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COMMITTEE:	BABERGH CABINET
DATE:	MONDAY, 4 DECEMBER 2023 2.30 PM
VENUE:	KING EDMUND CHAMBER, ENDEAVOUR HOUSE, 8 RUSSELL ROAD, IPSWICH

Members		
<u>Green Party</u> Jessie Carter Sallie Davies Daniel Potter Deborah Saw	<u>Liberal Democrat</u> David Busby (Chair) Helen Davies	<u>Independent</u> Derek Davis Alastair McCraw John Ward

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AGENDA

PART 1

MATTERS TO BE CONSIDERED WITH THE PRESS AND PUBLIC PRESENT

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- 1 **APOLOGIES FOR ABSENCE**
- 2 **DECLARATION OF INTERESTS BY COUNCILLORS**
- 3 **BCa/23/26 TO CONFIRM THE MINUTES OF THE MEETING HELD ON 7 NOVEMBER 2023** 5 - 12
- 4 **TO RECEIVE NOTIFICATION OF PETITIONS IN ACCORDANCE WITH THE COUNCIL'S PETITION SCHEME**
- 5 **QUESTIONS BY COUNCILLORS**
- 6 **MATTERS REFERRED BY THE OVERVIEW AND SCRUTINY OR JOINT AUDIT AND STANDARDS COMMITTEES**

7 **FORTHCOMING DECISIONS LIST**

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

[Forthcoming Decisions List - Babergh District Council](#)

8 **BCa/23/27 FINANCIAL MONITORING QUARTER 2 2023/24** 13 - 38

Cabinet Member for Finance, Assets and Investments

9 **BCa/23/28 UPDATE ON THE REGULATOR OF SOCIAL HOUSING REFERRAL AND OUR CURRENT COMPLIANCE POSITION** 39 - 42

Cabinet Member for Housing

10 **BCa/23/29 BDC Q2 PERFORMANCE REPORT** 43 - 80

Cabinet Member for Customers, Digital Transformation and Improvement

A paper presenting performance across the whole Council for the period 1 July – 30 September 2023 (Q2). To note the information contained within the paper, giving the opportunity to reflect and comment on progress made against the key priorities aligned to the Corporate Plan 2019 – 2027.

11 **EXCLUSION OF THE PUBLIC (WHICH TERM INCLUDES THE PRESS)**

To consider whether, pursuant to Part 1 of Schedule 12A of the Local Government Act 1972, the public should be excluded from the meeting for the business specified below on the grounds that if the public were present during this/these item(s), it is likely that there would be the disclosure to them of exempt information as indicated against the/each item.

The author(s) of the report(s) proposed to be considered in Part 2 of the Agenda is/are satisfied that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

Cabinet Member for Finance, Assets and Investments

This item is exempt from call-in under Grounds of Urgency, as agreed with the Chair of the Council.

Grounds of Urgency are:

The construction contract for the Former HQ site in Hadleigh has been renegotiated and needs to be completed urgently to mitigate costs.

Date and Time of next meeting

Please note that the next meeting is scheduled for Tuesday, 9 January 2024 at 4.00 pm.

Webcasting/ Live Streaming

The Webcast of the meeting will be available to view on the Councils YouTube page:
https://www.youtube.com/channel/UCSWf_0D13zmegAf5Qv_aZSg

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

Introduction to Public Meetings

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- Cold water is also available outside opposite the room.
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Agenda Item 3

BABERGH DISTRICT COUNCIL

Minutes of the meeting of the **BABERGH CABINET** held in the Mead Room (Rose) - Endeavour House on Tuesday, 7 November 2023

PRESENT:

Councillors:	Jessie Carter	Sallie Davies
	Derek Davis	Alastair McCraw
	Daniel Potter	Deborah Saw
	John Ward	Helen Davies

In attendance:

Councillor(s): Mary McLaren

Officers:

- Chief Executive (AC)
- Deputy Chief Executive (KN)
- Director – Planning and Building Control (TB)
- Director - Economic Growth & Climate Change (FD)
- Director - Housing (DF)
- Corporate Manager - Governance & Civic Office, Deputy Monitoring Officer (JR)
- Corporate Manager - Strategic Policy (JH)
- Corporate Manager - Internal Audit, Risk and Data Protection (Deputy Monitoring Officer) (JS)
- Assistant Manager – Governance (HH)

Apologies:

David Busby (Chair)

43 DECLARATION OF INTERESTS BY COUNCILLORS

None received.

44 BCA/23/22 TO CONFIRM THE MINUTES OF THE MEETING HELD ON 3 OCTOBER 2023

It was **RESOLVED**: -

That with the following amendment the minutes of the meeting held on the 3 October be confirmed as a correct record of the meeting:

To add Councillor Mary McLaren to the attendance list.

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

None received.

46 QUESTIONS BY COUNCILLORS

None received.

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

There were no matters referred from the Overview and Scrutiny or the Joint Audit and Standards Committees.

48 FORTHCOMING DECISIONS LIST

There were no comments made for the Forthcoming Decisions List.

49 BCA/23/23 BUILDING SERVICES TRANSFORMATION

49.1 The Chair, Councillor John Ward, invited the Cabinet Member for Housing to introduce the report.

49.2 Councillor Jessie Carter introduced the report and proposed the recommendation, as detailed in the report.

49.3 Councillor Derek Davis seconded the recommendation.

49.4 Councillor Sallie Davies queried whether additional funding would clear the back log of repairs and the Cabinet Member for Housing confirmed that it would and that the Housing team had already stated looking at the housing stock.

49.5 The Director for Housing added that the target for the stock condition survey had been to complete 50% by next year, however, the team was now working towards completing 100% of surveyed properties by next year.

49.6 Councillor Derek Davis stated the Council was using reserves for this year and question how long the Director for Housing anticipated, it would take to get this work done. In addition, Councillor Davis queried how resources would be provided for the future.

49.7 The Director for Housing provided details of how the Housing Revenue Account (HRA) would be managed including that a full data sift would be undertaken, as some of date was inaccurate. Up to date data would be more efficient and would save money. Job management would allow the Housing team to have the right skills and knowledge and work efficiently thus saving money to balance the HRA. Further discussion would be undertaken with the Portfolio Holder for Housing to ensure that there was a balance budget in the HRA business plan.

49.8 Councillor Alastair McCraw referred to the report and that this was a two-year

programme, drawing on reserves and he questioned how funding the programme would be undertaken going forward. The Director for Housing responded that the funding reserves for the programme were for this year. However, work was being undertaken to work towards a balanced budget for next year and confirmed that the HRA was still in a strong position.

