Suffolk County Council

CORPORATE PERFORMANCE DASHBOARD

Quarter 3, 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 3, 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**
% people with sexually transmitted infections seen in 2 days	Q3 23/24	99.3%	Q4 23/24	99.2%	Q1 24/25	100%	Q2 24/25	100%	No target	G
% successful completion of drug treatment (opiates)	Q3 23/24	8.0%	Q4 23/24	8.0%	Q1 24/25	8.5%	Q2 24/25	8.3%	>7.0%	G
% successful completion of alcohol treatment	Q3 23/24	28.3%	Q4 23/24	30.6%	Q1 24/25	30.8%	Q2 24/25	34.0%	>35%	A
Parents who are breastfeeding their baby at 6-8 weeks old	Q4 23/24	51.6%	Q1 24/25	53.8%	Q2 24/25	52.6%	Q3 24/25	55.2%	50.0%	G
Families receiving a health visit (baby 10-14 days old)	Q4 23/24	83.1%	Q1 24/25	85.4%	Q2 24/25	87.9%	Q3 24/25	88.0%	90%	G
Families receiving a health visit (baby 2-2.5 years old)	Q4 23/24	89.7%	Q1 24/25	90.8%	Q2 24/25	92.1%	Q3 24/25	92.0%	No target	G
Smoking quits (excluding smoking at time of delivery)	Q4 23/24	280	Q1 24/25	296	Q2 24/25	615	Q3 24/25	941	844/Qtr	G
Number of physical issues in period to library users	Q4 23/24	588,855	Q1 24/25	500,773	Q2 24/25	554,723	Q3 24/25	478,992	No target	G
Number of young people participating in targeted activities	Q4 23/24	16,683	Q1 24/25	16,726	Q2 24/25	6,655	Q3 24/25	6,738	No target	n/a
Number of e-issues lent out during period to library users	Q4 23/24	513,928	Q1 24/25	511,261	Q2 24/25	517,158	Q3 24/25	531,438	No target	G
Households accommodated (all refugee resettlement schemes)			Q1 24/25	14	Q2 24/25	45	Q3 24/25	40	No target	n/a
Local Welfare Assistance Scheme applications approved	Q4 23/24	4,138	Q1 24/25	4,388	Q2 24/25	2,919	Q3 24/25	3,583	No target	n/a
Local Welfare Assistance Scheme applications (£ awarded)	Q4 23/24	£1.24m	Q1 24/25	£1.32m	Q2 24/25	£876k	Q3 24/25	£537K	No target	G
% occupancy rates in commissioned safe accommodation	Q4 23/24	61.3%	Q1 24/25	70.9%	Q2 24/25	78.0%	Q3 24/25	69.0%	No target	n/a
Number of InfoLink website visits (sessions)	Q4 23/24	214,239	Q1 24/25	165,913	Q2 24/25	178,366	Q3 24/25	168,618	No target	G

Comments

Sexual Health

- The percentage of people with needs relating to sexually transmitted infections (STIs) contacting a service who are seen or assessed by a healthcare professional within two working days of first contacting the service. Current performance 100% and the service continues to be well above the national target of 80%.

Health Visiting

- The percentage of families who receive a visit or other contact from a health visitor to undertake a health and development review when their child is between 2-2.5 years old. The national target for this indicator is 90% - Q3 saw improved performance, which has continued to increase Improvements are being made quarter on quarter, quit dates are increasing and the conversation rate remains stable at around 40%.

Smoking Quits

- The number of quit dates has exceeded the target for the first time this financial year, demonstrating the progress being made because of a clear action plan. The number of quit dates set in Quarter 3 was 941 and the target quit date is 844/quarter.

Performance Information

SEND Services

Latest Data Available: **Quarter 3, 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	Q4 23/24	177	Q1 24/25	185	Q2 24/25	166	Q3 24/25	149	No target	n/a	
Requests for EHCP plans (per 10,000; 0-17 population)	Q4 23/24	159.9	Q1 24/25	171.11	Q2 24/25	178.46	Q3 24/25	184.71	No target	n/a	
Number of active EHC Needs Assessment caseloads	Q4 23/24	1,854	Q1 24/25	2,056	Q2 24/25	2,061	Q3 24/25	2,141	No target	n/a	
EHCP plans issued (rate per 10,000; 0-17 population)	Q4 23/24	83.0	Q1 24/25	112.5	Q2 24/25	124.4	Q3 24/25	130.6	No target	n/a	
Percentage of new EHCPs issued within timescale	Q4 23/24	11.9%	Q1 24/25	14.5%	Q2 24/25	30.9%	Q3 24/25	32.2%	No target	R	38.0%
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)	Q4 23/24	36	Q1 24/25	60	Q2 24/25	46	Q3 24/25	36	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	Q4 23/24	59.2%	Q1 24/25	59.0%	Q2 24/25	60.9%	Q3 24/25	74.1%	No target	n/a	
Responding well to mainstream education COPS 2	Q4 23/24	46.9%	Q1 24/25	46.2%	Q2 24/25	65.2%	Q3 24/25	74.1%	No target	n/a	
Number of website views (Local Offer)	Q4 23/24	36,799	Q1 24/25	33,274	Q2 24/25	29,249	Q3 24/25	35,564	No target	n/a	
Number of personal budgets (awards taken to date)	Q4 23/24	2,829	Q1 24/25	2,847	Q2 24/25	3,225	Q3 24/25	3,403	No target	n/a	
Number of independent placements	Q4 23/24	434	Q1 24/25	448	Q2 24/25	522	Q3 24/25	544	No target	n/a	
£ total cost of independent settings	Q4 23/24	£27.3m	Q1 24/25	£27.3m	Q2 24/25	£35.7m	Q3 24/25	£37.0m	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 22/23	79	Q3 23/24	99	Q3 24/25	159	No target	R	
Total number of compliments received in quarter			Q3 22/23	39	Q3 23/24	19	Q3 24/25	28	No target	n/a	

Comments

Number of caseloads

- Suffolk continues to see an increase in the number of Educational, Health & Care Plan Needs Assessment requests (EHCNA) and the number being assessed. In Quarter 3, 2,141 children and young people where in the assessment stage, an increase from Quarter 2 where 2,061 children were being assessed.

EHCPs issued

- Suffolk has seen an improvement in the number of EHCP plans issued, with 32.2% issued in Q3, issued within the 20-week timescale. This is still below the national average and where Suffolk needs to be.

Number of personal budgets

- Suffolk continues to see an increase in the number of Activity Unlimited personal budgets issued to children with SEND in Quarter 3, with 3,403 children and young people receiving a budget.

