to do Environmental Health work in the team.

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



# 26. Governance and Regulatory



Latest Data Period:

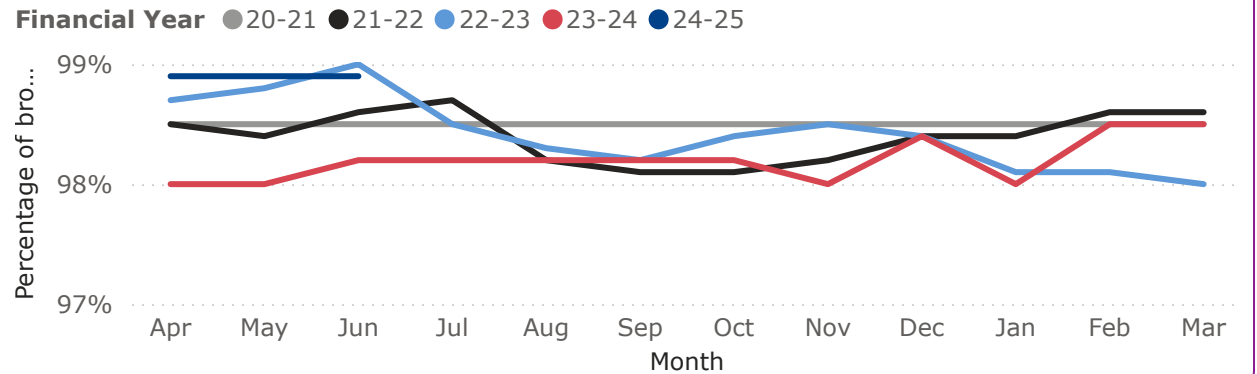
June 2024



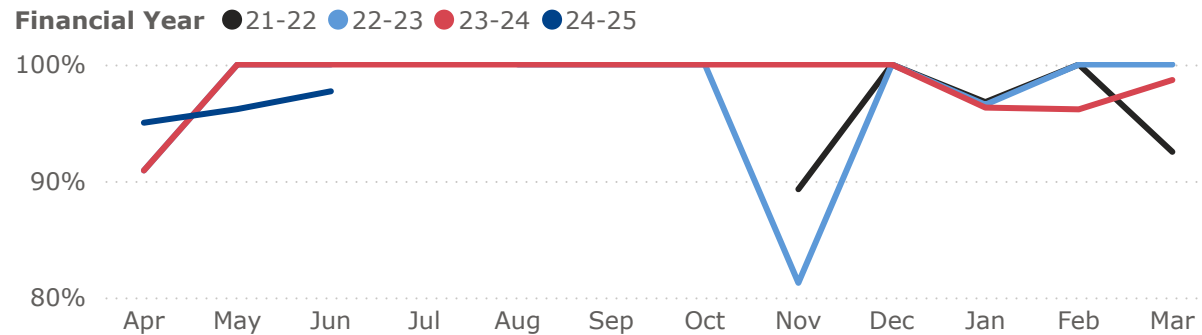
## Commentary or Summary

**Percentage of broadly compliant food businesses:** This figure continues to compare favourably with both Regional (98%) and National (96.9%) figures.

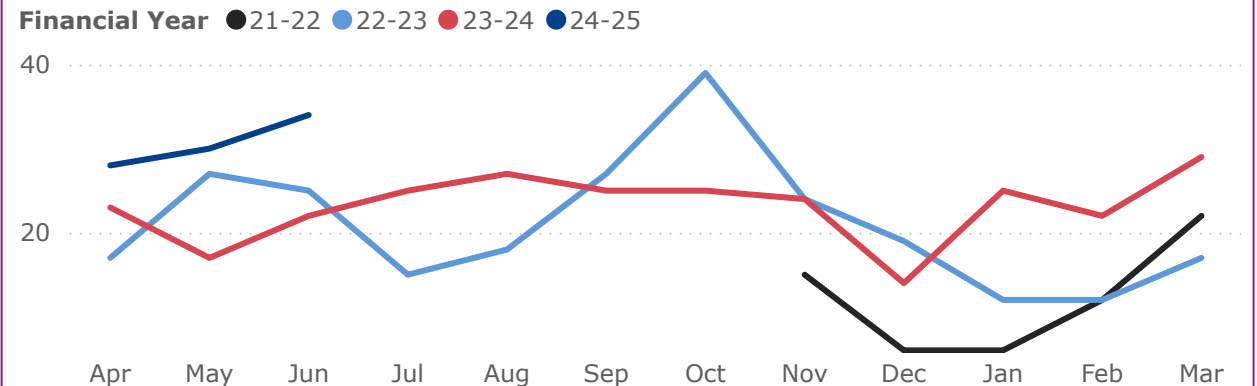
Percentage of broadly compliant food businesses (given rating between 3 and 5)



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



# 27. Governance and Regulatory



Latest Data Period:

June 2024



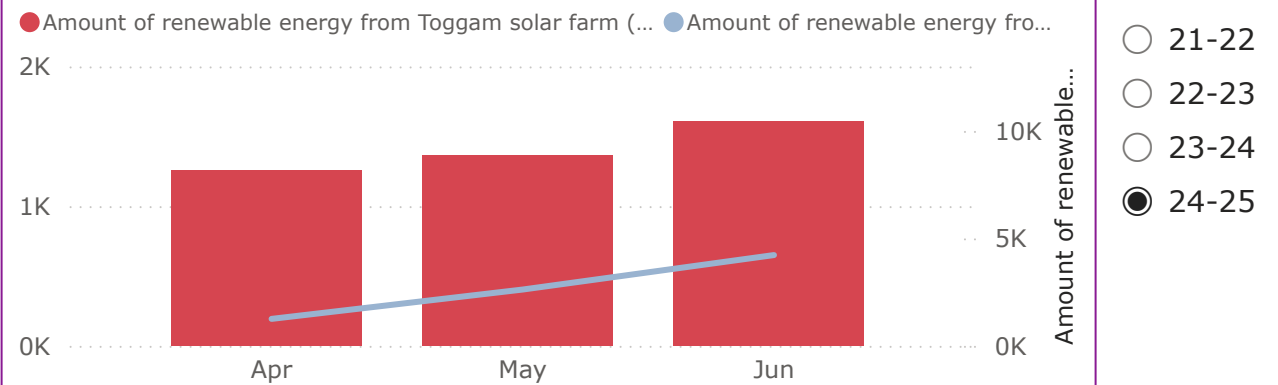
## Commentary or Summary

**Amount of renewable energy from Toggam solar farm:** For the quarter the site was down 8% of predicted generation. This performance has been caused by combination of poor seasonal weather and 5 days of shut down due to works carried out by UK Power Networks on the Lakenheath electricity grid.

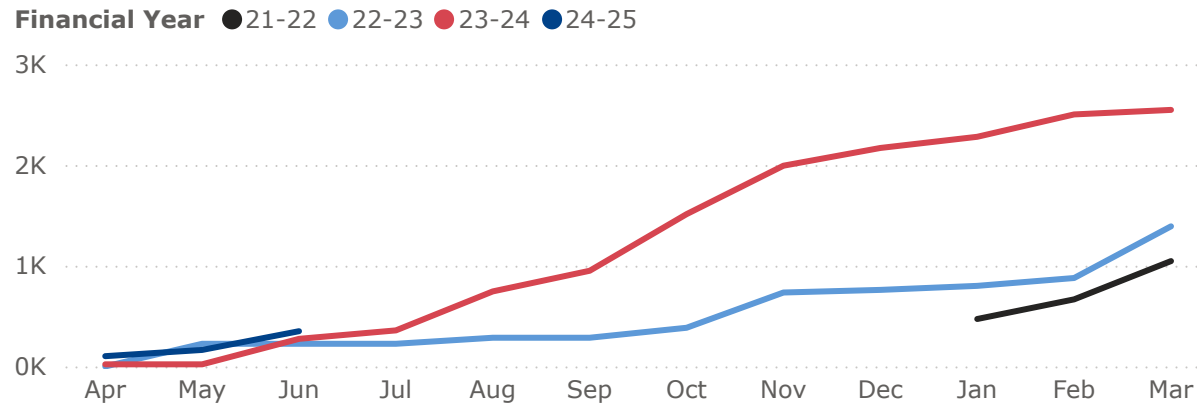
**Amount of renewable energy from other WS investments:** This includes Solar for Business. Our biggest customers include West Suffolk College, Caps Cases and Unisurge.

