Suffolk County Council

# Corporate Performance Summary: Quarter 3, 2021/22

- The following summary includes the key performance measures from the Corporate Performance Report for Quarter 3, 2021/22. The report was considered by Corporate Leadership Team (CLT) on 08 March 2022 and Joint Leadership Team (JLT) on 15 March 2022.
- 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 population | 16.0 [2016] | 16.3 [2017] | 13.9 [2018] | 13.7 [2019] | Annual decrease | 15.7 [2019] | No update |
| % Attending specialist sexual health services offered appointment within 48hrs | 100% [Q3 20/21] | 99% [Q4 20/21] | 100% [Q1 21/22] | 100% [Q2 21/22] | 98% [2021/22] | Local measure | |
| % Attending specialist sexual health services seen within 48hrs | 94% [Q3 20/21] | 85% [Q4 20/21] | 91% [Q1 21/22] | 87% [Q2 21/22] | 80% [2021/22] | Local measure | |
| Successful completion of drug treatment - opiate users | 4.2% [2016] | 6.4% [2017] | 5.7% [2018] | 7.0% [2019] | Annual increase | 5.6% [2019] | No update |
| Breastfeeding: % of infants being breastfed at 6-8 weeks | 47.2% [Q1 21/22 | 51.6% [Q2 21/22] | 50.0% [Q3 21/22] | 48.8% [YTD 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] | 13.7% [2020] | 12.5% [2020] | 12.1% [2020] | |
| % Women who are smokers at time of delivery | 9.2% [Q2 20/21] | 7.5% [2020/21] | 9.6% [Q1 21/22] | 10.5% [Q2 21/22] | 6.0% [2021/22] | 9.5% [2020/21] | |
| % NHS Health Checks offered to the eligible population in the Quarter | 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] | 2.8% [Q2 21/22] 3.7% [21/22 YTD] | 5% [per Qtr]; 20% [per year [2021/22] | 2.0% [Q2 21/22] | |
| % NHS Health Checks offered and taken up in the Quarter | 11% [Q3 20/21] | 24% [Q4 20/21] | 63% [Q1 21/22] | 29% [Q2 21/22] | 50% [2021/22] | 41% [Q2 21/22] | |
| % Reception Year children obese and overweight | 22.3% [2016/17] | 20.5% [2017/18] | 19.9% [2018/19] | 21.6% [2019/20] | Annual reduction (SCC Business Plan target) | 23.0% [2019/20] | No update |
| % Year 6 children obese and overweight | 31.0% [2016/17] | 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 | 61.5% [2016/17] | 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] | 60.4% [2021] | No target | 61.4% [2021] | |
| % Of adults who are inactive (< 30 minutes a week) | 26.4% [2018] | 25.7% [2019] | 26.0% [2020] | 28.4% [2021] | | 27.5% [2021] | |

SEXUAL HEALTH

- A contract between iCaSH Suffolk and the Suffolk GP Federation has helped reduce waiting lists for long-acting reversible contraception (LARC). Current waiting times are higher across the Bury and Lowestoft hubs. iCaSH report that referrals for this service are predominantly from Primary Care.

- Sexual and Reproductive Transformation Programme workstreams are implementing the changes to the national chlamydia screening programme. The focus is shifting from preventing transmission to reducing harm. As a result, the recommendation is that local areas move from widespread proactive screening of all those aged 15–24, to proactive screening for women in that age group.

DRUGS AND ALCOHOL

- Successful completions in Quarter 2 for alcohol and non-opiates has reached the top quartile (top performing group), which is a significant accomplishment, only the second time achieved over a 10 year period. There are three other measures for successful completions: opiates only, alcohol only & non-opiates only; these have all remained steady.
- Referrals to Turning Point remain high which, compounded by staffing difficulties, continues to put significant pressure on the service. Turning Point have adapted the service to maintain waiting times and are recruiting to vacant posts.
- Funded by the Public Health England Universal Fund, the criminal justice work continues. Additional staff specialising in this field have been recruited and the pathways between services are being reviewed. The needle exchange scheme and provision of naloxone is under review to maximise harm reduction.

BREASTFEEDING

- Work has begun on a new scheme to promote ‘Breastfeeding Friendly Venues’ across Suffolk. Public Health are working with Children’s Services to map out and promote venues within local communities to support mothers to breastfeed.

SMOKING

- Smoking prevalence has decreased from 16.1% to 13.7% and performance remain similar to the England average.
- For smoking at time of delivery - only annual (Public Health) data is for Suffolk only, quarterly data includes Norfolk and Suffolk. For Quarter 2, prevalence is highest in West Suffolk (13.1%), Norfolk & Waveney (12.5%) and lowest in Ipswich & East Suffolk (4.5%) coming in below the 6% target. The 2020/21 prevalence figure for Suffolk is 7.5%, significantly better than England average.

NHS HEALTH CHECKS

- Whilst the percentage of NHS Health Checks taken up has reduced since last quarter and is now lower than England, performance remains similar to the East of England average of 31%. Work continues to catch up on lost health checks as well as develop a new model to increase the targeting of those most at risk of health inequalities and create more sustainability within the system.

OBESITY

- Local data (collected by 0-19 providers) shows that only 71% of Reception Year children underwent measurement and 29% of Year 6 children (these are significantly lower numbers than usual) – meaning the latest prevalence data is not as statistically robust as usual.

- Work is being planned for a ‘Healthy Behaviours’ review of weight management services to look at what support is required to help people lead healthier lifestyles. This will include working with partners to co-produce services that are suitable for family needs and reduce the barriers to improve future engagement.

PHYSICAL ACTIVITY/INACTIVITY

- Sport England have published new Active Lives survey data which shows that Suffolk has seen a 2.8% decrease in the number of people who were active and a 2.4% increase in those inactive. At a district/borough level, West Suffolk saw a 0.2% increase in those active whilst Ipswich saw the greatest decrease (-10.4%) and the greatest increase (10.5%) in those inactive. The data also shows that existing inequalities have widened, with certain groups hit harder by Covid than others.
- The specific areas of interest continue to be deconditioning in older adults and those awaiting elective surgery, increasing numbers of people with long-term health conditions, widening health inequalities, long-covid, deteriorating mental health issues and supporting the physical activity sector so that it can get back to normal. These issues are under consideration by the Most Active County Strategic Group and measures taken to mitigate against them. Recent actions include a programme of free outdoor fitness activities in areas of deprivation, a new year marketing campaign targeting inactive adults, the launch of a long-covid physical activity offer through Get Help to Get Active, the launch of movement and mental health resources, and the Keep Moving Suffolk campaign.

## SEND (Special Educational Needs & Disabilities)

| PERFORMANCE MEASURES | PREVIOUS PERFORMANCE | | | LATEST | TARGET | ENGLAND AVERAGE | RAG |
|---|---|---|---|---|---|---|---|
| Children with Education, Health & Care (EHC) plans | 5,907 [Q4 21/22] | 5,947 [Q1 21/22] | 6,164 [Q2 21/22] | 6,340 [Q3 21/22] | No target | 5,512 [2020/21] *Neighbours | For Info only |
| Number of applications for assessment for EHC | 313 [Q4 20/21] | 360 [Q1 21/22] | 315 [Q2 21/22] | 301 [Q3 21/22] | | n/a | For Info only |
| Number of EHC needs assessments agreed | 189 [Q4 20/21] | 218 [Q1 21/22] | 220 [Q2 21/22] | 133 [Q3 21/22] | | n/a | For Info only |
| Number of final EHCPs issued | 138 [Q4 20/21] | 178 [Q1 21/22] | 203 [Q2 21/22] | 170 [Q3 21/22] | | n/a | For Info only |
| Number of children with an EHCP Electively Home Educated | 83 [Q4 20/21] | 88 [Q1 21/22] | 83 [Q2 21/22] | 89 [Q3 21/22] | | n/a | For Info only |
| % EHC plans issued in 20 weeks (excluding exceptions) | 95.7% [Q4 20/21] | 95.0% [Q1 21/22] | 93.0% [Q2 21/22] | 86.0% [Q3 21/22] | Plans finalised in 20 weeks | 55% [2020/21] *Neighbours | |
| Number and cost (£) of Short Break Personal Budgets | 1,969 £1.09m [Q4 20/21] | 1,820 £1.17m [Q1 21/22] | 2,069 £1.24m [Q2 21/22] | 2,185 £1.25m [Q3 21/22] | Budget: £1.15m | n/a | |
| Number and cost (£) of Independent Placements | 265 £13.3m [Q4 20/21] | 277 £13.9m [Q1 21/22] | 297 £14.3m [Q2 21/22] | 310 £14.8m [Q3 21/22] | n/a | n/a | For Info only |

SEND PERFORMANCE

- The Council's 2022/23 budget includes plans to spend £6.0m(+) on additional places across Suffolk, subject to a review on how best to use the extra resources (this funding is in addition to £45m investment to create more SEND places). There were 259 places created in 2020/21 (a further 334 places in 2021/22). With the remaining places planned for 2022/23 and 2023/24.
- The unprecedent rise in demand for specialist placements is being closely monitored and services work with providers to ensure as many children as possible receive a specialist offer. The capacity review of services is complete and staff resources continue to be a priority. More staff have been recruited but time is needed to train them. The Integrated Action Plan is now on the Local Offer website to update on progress and the next steps in terms of strategy and improvement.
- In total at Quarter 3, 2,185 families were receiving short break personal budgets (extra 279 families than the same period last year). The personal budget process has been reviewed with a new self-assessment form and tiered funding model agreed by DMT. There continues to be concern about the reliance on the independent sector and the fact the needs of some children cannot be met within the Local Offer. The number of independent specialist settings also increased in Quarter 3 (+13 places) but the average cost per place remains stable. As reported previously, there is a limited number of vacancies for commissioned places within the Local Offer and this is due to increased demand and the unprecedented number of referrals from mainstream schools. The service will continue to undertake additional Quality and Assurance visits to independent specialist settings and providers.

