Suffolk County Council

CORPORATE PERFORMANCE DASHBOARD

Quarter 4, 2024/25

The purpose of the corporate performance dashboard is to provide an organisational overview of how the Council is performing across all service areas and is used to keep senior leadership and cabinet members informed so remedial action can be taken, and good performance celebrated. The performance measures used in the dashboard are continually reviewed to ensure they align to the Council's corporate objectives - as published in the 4-year Corporate Strategy and Annual Plan.

Every quarter, a draft version of the corporate dashboard is reviewed by an officer-led group before a final version is considered. The group is represented by officers from each directorate and other key functions such as customer services, audit, and finance.

Performance Information

Public Health & Communities

Latest Data Available: **Quarter 4, 2024/25**

(latest RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	no RAG provided

Performance Measures (trends over time)	Previous 4		Previous 3		Previous 2		Latest		Target	RAG
% people with sexually transmitted infections seen in 2 days	Q4 23/24	99.2%	Q1 24/25	100%	Q2 24/25	100%	Q3 24/25	100%	No target	G
% successful completion of drug treatment (opiates)	Q4 23/24	8.0%	Q1 24/25	8.5%	Q2 24/25	8.3%	Q3 24/25	7.8%	>7.0%	G
% successful completion of alcohol treatment	Q4 23/24	30.6%	Q1 24/25	30.8%	Q2 24/25	34.0%	Q3 24/25	28.3%	>35%	A
Parents who are breastfeeding their baby at 6-8 weeks old	Q1 24/25	53.8%	Q2 24/25	52.6%	Q3 24/25	55.2%	Q4 24/25	53.2%	50.0%	G
Families receiving a health visit (baby 10-14 days old)	Q1 24/25	85.4%	Q2 24/25	87.9%	Q3 24/25	88.0%	Q4 24/25	84.4%	90%	G
Families receiving a health visit (baby 2-2.5 years old)	Q1 24/25	90.8%	Q2 24/25	92.1%	Q3 24/25	92.0%	Q4 24/25	91.3%	90%	G
Smoking quits (excluding smoking at time of delivery)	Q1 24/25	296	Q2 24/25	615	Q3 24/25	941	Q4 24/25	918	844/Qtr	G
Number of physical issues in period to library users	Q1 24/25	500,773	Q2 24/25	554,723	Q3 24/25	478,992	Q4 24/25	479,694	No target	G
Number of young people participating in targeted activities	Q1 24/25	16,726	Q2 24/25	6,655	Q3 24/25	6,738	Q4 24/25	3,288	No target	n/a
Number of e-issues lent out during period to library users	Q1 24/25	511,261	Q2 24/25	517,158	Q3 24/25	531,438	Q4 24/25	580,779	No target	G
Households accommodated (all refugee resettlement schemes)	Q1 24/25	14	Q2 24/25	45	Q3 24/25	40	Q4 24/25	50	No target	n/a
Local Welfare Assistance Scheme applications approved	Q1 24/25	4,388	Q2 24/25	2,919	Q3 24/25	3,583	Q4 24/25	6,872	No target	n/a
Local Welfare Assistance Scheme applications (£ awarded)	Q1 24/25	£1.32m	Q2 24/25	£876k	Q3 24/25	£537K	Q4 24/25	£1.03m	No target	G
% occupancy rates in commissioned safe accommodation	Q1 24/25	70.9%	Q2 24/25	78.0%	Q3 24/25	69.0%	Q4 24/25	69.0%	No target	n/a
Number of InfoLink website visits (sessions)	Q1 24/25	165,913	Q2 24/25	178,366	Q3 24/25	168,618	Q4 24/25	195,609	No target	G

Comments

Sexual Health

- The percentage of people with sexually transmitted infections seen in 2 days - this measure continues to perform well above the quarterly target (80%).

Drug & alcohol treatment

- Indicative data provided by the local provider shows that this measure is still performing above the quarterly target and remains in the top performing quartile nationally.
- Indicative data from the local provider shows a decrease in the number of successful completions compared to Quarter 2. This data will be updated once the Drugs and Alcohol Outcomes Monitoring and Evaluation System data becomes available and is updated

on the National Drug Treatment Monitoring System. Due to the complexities of this client cohort, many individuals remain in treatment for extended periods, while others drop out mid-treatment despite the support available.

Breastfeeding

- A slight drop in breastfeeding from Q3 but still excellent performance, Health Visitor visits remains consistently good despite staffing challenges.

Smoking quits

- Please note that this is likely to be an underestimate of the final figures for Quarter 4 as there are still 290 active quit attempts in progress. The outcome of these is not known and the number of successful quits will continue to rise until all attempts are completed.
- It is noteworthy that the number of quit attempts is above the target for the second consecutive quarter and (even without the quits still in progress), the quit rate stands at 40% (this exceeds the national minimum target by 5%). For the whole of 2024/25, the number of quit attempts will fall below the annual target due to lower delivery in Quarter 1 and 2 - but overall delivery this year will significantly exceed that achieved in 2023/24.

Young people participating in targeted activities

- The reduction in numbers may be due to the implications of the core funding cuts.

LWAS applications

- The increase in approved applications is as a result of proactively contacting identified vulnerable cohorts to boost take up rates and ensure the service is reaching those most in need of support.

Performance Information
SEND Services

Latest Data Available: **Quarter 4, 2024/25**

(latest RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	no RAG provided

Performance Measures (trends over time)	Previous 4		Previous 3		Previous 2		Latest		Target	RAG	Region
Number of Section 23 Notifications	Q1 24/25	185	Q2 24/25	166	Q3 24/25	149	Q4 24/25	151	No target	n/a	
Requests for EHCP plans (per 10,000; 0-17 population)	Q1 24/25	171.11	Q2 24/25	178.46	Q3 24/25	184.71	Q4 24/25	185.01	No target	n/a	
Number of active EHC Needs Assessment caseloads	Q1 24/25	2,059	Q2 24/25	2,063	Q3 24/25	2,148	Q4 24/25	2,124	No target	n/a	
EHCP plans issued (rate per 10,000; 0-17 population)	Q1 24/25	112.5	Q2 24/25	124.4	Q3 24/25	130.6	Q4 24/25	136.4	No target	n/a	
Percentage of new EHCPs issued within timescale	Q1 24/25	14.5%	Q2 24/25	30.9%	Q3 24/25	32.1%	Q4 24/25	25.3%	No target	R	36.3%
Number of new statements/EHCPs issued	2020	669	2021	696	2022	685	2023	1,041	No target	n/a	989
EHC Plans without education setting (seeking a setting)	Q1 24/25	60	Q2 24/25	46	Q3 24/25	36	Q4 24/25	22	No target	n/a	
Phased transfer pupils with final amended plans (other)	2022	82%	2023	93%	2024	99%	2025	99%	No target	n/a	
Phased transfer pupils with final amended plans (16+)	2022	32%	2023	54%	2024	77%	2025	90%	No target	n/a	
% children responding well to strategies COPS 1	Q1 24/25	57.5%	Q2 24/25	60.9%	Q3 24/25	71.8%	Q4 24/25	71.6%	No target	n/a	
Responding well to mainstream education COPS 2	Q1 24/25	45.0%	Q2 24/25	65.2%	Q3 24/25	77.5%	Q4 24/25	65.4%	No target	n/a	
Number of website views (Local Offer)	Q1 24/25	33,274	Q2 24/25	29,249	Q3 24/25	35,564	Q4 24/25	40,123	No target	n/a	
Number of personal budgets (awards taken to date)	Q1 24/25	2,847	Q2 24/25	3,225	Q3 24/25	3,403	Q4 24/25	3,443	No target	n/a	
Number of independent placements	Q1 24/25	448	Q2 24/25	522	Q3 24/25	544	Q4 24/25	561	No target	n/a	
£ total cost of independent settings	Q1 24/25	£27.3m	Q2 24/25	£35.7m	Q3 24/25	£37.0m	Q4 24/25	£36.6m	No target	n/a	
Number of specialist places (cumulative)	Sept 2021	593	Sept 2022	739	Sept 2023	821	Sept 2024	1,025	No target	n/a	
Total number of complaints received in quarter	Q4 21/22	77	Q4 22/23	94	Q4 23/24	160	Q4 24/25	210	No target	R	
Total number of compliments received in quarter	Q4 21/22	31	Q4 22/23	40	Q4 23/24	15	Q4 24/25	45	No target	n/a	

