

2025-26 Quarter Q4 Performance Report

Mid Suffolk District Council

The period covered by this report is January to March 2026

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

Housing & Infrastructure

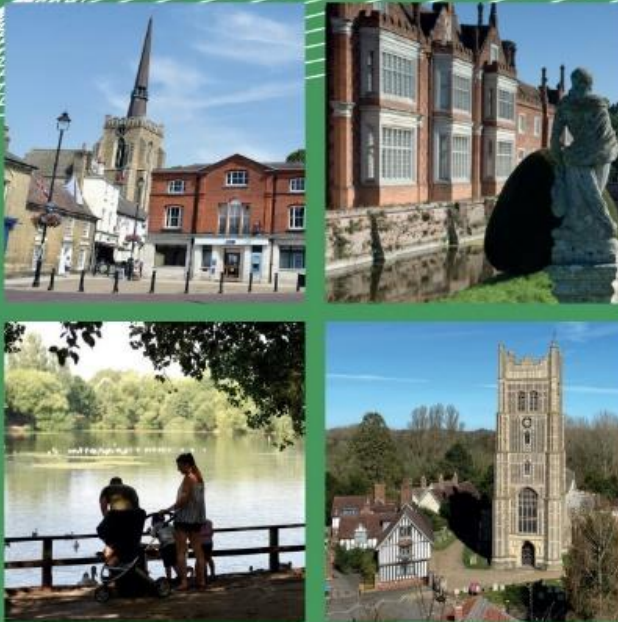
Resilience

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 | 6 | 0 | 20 | |
| Risks | 0 | 1 | 0 | |
| KPI's | 2 | 2 | 12 | 13 |

Activity by status, see front cover for key












During the quarter





- Cabinet agreed the Neighbourhood Development Plan Support
- Cabinet agreed the Community Infrastructure Levy (CIL) Expenditure Programme March 2026

Performance Indicators for Housing and Infrastructure









Housing






| Status | PI Name | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 2025/26 | Current Target | Latest Note |
|--------|---|------------|------------|------------|------------|------------|----------------|--|
| | | Value | Value | Value | Value | Value | | |
| | Void repair time in calendar days (Mid Suffolk) | 53.05 | 41.95 | 48.78 | 48.86 | 66.7 | 53 | Additional focus has been made to improve satisfaction with the condition of homes on move in, as indicated through our TSM, and in some cases additional time may be needed to complete repairs. Some of the properties advertised are Hard-to-Let, |

| Status | PI Name | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 2025/26 | Current Target | Latest Note |
|---|--|------------|------------|------------|------------|------------|----------------|--|
| | | Value | Value | Value | Value | Value | | |
| | | | | | | | | specifically in our Sheltered Schemes and more rural properties. This has resulted in readvertising and viewings for up to 3 or 4 times |
|  | Number of households in temporary accommodation | 113 | 115 | 107 | 99 | 107 | Data Only | |
|  | Number of lettings | 89 | 84 | 84 | 138 | 66 | 70 | |
|  | Homelessness - Successful Preventions Mid Suffolk | 61 | 71 | 45 | 59 | 50 | Data Only | |
|  | All placements made by Mid Suffolk | 73 | 79 | 109 | 80 | 88 | Data Only | |
|  | Homelessness - Successful Reliefs Mid Suffolk | 10 | 13 | 12 | 9 | 13 | Data Only | |
|  | Average Relet time in calendar days of all voids (Mid Suffolk) | 32.62 | 48.29 | 38.95 | 58.09 | 80.75 | 60 | We introduced a new voids process on 1st April to prioritise compliance actions prior to the property being handed over to the void's contractor. This should remove some of the blockages experienced and result in a reduction of void times. We are also prioritising completing all repairs before move in day to provide a better experience for our residents. |
|  | Overall satisfaction with the service provided by landlord (Mid Suffolk) | 73% | 68% | 66% | 74% | 74% | 70.7% | |
|  | Repair completed in last 12 months - satisfaction with overall repairs service from landlord over last 12 months | 75% | 70% | 70% | 78% | 73% | 72.7% | |
|  | Repair completed in last 12 months - satisfied with time taken to complete most recent repair after reported | 61% | 64% | 61% | 70% | 67% | 68% | |
|  | Satisfaction that landlords provide a home that is safe | 81% | 76% | 77% | 82% | 83% | 75.1% | |
|  | Satisfaction that landlord listens to views and acts upon them (Mid Suffolk) | 56% | 56% | 56% | 59% | 61% | 57.7% | |


