

2025-26 Quarter Q1 Performance Report

Mid Suffolk District Council

The period covered by this report is April to June 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



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 | 0 | 0 | 14 | |
| Risks | 1 | 2 | 0 | |
| KPIs | 1 | 7 | 20 | 15 |

See front cover for key














During the quarter

- May 25 – Approval of acquisition of land for public access and amenity
- June 25 - Approval of the Community Infrastructure Levy (CIL) expenditure programme













Performance Indicators for Housing and Infrastructure

Housing


| Status | PI Name | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Q1 2025 | Current Target | Latest Note |
|--------|---|---------|---------|---------|---------|---------|----------------|-------------|
| | | Value | Value | Value | Value | Value | | |
| | Void repair time in calendar days (Mid Suffolk) | 39.28 | 43.74 | 40.3 | 53.05 | 41.95 | 53 | |
| | Number of households in temporary accommodation | 107 | 102 | 105 | 113 | 115 | | |
| | Number of lettings | | 117 | 130 | 89 | 84 | 35 | |

| Status | PI Name | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Q1 2025 | Current Target | Latest Note |
|---|--|---------|---------|---------|---------|---------|----------------|-------------|
| | | Value | Value | Value | Value | Value | | |
|  | Homelessness - Successful Preventions Mid Suffolk | 88 | 80 | 66 | 61 | 70 | 20 | |
|  | All placements made by Mid Suffolk | 84 | 92 | 55 | 73 | 80 | | |
|  | Homelessness - Successful Reliefs Mid Suffolk | 23 | 8 | 7 | 10 | 12 | | |
|  | Average Relet time in calendar days of all voids (Mid Suffolk) | 31.82 | 21.38 | 42.74 | 32.62 | 48.29 | 60 | |
|  | Overall satisfaction with the service provided by landlord (Mid Suffolk) | 61% | 65% | 65% | 73% | 68% | 70.7% | |
|  | Repair completed in last 12 months - satisfaction with overall repairs service from landlord over last 12 months | 61% | 63% | 65% | 75% | 70% | 72.7% | |
|  | Repair completed in last 12 months - satisfied with time taken to complete most recent repair after reported | 55% | 50% | 45% | 61% | 64% | 68% | |
|  | Satisfaction that landlords provide a home that is safe | 75% | 73% | 78% | 81% | 76% | 75.1% | |
|  | Satisfaction that landlord listens to views and acts upon them (Mid Suffolk) | 54% | 52% | 57% | 56% | 56% | 57.7% | |
|  | Landlord treats me fairly and with respect (Mid Suffolk) | 71% | 74% | 72% | 78% | 74% | 73% | |
|  | Complaint in last 12 months - satisfaction with landlord's approach to complaints handling (Mid Suffolk) | 31% | 26% | 38% | 46% | 28% | 33.6% | |
|  | Satisfaction that landlord keeps communal areas clean and well-maintained (Mid Suffolk) | 71% | 61% | 62% | 79% | 77% | 63.8% | |
|  | Satisfaction that landlords make a positive contribution to neighbourhoods (Mid Suffolk) | 49% | 56% | 54% | 63% | 62% | 58.8% | |










