

2024-25 Quarter Q2 Performance Report

Mid Suffolk District Council

The period covered by this report is July to Sept 2024

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

Status Symbol Key



Target Met



Warning (near 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:

- The CIL Expenditure Programme and accompanying technical assessments of 13 CIL was approved – September Cabinet
- A 12-month service agreement with SCC Highways for a pilot to provide exclusive design, feasibility and costing resource was approved – August Cabinet

The following key performance indicators demonstrate progress against these priorities:

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Current Target	Latest Note
		Value	Value	Value		
	Affordable homes built or acquired for HRA (Mid Suffolk)	15	29	5	20	Quarter 1 exceeded target and now the unit count has balanced out
	Void repair time in calendar days (Mid Suffolk)	47.1	39.28	43.74	53	
	Number of households in temporary	110	107.33	102		

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Current Target	Latest Note
		Value	Value	Value		
	accommodation					
	Number of lettings			117	35	
	Homelessness - Successful Preventions Mid Suffolk		88	79	20	
	Homelessness - All placements made by Mid Suffolk		84	92		
	Homelessness - Successful Reliefs Mid Suffolk		23	8	5	
	Average Relet time in calendar days of all voids (Mid Suffolk)	55.14	31.82	21.38	60	
	Planning: Percentage of Mid Suffolk major planning applications decided on time	83.3%	85.7%	90.9%	60%	
	Planning: Percentage of Mid Suffolk non-major planning applications decided on time	95%	96.9%	95%	70%	
	Planning: Percentage of Mid Suffolk major planning applications overturned on appeal (district matters)	0%	13%	0%	10%	Communities and Local Government (MHCLG) measure our speed and appeal performance over two years
	Planning: Percentage of Mid Suffolk non-major planning applications overturned on appeal (district matters)	1.4%	0.8%	1.3%	10%	Communities and Local Government (MHCLG) measure our speed and appeal performance over two years
	Number of Mid Suffolk Neighbourhood Plans where examiner's report published		0	1		Wetheringsett cum Brockford - 8th July 2024
	Number of Mid Suffolk Neighbourhood Plans where Regulation 14 consultation underway		0	1		Baylham
	Number of New Area Designations in Mid Suffolk		0	0		
	Total Mid Suffolk Neighbourhood Plans in progress (cumulative)		28	28		
	Community Infrastructure Levy (CIL) Collected in Mid Suffolk			£1,743,792.81		
	Community Infrastructure Levy (CIL) awarded / allocated by Mid Suffolk Cabinet			£1,095,929.58		

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Current Target	Latest Note
		Value	Value	Value		
	Neighbourhood CIL Payments - Mid Suffolk			£0.00		
	Overall satisfaction with the service provided by landlord (Mid Suffolk)	65%	61%	65%	71%	
	Repair completed in last 12 months - satisfaction with overall repairs service from landlord over last 12 months	61%	61%	63%	81%	
	Repair completed in last 12 months - satisfied with time taken to complete most recent repair after reported	51%	55%	50%	70%	This is our mid-year score – we still have two more survey cycles left and the target set is the target we are hoping for at the end of the financial year. We continue to look at all the feedback received in our surveys to look at how we can continue to drive up our satisfaction scores and have built in a call back programme to ensure tenants who request a call back, or report an issue, are contacted for these to be resolved.
	Satisfaction that landlords provide a home that is safe	75%	75%	73%	80%	
	Satisfaction that landlord listens to views and acts upon them (Mid Suffolk)	58%	54%	52%	60%	
	Landlord treats me fairly and with respect (Mid Suffolk)	75%	71%	74%	72%	
	Complaint in last 12 months - satisfaction with landlord's approach to complaints handling (Mid Suffolk)	26%	31%	26%	29%	Complaint performance in September has seen a dramatic improvement which we expect to continue into the next quarter.
	Satisfaction that landlord keeps communal areas clean and well-maintained (Mid Suffolk)	67%	71%	61%	70%	
	Satisfaction that landlords make a positive contribution to neighbourhoods (Mid Suffolk)	68%	49%	56%	67%	

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

This quarter we have:

- Approval of a Funding & Grants review to improve visibility and accessibility of our grant process to VCFSE groups. - July Cabinet
- Babergh and Mid Suffolk District Councils' Building Control team has been recognised with five top awards at a prestigious ceremony

