



CORPORATE PERFORMANCE DASHBOARD

(Simplified version)

Quarter 3, 2025/26

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](#).

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.

Public Health & Communities

Latest Data Available: **Quarter 3, 2025/26**

(RAG) overall performance rating:

G latest performance good	R performance below expectations
A no significant change	n/a Contextual - rating not applicable

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
% people with sexually transmitted infections seen in 2 days	100% (24/25 Q3)	100% (24/25 Q4)	100% (25/26 Q1)	100% (25/26 Q2)	100% (25/26 Q3)	No target	No comparison	G
% successful completion of drug treatment (opiates)	8.3% (24/25 Q2)	7.8% (24/25 Q3)	6.8% (24/25 Q4)	6.4% (25/26 Q1)	5.7% (25/26 Q2)	>7.0%	No comparison	R
% successful completion of alcohol treatment	34.0% (24/25 Q2)	28.3% (24/25 Q3)	26.5% (24/25 Q4)	25.9% (25/26 Q1)	24.6% (25/26 Q2)	>35%	No comparison	R
% parents who are breastfeeding their baby at 6-8 weeks old	55.2% (24/25 Q3)	53.2% (24/25 Q4)	55.4% (25/26 Q1)	56.3% (25/26 Q2)	57.1% (25/26 Q3)	52.5%	No comparison	G
% families receiving a health visit (babies 10-14 days)	88.0% (24/25 Q3)	84.4% (24/25 Q4)	87.1% (25/26 Q1)	84.3% (25/26 Q2)	85.2% (25/26 Q3)	90%	No comparison	A
% families receiving a health visit (babies 2-2.5 years old)	92.0% (24/25 Q3)	91.3% (24/25 Q4)	91.3% (25/26 Q1)	88.2% (25/26 Q2)	88.3% (25/26 Q3)	90%	No comparison	G
Number of smoking quits (excluding smoking at time of delivery)	391 (24/25 Q3)	387 (24/25 Q4)	342 (25/26 Q1)	335 (25/26 Q2)	411 (25/26 Q3)	No target	No comparison	n/a
Number of individuals taking part in Suffolk Wellbeing walks	New	New	3,140 (25/26 Q1)	2,750 (25/26 Q2)	2,986 (25/26 Q3)	No target	No comparison	n/a
Number of people having a 'Feel Good Suffolk' weight management intervention	New	New	546 (25/26 Q1)	530 (25/26 Q2)	360 (25/26 Q3)	No target	No comparison	n/a
% individuals with a weight management intervention losing at least 3% body weight in 12 weeks	New	New	59.7% (25/26 Q1)	61.5% (25/26 Q2)	57.5% (25/26 Q3)	No target	No comparison	n/a
Number of physical issues in period to library users	New	New	443,703 (25/26 Q1)	528,130 (25/26 Q2)	447,190 (25/26 Q3)	No target	No comparison	n/a

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Number of e-issues lent out during period to library users	531,438 (24/25 Q3)	580,779 (24/25 Q4)	516,686 (25/26 Q1)	563,027 (25/26 Q2)	584,466 (25/26 Q3)	No target	No comparison	n/a
Local Welfare Assistance Scheme applications approved	3,583 (24/25 Q3)	6,872 (24/25 Q4)	3,681 (25/26 Q1)	1,839 (25/26 Q2)	3,598 (25/26 Q3)	No target	No comparison	n/a
Number of refugee households accommodated as part of all refugee resettlement schemes	New	New	25 (25/26 Q1)	25 (25/26 Q2)	31 (25/26 Q3)	No target	No comparison	n/a
Number of calls into the Domestic Abuse Outreach Service	New	New	298 (25/26 Q1)	273 (25/26 Q2)	369 (25/26 Q3)	No target	No comparison	n/a
Number of Suffolk 'InfoLink' website visits (sessions)	168,618 (24/25 Q3)	195,609 (24/25 Q4)	173,549 (25/26 Q1)	170,106 (25/26 Q2)	95,556 (25/26 Q3)	No target	No comparison	n/a

Comments

Drug treatment

The performance improvement plan continues to be monitored on a monthly basis with most of the actions already completed. The expectation is that data reported next quarter will demonstrate some improvement in performance.

Breastfeeding

Performance continues to be well above the target of 52.5%.

Smoking quits

This indicator reports the number of individuals supported by 'Feel Good Suffolk' who have successfully quit smoking at 4 weeks. Please note: Quarter 3 data is incomplete. In Quarter 3, 1,094 people set a quit date. Of these, 411 have so far been confirmed as smoke-free at 4 weeks. A further 78 quit attempts remain active and await confirmation of their 4-week outcome, meaning final figures may increase. Based on confirmed data, the current quit rate is 40.5%, exceeding the national 35% target. Also, previous quarters have been updated for accuracy: Quarters 1 & 2 (2025/26) now reflect complete datasets, and some of the 2024/25 data has been corrected to show completed quits rather than quit dates set.

Feel Good Suffolk (weight management interventions)

The service saw the number decrease between October and December, this is to be expected at this time of year with an increase in demand for services in January (as per the normal flow of activity for this type of service). Work has been underway by the team to focus on readiness to change and goal setting alongside the application of the Obesity Pathway Innovation Pilot Grant which will

cover Suffolk and Norfolk. This will see a single point of access pathway set up for anyone with a BMI classifying them as overweight or living with obesity and will cover services such as bariatric, weight loss medication, and behaviour change services. Group support sessions remain the most popular offer with self-guided support starting to see a rise in interest.

Visits to libraries

Another quarter of decline in physical borrowing but this is offset against an increase in digital borrowing. A like-for-like decline will be seen across the year due to prison libraries and loans coming off the Library Management System platform.

Refugee resettlement schemes

Please note: the previous data reported for this measure (number of adults accessing ESOL, English for Speakers of Other Languages) is currently unavailable and the data now reported relates to the number of refugee households accommodated. The numbers of arrivals remain low, due to geopolitical situations outside of the UK. Transitional accommodation for those on the Afghan Resettlement Programme (which was due to go live in January 2026) has been paused.

Suffolk InfoLink

A drop in numbers reflects deliberate removal of activity outside of the UK. This is standard practice and is a more realistic assessment of people visiting Suffolk 'InfoLink'. A previous investigation found 'spikes' in activity that may be attributable to bots (outside of UK) so these have been removed this quarter. 'Sessions' are pages visited by the same user in a short period of time.

SEND Services

Latest Data Available: **Quarter 3, 2025/26**

(RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	Contextual - rating not applicable

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Number of Section 23 Notifications	149 (24/25 Q3)	151 (24/25 Q4)	123 (25/26 Q1)	172 (25/26 Q2)	227 (25/26 Q3)	No target	No comparison	n/a
Number of applications for assessment for EHCP for Quarter (population figure / 10,000)	48.6 (24/25 Q3)	44.9 (24/25 Q4)	38.2 (25/26 Q1)	36.8 (25/26 Q2)	43.3 (25/26 Q3)	No target	No comparison	n/a
Number of active EHC Needs Assessment caseloads	2,148 (24/25 Q3)	2,124 (24/25 Q4)	1,875 (25/26 Q1)	1,360 (25/26 Q2)	893 (25/26 Q3)	No target	No comparison	n/a
Number of EHCPs issued for Quarter (population figure / 10,000)	35.2 (24/25 Q3)	37.4 (24/25 Q4)	44.7 (25/26 Q1)	57.9 (25/26 Q2)	61.9 (25/26 Q3)	No target	No comparison	n/a
Number of Plans issued within timescale (YTD current Academic year)	154 (24/25 Q3)	91 (24/25 Q4)	59 (25/26 Q1)	124 (25/26 Q2)	159 (25/26 Q3)	No target	No comparison	n/a
Percentage of new EHCPs issued within timescale (year to date - current academic year)	25.3% (24/25 Q4)	19.2% (25/26 Q1)	10.7% (25/26 Q2)	17.2% (25/26 Q3)	55.5% (Feb '26)	No target	36.3% (similar council average)	G
Number of new EHCPs issued	530 (24/25 Q3)	563 (24/25 Q4)	680 (25/26 Q1)	881 (25/26 Q2)	942 (25/26 Q3)	No target	No comparison	n/a
% of New EHCPs issued going into mainstream	New	New	85.0% (25/26 Q1)	77.5% (25/26 Q2)	77.9% (25/26 Q3)	No target	No comparison	n/a
% of New EHCPs issued going into specialist	New	New	14.7% (25/26 Q1)	12.3% (25/26 Q2)	12.3% (25/26 Q3)	No target	No comparison	n/a
% of Phased Transfer pupils with final amended plans completed - other(Academic Year)	22% (2021)	82% (2022)	93% (2023)	99% (2024)	99% (2025)	No target	No comparison	n/a
% of Phased Transfer pupils with final amended plans completed - (16+) (Academic Year)	25% (2021)	32% (2022)	54% (2023)	77% (2024)	90% (2025)	No target	No comparison	n/a

