



No:	Code and Short Name	13/14 Actual	Target	Performance						Quarterly Traffic Light Icon	Short Term Trend Arrow	Target	Latest Note
			Annual Target 2014/15	Q1 2014/15		Q2 2014/15		Q3 2014/15				Cumulative or Quarter	
				Value	Target	Value	Target	Value	Target				
14	FH/FAC004* Percentage of household waste recycled and composted	46.00%	49.00%	48.28%	49.00%	46.00%	49.00%	50.00%	49.00%		↑	Quarter	Estimate for quarter based on average data from October and November as no data for December available at present. The annual target of 49% recycling and composting should be achievable given our performance for the first half of the year and our new contract for recyclables accepts more materials.
15	SE/FAC004* Percentage of household waste recycled and composted	50.00%	53.00%	55.06%	53.00%	54.00%	53.00%	55.00%	53.00%		↑	Quarter	Estimate for quarter based on average data from October and November as no data for December available at present. The annual target of 53% recycling and composting should be achievable given our performance for the first half of the year and our new contract for recyclables accepts more materials.
16	WS/FAC004* Percentage of household waste recycled and composted	49.00%	51.00%	51.67%	51.00%	51.00%	52.00%	52.00%	51.00%		↑	Quarter	Estimate for quarter based on average data from October and November as no data for December available at present. The annual target of 51% recycling and composting should be achievable given our performance for the first half of the year and our new contract for recyclables accepts more materials.
17	FH/FAC005* Number of fly tipping incidents	289		58		104		149			↑	Cumulative	There were a total of 149 incidents of flytipping recorded over the first three quarters, which is significantly lower than the 217 incidents recorded over the same period last year. This decrease is largely attributed to continued targeted enforcement in hot spot areas.
18	SE/FAC005* Number of fly tipping incidents	206		47		107		161			↑	Cumulative	There were a total of 161 incidents of flytipping recorded over the first three quarters, which is slightly higher than the 153 incidents recorded over the same period last year
19	WS/FAC005* Number of fly tipping incidents	495		105		211		310			↑	Cumulative	
20	FH/SE/FAC006* Number of fly tipping interventions	937		222		469		624			↑	Cumulative	In quarters 1,2 and 3 there were 624 enforcement interventions taken to combat flytipping. This is around four times the number of actual incidents because many of the actions are proactively taken such as the majority of 'duty of care' inspections. Out of these interventions there were 212 investigations, 151 warning letters, 251 'duty of care inspections' 3 fixed penalty notice, 5 cautions and 2 successful prosecutions.
21	SE/FAC006* Number of fly tipping interventions	129		153		302		411			↑	Cumulative	In quarters 1,2 and 3 there were 411 enforcement interventions taken to combat flytipping. This is around three times the number of actual incidents because many of the actions are proactively taken such as the majority of 'duty of care' inspections. Out of these interventions there were 59 investigations, 28 warning letters, 320 'duty of care inspections', stop and search operations and 2 successful prosecutions.
22	WS/FAC006* Number of fly tipping interventions	1,066		375		771		1,035			↑	Cumulative	

**Priority: Homes for our communities**

23	FH/HOU001* Average stay in temporary accommodation (all provisions) in weeks	7	16	12	16	8	16	10	16		↓	Quarter	
24	SE/HOU001* Average stay in temporary accommodation (all provisions) in weeks	13	16	9	16	12	16	8	16		↑	Quarter	
25	WS/HOU001* Average stay in temporary accommodation (all provisions) in weeks	10	16	10	16	11	16	9	16		↑	Quarter	
26	FH/HOU003* Total number of empty properties (empty for a period of 12 months or longer) brought back into use for West Suffolk through Council intervention	Changed from 13/14 indicator	50	65	12		25		37		—	Cumulative	Verbal update to be provided at the meeting

