

CABINET

Cabinet: Wednesday 6 May 2020

EAST SUFFOLK PERFORMANCE REPORT – QUARTERLY PERFORMANCE QUARTER 4 (2019-20)

EXECUTIVE SUMMARY

1. The East Suffolk Performance Report provides a summarised overview of the performance of the Council and is aligned to the strategic deliverables within the East Suffolk Business Plan. This Quarterly Performance Report covers Quarter 4, the period from 1 January 2020 to 31 March 2020.
2. If there are any instances where performance is not adequately meeting targets, these are highlighted in the report detailing the actions being taken. Some information on performance reporting is currently unavailable due to the impact being experienced by teams due to Covid-19, for example residual waste and recycling.
3. Performance reporting will form part of the governance arrangements for the new East Suffolk Strategic Plan implemented on 1st April 2020.

Is the report Open or Exempt?	Open
Wards Affected:	All wards in the District
Cabinet Member:	Councillor Steve Gallant Steve.gallant@eastsoffolk.gov.uk / Tel: 01394 276336
Supporting Officer:	Simon Taylor Chief Finance Officer and Section 151 Officer Tel: 01394 444570 simon.taylor@eastsoffolk.gov.uk Lorraine Rogers Finance Manager (Financial Planning) and Deputy S151 Officer Tel: 01502 523667 lorraine.rogers@eastsoffolk.gov.uk

1. INTRODUCTION

- 1.1 This Quarterly Performance Report has been produced to summarise the Council's performance for the fourth quarter of 2019/20 (1 January to 31 March 2020). It captures how the Council performed and reports against deliverables within the East Suffolk Business Plan. The report contains information provided by all individual services and key strategic partner organisations.

2. REPORT

- 2.1 The report highlights activities and key achievements under each of the strategic deliverables (Economic Growth, Enabling Communities and Financial Self-Sufficiency) and Key Performance Indicators (KPIs) monitor performance.
- 2.2 Performance has been captured in each service area which includes an analysis of performance indicators (incorporated KPIs) and measures. This includes key indicators which reflect the direction of travel in terms of the Council's performance. Performance of partners is included within KPIs and other performance updates. Progress and targets relating to corporate risks are also summarised.
- 2.3 This report is managed on a continued improvement and development approach which may result in further changes to the existing format.

3. OTHER OPTIONS CONSIDERED

- 3.1 Quarterly Performance Reports enable the Cabinet, other Members of the Council and the public to scrutinise the performance of the Council against strategic deliverables and key indicators in accordance with the approved Business Plan.

RECOMMENDATION

That the East Suffolk Performance Report for Quarter 4 be received.

APPENDICES	
Appendix A	National Performance Indicators and LG Inform PIs

BACKGROUND PAPERS
None



East Suffolk Performance Report

Quarter 4 (2019/20)

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Highlights Quarter 4 / end of year (2019/20) – 1 January to 31 March 2020

Economic Growth



Key Performance Indicators (KPIs)

Red	Amber	Green	Yearly KPI
1	0	3	1

Highlights

- 4,206 businesses engaged with (target: 402) in Quarter 4 and 6,929 in year (target: 1,638), 595 businesses received direct support in Q4
- £743,808 income generated (target: £509,009) in Q4, £2,060,946 for year exceeding target of £644,004
- 99% food hygiene rating (target: 95%) in year (all quarterly targets exceeded)
- Provisional - Net dwellings completed for year 712 (target: 916)
- Minor planning applications – 80% (107 of 133) in Q4 and 75.3% (430 of 571) in year determined in 8 weeks (target: 65%)
- Major planning applications – 100% (13) in Q4, 88.2% (60 of 68) in year determined in 13 weeks (target: 60%)
- Other planning applications - 82% (309 of 375) in Q4 and 86.8% (1435 of 1652) in year (target: 80%)

Enabling Communities



Key Performance Indicators (KPIs)

Red	Amber	Green	Yearly KPI (n/a)
0	3	2	8

Highlights

- 209 affordable homes completed in year (target: 250), 117 affordable units under Construction at end of year
- Residual waste and recycling – due to impact of Covid-19 monthly and quarterly operational performance suspended but will be collated retrospectively when business as usual resumes
- 51 applicants in temporary accommodation at end of Q4 (snapshot) and 227 in year
- 407 homeless preventions achieved under the Preventions Duty for the year

Financial Self-Sufficiency



Key Performance Indicators (KPIs)

Red	Amber	Green	Yearly KPI (n/a)
3	1	8	0

Highlights

- 474,332 visitors to East Suffolk website in year
- 99.5% in Q4 and year ICT network availability (target: 98%)
- 5.20 days taken to process Housing Benefit new claims (target: 12 days) quarterly and yearly targets achieved
- Local Authority Overpayments – 0.17% (target 0.35%)
- 3.6% of abandoned calls in Q4 and 12.5% in year (target: below 10%)
- 44.19% in Quarter / 48.65% for year of complaints upheld/partially upheld (target: 30%)
- Learning from complaints 45.28% for year, all quarterly targets achieved (target: min 30%)
- Savings achieved – At end of Q4 savings targets included in the 2019/20 budget were achieved

1. Performance Criteria

The East Suffolk Performance Report summarises the Council’s performance for each quarter. This report is in relation to Quarter 4 (1 April to 31 March 2020) for 2019/20. Information is reported on how the Council is performing against the strategic deliverables within the East Suffolk Business Plan, which includes detailed monitoring of KPIs. Appendix A captures progress on Performance Indicators (PIs) that are reported nationally or within LG Inform (*LGA website publishes information allowing comparisons, transparency and benchmarking against other authorities*). The table below explains symbols and criteria used to monitor and record performance within the Council.

Strategic Deliverables	Green	Target met	Identifies current RAG status for performance
	Amber	Within Tolerance / On track to be achieved	
	Red	Target not met / significantly below	
	n/a	Not applicable for quarter (e.g. yearly only)	
Key Performance Indicators (KPIs)*	😊 Green	Target met or exceeded	KPIs are defined nationally or by councils
	😐 Amber	Performance slightly below target (within 5%)	
	😞 Red	Performance significantly below target (more than 5%)	
	n/a	Not applicable for quarter (e.g. yearly only)	

* Where these are used to show trends, performance is compared to the previous quarter.

Appropriate measures are in place to ensure that KPIs are monitored and improved in the future.

2. Key Performance Indicators Overview

Below is a summary of the Council’s performance recorded against the strategic deliverables during Quarter 4 (2019/20):

Strategic Deliverables	Total	Quarterly KPI Status			Yearly KPI (not available)
		Red	Amber	Green	
Economic Growth	5	1	0	3	1
Enabling Communities	13	0	3	2	8
Financial Self-Sufficiency	12	3	1	8	0
Total	30	4	4	13	9

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3. Economic Growth

Of the five KPIs for Economic Growth one was not applicable as it is a yearly target, three were green 'on target' and one red 'below target' for Quarter 4.

High-level Summary of the Current Status for each KPI

Key Performance Indicator	Performance Indicator detail	Current Status Q4	End of year position
Economic Growth			
Income Generation	Income generated through project work (e.g. EZ's) or external funding attracted	😊 Green	Above target
Business Engagement	Total number of businesses engaged with	😊 Green	Above target
Land Regenerated	Total amount of land regenerated in m ²	😞 Red	Below target
Net dwellings completed	Net number of new homes completed	n/a	Below target
Food Hygiene Rating (% at 3-5)	Percentage at 3-5 food hygiene rating i.e. rated 'generally satisfactory' or better	😊 Green	Above target

Full Performance Details for each KPI

KPI	KPI Detail	Current status for Q4	Q1 2019/20 Target	Q1 2019/20 Actual	Q2 2019/20 Target	Q2 2019/20 Actual	Q3 2019/20 Target	Q3 2019/20 Actual	Q4 2019/20 Target	Q4 2019/20 Actual	Yearly Target	End of Year Actual	Projected Direction (towards end of year actual)
Income Generation	Income generated through project work (e.g. EZ's) or external funding attracted	😊 Green	£130,000	£136,000	£5,000	£1,104,448	£0	£76,690	£509,004	£743,808	£644,004	£2,060,946	Above target
			Income generated exceeded targets in Quarter 4, with Enterprise Zone income coming in near to its profiling, however, an additional £250,000 was awarded to Saxmundham Art Station project from NALEP growing places fund (£50k) and for East Suffolk Smart Towns Project from NALEP innovation fund (£200k). Both projects received support from the Economic Development Team.										
Business Engagement	Total number of businesses engaged with	😊 Green	407	529	422	351	407	1,843	402	4,206	1,638	6,929	Above target
			Business engagement was 10 times above the target for Quarter 4 as a direct result of interventions undertaken following the Covid-19 crisis. 595 businesses received direct support from these engagements.										