**Capacity of solar installations:** 1 new installation completed this month.

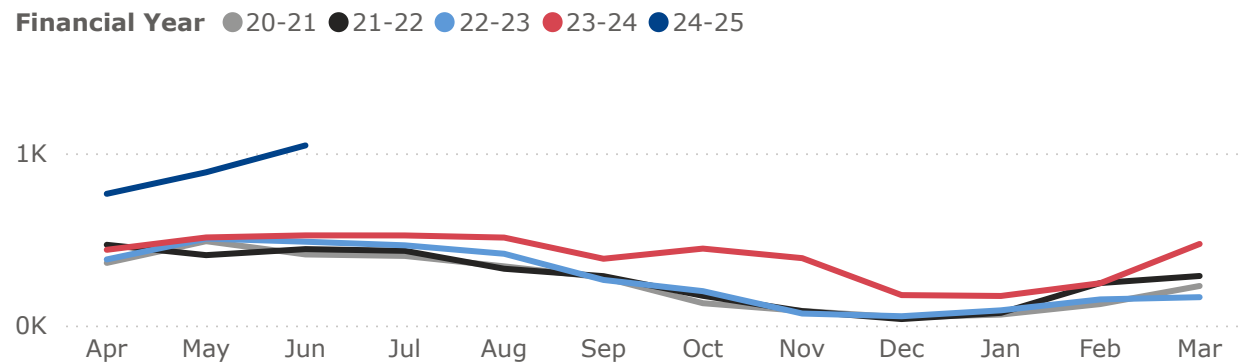
Amount of renewable energy from Toggam solar farm (MWh)



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



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



# 28. Families and Communities



Latest Data Period:

June 2024



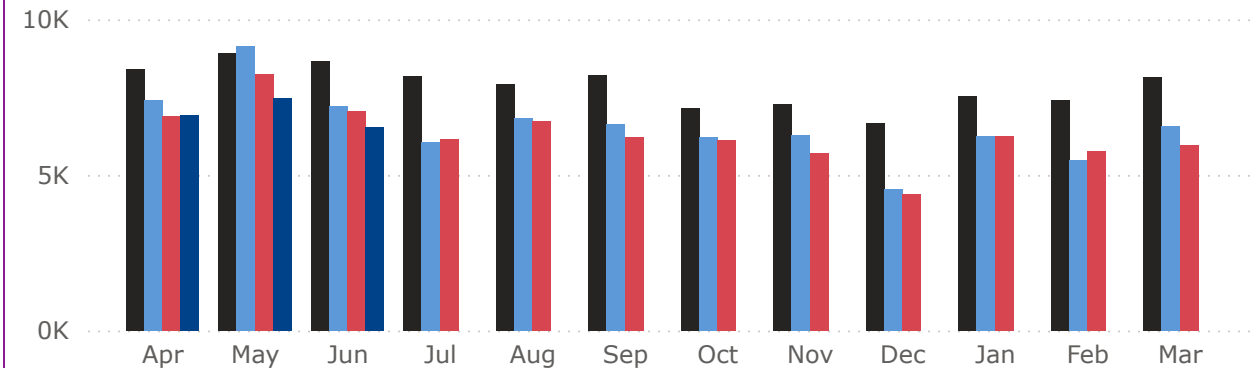
## Commentary or summary

**Number of contacts - phone:** Three busiest lines in Q1 were Garden Waste (20% of calls) Housing (19% of calls) and Waste (17% of calls). This quarter saw the renewal of Garden Waste subscriptions and a general election which saw these lines increase in calls by 16% compared to the previous quarter. We achieved a 98% call answer rate across all lines.

**Face to face:** In total, 2,138 visitors to WSH in Q1 across all building tenants. WSC had a total of 807 visitors. 63% had pre booked appointments and 37% were drop ins and redirected to self-service either from home or the public access phones/pc's. Housing/Homeless customers were the largest number of customers presenting without an appointment during the quarter.

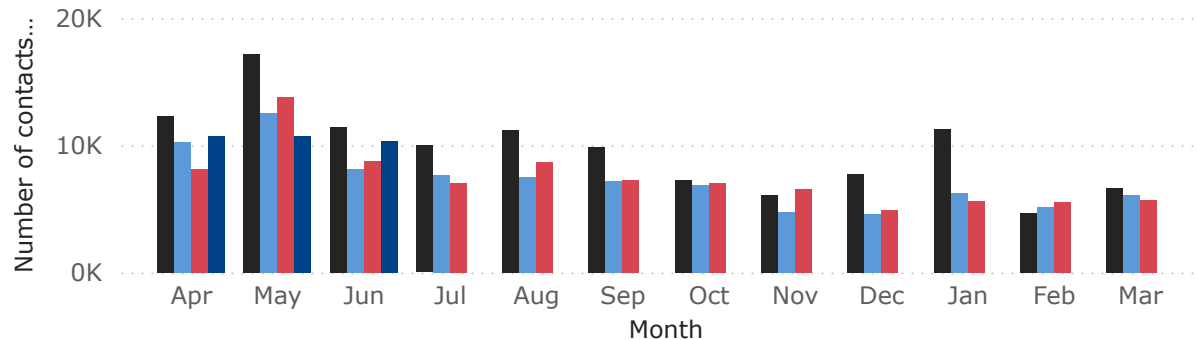
## Number of contacts received - phone

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



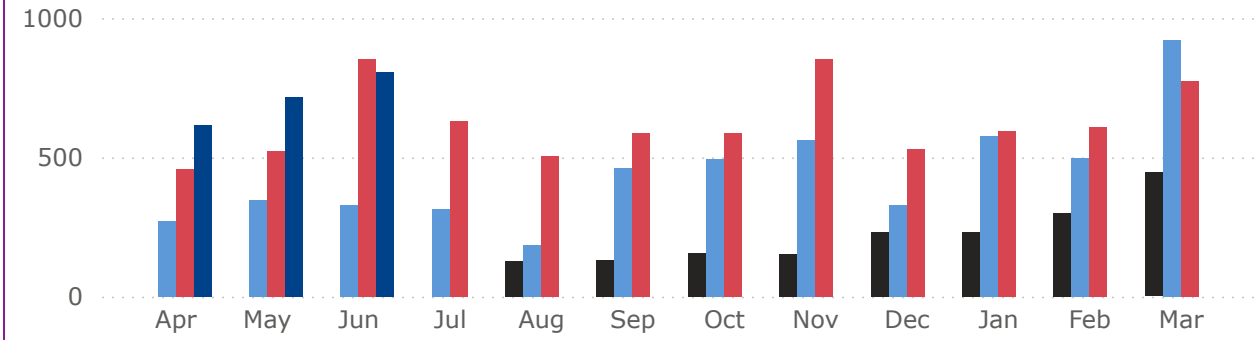
## Number of contacts received - online or email

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



## Number of contacts received - face-to-face

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25





# 29. Families and Communities



Latest Data Period:

June 2024

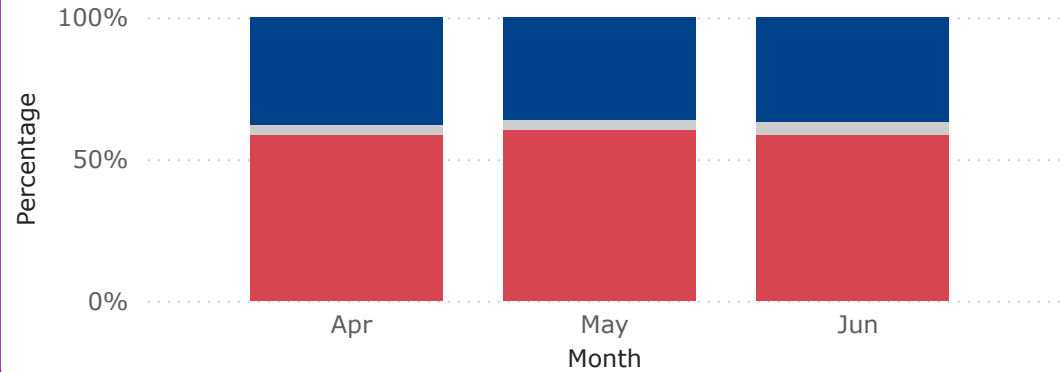
## Commentary or Summary

### Percentage of contacts received by phone, online or email and face to face:

This is a new way of displaying the KPIs this month, combining phone, email/online and face to face contact in a stacked bar chart.