Customer complaints

- Inclusion complaints continue to drive overall high complaint volume in CYP and are 60% higher than the Q3 period last year, however, they are showing signs of plateauing at this higher level, with the last significant rise in volume coming after the CYP SEND Inspection last year. Looking at sub-themes of complaints recorded for the Inclusion Service - this shows that the majority of complaints are themed around delays, with 39% being about delays specific to the EHCNA Service. The majority of other delays are for the annual review process. It is positive to see complaints surrounding communication as the lowest theme, this having been a difficult area for the service historically.

Performance Information

Children's Social Care

Latest Data Available: **Quarter 3 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	Q4 23/24	£35.6m	Q1 24/25	£36.1m	Q2 24/25	£36.3m	Q3 24/25	£36.9m	£37.9m	G	
Children in Need (CIN) per 10,000 children (ex CiC/CPP)	Q4 23/24	124.6	Q1 24/25	124.4	Q2 24/25	116.6	Q3 24/25	128.0	110.0	n/a	275.1
Actual number of Children in Need (CIN)	Q4 23/24	1,847	Q1 24/25	1,845	Q2 24/25	1,753	Q3 24/25	1,925	No target	n/a	
Referrals to children's social care (per 10,000 aged 0-17)	Q4 23/24	331.8	Q1 24/25	303.2	Q2 24/25	301.0	Q3 24/25	307.1	337	n/a	
% Re-referrals within 1 year	Q4 23/24	17.0%	Q1 24/25	18.6%	Q2 24/25	17.5%	Q3 24/25	19.8%	17%	A	20.4%
% Social work assessments completed within 45 days	Q4 23/24	90.7%	Q1 24/25	94.4%	Q2 24/25	94.2%	Q3 24/25	95.1%	85%	G	81.7%
Children subject to a Child Protection Plan per 10,000	Q4 23/24	25.3	Q1 24/25	23.9	Q2 24/25	22.2	Q3 24/25	24.9	24.8	n/a	41.4
Actual number of Child Protection Plans (CPP)	Q4 23/24	375	Q1 24/25	355	Q2 24/25	334	Q3 24/25	374	No target	n/a	
% CPP cases open two years or more	Q4 23/24	1.9%	Q1 24/25	3.1%	Q2 24/25	3.3%	Q3 24/25	4.3%	3.0%	A	3.6%
% Reviews of Child Protection cases on time	Q4 23/24	94.6%	Q1 24/25	95.1%	Q2 24/25	91.3%	Q3 24/25	91.3%	100%	A	93.0%
Children Social workers holding a caseload above threshold	Q4 23/24	40	Q1 24/25	39	Q2 24/25	35	Q3 24/25	35	No target	G	
Children in Care (CiC) per 10,000 children	Q4 23/24	62.6	Q1 24/25	61.2	Q2 24/25	59.8	Q3 24/25	59.3	59.4	n/a	68.0
Actual number of Children in Care (CiC)	Q4 23/24	928	Q1 24/25	907	Q2 24/25	899	Q3 24/25	892	No target	n/a	
Actual number of Children in Care (CiC) UASC	Q4 23/24	103	Q1 24/25	89	Q2 24/25	97	Q3 24/25	101	120	n/a	
% Care leavers in education, employment or training (EET)	Q4 23/24	54.3%	Q1 24/25	55.8%	Q2 24/25	56.3%	Q3 24/25	55.8%	No target	A	
[Suffolk Family Focus] PBR claims against annual target	Q4 23/24	770	Q1 24/25	122	Q2 24/25	423	Q3 24/25	613	1,225	G	

Comments

The number of contacts

- The number of contacts into the MASH front door have stabilised, although tracking 8% higher than the previous year (actual number: 2,889 Dec 2023 to 3,125 Dec 2024). The referral rate (number per 10,000 children aged 0-17) is 307.1 (Dec 2024) compared to 336.8 (Dec 2023).

The number of referrals

- The percentage of re-referrals within a year increased to 23.6% in December (19.8% for the whole quarter, Q3 2024/25). This has increased Suffolk's rolling figure (year to date) to above Suffolk's target of 17%. It is however less than the latest Statistical Neighbour figure .

Social Work Assessments

- Social Work Assessment completion timeliness remains consistently high at 95.1%.

Children in Care (CiC)

- The percentage of children in care placed out of county more than 20 miles from their home is the lowest Suffolk has seen since January 2023 at 13.3%.

Care Leavers

- Suffolk continues to develop its offer for care leavers, with the development of the Family Business, the Skills Academy, and Education, Employment and Training Panels to support care leavers into a positive education, employment or learning setting.

Performance Information

Adult Social Care

Latest Data Available: **Quarter 3, 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	Q3 24/25	£775	No target	n/a	
Cost avoidance measures from Cassius per quarter	Q4 23/24	£5.92m	Q1 24/25	£1.11m	Q2 24/25	£927k	Q3 24/25	£659k	No target	n/a	
Permanent admissions residential care (18-64 per 100,000)	Q4 23/24	15.4	Q1 24/25	2.9	Q2 24/25	8.0	Q3 24/25	11.7	12.2	G	15.2
Permanent admissions residential care (65+ per 100,000)	Q4 23/24	596.6	Q1 24/25	156.8	Q2 24/25	294.5	Q3 24/25	439.8	476.6	G	566.0
People accessing long term community support	Q4 23/24	2.00%	Q1 24/25	1.37%	Q2 24/25	1.61%	Q3 24/25	1.83%	1.90%	G	1.4%
% long term customers getting annual reviews <12 mths	Q4 23/24	67.4%	Q1 24/25	64.3%	Q2 24/25	61.0%	Q3 24/25	63.4%	100%	A	
Carers assessed/reviewed with DP/PB/commissioned support	Q4 23/24	82.8%	Q1 24/25	76.1%	Q2 24/25	83.3%	Q3 24/25	81.8%	51.0%	G	97.3%
% Learning disability (LD) customers in employment	Q4 23/24	3.8%	Q1 24/25	3.9%	Q2 24/25	3.7%	Q3 24/25	3.9%	4.9%	A	4.8%
Safeguarding referrals open for more than 3 months	Q4 23/24	248	Q1 24/25	200	Q2 24/25	245	Q3 24/25	231	No target	R	
% safeguarding referrals; outcome fully or partially achieved	Q4 23/24	92.1%	Q1 24/25	94.3%	Q2 24/25	95.4%	Q3 24/25	93.7%	90%	G	93.2%
% Home First customers with no ongoing care after reablement	Q4 23/24	60.8%	Q1 24/25	67.3%	Q2 24/25	67.7%	Q3 24/25	67.6%	No target	A	
Customers in services regulated (CQC) rated Inadequate	Q4 23/24	0.98%	Q1 24/25	0.97%	Q2 24/25	0.76%	Q3 24/25	0.72%	1.5%	G	

Comments

Cost per customer

- Weekly average cost per customer has increased in Q3 and is now the highest it has been in 2024/25 although this is only 0.5% more than Q1 and therefore it is not the main driver of the overspend in care purchasing. Overall care purchasing cost increases are being driven by higher customer numbers, particularly in home care.