- 49.9 Councillor Deborah Saw queried how the Council would track contractors' performance against tasks, and whether it was difficult to find contractors with the right price point. The Director for Housing responded that the process started with a contract that included key performance indicators (KPI), this had not been included before, but was now. Contract managers could then hold the contractors to task and if they were not performing to the KPIs, the contract would be terminated. In the past, the issues had been contract management and getting the right contractor to undertake the work. The transformation work was addressing these issues.
- 49.10 Councillor Daniel Potter referred to paragraph 1.10 in the report and enquired how many outstanding repairs there are for the first year.
- 49.11 The Director for Housing detailed that there were currently slightly more than 2000 cases. However, this number was likely to be reduced, as the tables given to the operatives were not fit for purpose, and jobs had not been closed off when finished. Officer was working through the job lists now and by sending the oldest jobs and high risk works to contractors, the list had been reduced by one third. The Repairs Service was a send and mend service, and contractors would be deployed to undertake other repairs. In addition, new tables were on order to ensure that operatives were working efficiently.
- 49.12 Councillor Alastair McCraw referred to risk management in section 5 of the report and that he had identified four key risks. Cllr McCraw asked how the Council would monitor these risks and how these risks could be escalated and deescalated. Councillor McCraw requested that Cabinet had an active role in monitoring these high risks. The Director for Housing responded that the Council held an operational risk register for Building Services in addition to the Corporate Risk Registers.
- 49.13 The Director for Housing responded to questions from other Members attending the meeting including that although there was a number of outstanding repairs, there were enough resources to respond to emergencies. In addition, there existed a number of options for emergency accommodation including the Council's own temporary accommodation. When addressing specific estates which required repairs, a whole estate approach could be financially more viable for the Council and the stock survey would identify those estates.
- 49.14 During the debate Councillor Derek Davis stated that at the beginning of this administration he had been uncertain of the Council's ability to manage the Building Services, however he had received responses from tenants, who had been full of praise for contractors. He stated that there was now better planning in terms of contractors, and he could see tangible results already.

49.15 Councillor John Ward stated that here was a comprehensive Asset and Stock register, and that data was crucial, as there were some long standing issues, which had to be addressed.

49.16 Councillor Alastair McCraw drew Members attention to paragraph 4.7 and that these were areas that were being addressed to ensure that long-term improvements were sustainable.

By a unanimous vote

It was RESOLVED: -

That Babergh Cabinet agreed to the release of £943k from reserves to expedite the completion of outstanding repairs and enable delivery of the next phase of the Building Services Transformation and Improvement Programmes.

REASON FOR DECISION

Alternative Options Considered and Rejected:

2.2 *Delay the request for release of the required resources until February 2024, when the HRA budget for 2024/25 is agreed* – This option is not recommended because it would slow down improvements to the quality of tenants' homes by taking significantly longer to clear outstanding repairs, while also risking greater deterioration of the Council's housing assets. A delay in the release of resources to deliver long term change would mean losing several months of lead in time required for commissioning of contracts and staff recruitment; in turn this would delay positive impacts for tenants and their homes.

2.3 *Do nothing* - This option is not recommended because it would not help to clear the backlog of outstanding repairs to tenants' homes. In addition, the more fundamental, long term transformational improvements to service provision referred to above could not be taken forward because these also require additional resource.

Any Declarations of Interests Declared: None

Any Dispensation Granted: None

50 BCA/23/24 POTENTIAL LOCAL LISTED BUILDING CONSENT ORDER FOR INSTALLING ENERGY EFFICIENCY MEASURES

50.1 The Chair invited the Cabinet Member for People and Places to introduce the report.

50.2 Councillor Deborah Saw introduced the report and proposed the recommendation as detailed in the report, which was seconded by Councillor Jessie Carter.

50.3 During the debate Councillor Deborah Saw stated that this was an innovative

proposal and that no other rural authorities had done this before. This was not a free for all and there would be standards to adhere to as heritage buildings required sensible measures. Technology had come a long way and could be used to protect these building, as those properties build pre 1990s had the biggest carbon emissions.

- 50.4 Councillor John Ward stated that there was a lot that could be done in listed buildings to make them more energy efficient and cheaper to live in and still maintain the fabric of the buildings.
- 50.5 Councillor Derek Davis queries if the consultation included grade 1 listed buildings and how this consultation would be delivered.
- 50.6 The Director for Planning and Building Control advised that this did not include grade one listed buildings. Individual property owners would not be contacted, as there were over 3000 properties across the two districts, and this was not an effective way of approaching this consultation. Instead, the consultation would be mediated through social media, parish and town councils and notices on notice boards. The Listed Building Owners club would also be contacted to encourage their members to respond the consultation. The Director for Planning and Building Control detailed the process for the Building Consent Order Consultation and that there was a genuine desire to balance sensitively care in relation to statutory requirement to conserve heritage with the need to address the climate emergency. Officers were prepared to receive different views from property owners of listed buildings, and these would have to be handed carefully to give confidence for owners to partake in the consultation.

By a unanimous vote

It was RESOLVED: -

That Cabinet approved to commence a seven-week period of consultation, commencing 10th November 2023 and ending 29th December 2023, on the proposed scope and conditions of a Local Listed Building Consent Order.

REASON FOR DECISION

A Local Listed Building Consent Order would make it easier for the owners of designated heritage assets to implement energy efficiency or other improvements to their buildings, in line with the Council's commitment to reach its net zero carbon commitments by 2030. Such improvements would also be beneficial to the buildings, in improving resilience to climate change.

Alternative Options Considered and Rejected:

- 2.1 The first option is to continue relying on the traditional Listed Building Consent application process. Whilst this approach has been and remains the standard, feedback from councillors and the public suggests that it is perceived as inefficient and burdensome in terms of time and cost. Many works may of themselves be unobjectionable and therefore a streamlined

approach would be advantageous in those circumstances.

- 2.2 The second option involves preparing for a seven-week consultation period to explore the feasibility and appropriateness of implementing a LLBCO. It is crucial to clarify that initiating this consultation does not automatically imply that such an Order will be enacted. Rather, the consultation aims to gather opinions on the LLBCO as a potential tool for achieving our carbon neutrality goals and assisting homeowners in making energy-efficient upgrades and other improvements to their properties. In that regard the benefits are various and would include energy efficiency and cost savings, as well as protecting these important historic buildings from the worst effects of climate change.
- 2.3 Given the district's rich heritage landscape, characterised by a diverse range of assets varying in age and significance, a prudent approach may involve piloting the LLBCO in a specific parish, village, or Conservation Area initially. This would allow for a more controlled evaluation of the Order's impact recognising that there may not be a 'one size fits all' solution.
- 2.4 The adoption of a LLBCO would signal the Council's ambition to meet its net zero carbon targets, particularly given the high proportion of listed buildings within the district. The Order would delineate explicit conditions aimed at minimising harm to affected heritage assets such that the works in question would be clearly and convincingly justified. Legal requirements mandate the annual review and monitoring of the LLBCO, providing an opportunity to assess effectiveness and make necessary adjustments. Should the Order result in unintended negative consequences for our historic buildings, options to amend or rescind it are available. Furthermore, this approach offers the advantage of co-designing the LLBCO details with external organisations and the community, thereby ensuring that the policy is shaped in a manner that addresses concerns related to the protection of listed buildings.

Any Declarations of Interests Declared: None

Any Dispensation Granted: None

51 BCA/23/25 HEALTH BEHAVIOURS PARTNERSHIP AGREEMENT

- 51.1 The Chair invited the Cabinet Member for People and Places to introduce the report.
- 51.2 Councillor Deborah Saw introduced the report, which was for noting.
- 51.3 Councillor Ward queried whether it would still be possible to get referrals via a GP and the Interim Director for Communities and Wellbeing confirmed this and that residents could also self-refer to the services through the website, which acted as a portal.
- 51.4 Counsellor Jesse Carter queried if there was a way to monitor the referrals, the uptake of services and when clients did not follow through on their

respective referrals. In addition, would it be possible to identify the reasons and find alternative offers instead.

