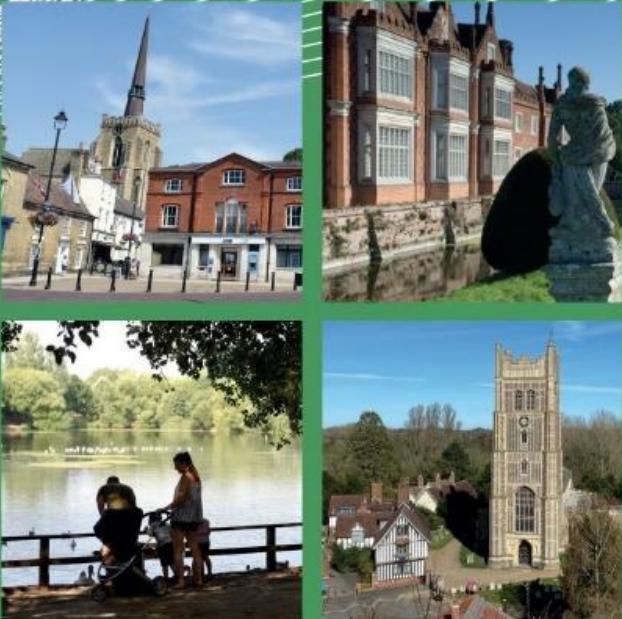


The Mid Suffolk Plan

*Helping to create thriving
and resilient communities*

2023-2027



2025/26 Quarter Q2 Performance Report Mid Suffolk District Council

The period covered by this report is July to September 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

Status Symbol Key

- | | |
|--|-----------------------------------|
| | Target Met |
| | Warning (near not meeting target) |
| | Alert (target not met) |
| | Data only |
| | Awaiting data |



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	2	0	24
Risks	1	1	0
KPI's	2	5	9
Activity by status, see front cover for key			

During the quarter

- August 25, the Cabinet approved the creation of a portfolio of temporary accommodation properties
- August 25, the Cabinet approved the CIL expenditure programme

Performance Indicators for Housing and Infrastructure

Housing

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
✓	Void repair time in calendar days (Mid Suffolk)	43.74	40.3	53.05	41.95	48.78	53	
📊	Number of households in temporary accommodation	102	105	113	115	107		
⚠	Number of lettings	117	130	89	84	84	105	

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Homelessness - Successful Preventions Mid Suffolk	80	66	61	71	43		
	All placements made by Mid Suffolk	92	55	73	79	109		
	Homelessness - Successful Reliefs Mid Suffolk	8	7	10	13	10		
	Average Relet time in calendar days of all voids (Mid Suffolk)	21.38	42.74	32.62	48.29	38.95	60	
	Overall satisfaction with the service provided by landlord (Mid Suffolk)	65%	65%	73%	68%	66%	70.7%	
	Repair completed in last 12 months - satisfaction with overall repairs service from landlord over last 12 months	63%	65%	75%	70%	70%	72.7%	
	Repair completed in last 12 months - satisfied with time taken to complete most recent repair after reported	50%	45%	61%	64%	61%	68%	
	Satisfaction that landlords provide a home that is safe	73%	78%	81%	76%	77%	75.1%	
	Satisfaction that landlord listens to views and acts upon them (Mid Suffolk)	52%	57%	56%	56%	56%	57.7%	
	Landlord treats me fairly and with respect (Mid Suffolk)	74%	72%	78%	74%	73%	73%	
	Complaint in last 12 months - satisfaction with landlord's approach to complaints handling (Mid Suffolk)	26%	38%	46%	28%	23%	33.6%	While some satisfaction results are lower this quarter, the results are based on 150 tenant surveys and are subject to many variables. The overall trend is a better indication of progress and we continue to monitor this.
	Satisfaction that landlord keeps communal areas clean and well-maintained (Mid Suffolk)	61%	62%	79%	77%	81%	63.8%	
	Satisfaction that landlords make a positive contribution to neighbourhoods (Mid Suffolk)	56%	54%	63%	62%	59%	58.8%	

