



CORPORATE PERFORMANCE DASHBOARD

(Simplified version)

Quarter 1, 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 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.

Public Health & Communities

Latest Data Available: **Quarter 1, 2025/26**

(RAG) overall performance rating:

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

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
% people with sexually transmitted infections seen in 2 days	99.2% (24/25 Q1)	100% (24/25 Q2)	100% (24/25 Q3)	100% (24/25 Q4)	100% (25/26 Q1)	No target	No comparison	G
% successful completion of drug treatment (opiates)	8.0% (23/24 Q4)	8.5% (24/25 Q1)	8.3% (24/25 Q2)	7.8% (24/25 Q3)	6.8% (24/25 Q4)	>7.0%	No comparison	R
% successful completion of alcohol treatment	30.6% (23/24 Q4)	30.8% (24/25 Q1)	34.0% (24/25 Q2)	28.3% (24/25 Q3)	26.5% (24/25 Q4)	>35%	No comparison	R
% parents who are breastfeeding their baby at 6-8 weeks old	53.8% (24/25 Q1)	52.6% (24/25 Q2)	55.2% (24/25 Q3)	53.2% (24/25 Q4)	55.4% (25/26 Q1)	52.5%	No comparison	G
% families receiving a health visit (babies 10-14 days)	85.4% (24/25 Q1)	87.9% (24/25 Q2)	88.0% (24/25 Q3)	84.4% (24/25 Q4)	87.1% (25/26 Q1)	90%	No comparison	A
% families receiving a health visit (babies 2-2.5 years old)	90.8% (24/25 Q1)	92.1% (24/25 Q2)	92.0% (24/25 Q3)	91.3% (24/25 Q4)	91.3% (25/26 Q1)	90%		G
% individuals with a weight management intervention losing at least 3% body weight in 12 weeks	New	New	New	New	59.5% (25/26 Q1)	No target	No comparison	n/a
% of eligible of adults on Refugee Resettlement Programmes accessing (ESOL)	New	New	New	New	25.0% (25/26 Q1)	95%	No comparison	n/a
Number of smoking quits (excluding smoking at time of delivery)	296 (24/25 Q1)	615 (24/25 Q2)	941 (24/25 Q3)	918 (24/25 Q4)	222 (25/26 Q1)	844/Qtr	No comparison	R
Number of individuals taking part in Suffolk Wellbeing walks	New	New	New	New	3,140 (25/26 Q1)	No target	No comparison	n/a
Number of people having a 'Feel Good Suffolk' weight management intervention	New	New	New	New	395 (25/26 Q1)	No target	No comparison	n/a

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Number of physical issues in period to library users	New	New	New	New	443,703 (25/26 Q1)	No target	No comparison	n/a
Number of e-issues lent out during period to library users	511,261 (24/25 Q1)	517,158 (24/25 Q2)	531,438 (24/25 Q3)	580,779 (24/25 Q4)	516,686 (25/26 Q1)	No target	No comparison	A
Local Welfare Assistance Scheme applications approved	4,388 (24/25 Q1)	2,919 (24/25 Q2)	3,583 (24/25 Q3)	6,872 (24/25 Q4)	3,543 (25/26 Q1)	No target	No comparison	n/a
Number of Suffolk 'InfoLink' website visits (sessions)	165,913 (24/25 Q1)	178,366 (24/25 Q2)	168,618 (24/25 Q3)	195,609 (24/25 Q4)	173,549 (25/26 Q1)	No target	No comparison	G
Number of calls into the Domestic Abuse Outreach Service	New	New	New	New	298 (25/26 Q1)	No target	No comparison	n/a

SEND Services

Latest Data Available: **Quarter 1, 2025/26**

(RAG) overall performance rating:

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

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Number of active EHC Needs Assessment caseloads	2,059 (24/25 Q1)	2,063 (24/25 Q2)	2,148 (24/25 Q3)	2,124 (24/25 Q4)	1,875 (25/26 Q1)	No target	No comparison	n/a
Number of new EHCPs issued	418 (24/25 Q1)	504 (24/25 Q2)	530 (24/25 Q3)	563 (24/25 Q4)	680 (25/26 Q1)	No target	No comparison	n/a
Requests for EHCP plans (per 10,000; 0-17 population)	171.11 (24/25 Q1)	178.46 (24/25 Q2)	184.71 (24/25 Q3)	185.01 (24/25 Q4)	175.50 (25/26 Q1)	No target	No comparison	n/a
Percentage of new EHCPs issued within timescale (year to date - current academic year)	14.5% (24/25 Q1)	30.9% (24/25 Q2)	32.1% (24/25 Q3)	25.3% (24/25 Q4)	19.2% (25/26 Q1)	No target	36.3% (similar council average)	R
EHCP plans issued (rate per 10,000; 0-17 population)	112.5 (24/25 Q1)	124.4 (24/25 Q2)	130.6 (24/25 Q3)	136.4 (24/25 Q4)	179.7 (25/26 Q1)	No target	No comparison	n/a

