Suffolk County Council

Corporate Performance Summary: Quarter 2, 2021/22

- The following summary includes the key performance measures from the Corporate Performance Report for Quarter 2, 2021/22. The report was considered by Corporate Leadership Team (CLT) on 16 November 2021 and Joint Leadership Team (JLT) on the same day.
- The performance measures are themed around the Council's corporate priorities, and the report highlights areas of good performance as well as areas of concern. Trend data is included, along with performance against targets (where set), and benchmarking (comparative) information where available.

To promote and support the health and wellbeing of all people in Suffolk

To strengthen our local economy

To protect and enhance our environment

To provide value for money for the Suffolk taxpayer

Key to Performance “RAG” Ratings

	Overall assessment of direction of travel is positive
	Performance has not improved in line with expectations
	Overall assessment of direction of travel is negative

To promote and support the health and wellbeing of all people in Suffolk

Public Health & Communities

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
Conception rate: women aged 15-17 per 1,000 pop	16.3 [2017]	13.9 [2018]	13.7 [2019]	Next update Q4	Annual decrease	15.7 [2019]	No update
% Attending specialist sexual health services offered appointment within 48hrs	100% [Q2 20/21]	100% [Q3 20/21]	99% [Q4 20/21]	100% [Q1 21/22]	98% [2021/22]	Local measure	
% Attending specialist sexual health services seen within 48hrs	93% [Q2 20/21]	94% [Q3 20/21]	85% [Q4 20/21]	91% [Q1 21/22]	80% [2021/22]	Local measure	
Successful completion of drug treatment - opiate users	6.4% [2017]	5.7% [2018]	7.0% [2019]	Next update Q3	Annual increase	5.6% [2019]	No update
Breastfeeding: % of infants being breastfed at 6-8 weeks	49.6% [Q1 20/21]	51.3% [Q2 20/21]	47.2% [Q1 21/22]	51.6% [Q2 21/22]	48.0% [2021/22]	46.2% [2020/21]	
% Of persons aged 18+ who are self-reported smokers	13.9% [2017]	13.0% [2018]	16.1% [2019]	Next update Q3	12.5% [2019]	13.9% [2019]	No update
% Women who are smokers at time of delivery	11.3% [Q2 20/21]	10.7% [Q3 20/21]	9.2% [Q4 20/21]	Next update Q3	6.0% [Q1 21/22]	9.5% [2020/21]	No update
% NHS Health Checks offered to the eligible population in the Quarter	0.8% [Q2 20/21] 0.8% [20/21 YTD]	6.2% [Q3 20/21] 6.8% [20/21 YTD]	2.6% [Q4 20/21] 9.4% [20/21 YTD]	0.9% [Q1 21/22] 0.9% [21/22 YTD]	20% [per year [2021/22]	1.5% [Q1 21/22]	n/a
% NHS Health Checks offered and taken up in the Quarter	6% [Q2 20/21]	11% [Q3 20/21]	24% [Q4 20/21]	63% [Q1 21/22]	50% per year [2021/22]	39% [Q1 21/22]	n/a
% Reception Year children obese and overweight	20.5% [2017/18]	19.9% [2018/19]	21.6% [2019/20]	Next update Q3	Annual reduction (SCC Business Plan target)	23.0% [2019/20]	No update
% Year 6 children obese and overweight	31.5% [2017/18]	30.4% [2018/19]	31.8% [2019/20]			35.2% [2019/20]	No update
% Of adults (age 18+) classified overweight/obese	64.5% [2017/18]	66.3% [2018/19]	62.7% [2019/20]			62.8% [2019/20]	No update
% Of adults who are active (150+ minutes a week)	61.0% [2018]	61.3% [2019]	63.2% [2020]		No target	61.4% [2020]	No update
% Of adults who are inactive (< 30 minutes a week)	26.4% [2018]	25.7% [2019]	26.0% [2020]			27.1% [2020]	No update

SEXUAL HEALTH

- Waiting lists for long-acting reversible contraception (LARC) continues to be a concern. Public Health commissioned the GP Federation to provide additional capacity between January and July, during which they supported over 600 appointments for LARC. The findings from this pilot have been shared with Public Health England. iCaSH have now agreed a contract with the GP Federation to continue supporting LARC waiting lists (this will run until December when the position will be reviewed to assess/evaluate future need).

- Quarterly teenage pregnancy data shows Suffolk continuing on a downward trajectory. The stakeholder group continues to focus on geographical areas with higher rates such as Ipswich and Lowestoft.
- Public Health England have announced changes to the national chlamydia screening programme. The focus has shifted from preventing transmission to harm reduction. As a result, the recommendation is that local areas move from widespread, proactive screening of all 15–24-year-olds, to opportunistic proactive screening for women aged 15-24 years. A local action plan is being developed to action these changes.

DRUGS AND ALCOHOL

- The most recent data shows that referrals to Turning Point have more than doubled which, compounded by staffing difficulties, has put significant pressure on the service and this is reflected in waiting times for assessment.
- The assertive outreach pathway between hospital A&E Psychiatric Liaison and the Drug and Alcohol Recovery Outreach Serviced (DAROS) is in place and is currently being tested across the three hospitals serving Suffolk (pathway work has also started).
- The criminal justice work (funded by Public Health England) is progressing well with additional criminal justice workers aligned to Suffolk Police custody suites. Work is underway with Probation Services and Mental Health teams to better integrate services.

BREASTFEEDING

- To date in 2021/22, 49.1% (51.6% in Quarter 2) of mothers are breastfeeding at 6-8 weeks which is better than the 48% annual target. Work continues with the 0-19 Service to further reduce the number of unknowns (feeding status) down to 2.9% (79 out of a total of 2,740 mothers).

NHS HEALTH CHECKS

- Uptake remains low as Primary Care pressures continue, but whilst there were fewer health checks offered than the previous quarter, uptake was higher at 63%. Work is ongoing to catch up on lost health checks as well as developing a new model to increase the targeting of those most at risk of health inequalities and create more sustainability within the health checks delivery model.

OBESITY

- Following the final submission of National Child Measurement Programme (NCMP) data for 2020/21, the School Nursing Service were able to measure 82.3% of Reception Year and 29.8% of Year 6 children. This was a fantastic achievement by the 0-19 Service given COVID-19 restrictions.
- Although Suffolk was unsuccessful in its application for Tier 2 Child and Family Weight Management grant funding from Public Health England, a new plan is being developed to pilot an adapted model in one to two areas from April 2022.

- NHS England and Public Health England have allocated £392k additional funding for adult weight management services in 2021/22, specifically to OneLife Suffolk to deliver additional interventions (including weight management for people with Learning Disabilities) by June 2022. NHS England have developed a digital weight management portal that GPs can refer to directly.

SEND (Special Educational Needs & Disabilities)

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
Children with Education, Health & Care (EHC) plans	5,885 [Dec 2020]	5,907 [Mar 2021]	5,947 [June 2021]	6,164 [Sept 2021]	No target	5,512 [2020/21] *Neighbours	For Info only
Number of applications for assessment for EHC	282 [Q3 20/21]	313 [Q4 20/21]	359 [Q1 21/22]	281 [Q2 21/22]		n/a	For Info only
Number of EHC needs assessments agreed	180 [Q3 20/21]	189 [Q4 20/21]	217 [Q1 21/22]	125 [Q2 21/22]		n/a	For Info only
Number of final EHCPs issued	106 [Q3 20/21]	138 [Q4 20/21]	179 [Q1 21/22]	203 [Q2 21/22]		n/a	For Info only
Number of children with an EHCP Electively Home Educated	78 [Q3 20/21]	83 [Q4 20/21]	88 [Q1 21/22]	83 [Q2 21/22]		n/a	For Info only
% EHC plans issued in 20 weeks (excluding exceptions)	94.3% [Q3 20/21]	95.7% [Q4 20/21]	95.0% [Q1 21/22]	90.0% [Q2 21/22]	Plans finalised in 20 weeks	55% [2020/21] *Neighbours	
Number and cost (£) of Short Break Personal Budgets	1,906 £1.11m [Q2 21/22]	1,969 £1.09m [Q4 20/21]	1,820 £1.17m [Q1 21/22]	2,069 £1.24m [Q2 21/22]	Budget: £1.15m	n/a	
Number and cost (£) of Independent Placements	269 £13.7m [Q2 21/22]	265 £13.3m [Q4 20/21]	277 £13.9m [Q1 21/22]	297 £14.3m [Q2 21/22]	n/a	n/a	For Info only

SEND PROVISION

- In total, 2,069 families are receiving Short Break Personal Budgets, which is approximately 250 higher than this time last year (an additional 373 requests have been processed since April) - an unprecedented rise. There has also been a significant increase in requests for children under the age of 5. The concern is that this will put unpredicted pressure on the budget resulting in an overspend.
- Some of the key actions put in place to address this issue include:
  - Regular review of the Personal Budget process, including the introduction of a new self-assessment form and tiered model.
  - Creating efficiencies around the monitoring of budgets to address staffing capacity and manage growth.
  - Additional quality and assurance checks/visits on independent specialist settings (this will continue into new academic year).
  - Ongoing monitoring of demand and availability of specialist placements.
- The number of children in independent specialist settings has increased slightly by 20 places but the average cost per place has reduced by approximately £1,000. The reliance on the independent sector continues with some needs not being met within the local offer.

- The unprecedent rise in demand continues to be monitored and the Inclusion Service is working closely with providers to ensure as many children and young people as possible receive a specialist offer. Work has begun to ensure children in their transition years will have a place confirmed by the February 2022.

