

Cabinet: 2 Feb 2010

**SUFFOLK COASTAL DISTRICT COUNCIL - QUARTERLY PERFORMANCE AND FINANCIAL REPORT  
QUARTER 3 2009-10**

Report by Head of Customer & Strategic Services

**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 2009/10 (1 October 2009 to 31 December 2009) will be presented.

<b>Wards Affected:</b>	All Wards
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<b>Cabinet Member: Ray Herring</b>	Leader of the Council
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Supporting Officers

Mr Eric Norman  
Head of Finance and Central Services

Alison Matthews  
Policy and Performance Manager

**BACKGROUND PAPERS**

None

Reference: R:\Performance reporting\NI quarterly reports Qtr1 2008-09 onwards\2009-10\Q3 2009-10\Qtly Performance Report (3rd Qtr) 09-10 v1.doc

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For further information, please contact Eric Norman, Head of Finance and Central Services on 01394 444529 or email [eric.norman@suffolkcoastal.gov.uk](mailto:eric.norman@suffolkcoastal.gov.uk) or Alison Matthews, on 01394 444435 or email [alison.matthews@suffolkcoastal.gov.uk](mailto:alison.matthews@suffolkcoastal.gov.uk)

## 1. INTRODUCTION

- 1.1 This report provides an overview of the Council's performance during the third quarter of the financial year 2009/10 (1 October – 31 December 2009). 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 A year of gathering data against the new set of National Indicators has been completed and this has enabled us to set local targets for 2009/10.
- 1.3 Appendix 1 of this report shows performance against local targets for a set of Performance Indicators and ranking against other Local Authorities using quartiles. For comparison with other local authorities we have used the most recent available quartiles (2008/09 where available).
- 1.4 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 which were reviewed in December 2008.

## 2. REPORT SUMMARY

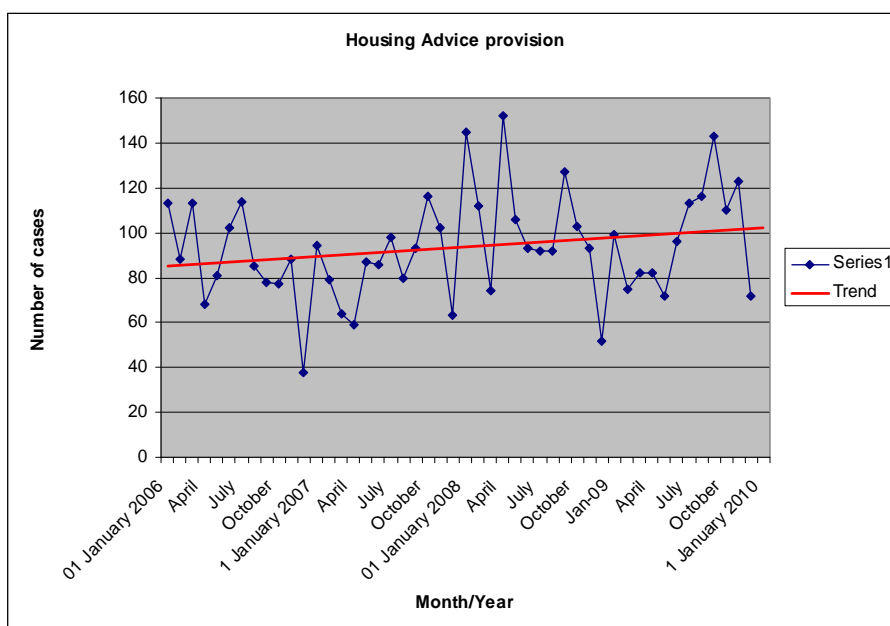
- 2.1 This summary focuses on key points within the report, for noting or discussion:

- **INCREASING ACCESS TO HOUSING** – The Council's homelessness prevention measures overall continue to deliver very good results. There were only 4 households in temporary accommodation in this quarter, with a total of 16 for the first nine months of the year – half the number in the same period in 2008/9.
- **FEELING SAFE AND BEING SAFE FROM CRIME** – There has been a steady monthly increase in overall crime since February 2009 which has resulted in a 9% increase (417 offences) in the year to date compared with the same period last year. The crime rate is the lowest of the five Suffolk Community Safety Partnerships so the District remains a safe place to live and visit.
- **THE ECONOMY** – The Suffolk Coastal 2010 Holiday Guide has been printed and distribution has begun. Four inward investment enquiries have been handled. Work continues on developing proposals for a multi-million pound restoration bid to the Heritage Lottery Fund (HLF) for a grant to support a project to improve and repair Felixstowe's historic Seafront Gardens. A total of £8,942 in grants has been awarded. Suffolk Coastal is monitoring the impact of the recession on residents, businesses and on the Council. We are working in partnership with other Suffolk organisations to reduce the impact (**see Appendix 3**).
- **IMPROVED WASTE MANAGEMENT** – From November '09 over 91% of the District's households were receiving the combined recycling and waste collection service. Planning the service promotion and information roadshows, and a Members Forum, as a lead up to the final tranche of households joining the scheme in March 2010 is well advanced. The amount of collected domestic waste recycled or composted was 49.9% in quarter 3.
- **COAST & ESTUARY MANAGEMENT** – There has been good progress with the Coastal Defence schemes and strategies including the Shoreline Management Plan Review and the Central Felixstowe frontage coast protection works Preferred Option. Work also commenced for the production of a Coastal Monitoring Strategy for the Council's defence assets.
- **DELIVERING WELL-PERFORMING SERVICES** – The figure for leisure usage over the four centres is short of the target for the 3rd quarter. It is likely that this is due to the impact of the economic recession, and also the site closure at Deben Pool for boiler replacement works. Although provisional collection rates for Council tax are slightly down compared to last year (87.5% in 2009/10, 87.8% in 2008/09) they are still above target. NNDR collection rates stand at 90.00% compared with 90.40% at the same time last year. This represents a considerable achievement considering the impact of the recession on both householders and businesses.

- PLANNING SERVICES** – Small scale Major, Minor and Other applications all met government targets this quarter, with Minor and Other applications also meeting departmental targets. A majority of the applications relate to householder and other minor types of applications, continuing to reflect the recession. Fees received for the quarter were £118,393 compared with £143,582 for the previous quarter and £151,545 for the same quarter last year reflecting a reduction in both the number and size of applications received.
- BUDGET REPORT** - Overall General Fund revenue expenditure is expected to match the original budget adjusted for between year virements however this is only because the Council has received unbudgeted Housing & Planning Delivery grant which is offsetting a range of expenditure pressures. These pressures are generally outside of the Council's control and include the impact of lower recycling credits, lower investment income and reduced planning application fee income, further details are given in the Budget and Council Tax 2010-11 report on today's agenda. The Council continues to be debt free and operate within its prudential indicators. Daily cashflow is following the expected pattern which is very similar to previous years although the amount of cash available for investment each day continues to be lower than in 2008/09. Capital expenditure is running within budget in accordance with the Capital Programme agreed by Cabinet in January 2010. The Council is able to finance its programme without resorting to borrowing until at least March 2011.
- RISK REGISTER** – The risks associated with the *Medium Term Financial Strategy, Budgetary Management* and *Corporate Financial Management* are to be reviewed to recognise that the Council is setting a balanced budget, while acknowledging the financial pressures that exist in the medium term. The Medium Term Financial Plan is going to Cabinet in February.

**3. INCREASING ACCESS TO HOUSING**

- The Council's homelessness prevention measures overall continue to deliver excellent results with the Council only having to place 4 households in temporary accommodation prior to permanent rehousing in Housing Association accommodation during this quarter. The total for the first nine months of the year is 16, half the number who had to be accommodated in the same 9 month period in 2008/9 (33 households).
- Cabinet has previously been advised that the substantial increase in the number of enquiries recorded in September was the result of an administrative tidying up exercise rather than a real increase during the month. The graph below shows the level of such enquiries since 1 January 2006 with the underlying trend illustrated by the red line which has not altered significantly.

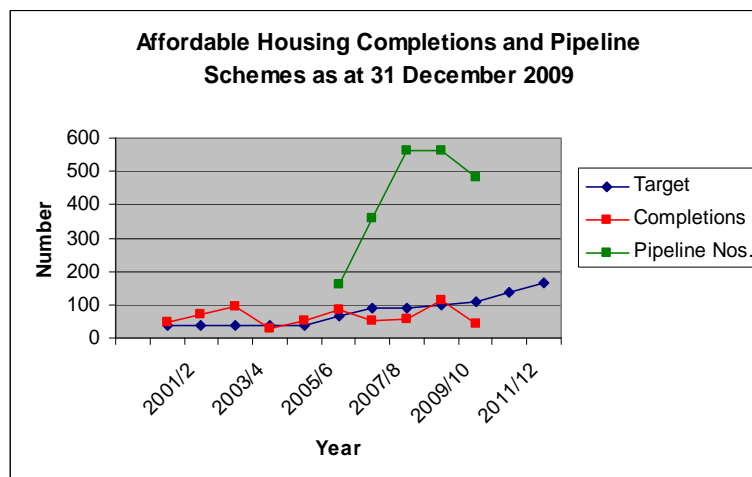


## HOUSING ENABLING

- Work started on the construction of 44 new dwellings during the quarter and 9 new dwellings were completed. Work continues on a further 53 new homes, a total of 97 under construction. A further 15 dwellings are currently scheduled to start during the remainder of the current financial year.
- 48 of these dwellings are expected to be completed during the financial year, subject to the affects of the recent and current adverse weather conditions. This will provide an annual total of 90 dwellings against an original target of 110 for 2009/10.
- Only three of the dwellings have arisen from planning gain on private developments. The majority of completions continue to result from housing association activity alone and the associations are delivering above what might normally have been expected from them.
- General housing development activity however continues to remain very low with few, if any, private developments progressing once planning approval has been secured primarily because of the recession. This is having a significant impact on the likely achievement of the Council's original 5 year delivery target between 1 April 2007 and 31 March 2012 of 600 dwellings.
- The 5 year target had also anticipated more dwellings being delivered in the second half of the period than in the first half. At the end of Quarter 3 of this 3<sup>rd</sup> year of the 5 year period 213 new affordable dwellings have been completed against an expectation of 272.
- The table and graph below provide details of the overall affordable housing activity. In particular, the graph shows units completed (red) against targets (blue) for each of the last nine years together with the information for the period from 1 April 2009 to the end of December 2009. 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 outline application submitted by British Telecom for Adastral Park, Martlesham.