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
% of children responding well to strategies	71.8% (24/25 Q3)	69.8% (24/25 Q4)	80.4% (25/26 Q1)	69.4% (25/26 Q2)	70.2% (25/26 Q3)	No target	No comparison	n/a
% of children responding well to accessing mainstream education offer	77.5% (24/25 Q3)	62.8% (24/25 Q4)	76.2% (25/26 Q1)	68.4% (25/26 Q2)	68.2% (25/26 Q3)	No target	No comparison	n/a
Suffolk Local Offer Number of website views	35,564 (24/25 Q3)	40,123 (24/25 Q4)	30,945 (25/26 Q1)	28,674 (25/26 Q2)	27,750 (25/26 Q3)	No target	No comparison	n/a
Number of independent placements	544 (24/25 Q3)	561 (24/25 Q4)	554 (25/26 Q1)	550 (25/26 Q2)	676 (25/26 Q3)	No target	No comparison	n/a
£ total cost of independent settings	£37.0m (24/25 Q3)	£36.6m (24/25 Q4)	£35.8m (25/26 Q1)	£35.4m (25/26 Q2)	£42.5m (25/26 Q3)	No target	No comparison	n/a
Number of Specialist Places in Units (cumulative) excluding independent schools (as of Sept)	445 (2021)	457 (2022)	469 (2023)	523 (2024)	709 (2025)	No target	No comparison	n/a
Number of Specialist Places in Special Schools (cumulative) excluding independent schools (as of Sept)	148 (2021)	282 (2022)	352 (2023)	502 (2024)	514 (2025)	No target	No comparison	n/a
Number of personal budgets (awards taken to date)	3,403 (24/25 Q3)	3,443 (24/25 Q4)	3,112 (25/26 Q1)	3,370 (25/26 Q2)	3,805 (25/26 Q3)	No target	No comparison	n/a
Total number of complaints received in quarter	160 (24/25 Q3)	210 (24/25 Q4)	211 (25/26 Q1)	184 (25/26 Q2)	210 (25/26 Q3)	No target	No comparison	R
Total amount of complaints in SEND, compared to how many Children on a plan in Suffolk as % of all complaints	1.9% (24/25 Q3)	2.1% (24/25 Q4)	2.0% (25/26 Q1)	1.6% (25/26 Q2)	1.8% (25/26 Q3)	No target	No comparison	n/a
Total number of compliments received in quarter	15 (24/25 Q3)	45 (24/25 Q4)	50 (25/26 Q1)	47 (25/26 Q2)	111 (25/26 Q3)	No target	No comparison	G

Comments

Active caseloads

The previous active caseload figures (2024/25 and early 2025/26) reflected a recovery position for the SEND service with a significant proportion of those assessments in a backlog and exceeding the statutory timescale of 20 weeks for the assessment. The Quarter 3 2025/26 figure now reflects a service returning to business-as-usual with the backlog now cleared and the majority of assessments running within timescales. The reduction from 2,148 in Quarter 3 2024/25 to 893 in Quarter 3 2025/26 reflects a significant improvement journey in timeliness.

EHC Plans issued within timescale

In February 2026, 55.5% of plans were published within 20 weeks, this compared to 17.7% last February. Between June 2025 to Feb 2026, the service issued 2,517 plans, compared with 1,538 issued between June 2024 and Feb 2025, representing a 63.7% increase in completed plans. This reflects the recovery work and completion of backlogged assessments. As a result, the percentage of EHC Plans remained at lower levels than previous years - on an academic year-to-date basis, performance currently stands at 23.7% to Feb 2026, slightly below the 28.9% in Feb 2025. However, now that the recovery work is being completed and the backlog cleared the service is starting to see a rise in this percentage.

Personal budgets

There has been a 13% increase in the number of personal budgets being awarded between Quarter 2 to Quarter 3 after a period where the number remained relatively constant.

Complaints received

There was significant growth in the number of requests for EHCP from the previous Quarter (36.8 per 10,000 to 43.3 per 10,000) and a sharp growth in the number of EHCPs issued during Quarter 2 and Quarter 3 of 2025/26. This correlates with a system experiencing a growing and more complex caseload and suggests the increase in complaints may be due to increased system pressure. Of note is the dramatic rise in compliments (111 in Quarter 3 2025/26). This shows staff are delivering valued support in some areas.

Compliments received

The number of compliments has increased with double the number received in Quarter 3 2025/26 compared to Quarter 1.

Children's Social Care

Latest Data Available: **Quarter 3, 2025/26**

(RAG) overall performance rating:

G latest performance good	R performance below expectations
A no significant change	n/a Contextual - rating not applicable

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Children in Care (CiC) spot placements purchased externally	New fiscal year 25/26	New fiscal year 25/26	£44.0m (25/26 Q1)	£45.9m (25/26 Q2)	£46.7m (25/26 Q3)	£41.0m	No comparison	R
Children in Need (CIN) per 10,000 children (ex CiC/ CPP)	128.0 (24/25 Q3)	140.0 (24/25 Q4)	139.8 (25/26 Q1)	145.6 (25/26 Q2)	176.9 (25/26 Q3)	No target	No comparison	n/a
Total number of Children in Need (CIN)	1,925 (24/25 Q3)	2,105 (24/25 Q4)	2,102 (25/26 Q1)	2,217 (25/26 Q2)	2,693 (25/26 Q3)	No target	No comparison	n/a
Number of referrals to children's social care (per 10,000 aged 0-17)	320.0 (24/25 Q3)	519.4 (24/25 Q4)	402.4 (25/26 Q1)	489.6 (25/26 Q2)	615.3 (25/26 Q3)	337.0	No comparison	n/a
Percentage of re-referrals (to children's social care)	19.8% (24/25 Q3)	16.0% (24/25 Q4)	18.0% (25/26 Q1)	19.2% (25/26 Q2)	17.5% (25/26 Q3)	17%	21% (Similar council average)	A
% Social work assessments completed within 45 days	95.1% (24/25 Q3)	93.5% (24/25 Q4)	91.1% (25/26 Q1)	92.9% (25/26 Q2)	94.4% (25/26 Q3)	85%	87.1% (Similar council average)	G
Number of children subject to a Child Protection Plan per 10,000	24.9 (24/25 Q3)	28.3 (24/25 Q4)	32.5 (25/26 Q1)	34.1 (25/26 Q2)	32.7 (25/26 Q3)	24.8	41.4 (Similar council average)	n/a
Number of Children subject to Child Protection Plans and Child Protection cases	374 (24/25 Q3)	424 (24/25 Q4)	489 (25/26 Q1)	519 (25/26 Q2)	498 (25/26 Q3)	No target	No comparison	n/a
% Children with Child Protection Plans (CPP) cases open two years or more	4.3% (24/25 Q3)	4.0% (24/25 Q4)	1.6% (25/26 Q1)	2.5% (25/26 Q2)	2.4% (25/26 Q3)	3.0%	3.6% (Similar council average)	G
% Reviews of Child Protection cases on time	91.3% (24/25 Q3)	95.8% (24/25 Q4)	97.4% (25/26 Q1)	96.9% (25/26 Q2)	98.0% (25/26 Q3)	100%	93% (Similar council average)	G
Number of Children in Care (CiC) per 10,000 children	59.3 (24/25 Q3)	60.9 (24/25 Q4)	61.6 (25/26 Q1)	60.8 (25/26 Q2)	63.2 (25/26 Q3)	No target	58.2 (Similar council average)	n/a

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Actual number of Children in Care (CiC)	901 (24/25 Q3)	916 (24/25 Q4)	926 (25/26 Q1)	925 (25/26 Q2)	962 (25/26 Q3)	No target	No comparison	n/a
Actual number of Children in Care (CiC) SMC (Separated Migrant Children)	101 (24/25 Q3)	103 (24/25 Q4)	93 (25/26 Q1)	88 (25/26 Q2)	91 (25/26 Q3)	No target	No comparison	n/a
Actual number of Children in Care (CiC) Non-SMC	791 (24/25 Q3)	812 (24/25 Q4)	833 (25/26 Q1)	837 (25/26 Q2)	871 (25/26 Q3)	No target	No comparison	n/a
% Care leavers in education, employment, or training (EET)	55.8% (24/25 Q3)	56.3% (24/25 Q4)	56.9% (25/26 Q1)	57.5% (25/26 Q2)	52.6% (25/26 Q3)	No target	No comparison	R

Comments

Referrals to children's social care

The rate of referrals received has increased by 125.7 per 10,000 from Quarter 2 2025/26 to Quarter 3 2025/26 which in turn led to an increase in the number of social work assessments started and completed. The service has worked diligently to maintain the high percentage of social work assessments completed within 45 days - achieving 94.4% completed within timescale, the highest percentage since the end of 2024.

Re-referrals

Re-referrals to Children's social care have decreased to 17.5% in Quarter 3 from 19.2% in the previous quarter indicating fewer children are returning to social care and their needs are being met through the service they receive.

Care leavers in education, employment or training

The percentage of Care Leavers in Education, Employment, or Training has decreased by 4.9% in Quarter 3 after showing an upward trend for the previous four quarters.

Children subject to Child Protection Plans

The number of children subject to a Child Protection Plan (CPP) has decreased from 519 to 498 (a 4% decrease) in Quarter 3.

