CORPORATE PERFORMANCE DASHBOARD

Quarter 2, 2024/25

The purpose of the corporate performance dashboard is to provide an organisational overview of how the Council is performing across all service areas and is used to keep senior leadership and cabinet members informed so remedial action can be taken, and good performance celebrated. The performance measures used in the dashboard are continually reviewed to ensure they align to the Council's corporate objectives - as published in the 4-year Corporate Strategy and Annual Plan.

Every quarter, a draft version of the corporate dashboard is reviewed by an officer-led group before a final version is considered. The group is represented by officers from each directorate and other key functions such as customer services, audit, and finance.

Performance Information

Public Health & Communities

Latest Data Available: **Quarter 2, 2024/25**

(latest RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	no RAG provided

Performance Measures (trends over time)	Previous 4		Previous 3		Previous 2		Latest		Target	RAG	England
% people with sexually transmitted infections seen in 2 days	Q2 23/24	98.6%	Q3 23/24	99.3%	Q4 23/24	99.2%	Q1 24/25	100%	No target	G	
% successful completion of drug treatment (opiates)	Q2 23/24	8.7%	Q3 23/24	8.0%	Q4 23/24	8.0%	Q1 24/25	8.5%	>7.0%	G	
% successful completion of alcohol treatment	Q2 23/24	25.8%	Q3 23/24	28.3%	Q4 23/24	30.6%	Q1 24/25	30.8%	>35%	A	
Parents who are breastfeeding their baby at 6-8 weeks old	Q3 23/24	51.5%	Q4 23/24	51.6%	Q1 24/25	53.8%	Q2 24/25	52.6%	50.0%	G	
Families receiving a health visit (baby 10-14 days old)	Q3 23/24	85.5%	Q4 23/24	83.1%	Q1 24/25	85.4%	Q2 24/25	87.9%	90%	A	
Families receiving a health visit (baby 2-2.5 years old)	Q3 23/24	87.7%	Q4 23/24	89.7%	Q1 24/25	90.8%	Q2 24/25	92.1%	No target	G	
Smoking quits (excluding smoking at time of delivery)	Q2 23/24	148	Q3 23/24	0	Q4 23/24	280	Q1 24/25	296	844/Qtr	R	
Number of physical issues in period to library users	Q3 23/24	495,154	Q4 23/24	588,855	Q1 24/25	500,773	Q2 24/25	554,723	No target	G	
Number of young people participating in targeted activities	Q3 23/24	12,265	Q4 23/24	16,683	Q1 24/25	16,726	Q2 24/25	6,655	No target	n/a	
Number of e-issues lent out during period to library users	Q3 23/24	512,061	Q4 23/24	513,928	Q1 24/25	511,261	Q2 24/25	517,158	No target	G	
Households accommodated (refugee resettlement schemes)			New		Q1 24/25	14	Q2 24/25	45	No target	n/a	
Local Welfare Assistance Scheme applications approved	Q3 23/24	3,628	Q4 23/24	4,138	Q1 24/25	4,388	Q2 24/25	2,919	No target	n/a	
Local Welfare Assistance Scheme applications (£ awarded)	Q3 23/24	£1.09m	Q4 23/24	£1.24m	Q1 24/25	£1.32m	Q2 24/25	£876k	No target	G	
% occupancy rates in commissioned safe accommodation	Q3 23/24	72.0%	Q4 23/24	61.3%	Q1 24/25	70.9%	Q2 24/25	78.0%	No target	n/a	
Number of InfoLink website visits (sessions)	Q3 23/24	204,805	Q4 23/24	214,239	Q1 24/25	165,913	Q2 24/25	178,366	No target	G	

Comments

Children & Families

- Visit or other contact from a health visitor (10-14 days old): Teams across the county are working together to enable cover and support where needed, to ensure the new birth visit is consistently and widely delivered. This has resulted in continued improving performance. The national target is 90%.
- Visit or other contact from a health visitor (2-2.5 years old): Very good performance, which has continued to increase above the target of 90% for the last two quarters.

Smoking quits

- While performance is not at the required level for this quarter, it is expected that this figure will improve once those currently on the scheme complete the programme. However, the expectation is that the number of quit dates achieved will fall short of the target (844 per quarter). An action plan has been developed, and there is regular monitoring is in place to support and set an improvement in these figures. The percentage of quits is likely to rise over time to meet the target.

Library Service

- Number of physical issues (books and resources lent out) to Library users: This figure is down on the same period last year; however, it is not of significant concern and within a tolerance level the service accepts. A different youth summer reading event (a change from previous years) may account for some of this change, but more detail is required to make a definitive conclusion. The provider is currently investigating the reasons.

Arts & Museums

- Young People: headcount of young people participating in targeted activities saw a substantial reduction from the previous quarter and compared to same period last year. There has been a quieter period for children and young people engagement events in arts and museums due to a reduction in school trips over Summer. Additionally, the service is starting to see the impact of core funding cuts with a reduction in activities for young people (especially free ones).

Local Welfare Assistance Scheme

- The number of applications received this quarter is back to forecast levels and comparable to the same period last year. The Local Welfare Assistance Scheme is funded by the Household Support Fund which is currently due to end 31st March 2025.

Performance Information
SEND Services

Latest Data Available: **Quarter 2, 2024/25**

(latest RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	no RAG provided

Performance Measures (trends over time)	Previous 4		Previous 3		Previous 2		Latest		Target	RAG	Region
Number of Section 23 Notifications	Q3 23/24	196	Q4 23/24	177	Q1 24/25	185	Q2 24/25	166	No target	n/a	
Requests for EHCP plans (per 10,000; 0-17 population)	Q3 23/24	133.1	Q4 23/24	159.9	Q1 24/25	171.11	Q2 24/25	182.39	No target	n/a	
Number of active EHC Needs Assessment caseloads	Q3 23/24	1,490	Q4 23/24	1,814	Q1 24/25	2,049	Q2 24/25	2,049	No target	n/a	
EHCP plans issued (rate per 10,000; 0-17 population)	Q3 23/24	78.9	Q4 23/24	83.0	Q1 24/25	112.5	Q2 24/25	123.8	No target	n/a	
Percentage of new EHCPs issued within timescale	Q3 23/24	7.3%	Q4 23/24	11.9%	Q1 24/25	14.5%	Q2 24/25	31.6%	No target	R	36.3%
Number of new statements/EHCPs issued	2020	669	2021	696	2022	685	2023	1,041	No target	n/a	989
EHC Plans without education setting (seeking a setting)	Q3 23/24	30	Q4 23/24	36	Q1 24/25	60	Q2 24/25	46	No target	n/a	
Phased transfer pupils with final amended plans (other)	2021	22%	2022	82%	2023	93%	2024	99%	No target	n/a	
Phased transfer pupils with final amended plans (16+)	2021	25%	2022	32%	2023	54%	2024	77%	No target	n/a	
% children responding well to strategies COPS 1	Q3 23/24	70.6%	Q4 23/24	74.6%	Q1 24/25	77.6%	Q2 24/25	79.8%	No target	n/a	
Responding well to mainstream education COPS 2	Q3 23/24	69.7%	Q4 23/24	73.5%	Q1 24/25	77.1%	Q2 24/25	80.2%	No target	n/a	
Number of website views (Local Offer)	Q3 23/24	30,394	Q4 23/24	36,799	Q1 24/25	33,274	Q2 24/25	29,249	No target	n/a	
Number of personal budgets (awards taken to date)	Q3 23/24	2,753	Q4 23/24	2,829	Q1 24/25	2,847	Q2 24/25	3,225	No target	n/a	
Number of independent placements	Q3 23/24	425	Q4 23/24	434	Q1 24/25	448	Q2 24/25	522	No target	n/a	
£ total cost of independent settings	Q3 23/24	£26.9m	Q4 23/24	£27.3m	Q1 24/25	£27.3m	Q2 24/25	£35.7m	No target	n/a	
Number of specialist places (cumulative)	Sept 2021	593	Sept 2022	739	Sept 2023	821	Sept 2024	1,025	No target	n/a	
Total number of complaints received in quarter	Q3 23/24	99	Q4 23/24	160	Q1 24/25	156	Q2 24/25	159	No target	R	
Total number of compliments received in quarter	Q3 23/24	19	Q4 23/24	15	Q1 24/25	32	Q1 24/25	20	No target	n/a	

Comments

Family Services

- Applications for EHC Needs Assessments remain high in Quarter 2 (604 applications submitted compared to 438 during the same period last year). This represents a 38% increase compared to the same period last year, indicating sustained demand for the service. The Family Services active caseload has remained stable at 2,049 open EHCNA requests. However, this figure is 63% higher than the same period last year, 1,254).