No:	Code and Short Name	13/14 Actual	Target	Performance						Quarterly Traffic Light Icon	Short Term Trend Arrow	Target	Latest Note
			Annual Target 2014/15	Q1 2014/15		Q2 2014/15		Q3 2014/15				Cumulative or Quarter	
				Value	Target	Value	Target	Value	Target				
27	SE/HOU003* Total number of empty properties (empty for a period of 12 months or longer) brought back into use for West Suffolk through Council intervention	Changed from 13/14 indicator	50	73	12		25		37		▬	Cumulative	Verbal update to be provided at the meeting
28	WS/HOU003* Total number of empty properties (empty for a period of 12 months or longer) brought back into use for West Suffolk through Council intervention	Changed from 13/14 indicator	100	138	25		50		74		▬	Cumulative	Verbal update to be provided at the meeting
29	FH/SE/HOU004* The number of applicants on the housing register	1,153		1,153		1,260		1,301			↓	Cumulative	
30	SE/HOU004* The number of applicants on the housing register	1,661		1,661		1,881		2,014			↓	Cumulative	
31	WS/HOU004 The number of applicants on the housing register	2,814		2,814		3,141		3,315			↓	Cumulative	
32	FH/SE/HOU005* Time taken to make decisions on homelessness applications (Days)	21	14	16	14	18	14	15	14		↑	Quarter	Improved performance is as a result of implementation of revised working practices. Performance is expected to meet target next quarter
33	SE/HOU005* Time taken to make decisions on homelessness applications (Days)	22	14	15	14	19	14	15	14		↑	Quarter	Improved performance is as a result of implementation of revised working practices. Performance is expected to meet target next quarter
34	WS/HOU005* Time taken to make decisions on homelessness applications (Days)	22	14	15	14	18	14	15	14		↑	Quarter	Improved performance is as a result of implementation of revised working practices. Performance is expected to meet target next quarter
35	FH/HOU006* Number of households where homelessness prevented	127	150	35	37	93	75	136	112		↑	Cumulative	The emphasis on homeless prevention has resulted in improved performance against this indicator and will maintained moving forward.
36	SE/HOU006* Number of households where homelessness prevented	146	180	46	45	90	90	135	135		↓	Cumulative	The emphasis on homeless prevention has resulted in improved performance against this indicator and will maintained moving forward.
37	WS/HOU006* Number of households where homelessness prevented	273	330	81	82	183	165	271	247		↓	Cumulative	The emphasis on homeless prevention has resulted in improved performance against this indicator and will maintained moving forward.
38	FH/HOU007* Number of people accepted as homeless	72		18		37		49			↑	Cumulative	
39	SE/HOU007* Number of people accepted as homeless	198		63		115		150			↑	Cumulative	
40	WS/HOU007* Number of people accepted as homeless	270		81		152		199			↑	Cumulative	
41	FH/HOU008* Number of households living in temporary accommodation	45		8		8		10			↓	Quarter	
42	SE/HOU008* Number of households living in temporary accommodation	130		37		30		28			↑	Quarter	
43	WS/HOU008* Number of households living in temporary accommodation	175		45		38		38			▬	Quarter	
44	FH/HOU009* Private sector tenancies made available through West Suffolk Lettings Partnership	19	40	12	10	20	20	31	30		↑	Cumulative	
45	SE/HOU009* Private sector tenancies made available through West Suffolk Lettings Partnership	60	90	7	22	15	45	28	67		↑	Cumulative	The reduction of available properties in the market continues to be a problem. We are therefore looking at alternative approaches.
46	WS/HOU009* Private sector tenancies made available through West Suffolk Lettings Partnership	79	130	19	32	35	65	59	97		↑	Cumulative	See above comments
47	FH/HOU010* Number of private rented properties brought up to standard	38		6		12		22			↑	Cumulative	
48	SE/HOU010* Number of private rented properties brought up to standard	13		6		18		28			↑	Cumulative	
49	WS/HOU010* Number of private rented properties brought up to standard	51		12		30		50			↑	Cumulative	

