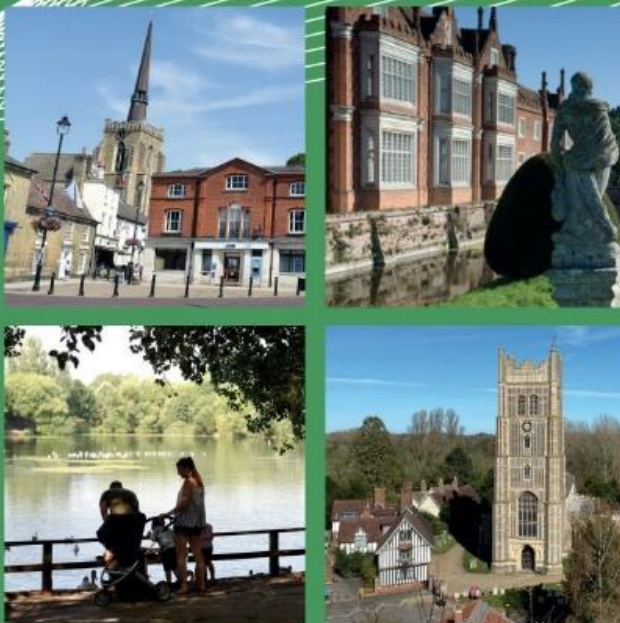


The Mid Suffolk Plan

*Helping to create thriving
and resilient communities*

2023-2027



2026/27 Quarter Q1 Performance Report Mid Suffolk District Council

The period covered by this report is April to June 2026

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

Status Symbol Key

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



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	0	20	
Risks	0	0	1	
KPI's	4	6	6	10

Activity by status, see front cover for key

Performance Indicators for Housing and Infrastructure

Planning

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Planning: Percentage of Mid Suffolk major planning applications decided on time	86.67%	100%	100%	83.3%	88.9%	60%	
	Planning: Percentage of Mid Suffolk non-major planning applications decided on time	95.13%	96.27%	98.13%	98.9%	98.17%	70%	
	Planning: Percentage of Mid Suffolk major planning applications overturned on appeal (district matters)	0%	0.43%	0.43%	0%	0%	10%	
	Planning: Percentage of Mid Suffolk non-major planning applications overturned on appeal (district matters)	0%	0.02%	0.03%	0.07%	1.83%	10%	

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Planning: MSDC Dwelling Permissions	42	22	77	14	13	Data only	
	Total Mid Suffolk Neighbourhood Plans in progress (cumulative)	29	30	31	31	32	Data only	
	Neighbourhood CIL Payments - Mid Suffolk	£539,780	£0.00	£917,556	£0.00	£553,449	Data only	

Property, Development and Regeneration

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Affordable homes built or acquired for HRA (Mid Suffolk)	16	8	0	0	7	Data only	

Housing

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Number of families in B&B for 6 weeks or more (Mid Suffolk)	0	0	0	0	2	0	The Council continues to actively manage these cases, and all households currently exceeding the six-week threshold have alternative temporary accommodation identified.
	No. of households where homelessness has either been prevented or relieved (Mid Suffolk)	84	57	68	69	66	Data only	
	No. of households sleeping rough on the last day of the month (Mid Suffolk)	1	4	7	6	6	5	
	Average Relet time in calendar days of all voids (Mid Suffolk)	48.29	38.95	58.09	80.75	84.13	60	Voids continue to be a risk to the councils and there have been challenges with contractors returning voids in a reasonable timeframe for properties to be let to new

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
								tenants. This is one of the key priorities for the councils going forward and we will be working with tenants to review the full void process.

Initiatives Update

Provision of Temporary Accommodation	Alongside the delivery of 30 new temporary accommodation units across Babergh and Mid Suffolk by the end of the financial year, we are assessing current demand and investment requirements to support sufficient temporary accommodation provision across both districts.
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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	0	0	8
Risks	1	1	0
KPI's	1	2	5 9

Activity by status, see front cover for key

Performance Indicators for Resilience

Communities

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	No. of volunteers supported in Mid Suffolk	1,064	1,113	172	906	3,322	Data only	
	No. of first time Community Development annual grants applicants in Mid Suffolk	2	4	2	3	10	Data only	
	Assets of Community Value: Total Quantity	23	22	24	19	22	Data only	
	Amount of match funding secured in Mid Suffolk through funding4suffolk portal.	£540,022	£91,147	£3,300	£301,988	£1,373,320	Data only	
	Section 106: Amount of funding allocated in Mid Suffolk	£150,000	£187,602	£20,702	£96,693	£475,930	Data only	