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KPI	KPI Detail	Current status for Q4	Q1 2019/20 Target	Q1 2019/20 Actual	Q2 2019/20 Target	Q2 2019/20 Actual	Q3 2019/20 Target	Q3 2019/20 Actual	Q4 2019/20 Target	Q4 2019/20 Actual	Yearly Target	End of Year Actual	Projected Direction (towards end of year actual)
Land Regenerated	Total amount of land regenerated in m ²	☹️ Red	500m ²	500m ²	3,900m ²	0	0	7m ²	123,300m ²	0	127,700m ²	507m ²	Below target
			<p>Land Regenerated missed its Quarter 4 target, and therefore the annual target of 127,700m². This was as a result of delays suffered within the Lowestoft Ness project which had been profiled for completion in March 2020. The delays consisted of:</p> <ul style="list-style-type: none"> - Signing off the occupancy agreement by the landowner, this was due to them being a very new entity and needing time to put in place appropriate authorisation, policies and processes. - Overcoming challenging site conditions and existing contamination identified in survey work undertaken. - Covid-19 impact resulting in works being suspended on site. These works are about to resume, but with restrictions in place to ensure strict compliance with Government's guidelines and social distancing requirements. <p>We anticipate that works will be completed in Quarter 1 providing there are no further delays imposed through Covid-19.</p>										
Net dwellings completed	Net number of new homes completed	n/a	n/a	235	n/a	177	n/a	155	n/a	145	916	712	Below target
			<p>Provisional figure: The annual target of 916 is based on the addition of the adopted Local Plan housing figure (374) for the former Waveney area and most up to date figure (542) for the former Suffolk Coastal area using the Government's new methodology for calculating housing need. Quarterly targets are not set as they can be volatile and almost impossible to influence over such a short time period.</p> <p>Figures for Quarter 4 delivery are provisional as completions from private inspectors are awaited and site visits have not been possible due to Covid-19 restrictions. Construction stopped for many sites during Quarter 4 due to Covid-19 and this in part explains the reduction in anticipated completions to 712. A further factor is the challenges facing the delivery of brownfield sites in parts of the District. However, with 848 dwellings under construction at the end of Quarter 4 it is anticipated that, once the Covid-19 restrictions are lifted, higher levels of growth will resume. The recent adoption of the Local Plan for the former Waveney area and the advanced stage of the Local Plan for the former Suffolk Coastal area, increase certainty for developers and should also assist in increasing delivery.</p>										
Food Hygiene Rating (% at 3-5)	Percentage at 3-5 food hygiene rating i.e. rated 'generally satisfactory' or better.	😊 Green	95%	98%	95%	98%	95%	99%	95%	99%	95%	99%	Above target
			Performance throughout the year successfully exceeded targets. A risk-based approach will continue to be applied to poor complying businesses.										

4. Enabling Communities

Of the 13 KPIs for Enabling Communities, two were on target 'green', three were 'amber' slightly behind target, four were not applicable due to targets currently being under review/yearly targets and four were unavailable due to the impact of Covid-19.

High-level Summary of the Current Status for each KPI


Key Performance Indicator	Performance Indicator detail	Current Status Q4	End of Year Position
Increase participation (Places for People)	Increase participation for all activities (PforP)- combined throughput (footfall) figures for all sites	Unavailable	Unavailable
Increase participation (Sentinel Leisure Trust)	Increase participation for all activities (SLT) combined throughput (footfall) figures for all sites	Unavailable	Unavailable
Number of homeless preventions under the Prevention Duty	Number of homeless preventions under the Prevention Duty	n/a	n/a
Number of homeless preventions under the Relief Duty	Number of homeless preventions under the Relief Duty	n/a	n/a
Percentage of applicants housed from the register who are in reasonable preference group	Percentage of applicants housed from the register	n/a	n/a
Affordable Homes Completed	Net number of new affordable homes completed	n/a	Below target
Disabled Facilities and Renovation Grants spent	Percentage of grant budget spent for Disabled Facilities and Renovation Grants	☹️ Amber	Below target
Disabled Facilities and Renovation Grants budget committed	Percentage of the grant budget committed (grants approved) for Disabled Facilities and Renovation Grants	☹️ Amber	Below target
Residential properties where category 1 hazards and significant cat 2 hazards have been remedied	Number of residential properties where category 1 and significant cat 2 hazards have been remedied: <i>(a) by service of Notices; and (b) other action.</i>	😊 Green	Above target
Debt owed as rent to the Council	Amount of debt owed as rent to Council as a percentage of the rental debit raised for the period.	☹️ Amber	Slightly below target
Void property	No. of calendar days a property is unlet for a routine 'void' (one that is not undergoing major works or defined as hard-to-let)	😊 Green	Below target
Household waste sent for reuse, recycling and composting	Percentage of household waste sent for reuse, recycling and composting	Unavailable	Unavailable
Residual waste per household	Kg of waste per household	Unavailable	Unavailable

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Full Performance Details for each KPI

KPI	KPI Details	Current status for Q4	Q1 2019/20 Target	Q1 2019/20 Actual	Q2 2019/20 Target	Q2 2019/20 Actual	Q3 2019/20 Target	Q3 2019/20 Actual	Q4 2019/20 Target	Q4 2019/20 Actual	Yearly Target	End of Year Actual	Projected Direction (towards End of Year Actual)
Increase participation (Places for People)	Increase participation for all activities combined throughput (footfall) figures for all sites	Unavailable	146,739	187,840	225,900	222,001	212,493	227,555	227,028	Unavailable	812,160	Unavailable	Unavailable
			Due to the impact of Covid-19 Quarter 4 and end of year figures are unavailable.										
Increase participation (Sentinel Leisure Trust)	Increase participation for all activities combined throughput (footfall) figures for all sites	Unavailable	140,539	138,163	172,126	137,035	107,809	113,192	123,929	Unavailable	544,403	Unavailable	Unavailable
			Due to the impact of Covid-19 Quarter 4 and end of year figures are unavailable.										
Number of homeless preventions achieved under the Prevention Duty	Number of home-less preventions achieved under the Prevention Duty	n/a	n/a	42	n/a	69	n/a	173	n/a	123	n/a	407	n/a
			The substantial difference between Quarter 2 and 3 is that cases were previously closed under triage but now are being recorded and captured as prevention. The Customer Services Housing triage also had a positive impact because it has enabled the work activity to be carried out 'upstream' and gives Housing Needs Officers increased capacity to do casework prevention and record on the system correctly. This has now stabilised in the last quarter and reporting prevention outcomes has become consistent in Quarter 4. We are anticipating that there will be a drop in prevention cases in the new financial year as a direct impact of Covid-19 and the UK Lockdown.										
Number of homeless preventions under the Relief Duty	Number of home-less preventions under the Relief Duty	n/a	n/a	13	n/a	51	n/a	91	n/a	72	n/a	227	n/a
			We now have a stable reporting system so data accuracy is greatly improved. There is a decrease in homeless preventions under relief but not a significant drop. This fluctuation is normal. We are anticipating that there will be a drop in prevention cases in the new financial year as a direct impact of Covid-19 and the UK Lockdown.										

