

# Public Document Pack

ITEM

BUSINESS



COMMITTEE: **JOINT OVERVIEW AND SCRUTINY COMMITTEE**

VENUE: **King Edmund Chamber - Endeavour House, 8 Russell Road, Ipswich**

DATE/TIME: **Monday, 23 July 2018  
at 2.30 pm**

## BABERGH MEMBERS

Conservative Group	Independent Group	Independent Conservative Group	Liberal Democrat Group
Cllr S. Ayres Vice-Chair	Cllr A. McCraw - Chair	Cllr S. Barrett	Cllr B. Hurren
Cllr B. Gasper		Cllr S. Williams	
Cllr A. Osborne			
Cllr F. Swan			

## MID SUFFOLK MEMBERS

Conservative and Independent Group	Green Group	Liberal Democrat Group
Cllr J. Caston	Cllr K. Welham - Chair	Cllr J. Field
Cllr E. Gibson-Harries		
Cllr L. Hadingham		
Cllr L. Mayes		
Cllr D. Osborne - Vice-Chair		
Cllr K. Welsby		

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## REVISED AGENDA

### PART 1

ITEM

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Page(s)

- 1 **APOLOGIES AND SUBSTITUTES**
- 2 **JOS/18/3 CONFIRMATION OF THE MINUTES OF THE MEETING HELD ON THE 21 MAY 2018** 1 - 6
- a **JOS/18/4 CONFIRMATION OF THE MINUTES OF THE MEETING HELD ON THE 28 JUNE 2018** 7 - 10

ITEM	BUSINESS	
3	<b>DECLARATION OF INTERESTS</b>	
4	<b>TO RECEIVE NOTIFICATION OF PETITIONS IN ACCORDANCE WITH THE COUNCIL'S PETITION SCHEME</b>	
5	<b>JOS/18/5 SCOPING OF THE PRE-PLANNING APPLICATION FEE</b>	11 - 70
	To scope a review of the Pre-Planning Application free introduced last year.	
	Philip Isbell – Professional Lead – Growth and Sustainable Planning Gemma Walker – Area Planning Manager	
6	<b>JOS/18/6 REVIEW OF THE SHARED LEGAL SERVICE</b>	71 - 90
	A review of the Shared Legal Service following report JOS/17/2 on 18 December 2017	
	Emily Yule, Assistant Director – Law and Governance	
7	<b>BACKGROUND PAPER FOR REVIEW OF THE SHARED LEGAL SERVICES</b>	91 - 100
8	<b>JOS/18/7 DEVELOPMENT OF THE JOINT HOUSING STRATEGY 2018- 2036</b>	101 - 128
	Members are asked to comment and agree recommendations.	
	Robert Hobbs, Corporate Manager – Strategic Planning Gillian Cook – Strategic Housing Officer	
9	<b>JOS/18/8 INFORMATION BULLETIN</b>	
	The Information Bulletin is a document that is made available to the public with the published agenda papers. It can include update information requested by the Committee as well as information that a service considers should be made known to the Committee.	
	1. Five-year Housing Land Supply – To follow	
10	<b>JOS/18/9 FORTHCOMING DECISIONS LIST</b>	129 - 138
	To review the Councils' forthcoming Decisions List and identify any items to be brought before the Overview and Scrutiny Committee	

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**ITEM****BUSINESS**

- 11      **JOS/18/10 BABERGH OVERVIEW AND SCRUTINY WORK PLAN**      139 - 144

For Members to agree

- 12      **JOS/18/11 MID SUFFOLK OVERVIEW AND SCRUTINY WORK PLAN**      145 - 152

For Members to agree

- 13      **EXCLUSION 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 authors of the reports proposed to be considered in Part II of the Agenda are satisfied that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

## **PART 2**

- 14      **JOS/18/12 CONFIRMATION OF THE CONFIDENTIAL MINUTE FROM THE MEETING HELD ON THE 28 JUNE 2018**      153 - 154

For further information on any of the Part 1 items listed below, please contact Henriette Holloway on 01449 724681 or via e-mail at [committees@baberghmidsuffolk.gov.uk](mailto:committees@baberghmidsuffolk.gov.uk)

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## **Introduction to Public Meetings**

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3. Do not enter the Atrium (Ground Floor area and walkways). If you are in the Atrium at the time of the Alarm, follow the signs to the nearest Fire Exit.
4. Use the stairs, not the lifts.
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# Agenda Item 2

## JOS/18/3

### BABERGH AND MID SUFFOLK DISTRICT COUNCILS

Minutes of the meeting of the **JOINT OVERVIEW AND SCRUTINY COMMITTEE** held in the Rose Room - Endeavour House, 8 Russell Road, Ipswich on Monday, 21 May 2018

#### **PRESENT:**

Councillors:	Simon Barrett	Rachel Eburne
	John Field	Barry Gasper - Chair
	Elizabeth Gibson-Harries	Lavinia Hadingham
	Bryn Hurren	Jennie Jenkins
	Lesley Mayes	Alastair McCraw
	Derek Osborne	Fenella Swan
	Kevin Welsby	Stephen Williams

#### **In attendance:**

Councillors	Nick Gowerley John Matthissen Suzie Morley Keith Welham Jill Wilshaw
Officers	Chief Executive (AC) Strategic director (KN) Corporate Manager – Financial Services (ME) Corporate Manager – Law and Governance (JR) Project and Research Officer (BS) Governance Support Officer (HH)

#### **21 APOLOGIES AND SUBSTITUTES**

There were no apologies received.

#### **22 DECLARATION OF INTERESTS**

There were no declarations of interests.

#### **23 TO RECEIVE NOTIFICATION OF PETITIONS IN ACCORDANCE WITH THE COUNCIL'S PETITION SCHEME**

None received.

#### **24 JOS/17/14 CONFIRMATION OF THE MINUTES OF THE MEETING HELD ON 15 FEBRUARY 2018**

**It was RESOLVED**

**That the minutes of the meeting held on 15 February 2018 be confirmed as a true record with the following amendment:**

Bullet point 20.1: The repeated sentence “That the Suffolk Waste Partnership report on food waste be added to the Work Plan for after April” was removed.

## **25 JOS/17/15 PROPOSED UPDATES TO THE JOINT COMPLIMENTS, COMMENTS AND COMPLAINTS POLICY**

- 25.1 The Project and Research Officer introduced the report and explained how the current complaints procedure consisted of a two-stage system. Initially the complaint would be received, and a resolution sought at Stage One, if the complainant was not satisfied with the response received from the Council at Stage One, the case could be progressed to Stage Two by the complainant. In the last six months 10% of complaints were progressed to Stage Two, of these 39 cases had been investigated but the Ombudsman had only upheld two complaints. This was not considered to be an effective way of responding to complaints and the Amended Complaints Procedure addressed this issue.
- 25.2 The Officers informed Members that if a complainant was behaving abusively to a member of staff then the complaint would not be taken any further.
- 25.3 Members questioned the Officer regarding the process for the new complaints procedure and it was established that under the present complaints procedure, it was up to the complainant to decide if the complaint was progressed to Stage Two. However, under the amended complaints procedure new information was required for the complaint to be progressed to Stage Two. The only other option for the complainant was to take the complaint to the local Ombudsman. The intention was to resolve the majority of complaints at the beginning of the complaint procedure.
- 25.4 Some Members were concerned about abusive customers and if staff were trained in how to deal with this kind of behaviour. They also wanted to know if phone calls were recorded when complainants contacted the Councils. The Lead Member for Customer Service responded that calls to the 0300 telephone number were always recorded, however other phone calls to individual officers were not. She continued to explain how many complaints were resolved satisfactorily at an early stage of the complaints process.
- 25.5 Members referred to page 17, bullet point 9.3 d. and asked if the Councils evaluated how standards were met in relation to complaints. The Officer explained that the public should direct any complaints regarding standards to their Councillor. The Strategic Director reminded Members to inform the Management Team of any complaints received from the public regarding standards.
- 25.6 Members agreed that complaints should always be considered as a possible warning that the service the Council was providing was not up to standard, but also recognised that some members of the public submitted persistent and vexatious complaints and that staff had no obligation to respond to

these. The Strategic Director advised Members that the assessment of a persistent and vexatious complainant was delegated to the Strategic Directors. Members attention was drawn to Appendix 4 page 26, paragraph 33 for further clarification.

- 25.7 Members continued the questioning regarding the anonymity of the complainant and if it was possible to maintain this throughout the complaints process. They also wanted to know who investigated complaints within the departments. The Officer responded that an internal investigation was led by the relevant Corporate Manager as outlined in the Joint Policy for Dealing with Compliments, Comment and Complaints, page 18, bullet point 11.6.
- 25.8 There were concerns amongst Members that it would be more difficult for the public to progress their complaints to Stage Two, if additional information had to be provided. Members felt it was likely that a complainant would include all the relevant information at Stage One and would therefore not have enough new information to progress to Stage Two. This would leave the complainant with no other option than to forward the complaint to the Ombudsman and it was felt that this could make it difficult for the complainant. Delays in resolving the complaint would be likely and this would be detrimental to a timely and satisfactory resolution of the matter.
- 25.9 The response to this concern was that it would be a disadvantage for the Council, if complaints went to the Ombudsman and that the Corporate Management team should endeavour to resolve complaints before this occurred.
- 25.10 Councillor Welsby felt the Councils had a positive attitude towards complaints and the Chief Executive added that a complaint was a learning opportunity and therefore the Councils made sure complaints were processed properly.
- 25.11 Councillor Williams considered that some complaints were a way for the public to express their frustration and was concerned that the amended policy would progress complaints to a legal dispute too early in the process.
- 25.12 In response to the inclusion of the Equality and Diversity Information questionnaire, Officers advised that this was a requirement in accordance with the Councils' Constitutions.
- 25.13 Members continued discussing paragraph 11.6, page 18, Appendix A. Generally, Members felt that this paragraph should be removed from the Amended Complaints Procedure. Other Members asked for further information regarding who investigated complaints within the Council. The Officer responded that initially the complaints would be investigated internally by the relevant department which the complaint was directed at. If this did not resolve the complaint, then currently the complaint would be investigated by an officer who was not involved in the complaint. He said, the Councils would always attempt to work with members of the public to resolve the issue before a complaint became formalised. Once a complaint

became formalised and progressed to a Stage One complaint the Councils would continue to work to with the complainant to resolve the issues. Every effort was made to avoid complaints being needlessly forwarded to the Ombudsman.

The recommendations 2.1 and 2.2 were proposed and seconded.

By 7 to 7 votes.

The Chair used his casting vote and voted against the motion.

The motion was lost.

25.14 Members discussed amendments and it was proposed that recommendations be forwarded to the Cabinet to consider the concerns discussed regarding the amended Stage Two of the Complaints Policy. The following amendment to recommendation 2.1 was proposed and seconded:

2.1 The Committee is asked to recommend to the Cabinets that the revised Corporate Compliments, Comments and Complaints Policy be accepted, subject to the Joint Overview and Scrutiny Committee's concerns related to Stage Two of the Joint Compliments, Comments and Complaints Policy being considered by Cabinet as detailed in the Minutes.

The motion was carried

### **It was RESOLVED**

2.1 **That the Committee recommends to the Cabinets that the revised Corporate Compliments, Comments and Complaints Policy be accepted subject to consideration of the Joint Overview and Scrutiny Committee's concerns related to Stage Two of the Joint Compliments, Comments and Complaints Policy as detailed in the Minutes.**

2.2 **That the Committee recommends to the Cabinets that the Customer Experience Manager be asked to report to the Portfolio Holders any trend that signifies either an increase in the numbers of complaints or the number being upheld.**

## **26 JOS/17/16 INFORMATION BULLETIN**

### **Information Bulletin 1**

#### **Voids Times in Council Properties**

26.1 Members found it disappointing that no officers were available from the Voids team to discuss the item.

26.2 Members then agreed to defer this item to the next Babergh Overview and Scrutiny Committee.



## Information Bulletin 2

### Capital Costs for Hadleigh and Needham Market Headquarters

- 26.3 The Chief Executive began by advising Members that the figures in the Information Bulletin remained the same as they had two years ago, when both Councils voted on the decision to move to Endeavour House. The breakdown of the figures could therefore not be recalculated.
- 26.4 Members asked questions including the breakdown of the figures between the two headquarters, the fitout costs and the itemised costs for individual fittings. It was felt that some costs had been included twice.
- 26.5 Members were concerned that the savings predicted in the original business case were being met and thought it was important to know what the savings were now.
- 26.6 Some Members asked if the cost of remaining in the two old headquarters would have exceeded the cost of residing at Endeavour House.
- 26.7 The Chief Executive responded that it would be a futile exercise to ask officers to conduct this exercise as the Councils were now established in Endeavour House, and that this calculation was now historic.
- 26.8 Members generally agreed that it would be more productive to learn the lesson from the move to Endeavour House for the future and ensure that the savings predicted in the Business Plan were monitored.

### It was RESOLVED

**That the Information Bulletin 2 be noted.**

## 27 JOS/17/17 FORTHCOMING DECISIONS LIST

### It was RESOLVED

**That the Forthcoming Decisions List be noted.**

## 28 JOS/17/18 BABERGH WORK PLAN

- 28.1 Members were informed that the June Agenda was longer than normal due to the postponed meeting in April.

### It was RESOLVED

**That the Babergh Work Plan be noted.**

**29 JOS/17/19 MID SUFFOLK WORK PLAN**

29.1 Members discussed the Mid Suffolk Work Plan and agreed that Disabled Facilities Grants was a possible item for the Work Plan and that this should be considered at the next Committee meeting in June.

**It was RESOLVED**

**That the Mid Suffolk Work Plan be noted.**

The business of the meeting was concluded at 11.00 am.

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Chair (& Date)

# Agenda Item 2a

## JOS/18/4

### BABERGH AND MID SUFFOLK DISTRICT COUNCILS

Minutes of the meeting of the **JOINT OVERVIEW AND SCRUTINY COMMITTEE** held in the PLAYERS SUITE - IPSWICH TOWN FOOTBALL CLUB on Thursday, 28 June 2018

#### **PRESENT:**

Councillors:	James Caston	Bryn Hurren
	Alastair McCraw	Lesley Mayes
	John Field	Adrian Osborne
	Lavinia Hadingham	Keith Welham
	John Hinton*	Kevin Welsby

\*Denotes a substitute

#### **In attendance:**

Councillors	Gerard Brewster
	David Busby
	Derek Davis
	Nick Ridley

Also attending      Chris Haworth – Chair of the Board - CIFCO

Officers	Chief Executive (AC)
	Strategic Director (JS)
	Development Consultant (IW)
	Corporate Manager – Law and Governance (JR)
	Business Support Manager (JB)
	Governance Support Officer (HH)

#### **1 APOLOGIES AND SUBSTITUTES**

Apologies were received from Councillors Sue Ayres, Simon Barrett, Elizabeth Gibson-Harries, Derek Osborne, Fenella Swan and Stephen Williams.

Councillor John Hinton was substituting for Councillor Simon Barrett.

#### **2 DECLARATION OF INTERESTS**

There were no declarations of interests.

#### **3 TO RECEIVE NOTIFICATION OF PETITIONS IN ACCORDANCE WITH THE COUNCIL'S PETITION SCHEME**

None received.

#### **4 JOS/18/1 CAPITAL INVESTMENT FUND COMPANY ('CIFCO CAPITAL LTD') BUSINESS TRADING AND PERFORMANCE REPORT 2017/18**

- 4.1 Councillor Brewster, Chair of MSDC (Suffolk Holdings) Ltd. introduced the report and said that CIFCO had been trading for one year and that the Business Plan presented today had been approved by the Board of CIFCO. The Business Plan was to be presented to both Councils in July.
- 4.2 Ian Winslet, Development Consultant, informed Members that the reporting and risk structure had been presented to both Cabinets in October 2017. He referred to the tabled papers, which detailed 'The General Lines of Reporting' and 'BMS Invest – Performance and Risk Reporting Strategy'.
- 4.3 Each Council owned 100% shares in their Holding Companies, which each held 50% of the shareholding in CIFCO Capital Ltd (CIFCO). Each year both Councils approved the Business Plan and Investment Strategy for CIFCO.
- 4.4 In response to Members' questions, he said that CIFCO could not make any purchases without the approval of the Holding Companies and that the two Boards of the Holding Companies meet jointly every month.
- 4.5 A Quarterly Risk Panel was attended by the Chairs of the Holding Companies, the Development Consultant, the Managers of BMS Invest and the Corporate Manager – Internal Audit.
- 4.6 Mr Winslet detailed the reporting structure, which included two annual reports in September and December presented to the Boards of the Holding Companies. These reports were confirmed by the Cabinets and included auditing and risk analysis. An independent risk review was also conducted annually.
- 4.7 Members then asked questions in relation to Report JOS/18/1 and Councillor Caston enquired if there was sufficient funding for an independent risk review and who was involved in assessing the risk processes.
- 4.8 It was explained that risk review was an integral part of the organisational process. The Corporate Manager – Internal Audit also had his own team conducting risk assessments. The Board of Director for CIFCO included experts from the investment sector and Jones Lang LaSalle Ltd (JLL) had a clear idea of the risk in the sector.
- 4.9 Chris Haworth, the Chair of the Board of CIFCO, said he had 40 years of experience in the commercial market and was familiar with the reporting structure for CIFCO and he felt that it was working well. JLL had enormous experience in the Market and provided market evidence and background.
- 4.10 Councillor Brewster agreed with the Chair of the Board of CIFCO and said that both the review and the reporting was good. At the monthly meeting questions were raised and discussed for both risk and investments.
- 4.11 Councillor Ridley, one of the Babergh Non-executive Member of the CIFCO Board, Councillor Haley being the other representative for Mid Suffolk, said that JLL had been involved from the beginning and provided sound advice.

He continued that both the Non-executive Members monitored the advice received from JLL. He reminded Members that CIFCO was a proper property investment company and that the long-term investment was beneficial for both Councils to increase the income.

- 4.12 Councillor Busby said he had been against the project in the beginning but had been impressed by the process and the professional approach throughout the Company's existence. Each proposal for investment was considered very carefully.
- 4.13 Councillor Field asked questions in relation to the reported increase in closure in the retail sector. He wanted to know if this was a risk for the Councils' investments, as they were heavily involved in this sector.
- 4.14 The Chair of the Board – CIFCO admitted that the retail sector was going through a challenging time, but that the retail sector had its strengths and was currently evolving. The current investments had been carefully chosen. However, it was not the intention to invest any further in the retail sector, but that future investments were to be in the office and industrial sector.
- 4.15 Members were advised on the split of the portfolio and that the Board received weekly updates from JLL. Each opportunity was considered carefully before an informed decision was taken.
- 4.16 The mitigation strategy to secure income was based on the evaluation of each asset. The investment had to represent both a strong covenant and a strong position for renting.
- 4.17 Questions were raised in relation to the tenants of the properties, their specific retail sectors and inherent turnover risks the three investment categories and what effect Brexit might have on the investment.
- 4.18 The Chair of the Board – CIFCO responded that to spread the risk factor the investments were spread over three categories; Core, Core Plus and Opportunistic investments. Currently the Company had only invested in the Core category, which meant that the properties were in more valuable locations to ensure a return on the investments. He also pointed out that some investment opportunities had been rejected because they had been too expensive.
- 4.19 Councillor Ridley explained that investments in the local market had been considered and there had been opportunities with good covenant, however the rent would have been too high to achieve a good return and was therefore not considered a sound business opportunity.
- 4.20 It was agreed by all that it was difficult to predict what effect Brexit would have on the property market, but Members were reassured that Brexit was taken into consideration in the investment discussion.

**5 RESOLUTION TO EXCLUDE THE PUBLIC (WHICH TERM INCLUDES THE PRESS)**

The resolution was proposed and seconded.

By a unanimous vote

**It was RESOLVED: -**

**That pursuant to Part 1 of Schedule 12AA of the Local Government Act 1972 the public 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 of them of exempt information as indicated against the item.**

**The Committee was also satisfied that the public interest in maintaining the exemption outweighed the public interest in disclosing the information.**

**6 JOS/18/2 CIFCO CAPITAL LTD BUSINESS AND INVESTMENT PLAN 2018 -19**

Report JOS/18/2 was discussed by the Committee.

The business of the meeting was concluded at 1.50 pm.

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Chair (& date)

# Agenda Item 5

## JOS/18/5



### **BMSDC Overview and Scrutiny Committees –Review Scoping Document**

<b>Review Topic</b> (name of review)	<b>Review of the implementation of charged pre-application fees for planning advice</b>
<b>Lead members</b>	BDC Cabinet Member Cllr. Nick Ridley MSDC Cabinet Member Cllr. David Whybrow
<b>Officer Support</b>	Philip Isbell, Professional Lead - Growth and Sustainable Planning  Gemma Walker – Area Planning Manager
<b>PURPOSE OF THE REVIEW/OBJECTIVE</b>  (quantify the outcomes the review will seek to achieve)	<p><b>To review available information about the effect of the introduction of charged pre-application advice and in particular;</b></p> <p><b>[a] Whether there has been different take-up of different levels of service and charging?</b></p> <p><b>Whether our service experience is in line with other Councils?</b></p> <p><b>Actual income / predicted outturn – here/elsewhere</b></p> <p><b>Is the system working well for us? How is working for other Councils (volume / income)?</b></p> <p><b>[b] To review the quality of user experience.</b></p> <p><b>To review the quality of professional advice given.</b></p> <p><b>[c] Investigate evidence from witness from SCC Highways. Investigate evidence of witness(es) from professional repeat users.</b></p> <p><b>[d] Review operational aspects including continuity of officer input – consistency of professional advice, arrangements for mentoring and opportunities for professional career development of staff arising from involvement in pre-application advice provision. Arrangements for advice checking &amp; safeguarding quality of advice.</b></p>

	<b>Consider any beneficial side effects &amp; impact on resources.</b>	
<b>Rationale</b> Key issues and reason for the review. Include how it relates to the Joint Strategic Plan.		
<b>Success measures</b>	What are the expected outcomes?	
	What are the likely benefits to the council and its community?	
	What value is O&S adding to the process?	
	Are there any barriers/dangers/risks?	










	How are you going to know that you have reached the end of the O&S activity?	
<b>Background information</b>		
<b>Methodology/ Approach</b> (what types of enquiry will be used to gather evidence and why)		
<b>Resource requirements</b>		
<b>Project parameters</b>		
<b>Specify Witnesses/ Experts/ Stakeholders</b> (who to see and when)- subject to review as evidence becomes available.		

<b>Specify Evidence Sources for documents</b>			
<b>Specify Site Visits</b> (where and when)			
<b>Barriers/dangers/risks</b> Identify any weaknesses and potential pitfalls			
<b>Projected start date</b>		<b>Draft report deadline</b>	
<b>Meeting frequency</b>		<b>Projected completion date</b>	






# Planning Pre-Application Service Customer Questionnaire

## 1. Survey details

## 2. Page 2

First a little bit about you. Please select one of the following which best describes you:							
						Response Percent	Response Total
1	Householder					50.75%	34
2	Housebuilder / Registered Provider / Developer					2.99%	2
3	Small Business / SME					7.46%	5
4	Commercial					2.99%	2
5	Parish / Community / Charitable					1.49%	1
6	Professional Agent / Planner / Surveyor / Architect / Draughtsman / Other					31.34%	21
7	Other (please specify in Comment box below)					2.99%	2
<b>Analysis</b>		Mean:	3.07	Std. Deviation:	2.33	Satisfaction Rate:	34.58
		Variance:	5.44	Std. Error:	0.29		
						answered	67
						skipped	0
Comments: (4)							
1	23/04/18 2:10PM ID: 80460766	Cheffins					
2	23/04/18 2:42PM ID: 80463792	Architect					
3	23/04/18 4:07PM ID: 80473486	Developer					
4	23/04/18 5:15PM ID: 80485008	Self builder					

## 3. Page 3





Q1. How did you find out about our Pre-Application advice service?							
						Response Percent	Response Total
1	Web					47.76%	32
2	Phone					11.94%	8
3	Word of Mouth					10.45%	7
4	Previously Used					17.91%	12
5	Other					11.94%	8

### Q1. How did you find out about our Pre-Application advice service?

						Response Percent	Response Total
<b>Analysis</b>	Mean:	2.34	Std. Deviation:	1.5	Satisfaction Rate:	33.58	answered 67
	Variance:	2.26	Std. Error:	0.18			skipped 0
If 'Other' Please List: (8)							
1	23/04/18 2:22PM ID: 80461153	Architect friend					
2	23/04/18 2:34PM ID: 80463244	Agent					
3	23/04/18 4:07PM ID: 80473486	Pre App service available from all LA's					
4	23/04/18 5:04PM ID: 80482797	Architect					
5	23/04/18 5:15PM ID: 80485008	Self build magazines					
6	23/04/18 6:37PM ID: 80495623	Told to use it by the planning department.					
7	23/04/18 6:54PM ID: 80497658	Our architect informed us					
8	30/04/18 10:50AM ID: 81174823	Understanding planning proceedings					

#### 4. Page 4

### Q2. How did you make your enquiry?

						Response Percent	Response Total
1	Online					70.15%	47
2	Email					17.91%	12
3	Letter					4.48%	3
4	Other					7.46%	5
<b>Analysis</b>	Mean:	1.49	Std. Deviation:	0.89	Satisfaction Rate:	16.42	answered 67
	Variance:	0.79	Std. Error:	0.11			skipped 0






#### 5. Page 5




### Q3. Did you use our website to obtain advice or prepare your enquiry?



						Response Percent	Response Total
1	Yes					83.58%	56
2	No					16.42%	11

Q3. Did you use our website to obtain advice or prepare your enquiry?							Response Percent	Response Total
Analysis	Mean:	1.16	Std. Deviation:	0.37	Satisfaction Rate:	16.42	answered	67
	Variance:	0.14	Std. Error:	0.05			skipped	0



## 6. Page 6

Q3a. Please consider the following statement and to what extent you agree The Babergh and Mid Suffolk Council website was easy to navigate.							Response Percent	Response Total
1	Strongly Agree						8.93%	5
2	Agree						55.36%	31
3	Neither Agree or Disagree						19.64%	11
4	Disagree						12.50%	7
5	Strongly Disagree						3.57%	2
Analysis	Mean:	2.46	Std. Deviation:	0.94	Satisfaction Rate:	36.61	answered	56
	Variance:	0.89	Std. Error:	0.13			skipped	11
Comments: (7)								
1	23/04/18 2:22PM ID: 80461153	The form software didn't work with one browser, and there was no indication that this might be so - took a while and considerable internet knowledge to work out the solution						
2	23/04/18 3:45PM ID: 80473778	Finding specific application forms is difficult						
3	23/04/18 4:15PM ID: 80476247	Although, in the round, it was possible to navigate the site without serious difficulty, the site feels quite old fashioned and might be difficult for somebody engaging with the planning process for the first time and with limited prior knowledge. The search facility on the planning portal is particularly clunky.						
4	23/04/18 5:04PM ID: 80482797	We could not get any information to upload on to the website form which is why we sent a letter						
5	24/04/18 8:29AM ID: 80542793	It was months ago and I cannot remember						
6	24/04/18 5:42PM ID: 80619439	From what I remember it was not easy to find listed building route						
7	28/04/18 7:54AM ID: 81041562	I found it quite difficult to identify what was required for changes to listed building internal work only that did not require planning permission.						

Q3b. Please consider the following statement and to what extent you agree Our website clearly explained how the pre-application process works.							Response Percent	Response Total
1	Strongly Agree						7.14%	4
2	Agree						64.29%	36
3	Neither Agree or Disagree						14.29%	8

Q3b. Please consider the following statement and to what extent you agree Our website clearly explained how the pre-application process works.							
						Response Percent	Response Total
4	Disagree					12.50%	7
5	Strongly Disagree					1.79%	1
Analysis	Mean:	2.38	Std. Deviation:	0.86	Satisfaction Rate:	34.38	answered
	Variance:	0.73	Std. Error:	0.11			skipped
Comments: (8)							
1	23/04/18 2:19PM ID: 80460944	A bit of an information overload.					
2	23/04/18 2:22PM ID: 80461153	Validation is not well explained					
3	23/04/18 2:47PM ID: 80464417	The costs involved were not clear					
4	23/04/18 3:17PM ID: 80469610	A pre planning application should give advice and guidance. Not repeat the information provided					
5	23/04/18 3:21PM ID: 80470290	Timings of process es/stages could be clearer					
6	23/04/18 4:15PM ID: 80476247	In general it does, although there could be more information about what to expect during the process - when/how will receipt of the advice request be acknowledged, what will happen after that?					
7	24/04/18 8:29AM ID: 80542793	It was months ago and I cannot remember					
8	25/04/18 7:50PM ID: 80757726	It was ok. A bit lacking in clear explanation of the process.					

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Q4. Was your pre-application enquiry registered in good time?							
						Response Percent	Response Total
1	Yes					85.07%	57
2	No					14.93%	10
Analysis	Mean:	1.15	Std. Deviation:	0.36	Satisfaction Rate:	14.93	answered
	Variance:	0.13	Std. Error:	0.04			skipped
If 'No' please elaborate: (10)							
1	23/04/18 2:14PM ID: 80460898	Sometimes the response is quite slow which does not suit impatient Client's					
2	23/04/18 2:19PM ID: 80460944	Received written advice 2 weeks after target					
3	23/04/18 2:27PM ID: 80462253	Difficult to say definitively as issues with payment and how that is created on line					
4	23/04/18 2:47PM ID: 80464417	I had apologies from your staff referring to their workload as a reason for the delay in responses					

#### Q4. Was your pre-application enquiry registered in good time?

			Response Percent	Response Total
5	23/04/18 4:07PM ID: 80473486	Application lost in house		
6	23/04/18 5:10PM ID: 80482920	No it took nearly 4 weeks, when it was supposed to take 2! This was only approved after I kept chasing and it looked like it was done on the day that I last chased it up. So, it looked like it wouldn't have been done without me keeping on with the chasing.		
7	23/04/18 5:15PM ID: 80485008	There was a delay as the phone payment service would not process the payment but had accepted the card.		
8	23/04/18 6:44PM ID: 80496032	Needed an extension due to delayed response.		
9	23/04/18 7:12PM ID: 80499621	There was a problem loading documents onto the system, I had to call in and then email to the office. Was informed the system wasn't working very well.		
10	23/04/18 9:11PM ID: 80512808	Why the * ?		

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#### Q5. Was your enquiry registered as submitted, or did we request more information?

			Response Percent	Response Total
1	Registered As Submitted		74.63%	50
2	More Information Was Requested		25.37%	17
<b>Analysis</b>			answered	67
	Mean: 1.25 Std. Deviation: 0.44 Satisfaction Rate: 25.37		skipped	0
	Variance: 0.19 Std. Error: 0.05			
Comments: (4)				
1	23/04/18 7:12PM ID: 80499621	The system sent endless duplicate emails and letters, it was very confusing so I had to phone the office to clarify what was going on, was told ignore all as the system was not working very well		
2	23/04/18 9:11PM ID: 80512808	Clearly ask from planning team. I had missed items off no real impact on time frame for response.		
3	24/04/18 8:29AM ID: 80542793	Do not know if the above is correct It was months ago and I cannot remember, you need an alternative Not Sure button		
4	30/04/18 10:50AM ID: 81174823	Payment was requested		

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#### Q6a. Have you now submitted a planning application following our provision of pre-application advice?