- 51.5 The Interim Director for Communities and Wellbeing responded that Public Health would be capturing the data for this service to identify areas for improvement, and he detailed the programme structure.
- 51.6 Councillor Alastair McCraw queried the funding for the programme and the interim Director for Communities and Wellbeing advised that the external funding came from Public Health, as it was a commissioned service as partnership agreement.
- 51.7 Councillor Derek Davies questioned how the Healthy Behaviours service fitted with the Council's Strategy and the Interim Director for Communities and Wellbeing responded that the Service was building on what was currently provided, physical activities was already being delivered. There was an inherent synergy linking to existing services, supplement what was already in place. This was a very focused approach in term of referrals. The One Life Suffolk came to an end and the Council was now delivering these services instead.
- 51.8 Councillor Daniel Porter referred to the Governance arrangement on page 40 of the report and how the Partnership would set itself up.
- 51.9 The Interim Director for Communities and Wellbeing responded that this had yet to be confirmed and would provide a response outside of the meeting.
- 51.10 In response to questions from other Members attending the meeting, the Interim Director for Communities and Wellbeing clarified that there had been some issues around closing the contract with the previous organisation, making the availability of delivery date challenging. Going forward delivery checks were included in the governance arrangements on page 50 of the report.
- 51.11 The Cabinet Member for People and Place, Councillor Deborah Saw stated that the Healthy Behaviour service had received around 200 referrals that had not been dealt with by the previous organisation.
- 51.12 During the debate Councillor Daniel Potter stated that he liked the delivery model, as it had options for face to face and telephone contact too and that in post covid times the timing for this service was crucial.

By a unanimous vote

It was RESOLVED: -

To note the report and the Healthy Behaviours Partnership Agreement.

REASON FOR DECISION

So that Cabinet is updated on progress made with the partnership and development of a new Feel-Good Suffolk Healthy Behaviours offer for Suffolk and understands the principles by which the partnership will operate and its key objectives to co-produce, deliver, and support the Healthy Behaviours offer for Suffolk, including:

- (a) Reducing smoking prevalence.
- (b) Reducing inactivity; and
- (c) Reducing the number of adults who are overweight or obese

Alternative Options Considered and Rejected:

None

Any Declarations of Interests Declared: None

Any Dispensation Granted: None

The business of the meeting was concluded at 5:13 pm.

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Chair

Agenda Item 8

BABERGH DISTRICT COUNCIL

COMMITTEE: Cabinet	REPORT NUMBER: BCa/23/27
FROM: Councillor John Ward, Cabinet Member for Finance	DATE OF MEETING: 13/11/23
OFFICER: Melissa Evans, Director Corporate Resources	KEY DECISION REF NO. CAB428/CAB429

FINANCIAL MONITORING QUARTER 2 2023/24

1. PURPOSE OF REPORT

- 1.1 This report summarises the financial activities of the Council for the second quarter of 2023/24, covering General Fund Revenue, the Housing Revenue Account and the Capital Programmes for both funds. There is a new requirement from the start of 2023/24 to monitor the Council's Prudential Indicators on a quarterly basis and this data is attached as Appendix C.

2. OPTIONS CONSIDERED

- 2.1 The recommended option is set out in the Recommendations. There are no other available options.

3. RECOMMENDATIONS

- 3.1 That, subject to any further budget variations that arise during the rest of the financial year, the projected overspend on the General Fund of £922k referred to in section 4.2 and Appendix A of the report be noted;
- 3.2 That, subject to any further budget variations that arise during the rest of the financial year, the projected overspend on the Housing Revenue Account of £944k over budget referred to in section 4.3 and Appendix B of the report be noted;
- 3.3 That, the Council's compliance with the Prudential Indicators during quarter two referred to in section 4.4 and Appendix C of the report be noted.

REASON FOR DECISION

To ensure that Members are kept informed of the financial position for both General Fund Revenue and Capital, Housing Revenue Account and Capital and the Prudential Indicators.

4. KEY INFORMATION

Background

- 4.1 The Cabinet receives financial monitoring reports on a quarterly basis. This report covers the financial activity for the second quarter of 2023/24 and the amendments to projections for the year where necessary. It is important to remember that the figures being presented are not actuals at Q2, they represent what the outturn will be at the year-end if current trends are maintained.
- 4.2 The General Fund forecast outturn has worsened with a budgeted surplus of £22k now forecast to be a deficit of £900k. The deficit has arisen from a combination of factors including shortfalls in income, see Appendix A for further details. Statutory increases to planning fees will take effect in year reducing the deficit to an extent, the effects of which will be reported in Q3 The General Fund Capital programme is forecast at an underspend on capital projects of £9,450k. Details of the slippage in the Capital Programme are detailed in Appendix A.
- 4.3 The Housing Revenue Account is forecast at an overspend of £1,545k from a budgeted deficit of £602k, a variance to budget of £944k. This is primarily due to additional staffing costs in Building Services, see Appendix B for further details. The HRA Capital programme is forecast to be an underspend of £1,775k against the budget of £17,211
- 4.4 There have been no breaches of the council's Prudential Indicators in the second quarter and none are anticipated for the remainder of 2023/24. The new quarterly monitoring report for Prudential Indicators is attached as Appendix C.

5. LINKS TO THE CORPORATE PLAN

- 5.1 Ensuring that the Council makes best use of its resources is what underpins the ability to achieve the priorities set out in the Corporate Plan. Specific links are to financially sustainable Councils, managing our corporate and housing assets effectively, and property investment to generate income.

6. FINANCIAL IMPLICATIONS

- 6.1 These are detailed in the report.

7. LEGAL IMPLICATIONS

- 7.1 There are no specific legal implications.

8. RISK MANAGEMENT

- 8.1 Key risks are set out below:

Key Risk Description	Likelihood 1-4	Impact 1-4	Key Mitigation Measures	Risk Register and Reference*
We may be unable to react in a timely and effective way to financial demands.	3	3	Continued monitoring and reporting of the Councils financial forecast via quarterly reports to Cabinet. Reserves available to call upon.	Strategic Risk Register SRR004BDC
Service delivery may not be accomplished If economic conditions and other external factors are worse than budgeted for.	3	3	Budget control framework in place with Budget Holders and Assistant Directors with the Business Partner model operating effectively to support this. Continued monitoring and reporting of the Councils financial forecast during the year via quarterly reports to Cabinet.	Finance, Commissioning and Procurement ORR005BDC

9. CONSULTATIONS

9.1 Consultations have taken place with Directors, Corporate Managers and other Budget Managers as appropriate.

10. EQUALITY ANALYSIS

10.1 An equality analysis has not been completed because there is no action to be taken on service delivery as a result of this report.

11. ENVIRONMENTAL IMPLICATIONS

11.1 Directors, Corporate Managers and other Budget Managers continue to consider the environmental impact of their budgets and take the opportunity to reduce their carbon footprint as opportunities arise.

11.2 In subsequent years to support the Council's commitment to be Carbon Neutral by 2030, several initiatives have and are being undertaken from a combination of the Council's own resources and those secured from external sources. Some of these are set out below.

11.3 A solar multi-function carport to generate electricity has been installed at Kingfisher Leisure Centre, Sudbury. The estimated CO₂ savings are equivalent to 4.4 times the volume of the Royal Albert Hall and it is capable of generating enough power to supply 24 average homes in Sudbury.