### Percentage of contacts received by phone, online or email and face to face - channel split

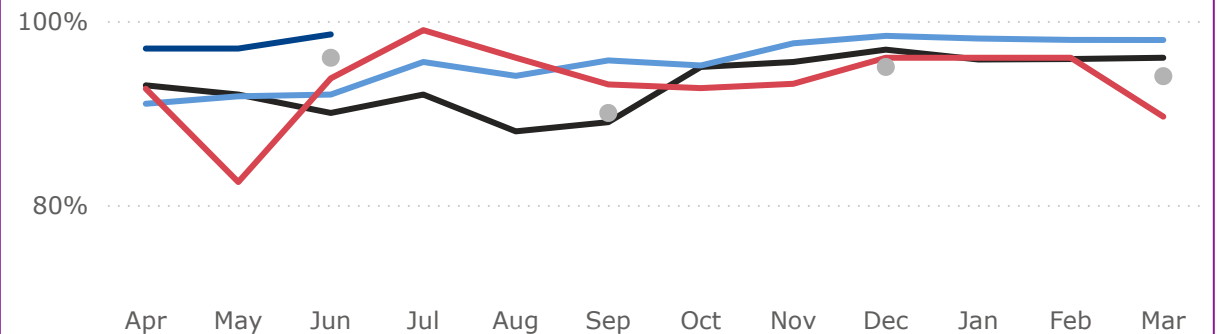
● Online or email ● Face to face ● Phone



- 21-22
- 22-23
- 23-24
- 24-25

### Percentage of phone calls answered

Financial Year ● 20-21 ● 21-22 ● 22-23 ● 23-24 ● 24-25



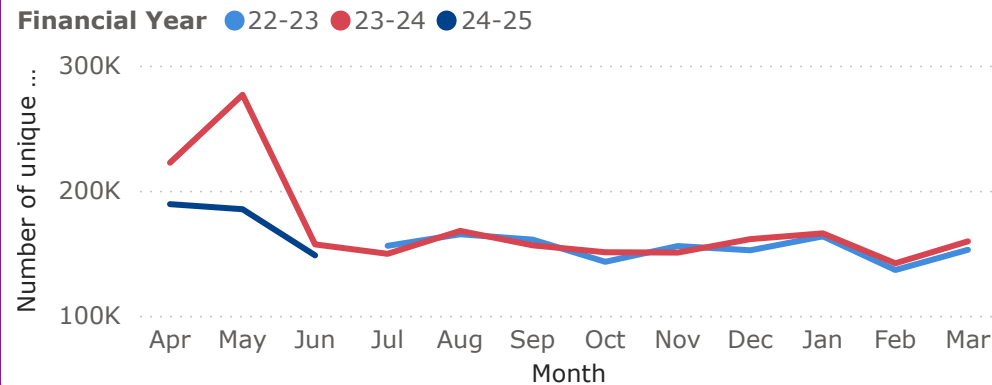
# 30. Families and Communities



Latest Data Period:

June 2024

Total number of page views to West Suffolk Council website



## Commentary or Summary

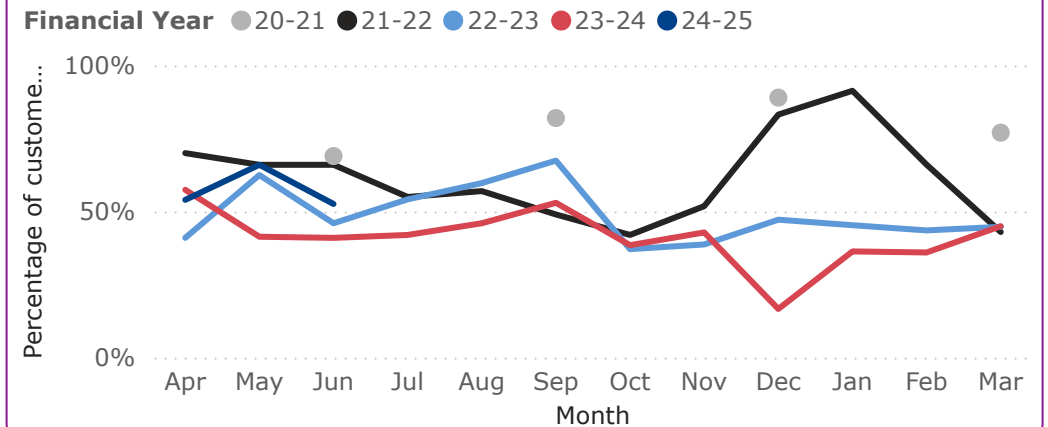
### Total page views and unique users to West Suffolk Council website:

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.

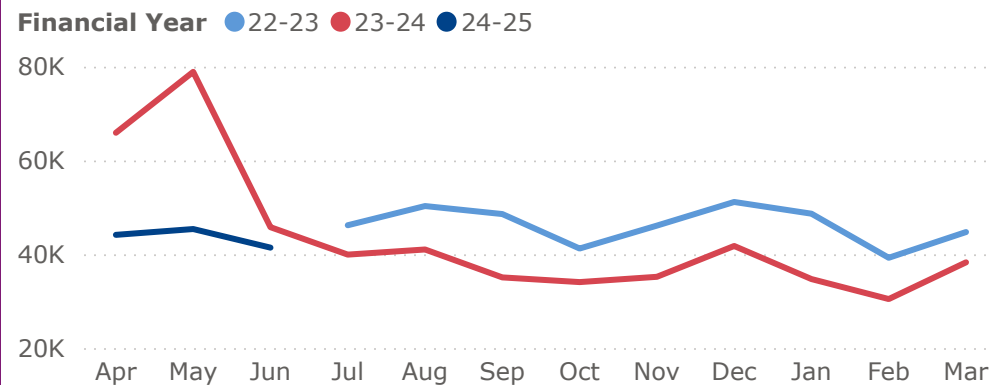
There are several factors for the drop in views and users:

- People may not be accepting cookies
- Some of the processes are simplified so people do not need to visit several times (for example, taxi licensing)
- Increasing social media posts mean that visitors may not always need to visit our website for information

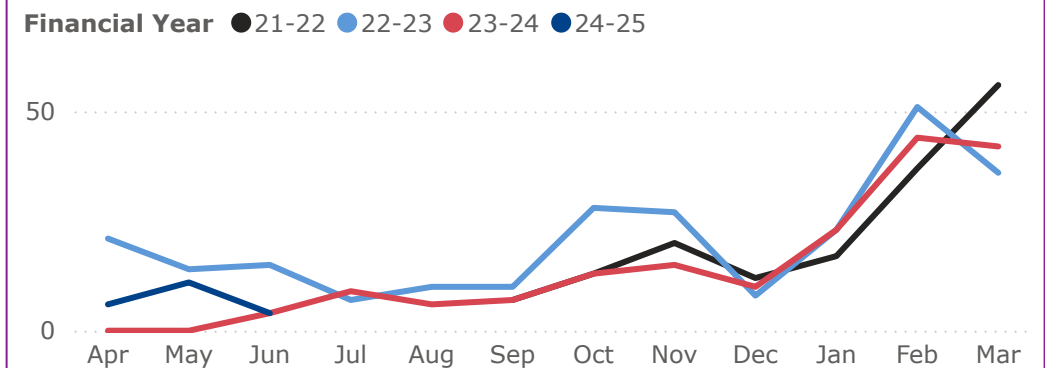
Percentage of customers satisfied with service received



Number of unique users of the West Suffolk Council website



Number of locality budget applications processed by the team



# 31. Growth



Latest Data Period:

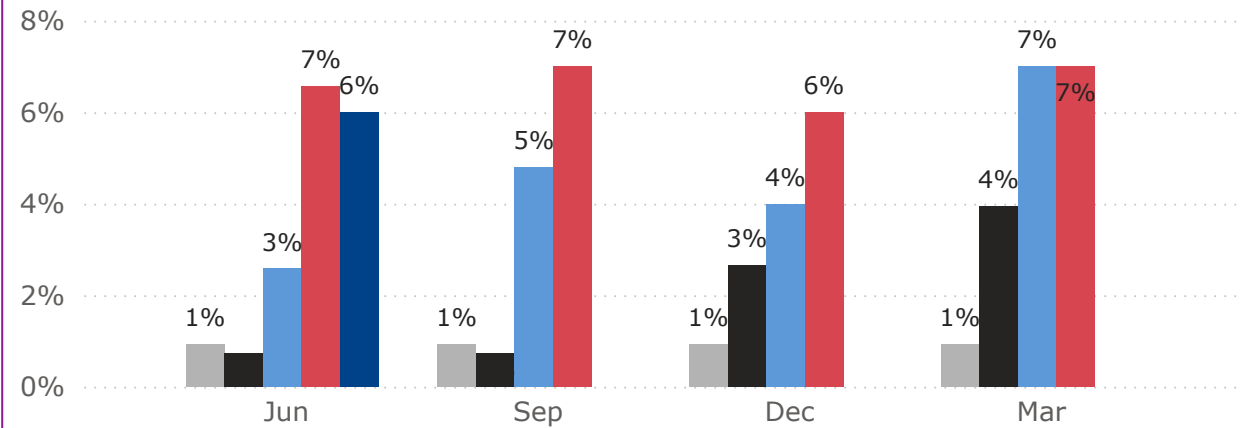
June 2024

## Commentary or Summary

**Percentage of businesses that are new start-ups in West Suffolk:** The number of start-up businesses across West Suffolk had a slight fall in Q1 2024.

