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BABERGH CABINET

VENUE: Elisabeth Room - Endeavour House, 8 Russell Road, Ipswich

DATE: Thursday, 13 December 2018
2.30 pm

Members

Simon Barrett
Tina Campbell
Derek Davis
Kathryn Grandon
Frank Lawrenson

Margaret Maybury
Jan Osborne
Nick Ridley
John Ward

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REVISED AGENDA

PART 1

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Please note the most up to date version can be found via the website:

<https://www.babergh.gov.uk/the-council/forthcoming-decisions-list/>

Paper copies will be available at the meeting.

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11	EXCLUSION OF THE PUBLIC (WHICH TERM INCLUDES THE PRESS) To consider whether, pursuant to Part 1 of Schedule 12A of the Local Government Act 1972, the public should be excluded from the meeting for the business specified below on the grounds that if the public were present during this item, it is likely that there would be the disclosure to them of exempt information as indicated against the item. The author of the report proposed to be considered in Part 2 of the Agenda is satisfied that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.	
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12	BCa/18/52 BABERGH FORMER HQ SITE DEVELOPMENT Cabinet Member for Assets and Investments Special Urgency in accordance with Regulation 11 (2) of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012	95 - 128

DATE AND TIME OF NEXT MEETING

Please note that the next meeting is scheduled for Thursday 10 January 2019 commencing at 09:30am in the Elisabeth Room, Endeavour House.

For more information about this meeting, including access arrangements and facilities for people with disabilities, please contact the Governance Officer on: 01449 724681 or Email: committees@baberghmidsuffolk.gov.uk

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Agenda Item 3

BCa/18/47

BABERGH DISTRICT COUNCIL

BABERGH CABINET

MINUTES OF THE MEETING OF THE BABERGH CABINET HELD IN KING EDMUND CHAMBER - ENDEAVOUR HOUSE, 8 RUSSELL ROAD, IPSWICH ON THURSDAY, 8 NOVEMBER 2018

PRESENT: John Ward - Chairman
Jan Osborne (Vice-Chair)
Kathryn Grandon Tina Campbell
Nick Ridley Frank Lawrenson
Simon Barrett

IN ATTENDANCE: Cllr Alastair McCraw
Strategic Director (KN)
Assistant Director – Corporate Resources (KS)
Corporate Manager – Internal Audit (JS)
Corporate Manager – BMBS (JWN)
Corporate Manager – Democratic Services (JR)
Internal Audit and Risk Management Officer (CC)
Governance Support Officer (HH)

70 APOLOGIES FOR ABSENCE

70.1 Apologies for absences were received from Councillors Davis and Maybury.

71 DECLARATION OF INTERESTS BY COUNCILLORS

71.1 There were no declarations of interests.

72 BCA/18/41 TO CONFIRM THE MINUTES OF THE MEETING HELD ON 11 OCTOBER 2018

72.1 Councillor Lawrenson referred to bullet point 67.13 and said that he would like it to be noted that his argument had been stronger and included more details. He felt this was not reflected in the minute and that he would be referring to this during the committee meeting.

It was RESOLVED: -

That the minutes of the meeting held on the 11 October 2018 be confirmed as a correct record.

73 TO RECEIVE NOTIFICATION OF PETITIONS IN ACCORDANCE WITH THE COUNCIL'S PETITION SCHEME

73.1 There were no petitions received.

74 QUESTIONS BY COUNCILLORS

74.1 There were no questions received.

74.2 Councillor Barrett asked if he could raise a question regarding the press release from Suffolk County Council for the Sudbury bypass. He wished that the SCC had alerted Councillors to the release being issued. Councillor Lawrenson agreed with Councillor Barrett. The Leader said he would be discussing this issue with the Leader of Suffolk County Council.

75 MATTERS REFERRED BY THE OVERVIEW AND SCRUTINY OR JOINT AUDIT AND STANDARDS COMMITTEES

75.1 There were no matters referred by the Overview and Scrutiny Committee or the Joint Audit and Standards Committee.

76 BCA/18/42 FORTHCOMING DECISIONS LIST

76.1 Members discussed The Forthcoming Decisions List and it was confirmed that the Joint Local Plan had been deferred to January 2019.

76.2 Members debated the impact of the decision by Suffolk County Council of not to developing a Sudbury Bypass and it was generally agreed that this would have a significant impact on the congestion problems in the town and the development of Chiltern Woods. This would also change some of the contend of the Joint Local Plan.

76.3 Councillor Barrett though that a long-term project on how to solve the traffic congestion around Sudbury should be debated by the Council.

76.4 Councillor Ridley suggested that the Cabinet invited Robert Hobbs – Corporate Manager – Strategic Planning to discuss further.

76.5 Members agreed that planning for the future and the impact of the infrastructure on housing developments and commercial activities should be understood to ensure that the infrastructure was fit for purpose.

76.6 The Forthcoming Decisions List was noted.

77 BCA/18/43 GENERAL FUND FINANCIAL MONITORING 2018/19 - APRIL TO AUGUST 2018

77.1 Councillor Ward – Leader and Cabinet Member for Finance introduced the report, which was an update from the first quarter of the current financial year. He then drew Members' attention to the following:

- The strategic response was summarised in the 5 key actions in paragraph 4.1.
- **General Fund Revenue Account:**
- The key variations on expenditure and income compared with the budget was identified and presented in the table in paragraph 5.8

- There was a favourable variance of £639k, which was an improvement of £862k. This was largely due to a one-off additional benefit of £722k from the business rates retention pilot, over and above the growth funds allocated to the Council and set aside for earmarked schemes, as agreed by Cabinet last month.
 - There was an improvement of £233k in the position for CIFCO.
 - There was an improvement in planning income, partly offset by the cost of additional professional ecology and landscape consultancy.
 - There now existed an adverse variance of £54k for housing solutions, which was a movement of £185k.
 - NOTE: that the variance total in paragraph 5.8 on page 18 was correct; but that the table total on page 26 had not been updated.
- **Transformation Fund**
 - The current Transformation Fund projects was listed in appendix B.
 - The table in paragraph 5.10 indicate an improvement in the balance. for the transformation fund at the end of the year, which was now expected to be £285k, enough to cover the outstanding commitments.
- **MTFS Update**
 - An update to the MTFS was to be provided as part of these monitoring reports.
 - The cumulative funding shortfall over the four years from 2019/20 to 2022/23, was currently standing at just under £1.2M (line 41 of appendix B on page 32). Note that this includes the minimum NHB and was in excess of £2M without that.
- **Capital Programme**
 - There was a favourable variance of £6.8M anticipated for capital expenditure and the reasons for this were summarised at paragraph 5.19.
 - The capital programme was set out in appendix E.

77.2 Councillor Barrett congratulated the Finance Team for the positive update.

77.3 Councillor Lawrenson agreed and said there had previously been excess funds available to the Council but that these had been used on various projects and not on infrastructure projects. He suggested that this new excess fund was used to grow the economy in areas such as Sudbury. He said that the Council had to rely on Suffolk County Council (SCC) to fulfil the demands for hospital, highways etc. and SCC had failed to deliver. Sudbury needed to take control of its own area. Car parking could raise a substantial amount of money, which together with Business Rates and CIL could raise a substantial amount.

77.4 Councillor Lawrenson continued and said that the Council needed to put money aside to invest in Sudbury, and that there was a need for better infrastructure to get people into the town. He felt that SCC had failed to invest in key infrastructure for the area.

- 77.5 He suggested a fund to be set up for infrastructure and growth and Councillor Barrett agreed.
- 77.6 Councillor Ward said he would set up a meeting with Kathy Nixon – Strategic Director, to discuss the matter further. He agreed that it was a huge blow to Sudbury that the bypass was not to be developed. The town centre was troubled by traffic and growth was being stunted by this.
- 77.7 Councillor Lawrence reminded Members that the Local Enterprise Partnership (LEP) had provided money for a study of the infrastructure in the County and that the Council was entitled to review all the information and studies for the transports and infrastructure.
- 77.8 Councillor Barret asked that the full report be requested for the Cabinet to review.
- 77.9 He asked, how did Local Government provide the incentive to growth if not by investing in infrastructure, which clearly presented a case to show this improved local economy. He continued that SCC had failed to provide an infrastructure, which was robust and sustainable and that he felt the Council had been let down by SCC.
- 77.10 Councillor Ward said he would write a letter to the leader of SCC on behalf of the Cabinet.
- 77.11 Councillor Ridley returned to the matter of the Joint Local Plan which was going to Cabinet in January. He was concerned that development sites in the Joint Local Plan, especially Chiltern Woods, would be affected. There was a risk that the Planning Inspector would not approve of this development, as it was not supported by robust infrastructure. He that requested this was also raised with SCC.
- 77.12 Councillor Lawrenson referred to the costings included in the press release, of which he had been unaware. He added he would like to see the actual costings as well as the transport studies from SCC.
- 77.13 Councillor Ward **MOVED** the Recommendations on 3.1 and 3.2 on page 15 which was seconded by Councillor Barrett.

By a unanimous vote.

It was RESOLVED: -

- 1.1 That subject to any further budget variations that arise during the rest of the financial year, the following net transfers of £639k be noted:**
- a) Transfer from reserves of £22k being the net amount, for the following specific earmarked reserves, referred to in section 5.8 and Appendix D of this report:**

- **£94k to Carry Forwards (Strategic Planning and Policy Strategy Health and Well-Being)**
- **£27k to Waste**
- **£10k to Elections**
- **£10k to Strategic Planning**
- **£59k from Planning for appeal costs**
- **£54k from Homelessness**
- **£50k from Commuted Maintenance Payments**

b) The remaining balance of the General Fund surplus of £661k be transferred to Business rates Equalisation Reserve.

1.2 The revised 2018/19 Capital Programme referred to in Appendix E and section 5.19 be approved.

REASON FOR DECISION

To ensure that Members are kept informed of the current budgetary position for both General Fund Revenue and Capital.

78 BCA/18/44 HOUSING REVENUE ACCOUNT (HRA) FINANCIAL MONITORING 2018/19 - APRIL TO AUGUST 2018

78.1 Councillor Jan Osborne – Cabinet Member for Housing, began by informing Members that the HRA was forecasting a deficit of £181k as at the end of August 2018, which was an adverse variance of £425k for the year. The main reasons for this variance were:

- Planned Maintenance – Heating costs were £114k higher than budget mainly due to material costs. This was because of an increase in prices together with additional work identified during whole house surveys carried out by Blueflame. The Budget for next year would be reviewed in view of this.
- Asbestos surveys were showing an adverse variance of £65k for the year due to an increase in the requirement to carry out these surveys.
- BMBS was showing an adverse variance of £188k for the year. This was an improvement of £110k on the May report due to the closure of 2,000 outstanding jobs enabling the costs to be recharged to Property Services. The overall effect of this on the HRA bottom line was zero.
- Sheltered accommodation had increased fire prevention work on its units following the fire at Sydney Brown Court. This had led to an adverse variance of £72k for the year.

78.2 The variances were explained in more detail in the table in bullet point 5.6

- 78.3 Capital was anticipated to show a favourable variance of £132k due to the reallocation of the Capita Support team's salaries to revenue.
- 78.4 Further work would be undertaken following the recent announcement that the HRA Debt Cap would be abolished on the of 29th October. The outcome of this would be reported as part of the 2019/20 budget report.
- 78.5 Councillor Osborne **MOVED** recommendations 3.1, 3.2 and 3.3 on page 39, which was seconded by Councillor Barrett.

By a unanimous vote

It was RESOLVED: -

- 1.1 That the potential or likely variations in relation to the HRA both Revenue and Capital compared to the Budget be noted.**
- 1.2 That, subject to any further budget variations that arise during the rest of the financial year, the shortfall in funds of £425k, referred to in section 5.5 of the report, be noted.**
- 1.2 That the revised 2018/19 Capital Programme referred to in Appendix A and section 5.9 be approved.**

REASON FOR DECISION

To ensure that Members are kept informed of the current budgetary position for both the HRA and Capital Budgets.

79 BCA/18/45 HALF YEAR SIGNIFICANT RISK REGISTER 2018/19 - UPDATE AND SUMMARY OF WORK UNDERTAKEN

- 79.1 The Corporate Manager introduced the half year Significant Risk Register and a summary of the work of the Audit and Risk Management Services team during the first half of the year to Cabinet.
- 79.2 The current Risk Register had 28 risks. 17 scored as medium, 9 as high and 2 as very high. Since the Register was last reported to Cabinet (March 2018) 2 new risks had been added to the Register:
- Gateway 14 – this new risk relates to Mid Suffolk DC only.
 - Agile working arrangements – this risk was formerly 5e covering both public access and agile working arrangements and had now been split.
- 79.3 Consideration to a new risk for Brexit was ongoing and it was understood that it was a Countywide consideration to this and an update would be provided to Cabinet when it became available.
- 79.4 All Service areas now had a service risk register.

- 79.5 The Corporate Manager said that the Assistant Directors should by now have contacted their respective Cabinet Members to update them on the risks.
- 79.6 Councillor Lawrenson commented that he had not received any information regarding the Risk Register for the Assistant Directors.
- 79.7 Councillor Barrett referred to risk 1b and said that that currently the Judicial Review for the Appeals were causing problems for the Council and would have an impact on the significant Risk Register operations. The Corporate Manager responded that currently Tom Barker – Assistant Director – Planning and Communities was managing this on the Operational Risk Register.
- 79.8 Councillor Ridley provide Members with an update of the recent judicial reviews including the Worsley Grange, which he considered a success. He informed the Cabinet that Boxford had been dismissed at the Planning Inspector.
- 79.9 Councillor Jan Osborne referred to 2b and said that the narrative would have to change as a result of the recent developments of Sudbury bypass, which would have an impact on the economic development in the area.
- 79.10 Councillor Lawrenson asked if big developers had an advantage over smaller developers, as a result of Government policy for affordable housing. He felt that big developers' avoidance of including affordable housing in their developments remained a problem for the Council. He asked if the Council had any influence over this, as he was concerned that this in some way exploited the residents in Babergh. He considered this a risk to the residents of Babergh and asked that this was noted in the minutes.
- 79.11 Councillor Ridley responded there was a robust consultation with developers and that this included affordable housing, but it was a matter of frustration that it was not possible to single out one developer over another.
- 79.12 Councillor Ward ask Councillor Ridley to raise the issue with either the Planning or Housing Departments.
- 79.13 Councillor McCraw quired risk 5J and asked why it was considered a risk if the Council did not adopt a new development model. This indicated that the Council would not be financial sustainable if the new development model was not agreed.
- 79.14 The Corporate Manager – Internal Audit agreed to look at the wording with the risk owner to further clarify the risk narrative.
- 79.15 Councillor Ridley **MOVED** Recommendation 3.1, page 47, which was seconded by Councillor Lawrenson.

By a unanimous vote

It was RESOLVED: -

That the contents of this report, supported by Appendix A and B, be approved.

80 BCA/18/46 PART I - BABERGH MID SUFFOLK BUILDING SERVICES (BMBS) BUSINESS PLAN 2017 - 2023

- 80.1 Councillor Ridley questioned why part two of Report BCa/18/46 was restricted as he thought the Babergh and Mid Suffolk Building Services (BMBS) Business Plan was already in the public domain.
- 80.2 The Corporate Manager – BMBS, responded that the information provided in Part Two was commercially sensitive as the Council might outsource some contacts in the future.
- 80.3 A brief discussed ensued and the Corporate Manager – Democratic Services advise that it was for the Cabinet to decide if the public should be excluded when they voted on the Resolution to Exclude the Public. However, as the report was a joint report, Councillor Ward would discuss this with the Senior Leadership Team and Councillor Nick Gowrley.
- 80.4 Councillor Jan Osborne, Cabinet Member for Housing, introduced the updated and comprehensive report. She highlighted the efforts and improvements made by BMBS which created a visibility of the performance of BMBS. The feed-back from the Joint Overview and Scrutiny Committee had been taken into consideration and the Business Plan had been reviewed by the Internal Audit team.
- 80.5 Councillor Osborne **MOVED** Recommendation 3.1 on page 69.
- 80.6 She added that the Cabinet had previously agree in principle to the BMBS Business Plan pending that the Business Plan had been presented to the Overview and Scrutiny Committee and Internal Audit.
- 80.7 Councillor Barrett seconded the recommendation.
- 80.8 Councillor Lawrence asked if BMBS was providing value for money and if the service could be compared to the cost incurred with other similar services in other councils. He said that the report did not contain any details of the cost of the previous service before BMBS was introduced.
- 80.9 The Corporate Manager informed the Cabinet that the Overview and Scrutiny Committee had received a substantial report, which had included cost comparison with other Councils. Details of improvement and an outline of current the situation was also included in this report.
- 80.10 Councillor Lawrenson requested that the Chair of the Overview and Scrutiny Committee provided a summary of the result of the scrutiny.

80.11 Councillor McCraw summarised as follows:

- The Review was conducted in June 2018;
- The Committee reported back to Full Council;
- The Committee thought that the BMBS report was greatly improve;
- The Business Plan was considered robust;
- The Committee agreed that the previous Business Plan had been flawed;
- That BMBS was not a profit-making business but provided a service to residents;
- That substantial improvements had been made to the Service;
- That the Forward Plan for the next twelve months for BMBS was achievable;
- That the financial details had been less scrutinised as this had not been the purpose of the scrutiny;
- The Overview and Scrutiny Committee was satisfied that BMBS was the best option for the Council.

80.12 Councillor Lawrenson requested that the full Joint Overview and Scrutiny Report was forwarded to him by the Corporate Manager – BMBS.

80.13 Councillor Ward informed the Members that the Scrutiny Committee would review BMBS if the Cabinet asked for the Committee to consider the financial aspect of the service.

80.14 Councillor McCraw said that there had been two main issues that the Scrutiny Committee had considered: the decision to bring the service in-house and the efficiency of the BMBS revised Business Plan.

80.15 Councillor Lawrenson stated that the Cabinet needed to understand if the Business Plan was providing value for money and Councillor Grandon agreed.

80.16 Councillor Barrett drew members' attention to the fact that Void times had been reduced, however he was concerned of the cost incurred by the Council to achieve this. Outside contractors had been engaged to reach the set target and he was concerned that the figures did not add up.

80.17 The Corporate Manager – BMBS, said that the figure did not just include the reduction of Void times, but also improvement to procedures and implementation of new software. There has also been a lot of work done for amalgamating two different work cultures into one cohesive team. Outsourced jobs were now at a minimal and the costs had been reduced.