- 11.4 OZEV supported EV charging points are being moved to the implementation phase.
- 11.5 A property list of carbon emitting buildings is being established for future retrofit consideration.
- 11.6 A performance review of clean power installations on Council assets and operations and maintenance contracts is being commissioned.

12. APPENDICES

Title	Location
General Fund Financial Monitoring Quarter 1 2023/24	APPENDIX A
Housing Revenue Account Financial Monitoring Quarter 1 2023/24	APPENDIX B
Prudential Indicators Quarterly Monitoring	APPENDIX C

13. BACKGROUND DOCUMENTS

20 February 2023 General Fund Budget 2023/24 and Four-Year Outlook – BC/22/41

20 February 2023 Housing Revenue Account Budget 2023/24 – BC/22/42

20 February 2023 Joint Capital, Investment and Treasury Management Strategies 2023/24 – BC/22/44

General Fund Financial Monitoring Quarter 2 2023/24

Babergh District Council December 2023



1. Background

1. Background

2. The General Fund Budget for 2023/24 was approved by Council in February 2023. After the easing of COVID pressures on the Council's budget new challenges are being driven by the economic effects of the War in Ukraine and the Cost of Living crisis, with inflationary pressures on costs and reductions in expected income. The impact of these factors across the whole organisation is projected to result in overspends.
3. Inflation, measured by the Consumer Price Index (CPI) remains high into the 2023/24 financial year, and while it is assumed to have reached a peak, continuing pressures on the cost of fuel, materials and services has been reflected in the forecast variances for 2023/24. Uncertainty over the continuing war in Ukraine and the developing situation in the Middle East have the potential to prolong or worsen fuel inflation.
4. The Bank of England base rate is currently at 5.25% (Oct. 2023) having levelled out slightly, monitoring continues to identify any risk to the Council's position.

5. Forecast position for 2023/24

6. Budget monitoring is a key tool and indicator on the delivery of the Council's plans and priorities for the year. There will, of course, always be reasons why there are variances such as the current inflationary pressures.
7. Based upon financial performance and discussions with budget managers and the Senior Leadership Team, key variations on expenditure and income compared to budget have been identified.
8. The overall position of the Council's Revenue General Fund for 2023/24 is forecast to be a deficit of £922k against a budgeted surplus of £22k. This is a projection based on current trends, which may fluctuate as the year progresses. Statutory increases to planning fees will take effect in

year, partly reducing the deficit, the effects of which will be reported in Q3. It is proposed that any shortfall against budget be funded from the Council's reserves. Finance is currently reviewing all corporate expenditure and income budgets, such as financing charges and interest income, given the current macro-economic situation and as part of the 2024/25 budget setting exercise..

9. The key variances that make up this overspend are shown in the following sections of this report. The largest single variance is on planning income which is £420k below budget, it is proposed that this will be funded from earmarked reserves.
10. Employee costs are approximately 50% of the Council's expenditure and an increase of 4% was included in the budget. The pay award for the 2023/24 year has yet to be settled but is likely to be in excess of the budgeted 4%. Recruitment remains challenging and the Council continues to experience gaps between people leaving the organisation and these posts being filled. The budget includes a £0.550m vacancy management factor of 5% on salaries centrally held outside of the service areas. The pending national pay award and the results of the Pay & Rewards project being undertaken have added pressure to staffing costs. At Q2 overall Salary costs are projected to be 2% over budget after use of the contingency, with some costs in Public Realm being reallocated to Babergh following a review of staff and asset utilisation.

2. General Fund Revenue – Forecast

Service Area		Budget 23/24	Full Year Forecast 23/24	Variance to Budget (underspend) / overspend	Variance as % of Budget
		£'000	£'000	£'000	
Net Service Costs	Assets & Investments	301	337	36	12%
	Communities & Wellbeing	815	868	53	7%
	Corporate Resources	2,056	2,532	476	23%
	Customers, Digital Transformation & Improvement	2,210	2,148	(62)	-3%
	Economic Growth & Climate Change	477	470	(7)	-1%
	Operations	3,919	3,811	(107)	-3%
	Housing	677	564	(114)	-17%
	Law & Governance	1,079	1,228	149	14%
	Planning & Building Control	1,205	1,619	414	34%
	HR & Organisational Development	695	727	32	5%
	Senior Leadership Team	731	729	(2)	0%
	Housing Benefits	HB Transfer Payments	11,769	11,769	-
HB Grants and Contributions		(11,885)	(11,885)	-	0%
Net expenditure on services as above		14,049	14,917	869	6%
Recharges	Charge to HRA/Capital	(1,937)	(1,883)	54	-3%
Capital Financing Costs	Interest Payable - CIFCO	208	208	-	0%
	Interest Payable - Other	1,271	1,271	-	0%
	Minimum Revenue Provision (MRP)	1,708	1,708	-	0%
Investment Income	Pooled Funds Net Income	(569)	(569)	-	0%
	Interest Receivable - CIFCO	(1,144)	(1,144)	-	0%
	Interest Receivable - CIFCO Further Investment	(1,043)	(1,043)	-	0%
	Interest Receivable - Other	(15)	(15)	-	0%
Total Net Cost of Services		12,528	13,451	922	7%
Government Grants	New Homes Bonus	(825)	(825)	-	0%
	Revenue Support Grant (RSG)	(130)	(130)	-	0%
	Services Grant	(86)	(86)	-	0%
	Rural Services Delivery Grant	(266)	(266)	-	0%
	Funding Guarantee	(68)	(68)	-	0%
Business Rates	Baseline Business Rates	(705)	(705)	-	0%
	Growth / Pooling Benefit	(457)	(457)	-	0%
	S31 Business Rates Grant	(3,283)	(3,283)	-	0%
	Enterprise Zone income	(319)	(319)	-	0%
	B/R Prior Year Deficit/(Surplus)	25	25	-	0%
Council Tax	Council Tax	(6,416)	(6,416)	-	0%
	Council Tax Prior Year Deficit/(Surplus)	(21)	(21)	-	0%
Total Funding		(12,551)	(12,551)	-	0%
Net Position Before Reserves		(22)	900	922	
Proposed Movement in	Budgeted Use of Reserves	22	(900)	(922)	
		0	0	0	0