Comments

EHCPs issued

- The percentage of plans issued within the target period of 20 weeks dropped in March, the lowest figure reported over the last 12 months. This has resulted in the latest quarterly year-to-date figure reducing from 32.1% to 25.3%. The Service recognises it is taking too long to draft and issue plans. Remedial action by senior leadership has been put in place including an annual work plan (for 2025/26). This will consider issues such as the Phase Transfer Process, the reduction in capacity (such as Christmas and

Easter), and the requirement to submit census data. Weekly targets indicating expected numbers of draft plans have been agreed with teams and these will be monitored on a weekly basis by the Assistant Director, Inclusion.

Personal budgets

- The SEND provision personal budgets commitment to date is increasing and is above the budgeted amount. The demand for short break personal budgets has been increasing over the past 12 months. Currently 3,443 families are receiving personal budgets compared to 2,828 for the same time last year, this is an increase of 22%. Senior Leadership Team has been made aware of these increases and are taking action accordingly.

Customer complaints

- Complaints increased due to capacity in the system being a challenge. Timeliness and quality were major issues and the themes of the complaints have been identified and will form part of the improvement plan. All complaint responses are checked by managers in the Statutory Services Team and then signed off by the Assistant Director (Inclusion Services).

Performance Information
Children's Social Care

Latest Data Available: **Quarter 4, 2024/25**

(latest RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	no RAG provided

Performance Measures (trends over time)	Previous 4		Previous 3		Previous 2		Latest		Target	RAG	Region
Children in Care (CiC) spot placements purchased externally	Q1 24/25	£36.1m	Q2 24/25	£36.3m	Q3 24/25	£36.9m	Q4 24/25	£36.9m	£37.9m	G	
Children in Need (CIN) per 10,000 children (ex CiC/CPP)	Q1 24/25	124.4	Q2 24/25	116.6	Q3 24/25	128.0	Q4 24/25	140.0	110.0	n/a	275.1
Actual number of Children in Need (CIN)	Q1 24/25	1,845	Q2 24/25	1,753	Q3 24/25	1,925	Q4 24/25	2,105	No target	n/a	
Referrals to children's social care (per 10,000 aged 0-17)	Q1 24/25	303.2	Q2 24/25	301.0	Q3 24/25	307.1	Q4 24/25	318.6	337	n/a	
% Re-referrals within 1 year	Q1 24/25	18.6%	Q2 24/25	17.5%	Q3 24/25	19.8%	Q4 24/25	16.0%	17%	A	20.4%
% Social work assessments completed within 45 days	Q1 24/25	94.4%	Q2 24/25	94.2%	Q3 24/25	95.1%	Q4 24/25	93.1%	85%	G	81.7%
Children subject to a Child Protection Plan per 10,000	Q1 24/25	23.9	Q2 24/25	22.2	Q3 24/25	24.9	Q4 24/25	28.3	24.8	n/a	41.4
Actual number of Child Protection Plans (CPP)	Q1 24/25	355	Q2 24/25	334	Q3 24/25	374	Q4 24/25	425	No target	n/a	
% CPP cases open two years or more	Q1 24/25	3.1%	Q2 24/25	3.3%	Q3 24/25	4.3%	Q4 24/25	4.0%	3.0%	A	3.6%
% Reviews of Child Protection cases on time	Q1 24/25	95.1%	Q2 24/25	91.3%	Q3 24/25	91.3%	Q4 24/25	95.8%	100%	G	93.0%
Children Social workers holding a caseload above threshold	Q1 24/25	39	Q2 24/25	35	Q3 24/25	35	Q4 24/25	46	No target	R	
Children in Care (CiC) per 10,000 children	Q1 24/25	61.2	Q2 24/25	59.8	Q3 24/25	59.3	Q4 24/25	60.9	59.4	n/a	68.0
Actual number of Children in Care (CiC)	Q1 24/25	907	Q2 24/25	899	Q3 24/25	892	Q4 24/25	915	No target	n/a	
Actual number of Children in Care (CiC) UASC	Q1 24/25	89	Q2 24/25	97	Q3 24/25	101	Q4 24/25	103	120	n/a	
% Care leavers in education, employment or training (EET)	Q1 24/25	55.8%	Q2 24/25	56.3%	Q3 24/25	55.8%	Q4 24/25	56.3%	No target	G	
[Suffolk Family Focus] PBR claims against annual target	Q1 24/25	122	Q2 24/25	423	Q3 24/25	613	Q4 24/25	781	1,225	A	

Comments

Children in Need (CiN)

- The number of Children in Need (CiN) is on an upward trend but has now levelled out. Suffolk is mid-table for this measure when compared with other local authorities. A total of 1,210 Children in Need have an open Child in Need (CiN) plan, in addition, the service supports a cohort of 469 severely and profoundly disabled children and young people who require long term children in need provision, and multi-agency support, many of whom remain CiN until they have transitioned to Adult Social Care.

Re-referrals

- The percentage of MASH re-referrals within one year is lower than the average for the last 12 months and lower than the target of 17%. Suffolk is just above mid-table for this measure when compared with the eastern region.

Social work assessments

- The number of social work assessments completed increased by 13% in March, up to 514 assessments. It is also 36% higher than at the same time last year. However, the timeliness has managed to remain stable at around 93%, even with the increase in numbers.

Child Protection Plans

- Although the number of children subject to Child Protection Plans is increasing, the service is confident that the current number of children subject to CP planning is an accurate reflection of children currently being managed at the right level of assessed risk.
- All children who have been subject to CP Planning for two or more years are subject to senior management oversight and are recorded by both the Safeguarding Manager and Service Manager.
- The percentage of Child Protection cases reviewed on time is at the highest level reported this year (now at 95.8%).