Planning






| Status | PI Name | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Q1 2025 | Current Target | Latest Note |
|---|---|------------|------------|------------|------------|------------|----------------|--|
| | | Value | Value | Value | Value | Value | | |
|  | Planning: Percentage of Mid Suffolk major planning applications decided on time | 85.7% | 90.9% | 62.5% | 88.9% | 86.67% | 60% | 11 majors determined, with 9 being in time. |
|  | Planning: Percentage of Mid Suffolk non-major planning applications decided on time | 96.9% | 95% | 95% | 92.5% | 95.13% | 70% | 244 non-majors determined, with 232 being in time. |
|  | Planning: Percentage of Mid Suffolk major planning applications overturned on appeal (district matters) | 13% | 0% | 0% | 3.8% | 0% | 10% | |
|  | Planning: Percentage of Mid Suffolk non-major planning applications overturned on appeal (district matters) | 0.8% | 1.3% | 1.3% | 1% | 0% | 10% | |
|  | Planning: MSDC Dwelling Permissions | 11 | 108 | 82 | 22 | 42 | | |
|  | Number of Mid Suffolk Neighbourhood Plans where examiner's report published | 0 | 1 | 0 | 0 | 1 | | Baylham |
|  | Number of Mid Suffolk Neighbourhood Plans where Regulation 14 consultation underway | 0 | 1 | 1 | 0 | 0 | | |
|  | Number of New Area Designations in Mid Suffolk (Neighbourhood Plan area agreed) | 0 | 0 | 1 | 0 | 0 | | |
|  | Total Mid Suffolk Neighbourhood Plans in progress (cumulative) | 28 | 28 | 29 | 29 | 29 | | |
|  | Community Infrastructure Levy (CIL) Collected in Mid Suffolk | £2,471,507 | £1,743,793 | £1,861,029 | £1,003,925 | £1,583,389 | | |
|  | Community Infrastructure Levy (CIL) awarded / allocated by Mid Suffolk Cabinet | | £995,930 | £691,821 | £186,871 | £3,233,680 | | |
|  | Neighbourhood CIL Payments - Mid Suffolk | £592,928 | £0.00 | £697,940 | £0.00 | £539,780 | | |

Property, Development and Regeneration

| Status | PI Name | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Q1 2025 | Current Target | Latest Note |
|---|--|---------|---------|---------|---------|---------|----------------|-------------|
| | | Value | Value | Value | Value | Value | | |
|  | Affordable homes built or acquired for HRA (Mid Suffolk) | 29 | 5 | 38 | 0 | 16 | 20 | |









Mid Suffolk Housing Regulator Indicators

| Status | PI Name | Q1 2024/25 | Q2 2024/25 | Q3 2024/25 | Q4 2024/25 | Q1 2025/26 | Current Target | Latest Note |
|---|---|------------|------------|------------|------------|------------|----------------|-------------|
| | | Value | Value | Value | Value | Value | | |
|  | % Gas Safety Checks Valid | 99.49% | 98.91% | 99.52% | 99.71% | 99.61% | 99% | |
|  | % Fire Safety Risk Assessments Carried Out | 100% | 100% | 97.87% | 100% | 100% | 100% | |
|  | % of Required Asbestos Safety Checks Carried Out | 100% | 100% | 100% | 100% | 100% | 100% | |
|  | % of Water Safety Checks Carried Out | 100% | 100% | 100% | 100% | 100% | 100% | |
|  | % of Lift Safety Checks Carried Out | 100% | 100% | 100% | 100% | 100% | 100% | |
|  | Number of stage two complaints received per 1,000 homes | 1.48 | 4.74 | 2.37 | 2.96 | 0.58 | | |
|  | Number of Stage 1 Complaints per 1000 homes owned (Mid Suffolk) | 26.7 | 21.66 | 18.99 | 16.61 | 15.56 | | |
|  | Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales | 20% | 100% | 100% | 90% | 100% | 85% | |
|  | Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales | 37.77% | 21.9% | 79.68% | 62.5% | 92.72% | 85% | |