Children in Care

The number of Children in Care (CiC) has risen from 925 to 962 (a 4% increase). The increase in CiC is mainly due to an increase in the number of non-asylum seeking children – there has been a 4% increase from 837 in Quarter 2 2025/26 to 871 in Quarter 3 2025/26, while the number of asylum seeking children increased by three between the quarters.

Children in Need

Children in Need (CiN) (excluding CPP and CIC) numbers have increased quarter on quarter with a 31.3 per 10,000 increase from Quarter 2 2025/26 (145.6) to Quarter 3 2025/26 (176.9), while the actual number of CiN has increased by 476 children.

Adult Social Care

Latest Data Available: **Quarter 3, 2025/26**

(RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	Contextual - rating not applicable

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Average cost (weekly £) per ASC customer	£775 (24/25 Q3)	£770 (24/25 Q4)	£816 (25/26 Q1)	£816 (25/26 Q2)	£822 (25/26 Q3)	No target	No comparison	A
Permanent admissions residential care (18-64 per 100,000) cumulative figure each quarter	11.7 (24/25 Q3)	15.0 (24/25 Q4)	3.1 (25/26 Q1)	8.3 (25/26 Q2)	11.0 (25/26 Q3)	13.6	No comparison	G
Permanent admissions residential care (65+ per 100,000) cumulative figure each quarter	439.8 (24/25 Q3)	622.0 (24/25 Q4)	122.6 (25/26 Q1)	273.8 (25/26 Q2)	427.0 (25/26 Q3)	559.6	No comparison	G
Number of home care customer hours in the Quarter (ages 18-64)	237,717 (24/25 Q3)	316,762 (24/25 Q4)	82,936 (25/26 Q1)	167,638 (25/26 Q2)	245,909 (25/26 Q3)	No target	No comparison	n/a
Number of home care customer hours in the Quarter (age 65+)	832,056 (24/25 Q3)	1.12m (24/25 Q4)	290,781 (25/26 Q1)	581,063 (25/26 Q2)	875,123 (25/26 Q3)	No target	No comparison	n/a
% long term customers getting annual reviews <12 mths (Social Work Area Teams)	63.4% (24/25 Q3)	63.2% (24/25 Q4)	64.5% (25/26 Q1)	68.0% (25/26 Q2)	70.0% (25/26 Q3)	80%	No comparison	A
% of learning disability customers living independently or with family/friends	79.8% (24/25 Q3)	79.2% (24/25 Q4)	79.9% (25/26 Q1)	78.1% (25/26 Q2)	77.2% (25/26 Q3)	80%	No comparison	A
Number of Mental Health (MH) customers (pooled fund)	238 (24/25 Q3)	235 (24/25 Q4)	236 (25/26 Q1)	238 (25/26 Q2)	237 (25/26 Q3)	No target	No comparison	n/a
Number of Mental Health (MH) customers (CPLIs)	576 (24/25 Q3)	577 (24/25 Q4)	614 (25/26 Q1)	595 (25/26 Q2)	649 (25/26 Q3)	No target	No comparison	n/a
Number of Mental Health (MH) customers (S117 duty)	1,766 (24/25 Q3)	1,783 (24/25 Q4)	1,816 (25/26 Q1)	1,845 (25/26 Q2)	1,885 (25/26 Q3)	No target	No comparison	n/a
Number of referrals into the Adult Social Care MASH	1,248 (24/25 Q3)	1,143 (24/25 Q4)	1,240 (25/26 Q1)	1,356 (25/26 Q2)	1,431 (25/26 Q3)	No target	No comparison	n/a

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
% safeguarding referrals; outcome fully or partially achieved	93.7% (24/25 Q3)	89.7% (24/25 Q4)	94.2% (25/26 Q1)	95.3% (25/26 Q2)	93.4% (25/26 Q3)	95%	93.2% (Region average)	A
% of customers with reduced or no ongoing care needs following reablement	79.7% (24/25 Q3)	80.6% (24/25 Q4)	78.7% (25/26 Q1)	76.1% (25/26 Q2)	82.1% (25/26 Q3)	80%	No comparison	G
Total number of people waiting for DOLS investigation	1,965 (24/25 Q3)	2,011 (24/25 Q4)	1,955 (25/26 Q1)	1,867 (25/26 Q2)	2,000 (25/26 Q3)	No target	No comparison	n/a
Number of priority 1 customers waiting for DOLS investigation	198 (24/25 Q3)	217 (24/25 Q4)	213 (25/26 Q1)	123 (25/26 Q2)	256 (25/26 Q3)	No target	No comparison	n/a
Number of DOLS signed off in the month	403 (24/25 Q3)	312 (24/25 Q4)	255 (25/26 Q1)	286 (25/26 Q2)	341 (25/26 Q3)	No target	No comparison	n/a
Customers in services regulated (CQC) rated Inadequate	1.1% (24/25 Q3)	1.0% (24/25 Q4)	0.5% (25/26 Q1)	0.6% (25/26 Q2)	0.4% (25/26 Q3)	<1.0%	No comparison	G

Comments

Average cost per customer

The average cost per customer increased in the last quarter, primarily from increases in nursing care and supported housing. Average cost is currently 6.8% above last year's average (£770), but when annual inflation is factored in (+6%) this represents a real terms increase of less than 1%.

Permanent admissions residential care

The rate of admissions (year to date) for both age groups is significantly below target. This reflects the effectiveness of the Council's Home First approach (maximising the opportunities for people to access rehabilitation services) and the success in exploiting the advantages provided by digital solutions which increase independence and reduce the risk of people returning to their own home. Although the current rate of admissions remains low, historically a significant increase in admissions is usually reported during Quarter 4.

Annual reviews

The focus on this area has resulted in improvement throughout the year. While awaiting a review, all individuals are monitored to ensure they remain safe and well.

Mental Health (MH) customers

Demand on mental health services continues to increase, with the number of customers receiving services (CPLI) and support relating to S117 aftercare increasing from last quarter.

Safeguarding referrals

Performance for Quarter 3 was slightly reduced from the previous quarter although remains higher than regional average.

Reablement

Reablement effectiveness improved in Quarter 3 with 82.1% of customers requiring less of no further support.

Deprivation of Liberty Safeguards (DoLS)

Quarter 3 saw the highest number of DoLS (Deprivation of Liberty Safeguards) assessments completed in 2025/26. Despite this, the increase in demand has led to an increase in those waiting for an assessment. Agreement of the DoLS Plan will see allocation of DoLS assessments to the Council's agency from 75 to 100 each month.

Customers in services regulated (CQC)

The Council maintains a proactive and supportive relationship with the wider care market with Strategic Commissioning Contract Managers acting as a key link to each provider. Using a range of tools such as PAMMS (Provider Assessment & Market Management Solution) assessments, provider forums, and system intelligence meetings, the service can mobilise multidisciplinary responses to support and address any provider concerns and ensure quality of care for residents.

Schools & Education

Latest Data Available: **Quarter 3, 2025/26**

(RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	Contextual - rating not applicable

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
% schools Good & Outstanding - Quality of education	New	New	83% (24/25 Q4)	87% (25/26 Q1)	85% (25/26 Q2)	No target	83% (England average)	A
% schools Good & Outstanding - Behaviour and Attitudes	New	New	91% (24/25 Q4)	93% (25/26 Q1)	92% (25/26 Q2)	No target	89% (England average)	G
% schools Good & Outstanding - Personal Development	New	New	94% (24/25 Q4)	95% (25/26 Q1)	94% (25/26 Q2)	No target	96% (England average)	A
% schools Good & Outstanding - Leadership & Management	New	New	91% (24/25 Q4)	94% (25/26 Q1)	92% (25/26 Q2)	No target	88% (England average)	A
Number of pupils Electively Home Educated (EHE)	1,736 (24/25 Q3)	1,944 (24/25 Q4)	2,172 (25/26 Q1)	1,744 (25/26 Q2)	1,892 (25/26 Q3)	No target	No comparison	n/a
Number of pupils eligible for Free School Meals (FSM)	27,953 (24/25 Q3)	28,413 (24/25 Q4)	28,921 (25/26 Q1)	30,101 (25/26 Q2)	29,755 (25/26 Q3)	No target	No comparison	n/a
Overall attendance by term (primary & secondary) schools	93.2% (24/25 Q3)	93.1% (24/25 Q4)	93.4% (25/26 Q1)	94.1% (25/26 Q2)	93.3% (25/26 Q3)	No target	93.4% (England average)	A
% Of eligible (age 2) accessing funded childcare	88% 2024 04-07	90% 2024 09-12	82% 2025 01-04	74% 2025 04-07	71% 2025 09-12	No target	78% (Similar council average)	A
% Of eligible (ages 3 & 4) accessing funded childcare	92% 2024 04-07	91% 2024 09-12	92% 2025 01-04	90% 2025 04-07	91% 2025 09-12	No target	95% (Similar council average)	A
£ on School transport (mainstream)	New	New fiscal year 25/26	£15.9m (25/26 Q1)	£15.8m (25/26 Q2)	£14.7m (25/26 Q3)	£16.9m	No comparison	G
£ on School transport (SEND services)	New	New fiscal year 25/26	£38.6m (25/26 Q1)	£38.9m (25/26 Q2)	£39.1m (25/26 Q3)	£39.4m	No comparison	G