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

Financial Year ● 20-21 ● 21-22 ● 22-23 ● 23-24 ● 24-25



# 32. Leisure

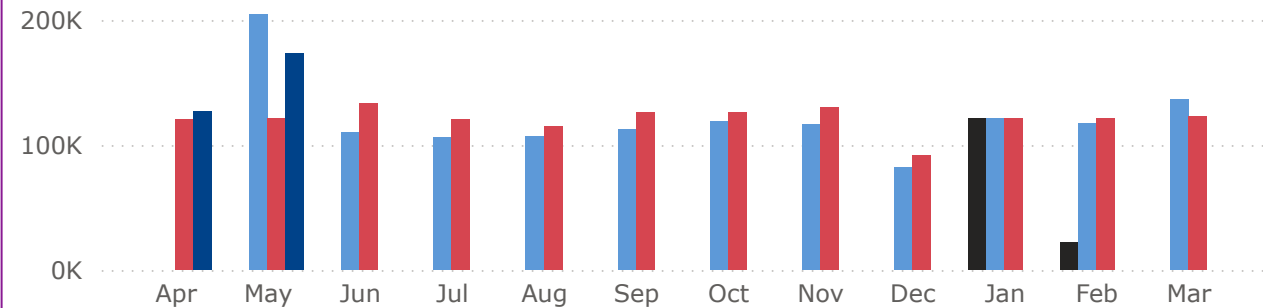


Latest Data Period:  
June 2024

## Commentary or Summary

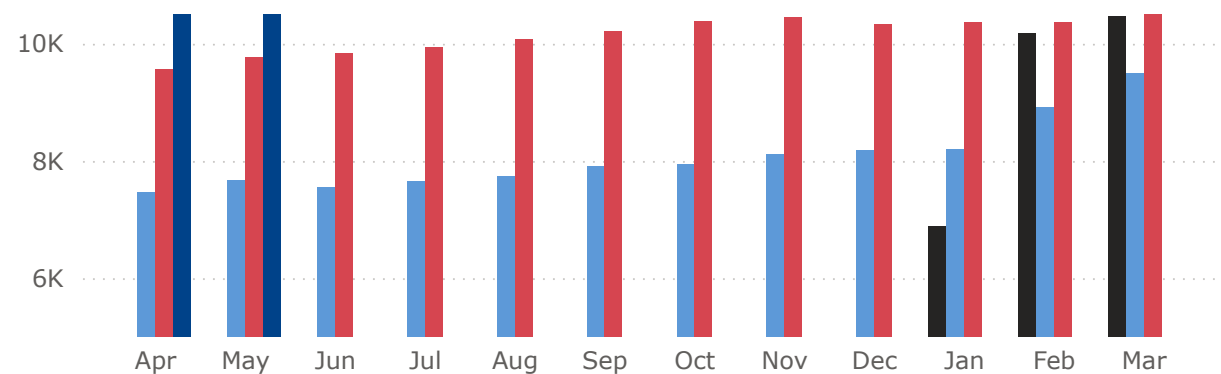
## Number of non-membership admissions to Abbeycroft (one month lag)

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



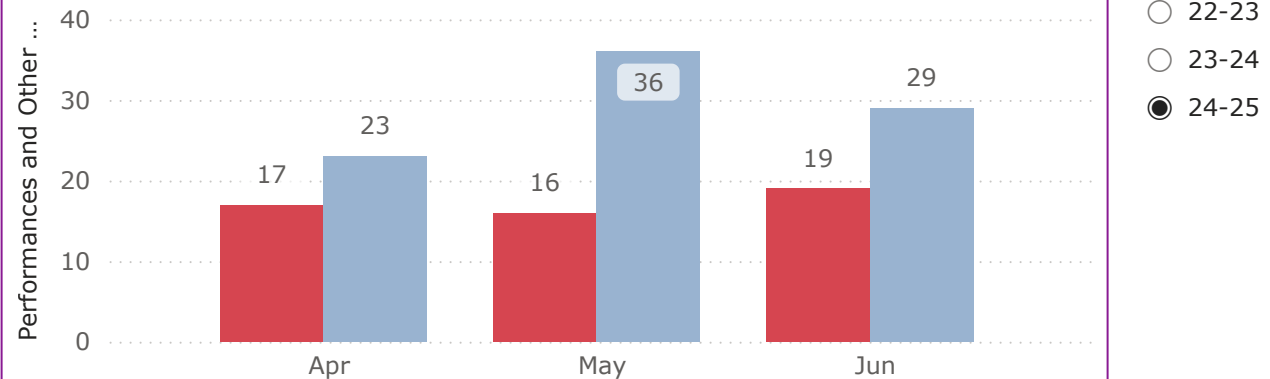
## Number of Abbeycroft memberships (one month lag)

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



## Number of performances and other events at The Apex

● Performances ● Other events



- 21-22
- 22-23
- 23-24
- 24-25

# 33. Leisure



Latest Data Period:

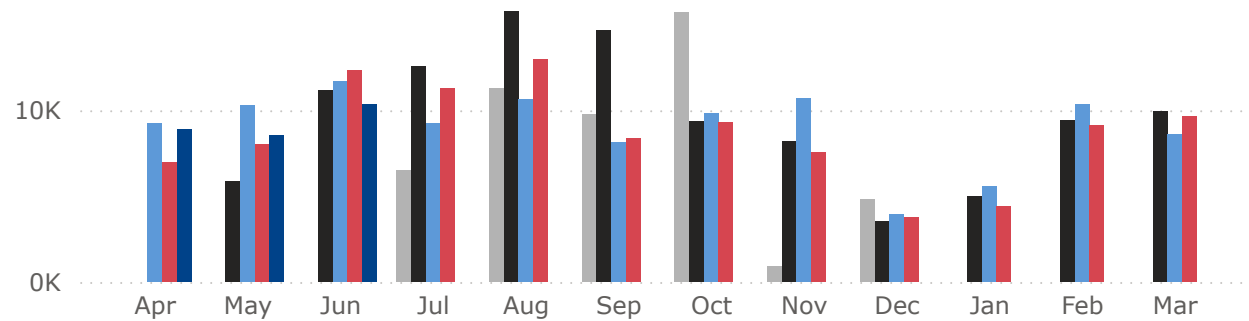
June 2024

## 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.

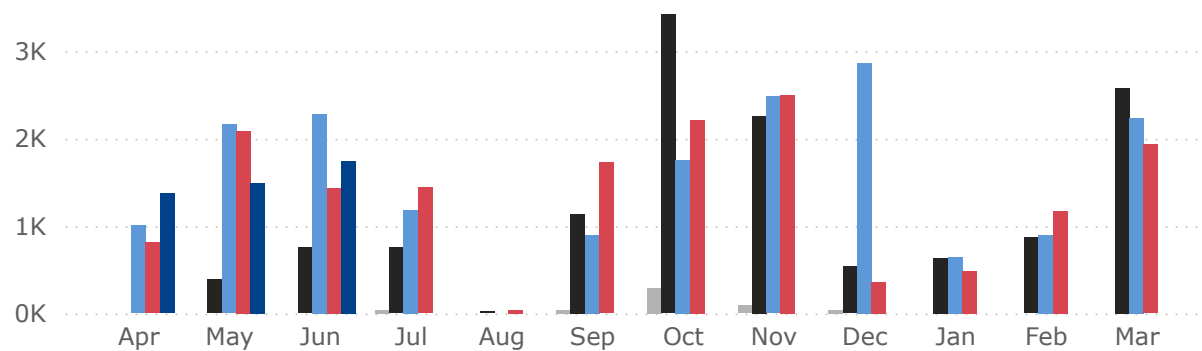
## Number of visitors to West Suffolk heritage sites

Financial Year ● 20-21 ● 21-22 ● 22-23 ● 23-24 ● 24-25



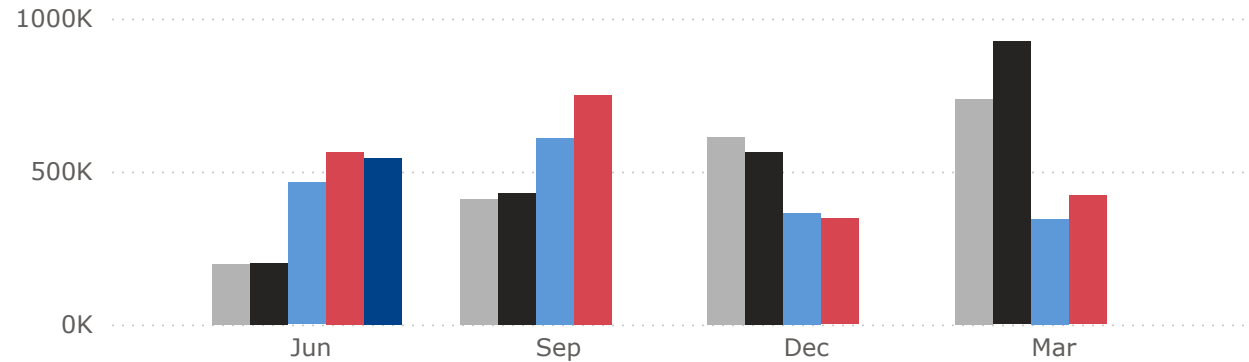
## Number of visits from school pupils to West Suffolk heritage sites

Financial Year ● 20-21 ● 21-22 ● 22-23 ● 23-24 ● 24-25



## Number of visitors to West Suffolk parks

Financial Year ● 20-21 ● 21-22 ● 22-23 ● 23-24 ● 24-25



# 34. Planning



Latest Data Period:

