

2024-25 Quarter Q3 Performance Report

Mid Suffolk District Council

The period covered by this report is October to December 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





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	 4	 3	 20		
 Risks	 1	 2	 0		
 PIs	 1	 8	 8	 9	

During this quarter













- The Cabinet in December 2024 approved the CIL (Community Infrastructure levy) expenditure programme.
- The Council Housing Repairs and Maintenance Policy 2024 was approved by Cabinet in December 2024

Housing


Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Void repair time in calendar days (Mid Suffolk)	47.1	39.28	43.74	40.3	53	
	Number of households in temporary accommodation	110	107	102	105		

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Number of lettings			117	130	35	
	Homelessness - Successful Preventions Mid Suffolk		88	79	60	20	
	Homelessness - All placements made by Mid Suffolk		84	92	55		
	Homelessness - Successful Reliefs Mid Suffolk		23	8	6	15	
	Average Relet time in calendar days of all voids (Mid Suffolk)	55.14	31.82	21.38	42.74	60	
	Overall satisfaction with the service provided by landlord (Mid Suffolk)	65%	61%	65%	65%	71%	
	Repair completed in last 12 months - satisfaction with overall repairs service from landlord over last 12 months	61%	61%	63%	65%	81%	
	Repair completed in last 12 months - satisfied with time taken to complete most recent repair after reported	51%	55%	50%	45%	70%	This is our Q3 result against a full year target, one more survey cycle left and the target set is the target we are hoping for at the end of the financial year.
	Satisfaction that landlords provide a home that is safe	75%	75%	73%	78%	80%	
	Satisfaction that landlord listens to views and acts upon them (Mid Suffolk)	58%	54%	52%	57%	60%	
	Landlord treats me fairly and with respect (Mid Suffolk)	75%	71%	74%	72%	72%	
	Complaint in last 12 months - satisfaction with landlord's approach to complaints handling (Mid Suffolk)	26%	31%	26%	38%	29%	
	Satisfaction that landlord keeps communal areas clean and well-maintained (Mid Suffolk)	67%	71%	61%	62%	70%	
	Satisfaction that landlords make a positive contribution to neighbourhoods (Mid Suffolk)	68%	49%	56%	54%	67%	










Planning & Building Control





Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Planning: Percentage of Mid Suffolk major planning applications decided on time	83.3%	85.7%	90.9%	62.5%	60%	8 majors determined with 6 in time.
	Planning: Percentage of Mid Suffolk non-major planning applications decided on time	95%	96.9%	95%	95%	70%	
	Planning: Percentage of Mid Suffolk major planning applications overturned on appeal (district matters)	0%	13%	0%	0%	10%	
	Planning: Percentage of Mid Suffolk non-major planning applications overturned on appeal (district matters)	1.4%	0.8%	1.3%	1.3%	10%	
	Planning: MSDC Dwelling Permissions		11	108	82		
	Number of Mid Suffolk Neighbourhood Plans where examiner's report published		0	1	0		
	Number of Mid Suffolk Neighbourhood Plans where Regulation 14 consultation underway		0	1	1		Badwell Ash
	Number of New Area Designations in Mid Suffolk (Neighbourhood Plan area agreed)		0	0	1		Norton
	Total Mid Suffolk Neighbourhood Plans in progress (cumulative)		28	28	29		
	Community Infrastructure Levy (CIL) Collected in Mid Suffolk		£2,471,507.36	£1,743,792.81	£1,861,028.54		
	Community Infrastructure Levy (CIL) awarded / allocated by Mid Suffolk Cabinet			£995,929.58	£691,821.53		
	Neighbourhood CIL Payments - Mid Suffolk		£592,928.12	£0.00	£697,940.10		

Property, Development and Regeneration






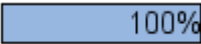



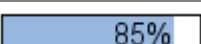
Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Affordable homes built or acquired for HRA (Mid Suffolk)	15	29	5	38	20	