| Status | PI Name | Q1 2024/25 | Q2 2024/25 | Q3 2024/25 | Q4 2024/25 | Q1 2025/26 | Current Target | Latest Note |
|---|---|---------------|---------------|---------------|---------------|---------------|----------------|--|
| | | Value | Value | Value | Value | Value | | |
|  | ASB cases relative to size of landlord (Mid Suffolk) | 35.15 | 9.49 | 8.9 | 11.86 | 10.27 | | |
|  | Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes. | 0.89 | 0 | 0 | 0 | 0 | | |
|  | % Homes that do not meet decent homes standard | 7.7% | 7.7% | 7.7% | 7.7% | 18.23% | 1% | In relation to our decency levels, we wanted to highlight that throughout the last year we have undertaken a full stock condition survey and therefore have a much more accurate understanding of the condition of our homes at an individual property level than as reported in previous submissions. In line with wanting to be completely transparent with the Regulator, we have reported the decency figures as they relate to the most recent findings of our stock condition surveys as at the end of March 2025. In line with the decent homes guidance, those properties where we have been refused access by our tenants, we have counted these as decent until we are able to gain access or the properties become void. Please be assured, this data will be informing our asset management strategy and asset investment programme enabling us to bring these non-decent homes up to standard in a planned way, mitigating any risks in relation to HHSRS where they are found. |
|  | Proportion of emergency responsive repairs completed within the landlord's target timescale (24hrs) | 53.1% | 63.84% | 49.56% | 60.05% | 96.06% | 95% | |
|  | Proportion of non-emergency repairs completed within target timescale (20 days) | 49.46% | 85.41% | 52.5% | 63.87% | 71.38% | 80% | |

Actions to deliver Housing & Infrastructure in Mid Suffolk

| Action Code | Action Title | Progress | Managed By | Assigned To | Notes & History Latest Note |
|-------------|-----------------------------|----------------------------|------------|-------------|---|
| AP_SLTC_11 | HRA monies for retrofitting | <div><div>100%</div></div> | Deborah | Deborah | Wave 3.3 was successful if grant funding is available in future years |

| Action Code | Action Title | Progress | Managed By | Assigned To | Notes & History Latest Note |
|------------------|--|---|---|---------------------|--|
| MS | | | Fenton; Richard Winch | Fenton | Officers will apply for the grants accordingly. |
| AP_SLTC_16 MS | Decarbonisation of Council Housing |  | 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 |  | 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 |  | Deborah Fenton; Richard Winch | Deborah Fenton | Business plan in place and updated quarterly. Presented to Cabinet and full Council once per year. |
| AP_SLTC_27 MS | New building services system |  | Deborah Fenton; Richard Winch | | Restructure now complete, new IT will be in place Feb/March. Improvements being measured using the new governance structure |
| AP_SLTC_28 MS | New building services organisation |  | Deborah Fenton; Richard Winch | | Restructure now complete, new IT will be in place Feb/March. Improvements being measured using the new governance structure |
| AP_SLTC_29 MS | Core service level |  | Deborah Fenton; Richard Winch | Deborah Fenton | Transformation completed service goes live on 1st July. |
| AP_SLTC_33 MS | Solar roof scheme |  | Tom Barker; Tim Weller; Richard Winch | | |
| AP_SLTC_4M S | Community transport routes established |  | Tom Barker | Katherine Davies | In Mid Suffolk, £600,000 of funding from the district council for passenger transport has been invested via MSDC's Rural Transport Grant Scheme. Following this, two new MSDC funded demand responsive passenger transport schemes have launched: The Mid Suffolk Taxi Bus – which provides pre-bookable or hop on services on |

