

## Corporate Performance Summary: Quarter 4, 2021/22

- The following summary includes the latest key performance information from the Corporate Performance Report - discussed at Corporate Leadership Team (CLT) and Joint Leadership Team (JLT) on 7 June 2022.
- The report is themed around the Council's corporate priorities and highlights both good performance and areas of concern. Historical data is provided, along with performance against targets (where targets have been set), and benchmarking (comparative) information where this is available.



**Promote/support health and wellbeing of Suffolk people**



**To strengthen our local economy**






**To protect and enhance our environment**



**To provide value for money for the Suffolk taxpayer**

<i>Report Theme</i>	<i>Page Number</i>
Public Health & Communities	2
SEND	4
Children's Social Care	5
Adult Social Care	7
Schools and Education	8
Fire & Public Safety	10
Job, Skills & Training	12
Local Economy & Housing	15
Highways & Infrastructure	16
Net Zero Carbon by 2030	18
Waste & Environment	19
Sustainable Transport	20
Our Workforce	22
Complaints & Compliments	25
Customer & Online Services	26

### 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



## Promote/support health and wellbeing of Suffolk people

### Public Health & Communities

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
Conception rate: women aged 15-17 per 1,000 population	16.3 [2017]	13.9 [2018]	13.7 [2019]	11.6 [2020]	Annual decrease	13.0 [2020]	●
% Attending specialist sexual health services offered appointment within 48hrs	99% [Q4 20/21]	100% [Q1 21/22]	100% [Q2 21/22]	100% [Q3 21/22]	98% [2021/22]	Local measure	●
% Attending specialist sexual health services seen within 48hrs	85% [Q4 20/21]	91% [Q1 21/22]	87% [Q2 21/22]	87% [Q3 21/22]	80% [2021/22]	Local measure	●
Successful completion of drug treatment - opiate users	6.4% [2017]	5.7% [2018]	7.0% [2019]	6.1% [2020]	Annual increase	4.7% [2020]	●
Breastfeeding: % of infants being breastfed at 6-8 weeks	47.2% [Q1 21/22]	51.6% [Q2 21/22]	50.0% [Q3 21/22]	48.0% [Q4 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	7.5% [2020/21]	9.6% [Q1 21/22]	10.5% [Q2 21/22]	10.1% [Q3 21/22]	6.0% [2021/22]	9.5% [2020/21]	●
% NHS Health Checks offered to the eligible population in the Quarter	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]	2.6% [Q3 21/22] 6.3% [21/22 YTD]	5% [per Qtr]; 20% [per year 2021/22]	2.0% [Q3 21/22]	n/a
% NHS Health Checks offered and taken up in the Quarter	24% [Q4 20/21]	63% [Q1 21/22]	29% [Q2 21/22]	43% [Q3 21/22]	50% [2021/22]	41% [Q3 21/22]	n/a
% Reception Year children obese and overweight	20.5% [2018]	19.9% [2019]	21.6% [2020]	29.7% [2021]	Annual reduction	23.0% [2020]	●
% Year 6 children obese and overweight	31.0% [2017]	31.5% [2018]	30.4% [2019]	31.8% [2020]	(SCC Business Plan target)	35.2% [2020]	●
% Of adults (age 18+) classified overweight/obese	63.4% [2018]	65.6% [2019]	62.2% [2020]	62.9% [2021]		63.5% [2021]	●
% 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

- The contract between iCaSH Suffolk and the Suffolk GP Federation ended on 28<sup>th</sup> February. The contract was set up to reduce long-acting reversible contraception (LARC) backlogs caused by the impact of Covid. Public Health are continuing the contract with the GP Federation to address waiting lists in primary care.

#### DRUGS & ALCOHOL

- The numbers of successful completions for opiates and alcohol fell in Suffolk, across the East of England, and nationally in 2020 reflecting the impact of Covid and retaining people in treatment for safety or harm reasons (performance for

non-opiates improved). Workforce pressures have remained in the Turning Point service and recruitment continues to be challenging. Turning Point central are reviewing terms and conditions and salary scales to create a more attractive employment package. Extensive engagement work to inform the local implementation of the national drug strategy is now complete. In terms of future planning, Suffolk will need to demonstrate how the county can contribute to national outcome targets. The impact of additional resources for criminal justice work is under evaluation (work externally funded by Public Health England) to inform the plans for implementing the national drug strategy.

#### BREASTFEEDING

- Public Health is supporting a new Infant Feeding Strategy developed by SNEE (Suffolk and Northeast Essex) CCG's to help promote breastfeeding and improve initiation rates across Suffolk.

#### SMOKING

- For smoking at time of delivery, annual data is available for Suffolk, but whilst quarterly data is also available, this includes Norfolk and Suffolk. For Quarter 3, prevalence in West Suffolk was 7.9%, with the highest prevalence in Norfolk & Waveney (12.4%) and the lowest in Ipswich & East Suffolk (6.9%).
- Smoking prevalence (self-reported smokers aged 18+) has decreased from 16.1% to 13.7% and remains 'not significantly different to England'.

#### NHS HEALTH CHECKS

- Work continues to recover lost health checks with additional support offered to GPs in areas of deprivation. Prototypes for alternative delivery continues in collaboration with the wider health system.

#### OBESITY



- There is a caveat associated on the latest data as this is only a sample due to restrictions caused by Covid and statistical weighting applied to produce estimates of obesity prevalence. This means that comparison to previous years is not as accurate as it would normally be. National data for the 2020/21 school year highlight concerns on the increase in obesity prevalence (both locally and nationally).
- Research into the latest data has started to look at the reasons behind the increases and the impact that Covid. But it is clear that factors such as the cost of living crisis and lower levels of physical activity during Covid restrictions (particularly for children) have had an impact.
- There is currently no 2020/21 data for Year 6 children due to a very low number of children being measured in this cohort.
- February 2022 data for adult weight management services shows the target set for adults accessing tier 2 services who have lost weight from their baseline has already exceeded the target set at 1,500 adults (performance currently at 1,981). Quarter 4 saw a significant increase in referrals and the targets for adult weight management have increased to reflect the gradual return to business as usual and to continue the progress already made with the number of people

completing programmes during 2021/22. Public Health are working with OneLife to look at how the service can continue delivery of the learning disability service as this is proving to be successful.

#### ACTIVE PEOPLE

- The next round of Sport England data (for the period November 2020 to November 2021) will be available soon. This data will provide an insight on whether physical activity levels are recovering following Covid restrictions, and identifying particular groups more adversely affected.

### SEND (Special Educational Needs & Disabilities)









PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
Children with Education, Health & Care (EHC) plans	5,947 [Q1 21/22]	6,164 [Q2 21/22]	6,340 [Q3 21/22]	6,475 [Q4 21/22]	No target	n/a	For Info only
Number of applications for assessment for EHC	360 [Q1 21/22]	315 [Q2 21/22]	335 [Q3 21/22]	351 [Q4 21/22]		n/a	For Info only
Number of EHC needs assessments agreed	218 [Q1 21/22]	220 [Q2 21/22]	236 [Q3 21/22]	122 [Q4 21/22]		n/a	For Info only
Number of final EHCPs issued	178 [Q1 21/22]	203 [Q2 21/22]	171 [Q3 21/22]	147 [Q4 21/22]		n/a	For Info only
% EHC plans issued in 20 weeks (excluding exceptions)	95% [Q1 21/22]	90% [Q2 21/22]	70% [Q3 21/22]	35% [Q4 21/22]	Plans finalised in 20 weeks	55% [2020/21] *Neighbours	
Number and cost (£) of Short Break Personal Budgets	1,820 £1.17m [Q1 21/22]	2,069 £1.24m [Q2 21/22]	2,185 £1.25m [Q3 21/22]	2,252 £1.24m [Q4 21/22]	Budget: £1.15m	n/a	
Number and cost (£) of Independent Placements	277 £13.9m [Q1 21/22]	297 £14.3m [Q2 21/22]	310 £14.8m [Q3 21/22]	321 £16.4m [Q4 21/22]	n/a	n/a	For Info only



#### SEND PERFORMANCE

- A new Head of SEND Services, SEND Operations Manager and Family Services Manager have joined the team, supporting the pace of improvements required (further recruitment of staff in key roles is also underway).
- Liquid Logic is the new caseload management system for the service and plans are in place to manage the migration process and implementation to new ways of working. The process for sharing data held across Social Care, Youth Justice, and Education services is improving and new dashboards created to enable a better oversight of workloads and practices.
- At Quarter 4, 2,252 families were receiving short break personal budgets, and this is around 290 more families than last year (of these, 1,577 are receiving their offers via a pre-paid card). In comparison to previous years, Suffolk has a consistent rate of approximately 33% of requests receiving a personal budget.
- During Quarter 4, a total of 1,500 renewals were processed over a very short period of time, so families had payments in time for Easter. Two payment systems were reduced to one and this has resulted in less administration, ensuring all families get their funding in a timely manner.