June 2024

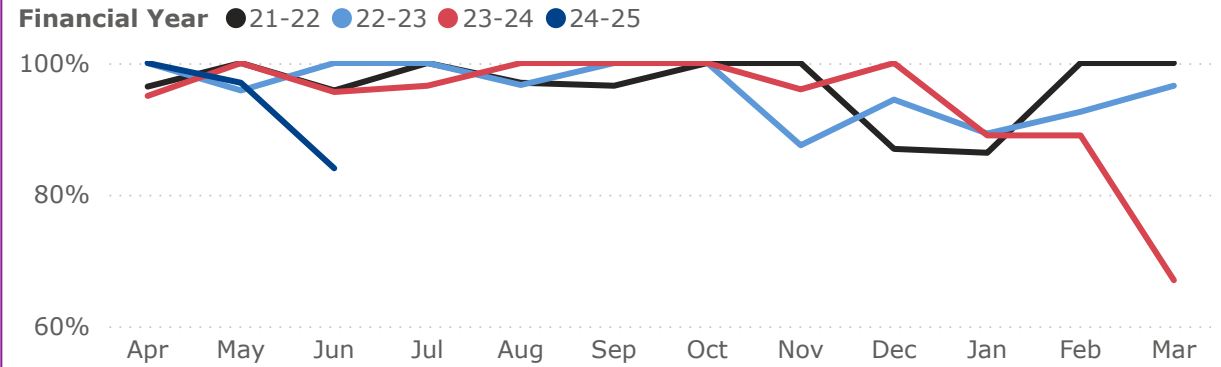
## Commentary or Summary

5 major planning applications was determined in June 2024. All were determined in target and all required an extension of time.

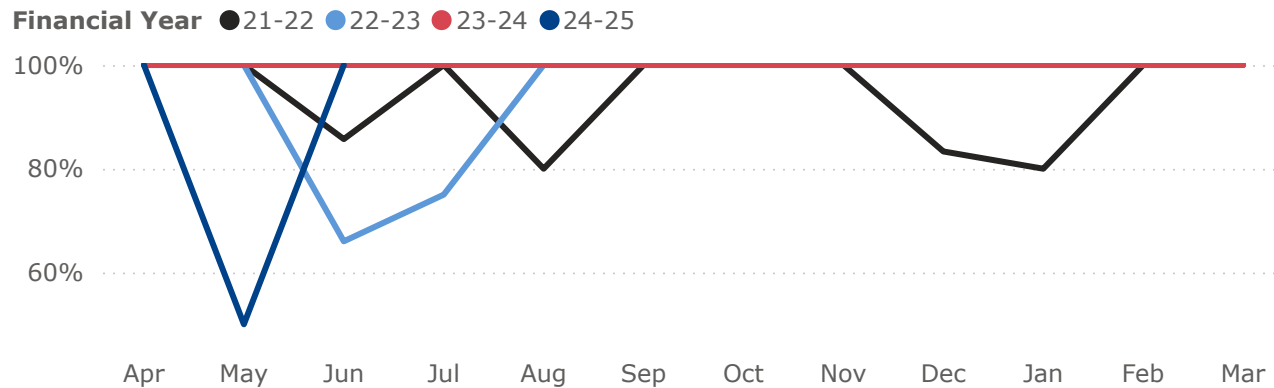
19 minor planning applications were determined in June 2024, 3 applications were determined within 8 weeks. 15 Applications required an extension of time 1 applications were not determined in time and did not have an extension of time. 2 applications were not determined in time and did have an extension of time.

64 other planning applications were determined in June 2024.63 were determined in target. 40 applications were determined within 8 weeks, 23 required an extension of time.

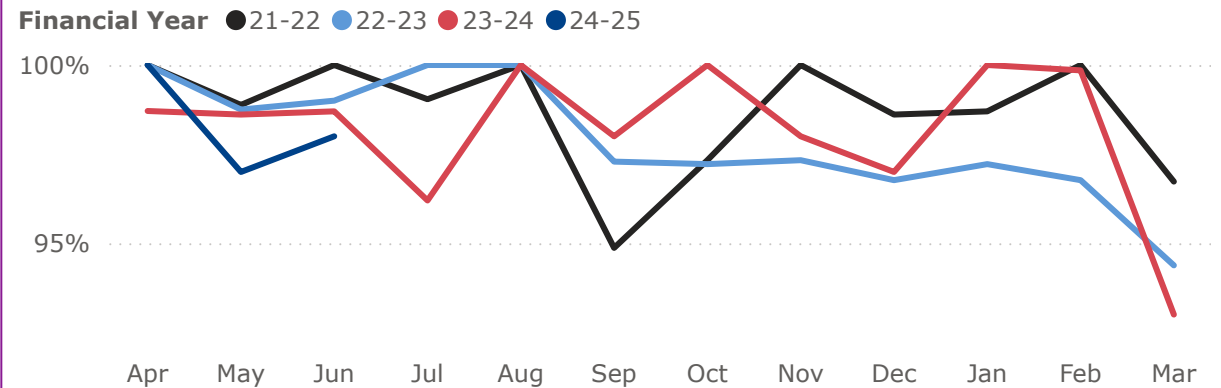
Percentage of minor planning applications determined within the agreed timescales (KPI monitored by Oflog)



Percentage of major planning applications determined within the agreed timescales (KPI monitored by Oflog)



Percentage of other planning applications determined within the agreed timescales (KPI monitored by Oflog)





# 35. Planning



Latest Data Period:

June 2024



## Commentary or Summary

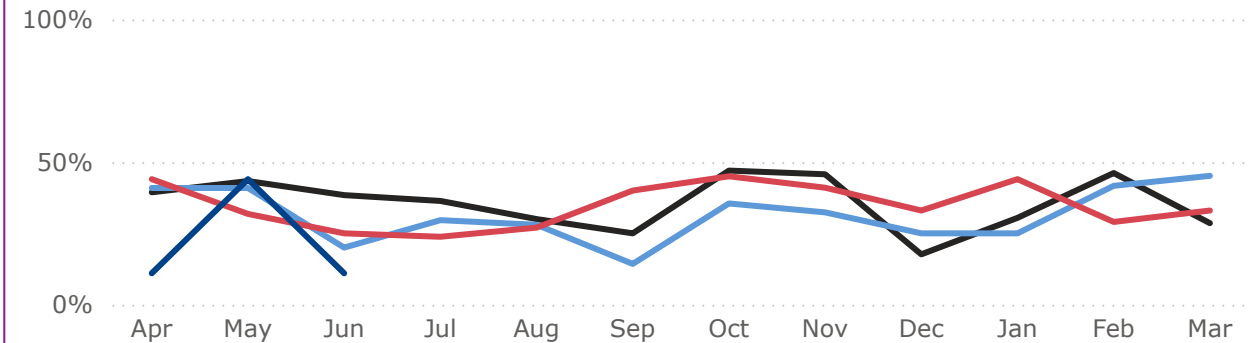
**% of major and minor applications with pre- application advice:** 13 major and minor applications were received in June 2024, 4 of those had a pre-app.

**% applications with pre-app advice:** 148 applications were received in June 2024. 32 of these had pre-app advice of which 22 were valid first time.

**% of applications without pre-app advice:** 116 applications did not have pre-app advice in June 2024 of which 75 were valid first time.

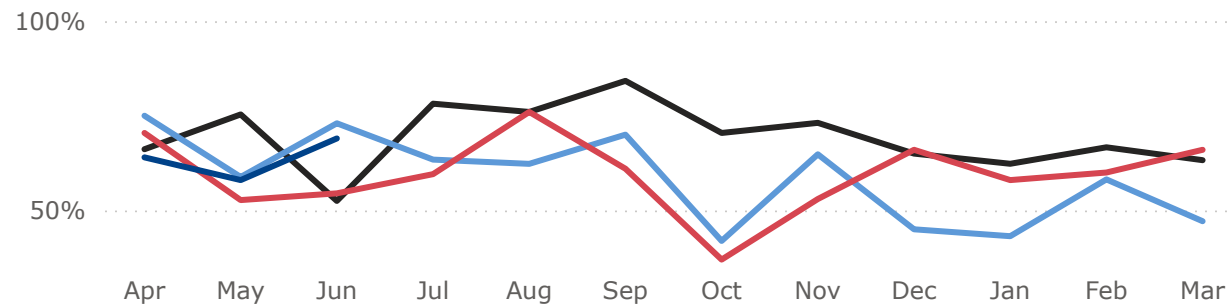
Percentage of major and minor applications with pre-application advice.

