

# 2024-25 Quarter Q4 Performance Report

## Mid Suffolk District Council

The period covered by this report is January to March 2025

This plan sets out how the Council is *'Helping to provide thriving and resilient communities'* through the following themes

Housing & Infrastructure

Resilience

Community wellbeing

Environmental Sustainability

These themes are delivered through the principles set out in

Our approach

# The Mid Suffolk Plan

*Helping to create thriving  
and resilient communities*

2023-2027





## Housing and Infrastructure


- Ensuring we have more insulated and energy efficient homes
- Enabling sustainability in the built environment
- Supporting better rural transport improving travel connectivity
- Increasing the availability of truly affordable homes, reducing homelessness
- Supporting and encouraging private landlords and homeowners towards zero carbon living
















Housing and Infrastructure				
 Actions	 9	 1	 16	
 Risks	 1	 2	 0	
 PIs	 1	 7	 9	 9

### During this quarter













- Feb 25 That, Cabinet agrees to progress to the design phase of a Residents Parking Zone for Stowmarket
- March 25 The Cabinet approved the Community Infrastructure Levy programme

### Housing


Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Void repair time in calendar days (Mid Suffolk)	47.1	39.28	43.74	40.3	53.05	53	44.09	

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Number of households in temporary accommodation	110	107	102	105	113		107	
	Number of lettings			117	130	89	35	112	
	Homelessness - Successful Preventions Mid Suffolk		88	79	66	61	20	74	
	All placements made by Mid Suffolk		84	92	55	73		76	
	Homelessness - Successful Reliefs Mid Suffolk		23	8	7	10	5	12	
	Average Relet time in calendar days of all voids (Mid Suffolk)	55.14	31.82	21.38	42.74	32.62	60	32.14	
	Overall satisfaction with the service provided by landlord (Mid Suffolk)	65%	61%	65%	65%	73%	71%	66%	
	Repair completed in last 12 months - satisfaction with overall repairs service from landlord over last 12 months	61%	61%	63%	65%	75%	81%	66%	
	Repair completed in last 12 months - satisfied with time taken to complete most recent repair after reported	51%	55%	50%	45%	61%	70%	53%	
	Satisfaction that landlords provide a home that is safe	75%	75%	73%	78%	81%	80%	77%	
	Satisfaction that landlord listens to views and acts upon them (Mid Suffolk)	58%	54%	52%	57%	56%	60%	55%	
	Landlord treats me fairly and with respect (Mid Suffolk)	75%	71%	74%	72%	78%	72%	74%	
	Complaint in last 12 months - satisfaction with landlord's approach to complaints handling (Mid Suffolk)	26%	31%	26%	38%	46%	29%	35%	
	Satisfaction that landlord keeps communal areas clean and well-maintained (Mid Suffolk)	67%	71%	61%	62%	79%	70%	68%	
	Satisfaction that landlords make a positive contribution to neighbourhoods (Mid Suffolk)	68%	49%	56%	54%	63%	67%	56%	









## Planning






Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Planning: Percentage of Mid Suffolk major planning applications decided on time	83.3%	85.7%	90.9%	62.5%	88.9%	60%	82%	
	Planning: Percentage of Mid Suffolk non-major planning applications decided on time	95%	96.9%	95%	95%	92.5%	70%	95%	
	Planning: Percentage of Mid Suffolk major planning applications overturned on appeal (district matters)	0%	13%	0%	0%	3.8%	10%	4%	
	Planning: Percentage of Mid Suffolk non-major planning applications overturned on appeal (district matters)	1.4%	0.8%	1.3%	1.3%	1%	10%	1%	
	Planning: MSDC Dwelling Permissions		11	108	82	22		55.75	
	Number of Mid Suffolk Neighbourhood Plans where examiner's report published		0	1	0	0		0.25	
	Number of Mid Suffolk Neighbourhood Plans where Regulation 14 consultation underway		0	1	1	0		0.5	
	Number of New Area Designations in Mid Suffolk (Neighbourhood Plan area agreed)		0	0	1	0		0.25	
	Total Mid Suffolk Neighbourhood Plans in progress (cumulative)		28	28	29	29		N/A	
	Community Infrastructure Levy (CIL) Collected in Mid Suffolk		£2,471,507	£1,743,792	£1,861,028	£1,003,924		£1,770,063 per quarter	
	Community Infrastructure Levy (CIL) awarded / allocated by Mid Suffolk Cabinet			£995,929	£691,821	£186,870		£468,655 per quarter	
	Neighbourhood CIL Payments - Mid Suffolk		£592,928	£0.00	£697,940	£0.00		£322,717 per quarter	