Children in Care (CiC)

- The total cohort of Children in Care (CiC) has increased, although at 915 children, this figure is not as high as the 928 children recorded in March 2024. Both the number of British born CiC and Separated Migrant Children (UASC) welcomed by Suffolk increased in March. More children entered care in March than left care, and this is primarily due to less children turning 18 than did in the previous month.

Care leavers (EET)

- The percentage of care leavers in education, employment and training increased to 56.3% in Quarter 4, having dipped to under 55% earlier in the year. Suffolk is now the third highest performing authority in the region for this measure.

Performance Information

Adult Social Care

Latest Data Available: **Quarter 4, 2024/25**

(latest RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	no RAG provided

Performance Measures (trends over time)	Previous 4		Previous 3		Previous 2		Latest		Target	RAG	Region
Average cost (weekly £) per ASC customer	Q1 24/25	£771	Q2 24/25	£765	Q3 24/25	£775	Q4 24/25	£770	No target	n/a	
Cost avoidance measures from Cassius per quarter	Q1 24/25	£1.11m	Q2 24/25	£927k	Q3 24/25	£659k	Q4 24/25	£444k	No target	n/a	
Permanent admissions residential care (18-64 per 100,000)	Q1 24/25	2.9	Q2 24/25	8.0	Q3 24/25	11.7	Q4 24/25	15.0	12.2	R	15.2
Permanent admissions residential care (65+ per 100,000)	Q1 24/25	156.8	Q2 24/25	294.5	Q3 24/25	439.8	Q4 24/25	622.0	476.6	R	566.0
People accessing long term community support	Q1 24/25	1.37%	Q2 24/25	1.61%	Q3 24/25	1.83%	Q4 24/25	2.36%	1.90%	G	1.4%
% long term customers getting annual reviews <12 mths	Q1 24/25	64.3%	Q2 24/25	61.0%	Q3 24/25	63.4%	Q4 24/25	63.2%	100%	A	
Carers assessed/reviewed with DP/PB/commissioned support	Q1 24/25	76.1%	Q2 24/25	83.3%	Q3 24/25	81.8%	Q4 24/25	81.3%	51.0%	G	97.3%
% Learning disability (LD) customers in employment	Q1 24/25	3.9%	Q2 24/25	3.7%	Q3 24/25	3.9%	Q4 24/25	4.0%	4.9%	A	4.8%
Safeguarding referrals open for more than 3 months	Q1 24/25	200	Q2 24/25	245	Q3 24/25	231	Q4 24/25	224	No target	R	
% safeguarding referrals; outcome fully or partially achieved	Q1 24/25	94.3%	Q2 24/25	95.4%	Q3 24/25	93.7%	Q4 24/25	89.7%	90%	G	93.2%
% Home First customers with no ongoing care after reablement	Q1 24/25	67.3%	Q2 24/25	67.7%	Q3 24/25	67.6%	Q4 24/25	65.1%	No target	A	
Customers in services regulated (CQC) rated Inadequate	Q1 24/25	0.97%	Q2 24/25	0.76%	Q3 24/25	0.72%	Q4 24/25	0.33%	1.5%	G	

Comments

Cost per customer

- The average cost has not significantly changed from the start of the year which in itself is positive when there is pressure on unit costs from the care market.

Cost avoidance

- Cost avoidance estimates from Cassius continue to fall, following a review of methodology. However, during 2024/25 it is estimated that Cassius has avoided over £3m of cost in total, a significant success.

Residential care

- The number and rate of permanent admissions to care for both older people and people of working age are both higher than the annual position for 2023/24.

Annual reviews

- The completion rate declined slightly during Quarter 4, and performance for 2024/25 has been lower than the previous year. Teams have struggled to find capacity to complete reviews because they have needed to focus on waiting list reduction (demand and waits for assessments rose following high numbers of referrals earlier in the year) and on complex work such as S117 and CHC packages, both of which have made very positive progress.

Carer support

- The proportion of carers receiving support has remained high throughout 2024/25.

Safeguarding referrals

- The demand for safeguarding services remains high overall, with a slight fall in assessments open for more than three months in Quarter 4. The length of time a safeguarding referral is 'open' does not automatically indicate a continued level of risk, as in many cases the service is waiting for updates from other agencies e.g. the police.

Safeguarding outcomes

- The level of safeguarding outcomes being achieved during Quarter 4 declined slightly, although they were still very high at 89.7%.

Short term services

- The proportion of people not requiring ongoing support declined slightly during Quarter 4, but this continues to indicate that reablement is effective.

Performance Information
Schools & Education

Latest Data Available: **Quarter 4, 2024/25**

(latest RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	no RAG provided

Performance Measures (trends over time)	Previous 4		Previous 3		Previous 2		Latest		Target	RAG	England
% schools Good & Outstanding - Quality of education							Mar 2025	83%		n/a	84%
% schools Good & Outstanding - Behaviour and Attitudes							Mar 2025	91%		n/a	94%
% schools Good & Outstanding - Personal Development							Mar 2025	94%		n/a	97%
% schools Good & Outstanding - Leadership & Management							Mar 2025	91%		n/a	89%
Number of pupils Electively Home Educated (EHE)	Q1 24/25	1,729	Q2 24/25	1,608	Q3 24/25	1,736	Q4 24/25	1,944	No target	n/a	
Number of pupils eligible for Free School Meals (FSM)	Q1 24/25	27,188	Q2 24/25	28,453	Q3 24/25	27,953	Q4 24/25	28,413	No target	n/a	
Overall attendance by term (primary & secondary) schools	Q1 24/25	92.8%	Q2 24/25	94.1%	Q3 24/25	93.2%	Q4 24/25	93.1%	No target	A	93.4%
% Of eligible (age 2) accessing funded childcare	Aut 2023	95%	Spg 2024	88%	Sum 2024	88%	Aut 2024	90%	No target	G	78%
% Of eligible (ages 3 & 4) accessing funded childcare	Aut 2023	91%	Spg 2024	89%	Sum 2024	92%	Aut 2024	91%	No target	A	95%
£ on School transport (mainstream)	2021/22	£12.0m	2022/23	£12.1m	2023/24	£14.4m	2024/25	£14.8m	£16.09m	G	Local
£ on School transport (SEND services)	2021/22	£17.2m	2022/23	£23.5m	2023/24	£31.8m	2024/25	£34.70m	£35.83m	G	Local
Number of children using school transport	2022/23	10,793	2023/24	12,397	Q3 24/25	11,518	Q4 24/25	11,424	No target	n/a	Local
% children achieving a Good Level of Development			2022	62.0%	2023	66.1%	2024	67.5%	No target	G	67.7%
% pupils meeting the phonics threshold (Year 1)			2022	73.9%	2023	77.5%	2024	80.0%	No target	G	80.2%
% KS2 pupils at expected standard: Reading/Writing/Maths			2022	54.0%	2023	56.0%	2024	58.2%	No target	A	61.0%
% KS4 pupils achieving grades 9 - 5 (English & Maths)			2022	46.0%	2023	39.8%	2024	39.9%	No target	A	46.2%

Comments

Ofsted Inspections

- Ofsted are currently consulting on proposals for a report card approach which will provide more meaningful information about the quality of provision and outcomes for pupils at the time of an Ofsted inspection. The draft School inspection toolkit shows information which indicates judgements on: Leadership and governance; Curriculum, Developing teaching, Achievement, Behaviour and attitudes, Attendance, Personal development and wellbeing, Inclusion, Early Years, Sixth Form and Safeguarding. The New Ofsted report cards are due to be introduced in September.