The following key performance indicators demonstrate progress against these priorities:

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Current Target	Latest Note
		Value	Value	Value		
	Dangerous Structure Incidents in Mid Suffolk (including out of hours)			9		9 incidents reported for unsafe walls, roofs, foundations and fire damage. One of these required an out of hours response.
	Number of Gas safety records outstanding at			21	0	

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Current Target	Latest Note
		Value	Value	Value		
	end of period					
	Number of households where homelessness has either been prevented or relieved (cumulative)		197	162	50	
	Neighbourhood Plans Adopted in Mid Suffolk		21	21		
	Assets of Community Value: Total no. of days past due for nomination decisions		26	12	0	
	All Grants: No. of first time applicants across all Mid Suffolk grant streams (exc. Locality) since 2020	8	3	3		This relates to the delivery of the first round of capital and Section 106 only.
	Capital Grant: % of Mid Suffolk funding allocated	100%	0%	18%		This figure is low due to the high number of poor applications and applications being funded by the Rural Prosperity funding instead. Applications that receive less than 50% are deemed unsuccessful; but are offered feedback and signposting to training such as 'how to write a good funding application'.
	Capital Grant: No. of Mid Suffolk projects supported	5	0	5		5 projects were supported in this funding round, Bedfield Parish Council, new pathway at Long Green Meadow, Fressingfield Sports and Social Club, toilet refurbishment, Woolpit Arc Preschool, building refurbishment and improvements, Badwell Ash Village Hall, cladding insulation and community courtyard project, Stoke Ash Village Hall, interior refurbishment. The number of projects supported from the capital budget was lower than normal as communities and economic development worked together to align eligible, successful applications with either capital or rural prosperity funding as appropriate.
	Capital Grant: Amount of match funding enabled through grants allocated	£65,159.00	£0.00	£73,419.00		This figure relates to the match funding that an organisation raised as part of the 5 projects funded by the Council within this capital funding round.
	Community Development: % of Mid Suffolk funding allocated	103%	38%	0%		A community development fund round has not been delivered this quarter.
	Revenue: % of Mid Suffolk funding allocated		100%			All revenue is allocated at the beginning of the financial year.

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Current Target	Latest Note
		Value	Value	Value		
	Revenue: No. of Mid Suffolk Organisations supported		19	0		Revenue delivered in quarter 1 only.
	Locality Awards: % of funding allocated in Mid Suffolk	98.41%	10.85%	32.29%		<p>The awards made to date are published on the Council website Locality Awards - Locality Awards - Mid Suffolk District Council - babergh.gov.uk / midsuffolk.gov.uk</p> <p>This figure is in line with other years as many Councillors will want to ensure equity and therefore awards are made once the needs of their communities are understood.</p>
	Locality Awards: No. of projects supported in Mid Suffolk	73	39	88		<p>The awards made to date are published on the Council website Locality Awards - Locality Awards - Mid Suffolk District Council - babergh.gov.uk / midsuffolk.gov.uk</p> <p>This figure is in line with other years as many Councillors will want to ensure equity and therefore awards are made once the needs of their communities are understood.</p>
	Section 106: No. of funding applications awarded Mid Suffolk	15	5	3		Section 106 (S106) is funding generated by development which has taken place across Mid Suffolk and can be applied for towards a range of social infrastructure improvements, such as village halls, sports facilities and play areas. The funding is open to eligible organisations via an application process. Applicants must demonstrate community consultation and benefit. This quarter Section 106 was allocated to Friends of Thornham Walks, Stoke Ash Village Hall and Onehouse, Harleston and Shelland Village Hall.
	Section 106: Amount of funding allocated in Mid Suffolk	£485,284.70	£535,746.30	£6,228.57		Section 106 (S106) is funding generated by development which has taken place across Mid Suffolk and can be applied for towards a range of social infrastructure improvements, such as village halls, sports facilities and play areas. The funding is open to eligible organisations via an application process. Applicants must demonstrate community consultation and benefit. This quarter Section 106 was allocated to three projects delivered by Friends of Thornham Walks, Stoke Ash Village Hall and Onehouse, Harleston and Shelland Village Hall.
	Section 106: Amount of match funding enabled	£47,572.00	£1,395,835.91	£476.00		Section 106 (S106) is funding generated by development

