CORPORATE PERFORMANCE DASHBOARD

Quarter 4, 2023/24

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 4, 2023/24**

(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	97.4%	Q4 22/23	92.0%	Q1 23/24	98.6%	Q2 23/24	99.3%	Q3 23/24	No target	G	
% successful completion of drug treatment (opiates)	7.9%	Q4 22/23	7.6%	Q1 23/24	8.7%	Q2 23/24	8.0%	Q3 23/24	No target	G	
% successful completion of alcohol treatment	26.6%	Q4 22/23	24.9%	Q1 23/24	25.8%	Q2 23/24	28.3%	Q3 23/24	No target	R	
Parents who are breastfeeding their baby at 6-8 weeks old	49.5%	Q1 23/24	49.2%	Q2 23/24	51.5%	Q3 23/24	51.6%	Q4 23/24	50.0%	G	
Families receiving a health visit (baby 10-14 days old)	70.3%	Q1 23/24	77.2%	Q2 23/24	85.5%	Q3 23/24	83.1%	Q4 23/24	No target	G	
Families receiving a health visit (baby 2-2.5 years old)	79.6%	Q1 23/24	86.4%	Q2 23/24	87.7%	Q3 23/24	89.7%	Q4 23/24	No target	G	
Smoking quits (excluding smoking at time of delivery)	1,077	Q4 22/23	291	Q1 23/24	148	Q2 23/24	0	Q3 23/24	No target	n/a	
Number of physical issues in period to library users	492,440	Q1 23/24	586,511	Q2 23/24	495,154	Q3 23/24	588,855	Q4 23/24	No target	G	
Number of young people participating in targeted activities	18,627	Q1 23/24	10,189	Q2 23/24	12,265	Q3 23/24	16,683	Q4 23/24	No target	n/a	
Number of e-issues lent out during period to library users	484,083	Q1 23/24	515,104	Q2 23/24	512,061	Q3 23/24	513,928	Q4 23/24	No target	G	
Number of refugees accommodated (UKRS) - families	1 family	Q1 23/24	0 family	Q2 23/24	0 family	Q3 23/24	0 family	Q4 23/24	No target	n/a	
Number of refugees accommodated (UKRS) - people	5 people	Q1 23/24	0 people	Q2 23/24	0 people	Q3 23/24	0 people	Q4 23/24	No target	n/a	
Local Welfare Assistance Scheme applications approved	2,451	Q1 23/24	2,224	Q2 23/24	3,628	Q3 23/24	4,138	Q4 23/24	No target	G	
Local Welfare Assistance Scheme applications (£ awarded)	£644k	Q1 23/24	£667k	Q2 23/24	£1.09m	Q3 23/24	£1.24	Q4 23/24	No target	G	
% occupancy rates in commissioned safe accommodation	81.0%	Q1 23/24	87.3%	Q2 23/24	72.0%	Q3 23/24	61.3%	Q4 23/24	No target	n/a	
Number of InfoLink website visits (sessions)	196,296	Q1 23/24	212,283	Q2 23/24	204,805	Q3 23/24	214,239	Q4 23/24	No target	n/a	

Comments

Alcohol treatment

- Client complexities and difficulties in recruiting and retaining staff are affecting performance against target. Public Health has a plan in place focused on ensuring clients are directed to appropriate treatment pathways and are receiving the necessary support. This includes reviewing clients who have been in service for over a year, ensuring timely client discharges, training staff on accurate data coding, and improving the quality of treatment. Monthly meetings are held between the provider and commissioner to monitor progress. Whilst improvements will take time to show in the performance data, a positive shift in the trajectory is starting to show.

- The number of client completions increased during Quarter 4, along with the number of clients in treatment. Additionally, the percentage of successful outcomes has risen, indicating some improvement. Team targets are being set with the expectation that this positive trend will continue and eventually be reflected in the performance data, although this will take time.

Families receiving a health visit

- Following a structured catch-up programme the 0-19 service reached its one and two year developmental targets and a plan is in place to maintain this. The catch-up programme included putting on additional clinics such as regular Saturday morning clinics. The teams found that more fathers came along to the Saturday sessions as they were outside of normal working hours. The timeliness of developmental assessments now exceeds pre Covid levels.

Smoking Cessation

- A new contract provider has taken over this service and there is a delay in full reporting. There are currently 952 open quit smoking cases, 491 of these are active and 461 are waiting. 533 interventions have taken place including 221 referrals to Allen Carr (abstinence offer); 240 Swap to Stop (vape), and 54 NRT (Nicotine Replacement Therapy) and behaviour change. Data capture of outcomes continues to be problematic, and this is currently being rectified and will be available next quarter.

Refugee programmes

- The focus remains on finding accommodation for Afghan families. In Quarter, 4 Suffolk welcomed 1 household (4 people).

Performance Information

SEND Services

Latest Data Available: **Quarter 4, 2023/24**

(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	114	Q1 23/24	140	Q2 23/24	196	Q3 23/24	177	Q4 23/24	No target	n/a	
Requests for EHCP plans (per 10,000; 0-17 population)	150.6	Q1 23/24	134.9	Q2 23/24	133.1	Q3 23/24	159.9	Q4 23/24	No target	n/a	128
Number of active EHC Needs Assessment caseloads	1,258	Q1 23/24	1,141	Q2 23/24	1,490	Q3 23/24	1,814	Q4 23/24	No target	n/a	
EHCP plans issued (rate per 10,000; 0-17 population)	63.9	Q1 23/24	80.2	Q2 23/24	78.9	Q3 23/24	83.0	Q4 23/24	No target	n/a	80.7
Percentage of new EHCPs issued within timescale	5.0%	Q1 23/24	3.0%	Q2 23/24	7.4%	Q3 23/24	12.0%	Q4 23/24	No target	R	23.5%
Number of new statements/EHCPs issued	851	2019	669	2020	696	2021	685	2022	No target	n/a	582
EHC Plans without education setting (seeking a setting)	34	Q1 23/24	9	Q2 23/24	30	Q3 23/24	36	Q4 23/24	No target	n/a	
Phased transfer pupils with final amended plans (other)	22%	2021	82%	2022	93%	2023	99%	2024	No target	n/a	
Phased transfer pupils with final amended plans (16+)	25%	2021	32%	2022	54%	2023	77%	2024	No target	n/a	
% children responding well to strategies COPS 1	65.3%	Q1 23/24	71.0%	Q2 23/24	70.6%	Q3 23/24	74.6%	Q4 23/24	No target	n/a	
Responding well to mainstream education COPS 2	66.5%	Q1 23/24	69.3%	Q2 23/24	69.7%	Q3 23/24	73.5%	Q4 23/24	No target	n/a	
Number of website views (Local Offer)	32,422	Q1 23/24	17,738	Q2 23/24	30,394	Q3 23/24	36,799	Q4 23/24	No target	n/a	
Number of personal budgets (awards taken to date)	1,768	Q1 23/24	2,441	Q2 23/24	2,753	Q3 23/24	2,829	Q4 23/24	No target	n/a	
Number of independent placements	376	Mar 2021	390	Mar 2022	425	Mar 2023	434	Mar 2024	No target	n/a	
£ total cost of independent settings	£19.9m	Q1 23/24	£24.0m	Q2 23/24	£26.9m	Q3 23/24	£27.3m	Q4 23/24	No target	n/a	
Number of Specialist Places (cumulative)	259	Sept 2020	593	Sept 2021	739	Sept 2022	821	Sept 2023	No target	n/a	
Total number of complaints received in quarter	109	Q1 23/24	72	Q2 23/24	99	Q3 23/24	160	Q4 23/24	No target	R	
Total number of compliments received in quarter	18	Q1 23/24	34	Q2 23/24	19	Q3 23/24	15	Q4 23/24	No target	n/a	

Comments

Family Services

- Applications for Education, Health & Care Needs Assessments (EHCNA) increased in Quarter 4 with 737 applications made (Quarter 3 = 623). This is 20% higher than the same period last year and shows a continued upward trend for the last 3 years.
- Family Service's active caseload has risen by 22% during Quarter 4 from Quarter 3 with 1,814 open EHCNA requests. This is also significantly higher than the same period last year (representing a 73% increase).

- The total number of EHCP plans in Suffolk continues to rise with 8,438 (April 2024) children & young people supported by a plan.
- The timeliness of plans issued within the target period of 20 weeks (Year to date) continues to show improvement, with 12% issued within timescale (Quarter 3 was 7.4%). The average time to issue a plan has improved and in Quarter 4 was recorded as 36 weeks and 2 days.

Specialist Educational Services

- During Quarter 4, 503 inclusion support meetings where held, and 1,280 active cases recorded across the service. 73.5% of children open to SES (Specialist Educational Services) are responding well to accessing the mainstream education offer (Quarter 3 was 69.7%).