			Response Percent	Response Total
1	Yes		53.73%	36
2	No		46.27%	31

**Q6a. Have you now submitted a planning application following our provision of pre-application advice?**

						Response Percent	Response Total
Analysis	Mean:	1.46	Std. Deviation:	0.5	Satisfaction Rate:	46.27	answered 67
	Variance:	0.25	Std. Error:	0.06			skipped 0

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**Q6b. Were you asked to amend your application whilst it was being processed? If so was this consistent with the pre-app advice you received? Please use the comments box below.**

						Response Percent	Response Total
1	No					79.10%	53
2	Yes					20.90%	14
Analysis	Mean:	1.21	Std. Deviation:	0.41	Satisfaction Rate:	20.9	answered 67
	Variance:	0.17	Std. Error:	0.05			skipped 0

Comments: (14)

1	23/04/18 2:14PM ID: 80460841	Not applicable as yet, we only registered the application a couple of weeks ago
2	23/04/18 2:22PM ID: 80461153	I haven't yet received any substantive response to the pre-planning application (and it's close to deadline)
3	23/04/18 2:37PM ID: 80463843	asked for contamination report
4	23/04/18 2:47PM ID: 80464417	Partly consistent but a further issue came out of the written response
5	23/04/18 2:54PM ID: 80467012	N/A - application yet to be submitted
6	23/04/18 5:15PM ID: 80485008	Application has only just been submitted.
7	23/04/18 9:11PM ID: 80512808	N/A
8	23/04/18 9:55PM ID: 80517815	Was told that what we wanted wouldn't be approved on pre approval. Put exactly same thing through full planning and recieved permission...
9	24/04/18 5:40AM ID: 80532079	Further detail and site plans were requested and these details were not highlighted in the response from my pre application request.
10	24/04/18 8:11AM ID: 80540514	Yes, some suggestions were made and I was asked to justify my site layout (which I did). This was helpful as my justification of siting of the building probably eased or avoided questions at the application stage.
11	24/04/18 9:57AM ID: 80553921	I was ask to provide the same information a site plan but to add a red line . The land was clearly marked already just not in red pen
12	24/04/18 10:09AM ID: 80555919	your agent did not attend the meeting
13	25/04/18 7:50PM ID: 80757726	Not applicable. No application has yet been submitted.
14	30/04/18 10:50AM ID: 81174823	no application made yet



Q7. In relation to our overall service did our pre-application advice help you when you submitted your planning application?							
						Response Percent	Response Total
1	Strongly Agree					26.15%	17
2	Agree					33.85%	22
3	Neither Agree or Disagree					23.08%	15
4	Disagree					4.62%	3
5	Strongly Disagree					12.31%	8
Analysis	Mean:	2.43	Std. Deviation:	1.26	Satisfaction Rate:	35.77	answered
	Variance:	1.6	Std. Error:	0.16			skipped
Comments: (15)							
1	23/04/18 2:14PM ID: 80460909	No application submitted yet. Further pre-app to be sought.					
2	23/04/18 2:14PM ID: 80460841	We changed our plans based on the advice from the pre app					
3	23/04/18 2:22PM ID: 80461153	As not yet submitted - this survey is premature for these questions					
4	23/04/18 2:42PM ID: 80463792	We submitted an Application last year which we withdrew after receiving advice from Design Review Panel and have sought Pre-App advice on our new design which we will submit shortly.					
5	23/04/18 2:47PM ID: 80464417	It gave me a signal that the general idea was likely to succeed but I didn't feel it represented value for money					
6	23/04/18 2:48PM ID: 80463148	Although it did take an additional cost of a site visit by a member of the heritage team in order to determine that not amendment to the submitted proposals was required in this instance.					
7	23/04/18 2:54PM ID: 80467012	N/A - application yet to be submitted					
8	23/04/18 4:15PM ID: 80476247	As already indicated a full application was not submitted. This was because the response to the pre-application request was slow (nearly twice the fourteen days target) and by the time the advice was received the opportunity to purchase the property had passed.					
9	23/04/18 9:11PM ID: 80512808	Hard one to answer as it was only a few days ago and so not really enough time to answer this question. Maybe something like would advice help you in making your application.					
10	24/04/18 9:57AM ID: 80553921	The answers I received are very ambiguous and could mean several outcome so I'm still confused . I have emailed again for clarification but Boone has come back to me					
11	24/04/18 10:09AM ID: 80555919	you didn't attend the meeting					
12	25/04/18 7:50PM ID: 80757726	The advice received was too woolly to be construed as anything more than informed opinion. My follow-up email requesting clarification was ignored. As a result, I am little further forward than I was before seeking the pre-app advice, and not at all confident that any application would be successful - or what I need to do to make it so.					
13	28/04/18 7:54AM ID: 81041562	Np planning was required. Only listed building advice					
14	07/05/18 7:43PM ID: 82733701	The pre-application advice was clear and informative.					

**Q7. In relation to our overall service did our pre-application advice help you when you submitted your planning application?**

			Response Percent	Response Total
15	23/05/18 4:54PM ID: 85472844	It will when it comes to submitting the application		

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**Q8. In relation to our overall service did we ask you to modify your proposal?**

							Response Percent	Response Total
1	Yes			<div></div>			38.81%	26
2	No			<div></div>			61.19%	41
Analysis	Mean:	1.61	Std. Deviation:	0.49	Satisfaction Rate:	61.19	answered	67
	Variance:	0.24	Std. Error:	0.06			skipped	0

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**Q8a. Did you understand the reasons for the advice we gave?**

								Response Percent	Response Total
1	Yes			<div></div>				84.62%	22
2	No			<div></div>				15.38%	4
Analysis	Mean:	1.15	Std. Deviation:	0.36	Satisfaction Rate:	15.38		answered	26
	Variance:	0.13	Std. Error:	0.07				skipped	41

If 'No' please elaborate: (3)

1	23/04/18 2:27PM ID: 80462253	There was a total conflict of what was said by the Case Officers on site as to what written advice was given.
2	23/04/18 9:55PM ID: 80517815	No because full planning was approved for the same thing
3	25/04/18 7:50PM ID: 80757726	Sort of. But there was little clear guidance given as to what modifications should be made; simply a statement that the proposal as it stood would be likely refused, and an unclear suggestion about the 'linearity' of the existing structure. My architect was equally flummoxed by the advice.

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**Q9. Do you think that the overall advice you received represented good value for money?**

			Response Percent	Response Total
1	Strongly Agree		10.45%	7

**Q9. Do you think that the overall advice you received represented good value for money?**



							Response Percent	Response Total
2	Agree			<div></div>			29.85%	20
3	Neither Agree or Disagree			<div></div>			22.39%	15
4	Disagree			<div></div>			16.42%	11
5	Strongly Disagree			<div></div>			20.90%	14
Analysis	Mean:	3.07	Std. Deviation:	1.31	Satisfaction Rate:	51.87	answered	67
	Variance:	1.71	Std. Error:	0.16			skipped	0

If you disagree, please explain why: (23)

1	23/04/18 2:14PM ID: 80460909	Planning officer advice very poor given the £1400 cost. Planning officer was good on site meeting but then written response did not provide any guidance. Conservation advice was fine (and largely as expected). I think next time we may only seek conservation pre-app.
2	23/04/18 2:22PM ID: 80462304	Do not know yet
3	23/04/18 2:24PM ID: 80462204	It is an extremely expensive service for simply wanting to find out if planning permission is required or not. Many councils do not charge for this, or have a second, lower fee (compared to asking for detailed planning advice).
4	23/04/18 2:34PM ID: 80463244	dont know agent handled it
5	23/04/18 2:47PM ID: 80464417	The cost involved is not far short of a full application but the advice given was shallow, suffered delays and I felt it was bottom of the pile in terms of priorities
6	23/04/18 2:50PM ID: 80465488	The reapplication fees are somewhat disproportionate to the application fees themselves and whilst the service itself has improved with the responses received typically being more consistent with the eventual decisions reached. Since charging i have found clients less likely to be happy to engage in this process and would prefer to submit an application knowing that certain amendments can be made during the application process thus avoiding the need for the associated delays and cost of engaging in the pre-app process.
7	23/04/18 2:54PM ID: 80467012	To date, though this will be dependent on subsequent planning application, yet to be made.
8	23/04/18 3:17PM ID: 80469610	No advice given. No question asked
9	23/04/18 4:15PM ID: 80476247	Since, in the end, the advice was too late to be of any use, it is hard to argue that any price would represent "good value". But I have a broader issue with the fees. I find it hard to see how charging for a service which was previously free "encourage[s] pre-application" and since use of the pre-application service is likely to reduce the costs to the council of processing ill thought-out applications, the suggestion that the fee covers a cost is disingenuous. I would suggest that it is merely a way to try to plug a hole in the council's finances.
10	23/04/18 5:04PM ID: 80482797	We was told in meeting that our application would probably be approved , and then got a follow up email saying that it would not be approved which left us very confused and that they did not really no what they were talking about or didn't want to tell us the truth to our face
11	23/04/18 5:10PM ID: 80482920	No, no and no! Considering this used to be free. Not only that,with my previous comment, it took nearly 4 weeks to receive my advice which I had to keep chasing for. I then got promised to be refunded my money (£90) for the delay,which was instigated by one of your staff members and this has never come through. I then asked another member of your staff when this hadn't been refunded and I got told that they didn't know anything about it.

Q9. Do you think that the overall advice you received represented good value for money?				Response Percent	Response Total
12	23/04/18 5:15PM ID: 80485008	I understand that the council need to make a charge, however £280 seems rather high for the time allocated for the meeting.			
13	23/04/18 5:29PM ID: 80487601	I understand the limitations on funding..... I would have been pleased if the cost of the pre app was then taken from the total cost of the planning application itself. This would reflect the fact that work had been completed, on both parties, prior to full application.			
14	23/04/18 6:37PM ID: 80495623	Should not have to pay for advise how to apply.			
15	23/04/18 7:34PM ID: 80502105	I asked a number of questions and the vast majority were just ignored. The advice was therefore very poor value and of limited use.			
16	23/04/18 9:11PM ID: 80512808	Is it value for money? Hard when it used to be free. Compared to last year no. Saying that price for service was fair but would like to know where Revenue goes? Extra or less work load for people in planning team. When and where do you report pros and cons of this system over old ways?			
17	24/04/18 5:40AM ID: 80532079	If the inconsistency is removed from pre-application advice and application requirements.			
18	24/04/18 11:19AM ID: 80564669	Although it was useful, it was very expensive for anyone working to a tight budget			
19	24/04/18 5:42PM ID: 80619439	Had to repeatedly chase for response exceeding the time fram promised  Also it seems there is now no way to simply call to ask if planning may be required and as we have a listed building this is not only inconvenient but now penalises the owner financially			
20	25/04/18 7:50PM ID: 80757726	£288 for a statement that one version of the drawing proposal I had submitted wailed be refused (which did not need a visit to validate), while the other versions were really not addressed, coupled with a written statement of 'advice' that was unclear and for which clarification was refused, is not in any way good value for money. I might just as well have asked the bloke next door.			
21	28/04/18 7:54AM ID: 81041562	It did seem very. The cost of the work was probably only 50% more than the advice.			
22	30/04/18 10:50AM ID: 81174823	it used to be free			
23	07/05/18 7:43PM ID: 82733701	Despite following the advice, my application was refused. No further advice was offered before the decision was made.			

## 15. Specific elements of our pre-application advice service - Heritage

Q10a. Did you include Heritage advice in your pre-application request?							Response Percent	Response Total
1	Yes						22.39%	15
2	No						77.61%	52
Analysis	Mean:	1.78	Std. Deviation:	0.42	Satisfaction Rate:	77.61	answered	67
	Variance:	0.17	Std. Error:	0.05			skipped	0

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**Q10b: In relation to the Heritage element of our pre-application advice service : Did this element of our service help you so that you were able to successfully submit your application?**

						Response Percent	Response Total
1	Yes					60.00%	9
2	No					40.00%	6
Analysis	Mean:	1.4	Std. Deviation:	0.49	Satisfaction Rate:	40	answered
	Variance:	0.24	Std. Error:	0.13			skipped
							15
							52

Comments: (4)

1	23/04/18 2:14PM ID: 80460909	Not yet submitted, further pre app to be sought.
2	23/04/18 2:48PM ID: 80463148	Initially the application was submitted on the basis of a meeting in the council office and negative response was received. This was at the time of the pre-app advice and payment for was coming into place and opted for paying for an additional site visit which in the end allowed the officer to establish a better understanding of the setting and levels involve that are not easily represented with 2d drawing information
3	24/04/18 5:42PM ID: 80619439	Eventually but only after phone conversation To be fair our application fee was refunded
4	25/04/18 7:50PM ID: 80757726	See earlier comments.

**Q10c. In relation to the Heritage element of our pre-application advice service : Did we ask you to modify this element of your proposal? Did we explain the reasons for the changes you were asked to make?**

						Response Percent	Response Total
1	Yes					53.33%	8
2	No					46.67%	7
Analysis	Mean:	1.47	Std. Deviation:	0.5	Satisfaction Rate:	46.67	answered
	Variance:	0.25	Std. Error:	0.13			skipped
							15
							52

Comments: (3)

1	23/04/18 2:27PM ID: 80462253	Confliction of verbal comments on site to that received in writing and still awaiting a response to a comment that was made to assist.
2	23/04/18 2:48PM ID: 80463148	Although as above following a site visit no changes were asked for
3	25/04/18 7:50PM ID: 80757726	Two questions here: yes, you said it would need modification. No, you did not adequately explain the reasons.



**Q10d. In relation to the Heritage element of our pre-application advice service : Did the advice represent good value for money?**

						Response Percent	Response Total
1	Yes					73.33%	11
2	No					26.67%	4
						answered	15








**Q10d. In relation to the Heritage element of our pre-application advice service : Did the advice represent good value for money?**

							Response Percent	Response Total
Analysis	Mean:	1.27	Std. Deviation:	0.44	Satisfaction Rate:	26.67	skipped	52
	Variance:	0.2	Std. Error:	0.11				
Comments: (3)								
1	23/04/18 2:27PM ID: 80462253		Neutral					
2	25/04/18 7:50PM ID: 80757726		See earlier comments.					
3	28/04/18 7:54AM ID: 81041562		Only in the sense that it gave peace of mind.					


**Q10e. In relation to the Heritage element of our pre-application advice service: Would you use this service again?**

						Response Percent	Response Total
1	Yes					80.00%	12
2	No					20.00%	3
<b>Analysis</b>	Mean:	1.2	Std. Deviation:	0.4	Satisfaction Rate:	20	answered
	Variance:	0.16	Std. Error:	0.1			skipped
Comments: (3)							
1	23/04/18 2:27PM ID: 80462253	Neutral					
2	25/04/18 7:50PM ID: 80757726	It was a waste of my and your time.					
3	28/04/18 7:54AM ID: 81041562	No other plans					

**Q10f. Overall how would you rate this element of our service (Heritage): 10 being the highest rating, 1 the lowest.**

						Response Percent	Response Total
1	10					20.00%	3
2	9					13.33%	2
3	8					13.33%	2
4	7					13.33%	2
5	6					6.67%	1
6	5					6.67%	1
7	4					0.00%	0
8	3					13.33%	2
9	2					0.00%	0

**Q10f. Overall how would you rate this element of our service (Heritage): 10 being the highest rating, 1 the lowest.**



						Response Percent	Response Total
10	1					13.33%	2
<b>Analysis</b>	Mean:	4.53	Std. Deviation:	3.07	Satisfaction Rate:	39.26	answered 15
	Variance:	9.45	Std. Error:	0.79			skipped 52

What is the most important thing we could improve? (8)

1	23/04/18 2:14PM ID: 80460909	Late response - timescales could be better!
2	23/04/18 2:27PM ID: 80462253	Advice when on site co-ordinated with advice when received in writing. Clients react on positive verbal advice,
3	23/04/18 2:48PM ID: 80463148	Only 8 as we did then need to pay for a site visit in order that a better understanding of the site features could be understood. Lesson learnt for myself in the future.
4	23/04/18 3:28PM ID: 80471479	Slow in responding to original application
5	24/04/18 9:31AM ID: 80550322	The arranging of a site visit with the attendance of the Heritage Team took a long time.
6	24/04/18 5:42PM ID: 80619439	allow a telephone conversation without charge in order to establish if planning likely to be required It feels now that we cannot even consult at all without paying punitive fees for the privilege of owning an historic property
7	25/04/18 7:50PM ID: 80757726	Give advice that is specific, pertinent, and helpful. The advice I received was none of these things.
8	28/04/18 7:54AM ID: 81041562	The cost should be proportional to the magnitude of the work if possible.

## 17. Specific elements of our pre-application advice service - Highways

**Q11a. Did you include Highways advice in your pre-application advice request?**

						Response Percent	Response Total
1	Yes					11.94%	8
2	No					88.06%	59
<b>Analysis</b>	Mean:	1.88	Std. Deviation:	0.32	Satisfaction Rate:	88.06	answered 67
	Variance:	0.11	Std. Error:	0.04			skipped 0

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**Q11b. In relation to the Highways element of our pre-application advice service : Did this element of our service help you so that you were able to successfully submit your application?**

						Response Percent	Response Total
1	Yes					87.50%	7
2	No					12.50%	1

**Q11b. In relation to the Highways element of our pre-application advice service : Did this element of our service help you so that you were able to successfully submit your application?**

							Response Percent	Response Total
Analysis	Mean:	1.12	Std. Deviation:	0.33	Satisfaction Rate:	12.5	answered	8
	Variance:	0.11	Std. Error:	0.12			skipped	59
If 'No' please elaborate: (1)								
1	24/04/18 7:15AM ID: 80536628		SCC Highways were not helpful					

**Q11c. In relation to the Highways element of our pre-application advice service : Did we ask you to modify this element of your proposal? Did we explain the reasons for the changes you were asked to make?**

							Response Percent	Response Total
1	Yes			<div></div>			25.00%	2
2	No			<div></div>			75.00%	6
Analysis	Mean:	1.75	Std. Deviation:	0.43	Satisfaction Rate:	75	answered	8
	Variance:	0.19	Std. Error:	0.15			skipped	59
Comments: (1)								
1	23/04/18 7:34PM ID: 80502105		Garage needed to be bigger					

**Q11d. In relation to the Highways element of our pre-application advice service : Did the advice represent good value for money?**

							Response Percent	Response Total
1	Yes			<div></div>			87.50%	7
2	No			<div></div>			12.50%	1
Analysis	Mean:	1.12	Std. Deviation:	0.33	Satisfaction Rate:	12.5	answered	8
	Variance:	0.11	Std. Error:	0.12			skipped	59

**Q11e. In relation to the Highways element of our pre-application advice service: Would you use this service again?**

							Response Percent	Response Total
1	Yes			<div></div>			87.50%	7
2	No			<div></div>			12.50%	1
Analysis	Mean:	1.12	Std. Deviation:	0.33	Satisfaction Rate:	12.5	answered	8
	Variance:	0.11	Std. Error:	0.12			skipped	59



**Q11f. Overall how would you rate this element of our service (Highways): 10 being the highest rating, 1 the lowest.**

						Response Percent	Response Total
1	10					25.00%	2
2	9					0.00%	0
3	8					37.50%	3
4	7					12.50%	1
5	6					0.00%	0
6	5					12.50%	1
7	4					0.00%	0
8	3					12.50%	1
9	2					0.00%	0
10	1					0.00%	0
<b>Analysis</b>						answered	8
						skipped	59
What could be done to improve this element of our service? (1)							
1	23/04/18 7:34PM ID: 80502105	Answer all my questions					

## 19. Specific elements of our pre-application advice service - Floods

**Q12a. Did you include Floods advice in your pre-application advice request**

						Response Percent	Response Total
1	Yes					5.97%	4
2	No					94.03%	63
<b>Analysis</b>						answered	67
						skipped	0

## 20. Page 20

**Q12b. In relation to the Floods element of our pre-application advice service : Did this element of our service help you so that you were able to successfully submit your application?**

						Response Percent	Response Total
1	Yes					50.00%	2
2	No					50.00%	2
<b>Analysis</b>						answered	4
						skipped	63
If 'No' please elaborate: (2)							

**Q12b. In relation to the Floods element of our pre-application advice service : Did this element of our service help you so that you were able to successfully submit your application?**

			Response Percent	Response Total
1	23/04/18 2:34PM ID: 80463244	n/a		
2	30/04/18 10:50AM ID: 81174823	no application submitted yet		

**Q12c. In relation to the Floods element of our pre-application advice service : Did we ask you to modify this element of your proposal? Did we explain the reasons for the changes you were asked to make?**

						Response Percent	Response Total	
1	Yes					0.00%	0	
2	No					100.00%	4	
Analysis	Mean:	2	Std. Deviation:	0	Satisfaction Rate:	100	answered	4
	Variance:	0	Std. Error:	0			skipped	63
Comments: (1)								
1	23/04/18 2:34PM ID: 80463244		N/A					

**Q12d. In relation to the Floods element of our pre-application advice service : Did the advice represent good value for money?**

							Response Percent	Response Total
1	Yes						50.00%	2
2	No						50.00%	2
Analysis	Mean:	1.5	Std. Deviation:	0.5	Satisfaction Rate:	50	answered	4
	Variance:	0.25	Std. Error:	0.25			skipped	63
If 'No' please elaborate: (2)								
1	23/04/18 2:34PM ID: 80463244		n/a					
2	30/04/18 10:50AM ID: 81174823		it used to be free					





**Q12e. In relation to the Floods element of our pre-application advice service: Would you use this service again?**

							Response Percent	Response Total
1	Yes			<div></div>			50.00%	2
2	No			<div></div>			50.00%	2
Analysis	Mean:	1.5	Std. Deviation:	0.5	Satisfaction Rate: 50		answered	4
	Variance:	0.25	Std. Error:	0.25			skipped	63

**Q12e. In relation to the Floods element of our pre-application advice service: Would you use this service again?**

			Response Percent	Response Total
If 'No' please elaborate: (1)				
1	23/04/18 2:34PM ID: 80463244	n/a		

**Q12f. Overall how would you rate this element of our service (Floods): 10 being the highest rating, 1 the lowest.**



				Response Percent	Response Total
1	10			25.00%	1
2	9			25.00%	1
3	8			0.00%	0
4	7			0.00%	0
5	6			0.00%	0
6	5			25.00%	1
7	4			0.00%	0
8	3			0.00%	0
9	2			0.00%	0
10	1			25.00%	1
<b>Analysis</b>					
	Mean:	4.75	Std. Deviation:	3.56	Satisfaction Rate: 41.67
	Variance:	12.69	Std. Error:	1.78	
				answered	4
				skipped	63

What could be done to improve this element of our service? (1)

1	23/04/18 2:34PM ID: 80463244	n/a
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**21. Specific elements of our pre-application advice service - Landscape**

**Q13a. Did you include Landscape advice in your pre-application request?**


				Response Percent	Response Total
1	Yes			4.48%	3
2	No			95.52%	64
<b>Analysis</b>					
	Mean:	1.96	Std. Deviation:	0.21	Satisfaction Rate: 95.52
	Variance:	0.04	Std. Error:	0.03	
				answered	67
				skipped	0

**22. Page 22**



**Q13b. In relation to the Landscape element of our pre-application advice service: Did this element of our service help you so that you were able to successfully submit your application?**

						Response Percent	Response Total
1	Yes					33.33%	1
2	No					66.67%	2
Analysis	Mean:	1.67	Std. Deviation:	0.47	Satisfaction Rate:	66.67	answered
	Variance:	0.22	Std. Error:	0.27			skipped
If 'No' please elaborate: (1)							
1	24/04/18 8:29AM ID: 80542793	No because we were out bid for the property and did not make the purchase so the planning pre-app was useful but in the end not necessary					



**Q13c. In relation to the Landscape element of our pre-application advice service: Did we ask you to modify this element of your proposal? Did we explain the reasons for the changes you were asked to make?**

						Response Percent	Response Total
1	Yes					0.00%	0
2	No					100.00%	3
Analysis	Mean:	2	Std. Deviation:	0	Satisfaction Rate:	100	answered
	Variance:	0	Std. Error:	0			skipped




**Q13d. In relation to the Landscape element of our pre-application advice service: Did the advice represent good value for money?**

						Response Percent	Response Total
1	Yes					33.33%	1
2	No					66.67%	2
Analysis	Mean:	1.67	Std. Deviation:	0.47	Satisfaction Rate:	66.67	answered
	Variance:	0.22	Std. Error:	0.27			skipped

**Q13e. In relation to the Landscape element of our pre-application advice service: Would you use this service again?**



						Response Percent	Response Total
1	Yes					33.33%	1
2	No					66.67%	2
Analysis	Mean:	1.67	Std. Deviation:	0.47	Satisfaction Rate:	66.67	answered
	Variance:	0.22	Std. Error:	0.27			skipped

**Q13f. Overall how would you rate this element of our service (Landscape): 10 being the highest rating, 1 the lowest.**

					Response Percent	Response Total
1	10				0.00%	0
2	9				0.00%	0
3	8				33.33%	1
4	7				0.00%	0
5	6				0.00%	0
6	5				0.00%	0
7	4				0.00%	0
8	3				33.33%	1
9	2				0.00%	0
10	1				33.33%	1
<b>Analysis</b>	Mean:	7	Std. Deviation:	2.94	Satisfaction Rate:	66.67
	Variance:	8.67	Std. Error:	1.7		
					answered	3
					skipped	64



## 23. Specific elements of our pre-application advice service - Ecology

**Q14a. Did you include Ecology advice in your pre-application request?**

					Response Percent	Response Total
1	Yes				4.48%	3
2	No				95.52%	64
<b>Analysis</b>	Mean:	1.96	Std. Deviation:	0.21	Satisfaction Rate:	95.52
	Variance:	0.04	Std. Error:	0.03		
					answered	67
					skipped	0

## 24. Page 24

**Q14b. In relation to the Ecology element of our pre-application advice service: Did this element of our service help you so that you were able to successfully submit your application?**

					Response Percent	Response Total
1	Yes				66.67%	2
2	No				33.33%	1
<b>Analysis</b>	Mean:	1.33	Std. Deviation:	0.47	Satisfaction Rate:	33.33
	Variance:	0.22	Std. Error:	0.27		
					answered	3
					skipped	64

**Q14c. In relation to the Ecology element of our pre-application advice service: Did we ask you to modify this element of your proposal? Did we explain the reasons for the changes you were asked to make?**

					Response Percent	Response Total
1	Yes				0.00%	0
2	No				100.00%	3
<b>Analysis</b>	Mean:	2	Std. Deviation:	0	answered	3
	Variance:	0	Std. Error:	0	skipped	64

**Q14d. In relation to the Ecology element of our pre-application advice service: Did the advice represent good value for money?**

					Response Percent	Response Total
1	Yes				66.67%	2
2	No				33.33%	1
<b>Analysis</b>	Mean:	1.33	Std. Deviation:	0.47	answered	3
	Variance:	0.22	Std. Error:	0.27	skipped	64

**Q14e. In relation to the Ecology element of our pre-application advice service: Would you use this service again?**

					Response Percent	Response Total
1	Yes				66.67%	2
2	No				33.33%	1
<b>Analysis</b>	Mean:	1.33	Std. Deviation:	0.47	answered	3
	Variance:	0.22	Std. Error:	0.27	skipped	64

**Q14f. Overall how would you rate this element of our service (Ecology): 10 being the highest rating, 1 the lowest.**

					Response Percent	Response Total
1	10				0.00%	0
2	9				0.00%	0
3	8				33.33%	1
4	7				0.00%	0
5	6				0.00%	0
6	5				33.33%	1
7	4				0.00%	0
8	3				0.00%	0
9	2				0.00%	0
10	1				33.33%	1

**Q14f. Overall how would you rate this element of our service (Ecology): 10 being the highest rating, 1 the lowest.**

						Response Percent	Response Total
<b>Analysis</b>	Mean:	6.33	Std. Deviation:	2.87	Satisfaction Rate:	59.26	answered 3
	Variance:	8.22	Std. Error:	1.66			skipped 64

## 25. Summary

**Q15. Overall would you use our pre-app service again?**

						Response Percent	Response Total
1	Yes					73.13%	49
2	No					26.87%	18
<b>Analysis</b>	Mean:	1.27	Std. Deviation:	0.44	Satisfaction Rate:	26.87	answered 67
	Variance:	0.2	Std. Error:	0.05			skipped 0

If 'No' please explain why (20)

1	23/04/18 2:24PM ID: 80462204	Only if absolutely necessary, as clients are not usually willing to pay the extra fees.
2	23/04/18 2:27PM ID: 80462253	Because I believe it is a valuable exercise for our clients. However if one pays for a service then one expects a level of service, which unfortunately in this instance was not forthcoming.
3	23/04/18 2:47PM ID: 80464417	I think the money would be better spent on professional advice and a full application. I wouldn't recommend the service to others
4	23/04/18 2:50PM ID: 80465488	As previously noted on small scale projects the associated costs involve mean that this service is not justified. When the former 'drop-in' service was provided all applications were discussed prior to submission.
5	23/04/18 3:17PM ID: 80469610	No guidance offered
6	23/04/18 4:15PM ID: 80476247	But only because there isn't really a viable alternative.
7	23/04/18 5:04PM ID: 80482797	Very expensive for a meeting that only lasted for 5 min and gave us inaccurate information
8	23/04/18 5:10PM ID: 80482920	No! Complete waste of time, just to get an answer of 'yes, we think it will pass but no guarentees.
9	23/04/18 6:33PM ID: 80494384	poor communication poor time scales not met. 50% refund promised never received
10	23/04/18 6:37PM ID: 80495623	Prefer just to speak to somebody over the phone.
11	23/04/18 7:34PM ID: 80502105	Poor value and poor planning advice for what was a considerable fee. Highways was fine.
12	23/04/18 9:55PM ID: 80517815	For reasons previously given. Waste of time and money
13	24/04/18 5:40AM ID: 80532079	But I think I would question the response in more detail
14	24/04/18 8:11AM ID: 80540514	I feel its too expensive for what is offered. An hour with a officer and a few comments is not worth that value. Also, charging for pre application advise will force many to try

### Q15. Overall would you use our pre-app service again?

			Response Percent	Response Total
		even harder to side step the planning system. This I feel is very strongly true of heritage applications where the councils should be promoting an open conversation for the sake of the asset in question. I would also question the principal of charging for heritage pre application as the general legal principal is that you should NOT be penalised for you care of a heritage asset.		
15	24/04/18 9:57AM ID: 80553921	I assume I would have too as noble will now give you advise over the phone . But we cannot keep paying for advise that makes no sense		
16	24/04/18 10:09AM ID: 80555919	waste of my time and money, as you couldn't be bothered to attend the meeting		
17	25/04/18 7:50PM ID: 80757726	See earlier comments. The process was essentially unhelpful and unresponsive to subsequent questions for clarification.		
18	28/04/18 7:54AM ID: 81041562	No plans for further changes		
19	30/04/18 10:50AM ID: 81174823	I am not sure that it gives the application any advantage.		
20	07/05/18 7:43PM ID: 82733701	It is more or less mandatory.		