Place; Planning

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
✓	Planning: Percentage of Mid Suffolk major planning applications decided on time	90.9%	62.5%	88.9%	86.67%	100%	60%	
✓	Planning: Percentage of Mid Suffolk non-major planning applications decided on time	95%	95%	92.5%	95.13%	96.1%	70%	
✗	Planning: Percentage of Mid Suffolk major planning applications overturned on appeal (district matters)	0%	0%	3.8%	0%	14%	5%	1 Major appeal lost in Q2 out of 7 Major decisions (DC/24/00158 - Wyverstone caravans)
✓	Planning: Percentage of Mid Suffolk non-major planning applications overturned on appeal (district matters)	1.3%	1.3%	1%	0%	0.5%	5%	1 non-major appeal lost out of 205 non-major decisions in Q2.
	Planning: MSDC Dwelling Permissions	108	82	22	42	22		
	Neighbourhood Plans Adopted in Mid Suffolk	21	22	22	22	23		Baylham NP adopted 2 September 2025
	Number of Mid Suffolk Neighbourhood Plans where examiner's report published	1	0	0	1	1		Badwell Ash & Long Thurlow
	Number of Mid Suffolk Neighbourhood Plans where Regulation 14 consultation underway	1	1	0	0	0		
	Number of New Area Designations in Mid Suffolk (Neighbourhood Plan area agreed)	0	1	0	0	1		Hessett (7 August 2025)
	Total Mid Suffolk Neighbourhood Plans in progress (cumulative)	28	29	29	29	30		
	Community Infrastructure Levy (CIL) Collected in Mid Suffolk	£1,743,792	£1,861,028	£1,003,924	£1,583,388	£2,980,819		
	Community Infrastructure Levy (CIL) awarded / allocated by Mid Suffolk Cabinet	£995,929	£691,821	£186,870	£3,233,680	£5,903,795		
	Neighbourhood CIL Payments - Mid Suffolk	£0.00	£697,940	£0.00	£539,780	£0.00		

Property, Development and Regeneration

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Affordable homes built or acquired for HRA (Mid Suffolk)	5	38	0	16	8		

Actions to deliver Housing & Infrastructure in Mid Suffolk

Status	Action Code	Action Title	Progress	Managed By	Assigned To	Notes & History	Latest Note
	AP_SLTC_11 MS	HRA monies for retrofitting	<div style="width: 100%;">100%</div>	Deborah Fenton; Richard Winch	Deborah Fenton	Wave 3.3 was successful if grant funding is available in future years	Officers will apply for the grants accordingly.
	AP_SLTC_12 MS	Listed Building Consent Order for energy efficiency	<div style="width: 100%;">100%</div>	Philip Isbell; Andrew Stringer	Philip Isbell	An LLBCO has now (October) been made.	
	AP_SLTC_16 MS	Decarbonisation of Council Housing	<div style="width: 100%;">100%</div>	Deborah Fenton; Richard Winch	Deborah Fenton	Wave 3.3 was successful, and we are upgrading 170 properties across the districts.	
	AP_SLTC_23 MS	Stowmarket hotel offer	<div style="width: 100%;">100%</div>	Emily Atack; Andrew Stringer; Richard Winch	Emily Atack	Hotel study completed. Viability gap identified. Reviewing options to support delivery of hotel in Stowmarket including through planning system.	
	AP_SLTC_26 MS	HRA Business Plan	<div style="width: 100%;">100%</div>	Deborah Fenton; Richard Winch	Deborah Fenton	Business plan in place and updated quarterly. Presented to Cabinet and full Council once per year.	
	AP_SLTC_29	Core service level	<div style="width: 100%;">100%</div>	Deborah	Deborah	Transformation completed	