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KPI	KPI Details	Current status for Q4	Q1 2019/20 Target	Q1 2019/20 Actual	Q2 2019/20 Target	Q2 2019/20 Actual	Q3 2019/20 Target	Q3 2019/20 Actual	Q4 2019/20 Target	Q4 2019/20 Actual	Yearly Target	End of Year Actual	Projected Direction (towards End of Year Actual)
Percentage of applicants housed from register who are in reasonable preference group	Percentage of applicants housed from the register	n/a	n/a	76%	n/a	77%	n/a	86.25%	n/a	86.17%	n/a	82.92%	n/a
<p>For the year, the percentage housed from those reasonable preference groups was 82.92%. We let 984 properties through the register, 816 of these were to reasonable preference groups.</p>													
Affordable Homes Completed	Net number of new affordable homes completed	n/a	n/a	106	n/a	26	n/a	28	n/a	49	250	209	Below target
<p>Provisional figure: The annual target of 250 is identified in the East Suffolk Housing Strategy based on 100 dwellings for the former Suffolk Coastal area and 150 for the former Waveney area. Quarterly targets are not set as they can be volatile and almost impossible to influence over such a short time period. The affordable housing completions for this year (209) have continued at a similar rate to last year's figure (215) despite the recent Covid-19 restrictions impacting construction, although still not meeting the overall target. With 117 affordable units under construction at the end of this year the level of development is anticipated to continue, subject to the lifting of Covid-19 restrictions. The recent adoption of the Local Plan for the former Waveney area and the advanced stage of the Local Plan for the former Suffolk Coastal area, increase certainty for developers and should assist in increasing delivery.</p>													
Disabled Facilities and Renovation Grants spent	Percentage of grant budget spent for Disabled Facilities and Renovation Grants	 Amber	25% (DFG) 25% (RG)	DFG = 12.7% (12.84%) RG = 9.6%	25%	DFG = 16.6% (7.9%) RG = 20.8%	25%	DFG = 32.9% RG = 15.71%	25%	DFG = 24.03% RG = 14.63%	100%	DFG = 77.68% RG = 60.81%	Below target
<p>The percentage of disabled facilities grants spend in Quarter 4 has decreased slightly giving a disappointing end of year figure of over 20% below target but as the agency arrangements are due to end in May 2020 this will lead to other changes which should build to give better delivery. Applications for Renovation Grants are beginning to come in as expected in line with the new policy and spend is increasing as this new area of work begins to deliver housing improvements.</p>													

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KPI	KPI Details	Current status for Q4	Q1 2019/20 Target	Q1 2019/20 Actual	Q2 2019/20 Target	Q2 2019/20 Actual	Q3 2019/20 Target	Q3 2019/20 Actual	Q4 2019/20 Target	Q4 2019/20 Actual	Yearly Target	End of Year Actual	Projected Direction (towards End of Year Actual)
Disabled Facilities and Renovation Grants budget committed	Percentage of the grant budget committed (grants approved) for Disabled Facilities and Renovation Grants	☹️ Amber	25% (DFG) 25% (RG)	DFG = 18.7% RG = 15.13%	25%	DFG = 7.8% RG = 13.74%	25%	DFG = 20.4% RG = 4.23%	25%	DFG = 12.55% RG = 24.95%	100%	DFG = 62.45% RG = 58.05%	Below target
		Performance in Quarter 3 for disabled facilities had improved declined in Quarter 4. A full review of Agency performance has led to ESC serving early Notice to end the partnership arrangement which links us to Orbit. We have worked with the Agency to support our clients to access DFG funding but will be introducing new methods of working which we hope will deliver more effective use of this budget moving forward. Renovation Grant commitment continues to rise with a high level of interest, across East Suffolk.											
Residential properties where category 1 hazards and significant cat 2 hazards have been remedied	Number of residential properties where category 1 and significant cat 2 hazards have been remedied: <i>(a) by service of Notices;</i> <i>(b) other action.</i>	😊 Green	<i>(a) 20</i> <i>(b) 10</i>	(a) 2 (b) 39	<i>(a) 20</i> <i>(b) 10</i>	(a) 6 (b) 18	<i>(a) 20</i> <i>(b) 10</i>	(a) 5 (b) 31	<i>(a) 20</i> <i>(b) 10</i>	(a) 17 (b) 27	<i>(a) 20</i> <i>(b) 100</i>	(a) 30 (b) 93	On target
		All targets had been successfully met through 2019/20.											
Debt owed as rent to the Council	Amount of debt owed as rent to the Council as a percentage of the rental debit raised for the period.	☹️ Amber	4.38%	4.34%	5.14%	4.69%	4.84%	4.44%	3.90%	4.16%	4.57%	4.41%	Slightly below target
		Whilst performance did not reach the set target, in monetary terms the arrears are at more than £100,000 less than the same point last year but because the debit raised was less due to the 1% rent reduction this has reflected in a higher % of the debit. We had seen a reduction in arrears all this year, however, due to the current Covid-19 crisis we are expecting a rise in arrears due to the effect on household incomes.											

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KPI	KPI Details	Current status for Q4	Q1 2019/20 Target	Q1 2019/20 Actual	Q2 2019/20 Target	Q2 2019/20 Actual	Q3 2019/20 Target	Q3 2019/20 Actual	Q4 2019/20 Target	Q4 2019/20 Actual	Yearly Target	End of Year Actual	Projected Direction (towards End of Year Actual)
Void property	No. of calendar days a property is unlet for a routine 'void' (one that is not undergoing major works or defined as hard-to-let)	😊 Green	25 days	35.6 days	25 days	33.3 days	25 days	42.5 days	25 days	20.1 days	25 days	32.9 days	Below target
		We have completed a lot of work on our voids process and had started using the new process in January and can see a vast improvement in void turnaround times. However, at the current time Gateway to Homechoice is suspended and although we are trying to direct let voids there will be an impact on void turnaround times for the next few months due to Covid-19.											
Household waste sent for reuse, recycling and composting (NI 192)	Percentage of household waste sent for reuse, recycling and composting	😊 Green	46.62%	48.37%	46.72%	47.06%	45.15%	44.28%	39.72%	40.39%	44.62%	44.97%	Above target
		Q4: Current figures are showing performance for Quarter 4 slightly above target, with the overall performance for the year above target. Refuse crews are being more vigilant and continuing to work with the Strategic Waste and Environmental Enforcement Team (SWEET) to identify what is being put in bins and identify incorrect use/waste, this will have an impact on performance initially.											
Residual waste per household	Kg of waste per household	😐 Amber	122.17Kg	115.12kg	111.85kg	115.93kg	111.85kg	110.86kg	114.83kg	117.36kg	460.29kg	459.33kg	Above target
		Q4: The amount of residual waste collected in Quarter 4 was more (760 tonnes) compared to Quarter 3, which could possibly be due to the impact of Covid-19 (e.g. more people at home disposing of waste and green waste collections temporarily ceasing at the end of March). The impact of Covid-19 will be further evident in Quarter 1 (2020/21). Year on year residual increased by 578 tonnes. Overall end of year performance was above target.											

Waste Information

Suffolk Coastal and Waveney Norse delivers the waste collection service on behalf of the Council, below is a high-level overview of progress for Quarter 4:

Waste

- Compostable waste collected in Quarter 4 was higher (329 tonnes more) than the same quarter last year. This was partly due to the rollout of the larger garden waste bins in the old SCDC area.
- Compared to tonnes of compostable waste collected in 2015/16 (prior to either garden waste schemes) ESC has retained 79.435 of the garden waste. The figures for the old SCDC area show that 94.31% of the compost waste collected in 2015/16, is still being collected in 2019/20. The figure for the old WDC area is lower, 62.92%.

