

2025-26 Quarter Q3 Performance Report

Mid Suffolk District Council

The period covered by this report is October to December 2025

This plan sets out how the Council is *'Helping to provide thriving and resilient communities'* through the following themes

Housing & Infrastructure

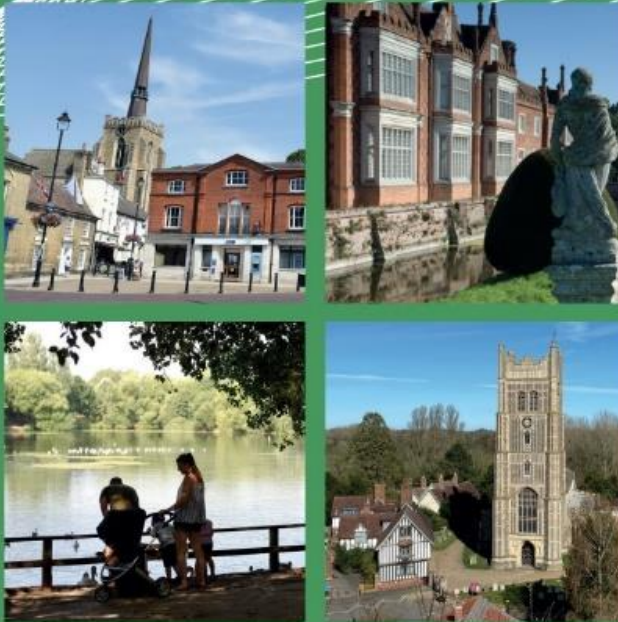
Resilience

Community wellbeing

Environmental Sustainability

These themes are delivered through the principles set out in

Our approach



The Mid Suffolk Plan

*Helping to create thriving
and resilient communities*

2023-2027



Housing and Infrastructure

- Ensuring we have more insulated and energy efficient homes
- Enabling sustainability in the built environment
- Supporting better rural transport improving travel connectivity
- Increasing the availability of truly affordable homes, reducing homelessness
- Supporting and encouraging private landlords and homeowners towards zero carbon living

Housing and Infrastructure				
Actions	4	0	22	
Risks	0	1	0	
KPI's	0	0	15	13

Activity by status, see front cover for key













During the quarter

- October 25 – Gateway to Homechoice Allocations Policy














Performance Indicators for Housing and Infrastructure

Housing


Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Void repair time in calendar days (Mid Suffolk)	40.3	53.05	41.95	48.78	48.86	53	
	Number of households in temporary accommodation	105	113	115	107	99		
	Number of lettings	130	89	84	84	117	105	
	Homelessness - Successful Preventions Mid Suffolk	66	61	71	45	51		

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	All placements made by Mid Suffolk	55	73	79	109	80		
	Homelessness - Successful Reliefs Mid Suffolk	7	10	13	12	7		
	Average Relet time in calendar days of all voids (Mid Suffolk)	42.74	32.62	48.29	38.95	58.2	60	
	Overall satisfaction with the service provided by landlord (Mid Suffolk)	65%	73%	68%	66%	74%	70.7%	
	Repair completed in last 12 months - satisfaction with overall repairs service from landlord over last 12 months	65%	75%	70%	70%	78%	72.7%	
	Repair completed in last 12 months - satisfied with time taken to complete most recent repair after reported	45%	61%	64%	61%	70%	68%	
	Satisfaction that landlords provide a home that is safe	78%	81%	76%	77%	82%	75.1%	
	Satisfaction that landlord listens to views and acts upon them (Mid Suffolk)	57%	56%	56%	56%	59%	57.7%	
	Landlord treats me fairly and with respect (Mid Suffolk)	72%	78%	74%	73%	80%	73%	
	Complaint in last 12 months - satisfaction with landlord's approach to complaints handling (Mid Suffolk)	38%	46%	28%	23%	34%	33.6%	
	Satisfaction that landlord keeps communal areas clean and well-maintained (Mid Suffolk)	62%	79%	77%	81%	73%	63.8%	
	Satisfaction that landlords make a positive contribution to neighbourhoods (Mid Suffolk)	54%	63%	62%	59%	60%	58.8%	