## 26. Rating our service

### Q16. Overall how would you rate our service? 10 being the highest rating, 1 the lowest.

	1	2	3	4	5	6	7	8	9	10	Response Total
Timeliness	9.0% (6)	6.0% (4)	3.0% (2)	1.5% (1)	14.9% (10)	13.4% (9)	6.0% (4)	22.4% (15)	9.0% (6)	14.9% (10)	67
Quality of advice	11.9% (8)	4.5% (3)	3.0% (2)	4.5% (3)	11.9% (8)	0.0% (0)	7.5% (5)	26.9% (18)	14.9% (10)	14.9% (10)	67
Attitudes / friendliness of staff	3.0% (2)	4.5% (3)	1.5% (1)	6.0% (4)	6.0% (4)	6.0% (4)	6.0% (4)	11.9% (8)	26.9% (18)	28.4% (19)	67
Helpfulness	6.0% (4)	6.0% (4)	6.0% (4)	4.5% (3)	10.4% (7)	3.0% (2)	6.0% (4)	14.9% (10)	20.9% (14)	22.4% (15)	67
Overall Experience	9.0% (6)	6.0% (4)	4.5% (3)	7.5% (5)	11.9% (8)	0.0% (0)	10.4% (7)	23.9% (16)	13.4% (9)	13.4% (9)	67
										answered	67
										skipped	0











## Matrix Charts

46.1. Timeliness			Response Percent	Response Total
1	1		9.0%	6
2	2		6.0%	4
3	3		3.0%	2



















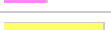


46.1. Timeliness							Response Percent	Response Total
4	4		<div><div></div></div>				1.5%	1
5	5		<div><div></div></div>				14.9%	10
6	6		<div><div></div></div>				13.4%	9
7	7		<div><div></div></div>				6.0%	4
8	8		<div><div></div></div>				22.4%	15
9	9		<div><div></div></div>				9.0%	6
10	10		<div><div></div></div>				14.9%	10
Analysis	Mean:	6.42	Std. Deviation:	2.77	Satisfaction Rate:	60.2	answered	67
	Variance:	7.65	Std. Error:	0.34				

46.2. Quality of advice							Response Percent	Response Total
1	1		<div></div>				11.9%	8
2	2		<div></div>				4.5%	3
3	3		<div></div>				3.0%	2
4	4		<div></div>				4.5%	3
5	5		<div></div>				11.9%	8
6	6						0.0%	0
7	7		<div></div>				7.5%	5
8	8		<div></div>				26.9%	18
9	9		<div></div>				14.9%	10
10	10		<div></div>				14.9%	10
Analysis	Mean:	6.58	Std. Deviation:	2.97	Satisfaction Rate:	62.02	answered	67
	Variance:	8.81	Std. Error:	0.36				

46.3. Attitudes / friendliness of staff						Response Percent	Response Total
1	1					3.0%	2
2	2					4.5%	3
3	3					1.5%	1
4	4					6.0%	4
5	5					6.0%	4
6	6					6.0%	4
7	7					6.0%	4
8	8					11.9%	8
9	9					26.9%	18
10	10					28.4%	19

46.3. Attitudes / friendliness of staff						Response Percent	Response Total
Analysis	Mean:	7.69	Std. Deviation:	2.56	Satisfaction Rate:	74.3	answered 67
	Variance:	6.54	Std. Error:	0.31			

46.4. Helpfulness						Response Percent	Response Total
1	1					6.0%	4
2	2					6.0%	4
3	3					6.0%	4
4	4					4.5%	3
5	5					10.4%	7
6	6					3.0%	2
7	7					6.0%	4
8	8					14.9%	10
9	9					20.9%	14
10	10					22.4%	15
Analysis	Mean:	6.97	Std. Deviation:	2.91	Satisfaction Rate:	66.33	answered 67
	Variance:	8.45	Std. Error:	0.36			

46.5. Overall Experience						Response Percent	Response Total
1	1					9.0%	6
2	2					6.0%	4
3	3					4.5%	3
4	4					7.5%	5
5	5					11.9%	8
6	6					0.0%	0
7	7					10.4%	7
8	8					23.9%	16
9	9					13.4%	9
10	10					13.4%	9
Analysis	Mean:	6.43	Std. Deviation:	2.87	Satisfaction Rate:	60.36	answered 67
	Variance:	8.25	Std. Error:	0.35			

27. Improving our service

**Q17. Overall what is the most important thing we could improve with our pre-app service?**

			Response Percent	Response Total
1	Open-Ended Question		100.00%	67
1	23/04/18 2:10PM ID: 80460766	X		
2	23/04/18 2:13PM ID: 80460869	provide a fee calculator online, not just the fee structure		
3	23/04/18 2:14PM ID: 80460909	Better written advice from planners		
4	23/04/18 2:14PM ID: 80460898	Quicker		
5	23/04/18 2:14PM ID: 80460841	The timeliness of the written report. we were told we would have it in 2 weeks but it actually took 4		
6	23/04/18 2:19PM ID: 80460944	Meet the time targets		
7	23/04/18 2:22PM ID: 80461153	Faster response - acknowledgement letter did not specify deadline date, and five days have elapsed		
8	23/04/18 2:22PM ID: 80462304	no comment		
9	23/04/18 2:24PM ID: 80462204	Charging differing amounts depending on the advice needed i.e. a much smaller fee for inquiring if planning permission is required for a householder app.		
10	23/04/18 2:24PM ID: 80462626	On site advice		
11	23/04/18 2:25PM ID: 80463092	consistent advice		
12	23/04/18 2:27PM ID: 80462253	Consistency in verbal and written advice.		
13	23/04/18 2:34PM ID: 80463244	speak to people directly and not charge		
14	23/04/18 2:37PM ID: 80463843	nothing its fine as it is		
15	23/04/18 2:42PM ID: 80463792	Offer more than one meeting / opportunity to discuss the report after the meeting.		
16	23/04/18 2:46PM ID: 80465940	Happy with service received, no comment.		
17	23/04/18 2:47PM ID: 80464417	The speed of responses probably by having more staff. I gather that the relocation of planning services to Endeavour House resulted in a loss of experienced staff and my application was a victim of that period of change		
18	23/04/18 2:48PM ID: 80463148	ensure consistency between initial positive advice to the end decision. I appreciate sometimes further information may be required in order to consider this at an early stage, but I would say ask for it. employ an architect to comment on design aspects of a project		
19	23/04/18 2:50PM ID: 80465488	A more timely service would be beneficial. If a meeting is required it often take at least a week to arrange, this is then followed with a wait of between 2 & 3 weeks for the feedback. This could easily take a month and even at this stage a negative response could be received....by which time an application would be submitted registered and the consultations nearly completed.		
20	23/04/18 2:54PM ID: 80467012	N/A		

**Q17. Overall what is the most important thing we could improve with our pre-app service?**

			Response Percent	Response Total
21	23/04/18 3:17PM ID: 80469610	Ask questions that could have resolved some issues rather than a blanket catch all answers		
22	23/04/18 3:21PM ID: 80470290	experienced authoritative advice rather than fence sitting		
23	23/04/18 3:28PM ID: 80471479	Time in responding		
24	23/04/18 3:45PM ID: 80473778	Easier access		
25	23/04/18 4:07PM ID: 80473486	-		
26	23/04/18 4:15PM ID: 80476247	Return telephone calls - I twice left messages for the officer handling the pre-app and neither was returned.		
27	23/04/18 4:57PM ID: 80483620	Nothing		
28	23/04/18 5:04PM ID: 80482797	Make sure the information in the meeting is the same as in the follow up emails/letter		
29	23/04/18 5:10PM ID: 80482920	Make it free or at least quick. And if I' am going to be told that I'am going to be given my money back, I want my money back!		
30	23/04/18 5:15PM ID: 80485008	Heritage could offer a chargeable 'Written advice' option.		
31	23/04/18 5:29PM ID: 80487601	As per my comments regarding the costs. I would also like to be able to speak to someone to clarify the planning allowances i.e. when and where I can build. This should not cancel the need for a pre app!!!		
32	23/04/18 6:33PM ID: 80494384	clear communication not having to keep chasing officer dealing with my case		
33	23/04/18 6:37PM ID: 80495623	.		
34	23/04/18 6:44PM ID: 80496032	Speed.		
35	23/04/18 6:54PM ID: 80497658	Speed		
36	23/04/18 7:12PM ID: 80499621	You need more staff, you have great staff but are overwhelmed		
37	23/04/18 7:34PM ID: 80502105	Answer my questions.		
38	23/04/18 7:40PM ID: 80502884	As a householder some of the terminology could be simpler		
39	23/04/18 8:08PM ID: 80506064	Perhaps acknowledging a little quicker		
40	23/04/18 9:11PM ID: 80512808	What about follow up to advice issued. When it's questioned what are timeliness and service like?		
41	23/04/18 9:19PM ID: 80514468	nothing		
42	23/04/18 9:55PM ID: 80517815	It obviously doesn't function within the councils planning guidelines so is pointless at present and represents a personal view and opinion not what someone can legally build		

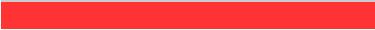

**Q17. Overall what is the most important thing we could improve with our pre-app service?**

			Response Percent	Response Total
43	23/04/18 10:27PM ID: 80522090	Consistency		
44	24/04/18 5:40AM ID: 80532079	That the positive response from pre-application team is consistent with the planning team and any additional information is highlighted at this point.		
45	24/04/18 7:15AM ID: 80536628	SCC highways input		
46	24/04/18 8:11AM ID: 80540514	Some signs as to where the council offices are in the county council offices would be nice. Also some main reception staff who dont treat people looking for MSDC like aliens. REALLY RUDE. NO SIGNS I COULD SEE. NO PARKING, as you have chosen to move MSDC out of Mid suffolk, all people will be driving into ipswich - you NEED parking for them.		
47	24/04/18 8:29AM ID: 80542793	No Idea		
48	24/04/18 9:31AM ID: 80550322	When site visits are required, speed up the process of arranging these.		
49	24/04/18 9:57AM ID: 80553921	Being able to actually speak to someone		
50	24/04/18 10:09AM ID: 80555919	turn up		
51	24/04/18 11:19AM ID: 80564669	Reduce the cost		
52	24/04/18 2:10PM ID: 80589897	Just keep it all simple please		
53	24/04/18 5:42PM ID: 80619439	Allow a conversation with a person before filling in all the forms and paying		
54	24/04/18 9:24PM ID: 80647176	I am quite happy with what has been offered sofar		
55	25/04/18 9:10AM ID: 80672303	quality of advice rather than regurgitating policy		
56	25/04/18 10:57AM ID: 80685475	clearer information about charges and how to pay		
57	25/04/18 7:50PM ID: 80757726	Give useful advice.		
58	26/04/18 5:30PM ID: 80869915	MSDC preferred payment using a credit card which I could not do. Getting this paid with a bank transfer was preferred		
59	28/04/18 7:54AM ID: 81041562	Cost proprional to work. Make heritage separate from planning.		
60	30/04/18 10:50AM ID: 81174823	provide your advice fee of charge		
61	30/04/18 11:20AM ID: 81179357	Reports following the meeting to sent out quicker.		
62	01/05/18 2:04PM ID: 81408287	,		
63	07/05/18 7:43PM ID: 82733701	Provide advice that accords with the application decision. It is costing me a great deal of time and money to resolve a house extension (the house is neither listed nor conservation area).		

**Q17. Overall what is the most important thing we could improve with our pre-app service?**

			Response Percent	Response Total
64	11/05/18 1:10PM ID: 83359754	happy as it is		
65	13/05/18 8:41PM ID: 83547699	Try to provide appointments within 72 hrs of pre-app submission.		
66	23/05/18 2:13PM ID: 85435613	I think the pre app service was more than adequate for my project and was dealt with very professionally so for me it was good.		
67	23/05/18 4:54PM ID: 85472844	NA		
			answered	67
			skipped	0

**Q18. Are there any other types of advice you would like us to include in our service in the future?**

			Response Percent	Response Total
1	No - it is ok as it is		79.10%	53
2	Yes (please describe in comment box below)		20.90%	14
<b>Analysis</b>			answered	67
Mean: 1.21 Std. Deviation: 0.41 Satisfaction Rate: 20.9			skipped	0
Variance: 0.17 Std. Error: 0.05				

**Comments: (15)**

1	23/04/18 2:14PM ID: 80460898	Eliminate unnecessary Heritage involvement
2	23/04/18 2:19PM ID: 80460944	Be able to save a draft application on the 'Pre Planning enquiry form'
3	23/04/18 2:22PM ID: 80461153	Reasons why specialist sections should be included in consultation -- how do I know if eg heritage or flood is relevant?
4	23/04/18 2:34PM ID: 80463244	steering
5	23/04/18 2:47PM ID: 80464417	I can't think of another area of advice but the service is not ok as it is
6	23/04/18 3:17PM ID: 80469610	I did not consider that you offered any service at all
7	23/04/18 3:21PM ID: 80470290	experienced authoritative advice rather than fence sitting
8	23/04/18 5:04PM ID: 80482797	If you feel the application would be turned down, explain why and what could be done to make the application more successful, rather than hide behind a letter or email to say the application is not going to be approved
9	23/04/18 6:33PM ID: 80494384	as above
10	23/04/18 6:44PM ID: 80496032	Not enough time allocated for large projects
11	23/04/18 9:55PM ID: 80517815	What you could build...not what you can't

**Q18. Are there any other types of advice you would like us to include in our service in the future?**

			Response Percent	Response Total
12	24/04/18 10:09AM ID: 80555919	do what the customer wants, don't make it impossible to talk to someone in the dept, when I turn up to discuss problems don't sit me in corner of busy reception on the phone when I can clearly see the person I am talking to through the window!		
13	25/04/18 7:50PM ID: 80757726	If you are going to charge for this service, it must be delivered as a service and not a grudging sop to irritating individuals who wish to muck about with old properties - which is the impression your 'service' left me with. If 'advice' is given that is not clear, then you must respond to requests for clarification, and you should do so until all parties understand what is required and the subsequent planning/listed buildings application is likely to be successful. In my case, I am no nearer being able to guess what would be successful than I was before the visit - except that I now know that one specific proposal would be refused.		
14	01/05/18 2:04PM ID: 81408287	.		
15	07/05/18 7:43PM ID: 82733701	Just get it right. The service I have had from Babergh planning has been exceptionally poor, unprofessional in the extreme, and in due course will lead to legal action costing the Council greatly in time, money and reputation.		

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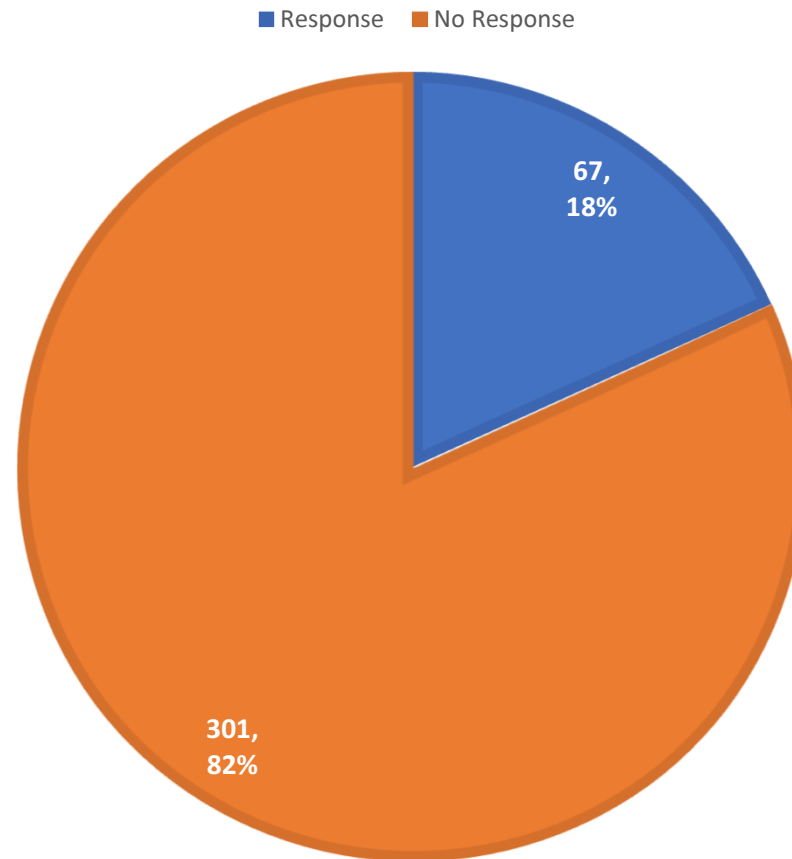
# Pre-Application Survey – Analysis & Review

23 April to 23 May 2018



- This survey was conducted to assist with the ongoing improvement of our planning pre-application advice service.
- All responses were anonymous and no personally identifiable information was collected.
- Survey was sent to 368 customers who had used our planning pre-application service since it went live in July 2017.

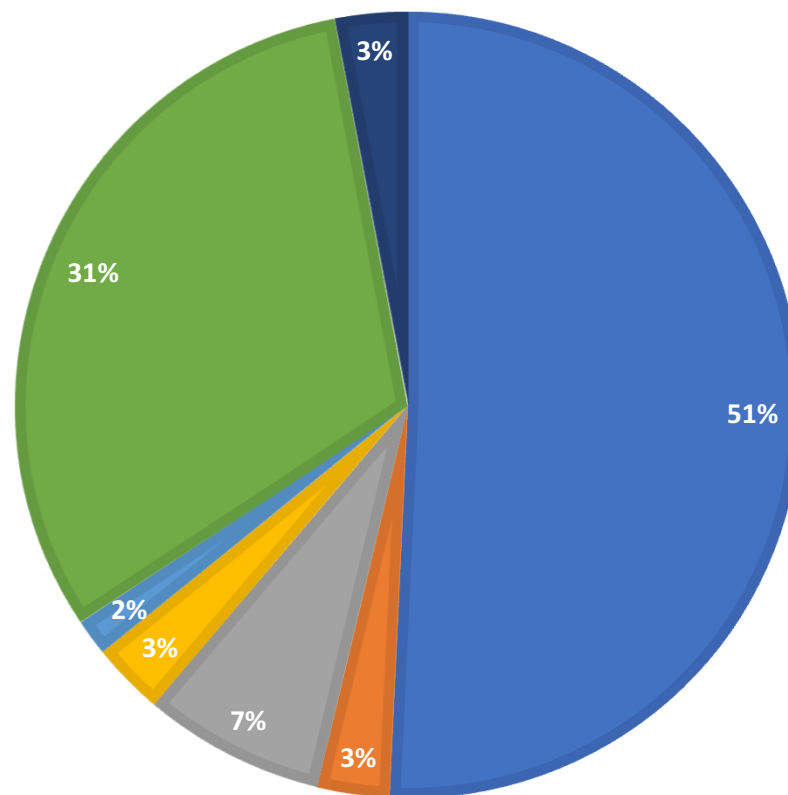
## Pre-App Survey Responses



# Background of respondents

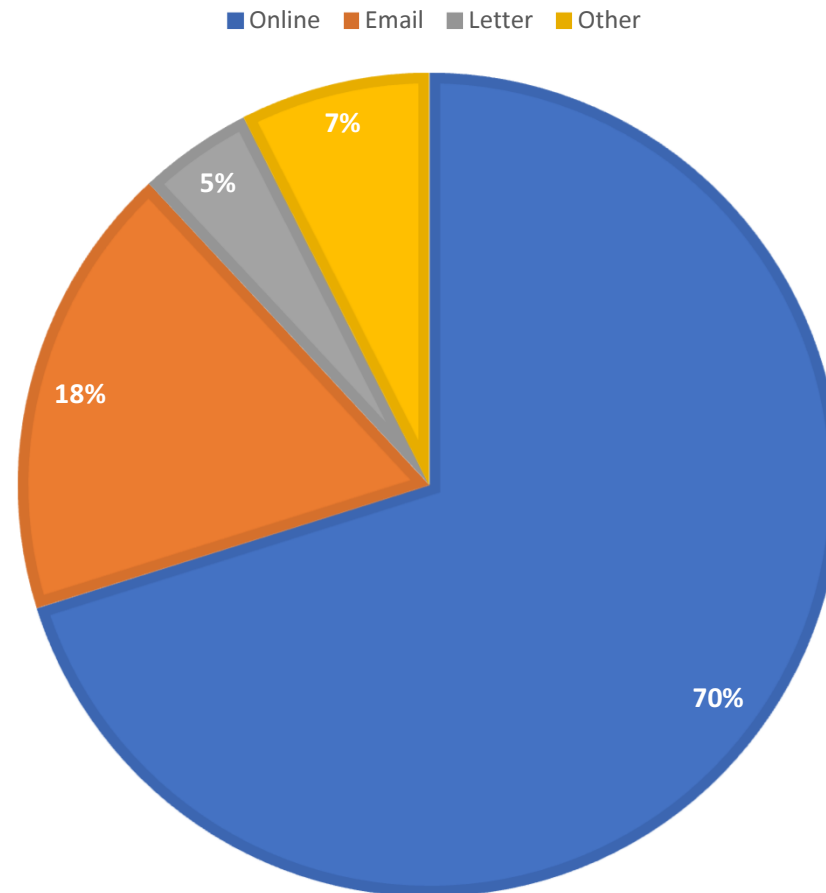


■ Householder 
 ■ Housebuilder 
 ■ SME 
 ■ Commercial 
 ■ Parish 
 ■ Professional Agent 
 ■ Other



Q1	Householder	Housebuilder	SME	Commercial	Parish	Professional Agent	Other
	34	2	5	2	1	21	2

## Method of Pre-App Enquiry



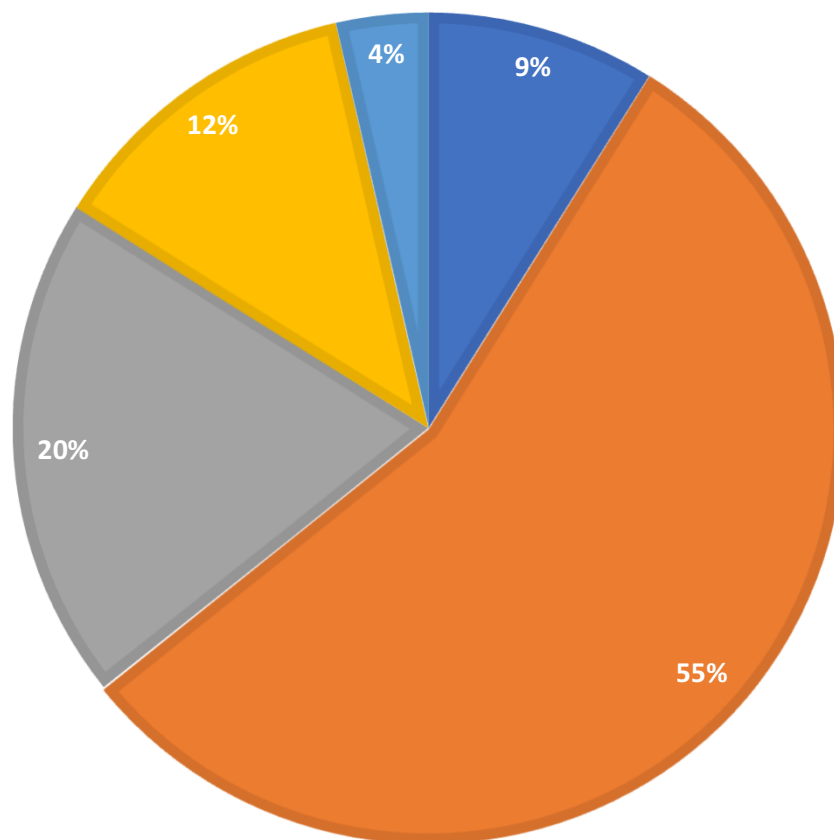
88% were via electronic means

Q2	Online	Email	Letter	Other
	47	12	3	5

## Statement: "The Council website was easy to navigate"



Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree



64% responded "Strongly Agree" or "Agree"

### Comments:

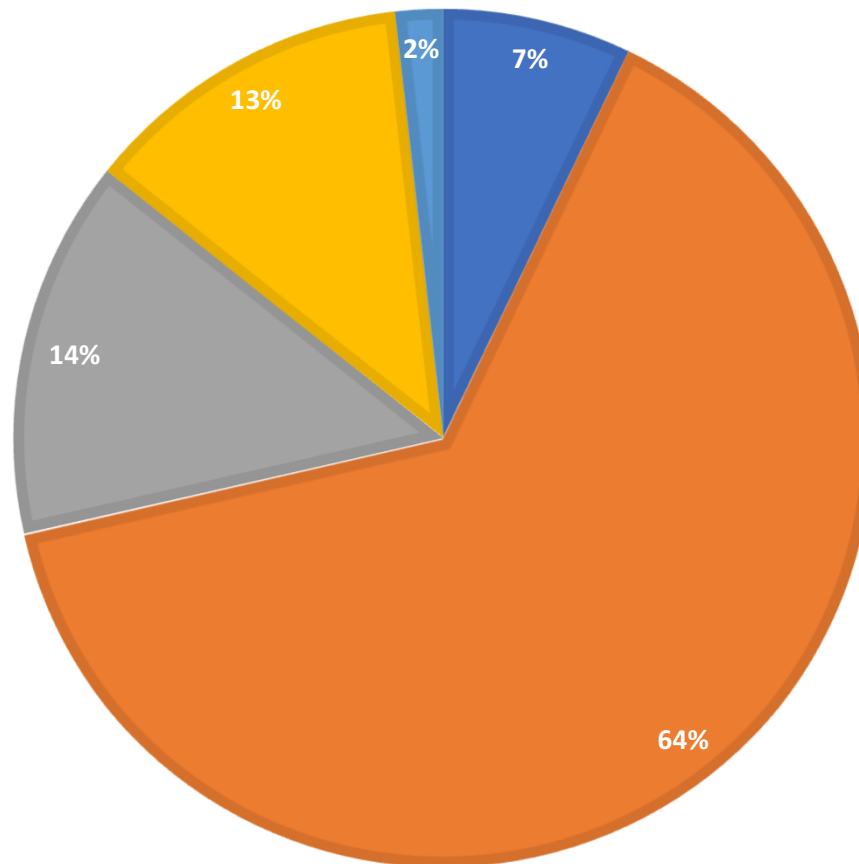
- Finding specific forms is difficult
- It was not easy to find Listed Building route
- The form software didn't work with one browser

Q3A	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
	5	31	11	7	2

Statement: "Our website clearly explained the pre-app process"



Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree



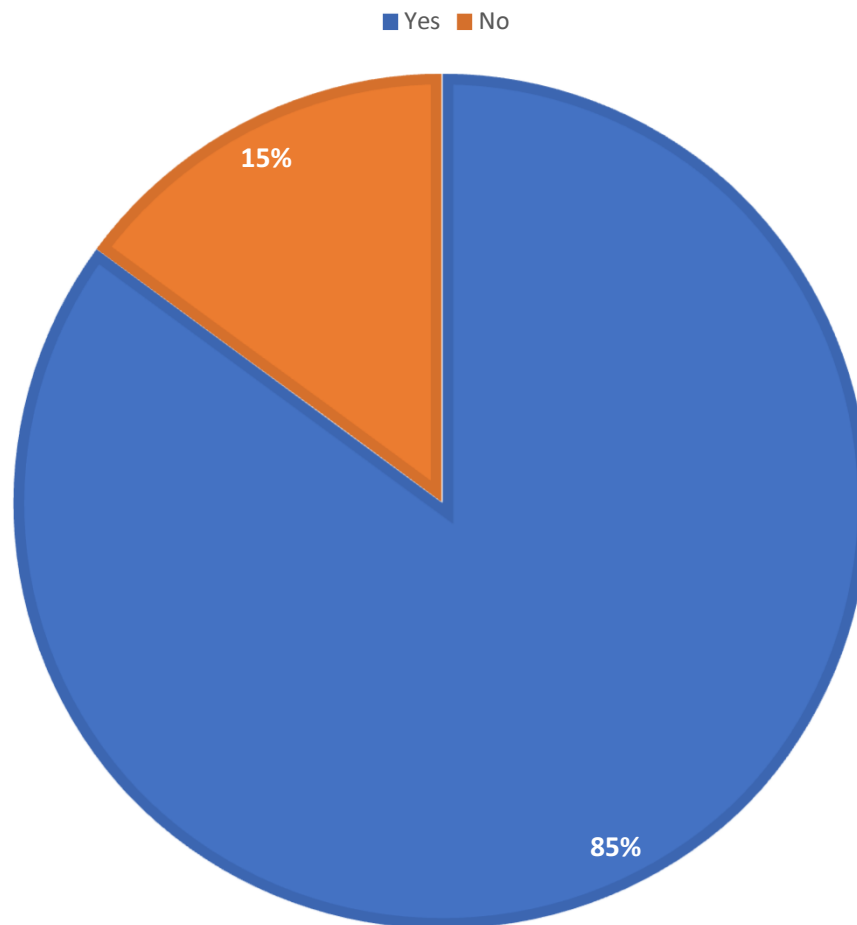
71% responded "Strongly Agree" or "Agree"

#### Comments:

- "A bit of information overload"
- "In general it does [clearly explain the process], although there could be more information about what to expect during the process"

Q3B	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
	4	36	8	7	1

## “Was your pre-app enquiry registered in good time?”



### Comments:

- “Sometimes the response is quite slow”
- “Received written advice 2 weeks after target”
- “Issues with payment online”
- “Had apologies from staff referring to their workload as a reason for the delay in responses”
- “Application lost in house”
- “No it took nearly 4 weeks when it was supposed to take 2! This was only approved after I kept chasing..”
- “Needed an extension due to delayed response”

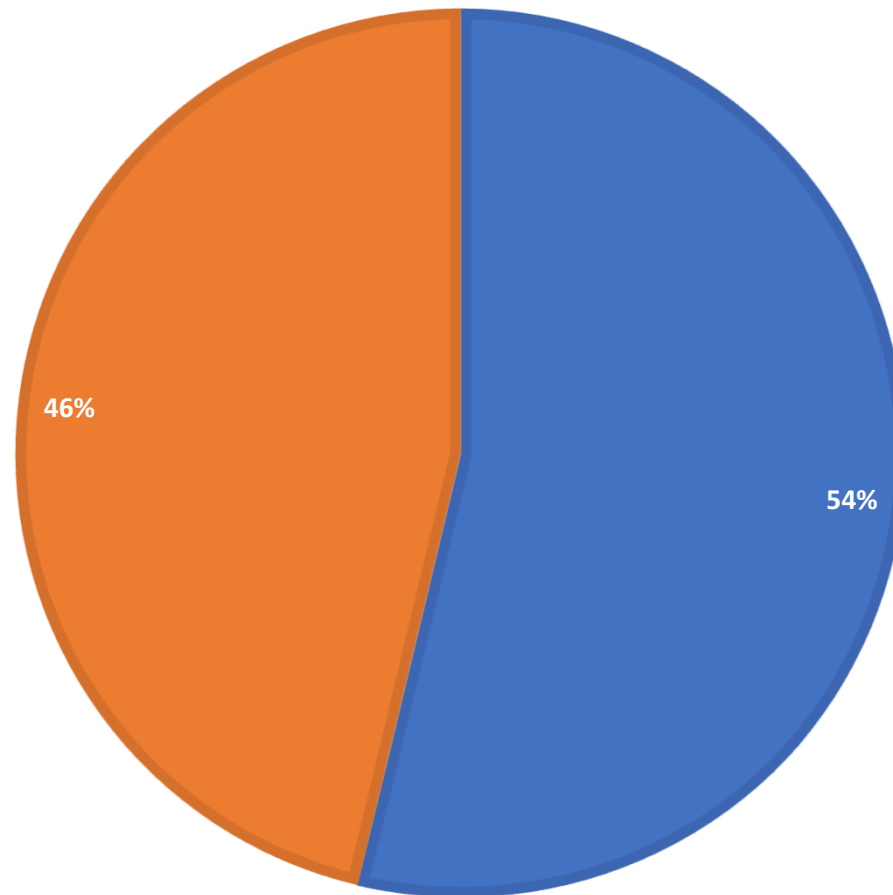
Q4	Yes	No
	57	10



“Did you submit a planning application following our pre-app advice?”