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Number of children using school transport	11,518 (24/25 Q3)	11,424 (24/25 Q4)	11,448 (25/26 Q1)	11,702 (25/26 Q2)	11,748 (25/26 Q3)	No target	No comparison	n/a
% children achieving a Good Level of Development	New	62.0% (2022)	66.1% (2023)	67.5% (2024)	68.3% (2025)	No target	68.3% (England average)	G
% pupils meeting the phonics threshold (Year 1)	New	73.9% (2022)	77.5% (2023)	80.2% (2024)	79.4% (2025)	No target	80.0% (England average)	A
% KS2 pupils at expected standard: Reading / Writing / Maths	New	54.0% (2022)	56.0% (2023)	58.2% (2024)	59.0% (2025)	No target	63.0% (England average)	A
% KS4 pupils achieving grades 9 - 5 (English & Maths)	New	46.0% (2022)	39.8% (2023)	39.9% (2024)	39.9% (2025)	No target	45.4% (England average)	A
[School admissions] % parents offered first preference (Primary)	New	N/A	N/A	96.6% (2024/25)	96.3% (2025/26)	No target	No comparison	G
[School admissions] % parents offered first preference (Secondary)	New	N/A	N/A	92.8% (2024/25)	91.9% (2025/26)	No target	No comparison	G

Comments

School inspections

A new grading system will be reported from Quarter 4 to reflect the new Ofsted Reporting Cards process.

Electively Home Educated

The number of children electively home educated in Suffolk has risen 8.5% in Quarter 3 2025/26 (1,892) after a decrease in Quarter 2 (1,744) and is 9% higher than in the same period last year (1,736). National electively home educated numbers rose by 11.3% over the same period (Autumn term 2024 to Autumn term 2025).

Free School Meals (FSM)

The number of pupils receiving free school meals decreased slightly in Quarter 3 from 30,101 to 29,755 due to records for children no longer at school or no longer eligible for meals being removed from the total.

Children using school transport

The number of children using school travel services continues to increase with a 2% increase between Quarter 3 2024/25 (11,518) and Quarter 3 2025/26 (11,748) – the spend on travel to mainstream schools has decreased approximately £1.1m while the spend on SEND school travel has increased approximately £0.025m.

Fire & Public Safety

Latest Data Available: **Quarter 3, 2025/26**

(RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	Contextual - rating not applicable

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Number of Fire Service incidents attended	535 (24/25 Q3)	1,031 (24/25 Q4)	1,333 (25/26 Q1)	1,208 (25/26 Q2)	1,156 (25/26 Q3)	No target	No comparison	n/a
Number of fire fatalities in properties	1 (24/25 Q3)	0 (24/25 Q4)	0 (25/26 Q1)	1 (25/26 Q2)	0 (25/26 Q3)	No target	No comparison	n/a
Road traffic collision fatalities and seriously injured	3 (24/25 Q3)	13 (24/25 Q4)	8 (25/26 Q1)	14 (25/26 Q2)	19 (25/26 Q3)	No target	No comparison	n/a
On-Call availability (% fire crew available)	73% (24/25 Q3)	73% (24/25 Q4)	73% (25/26 Q1)	70% (25/26 Q2)	71% (25/26 Q3)	90%	National average 62%	R
First fire engine to a dwelling fire within 11 mins (Response Standard 1)	No data	No data	No data	61% (25/26 Q2)	68% (25/26 Q3)	80%	No comparison	R
Second fire engine at dwelling fire within 16 mins (Response Standard 2)	No data	No data	No data	56% (25/26 Q2)	72% (25/26 Q3)	80%	No comparison	A
First fire engine at Road Traffic Collision within 13 mins (Response Standard 3)	No data	No data	No data	63% (25/26 Q2)	50% (25/26 Q3)	80%	No comparison	R
First fire engine at all incidents within 20 mins (Response Standard 4)	No data	No data	95% (25/26 Q1)	93% (25/26 Q2)	94% (25/26 Q3)	80%	No comparison	G
Number of false alarms attended	327 (24/25 Q3)	585 (24/25 Q4)	623 (25/26 Q1)	659 (25/26 Q2)	688 (25/26 Q3)	<620	No comparison	A
Number of Home Fire Safety Checks and Safe & Well visits	1,075 (24/25 Q3)	1,241 (24/25 Q4)	1,021 (25/26 Q1)	1,173 (25/26 Q2)	1,213 (25/26 Q3)	>1075	No comparison	G
Building Regulation consultations carried out in 21 days	98% (24/25 Q3)	99% (24/25 Q4)	98% (25/26 Q1)	97% (25/26 Q2)	97% (25/26 Q3)	100%	No comparison	A

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Number of assigned safeguarding incidents	40 (24/25 Q3)	47 (24/25 Q4)	43 (25/26 Q1)	31 (25/26 Q2)	28 (25/26 Q3)	No target	No comparison	n/a
Statutory Licencing consultations within 21 days	94% (24/25 Q3)	94% (24/25 Q4)	92% (25/26 Q1)	89% (25/26 Q2)	89% (25/26 Q3)	100%	No comparison	A
Number of fire safety audits	185 (24/25 Q3)	221 (24/25 Q4)	194 (25/26 Q1)	174 (25/26 Q2)	132 (25/26 Q3)	>250	No comparison	R
Number of actioned fire safety audits	43 (24/25 Q3)	37 (24/25 Q4)	37 (25/26 Q1)	55 (25/26 Q2)	15 (25/26 Q3)	No target	No comparison	n/a
% site risk information records in date	98% (24/25 Q3)	99% (24/25 Q4)	97% (25/26 Q1)	95% (25/26 Q2)	96% (25/26 Q3)	100%	No comparison	A
Number of Cold Calling Zones (Trading Standards)	254 (24/25 Q3)	274 (24/25 Q4)	277 (25/26 Q1)	296 (25/26 Q2)	318 (25/26 Q3)	274	No comparison	G
Number of Trading Standards Champions	1,195 (24/25 Q3)	1,229 (24/25 Q4)	1,256 (25/26 Q1)	1,271 (25/26 Q2)	1,291 (25/26 Q3)	1,229	No comparison	G
Number of followers on social media	20,069 (24/25 Q3)	20,262 (24/25 Q4)	20,501 (25/26 Q1)	20,621 (25/26 Q2)	20,830 (25/26 Q3)	No target	No comparison	G

Comments

Incidents attended

Fire incident numbers show a continued overall decrease this quarter, with secondary fires more than halving, reducing from 230 incidents last quarter to 99 this quarter despite a similar overall incident volume. Special service attendance has increased, while Road Traffic Collisions (RTCs), primary fires, and false alarms remain consistent as a proportion of total activity, indicating a stable core demand profile.

On-Call availability

On-Call availability remains below the 90% target, with strong evening and weekend cover but reduced availability during core weekday hours where wholetime, day-crewed and county day crew resources provide resilience. Despite this, Suffolk performs above the national average for comparable predominantly rural services. Work continues to improve availability through employer engagement, addressing alerter reliability, and exploring more flexible ways of working.

First fire engine attending a dwelling fire within 11 mins

During Quarter 3 the service saw an improvement in performance against the 11-minute response indicator. Crews arrived within 11 mins to the majority of dwelling fires attended, with an average arrival time of 7 minutes 26 seconds where the target was met. Where the indicator was not achieved, analysis shows that this was largely influenced by external factors. Around half of these incidents occurred during peak traffic periods, which can affect travel times. A further 20% were incidents in the north of the county, where ongoing A12 roadworks have caused delays. Most of the incidents where the target was not met were attended by on-call stations in more rural areas, where travel distances to incidents are typically greater. The service will continue to monitor these factors to understand where delays may occur and how they can mitigate them where possible.

Second fire engine attending a dwelling fire within 16 mins

During Quarter 3 the service saw an improvement in performance for the arrival of a second appliance to dwelling fires within 16 minutes. Performance increased by 15% in Quarter 3. Where the indicator was achieved, the average arrival time for the second appliance was 11 minutes 39 seconds. Where the 16-minute indicator was not met, analysis shows that around 60% of these incidents occurred during peak traffic periods, which can affect travel times. In many cases, the second appliance was provided by an on-call station in a rural area, where greater travel distances can impact response times. We continue to monitor these factors to better understand where delays occur and how response times can be improved where possible.

First fire engine to attend road traffic collision within 13 mins

Response times for attendance have dipped this quarter, and analysis is underway to assess incident locations in relation to road closures and traffic management along the A12 corridor between Aldeburgh and Lowestoft, which is currently subject to ongoing Sizewell C construction works.

First fire engine at all incidents within 20 mins

The service continues to maintain performance above the 90% target for the arrival of the first fire engine within 20 minutes at incidents, with whole-time crews achieving an average of 94% attendance within this timeframe.

False alarms attended

The Fire Service is working with people with responsibility for buildings that have had repeat call outs, most repeat call outs are self-contained sheltered accommodation, HMO's (Houses in Multiple Occupation) and single occupancy dwellings. The Fire Service protection and prevention teams work together on targeted approaches.