COMPLAINT NUMBERS

- The number of complaints received in relation to SEND provision has been higher than in recent years, with the Council acknowledging this issue is not good enough and that it will work hard to make improvements. The recent independent review of Suffolk's SEND services (led by a team from Lincolnshire) concluded with a number of recommendations that aim to address many of the issues some complaints have related to.

| | 2019/20 | 2020/21 | 2021/22 |
|---|---|---|---|
| Number of SEND related complaints received by Council | 114 | 96 | 151*<br>[*up to Q3] |

- There is a very high level of senior oversight of complaints which has resulted in the number of complaints beginning to drop and responses to complaints being in timescale and the quality of complaint responses improving.

## Children's Social Care

| PERFORMANCE MEASURES | PREVIOUS PERFORMANCE | | | LATEST | TARGET | ENGLAND AVERAGE | RAG |
|---|---|---|---|---|---|---|---|
| Forecast (£) spend on purchased care for children | £21.1m [Mar 2021] | £21.2m [July 2021] | £20.9m [Sept 2021] | £21.4m [Jan 2022] | £21.5m [Budget] | n/a | |
| Children in Need (CIN) per 10,000 children (ex CiC/CPP) | 132.6 [Q4 20/21] | 136.3 [Q1 21/22] | 124.2 [Q2 21/22] | 139.8 [Q3 21/22] | No target | 321.2 [2020/21] | For Info only |
| Referral rate (children per 10,000 aged 0-17) | 384.2 [Q4 20/21] | 398.1 [Q1 21/22] | 389.2 [Q2 21/22] | 384.5 [Q3 21/22] | | 405.0* [2020/21] *Neighbours | For Info only |
| % Re-referrals within 1 year | 19.9% [Q4 20/21] | 16.1% [Q1 21/22] | 20.3% [Q2 21/22] | 17.8% [Q3 21/22] | 20% [2021/22] | 21.0%* [2020/21] *Neighbours | |
| % Social work assessments completed within 45 days | 87.0% [Q4 20/21] | 86.6% [Q1 21/22] | 80.5% [Q2 21/22] | 80.9% [Q3 21/22] | 90% [2021/22] | 86.4%* [2020/21] *Neighbours | |
| Children subject to a Child Protection Plan per 10,000 | 32.4 [Q4 20/21] | 31.1 [Q1 21/22] | 28.8 [Q2 21/22] | 28.4 [Q3 21/22] | 29.7 [2021/22] | 37.3* [2020/21] *Neighbours | |
| Actual number of Child Protection Plans (CPP) | 498 [Q4 20/21] | 478 [Q1 21/22] | 440 [Q2 21/22] | 434 [Q3 21/22] | 450 [2021/22] | n/a | For Info only |
| % CPP cases open two years or more | 1.0% [Q4 20/21] | 1.9% [Q1 21/22] | 3.0% [Q2 21/22] | 2.1% [Q3 21/22] | No target | 2.6%* [2020/21] *Neighbours | |
| % Reviews of Child Protection cases on time | 98.7% [Q4 20/21] | 99.2% [Q1 21/22] | 98.9% [Q2 21/22] | 99.7% [Q3 21/22] | 100% [2021/22] | 95.0%* [2020/21] *Neighbours | |
| Children in Care (CiC) per 10,000 children | 61.5 [Q4 20/21] | 61.6 [Q1 21/22] | 60.6 [Q2 21/22] | 60.6 [Q3 21/22] | 59.0 [2021/22] | 60.0* [2020/21] *Neighbours | |
| Actual number of Children in Care (CiC) | 944 [Q4 20/21] | 946 [Q1 21/22] | 927 [Q2 21/22] | 926 [Q3 21/22] | 910 [2021/22] | n/a | For Info only |
| Actual number of Children in Care (CiC) *UASC* | 66 [Q4 20/21] | 74 [Q1 21/22] | 81 [Q2 21/22] | 93 [Q3 21/22] | 120 [2021/22] | n/a | For info only |
| Number of children social workers with 25+ cases | 22 [Q4 20/21] | 23 [Q1 21/22] | 21 [Q2 21/22] | 24 [Q3 21/22] | No target | n/a | |
| % Care leavers in education, employment, training (EET)* | 56.4% [Q1 21/22] | 58.8% [Q2 21/22] | 58.8% [Q2 21/22] | 58.5% [Q3 21/22] | 70% [2021/22] | n/a | |

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

Note (2): From January, the definitions were revised and comparisons to previous data 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 return - previously a number of blanks were reported due to no statutory requirement to collect this data for those aged 21.

### Comments

SOCIAL WORK ASSESSMENTS COMPLETED IN 45 DAYS

- The latest figures show a slight improvement on Quarter 2, but current performance is still below where it should be and below both the England and statistical neighbour average. A high number of caseloads has impacted performance. In response, the service is prioritising work assessments and timeliness issues at locality performance meetings.

CHILD PROTECTION PLANS

- Child protection numbers continue to fall and remain lower than both the statistical neighbour and national averages. Numbers do fluctuate but the recent sustained downward trend may indicate that changes to practices are having a tangible positive impact. The return to office-based child protection meetings and conferences is helping provide support to families and DMT will continue to monitor trends going forward.

OFSTED INSPECTION

- In January, Ofsted concluded its focused inspection of Children's Services, specifically looking at children leaving care and the journey of young people through the various stages of care. Initial feedback has been really positive with the findings shared with DMT. The final Ofsted report is now available (however the inspection is ungraded being more of a follow-up to the full inspection in 2019 when Suffolk was Outstanding).

TROUBLED FAMILIES (SUFFOLK FAMILY FOCUS)

- During Quarter 3 there were 201 Payment by Results claims against a target of 180 (generating £161k of funding) and leaving only 163 claims to be processed this year. There is still an issue with increasing numbers of families supported that have multiple issues, all of these cases must demonstrate "sustainable progress"; making it more difficult to process claims.
- The Supporting Families Programme will continue to at least 2025, however the Council is waiting to see what the new funding arrangements will look like. A new financial framework is expected in time for 2022/23, and work to create a new outcomes framework (taking account of 10 criteria, an increase from 6) is underway. DMT will approve the new framework in due course.

## Adult Social Care

| PERFORMANCE MEASURES | PREVIOUS PERFORMANCE | | | LATEST | TARGET | ENGLAND AVERAGE | RAG |
|---|---|---|---|---|---|---|---|
| Average cost (£) per ACS customer | £2,389 [Q4 20/21] | £2,406 [Q1 21/22] | £2,434 [Q2 21/22] | £2,459 [Q3 21/22] | No target | Local measure | |
| % Learning disability (LD) customers in employment | 3.5% [Q4 20/21] | 3.9% [Q1 21/22] | 3.8% [Q2 21/22] | 3.8% [Q3 21/22] | 5.2% [2021/22] | 5.1% [2020/21] | |
| % LD customers in settled accommodation | 87.3% [Q4 20/21] | 86.3% [Q1 21/22] | 82.3% [Q2 21/22] | 81.0% [Q3 21/22] | 72.4% [2021/22] | 78.3% [2020/21] | |
| New permanent admissions into residential care for those aged 18 - 64 (per 100,000) | 4.6 [Q4 20/21] | 5.1 [Q1 21/22] | 3.5 [Q2 21/22] | 1.8 [Q3 21/22] | 3.3 [2021/22] | 2.1 [2020/21] | |
| New permanent admissions into residential care for those aged 65+ (per 100,000) | 143.8 [Q4 20/21] | 164.1 [Q1 21/22] | 154.2 [Q2 21/22] | 78.2 [Q3 21/22] | 106.2 [2021/22] | 124.5 [2020/21] | |
| Older people at home 91 days after hospital discharge | 79.3% [Mar 2021] | 80.4% [June 2021] | 83.3% [Sept 2021] | 79.9% [Dec 2021] | 81.3% [2021/22] | 79.1% [2020/21] | |
| % Of customers in receipt of long-term support receiving an annual review within 12 months. | 37.9% [Q4 20/21] | 41.8% [Q1 21/22] | 45.1% [Q2 21/22] | 45.9% [Q3 21/22] | 80% [2021/22] | Local measure | |

| PERFORMANCE MEASURES | PREVIOUS PERFORMANCE | | | LATEST | TARGET | ENGLAND AVERAGE | RAG |
|---|---|---|---|---|---|---|---|
| % Of service users accessing long term support receiving a Direct Payment | 22.6% [Q4 20/21] | 17.6% [Q1 21/22] | 20.2% [Q2 21/22] | 22.5% [Q3 21/22] | 25.1% [2021/22] | 26.6% [2020/21] | |
| Request for support received for new clients aged 18 and over per 100,000 population | 3,645 [Q4 20/21] | 946 [Q1 21/22] | 1,907 [Q2 21/22] | 2,875 [Q3 21/22] | No target | Local measure | For Info only |
| Total number of Customer First contacts relating to ACS | 30,226 [Q4 20/21] | 28,886 [Q1 21/22] | 27,952 [Q2 21/22] | 30,778 [Q3 21/22] | To be agreed | Local measure | For Info only |
| Number of Section 42 enquiries started per 100,000 population aged 18+ | 51.4 [Q4 20/21] | 49.3 [Q1 21/22] | 90.4 [Q2 21/22] | 138.6 [Q3 21/22] | 64.7 [2021/22] | Local measure | |
| % Of customers in residential / nursing care rated Inadequate | 1.2% [Mar 2021] | 1.0% [June 2021] | 0.2% [Sept 2021] | Data unavailable [Dec 2021] | No target | 1.3% [CIPFA] | No update |

- The following commentary focuses on areas of concern, but this is in the context that some of these performance indicators are stable or exceeding the targets. Of particular note is the continued progress in reducing the proportion of people supported in residential care. ACS know that people’s wellbeing is significantly better when they are able to be cared for at home, so this progress is very good.