Status	Action Code	Action Title	Progress	Managed By	Assigned To	Notes & History	Latest Note
	MS			Fenton; Richard Winch	Fenton		
	AP_SLTC_17 MS	Energy Efficiency Guidance for residents	<div style="width: 86%;">86%</div>	Tom Barker; Andrew Mellen; Jonathan Ward; Sara Wilcock	Jonathan Ward	Following discussion with Cabinet Members during recent JCB and subsequent meetings, the proposal and report has been re-written with an aim to take this to Nov JCB and Dec Cabinet in order to refine and finesse details. New Retrofit and Engagement officer is onboard and accelerating the work, building relationships across services and councils to ensure the project has the right focus and impact	
	AP_SLTC_16 B&8MS	EPC for Council Properties (Level C by 2028)(Commercial & Operational)	<div style="width: 80%;">80%</div>	Emily Attack; John Ward; Richard Winch	Ben Forsdick	Based off current data as at 11/9/25, of those properties with valid/in date EPC's the following amount are below a C: BDC = 21 / MSDC = 8 Those missing valid EPCs are: BDC = 7 / MSDC = 11 8 of which have EPC surveys currently being undertaken.	
	AP_SLTC_7MS	Mid Suffolk Council offices/HQ site in Needham	<div style="width: 80%;">80%</div>	Emily Attack; Richard Winch	Holly Brett	Discussions Continuing with potential purchaser. New target date September 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	0	0	8
Risks	0	3	0
KPI's	0	0	9

Activity by status, see front cover for key

During the quarter

- July 25, the Cabinet endorsed the Economic Strategy action plan
- July 25, the Cabinet agreed the request for funding for The Food Museum in Stowmarket
- Aug 25, the Cabinet approved the funding recommendations for Stowmarket Town Centre Gateway Fund

Performance Indicators for Resilience

Housing

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Number of Gas safety records outstanding at end of period in Mid Suffolk	7	9	3	7	4	0	
	Number of households where homelessness has either been prevented or relieved	165	142	143	148	114		
	Satisfaction that landlord provides a home that is well-maintained	69%	66%	71%	70%	73%	69.6%	
	Satisfaction that the landlord keeps tenant informed about things that matter to them (Mid Suffolk)	60%	70%	74%	70%	72%	68.5%	

Operations

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Dangerous Structure Incidents in Mid Suffolk (including out of hours)	9	2	4	5	7		7 reports, including unsafe bridge, unsafe walls / falling masonry and car collision with building.
	Community Emergency Planning - Mid Suffolk Town & Parish Councils Engaged			1.72%	37.93%	46.55%		
	Community Emergency Planning - Mid Suffolk Town & Parish with Complete CEP			4.31%	5.17%	7.76%		

Place

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Town centre vacancy rate - Eye	18.00%	13.00%	9.00%	9.00%	9.00%	15.00%	
	Town centre vacancy rate - Needham Market	12.00%	12.00%	9.00%	9.00%	12.00%	15.00%	

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Town centre vacancy rate - Stowmarket	8.00%	9.00%	7.00%	6.00%	6.00%	15.00%	
	No. of first time Community Development annual grants applicants in Mid Suffolk				2	4		4 first time applicants submitted applications as part of the September Community Development Grant application round in Q2 2025/26. These were The Horticulture Industry Scheme, 1st Thurston Scout Group, Debenham Bowls Club and Stradbroke Sports and Community Centre.
	Assets of Community Value: Total Quantity		21	24	23	22		
	Section 106: Amount of funding allocated in Mid Suffolk	£6,228	£5,000	£5,958	£150,000	£187,601		£187,601.57 of Section 106 was allocated in Mid Suffolk during Q2 2025/26, supporting 8 projects. These include £34,058 towards kitchen and toilet refurbishment at Gislingham Village Hall, £16,612 towards the refurbishment of Thurston Sports Pavilion and £11,532 towards the re-surfacing of Coddenham's MUGA.
	Rural England Prosperity Fund Grants - Number of Organisations in Mid Suffolk who have received support	9	20	8	1	7		
	Mid Suffolk Town Centre Shop Front Scheme - Number of Business in Stowmarket who have received support		0	0	1	1		

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="width: 90%;">90%</div>	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	2	0	5
Risks	0	0	0
KPI's	0	1	8