Home Fire Safety Checks

This quarter saw a 3.4% increase in Home Fire Safety Checks, rising from 1,173 to 1,213. A refocus on priorities has supported a better balance between attendance at community events and practical community engagement. The new partnerships manager is

in post, providing valuable support to crews and partners alongside strengthened quality assurance and evaluation. Safeguarding activity remains consistent, with additional line management support from the safeguarding manager improving practitioner support within the team.

Building reg consultations

During Quarter 3 the team processed 153 Building Regulations consultations. Of these, 148 were completed within the required timeframe, with 5 completed outside the required timeframe. Delays are often linked to team capacity.

Assigned safeguarding incidents

Safeguarding activity remains consistent, despite a small drop in the overall number of referrals. This reflects the number of incidents attended and prevention activity the service undertakes that require safeguarding support and demonstrates that crews and staff continue to identify and refer vulnerable individuals appropriately when concerns arise. This ongoing understanding of the safeguarding process ensures that those most at risk are identified early and connected with the right support services.

Statutory Licencing

During Quarter 3 the team processed 58 Statutory licencing consultations. Of these, 51 were completed within the required timeframe, with 7 completed outside the required timeframe. Delays are often linked to team capacity.

Fire safety audits

Quarter 3 remains below target due to reduced capacity within the protection department, resulting from resourcing pressures that have impacted inspecting officer availability; this is being addressed through ongoing recruitment. During Quarter 3, two enforcement notices were issued, and 16 notifications of deficiencies were recorded, representing a 63% reduction compared to the previous month. The protection management team will continue to actively monitor and manage workloads to ensure effective delivery of fire safety audits.

Actioned fire safety audits

Quarter 3 remains below target due to reduced capacity within the protection department, resulting from resourcing pressures that have impacted inspecting officer availability; this is being addressed through ongoing recruitment. During Quarter 3, two enforcement notices were issued, and 16 notifications of deficiencies were recorded, representing a 63% reduction compared to the previous month. The protection management team will continue to actively monitor and manage workloads to ensure effective delivery of fire safety audits.

Risk information records

Quarter 3 continues to maintain a steady position, with a period of upskilling across the team and refreshed processes contributing to improved performance this quarter. Reducing overdue risk inspections will be a key focus in the coming reporting periods,

alongside increased operational crew familiarisation of risk sites, improving site knowledge, and strengthening operational preparedness.

Jobs, Skills & Training

Latest Data Available: **Quarter 3, 2025/26**

(RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	Contextual - rating not applicable

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Percentage % annual change in the number of jobs	0.0% (2020)	+1.9% (2021)	0.0% (2022)	+1.8% (2023)	0.0% (2024)	No target	+0.5% (England average)	n/a
Average gross annual salary (Suffolk residents)	£31,413 (2022)	£33,964 (2023)	£35,672 (2024)	£35,672 (2024)	£35,672 (2024)	No target	£37,617 (Engl'd average)	n/a
% Staff in top pay quartile female (Gender Pay Gap)	65.5% (2021/22)	67.0% (2022/23)	68.9% (2023/24)	71.5% (2024/25)	71.5% (2024/25)	No target	69.0% (England average)	n/a
% Young people aged 16 to 17 who are NEET (Not in Education, Employment, or Training)	4.54% (24/25 Q3)	4.97% (24/25 Q4)	4.85% (25/26 Q1)	4.22% (25/26 Q2)	4.08% (25/26 Q3)	<=England	3.25% (England average)	G
% Young people aged 16 to 17 with no known destination	1.09% (24/25 Q3)	0.62% (24/25 Q4)	1.52% (25/26 Q1)	20.43% (25/26 Q2)	3.78% (25/26 Q3)	<=England	10.1% (England average)	A
% Young people in education and training (age 16)	Change measure	93.6% (24/25 Q4)	92.1% (25/26 Q1)	73.6% (25/26 Q2)	91.7% (25/26 Q3)	<=England	86.6% (England average)	n/a
% Young people in education and training (age 17)	Change measure	86.5% (24/25 Q4)	85.6% (25/26 Q1)	70.2% (25/26 Q2)	86.4% (25/26 Q3)	<=England	82.2% (England average)	n/a
Number of apprenticeship starts across Suffolk (Ages 19 to 24)	1,260 (21/22 Q3)	1,450 (22/23 Q3)	1,280 (23/24 Q3)	1,350 (24/25 Q3)	1,290 (25/26 Q3)	No target	No comparison	n/a
Number of apprenticeship starts across Suffolk (all ages)	4,160 (21/22 Q3)	4,730 (22/23 Q3)	4,440 (23/24 Q3)	4,480 (24/25 Q3)	4,630 (25/26 Q3)	No target	No comparison	n/a
Number of employers engaged ('Apprenticeships Suffolk') - data cumulative year to date	28 (24/25 Q3)	37 (24/25 Q4)	7 (25/26 Q1)	14 (25/26 Q2)	26 (25/26 Q3)	No target	No comparison	n/a
Number of participants supported ('Apprenticeships Suffolk') - data cumulative year to date	423 (24/25 Q3)	637 (24/25 Q4)	202 (25/26 Q1)	292 (25/26 Q2)	393 (25/26 Q3)	No target	No comparison	n/a

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Number of learners enrolled onto adult learning courses	1,518 (23/24 Q1)	2,492 (24/25 Q1)	3,873 (25/26 Q1)	1,029 (25/26 Q2)	1,398 (25/26 Q3)	No target	No comparison	n/a
Adult learning courses pass rate	96% (24/25 Q3)	95% (24/25 Q4)	91% (25/26 Q1)	98% (25/26 Q2)	92% (25/26 Q3)	No target	No comparison	G
Further education and skills achievements rate per 100k population	2,496 (2020/21)	2,438 (2021/22)	2,636 (2022/23)	2,739 (2023/24)	2,772 (2024/25)	No target	3,130 (Similar council average)	n/a
% resident population (aged 16-64) qualified to RQF/NVQ 3 or equivalent (e.g. 2 A levels)	57.0% (2020)	59.4% (2021)	59.0% (2022)	59.0% (2023)	61.0% (2024)	No target	67.6% (England average)	n/a
% resident population (aged 16-64) qualified to RQF/NVQ 4 or equivalent (e.g. Degree , HND)	34.3% (2020)	36.5% (2021)	33.6% (2022)	37.1% (2023)	38.9% (2024)	No target	47.2% (England average)	n/a

Comments

Change in the number of jobs

Latest published data from the Office of National Statistics (ONS) - specifically the updated Business Register and Employment Survey. The figures represent the percentage (or proportion) of total employee jobs excluding farm-based agriculture. Employee jobs also exclude self-employed, government-supported trainees and HM Forces. It is therefore important to note these figures only provide an indication of the total number of jobs in a given area but given the large sample and consistent methodology used by the ONS, these figures do provide reliable trend data around job numbers.

Local Economy & Housing

Latest Data Available: **Quarter 3, 2025/26**

(RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	Contextual - rating not applicable

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
% Annual growth in Suffolk businesses (ONS data)	+0.8% (2021)	+2.3% (2022)	-0.2% (2023)	+0.3% (2024)	+0.3% (2024)	+2% LEP	-0.1% (England average)	n/a
Number of economically active people unemployed	14,000 (Sept '21)	9,500 (Sept '22)	13,600 (Sept '23)	13,100 (Sept '24)	13,300 (Sept '25)	No target	No comparison	n/a
Number of economically inactive people	85,400 (Sept '21)	85,800 (Sept '22)	89,500 (Sept '23)	98,000 (Sept '24)	82,100 (Sept '25)	No target	No comparison	n/a
% economically inactive people who want a job	18.6% (Sept '21)	15.5% (Sept '22)	21.1% (Sept '23)	11.9% (Sept '24)	20.6% (Sept '25)	No target	20.8% (England average)	n/a
% economically inactive people who do not want a job	81.4% (Sept '21)	84.5% (Sept '22)	78.9% (Sept '23)	88.1% (Sept '24)	79.4% (Sept '25)	No target	79.2% (England average)	n/a
Number of people (all) on Universal Credit (UC)	55,199 (Sept '21)	57,078 (Sept '22)	63,135 (Sept '23)	71,134 (Sept '24)	79,679 (Sept '25)	No target	No comparison	n/a
Working people claiming Universal Credit (UC) All ages	15,125 (Sept '21)	12,525 (Sept '22)	12,425 (Sept '23)	12,895 (Sept '24)	13,030 (Sept '25)	No target	No comparison	n/a
Number of house builds starts (All housing)	2,230 (2020/21)	3,540 (2021/22)	3,460 (2022/23)	2,490 (2023/24)	2,590 (2024/25)	No target	No comparison	n/a
Number of house builds starts (Affordable housing)	755 (2020/21)	1,042 (2021/22)	832 (2022/23)	1,035 (2023/24)	1,167 (2024/25)	No target	No comparison	n/a
Housing Affordability Ratio (lower number = better)	8.04 (24/25 Q3)	8.05 (24/25 Q4)	8.08 (25/26 Q1)	7.97 (25/26 Q2)	8.11 (25/26 Q3)	No target	7.80 (England average)	n/a
Average monthly rent (private rental market) in Suffolk	£728 (2021)	£762 (2022)	£882 (2023)	£900 (2024)	£926 (2025)	No target	No comparison	n/a

