



## **CORPORATE PERFORMANCE DASHBOARD**

(Simplified version)

### **Quarter 2, 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 2, 2025/26**

(RAG) overall performance rating:

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

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
% people with sexually transmitted infections seen in 2 days	100% (24/25 Q2)	100% (24/25 Q3)	100% (24/25 Q4)	100% (25/26 Q1)	100% (25/26 Q2)	No target	No comparison	<b>G</b>
% successful completion of drug treatment (opiates)	8.5% (24/25 Q1)	8.3% (24/25 Q2)	7.8% (24/25 Q3)	6.8% (24/25 Q4)	6.4% (25/26 Q1)	>7.0%	No comparison	<b>R</b>
% successful completion of alcohol treatment	30.8% (24/25 Q1)	34.0% (24/25 Q2)	28.3% (24/25 Q3)	26.5% (24/25 Q4)	25.9% (25/26 Q1)	>35%	No comparison	<b>R</b>
% parents who are breastfeeding their baby at 6-8 weeks old	52.6% (24/25 Q2)	55.2% (24/25 Q3)	53.2% (24/25 Q4)	55.4% (25/26 Q1)	58.4% (25/26 Q2)	52.5%	No comparison	<b>G</b>
% families receiving a health visit (babies 10-14 days)	87.9% (24/25 Q2)	88.0% (24/25 Q3)	84.4% (24/25 Q4)	87.1% (25/26 Q1)	84.3% (25/26 Q2)	90%	No comparison	<b>A</b>
% families receiving a health visit (babies 2-2.5 years old)	92.1% (24/25 Q2)	92.0% (24/25 Q3)	91.3% (24/25 Q4)	91.3% (25/26 Q1)	88.2% (25/26 Q2)	90%	No comparison	<b>G</b>
% individuals with a weight management intervention losing at least 3% body weight in 12 weeks	New	New	New	59.7% (25/26 Q1)	61.5% (25/26 Q2)	No target	No comparison	n/a
% of eligible of adults on Refugee Resettlement Programmes accessing (ESOL)	New	New	New	25.0% (25/26 Q1)	25.0% (25/26 Q2)	95%	No comparison	n/a
Number of smoking quits (excluding smoking at time of delivery)	615 (24/25 Q2)	941 (24/25 Q3)	918 (24/25 Q4)	222 (25/26 Q1)	181 (25/26 Q2)	844/Qtr	No comparison	<b>R</b>
Number of individuals taking part in Suffolk Wellbeing walks	New	New	New	3,140 (25/26 Q1)	2,750 (25/26 Q2)	No target	No comparison	n/a
Number of people having a 'Feel Good Suffolk' weight management intervention	New	New	New	546 (25/26 Q1)	530 (25/26 Q2)	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	443,703 (25/26 Q1)	528,130 (25/26 Q2)	No target	No comparison	n/a
Number of e-issues lent out during period to library users	517,158 (24/25 Q2)	531,438 (24/25 Q3)	580,779 (24/25 Q4)	516,686 (25/26 Q1)	563,027 (25/26 Q2)	No target	No comparison	n/a
Local Welfare Assistance Scheme applications approved	2,919 (24/25 Q2)	3,583 (24/25 Q3)	6,872 (24/25 Q4)	3,681 (25/26 Q1)	1,839 (25/26 Q2)	No target	No comparison	n/a
Number of Suffolk 'InfoLink' website visits (sessions)	178,366 (24/25 Q2)	168,618 (24/25 Q3)	195,609 (24/25 Q4)	173,549 (25/26 Q1)	170,106 (25/26 Q2)	No target	No comparison	<b>G</b>
Number of calls into the Domestic Abuse Outreach Service	New	New	New	298 (25/26 Q1)	273 (25/26 Q2)	No target	No comparison	n/a

### Comments

#### *Drug treatment*

A performance improvement plan is in place with significant progress made on actions which seek to drive up performance. The outcome of these actions is not likely to be evident in the performance figures until next quarter.

#### *Smoking quits*

A 25% quit rate across Feel Good Suffolk (FGS) only (181 quits recorded from 699 quit dates set). Caution should be exercised when interpreting these figures as these only include Feel Good Suffolk generated quits and there are still active quit attempts for which the outcome is not yet known. Public Health & Communities commission and work with a variety of providers to support people to stop smoking - Feel Good Suffolk (FGS) are one of those providers, but this data is always significantly delayed because quitting smoking is measured at 4 weeks and 12 weeks post quit attempt - full data from Quarter two will not be available until January 2026.

#### *Suffolk Wellbeing*

At the time of writing, the 'Feel Good Suffolk' service was waiting to receive registers from walk leaders for 63 walks (20% of the overall programme). It is reasonable to expect the final outturn figure will increase by a similar percentage (500-600 walkers). Figures will be updated when this data is available. Of the 2,750 shown, 91 were new walkers to the programme.

#### *Local Welfare Assistance Scheme*

Local Welfare Assistance Scheme (LWAS) applications approved - Quarter 2 was quieter as expected - this is because many claimants apply when the offer opens in Quarter 1.

## SEND Services

Latest Data Available: **Quarter 2, 2025/26**

(RAG) overall performance rating:

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

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Number of active EHC Needs Assessment caseloads	2,063 (24/25 Q2)	2,148 (24/25 Q3)	2,124 (24/25 Q4)	1,875 (25/26 Q1)	1,360 (25/26 Q2)	No target	No comparison	n/a
Number of new EHCPs issued	504 (24/25 Q2)	530 (24/25 Q3)	563 (24/25 Q4)	680 (25/26 Q1)	881 (25/26 Q2)	No target	No comparison	n/a
Number of applications for assessment for EHCP for Quarter (population figure / 10,000)	New	48.6 (24/25 Q3)	44.9 (24/25 Q4)	38.2 (25/26 Q1)	36.8 (25/26 Q2)	No target	No comparison	n/a
Number of Plans issued within timescale (YTD current Academic year)	New	154 (24/25 Q3)	91 (24/25 Q4)	59 (25/26 Q1)	124 (25/26 Q2)	No target	No comparison	n/a
Percentage of new EHCPs issued within timescale (year to date - current academic year)	30.9% (24/25 Q2)	32.1% (24/25 Q3)	25.3% (24/25 Q4)	19.2% (25/26 Q1)	10.7% (25/26 Q2)	No target	36.3% (similar council average)	<b>R</b>
Number of EHCPs issued for Quarter (population figure / 10,000)	New	35.2 (24/25 Q3)	37.4 (24/25 Q4)	44.7 (25/26 Q1)	57.9 (25/26 Q2)	No target	No comparison	n/a
% of New EHCPs issued going into mainstream	New	New	New	85.0% (25/26 Q1)	77.5% (25/26 Q2)	No target	No comparison	n/a
% of New EHCPs issued going into specialist	New	New	New	14.7% (25/26 Q1)	6.1% (25/26 Q2)	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	60.9% (24/25 Q2)	71.8% (24/25 Q3)	69.8% (24/25 Q4)	80.4% (25/26 Q1)	69.4% (25/26 Q2)	No target	No comparison	n/a