SEND Provision & Alternative Provision

- In total, 2,829 Activity Unlimited Short break budgets (personal budgets) have now been awarded, an increase of 12% from the same quarter last year.
- Quarter 4 saw a further slight increase in the number of children at independent education placements with 434 placed in this setting type, (Q3= 425). The average cost of an independent education placement is £63,001 - as a comparison in September 2023 it was £55,631.

Performance Information

Children's Social Care

Latest Data Available: **Quarter 4, 2023/24**

(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	£38.2m	Q1 23/24	£38.6m	Q2 23/24	£39.6m	Q3 23/24	£42.8m	Q4 23/24	£29.7m	R	
Children in Need (CIN) per 10,000 children (ex CiC/CPP)	139.4	Q1 23/24	131.8	Q2 23/24	125.0	Q3 23/24	124.6	Q4 23/24	No target	n/a	289.2
Actual number of Children in Need (CIN)	2,050	Q1 23/24	1,939	Q2 23/24	1,854	Q3 23/24	1,847	Q4 23/24	No target	n/a	
Referrals to children's social care (per 10,000 aged 0-17)	367.3	Q1 23/24	349.7	Q2 23/24	336.8	Q3 23/24	331.8	Q4 23/24	385	n/a	
% Re-referrals within 1 year	12.3%	Q1 23/24	16.6%	Q2 23/24	16.3%	Q3 23/24	17.0%	Q4 23/24	18%	G	20.4%
% Social work assessments completed within 45 days	85.1%	Q1 23/24	86.1%	Q2 23/24	89.3%	Q3 23/24	90.7%	Q4 23/24	85%	G	81.7%
Children subject to a Child Protection Plan per 10,000	32.2	Q1 23/24	30.3	Q2 23/24	28.5	Q3 23/24	25.3	Q4 23/24	28.0	n/a	41.4
Actual number of Child Protection Plans (CPP)	474	Q1 23/24	446	Q2 23/24	423	Q3 23/24	375	Q4 23/24	No target	n/a	
% CPP cases open two years or more	2.5%	Q1 23/24	2.2%	Q2 23/24	1.2%	Q3 23/24	1.9%	Q4 23/24	3.0%	G	2.4%
% Reviews of Child Protection cases on time	95.5%	Q1 23/24	93.7%	Q2 23/24	95.5%	Q3 23/24	94.6%	Q4 23/24	100%	G	93.0%
Children Social workers holding a caseload above threshold	50	Q1 23/24	37	Q2 23/24	39	Q3 23/24	40	Q4 23/24	No target	A	
Children in Care (CiC) per 10,000 children	66.5	Q1 23/24	66.2	Q2 23/24	65.5	Q3 23/24	62.6	Q4 23/24	59.0	n/a	68.0
Actual number of Children in Care (CiC)	978	Q1 23/24	974	Q2 23/24	971	Q3 23/24	928	Q4 23/24	No target	n/a	
Actual number of Children in Care (CiC) UASC	116	Q1 23/24	123	Q2 23/24	138	Q3 23/24	103	Q4 23/24	120	n/a	
% Care leavers in education, employment, training (EET)	53.4%	Q1 23/24	51.7%	Q2 23/24	53.4%	Q3 23/24	54.3%	Q4 23/24	70%	G	
[Suffolk Family Focus] PBR claims against annual target	366	Q1 23/24	535	Q2 23/24	622	Q3 23/24	770	Q4 23/24	1,150	A	

Comments

Purchased Placements

- The number of young people in an external placement averaged 264 – two higher than in the previous financial year. However, the cost of these 264 in 2023/24 was £42.8 million, representing a significant increase compared to 2022/23. This 19% increase in cost reflects the higher proportion of young people who need placements with higher levels of support than can be offered by a foster care placement, specifically within an external residential home, as well as the small number of young people for whom registered accommodation and care is very difficult to source given their level of need.

Social Care

- Suffolk's referral numbers and rate per 10,000 remains stable and similar to Quarter 3 with 1,107 referrals to social care teams.

- The re-referral rate within 1 year also remains stable at 17% in Quarter 4 (Quarter 3 = 16.3%). Suffolk remains significantly below our statistical neighbour (20%) and national average (23%).
- Timeliness of social work assessments completed within 45 working days improved further in Quarter 4 at 90.7% and sits above the Suffolk target of 85% and the statistical and national averages of 81.7% and 87.6%, respectively. This is the highest quarterly reporting for this measure for four years.
- Child in need numbers remain stable, with a slight drop in overall numbers with 1,847 open CIN cases (Quarter 3 = 1,854). This is mirrored when looking at those on a CIN plan with 1,130 children open in Quarter 4. This is 4% lower than the same period last year but in line with 2021/22 numbers.
- Children subject to a child protection plan decreased in Quarter 4 by 11%, with 375 open cases (Quarter 3 = 423). The Suffolk CPP rate per 10,000 figure remains below the statistical neighbour average at 25.3 per 10,000 (SN= 41.4 per 10,000).
- Children in care numbers (including UASC) fell 4% in Quarter 4 with 928 children in local authority care as of 31st March 2024 (Quarter 3 was 971).
- When you remove the USAC cohort, Suffolk saw a decrease in overall numbers with 825 children in local authority care (Quarter 3 was 833). The UASC cohort decreased 25% from 138 young people to 103. The percentage of looked after children with 3 or more placements in the previous year fell slightly in Quarter 4 at 11.4% (Quarter 3 = 12.7%). This continues to sit above our Suffolk target of 8% and our statistical neighbours.

Supporting Families

- The programme target for the 2023/24 financial year was 1,150 claims (previous annual target was 711 claims 2023/24). By 31st March Suffolk's year-end position was that it achieved 67% of the target – claiming for 770 families.

Performance Information

Adult Social Care

Latest Data Available: **Quarter 4, 2023/24**

(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 (£) per ACS customer	£2,882	£2,962	£2,936	£3,163	No target	R	
Cost avoidance measures from Cassius per quarter	£3.47m	£4.40m	£5.26m	£5.92m	No target	n/a	
Permanent admissions residential care (18-64 per 100,000)	2.1	6.8	12.6	15.4	15.2	A	11.9
Permanent admissions residential care (65+ per 100,000)	135.5	286.5	440.4	596.6	600.9	G	467.9
People accessing long term community support	1.40%	1.60%	1.83%	2.00%	1.90%	A	1.4%
% long term customers getting annual reviews <12 mths	69.1%	71.4%	70.3%	67.4%	100%	A	
Carers assessed/reviewed with DP/PB/commissioned support	80.9%	82.7%	83.7%	82.8%	51.0%	G	97.3%
% Learning disability (LD) customers in employment	3.9%	3.7%	3.8%	3.8%	3.9%	A	5.2%
% adults in contact (secondary mental health) in employment	13.0%	13.0%	13.7%	12.8%	13.1%	A	11.0%
Safeguarding referrals open for more than 3 months	260	238	256	248	No target	R	
% safeguarding referrals; outcome fully or partially achieved	95.3%	93.1%	92.0%	92.1%	60.6%	G	93.2%
People using short-term services; no further support requests	80.6%	83.0%	82.9%	77.5%	No target	G	
Customers in services regulated (CQC) rated Inadequate	0.87%	0.83%	0.88%	0.98%	1.5%	G	

Comments

Average £ cost per customer

- The figures show a 7.7% increase between Quarter 3 and Quarter 4 but it should be noted that this figure could be distorted by 2024/25 inflation being added to care packages.

Cost avoidance (Cassius)

- The service has continued to successfully deploy Cassius digital devices and avoided social care costs as a result. Now that use of Cassius digital devices is embedded into social care practice, a prioritised workplan has been agreed for 2024/25 which will focus activity and use of devices to areas of service with the greatest impact on both outcomes for people and on costs.

Permanent residential admissions

- Nursing/Residential admissions for adults aged 18-64 are lower than the figure for the same period last year, but slightly higher than this year's target.

- For the 65+ age group, Suffolk's rate is similar to the same time period last year, and below target, remaining significantly below pre-covid levels. Suffolk is above the regional average but this reflects Suffolk's much larger older population as this regional rate is not adjusted for the different population age profiles across the East of England.

Annual Reviews

- There was a decrease in the percentage of long-term customers that were reviewed on a rolling 12 months at the end of Quarter 4. Rates of completed reviews continued to be high in January and February, but the impact of Easter, coupled with a very high number of 12-month reviews being due in March, led to a lower % completion rate at the end of Quarter 4. Operational teams are continuing to monitor review completion tightly, and to prioritise where appropriate.

Carers assessed/reviewed

- The proportion of carers in receipt of commissioned support being assessed and/or reviewed has remained stable during the year, with 82.8% of carers receiving commissioned support as at the end of 2023/24.

Safeguarding Referrals

- The demand for safeguarding services remains very high. Despite this, 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 12.6% lower than at the same time last year. The length the 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.