## Property, Development and Regeneration

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Affordable homes built or acquired for HRA (Mid Suffolk)	15	29	5	38	0	20	18	Quarter 3 exceeded target and now the unit count has balanced out

## Mid Suffolk Housing Regulator Indicators

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	% Gas Safety Checks Valid		99.49%	98.91%	99.52%	99.84%	99%	99%	
	% Fire Safety Risk Assessments Carried Out	100%	100%	100%	97.87%	100%	100%	99%	
	% of Required Asbestos Safety Checks Carried Out	100%	100%	100%	100%	100%	100%	100%	
	% of Water Safety Checks Carried Out	100%	100%	100%	100%	100%	100%	100%	
	% of Lift Safety Checks Carried Out	100%	100%	100%	100%	100%	100%	100%	
	Number of stage two complaints received per 1,000 homes		1.48	4.74	2.37	2.96		2.89	
	Number of Stage 1 Complaints per 1000 homes owned (Mid Suffolk)		26.7	21.66	18.99	16.61		20.99	
	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales		20%	100%	100%	90%	85%	78%	

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	31.81%	37.77%	21.9%	79.68%	62.5%	85%	50%	
	ASB cases relative to size of landlord (Mid Suffolk)		35.15	9.49	8.9	11.86		16.35	
	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.		0.89	0	0	0		0.2225	
	Proportion of emergency responsive repairs completed within the landlord's target timescale (24hrs)	47%	53.1%	63.84%	49.56%	60.05%	95%	57%	Repairs data has some inconsistency that we are aware of, however with the role out of the new job management system in the next few months, our performance reporting should be more in line with the targets that we have set ourselves."
	Proportion of non-emergency repairs completed within target timescale (20 days)	57.8%	49.46%	85.41%	52.5%		80%	62%	Q4 Data being validated

## Actions to deliver Housing & Infrastructure in Mid Suffolk

Action Code	Action Title	Progress	Notes & History Latest Note
AP_SLTC_27MS	New building services system	<div><div>100%</div></div>	Restructure now complete
AP_SLTC_28MS	New building services organisation	<div><div>100%</div></div>	Restructure now complete
AP_SLTC_33MS	Solar roof scheme	<div><div>100%</div></div>	Budget for 1 FTC (shared 50:50)
AP_SLTC_4MS	Community transport routes established	<div><div>100%</div></div>	In Mid Suffolk, £600,000 of funding from the district council for passenger transport has been invested via MSDC's Rural Transport Grant Scheme. Following this, two new MSDC funded demand responsive passenger transport schemes have launched
AP_SLTC_5MS	Changes to empty homes council tax premiums	<div><div>100%</div></div>	This policy has been implemented and the action complete

Action Code	Action Title	Progress	Notes & History Latest Note
AP_SLTC_88MS	Temporary accommodation	<div><div>100%</div></div>	Portfolio Holders have been briefed and SLT have been briefed on the 27th November going to covert Eve Balfour House and purchase properties in Babergh and Mid Suffolk using LAHF offers have been made to developers.
AP_SLTC_12MS	Listed Building Consent Order for energy efficiency	<div><div>85%</div></div>	Listed building Consent Order with historic England for comment.
AP_SLTC_16B&8MS	EPC for Council Properties (Level C by 2028)(Commercial & Operational)	<div><div>80%</div></div>	BF 35 properties require an EPC
AP_SLTC_7MS	Mid Suffolk Council offices/HQ site in Needham	<div><div>80%</div></div>	Property marketed and preferred purchaser identified. Terms agreed and solicitors appointed. Legal Completion expected April 2025








## Resilience

- Empowering and enabling more active citizenship
- Building capacity & capability within communities
- Ensuring we engage with all our communities
- Protecting heritage and its cultural significance
- Supporting local businesses
- Championing local food production
- Supporting the delivery of a greener, skilled economy