SEND INDEPENDENT REVIEW

- A report outlining the outcome of the review has been published and this highlighted strengths and weaknesses with specific recommendations for improvement. An action plan has been implemented with the support of partners who support the Council in delivering these services. The Council is using a strategic partner to help deliver some of the recommendations through additional capacity and expertise.

Children's Social Care

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
Forecast (£) spend on purchased care for children	£20.7m [Dec 2020]	£21.1m [Mar 2021]	£21.2m [July 2021]	£20.9m [Sept 2021]	£21.5m [Budget]	n/a	
Children in Need (CIN) per 10,000 children (ex CiC/CPP)	133.8 [Dec 2020]	132.6 [Mar 2021]	136.3 [June 2021]	124.2 [Sept 2021]	No target	321.2 [2020/21]	For Info only
Referral rate (children per 10,000 aged 0-17)	392.1 [Q3 20/21]	384.2 [Q4 20/21]	398.1 [Q1 21/22]	389.2 [Q2 21/22]		405.0* [2020/21] *Neighbours	For Info only
% Re-referrals within 1 year	16.3% [Q3 20/21]	19.9% [Q4 20/21]	16.1% [Q1 21/22]	20.3% [Q2 21/22]	20% [2021/22]	21.0%* [2020/21] *Neighbours	
% Social work assessments completed within 45 days	84.1% [Q3 20/21]	87.0% [Q4 20/21]	86.6% [Q1 21/22]	80.5% [Q2 21/22]	90% [2021/22]	86.4%* [2020/21] *Neighbours	
Children subject to a Child Protection Plan per 10,000	32.5 [Q3 20/21]	32.4 [Q4 20/21]	31.1 [Q1 21/22]	28.8 [Q2 21/22]	29.7 [2021/22]	37.3* [2020/21] *Neighbours	
Actual number of Child Protection Plans (CPP)	499 [Q3 20/21]	498 [Q4 20/21]	478 [Q1 21/22]	440 [Q2 21/22]	450 [2021/22]	n/a	For Info Only
% CPP cases open two years or more	0.4% [Q3 20/21]	1.0% [Q4 20/21]	1.9% [Q1 21/22]	3.0% [Q2 21/22]	No target	2.6%* [2020/21] *Neighbours	
% Reviews of Child Protection cases on time	98.7% [Q3 20/21]	98.7% [Q4 20/21]	99.2% [Q1 21/22]	98.9% [Q2 21/22]	100% [2021/22]	95.0%* [2020/21] *Neighbours	
Children in Care (CiC) per 10,000 children	61.6 [Q3 20/21]	61.5 [Q4 20/21]	61.6 [Q1 21/22]	60.6 [Q2 21/22]	59.0 [2021/22]	56.7* [2019/20] *Neighbours	
Actual number of Children in Care (CiC)	946 [Q3 20/21]	944 [Q4 20/21]	946 [Q1 21/22]	927 [Q2 21/22]	910 [2021/22]	n/a	For Info Only
Actual number of Children in Care (CiC) *Non-UASC*	882 [Q3 20/21]	878 [Q4 20/21]	872 [Q1 21/22]	846 [Q2 21/22]	No target	n/a	For info only
Actual number of Children in Care (CiC) *UASC*	64 [Q3 20/21]	66 [Q4 20/21]	74 [Q1 21/22]	81 [Q2 21/22]	120 [2021/22]	n/a	For info only
Number of children social workers with 25+ cases	22 [16 Oct 20]	22 [28 Apr 21]	23 [03 Aug 21]	19 [26 Oct 21]	No target	n/a	

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
% Care leavers in education, employment, training (EET)*	52.9% [Q3 20/21]	51.2% [Q4 20/21]	56.4% [Q1 21/22]	58.8% [Q2 21/22]	70% [2021/22]	n/a	

Note: CIN – Suffolk rate per 10,000 excludes CPP and CIC, whereas national comparator includes them

Note: From January, the definitions were revised and comparisons to previous data is no longer meaningful. From April 2021, a further change was made to the EET and accommodation elements to include the relevant status for each young person aged 21 as reported in the statutory '903 return' - previously a number of blanks were reported due to no statutory requirement to collect this data for those aged 21).

RE-REFERRAL RATE

- Quarter 2 saw the actual number of referrals reduce, reflecting a lower 'conversion' rate of contacts to referrals and a lower referral rate. However, Quarter 2, saw the re-referral rate rise to 20.3% (Suffolk remains below the statistical neighbour average). Whilst audits continue to show the application of thresholds in the MASH (Multi-Agency Safeguarding Hub) are accurate, a qualitative view of performance will be maintained to ensure social work assessments are commissioned where necessary (audits ensure that thresholds are applied appropriately).
- The service is using feedback from staff surveys to better understand the impact and experiences of new ways of working to inform ongoing audit activity and focussed application of thresholds for interventions.

SOCIAL WORK ASSESSMENTS

- Quarter 2 saw the percentage completion within 45 working days of referral drop to 80.5% (now below the neighbour and national averages). It is acknowledged that over the summer there were significant periods of staff absence and the continued impact of COVID-19. Quarter 3 figures should be more reflective of current performance.
- Assessment against timescales will be monitored and issues addressed as part of staff performance meetings. The focus is on both assessments completed to timescales, but also assessments completed earlier in the process which frees up social worker time to address more complex issues.

CHILD PROTECTION PLANS

- There has been a significant reduction in the ICPC rate (Initial Child Protection Conferences) in comparison both with previous quarters and year-on-year. This is also reflected in the total number of children subject to Child Protection Plans which has fallen to 440 and is now under the 450 target.
- However, the number of children on a Child Protection Plan for two years or more years has increased but this may be due to the impact of COVID-19, for example, court delays and services not being as accessible. Senior managers continue to closely monitor this issue.

CHILDREN IN CARE

- The numbers of children in care continues to reduce and this is a significant accomplishment in the context of court delays and the rising number of UASC (Unaccompanied Asylum Seeking Children). The number of children in care (non UASC) are currently at 846, down from 873 at this time last year.
- The latest data suggests the reunification programme is being used effectively, but there is still concern around the review of care proceedings that have

resulted in over 40% of cases requiring additional social work statements and assessments.

- There continues to be a high level of support for fieldwork teams from Edge of Care, Stronger Families, and Family Solutions providing expertise and responsive support. Quarter 2 saw 92% of Edge of Care children remaining in their own families. Stronger Families have had similar success rates, with a slightly lower referral rate (92% success in preventing children entering care).

TROUBLED FAMILIES (SUFFOLK FAMILY FOCUS)

- The number of claims significantly increased during Quarter 2 averaging over 80 a month, with Suffolk back to nearly 50% on target (on average 61 claims are needed each month to achieve the overall target). In Quarter 2 there were 247 claims, generating £197,600 in Payment by Results, a figure that is twice that reported at Quarter 1. The service will continue to assess how other authorities manage this process.
- October's Spending Review has provided more detail around the longer term future of the National Supporting Families programme.

Adult Social Care

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
Average cost (£) per ACS customer	£2,384 [Q3 20/21]	£2,389 [Q4 20/21]	£2,406 [Q1 21/22]	£2,434 [Q2 21/22]	No target	Local measure	Red
% Learning disability (LD) customers in employment	3.5% [Q3 20/21]	3.5% [Q4 20/21]	3.9% [Q1 21/22]	3.8% [Q2 21/22]	5.2% [2021/22]	5.1% [2020/21]	Amber
% LD customers in settled accommodation	87.1% [Q3 20/21]	87.3% [Q4 20/21]	86.3% [Q1 21/22]	82.3% [Q2 21/22]	72.4% [2021/22]	78.3% [2020/21]	Green
New permanent admissions into residential care for those aged 18 - 64 (per 100,000)	5.6 [Q3 20/21]	3.9 [Q4 20/21]	4.7 [Q1 21/22]	2.1 [Q2 21/22]	3.3 [2021/22]	2.1 [2020/21]	Green
New permanent admissions into residential care for those aged 65+ (per 100,000)	120.5 [Q3 20/21]	110.9 [Q4 20/21]	155.9 [Q1 21/22]	127.3 [Q2 21/22]	106.2 [2021/22]	124.5 [2020/21]	Green
Older people at home 91 days after hospital discharge	80.0% [Dec 2020]	79.3% [Mar 2021]	80.4% [June 2021]	79.0% [Sept 2021]	81.3% [2021/22]	79.1% [2020/21]	Amber
% Of customers in receipt of long-term support receiving an annual review within 12 months.	45.6% [Q3 20/21]	37.9% [Q4 20/21]	41.8% [Q1 21/22]	45.1% [Q2 21/22]	80% [2021/22]	Local measure	Red
% Of service users accessing long term support receiving a Direct Payment	22.0% [Q3 20/21]	22.6% [Q4 20/21]	17.6% [Q1 21/22]	20.2% [Q2 21/22]	25.1% [2021/22]	26.6% [2020/21]	Amber
Request for support received for new clients aged 18 and over per 100,000 population	436.9 [Q3 20/21]	600.2 [Q4 20/21]	157.8 [Q1 21/22]	316.6 [Q2 21/22]	No target	Local measure	For Info only
Total number of Customer First contacts relating to ACS	30,411 [Q3 20/21]	30,226 [Q4 20/21]	28,886 [Q1 21/22]	27,952 [Q2 21/22]	To be agreed	Local measure	For Info only
Number of Section 42 enquiries started per 100,000 population aged 18+	52.4 [Q3 20/21]	51.4 [Q4 20/21]	49.3 [Q1 21/22]	90.7 [Q2 21/22]	64.7 [2021/22]	Local measure	Red

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
% Of customers in residential / nursing care rated Inadequate	1.2% [Dec 2020]	1.2% [Mar 2021]	1.0% [June 2021]	0.2% [Sept 2021]	No target	1.3% [CIPFA]	

AVERAGE COST (£) PER CUSTOMER

- The average cost per ACS customer has been rising and increased again during Quarter 2. The underlying increase is consistent with demand management ambitions and is consistent with a decrease in the number of customers requiring long term care.