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- The amount of dry recycling waste recycled (after contamination) in Quarter 4 decreased compared to Quarter 3, by 250-tonnes. Year on year residual waste increased significantly by 578 tonnes.
- Despite the above, 'household waste sent for reuse, recycling and composting' was 40.39% in Quarter 4, slightly above the profiled quarterly target of 39.72%. The full year to date figure is 44.97%, ahead of the annual target of 44.62%.

Fly Tipping

- **Fly tips reported:** In the south of East Suffolk 143 fly tipping incidents were reported in Quarter 4, 101 of these reported incidents were cleared, 18 incidents were investigated further and the remaining 42 incidents were either on private land or not found. In the north of East Suffolk 306 were reported, 126 were visited and looked into for evidence and 180 were reported with no witness and no evidence apparent at the scene. Not all investigated fly-tips will harbour information that will allow an investigation to progress. The number of fly tips reported will always be higher than enforcement notices due to not being able to find evidence to take further. Work will continue with Suffolk Waste Partnership (SWP) on actions/campaigns to address fly tipping. Other waste related complaints were investigated and appropriate action taken as necessary.
- **Enforcement notices:** Across all of East Suffolk, 15 Fixed Penalty Notices (FPNs) were served for offences of littering, 1 FPN was served for the offence of fly tipping, 1 FPN was served for a duty of care offence, 1 FPN was served for a dog fouling offence and 1 FPN was served for abandonment of a vehicle offence. All other complaints were investigated and associated to other waste related complaints.

Abandoned Vehicles

In Quarter 4, across the East Suffolk area, 126 abandoned vehicles were reported, all were investigated by Strategic Waste and Environmental Enforcement Team resulting in 8 vehicles removed and stored, 7 vehicles were destroyed, and all others being dealt with as they were not potentially abandoned vehicles.

Initiatives

Other initiatives supported in Quarter 4 included:

- Love East Suffolk litter picking scheme was launched. 20 litter picks were carried out in the district by various organisations, charities, parish councils, businesses, helping to keep the district free and clean of litter.
- Ongoing work with local landlords in South Lowestoft suffering with persistent community fly-tipping on their land.
- Regular fortnightly seafront patrols in Lowestoft and Southwold (not in peak tourist season) as well as regular patrolling of Normanston Park and Carlton marshes.
- Multi-agency day in South Lowestoft with Police, DVSA, trading standards, Taxi Licencing interviewing waste carriers and checking Waste Carriers Licences and giving advice to trades and carriers.
- SCRAP campaign – social media campaign to try and raise awareness of fly tipping and duty of care offences in partnership with local authorities across Suffolk.
- Attendance and inclusion at bi-monthly STAG (Suffolk fly-Tipping Action Group).

5. Financial Self-Sufficiency

Of the 12 KPIs for Financial Self-Sufficiency in Quarter 4, eight KPIs were 'green', one 'amber' and three were 'red'.

High-level Summary of the Current Status for each KPI

Key Performance Indicator	Performance Indicator detail	Current Status Q4	End of Year Position
Financial Self-Sufficiency			
Complaints	Percentage of complaints upheld/partially upheld	☹️ Red	Below target
Learning from complaints	% complaints where learning has been implemented to prevent a recurrence	😊 Green	Above target
Local Ombudsman Complaints with maladministration and/or service failure	% of cases where the Ombudsman (LGSCO/HOS) find a service failure and/or administration	☹️ Red	Below target
Abandon Call Rate	Percentage of calls abandoned	😊 Green	Below target
Days taken to process Housing Benefit new claims and changes	Days taken to process Housing Benefit new claims and changes	😊 Green	Above target
Local Authority Error Overpayments	Number of overpayments raised as a result of Local Authority error	😊 Green	Above target
Net Business Rates Receipts payable to the Collection Fund	Net Business Rates Receipts payable to the Collection Fund	😊 Green	Above target
Net Council Tax Receipts payable to the Collection Fund	Net Council Tax Receipts payable to the Collection Fund	😊 Green	Above target
Percentage of Corporate Sundry Debtors outstanding > 90 days	Percentage of Corporate Sundry Debtors outstanding > 90 days	☹️ Red	Below target
Strong balances (General Fund balance)	The Council maintains the level of General Fund balance at around 3%-5% (£3.6m-£6m) of its budgeted gross expenditure (in the region of £120m for East Suffolk).	😊 Green	On Target
Savings Achieved	Savings included in the budget for the year.	😊 Green	On Target
Income Generation – fees and charges	Income generated for the General Fund from fees and charges	😐 Amber	Slightly below target

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Full Performance Details for each KPI

KPI	KPI Details	Current status for Q4	Q1 2019/20 Target	Q1 2019/20 Actual	Q2 2019/20 Target	Q2 2019/20 Actual	Q3 2019/20 Target	Q3 2019/20 Actual	Q4 2019/20 Target	Q4 2019/20 Actual	Yearly Target	Year to Date Actual	Projected Direction (towards End of Year Actual)
Complaints	Percentage of complaints upheld / partially upheld	☹️ Red	Max 30%	49.83%	Max 30%	49.17%	Max 30%	49.11%	Max 30%	44.19%	Max 30%	48.65%	Below Target
			<p>Performance relating to upheld/partially upheld complaints remained below target in Quarter 4. Of 129 complaints closed in this period, 35 were related to Norse issues, (51% upheld). 28 complaints related to Revenues and Benefits issues, 46% of these were upheld. 17 complaints related to planning, of which 29% were upheld. 18 complaints related to Council housing, of which 78% were upheld. All other complaints related to various services. 11 complaints (9% of all closed complaints) were stage 2 complaints.</p> <p>The number of complaints received has reduced further in this quarter. A review of KPIs and targets is currently under consideration although this may be delayed due to Covid-19 restrictions.</p>										
Learning from complaints	% complaints where learning has been implemented to prevent a recurrence	😊 Green	Min 15%	43.25%	Min 15%	44.22%	Min 15%	47.34%	Min 15%	49.61%	Min 15%	45.28%	Above target
			<p>Learning from complaints to be reviewed. The percentage of complaints where learning is specified remained above target but repeat issues (across multiple customers) also remained high. A review of KPIs is currently under consideration although this may be delayed due to Covid-19 restrictions.</p>										
Local Ombudsman Complaints with mal-administration and/or service failure	% of cases where the Ombudsman (LGSCO/HOS) find a service failure and/ or administration	☹️ Red	0	18.18%	0	14.29%	0	0.00%	0	22.5%	0	14.29%	Below Target
			<p>In Quarter 4 there were 8 cases decided. 5 were closed without investigation. 2 were investigated and found unjustified. 1 (a Housing Ombudsman case) was found partially justified. A small amount of charges were refunded to the customer and some remedial work done.</p> <p>Over the year, a total of 28 cases were closed, of which 4 were partially or fully justified.</p> <p>Please note, comparative statistics for Councils nationally are now available via interactive map on the LGSCO website at www.lgo.org.uk. This can be accessed partway down the home page.</p> <p>Please note also that in response to the COVID-19 restrictions the LGSCO have suspended investigation of complaints where they will need to gather evidence from Councils, and also are not taking new complaints. Currently the Housing Ombudsman are continuing to investigate and take new complaints cases.</p>										