Resilience				
Actions	1	0	7	
Risks	0	5	1	
PIs	0	1	9	16




## Housing

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Number of Gas safety records outstanding at end of period in Babergh	36	17	10	13	3	0	11	
	Number of Gas safety records outstanding at end of period in Mid Suffolk	18	6	7	9	3	0	6	
	Number of households where homelessness has either been prevented or relieved		197	164	142	142	150	162	
	Satisfaction that landlord provides a home that is well-maintained	70%	61%	69%	66%	71%	70%	67%	
	Satisfaction that the landlord keeps tenant informed about things that matter to them (Mid Suffolk)	72%	70%	60%	70%	74%	70%	69%	

## Operations












Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Dangerous Structure Incidents in Mid Suffolk (including out of hours)			9	2	4		5	4 incidents reported involving water damage to flat, fire at public toilets, unstable retaining walls, structure of flat roof.









## Planning

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Neighbourhood Plans Adopted in Mid Suffolk		21	21	22	22		N/A	



## Sustainable Communities & Economy

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Assets of Community Value: Total Quantity				21	24		N/A	
	All Grants: No. of first time applicants across all Mid Suffolk grant streams (exc. Locality) since 2020	8	3	3	7	15		7	
	Capital Grant: % of Mid Suffolk funding allocated	100%	0%	18%	18%	67%		N/A	13 projects totalling £86,144.29 were funded through Capital Grants in Q4. Budget updated to £190,000 as incorrectly stated as £232,000 earlier in the financial year.
	Capital Grant: No. of Mid Suffolk projects supported	5	0	5	0	13		4.5	13 projects were supported through Capital Grants in Q4.
	Capital Grant: Amount of match funding enabled through grants allocated	£65,159	£0.00	£73,419	£0.00	£574,854		£162,068 per quarter	Match funding generated through sources such as the National Lottery for Nayland Village Hall.
	Community Development: % of Mid Suffolk funding allocated	103%	38%	0%	103%	0%		N/A	There was no Community Development funding round in Q4, with funding previously fully allocated
	Revenue: % of Mid Suffolk funding allocated		100%		100%			100%	No funding allocated in Q4, with funding previously fully allocated.
	Revenue: No. of Mid Suffolk Organisations supported		19	0	0	0		N/A	No funding allocated in Q4, with funding previously fully allocated.
	Locality Awards: % of funding allocated in Mid Suffolk	98.41%	10.85%	32.29%	49.99%	97.87%		N/A	
	Locality Awards: No. of projects supported in Mid Suffolk	73	39	88	48	62		59	62 projects were supported through Locality Awards in Q4, including a new water heater at Bacton Village Hall and resurfacing of tennis courts at Bedfield and Monk Soham.
	Section 106: Amount of funding allocated in Mid Suffolk	£485,284	£535,746	£6,228	£5,000	£5,958		£138,233 per quarter	Two projects were supported through Section 106 in Q4, rainwater harvesting at Beyond the Wall and new solar panels and batteries at Brome and Oakley Village Hall.

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Section 106: No. of funding applications awarded Mid Suffolk	15	5	3	1	2		2.75	Two projects were supported through Section 106 in Q4, rainwater harvesting at Beyond the Wall and new solar panels and batteries at Brome and Oakley Village Hall.
	Section 106: Amount of funding allocated in Mid Suffolk	£485,284	£535,746	£6,228	£5,000	£5,958		£138,233 per quarter	Two projects were supported through Section 106 in Q4, rainwater harvesting at Beyond the Wall and new solar panels and batteries at Brome and Oakley Village Hall.
	Section 106: Amount of match funding enabled through grants allocated in Mid Suffolk	£47,572	£1,395,835	£476	£9,000	£1,787		£351,775 per quarter	Local funding generated towards new solar panels and batteries at Brome and Oakley Village Hall.
	Capital & Community Development Grant: Amount of match funding enabled through grants allocated	£0.00	£300,598	£68,052	£39,745	£179,000		£146,849 per quarter	Match funding generated by Capital Grants, with no Community Development funding round in Q4.
	Capital & Community Development Grant: No. of projects supported	12	6	5	9	13		8.25	13 projects were supported through Capital Grants in Q4, with no Community Development funding round in Q4.
	Suffolk Business Grant Scheme - Number of Business in Mid Suffolk who have received support		2	3	3	11		4.75	
	Rural England Prosperity Fund Grants - Number of Organisations in Mid Suffolk who have received support		5	9	20	8		10.5	
	Stowmarket Town Centre Shop Front Scheme - Number of Business in Stowmarket who have received support				0	0		0	Conversations with business are on-going