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
% Suffolk with access to superfast broadband (>=30Mbps)	98.3% (24/25 Q3)	98.4% (24/25 Q4)	98.4% (25/26 Q1)	98.5% (25/26 Q2)	98.6% (25/26 Q3)	No target	98.6% (England average)	n/a
% Suffolk with access to Full Fibre (FTTP or FTTH)	72.7% (24/25 Q3)	75.1% (24/25 Q4)	76.8% (25/26 Q1)	79.4% (25/26 Q2)	81.3% (25/26 Q3)	No target	82.6% (England average)	n/a

Roads & Transport

Latest Data Available: **Quarter 3, 2025/26**

(RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	Contextual - rating not applicable

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Number of customer enquiries (contact centre)	9,954 (22/23 Q3)	8,993 (23/24 Q3)	13,501 (24/25 Q3)	8,424 (25/26 Q3)	8,252 (25/26 Q3)	No target	No comparison	n/a
Enquiries: % responses logged in 5 working days	47% (22/23 Q3)	53% (23/24 Q3)	44% (24/25 Q3)	80% (25/26 Q3)	78% (25/26 Q3)	No target	No comparison	n/a
Number of complaints relating to Suffolk Highways	36 (22/23 Q3)	29 (23/24 Q3)	27 (24/25 Q3)	40 (25/26 Q3)	32 (25/26 Q3)	No target	No comparison	G
% A roads where maintenance should be considered	2.0% (2020/21)	1.9% (2021/22)	2.3% (2022/23)	2.6% (2023/24)	5.6% (2024/25)	No target	5.0% (England average)	n/a
% B/C roads where maintenance should be considered	3.0% (2020/21)	3.3% (2021/22)	3.7% (2022/23)	4.1% (2023/24)	4.8% (2024/25)	No target	7.0% (England average)	n/a
% U roads: where maintenance should be considered	23% (2020/21)	29% (2021/22)	36% (2022/23)	Not reported (2023/24)	Not reported (2024/25)	No target	No comparison	n/a
Number of bus passenger journeys per head population	6.1 (2020/21)	12.4 (2021/22)	15.9 (2022/23)	16.0 (2023/24)	16.0 (2024/25)	No target	20.0 (Similar council average)	n/a
Number of Connecting Communities passengers	80,001 (2022/23)	98,376 (2022/23)	96,871 (2023/24)	82,104 (2024/25)	64,979 (2025/26)	No target	No comparison	A
Percentage of staff using sustainable travel options	20% (2021)	30% (2022)	27% (2023)	29% (2024)	34% (2025)	No target	No comparison	G
Reported Road Casualties - All Casualties	1,427 (2021)	1,590 (2022)	1,265 (2023)	1,450 (2024)	1,500 (2025)	No target	1,791 (Similar council average)	n/a
Reported Road Casualties - Killed or Seriously Injured	298 (2021)	314 (2022)	312 (2023)	355 (2024)	340 (2025)	No target	419 (Similar council average)	A

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Road traffic accidents (killed/serious injuries) per 10,000 population	4.03 (2021)	3.80 (2022)	3.96 (2023)	4.16 (2024)	4.27 (2025)	No target	5.11 (Similar council average)	R

Comments

% A roads where maintenance should be considered

These figures have been collected from local Highway Authorities and published nationally by the Department for Transport (DfT). The data is collected using an automated UK survey method that uses specially equipped vehicles to measure road surface condition. The data presented shows the percentage of the road network that is in the worst condition (as the main indicator of road condition). For A roads Suffolk 's performance is 5.6% compared with the regional average of 4.4%. Suffolk compares reasonably with Norfolk (6%) and Cambridgeshire (7%). The national average is 5.0%.

% B/C roads where maintenance should be considered

For B and C roads, Suffolk's performance is 4.8% compared with a regional average of 6.8%. Suffolk compares well with Norfolk (7%) and Cambridgeshire (16%). The national average is 7.0%.

Connecting Communities

Some operators report ongoing challenges with recruiting and retaining volunteer drivers, and this together with increasing operating costs impacts on the countywide reduction in passenger journeys.

Waste & Environment

Latest Data Available: **Quarter 3, 2025/26**

(RAG) overall performance rating:

G latest performance good	R performance below expectations
A no significant change	n/a Contextual - rating not applicable

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Per capita CO2 emissions (council influence) tonnes/person	4.9 (2019)	4.5 (2020)	4.8 (2021)	4.4 (2022)	3.9 (2023)	3.9	3.7 (Similar council average)	n/a
Scores for Council Climate Action Scorecard (Climate Emergency UK scorecard)	New	New	53% (2021)	41% (2023)	38% (2025)	No target	42% (England average)	R
Energy Efficiency (ECO) measures per 1,000 households	(2021)	68.9 (2022)	71.4 (2023)	76.4 (2024)	78.9 (2025)	No target	145.0 (England average)	n/a
% of top 100 suppliers with carbon reduction plan	44% (24/25 Q3)	44% (24/25 Q4)	49% (25/26 Q1)	49% (25/26 Q2)	50% (25/26 Q3)	No target	No comparison	G
Energy used across Suffolk County Council buildings (GWh) Gigawatt hours	44 (2021/22)	33 (2022/23)	29 (2023/24)	29 (2024/25)	29 (2024/25)	< Annual	No comparison	G
SCC's Carbon Footprint (tCO2e) – emissions under council's direct control (Scope 1&2)	14,821 (2020/21)	13,907 (2021/22)	10,030 (2022/23)	9,066 (2023/24)	8,798 (2024/25)	10,407	No comparison	G
Suffolk County Council's Carbon Footprint (tCO2e) - Emissions from SCC estate	11,939 (2020/21)	12,295 (2021/22)	8,828 (2022/23)	8,024 (2023/24)	7,929 (2024/25)	7,620	No comparison	R
CO2 emissions from Suffolk County Council owned vehicles (tCO2e)	971 (2020/21)	1,084 (2021/22)	1,053 (2022/23)	791 (2023/24)	726 (2024/25)	958	No comparison	G
Public electric vehicle charging devices (all) per 100k population	101.0 (24/25 Q3)	106.3 (24/25 Q4)	119.1 (25/26 Q1)	121.1 (25/26 Q2)	124.9 (25/26 Q3)	No target	96.3 (Similar council average)	n/a
Public electric vehicle charging (rapid devices) per 100k population	24.1 (24/25 Q3)	25.1 (24/25 Q4)	26.0 (25/26 Q1)	27.5 (25/26 Q2)	28.1 (25/26 Q3)	No target	29.5 (Similar council average)	n/a
Total residual household waste per household (kg)	308 (21/22 Q2)	289 (22/23 Q2)	289 (23/24 Q2)	291 (24/25 Q2)	294 (25/26 Q2)	291	501kg (England average)	A

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Total household waste per household (kg)	541 (21/22 Q2)	486 (22/23 Q2)	516 (23/24 Q2)	510 (24/25 Q2)	486 (25/26 Q2)	510	No comparison	G
% Household waste reused, recycled, or composted	39.3% (22/23 Q2)	38.0% (23/24 Q2)	40.2% (24/25 Q2)	39.8% (25/26 Q2)	37.7% (25/26 Q2)	39.8%	46.8% (England average)	A
Number of waste education talks/engagements	New	29 (22/23 Q2)	52 (23/24 Q2)	33 (24/25 Q2)	49 (25/26 Q2)	30	No comparison	G
% County matter planning applications decided in time	100% (24/25 Q3)	100% (24/25 Q4)	100% (25/26 Q1)	100% (25/26 Q2)	100% (25/26 Q3)	60%	93% (Similar council average)	G

Comments

Climate Action Scorecard

The Council Climate Action Scorecards (developed by Climate Emergency UK Advisory Group) are an assessment on all UK councils on the actions they have taken towards achieving net zero. The Scorecard assessment consists of around 90 questions, depending on the council type, across 7 different themes, created in consultation with over 90 different organisations and individuals. Each council is scored against the agreed criteria, then each area is given a right to reply before the scores undergo a final audit.

Top 100 suppliers

The number of suppliers that have a published carbon reduction plan is used as a measure to track progress of the council's supply chain commitments to carbon reduction targets. In collaboration with all Suffolk local authorities, the county is developing a joint Environmental Ask of suppliers as a review of the existing Climate Change Commercial Ask. The new approach will be clearer, more achievable, and scalable, and will be the consistent approach across Suffolk.

Council's Carbon Footprint

The latest data reflects the change relative from the 2019/20 baseline for emissions within the council's direct control. These emissions have reduced by 45.9%, against a target of 36% to be in line with a linear progress towards the 2030 goal. The associated energy reduction means that in 2024/25, the council spent over £4.5m less than had energy use remained at the same level as in 2019/20. These emissions represent only about 2-3% of the council's total footprint from all activity including supply chain (Scope 3), but as the element where the organisation has direct control, they remain a priority.

Recent measures include installations of solar panels at Beacon House and Stowmarket library. The Council now generates the equivalent of 15% of the electricity consumed across all its buildings, reducing the amount that needs to be purchased. Thermal

improvement and better controls mean our buildings need less heating. The savings in the report include a 53% reduction in gas use at Constantine House and a 33% reduction at Endeavour House. Progress continues – in the year to date across these two buildings, we have seen a 36% reduction in gas; figures not captured yet in the main indicator.