- 80.18 In response to Councillor Wards question regarding the Housing Stock's condition, the Corporate Manager – BMBS responded that the Property Service team conducted a 20% survey on a rolling basis, and that a completed survey circle would be achieved in five years. Existing data for the housing stock condition for both Councils was incompatible with the current data criteria.
- 80.19 Councillor Grandon asked for further explanation of paragraph 4.11, page 71. It was explained that it had been necessary to manually transfer 7000 records onto the new Total Mobile system, as previous staff shortages had created a backlog. The Corporate Manager outlined the difficulties the team had managed to solve and said that currently there a 85% rollout of Total Mobile to the Voids team and that all staff now had mobile devices. IT security was in place and new staff had been engaged to fill the recent vacancies in the team.
- 80.20 Councillor Jan Osborne said that the turn-around time for Voids had a social impact on residents in the District by making housing available much more quickly and that the improvement to 17 days in Void time provided the Council with rental income and Council tax.
- 80.21 Councillor Lawrenson questioned resident involvement and the officer responded that the Joint Housing Board had been disbanded, but that other forms of feed-back from residents had been sought through surveys on text messaging, email and online surveys.
- 80.22 Councillor Lawrenson then said that the value for money was not qualitative, as the information was not in the report. He continued to question the aspects of liability for BMBS including pension liability. He was concerned that that assets and liabilities were unknown because half of the BMBS service was shared with Mid Suffolk District Council. He asked the Cabinet Member for Economy to respond.
- 80.23 Councillor Barret responded that the liabilities were within the Council's structure which ensure the liabilities was shared with Mid Suffolk District Council. He assured the Cabinet that the Council was not exposed in any way.
- 80.24 The Corporate Manager – BMBS added that there was no reason for liabilities to be detailed as they were incorporated into the Business Plan and that all properties and assets in question were owned by the Council. The overall costs were included in the Business Plan.
- 80.25 Councillor Ridley agreed the new BMBS Business Plan was more robust and that the overall finances were within the Council's budget including the cost for BMBS. However, he felt that Members had not known fully what BMBS entailed from the beginning.

80.26 Councillor Barret reminded Members that the cost of BMBS was contained within the Housing Revenue Account (HRA) and was not an expenditure in the General Fund Budget.

80.27 The Leader drew the discussion to a close.

By 6 votes to 1.

It was RESOLVED: -

That the revised Business Plan be noted and endorsed (Appendix A).

81 EXCLUSION OF THE PUBLIC (WHICH TERM INCLUDES THE PRESS)

By a unanimous vote

It was RESOLVED: -

That pursuant to Part 1 of Schedule 12A of the Local Government Act 1972 the public be excluded from the meeting for the business specified in the report on the grounds that if the public were present during that item, it is likely that there would be disclosure to them of exempt information.

82 BCA/18/46 PART 2 - BABERGH MID SUFFOLK BUILDING SERVICES (BMBS) BUSINESS PLAN 2017 - 2023

Councillor Barrett **MOVED** the recommendation, which was seconded by Councillor Grandon.

By 6 votes to 0, 1 abstention

It was RESOLVED: -

That Part 2 of Report CAB81 be noted and endorsed

The business of the meeting was concluded at 11.17 am.

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Chair (&Date)

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Agenda Item 8

BABERGH DISTRICT COUNCIL

TO: Cabinet	REPORT NUMBER: BCa/18/49
FROM: Cabinet Member for Organisational Delivery	DATE OF MEETING: 13 December 2018
OFFICER: Karen Coll – Corporate Business Improvement Manager	KEY DECISION REF NO. CAB47

QUARTER 2 PERFORMANCE OUTCOME REPORTING

1. PURPOSE OF REPORT

- 1.1 To provide the Cabinet of Babergh District Council with the second quarter performance outcome report (July – September 2018) in delivering the key outcomes in the Joint Strategic Plan (JSP).

2. OPTIONS CONSIDERED

- 2.1 It is a requirement to report this information to Cabinet, therefore there are no other available options.

3. RECOMMENDATION

- 3.1 That the performance report and the performance outcome information tabled at Appendices A to G be agreed as adequately reflecting Babergh District Council's performance for July – September 2018.

REASON FOR DECISION

To provide assurance that the Council is meeting its performance objectives.

4. KEY INFORMATION

- 4.1 This is the second of the revised quarterly performance reports to be submitted to Cabinet. Ongoing development of the performance framework will ensure that the performance measures reflect the outcomes in the Joint Strategic Plan and in particular the agreed priorities.
- 4.2 The appendices are integral to this summary report. They provide detailed information on the individual measures and trends and are designed to provide a robust reporting system to ensure confidence in the Council's progress to achieving the agreed priorities. In addition, key achievements are summarised in the appendices, providing an overall feel of performance and the difference the Council is making in the community.
- 4.3 The new Assistant Director for Economic Development and Regeneration will be providing performance measures, that underpin the Economic Strategy, in the new calendar year following discussion with the relevant Cabinet Members. The Assistant Director for Assets and Investments will also be working with the relevant Cabinet Members to agree the performance measures that will be included in future reports.

- 4.4 The following highlights have been lifted from the appendices, through using a 10% tolerance, to identify areas where good performance is demonstrated, or where performance improvement is required. With the latter, the appendices detail the reasons for not meeting the target and the corrective action that is underway:

Planning for Growth

- **GSP01 - % of major planning applications processed 'in time'**. Babergh's quarter two performance (as judged by Ministry of Housing Communities and Local Government statistics) **is better than the annual target** of 60%, albeit a small drop of 2.7% to **77.8%**. This relates to 9 applications with 7 completed in time.
- **GSP02 - % of non-major planning applications processed 'in time'**. Babergh's quarter two performance (as judged by Ministry of Housing Communities and Local Government statistics) **is better than the annual target** of 70%, albeit a drop of 7% to **77.41%**.

Housing

- **TS03 Levels of write off against bad debt provision**. At half year, levels of write-off are 67% of the annual target; **£43,550.87** against £65,000. The target isn't profiled but performance indicates that this is **heading towards being worse than target**. Best practice is being researched on income optimisation and bad debt reduction write-off.
- **BMBS01 % of repairs completed within agreed timescale (by priority/trade)**. At quarter two, a large number of housing repairs across Babergh are not being completed within the priority or trade timescales, as detailed in the appendices, and are performing **worse than the overall annual target** of 93%. Data quality remains an issue which is hampering accurate reporting. Resource is being directed to resolve the identified issues.
- **HP01 – No. of households in B & B accommodation for more than 6 weeks**. With **22** households in B & B accommodation in quarter two, this is **worse than the annual government target** of 0. This remains a challenge for the authority, but the purchase of the Foyer should result in a reduction in these figures throughout the rest of the year.

Corporate Resources

- **HR02 – No. of staff on long term sickness (Absent for 4 or more weeks)**. An additional 2 members of staff are on long term sickness when compared to quarter one. Performance is **worse than target**, which is to have a decrease in numbers, although at **14 staff**, this is better than the average of 16.25 staff during 2017/18.
- **F06 – Average time taken to process Housing/Council Tax benefit change of circumstance requests**. This measure has seen continued improvement over the past two years, which has led to a reduction in the target from 10 days to 7 days for 2018/19. Performance is **better than target** with average processing times at **6 days** for quarter two.

Customer Services

- **CS06 – Average time taken to answer calls (mins).** Quarter two shows an improving trend with time taken averaging **1.07 minutes** which is **better than the annual target** of 1.45 minutes. The average for the month of September was 58 seconds.
- **CS07 - % of overall calls abandoned.** Quarter two has seen a decrease in the percentage of abandoned calls to **8.85%** from 14.31% in quarter one. Performance is **better than the annual target** of 10% and is the best performance since April 2017. The average for the month of September was 7.23%.
- **CS08 – Customer Satisfaction rate, of those achieving good, very good or excellent.** Babergh's satisfaction rate for quarter two is **better than the annual target** of 85% with rates of **100%**.

Environment and Commercial Partnership

- **WS01 – Overall income generated through chargeable waste services.** Babergh's cumulative income at quarter two is at 85.5% of the annual target of £1,380k. This measure is **on track towards the annual target** with income of **£1,180,485**.
- **WS07 – Missed Bins – rate/100,000 collections.** The annual target for this indicator was adjusted from 100 to 1,500 to take account of all types of bin collection. In quarter two performance is **better than target** at **340.9** missed bins.

5. LINKS TO JOINT STRATEGIC PLAN

- 5.1 Effective performance management enables our Officers, Councillors and Communities to track progress against the delivery of the JSP to understand our key risks and to share in the celebration of our achievements.

6. FINANCIAL IMPLICATIONS

There are no immediate financial impacts arising from this report. Effective performance monitoring has a positive impact on the Council.

7. LEGAL IMPLICATIONS

- 7.1 There are no immediate legal implications arising from this report.

8. RISK MANAGEMENT

This report does not link to any of the Council's Significant Risks, however it does link to Risk No.5G06 on the Business Support Operational Risk Register 'If we do not fully embed performance management and support the organisation to understand and monitor current performance, then we will not have oversight of our performance in delivering the JSP, proactively deal with poor performance, align our resources effectively, learn by our mistakes and celebrate achievements and we may suffer

from reputational damage, with the potential for financial shortfall, inefficiencies and a de-motivated workforce'. Further key risks are set out below:

Risk Description	Likelihood	Impact	Mitigation Measures
Without an effective performance framework, it is unlikely that the Council will deliver its priorities and outcomes and achieve value for money.	Unlikely (2)	Bad (3)	The performance framework is intrinsically linked to the Council's Risk Management Strategy, creating an approach where it is clearly understood what stops effective performance and ensuring remedial actions are in place.

9. CONSULTATIONS

9.1 Officers and Councillors continue to develop and refine the outcome performance framework through discussions at Administration Briefings and Cabinet meetings.

10. EQUALITY ANALYSIS

There are no equality and diversity implications arising from this report. This report should have a positive impact on equality.

11. ENVIRONMENTAL IMPLICATIONS

11.1 There are no environmental implications arising from this report. The Council's performance measures show a positive impact on the environment.

12. APPENDICES

Title	Location
(a) Law and Governance Performance Qtr.2	
(b) Corporate Resources Performance Qtr.2	
(c) Customer Services Performance Qtr.2	
(d) Planning for Growth Performance Qtr.2	
(e) Housing Performance Qtr.2	
(f) Communities Performance Qtr.2	
(g) Environment & Commercial Partnerships Qtr.2	

Law and Governance
Assistant Director Emily Yule

The Law and Governance teams are predominantly support services and contribute to the delivery of the Joint Strategic Plan by providing professional support and advice to all other service areas. The team have an essential role in maintaining and promoting good governance throughout the organisation.

	April - June 2018	July - September 2018	October - December 2018	January - March 2019
Main Achievements	1. The Council has introduced a new online payments system for those buying homes in their districts. The new system allows those requesting a Local Land Charge Search – which carries with it a search fee – to pay quickly and easily online, via credit or debit card. Most Land Charge Service customers are solicitors and agents delivering conveyancing services to those buying a house although anyone can request this service regarding any property. In addition we have added a new online form and payment system for personal searches, which include only selected parts of the full official search.	1. The Property Team within Legal Services completed the acquisition of 8 residential properties across the two districts in September. 2. The Local Government Boundary Commission for England published its final recommendations for the warding of Babergh and reconfirmed proposals to reduce the number of Councillors to 32. The Council is now working on implementing these changes for elections to be held on 2 May 2019.		
Main Achievements (continued)	2. The Council is GDPR compliant. GDPR or General Data Protection Regulations came into effect on the 25 May 2018. We have been training staff, updating privacy notices and introducing new procedure and policies to ensure we are compliant and that we treat people's personal data accordingly in line with the new regulations.			

Impact on communities / the way we work	1.The new processes is easier and more convenient for our customers and by reducing administration time associated with payment by cheque this will reduce the time required for searches to be completed, giving customers the information they need faster. It will also help control the cost of delivering the service and there have been no increases in the Land Charges search fees this year.	1.These new acquisitions continue to add to our housing stock.		
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Key for trend graph: ● 2015/16 ● 2016/17 ● 2017/18 ● 2018/19 _____ target	Key: n/a not applicable n/av not available highlighted measure, further detail in main report
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Internal Audit
Corporate Manager John Snell

Performance measure	Period	Data	Target	Council	Trend	Comments
IA01 % of 'high priority' Internal Audit recommendations implemented NEW MEASURE Cabinet Member: Derek Davis Data Owner: John Snell	2018/19		100%	Both		There have been no 'high priority' recommendations issued during the first half of this year.
	Qtr.1	n/a				
	Qtr.2	n/a				
	Qtr.3					
	Qtr.4					

Democratic Services
Corporate Manager Janice Robinson

Performance measure	Period	Data	Target	Council	Trend	Comments
DS02 No. of members of the public attending formal Council, Cabinet and Committee meetings NEW MEASURE Cabinet Member: John Ward Data Owner: Claire Philpot	2018/19		n/a	BDC		Details of meetings where 15 or more members of the public were in attendance. Planning Committee 25/07/18 - 53 Planning Committee 22/08/18 - 29
	Qtr.1	74				
	Qtr.2	84				
	Qtr.3					
	Qtr.4					

**Shared Legal Services
Service Manager Teresa Halliday**

Performance measure	Period	Data	Target	Council	Trend	Comments
SLS01 % of legal challenges successfully defended (context of success means the outcome is a ruling in the Council's favour) NEW MEASURE Cabinet Member: Derek Davis Data Owner: Teresa Halliday	2018/19		100%	Both		During Q2 there were 3 challenges all of which were successfully defended, relating to the following subjects; Fly tipping Food safety Gas services
	Qtr.1	100%				
	Qtr.2	100%				
	Qtr.3					
	Qtr.4					

**Information Management
Corporate Manager Carl Reeder**

Performance measure	Period	Data	Target	Council	Trend	Comments
IM01 % of Freedom of Information requests responded to in 20 working days NEW MEASURE Cabinet Member: Derek Davis Data Owner: Martyn Jackson	2018/19		100%	Both		During Q2 we received a total of 231 Freedom of Information requests, as well as 60 Environmental Information requests and 2 Subject Access requests.
	Qtr.1	95%				
	Qtr.2	94%				
	Qtr.3					
	Qtr.4					

Performance measure	Period	Data	Target	Council	Trend	Comments
IM02 Average number of days taken to complete land searches NEW MEASURE Cabinet Member: Derek Davis Data Owner: Val Storer	2018/19		10 days	Both		Our search return times are holding around 9.5 days on average for the last Quarter. We have completed 1187 searches during this period and we continue to cleanse the data to enable us to automate the process. Please note this target has been amended to 10 days, with the vision to reduce to 5 days in the future.
	Qtr.1	7.84				
	Qtr.2	9.7				
	Qtr.3					
	Qtr.4					

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<p style="text-align: center;">Corporate Resources Assistant Director Katherine Steel</p> <p style="text-align: center;">The Corporate Resources teams are predominantly support services and contribute to the delivery of the Joint Strategic Plan by providing professional support and advice to all other services areas.</p>				
	April - June 2018	July - September 2018	October - December 2018	January - March 2019
Main Achievements	<p>1. Following the closure of the Staff Survey the results have been analysed in detail and a series of briefing sessions for staff and members have been held. Following these sessions an action plan is being developed.</p> <p>2. Approximately 1 in 4 people in the UK will experience a mental health problem each year and in England 1 in 6 people report experiencing a common mental health problem (such as anxiety and depression) in any given week.</p>	<p>1. 2017/18 Statement of Accounts have been finalised and signed off with an unqualified audit opinion, and are available to view on the Council website.</p>		
Main Achievements (continued)	<p>Babergh and Mid Suffolk District Councils have responded to this by holding a series of events to promote positive mental health during Mental Health Awareness week and by providing managers with skills to help promote positive mental health at work and support people with their mental health. They have also trained their first cohort of Mental Health First Aiders with further courses planned. Mental Health First Aiders are trained to identify, understand and help someone who may be experiencing a mental health issue.</p>			

Impact on communities / the way we work	1. The action plan will be monitored by the Senior Leadership Team, to ensure that the survey results in positive actions and change in the organisation. 2. Providing these skills can help people talk about mental health more openly, give people tools to help keep themselves and others well, encourage people to access support and enable people with long term mental health issues or disabilities to thrive in work.	1. The Statement of Accounts ensures that the Council has a sound financial basis on which to deliver its priorities.		
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Key for trend graph: ● 2015/16 ● 2016/17 ● 2017/18 ● 2018/19 _____ target	Key: n/a not applicable n/av not available highlighted measure, further detail in main report
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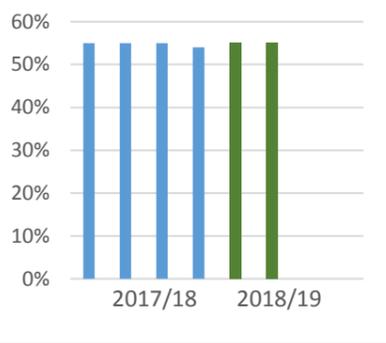
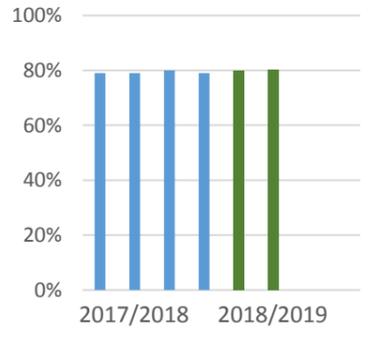
**HR, Organisational Development, Health & Safety
Corporate Manager Anne Conway**

Performance measure	Period	Data	Target	Council	Trend	Comments															
HR01 No. of days lost to sickness Cabinet Member: John Ward Data Owner: Magda Brauer	2017/18 Qtr.1 Qtr.2 Qtr.3 Qtr.4 2018/19 Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	949 908 1191 1072 1128 1125	 Decrease	 BDC	<table border="1"> <caption>Days lost to sickness data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>949</td> <td>908</td> <td>1191</td> <td>1072</td> </tr> <tr> <td>2018/19</td> <td>1128</td> <td>1125</td> <td></td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2017/18	949	908	1191	1072	2018/19	1128	1125			Overview and Scrutiny reviewed general staff absence and welfare in June and requested a further update in December. A whole range of measures covering health and wellbeing are being monitored by SLT on a monthly basis and further information is requested to drill down on specific issues. A new approach to sickness absence is being developed alongside the tools to support Corporate Managers and should be in place by the end of March.
Year	Q1	Q2	Q3	Q4																	
2017/18	949	908	1191	1072																	
2018/19	1128	1125																			