Performance Information

Schools & Education

Latest Data Available: **Quarter 4, 2023/24**

(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	96.0%	Jun 2023	93.1%	Sept 2023	92.9%	Dec 2023	93.8%	Mar 2024	No target	G	92.8%
% academy schools currently judged Good or Outstanding	81.7%	Jun 2023	82.6%	Sept 2023	84.2%	Dec 2023	84.8%	Mar 2024	No target	G	86.6%
Number of pupils Electively Home Educated (EHE)	1,527	Q1 23/24	1,301	Q2 23/24	1,546	Q3 23/24	1,609	Q4 23/24	No target	n/a	
Number of pupils eligible for Free School Meals (FSM)	25,460	Q1 23/24	25,737	Q2 23/24	26,042	Q3 23/24	26,507	Q4 23/24	No target	n/a	
Overall attendance by term (primary & secondary) schools	90.40%	Q1 23/24	94.00%	Q2 23/24	92.90%	Q3 23/24	92.50%	Q4 23/24	No target	A	
% Of eligible (age 2) accessing funded childcare	88%	Aut 2022	86%	Spg 2023	85%	Sum 2023	95%	Aut 2023	No target	G	72%
% Of eligible (ages 3 & 4) accessing funded childcare	91%	Aut 2022	90%	Spg 2023	88%	Sum 2023	91%	Aut 2023	No target	G	92%
£ on School transport (mainstream)	£12.5m	2020/21	£12.0m	2021/22	£12.1m	2022/23	£14.4m	2023/24	£11.5m	R	Local
£ on School transport (SEND services)	£15.6m	2020/21	£17.2m	2021/22	£23.5m	2022/23	£31.8m	2023/24	£23.9m	R	Local
Number of children using school transport	10,912	2020/21	10,793	2021/22	11,974	2022/23	12,292	2023/24	No target	n/a	Local
% children achieving a Good Level of Development					62%	2022	66%	2023	No target	G	67%
% pupils meeting the phonics threshold (Year 1)					74%	2022	77%	2023	No target	A	79%
% KS2 pupils at expected standard: Reading/Writing/Maths					54%	2022	56%	2023	No target	A	60%
% KS4 pupils achieving grade 5+ (English & Maths)	96.0%	Jun 2023	93.1%	Sept 2023	46%	2022	40%	2023	No target	R	45%

Comments

School (Ofsted) Inspections

- Quarter 4 saw the percentage of maintained schools in Suffolk rated Good or Outstanding by Ofsted increase from 92.9% to 93.8% - the national average is currently 92.8%. The key change in Suffolk has been a number of maintained schools moving from 'Requires Improvement' to 'Good' or 'Outstanding'.

Elective Home Education

- Electively Home Educated (EHE) numbers increased further in Quarter 4, with 1,609 children currently electively home educated in Suffolk (Quarter 4 last year was 1,390). This represents an 16% increase from the same period last year.

Free School Meals

- Free school meals (FSM) have seen a further 1.8% increase in Quarter 4 with 26,507 pupils eligible. This is 6.6% higher than the same period last year. During the quarter, 460 applications were eligible and approved out of a total of 1,558 applications made.

School Attendance

- Overall attendance at Suffolk schools for Quarter 4 was 92.5%. (Quarter 4 last year was 90.8%).
- Persistent absence (more than 10% absence) increased slightly during Quarter 4 to 20.4% across Suffolk schools, however this is lower than the same period last year where it sat at 25.2%.
- The number of fixed penalty notices issued decreased in Quarter 4 with 1,739 issued and this is 14% higher than the same period last year (1,523).

Exclusions

- For the academic year to date 2023/24, 201 permanent exclusions have been started with 80 upheld. One exclusion has been overturned and 27 rescinded during this period. Four of the permanent exclusions upheld this academic year are for children with an EHCP. In total, 754 enquiries have been made this academic year for children at risk of permanent exclusion.

Early Years

- The service is waiting updated spring 2023/24 data. Using Autumn's data, take up for eligible 2-year-olds and 3 & 4 year olds across Suffolk, improved over this period. 100% of Children in Care eligible children are accessing their 2,3 & 4 year funded places.
- Suffolk has seen a rise in Quarter 4 for high needs funding (HNF) and Inclusion Funding applications for next year's cohort. HNF has seen a 5% rise since the same period last year and Inclusion funding a 43% rise.

Home to School Transport

- 2023/24 saw an overspend of £3.1 million against Mainstream Home to School Travel. Pupil numbers on mainstream routes decreased only very slightly from 8,675 in 2022/23 to 8,669 in 2023/24 – but had been forecast to reduce to 8,588. The overspend was a result of the full year impact of inflation on routes retendered since 2022/23.
- Spend was also impacted because academy chains changed their school times, which meant some vehicles were no longer able to serve as many multiple pick-ups at the same school due to different arrival and departure times. SEND home to school travel was overspent by £7.9 million during 2023/24 and there were 324 more pupils eligible for this type of travel.

Performance Information

Fire & Public Safety

Latest Data Available: **Quarter 4, 2023/24**

(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 Fire Service incidents attended	963	Q1 23/24	1,569	Q2 23/24	1,410	Q3 23/24	1,312	Q4 23/24	No target	n/a	
Number of fire fatalities in properties	0	Q1 23/24	0	Q2 23/24	0	Q3 23/24	0	Q4 23/24	No target	n/a	
Road traffic collision fatalities and seriously injured	16	Q1 23/24	23	Q2 23/24	9	Q3 23/24	15	Q4 23/24	No target	n/a	
First fire engine to a dwelling fire within 11 mins (RS 1)	74%	Q1 23/24	77%	Q2 23/24	63%	Q3 23/24	67%	Q4 23/24	80%	R	
Second fire engine at dwelling fire within 16 mins (RS 2)	73%	Q1 23/24	75%	Q2 23/24	58%	Q3 23/24	77%	Q4 23/24	80%	A	
First fire engine at RTC within 13 mins (RS 3)	79%	Q1 23/24	75%	Q2 23/24	65%	Q3 23/24	59%	Q4 23/24	80%	R	
First fire engine at all incidents within 20 mins (RS 4)	96%	Q1 23/24	95%	Q2 23/24	91%	Q3 23/24	97%	Q4 23/24	80%	G	
On-Call availability (% fire crew available)	77%	Q1 23/24	75%	Q2 23/24	74%	Q3 23/24	76%	Q4 23/24	90%	R	
Number of Home Fire Safety Checks and Safe & Well visits	771	Q1 23/24	827	Q2 23/24	927	Q3 23/24	975	Q4 23/24	>725	G	
Number of assigned safeguarding incidents	26	Q1 23/24	29	Q2 23/24	28	Q3 23/24	37	Q4 23/24	No target	n/a	
Building Regulation consultations carried out in 21 days	99%	Q1 23/24	97%	Q2 23/24	98%	Q3 23/24	95%	Q4 23/24	100%	A	
Statutory Licencing consultations within 21 days	100%	Q1 23/24	94%	Q2 23/24	87%	Q3 23/24	83%	Q4 23/24	100%	R	
Number of fire safety audits	213	Q1 23/24	268	Q2 23/24	215	Q3 23/24	235	Q4 23/24	>250	A	
Number of actioned fire safety audits	36	Q1 23/24	46	Q2 23/24	64	Q3 23/24	56	Q4 23/24	No target	n/a	
% site risk information records in date	95%	Q1 23/24	98%	Q2 23/24	96%	Q3 23/24	95%	Q4 23/24	100%	A	
Number of Cold Calling Zones (Trading Standards)	158	2021	196	2022	210	2023	216	2024	> Annual	G	
Number of Trading Standards Champions	942	July 2023	976	Sept 2023	1,009	Jan 2024	1,096	Apr 2024	> Annual	G	
Number of followers on social media	18,909	July 2023	19,150	Sept 2023	19,409	Jan 2024	19,619	Apr 2024	> Annual	n/a	

Comments

Fire Incidents

- General decrease in incident numbers during Quarter 4 with a noticeable 15% reduction in False Alarm calls. Targeted work continues from both operational crews and the protection team to ensure unwanted fire signal calls are monitored and managed. All other areas remain static with the exception of secondary fires, which saw an increase during Quarter 4 and this issue will be further explored at the Performance Assurance Board.

RTC fatalities/serious injuries

- Quarter 4 saw the continued reduction in RTC (road traffic collisions) fatalities. The service continues to collaborate with partners with the aim of preventing RTCs and identifying at risk areas and groups across communities.

Response Standard 1

- On analysis a number of the responses to dwelling fires were affected due to road works on the A14 between Bury St Edmunds and Stowmarket. These longer arrival times have had a negative impact on the whole response average figure. A small number of longer than expected mobilisation times have also had an impact and these issues will be discussed as part of regular performance meetings.

Response Standard 2

- Quarter 4 shows an improvement in attendance times by 20% from last quarter.

Response Standard 3

- On analysis the reduction in the response time during Quarter 4 is linked to the time of day of the RTC (road traffic collision) and traffic conditions. There are no highlighted concerns on mobilising time from alert to leaving the station. The time to arrive is dependent on where the accident is, and during Quarter 4, this has taken on average 4 minutes longer than the response standard.