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KPI	KPI Details	Current status for Q4	Q1 2019/20 Target	Q1 2019/20 Actual	Q2 2019/20 Target	Q2 2019/20 Actual	Q3 2019/20 Target	Q3 2019/20 Actual	Q4 2019/20 Target	Q4 2019/20 Actual	Yearly Target	Year to Date Actual	Projected Direction (towards End of Year Actual)
Abandon Call Rate	Percentage of calls abandoned	😊 Green	10%	26%	10%	7.3%	10%	2.5%	10%	3.6%	10%	12.5%	Below target
<p>Performance continued to be exceeded in Quarter 4, the third consecutive quarterly performance within target. Call volumes were manageable throughout the period but increased on the previous quarter due to the annual Garden Waste renewal subscriptions that commenced in January.</p> <p>The volume of incoming calls increased in Quarter 4 by 7,000 calls compared with Quarter 3, but this was in line with expectations due to the annual Council Tax Billing period and Garden Waste subscriptions. Call volumes were also down by nearly 17,000 calls compared to the same quarter last year. This has had a positive impact on the call handling times.</p> <p>The impact of the Covid-19 pandemic has influenced the traditional call volumes and types during the last month. Changes to the telephone IVR messages has had a positive effect on call volumes as customers move to doing business on-line or have chosen not to contact the Council at this time. The suspension of the Garden Waste service has also contributed to a further reduction in call volumes as customers are unable to renew subscriptions.</p> <p>Staff availability was higher than expected during the quarter with more staff available to handle incoming calls, particularly in the last month, due to the restrictions in place.</p>													
Days taken to process Housing Benefit new claims and changes	Days taken to process Housing Benefit new claims and changes	😊 Green	12 days	11.36 days	12 days	8.52 days	10 days	7.42 days	8 days	5.20 days	12 days	5.20 days	Above target
Benefit processing exceeded its target for 2019/20.													
Local Authority Error Overpayments	Number of overpayments raised as a result of Local Authority error	😊 Green	0.35%	0.10%	0.35%	0.26%	0.35%	0.20%	0.35%	0.17%	0.35%	0.17%	Above target
The number of Local Authority Error Overpayments exceeded its target for 2019/20.													
Net Business Rates Receipts payable to the Collection Fund	Net Business Rates Receipts payable to the Collection Fund	😊 Green	£26,069,598	£24,147,964	£51,535,547	£51,103,221	£74,791,849	£75,034,979	£92,792,211	£93,033,039	£92,792,211	£93,033,039	Above target
The Collection Fund is above target having recovered from several backdated refunds due to reductions in Rateable Value; most notably in respect of a £2m refund for Felixstowe Dock. The total Rateable Value has increased by £1.4m since April and £1.85m in arrears have been collected.													

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KPI	KPI Details	Current status for Q4	Q1 2019/20 Target	Q1 2019/20 Actual	Q2 2019/20 Target	Q2 2019/20 Actual	Q3 2019/20 Target	Q3 2019/20 Actual	Q4 2019/20 Target	Q4 2019/20 Actual	Yearly Target	Year to Date Actual	Projected Direction (towards End of Year Actual)
Net Council Tax Receipts payable to the Collection Fund	Net Council Tax Receipts payable to the Collection Fund	😊 Green	£43,341,163	£43,402,134	£84,797,656	£85,413,139	£126,320,823	£127,711,105	£151,052,401	£152,606,485	£151,052,401	£152,606,485	Above target
			As the tax base grows the net debit increases which should result in additional revenues being paid into the collection fund providing additional resources into the council's budget. The Net Collectable Debit started the year at £153,888,900.90 and ended the year at £153,991,451.63 giving an increase of £102,550.73.										
Percentage of Corporate Sundry Debtors outstanding > 90 days	Percentage of Corporate Sundry Debtors outstanding > 90 days	😞 Red	<30%	35.25%	<30%	68.24%	<30%	52.16%	<30%	38.32%	<30%	38.32%	Below Target
			The percentage of corporate sundry debtors outstanding for more than 90 days in Quarter 4 was 38.12%, again exceeding the target of <30%, but showing improvement on the previous quarter. Performance continues to be affected by CIL invoices, recovery of which is handled outside of the normal debt management process following set CIL regulations. Adjusting for CIL, underlying invoicing performance is 12.32%, which is well within target.										
			All old, undisputed debt has been through the reminder process and is currently with debt enforcement or undergoing pending legal action. The Receivables Team continues to work closely with all service teams to ensure the council has an effective debt management process. This indicator continues to be closely monitored.										
Strong balances (General Fund balance)	The Council maintains the level of General Fund balance at around 3%-5% (£3.6m-£6m) of its budgeted gross expenditure (in the region of £120m for East Suffolk)	😊 Green	£3.6m – £6m	£6,000,000	£3.6m –£6m	£6,000,000	£3.6m-£6m	£6,000,000	£3.6m-£6m	£6,000,000	£3.6m-£6m	£6,000,000	On target
			As at the end of Quarter 4, the year-end forecast on the General Fund balance is £6m as set out in the 2019/20 Budget Report. There has been no unexpected use of the balance during Quarter 4.										

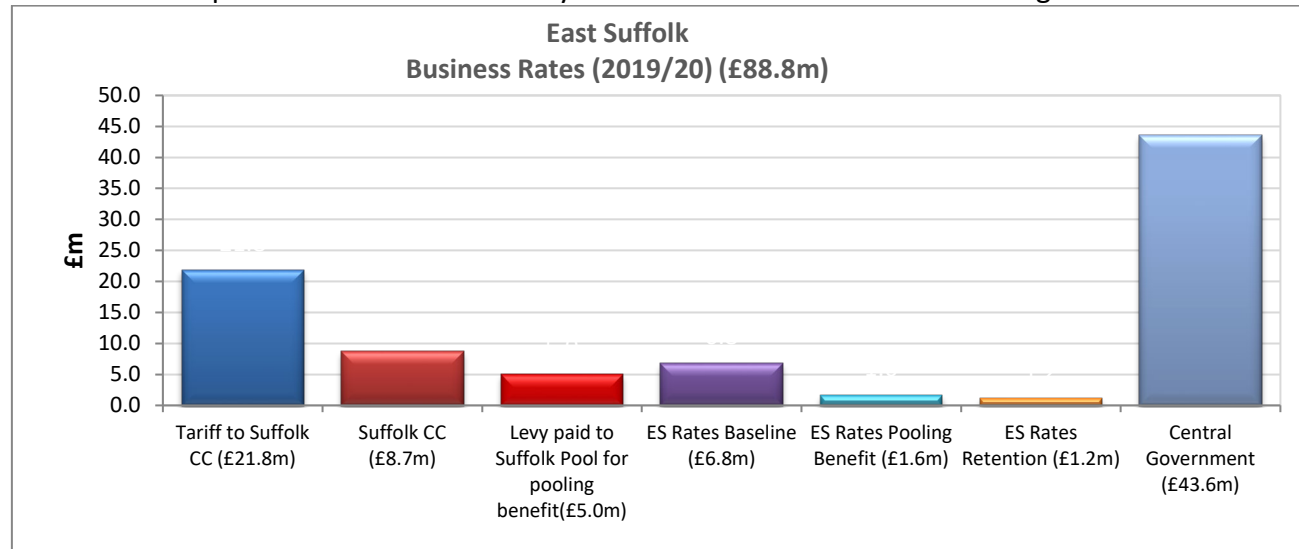
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KPI	KPI Details	Current status for Q3	Q1 2019/20 Target	Q1 2019/20 Actual	Q2 2019/20 Target	Q2 2019/20 Actual	Q3 2019/20 Target	Q3 2019/20 Actual	Q4 2019/20 Target	Q4 2019/20 Actual	Yearly Target	Year to Date Actual	Projected Direction (towards End of Year Actual)
Savings achieved	Savings included in the budget for the year.	😊 Green	£798,600	£798,600	£798,600	£798,600	£798,600	£1,266,600	£798,600	£808,600	£798,600	£808,600	Slightly above target
<p>As at the end of Quarter 4, the savings target included in the budget for 2019/20 has decreased by £460k due to increased partnership costs. The original saving target included a £300k saving from Partnerships. However, an additional £470k of saving has been identified during the year in relation to insurance premiums, external audit fees and interest payable.</p>													
Income Generation – fees and charges (excludes HRA and Port Health)	Income generated from the General Fund from fees and charges	☹️ Amber	£5,241,313	£5,857,285	£8,453,809	£9,106,332	£11,112,628	£11,893,712	£14,531,900	£14,267,800	£14,531,900	£14,267,800	Slightly below target
<p>As at the end of Quarter 4, Fees and Charges income is £264k below the expected level of income for the year. The key variances are: Additional income: Dover District Council, North East Lincolnshire Council and Belfast City Council have now joined the PHILIS system, £106k of additional income this year; Development Management, Planning Applications and Land Charges, additional income of £300k. Reduction in income: Beach Huts overnight stay beach hut project did not progress and the income not achieved was £355k; Car Parking income under achieved by £470k. Included in the Quarter 4 figures is the impact of Covid-19 on Fees and Charges income during March, this is approximately £300k across Car Parking, Planning Applications and Land Charges.</p>													