Performance measure	Period	Data	Target	Council	Trend	Comments
HR02 No. of staff on long term sickness (Absent for 4 or more weeks) Cabinet Member: John Ward Data Owner: Magda Brauer	2016/17		n/av	Both		The trend data indicates that we are seeing a reduction in long term sickness comparing the first two quarters of this year against the same period last year. This is likely to have been positively affected by proactive early interventions by HR Business Partners and Corporate Managers. The organisation has embarked on a project to further reduce sickness by promoting a proactive approach to mental and physical well being and providing support and guidance to managers on how to best manage sickness absence.
	Qtr.3	13				
	Qtr.4	14				
	2017/18		n/av			
	Qtr.1	15				
	Qtr.2	16				
	Qtr.3	21				
	Qtr.4	13				
	2018/19		Decrease			
	Qtr. 1	12				
	Qtr. 2	14				
	Qtr. 3					
Qtr. 4						
Finance						
Corporate Manager Melissa Evans						
Performance measure	Period	Data	Target	Council	Trend	Comments
F01 Tax base - No. of Band D equivalent properties AMENDED MEASURE Cabinet Member: John Ward Data Owner: Sue Palmer	2016/17	32,020		BDC		This measure has been amended to enable tracking of the target base number on a quarterly basis. There are various factors that can cause a fluctuation in these figures. However, we are seeing a steady increase year on year.
	2017/18	32,627	32,489			
	2018/19		32,822			
	Qtr.1	32,887				
	Qtr.2	32,986				
	Qtr.3					
Qtr.4						
Performance measure	Period	Data	Target	Council	Trend	Comments
F02 £ Income generated from investing cash £'000 Cabinet Member: John Ward Data Owner: Edward Banyard	2016/17			BDC		Q1 UBS Pooled fund performed better than forecast and CCLA Investment Management Limited was below forecast but mitigated by the UBS increase. Q2 includes forecast figures for Pooled funds as actual performance has not yet been confirmed. Anticipating higher returns than the target due to the Bank of England base rate increasing from 0.25% to 0.75%.
	Qtr. 1	88				
	Qtr. 2	98				
	Qtr. 3	96				
	Qtr. 4	100				
	2017/18		112			
	Qtr. 1	130				
	Qtr. 2	130				
	Qtr. 3	119				
	Qtr. 4	113				
	2018/19		107			
	Qtr. 1	131				
Qtr. 2	115					
Qtr. 3						
Qtr. 4						

Performance measure	Period	Data	Target	Council	Trend	Comments	
F03 % Council tax collected Cabinet Member: John Ward Data Owner: Carl Dersley Operations Manager: Andrew Wilcock	2017/18		98.40%	BDC		Council tax collection is slightly down compared to the same point last year which represents approximately £90k. This is due to a combination of changes in circumstances and changes to Council Tax Reduction, all of which create future instalments. The frequency of CTR changes stop any recovery action taking place.	
	Qtr1.	30.06%					
	Qtr.2	57.96%					
	Qtr.3	85.97%					
	Qtr.4	98.50%					
	2018/19						
	Qtr. 1	30.05%	30.06%				
	Qtr. 2	57.79%	57.96%				
	Qtr. 3		85.97%				
Qtr. 4		98.50%					
Performance measure	Period	Data	Target	Council	Trend	Comments	
F04 % Business rates collected Cabinet Member: John Ward Data Owner: Carl Dersley Operations Manager: Andrew Wilcock	2017/18		98.40%	BDC		The target was missed by around £195k. This is due to changes in circumstances (liability/rateable values) recalculating bills and profiling instalments into the future.	
	Qtr. 1	29.88%					
	Qtr. 2	57.95%					
	Qtr. 3	82.36%					
	Qtr. 4	98.47%					
	2018/19						
	Qtr. 1	29.13%	29.88%				
	Qtr. 2	57.12%	57.95%				
	Qtr. 3		82.36%				
Qtr.4		98.47%					
Performance measure	Period	Data	Target	Council	Trend	Comments	
F05 Average time taken to process new Housing Benefit/Council Tax Reduction claims Cabinet Member: John Ward Data Owner: Carl Dersley Operations Manager: Amy Mayes	2016/17		24 days	BDC		Below target is a positive outcome	
	Qtr. 1	26					
	Qtr. 2	26					
	Qtr. 3	23					
	Qtr. 4	21					
	2017/18		24 days				
	Qtr. 1	23					
	Qtr. 2	30					
	Qtr. 3	28					
	Qtr. 4	21					
	2018/19		24 days				
	Qtr. 1	24					
	Qtr. 2	22					
Qtr. 3							
Qtr.4							

Performance measure	Period	Data	Target	Council	Trend	Comments	
F06 Average time taken to process Housing/Council Tax Benefit Change of Circumstance requests Cabinet Member: John Ward Data Owner: Carl Dersley Operations Manager: Amy Mayes	2016/17		10 days	BDC		Below target is a positive outcome	
	Qtr. 1	7					
	Qtr. 2	7					
	Qtr. 3	7					
	Qtr. 4	3					
	2017/18		10 days				
	Qtr. 1	6					
	Qtr. 2	6					
	Qtr. 3	5					
	Qtr. 4	3					
	2018/19		7 days				
	Qtr. 1	5					
	Qtr. 2	6					
Qtr. 3							
Qtr.4							
Performance measure	Period	Data	Target	Council	Trend	Comments	
F07 Online housing new claims as a % of all housing benefit new claims Cabinet Member: John Ward Data Owner: Carl Dersley Operations Manager: Amy Mayes	2016/17			BDC		On target.	
	Qtr. 1	74%					
	Qtr. 2	66%					
	Qtr. 3	68%					
	Qtr. 4	76%					
	2017/18						
	Qtr. 1	71%					
	Qtr. 2	82%					
	Qtr. 3	86%					
	Qtr. 4	95%					
	2018/19		85%				
	Qtr. 1	91%					
	Qtr. 2	87%					
Qtr. 3							
Qtr. 4							

Performance measure	Period	Data	Target	Council	Trend	Comments
F08 % of business rates payers using Direct Debit Cabinet Member: John Ward Data Owner: Carl Dersley Operations Manager: Andrew Wilcock	2017/18		n/av	BDC		This measure currently shows the percentage of business rate payers using Direct Debit. We are in the process of obtaining the data which will include all digital options. Once this has been received this measure will be updated accordingly.
	Qtr. 1	55%				
	Qtr. 2	55%				
	Qtr.3	55%				
	Qtr.4	54%				
	2018/19		n/av			
	Qtr. 1	55.05%				
	Qtr. 2	55.06%				
Qtr. 3						
Qtr.4						
Performance measure	Period	Data	Target	Council	Trend	Comments
F09 % of council tax payers using Direct Debit Cabinet Member: John Ward Data Owner: Carl Dersley Operations Manager: Andrew Wilcock	2017/18		n/av	BDC		This measure currently shows the percentage of council tax payers using Direct Debit. We are in the process of obtaining the data which will include all digital options. Once this has been received this measure will be updated accordingly.
	Qtr. 1	79%				
	Qtr. 2	79%				
	Qtr.3	80%				
	Qtr.4	79%				
	2018/19		n/av			
	Qtr. 1	80.06%				
	Qtr. 2	80.26%				
Qtr. 3						
Qtr.4						

Customer Services
Assistant Director Sara Wilcock

The Customer Services teams work to provide all our customers with flexible and efficient access to services, ensure our most vulnerable customers receive additional support to meet their needs, and drive business improvement across the organisation through tracking performance, utilising insight and intelligence and raising project management standards.

	April - June 2018	July - September 2018	October - December 2018	January - March 2019
Main Achievements	<ul style="list-style-type: none"> ◆ Average telephone wait times this quarter 1 min 42s compared to 3 mins for the same period last year. ◆ In April we answered on average 83% of calls, increasing to 86% in May and June. ◆ Continuing with our programme of staff development. The Customer Service team have trained First Aiders, Fire Wardens and a Health and Safety representative on the Health and Safety board. 	<ul style="list-style-type: none"> ◆ Babergh's first Pop-Up Customer Access Point was launched in Shotley in August, officers have joined Suffolk Libraries in attending Shotley Village Hall on Monday afternoons offering a face to face service, this was a pilot scheme until the end of September. ◆ Average telephone wait times this quarter 1 min 7s compared to 2 mins 22 secs for the same period last year. ◆ In July, on average 90.91% of calls were answered, increasing to 92.77% in September. 		

<p>Main Achievements (continued)</p>	<ul style="list-style-type: none"> ♦ Piloting a customer satisfaction survey for our in person customers. Initial results are promising with (of those completing the survey), 94% of customers seen within 5 minutes or less, and 100% customers rating us either good, very good or excellent in respect of our staff and their helpfulness, information and advice provided, and taking time to listen and understand their query. ♦ Further development of the performance reporting has now enabled collection and reporting of performance information to Cabinet on a quarterly basis, this is the first of such reports. 	<ul style="list-style-type: none"> ♦ Continuing with our programme of staff development, with training provided on the new Citizens Access system. 'Citizen Access' is a digital tool for council tax, allowing customers to view account details, submit changes of address, apply for or cancel a single person discount, set up a direct debit or sign up for e-billing. 		
<p>Impact on communities / the way we work</p>	<ul style="list-style-type: none"> ♦ Increased calls answered leading to less abandoned phone calls by customers ♦ Cross skilling our team enabling them to answer different types of call enquiries leading to improved resilience. ♦ Learning from the pilot will help us develop a telephony satisfaction survey also. 	<ul style="list-style-type: none"> ♦ Increased calls answered leading to less abandoned phone calls by customers. ♦ Cross skilling our team enabling them to answer different types of call enquiries leading to improved resilience. ♦ Citizen Access is a self-service facility, which offers better access to customers and reduces avoidable contact, duplicate data handling and delays in setting up accounts. ♦ Learning from the Shotley pilot will help us develop a framework for any future similar schemes. 		
<p>Key for trend graph:</p> <ul style="list-style-type: none"> ● 2015/16 ● 2016/17 ● 2017/18 ● 2018/19 — target <p>Key:</p> <ul style="list-style-type: none"> n/a not applicable n/av not available highlighted measure, further detail in main report 				

**Customer Services
Managers Helen Austin & Claire White**

Performance measure	Period	Data	Target	Council	Trend	Comments	
CS01 Average number of daily visitors to joint website Cabinet Member: Derek Davis Data Owner: John Broadwater	2017/18		n/av	Both		The average is 23% higher than the same period in 2017-18 and 7% higher than Q1 this year, clearly indicating continued steady growth in use of the website.	
	Qtr.1	2310					
	Qtr. 2	2397					
	Qtr.3	2432					
	Qtr.4	3147					
	2018/19						
	Qtr.1	2762	Increase - No target set as establishing benchmark				
	Qtr. 2	2957					
Qtr.3							
Qtr.4							
Performance measure	Period	Data	Target	Council	Trend	Comments	
CS02 No. of daily transactions completed via website NEW MEASURE Cabinet Member: Derek Davis Data Owner: John Broadwater	2018/19			Both		The Q1 figure has been amended (from 174) to reflect a revised basis for the data. This includes all online forms completed directly from the Council's website. It does not include eforms completed from linked websites such as the Shared Revenue Partnership and the Planning Portal.	
	Qtr.1	250	Increase - No target set as establishing benchmark				
	Qtr. 2	243					
	Qtr.3						
	Qtr.4						
Performance measure	Period	Data	Target	Council	Trend	Comments	
CS03 No. of payments collected digitally (automated telephony, web payment) NEW MEASURE Cabinet Member: Derek Davis Data Owner: Marie Fletcher	2018/19			Both		The Q1 figure has been amended (from 237,068) to show the actual total. Credit and Debit card payments make up 11% of the total digital transactions for Q2	
	Qtr.1	243,833	Increase - No target set as establishing benchmark				
	Qtr. 2	244,864					
	Qtr.3						
	Qtr.4						
Performance measure	Period	Data	Target	Council	Trend	Comments	
CS04 No. of face to face visitors to customer access point (Sudbury) NEW MEASURE Cabinet Member: Derek Davis Data Owner: Helen Austin	2018/19			BDC		Recording system is manual so some customers may not be captured.	
	Qtr.1	1219	Decrease - No target set as establishing benchmark				
	Qtr. 2	1135					
	Qtr.3						
	Qtr.4						

Performance measure	Period	Data	Target	Council	Trend	Comments
CS05 No. of calls answered NEW MEASURE Cabinet Member: Derek Davis Data Owner: Helen Austin	2018/19 Qtr.1 Qtr. 2 Qtr.3 Qtr.4	35014 37231	No target to be set as establishing benchmark	Both		No comment
CS06 Average time taken to answer calls (mins) PLEASE NOTE GRAPH CONVERTED TIME TO DECIMAL Cabinet Member: Derek Davis Data Owner: Helen Austin	2017/18 Qtr.1 Qtr. 2 Qtr.3 Qtr.4 2018/19 Qtr.1 Qtr. 2 Qtr.3 Qtr.4	2.49 2.08 2.19 1.38 1.42 1.07	1.00 1.45	Both		Q2 - This average includes September when the average was 58 seconds.
CS07 % of overall calls abandoned Cabinet Member: Derek Davis Data Owner: Helen Austin	2017/18 Qtr.1 Qtr. 2 Qtr.3 Qtr.4 2018/19 Qtr.1 Qtr. 2 Qtr.3 Qtr.4	22.33% 15.33% 15.81% 10.96% 14.31% 8.85%	n/av 10%	Both		Q2 - This average includes September figure of 7.23%
CS08 Customer Satisfaction rate, of those measured achieving good, very good or excellent NEW MEASURE Cabinet Member: Derek Davis Data Owner: Helen Austin	2018/19 Qtr.1 Qtr. 2 Qtr.3 Qtr.4	100% 100%	85%	BDC		Q2 - Results taken from Good (1 customer) to Excellent
CS09 No. of complaints to Ombudsman where Council is at fault NEW MEASURE Cabinet Member: Derek Davis Data Owner: Helen Austin	2018/19 Qtr.1 Qtr. 2 Qtr.3 Qtr.4	0 0	n/a	BDC		1 case still pending result expected during quarter three.

<p style="text-align: center;">Planning for Growth Assistant Director Tom Barker</p> <p style="text-align: center;">The Planning for growth agenda is supported by a number of teams including Strategic Planning and Development Management. The focus is on delivering more of the right homes, in the right places, creating resilient and well served communities and encouraging and facilitating new employment opportunities.</p>				
	April - June 2018	July - September 2018	October - December 2018	January - March 2019
Main Achievements	<p>Performance on planning applications (as judged by Ministry of Housing Communities and Local Government statistics) is good, with 80% of majors and 83% of non-majors delivered on time. Fifteen communities are working towards Neighbourhood Plans, Aldham and Assington have recently designated their plan areas. The Community Infrastructure Levy (CIL) Expenditure Framework was approved by Councillors in April and the first round of bids have been received. Further Member briefings on the Joint Local Plan were delivered in April, with further public consultation expected in the Autumn. The 'Visioning for Prosperity' recommendations for Greater Sudbury were approved by Cabinet in June, final documents were presented at a public open day . Planning permission for infrastructure elements of the Sproughton Enterprise Zone site and permission for the first occupier were achieved in April. The Open for Business Team is working with partners including the New Anglia LEP to develop an options appraisal for the Delphi site, Sudbury.</p>	<p>Performance on planning applications (as judged by MHCLG statistics) is good. Statistics for majors (78%) and non majors (77%) are broadly similar with performance in the last Quarter although there has been a slight drop. Neighbourhood Plans continue to be of interest to communities. In the three months ending 30 Sept 2018, five new areas were designated. The first round of bids for Community Infrastructure funding have been dealt with. The Suffolk Design project was launched with an event held on 9 July. It will produce an updated Suffolk Design Guide for adoption as supplementary planning guidance. It will also further develop the design skills of planning teams and communities working towards Neighbourhood Plans. The Joint Local Plan remains an important piece of work. The new National Planning Policy Framework (NPPF) has placed additional responsibilities on Councils. Officers are addressing the further evidence required. The Local Development Scheme, which sets out the timetable for the Joint Local Plan, was adopted in July.</p>		
Impact on communities / the way we work	<p>The Joint Local Plan will shape how development happens across both Districts. The ongoing consultation provides a meaningful opportunity for communities to engage in the plan-making process and therefore influence the policy backdrop against which planning decisions are made.</p>	<p>The Joint Local Plan will shape how development happens across both Districts. The ongoing consultation provides a meaningful opportunity for communities to engage in the plan-making process and therefore influence the policy backdrop against which planning decisions are made.</p>		

Performance measure	Period	Data	Target	Council	Trend	Comments
SP05 No. of neighbourhood plans made (cumulative total) Cabinet Member: Nick Ridley Data Owner: Paul Bryant	2016/17		n/a	BDC		See also SP04 above. No NP's have been made (adopted) in Babergh since Lawshall's Plan went to a local referendum in Oct 2017.
	Qtr. 1	0				
	Qtr. 2	2				
	Qtr.3	2				
	Qtr.4	2				
	2017/18		n/a			
	Qtr.1	0				
	Qtr. 2	0				
	Qtr. 3	1				
	Qtr. 4	1				
	2018/19		n/a			
	Qtr.1	0				
	Qtr. 2	0				

**Growth & Sustainable Planning
Corporate Manager Philip Isbell**

Performance measure	Period	Data	Target	Council	Trend	Comments
GSP01 % of major applications processed 'in time' (13 wks., 16 wks. or within agreed Extension of Time/ Planning Performance Agreement) Cabinet Member: Nick Ridley Data Owner: John Mawdsley	2016/17		95%	BDC		Qtr 2 Performance on planning applications (as judged by MHCLG statistics) is well above the 60% benchmark set by Central Government although there was a slight drop from Quarter 1. With relatively few majors being determined each quarter the data can skew. Better handling of Extensions of Time will be the focus for the next quarter to ensure that all agreed extensions are met. The target set for 2018/19 aligns with the Ministry of Housing, Communities & Local Government assessment thresholds. The figure of 77.78% relates to 9 major applications with 7 processed in time.
	Qtr. 1	94.70%				
	Qtr. 2	100.00%				
	Qtr.3	96.00%				
	Qtr.4	100.00%				
	2017/18		95%			
	Qtr. 1	100.00%				
	Qtr. 2	87.50%				
	Qtr. 3	61.50%				
	Qtr. 4	93.30%				
	2018/19		60%			
	Qtr. 1	80.00%				
	Qtr. 2	77.78%				

Performance measure	Period	Data	Target	Council	Trend	Comments	
GSP02 % of non major applications processed 'in time' (8 wks, or within agreed Extension of Time/ Planning Performance Agreement) Cabinet Member: Nick Ridley Data Owner: John Mawdsley	2016/17		85%	BDC		<p>Qtr 2 performance on planning applications (as judged by MHCLG statistics) is above the benchmark but performance should be better for this category. Ensuring Extension of times are met will be the focus for the current quarter as this is a factor we have direct control over and is a quick win. There is continued progress to develop and customise "Enterprise" application workload management software to operational needs. This will enable officers to track and prioritise their workload with greater efficiency.</p> <p>The target set for 2018/19 aligns with the Ministry of Housing, Communities & Local Government assessment thresholds.</p>	
	Qtr. 1	81.00%					
	Qtr. 2	80.00%					
	Qtr.3	84.50%					
	Qtr.4	90.60%					
	2017/18		85%				
	Qtr. 1	86.70%					
	Qtr. 2	75.30%					
	Qtr. 3	77.40%					
	Qtr. 4	85.80%					
	2018/19		70%				
	Qtr. 1	83.26%					
	Qtr. 2	77.41%					
Qtr. 3							
Qtr. 4							
Performance measure	Period	Data	Target	Council	Trend	Comments	
GSP04 No. of Dwellings approved (full) NEW MEASURE Cabinet Member: Nick Ridley Data Owner: John Mawdsley	2018/19 Qtr.2 Qtr.4	674	n/a	BDC		This new measure is relevant to 5 year land supply and the requirements of the new National Planning Policy Framework. Dwelling approvals (full) count towards 5 year land supply and monitoring the trend in this measure over time will provide a useful insight into the Council's position.	