### Affordable Housing Activity

	<b>31 March 08</b>	<b>30 Sept 08</b>	<b>31 Dec 08</b>	<b>31 March 09</b>	<b>30 June 09</b>	<b>30 Sept 09</b>	<b>30 Dec 09</b>
Dwellings where proposals are being worked up	167	129	97	93	93	92	108
Dwellings for which a planning applications have been made	130	175	157	78	55	55	59
Dwellings with planning approval granted but not yet started on site	179	212	268	303	322	272	217
Dwellings under construction	87	72	96	87	86	71	97
Totals	563	588	618	561	556	490	481



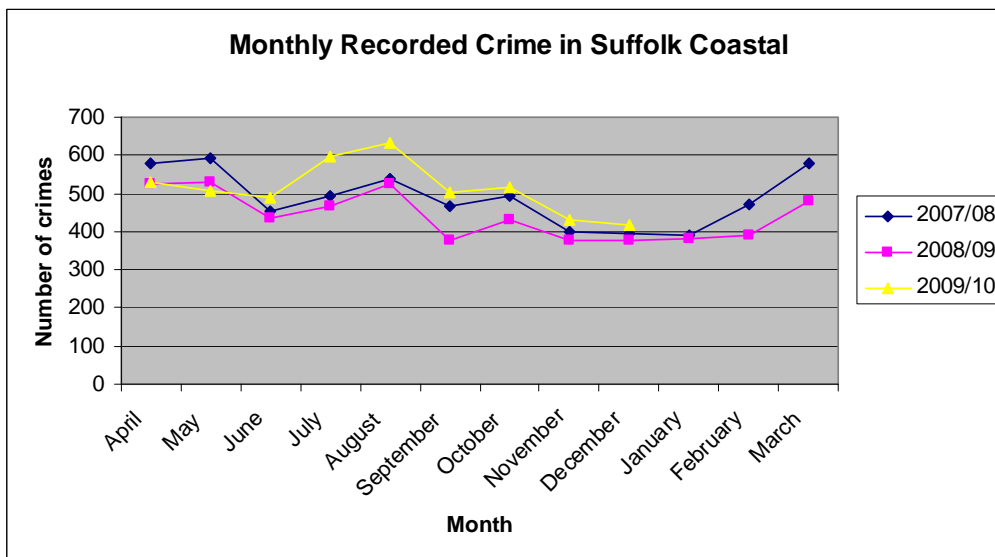
#### 4. FEELING SAFE AND BEING SAFE FROM CRIME (WAS COMMUNITY SAFETY)

4.1 The chart below shows the monthly and yearly variations for 'All Crime in Suffolk Coastal' since April 2007. It reveals a steady monthly increase in overall crime since February 2009 which has resulted in a 9% increase (417 offences) in the year to date compared with the same period last year

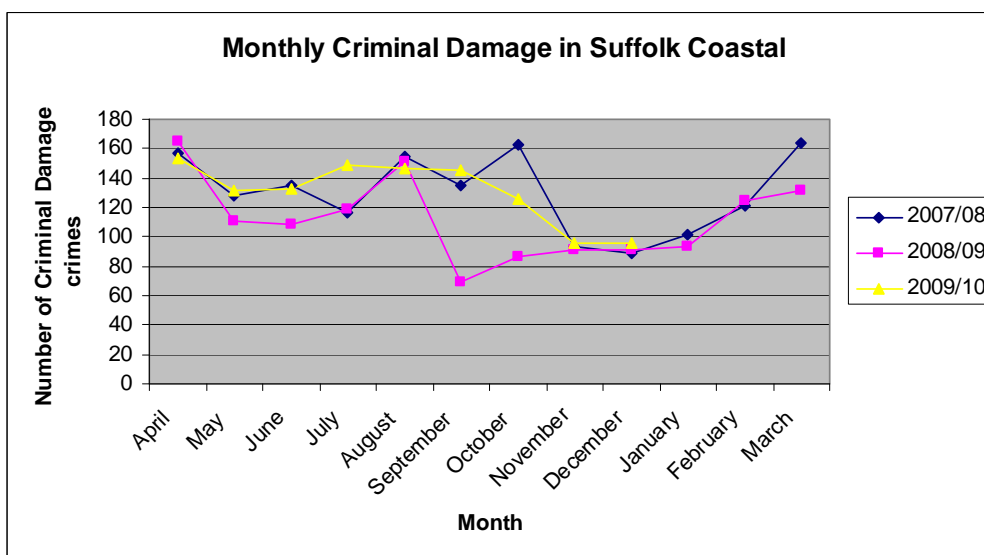
4.2 . The following events have been held during this quarter:

- Not in Your Neighbourhood Week  
This took place week beginning the 2<sup>nd</sup> November. It targeted areas in Aldeburgh and Woodbridge, offering questions and advice on tackling antisocial behaviour. This included visits to local schools.
- Know Your Limits Week  
This national multi-agency campaign took week beginning 19<sup>th</sup> November to raise awareness of alcohol abuse. In this area, particular focus was given to Saxmundham and Felixstowe.
- Impact Event in Felixstowe  
This analysed and targeted crime hotspots in Felixstowe. Staff from Suffolk Coastal and other agencies were available answering questions and offering advice on subjects such as litter, vandalism, other anti-social behaviour, car tax, and parking.
- Licensing patrols in Felixstowe  
Suffolk Coastal staff conducted spot checks on licensing legislation over the festive period.

4.3 Suffolk Coastal has an annual crime rate of 46.18 crimes per 1,000 head of the population compared with a family group average of 57.86. This rate is the lowest of the five Suffolk Community Safety Partnerships so it remains a safe place to live and visit.



4.4 The Chart below shows the monthly and yearly variations in Criminal Damage which accounts for 27% of total recorded crime. Since April 2009, there have been 1,170 offences in contrast to 987 in the corresponding period last year to date, an increase of 16% (183 offences). Some of this can be partly attributed to the historically low figures in September/October 2008.



4.5 The table below shows the crime levels for October to December 2009 compared with the previous quarter 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 sixth best performing over the past twelve months. There are 12 members in our CDRP Group.

National Indicator	Description	Oct	Nov	Dec	Quarter 3 2009/10 Total	Quarter 2 2009/10 Total	Crime rate Nov 2009	Family Group Average (Position) Nov 2009
NI 16	Domestic burglaries	17	12	18	47	63	0.85 per 1,000 households	1.20 (1 <sup>st</sup> )
NI 20	Violence against Person	95	89	73	257	338	2.15 per 1,000 population	2.54(6 <sup>th</sup> )
NI 16	Robberies	1	2	0	3	3	0.040 per 1,000 population	0.052(6 <sup>th</sup> )
Ni 16	Vehicle crime	53	42	53	148	182	1.06 per 1,000 population	1.28 (6 <sup>th</sup> )

## 5. STRENGTHENING THE ECONOMY

### 5.1 Holiday Guide

The Suffolk Coastal 2010 Holiday Guide has been printed (60,000 copies) and distribution has begun through various channels including Tourist Information Centres nationwide and in response to individual requests from prospective holiday makers wishing to consider Suffolk Coastal as their holiday destination. The most recent figures suggest that tourism generates £260m worth of business in the district. Tourism remains a key element of the Suffolk Coastal economic activity with approximately 1 on 10 jobs in tourism related industries.

### 5.2 Economic Development Support Fund

Businesses, community groups and town and parish councils are urged to apply for a grant from Suffolk Coastal's Economic Development Support Fund (EDSF) to kick-start projects promoting growth and the district's economy. Funding rounds will be held quarterly up to March 2011 or until the £150,000 available has been allocated. The EDSF is part of Suffolk Coastal's two-year programme to promote economic vitality in the district. The funding comes from the Local Authority Business Growth Incentive (LABGI) scheme, which gives money to local authorities based on the amount they have collected from business rates. In quarter 3, two applications were received.