Response Standard 4

- Quarter 4 shows improvement, with the majority of the failures to attend within the 20 minutes falling in January. On analysis these were affected by some flooding issues during January and the specific location of the incident.

On-Call availability

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

Home Fire Safety Visits

- HSFV continue to increase with work being carried out by prevention practitioners and operational crews. The Safelincs online referral service has now been implemented and is available on Suffolk County Council's main website.

Safeguarding

- Quarter 4 sees continued high levels of referrals and multi-agency working with Safeguarding. The new safeguarding lead for Suffolk Fire & Rescue Service is now in post, and additional training has been rolled out to crews. Feedback on safeguarding referral outcomes are shared with the relevant crews where possible and as a result the service is seeing greater understanding and engagement with safeguarding issues.

Fire Safety Audits

- A slight dip in numbers in Quarter 4 however a high number of those audits conducted were unsatisfactory and required additional work carried out on the enforcement notices.

Actioned Fire Safety Audits

- A large increase in number of fire safety audits actioned during Quarter 4 with five enforcement notices served ,one enforcement notice fast tracked, one notice of deficiencies, and 49 minor deficiencies. The protection team continue to work hard to keep communities safe.

Site Risk Information

- Quarter 4 continues to see steady figures in line with previous quarters and these will be discussed at regular performance meetings to understand why the target remains Amber.

HMICFRS

- Work continues in preparation for the HMICFRS (His Majesty's Inspectorate of Constabulary and Fire & Rescue Services) inspection which is due to formally start in September 2024.

Performance Information

Jobs, Skills & Training

Latest Data Available: **Quarter 4, 2023/24**

(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 (ASHE)	+1.6%	2019	-1.8%	2020	+1.3%	2021	+1.0%	2022	No target	n/a	+1.9%
Average gross annual salary (Suffolk residents)	£28,033	2020	£29,827	2021	£31,413	2022	£33,926	2023	No target	n/a	£35,100
% Staff in top pay quartile female (Gender Pay Gap)	53.2%	2019/20	64.3%	2020/21	65.5%	2021/22	67.0%	2022/23	No target	n/a	68.3%
Further ed and skills achievements rate per 100k population	2,568	2019/20	2,496	2020/21	2,438	2021/22	2,636	2022/23	No target	n/a	2,922
% 19 year olds qualified to Level 2 (5+ GCSEs or equivalent)	82.2%	2020	82.4%	2021	82.3%	2022	89.5%	2023	No target	n/a	86.5%
% 19 year olds qualified to Level 3 (2 A levels or equivalent)	57.0%	2020	59.4%	2021	59.0%	2022	59.0%	2023	No target	n/a	67.8%
% Young people aged 16 to 17 who are NEET	3.86%	Q4 20/21	3.74%	Q4 21/22	4.63%	Q4 22/23	4.86%	Q4 23/24	<=Eng'd	R	3.37%
% Young people aged 16 to 17 with no known destination	0.95%	Q4 20/21	0.79%	Q4 21/22	0.46%	Q4 22/23	0.28%	Q4 23/24	<=Eng'd	G	1.69%
% Young people in education and training (age 16)	94.9%	Q4 20/21	93.8%	Q4 21/22	93.4%	Q4 22/23	93.3%	Q4 23/24	<=Eng'd	n/a	94.7%
% Young people in education and training (age 17)	89.6%	Q4 20/21	87.8%	Q4 21/22	86.6%	Q4 22/23	86.1%	Q4 23/24	<=Eng'd	n/a	89.4%
Opportunities created ('Apprenticeships Suffolk') - YTD			6	Q2 23/24	7	Q3 23/24	12	Q4 23/24	No target	n/a	
Participants supported ('Apprenticeships Suffolk') - YTD			49	Q2 23/24	109	Q3 23/24	174	Q4 23/24	No target	n/a	
Apprenticeship starts across Suffolk (Ages 19 to 24)	670	Q2 20/21	807	Q2 21/22	750	Q2 22/23	820	Q2 23/24	>Annual	G	
Apprenticeship starts across Suffolk (all ages)	2,230	Q2 20/21	2,672	Q2 21/22	2,635	Q2 22/23	2,680	Q2 23/24	>Annual	G	
Number of learners enrolled onto adult learning courses YTD	3,851	Q1 23/24	74	Q2 23/24	1,159	Q3 23/24	2,129	Q4 23/24	No target	n/a	
Adult learning courses pass rate	95%	Q1 23/24	94%	Q2 23/24	95%	Q3 23/24	96%	Q4 23/24	No target	G	
Multiply Suffolk (total number of participants)	437	Q1 23/24	92	Q2 23/24	297	Q3 23/24	446	Q4 23/24	No target	n/a	
Multiply Suffolk (number of learning enrolments) YTD	355	Q1 23/24	174	Q2 23/24	303	Q3 23/24	525	Q4 23/24	No target	n/a	

Comments

Participation

- Suffolk's NEET figure increased during Quarter 4 to 4.86%, or 784 young people. This is higher than the comparative quarter for the previous three years. The further reduction in the number of young people with an unknown destination has contributed to this rise. Suffolk's 'unknown destination' figure is currently 0.28% (Quarter 4 last year was 0.46%).

- Although still high, the percentage of NEETs from vulnerable groups has reduced slightly for Children in Care and children with SEND during Quarter 4. Young people with an EHC plan who are NEET has reduced from 14.3% (same quarter last year) to 10.8%.

Adult Learning Service

- During the first term of the 2023/24 academic year, participation in provision offered by the Suffolk Adult Learning Service has continued to rise and a 96% pass rate has been achieved. This academic year, the high pass and retention rates have been maintained.
- The Suffolk Adult Learning Service operates with a £2.8m contract with the Education and Skills Funding Agency to provide adult and community learning services within the county. At the heart of the service, is an ethos of supporting the people who are most removed from the labour market and help them develop skills and confidence.
- On average at least 70% of the learner population are unemployed or economically inactive and 47% declare a learning need or long-term health issue. The Council provides management of the service including strategic direction, commissioning, safeguarding, management information, and quality assurance. All learning programmes are delivered through a network of local organisations that form a group of sub-contracted learning providers.

Multiply Suffolk

- The Multiply Suffolk project started in November 2022 and is part of a three-year national initiative funded through the UK Shared Prosperity Fund. It targets adults 19+ who have not previously attained a GCSE Grade 4/C or higher maths qualification with no upper age limit and supports them to improve their ability to understand and use maths in daily life, home, and work, increasing levels of functional numeracy. People who improve their numeracy skills are more likely to be in employment, have higher wages, and better wellbeing. The delivery of Multiply in Suffolk is an integrated system of wellbeing, skills, and employability, embedding numeracy initiatives. It provides support via three clearly defined pathways of provision for those with barriers to employment, those ready for employment or those already in employment.

New Careers Website

- The Council recently launched a new careers website. The website replaces the careers pages currently hosted on the main suffolk.gov.uk website and will focus on promoting career pathways, a wide variety of roles and services, staff benefits and other related support services. The new website will help improve recruitment and retention trends in the long term, with the aim to increase application rates and the quality of job offers, in addition to addressing underrepresented equality groups.

Performance Information

Local Economy & Housing

Latest Data Available: **Quarter 4, 2023/24**

(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	15,200	Dec 2020	11,000	Dec 2021	5,000	Dec 2022	13,100	Dec 2023		n/a	
Number of economically inactive people	87,200	Dec 2020	85,200	Dec 2021	82,900	Dec 2022	87,300	Dec 2023		n/a	
% economically inactive people who want a job	25.4%	Dec 2020	9.9%	Dec 2021	16.3%	Dec 2022	21.3%	Dec 2023	17.5%	n/a	17.5%
% economically inactive people who do not want a job	74.6%	Dec 2020	90.1%	Dec 2021	83.7%	Dec 2022	78.7%	Dec 2023	82.5%	n/a	82.5%
Number of people (all) on Universal Credit (UC).	58,838	Mar 2021	54,179	Mar 2022	57,906	Mar 2023	66,252	Mar 2024		R	
Working people claiming Universal Credit (UC) 18-24	4,510	Mar 2021	2,315	Mar 2022	2,310	Mar 2023	2,230	Mar 2024		A	
Working people claiming Universal Credit (UC) All ages	"23,050	Mar 2021	14,340	Mar 2022	12,735	Mar 2023	13,050	Mar 2024		A	
% Suffolk with access to superfast broadband (>24Mbps)	98.4%	Q1 23/24	98.4%	Q2 23/24	98.5%	Q3 23/24	98.5%	Q4 23/24	98.4%	G	98.4%
Housing Affordability Ratio (lower number = better)	9.46	Q1 23/24	9.52	Q2 23/24	8.83	Q3 23/24	8.54	Q4 23/24	7.43	n/a	7.43
Average monthly rent (private rental market) in Suffolk	£771	Q2 22/23	£823	Q4 22/23	£861	Q2 23/24	£849	Q4 23/24	£952	n/a	£952
% Annual growth in Suffolk businesses (ONS data)	+0.5%	2020	+0.8%	2021	+2.3%	2022	-0.2%	2023	-1.5%	n/a	-1.5%
Number of house builds starts (All housing)	2,370	2019/20	2,230	2020/21	3,560	2021/22	3,390	2022/23		A	
Number of house builds starts (Affordable housing)	1,158	2019/20	764	2020/21	590	2021/22	562	2022/23		A	
Number of house builds completed (All housing)	2,460	2019/20	2,180	2020/21	2,680	2021/22	3,140	2022/23		G	
Number of house builds completed (Affordable housing)	728	2019/20	755	2020/21	1,042	2021/22	832	2022/23		A	

Comments

Universal Credit Claimants

- The latest data relates to March 2024 and shows that the number of people in Suffolk (all ages) currently claiming Universal Credit continues to increase and is now at its higher level, even higher than during the pandemic. At a district level, East Suffolk and Ipswich continually have the highest number of UC claimants - although the latest statistics show that all districts are reporting a higher number of claimants than 12 months ago. However, whilst overall claimant numbers are increasing, the number of claimants for people in work remain stable.