## Actions to deliver Resilience in Mid Suffolk

Action Code	Action Title	Progress	Notes & History Latest Note
AP_SLTC_36MS	Community emergency response preparedness	<div><div>100%</div></div>	MSDC has successfully appointed an Emergency Planning Support Officer who will start in post w/c 3rd March

Action Code	Action Title	Progress	Notes & History Latest Note
AP_SLTC_40MS	Grants review	<div><div>100%</div></div>	
AP_SLTC_42MS	Local food production.	<div><div>100%</div></div>	Evidence report has been completed and used to support the Economic Development Strategy
AP_SLTC_43MS	Food Museum Support	<div><div>100%</div></div>	3 year revenue funding agreed over 3 years



## Community Wellbeing


- Enabling improved physical and mental wellbeing
- Working to respect, harness and promote local culture
- Enabling greater access to green spaces
- Enhancing walking and cycling opportunities
- Addressing inequalities (including health, poverty, educational and employment)
- Promoting greater pride in your place

Community Wellbeing				
 Actions	 3	 0	 4	
 Risks	 0	 0	 0	
 PIs	 0	 2	 6	 3



### *During this quarter*

- Jan 25 The Cabinet endorsed the Economic Development Strategy
- Feb 25 The Cabinet approved and adopted the Anti-Social Behaviour Policy





## Housing









Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Council as landlord: Satisfaction with the landlord's approach to handling ASB (Mid Suffolk)	77%	61%	55%	51%	60%	60%	57%	


## Operations

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Number premises due/scheduled for year and in food inspection programme 1st April onwards. (Mid Suffolk)		80.46%	66.18%	79.31%	89.8%	90%	79%	
	% of pass/satisfactory sampling results (Food) (Mid Suffolk)	100%	75%	100%	75%	100%		88%	

## Sustainable Communities & Economy

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Town centre vacancy rate - Eye	15.90%	15.90%	18.00%	13.00%	9.00%	15.00%	14%	
	Town centre vacancy rate - Needham Market	9.50%	9.50%	12.00%	12.00%	9.00%	15.00%	11%	
	Town centre vacancy rate - Stowmarket	5.50%	17.80%	8.00%	9.00%	7.00%	15.00%	10%	
	WSCSP: Delivery against action plan (Western Suffolk Community Safety Partnership)		85%	83%	87%	94%	100%	N/A	The Western Suffolk Community Safety Partnership (WSCSP) has continued to meet and discharge its duties. The partnership continues to progress work against the action plan, co-ordinating community safety activity across the WSCSP area at a strategic level to reduce crime and the fear of crime to address

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
									the risk, threat and harm to victims and local communities.
	Safer Streets: Delivery against action plan		25%	48%	75%	<b>100%</b>	100%	N/A	Following a successful bid to the Home Office, BMSDC alongside partners secured funding from the Safer Streets 5 Fund to support a variety of initiatives to address issues such as Anti-Social Behaviour (ASB).  The initiatives are now complete, however due to successfully securing match funding the Youth Diversionary activities will continue for a further 6 months.
	ASB casework: New Mid Suffolk cases reviewed by community safety team	47	80	89	61	<b>45</b>		69	
	ASB multi-agency casework: New Mid Suffolk cases received at panel		10	1	1	<b>2</b>		3.5	
	ASB case review: % of responded to within statutory timeframe		100%	100%	100%	<b>100%</b>	100%	100%	No applications received
	Strength and Balance: No. of people completing 12-week programme (Mid Suffolk)	10	6	4	7	<b>12</b>	6	7	
	Holiday Activities: % of children that had improved mental health in Mid Suffolk	100%	82%	56%	64%	<b>80%</b>	70%	71%	
	Holiday Activities: No. of FSM spaces taken up in Mid Suffolk	338	866	2,268	807	<b>262</b>	334	1,051	During February Half Term, 417 spaces were booked. The target of 334 spaces taken up is based on an average of 80% attendance. With 262 spaces taken up, the attendance rate was 63% and below target. NB whilst most providers achieved over 90% attendance, activities delivered in Mid Suffolk Leisure Centre saw a particularly low attendance rate. This has been followed up with the provider
	Youth Social Prescribing: No. of young people receiving preventative coaching & mentoring support in Mid Suffolk	308	130	37	179	<b>39</b>		96	