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Current Target	Latest Note
		Value	Value	Value		
	through grants allocated in Mid Suffolk					which has taken place across Mid Suffolk and can be applied for towards a range of social infrastructure improvements, such as village halls, sports facilities and play areas. The funding is open to eligible organisations via an application process. Applicants must demonstrate community consultation and benefit. Match funding is not a requirement, but applicants are encouraged to explore match funding as part of the whole funding package.
	Capital & Community Development Grant: Amount of match funding enabled through grants allocated	£0.00	£300,598.49	£68,052.76		This is derived from capital allocations only.
	Capital & Community Development Grant: No. of projects supported	12	6	5		Capital only
	% Gas Safety Checks Valid			98.91%	99%	
	% Fire Safety Risk Assessments Carried Out	100%	100%	100%	100%	
	% of Required Asbestos Safety Checks Carried Out	100%	100%	100%	100%	
	% of Water Safety Checks Carried Out	100%	100%	100%	100%	
	% of Lift Safety Checks Carried Out	100%	100%	100%	100%	
	Satisfaction that landlord provides a home that is well-maintained	70%	61%	69%	70%	
	Satisfaction that the landlord keeps tenant informed about things that matter to them (Mid Suffolk)	72%	70%	60%	70%	
	Council as landlord: Satisfaction with the landlord's approach to handling ASB (Mid Suffolk)	77%	61%	55%	60%	

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	PI Name	Q4 2023	Q1 2024	Q2 2024	Current Target	Latest Note
		Value	Value	Value		
	Town centre vacancy rate - Eye	15.90%	15.90%	18.00%	15.00%	Vacancy rates have increased by 2% during Q2 and we will be monitoring this during Q3.
	Town centre vacancy rate - Needham Market	9.50%	9.50%	12.00%	15.00%	
	Town centre vacancy rate - Stowmarket	5.50%	17.80%	8.00%	15.00%	
	Number premises due/scheduled for year and in food inspection programme 1st April onwards. (Mid Suffolk)		80.46%	66.18%	90%	
	% of pass/satisfactory sampling results (Food) (Mid Suffolk)	100%	75%	100%		
	WSCSP: Delivery against action plan		85%	83%	100%	The Western Suffolk Community Safety Partnership (WSCSP) has continued to meet and discharge its duties. The partnership has developed a new action plan to co-ordinate community safety activity across the WSCSP area

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Current Target	Latest Note
		Value	Value	Value		
						at a strategic level to reduce crime and the fear of crime to address the risk, threat and harm to victims and local communities.
	Safer Streets: Delivery against action plan		25%	48%	50%	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. Currently in the second year of the project, work continues against the Safer Streets Delivery Plan.
	Anti-social behaviour (ASB) casework: New Mid Suffolk cases reviewed by community safety team	47	80	89		
	ASB multi-agency casework: New Mid Suffolk cases received at panel		10	1		Medium to high-risk cases that require a multi-agency approach.
	ASB case review: % of responded to within statutory timeframe		100%	100%	100%	No applications received
	Strength and Balance: No. of people completing 12-week programme (Mid Suffolk)	10	6	4	6	Self-referrals will be taken as of the next quarter, which we hope will remove barriers for individuals and drive referrals. A new community based class in Needham market is also starting in the next quarter.
	Holiday Activities: No. of FSM spaces taken up in Mid Suffolk	338	866	2,268	1,000	There was a 13% drop in spaces taken up since the previous year. A reduction in spaces taken up is a common trend seen in all other district councils and is attributed to the Southport incident and consequential riots.
	Holiday Activities: % of children that had improved mental health in Mid Suffolk	100%	82%	56%	70%	The impact of the riots may have had an impact on the overall wellbeing score. This is something that the team are going to monitor in the October half-term.
	Youth Social Prescribing: No. of young people receiving preventative coaching & mentoring support	308	130	37		Activities were held throughout the summer including a gaming van which was situated in Thurston and Stowupland. The reduced number of young people receiving support during this period is due to the summer holidays. We expect this to rise again this quarter.
	Youth Social Prescribing: % of participating young people that reported improved wellbeing		66%	94%		Please note that due to the summer holidays and the start of a new academic year, the sample size of comparable PERMAHs is much smaller and so the percentage will be

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Current Target	Latest Note
		Value	Value	Value		
						higher
	Council as landlord: Satisfaction with the landlord's approach to handling ASB (Mid Suffolk)	77%	61%	55%	60%	