Joint Housing Venture

- Work continues as part of the Housing Programme, and for the Edmundham Developments joint venture with Lovell. Edmundham will start on site at Newmarket, West Row and Bacton during late 2024.

As regards key sites:

- The West Mildenhall site outline planning application was submitted in January and the consultation period for comments from statutory consultees closed in April. Comments were received from many parties including National Highways, Active Travel England, Sport England, Anglian Water, Environment Agency, district, and county council consultees including Minerals and Waste, Archaeology, Developer Contributions, and the Fire Service. Mildenhall Town Council and a number of local Parish Councils also provided comments. A workshop has already been held with district council planning officers to review the feedback on transport. Further workshops and engagement will be held over the coming months. A timetable has been agreed for the determination of the application which will run to January 2025.
- The full planning application for the Newmarket St Felix site was submitted in June 2023 and was expected to be determined by West Suffolk Council in April, but there have been several delays due to an outstanding non-statutory issue raised by Sport England. This was delayed again, and West Suffolk have now confirmed the application will go to Committee in June.
- The reserved matters applications for West Row and Bacton were submitted to West Suffolk Council and Mid Suffolk District Councils in October 2023 and are awaiting determination. The West Row redesign (to accommodate revised requirements for bin collections) has been completed. The Bacton site design has also been finalised and is expected to be determined shortly.
- At North Lowestoft, the revised exclusion zone to mitigate the impact of the nearby Anglian Water plant has been shared with stakeholders. The North Lowestoft site planning process is ongoing.
- The Great Barton site, which is being designed and promoted jointly with West Suffolk council and their Barley Homes housing company, is reaching final stages of design with expectation of a planning application this summer.
- The West Suffolk Local Plan Regulation 19 consultation closed in March. Representations were submitted for existing sites including West Row, Newmarket, West Mildenhall and Great Barton, and for emerging sites at Freckenham, Barton Mills, Hundon and Bardwell.

Performance Information

Roads & Transport

Latest Data Available: **Quarter 4, 2023/24**

(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)	10,153	Q4 20/21	9,537	Q4 21/22	11,913	Q4 22/23	16,275	Q4 23/24	No target	n/a	
Number of customer enquiries logged for action	14,170	Q4 20/21	10,995	Q4 21/22	10,453	Q4 22/23	23,813	Q4 23/24	No target	n/a	
Enquiries: % responses logged in 5 working days	39.7%	Q4 20/21	48.5%	Q4 21/22	46.7%	Q4 22/23	43.9%	Q4 23/24	No target	A	
Number of complaints relating to Suffolk Highways	67	Q4 20/21	35	Q4 21/22	34	Q4 22/23	69	Q4 23/24	<= 50	R	
% A roads where maintenance should be considered	2.0%	2019/20	2.0%	2020/21	2.0%	2021/22	2.0%	2022/23	<= 3%	G	3.0%
% B/C roads where maintenance should be considered	4.0%	2019/20	3.0%	2020/21	3.0%	2021/22	4.0%	2022/23	<= 6%	A	4.0%
% U roads: where maintenance should be considered	23%	2019/20	23%	2020/21	29%	2021/22	36%	2022/23	<= 20%	R	17%
% Residents satisfied with the condition of road surfaces	35%	2020	27%	2021	32%	2022	20%	2023	No target	R	25%
% Residents satisfied with the condition of pavements	50%	2020	44%	2021	48%	2022	42%	2023	No target	R	46%
% Residents satisfied with the speed of repair to streetlights	55%	2020	51%	2021	57%	2022	48%	2023	No target	R	53%
Number of bus passenger journeys per head population	20.3	2019/20	6.1	2020/21	12.4	2021/22	16.0	2022/23	> Annual	n/a	18.3
% Customers satisfied with local bus services overall	53%	2020	54%	2021	50%	2022	50%	2023	No target	A	54%
% Customers satisfied with public transport information	32%	2020	29%	2021	30%	2022	31%	2023	No target	G	33%
Number of Connecting Communities passengers	33,657	2020/21	80,001	2021/22	98,376	2022/23	97,855	2023/24	> Annual	A	Local
Reported Road Casualties - All Casualties	1,925	2019	1,266	2020	1,427	2021	1,590	2022	< Annual	A	2,009
Reported Road Casualties - Killed or Seriously Injured	360	2019	265	2020	298	2021	314	2022	< Annual	A	476
Road traffic accidents (killed/serious injuries) per 10,000 pop	4.09	2017-19	3.98	2018-20	4.03	2019-21	3.80	2020-22	< Annual	A	4.38
% residents satisfied with approach to road safety	58%	2020	52%	2021	56%	2022	51%	2023	No target	R	52%

Comments

Surface Dressing Programme

- The latest surface dressing programme started in April and will run until August to maximise the milder weather. This year's programme will deliver works across 103 locations covering a length of over 90 miles.

- In addition to the surface dressing programme there is also a resurfacing programme underway. This will see works delivered across 323 locations covering a length of over 44 miles. In total, this year the Council is treating over 400 roads across the county, delivering a total length of 134 miles treated road network.

Drainage and Flooding

- Suffolk Highways continue to prioritise drainage issues on the network (e.g. issues relating to known flooding sites, particularly prioritising factors such as property flooding).

Flood and Water Update

- The Council is supporting property owners who suffered internal flooding as a result of Storm Babet to access up to £5k of government funding to undertake flood resilience measures. This will include installing solutions that will help resist water from entering properties such as flood doors and barriers, non-return valves in sewer pipes, self-closing airbricks, and sump pumps. The scheme can also fund measures that adapt the inside of the property to limit the damage water can cause and enable a quicker recovery. The grants are open to over 900 properties, which have all received information about how to apply, applications can be made at any time up to the end of April 2025.
- The Council's newly recruited specialist Flood Investigations Team are producing draft investigation reports for a number of villages/towns where 5 or more properties have previously flooded. These reports are being prioritised so that the areas with most properties damaged will be completed first. This will be a long-term process, but will deliver clear sets of local, targeted recommendations for stakeholders who can all play a part in reducing future flood risk.

Local Transport Plan

- The Council is required to have a Local Transport Plan, reflecting the current transport situation in Suffolk, and setting out the opportunities and challenges for the future. My officers have commenced the development of a fourth Local Transport Plan, which will cover the period to 2040.
- A Suffolk wide consultation on the key transport themes and issues for Suffolk concluded at the start of April 2024. The themes identified cover the priorities for Suffolk around; growing the economy in a sustainable way, decarbonising the transport sector in line with national and local commitments, creating better places for people to live, work and relax, and tacking social exclusion and improving the wellbeing of people in Suffolk.
- Having contacted every county councillor and local council in Suffolk, as well as key partners and interested parties, the council has received an excellent level of engagement, with over 1,000 responses (with overwhelming feedback positive), with a majority of respondents agreeing with the key themes and sharing useful feedback about the transport challenges in their local areas. A report into the consultation will be available shortly and the results of the consultation will form the basis for drafting a new Local Transport Plan, which will be consulted on in the Autumn.