■ Yes ■ No

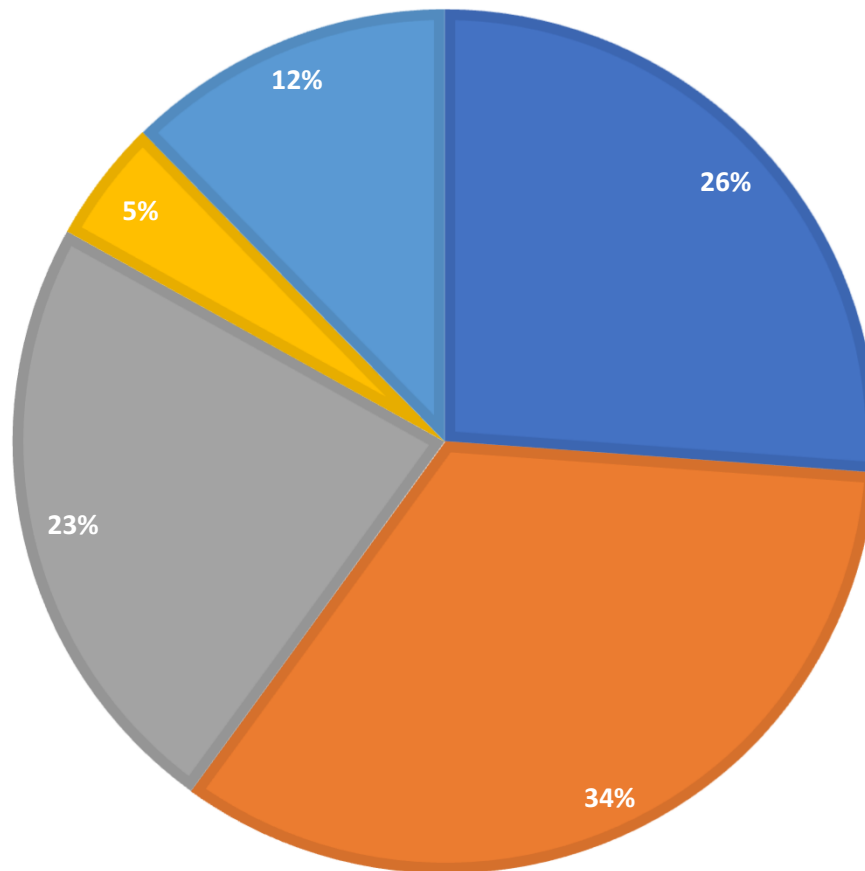


Q6A	Yes	No
	36	31

## “Did our pre-app advice help when submitting a planning application?”



■ Strongly Agree ■ Agree ■ Neither Agree or Disagree ■ Disagree ■ Strongly Disagree



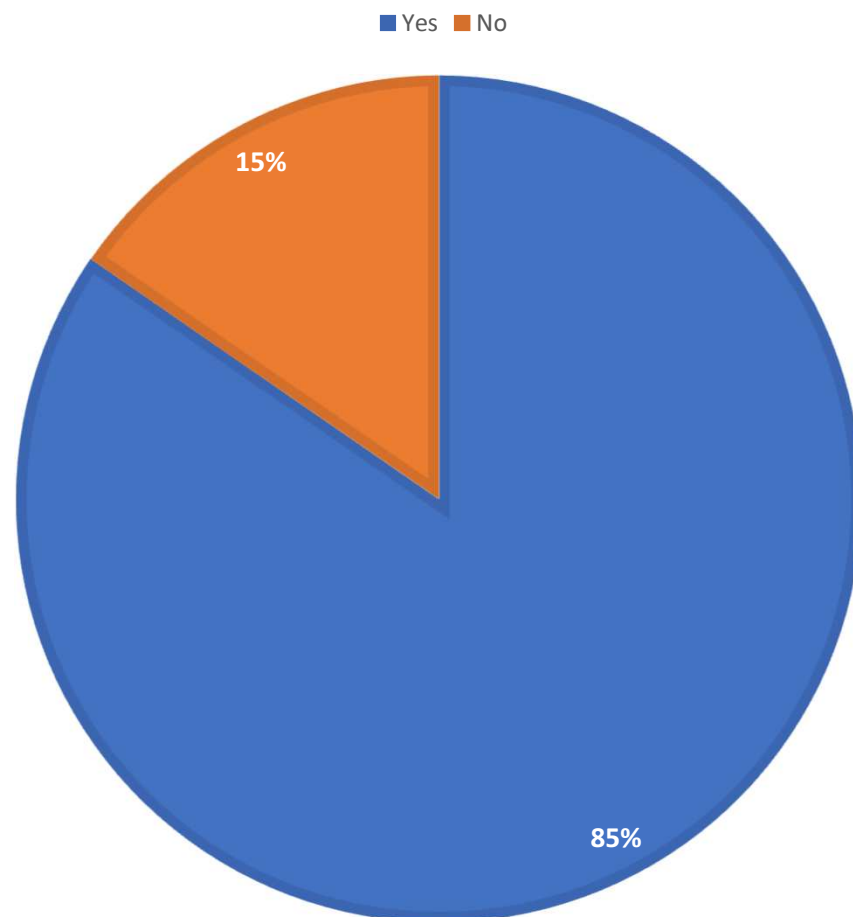
60%  
responded  
“Strongly  
Agree” or  
“Agree”

### Comments:

- “We changed our plans based on the advice”
- “It gave me a signal that the general idea was likely to succeed but I didn’t feel it represented value for money”
- “The response to the pre-application request was slow....and by the time the advice was received the opportunity to purchase the property had passed”

Q7	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
	17	22	15	3	8

## “Did you understand the reasons for the advice given?”



### Comments:

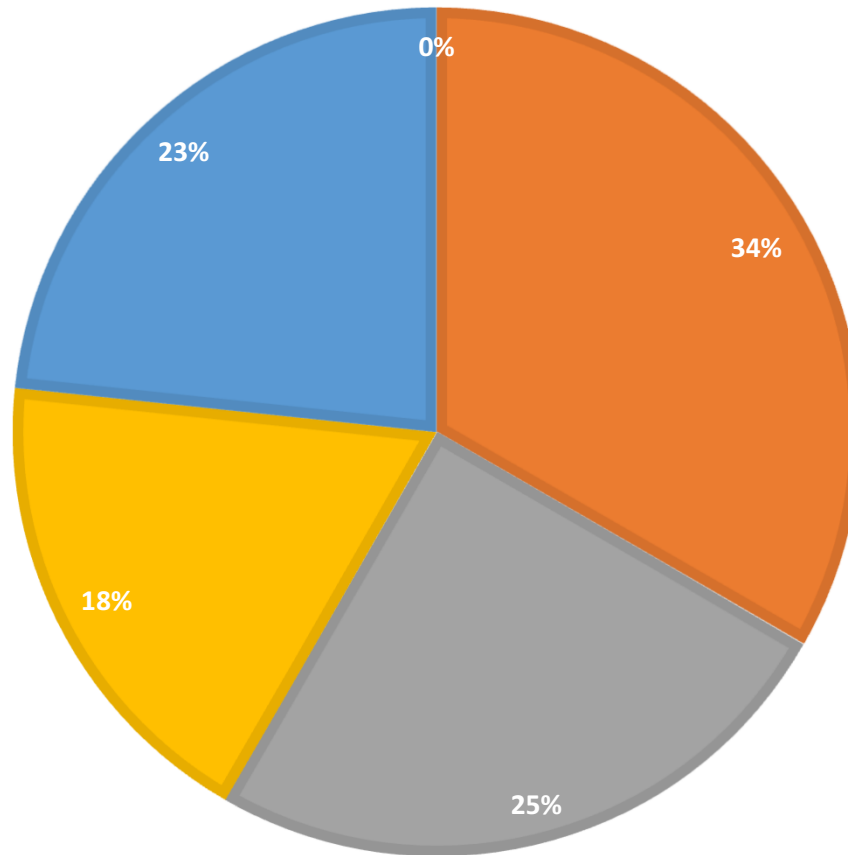
- “There was a total conflict of what was said by the Case Officers on site to what written advice was given”
- “...my architect was equally as flummoxed by the advice”

Q8A	Yes	No
	22	4

“Do you think that the overall advice received represented good value for money?”



■ Strongly Agree ■ Agree ■ Neither Agree or Disagree ■ Disagree ■ Strongly Disagree



### Comments:

- “Planning officer advice very poor given the £1400 cost..”
- “Conservation advice was fine (and largely as expected)...next time we may only seek conservation advice”
- “...advice given was shallow, suffered delays”
- “...the service itself has improved with the responses received typically being more consistent with the eventual reasons reached”
- “..in the end the advice received was too late...”

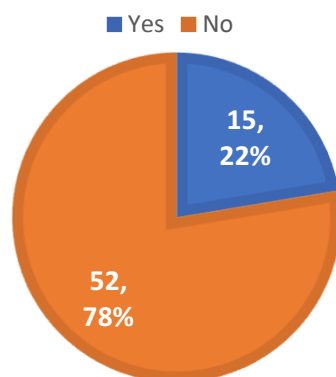
Q9	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
	0	20	15	11	14



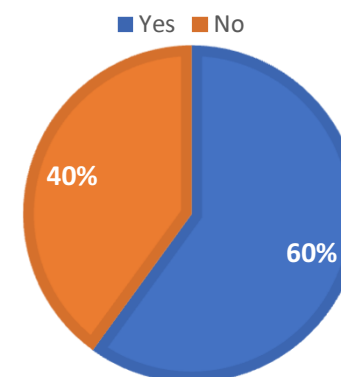
Next we asked a series of advice specific questions concerning:

- Heritage
- Highways
- Floods
- Landscape
- Ecology

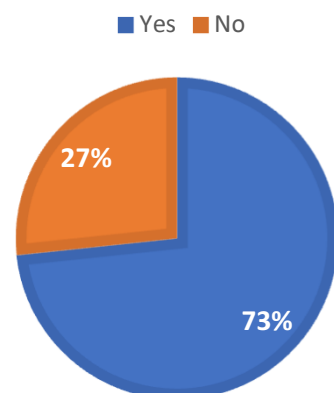
"DID YOU INCLUDE HERITAGE IN YOUR  
PRE-APPLICATION REQUEST"



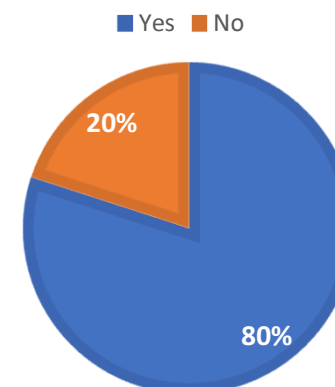
"DID THE HERITAGE ELEMENT OF OUR SERVICE  
HELP YOU TO SUBMIT YOUR APPLICATION"



"DID THE HERITAGE ADVICE RECEIVED  
REPRESENT GOOD VALUE FOR MONEY?"



"WOULD YOU USE THE HERITAGE PRE-APP  
ELEMENT AGAIN?"



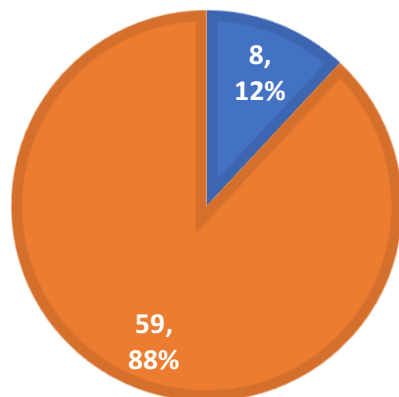


### *Comments:*

- “Confliction of verbal comments on site to that received in writing and still awaiting a response to a comment that was made to assist.”
- “Yes, you said it would need modification. No, you did not adequately explain the reasons.”
- “Late response – timescales could be better!”
- “Advice when on site co-ordinated with advice when received in writing. Clients react on positive verbal advice”
- “Only 8 [out of 10] as we did then need to pay for a site visit in order that a better understanding of the site features could be understood. Lesson learnt for myself in the future.”
- “The arranging of a site visit with the attendance of the Heritage Team took a long time.”
- “Give advice that is specific, pertinent, and helpful. The advice I received was none of these things.”

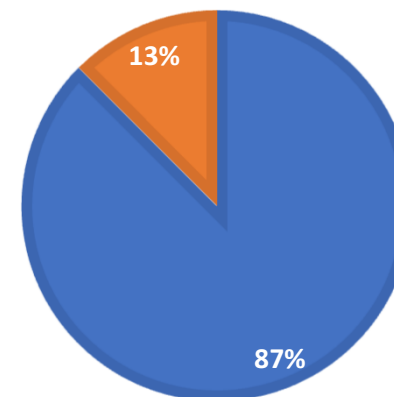
"DID YOU INCLUDE HIGHWAYS IN YOUR PRE-APPLICATION REQUEST"

■ Yes ■ No



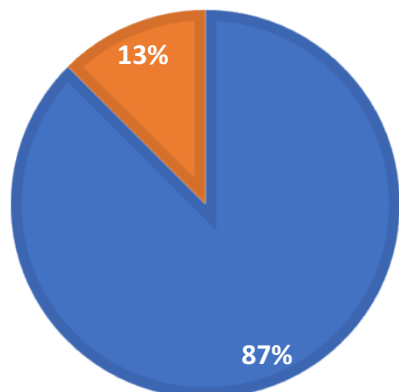
"DID THE HIGHWAYS ELEMENT OF OUR SERVICE HELP YOU TO SUBMIT YOUR APPLICATION"

■ Yes ■ No



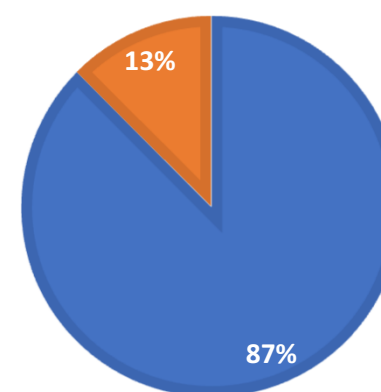
"DID THE HIGHWAYS ADVICE RECEIVED REPRESENT GOOD VALUE FOR MONEY?"

■ Yes ■ No



"WOULD YOU USE THE HIGHWAYS PRE-APP ELEMENT AGAIN?"

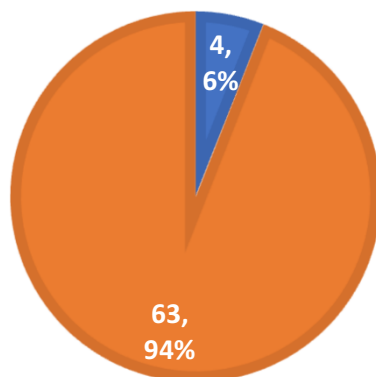
■ Yes ■ No





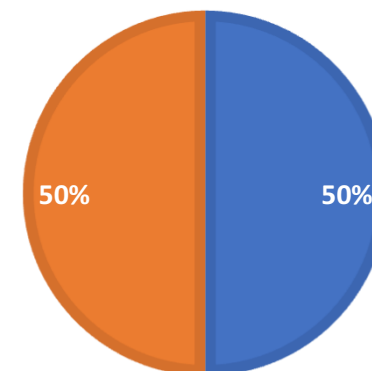
"DID YOU INCLUDE FLOODS IN YOUR PRE-APPLICATION REQUEST"

■ Yes ■ No



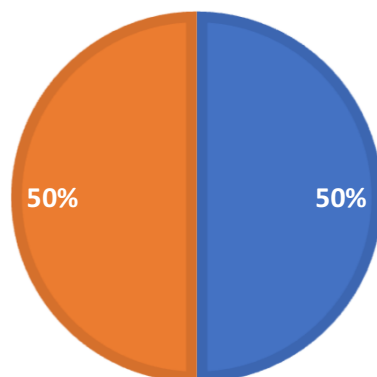
"DID THE FLOODS ELEMENT OF OUR SERVICE HELP YOU TO SUBMIT YOUR APPLICATION"

■ Yes ■ No



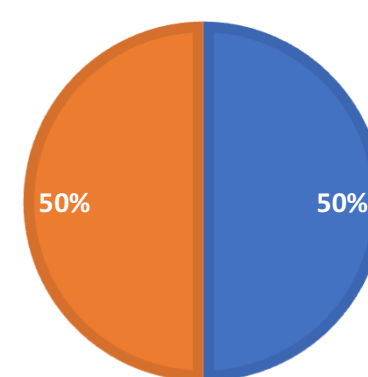
"DID THE ADVICE RECEIVED REPRESENT GOOD VALUE FOR MONEY?"

■ Yes ■ No



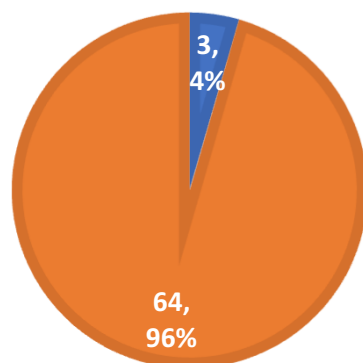
"WOULD YOU USE THE FLOODS PRE-APP ELEMENT AGAIN?"

■ Yes ■ No



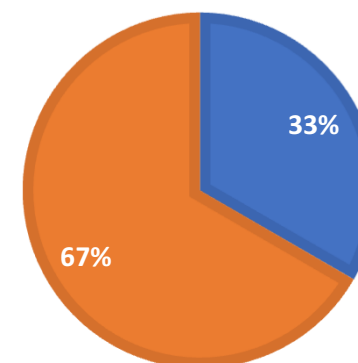
"DID YOU INCLUDE LANDSCAPE IN YOUR PRE-APPLICATION REQUEST"

■ Yes ■ No



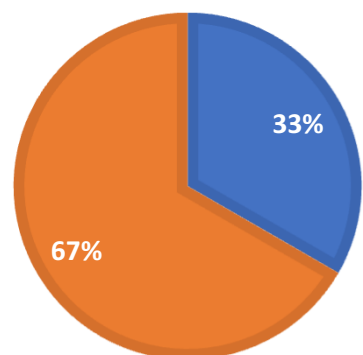
"DID THIS ELEMENT OF OUR SERVICE HELP YOU TO SUBMIT YOUR APPLICATION"

■ Yes ■ No



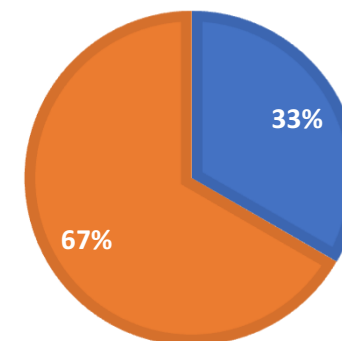
"DID THE ADVICE RECEIVED REPRESENT GOOD VALUE FOR MONEY?"

■ Yes ■ No



"WOULD YOU USE THE LANDSCAPE PRE-APP ELEMENT AGAIN?"

■ Yes ■ No

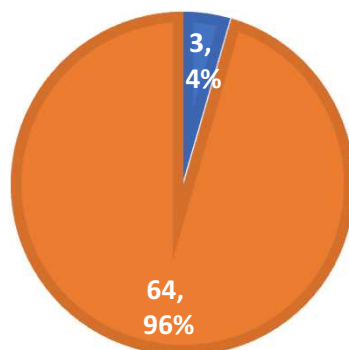


## Ecology Advice



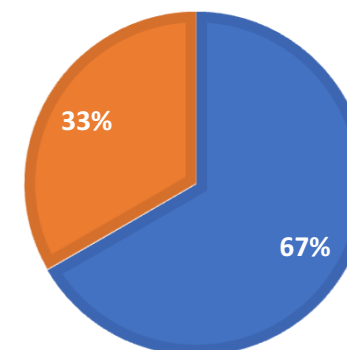
"DID YOU INCLUDE ECOLOGY IN YOUR PRE-APPLICATION REQUEST"

■ Yes ■ No



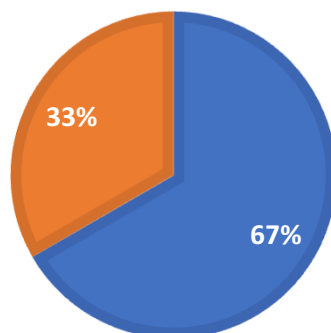
"DID THE ECOLOGY ELEMENT OF OUR SERVICE HELP YOU TO SUBMIT YOUR APPLICATION"

■ Yes ■ No



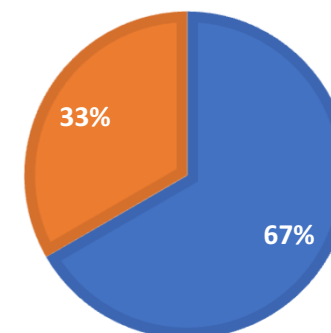
"DID THE ECOLOGY ADVICE RECEIVED REPRESENT GOOD VALUE FOR MONEY?"

■ Yes ■ No



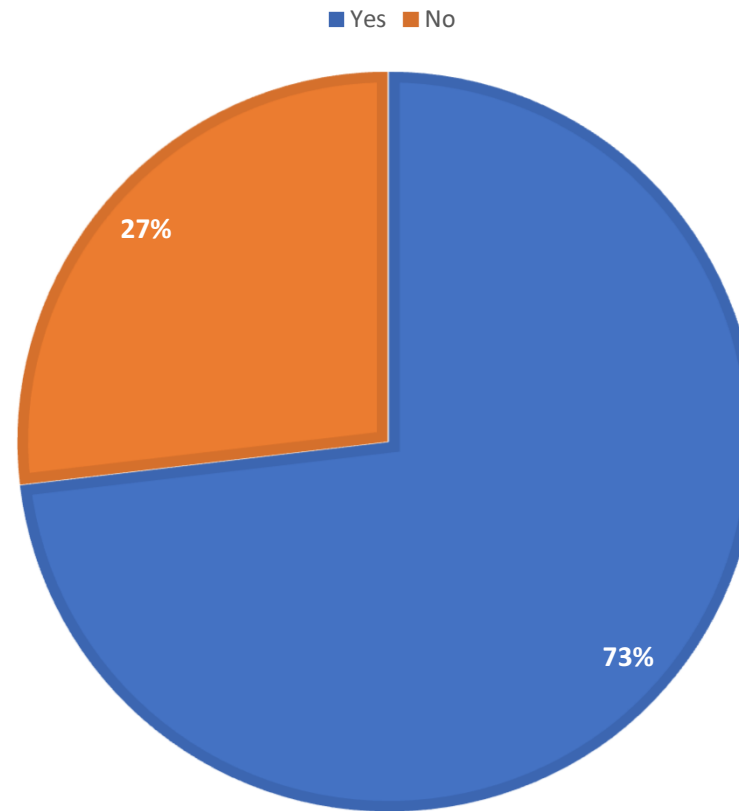
"WOULD YOU USE THE ECOLOGY PRE-APP ELEMENT AGAIN?"

■ Yes ■ No





## "OVERALL WOULD YOU USE OUR PRE-APP SERVICE AGAIN?"



Q15	Yes	No
	49	18

## Q15 Feedback – Would you use the service again?



### *Comments:*

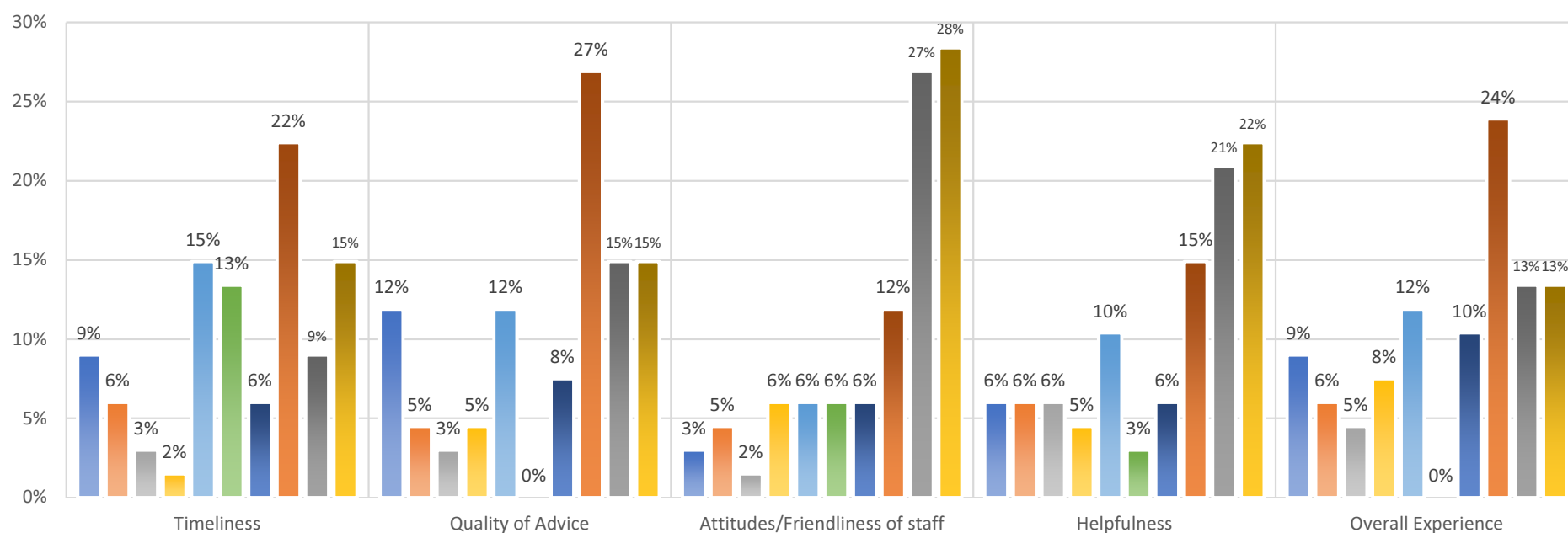
- “Because I believe it is a valuable exercise for our clients. However if one pays for a service then one expects a level of service, which unfortunately in this instance was not forthcoming.”
- “I think the money would be better spent on professional advice and a full application. I wouldn't recommend the service to others”
- “Very expensive for a meeting that only lasted for 5 min and gave us inaccurate information”
- “No! Complete waste of time, just to get an answer of 'yes, we think it will pass but no guarantees.”
- “Poor value and poor planning advice for what was a considerable fee. Highways was fine.”
- “I feel its too expensive for what is offered. An hour with a officer and a few comments is not worth that value. Also, charging for pre application advise will force many to try even harder to side step the planning system. This I feel is very strongly true of heritage applications where the councils should be promoting an open conversation for the sake of the asset in question. I would also question the principal of charging for heritage pre application as the general legal principal is that you should NOT be penalised for you care of a heritage asset.”
- “waste of my time and money, as you couldn't be bothered to attend the meeting”

## Rating the service out of 10 (10 being highest)



"OVERALL HOW WOULD YOU RATE OUR SERVICE?" (10 BEING THE HIGHEST, 1 THE LOWEST)

1 2 3 4 5 6 7 8 9 10



### Overall what is the most important thing we could improve with our pre-app service?

- “I am quite happy with what has been offered so far”
- “provide a fee calculator online, not just the fee structure”
- “The timeliness of the written report. we were told we would have it in 2 weeks but it actually took 4”
- “Faster response - acknowledgement letter did not specify deadline date, and five days have elapsed”
- “Charging differing amounts depending on the advice needed i.e. a much smaller fee for inquiring if planning permission is required for a householder app.”
- “Consistency in verbal and written advice.”
- “nothing its fine as it is”
- “Offer more than one meeting / opportunity to discuss the report after the meeting.”
- “Happy with service received”
- “The speed of responses probably by having more staff.”
- “A more timely service would be beneficial. If a meeting is required it often take at least a week to arrange, this is then followed with a wait of between 2 & 3 weeks for the feedback. This could easily take a month and even at this stage a negative response could be received....by which time an application would be submitted registered and the consultations nearly completed.”
- “Return telephone calls - I twice left messages for the officer handling the pre-app and neither was returned.”
- “Heritage could offer a chargeable 'Written advice' option.”
- “You need more staff, you have great staff but are overwhelmed”
- “As a householder some of the terminology could be simpler”
- “quality of advice rather than regurgitating policy”
- “Try to provide appointments within 72 hrs of pre-app submission.”
- “I think the pre app service was more than adequate for my project and was dealt with very professionally so for me it was good.”

### **Are there any other types of advice you would like us to include in our service in the future?**

- “Be able to save a draft application on the 'Pre Planning enquiry form’”
- “Reasons why specialist sections should be included in consultation -- how do I know if e.g. heritage or flood is relevant?”
- “...don't make it impossible to talk to someone in the dept, when I turn up to discuss problems don't sit me in corner of busy reception on the phone when I can clearly see the person I am talking to through the window!”
- “If you are going to charge for this service, it must be delivered as a service and not a grudging shop to irritating individuals who wish to muck about with old properties - which is the impression your ‘service’ left me with. If ‘advice’ is given that is not clear, then you must respond to requests for clarification, and you should do so until all parties understand what is required and the subsequent planning/listed buildings application is likely to be successful. In my case, I am no nearer being able to guess what would be successful than I was before the visit - except that I now know that one specific proposal would be refused.”
- “Just get it right. The service I have had from Babergh planning has been exceptionally poor, unprofessional in the extreme, and in due course will lead to legal action costing the Council greatly in time, money and reputation.”



## TRANSFORMATION PROJECT 3

### OFFICER "TO DO" LIST JULY 2018: Pre-application charging Review

- Customer satisfaction / feedback – design questionnaire & mail merge address list – volume users – Complete May 2018
- Client side panel input – July 2018
- Volume of work received type by type stat /expectations (JM)
- Performance - in/out of time by officer (JM GW)
- Research: Update advice from PAS / Others – check good practice
- Technical alterations – document upload, types of advice guidance online
- Cancellation fees – admin charges – what others do?
- Communities / exemption or discount rules – scope & process (getting the internals right) – what do others do? (GW)
- Other categories for advice – permitted development, PIP, reserved matters, principle, discharge of condition, agricultural tie marketing? Also size/type of development categories to be reviewed.
- Quality – do we get a better quality application / is it right first time /
- Lessons learnt – VOR, SMV and time delay by app type.
- Quality – sampling pre-app advice / outcome as advised?
- Fee refund statistics – by app type
- Stakeholder issues SCC Highways, SuDs etc – in time / out of time volume & %
- Stakeholder re-charged internal advice & performance: Heritage, public realm, housing enabling – review types of advice available
- Other stakeholders who might want to be involved
- Scale of charges review and general indexation

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# Agenda Item 6

## BABERGH DISTRICT COUNCIL and MIDSUFFOLK DISTRICT COUNCIL

<b>From: Cabinet Member for Organisational Delivery</b>	<b>Report Number: JOS/18/6</b>
<b>To: Overview and Scrutiny Committee</b>	<b>Date of meeting: 23 July 2018</b>

### REVIEW OF THE SHARED LEGAL SERVICE

#### 1. Purpose of Report

- 1.1 The purpose of this report is to provide the Overview & Scrutiny Committee with updated information about the operation of the Shared Legal Service to enable members to conduct a review of the service.

#### 2. Recommendations

- 2.1 That the contents of the report and presentation to the Overview & Scrutiny Committee be noted.

The Committee may make further recommendations as it deems appropriate.

#### 3. Financial Implications

- 3.1 There are no financial implications relating to this report, however the financial performance of the Shared Legal Service could impact on the Councils' budget outturn. Information about the Shared Legal Service's financial performance is included in section 10 of this report.

#### 4. Legal Implications

- 4.1 There are no direct legal implications of this report; however it is imperative that the Councils have a high performing legal service in order to fulfil their statutory obligations and to deliver the Joint Strategic Plan.

#### 5. Risk Management

- 5.1 Key risks are set out below:

Risk Description	Likelihood	Impact	Mitigation Measures
If the legal service is not effective and efficient the Councils could fail to comply with legislation and miss opportunities.	2 – Unlikely	3 - Bad	The performance of the legal service is monitored by the steering group and reported back to the respective councils.

## **6. Consultations**

- 6.1 This report has been prepared in consultation with other members of the Shared Legal Service steering group.

## **7. Equality Analysis**

- 7.1 There are no direct equality impacts arising from this report.

## **8. Shared Service / Partnership Implications**

- 8.1 The Legal Service is an established shared service.

## **9. Links to Joint Strategic Plan**

- 9.1 This review is most closely linked to the Enabled and Efficient Organisation strand of the Joint Strategic Plan. However, as a support service the legal team provide cross-cutting support and contribute to the delivery of all of the strategic policies.

## **10. O&S Recommendation**

- 10.1 The Joint O&S Committee reviewed the legal service in December 2017 and resolved to conduct a further review after 6 months in order to consider:
- an update on implementation of the case management system;
  - improvements to contacting the legal service;
  - clarity on which officers could give instructions to the legal service.

## **11. Key Information**

- 11.1 The Shared Legal Service commenced operating in November 2016 and is a partnership arrangement between Forest Heath, Babergh and Mid Suffolk District Councils and St Edmundsbury Borough Council in accordance with S.113 of the Local Government Act 1972. The implementation of the shared service was overseen by a project board but more recently this has been changed to a steering group comprising of:

- Emily Yule, Assistant Director - Law and Governance & Monitoring Officer (BMSDC)
- Jennifer Eves, Assistant Director – HR, Legal and Democratic Services (FHDC and SEBC)
- Teresa Halliday, Service Manager (Shared Legal)
- Andrew Chapman – Finance Business Partner (BMSDC)
- Paul Morrison – Finance Business Partner (FHDC and SEBC)

### Staffing

- 11.2 The legal service is led by the Service Manager (Shared Legal) supported by 'Business Partners' in the following specialisms: property, planning, licensing/litigation and commercial. Each specialist area includes qualified practising lawyer posts and in some areas legal assistants and specialist business support are employed. There is also a small general administration team. The staff are employed by one of the four partner authorities (i.e. their employer as stated in their contract and where the payroll is run from). A copy of the current structure is attached at appendix 1.
- 11.3 At the time of writing this report the team currently has one trainee solicitor in post and is advertising for a further trainee. The current trainee solicitor qualifies on the 31 July 2018 and will be invited to apply for the vacant position of property lawyer albeit in a newly qualified role.
- 11.4 If the trainee's appointment to property lawyer is successful, it will mean, unusually for an in-house legal service in the public sector, the service has a full complement of permanent staff in the establishment and one trainee solicitor (although two trainee solicitor posts will be retained). This is down to the commitment and approach to succession planning by retaining our trainees, identifying talent within the team and rewarding such talent with promotion and encouraging officers to further their professional training. The service currently has three officers undertaking training as part of their role and other members of the team have also expressed a will to undertake further legal training. Savings created from the vacant trainee post will be used to support those officers which will enhance the team's resilience. The service is also looking at apprenticeships and one of the legal assistants has just started a paralegal apprenticeship which has been funded from the Apprenticeship Levy held by SEBC. As the service progresses the service manager is continuing to review the structure and is currently undertaking a review of the admin support. The service manager is also looking to see how best apprenticeship schemes may be utilised in the future.

#### Financial Performance

- 11.5 The service manager continues to work closely with the two finance business partners to ensure the service performs within budget, identify savings and identify areas where income may be obtained to offset the budget. Details of the financial performance of the service for the 17/18 financial year are attached at appendix 2.
- 11.6 Although the financial statement shows a total underspend of just £4,209 for 17/18 (Babergh underspend = £18,990 and Mid Suffolk overspend = £14,781) this is because it includes staffing costs (to include pension and redundancy costs) in relation to two employees who did not join the shared legal service but were kept on by Babergh and Mid Suffolk to assist with the move to Endeavour House. Actual budget figures for the shared legal service therefore resulted in a total underspend of £106,000 (Babergh underspend = £75,000 and Mid Suffolk underspend = £31,000). This underspend is derived from several factors but includes an increase in the level of income received from legal fees and costs, a reduction in external legal spend and a reduction in the costs of publications arising from a review of the law library which has resulted in ongoing savings in excess of £17,000.

