

CAB 11/09

Cabinet: 3 February 2009

SUFFOLK COASTAL DISTRICT COUNCIL - QUARTERLY PERFORMANCE AND FINANCIAL REPORT QUARTER 3 2008-09

Report by Policy and Performance Manager

EXECUTIVE SUMMARY

1. The Council has adopted the Balanced Scorecard performance methodology that allows Members and Officers to determine, focus on and monitor its priorities. At the Cabinet meeting, details of the Council's performance against selected performance indicators, financial performance indicators and performance in risk management for the third quarter 2008/09 (1 October to 31 December 2008) will be presented.

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|------------------------|-----------|
| Wards Affected: | All Wards |
|------------------------|-----------|

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| Cabinet Member: | Cllr R J Herring, Leader of the Council |
|------------------------|-----------------------------------------|

Supporting Officers

Mr D Ablett
Head of Finance and Central Services

Alison Matthews
Policy and Performance Manager

BACKGROUND PAPERS

None

Reference: r:\bvpi\Cabinet –Qtly Performance Report (3rd Qtr) 08-09

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1. INTRODUCTION

- 1.1 This report provides an overview of the Council's performance during the third quarter of the financial year 2008/09 (1 October 2008 – 31 December 2008). The report consists of details of performance in key service delivery areas, a statement on the financial performance and an update on the Council's Corporate Risk Register.
- 1.2 As from 1 April 2008 the Best Value Performance Indicators (BVPs) were discontinued and replaced by a new set of National Indicators (NIs). In effect this means that some of the indicators which we used to report on quarterly no longer exist whilst others have changed slightly in their focus. In some cases where a BVPI has been deleted and not directly replaced by an NI, Service Heads have made the decision to keep the indicator as a Local Performance Indicator (LPI) so that we can continue to report on it as usual. The table below outlines these changes:

| Indicator topic | Prior to 1 st April 2008 | From 1 st April 2008 |
|-----------------------------------------------------------------|-------------------------------------|--------------------------------------------------------------------------------------|
| Domestic Burglaries | BV 126 | NI 16 |
| Vehicle Crime | BV 128 | NI 16 |
| Leisure usage | LPI 1b | LPI 1b (no change) |
| Planning applications | BV 109 a, b & c | NI 157 - Processing of planning applications (major, minor and other) |
| Total tonnage of waste - % recycled | BV 82ai | NI 192 - Household waste (recycled and composted) |
| Total tonnage of waste - % composted | BV 82bi | |
| Kg of household waste collected per head | BV 84a | Deleted. Will now report on NI 191 (Kg residual household waste collected per head) |
| Council tax collection | BV 9 | No directly corresponding NI Now a local indicator LPI 20 |
| NNDR collection | BV 10 | No directly corresponding NI Now a local indicator LPI 21 |
| Sickness absence | BV 12 | No directly corresponding NI Now a local indicator LPI 22 |
| Average days lost through incidents at work | LPI 4 | LPI 4 (no change) |
| Average length of stay in hostel accommodation | BV 183b | Deleted |
| Spend against the B&B budget | LPI 14 | Deleted |
| Number of cases moved from temporary to permanent accommodation | LPI 15 | Deleted. Will now report on NI 156 (Number of households in temporary accommodation) |
| Speed of processing Benefits Claims (new) | BV 78a | NI 181 – Speed of processing new claims and changes |
| Speed of processing Benefits Claims (changes) | BV 78b | |
| Accuracy of processing | BV 79a | Deleted |
| Complaints and compliments | LPI 8 | LPI 8 (no change) |

- 1.3 Appendix 1 of this report shows performance against targets for a set of Performance Indicators and ranking against other Local Authorities using the Best Value quartiles. For comparison with other local authorities we have used the most recent available quartiles (2007/08). We will continue to use these quartiles for the coming year until new NI quartiles are available.
- 1.4 In response to Member and public feedback we will continue to make improvements to these reports. Changes to this latest report: report summary (section 2), reporting on recession (section 5.1), improved reporting on customer satisfaction (section 9.5 and Appendix 1), glossary (Appendix 4).
- 1.5 The Council has adopted the Balanced Scorecard methodology that allows both Members and Officers to determine, focus on and monitor progress against their priorities. The Council's budgetary process is also closely aligned to the scorecard methodology. The format of this report is based around the Council's seven medium term priorities agreed in December 2006.

2. REPORT SUMMARY

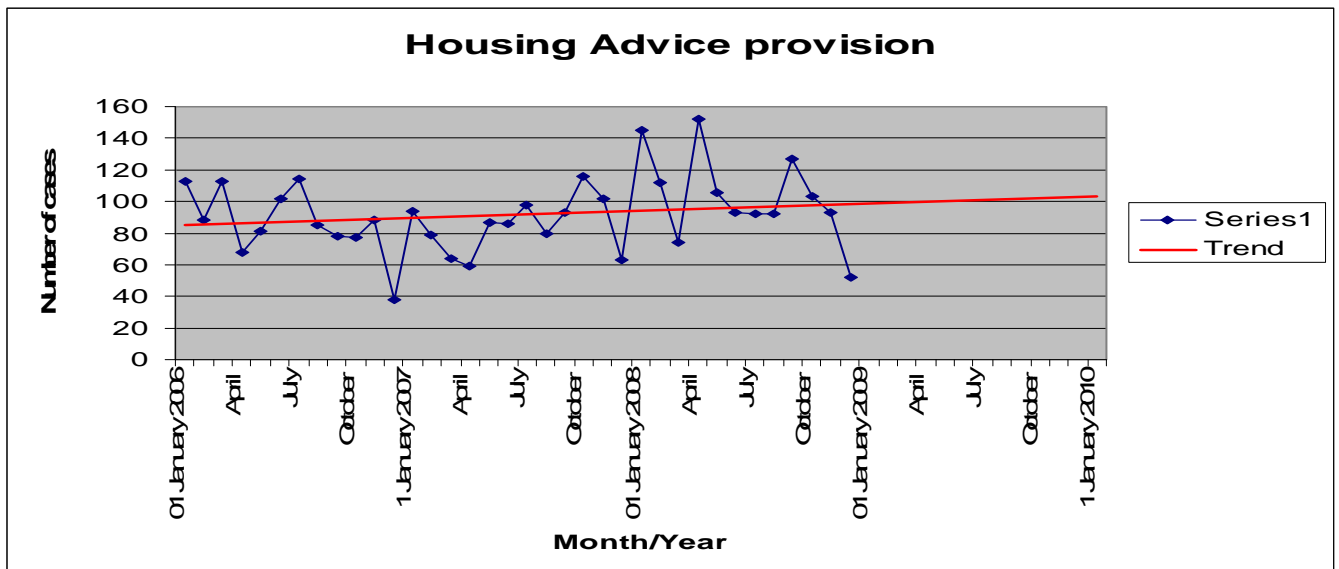
2.1 This section shows a summary version of the report which follows. The purpose of this summary is to provide Members with the opportunity to focus on key points within the report, some may just be worthy of noting whilst others may require greater consideration and perhaps action to follow up.