| Action Code | Action Title | Progress | Managed By | Assigned To | Notes & History Latest Note |
|-----------------|--|----------------------------|---|--------------|---|
| | | | | | timetabled routes in the central and southern part of the district, and Rural Connect, which provides pre-bookable door-to-door transport in the northern part of the district and utilises a fully electric vehicle as part of the fleet. Both schemes launched at the beginning of November 2024. |
| AP_SLTC_5MS | Changes to empty homes council tax premiums | <div><div>100%</div></div> | Melissa Evans; Janet Pearson | | This policy has been implemented and the action complete |
| AP_SLTC_88MS | Temporary accommodation | <div><div>100%</div></div> | Amma Antwi-Yeboah; Holly Brett; Richard Winch | | Portfolio Holders have been briefed and SLT have been briefed on the 27th November going to covert Eve Balfour House and purchase properties in Babergh and Mid Suffolk using LAHF offers have been made to developers. |
| AP_SLTC_12MS | Listed Building Consent Order for energy efficiency | <div><div>85%</div></div> | Philip Isbell; Andrew Stringer | | |
| AP_SLTC_16B&8MS | EPC for Council Properties (Level C by 2028)(Commercial & Operational) | <div><div>80%</div></div> | Emily Atack; John Ward; Richard Winch | Ben Forsdick | 35 properties require an EPC, Of these 13 currently do not have an EPC, Of the 22 that have an EPC 20 are within date, Of the 20 that are within date 16 are a Level A to C. For MSDC 46% of those properties that require an EPC are at a Level C or better |
| AP_SLTC_7MS | Mid Suffolk Council offices/HQ site in Needham | <div><div>80%</div></div> | Emily Atack; Richard Winch | Holly Brett | Purchaser experiencing funding challenges resulting in delay to sale. 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 | 4 | |
| Risks | 1 | 4 | 1 | |
| KPIs | 0 | 1 | 4 | 10 |

See front cover for key



During the quarter

- May 25 - Authorisation of improvement works for the Depot Transformation Project





Performance Indicators for Resilience

Housing





| Status | PI Name | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Q1 2025 | Current Target | Latest Note |
|--------|---|---------|---------|---------|---------|---------|----------------|-------------|
| | | Value | Value | Value | Value | Value | | |
| | Number of Gas safety records outstanding at end of period in Babergh | 17 | 10 | 13 | 3 | 5 | 0 | |
| | Number of Gas safety records outstanding at end of period in Mid Suffolk | 6 | 7 | 9 | 3 | 7 | 0 | |
| | Number of households where homelessness has either been prevented or relieved | 197 | 165 | 142 | 143 | 145 | 50 | |


| Status | PI Name | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Q1 2025 | Current Target | Latest Note |
|---|---|---------|---------|---------|---------|---------|----------------|-------------|
| | | Value | Value | Value | Value | Value | | |
|  | Satisfaction that landlord provides a home that is well-maintained | 61% | 69% | 66% | 71% | 70% | 69.6% | |
|  | Satisfaction that the landlord keeps tenant informed about things that matter to them (Mid Suffolk) | 70% | 60% | 70% | 74% | 70% | 68.5% | |

Operations


| Status | PI Name | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Q1 2025 | Current Target | Latest Note |
|---|--|---------|---------|---------|---------|---------|----------------|--|
| | | Value | Value | Value | Value | Value | | |
|  | Dangerous Structure Incidents in Mid Suffolk (including out of hours) | | 9 | 2 | 4 | 5 | | 5 reports for unsafe scaffolding, falling render and thatch and fire damage. |
|  | Community Emergency Planning - Mid Suffolk Town & Parish Council's Initial Contact | | | | 8.62% | 84.48% | | |
|  | Community Emergency Planning - Mid Suffolk Town & Parish Councils Engaged | | | | 1.72% | 37.93% | | |
|  | Community Emergency Planning - Mid Suffolk Town & Parish with Complete CEP | | | | 4.31% | 5.17% | | |

Place





| Status | PI Name | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Q1 2025 | Current Target | Latest Note |
|---|---|-------------|-----------|-----------|-----------|-------------|----------------|---|
| | | Value | Value | Value | Value | Value | | |
|  | Assets of Community Value: Total Quantity | | | 21 | 24 | 23 | | |
|  | No. of first time Community Development annual grants applicants in Mid Suffolk | | | | | 2 | | New indicator for 2025/26 |
|  | Section 106: Amount of funding allocated in Mid Suffolk | £535,746.30 | £6,228.57 | £5,000.00 | £5,958.04 | £150,000.00 | | |
|  | Rural England Prosperity Fund Grants - Number of Organisations in Mid Suffolk who have received support | 5 | 9 | 20 | 8 | 1 | | New REPF Business Grants Scheme was launched on 10th June 2025. |