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
% of New EHCPs issued going into mainstream	New	New	New	New	85.0% (25/26 Q1)	No target	No comparison	n/a
% of New EHCPs issued going into specialist	New	New	New	New	14.7% (25/26 Q1)	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
% of children responding well to strategies	57.5% (24/25 Q1)	60.9% (24/25 Q2)	71.8% (24/25 Q3)	69.8% (24/25 Q4)	80.4% (25/26 Q1)	No target	No comparison	n/a
% of children responding well to accessing mainstream education offer	45.0% (24/25 Q1)	65.2% (24/25 Q2)	77.5% (24/25 Q3)	62.8% (24/25 Q4)	76.2% (25/26 Q1)	No target	No comparison	n/a
Number of Section 23 Notifications	185 (24/25 Q1)	166 (24/25 Q2)	149 (24/25 Q3)	151 (24/25 Q4)	123 (25/26 Q1)	No target	No comparison	n/a
Suffolk Local Offer Number of website views	33,274 (24/25 Q1)	29,249 (24/25 Q2)	35,564 (24/25 Q3)	40,123 (24/25 Q4)	19,671 (25/26 Q1)	No target	No comparison	n/a
Number of personal budgets (awards taken to date)	2,847 (24/25 Q1)	3,225 (24/25 Q2)	3,403 (24/25 Q3)	3,443 (24/25 Q4)	3,112 (25/26 Q1)	No target	No comparison	n/a
Number of independent placements	448 (24/25 Q1)	522 (24/25 Q2)	544 (24/25 Q3)	561 (24/25 Q4)	554 (25/26 Q1)	No target	No comparison	n/a
£ total cost of independent settings	£27.3m (24/25 Q1)	£35.7m (24/25 Q2)	£37.0m (24/25 Q3)	£36.6m (24/25 Q4)	£35.8m (25/26 Q1)	No target	No comparison	n/a
Number of Specialist Places in Units (cumulative) excluding independent schools (as of Sept)	229 (2020)	445 (2021)	457 (2022)	469 (2023)	523 (2024)	No target	No comparison	n/a
Number of Specialist Places in Special Schools (cumulative) excluding independent schools (as of Sept)	30 (2020)	148 (2021)	282 (2022)	352 (2023)	502 (2024)	No target	No comparison	n/a
Total number of complaints received in quarter	77 (24/25 Q1)	94 (24/25 Q2)	160 (24/25 Q3)	210 (24/25 Q4)	211 (25/26 Q1)	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	3.6% (24/25 Q1)	4.2% (24/25 Q2)	1.9% (24/25 Q3)	2.1% (24/25 Q4)	2.0% (25/26 Q1)	No target	No comparison	n/a

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Total number of compliments received in quarter	31 (24/25 Q1)	40 (24/25 Q2)	15 (24/25 Q3)	45 (24/25 Q4)	50 (25/26 Q1)	No target	No comparison	G

Children's Social Care

Latest Data Available: **Quarter 1, 2025/26**

(RAG) overall performance rating:

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

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Children in Care (CiC) spot placements purchased externally			New fiscal year 25/26	£39.5m (13/06/25)	£44.0m (15/08/25)	£41.0m	No comparison	R
% re-referrals to children's social care (children per 10,000 ages 0-17)	18.6% (24/25 Q1)	17.5% (24/25 Q2)	19.8% (24/25 Q3)	16.0% (24/25 Q4)	18.0% (25/26 Q1)	17%	20.4% (Similar council average)	R
% Social work assessments completed within 45 days	94.4% (24/25 Q1)	94.2% (24/25 Q2)	95.1% (24/25 Q3)	93.5% (24/25 Q4)	91.1% (25/26 Q1)	85%	81.7% (Similar council average)	G
Number of Children subject to Child Protection Plans and Child Protection cases	355 (24/25 Q1)	334 (24/25 Q2)	374 (24/25 Q3)	424 (24/25 Q4)	489 (25/26 Q1)	No target	No comparison	n/a
Number of children subject to a Child Protection Plan per 10,000	23.9 (24/25 Q1)	22.2 (24/25 Q2)	24.9 (24/25 Q3)	28.3 (24/25 Q4)	32.5 (25/26 Q1)	24.8	41.4 (Similar council average)	n/a
% Children with Child Protection Plans (CPP) cases open two years or more	3.1% (24/25 Q1)	3.3% (24/25 Q2)	4.3% (24/25 Q3)	4.0% (24/25 Q4)	1.6% (25/26 Q1)	3.0%	3.6% (Similar council average)	G
% Reviews of Child Protection cases on time	95.1% (24/25 Q1)	91.3% (24/25 Q2)	91.3% (24/25 Q3)	95.8% (24/25 Q4)	97.4% (25/26 Q1)	100%	93% (Similar council average)	G
Total number of Children in Need (CIN)	1,845 (24/25 Q1)	1,753 (24/25 Q2)	1,925 (24/25 Q3)	2,105 (24/25 Q4)	2,102 (25/26 Q1)	No target	No comparison	n/a
Children in Need (CIN) per 10,000 children (ex CiC/CPP)	124.4 (24/25 Q1)	116.6 (24/25 Q2)	128.0 (24/25 Q3)	140.0 (24/25 Q4)	139.8 (25/26 Q1)	No target	No comparison	n/a

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Actual number of Children in Care (CiC)	907 (24/25 Q1)	905 (24/25 Q2)	901 (24/25 Q3)	916 (24/25 Q4)	926 (25/26 Q1)	No target	No comparison	n/a
Actual number of Children in Care (CiC) SMC (Separated Migrant Children)	89 (24/25 Q1)	97 (24/25 Q2)	101 (24/25 Q3)	103 (24/25 Q4)	93 (25/26 Q1)	120	No comparison	n/a
Actual number of Children in Care (CiC) Non-SMC	818 (24/25 Q1)	802 (24/25 Q2)	791 (24/25 Q3)	812 (24/25 Q4)	833 (25/26 Q1)	No target	No comparison	n/a
Number of Children in Care (CiC) per 10,000 children	61.2 (24/25 Q1)	59.8 (24/25 Q2)	59.3 (24/25 Q3)	60.9 (24/25 Q4)	61.6 (25/26 Q1)	59.4	68.0 (Similar council average)	n/a
Number of referrals to children's social care (per 10,000 aged 0-17)	303.2 (24/25 Q1)	301.0 (24/25 Q2)	307.1 (24/25 Q3)	318.6 (24/25 Q4)	328.7 (25/26 Q1)	337.0	No comparison	n/a
% Care leavers in education, employment, or training (EET)	55.8% (24/25 Q1)	56.3% (24/25 Q2)	55.8% (24/25 Q3)	56.3% (24/25 Q4)	56.9% (25/26 Q1)	No target	No comparison	G