Emissions from council owned vehicles have dropped by 55% from baseline, largely due to electrification. The pool car fleet is fully electric, and a substantial portion of the fire fleet has been electrified. The Co-Wheels car club vehicles provide another option for pool car use, which is both more cost effective for the council and means vehicles sited in a broader range of locations. It is hoped that this will help to reduce emissions from the council's rising dependence on grey fleet, and that the offer could be extended to other organisations to reduce the overheads and help improve air quality in Suffolk.

Residual household waste

Levels of residual waste are higher than last year by an extra 3kg per household but remain less than the higher levels reported during covid restrictions in 2021 which reached 308kg per household. The increase in residual waste this quarter is attributable to the recycling centres where residual waste has increased by 858 tonnes, largely due to a 5% increase in visitors.

Total household waste

Total household waste per household has decreased compared to the previous couple of years. This is largely due to the amount of organic waste at the kerbside decreasing by 8,722 tonnes in the dry conditions of 2025 compared to 2024 when wetter weather conditions led to much more organic garden waste. Additionally, in 2025 Ipswich Borough Council introduced a chargeable garden waste service which has seen garden waste tonnages in Ipswich reduce by 40% from the previous year when the service was free of charge (compared to the other authorities which have seen a 20% reduction in garden waste due to weather conditions).

Household waste recycled

The rolling 12-month household recycling rate has decreased compared to last year. This is due to the weather conditions leading to less garden waste being generated for composting (-8,722 tonnes at kerbside and -935 tonnes at recycling centres), and more residual waste at recycling centres (+858 tonnes) largely due to an increase in customers. The planned roll out of new recycling services to households across Suffolk in 2026 is expected to significantly increase the recycling rate.

Waste education talks

The number of waste education talks remains consistently high and above the target of 30, despite the usual slow down during the August school holidays.

Corporate Health

Latest Data Available: **Quarter 3, 2025/26**

(RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	Contextual - rating not applicable

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Staff Numbers (Full Time Equivalent FTE) - Total	4,770 (24/25 Q3)	4,810 (24/25 Q4)	4,937 (25/26 Q1)	5,005 (25/26 Q2)	5,005 (25/26 Q3)	No target	No comparison	n/a
Working days lost as a % of available days - Total	4.2% (21/22 Q3)	4.8% (22/23 Q3)	4.8% (23/24 Q3)	5.0% (24/25 Q3)	5.0% (25/26 Q3)	4.1%	No comparison	R
% Staff who have had a 'Return to Work' interview - Total	64% (24/25 Q3)	66% (24/25 Q4)	88% (25/26 Q1)	91% (25/26 Q2)	90% (25/26 Q3)	No target	No comparison	G
£ Spend on temporary staff and contractors - Total	£1.51m (24/25 Q4)	£1.57m (25/26 Q1)	£1.57m (25/26 Q2)	£2.09m (25/26 Q2)	£1.96m (25/26 Q3)	No target	No comparison	n/a
[Finance] Total insurance claims received	89 (24/25 Q3)	156 (24/25 Q4)	118 (25/26 Q1)	70 (25/26 Q2)	67 (25/26 Q3)	No target	No comparison	n/a
[Finance] % insurance claims processed in 5 working days	62.8% (24/25 Q3)	87.3% (24/25 Q4)	81.6% (25/26 Q1)	99.8% (25/26 Q2)	100% (25/26 Q3)	No target	No comparison	G
[Finance] % Invoices paid on time	98.6% (24/25 Q3)	98.3% (24/25 Q4)	98.2% (25/26 Q1)	98.7% (25/26 Q2)	98.5% (25/26 Q3)	94.0%	No comparison	G
[Finance] Total aged debtor days (31+ days)	£47.8m (24/25 Q3)	£47.3m (24/25 Q4)	£54.5m (25/26 Q1)	£56.7m (25/26 Q2)	£57.9m (25/26 Q3)	No target	No comparison	n/a
[Finance] Total debt outstanding	£64.2m (24/25 Q3)	£72.9m (24/25 Q4)	£73.2m (25/26 Q1)	£74.4m (25/26 Q2)	£71.6m (25/26 Q3)	No target	No comparison	n/a
[Finance] Debt +31 days as a % total debt	New	New	73.2% (25/26 Q1)	71.0% (25/26 Q2)	80.8% (25/26 Q3)	No target	No comparison	R

Comments

Debt management

This is a key measure for debt management and is currently rated Red because of the significant change in percentage score. This measure will be closely monitored during 2026 and additional mitigation actions put in place if the percentage continues to rise.

Although the debt over 31 days as a proportion of total debt has increased from 71.0% to 80.8% since Quarter 2, in absolute terms debt over 31 days has risen by just 1.9% over this period, with the debt recovery process currently being focussed on newer debt.

Customer Experience

Latest Data Available: **Quarter 3, 2025/26**

(RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	Contextual - rating not applicable

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Number of new complaints received - Total SCC	239 (21/22 Q3)	248 (22/23 Q3)	292 (23/24 Q3)	370 (24/25 Q3)	496 (25/26 Q3)	No target	No comparison	R
% of complaints partially/fully upheld - Total SCC	42.5% (21/22 Q3)	61.5% (22/23 Q3)	72.1% (23/24 Q3)	71.4% (24/25 Q3)	66.8% (25/26 Q3)	No target	No comparison	A
% complaints acknowledged on time (within 3 working days)	90.0% (21/22 Q3)	92.5% (22/23 Q3)	90.2% (23/24 Q3)	90.3% (24/25 Q3)	98.9% (25/26 Q3)	90%	No comparison	G
% complaint responses sent on time (within 20 working days)	63.5% (21/22 Q3)	70.7% (22/23 Q3)	62.5% (23/24 Q3)	77.0% (24/25 Q3)	71.4% (25/26 Q3)	80%	No comparison	R
Number of complaint escalations beyond Stage 1	4 (21/22 Q3)	5 (22/23 Q3)	5 (23/24 Q3)	7 (24/25 Q3)	108 (25/26 Q3)	No target	No comparison	n/a
Number of LGSCO decisions - Complaints	29 (21/22 Q3)	26 (22/23 Q3)	26 (23/24 Q3)	38 (24/25 Q3)	31 (25/26 Q3)	No target	No comparison	n/a
Number of compliments received by Suffolk County Council	127 (21/22 Q3)	99 (22/23 Q3)	162 (23/24 Q3)	166 (24/25 Q3)	292 (25/26 Q3)	No target	No comparison	G
Number of customer contacts - using phone	18,465 (21/22 Q3)	20,500 (22/23 Q3)	22,374 (23/24 Q3)	18,010 (24/25 Q3)	18,632 (25/26 Q3)	No target	No comparison	n/a
Number of customer contacts - using online options	14,751 (21/22 Q3)	12,873 (22/23 Q3)	12,369 (23/24 Q3)	12,671 (24/25 Q3)	13,771 (25/26 Q3)	No target	No comparison	n/a
Customer Service - % First Call Resolution	96.1% (21/22 Q3)	94.5% (22/23 Q3)	98.6% (23/24 Q3)	97.9% (24/25 Q3)	97.6% (25/26 Q3)	No target	No comparison	G
Customer Service - % Failure Demand	3.1% (21/22 Q3)	2.9% (22/23 Q3)	1.6% (23/24 Q3)	0.7% (24/25 Q3)	0.7% (25/26 Q3)	No target	No comparison	G

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
% Blue Badge applications processed on time (Govt <12 weeks)	99.9% (21/22 Q3)	99.4% (22/23 Q3)	66.0% (23/24 Q3)	91.3% (24/25 Q3)	24.1% (25/26 Q3)	90% (12 weeks)	No comparison	R
% Customer transactions undertaken online (Contact Centre)	75.9% (21/22 Q3)	93.9% (22/23 Q3)	93.4% (23/24 Q3)	93.2% (24/25 Q3)	90.6% (25/26 Q3)	85%	No comparison	G
% Customer transactions undertaken online (Suffolk County Council total)	81.2% (21/22 Q3)	84.3% (22/23 Q3)	87.8% (23/24 Q3)	88.2% (24/25 Q3)	86.2% (25/26 Q3)	85%	No comparison	G
% Customer Satisfaction - Customer Services	92.1% (21/22 Q3)	91.5% (22/23 Q3)	86.6% (23/24 Q3)	81.4% (24/25 Q3)	88.1% (25/26 Q3)	85%	No comparison	G
Suffolk County Council website usage - number of users	1.42m (21/22 Q3)	1.57m (22/23 Q3)	1.75m (23/24 Q3)	1.01m (24/25 Q3)	912k (25/26 Q3)	No target	No comparison	n/a
Suffolk County Council website usage - number of page views	2.32m (21/22 Q3)	2.21m (22/23 Q3)	2.30m (23/24 Q3)	1.48m (24/25 Q3)	1.34m (25/26 Q3)	No target	No comparison	n/a
Suffolk County Council website usage - % Quality Assurance score	96.4% (21/22 Q3)	90.7% (22/23 Q3)	96.6% (23/24 Q3)	94.5% (24/25 Q3)	90.6% (25/26 Q3)	No target	No comparison	G
Suffolk County Council website usage - number of online payments made	973 (21/22 Q3)	1,675 (22/23 Q3)	19,302 (23/24 Q3)	18,234 (24/25 Q3)	19,510 (25/26 Q3)	No target	No comparison	n/a

Comments

Customer complaints

In Quarter 3, complaint numbers rose by 34% compared to Quarter 3 last year, an increase of 126 cases. Children's Services saw a significant increase, rising by 111 complaints (51.6%). Of the 326 Children's Services complaints received, 207 related to the Inclusion Service.