ANNUAL REVIEWS

- Adult Social Care has been in Business Continuity for most of this financial year (only stepping down during July and August). Business Continuity means realigning capacity to respond to areas of greater need and / or risk, including supporting Independence and Wellbeing Services, Hospital discharges, Safeguarding issues, and Home First. The realignment of resources has negatively impacted the work plan of operational teams as evidenced by the directorate's review figures for Quarters 1 and 2.
- The directorate management team recognises the importance of achieving a high percentage of reviews annually to comply with statutory requirements. A targeted approach to managing reviews has been introduced in accordance with the directorate's performance monitoring arrangements to include monthly reporting and tracking of review activity at a service and locality level. It is expected this targeted effort will result in an improvement of the review percentage for the directorate.

SECTION 42 ENQUIRIES

- There has been a 15% increase in health referrals, in particular from GP practices, which reflects the work to raise awareness and encourage more referrals through GP's during the summer period. There has been a 15% increase in referrals by provider, which is impacted by COVID concerns (staff numbers), provider quality, and resident behaviour management.
- Quarter 2 has also seen an increase in reports of neglect in comparison to the same period last year which reflects the increase in visiting to care locations compared to those during COVID-19 restrictions. However, in comparison to last quarter, reports of neglect have stabilised with July seeing a 3% decrease.

Schools & Education

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
% Schools currently judged Good or Outstanding	81.3% [Mar 2021]	81.3% [Mar 2021]	81.3% [June 2021]	81.6% [Sept 2021]	Better than England (Business Plan target)	86.5% [Sept 2021]	
% Schools currently judged Outstanding	13.1% [Mar 2021]	13.1% [Mar 2021]	13.1% [June 2021]	13.1% [Sept 2021]		19.1% [Sept 2021]	
% Schools currently judged Good	68.2% [Mar 2021]	68.2% [Mar 2021]	68.2% [June 2021]	68.5% [Sept 2021]		67.4% [Sept 2021]	
% Schools currently judged Requiring Improvement	12.8% [Mar 2021]	12.8% [Mar 2021]	12.8% [June 2021]	12.8% [Sept 2021]	No target	10.0% [Sept 2021]	
% Schools currently judged Inadequate	5.9% [Mar 2021]	5.9% [Mar 2021]	5.9% [June 2021]	5.6% [Sept 2021]		3.5% [Sept 2021]	
Number of pupils Electively Home Educated (EHE)	1,268 [Q3 19/20]	1,288 [Q4 20/21]	1,306 [Q1 21/22]	1,143 [Q2 21/22]	No targets	No recent data available	For info only
Number of pupils eligible for Free School Meals (FSM)	14,363 [Q1 19/20]	17,468 [Q1 20/21]	20,242 [Q1 21/22]	21,746 [Q2 21/22]			For info only
% Overall pupil attendance at schools	95.32% [Autumn 2018/19]	94.99% [Autumn 2019/20]	94.79% [Spring 2019/20]	94.99% [Autumn 2020/21]			
Children Missing Education (CME) – open cases	244 [Q3 20/21]	276 [Q4 20/21]	303 [Q1 21/22]	197 [Q2 21/22]			For info only
Fixed period exclusions from schools as a % of pupils	1.5% [Q3 20/21]	1.9% [Q4 20/21]	3.3% [Q1 21/22]	0.3% [Q2 21/22]			
% Of eligible (age 2) accessing funded childcare	71% [Summer 2020]	78% [Autumn 2020]	78% [Spring 2021]	84% [Summer 2021]		67% [Summer 21] *Neighbour	
% Of eligible (ages 3 & 4) accessing funded childcare	93% [Summer 2020]	90% [Autumn 2020]	88% [Spring 2021]	90% [Summer 2021]		93% [Summer 21] *Neighbour	

Data as at Sept 2021	GOOD or OUTSTANDING		REQUIRIING IMPROVEMENT		INADEQUATE	
School Type	*Maintained*	*Academies*	*Maintained*	*Academies*	*Maintained*	*Academies*
ALL SCHOOLS	97%	73%	3%	18%	No schools	7%
PRIMARY	97%	73%	3%	20%	No schools	9%
SECONDARY	100%	79%	No schools	14%	No schools	7%
OTHER	100%	67%	No schools	6%	No schools	28%

OFSTED SCHOOL INSPECTIONS

- Ofsted have now resumed their full programme of school inspections and monitoring visits to schools previously judged Inadequate or Requiring Improvement. The latest figures show that in total 321 state-funded schools in Suffolk have now been inspected, and of these, 262 have been judged Good or Outstanding, 41 Requiring Improvement, and 18 Inadequate.

SCHOOLS ATTENDANCE

- The Council and school leaders have worked together to ensure appropriate measures were in place to allow pupils to return to schools in September. The

Department for Education (DfE) continue to monitor school attendance, which in Suffolk has remained relatively high despite a long period of uncertainty, Government restrictions, and school closures. However, since September, a number of parents are still choosing to educate their children at home. According to the latest data, Suffolk has 1,143 pupils electively home educated, a 52% increase on September 2019 (pre-pandemic). The Council will continue to follow up these cases and work with families to ensure all children receive a good standard of education and support to families who are planning on returning their children to school.

FREE SCHOOL MEALS

- The Council received £1.8m to purchase supermarket vouchers for families eligible for free school meals during the summer holidays. Over 19,000 families were supported during this period, with the Government announcing further financial support into the current school year (Household Support Funding). The Council agreed to underwrite the purchase of vouchers for all children in receipt of income related FSM support during the October half term.

SCHOOLS EXCLUSIONS

- Children's Services continue to work through the findings of the Exclusions Deep Dive with an action plan in place that aims to address any issues. Based on the latest national data there are still too many pupils in Suffolk being excluded for persistent disruptive behaviour, an issue where services continue to identify cases as early as possible so that appropriate interventions can be made.

EARLY YEARS & CHILDCARE

- As with schools, Ofsted inspections have resumed with initial outcomes suggesting overall performance in Suffolk remains Good or Outstanding across most settings. However, Ofsted have highlighted some issues, for example safeguarding practices, where appropriate actions has been required. The Early Years and Childcare Service are sharing information with Management Committees so that issues can be addressed. The team is also working with Community Action Suffolk to develop a safeguarding training offer.

- The most recent data shows take up figures are improving and approaching pre pandemic levels (Children in Need and Children in Care numbers remain high with the brokerage service having a positive impact). However, take up figures for 3-year- olds are lower than usual but this is probably an impact of COVID and delays in parents taking-up funded places. A media campaign will be rolled out to try and boost numbers. The service is also concerned about the recent SEND review and the elements relating to Early Years, but these will be considered, and relevant actions agreed. Recruitment and retention across the sector remains a concern, as does falling birth rates and the impact this will have on providers and Government income.

Fire & Public Safety

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
Number of Fire Service incidents attended	5,508 [2018/19]	5,212 [2019/20]	5,415 [2020/21]	5,186 [2021/22]*	No target	9,557 [2020/21]	
Number fire fatalities and casualties	4 / 122 [2018/19]	6 / 188 [2019/20]	2 / 88 [2020/21]	0 / 30 [2021/22]*	target	5 / 37 [2021/22]	For info only
Property fires attended within 11mins (Fire Standard 1)	66.5% [2018/19]	71.0% [2019/20]	70.5% [2020/21]	72.7% [2021/22]*	80%**	Local measure	
Road traffic collisions attended within 13mins (Fire Standard 3)	73.0% [2018/19]	72.8% [2019/20]	71.6% [2020/21]	62.5% [2021/22]*	80%**	Local measure	
Average speed of response times [All crews, all incidents] (mins/secs)	10m 02s [2018/19]	9m 52s [2019/20]	9m 50s [2020/21]	10m 09s [2021/22]*	Annual** reduction	Local measure	
Average speed of response times to primary fires (mins/secs)	10m 41s [2017/18]	11m 08s [2018/19]	11m 26s [2019/20]	Update Q3	No target	8m 58s [2019/20]	No update
On-Call availability (including reduced crew, % available)	89.9% [2018/19]	90.1% [2019/20]	93.5% [2020/21]	87.3% [2021/22]*	No target	Local measure	
Number of Home Fire Safety Checks and Safe and Well Visits	2,340 [2018/19]	2,970 [2019/20]	1,709 [2020/21]	1,244 [2021/22]*	No target	Local measure	For info only
Number of Planned Audits with outcomes (protection)	491 [2018/19]	782 [2019/20]	462 [2020/21]	840 [2021/22]*	No target	Local measure	
Reported Road Casualties *All Casualties*	2,139 [2017]	1,953 [2018]	1,925 [2019]	1,266 [2020]	Annual** reduction	1,370 [2020]	
Reported Road Casualties *Killed or Seriously Injured*	292 [2017]	279 [2018]	360 [2019]	265 [2020]		315 [2020]	
Road Casualties (*Killed / seriously Injured*) *per 10,000 population*	3.53 [2015-17]	3.84 [2016-18]	4.07 [2017-19]	3.95 [2018-20]		4.53 [2018-20]	
% Residents satisfied with the approach to road safety	55% [2018]	53% [2019]	58% [2020]	Next update Q3	No target	57% [2020]	
Number of Cold Calling Zones (Suffolk Trading Standards)	131 [2018]	146 [2019]	158 [2020]	172 [Oct 2021]	Annual** increase		

* Outturn projected for 2021/22 (annual projection based on Quarter 2 only)

** SCC Business Plan targets

SUFFOLK FIRE SERVICE

- The projection for 2021/22 is down on last year (although this needs to be viewed with caution as it is only based on data for 6-months). Suffolk remains at nil fatalities during this period and has also seen a reduction in casualties.
- Performance against response standards 1 and 3 are more stable with the return to normal road traffic levels as COVID restrictions have eased. However, this continues to impact on-call staff getting to stations quickly with the majority of staff having now returned to their places of work after furlough.
- On-call firefighter availability is back to more normal levels, but the issue of availability continues to be a challenge, especially during weekdays, the wholetime (full time) fire engines (4 in the county) and the day-crewed fire engines (2 in the county) have 100% availability.
- Prevention and Protection services have increased as restrictions have eased, and property visits are now taking place.