- The number of families accessing short breaks continues to rise. In total, 781 new applications were processed in 2021/22, with a third of applications receiving a budget.
- Quarter 4 saw the number of children in independent specialist settings increase slightly (by 11 places) but the average cost per place has remained relatively stable.
- There has been an increase in the number of places within the local offer (+70 places). This is due to additional places created in special schools (and oversubscribing above the original commissioned number). The service will continue with additional Quality and Assurance checks/visits on Independent Specialist settings and providers within the local offer (this will continue throughout the new academic year).

### Children's Social Care

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
Forecast (£) spend on purchased care for children	£21.2m [July 2021]	£20.9m [Sept 2021]	£21.4m [Jan 2022]	£23.4m [Jan 2022]	£21.5m [Budget]	n/a	
Children in Need (CIN) per 10,000 children (ex CiC/CPP)	136.3 [Q1 21/22]	124.2 [Q2 21/22]	139.8 [Q3 21/22]	142.5 [Q4 21/22]	No target	321.2 [2020/21]	For Info only
Referral rate (children per 10,000 aged 0-17)	398.1 [Q1 21/22]	389.2 [Q2 21/22]	384.5 [Q3 21/22]	408.2 [Q4 21/22]		405.0* [2020/21] *Neighbours	For Info only
% Re-referrals within 1 year	16.1% [Q1 21/22]	20.3% [Q2 21/22]	17.8% [Q3 21/22]	16.2% [Q4 21/22]	20% [2021/22]	21.0%* [2020/21] *Neighbours	
% Social work assessments completed within 45 days	86.6% [Q1 21/22]	80.5% [Q2 21/22]	80.9% [Q3 21/22]	76.8% [Q4 21/22]	90% [2021/22]	86.7%* [2020/21] *Neighbours	
Children subject to a Child Protection Plan per 10,000	31.1 [Q1 21/22]	28.8 [Q2 21/22]	28.4 [Q3 21/22]	29.5 [Q4 21/22]	29.7 [2021/22]	37.3* [2020/21] *Neighbours	
Actual number of Child Protection Plans (CPP)	478 [Q1 21/22]	440 [Q2 21/22]	434 [Q3 21/22]	451 [Q4 21/22]	450 [2021/22]	n/a	For Info only
% CPP cases open two years or more	1.9% [Q1 21/22]	3.0% [Q2 21/22]	2.1% [Q3 21/22]	1.6% [Q4 21/22]	No target	2.6%* [2020/21] *Neighbours	
% Reviews of Child Protection cases on time	99.2% [Q1 21/22]	98.9% [Q2 21/22]	99.7% [Q3 21/22]	98.1% [Q4 21/22]	100% [2021/22]	95.0%* [2020/21] *Neighbours	
Children in Care (CiC) per 10,000 children	61.6 [Q1 21/22]	60.6 [Q2 21/22]	60.6 [Q3 21/22]	60.1 [Q4 21/22]	59.0 [2021/22]	60.0* [2020/21] *Neighbours	
Actual number of Children in Care (CiC)	946 [Q1 21/22]	927 [Q2 21/22]	926 [Q3 21/22]	919 [Q4 21/22]	910 [2021/22]	n/a	For Info only
Actual number of Children in Care (CiC) UASC	74 [Q1 21/22]	81 [Q2 21/22]	93 [Q3 21/22]	103 [Q4 21/22]	120 [2021/22]	n/a	For info only
Number of children social workers with 25+ cases	23 [Q1 21/22]	21 [Q2 21/22]	24 [Q3 21/22]	31 [Q4 21/22]	No target	n/a	

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
% Care leavers in education, employment, training (EET)*	58.8% [Q1 21/22]	58.8% [Q2 21/22]	58.5% [Q3 21/22]	57.1% [Q4 21/22]	70% [2021/22]	n/a	
[Suffolk Family Focus] % PBR claims against annual target	107 [Q1 21/22]	354 [Q2 21/22]	554 [Q3 21/22]	736 [Q4 21/22]	718 [2021/22]	n/a	

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

#### REFERRALS

- Contact numbers remain steady with the majority of referrals resolved in a timely manner. Numbers are higher than the same period last year, but lower than they were pre-covid.
- The pilot in South Suffolk (to ensure Designated Safeguarding Leads are involved in strategy discussions) has been extended to a number of schools in the West and North of the county with a view to being adopted more widely during 2022/23.
- As well as continued engagement with school Designated Safeguarding Leads, work is ongoing to further understand and develop relationships between schools, the Multi-Agency Safeguarding Hub (MASH), and Children's Services. Furthermore, information sharing pathways with the Police continue to ensure the Child Abuse Investigation Team receive timely information to assist with safeguarding issues and prioritisation.
- The MASH Professional Consultation Line continues to receive around 330 calls per month suggesting the service is now well publicised and more widely used allowing professionals to make more informed decisions on possible safeguarding issues.

#### SOCIAL WORK ASSESSMENTS

- Quarter 4 saw a short term drop in performance and this was due to a combination of factors, including a significant increase in social work assessments during February. April saw a spike in numbers, but levels are now starting to return to normal. The entire social work system experienced increased pressure during February which has impacted on performance across Customer First, the Multi-Agency Safeguarding Hub (MASH) and social work teams reporting an increase in caseloads.

#### CHILDREN IN CARE

- 2021/22 started with a high number of Children in Care (CiC) - Quarter 1 saw numbers at 946. However, throughout 2021/22, there has been considerable work to refocus and strengthen the Council's restorative practices, aligned to Public Law Outline (PLO) recommendations, the impact of which has resulted in a levelling out of CiC numbers during the second half of the year.

#### CHILDREN LEAVING CARE










- The Leaving Care Service received an award from the High Sheriff of Suffolk in recognition of their outstanding service to the community during Covid. Suffolk has also secured further funding from the Ministry for Levelling Up (Rough

Sleeper's Initiative) to focus on the prevention of homelessness for care leavers (current figures suggest 87.9% of care leavers are in suitable accommodation).

#### TROUBLED FAMILIES

- The target number of Family Payment By Results (PBR) claims for 2021/22 was achieved. In total 736 claims for the Supporting Families Programme (SFP) were progressed against the target of 718 (by 31st March 2022) - a total £574,400 Payment by Results funding potential.