Adult Social Care

Latest Data Available: **Quarter 1, 2025/26**

(RAG) overall performance rating:

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

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Average cost (weekly £) per ASC customer	£771 (24/25 Q1)	£765 (24/25 Q2)	£775 (24/25 Q3)	£770 (24/25 Q4)	£816 (25/26 Q1)	No target	No comparison	A
Permanent admissions residential care (18-64 per 100,000) cumulative figure each quarter	2.9 (24/25 Q1)	8.0 (24/25 Q2)	11.7 (24/25 Q3)	15.0 (24/25 Q4)	3.1 (25/26 Q1)	2.9	No comparison	A
Permanent admissions residential care (65+ per 100,000) cumulative figure each quarter	156.8 (24/25 Q1)	294.5 (24/25 Q2)	439.8 (24/25 Q3)	622.0 (24/25 Q4)	122.6 (25/26 Q1)	166.5	No comparison	G
% long term customers getting annual reviews <12 mths (Social Work Area Teams)	64.3% (24/25 Q1)	61.0% (24/25 Q2)	63.4% (24/25 Q3)	63.2% (24/25 Q4)	64.5% (25/26 Q1)	80%	No comparison	R

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
% of learning disability customers living independently or with family/friends	79.7% (24/25 Q1)	80.4% (24/25 Q2)	79.8% (24/25 Q3)	79.2% (24/25 Q4)	79.9% (25/26 Q1)	80%	No comparison	G
% safeguarding referrals; outcome fully or partially achieved	94.3% (24/25 Q1)	95.4% (24/25 Q2)	93.7% (24/25 Q3)	89.7% (24/25 Q4)	94.2% (25/26 Q1)	95%	93.2% (Region average)	A
% of customers with reduced or no ongoing care needs following reablement	New	New	79.7% (24/25 Q3)	80.6% (24/25 Q4)	78.7% (25/26 Q1)	80%	No comparison	A
Customers in services regulated (CQC) rated Inadequate	0.5% (24/25 Q1)	0.3% (24/25 Q2)	1.1% (24/25 Q3)	1.0% (24/25 Q4)	0.5% (25/26 Q1)	<1.0%	No comparison	G
Number of home care customer hours in the Quarter (ages 18-64)	77,728 (24/25 Q1)	156,918 (24/25 Q2)	237,717 (24/25 Q3)	316,762 (24/25 Q4)	82,936 (25/26 Q1)	No target	No comparison	n/a
Number of home care customer hours in the Quarter (age 65+)	270,240 (24/25 Q1)	548,450 (24/25 Q2)	832,056 (24/25 Q3)	1.12m (24/25 Q4)	290,781 (25/26 Q1)	No target	No comparison	n/a
Number of Mental Health (MH) customers (pooled fund)	238 (24/25 Q1)	232 (24/25 Q2)	238 (24/25 Q3)	235 (24/25 Q4)	236 (25/26 Q1)	No target	No comparison	n/a
Number of Mental Health (MH) customers (CPLIs)	554 (24/25 Q1)	570 (24/25 Q2)	576 (24/25 Q3)	577 (24/25 Q4)	614 (25/26 Q1)	No target	No comparison	n/a
Number of Mental Health (MH) customers (S117 duty)	1,727 (24/25 Q1)	1,743 (24/25 Q2)	1,766 (24/25 Q3)	1,783 (24/25 Q4)	1,816 (25/26 Q1)	No target	No comparison	n/a
Number of referrals into the Adult Social Care MASH	1,596 (24/25 Q1)	1,446 (24/25 Q2)	1,248 (24/25 Q3)	1,143 (24/25 Q4)	1,240 (25/26 Q1)	No target	No comparison	n/a
Total number of people waiting for DOLS investigation	New	1,994 (24/25 Q2)	1,965 (24/25 Q3)	2,011 (24/25 Q4)	1,955 (25/26 Q1)	No target	No comparison	n/a
Number of priority 1 customers waiting for DOLS investigation	New	154 (24/25 Q2)	198 (24/25 Q3)	217 (24/25 Q4)	213 (25/26 Q1)	No target	No comparison	n/a
Number of DOLS signed off in the month	248 (24/25 Q1)	312 (24/25 Q2)	403 (24/25 Q3)	312 (24/25 Q4)	255 (25/26 Q1)	No target	No comparison	n/a

Schools & Education

Latest Data Available: **Quarter 1, 2025/26**

(RAG) overall performance rating:

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

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
% schools Good & Outstanding - Quality of education			New	83% (March '25)	87% (June '25)	No target	83% (England average)	G
% schools Good & Outstanding - Behaviour and Attitudes			New	91% (March '25)	93% (June '25)	No target	94% (England average)	G
% schools Good & Outstanding - Personal Development			New	94% (March '25)	95% (June '25)	No target	96% (England average)	G
% schools Good & Outstanding - Leadership & Management			New	91% (March '25)	94% (June '25)	No target	88% (England average)	G
Number of pupils Electively Home Educated (EHE)	1,729 (24/25 Q1)	1,608 (24/25 Q2)	1,736 (24/25 Q3)	1,944 (24/25 Q4)	2,172 (25/26 Q1)	No target	No comparison	n/a
Number of pupils eligible for Free School Meals (FSM)	27,188 (24/25 Q1)	28,453 (24/25 Q2)	27,953 (24/25 Q3)	28,413 (24/25 Q4)	28,921 (25/26 Q1)	No target	No comparison	n/a
Overall attendance by term (primary & secondary) schools	92.8% (24/25 Q1)	94.1% (24/25 Q2)	93.2% (24/25 Q3)	93.1% (24/25 Q4)	93.4% (25/26 Q1)	No target	93.4% (England average)	G
% Of eligible (age 2) accessing funded childcare	85% (2023 4-7)	95% (2023 9-12)	88% (2024 1-4)	88% (2024 4-7)	90% (2024 9-12)	No target	78% (Similar council average)	G
% Of eligible (ages 3 & 4) accessing funded childcare	88% (2023 4-7)	91% (2023 9-12)	89% (2024 1-4)	92% (2024 4-7)	91% (2024 9-12)	No target	95% (Similar council average)	A
% children achieving a Good Level of Development		New	62.0% (2022)	66.1% (2023)	67.5% (2024)	No target	67.7% (England average)	G
% pupils meeting the phonics threshold (Year 1)		New	73.9% (2022)	77.5% (2023)	80.0% (2024)	No target	80.2% (England average)	G