- The total number of children and young people supported by Education, Health, and Care Plans (EHCP) in Suffolk continues to rise, with 9,186 children and young people receiving support at the end of Quarter 2 (Quarter 2 2023/24 was 7,706). As of October, the number has increased to 9,259 children with an EHCP.
- Quarter 2 saw an increase in the number of new EHCP plans issued, with 500 plans issued during the quarter (Quarter 1 2023/24 was 416). This marks a 40% increase compared to
- the same period last year, when 357 plans were issued, which is positive.
- The timeliness of EHCP plans issued within the target period of 20 weeks shows improvement, with 32% of plans being issued within the required timescale (Quarter 1 2023/24 was 15%). However, the average time to issue a plan has increased to 41 weeks and 3 days.
- Suffolk has noted a rise in the number of children with an EHCP who are electively home educated (EHE), totalling 129 in Quarter 2. This reflects a 42% increase from the same period last year.

Provision & Alternative Provision (AP)

- Short Break Budgets: A total of 3,225 Activity Unlimited short break budgets (personal budgets) have been awarded, marking a 32% increase from the same quarter last year (Quarter 2 2023/24 was 2,441). The total amount awarded to date is £1,445,117.
- Quarter 2 saw an increase in the number of children placed in independent education settings, with 522 placements recorded (Quarter 2 2023/24 was 390). The average cost of an independent education placement has risen to £68,483 (Quarter 1 was £61,009).

SEND complaints

- Generally, complaint numbers are themed around two main areas - communication and service provision. Complaints about 'issues with communication' remain an area of concern, with signs this may have started to reduce in the latter half of last year and not continuing into 2024/25. Complaints about 'service provision' appear to centre around the following issues: (1) delays - mainly around the allocation of Educational Phycologists, Annual Reviews and issuing a final EHCP - and (2) lack of provision - although complaints around this issue have been reducing in recent years. It is however reassuring to see other areas of complaint, such as the 'conduct of staff' reducing in number.

Performance Information

Children's Social Care

Latest Data Available: **Quarter 2 2024/25**

(latest RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	no RAG provided

Performance Measures (trends over time)	Previous 4		Previous 3		Previous 2		Latest		Target	RAG	Region
Children in Care (CiC) spot placements purchased externally	Q3 23/24	£42.8m	Q4 23/24	£35.6m	Q1 24/25	£36.1m	Q2 24/25	£36.3m	£37.9m	A	
Children in Need (CIN) per 10,000 children (ex CiC/CPP)	Q3 23/24	125.0	Q4 23/24	124.6	Q1 24/25	124.4	Q2 24/25	116.6	110.0	n/a	289.2
Actual number of Children in Need (CIN)	Q3 23/24	1,854	Q4 23/24	1,847	Q1 24/25	1,845	Q2 24/25	1,753	No target	n/a	
Referrals to children's social care (per 10,000 aged 0-17)	Q3 23/24	336.8	Q4 23/24	331.8	Q1 24/25	303.2	Q2 24/25	301.0	337	n/a	
% Re-referrals within 1 year	Q3 23/24	16.3%	Q4 23/24	17.0%	Q1 24/25	18.7%	Q2 24/25	17.4%	17%	G	20.4%
% Social work assessments completed within 45 days	Q3 23/24	89.3%	Q4 23/24	90.7%	Q1 24/25	94.4%	Q2 24/25	94.2%	85%	G	81.7%
Children subject to a Child Protection Plan per 10,000	Q3 23/24	28.5	Q4 23/24	25.3	Q1 24/25	23.9	Q2 24/25	22.2	24.8	n/a	41.4
Actual number of Child Protection Plans (CPP)	Q3 23/24	423	Q4 23/24	375	Q1 24/25	355	Q2 24/25	334	No target	n/a	
% CPP cases open two years or more	Q3 23/24	1.2%	Q4 23/24	1.9%	Q1 24/25	3.1%	Q2 24/25	3.3%	3.0%	G	3.6%
% Reviews of Child Protection cases on time	Q3 23/24	95.5%	Q4 23/24	94.6%	Q1 24/25	95.1%	Q2 24/25	91.3%	100%	A	93.0%
Children Social workers holding a caseload above threshold	Q3 23/24	39	Q4 23/24	40	Q1 24/25	39	Q2 24/25	35	No target	G	
Children in Care (CiC) per 10,000 children	Q3 23/24	65.5	Q4 23/24	62.6	Q1 24/25	61.2	Q2 24/25	60.2	59.4	n/a	68.0
Actual number of Children in Care (CiC)	Q3 23/24	971	Q4 23/24	928	Q1 24/25	907	Q2 24/25	905	No target	n/a	
Actual number of Children in Care (CiC) UASC	Q3 23/24	138	Q4 23/24	103	Q1 24/25	89	Q2 24/25	97	120	n/a	
% Care leavers in education, employment, training (EET)	Q3 23/24	55.1%	Q4 23/24	54.6%	Q1 24/25	56.3%	Q2 24/25	57.1%	60%	G	
[Suffolk Family Focus] PBR claims against annual target	Q3 23/24	622	Q4 23/24	770	Q1 24/25	122	Q2 24/25	423	1,225	A	

Comments

Social Care

- Child in need numbers (and rate per 10,000) have decreased, with a further drop in overall numbers with 1,753 open CIN cases (Quarter 1 was 1,845). This decrease is mirrored when looking at those children on a CIN plan with 1,089 children open in Quarter 2.
- During Quarter 2, the number of contacts received into the MASH decreased slightly, with a total of 9,738 contacts reported. This figure is consistent with the number received during the same period last year (9,700). Suffolk's referral numbers increased with 1,179 referrals. 13.3% of all contacts in September led to a referral to an onward social care team. This is the highest rate recorded within the last 12 months. The re-referral rate (within one year) decreased to 17.4% in Quarter 2, just above the 17% target.

- Timeliness of social work assessments completed within 45 working days remains positive and stable at 94.2% and sits above the 85% target and the statistical and national averages. A total of 49% of all completed social work assessments resulted in no further action (NFA) during Quarter 2, with 60.7% as a result of issues being addressed during the assessment.
- Children subject to a child protection plan decreased in Quarter 2 by 6%, with 334 open cases (Quarter 1 was 355). The CPP rate per 10,000 figure remains below the statistical neighbour average at 22.2 per 10,000 (neighbour average 41.4 per 10,000). A total of 3.3% of children on a child protection plan have been open for more than 2 years (this represents 11 children). Child protection reviews completed on time decreased slightly to 91.3% (Quarter 1 = 95.1%).
- Children in care numbers (including UASC) decreased marginally in Quarter 2 with 905 children in local authority care as of 30th September 2024 (Quarter 1 was 907). If you exclude the USAC cohort, non UASC CIC decreased in overall numbers with 808 children in local authority care (Quarter 1 was 818). The UASC cohort increased 9% from 89 young people to 97.