#### Performance Monitoring

- 11.7 Since the implementation of the case management system in June 2018 the service manager, with support from the steering group and the system project officer, has been working on key performance indicators and how the relevant information may be reported from the system. The four authorities have agreed on six key performance indicators which address the reasons for the two in-house legal services coming together:
- Feedback from officers using the service – reported quarterly
  - % of staff on a career pathway – reported annually
  - Legal outsource expenditure (planning only) – reported quarterly
  - Legal outsource expenditure (other) – reported quarterly
  - No. of shadowing incidents (officers shadowing and learning from experts) – reported annually
  - % of successful challenges (JR's, appeals, prosecutions, civil matters) – reported quarterly
- 11.8 The key performance indicators for the period 01/04/17 to 31/03/18 are attached at Appendix 3 to this report. Feedback will demonstrate how well the service performs in terms of timeliness and customer care. Until very recently the service hasn't requested feedback but has recorded 48 positive comments about the service over and above a thank you for progressing a matter. Since July 2018 feedback is being requested via a questionnaire at the foot of emails and as the case management system develops, a workflow will be introduced which will generate a request for feedback whenever a matter is concluded. As mentioned elsewhere within this report the service is keen to grow its own talent and currently has five members of the team in career pathway posts with three further members of the team keen to undertake further legal studies in the future. The service continues to develop its legal expertise across a range of topics by shadowing experts, such as Counsel, and learning from them. This has resulted in a positive outcome with some recent planning appeals and applications for Judicial Review. The planning team has, by shadowing Counsel, managed to undertake half the challenges in-house thus reducing external spend in those matters. However this also means that half the planning related challenges required Counsel expertise and advice leading to the increase in external spend in this area. Unfortunately 7 of those challenges (four of which were undertaken in-house) had to be conceded although by having legal intervention early on in those challenges any costs awarded to the other party were kept to a minimum.
- 11.9 In addition to the key performance indicators listed at paragraph 11.7, the service manager is also working with the system project officer to create reports which will assist her in monitoring workloads by identifying the number of open cases with each legal officer, the time spent on those cases and the most recent activity on those cases and highlight any areas of concern. As part of this exercise the spreadsheet also provided in appendix 3 identifies the current workload at the time of writing.

#### Case Management

- 11.10 The case management system (Civica) went live in June 2017 and since then the shared legal service has become 80% paperless. Using the system has enabled the

service manager and business partners to track matters assigned to the service in order to inform instructing officers and members as to the status of a matter in which the service has been instructed. In the first year the service has become used to working electronically, opening and storing all matters on the system and using templates built from the system.

- 11.11 As we move into the second year the next stage is to introduce a client portal which will enable instructing officers to see which of their matters the service is instructed on and the progress on such matters. As the client portal is launched (a soft launch is intended in July), the service will then move to develop workflows to enable procedural matters (such a right to buys, debt recovery) to proceed in a systematic manner with alerts being created as and when the next stage of the procedure is due. The system also has capacity to enable the service to implement a forward plan by adding alerts for example when a lease becomes due for renewal, or a contract is nearing its expiry date. This additional information will enable the service manager and business partners to see what instructions they are likely to receive and for them to inform the instructing officer to ensure such deadlines are not overlooked.
- 11.12 The current contract with Civica expires in April 2019 however Ipswich Borough Council is currently leading on the completion of a new contract with Civica on behalf of all seven district level authorities in Suffolk by calling off from a Local Authority framework in August. The new contract will be for a period of either 4+1+1 years or 5+1+1 years.

#### Contacting/instructing the shared legal service

- 11.13 Although the service's principal place of work is West Suffolk House, officers within the team work also work from Endeavour House in Ipswich and District Offices in Mildenhall as well as from their own homes. All officers may be contacted via their West Suffolk telephone extension when working from the offices in Mildenhall or from home. The service manager, business partners and lawyers may be contacted via their mobile phones when working elsewhere such as from Endeavour House but in any event all officers may be contacted via email.
- 11.14 A shared legal service page is available on Connect which provides a photograph and short bio of each member of the team as well as their contact details. In addition to this, the page includes information on how to instruct the team, a place to provide feedback and a place for any new information instructing officers may find helpful. A screenshot of the page is attached at appendix 4 to this report.
- 11.15 All emails sent by an officer of the service includes a signature which provides their telephone number and mobile number (where relevant). The signature also includes a place for officers/members to provide feedback.
- 11.16 All officers may instruct the service subject to the correct delegated authority being in place. The shared legal service page on Connect advises officers how best to instruct the team to ensure a matter may be expedited but any contact with a member of the team will lead to an instruction being accepted. Whilst members may not instruct the service, they are able to contact the service direct. The service is unable to provide legal advice to members but is able to advise them, subject to the principles of the General Data Protection Regulation, whether a live matter is open and the current status of a matter. Although members will not have access to the case management

system via the client portal, a copy of the progress report may be sent to them upon request.

- 11.17 The service manager together with the business partners will be attending a members briefing on the 26 September 2018 in an aim to address any issues/queries members may have about its legal service.

#### Improved working practices

- 11.18 The shared legal service has and continues to improve its working practices. At the time of the two services coming together, neither had a permanent manager in post and officers for the team were office based at their main place of employment. As a result of a nationwide difficulty in recruiting to professional posts in the public sector authorities were required to outsource at great expense and a backlog of matters had built up at Mid Suffolk and Babergh with some matters being outstanding for in excess of five years. The clearing of this backlog was a priority for the service and all matters are now up to date.
- 11.19 The business partner model for the shared legal service quickly enabled a relationship to be created between the legal team and its instructing departments across the four authorities. In addition to this the service provided 'legal surgeries' across the council offices to enable officers to meet the team, raise any queries or concerns and address any outstanding matters. The business partners also held workshops with their instructing officers in order to determine what had worked previously, what hadn't worked and how to improve upon matters. Resulting from these workshops the service created instruction pro forma which provides the instructing officers with guidance as to the information required to enable certain matters to progress smoothly and central mailboxes for the receipt of instructions.
- 11.20 The implementation of the case management system in June 2017 has improved matters further. If an officer or member wants to know what is happening they are able to call any officer within the service and, with a few enquiries as to the subject matter, that officer will have access to it at their fingertips and will be able to provide an update.
- 11.21 The legal officers all work in accordance with the agile working policy and work from any of the authorities' places of work across the four authorities or home. However, in order to ensure this works smoothly and understanding that its priority is organisational need, the service has adopted a team charter which sets out the team behaviours, how officers will keep in contact with each other and how officers communicate to others. The team behaviours, the creation of which involved every member of the team, are:

Versatile – we will be adaptable to meet our clients' needs.

Supportive – we will support our clients to meet the needs of their service

Respectful – we will be mindful of others needs and requirements

Positive – we will be proactive with a confident approach

Pioneering – we will lead the way with innovative ideas and solutions.



## 12. Appendices

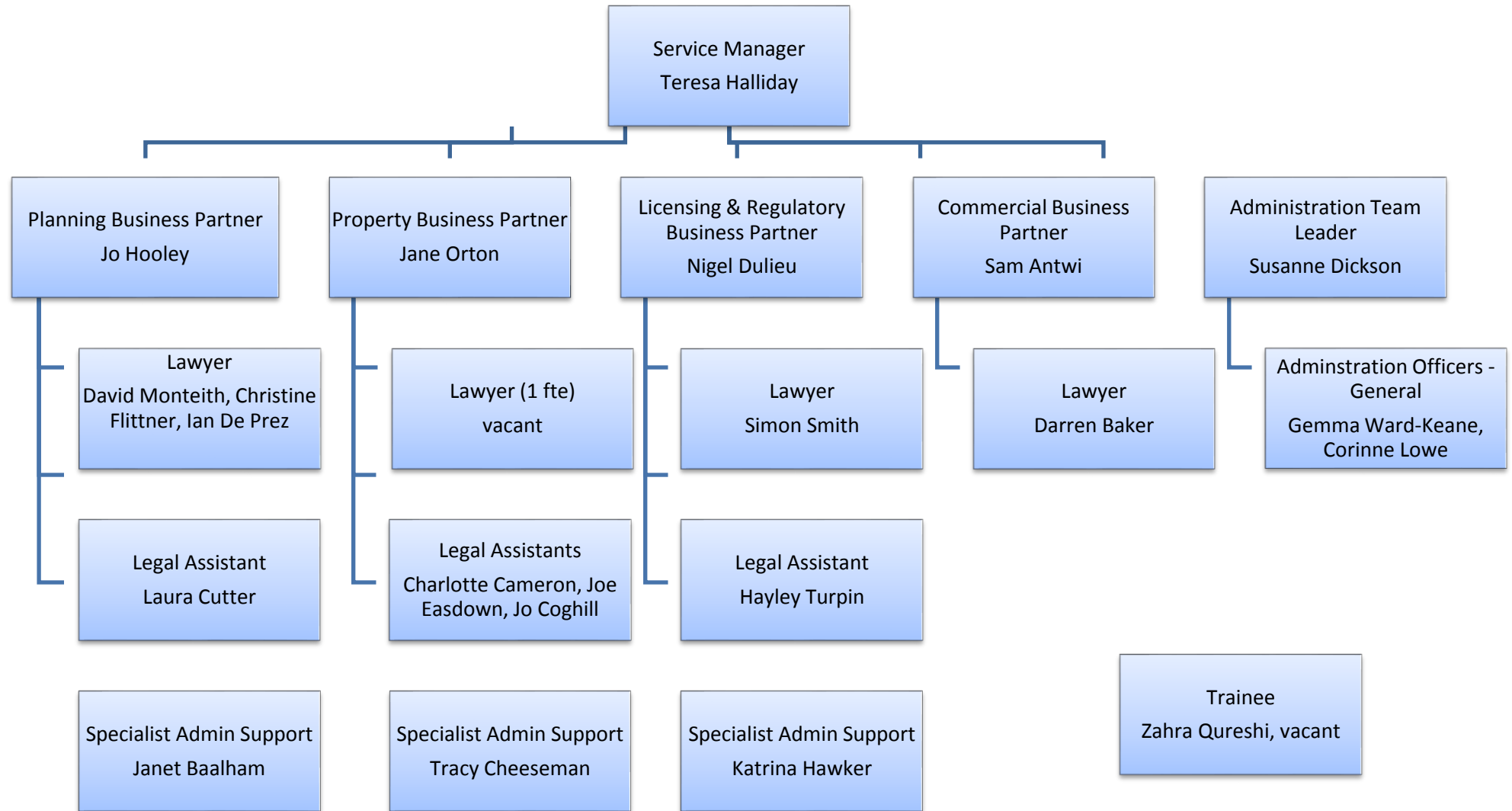
Title	Location
Appendix 1 - Current structure	Attached
Appendix 2 – Financial information	Attached
Appendix 3 - Key performance indicators	Attached
Appendix 4 – Screenshot Shared Legal Service page	Attached

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## Financial Information

## Appendix 2

GL Account Code	Description	Babergh District Council			Mid Suffolk District Council		
		Revised Budget	Actual	Variance	Revised Budget	Actual	Variance
5600H1001	Legal Salaries	155,100	28,291	126,809	155,100	28,291	126,809
5600H1011	Legal ER NI Contribs	15,560	2,880	12,680	15,560	2,880	12,680
5600H1021	Legal ER Pension Contribs	35,670	5,798	29,872	35,670	5,798	29,872
5600H1024	Legal Premature Retirement-Capl Cost			0			0
5600H1025	Legal Redundancy			0			0
5600H1031	Legal Agency Staff			0			0
5600H1041	Legal Subsistence			0			0
5600H1042	Legal Professional Subs (Staff)	0	182	-182	0	182	-182
5600H1043	Legal Training			0			0
5600H3021	Legal Books & Periodicals			0			0
5600H3041	Legal Prof & Consultancy Fees	9,500	0	9,500	9,500	406	9,094
5600H3042	Legal Contracted Services			0			0
5600H3047	Legal Specialist Legal Expenses	36,000	0	36,000	36,000	0	36,000
5600H3055	Legal Services Misc Legal Expenses	3,000	1,499	1,501	3,000	773	2,227
5600H3083	Legal Contributions to other Bodies	187,500	21	187,479	187,500	21	187,479
5600H3106	Legal Misc Supplies & Services Costs	0	92	-92	0	92	-92
5600H3999	Legal Recharge from General Fund	0	0	0	0	561	-561
5600H4001	Legal Car Mileage Allowance	0	95	-95	0	95	-95
5600H4003	Legal Public Transport Costs	0	106	-106	0	106	-106
5600H9002	Legal Contributions from other LAs	-88,720	0	-88,720	-88,720	0	-88,720
5600H9151	Legal Standard Recr'l Fee - Re S106	-8,000	-2,400	-5,600	-8,000	1,983	-9,983
5600H9171	Legal Admin Charge/Penalty			0			0
5600H9172	Legal Legal/Prof Costs & Fees Rec'd	-8,000	-140	-7,860	-8,000	-1,534	-6,466
		337,610	36,424	301,186	337,610	39,655	297,955

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# APPENDIX 3

## BMS information

Work Type	Client	No. Opened	No. Closed
Contract : Advice	BMS Communities and Public Access	1	
	BMS Corporate Resouces	71	
	BMS Environment and Projects	3	
	BSC&MSDC Supported Living	12	
Contract : Advice Total		87	
Contract : Disputes	BMS Investment and Commercial Delivery	1	1
Contract : Disputes Total		1	1
Contract : Drafting	BMS Communities and Public Access	1	
	BMS Corporate Resouces	4	1
	BMS Environment and Projects	1	
	BMS Investment and Commercial Delivery	1	1
	BMS Planning for Growth	2	
Contract : Drafting Total		9	2
Contract : Other	BMS Environment and Projects	2	
	BMS Planning for Growth	1	
Contract : Other Total		3	
Corporate : Complaints	BMS Chief Executive	1	
	BMS Environment and Projects	1	
	BSC&MSDC Supported Living	1	
Corporate : Complaints Total		3	
Corporate : Data Protection Act	BMS Law and Governance	1	
Corporate : Data Protection Act Total		1	
Corporate : Freedom of Information	BMS Corporate Resouces	2	
	BMS Environment and Projects	2	
	BMS Law and Governance	3	
Corporate : Freedom of Information Total		7	6
Corporate : Governance	BMS Corporate Resouces	1	
Corporate : Governance Total		1	
Corporate : Other	BMS Environment and Projects	1	1
	BMS Law and Governance	1	
	BMS Planning for Growth	1	1
Corporate : Other Total		3	2
Housing : Anti Social Behaviour	BSC&MSDC Supported Living	1	1
Housing : Anti Social Behaviour Total		1	1
Housing : Homelessness	BSC&MSDC Supported Living	1	
Housing : Homelessness Total		1	
Housing : Other	BMS Environment and Projects	1	
	BMS Planning for Growth	1	
	BSC&MSDC Supported Living	9	8
Housing : Other Total		11	8
Housing : Repossession	BSC&MSDC Supported Living	10	5
Housing : Repossession Total		10	5
Licensing : Alcohol & Entertainment	BMS Communities and Public Access	1	1
Licensing : Alcohol & Entertainment Total		1	1
Licensing : Animals	BMS Environment and Projects	1	
Licensing : Animals Total		1	
Licensing : Other	BMS Communities and Public Access	1	
	BMS Environment and Projects	2	
Licensing : Other Total		3	
Litigation : Anti Social Behaviour	BMS Communities and Public Access	1	
Litigation : Anti Social Behaviour Total		1	
Litigation : Appeals / inquiries	BMS Environment and Projects	1	
Litigation : Appeals / inquiries Total		1	
Litigation : Debt Recovery	BMS Communities and Public Access	1	
	BMS Corporate Resouces	1	
	BMS Environment and Projects	3	
	BMS Law and Governance	2	1
	BMS Planning for Growth	1	
Litigation : Debt Recovery Total		8	1
Litigation : General civil claims	BMS Corporate Resouces	1	
	BMS Law and Governance	1	
	BSC&MSDC Supported Living	1	
Litigation : General civil claims Total		3	
Litigation : Juducial Review	BMS Planning for Growth	8	
Litigation : Juducial Review Total		5	
Litigation : Licensing	BMS Corporate Resouces	2	1
Litigation : Licensing Total		2	1
Litigation : Other	BMS Communities and Public Access	1	1
	BMS Environment and Projects	1	
	BSC&MSDC Supported Living	1	
Litigation : Other Total		3	1
Litigation : Planning	BMS Communities and Public Access	1	
	BMS Environment and Projects	1	1
	BMS Planning for Growth	3	1
Litigation : Planning Total		5	2
Litigation : Property Disputes	BSC&MSDC Supported Living	3	1
Litigation : Property Disputes Total		3	1
Litigation : Repossession	BMS Law and Governance	1	1
	BSC&MSDC Supported Living	6	5
Litigation : Repossession Total		7	6
Litigation : Unlawful Encampment	BMS Planning for Growth	1	
Litigation : Unlawful Encampment Total		1	
Other : Assets of Community Value	BMS Chief Executive	1	

	BMS Communities and Public Access	4	
	BMS Corporate Resouces	1	
Other : Assets of Community Value Total		6	
Other : Highways / Section 38 Agreement	BMS Communities and Public Access	1	
	BMS Investment and Commercial Delivery	1	1
Other : Highways / Section 38 Agreement Total		2	1
Other : Other	BMS Corporate Resouces	2	1
	BMS Environment and Projects	1	
	BMS Planning for Growth	1	
Other : Other Total		4	1
Planning : Appeals	BMS Planning for Growth	11	4
Planning : Appeals Total		11	4
Planning : Certificate of Lawful Development	BMS Planning for Growth	72	27
Planning : Certificate of Lawful Development Total		72	27
Planning : Community Infrastructure Levy	BMS Planning for Growth	1	
Planning : Community Infrastructure Levy Total		1	
Planning : Development Management	BMS Planning for Growth	2	1
Planning : Development Management Total		2	1
Planning : Enforcements	BMS Environment and Projects	1	
	BMS Planning for Growth	5	
Planning : Enforcements Total		6	
Planning : Other	BMS Planning for Growth	32	13
Planning : Other Total		32	13
Planning : Policy	BMS Planning for Growth	2	1
Planning : Policy Total		2	1
Planning : Section 106 Agreement	BMS Planning for Growth	134	44
Planning : Section 106 Agreement Total		134	44
Planning : Tree Preservation Order	BMS Planning for Growth	1	
Planning : Tree Preservation Order Total		1	
Planning: Judicial Review	BMS Planning for Growth	3	
Planning: Judicial Review Total		3	
Property : Acquisitions (Buildings)	BMS Investment and Commercial Delivery	7	5
	BMS Law and Governance	1	1
	BMS Planning for Growth	7	5
	BMS Strategic	1	
	BSC&MSDC Supported Living	22	16
Property : Acquisitions (Buildings) Total		38	27
Property : Acquisitions (Land)	BMS Environment and Projects	2	1
	BMS Investment and Commercial Delivery	1	1
	BMS Planning for Growth	2	2
	BSC&MSDC Supported Living	2	1
Property : Acquisitions (Land) Total		7	5
Property : Boundary Disputes	BMS Corporate Resouces	1	
	BMS Investment and Commercial Delivery	2	1
	BSC&MSDC Supported Living	1	
Property : Boundary Disputes Total		4	1
Property : Easements	BMS Investment and Commercial Delivery	7	4
	BMS Law and Governance	1	
	BMS Planning for Growth	2	2
	BMS Strategic	1	1
Property : Easements Total		11	7
Property : Lease	BMS Corporate Resouces	1	
	BMS Investment and Commercial Delivery	23	12
	BMS Planning for Growth	1	1
	BMS Strategic	1	
	BSC&MSDC Supported Living	6	2
Property : Lease Total		32	15
Property : Licences	BMS Communities and Public Access	3	3
	BMS Environment and Projects	1	1
	BMS Investment and Commercial Delivery	10	8
	BMS Planning for Growth	1	
	BMS Strategic	2	
	BSC&MSDC Supported Living	2	2
Property : Licences Total		19	14
Property : Other	BMS Chief Executive	1	1
	BMS Communities and Public Access	5	2
	BMS Corporate Resouces	2	2
	BMS Investment and Commercial Delivery	35	20
	BMS Law and Governance	1	
	BMS Planning for Growth	8	5
	BMS Strategic	2	2
	BSC&MSDC Supported Living	19	14
Property : Other Total		73	46
Property : Right to Buy (FH Sale)	BMS Communities and Public Access	2	2
	BMS Investment and Commercial Delivery	10	10
	BMS Law and Governance	4	3
	BSC&MSDC Supported Living	40	29
Property : Right to Buy (FH Sale) Total		56	44
Property : Right to Buy (LH Enquiries)	BSC&MSDC Supported Living	2	1
Property : Right to Buy (LH Enquiries) Total		2	1
Property : Right to Buy (LH Sale)	BMS Investment and Commercial Delivery	1	1
	BSC&MSDC Supported Living	5	3
Property : Right to Buy (LH Sale) Total		6	4
Property : Right to Buy (Other)	BMS Investment and Commercial Delivery	1	1
	BSC&MSDC Supported Living	6	6
Property : Right to Buy (Other) Total		7	7
Property : Sale (Commercial)	BMS Communities and Public Access	1	



	BMS Investment and Commercial Delivery	3	1
	BMS Strategic	2	
Property : Sale (Commercial) Total		6	1
Property : Sale (Residential)	BMS Investment and Commercial Delivery	13	9
	BMS Law and Governance	2	1
	BMS Planning for Growth	5	5
	BSC&MSDC Supported Living	7	6
Property : Sale (Residential) Total		27	21
Property : Shared Ownership (FH)	BMS Investment and Commercial Delivery	1	
Property : Shared Ownership (FH) Total		1	
Prosecutions : Environment	BMS Environment and Projects	4	1
Prosecutions : Environment Total		4	1
Prosecutions : Other	BMS Environment and Projects	1	1
	BMS Planning for Growth	1	
Prosecutions : Other Total		2	1
Total		753	319

## WS Information

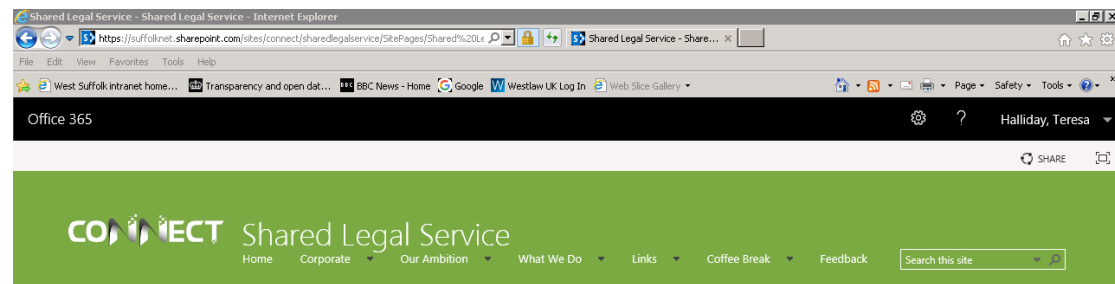
Work Type	Data	
	no. opened	no. closed
Contract : Advice	87	5
Contract : Deed of Variation	1	
Contract : Drafting	50	3
Contract : Other	17	5
Corporate : Committees	1	
Corporate : Complaints	19	13
Corporate : Data Protection Act	2	1
Corporate : Freedom of Information	3	
Corporate : Governance	24	
Corporate : Information Law	1	
Corporate : Other	5	
Housing : Anti Social Behaviour	1	
Housing : Homelessness	3	1
Housing : Housing Development	1	
Housing : Other	11	3
Licensing : Alcohol & Entertainment	1	
Licensing : Other	9	3
Litigation : Anti Social Behaviour	2	1
Litigation : Debt Recovery	259	91
Litigation : Environmental Protection	5	2
Litigation : General civil claims	4	1
Litigation : Juducial Review	1	1
Litigation : Leaseholder Disputes	3	1
Litigation : Licensing	3	1
Litigation : Other	21	9
Litigation : Planning	3	
Litigation : Property Disputes	4	1
Litigation : Repossession	2	2
Litigation : Unlawful Encampment	6	2
Non-Client: Administration	1	
Non-Client: Complaints	1	1
Other : Assets of Community Value	5	
Other : Highways / Section 38 Agreement	3	
Other : Other	10	3
Other : Public Open Space Protection Orders	2	1
Planning : Appeals	8	
Planning : Certificate of Lawful Development	19	14
Planning : Committee/Members	2	2
Planning : Development Management	5	4
Planning : Enforcements	4	3
Planning : Other	30	17
Planning : Policy	3	
Planning : Section 106 Agreement	44	37
Planning : Tree Preservation Order	25	15
Property : Acquisitions (Buildings)	3	1
Property : Acquisitions (Land)	21	5
Property : Boundary Disputes	12	6
Property : Easements	14	6
Property : Lease	164	84
Property : Licences	34	20
Property : Other	91	49
Property : Right to Buy (FH Sale)	4	3
Property : Right to Buy (Other)	1	1
Property : Sale (Commercial)	10	3
Property : Sale (Residential)	9	3
Prosecutions : Environment	8	6
Prosecutions : Fraud	1	1
Prosecutions : Other	11	7
(blank)	5	5
Total	1099	443

SERVICE MANAGER SCORECARD				2017/18
Legal Services				
We want to:				
1. Give clear legal advice, balance risks and find legally sound solutions.				
2. Have clients confident to engage early for sound and correct advice				
Performance Indicator	Rationale	Current Value	Target	Commentary (incl Q1 18/19)
Positive percentage of Feedback at end of the case	Output - indicator of business partner involvement, effective advice	48 records received	No target	This is a new target from 01/04/18. Previously, feedback not requested but officers asked to record any positive feedback received. Therefore this is recorded as a number rather than percentage for 17/18.
% of staff in career pathway/trainee posts	Output - progress in team and skills development	22%	No target	Currently 5 members of the team in career pathway posts and advertising for a new trainee to commence in September 2018.
Number of shadowing incidences	Output - progress in team and skills development	1	No target	Shadowing Counsel for Judicial Review matters has resulted in four recent cases being undertaken in-house.

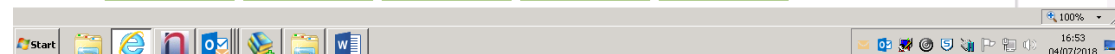
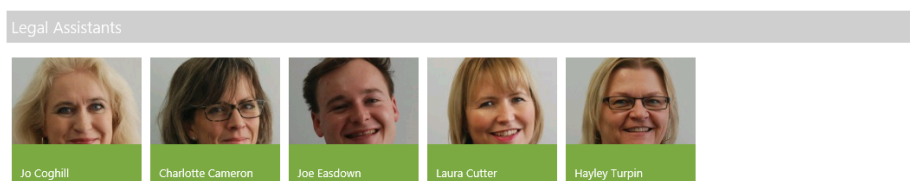
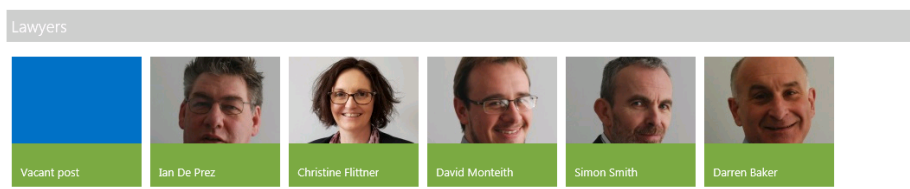
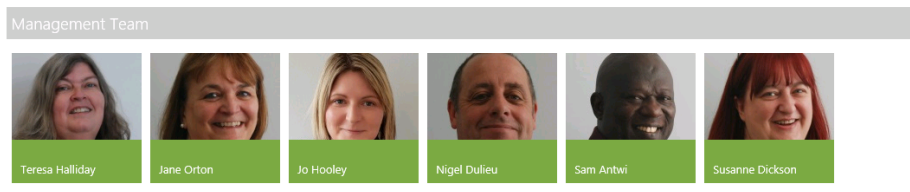
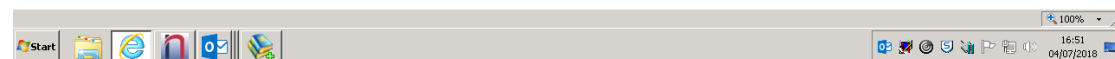
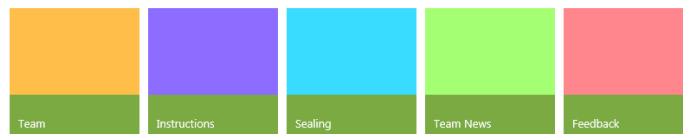
## Key Performance Indicators

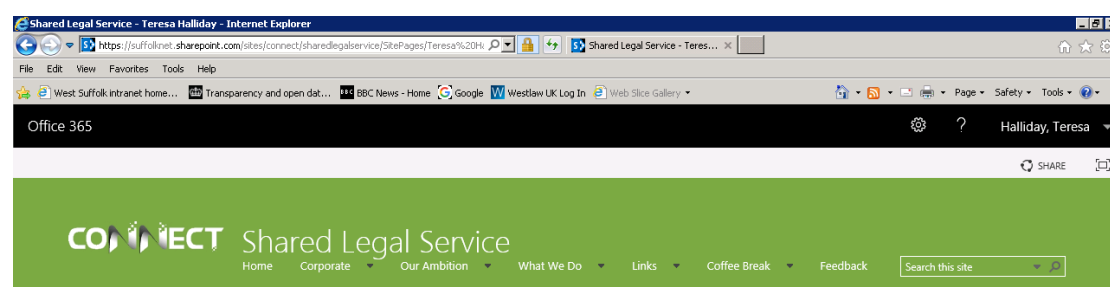
## Appendix 3

Value of spend outsourced excluding planning	Output - indicator of scale of external legal advice	£8,326.00	No target	Babergh: £4,886 Mid Suffolk: £3,440
Value of spend outsourced, planning only	Output - indicator of scale of external legal advice	£65,165.00	No target	Babergh: £56,913 Mid Suffolk: £8,252
% of successful challenges	Outcome - effective advice and support.	56%	TBC	Prosecutions: 4 of 5 Planning appeals: 4 of 5 Planning Judicial Review: 1 of 6



## Shared Legal Service





## Teresa Halliday

Teresa is the Service Manager.

Chartered Legal Executive

Deputy Monitoring Officer for West Suffolk

Worked in local government legal services for 30 years

Main specialisms: drafting and advising on contracts/procurement, commercial, freedom of information/data protection

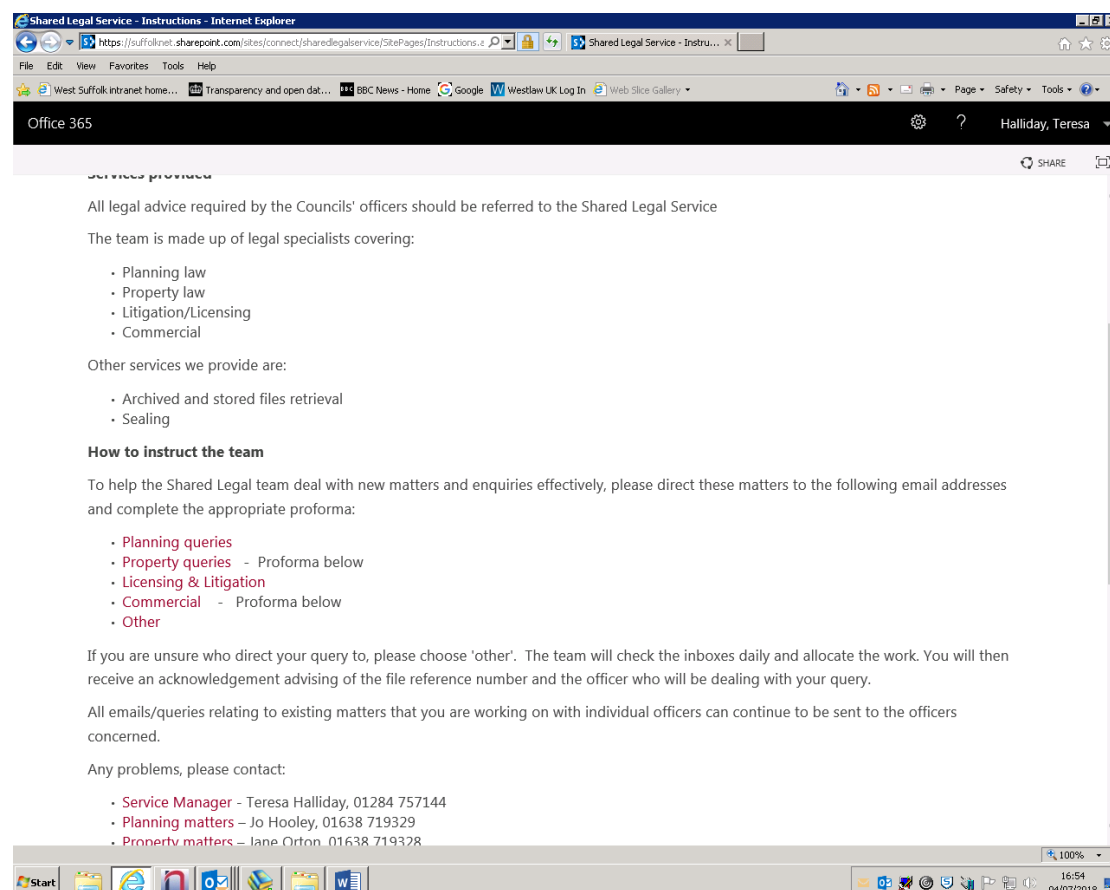
Other areas: licensing, governance, civil litigation; anti-social behaviour; housing; environmental health (statutory nuisance/abandoned vehicles/fly tipping/etc), prosecutions (mainly environmental matters), highway law



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## **Background Information**

**Report JOS/12/2**

### **REVIEW OF THE SHARED LEGAL SERVICE**

**18 DECEMBER 2017**

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## BABERGH DISTRICT COUNCIL and MIDSUFFOLK DISTRICT COUNCIL

<b>From: Assistant Director – Law &amp; Governance</b>	<b>Report Number: JOS/17/2</b>
<b>To: Overview and Scrutiny Committee</b>	<b>Date of meeting: 18 December 2017</b>

### REVIEW OF THE SHARED LEGAL SERVICE

#### 1. Purpose of Report

- 1.1 The purpose of this report is to provide the Overview & Scrutiny Committee with information about the operation of the Shared Legal Service to enable members to conduct a review of the service.
- 1.2 The Committee will also receive a presentation at its meeting which will include additional 'facts and stats' type information.