Performance Information

Net Zero by 2030

Latest Data Available: **Quarter 4, 2023/24**

(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
CO_2 emissions per head of pop (All sectors) tonnes/person	6.9	2018	6.6	2019	6.1	2020	6.2	2021	< Annual	R	5.5
Per capita CO_2 emissions (council influence) tonnes/person	5.2	2018	4.9	2019	4.4	2020	4.6	2021	< Annual	R	3.9
Scores for Council Climate Action Scorecard	New		New		53%	2021	41%	2023	No target	A	35%
SCC's Carbon Footprint (tCO_2e) - Total known emissions	27,647	2020/21	27,641	2021/22	24,681	2022/23	24,406	2023/24	21,815	R	
SCC's Carbon Footprint (tCO_2e) - Emissions from SCC estate	10,026	2020/21	9,734	2021/22	7,860	2022/23	7,332	2023/24	7,453	G	
Energy used across SCC buildings (GWh) Gigawatt hours	45	2019/20	42	2020/21	42	2021/22	42	2022/23	< Annual	G	
% of top 100 suppliers with carbon reduction plan					20%	Q2 23/24	35%	Q3 23/24	No target	G	
CO_2 emissions estimates - Transport per capita	2.1	2018	2.0	2019	1.7	2020	1.8	2021	No target	n/a	2.1
Road transport energy consumption (tonnes of oil or equiv)	495.5	2018	476.2	2019	385.7	2020	431.6	2021	< Annual	n/a	
CO_2 emissions from SCC owned vehicles (tCO_2e)	778.8	2020/21	869.8	2021/22	847.1	2022/23	628.9	2023/24	900.3	G	
Energy Efficiency (ECO) measures per 1,000 households	67.6	2021	68.9	2022	71.4	2023	72.8	2024	No target	G	136.1
Avg domestic consumption per household (kWh) Electricity	4,243	2019	4,491	2020	4,190	2021	3,792	2022	No target	n/a	3,400
Age domestic consumption per household (KWh) Gas	12,302	2019	12,573	2020	11,761	2021	10,141	2022	No target	n/a	12,979

Comments

Council's carbon emissions target

- This is the first publication of the Council's reported emissions for 2023/24, and figures should be treated with caution. With some areas of data still to be confirmed, it is likely that this figure will see some change by the time it is formally published in the Autumn (the figure stated here as an initial estimate). However, it is deemed likely that the final figure will confirm there has been a small reduction in total carbon emissions, but not in line with the pace required to deliver net zero by 2030 (-30% assuming linear reductions from 2020/21). The total figure obscures different trends in different areas. Scope 1&2 emissions (from council purchased fuels and electricity) have dropped by 40% (on the baseline), whereas Scope 3 emissions (emissions incurred on the Council's behalf by staff and other providers) are estimated to have reduced by just 2%. Another factor in the low reduction relative to 2022/23 is an increase in the use of fossil fuel because of lower wind energy production compared to year.

Reducing energy use

- This measure has been expanded to include all fuel use at SCC owned buildings, including offices, schools, and libraries, where previously it was only gas and electricity. The revised approach has meant revising previous years' figures (increasing the reported energy consumption by around 5-10%). This gives a more accurate picture of where the Council is currently at, particularly where decarbonisation plans include moving off oil.
- As in previous years, the largest reductions have been achieved within gas use at corporate property and schools. While seasonal trends will be a factor, it also reflects the impacts of an ongoing retrofit programme, including enhanced management, reducing solar gain, and making better use of heat. Emissions from SCC owned property have reduced by 31% since 2019/20, meaning this measure is currently on track to meet the zero emissions target by 2030.

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 the top 1,000 (95% of spend). The figure is for those suppliers 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. In addition to the 35% with published reduction plans, 36% have set a Net Zero target.

SCC owned vehicles

- This data includes pool and fleet vehicles (including fire). The reductions have mainly been driven by the electrification of pool cars and fleet vehicles. The reduction in emissions from this measure is 51% since 2019/20, putting it ahead of the rate for a linear transition to zero emissions by 2030.

Climate Emergency and decarbonisation

- The Council has upgraded heating controls to eleven significant buildings on the Council's estate, with a further five buildings being added during 2024. The new controls include cloud access and improved functionality, driving efficiency and reducing energy use, improving comfort conditions, and leading to improved maintenance management.
- The Council continues to increase the estate's self-generation of electricity, reducing reliance on grid electricity and avoiding costs of over £75,000 annually, with initial investment expected to be returned in around five years. Several more arrays are expected to be completed before Summer 2024, with work expected to begin on a solar car port in Autumn 2024. The Council is using battery storage where appropriate to ensure the maximum possible usage of the generated solar power.
- The carbon footprint of the corporate estate, including offices, Family Hubs, Libraries and Fire Stations, has reduced by 27% compared to 2021. This represents over 1,200 tonnes of CO2 reduction annually and an avoided cost of over £500k annually. This is the equivalent of eliminating gas use in over 500 average homes per year

Performance Information
Environment & Waste

Latest Data Available: **Quarter 4, 2023/24**

(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
Total residual household waste per household (kg)	444.6kg	Q3 20/21	451.1kg	Q3 21/22	423.2kg	Q3 22/23	425.3kg	Q3 23/24	< Annual	A	508.8kg
Total household waste per household (kg)	749.6kg	Q3 20/21	768.7kg	Q3 21/22	699.3kg	Q3 22/23	733.8kg	Q3 23/24	< Annual	R	
% Household waste reused, recycled, or composted	New		39.9%	Q3 21/22	38.0%	Q3 22/23	40.3%	Q3 23/24	> Annual	G	41.7%
Number of waste education talks/engagements			New		28	Q3 22/23	61	Q3 23/24	30 per Qtr	G	
Total number of fly-tipping incidents per 1,000 residents	4.3	2019/20	6.1	2020/21	5.4	2021/22	4.8	2022/23	No target	n/a	9.8
Total number of fines (prosecutions) - Fly-tipping	8	2019/20	3	2020/21	6	2021/22	9	2022/23	No target	n/a	11
Total expenditure on environmental services per head	36	2019/20	38	2020/21	37	2021/22	34	2022/23	No target	n/a	59
% County matter planning applications decided in time	100%	Q4 22/23	100%	Q1 23/24	100%	Q2 23/24	100%	Q3 23/24	60%	G	88%
Percentage of staff using sustainable travel options	29%	2020	20%	2021	30%	2022	27%	2023	No target	A	
Public electric vehicle charging devices (all) per 100k pop	54.1	Apr 23	56.9	Jun 23	65.8	Oct 23	70.1	Jan 24	No target	G	55.2
Public electric vehicle charging (rapid devices) per 100k pop	10.2	Apr 23	10.7	Jun 23	11.5	Oct 23	14.4	Jan 24	No target	G	17.7
% customers satisfied with Rights of Way	57%	2020	54%	2021	57%	2022	51%	2023	No target	R	54%
% customers satisfied with cycling routes	48%	2020	48%	2021	47%	2022	47%	2023	No target	A	50%
% of mortality attributable to particulate air pollution	7.4%	2019	5.7%	2020	5.1%	2021	5.6%	2022	No target	n/a	5.8%

Comments

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%.Residual waste is up slightly 2kg per household over the first 9 months of the year compared to the same time last year. But it remains less than the peaks seen during covid.
- Total household waste per household is higher when compared to last year (by around 35kg per household). Tonnages of kerbside residual and mixed recycling are similar to the same period last year, but the amount of garden waste significantly increased due to weather conditions in 2023.
- The rolling 12-month household recycling rate has increased compared to the previous year. Last year's recycling rate was low due to a lack of garden waste caused by the heatwave in summer 2022.

- Engagement with the public on waste and recycling remains high at double the council target due to continued work with contractors to deliver these talks.

Local Nature Recovery Strategy

- The Council is the responsible authority for preparing and publishing a Local Nature Recovery Strategy (LNRS) for Suffolk, as set out under the Environment Act 2021. This is being done in collaboration with Norfolk County Council through our joint Nature Recovery Partnership. Work is progressing to develop the LNRS, including:
    - Completion of the first phase of mapping and description of the strategy area, both important components of the LNRS;
    - A series of Themed Working Groups through April/ May, engaging a wide range of stakeholders to help inform the identification of priorities and measures for the LNRS;
    - Establishment of an overarching Steering Group, with representatives from all key sectors, to support the County Council's work as responsible authorities;
    - The launch of an online public survey and land managers survey to seek feedback from those audiences on their current engagement with nature and the priorities they would wish to see in the LNRS.

Home Upgrade Grant (HUG2)

- HUG2 is a government funded programme to deliver the installation of energy efficiency and renewable energy measures on domestic properties in Suffolk, which will help reduce bills and make the homes healthier places to live. The Council has recently appointed two new contractors, Warmpro Insulation Specialists and PHS Home Solutions. Their teams have mobilised and completed over 100 retrofit assessments so far, with technical surveys and installations to follow in the next few months.

Suffolk Climate Emergency Plan delivery

- Supported by Suffolk Public Sector Leaders Group, the Council is working with all of Suffolk's public sector organisations to deliver projects in support of our shared Climate Emergency Plan. As well as supporting businesses, communities, and residents across the county to reduce their energy bills and help us achieve a net zero Suffolk, partners also recognise and commit to realising the broad range of benefits that work to tackle climate change brings. These include:
    - Warmer homes that are more affordable to heat
    - Improved energy security
    - Improved air quality and health
    - Reduced inequality
    - Connecting with nature and biodiversity
    - Reduced risk of local flooding and from extreme heat
    - Stronger communities
    - Job creation

Carbon Charter

- The Carbon Charter continues to go from strength to strength. The Charter achieved 76 accreditations for the year 2023/24 and, with the numbers of applications increasing, is busier each month.
- The Carbon Charter supported the recent Electric Vehicle Experience day at Trinity Park in Ipswich on the 11 April to encourage Suffolk businesses to decarbonise their transport. In addition to the huge choice of cars, there were a range of commercial EV pick-ups and vans to be test driven. One of the most popular vehicles on the day was a Mercedes-Benz eArctros electric HGV which indicates the level of interest in electrifying the haulage sector in Suffolk.