#### Adult Social Care

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
Average cost (£) per ACS customer	£2,406 [Q1 21/22]	£2,434 [Q2 21/22]	£2,459 [Q3 21/22]	£2,599 [Q4 21/22]	No target	Local measure	
% Learning disability (LD) customers in employment	3.9% [Q1 21/22]	3.8% [Q2 21/22]	3.8% [Q3 21/22]	3.7% [Q4 21/22]	5.2% [2021/22]	5.1% [2020/21]	
% LD customers in settled accommodation	86.3% [Q1 21/22]	82.3% [Q2 21/22]	81.0% [Q3 21/22]	81.4% [Q4 21/22]	72.4% [2021/22]	78.3% [2020/21]	
New permanent admissions into residential care for those aged 18 - 64 (per 100,000)	5.1 [Q1 21/22]	3.5 [Q2 21/22]	1.8 [Q3 21/22]	1.9 [Q4 21/22]	3.3 [2021/22]	2.1 [2020/21]	
New permanent admissions into residential care for those aged 65+ (per 100,000)	164.1 [Q1 21/22]	154.2 [Q2 21/22]	122.3 [Q3 21/22]	106.3 [Q4 21/22]	106.2 [2021/22]	124.5 [2020/21]	
Older people at home 91 days after hospital discharge	80.4% [June 2021]	83.3% [Sept 2021]	79.9% [Dec 2021]	78.5% [Mar 2022]	81.3% [2021/22]	79.1% [2020/21]	
% Of customers in receipt of long-term support receiving an annual review within 12 months.	41.8% [Q1 21/22]	45.1% [Q2 21/22]	45.9% [Q3 21/22]	52.9% [Q4 21/22]	80% [2021/22]	Local measure	
% Of service users accessing long term support receiving a Direct Payment	17.6% [Q1 21/22]	20.2% [Q2 21/22]	22.5% [Q3 21/22]	24.6% [Q4 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	946 [Q1 21/22]	1,907 [Q2 21/22]	2,875 [Q3 21/22]	3,891 [Q4 21/22]	No target	Local measure	For Info only
Total number of Customer First contacts relating to ACS	28,886 [Q1 21/22]	27,952 [Q2 21/22]	30,778 [Q3 21/22]	22,888 [Q4 21/22]		Local measure	For Info only
Number of Section 42 enquiries started per 100,000 population aged 18+	49.3 [Q1 21/22]	90.4 [Q2 21/22]	138.6 [Q3 21/22]	185.4 [Q4 21/22]	64.7 [2021/22]	Local measure	
% Of customers in residential / nursing care rated Inadequate	1.0% [June 2021]	0.2% [Sept 2021]	0.3% [Dec 2021]	0.4% [Mar 2021]	No target	1.3% [CIPFA]	No update

#### AVERAGE COST (£) PER ACS CUSTOMERS

- The continued rise in average cost is a concern that ACS DMT are keeping under regular review. The rate of average costs should be considered alongside the number of long term customers and family carers who are supported. The ACS transformation work will focus on social work practice models that support greater levels of independence, with alternatives to commissioned care being



an important part of that (e.g. support from family/social networks and community organisations). As things progress, customers who are supported through commissioned care will (on average) have higher levels of need and this will increase average costs per customer even as overall costs reduce.

- These factors are under regular scrutiny through the ACS Transformation Board and that includes the work to benchmark Suffolk against other authorities to ensure the service shares knowledge and learns from best practice.

#### CUSTOMERS IN RECEIPT OF LONG-TERM SUPPORT

- Significant work was undertaken during Quarter 4 to increase the proportion of customers who have had an annual review, and the proportion has increased significantly compared to March 2021. However, further work needs to be done to ensure all customers receive a good quality review of care at least once a year, and ACS has set an ambitious internal target of 100% of customers being reviewed in 2022/23.






#### DIRECT PAYMENTS

- The number of customers in receipt of long-term support with a Direct Payment has rose slightly during Quarter 4 but remains relatively low. Again, this is an identified area of focus for 2022/23.





#### SAFEGUARDING

- These figures are cumulative so will always rise over time. The rate of increase between Quarter 3 and Quarter 4 is comparable to that between Quarter 2 and Quarter 3. Other safeguarding measures continue to remain broadly stable, or have improved, including the number of safeguarding cases still open after three months, and scrutiny of safeguarding and performance data is improving .

### Schools & Education

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
% Schools currently judged Good or Outstanding	81.3% [June 2021]	81.6% [Sept 2021]	81.4% [Dec 2021]	82.1% [Mar 2021]	>England	87.2% [Mar 2021]	
% Academies currently judged Good or Outstanding	74% [June 2021]	74% [Sept 2021]	74% [Dec 2021]	74% [Mar 2021]	No target	n/a	For Info only
% Schools currently judged Outstanding	13.1% [Sept 2021]	13.2% [Dec 2021]	13.2% [Dec 2021]	12.6% [Mar 2021]	>England (Business Plan target)	18.4% [Mar 2021]	
% Schools currently judged Good	68.2% [June 2021]	68.5% [Sept 2021]	68.2% [Dec 2021]	69.5% [Mar 2021]		68.8% [Mar 2021]	
% Schools currently judged Requiring Improvement	12.8% [June 2021]	12.8% [Sept 2021]	12.6% [Sept 2021]	11.6% [Mar 2021]	No target	9.4% [Mar 2021]	
% Schools currently judged Inadequate	5.9% [June 2021]	5.6% [Sept 2021]	6.0% [Dec 2021]	6.3% [Mar 2021]		3.4% [Mar 2021]	
Number of pupils Electively Home Educated (EHE)	1,306 [Q1 21/22]	1,143 [Q2 21/22]	1,275 [Q3 21/22]	1,334 [Q4 21/22]	No targets	No recent data available	For info only
Number of pupils eligible for Free School Meals (FSM)	20,242 [Q1 21/22]	21,746 [Q2 21/22]	21,511 [Q3 21/22]	21,865 [Q4 21/22]			For info only



PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
% Overall pupil attendance at schools	94.79% [Spring 2020]	94.99% [Autumn 2020]	94.09% [Summer 2021]	92.40% [Autumn 2021]			
Children Missing Education (CME) – open cases	303 [Q1 21/22]	197 [Q2 21/22]	186 [Q3 21/22]	164 [Q4 21/22]			For info only
Suspensions rate (Year to Date)	3.3% [Q1 21/22 YTD]	0.4% [Q2 21/22 YTD]	2.0% [Q3 21/22 YTD]	3.7% [Q4 21/22 YTD]		3.8%* [2020/21] *Neighbour	
Number of permanent exclusions (upheld)	18 [Q1 21/22]	15 [Q2 21/22]	29 [Q3 21/22]	9 [Q4 21/22]		n/a	For info only
% Of eligible (age 2) accessing funded childcare	78% [Autumn 2020]	78% [Spring 2021]	84% [Summer 2021]	89% [Autumn 2021]		67% [Autumn 21] *Neighbour	
% Of eligible (ages 3 & 4) accessing funded childcare	90% [Autumn 2020]	88% [Spring 2021]	90% [Summer 2021]	92% [Autumn 2021]		93% [Autumn 21] *Neighbour	
Percentage of 1st preferences met (Primary schools)	93.8% [2019]	93.6% [2020]	95.0% [2021]	95.6% [2022]		n/a	For info only
Percentage of 1st preferences met (Secondary schools)	89.8% [2019]	91.2% [2020]	93.0% [2021]	94.5% [2022]		n/a	For info only

#### SCHOOL INSPECTIONS

- Pupil Premium funding has increased for Suffolk schools from £11.1m to £11.7 a year. 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 judged Good or Outstanding increased from 81.4% (Dec 2021) to 82.1% (Mar 2022).

#### FREE SCHOOL MEALS

- The Free School Meal Team distributed 20,243 discretionary grant vouchers during February half term to families eligible for income related free school meals. The total cost of these vouchers was £304k (funded by the Government's Household Support Fund). The FSM team also distributed Discretionary Grant vouchers to families eligible for income-related Free School Meals to cover the Easter holiday.
- Whilst the Household Support Fund was expected to end in April, the Government has since announced further support and funding. It has since been communicated that additional funding will be awarded to those eligible for Free School Meals over the holiday periods (covering May half term and the school summer holidays).

#### SCHOOL ATTENDANCE

- Quarter 4 saw an increase in the number of Fixed Penalty Notice's (FPN) issued. Although lower than reported during 2019/20, this does represent an increase as schools get back to using FPN's as a sanction to enforce improved school attendance. Quarter 4 also saw the number of court prosecutions (for FPN's and EWO cases) increase.
- The Attendance Service was able to maintain a stable workforce during 2021/22, and this has led to a high degree of skilled EWO's who work directly with schools.

The reputation of the service is very good, and the quality of the practitioners has positively impacted on the number of schools buying the Traded EWO service.

#### CHILDREN MISSING SCHOOL

- CME figures continue to fall with the number of open cases at the end of Quarter 4 at 164 (a further reduction of 22 from 186 reported at Quarter 3). The team are dealing with cases much quicker, which allows for early interventions and quick resolutions to support children back into education.
- This positive trend will be closely monitored as it is expected that as we move on from the impact of Covid, the number of children becoming CME may increase due to the pressure on placements and the greater mobility of families.