Free School Meals (FSM)

- There was a significant increase in the number of applications processed for Free School Meals in March. This was unusual and was due to parents / carers making duplicate applications for their children to ensure that they had transitional protection in place on 31 March 2025. The Government has now ended transitional protection, and this will impact on families who are no longer eligible for FSM when their child transfers to a new school phase from September 2025.

Performance Information

Fire & Public Safety

Latest Data Available: **Quarter 4, 2024/25**

(latest RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	no RAG provided

Performance Measures (trends over time)	Previous 4		Previous 3		Previous 2		Latest		Target	RAG
Number of Fire Service incidents attended	Q1 24/25	1,305	Q2 24/25	1,296	Q3 24/25	535	Q4 24/25	1,031	No target	n/a
Number of fire fatalities in properties	Q1 24/25	Nil	Q2 24/25	Nil	Q3 24/25	1	Q4 24/25	Nil	No target	n/a
Road traffic collision fatalities and seriously injured	Q1 24/25	17	Q2 24/25	10	Q3 24/25	3	Q4 24/25	13	No target	n/a
First fire engine to a dwelling fire within 11 mins (RS 1)	Q1 24/25	64%	Q2 24/25	65%	Q3 24/25	no data	Q4 24/25	no data	80%	n/a
Second fire engine at dwelling fire within 16 mins (RS 2)	Q1 24/25	66%	Q2 24/25	49%	Q3 24/25	no data	Q4 24/25	no data	80%	n/a
First fire engine at RTC within 13 mins (RS 3)	Q1 24/25	67%	Q2 24/25	79%	Q3 24/25	no data	Q4 24/25	no data	80%	n/a
First fire engine at all incidents within 20 mins (RS 4)	Q1 24/25	97%	Q2 24/25	94%	Q3 24/25	no data	Q4 24/25	no data	80%	n/a
On-Call availability (% fire crew available)	Q1 24/25	74%	Q2 24/25	72%	Q3 24/25	73%	Q4 24/25	73%	90%	R
Number of false alarms attended	Q1 24/25	691	Q2 24/25	646	Q3 24/25	327	Q4 24/25	585	<620	G
Number of Home Fire Safety Checks and Safe & Well visits	Q1 24/25	1,046	Q2 24/25	1,213	Q3 24/25	1,075	Q4 24/25	1,241	>1075	G
Number of assigned safeguarding incidents	Q1 24/25	16	Q2 24/25	34	Q3 24/25	40	Q4 24/25	47	No target	n/a
Building Regulation consultations carried out in 21 days	Q1 24/25	99%	Q2 24/25	99%	Q3 24/25	98%	Q4 24/25	99%	100%	A
Statutory Licencing consultations within 21 days	Q1 24/25	85%	Q2 24/25	94%	Q3 24/25	94%	Q4 24/25	94%	100%	A
Number of fire safety audits	Q1 24/25	217	Q2 24/25	209	Q3 24/25	185	Q4 24/25	221	>250	A
Number of actioned fire safety audits	Q1 24/25	41	Q2 24/25	64	Q3 24/25	43	Q4 24/25	37	No target	n/a
% site risk information records in date	Q1 24/25	91%	Q2 24/25	94%	Q3 24/25	98%	Q4 24/25	99%	100%	A
Number of Cold Calling Zones (Trading Standards)	Q1 24/25	222	Q2 24/25	241	Q3 24/25	254	Q4 24/25	274	> Annual	G
Number of Trading Standards Champions	July 2024	1,161	Oct 2024	1,170	Jan 2025	1,195	Apr 2025	1,393	> Annual	G
Number of followers on social media	July 2024	19,789	Oct 2024	19,989	Jan 2025	20,069	Jan 2025	20,262	> Annual	n/a

No data* Quarter 3 figures are not available due to a technical data collection issue - Q4 data should be available.

Comments

Fire incidents

- Fire incident numbers have increased due to how the service has collected the figures this quarter. The figures are now being taken directly from control as the service is currently not able to extract data from the incident reporting system

Fatalities

- Whilst there were no fatalities in Q4 there is an update for Q3 (post coroner’s report) and the figures have been updated to show one fatality (occurred in December 2024).
- This quarter there were 4 reported fatalities (the data for serious injuries is currently not included).

Response Standards

- In September last year the service changed its provider of dispatching software, and because of ongoing technical issues, this has unfortunately led to a loss of reportable data for this quarter.

On-Call availability

- On-Call availability performance continues to remain under the target of 90%, however weekend and evening cover remain high with the majority of availability reduction reported during core day hours where cover is provided by shift and day crews. National figures released indicate that although Suffolk is not meeting its locally set target, in comparison to the national average for similar fire services (predominately rural) Suffolk's performance is above average. The national average sits at 62%.

False alarms attended

- Work is being carried out to identify repeat callouts to premises and targeted prevention work.

Home Fire Safety Checks

- The number of home fire safety visits increased significantly during Quarter 4 with more visits being carried out by watches and specialist practitioners.

Actioned fire safety audits

- Q4 indicates a reduction in outcomes from fire safety audits, whilst there was a decrease in notification of minor deficiencies there has been an increase in the Notification of Deficiencies with no enforcements this quarter.

Site risk records

- Quarter 4 continues to maintain the steady performance seen in the previous quarters .