Performance Information

Adult Social Care

Latest Data Available: **Quarter 2, 2024/25**

(latest RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	no RAG provided

Performance Measures (trends over time)	Previous 4		Previous 3		Previous 2		Latest		Target	RAG	Region
Average cost (weekly £) per ASC customer			New		Q1 24/25	£771	Q2 24/25	£765	No target	n/a	
Cost avoidance measures from Cassius per quarter	Q3 23/24	£5.26m	Q4 23/24	£5.92m	Q1 24/25	£1.11m	Q2 24/25	£927k	No target	n/a	
Permanent admissions residential care (18-64 per 100,000)	Q3 23/24	12.6	Q4 23/24	15.4	Q1 24/25	2.2	Q2 24/25	5.8	15.2	G	11.9
Permanent admissions residential care (65+ per 100,000)	Q3 23/24	440.4	Q4 23/24	596.6	Q1 24/25	105.1	Q2 24/25	126.1	600.9	G	467.9
People accessing long term community support	Q3 23/24	1.83%	Q4 23/24	2.00%	Q1 24/25	1.37%	Q2 24/25	1.61%	1.90%	G	1.4%
% long term customers getting annual reviews <12 mths	Q3 23/24	70.3%	Q4 23/24	67.4%	Q1 24/25	64.3%	Q2 24/25	61.0%	100%	A	
Carers assessed/review'd with DP/PB/commissioned support	Q3 23/24	83.7%	Q4 23/24	82.8%	Q1 24/25	76.1%	Q2 24/25	83.3%	51.0%	G	97.3%
% Learning disability (LD) customers in employment	Q3 23/24	3.8%	Q4 23/24	3.8%	Q1 24/25	3.9%	Q2 24/25	3.7%	3.9%	A	5.2%
% adults in contact (secondary mental health) in employment	Q3 23/24	13.7%	Q4 23/24	12.8%	Q1 24/25	12.8%	Q2 24/25	12.8%	13.1%	A	11.0%
Safeguarding referrals open for more than 3 months	Q3 23/24	256	Q4 23/24	248	Q1 24/25	200	Q2 24/25	245	No target	R	
% safeguarding referrals; outcome fully or partially achieved	Q3 23/24	92.0%	Q4 23/24	92.1%	Q1 24/25	94.3%	Q2 24/25	95.4%	60.6%	G	93.2%
People using short-term services; no further support requests	Q3 23/24	82.9%	Q4 23/24	77.5%	Q1 24/25	79.0%	Q2 24/25	85.2%	No target	G	
Customers in services regulated (CQC) rated Inadequate	Q3 23/24	0.88%	Q4 23/24	0.98%	Q1 24/25	0.97%	Q2 24/25	0.76%	1.5%	G	

Comments

Average cost per customer

- The unit cost per customer has decreased, primarily within mental health services which has brought down the average. However, this is coupled with an overall increase in customer numbers.

Cost avoidance (Cassius)

- Cost avoidance due to Cassius is £927k in Quarter 2, with 1,047 devices ordered during this period. The methodology for calculating cost avoidance has been reviewed and updated and the criteria for issuing devices tightened in order to focus on devices which deliver the greatest impact. This has led to an overall reduction in reported cost avoidance, though Cassius continues to deliver a high level of savings alongside positive outcomes for people.

Permanent admissions

- The number and rate of permanent admissions to care for both older people and people of working age have fallen significantly this year, with the rate of admissions in older people 62% lower than in Quarter 2 last year. this suggests the work to support people to remain independent at home is having a positive impact.

Annual Reviews

- The completion rate has continued to decline from last quarter (and is now lower than at the same point last year). Teams have struggled to find capacity to complete reviews as they have needed to focus on waiting list reduction (demand and waits for assessments rose following high numbers of referrals earlier in the year) and on complex work such as S117 and CHC packages, both of which have made very positive progress.

Carers assessed/reviewed

- The number of carers' reviews due has declined significantly in the last 2 months of Quarter 2, indicating positive progress.

Safeguarding Services

- The demand for safeguarding services remains high overall, although the number of contacts with the MASH were slightly lower in Quarter 2 compared to Quarter 1. The proportion of people reporting that their safeguarding outcomes were achieved remains very high, and the number of referrals open for more than 3 months is higher than at the end of Quarter 1. The length a safeguarding referral is 'open' does not automatically indicate a continued level of risk, as in many cases the service is waiting for updates from other agencies e.g. the police.

Short Term Services

- The proportion of people not requiring ongoing support has risen at the end of Quarter 2, compared to the same period last year, suggesting the work to expand the reablement offer is successfully preventing long term care needs.

Performance Information

Schools & Education

Latest Data Available: **Quarter 2, 2024/25**

(latest RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	no RAG provided

Performance Measures (trends over time)	**Previous 4**		**Previous 3**		**Previous 2**		**Latest**		**Target**	**RAG**	**England**
% maintained schools currently judged Good/Outstanding	Dec 2023	92.9%	Mar 2024	93.8%	Jun 2024	92.7%	Sept 2024	93.5%	No target	G	92.9%
% academy schools currently judged Good or Outstanding	Dec 2023	84.2%	Mar 2024	84.8%	Jun 2024	85.8%	Sept 2024	86.8%	No target	G	87.7%
Number of pupils Electively Home Educated (EHE)	Q3 23/24	1,546	Q4 23/24	1,609	Q1 24/25	1,729	Q2 24/25	1,608	No target	n/a	
Number of pupils eligible for Free School Meals (FSM)	Q3 23/24	26,042	Q4 23/24	26,507	Q1 24/25	27,188	Q2 24/25	28,453	No target	n/a	
Overall attendance by term (primary & secondary) schools	Q3 23/24	92.9%	Q4 23/24	92.5%	Q1 24/25	92.8%	Q2 24/25	94.1%	No target	A	94.5%
% Of eligible (age 2) accessing funded childcare	Sum 2023	85%	Aut 2023	95%	Spg 2024	88%	Sum 2024	88%	No target	G	78%
% Of eligible (ages 3 & 4) accessing funded childcare	Sum 2023	88%	Aut 2023	91%	Spg 2024	89%	Sum 2024	92%	No target	A	95%
£ on School transport (mainstream)	2021/22	£12.0m	2022/23	£12.1m	2023/24	£14.4m	2024/25	£16.32m	£16.34m	A	Local
£ on School transport (SEND services)	2021/22	£17.2m	2022/23	£23.5m	2023/24	£31.8m	2024/25	£35.57m	£35.37m	A	Local
Number of children using school transport	2021/22	10,793	2022/23	11,974	2023/24	12,292	2024/25	12,397	No target	n/a	Local
% children achieving a Good Level of Development	New		2022	62.0%	2023	66.1%	2024	67.6%	No target	G	67.7%
% pupils meeting the phonics threshold (Year 1)	New		2022	73.9%	2023	77.5%	2024	79.9%	No target	G	80.2%
% KS2 pupils at expected standard: Reading/Writing/Maths	New		2022	54.0%	2023	56.0%	2024	57.6%	No target	A	60.0%
% KS4 pupils achieving grades 9 - 5 (English & Maths)	New		2022	46.0%	2023	39.8%	2024		No target	n/a	

Comments

Elective Home Education

- In Quarter 2, the number of Electively Home Educated (EHE) students decreased, consistent with the expected annual trend observed at the beginning of the academic year. However, Suffolk currently has a total of 1,608 EHE students, representing an increase of 24% compared to the same period last year, when the figure stood at 1,301.

Free School Meals

- The number of pupils eligible for Free School Meals (FSM) increased by 4.6% from the first quarter, reaching a total of 28,453 eligible students in Quarter 2.

School Attendance

- Overall Attendance: During Quarter 2, overall attendance at Suffolk schools remained consistent with the same period last year, recorded at 94.1% (Quarter 2 2023/24 was 94%). The rate of persistent absence (defined as more than 10% absence) decreased in Quarter 2, and now stands at 16.1% across Suffolk schools. This is an improvement compared to 18.2% during the same period last year. The number of Fixed Penalty Notices issued in Quarter 2 decreased to 3,043, largely attributable to the summer holiday period. However, Suffolk has experienced a marginal increase of 3% compared to the previous year, when 2,960 notices were issued (2022/23).

Early Years

- Summer Data (August 2023-2024): The latest data indicates that the uptake for eligible two-year-olds remains stable at 88%, which is an improvement from 85% during the same period last year. For eligible three- and four-year-olds, uptake has risen to 92%, up from 88% last year. This positive trend reflects the services ongoing efforts to maintain high participation in early years settings.
- Children in Care: Among children in care, 98% of eligible three- and four-year-olds are accessing their funded places, along with 83% of eligible two-year-olds. This represents an improvement compared to the previous year, highlighting the commitment to supporting vulnerable children.
- High Needs Funding Applications: During Quarter 2 Suffolk experienced a further increase in applications for High Needs Funding (HNF) within the early year's cohort, totalling 788 applications. This marks a 14% increase compared to the same period last year, indicating a growing recognition of the need for additional support at a younger age.

School Transport

- The Quarter 2 Passenger Transport Unit forecasts for both mainstream home to school travel and SEND home to school travel are unchanged from that confirmed at Quarter 1 suggesting an almost balanced budget for mainstream, and an overspend of £0.2 million against SEND travel. This assumes that levels of demand for SEND placements is not higher than had been projected, and that savings of £1 million agreed as part of the 2024-25 budget plan are delivered.

Pupil Attainment

- Phonics: In the academic year 2023-2024, 80% of Suffolk pupils met the required phonics threshold, aligning with the national average achieved by schools across the country.
- Key Stage 2: Provisional results for Key Stage 2 indicate that 58% of pupils are working at or above the expected standards in reading, writing, and mathematics. Local authority-maintained schools achieved the national average of 60%, while academies reported a slightly lower performance at 57%.