Cost avoidance

- Cost avoidance from Cassius remains very significant but has fallen quarter by quarter, due to increased targeting of the service towards people who will gain the most benefit from digital care alongside work to reclaim devices that are no longer required, meaning that costs may continue to be avoided but that needs are being met through non-digital means. As digital care service models are developed further, savings are expected to rise again with new options available to promote independence and meet people’s needs.

Permanent admissions

- Permanent admission rates to residential care are calculated cumulatively, so will always increase each quarter. However, rates of admission for both working age and older people at Quarter 3 are currently lower than target. ASC continues to support customers to meet their eligible social care needs in a way that promotes their independence and in the right setting, usually their own home. For people leaving hospital, the service effectively uses available intermediate care services to promote recovery and reduce any reliance on short or long-term residential care use.

Annual Reviews

- The percentage of customers receiving an annual review within 12 months has increased in Quarter 3. Reducing waits for new people needing a Care Act assessment has resulted in increased numbers of outstanding annual reviews. In addition, operational capacity has had to be diverted to meeting savings plans and other aspects of transformation work. Locally plans are being developed to recover outstanding annual review performance.

Self-directed support

- The percentage of carers receiving self-directed support remains stable.

Safeguarding referrals

- Safeguarding referrals open for more than three months have declined in the quarter; the proportion of safeguarding referrals where the outcome was fully or partially achieved remains very high. The decline in safeguarding referrals open for more than three months over the past quarter suggests an improvement in the timeliness of case management. Additionally, the high proportion of safeguarding referrals with outcomes fully or partially achieved reflects Adult Social Care's ongoing commitment to delivery effective safeguarding interventions and achieving positive outcomes.

People receiving reablement

- The reablement indicator is new in this report. Performance is strong with over two thirds of people receiving reablement from Home First requiring no ongoing care.

  The previous metric of people using short-term services; no further support requests – due to a system change from Total Mobile we can no longer report on this in the same way and any data will not be comparable to previous records. Therefore, we have substituted this measure with the proportion of Home First customers with no ongoing care after reablement, which aligns more closely with our prevention aims.

Care Quality Commission (CQC)

- The percentage of customers in settings rated Inadequate by the CQC remains very low and the figure has improved slightly this quarter, this continues to indicate the relative strengths and high quality of the Suffolk care market.

Performance Information
Schools & Education

Latest Data Available: **Quarter 3, 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	Mar 2024	93.8%	Jun 2024	92.7%	Sept 2024	93.5%	Dec 2024	92.0%	No target	n/a	93.2%
% academy schools currently judged Good or Outstanding	Mar 2024	84.8%	Jun 2024	85.8%	Sept 2024	86.8%	Dec 2024	89.6%	No target	n/a	88.3%
Number of pupils Electively Home Educated (EHE)	Q4 23/24	1,609	Q1 24/25	1,729	Q2 24/25	1,608	Q3 24/25	1,736	No target	n/a	
Number of pupils eligible for Free School Meals (FSM)	Q4 23/24	26,507	Q1 24/25	27,188	Q2 24/25	28,453	Q3 24/25	27,953	No target	n/a	
Overall attendance by term (primary & secondary) schools	Q4 23/24	92.5%	Q1 24/25	92.8%	Q2 24/25	94.1%	Q3 24/25	93.2%	No target	A	93.5%
% 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	£15.6m	£16.56m	G	Local
£ on School transport (SEND services)	2021/22	£17.2m	2022/23	£23.5m	2023/24	£31.8m	2024/25	£35.4m	£35.37m	A	Local
Number of children using school transport	2021/22	10,793	2022/23	11,974	2023/24	12,292	2024/25	11,518	No target	n/a	Local
% children achieving a Good Level of Development			2022	62.0%	2023	66.1%	2024	67.5%	No target	G	67.7%
% pupils meeting the phonics threshold (Year 1)			2022	73.9%	2023	77.5%	2024	80.0%	No target	G	80.2%
% KS2 pupils at expected standard: Reading/Writing/Maths			2022	54.0%	2023	56.0%	2024	58.2%	No target	A	61.0%
% KS4 pupils achieving grades 9 - 5 (English & Maths)			2022	46.0%	2023	39.8%	2024	39.9%	No target	A	46.2%

Comments

Ofsted Inspections

- Ofsted are currently consulting on proposals for a report card approach which will provide broader and richer information about the quality of provision and outcomes for pupils at the time of an Ofsted inspection. The draft School inspection toolkit shows information which indicates judgements in: Leadership and governance; Curriculum, Developing teaching, Achievement, Behaviour and attitudes, Attendance, Personal development and wellbeing, Inclusion, Early Years, Sixth Form and Safeguarding. The New Ofsted report cards are due to be introduced in September.

Home to School Travel

- The Quarter 3 forecast for mainstream Home to School Travel has moved from a broadly balanced position at Quarter 2 to an underspend of £1.0 million. Of this change in forecast, £0.2 million is in relation to additional Extended Rights to Free Transport grant to be received in year. The remaining underspend is a result of savings made from route reviews conducted at the beginning of this academic year. The Council is reviewing how much of this is likely to be an on-going saving in future years, although this is difficult to forecast as new routes need to be redesigned each academic year to cater for the change in pupil cohort location. There is a slightly lower level of demand in SEND Home-to-School Travel than had been factored into the Quarter 2 forecast, resulting in forecast expenditure being closely aligned to budget.

Pupil Attainment Results (2024)

- Suffolk is one of the lowest funded areas by government for education for children. Currently, Suffolk ranks 138th out of 151 councils for high needs block funding per pupil, and 145th out of 151 councils for DSG (Dedicated Schools Grant) funding per mainstream pupil. The final validated data has been released for Key Stage 2 results (assessments undertaken over the summer 2024). This shows that the percentage of children and young people achieving expected standard in Reading, Writing and Maths in Suffolk has increased from 56.0% in 2023 and 58.2% in 2024. Nationally 61.0% children achieved this standard in 2024. Suffolk has narrowed the gap from 5% to 3% since 2022 and these results put Suffolk second when compared to its statistical neighbours. Compared to all Local Authorities, Suffolk ranks 114 out of 153, an improvement from 118 in 2023 and 134 in 2022.
- The final KS4 data shows no change to Suffolk's performance, for pupils achieving grade 5 or above in both English and Maths at 39.9%. However, by comparison, the national average has improved, from 45% to 46% (23/24). Collaboration across the education sector will be key to share effective practice and ensure effective support where it is needed, to improve outcomes.