#### 2. Recommendations

- 2.1 That the contents of the report and presentation to the Overview & Scrutiny Committee be noted.

The Committee may make further recommendations as it deems appropriate.

#### 3. Financial Implications

- 3.1 There are no financial implications relating to this report, however the financial performance of the Shared Legal Service could impact on the Councils' budget outturn. Information about the Shared Legal Service's financial performance is included in section 10 of this report.

#### 4. Legal Implications

- 4.1 There are no direct legal implications of this report; however it is imperative that the Councils have a high performing legal service in order to fulfil their statutory obligations and to deliver the Joint Strategic Plan.

#### 5. Risk Management

- 5.1 Key risks are set out below:

Risk Description	Likelihood	Impact	Mitigation Measures
If the legal service is not effective and efficient the Councils could fail to comply with	2 – Unlikely	3 - Bad	The performance of the legal service is monitored by the management board and reported back to the

legislation and miss opportunities.			respective councils.
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## **6. Consultations**

- 6.1 This report has been prepared in consultation with other members of the Shared Legal Service management board.

## **7. Equality Analysis**

- 7.1 There are no direct equality impacts arising from this report.

## **8. Shared Service / Partnership Implications**

- 8.1 The Legal Service is an established shared service.

## **9. Links to Joint Strategic Plan**

- 9.1 This review is most closely linked to the Enabled and Efficient Organisation strand of the Joint Strategic Plan. However, as a support service the legal team provide cross-cutting support and contribute to the delivery of all of the strategic policies.

## **10. Key Information**

- 10.1 The Shared Legal Service commenced operating in November 2016 and is a partnership arrangement between Forest Heath, Babergh and Mid Suffolk District Councils and St Edmundsbury Borough Council under a S.113 agreement. A memorandum of understanding and agreement between the authorities sets the operational framework for the service (appendix 1). The service is overseen by a management board comprising of:

- Melissa Evans, Corporate Manager - Financial Services (BMSDC)
- Leah Mickleborough, Service Manager (Democratic Services) & Monitoring Officer (St Edmundsbury BC/Forest Heath DC)
- Karen Points, Assistant Director (HR, Legal & Democratic Services) (St Edmundsbury BC/Forest Heath DC)
- Emily Yule, Assistant Director - Law and Governance & Monitoring Officer (BMSDC)

### Staffing

- 10.2 The legal service is led by the Legal Services Manager supported by 'Business Partners' in the following specialisms: property, planning, licensing/litigation and commercial. Each specialist area includes qualified practising lawyer posts and in some areas legal assistants and specialist business support are employed. There is also a Team Leader who acts as 'practice manager' for the service. The staff are employed by one of the four partner authorities (i.e. their employer as stated in their contract and where the payroll is run from).
- 10.3 Currently there are four trainee lawyer posts as each partner to the service already had two training contract positions in progress. It is intended that, once the current

trainees have completed their contracts, the number of trainee positions will be reduced to two in the future. This is more manageable for the service and will provide a better quality of experience for the trainee lawyers. The Management Board is also looking at succession planning and how we might retain those employees that the councils have invested in.

- 10.4 It has not been possible to achieve a full complement of staff during the first year of operation for the service, and there continues to be a vacant lawyer post in the Commercial section of the team. There are a number of reasons for this, including resolving employment arrangements for staff that were transferred into the new service and difficulties in attracting high calibre candidates to fill vacant posts. This recruitment challenge is not unique to the Shared Legal Service. Generally it is difficult to attract experienced lawyers into local government positions as the private sector is much more competitive in terms of salary and the profile of work. Gaps in the team have been filled using locums, where appropriate and affordable, in order to avoid any significant delays in service for the client departments. Furthermore, one of the Lawyer posts within the Property team has been converted into two Legal Assistant posts to provide additional capacity and resilience. These posts have been successfully recruited to.

#### Financial Performance

- 10.5 The Finance Business Partners from each authority have recently significantly enhanced the reporting of financial information to the management board. Data has been shared between organisations to ensure an accurate forecast for the financial year up to March 2018. This will be updated on a quarterly basis.
- 10.6 Both the first year (i.e. 12 months from November 2016) and the 2017/18 forecast outturn show a favourable performance against budget. The budgets for the service were agreed based on the councils existing spend before the service was established and this level of expenditure also determined the split of costs between the partners. BMSDC has retained some liability for costs relating to unresolved matters at the time when the service was established and for planning matters. These costs are funded from individual service budgets.
- 10.7 Finance will continue to work closely with the Shared Legal Services to ensure accurate forecasting & costing which include reassessing the apportionment of costs between the partners at the end of year two.

#### Performance Monitoring

- 10.8 The Management Board is currently developing a performance framework which will feed into the partner authorities' performance monitoring. There was very little base data in terms of performance from BMSDC before the service was established and therefore the first year of operation has been concerned with establishing a base line to set targets, and monitor future performance, against.
- 10.9 Anecdotally there has been some under-performance of the team around response times, according to our client departments and external professionals. However, this is ultimately down to resolving the staffing arrangements and processing the significant back-log of cases that were brought to the partnership by BMSDC. Generally the client departments are working well with the legal service and have

overcome any initial teething problems with not always having an on-site presence from the team.

### Case Management

- 10.10 The Shared Legal Service has recently jointly procured case management software with the other district and borough councils across Suffolk. This software provides for time recording, electronic document retention and the production of detailed management reports. This means that the Legal Services Manager will be able to provide data about the workload of the team, the average costs for a particular type of case and the time taken to complete cases, amongst others. The Case Management System is still in its infancy so there is limited data at present and, again, there was no baseline data from BMSDC before the shared service started operating so a direct comparison of 'before and after' data is not possible

### Progress against objectives

- 10.11 The partner authorities agreed a number of objectives when establishing the Shared Legal Service which underpin all of the service's activities. Significant progress has been made against these objectives but there are still many opportunities for improvement. More detail about the progress with objectives will be included in the presentation to the O&S Committee at the meeting.

## **11. Appendices**

Title	Location
Appendix 1 - Shared Legal Service Memorandum of understanding	Attached

## **12. Background Documents**

- 12.1 Scoping Document – Review of Shared Legal Service
- 12.2 Diagnostic report for West Suffolk and Mid Suffolk and Babergh legal services
- 12.3 Objectives for the Shared Legal Service

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## **5 JOS/17/2 REVIEW OF THE SHARED LEGAL SERVICES**

To undertake a review of the Shared Legal Services.

The Assistant Director – Law and Governance, will provide a presentation to support the attached Report and Appendix 1.

- 5.1 The Assistant Director of Law and Governance began by introducing Theresa Halliday, Service Manager for the Shared Legal Service. She explained the staff structure for the service and the financial breakdown and the cost implications for Babergh and Mid Suffolk District Councils for the year 2016/17.
- 5.2 Members' attention was drawn to the underspend of £41,899.88.
- 5.3 In terms of caseloads and open cases, there had been no comparable data available before the Shared Legal Service was established. Currently there were 477 open cases, and of these 116 were in the process of being dealt with. A large number of existing open cases from Babergh and Mid Suffolk Councils had been taken into the Shared Legal Service when it was established.
- 5.4 The Service Manager then outlined how the lack of a hand-over had hindered the initial setting-up of the Shared Legal Service. She also said that training of new legal and administrative staff had taken time and impacted on the service.
- 5.5 Councillor Derek Davis, who had been invited by the Committee to present evidence as a witness, then recounted his experience as a Councillor dealing with the Shared Legal Service including:
- In one instance the Shared Legal Service has acted promptly;
  - That in the case of the unlawful use of a caravan site, the Shared Legal Service's advice had been conflicting, and the service had taken too long to catch up with the legal implications of the case and it was felt this could damage the reputation of the Council;
  - Generally, the Councillor felt that the Service was providing an inconsistent service and that advice was at times confusing.
- 5.6 Some Members reported that it had been difficult to get hold of the correct contact person within the Shared Legal Service and that staff were busy and at times unable to provide detailed legal advice. It was also reported that there was an impression that Members were not able to contact the service directly.

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- 5.7 Officers responded that the first point of call was the Client Officer, but this did not prevent Members from contacting the Shared Legal Service directly. However, the Shared Legal Service was not insured to give legal advice on parish matters and could only provide advice on Babergh and Mid Suffolk Council matters.
- 5.8 Members felt that a review of the communication process would be beneficial.
- 5.9 The Corporate Manager for Strategic Asset Management explained the relationship between her team and Shared Legal Service. She said that at first the working relationship had been difficult until good procedures and processes had been established. For her, as a client of the Shared Legal Services, the current process was working effectively and satisfactorily.
- 5.10 The Service Manager informed Members that a new Case Management System was currently being launched, which would enable staff to direct calls to the legal person responsible and that, if the lead officer wasn't available, any staff member would be able to provide up to date information to clients. The system also had a client portal which allowed clients to follow the progress of the individual cases.
- 5.11 Members requested that a list be made available of officers who could instruct Shared Legal Service in each client department in the Councils.
- 5.12 Some Members felt that in the case of the Shared Legal Service and some of the Councils' other partnership working arrangements a detailed and sound business case was lacking. Members strongly recommended that in the future proper business cases should be undertaken before any change was made to Councils' services to ensure that the impact and success of that change could be monitored effectively.
- 5.13 The Committee was concerned that there did not exist enough information from the former legal department to compare the service level with Shared Legal Service.

By a unanimous vote

### **It was RESOLVED:-**

- 1.1 That the Joint Overview and Scrutiny Committee concluded that further improvements in the performance of Shared Legal Service are required, specifically around communication and the understanding of which officer within the client department is able to give instructions.**
- 1.2 That the Shared Legal Service be reviewed by Overview and Scrutiny Committee again in six months' time and that this review included updates on case management and the information previously presented to the Committee.**
- 1.3 That the Joint Overview and Scrutiny Committee recommend to Cabinet that prior to any future shared services or partnership working arrangements that**

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**a full and proper business case is prepared and that the business case will be presented to the Overview and Scrutiny Committees for pre-scrutiny.**

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# Agenda Item 8

## BABERGH DISTRICT COUNCIL and MID SUFFOLK DISTRICT COUNCIL

<b>COMMITTEE:</b> Joint Overview and Scrutiny Babergh and Mid Suffolk	<b>REPORT NUMBER:</b> <b>JOS/18/7</b>
<b>FROM:</b> Jan Osborne and Jill Wilshaw; Cabinet Members for Housing	<b>DATE OF MEETING:</b> 23.07.2018
<b>OFFICER:</b> Robert Hobbs – Corporate Manager, Strategic Planning Gill Cook – Housing Strategy Officer, Strategic Planning	<b>KEY DECISION REF NO. Item No.</b>

### DEVELOPMENT OF THE JOINT HOUSING STRATEGY 2018-2036

#### 1. PURPOSE OF REPORT

- 1.1 To provide details of the Babergh and Mid Suffolk District Council's (BMSDC) Housing Strategy 2018 – 2036 framework background and development process. This will include the co-production of an updated Homelessness Reduction Strategy to ensure compliance with the new Duties as detailed under the Homelessness Reduction Act 2017.

#### 2. OPTIONS CONSIDERED

- 2.1 To not develop or publish a comprehensive Housing Strategy as currently there is no legal requirement to do so (Appendix a). However, it is a legal requirement to have in place a jointly produced and published Homelessness Reduction Strategy.
- 2.2 To create a Housing Strategy with a single focus on increasing new homes delivery, plus a jointly produced and published Homelessness Reduction Strategy. This approach to a Housing Strategy was discounted because it ignores the wider spectrum of housing issues, for example making best use of current housing stock of approximately 80,000 homes, the Councils' approach as a social landlord to approximately 7,000 households, the Councils' new build programme supported by the Housing Revenue Account, the positive impact high quality designed homes which are warm, safe, and connected to communities has on households' health and well-being.
- 2.3 The *BMSDC Annual Report Summary 2017/18* (p.8) makes it clear the Councils expect to develop, adopt, and publish a Housing Strategy by Winter 2018/19. As conversations with the Leaders and Cabinet Members for Housing have progressed it has become clear the preferred option is to develop a comprehensive Housing Strategy which addresses all key housing related challenges alongside a revised Homelessness Reduction Strategy, compliant with newly introduced Duties (Appendix b).

<p><b>3. RECOMMENDATIONS</b></p> <p>3.1 That the comprehensive BMSDC Housing Strategy context and development process detailed in this report be endorsed, which includes a revised Homelessness Reduction Strategy.</p>	
<p><b>REASON FOR DECISION</b></p> <p>To ensure that BMSDC have:</p> <ul style="list-style-type: none"> <li>• met the legal duty to have in place a revised Homelessness Reduction Strategy</li> <li>• systematically reviewed housing related issues in both districts</li> <li>• set out key housing challenges to stimulate the housing market</li> <li>• set out housing objectives (vision)</li> <li>• established priorities for action both by BMSDC and other services providers and stakeholders</li> <li>• created a clear set of Action Plans in collaboration with relevant technical stakeholders, partners, and Members.</li> <li>• taken into account the views of parish and town councils as well as technical stakeholders through a six-week period of consultation before requesting the Housing Strategy and Action Plans are adopted by both Councils in December 2018.</li> </ul> <p>Having a published, stakeholder agreed Housing Strategy based on evidence of housing and health needs will enable BMSDC to be ready to access any additional funding streams to enhance the local housing market, in turn to support sustainable growth to the benefit of all residents.</p>	

#### 4. KEY INFORMATION

- 4.1 Both Councils have a strong ambition to create jobs-led economic growth and housing is essential to support this continuous growth as well as supporting better health and well-being and enhancing quality of life.
- 4.2 The emerging BMSDC Housing Strategy contributes to a wider portfolio of strategies which will work together to support the jobs-led economic growth agenda. These strategies include amongst others; *BMSDC Open for Business Strategy* (complete 2018); *BMSDC Infrastructure Strategy* (indicative adoption 2018 / 19); *BMSDC Communities Strategy* (indicative adoption Winter 2018/19); and *Assets Strategy* (indicative adoption Summer 2018).
- 4.3 Furthermore, the BMSDC Housing Strategy will relate to many Suffolk-wide strategies, policies, evidence, and procedures, such as those from Public Health (Appendix c and, Appendix d), Adult Services, Children Services, NHS Trust Commissioning, Community Safety, the Local Enterprise Partnership, and the

Greenest County Partnership. Together these focus on creating an enhanced quality of life for individuals, families, the communities in which they live and work, and the wider geographical areas of Babergh and Mid Suffolk.

- 4.4 Being aware of these interdependencies will be important in maintaining sensitivity to any environmental or social issues from new developments, and we will continue working to mitigate these in consultation with existing local communities and relevant partners.
- 4.5 Sustainable growth is being shaped and informed by the development of the new BMSDC Joint Local Plan through to 2036. By developing a Housing Strategy and agreed Action Plans with partners, their skills and expertise will be incorporated to ensure housing makes a key contribution to the delivery of sustainable growth, whilst protecting and enhancing quality of place. The Joint Local Plan consultation document (August 2017) set out a housing requirement for the two districts based upon evidence (Appendix e) from the Strategic Housing Market Assessment (May 2017). This housing requirement continues to evolve with the publication of a proposed standard methodology for calculating housing need by the Government in September 2017 as part of the Planning for the Right Homes in the Right Places consultation. The draft revised National Planning Policy Framework proposes to update this standard methodology for calculating housing need and to introduce a Housing Delivery Test requirement.
- 4.6 The BMSDC housing vision is for all residents to be able to access affordable, appropriate, and decent accommodation. Therefore, work will be undertaken to improve the quality, choice, and supply of homes for current and future households. With a total estimated population increase of 21,000 over the next 20 years, many of whom will be over 65 years old, housing of the right type and in the right place is an important part of supporting sustainable growth.
- 4.7 We know that ensuring the delivery of the right number of new homes, of the right type, in the right places and offering more choice in the housing market is vital to supporting the continued resilience of our rural communities and market towns alike.
- 4.8 However, the Housing Strategy will be about more than simply increasing the supply of new homes to meet identified housing need, maintaining and regenerating BMSDCs existing social existing housing stock, or ensuring decent homes are available to all in each part of the Private Sector Housing stock.
- 4.9 Housing plays a significant role in supporting quality of life, health and well-being, access to work, training or education, and much needed leisure time. The quality of housing, its availability, cost, and location are of primary importance to enable everyone to settle and fully participate in their community to enhance quality of place and quality of well-being.
- 4.10 Therefore, we will signal a strong emphasis on the leadership role of each Local Housing Authority, separately and jointly with others, as well as promoting and fostering successful new working partnerships with all parts of the housing market. We will further develop existing working partnerships, for example with other registered providers of social housing, specialist providers of market homes for older households, estate agents and businesses.

- 4.11 The attached 'Housing Strategy Communications and Stakeholder Involvement Plan' outlines in more detail BMSDCs key housing challenges, who we will involve, a schedule of stakeholder involvement activity, and what the intended outputs will be. It also shows opportunities for all elected Members to be actively involved in shaping the Housing Strategy, as well through the formal Committee stages key milestones.
- 4.12 Previous reports went to Babergh and Mid Suffolk Overview and Scrutiny Committees on 20<sup>th</sup> and 16<sup>th</sup> November 2017 respectively, which detailed the issues regarding the implementation of the new Homelessness Reduction Act duties.

## **5. LINKS TO JOINT STRATEGIC PLAN**

- 5.1 The Councils have re-iterated and highlighted priorities, grouped under five strategic themes, in the BMSDC 'Annual Report Summary 2017/18' which supports the delivery of the Joint Strategic Plan 2016-2020. They are part of the vision for the Councils, centred around Economy and Environment, Housing and, Strong and Healthy Communities.
- 5.2 'Housing' is a vital aspect of the Councils jobs-centred, sustainable economic growth ambition. It will make a significant contribution to achieving the aims and objectives of the Joint Strategic Plan as outlined in the Medium Term Financial Strategy.
- 5.3 A specific outcome 'Housing Strategy to be complete winter 2018-19' forms part of the 'Housing Delivery Priorities' found on page 8 of the Annual Report Summary 2017/18, underlining the continued commitment to better housing outcomes.

## **6. FINANCIAL IMPLICATIONS**

Revenue/Capital/ Expenditure/Income Item	Total	2017/18	2018/19	2019/20
Preparation of a housing strategy.	£5,000	£0	£5,000	£0
Net Effect				

There is a budget for the preparation of a housing strategy during the 2018/19 financial year within the Strategic Planning budget. It is anticipated that approximately £2,500 would be required to enable effective stakeholder engagement through the running of events and the production of materials.

## **7. LEGAL IMPLICATIONS**

- 7.1 If the Councils fail to accurately assess homeless applications and carry out the Homelessness Reduction Duties, then there is the risk of legal challenge. A court case would lead to significant costs.
- 7.2 Section 38(6) of the Planning and Compulsory Purchase Act 2004 (Appendix f) identifies that the determination of planning decisions must be made in accordance with the development plan unless material decisions indicate otherwise. The draft revised National Planning Policy Framework proposes to introduce a Housing Delivery Test, which if not met to the level required, would mean a local planning authority's housing policies are considered out-of-date even if the local planning authority could demonstrate a five-year supply of deliverable housing land. The Housing Delivery Test is proposed to be calculated at a percentage of the annual housing requirement that has been completed over the previous three-year period.

Producing a housing strategy which identifies how delivery can be maintained and enhanced will contribute to minimising the risk of not meeting the requirements of any Housing Delivery Test.

## 8. RISK MANAGEMENT

8.1 This report is most closely linked with the Council's Corporate / Significant Business Risk No. 1c and 1e – Housing Delivery. 3a – Community Capacity Building and Engagement. 4b – Assets and Investments. 5g – An Enabled and Efficient Organisation.

8.2 Key risks are set out below:

Risk Description	Likelihood	Impact	Mitigation Measures
<p>Without the adoption of a comprehensive BMSDC Housing Strategy, it is unlikely the Councils will focus resources on key priorities associated with:</p> <ul style="list-style-type: none"> <li>Increasing new homes delivery</li> <li>Increasing housing options for older households and those requiring fully accessible homes</li> <li>Ensuring existing housing stock is fit for 21<sup>st</sup> century living.</li> <li>Supporting the most vulnerable households find a sustain a home</li> </ul>	Highly unlikely (1)	Bad (3)	Joint Housing Strategy project plan and officer working group in place to create a comprehensive Housing Strategy and action plans which respond to the four key housing challenges.
Without organised collaboration, it is unlikely the Councils will work most effectively with housing market stakeholders, and we may not address the identified housing market challenges in a timely manner.	Unlikely (2)	Noticeable (2)	A Communications and Stakeholder Involvement Plan, including a timetable for specific stakeholder engagement activity has been created. A workshop was held in April with housing market stakeholders to invite them to shape and inform the housing strategy and action plans from the outset.

Without effective use of BMSDC and public estate assets it is unlikely the Councils will reduce costs to the public purse, and significant opportunities to co-create new and imaginative ways to inform and influence successful housing outcomes may be missed.	Unlikely (2)	Bad (3)	Numerous new opportunities exploited to inform and work with relevant partners in BMSDC areas. E.g. Contributed to the 'Housing & Health' 2017 evidence base, being used by the Suffolk Health & Well-Being Board to deliver its Key Priorities.
Without a revised and adopted Homelessness Reduction Strategy, it is unlikely the Councils will reduce homelessness and higher numbers of BMSDC residents may be at increased risk. This will impact most on our vulnerable residents and children.	Highly unlikely (1)	Disaster (4)	Dedicated officer resources support the production and inclusion of a reviewed Homelessness Reduction Strategy in accordance with new duties and guidance of the Homelessness Reduction Act 2017, as part of the comprehensive Housing Strategy development process.
Without an effective plan for increasing new homes delivery the Councils may increase the risk of a loss of planning control and a potential loss of New Homes Bonus for local authorities in accordance with the new 'Housing Delivery Test' currently under consideration as part of the draft revised National Planning Policy Framework (NPPF) issued March 2018. A revised NPPF is expected to be published in late July 2018.	Highly probable (4)	Disaster (4)	Within the new Housing Strategy increasing the delivery of new homes is given highest priority. This means new and additional resources are already on track to support this work as well as preparation of a Housing Delivery Test – Action Plan. E.g. additional staff resources have been allocated within Strategic Planning and Housing Solutions.  The Joint Local Plan will allocate sites for housing delivery over the period to 2036 that will be supported by evidence to their delivery.
Without an effective plan to address the changing housing needs of an ageing population, the Councils may see a significant proportion of	Probable (3)	Disaster (4)	The Councils are actively working with Suffolk County Council colleagues to develop shared understanding and action plans to address the

residents being inadequately housed. Inadequately housed may mean people are: unsafe; insecure; at high risk of premature death.			highest priority housing needs of older residents. Also exploring all and every new funding stream to bring in the necessary resources to support this ambition.
Without a plan to support the most vulnerable households find and sustain a home, it is unlikely the Councils will be compliant with the new Duties of the Homelessness Reduction Act 2017 leading to reputational damage and / or potentially significant financial penalties.	Highly unlikely (1)	Disaster (4)	The co-production of a revised Homelessness Reduction Strategy and associated action plans alongside the comprehensive Housing Strategy. A programmed and continuously monitored project plan is on track.
Without continuing to ensure current housing stock (approximately 80,000 homes) is fit for 21 <sup>st</sup> century living, it is unlikely the Councils will make best use of public and private assets and investments.	Probable (3)	Disaster (4)	Detailed action plans to support private sector landlords fulfil their duties form part of the Housing Strategy, to include Licensing of relevant Houses of Multiple Occupation. Warm Homes funding bid opportunities constantly monitored to bring in additional funding for to support those households in fuel poverty. Empty Homes project revitalised to bring even more empty homes back in to use. The Housing Revenue Account business plan used to maximum to support BMSDC social landlord function, new build work and estate regeneration.

## 9. CONSULTATIONS

9.1 A BMSDC Housing Strategy project '*Communications and Stakeholder Involvement Plan*' (included as Appendix g) has been created to ensure relevant stakeholders can have their say. It details:

- Housing Strategy background issues

- Aims of the Housing Strategy
- Key messages and Communications Framework
- Key audiences
- Communications Channels
- Communications Tools
- Spokespersons
- Risks and mitigation measures.

9.2 A timetable of activity with key audiences is included.

9.3 To date, stakeholder engagement activities have been undertaken with technical stakeholders and providers of housing services and products, as well as BMSDC Members.

## **10. EQUALITY ANALYSIS**

10.1 See screening Equality Impact Assessment (Appendix h) for the Housing Strategy 2018-2036. No further action required at this time.

10.2 Equality Impact Assessment screening in respect of the revised Homelessness Reduction Strategy 2018-2023 will be available when the HRS is further developed.

## **11. ENVIRONMENTAL IMPLICATIONS**

11.1 There are no environmental implications arising directly from this report. However, environmental implications with regard new homes and investing / adapting current housing stock will be covered in detail when appropriate operational work is undertaken, taking note of the guidance from 'Suffolk, Creating the Greenest County' weblink on the Suffolk County Council website, and BMSDC 'Environmental Impact Assessment Guidelines Table'.

## **12. APPENDICES**

Title	Location
(a) Deregulation Act 2015, Section 29 Removal of power to require preparation of housing Strategies:	<a href="https://www.legislation.gov.uk/ukpga/2015/20/section/29">https://www.legislation.gov.uk/ukpga/2015/20/section/29</a>
(b) Homelessness Reduction Act 2017	<a href="http://www.legislation.gov.uk/ukpga/2017/13/contents/enacted">http://www.legislation.gov.uk/ukpga/2017/13/contents/enacted</a>
(c) 'Housing and Health' JSNA evidence base 2018	<a href="https://www.healthysuffolk.org.uk/uploads/hhna-Infographic.pdf">https://www.healthysuffolk.org.uk/uploads/hhna-Infographic.pdf</a>



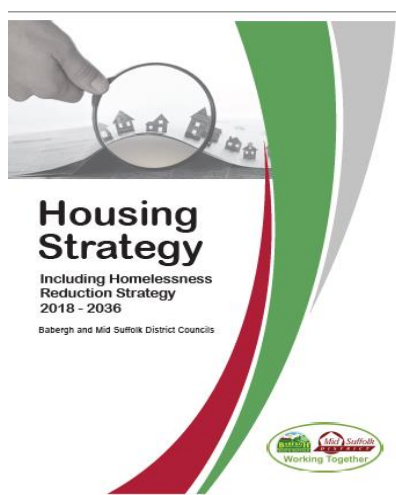
	<a href="https://www.healthysuffolk.org.uk/uploads/Suffolk_Housing_and_Health_Final_Mar_18HWB.pdf">https://www.healthysuffolk.org.uk/uploads/Suffolk_Housing_and_Health_Final_Mar_18HWB.pdf</a>
(d) Suffolk Joint Health and Wellbeing Strategy 2016-2019	<a href="https://www.healthysuffolk.org.uk/uploads/Joint-Health-and-Wellbeing-Strategy-for-2016-2019.pdf">https://www.healthysuffolk.org.uk/uploads/Joint-Health-and-Wellbeing-Strategy-for-2016-2019.pdf</a>
(e) Ipswich & Waveney Housing Market Area Strategic Housing Market Assessment 2017	<a href="https://www.babergh.gov.uk/assets/Strategic-Planning/Current-Evidence-Base/Ipswich-and-Waveney-Housing-Market-Areas-Strategic-Housing-Market-Assessment-Part-1-May-2017.pdf">https://www.babergh.gov.uk/assets/Strategic-Planning/Current-Evidence-Base/Ipswich-and-Waveney-Housing-Market-Areas-Strategic-Housing-Market-Assessment-Part-1-May-2017.pdf</a>  <a href="https://www.babergh.gov.uk/assets/Strategic-Planning/Current-Evidence-Base/SHMA-Pt2-Sept-2017-2.pdf">https://www.babergh.gov.uk/assets/Strategic-Planning/Current-Evidence-Base/SHMA-Pt2-Sept-2017-2.pdf</a>
(f) Planning and Compulsory Purchase Act 2004 as enacted and as amended. Section 38(6) doesn't change.	<a href="http://www.legislation.gov.uk/ukpga/2004/5/section/38/enacted">http://www.legislation.gov.uk/ukpga/2004/5/section/38/enacted</a>  <a href="http://www.legislation.gov.uk/ukpga/2004/5/section/38">http://www.legislation.gov.uk/ukpga/2004/5/section/38</a>
(g) BMSDC Housing Strategy Communications & Stakeholder Involvement Plan	Appended.
(h) BMSDC Housing Strategy Equality Screening Analysis	Appended.

### 13. BACKGROUND DOCUMENTS

'Laying the Foundations': a housing strategy for England. Nov 2011.	<a href="https://www.gov.uk/government/publications/laying-the-foundations-a-housing-strategy-for-england--2">https://www.gov.uk/government/publications/laying-the-foundations-a-housing-strategy-for-england--2</a>
'Fixing our broken housing market'. Feb 2017.  <ul style="list-style-type: none"> <li>• Plan for homes in the right places</li> <li>• Build homes faster</li> <li>• Diversify the housing market</li> <li>• Help people now.</li> </ul>	<a href="https://www.gov.uk/government/publications/fixing-our-broken-housing-market">https://www.gov.uk/government/publications/fixing-our-broken-housing-market</a>
The Housing Learning and Improvement Network (LIN) is a sophisticated network bringing	<a href="https://www.housinglin.org.uk/AboutHousingLIN/">https://www.housinglin.org.uk/AboutHousingLIN/</a>

together housing, health and social care professionals in England and Wales to exemplify innovative housing solutions for an ageing population.	
The International Longevity Centre – UK (ILC-UK) is a futures organisation focussed on some of the biggest challenges facing Government and society in the context of demographic change.	<a href="http://www.ilcuk.org.uk/index.php/publications/publication_posts/C23">http://www.ilcuk.org.uk/index.php/publications/publication_posts/C23</a>  This research publication section of ILCUK online directory focusses on 'Community and Housing' issues.

## BMSDC Housing Strategy 2018 -2036



The full BMSDC Housing Strategy will run from 2018 – 2036 in line with the Joint Local Plan.

Phase one 2018 – 2023 will focus on addressing the following housing market challenges and opportunities:

- Increasing new homes delivery – more of the right type of homes, of the right tenure in the right place
- Increasing housing options for older households and those requiring accessible homes
- Ensuring current housing stock is fit for 21<sup>st</sup> century living
- Supporting the most vulnerable households find and sustain a home.

### Context

Both Councils have a strong ambition to create jobs-led economic growth and housing is essential to support this fully. If planned investment and regeneration is considered in isolation to housing the anticipated outcomes are unlikely to be achieved and maximised. We know that ensuring new homes of the right type, the right tenure and in the right places are vital to offering residents more choice and quality in the housing market so that they can take best advantage of area wide economic upturns. Where the market does is not meeting housing need we will explore interventions to bring this forward.

A second key priority of the Housing Strategy is to ensure Babergh and Mid Suffolk residents have a place to live which supports their health and well-being and contributes to the quality of life. Well designed, high quality and affordable housing in which residents feel safe and secure is essential to meeting this priority and we know this is generally what matters most to our residents.

This evidence-based housing strategy, consistent with national policy, details how we will our policy and decision making to ensure we take the right actions to re-balance the local housing market as far as possible in line with the identified housing needs of our residents.