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

Planning

| Status | PI Name | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Q1 2025 | Current Target | Latest Note |
|---|--|---------|---------|---------|---------|---------|----------------|-------------|
| | | Value | Value | Value | Value | Value | | |
|  | Neighbourhood Plans Adopted in Mid Suffolk | 21 | 21 | 22 | 22 | 22 | | |

Actions to deliver Resilience in Mid Suffolk

| Action Code | Action Title | Progress | Managed By | Assigned To | Notes & History Latest Note |
|------------------|------------------------------|---|---|-----------------|---|
| AP_SLTC_36 MS | Community emergency response |  | Mark Emms; Andrew Mellen; Tim Weller | Ben Wilding | A new Mid Suffolk focused resource is now working within the JEPU team to engage with communities across Mid Suffolk and encourage the take up emergency plans with Town and Parish Councils. Three new indicators have been developed to track the progress of this work over the following year. Ops_JEPU_010, 011 & 012 to track the number of communities approached, the number engaging with us on a plan and the number with completed plans. This action has been closed as the work is covered in JEPU BAU activity. |
| AP_SLTC_40 MS | Grants review |  | Dee ORourke; Tim Weller | | |
| AP_SLTC_42 MS | Local food production. |  | Dee Orourke; Teresa Davis | Michelle Gordon | Evidence report has been completed and will be used to support the Economic Development Strategy |
| AP_SLTC_43 MS | Food Museum Support |  | Andrew Mellen; Dee ORourke | Zoey Banthorpe | Revenue funding of £30k over 3 years confirmed Jan 2025 Offer letter for Food Museum produced with KPIs Signed Offer Letter returned 7/4/25 |



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 | | | | 1 |
| Risks | 0 | 0 | 0 | |
| KPIs | 0 | 0 | 10 | 5 |

See front cover for key

During the quarter


- May 25 – Approval of acquisition of land for public access and amenity

Performance Indicators for Community Wellbeing






Housing









| Status | PI Name | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Q1 2025 | Current Target | Latest Note |
|--------|--|---------|---------|---------|---------|---------|----------------|-------------|
| | | Value | Value | Value | Value | Value | | |
| | Council as landlord: Satisfaction with the landlord's approach to handling ASB (Mid Suffolk) | 61% | 55% | 51% | 60% | 59% | 58.5% | |

Operations

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

Place

| Status | PI Name | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Q1 2025 | Current Target | Latest Note |
|---|--|---------|---------|---------|---------|---------|----------------|---|
| | | Value | Value | Value | Value | Value | | |
|  | Town centre vacancy rate - Eye | 15.90% | 18.00% | 13.00% | 9.00% | 9.00% | 15.00% | |
|  | Town centre vacancy rate - Needham Market | 9.50% | 12.00% | 12.00% | 9.00% | 9.00% | 15.00% | |
|  | Town centre vacancy rate - Stowmarket | 17.80% | 8.00% | 9.00% | 7.00% | 6.00% | 15.00% | |
|  | WSCSP: Delivery against action plan (Western Suffolk Community Safety Partnership) | 85% | 83% | 87% | 94% | 82% | 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 | 25% | 48% | 75% | 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 match funding the Youth Diversionary activities will continue until the end of September 2025</p> |