Performance Information

Fire & Public Safety

Latest Data Available: **Quarter 3, 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	Q4 23/24	1,312	Q1 24/25	1,305	Q2 24/25	1,296	Q3 24/25	1,325	No target	n/a
Number of fire fatalities in properties	Q4 23/24	Nil	Q1 24/25	Nil	Q2 24/25	Nil	Q3 24/25	Nil	No target	n/a
Road traffic collision fatalities and seriously injured	Q4 23/24	15	Q1 24/25	17	Q2 24/25	10	Q3 24/25	3	No target	n/a
First fire engine to a dwelling fire within 11 mins (RS 1)	Q4 23/24	67%	Q1 24/25	64%	Q2 24/25	65%	Q3 24/25	No data*	80%	n/a
Second fire engine at dwelling fire within 16 mins (RS 2)	Q4 23/24	77%	Q1 24/25	66%	Q2 24/25	49%	Q3 24/25	No data*	80%	n/a
First fire engine at RTC within 13 mins (RS 3)	Q4 23/24	59%	Q1 24/25	67%	Q2 24/25	79%	Q3 24/25	No data*	80%	n/a
First fire engine at all incidents within 20 mins (RS 4)	Q4 23/24	97%	Q1 24/25	97%	Q2 24/25	94%	Q3 24/25	No data*	80%	n/a
On-Call availability (% fire crew available)	Q4 23/24	76%	Q1 24/25	74%	Q2 24/25	72%	Q3 24/25	73%	90%	R
Number of false alarms attended	New		Q1 24/25	691	Q2 24/25	646	Q3 24/25	614	<620	G
Number of Home Fire Safety Checks and Safe & Well visits	Q4 23/24	975	Q1 24/25	1,046	Q2 24/25	1,213	Q3 24/25	1,075	>1075	G
Number of assigned safeguarding incidents	Q4 23/24	37	Q1 24/25	16	Q2 24/25	34	Q3 24/25	40	No target	n/a
Building Regulation consultations carried out in 21 days	Q4 23/24	95%	Q1 24/25	99%	Q2 24/25	99%	Q3 24/25	98%	100%	A
Statutory Licencing consultations within 21 days	Q4 23/24	83%	Q1 24/25	85%	Q2 24/25	94%	Q3 24/25	94%	100%	A
Number of fire safety audits	Q4 23/24	235	Q1 24/25	217	Q2 24/25	209	Q3 24/25	185	>250	A
Number of actioned fire safety audits	Q4 23/24	56	Q1 24/25	41	Q2 24/25	64	Q3 24/25	43	No target	n/a
% site risk information records in date	Q4 23/24	95%	Q1 24/25	91%	Q2 24/25	94%	Q3 24/25	98%	100%	A
Number of Cold Calling Zones (Trading Standards)	Q4 23/24	216	Q1 24/25	222	Q2 24/25	241	Q3 24/25	254	> Annual	G
Number of Trading Standards Champions	Apr 2024	1,096	July 2024	1,161	Oct 2024	1,170	Jan 2025	1,195	> Annual	G
Number of followers on social media	Apr 2024	19,619	July 2024	19,789	Oct 2024	19,989	Jan 2025	20,069	> Annual	n/a

No data* Quarter 3 figures are not available due to a technical data collection issue - Q4 data should be available.

<u>Comments</u>

Fatalities

- Quarter 3 saw a decrease in fatalities. The service continues to work with partners with the aim of preventing RTCs and identifying at risk areas and groups in communities.

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 attended

- Work is being carried out to identify repeat callouts to premises and targeted prevention work.

Home Fire Safety Checks

- The number of home fire safety visits decreased during Quarter 3; this is due to long term absence however the target was still achieved.

Performance Information

Jobs, Skills & Training

Latest Data Available: **Quarter 3, 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	2020	0.0%	2021	+1.9%	2022	0.0%	2023	+1.5%	No target	n/a	+1.4%
Average gross annual salary (Suffolk residents)	2021	£29,222	2022	£31,413	2023	£33,964	2024	£35,672	No target	n/a	£37,617
% 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	2020/21	2,496	2021/22	2,438	2022/23	2,636	2023/24	2,745	No target	n/a	3,079
% 19 year olds qualified to Level 2 (5+ GCSEs or equivalent)	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 equivalent)	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	Q3 21/22	3.5%	Q3 22/23	4.1%	Q3 23/24	4.7%	Q3 24/25	3.9%	<=Eng'd	A	3.6%
% Young people aged 16 to 17 with no known destination	Q3 21/22	2.3%	Q3 22/23	1.5%	Q3 23/24	1.1%	Q3 24/25	3.8%	<=Eng'd	R	7.9%
% Young people in education and training (age 16)	Q3 21/22	94.3%	Q3 22/23	94.0%	Q3 23/24	94.0%	Q3 24/25	91.8%	<=Eng'd	n/a	91.1%
% Young people in education and training (age 17)	Q3 21/22	87.6%	Q3 22/23	87.0%	Q3 23/24	86.2%	Q3 24/25	85.5%	<=Eng'd	n/a	84.9%
Number of employers engaged ('Apprenticeships Suffolk')			Q1 24/25	14	Q2 24/25	21	Q3 24/25	28	No target	n/a	
Number of participants supported ('Apprenticeships Suffolk')			Q1 24/25	146	Q2 24/25	303	Q3 24/25	423	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	1,350	No target	n/a	
Apprenticeship starts across Suffolk (all ages)	2020/21	4,160	2021/22	4,730	2022/23	4,440	2023/24	4,480	No target	n/a	
Number of learners enrolled onto adult learning courses	Q4 23/24	2,129	Q1 24/25	3,592	Q2 24/25	355	Q3 24/25	1,518	No target	n/a	
Adult learning courses pass rate	Q4 23/24	96%	Q1 24/25	97%	Q2 24/25	89%	Q3 24/25	96%	No target	G	
Multiply Suffolk (total number of participants)	Q4 23/24	446	Q1 24/25	678	Q2 24/25	69	Q3 24/25	266	No target	n/a	
Multiply Suffolk (number of learning enrolments)	Q4 23/24	525	Q1 24/25	717	Q2 24/25	120	Q3 24/25	412	No target	n/a	

Comments

Young people not in education, training or employment

- Suffolk’s ‘in-learning’ figure for young people engaging in education, employment & training is 89.95%. Whilst this is slightly lower than the same period for 2023, the overall number of young people engaged in a positive activity has increased, to 15,694 (Dec 2023 = 15,202 young people). Suffolk is also below the national average at 91.45%.
- Suffolk’s unknown figures are slightly higher in comparison to December 2023 with 182 young people where officers are yet to confirm their activity. (Dec 2023 = 170 unknown young people).