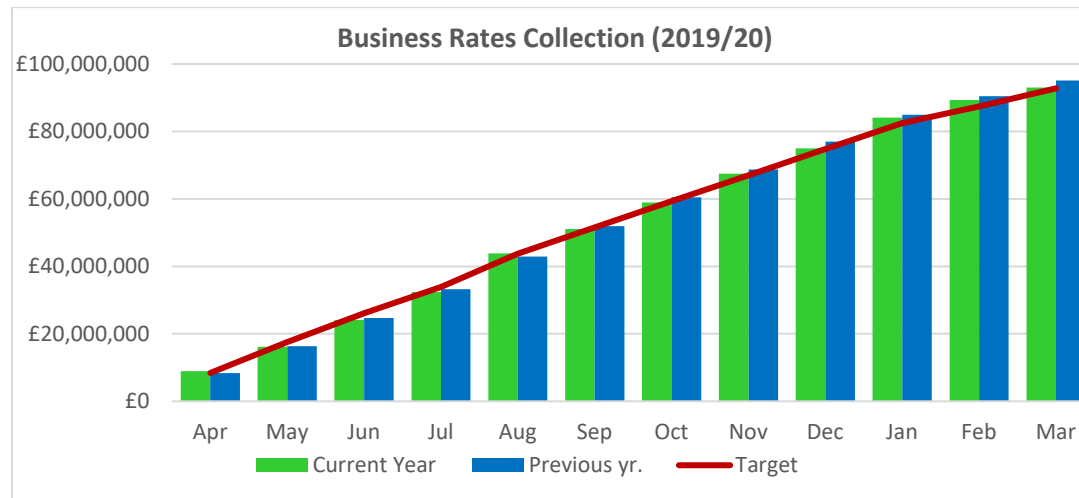
6. Business Rates, Council Tax and Housing Benefit

Business Rates

For illustrative purposes, the chart below shows the distribution of Non-Domestic Rates. The actual accounting entries for 2019/20 will differ from these figures primarily as a result of time lags in the national accounting arrangements for business rates. Increases or decreases in income are reflected as surpluses or deficits in future years in accordance with these arrangements.



Business Rates Collection:

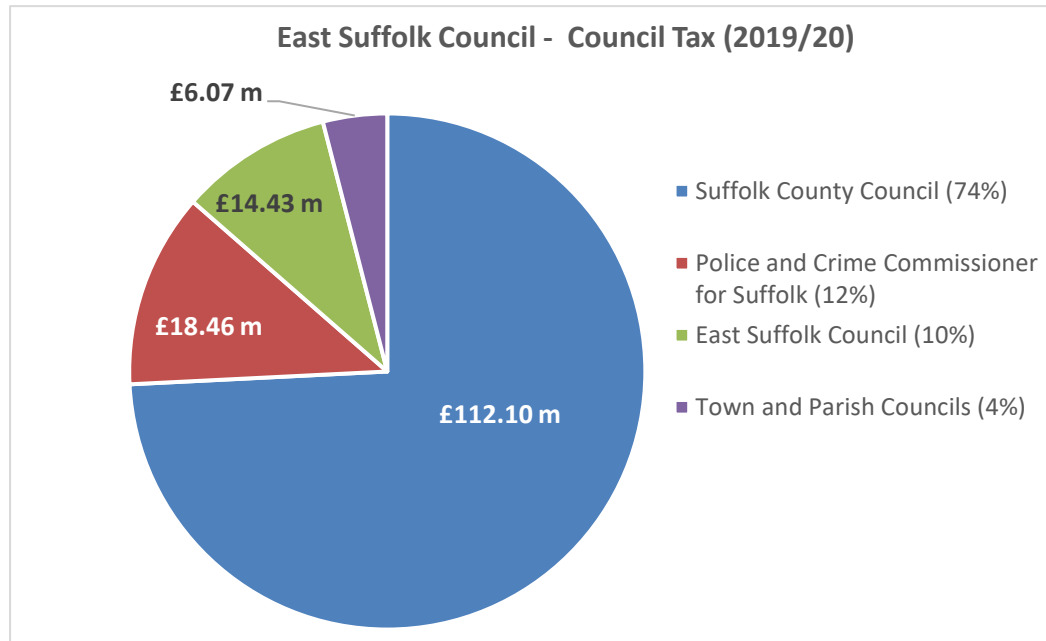


Quarter 4/End of Year:

The Collection Fund is above target having recovered from several backdated refunds due to reductions in Rateable Value; most notably in respect of a £2m refund for Felixstowe Dock. The total RV has increased by £1.4m since April and £1.85m in arrears have been collected.

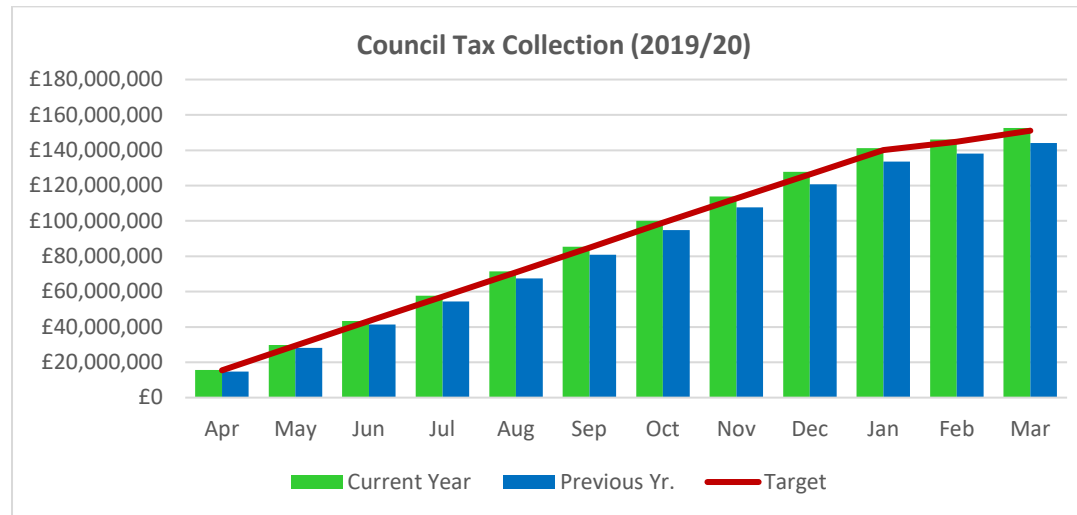
(Chart shows amount of money required to be collected within the financial year, payable to the NNDR Collection Fund against the actual collection).

Council Tax



For illustrative purposes, this chart shows distribution of Council tax income. Actual increases or decreases in income compared to estimates will be reflected as surpluses or deficits in future years.