Performance Measure	Previous Data					Latest	Target	Comparison	RAG
% of children responding well to accessing mainstream education offer	65.2% (24/25 Q2)	77.5% (24/25 Q3)	62.8% (24/25 Q4)	76.2% (25/26 Q1)	68.4% (25/26 Q2)		No target	No comparison	n/a
Number of Section 23 Notifications	166 (24/25 Q2)	149 (24/25 Q3)	151 (24/25 Q4)	123 (25/26 Q1)	172 (25/26 Q2)		No target	No comparison	n/a
Suffolk Local Offer Number of website views	29,249 (24/25 Q2)	35,564 (24/25 Q3)	40,123 (24/25 Q4)	30,945 (25/26 Q1)	28,674 (25/26 Q2)		No target	No comparison	n/a
Number of personal budgets (awards taken to date)	3,225 (24/25 Q2)	3,403 (24/25 Q3)	3,443 (24/25 Q4)	3,112 (25/26 Q1)	3,370 (25/26 Q2)		No target	No comparison	n/a
Number of independent placements	522 (24/25 Q2)	544 (24/25 Q3)	561 (24/25 Q4)	554 (25/26 Q1)	550 (25/26 Q2)		No target	No comparison	n/a
£ total cost of independent settings	£35.7m (24/25 Q2)	£37.0m (24/25 Q3)	£36.6m (24/25 Q4)	£35.8m (25/26 Q1)	£35.4m (25/26 Q2)		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
Total number of complaints received in quarter	94 (24/25 Q2)	160 (24/25 Q3)	210 (24/25 Q4)	211 (25/26 Q1)	235 (25/26 Q2)		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	4.2% (24/25 Q2)	1.9% (24/25 Q3)	2.1% (24/25 Q4)	2.0% (25/26 Q1)	1.6% (25/26 Q2)		No target	No comparison	n/a
Total number of compliments received in quarter	40 (24/25 Q2)	15 (24/25 Q3)	45 (24/25 Q4)	50 (25/26 Q1)	47 (25/26 Q2)		No target	No comparison	A

### Comments

#### *EHC Plans issued within timescale*

The service continues to prioritise completion of plans by need and those waiting the very longest. The percentage of plans issued within timescale decreased in Quarter two, however overall, the service issued more plans than it has ever done, issuing 881 plans, a 29.5% increase from Quarter one where 680 were issued. Due to the number of out of time plans and the focus on resolving these results - it must be noted that this is to be expected whilst the backlog is addressed. The service is working at pace to improve processes to ensure a timely delivery of quality plans to families.

### *Needs Assessment caseloads*

The number of children awaiting a final Education, Health and Care plan continues to decrease as the service increases the number of plans it issues for children. In Quarter two, 1,360 children were being assessed for an education, health and care plan, this is a 27% decrease from Quarter one where 1,875 children were under assessment.

### *Complaints*

Whilst the number of complaints received increased during Quarter two, the council saw an overall reduction as a percentage of all children with an EHCP plan. Complaint themes are based on access to specialist provision and communication which is often a result of staff stability. Staff recruitment cycles are now near completion, and this will support improved stability in staffing and communication. Work continues regarding future sufficiency needs to support specialist placements.

## Children's Social Care

Latest Data Available: **Quarter 2, 2025/26**

(RAG) overall performance rating:

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

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	New fiscal year 25/26	£44.0m (25/26 Q1)	£45.9m (25/26 Q2)	£41.0m	No comparison	<b>R</b>
% re-referrals to children's social care (children per 10,000 ages 0-17)	17.5% (24/25 Q2)	19.8% (24/25 Q3)	16.0% (24/25 Q4)	18.0% (25/26 Q1)	19.2% (25/26 Q2)	17%	20.4% (Similar council average)	<b>A</b>
% Social work assessments completed within 45 days	94.2% (24/25 Q2)	95.1% (24/25 Q3)	93.5% (24/25 Q4)	91.1% (25/26 Q1)	92.9% (25/26 Q2)	85%	81.7% (Similar council average)	<b>G</b>
Number of Children subject to Child Protection Plans and Child Protection cases	334 (24/25 Q2)	374 (24/25 Q3)	424 (24/25 Q4)	489 (25/26 Q1)	519 (25/26 Q2)	No target	No comparison	n/a
Number of children subject to a Child Protection Plan per 10,000	22.2 (24/25 Q2)	24.9 (24/25 Q3)	28.3 (24/25 Q4)	32.5 (25/26 Q1)	34.1 (25/26 Q2)	24.8	41.4 (Similar council average)	n/a
% Children with Child Protection Plans (CPP) cases open two years or more	3.3% (24/25 Q2)	4.3% (24/25 Q3)	4.0% (24/25 Q4)	1.6% (25/26 Q1)	2.5% (25/26 Q2)	3.0%	3.6% (Similar council average)	<b>G</b>
% Reviews of Child Protection cases on time	91.3% (24/25 Q2)	91.3% (24/25 Q3)	95.8% (24/25 Q4)	97.4% (25/26 Q1)	96.9% (25/26 Q2)	100%	93% (Similar council average)	<b>G</b>
Total number of Children in Need (CIN)	1,753 (24/25 Q2)	1,925 (24/25 Q3)	2,105 (24/25 Q4)	2,102 (25/26 Q1)	2,217 (25/26 Q2)	No target	No comparison	n/a
Children in Need (CIN) per 10,000 children (ex CiC/CPP)	116.6 (24/25 Q2)	128.0 (24/25 Q3)	140.0 (24/25 Q4)	139.8 (25/26 Q1)	145.6 (25/26 Q2)	No target	No comparison	n/a
Actual number of Children in Care (CiC)	905 (24/25 Q2)	901 (24/25 Q3)	916 (24/25 Q4)	926 (25/26 Q1)	925 (25/26 Q2)	No target	No comparison	n/a
Actual number of Children in Care (CiC) SMC (Separated Migrant Children)	97 (24/25 Q2)	101 (24/25 Q3)	103 (24/25 Q4)	93 (25/26 Q1)	88 (25/26 Q2)	120	No comparison	n/a

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Actual number of Children in Care (CiC) Non-SMC	802 (24/25 Q2)	791 (24/25 Q3)	812 (24/25 Q4)	833 (25/26 Q1)	837 (25/26 Q2)	No target	No comparison	n/a
Number of Children in Care (CiC) per 10,000 children	59.8 (24/25 Q2)	59.3 (24/25 Q3)	60.9 (24/25 Q4)	61.6 (25/26 Q1)	60.8 (25/26 Q2)	No target	58.2 (Similar council average)	n/a
Number of referrals to children's social care (per 10,000 aged 0-17)	301.0 (24/25 Q2)	307.1 (24/25 Q3)	318.6 (24/25 Q4)	328.7 (25/26 Q1)	341.3 (25/26 Q2)	337.0	No comparison	n/a
% Care leavers in education, employment, or training (EET)	56.3% (24/25 Q2)	55.8% (24/25 Q3)	56.3% (24/25 Q4)	56.9% (25/26 Q1)	57.5% (25/26 Q2)	No target	No comparison	<b>G</b>

### Comments

#### *Social work assessments*

92.9% of all social work assessments were completed within timescale, this is a slight increase from Quarter one. Performance remains significantly higher than the statistical neighbour average, which sits at 87.1%.

#### *Care leavers*

Quarter two saw a further positive increase in the number of care leavers engaging in education, employment, or training at 57.5% (Quarter one = 56.9%). In line with the Council's ambitions for children and young adults, the service continues to tighten its approach to ensure closer systemwide working and the setting up of an achieving success forum led by an Assistant Director.

#### *Children In Need (CIN)*

Suffolk has seen an increase in the number and rate of children in need, with 2,217 children in need of support in Quarter two, this is 5.5% higher than in Quarter one. The number of children in need (CIN) continues on an upwards trajectory, which is not surprising given the direct correlation between referral rates and children in need (CIN) numbers.

#### *Referrals*

The data shows that the referral rate continues on an upward trajectory with 341.3 per 10,000 referrals received in Quarter two. The service continues to keep a close eye on this to ensure that practice response is where it needs to be. The same can be said of the re-referral rate, which currently remains in line with expectations.

#### *Child Protection Plans (CPP)*

The number and rate of children supported by a child protection plan (CPP) continues to rise as the service supports the most vulnerable. 519 children were supported by a child protection plan (CPP) in Quarter two, this is a 6% increase in comparison to



Quarter one. 96.9% of children had their child protection review completed within timescale, which is a slight decrease from Quarter one, however an improvement from Quarter two 2024/25 = 91.9%. Quarter two saw an increase in the number of children supported for more than two years on a children protection plan, equating to 2.5% of all plans open.