SUFFOLK ROAD SAFETY

- The Department for Transport recently published road casualty figures for 2020 that show overall casualty numbers in Suffolk dropped significantly by 34% compared to 2019. Similarly, the numbers of people killed or seriously injured also dropped significantly by 26%. Although this trend is mirrored nationally, the reduction is not as significant as that recorded in Suffolk - with overall casualty numbers down 19% and the numbers killed or seriously injured down 24%.
- Whilst the latest data suggests a positive trend both in Suffolk and nationally, it is important to note the 2020 figures included a 4 month period of national lockdown, during which COVID restrictions had a significant impact on travel behaviours and the number of vehicles using roads.

To strengthen our local economy

Skills & Training

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
% Young people aged 16 to 17 who are NEET	2.30% [Sept 2018]	2.12% [Sept 2019]	2.50% [Sept 2020]	2.02% [Sept 2021]	Same or better than national average (SCC Business Plan target)	1.8% [Sept 2021]	
% Young people aged 16 to 17 with no known destination	28.90% [Sept 2018]	72.43% [Sept 2019]	41.93% [Sept 2020]	19.92% [Sept 2021]		28.7% [Sept 2021]	
% Young people in education and training (age 16)	66.3% [Sept 2018]	22.6% [Sept 2019]	37.2% [Sept 2020]	75.7% [Sept 2021]		67.8% [Sept 2021]	
% Young people in education and training (age 17)	68.8% [Sept 2018]	26.0% [Sept 2019]	77.7% [Sept 2020]	77.2% [Sept 2021]		65.8% [Sept 2021]	
Number of apprenticeship starts across Suffolk (Ages 19 to 24)	930 [April 2018]	1,299 [April 2019]	1,280 [April 2020]	1,000 [April 2021]	Annual Increase (SCC Business Plan target)	(All ages) Annual change -15% Suffolk -7% England	
Number of apprenticeship starts across Suffolk (all ages)	3,910 [April 2018]	4,190 [April 2019]	3,950 [April 2020]	3,350 [April 2021]			
'Apprenticeships Suffolk'; number of apprenticeships created	New local measure for 2021/22			100 [YTD 21/22]	No target	Local measure	For info only
'Apprenticeships Suffolk'; number of participants engaged	New local measure for 2021/22			145 [YTD 21/22]	No target	Local measure	For info only

POST 16 PARTICIPATION

- The Council continues to see an improvement in overall participation rates, and the September offer (% of Year 11 leavers with a post-16 education, employment or training offer) is now under 98% compared with the three-year rolling average of 97% - performance that if considered against the challenges experienced by this cohort in recent months is a positive outcome. Data sharing with post 16 providers is now more effective and this has led to a lower 'unknown' rate compared to last year. Work also continues to improve data sharing with schools – with more now sharing regular information.

YOUTH PLEDGE FOR EMPLOYERS

- The two-year project (launched using European Social Funding) aims to create opportunities for 16–24-year-olds by engaging directly with employers to facilitate employment and training opportunities such as work experience, traineeships, apprenticeships, and employment.

WORK WELL SUFFOLK

- This three-year Council led project continues to support young people into employment by helping them overcome particular barriers they may be facing. This is achieved by working together with partners to provide coaching, training and mentoring opportunities. The project recently enrolled its 1,000th participant and has supported many individuals into sustainable employment.

KICKSTART SCHEME

- A further 9 Kickstart Trainees have started their placements bringing the total to 20 placements so far in 2021/22. The number of referrals of eligible young people has continued to decrease and feedback from the DWP suggests this is because (of those eligible for the scheme) some have either already successfully secured placements or have experienced barriers to securing placements.
- The Council is working with the DWP to continue offering opportunities to young people, including a two-week sector based work academy programme (SWAPs), offering learning in a sector specific setting, supporting young people progress to SCC Kickstart placements. The Council's Kickstart Advisor is also actively supporting and encouraging applications from those eligible for the scheme (This has been extended to March 2022) and the Council has received agreement to fund another 75 placements.

APPRENTICESHIPS

- The total number of apprenticeships in progress across the Council's workforce (schools and corporate combined) is 230. At the end of Quarter 2, there have been 47 new apprenticeship starts since the beginning of 2021/22 (30 in the corporate workforce / 17 in schools).
- During Quarter 2 there have been 30 new apprenticeship starts which is a significant increase on Quarter 1. This is a further indication that the number of apprenticeship opportunities continues to improve despite the wider effects of the pandemic. Apprenticeships continue to be a priority for the Council and a range of activities are planned to deliver growth in this area. The Council is also continuing to work in partnership with New Anglia LEP to support apprenticeships in other organisations through the apprenticeship levy transfer process.

1. SCC apprenticeship starts – schools and corporate combined *The figures show the number of new apprenticeships starts for the year to date including as a % of headcount (National Target)*		
Trends over time	Latest Data (Actuals for 2021/22)	Targets
2019/20 = 128 / 1.2% 2020/21 = 108 / 1.1%	47 new apprenticeship starts 0.5% of headcount	224 2.3%
2. SCC apprenticeship withdrawals *The figures show the accumulative number of apprenticeship withdrawals since 2017 as a % of all starts over the same period.*		
Trends over time	Latest Data (Actuals for 2021/22)	Targets
2019/20 = No data available 2020/21= 65 / 16.8%	Total no of withdrawals = 75 / 18.1%	No target

3. SCC Retention of Apprentices – Corporate Workforce *The figures show the % of those who retained a role in SCC or the wider public sector in Suffolk at the point of completion (no data is available for schools).*		
Trends over time	Latest Data (Actuals for 2021/22)	Targets
2019/20 = No data available 2020/21 = 93%	80% (this data now includes retention of those completing an apprenticeship in schools)	No target
4. SCC Apprenticeship Levy Transfers *The figures show the number of new apprenticeships SCC is funding through the levy transfer process for the current year to date, including the value of these.*		
Trends over time	Latest Data (Actuals for 2021/22)	Targets
2019/20 = 3 / £18,000 2020/21 = 35 / £241,659	Total no of apprenticeships funded this year to date = 25 (Q1 = 17; Q2 = 8) Total value of apprenticeships funded this year to date = £121,511 (Q1 = £76,511; Q2 = £45,000)	No target

Economic Profile – Suffolk

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
Suffolk GDP (Gross Domestic Product) HM Treasury forecasts	£21.55b [2018]	£21.85b [2019]	£19.51b [2020]	£20.39b [2021]	No targets	n/a	For info only
Number (& %) economically active people unemployed	13,800 (3.6%) [June 2018]	10,600 (2.8%) [June 2019]	8,100 (2.2%) [June 2020]	19,600 (5.3%) [June 2021]		1.64m (5.2%) [June 2021]	For info only
Percentage % annual change in the number of jobs (ASHE)	+6.3% [2017]	-7.2% [2018]	+2.4% [2019]	+2.9% [2020]		-4.2% [2020]	For info only
Number of people (all) on Universal Credit (UC).	15,009 [Sept 2018]	25,870 [Sept 2019]	55,781 [Sept 2020]	57,519 [Sept 2021]		5.19m [June 2021]	For info only
Number and (%) people in work claiming Universal Credit (UC) benefits *(ages 18-24)*	1,540 (2.9%) [Sept 2018]	1,925 (3.8%) [Sept 2019]	4,465 (9.0%) [Sept 2020]	3,115 (6.3%) [Sept 2021]		(6.5%) [June 2021]	For info only
Number and (%) people in work claiming Universal Credit (UC) benefits *(all ages)*	7,930 (1.8%) [Sept 2018]	9,920 (2.2%) [Sept 2019]	22,775 (5.1%) [Sept 2020]	17,390 (3.9%) [Sept 2021]		(5.1%) [Sept 2021]	For info only
Average gross annual salary (Suffolk residents), (ONS data)	£27,483 [2017]	£27,884 [2018]	£28,924 [2019]	£30,100 [2020]		£31,766 [2020]	For info only
% Staff in top pay quartile female (Gender Pay Gap)	62.3% [2017/18]	61.7% [2018/19]	53.2% [2019/20]	64.3% [2020/21]		66.9% [2020/21]	For info only
% Annual growth in Suffolk businesses (ONS data)	+0.2% [2018]	+1.6% [2019]	+0.5% [2020]	+0.8% [2021]	+2% [NALEP]	+0.6% [2021]	For info only
Change (%) in Suffolk house prices (HM Land Registry)	+1.7% [Q3 20/21]	+2.1% [Q4 20/21]	+1.6% [Q1 21/22]	+2.3% [Q2 21/22]	No target	+3.2% [Q2 21/22]	For info only
Housing Affordability Ratio (lower number = better)	8.76 [Q3 20/21]	8.63 [Q4 20/21]	8.70 [Q1 21/22]	9.06 [Q2 21/22]	Annual reduction*	7.68 [Q2 21/22]	For info only

* SCC Business Plan target

UC CLAIMANTS

- In September there were 57,519 Universal Credit (UC) claimants across Suffolk, which means since the first lockdown, claimant numbers have increased by 83%. Recent trends do however indicate that numbers are now reducing. In

Suffolk, the highest increases of UC claimants were recorded in West Suffolk (96%) and Babergh and Mid Suffolk (95%).