| Status | PI Name | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Q1 2025 | Current Target | Latest Note |
|---|--|---------|---------|---------|---------|---------|----------------|--|
| | | Value | Value | Value | Value | Value | | |
|  | ASB casework: New Mid Suffolk cases reviewed by community safety team | 80 | 89 | 61 | 45 | 61 | | |
|  | ASB multi-agency casework: New Mid Suffolk cases received at panel | 10 | 1 | 1 | 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) | 6 | 4 | 7 | 12 | 27 | 6 | 12 Debenham 8 in Needham 6 mid Suffolk LC 1 Stradbroke |
|  | Holiday Activities: % of children that had improved mental health in Mid Suffolk | 82% | 56% | 64% | 80% | 100% | 70% | |
|  | Holiday Activities: No. of FSM spaces taken up in Mid Suffolk | 866 | 2,268 | 807 | 262 | 1,011 | 1,079 | Q1 data includes Easter (739) and May Half Term (272). Target of 1079 is based on an 80% attendance rate of spaces booked. 1011 is slightly lower than the target (75%) due to a low attendance rate at Everyone Active's provision during Easter. The team identified this issue at the time and worked with the provider who dramatically improved their attendance rate in May Half Term. Other provider's attendance rates have been strong. |
|  | Youth Social Prescribing: No. of young people receiving preventative coaching & mentoring support in Mid Suffolk | 130 | 37 | 179 | 39 | | | Awaiting data from Third Party provider |
|  | Youth Social Prescribing: % of participating young people that reported improved wellbeing | 66% | 94% | 50% | 58% | | | Awaiting data from Third Party provider |











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 | <div><div></div>90%</div> | Dee ORourke; Tim Weller | Emma Lea | Evaluation report 90% complete |



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 |  |  |  | 3 |
| Risks |  0 |  1 |  | 0 |
| KPIs |  2 |  2 |  1 |  9 |









See front cover for key

Performance Indicators for Environmental Sustainability



Climate Change and Biodiversity

| Status | PI Name | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Q1 2025 | Current Target | Latest Note |
|---|---|----------|----------|---------|---------|----------|----------------|--|
| | | Value | Value | Value | Value | Value | | |
|  | Trees planted as part of green canopy Project (Mid Suffolk) | 0 | 0 | 104 | 258 | 0 | | Out of season |
|  | Hedgerows planted through the planting scheme (Mid Suffolk) | 0 | 0 | 250 | 2,055 | 0 | | Out of season |
|  | Wildflower seed distributed in sqm (Mid Suffolk) | 0 | 0 | 0 | 5,025 | 840 | | Area of wildflower seed provided to applicants under free trees, hedging and wildflower scheme in Q1 |
|  | Meadow management in sqm (Mid Suffolk) | 82,788.2 | 82,788.2 | 114,918 | 114,918 | 82,788.2 | | |

Operations

| Status | PI Name | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Q1 2025 | Current Target | Latest Note |
|---|--|---------|---------|---------|---------|---------|----------------|---|
| | | Value | Value | Value | Value | Value | | |
|  | Kerbside refuse collections success rate (Mid Suffolk) | 99.89% | 99.91% | 99.92% | 99.88% | 99.91% | 99.94% | |
|  | Garden waste subscribers (Mid Suffolk) | 20,200 | 20,530 | 20,346 | 20,462 | 20,701 | 21,000 | |
|  | Business waste customers (Mid Suffolk) | 767 | 777 | 780 | 780 | 788 | | |
|  | Number of fly-tipping Incidents (Mid Suffolk) | 115 | 104 | 110 | 116 | 82 | | |
|  | Number of Communities Involved with Community Energy (Mid Suffolk) | | | 6 | 3 | 3 | | Workshop held on July 7th with Councillors to discussion developments for 2025/26 |
|  | KG of Black Bin Waste Per Household (Mid Suffolk) Cumulative | 115.33 | 214.5 | 323.49 | 426.98 | 112.57 | 107.25 | (Target increases each quarter in line with the cumulative result) |
|  | Total Waste Recycled % (Mid Suffolk) excluding Garden Waste Cumulative | 17.45% | 20.4% | 20.93% | 22.02% | 20.44% | | |
|  | Garden Waste % of Total Waste (Mid Suffolk) Cumulative | 27.49% | 26.23% | 23.51% | 21.09% | 22.81% | | |