#### EXCLUSIONS




- Quarter 4 saw an increase from 18 to 31 schools participating in the Inclusion Quality Mark.
- Schools continue to engage with the Whole School Inclusion Team when considering a permanent exclusion and the service is currently working with 7 schools at their request to reduce exclusions and seek alternatives (the Whole School Inclusion Team is currently working with 75 schools to improve inclusive outcomes).

#### EARLY YEARS

- The latest figures show a strong take up for all entitlements but particularly for eligible 2 year olds. The new 2 year old checker is making systems more efficient and could be a contributing factor in the increased take up. Between July 2021 and April 2022, 4,783 checks were undertaken and of these 2,344 were eligible for a funded place.
- Routine visits to settings are now re-established and feedback has been positive.

### 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]	5,511 [2021/22]	No target	
Number fire fatalities and casualties (Latest 2021/22 = Q3)	4 / 122 [2018/19]	0 / 188 [2019/20]	2 / 88 [2020/21]	0 / 107 [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]	67.0% [2021/22]	80%	
Road traffic collisions attended within 13mins (Fire Standard 3)	73.0% [2018/19]	72.9% [2019/20]	71.6% [2020/21]	65.1% [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]	9m 22s [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

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	RAG
On-Call availability (2021/22 figures cumulative)	89.9% [2018/19]	90.1% [2019/20]	93.5% [2020/21]	89.0% [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]	2,774 [2021/22]		
Number of Planned Audits (RBIP) (Protection)	491 [2018/19]	782 [2019/20]	462 [2020/21]	914 [2021/22]		

#### FIRE INCIDENTS

- The number of fire incidents attended increased in Quarter 4, with an increase in automatic false alarm calls, special service responses (which include ambulance assists), and road traffic collisions.

#### FATALITIES/CASUALTIES

- Fire fatalities at Quarter 4 is reported as nil - However, there has been one reported fatality, but due to this being an on-going incident investigation, the IRS (Incident Recording System) has not yet been published. The increase of casualties reflects the increase in ambulance assists that Fire has carried out.

#### RESPONSE STANDARDS

- 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 in road traffic congestion has affected response times both in attending fire calls and the ability of on-call crews to reach the station.

#### RESPONSE TIMES

- This is the average of all crew (on call and whole time) attendance to all incidents - this fluctuates depending on various factors including traffic, type of incident, and location.

#### ON CALL AVAILABILITY

- On-call firefighter availability has reduced this year, 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, however there was a slight increase in availability in Quarter 4. The service continues its drive to recruit additional call staff. The wholetime (full time) fire engines (4 in the county) and the day-crewed fire engines (2 in the county) have 100% availability.



#### HOME FIRE SAFETY CHECKS

- Performance for the prevention Home fire safety checks 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. There was a steady increase in Home Fire Safety Checks (prevention) during Quarter 4.

## PLANNED AUDITS

- Performance for protection and the number of planned audits has increased over the last two quarters and reflects the ability to carry out these inspections at premises.

## Other Public Safety

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
Reported Road Casualties <i>All Casualties</i>	2,139 [2017]	1,953 [2018]	1,925 [2019]	1,266 [2020]	Annual reduction	1,370 [2020]	No update
Reported Road Casualties <i>Killed or Seriously Injured</i>	292 [2017]	279 [2018]	360 [2019]	265 [2020]		315 [2020]	No update
Road Casualties ( <i>Killed / seriously Injured</i> ) <i>per 10,000 population</i>	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]	
Number of Cold Calling Zones (Suffolk Trading Standards)	131 [2018]	146 [2019]	158 [2020]	176 [Apr 2022]	Annual increase	Local measure	

## RESIDENT SATISFACTION

- 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

### Jobs, Skills & Training

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
Percentage % annual change in the number of jobs (ASHE)	-7.2% [2018]	+2.4% [2019]	+1.0% [2020]	+6.6% [2021]	No target	+1.2% [2021]	For Info only
Average gross annual salary (Suffolk residents)	£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)	61.7% [2018/19]	53.2% [2019/20]	64.3% [2020/21]	65.5% [2021/22]		63.7% [2021/22]	For Info only
% adults qualified to NVQ3 or higher (e.g. 2+ A Levels)	50.9% [2018]	51.7% [2019]	55.2% [2020]	54.5% [2021]		61.5% [2021]	●
% adults qualified to NVQ4 or higher (e.g. HND, Degree)	32.6% [2018]	33.8% [2019]	34.3% [2020]	36.5% [2021]		43.5% [2021]	●
% Young people aged 16 to 17 who are NEET	3.4% [Mar 2019]	3.7% [Mar 2020]	3.9% [Mar 2021]	3.7% [Mar 2022]	Same or better than national average (SCC Business Plan target)	3.0% [Mar 2022]	●
% Young people aged 16 to 17 with no known destination	3.2% [Mar 2019]	2.0% [Mar 2020]	1.0% [Mar 2021]	0.8% [Mar 2022]		1.8% [Mar 2022]	●
% Young people in education and training (age 16)	94.0% [Mar 2019]	94.3% [Mar 2020]	94.9% [Mar 2021]	93.8% [Mar 2022]		95.5% [Mar 2022]	●
% Young people in education and training (age 17)	86.0% [Mar 2019]	87.4% [Mar 2020]	89.6% [Mar 2021]	87.8% [Mar 2022]		90.5% [Mar 2022]	●
Number of apprenticeship starts across Suffolk (Ages 19 to 24)	750 [Jan 2019]	890 [Jan 2020]	670 [Jan 2021]	820 [Jan 2022]	Annual Increase (SCC Business Plan target)	n/a	●
Number of apprenticeship starts across Suffolk (all ages)	2,360 [Jan 2019]	2,860 [Jan 2020]	2,230 [Jan 2021]	2,670 [Jan 2022]			●
Number of learners enrolled onto adult learning courses YTD	2,340 [Q1 21/22]	n/a [Q2 21/22]	1,120 [Q3 21/22]	2,126 [Q4 21/22]	No target		●
Adult learning courses pass rate	95% [Q1 21/22]	n/a [Q2 21/22]	95% [Q3 21/22]	94% [Q4 21/22]			●
Work Well Suffolk (number of participants enrolled)	73 [Q1 21/22]	81 [Q2 21/22]	73 [Q3 21/22]	61 [Q4 21/22]			●
Work Well Suffolk (number of participants enrolled) YTD	864 [Q1 21/22]	1,085 [Q2 21/22]	1,262 [Q3 21/22]	1,476 [Q4 21/22]		2,300 [2021/22]	●

### EARNINGS – SUFFOLK

- 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).

#### ADULT LEARNING

- 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.
- Adult learning participation is higher in Suffolk than it is nationally. Learner satisfaction is high with 98% that would recommend services to other people and there is also a high retention rate of 95%. The Service is currently quality rated as Good by Ofsted.
- Laptop lending service (funded by Suffolk 2020 Fund) has provided over 150 learners with access to digital technology, information and support.
- The Adult Learning Strategy has been published (period 2021-2024) and this sets out the ambitions of the service. Additional promotional activity is being rolled out to encourage more people to return to adult and community learning and rebuild the participation levels back to pre-Covid levels.

#### YOUTH PARTICIPATION

- The percentage of NEET young people and those with an unknown destination is down from the same time last year (although the number of NEETs in Suffolk is higher than the England average).
- Collaborative working between partner organisations is starting to reap rewards in terms of the breadth of opportunities available to young people who are not yet ready for education, employment or training. Whilst the number of young people in employment has increased, more are leaving education prematurely and it is likely that Suffolk's NEET numbers will not reduce if young people continue leaving education in higher numbers.

#### WORK WELL SUFFOLK

- Support, 1-1 coaching, advice and guidance has been delivered to 1,476 participants across Suffolk to date. The main focus is to help participants gain basic skills and prepare them for job searching and opportunities to gain employment or self-employment.
- The Service has been able to continue providing face-to-face delivery with participants, blended with continued virtual support.
- Increased promotional activity including networking events and drop in events to promote the project.