### 5.3 Seafront gardens

Work continues on developing proposals for a multi-million pound restoration bid to the Heritage Lottery Fund (HLF) for a grant to support a project to improve and repair Felixstowe's historic Seafront Gardens. The Seafront Gardens are Grade II Listed on the National Register of Parks and Gardens of Special Historic Interest, and the proposed renovations will be part of the Felixstowe and Trimleys Peninsula Futures project to regenerate the entire resort. Having been successful in the first round, the next stage involves putting forward more detailed proposals and bidding for a further £1,819,000 within the next two years.

### 5.4 Inward Investment

Four inward investment enquiries have been handled.

### 5.5 Rural Economy Scheme

- **£5,000** grant approved to Campsea Ashe Village Shop to support refurbishment, improvements and re-launch of shop.
- **£3,942** grant offered to eco-camp at Sweffling to enable the re-opening of village pub.
- **Total grants awarded: £8,942**

### 5.6 Planning

The Economic Development Team has been involved with consultation responses for 4 planning applications in the district.

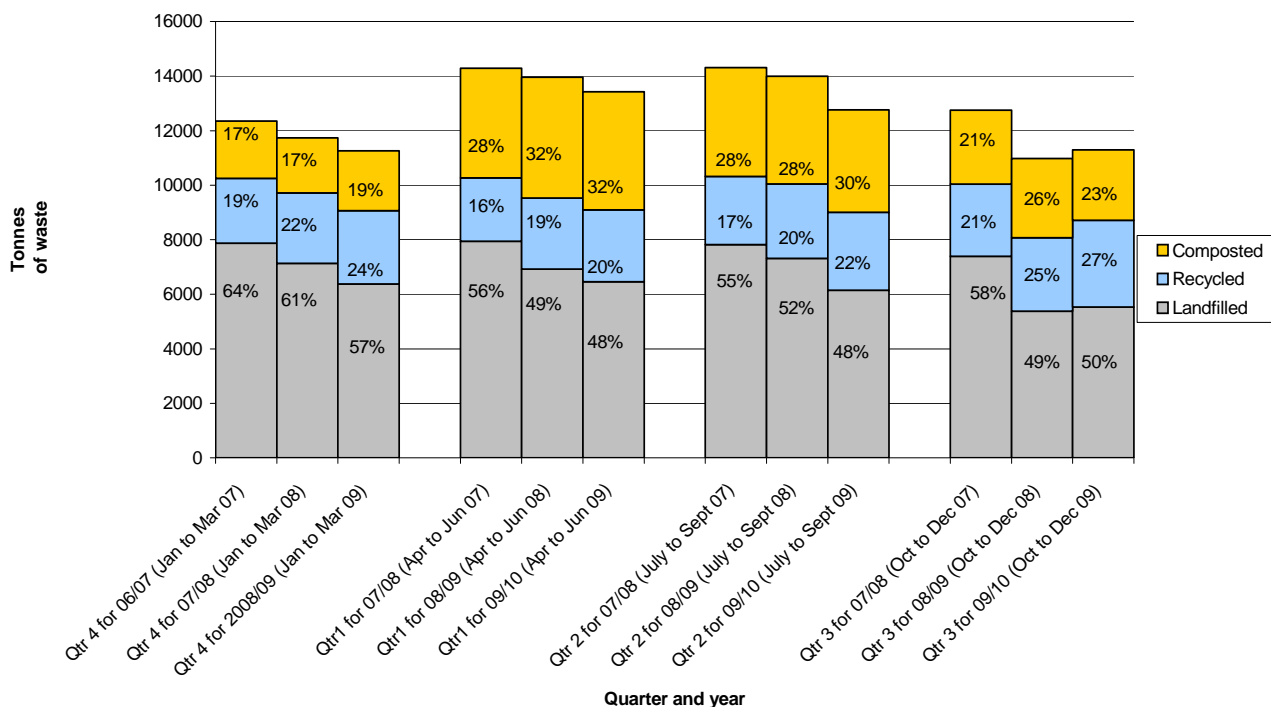
## 6. IMPROVED WASTE MANAGEMENT

6.1 From November 2009 a further 5,000 domestic properties, plus additional businesses joined the combined waste and recycling scheme. This brought the total number of households on the combined recycling and waste collection service to 52,600 or over 91% of households in the District.

6.2 Planning the January 2010 service promotion and information roadshows, and a Members Forum, as a lead up to the final tranche of households joining the scheme in March 2010 is well advanced.

6.3 The total amount of domestic waste collected in quarter 3 shows a slight increase compared to previous years. In quarter 3, overall 49.9% of domestic waste collected was recycled or composted. The seasonal impact affecting amounts of garden waste to be composted is reflected in this quarter's performance figure. The cumulative percentage of domestic waste collected that was recycled or composted after 9 months is 51.6%. The annual target of 51% is expected to be achieved.

Graph showing year on year quarterly performance



## 7. COAST AND ESTUARY MANAGEMENT

### 7.1 South Felixstowe Groyne Replacement Scheme

The Environment Agency (EA) has agreed to undertake work to remove what the Council considers to be unsafe voids in the structures. The work is expected to be carried out in spring 2010.

### 7.2 Central Felixstowe Coastal Defence Strategy

The preferred option for the scheme has been finalised and agreed leading to an application for grant-in-aid to the Environment Agency and the application for planning approval. Further discussions were held with owners of the private defences at Cobbold's Point to agree the construction approach. The scheme costs are still within budget.

Work began on procuring the consultant to undertake the detailed design, preparation of tender documentation, tender evaluation and site supervision.

### 7.3 Dunwich Demonstration Project

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

### 7.4 Shoreline Management Plan (SMP) Review

All responses received from individuals, organisations and authorities, following the Public Consultation phase, were entered into the Consultation Report considered by the Members' Forum on 11 November. The meeting agreed changes to the draft SMP policies in recognition of the comments received. A Plan of the actions to be undertaken following the completion of the SMP was agreed for inclusion in the final SMP.

A reply was sent to Parkinson Wright solicitors concerning their threat of a legal challenge to the SMP process. The response was based on advice from the EA legal staff.

The SMP2 website ([www.suffolksmp2.org.uk](http://www.suffolksmp2.org.uk)) hosts full details of the draft SMP.

### 7.5 Repairs and Maintenance of Coastal Defence Assets

Works continued on underpinning and repair of the deteriorating concrete/timber groynes at Central

Beach Felixstowe, with the intention of retaining them until they are removed and replaced by the proposed major works scheme in 2011.

Repairs to concrete seawall at the junction of the Brackenbury and Dip frontages and to the wave return wall along the Dip frontage have been undertaken.

## 8. GREEN POLICIES

- 8.1 Suffolk Coastal facilitated a Greenprint Forum meeting which was attended by 20 individuals on 26 October 2009 - The meeting shared some insights from the BT story on Corporate Social Responsibility and focused on how businesses can go greener, cut their energy bills and improve the local environment.
- 8.2 Transition Training was held on the 24th and 25th of October, 22 people attended and this led to: transition talks for other communities, establishment of a local network, promotional material included in Coastline, on the internet, in the local Leiston community newsletter and a press release. £115 was also raised for Practical Action.
- 8.3 Cabinet adopted the revised Travel Plan with a target for an annual reduction in business mileage of 5%, targets to increase teleconferencing and car sharing and actions including: organise an official guaranteed lift home system for people car sharing or cycling, investigating the potential of running an efficient pool car fleet and increasing use of telephone conferencing.
- 8.4 SCDC and NPS on behalf of the Landguard Partnership have obtained Low Carbon Building Funding of £4,005 towards the total cost of a £9,940 air source heat pump system for Languard Bungalow. This is instead of an oil heating system thereby helping to reduce our reliance on fossil fuels as well as being more aesthetically pleasing than an oil tank on the sensitive site.
- 8.5 Cavity wall insulation to older parts of Melton Hill office building and other low cost measures such as installation of increasingly efficient lighting and controls carried out to reduce energy use and costs.
- 8.6 Various successful C-Change Initiatives have been completed in this quarter including: Otley Green where 64 houses were surveyed for their carbon footprint (over 20% of village) – with an average of 18 Tonnes CO<sub>2</sub> being generated per household per year. 10 people have registered an interest in a solar power tender, over 96 individuals attended an 'Age Of Stupid' film and talk and an Energy Saving Day held with over 100 in attendance - 30 people signed up to 10:10. In Greener Fram 5 solar hot water installations have been completed, a greener Saturday' Event was held with 150 residents attending, talks by Lady Cranbrook, East of England Apples and Orchards, Transition Woodbridge, and many others
- 8.7 Phase 1 of the EERA funded Greener Home Scheme has been completed. 23 residents applied – Framlingham Scout Hut was used as a venue for collection of products, local volunteers, scout leader involved. This has now been opened to other interested communities.
- 8.8 Work is in progress with Heatseekers as they carry out the Suffolk wide drive-by thermal imaging project which aims to promote the need for cavity wall and loft insulation to householders using thermal images of their properties.
- 8.9 A further 16 Business Energy Audits have been carried out this quarter resulting in amongst other actions a pub repairing its cellar door, changing its light bulbs, reducing use of LPG and separating its waste for recycling. Also a hall adding a door upstairs to reduce drafts. Feedback includes phrases such as: 'the survey was eye opening and useful'.

## 9. DELIVER WELL-PERFORMING, EFFICIENT SERVICES

### 9.1 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.

### 9.2 Planning Services

The quarter started with 365 applications on hand, 352 applications were determined in the quarter. 35 applications have been withdrawn, 381 applications have been received during this time, slightly down on the last quarter, resulting in 359 applications being on hand at the end of the quarter.