| Status | PI Name | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 2025/26 | Current Target | Latest Note |
|---|--|------------|------------|------------|------------|------------|----------------|-------------|
| | | Value | Value | Value | Value | Value | | |
|  | Landlord treats me fairly and with respect (Mid Suffolk) | 78% | 74% | 73% | 80% | 79% | 73% | |
|  | Complaint in last 12 months - satisfaction with landlord's approach to complaints handling (Mid Suffolk) | 46% | 28% | 23% | 34% | 48% | 33.6% | |
|  | Satisfaction that landlord keeps communal areas clean and well-maintained (Mid Suffolk) | 79% | 77% | 81% | 73% | 90% | 63.8% | |
|  | Satisfaction that landlords make a positive contribution to neighbourhoods (Mid Suffolk) | 63% | 62% | 59% | 60% | 63% | 58.8% | |

Place; Planning



| Status | PI Name | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 2025/26 | Current Target | Latest Note |
|---|---|------------|------------|------------|------------|------------|----------------|--|
| | | Value | Value | Value | Value | Value | | |
|  | Planning: Percentage of Mid Suffolk major planning applications decided on time | 88.9% | 86.67% | 100% | 100% | 83.3% | 60% | 6 majors determined, 5 in time. |
|  | Planning: Percentage of Mid Suffolk non-major planning applications decided on time | 92.5% | 95.13% | 96.27% | 98.13% | 98.9% | 70% | |
|  | Planning: Percentage of Mid Suffolk major planning applications overturned on appeal (district matters) | 3.8% | 0% | 0.43% | 0.43% | 0% | 5% | |
|  | Planning: Percentage of Mid Suffolk non-major planning applications overturned on appeal (district matters) | 1% | 0% | 0.02% | 0.03% | 0.07% | 5% | |
|  | Planning: MSDC Dwelling Permissions | 22 | 42 | 22 | 77 | 14 | Data Only | |
|  | Neighbourhood Plans Adopted in Mid Suffolk | 22 | 22 | 23 | 0 | 23 | Data Only | |
|  | Number of Mid Suffolk Neighbourhood Plans where examiner's report published | 0 | 1 | 1 | 0 | 0 | Data Only | |
|  | Number of Mid Suffolk Neighbourhood Plans where Regulation 14 consultation underway | 0 | 0 | 0 | 0 | 2 | Data Only | Fressingfield Review (17 Jan to 2 Mar 2026), and Stradbroke Review (23 Mar to 22 May 2026) |

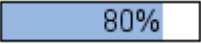
| Status | PI Name | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 2025/26 | Current Target | Latest Note |
|---|---|------------|------------|------------|------------|------------|----------------|-------------|
| | | Value | Value | Value | Value | Value | | |
|  | Number of New Area Designations in Mid Suffolk (Neighbourhood Plan area agreed) | 0 | 0 | 1 | 1 | 0 | Data Only | |
|  | Total Mid Suffolk Neighbourhood Plans in progress (cumulative) | 29 | 29 | 30 | 31 | 31 | Data Only | |
|  | Community Infrastructure Levy (CIL) Collected in Mid Suffolk | £1,003,925 | £1,583,389 | £2,977,633 | £1,533,953 | £1,183,152 | Data Only | |
|  | Community Infrastructure Levy (CIL) awarded / allocated by Mid Suffolk Cabinet | £186,871 | £3,233,680 | £5,406,523 | £2,300,358 | £54,765 | Data Only | |
|  | Neighbourhood CIL Payments - Mid Suffolk | £0.00 | £539,780 | £0.00 | £917,556 | £0.00 | Data Only | |