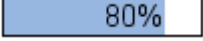

Place; Planning

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Planning: Percentage of Mid Suffolk major planning applications decided on time	62.5%	88.9%	86.67%	100%	100%	60%	
	Planning: Percentage of Mid Suffolk non-major planning applications decided on time	95%	92.5%	95.13%	96.1%	98.4%	70%	
	Planning: Percentage of Mid Suffolk major planning applications overturned on appeal (district matters)	0%	3.8%	0%		3.4%	5%	
	Planning: Percentage of Mid Suffolk non-major planning applications overturned on appeal (district matters)	1.3%	1%	0%	0.5%	0.9%	5%	
	Planning: MSDC Dwelling Permissions	82	22	42	22	77		
	Neighbourhood Plans Adopted in Mid Suffolk	22	22	22	23	23		
	Number of Mid Suffolk Neighbourhood Plans where examiner's report published	0	0	1	1	0		
	Number of Mid Suffolk Neighbourhood Plans where Regulation 14 consultation underway	1	0	0	0	0		
	Number of New Area Designations in Mid Suffolk (Neighbourhood Plan area agreed)	1	0	0	1	1		Onehouse (21 Oct 2025)
	Total Mid Suffolk Neighbourhood Plans in progress (cumulative)	29	29	29	30	31		
	Community Infrastructure Levy (CIL) Collected in Mid Suffolk	£1,861,028.54	£1,003,924.80	£1,583,388.75	£2,980,819.14	£1,533,952.89		
	Community Infrastructure Levy (CIL) awarded / allocated by Mid Suffolk Cabinet	£691,821.53	£186,870.60	£3,233,680.16	£5,406,522.58	£2,308,054.95		
	Neighbourhood CIL Payments - Mid Suffolk	£697,940.10	£0.00	£539,780.01	£0.00	£917,556.47		

Property, Development and Regeneration

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Affordable homes built or acquired for HRA (Mid Suffolk)	38	0	16	8	0		

Actions to deliver Housing & Infrastructure in Mid Suffolk

Action Code	Action Title	Progress	Managed By	Assigned To	Notes & History Latest Note
AP_SLTC_12 MS	Listed Building Consent Order for energy efficiency		Philip Isbell; Andrew Stringer	Philip Isbell	An LLBCO has now (October) been made.
AP_SLTC_17 MS	Energy Efficiency Guidance for residents		Tom Barker; Andrew Mellen; Jonathan Ward; Sara Wilcock	Jonathan Ward	
AP_SLTC_16 B&8MS	EPC for Council Properties (Level C by 2028)(Commercial & Operational)		Emily Atack; John Ward; Richard Winch	Ben Forsdick	
AP_SLTC_7M S	Mid Suffolk Council offices/HQ site in Needham		Emily Atack; Richard Winch	Holly Brett	Target completion date has moved forward to March 2026



Resilience

- Empowering and enabling more active citizenship
- Building capacity & capability within communities
- Ensuring we engage with all our communities
- Protecting heritage and its cultural significance
- Supporting local businesses
- Championing local food production
- Supporting the delivery of a greener, skilled economy

Resilience			
Actions	1	0	7
Risks	0	3	0
KPI's	0	0	9 10


Activity by status, see front cover for key

During the quarter




Performance Indicators for Resilience

Housing






Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Number of households where homelessness has either been prevented or relieved	142	143	148	120	115		
	Satisfaction that landlord provides a home that is well-maintained	66%	71%	70%	73%	71%	69.6%	




Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Satisfaction that the landlord keeps tenant informed about things that matter to them (Mid Suffolk)	70%	74%	70%	72%	73%	68.5%	

Operations

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Dangerous Structure Incidents in Mid Suffolk (including out of hours)	2	4	5	7	5		
	Community Emergency Planning - Mid Suffolk Town & Parish Councils Engaged		1.72%	37.93%	46.55%	54.31%		
	Community Emergency Planning - Mid Suffolk Town & Parish with Complete CEP		4.31%	5.17%	7.76%	8.62%		