AVERAGE COST (£) PER ACS CUSTOMERS

- The rise in average cost is a concern that ACS DMT will keep under regular review. The rate of average costs is to be considered alongside the number of long term customers and family carers who ACS support. The ACS transformation work has a focus on social work practice models that support greater levels of independence, with alternatives to commissioned care being an important part of that practice model (support from family/social networks and community organisations for example).
- It is an explicit ambition in the ACS transformation programme is to reduce the number of long term customers who are dependent on commissioned care, through enabling effective alternatives to be in place, and a focus on reablement that increases people’s independence. As things progress, customers who ACS supports through commissioned care will (on average) have higher levels of need and this will increase average costs per customer even as overall costs reduce.
- Comparing January 2021 with January 2022, ACS are supporting 263 fewer long term customers, but 489 more carers, suggesting there is progress with delivering longer term transformation aims, despite the ongoing challenges of Covid.
- These factors are under regular scrutiny through the ACS Transformation Board and that includes the work to benchmark Suffolk against other authorities, regionally and nationally, to ensure the service shares knowledge and learns from best practice.

CUSTOMERS IN RECEIPT OF LONG-TERM SUPPORT

- During the pandemic ACS has seen this percentage fall as social work capacity has been diverted to meet the demands of new customers and to support a variety of business continuity needs. The directorate has a focus on recovery and regaining the ground lost as a result of these other strains on capacity. In comparison to the end of 2021, there has been a steady trajectory of improvement and a drive and determination in ACS to both continue this trajectory and to accelerate it. There are firm plans to do this work, bolstering the focus and capacity to complete these reviews without jeopardising the budget position. In addition an exercise is underway to improve the accuracy of data because current figures do not fully represent how many reviews have been completed; in short the number of reviews is actually higher than these figures suggest.

- Social work operational leads have good systems in place to ensure the safety and wellbeing of customers pending annual reviews and those systems are regularly reviewed to maintain that assurance.

NUMBER OF SECTION 42 ENQUIRIES

- These figures are cumulative and as reported last quarter there had been a 15% increase in referrals from primary care, following a concerted effort to raise awareness of adult safeguarding issues amongst GPs. ACS has also seen a similar rise in the number of referrals from care providers, and the impact of reduced staff numbers during Covid has been a major factor in this rise. Data suggests that the proportion of appropriate safeguarding referrals which are developed further into enquiries is stable over time, so these increases in enquiry rates are likely to be reflective of unmet needs and increased risks during Covid now being recognised.

## Schools & Education

| PERFORMANCE MEASURES | PREVIOUS PERFORMANCE | | | LATEST | TARGET | ENGLAND AVERAGE | RAG |
|---|---|---|---|---|---|---|---|
| % Schools currently judged Good or Outstanding | 81.3% [Mar 2021] | 81.3% [June 2021] | 81.6% [Sept 2021] | 81.4% [Dec 2021] | Better than England (Business Plan target) | 86.8% [Dec 2021] | |
| % Schools currently judged Outstanding | 13.1% [Mar 2021] | 13.1% [June 2021] | 13.1% [Sept 2021] | 13.2% [Dec 2021] | | 18.8% [Dec 2021] | |
| % Schools currently judged Good | 68.2% [Mar 2021] | 68.2% [June 2021] | 68.5% [Sept 2021] | 68.2% [Dec 2021] | | 68.0% [Dec 2021] | |
| % Schools currently judged Requiring Improvement | 12.8% [Mar 2021] | 12.8% [June 2021] | 12.8% [Sept 2021] | 12.6% [Sept 2021] | No target | 9.8% [Dec 2021] | |
| % Schools currently judged Inadequate | 5.9% [Mar 2021] | 5.9% [June 2021] | 5.6% [Sept 2021] | 6.0% [Dec 2021] | | 3.4% [Dec 2021] | |
| Number of pupils Electively Home Educated (EHE) | 1,288 [Q4 20/21] | 1,306 [Q1 21/22] | 1,143 [Q2 21/22] | 1,275 [Q3 21/22] | No targets | No recent data available | For info only |
| Number of pupils eligible for Free School Meals (FSM) | 17,468 [Q1 20/21] | 20,242 [Q1 21/22] | 21,746 [Q2 21/22] | 21,511 [Q3 21/22] | | | For info only |
| % Overall pupil attendance at schools | 94.99% [Autumn 2019/20] | 94.79% [Spring 2019/20] | 94.99% [Autumn 2020/21] | 94.09% [Summer 2020/21] | | | |
| Children Missing Education (CME) – open cases | 276 [Q4 20/21] | 303 [Q1 21/22] | 197 [Q2 21/22] | 186 [Q3 21/22] | | | For info only |
| Fixed period exclusions from schools as a % of pupils | 1.9% [Q4 20/21] | 3.3% [Q1 21/22] | 0.4% [Q2 21/22] | 2.1% [Q3 21/22] | | 3.3%* [2019/20] *Neighbour | |

| PERFORMANCE MEASURES | PREVIOUS PERFORMANCE | | | LATEST | TARGET | ENGLAND AVERAGE | RAG |
|---|---|---|---|---|---|---|---|
| % 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 December 2021 | GOOD or OUTSTANDING | | REQUIRIING IMPROVEMENT | | INADEQUATE | |
|---|---|---|---|---|---|---|
| **School Type** | *Maintained* | *Academies* | *Maintained* | *Academies* | *Maintained* | *Academies* |
| ALL SCHOOLS | 96% | 74% | 3% | 18% | 1% | 7% |
| PRIMARY | 97% | 73% | 3% | 19% | No schools | 7% |
| SECONDARY | 100% | 76% | No schools | 16% | No schools | 8% |
| OTHER | 99% | 69% | No schools | 6% | 1% | 25% |

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 the number of schools in Suffolk judged Good or Outstanding has gone down from 81.6% (Sept 2021) to 81.4% (Dec 2021). This downward trend is not mirrored nationally, where the number of schools judged Good or Outstanding has increased (from 86.5% to 86.8%). Note: the change in the percentage of schools Good or Outstanding only relates to 3 schools in Suffolk so early comparisons need to be treated with caution until further inspection data becomes available.

LEVELLING-UP AGENDA

- As part of the Levelling-Up agenda, the Government has identified 55 education investment areas (EIAs) across England. This is around one third of local authority areas and includes Suffolk. All 24 local authorities with an Opportunity Area have been automatically included in the list of 55. Ipswich is an Opportunity Area therefore Suffolk is included. These are areas where additional targeted support would be beneficial to help address under performance. The old Opportunity Areas will be known as EIA+. This is good news as it removes the cliff edge of funding for the old Opportunity Areas stopping and increases the opportunity to widen learning from the investment in Ipswich.

SCHOOL ATTENDANCE

- Levels of persistent pupil absence are currently higher than usual for some schools, and this is primarily due to the impact of Covid. Levels of both unauthorised and authorised absence have increased and are now at the highest levels for some time. As Covid restrictions have eased, the service continues to closely monitor this issue. Conversely, the cumulative Children Missing Education case numbers are currently at very low levels over the same period.

EARLY YEARS

- The service is seeing fewer providers judged Outstanding by Ofsted and take-up for the 3-year-olds remains lower than previous periods. Marketing and promotion activity will be extended to encourage further take-up, alongside improved recruitment and retention. Both these issues have a direct impact on sustainability and the service will continue to develop its online training offer to providers and tailor future training needs to align with recommendations made by Ofsted.

## Fire Service

| PERFORMANCE MEASURES | PREVIOUS PERFORMANCE | | | LATEST | TARGET | RAG |
|---|---|---|---|---|---|---|
| Number of Fire Service incidents attended (2021/22 figures cumulative) | 5,508 [2018/19] | 5,212 [2019/20] | 5,415 [2020/21] | 4,255 [Q3 21/22] | No target | |
| Number fire fatalities and casualties (Latest 2021/22 = Q3) | 4 / 122 [2018/19] | 6 / 188 [2019/20] | 2 / 88 [2020/21] | 0**/ 56 [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] | 69.4% [2021/22] | 80% | |
| Road traffic collisions attended within 13mins (Fire Standard 3) | 73.0% [2018/19] | 72.9% [2019/20] | 71.6% [2020/21] | 65.6% [2021/22] | 80% | |
| Average speed of response times [All crews, all incidents] (mins/secs) | 10m 02s [2018/19] | 9m 52s [2019/20] | 9m 50s [2020/21] | 10m 19s [2021/22] | No target | |
| Response times for primary fires (mins/secs) | 11m 08s [2018/19] | 11m 26s [2019/20] | 10m 45s [2020/21] | Not yet available | | No update |
| On-Call availability (2021/22 figures cumulative) | 89.9% [2018/19] | 90.1% [2019/20] | 93.5% [2020/21] | 87.8% [2021/22] | | |
| Number of Home Fire Safety Checks and Safe and Well Visits *(Prevention)* | 2,340 [2018/19] | 2,970 [2019/20] | 1,709 [2020/21] | 2,020 [up to Q3] 2,693* [2021/22] | | |
| Number of Planned Audits (RBIP) *(Protection)* | 491 [2018/19] | 782 [2019/20] | 462 [2020/21] | 686 (up to Q3) 914* [2021/22] | | |

*Outturn projected for 2021/22 (based on end of Quarter 3 only)
** 1 fire fatality in Quarter 3 – not able to report due to ongoing incident investigation

- The number of fire incidents attended has seen a slight reduction over the last period, however the overall projection for 2021/22 is slightly up on last year (although this projection should be treated with caution as it is only based on 3-months data).

- Fire fatalities at Quarter 3 is reported as nil - however, there has been one fatality, but due to on-going incident investigation, the IRS (Incident Recording System) has not yet been published. There has been an increase of overall casualties to 56, and this reflects additional incidents attended to assist the ambulance service. Road Traffic Collisions have increased by 29% compared to the same period last year and is reflective of increased traffic since Covid restrictions lifted.

- Performance against response standards for the first fire engine and response to road traffic collisions remains below the 80% target. The speed of response will form part of the next CRMP (Community Risk Management Plan). In addition, an increase of road traffic congestion has affected response times both in attending fire calls and the ability of on-call crews to reach the station.