#### *Children in Care (CiC)*

In Quarter two, Suffolk had 925 children in care, this remains stable in comparison to Quarter one, however a 2.8% increase in comparison to the same period last year. Separated migrant children accounted for 9.5% of all children in the care of the local authority in Quarter two.

## Adult Social Care

Latest Data Available: **Quarter 2, 2025/26**

(RAG) overall performance rating:

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

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Average cost (weekly £) per ASC customer	£765 (24/25 Q2)	£775 (24/25 Q3)	£770 (24/25 Q4)	£816 (25/26 Q1)	£816 (25/26 Q2)	No target	No comparison	<b>A</b>
Permanent admissions residential care (18-64 per 100,000) cumulative figure each quarter	8.0 (24/25 Q2)	11.7 (24/25 Q3)	15.0 (24/25 Q4)	3.1 (25/26 Q1)	8.3 (25/26 Q2)	6.1	No comparison	<b>A</b>
Permanent admissions residential care (65+ per 100,000) cumulative figure each quarter	294.5 (24/25 Q2)	439.8 (24/25 Q3)	622.0 (24/25 Q4)	122.6 (25/26 Q1)	273.8 (25/26 Q2)	333.0	No comparison	<b>G</b>
% long term customers getting annual reviews <12 mths (Social Work Area Teams)	61.0% (24/25 Q2)	63.4% (24/25 Q3)	63.2% (24/25 Q4)	64.5% (25/26 Q1)	68.0% (25/26 Q2)	80%	No comparison	<b>A</b>
% of learning disability customers living independently or with family/friends	80.4% (24/25 Q2)	79.8% (24/25 Q3)	79.2% (24/25 Q4)	79.9% (25/26 Q1)	78.1% (25/26 Q2)	80%	No comparison	<b>G</b>
% safeguarding referrals; outcome fully or partially achieved	95.4% (24/25 Q2)	93.7% (24/25 Q3)	89.7% (24/25 Q4)	94.2% (25/26 Q1)	95.3% (25/26 Q2)	95%	93.2% (Region average)	<b>G</b>
% of customers with reduced or no ongoing care needs following reablement	New	79.7% (24/25 Q3)	80.6% (24/25 Q4)	78.7% (25/26 Q1)	76.1% (25/26 Q2)	80%	No comparison	<b>A</b>
Customers in services regulated (CQC) rated Inadequate	0.3% (24/25 Q2)	1.1% (24/25 Q3)	1.0% (24/25 Q4)	0.5% (25/26 Q1)	0.6% (25/26 Q2)	<1.0%	No comparison	<b>G</b>
Number of home care customer hours in the Quarter (ages 18-64)	156,918 (24/25 Q2)	237,717 (24/25 Q3)	316,762 (24/25 Q4)	82,936 (25/26 Q1)	167,638 (25/26 Q2)	No target	No comparison	n/a
Number of home care customer hours in the Quarter (age 65+)	548,450 (24/25 Q2)	832,056 (24/25 Q3)	1.12m (24/25 Q4)	290,781 (25/26 Q1)	581,063 (25/26 Q2)	No target	No comparison	n/a
Number of Mental Health (MH) customers (pooled fund)	232 (24/25 Q2)	238 (24/25 Q3)	235 (24/25 Q4)	236 (25/26 Q1)	238 (25/26 Q2)	No target	No comparison	n/a

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Number of Mental Health (MH) customers (CPLIs)	570 (24/25 Q2)	576 (24/25 Q3)	577 (24/25 Q4)	614 (25/26 Q1)	595 (25/26 Q2)	No target	No comparison	n/a
Number of Mental Health (MH) customers (S117 duty)	1,743 (24/25 Q2)	1,766 (24/25 Q3)	1,783 (24/25 Q4)	1,816 (25/26 Q1)	1,845 (25/26 Q2)	No target	No comparison	n/a
Number of referrals into the Adult Social Care MASH	1,446 (24/25 Q2)	1,248 (24/25 Q3)	1,143 (24/25 Q4)	1,240 (25/26 Q1)	1,356 (25/26 Q2)	No target	No comparison	n/a
Total number of people waiting for DOLS investigation	1,994 (24/25 Q2)	1,965 (24/25 Q3)	2,011 (24/25 Q4)	1,955 (25/26 Q1)	1,867 (25/26 Q2)	No target	No comparison	n/a
Number of priority 1 customers waiting for DOLS investigation	154 (24/25 Q2)	198 (24/25 Q3)	217 (24/25 Q4)	213 (25/26 Q1)	123 (25/26 Q2)	No target	No comparison	n/a
Number of DOLS signed off in the month	312 (24/25 Q2)	403 (24/25 Q3)	312 (24/25 Q4)	255 (25/26 Q1)	286 (25/26 Q2)	No target	No comparison	n/a

### Comments

#### *Average cost (customers)*

The average cost overall has maintained at the same level for Quarter 1 and Quarter 2. These are both above Quarter 4 last year primarily due to the inflation applied to care purchasing contracts at the start of 2025/26 (for most contracts this uplift was 6%).

#### *Permanent admissions*

For younger adults (18-64) performance is slightly above target but the low numbers used in calculating this indicator means that one individual admission will significantly impact performance. Permanent admission rates for people aged 65+ remain below target and considerably lower than for the same period of time last year. The reduction in admissions demonstrates the Council's commitment of supporting vulnerable residents to remain independent and supported within the community.

#### *Annual reviews*

Performance continues to improve reflecting the directorate's (Adult Social Care) focus on this area. However, further work is required to meet the 2025/26 target. All individuals are monitored to ensure they remain safe and well while awaiting a review.

#### *Safeguarding referrals*

Following a reduction in performance specific to Quarter 4 of last year, the percentage of safeguarding referrals where the outcome is fully or partially achieved continues to demonstrate improved performance.

### *Reablement*

Due to there being a 16% increase in demand compared with the same period last year and increased complexity - this has impacted outcomes for customers receiving reablement.

### *Regulation (Care Quality Commission)*

Adult Social Care continues to commission high quality care for vulnerable people. Where concerns are raised, the contract teams maintain close dialogue with providers to ensure targeted improvement plans are agreed and closely monitored until assurance is restored.

## Schools & Education

Latest Data Available: **Quarter 2, 2025/26**

(RAG) overall performance rating:

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

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)	<b>A</b>
% schools Good & Outstanding - Behaviour and Attitudes	New	New	91% (24/25 Q4)	93% (25/26 Q1)	92% (25/26 Q2)	No target	94% (England average)	<b>A</b>
% schools Good & Outstanding - Personal Development	New	New	94% (24/25 Q4)	95% (25/26 Q1)	94% (25/26 Q2)	No target	96% (England average)	<b>A</b>
% schools Good & Outstanding - Leadership & Management	New	New	91% (24/25 Q4)	94% (25/26 Q1)	92% (25/26 Q2)	No target	88% (England average)	<b>A</b>
Number of pupils Electively Home Educated (EHE)	1,608 (24/25 Q2)	1,736 (24/25 Q3)	1,944 (24/25 Q4)	2,172 (25/26 Q1)	1,744 (25/26 Q2)	No target	No comparison	n/a
Number of pupils eligible for Free School Meals (FSM)	28,453 (24/25 Q2)	27,953 (24/25 Q3)	28,413 (24/25 Q4)	28,921 (25/26 Q1)	30,101 (25/26 Q2)	No target	No comparison	n/a
Overall attendance by term (primary & secondary) schools	94.1% (24/25 Q2)	93.2% (24/25 Q3)	93.1% (24/25 Q4)	93.4% (25/26 Q1)	94.1% (25/26 Q2)	No target	93.4% (England average)	<b>G</b>
% Of eligible (age 2) accessing funded childcare	88% 2024 01-04	88% 2024 04-07	90% 2024 09-12	82% 2025 01-04	74% 2025 04-07	No target	78% (Similar council average)	<b>A</b>
% Of eligible (ages 3 & 4) accessing funded childcare	89% 2024 01-04	92% 2024 04-07	91% 2024 09-12	92% 2025 01-04	90% 2025 04-07	No target	95% (Similar council average)	<b>A</b>
% children achieving a Good Level of Development	New	62.0% (2022)	66.1% (2023)	67.5% (2024)	68.0% (2025)*P	No target	68.3% (England average)	<b>G</b>
% 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)	<b>A</b>