Performance Information

Jobs, Skills & Training

Latest Data Available: **Quarter 4, 2024/25**

(latest RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	no RAG provided

Performance Measures (trends over time)	**Previous 4**		**Previous 3**		**Previous 2**		**Latest**		**Target**	**RAG**	**England**
Percentage % annual change in the number of jobs	2020	0.0%	2021	+1.9%	2022	0.0%	2023	+1.5%	No target	n/a	+1.4%
Average gross annual salary (Suffolk residents)	2021	£29,222	2022	£31,413	2023	£33,964	2024	£35,672	No target	n/a	£37,617
% Staff in top pay quartile female (Gender Pay Gap)	2020/21	64.3%	2021/22	65.5%	2022/23	67.0%	2023/24	68.9%	No target	n/a	68.9%
Further ed and skills achievements rate per 100k population	2020/21	2,496	2021/22	2,438	2022/23	2,636	2023/24	2,745	No target	n/a	3,079
% 19 year olds qualified to Level 2 (5+ GCSEs or equivalent)	2021	82.4%	2022	82.3%	2023	89.5%	2024	86.4%	No target	n/a	86.7%
% 19 year olds qualified to Level 3 (2+ A levels or equivalent)	2021	59.4%	2022	59.0%	2023	59.0%	2024	60.9%	No target	n/a	67.9%
% Young people aged 16 to 17 who are NEET	Q4 21/22	3.74%	Q4 22/23	4.63%	Q4 23/24	4.86%	Q4 24/25	4.77%	<=Eng'd	A	3.53%
% Young people aged 16 to 17 with no known destination	Q4 21/22	0.79%	Q4 22/23	0.46%	Q4 23/24	0.28%	Q4 24/25	0.47%	<=Eng'd	A	1.76%
% Young people in education and training (age 16)	Q4 21/22	93.8%	Q4 22/23	93.4%	Q4 23/24	93.3%	Q4 24/25	93.57%	<=Eng'd	n/a	94.7%
% Young people in education and training (age 17)	Q4 21/22	87.8%	Q4 22/23	86.6%	Q4 23/24	86.1%	Q4 24/25	86.46%	<=Eng'd	n/a	89.29%
Number of employers engaged ('Apprenticeships Suffolk')	Q1 24/25	14	Q2 24/25	21	Q3 24/25	28	Q4 24/25	37	No target	n/a	
Number of participants supported ('Apprenticeships Suffolk')	Q1 24/25	146	Q2 24/25	303	Q3 24/25	423	Q4 24/25	637	No target	n/a	
Apprenticeship starts across Suffolk (Ages 19 to 24)	Jan 2021	807	Jan 2022	750	Jan 2023	820	Jan 2024	790	No target	n/a	
Apprenticeship starts across Suffolk (all ages)	Jan 2021	2,672	Jan 2022	2,635	Jan 2023	2,680	Jan 2024	2,730	No target	n/a	
Number of learners enrolled onto adult learning courses	Q1 24/25	3,592	Q2 24/25	355	Q3 24/25	1,518	Q4 24/25	2,492	No target	n/a	
Adult learning courses pass rate	Q1 24/25	97%	Q2 24/25	89%	Q3 24/25	96%	Q4 24/25	95%	No target	G	
Multiply Suffolk (total number of participants)	Q1 24/25	678	Q2 24/25	69	Q3 24/25	266	Q4 24/25	459	No target	n/a	
Multiply Suffolk (number of learning enrollments)	Q1 24/25	717	Q2 24/25	120	Q3 24/25	412	Q4 24/25	747	No target	n/a	

Performance Information

Local Economy & Housing

Latest Data Available: **Quarter 4, 2024/25**

(latest RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	no RAG provided

Performance Measures (trends over time)	Previous 4		Previous 3		Previous 2		Latest		Target	RAG	England
Number of economically active people unemployed	Dec 2021	11,000	Dec 2022	5,000	Dec 2023	13,100	Dec 2024	13,200	No target	n/a	
Number of economically inactive people	Dec 2021	85,200	Dec 2022	82,900	Dec 2023	87,300	Dec 2024	84,000	No target	n/a	
% economically inactive people who want a job	Dec 2021	9.9%	Dec 2022	16.3%	Dec 2023	21.3%	Dec 2024	13.0%	No target	n/a	18.5%
% economically inactive people who do not want a job	Dec 2021	90.1%	Dec 2022	83.7%	Dec 2023	78.7%	Dec 2024	87.0%	No target	n/a	81.5%
Number of people (all) on Universal Credit (UC).	Mar 2022	54,179	Mar 2023	57,906	Mar 2024	66,251	Mar 2025	73,564	No target	n/a	
Working people claiming Universal Credit (UC) 18-24	Mar 2022	2,315	Mar 2023	2,310	Mar 2024	2,230	Mar 2025	2,440	No target	n/a	
Working people claiming Universal Credit (UC) All ages	Mar 2022	14,340	Mar 2023	12,735	Mar 2024	13,050	Mar 2025	13,480	No target	n/a	
% Suffolk with access to superfast broadband (>24Mbps)	Q1 24/25	98.6%	Q2 24/25	98.6%	Q3 24/25	98.6%	Q4 24/25	98.7%	No target	n/a	98.6%
% Suffolk with access to Full Fibre (FTTP or FTTH)	Q1 24/25	67.1%	Q2 24/25	70.0%	Q3 24/25	73.3%	Q4 24/25	75.2%	No target	n/a	76.9%
Housing Affordability Ratio (lower number = better)	Q1 24/25	8.44	Q2 24/25	8.47	Q3 24/25	8.04	Q4 24/25	8.05	No target	n/a	7.82
Average monthly rent (private rental market) in Suffolk	2022	£762	2023	£882	2024	£900	Mar 2025	£935	No target	n/a	
% Annual growth in Suffolk businesses (ONS data)	2021	+0.8%	2022	+2.3%	2023	-0.2%	2024	+0.3%	+2% LEP	n/a	-0.1%
Number of house builds starts (All housing)	2020/21	2,230	2021/22	3,540	2022/23	3,460	2023/24	2,480	No target	n/a	
Number of house builds starts (Affordable housing)	2020/21	764	2021/22	590	2022/23	562	2023/24	1,347	No target	n/a	
Number of house builds completed (All housing)	2020/21	2,180	2021/22	2,680	2022/23	3,140	2023/24	3,240	No target	n/a	
Number of house builds completed (Affordable housing)	2020/21	755	2021/22	1,042	2022/23	832	2023/24	1,020	No target	n/a	

Performance Information
Roads & Transport

Latest Data Available: **Quarter 4, 2024/25**

(latest RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	no RAG provided

Performance Measures (trends over time)	Previous 4		Previous 3		Previous 2		Latest		Target	RAG	England
Number of customer enquiries (contact centre)	Q4 21/22	9,537	Q4 22/23	11,913	Q4 23/24	16,275	Q4 24/25	10,622	No target	n/a	
Enquiries: % responses logged in 5 working days	Q4 21/22	48.5%	Q4 22/23	46.7%	Q4 23/24	43.9%	Q4 24/25	78.8%	No target	G	
Number of complaints relating to Suffolk Highways	Q4 21/22	35	Q4 22/23	34	Q4 23/24	69	Q4 24/25	57	No target	A	
% A roads where maintenance should be considered	2020/21	2.0%	2021/22	2.0%	2022/23	2.0%	2023/24	3.0%	<= 3%	A	4.0%
% B/C roads where maintenance should be considered	2020/21	3.0%	2021/22	3.0%	2022/23	3.0%	2023/24	4.0%	<= 6%	A	6.0%
% U roads: where maintenance should be considered	2020/21	23%	2021/22	29%	2022/23	36%	2023/24	18%	<= 20%	G	17%
Number of bus passenger journeys per head population	2020/21	6.1	2021/22	12.4	2022/23	15.9	2023/24	17.0	No target	n/a	21.6
Percentage of staff using sustainable travel options	2021	20%	2022	30%	2023	27%	2024	29%	No target	G	
Number of Connecting Communities passengers	2021/22	80,001	2022/23	98,376	2023/24	96,871	2024/25	82,104	No target	A	Local
Reported Road Casualties - All Casualties	2021	1,427	2022	1,590	2023	1,266	2024	1,390	< Annual	A	2,046
Reported Road Casualties - Killed or Seriously Injured	2021	298	2022	314	2023	311	2024	340	< Annual	R	491
Road traffic accidents (killed/serious injuries) per 10K pop	2018-20	3.98	2019-21	4.03	2020-22	3.80	2021-23	4.00	< Annual	A	4.65