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
% KS2 pupils at expected standard: Reading / Writing / Maths		New	54.0% (2022)	56.0% (2023)	58.2% (2024)	No target	61.0% (England average)	A
% KS4 pupils achieving grades 9 - 5 (English & Maths)		New	46.0% (2022)	39.8% (2023)	39.9% (2024)	No target	46.2% (England average)	A
[School admissions] % parents offered first preference (Primary)			N/A	96.6% (2024/25)	96.3% (2025/26)	No target	No comparison	G
[School admissions] % parents offered first preference (Secondary)			N/A	92.8% (2024/25)	97.5% (2025/26)	No target	No comparison	G
Number of children using school transport	10,793 (2022/23)	12,397 (2023/24)	11,518 (24/25 Q3)	11,424 (24/25 Q4)	11,448 (25/26 Q1)	No target	No comparison	n/a
£ on School transport (mainstream)				New fiscal year 25/26	£15.9m (25/26 Q1)	£17.2m	No comparison	G
£ on School transport (SEND services)				New fiscal year 25/26	£38.6m (25/26 Q1)	£38.9m	No comparison	G

Fire & Public Safety

Latest Data Available: **Quarter 1, 2025/26**

(RAG) overall performance rating:

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

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Number of Fire Service incidents attended	1,305 (24/25 Q1)	1,296 (24/25 Q2)	535 (24/25 Q3)	1,031 (24/25 Q4)	1,333 (25/26 Q1)	No target	No comparison	n/a
Number of fire fatalities in properties	0 (24/25 Q1)	0 (24/25 Q2)	1 (24/25 Q3)	0 (24/25 Q4)	0 (25/26 Q1)	No target	No comparison	n/a
Road traffic collision fatalities and seriously injured	17 (24/25 Q1)	10 (24/25 Q2)	3 (24/25 Q3)	13 (24/25 Q4)	8 (25/26 Q1)	No target	No comparison	n/a

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
First fire engine to a dwelling fire within 11 mins (Response Standard 1)	64% (24/25 Q1)	65% (24/25 Q2)	No data	No data	No data	80%	No comparison	n/a
Second fire engine at dwelling fire within 16 mins (Response Standard 2)	66% (24/25 Q1)	49% (24/25 Q2)	No data	No data	No data	80%	No comparison	n/a
First fire engine at Road Traffic Collision within 13 mins (Response Standard 3)	67% (24/25 Q1)	79% (24/25 Q2)	No data	No data	No data	80%	No comparison	n/a
First fire engine at all incidents within 20 mins (Response Standard 4)	97% (24/25 Q1)	94% (24/25 Q2)	No data	No data	95% (25/26 Q1)	80%	No comparison	G
On-Call availability (% fire crew available)	74% (24/25 Q1)	72% (24/25 Q2)	73% (24/25 Q3)	73% (24/25 Q4)	73% (25/26 Q1)	90%	National average 62%	R
Building Regulation consultations carried out in 21 days	99% (24/25 Q1)	99% (24/25 Q2)	98% (24/25 Q3)	99% (24/25 Q4)	98% (25/26 Q1)	100%	No comparison	A
Statutory Licencing consultations within 21 days	85% (24/25 Q1)	94% (24/25 Q2)	94% (24/25 Q3)	94% (24/25 Q4)	92% (25/26 Q1)	100%	No comparison	A
% site risk information records in date	91% (24/25 Q1)	94% (24/25 Q2)	98% (24/25 Q3)	99% (24/25 Q4)	97% (25/26 Q1)	100%	No comparison	A
Number of false alarms attended	691 (24/25 Q1)	646 (24/25 Q2)	327 (24/25 Q3)	585 (24/25 Q4)	623 (25/26 Q1)	<620	No comparison	A
Number of Home Fire Safety Checks and Safe & Well visits	1,046 (24/25 Q1)	1,213 (24/25 Q2)	1,075 (24/25 Q3)	1,241 (24/25 Q4)	1,021 (25/26 Q1)	>1075	No comparison	A
Number of assigned safeguarding incidents	16 (24/25 Q1)	34 (24/25 Q2)	40 (24/25 Q3)	47 (24/25 Q4)	43 (25/26 Q1)	No target	No comparison	n/a
Number of fire safety audits	217 (24/25 Q1)	209 (24/25 Q2)	185 (24/25 Q3)	221 (24/25 Q4)	194 (25/26 Q1)	>250	No comparison	R
Number of actioned fire safety audits	41 (24/25 Q1)	64 (24/25 Q2)	43 (24/25 Q3)	37 (24/25 Q4)	37 (25/26 Q1)	No target	No comparison	n/a
Number of Cold Calling Zones (Trading Standards)	222 (24/25 Q1)	241 (24/25 Q2)	254 (24/25 Q3)	274 (24/25 Q4)	300 (25/26 Q1)	> Annual	No comparison	G
Number of Trading Standards Champions	1,161 (24/25 Q1)	1,170 (24/25 Q2)	1,195 (24/25 Q3)	1,229 (24/25 Q4)	1,256 (25/26 Q1)	> Annual	No comparison	G