Performance Information

Fire & Public Safety

Latest Data Available: **Quarter 2, 2024/25**

(latest RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	no RAG provided

Performance Measures (trends over time)	Previous 4		Previous 3		Previous 2		Latest		Target	RAG
Number of Fire Service incidents attended	Q3 23/24	1,410	Q4 23/24	1,312	Q1 24/25	1,305	Q2 24/25	1,296	No target	n/a
Number of fire fatalities in properties	Q3 23/24	Nil	Q4 23/24	Nil	Q1 24/25	Nil	Q2 24/25	Nil	No target	n/a
Road traffic collision fatalities and seriously injured	Q3 23/24	9	Q4 23/24	15	Q1 24/25	17	Q2 24/25	10	No target	n/a
First fire engine to a dwelling fire within 11 mins (RS 1)	Q3 23/24	63%	Q4 23/24	67%	Q1 24/25	64%	Q2 24/25	65%	80%	R
Second fire engine at dwelling fire within 16 mins (RS 2)	Q3 23/24	58%	Q4 23/24	77%	Q1 24/25	66%	Q2 24/25	49%	80%	R
First fire engine at RTC within 13 mins (RS 3)	Q3 23/24	65%	Q4 23/24	59%	Q1 24/25	67%	Q2 24/25	79%	80%	A
First fire engine at all incidents within 20 mins (RS 4)	Q3 23/24	91%	Q4 23/24	97%	Q1 24/25	97%	Q2 24/25	94%	80%	G
On-Call availability (% fire crew available)	Q3 23/24	74%	Q4 23/24	76%	Q1 24/25	74%	Q2 24/25	72%	90%	R
Number of false alarms attended			New		Q1 24/25	691	Q2 24/25	646	<620	A
Number of Home Fire Safety Checks and Safe & Well visits	Q3 23/24	927	Q4 23/24	975	Q1 24/25	1,046	Q2 24/25	1,213	>1075	G
Number of assigned safeguarding incidents	Q3 23/24	28	Q4 23/24	37	Q1 24/25	16	Q2 24/25	34	No target	n/a
Building Regulation consultations carried out in 21 days	Q3 23/24	98%	Q4 23/24	95%	Q1 24/25	99%	Q2 24/25	99%	100%	A
Statutory Licencing consultations within 21 days	Q3 23/24	87%	Q4 23/24	83%	Q1 24/25	85%	Q2 24/25	94%	100%	A
Number of fire safety audits	Q3 23/24	215	Q4 23/24	235	Q1 24/25	217	Q2 24/25	209	>250	A
Number of actioned fire safety audits	Q3 23/24	64	Q4 23/24	56	Q1 24/25	41	Q2 24/25	64	No target	n/a
% site risk information records in date	Q3 23/24	96%	Q4 23/24	95%	Q1 24/25	91%	Q2 24/25	94%	100%	A
Number of Cold Calling Zones (Trading Standards)	Q3 23/24	216	Q4 23/24	216	Q1 24/25	222	Q2 24/25	241	> Annual	G
Number of Trading Standards Champions	Apr 2024	1,096	Apr 2024	1,096	July 2024	1,161	Oct 2024	1,170	> Annual	G
Number of followers on social media	Apr 2024	19,619	Apr 2024	19,619	July 2024	19,789	Oct 2024	19,989	> Annual	n/a

Comments

Fire Incidents

- On the 12th of September, the service transitioned to a new control mobilisation system called Systel. Since the 12th, the service has not been able to extract data from the system to inform our incident reporting system or update figures. The service is currently working with an external provider to resolve this issues. The figures supplied are from July – 12th of September. During the start of Quarter 2 there were no increases or concerns in the incident figures and no spate conditions experienced.

Road Traffic Collisions

- Quarter 2 saw a decrease in fatalities during July and August, again with minimal data for September. The service continues to work with partners with the aim of preventing RTCs and identifying at risk areas and groups in communities.

Response Standard 1

- Quarter 2 July and August indicate a slight increase in the response time. September data is not available.

Response Standard 2

- Quarter 2 indicates a reduction in the response time. On analysis, during July and August the majority of the times missed were due to the location of the incident to the fire station called out and no other factors. September data not available.

Response Standard 3

- Quarter 2 saw an improvement in the response times to RTCs during July and August with September data not available.

Response Standard 4

- Quarter 2 sees performance maintained at a steady high percentage. In July and August the service missed 67 of the calls within the 20 minutes with a small number of these special appliance responses. September data not available.

On-Call availability

- On-Call availability continues to remain under the target of 90%, however weekend and evening cover remain high with the majority of availability reduction reported during core day hours where cover is provided by shift and day crews.

False Alarms

- Between July and 12th of September the service attended 646 false alarms. Work is being carried out to identify repeat callouts to premises and targeted prevention work.

Home Fire Safety Visits

- The number of HSFVs increased during Quarter 2, this includes an increase in the work undertaken by practitioners and crews.

Fire Safety Audits

- A slight dip in numbers in Quarter 2 however a high number of those audits were unsatisfactory and required additional work on enforcement notices.

Actioned Fire Safety Audits

- An increase in number of fire safety audits actioned in Quarter 2 with 3 enforcement notices served and 61 minor deficiencies.

Site Risk Information

- Quarter 2 continues to maintain the steady figures in line with the previous quarters . Two weeks in September the crews were confined to stations during the transition over to Systel.

  HMICFRS

- The HMICFRS Inspection started in July with the document return, the inspectors visited service during September and are now in the process of compiling the draft report.

Performance Information

Jobs, Skills & Training

Latest Data Available: **Quarter 2, 2024/25**

(latest RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	no RAG provided

Performance Measures (trends over time)	Previous 4		Previous 3		Previous 2		Latest		Target	RAG	England
Percentage % annual change in the number of jobs	2019	+1.6%	2020	-1.8%	2021	+1.3%	2022	0.0%	No target	n/a	+2.2%
Average gross annual salary (Suffolk residents)	2020	£30,089	2021	£29,222	2022	£31,413	2023	£33,926	No target	n/a	£35,100
% Staff in top pay quartile female (Gender Pay Gap)	2020/21	64.3%	2021/22	65.5%	2022/23	67.0%	2023/24	68.9%	No target	n/a	68.9%
Further ed and skills achievements rate per 100k population	2019/20	2,568	2020/21	2,496	2021/22	2,438	2022/23	2,636	No target	n/a	2,922
% 19 year olds qualified to Level 2 (5+ GCSEs or equiv)	2020	82.2%	2021	82.4%	2022	82.3%	2023	89.5%	No target	n/a	86.5%
% 19 year olds qualified to Level 3 (2+ A levels or equiv)	2020	57.0%	2021	59.4%	2022	59.0%	2023	59.0%	No target	n/a	67.8%
% Young people aged 16 to 17 who are NEET	Q2 21/22	2.02%	Q2 22/23	2.73%	Q2 23/24	2.65%	Q2 24/25	4.42%	<=Eng'd	R	3.08%
% Young people aged 16 to 17 with no known destination	Q2 21/22	19.92%	Q2 22/23	31.09%	Q2 23/24	44.19%	Q2 24/25	22.28%	<=Eng'd	G	12.49%
% Young people in education and training (age 16)	Q2 21/22	75.7%	Q2 22/23	58.08%	Q2 23/24	44.90%	Q2 24/25	69.21%	<=Eng'd	n/a	84.05%
% Young people in education and training (age 17)	Q2 21/22	77.2%	Q2 22/23	69.52%	Q2 23/24	56.92%	Q2 24/25	70.40%	<=Eng'd	n/a	79.97%
Number of employers engaged ('Apprenticeships Suffolk')					Q1 24/25	14	Q2 24/25	21	No target	n/a	
Number of participants supported ('Apprenticeships Suffolk')					Q1 24/25	146	Q2 24/25	303	No target	n/a	
Apprenticeship starts across Suffolk (Ages 19 to 24)	2020/21	1,260	2021/22	1,450	2022/23	1,280	2023/24	1,130	>Annual	n/a	
Apprenticeship starts across Suffolk (all ages)	2020/21	4,160	2021/22	4,730	2022/23	4,440	2023/24	3,750	>Annual	n/a	
Number of learners enrolled onto adult learning courses	Q3 23/24	1,159	Q4 23/24	2,129	Q1 24/25	3,592	Q2 24/25	355	No target	n/a	
Adult learning courses pass rate	Q3 23/24	95%	Q4 23/24	96%	Q1 24/25	97%	Q2 24/25	89%	No target	G	
Multiply Suffolk (total number of participants)	Q3 23/24	297	Q4 23/24	446	Q1 24/25	678	Q2 24/25	69	No target	n/a	
Multiply Suffolk (number of learning enrolments)	Q3 23/24	303	Q4 23/24	525	Q1 24/25	717	Q2 24/25	120	No target	n/a	

Comments

Participation

- NEET: During Quarter 2, Suffolk's NEET figure is 4.42% and this figure is higher than the corresponding quarter from the previous year, which was 2.65%. However, the percentage of young people classified as Unknown has decreased. The higher percentage however is typical for this time of year as new destination data for 16- and 17-year-olds is being updated.