3. General Fund Revenue – Major Variances

Service Area	Full Year Budget £'000	Full Year Forecast £'000	Variance £'000	Comments for Variances over £10k	% Variance
Assets & Investments	301	337	36		12%
Strategic Property	219	262	43	£7K overspend on reactive soakaway repairs to depot. £11K overspend from writing off bad debt from prior tenant. New tenant in situ and payments up to date. £22K overspend on Car Park rental of Corks Lane Hadleigh payable to Hadleigh Town Council and the Business rates payable.	19%
The Councils' Companies	82	75	(7)		-8%
Communities & Wellbeing	815	868	53		7%
Communities	587	635	47	£48k less than budgeted being moved from reserves due to unfilled post	8%
Leisure Contracts	228	234	6		2%
Corporate Resources	1,940	2,416	476		25%
Finance, Commissioning & Procurement	1,940	2,416	476	Overspend represents recognition of vacancies in service areas against centrally held budgeted vacancy management factor. Overspend on Agency staffing to cover various vacancies in the team due to difficulty with recruitment and under budgeted on insurance premiums due to inflationary increases. Some overspends on resources will be offset by capitalisation of costs through Finance Transformation and new Financial Management System implementation.	25%
Customers, Digital Transformation & Improvement	2,210	2,148	(62)		-3%
Communications	235	230	(5)		-2%
Customer Operations	614	592	(22)	Underspend due to vacancies in Q1 & Q2. High turnover in staff at beginning of the year.	-4%
ICT	977	952	(25)	Underspend due to SCC contract being less than budgeted for and vacant Digital Support Analyst post for majority of the year.	-3%
Strategic Policy, Performance & Improvements	384	374	(9)		-2%
Economic Growth & Climate Change	477	470	(7)		-1%
Climate Change	95	95	0		0%
Economic Growth & Climate Change	382	375	(7)		-2%
Housing	677	564	(114)		-17%
PV Panels	(149)	(154)	(4)		3%
Housing Solutions	827	717	(109)	Underspend on salaries due to vacancies, including Housing Needs and Standards Manager which has not been filled.	-13%
HR & Organisational Development	695	727	32		5%
HR & OD	695	727	32	Overspend due to additional resource in team brought in (approx. £19k), £5k overspend on recruitment advertising costs due to an increase in vacancies and £8k increase in Legal Expenses.	5%

3. General Fund Revenue – Major Variances

Service Area	Full Year Budget £'000	Full Year Forecast £'000	Variance £'000	Comments	% Variance
Law & Governance	1,079	1,228	149		14%
Electoral Services & Land Charges	123	203	80	Overspend on May 2023 Elections of £30k. Land Charge income is forecast to be £42k under budget. £8k to be paid back to Elections Claim Unit (ECU) for 2021 Election underspend	65%
Governance & Civic Office	462	518	56	£34k overspend due to an increase payable to each Councillor agreed after 22/23 budget was set. £6k overspend on Car Mileage Allowances. £10k overspend on Training & Materials due to change in Cabinet members. £10k overspend forecast on postage costs.	12%
Internal Audit, Risk & Data	93	97	3		4%
Shared Legal Service	401	411	10	£10k overspend due to implementation costs for new Case Management System (CMS)	2%
Operations	3,919	3,812	(107)		-3%
Car Parking	354	244	(110)	£55K Reduction in Business Rates costs for the year; £32K Underspend on contracted services for delivering Car Park Strategy where revenue budget was set to deliver revenue improvements. £10K from Increase on car park income with machines at Pin Mill back in use raising income. £13K underspend from savings expected on electricity budgeted from Light Emitting Diode (LED) lighting installation.	-31%
Health & Safety, Business Continuity and Emergency Planning	212	193	(18)	Costs from consultancy support at Corporate Manager Level to update Health & Safety requirements organisationally is being offset from substantive staffing vacancies resulting in a £18K underspend.	-9%
Public Protection	586	508	(79)	£79K of Employee costs for backlog of COVID works funded by additional income from prior years deferred Contain Outbreak Management Funding (COMF) contributions. Incentives being funded in year across Operations and Communities teams to reduce health inequalities in our district due to the fallout of the COVID pandemic. Therefore budgeted posts that are vacant in the year has resulted in the underspend. There is an expectation to be at full establishment during Quarter 3 of the financial year.	-13%
Public Realm	1,381	1,516	135	£75K overspend on employees following review and correct allocations of resources, budgets to be amended next year to reflect. Operating costs adverse overspends include: £40K on equipment and tools due to backlog of works, £22K on vehicle hire costs and maintenance from increased demand; £25K on vehicle fuels due to inflationary cost pressures; £23K on protective clothing; £10K on horticultural expenses and wild seed sowing for biodiversity, £10K on funding Grow Your Community incentive unbudgeted. £71k Drawdown of Commuted Maintenance reserve, £2k Drawdown from Environmental reserve.	10%
Recycling, Waste & Fleet	1,350	1,350	0		0%
Service Improvement (Environment & Community Services)	35	0	(35)	Current employee resource seconded to Corporate Services.	-100%
Planning & Building Control	1,205	1,619	414		34%
Building Control	139	133	(6)		-4%
Development Management, Heritage & Enforcement	624	1,000	375	45-50% reduction in income partially offset by staff vacancies.	60%
Service Improvement (Sustainable Communities)	39	39	0		0%
Strategic Planning	403	447	44	Shortfall in income due to claim window timings partially offset by staff vacancies.	11%
Senior Leadership Team	731	729	(2)		0%
Senior Leadership Team	731	729	(2)		0%
Grand Total	14,049	14,918	869		6%

4. Earmarked Reserves

Reserve	Opening Balance as at 31/03/23	Budget Movement From Reserve	Budget Movement To Reserve	Budget Balance as at 31/03/24	Actual Movement From Reserve 2023/24	Actual Movement To Reserve 2023/24	Further Commitments / Forecast 2023/4	Closing Balance as at 31/03/24	Committed 2024/25	Committed 2025/26	Committed 2026/27	Balance as at 31st March 2027
Business Rates & Council Tax	3,545,890	-	-	3,545,890	- 1,313,501	-	- 2,163,685	68,704				68,704
Business Rates Retention Pilot (BRRP)	792,182	- 60,000	-	732,182	-	-	- 5,148	727,034	- 23,709	- 15,806		687,518
Carry Forwards	147,258	-	-	147,258	-	-	- 29,496	117,761				117,761
Climate Change and Biodiversity	249,507	- 66,827	-	182,680	-	-	- 57,921	124,759				124,759
Community Housing Fund	122,309	- 28,115	-	94,194	-	-	-	94,194	- 28,115			66,079
Commuted Maintenance Payments	1,346,309	-	-	1,346,309	-	-	38,522	1,384,831	- 30,000	- 30,000	- 30,000	1,294,831
COVID 19	1,501,470	- 133,618	-	1,367,852	-	-	-	1,367,852				1,367,852
Elections Equipment	35,000	-	-	35,000	-	-	-	35,000				35,000
Elections Fund	90,386	-	20,000	110,386	- 90,386	-	-	20,000				20,000
Government Grants	259,376	- 19,885	-	239,491	-	-	-	239,491				239,491
Homelessness	291,097	- 100,098	-	190,999	-	-	- 20,000	170,999				170,999
Joint Local Plan	100,000	-	-	100,000	-	-	-	100,000				100,000
Neighbourhood Planning Grants	48,711	- 26,523	51,230	73,418	-	-	29,277	102,695				102,695
Planning (Legal)	741,808	- 141,000	-	600,808	- 3,003	-	-	597,805				597,805
Planning Enforcement	92,848	-	-	92,848	-	-	-	92,848				92,848
Rough Sleepers	16,592	-	-	16,592	-	-	-	16,592				16,592
Strategic Planning	222,466	-	-	222,466	-	-	- 222,466	0				0
Strategic Priorities	1,871,206	- 310,988	22,268	1,582,486	- 64,000	-	- 331,567	1,186,919	- 72,192	- 64,000	- 64,000	986,727
Temporary Accommodation	220,138	- 59,157	-	160,981	-	-	60,000	220,981				220,981
Waste	380,056	- 144,124	-	235,932	-	-	-	235,932				235,932
Well-being	84,873	- 6,218	-	78,655	- 70,000	-	- 8,655	0				0
TOTAL	12,159,482	- 1,096,553	93,498	11,156,427	- 1,540,890	-	- 2,711,139	6,904,398	- 154,016	- 109,806	- 94,000	6,546,575

5. General Fund Capital

1. Background

2. Use of capital and one-off funds is critical and needs to be linked into our future delivery plans.
3. With complex capital schemes it is difficult to accurately assess the level of payments that will be made during the financial year. The Council continues to embark on new projects where it is difficult to accurately predict how payments will fall. Councillors should therefore focus on whether overall outcomes are being achieved because of the capital investment rather than variances against the plan for a particular year.