- **HOUSING ENABLING** - In light of the economic downturn the number of new dwellings completed is likely to fall slightly short of the yearly target. Only one new dwelling was completed in quarter 3, however by the end of quarter 4 it is expected that 95 will have been completed against an original target of 100 for the year (**see 3.4**). Homelessness prevention continues to be effective, with average time in Bed and Breakfast accommodation improved on 2007-08, and homelessness enquiries and applications showing no significant increase.
- **FEELING SAFE AND BEING SAFE FROM CRIME** – Overall crime is down again with Suffolk Coastal continuing to do well against its family group averages. Acquisitive crime however, rose in quarter 3 (**see 4.2**).
- **IMPROVED WASTE MANAGEMENT** - From November, the total number of households on the combined recycling and waste collection service is 35,800 or 62.7% of households in the District. The amount of collected domestic waste recycled or composted was 51.06% in quarter 3, and for the year to date is 49.73%. It was confirmed that capital funding, amounting to £308,000 is to be provided by Suffolk County Council to support the accelerated phased rollout of the recycling service to the remainder of the District by March 2010. (see 6.2)
- **COAST & ESTUARY MANGEMENT** - The £10 million South Felixstowe Groyne Replacement scheme was completed and officially opened in October. Mott MacDonald Ltd were awarded the contract to produce the Project Appraisal Report for the Central Felixstowe frontage coast protection works. Work on the East Lane Defences got underway in October 2008 and should be finished by April 2009. Progress continued with the Shoreline Management Plan (SMP) Review.
- **DELIVERING WELL-PERFORMING SERVICES** – The Council was assessed as a “good [two star] service that has promising prospects for improvement” in the Audit Commission’s Access to Services inspection. This is a very good result, and reflects the good work in all areas of the Council (and partner organisations) to respond to our customers’ needs and requests. Performance on complaints handling has improved and targets were met across all Suffolk Coastal service areas. GovMetric reports showing customer feedback for the quarter are included in this report for the first time – most respondents assessed our services and methods of contact as “good” (**see 9.5 and Appendix 1**).
- **PLANNING SERVICES** – The team has significantly reduced the backlog of applications, including approving some long-running major applications. Although performance for speed of processing “major” applications missed our targets, performance for processing “minor” and “other” planning applications within the prescribed timescales have met or exceeded national targets. (**see 9.1**).
- **LEISURE USAGE** – The factors affecting the downturn in paid admissions for the quarter are being evaluated and addressed. DC Leisure continue to support national health initiatives and develop a varied programme to broaden usage: a new carers’ group was launched last quarter and a swimming coordinator has been appointed. The impact of these initiatives will be monitored during the next quarter to ascertain any trends. (**see 9.6**).
- **BUDGET REPORT** - The volatile economic climate continues to have an impact on the spending plans for 2008-09. These trends are being monitored and the prudent view is that the downturn in income, particularly in respect of Housing related areas, will continue into next year. There has been no breach of the prudential indicators for this quarter. There is currently no long term borrowing. The Bank of England Monetary Policy Committee has within the past three months reduced the base rate to 2% (with a further ½% cut in January 2009). These changes have, to date, had little impact on the council’s investment income but as investments mature and are reinvested the rates attracted will drop considerably. The situation is being closely monitored. (see Appendix 2)
- **IMPACT OF ECONOMIC DOWNTURN** – Suffolk Coastal is monitoring the impact of the economic downturn on residents, businesses and on the Council. We are working in partnership with other Suffolk organisations to reduce the impact. (**see 5.1**)

3. INCREASING ACCESS TO HOUSING

3.1 The Council's homelessness prevention measures continue to deliver good results. Only six new households had to be accommodated in Bed and Breakfast accommodation during the quarter and then for only very short periods. The average time spent in Bed and Breakfast accommodation has remained at 3.00 weeks, below the average for last year (3.34 weeks).

3.2 There continues to be no significant increase in homelessness applications and enquiries in the light of the economic downturn. The graph below shows the level of housing advice enquiries since 1 January 2006 with the underlying trend illustrated by the red line.



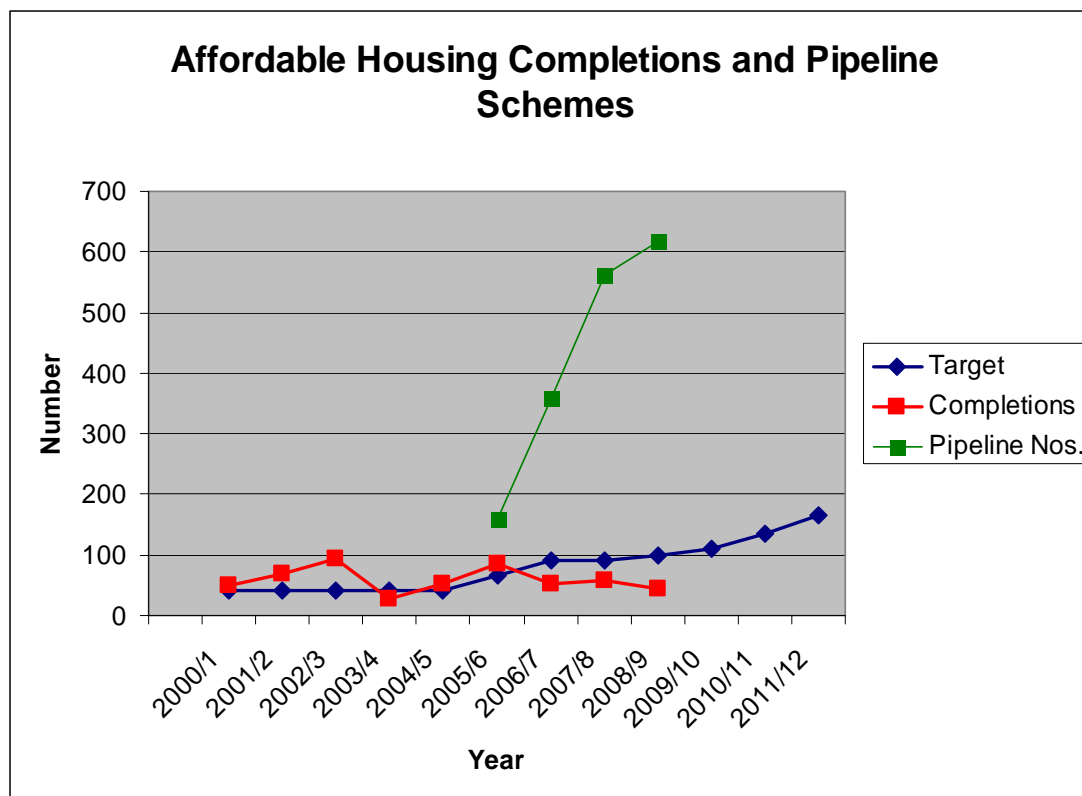
HOUSING ENABLING

3.3 The table and graph below provide details of affordable housing activity. In particular, the graph shows units completed (red) against targets (blue) for each of the last eight years together with the information for the first three quarters of 2008/09. It also shows, on the green line, the pipeline numbers (i.e. dwellings which were being worked up or subject to a planning application or granted planning approval or in progress but not completed in the period) for 2005-06 onwards (the only years for which data is available). These figures **do not include** any dwellings that might be delivered from the recent outline application submitted by British Telecom for Adastral Park, Martlesham.

3.4 The impact of the economic downturn is now becoming more noticeable in relation to starts on site particularly in the private sector. In addition, only one dwelling has been completed by housing associations in this quarter. However 52 new dwellings are currently expected to be completed in the final quarter of the year, to give a total for the year of 95, against an original target of 100.

Affordable Housing Activity

| | 31 March 2007 | 31 March 2008 | 30 Sept 2008 | 31 Dec 2008 |
|----------------------------------------------------------------------|---------------|---------------|--------------|-------------|
| Dwellings where proposals are being worked up | | 167 | 129 | 97 |
| Dwellings for which a planning applications have been made | 158 | 130 | 175 | 157 |
| Dwellings with planning approval granted but not yet started on site | 160 | 179 | 212 | 268 |
| Dwellings under construction | 40 | 87 | 72 | 96 |
| Totals | 358 | 563 | 588 | 618 |



4. FEELING SAFE AND BEING SAFE FROM CRIME (WAS COMMUNITY SAFETY)

- 4.1 Three of the four National Indicators have decreased for the third quarter compared to the first two quarters. There has been an increase in vehicle crime of 29% (35 offences) but there has been a 16% reduction (5 offences) in domestic burglary, an 86% reduction (6 offences) in robbery and a 29% reduction (79 offences) in violent crime. The table below shows a comparison against our CDRP family group (made up of other local authorities with a similar profile to Suffolk Coastal) where Suffolk Coastal is currently ranked as third best performing. With an annual rate of 44.71 crimes per 1,000 head of population this is the lowest for three years against a family average of 55.4, and lowest of the five Suffolk Community Safety Partnerships.
- 4.2 Compared to the first three quarters in 2007/08 there has been an overall reduction of 12% (64 offences) in serious acquisitive crime. However there has been an increase in purse thefts particularly in Woodbridge town centre. They rose from 34 in the same period of 2007 to 80 in 2008. Those responsible were largely from outside the area. This was similar to the situation in many other areas outside Suffolk Coastal. This occurred despite a high profile campaign by the police to raise awareness of the likelihood of this type of crime. The campaign resulted in a high take-up of the offer of free purse alarms. The situation will be closely monitored in the future.
- 4.3 There has been an overall increase in vehicle crime mainly due to increases in theft from vehicles. The main cause for this type of crime is that despite warnings victims still leave their vehicles insecure with property on view. On the positive side there has again been a reduction in the number of vehicles unlawfully taken.