Property, Development and Regeneration

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

Actions to deliver Housing & Infrastructure in Mid Suffolk

| Action Code | Action Title | Progress | Managed By | Assigned To | Notes & History Latest Note |
|--------------|--|---|--|---------------|--|
| AP_SLTC_7MS | Mid Suffolk Council offices/HQ site in Needham |  | Emily Atack; Richard Winch | Holly Brett | Sale to Hatch Homes Ltd complete early March |
| AP_SLTC_17MS | Energy Efficiency Guidance for residents |  | Tom Barker; Andrew Mellen; Jonathan Ward; Sara Wilcock | Jonathan Ward | 2x energy advisor posts have been successfully recruited and EV Van procurement underway. Working closely across internal teams to coordinate fuel poverty work and response to energy crisis. Aligning with Suffolk wide schemes. |

| Action Code | Action Title | Progress | Managed By | Assigned To | Notes & History Latest Note |
|---------------------|--|---|--|--------------|---|
| AP_SLTC_16 B&8MS | EPC for Council Properties (Level C by 2028)(Commercial & Operational) |  | Emily Atack; John Ward; Richard Winch | Ben Forsdick | 18 requiring EPC, where lease events take place ie break or surrender, we as landlord are able to access the building and make improvements to enable a better EPC to be achieved, where the work is the responsibility of the occupier we will work with them to achieve an EPC and to undertake works whilst they are in occupation as far as is possible |



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 | 3 | 0 | 5 |
| Risks | 1 | 1 | 0 |
| KPI's | 0 | 0 | 9 10 |




Activity by status, see front cover for key

Performance Indicators for Resilience








Housing


| Status | PI Name | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 2025/26 | Current Target | Latest Note |
|--------|---|------------|------------|------------|------------|------------|----------------|-------------|
| | | Value | Value | Value | Value | Value | | |
| | Number of households where homelessness has either been prevented or relieved | 143 | 148 | 121 | 128 | 130 | Data Only | |
| | Satisfaction that landlord provides a home that is well-maintained | 71% | 70% | 73% | 71% | 76% | 69.6% | |
| | Satisfaction that the landlord keeps tenant informed about things that matter to them (Mid Suffolk) | 74% | 70% | 72% | 73% | 79% | 68.5% | |

Operations


| Status | PI Name | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 2025/26 | Current Target | Latest Note |
|---|--|------------|------------|------------|------------|------------|----------------|-------------|
| | | Value | Value | Value | Value | Value | | |
|  | Dangerous Structure Incidents in Mid Suffolk (including out of hours) | 4 | 5 | 7 | 5 | 6 | Data Only | |
|  | Community Emergency Planning - Mid Suffolk Town & Parish Councils Engaged | 1.72% | 37.93% | 46.55% | 54.31% | 52.59% | Data Only | |
|  | Community Emergency Planning - Mid Suffolk Town & Parish with Complete CEP | 4.31% | 5.17% | 7.76% | 8.62% | 13.79% | Data Only | |

Place

| Status | PI Name | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 2025/26 | Current Target | Latest Note |
|---|---|------------|------------|------------|------------|------------|----------------|---|
| | | Value | Value | Value | Value | Value | | |
|  | Town centre vacancy rate - Eye | 9.00% | 9.00% | 9.00% | 11.10% | 9.00% | 15.00% | |
|  | Town centre vacancy rate - Needham Market | 9.00% | 9.00% | 12.00% | 14.00% | 14.00% | 15.00% | The town hall is now fully occupied however 2 of the new tenants in the town hall have relocated from prime units in the high st (Barbers and Curious Fox- freehold sold) and these units remain vacant at present. |
|  | Town centre vacancy rate - Stowmarket | 7.00% | 6.00% | 6.00% | 3.60% | 5.00% | 15.00% | |
|  | No. of first time Community Development annual grants applicants in Mid Suffolk | | 2 | 4 | 2 | 3 | Data Only | |
|  | Assets of Community Value: Total Quantity | 24 | 23 | 22 | 24 | 19 | Data Only | |
|  | Section 106: Amount of funding allocated in Mid Suffolk | £5,958 | £150,000 | £187,602 | £20,702 | £96,693 | Data Only | £96,693.37 of Section 106 was allocated in Q4 2025/26, to 6 projects. This includes £14,352 towards a storage facility at the Coddham Centre and £1,254.45 towards access improvements at Great Ashfield's Lord Thurlow Community Hall. |
|  | Rural England Prosperity Fund Grants - Number of Organisations in Mid Suffolk who have received support | 8 | 1 | 7 | 20 | 29 | Data Only | |