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)	58.0% (2025)*P	No target	62.0% (England average)	R
% KS4 pupils achieving grades 9 - 5 (English & Maths)	New	46.0% (2022)	39.8% (2023)	39.9% (2024)	39.6% (2025)*P	No target	45.2% (England average)	R
[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
Number of children using school transport	12,397 (2023/24)	11,518 (24/25 Q3)	11,424 (24/25 Q4)	11,448 (25/26 Q1)	11,702 (25/26 Q2)	No target	No comparison	n/a
£ on School transport (mainstream)	New	New	New fiscal year 25/26	£15.9m (25/26 Q1)	£15.8m (25/26 Q2)	£16.9m	No comparison	G
£ on School transport (SEND services)	New	New	New fiscal year 25/26	£38.6m (25/26 Q1)	£38.9m (25/26 Q2)	£34.7m	No comparison	R

\*P = Provisional

## Comments

### *School inspections*

Suffolk school Ofsted inspections are judged across four domains: quality of education, behaviours & attitudes, personal development, leadership & management. 85% of Suffolk schools have a higher percentage of good or outstanding judgements for Quality of Education in comparison to the national average at (83%). For Leadership and Management, Suffolk schools also perform above national at 92% (national = 88%).

### *Electively Home Educated*

Suffolk saw a decrease in the number of children that are Electively Home Educated, with 1,744 children educated at home in Quarter two. Whilst this represents a 19% decrease from quarter one, it is 9.5% higher than the same period last year. The increase in Suffolk is in line with those reported by neighbouring counties and reflects the increasing national trend.

### *Good Level of Development*

For the percentage of children achieving a Good Level of Development, Suffolk was 1% below national in 2023 and has improved to narrow the gap with national to -0.3% in 2025.

### *Phonics threshold (Year 1)*

For the percentage of children meeting the phonics threshold in Suffolk was 2% below national in 2023 and whilst slightly below national in 2025, the gap has narrowed to -0.6% from 2023.

#### *Key Stage 2*

For the percentage of children achieving expected standard in Reading, Writing and Mathematics performance has remained static. Suffolk was 4% below national in 2023 and whilst the gap narrowed in 2024 to -3%, it has widened in 2025 to -4% below national. Suffolk Council County officers are working with CEOs of Multi Academy Trusts and representatives from Local Authority maintained schools through the Suffolk Education Partnership in a collective response to improve outcomes as well as working with the Department for Education through their Regional Improvement for Standards and Excellence (RISE) work. In addition, officers are collaborating with individual Local Authority maintained schools to support the leadership to improve achievement.

#### *Key Stage 4*

Suffolk remains below the national expected standard for key stage 4 results. The gap between Suffolk and the national average for English and Maths Grade 5+ and progress 8 have widened but the gap between Suffolk and national at KS4 for attainment 8 and English and Maths GCSE 4+ has narrowed. Suffolk County Council officers are working with CEOs of Multi Academy Trusts and representatives from Local Authority maintained schools through the Suffolk Education Partnership in a collective response to improve outcomes as well as working with the Department for Education through their Regional Improvement for Standards and Excellence (RISE) work. In addition, officers are collaborating with individual Local Authority maintained schools to support the leadership to improve achievement.

## Fire & Public Safety

Latest Data Available: **Quarter 2, 2025/26**

(RAG) overall performance rating:

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

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Number of Fire Service incidents attended	1,296 (24/25 Q2)	535 (24/25 Q3)	1,031 (24/25 Q4)	1,333 (25/26 Q1)	1,208 (25/26 Q2)	No target	No comparison	n/a
Number of fire fatalities in properties	0 (24/25 Q2)	1 (24/25 Q3)	0 (24/25 Q4)	0 (25/26 Q1)	1 (25/26 Q2)	No target	No comparison	n/a
Road traffic collision fatalities and seriously injured	10 (24/25 Q2)	3 (24/25 Q3)	13 (24/25 Q4)	8 (25/26 Q1)	14 (25/26 Q2)	No target	No comparison	n/a
First fire engine to a dwelling fire within 11 mins (Response Standard 1)	65% (24/25 Q2)	No data	No data	No data	61% (25/26 Q2)	80%	No comparison	<b>R</b>
Second fire engine at dwelling fire within 16 mins (Response Standard 2)	49% (24/25 Q2)	No data	No data	No data	56% (25/26 Q2)	80%	No comparison	<b>R</b>
First fire engine at Road Traffic Collision within 13 mins (Response Standard 3)	79% (24/25 Q2)	No data	No data	No data	63% (25/26 Q2)	80%	No comparison	<b>R</b>
First fire engine at all incidents within 20 mins (Response Standard 4)	94% (24/25 Q2)	No data	No data	95% (25/26 Q1)	93% (25/26 Q2)	80%	No comparison	<b>G</b>
On-Call availability (% fire crew available)	72% (24/25 Q2)	73% (24/25 Q3)	73% (24/25 Q4)	73% (25/26 Q1)	70% (25/26 Q2)	90%	National average 62%	<b>R</b>
Building Regulation consultations carried out in 21 days	99% (24/25 Q2)	98% (24/25 Q3)	99% (24/25 Q4)	98% (25/26 Q1)	97% (25/26 Q2)	100%	No comparison	<b>A</b>
Statutory Licencing consultations within 21 days	94% (24/25 Q2)	94% (24/25 Q3)	94% (24/25 Q4)	92% (25/26 Q1)	89% (25/26 Q2)	100%	No comparison	<b>A</b>
% site risk information records in date	94% (24/25 Q2)	98% (24/25 Q3)	99% (24/25 Q4)	97% (25/26 Q1)	95% (25/26 Q2)	100%	No comparison	<b>A</b>



Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Number of false alarms attended	646 (24/25 Q2)	327 (24/25 Q3)	585 (24/25 Q4)	623 (25/26 Q1)	659 (25/26 Q2)	<620	No comparison	A
Number of Home Fire Safety Checks and Safe & Well visits	1,213 (24/25 Q2)	1,075 (24/25 Q3)	1,241 (24/25 Q4)	1,021 (25/26 Q1)	1,173 (25/26 Q2)	>1075	No comparison	G
Number of assigned safeguarding incidents	34 (24/25 Q2)	40 (24/25 Q3)	47 (24/25 Q4)	43 (25/26 Q1)	31 (25/26 Q2)	No target	No comparison	n/a
Number of fire safety audits	209 (24/25 Q2)	185 (24/25 Q3)	221 (24/25 Q4)	194 (25/26 Q1)	174 (25/26 Q2)	>250	No comparison	R
Number of actioned fire safety audits	64 (24/25 Q2)	43 (24/25 Q3)	37 (24/25 Q4)	37 (25/26 Q1)	55 (25/26 Q2)	No target	No comparison	n/a
Number of Cold Calling Zones (Trading Standards)	241 (24/25 Q2)	254 (24/25 Q3)	274 (24/25 Q4)	277 (25/26 Q1)	296 (25/26 Q2)	> Annual	No comparison	G
Number of Trading Standards Champions	1,170 (24/25 Q2)	1,195 (24/25 Q3)	1,229 (24/25 Q4)	1,256 (25/26 Q1)	1,271 (25/26 Q2)	> Annual	No comparison	G
Number of followers on social media	19,989 (24/25 Q2)	20,069 (24/25 Q3)	20,262 (24/25 Q4)	20,501 (25/26 Q1)	20,621 (25/26 Q2)	> Annual	No comparison	G

### Comments

#### *Response Standards*

Response data has been generated directly from the new control since go live at the end of June 2025. Year on year analysis shows a consistent level of performance with times generally mirroring previous quarters. The service is successfully maintaining the 90% plus average for arrival of the first fire engine at any incident within 20 minutes with the whole-time crew averaging 96% attendance within 20 minutes.