The emerging BMSDC Housing Strategy contributes to a wider portfolio of strategies which will work together to support the jobs-led economic growth agenda. These strategies include amongst others;

- *BMSDC Open for Business Strategy* (complete 2018)
- *BMSDC Infrastructure Strategy* (indicative adoption 2018 / 19)
- *BMSDC Communities Strategy* (indicative adoption Winter 2018/19)
- *BMSDC Asset Strategy* (indicative adoption Summer 2018).

The BMSDC housing vision is for all residents to be able to access affordable, appropriate, and decent accommodation. Therefore, work will be undertaken to improve the quality, choice, and supply of homes for current and future households. With a total estimated population increase of 21,000 over the next 20 years, many of whom will be over 65 years

## BMSDC Housing Strategy 2018 -2036

old, housing of the right type and in the right place is an important part of supporting sustainable growth.

### Key principles:

- Developing the Housing Strategy with relevant stakeholders and communities - partnership
- Effecting changes to the housing market is a long-term commitment
- Short, medium, and long-term objectives could be subject to change at short notice
- Will require visible leadership, a learning culture, and flexible workforce
- The ability to turn challenges in to opportunities
- Safe, warm, and affordable homes support better health outcomes for all residents
- An appetite to innovate and attract new funding streams.

The following summaries show the types of on-going discussions already underway to formulate our strategic plans. A first draft BMSDC Housing Strategy document and action plans will be available in September.

### **Priority 1. Increasing new homes delivery – more of the right type of homes, of the right tenure in the right place.**

Meeting the housing requirement to be set in the Joint Local Plan. Supply of new homes over recent years has been below the identified requirement.

We asked key partners:

- Who can contribute to increasing the supply of new homes, by numbers, by place, by tenure?
- Who is involved in building most new homes currently?
- Are there sufficient sites available to meet house building targets?
- Who is involved in increasing the supply of social affordable homes?
- Are there any tenure type delivery matters we can resolve immediately, in the longer term?
- How do we encourage small and medium enterprises back in to the housebuilding market?

Members have ambitions to:

- Use all the powers available to Councils – including more assertive use of Compulsory Purchase Orders if required - to deliver the right number of the right type of new homes
- Ensure better links between housing need evidence and delivery, with special reference to increasing older households housing options and those households with more specialised housing needs
- Further commit to bringing the best of innovative building techniques to the area yet remain in keeping with local traditions and materials
- Continue building more and better working relationships with developers, and resolve issues together sooner by early engagement

## **BMSDC Housing Strategy 2018 -2036**

- Build the highest quality homes possible, with eco-credentials to alleviate fuel poverty for residents and maintain better health and independence for longer
- Meet the affordable housing needs of many very rural communities through new mechanisms, such as the Community Housing Fund / Community Land Trust route.

### **Priority 2. Increasing housing options for older households and those requiring accessible homes.**

We asked key partners:

- What demands do the predicted demographic changes place on Councils and our service partners, how do we start to plan for these significant changes and how do we keep pace with them in the future?
- What does an integrated health and housing approach look like and how do we ensure we deliver on these promises?
- Are older and vulnerable people in BMSDC able to make informed choices about their future housing needs? What do we need to do?
- How can we future proof housing of all tenures so people can continue to live independently within their own home?
- What can we do differently to address complex housing needs within a challenging funding environment?

Member input:

Of all the identified housing priorities this requires further work with Suffolk County Council as the major partner with responsibility for Adult Community Services and Children's Services. As BMSDC we wish to encourage developers to supply homes to meet identified housing need and homes which are well-designed enough to adapt throughout a lifetime.

### **Priority 3. Ensuring current housing stock is fit for 21<sup>st</sup> century living.**

Current housing stock comprises approx. 80,000 homes with a broad tenure split of approximately: Owner occupiers- 75%, Private rent – 15%, Social tenancy: 12%, (BMSDC is landlord to approx. 7,000 households)

#### **Maintaining quality in current housing stock includes:**

- Importance of customer led approach to quality
- Variability of standards and incentivisation
- Happy people in happy homes – matching needs and property type is central to satisfaction
- What does 'quality' mean over the next 20 years?
- Should we be more experimental in the types of homes to meet future needs?
- The importance of land supply in ensuring quality? How can we achieve this?
- Is the current social housing choice-based lettings system too limiting?
- Capitalise on using space outside the home/community to influence lives and life choices
- How is climate change factored in to the strategy?
- How should we influence tenure choice? Should we promote home ownership?

## **BMSDC Housing Strategy 2018 -2036**

### **Priority 4. Supporting the most vulnerable households find and sustain a home.**

BMSDC is required to carry out on-going homelessness reviews and use this evidence to formulate a specific Homelessness Reduction Strategy which addresses:

- Preventing homelessness in the districts (The Homelessness Reduction Act 2017 strengthens statutory duties in this regard) which includes, advice and information; early identification of households who may be at increased risk of homelessness; pre-crisis intervention; prevention of recurring homelessness; establishing working and effective partnership with relevant support groups and services
- Securing a sufficient supply of accommodation is available and will continue to be available for people who are, or may become, homeless in the districts
- Reviewing accommodation needs and resources, especially; social and affordable housing, private rented accommodation, supported housing for specific groups of people, low cost home ownership schemes
- Securing more access to the current private rented sector by working with landlords to develop additional provision and, working with landlords to look at opportunities for the provision of grant funding to landlords to provide housing for homeless households

Work on the BMSDC Homelessness Reduction Strategy is at an advanced stage and will be presented to all Committees alongside the BMSDC Housing Strategy.

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#### **Next steps in BMSDC Housing Strategy development:**

- Continue housing related stakeholder engagement during July / August to ensure completion and development of the above four priority action plans which will detail how Housing Strategy and the Homelessness Reduction Strategy will be operationally implemented.
- Present first drafts to both Cabinets in September for comments
- Six-week consultation period 21<sup>st</sup> September – 2<sup>nd</sup> November
- Final Member briefing week of 6<sup>th</sup> November
- Request both Cabinets to adopt finalised strategies and action plans early December 2018.

Although an ambitious timetable, the Housing Strategy and associated work this way is creating the right sort of enduring partnership approach and positive working relationships to fulfil BMSDCs strategic housing vision.

Partnership working increases flexibility in approach, so we can be confident that the Councils will continue to respond to uncertain resourcing and changes to national policies which directly impact the housing market.

The Housing Strategy action plans provide the platform for step changes to the way we currently work so that with partners we can turn housing market challenges into realistic, beneficial opportunities.

# BMSDC Housing Strategy Communications and Stakeholder Involvement Plan 2018 - 2023

## **BMSDC Housing Strategy Communications and Stakeholder Involvement Plan**

### **1.0 Background**

- 1.1 Babergh and Mid Suffolk District Councils (BMSDC) have identified a Joint Housing Strategy Development project as a strategic priority and this has been implemented to run from January to December 2018.
- 1.2 The JHS development project group comprises:
- Project Sponsors – Strategic Directors
  - Accountable Officer – Corporate Manager – Strategic Planning
  - Housing Strategy Officer
  - Assistant Directors: Planning for Growth  
Housing
  - Cabinet Members for Housing
  - Business Improvement Partner
  - Communications Business Partner
  - Housing Challenge Theme Leads: see Section 1.11.
- 1.3 The JHS Project will develop and implement a new **BMSDC Joint Housing Strategy 2018-2036**. This end date is co-terminus with the emerging new BMSDC Joint Local Plan period.
- 1.4 The first phase of the Joint Housing Strategy will cover the period 2018 – 2023, although the Councils' medium term and long-term housing strategy ambitions through to 2036 will be articulated at first adoption (anticipated Dec 2018). The Housing Strategy will also have a consideration of what housing might be like in 2050.
- 1.5 There is no legal requirement placed on Local Planning Authorities or Local Housing Authorities to have in place a comprehensive Housing Strategy. However, due to the significant issues within the national, regional, and local housing markets it is appropriate to have in place a comprehensive Housing Strategy to support achieving both councils' ambitions articulated in the 'Strategic Priorities Refresh'.
- 1.6 BMSDC is also required under Section 1 (1) of the Homelessness Act 2002 to carry out a homelessness review and formulate a homelessness strategy based on the results of the review. Under Section 1 (4) of the 2002 Act, BMSDC are required to publish a homelessness strategy and carry out a further review within five years.
- 1.7 BMSDC's current Homeless Strategy 2013-2018 requires review and significant changes to be made because of the new duties contained within the [Homelessness Reduction Act 2017](#) which came in to force from April 2018.



1.8 The purpose of an overarching / comprehensive Housing Strategy is to review housing related issues in the area, set out housing objectives, establish priorities for action and create SMART action plans in collaboration with Members, key stakeholders, and partners. In other words, create a publicly available housing related 'golden thread' narrative about our housing market ambition, showing strong political leadership to get things done.

1.9 BMSDC 'Housing Vision' 2018 – 2036 states:

Residents of BMSDC can live in places where households have access to affordable, high-quality homes enabling them to build settled, safe and healthy lives, within sustainable and thriving communities.

We will focus effort to create the best conditions to ensure:

- The housing market functions effectively, providing homes which are as affordable as possible, to meet the housing needs of residents and support the local economy
- There is a wide and varied choice of good quality, \*sustainable homes of different sizes, types, and tenures to meet the aspirations (needs) of a wide range of differing households
- Homelessness is prevented, and the needs of vulnerable people are met
- BMSDC is an effective social landlord known for delivering quality services to tenants
- Homes are in high quality, connected (\*\*sustainable) places (environments) served by a buoyant jobs market and neighbourhood facilities, appropriate green space, effective transport links and other essential infrastructure
- Best use is made of private and public-sector land and accommodation assets across the districts
- People from all walks of life can live together in harmony, within mixed and balanced communities; and homes and communities continue to meet the needs of residents in to the future
- Everyone has access to a suitable home and residents can live as healthily, safely, and independently as possible within resilient communities
- Both Councils have strong relationships with residents, developers and partners enabling us to deliver new homes and associated services effectively.

\*Sustainable homes: When we use the word “**sustainable**” we mean **homes** that are designed to reduce the overall environmental impact during and after construction in such a way that we can meet the needs of the present without compromising the ability of future generations to meet their own needs.

\*\***Sustainable communities** are places where people want to live and work, now and in the future. They meet the diverse needs of existing and future residents, are sensitive to their environment, and contribute to a high quality of life.

## **Identification of four key Housing Challenges**

- 1.10 Four 'housing challenges' or 'themes' have been identified to respond to the 'more of the right type of homes, of the right tenure in the right place' strategic ambition. These are:
- a) Increase delivery of new homes
  - b) Supporting the most vulnerable households to find and sustain a home of their choice
  - c) Ensuring the existing housing stock is good quality, fuel efficient and fit for 21<sup>st</sup> century living
  - d) Providing more choice in the housing market for older households and those requiring accessible homes.
- 1.11 Responsible leads for each of the themes / underpinning evidence / SMART action plans are from the following areas:
- a) Infrastructure / Strategic Housing
  - b) Housing Solutions
  - c) Property Services / Tenant Services
  - d) Communities & Growth /Health & Well-being
- 1.12 It is considered vital to have a Communications and Stakeholder Involvement Plan underpinning the Joint Housing Strategy Development Project to show how both Councils will work in a transparent and effective manner to inform residents, parish and town councils, public sector and private sector partners, technical and non-technical stakeholders to create positive working relationships and open information from the start.

## **2.0 Aims of the JHS Development Project Communications Strategy**

### **2.1 These are:**

- To identify the key messages and ensure these remain consistent throughout all communications associated with the Housing Strategy
- Establish the key stakeholders and determine the communication channels and tools needed to convey the key messages
- Set out the framework for communication in terms of where and when and how to deliver key messages
- Identify opportunities for proactive communication and create the capacity to make these happen in good time
- Identify any potential risks (e.g. reputational, misinformation, financial) and put in place communication countermeasures to mitigate against these.

### **3.0 Key Messages and the Framework for Communication**

#### **General**

- 3.1 These will relate to four identified housing challenges / themes articulated in the Part 1.10 of this Communications Strategy:
- a) Increase delivery of new homes
  - b) Supporting the most vulnerable households to find and sustain a home of their choice
  - c) Ensuring the existing housing stock is good quality, fuel efficient and fit for 21<sup>st</sup> century living
  - d) Providing more choice in the housing market for older households and those requiring accessible homes.
- 3.2 Key messages will also include a selection of housing related case studies and projects which are the outcome of successful plans to deliver new homes, estate regeneration, new growth areas, or homes for the ageing population.
- 3.3 An overarching Housing Strategy message is 'developing new housing and housing regeneration takes a long time' and doesn't happen over the short term.
- 3.4 There will be regular briefings and workshops undertaken throughout each year in the following way for the following key organisations, and people: -
- Twice yearly briefings on JHS SMART action plan progress for all District Members
  - Twice yearly messages on JHS SMART action plan progress direct to all Parish and Town Councils within the two Districts
  - Yearly event for all housing developer providers (to be held on a Suffolk-wide basis if other authorities are willing and timescales allow). Otherwise Babergh and Mid Suffolk will engage once a year (on an event basis) and hold regular meetings with housing developer providers as required throughout the remainder of the year to an agreed and audited plan.

#### **Regular Communication - Frequency and type**

- 3.5 The Homelessness Reduction Strategy action plans will require reporting as per that project plan. (TBC)
- 3.6 A 'Housing Strategy' newsletter featuring positive news stories / innovative ideas / collation of housing research will be created on a quarterly (TBC) basis by the Housing Strategy Officer and the virtual 'Housing Innovations Team' (TBC)
- 3.7 Articles will be placed in 'Working Together' to inform all Officers and Members on a quarterly or more frequent basis, linking to the above.

- 3.8 The Housing Strategy Communications Business Partner will monitor social and other media sources and release communications or answer questions about housing related social media posts.

## **4.0 Key Audience**

- 4.1 These are:

- Housing Developers – Private Sector, local Small and Medium Size Enterprises (SMEs), national specialist developers
- Housing Developers – Registered Providers
- All relevant statutory officers
- All District Members
- County Council Members, as relevant to addressing Suffolk System solutions to the key housing challenges all District Councils and Borough Councils are facing
- All Parish and Town Councils
- Community Groups e.g. Neighbourhood Plan Groups, Community Land Trust groups
- Residents in both Districts
- Leaders and Cabinet Members of both Babergh and Mid Suffolk
- Joint Chief Executive and Strategic Leadership Team (SLT)
- All Staff (including all Strategic Directors, Assistant Directors, Corporate Managers and Professional Leads)
- Media.

## **5.0 Communication Channels**

- 5.1 These are:

- District Councils website
- E-mails to key audiences
- Town and Parish Council Meetings
- Leader and Portfolio Holder briefings
- District Council Member Briefings
- Parish and Town Council briefings and workshops
- Media releases
- Social media (Facebook, Twitter)
- Town and Parish Council newsletter
- Internal communications
- One-off, tailor-made community events.

## **6.0 Communication Tools**

- 6.1 Many of our audience already receive numerous communications from us across a range of subjects and projects. To help ensure our communication on the Housing Strategy is easily recognisable and read, it will be necessary to clearly identify the purpose of the communication at the top of the key message.

- 6.2 Templates for emails, and updates will also be developed to ensure clarity of message, if required.
- 6.3 Social media will also be a key channel for communicating with our audiences and to help ensure these messages are recognised. Use hashtags # for each Twitter and Facebook update where appropriate.

## **7.0 Spokespeople**

- 7.1 Housing Strategy updates and news stories will be communicated through the Councils' website and this will be regularly updated subject to the other requirements in this document.
- 7.2 For Housing Strategy matters relating to Housing:
- Cabinet Member for Housing BDC
  - Cabinet Member for Housing MSDC and,
- For Housing Strategy matters relating to Planning:
- Cabinet member for Planning BDC and
  - Cabinet member for Planning MSDC.
- 7.3 There may be instances when it will be relevant for both Housing and Planning Cabinet Members to issue messages together, which will be decided on a case by case basis by the Housing Strategy - Communications Business Partner.

## **8.0 Risks**

- 8.1 The successful delivery of the actions plans associated with the Housing Strategy Infrastructure projects across both District Councils are important for reasons outlined in the housing strategy. Mainly it is about creating new homes to meet the housing needs of households within the district. This in turn supports the shaping of places and resilient communities where all current residents and residents of the future can thrive.
- 8.2 As such progress against published actions, values, and leadership will be the focus of a great deal of interest from our key audience and may generate media interest and engagement on a wider level.
- 8.3 This audience is invested in the outcome of these projects for a variety of reasons - financial, social, and economic. This will bring these projects under very close scrutiny and we need to acknowledge that failure to effectively communicate with our audience could have a significant impact on its success and the reputation of both Councils.
- 8.4 It is also important to recognise that communication needs to be accurate and clear and both Councils will correct any factual inaccuracies should they occur.

## 9.0 Indicative Timetable

Task	Date	Notes
SLT Briefing for steer/ scope	Jan 2018	Complete
Housing market stakeholder event enabling joint approach	April 2018	Complete
Member workshop – ideas and joint approach	June 2018	Complete
Joint Overview & Scrutiny; process endorsement	July 2018	Ongoing
Theme leads continue plans including stakeholder reviews	June - Aug	Ongoing
Cabinets 1; First draft comments	Sept 2018	
Open consultation – 6 weeks	Sept / Oct	
Member briefing; review consultation, final comments	Nov 2018	
Cabinets 2: request adoption of final draft	Dec 2018	

### Housing Strategy Officer

Babergh and Mid Suffolk District Councils  
Endeavour House  
8 Russell Road  
Ipswich  
IP1 2BX

## Equality Impact Assessment (EIA) Initial Screening Form



Screening determines whether the policy has any relevance for equality, ie is there any impact on one or more of the 9 protected characteristics as defined by the Equality Act 2010. These are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership\*
- Pregnancy and maternity
- Race
- Religion or belief (including lack of belief)
- Sex
- Sexual orientation

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<b>1.</b> Policy/service/function title	BMSDC Housing Strategy 2018 – 2036, to include the Homelessness Reduction Strategy 2018 - 2023  First phase; 2018 - 2023
<b>2.</b> Lead officer (responsible for the policy/service/function)	Robert Hobbs – BMSDC Housing Strategy  Heather Sparrow – BMSDC Homelessness Reduction Strategy
<b>3.</b> Is this a new or existing policy/service/function?	BMSDC Housing Strategy is new.  However, the Homelessness Reduction Strategy 2018-2023 is a 5-year review and a revision new Duties under the Homelessness Reduction Act 2017.

**4. What exactly is proposed? (Describe the policy/service/ function and the changes that are being planned?)**

For both Councils to adopt a BMSDC Housing Strategy 2018-2036, in line with the timeline of the new Joint Local Plan 2019 – 2036.

Phase 1 Housing Strategy Action Plans will cover the period 2018 – 2023.

The new Housing Strategy will be developed through extensive collaboration and engagement with relevant internal operational teams, external housing market stakeholders – such as developers, estate agents, public sector partners, registered social landlords, voluntary organisations – and town and parish councils.

The Housing Strategy will set out how the housing needs of the residents of Babergh and Mid Suffolk will be met over the next 5 years by the Council, partners, and stakeholders.

The Housing Strategy is a key document used to set the strategic direction in the planning and delivery of new homes, and, the delivery of housing related services. It supports the outcomes in the BMSDC Strategic Priorities to ensure we have ‘more of the right sort of homes, of the right tenure, in the right places’.

The Housing Strategy also supports Government Housing Policy which is ‘helping local councils and developers work with local communities to plan and build better places to live for everyone. This includes building affordable housing, improving the quality of rented housing, helping more people to buy a home, and providing housing support for vulnerable people’.

At the time of writing (June 2018) final decisions have not been made as to any housing related policy changes, service changes or council functions. However, if policy / service or function changes are required as part of the implementation of the new Housing Strategy or revised Homeless reduction Strategy specific EQIA work will be carried out as that programme of work is developed.

**5. Why? (Give reasons why these changes are being introduced)**

There is currently no legal requirement for local authorities to create and / or publish a Housing Strategy under the deregulation Act 2015. Section 29 ‘Removal of power to require preparation of Housing Strategies’.

However, both Councils want to see greater focus on the planning and delivery of new homes and housing related services and an evidenced based BMSDC Housing Strategy will be a useful tool to support this ambition. ‘Housing delivery’ is one of the Councils six priorities for 2018 /19.



	<p>It is intended to benefit all residents of Babergh and Mid Suffolk district council areas.</p> <p>The new Housing Strategy (including the Homelessness Reduction Strategy) will enable the Councils to focus their own resources and those of key stakeholders on:</p> <ul style="list-style-type: none"> <li>• Preventing Homelessness</li> <li>• Stimulating the housing market</li> <li>• Challenging poor quality housing in the private sector, and supporting improvements</li> <li>• Housing acting to support jobs-led economic growth</li> <li>• Commissioning housing support for people with complex needs, via SCC</li> <li>• Increasing housing options for our ageing population</li> <li>• Promoting and supporting independent living through the home</li> <li>• Promoting affordable warmth</li> <li>• Supporting regeneration of place including housing to improve quality of place.</li> </ul>
<p>6. How will it be implemented? (Describe the decision making process, timescales, process for implementation)</p>	<p><b>Summary of Housing Strategy development process</b></p> <p>a. Scoping / ideas / SLT Nov '17 – Jan '18</p> <p>b. Formal decision-making processes:</p> <ul style="list-style-type: none"> <li>• Joint Overview and Scrutiny for process sign-off. July 2018</li> <li>• Cabinet's assess and comment on 1<sup>st</sup> draft: Sept 2018</li> <li>• Cabinet's: Request adoption of final draft: December 2018</li> </ul> <p>c. Additional input from:</p> <ul style="list-style-type: none"> <li>• Initial technical stakeholder workshop April 2018</li> <li>• All Member briefings / workshops x 2; June and November 2018</li> <li>• 6-week open consultation period Sept/Oct 2018. The consultation will be presented via a variety of communication channels and in formats to ensure groups are not knowingly excluded.</li> </ul> <p>The BMSDC Housing Strategy and BMSDC Homelessness Reduction Strategy will go to both Cabinets in December 2018 for formal adoption.</p>

7. Is there potential for differential impact (negative or positive) on any of the protected characteristics?

Yes, potentially. The Housing Strategy outcomes, the delivery of new homes, will be monitored in line with the Councils existing procedures to ensure fair use of resources.

The 2017 Strategic Housing Market Assessment evidence base clearly defines the future housing needs of residents, often mentioning specifically those households with protected characteristics.

The evidence in the SHMA will form the basis of the programme of work for new homes delivery, in addition evidence generated by local housing needs surveys at parish level, Neighbourhood Plan Housing Policies where Plans have been made and adopted, and work of other community groups with interests in housing as appropriate.

Good quality housing is recognised as a key factor in promoting health and wellbeing, supporting independent living, and moving towards more integrated services to reduce ill health and promote positive health outcomes. With an ageing population there are likely to be increasing numbers of people with complex health problems and disabilities, who may have different housing and service needs to other age groups. It would be entirely appropriate to address these specific housing needs.

Younger people as individuals or households are finding it increasingly difficult to get on the housing market ladder, no matter what tenure; to buy; to privately rent; or to live in a social affordable home of their own, as homes demand continues to outstrip supply. Therefore, the strategy highlights the need to make provision for younger people to access affordable housing through the offer of more homeownership products.

8. Is there the possibility of **discriminating unlawfully**, directly or indirectly, against people from any protected characteristic?

No; both the Housing Strategy and Homelessness Reduction Strategy are focussed on creating a positive impact on housing availability, current housing stock conditions and housing related services provided by both Councils and other providers.

For example, with an ageing demographic, providing an increase in more suitable housing options for older households who may prefer and be at less risk from slips, trips and falls in single storey accommodation. Additionally, we need to create more fully accessible homes to meet the needs of households where one or more person requires this type of housing solution.

For example, wider doorways, ramps up to front doors, increased light levels, improvements to heating systems thus reducing the potential for fuel poverty, level access wet rooms instead of

	<p>bathrooms, an increase of households in receipt of Disabled Facilities Grants and home improvements / adaptations support independence wellbeing and choice for people living with disabilities or poor mental health. These changes to existing housing stock and building new homes with these features in mind also prevent many residents becoming vulnerable. Many households with children will also reap positive benefit from these types of more accessible, and user-friendly homes.</p>
<p><b>9. Could there be an effect on relations between certain groups?</b></p>	<p>No.</p> <p>The BMSDC Housing Strategy is intended to enhance relations between certain groups by extending and creating greater choice and options in the local housing markets.</p>
<p><b>10. Does the policy explicitly involve, or focus on a particular equalities group, i.e. because they have particular needs?</b></p> <p>Page 127</p>	<p>Yes. See 7 and 8 above for some examples.</p> <p>Additionally, the housing needs of Gypsy, Traveller, Travelling Showpeople and Boat Dwellers has been assessed (see <a href="https://www.babergh.gov.uk/assets/Strategic-Planning/Current-Evidence-Base/Final-ANA-Report-May-2017.pdf">https://www.babergh.gov.uk/assets/Strategic-Planning/Current-Evidence-Base/Final-ANA-Report-May-2017.pdf</a> ) and currently a need has been found across Suffolk for additional Gypsy and Traveller transit sites.</p> <p>At the time of writing (June 2018) final decisions have not been made as to any housing related policy changes, service changes or council functions. However, if policy / service or function changes are required as part of the implementation of the new Housing Strategy or revised Homelessness Reduction Strategy, additional specific EQIA work will be carried out as that programme of work is developed to ensure compliance with the Public-Sector Equality Duties.</p>
<p><b>Proceed to full assessment: No</b>                      <b>Equalities Lead sign-off:</b> Kate Parnum, 9<sup>th</sup> July 2018.</p>	
<p><b>Authors signature;</b> Gill Cook</p>	
<p><b>Date of completion:</b> 9th July 2018</p>	

Any queries concerning the completion of this form should be addressed to the Equality and Diversity Lead.

\* Public sector duty does not apply to marriage and civil partnership.

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## BABERGH DISTRICT COUNCIL PORTFOLIO HOLDER – CONTACT DETAILS

Name	Portfolio	Telephone No	E-mail Address
Cllr John Ward	Leader of the Council and Cabinet Member for Economy	01787 210551	<a href="mailto:John.ward@babergh.gov.uk">John.ward@babergh.gov.uk</a>
Cllr Jan Osborne	Deputy Leader of the Council and Cabinet Member for Housing	01787 466096	<a href="mailto:Jan.osborne@babergh.gov.uk">Jan.osborne@babergh.gov.uk</a>
Cllr Tina Campbell	Environment	01473 822290	<a href="mailto:Christina.campbell@babergh.gov.uk">Christina.campbell@babergh.gov.uk</a>
Cllr Derek Davis	Organisational Delivery	01473 787375	<a href="mailto:Derek.davis@babergh.gov.uk">Derek.davis@babergh.gov.uk</a>
Cllr Kathryn Grandon	Communications	01473 824489	<a href="mailto:Kathryn.grandon@babergh.gov.uk">Kathryn.grandon@babergh.gov.uk</a>
Cllr Frank Lawrenson	Assets and Investments	01787 372428	<a href="mailto:Frank.lawrenson@babergh.gov.uk">Frank.lawrenson@babergh.gov.uk</a>
Cllr Margaret Maybury	Communities	01787 464358	<a href="mailto:Margaret.maybury@babergh.gov.uk">Margaret.maybury@babergh.gov.uk</a>
Cllr Peter Patrick	Finance	01787 210346	<a href="mailto:Peter.patrick@babergh.gov.uk">Peter.patrick@babergh.gov.uk</a>
Cllr Nick Ridley	Planning	01473 652226	<a href="mailto:Nick.ridley@babergh.gov.uk">Nick.ridley@babergh.gov.uk</a>

## MID SUFFOLK DISTRICT COUNCIL PORTFOLIO HOLDER – CONTACT DETAILS

Name	Portfolio	Telephone No	E-mail Address
Cllr Nick Gowrley	Leader of the Council and Cabinet Member for Assets & Investments	01449 774297	<a href="mailto:Nick.gowrley@midsuffolk.gov.uk">Nick.gowrley@midsuffolk.gov.uk</a>
Cllr John Whitehead	Deputy Leader of the Council and Cabinet Member for Finance	01473 833279	<a href="mailto:John.whitehead@midsuffolk.gov.uk">John.whitehead@midsuffolk.gov.uk</a>
Cllr Gerard Brewster	Economy	01449 073856	<a href="mailto:Gerard.brewster@midsuffolk.gov.uk">Gerard.brewster@midsuffolk.gov.uk</a>
Cllr David Burn	Environment	01379 788712	<a href="mailto:David.burn@midsuffolk.gov.uk">David.burn@midsuffolk.gov.uk</a>
Cllr Julie Flatman	Communities	01986 798661	<a href="mailto:Julie.flatman@midsuffolk.gov.uk">Julie.flatman@midsuffolk.gov.uk</a>
Cllr Glen Horn	Organisational Delivery	07889 300907	<a href="mailto:Glen.horn@midsuffolk.gov.uk">Glen.horn@midsuffolk.gov.uk</a>
Cllr David Whybrow	Planning	07799 068926	<a href="mailto:David.whybrow@midsuffolk.gov.uk">David.whybrow@midsuffolk.gov.uk</a>
Cllr Jill Wilshaw	Housing	01449 781194	<a href="mailto:Jill.wilshaw@midsuffolk.gov.uk">Jill.wilshaw@midsuffolk.gov.uk</a>

## Forthcoming Decisions list (KEY, EXEMPT AND OTHER EXECUTIVE DECISIONS)

**July to March 2019 (Published 9 July 2018)**

Unique Ref No:	Decision Maker & Decision Date	Subject	Summary	Contacts:		Key Decision ?	Confidential?
				Cabinet Member(s)/MSR	Officer(s)		
<b>CAB11</b>	Cabinet 9 July 2018	Regeneration Proposal – Former Mid Suffolk District Council Headquarters Site, Hurstlea Road, Needham Market	For debate by Council, determination by Cabinet	Nick Gowrley	Jonathan Stephenson 01449 724704 <a href="mailto:Jonathan.stephenson@babberghmidsuffolk.gov.uk">Jonathan.stephenson@babberghmidsuffolk.gov.uk</a>	Yes	<i>This report will be heard in private as per Paragraph 3 of Part I of Schedule 12A of the Local Government Act 1972, as it contains information relating to the financial or business affairs of any particular person (including the Council) with regards to detailed financial information to enable negotiated acquisitions.</i>
<b>CAB35</b>	Cabinet 9/12 July 2018	Customer Strategy Refresh	To approve and agree the approach as set out in the refreshed Customer Strategy. To include the Hadleigh Public Access point.	Glen Horn Derek Davis	Sara Wilcock 01473 296473 <a href="mailto:Sara.wilcock@babberghmidsuffolk.gov.uk">Sara.wilcock@babberghmidsuffolk.gov.uk</a>	No	No
<b>CAB43</b>	Cabinet 9/12 July 2018	Public Convenience Policy (Public Realm Review)	To agree the public convenience policy and action plan to implement the policy.	David Burn Margaret Maybury	Jonathan Free 01449 724859 <a href="mailto:Jonathan.free@babberghmidsuffolk.gov.uk">Jonathan.free@babberghmidsuffolk.gov.uk</a>	No	No
<b>CAB53</b>	Cabinet 12 July 2018	South Suffolk Leisure and Abbeycroft Leisure and Formal Partnership Proposal	To approve the novation of the current management agreements for the management of the Council's leisure facilities to Abbeycroft Leisure as part of a merger with South Suffolk Leisure.	Margaret Maybury	Chris Fry 01449 724805 <a href="mailto:Chris.fry@babberghmidsuffolk.gov.uk">Chris.fry@babberghmidsuffolk.gov.uk</a>	Yes	No