EV Charging Infrastructure

- The Council has been awarded £64k by the Office of Zero Emission Vehicles (OZEV) through their On Street Residential Charge Point Scheme (ORCS). This funding will enable the installation of up to 18 charge points which will be for the sole use of Electric Car Club vehicles and will be located in areas with little access to off street parking. This funding will be matched with £225k committed by Suffolk Public Sector Leaders that will support a 24-month car club trial across the county. The locations will be determined when we appoint a car club provider later in the year and the trial will commence by spring 2025.

Air Quality

- Following initial notification of a successful bid to the Air Quality Grant provided through Department of Environment, Food, and Rural Affairs (DEFRA), the Wider Determinants team have now been informed that the Air Quality minister has decided to not to fund the Local Air Quality Grant scheme for 2023/24 under his overarching duty to manage public monies. This means that the 2-year two-year evidence-led education and behaviour change project, which was intended to be delivered with this funding, will not go ahead. The Wider Determinants Team will work with its partners to identify alternative funding and delivery opportunities to deliver elements of the original project proposal.

Performance Information

Corporate Health

Latest Data Available: **Quarter 4, 2023/24**

(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	4,585	July 2023	4,693	Oct 2023	4,723	Jan 2024	4,720	Apr 2024	No target	n/a	
£ Spend on temporary staff and contractors - Total	£1.60m	Q1 23/24	£1.61m	Q2 23/24	£1.53m	Q3 23/24	£1.35m	Q4 23/24	No target	G	
Working days lost as a % of available days - Total	3.6%	Q4 20/21	4.1%	Q4 21/22	4.1%	Q4 22/23	5.0%	Q4 23/24	<Annual	R	3.4%
% Staff who have had a Return to Work Interview - Total	54%	Jun 2023	54%	Sept 2023	63%	Dec 2023	64%	Apr 2024	No target	G	
Workforce Strategy (Goal 1 Leadership & Management)					Amber	Q1 23/24	Amber	Q3 23/24	No target	A	
Workforce Strategy (Goal 2 Performance & Development)					Amber	Q1 23/24	Amber	Q3 23/24	No target	A	
Workforce Strategy (Goal 3 Culture, Values, WWW)					Green	Q1 23/24	Green	Q3 23/24	No target	G	
Workforce Strategy (Goal 4 Equality, Diversity, Inclusion)					Amber	Q1 23/24	Amber	Q3 23/24	No target	A	
Workforce Strategy (Goal 5 Benefits)					G&A	Q1 23/24	Amber	Q3 23/24	No target	A	
Workforce Strategy (Goal 6 Tech, Data, Insight)					G&A	Q1 23/24	Amber	Q3 23/24	No target	A	
[Finance] Total insurance claims received	259	Q1 23/24	178	Q2 23/24	105	Q3 23/24	245	Q4 23/24	No target	R	
[Finance] % insurance claims processed in 5 working days					New		92%	2023/24	No target	G	
[Finance] Total debt outstanding	£41.86m	Q1 23/24	£41.20m	Q2 23/24	£58.16m	Q3 23/24	£57.59m	Q4 23/24	No target	n/a	
[Finance] Total aged debtor days (+ 31 days)	£28.17m	Q1 23/24	£29.94m	Q2 23/24	£30.94m	Q3 23/24	£34.89m	Q4 23/24	No target	R	
[Finance] % Invoices paid on time	New	July 2023	98.0%	Q2 23/24	97.4%	Q3 23/24	97.9%	Q4 23/24	94.0%	G	

Comments

Staff sickness absence

- The latest data shows that the percentage of working days lost to staff sickness has increased across the whole organisation and across most directorates. Corporately, staff sickness (reported at Quarter 4, January to March) is at its highest level since 2019/20 (pre-covid).
- The biggest increase in staff sickness has been reported by the Fire & Public Safety directorate. On further analysis, this can be attributed to a higher number of longstanding sickness absences and an increase in muscular skeletal, respiratory, and mental health related issues. All absences will continue to be closely managed according to HR policy and, where required, cases referred to occupational health to provide additional support.

Oracle Fusion

- Good progress is being made with the implementation of the final Oracle Fusion module, "Helpdesk" which will replace the existing HR case management system, SupportWorks, and will give customers more self-service capability to create, update and view their enquiries. Training on the system and testing of the configuration is planned with go-live expected in early Summer.

Learning & Development

- The final completion rate for 2023/24 statutory and mandatory training modules was 96%. This is a considerable improvement on 2022/23 when 79% completion was achieved. The improvement is attributed to an increase in communications and support for managers including access to manager dashboards showing live completion data.

Recruitment

- Recruitment volumes remain lower than usual since the new establishment control measures were introduced in October 2023, with a significant reduction in recruitment received in Quarter 4 (Jan – March) 2024 compared to Quarter 4 in 2023.
- Where there is recruitment activity, application rates are improving. So far in 2024 the Council has received on average 18 applications per job, compared to 16 per job during 2023 and 8 per job in 2022 when there were national recruitment challenges. These improved application rates can be attributed in part to the launch of the new ‘Reimagine the Possibilities’ employer branding, which is being used to improve our job advert text and the visuals used in recruitment marketing.

Early Careers

- During early 2024, 18 new apprenticeships started in the corporate workforce and 5 across maintained schools. As well as recruiting people specifically into apprenticeship jobs, current employees can also undertake an apprenticeship in their existing role as a way of developing relevant professional knowledge and skills or completing a professional qualification.

Insurance Claims (financial)

- The number of insurance claims rose sharply during Quarter 4. The multiple flooding events during winter placed considerable pressure on Suffolk Highways, with this contributing to an increase in highways’ claims over this period. The condition of the network has been significantly affected by the adverse weather which creates a backlog as repairs cannot be undertaken until conditions improve. There is usually a 2 to 3 (currently 3 to 4 months) month lag from the incident occurring to a claim received. The Council is aware that Highways currently have 270+ claims waiting investigation - and therefore, the increase in claims trend is likely to continue for some time.

Debt Management (financial)

- A large proportion of the Council's total debt is attributable to residential care (for adults) and there are many reasons why the level of debt held (overall) by the organisation is currently higher than normal. The total amount of aged debt is increasing faster than the rate of increase of customer income (but not all debt relates to customer charging). The new debt team in FIAS (Financial Inclusion and Advice Service) has made a positive difference in the short time it has been fully operational and is working to help reverse this issue. The cost-of-living crisis has had an impact with aged debt and has been raised by other authorities in the region.

Performance Information

Customer Experience

Latest Data Available: **Quarter 4, 2023/24**

(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 new complaints received - Total SCC			258	Q4 21/22	287	Q4 22/23	377	Q4 23/24	No target	A	
% of complaints partially/fully upheld - Total SCC			45.5%	Q4 21/22	68.8%	Q4 22/23	67.8%	Q4 23/24	No target	A	
% complaints acknowledged on time (within 3 working days)			91.1%	Q4 21/22	90.0%	Q4 22/23	92.6%	Q4 23/24	90%	G	
% complaint responses sent on time (within 20 working days)			60.5%	Q4 21/22	69.1%	Q4 22/23	69.6%	Q4 23/24	80%	R	
Number of complaint escalations beyond Stage 1			8	Q4 21/22	4	Q4 22/23	4	Q4 23/24	No target	n/a	
Number of LGSCO decisions - Complaints			29	Q4 21/22	32	Q4 22/23	19	Q4 23/24	No target	n/a	
Number of compliments received - Total SCC			110	Q4 21/22	132	Q4 22/23	190	Q4 23/24	No target	G	
Number of customer contacts - using phone			38,713	Q4 21/22	40,135	Q4 22/23	41,694	Q4 23/24	No target	n/a	
Number of customer contacts - using online options			28,674	Q4 21/22	31,722	Q4 22/23	34,694	Q4 23/24	No target	n/a	
Customer Service - % First Call Resolution			92.4%	Q4 21/22	93.8%	Q4 22/23	97.6%	Q4 23/24	No target	G	
Customer Service - % Failure Demand			2.9%	Q4 21/22	1.2%	Q4 22/23	2.0%	Q4 23/24	No target	G	
% Blue Badge Applications (Govt <12 weeks)			94.5%	Q4 21/22	70.5%	Q4 22/23	92.0%	Q4 23/24	No target	G	
% Customer transactions undertaken online (Contact Centre)			92.5%	Q4 21/22	93.8%	Q4 22/23	93.0%	Q4 23/24	>85%	G	
% Customer transactions undertaken online (SCC)			87.5%	Q4 21/22	87.5%	Q4 22/23	88.8%	Q4 23/24	>85%	G	
% Customer Satisfaction - Customer Services			93.3%	Q4 21/22	87.2%	Q4 22/23	84.7%	Q4 23/24	>85%	A	
SCC website usage - number of users			707k	Q4 21/22	1.05m	Q4 22/23	1.55m	Q4 23/24	No target	n/a	
SCC website usage - number of page views			1.38m	Q4 21/22	1.51m	Q4 22/23	1.97m	Q4 23/24	No target	n/a	
SCC website usage - % Quality Assurance score			98.2%	Q4 21/22	94.4%	Q4 22/23	97.6%	Q4 23/24	No target	G	
SCC website usage - number of online payments made			1,535	Q4 21/22	2,010	Q4 22/23	2,502	Q4 23/24	No target	n/a	

Comments

Complaints & Compliments

- The number of complaints received by the Council rose by 31.4% compared to Quarter 4 last year, this was predominantly driven by an increase in the number of complaints relating to SEND and Highways. Corporate Services was the only directorate to see a fall in complaint numbers, down by 2. CYP and GHI saw the largest increases, up 42 and 38, respectively. Both ACS and Public Health saw single figure increments, up by 9 and 3 cases, respectively.