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



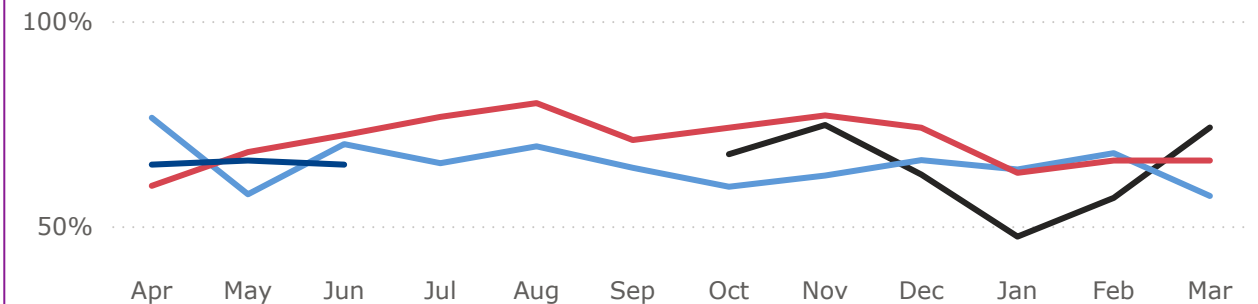
Percentage of applications with pre-application advice that are right first time out of all received

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



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

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



# 36. Planning

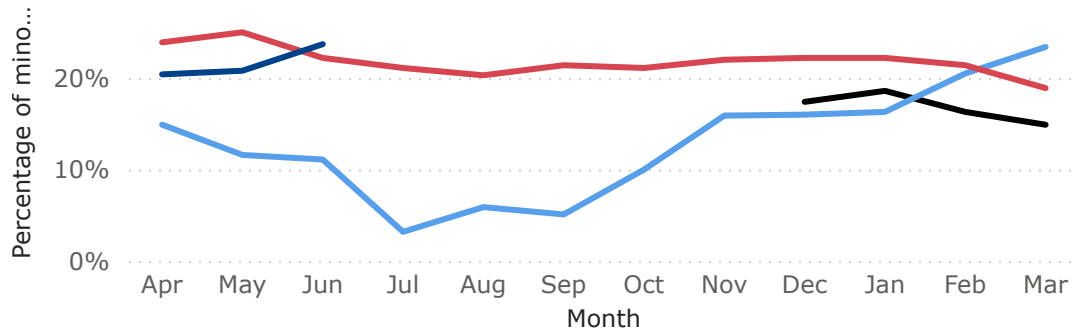


Latest Data Period:

June 2024

Percentage of minor/other appeals allowed out of all appeals (KPI monitored by Oflog)

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



### Commentary or Summary

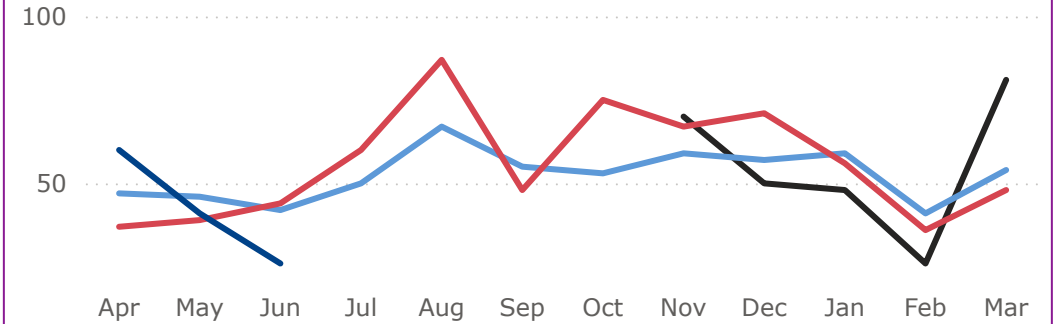
**Percentage of planning appeals allowed out of all appeals:** These are calculated on a one year rolling average split by major applications and minor/other applications. The numbers of appeals are small so the figures can easily fluctuate.

**Number of planning appeals allowed:** No appeals allowed in June.

**Planning enforcement cases:** We have received 16 new cases in June, we have resolved 38 cases. The reasons

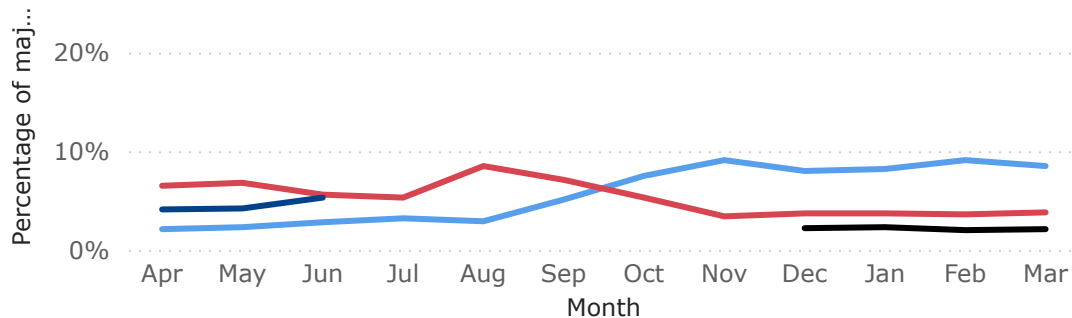
Number of applications not monitored by DLUHC which are included on government returns

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



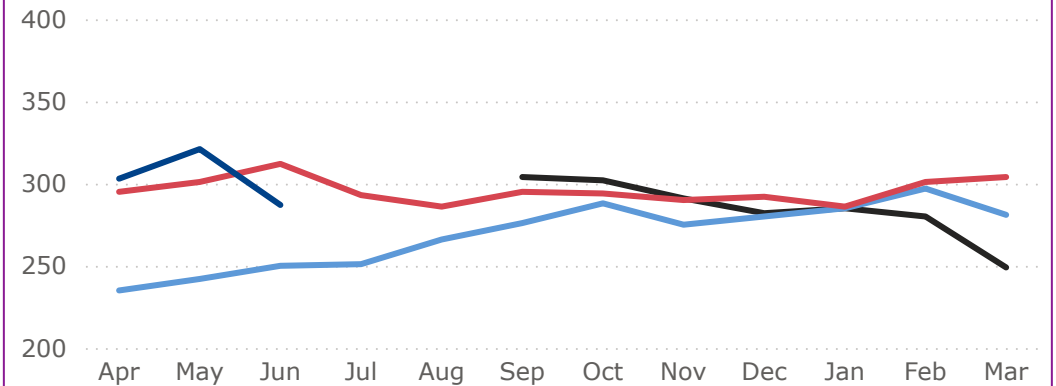
Percentage of major appeals allowed out of all appeals (KPI monitored by Oflog)

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



Number of open planning enforcement cases

Financial Year ● 21-22 ● 22-23 ● 23-24 ● 24-25



# 37. Planning



Latest Data Period:

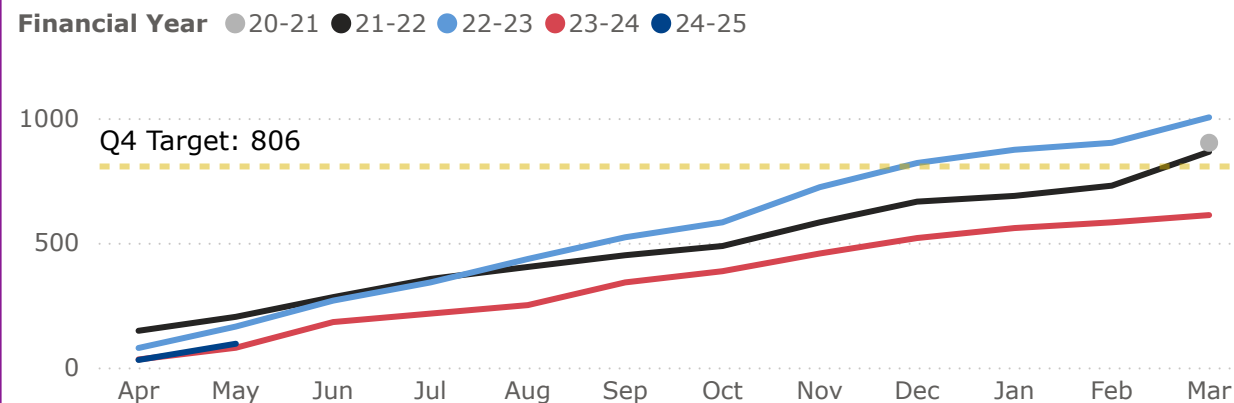
June 2024

## Commentary or Summary

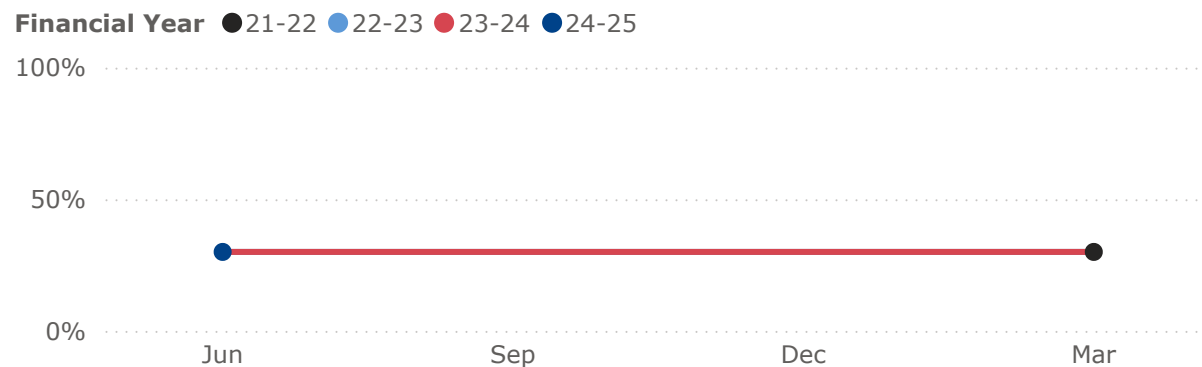
**The number of net additional dwellings completed (YTD):** Lower than at an equivalent point in previous years as no major strategic sites are being delivered at a high rate.