Performance measure	Period	Data	Target	Council	Trend	Comments																				
GSP05 No. of Dwellings approved (outline) NEW MEASURE Cabinet Member: Nick Ridley Data Owner: John Mawdsley	2018/19 Qtr.2 Qtr.4	424	n/a	BDC		This new measure is relevant to 5 year land supply and the requirements of the new National Planning Policy Framework. Whilst dwelling approvals (outline) do not automatically count towards 5 year land supply, unless their validity can be tested to Government's satisfaction, monitoring the trend in this measure over time will provide a useful insight into the Council's position.																				
Performance measure	Period	Data	Target	Council	Trend	Comments																				
GSP06 % of delegation rate Cabinet Member: Nick Ridley Data Owner: John Mawdsley	2016/17 Qtr. 1 Qtr. 2 Qtr.3 Qtr.4 2017/18 Qtr.1 Qtr. 2 Qtr. 3 Qtr. 4 2018/19 Qtr.1 Qtr. 2 Qtr. 3 Qtr. 4	93.70% 95.80% 94.50% 97.40% 96.70% 95.40% 94.50% 94.80% 94.60% 95.10%	90% 90% 90%	BDC	<table border="1"> <caption>% of delegation rate by quarter and year</caption> <thead> <tr> <th>Year</th> <th>Qtr. 1</th> <th>Qtr. 2</th> <th>Qtr. 3</th> <th>Qtr. 4</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>93.70%</td> <td>95.80%</td> <td>94.50%</td> <td>97.40%</td> </tr> <tr> <td>2017/18</td> <td>96.70%</td> <td>95.40%</td> <td>94.50%</td> <td>94.80%</td> </tr> <tr> <td>2018/19</td> <td>94.60%</td> <td>95.10%</td> <td></td> <td></td> </tr> </tbody> </table>	Year	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	2016/17	93.70%	95.80%	94.50%	97.40%	2017/18	96.70%	95.40%	94.50%	94.80%	2018/19	94.60%	95.10%			Performance for Qtr 2 for 2018/19 is very similar to the last Qtr and exceeds target
Year	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4																						
2016/17	93.70%	95.80%	94.50%	97.40%																						
2017/18	96.70%	95.40%	94.50%	94.80%																						
2018/19	94.60%	95.10%																								

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<p align="center">Housing Assistant Director Gavin Fisk</p> <p>The Housing Service Area includes: Home Ownership, Sheltered Housing, Tenancy Management, Income Collection, Property Services, Building Services (BMBS), Private Sector Housing, Housing Development, Housing Solutions, Choice Based Lettings and HRA Finance. Our Vision is for residents of Babergh & Mid Suffolk to live in districts where people have access to affordable and high-quality homes that enable them to build settled, safe and healthy lives, within sustainable and thriving communities.</p>				
	April - June 2018	July - September 2018	October - December 2018	January - March 2019
Main Achievements	<p>1. As at June 2018, standard void times have reduced by 37 Days for BDC and 17 Days for MSDC. This exceeds the 10-day target previously set and a positive downward trend towards the long-term target of 21 days.</p> <p>2. A bid has been submitted to the LGA Housing Advisers Programme to 'Improve access to the Private Rented Sector'. The bid is requesting specialist adviser support to deliver a project with the Housing Solutions Team to increase access to the private rented sector for those at risk of homelessness.</p>	<p>1. Officers submitted a bid to Government to remove the HRA Headroom Cap. The deadline was before the Conservative Party Conference where Theresa May announced the debt cap was being removed.</p> <p>2. Officers have written a draft Homelessness Reduction Strategy and Housing Strategy which are due out for wider consultation in October.</p>		
Impact on communities / the way we work	<p>1. Delivering an effective and efficient VOID service means we are making effective use of our assets and maximising our rental income.</p> <p>3. This is a key focus of the new Homelessness Reduction Act and if successful it would enable the team to bring this project forward and deliver it sooner than currently planned.</p>	<p>1. The hard work involved in putting together the bid has resulted in Officers being aware and confident in what finances each authority has to use to support the council build programme.</p> <p>2. Having these Strategies in place will mean we are doing all we can to meet the challenges our communities face - with either Homelessness or the challenging Housing Market.</p>		
<p>Key for trend graph:</p> <ul style="list-style-type: none"> ● 2015/16 ● 2016/17 ● 2017/18 ● 2018/19 — target <p>Key:</p> <ul style="list-style-type: none"> n/a not applicable n/av not available 				

Tenancy Services
Corporate Manager Lee Crowdell

Performance measure	Period	Data	Target	Council	Trend	Comments	
TS01 % of local authority housing rent (incl. garages) collected Cabinet Member: Jan Osborne Data Owner: Lee Crowdell/Polly Bearman	2017/18		98%	BDC		The overall performance of the Income Team has only weakened by less than 1%. This has, in part, been the effect of Universal Credit, however changes within the team have already improved performance in the past two months, on an individual officer basis. Performance is being closely monitored and will be supported further by the introduction of an Income Management Policy.	
	Qtr. 1	98.39%					
	Qtr. 2	98.33%					
	Qtr. 3	98.17%					
	Qtr. 4	98.11%					
	2018/19		98%				
	Qtr. 1	98.24%					
	Qtr. 2	97.71%					
Performance measure	Period	Data	Target	Council	Trend	Comments	
TS02 Value/percentage of arrears caused by Universal Credit NEW MEASURE Cabinet Member: Jan Osborne Data Owner: Lee Crowdell/Polly Bearman	2018/19		tbc	BDC		The report required to produce this data is still under development - further updates will be provided in future reporting.	
	Qtr. 2	n/av					
	Qtr. 3						
	Qtr. 4						
Performance measure	Period	Data	Target	Council	Trend	Comments	
TS03 £Levels of write off against bad debt provision (cumulative total) NEW MEASURE Cabinet Member: Jan Osborne Data Owner: Lee Crowdell/Polly Bearman	2018/19		£65,000	BDC		Within our business plans and financial accounts we make allowances for 'bad debt' or monies that we are unfortunately unable to recover. We continue to only write off monies that are uneconomical to collect or where every opportunity to recover the debt has been exhausted. Officers are reviewing the Income Management Policy to review write-offs and research best practice on how we can optimise income collection and reduce bad debt write off.	
	Qtr. 1	£13,587.25	Annual				
	Qtr. 2	£43,550.87					
	Qtr. 3						
	Qtr. 4						

Property Services
Corporate Manager Heather Worton

Performance measure	Period	Data	Target	Council	Trend	Comments
PS02 No. of privately owned properties empty, in excess of two years, brought back into use AMENDED MEASURE Cabinet Member: Jan Osborne Data Owner: Theresa Grzedzicki	2017/18					We are still offering empty homes loans to encourage owners to bring properties back in to use, but at this time we are not actively promoting or contacting owners to inform them of this. Information is available on the website, so we are being approached by owners. Staff resourcing issue has led to this current approach.
	Qtr. 2	11	tbc	BDC		
	Qtr. 4	22				
	2018/19					
Qtr. 2	32					
	Qtr. 4					
Performance measure	Period	Data	Target	Council	Trend	Comments
PS04 £ Committed budget for Disabled Facilities Grants NEW MEASURE Cabinet Member: Jan Osborne Data Owner: Theresa Grzedzicki/Christine Ambrose	2018/19		£444,252			We are working with Orbit Home Improvement Agency to improve their performance in responding to the incoming demand for DFG's. Their performance is steadily improving, however it remains an area of concern. There have been staff resourcing issues within Property Services and only statutory work (within the Private Sector Housing team) has been undertaken.
	Qtr. 1	£74,597.10 (18% of budget)	BDC			
	Qtr. 2	£35,953.97 (8% of budget)				
	Qtr. 3					
Qtr. 4						

BMBS Housing Maintenance
Corporate Manager Justin Wright-Newton

Performance measure	Period	Data	Target	Council	Trend	Comments
BMBS01 % of repairs completed within agreed timescale (by priority/trade) NEW MEASURE Cabinet Member: Jan Osborne Data Owner: Justin Wright-Newton	2018/19 Qtr. 1	Job Priority Percentage Completed in time 1 Day 51% 3 Day 41% 5 Day 30% 20 Day 43% 60 Day 75% By Trade Percentage Completed in time Brick Layer 33% Carpenter 41% Day Rate 24% Electrician 50% Plumber 42% Various 51%	93% for all subsets		n/a	Following the work done to complete the paper trail of works orders in Qtr 1 and the implementation of Total Mobile, a number of works order priority anomalies have come to light. An error in system set up means that all Schedule of Rates (SOR) are raised with a 5 day priority unless changed at the point of contact. This immediately throws the figures out. A review of the Right to repair (RTR) classifications and service standard is underway. This will formulate system changes to the way in which work is prioritised at the point that it is raised. It is anticipated that the RTR and Service standard review will be complete before the end of Qtr 3, and system changes will be implemented shortly after if the Support Services team can accommodate the resource requirements to dispense these changes. Qtr 2 figures are consolidated for YTD.
	Qtr. 2	Job Priority Percentage Completed in time 1 Day 65% 3 Day 40% 5 Day 25% 20 Day 55% 60 Day 67% By Trade Percentage Completed in time Brick Layer 41% Carpenter 39% Day Rate 43% Electrician 62% Plumber 41% Various 57%		Both		
	Qtr. 3					
	Qtr. 4					

Housing Solutions
Corporate Manager Heather Sparrow

Performance measure	Period	Data	Target	Council	Trend	Comments	
HP01 No. of households in B&B accommodation more than six weeks AMENDED MEASURE Cabinet Member: Jan Osborne Data Owner: Victoria Stuart	2018/19		0	BDC		We are aware we have a challenge with how many households are living within B&B accommodation for more than six weeks. Now that the Foyer has opened and provides increased provision of temporary accommodation units, we will closely monitor usage and consider whether additional temporary accommodation in the Babergh area is also required.	
	Qtr.1	10					
	Qtr.2	22					
	Qtr.3						
	Qtr.4						
Performance measure	Period	Data	Target	Council	Trend	Comments	
HP03 No. of households where homelessness has either been prevented or relieved through intervention by the Housing Solution Officers (cumulative) AMENDED MEASURE Cabinet Member: Jan Osborne Responsible Officer: Victoria Stuart	2017/18		150	BDC		Historically, we used to report Prevention and Relief figures quarterly through a system called the P1E. Since April, we are now expected to report outcomes through a new system called H-Clic. This system reports in a different way and as a result our statistical returns look very different. Previously, under the P1E, not only would we include all the work carried out by Officers, but we were able to include successful Discretionary Housing Payment (DHP) applications too. However, under the new system, that is no longer possible. The DHP figures used to account for a significant amount of positive outcomes and therefore, when we first started to look at our performance this year, it looked dramatically less. However, when we have compared like for like figures, we are actually able to see an improvement in performance.	
	Qtr. 1	121					
	Qtr. 2	187					
	Qtr.3	259					
	Qtr.4	362					
	2018/19		100				
	Qtr.1	19					
	Qtr.2	42					
	Qtr.3						
Qtr.4							

Performance measure	Period	Data	Target	Council	Trend	Comments										
HP04 Movement (-/+) on the housing register (including total divided by bands) NEW MEASURE Cabinet Member: Jan Osborne Data Owner:	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	Band A - 52 Band B - 152 Band C - 250 Band D - 35 Band E – 451 Band F – 0 TOTAL - 940 Band A - 48 (-) Band B - 152 Band C - 224 (-) Band D - 32 (-) Band E - 443 (-) Band F - 0 TOTAL - 899	No Target Information Only	BDC	n/a	From Q1 to Q2 there has been a reduction of applicants on the Housing Register of 41.										
Performance measure	Period	Data	Target	Council	Trend	Comments										
HP05 £ of Discretionary Housing Grants awarded by Shared Revenue Partnership (cumulative total) NEW MEASURE Cabinet Member: Jan Osborne Data Owner:	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	£26,070.64 £65,564.56	£106,396.00	BDC	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Amount (£)</th> </tr> </thead> <tbody> <tr> <td>Qtr.1</td> <td>26,070.64</td> </tr> <tr> <td>Qtr.2</td> <td>65,564.56</td> </tr> <tr> <td>Qtr.3</td> <td>0</td> </tr> <tr> <td>Qtr.4</td> <td>0</td> </tr> </tbody> </table>	Quarter	Amount (£)	Qtr.1	26,070.64	Qtr.2	65,564.56	Qtr.3	0	Qtr.4	0	These grants are administered by Shared Revenues Partnership (SRP) and they are used to help people in financial difficulty, to top up rent payments, to prevent homelessness and keep people in their current home. The money is awarded to the SRP from the Department of Work and Pensions.
Quarter	Amount (£)															
Qtr.1	26,070.64															
Qtr.2	65,564.56															
Qtr.3	0															
Qtr.4	0															
Performance measure	Period	Data	Target	Council	Trend	Comments										
HP06 No. of cases in which the Tenancy Services Officers (Financial Inclusion) has likely prevented eviction NEW MEASURE Cabinet Member: Jan Osborne Data Owner: Claire Bray	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	23 5	75	BDC	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Cases</th> </tr> </thead> <tbody> <tr> <td>Qtr.1</td> <td>23</td> </tr> <tr> <td>Qtr.2</td> <td>5</td> </tr> <tr> <td>Qtr.3</td> <td>0</td> </tr> <tr> <td>Qtr.4</td> <td>0</td> </tr> </tbody> </table>	Quarter	Number of Cases	Qtr.1	23	Qtr.2	5	Qtr.3	0	Qtr.4	0	The Tenancy Support Officers deal with a wide variety of cases, of which, not all will be at imminent risk of eviction. This means the number of interventions where homelessness has been prevented will vary. During Q2, we also had periods of annual leave and sickness and one post vacant, which has now been recruited to
Quarter	Number of Cases															
Qtr.1	23															
Qtr.2	5															
Qtr.3	0															
Qtr.4	0															

Performance measure	Period	Data	Target	Council	Trend	Comments										
HP07 No. of Personal Budgeting Support interventions for Universal Credit NEW MEASURE Cabinet Member: Jan Osborne Data Owner:	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	26 22	No Target Information Only	BDC	<table border="1"> <caption>Trend Data for HP07</caption> <thead> <tr> <th>Quarter</th> <th>Data</th> </tr> </thead> <tbody> <tr> <td>Qtr.1</td> <td>26</td> </tr> <tr> <td>Qtr.2</td> <td>22</td> </tr> <tr> <td>Qtr.3</td> <td>-</td> </tr> <tr> <td>Qtr.4</td> <td>-</td> </tr> </tbody> </table>	Quarter	Data	Qtr.1	26	Qtr.2	22	Qtr.3	-	Qtr.4	-	The Conservative Party announced at the Party Conference on 1st October that from March 2019, all UC funding would be passed directly to Citizen Advice Bureau's. Therefore, the Personal Budgeting Support, support we are currently providing and being funded for will end in March 2019.
Quarter	Data															
Qtr.1	26															
Qtr.2	22															
Qtr.3	-															
Qtr.4	-															
Housing Financials Professional Lead Tricia Anderson																
Performance measure	Period	Data	Target	Council	Trend	Comments										
HF03 No. of houses sold through Right to Buy NEW MEASURE Cabinet Member: Frank Lawrenson Data Owner: Tricia Anderson/Caroline Pearce	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	5 2	25	BDC	<table border="1"> <caption>Trend Data for HF03</caption> <thead> <tr> <th>Quarter</th> <th>Data</th> </tr> </thead> <tbody> <tr> <td>Qtr.1</td> <td>5</td> </tr> <tr> <td>Qtr.2</td> <td>2</td> </tr> <tr> <td>Qtr.3</td> <td>-</td> </tr> <tr> <td>Qtr.4</td> <td>-</td> </tr> </tbody> </table>	Quarter	Data	Qtr.1	5	Qtr.2	2	Qtr.3	-	Qtr.4	-	Tenants can apply to buy their homes under Right to Buy and can be liable for up to 70% discount if they meet specific government criteria. Therefore, a house sold under RTB will not give us the same funding as it would if sold on the housing market.
Quarter	Data															
Qtr.1	5															
Qtr.2	2															
Qtr.3	-															
Qtr.4	-															
Housing Development Assistant Director Emily Atack Corporate Manager Anne Bennett																
Performance measure	Period	Data	Target	Council	Trend	Comments										
HD01 No: of houses built for HRA NEW MEASURE Cabinet Member: Frank Lawrenson Data Owner: Anne Bennett	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	0 0	Target within the Affordable Housing Strategy for 2017-2020 is 210	BDC		Although there has not been any building so far this year, there are 4 sites (Angel Court, Brantham, 2 at Shotley) totalling 38 units all being submitted to planning in October 2018.										