% of large scale major developments determined within 13 weeks	40% of 5 applications
% of small scale major developments determined in 13 weeks	66.67% of 3 applications
% of minor applications determined in 8 weeks	70.18% of 114 applications
% of other applications determined within 8 weeks	85.22% of 230 applications

Small scale Major, Minor and Other applications all met government targets this quarter, with Minor applications and Other applications also meeting departmental targets.

Type of application determined	Volume (%)
Additions to existing dwellings (e.g. extensions)	158 (45%)
New dwellings	58 (18%)
Miscellaneous	75 (20%)
Listed building consent	36 (10%)
Retail or industrial	17 (5%)
Changes of use	8 (2%)

As can be seen from the above, a majority of the applications relate to householder and other minor types of applications continuing to reflect the economic downturn. The large scale major applications which were determined out of time relate to 3 applications for large scale residential developments which involved the completion of Section 106 agreements prior to determination (65 Dwellings at Castle Brooks, Framlingham, 145 dwellings at Church Hill, Saxmundham and 51 retirement flats at Melton).

94 enforcement cases were received during the quarter with 93 cases being determined or closed which is commendable considering the Principal Enforcement Officer post remains unfilled, and one officer's time has been spent almost exclusively on dealing with the Darsham House enforcement prosecution and continuing enforcement action.

8 appeals have been lodged this quarter, 9 appeals have been determined all of which have been dismissed.

Fees received for the quarter were £118,393 compared with £143,582 for the last quarter and £151,545 for the same quarter last year reflecting a reduction in both the number and size of applications received.

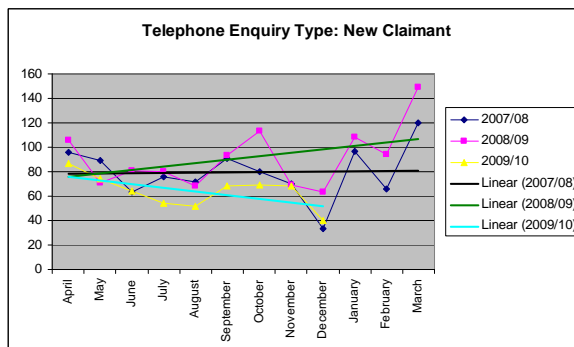
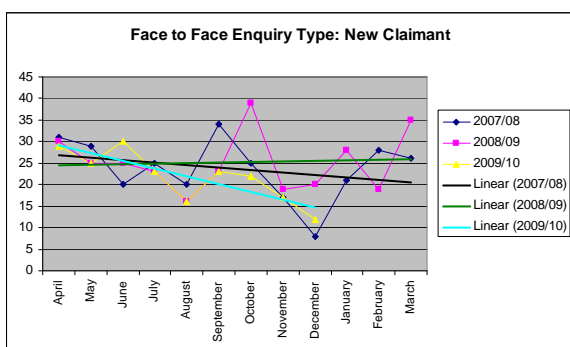
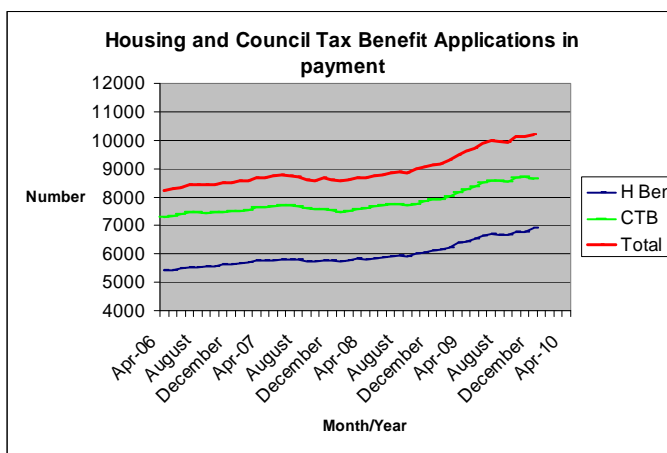
Performance levels this quarter are similar to the last quarter which is encouraging bearing in mind the staff shortages: one officer is still on maternity leave (returns part time from 04/01/10), one officer has left

and the post remains vacant, and one officer is seconded to the Planning Policy Team. One Principal Officer has been off sick for most of the quarter, and the Development Control Manager has been dealing, exclusively, with the Adastral Park revised planning application.

### 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 the Single Housing Benefit Extract (SHBE) monthly data sent to the Department of Work and Pensions (DWP).

The Team have continued to process new claims and changes of circumstance within the 9 days target despite an ongoing increase in caseload which passed the 10,000 claims per year figure in the middle of the quarter. The rate of increase does now appear to be reducing. There is still no information from DWP to indicate how this Council's performance compares with other authorities. Locally within Suffolk staff are aware that the Council is the second highest performer in respect of this indicator.



The collection rate for council tax is slightly down on the same quarter last year, it is still above the target of 87.2% despite the difficult economic situation.

646 homes have been empty for more than 6 months and 754 have been empty for less than 6 months. This compares to 681 homes empty more than 6 months and 761 empty for less than 6 months in quarter two.

	Tax Collected by end of Quarter 3 2008/09 (%)	Tax Collected by end of Quarter 3 2009/10 (%)	Target Quarter 3 2009/10 (%)
Council Tax	87.8%	<b>87.5%</b>	87.2
NNDR	90.40%	<b>90.00%</b>	90.70

The NNDR collection rate for the period ending 31 December 2009 was 90.00%, compared to 90.40% at the same stage last year.

There are 123 accounts where ratepayers made an application under the Business Rates Deferral Scheme to defer 3% of any increase in their net rates bill from 2008/09 to 2009/10. The total amount being deferred to the next two financial years is £392,754.95. Taking this into consideration the collection rate would equate to 91.00% which is fractionally up on the same stage in 2008. Many of the leading supermarkets are amongst the applicants and so is Sizewell "B" Power Station.

More cases have been sent to the bailiffs (Rossendale's Ltd) and as a result of the council having a new liaison officer there dealing with our NNDR cases. Collection from that source over the last five to six weeks has improved. An extra court has been listed in January 2010 to try and get extra revenue in quicker.

#### 9.4 Sickness Absence

Sickness absence rates for quarter 3 were 2.09 days per full time equivalent. This is an increase on previous quarter when a rate of 1.96 days per full time equivalent was recorded. This is due to an increase in viruses and other seasonal complaints. This is comparable with the same quarter last year (2.00)

#### 9.5 Health & Safety

The SCDC Joint Health and Safety Committee met on the 2 December 2009. The minutes of the meeting are on DORA. Agenda items included consideration of incident reports, Fit for Work project/Health and Well-being Week review, *Healthy Ambitions Suffolk (HAS)* Award update and risk assessment exchange of information.

An application was made in October 2009 to the *Healthy Ambitions Suffolk (HAS)* Business Award Scheme. The award scheme has been introduced to recognise organisations within the county who have policies and programmes that help to protect and improve the health and wellbeing of their workforce. The scheme is being coordinated by the Suffolk Strategic Partnership with the aim of making Suffolk the healthiest county in England by 2028. The application was based on many existing good practices that the Council already has in place. The application was supported by a Well-being Week for staff and councillors. A core event of the week was a Health Fair to raise awareness of how changing lifestyles etc. can improve health and wellbeing. Back care and ergonomic information was provided as part of the fair and Suffolk County Council provided a Driving Simulator for driver assessments. A team from NHS Suffolk have audited the Council's application and the results will be announced early in 2010 followed by an award ceremony for organisations that meet the required standard.

In accordance with good practice and to inform members, information on enforcement action taken by the Health and Safety Executive (HSE) is being included in this report. No enforcement actions, e.g. notices/prosecutions etc., were taken by the HSE against the Council or partner organisations during this quarter.

The Reporting of Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR) prescribe incidents that are reportable. Explanations of the main categories of incident that are reportable are provided in Appendix 1. There were six recorded incidents in Suffolk Coastal District Council involving:

- three employees with cuts to hand/fingers
- an employee who received a scald from hot liquid
- an employee who received an electric shock and
- a member of the public who was hit by a moving car.

These incidents did not cause severe injuries and did not require reporting under RIDDOR.

SCDC's number of FTE days lost due to incidents at work is zero.

One partner organisation incident was recorded under RIDDOR involving one of their employees who sustained a twisted ankle whilst walking down some steps.

## 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 second quarter by each 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.

Organisation	Complaints	Dealt with within timescales
Suffolk Coastal	26	100%
SCS	33	94%
DC Leisure	23	100%
NPS	Data unavailable	
Openwide	8	100% (3 day timescale)

NB We have previously reported that the discrepancies in the way different organisations record and report complaints has meant that the figures have not been directly comparable. After reviewing our use of the data around complaints it was decided that in order to identify any weaknesses and make improvements it is more useful to focus on the performance for dealing with complaints and not on the actual numbers of complaints received. The numbers received can depend on a variety of elements. Members will also note an increase in compliments, which is attributed in part to raised awareness resulting in more compliments being recorded.