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:

- Simpler Recycling - agreed to introduce from 2026 new twin stream kerbside recycling collection service and change to three-weekly refuse collections, in conjunction with weekly food waste collections. September Cabinet

The following key performance indicators demonstrate progress against these priorities:

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Current Target	Latest Note
		Value	Value	Value		
	Kerbside refuse collections success rate (Mid Suffolk)	99.91%	99.89%	99.91%	99.94%	
	Trees planted as part of green canopy Project (Mid Suffolk)	105	0	0		Tree planting does not take place in this period
	Hedgerows planted through the planting scheme (Mid Suffolk)	2,160	0	0		Hedge planting does not take place in this period
	Wildflower seed distributed in sqm (Mid Suffolk)	4,000	0	0		Wildflower seeding is not done in this period
	Meadow management in sqm (Mid Suffolk)	82,788.2	82,788.2	82,788.2		Area set in spring 2024 - will not change until winter 2024
	Garden waste subscribers (Mid Suffolk)	19,651	20,200	20,530	20,634	
	Business waste customers (Mid Suffolk)	775	767	777		
	Number of fly-tipping Incidents (Mid Suffolk)	134	111	106		
	Number of EV charge points installed (Mid Suffolk)		30	30		This round of installations is now complete.
	KG of Black Bin Waste Per Household (Mid Suffolk) Cumulative	430.33	117.59	216.42	214.5	
	Total Waste Recycled % (Mid Suffolk) excluding Garden Waste Cumulative	21.78%	17.79%	20.68%		
	Garden Waste % of Total Waste (Mid Suffolk) Cumulative	22.06%	28.04%	26.67%		

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

This quarter we have:

- The draft Social Value Policy supported by an Annual Social Value Statement was approved – July Cabinet

The following key performance indicators demonstrate progress against Our Approach:

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Current Target	Latest Note
		Value	Value	Value		
	% of premises rated 5 stars for food safety (Mid Suffolk)	87.7%	86.67%	86.48%	85%	
	Total visits to the Stowmarket Customer Access Point	225	183	288		

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Current Target	Latest Note
		Value	Value	Value		
	Average number of calls received per day	536	527	510		
	Average time taken to answer calls (seconds)	83	49	35	105	
	Percentage of overall calls abandoned	8%	6%	4%	10%	
	Digital Transaction - Chatbot sessions	2,662	2,797	2,266		
	Digital Transaction - Automated telephone call sessions	864	1,015	1,096		
	Number of compliments received	56	54	55		
	Number of Stage 1 complaints received	278	284	338		Stage one complaints may have increased due to the implementation of the new complaints system, meaning that the new complaints system is more accessible than the previous version. We have seen increases in certain areas however, this will be continued to be monitored alongside the implementation of a continuous improvement workshop for complaints.
	Average daily visits to the Mid Suffolk website	4,952	4,472	2,030		
	Average time taken to process new claims and changes to claims in days (Mid Suffolk) YTD	3.36	6.59	4.82	10	
	Average time taken to process new claims in days (Mid Suffolk) YTD	18.99	19.35	15.1	24	
	Average time taken to process changes to claims in days (Mid Suffolk) YTD	2.56	5.46	3.93	7	
	The level of Local Authority Error overpayments as a % of all housing benefit paid (Mid Suffolk) YTD	0.27%	0.15%	0.24%	0.48%	
	Council Tax % of total raised collected in year (Mid Suffolk cumulative) YTD	98.34%	28.84%	55.75%	50%	
	Business Rates % of total raised collected in year (Mid Suffolk cumulative) YTD	96.85%	29.09%	57.35%	50%	
	% of rent due collected (12 month rolling) (excluding current arrears brought forward)	99.69%	99.7%	99.63%	100%	

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Current Target	Latest Note
		Value	Value	Value		
	(Mid Suffolk)					
	Current tenant arrears as a % of the rent debit (Mid Suffolk)	2.48%	2.06%	1.96%	2%	
	Average number of days sickness per full time equivalent staff (Actual for Quarter)	2.86	2.41	5.96		
	Average number of days sickness per full time equivalent staff (Cumulative)	8.04	2.41	8.37		
	Employer Supported Volunteering (ESV): No. of staff using their ESV policy	15	10	44	10	This target has been exceeded as a direct result of the communication campaign at navigating our future.