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Youth Social Prescribing: % of participating young people that reported improved wellbeing		66%	94%	50%	58%		67%	

### Actions to deliver Community Wellbeing in Mid Suffolk

Action Code	Action Title	Progress	Notes & History Latest Note
AP_SLTC_50MS	Legacy plan for Mid Suffolk Wellbeing Invest Fund	<div><div>90%</div></div>	Evaluation report 90% complete, Member discussion to take place Dec 24 / Jan 25 regarding future investment
AP_SLTC_52MS	Further household support	<div><div>80%</div></div>	Ongoing support being provided



## Environmental Sustainability

- Working towards zero waste
- Improving biodiversity and nature recovery
- Supporting and facilitating more community energy production
- Enabling and encouraging clean, secure, energy and water supply and management
- Working to achieve net zero carbon emissions as a Council and across the whole district

Environmental Sustainability				
Actions	3	0	3	
Risks	1	0	0	
PIs	0	0	2	7












### During this quarter

- Feb 25 The Cabinet approved the award of the food waste vehicle supply
- Feb 25 The Cabinet accepted the recommendation to approve the draft Local Nature Recovery Strategy



### Operations

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Kerbside refuse collections success rate (Mid Suffolk)	99.91%	99.89%	99.91%	99.92%	<b>99.88%</b>	99.94%	99.90%	
	Trees planted as part of green canopy	105	0	0	104	<b>258</b>		N/A	79 of these planted on MSDC land



Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Project (Mid Suffolk)								
	Hedgerows planted through the planting scheme (Mid Suffolk)	2,160	0	0	250	2,055		N/A	None on council land
	Wildflower seed distributed in sqm (Mid Suffolk)	4,000	0	0	0	5,025		N/A	All on MSDC land
	Meadow management in sqm (Mid Suffolk)	82,788.2	82,788.2	82,788.2	114,918	114,918		98,853	No change on previous value as no new areas added
	Garden waste subscribers (Mid Suffolk)	19,651	20,200	20,530	20,346	20,462	20,634	20,384	
	Business waste customers (Mid Suffolk)	775	767	777	780	780		776	
	Number of fly-tipping Incidents (Mid Suffolk)	134	111	106	110	98		106	JB- This number may increase as an additional 26 reports are awaiting updates from Public Realm
	Number of EV charge points installed (Mid Suffolk)		30	30	30	30		N/A	No further district council installs since the ORCS funded roll-out in our car parks. District council is working to secure some of SCC's LEVI funded installs at suitable places within the district.
	Number of Communities Involved with Community Energy (Mid Suffolk)				6	3		N/A	
	KG of Black Bin Waste Per Household (Mid Suffolk) Cumulative	430.33	115.33	214.5	323.49	426.98	429	270	Correction made to previous quarters following data validation.
	Total Waste Recycled % (Mid Suffolk) excluding Garden Waste Cumulative	21.78%	17.45%	20.4%	20.93%	22.02%		20%	
	Garden Waste % of Total Waste (Mid Suffolk) Cumulative	22.06%	27.49%	26.23%	23.51%	21.09%		25%	Value drops when adding in last quarter as much less tonnage of garden waste is collected during the winter months, but the levels of other recycling remain constant

## Sustainable Communities & Economy

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Groundwork East Engagement in Mid Suffolk - Actual number of businesses in receipt of non-financial support		23	35	38	35	35	N/A	
	Groundwork East Engagement in Mid Suffolk - Actual number of Decarbonisation Plans Developed		17	30	33	31	19	N/A	

## Actions to deliver Environmental Sustainability in Mid Suffolk

Action Code	Action Title	Progress	Notes & History Latest Note
AP_SLTC_69MS	Tree for Life Scheme relaunch	<div><div>100%</div></div>	Complete
AP_SLTC_70MS	Biodiversity Action Plan actions	<div><div>95%</div></div>	Original actions plan nearing completion. The next phase action plan is now agreed and waiting to be uploaded to the website.
AP_SLTC_59aMS	Reduction in carbon emissions for Scope 3	<div><div>85%</div></div>	This is ongoing and is a collaboration with the Head of Procurement.