Skills Bootcamp Programme

- Following a competitive procurement process earlier in 2024, the delivery of skills bootcamps is now in place with 18 providers across Norfolk and Suffolk. The Department for Education (DfE) is providing Suffolk over £2m to manage and deliver provision. Skills Bootcamps are short employer-led programmes of training for adults (aged 19 or over) aimed at meeting business needs. The training is procured on both a national and a local level and delivered by training providers, offering flexible training solution. They aim to help individuals move into employment, grow their business if self-employed, or into a new role with new responsibilities if already employed, at the same time as equipping our businesses with the skills they need. Up to the 31 August, 119 learners had started the programme, with a further 170 starts in September. It is expected that the programme will provide training for an estimated 628 learners in total. The Council has also submitted indicative proposals to the DfE for further Skills Bootcamps during 2025/26 and is awaiting a ministerial decision for the continuation of the programme past this period.

Apprenticeship Suffolk

- As part of the ‘People and Skills’ programme funded by the UK Shared Prosperity Fund (UKSPF), involving investment from across all Suffolk Local Authorities, the Apprenticeship Suffolk service is continuing to deliver support to increase the quality and quantity of apprenticeships in Suffolk until at least March 2025. This funding means that the service is focused on achieving the relevant outcomes required by the UKSPF investment plans agreed by District and Borough authorities with Government and has resulted in a few changes to the support that the service has provided in previous years. Apprenticeships Suffolk now prioritises support for those who face barriers to accessing education or employment and are the furthest from the labour market. This includes school leavers considering their post-16 options, those not in education, employment or training, care leavers, those with SEND, unemployed individuals, and the prison-leaver community.

Multiply Suffolk

- ‘Multiply Suffolk’ has now provided over 1,300 learning aims to adults in Suffolk with the project on track to achieve the targeted 2500+ by the end of the project as it moves through the final year of delivery. Multiply is the government-funded programme launched last year to help adults across the UK to improve their functional numeracy skills. Suffolk has been allocated £3.4m (of UK Shared Prosperity Funding) over three years to develop and deliver the programme across the county. The programme looks to support individuals to enhance their numeracy skills for daily life both at home and work through a mix of free personal tutoring, digital training, and flexible courses. The target participants for the project are adults who are 19+, who have not previously attained a GCSE Grade 4/C or higher in a Maths qualification. Referrals mainly come via Job Centres, Social Prescribing, Housing Support, and internal Council teams. The project in Suffolk provides an integrated system of wellbeing, skills, and employability, embedding numeracy initiatives in a three-step coaching model with clear pathways of support pre- and post-employment.

Performance Information
Local Economy & Housing

Latest Data Available: **Quarter 2, 2024/25**

(latest RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	no RAG provided

Performance Measures (trends over time)	Previous 4		Previous 3		Previous 2		Latest		Target	RAG	England
Number of economically active people unemployed	Jun 2021	19,700	Jun 2022	4,600	Jun 2023	8,300	Jun 2024	18,400	No target	n/a	
Number of economically inactive people	Jun 2021	86,600	Jun 2022	91,000	Jun 2023	84,000	Jun 2024	108,600	No target	n/a	
% economically inactive people who want a job	Jun 2021	22.2%	Jun 2022	12.5%	Jun 2023	21.3%	Jun 2024	11.6%	No target	n/a	18.0%
% economically inactive people who do not want a job	Jun 2021	77.8%	Jun 2022	87.5%	Jun 2023	78.7%	Jun 2024	88.4%	No target	n/a	82.0%
Number of people (all) on Universal Credit (UC).	Sept 2021	56,382	Sept 2022	55,874	Sept 2023	60,320	Sept 2024	69,701	No target	n/a	
Working people claiming Universal Credit (UC) 18-24	Sept 2021	3,005	Sept 2022	2,030	Sept 2023	2,110	Sept 2024	2,235	No target	n/a	
Working people claiming Universal Credit (UC) All ages	Sept 2021	16,935	Sept 2022	12,035	Sept 2023	12,095	Sept 2024	13,515	No target	n/a	
% Suffolk with access to superfast broadband (>24Mbps)	Q3 23/24	98.5%	Q4 23/24	98.5%	Q1 24/25	98.6%	Q2 24/25	98.6%	No target	n/a	98.5%
% Suffolk with access to Full Fibre (FTTP or FTTH)	Q3 23/24	59.9%	Q4 23/24	63.1%	Q1 24/25	67.1%	Q2 24/25	70.0%	No target	n/a	70.8%
Housing Affordability Ratio (lower number = better)	Q3 23/24	8.83	Q4 23/24	8.54	Q1 24/25	8.44	Q2 24/25	8.47	No target	n/a	8.45
Average monthly rent (private rental market) in Suffolk	2021	£728	2022	£762	2023	£823	2024	£849	No target	n/a	£994
% Annual growth in Suffolk businesses (ONS data)	2021	+0.8%	2022	+2.3%	2023	-0.2%	2024	+0.3%	+2% LEP	n/a	-0.1%
Number of house builds starts (All housing)	2020/21	2,230	2021/22	3,540	2022/23	3,460	2023/24	2,480	No target	n/a	
Number of house builds starts (Affordable housing)	2020/21	764	2021/22	590	2022/23	562	2023/24	714	No target	n/a	
Number of house builds completed (All housing)	2020/21	2,180	2021/22	2,680	2022/23	3,140	2023/24	3,240	No target	n/a	
Number of house builds completed (Affordable housing)	2020/21	755	2021/22	1,042	2022/23	832	2023/24	220	No target	n/a	

Comments

Suffolk Business Board

- The Suffolk Business Board is now established - one of the first priorities for the Board is to coordinate the production of a new Suffolk Economic Strategy. In July, Board members led several workshops around the county involving business and other stakeholders to identify key economic priorities, needs, opportunities and challenges. This work is now being refined with deep dives on specific sectors and priority areas and it is expected that the strategy will be considered by Cabinet later in 2024.

Performance Information

Roads & Transport

Latest Data Available: **Quarter 2, 2024/25**

(latest RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	no RAG provided

Performance Measures (trends over time)	Previous 4		Previous 3		Previous 2		Latest		Target	RAG	England
Number of customer enquiries (contact centre)	Q2 21/22	12,785	Q2 22/23	9,245	Q2 23/24	10,712	Q2 24/25	12,975	No target	n/a	
Enquiries: % responses logged in 5 working days	Q2 21/22	46%	Q2 22/23	48%	Q2 23/24	47%	Q2 24/25	75%	No target	G	
Number of complaints relating to Suffolk Highways	Q2 21/22	66	Q2 22/23	33	Q2 23/24	34	Q2 24/25	36	No target	R	
% A roads where maintenance should be considered	2019/20	2.0%	2020/21	2.0%	2021/22	2.0%	2022/23	2.0%	<= 3%	G	3.0%
% B/C roads where maintenance should be considered	2019/20	4.0%	2020/21	3.0%	2021/22	3.0%	2022/23	4.0%	<= 6%	A	4.0%
% U roads: where maintenance should be considered	2019/20	23%	2020/21	23%	2021/22	29%	2022/23	36%	<= 20%	R	17%
% Residents satisfied with the condition of road surfaces	2020	35%	2021	27%	2022	32%	2023	20%	No target	R	25%
% Residents satisfied with the condition of pavements	2020	50%	2021	44%	2022	48%	2023	42%	No target	R	46%
% Residents satisfied with the speed of repair to streetlights	2020	55%	2021	51%	2022	57%	2023	48%	No target	R	53%
Number of bus passenger journeys per head population	2019/20	20.3	2020/21	6.1	2021/22	12.4	2022/23	16.0	> Annual	n/a	18.3
% Customers satisfied with local bus services overall	2020	53%	2021	54%	2022	50%	2023	50%	No target	A	54%
% Customers satisfied with public transport information	2020	32%	2021	29%	2022	30%	2023	31%	No target	G	33%
Percentage of staff using sustainable travel options	2020	29%	2021	20%	2022	30%	2023	27%	No target	A	
Number of Connecting Communities passengers	2021/22	80,001	2022/23	98,376	2023/24	96,871	2024/25	84,726	No target	A	Local
Reported Road Casualties - All Casualties	2020	1,266	2021	1,427	2022	1,590	2023	1,266	< Annual	G	1,306
Reported Road Casualties - Killed or Seriously Injured	2020	265	2021	298	2022	314	2023	311	< Annual	G	338
Road traffic accidents (killed/serious injuries) per 10,000 pop	2018-20	3.98	2019-21	4.03	2020-22	3.80	2021-23	4.00	< Annual	A	4.65
% residents satisfied with approach to road safety	2020	58%	2021	52%	2022	56%	2023	51%	No target	R	52%

Comments

Highways Complaints

- The number of complaints relating to highways remains higher than that reported in previous years.