Council Tax Collection:

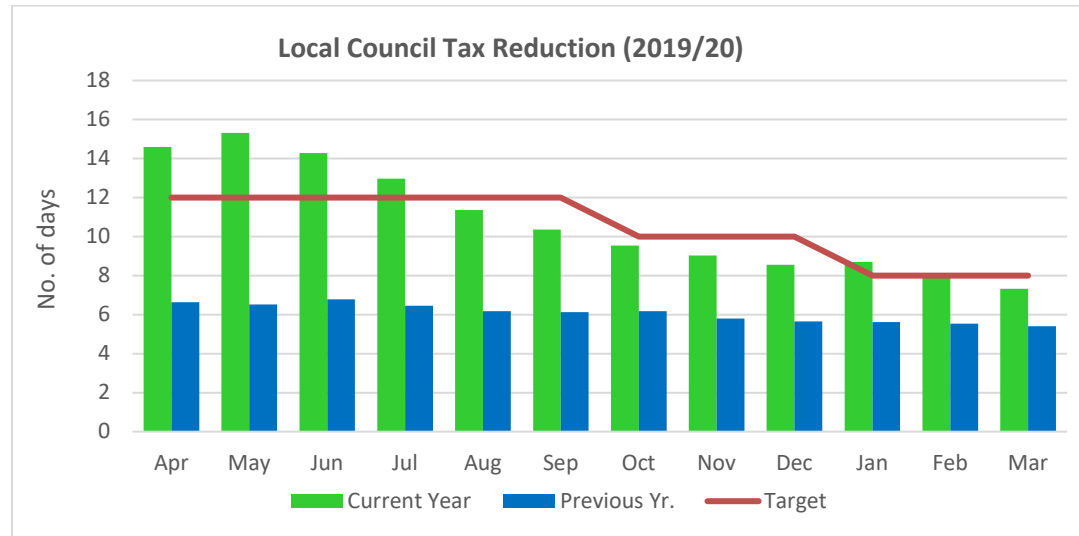


Quarter 4/End of Year:

As the tax base grows the net debit increases which should result in additional revenues being paid into the collection fund providing additional resources into the council's budget. The Net Collectable Debit started the year at £153,888,900.90 and ended the year at £153,991,451.63 giving an increase of £102,550.73

Above shows the amount of money required to be collected within the financial year for Council Tax.

Local Council Tax Reduction:

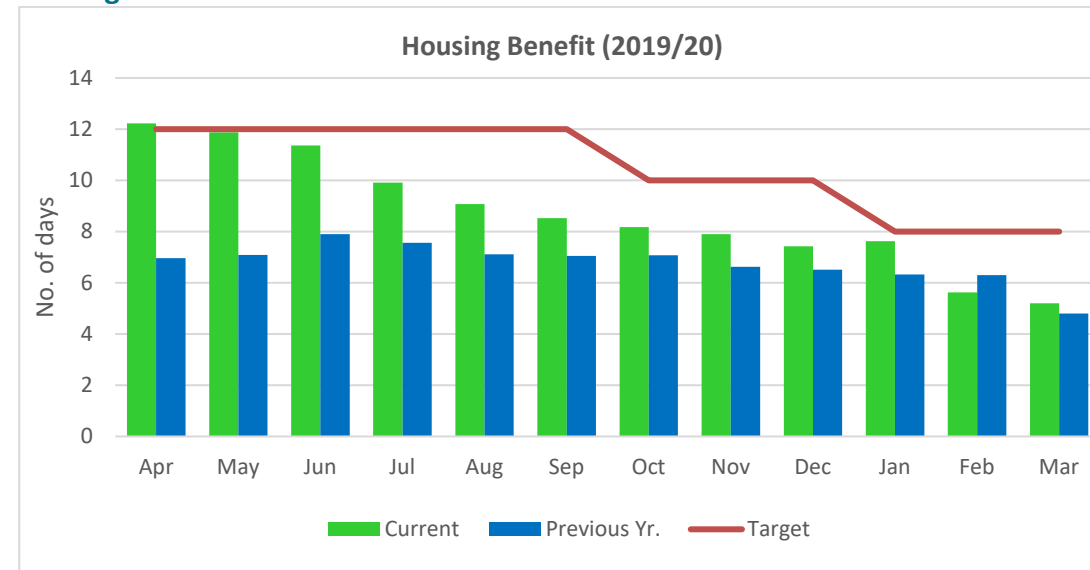


Above indicator measures the average number of days to process Council Tax reduction new claims and change of circumstances.

Quarter 4/End of Year:

End of year performance was successfully achieved despite the downtime associated with the merger of East Suffolk systems impacted performance in the first quarter.

Housing Benefit:



Above indicator measures the average number of days to process Housing Benefit new claims and change of circumstances.

Quarter 4/End of Year:

Despite the downtime associated with the merger of the East Suffolk systems the year-end target was successfully achieved.

7. Corporate Risks

A detailed review of the corporate risks is undertaken quarterly by Corporate Management Team at Corporate Governance Days, and Corporate Risk Management Group is held every six months to manage, monitor and consider risks including the management of the risk process. All corporate risks, significant for the Council, are reported to Audit and Governance Committee, high level details are:

Corporate Risk	Current rating	Target rating	Trend	Update
(New): Covid-19	Red	Amber	n/a	Impact from this global pandemic is significant to the entire country. The Council is undertaking considerable work to help the most vulnerable, residents, communities and businesses.
Coastal erosion	Amber	Amber	➔	Work is ongoing to try to protect properties from coastal erosion and support residents.
ICT (including Disaster Recovery for ICT)	Amber	Amber	➔	Action plans in place to continue to improve mitigation for cyber threats/risks. Risk at target rate.
Medium Term Overview	Amber	Green	➔	Continues to reflect uncertainty around national Government initiatives and potential impact. Medium Term Financial Strategy in place.
Assets to assist Council meet financial requirements	Amber	Green	⬆	East Suffolk Asset Management Strategy in place and approved by Cabinet. Asset management review completed. All assets inspected, electronically recorded and uploaded to Uniform system, this forms single database for Council's assets.
Escalating cost of waste collection/ services	Amber	Green	➔	Recycling significantly rising, increase in staff costs, disposal of material increasing will impact on ESC. Partnership working with other local authorities and Suffolk Waste Partnership.
Digital Transformational Services	Amber	Green	⬆	Digital Services Strategy monitored. Projects reviewed to ensure compliance with Digital Strategy.
Housing Development Programme	Amber	Green	⬆	Policies/protocols in place, updated/reviewed regularly. Housing Programme Board held to monitor developments and manage impacts.
Safeguarding the vulnerable	Amber	Green	➔	Safeguarding Policy in place. Training for councillors and staff on safeguarding adults and children, established reporting process. Partnership working with other local authorities and agencies to address possible gaps and incorporate preventative measures.
General Data Protection Regulation	Amber	Green	⬆	Risk improved as a result of implementing various controls but remained amber due to implications if legislation breached. Controls include compliance with DPA 1998, GDPR project, Data Protection Officer member of local and national GDPR working groups.
Brexit	Amber	Green	➔	A countywide Brexit group had been set-up (ESC is represented). Still some uncertainty on consequences of Brexit and awaiting to see outcome of trade deal in December 2020.
East Suffolk Commercial Partnerships	Amber	Green	⬆	East Suffolk Commercial Strategy in place. Risks to be reviewed and monitored. Initial business case presented to Cabinet.

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Corporate Risk	Current rating	Target rating	Trend	Update
St Peter's Court Tower Block, Lowestoft	Amber	Green	↑	Risk relates to possible fire risk to exterior cladding at tower block. Statutory guidance and regulations are in place. Liaison undertaken between local authorities and partners, including Fire Authority to ensure aligned approach to evacuation procedures and compliance with legislation. Annual external fire engineer risk assessment undertaken and acted upon.
Effective management of Key Contracts/ Partnerships	Amber	Green	→	Contract Procedure Rules and compliance with contract regulation. Compliance with Financial Procedure Rules. Review of existing significant contracts prior to termination. Implementation of exit clauses.
Service Delivery Contracts / Partnerships (<i>large/significant</i>)	Amber	Green	→	Regular review of Contract Procedure Rules ensuring alignment with business priorities and legislation. Partnership performance included within Internal Audit programme.
Service Delivery Contracts / Partnerships (<i>'other'</i>)	Green	Green	→	Contract management guidance reviewed/updated.
Flood /tidal surges	Green	Green	→	ESC has a large coastline and flooding continues to be a risk and for ESC and nationally. Emergency planning framework in place to deal with major incidents, including evacuation plans.
Flood /tidal surges (Lowestoft)	Amber	Green	→	Temporary barrier in place for Lowestoft. Partnership working is underway to obtain funds for a permanent tidal barrier in Lowestoft.
Programme and Project Delivery	Green	Green	→	Corporate project management framework in place. Alignment to governance arrangements to deliver new East Suffolk Strategic Plan.
Impact of managed migration of Universal Credit	Green	Green	↑	UC rollout complete (i.e. full digital service). Managed migration for UC taking place. Current controls and mitigating actions in place to assist with managing impact and helping residents.
Ethical Standards (maintain and promote)	Green	Green	↑	Protocols and Codes of Conduct kept under constant review.
East Suffolk Strategic Plan	Green	Green	↑	New East Suffolk Strategic Plan approved by Full Council in February 2020 for implementation on 1 st April 2020. New reporting framework established including Strategic Plan Delivery Board.
Capital Programme	Green	Green	↑	Capital programme in place. Controls and mitigating actions in place.