Organisation	No. of compliments
Suffolk Coastal	6
SCS	48
DC Leisure	5
NPS	Data unavailable
Openwide	8

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	61% (31)	16% (8)	24% (12)
Council Tax	69% (29)	10% (4)	21% (9)
Environmental Services	53% (28)	19% (10)	28% (15)
Housing	59% (26)	18% (8)	23% (10)
Licensing	75% (9)	0% (0)	25% (3)
Planning & Building Control	42% (33)	10% (8)	47% (37)
Roads & Transport	75% (6)	25% (2)	0% (0)
Waste & Recycling	40% (32)	11% (9)	49% (39)
Other Services	63% (120)	9% (18)	28% (53)

## 9.7 Leisure Usage

From April 1st 2009 the swimming pools offered free swimming to the over 60's as part of the Department of Culture, Media and Sport's drive to increase the number of active older people across the nation.

During the first quarter of 2009 / 2010 the Free Swimming for Over 60's attracted 11,395 attendances. This figure rose to 12,522 for Quarter 2 and to 9,327 for Quarter 3. This drop may partly have been due to the closure of Deben Pool for 4 weeks during boiler replacement works, as well as the cold weather from the middle of December 2009. The total number of swims over the quarter was 46,026 including free swimming compared to 52,276 in the same quarter the previous year (a decrease of 6,250 swims). The closure of Deben pool for most of December reduced the December swimming attendance figure at the site from 4,571 in 2008/ 2009 to 316 in 2009 / 2010.

Compared to the same quarter in 2008 / 2009, the overall attendance across the contract is down from 153,592 to 149,752, a drop of 3,840 attendances or 2.5%. The year to date attendance figure is 472,600 compared to the first nine months in 2008/2009 when it was 474,323, a drop of 1,723 attendance or 0.36% overall. As previously mentioned, the closure at Deben Pool will have balanced the increase in attendance from an increased swimming lessons programme at Felixstowe Leisure Centre.

The figure for leisure usage over the four centres is short of the target for the 3rd quarter. It is likely that this is due to the impact of the economic recession, and also the site closure at Deben Pool. DC Leisure are acutely aware of the need to constantly review and develop their programmes in order to retain and improve market share amidst growing competition, however the media has been advising people to relinquish their leisure centre usage and memberships, and develop more affordable ways to keep fit.

In quarter 3 of 2009 / 2010 the attendance at the Spa Pavilion was recorded at 14,295. This was a decrease of 4,153 (-22.5%) over the same period last year (18,448). It is difficult to directly compare theatre attendance figures with figures from the same quarter in the previous year, as the same theatre shows may not be the taking place. However, it appears that during December 2008 The Spa Theatre had 7 Schools Christmas Concerts with 4,135 people coming to see them. If those concerts had been included in the program this year, the attendance figures would be the highest they have been in the past 4 years since Openwide Coastal Limited took over the management of the facility.

Ticket sales to date are 36,188 for 2009 / 2010 compared to 36,361 for 2008 / 2009, which is a difference of 173 (-0.5%).

## 9.8 Local Area Agreement and Community Strategy

The LSP thematic working groups have identified and developed match funded projects and initiatives to address Sustainable Community Strategy priorities and support delivery of the Local Area Agreement. The aims of the projects approved for Performance Reward Grant Funding in 2009/10 include:

### Climate Action

- Assessment of current LSP partner action on climate change and sharing of best practice and signing up to further action.
- Identifying and sharing best practise within the District on practical retrofit solutions to climate mitigation and adaptation.
- Extending current provision of community flooding emergency grab boxes to create community climate change life chests.
- Supporting existing and new start up community groups as they act on climate change.

### Alde and Ore Futures

- Community input in determining the key issues for the area.
- Enhanced capability of the community and Suffolk Coastal Futures officers to develop solutions.
- Engage with other projects delivering within this particular geographical area.
- Develop a new approach for sourcing funding through an Integrated Development Programme.
- Submit evidence to the Regional Coastal Initiative to support better governance for the coast.

### Future Landscapes

- Develop scenarios about the future agricultural landscape in the AONB- cropping, water availability, bioenergy production, etc, as effected by changes in climate.
- Scope likely changes to EU and English agricultural policies that seek to mitigate and adapt to change, and how these might impact on farm businesses.
- Recommendations for AONB management activity and future reviews of the RDPE schemes
- A programme of 5 community workshops and 1:1 advice for 20 farmers.

### Volunteer Suffolk Coastal

- 200 volunteers to be recruited during the timescale of this LSP funding.
- 100 organisations to be contacted during this year.

### Developing the capacity of Voluntary and Community Sector (VCS) organisations

- 200 VCS groups supported over the two years through funding and development surgeries.
- £230,000 of additional funding brought into the district.

- 30 new groups supported to ensure best practice in terms of governance, service delivery and sustainability.
- 150 organisations attend training or networking events.
- Simple protocol for sharing information developed.
- Survey of VCS organisations carried out to ensure there is up to date information on groups, the services they provide and the key issues they face in their locality or area.

#### Community Led Planning

- Help those parishes that have undertaken a Parish Plan to develop activities that promote self-help and the building social capital and also use the skills within the partners to support community self-help in a structured and managed way.
- Develop a mechanism where local actions and strategic outcomes can be more effectively aligned and provide a focus for support to help identify suitable funding, training and volunteering needs for individual communities.
- Provide valuable local evidence to support the statutory agencies to direct their resources to address local needs.

#### Expand the Heritage Market Town Initiative to Orford and Wickham Market

- Connecting businesses through the Business Associations, learning and networking opportunities, and improving supply chains.
- Lobbying and influencing; creating a stronger voice for businesses to influence mainstream support and training delivery to focus on local workforce and business needs.
- Developing and marketing local products; improving awareness of and access to local products and services.

#### Suffolk Coastal training Network

- Establish a formal network supporting adults to receive appropriate learning opportunities and return to learning or move out of economic inactivity into employment.

#### Business Needs Analysis

- Up-to-date qualitative and quantitative analysis of the needs of businesses in the area.
- The opportunity for businesses to highlight concerns and needs.
- A better understanding of the needs of businesses in Suffolk Coastal by key infrastructure partners.

#### Community Exercise

- Target 20 people from the community and voluntary sector to train as exercise leaders.
- Providing opportunities for at least an additional 200 older people to benefit.
- Train 6 volunteers to conduct functional assessments.

#### Stepping Out In Suffolk Health Walks

- Target 100+ new walkers from areas with highest health inequalities and social deprivation.
- Recruit 20 new volunteers who have recently lost their job or working reduced hours.
- Provide walk leader training for 20 staff and parents involved in local Children's Centres.
- Extend a pilot with Walks with GP patients as part of their recovery or slimming plan.
- Train 20 people with learning disabilities who experience mental ill health to lead walks.
- Encourage leaders to signpost their walkers to sources of health and welfare advice.

#### Healthier Homes – proposal to overcome resistance to residents insulating their lofts.

- Overcome some older clients resistance to free loft insulation because they are physically unable to clear their lofts to make way for insulation to be installed.
- Older People will be identified and visited by a housing professional for assessment.
- Eligible clients will be provided with a quotation and referred to Age Concern if appropriate.
- co-ordinate clearance and insulation contractors to ensure minimal disruption.
- SCS will reinstate items back to loft, recycle or dispose of unwanted items as required.
- scheme will be piloted with 10 households, creating a warmer home for up to 20 older people.

#### 'Go with the Flow' Youth Bus Project

- Hold 5 volunteer recruitment 'events' with other local youth groups and partner agencies.
- Provide in house training youth worker training.

- Evening leisure activities to young people in communities where there is little access 5x per week.
- Attend 4 community/family events throughout Suffolk Coastal area.
- Enable day use of the bus to support 5 partner agencies to deliver their priorities.
- Support partners to consult communities and young people in at least 6 locations.
- enable 8 Parish/Town Councils to develop their own community groups or youth clubs.

#### Rural Development Officer

- Work with young people around Saxmundham, Leiston, Friston and the surrounding villages.
- Provide easy access to activities by making use of local facilities.
- stimulate interest in standard activities and 'non-standard' activities like mountain biking/BMX.
- Support local volunteers to gain recognised qualifications and develop local networks.
- support the Safer Neighbourhood Teams to reduce perceived anti-social behaviour.
- Develop a sustainable network of local clubs.

### 9.9 Member Briefings

The following Member Briefings were held in this quarter:

- DORA and the Suffolk Coastal Web Site on 13 October 2009 – 15 Members attended. This was an interactive session with a live demonstration, an opportunity for Members to explore DORA "hands on" with help and advice available where needed.
- Unfortunately, a briefing on "Suffolk Coastal Teen Voice", followed by "Choose Suffolk", planned for 9 November 2009, had to be cancelled because of the unavailability of Members.

Work is currently underway to put together a varied and interesting programme for 2010.

### 10. FINANCIAL PERFORMANCE

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

### 10 RISK MANAGEMENT

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


### 11 RECOMMENDATION





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














**OVERVIEW OF PERFORMANCE**

This section of the Quarterly Performance Report sets out Suffolk Coastal's performance against quarterly Performance Indicators (PIs), national indicators (NIs) or local performance indicators (LPis).