Place

| Status | PI Name | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Q1 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 | 23 | 35 | 38 | 35 | 2 | 4 | Update from Groundworks: "We recognise that it has been a bit of a slow start to this year's delivery programme but we are hopeful that now that grants are available that our support will feed into the delivery of the grants programme in your district. We are also launching a more focused direct email and telephone marketing campaign from the start of next week which we are confident will bring more businesses to us" |
|  | Groundwork East Engagement in Mid Suffolk - Actual number of Decarbonisation Plans Developed | 17 | 30 | 33 | 31 | 2 | 3 | |

Actions to deliver Environmental Sustainability in Mid Suffolk

| Action Code | Action Title | Progress | Managed By | Assigned To | Notes & History Latest Note |
|----------------|---|----------------------------|---|---------------|---|
| AP_SLTC_69 MS | Tree for Life Scheme relaunch | <div><div>100%</div></div> | Mark Emms; Tim Weller | Nick Christo | Completed for 2024/25 |
| AP_SLTC_70 MS | Biodiversity Action Plan actions | <div><div>99%</div></div> | Tom Barker; Tim Weller | Jonathan Ward | The old action plan has been reviewed and had actions carried across to a new action plan. We are currently updating this to consider more recent requests and additions, including for the wider nature recovery agenda, and to be able to generate more specific actions and priorities |
| AP_SLTC_59a MS | Reduction in carbon emissions for Scope 3 | <div><div>85%</div></div> | Tom Barker; Andrew Mellen; Tim Weller | Sarah Wilding | <ul style="list-style-type: none"> • An Environmental Ask of the Council's supply chain was introduced in December 2024. Information for suppliers - Babergh District Council - babergh.gov.uk / midsuffolk.gov.uk • As one of the suite of Contract Management Tools to support the review of key policies, an Environmental Policy Checklist was introduced in February 2025 Procurement - Contract Management Network • The Council's service contract terms include the requirement for contracts to measure their carbon emissions, to have measurement in place within the first 12 months of the contract and to report on the emissions and actions taken to reduce them on at least an annual basis. Please note that the Council's contract terms are used for services when contracts are not let via a framework. |



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 |
| Risks | 4 | 8 | 0 | |
| KPIs | 0 | 3 | 9 | 8 |

See front cover for key







During the quarter

- June 25 – Review of the Housing Revenue Account (HRA) Quarter Four Financial Outturn.
- Review of the General Fund financial monitoring Quarter Four outturn







Performance Indicators for Environmental Sustainability

Corporate Services



| Status | PI Name | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Q1 2025 | Current Target | Latest Note |
|--------|--|---------|---------|---------|---------|---------|----------------|-------------|
| | | Value | Value | Value | Value | Value | | |
| | Total visits to the Stowmarket & Eye Customer Access Point | 183 | 288 | 197 | 368 | 644 | | |
| | Average number of calls received per day | 527 | 510 | 457 | 544 | 547 | | |

| Status | PI Name | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Q1 2025 | Current Target | Latest Note |
|---|---|---------|---------|---------|---------|---------|----------------|--|
| | | Value | Value | Value | Value | Value | | |
|  | Average time taken to answer calls (seconds) | 49 | 35 | 63 | 96 | 124 | 105 | Specific events in April created a higher than normal response time, however May was 69 seconds and June 82 seconds, both well within target |
|  | Percentage of overall calls abandoned | 6% | 4% | 6% | 10% | 12% | 10% | As above, April missed the target however both May and June are within target. |
|  | Digital Transaction - Chatbot sessions | 2,797 | 2,266 | 1,200 | 3,134 | 2,843 | | |
|  | Number of compliments received | 54 | 55 | 54 | 57 | 38 | | |
|  | Number of Stage 1 complaints received | 284 | 338 | 280 | 341 | 283 | | |
|  | Average daily visits to the Mid Suffolk website (values prior to Q2 24/25 are for the combined authorities) | 4,472 | 2,030 | 2,171 | 2,348 | 2,644 | | |