- The latest in-work claimants (a measure of in-work poverty) show there are now 17,390 people in Suffolk claiming UC whilst in employment, although as above the most recent data suggests numbers are coming down, although with the recent changes in respect to the furlough scheme and cessation of the £20 top up to UC, numbers will inevitably increase again.

HOUSING AFFORDABILITY

- Housing affordability has become more of an issue across England, but more so across the East of England and in Suffolk (where affordability is higher than the national average). Government research suggests this is in part due to a combination of low incomes and high house prices and rents in Suffolk. (10 years ago housing affordability in Suffolk was similar to the England average).

Broadband & Housing

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
% Suffolk with access to superfast broadband	97.2% [Q3 20/21]	97.5% [Q4 20/21]	97.5% [Q1 21/22]	97.5% [Q2 21/22]	98% [2021/22]	97.2% [Dec 2020]	
Superfast Broadband Take-Up (Contract 2)	66.0% [Q3 20/21]	67.6% [Q4 20/21]	69.1% [Q1 21/22]	69.9% [Q2 21/22]	70% [2021/22]	n/a	
Additional premises with superfast broadband	133,307 [Q2 20/21]	136,134 [Q3 20/21]	177,698 [Q4 20/21]	Update Q3	129,726 [end 2020]	n/a	No update
Number of additional network structures installed	1,870 [Q2 20/21]	2,864 [Q3 20/21]	1,093 [Q4 20/21]		1,620 [end 2020]	n/a	No update
Number (and annual % change) in house builds started *(All housing)*	2,180 +7% [2017/18]	2,460 +12% [2018/19]	2,330 -5% [2019/20]	2,170 -7% [2020/21]	Annual increase (SCC Business Plan target)	-4% [2020/21]	
Number (and annual % change) in house builds started *(Affordable housing)*	318 -19% [2017/18]	423 -5% [2018/19]	625 +41% [2019/20]	434 -30% [2020/21]		-21% [2020/21]	
Number (and annual % change) in house builds completed *(All housing)*	1,940 +20% [2017/18]	2,320 +19% [2018/19]	2,470 +7% [2019/20]	2,190 -11% [2020/21]	3,192 – 3,294 (Suffolk Growth Partnership Board)	-11% [2020/21]	
Number (and annual % change) in house builds completed *(Affordable housing)*	477 -11% [2017/18]	277 -41% [2018/19]	475 +119% [2019/20]	477 +0.4% [2020/21]		-15% [2020/21]	
Number of Social Housing applications (monthly snapshot)	1,282 [Oct 2021]	1,318 [Jan 2021]	1,317 [Apr 2021]	1,220 [July 2021]	No target	n/a	For info only

** There will be some additional take-up from properties connected through Contract 2 during 2021.*

BETTER BROADBAND

- In Suffolk, Superfast Broadband coverage is approaching 98% and Phase 3 contract delivery with Openreach has commenced. The Phase 3 contract aims to deliver more than 5,000 additional premises by September 2022.

- The Suffolk Cloud Network project continues to provide fast and flexible network connections to public sector sites. Deployment across 179 sites is now complete (funded by the Department for Digital, Culture, Media and Sport). Further rollout to public sector buildings is progressing, with the Lowestoft area due for completion in December.

- There are currently 30 live LoRaWAN gateway sites across Suffolk, a further 13 ready for connection and 9 planned. The LoRaWAN network is also supporting the installation of 930 sensors as part of the Adept Smart Streeting Lighting pilot covering 9 villages in the west of the county.

SCC HOUSING STRATEGY

- The procurement of the Joint Venture (JV) should be implemented by 2022. One of the initial aims for the programme will be to develop some of the Council's largest sites, covering around 3,000 units. The preferred bidder will be announced at Cabinet in December and future progress of the programme reported through the SCC Housing Board.

- Work to prepare the second round of public consultations in underway for the master plans for North Lowestoft and West Mildenhall, followed by planning applications in 2022. A planning application for 114 dwellings was submitted for Bramford in August, and an application for 106 dwellings submitted for West Row in October. Development Briefs are being finalised for sites at Great Barton and Newmarket.

Suffolk Highways

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
Number of customer enquiries (contact centre)	16,233 [Q2 18/19]	15,708 [Q2 19/20]	11,097 [Q2 20/21]	12,785 [Q2 21/22]	Annual decrease	Local measure	
Number of customer enquiries logged for action	8,033 [Q2 18/19]	8,461 [Q2 19/20]	8,740 [Q2 20/21]	11,255 [Q2 21/22]	No target		
Enquiries: % responses logged in 5 working days	30% [Q2 18/19]	42% [Q2 19/20]	43% [Q2 20/21]	46% [Q2 21/22]			
% Customer satisfaction with handling of enquiries	51% [2018]	46% [2019]	48% [2020]	Update Mar 2022		51% [2020]	No update
Number of complaints relating to Suffolk Highways	68 [Q1 19/20]	16 [Q1 20/21]	59 [Q1 21/22]	66 [Q2 21/22]	<= 50 per qtr	Local measure	
Ratio of compliments versus complaints (high number = better)	0.51 [Q1 19/20]	2.06 [Q1 20/21]	0.71 [Q1 21/22]	0.33 [Q2 21/22]	No target	Local measure	For info only
% A roads where maintenance should be considered	2% [2017/18]	2% [2018/19]	1.5% [2019/20]	Next update Q4 2021/22	<= 3%	National figures not yet available	No update
% B/C roads where maintenance should be considered	6% [2017/18]	5% [2018/19]	4.7% [2019/20]		<= 6%		No update
% U roads: where maintenance should be considered	24% [2017/18]	25% [2018/19]	22% [2019/20]		<= 20%		No update
% Residents satisfied with the condition of roads	28% [2018]	34% [2019]	35% [2020]	Next update March 2022	40%* [2020]	37% [2020]	No update
% Residents satisfied with the condition of pavements	54% [2018]	52% [2019]	53% [2020]		>55% or	55% [2020]	No update
% Residents satisfied with maintenance of streetlighting	58% [2018]	58% [2019]	58% [2020]		No target	64% [2020]	No update

* SCC Business Plan target

CUSTOMER CONTACT – HIGHWAYS

- Quarter 2 has seen customer contact increase significantly, both the level of demand reported through the contact centre and demand for customer enquiries logged for further action. It is acknowledged that overall demand dipped last year due to COVID restrictions and less people using the roads and therefore fewer calls relating to highways. Despite the significant increase in customer demand, it is encouraging to see the number of customer enquiries dealt with in target time increase to 46%.
- The number of complaints relating to Highways also increased although comparisons with previous years should be viewed with caution because of COVID restrictions and the impact on travel behaviours. Of the 66 customer complaints received, most related to service provision (e.g. road maintenance, drainage/flooding issues).
- Since the establishment of the Councillor Highways Support (CHS) process 12-months ago, there has been an increase in the number of members engaging with the service, with quicker response times and the opportunity to receive feedback on how highways can better support communities and local residents. Reporting routine defects via the Suffolk Highways Reporting Tool remains the most efficient and proven way of getting defects dealt with quickly.

HIGHWAY MAINTENANCE

- The Operational Highways capital programme is largely made up of maintenance and repair works to Suffolk's roads, pavements, bridges and structures, street lighting and traffic signals equipment and drainage infrastructure.
- Based on the allocated budget, Suffolk Highways are programmed to deliver 147 miles of road resurfacing and 94 pavement surfacing schemes. This year will also see the start of an increase in pavement repair work in preparation for a significantly increased pavement resurfacing programme over the next 4 years, supporting the health and wellbeing of Suffolk residents by encouraging walking on improved pavements.
- The maintenance programme includes refurbishment and maintenance works to 12 bridges with investigations/optioneering works on a further 19 (including 14 significant public rights of way structures) and inspections/assessment of 77 further structures. Additionally, around £2.8m is currently planned for street lighting column replacements and £0.45m for traffic signal replacement schemes.
- Investment in highway drainage is significantly increased and the ambition is to deliver 35 construction schemes across the county that will reduce substantial surface flooding at these locations. Additional investment has also been made to repair broken gullies and underground pipes. This is in preparation for further substantial investment over the next 4 years to deliver drainage improvement and reduce the number of severe flooding instances across Suffolk. Since the start of 2021/22, this investment has completed 1,934 repairs and investigations.
- To date (because of the increased cost of some raw materials), costs for footway reconstruction have risen by around 50%. Further market pressures may impact the cost and delivery of other areas of the capital maintenance programme.