| National Indicator | Description | Sep | Oct | Nov | Quarter Total | Second Quarter | Crime rate | Family Group Average (Position) |
|--------------------|---------------------|-----|-----|-----|---------------|----------------|---------------------------|---------------------------------|
| NI 16 | Domestic burglaries | 9 | 6 | 12 | 27 | 32 | 0.52 per 1,000 households | 1.63 (1st) |
| NI 20 | Violent crime | 65 | 88 | 74 | 227 | 306 | 1.82 per 1,000 population | 2.72 (2nd) |
| NI 16 | Robberies | 1 | -1* | 1 | 1 | 7 | 0.05 per 1,000 population | 0.008 (1st) |
| Ni 16 | Vehicle crime | 44 | 64 | 46 | 154 | 119 | 1.23 per 1,000 population | 1.64 (4th) |

*Table: Suffolk Coastal crime statistics Quarter 3. Police reporting timetable differs to ours, so full quarter was not available.
Minus figure is due to police correction of an earlier instance, incorrectly recorded as a crime

- 4.4 With the introduction of the Government's Assessment of Policing and Community Safety new targets have been introduced for the Community Safety Partnership Plan 2008-11. Overall crime rates in the District (which are the figures reported by Suffolk Constabulary) continue to fall showing a reduction of 9% (353 offences) year on year. National figures for the perception of anti-social behaviour show that Suffolk still records one of the lowest levels nationally.
- 4.5 The new Community Safety Partnership Plan commenced on 1 April 2008. These crime reduction targets will be in line with those set for Suffolk Constabulary (2% annual reduction in overall crime). Whilst Suffolk Coastal remains a safe area to live in, we must not become complacent. Overall crime in the District has been reduced from 5,776 offences for December 2006 - November 2007 to 5,496 offences for December 2007 - November 2008, a reduction of 5%. During this period action to warn owners about the costs of criminal damage to vehicles and how to prevent it was taken in the most affected areas. Criminal damage accounts for 25% of all crime reported in Suffolk Coastal. In the first 8 months of this financial year, it has been reduced by 17% (180 offences) compared the same period last year and damage to vehicles has been reduced by 22% (105 offences) from 467 to 362 in that same period.
- 4.6 In this quarter, the Community Safety Partnership and other partner organisations have continued to deliver a variety of projects and diversionary activities for young people. The work started by Operation Camouflage has continued to provide activities for those young people most at risk of offending. The Nightsafe Partnership, which focuses on the night time economy in our town centres, has been recruiting new members for Safer Neighbourhood Teams in some of the towns that did not previously have the scheme. Conflict management training has been provided for licensees and their staff in Felixstowe and a Pubwatch database has been purchased to provide all members with information about all those persons banned from licensed premises under the 'Banned from one banned from all' policy operated by the Partnership. The Partnership was successful in obtaining a funding grant of £10,000 under the Home Office's Alcohol related activity programme to fund activities to tackle alcohol misuse.

5. STRENGTHENING THE ECONOMY

- 5.1 Suffolk Coastal District Council is monitoring and, where feasible, addressing the impact of the current economic downturn. Improvements which will help affected residents include: partnership events in Felixstowe and Saxmundham giving advice on topics such as benefits, housing, finance, health and finding work. The new online benefits service can also help affected residents, while initiatives such as 11 parking spaces with free parking for half an hour in Wickham Market will help local businesses. The Council has shared information and is working with other Suffolk organisations. Services are monitoring the impact – both on demand for our services and the financial impact to the Council. To date, no significant impact on services has been shown, for example:
- No significant increase in homelessness applications or enquiries (section 3.2)
 - Affordable housing completions should be better than previous years, and will almost reach the annual target, despite the economic climate (95 forecast to be completed by the end of the quarter, against a target of 100) (section 3.3).
 - There has been an overall fall in crime, which is at its lowest level for three years. However we are working to address the recent increases in serious acquisitive crime, and in thefts from vehicles (section 4).
 - In 2008 landlord repossession orders were decreasing, while the trend for mortgage possessions remained the same.

However, there has been a fall in planning applications and income due to the downturn in the property market.

- 5.2 The Suffolk Coastal Holiday Guide 2009 has been published and is now being distributed to individual holiday makers, through Tourist Information Centres nationwide and also via distribution houses in preparation for specific marketing campaigns. The latest figures show that £220 million worth of business is generated annually in the district thanks to tourism, and that could rise as people choose to take their holidays in the UK instead of abroad. All the predictions suggest that next year more people will decide to spend their breaks closer to home due to the weak pound and other financial constraints.
- 5.3 A major new study has been published on the implications of the growth of the Port of Felixstowe and how Suffolk Coastal and surrounding areas can help make the most of its increasing needs. The Felixstowe Port Logistics Study is one of the documents that will help shape the Council's new Local Development Framework (LDF) which will set out the future of the District until 2025. The primary goal of

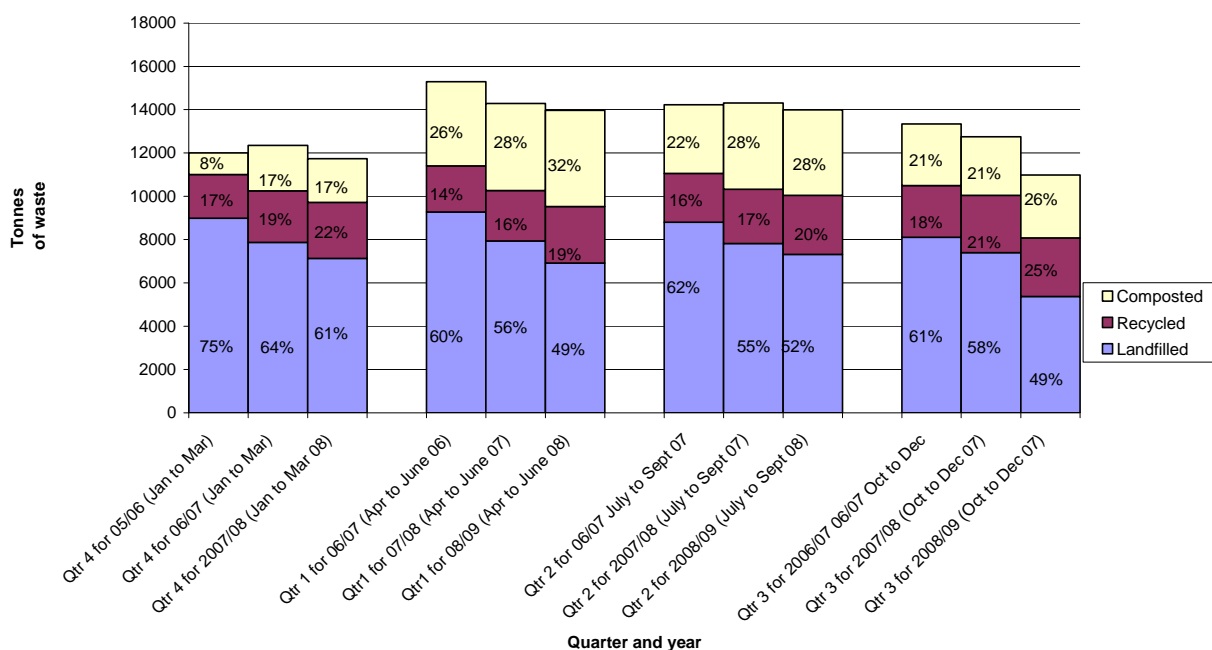
the study has been to identify the key land use requirements and issues that will occur as a result of the expansion of the Port. It will help this Council and others to maximise the opportunities for increased employment and stronger local companies that a bigger Port will offer.

- 5.4 BT has submitted a planning application which includes an innovation park at Martlesham and the creation of 2,500 jobs. The plans are currently under consideration.
- 5.5 A number of enquiries have been received, regarding undertaking filming in the district. This follows Suffolk Coastal's decision to team up with Screen East, the agency responsible for promoting, developing and supporting the film and media industries in the East of England. The aim is to encourage more location filming to take place in the district and bring the benefits of revenue generated by location fees and the film crews' use of services in the area. There is the added bonus that, if the film or television programme proves popular, it can generate tourism, which will be a great boost both to our economy and to our reputation.
- 5.6 Information-sharing and partnership working with key agencies such as JobCentre Plus and Business Link has been stepped up in order to mitigate effects of the economic downturn by making sure individuals and businesses are aware of the advice and financial support available to them if needed, such as help with Council Tax or business rates.