- On-call firefighter availability has reduced this year (up to Quarter 3) with staff returning to work and the furlough scheme ending. With the easing of restrictions, availability will continue 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. On Call availability area will form part of the next CRMP.
- Performance for the prevention and protection measures has improved as Covid restrictions have eased, with more work in the community being carried out by both prevention practitioners, crews and fire safety inspectors.

## Other Public Safety

| PERFORMANCE MEASURES | PREVIOUS PERFORMANCE | | | LATEST | TARGET | ENGLAND AVERAGE | RAG |
|---|---|---|---|---|---|---|---|
| Reported Road Casualties *All Casualties* | 2,139 [2017] | 1,953 [2018] | 1,925 [2019] | 1,266 [2020] | Annual** reduction | 1,370 [2020] | No update |
| Reported Road Casualties *Killed or Seriously Injured* | 292 [2017] | 279 [2018] | 360 [2019] | 265 [2020] | | 315 [2020] | No update |
| 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] | No update |
| % Residents satisfied with the approach to road safety | 55% [2018] | 53% [2019] | 58% [2020] | 52% [2021] | No target | 54% [2021] | Red |
| Number of Cold Calling Zones (Suffolk Trading Standards) | 131 [2018] | 146 [2019] | 158 [2020] | 176 [Feb 2022] | Annual** increase | Local measure | Green |

- The latest Highways and Transport Public Satisfaction Survey (NHT) figures show that resident satisfaction with Suffolk's approach to road safety measures, has dropped by 6% from last year (from 58% to 52%), a more significant drop than the national average, where satisfaction dropped by 2%, to 54%).

# 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 | 3.1% [Dec 2018] | 3.4% [Dec 2019] | 3.5% [Dec 2020] | 3.5% [Dec 2021] | Same or better than national average (SCC Business Plan target) | 2.5% [Dec 2021] | |
| % Young people aged 16 to 17 with no known destination | 4.0% [Dec 2018] | 2.3% [Dec 2019] | 1.2% [Dec 2020] | 2.3% [Dec 2021] | | 2.9% [Dec 2021] | |
| % Young people in education and training (age 16) | 94.9% [Dec 2018] | 95.3% [Dec 2019] | 95.5% [Dec 2020] | 94.3% [Dec 2021] | | 95.3% [Dec 2021] | |
| % Young people in education and training (age 17) | 86.3% [Dec 2018] | 87.9% [Dec 2019] | 90.2% [Dec 2020] | 87.6% [Dec 2021] | | 89.9% [Dec 2021] | |
| Number of apprenticeship starts across Suffolk (Ages 19 to 24) | 1,490 [Aug 2018] | 1,520 [Aug 2019] | 1,460 [Aug 2020] | 1,260 [Aug 2021] | Annual Increase (SCC Business Plan target) | (All ages) Annual change -11% Suffolk -1% England | |
| Number of apprenticeship starts across Suffolk (all ages) | 4,880 [Aug 2018] | 5,230 [Aug 2019] | 4,650 [Aug 2020] | 4,160 [Aug 2021] | | | |
| 'Apprenticeships Suffolk'; number of apprenticeships created | New local measure for 2021/22 | | 100 [YTD 21/22] | 111 [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] | 155 [YTD 21/22] | No target | Local measure | For info only |

POST 16 PARTICIPATION

- Quarter 3 saw continued challenges caused by Covid, despite this, prevention work to reduce young people not in education, employment or training was maintained and stronger links established with colleges to reduce drop-out rates and ensure smooth transfers. There is also now greater co-operation from schools with regards to information sharing during Year 11.
- There is some concern about higher numbers of young people not taking up places or leaving prematurely especially young people from vulnerable groups. Vulnerable young people have undoubtedly been more affected by the pandemic (the numbers of young people who are NEET and have Education Health & Care (EHC) plans or are Children in Care (CIC) has increased since last year.

ADULT LEARNING SERVICE

- Towards the end of 2020 the Adult Learning Service secured additional funding from the Suffolk 2020 Fund to enhance digital transformation and extend learning to those most in need. This is particularly relevant given the recent trend of less in-person contact and more online delivery. Phase 1 of the digital transformation project has seen delivery of laptops and other technological devices (and other support) to enhance learning activities across a number of key areas. Phase 2 of the project has been developed and an agreement in place with Realise Futures.

APPRENTICESHIPS

- The latest national data (shown in the table above) is for 2020/21 and represents the period during which Covid restrictions were still in place. This has inevitably had an impact on apprenticeship numbers and opportunities.

SCC APPRENTICEHIPS

| | | |
|---|---|---|
| **1. SCC apprenticeship starts – schools and corporate combined**<br>*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 |
| 2017/18 = 62 / 0.5%<br>2018/19 = 62 / 0.5%<br>2019/20 = 134 / 1.3%<br>2020/21 = 111 / 1.1% | 80 new apprenticeship starts<br>0.8% of headcount | 224<br>2.3% |
| **2. SCC apprenticeship withdrawals**<br>*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<br>2020/21= 65 / 16.8% | Total no of withdrawals = 91 / 20% | No target |
| **3. SCC Retention of Apprentices – schools and corporate combined**<br>*The figures show the % of those who retained a role in SCC or the wider public sector in Suffolk at the point of completion (this data now includes retention of those completing an apprenticeship in schools).* | | |
| Trends over time | Latest Data (Actuals for 2021/22) | Targets |
| 2019/20 = No data available<br>2020/21 = 93% | 79.2% | No target |
| **4. SCC Apprenticeship Levy Transfers**<br>*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<br>2020/21 = 35 / £241,659 | Total no of apprenticeships funded this year to date = 29. Total value of apprenticeships funded this year to date = £162,011 | No target |

- The total number of apprenticeships in progress across the Council's workforce (schools and corporate combined) remains at 230. At the end of Quarter 3, there have been 80 new apprenticeship starts since the beginning of 2021/22 (56 in the corporate workforce / 24 in schools).
- During Quarter 3 there were 32 new apprenticeship starts which has continued at the same level as Quarter 2 (30 starts in Quarter 2).
- There has been a small increase (1.9%) in the percentage of withdrawals from 18.1% to 20% compared to last quarter and continues an upward trend. The increase can be explained in part by an increase in the number of leavers generally as well as personal and work pressures because of Covid playing a part in people withdrawing. This also follows the National trend where there has been a 12.8% decrease in the achievement rate compared to 2020/21.
- Apprenticeships continue to be a priority for the Council and a range of activities are planned to deliver growth in this area, including participation in National Apprenticeship Week (February 2022). The Council is also continuing to

undertake work to support apprenticeships in other organisations through the apprenticeship levy transfer process.

## Economic Profile – Suffolk

| PERFORMANCE MEASURES | PREVIOUS PERFORMANCE | | | LATEST | TARGET | ENGLAND AVERAGE | RAG |
|---|---|---|---|---|---|---|---|
| Number (& %) economically active people unemployed | 15,700 (4.2%) [Sept 2018] | 8,700 (2.3%) [Sept 2019] | 12,200 (3.2%) [Sept 2020] | 11,800 (3.2%) [Sept 2021] | No targets | 1.36m (5.0%) [Sept 2021] | For info only |
| Percentage % annual change in the number of jobs (ASHE) | -7.2% [2018] | +2.4% [2019] | +1.0% [2020] | +6.6% [2021] | | +1.2% [2021] | For info only |
| Number of people (all) on Universal Credit (UC). | 18,358 [Dec 2018] | 28,818 [Dec 2019] | 58,140 [Dec 2020] | 55,945 [Dec 2021] | | 4.94m [Dec 2021] | For info only |
| Number and (%) people in work claiming Universal Credit (UC) benefits *(ages 18-24)* | 1,675 (3.2%) [Dec 2018] | 2,065 (4.0%) [Dec 2019] | 4,320 (8.8%) [Dec 2020] | 2,510 (5.0%) [Dec 2021] | | (5.3%) [Dec 2021] | For info only |
| Number and (%) people in work claiming Universal Credit (UC) benefits *(all ages)* | 8,410 (1.9%) [Dec 2018] | 10,510 (2.4%) [Dec 2019] | 22,210 (5.0%) [Dec 2020] | 15,375 (3.5%) [Dec 2021] | | (4.5%) [Dec 2021] | For info only |
| Average gross annual salary (Suffolk residents), (ONS data) | £27,903 [2018] | £29,204 [2019] | £28,033 [2020] | £29,827 [2021] | | £31,881 [2021] | 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] | +0.7% [2021] | +2% [NALEP] | +0.6% [2021] | For info only |
| Change (%) in Suffolk house prices (HM Land Registry) | +2.1% [Q4 20/21] | +1.6% [Q1 21/22] | +2.3% [Q2 21/22] | +3.5% [Q3 21/22] | No target | +3.5% [Q3 21/22] | For info only |
| Housing Affordability Ratio (lower number = better) | 8.63 [Q4 20/21] | 8.70 [Q1 21/22] | 9.06 [Q2 21/22] | 9.77 [Q3 21/22] | Annual reduction* | 7.99 [Q3 21/22] | For info only |

* SCC Business Plan target

### ANNUAL PAY COMPARISON

- The Office for National Statistics recently published figures for average earnings (2021 - annual survey of hours and earnings ). These show gross annual pay for full-time workers in Suffolk increased in 2021, a reversal of the drop in earnings recorded during 2020. Average pay in Suffolk had fallen by 4% between 2019 and 2020, a much greater fall than that recorded nationally (-0.4%). However, 2021 has seen pay in Suffolk increase at a faster rate than the national average (6% compared to 4%). It is notable that historically pay across Suffolk has been, and remains, lower than the national average (certainly since at least 2008). The latest figures for 2021 show that the difference/gap between pay in Suffolk and the national average is around £40 (median weekly full-time pay).