Economy and Business

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Town centre vacancy rate - Eye	9.00%	9.00%	11.10%	9.00%	11.00%	15.00%	
	Town centre vacancy rate - Needham Market	9.00%	12.00%	14.00%	14.00%	15.00%	15.00%	Like many rural and market towns across the country, vacancy rates on some high streets in Babergh and Mid Suffolk have increased, this reflects the difficult conditions facing retailers and other town centre businesses nationally. Our high street businesses continue to experience significant pressures including increased business costs, squeezed household budgets and changing shopping habits which have contributed to a rise in vacancies. However, these changes also present opportunities to diversify our town centres, bringing forward new uses and attracting businesses that can help ensure they remain vibrant and resilient places for our residents and visitors.
	Town centre vacancy rate - Stowmarket	6.00%	6.00%	3.60%	5.00%	5.00%	15.00%	
	Eye Footfall - Average Daily Footfall	9,900	9,580	11,017	10,558	12,503	Data only	
	Stowmarket Footfall - Average Daily Footfall	14,614	17,487	19,800	19,346	18,866	Data only	
	Needham Market Footfall - Average Daily Footfall	8,900	10,370	11,909	10,574	8,935	Data only	
	Rural England Prosperity Fund Grants - Number of Organisations in Mid Suffolk who have received support	1	7	20	29	0	Data only	
	Mid Suffolk Town Centre Shop Front Scheme - Number of Business in Stowmarket who have received support	1	1	0	4	7	Data only	

Operations

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Dangerous Structure Incidents in Mid Suffolk (including out of hours)	5	7	5	6	5	Data only	
	Community Emergency Planning - Mid Suffolk Town & Parish Councils Engaged	37.93%	46.55%	54.31%	52.59%	52.59%	Data only	
	Community Emergency Planning - Mid Suffolk Town & Parish with Complete CEP	5.17%	7.76%	8.62%	11.21%	11.21%	Data only	
	% of pass/satisfactory sampling results (Food) (Mid Suffolk)	100%	77.42%	71.43%	100%	100%	Data only	
	% of pass/satisfactory sampling results (Water) (Mid Suffolk)	73.68%	76.19%	73.33%	91.67%	87.5%	Data only	

Initiatives Update

Gateway 14	Construction of the 'transformational' state-of-the-art skills and innovation centre at Gateway 14 in Stowmarket is complete. The project was made possible thanks to a Freeport East agreement to provide £16.66m to the project, with the remaining costs being provided by Mid Suffolk District Council. Assan Panel officially opens its £45 million manufacturing facility in June 26 creating more than 100 jobs. The Stowmarket Innovation Gateway also opened officially in July 2026, on time and to budget.
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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	
KPI's	2	2	3	3

Activity by status, see front cover for key

Performance Indicators for Community Wellbeing

Wellbeing

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Feel Good Suffolk (FGS): No. of referrals received - Overall	412	369	396	306	433	Data only	
	Strength and Balance: No. of people completing 12-week programme (Mid Suffolk)	27	21	23	29	25	6	
	Holiday Activities: % of Free School Meals booked against eligible spaces offered in Mid Suffolk	102.35%	95.82%	98.06%	105.69%	100.16%	80%	

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Holiday Activities: % of children returning questionnaire that had increased in confidence in Mid Suffolk	86%	90%	86%	83%	88%	70%	
	Holiday Activities: % of children that had improved physical health in Mid Suffolk	86%	55%	43%	67%	69%	70%	
	Holiday Activities: % of children that had improved mental health in Mid Suffolk	100%	55%	71%	83%	81%	70%	
	Youth Social Prescribing: No. of young people receiving preventative coaching & mentoring support in Mid Suffolk	195	16	23	21	16	Data only	

Safety

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	WSCSP: Delivery against action plan (Western Suffolk Community Safety Partnership)	82%	83%	81%	94%	79%	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.
	WSCSP: % funding spent within Babergh/Mid Suffolk area						80%	The remaining CSP budget now sits at £17,293.71.
	ASB case review: Number of Mid Suffolk applications received	1	2	0	1	3	0	
	ASB case review: % of responded to within statutory timeframe	100%	100%	100%	100%	100%	100%	

Low Income Family Tracker (LIFT)

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Mid - No. Households reached (cumulative)	0	0	0	259	1,580	Data only	
	Mid - Income generated (cumulative)	£0.00	£0.00	£0.00	£42,927	£75,528	Data only	
	Mid - Lifetime value of support (cumulative)	£0.00	£0.00	£0.00	£273,254	£361,827	Data only	
	Mid - No. of ongoing benefit claims made (cumulative)	0	0	0	14	31	Data only	
	Mid - No. hardship fund applications (cumulative)	0	0	0	5	23	Data only	
	Mid - No. referrals to wider support (cumulative)	0	0	0	3	52	Data only	

Initiatives Update

LIFT (Low Income Family Tracker) - Babergh	Since the launch of LIFT last year, the Cost of Living team has delivered 9 different campaigns to help residents access support and improve financial wellbeing in Babergh. Campaigns have reached over 750 households, generating almost £60,000 of additional income across both district for our residents. 13 referrals to local support organisations have been completed, and 11 applications for crisis grants. Many of the residents identified through the project are vulnerable, with complex needs. In recognition of the need for holistic advice to support residents identified through the project, funding has been drawn down from the Collaborative Communities Board to deliver an Accessible Advice Project with Sudbury & South Suffolk Citizens Advice, a caseworker is currently being recruited who will manage referrals generated through the LIFT project, and play a crucial role in supporting vulnerable residents to engage with advice and wrap around support services.
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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	0	5	
Risks	0	1	0	
KPI's	0	1	4	9