Place

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Town centre vacancy rate - Eye	13.00%	9.00%	9.00%	9.00%	11.10%	15.00%	
	Town centre vacancy rate - Needham Market	12.00%	9.00%	9.00%	12.00%	14.00%	15.00%	The increased vacancy rates for Q3 reflect changes in ownership (Town Hall buildings) and the timing of some relocations. Q4 is expected to be more settled with a better vacancy rate %, however we do still have some long-term vacancies in prime high street positions.
	Town centre vacancy rate - Stowmarket	9.00%	7.00%	6.00%	6.00%	3.60%	15.00%	
	No. of first time Community Development annual grants applicants in Mid Suffolk			2	4	2		
	Assets of Community Value: Total Quantity	21	24	23	22	24		

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Section 106: Amount of funding allocated in Mid Suffolk	£5,000.00	£5,958.04	£150,000.00	£187,601.57	£20,702.20		
	Rural England Prosperity Fund Grants - Number of Organisations in Mid Suffolk who have received support	20	8	1	7	20		
	Mid Suffolk Town Centre Shop Front Scheme - Number of Business in Stowmarket who have received support	0	0	1	1	0		

Actions to deliver Resilience in Mid Suffolk

Status	Action Code	Action Title	Progress	Managed By	Assigned To	Notes & History Latest Note
	AP_SLTC_41 MS	Large scale Cultural Project – Food Museum Funding	<div style="background-color: #4f81bd; color: white; padding: 2px; display: inline-block;">90%</div>	Dee ORourke; Tim Weller	Zoey Banthorpe	



Community Wellbeing

- Enabling improved physical and mental wellbeing
- Working to respect, harness and promote local culture
- Enabling greater access to green spaces
- Enhancing walking and cycling opportunities
- Addressing inequalities (including health, poverty, educational and employment)
- Promoting greater pride in your place

Community Wellbeing				
Actions	3	0	4	
Risks	0	0	0	
KPI's	1	1	7	4

Activity by status, see front cover for key

During the quarter


- Dec 25 – The Cabinet approved the adoption of the Joint Domestic Abuse Policy

Performance Indicators for Community Wellbeing










Housing

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Council as landlord: Satisfaction with the landlord's approach to handling ASB (Mid Suffolk)	51%	60%	59%	63%	60%	58.5%	



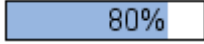
Operations

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	% of pass/satisfactory sampling results (Food) (Mid Suffolk)	75%	100%	100%	77.42%	71.43%		

Place

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	WSCSP: Delivery against action plan (Western Suffolk Community Safety Partnership)	87%	94%	82%	83%	81%	100%	
	Safer Streets: Delivery against action plan	75%	100%	100%	100%	100%	100%	
	ASB casework: New Mid Suffolk cases reviewed by community safety team	61	45	61	58	27		
	ASB multi-agency casework: New Mid Suffolk cases received at panel	1	2	3	2	3		
	ASB case review: % of responded to within statutory timeframe	100%	100%	100%	100%	100%	100%	
	Strength and Balance: No. of people completing 12-week programme (Mid Suffolk)	7	12	27	21	23	6	
	Holiday Activities: % of children that had improved mental health in Mid Suffolk	64%	80%	100%	55%	71%	70%	
	Holiday Activities: No. of FSM spaces taken up in Mid Suffolk	807	262	1,011	2,031	567	606	The target is based on an 80% uptake of the total number of spaces booked. Christmas holidays typically have slightly lower take up rates than other holidays, with overall attendance rates being 75%.
	Youth Social Prescribing: No. of young people receiving preventative coaching & mentoring support in Mid Suffolk	179	39	195	16	23		

Actions to deliver Community Wellbeing in Mid Suffolk

Action Code	Action Title	Progress	Managed By	Assigned To	Notes & History Latest Note
AP_SLTC_50 MS	Legacy plan for Mid Suffolk Wellbeing Invest Fund	 85%	Dee ORourke; Tim Weller	Emma Lea	The Health & Wellbeing team have developed a proposal for which projects could be funded or expanded in the future, dependent on funds for 2025/26 and into 2026/27. The proposal is currently being considered by senior officers for approval.
AP_SLTC_58 MS	Vulnerable residents	 85%	Janet Pearson; Sara Wilcock	Elysa Dale; Sam Lake	
AP_SLTC_51 MS	Approach to Cost of Living (COL)	 80%	Teresa Davis; Andrew Mellen; Sara Wilcock; Richard Winch	Elysa Dale; Sam Lake	