#### *On-call availability*

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

#### *Fire incidents*

Fire incident numbers have decreased this quarter by 9% compared to Q1, however the core workload remains driven by fire incidents and false alarms. It should also be noted that attendance to special service incidents has reduced this quarter by 33% with 32 ambulance assists and 10 animal rescues. There were also 23 fires in the open (with 8 classed as large scale incidents) and unusually for the summer months the service only recorded two thatch fires.

#### *Fatalities*

There was one fire related fatality and one Road Traffic Collision (RTC) related fatality recorded in July.

#### *False alarms*

The service is working with responsible persons of buildings that have repeat call outs, the majority of repeat call outs are from self-contained sheltered accommodation, HMO's (House in Multiple Occupation), and single occupancy dwellings. The Protection and Prevention teams are working together on targeted approaches.

#### *Fire safety audits*

Quarter 2 saw two enforcement notices issued and 43 Notifications of deficiencies.

## Jobs, Skills & Training

Latest Data Available: **Quarter 2, 2025/26**

(RAG) overall performance rating:

<b>G</b>	latest performance good	<b>R</b>	performance below expectations
<b>A</b>	no significant change	<b>n/a</b>	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	4.54% (24/25 Q3)	4.97% (24/25 Q4)	4.85% (25/26 Q1)	4.22% (25/26 Q2)	<=England	3.25% (England average)	<b>G</b>
% Young people aged 16 to 17 with no known destination	Change measure	1.09% (24/25 Q3)	0.62% (24/25 Q4)	1.52% (25/26 Q1)	20.43% (25/26 Q2)	<=England	10.8% (England average)	<b>R</b>
% Young people in education and training (age 16)	Change measure	Change measure	93.6% (24/25 Q4)	92.1% (25/26 Q1)	73.6% (25/26 Q2)	<=England	86.6% (England average)	n/a
% Young people in education and training (age 17)	Change measure	Change measure	86.5% (24/25 Q4)	85.6% (25/26 Q1)	70.2% (25/26 Q2)	<=England	82.2% (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
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	21 (24/25 Q2)	28 (24/25 Q3)	37 (24/25 Q4)	7 (25/26 Q1)	14 (25/26 Q2)	No target	No comparison	n/a
Number of participants supported ('Apprenticeships Suffolk') - data cumulative year to date	303 (24/25 Q2)	423 (24/25 Q3)	637 (24/25 Q4)	202 (25/26 Q1)	292 (25/26 Q2)	No target	No comparison	n/a

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
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	355 (22/23 Q1)	1,518 (23/24 Q1)	2,492 (24/25 Q1)	3,873 (25/26 Q1)	1,029 (25/26 Q2)	No target	No comparison	n/a
Adult learning courses pass rate	89% (24/25 Q2)	96% (24/25 Q3)	95% (24/25 Q4)	91% (25/26 Q1)	99% (25/26 Q2)	No target	No comparison	<b>G</b>
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

### Comments

#### *Not in education, Training or Employment (NEET)*

Suffolk saw a decrease in Quarter two of young people not engaging in education, employment, or training (NEET) at age 16/17 years at 4.2% which is positive, in comparison to 4.9% in quarter one. This equates to 461 young people that are currently not engaging in education, employment for training.

## Local Economy & Housing

Latest Data Available: **Quarter 2, 2025/26**

(RAG) overall performance rating:

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

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
% economically inactive people who want a job	22.2% (June '21)	16.3% (June '22)	21.3% (June '23)	11.9% (June '24)	20.2% (June '25)	No target	19.7% (England average)	n/a
% economically inactive people who do not want a job	77.8% (June '21)	87.5% (June '22)	78.7% (June '23)	88.1% (June '24)	79.8% (June '25)	No target	80.3% (England average)	n/a
% Suffolk with access to superfast broadband (>=30Mbps)	98.3% (24/25 Q2)	98.3% (24/25 Q3)	98.4% (24/25 Q4)	98.4% (25/26 Q1)	98.5% (25/26 Q2)	No target	98.6% (England average)	n/a
% Suffolk with access to Full Fibre (FTTP or FTTH)	70.0% (24/25 Q2)	72.7% (24/25 Q3)	75.1% (24/25 Q4)	76.8% (25/26 Q1)	79.4% (25/26 Q2)	No target	80.9% (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	19,700 (June '21)	4,600 (June '22)	8,300 (June '23)	18,700 (June '24)	8,400 (June '25)	No target	No comparison	n/a
Number of economically inactive people	86,600 (June '21)	91,000 (June '22)	84,000 (June '23)	109,200 (June '24)	81,500 (June '25)	No target	No comparison	n/a
Number of people (all) on Universal Credit (UC)	56,405 (June '21)	55,884 (June '22)	60,351 (June '23)	69,170 (June '24)	77,449 (June '25)	No target	No comparison	n/a
Working people claiming Universal Credit (UC) All ages	16,935 (June '21)	12,035 (June '22)	12,095 (June '23)	13,340 (June '24)	12,790 (June '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

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Housing Affordability Ratio (lower number = better)	8.47 (24/25 Q2)	8.04 (24/25 Q3)	8.05 (24/25 Q4)	8.08 (25/26 Q1)	8.47 (25/26 Q2)	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

## Roads & Transport

Latest Data Available: **Quarter 2, 2025/26**

(RAG) overall performance rating:

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

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Number of customer enquiries (contact centre)	12,785 (21/22 Q2)	9,245 (22/23 Q2)	10,712 (23/24 Q2)	12,975 (24/25 Q2)	10,596 (25/26 Q2)	No target	No comparison	n/a
Enquiries: % responses logged in 5 working days	46% (21/22 Q2)	48% (22/23 Q2)	47% (23/24 Q2)	75% (24/25 Q2)	81% (25/26 Q2)	No target	No comparison	<b>G</b>
Number of complaints relating to Suffolk Highways	66 (21/22 Q2)	33 (22/23 Q2)	34 (23/24 Q2)	36 (24/25 Q2)	42 (25/26 Q2)	No target	No comparison	<b>R</b>
% 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)	<b>A</b>
% 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)	<b>A</b>
% 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)	<b>G</b>
Percentage of staff using sustainable travel options	20% (2021)	30% (2022)	27% (2023)	29% (2024)	34% (2025)	No target	No comparison	<b>G</b>
Number of Connecting Communities passengers	80,001 (2021/22)	98,376 (2022/23)	96,871 (2023/24)	82,104 (2024/25)	79,424 (2025/26)	No target	No comparison	<b>A</b>
Reported Road Casualties - All Casualties	1,266 (2020)	1,427 (2021)	1,590 (2022)	1,265 (2023)	1,450 (2024)	No target	1,882 (Similar council average)	<b>R</b>
Reported Road Casualties - Killed or Seriously Injured	265 (2020)	298 (2021)	314 (2022)	312 (2023)	355 (2024)	No target	478 (Similar council average)	<b>R</b>
Road traffic accidents (killed/serious injuries) per 10,000 population	3.98 (2020)	4.03 (2021)	3.80 (2022)	3.96 (2023)	4.16 (2024)	No target	4.89 (Similar council average)	<b>R</b>

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 2, 2025/26**

(RAG) overall performance rating:

<b>G</b>	latest performance good	<b>R</b>	performance below expectations
<b>A</b>	no significant change	<b>n/a</b>	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)	<b>R</b>
% of top 100 suppliers with carbon reduction plan	40% (24/25 Q2)	44% (24/25 Q3)	44% (24/25 Q4)	49% (25/26 Q1)	49% (25/26 Q2)	No target	No comparison	<b>G</b>
% County matter planning applications decided in time	100% (24/25 Q2)	100% (24/25 Q3)	100% (24/25 Q4)	100% (25/26 Q1)	100% (25/26 Q2)	60%	96% (Similar council average)	<b>G</b>
SCC's Carbon Footprint (tCO2e) – emissions under council's direct control (Scope 1&2)	16,234 (2019/20)	13,907 (2021/22)	10,030 (2022/23)	9,066 (2023/24)	8,798 (2024/25)	10,390	No comparison	<b>G</b>
Suffolk County Council's Carbon Footprint (tCO2e) - Emissions from SCC estate	12,699 (2019/20)	12,295 (2021/22)	8,828 (2022/23)	8,024 (2023/24)	7,929 (2024/25)	7,620	No comparison	<b>R</b>
Energy used across Suffolk County Council buildings (GWh) Gigawatt hours	45 (2019/20)	44 (2021/22)	33 (2022/23)	29 (2023/24)	29 (2024/25)	< Annual	No comparison	<b>G</b>
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)	958	No comparison	<b>G</b>
Total residual household waste per household (kg)	153 (21/22 Q1)	147 (22/23 Q1)	148 (23/24 Q1)	148 (24/25 Q1)	150 (25/26 Q1)	< Annual	501kg (England average)	<b>R</b>
Total household waste per household (kg)	272 (21/22 Q1)	255 (22/23 Q1)	267 (23/24 Q1)	263 (24/25 Q1)	249 (25/26 Q1)	< Annual	No comparison	<b>G</b>
% Household waste reused, recycled, or composted	New	39.3% (22/23 Q1)	38.9% (23/24 Q1)	40.1% (24/25 Q1)	38.1% (25/26 Q1)	> Annual	46.8% (England average)	<b>A</b>

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Number of waste education talks/engagements	New	68 (22/23 Q1)	92 (23/24 Q1)	67 (24/25 Q1)	29 (25/26 Q1)	30 per Quarter	No comparison	A
Energy Efficiency (ECO) measures per 1,000 households	67.6 (2021)	68.9 (2022)	71.4 (2023)	76.4 (2024)	77.6 (2025)	No target	145.0 (England average)	n/a
Public electric vehicle charging devices (all) per 100k population	86.9 (24/25 Q2)	101.0 (24/25 Q3)	106.3 (24/25 Q4)	121.1 (25/26 Q1)	124.9 (25/26 Q2)	No target	93.3 (Similar council average)	n/a
Public electric vehicle charging (rapid devices) per 100k population	21.9 (24/25 Q2)	24.1 (24/25 Q3)	25.1 (24/25 Q4)	26.0 (25/26 Q1)	27.5 (25/26 Q2)	No target	28.4 (Similar council average)	n/a

### 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 suppliers*

The Council's top 100 suppliers by spend collectively account for 58% of supply chain emissions. The number that has published a carbon reduction plan is used to track progress of the supply chain's commitment to carbon reduction targets. A further 33 suppliers have other sustainability information mentioned, such as webpages dedicated to Environment, Social and Governance commitments, or environmental pledges and policies, which is up from 32 in the previous quarter.

#### *Household waste*

The rolling 12-month household recycling rate has decreased compared to the previous year. This is due to the weather conditions leading to less garden waste being generated for composting (-5,800 tonnes at kerbside and -464 tonnes at recycling centres), and more residual waste at recycling centres (+879 tonnes) due to an increase in customers. The planned roll out of new recycling services to households across the county in 2026 are expected to significantly increase the recycling rate in Suffolk.

Levels of residual waste are slightly higher than last year (extra 2kg per household). The increase in residual waste this quarter is attributable to the recycling centres where residual waste has increased by 507 tonnes, largely due to a 7% increase in visitors.

Total household waste per household has decreased to one of the lowest levels ever reported for a Quarter 1 period. This is largely due to the amount of organic waste at the kerbside decreasing by 5,800 tonnes in the dry conditions of early 2025 compared to the end of 2024 when wetter weather conditions led to much more organic garden waste.

Although the number of waste education talks was still near the target of 30 per quarter, it reduced from its usual high level due to the maintenance shutdown at the Energy from Waste facility (Great Blakenham) when tours could not take place.

#### *Council's carbon footprint*

(Emissions under council's direct control (Scope 1&2) - figures reflect the change relative to the 2019/20 baseline for emissions within the council's direct control. These emissions have reduced by 45.9%, against a target of 36%. The target has been updated to reflect that net zero is generally understood to mean a 90% reduction in emissions coupled with removals or offsetting. The associated energy reduction means that in 2024/25, the council spent £4.8m 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 there is direct control they are the priority for reductions. All of the council's 'Scope 3 emissions' are under the control of third-party suppliers.

(Emissions from SCC estate) - a colder winter in early 2025 has contributed to a slight increase in oil use compared to the previous year, but overall, this figure reflects significant reductions across the corporate estate. The main factors behind the reductions are a 56% drop in emissions from retrofitted streetlighting, a 38% drop in gas across the entire estate, and a drop in electricity. Further improvements to heating controls at Endeavour House should save a further £30k a year on gas use. The council continues to look at opportunities for using more energy efficient technology across its estate.

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

Emissions from Suffolk County Council owned vehicles has dropped 55% compared to the 2019/20 baseline, largely due to electrification. The pool car fleet is now fully electric, and a substantial portion of the Fire Service fleet has been electrified. The Co-Wheels car club vehicles provide another option for pool car use, which is more cost effective for the organisation.

## Corporate Health

Latest Data Available: **Quarter 2, 2025/26**

(RAG) overall performance rating:

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

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Staff Numbers (Full Time Equivalent FTE) - Total	4,774 (24/25 Q2)	4,770 (24/25 Q3)	4,810 (24/25 Q4)	4,937 (25/26 Q1)	5,005 (25/26 Q2)	No target	No comparison	n/a
Working days lost as a % of available days - Total	3.1% (21/22 Q2)	3.8% (22/23 Q2)	3.7% (23/24 Q2)	4.5% (24/25 Q2)	4.4% (25/26 Q2)	<Annual	No comparison	<b>A</b>
% Staff who have had a 'Return to Work' interview - Total	64% (21/22 Q2)	64% (22/23 Q2)	66% (23/24 Q2)	88% (24/25 Q2)	91% (25/26 Q2)	No target	No comparison	<b>G</b>
£ Spend on temporary staff and contractors - Total	£2.94m (24/25 Q3)	£1.51m (24/25 Q4)	£1.57m (25/26 Q1)	£1.57m (25/26 Q2)	£2.09m (25/26 Q2)	No target	No comparison	<b>R</b>
[Finance] Total insurance claims received	286 (24/25 Q2)	89 (24/25 Q3)	156 (24/25 Q4)	118 (25/26 Q1)	70 (25/26 Q2)	No target	No comparison	n/a
[Finance] % insurance claims processed in 5 working days	63.0% (24/25 Q2)	62.8% (24/25 Q3)	87.3% (24/25 Q4)	81.6% (25/26 Q1)	99.8% (25/26 Q2)	No target	No comparison	<b>G</b>
[Finance] % Invoices paid on time	98.2% (24/25 Q2)	98.6% (24/25 Q3)	98.3% (24/25 Q4)	98.2% (25/26 Q1)	98.7% (25/26 Q2)	94.0%	No comparison	<b>G</b>
[Finance] Total aged debtor days (31+ days)	£42.0m (24/25 Q2)	£47.8m (24/25 Q3)	£47.3m (24/25 Q4)	£54.5m (25/26 Q1)	£56.7m (25/26 Q2)	No target	No comparison	<b>R</b>
[Finance] Total debt outstanding	£58.5m (24/25 Q2)	£64.2m (24/25 Q3)	£72.9m (24/25 Q4)	£73.2m (25/26 Q1)	£74.4m (25/26 Q2)	No target	No comparison	<b>R</b>

### Comments

#### *Aged debt management*

The current rolling 12-month value of total income raised is £202.9m and whilst the majority of this is collected, aged debt can occur when amounts are outstanding. In the majority of cases this is where accrual or deferred payment arrangements have been agreed.