6. IMPROVED WASTE MANAGEMENT

- 6.1 By November 2008 a further 6,400 domestic properties, plus additional businesses, began receiving the combined recycling and waste collection service. The total number of households now on the combined recycling and waste collection service is 35,800 or 62.7% of households in the District.
- 6.2 It was confirmed that the Council's application for capital funding from Suffolk County Council to support the accelerated phased rollout of the recycling service to the remainder of the District had been successful. The funding amounts to £308,000 for the purchase of wheeled bins for domestic properties. The total cost of procuring wheeled bins to complete the rollout of the combined recycling and waste collection service by March 2010 will be about £798,000.
- 6.3 The total waste collected and the amount of waste going to landfill in quarter 3 shows a year on year reduction. In quarter 3, overall 51.06% of domestic waste collected was recycled or composted. It should be noted that October 2008 and November 2008 figures have been audited, however the auditing of December's figures was still being undertaken at the time of compiling this report. Any changes will be shown in the graph presented in the quarter 4 report.

Graph showing year on year quarterly performance



7. COAST AND ESTUARY MANAGEMENT

7.1 South Felixstowe Groyne Replacement Scheme

On 1 October 2008 the official opening of the £10 millions scheme was undertaken, by Mr Tony Coe, Chairman of the Environment Agency's Anglian Flood Defence Committee, and Councillor Jim Bidwell, Chairman of Suffolk Coastal District Council.

The scheme involved the construction of 21 new rock T-shaped groynes between the War Memorial and Landguard Common. The beach and new rock groynes were handed over by the contractor to the Environment Agency for the one-year maintenance period. At the end of that time, the Environment Agency will hand over to the Council the responsibility for the future maintenance of the beach and groynes between Manor End and the War Memorial.

7.2 Central Felixstowe Coastal Defence Strategy

Mott MacDonald Ltd was awarded the contract to produce the Project Appraisal Report for the coast protection works. Costs associated with this project, including the Council's costs, are to be met by the coast protection study grant of £159,000 approved by the Environment Agency.

Monitoring of the beach condition and the Council's defences continued on a fortnightly basis.

7.3 East Lane Bawdsey Defences

Dean & Dyball Civil Engineering Ltd began preparatory work on site on 6 October 2008. Unfortunately, severe bad weather in the North Sea delayed the delivery of the rock from Norway and new defences along the Council frontage could not be completed before the Christmas and New Year break. The work should finish by April 2009.

7.4 Dunwich Demonstration Project

Minor repairs to localised damage to the two most northerly humps were undertaken in November. Additional funding to re-build one of the damaged groynes was secured from the Adnams Charity and consultation with the other partners and key stakeholders begun to seek their agreement to the proposed modifications.

Photographic and topographic surveys continue to be taken on a monthly basis to monitor and record changes in the beach condition and its profile.

7.5 Blyth Estuary Strategy

Following a meeting of the Blyth Estuary Officers Group with the Environment Agency and the locally based Blyth Estuary Group, Professor Kenneth Pye was appointed to study the sediment regime within the estuary in an attempt to establish whether the salt marshes within the estuary are accreting or not. The results from the study will be used in determining the feasibility of low-cost landowner works to defend Tinkers Marsh, Angel Marsh and Reydon Marsh.

Suffolk County Council has funded the cost of the study and the Council has agreed to contribute.

7.6 Shoreline Management Plan (SMP) Review

The officers' Client Steering Group continued work on the development of the draft management policies for the frontage between Lowestoft and Felixstowe.

Royal Haskoning were commissioned to undertake a scoping study of the issues within the Lower Estuary of the River Blyth to inform the recommended policies for managing the interface between the estuary and the coastline. Work continued on the preparation of the Strategic Environmental Assessment.

The project website was updated – see <http://www.suffolk.smp2.org.uk/>

7.7 Term Contract for Repairs and Maintenance of Coastal Defence Assets

Contract and tender documents were sent out on 12 December 2008 to the two selected tenderers, with a return date of 9 January 2009. In the meantime, SCS Ltd will order any necessary work through its approved contract procedures.

8. GREEN POLICIES

- 8.1 Suffolk Coastal facilitated a Greenprint Forum on 27 October 2008, which focused on best practice in business environmental management. There were speakers from BT and Port of Felixstowe sharing their experience of travel planning and waste management.
- 8.2 CRed and SEAL supported a very successful energy day at BT which was well attended.
- 8.3 Suffolk Coastal was lead authority on a successful bid to EERA for a bid to set up a DIY insulation scheme and interest free loans for renewables. The scheme is subject to Ministerial sign off but, if this is forthcoming, then there will be £242,000 to establish this innovative scheme, based around communities, across the County.
- 8.4 Suffolk Coastal continues to work with strategic delivery partners to gather data, which will be reported annually through Defra, on the new national climate change indicators.
- 8.5 A draft Climate Change Strategy was considered by the Green Issues Task Group at its meeting on 10 November 2008 and will return to the Task Group for further consideration in January. The Strategy incorporates the output from workshops held with each service area to consider what impact climate change will have on service delivery and how services might need to adapt, together with the work already carried out with the support of the Energy Saving Trust on mitigating climate change.
- 8.6 The Local Strategic Partnership has provided funding for a District climate change pilot, C-Change Coastal, to help communities establish groups to tackle emissions and prepare for changes in the climate. This will work with six communities to test different training and engagement approaches to see what works with local communities. The aim is to reduce carbon emissions and to develop local understanding of what climate change means to us.
- 8.7 An employee environment and travel survey has been carried out, this will help in the development of the Green Travel Plan and in staff communication initiatives surrounding energy, recycling and composting.
- 8.8 Suffolk Coastal conducted a very successful mail out to 1,000 households to gather information relating to NI 187(fuel poverty indicator). We had a response rate in excess of 47%.
- 8.9 CRed appointed a new Community Advisor, John Taylor, based at Ipswich Borough Council but covering the whole of Suffolk.
- 8.10 Wenhaston reached their target of 10 solar water heating installations under their bulk buy scheme facilitated by SEAL. They also held a further energy day supported by Suffolk Coastal to launch their community insulation scheme. Request forms from householders seeking free insulation have been returned and processed by SEAL and the total bulk buy order returned to Wenhaston to organise delivery.
- 8.11 So far this year the Council has grant aided insulation and other energy efficiency works to the homes of 91 vulnerable households.
- 8.12 We continue to work closely with the Warm Front team to promote their grants. A mail out to nearly 3,000 households was recently carried out by our Housing Benefits team. To date in 2008/09 over 300 Suffolk Coastal households have benefited from Warm Front assistance.

9. DELIVER WELL-PERFORMING, EFFICIENT SERVICES

Introduction

This section has regular updates on certain areas:

- Planning applications,
- Benefit claims processing,
- Sickness absence,
- Health and safety,
- Customer complaints and compliments, and
- Leisure usage.

It also gives information on the latest progress in delivering well-performing efficient services. The focus for this section of the report may vary from one quarter to another to include information from different service areas as new projects get underway.

9.1 Access to Services

The Audit Commission inspected Suffolk Coastal (and its partners) on “Access to Services”. This is an inspection across all services, looking at how easily customers can access services (for example through the internet or in person), how well we reach all parts of the community (and involve customers in designing services), as well as the effectiveness of partnership working.

We were rated 2 stars (“good”) on a scale of 0 to 3 stars. No authority has ever been awarded 3 stars, and only five authorities have been given 2 stars.

The assessment of “promising prospects for improvement” recognises our ability to deliver value for money, our performance management and our capacity to improve.

9.2 Planning Services

At the start of quarter 3 there were 385 applications on hand. This is a significant reduction on the number on hand at the end of quarter 2 (460), as considerable work was done to review older applications still on our systems. 75 applications that had been determined but were still shown as “live” on the computer system were updated – reasons included cases that were superseded, or where the applicant had appealed against non-determination by the Council and the application had subsequently been determined by the Planning Inspectorate.