4. Forecast position for 2023/24

5. The £9.4m variance on the budget of £19.3m is primarily influenced by four projects;
 - A1071 Roadside Commercial Workspace Development (slippage of £1.9m)
 - Regen Fund Former Council Offices (slippage of £2.8m)
 - Strategic Investment Fund (slippage of £2.8m)
 - Belle Vue (slippage of £1.5m)
6. Details of the variances to budget are shown on the following slides.

5. General Fund Capital

CAPITAL PROGRAMME 2023/24	Revised Budget 23/24	Actual Spend	Contractual Commitments	Forecast at Q2	Budget Variance	Expected Carry Forward to 24/25	Explanation of Major Variances
GENERAL FUND	£'000	£'000	£'000	£'000	£'000	£'000	
General Fund Housing							
Mandatory Disabled Facilities Grant	1,000,304	288,320	181,125	760,251	(240,053)		We are planning to spend the Grant allocation received from County of £760,251. Policies are being reviewed to increase Minor Adaptation grants from £7.5k to £15k and Discretionary Funding Grants from £10k to £20k. Cabinet will need to approve these increases for 2024/25.
Renovation/Home Repair Grant (formerly Discretionary Housing Grants)	120,557	14,078		70,000	(50,557)	(50,557)	Corporate Manager advised to forecast on 22/23 outturn. Currently loans are offered to ensure properties meet required legal standards, discussions are being had with Landlords to get traction for a new scheme to improve the fabrics of a property, waiting for feedback. Also looking at shortening the terms of the loans made. Any underspend to be c/f.
Empty Homes Grant	441,000	-	38,286	441,000	-		Forecast to budget whilst further detail is obtained
Grants for Affordable Housing	400,000	-		400,000	-		Forecast to budget whilst further detail is obtained
Total General Fund Housing	1,961,862	302,398	219,411	1,671,251	(290,611)	(50,557)	
Operations							
Replacement Refuse Freighters - Joint Scheme	210,580	216,880		216,880	6,300		Total of ten vehicles have now been delivered and Purchase Order Complete. One vehicle out of ten was completed in 2023/24.
New Joint Depot	1,200,000	-	-	1,200,000	-		The creation of a joint depot was approved by Council in February 2023, with forecasted expenditure of £1.2m in 23/24 and £2.4m in the two subsequent years
Recycling Bins	75,000	79,850		89,950	14,950		Scheme is hand in hand with Housing growth. Overspend due to a bulk order placed for the remainder of the Financial Year
EV Charging Points	180,000	54,421		202,973	22,973		Overspend due to changes in plans in Phase 1b and Phase 2 and costs at new sites costing more. This is 75% funded by the OZEF grant and the match funding from the Climate Change Reserve will cover any additional costs.
Total Operations	1,665,580	351,151	-	1,709,803	44,222	(0)	

5. General Fund Capital

CAPITAL PROGRAMME 2023/24	Revised Budget 23/24	Actual Spend	Contractual Commitments	Forecast at Q2	Budget Variance	Expected Carry Forward to 24/25	Explanation of Major Variances
GENERAL FUND	£'000	£'000	£'000	£'000	£'000	£'000	
Public Realm							
Planned Maintenance / Enhancements - Car Parks	56,680	4,140		56,680	-	-	Car Park Strategy implementations including signage and meter equipment to bring improved enforcement.
Vehicle and Plant Renewals	120,000	74,828		120,000	-		Scheme is replacing old for new trailer (normally 8 years shelf life). Full budget to be utilised this Financial Year. Funded by borrowing.
Parking Strategy Implementation	165,000	-		15,000	(150,000)	(150,000)	Carry forward expected for further Car Park Strategy implementations including signage and meter equipment to bring improved enforcement.
Gaol Lane, Toilet Refurb	60,000	160		60,000	-		Works are in plan and full building works to be completed in-year.
Pin Mill - Planned Maintenance	136,000	-		36,000	(100,000)	(100,000)	Current investigations underway to plan enhancements of the hard at Chelmondiston. Scheme likely to complete in 24/25.
Total Public Realm	537,680	79,128	-	287,680	(250,000)	(250,000)	
Economic Development and Regeneration							
Belle Vue	1,916,730	10,046		435,046	(1,481,684)	(1,481,684)	Belle Vue lower spend as project only just starting after Cabinet approvals and securing supplier off of framework earlier this month. Spend will begin as per Cabinet approvals £150k plus capital receipt recycling from house sale – another £276k. Forecast includes £425k approved spend for Belle Vue Cafe.
Total Economic Development and Regeneration	1,916,730	10,046	-	435,046	(1,481,684)	(1,481,684)	

5. General Fund Capital

CAPITAL PROGRAMME 2023/24	Revised Budget 23/24	Actual Spend	Contractual Commitments	Forecast at Q2	Budget Variance	Expected Carry Forward to 24/25	Explanation of Major Variances
GENERAL FUND	£'000	£'000	£'000	£'000	£'000	£'000	
Sustainable Communities							
Play Equipment	303,000	140,279		285,000	(18,000)	(18,000)	Budget is remaining funds from previous years. Works undertaken are to be developed. Currently the prioritisation is in Babergh as the planned works are overdue. Funding from borrowing.
S106 Open Spaces Grants	-	31,689		31,689	31,689		Forecast to actual + commitments whilst further detail is obtained
Community Development Grants	120,000	51,414	81,000	120,000	-		C/f from 22/23 continues to be drawn down by applicants. The second window closed on Friday 6 September, and we are currently going through the process of assessment prior to awards. The final window for applications is between 4 December 2023 and 31 January 2024. The grant is oversubscribed and on this basis, we expect to be fully allocated across the windows. The first application round we allocated £37,662 . Whilst all funding will be allocated this financial year, applicants are given 6 months to spend from award. As such full spend will not be achieved within the same financial year and carry forward will be requested for those grants awarded.
Total Sustainable Communities	423,000	223,381	81,000	436,689	13,689	(18,000)	
Leisure Contracts							
Kingfisher Leisure Centre - Repairs and Renewals	645,050	41,970		90,000	(555,050)	(555,050)	Carry Forward capital budget will be used as match funding against grants from Sport England to enhance the swim facilities of Leisure Centres in Babergh. Forecast differs from Q1 as there is more clarity towards the grant bid that has since been approved.
Hadleigh Pool and Leisure - Repairs and Renewals	497,000	9,711		18,500	(478,500)	(478,500)	
Total Leisure Contracts	1,142,050	38,949	-	108,500	(1,033,550)	(1,033,550)	