| Status | PI Name | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 2025/26 | Current Target | Latest Note |
|---|--|------------|------------|------------|------------|------------|----------------|-------------|
| | | Value | Value | Value | Value | Value | | |
|  | Mid Suffolk Town Centre Shop Front Scheme - Number of Business in Stowmarket who have received support | 0 | 1 | 1 | 0 | 2 | Data Only | |

Actions to deliver Resilience in Mid Suffolk

| Action Code | Action Title | Progress | Managed By | Assigned To | Notes & History Latest Note |
|---------------|--|---|----------------------------|----------------|--|
| AP_SLTC_41 MS | Large scale Cultural Project – Food Museum Funding |  | Dee ORourke; Tim Weller | Zoey Banthorpe | MSDC Cabinet on 8 July 2025 confirmed £1m capital funding towards Branching Out project. £3.9m Heritage Lottery Funding confirmed and our contribution will be used as match. Grant agreement being produced. Loan provision of £533k confirmed by MSDC Full Council on 24 July 2025. Loan agreement being produced. |



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 | 4 | 0 | 3 | |
| Risks | 0 | 0 | 0 | |
| KPI's | 1 | 1 | 7 | 4 |

Activity by status, see front cover for key

Performance Indicators for Community Wellbeing






Housing





| Status | PI Name | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 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) | 60% | 59% | 63% | 60% | 61% | 58.5% | |

Operations


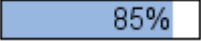
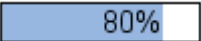
| Status | PI Name | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 2025/26 | Current Target | Latest Note |
|--------|--|------------|------------|------------|------------|------------|----------------|-------------|
| | | Value | Value | Value | Value | Value | | |
| | % of pass/satisfactory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

Place

| Status | PI Name | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 2025/26 | Current Target | Latest Note |
|---|--|------------|------------|------------|------------|------------|----------------|---|
| | | Value | Value | Value | Value | Value | | |
|  | WSCSP: Delivery against action plan (Western Suffolk Community Safety Partnership) | 94% | 82% | 83% | 81% | 94% | 100% | <p>The Western Suffolk Community Safety Partnership (WSCSP) has continued to meet and discharge its duties.</p> <p>The partnership continues to progress work against the action plan, co-ordinating community safety activity across the WSCSP area at a strategic level to reduce crime and the fear of crime to address the risk, threat and harm to victims and local communities.</p> |
|  | Safer Streets: Delivery against action plan | 100% | 100% | 100% | 100% | 100% | 100% | <p>Following a successful bid to the Home Office, BMSDC alongside partners secured funding from the Safer Streets 5 Fund to support a variety of initiatives to address issues such as Anti-Social Behaviour (ASB).</p> <p>The initiatives are now complete, however due to successfully securing funding through the Serious Violence Duty fund the Youth Diversionary activities continued until the end of March 2026. This project is now complete and the KPI will now be removed.</p> |
|  | ASB casework: New Mid Suffolk cases reviewed by community safety team | 45 | 61 | 58 | 27 | 10 | Data Only | Reduction in number of cases recorded. A new system has been introduced to ensure cases that do not meet the ASB threshold are triaged to the appropriate services/departments at the earliest opportunity. |
|  | ASB multi-agency casework: New Mid Suffolk cases received at panel | 2 | 3 | 2 | 3 | 0 | Data Only | |
|  | ASB case review: % of responded to within statutory timeframe | 100% | 100% | 100% | 100% | 100% | 100% | |