Performance measure	Period	Data	Target	Council	Trend	Comments										
HD02 No: of houses acquired for HRA NEW MEASURE Cabinet Member: Frank Lawrenson Data Owner: Anne Bennett	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	9 10	Houses acquired are part of the overall target of 210 (see above)	BDC	<table border="1"> <caption>Houses Acquired for HRA (2018/19)</caption> <thead> <tr> <th>Quarter</th> <th>Houses Acquired</th> </tr> </thead> <tbody> <tr> <td>Qtr.1</td> <td>9</td> </tr> <tr> <td>Qtr.2</td> <td>10</td> </tr> <tr> <td>Qtr.3</td> <td>-</td> </tr> <tr> <td>Qtr.4</td> <td>-</td> </tr> </tbody> </table>	Quarter	Houses Acquired	Qtr.1	9	Qtr.2	10	Qtr.3	-	Qtr.4	-	Addresses are as follows: 4 in Holbrook 3 in Sudbury 3 in Great Cornard
Quarter	Houses Acquired															
Qtr.1	9															
Qtr.2	10															
Qtr.3	-															
Qtr.4	-															
HD03 Net total of HRA houses (Acquired + Built - Sold) NEW MEASURE Cabinet Member: Frank Lawrenson Data Owner: Anne Bennett	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	4 8	n/a	BDC	<table border="1"> <caption>Net Total of HRA Houses (2018/19)</caption> <thead> <tr> <th>Quarter</th> <th>Net Total</th> </tr> </thead> <tbody> <tr> <td>Qtr.1</td> <td>4</td> </tr> <tr> <td>Qtr.2</td> <td>8</td> </tr> <tr> <td>Qtr.3</td> <td>-</td> </tr> <tr> <td>Qtr.4</td> <td>-</td> </tr> </tbody> </table>	Quarter	Net Total	Qtr.1	4	Qtr.2	8	Qtr.3	-	Qtr.4	-	This is a summary of the net total.
Quarter	Net Total															
Qtr.1	4															
Qtr.2	8															
Qtr.3	-															
Qtr.4	-															

Communities
Assistant Director Tom Barker
The Communities Service Area includes: Safe Communities (including community safety, anti-social behaviour, safeguarding and the Community Safety Partnership)
Strong Communities (including grants, external funding, community development, and community rights)
Healthy Communities and Policy (including health and wellbeing, health interventions and preventative activity)

	April - June 2018	July - September 2018	October - December 2018	January - March 2019
Main Achievements	<p>Mental Health work has included a successful Mental Health Awareness and Dementia Fortnight in the workplace with many activities in partnership with SCC and HR. 11 staff members now trained as Mental Health First Aiders. The Communities team recently completed a full Section 11 Audit which required the Councils' to evidence how well we are meeting our statutory obligations in relation to safeguarding, duty of care, and promoting the welfare of Children and Vulnerable Adults. The audit takes account of the level of Corporate commitment toward safeguarding and how the Councils' ensure that safeguarding measures are implicit in our procurement processes and embedded into our policies. The Audit was validated by a Panel of members from the Local Safeguarding Children's Board. The Panel confirmed that Babergh and Mid Suffolk Councils provided strong evidence of compliance and agreed we demonstrated a high standard of service.</p>	<p>1. The Health and Wellbeing team formed a working group with staff from Ipswich Borough Council and Suffolk County Council to collaboratively organise and deliver a range of health and wellbeing promoting activities for Workplace Health Week held between 10 & 14 September. In addition we also held a Prostate Cancer Day on 12 September to raise awareness of the condition, helping to raise £250 for the East Suffolk Prostate Cancer Support Group (this covers the Babergh and Mid Suffolk area). The event involved a talk by a Macmillan nurse, information on diagnosis and the opportunity for staff to contribute to a local charity by wearing a sports top of their choice.</p> <p>2. A total of 96 women and girls took part in this year's Sudbury Women on Wheels event. This event promotes cycling for recreation and as an alternative mode of transport. It has enabled participants to have the confidence to take part and in some cases join local cycling clubs.</p>		

Main Achievements continued

The Health and Wellbeing Team have officially launched a new three-year joint project with Suffolk Sport.

3. The Make, Do & Friends Project has commenced. Suffolk Artlink in partnership with the Rural Coffee Caravan and Dance East and supported by the Communities team are delivering a high-quality outreach programme led by artists. The programme has secured Arts Council funding for two years and has been designed for and co-produced with older people, particularly those who are rurally isolated or lonely.

4. Lavenham is the most recent village to form a local Dementia Action Alliance and supported by the Health and Wellbeing team held a successful launch event on 18 July. It is actively supported by the Parish Council and the local East of England Co-Op.

5. Grants – a capital grant of £25,000 has been offered to the Stephenson Centre in Great Cornard (overall project £89,000). Section 106 funding of £16,000 has been provided to projects including the purchase of new open space in Cockfield, play equipment in Lawshall and fencing at Layham.

<p>Impact on communities/ the way we work</p>	<p>Active Wellbeing is a bespoke approach to help people living in rural communities who are physically inactive, into more active lifestyles. The programme will also support the development of new activities, where they are needed, to help older people to become and stay, active. Active Wellbeing will initially work with GP surgeries in Long Melford and Lavenham.</p>	<p>1.The Prostate Cancer Awareness event was well received by staff and feedback received demonstrated a positive impact. 2. As a result of the Women on Wheels events there has been an increase in the membership of local cycling clubs in Sudbury, Hadleigh and Boxford both of which now have a women’s section. More women cycling helps support our wider aim of helping more people to stay active. Some women and girls have also joined Sudbury and District Triathlon Club. 3. Community engagement for the Make, Do & Friends project started in September. It is working with older people including those living with dementia, and it is helping to reduce rural isolation and loneliness . 4. By developing a network of local dementia friends and engaging with local businesses, Lavenham Dementia Action Alliance is already making a positive impact. 5.The Council’s grant aid programme supports services and projects that benefit our communities and align with our strategic priorities.</p>		
<p>Key for trend graph: ● 2015/16 ● 2016/17 ● 2017/18 ● 2018/19 — target</p> <p>Key: n/a not applicable n/av not available</p>				

**Health and Wellbeing
Corporate Manager Jonathan Seed**

Performance measure	Period	Data	Target	Council	Trend	Comments
HW02 The total number of new referrals to the GP exercise on prescription schemes which will include a breakdown of: SSL managed schemes Other funded schemes Non funded schemes AMENDED MEASURE Cabinet Member: Margaret Maybury Data Owner: Jon Seed	2018/19 Qtr.2 Qtr.4	132	No target currently set, 2018/19 is baseline year.	BDC		The Leisure Services will regularly provide data for each quarter which will give a baseline for 2018/19. Targets can then be set for 2019/20. These figures of GP referrals represent Qtrs 1 and 2 are from leisure centres at Hadleigh, Kingfisher Leisure Centre, and Bergholt, Sudbury and Holbrook.
Performance measure	Period	Data	Target	Council	Trend	Comments
HW03 No. of new dementia friends (Local Dementia Action Alliances) NEW MEASURE Cabinet Member: Margaret Maybury Data Owner: Jon Seed	2018/19 Qtr.2 Qtr.4	49	No targets are set by Dementia Action Alliances.	BDC	The data represents combined numbers from Lavenham, Eye and Hadleigh	We work with villages and towns to form Dementia Action Alliances and then attend regular monthly meetings to see how each DAA recruits local businesses to become dementia friendly and deliver Dementia Friends Workshops to communities. We also provide any support and information for DAA events. Lavenham DAA and Hadleigh DAA have recently recruited businesses to become Dementia Friendly organisations. Data represents Qtr 1 and Qtr 2.
Performance measure	Period	Data	Target	Council	Trend	Comments
HW04 No. of businesses signed up to the national Dementia Declaration via a local Dementia Action Alliance NEW MEASURE Cabinet Member: Margaret Maybury Data Owner: Jon Seed	2018/19 Qtr.2 Qtr.4	33	No targets are set by Dementia Action Alliances.	BDC		We support Dementia Action Alliances and then attend regular monthly meetings to see how each DAA recruits local businesses to become dementia friendly and deliver Dementia Friends Workshops to communities. We also provide any support and information for DAA events. Lavenham DAA and Hadleigh DAA have recently recruited businesses to become Dementia Friendly organisations. Data represents Qtr 1 and Qtr 2.

Performance measure	Period	Data	Target	Council	Trend	Comments
HW05 No. of inactive older people in the target localities supported to become more physically active through the commissioned Active Wellbeing Programme Long Melford NEW MEASURE Cabinet Member: Margaret Maybury Data Owner: Jon Seed	2018/19 Qtr.2 Qtr.4	15	The 2018/19 baseline will inform target setting for 2019/20.	BDC		Programme is in early stages of development and workshops to deliver activity programmes are still in progress in Long Melford. The data shown is for Qtr 2 only and is provisional data. There is a update meeting on 11th October which will give an update on Programme development which is currently aiming to begin in Q3/Q4.

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Environment and Commercial Partnerships

Assistant Director Chris Fry

The Environment and Commercial Partnerships teams provide the services and expertise to support our communities and businesses to maintain a sustainable environment and meet the highest possible standards of environmental protection, food safety, energy efficiency, built environment, heritage protection, waste management and grounds maintenance, street cleansing, arboriculture and public conveniences.

	April - June 2018	July - September 2018	October - December 2018	January - March 2019
Main Achievements	<ul style="list-style-type: none"> • Additional 699 Garden Waste customers in the first 3 months • Material Recovery Facility Procurement documentation completed and advertised • Recycling Officers attended Hadleigh Show • 'Solar Suffolk Together' launched • Electric Vehicle point in Hadleigh installed • Suffolk Climate Change Partnership successfully bid for just under £2.8M from the Warm Homes Fund • 1445 Environmental enquiries, complaints and consultations dealt with 	<p>1 The location to plant a memorial avenue of Oak trees to commemorate the end of the 1914-18 Great War has been agreed. The avenue will be planted in Beaumont Park Hadleigh.</p> <p>2 The Litter Innovation Fund pilot period has been extended into September. Several parish councils have expressed an interest in buying the special bins as the new design is encouraging more people to place their rubbish in the bins rather than around them.</p>		
Main Achievements (continued)	<p>Central Government gave local authorities the opportunity to bid for funding to combat roadside littering. £10,000 funding was secured and the project is supported by all 7 Suffolk local authorities, each authority also put £500 into the budget and agreed to pledge officer time for monitoring.</p>			

Impact on communities / the way we work	Support for local events and continued expansion of garden waste collection service is enabling communities to recycle and compost more waste and by pursuing prosecutions for fly-tipping we are helping to protect communities from illegal and irresponsible behaviours.	2 Initial feedback has indicated that since the level of rubbish in bins has been monitored this has greatly assisted in deploying staff to areas of need.		
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Key for trend graph:
 ● 2015/16
 ● 2016/17
 ● 2017/18
 ● 2018/19
 _____ target

Key:
 n/a not applicable
 n/av not available
 highlighted measure, further detail in main report

**Building Control
Corporate Manager Paul Hughes**

Performance measure	Period	Data	Target	Council	Trend	Comments															
BC01 No. of live cases for building control Cabinet Member: Tina Campbell Data Owner: Paul Hughes	2017/18		n/av	BDC	<table border="1"> <caption>Live cases for building control</caption> <thead> <tr> <th>Year</th> <th>Qtr. 1</th> <th>Qtr. 2</th> <th>Qtr. 3</th> <th>Qtr. 4</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>154</td> <td>161</td> <td>143</td> <td>155</td> </tr> <tr> <td>2018/19</td> <td>136</td> <td>141</td> <td></td> <td></td> </tr> </tbody> </table>	Year	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	2017/18	154	161	143	155	2018/19	136	141			There has been a small increase in the number of live cases compared to last quarter, however, the overall trend remains downward reflecting anecdotal evidence from customers of a general slowdown in construction activity. We will continue to monitor to see if this trend continues.
	Year	Qtr. 1	Qtr. 2			Qtr. 3	Qtr. 4														
	2017/18	154	161			143	155														
	2018/19	136	141																		
	Qtr. 1	154																			
	Qtr. 2	161																			
	Qtr. 3	143																			
	Qtr. 4	155																			
2018/19		n/av																			
Qtr. 1	136																				
Qtr. 2	141																				

Performance measure	Period	Data	Target	Council	Trend	Comments	
BC02 % of market share of building control applications Cabinet Member: Tina Campbell Data Owner: Paul Hughes	2016/17		n/av	BDC		Our competitors for market share continue to market aggressively in our district. Work is underway to stabilise our share, we have seen a slight increase during this period.	
	Qtr.1	70.90%					
	Qtr. 2	70.10%					
	Qtr. 3	69.50%					
	Qtr. 4	70.40%					
	2017/18		n/av				
	Qtr. 1	66.00%					
	Qtr. 2	62.00%					
	Qtr. 3	65.00%					
	Qtr. 4	63.00%					
	2018/19		60%				
	Qtr. 1	60.00%					
	Qtr. 2	64.00%					

**Waste Services
Corporate Manager Oliver Faiers**

Performance measure	Period	Data	Target	Council	Trend	Comments	
WS01 £ Overall income generated through chargeable waste services (including business waste) (cumulative total) Cabinet Member: Tina Campbell Data Owner: Laura Sewell	2016/17		£1,142,369	BDC		Performance on target	
	Qtr.1	£934,021					
	Qtr.2	£1,071,057					
	Qtr.3	£1,157,230					
	Qtr.4	£1,234,283					
	2017/18		£1,295,997				
	Qtr.1	£956,383					
	Qtr.2	£1,142,859					
	Qtr.3	£1,236,724					
	Qtr.4	£1,314,492					
	2018/19		£1,380,000				
	Qtr.1	£985,090					
	Qtr.2	£1,180,485					

Performance measure	Period	Data	Target	Council	Trend	Comments
WS04 £ Income generated through business waste services Cabinet Member: Tina Campbell Data Owner: Laura Sewell	2015/16		n/av	BDC		Cumulative figure is plotted on graph to show the final total income generated. On track
	Qtr.1	£470,464				
	Qtr.2	£4,922				
	Qtr.3	£101				
	Qtr.4	£2,241				
	2016/17		n/av			
	Qtr.1	£505,021				
	Qtr.2	£20,173				
	Qtr.3	£8,792				
	Qtr.4	£4,233				
	2017/18		n/av			
	Qtr.1	£540,982				
	Qtr.2	£9,174				
	Qtr.3	£7,581				
	Qtr.4	£1,083				
	2018/19		£575,000			
Qtr.1	£551,345					
Qtr.2	£6,167					
Qtr.3						
Qtr.4						
Performance measure	Period	Data	Target	Council	Trend	Comments
WS05 No. of business waste customers Cabinet Member: Tina Campbell Data Owner: Laura Sewell	2015/16		n/av	BDC		On Track
	Qtr.1	824				
	Qtr.2	843				
	Qtr.3	840				
	Qtr.4	836				
	2016/17		n/av			
	Qtr.1	846				
	Qtr.2	872				
	Qtr.3	871				
	Qtr.4	882				
	2017/18		n/av			
	Qtr.1	879				
	Qtr.2	885				
	Qtr.3	881				
	Qtr.4	884				
	2018/19		900			
Qtr.1	880					
Qtr.2	882					
Qtr.3						
Qtr.4						

Performance measure	Period	Data	Target	Council	Trend	Comments
WS06 No. of garden waste subscribers Cabinet Member: Tina Campbell Data Owner: Laura Sewell	2015/16		n/av	BDC		Performance above target.
	Qtr. 1	12,100				
	Qtr. 2	12,257				
	Qtr. 3	12,283				
	Qtr. 4	12,413				
	2016/17		n/av			
	Qtr. 1	12,695				
	Qtr. 2	12,985				
	Qtr. 3	12,963				
	Qtr. 4	13,127				
	2017/18		n/av			
	Qtr. 1	13,378				
	Qtr. 2	13,567				
	Qtr. 3	13,563				
	Qtr. 4	13,567				
	2018/19		14,200			
Qtr. 1	14,288					
Qtr. 2	14,281					
Qtr. 3						
Qtr. 4						
Performance measure	Period	Data	Target	Council	Trend	Comments
WS07 Missed Bins - rate/100,000 collections Cabinet Member: Tina Campbell Data Owner: Laura Sewell	2017/18		100	Both		A review of this measure took place following the Q1 performance report. The target for this measure has been adjusted to take into account all bin collections covering all bin types.
	Qtr. 1	267				
	Qtr. 2	98				
	Qtr. 3	248				
	Qtr. 4	186				
	2018/19		1500			
	Qtr. 1	266.6				
	Qtr. 2	340.9				
	Qtr. 3					
	Qtr. 4					
Sustainable Environment Corporate Manager James Buckingham						
Performance measure	Period	Data	Target	Council	Trend	Comments
SE01 No. of instances of fly tipping NEW MEASURE Cabinet Member: Tina Campbell Data Owner: Joanna Hart	2016/17	313		BDC		The reports of fly tipping come from the public and we ensure that these instances are cleared within 2 working days. Please see performance measure CRP04.
	2017/18	291				
	2018/19		n/a			
	Qtr.1	67				
	Qtr.2	61				
	Qtr.3					
	Qtr.4					

Performance measure	Period	Data	Target	Council	Trend	Comments										
CPR03 No. of community litter picks supported by council NEW MEASURE Cabinet Member: Margaret Maybury Data Owner: Peter Garrett	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	36 18	No target these are new programmes with baselines to be established	BDC	<table border="1"> <caption>Litter Picks Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Qtr.1</td> <td>36</td> </tr> <tr> <td>Qtr.2</td> <td>18</td> </tr> <tr> <td>Qtr.3</td> <td>0</td> </tr> <tr> <td>Qtr.4</td> <td>0</td> </tr> </tbody> </table>	Quarter	Value	Qtr.1	36	Qtr.2	18	Qtr.3	0	Qtr.4	0	Second quarter figures are lower because most community litter picks occur in the early spring before the vegetation has grown too long to collect.
Quarter	Value															
Qtr.1	36															
Qtr.2	18															
Qtr.3	0															
Qtr.4	0															
Performance measure	Period	Data	Target	Council	Trend	Comments										
CRP04 Average response time for fly tipping from report to collection NEW MEASURE Cabinet Member: Margaret Maybury Data Owner: Peter Garrett	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	1 1	2 working days	BDC	<table border="1"> <caption>Response Time Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Qtr.1</td> <td>1</td> </tr> <tr> <td>Qtr.2</td> <td>1</td> </tr> <tr> <td>Qtr.3</td> <td>0</td> </tr> <tr> <td>Qtr.4</td> <td>0</td> </tr> </tbody> </table>	Quarter	Value	Qtr.1	1	Qtr.2	1	Qtr.3	0	Qtr.4	0	Target is two working days. The majority are collected within 1 working day.
Quarter	Value															
Qtr.1	1															
Qtr.2	1															
Qtr.3	0															
Qtr.4	0															

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Agenda Item 9

BABERGH DISTRICT COUNCIL and MID SUFFOLK DISTRICT COUNCIL

TO: Cabinet	REPORT NUMBER: BCa/18/50
FROM: Christina Campbell Cabinet Member for Environment	DATE OF MEETING: 13 December 2018
OFFICER: Chris Fry, Assistant Director Environment and Commercial Partnerships	KEY DECISION REF NO. CAB60

PROPOSAL FOR A NEW INTER AUTHORITY AGREEMENT FROM SUFFOLK COUNTY COUNCIL FROM 2019 - 2024

1. PURPOSE OF REPORT

- 1.1 The purpose of the report is to agree to a continuation of the Inter Authority Agreement which expires in April 2019 for a further 5-year period and to agree the revised Recycling Performance Payments for the various commodities from 2019 to 2024.

2. OPTIONS CONSIDERED

- 2.1 The alternative to entering into a further extension of the Inter Authority Agreement would be to stop working collaboratively across Suffolk and potentially have Suffolk County Council as the Waste Disposal authority 'direct' collection arrangements in the Districts which would not be financially advantageous to the authority.

3. RECOMMENDATION

- 3.1 That the Cabinet approves entering into a further 5-year period of the Inter Authority Agreement between the Waste Collection Authorities and the Waste Disposal Authority.

REASON FOR DECISION

Working collaboratively across the Suffolk Waste Partnership benefits both the Waste Disposal Authority and Waste Collections Authorities in setting out clearly both working arrangements and recycling performance payments.

4. KEY INFORMATION

- 4.1 All the Suffolk Waste Authorities are currently signed up to an Inter Authority Agreement that was agreed in April 2014 and runs until April 2019. The purpose of the IAA is to establish a clear and accountable framework under which the Suffolk Waste Partnership (SWP) will work in collaboration and agree funding over and above the requirements of the statutory regime for recycling performance payments (RPP).

