

# 2024-25 Quarter 1 Performance Report

## Mid Suffolk District Council

This report sets out performance within Quarter 1 of 2024-2025 (April to June 2024) against the Mid Suffolk Plan (2023-2027):

<https://www.midsuffolk.gov.uk/w/our-plan-for-mid-suffolk>

This performance report covers the period between April to June 2024.

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

- Housing and infrastructure
- Resilience
- Community wellbeing
- Environmental sustainability

These themes are delivered through the principles set out in 'Our Approach'. This report sets out progress on the above four themes and Our Approach.



# The Mid Suffolk Plan

*Helping to create thriving  
and resilient communities*

2023-2027








The report provides detail on key performance indicators against each theme, with data from the Council's new performance management software system – Pentana. Work is in progress to evolve the reporting on Pentana as we increase usage of this software. For this Q1 report the focus is on key performance indicators the demonstrate progress on each theme.

As we move forward throughout the year, we will also be reporting on progress on the Council's strategies too. Work is also in progress in terms of developing the key performance indicators below. There may be different or further KPIs that demonstrate progress against each theme of the plan, and targets are in development for some KPIs too.

The report seeks to show the current KPIs, direction of travel and commentary where needed to explain any areas of 'red' in the status. Performance reporting moving forward aims to focus on exception report, in that where performance is not meeting the set targets further commentary is provided.

The key to the status symbols is as follows:

-  Target met
-  Warning (nearing not meeting target)
-  Alert (target not met)
-  Data only
-  Awaiting data

## Housing and infrastructure




We have committed to focus on:










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

### This quarter we have:

- Agreed at our Cabinet meeting in April to bring in a new repairs management and scheduling system for our work to our own housing, helping us to deliver this service more effectively.

The following key performance indicators demonstrate progress against these priorities:

Status	Key Performance Indicator	Current	Target	Commentary	Last Update
	Number of households in temporary accommodation	107	-		June 2024
Following indicators relate to housing where the Council is the landlord:					
	Number of lettings	31	35		June 2024
	Overall satisfaction with the service provided by landlord	61%	71%		Q1 2024/25

Status	Key Performance Indicator	Current	Target	Commentary	Last Update
	Repair completed in last 12 months - satisfaction with overall repairs service from landlord over last 12 months	61%	81%		Q1 2024/25
	Repair completed in last 12 months - satisfied with time taken to complete most recent repair after reported	55%	70%	The Right First Time project is underway to provide tenants with a more responsive repairs service. The new system and processes are due to go live early next year and we are tracking this score as one of the intended benefits of the project. The new system will enable us to improve the repairs service and deal with the issues in real time.	Q1 2024/25
	Satisfaction that landlords provide a home that is safe	75%	80%		Q1 2024/25
	Satisfaction that landlord listens to views and acts upon them	54%	60%		Q1 2024/25
	Landlord treats me fairly and with respect	71%	72%		Q1 2024/25
	Complaint in last 12 months - satisfaction with landlord's approach to complaints handling	31%	29%		Q1 2024/25
	Satisfaction that landlord keeps communal areas clean and well-maintained	71%	70%		Q1 2024/25
	Satisfaction that landlords make a positive contribution to neighbourhoods	49%	67%	We are continuing to use the data from this measure to inform our community action day programme. Targeting areas which are reporting dissatisfaction. Working with tenants through these days we have also identified a number of estate improvements which will be actioned through our Greater Places programme and it is hoped that satisfaction will improve.	Q1 2024/25
	New dwellings approved through planning	11 (10	-		Q1 2024/25