Finance and Procurement

| Status | PI Name | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Q1 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 | 6.06 | 5.57 | 4.47 | 3.02 | 5.27 | 10 | |
|  | Average time taken to process new claims in days (Mid Suffolk) YTD | 19.2 | 17.34 | 15.22 | 12.25 | 16.94 | 24 | |
|  | Average time taken to process changes to claims in days (Mid Suffolk) YTD | 5.44 | 4.4 | 3.35 | 2.42 | 4.26 | 7 | |
|  | The level of Local Authority Error overpayments as a % of all housing benefit paid (Mid Suffolk) YTD | 0.16% | 0.11% | 0.14% | 0.12% | 0.05% | 0.48% | |
|  | Council Tax % of total raised collected in year (Mid Suffolk cumulative) YTD | 28.84% | 55.75% | 83.04% | 98.27% | 28.75% | 25% | |
|  | Business Rates % of total raised collected in year (Mid Suffolk cumulative) YTD | 29.09% | 57.35% | 75.19% | 97.59% | 31.07% | 25% | |


Housing

| Status | PI Name | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Q1 2025 | Current Target | Latest Note |
|---|--|---------|---------|---------|---------|---------|----------------|-------------|
| | | Value | Value | Value | Value | Value | | |
|  | % of rent due collected (12 month rolling) (excluding current arrears brought forward) (Mid Suffolk) | 99.7% | 99.63% | 99.88% | 100.31% | 99.77% | 100% | |
|  | Current tenant arrears as a % of the rent debit (Mid Suffolk) | 2.06% | 1.96% | 1.94% | 1.84% | 1.73% | 2% | |


HR and Organisational Development

| Status | PI Name | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Q1 2025 | Current Target | Latest Note |
|---|---|---------|---------|---------|---------|---------|----------------|-------------|
| | | Value | Value | Value | Value | Value | | |
|  | Average number of days sickness per full time equivalent staff (Actual for Quarter) | 2.41 | 2.95 | 2.63 | 0.81 | 0.76 | | |
|  | Average number of days sickness per full time equivalent staff (Cumulative) | 2.41 | 5.36 | 7.98 | 8.79 | 0.76 | | |


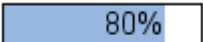
Operations

| Status | PI Name | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Q1 2025 | Current Target | Latest Note |
|---|--|---------|---------|---------|---------|---------|----------------|-------------|
| | | Value | Value | Value | Value | Value | | |
|  | % of premises rated 5 star for food safety (Mid Suffolk) | 86.67% | 86.48% | 85.76% | 85.41% | 85.08% | 85% | |

Place

| Status | PI Name | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Q1 2025 | Current Target | Latest Note |
|---|---|---------|---------|---------|---------|---------|----------------|-------------|
| | | Value | Value | Value | Value | Value | | |
|  | Employer Supported Volunteering (ESV): No of staff using their ESV policy | 10 | 44 | 18 | 9 | 13 | 10 | |

Actions to deliver Our Approach in Mid Suffolk

| Action Code | Action Title | Progress | Managed By | Assigned To | Notes & History Latest Note |
|----------------------|--------------------------|--|--|-------------|--|
| AP_SLTC_49 B&81MS | CIFCO Business Plan |  100% | Emily Atack; John Ward; Richard Winch | | Business case approved by Council in July 2024 |
| AP_SLTC_78 MS | Improved customer access |  80% | Andrew Mellen; Sara Wilcock | Sam Lake | We have opened a new customer access point with Citizens advice in Eye on Fridays. We also have extended the opening hours of our Stowmarket customer access point to 5 days a week. We are currently reviewing some of the letters we send to residents with an accessible design organisation, from an accessibility perspective. This is to ensure they are in plain English and jargon free. Once the review is complete we will then work on some guidance for all letters and resident communications to ensure they are accessible. Lastly, we are trialling some customer access points with the rural coffee caravan, for Mid Suffolk in Wingfield. |