Major Infrastructure Projects

GULL WING PROJECT

- The project is progressing well with the land assembly, demolition, and site clearance work phases now complete. Piling for the support piers is also underway, as well as constructing a new access road. The flow of traffic in the area is being monitored and regular updates on how the project is progressing are being communicated via monthly newsletters, social media, and letter drops.

SIZEWELL C

- The Sizewell C Examination has now closed with the Council setting out its final response and raising a number of environmental and infrastructure concerns which it hopes will be addressed by Government. The Council continues to influence different aspects of the consultation and planning process.

To protect and enhance our environment

Net Zero Carbon by 2030

LOCAL SCC MEASURES

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
Energy used across SCC buildings (GWh) Gigawatt hours	New measure	69 [2018/19]* *Baseline	66 [2019/20]	64 [2020/21]	Annual reduction towards Net Zero by 2030	Local measures	
Carbon emissions across SCC buildings (tCO2e) metric tonnes of Carbon Dioxide Equivalent	New measure	17,569 [2018/19]* *Baseline	14,739 [2019/20]	14,240 [2020/21]			
Costs (£) from car usage (SCC Pool Cars)	No data available	No data available	£51,482 [2019/20]	£10,409 [2020/21]			
Emissions (Kg CO2e) from car usage (SCC Pool Cars)	No data available	No data available	103,100 [2019/20]*	20,846 [2020/21]			
Costs (£) from car usage (Grey Fleet)	No data available	No data available	£1.51m [2019/20]	£433k [2020/21]			
Emissions (Kg CO2e) from car usage (Grey Fleet)	No data available	No data available	1.05m [2019/20]	271,140 [2020/21]			
Travel to Work: % Staff using their car (single occupancy)	60% [2017]	57% [2018]	55% [2019]	47% [2020]			

Note: Emissions and (£) cost figures for pool and fleet exclude lease/maintenance/insurance costs for pool vehicles.

SUFFOLK WIDE PROFILE

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
CO2 emissions per head of pop (All sectors) Tonnes/person	5.9 [2016]	5.7 [2017]	5.9 [2018]	5.5 [2019]	Annual reduction towards Net Zero by 2030	5.8 [2019]	For Info only
Per capita CO2 emissions (Local Authority influence) Tonnes/person	5.5 [2016]	5.3 [2017]	5.4 [2018]	5.0 [2019]		4.7 [2019]	For Info only
CO2 emissions estimates - Transport Kilotonnes	1498.7 [2016]	1542.6 [2017]	1501.6 [2018]	1457.0 [2019]		2029.3 [2019]	For Info only
% Households with renewable electricity installations	8.2% [2017]	6.6% [2018]	8.9% [2019]	9.1% [2020]		3.4% [2020]	For Info only
Average domestic consumption per household (kWh) Electricity	4,341 [2016]	4,281 [2017]	4,177 [2018]	4,128 [2019]		3,770 [2019]	For Info only
Average domestic consumption per household (KWh) Gas	13,322 [2016]	13,573 [2017]	13,320 [2018]	13,298 [2019]		13,516 [2019]	For Info only
Road transport energy consumption (in tonnes of oil equivalent)	462,325 [2016]	479,871 [2017]	474,297 [2018]	464,581 [2019]		Not available	For Info only

- The figures above are a starting point to help the Council measure the success of its net zero ambition. For most of the local measures, 2018/19 data has been used as a baseline year from which future progress will be monitored and reported in this report.

SCC ENERGY MANAGEMENT STRATEGY

- The Council will be investing £12.8m in various decarbonisation projects, focusing primarily on reducing emissions across the Council's extensive estate and helping achieve its ambition to be Net Zero by 2030. Cabinet has approved the framework to deliver this approach that will include implementation of recommendations made by the Climate Emergency Policy Development Panel.
- The Council has a track record of improving the energy efficiency of its buildings, for example, replacing fossil fuel boilers with bio-mass, installing solar panels, solar hot water systems, rainwater harvesting and more efficient lighting systems.

STREET LIGHTING PROJECT

- The Council, in partnership with Bouygues E&S, have commenced work replacing 43,400 street lanterns with LED fixtures, reducing energy consumption and maintenance costs (the long term aim is to reduce energy consumption by up to 76%, and running costs by £1.7m per year).

SCC BUSINESS MILEAGE

- During the pandemic the Council saw a significant change in travel behaviour resulting in reductions of staff travel and emissions. The reduction from the previous year suggests a grey fleet saving of £690k mileage payments. The reduction in mileage saves travelling time – so for 2020/21 the grey fleet mileage reduction is 1,491,738 miles. At an estimated average speed of 40mph this equates to 679,171 hours (approx. 1,800 weeks) of driving.

Waste Management

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
Total residual household waste per household (kg)	137kg [Q1 18/19]	140kg [Q1 19/20]	145kg [Q1 20/21]	155kg [Q1 21/22]	Annual decrease	Not available	
Total household waste per household (kg)	283kg [Q1 18/19]	275kg [Q1 19/20]	242kg [Q1 20/21]	272kg [Q1 21/22]		513kg [2019/20]	
% Household waste reused, recycled, or composted	51.4% [Q1 18/19]	48.8% [Q1 19/20]	39.9% [Q1 20/21]	43.1% [Q1 21/22]	Annual increase*	45.5% [2019/20]	
% Household waste to energy recovery	39.0% [Q1 18/19]	42.5% [Q1 19/20]	59.8% [Q1 20/21]	56.3% [Q1 21/22]	Maintain level	36.5% [2019/20]	

* SCC Business Plan target

Note: The England average recycling rate follows a different methodology to local authorities. Adopting the national methodology would increase Suffolk's recycling rate by around 2%.

- Residual waste from households remains at the elevated levels since the start of the pandemic. Behaviour changes have seen people spend more time at home, and this has resulted in higher waste contamination, especially glass and plastic sacks. In comparison to last year, waste tonnages through recycling centres are greater because last year was affected by the closure of the service in April/May 2020.
- The recycling rate is increasing compared to last year because all services at the kerbside & Recycling Centres are now running (recycling centres are open but operated at a reduced capacity in Quarter 1). However, garden waste tonnages have been reduced at recycling centres and this has limited the recycling rate.

NEW ONLINE BOOKING SYSTEM

- The Council recently rolled out an improved online booking system which enables residents to book slots. Residents can now view all available time slots in real time, book slots up to 7 days in advance, benefit from improved site accessibility, and better information on how to dispose of specific materials. Recent customer survey data shows a positive response to the booking system and feedback will be used to make further improvements going forward.

Sustainable Transport

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
Number of Connecting Communities passengers	39,093 [Q1 18/19]	34,060 [Q1 19/20]	2,736 [Q1 20/21]	15,281* [Q1 21/22] *Projection	Annual Increase (SCC Business Plan target)	Local measure	
Number of bus passenger journeys	14.5m [2017/18]	15.2m [2018/19]	15.5m [2019/20]	4.7m [2020/21]		-61.3% [annual -/+]	For info only
Number of bus passenger journeys per head population	19.2 [2017/18]	20.1 [2018/19]	20.3 [2019/20]	6.2 [2020/21]		14.8 [202021]	
% Customers satisfied with local bus services overall	55% [2018]	53% [2019]	53% [2020]	Update Q3	No target	60% [2020]	No update
% Customers satisfied with public transport information	37% [2018]	38% [2019]	32% [2020]			44% [2020]	No update

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
Travel to Work survey: % staff using sustainable travel options	61% [2017]	51% [2018]	59% [2019]	29% [2020]		Local measure	N/A

CONNECTING COMMUNITIES

- As previously reported, the Council continues to face challenges in providing Connecting Community services since the first lockdown in March 2020 but will work closely with transport operators to support rural transport services as restrictions ease and demand gets back to more normal levels. Longer term, the Council will continue to focus on improving online booking and reservation services and make better use of carbon neutral vehicles.

SUFFOLK BUS SERVICES

- The latest national bus passenger statistics were recently published and as expected show a significant drop in numbers between 2019/20 and 2020/21 due to COVID-19 restrictions. In Suffolk numbers fell by around 69% compared to 61% (county council average).
- The Council is bidding for up to £50 million in Government funding to help transform local bus services across Suffolk (this is part of the Government's £3 billion Bus Better Fund for England). In particular, the Council wants to support network coverage, provide more competitive fares, and more accessible services, specifically across rural areas. In preparation of the funding bid, the Council has considered a range of views from partners. Bus services are a significant contributor to how the Council reduces its carbon footprint and additional resources to expand greener projects such as Katch (electric demand responsive bus services) would be a positive step in achieving longer term sustainability and environmental targets.

ELECTRIC VEHICLE CHARGING POINTS

- The project is now progressing well after an initial hold up over the supply of the specific technology chargers. To date, 71 separate locations have expressed an interest in hosting charging equipment, and from these 43 have culminated in locations with potential (30 charge sockets have now been installed at 8 locations at a cost of £80k). Lessons learned from this initial roll-out phase will help inform and shape longer term strategy for using this new technology.

Greenest County

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
% Of mortality attributable to particulate air pollution	5.5% [2016]	5.3% [2017]	5.4% [2018]	5.3% [2019]	No target	5.1% [2019]	For Info only
Total number of fly-tipping incidents	2,884 [2016/17]	2,701 [2017/18]	3,680 [2018/19]	3,223 [2019/20]	No target	7,494 [2019/20]	For Info only
% County matter planning applications processed in time	93% [2017/18]	62% [2018/19]	77% [2019/20]	96% [2020/21]	60% [2020/21]	90% [2020/21]	

GREENEST COUNTY

- The recent Greenest County Awards followed the recent COP 26 in Glasgow and celebrated Suffolk's green heroes across local communities, schools and businesses. This year the Council encouraged nominations across the following categories:

- Waste Reduction and Recycling
- Enhancing Biodiversity and
- Greenest Business
- Greenest Small Business
- Greenest Community
- Green Hero
- Greenest School

- A total of £2.7m has been allocated to fund low carbon energy upgrades for Suffolk homes (under the Local Authority Delivery) scheme. The scheme will help reduce fuel poverty by increasing energy efficiency in low income households. The Council is working in partnership with other areas as well as local contractors to identify homes that are most suitable.