Activity by status, see front cover for key

Performance Indicators for Community Wellbeing

Housing

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
✓	Council as landlord: Satisfaction with the landlord's approach to handling ASB (Mid Suffolk)	55%	51%	60%	59%	63%	58.5%	

Operations

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

Place

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	WSCSP: Delivery against action plan (Western Suffolk Community Safety Partnership)	83%	87%	94%	82%	83%	100%	The Western Suffolk Community Safety Partnership (WSCSP) has continued to meet and discharge its duties. 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.
	Safer Streets: Delivery against action plan	48%	75%	100%	100%	100%	100%	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). The initiatives are now complete, however due to successfully securing funding through the Serious Violence Duty fund the Youth Diversionary activities will continue until the end of March 2026
	ASB casework: New Mid Suffolk cases reviewed by community safety team	89	61	45	61	58		Number of cases has reduced compared to the same period in 2024.
	ASB multi-agency casework: New Mid Suffolk cases received at panel	1	1	2	3	2		Medium to high-risk cases that require a multi-agency approach.

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
✓	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)	4	7	12	27	21	6	MSLC 12 Needham 4 Debenham 5
⚠	Holiday Activities: % of children that had improved mental health in Mid Suffolk	56%	64%	80%	100%	55%	70%	A lower wellbeing score over the summer holiday is something that we also saw during the summer last year. This could perhaps be due to the longer holiday and lack of structure for some families or a higher number of responses to the survey shifting focus. Although the reported % of children with improved mental health is 55%, 90% of respondents report improved confidence and 85% report making new friends
✓	Holiday Activities: No. of FSM spaces taken up in Mid Suffolk	2,268	807	262	1,011	2,031	2,253	The target is based on an 80% uptake of the total number of spaces booked. The longer duration of the summer holiday means that there were a greater number of no-shows, with overall attendance rates being 72%.
📊	Youth Social Prescribing: No. of young people receiving preventative coaching & mentoring support in Mid Suffolk	37	179	39	195	16		Awaiting comment on Q2 result

Actions to deliver Community Wellbeing in Mid Suffolk

Status	Action Code	Action Title	Progress	Managed By	Assigned To	Notes & History	Latest Note
▶	AP_SLTC_58 MS	Vulnerable residents	<div style="width: 85%;">85%</div>	Janet Pearson; Sara Wilcock	Sam Lake	We've drafted a Reasonable Adjustments Charter to support the Vulnerable Residents Policy. Guidance has been created for staff and contractors visiting tenants' homes, and we've worked with teams across Elections, Planning, Finance, and Environmental Protection to make	

Status	Action Code	Action Title	Progress	Managed By	Assigned To	Notes & History	Latest Note
							<p>sure residents can access Council communications in alternative formats. In September, we also held a vulnerability improvement day with housing colleagues. The project is nearly complete, although there's been a slight delay as our training provider is no longer available. Training materials are now being developed internally, with a planned launch in the next two months, once the Oracle training and form are ready. Lastly, we have worked with Strategic policy to update the EQIA guidance to include references to the socio-economic duty & digital exclusion.</p>
	AP_SLTC_51 MS	Approach to Cost of Living (COL)	<div style="display: flex; align-items: center; justify-content: center;"> <div style="width: 150px; height: 20px; background-color: #6699CC; border: 1px solid #6699CC; border-radius: 5px; position: relative;"> <div style="position: absolute; left: 50%; top: 50%; transform: translate(-50%, -50%); color: white; font-weight: bold;">80%</div> </div> </div>	<p>Teresa Davis; Andrew Mellen; Sara Wilcock; Richard Winch</p>	Sam Lake		<p>Our first LIFT campaign has started with over 50 letters going to households who could be eligible for pension credit but not claiming. These have then been followed up with a text message and then Citizens Advice will also be making contact to support residents with the application. Alongside this, our benefits team have identified 3 residents (across both Babergh and Mid Suffolk) who are eligible for severe disability premium benefit, which will make approx. £80 per week difference to their income. We will shortly be working with housing to support tenants who may also benefit from some support regarding income maximisation. We have also started working with the Mid Suffolk disability forum, Citizens Advice and ACE Anglia on information regarding staying warm over winter. The forum received a presentation regarding this matter on the 8.10.25 and we are exploring creating some easy read materials with ACE to help residents.</p>