Surface Dressing programme

- The 2024/25 surface dressing programme concluded in August - with highways laying a total of 629,304 square meters of new surface. This covered a total length of 86.4 miles of road. This achievement fell slightly short of the overall planned programme of works for 2024/25 - but planned work not completed this year has been rolled over to the 2025/26 programme.

Winter season (2024/25)

- Preparation for the winter season continues. The county currently has salt stocks in the operational depots with additional resources available if required. The new winter fleet is currently undergoing pre-season checks and calibrations. Operative refresher training will also be undertaken before the start of the winter season.

Drainage and Flooding

- So far in 2024/25, a number of drainage issues (on the priority list) have been resolved - and this has been funded from additional drainage investment approved by Cabinet in December 2021.

Connecting Communities

- Projected passenger numbers (at the end of Quarter 2) suggests overall numbers will be lower than that reported in the previous 3 years. There are many reasons for this including a decline in passenger numbers reported in West Suffolk (but this is in line with the new contract budget arrangements limiting resources). Also, the Suffolk Coastal area is under new management, adding to staff changes in terms of booking schedules and drivers.

Performance Information

Net Zero & Environment

Latest Data Available: **Quarter 2, 2024/25**

(latest RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	no RAG provided

Performance Measures (trends over time)	**Previous 4**		**Previous 3**		**Previous 2**		**Latest**		**Target**	**RAG**	**England**
Per capita CO2 emissions (council influence) tonnes/person	2019	5.0	2020	4.5	2021	4.8	2022	4.6	< Annual	n/a	4.3
Scores for Council Climate Action Scorecard		New		New	2021	53%	2023	41%	No target	A	35%
SCC's Carbon Footprint (tCO2e) - Total known emissions	2020/21	30,276	2021/22	31,268	2022/23	26,667	2023/24	26,395	23,894	R	
SCC's Carbon Footprint (tCO2e) - Emissions SCC estate	2020/21	11,584	2021/22	11,874	2022/23	9,082	2023/24	8,444	8,562	G	
Energy used across SCC buildings (GWh) Gigawatt hours	2020/21	44	2021/22	44	2022/23	38	2023/24	35	< Annual	G	
% of top 100 suppliers with carbon reduction plan	Q3 23/24	35%	Q4 23/24	36%	Q1 24/25	40%	Q2 24/25	40%	No target	G	
CO2 emissions from SCC owned vehicles (tCO2e)	2020/21	971	2021/22	1,083	2022/23	1,053	2023/24	791	1,117	G	
Energy Efficiency (ECO) measures per 1,000 households	2021	67.6	2022	68.9	2023	71.4	2024	75.4	No target	n/a	142.7
Total residual household waste per household (kg)	Q1 21/22	153kg	Q1 22/23	147kg	Q1 23/24	148kg	Q1 24/25	148kg	< Annual	A	508.8kg
Total household waste per household (kg)	Q1 21/22	272kg	Q1 22/23	255kg	Q1 23/24	267kg	Q1 24/25	263kg	< Annual	A	
% Household waste reused, recycled, or composted		New	Q1 22/23	39.3%	Q1 23/24	38.9%	Q1 24/25	40.1%	> Annual	G	41.7%
Number of waste education talks/engagements		New	Q1 22/23	68	Q1 23/24	92	Q1 24/25	67	30 per Qtr	G	
% County matter planning applications decided in time	Q2 23/24	100%	Q3 23/24	100%	Q4 23/24	100%	Q1 24/25	100%	60%	G	89%
Public electric vehicle charging devices (all) per 100k pop	Jun 23	56.9	Oct 23	65.8	Jan 24	70.1	Sept 24	76.6	No target	G	64.3
Public electric vehicle charging (rapid devices) per 100k pop	Jun 23	10.7	Oct 23	11.5	Jan 24	14.4	Sept 24	16.8	No target	G	19.9
% customers satisfied with Rights of Way	2020	57%	2021	54%	2022	57%	2023	51%	No target	R	54%
% customers satisfied with cycling routes	2020	48%	2021	48%	2022	47%	2023	47%	No target	A	50%

Comments

SCC Emissions

- The figures reflect the calculated change, relative to the 19/20 baseline, included in the carbon reporting produced each year. The figures for 23/24 are finalised, and due for publication as an Information Bulletin to Scrutiny in November. Overall, the footprint has reduced by 23%, which is a reduction on the previous year but behind the pace required to deliver net zero by 2030 (-30% assuming linear reductions from 2020/21). The total figure hides two very different trends within the footprint.

- Emissions where SCC has the most direct control (Scope 1 & 2) have reduced by 43%, ahead of the required rate. The main factors behind this are a reduction in emissions from gas, electricity, and council vehicles. In terms of the activity that has led to these reductions, the largest contributors are the streetlighting programme, energy management within corporate buildings, grid decarbonisation, and electricity reduction in schools. Over the same period, emissions where SCC has indirect control (Scope 3) have only fallen by 4%. There are a number of factors behind this – including an increase in mileage associated with care services undertaken in their own vehicles. The accuracy of the data within Scope 3 is also much lower – a number of assumptions are made over areas such as home working practices and vehicle types. Where estimates are used, there is likely to be a lag of at least one annual reporting cycle between real world reductions being achieved and the numbers reflecting this.
- The focus of work has been on reducing emissions that are directly within SCC's control, but the results highlight how more work is needed to match that progress across our footprint. Further work is also needed to develop reporting systems that communicate data clearly and accurately. It is intended that from the next quarter we will be able to replace some of the current monitoring with quarterly information on emissions within the Council's direct control.

Spend on goods/services

- A significant proportion of our carbon impacts remain outside the Council's published footprint This indicator highlights that. An estimated 91% of the total footprint is in the goods and services purchased, and in most cases data is unavailable for us to report on. This indicator tracks the work to increase the scope of emissions we are able to report on. Increasing the footprint also tends to increase the proportion of emissions that are reducing more slowly. The increase since the last year reflects the inclusion of more data on staff travel.
- Work has been started to enhance understanding of the carbon impacts of the supply chain, using AI based assessment. This should give a stronger understanding of where impacts are, and how they can be reduced, and is expected to make it easier to report on a larger share of supply chain emissions from 24/25. Substantial work has been undertaken to ensure security of the data required for this prior to being able to process the information.

SCC owned vehicles

- This data includes pool and fleet vehicles (including fire vehicles). Emissions from council owned vehicles have dropped significantly from the baseline figure, largely due to electrification. The pool car fleet is fully electric, and a substantial portion of the fire fleet has been electrified. Data has been updated to include the full impacts of fuel consumption through the fuel supply chain. Total figures have been adjusted upwards as a result, but this does not affect the trend of reductions.

Energy use at SCC Properties

- This data covers energy use across SCC owned buildings, including offices, and schools. Libraries have been excluded to be consistent with the approach taken across the Council's carbon reporting, where leased properties are treated as Scope 3. The largest reductions have been achieved within gas use at corporate property and schools. While seasonal trends will be a factor in that, it also reflects the impacts of an ongoing retrofit programme, including enhanced management, reducing solar gain, and making better use of heat. Building Management Systems are now in place across 17 of the highest consuming sites, substantially reducing energy use, especially gas, and making a significant contribution to avoided energy costs of over £500,000 for the year. 125 sites now have solar installations which collectively generated 2GWh of electricity. Data has been updated to include the full impacts of fuel consumption through the fuel supply chain. Total figures have been adjusted upwards as a result, but this does not affect the trend of reductions.