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Number of followers on social media	19,789 (24/25 Q1)	19,989 (24/25 Q2)	20,069 (24/25 Q3)	20,262 (24/25 Q4)	20,501 (25/26 Q1)	> Annual	No comparison	G

Jobs, Skills & Training

Latest Data Available: **Quarter 1, 2025/26**

(RAG) overall performance rating:

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

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
% Young people aged 16 to 17 who are NEET (Not in Education, Employment, or Training)		Change measure	4.86% (24/25 Q3)	4.77% (24/25 Q4)	4.85% (25/26 Q1)	<=England	3.53% (England average)	A
% Young people aged 16 to 17 with no known destination		Change measure	0.30% (24/25 Q3)	0.50% (24/25 Q4)	1.52% (25/26 Q1)	<=England	1.76% (England average)	R
% Young people in education and training (age 16)			Change measure	92.7% (24/25 Q4)	92.3% (25/26 Q1)	<=England	94.7% (England average)	n/a
% Young people in education and training (age 17)			Change measure	85.9% (24/25 Q4)	85.6% (25/26 Q1)	<=England	89.3% (England average)	n/a
Percentage % annual change in the number of jobs	+1.3% (2019)	0.0% (2020)	+1.9% (2021)	0.0% (2022)	+1.5% (2023)	No target	+1.4% (England average)	n/a
% Staff in top pay quartile female (Gender Pay Gap)	64.3% (2020/21)	65.5% (2021/22)	67.0% (2022/23)	68.9% (2023/24)	71.5% (2024/25)	No target	69.0% (England average)	n/a
% 19-year-olds qualified to Level 2 (5+ GCSEs or equivalent)	82.2% (2020)	82.4% (2021)	82.3% (2022)	89.5% (2023)	86.4% (2024)	No target	86.7% (England average)	n/a
% 19-year-olds qualified to Level 3 (2+ A levels or equivalent)	57.0% (2020)	59.4% (2021)	59.0% (2022)	59.0% (2023)	60.9% (2024)	No target	67.9% (England average)	n/a
Adult learning courses pass rate	97% (24/25 Q1)	89% (24/25 Q2)	96% (24/25 Q3)	95% (24/25 Q4)	91% (25/26 Q1)	No target	No comparison	G

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Further education and skills achievements rate per 100k population	2,568 (2019/20)	2,496 (2020/21)	2,438 (2021/22)	2,636 (2022/23)	2,745 (2023/24)	No target	3,079 (England average)	n/a
Number of employers engaged ('Apprenticeships Suffolk') - data cumulative year to date	14 (24/25 Q1)	21 (24/25 Q2)	28 (24/25 Q3)	37 (24/25 Q4)	7 (25/26 Q1)	No target	No comparison	n/a
Number of participants supported ('Apprenticeships Suffolk') - data cumulative year to date	146 (24/25 Q1)	303 (24/25 Q2)	423 (24/25 Q3)	637 (24/25 Q4)	202 (25/26 Q1)	No target	No comparison	n/a
Number of apprenticeship starts across Suffolk (Ages 19 to 24)	1,280 (21/22 Q1)	1,000 (22/23 Q1)	1,050 (23/24 Q1)	1,070 (24/25 Q1)	1,070 (25/26 Q1)	No target	No comparison	n/a
Number of apprenticeship starts across Suffolk (all ages)	3,950 (21/22 Q1)	3,350 (22/23 Q1)	3,420 (23/24 Q1)	3,650 (24/25 Q1)	3,700 (25/26 Q1)	No target	No comparison	n/a
Number of learners enrolled onto adult learning courses	3,592 (21/22 Q1)	355 (22/23 Q1)	1,518 (23/24 Q1)	2,492 (24/25 Q1)	3,873 (25/26 Q1)	No target	No comparison	n/a
Adult learning courses pass rate	97% (24/25 Q1)	89% (24/25 Q2)	96% (24/25 Q3)	95% (24/25 Q4)	91% (25/26 Q1)	No target	No comparison	G
Average gross annual salary (Suffolk residents)	£30,089 (2020)	£29,222 (2021)	£31,413 (2022)	£33,964 (2023)	£35,672 (2024)	No target	£37,617 (Engl'd average)	n/a

Local Economy & Housing

Latest Data Available: **Quarter 1, 2025/26**

(RAG) overall performance rating:

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

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
% economically inactive people who want a job	24.5% (March '21)	7.5% (March '22)	23.2% (March '23)	15.3% (March '24)	14.3% (March '25)	No target	18.5% (England average)	n/a
% economically inactive people who do not want a job	75.5% (March '21)	92.5% (March '22)	76.8% (March '23)	84.7% (March '24)	85.7% (March '25)	No target	81.5% (England average)	n/a