Mid Suffolk Housing Regulator Indicators

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Current Target	Latest Note
		Value	Value	Value	Value		
	% Gas Safety Checks Valid		99.49%	98.91%	99.52%	99%	
	% Fire Safety Risk Assessments Carried Out	100%	100%	100%	97.87%	100%	
	% of Required Asbestos Safety Checks Carried Out	100%	100%	100%	100%	100%	
	% of Water Safety Checks Carried Out	100%	100%	100%	100%	100%	
	% of Lift Safety Checks Carried Out	100%	100%	100%	100%	100%	
	Number of stage two complaints received per 1,000 homes		1.48	4.74	2.37		
	Number of Stage 1 Complaints per 1000 homes owned (Mid Suffolk)		26.7	21.66	18.99		
	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales		20%	100%	100%	85%	
	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	31.81%	37.77%	21.9%	79.68%	85%	

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Current Target	Latest Note
		Value	Value	Value	Value		
	ASB cases relative to size of landlord (Mid Suffolk)		35.15	9.49	8.9		
	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.		0.89	0	0		
	Proportion of emergency responsive repairs completed within the landlord's target timescale (24hrs)	47%	53.1%	63.84%	49.56%	95%	Repairs data has some inconsistency that we are aware of, however with the roll 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%	

Actions to deliver Housing & Infrastructure in Mid Suffolk

Status	Action Code	Action Title	Progress	Notes & History Latest Note
	AP_SLTC_27MS	New building services system		Restructure now complete, new IT will be in place Feb/March. Improvements being measured using the new governance structure
	AP_SLTC_28MS	New building services organisation		Restructure now complete, new IT will be in place Feb/March. Improvements being measured using the new governance structure
	AP_SLTC_4MS	Community transport routes established		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: The Mid Suffolk Taxi Bus – which provides pre-bookable or hop on services on timetabled routes in the central and southern part of the district, and Rural Connect, which provides pre-bookable door-to-door transport in the northern part of the district and utilises a fully electric vehicle as part of the fleet. Both schemes launched at the beginning of November 2024.
	AP_SLTC_88MS	Temporary accommodation		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		Listed building Consent Order with historic England for comment.



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	 2  0  8
 Risks	 0  5  1
 PIs	 1  3  6  16

During this quarter



- *The Cabinet approved additional budget for the Stowmarket town centre initiatives during October 2024.*

Housing



Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Number of Gas safety records outstanding at end of period in Babergh	36	17	10	13	0	All outstanding records are do to lack of access and are with Legal.








Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Number of Gas safety records outstanding at end of period in Mid Suffolk	18	6	7	9	0	All outstanding records are do to lack of access and are with Legal.
	Number of households where homelessness has either been prevented or relieved		197	164	141	150	
	Satisfaction that landlord provides a home that is well-maintained	70%	61%	69%	66%	70%	
	Satisfaction that the landlord keeps tenant informed about things that matter to them (Mid Suffolk)	72%	70%	60%	70%	70%	







Planning & Building Control

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Dangerous Structure Incidents in Mid Suffolk (including out of hours)			9	2		2 reports of unsafe roof coverings
	Neighbourhood Plans Adopted in Mid Suffolk		21	21	22		Wetheringsett adopted Nov 2024

Sustainable Communities & Economy




Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Assets of Community Value: Total Quantity				21		
	All Grants: No. of first time applicants across all Mid Suffolk grant streams (exc. Locality) since 2020	8	3	3	7		<p>New grant applicants in Q3</p> <ul style="list-style-type: none"> • ERD Connection (Community Development Grant) • Mendham Primary School (Living Well in Winter) • Bramford Open Spaces Ltd (POLBEF) • Elevate Eye (Progress Power) • Thrandeston PCC (Progress Power)