Top 100 suppliers

- The top 100 suppliers within the Council's supply chain collectively represent 60% of total spend (and a larger proportion of the supply chain footprint). The Council is prioritising support to these and to our top 1000 (95% of spend). The figure is for those where the Council knows there is a published plan, based on work to date. It is possible that more have plans which are not publicly available. The measurement does not necessarily reflect the quality of plans but is the first stage in the engagement process. A review of the procurement approach has been delayed while waiting for the Public Procurement Act, and is now scheduled to take place over the next two quarters.

Waste Management

- The England average recycling rate follows a different methodology to local authorities. Adopting the national methodology would increase Suffolk’s recycling rate by around 2%.
- In total, councils have collected the same amount of residual waste per household compared to Quarter 1 last year. Small decreases in kerbside residual waste were offset by an increase in residual waste at recycling centres.
- Total household waste per household is lower when compared to last year (by around 4kg per household). This decrease is seen across all kerbside material streams.
- The rolling 12-month household recycling rate is higher compared to the previous year. In comparison, last year’s rolling 12 month recycling rate was suppressed by the summer 2022 heatwave which reduced the tonnage of green garden waste for composting.
- Engagement with the public on waste and recycling remains high at more than double the council target due to continued work with contractors to deliver public visits and talks.

Performance Information

Corporate Health

Latest Data Available: **Quarter 2, 2024/25**

(latest RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	no RAG provided

Performance Measures (trends over time)	Previous 4		Previous 3		Previous 2		Latest		Target	RAG	England
Staff Numbers (Full Time Equivalent FTE) - Total	Jan 2024	4,723	Apr 2024	4,720	July 2024	4,733	Oct 2024	4,774	No target	n/a	
£ Spend on temporary staff and contractors - Total	Q3 23/24	£1.53m	Q4 23/24	£1.35m	Q1 24/25	£1.34m	Q2 24/25	£1.43m	No target	G	
Working days lost as a % of available days - Total	Q2 21/22	3.1%	Q2 22/23	3.8%	Q2 23/24	3.7%	Q2 24/25	4.5%	<Annual	R	3.4%
% Staff who have had a Return to Work Interview - Total	Jan 2024	63%	Apr 2024	64%	July 2024	64%	Oct 2024	62%	No target	A	
[Finance] Total insurance claims received	Q3 23/24	124	Q4 23/24	265	Q1 24/25	238	Q2 24/25	303	No target	n/a	
[Finance] % insurance claims processed in 5 working days			Q4 23/24	92%	Q1 24/25	81%	Q2 24/25	63%	No target	n/a	
[Finance] Total aged debtor days (31 to 60 days)	Q3 23/24	£3.05m	Q4 23/24	£1.92m	Q1 24/25	£3.68m	Q2 24/25	£2.92m		n/a	
[Finance] Total aged debtor days (61 to 90 days)	Q3 23/24	£2.35m	Q4 23/24	£3.48m	Q1 24/25	£4.00m	Q2 24/25	£2.81m		n/a	
[Finance] Total aged debtor days (91+ days)	Q3 23/24	£25.54m	Q4 23/24	£29.48m	Q1 24/25	£31.66m	Q2 24/25	£36.28m		n/a	
[Finance] Total aged debtor days (31+ days)	Q3 23/24	£30.94m	Q4 23/24	£34.89m	Q1 24/25	£39.35m	Q2 24/25	£42.01m	No target	R	
[Finance] Total debt outstanding	Q3 23/24	£58.16m	Q4 23/24	£57.59m	Q1 24/25	£50.36m	Q2 24/25	£58.50m	No target	n/a	
[Finance] % Invoices paid on time	Q2 23/24	98.0%	Q3 23/24	97.4%	Q4 23/24	98.7%	Q2 24/25	98.2%	94.0%	G	

Comments

Staff Numbers

- Fire & Public Safety directorate: A 12fte increase and this relates to the recent recruitment to resource the new Fire Service control room.
- Adult Social Care directorate: Additional 2fte fixed term programme/project management resource to support transformation programme delivery. Remaining increase is successful recruitment to some of the established vacancies.
- Corporate Services directorate: Increase relates to the new, fixed term, graduate intake which are dispersed across the organisation.
- Children & Young People Services directorate: Increase of 9fte Educational Psychology posts (mostly at Assistant EP level) ; 15fte new starters within SEND services ; 4fte new Social Worker apprentice starters – 28fte additional partly offset by other vacant posts hence total of plus 14fte overall.

Staff Sickness

- The increase in sickness absence is being closely reviewed and managed across directorates through regular reporting, HR Advice support and people management training.

Skills Plan

- The Skills plan for social care and health services (Norfolk and Suffolk) was approved by both Councils in August. The plan was developed by a wider partnership of key local stakeholder organisations including Care Development East, Skills for Care, Integrated Care Boards, Department of Work and Pensions and the Further Education and Higher Education sectors.
- Skills development in social care and health plays a crucial role in recruitment and retention, ensuring high quality care is delivered by confident and capable professionals. The plan outlines the approach to partnership working in Suffolk and sets out the strategy for meeting the skills needs of this key sector. The four priorities include: increasing the workforce resource pool, increasing qualification and accreditation levels, developing specific skills through training, and enhancing good organisational environments to support retention.

Performance Information

Customer Experience

Latest Data Available: **Quarter 2, 2024/25**

(latest RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	no RAG provided

Performance Measures (trends over time)	**Previous 4**		**Previous 3**		**Previous 2**		**Latest**		**Target**	**RAG**
Number of new complaints received - Total SCC			Q2 22/23	290	Q2 23/24	309	Q2 24/25	381	No target	R
% of complaints partially/fully upheld - Total SCC			Q2 22/23	51.1%	Q2 23/24	62.7%	Q2 24/25	66.7%	No target	R
% complaints acknowledged on time (in 3 working days)			Q2 22/23	94.0%	Q2 23/24	90.0%	Q2 24/25	92.8%	90%	G
% complaint responses sent on time (in 20 working days)			Q2 22/23	67.5%	Q2 23/24	60.9%	Q2 24/25	81.1%	80%	G
Number of complaint escalations beyond Stage 1			Q2 22/23	7	Q2 23/24	2	Q2 24/25	1	No target	n/a
Number of LGSCO decisions - Complaints			Q2 22/23	23	Q2 23/24	21	Q2 24/25	45	No target	n/a
Number of compliments received - Total SCC			Q2 22/23	123	Q2 23/24	251	Q2 24/25	135	No target	A
Number of customer contacts - using phone			Q2 22/23	26,761	Q2 23/24	24,465	Q2 24/25	24,939	No target	n/a
Number of customer contacts - using online options			Q2 22/23	12,152	Q2 23/24	11,552	Q2 24/25	15,329	No target	n/a
Customer Service - % First Call Resolution			Q2 22/23	95.5%	Q2 23/24	97.8%	Q2 24/25	95.6%	No target	G
Customer Service - % Failure Demand			Q2 22/23	2.0%	Q2 23/24	1.3%	Q2 24/25	3.6%	No target	A
% Blue Badge Applications (Govt <12 weeks)			Q2 22/23	98.8%	Q2 23/24	98.1%	Q2 24/25	70.0%	No target	A
% Customer transactions online (Contact Centre)			Q2 22/23	89.0%	Q2 23/24	92.7%	Q2 24/25	92.8%	>85%	G
% Customer transactions undertaken online (SCC)			Q2 22/23	83.2%	Q2 23/24	85.5%	Q2 24/25	87.7%	>85%	G
% Customer Satisfaction - Customer Services			Q2 22/23	85.8%	Q2 23/24	82.6%	Q2 24/25	75.2%	>85%	A
SCC website usage - number of users			Q2 22/23	1.63m	Q2 23/24	1.56m	Q2 24/25	1.25m	No target	n/a
SCC website usage - number of page views			Q2 22/23	2.77m	Q2 23/24	2.21m	Q2 24/25	1.63m	No target	n/a
SCC website usage - % Quality Assurance score			Q2 22/23	98.0%	Q2 23/24	96.3%	Q2 24/25	96.3%	No target	G
SCC website usage - number of online payments made					Q2 23/24	12,338	Q2 24/25	12,461	No target	n/a

Comments

Complaints

- The number of complaints received by the Council rose by 23.3% compared to Quarter 2 last year. CYP, GHI, and Corporate Services all saw complaint numbers rise, up by 61, 17, and 14, respectively. ACS and Fire & Public Safety saw a fall in numbers, down by 13 and 1, respectively.