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
% Suffolk with access to superfast broadband (>=30Mbps)	98.2% (24/25 Q1)	98.3% (24/25 Q2)	98.3% (24/25 Q3)	98.4% (24/25 Q4)	98.4% (25/26 Q1)	No target	98.5% (England average)	n/a
% Suffolk with access to Full Fibre (FTTP or FTTH)	66.9% (24/25 Q1)	70.0% (24/25 Q2)	72.7% (24/25 Q3)	75.1% (24/25 Q4)	76.8% (25/26 Q1)	No target	78.5% (England average)	n/a
% Annual growth in Suffolk businesses (ONS data)	+0.5% (2020)	+0.8% (2021)	+2.3% (2022)	-0.2% (2023)	+0.3% (2024)	+2% LEP	-0.1% (England average)	n/a
Number of economically active people unemployed	18,300 (March '21)	7,900 (March '22)	8,100 (March '23)	14,900 (March '24)	10,400 (March '25)	No target	No comparison	n/a
Number of economically inactive people	89,100 (March '21)	87,800 (March '22)	82,300 (March '23)	91,700 (March '24)	86,600 (March '25)	No target	No comparison	n/a
Number of people (all) on Universal Credit (UC)	58,838 (March '21)	54,179 (March '22)	57,906 (March '23)	66,251 (March '24)	73,564 (March '25)	No target	No comparison	n/a
Working people claiming Universal Credit (UC) All ages	23,050 (March '21)	14,340 (March '22)	12,735 (March '23)	13,050 (March '24)	13,480 (March '25)	No target	No comparison	n/a
Number of house builds starts (All housing)	2,230 (2020/21)	3,540 (2021/22)	3,460 (2022/21)	2,490 (2023/24)	2,590 (2024/25)	No target	No comparison	n/a
Number of house builds starts (Affordable housing)	1,158 (2019/20)	764 (2020/21)	590 (2021/22)	562 (2022/23)	1,347 (2023/24)	No target	No comparison	n/a
Housing Affordability Ratio (lower number = better)	8.44 (24/25 Q1)	8.47 (24/25 Q2)	8.04 (24/25 Q3)	8.05 (24/25 Q4)	8.08 (25/26 Q1)	No target	7.85 (England average)	n/a
Average monthly rent (private rental market) in Suffolk	£728 (2021)	£762 (2022)	£882 (2023)	£900 (2024)	£955 (2025)	No target	No comparison	n/a

Roads & Transport

Latest Data Available: **Quarter 1, 2025/26**

(RAG) overall performance rating:

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

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Number of customer enquiries (contact centre)	10,235 (21/22 Q1)	9,064 (22/23 Q1)	10,226 (23/24 Q1)	13,498 (24/25 Q1)	8,024 (25/26 Q1)	No target	No comparison	n/a
Enquiries: % responses logged in 5 working days	46% (21/22 Q1)	48% (22/23 Q1)	46% (23/24 Q1)	79% (24/25 Q1)	79% (25/26 Q1)	No target	No comparison	G
Number of complaints relating to Suffolk Highways	59 (21/22 Q1)	36 (22/23 Q1)	22 (23/24 Q1)	46 (24/25 Q1)	29 (25/26 Q1)	No target	No comparison	A
% A roads where maintenance should be considered	2.0% (2019/20)	2.0% (2020/21)	2.0% (2021/22)	2.0% (2022/23)	3.0% (2023/24)	<= 3%	4.0% (England average)	A
% B/C roads where maintenance should be considered	4.0% (2019/20)	3.0% (2020/21)	3.0% (2021/22)	3.0% (2022/23)	4.0% (2023/24)	<= 6%	6.0% (England average)	A
% U roads: where maintenance should be considered	23% (2019/20)	23% (2020/21)	29% (2021/22)	36% (2022/23)	18% (2023/24)	<= 20%	17% (England average)	G
Percentage of staff using sustainable travel options	29% (2020)	20% (2021)	30% (2022)	27% (2023)	29% (2024)	No target	No comparison	G
Number of Connecting Communities passengers	29% (2021/22)	20% (2022/23)	30% (2023/24)	27% (2024/25)	29% (2025/26)	No target	No comparison	A
Reported Road Casualties - All Casualties	1,266 (2020)	1,427 (2021)	1,590 (2022)	1,265 (2023)	1,453 (2024)	No target	1,884 (Similar council average)	R
Reported Road Casualties - Killed or Seriously Injured	265 (2020)	298 (2021)	314 (2022)	312 (2023)	355 (2024)	No target	478 (Similar council average)	R
Road traffic accidents (killed/serious injuries) per 10,000 population	3.98 (2020)	4.03 (2021)	3.80 (2022)	3.97 (2023)	4.21 (2024)	No target	4.89 (Similar council average)	R

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Number of bus passenger journeys per head population	20.3 (2019/20)	6.1 (2020/21)	12.4 (2021/22)	15.9 (2022/23)	17.0 (2023/24)	No target	21.6 (Similar council average)	n/a

Net Zero & Environment

Latest Data Available: **Quarter 1, 2025/26**

(RAG) overall performance rating:

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

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)	< Annual	3.7 (Similar council average)	n/a
Scores for Council Climate Action Scorecard (Climate Emergency UK scorecard)		New	53% (2021)	41% (2023)	38% (2025)	No target	42% (England average)	R
% of top 100 suppliers with carbon reduction plan	40% (24/25 Q1)	40% (24/25 Q2)	44% (24/25 Q3)	44% (24/25 Q4)	49% (25/26 Q1)	No target	No comparison	G
% County matter planning applications decided in time	100% (24/25 Q1)	100% (24/25 Q2)	100% (24/25 Q3)	100% (24/25 Q4)	100% (25/26 Q1)	60%	81% (Similar council average)	G
Suffolk County Council's Carbon Footprint (tCO2e) - Total known emissions	34,161 (2019/20)	31,277 (2021/22)	26,700 (2022/23)	26,150 (2023/24)	26,243 (2024/25)	20,241	No comparison	R
Suffolk County Council's Carbon Footprint (tCO2e) - Emissions from SCC estate	12,699 (2019/20)	12,295 (2021/22)	9,475 (2022/23)	8,541 (2023/24)	8,505 (2024/25)	7,620	No comparison	R
Energy used across Suffolk County Council buildings (GWh) Gigawatt hours	45 (2019/20)	44 (2021/22)	36 (2022/23)	30 (2023/24)	23 (2024/25)	< Annual	No comparison	G
CO2 emissions from Suffolk County Council owned vehicles (tCO2e)	1,596 (2019/20)	1,084 (2021/22)	1,053 (2022/23)	791 (2023/24)	726 (2024/25)	956	No comparison	G
Total residual household waste per household (kg)	589 (20/21 Q4)	601 (21/22 Q4)	563 (22/23 Q4)	569 (23/24 Q4)	573 (24/25 Q4)	< Annual	501kg (England average)	R