<b>CAB51</b>	Cabinet 12 July 2018	Local Tourism Strategy (Babergh Visitor Information Options)	To approve the Local Tourism Strategy	John Ward	Lee Carvell 01449 724685 <a href="mailto:lee.carvell@babermidsuffolk.gov.uk">lee.carvell@babermidsuffolk.gov.uk</a>	No	Yes in part. <i>as per Paragraph 3 of Part I of Schedule 12A of the Local Government Act</i>
<b>CAB36</b>	Cabinet 12 July 2018	Belle Vue Development	To make a decision for the agreement of the development proposal for Belle Vue.	Frank Lawrenson	Jonathan Stephenson/ Ian Winslett 01449 724704 <a href="mailto:Jonathan.stephenson@babermidsuffolk.gov.uk">Jonathan.stephenson@babermidsuffolk.gov.uk</a>	Yes	Yes <i>as per Paragraph 3 of Part I of Schedule 12A of the Local Government Act</i>
<b>CAB12</b>	Cabinet 12 July 2018	Regeneration Proposal – Former Babergh District Council Headquarters Site, Corks Lane, Hadleigh	For debate by Council, determination by Cabinet	Frank Lawrenson	Jonathan Stephenson 01449 724704 <a href="mailto:Jonathan.stephenson@babermidsuffolk.gov.uk">Jonathan.stephenson@babermidsuffolk.gov.uk</a>	Yes	<i>This report will be heard in private as per Paragraph 3 of Part I of Schedule 12A of the Local Government Act 1972, as it contains information relating to the financial or business affairs of any particular person (including the Council) with regards to detailed financial information to enable negotiated acquisitions</i>
<b>CNL15</b>	Council 24 July 2018	Belle Vue Development	Subject to Cabinet Decision to agree to the funding of the development	Frank Lawrenson	Jonathan Stephenson/ Ian Winslett 01449 724704 <a href="mailto:Jonathan.stephenson@babermidsuffolk.gov.uk">Jonathan.stephenson@babermidsuffolk.gov.uk</a>	N/A	Yes <i>as per Paragraph 3 of Part I of Schedule 12A of the Local Government Act</i>
<b>CNL11</b>	Council 24/26 July 2018	Local Development Scheme	To introduce a revised timetable for the preparation of the Joint Local Plan to reflect further consultation on the document, to be able to incorporate changes to national planning policy, and broadly align the timetable with Local Plan preparation in neighbouring local authorities.	David Whybrow Nick Ridley	Robert Hobbs 01449 724812 <a href="mailto:robert.hobbs@babermidsuffolk.gov.uk">robert.hobbs@babermidsuffolk.gov.uk</a>	N/A	No
<b>CNL03</b>	Council 24/26 July 2018	CIFCO Capital Ltd Business Plan 18/19	To comment on the robustness of the business plan 18/19	Gerard Brewster Frank Lawrenson	Jonathan Stephenson 01449 724704 <a href="mailto:Jonathan.stephenson@babermidsuffolk.gov.uk">Jonathan.stephenson@babermidsuffolk.gov.uk</a>	N/A	No

<b>CAB54</b>	Cabinet 6 August 2018	Stradbroke Neighbourhood Plan	To seek Cabinet approval for the Stradbroke Neighbourhood Plan to proceed to a local referendum	David Whybrow	Robert Hobbs 01449 724812 <a href="mailto:robert.hobbs@babberghmidsuffolk.gov.uk">robert.hobbs@babberghmidsuffolk.gov.uk</a>	No	No
<b>CAB27</b>	Cabinet 6/9 August 2018	General Fund Financial Monitoring 2018/19 – Quarter 1	To ensure that Members are kept informed of the current budgetary position for both General Fund Revenue and Capital.	John Whitehead Peter Patrick	Melissa Evans 01473 296320 <a href="mailto:Melissa.evans@babberghmidsuffolk.gov.uk">Melissa.evans@babberghmidsuffolk.gov.uk</a>	Yes	No
<b>CAB73</b>	Cabinet 6/9 August 2018	HRA Quarterly Monitoring – Quarter 1	To ensure that Members are kept informed of the current budgetary position for both HRA Revenue and Capital	John Whitehead Peter Patrick	Melissa Evans 01473 296320 <a href="mailto:Melissa.evans@babberghmidsuffolk.gov.uk">Melissa.evans@babberghmidsuffolk.gov.uk</a>	Yes	No
<b>CAB41</b>	Cabinet 6/9 August 2018	Update to the Joint Policy dealing with compliments, comments and complaints	That Cabinet agree the change and delegate authorisation for future minor changes to the Senior Leadership Team and Leaders	Glen Horn Derek Davis	Sara Wilcock 01473 296473 <a href="mailto:Sara.wilcock@babberghmidsuffolk.gov.uk">Sara.wilcock@babberghmidsuffolk.gov.uk</a>	No	No
<b>CAB63</b>	Cabinet 6/9 August 2018	Houses in Multiple Occupation License Fees	To obtain approval of the fees landlords will pay to obtain a license	Jill Wilshaw Jan Osborne	Heather Worton 01473 296428 <a href="mailto:Heather.worton@babberghmidsuffolk.gov.uk">Heather.worton@babberghmidsuffolk.gov.uk</a>	No	No
<b>CAB72</b>	Cabinet 6/9 August 2018	Developing a Suffolk Chamber of Commerce in Central Suffolk	To approve the support needed to develop the scheme and a linked delegation, including funding approval. To agree support for Suffolk Chamber Branch in Central Suffolk	Gerard Brewster John Ward	Lee Carvell 01449 724685 <a href="mailto:lee.carvell@babberghmidsuffolk.gov.uk">lee.carvell@babberghmidsuffolk.gov.uk</a>	No	No
<b>CAB34</b>	Cabinet 10/13 September Cabinet	Joint Housing Strategy	To agree the draft strategy prior to wider consultation, in September, before	Jill Wilshaw Jan Osborne	Gavin Fisk 01449 724969 <a href="mailto:Gavin.fisk@babberghmidsuffolk.gov.uk">Gavin.fisk@babberghmidsuffolk.gov.uk</a>	No	No



	10/13 December		endorsing the final version and its associated action plan in December.				
<b>CAB64</b>	Cabinet 10/13 September 2018	Orbit Home Improvement Agency Update	To update members on the performance of Orbit Housing Industry Association	Jill Wilshaw Jan Osborne	Heather Worton 01473 296428 <a href="mailto:Heather.worton@baberghmidsuffolk.gov.uk">Heather.worton@baberghmidsuffolk.gov.uk</a>	No	No
<b>CAB65</b>	Cabinet 10/13 September 2018	Quarter One Performance Update	To seek agreement that the performance report and the performance outcome information adequately reflects the Councils performance	Glen Horn Derek Davis	Karen Coll 01449 724566 <a href="mailto:Karen.coll@baberghmidsuffolk.gov.uk">Karen.coll@baberghmidsuffolk.gov.uk</a>	No	No
<b>CAB69</b>	Cabinet 10/13 September 2018	BMS Invest Annual Performance and Risk Management	To provide an update across the Council's Investment Portfolio and Commercial Activities for the period of June 2017 to March 2018	Nick Gowrley Nick Ridley	Jonathan Stephenson 01449 724704 <a href="mailto:Jonathan.stephenson@baberghmidsuffolk.gov.uk">Jonathan.stephenson@baberghmidsuffolk.gov.uk</a>	No	In Part. <i>as per Paragraph 3 of Part I of Schedule 12A of the Local Government Act</i>
<b>CNL13</b>	Council 25/27 September 2018	BMS Invest Annual Performance and Risk Management	To provide an update across the Council's Investment Portfolio and Commercial Activities for the period of June 2017 to March 2018	Nick Gowrley Nick Ridley	Jonathan Stephenson 01449 724704 <a href="mailto:Jonathan.stephenson@baberghmidsuffolk.gov.uk">Jonathan.stephenson@baberghmidsuffolk.gov.uk</a>	N/A	In Part. <i>as per Paragraph 3 of Part I of Schedule 12A of the Local Government Act</i>
<b>CNL04</b>	Council 25/27 September 2018	Localism Act 2011 – Appointment of Independent Persons	To approve the appointment of Independent Persons in respect of the Code of Conduct Complaints process.	Nick Gowrley John Ward	Emily Yule 01449 724694 <a href="mailto:Emily.yule@baberghmidsuffolk.gov.uk">Emily.yule@baberghmidsuffolk.gov.uk</a>	N/A	No
<b>CAB37</b>	Cabinet September/October 2018	Assets Strategy	To approve the approach set out in the Asset Strategy document	Nick Gowrley Frank Lawrenson	Jill Pearmain 01449 724802 <a href="mailto:Jill.pearmain@baberghmidsuffolk.gov.uk">Jill.pearmain@baberghmidsuffolk.gov.uk</a>	No	No

<b>CNL16</b>	Council September/ October 2018	Regeneration Proposal – Former Mid Suffolk District Council Headquarters site, Hurstlea Road, Needham Market	To discuss options and recommendation, for the delivery vehicle for developing the former HQ Sites for housing and retail	Nick Gowrley	Jonathan Stephenson 01449 724704 <a href="mailto:Jonathan.stephenson@baberghmidsuffolk.gov.uk">Jonathan.stephenson@baberghmidsuffolk.gov.uk</a>	N/A	No
<b>CAB33</b>	Cabinet September /October 2018	Hamilton Road	To make a decision to review the developmental appraisal and agree the way forward.	Frank Lawrenson	Jonathan Stephenson 01449 724704 <a href="mailto:Jonathan.stephenson@baberghmidsuffolk.gov.uk">Jonathan.stephenson@baberghmidsuffolk.gov.uk</a>	Yes	Yes <i>as per Paragraph 3 of Part I of Schedule 12A of the Local Government Act</i>
<b>CNL17</b>	Council September/ October 2018	Regeneration Proposal – Former Babergh District Council Headquarters site, Corks Lane, Hadleigh	To discuss options and recommendation, for the delivery vehicle for developing the former HQ Sites for housing	Frank Lawrenson	Jonathan Stephenson 01449 724704 <a href="mailto:Jonathan.stephenson@baberghmidsuffolk.gov.uk">Jonathan.stephenson@baberghmidsuffolk.gov.uk</a>	N/A	No
<b>CAB60</b>	Cabinet 8/11 October 2018	The Suffolk Waste Partnership Inter Authority Agreement	To discuss and agree the Suffolk Waste Partnership Inter Authority Agreement	Roy Barker (Lead Member) Tina Campbell	Chris Fry 01449 724805 <a href="mailto:Chris.fry@babberghmidsuffolk.gov.uk">Chris.fry@babberghmidsuffolk.gov.uk</a>	No	No
<b>CAB42</b>	Cabinet 8/11 October 2018	Tree Policy (Public Realm Review) Adoption of Policies and Procedures in relation to the management of Council Owned Trees	To agree a new policy and action plan on the management of Council owned trees, including risk management, tree health and planting programmes.	David Burn Margaret Maybury	Jonathan Free 01449 724859 <a href="mailto:Jonathan.free@babberghmidsuffolk.gov.uk">Jonathan.free@babberghmidsuffolk.gov.uk</a>	No	No
<b>CAB44</b>	Cabinet 8/11 October 2018	Open Space Transfer Policy (Public Realm Review) Agree a New Policy and Procedure with respect to the Council's Adoption and Disposal of Open Space.	To agree new criteria on what open spaces may be adopted through new development. To agree new criteria by which existing land may be transferred into local community and/or third party management.	David Burn Margaret Maybury	Jonathan Free 01449 724859 <a href="mailto:Jonathan.free@babberghmidsuffolk.gov.uk">Jonathan.free@babberghmidsuffolk.gov.uk</a>	No	No

<b>CAB28</b>	Cabinet 8/11 October 2018	Homelessness Prevention Fund Policy	To ensure the Councils are able to fulfil their new statutory obligations under the Homelessness Reduction Act 2017 to prevent homelessness wherever possible.	Jill Wilshaw Jan Osborne	Heather Sparrow 01449 724767 <a href="mailto:Heather.sparrow@baberg&lt;br/&gt;hמידsuffolk.gov.uk">Heather.sparrow@baberg hמידsuffolk.gov.uk</a>	Yes	No
<b>CAB46</b>	Cabinet 5/8 November 2018	Leisure Centre Redevelopment	For comment and agreement	Julie Flatman Margaret Maybury	Chris Fry 01449 724805 <a href="mailto:Chris.fry@baberg&lt;br/&gt;hמידsuffolk.gov.uk">Chris.fry@baberg hמידsuffolk.gov.uk</a>	Yes	No
<b>CAB55</b>	Cabinet 5/8 November 2018	General Fund Financial Monitoring 2018/19 – Quarter 2	To ensure that Members are kept informed of the current budgetary position for both General Fund Revenue and Capital.	John Whitehead Peter Patrick	Melissa Evans 01473 296320 <a href="mailto:Melissa.evans@baberg&lt;br/&gt;hמידsuffolk.gov.uk">Melissa.evans@baberg hמידsuffolk.gov.uk</a>	Yes	No
<b>CAB74</b>	Cabinet 5/8 November 2018	HRA Quarterly Monitoring – Quarter 2	To ensure that Members are kept informed of the current budgetary position for both HRA Revenue and Capital.	John Whitehead Peter Patrick	Melissa Evans 01473 296320 <a href="mailto:Melissa.evans@baberg&lt;br/&gt;hמידsuffolk.gov.uk">Melissa.evans@baberg hמידsuffolk.gov.uk</a>	Yes	No
<b>CAB47</b>	Cabinet 10/13 December 2018	As at Quarter 2 Performance Update	To seek agreement that the performance report and the performance outcome information adequately reflects the Councils performance	Glen Horn Derek Davis	Karen Coll 01449 724566 <a href="mailto:Karen.coll@baberg&lt;br/&gt;hמידsuffolk.gov.uk">Karen.coll@baberg hמידsuffolk.gov.uk</a>	No	No
<b>CAB48</b>	Cabinet 10/13 December 2018	A Review of the First Two Quarters of the Homeless Reduction Act	To review how the Councils have managed the roll out of the Homeless Reduction Act 2017 (HRA 2017)	Jill Wilshaw Jan Osborne	Heather Sparrow 01449 724767 <a href="mailto:Heather.sparrow@baberg&lt;br/&gt;hמידsuffolk.gov.uk">Heather.sparrow@baberg hמידsuffolk.gov.uk</a>	No	No
<b>CAB38</b>	Cabinet 10/13 December 2018	Community Strategy	To adopt and agree.	Julie Flatman Margaret Maybury	Jonathan Free 01449 724859 <a href="mailto:Jonathan.free@baberg&lt;br/&gt;hמידsuffolk.gov.uk">Jonathan.free@baberg hמידsuffolk.gov.uk</a>	No	No

<b>CAB39</b>	Cabinet 10/13 December 2018	Joint Parking Policy	To adopt and agree	David Burn Tina Campbell	Chris Fry 01449 724805 <a href="mailto:Chris.fry@baberghmidsuffolk.gov.uk">Chris.fry@baberghmidsuffolk.gov.uk</a>	No	No
<b>CAB56</b>	Cabinet 10/13 December 2018	2019/20 Budget Report	To ensure that Members were aware of the progress being made to set the 2019/20 budgets	John Whitehead Peter Patrick	Melissa Evans 01473 296320 <a href="mailto:Melissa.evans@baberghmidsuffolk.gov.uk">Melissa.evans@baberghmidsuffolk.gov.uk</a>	Yes	No
<b>CAB69</b>	Cabinet 10/13 December 2018	Gambling Act 2005 – Statement of Principles Statutory Three-Yearly Revision and Simultaneous Fee Review	To endorse the statutory revision and re-adoption of the Policy and Fees	Gerard Brewster John Ward	Lee Carvell 01449 724685 <a href="mailto:lee.carvell@baberghmidsuffolk.gov.uk">lee.carvell@baberghmidsuffolk.gov.uk</a>	Yes	No
<b>CAB70</b>	Cabinet 10/13 December 2018	BMS Invest Half Year Performance and Risk Management	To provide an update across the Council's Investment Portfolio and Commercial Activities for the period of April 2018 to September 2018	Nick Gowrley Frank Lawrenson	Jonathan Stephenson 01449 724704 <a href="mailto:Jonathan.stephenson@baberghmidsuffolk.gov.uk">Jonathan.stephenson@baberghmidsuffolk.gov.uk</a>	No	In Part. <i>as per Paragraph 3 of Part I of Schedule 12A of the Local Government Act</i>
<b>CAB71</b>	Cabinet 10/13 December 2018	End of Year Performance	To seek agreement that the performance report and the performance outcome information adequately reflects the Councils performance	Glen Horn Derek Davis	Karen Coll 01449 724566 <a href="mailto:Karen.coll@baberghmidsuffolk.gov.uk">Karen.coll@baberghmidsuffolk.gov.uk</a>	No	No
<b>CNL14</b>	Council 18/20 December 2018	BMS Invest Half Year Performance and Risk Management	To provide an update across the Council's Investment Portfolio and Commercial Activities for the period of April 2018 to September 2018	Nick Gowrley Frank Lawrenson	Jonathan Stephenson 01449 724704 <a href="mailto:Jonathan.stephenson@baberghmidsuffolk.gov.uk">Jonathan.stephenson@baberghmidsuffolk.gov.uk</a>	N/A	In Part. <i>as per Paragraph 3 of Part I of Schedule 12A of the Local Government Act</i>
<b>CNL11</b>	Council 18/20 December 2018	Gambling Act 2005 – Statement of Principles Statutory Three-Yearly Revision and Simultaneous Fee Review	To endorse the statutory revision and re-adoption of the Policy and Fees	Gerard Brewster John Ward	Lee Carvell 01449 724685 <a href="mailto:lee.carvell@baberghmidsuffolk.gov.uk">lee.carvell@baberghmidsuffolk.gov.uk</a>	N/A	No

<b>CAB57</b>	Cabinet 7/10 January 2019	Draft Joint Medium Term Financial Strategy and 2019/20 Budget	Endorse the draft Joint Medium Term Financial Strategy (MTFS) and Budget proposals, subject to further consideration at the February meeting for recommendation to Council.	John Whitehead Peter Patrick	Melissa Evans 01473 296320 <a href="mailto:Melissa.evans@baberghmidsuffolk.gov.uk">Melissa.evans@babergh midsuffolk.gov.uk</a>	Yes	No
<b>CAB58</b>	Cabinet 4/7 February 2019	Joint Medium Term Financial Strategy and 2019/20 Budget	To ensure that Members approve the budget proposals for 2019/20, Medium Term Financial Strategy and the Council Tax for 2019/20 recommending to Council.	John Whitehead Peter Patrick	Melissa Evans 01473 296320 <a href="mailto:Melissa.evans@baberghmidsuffolk.gov.uk">Melissa.evans@babergh midsuffolk.gov.uk</a>	Yes	No
<b>CNL08</b>	Council 5/8 February 2019	Joint Medium Term Financial Strategy and 2019/20 Budget	To approve the budget proposals for 2019/20, Medium Term Financial Strategy and the Council Tax for 2019/20.	John Whitehead Peter Patrick	Melissa Evans 01473 296320 <a href="mailto:Melissa.evans@baberghmidsuffolk.gov.uk">Melissa.evans@babergh midsuffolk.gov.uk</a>	N/A	No
<b>CAB40</b>	Cabinet 4/7 February 2019	Environment Strategy	To adopt and agree	David Burn Tina Campbell	Chris Fry 01449 724805 <a href="mailto:Chris.fry@baberghmidsuffolk.gov.uk">Chris.fry@baberghmidsuff olk.gov.uk</a>	No	No
<b>CAB59</b>	Cabinet 4/7 March 2019	General Fund Financial Monitoring 2018/19 – Quarter 3	To ensure that Members are kept informed of the current budgetary position for both General Fund Revenue and Capital.	John Whitehead Peter Patrick	Melissa Evans 01473 296320 <a href="mailto:Melissa.evans@baberghmidsuffolk.gov.uk">Melissa.evans@babergh midsuffolk.gov.uk</a>	Yes	No
<b>CAB75</b>	Cabinet 4/7 March 2019	HRA Quarterly Monitoring – Quarter 3	To ensure that Members are kept informed of the current budgetary position for both HRA Revenue and Capital	John Whitehead Peter Patrick	Melissa Evans 01473 296320 <a href="mailto:Melissa.evans@baberghmidsuffolk.gov.uk">Melissa.evans@babergh midsuffolk.gov.uk</a>	Yes	No

Key:

 Babergh District Council Only    Mid Suffolk District Council Only    Joint – Mid Suffolk and Babergh District Councils

If you have any queries regarding this Forward Plan, please contact Sophie Moy on 01449 724682 or Email: [Sophie.moy@baberghmidsuffolk.gov.uk](mailto:Sophie.moy@baberghmidsuffolk.gov.uk)

If you wish to make any representations as to why you feel an item that is marked as an “exempt” or confidential item should instead be open to the public, please contact the Monitoring Officer on 01449 724694 or Email: [emily.yule@baberghmidsuffolk.gov.uk](mailto:emily.yule@baberghmidsuffolk.gov.uk). Any such representations must be received at least 10 working days before the expected date of the decision.

Arthur Charvonia - Chief Executive



# **BABERGH DISTRICT COUNCIL**

## **WORK PLAN**

**23 JULY 2018**

## BABERGH DISTRICT COUNCIL

<b>COMMITTEE:</b> Babergh Overview and Scrutiny Committee	<b>REPORT NUMBER:</b> <b>JOS/18/10</b>
<b>FROM:</b> N/A	<b>DATE OF MEETING:</b> 23 July 2018
<b>OFFICER:</b> Henriette Holloway Governance Support Officer	<b>KEY DECISION REF NO.</b> None

### WORK PLAN FOR 2018/19

The table below is a draft of the work plan for the Babergh Overview and Scrutiny Committee. This table will be reviewed at each meeting and could be amended in the light of new items arising or as a result of items on the Forthcoming Decisions List being selected for scrutiny.

### 20 August 2018 at 2.00 pm for 2.30 pm

Topic	Purpose	Lead Officer	Cabinet Member	Previously Presented to Committee
Voids Project	Update on the six months voids project	Lee Crowdell Corporate Manger – Tenant Service  Justin Wright-Newton Corporate Manager -BMBS	Cllr Jan Osborne	BOS/17/9 18 September 2017
BDC Deficit	Members to receive an updated forecast of how to reduce the BDC deficit based on the 1 <sup>st</sup> quarter of 2017/18 figures	Katherine Steel Assistant Director – Corporate Resources	Cllr Frank Lawrenson	BOS/17/30 22 January 2018
Pre-planning Application Fee report	Report based on the scoping Exercise 23 July 2018	Phillip Isbell Professional Lead - Growth and sustainable Planning  Gemma Walker – Area Planning Manager	Cllr Nick Ridley	N/A
Committee Start Times	To discuss and agree the start time of the Committee	The Chair and Members		



**20 September 2018 Joint Committee with MSDC at 9.00 am for 9.30am**

<b>Topic</b>	<b>Purpose</b>	<b>Lead Officer</b>	<b>Cabinet Member</b>	<b>Previously Presented to Committee</b>
Crime and Disorder Panel	WSCSP	Melanie Yolland Communities Officer (Safe) and Safeguarding and Prevent Lead  Ann Hunter Interim Corporate Manger – Strong and Safe Communities	Cllr Margaret Maybury	BOS/17/14  23 October 2017
Voids Information Bulletin	Quarterly Update on Voids	Lee Crowdell Corporate Manager – Tenant Service	Cllr Jan Osborne	BOS/18/2 18 June 2018

**22 October 2018 at 2.00pm for 2.30pm**

<b>Topic</b>	<b>Purpose</b>	<b>Lead Officer</b>	<b>Cabinet Member</b>	<b>Previously Presented to Committee</b>
The Previous Babergh HQ Site	The Investment Business Case for the Development of the Previous Babergh HQ Site		Cllr Frank Lawrenson	N/A
The Five-year Housing Land Supply	A report to review the recalculation of the Five-year Housing Land Supply	Tom Barker Assistant Director – Planning for Growth  Robert Hobbs Corporate Manager - Strategic Planning	Cllr Nick Ridley	BOS/17/36 19 March 2018
Leisure Centre Redevelopment	Report to Cabinet 8 November	Chris Fry Assistant Director – Environment and Commercial Partnerships	Cllr Margaret Maybury	N/A

Waste Strategy	Scrutiny of the outcome of Waste Services Review and possible extension of the Joint Waste Contract, prior of report going to Cabinet 8 Nov.	Chris Fry Assistant Director – Environment and Commercial Partnerships	Cllr Tina Campbell	JOS/17/8  15 February 2018
Review of Representatives on Outside Bodies	To review and update the Councils reps. On outside bodies.	Janice Robinson Corporate Manger – Democratic Services  Henriette Holloway- Governance Support Officer		N/A

## **19 November 2018 Joint Committee with MSDC at 2.00 for 2.30 pm**

<b>Topic</b>	<b>Purpose</b>	<b>Lead Officer</b>	<b>Cabinet Member</b>	<b>Previously Presented to Committee</b>
CIL Expenditure Framework	The Joint Member Panel to be part of the Scrutiny Process	Christine Thurlow Professions Lead – Key Sites and Infrastructure	Cllr Nick Ridley	JOS/17/118 December 2017
An update on the Homelessness Reduction Act (2017)	Six months review after the implementation of the Act	Heather Sparrow Corporate Manager – Housing Solutions	Cllr Jan Osborne	BOS/17/22 20 November 2017
Community Strategy	Report to Cabinet 13 December	Jonathan Free – Assistant Director - Communities	Cllr Margaret Maybury	N/A
Joint Parking Policy	Report to Cabinet 13 December	Chris Fry Assistant Director – Environment and Commercial Partnerships	Cllr Tina Campbell	N/A

## **17 December 2018 at 2.00pm for 2.30pm**

<b>Topic</b>	<b>Purpose</b>	<b>Lead Officer</b>	<b>Cabinet Member</b>	<b>Previously Presented to Committee</b>
Five-year Housing Land Supply –	Information Bulletin – Half Year update	Tom Barker Assistant Director – Planning for Growth  Robert Hobbs Corporate Manager - Strategic Planning		BOS/17/36 19 March 2018
BMBS Update	Six months' update	Gavin Fisk Assistant Director – Housing  Justin Wright-Newton Corporate Manager - BMBS	Cllr Jan Osborne	BOS/18/7 18 June 2018
Voids	Information Bulletin -Quarterly Update on Voids	Lee Crowdell Corporate Manger – Tenant Service  Justin Wright-Newton Corporate Manager - BMBS	Cllr Jan Osborne	BOS/18/2 18 June 2018

**WORK PLAN 2018/19 for Babergh Overview and Scrutiny Committee:**

<b>17 January 2019 -</b>
<b>Budget Report</b>
<b>18 February 2019</b>
<b>11 March 2019 - Joint</b>
<b>Voids – Quarterly Update</b>
<b>15 April 2019</b>
<b>16 May 2019 - Joint</b>

**Topics identified for review by O&S but not currently timetabled:**

**Information Bulletin: Customer Access Activity Update**

An update on the customer activity Information Bulletin presented 18 December 2017 **TBC**

**Information Bulletin: Community Engagement** – update to be provided quarterly (sept 2017) **TBC**

**Community Grants**

Strong and safe communities was asked to report back following a 'health check' of the groups receiving grants. (To be an Information Bulletin) **TBC**

**Fuel Poverty**

Reporting back to the Committee on the changes incorporated into the Joint Fuel Poverty Strategy – To consider if further action is needed at this stage, in the light of it being incorporated into a Suffolk-wide strategy

**CIL**

Update on the outcome from the Joint Overview and Scrutiny Committee 18 December 2018

**Crime and Disorder Panel meeting**

Required to take place at least once a year, provisionally agreed to take place in **September** of each year

**Void times in Council Properties** – Monthly Information Bulletin

**Other topics identified:**

- Home ownership review

Authorship:

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# **MID SUFFOLK DISTRICT COUNCIL**

## **WORK PLAN**

**23 July 2018**

## MID SUFFOLK DISTRICT COUNCIL

<b>COMMITTEE: Mid Suffolk Overview and Scrutiny Committee</b>	<b>REPORT NUMBER: JOS/18/11</b>
<b>FROM: N/A</b>	<b>DATE OF MEETING: 23 July 2018</b>
<b>OFFICER: Henriette Holloway Governance Support Officer</b>	<b>KEY DECISION REF NO. None</b>

### WORK PLAN FOR 2018/19

The table below is a draft of the work plan for the Mid Suffolk Overview and Scrutiny Committee. This table will be reviewed at each meeting and could be amended in the light of new items arising or as a result of items on the Forthcoming Decisions List being selected for scrutiny.

### 16 August 2018 at 9.00 am for 9.30 am

<b>Topic</b>	<b>Purpose</b>	<b>Lead Officer</b>	<b>Cabinet Member</b>	<b>Previously Presented to Committee</b>
Voids Project	Update on the six months voids project	Lee Crowdell Corporate Manger – Tenant Service  Justin Wright-Newton Corporate Manager - BMBS	Cllr Jill Wilshaw	JOS/17/12 14 September 2017
Pre-planning Application Fee report	Report based on the scoping Exercise 23 July 2018	Phillip Isbell Professional Lead - Growth and sustainable Planning  Gemma Walker Area Planning Manager	Cllr David Whybrow	N/A

**20 September 2018 Joint Committee with BDC at 9.00 am for 9.30am**

<b>Topic</b>	<b>Purpose</b>	<b>Lead Officer</b>	<b>Cabinet Member</b>	<b>Previously Presented to Committee</b>
Crime and Disorder Panel	WSCSP	Melanie Yolland Communities Officer (Safe) and Safeguarding and Prevent Lead  Ann Hunter Interim Corporate Manger – Strong and Safe Communities	Cllr Julie Flatman	MOS/17/9 17 August 2017

**18 October 2018 at 9.00 am for 9.30 am**

<b>Topic</b>	<b>Purpose</b>	<b>Lead Officer</b>	<b>Cabinet Member</b>	<b>Previously Presented to Committee</b>
The Previous Mid Suffolk HQ Site	The investment Business Case for the development of the previous Mid Suffolk HQ Site	Jonathan Stephenson – Strategic Director	Cllr Nick Gowrley	N/A
Staff Turnover and Welfare for	Quarterly update on the data	Katherine Steel Assistant Director – Corporate Resources  Anne Conway – Corporate Manager - HR & OD	Cllr Glen Horn	MOS/18/2 14 July 2018
Leisure Centre Redevelopment	Report to Cabinet 8 November	Chris Fry Assistant Director – Environment	Cllr Julie Flatman	N/A

		and Commercial Partnerships		
Waste Strategy	Scrutiny of the outcome of the Waste Service Review and possible outcome extension of the Joint Waste Contract, prior to the report going to Cabinet 5 Nov.	Chris Fry Assistant Director -	Cllr David Burn	Joint Committee August 2017 JOS/17/8
Review of the Public Attendance at Public Committee Meetings  (Information Bulletin)	Six Months update compared with the same six months in 2017	Janice Robinson Corporate Manager – Law and Governance	Cllr Glen Horn	

## 19 November 2018 Joint Committee with MSDC at 2.00 for 2.30 pm

Topic	Purpose	Lead Officer	Cabinet Member	Previously Presented to Committee
CIL Expenditure Framework	The Joint Member Panel to be part of the Scrutiny Process	Christine Thurlow Professions Lead – Key Sites and Infrastructure	Cllr David Whybrow	JOS/17/118 December 2017
The Homelessness Reduction Act	A review of the act 6 months after the implementation of the Act.	Heather Sparrow Corporate Manager – Housing Solutions	Cllr Jill Wilshaw	MOS/17/24 16 November 2018
Community Strategy	Report to Cabinet 13 December	Jonathan Free –	Cllr Margaret Maybury	N/A



		Assistant Director - Communities		
Joint Parking Policy	Report to Cabinet 10 December	Chris Fry Assistant Director – Environment and Commercial Partnership	Cllr David Burn	N/A

## 20 December 2018 at 9.00 am for 9.30 am

Topic	Purpose	Lead Officer	Cabinet Member	Previously Presented to Committee
MRF Procurement Process	Officer to report back to the Committee on the outcome of the MRF procurement contract	Chris Fry Assistant Director – Environment and Commercial Partnerships	Cllr David Burn	JOS/17/8  15 February 2018
Universal Credit	To review the implementation and if the Council was fully prepared for the roll-out in May 2018 (Officers: Amy Mayes and Andrew Wilcock (SCC			

## WORK PLAN 2018/19 for Mid Suffolk Overview and Scrutiny Committee:

<b>17 January 2019</b>
<b>Budget Report</b>
<b>14 February 2019</b>
<b>11 March 2019 - Joint</b>
<b>18 April 2019</b>

<b>16 May 2019 - Joint</b>
<b>Annual Review of BMS Invest Business Plan</b>

### **Topics identified for review by O&S but not currently timetabled:**

#### **Community Grant**

Strong and safe communities was asked to report back following a 'health check' of the groups receiving grants. (To be an Information Bulletin) **TBC**

#### **Crime and Disorder Panel meeting September 2019**

Required to take place at least once a year, provisionally agreed to take place in **September** of each year.

#### **Enforcement**

Enforcement for parking, planning etc to be discussed with Babergh Overview and Scrutiny Committee and Kathy Nixon – Strategic Director to decide how to approach this area. Community

#### **Transport Services**

To scrutinise the services provided by SCC and consider what Overview and Scrutiny can add to these services

#### **Disable Facilities Grant**

To scrutinise a review of the Disable Facilities Grant

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# Agenda Item 14

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

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