Escalations beyond Stage 1

A further change introduced by the LGSCO's (Local Government & Social Care Ombudsman) Complaint Handling Code requires all requests from complainants to escalate a corporate complaint to be taken forward for a secondary review and response. As a result of this, 108 complaints progressed beyond Stage 1 in Quarter 3. Of these, 83 related to Children's Services and 11 to Adult Social Care.

LGSCO (Local Government & Social Care Ombudsman) decisions

During Quarter 3, the LGSCO issued 7 fewer decisions than the same period last year. Adult Social Care and Growth, Highways & Infrastructure each saw 2 more decisions, while Children's Services saw 11 fewer. Of all decisions received during the quarter, 27.3% were upheld, resulting in £22,703 in remedy payments.

Complaints upheld

Although complaint numbers increased, Quarter 3 saw a decrease in the percentage of cases that were fully or partially upheld. There were 4.6% fewer upheld or partially upheld complaints compared to the same period last year. The Inclusion Service saw 131 out of 146 cases (89.7%) upheld or partially upheld.

Complaints acknowledged

Complaint acknowledgement performance (within 5 working days) was 98.9%, above the council's target of 90%. The recording criteria changed on 1 October, from 3 to 5 working days, in line with LGSCO (Local Government & Social Care Ombudsman) recommendations and their new Complaint Handling Code.

Complaint responses

In Quarter 3, 71.4% of complaints were responded to within 20 working days, a fall of 5.6% compared to last year. Corporate Services, Public Health, and Fire & Public Safety achieved 100%, although complaint numbers were low. The Council has now adopted and implemented the LGSCO's (Local Government & Social Care Ombudsman) new Complaint Handling Code. This requires all non-complex complaints to be resolved within 10 working days. This process is now live, and complaints are being responded to within 10 days where possible. Case management systems are currently being updated to support accurate reporting against this new measure.

Compliments received

Overall compliments rose by 126 (75.9%) compared to Quarter 3 last year. Children's Services, Corporate Services, and Fire & Public Safety all saw significant increases, rising by 57, 48, and 31 respectively.

Customer contacts

The most notable changes were that email demand fell by 22.5% and web chat demand rose by 37.7%. In addition, social media activity increased significantly, driven by by-election activity, with 2,534 additional messages (up 96%). However, messages requiring a response fell by 32 (39%). Continued growth in the webchat channel represents a positive channel shift away from more traditional and less efficient channels such as email.

First Call Resolution

First call resolution in the Customer Service Contact Centre remains strong at nearly 98%, meaning most customers have their enquiries resolved at first contact.

Failure Demand

Failure demand (the level of customer contact to chase overdue services) remained stable at 0.7% of all calls handled, comparable to the same quarter last year.

Blue Badge Applications

Between September and December 2025, the Department for Transport (DfT) national IT system used to process Blue Badge applications experienced intermittent availability nationwide. This has impacted all local authorities and significantly impacted the Council's ability to meet the 12-week target, with only 24.1% of applications completed within this timescale. The IT issues have now been resolved by the DfT. Alongside this, additional staffing has been allocated to support reducing the backlog. The Council encourages residents to submit renewal applications at 18 weeks before expiry, meaning most applicants still experienced continuity of Badge use. This is reflected in the low volume of complaints for the service.

Transactions undertaken online

In Quarter 3, customers chose to use online self-service channels for over 90% of transactions that could be handled by the Customer Service Team, slightly down (2.8%) on last year but still above the Council's target of 85%. Across the organisation overall, 86.2% of customer transactions were completed online, again exceeding the 85% target.

Customer Satisfaction

Customer satisfaction for the Customer Service team (Contact Centre and Blue Badge) was 88.1%, up 6.7% on the same period last year and above the 85% target.

Website usage

Website visitor numbers have fallen compared to Quarter 3 last year. This is likely linked to the introduction of a more neutral cookie consent approach, resulting in fewer users opting in, and therefore fewer recorded visits. The volume of online self-service payments increased, with 19,510 customers making online payments totalling £3.9m in Quarter 3, a 7% increase in transactions compared to last year.

Quality Assurance Score

The website Quality Assurance score at the end of Quarter 3 was 90.6%, down 3.9% on last year, but still well above the industry benchmark of 79.8%.

Governance & Assurance

Latest Data Available: **Quarter 3, 2025/26**

(RAG) overall performance rating:

G	latest performance good	R	performance below expectations
A	no significant change	n/a	Contextual - rating not applicable

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Number of internal audits completed	9 (24/25 Q3)	11 (24/25 Q4)	8 (25/26 Q1)	8 (25/26 Q2)	9 (25/26 Q3)	No target	No comparison	n/a
Number of referrals for possible fraud	9 (24/25 Q3)	11 (24/25 Q4)	10 (25/26 Q1)	10 (25/26 Q2)	13 (25/26 Q3)	No target	No comparison	n/a
Number of referrals for possible Blue Badge misuse	3 (24/25 Q3)	3 (24/25 Q4)	1 (25/26 Q1)	7 (25/26 Q2)	1 (25/26 Q3)	No target	No comparison	n/a
Number of successful prosecution (fraud)	1 (24/25 Q3)	0 (24/25 Q4)	0 (25/26 Q1)	2 (25/26 Q2)	2 (25/26 Q3)	No target	No comparison	n/a
Information Requests received (FOIs / EIRs)	315 (24/25 Q3)	392 (24/25 Q4)	332 (25/26 Q1)	411 (25/26 Q2)	350 (25/26 Q3)	No target	No comparison	n/a
% Information Requests (FOIs & EIRs) responded to in 20 working days	100% (24/25 Q3)	99.7% (24/25 Q4)	100% (25/26 Q1)	97.2% (25/26 Q2)	98.5% (25/26 Q3)	No target	No comparison	G
Subject Access Requests (SARs) received	76 (24/25 Q3)	127 (24/25 Q4)	103 (25/26 Q1)	145 (25/26 Q2)	137 (25/26 Q3)	No target	No comparison	n/a
% Subject Access Requests (SARs) responded to within statutory timescales	89% (24/25 Q3)	85% (24/25 Q4)	73% (25/26 Q1)	91% (25/26 Q2)	98% (25/26 Q3)	No target	No comparison	G
Subject Access Requests (SARs) closed	93 (24/25 Q3)	103 (24/25 Q4)	95 (25/26 Q1)	159 (25/26 Q2)	147 (25/26 Q3)	No target	No comparison	n/a
Total number of Security Incidents	193 (24/25 Q3)	187 (24/25 Q4)	183 (25/26 Q1)	212 (25/26 Q2)	191 (25/26 Q3)	No target	No comparison	n/a
Total number of confirmed Personal Data Breaches	89 (24/25 Q3)	91 (24/25 Q4)	84 (25/26 Q1)	110 (25/26 Q2)	110 (25/26 Q3)	No target	No comparison	n/a

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Information Commissioner Office (ICO) Security Incident Notifications	0 (24/25 Q3)	2 (24/25 Q4)	0 (25/26 Q1)	0 (25/26 Q2)	1 (25/26 Q3)	No target	No comparison	n/a

Comments

Information Governance

Quarter 3 saw a 16% decrease in the number of FOI/EIR requests received compared to the previous Quarter (350 compared to 411). The usual pattern of Growth, Highways & Infrastructure and Corporate Services receiving the highest number of requests, followed by Children & Young People's Services, has continued.

The compliance rate has increased to 98.5% compared to 97.2% in the previous Quarter. The Council has received a number of requests relating to LGR (Local Government Reorganisation), Devolution and the local elections in this Quarter, and this could potentially increase over the next quarter.

The Council continues to receive very high numbers of Subject Access Requests (SARs) with 137 received in Quarter 3. Although this is a slight drop on the previous quarter, the year-to-date figure remains around 35% higher than the previous year.

Despite the increase in demand, the compliance rate for Subject Access Requests (SARs) at Quarter 3 sits at 98% - the highest compliance rate for any three-month period since SARs were introduced.

Security Incidents

There was a reduction in the number of Information Security Incidents from 212 in Quarter 2 to 191 in Quarter 3. However, the number of confirmed personal data breaches remained the same as the previous Quarter (110).

Over 50% of the personal data breaches occurred within Children & Young People's Services, in line with previous Quarters. Information sent to the wrong recipient remains by far the most prevalent cause of both incidents and breaches.

One Children's Services related data breach was notified to the ICO (Information Commissioner's Officer) in Quarter 3, although this was a 'make aware' notification rather than a full notification.