This focus on dealing with older outstanding applications has affected the processing indicators, but means that the team is now better able to focus on current applications. For example, of the 15 major applications determined in this quarter, 14 have been approved. It takes longer to negotiate a good quality outcome for large scale developments, but these will be beneficial for the District, especially given the economic climate. Although the developers may not implement these schemes immediately, they will be in place for three years and can be commenced as soon as the economic situation improves. Only one large-scale major application was determined within the quarter, but because the 13 week deadline was missed, we report 0% for the national indicator. All targets have been met for “other” applications, and the performance on “minor” applications has improved significantly (by 6%) on last quarter’s figures.

| Period | Received | On hand at end of Quarter |
|--------------------------------|-----------------------------|---------------------------|
| Quarter 4 (Jan – Mar) 2007/08 | 659 (235 received in March) | 634 |
| Quarter 1 (Apr – June) 2008/09 | 519 | 499 |
| Quarter 2 (Jul – Sept) 2008/09 | 531 | 460 |
| Quarter 3 (Oct – Dec) 2008/09 | 398 | 384 |

At the end of the quarter applications on hand were down to 338 (almost 400 had been determined) which represents a considerable achievement on the part of the Development Control team. 48 applications were withdrawn, called in or turned away.

Recently there has been a substantial drop in the number of applications being received and due to the economic climate this is unlikely to increase in the coming quarter. With the reduced number of applications being received the Development Control team have been undertaking a review of work

practices as well as clearing older outstanding applications. In addition they have been supporting the work programme of the Local Development Framework (LDF) and the Enforcement teams

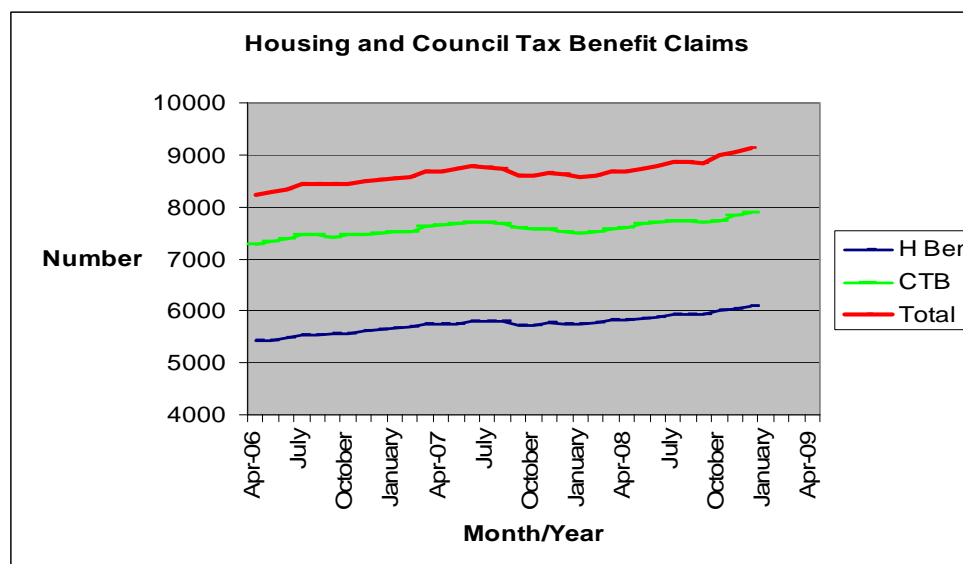
The table below shows a breakdown of the applications determined in quarter 3:

| Type of application | Volume (%) |
|---------------------------------------------------|------------|
| Additions to existing dwellings (e.g. extensions) | 187 (47.1) |
| New dwellings | 66 (16.6) |
| Miscellaneous | 59 (14.9) |
| Listed building consent | 51 (12.8) |
| Retail or industrial | 20 (5.0) |
| Changes of use | 14 (3.5) |
| Withdrawn | 48 |

9.3 Housing Benefits, Council Tax and NNDR

The quarterly figures for the processing of benefits are now reported under one new single National Indicator. In past reports, Best Value indicators split performance on the processing of new claims and that of processing changes in circumstances, as well as reporting on overall accuracy. The new single National Indicator NI 181 reports performance overall, on the processing of housing and council tax benefits. The NI 181 data (see Appendix 1) which is a monthly extract figure (13 November to 11 December 2008) has been reported to the Department of Work and Pensions (DWP) and shows the processing rates for the period as 6.67 days which is well within the target figure. Our quarter 3 report run for internal purposes shows a figure of 5.8 days for the entire quarter which continues to reflect the good performance in this area. The DWP have not set targets for 2008/09, and this year will be used to establish a baseline and set new targets internally.

The Council is monitoring the impact of the economic downturn on the levels of benefit claims received, and so far it seems that the effects are slight. The graph below shows the trend from April 2006 to the present.



Following the last report, concern associated with probate issues was expressed about a possible increase in the number of empty dwellings. Examination of the council tax records since 31 March 2007 shows that this concern is unfounded. There were 211 dwellings exempt from council tax on 31 March 2007 because of probate. The figure on 12 December was 209. During this same period there has been an increase in the number of properties that are empty for various reasons from 1,849 to 2037. The number of dwellings added to the valuation list over this period was approximately 1,000.

With regard to empty business premises staff are aware of only one property that has been demolished over the last 21 months to reduce NNDR liability. This was a dilapidated agricultural building which had been unused and empty for a number of years.

The collection rate for council tax continues to reflect good performance compared with previous years. Quarters 1 & 2 for 2008/09 showed a slight increase compared to the same quarters in 2007/08 and this trend has continued into quarter 3. The collection rate for NNDR has also improved, however we appreciate that the present financial climate poses a risk to the continued good performance for this indicator and we will continue to monitor this carefully.

| | Tax Collected by end of Quarter 3 2007/08 (%) | Tax Collected by end of Quarter 3 2008/09 (%) |
|-------------|--------------------------------------------------|--------------------------------------------------|
| Council Tax | 87.20% | 87.80% |
| NNDR | 89.2% % | 90.40% |

9.4 Sickness Absence

Sickness absence rates increased slightly during quarter 3, at 2.0 per full time equivalent as opposed to 1.39 in the previous quarter. The reason for this is the increase in viral infections and other seasonal complaints during the quarter, and is the same countrywide. The figure for the same quarter last year was 2.37.

9.5 Health & Safety

The Suffolk Coastal District Council Joint Health and Safety Committee met on the 4 December 2008. The minutes of the meeting are on DORA. Agenda items included: Customer Alert List, display screen equipment assessments, watch your step – reducing trips, slips and falls, disseminating health and safety information, Learning Zone health and safety DVDs, e-learning, consideration of incident reports, and risk assessment exchange of information.

A follow-up fire warden training session was held and staff were trained in display screen equipment assessment.

There were four incidents reported in Suffolk Coastal District Council. One involved manual handling, one a fall from height, one was a road traffic accident and one an act of aggression. None of these require reporting under the Reporting of Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR) by the Council. Three partner incidents were recorded under RIDDOR: two involved members of the public slipping over and one employee who was assaulted by a member of the public.

9.6 Customer complaints & compliments

The quarterly report now includes information on complaints received by our partners, and their response performance (where available). The table below shows the complaints received over the third quarter by the organisation, and the percentage of those complaints handled within the Suffolk Coastal corporate standard (which is currently set at 20 working days). A breakdown of Suffolk Coastal District Council complaints by service area is given in the appendix 1.

| Organisation | Complaints | Dealt with within timescales |
|-----------------|------------|------------------------------|
| Suffolk Coastal | 18 | 100% |
| SCS | 48 | 94% |
| DC Leisure | 29 | 100% |
| NPS | 2 | 100% |
| Openwide | 3 | 100% (3 day timescale) |

NB Different organisations currently have different definitions of “complaints”, which mean that the above figures are not directly comparable. We are working with partners to develop an improved process for recording complaints, compliments and comments (see the explanatory note at Appendix 3).