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
							<ul style="list-style-type: none"> • For The Boys CIC (Social Enterprise Support Fund) • Gedding Parish Meeting (Pride in Your Place)
	Capital Grant: % of Mid Suffolk funding allocated	100%	0%	18%	18%		There was no Capital Grant funding round in Q3, with the next round taking place in Q4.
	Capital Grant: No. of Mid Suffolk projects supported	5	0	5	0		There was no Capital Grant funding round in Q3, with the next round taking place in Q4
	Capital Grant: Amount of match funding enabled through grants allocated	£65,159.00	£0.00	£73,419.00	£0.00		There was no Capital Grant funding round in Q3, with the next round taking place in Q4
	Community Development: % of Mid Suffolk funding allocated	103%	38%	0%	103%		<p>Community Development Grants fully allocated for 2024/25 following funding round in Q3. Funding awarded to 9 organisations:</p> <ul style="list-style-type: none"> • The Rural Coffee Caravan • John Peel Centre for Creative Arts • Families Together Suffolk • Orchestras Live • Cruse Bereavement Support • Stowmarket Community Sports and Social Club CIC • ERD Connection (Stowmarket Youth Theatre) • Eyes Open CIC • ActivLives
	Revenue: % of Mid Suffolk funding allocated		100%		100%		All Revenue funding is allocated at the start of the financial year
	Revenue: No. of Mid Suffolk Organisations supported		19	0	0		All Revenue Grant funding is allocated at the start of the financial year (Q1)
	Locality Awards: % of funding allocated in Mid Suffolk	98.41%	10.85%	32.29%	49.99%		Locality Awards spends published on our website. Spend for Q3 is below expected however Q4 is usually the most active for Locality Awards spending

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Locality Awards: No. of projects supported in Mid Suffolk	73	39	88	48		48 projects were supported via Locality Awards in Mid Suffolk during Q3. These included new benches for Wetherden Village Hall, portable floodlights for Stowmarket Striders Running Club and new bike racks outside Henley Community Centre.
	Section 106: No. of funding applications awarded Mid Suffolk	15	5	3	1		1 project was supported through Section 106 in Q3, Eyes Open CIC with £5,000 Eye Wind Turbines Section 106.
	Section 106: Amount of funding allocated in Mid Suffolk	£485,284.70	£535,746.30	£6,228.57	£5,000.00		1 project was supported through Section 106 in Mid Suffolk during Q3, £5,000 towards Eyes Open CIC's new lighting project
	Section 106: Amount of match funding enabled through grants allocated in Mid Suffolk	£47,572.00	£1,395,835.91	£476.00	£9,000.00		Match funding generated as part of Eyes Open CIC's new lighting project.
	Capital & Community Development Grant: Amount of match funding enabled through grants allocated	£0.00	£300,598.49	£68,052.76	£39,745.00		<p>There was no Capital Grant funding round in Q3, with the next window taking place in Q4.</p> <p>Match funding generated by the second window of Community Development Grants in 2024/25. Organisations providing match funding include the Abbey Foundation (Eyes Open CIC), local care homes (Orchestras Live) and Sumner Wilson Charitable Trust (ERD Connection)</p>
	Capital & Community Development Grant: No. of projects supported	12	6	5	9		<p>There was no Capital Grant funding round in Q3, with the next round taking place in Q4.</p> <p>Community Development Grants fully allocated for 2024/25 following funding round in Q3. Funding awarded to 9 organisations:</p> <ul style="list-style-type: none"> • The Rural Coffee Caravan • John Peel Centre for Creative Arts • Families Together Suffolk • Orchestras Live • Cruse Bereavement Support • Stowmarket Community Sports and Social Club CIC • ERD Connection (Stowmarket Youth Theatre)

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
							<ul style="list-style-type: none"> Eyes Open CIC ActivLives
	Suffolk Business Grant Scheme - Number of Business in Mid Suffolk who have received support		2	3	3		
	Rural England Prosperity Fund Grants - Number of Organisations in Mid Suffolk who have received support		10	9	19		
	Stowmarket Town Centre Shop Front Scheme - Number of Business in Stowmarket who have received support				0		