- Quarter 2 saw a 4% increase in the percentage of complaints either fully or partially upheld when compared to the same period last year. ACS, Corporate Services, and GHI all saw the percentage of cases where fault was found fall compared to last year, down 10.3%, 22.3%, and 1.8%, respectively. CYP saw an increase of 7.9% for the same period.
- Complaint acknowledgement performance (acknowledgement within 3 working days) of 92.8% continues to perform above the Council's corporate target of 90% and is slightly up on last year. Overall, complaint response performance improved in Quarter 2, up 20.2% on the same period last year. This is the first time that, as a whole, the Council has met the target of 80% of cases responded to within 20 working days. The only directorate not to exceed the target was ACS, with a performance of 70%.
- There was only one case that escalated beyond Stage 1 during Quarter 2, and this was a CYP complaint. This represents less than 0.5% of all CYP cases for the quarter.
- During Quarter 2, the LGSCO issued decisions on 45 cases, up 24 compared to the same period last year. ACS saw 10 cases where a decision was made, with six upheld, whilst CYP received 32 case decisions, 20 of which were upheld. These decisions resulted in a total of £35,000 in remedy payments. In addition, GHI and Corporate Services saw two and one decision, respectively, but the LGSCO dismissed these without further investigation.
- Overall compliment numbers fell by 30.1% compared to Quarter 2 last year. The majority of this reduction was down to CYP receiving 64 fewer compliments, a fall of 164%.

Customer Service & Online

- Overall customer service demand across all channels was up 11.9% compared to Quarter 2 last year. Social Media was the only channel with no increase. Although contacts through this channel are high, the majority require no further action. Only 110 (4.2%) messages required intervention. The remaining channels all saw increases in demand: Telephone 1.9%; Email 53.2%; Web Chat 5.0%. It is positive to see webchat usage increasing, following a recent review of deployment across the Councils websites. Overall rises in email demand are linked to continued increases in Highways related contact.
- First call resolution in the Customer Service Contact Centre remains strong at over 95%, albeit a slight reduction of 2.2% on Quarter 2 last year.
- The amount of Blue Badge applications processed within 12 weeks is now improving, with 70% of badges being issued within 12 weeks. The service has added additional staffing resource, reviewed, and improved technology around customer communication, and fast-tracked the development of a new case management system.
- During Quarter 2, customers chose to use self-service options on over 92% of transactions that could be processed through the Customer Service Contact Centre. For the Council as a whole, Quarter 2 saw 87.7% of customer transactions completed using self-service channels. This performance remains above the Council's corporate target of 85%

- These positive metrics, coupled with reductions in website page views, evidences that those who use the website are finding it productive, and quickly finding what they need after the point of entry. The website Quality Assurance (QA) score at the end of Quarter2 stood at 96.3%, 14% above the industry benchmark.
- The Customer Service team customer satisfaction score of 75.2% for Quarter 2 was down by just over 7% compared to the same period last year. The telephone channel continues to perform well with a customer satisfaction score of 83.5%, and improvements have been seen in both usage and customer satisfaction when looking at webchat as a channel. This is an area that is improving when compared to previous quarters and is a result of the Customer Experience team reviewing how the webchat application is deployed across the organisation's websites. Email channel satisfaction however remains a priority for improvement, with an overall satisfaction score of 22.2% bringing the overall satisfaction performance down significantly. Much of the dissatisfaction links to templated Highways email responses. A working group has been set up to address this, and agree on new improved template responses. It is hoped email satisfaction should improve as a result.
- The continued development of easy-to-use self-service solutions is helping to drive up the number of online payments. Quarter 2 saw 12,461 payments made online through Civica and since July Pay360. This is a slight increase of nearly 1% compared to last year.

Performance Information
Governance & Assurance

Latest Data Available: **Quarter 2, 2024/25**

(latest RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	no RAG provided

Performance Measures (trends over time)	Previous 4		Previous 3		Previous 2		Latest		Target	RAG
Number of internal audits completed (Quarter)	Q3 23/24	4	Q4 23/24	13	Q1 24/25	9	Q2 24/25	7	No target	n/a
Number of internal audit completed (last 12 months)	Q3 23/24	18	Q4 23/24	26	Q1 24/25	31	Q2 24/25	33	No target	n/a
Number of referrals for possible fraud	Q3 23/24	9	Q4 23/24	13	Q1 24/25	15	Q2 24/25	9	No target	n/a
Number of referrals for possible Blue Badge misuse	Q3 23/24	4	Q4 23/24	2	Q1 24/25	1	Q2 24/25	3	No target	n/a
Number of successful prosecution (fraud)	Q3 23/24	1	Q4 23/24	1	Q1 24/25	1	Q2 24/25	1	No target	n/a
Information Requests received (FOIs / EIRs)	Q3 23/24	287	Q4 23/24	431	Q1 24/25	356	Q2 24/25	293	No target	n/a
% Information Requests responded to in 20 working days	Q3 23/24	99%	Q4 23/24	97%	Q1 24/25	98%	Q2 24/25	99%	No target	G
Subject Access Requests (SARs) received	Q3 23/24	84	Q4 23/24	96	Q1 24/25	84	Q2 24/25	96	No target	n/a
Subject Access Requests (SARs) open	Q3 23/24	32	Q4 23/24	25	Q1 24/25	26	Q2 24/25	40	No target	n/a
Subject Access Requests (SARs) closed	Q3 23/24	104	Q4 23/24	104	Q1 24/25	93	Q2 24/25	76	No target	n/a
% SARs responded to within statutory timescales	Q3 23/24	81%	Q4 23/24	83%	Q1 24/25	93%	Q2 24/25	93%	No target	A
Total number of overdue SARs	Q3 23/24	11	Q4 23/24	1	Q1 24/25	6	Q2 24/25	4	No target	G
Total number of Security Incidents	Q3 23/24	163	Q4 23/24	157	Q1 24/25	183	Q2 24/25	171	No target	n/a
Total number of confirmed Personal Data Breaches	Q3 23/24	91	Q4 23/24	80	Q1 24/25	82	Q2 24/25	61	No target	n/a
ICO Security Incident Notifications	Q3 23/24	1	Q4 23/24	1	Q1 24/25	2	Q2 24/25	3	No target	n/a

Comments

Internal Audit & Counter-Fraud

- All internal audit reports are forwarded to the appropriate Director. Moreover, the Head of Internal Audit sends any report that concludes with an overall opinion of 'no assurance' or 'limited assurance' to the Chairman and Vice Chairman of the Audit Committee, the relevant Cabinet Member(s), the Chief Executive, and the Chief Financial (s151) Officer.
- During Quarter 2, Internal Audit & Counter Fraud Services received 9 referrals of possible fraud, and a further 3 referrals for investigation into blue badge misuse. There was one successful prosecution in Quarter 2.

Information Governance

- FOI/EIR: Quarter 2 saw a decrease in FOI/EIR requests, from 356 in Q1 to 293, a decrease of 17%. The compliance rate has increased slightly from 98% in Q1 to 99% in Q2.
- SCC still sits comfortably within the ICO's expectations, which is important as the ICO is actively tackling public authorities who are not compliant. For Q1, the usual pattern of GHI and Corporate Services receiving the highest number of requests, followed by CYP, has continued.
- SARs: Quarter 2 has seen a significant increase in the number of new SARs received, but despite this the number of overdue SARs has dropped slightly and a high rate of compliance has been maintained. However, there are 17 SARs waiting to be processed which have in excess of 2,000 pages of records - some of these are complex and are therefore taking much longer to process - which is likely to impact on performance in Q3.
- Security Incidents: Quarter 2 saw a decrease in the number of information security incidents reported (171) compared to Q1 (183), including a decrease in the number of confirmed personal data breaches, from 82 in Q1 to 61 in Q2. 59% of the personal data breaches were reported within CYP. The most common type of reported personal data breach was once again information being sent to an incorrect recipient (45 of the reported incidents were of this type). The ICO was notified of three personal data breaches in Q2; Red level data being accessed and shared inappropriately by a temporary member of staff, a video camera used within CYP going missing (which was later found), and a social worker misplacing a notebook, which was also subsequently found.