## Local Economy & Housing

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
Number (& %) economically active people unemployed	13,900 [Dec 2018]	8,600 [Dec 2019]	15,200 [Dec 2020]	11,100 [Dec 2021]	No targets	1.28m [Dec 2021]	For info only
Number of economically inactive people	80,600 [Dec 2018]	86,500 [Dec 2019]	87,700 [Dec 2020]	84,900 [Dec 2021]		n/a	For info only
Number of people (all) on Universal Credit (UC).	21,297 [Apr 2019]	44,023 [Apr 2020]	58,536 [Apr 2021]	55,209 [Apr 2022]		4.87m [Apr 2022]	●
Number and (%) people in work claiming Universal Credit (UC) benefits ( <i>ages 18-24</i> )	1,915 [Apr 2019]	3,445 [Apr 2020]	4,340 [Apr 2021]	2,220 [Apr 2022]		221k [Apr 2022]	●
Number and (%) people in work claiming Universal Credit (UC) benefits ( <i>all ages</i> )	9,380 [Apr 2019]	18,915 [Apr 2020]	22,555 [Apr 2021]	13,870 [Apr 2022]		1.51m [Apr 2022]	●
% Suffolk with access to superfast broadband	97.5% [Q1 21/22]	97.5% [Q2 21/22]	97.6% [Q3 21/22]	97.7% [Q4 21/22]	98% [2021/22]	97.8% [Q4 2021/22]	●
Superfast Broadband Take-Up (Contract 2)	69.1% [Q1 21/22]	69.9% [Q2 21/22]	74.6% [Q3 21/22]	75.7% [Q4 21/22]	70% [2021/22]	n/a	●
Additional premises with superfast broadband (Contract 3)	0 [Q1 21/22]	311 [Q2 21/22]	1,052 [Q3 21/22]	1,836 [Q4 21/22]	5,150 [end 2023]	n/a	●
Number of additional network structures installed (Contract 3)	0 [Q1 21/22]	29 [Q2 21/22]	65 [Q3 21/22]	No data [Q4 21/22]	No target	n/a	
% Annual growth in Suffolk businesses (ONS data)	+0.2% [2018]	+1.8% [2019]	+0.5% [2020]	+0.8% [2021]	+2% [NALEP]	+0.6% [2021]	●
Change (%) in Suffolk house prices (HM Land Registry)	+1.6% [Q1 21/22]	+2.3% [Q2 21/22]	+3.5% [Q3 21/22]	+4.9% [Q4 21/22]	No target	+2.8% [Q4 21/22]	For info only
Housing Affordability Ratio (lower number = better)	8.70 [Q1 21/22]	9.06 [Q2 21/22]	9.29 [Q3 21/22]	9.74 [Q4 21/22]	Annual reduction	8.04 [Q4 21/22]	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)	-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]	Business Plan target)	-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)	1,317 [Apr 2021]	1,220 [July 2021]	1,201 [Sept 2021]	1,112 [Nov 2021]	No target	n/a	For info only

### UNEMPLOYMENT

- The latest Office for National Statistics (Annual Population Survey) figures for December 2021 show a significant decrease in the number of people unemployed as a proportion of economically active people, with the most significant changes recorded in Mid Suffolk, East Suffolk and Ipswich. This

downward trend suggests unemployment is gradually moving back to levels sustained pre-covid.

#### UC CLAIMANTS

- The latest published April 2022 figures confirm there were 55,209 Universal Credit (UC) claimants across Suffolk. Whilst numbers are reducing, this still represents a 70%+ increase in claimant numbers since March 2020. 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.

### Highways & Infrastructure

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
Number of customer enquiries (contact centre)	16,866 [Q4 18/19]	11,188 [Q4 19/20]	10,153 [Q4 20/21]	9,537 [Q4 21/22]	Annual decrease	Local measure	
Number of customer enquiries logged for action	8,765 [Q4 18/19]	11,158 [Q4 19/20]	14,170 [Q4 20/21]	10,995 [Q4 21/22]	No target	Local measure	
Enquiries: % responses logged in 5 working days	41.1% [Q4 18/19]	36.2% [Q4 19/20]	39.7% [Q4 20/21]	48.5% [Q4 21/22]			
% Customer satisfaction with handling of enquiries	51% [2018]	46% [2019]	48% [2020]	40% [2021]		46% [2021]	
Number of complaints relating to Suffolk Highways	69 [Q4 18/19]	84 [Q4 19/20]	67 [Q4 20/21]	35 [Q4 21/22]	<= 50 per qtr	Local measure	
Ratio of compliments versus complaints (high number = better)	0.93 [Q4 18/19]	0.52 [Q4 19/20]	0.36 [Q4 20/21]	0.37 [Q4 21/22]	No target	Local measure	
% 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]	
% 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]	
% U roads: where maintenance should be considered	24% [2017/18]	25% [2018/19]	23% [2019/20]	23% [2020/21]	<= 20%	17% [2020/21]	
% Residents satisfied with the condition of road surfaces	28% [2018]	34% [2019]	35% [2020]	27% [2021]	No target	32% [2021]	
% Residents satisfied with the condition of pavements	54% [2018]	53% [2019]	50% [2020]	44% [2021]		50% [2021]	
% Residents satisfied with the speed of repair to streetlights	57% [2018]	58% [2019]	55% [2020]	51% [2021]		56% [2021]	

#### CUSTOMER CONTACT – HIGHWAYS

- The number of customer contacts (related to Suffolk Highways) logged through the Customer Contact Centre continues to fall, as does the number that need further action. Performance against the percentage of enquiries logged within 5 working days has improved to 48.5%.
- The number of complaints continue to fall in line with the volume of customer contacts (during Quarter 4 there were 35 complaints related to Suffolk Highways

compared to 67 and 84 recorded during Quarter 4 in the previous two years). Suffolk Highways have an agreed target to receive no more than 50 complaints per quarter in a given year so current levels are well below this.

#### HIGHWAY MAINTENANCE

- Suffolk Highways has now started a new resurfacing and surface dressing programme (with the aim to improve 150 miles of road across Suffolk during 2022/23). The work will include new road surfaces that are more durable for sustained vehicle use, and improvements to older road surfaces using treatments that help prevent and slow down deterioration in the longer term.
- 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%).

#### GULL WING

- Quarter 4 saw the arrival by barge of the first large steel section of the bridge Northern Approach Viaduct 1 (NAV 1) – this is currently having the road decking added to it before being erected over the Lowestoft rail line later in 2022. The Project Team hosted a site visit from Roads Minister Baroness Vere in March, marking the first anniversary milestone of construction. The Project Team have also been working with local schools and colleges to inspire young people about the project and the career opportunities it could offer them.

#### SIZEWELL C

- The Sizewell C examination ended in October 2021, with a decision by the Secretary of State due in July 2022. Accordingly, engagement on Sizewell C matters over the past few months has been limited.



## To protect and enhance our environment

### Net Zero Carbon by 2030

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
Scores for Council's Climate Plan Scorecards [Climate Emergency UK]	New measure	New measure	New measure	53% [2020/21]	No target	40% [2020/21]	●
Total Net Emissions – SCC (direct/indirect) (tCO <sub>2</sub> e) 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 (tCO <sub>2</sub> e) 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 CO <sub>2</sub> e) 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 CO <sub>2</sub> e) 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]			●
Net Current Expenditure - Street lighting (inc. energy costs)	£4.76m [2017/18]	£4.80m [2018/19]	£5.40m [2019/20]	£5.65m [2020/21]			●

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
CO <sub>2</sub> 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 CO <sub>2</sub> emissions (Local Authority influence) Tonnes/person	5.5 [2016]	5.3 [2017]	5.4 [2018]	5.0 [2019]		4.7 [2019]	●
CO <sub>2</sub> emissions estimates - Transport per capita	2.0 [2016]	2.0 [2017]	2.0 [2018]	1.9 [2019]		1.9 [2019]	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
Number of Energy Efficiency (ECO) measures per 1,000 households	59.0 [2018]	60.9 [2019]	63.5 [2020]	67.6 [2021]		122.2 [2021]	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 REDUCTION

- Work to develop carbon reduction projects across the Council's estate continues with the help of the £12.8m of capital funding/investment approved by Cabinet in November. This is a programme of works to enable the Council to realise its goal to be carbon neutral by 2030. A dynamic approach to prioritising suitable schemes and investment is being employed, thereby obtaining the greatest carbon reduction and financial benefits. Work is ongoing to improve available energy data across the corporate portfolio, as this is a significant contributor for technology and investment decision making. A major modernisation of the Building Management System has commenced in a phased approach, and this will lead to improved control, monitoring and efficiency.