Actions to deliver Resilience in Mid Suffolk

Status	Action Code	Action Title	Progress	Notes & History Latest Note
	AP_SLTC_36MS	Community emergency response	<div><div>100%</div></div>	MSDC has successfully appointed an Emergency Planning Support Officer who will start in post w/c 3rd March
	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 will be used to support the Economic Development Strategy



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	2	1	5	
Risks	0	0	0	
PIs	1	5	4	4






Housing









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

Operations and Climate

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Number premises due/scheduled for year and in food inspection programme 1st April onwards. (Mid Suffolk)		80.46%	66.18%	79.31%	90%	In December 2 premises were changing their food business operators so officers will inspect when they are in place to save inspecting twice in 2 months. One has now been inspected and the other due in Feb when the new fbo is there. The other was a large manufacturer so an appointment has been made to inspect in February.
	% of pass/satisfactory sampling results (Food) (Mid Suffolk)	100%	75%	100%	75%		



Sustainable Communities & Economy

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Town centre vacancy rate - Eye	15.90%	15.90%	18.00%	13.00%	15.00%	
	Town centre vacancy rate - Needham Market	9.50%	9.50%	12.00%	12.00%	15.00%	
	Town centre vacancy rate - Stowmarket	5.50%	17.80%	8.00%	9.00%	15.00%	
	WSCSP: Delivery against action plan (Western Suffolk Community Safety Partnership)		85%	83%	87%	100%	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 the risk, threat and harm to victims and local communities.
	Safer Streets: Delivery against action plan		25%	48%	75%	75%	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). Currently in the second year of the project, work continues against the Safer Streets Delivery Plan, CCTV initiative is now complete, diversionary activities underway.

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	ASB casework: New Mid Suffolk cases reviewed by community safety team	47	80	89	61		This is a 56% increase compared to the same period in 2023. Improved public awareness and external agency referrals have contributed to the increase.
	ASB multi-agency casework: New Mid Suffolk cases received at panel		10	1	1		Medium to high-risk cases that require a multi-agency approach.
	ASB case review: % of responded to within statutory timeframe		100%	100%	100%	100%	No applications received
	Strength and Balance: No. of people completing 12-week programme (Mid Suffolk)	10	6	4	7	6	
	Holiday Activities: No. of FSM spaces taken up in Mid Suffolk	338	866	2,268	807	536	Q3 includes October Half Term (335) and Christmas (472) combined.
	Holiday Activities: % of children that had improved mental health in Mid Suffolk	100%	82%	56%	64%	70%	Combination of October and Christmas
	Youth Social Prescribing: No. of young people receiving preventative coaching & mentoring support	308	130	37	179		<p>Stowupland: The Link Worker has been linking up with community activities and promoting them to parents via newsletters. They have also taken part in open evenings and hosted a drop-in to which 70 students attended. This provided an opportunity to gain views of what the young people would like to do within and outside the school.</p> <p>Stowmarket: The Link worker has been facilitating standing debates. Many of the participants of the Boys Groups are now going to be provided with Gym memberships at Everyone Active.</p> <p>Thurston: The community Champion Group have been making friendship bracelets to leave around the school which include the message 'happiness, love and connection'.</p> <p>Claydon: The Link Worker has created an art group.</p>
	Youth Social Prescribing: % of participating		66%	94%	50%		

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	young people that reported improved wellbeing						














Actions to deliver Community Wellbeing in Mid Suffolk

Status	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	 1	 1	 5	
 Risks	 1	 0	 0	
 PIs	 0	 0	 2	 7

During this quarter

- In October 2024, Cabinet agreed to the formation of a new REACT service to deliver non-scheduled demand led street cleansing, grounds and environmental enforcement services outside of Stowmarket across Mid Suffolk.
- In December 2024, Cabinet reviewed the Green House Gas Emissions report prior to publication on the website.