### UC CLAIMANTS

- December 2021 figures confirm there were 55,945 Universal Credit (UC) claimants across Suffolk. Whilst numbers are gradually reducing, this still represents a 78% increase in claimant numbers since March 2020. At a district level, Mid Suffolk has the highest increase (92%) followed by West Suffolk (90%). In-work poverty has also increased in line with overall UC numbers and levels of unemployment. The good news is that a large proportion of the people who started claiming UC during the worst of the pandemic, have since stopped making claims - this is evidenced by the reduction in the number of short-term claimants.

## Broadband & Housing

| PERFORMANCE MEASURES | PREVIOUS PERFORMANCE | | | LATEST | TARGET | ENGLAND AVERAGE | RAG |
|---|---|---|---|---|---|---|---|
| % Suffolk with access to superfast broadband | 97.5% [Q4 20/21] | 97.5% [Q1 21/22] | 97.5% [Q2 21/22] | 97.6% [Q3 21/22] | 98% [2021/22] | 97.8% [Dec 2021] | |
| Superfast Broadband Take-Up (Contract 2) | 67.6% [Q4 20/21] | 69.1% [Q1 21/22] | 69.9% [Q2 21/22] | 74.6% [Q3 21/22] | 70% [2021/22] | n/a | |
| Additional premises with superfast broadband (Contract 3) | New measure | 0 [Q1 21/22] | 311 [Q2 21/22] | 1,052 [Q3 21/22] | 5,150 [end 2023] | n/a | |
| Number of additional network structures installed (Contract 3) | New measure | 0 [Q1 21/22] | 29 [Q2 21/22] | 65 [Q3 21/22] | No target | n/a | For info only |
| 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] | No update |
| 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] | No update |
| 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] | No update |
| 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] | No update |
| Number of Social Housing applications (monthly snapshot) | 1,317 [Apr 2021] | 1,220 [July 2021] | 1,201 [Sept 2021] | 1,112 [Nov 2021] | No target | n/a | For info only |

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

Comments

BETTER BROADBAND

- Superfast broadband coverage in Suffolk is now close to 98% with Phase 3 in place to address the remaining 2%. The next iteration of Government funded UK Gigabit will benefit Suffolk and the surrounding counties, with the tender going out in early 2022.
- *Suffolk Cloud Network* All identified sites have now been completed and work continues on the rollout of other sites.
- *LoRaWAN* Deployment continues with additional sites being added (the number of sites across Suffolk is around 80). Suffolk has also launched an 'Innovation Race' to encourage more people to engage with the Internet of Things programme and make better use of technology.

SCC HOUSING STRATEGY

- The Council recently formed a property development alliance with Lovell Partnerships with the aim of building new homes on SCC-owned land. The new

Joint Venture (JV) will be formally created in the summer, with initial plans in place to develop some locations with further opportunities being explored.

## Suffolk Highways

| PERFORMANCE MEASURES | PREVIOUS PERFORMANCE | | | LATEST | TARGET | ENGLAND AVERAGE | RAG |
|---|---|---|---|---|---|---|---|
| Number of customer enquiries (contact centre) | 15,080 [Q3 18/19] | 12,746 [Q3 19/20] | 10,499 [Q3 20/21] | 9,954 [Q3 21/22] | Annual decrease | Local measure | Green |
| Number of customer enquiries logged for action | 7,163 [Q3 18/19] | 9,587 [Q3 19/20] | 9,745 [Q3 20/21] | 8,508 [Q3 21/22] | No target | | Green |
| Enquiries: % responses logged in 5 working days | 36.4% [Q3 18/19] | 41.1% [Q3 19/20] | 39.2% [Q3 20/21] | 47.4% [Q3 21/22] | | | Green |
| % Customer satisfaction with handling of enquiries | 51% [2018] | 46% [2019] | 48% [2020] | 40% [2021] | | 46% [2021] | Red |
| Number of complaints relating to Suffolk Highways | 68 [Q3 18/19] | 89 [Q3 19/20] | 39 [Q3 20/21] | 36 [Q3 21/22] | <= 50 per qtr | Local measure | Green |
| Ratio of compliments versus complaints (high number = better) | 0.94 [Q3 18/19] | 0.35 [Q3 19/20] | 0.46 [Q3 20/21] | 0.75 [Q3 21/22] | No target | Local measure | For info only |
| % A roads where maintenance should be considered | 2.0% [2017/18] | 2.0% [2018/19] | 2.0% [2019/20] | 2.0% [2020/21] | <= 3% | 4.0% [2020/21] | Green |
| % B/C roads where maintenance should be considered | 6.0% [2017/18] | 5.0% [2018/19] | 4.0% [2019/20] | 3.0% [2020/21] | <= 6% | 6.0% [2020/21] | Green |
| % U roads: where maintenance should be considered | 24% [2017/18] | 25% [2018/19] | 23% [2019/20] | 23% [2020/21] | <= 20% | 17% [2020/21] | Red |
| % Residents satisfied with the condition of road surfaces | 28% [2018] | 34% [2019] | 35% [2020] | 27% [2021] | No target | 32% [2021] | Red |
| % Residents satisfied with the condition of pavements | 54% [2018] | 53% [2019] | 50% [2020] | 44% [2021] | | 50% [2021] | Red |
| % Residents satisfied with the speed of repair to streetlights | 57% [2018] | 58% [2019] | 55% [2020] | 51% [2021] | | 56% [2021] | Red |

### CUSTOMER CONTACT – HIGHWAYS

- The number of complaints continues to fall as does the volume of customer contacts. Quarter 3 saw the publication of the 2021 National Highways and Transport Public Satisfaction Survey (NHT). The survey enables the Council to benchmark its services (using feedback from residents) with other local authorities to share best practice and inform where improvements can be made. Suffolk has taken part in the survey since 2008 with the intelligence it provides covering a broad range of services – e.g. condition of roads and pavements, road safety, and streetlighting). The survey also covers customer contact and satisfaction with the manner in which enquiries have been dealt with. The latest figures show the percentage of customers satisfied with the handling of their enquiries dropped to 40% (this was 48% in 2020 - the national average 46%).

### HIGHWAY MAINTENANCE

- Quarter 3 saw the publication of the 2020/21 Road Condition Statistics; these provide condition data for all types of road in England. An agreed length of road is surveyed (e.g. using mounted lasers or cameras) that measure different aspects of the surface to establish what percentage of the road requires some degree of maintenance, in particular highlighting those roads most in need of urgent attention (the survey sample provides an insight as to the overall condition of the road network).

- The latest figures show that the condition of Suffolk's principal roads (A roads – % where maintenance should be considered) has stayed the same as last year, at 2% (nationally, performance has also not changed, at 4%). The condition of Suffolk's non-principal roads (B/C roads) shows an incremental improvement in performance each year from 2017/18 when it was 6%, to 3% (requiring maintenance) in 2020/21 - nationally, performance has not changed over the same period. Finally, the condition of Suffolk's unclassified roads (U roads) has stayed the same, at 23% (whilst nationally performance has declined from 15% to 17% needing maintenance).
- In respect to the Highways and Transport Public Satisfaction Survey (NHT) figures for condition of road surfaces, this shows that resident satisfaction dropped by 8% from last year, nationally satisfaction dropped by 5%). Likewise, satisfaction with the condition of pavements also dropped by 6% (again this trend is reflected nationally, where satisfaction dropped by 5%). Lastly, satisfaction with the speed of repairing streetlighting dropped by 4% (nationally down 5%).

#### INVESTMENT IN HIGHWAYS

- Cabinet have committed an additional £20million over the next three years to improve highway's drainage systems and footpaths, with £10million specifically allocated to prioritise drainage schemes and fixing issues that will benefit the largest number of people. The balance of funding will be targeted to improve the quality and accessibility of footpaths.

## Major Infrastructure Projects

#### GULL WING PROJECT

- Quarter 3 saw the land piling nearly completed and structures begin to emerge from the ground. Work began in the Lake with the dolphin piles (to form bridge protection structures) and cofferdams to begin constructing the two bridge support piers. Much of the complex utility diversion work has been completed. The project team continue to produce monthly newsletters, to engage regularly with site neighbours, and share the social benefits of the project to Suffolk residents. The project team are monitoring and reviewing ongoing issues such as the supply of materials and the impact of Covid on deliverables and the budget.

#### SIZEWELL C

- The Sizewell C Examination closed in October 2021, with a decision by the Secretary of State expected in May. The Council continues to work with the applicant (SZC Co.) to prepare for commencement, subject to approval, and to maximise Suffolk's opportunities from the development.