5. General Fund Capital

CAPITAL PROGRAMME 2023/24	Revised Budget 23/24	Actual Spend	Contractual Commitments	Forecast at Q2	Budget Variance	Expected Carry Forward to 24/25	Explanation of Major Variances
Assets and Investments							
Planned Maintenance / Enhancements - Corporate Buildings	182,375	17,892		182,375	(0)	(0)	Costs include scoping work on touch down points and new depot. The carry forward budget of unspent capital is to make more semi-permanent enhancements to ageing depots should there be a substantial delay in sourcing a new depot such as drainage improvements, roof enhancements.
CIL Funded Infrastructure Grants	-	523,336		935,800	935,800		Difficult to forecast what expenditure will be as recipients have a 2 year window to claim funds.
Strategic Investment Fund	2,777,000	-		-	(2,777,000)	(2,777,000)	C/f awaiting further investment opportunities
A1071 Roadside Commercial Workspace Development	2,078,000	-		200,000	(1,878,000)	(1,878,000)	Currently surveys and design work being carried. Once a programme of works has been agreed then the budget will be utilised in 24/25.
Regen Fund - Former Council Offices	2,765,976	(510,733)		-	(2,765,976)	(2,765,976)	Any unspent funds will be c/f to ensure completion of the site
Hamilton Road Regeneration	108,187	13,656		35,300	(72,887)		Current consultancy fees on regeneration project for the year. No further spend likely.
Borehamgate	255,000	-		145,000	(110,000)	(110,000)	Scheme is to refurb and bring up to standard vacant commercial units to be let. Currently the officers to deliver this scheme have been recruited and part delivery likely in 23/24 with remainder in 24/25. This includes works to Post Office Unit, office, Kings House Toilets.
Babergh Growth Ltd	3,224,000	390,364		3,224,000	-	-	Full budget to be used this financial year, works currently ongoing on former council offices
Total assets and Investments	11,390,538	434,515	-	4,722,475	(6,668,063)	(7,530,977)	

5. General Fund Capital

CAPITAL PROGRAMME 2023/24	Revised Budget 23/24	Actual Spend	Contractual Commitments	Forecast at Q2	Budget Variance	Expected Carry Forward to 24/25	Explanation of Major Variances
Corporate Resources							
Replacement Finance Management System	75,000	167,272	196,000	363,272	288,272		Forecast to actual + commitments whilst further detail is obtained
Total Corporate Resources	75,000	167,272	196,000	363,272	288,272	-	
Customers, Digital Transformation and Improvement							
ICT - Hardware/Software Refresh	150,000	-		48,125	(101,875)	(101,875)	API/Web Services – no costs to be incurred for 23/24. Digital Platform - £60k bill received, unlikely any further costs. 8*8 Replacement – pushed back a year, to carry forward full budget to 24/25. Intranet – to spend around 25% of budget in 23/24 and carry forward the rest to 24/25. Collaboration Hardware/Hybrid Working – to spend around 50% of budget in 23/24, no need to carry forward remaining budget as already a budget set for next year.
Public Protection - Verso Software Upgrade Project	-	-	-	30,000	30,000	-	£60K set-up costs split 50:50 BDC/MSDC for new licence software.
Total Customers, Digital Transformation and Improvement	150,000	-	-	78,125	(71,875)	(101,875)	
Total General Fund Capital Spend	19,262,440	1,606,840	496,411	9,812,841	(9,449,598)	(10,466,642)	

**Housing Revenue
Account (HRA)
Financial Monitoring
Quarter 2 2023/24**

**Babergh District Council
December 2023**



1. Background

Background

1. The financial position of the HRA for 2023/24 should be viewed in the context of the 30-year business plan. The budget set in February 2023 showed a forecast deficit position for 2023/24 of £602k.
2. A period of five years of annual rent reductions ended in March 2020 and councils were allowed to increase rents by the maximum of the Consumer Price Index (CPI) +1% for a period of five years from April 2020. This began to mitigate the impact of the 1% reduction on the 30-year plan. However, due to soaring inflation, rent increases have been capped to 7% for 2023/24, well below CPI.
3. Inflation, measured by the Consumer Price Index (CPI) has reduced during 2023 from the peak of 11.1% in October 2022. For the 12 months to July 2023 CPI increased 6.8%, down from 7.9% in June.

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An estimated £1,925 pay increase for 2023/24 has been reflected in the forecast. With the Council's housing stock at over 3,500 homes there will always be unplanned events that affect the level of income and expenditure in any one financial year. Members should therefore consider annual variances in the context of the medium-term outcomes that the Council wishes to achieve.

HRA Quarter 2 position 2023/24

1. Budget monitoring is a key tool and indicator on the delivery of the Council's plans and priorities for the year. There will, of course, always be reasons why there are variances such as the current inflationary pressures.
2. Based upon financial performance and information for April 2023 to September 2023 and discussions with budget managers and the Senior Leadership Team,

key variations on expenditure and income compared to budget were identified.

3. There is a projected net deficit of £1,545k for 2023/24, a variance of £944k compared to the budget deficit of £602k.
4. The key variances that make up this projected overspend are shown in the following section of this report. The projection is based on current trends and so may fluctuate as the year progresses.

Capital Programme

1. Use of capital and one-off funds is critical and needs to be linked into our future delivery plans.
2. With complex capital schemes it is difficult to accurately assess the level of payments that will be made during the financial year. The Council continues to embark on new projects, e.g. building new homes, where it is difficult to accurately predict how payments will fall. Members should therefore focus on whether overall outcomes are being achieved because of the capital investment rather than variances against the plan for a particular year.
3. The budget and actual spend for 2023/24 for the HRA Capital Programme are shown in section 3.

2. Housing Revenue Account (HRA)

	Budget	Outturn 2023/24	Variance (underspend) / overspend	% variance
	£'000	£'000	£'000	
Dwelling Rents	(18,740)	(18,761)	(21)	0%
Service Charges	(607)	(645)	(38)	6%
Non Dwelling Income	(238)	(225)	13	-6%
Other Income	(67)	(53)	14	-21%
Interest Received	(10)	(10)	-	0%

Total Income	(19,662)	(19,693)	(31)	0%
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Housing Management	5,158	4,944	(214)	-4%
Building Services	4,999	6,058	1,059	21%
Repairs and Maintenance (all areas except Trades Team)	1,030	1,160	130	13%
Depreciation	4,817	4,817	-	0%
Interest payable	3,068	3,068	-	0%
Revenue Contribution to Capital	1,092	1,092	-	0%
Bad Debt Provision	100	100	-	0%
Total Expenditure	20,264	21,239	975	5%

Deficit / (Surplus) for Year	602	1,545	944	
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Dwelling rents: £35k increase in number of Shared Ownership properties partially offset by £14k rental income correction.

Service Charges: £37k increase in Leaseholder Service Charges and £1k other small increases.

Non Dwelling Income: Shortfall on expected increase in income from Garages.

Other Income: £14k reduction in income expectation of Wayleaves and Easements, plus legal fees received.

Housing Management:

- (£118k) correction to budget for HRA Other Temp Accomodation.
- (£81k) reduction in utility costs due to prices dropping rather than increasing further.

- (£38k) changes to monitoring costs.
- (£26k) delayed sheltered furniture replacement programme
- £41k increased fire prevention costs
- £8k other small increases

Building Services:

- £358k increase Property Servicing on heating
- £369k increased employment costs for DLO Transformation, new Consultant Building Services Surveyors Corporate Manager and additional Agency Costs to give time to fill permanent positions

- £110k catch up on overdue repairs
- £99k increase in asbestos inspections and gas audits
- £69k payments to tenants
- £45k reduction in income for renewable heat incentive
- £9k other small increases

Repairs & Maintenance: Overspend on the use of Sub-Contractors to support the Trades Team in completing a backlog of void and responsive jobs.