- Vertas (Council's wholly owned soft facilities provider) is committed to reducing the impact of its operations and continually improving performance, e.g. eliminating single use plastic cutlery across sites and recycling cooking oil and paper waste. The other SCC wholly owned companies are also contributing to the Council's ambitions; Opus Ltd recently achieved ISO14001 certification for environmental management; and Concertus Ltd continue to prioritise sustainable design and environmental solutions across its portfolio.

TREE PLANTING

- Suffolk has been awarded £150,000 funding to plant of new trees (Government's Local Authority Treescapes Fund) and deliver other green projects across the county. The funding help projects in Ipswich, Newmarket, and other locations in mid-Suffolk, with local volunteers agreeing to help out in delivering each project.

To provide value for money for the Suffolk taxpayer

School Travel

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
£ on School transport (mainstream)	£10.9m [2018/19]	£12.2m [2019/20]	£12.5m [2020/21]	£11.7m [2021/22]	£11.7m [2021/22]	n/a	
£ on School transport (SEND services)	£12.0m [2018/19]	£13.2m [2019/20]	£15.6m [2020/21]	£17.5m [2021/22]	£15.8m [2021/22]		
Number of children using School transport2	12,420 [2018/19]	11,944 [2019/20]	10,912 [2020/21]	10,793 [Nov 2021]	No target		For Info only
Number of young people with an Endeavour Card (Youth Travel)	12,039 [Q3 20/21]	12,112 [Q4 20/21]	12,283 [Q1 21/22]	13,056 [Q2 21/22]			For Info only

SCHOOL TRAVEL

- The significant increase in spend forecast on non-COVID-19 related activity is due to the updated Passenger Transport Unit anticipated cost of School Travel for children with SEND. Due to limited information, the position was a balanced budget at Quarter 1, but based on the increase seen between 2018 and 2020 with regards to the numbers of children with SEND who need school travel (additional 100 per year), the revised forecast is £1.8 million more than budget this year. This also reflects the additional average cost per journey expected as prices increase due in part to a reduction in suppliers bidding for tenders. The national driver shortage across the range of PSV, minibus and taxis poses an additional risk to future provision and cost. In order to mitigate cost increases, work is being expedited in areas such as single occupancy taxis and encouraging parents and carers to use Parent Assisted Rates (paid as a personal budget) to transport their children to school.

Our Workforce

Staff Numbers (Full Time Equivalent FTE)	Dec 2019	April 2020	June 2020	Sept 2020	Dec 2020	June 2021	Sept 2021
Children and Young People Services	1,733	1,752	1,762	1,797	1,711	1,837	1,855
Adult and Community Services	963	968	975	981	983	1,007	1,009
Corporate Services	471	472	476	473	486	510	501
Growth, Highways and Infrastructure	380	377	374	374	393	413	406
Fire & Public Safety	357	359	357	373	377	365	372
Public Health	84	90	89	111	130	145	146
Total SCC	3,988	4,018	4,032	4,109	4,080	4,268	4,289

Temporary Staff and Contractors (OPUS data)	Quarter 3 2020/21	Quarter 4 2020/21	Quarter 1 2021/22	Quarter 2 2021/22	£ change Q2 vs Q1
Children's Services	£451,639	£436,411	£457,656	£447,943	-£9,713
Adult and Community Services	£349,745	£391,859	£362,090	£367,014	+£4,924
Corporate Services	£266,382	£265,814	£212,471	£147,044	-£65,427
Growth, Highways and Infrastructure	£199,688	£176,608	£156,000	£200,631	+£44,631
Fire & Public Safety	£6,272	£2,025	Nil	£3,218	+£3,218
Public Health	£11,437	£342,987	£340,233	£180,591	-£159,642
SCC	£1.29m	£1.62m	£1.53m	£1.35m	-£182,009

- Quarter 2 (2021/22) saw Council spending on temporary staff and contractors decrease by £182,009 (-12%) compared to Quarter 1. This quarter, the following areas reported the most significant variances; Public Health (-47%) less staff costs to support COVID-19 testing capacity. Corporate Services (-31%) less spend on programme and project management support. Growth, Highways & Infrastructure (+29%) more spend on planning, consultancy, and engineering.

ABSENCE MANAGEMENT

	Trend (</> 5%) less sickness		Trend (</> 5%) higher sickness		No significant change

Working days lost as a % of available days	July to Sept 2018	July to Sept 2019	July to Sept 2020	July to Sept 2021
Children and Young People Services	4.4%	3.5%	2.3%	3.0%
Adult and Community Services	6.3%	6.4%	6.2%	4.4%
Corporate Services	2.3%	2.8%	1.3%	1.7%
Growth, Highways and Infrastructure	2.2%	3.9%	1.4%	1.8%
Fire & Public Safety	8.9%	7.4%	5.8%	3.6%
Public Health	2.5%	0.4%	0.5%	1.2%
SCC (Total days lost)	**4.8%** 12,341 days	**4.5%** 11,565 days	**3.3%** 8,768 days	**3.1%** 8,555 days

(Sickness) - Return to Work Interviews	Sept 2020	Dec 2020	March 2021	Sept 2021
Children and Young People Services	45%	52%	49%	53%
Adult and Community Services	42%	55%	57%	47%
Corporate Services	76%	70%	71%	81%
Growth, Highways, and Infrastructure	52%	65%	58%	58%
Fire & Public Safety	53%	47%	53%	49%
Public Health	54%	47%	80%	38%
Total SCC	**47%**	**55%**	**55%**	**53%**

HR Workforce Strategy

WE ASPIRE REFRESH

- Following the delivery of webinars for staff and managers last quarter providing information about the behaviour-based framework underpinning the WE ASPIRE values, the main activity around the refresh of the values is complete. Reminders and communications, as well as the development of resources to support managers and staff to continue to embed the values and framework into day-to-day practice will continue on an ongoing basis.

STAFF SURVEY

- Supported by HR Strategic Partners, each directorate management team now has clear action plans to respond to key areas identified by the 2020 staff survey. As the current contract for the delivery of the staff survey has come to an end, work is now underway to look at how staff surveys are implemented going forward and procure a new delivery partner.
- In October, ACS DMT approved and implemented a new Recruitment and Retention Strategy. This will bring salaries more in line with neighbouring

authorities and address some of the main reasons that social workers and Occupational Therapists leave the Council. The centralised recruitment process is continuing to attract a higher number of applicants and some teams are seeing significant improvements in filling posts, but it is also important to note that some services and roles remain hard to fill.

- Public Health continue to recruit a higher than usual number of posts in response to COVID-18, which HR are supporting with a dedicated Recruitment Advisor.

WE ASPIRE refresh

- Following the launch of the refreshed WE ASPIRE values and the behaviour based framework, two webinars for staff and managers were delivered this quarter, providing information about the framework and guidance on how it can be used to support performance management and development.

Staff Survey

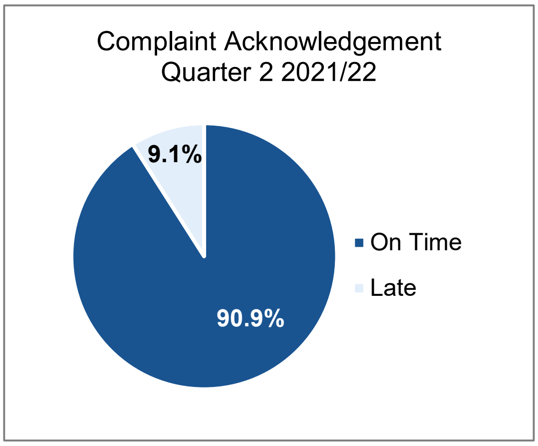
- Supported by the HR Strategic Partners, each directorate management team is continuing to share the outcomes with staff throughout their services and agree clear action plans to respond to key areas. As the current contract for the delivery of the staff survey has come to an end, a piece of work is also underway to look at how the Council implements further staff surveys going forward.

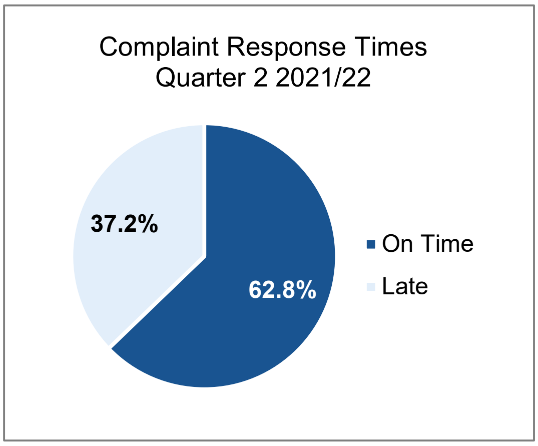
Complaints & Compliments

Directorate	Q2 2020/21	Q2 2021/22	Difference
ACS	60	77	↑ 17
CYP	104	107	↑ 3
Corp Serv	5	3	↓ -2
GHI	121	106	↓ -15
F&PS	1	4	↑ 3
PH	0	1	↑ 1
Total	**291**	**298**	↑ **7**

- Total complaints for Quarter 2 were comparable to the same period last year, only increasing by a total of 7 (2.4%) across all directorates. Both Corporate Services and GHI saw a slight fall in complaint numbers.