Performance Information

Local Economy & Housing

Latest Data Available: **Quarter 3, 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	Sept 2021	11,800	Sept 2022	6,800	Sept 2022	11,600	Sept 2024	16,800	No target	n/a	
Number of economically inactive people	Sept 2021	85,400	Sept 2022	85,800	Sept 2022	89,500	Sept 2024	97,000	No target	n/a	
% economically inactive people who want a job	Sept 2021	18.6%	Sept 2022	15.5%	Sept 2022	21.1%	Sept 2024	12.0%	No target	n/a	18.5%
% economically inactive people who do not want a job	Sept 2021	81.4%	Sept 2022	84.5%	Sept 2022	78.9%	Sept 2024	88.0%	No target	n/a	81.5%
Number of people (all) on Universal Credit (UC).	Dec 2021	55,177	Dec 2022	57,062	Dec 2022	63,485	Dec 2024	71,666	No target	n/a	
Working people claiming Universal Credit (UC) 18-24	Dec 2021	2,470	Dec 2022	2,185	Dec 2022	2,160	Dec 2024	2,340	No target	n/a	
Working people claiming Universal Credit (UC) All ages	Dec 2021	15,125	Dec 2022	12,525	Dec 2022	12,425	Dec 2024	13,020	No target	n/a	
% Suffolk with access to superfast broadband (>24Mbps)	Q4 23/24	98.5%	Q1 24/25	98.6%	Q1 24/25	98.6%	Q3 24/25	98.6%	No target	n/a	98.6%
% Suffolk with access to Full Fibre (FTTP or FTTH)	Q4 23/24	63.1%	Q1 24/25	67.1%	Q1 24/25	70.0%	Q3 24/25	73.3%	No target	n/a	74.1%
Housing Affordability Ratio (lower number = better)	Q4 23/24	8.54	Q1 24/25	8.44	Q1 24/25	8.47	Q3 24/25	8.04	No target	n/a	7.90
Average monthly rent (private rental market) in Suffolk	2021	£728	2022	£762	2022	£882	Sept 2024	£900	No target	n/a	
% Annual growth in Suffolk businesses (ONS data)	2021	+0.8%	2022	+2.3%	2022	-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	2021/22	3,460	2023/24	2,480	No target	n/a	
Number of house builds starts (Affordable housing)	2020/21	764	2021/22	590	2021/22	562	2023/24	1,347	No target	n/a	
Number of house builds completed (All housing)	2020/21	2,180	2021/22	2,680	2021/22	3,140	2023/24	3,240	No target	n/a	
Number of house builds completed (Affordable housing)	2020/21	755	2021/22	1,042	2021/22	832	2023/24	1,020	No target	n/a	

Performance Information
Roads & Transport

Latest Data Available: **Quarter 3, 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)	Q3 21/22	9,954	Q3 22/23	8,993	Q3 23/24	13,501	Q3 24/25	8,424	No target	n/a	
Enquiries: % responses logged in 5 working days	Q3 21/22	47.4%	Q3 22/23	53.2%	Q3 23/24	44.0%	Q3 24/25	79.9%	No target	G	
Number of complaints relating to Suffolk Highways	Q3 21/22	36	Q3 22/23	29	Q3 23/24	27	Q3 24/25	40	No target	R	
% A roads where maintenance should be considered	2020/21	2.0%	2021/22	2.0%	2022/23	2.0%	2023/24	3.0%	<= 3%	A	4.0%
% B/C roads where maintenance should be considered	2020/21	3.0%	2021/22	3.0%	2022/23	3.0%	2023/24	4.0%	<= 6%	A	6.0%
% U roads: where maintenance should be considered	2020/21	23%	2021/22	29%	2022/23	36%	2023/24	18%	<= 20%	G	17%
Number of bus passenger journeys per head population	2020/21	6.1	2021/22	12.4	2022/23	15.9	2023/24	17.0	No target	n/a	21.6
Percentage of staff using sustainable travel options	2021	20%	2022	30%	2023	27%	2024	29%	No target	G	
Number of Connecting Communities passengers	2021/22	80,001	2022/23	98,376	2023/24	96,871	2024/25	83,471	No target	A	Local
Reported Road Casualties - All Casualties	2021	1,427	2022	1,590	2023	1,266	2024	1,390	< Annual	A	2,046
Reported Road Casualties - Killed or Seriously Injured	2021	298	2022	314	2023	311	2024	340	< Annual	R	491
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

Comments

Customer Complaints

- The increase in the number of complaints relating to Highways are generally themed around the management of grass verges & environmental issues.

Condition of Roads

- The 2023/24 Road Condition Statistics were recently published by the Department for Transport. These give a measure of the proportion of the road network that require maintenance (where maintenance should be considered). The figures for Suffolk show that for A roads, the proportion that require attention is higher than last year (the same trend reported nationally). For B/C roads, the proportion that require attention is also higher than last year (nationally performance has worsened by a higher margin). Finally for U roads, Suffolk's performance has significantly improved and is now comparable to the national average.

Sustainable Travel

- The most recent survey undertaken showed that 28.7% of staff (organisations who participated in the annual survey) regularly use sustainable travel options when travelling to their place of work. This is slightly higher than the 2023 survey result, but a figure that is still below pre-pandemic levels. For context, (in 2019 - the last survey before the Covid pandemic), the % of staff who are using sustainable transport was 39.1%.

Connecting Communities

- Suffolk operators report ongoing challenges with volunteer driver recruitment post covid, and some operators have moved to paid minibus drivers.

Road Safety

- These are the latest published statistics (Dept for Transport, RAS90). These show the number of reported road casualties by different breakdowns (provisional for 2024), for the 12-month period ending June 2024. The figures are currently estimates and are calculated using data reported by police forces. Since 2016, changes in severity reporting systems for a large number of police forces mean that serious injury figures, and to a lesser extent slight injuries, are not comparable with earlier years.