Environmental Sustainability

- Working towards zero waste
- Improving biodiversity and nature recovery
- Supporting and facilitating more community energy production
- Enabling and encouraging clean, secure, energy and water supply and management
- Working to achieve net zero carbon emissions as a Council and across the whole district

Environmental Sustainability					
Actions	0	0	6		
Risks	0	1	0		
KPI's	0	1	4	9	

Activity by status, see front cover for key




During the quarter

- Oct 25 – The Cabinet approved the final draft of the Local Nature Recovery Strategy.
- Dec 25 – The Cabinet approved and adopts the Household Recycling and Waste Collections Policy ahead of Better Recycling.








Performance Indicators for Environmental Sustainability

COO; Climate Change


Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Trees planted as part of green canopy Project (Mid Suffolk)	104	258	0	0	0		
	Hedgerows planted through the planting scheme (Mid Suffolk)	250	2,055	0	0	370		


Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Wildflower seed distributed in sqm (Mid Suffolk)	0	5,025	840	1,400	1,400		
	Meadow management in sqm (Mid Suffolk)	114,918	114,918	82,788.2	114,341	114,341		
	Number of Communities Involved with Community Energy (Mid Suffolk)	6	3	3	3	1		

Operations










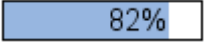
Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Kerbside refuse collections success rate (Mid Suffolk)	99.92%	99.88%	99.91%	99.93%	99.92%	99.94%	
	Garden waste subscribers (Mid Suffolk)	20,346	20,462	20,701	20,765	20,617	21,000	
	Business waste customers (Mid Suffolk)	780	780	788	792	798		
	Number of fly-tipping Incidents (Mid Suffolk)	110	116	82	87	101		
	KG of Black Bin Waste Per Household (Mid Suffolk) Cumulative	323.49	426.98	112.57	216.4	324.89	321.75	
	Total Waste Recycled % (Mid Suffolk) excluding Garden Waste Cumulative	20.93%	22.02%	19.91%	21.44%	22.1%		
	Garden Waste % of Total Waste (Mid Suffolk) Cumulative	23.51%	21.09%	22.22%	21.83%	20.18%		

Place

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Groundwork East Engagement in Mid Suffolk - Actual number of businesses in receipt of non financial support	38	35	2	3	12	11	

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Groundwork East Engagement in Mid Suffolk - Actual number of Decarbonisation Plans Developed	33	31	2	2	11	11	

Actions to deliver Environmental Sustainability in Mid Suffolk

Status	Action Code	Action Title	Progress	Managed By	Assigned To	Notes & History Latest Note
	AP_SLTC_70 MS	Biodiversity Action Plan actions		Tom Barker; Tim Weller	Jonathan Ward	The Biodiversity and Nature Recovery budget was approved at Cabinet and Council during November and a new action is suggested to follow this new programme of work
	AP_SLTC_72 MS	Net zero business grant programmes		Dee ORourke	Michelle Gordon	
	AP_SLTC_13 B&60MS	Reduction in carbon emissions of council		Tom Barker; Tim Weller	Jonathan Ward; Sarah Wilding	
	AP_SLTC_59a MS	Reduction in carbon emissions for Scope 3		Tom Barker; Andrew Mellen; Tim Weller	Sarah Wilding	
	AP_SLTC_55 B&73MS	Community energy organisations		Tom Barker	Jonathan Ward; Sarah Wilding	The team have created a proposal for Community Energy work across the county, including work on community building decarbonisation, to be considered by SCCEEB and SPSL. Our own in house plans are being reviewed for inclusion in refresh of CRMP