# To protect and enhance our environment

## Net Zero Carbon by 2030

**LOCAL SCC MEASURES**

| PERFORMANCE MEASURES | PREVIOUS PERFORMANCE | | | LATEST | TARGET | ENGLAND AVERAGE | RAG |
|---|---|---|---|---|---|---|---|
| Total Net Emissions – SCC (direct/indirect) (tCO2e) metric tonnes of Carbon Dioxide Equivalent | New measure | | 25,138 [2019/20] | 17,742 [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] | | | |
| Energy used across SCC buildings (GWh) Gigawatt hours | New measure | 69 [2018/19]* *Baseline | 66 [2019/20] | 64 [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) | 57% [2018] | 55% [2019] | 47% [2020] | 53% [2021] | | | |

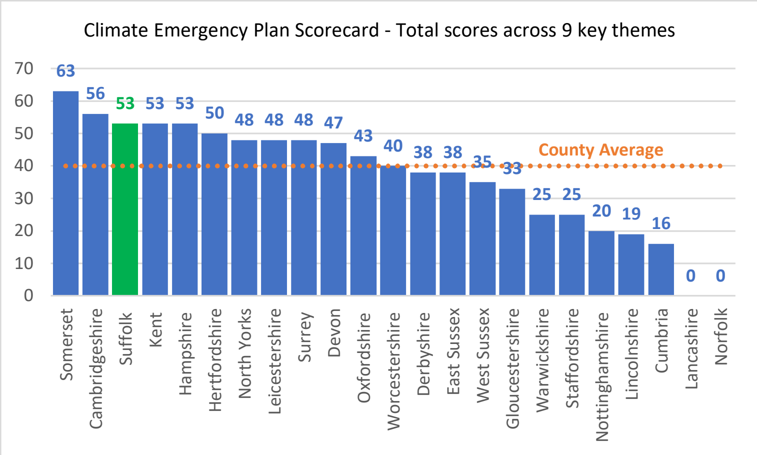
Note: Emissions and (£) cost figures for pool and fleet exclude lease/maintenance/insurance costs

**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 | 4,281 [2017] | 4,177 [2018] | 4,189 [2019] | 4,486 [2020] | | 4,276 [2020] | For Info only |
| Average domestic consumption per household (KWh) Gas | 11,484 [2017] | 11,130 [2018] | 11,078 [2019] | 11,369 [2020] | | 12,526 [2020] | 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 |

COUNCIL CLIMATE PLAN SCORECARDS

- Suffolk has been ranked joint third best county for its planned response to the climate emergency (data recently published nationally by Climate Emergency UK) https://councilclimatescorecards.uk. The scorecards are currently based only on published plans and policies but provide a meaningful benchmark tool for each authority in the UK, comparing one area against another, across a range of nine different themes. Themes include ‘commitment to response’, ‘engagement’, and ‘how well are issues being mitigated’. A score is applied to each theme and a total score given for each area. The following graph below shows that Suffolk has been given a score of 53%. District and Borough Councils have also been ranked in the same process and their results can be accessed on the same website.




NET ZERO CARBON BUDGET

- In February, Cabinet approved the proposed annual carbon budget that aims to report the historic carbon footprint and set out how the Council will prioritise resources and achieve its net zero ambitions. The carbon budget provides a baseline from which future progress can be tracked to better evaluate the full impact of strategic decision making. An initial set of data measures have been identified to measure the Council’s carbon footprint and help it target reductions going forward. Throughout this process, the Council has considered the approaches taken by other authorities and good practice, but it has become clear there is no one established approach to producing a carbon budget and each area will need to tailor its processes and response in a way that meets the unique characteristics of that particular organisation.
- Note: it is the view of the Council that the current measurement of its carbon footprint may represent a significant under-reporting of actual emissions across some service areas. The bulk of these unreported emissions will be in the purchased goods and services the Council procures. This is due to limited data being available, work is underway to collect more information from suppliers, but this will take time. To accurately measure the Council’s carbon footprint is a complex task and one that will require the development of data collection processes from which meaningful analysis can be drawn.
- The latest annual reduction for net emissions is significantly impacted by Covid, primarily a direct result of less transport usage and energy consumption in both transport and building occupancy. It is evident that opportunities exist for continued reductions in travel emissions, both business mileage and less travel to work, plus the benefits of additional electric and more energy efficient vehicles acquired to replace the Council’s existing fleet. The reduction in business mileage also saves travel time – it has been estimated that during 2020/21 business mileage in staff vehicles reduced by as much as 1.5million miles, equating to approximately 679,000 hours of travel time.

STREET LIGHTING PROJECT

- The £9.8million streetlighting upgrade across the county is resulting in better than expected energy consumption reductions (although this may now be partially offset by the increase in energy prices for the coming year). To date, over 43,000 fixtures have been replaced with LED technology. In a recent report to Full Council, it was revealed that a 76% reduction in energy consumption has been achieved (a better result than the 60% target). As well as the obvious environmental benefits, less energy consumption also imparts a financial benefit with a current saving of more than £1.7million per annum. This project is ongoing and further savings will undoubtedly be achieved (final roll-out planned for 2022).

## Waste Management

| PERFORMANCE MEASURES | PREVIOUS PERFORMANCE | | | LATEST | TARGET | ENGLAND AVERAGE | RAG |
|---|---|---|---|---|---|---|---|
| Total residual household waste per household (kg) | 271 [Q2 18/19] | 288 [Q2 19/20] | 297 [Q2, 20/21] | 308 [Q2 21/22] | Annual decrease | Not available | |
| Total household waste per household (kg) | 543 [Q2 18/19] | 541 [Q2 19/20] | 496 [Q2 20/21] | 541 [Q2 21/22] | | 513 [2019/20] | |
| % Household waste reused, recycled, or composted | 50.0% [Q2 18/19] | 46.9% [Q2 19/20] | 40.8% [Q2 20/21] | 43.1% [Q2 21/22] | Annual increase* | 43.8% [2020/21] | |
| % Household waste to energy recovery | 45.3% [Q2 18/19] | 48.2% [Q2 19/20] | 58.8% [Q2 20/21] | 55.3% [Q2 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%.*

- Since the start of Covid, the level of residual waste from households has remained at an elevated level as people spent more time at home. This has also resulted in higher contamination of recycling; especially more glass and plastic sacks being placed in recycling bins.
- In comparison to last year, waste tonnages recorded at recycling centres are higher because last year was affected by service closures in April/May.
- The recycling rate is greater than the same period last year because all services at the kerbside & recycling centres are now open at full capacity (centres were open but operating at reduced capacity up to the middle of Quarter 2). Garden waste collected for composting was higher than usual due to a wet June and July.

## Sustainable Transport

| PERFORMANCE MEASURES | PREVIOUS PERFORMANCE | | | LATEST | TARGET | ENGLAND AVERAGE | RAG |
|---|---|---|---|---|---|---|---|
| Number of Connecting Communities passengers | 150,421 [2018/19] | 139,143 [2019/20] | 33,657 [2020/21] | 57,990* [2021/22] *Projection | Annual Increase (SCC Business Plan target) | Local measure | |
| Number of bus passenger journeys | 15.2m [2018/19] | 15.5m [2019/20] | 4.7m [2020/21] | Next update Nov 2022 | | -61.3% [annual -/+] | For info only |
| Number of bus passenger journeys per head population | 20.1 [2018/19] | 20.3 [2019/20] | 6.2 [2020/21] | | | 14.8 [202021] | No update |
| % Customers satisfied with local bus services overall | 55% [2018] | 53% [2019] | 53% [2020] | 54% [2021] | No target | 60% [2021] | |
| % Customers satisfied with public transport information | 37% [2018] | 38% [2019] | 32% [2020] | 29% [2021] | | 40% [2021] | |
| Travel to Work survey: % staff using sustainable travel options | 51% [2018] | 59% [2019] | 29% [2020] | 20% [2021] | | Local measure | |

CONNECTING COMMUNITIES

- As previously reported, the Council continues to face challenges in providing transport services since the first lockdown in March 2020 but continues to work closely with operators and provide support to rural services as restrictions have eased and demand increases back to normal levels. Quarter 3 has seen some uplift in passenger number.

SUFFOLK BUS SERVICES

- The Council has made a funding bid to improve local bus services in response to the Government's National Bus Strategy. Irrespective of whether the bid is successful, the Council continues to establish the Enhanced Partnership arrangement to secure access to future Government funding. This Partnership is a statutory agreement between the Council and local bus operators and a framework for how this will work in practice is out for public consultation and feedback will be used to inform future decisions.

CUSTOMER SATISFACTION – BUS SERVICES

- Quarter 3 saw the publication of the 2021 National Highways and Transport Public Satisfaction Survey (NHT). The latest figures suggest of those who were surveyed, 54% were satisfied with bus services overall (an improvement of 1% on last year). However, whilst the survey suggests greater satisfaction with local bus services overall, the level of satisfaction with public transport information dropped by 3% and is now 11% below the national average.

KATCH

- Suffolk's on demand electric taxi bus service (led by the Council) in partnership with others, including East Suffolk and Greater Anglia, has won a national award for influencing positive change and sustainability. The service plays a key role in delivering sustainable transport solutions as well as helping the Council achieve its zero net carbon ambitions.

TRAVEL TO WORK SURVEY 2021

- The latest figures show the percentage of Council staff using sustainable travel (for their commute to work) dropped to 20% from 29% last year. However, it is important to note the new figures include the period when staff were working from home and moreover there is anecdotal evidence to suggest that during this period staff would invariably use their own transport in favour of public transport because of public health concerns.

## Greenest County

| PERFORMANCE MEASURES | PREVIOUS PERFORMANCE | | | LATEST | TARGET | ENGLAND AVERAGE | RAG |
|---|---|---|---|---|---|---|---|
| % Of mortality attributable to particulate air pollution | 5.3% [2017] | 5.4% [2018] | 5.3% [2019] | No update | No target | 5.1% [2019] | For Info only |
| Air pollution: exposure to fine particulate matter lower score = good | *(New Public Health data)* Air quality impact on health | | | 7.1 [2020] | | 6.9 [2020] | For Info only |
| Total number of fly-tipping incidents per 1,000 residents | 3.6 [2017/18] | 4.9 [2018/19] | 4.2 [2019/20] | 6.1 [2020/21] | | 11.6 [2020/21] | |
| % 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] | |

FLY-TIPPING

- The latest figures show that fly-tipping incidents across Suffolk increased significantly during 2020/21, with more rubbish being dumped on both public and private land. Waste dumped on public land is removed at a cost to the District Council, whereas on private land the cost is invariably covered by the landowner. East Suffolk has seen the most significant increase in fly-tipping with nearly three-times the number of any other part of Suffolk.

NATURAL ENVIRONMENT

- The Council recently confirmed plans to increase the biodiversity of 30% of its land and assets by 2030. Some examples include better management of hedgerows and vegetation adjacent to public highways, improving flood management, and creating more areas for nature. The Council has already planted more than 100,000 trees and plans to plant another 100,000 and two kilometres of mixed species hedgerow over the coming year.

ROAD TO NET ZERO GRANTS

- New road to net zero grants will provide Suffolk businesses with access to funding (up to £25k) for projects that have a demonstrable goal to reduce carbon emissions. The pilot project is funded by the UK Community Renewal Fund and is targeted to support a broad range of community projects.