National and LG Inform Performance Indicators

National & LG Inform Performance Indicators	Performance Indicator detail	Current status (for Q4)	Q1 2019/20 Target	Q1 2019/20 Actual	Q2 2019/20 Target	Q2 2019/20 Actual	Q3 2019/20 Target	Q3 19/20 Actual	Q4 2019/20 Target	Q4 19/20 Actual	Yearly Target	End of Year Actual	End of Year projection	Update/comment on quarters performance
Planning														
Major planning applications determined	Percentage of major planning applications determined in 13 weeks	😊 Green	Target: 60.00% (Stretched Target: 65.00%)	100% (13/13)	Target: 60.00% (Stretched Target: 65.00%)	78% (18/23)	Target: 60.00% (Stretched Target: 65.00%)	84% (16/19)	Target: 60.00% (Stretched Target: 65.00%)	100% 13/13	Target: 60.00% (Stretched Target: 65.00%)	88.2% (60/68)	Above target	Performance for the determination of major planning applications within year remained consistently high exceeding national and locally stretched targets.
Minor planning applications determined	Number of minor planning applications determined in 8 weeks	😊 Green	Target: 65.00% (Stretched Target: 75.00%)	67% (104/154)	Target: 65.00% (Stretched Target: 75.00%)	80% (127/159)	Target: 65.00% (Stretched Target: 75.00%)	74% (92/125)	Target: 65.00% (Stretched Target: 75.00%)	80% (107/133)	Target: 65.00% (Stretched Target: 75.00%)	75.3% (430/571)	Above target	Performance in minor planning applications remained high with performance exceeding both nationally and locally stretched targets.
Other planning applications determined	Percentage of other planning applications determined in 8 weeks	😊 Green	Target: 80.00% (Stretched Target: 90.00%)	85% (437/516)	Target: 80.00% (Stretched Target: 90.00%)	90% (350/387)	Target: 80.00% (Stretched Target: 90.00%)	91% (339/374)	Target: 80.00% (Stretched Target: 90.00%)	82% (309/375)	Target: 80.00% (Stretched Target: 90.00%)	86.8% (1435/1652)	Above target	The performance in other applications is high, exceeding the nationally set targets but is slightly below the locally set targets.
Housing														
Number of applicants in temporary accommodation	The number of applicants in TA at the end of each quarter. (Snapshot at end of each of quarter)	n/a	n/a	57	n/a	66	n/a	53	n/a	51	n/a	227	n/a	Numbers in TA have reduced and stabilised as a result of the following: Prevention Work Focussed TA meeting which allow the creation of bespoke move on plans. This work has continued into the final quarter of the year.

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National & LG Inform Performance Indicators	Performance Indicator detail	Current status (for Q4)	Q1 2019/20 Target	Q1 2019/20 Actual	Q2 2019/20 Target	Q2 2019/20 Actual	Q3 2019/20 Target	Q3 2019/20 Actual	Q4 2019/20 Target	Q4 2019/20 Actual	Yearly Target	End of Year Actual	End of Year Projection	Update/comment on quarters performance
Customers														
Complaints	Complaints upheld / partially upheld (per 10,000 population)	n/a	n/a	14.01	n/a	10.49	n/a	6.64	n/a	5.87%	n/a	37.02%	On target	<p>Training to be delivered to managers/ team leaders on identifying complaints which will assist with improving customer satisfaction in future. This is delayed due to current working restrictions and will happen following a return to business as usual.</p> <p>Note: The Local Government & Social Care Ombudsman does not use “number of complaints” as a performance indicator.</p>
Green Environment														
Household waste sent for reuse, recycling and composting (NI 192)	Percentage of household waste sent for reuse, recycling and composting	😊 Green	46.62%	48.37%	46.72%	47.06%	45.15%	44.54%	39.72%	40.39%	44.62%	44.97%	Above target	<p>Q4: Current figures show performance for Quarter 4 slightly above target, with the overall performance for the year above target. Refuse crews are being more vigilant and continuing to work with the Strategic Waste and Environmental</p>

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National & LG Inform Performance Indicators	Performance Indicator detail	Current status (for Q4)	Q1 2019/20 Target	Q1 2019/20 Actual	Q2 2019/20 Target	Q2 2019/20 Actual	Q3 2019/20 Target	Q3 2019/20 Actual	Q4 2019/20 Target	Q4 2019/20 Actual	Yearly Target	End of Year Actual	End of Year Projection	Update/comment on quarters performance
														Enforcement Team (SWEET) to identify what is being put in bins and identify incorrect use/waste, this will have an impact on performance initially.
Residual waste per household	Kg of waste per household	☹️ Amber	122.17kg	115.12kg	111.85kg	115.93kg	111.85kg	111.63kg	114.83kg	117.36kg	460.29kg	459.33kg	Above target	Q4: The amount of residual waste collected in Quarter 4 was more (760 tonnes) compared to Quarter 3. Year on year residual increased by 578 tonnes. End of year performance was above target.
Flytips reported	Number of reported fly tipping incidents per quarter	n/a	n/a	380	n/a	363	n/a	346	n/a	449	n/a	1538	n/a	Number of fly tipping incidents were higher than the previous quarter and Quarter 4 of 2018/19. Further investigation into these figures continues.
Fly tipping enforcement notices	Number of fly tipping enforcement actions	n/a	n/a	141	n/a	137	n/a	137	n/a	470	n/a	885	n/a	The actual for Quarter 4 is higher than Quarter 3 and slightly higher than the same period of the previous year. Further investigation into these figures continues.

Resources

East Suffolk Performance Report Q4

National & LG Inform Performance Indicators	Performance Indicator detail	Current status (for Q4)	Q1 2019/20 Target	Q1 2019/20 Actual	Q2 2019/20 Target	Q2 2019/20 Actual	Q3 2019/20 Target	Q3 2019/20 Actual	Q4 2019/20 Target	Q4 2019/20 Actual	Yearly Target	End of Year Actual	End of Year Projection	Update/comment on quarters performance
Website visitors	Number of unique website visitors	n/a	n/a	133,332	n/a	102,488	n/a	102,480	n/a	136,032	n/a	474,332	Above target	The number of unique website users in Quarter 4 was higher compared to previous quarters.
ICT Network Availability	Percentage of ICT network availability	😊 Green	98%	99.7%	98%	99.5%	98%	99.4%	98%	99.5%	98%	99.5%	Above target	ICT network availability exceeded its target throughout the year, particularly excellent performance due to the many changes that took place with the introduction of ESC.
Sickness absence	Number of days/shifts lost due to sickness absence per FTE	😊 Green	1.7 days	1.43 days	1.7 days	1.27 days	1.7 days	1.78 days	1.7 days	1.18 days	6.8 days	6.72 days	On target	2019/20 sickness figure was slightly under target, at 6.72 days per FTE. This is an increase on 2018/19 figures but still below the national average for Public Sector employees. Quarter 1 figures had been revised and show a large increase on those previously reported – attributed to system changes in HR following creation of East Suffolk Council. Long term absence represents the largest proportion of absence, 73% of all time lost (compared to 70% in 2018/19).