## Our Approach


- Providing open and honest leadership
- Ensuring we are financially responsible with public money
- Working closely and cooperatively with others
- Enabling and empowering citizens to be active in their communities
- Nurturing community resilience and helping it to become more robust
- Continuing to listen to, and work in partnership with, all citizen of Mid Suffolk
- Putting environmental sustainability and social justice at the heart of everything we do
- Providing high quality council services that are easy to access when needed and that can be relied on








Our Approach				
 Actions	 0	 1	 4	
 Risks	 4	 8	 0	
 PIs	 1	 1	 8	 9

### During this quarter



- Jan 25 Approved to amend the Rent and Service Charge policy
- March 25 The Cabinet support the revised risk management strategy and policy





### Corporate Services

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Total visits to the Stowmarket & Eye Customer Access Point	225	183	288	197	368		259	Additional 3 visitors added due to Eye CAP first session in March 2025.



Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Average number of calls received per day	536	527	510	457	544		510	
	Average time taken to answer calls (seconds)	83	49	35	63	96	105	61	Q4 is always customer services busiest time of year due to Council Tax billing and annual rent letters going out at this time, which is also why there were higher chatbot sessions, this combined with 3 new members of staff has increased the average time taken to answer a call, however this is still within our target time of 105 seconds.
	Percentage of overall calls abandoned	8%	6%	4%	6%	10%	10%	7%	As Above
	Digital Transaction - Chatbot sessions	2,662	2,797	2,266	1,200	3,134		2349	
	Number of compliments received	56	54	55	54	57		55	Increase of three on previous quarter
	Number of Stage 1 complaints received	278	284	338	280	341		311	This amount is for Babergh and Mid Suffolk.  The high level of complaints closed as not considered to be a complaint will be reviewed. We have seen increases in complaints relating to repairs contractors and waste contractors, we will be addressing these through contract review meetings.
	Average daily visits to the Mid Suffolk website	4,952	4,472	2,030	2,171	2,348		2,755	

## Finance and Procurement



Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Average time taken to process new claims and changes to claims in days (Mid Suffolk) YTD	3.87	6.06	5.57	4.47	3.02	10	4.78	
	Average time taken to process new claims	16.99	19.2	17.34	15.22	12.25	24	16.00	

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	in days (Mid Suffolk) YTD								
	Average time taken to process changes to claims in days (Mid Suffolk) YTD	2.98	5.44	4.4	3.35	2.42	7	3.90	
	The level of Local Authority Error overpayments as a % of all housing benefit paid (Mid Suffolk) YTD	0.27%	0.16%	0.11%	0.14%	0.12%	0.48%	0.13%	
	Council Tax % of total raised collected in year (Mid Suffolk cumulative) YTD	98.34%	28.84%	55.75%	83.04%	98.27%	100%	N/A	In keeping with this point last year
	Business Rates % of total raised collected in year (Mid Suffolk cumulative) YTD	96.85%	29.09%	57.35%	75.19%	97.59%	100%	N/A	


## Housing

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	% of rent due collected (12 month rolling) (excluding current arrears brought forward) (Mid Suffolk)	99.69%	99.7%	99.63%	99.88%	100.31%	100%	99.9%	
	Current tenant arrears as a % of the rent debit (Mid Suffolk)	2.48%	2.06%	1.96%	1.94%	1.86%	2%	2%	


## HR and Organisational Development

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Average number of days sickness per full time equivalent staff (Actual for Quarter)	2.86	2.41	2.95	2.63	0.81		2.2	
	Average number of days sickness per full time equivalent staff (Cumulative)	8.04	2.41	5.36	7.98	8.79		N/A	

## Operations

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	% of premises rated 5 stars for food safety (Mid Suffolk)	87.7%	86.67%	86.48%	85.76%	85.41%	85%	86%	

## Sustainable Communities & Economy

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Employer Supported Volunteering (ESV): No of staff using their ESV policy	15	10	44	18	9	10	20	

Action Code	Action Title	Progress	Notes & History Latest Note
AP_SLTC_49B&81MS	CIFCO Business Plan	<div><div>100%</div></div>	Business case approved by Council in July 2024
AP_SLTC_78MS	Improved customer access	<div><div>80%</div></div>	<p>We have now opened our Stowmarket CAP 5 days a week and the new Eye service, with both going well.</p> <p>I will be taking a presentation to the Mud Suffolk disability forum to discuss the changes made and seek any views on the access to help ensure are services are easily accessed by all.</p>