- Quarter 4 saw a slight reduction in the percentage of cases either fully or partially upheld, down 1% on Quarter 4 last year. ACS and CYP saw the number of cases where fault was found increase compared to last year, up 4.6% and 12.5%, respectively.
- Complaint acknowledgement performance (acknowledgement within 3 working days) has improved, up by 2.6%, and sits above the Council's corporate target of 90%.
- Complaint response performance remains below the Council's target of 80% of cases responded to within 20 working days. Quarter 4 saw overall response performance improve slightly, up 0.5% compared to last year. Corporate Services, Public Health and F&PS all exceeded the 80% target, achieving 100%. CYP response performance improved compared to last year, up 4.5%, whilst GHI and ACS performance fell by 6.7% and 1.8%, respectively. There were four cases that escalated beyond stage 1, all CYP cases. This represents 3.1% of all CYP cases for the quarter.
- During Quarter 4, the LGSCO issued decisions on 19 cases, down 13 compared to the same period last year. ACS saw five cases decided, 2 of which were upheld, whilst CYP had 14 case decisions, of which 5 cases were upheld. For all LGSCO decisions received during the quarter, 36.8% were upheld resulting in £14,700 in remedy payments.
- Overall, compliment numbers rose by nearly 44% compared to Quarter 4 last year. ACS, GH&I and Corporate Services saw significant increases in numbers, up 58.3%, 33.3% and 81% respectively compared to Quarter 4 last year.

Customer & Online Services

- Overall Customer Service demand, across all channels, was up 6.3% compared to Quarter 4 last year. Email demand was the only channel to see a reduction, down 3.2% compared to Q4 2022/23. The remaining channels all saw increases in demand - Telephone 3.9%; Web Chat 4.0%; Social Media 122.1%. The increase in Social Media contacts has been driven by the offering of feedback on Devolution.
- First call resolution in the Customer Service Contact Centre remains strong at over 97%, an improvement of 3.8% on Q4 last year. The number of customers contacting the Council to chase overdue services (failure demand) saw a small increase compared to Quarter 4 last year, up 0.8%. However, with only 2% of calls relating to overdue services, this remains strong performance.
- During Quarter 4, customers chose to use self-service options for over 93% of transactions that could be processed through the Customer Service Contact Centre. For the Council as a whole, Quarter 4 saw 88.8% of customer transactions completed using self-service channels, up 1.3% on the same period last year, and remains above the Council's corporate target of 85%.
- The Customer Service team (Contact Centre and Blue Badge) customer satisfaction score of 84.7% for Quarter 4 was down 2.5% compared to the same period last year. This falls slightly short of the Council's target of 85% and predominantly relates to the email

channel, with dips in satisfaction around timeliness and quality of responses. The management team are pulling together an action plan to address this.

- In Quarter 4, website visitor numbers increased significantly, up by over 52% compared to quarter 4 last year, with page views up by almost 31%. The Quality Assurance (QA) score at the end of Quarter 4 stood at 97.6%, up by 3.2% on last year. This metric continues to perform well against the wider industry benchmark, which stood at 80.7% at the end of Quarter 4.
- The continued development of easy-to-use self-service solutions is helping to drive up the number of online payments. Quarter 4 saw 2,502 payments made online, an increase of 24.5% on last year.

Performance Information

Governance & Assurance

Latest Data Available: **Quarter 4, 2023/24**

(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 internal audits completed (Quarter)	4	Q1 23/24	5	Q2 23/24	4	Q3 23/24	13	Q4 23/24	No target	n/a	
Number of internal audits completed (last 12 months)	18	Q1 23/24	17	Q2 23/24	18	Q3 23/24	26	Q4 23/24	No target	n/a	
Number of referrals for possible fraud	10	Q1 23/24	8	Q2 23/24	9	Q3 23/24	13	Q4 23/24	No target	n/a	
Number of referrals for possible Blue Badge misuse	1	Q1 23/24	1	Q2 23/24	4	Q3 23/24	2	Q4 23/24	No target	n/a	
Number of successful prosecution (fraud)	1	Q1 23/24	0	Q2 23/24	1	Q3 23/24	1	Q4 23/24	No target	n/a	
Information Requests received (FOIs / EIRs)	348	Q1 23/24	318	Q2 23/24	287	Q3 23/24	431	Q4 23/24	No target	n/a	
% Information Requests responded to in 20 working days	94%	Q1 23/24	98%	Q2 23/24	99%	Q3 23/24	97%	Q4 23/24	No target	G	
Subject Access Requests (SARs) received	68	Q1 23/24	77	Q2 23/24	84	Q3 23/24	96	Q4 23/24	No target	n/a	
Subject Access Requests (SARs) open	40	Q1 23/24	60	Q2 23/24	32	Q3 23/24	25	Q4 23/24	No target	n/a	
Subject Access Requests (SARs) closed	70	Q1 23/24	59	Q2 23/24	104	Q3 23/24	104	Q4 23/24	No target	n/a	
% SARs responded to within statutory timescales	53%	Q1 23/24	43%	Q2 23/24	81%	Q3 23/24	83%	Q4 23/24	No target	A	
Total number of overdue SARs	8	Q1 23/24	6	Q2 23/24	11	Q3 23/24	1	Q4 23/24	No target	G	
Total number of Security Incidents	157	Q1 23/24	198	Q2 23/24	163	Q3 23/24	157	Q4 23/24	No target	n/a	
Total number of Security Incidents (Category 3+)	42	Q1 23/24	45	Q2 23/24	54	Q3 23/24	29	Q4 23/24	No target	n/a	
ICO Security Incident Notifications	1	Q1 23/24	2	Q2 23/24	1	Q3 23/24	1	Q4 23/24	No target	n/a	

Comments

Internal Audit

- During Quarter 4, Internal Audit & Counter Fraud Services received 13 referrals of possible fraud, and a further two referrals for investigation into blue badge misuse. There was one successful prosecution in Q4.
- All internal audit reports are sent to the relevant Director. In addition, The Head of Internal Audit sends all internal audit reports resulting in an overall opinion of 'no assurance' or 'limited assurance' to the Chairman & Vice Chairman of the Audit Committee, the relevant Cabinet Member(s), the Chief Executive, and the Chief Financial (s151) Officer.

Information Governance

- FOI/EIR: Q4 saw a significant increase in FOI/EIR requests, from 287 in Q3 to 431, an increase of 50% from the previous quarter and 23% from Q4 last year. The compliance rate has dipped slightly from Q3 to 97%, but the overall compliance for the year, using the ICO's calculator, is 96.8% which is comfortably within the ICO's expectations (which is important as the ICO is actively tackling public authorities who are not being compliant). For Q4, GHI and Corporate Services received the highest number of requests at 148, followed by CYP at 98.
- SARs: The number of new SARs submitted has continued to rise in Q4 (as it has each Quarter in 2023/24). However, with a high number of requests closed, the number of open SARs has reduced significantly from 60 at the end of Q2 to 25 at the end of Q4. Furthermore, the number of overdue SARs has now also decreased to just 1. The compliance rate for Q4 is showing a positive position (83%) compared to any point in the last few years.
- Security Incidents: Q4 has seen a slight decrease in the total number of information security incidents reported (157) compared to Q3 (163), but there has a more significant decrease (by 46%) in the number of more serious (priority 3+) incidents occurring, from 54 in Quarter 3 to 29 in Quarter 4. Almost one-half the of priority 3+ incidents were reported within CYP.
- The most common type of reported priority 3+ incident was once again information being sent to an incorrect recipient (10 of the reported incidents were of this type). The ICO was made aware of one personal data breach in Q4 which involved an update email being sent to over 200 recipients without using the "bcc" function.