Performance Indicator reference









Ref	Indicator	3rd Quarter (Actual)	Year	Performance
<b>COMMUNITY WELL BEING</b>				
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 *)	
		National comparison	Local assessment
	Excellent	in the top 25% of councils based on the latest audited data: 2008/09 where available	Performing better than target
	Good	in the second best 25% of councils based on the latest audited data: 2008/09 where available	Performing at target
	Fair	In the second worst 25% of councils based on the latest audited data: 2008/09 where available	Performing below target (up to 15% lower)
	Poor	in the bottom 25% of councils based on the latest audited data: 2008/09 where available	Performing more than 15% below target

Ref	Indicator	3rd Quarter (Actual)	3rd Quarter Target	Year	Performance comparison (3rd Quarter)
<b>COMMUNITY WELL BEING</b>					
NI 16	Domestic burglaries per 1,000 households	0.85	Target not available	0.85	
NI 16	Vehicle crimes per 1,000 population	1.06	Target not available	1.10	
LPI 1 b)	Leisure Usage (estimated paid admissions) to Suffolk Coastal Leisure facilities	149,752	179,742	472,600	Not available
<b>ENVIRONMENT</b>					
NI 157	% large scale major applications determined within 13 weeks	40%	70%	52.23	 *
NI 157	% small scale major applications determined within 13 weeks	66.67%	70%	61.11%	
NI 157	% of minor applications determined within 8 weeks	70.18%	70%	74.11%	
NI 157	% of other applications determined within 8 weeks	85.22%	80%	87.11%	
NI 191	Kg of residual household waste collected per head**	46.15kg	53.3kg	148.19kg	Not available
NI 192	Total tonnage of household waste arisings - % recycled and composted	49.9%	51%	51.6%	 *
<b>FISCAL AND DEMOCRATIC</b>					
LPI 20	% of Council Tax collected	87.5%	87.2%	87.5	
LPI 21	% of business rates which should have been received during the year that were received	90.00%	90.70%	90.00%	
LPI 4	Average days lost through incidents at work	0	0	0.00	
LPI 22	The number of working days or shifts lost due to sickness absence per FTE employee	2.09 Days	Target not set	4.05	
<b>HOUSING</b>					
NI 156	Number of households in temporary accommodation (B&B and Hostel)	4	Target not available	Not applicable***	
NI 181	Speed of processing: average time for processing new claims and changes	7.44 days	9 days	8.48 days	 *

\*\* NI 191 is one of the 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	0 (n/a)	95%	
	b) Community & Economic Services	4 (100%)	95%	
	c) Planning services	7 (100%)	95%	
	d) Housing & Benefits	10 (100%)	95%	
	e) Health	1 (100%)	95%	
	f) Audit	0 (n/a)	95%	
	g) Customer & Strategic Services	2 (100%)	95%	
	h) Finance	2 (100%)	95%	
<b>Compliments by service area (nb – under-recorded)</b>		Targets not set		
	a) Legal & Democratic	1		
	b) Community & Economic Services	0		
	c) Planning services	1		
	d) Housing & Benefits	2		
	e) Health	0		
	f) Audit	0		
	g) Customer & Strategic Services	2		
	h) Finance	0		

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	0	0	0	0	0	0	0
NPS Property Consultants Ltd	No information supplied									
Openwide	0	0	0	0	0	0	0	0	0	0
SCS Ltd	0	0	0	0	1	0	0	0	0	0

RIDDOR term	Explanation of term
Deaths	Accidents connected with work where the employee, or self-employed person working on the premises, or a member of the public is killed.
Major injuries	<p>Accidents connected with work where an employee, or self-employed person working on the premises sustains a major injury, or a member of the public suffers an injury and is taken to hospital from the site of the accident. Reportable major injuries include:</p> <ul style="list-style-type: none"> <li>• fracture, other than to fingers, thumbs and toes;</li> <li>• amputation;</li> <li>• dislocation of the shoulder, hip, knee or spine;</li> <li>• loss of sight (temporary or permanent);</li> <li>• chemical or hot metal burn to the eye or any penetrating injury to the eye;</li> <li>• injury resulting from an electric shock or electrical burn leading to unconsciousness, or requiring resuscitation or admittance to hospital for more than 24 hours;</li> <li>• any other injury: leading to hypothermia, heat-induced illness or unconsciousness; or requiring resuscitation; or requiring admittance to hospital for more than 24 hours;</li> <li>• unconsciousness caused by asphyxia or exposure to harmful substance or biological agent.</li> </ul>
Over three day injuries	Accidents connected with work (including an act of physical violence) where an employee, or a self-employed person working on premises, suffers an over three day injury. An over three day injury is one which is not "major" but results in the injured person being away from work or unable to do their full range of their normal duties for more than three days.
Diseases	Diseases specified in RIDDOR where a doctor notifies the employer that an employee is suffering from a reportable work-related disease
Dangerous occurrences	For further information on these terms and information on RIDDOR see: <a href="http://www.hse.gov.uk/riddor/guidance.htm">http://www.hse.gov.uk/riddor/guidance.htm</a>



**CUSTOMER SATISFACTION STATISTICS – QUARTER 3 2009-10**

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

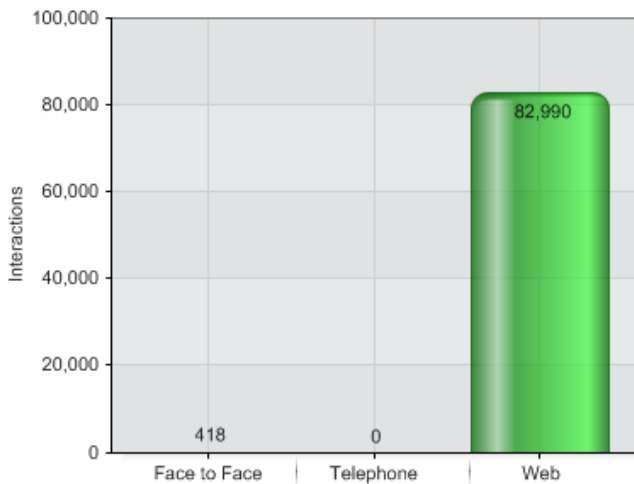
Channel Summary

Face to Face	Good	😊
Telephone	Good	😊
Web	Average	😐

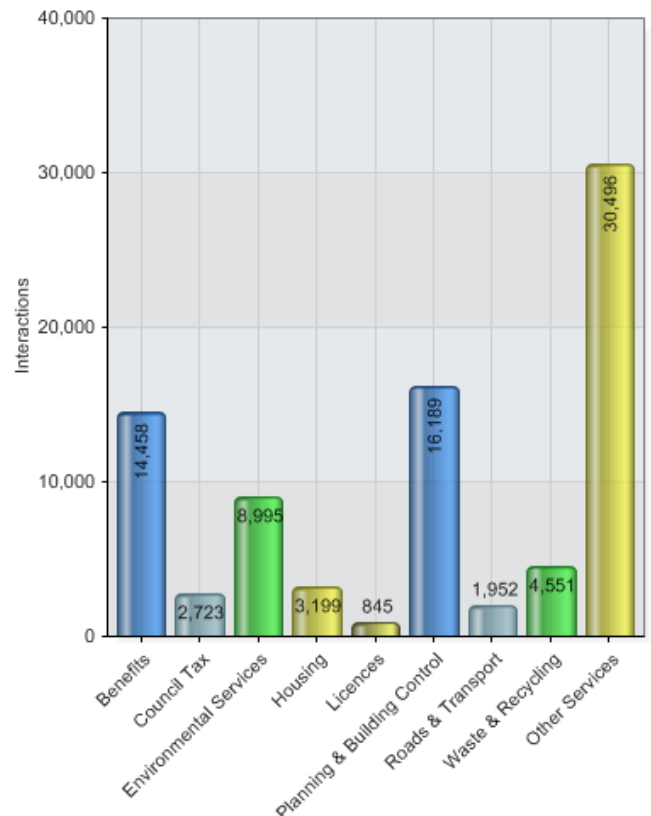
Service Summary

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

Interaction Volume by Channel



Interaction Volume by Service



**BUDGET MONITORING REPORT 2009/10****APPENDIX 2**

October 2009 – December 2009

**1. Revenue Spending Plans**

<b>Strategic Theme</b>	<b>Revised Spending Plan</b>	<b>Spend to Date</b>	<b>Forecast Spending for Year</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Community Well Being	5,159,000	3,362,251	5,159,000
Economy	700	-311,235	700
Housing	1,755,900	1,176,812	1,755,900
Natural & Built Environment	7,913,600	5,508,462	7,913,600
Fiscal & Democratic Services	<u>997,900</u>	<u>3,208,806</u>	<u>997,900</u>
<b>Net Service Expenditure</b>	<b>15,827,100</b>	<b>12,945,096</b>	<b>15,827,100</b>
Use of General Fund Balance	-575,000	0	-575,000
<b>Net Expenditure</b>	<b>15,252,100</b>	<b>12,945,096</b>	<b>15,252,100</b>

For further details regarding the main changes to the revised spending plan, please refer to CAB 06/10 - Budget And Council Tax 2010-2011

**2. Treasury Management****Interest Rates**

As the Bank of England Monetary Policy Committee have maintained the base rate at an unprecedented 0.5% since 5<sup>th</sup> March 2009 current investment returns are still averaging under 1%.

**Cash, Borrowing and Investments**

The Council did not enter into any external borrowing during the third quarter of 2009-10 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.