Status	Key Performance Indicator	Current	Target	Commentary	Last Update
	applications	applications)			
✓	Planning: Percentage of Mid Suffolk major planning applications decided on time	85.7	60		Q1 2024/25
✓	Planning: Percentage of Mid Suffolk non-major planning applications decided on time	96.9	70		Q1 2024/25
🏠	New dwellings granted planning permission	12	-	Total of 9 planning applications	Q1 2024/25
✓	Void repair time in calendar days	39.28	53		Q1 2024/25
✓	Average relet time in calendar days of all voids	25.22	60		June 2024
✓	% Gas Safety Checks Valid	98.91%	99%		Q1 2024/25
✓	% Fire Safety Risk Assessments Carried Out	100%	100%		Q1 2024/25
✓	% of Lift Safety Checks Carried Out	100%	100%		Q1 2024/25
⚠️	Satisfaction that landlord provides a home that is well-maintained	61%	70%		Q1 2024/25
✓	Satisfaction that the landlord keeps tenant informed about things that matter to them (Mid Suffolk)	70%	70%		Q1 2024/25
✓	Satisfaction with the landlord's approach to handling ASB (Mid Suffolk)	61%	60%		Q1 2024/25
✓	Council as landlord: Satisfaction with the landlord's approach to handling ASB	61%	60%		Q1 2024/25

## Resilience












We have committed to focus on:





- 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

The following key performance indicators demonstrate progress against these priorities:

Status	Key performance indicator	Current	Target	Commentary	Last Update
	Number of households where homelessness has either been prevented or relieved (cumulative)	59	45		June 2024
	Neighbourhood Plans Progressed in Mid Suffolk	21	-	Beyton Neighbourhood Plan and Hoxne Neighbourhood Plan were made within this quarter.	Q1 2024/25
	All Grants: No. of first time applicants across all Mid Suffolk grant streams (exc. Locality) since 2020	3	-	New applications from Hoxne Community Stores, Barking Village Hall and Our Special Friends.	Q1 2024/25
	Capital Grant: % of Mid Suffolk funding allocated	0%	-	No funding round in Q1, due in Q2	Q1 2024/25

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Status	Key performance indicator	Current	Target	Commentary	Last Update
	Capital Grant: No. of Mid Suffolk projects supported	0	-	No funding in Q1, due in Q2	Q1 2024/25
	Capital Grant: Amount of match funding enabled through grants allocated	£0.00	-	No funding round in Q1, due in Q2	Q1 2024/25
	Community Development: % of Mid Suffolk funding allocated	38%	-	One funding round in Q1, another due in Q3	Q1 2024/25
	Revenue: % of Mid Suffolk funding allocated	100%	-	2024/25 Revenue Grants fully allocated to 19 organisations	Q1 2024/25
	Revenue: No. of Mid Suffolk projects supported	19	-	Including Citizens Advice Mid Suffolk, the Rural Coffee Caravan and Community Action Suffolk	Q1 2024/25
	Locality Awards: % of funding allocated in Mid Suffolk	11%	-	Opened for applications on 1 April 2024	Q1 2024/25
	Locality Awards: No. of projects supported in Mid Suffolk	39	-	Including support to community events such as Stowmarket Carnival and Gislingham Flower Festival	Q1 2024/25
	Section 106: No. of funding applications awarded Mid Suffolk	5	-	Three of the awarded projects are to support community facilities improvements	Q1 2024/25
	Section 106: Amount of funding allocated	£535,746.30	-	This allocation includes support towards the re-development of Elmswell Tavern as a Community pub.	Q1 2024/25
	Section 106: Amount of match funding enabled through grants allocated in Mid Suffolk	£1,395,835.91	-	Section 106 places no requirement to match fund which means this can be the first funding provided in a funding package.	Q1 2024/25
	Capital & Community Development Grant: Amount of match funding enabled through grants allocated	£300,598.49	-	This figure relates to Community Development funding only.	Q1 2024/25







Status	Key performance indicator	Current	Target	Commentary	Last Update
	Capital & Community Development Grant: No. of projects supported	6	-	The first round of capital funding fell outside of the first quarter.	Q1 2024/25
	Community Infrastructure Levy collected	£2,471,507.36	-		Q1 2024/25
	Community Infrastructure Levy – CIL Bid funding allocated, approved/noted by Cabinet	£0.00	-		Q1 2024/25
	Neighbourhood Parish payments paid to the parishes	£592,928.12	-		Q1 2024/25







## Community wellbeing


We have committed to focus on:

- 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

The following key performance indicators demonstrate progress against these priorities:

Status	Key performance indicator	Current	Target	Commentary	Last Update
	Town centre vacancy rate - Eye	15.90%	14.00%	We are working with partners and landowners in the town to address and attract new shops attracted to the town.	Q1 2024/25
	Town centre vacancy rate - Needham Market	9.00%	14.00%		Q1 2024/25
	Town centre vacancy rate - Stowmarket	8.00%	14.00%		Q1 2024/25
	Number premises due/scheduled for year and in food inspection programme 1st April onwards.	100%	90%	In line with the Food Law Code of Practice, inspections should be carried out within 28 days of inspection due date	May 2024
	% of pass/satisfactory microbiological testing sampling results (Food)	75%	-		Q1 2024/25
	Anti-social behaviour (ASB) casework: New	84	-	This is a 32% increase compared to the	Q1 2024/25

Status	Key performance indicator	Current	Target	Commentary	Last Update
	Mid Suffolk cases reviewed by community safety team			same period in 2023, which could be due to the promotion of improved communication between partners and increased public confidence.	
	ASB casework: No. of Mid Suffolk cases open for longer than 6 months at end of quarter	0	0		Q1 2024/25
	ASB multi-agency casework: Mid Suffolk cases reviewed at panel	15	-	Medium to high-risk cases that require a multi-agency approach.	Q1 2024/25
	Holiday Activities: No. of FSM spaces taken up in Mid Suffolk	866	234	Q1 data includes Easter Holiday activities (671 activity spaces for children) and May Half Term activities (195 activity spaces for children)	Q1 2024/25
	Holiday Activities: % of children that had improved mental health in Mid Suffolk	82%	70%	A part of the evaluation of the programme is to assess if young people are reporting improved mental health, as a result of the activities. We can see from the survey feedback that there has been an increase in young people reporting improved mental health.	Q1 2024/25
	Youth Social Prescribing: No. of young people receiving preventative coaching & mentoring support	534		Group work includes sessions on Violence Against Women and Girls, a World Cafe for refugees and student with English as an additional language. 1-1s have increased the number of safeguarding referrals made to the school. Support has been provided to the young people depending on the concern.	Q1 2024/25
	Youth Social Prescribing: % of participating young people that reported improved wellbeing	64%		Feedback is taken with young people periodically to assess if an improvement of wellbeing has been made.	Q1 2024/25

Status	Key performance indicator	Current	Target	Commentary	Last Update
	Strength and Balance: No. of people completing 12-week programme (Mid Suffolk)	6	6	6 clients have completed the 2 week course in quarter 1 5 clients dropped out before the end of the 12 weeks (due to health/motivation reasons)	Q1 2024/25

## Environmental sustainability




We have committed to focus on:










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

### This quarter we have:

- Furthered our priority to reduce waste through our Cabinet agreeing to introduce Simpler Recycling and a weekly kerbside food waste collection service, which will be brought in before March 2026.

The following key performance indicators demonstrate progress against these priorities:

Status	Key performance indicator	Current	Target	Commentary	Last Update
	Kerbside refuse collections success rate	99.89%	99.94%		Q1 2024/25
	Trees planted as part of green canopy project	141	-	Figure from 2023/24 as planting season ends in March, commences again after summer.	2023/24
	Hedgerows planted through the planting scheme	2,160	-	Figure from 2023/24 as planting season ends in March, commences again after	2023/24

Status	Key performance indicator	Current	Target	Commentary	Last Update
				summer.	
	Wildflower seed distributed in sqm	14,000	-	Includes seed sown to enrich MSDC meadow areas	2023/24
	Meadow management in sqm	69,284	-		2023/24
	Number of fly-tipping Incidents	111	-		Q1 2024/25
	Number of electric vehicle (EV) charge points installed	30	-	Following community feedback regarding the ORCS funded installations, and liaising with the County Council Plug In Suffolk team, it's proposed that the District Council pauses on any further installations until further demand is clear.	Q1 2020/21
	Residual waste per household (kilograms)	457.14	462		2023/24
	Recycling rate	42%	43%	Use of annual figure to get accurate overview of performance, if provided quarterly would be subject to seasonal fluctuations.	2023/24
	Total waste per household (kilograms)	788.65	759.31	Reported yearly, included 2023-24 figure for information purposes.	2023/24
	Garden waste subscribers	20,200	20,634	Reported yearly, included 2023-24 figure for information purposes.	Q1 2024/25
	Business waste customers	767		Reported yearly, included 2023-24 figure for information purposes.	Q1 2024/25