Customer compliments are now also being published. These have traditionally been under-recorded, and the processes are also being reviewed.

| Organisation | No. of compliments |
|-----------------|--------------------|
| Suffolk Coastal | 33 |
| SCS | 12 |
| DC Leisure | 10 |
| NPS | 4 |
| Openwide | 0 |

The quarterly report now includes a summary of customer feedback for the quarter from GovMetric. Levels of satisfaction are recorded for a range of services, and across three access channels: face to face, telephone and the web. The table below shows a breakdown of this information (including the number of responses), charts are available as part of Appendix 1.

| Service | Good | Average | Poor |
|-----------------------------|-----------|----------|----------|
| Benefits | 90% (104) | 5% (6) | 5% (6) |
| Council Tax | 84% (94) | 4% (5) | 12% (13) |
| Environmental Services | 84% (48) | 5% (3) | 11% (6) |
| Housing | 54% (15) | 25% (7) | 21% (6) |
| Licensing | 75% (12) | 6% (1) | 19% (3) |
| Planning & Building Control | 63% (82) | 9% (12) | 28% (36) |
| Roads & Transport | 95% (20) | 0% (0) | 5% (1) |
| Waste & Recycling | 67% (38) | 12% (7) | 21% (12) |
| Other Services | 55% (108) | 15% (30) | 29% (57) |

Leisure Usage

Brackenbury Leisure Centre has been advised that they have achieved a Quest score of 73% which is 10% higher than the last assessment. Quest is an organisation which defines industry standards and good practice and encourages ongoing development and delivery, with a customer focus. The remaining 3 leisure centres will be re-assessed in March and April 2009.

A new swimming coordinator has been appointed to increase uptake on swimming lessons and to implement the new swimming development plan across all sites, whilst being based at Deben Swimming Pool. This is to address the drop in the number of people accessing both swimming and swimming courses during recent months. The economic downturn may contribute to this, however in conjunction with the breakfast cereal company 'Kellogg', DC Leisure offered free swimming vouchers as part of The Kellogg's Free Swim promotion. This was a new swimming initiative which ran from April 2008 across the UK and the Republic of Ireland. Figures have not yet been made available to ascertain how many people took up the offer, but initial indication is that it was a significant number, which may be reflected in the drop in paying swimming attendances.

The FANS Scheme (Free Access for National Standard Sports People) has been unofficially launched across the 4 sites, and there are currently 4 people registered on the scheme. The official launch will take place in January 2009. The scheme is an important sports development initiative providing support and encouragement to the districts leading talented and elite sports performers. The scheme aims to provide national level sportspeople with free access at designated off-peak times to local leisure and sports facilities for personal training and development.

| | Actual Figures for Quarter 3 | Target Figure for Quarter 3 |
|---------------------------------------------------------------------------------|------------------------------|-----------------------------|
| Leisure Usage (estimated paid admissions) to Suffolk Coastal Leisure facilities | 153,592 | 179,742 |

Despite the many initiatives undertaken to promote the leisure centres and their varied range of activities, including a new local carers' group on Fridays at Felixstowe Leisure Centre and monthly sales targets across all sites being regularly achieved, the figures for leisure usage are down on the previous quarter and there has been a year on year drop in attendance at the centres, both for the third quarter and overall for the 9 months to date. The economic downturn may be one explanation and enforced temporary closures have inevitably had an effect as well, including a burst water pipe at Felixstowe Leisure Centre which affected the electricity supply. DC Leisure are aware of the drop in attendance and are looking at ways to develop alternative ways to increase attendances.

A major incident occurred at Felixstowe Leisure Centre on 23rd October 2008. The Health and Safety Executive were on site 24 October 2008 and praised staff training and the procedures in place, which enabled the incident to be dealt with swiftly and professionally.

9.7 Local Area Agreement and Community Strategy

Suffolk Coastal Local Strategic Partnership (LSP) held its annual forum at Trinity Park Conference centre on 14th November 2008. The event was called "Raising Aspirations" and brought together 150 representatives from the public, private, voluntary and community sector to promote greater involvement in the LSP and to help guide the work of the partnership in the future. A number of workshops were organised to examine some of the key issues for the district in greater depth and the feedback from those workshops is being used to inform future delivery plans for the LSP. The issues covered were, community planning, climate change, engaging with young people, developing business improvement districts (BIDS), and prolific offenders in the community.

The revised Sustainable Community Strategy was adopted by Council at its meeting on 18 December 2008 and the focus of the LSP has now moved to develop detailed action plans that deliver the priority outcomes it identifies. The LSP has also provided a proposal to the Suffolk Strategic Partnership for how the LSP delivers Local Area Agreement (LAA2) targets in Suffolk Coastal.

9.8 Member Briefings

Due to the summer break in August, there has only been one member briefing held in quarter 3. A group of 16 Councillors attended a visit to Otley College to find out first-hand how it is helping meet the needs of the local and wider community. College Principal Philip Winfield gave an overview of the colleges 'environmental commitment'. Councillors learned that a diverse range of courses were available which are helping to improve the skills of the residents of Suffolk Coastal. The on-going expansion of the College means that it now has some of the best educational facilities in East Suffolk.

10. FINANCIAL PERFORMANCE

Attached (Appendix 2) is a summary of the Council's financial performance.

11. RISK MANAGEMENT

A copy of the Corporate Risk Register can be found at Appendix 5.

12. RECOMMENDATION


- 12.1 Cabinet is asked to note the information in this report and to decide whether there are any performance issues it wishes to pursue further.

APPENDIX 1





OVERVIEW OF PERFORMANCE














This section of the Quarterly Performance Report sets out Suffolk Coastal's performance against quarterly Performance Indicators (PIs)

Performance Indicator reference

| Ref | Indicator | 2nd Quarter (Actual) | Year to Date | Performance |
|-----------------------------|------------------------------------------|----------------------|--------------|-------------------------------------------------------------------------------------|
| COMMUNITY WELL BEING | | | | |
| NI 16 | Domestic burglaries per 1,000 households | 0.87 | |  |









Each Performance Indicator is classified according to its performance level:

| Symbol | Description | Measurement: |
|-------------------------------------------------------------------------------------|-------------|----------------------------------------------------------------------------------------------------|
| | | (Where no comparable data is available, quartiles are based on local targets and marked with an *) |
|  | Excellent | in the top 25% of councils based on the latest audited data: 2007/08 |
|  | Good | in the second best 25% of councils based on the latest audited data: 2007/08 |
|  | Fair | In the second worst 25% of councils based on the latest audited data: 2007/08 |
|  | Poor | in the bottom 25% of councils based on the latest audited data: 2007/08 |

| Ref | Indicator | 3rd Quarter (Actual) | 3rd Quarter Target | Year to Date | Performance comparison to other authorities (3rd Quarter) |
|------------------------------|----------------------------------------------------------------------------------------|----------------------|----------------------|-------------------|-----------------------------------------------------------------------------------------|
| COMMUNITY WELL BEING | | | | | |
| NI 16 | Domestic burglaries per 1,000 households | 0.45 | Target not available | 0.62 |  |
| NI 16 | Vehicle crimes per 1,000 population | 1.32 | Target not available | 2.9 |  |
| LPI 1 b) | Leisure Usage (estimated paid admissions) to Suffolk Coastal Leisure facilities | 153,592 | 179,742 | 474,323 |  * |
| ENVIRONMENT | | | | | |
| NI 157 | % large scale major applications determined within 13 weeks | 0% | 70% | 66.67% |  * |
| NI 157 | % small scale major applications determined within 13 weeks | 35.71% | 80% | 55.98% |  * |
| NI 157 | % of minor applications determined within 8 weeks | 72.57% | 80% | 66.32% |  |
| NI 157 | % of other applications determined within 8 weeks | 88.1% | 88% | 87.73% |  |
| NI 191 | Kg of residual household waste collected per head** | 43.98kg | 63kg | 160.17kg | Not available |
| NI 192 | Total tonnage of household waste arisings - % recycled and composted | 51.06% | 46% | 49.73% |  * |
| FISCAL AND DEMOCRATIC | | | | | |
| LPI 20 | % of Council Tax collected | 87.8% | 87.4% | 87.8% |  * |
| LPI 21 | % of business rates which should have been received during the year that were received | 90.40% | 90.70% | 90.70% |  |
| LPI 4 | Average days lost through incidents at work | 0 | 0 | 0.02 |  |
| LPI 22 | The number of working days or shifts lost due to sickness absence per FTE employee | 2 Days | Target not set | 5.19 |  |
| HOUSING | | | | | |
| NI 156 | Number of households in temporary accommodation (B&B and Hostel) | 6 | Target not available | Not applicable*** | Not available |
| NI 181 | Speed of processing: average time for processing new claims and changes | 6.97 days | 9 days | 7.39 days |  * |

** NI 191 is one of the new National Indicators which we will be reporting on quarterly in place of LPI 23. As this indicator seeks to measure the reduction in residual waste collection, a lower number demonstrates an improved level of performance. This complements NI 192 and is therefore more meaningful as we are now showing the total waste recycled & composted, and the total residual waste.