Performance Information

Net Zero & Environment

Latest Data Available: **Quarter 3, 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	30,300	2021/22	31,304	2022/23	26,700	2023/24	26,421	23,913	R	
SCC's Carbon Footprint (tCO2e) - Emissions SCC estate	2020/21	11,939	2021/22	12,295	2022/23	9,475	2023/24	8,782	8,889	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	Q4 23/24	36%	Q1 24/25	40%	Q2 24/25	40%	Q3 24/25	44%	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	76.4	No target	n/a	96.9
Total residual household waste per household (kg)	Q2 21/22	308kg	Q2 22/23	289kg	Q2 23/24	289kg	Q2 24/25	291kg	< Annual	A	509kg
Total household waste per household (kg)	Q2 21/22	541kg	Q2 22/23	486kg	Q2 23/24	516kg	Q2 24/25	510kg	< Annual	A	
% Household waste reused, recycled, or composted	New	New	Q2 22/23	38.0%	Q2 23/24	40.2%	Q2 24/25	39.8%	> Annual	A	43.3%
Number of waste education talks/engagements			Q2 22/23	29	Q2 23/24	52	Q2 24/25	33	30 per Qtr	G	
% County matter planning applications decided in time	Q4 23/24	100%	Q1 24/25	100%	Q2 24/25	100%	Q3 24/25	100%	60%	G	92%
Public electric vehicle charging devices (all) per 100k pop	Q4 23/24	65.8	Q1 24/25	70.1	Q2 24/25	76.6	Q3 24/25	86.9	No target	G	70.6
Public electric vehicle charging (rapid devices) per 100k pop	Q4 23/24	11.5	Q1 24/25	14.4	Q2 24/25	16.8	Q3 24/25	21.9	No target	G	22.1

Comments

CO2 emissions

- Local Authority area data is provided annually (in June, by the Department of Energy Security and Net Zero), with an 18-month lag. 2023 data will be available June 2025.

SCC carbon emissions

- The figures reflect the calculated change, relative to the 19/20 baseline, in emissions within the scope of the council's annual carbon reporting. The figures for 23/24 are now finalised and were published as an Information Bulletin to Scrutiny in November, and to Cabinet on 28th January. Overall, the footprint has reduced by 23%, which shows further progress 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 ahead of the required rate. The main factors behind this are a reduction in emissions from gas (-35%), electricity (-44%), and council vehicles (-51%). In terms of the activity that has led to these reductions, the largest contributors are the streetlighting programme (34% of reductions), energy management within corporate buildings (26%), grid decarbonisation (26%) and electricity reduction in schools (6%).
- This data includes pool and fleet vehicles (including fire vehicles). Emissions from council owned vehicles have dropped by 51% from baseline, largely due to electrification. The pool car fleet is fully electric, and a substantial portion of the fire fleet has been electrified. Grey fleet emissions (from staff claiming mileage in their own vehicles) is not included here, but has risen by 40% over the same period, in particularly due to increased care demands, highlighting the challenges of emissions outside the direct control of the council.

Council energy use

- 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. 115 sites now have solar installations which collectively generated over 2GWh of electricity.

Carbon Reduction Plans

- 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. The measurement does not necessarily reflect the quality of plans but is the first stage in the engagement process. As part of the ongoing review of the procurement approach, the Council will be working closely with its Top 10 suppliers to improve carbon reporting from these significant contracts.

Waste Management

- Levels of residual waste remain relatively stable at about the same quantity as last year and remains less than the higher levels reported during covid. Total household waste per household is lower when compared to last year (by around 6kg per household). Tonnages of kerbside residual and mixed recycling are similar to the same period last year, but the amount of organic waste decreased in 2024 compared to 2023 when weather conditions led to a lot of organic garden waste.
- The rolling 12-month household recycling rate has decreased compared to the previous year. This is due to the weather conditions leading to less garden waste being generated for composting (-1,468 tonnes across kerbside and recycling centres combined), and more residual waste at recycling centres (+2,497 tonnes) due to an increase in customers and loss of market for recycling hard plastic.

Performance Information

Corporate Health

Latest Data Available: **Quarter 3, 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	Apr 2024	4,720	July 2024	4,733	Oct 2024	4,774	Jan 2025	4,770	No target	n/a	
£ Spend on temporary staff and contractors - Total	Q4 23/24	£1.35m	Q1 24/25	£1.34m	Q2 24/25	£1.43m	Q3 24/25	£1.50m	No target	A	
Working days lost as a % of available days - Total	Q3 21/22	4.2%	Q3 22/23	4.8%	Q3 23/24	4.8%	Q3 24/25	5.0%	<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	Q4 23/24	245	Q1 24/25	226	Q2 24/25	286	Q3 24/25	89	No target	n/a	
[Finance] % insurance claims processed in 5 working days	Q4 23/24	97.2%	Q1 24/25	81.1%	Q2 24/25	63.0%	Q3 24/25	62.8%	No target	n/a	
[Finance] Total aged debtor days (31 to 60 days)	Q4 23/24	£1.92m	Q1 24/25	£3.68m	Q2 24/25	£2.92m	Q3 24/25	£3.75m		n/a	
[Finance] Total aged debtor days (61 to 90 days)	Q4 23/24	£3.48m	Q1 24/25	£4.00m	Q2 24/25	£2.81m	Q3 24/25	£3.33m		n/a	
[Finance] Total aged debtor days (91+ days)	Q4 23/24	£29.48m	Q1 24/25	£31.66m	Q2 24/25	£36.28m	Q3 24/25	£40.74m		n/a	
[Finance] Total aged debtor days (31+ days)	Q4 23/24	£34.89m	Q1 24/25	£39.35m	Q2 24/25	£42.01m	Q3 24/25	£47.82m	No target	R	
[Finance] Total debt outstanding	Q4 23/24	£57.59m	Q1 24/25	£50.36m	Q2 24/25	£58.50m	Q3 24/25	£64.18m	No target	n/a	
[Finance] % Invoices paid on time	Q3 23/24	97.4%	Q4 23/24	98.7%	Q2 24/25	98.2%	Q3 24/25	98.6%	94.0%	G	

Comments

Spend on Temporary Staff

- The directorate that has recorded the most significant increase in spending during Quarter 3 is Children and Young People Services. The main reason for this change is the increased spending on Educational Psychologist roles that provide essential professional support to key services.

Staff Sickness

- Sickness absence has increased when compared to the same quarter last year. This is a national trend with the Chartered Institute of Personnel and Development, Office for National Statistics and the NHS all showing an increase in sickness absence in their national reporting. Within the Council, the focus remains on those directorates which have a sickness rate equal to or above the SCC average. Children & Young People (CYP) monthly absence continue to be monitored by CYP Leadership Team. Youth Justice and Safeguarding services had the highest absence in Quarter 3, driven predominantly by longer-term absences which impact sickness rates in these small services. HR are actively supporting managers to better understand these trends. At directorate level, stress remains a key area of focus. Monthly absence deep dive sessions have commenced, part of which will be to understand stress related absence and ensure appropriate support plans are in place. In Adult Social Care (ASC), HR partners are meeting with each locality area to focus on managing the long-term absence cases and where the Bradford Factor is above 150 ensuring that appropriate support and improvement plans are in place. One point of concern however is that Home First absence rates continue to hold around 10% despite the noticeable improvement in the number of long-term absences.