# Our approach


We want our communities in Mid Suffolk to thrive and we believe we can achieve this by working together. We will achieve this by:













- Providing open and honest leadership
- 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
- Ensuring we are financially responsible with public money
- Continuing to listen to, and work in partnership with, all citizen of Mid Suffolk
- 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




## What we have achieved this quarter:

- The launch of the new complaints and freedom of information system will allow for better case management and improved channels of customer communication which in turn will improve the quality of our complaint investigations in line with the Housing Ombudsman Service, Local Government Ombudsman, and Information Commissioners Office guidelines. The complaints system allows for the collection of data and lessons learned which in turn will help service areas identify where improvements to a service can be made.

The following key performance indicators demonstrate progress against Our Approach:

Status	Key performance indicator	Current	Target	Commentary	Last Update
	% of premises rated 5 stars for food safety	86.25%	85%	National average for England of premises rated 3 or above is 97%, we have 97.5%	June 2024

Status	Key performance indicator	Current	Target	Commentary	Last Update
				of premises rated 3 or above (broadly compliant)	
	Total visits to Stowmarket Customer Access Point	183	-		Q1 2024/25
	Average daily visits to the Mid Suffolk website	4,427	-		Q1 2024/25
	Average number of calls received per day	527	-		Q1 2024/25
	Average time taken to answer calls (seconds)	49	105		Q1 2024/25
	Percentage of overall calls abandoned	6%	10%		Q1 2024/25
	Digital Transaction - Chatbot sessions	2,797	-		Q1 2024/25
	Digital Transaction - Automated telephone call sessions	1,015	-		Q1 2024/25
	Number of compliments received	54	-		Q1 2024/25
	Number of Stage 1 complaints received (for both Mid Suffolk and Babergh)	284	-	<p>BMBS, Asset Compliance and Asset Management (housing repairs) have more complaints than the same quarter last year (+10)</p> <p>Tenancy Services have more complaints than the same quarter last year (+19)</p> <p>Public Realm have slightly more (+5) related to things such as grass cutting</p>	Q1 2024/25
	Average time taken to process new claims and changes to claims (days)	6.53	10		Q1 2024/25
	Average time taken to process new claims(days)	19.2	24		Q1 2024/25
	Average time taken to process changes to claims (days)	5.44	7		Q1 2024/25

Status	Key performance indicator	Current	Target	Commentary	Last Update
	The level of Local Authority error overpayments as a % of all housing benefit paid	0.16%	0.48%		Q1 2024/25
	Average number of days sickness per full time equivalent (FTE) staff (Actual for Quarter)	2.41	-		Q1 2024/25
	Average number of days sickness per FTE staff (Cumulative)	2.41	-		Q1 2024/25

## Looking forward to 2024-25 Q2 performance reporting

Q2 performance reports will develop the current reporting to include an overview of delivery against each theme, by also focusing on delivery of the Council's strategies and agreed Action Plan. As we continue to update Pentana with more performance data we will draw on this information in these reports.

In Q2, amongst other priorities we are looking to progress:

- Supporting Residents in Need to provide additional financial support to our residents, to help mitigate some of the impact of the cost of living crisis

- Social Value Policy to demonstrate and capture more social impacts for every pound we spend

- Stowmarket Town Centre Gateway Fund for the Council to invest up to £1.5m in Stowmarket's high street and town centre area

- Agree to spend Community Infrastructure Levy monies the council has on Stowmarket Library and Debenham Recreation Ground play equipment

- Reviewed Funding and Grant processes across the council – to ensure grants and funds we give out are the most effective they can be for our communities and partners

- Reiterating our position on the proposed pylons by National Grid for Norwich to Tilbury overhead line project

- Reiterating our objections to the proposed pylons by National Grid for Norwich to Tilbury overhead line project to safeguard our landscapes.