Activity by status, see front cover for key

Performance Indicators for Environmental Sustainability

Biodiversity and Nature Recovery

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Hedgerows planted through the planting scheme (Mid Suffolk) Cumulative	4,465	4,465	4,835	4,885	4,885	Data only	No tree planting takes place in this quarter
	Trees planted as part of green canopy Project (Mid Suffolk) Cumulative	467	467	467	484	484	Data only	No tree planting takes place in this quarter
	Wildflower seed distributed in sqm (Mid Suffolk)	840	1,400	1,400	2,000	0	Data only	No seeding takes place in this quarter
	Meadow management in sqm (Mid Suffolk)	82,788.2	114,341	114,341	114,341	192,221	Data only	

Waste and Recycling

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Garden waste subscribers (Mid Suffolk)	20,701	20,765	20,617	20,762		21,000	Simpler Recycling went live on 1st June effecting data for both Q1 & Q2 Waste KPIs New KPIs have been created to reflect the changes to the service, SCC is currently validating the data prior to release. These KPIs will be back dated as the information becomes available.
	KG of Black Bin Waste Per Household (Mid Suffolk) Cumulative	112.57	216.4	324.89	431.92		429	
	Total Waste Recycled % (Mid Suffolk) excluding Garden Waste Cumulative	19.91%	21.44%	22.1%	22.59%			
	KG of Blue Bin (Plastic/Metal/Glass) Waste per Household (Mid Suffolk) Cumulative	Coming Soon						
	KG of Green Lid (Paper/Card) Bin Waste per Household (Mid Suffolk) Cumulative	Coming Soon						
	KG of Food Bin Waste per Household (Mid Suffolk) Cumulative	Coming Soon						
	Business Waste Income Generated (Mid Suffolk)	Coming Soon						

Fly tipping

Status	PI Name	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Number of fly-tipping Incidents (Mid Suffolk)	82	87	101	137	112	Data only	

Initiatives Update

Energy Efficiency Guidance for residents	An update on the REACH work as recently been provided to cabinet members with an all member briefing being arranged. The Team members have been out engaging in a soft launch, with the new website coming on stream and EV procurement underway. In addition, we are supporting Cosy Homes team on the ground
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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	 3	
 Risks	 2	 6	 0	
 KPI's	 4	 3	 4	 7

Activity by status, see front cover for key

Performance Indicators for Environmental Sustainability

Customer Service

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Total visits to the Stowmarket & Eye Customer Access Point	644	716	664	948	1,054	Data only	
	Average number of calls received per day	547	516	461	548	702	Data only	
	Average time taken to answer calls (seconds)	124	148	124	201	318	105	Better recycling and staff vacancies have impacted on call handling performance. See an update on our improvement actions at the bottom of this section
	Percentage of overall calls abandoned	12%	15%	12%	19%	30%	10%	

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Customer satisfaction post contact	83.33%	81%	81.67%	84.67%	81.67%	75%	
	Average daily visits to the Mid Suffolk website	2,644	2,470	2,688	3,439	2,777	Data only	

Compliments and Complaints

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Number of compliments received	38	64	70	54	73	Data only	
	Number of Stage 1 complaints received	283	244	256	287	323	Data only	Customer complaints have seen an increase in quarter 1 in line with the introduction of the new Simpler Recycling waste collections and we continue to monitor through quarter 2
	Number of Stage 1 complaints upheld	95	178	111	125	75	Data only	
	Stage 1 Complaints - % Responded to on time	83%	70.8%	85%	89%	80%	85%	

HR and Organisational Development

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Average number of days sickness per full time equivalent staff (Cumulative)	0.76	5.16	7.82	10.17	0.72	Data only	
	Average number of days sickness per full time equivalent staff (Cumulative)	0.76	5.16	7.82	10.17	0.72	Data only	

Place

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
✓	Employer Supported Volunteering (ESV): No. of hours accessed across B/MS	87.55	334.25	196.99	60.7	99.53	70	

Initiatives Update

Call Handling Update	• In June better recycling was implemented throughout the districts and as a result call volumes and overall contact spiked for a second month in a row. Compared to June 2025, the team received an additional 4276 calls, an increase of 40%. Contact through email, social media and live chat also increased. • Improvement plan: We have appointed to 4 positions this month including one dedicated to the better recycling line. HR checks are currently in progress. We have also recruited 3 existing fixed term staff to permanent roles to retain talent and reduce turnover. We also continue to offer overtime opportunities to the rest of the Customer Service team, giving us the best possible opportunity to further improve our performance. • During July, members of the customer service team have been supporting the waste team on their general waste line to help improve wait times. Wait times across all lines have now begun to stabilise and we are reviewing performance daily so we can monitor call volumes and respond accordingly.
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