AREAS OF OUTSTANDING NATURAL BEAUTY (AONB)

- Total funding of £110k is available across two Areas of Outstanding Natural Beauty (AONB) for local projects that can demonstrate innovation and sustainability for the benefit of the wider community. Individuals as well as organisations such as schools, local businesses, and community groups are being encouraged to express an interest in the scheme.

WARM HOMES SUFFOLK

- Suffolk councils are working in partnership to provide resources and expertise to residents in managing their energy usage and to help them access energy efficiency schemes such as insulation and solar photovoltaic systems, reducing energy bills, and accessing benefits. Warm Homes Suffolk is funded (£2.7m) by the Department for Business, Energy & Industrial Strategy (BEIS) and is eligible to Suffolk residents who meet the criteria.

## 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] | £10.4m [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] | £18.8m [2021/22] | £15.8m [2021/22] | | |
| Number of children using School transport | 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) | 12,112 [Q4 20/21] | 12,283 [Q1 21/22] | 13,056 [Q2 21/22] | 13,224 [Q3 21/22] | | | For Info only |

SCHOOL TRAVEL

- The Council's new contract management system went live in October, giving better insight into the accounting for mainstream and SEND contracts. Although overall the school transport budget remains as projected at Quarter 2, the projection for mainstream has reduced but increased for SEND. Some significant savings were made to mainstream contracts in the summer as a result of rationalising a number of long term, well established school bus routes, reviewing the number or size of school buses, combining existing routes and making route optimisation adjustments to include more students.
- The number of SEND pupils requiring transport continues to rise (after the restart in September) leading to pressure to procure in a much reduced timeframe (this is not the most efficient way of procuring transport and has led to higher costs). In addition, the national driver shortage for PSV, minibuses and taxis poses a risk to future provision and costs. Work continues on reviewing single occupancy taxis, encouraging the take up of Parent Assisted Rates (paid to parents as a personal budget) to transport their children to school, and trialling e-auctions.

## Our Workforce

| Staff Numbers (Full Time Equivalent FTE) | April 2020 | June 2020 | Sept 2020 | Dec 2020 | June 2021 | Sept 2021 | Dec 2021 |
|---|---|---|---|---|---|---|---|
| Children and Young People Services | 1,752 | 1,762 | 1,797 | 1,711 | 1,837 | 1,855 | 1,919 |
| Adult and Community Services | 968 | 975 | 981 | 983 | 1,007 | 1,009 | 1,041 |
| Corporate Services | 472 | 476 | 473 | 486 | 510 | 501 | 517 |
| Growth, Highways and Infrastructure | 377 | 374 | 374 | 393 | 413 | 406 | 437 |
| Fire & Public Safety | 359 | 357 | 373 | 377 | 365 | 372 | 375 |
| Public Health & Communities | 90 | 89 | 111 | 130 | 145 | 146 | 152 |
| Total SCC | 4,018 | 4,032 | 4,109 | 4,080 | 4,268 | 4,289 | 4,441 |

| Temporary Staff and Contractors (OPUS data) | Quarter 4 2020/21 | Quarter 1 2021/22 | Quarter 2 2021/22 | Quarter 3 2021/22 | £ change Q3 vs Q2 |
|---|---|---|---|---|---|
| Children's Services | £436,411 | £457,656 | £447,943 | £457,049 | +£9,106 |
| Adult and Community Services | £391,859 | £362,090 | £367,014 | £326,280 | -£40,734 |
| Corporate Services | £265,814 | £212,471 | £147,044 | £128,086 | -£18,958 |
| Growth, Highways and Infrastructure | £176,608 | £156,000 | £200,631 | £213,309 | +£12,678 |
| Fire & Public Safety | £2,025 | Nil | £3,218 | £19,130 | +£15,912 |
| Public Health & Communities | £342,987 | £340,233 | £180,591 | £93,021 | -£87,570 |
| **SCC** | **£1.62m** | **£1.53m** | **£1.35m** | **£1.24m** | **-£109,566** |

<u>Comments</u>

- Quarter 3 (2021/22) saw Council spending on temporary staff and contractors decrease by £109,566 (-8%) compared to Quarter 2. The most significant change is Public Health & Communities who are now spending less on Covid response and support roles.

ABSENCE MANAGEMENT

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

| Working days lost as a % of available days | Oct to Dec 2018/19 | Oct to Dec 2019/20 | Oct to Dec 2020/21 | Oct to Dec 2021/22 |
|---|---|---|---|---|
| Children and Young People Services | 5.2% | 5.0% | 3.3% | 4.1% |
| Adult and Community Services | 6.9% | 7.5% | 6.2% | 5.1% |

| Working days lost as a % of available days | Oct to Dec 2018/19 | Oct to Dec 2019/20 | Oct to Dec 2020/21 | Oct to Dec 2021/22 |
|---|---|---|---|---|
| Corporate Services | 3.0% | 3.0% | 1.9% | 2.9% |
| Growth, Highways and Infrastructure | 3.7% | 3.6% | 1.5% | 2.5% |
| Fire & Public Safety | 9.9% | 7.6% | 5.7% | 7.3% |
| Public Health & Communities | 1.6% | 1.2% | 0.5% | 1.7% |
| SCC (Total days lost) | **5.6%** 14,250 days | **5.4%** 13,814 days | **3.8%** 10,059 days | **4.2%** 11,619 days |

| (Sickness) - Return to Work Interviews | Sept 2020 | Dec 2020 | March 2021 | Sept 2021 | Dec 2021 |
|---|---|---|---|---|---|
| Children and Young People Services | 45% | 52% | 49% | 53% | 52% |
| Adult and Community Services | 42% | 55% | 57% | 47% | 54% |
| Corporate Services | 76% | 70% | 71% | 81% | 69% |
| Growth, Highways, and Infrastructure | 52% | 65% | 58% | 58% | 57% |
| Fire & Public Safety | 53% | 47% | 53% | 49% | 52% |
| Public Health & Communities | 54% | 47% | 80% | 38% | 42% |
| **Total SCC** | **47%** | **55%** | **55%** | **53%** | **54%** |

HR WORKFORCE STRATEGY

*Staff Survey*

- Supported by the HR Strategic Partners, each directorate management team is continuing to implement their action plans in response 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 to review the Council’s approach to future staff engagement surveys continues. Market engagement activity was undertaken in Quarter 3 to understand current practices with a view to submitting proposals to the Corporate Leadership Team on the way forward.

*Kickstart Scheme*

- A further 2 Kickstart trainees started placements in Quarter 3 bringing the total to 22 placements so far this year, with a further 4 due to start in Quarter 4.
- 13 of the kickstart trainees have completed their 6-month placements with 10 of the young people going on to secure further employment (77%) and 5 of these securing jobs within the Council.
- The number of referrals of eligible young people has continued to decrease in Quarter 3 and the Department for Work & Pensions suggests this is because of those that are eligible for the Kickstart scheme have either already successfully secured a Kickstart placement or they have particular barriers to engage in work placements at this time. The advert for Kickstart placements with the Council will

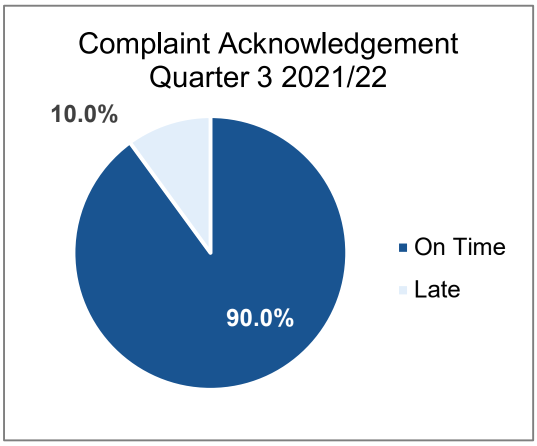
remain open for new starters until the end of March. The Council will continue to work with the DWP to identify eligible young people and offer placements.

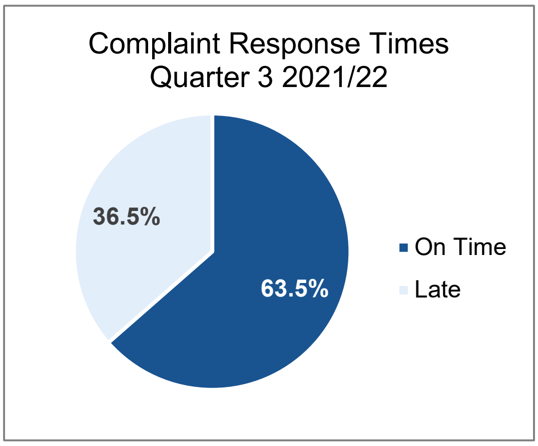
## Complaints & Compliments

| Directorate | Q3 2020/21 | Q3 2021/22 | Difference | % Closed Complaints Upheld |
|---|---|---|---|---|
| ACS | 59 | 53 | -6 | 80.0% |
| CYP | 87 | 107 | 20 | 42.9% |
| Corp Serv | 9 | 3 | -6 | 66.7% |
| GHI | 75 | 69 | -6 | 35.7% |
| F&PS | 1 | 5 | 4 | 60.0% |
| PH | | 2 | 2 | 50.0% |
| **Total** | **231** | **239** | **8** | 42.5% |

- Quarter 3 complaint numbers are comparable to the same period last year, only increasing by 8 across all directorates. CYP have recorded the biggest increase (additional 20 complaints).

COMPLAINT RESPONSES




- Complaint acknowledgement performance fell during Quarter 3. In total, 90% of complaints were acknowledged within three working days, which is comparable to the previous quarter but 6% down on the same period last year.
- At the time of writing, response times were below the Council's 85% corporate target with 63.5% of complaints responded to on time.

COMPLAINT ESCALATIONS

| Q3 - 2021/22 | ACS Statutory | CYP Statutory | Corporate |
|---|---|---|---|
| Complaint Escalations | 0 | 1 | 3 |
| LGSCO cases | 6 | 1 | 22 |

- Overall, customers appear to be satisfied with Stage 1 responses with only 4 complaints escalated to the next stage (statutory complaints can result in around £3.5k in independent investigation costs).