## Waste & Environment

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
Total residual household waste per household (kg)	404kg [Q3 18/19]	426kg [Q3 19/20]	445kg [Q3 20/21]	451kg [Q3 21/22]	Annual decrease	Not available	Red
Total household waste per household (kg)	785kg [Q3 18/19]	780kg [Q3 19/20]	744kg [Q3 20/21]	769kg [Q3 21/22]		Not available	Red
% Household waste reused, recycled, or composted	48.6% [Q3 18/19]	45.4% [Q3 19/20]	40.2% [Q3 20/21]	41.3% [Q3 21/22]	Annual increase	43.8% [2020/21]	Green
% Household waste to energy recovery	47.7% [Q3 18/19]	50.9% [Q3 19/20]	57.5% [Q3 20/21]	56.5% [Q3 21/22]	Same level	Not available	Green
% Of mortality attributable to particulate air pollution	5.3% [2017]	5.4% [2018]	5.3% [2019]	No update	No targets	5.1% [2019]	For Info only
Air pollution: exposure to fine particulate matter lower score = good	9.4 [2017]	9.5 [2018]	9.4 [2019]	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]	Red
% 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]	Green

## WASTE MANAGEMENT

- For the last two years the level of residual waste from households has remained at an elevated level as people have spent more time at home and a higher level

of contamination in waste destined for recycling purposes. Residual waste is also up compared to last year as recycling centres have not been affected by lockdown closures this year.

- 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 (recycling centres were open but operating at a 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.

#### ENVIRONMENT

- 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.

### Sustainable Transport

PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
Number of children using school transport	12,420 [2018/19]	11,944 [2019/20]	10,912 [2020/21]	10,793 [2021/22]	No target	Local measures	For info only
£ on School transport (mainstream)	£10.9m [2018/19]	£12.2m [2019/20]	£12.5m [2020/21]	£12.0m [2021/22]	£11.4m [2021/22]		●
£ on School transport (SEND services)	£12.0m [2018/19]	£13.2m [2019/20]	£15.6m [2020/21]	£17.2m [2021/22]	£15.7m [2021/22]		●
Number of Connecting Communities passengers	150,421 [2018/19]	139,143 [2019/20]	33,657 [2020/21]	80,001 [2021/22] *Projection	Annual Increase (SCC)	Local measure	●
Number of bus passenger journeys	15.2m [2018/19]	15.5m [2019/20]	4.7m [2020/21]	Next update	Business Plan target)	-61.3% [annual -/+]	●
Number of bus passenger journeys per head population	20.1 [2018/19]	20.3 [2019/20]	6.2 [2020/21]	Nov 2022		8.5 [2020/21]	●
% of older/disabled people concessionary journeys	34% [2017/18]	34% [2018/19]	32% [2019/20]	28% [2020/21]		30% [2021]	For info only
% 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	●
Travel to Work: % Staff using their car (single occupancy)	57% [2018]	55% [2019]	47% [2020]	53% [2021]			●
Number of young people with an Endeavour Card (Youth Travel)	12,283 [Q1 21/22]	13,056 [Q2 21/22]	13,224 [Q3 21/22]	13,274 [Q4 21/22]			●
Number of public electric vehicle charging devices (all speeds)	207 [April 2021]	220 [July 2021]	243 [Oct 2021]	261 [Jan 2022]		24,159 [Jan 2022]	



PERFORMANCE MEASURES	PREVIOUS PERFORMANCE			LATEST	TARGET	ENGLAND AVERAGE	RAG
Number of public electric vehicle charging (rapid devices)	37 [April 2021]	37 [July 2021]	37 [Oct 2021]	40 [Jan 2022]		4,248 [Jan 2022]	

#### SCHOOLS TRANSPORT

- 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, the projection for SEND transport has increased. Some significant savings were made to mainstream contracts during 2021/22 as a result of rationalising a number of 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, 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.

#### CONNECTING COMMUNITIES

- As previously reported, the Council continues to face challenges in providing transport services 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 4 has seen a further uplift in passenger number when compared to last year.

#### SUFFOLK BUS SERVICES

- The Council continues to progress 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

- 2021/22 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.



## To provide value for money for the Suffolk taxpayer

### SCC Workforce




Staff Numbers (Full Time Equivalent FTE)	June 2020	Sept 2020	Dec 2020	June 2021	Sept 2021	Dec 2021	March 2022
Children and Young People Services	1,762	1,797	1,711	1,837	1,855	1,919	1,910
Adult and Community Services	975	981	983	1,007	1,009	1,041	1,028
Corporate Services	476	473	486	510	501	514	510
Growth, Highways and Infrastructure	374	374	393	413	406	437	434
Fire & Public Safety	357	373	377	365	372	375	376
Public Health & Communities	89	111	130	145	146	152	152
<b>Total SCC</b>	<b>4,032</b>	<b>4,109</b>	<b>4,080</b>	<b>4,268</b>	<b>4,289</b>	<b>4,438</b>	<b>4,410</b>

Temporary Staff and Contractors (OPUS data)	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	£ change Q4 vs Q3
Children's Services	£457,656	£447,943	£425,974	£524,245	+£98,271
Adult and Community Services	£362,090	£367,014	£332,941	£491,980	+£159,039
Corporate Services	£212,471	£147,044	£136,199	£202,771	+£66,572
Growth, Highways and Infrastructure	£156,000	£200,631	£198,535	£144,683	-£53,852
Fire & Public Safety	Nil	£3,218	£19,130	£20,560	+£1,430
Public Health & Communities	£340,233	£180,591	£124,096	£165,576	+£26,109
<b>SCC</b>	<b>£1.53m</b>	<b>£1.35m</b>	<b>£1.24m</b>	<b>£1.55m</b>	<b>+£312,941</b>

### Comments

- Quarter 4 saw Council spending on temporary staff and contractors increase by £312,941 (+25%) compared to Quarter 3.
- The most notable change is Adult & Community Services where spending on qualified social workers increased significantly during this period.

## ABSENCE MANAGEMENT

 Trend (</> 10%) less sickness	 Trend (</> 10%) higher sickness	 No significant change		
Working days lost as a % of available days	January to March 2019	January to March 2020	January to March 2021	January to March 2022
Children and Young People Services	5.1%	4.7%	3.1%	3.7%
Adult and Community Services	7.4%	8.0%	5.8%	5.2%
Corporate Services	2.5%	2.0%	1.3%	2.8%
Growth, Highways and Infrastructure	4.5%	3.5%	1.9%	3.1%
Fire & Public Safety	8.6%	9.1%	5.7%	6.5%
Public Health & Communities	2.4%	1.4%	1.0%	2.7%
SCC (Total days lost)	5.6% (14,116 days)	5.4% (13,792 days)	3.6% (9,743 days)	4.1% (11,241 days)

(Sickness) - Return to Work Interviews	Dec 2020	March 2021	Sept 2021	Dec 2021	March 2022
Children and Young People Services	52%	49%	53%	52%	51%
Adult and Community Services	55%	57%	47%	54%	66%
Corporate Services	70%	71%	81%	70%	77%
Growth, Highways, and Infrastructure	65%	58%	58%	57%	59%
Fire & Public Safety	47%	53%	49%	52%	56%
Public Health & Communities	47%	80%	38%	42%	58%
<b>Total SCC</b>	<b>55%</b>	<b>55%</b>	<b>53%</b>	<b>54%</b>	<b>59%</b>

### SCC STAFF SICKNESS ABSENCE

- Most directorates recorded an increase in levels of staff sickness during Quarter 4 (compared to last year), although generally levels of staff sickness appear to be returning to that recorded pre-covid. Sickness trends will continue to be closely monitored (both corporately and at directorate level) during 2022/23 to ascertain whether this recent trend is something to be concerned about or just a readjustment to more typical sickness levels recorded before the pandemic