Operations and Climate



Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Kerbside refuse collections success rate (Mid Suffolk)	99.91%	99.89%	99.91%	99.92%	99.94%	Below target but an improvement on the previous quarter
	Trees planted as part of green canopy Project (Mid Suffolk)	105	0	0	104		
	Hedgerows planted through the planting scheme (Mid Suffolk)	2,160	0	0	250		
	Wildflower seed distributed in sqm (Mid Suffolk)	4,000	0	0	0		Seeding will not take place until spring
	Meadow management in sqm (Mid Suffolk)	82,788.2	82,788.2	82,788.2	114,918		
	Garden waste subscribers (Mid Suffolk)	19,651	20,200	20,530	20,346	20,634	Below target and subscriber number decrease due to loss of subscribers in cooler months. Expect numbers to increase throughout Q4.
	Business waste customers (Mid Suffolk)	775	767	777	780		
	Number of fly-tipping Incidents (Mid Suffolk)	134	111	106	110		
	Number of EV charge points installed (Mid Suffolk)		30	30	30		
	Number of Communities Involved with Community Energy (Mid Suffolk)				6		
	KG of Black Bin Waste Per Household (Mid Suffolk) Cumulative	430.33	117.59	218.9	330.4	321.75	
	Total Waste Recycled % (Mid Suffolk) excluding Garden Waste Cumulative	21.78%	17.63%	20.51%	21%		
	Garden Waste % of Total Waste (Mid Suffolk)	22.06%	27.78%	26.38%	23.6%		

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Cumulative						

Sustainable Communities & Economy

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

Actions to deliver Environmental Sustainability in Mid Suffolk

Status	Action Code	Action Title	Progress	Notes & History Latest Note
	AP_SLTC_69MS	Tree for Life Scheme relaunch	<div><div>95%</div></div>	Applications are now closed. The handover event is on Sat 22nd Feb and invites will be going out on Monday 3rd Feb.
	AP_SLTC_70MS	Biodiversity Action Plan actions	<div><div>95%</div></div>	.










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	2	0	5	
Risks	3	9	0	
PIs	0	0	11	10

Corporate Services



Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Total visits to the Stowmarket Customer Access Point	225	183	288	197		
	Average number of calls received per day	536	527	510	457		

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Average time taken to answer calls (seconds)	83	49	35	63	105	
	Percentage of overall calls abandoned	8%	6%	4%	6%	10%	
	Digital Transaction - Chatbot sessions	2,662	2,797	2,266	1,200		
	Digital Transaction - Automated telephone call sessions	864	1,015	1,096	896		
	Number of compliments received	56	54	55	54		54 compliments received in Q3 for all teams
	Number of Stage 1 complaints received	278	284	338	280		Stage one complaints received across all service areas in Q3.
	Average daily visits to the Mid Suffolk website	4,952	4,472	2,030	2,171		Please note these statistics will have decreased from 23/24 and the start of 24/25 as we changed to reporting our single website reporting, rather than joint figures.



Finance and Procurement

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Average time taken to process new claims and changes to claims in days (Mid Suffolk) YTD	3.87	6.06	5.57	5.27	10	
	Average time taken to process new claims in days (Mid Suffolk) YTD	16.99	19.2	17.34	16.59	24	
	Average time taken to process changes to claims in days (Mid Suffolk) YTD	2.98	5.44	4.4	4.08	7	
	The level of Local Authority Error overpayments as a % of all housing benefit paid (Mid Suffolk) YTD	0.27%	0.16%	0.11%	0.13%	0.48%	
	Council Tax % of total raised collected in year (Mid Suffolk cumulative) YTD	98.34%	28.84%	55.75%	83.04%	75%	
	Business Rates % of total raised collected in year (Mid Suffolk cumulative) YTD	96.85%	29.09%	57.35%	75.19%	75%	The Range in Gateway 14 has just been added to the list, this is in the process of being off-set by the agreed reliefs.


Housing

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


HR and Organisational Development


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

Operations and Climate

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	% of premises rated 5 star for food safety (Mid Suffolk)	87.7%	86.67%	86.48%	85.76%	85%	

Sustainable Communities & Economy

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Employer Supported Volunteering (ESV): No. of staff using their ESV policy	15	10	44	18	10	Under reporting in oracle.

Status	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