Insurance Claims

- Consistent with previous years, the number of claims received in Quarter 3 is lower as these relate to the summer period, when weather conditions lead to fewer potholes and floods, with highways claims comprising the large majority of claims received.

Debt Management

- The increase in aged debt is linked to the increase in charging. This year the Council is forecasting to charge £82m (+64% compared to last year). That has really helped the Adult Social Care (ASC) financial position and is because of 3 main factors over and above inflation: 1) The rise in ASC eligible customers, 2) The rise in full cost payers wanting ASC to manage services, 3) The improvement in financial assessments - moving from delays of months to less than 28-day turnarounds.

Performance Information

Customer Experience

Latest Data Available: **Quarter 3, 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	Q3 21/22	239	Q3 22/23	248	Q3 23/24	292	Q3 24/25	370	No target	R
% of complaints partially/fully upheld - Total SCC	Q3 21/22	42.5%	Q3 22/23	61.5%	Q3 23/24	72.1%	Q3 24/25	71.4%	No target	R
% complaints acknowledged on time (within 3 working days)	Q3 21/22	90.0%	Q3 22/23	92.5%	Q3 23/24	90.2%	Q3 24/25	90.3%	90%	G
% complaint responses sent on time (within 20 working days)	Q3 21/22	63.5%	Q3 22/23	70.7%	Q3 23/24	62.5%	Q3 24/25	77.0%	80%	A
Number of complaint escalations beyond Stage 1	Q3 21/22	4	Q3 22/23	5	Q3 23/24	5	Q3 24/25	7	No target	n/a
Number of LGSCO decisions - Complaints	Q3 21/22	29	Q3 22/23	26	Q3 23/24	26	Q3 24/25	38	No target	n/a
Number of compliments received - Total SCC	Q3 21/22	127	Q3 22/23	99	Q3 23/24	162	Q3 24/25	166	No target	G
Number of customer contacts - using phone	Q3 21/22	18,465	Q3 22/23	20,500	Q3 23/24	22,374	Q3 24/25	18,010	No target	n/a
Number of customer contacts - using online options	Q3 21/22	14,751	Q3 22/23	12,873	Q3 23/24	12,369	Q3 24/25	10,048	No target	n/a
Customer Service - % First Call Resolution	Q3 21/22	96.1%	Q3 22/23	94.5%	Q3 23/24	98.6%	Q3 24/25	97.9%	No target	G
Customer Service - % Failure Demand	Q3 21/22	3.1%	Q3 22/23	2.9%	Q3 23/24	1.6%	Q3 24/25	0.7%	No target	G
% Blue Badge Applications (Govt <12 weeks)	Q3 22/23	99.6%	Q3 23/24	99.4%	Q3 24/25	66.0%	Q4 24/25	91.3%	No target	G
% Customer transactions undertaken online (Contact Centre)	Q3 21/22	75.9%	Q3 22/23	93.9%	Q3 23/24	93.4%	Q3 24/25	93.2%	>85%	G
% Customer transactions undertaken online (SCC)	Q3 21/22	81.2%	Q3 22/23	84.3%	Q3 23/24	87.8%	Q3 24/25	88.2%	>85%	G
% Customer Satisfaction - Customer Services	Q3 21/22	92.1%	Q3 22/23	91.5%	Q3 23/24	86.6%	Q3 24/25	81.4%	>85%	A
SCC website usage - number of users	Q3 21/22	1.42m	Q3 22/23	1.57m	Q3 23/24	1.75m	Q3 24/25	1.01m	No target	n/a
SCC website usage - number of page views	Q3 21/22	2.32m	Q3 22/23	2.21m	Q3 23/24	2.30m	Q3 24/25	1.48m	No target	n/a
SCC website usage - % Quality Assurance score	Q3 21/22	96.4%	Q3 22/23	90.7%	Q3 23/24	96.6%	Q3 24/25	94.5%	No target	G
SCC website usage - number of online payments made	Q3 21/22		Q3 22/23		Q3 23/24	19,302	Q3 24/25	18,234	No target	n/a

<u>Comments</u>

Complaints

- During the Quarter, complaint numbers rose by 26.7% compared to Quarter 3 last year, up by 78 cases. Most Directorates saw small variances, ranging from a fall of 2 cases to an increase of 6. CYP however, saw an uplift of 64 cases, up 42.4% on the previous year. Of the 215 CYP complaints received, 159 related to the Inclusion Service. The top three complaint themes were around EHCP Assessments, EHCP Reviews and management of Grass & Environment within Highways.

- Although complaint numbers rose, we saw a slight decrease in the percentage of cases that were either fully or partially upheld. Quarter 3 was down 0.7% on the same period last year. CYP were the only Directorate to see upheld complaint levels rise, up 19.7% on last year. The Inclusion service saw 120 out of 128 responses where cases were either fully or partially upheld.
- Complaint acknowledgement performance (acknowledgement within 3 working days) was in line with last year (up 0.1%) and remains above the Council's corporate target of 90%.
- Quarter 3 saw overall response performance improve by 14.5% compared to the same Quarter last year. However, the 77% performance remains slightly below the Council's target of 80% of cases responded to within 20 working days. Although overall performance was below target, Corporate Services, Fire & Public Safety, and Public Health all achieved 100%, albeit with low complaint numbers. GH&I also exceeded the target, responding to 91.1% of complaints within 20 working days. ASC and CYP performance both improved in Quarter 3 compared to last year, up 6% and 19%, respectively.
- Stage 1 response quality remains strong, with only 7 cases (1.8% of cases responded to) escalating beyond Stage 1 during the quarter.
- During Quarter 3, the LGSCO issued decisions on 12 more cases than during the same period last year. ASC saw 2 more decisions with GH&I receiving one more than for the same period last year. Corporate Services received one decision for the Blue Badge Team, whilst CYP decision numbers rose by 8 compared to Quarter 3 last year. For all decisions received during the quarter, 56.5% were upheld, resulting in £22,615 in remedy payments.
- Overall compliment numbers rose slightly compared to Quarter 3 last year, up by 2.5%. CYP saw the biggest uplift, receiving 18 more compliments than in the same period last year.
- SCC defines a compliment in its Corporate Policy as: A compliment is a positive comment, received from outside the organisation, intended to express praise or appreciation of an individual, team, or service.