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Total household waste per household (kg)	964 (20/21 Q4)	994 (21/22 Q4)	912 (22/23 Q4)	953 (23/24 Q4)	949 (24/25 Q4)	< Annual	No comparison	G
% Household waste reused, recycled, or composted	New	39.6% (21/22 Q4)	38.4% (22/23 Q4)	40.3% (23/24 Q4)	39.7% (24/25 Q4)	> Annual	46.8% (England average)	A
Number of waste education talks/engagements	New	37 (21/22 Q4)	106 (22/23 Q4)	69 (23/24 Q4)	71 (24/25 Q4)	30 per Quarter	No comparison	G
Energy Efficiency (ECO) measures per 1,000 households	63.5 (2020)	67.6 (2021)	68.9 (2022)	72.8 (2023)	76.3 (2024)	No target	145.0 (England average)	n/a
Public electric vehicle charging devices (all) per 100k population	76.6 (24/25 Q1)	86.9 (24/25 Q2)	101.0 (24/25 Q3)	106.3 (24/25 Q4)	121.1 (25/26 Q1)	No target	85.2 (Similar council average)	n/a
Public electric vehicle charging (rapid devices) per 100k population	16.8 (24/25 Q1)	21.9 (24/25 Q2)	24.1 (24/25 Q3)	25.1 (24/25 Q4)	26.0 (25/26 Q1)	No target	26.5 (Similar council average)	n/a

Corporate Health

Latest Data Available: **Quarter 1, 2025/26**

(RAG) overall performance rating:

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

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Staff Numbers (Full Time Equivalent FTE) - Total	4,733 (24/25 Q1)	4,774 (24/25 Q2)	4,770 (24/25 Q3)	4,810 (24/25 Q4)	4,937 (25/26 Q1)	No target	No comparison	n/a
Working days lost as a % of available days - Total	No data (21/22 Q1)	3.8% (22/23 Q1)	3.7% (23/24 Q1)	4.3% (24/25 Q1)	4.2% (25/26 Q1)	<Annual	No comparison	A
% Staff who have had a 'Return to Work' interview - Total	63% (24/25 Q1)	64% (24/25 Q2)	64% (24/25 Q3)	66% (24/25 Q4)	88% (25/26 Q1)	No target	No comparison	G
£ Spend on temporary staff and contractors - Total	£1.34m (24/25 Q1)	£1.43m (24/25 Q2)	£2.94m (24/25 Q3)	£1.51m (24/25 Q4)	£1.57m (25/26 Q1)	No target	No comparison	A

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
[Finance] Total insurance claims received	226 (24/25 Q1)	286 (24/25 Q2)	89 (24/25 Q3)	156 (24/25 Q4)	118 (25/26 Q1)	No target	No comparison	n/a
[Finance] % insurance claims processed in 5 working days	81.1% (24/25 Q1)	63.0% (24/25 Q2)	62.8% (24/25 Q3)	87.3% (24/25 Q4)	81.6% (25/26 Q1)	No target	No comparison	A
[Finance] % Invoices paid on time	98.7% (24/25 Q1)	98.2% (24/25 Q2)	98.6% (24/25 Q3)	98.3% (24/25 Q4)	98.2% (25/26 Q1)	94.0%	No comparison	G
[Finance] Total aged debtor days (31+ days)	£39.4m (24/25 Q1)	£42.0m (24/25 Q2)	£47.8m (24/25 Q3)	£47.3m (24/25 Q4)	£54.5m (25/26 Q1)	No target	No comparison	R
[Finance] Total debt outstanding	£50.4m (24/25 Q1)	£58.5m (24/25 Q2)	£64.2m (24/25 Q3)	£72.9m (24/25 Q4)	£73.2m (25/26 Q1)	No target	No comparison	R

Customer Experience

Latest Data Available: **Quarter 1, 2025/26**

(RAG) overall performance rating:

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

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Number of new complaints received - Total SCC	282 (21/22 Q1)	325 (22/23 Q1)	302 (23/24 Q1)	344 (24/25 Q1)	418 (25/26 Q1)	No target	No comparison	R
% of complaints partially/fully upheld - Total SCC	New	51.0% (22/23 Q1)	67.7% (23/24 Q1)	72.9% (24/25 Q1)	75.5% (25/26 Q1)	No target	No comparison	R
% complaints acknowledged on time (within 3 working days)	91.2% (21/22 Q1)	93.4% (22/23 Q1)	92.1% (23/24 Q1)	91.0% (24/25 Q1)	89.4% (25/26 Q1)	90%	No comparison	A
% complaint responses sent on time (within 20 working days)	70.0% (21/22 Q1)	62.3% (22/23 Q1)	57.1% (23/24 Q1)	75.7% (24/25 Q1)	83.3% (25/26 Q1)	80%	No comparison	G
Number of complaint escalations beyond Stage 1	New	3 (22/23 Q1)	5 (23/24 Q1)	3 (24/25 Q1)	5 (25/26 Q1)	No target	No comparison	n/a