- 4.2 The IAA sets the level of recycling credit payable from Suffolk County Council (SCC) as the Waste Disposal Authority (WDA) to the District and Borough Councils as the Waste Collection Authorities (WCA).
- 4.3 The IAA determined a 15-month notice period for agreeing a new settlement and due to the proposed changes in RPP a revised notice period was agreed and we are now at that point and a draft proposal has been circulated to districts for approval.
- 4.4 The agreement will be subject to a periodic formal review period of 5 years. The next review will occur no later than Autumn 2023.
- 4.5 The IAA is attached as Appendix 1 to this report. The IAA is a working document and some annexes are being revised. The key aspects of the document relating to this report are the main document (pages 1-3) and annex 7.
- 4.6 There are a number of options for dealing with recycling arrangements, these include:
- The WDA directing the WCA where to deliver recycling material and the WDA being responsible for treatment without making any payment to WCA's
 - The WDA paying the statutory recycling payment to the WCA
 - The WDA and WCA entering into a local agreement

Suffolk has historically opted for a Local Agreement, however in the event that districts are unable to agree, SCC has the ability to 'direct' districts and to take over the recycling responsibilities itself. At this point, no RPP would be payable to districts, which would represent a significant loss of income. It is therefore in the interests of all districts to agree a county wide level of RPP from 2019-2024.

- 4.7 The principles of the IAA are as set out below:
- That WCAs and the WDA will work together as members of the Suffolk Waste Partnership to fulfil their responsibilities as regards waste collection and disposal.
 - That the Joint Municipal Waste Management Strategy for Suffolk (JMWMS) will provide the agreed strategic direction for the partnership, and that this supports the SWP in carrying out its functions in accordance with the Waste Hierarchy.
 - That the four key principles of (a) Transparency, (b) Consultation, (c) Co-operation and (d) Best Value should underpin the way in which the collective responsibilities of the SWP are fulfilled.
 - That procurement of waste services will be carried out to maximise benefit to the council tax payer.
 - That all partners will benefit equally from savings and efficiencies arising from the contracts and costs/benefits are apportioned (i) appropriately (ii) and proportionately.
 - That there is a need for medium term security of financial mechanisms to ensure appropriate service budget planning.

4.8 The table below outlines the existing Recycling Performance Payments and the proposed agreed payments from 2019 to 2025.

Authority	2018/19		2019/20 – 2023/24		
	Dry Recycling	Organic	Kerbside Recycling	Bring Sites	Organic
Babergh District Council	54.76	54.76	54.76	30.00	30.00
Forest Heath District Council	54.76	54.76	54.76	30.00	30.00
Ipswich Borough Council	54.76	44.95	54.76	30.00	44.95
Mid Suffolk District Council	54.76	54.76	54.76	30.00	30.00
St Edmundsbury Borough Council	54.76	54.76	54.76	30.00	30.00
Suffolk Coastal District Council	54.76	41.14	54.76	30.00	30.00
Waveney District Council	54.76	54.76	54.76	30.00	30.00

4.9 All of the financial implications to the Council have been well signposted and taken into account in budget preparation and the Medium Term Financial Strategy.

4.10 Other items proposed by SCC and under negotiation:

- Separate food waste support = up to value of avoided disposal through the energy from waste facility (circa £85/Tonne). In reality this would not cover the costs of collection particularly in rural areas. The SWP continue to monitor this particularly with the imminent release of the Governments Waste and Resources Strategy
- Continued Suffolk Waste Partnership manager and Resource Efficiency Fund agreement (currently a £10,000 cost for BMSDC per year)
- Districts agreeing a ‘cap’ on the level at which WDC is required to meet increases in processing costs (the ‘gate fee’). If the gate fee reaches £25 per tonne – then SCC will fund 50% of the increase above £25, and 100% of the increase above £50. Members should note that there is currently no upper limit in place, and the WCA’s would be responsible for meeting all increases in gate fee under the current arrangement. It is likely that the trajectory of the gate fee over the next few years will be upward. This is driven by volatility in the Asian markets for the products of the MRF (e.g. paper, cardboard and plastics) and MRF operators are seeking to offset this through increases in the gate fee. We are experiencing this in the current MRF procurement.

5. LINKS TO JOINT STRATEGIC PLAN

5.1 Increasing recycling rates is an objective set out in the Joint Strategic Plan. Achieving the correct level of RPP is important in supporting this objective.

5.2 RPP covers both a proportion of the costs of waste collection and, potentially, provides an incentive for district authorities to promote good recycling behaviours amongst local residents and businesses.

5.3 The view of officers and the Suffolk Waste Partnership is that the proposal from SCC provides a level of financial incentive to improve performance.

6. FINANCIAL IMPLICATIONS

- 6.1 As mentioned in the report the proposed changes to the RPP for organics were well signposted by SCC over a 3-year period and BMSDC RPP organic payment was preserved over that period until April 2019. All proposed changes have been incorporated into the Council's financial budgets.
- 6.2 Although as mentioned in 6.1 above the budget changes have been incorporated into Babergh and Mid Suffolk budgets for 2019/20 the reduction in RPP payments has not been insignificant. The reduction is a loss of income of approximately £111,700 for Babergh and £106,260 for Mid Suffolk. However, if SCC directed us across the whole of our recycling operations we would lose approximately £100,000 per authority.

7. LEGAL IMPLICATIONS

- 7.1 The SWP will be entering in to a further five-year period of the Inter Authority Agreement from April 2019. This has a significant benefit to all Suffolk authorities to work in a collaborative way.

8. RISK MANAGEMENT

- 8.1 This report is most closely linked with the Council's Corporate / Significant Business Risk No.5c, if we do not understand our financial position. Key risks are set out below:

Risk Description	Likelihood	Impact	Mitigation Measures
If we do not reach agreement on the level of Recycling Performance Payments, we would be unable to budget properly and we could be directed by Suffolk County Council resulting in a financial loss.	Unlikely - 2	Bad - 3	Enter in to a new 5-year IAA which sets out RPP payments over that period.

9. CONSULTATIONS

- 9.1 The SWP has worked collaboratively on the new proposals and consultations have taken place between the WDA and WCA's.

10. EQUALITY ANALYSIS

- 10.1 The renewal of the IAA does not change any working arrangements that affect residents and therefore an Equality Impact Assessment is not required.

11. ENVIRONMENTAL IMPLICATIONS

- 11.1 The renewal of the IAA does not change any working arrangements, it is a continuation of current working practices with only financial changes and therefore the report has no direct environmental implications.

12. APPENDICES

Title	Location
Appendix A - Inter Authority Agreement	Attached

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Suffolk Waste Partnership Inter-Authority Agreement – 1st Review completed April 2018
- 2nd Review by Autumn 2023

1 Introduction

- 1.1 The aim of this Inter Authority Agreement (IAA) is to recognize that there needs to be an agreement between the Waste Collection Authorities (WCAs) and the Waste Disposal Authority (WDA) to ensure continued and improving effectiveness in delivering joint waste service contracts in Suffolk.
- 1.2 This agreement will be subject to a periodic formal review period of 5 years, or sooner subject to Section 2 of this document. The next review will occur no later than Autumn 2023.
- 1.3 The main body of the document identifies the agreed general principles with Annexes identifying the contract or project specific agreements. These will be added as agreed by the SWP. It is considered that this modular system provides a flexible approach to waste management in Suffolk.

2 Principles

- 2.1 That WCAs and the WDA will work together as members of the Suffolk Waste Partnership to fulfil their responsibilities as regards waste collection and disposal.
- 2.2 That the Joint Municipal Waste Management Strategy for Suffolk (JMWMS) will provide the agreed strategic direction for the partnership, and that this supports the SWP in carrying out its functions in accordance with the Waste Hierarchy.
- 2.3 That the four key principles of (a) Transparency, (b) Consultation, (c) Co-operation and (d) Best Value should underpin the way in which the collective responsibilities of the SWP are fulfilled.
- 2.4 That procurement of waste services will be carried out to maximise benefit to the council tax payer.
- 2.5 That all partners will benefit equally from savings and efficiencies arising from the contracts and costs/benefits are apportioned (i) appropriately (ii) and proportionately.
- 2.6 That there is a need for medium term security of financial mechanisms to ensure appropriate service budget planning.

3 Existing Payments and Reviews

- 3.1 Table 1 below outlines agreed Recycling Performance Payments. The sums stated will continue without inflationary uplift until:
 - 3.1.1 Contracts come up for renewal, review, or procurement; or
 - 3.1.2 Changes by all parties concerned are agreed

3.2 Table 1: Agreed Recycling Performance Payments (RPP)

Authority	2018/19		2019/20 – 2023/24		
	Dry Rcl	Organic	Kerb Rcl	Bring	Organic
Babergh District Council	54.76	54.76	54.76	30.00	30.00
Forest Heath District Council	54.76	54.76	54.76	30.00	30.00
Ipswich Borough Council	54.76	44.95	54.76	30.00	44.95
Mid Suffolk District Council	54.76	54.76	54.76	30.00	30.00
St Edmundsbury Borough Council	54.76	54.76	54.76	30.00	30.00
Suffolk Coastal District Council	54.76	41.14	54.76	30.00	30.00
Waveney District Council	54.76	54.76	54.76	30.00	30.00

- 3.3 The Recycling Performance Payments stated in table 1 are subject to defined agreements and cost sharing mechanisms as set out in Appendix 7 of this Inter Authority Agreement.
- 3.4 The WCAs and the WDA will review RPP payments for subsequent years based on policy changes, market conditions and inflation. Notice of changes will be as set out in para 3.5.
- 3.5 Trigger points for review of existing contracts or/and agreements (as set out in Annexes) will be;
- 3.5.1 A Materials Recovery Facility gate fee with a cost exceeding £20 per tonne.
 - 3.5.2 Change of systems/processes resulting in significant costs/savings or/and tonnages collected
 - 3.5.3 Expiry or termination of contracts requiring new contract arrangements to be put in place
 - 3.5.4 Budget changes
 - 3.5.5 New or revised HM Government legislation or regulation etc
- 3.6 Where budget changes are proposed these will be either (i) mutually agreed or (ii) unilaterally imposed with a minimum of 15 months notice to the WCA or WDA.
- 3.7 Factors that could be considered as part of a review or the introduction of new processes/systems/schemes may include; RPP, savings/costs of WDA/WCA, income generated,
- 3.8 The WDA may have to change the location of existing delivery points and if this is necessary the WDA and WCA(s) will work together to minimise the financial impact of such change to either or both of them. The WDA will bear the reasonable costs (or benefits) of the WCA(s) of such change.

4 Partnering

- 4.1 Partnering means for each partner that they;
- 4.1.1 work in good faith with the other parties to mutual advantage, resolve problems together with the other parties rather than taking an adversarial stance, act reasonably and in so far as is reasonably possible share information that could reasonably be expected to impact upon this IAA or the parties to this IAA;
 - 4.1.2 take all reasonable steps (without being obliged to incur expenditure) to mitigate any losses arising from a party's actions under this IAA;
 - 4.1.3 use all reasonable endeavours working together with the other parties to minimise waste and to improve the amount reused, recycled, composted and recovered from Suffolk's collected waste.
 - 4.1.4 discuss any proposed changes to sovereign collection, disposal or cleansing services, as defined by the Baseline Review Procedure outlined in Annex 1 of this Inter Authority Agreement, with all partners at least 1 month prior to any recommendations being submitted to individual authority Members for a final decision.

5 Dispute Resolution Procedure

- 5.1 Any disagreement or dispute concerning this IAA shall be first referred to a meeting of each of the parties who is involved in the disagreement or dispute to resolve the matter.
- 5.2 In the event that the disagreement or dispute is not resolved within a reasonable period of time by the parties, the disagreement or dispute shall be referred
- 5.2.1 to a meeting of the chief officers of each of the parties involved and/or
 - 5.2.2 to the Suffolk Waste Partnership who shall enter into good faith negotiations to resolve the matter.
- 5.3 In the event that the dispute remains unresolved it shall be referred to a mutually acceptable mediator to see if they can bring the two parties together.

7 Specific arrangements

These will be negotiated as contracts are let. These will be drafted as Annexes to this document, as agreed by the SWP.

Annex 1 – IAA Baselines and Review Procedure

Annex 2 – Trade Waste

Annex 3 - MRF and Transfer Station Cost & Apportionment

Annex 4 – Street Sweepings

Annex 5 – Annual Resource Efficiency Fund Contributions

Annex 6 – Organics (annex 7 will be superseded by annex 7 from 1 April 2019)

Annex 7 – Recycling Performance Payments

Annex 1 - IAA Baselines and Review Procedure

1. Introduction

- 1.1 The WDA and WCAs have each agreed a Baseline (WCA/WDA Baseline). The County Council's EFW contractor, SUEZ, has calibrated its facility and services on the basis of those Baselines and any future change in the Baselines may entitle the EFW Contractor to apply to the WDA for an adjustment to payments, relief from obligations or other compensation.
- 1.2 The purpose of the Baselines is to provide long term certainty and stability to the WDA for the purpose of managing the EFW contract and to avoid, as far as is possible, detrimental effect on the EFW contract. The WCAs shall not be prevented from undertaking their own waste minimisation or recycling schemes in accordance with the JMWMS (or otherwise changing their WCA Baselines) provided they comply with the Review Procedure below.

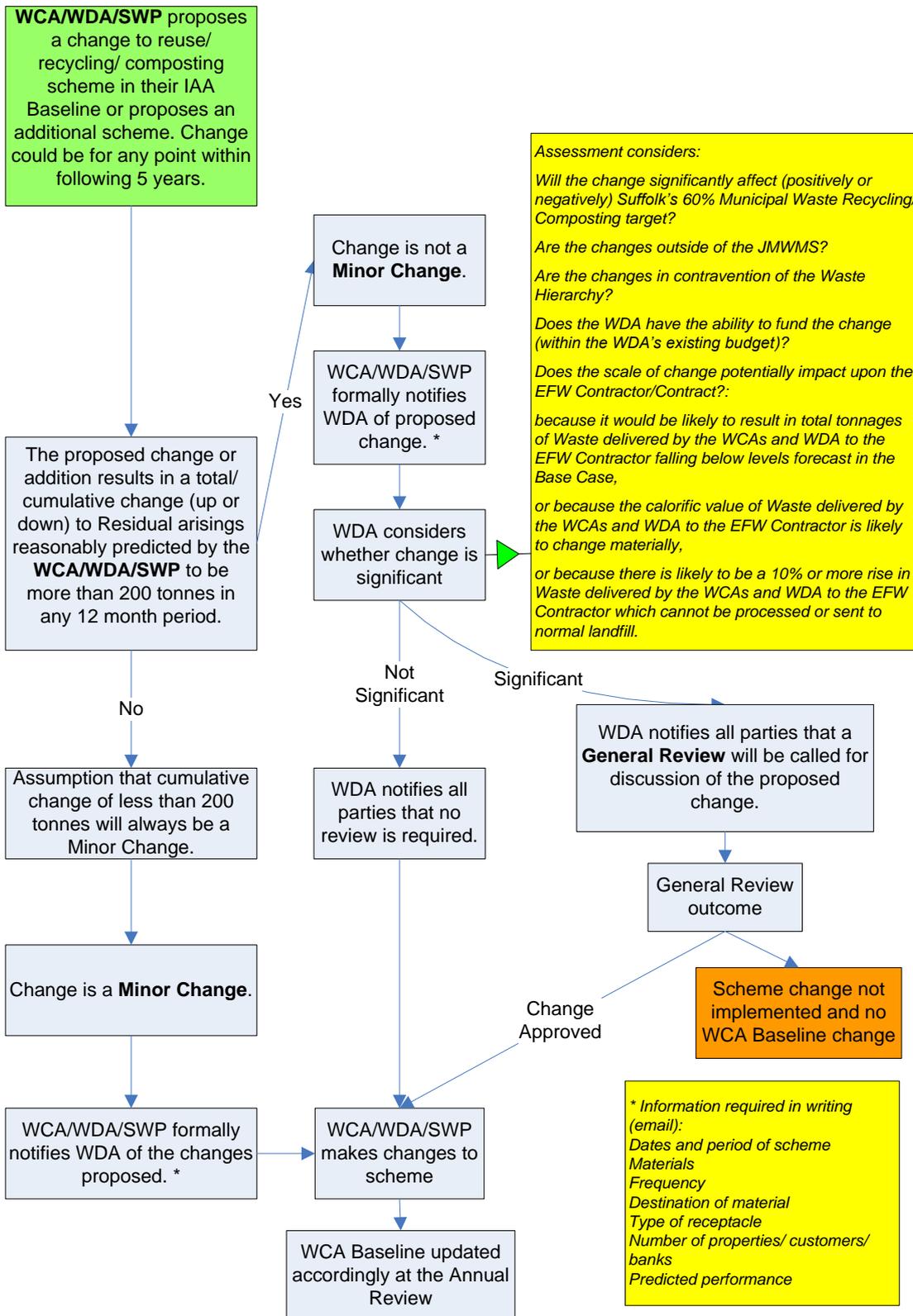
2. The Parties acknowledge that this IAA shall be treated and shall stand as:-

- 2.1.1 a direction of the WDA under section 51(4) of the EPA, directing the WCAs to deliver their municipal waste under the meaning of the relevant acts to designated delivery points and to reflect the provisions the WCA Baseline; and
- 2.1.2 a direction of the WDA under section 31 of the WET Act directing the WCAs to separate waste before delivery as set out in the WCA Baseline; and
- 2.1.3 a notice under section 48(2) of the EPA that the WCAs intend to retain the Waste identified in the WCA Baseline for their own recycling arrangements; and
- 2.1.4 a notice under section 48(4) of the EPA that the WDA objects to any recycling arrangements made by the WCAs other than those identified in the WCA Baseline or agreed through the IAA Baseline Review Procedure.
- 2.2 Each WCA and the WDA hereby agrees to carry out services as set out in its Baseline and not to retain any Municipal Waste other than:
- 2.2.1 as provided in its WCA/WDA Baseline; or
- 2.2.2 as otherwise agreed between the Parties and effected in accordance with the Baseline Review Procedure below.
- 2.3 The WCA Baselines and WDA Baseline shall be updated and reviewed annually between September and November (each time looking ahead to the following five years).

3. General Review

- 3.1. If a proposed change to a WCA or WDA Baseline is deemed to have a significant and adverse impact on the WDA's financial position or its ability to perform its contractual obligations under the EFW Contract, such change shall be approved, or not, solely at the WDA's discretion.

4. Baseline Review Procedure



Annex 2 – Trade Waste

Principles

1. PRINCIPLE 1 – The trade waste recharge should reflect the averaged costs of trade waste transfer and disposal across Suffolk as now. This should enable council trade services to continue compete with local private operators.
2. PRINCIPLE 2 – Where adjustments (Step 2) need to be made, these could be up or down, and should be in the overall interest of the taxpayer. But that councils would not be “subsidised” to artificially protect their market share.