COMPLAINT RESPONSES





- Complaint acknowledgement performance is consistent, achieving 91% acknowledged within 3 working days for the 2nd consecutive quarter, however this is down 8% compared to the same quarter last year when complaint volumes were lower than usual due to the impact of COVID-19.
- At the time of reporting, response times were below the corporate target of 85% with 62.8% of complaints responded to on time (this compares to 69.7% for the same period last year). Whilst below the corporate target (currently 85%) performance is within the usual tolerances for this period.

COMPLAINT ESCALATIONS

Quarter 2 - 2021/22	ACS Statutory	CYP Statutory	Corporate
Complaint Escalations	0	1	6
LGSCO cases	8	2	21

- In total, 7 customers were dissatisfied with the response (Stage 1) to their complaint and escalated their dissatisfaction to the next stage. Statutory complaints will result in circa £3.5k in independent investigation costs.
- Of the 31 dissatisfied customers who contacted the LGSCO, nine cases were rejected and not investigated further (the others are still pending). To date, of the cases reported in Quarter 1, three cases have been ruled in favour of the customer resulting in £1,700 in remedy payments.

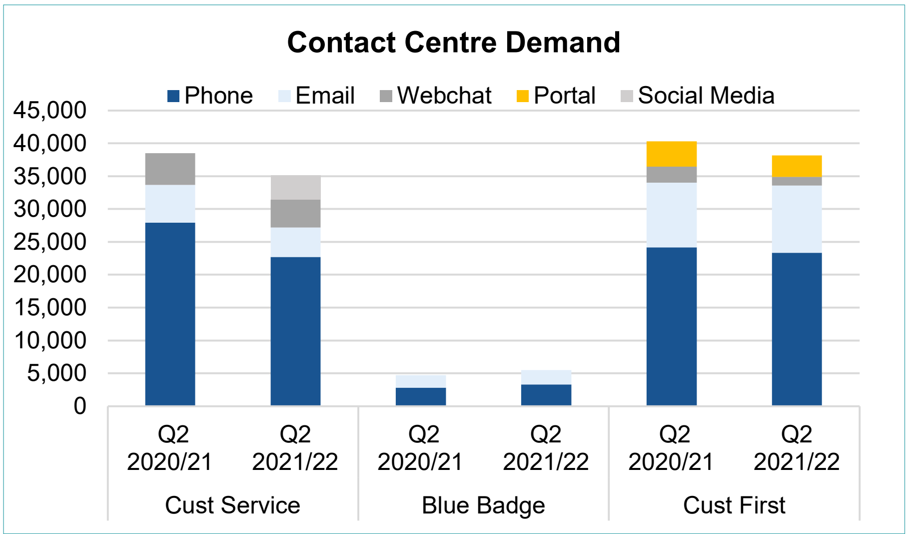
COMPLIMENTS

- Compliment numbers were comparable to Quarter 2 last year, down 1. The teams receiving the highest number of compliments were:

Macmillan Benefit Advice (ACS)	Highways (GHI)	ACS Social Work
39 (41.9% of total)	13 (13.9% of total)	13 (13.9% of total)

Customer & Online Services

CUSTOMER CONTACT DEMAND



	Q2 2020/21	Q2 2021/22	Difference
Cust Serv	38,496	35,099	-8.8%
Blue Badge	4,691	5,513	17.5%
Cust First	40,299	38,171	-5.3%
Total	**83,486**	**78,783**	**-5.6%**

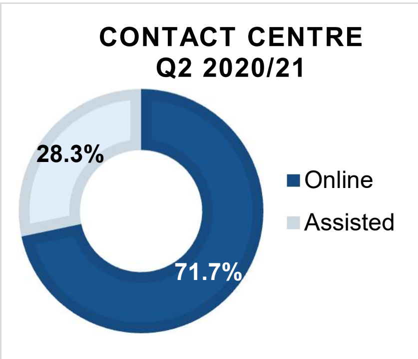
- Overall customer demand fell by 6% when compared to last year. The phone channel saw a 10% reduction, whilst email, web chat, and online portal demand fell by over 3%, 23% and 15% respectively. The Customer Service team now also respond to social media messages (received on SCC social media accounts). There have been over 3,600 such messages identified, all of which were triaged and where appropriate responded to.

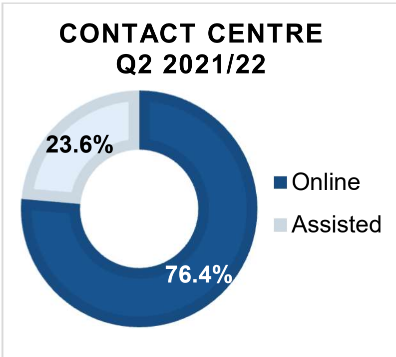
CUSTOMER SERVICE PERFORMANCE

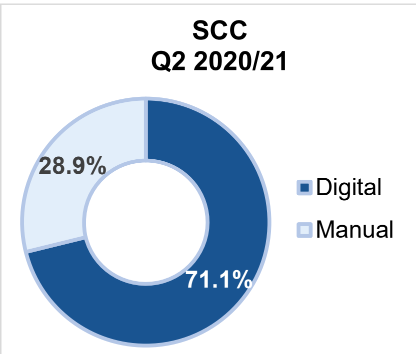
Service Performance	Q2 2020/21	Q2 2021/22
First Call Resolution	97.4%	98.6%
Failure Demand	2.1%	2.6%
Blue Badge Apps processed < 6weeks	98.3%	87.2%

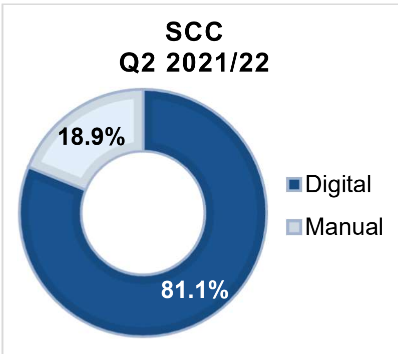
- Quarter 2 saw almost 99% of customer calls resolved by the Customer Service Team at the first point of contact, an improvement of 1.2% on the same period last year.
- In total, 2.6% of customer calls were categorised as failure demand (avoidable contact resulting from a failure to act or deliver an outcome within agreed timescales), compared to 2.1% last year.

CHANNEL MIGRATION





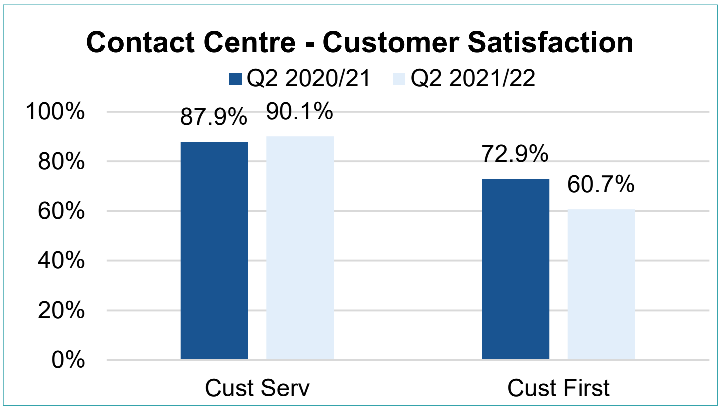




- The Customer Service Team saw a further increase in the number of people taking up self-service options. Quarter 2 saw almost 77% of customer transactions completed online, up almost 5% on last year.

- The Council has seen a 10% increase in customers using online services and much of this is due to the development of new digital solutions in response to COVID-19 (e.g. online booking process for Household Waste Recycling Centres.

CUSTOMER SATISFACTION



- Customer Service Contact Centre performance improved slightly, up 1.2% to 79.7%. This gives the overall Customer Service team (Contact Centre and Blue Badge) a score of 90.1%, an increase of 2.2% compared to last year.
- Customer First satisfaction dropped by over 12% compared to last year but performance is impacted by a small sample size (28 responses for the quarter).

SCC WEBSITE USAGE

Metric	Q2 2020/21	Q2 2021/22
Users	507,739	674,967
Page Views	1,478,851	1,321,263
Quality Assurance Score	93.4%	97.6%
Online Payments made	1,274	1,546

- Quarter 2 saw 33% more visitors to the Council's website compared to last year, with nearly 11% fewer page views. An increase in users but decrease in page views suggests users are finding the information they need by visiting fewer pages, this is an encouraging trend. As the Council continues to develop its online content and services, the quality assurance score has improved (this score considers issues such as broken links, misspellings, and readability of online content). The Council has also seen a 21% increase in the number of customers making payments online.

SELF SERVICE – TOP 3

Q2 2020/21	No	Q2 2021/22	No
Book a Recycling Centre time slot (cars, pedestrians or cyclists) | Suffolk County Council	46,444	Book a Recycling Centre time slot (cars, pedestrians or cyclists) | Suffolk County Council	35,106
Suffolk Adult Care Portal | Suffolk County Council	2,397	Apply for a secondary school place 2022/2023 | Suffolk County Council	6,995
Report a highways issue | Suffolk County Council	1,883	Apply for free school meals | Suffolk County Council	4,966

- The most used self-service option on the Council's website continues to be the new process to manage visits to the Household Waste Recycling Centres.