The number of affordable dwelling units built on sites of 10 or more in Q1 2024- 25 was 16. This figure is a total of the affordable, intermediate, and social rent, plus the shared ownership sale.

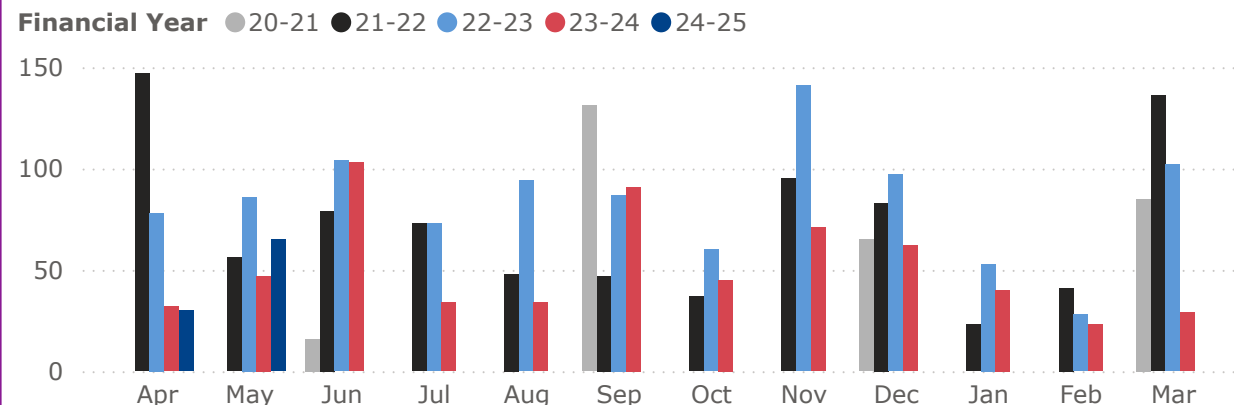
Number of net additional dwellings completed (YTD) (one month lag)



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



Number of dwelling units completed (one month lag)



# 38. Operations



Latest Data Period:

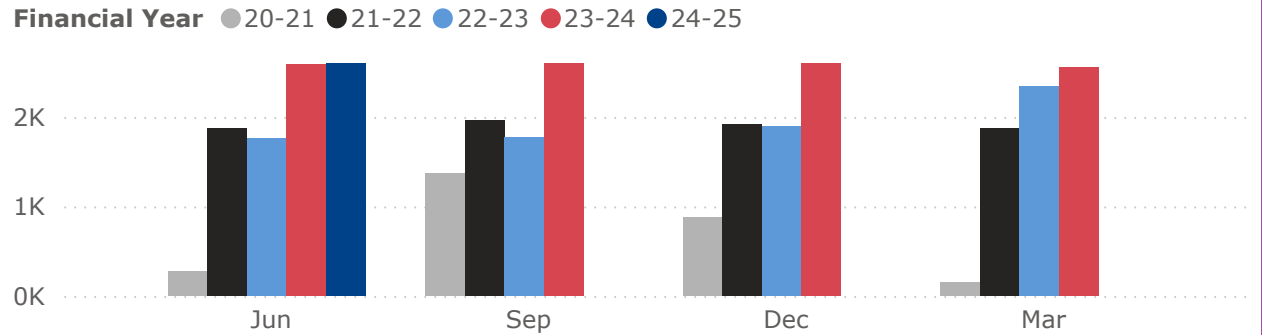
June 2024



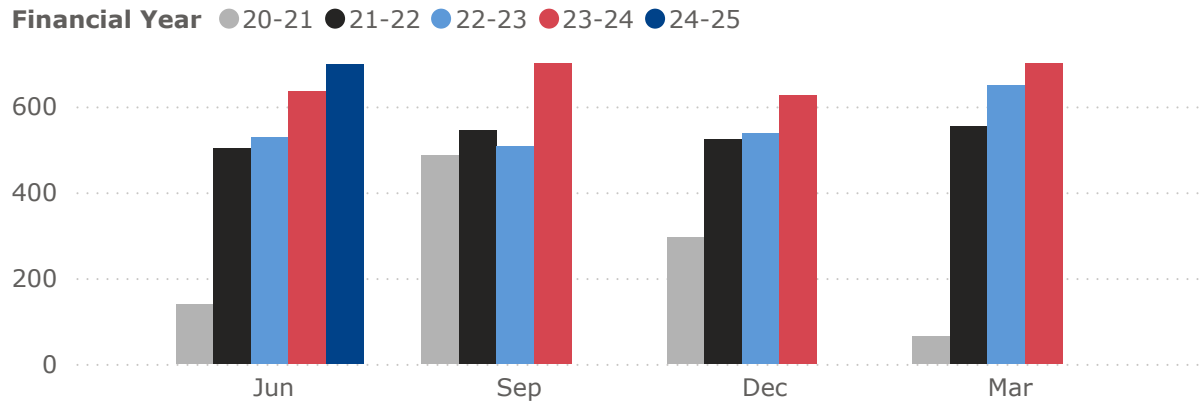
## Commentary or Summary

**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.

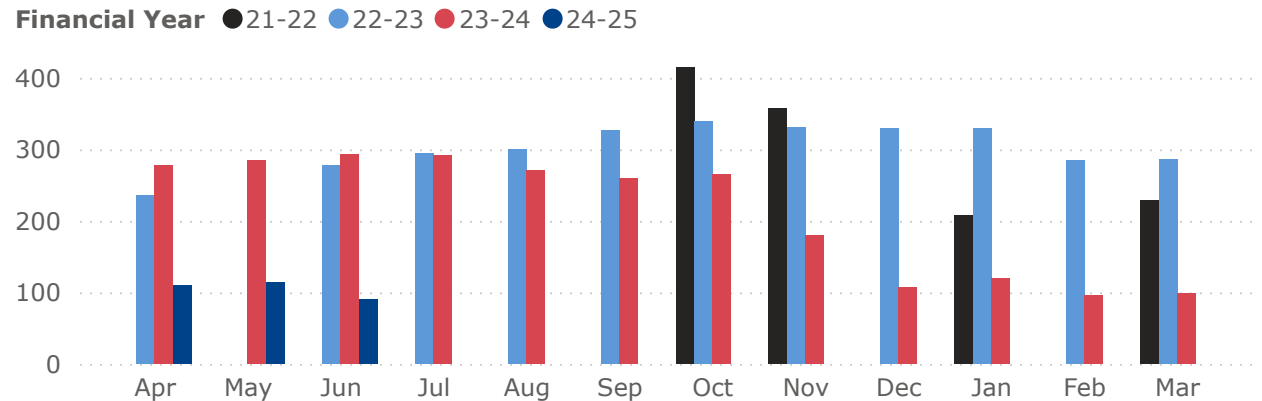
Number of hours contributed to green and heritage spaces by volunteers



Number of registered volunteers



Number of tree-related public enquiries



# 39. Operations



Latest Data Period:

June 2024

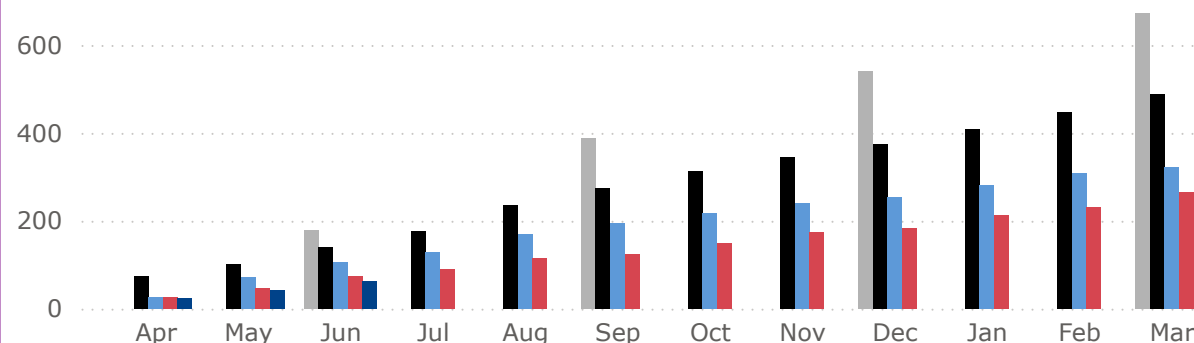
## Commentary or Summary

**Flytipping:** Overall during Q1, the number of fly tipping incidents has remained steady. Incidents that have been investigated have mainly been small scale and lacking in evidence to proceed with criminal investigations.