Performance Information

Net Zero & Environment

Latest Data Available: **Quarter 4, 2024/25**

(latest RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	no RAG provided

Performance Measures (trends over time)	**Previous 4**		**Previous 3**		**Previous 2**		**Latest**		**Target**	**RAG**	**England**
Per capita CO2 emissions (council influence) tonnes/person	2019	5.0	2020	4.5	2021	4.8	2022	4.6	< Annual	n/a	4.3
Scores for Council Climate Action Scorecard		New		New	2021	53%	2023	41%	No target	A	35%
SCC's Carbon Footprint (tCO2e) - Total known emissions	2020/21	30,300	2021/22	31,304	2022/23	26,700	2023/24	26,394	23,913	R	
SCC's Carbon Footprint (tCO2e) - Emissions SCC estate	2020/21	11,939	2021/22	12,295	2022/23	9,475	2023/24	8,782	8,889	G	
Energy used across SCC buildings (GWh) Gigawatt hours	2020/21	44	2021/22	44	2022/23	36	2023/24	33	< Annual	G	
% of top 100 suppliers with carbon reduction plan	Q1 24/25	40%	Q2 24/25	40%	Q3 24/25	44%	Q4 24/25	44%	No target	G	
CO2 emissions from SCC owned vehicles (tCO2e)	2020/21	971	2021/22	1,083	2022/23	1,053	2023/24	791	1,117	G	
Energy Efficiency (ECO) measures per 1,000 households	2021	67.6	2022	68.9	2023	72.8	2024	77.5	No target	n/a	89.2
Total residual household waste per household (kg)	Q3 21/22	451kg	Q3 22/23	423kg	Q3 23/24	425kg	Q3 24/25	429kg	< Annual	A	501kg
Total household waste per household (kg)	Q3 21/22	769kg	Q3 22/23	699kg	Q3 23/24	734kg	Q3 24/25	733kg	< Annual	A	
% Household waste reused, recycled, or composted	Q3 21/22	39.9%	Q3 22/23	38.0%	Q3 23/24	40.3%	Q3 24/25	39.7%	> Annual	A	46.8%
Number of waste education talks/engagements		New	Q3 22/23	28	Q3 23/24	61	Q3 24/25	69	30 per Qtr	G	
% County matter planning applications decided in time	Q1 24/25	100%	Q2 24/25	100%	Q3 24/25	100%	Q4 24/25	100%	60%	G	85%
Public electric vehicle charging devices (all) per 100k pop	Q1 24/25	76.6	Q2 24/25	86.9	Q3 24/25	101.0	Q4 24/25	106.3	No target	G	85.1
Public electric vehicle charging (rapid devices) per 100k pop	Q1 24/25	16.8	Q2 24/25	21.9	Q3 24/25	24.1	Q4 24/25	25.1	No target	G	25.3

Comments

SCC carbon emissions

- The figures reflect the change relative to the 2019/20 baseline. Data for 2024/25 is still being compiled and checked. Overall, the footprint has reduced by 22.7%, which shows further progress on the previous year but behind the pace required to deliver net zero by 2030 (-30% assuming reductions from 2020/21). Work to date has focussed on reducing emissions that are directly within SCC's control, but the results highlight how more work is needed to match that progress. A new Sustainability Impact Assessment is being used to support consideration of these priorities within key procurements and other decisions.

Council energy use

- This measure covers energy use for SCC owned buildings. The largest reductions have been achieved within gas use at corporate property and schools. While seasonal trends will be a factor in that, it also reflects the impacts of an ongoing retrofit programme, including enhanced management, reducing solar gain, and making better use of heat. Building Management Systems are now in place across 17 of the highest consuming sites, substantially reducing energy use, especially gas, and making a significant contribution to avoided energy costs.

Top 100 suppliers

- The top 100 suppliers within the Council's supply chain collectively represent 60% of total spend (and a larger proportion of the supply chain footprint). The Council is prioritising support to these and to the top 1,000 (95% of spend). The figure is for those where the Council knows there is a published plan. The measurement does not necessarily reflect the quality of plans but is the first stage in the engagement process. As part of the ongoing review of the procurement approach, the Council will be working closely with its Top 10 suppliers to improve carbon reporting from these significant contracts.

Business Mileage

- Emissions from council owned vehicles have dropped by 51% from baseline, largely due to electrification. The pool car fleet is fully electric, and a substantial portion of the fire fleet has been electrified. Use of the pool cars is something to be encouraged to avoid the emissions and costs associated with use of private or lease vehicles. The Travel Plan Fund is being used to support the costs of the pool fleet, to make it a more attractive option for teams. Work is ongoing to remove other barriers to pool car usage, including around knowledge and confidence in driving electric vehicles. Grey fleet emissions (from staff claiming mileage in their own vehicles) is not included here, but has risen by 40% over the same period, in particularly due to increased care demands, highlighting the challenges of emissions outside the direct control of the council.

Household waste

- Levels of residual waste are just slightly higher than last year by an extra 4kg per household but remain less than the higher levels reported during 2021/22. The increase in residual waste is attributable to the recycling centres where residual waste has increased by over 3,000 tonnes, and the service seeing a 13% increase in visitor numbers.
- Total household waste per household is about the same when compared to last year. Tonnages of kerbside residual and mixed recycling are similar to the same period last year, but the amount of organic waste decreased in 2024 compared to 2023 when weather conditions led to a lot of organic garden waste.
- The rolling 12-month household recycling rate has decreased compared to the previous year. This is due to the weather conditions leading to less garden waste being generated for composting (-1,796 tonnes across kerbside and recycling centres combined), and more residual waste at recycling centres. The planned roll out of new recycling services to households across the county in 2026 are expected to significantly increase the recycling rate in Suffolk.