No:	Code and Short Name	13/14 Actual	Target		Performance						Quarterly Traffic Light Icon	Short Term Trend Arrow	Cumulative or Quarter	Latest Note
			Annual Target 2014/15	Q1 2014/15		Q2 2014/15		Q3 2014/15						
				Value	Target	Value	Target	Value	Target					
50	FH/HOU011* Percentage of major planning applications determined within 13 weeks	28.60%	60.00%	50.00%	60.00%	66.67%	60.00%	55.56%	60.00%		↓	Quarter	9 major applications were determined in the quarter, with 5 being within the agreed timescales.	
51	SE/HOU011* Percentage of major planning applications determined within 13 weeks	23.10%	60.00%	22.22%	60.00%	75.00%	60.00%	57.14%	60.00%		↓	Quarter	7 major applications were determined in the quarter, with 4 being within the agreed timescales.	
52	WS/HOU011* Percentage of major planning applications determined within 13 weeks	25.53%	60.00%	30.77%	60.00%	72.73%	60.00%	56.25%	60.00%		↓	Quarter		
53	FH/HOU012* Percentage of minor planning applications determined within 8 weeks	52.70%	65.00%	23.08%	65.00%	46.15%	65.00%	71.43%	65.00%		↑	Quarter	42 minor applications were determined in the quarter, with 30 being within 8 weeks.	
54	SE/HOU012* Percentage of minor planning applications determined within 8 weeks	39.30%	65.00%	54.10%	65.00%	40.43%	65.00%	59.38%	65.00%		↑	Quarter	64 minor applications were determined in the quarter, with 38 being within 8 weeks.	
55	WS/HOU012* Percentage of minor planning applications determined within 8 weeks	43.37%	65.00%	44.83%	65.00%	43.02%	65.00%	64.15%	65.00%		↑	Quarter		
56	FH/HOU013* Percentage of other planning applications determined within 8 weeks	70.00%	80.00%	71.93%	80.00%	66.04%	80.00%	80.00%	80.00%		↑	Quarter	60 other applications were determined in the quarter, with 48 being within 8 weeks.	
57	SE/HOU013* Percentage of other planning applications determined within 8 weeks	54.60%	80.00%	81.29%	80.00%	70.76%	80.00%	81.40%	80.00%		↑	Quarter	172 other applications were determined in the quarter, with 140 being within 8 weeks.	
58	WS/HOU013* Percentage of other planning applications determined within 8 weeks	58.12%	80.00%	78.95%	80.00%	69.64%	80.00%	81.03%	80.00%		↑	Quarter		
59	FH/HOU014* Number of planning enforcement cases opened	New indicator for 14/15						21				Quarter	During 2014/15, the Council has used external consultants to help address the backlog of enforcement cases. Since June, these consultants have had 147 cases passed to them, with 103 of these cases having been investigated, dealt with and closed.	
60	SE/HOU014* Number of planning enforcement cases opened	New indicator for 14/15						38				Quarter	During 2014/15, the Council has used external consultants to help address the backlog of enforcement cases. These consultants have had 79 cases passed to them, with 23 of these cases having been investigated, dealt with and closed.	
61	FH/HOU015* Number of planning enforcement cases closed	New indicator for 14/15						40				Quarter		
62	SE/HOU015* Number of planning enforcement cases closed	New indicator for 14/15						31				Quarter		

#### Corporate indicators

63	WS/COR002* Working days/shifts lost due to sickness absence - all	5.67	6.50	5.67	6.50	6.12	6.50	6.95	6.50		↓	Quarter	
64	FH/COR004* Percentage of benefit fraud prosecutions which were successful	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		100.00%		—	Quarter	
65	SE/COR004* Percentage of benefit fraud prosecutions which were successful	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		100.00%		—	Quarter	
66	WS/COR005* % of non-disputed invoices paid within 30 days of receipt	SE - 96.50% FH - 97.67%	98.00%	Not available	98.00%	Not available	98.00%	Not available	98.00%			Quarter	
67	FH/COR006* Percentage return on the investment of the council's reserves and balances	2.10%	1.90%	1.82%	1.90%	1.69%	1.90%	1.67%	1.90%		↓	Quarter	The falling rate is due to the continuing low bank base rate and not being able to replace the high interest rates on maturing investments. Expected to be on budget for actual interest income received due to higher investment balances available.
68	SE/COR006* Percentage return on the investment of the council's reserves and balances	1.31%	1.50%	0.85%	1.50%	0.83%	1.50%	0.80%	1.50%		↓	Quarter	The reduction in the average interest rate is primarily due to the continued fall in rates being offered on both call accounts, and fixed term investments. Please see report XX for further details.
69	FH/COR007* Collection of Council Tax	97.12%	98.00%	29.73%	29.55%	58.09%	57.39%	83.45%	83.22%		↑	Cumulative	
70	SE/COR007* Collection of Council Tax	98.40%	98.00%	30.07%	29.86%	59.38%	59.01%	86.55%	87.34%		↓	Cumulative	
71	FH/COR008* Collection of Business Rates	98.51%	99.00%	28.39%	28.60%	56.38%	58.50%	82.63%	82.65%		↓	Cumulative	
72	SE/COR008* Collection of Business Rates	98.27%	99.00%	30.21%	28.60%	58.82%	58.50%	84.49%	84.00%		↓	Cumulative	

No:	Code and Short Name	13/14 Actual	Target	Performance						Quarterly Traffic Light Icon	Short Term Trend Arrow	Target	Latest Note
			Annual Target 2014/15	Q1 2014/15		Q2 2014/15		Q3 2014/15				Cumulative or Quarter	
				Value	Target	Value	Target	Value	Target				
73	WS/COR009* Percentage of answered calls	New indicator for 14/15	90.00%	95.00%	90.00%	91.00%	90.00%	94.00%	90.00%		↑	Quarter	
74	FH/COR010* Number of face to face contacts (not including visitor management)	New indicator for 14/15		14,846		13,364		11,143			↑	Quarter	
75	SE/COR010* Number of face to face contacts (not including visitor management)	New indicator for 14/15		17,949		15,315		21,741			↓	Quarter	
76	WS/COR010* Number of face to face contacts (not including visitor management)	New indicator for 14/15		32,795		28,679		32,884			↓	Quarter	