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	2	2	1

Activity by status, see front cover for key

Performance Indicators for Environmental Sustainability

COO

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Trees planted as part of green canopy Project (Mid Suffolk)	0	104	258	0	0		No tree planting takes place during this period
	Hedgerows planted through the planting scheme (Mid Suffolk)	0	250	2,055	0	0		No hedge planting takes place during this period
	Wildflower seed distributed in sqm (Mid Suffolk)	0	0	5,025	840	1,400		
	Meadow management in sqm (Mid Suffolk)	82,788.2	114,918	114,918	82,788.2	114,341		

Operations

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Kerbside refuse collections success rate (Mid Suffolk)	99.91%	99.92%	99.88%	99.91%	99.93%	99.94%	Below target but improvement on last quarter
	Garden waste subscribers (Mid Suffolk)	20,530	20,346	20,462	20,701	20,765	21,000	
	Business waste customers (Mid Suffolk)	777	780	780	788	792		
	Number of fly-tipping Incidents (Mid Suffolk)	104	110	116	82	87		
	Number of Communities Involved with Community Energy (Mid Suffolk)		6	3	3	3		<p>Had second biannual meeting with Community Energy Groups in September.</p> <p>Met with Councillors to discuss the future of Community Energy and how BMSDC can help support and grow groups.</p> <p>Will continue with Biannual meetings, hoping to invite a couple more Community Energy Groups next time.</p> <p>Continue to support and encourage growth of current and any new groups.</p>
	KG of Black Bin Waste Per Household (Mid Suffolk) Cumulative	214.5	323.49	426.98	112.57	223.98	214.5	
	Total Waste Recycled % (Mid Suffolk) excluding Garden Waste Cumulative	20.4%	20.93%	22.02%	20.44%	19.67%		
	Garden Waste % of Total Waste (Mid Suffolk) Cumulative	26.23%	23.51%	21.09%	22.81%	21.95%		

Place

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	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	38	35	2	3	4	Numbers of businesses engaging with the service is lower than target currently, feedback provided from Groundworks suggests businesses are nervous about investing away from BAU due to current economic climate and upcoming Autumn Budget Statement as well as being unable to release staff resource to engage with
●	Groundwork East Engagement in Mid Suffolk - Actual number of Decarbonisation Plans Developed	30	33	31	2	2	3	Groundworks. However, Groundworks have started a direct marketing campaign for the first time to increase numbers and have also been meeting with the Economy & Business Grants Team regularly to share updates and ideas on increasing take up with a number of businesses in the pipeline, they are confident that the target will be achieved by the end of Q4.

Actions to deliver Environmental Sustainability in Mid Suffolk

Status	Action Code	Action Title	Progress	Managed By	Assigned To	Notes & History	Latest Note
✓	AP_SLTC_72 MS	Net zero business grant programmes	<div style="width: 100%;">100%</div>	Dee O'Rourke	Michelle Gordon	Net Zero grants are now live and will be running until end March 2026 (funded via REPF monies)	
▶	AP_SLTC_13 B&60MS	Reduction in carbon emissions of council	<div style="width: 99%;">99%</div>	Tom Barker; Tim Weller	Jonathan Ward; Sarah Wilding	Annual GHG reports are at draft stage, with a couple of data points being queried. There is greater analysis of data quality this year which will help put the reporting on a better footing. Work is progressing towards the O&S report and updating the CRMP, though it has been difficult to get data back on all actions.	
▶	AP_SLTC_70	Biodiversity Action Plan actions	<div style="width: 99%;">99%</div>	Tom Barker;	Jonathan	A report is due to go to JCB in Oct and Cabinet in Nov, with Council late	