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Number of LGSCO decisions - Complaints	New	17 (22/23 Q1)	17 (23/24 Q1)	10 (24/25 Q1)	14 (25/26 Q1)	No target	No comparison	n/a
Number of compliments received by Suffolk County Council	129 (21/22 Q1)	127 (22/23 Q1)	143 (23/24 Q1)	180 (24/25 Q1)	254 (25/26 Q1)	No target	No comparison	G
Number of customer contacts - using phone	22,229 (21/22 Q1)	23,114 (22/23 Q1)	22,433 (23/24 Q1)	22,573 (24/25 Q1)	18,384 (25/26 Q1)	No target	No comparison	n/a
Number of customer contacts - using online options	8,458 (21/22 Q1)	11,878 (22/23 Q1)	12,338 (23/24 Q1)	12,839 (24/25 Q1)	12,859 (25/26 Q1)	No target	No comparison	n/a
Customer Service - % First Call Resolution	96.8% (21/22 Q1)	97.3% (22/23 Q1)	98.2% (23/24 Q1)	75.7% (24/25 Q1)	83.3% (25/26 Q1)	No target	No comparison	G
Customer Service - % Failure Demand	2.0% (21/22 Q1)	2.5% (22/23 Q1)	1.5% (23/24 Q1)	1.2% (24/25 Q1)	1.0% (25/26 Q1)	No target	No comparison	G
% Blue Badge applications processed on time (Govt <12 weeks)	98.0% (21/22 Q1)	90.0% (22/23 Q1)	94.7% (23/24 Q1)	69.8% (24/25 Q1)	94.6% (25/26 Q1)	90% (12 weeks)	No comparison	G
% Customer transactions undertaken online (Contact Centre)	84.9% (21/22 Q1)	93.1% (22/23 Q1)	94.1% (23/24 Q1)	93.6% (24/25 Q1)	88.5% (25/26 Q1)	>85%	No comparison	G
% Customer transactions undertaken online (Suffolk County Council total)	83.5% (21/22 Q1)	84.8% (22/23 Q1)	88.6% (23/24 Q1)	87.6% (24/25 Q1)	86.5% (25/26 Q1)	>85%	No comparison	G
% Customer Satisfaction - Customer Services	88.7% (21/22 Q1)	92.8% (22/23 Q1)	90.3% (23/24 Q1)	85.3% (24/25 Q1)	81.8% (25/26 Q1)	>85%	No comparison	A
Suffolk County Council website usage - number of users	488,355 (21/22 Q1)	624,922 (22/23 Q1)	1.14m (23/24 Q1)	1.22m (24/25 Q1)	1.03m (25/26 Q1)	No target	No comparison	n/a
Suffolk County Council website usage - number of page views	1.45m (21/22 Q1)	1.21m (22/23 Q1)	1.41m (23/24 Q1)	1.52m (24/25 Q1)	1.37m (25/26 Q1)	No target	No comparison	n/a
Suffolk County Council website usage - % Quality Assurance score	94.0% (21/22 Q1)	98.6% (22/23 Q1)	95.3% (23/24 Q1)	97.4% (24/25 Q1)	95.6% (25/26 Q1)	No target	No comparison	G
Suffolk County Council website usage - number of online payments made	1,546 (21/22 Q1)	1,468 (22/23 Q1)	1,030 (23/24 Q1)	20,295 (24/25 Q1)	20,364 (25/26 Q1)	No target	No comparison	n/a

Governance & Assurance

Latest Data Available: **Quarter 1, 2025/26**

(RAG) overall performance rating:

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

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Information Requests received (FOIs / EIRs)	356 (24/25 Q1)	293 (24/25 Q2)	315 (24/25 Q3)	392 (24/25 Q4)	332 (25/26 Q1)	No target	No comparison	n/a
% Information Requests (FOIs & EIRs) responded to in 20 working days	98% (24/25 Q1)	99% (24/25 Q2)	100% (24/25 Q3)	100% (24/25 Q4)	100% (25/26 Q1)	No target	No comparison	G
Subject Access Requests (SARs) received	84 (24/25 Q1)	96 (24/25 Q2)	76 (24/25 Q3)	127 (24/25 Q4)	103 (25/26 Q1)	No target	No comparison	n/a
% Subject Access Requests (SARs) responded to within statutory timescales	93% (24/25 Q1)	73% (24/25 Q2)	89% (24/25 Q3)	85% (24/25 Q4)	79% (25/26 Q1)	No target	No comparison	A
Subject Access Requests (SARs) open	26 (24/25 Q1)	43 (24/25 Q2)	22 (24/25 Q3)	45 (24/25 Q4)	52 (25/26 Q1)	No target	No comparison	n/a
Subject Access Requests (SARs) closed	93 (24/25 Q1)	76 (24/25 Q2)	93 (24/25 Q3)	103 (24/25 Q4)	97 (25/26 Q1)	No target	No comparison	n/a
Total number of overdue SARs	6 (24/25 Q1)	4 (24/25 Q2)	4 (24/25 Q3)	10 (24/25 Q4)	11 (25/26 Q1)	No target	No comparison	A
Total number of Security Incidents	183 (24/25 Q1)	171 (24/25 Q2)	193 (24/25 Q3)	187 (24/25 Q4)	189 (25/26 Q1)	No target	No comparison	n/a
Total number of confirmed Personal Data Breaches	82 (24/25 Q1)	70 (24/25 Q2)	89 (24/25 Q3)	91 (24/25 Q4)	78 (25/26 Q1)	No target	No comparison	n/a
Information Commissioner Office (ICO) Security Incident Notifications	2 (24/25 Q1)	3 (24/25 Q2)	0 (24/25 Q3)	2 (24/25 Q4)	0 (25/26 Q1)	No target	No comparison	n/a
Number of internal audits completed	9 (24/25 Q1)	7 (24/25 Q2)	9 (24/25 Q3)	11 (24/25 Q4)	8 (25/26 Q1)	No target	No comparison	n/a

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Number of referrals for possible fraud	13 (24/25 Q1)	15 (24/25 Q2)	9 (24/25 Q3)	11 (24/25 Q4)	10 (25/26 Q1)	No target	No comparison	n/a
Number of referrals for possible Blue Badge misuse	2 (24/25 Q1)	1 (24/25 Q2)	3 (24/25 Q3)	3 (24/25 Q4)	1 (25/26 Q1)	No target	No comparison	n/a
Number of successful prosecution (fraud)	1 (24/25 Q1)	1 (24/25 Q2)	1 (24/25 Q3)	0 (24/25 Q4)	0 (25/26 Q1)	No target	No comparison	n/a