Performance Information

Corporate Health

Latest Data Available: **Quarter 4, 2024/25**

(latest RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	no RAG provided

Performance Measures (trends over time)	Previous 4		Previous 3		Previous 2		Latest		Target	RAG
Staff Numbers (Full Time Equivalent FTE) - Total	July 2024	4,733	Oct 2024	4,774	Jan 2025	4,770	Apr 2025	4,810	No target	n/a
£ Spend on temporary staff and contractors - Total	Q1 24/25	£1.34m	Q2 24/25	£1.43m	Q3 24/25	£2.94m	Q4 24/25	£1.51m	No target	G
Working days lost as a % of available days - Total	Q4 21/22	4.1%	Q4 22/23	4.1%	Q4 23/24	5.0%	Q4 24/25	4.8%	<Annual	A
% Staff who have had a Return to Work Interview - Total	July 2024	64%	Oct 2024	64%	Jan 2025	66%	Apr 2025	88%	No target	G
[Finance] Total insurance claims received	Q1 24/25	226	Q2 24/25	286	Q3 24/25	89	Q4 24/25	156	No target	n/a
[Finance] % insurance claims processed in 5 working days	Q1 24/25	81.1%	Q2 24/25	63.0%	Q3 24/25	62.8%	Q4 24/25	87.3%	No target	n/a
[Finance] Total aged debtor days (31 to 60 days)	Q1 24/25	£3.68m	Q2 24/25	£2.92m	Q3 24/25	£3.75m	Q4 24/25	£2.85m		n/a
[Finance] Total aged debtor days (61 to 90 days)	Q1 24/25	£4.00m	Q2 24/25	£2.81m	Q3 24/25	£3.33m	Q4 24/25	£3.20m		n/a
[Finance] Total aged debtor days (91+ days)	Q1 24/25	£31.66m	Q2 24/25	£36.28m	Q3 24/25	£40.74m	Q4 24/25	£41.25m		n/a
[Finance] Total aged debtor days (31+ days)	Q1 24/25	£39.35m	Q2 24/25	£42.01m	Q3 24/25	£47.82m	Q4 24/25	£47.30m	No target	R
[Finance] Total debt outstanding	Q1 24/25	£50.36m	Q2 24/25	£58.50m	Q3 24/25	£64.18m	Q4 24/25	£72.85m	No target	n/a
[Finance] % Invoices paid on time	Q4 23/24	98.7%	Q2 24/25	98.2%	Q3 24/25	98.6%	Q4 24/25	98.3%	94.0%	G

Comments

Debt Management

- (Adult Social Care) as the number of customers has grown, this increases the income generated from charging which has helped to mitigate some of the rises in care spend. Total chargeable income for 2024/25 rose by £18.1 m, increasing to £84.9m. Alongside this, an additional £1.7 m provision has been made for any future bad debts.

Performance Information

Customer Experience

Latest Data Available: **Quarter 4, 2024/25**

(latest RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	no RAG provided

Performance Measures (trends over time)	Previous 4		Previous 3		Previous 2		Latest		Target	RAG
Number of new complaints received - Total SCC	Q4 21/22	258	Q4 22/23	287	Q4 23/24	377	Q4 24/25	415	No target	R
% of complaints partially/fully upheld - Total SCC	Q4 21/22	45.5%	Q4 22/23	68.8%	Q4 23/24	67.8%	Q4 24/25	67.3%	No target	R
% complaints acknowledged on time (within 3 working days)	Q4 21/22	91.1%	Q4 22/23	90.0%	Q4 23/24	92.6%	Q4 24/25	88.6%	90%	G
% complaint responses sent on time (within 20 working days)	Q4 21/22	60.5%	Q4 22/23	69.1%	Q4 23/24	69.6%	Q4 24/25	76.7%	80%	A
Number of complaint escalations beyond Stage 1	Q4 21/22	8	Q4 22/23	4	Q4 23/24	4	Q4 24/25	2	No target	n/a
Number of LGSCO decisions - Complaints	Q4 21/22	29	Q4 22/23	32	Q4 23/24	19	Q4 24/25	40	No target	n/a
Number of compliments received - Total SCC	Q4 21/22	110	Q4 22/23	132	Q4 23/24	190	Q4 24/25	260	No target	G
Number of customer contacts - using phone	Q4 21/22	38,713	Q4 22/23	40,135	Q4 23/24	21,874	Q4 24/25	19,631	No target	n/a
Number of customer contacts - using online options	Q4 21/22	24,468	Q4 22/23	26,190	Q4 23/24	15,906	Q4 24/25	13,228	No target	n/a
Customer Service - % First Call Resolution	Q4 21/22	92.4%	Q4 22/23	93.8%	Q4 23/24	97.6%	Q4 24/25	98.7%	No target	G
Customer Service - % Failure Demand	Q4 21/22	2.9%	Q4 22/23	1.2%	Q4 23/24	2.0%	Q4 24/25	3.9%	No target	G
% Blue Badge Applications (Govt <12 weeks)	Q4 21/22	94.5%	Q4 22/23	70.5%	Q4 23/24	92.0%	Q4 24/25	92.1%	No target	G
% Customer transactions undertaken online (Contact Centre)	Q4 21/22	92.5%	Q4 22/23	93.8%	Q4 23/24	93.0%	Q4 24/25	92.1%	>85%	G
% Customer transactions undertaken online (SCC)	Q4 21/22	87.5%	Q4 22/23	87.5%	Q4 23/24	88.8%	Q4 24/25	90.3%	>85%	G
% Customer Satisfaction - Customer Services	Q4 21/22	93.3%	Q4 22/23	87.2%	Q4 23/24	84.7%	Q4 24/25	78.8%	>85%	A
SCC website usage - number of users	Q4 21/22	707k	Q4 22/23	1.05m	Q4 23/24	1.55m	Q4 24/25	1.30m	No target	n/a
SCC website usage - number of page views	Q4 21/22	1.38m	Q4 22/23	1.51m	Q4 23/24	1.97m	Q4 24/25	1.61m	No target	n/a
SCC website usage - % Quality Assurance score	Q4 21/22	98.2%	Q4 22/23	94.4%	Q4 23/24	97.6%	Q4 24/25	96.7%	No target	G
SCC website usage - number of online payments made	Q4 21/22	1,535	Q4 22/23	2,010	Q4 23/24	20,399	Q4 24/25	19,131	No target	n/a

<u>Comments</u>

Complaints received

- The number of complaints received by the Council rose by 10.1% compared to Quarter 4 last year. The Inclusion Service continues to receive high complaint numbers, with 210 of CYP's 255 complaints relating to this Service. ASC, GH&I and Public Health all saw complaint numbers fall compared to Quarter 4 last year, down by 2, 28 and 1 respectively. CYP saw the largest increase, up by 58 complaints compared to last year.

Complaints upheld

- Quarter 4 saw a slight reduction in the percentage of cases either fully or partially upheld, down 0.5% on Quarter 4 last year. ASC and CYP saw the number of cases where fault was found increase compared to last year, up 8.3% and 18.1% respectively, whilst GH&I saw a fall of 36.6%.

Complaints acknowledged

- Complaint acknowledgement performance (acknowledgement within 3 working days) fell compared to this time last year, down by 4.0%. This takes the performance to 1.4% below the Council's corporate target of 90%.

Complaints responded to

- Although response performance has improved, up 7.1% on last year, it remains below the Council's target of 80% of cases responded to within 20 working days. Corporate Services, F&PS GH&I and Public Health all exceeded the 80% target, achieving 92.3%, 100%, 92.2% and 100% respectively. ASC performance improved compared to last year, up 6.4%, but fell short of the target at 75.6%.

Complaint escalations

- There were two cases that escalated beyond stage 1, both CYP cases.
- During Quarter 4, the LGSCO issued decisions on 40 cases, more than double the same period last year. Of these cases, 30 related to CYP cases, of which 18 were upheld. For all LGSCO decisions received during the quarter, 53% were upheld resulting in remedy payments of £32,490.