  Compliments may include:

  - Thanks for something done well or particularly well
  - Praise for an individual worker
  - Praise for a team or service
  - Job or task completed above and beyond expected standard
  - Exceptional levels of support received

Customer Service & Online

- Overall Customer Service demand fell by 10.5% against Quarter 3 last year. During the Quarter, telephone demand fell by 19.5% compared to last year, whereas email and web chat demand rose by 10.8% and 21%, respectively. The number of social media messages fell by nearly 25%, resulting in 8 fewer responses over the period. Increased webchat and email usage is a positive channel shift and reflects ongoing work to improve customer satisfaction/usage of these channels. Overall reduction in demand for this period can largely be attributed to more favourable weather when compared to Quarter 3 last year, with adverse weather conditions leading to increases in demand for the Customer Experience team.

- First call resolution in the Customer Service Contact Centre remains strong at nearly 98%, meaning the vast majority of customers have their enquiries resolved at the first point of contact. The number of customers contacting us to chase overdue services (failure demand) fell compared to Quarter 3 last year, down to 0.9%, continuing the positive trajectory seen over the past 3 years.
- During the year we have seen Blue Badge application demand spike. On average we are seeing 8.5% more applications month on month compared to last year. This has had a knock-on effect on process times, resulting in fewer applications meeting the 12-week target. The team has used overtime, fixed-term staff, and agency staff to tackle this increased demand. This is beginning to bring performance back in line with target expectations.
- During Quarter 3, customers chose to use self-service options for over 93% of transactions that could be processed through our Customer Service Team. This remains in line with the same period last year (down slightly by 0.2%) and exceeds the Council's target of 85%. For the Council as a whole, Quarter 3 saw 88.2% of customer transactions completed using self-service channels, which is comparable to the same period last year.
- The Customer Service team (Contact Centre and Blue Badge) customer satisfaction score of 81.4% for Quarter 3 was down 5.2% compared to the same period last year, falling short of the corporate target of 85%. This is, however, an improving performance, up 6% when compared with Q2 24/25, and is reflective of the ongoing work to improve customer satisfaction and usage of email/webchat.
- In Quarter 3, website visitor numbers fell by over 42% compared to Quarter 3 last year, with page views also dropping by over 35%. This is likely to be due to a change in how we ask for cookie consent, using a more neutral approach rather than encouraging acceptance. With fewer people agreeing to cookies, we are tracking fewer visits and will likely do so in the future. In addition, the Fire Incident Map (our most visited page) has been offline during the Quarter, further reducing site visits.
- The Quality Assurance (QA) score at the end of Quarter 3 was 94.5%, and whilst this was down 2.1% on last year, it continues to perform well against the industry benchmark, which stood at 79.6%.
- The development of our self-service solutions continues to make online payments easier, with over 18,000 customers making use of this option during Quarter 3.

Performance Information

Governance & Assurance

Latest Data Available: **Quarter 3, 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)	Q4 23/24	13	Q1 24/25	9	Q2 24/25	7	Q3 24/25	9	No target	n/a
Number of internal audit completed (last 12 months)	Q4 23/24	26	Q1 24/25	31	Q2 24/25	33	Q3 24/25	38	No target	n/a
Number of referrals for possible fraud	Q4 23/24	13	Q1 24/25	15	Q2 24/25	9	Q3 24/25	11	No target	n/a
Number of referrals for possible Blue Badge misuse	Q4 23/24	2	Q1 24/25	1	Q2 24/25	3	Q3 24/25	3	No target	n/a
Number of successful prosecution (fraud)	Q4 23/24	1	Q1 24/25	1	Q2 24/25	1	Q3 24/25	0	No target	n/a
Information Requests received (FOIs / EIRs)	Q4 23/24	431	Q1 24/25	356	Q2 24/25	293	Q3 24/25	315	No target	n/a
% Information Requests responded to in 20 working days	Q4 23/24	97%	Q1 24/25	98%	Q2 24/25	99%	Q3 24/25	100%	No target	G
Subject Access Requests (SARs) received	Q4 23/24	96	Q1 24/25	84	Q2 24/25	96	Q3 24/25	76	No target	n/a
Subject Access Requests (SARs) open	Q4 23/24	25	Q1 24/25	26	Q2 24/25	43	Q3 24/25	22	No target	n/a
Subject Access Requests (SARs) closed	Q4 23/24	104	Q1 24/25	93	Q2 24/25	76	Q3 24/25	93	No target	n/a
% SARs responded to within statutory timescales	Q4 23/24	83%	Q1 24/25	93%	Q2 24/25	73%	Q3 24/25	89%	No target	G
Total number of overdue SARs	Q4 23/24	1	Q1 24/25	6	Q2 24/25	4	Q3 24/25	4	No target	G
Total number of Security Incidents	Q4 23/24	157	Q1 24/25	183	Q2 24/25	171	Q3 24/25	193	No target	n/a
Total number of confirmed Personal Data Breaches	Q4 23/24	80	Q1 24/25	82	Q2 24/25	70	Q3 24/25	90	No target	n/a
ICO Security Incident Notifications	Q4 23/24	1	Q1 24/25	2	Q2 24/25	3	Q3 24/25	0	No target	n/a

Comments

Internal Audit

- 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 Q3, Internal Audit & Counter Fraud Services received 11 referrals of possible fraud, and a further 3 referrals for investigation into blue badge misuse. There were no prosecutions in Q3.

Information Governance

- Quarter 3 saw a 7.5% increase in the number of FOI/EIR requests, from 293 in Quarter 2 to 315. The usual pattern of GHI and Corporate Services receiving the highest number of requests, followed by CYP, has continued.
- The compliance rate has increased slightly again from 99% in Q2 to 100%; the overall rolling compliance for the year at the end of Q3 is 99%. SCC sits comfortably within the ICO's expectations, which is important as the ICO is actively tackling public authorities who are not compliant.
- Quarter 3 saw a reduction in the number of new SARs received compared to the previous Quarter. However, overall the number of SARs received to date in 2024/25 has increased by 12% compared to the same period in 2023/24.
- With a high number of SARs closed in Quarter 3, the number of open SARs at the end of the Quarter has reduced to 22. The compliance rate has also improved from 73% in Quarter 2 to 89% in Quarter 3.
- Quarter 3 saw an increase in the number of information security incidents reported (193) compared to 171 in Quarter 2 (171), including an increase in the number of confirmed personal data breaches, from 70 in Quarter 2 to 90 in Quarter 3. 62% 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 (61 of the reported breaches were of this type).
- There were no notifications made to the ICO during Q3.