**Percentage of household bins successfully collected:** The figure for unemptied bins - number of bins not collected as scheduled has increased this month due to a mis-communication with one garden waste crew. Within the garden waste T&C's it states that if the bin is not numbered/named it will not be emptied. Unfortunately, this meant on one refuse round a number of bins were unemptied. Comms was sent to customers/CST and returns arranged.

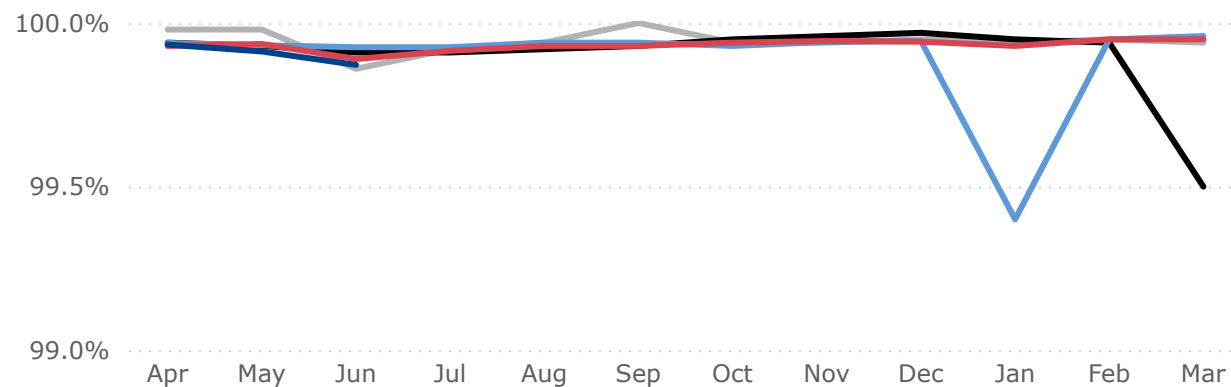
## Number of fly tipping incidents recorded (YTD)

Financial Year ● 20-21 ● 21-22 ● 22-23 ● 23-24 ● 24-25



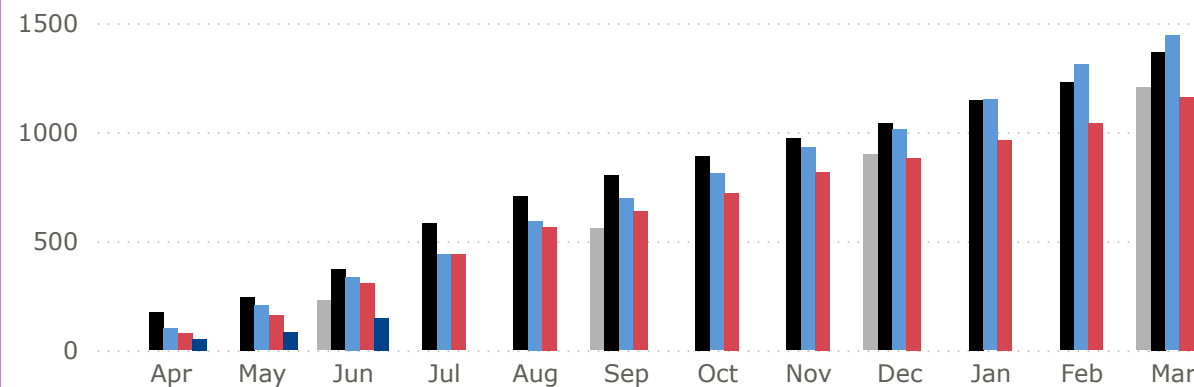
## Percentage of household bins successfully collected

Financial Year ● 20-21 ● 21-22 ● 22-23 ● 23-24 ● 24-25



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

Financial Year ● 20-21 ● 21-22 ● 22-23 ● 23-24 ● 24-25



# 40. Operations

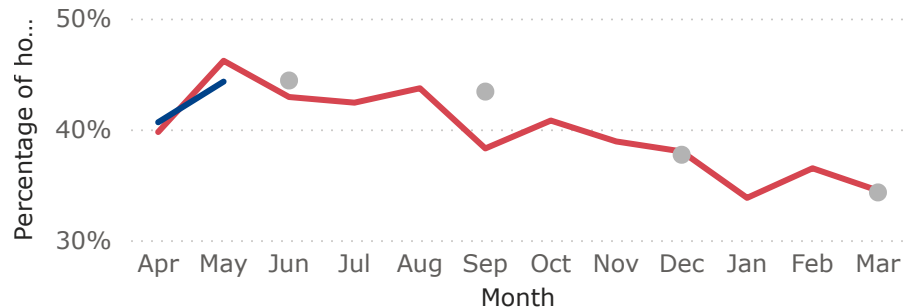


Latest Data Period:

June 2024

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

Location ● 23-24 Suffolk ● 23-24 West Suffolk ● 24-25 West Suffolk



- 20-21
- 21-22
- 22-23
- 23-24
- 24-25

### Commentary or Summary

**Average amount of residual waste per household (YTD):** The figures used are estimated. The reduction in the amount of waste recycled and composted is consistent with the seasonal reduction in the amount of garden waste collected.

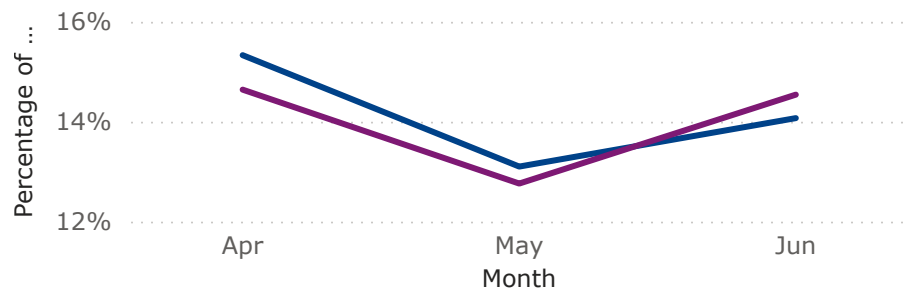
### Percentage of household waste recycled and/or composted:

This KPI is 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

- 23-24
- 24-25

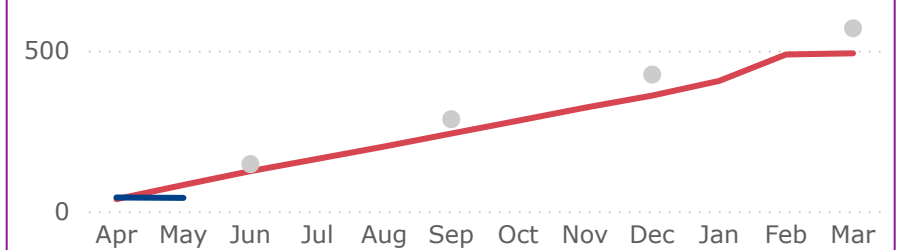
Percentage of material delivered to the recycling facility which is 'prohibited' (contamination rate) - comparisons (KPI monitored by Oflog)

Location ● Suffolk 24-25 ● West Suffolk 24-25



Average amount of residual waste per household - KG (YTD - one month lag) - comparisons (KPI monitored by Oflog)

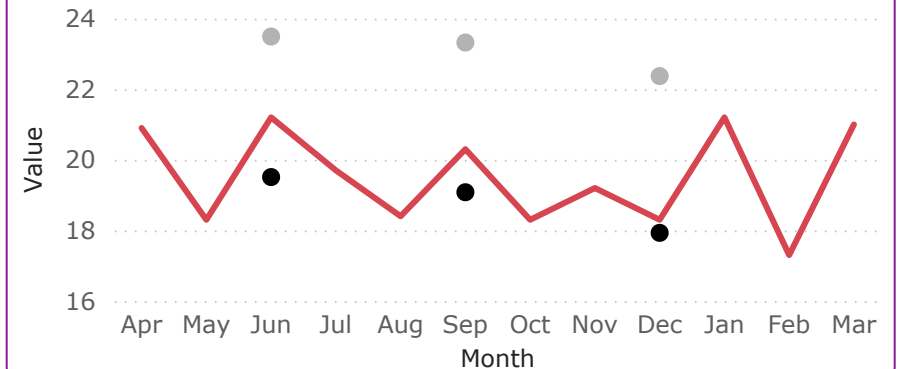
Location ● Suffolk 23-24 ● West Suffolk 23-24 ● West Suffolk 24-25



- Sele...
- 20-21
- 21-22
- 22-23
- 23-24
- 24-25

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

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



- 20-21
- 21-22