Compliments received

- Overall, compliment numbers rose by nearly 37% compared to Quarter 4 last year. Both ASC and CYP saw a significant uplift in compliment numbers, up 36 (94.7%) and 43 (107.5%) compared to Quarter 4 last year.

Customer Service demand

- Overall Customer Service demand, across all channels, was down 15.6% compared to Quarter 4 last year. Web Chat demand was the only channel to see an increase, up 7% compared to Q4 last year. The remaining channels all saw decreases in demand - Telephone 16.4%; Email 16.5%; Social Media responses 47.2%. This overall reduction in demand can be linked back to improvements in processes, particularly surrounding key annual events that occur in Q4, such as school offer days. With much of the process now being digitalised, it removes the need for families to make contact with the admissions service (via the Contact

Centre). The Contact Centre has also received less weather related demand in Q4 24/25 with less adverse weather conditions being observed in this period, when compared to previous years.

First call resolution

- First call resolution in the Customer Service Contact Centre remains strong at over 98%, with a slight improvement of 1.1% on Q4 last year.

Failure demand

- The number of customers contacting the Council to chase overdue services (failure demand) increased compared to Quarter 4 last year, up 1.9%. However, with less than 4% of calls relating to overdue services, this remains strong performance.

Blue Badge processing

- Blue Badge processing is back where we expect to see it after a period of increased demand negatively impacted performance. Performance for the Quarter came in at over 92% of badges issued within 12 weeks.

Customer transactions

- During Quarter 4, customers chose to use self-service options for over 92% of transactions that could be processed through the Customer Service Contact Centre. For the Council as a whole, Quarter 4 saw 90.3% of customer transactions completed using self-service channels, up 1.5% on the same period last year, and remains above the Council's corporate target of 85%.

Customer satisfaction

- The Customer Service team (Contact Centre and Blue Badge) customer satisfaction score of 78.8% for Quarter 4 was down 5.9% compared to the same period last year. The majority of dissatisfaction relates to the email channel with satisfaction around telephone and webchat contact remaining high. The two main concerns raised are around the time taken to respond and the response not fully answering the question raised. This links to ongoing work happening within GH&I to review and replace templated email responses sent to customers who contact the Council about a Highways issue. To date over 100 templates have been reviewed, and it is hoped that when these are signed off and live for staff to use in coming weeks, performance in this area will start to improve.

Website visitors

- In Quarter 4, website visitor numbers decreased by over 16% compared to quarter 4 last year, with page views down by over 18%. The Quality Assurance (QA) score at the end of Quarter 4 stood at 96.7%, almost identical to last year. This metric continues to perform well against the wider industry benchmark, which stood at 80.3% at the end of Quarter 4. Although the number of online payments fell slightly compared to Quarter 4 last year, the continued development of easy-to-use self-service solutions is helping to maintain high numbers of online payments, that would otherwise be processed by staff members, adding significantly to the cost. Quarter 4 saw over 19,000 payments processed online, a reduction of 6.2% on last year.

Performance Information
Governance & Assurance

Latest Data Available: **Quarter 4, 2024/25**

(latest RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	no RAG provided

Performance Measures (trends over time)	Previous 4		Previous 3		Previous 2		Latest		Target	RAG
Number of internal audits completed (Quarter)	Q1 24/25	9	Q2 24/25	7	Q3 24/25	9	Q4 24/25	11	No target	n/a
Number of internal audit completed (last 12 months)	Q1 24/25	31	Q2 24/25	33	Q3 24/25	38	Q4 24/25	36	No target	n/a
Number of referrals for possible fraud	Q1 24/25	15	Q2 24/25	9	Q3 24/25	11	Q4 24/25	7	No target	n/a
Number of referrals for possible Blue Badge misuse	Q1 24/25	1	Q2 24/25	3	Q3 24/25	3	Q4 24/25	4	No target	n/a
Number of successful prosecution (fraud)	Q1 24/25	1	Q2 24/25	1	Q3 24/25	0	Q4 24/25	2	No target	n/a
Information Requests received (FOIs / EIRs)	Q1 24/25	356	Q2 24/25	293	Q3 24/25	315	Q4 24/25	392	No target	n/a
% Information Requests responded to in 20 working days	Q1 24/25	98%	Q2 24/25	99%	Q3 24/25	100%	Q4 24/25	99.7%	No target	G
Subject Access Requests (SARs) received	Q1 24/25	84	Q2 24/25	96	Q3 24/25	76	Q4 24/25	127	No target	n/a
Subject Access Requests (SARs) open	Q1 24/25	26	Q2 24/25	43	Q3 24/25	22	Q4 24/25	45	No target	n/a
Subject Access Requests (SARs) closed	Q1 24/25	93	Q2 24/25	76	Q3 24/25	93	Q4 24/25	103	No target	n/a
% SARs responded to within statutory timescales	Q1 24/25	93%	Q2 24/25	73%	Q3 24/25	89%	Q4 24/25	85%	No target	G
Total number of overdue SARs	Q1 24/25	6	Q2 24/25	4	Q3 24/25	4	Q4 24/25	10	No target	A
Total number of Security Incidents	Q1 24/25	183	Q2 24/25	171	Q3 24/25	193	Q4 24/25	187	No target	n/a
Total number of confirmed Personal Data Breaches	Q1 24/25	82	Q2 24/25	70	Q3 24/25	89	Q4 24/25	91	No target	n/a
ICO Security Incident Notifications	Q1 24/25	2	Q2 24/25	3	Q3 24/25	0	Q4 24/25	2	No target	n/a

Comments

Internal Audit

- All internal audit reports are forwarded to the appropriate Director. Moreover, the Head of Internal Audit sends any report that concludes with an overall opinion of 'no assurance' or 'limited assurance' to the Chairman and Vice Chairman of the Audit Committee, the relevant Cabinet Member(s), the Chief Executive, and the Chief Financial (s151) Officer. Information Governance
- During Q4, Internal Audit & Counter Fraud Services received seven referrals of possible fraud and there were two successful prosecutions.
- During Q4, Internal Audit & Counter Fraud Services received four referrals for investigation into blue badge misuse.

Information Governance

- Quarter 4 saw a 24% increase in the number of FOI/EIR requests received, 392 compared to 315 in Quarter 3. The usual pattern of GHI and Corporate Services receiving the highest number of requests, followed by CYP, has continued.
- SCC sits comfortably within the ICO's expectations, which is important as the ICO is actively tackling public authorities who are not compliant.
- Quarter 4 saw a big increase in the number of SARs submitted to the Council, up 67% on the previous Quarter.
- Even with a considerable number being closed, the number of SARs open to the IG Team has more than doubled, as has the number of overdue SARs.
- The compliance rate for Quarter 4 remains at a reasonably high level (85%), although this is likely to drop in the next Quarter given the level of requests received in Quarter 4.
- Whilst Quarter 4 saw a slight decrease in the number of information security incidents reported (187) compared to 193 in Quarter 3, there has been a slight increase in the number of confirmed personal data breaches, 91 compared to 89 in Quarter 3. 60% of the personal data breaches were reported within CYP.
- There were two notifications (both 'make aware') made to the ICO during Quarter 4.