- Of the 29 customers who contacted the LGSCO in Quarter 3, nine cases were rejected and not investigated (the others are pending). So far in 2021/22 financial remedy payments totalling £34,733 have been made (19 cases).

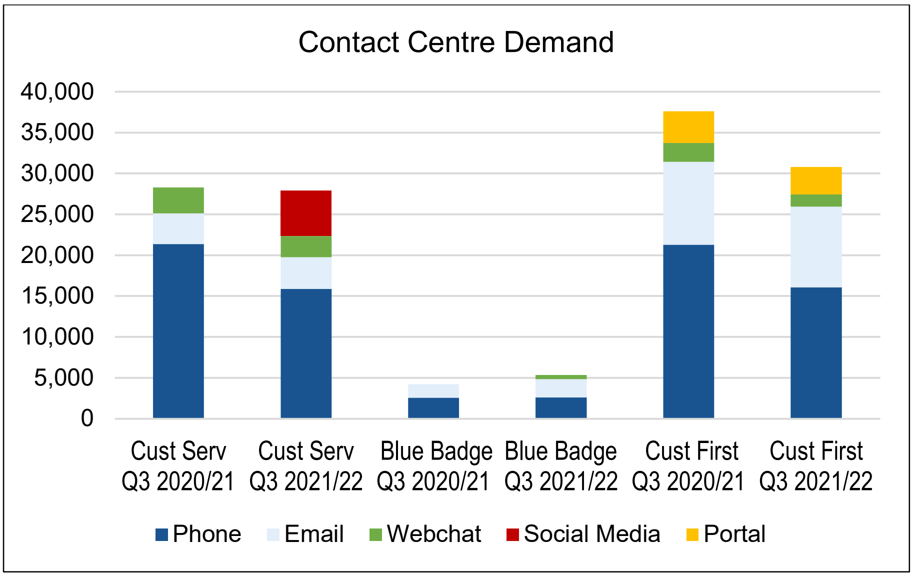
COMPLIMENTS

- Quarter 3 saw the number of compliments reduce by 8.6% compared to the same period last year. The teams receiving the highest number of compliments were:

| Highways (GHI) | Registrars (Corp Services) | CYP Social Work |
|---|---|---|
| 27 (21% of total) | 21 (17% of total) | 14 (11% of total) |

## Customer & Online Services

CUSTOMER CONTACT CHANNEL DEMAND




OVERALL CONTACT VOLUMES

| | Q3 2020/21 | Q3 2021/22 | Difference |
|---|---|---|---|
| **Cust Serv** | 28,270 | 27,890 | -1.3% |
| **Blue Badge** | 4,193 | 5,326 | 27.0% |
| **Cust First** | 37,592 | 30,778 | -18.1% |
| **Total** | **70,055** | **63,994** | **-8.7%** |

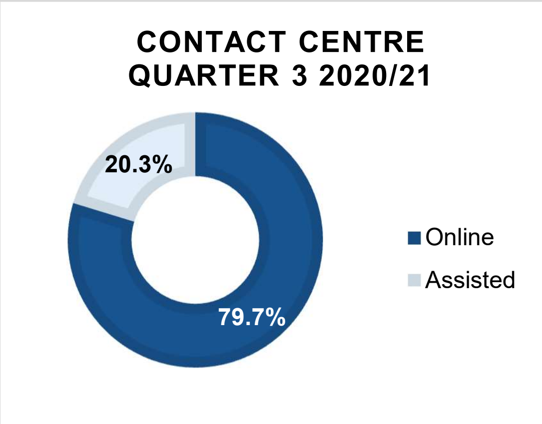
- Quarter 3 saw overall customer demand fall by almost 9% when compared to Quarter 3 last year. Total demand through the phone channel fell by 24%, with both webchat and portal demand also falling, 15.7% and 13% respectively (email demand saw a slight increase, up 2.5%). The Blue Badge service recently introduced web chat as a customer contact channel and the Customer Service team now handle social media messages (received via the Council's social media). To date, there have been over 5,300 messages received.

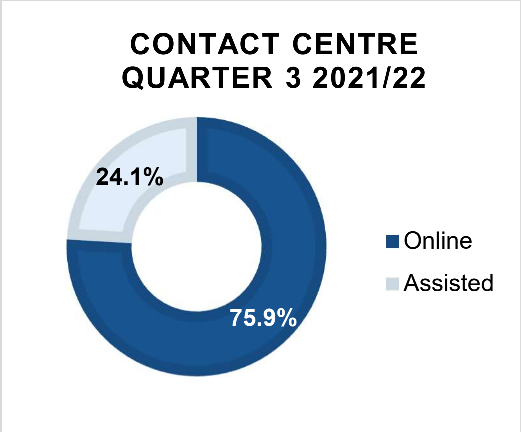
## CUSTOMER SERVICE PERFORMANCE

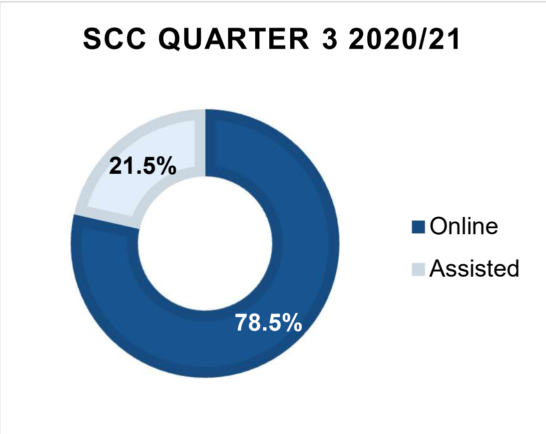
| Service Performance | Q3 2020/21 | | Q3 2021/22 |
|---|---|---|---|
| First Call Resolution | 95.9% | ⇧ | 96.1% |
| Failure Demand | 5.9% | ⇩ | 3.1% |
| Blue Badge Apps processed < 6weeks | 94.0% | ⇧ | 95.7% |

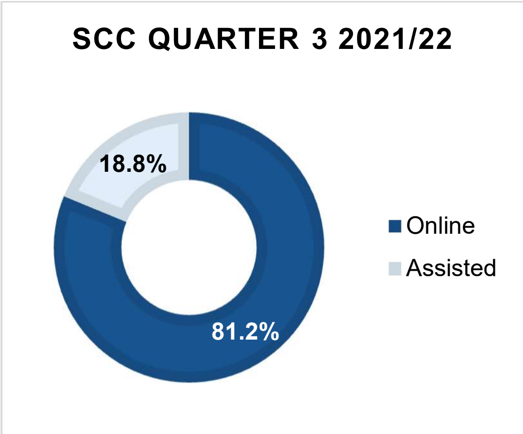
- During Quarter 3, 96% of customer calls were resolved at the first point of contact, a slight improvement on the same period last year.
- In total, 3.1% of customer calls were categorised as failure demand (avoidable contact resulting from a failure to act or deliver an outcome within agreed timescales), compared to 5.9% last year.

## CHANNEL MIGRATION



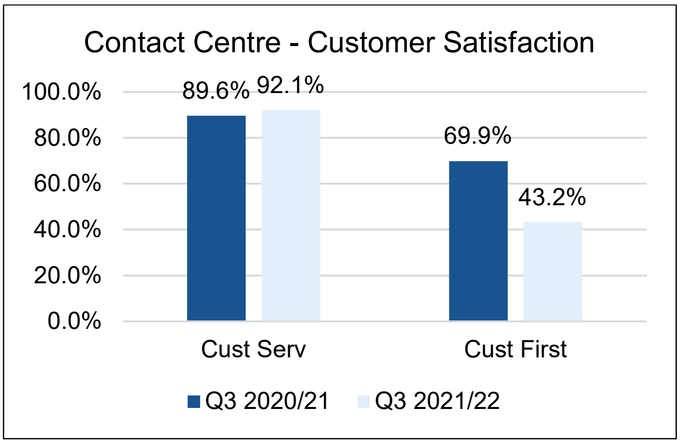




- Quarter 3 saw almost 76% of customer transactions completed online, this is slightly down (3.7%) on last year.
- As the Council continues to develop its digital solutions, a higher number of customers are using online options to access services. Quarter 3 saw an increase of 3% in customers using online services compared to the same period last year.

CUSTOMER SATISFACTION




- The Customer Service team (Contact Centre and Blue Badge) customer satisfaction score of 92.1% is an increase of 2.5% compared to last year.
- Customer First satisfaction scores fell by over 26% compared to last year, although it should be noted the last survey only included 37 responses.

SCC WEBSITE USAGE

| Metric | Q3 2020/21 | Q3 2021/22 |
|---|---|---|
| Users | 522,655 ↑ | 678,140 |
| Page Views | 1,434,520 ↓ | 1,284,958 |
| Quality Assurance Score | 98.5% ↓ | 96.4% |
| Online Payments made | 1,438 ↓ | 973 |

- Quarter 3 saw almost 30% more visitors to the Council's website compared to last year, however page views fell by over 10%. An increase in users but decrease in page views suggests more users are finding the information they need by visiting fewer pages, an encouraging trend.
- The Quality Assurance score is prone to sudden variation, usually when a large number of broken links are identified. It is worth noting this score is a snapshot that fluctuates daily and despite the reduction compared to last year, performance remains consistently above the industry average.

SELF SERVICE – TOP 3

| Q3 2020/21 | Number | Q3 2021/22 | Number |
|---|---|---|---|
| Book a Recycling Centre slot | 35,584 | Book a Recycling Centre slot | 31,042 |
| Apply for a primary school place 2021/22 | 3,349 | Apply for a primary school place 2022/23 | 7,940 |
| Report a highways issue | 2,837 | Apply for a secondary school place 2022/23 | 7,356 |

- The most commonly used self-service option on the Council's website continues to be customers booking visits to the Household Waste Recycling Centres.