The number of these cases have been increasing which has resulted in a backlog which is now in the process of being cleared. A revised recording mechanism is in place to improve oversight of these cases. It is likely that debt will increase further as more cases are recorded. It should be noted that the impact of these changes has not significantly impacted the proportion of aged debt (debt over 31 days as % of total debt) - Q2 (2025/26) this was 73.2% compared to Q2 last year 71.0%.

## Customer Experience

Latest Data Available: **Quarter 2, 2025/26**

(RAG) overall performance rating:

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

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Number of new complaints received - Total SCC	298 (21/22 Q2)	290 (22/23 Q2)	309 (23/24 Q2)	381 (24/25 Q2)	413 (25/26 Q2)	No target	No comparison	<b>R</b>
% of complaints partially/fully upheld - Total SCC		51.1% (22/23 Q2)	62.7% (23/24 Q2)	66.7% (24/25 Q2)	72.2% (25/26 Q2)	No target	No comparison	<b>R</b>
% complaints acknowledged on time (within 3 working days)	90.9% (21/22 Q2)	94.0% (22/23 Q2)	90.0% (23/24 Q2)	92.8% (24/25 Q2)	78.4% (25/26 Q2)	90%	No comparison	<b>R</b>
% complaint responses sent on time (within 20 working days)	62.8% (21/22 Q2)	67.5% (22/23 Q2)	60.9% (23/24 Q2)	81.1% (24/25 Q2)	63.3% (25/26 Q2)	80%	No comparison	<b>R</b>
Number of complaint escalations beyond Stage 1	New	7 (22/23 Q2)	2 (23/24 Q2)	1 (24/25 Q2)	3 (25/26 Q2)	No target	No comparison	n/a
Number of LGSCO decisions - Complaints	New	23 (22/23 Q2)	21 (23/24 Q2)	45 (24/25 Q2)	19 (25/26 Q2)	No target	No comparison	n/a
Number of compliments received by Suffolk County Council	93 (21/22 Q2)	123 (22/23 Q2)	251 (23/24 Q2)	135 (24/25 Q2)	284 (25/26 Q2)	No target	No comparison	<b>G</b>
Number of customer contacts - using phone	22,697 (21/22 Q2)	26,761 (22/23 Q2)	24,465 (23/24 Q2)	24,939 (24/25 Q2)	20,772 (25/26 Q2)	No target	No comparison	n/a
Number of customer contacts - using online options	14,612 (21/22 Q2)	12,152 (22/23 Q2)	11,552 (23/24 Q2)	15,329 (24/25 Q2)	15,035 (25/26 Q2)	No target	No comparison	n/a
Customer Service - % First Call Resolution	98.6% (21/22 Q2)	95.5% (22/23 Q2)	97.8% (23/24 Q2)	95.6% (24/25 Q2)	96.9% (25/26 Q2)	No target	No comparison	<b>G</b>
Customer Service - % Failure Demand	2.6% (21/22 Q2)	2.0% (22/23 Q2)	1.3% (23/24 Q2)	3.6% (24/25 Q2)	3.0% (25/26 Q2)	No target	No comparison	<b>G</b>

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
% Blue Badge applications processed on time (Govt <12 weeks)	87.2% (21/22 Q2)	98.8% (22/23 Q2)	98.1% (23/24 Q2)	70.0% (24/25 Q2)	92.8% (25/26 Q2)	90% (12 weeks)	No comparison	G
% Customer transactions undertaken online (Contact Centre)	76.4% (21/22 Q2)	89.0% (22/23 Q2)	92.7% (23/24 Q2)	92.8% (24/25 Q2)	94.7% (25/26 Q2)	>85%	No comparison	G
% Customer transactions undertaken online (Suffolk County Council total)	81.1% (21/22 Q2)	83.2% (22/23 Q2)	85.5% (23/24 Q2)	87.7% (24/25 Q2)	84.7% (25/26 Q2)	>85%	No comparison	G
% Customer Satisfaction - Customer Services	90.1% (21/22 Q2)	85.8% (22/23 Q2)	82.6% (23/24 Q2)	75.2% (24/25 Q2)	82.1% (25/26 Q2)	>85%	No comparison	A
Suffolk County Council website usage - number of users	675k (21/22 Q2)	1.63m (22/23 Q2)	1.56m (23/24 Q2)	1.25m (24/25 Q2)	1.0m (25/26 Q2)	No target	No comparison	n/a
Suffolk County Council website usage - number of page views	1.32m (21/22 Q2)	2.77m (22/23 Q2)	2.21m (23/24 Q2)	1.63m (24/25 Q2)	1.45m (25/26 Q2)	No target	No comparison	n/a
Suffolk County Council website usage - % Quality Assurance score	97.6% (21/22 Q2)	98.0% (22/23 Q2)	96.3% (23/24 Q2)	96.3% (24/25 Q2)	92.2% (25/26 Q2)	No target	No comparison	G
Suffolk County Council website usage - number of online payments made	1,546 (21/22 Q2)	1,395 (22/23 Q2)	2,181 (23/24 Q2)	20,212 (24/25 Q2)	22,625 (25/26 Q2)	No target	No comparison	n/a

## Comments

### Customer complaints

Complaints numbers rose by 8.4% compared to Quarter 2 last year. The Council is seeing a steady uplift in complaint numbers year on year, with Quarter 2 this year up by 42.4% on the same period in 2022/23. Children's Services received the highest number of complaints, up 16% (of these, the Inclusion Service received 81.8%). Adult Social Care received the highest percentage increase, up 34.4% (21 additional cases). Public Health received 5 complaints, compared to zero for Quarter 2 last year, whilst Corporate Services, Growth, Highways & Infrastructure and Fire & Public Safety saw reductions in complaint numbers.

Quarter 2 saw an increase in the percentage of cases either fully or partially upheld, up by 5.5% on last year. Growth, Highways & Infrastructure had a similar percentage of complaints where fault was found, down 1.2% compared to Quarter 2 last year. Corporate Services saw the biggest jump, up 26.5%, although this was on a total of 11 complaints. Adult Social Care and Children's Services saw increases of 4.5% and 5.7%, respectively. Children's Services however saw nearly 90% of cases where the service was fully or partially at fault.

Complaint acknowledgement performance (acknowledgement within 3 working days) fell compared to this time last year, down by 14.4%, taking performance to 11.6% below target. This downturn was driven by a performance of only 50% for Adult Social Care. The Customer First team will investigate the reasons for this to ensure performance returns to where the council expects it to be. The new LGSCO (Local Government & Social Care Ombudsman) guidance came into effect on 1st October. Going forward most directorates will have 5 working days to acknowledge a complaint. Adult Social Care however will continue to work towards a 3 working day acknowledgement target.

Response performance fell significantly in Quarter 2, down 17.8% on last year. Corporate Services and Public Health both exceeded the 80% target with Growth, Highways & Infrastructure falling a little short at 76.9%. Performance for both Adult Social Care and Children's Services fell by over 20%, achieving 48.8% and 58.7%, respectively. This measure will change in future reports in line with LGSCO (Local Government & Social Care Ombudsman) recommendations. In future, there will be 2 targets for complaint response times, depending on whether the case is assessed as being complex. Standard cases will be allowed 10 working days from the date of acknowledgement to respond, with complex cases given 20 days.