### COUNCIL (SCC) APPRENTICESHIP NUMBERS

Measures	Previous Data	Latest Data / Target
Number of SCC apprenticeship starts (schools & corporate)	111 [2020/21] 134 [2019/20] 62 [2018/19] 62 [2017/18]	96 [2021/22] [target: 224]
Number (and %) SCC apprenticeship withdrawals	65 (17%) [2020/21]	102 (21.2%) [2021/22]

Measures	Previous Data	Latest Data / Target
% SCC retention of apprentices	93% [2020/21]	78.4% [2021/22]
Number (and £ funding) SCC Apprenticeship Levy Transfers	35 (242K) [2020/21] 3 (18K) [2019/20]	32 (£176K) [2021/22]

- The Council continues to have just over 200 apprenticeships across the combined corporate and school's workforce in a large range of different placements. During 2021/22, there were just under 100 new apprenticeships started, across 30+ different placements which continues the positive progress following the impact of Covid. The top 10 most popular apprenticeship types during 2021/22 (highest number of new starts) were: Teaching Assistant, Apprentice Social Worker, Business Administrator, Civil Engineering Degree, Civil Engineering Technician, Coaching Professional, Operational Manager, Associate Project Manager, Early Years Educator, and Healthcare Assistant Practitioner.
- It is important to note that the public sector apprenticeships target came to an end on 31st March. From this date there will no longer be a set target for public sector employers. Public sector employers will instead be asked to gather and report data on the following indicators:
  - New apprenticeship starts.
  - Total number of apprentices.
  - Organisational headcount (as of 31st March each year).
- The Government will publish this data annually to support transparency/external accountability and help maintain the momentum public sector employers have built up. Apprenticeships continue to be a priority for the Council and a range of activity is planned for 2022/23 to deliver continued recovery from the impact of Covid and supporting wider workforce plans and strategies. Final data against the public sector target for 2021/22 is shown above with further information on SCC apprenticeship numbers to continue from April 2022.
- There continues to be an upward trend in the number of those withdrawing from the apprenticeship programme (before completion). 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. This also mirrors the national trend which has seen a 12.8% decrease in the achievement rate compared to 2020/21. The number of withdrawals is calculated as a percentage of all apprenticeship starts since April 2017, so as the Council continues to recover from the impact of Covid and more people start new apprenticeships and complete existing ones, the rate should start to improve.
- The above data also shows the number of apprentices retaining a role with the Council on completion of their apprenticeship. This is based on all apprenticeships successfully completed since April 2017 so has been impacted by the number of withdrawals as it reduces the number of overall completions.

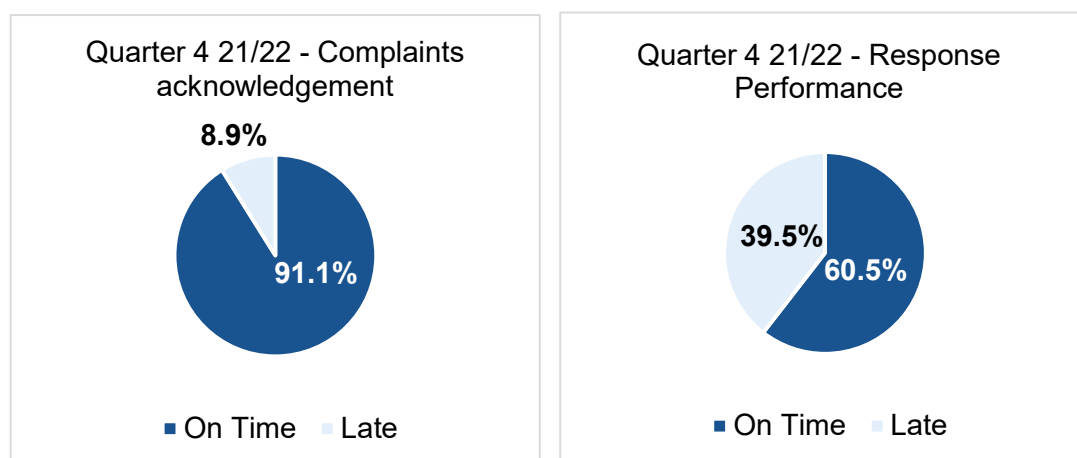
- The Council continues to support apprenticeships in other organisations through the apprenticeship levy transfer process and prioritises requests aligned to areas such as national/local skills shortages and wider Council plans and priorities.

## Complaints & Compliments

Directorate	Q4 2020/21	Q4 2021/22	Difference	Complaints closed & % Upheld	
ACS	56	65	↑	9	40 (45.0%)
CYP	89	113	↑	24	90 (64.4%)
Corp Serv	10	6	↓	4	6 (50.0%)
GHI	89	71	↓	18	63 (39.7%)
F&PS	4	2	↓	2	2 (50.0%)
PH	2	1	↓	1	1 (0.0%)
<b>Total</b>	<b>250</b>	<b>258</b>	↑	<b>8</b>	<b>202 (45.5%)</b>

- The number of complaints received during Quarter 4 is comparable to the same period last year, only increasing by 8 across all directorates. Children and Young People Services recorded the highest increase (+24 complaints, up 27%) and this was primarily due to an increase in SEND (Special Educational Needs & Disabilities) complaints.

### RESPONDING TO COMPLAINTS



- The Council's corporate target for acknowledging complaints is 90% (within 3 working days). Delays in acknowledgement sometimes occur when complaints are not passed to the Customer Rights Team in a timely manner.
- At the time of reporting, overall response time performance in Quarter 4 was some way below the Council's 80% corporate target (target to respond to complaints), with 60.5% of complaints responded to on time (compares to 60.7% in Quarter 4 last year).

### COMPLAINT ESCALATION

Quarter 4 - 2021/22	Adult & Community Services Statutory	Children & Young People Statutory	Council Corporate
Complaint Escalations	0	2	6
LGSCO cases	10	0	16

- In total, 3.1% of customers were dissatisfied by the initial response received to their complaint and chose to escalate to the next stage. With statutory complaints costing around £3.5k in independent investigation fees, providing robust responses at Stage 1 remains a key priority.
- Of the 26 customers who contacted the LGSCO (Local Government and Social Care Ombudsman) during Quarter 4, five cases were rejected and not investigated with a further one closed in the Council's favour (the others remain pending). So far, during 2021/22 financial remedy payments totalling £47,225 have been made, of which £43,583 relate to SEND complaints.

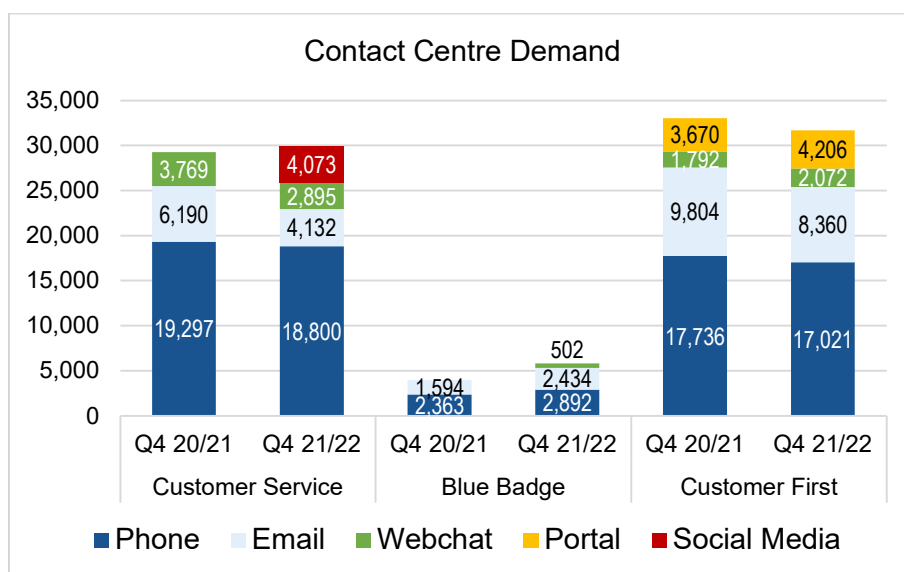
#### COMPLIMENTS

- Quarter 4 saw the number of compliments fall by 25.2% compared to the same period last year with a total of 110 received. The Council teams receiving the highest number of compliments were:

ACS (Social Work)	ACS (Macmillan Benefits Advice)	Highways
35 (32% of total)	19 (17% of total)	12 (11% of total)

### Customer & Online Services

#### CUSTOMER CONTACT CHANNEL DEMAND



#### OVERALL CONTACT VOLUMES



Team	Q4 20/21	Q4 21/22	Difference
Customer Service	29,256	29,900	↑ 2.2%
Blue Badge	3,957	5,828	↑ 47.3%
Customer First	33,002	31,659	↓ 4.1%
Total	66,215	67,387	↑ 1.8%

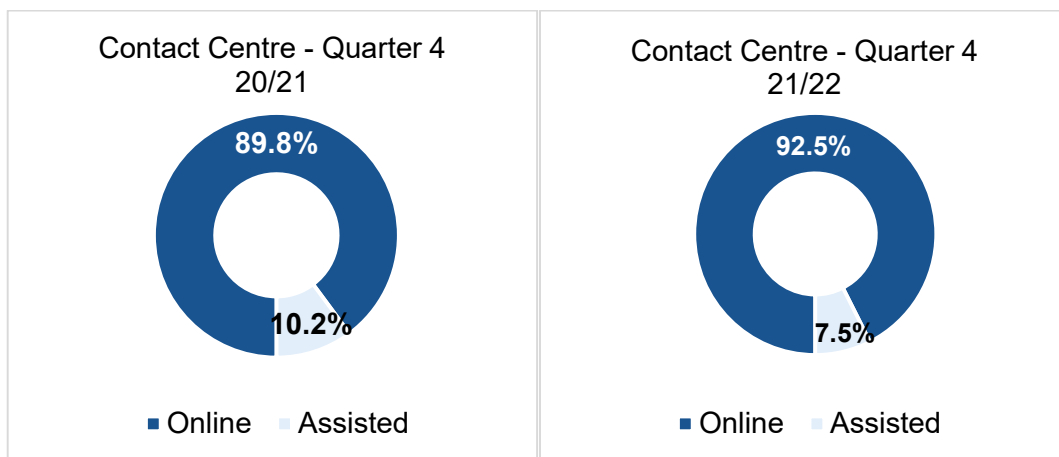
- During Quarter 4, overall customer demand rose slightly, up 1.8% when compared to the same period last year. This increase was mainly because of a higher volume of contacts for the Blue Badge service (which now includes a web chat channel) and the inclusion of the social media channels this year. Both traditional contact channels saw a drop in demand (email down 15.1% and phone demand down by 1.7%).

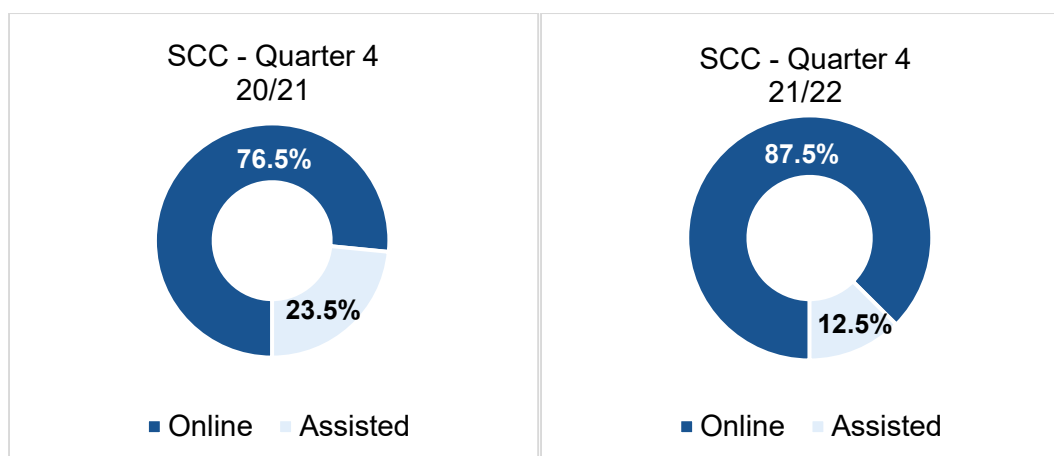
#### CUSTOMER SERVICE PERFORMANCE

Service Performance	Q4 20/21	Q4 21/22
First Call Resolution	94.9%	↓ 92.4%
Failure Demand	4.7%	↓ 2.9%
Blue Badge Applications < 8weeks	97.0%	↓ 94.5%

- During Quarter 4, 92% of customer calls were resolved at the first point of contact (a slight reduction on the same period last year, -2.5%).
- During Quarter 4, 2.9% of customer calls were categorised as 'failure demand' (avoidable contact resulting from a failure to act or deliver an outcome within agreed timescales), +1.8% compared to last year.
- A high number of Blue Badge applications continue to be processed within the 8-week target.

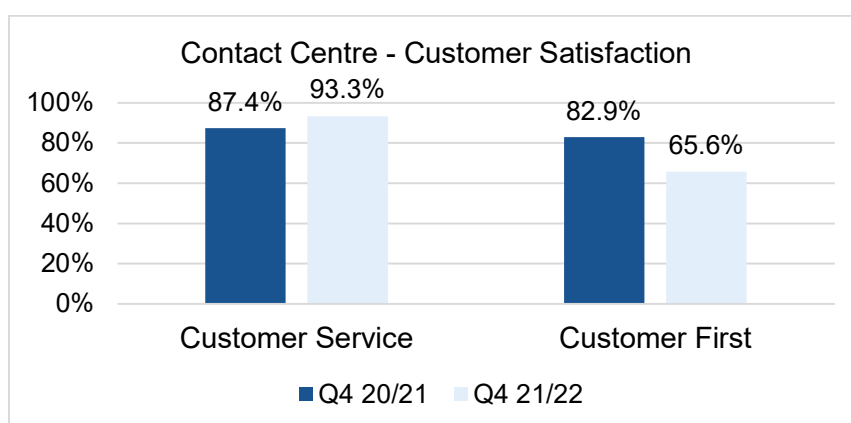
#### CHANNEL MIGRATION





- Quarter 4 saw almost 93% of customer transactions completed using self-service channels, +2.7% on last year.
- The Council's continued development of online self-service solutions provides customers with greater choice and convenience in how they interact with services. Across all Council services, Quarter 4 saw an increase of 11% in customers choosing to use self-service channels compared to last year.

#### CUSTOMER SATISFACTION



- The Customer Service team (Contact Centre and Blue Badge) customer satisfaction score of 93.3% for Quarter 4 is an increase of 5.9% compared to the same period last year (based on a total of 2,630 customer feedback responses).
- The Customer First customer satisfaction score dropped in Quarter 4 (-17%) compared to last year, however, survey numbers were low (only 131 responses received).

#### SCC WEBSITE USAGE

Metric	Q4 20/21	Q4 21/22
Users	614,112	707,186
Page Views	1,734,361	1,380,633
Quality Assurance Score	97.70%	98.20%
Online Payments Made	1,417	1,535

- Quarter 4 saw 15% more visitors to the Council's website compared to the same period last year, however page views fell by over 20%. An increase in users but

decrease in page views suggests more users are finding the information they need in fewer page visits, which is an encouraging trend.

- The Quality Assurance score is a snapshot that fluctuates daily, looking at content quality, content freshness, security and user experience. Whilst there is a slight improvement compared to last year, overall performance was consistent throughout Quarter 4 (SCC currently outperforms the industry standard by 15%).

#### SELF SERVICE – TOP 3 TRANSACTIONS

Quarter 4 2020/21	Click Throughs	Quarter 4 2021/22	Click Throughs
Booking a recycling time slot	36,007	Booking a recycling time slot	28,883
Report a pothole	6,463	Suffolk Adult Care Portal	3,538
Report a highways issue	4,138	Report a pothole	3,522

- Overall, self-service click throughs have dropped compared to last year, although booking visits to Household Waste Recycling Centres remains the most used self-serve option, it is also encouraging to see the Adult Care Portal in the top three.