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 amount of times that the balance exceeded £250,000 credit is partly due to the Council offices being closed on 24<sup>th</sup> Dec (this accounted for 5 of the 10 days shown below).

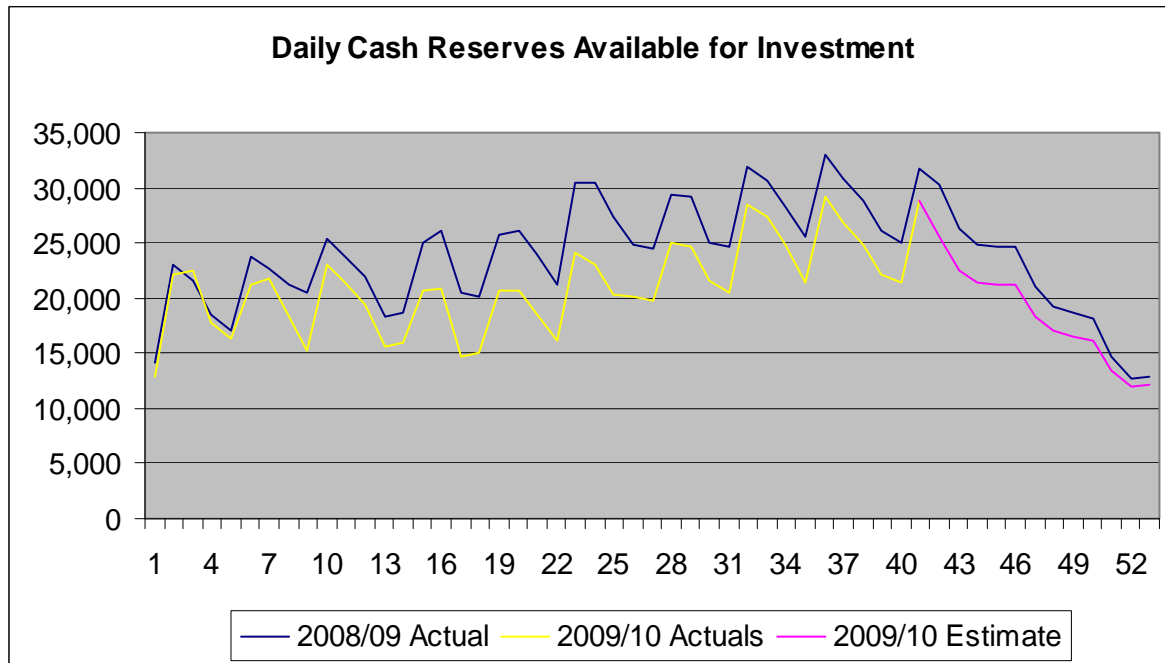
Cleared Bank Balance Range	DR/CR	Number of Days		
		2007/08	2008/09	2009/10 To 31/12/09
Greater than £250,000	DR	7	4	1
Between £100,000 and £250,000	DR	2	7	1
Between £25,000 and £99,999	DR	6	5	3
Between £5,000 and £24,999	DR	5	7	33
Between Zero and £4,999	DR	107	98	81
Between Zero and £4,999	CR	91	98	42
Between £5,000 and £24,999	CR	101	120	84
Between £25,000 and £99,999	CR	10	15	16
Between £100,000 and £250,000	CR	4	7	4
Greater than £250,000	CR	33	4	10

### Prudential Indicators

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

### Cash Flow

The cash flow 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 and expenditure are received or paid to fairly standard pre-defined schedules the profiles tend to follow similar trends year on year.



**3. Capital**

	<b>Cabinet Approved Programme</b>	<b>Estimated Change in Costs</b>	<b>Estimated Re-phasing to later years</b>	<b>Estimated Spend at end of Period</b>
	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>
Community Well-being	332			332
Economy	0			0
Housing	109			109
Natural & Built Environment	391			391
Fiscal & Democratic Services	531			531
<b>Total Net Cost</b>	<b>1,363</b>			<b>1,363</b>
<b><u>Capital Financing Plan</u></b>				
Borrowing	0			0
Other Capital Resources	1,363			1,363
<b>Total Financing</b>	<b>1,363</b>			<b>1,363</b>

Gross spend for the year to date totals £2.6 million compared with estimated gross costs for the year of £3.7 million. A detailed capital investment report was presented to Cabinet on 5 January 2010 and there are no further updates since that report.

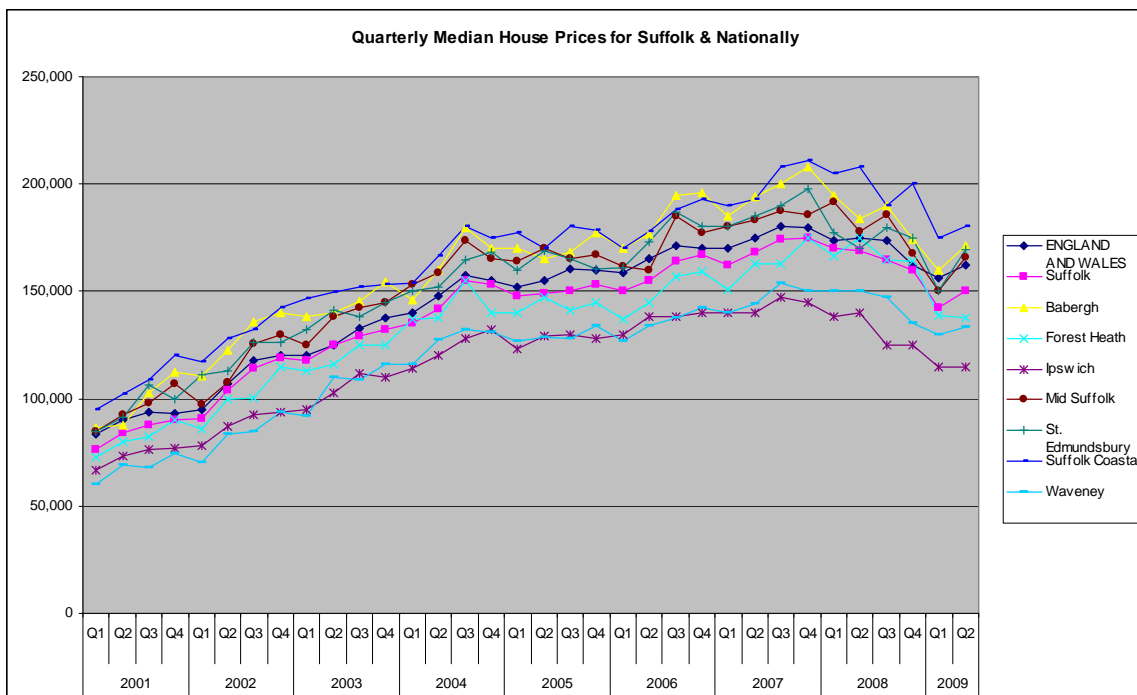
**Capital Receipts**

Capital receipts for the year to date total £902,000. This relates to asset sales in quarter 1.

**BACKGROUND: Recession**

Suffolk Coastal District Council continues to monitor and address the impact of the current recession where feasible. We are sharing information and working with other Suffolk organisations to mitigate the downturn. Service areas are also monitoring the impact on service use or contacts, as well as the effect on our finances. Corporate Risk Management Group also monitors the effect of the recession on the Council's finances.

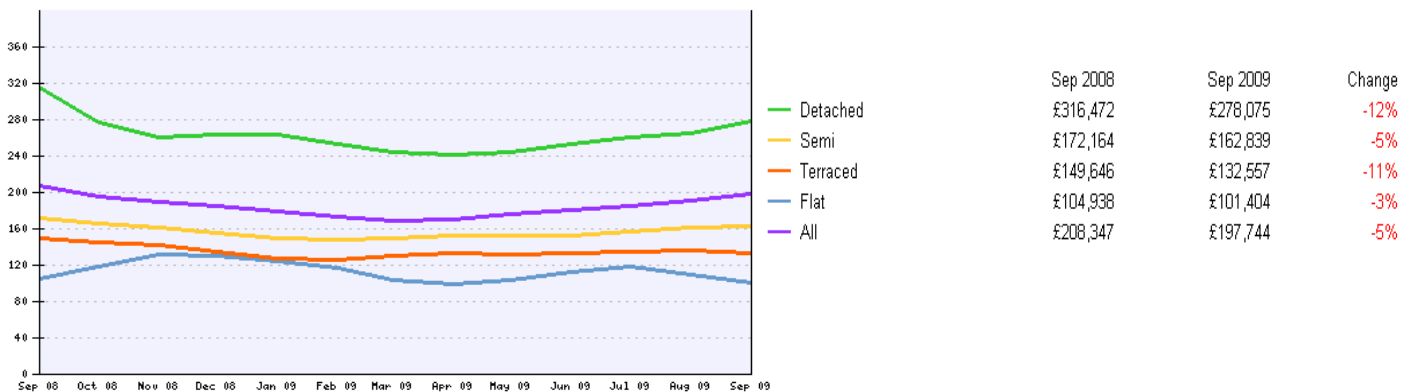
Changes in house prices in Suffolk continue to reflect the national trend as the graph shows. House prices in Suffolk Coastal remain higher than any other district in Suffolk. Prices peaked around the last quarter of 2007 / first quarter of 2008 before falling back to mid 2006 levels by the end of 2008 and dropping to mid 2005 levels by the end of the financial year 2008-09. The rise in prices identified last quarter has continued, although this rise is modest and remains largely confined to detached houses. Prices for flats continue to perform poorly. Sales volumes have increased on the last quarter, and show strong growth over the last twelve months.