Our Approach

- Providing open and honest leadership
- Ensuring we are financially responsible with public money
- Working closely and cooperatively with others
- Enabling and empowering citizens to be active in their communities
- Nurturing community resilience and helping it to become more robust
- Continuing to listen to, and work in partnership with, all citizen of Mid Suffolk
- Putting environmental sustainability and social justice at the heart of everything we do
- Providing high quality council services that are easy to access when needed and that can be relied on

Our Approach				
Actions	2	1	2	
Risks	3	6	0	
KPI's	1	1	9	8






Activity by status, see front cover for key

During the quarter






Performance Indicators for Our Approach


Customer

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Total visits to the Stowmarket & Eye Customer Access Point	197	368	644	716	664		
	Average number of calls received per day	457	544	547	516	461		
	Average time taken to answer calls (seconds)	63	96	124	148	124	105	



Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Percentage of overall calls abandoned	6%	10%	12%	15%	12%	10%	
	Digital Transaction - Chatbot sessions	1,200	3,134	2,843	1,573	983		
	Number of compliments received	54	57	38	64	70		Top 3 Areas: Housing Repairs - 12 Tenancy Services - 10 Housing Solutions - 10
	Number of Stage 1 complaints received	280	341	283	244	256		Top 5 areas: Housing - Responsive Repairs - 48 Tenancy Services - 37 Housing - Gas and Electrical Compliance - 34 Housing - Damp and Mould - 19 Council Tax - 16
	Average daily visits to the Mid Suffolk website (values prior to Q2 24/25 are for the combined authorities)	2,171	2,348	2,644	2,470	2,688		

Finance and Procurement



Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Average time taken to process new claims and changes to claims in days (Mid Suffolk) YTD	4.47	3.02	5.27	5.78	4.64	10	
	Average time taken to process new claims in days (Mid Suffolk) YTD	15.22	12.25	16.94	14.19	15.14	24	
	Average time taken to process changes to claims in days (Mid Suffolk) YTD	3.35	2.42	4.26	4.66	3.38	7	
	The level of Local Authority Error overpayments as a % of all housing benefit paid (Mid Suffolk) YTD	0.14%	0.12%	0.05%	0.08%	0.13%	0.48%	
	Council Tax % of total raised collected in year (Mid Suffolk cumulative) YTD	83.04%	98.27%	28.75%	55.41%	82.61%	75%	

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Business Rates % of total raised collected in year (Mid Suffolk cumulative) YTD	75.19%	97.59%	31.07%	58.11%	83.41%	75%	


Housing

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	% of rent due collected (12 month rolling) (excluding current arrears brought forward) (Mid Suffolk)	99.88%	100.31%	99.77%	99.71%	99.52%	100%	
	Current tenant arrears as a % of the rent debit (Mid Suffolk)	1.94%	1.84%	1.73%	1.76%	1.83%	2%	

HR and Organisational Development


Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Average number of days sickness per full time equivalent staff (Actual for Quarter)	2.63	0.81	0.76	2.87	2.67		
	Average number of days sickness per full time equivalent staff (Cumulative)	7.98	8.79	0.76	5.16	7.82		

Operations





Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	% of premises rated 5 star for food safety (Mid Suffolk)	85.76%	85.41%	85.08%	85.23%	86.33%	85%	

Place

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
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		Value	Value	Value	Value	Value	
	Employer Supported Volunteering (ESV): No of staff using their ESV policy	18	9	13	39	28	10

Actions to deliver Our Approach in Mid Suffolk

Status	Action Code	Action Title	Progress	Managed By	Assigned To	Notes & History Latest Note
	AP_SLTC_75 MS	Budgeting consultation		Melissa Evans; Dee ORourke; Janet Pearson	Jo Hobbs	Questions included in Residents Survey for 2025 around budget. Topline data from survey will be available early October to feed into the final budget position to be published in December.
	AP_SLTC_78 MS	Improved customer access		Andrew Mellen; Sara Wilcock	Sam Lake	We have opening our CAP's and providing pop up support with the Rural Coffee Caravan. We are also in the final stages of the co-pilot letter review and will be looking to feedback to areas in January and roll out the guidance to the organisation to help them review their letters.