There were three complaints that escalated beyond Stage 1, all were cases related to Children's Services (CYP). This represents 1.3% of all CYP cases received.

During Quarter 2, the LGSCO (Local Government & Social Care Ombudsman) issued decisions on 26 cases. Of these cases, five were upheld, however under new guidelines, two of these cases were not investigated. During the quarter, the Council made £4,700 in remedy payments.

Overall, compliment numbers more than doubled compared to Quarter 2 last year. Fire & Public Safety had a push on compliments, resulting in an increase from 3 in Quarter 2 last year to 70 this year. All Directorates saw increased compliment numbers, resulting in a 110% increase on last year.

### *Customer Services*

Overall customer service demand, across all channels was down 11% compared to Quarter 2 last year. web chat demand rose by 33.9%, and whilst the number of social media messages received increased by over 15% (the number requiring a response fell by over 47% compared to Quarter 2 last year). The two busiest channels, phone and email, both saw demand fall, down 16.7% and 12.4%, respectively. The phone channel demand was driven by a reduction of 1,810 calls (43%) through the Blue Badge queue. This was due to inflated volumes of badge applications last year created by increased demand.

First call resolution for Quarter 2 remains strong at nearly 97%, in line with last year.



The number of customers contacting the Council to chase overdue services (deemed failure demand) decreased compared to Quarter 2 last year, down to 3.0%, a drop of 0.6%.

Blue Badge processing is back where expected after a period of increased demand negatively impacted performance. In Quarter 2, nearly 93% of badges were issued within 12 weeks, an improvement of 22.8% on the same period last year.

During Quarter 2, customers chose to use self-service options for nearly 95% of transactions that could be processed through the Customer Service Contact Centre. For the Council as a whole, Quarter 2 saw 84.7% of customer transactions completed using self-service channels. This is down slightly (3%) on last year; however, the council is still unable to access Dynamic data which would have a positive impact on this figure.

The Customer Service team (Contact Centre and Blue Badge) customer satisfaction score of 82.1% for Quarter 2 was up 6.9% compared to the same period last year, from a total of 1,127 customer survey responses. The email channel continues to underperform with a score of 65.2%, but has improved compared Quarter 2 last year, up by 43%. Satisfaction with the phone channel was only 0.1% below the 85% target. Webchat satisfaction was very good with a score of 93.4%.

In Quarter 2, visitors to [suffolk.gov.uk](http://suffolk.gov.uk) decreased by 20% compared to Quarter 2 last year, with page views down by 11%.

The Quality Assurance (QA) score at the end of Quarter 2 stood at 92.2%, a drop of 4.1% on last year. This metric continues to perform well against the wider industry benchmark however, which stood at 80.5% at the end of Quarter 2.

Online payment numbers increased by 2,412 (+12%) when compared to last year.

## Governance & Assurance

Latest Data Available: **Quarter 2, 2025/26**

(RAG) overall performance rating:

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

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Information Requests received (FOIs / EIRs)	293 (24/25 Q2)	315 (24/25 Q3)	392 (24/25 Q4)	332 (25/26 Q1)	411 (25/26 Q2)	No target	No comparison	n/a
% Information Requests (FOIs & EIRs) responded to in 20 working days	98.8% (24/25 Q2)	100% (24/25 Q3)	99.7% (24/25 Q4)	100% (25/26 Q1)	97.2% (25/26 Q2)	No target	No comparison	<b>G</b>
Subject Access Requests (SARs) received	96 (24/25 Q2)	76 (24/25 Q3)	127 (24/25 Q4)	103 (25/26 Q1)	145 (25/26 Q2)	No target	No comparison	n/a
% Subject Access Requests (SARs) responded to within statutory timescales	73% (24/25 Q2)	89% (24/25 Q3)	85% (24/25 Q4)	73% (25/26 Q1)	91% (25/26 Q2)	No target	No comparison	<b>G</b>
Subject Access Requests (SARs) closed	76 (24/25 Q2)	93 (24/25 Q3)	103 (24/25 Q4)	95 (25/26 Q1)	159 (25/26 Q2)	No target	No comparison	n/a
Total number of Security Incidents	171 (24/25 Q2)	193 (24/25 Q3)	187 (24/25 Q4)	183 (25/26 Q1)	212 (25/26 Q2)	No target	No comparison	n/a
Total number of confirmed Personal Data Breaches	70 (24/25 Q2)	89 (24/25 Q3)	91 (24/25 Q4)	84 (25/26 Q1)	109 (25/26 Q2)	No target	No comparison	n/a
Information Commissioner Office (ICO) Security Incident Notifications	3 (24/25 Q2)	0 (24/25 Q3)	2 (24/25 Q4)	0 (25/26 Q1)	0 (25/26 Q2)	No target	No comparison	n/a
Number of internal audits completed	7 (24/25 Q2)	9 (24/25 Q3)	11 (24/25 Q4)	8 (25/26 Q1)	8 (25/26 Q2)	No target	No comparison	n/a
Number of referrals for possible fraud	15 (24/25 Q2)	9 (24/25 Q3)	11 (24/25 Q4)	10 (25/26 Q1)	10 (25/26 Q2)	No target	No comparison	n/a
Number of referrals for possible Blue Badge misuse	1 (24/25 Q2)	3 (24/25 Q3)	3 (24/25 Q4)	1 (25/26 Q1)	7 (25/26 Q2)	No target	No comparison	n/a

Performance Measure	Previous Data				Latest	Target	Comparison	RAG
Number of successful prosecution (fraud)	1 (24/25 Q2)	1 (24/25 Q3)	0 (24/25 Q4)	0 (25/26 Q1)	2 (25/26 Q2)	No target	No comparison	n/a

### Comments

#### *Information Governance*

Quarter 2 saw a 24% increase in the number of FOI/EIR requests received compared to the previous Quarter (411 compared to 332). The usual pattern of Growth, Highways & Infrastructure and Corporate Services receiving the highest number of requests, followed by Children's Services, has continued.

The compliance rate, though still well within the ICO's (Information Commissioners' Office) expectations, has dropped from 100% to 97.2%. The majority of late responses arose from Children's Services requests (6 of the 13 late responses); the Information Governance Team is working closely with Children's Services to support them with the process measures they are putting in place to improve compliance.

The number of Subject Access Requests (SARs) received in Quarter 2 is the highest the Council has seen at any point in time (145 requests). The year to date is up by approximately 35% on the previous year. In contrast however, the number of open SARs has reduced significantly with 159 having been closed during Quarter 2.

The compliance rate for Quarter 2 has improved to 91% with the new members of the Information Governance Team who have responsibility for processing Subject Access Requests (SARs) now fully embedded; this should also mean that the number of overdue SARs should reduce significantly in the second half of this year.

Quarter 2 saw another increase (15%) in the number of information security incidents reported (212) compared to 183 in the previous Quarter, and there has also been an increase (26%) in the number of confirmed personal data breaches, with 109 compared to 84 in Quarter 1. 51% of the personal data breaches were reported within Children's Services. So far in 2025/26, there have been no data breaches that have required notification to the Information Commissioner's Office (ICO).

#### *Audit & Fraud*

In total, there were 8 internal audit reports have been completed and despatched in Quarter 2. All internal audit reports are forwarded to the appropriate Director. Moreover, the Head of Internal Audit sends any report that concludes with an overall opinion of 'no assurance' or 'limited assurance' to the Chairman and Vice Chairman of the Audit Committee, the relevant Cabinet Member(s), the Chief Executive, and the Chief Financial (s151) Officer.

During Quarter 2, Internal Audit & Counter Fraud Services received 10 referrals of possible fraud, and a further 7 referrals for investigation into blue badge misuse. There were also 2 blue badge prosecutions in Quarter 2.