Initial Agreement for Trade Waste Recharge (STEP 1)

3. The trade waste recharge be set at the EfW contract 'Band 2' gate fee (effectively the marginal cost of disposal), plus the average haulage (only) cost of trade waste from waste transfer stations to disposal (the marginal cost of trade waste transfer). This rate to apply from 1 April 2014, in order to allow a fixed rate for customers throughout the year. It also represents a reduction from current costs.

Agreement to Review Trade Waste Recharge If Required (STEP 2)

4. If, once the EfW is operational and its impacts on the local trade waste sector are clear, it is apparent that district trade services are losing business due to uncompetitive disposal costs, AND if it is in the interests of the public purse overall, then the parties commit to negotiating a lower disposal recharge rate. (In this regard we would be acting as though we had a common budget and transferring funds from one budget line to another to achieve the least cost solution overall, but not protecting trade market share if this puts up costs to the taxpayer overall). A future solution might need to reflect differences in the market for commercial waste disposal in different areas, so might not necessarily involve a single countywide rate of trade waste recharge.
5. On the other hand if the WDA trade waste recharge is lower than the prevailing market price then it is reasonable to expect trade waste to contribute towards the fixed costs of transfer provision. In these circumstances the parties commit to negotiating a higher disposal recharge rate. Again, this might not necessarily involve a single countywide rate.

Trade Waste Recharge Rate:

6. Our current best estimates of the costs of landfill and energy from waste disposal for 2013/14, 2014/15 and 2015/16 are presented below. The highlighted figures are those reflecting the trade waste recharge proposal (Step 1) outlined above.

	Average disposal cost (mainly landfill)	Average disposal cost excl Colnbrook	Energy from Waste Band 1	Energy from Waste Band 2	Average Transfer Costs (Haulage only)	Proposed Trade Recharge = Marginal Transfer and EfW cost
2018/19						
2019/20						
2020/21						

Annex 3 – MRF and Transfer Station Cost & Apportionment

Transfer Stations

- 1) The prime principle in the apportionment of the costs of transfer stations is ‘that all partners will benefit equally from savings and efficiencies arising from the contracts, and that costs and benefits will be apportioned (i) appropriately and (ii) proportionately.’
- 2) The costs are, therefore, apportioned appropriately on the basis of the residual and the non-residual waste streams, to the County Council and WCAs respectively, and proportionately on the basis of tonnes processed through the transfer stations.
- 3) The direct costs of the transfer stations to be apportioned include the capital financing costs of buildings (but neither land nor HWRC costs), the lease or rent of facilities, the operation of the facility, and the running costs of the building (such as utilities, NNDR, maintenance, etc.).
- 4) The contract for the operation of the transfer stations will also include payments for the haulage of residual waste to Great Blakenham, and in the case of the Lowestoft site the haulage of organic waste to Parham. These costs will be apportioned directly to the County Council for residual waste, and Waveney for the haulage of the organic waste.
- 5) In addition to the direct costs, there may be specific indirect costs falling on the County Council due to contract management requirements, such as quality control on recyclate materials and/or composition analysis studies. If these costs, or others, can be identified separately then they will be apportioned in accordance with the principles stated above.
- 6) The costs included in the calculation of the apportionments should be (a) transparent (b) consultative (c) co-operative, and (d) Best Value.
- 7) The outcome from the apportionment calculation will be the costs of handling and hauling of residual waste, and a cost for the handling of recyclates (both dry and organic) at the transfer stations.

Waste Collection Authorities’ transport costs

- 8) The location of the core transfer station sites could lead to additional collection costs on WCAs through the increased mileage of residual and recyclate vehicles, and possibly a requirement for additional vehicles. Similarly there may be reduced costs for other WCAs. These costs and benefits are to be included in an apportionment calculation. As the principle stated above splits the responsibility for costs between residual and non-residual waste streams, there will need to be an appropriate split of WCA costs and savings along these lines.
- 9) Alongside the core sites, there will be a procurement exercise to identify where savings could be made through the use of additional sites.
- 10) The amount of any WCA cost adjustments should be identifiable and open to scrutiny.
- 11) The outcome from the apportionment calculation will be an overhead to the residual and non-residual waste streams.

Material Recovery Facilities (MRFs)

- 12) The contract for MRF operations relates to the haulage of materials from transfer stations, and the processing and sale of materials as supplied by the WCAs.
- 13) In addition to these costs there are the handling charges of the transfer stations, as calculated using the process described above, and, again, any contract management costs that can be specifically apportioned to the recyclate waste stream.
- 14) Similarly, any WCA net costs or net savings resulting from the transfer station locations, as calculated above, will be included in this calculation.
- 15) The total cost, or income, of the entire MRF processes will be apportioned across the WCAs in relation to the tonnes provided by each WCA. In other words, there will be an average figure for each tonne of dry recyclate that will be applicable to every tonne, and applicable to each WCA.

Annex 4 - Street Sweeping Recycling Contract (2014)

1. Responsibilities

1.1. The new Street Sweeping recycling contract will be managed centrally by Suffolk County Council, whereas at present the WCAs individually manage their existing arrangements.

1.2. This will result in the following responsibilities for the WCAs and SCC:

1.2.1. SCC

- General contract management – including contractor meetings, resolving disputes.
- High level validation of data/weights
- Sharing of data/weighbridge ticket reporting with WCAs
- Payment of invoices
- Payment of RPP Balance/Handling Fee to WCAs

1.2.2. WCAs

- Detailed validation of weighbridge tickets
- Local arrangements for collection of bulked sweepings by contractor, including loading in some cases.

2. Financial Arrangements

2.1. Prior to the new street sweepings contract, the contractor's fee for collection and recycling of sweepings is met by the WCAs, who in turn receive a recycling performance payment (RPP) from the County Council. At present the contractor fee is £52 per tonne, and the RPP is £54.76 per tonne, leaving the WCAs with a surplus of £2.76 per tonne. This £2.76 per tonne is regarded as necessary for the WCAs to contribute to the costs of handling the material in bays at their depots.

2.2. To ensure no party is unfairly disadvantaged and any future benefits are shared equitably, it is agreed that under the new street sweeping contract the WCAs will receive, as a minimum, £2.76 per tonne as a "handling fee" where they provide this service.

2.3. In addition, if the contracted costs of collection and recycling of street sweepings fall below £52.00, then the resulting savings will be shared 50:50 between the County Council and the WCAs. The WCA share will be paid as an enhancement to the per tonne "handling fee".

2.4. There are two scenarios where this arrangement would change.

2.4.1. Scenario 1

The savings share, as a 50% share of any reduction in contractor fee below £52, will be paid as long as SCC is making a saving. This will only be a risk once the EFW facility has commenced operation. In particular if the annual contract waste delivered drops below the Put or Pay level of 170,000 tonnes per annum and if SCC and/or SITA are not able to source substitute waste then SCC will in effect be paying for disposal at the same time as paying for recycling, and so savings will not be made. Should this scenario occur (i.e. contract waste drops below 170,000 tonnes per annum) then SCC will continue to pay the £2.76 handling payment per tonne, but will not pass on the 50% share of any reduction in the gate fee.

2.4.2. Scenario 2

If in the future the sweepings are no longer stored in bays at depots but instead are tipped at SCC managed Transfer Stations, the handling costs will not be incurred by the relevant WCA and handling costs will be incurred by SCC, so the handling payment of £2.76 per tonne will cease. Any saving relating to a reduction from the starting gate fee of £52 per tonne would still be shared on a 50:50 basis.

- 2.5. For clarity, where waste is delivered directly to the recycling contractor's facility by a WCA, the Handling Fee of £2.76 per tonne will still be paid.
- 2.6. For further clarity, the new contract will consist of 2 charges – firstly a rate per tonne for the treatment of the waste plus a second rate per tonne for the collection and haulage of the waste. It is this combined contractor fee which will be compared against the current price of £52 per tonne.
- 2.7. Should any future review of the RPP mechanism change the value of the RPP, this financial arrangement would also need to be reviewed.

3. Contract Period

- 3.1. The street sweeping recycling contract is being procured with a 5 year term (commencing 1 October 2014) with the option to extend for up to 2 years.
- 3.2. Agreement was reached with the incumbent contractor (EWD) in August 2018 to extend the contract on its current terms for a further 2-year term to 30th September 2021.

Annex 5 – Resource Efficiency Fund (from 1 April 2016)

1. Introduction

- 1.1. The Suffolk Waste Partnership (SWP) originally created the Resource Efficiency Fund (REF) in 2009/10.
- 1.2. The REF was designed to be the mechanism by which the SWP could jointly fund developmental and communications projects in support of our Joint Municipal Waste Management Strategy aims and objectives.
- 1.3. Suffolk County Council commenced payments into the REF at the end of the 2010/11 financial year and continued to provide payments in all subsequent years to 2015/16.
- 1.4. In early 2016, the Suffolk Waste Partnership Director Group developed a revised proposal for the funding of the REF which would see all 8 SWP member authorities equitably support the REF in future years. This proposal was subsequently endorsed by the SWP Members Group in March 2016.
- 1.5. This annex therefore seeks to codify the agreed funding mechanism into the SWP's Inter Authority Agreement.

2. REF Funding Formula

- 2.1. The REF will be funded 50/50 between the WDA and the 7 WCAs collectively.
- 2.2. Any external funding received through the MRF contract will form part of the collective WCA funding.
- 2.3. The WCAs collective contribution will be split equally between the 7 authorities.
- 2.4. The REF will be used to support both the developmental and communications needs of the SWP. This will include but is not limited to public communications projects and campaigns, event attendance and support, waste composition analysis, strategic project development, consultant and consultation costs.
- 2.5. The REF will not be used to employ additional permanent staff but can be used to employ temporary staff to deliver specific projects should they require it.
- 2.6. The total annual REF contributions will initially be set at £120,000 for 2016/17. This will be reviewed annually by SWP Directors in advance of the start of the financial year.
- 2.7. Officers will provide a high level REF business plan to Directors in February/March of each year outlining the identified service objectives and projected costs for the coming financial year. SWP Directors will then scrutinise, amend and approve the plan as required.
- 2.8. Should Officers submit a high level business plan with projected annual costs in excess of £120,000, then SWP Member approval for the increased sum must be sought.
- 2.9. Once approval has been provided by either the SWP Director or Member groups (as required), authority for the spending of the agreed budget will be delegated to the Suffolk Waste Partnership Manager.
- 2.10. The Suffolk Waste Partnership Manager will then ensure the sums identified by the business plan are allocated to the specific projects and groups. The Suffolk Waste Partnership Manager will also task individuals and groups with ensuring these funds are spent appropriately and on time.

2.11. Table 2 below provides an authority by authority breakdown of contributions. This breakdown is based on the maximum approved REF value of £120,000.

Table 2 – Example REF Costs - £120,000 per annum

Funding Source	Amount Per Annum (£)	Total WCA (£)	Total WDA (£)	Total Annual REF (£)
BDC	5,000			
FHDC	5,000			
IBC	5,000			
MSDC	5,000			
SEBC	5,000			
SCDC	5,000			
WDC	5,000			
MRF Contract	25,000	60,000		
SCC	60,000		60,000	
Total REF				120,000

2.12. Should a budget underspend occur in any given year, the sum underspent will remain in the REF but subtracted from the next year's contributions e.g. if a business case sum of £120k is approved and an underspend of £20k exists from the previous year, only £100k funding will be requested. This revised sum will then be subject to the mechanism set out above.

3. Future Reviews

3.1. The mechanism set out in section 2 of this annex will continue on an annual basis until such time as:

- 3.1.1. There is a general review of the Inter Authority Agreement
- 3.1.2. Any individual authority wishes to activate clause 3.5 of this Inter Authority Agreement
- 3.1.3. All Suffolk Waste Partnership member authorities mutually agree that the aforementioned mechanism is no longer fit for purpose.

Annex 6 – Organic Service Change (from 1 April 2016 – 31 March 2019)**1. Introduction**

1.1 In March 2012, the SWP Members Group met to specifically discuss Suffolk's organic waste services and debate how the locally agreed Recycling Performance Payment (RPP) financial model and financial arrangements across the partnership could be altered in the future to provide best value to the Suffolk taxpayer. This discussion concluded that changes should not be made midway through the existing contracts and resulted in the following agreement:

“That officers further investigate how RPP rates for differing material streams could work from 2015 onwards”.

1.2 As a result of this agreement, a project group was formed and undertook a full analysis of options, taking into account contractual requirements, service logistics and budgetary provision. This options appraisal concluded that an opt-in subscription based service, collecting garden waste only, provided the best financial and technical solution for the public purse, i.e. across Suffolk's two-tier authority structure as a whole.

1.3 SWP Directors subsequently prepared a joint proposal in May 2015 outlining how the locally agreed Recycling Performance Payment (RPP) structure could be amended to encourage and fairly apportion financial savings through service change whilst ensuring that each authority retained the ability to take a sovereign decision on what service it wished to provide in its area. The proposal therefore included differing RPP rates outlining what each authority would receive should they chose to adopt the proposal or not.

1.4 The proposal was then submitted to the SWP Members (June 2015) and the Suffolk Public Sector Leaders Group (July 2015) for further discussion and endorsement, ahead of each authority taking its decisions around future service provision and its financial implications.

1.5 The service decisions taken by each SWP member authority, informed by the SWP proposal, are outlined below:

1.5.1 Babergh District Council – No decision required as the authority already operates an opt-in subscription scheme.

1.5.2 Forest Heath District Council – Change to opt-in subscription service agreed

1.5.3 Ipswich Borough Council – Existing free service retained with reduced financial support

1.5.4 Mid Suffolk District Council - No decision required as the authority already operates an opt-in subscription scheme.

1.5.5 St Edmundsbury Borough Council – Change to opt-in subscription service agreed

1.5.6 Suffolk Coastal District Council – Existing free service retained with reduced financial support

1.5.7 Suffolk County Council – Financial implications of proposal adopted

1.5.8 Waveney District Council – Change to opt-in subscription service agreed

1.6 This IAA Annex (6) therefore clarifies and codifies alterations to the locally agreed Recycling Performance Payments from Suffolk County Council, in its capacity as the Waste Disposal Authority (WDA), to the District and Borough Councils, in their capacity as Waste Collection Authorities (WCAs) based on SWP proposal and the subsequent discussions and the decisions taken by each authority in relation to the collection of organic wastes.

1.7 This IAA Annex (6) covers period to 15th May 2019, which is the next opportunity for strategic service review and when new treatment contracts will need to commence.

1.8 If circumstances dictate a need to review and / or amend this IAA Annex (6) prior to 15th May 2019, the member authorities agree to this being undertaken in response to a reasonable request from any member organisation. The outcome of any review must be agreed by the whole SWP.

2. Principles

The principles proposed by the SWP Directors and subsequently agreed (see section 1.3) are summarised below along with references to the agreed mechanism for fulfilling each of these principles:

- 2.1 Waste Collection Authorities (WCAs) retain the right to self-determination – *each authority took its own Cabinet/Executive/Council decision.*
- 2.2 SCC reduces the recycling performance payment (RPP) for garden waste to those authorities that choose to continue to provide a universal free garden waste service – *detailed in section 3 below.*
- 2.3 SCC continue to pay the existing RPP level of £54.76 to those authorities that choose to introduce or continue to provide a subscription based garden waste service. A financial review will then be undertaken on an open book basis at the end of the 2016/17, 2017/18 and 2018/19 financial years. The resultant whole waste system savings, beyond the breakeven point, across the two tiers will then be shared between the WCAs and the WDA on a 50/50 basis. This arrangement will only apply to those authorities that introduce a subscription based service – *detailed in section 4 below.*
- 2.4 In addition to the point above, the SWP will review the system of financial reconciliation ... to create an alternative financial system based on actual system performance and costs – *to be completed and agreed by end of 2018/19.*
- 2.5 It is recognised that Babergh and Mid Suffolk District Councils face unique circumstances ... a separate discussion needs to take place regarding these Councils – *detailed in section 6 below.*
- 2.6 SCC agree to pay a higher level of RPP to support any separately collected household food waste service. This increased RPP will be based on actual costs for the food waste service and be up to but not exceeding the EfW disposal costs at the time the separate food service is introduced. - *detailed in section 7 below.*
- 2.7 The SWP meet the full transitional costs of service change in their totality from savings generated for those authorities which choose to move to a subscription based garden waste service - *detailed in section 5 below.*

3. RPP Support for Free Garden Waste Services:

3.1 Collection Authorities choosing to provide a free garden waste collection service (including or excluding food waste) can choose to receive RPP support based on either of the two possible profiles detailed in the table below:

RPP (£ per tonne)	2016/17	2017/18	2018/19
Cushioned reduction	44.95	44.95	41.14
Reduction then 3%pa increase	42.37	43.65	44.95

Note: For information, SCDC has confirmed that it has chosen the cushioned reduction, and IBC has confirmed it has chosen the reduction then 3%pa increase option.

3.2 In consideration of a Collection Authority's agreement to one of these RPP support payment profiles until 15th May 2019, the Disposal Authority (Suffolk County Council) agrees not to:

- 3.2.1 Serve a notice under section 48(4) of the EPA, that Suffolk County Council objects to the recycling arrangements made by the Collection Authority for this garden/organic waste;
- 3.2.2 Make a direction under section 51(4) of the EPA, directing the Collection Authority to designated delivery points for this garden/ organic waste.

4. RPP Support for Newly Introduced Subscription Garden Waste Services:

4.1 Collection Authorities choosing to introduce a subscription based garden waste collection service will receive an RPP of £54.76 per tonne for the period 1st April 2016 – 15th May 2019 inclusive.

4.2 An annual financial reconciliation will be undertaken for each collection authority area within 3 months after each financial year, in order to equitably share savings between the collection and disposal authorities according to the following formula:

Net of WCA savings and costs (beyond the breakeven point) + net of WDA savings and costs = Net overall saving (to be split 50:50)

4.3 Costs and savings to be included in this reconciliation are as follows:

$$(A+B+C+D+E+F+T1) + (G+H+I+T2) = X$$

(All cost reductions or income elements (e.g. subscription income) to be expressed as a negative figure)

Where:

Ref	Cost Description	Baseline figures and benchmarking for trends
A	Collection – impact on organics collection costs	2015/16 actual collection costs
B	Collection – impact on residual collection costs	2015/16 actual collection costs
C	Subscription income	No baseline, i.e. all income is new.
D	Subscription service administration cost	No baseline. What is additional resource required, and/or transaction cost.
E	Treatment – impact on treatment and transport costs	Use 3yr average (13/14 to 15/16). “Sanity check” tonnage change against IBC and SCDC for 2016/17. If IBC & SCDC change greater than 5% then adjust for this calculation as required.
F	RPP payments – loss of income to WCA	Same tonnage calculation as E
G	RPP payments – reduced cost to WDA	Same tonnage calculation as E
H	Treatment – impact on HWRC green waste throughput plus impact on FCC Diversion Bonus.	Use 3yr average (13/14 to 15/16). Only for HWRC sites within WCA area.
I	Disposal – impact on residual transport and treatment costs	2015/16 Domestic Residual. Use 2016/17 growth minus the growth observed in areas with no change.
T ₁	Transitional costs incurred by waste collection authority	N/A
T ₂	Transitional costs incurred by waste disposal authority	N/A
X	Net overall saving (to be split 50:50)	N/A

4.4 A worked example and template for use in the actual annual reconciliation is included below. Please note that the figures used in this example are illustrative only. Please refer to the Methodology worksheet for further explanation of calculations.