Status	Action Code	Action Title	Progress	Managed By	Assigned To	Notes & History	Latest Note
	MS			Tim Weller	Ward	November. This will contain the updated resource plan.	
	AP_SLTC_59a MS	Reduction in carbon emissions for Scope 3	<div style="width: 90%;">90%</div>	Tom Barker; Andrew Mellen; Tim Weller	Sarah Wilding	This is still underway in collaboration with procurement colleagues	
	AP_SLTC_55 B&73MS	Community energy organisations	<div style="width: 82%;">82%</div>	Tom Barker	Jonathan Ward; Sarah Wilding	Community Energy Action Plan being developed and a toolkit to support the groups	



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 citizens 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	1	Risks	0
Risks	5	KPI's	0
KPI's	1	7	8

Activity by status, see front cover for key

Performance Indicators for Environmental Sustainability

Corporate Services

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Total visits to the Stowmarket & Eye Customer Access Point	288	197	368	644	716		
	Average number of calls received per day	510	457	544	547	516		
	Average time taken to answer calls (seconds)	35	63	96	124	148	105	Missed target due to leavers and the need to

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Percentage of overall calls abandoned	4%	6%	10%	12%	15%	10%	train new starters, training for staff for housing and the new job management system and the windows 11 upgrade
	Digital Transaction - Chatbot sessions	2,266	1,200	3,134	2,843	1,573		There were less sessions to the chatbot this quarter, however there were 5,783 incoming chats into the bot, with 1,100 related to checking live chat opening hours and then 556 for waste and recycling
	Number of compliments received	55	54	57	38	64		
	Number of Stage 1 complaints received	338	280	341	283	244		
	Average daily visits to the Mid Suffolk website (values prior to Q2 24/25 are for the combined authorities)	2,030	2,171	2,348	2,644	2,470		

Finance and Procurement

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	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	5.57	4.47	3.02	5.27	5.78	10	
	Average time taken to process new claims in days (Mid Suffolk) YTD	17.34	15.22	12.25	16.94	14.19	24	
	Average time taken to process changes to claims in days (Mid Suffolk) YTD	4.4	3.35	2.42	4.26	4.66	7	
	The level of Local Authority Error overpayments as a % of all housing benefit paid (Mid Suffolk) YTD	0.11%	0.14%	0.12%	0.05%	0.08%	0.48%	
	Council Tax % of total raised collected in year (Mid Suffolk cumulative) YTD	55.75%	83.04%	98.27%	28.75%	55.41%	50%	
	Business Rates % of total raised collected in year (Mid Suffolk cumulative) YTD	57.35%	75.19%	97.59%	31.07%	58.11%	50%	

Housing

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	% of rent due collected (12 month rolling) (excluding current arrears brought forward) (Mid Suffolk)	99.63%	99.88%	100.31%	99.77%	99.71%	100%	
	Current tenant arrears as a % of the rent debit (Mid Suffolk)	1.96%	1.94%	1.84%	1.73%	1.76%	2%	

HR and Organisational Development

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Average number of days sickness per full time equivalent staff (Actual for Quarter)	2.95	2.63	0.81	0.76	2.87		
	Average number of days sickness per full time equivalent staff (Cumulative)	5.36	7.98	8.79	0.76	5.16		

Operations

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	% of premises rated 5 star for food safety (Mid Suffolk)	86.48%	85.76%	85.41%	85.08%	85.23%	85%	

Place

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Employer Supported Volunteering (ESV): No of staff using their ESV policy	44	18	9	13	39	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	<div style="width: 87%;">87%</div>	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	<div style="width: 80%;">80%</div>	Andrew Mellen; Sara Wilcock	Sam Lake	We've continued delivering services with the Rural Coffee Caravan in Wingfield, and our extended service in Stowmarket is running well—with new signage and an A-board in place. Between July and September, we supported 676 residents in Stowmarket and 37 at our pop-up service in Eye, held every Friday morning. This is a significant increase from 288 residents supported last year. Our letter review is now complete. We're developing guidance for officers and a Copilot-powered tool to help review letters and communications for accessibility. The project is on track to finish by the end of October, with guidance rolling out in November.	