| Status | PI Name | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 2025/26 | Current Target | Latest Note |
|---|--|------------|------------|------------|------------|------------|----------------|-------------|
| | | Value | Value | Value | Value | Value | | |
|  | Strength and Balance: No. of people completing 12-week programme (Mid Suffolk) | 12 | 27 | 21 | 23 | 29 | 6 | |
|  | Holiday Activities: % of children that had improved mental health in Mid Suffolk | 80% | 100% | 55% | 71% | 83% | 70% | |
|  | Holiday Activities: No. of FSM spaces taken up in Mid Suffolk | 262 | 1,011 | 2,031 | 567 | 228 | 225 | |
|  | Youth Social Prescribing: No. of young people receiving preventative coaching & mentoring support in Mid Suffolk | 39 | 195 | 16 | 23 | 21 | Data Only | |

Actions to deliver Community Wellbeing in Mid Suffolk

| Action Code | Action Title | Progress | Managed By | Assigned To | Notes & History Latest Note |
|---------------|---|---|--|----------------------|---|
| AP_SLTC_58 MS | Vulnerable residents |  | Janet Pearson; Sara Wilcock | Elysa Dale; Sam Lake | Updates are being made to the training following testing to ensure a smooth learner experience. Engagement continues with key services to ensure a smooth rollout and buy in across teams. A launch is planned over the coming month. |
| AP_SLTC_50 MS | Legacy plan for Mid Suffolk Wellbeing Invest Fund |  | 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_51 MS | Approach to Cost of Living (COL) |  | Teresa Davis; Andrew Mellen; Sara Wilcock; Richard Winch | Elysa Dale; Sam Lake | We continue to support residents with their financial wellbeing via targeted support using insights from LIFT. Recent work to promote the Holiday Activity and Food programme as well as targeted energy support have reached 45 and 7 households respectively, and assisted residents to access over £2000 in support. Recent focus has been on targeted housing costs and retrofitting support, with outcomes due next month. Alongside engagement with carer groups to gather lived experience insights and shape future interventions. To date the project has reached 259 households in Mid Suffolk. |



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 | 1 | 0 | 5 | |
| Risks | 0 | 1 | 0 | |
| KPI's | 0 | 1 | 4 | 9 |

Activity by status, see front cover for key




Performance Indicators for Environmental Sustainability

COO








| Status | PI Name | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 2025/26 | Current Target | Latest Note |
|--------|--|------------|------------|------------|------------|------------|----------------|--|
| | | Value | Value | Value | Value | Value | | |
| | Number of Communities Involved with Community Energy (Mid Suffolk) | 3 | 3 | 3 | 1 | 0 | Data Only | There are currently no active Community Energy groups in Mid Suffolk with CSCE becoming dormant in February. However, there is work underway to look at a package of support for community energy groups with an Options presentation to Cllrs on 22/4 |

COO; Operations


| Status | PI Name | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 2025/26 | Current Target | Latest Note |
|--------|---|------------|------------|------------|------------|------------|----------------|---|
| | | Value | Value | Value | Value | Value | | |
| | Trees planted as part of green canopy Project (Mid Suffolk) | 258 | 0 | 0 | 0 | 17 | Data Only | We have had fewer applications to our free tree schemes this year. Planting on our own land is subject to suitable sites. |


| Status | PI Name | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 2025/26 | Current Target | Latest Note |
|---|---|------------|------------|------------|------------|------------|----------------|--|
| | | Value | Value | Value | Value | Value | | |
|  | Hedgerows planted through the planting scheme (Mid Suffolk) | 2,055 | 0 | 0 | 370 | 50 | Data Only | 2,500 additional hedging plans were planted in Thorndon by a contractor. |
|  | Wildflower seed distributed in sqm (Mid Suffolk) | 5,025 | 840 | 1,400 | 1,400 | 2,000 | Data Only | |
|  | Meadow management in sqm (Mid Suffolk) | 114,918 | 82,788.2 | 114,341 | 114,341 | 114,341 | Data Only | |