*** NI 156 is an indicator which provides a snapshot of the number of people in temporary accommodation. It is therefore not possible to aggregate this indicator to provide a year to date figure.

| Ref | Indicator | 3rd Quarter (Actual) | Target | Performance against our target |
|----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|--------|---------------------------------------------------------------------------------------|
| LPI 8 | Number of complaints by service area and % addressed within timescales. (Number of complaints received and completed are shown followed by % handled within the Suffolk Coastal corporate standard (which is currently set at 20 working days)) | (Target and performance are based on % of complaints dealt with within timescales) | | |
| | a) Legal & Democratic | 1 (100%) | 95% |  |
| | b) Community & Economic Services | 0 (n/a) | 95% |  |
| | c) Planning services | 0 (n/a) | 95% |  |
| | d) Housing & Benefits | 13 (100%) | 95% |  |
| | e) Health | 1 (100%) | 95% |  |
| | f) Audit | 0 (n/a) | 95% |  |
| | g) Customer & Strategic Services | 0 (n/a) | 95% |  |
| | h) Finance | 2 (100%) | 95% |  |
| Compliments by service area (nb – under-recorded) | | Targets not set | | |
| | a) Legal & Democratic | 2 | | |
| | b) Community & Economic Services | 2 | | |
| | c) Planning services | 1 | | |
| | d) Housing & Benefits | 12 | | |
| | e) Health | 4 | | |
| | f) Audit | 1 | | |
| | g) Customer & Strategic Services | 11 | | |
| | h) Finance | 0 | | |

1 October 2008 to 31 December 2008

| RIDDOR incidents | | | | | | | | | | |
|------------------|---------------------|------------------|----------------|------------------|---------------------|------------------|----------|------------------|-----------------------|------------------|
| | Deaths | | Major injuries | | Over 3 day injuries | | Diseases | | Dangerous occurrences | |
| | Staff | Member of public | Staff | Member of public | Staff | Member of public | Staff | Member of public | Staff | Member of public |
| Suffolk Coastal | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| DC Leisure | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| NPS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Openwide | No figures received | | | | | | | | | |
| SCS Ltd | | | | | 1 | | | | | |



CUSTOMER SATISFACTION STATISTICS – QUARTER 3 2008-09

This report is based on the responses of customers put through to GovMetric.

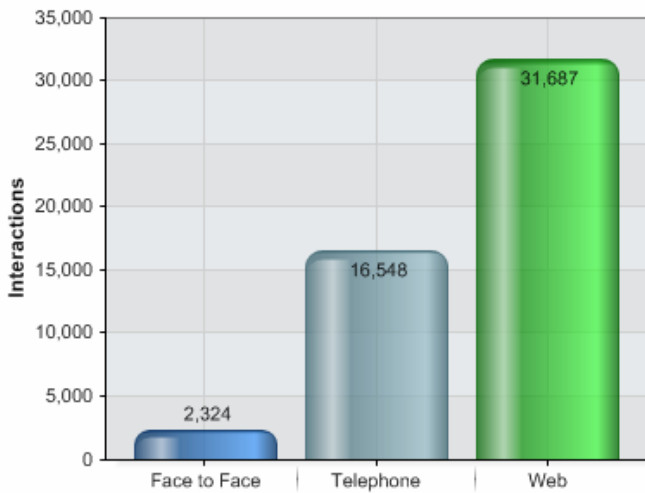
Channel Summary

| | | |
|--------------|---------|--|
| Face to Face | Good | |
| Telephone | Good | |
| Web | Average | |

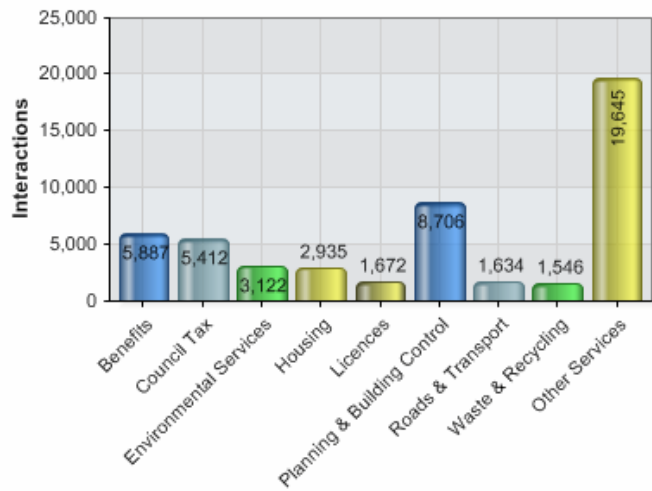
Service Summary

| | | |
|-----------------------------|---------|--|
| Benefits | Good | |
| Council Tax | Good | |
| Environmental Services | Good | |
| Housing | Average | |
| Licences | Good | |
| Planning & Building Control | Average | |
| Roads & Transport | Good | |
| Waste & Recycling | Good | |
| Other Services | Average | |

Interaction Volume by Channel



Interaction Volume by Service



BUDGET MONITORING REPORT 2008/09

October 2008—December 2008

1. Revenue Spending Plans

| Strategic Theme | Spending Plan at Period Start | Budget Virement | Spending Plan at Period End |
|------------------------------|-------------------------------|-----------------|-----------------------------|
| | £ | £ | £ |
| Community Well Being | 5,077,100 | 77,100 | 5,154,200 |
| Economy | 117,700 | 49,000 | 166,700 |
| Housing | 2,296,700 | | 2,296,700 |
| Natural & Built Environment | 6,061,500 | 161,100 | 6,222,600 |
| Fiscal & Democratic Services | 1,376,900 | -20,600 | 1,356,300 |
| | | | |
| Use of Reserves and Balances | | -266,600 | -266,600 |
| | | | |
| Net Expenditure | 14,929,900 | 0 | 14,929,900 |

Budget Virements

There are no Budget Virements to report in this quarter.

Significant Influences on Revenue Spending Plans

The volatile economic climate continues to have an impact on the spending plans for 2008-09. The table shows the position at the end of December. Taking a profile from 2007-08 actual collection patterns the position is: -

| | | Profile | Actual |
|------------------|----------------------|---------|--------|
| | | £000 | £000 |
| Car Parks | Parking | 967 | 906 |
| Planning Fees | Application etc fees | 603 | 675 |
| Building Control | Fees | 449 | 371 |
| Land Charges | Search Fees | 262 | 153 |

These trends are being monitored and the 2009-10 budget currently being prepared will reflect a prudent view that the downturn in income, particularly in respect of Housing related areas, will continue into next year.

Attention is drawn to Car Park income where this quarter income has shown a marked reduction. Planning Fees, as a result of one large fee continue to show in excess of budget but this masks the underlying month on month trend which continues to show a marked reduction in income

Whilst energy prices remain high, fuel prices have shown a return to levels experienced a year ago. However the market remains volatile and will continue to be monitored closely.

Employee costs, one of the major expenditure areas for this council show a slight improvement in this quarter. The 1st April pay award (2.45%), although still subject to confirmation, has been paid to employees

Suffolk Coastal District Council Quarterly Performance and Financial Report Quarter 3 2008-09 and the overall projection for the current year now indicates a slight under spend against the original budget.

2. Treasury Management

Interest Rates

In the Council's Treasury Management Policy for 2008/09 it was forecast that interest rates would be at 4.75% for the first three quarters of the year. However the Bank of England Monetary Policy Committee has within the past three months reduced the base rate to 2% (with a further ½% cut in January). These changes have, to date, had little impact on the council's investment income but as investments mature and are reinvested the rates attracted will drop considerably.

Cash, Borrowing and Investments

The Council did not enter into any external borrowing during the first 9 months of 2008-09 and therefore continues to be debt free. Current forecasts (see the summary of the capital programme below) are that all capital expenditure can be financed without the need for external borrowing in the current financial year. A similar situation is forecast for 2009-10.

The performance indicator for the Cleared Bank Balance is set at zero i.e. the council should endeavour to hold as little money as possible in the current account overnight. The remedial action taken earlier this year has shown a marked improvement in performance.