20160413 Year End
Reconciliation.xlsx

Transitional Costs of Service Change:

- 4.5 The SWP's principles included agreement that the full transitional costs of service change be met in their totality from savings generated for those authorities which choose to move to a subscription based garden waste service. This is built into the formula at section 4 above.
- 4.6 A full list of those transitional costs which specifically but not limited to transition costs associated with

Cost Description	Comments
Brown bin retrieval from non-subscribers (incl. income from recycling bins)	T ₁
Round reorganization	T ₁
Communications to households	T ₁ and/or T ₂
Subscription service administration set-up cost	T ₁
Redundancy costs	T ₁ and/or T ₂
Vehicle lease breakage costs	T ₁
Additional vehicle costs	T ₁
Food waste only service introduction costs	T ₁
Procurement costs	T ₁ and/or T ₂

5. RPP Support for Existing Subscription Garden Waste Services:

- 5.1 The SWP proposal recognised that Babergh and Mid Suffolk District Councils face unique circumstances i.e. that they already have a subscription based garden waste service, and proposed that a separate discussion needed to take place regarding these Councils.
- 5.2 The mechanism described below was endorsed by SWP Directors group on the 26th November 2015 and the SWP Members on the 17th December 2015.
- 5.3 BDC/MSDC to receive the lower of either £54.76/T (existing rate per tonne) or existing total annual sum (i.e. £54.76 x 2015/16 tonnage) for 2016/17, 2017/18 and 2018/19.

Note: The tonnage figures are likely to increase due to BDC/MSDC increasing the number of subscribers. The number of subscribers has increased by at least 10% per year in recent years and therefore the payment received is likely to reflect a year on year reduction in the rate per tonne for the 3-year period if subscribers continue to increase.

- 5.4 BDC/MSDC accept that the RPP paid for garden waste in 3 years' time, 2019/20, will be calculated based on the reconciliations of actuals and performance over that 3-year transition period and with a standardised methodology across the County (the principle described at section 2.4 above).

Note: It is anticipated that the RPP will therefore be considerably less than the current £54.76. The transition arrangement for BDC/MSDC will allow for budgetary adjustments to be made over that period.

6. RPP Support for Services Which Separately Collect Food Waste:

- 6.1 SCC agrees to pay a higher level of RPP to support any separately collected household food waste services should a collection system exist or be introduced at a later date. The RPP level payable in support of these services will be based on actual costs and be up to but not exceeding the EfW disposal costs at the time the separate food service is introduced.

- 6.2 This higher level of RPP is specifically intended to support the separate collection of food waste, and is not available for services where food waste is comingled with garden waste. National evidence clearly shows that separate food waste collections achieve far greater food waste diversion from disposal, but evaluation of proposals to introduce such services in Suffolk alongside existing recycling services have proven expensive, leading to this offer of additional support.

- 6.3 The EfW disposal cost figure used will be the same as the rate applied for the trade waste recharge, that being the Band 2 gate fee plus the haulage element only for residual waste.

Annex 7 – Recycling Performance Payments April 2019 Onwards

1. Introduction

- 1.1. The Suffolk Waste Partnership (SWP) established a new local agreement for Recycling Performance Payments in April 2018. The overarching per tonne rates agreed for each material stream are set out in Table 1 of this Inter Authority Agreement.
- 1.2. The development of a new local agreement was required for the following reasons:
 - 1.2.1. The established Recycling Performance Payment regime, as originally agreed in 2013, ends on 31 March 2019.
 - 1.2.2. All parties agreed in 2016 to establish an alternative financial system for organic waste based on actual system performance and costs by the end of the 2018/19 financial year.
 - 1.2.3. The Suffolk Waste Partnership will require new contractual arrangements commencing May 2019. Any new arrangements may alter known costs and impact on the established financial system.
- 1.3. This annex therefore seeks to codify the agreed Recycling Performance Payment mechanism relating to kerbside dry recycling, kerbside organic and bring bank services from 1 April 2019 onwards.

2. Kerbside Dry Recycling

- 2.1. The Waste Collection Authorities have historically carried the risks associated with recycle market fluctuations resultant from their kerbside collection services. During the period 2014 – 2018 this has seen Materials Recovery Facility gate fee fluctuate by up to £20 per tonne.
- 2.2. The Suffolk Waste Partnership collectively recognise that emerging factors, including capital works on any new MRF contract, access to overseas markets and material price fluctuations, could result in increased financial pressures being placed on the Waste Collection Authorities in future years.
- 2.3. The Suffolk Waste Partnership also recognises that the Waste Disposal Authority could also face increasing financial pressures for dealing with recycle through the operation of its 11 Household Waste Recycling Centres.
- 2.4. However, it is still in the best interest of the collective Suffolk taxpayer to support kerbside dry recycling until such time as it becomes more expensive than residual disposal via Suffolk's Energy from Waste facility.
- 2.5. The mechanism set out below has therefore been agreed between the WCA's and WDA to share any future cost burden and ensure District/Borough kerbside services remain financially viable:
 - 2.5.1. Proposal based on variance in average 'gate fee' (i.e. MRF operating charge, including contamination disposal costs, minus material income) per tonne over a financial year.
 - 2.5.2. Where the MRF gate fee is a cost, the WCAs will continue to take full risk on first £25/T in gate fee.

- 2.5.3. The WDA and WCAs to share the risk 50:50 on any additional gate fee cost in the range £25/T - £55.30/T.
- 2.5.4. The WDA will take 100% of the risk on any additional gate fee cost above £55.30/T.
- 2.5.5. £55.30/T is the point at which, factoring in the initial £25/T WCA risk, the impact of the 50/50 cost share, and the cost of haulage, the WCA net benefit from RPP is £0/T.
- 2.5.6. Where gate fee is an income, the WCAs and WDA to share that income on a 50:50 basis.
- 2.5.7. Where contamination levels exceed 11.5% the cost of this will be borne by WCAs and not included within the risk share mechanism.
- 2.5.8. It is accepted that annual inflation of the MRF operating cost will increase the likelihood of SCC sharing in costs and the £0 to £25 band will not be subject to inflationary change.
- 2.5.9. The RPP rate of £54.76 will also not be subject to inflationary change.
- 2.5.10. The SWP commits to reviewing this mechanism should changing government policy have a significant impact on one or more members of the partnership.
- 2.5.11. The SWP will continually look to review and improve collection services if current services are not proving to provide best value.
- 2.5.12. At the end of each financial year a reconciliation exercise will be carried out to calculate the average annual MRF gate fee. Any payment due from either the WDA or WCAs will then be based on the variance above a £0/T gate fee or below a £25/T gate fee.
- 2.5.13. Any payment due will be made within 3 months of the end of the preceding financial year.
- 2.6. In addition to the criteria set out in 2.5, the SWP collectively recognise that increasing MRF gate fees will significantly impact on WCA budgets before the £25/T threshold is reached. Both the WCAs and the WDA therefore agree the following:
 - 2.6.1. Non-binding discussions on the rising costs will be automatically triggered should MRF gate fees costs increase to £20/T (as set out in 3.5.1 of the main Inter Authority Agreement document).
 - 2.6.2. That any SWP Member Authority can activate a non-binding discussion on MRF gate fee costs at any time.

3. Bring Banks

- 3.1. The Suffolk Waste Partnership has agreed a new Recycling Performance Payment from April 2019 for bring banks. This RPP agreed is outlined in Table 1 of this Inter Authority Agreement.
- 3.2. The RPP level agreed seeks to:
 - 3.2.1. balance the costs and incomes associated with current service provision;
 - 3.2.2. provide a firm platform upon which further expansion of the service, especially in terms of glass bring banks, can be made.

- 3.3. Certain Waste Collection Authorities are making third party payments on bring bank facilities within their sovereign areas. These payments support the recycling activities of charitable, youth or community groups and it would not be in the interests of the SWP to cease payments.
- 3.4. The Suffolk Waste Partnership collectively acknowledges that these groups play an important role in our waste infrastructure. Additional measures should therefore be taken to ensure any internal SWP alterations to RPP levels do not impact on the long-term viability of these groups.
- 3.5. The WDA therefore agrees to pay an additional fixed lump sum to the WCAs to ensure the continued support for third party operated bring bank facilities. This fixed sum is based on a baseline of audited payments to third parties for the year 2016/17 as set out in the table overleaf:

Authority	Fixed Annual Lump Sum Payment for Third Party Recycling Support
Babergh	£35,000
Mid Suffolk	£35,000
Ipswich	£7,500
Forest Heath	£8,066
St. Edmundsbury	£25,000
East Suffolk	£0
TOTAL	£110,566

3.6. These payments are subject to the following additional criteria:

- 3.6.1. Fixed sum payments are not intended to support the local authorities, so there is no attempt to make these 'equitable' to the councils. These payments are to allow the existing support to third parties to be perpetuated, so reflect the existing and very varied levels of use of third party recyclers and the support they are currently provided by the different authorities.
- 3.6.2. All payments are fixed at the amount stated in 3.5. Any decisions on the number or type of third party groups to receive a third-party payment is for the Waste Collection Authority.
- 3.6.3. Any future expansion of third party bring bank schemes by the Waste Collection Authorities would not affect the lump sum element of payment received from the Waste Disposal Authority.
- 3.6.4. As these fixed lump sum payments are intended to support third party recyclers, the Waste Disposal Authority reserves the right to audit future third party payments and if these fall significantly below current levels in any Waste Collection Authority area, the Waste Disposal Authority will reduce the lump sum accordingly.

4. Organic Wastes

- 4.1. The Suffolk Waste Partnership collectively agrees the Recycling Performance Payments outlined in Table 1 of this Inter Authority Agreement.

4.2. Should any Authority wish to alter their kerbside organic collection services, any change would be subject to the Baseline Review Mechanism stated in Annex 1 of this Inter Authority Agreement.

Agenda Item 10

BABERGH DISTRICT COUNCIL

TO: CABINET	REPORT NUMBER: BCa/18/51
FROM: Cabinet Member for Finance	DATE OF MEETING: 13 December 2018
OFFICER: Rachel Hodson-Gibbons, Corporate Manager Commissioning and Procurement	KEY DECISION REF NO. CAB86

MODERN SLAVERY POLICY

1. PURPOSE OF REPORT

- 1.1 Following the resolution of Babergh District Council at its meeting on 25 September 2018, the Babergh Cabinet will be considering the approval of a Modern Slavery Policy. Given that the resources which will be used to implement such a policy are shared with Mid Suffolk District Council, it is suggested that both Cabinets adopt a joint policy.

2. OPTIONS CONSIDERED

- 2.1 The Cabinet has the option not to implement a policy on modern slavery and to continue with its current practice of ensuring the Council's commissioning and procurement practices do not support modern slavery without a formal policy in place.

Though the Modern Slavery Act 2015 does not specifically require Local Authorities to comply, the Public Sector has an important role to play in the elimination of modern slavery and the adoption of a formal Policy on Modern Slavery by the Cabinet will enable Babergh (working jointly with Mid Suffolk) to provide a positive contribution to this effort.

3. RECOMMENDATION That the Babergh and Mid Suffolk Policy on Modern Slavery be adopted.
REASON FOR DECISION To enhance the Council's commitment to operate ethically and to contribute to the elimination of modern slavery.

4. KEY INFORMATION

- 4.1 Modern slavery is a term used to describe human rights violations for the purposes of labour exploitation which is present in private and public supply chains.
- 4.2 The Modern Slavery Act came into force on the 29 October 2015 and requires organisations with a turnover of more than £36m to provide a statement setting out the steps they have taken to ensure there is no modern slavery in their own business and their supply chains (this is known as a Section 54 Statement).
- 4.3 Though the legislation does not specifically require Local Authorities to comply, it does not specifically exclude them either and the adoption of the joint Babergh and Mid Suffolk Modern Slavery Policy will enable the Council to put into place good practice to ensure modern slavery is not utilised in the provision of the goods, services and works it commissions.
- 4.4 The Policy being recommended for adoption is attached.

5. LINKS TO JOINT STRATEGIC PLAN

- 5.1 The most closely linked outcome in the Joint Strategic Plan is Commissioning for Outcomes.

6. FINANCIAL IMPLICATIONS

- 6.1 There are no direct financial implications related to this report as the Council's commissioning and procurement practices are already compliant with the Modern Slavery Act.

7. LEGAL IMPLICATIONS

- 7.1 Though the Modern Slavery Act 2015 (the Act) does not specifically require Local Authorities to comply, it does not specifically exclude them either. Section 43 of the Act puts a duty on specified public authorities (including district and borough councils) to co-operate with the Independent Anti-Slavery Commissioner.
- 7.2 The Act requires commercial organisations which supply goods, services or works, (and this includes council owned commercial companies) with a turnover of more than £36m to be compliant. Given the integrated approach now in place between Babergh and Mid Suffolk it would be prudent for the Councils to have a Modern Slavery Policy in place and provide a Modern Slavery and Human Trafficking Statement (Section 54 Statement) on their websites, as they are potentially at risk of contravening the Modern Slavery Act 2015.
- 7.3 The Modern Slavery (Transparency in Supply Chains) Bill when it becomes law will amend the Act to include "public authorities" falling within the scope of those organisations required to publish Section 54 statements.

The Bill additionally seeks to amend Regulation 57 of the Public Contract Regulations 2015 so that any bidder who meets the definition of commercial organisation and has not published a compliant statement would be prevented from participating in a public procurement.

7.4 The adoption of a Modern Slavery Policy will enable the Council to implement the recommendations of the Modern Slavery Act 2015 and the Modern Slavery (Transparency in the Supply Chain) Bill.

7.5 The adoption of a Modern Slavery Policy will require some minor changes to the Council’s Terms and Conditions of Participation for quotes and tenders and the Council’s Terms and Conditions of Contract. These changes will be undertaken by the Commissioning & Procurement Team working with the Legal Shared Services Team.

8. RISK MANAGEMENT

8.1 This report is most closely linked with the Council’s Corporate / Significant Business Risks 5f – Trust of stakeholders, public image and reputation and 5g - Safety, health, welfare and well-being of employees and those we owe a duty of care to.

8.2 Key risks are set out below:

Risk Description	Likelihood	Impact	Mitigation Measures
If the Council received goods, services or works from a contractor who utilised modern slavery within their supply chain then the Council would receive damage to its reputation; which may damage the Council’s capability to sustain and form effective partnerships.	1 – Highly unlikely	2 - Noticeable	The adoption of a Modern Slavery Policy will enable the Council to ensure it has taken appropriate action to mitigate this risk.
If the Council uses a contractor which utilises modern Slavery then the Council will indirectly contribute to a negative impact upon the safety, health, wellbeing and welfare to others who are involved in the provision of goods, services and works to the Council.	1 – Highly unlikely	2 - Noticeable	The adoption of a Modern Slavery Policy will enable the Council to ensure it has taken appropriate actions to mitigate this risk.

9. CONSULTATIONS

9.1 The Commissioning & Procurement Team will be responsible for developing procedures to implement this policy and providing guidance as required.

10. EQUALITY ANALYSIS

10.1 The implementation of a Modern Slavery Policy will have positive equality impacts. However, as the introduction of the policy will formalise practices that are already in place there is no requirement for a new Equality Impact Assessment to be undertaken.

11. ENVIRONMENTAL IMPLICATIONS

11.1 There are no environmental implications arising from this report.

12. APPENDICES

Title	Location
(a) Babergh and Mid Suffolk Policy on Modern Slavery	Attached

13. BACKGROUND DOCUMENTS

None.

Babergh and Mid Suffolk Policy on Modern Slavery

Introduction

1.1 Modern slavery is a term used to describe human rights violations for the purposes of labour exploitation which is equally present in private and public supply chains.

1.2 Examples are:

- Forced to work through coercion, or mental or physical threat
- Owned or controlled by an employer, through mental or physical abuse or the threat of abuse
- Dehumanised, treated as a commodity or bought and sold as property
- Physically constrained or have restrictions placed on their freedom of movement.

1.3 Modern slavery may involve:

- Debt bondage or bonded labour, where when people borrow money they cannot repay and are required to work to pay off the debt and lose control over the conditions of both their employment and the debt.
- Human trafficking which involves transporting, recruiting or harbouring people using violence, threats or coercion.

2. Implementation of the Policy

2. Through their joint Policy on Modern Slavery the Councils will undertake the following actions to ensure that as far as possible their commissioning and procurement activity does not support modern slavery.

2.1 Senior Sponsor

2.1.1 Ensure that an appropriate ownership of the Policy is provided with senior sponsorship from a nominated Councillor and for operational delivery a member of the Council's Senior Leadership Team.

2.1.2 Undertake a regular review (at least on an annual basis) of the success of the operation of the Policy.

2.1.3 Report publicly on the implementation of this policy annually.

2.2 Education and Awareness

Ensure that those with responsibility for commissioning and procurement have in place relevant awareness and understanding of the principles of ethical commissioning and procurement. Training and guidance will be provided through the Councils' Commissioning & Procurement Team.

2.3 Whistle Blowing

Publicise its whistle-blowing system for staff to blow the whistle on any suspected examples of modern slavery and where appropriate refer for investigation via the National Crime Agency's national referral mechanism any of its contractors identified as a cause for concern regarding modern slavery.

2.4 Competitive Sourcing

2.4.1 Use the Councils competitive sourcing processes through the inclusion of relevant clauses in the Councils' Terms and Conditions of Participation for Quotes and Tenders and in the Councils' Terms and Condition of Contract to:

- Communicate to bidders the requirement to acknowledge the Councils commitment to promoting respect for human rights and actively co-operate with the Councils in undertaking due diligence in their supply chains.
- Require suppliers to fully comply, where relevant with the Modern Slavery Act 2015 and share with the Councils their Modern Slavery and Human Trafficking Statement and where suppliers are not required to comply with the Modern Slavery Act to work with the Councils to voluntarily produce a statement.
- Highlight to its suppliers that contracted workers are free to join a trade union and are not to be treated unfairly for belonging to one.
- Require suppliers to adopt a whistle-blowing policy which enables their staff to blow the whistle on any suspected examples of modern slavery.

2.5 Contract Management

Through its contract management practices:

2.5.1 To work with suppliers and review the supply chain for key contracts with product groups and source countries that represent the highest risk for modern slavery.

2.5.2 To highlight to its suppliers any risks identified concerning modern slavery and refer them to the relevant agencies to be addressed.

2.5.3 Work with suppliers to mitigate the risks for modern slavery in their supply chains.

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Agenda Item 12

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