Operations






| Status | PI Name | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 2025/26 | Current Target | Latest Note |
|---|--|------------|------------|------------|------------|------------|----------------|-------------|
| | | Value | Value | Value | Value | Value | | |
|  | Kerbside refuse collections success rate (Mid Suffolk) | 99.88% | 99.91% | 99.93% | 99.92% | 99.91% | 99.94% | |
|  | Garden waste subscribers (Mid Suffolk) | 20,462 | 20,701 | 20,765 | 20,617 | 20,762 | 21,000 | |
|  | Business waste customers (Mid Suffolk) | 780 | 788 | 792 | 798 | 799 | Data Only | |
|  | Number of fly-tipping Incidents (Mid Suffolk) | 116 | 82 | 87 | 101 | 137 | Data Only | |
|  | KG of Black Bin Waste Per Household (Mid Suffolk) Cumulative | 426.98 | 112.57 | 216.4 | 324.89 | 431.92 | 429 | |
|  | Total Waste Recycled % (Mid Suffolk) excluding Garden Waste Cumulative | 22.02% | 19.91% | 21.44% | 22.1% | 22.59% | Data Only | |
|  | Garden Waste % of Total Waste (Mid Suffolk) Cumulative | 21.09% | 22.22% | 21.83% | 20.18% | 17.28% | Data Only | |

Place

| Status | PI Name | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 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 | 35 | 2 | 3 | 12 | 14 | 11 | |

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

Actions to deliver Environmental Sustainability in Mid Suffolk

| Action Code | Action Title | Progress | Managed By | Assigned To | Notes & History Latest Note |
|----------------------|--|--|------------------------|------------------------------|--|
| AP_SLTC_55 B&73MS | Community energy organisations |  | Tom Barker | Jonathan Ward; Sarah Wilding | Have closed this off as complete. There may be a new addition that is similar depending upon priorities ahead of LGR. |
| AP_SLTC_63 MS | Partnership working with Anglian Water, Defra and the Environment Agency |  | Tom Barker; Tim Weller | Tom Barker | Have closed this off as never clear what was intended. |
| 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 | work continuous on CRMP, with added strategy component setting out more detail on how we approach this and what our aims are more specifically. |



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 | 0 | 3 | |
| Risks | 3 | 6 | 0 | |
| KPI's | 4 | 3 | 4 | 7 |

Activity by status, see front cover for key






During the quarter

- Review of General Fund and HRA fund Budget and Medium Term Financial Position




Performance Indicators for Environmental Sustainability




Customer

| Status | PI Name | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 2025/26 | Current Target | Latest Note |
|--------|--|------------|------------|------------|------------|------------|----------------|-------------|
| | | Value | Value | Value | Value | Value | | |
| | Total visits to the Stowmarket & Eye Customer Access Point | 368 | 644 | 716 | 664 | 948 | Data Only | |
| | Average number of calls received per day | 544 | 547 | 516 | 461 | 548 | Data Only | |



| Status | PI Name | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 2025/26 | Current Target | Latest Note |
|---|---|------------|------------|------------|------------|------------|----------------|--|
| | | Value | Value | Value | Value | Value | | |
|  | Average time taken to answer calls (seconds) | 96 | 124 | 148 | 124 | 201 | 105 | During Q4 we have seen a 17% increase in calls compared to Q3. This has come at a time where we have seen multiple retirements in the team during the same period. We have been and continue to be actively recruiting to back fill the positions and continue to monitor performance closely. |
|  | Percentage of overall calls abandoned | 10% | 12% | 15% | 12% | 19% | 10% | |
|  | Number of compliments received | 57 | 38 | 64 | 70 | 54 | Data Only | Housing Repairs 10 Tenancy Services 9 Housing Solutions 7 Planning 6 Waste 5 |
|  | Number of Stage 1 complaints received | 341 | 283 | 244 | 256 | 287 | Data Only | 287 stage one complaints were received with the top five teams/services as follows: Housing Repairs (Responsive Repairs) - 54 Housing Repairs (Gas and Electrics) - 38 Tenancy Services - 33 Council Tax - 24 Housing Repairs (Damp and Mould) - 23 |
|  | Average daily visits to the Mid Suffolk website (values prior to Q2 24/25 are for the combined authorities) | 2,348 | 2,644 | 2,470 | 2,688 | 3,439 | Data Only | |