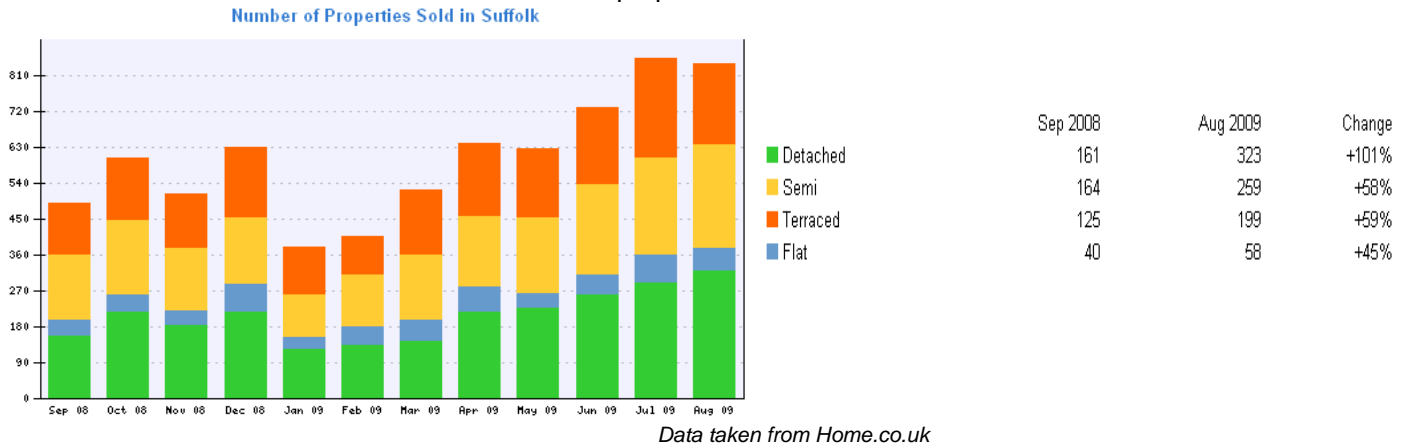
Data taken from Communities.gov.uk  
Reproduced under the terms of the Click-Use Licence.

**House prices in Suffolk by property type**

Average Property Selling Prices in Suffolk (£000's)

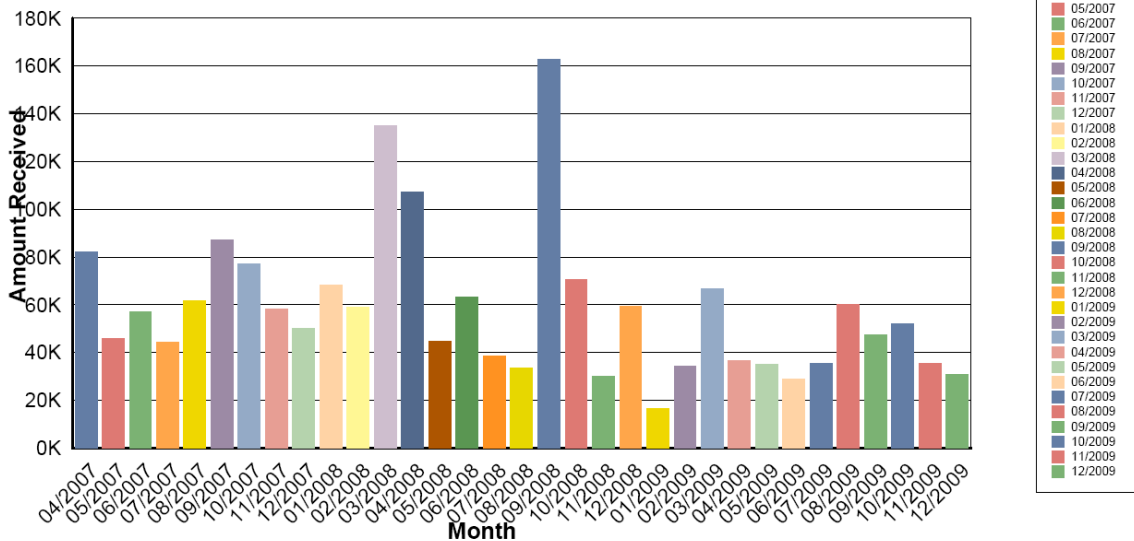


Number of properties sold in Suffolk



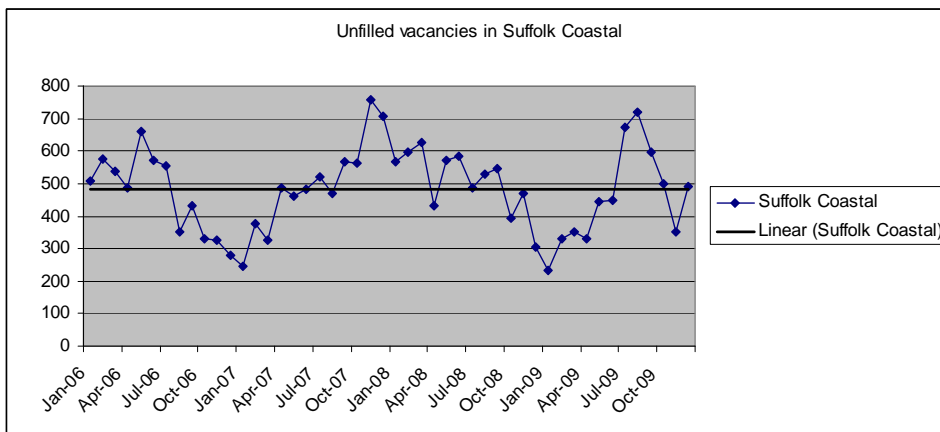
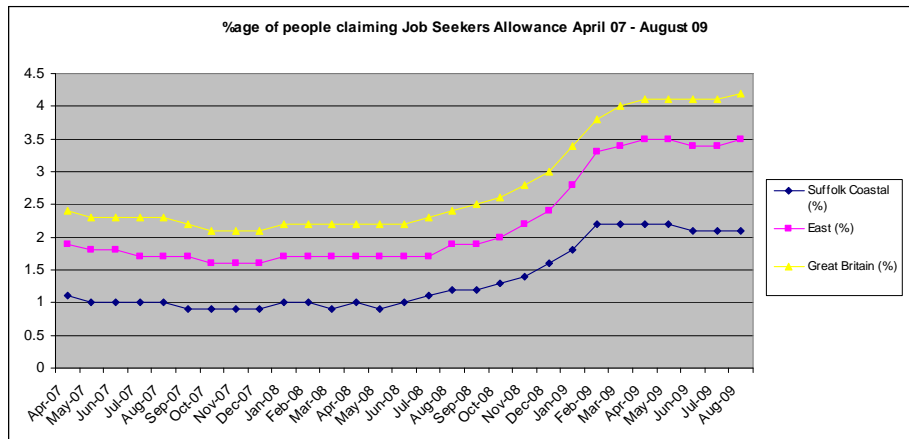
Income from planning applications had followed a fairly consistent trend before declining over the last quarter of 2008-09 and the first quarter of 2009-10. Income has increased over the quarter, however the trend noted in the last quarter has continued: income is below expectations compared to the same period in previous years. The two spikes on the graph are caused by an increase in submissions before a statutory change in process, and the application by BT for development at Aadastral Park.

Fees Received



The last quarterly report noted that the number of people claiming Job Seeker's Allowance in Suffolk had remained static in the first quarter of 2009/10, compared to small increases both regionally and nationally. No further information is available at the time of publication of this report. As the graph shows, the percentage of JSA claimants in Suffolk Coastal remains twice that of the same period in 2007. Although there was a sharp rise in the number of unfilled vacancies over the 1<sup>st</sup> and 2<sup>nd</sup> quarters of 2009-10, this reversed during this quarter. The shape of the graph in previous years suggests that this may be due to seasonal fluctuations.

Suffolk Coastal District Council Quarterly Performance & Financial Report Quarter 3 2009-10



For the financial year 2009/10 only the government have changed the level at which commercial or industrial empty properties are exempt from NNDR charges. Last year 271 ratepayers were liable to pay the empty property rate out of the 543 empty NNDR properties. For the year 2009/2010 only 48 ratepayers are liable to pay the empty property rate out of the 586 empty NNDR properties. Some of these ratepayers, whether individuals or companies may find it difficult to maintain payment of the empty property rate during the next 12 months. This may affect the level of NNDR income received, and our performance against LPI 21 – the percentage of business rates collected.

Information-sharing and partnership working with key agencies such as JobCentre Plus and Business Link continues, in order to mitigate effects of the recession 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.

## APPENDIX 4

## GLOSSARY

Abbreviation	Term	Description
APACS	Assessment of Policing and Community Safety	
B&B	Bed and Breakfast	
BIDS	Business Improvement Districts	
BVPI	Best Value Performance Indicators	
CDRP	Crime & Disorder Reduction Partnership	
CRed	Community Carbon Reduction 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	
JSA	Job Seekers Allowance	
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	