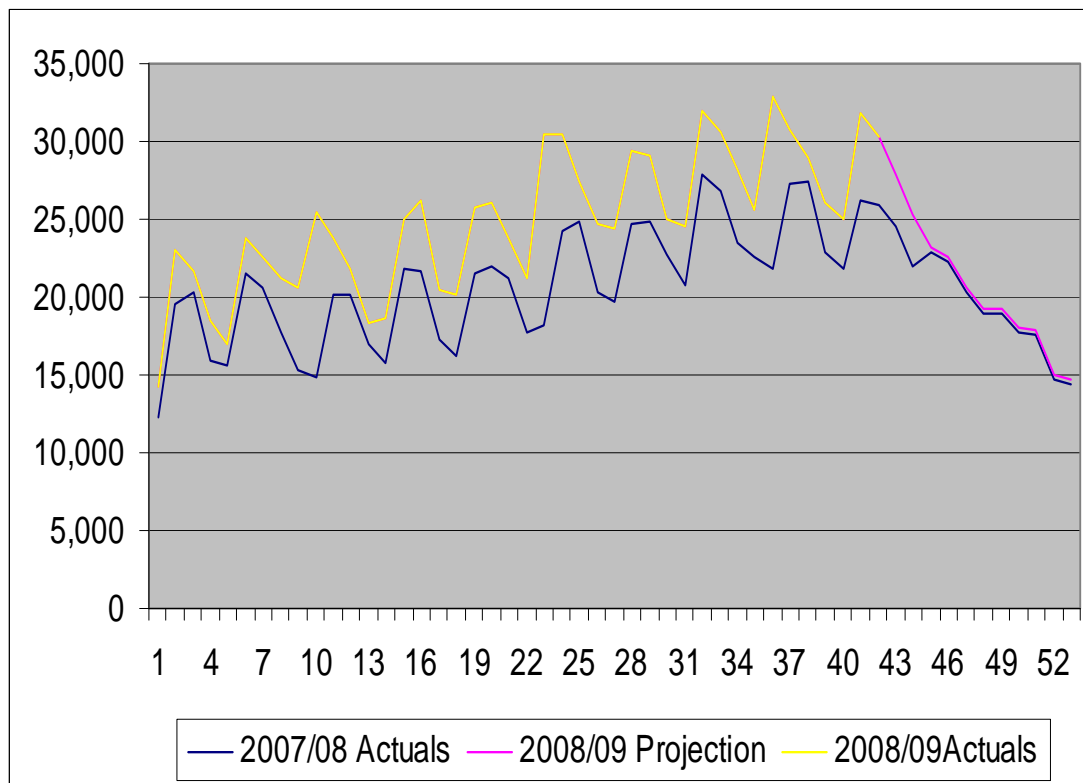
| | DR/CR | NUMBER OF DAYS | | |
|-----------------------------------|-------|----------------|---------|-------------|
| | | 2006/07 | 2007/08 | 2008/09 |
| CLEARED BANK BALANCE RANGE | | | | To Dec 31st |
| Greater than £250,000 | DR | 0 | 7 | 3 |
| Between £100,000 and £250,000 | DR | 0 | 2 | 2 |
| Between £25,000 and £99,999 | DR | 0 | 6 | 5 |
| Between £5,000 and £24,999 | DR | 13 | 5 | 7 |
| Between Zero and £4,999 | DR | 100 | 107 | 73 |
| Between Zero and £4,999 | CR | 159 | 91 | 70 |
| Between £5,000 and £24,999 | CR | 79 | 101 | 99 |
| Between £25,000 and £99,999 | CR | 7 | 10 | 12 |
| Between £100,000 and £250,000 | CR | 0 | 4 | 4 |
| Greater than £250,000 | CR | 7 | 33 | 3 |

Prudential Indicators

There has been no breach of the prudential indicators for this quarter. There is currently no long term borrowing

CashFlow

The Cashflow forecast below represents the daily cash reserves available for investment. The forecast is based on actual figures to date and projections based on previous years experience for the remainder of the year. Previous year actuals are shown for comparison. Because major elements of income (e.g. NNDR payments) and expenditure (e.g. Precepts) are received or paid to fairly standard pre-defined schedules the profiles tend to follow similar trends year on year.



3. Capital

Members were provided with full details of the Capital programme for 2008-09 and 2009-10 at the Cabinet meeting of the 6th January. The following table summarises that information.

| Capital Investment 2008-09 and 2009-10 | | | |
|-----------------------------------------------|-----------------------------|------------------------------|-----------------------------|
| Theme | 2008-09 Revised £000 | 2008-09 Original £000 | 2008-09 Revised £000 |
| Community Well Being | 594 | 419 | 519 |
| Economy | 5 | 9 | 0 |
| Housing | 21 | 439 | 175 |
| Natural and Built Environment | 494 | 5 | 520 |
| Fiscal and democratic Services | | | |
| ICT and E-Government | 420 | 240 | 357 |
| Corporate Activities | 242 | 320 | 436 |
| Total Expenditure | 1776 | 1432 | 2007 |
| Funded by: | | | |
| Capital Receipts | 0 | | 861 |

Suffolk Coastal District Council Quarterly Performance and Financial Report Quarter 3 2008-09

| | | | |
|--------------------------|-------------|--|-------------|
| Grants and contributions | 835 | | 78 |
| | | | |
| Reserves | 941 | | 1068 |
| | | | |
| | 1776 | | 2007 |

EXPLANATORY NOTES FOR MEMBERS ON THE DEVELOPMENT OF THE PERFORMANCE REPORT

Complaints, compliments and comments.

Officers are currently reviewing the complaints system to ensure that it is working effectively. This entails discussing the use of the system with Heads of Service to ensure it meets their needs, discussing complaint, compliments and comments handling with partners and analysing how complaints, compliments and comments are used in the organisation and its partners.

The quarterly report has been expanded to include complaints and compliments received by partners and any action taken in response to those complaints. The information reported will be expanded over the next financial year and will eventually enable Members to easily identify areas of concern either in service delivery or in policy.

Part of improving our awareness and use of this valuable source of customer feedback is to review the data we collect and report to ensure that we are able to carry out analysis and take appropriate action.

As well as looking at the data we collect, Customer and Strategic Services, under the direction of the Portfolio Holder for Customers and Partners, will be reviewing the Complaints Procedure to ensure this procedure is effective and incorporates the latest thinking in this area of policy, for example the guidance recently issued by the Local Government Ombudsman in relation to unreasonable complainants.

Health and Safety reporting

The Quarterly report has been extended to include some Health and Safety Reporting, again this area of reporting will be expanded over this financial year and it will eventually include a checklist which will inform Members of whether SCDC and its partners have up to date risk assessments on a variety of area including topics such as Legionella and whether key Health and Safety tasks have been completed.

One of the key messages that emerged from the Barrow enquiry was that Members should be part of the management of Health and Safety within an organisation and that Members should be aware of the actions taken by officers to ensure compliance with legislation and good practice.

The information contained in the report will eventually give members the high-level assurance they require to carry out this function.

GLOSSARY

| Abbreviation | Term | Description |
|---------------------|----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| B&B | Bed and Breakfast | |
| BIDS | Business Improvement Districts | |
| BVPI | Best Value Performance Indicators | |
| CDRP | Crime & Disorder Reduction Partnership | |
| CRed | Community C arbon R eduction Project | |
| DORA | Suffolk Coastal's intranet | |
| DWP | Department of Work and Pensions | |
| EERA | East of England Regional Assembly | |
| FANS Scheme | Free Access for National Standard Sports People | |
| FTE | Full Time Equivalent | |
| GovMetric | | An automated system for local authorities and partner organisations to capture and report on the quality of customer interactions. |
| Kg | kilogram | |
| LAA | Local Area Agreement | |
| LDF | Local Development Framework | |
| LPI | Local Performance Indicator | |
| LSP | Suffolk Coastal Local Strategic Partnership | |
| NI | National Indicators | |
| NNDR | National Non-Domestic Rates | |
| RIDDOR | Reporting of Injuries Diseases and Dangerous Occurrences Regulations | |
| SEAL | Suffolk Energy Action Link | |
| SMP | Shoreline Management Plan | |
| SSP | Suffolk Strategic Partnership | |