Finance and Procurement



| Status | PI Name | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 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 | 3.02 | 5.27 | 5.78 | 4.64 | 7.8 | 10 | The figure shown is for Q4, the full year average for 2025/26 is 5.24 days |
|  | Average time taken to process new claims in days (Mid Suffolk) YTD | 12.25 | 16.94 | 14.19 | 15.14 | 18.08 | 24 | The figure shown is for Q4, the full year average for 2025/26 is 16.02 days |
|  | Average time taken to process changes to | 2.42 | 4.26 | 4.66 | 3.38 | 7.8 | 7 | 13 rent increases were missed previously |

| Status | PI Name | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 2025/26 | Current Target | Latest Note |
|---|--|------------|------------|------------|------------|------------|----------------|---|
| | | Value | Value | Value | Value | Value | | |
| | claims in days (Mid Suffolk) YTD | | | | | | | and processed in March creating a March figure of 15.94. The full year figure for 2025/26 was within target at 4.28 days. |
|  | The level of Local Authority Error overpayments as a % of all housing benefit paid (Mid Suffolk) YTD | 0.12% | 0.05% | 0.08% | 0.13% | 0.1% | 0.48% | |
|  | Council Tax % of total raised collected in year (Mid Suffolk cumulative) YTD | 98.27% | 28.75% | 55.41% | 82.61% | 98.12% | 100% | |
|  | Business Rates % of total raised collected in year (Mid Suffolk cumulative) YTD | 97.59% | 31.07% | 58.11% | 83.41% | 97.84% | 100% | |


Housing

| Status | PI Name | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 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) | 100.31% | 99.77% | 99.71% | 99.52% | 99.87% | 100% | |
|  | Current tenant arrears as a % of the rent debit (Mid Suffolk) | 1.84% | 1.73% | 1.76% | 1.83% | 1.64% | 2% | |


HR and Organisational Development

| Status | PI Name | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 2025/26 | Current Target | Latest Note |
|---|---|------------|------------|------------|------------|------------|----------------|-------------|
| | | Value | Value | Value | Value | Value | | |
|  | Average number of days sickness per full time equivalent staff (Actual for Quarter) | 0.81 | 0.76 | 2.87 | 2.67 | 0.78 | Data Only | |
|  | Average number of days sickness per full time equivalent staff (Cumulative) | 8.79 | 0.76 | 5.16 | 7.82 | 10.17 | Data Only | |




Operations


| Status | PI Name | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 2025/26 | Current Target | Latest Note |
|---|--|------------|------------|------------|------------|------------|----------------|-------------|
| | | Value | Value | Value | Value | Value | | |
|  | % of premises rated 5 star for food safety (Mid Suffolk) | 85.41% | 85.08% | 85.23% | 86.33% | 85.54% | 85% | |

Place

| Status | PI Name | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 | Q3 2025/26 | Q4 2025/26 | Current Target | Latest Note |
|---|---|------------|------------|------------|------------|------------|----------------|--|
| | | Value | Value | Value | Value | Value | | |
|  | Employer Supported Volunteering (ESV): No of staff using their ESV policy | 9 | 13 | 39 | 28 | 9 | 10 | There is typically lower ESV uptake during Q4 and this year follows the same pattern as last year. Jan to March usually sees individual volunteering only, with team activities normally being held during spring and summer months. |

Actions to deliver Our Approach in Mid Suffolk

| 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. |
| AP_SLTC_80 MS&48B | Strategic Asset Management Plan |  | Emily Atack; Richard Winch | Ben Forsdick | Adopted by Full Councils February 2026 |

| Action Code | Action Title | Progress | Managed By | Assigned To | Notes & History Latest Note |
|----------------------|---------------|---|---|---------------------------|--|
| AP_SLTC_46 B&79MS | Depot Project |  80% | Emily Atack; Mandeep Bhogil; Mark Emms; Deborah Saw; John Ward; Tim Weller; Richard Winch | Emily Atack; Mark Emms | Mid Suffolk Depot has required additional works (re-wiring) completion expected end of May /Early June. Babergh works completed. |