3. HRA Capital

CAPITAL PROGRAMME 2023/24	Original Budget	Carry Forwards / Budget Adjustmen ts	Current Budget	Actual at end Q2	Full Year Forecast at Q2	Variance after Carry Forwards (underspen d) / overspend	Explanation of Significant Variances / Carry Forwards
HOUSING REVENUE ACCOUNT	£'000	£'000	£'000	£'000	£'000	£'000	
Housing Maintenance							
Planned maintenance	3,326	1,323	4,649	1,232	4,649	0	It is hoped that the budget will be completely spent or committed in 2023/24. This is subject to change whilst work to procure new contracts is carried out.
Other Maintenance Work	2,000	33	2,033	477	1,950	(83)	It is hoped that the budget will be completely spent or committed in 2023/24. This is subject to change whilst work to procure new contracts is carried out.
ICT Projects	163	44	207	27	200	(7)	Van tracker and scheduler scheme approx. £2k and renewal / upgrading of mobile devices for the Trades Team £7k. £8k required for NoiseApp purchase, set up and first year costs to be spent in 2023/24. A further quarter of the Acuity costs to be paid approx. £3k. The remaining budget is expected to be spent on Building Services IT requirements.
Environmental (Neighbourhood) Improvements	500	1,368	1,868	-	100	(1,768)	Community led projects have so far identified six sites for environmental works. Consultation and the surveying work to commence soon. The intention is to have the budget fully committed in 2023/24, but the majority will need to be carried forward due to project timelines.
Disabled adaptations to council dwellings	400	49	449	337	532	83	Budget increase of £83k required in 2023/24 to clear the backlog of Flush Floor Showers, Wet Rooms etc.
Horticulture and play equipment	220	130	350	-	350	-	This is a large project involving colleagues from the housing team and the wider organisation. In year 1 we expect to spend as beneath with the remainder spent in 24/25 along with any further capital we are able to secure. In Year 1 the following works are estimated: Essex Drive Jr - £20k; Mountbatten Close, Hawkins Rd & Hawkins Close - £60k; Uplands Road - £75k and Poplar Road - £75k
New build programme inc acquisitions	802	6,853	7,655	479	7,655	-	Bulk for Babergh is New Builds at Uplands and S106 scheme at Lavenham which is currently on site and scheduled to complete by Q3. Uplands is in early Design stage and likely to be onsite in Q4 or 24/25. Monks Eleigh scheme £700k approx is currently on hold due to developer going into Administration.
Total HRA Capital Spend	7,411	9,800	17,211	2,553	15,436	(1,775)	

4. HRA Reserves

BDC Reserves 2023/2024	Balance at 1 April 2023	Transfers to	Transfers from	Balance at 1 April 2024
	£'000	£'000	£'000	£'000
Working Balance	(1,000)			(1,000)
Strategic Reserves	(15,093)		1,545	(13,547)
Building Council Homes Programme (BHCP) Reserve	(20)			(20)
Big 20'	(96)			(96)
TOTAL RESERVE BALANCES	(16,209)	-	1,545	(14,663)

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Prudential Indicators Q2 2023/24

The Councils measure and manage capital expenditure and borrowing with reference to the following indicators.

It is now a requirement of the CIPFA Prudential Code that these are reported on a quarterly basis.

Capital Expenditure: The Councils have undertaken and are planning capital expenditure as summarised below. These figures have been updated for the carry forwards approved by the Cabinets on 10 and 11 July.

Babergh District Council	2022/23 Actual £m	2023/24 Forecast Outturn £m	2024/25 Budget £m	2025/26 Budget £m
General Fund	5.73	9.81	18.87	4.21
Council Housing (HRA)	11.49	17.21	8.02	9.28
Total Capital Expenditure	17.22	27.02	26.89	13.49

The main areas of General Fund spending are £7.5m for assets and investments (which includes £3.2m Babergh Growth, £2.8m strategic investment fund and £0.2m A1071 roadside commercial workspace development), £1.7m for general fund housing (of which £0.8m is disabled facilities grants) and £0.5m economic development, (all of which relates to Belle Vue). The forecast for 2023/24 and budgets for 2024/25 and 2025/26 now include the £6m scheme for the new joint depot, which was omitted from the Q1 report.

The decrease from Q1 in the General Fund Q2 Forecast for 2023/24 is largely due to robust monitoring of the Capital Programme and ensuring that scheme budgets are in line with their delivery programmes. Some schemes such as £2.8m regeneration of HQ site, £1.9m A1071 Roadside Development, £1.5m Belle Vue and £1m for the Leisure Centre Renewals (Kingfisher & Hadleigh) are now being forecast for 2024/25 as they are still in their design and procurement stages or have been held due to increased borrowing costs and Cabinets approval.

HRA capital expenditure is recorded separately, and the forecast includes £7.7m for new builds and acquisitions, £4.6m for planned maintenance and £2m for other maintenance.

Mid Suffolk District Council	2022/23 Actual £m	2023/24 Forecast Outturn £m	2024/25 Budget £m	2025/26 Budget £m
General Fund	12.32	11.70	16.56	5.81
Council Housing (HRA)	21.96	26.63	46.13	8.93
Total Capital Expenditure	34.28	38.33	62.69	14.74

The main areas of General Fund spending are £7.7m for assets and investments, £1.2m for general fund housing (of which £0.7m is disabled facilities grants and £0.3m is affordable housing) and £0.6m for operations, £0.2m of which relates to EV charging points. The forecast for 2023/24 and budgets for 2024/25 and 2025/26 now include the £6m scheme for the new joint depot, which was omitted from the Q1 report.

The decrease from Q1 in the General Fund Q2 Forecast for 2023/24 is largely due to robust monitoring of the Capital Programme and ensuring that scheme budgets are in line with their delivery programmes. Some schemes such as £9.15m for Mid Suffolk Growth and £1.83m leisure centre renewals will be carried forward into 2024/25. The expectation that the £10.75m budgeted for Gateway 14 would be spent is no longer required.

HRA capital expenditure is recorded separately, and the forecast includes £20.2m for new builds and acquisitions, £3.8m for planned maintenance and £1.9m for other maintenance. Some of the new build schemes (£20m total) are now being forecast for 2024/25 as they are still in the early stages of development and unlikely to complete the expected phases in 2023/24.

Capital Financing Requirement: The Councils cumulative outstanding amount of debt finance is measured by the capital financing requirement (CFR). This increases with new debt-financed capital expenditure and reduces with MRP repayments and capital receipts used to replace debt.

Babergh District Council	2022/23 Actual £m	2023/24 Forecast Outturn £m	2024/25 Budget £m	2025/26 Budget £m
General Fund	75.65	81.48	91.73	87.87
Council Housing (HRA)	94.42	102.52	103.25	107.47
Cumulative Capital Financing Requirement	170.06	184.00	194.98	195.33

Mid Suffolk District Council	2022/23 Actual £m	2023/24 Forecast Outturn £m	2024/25 Budget £m	2025/26 Budget £m
General Fund	85.20	93.51	115.38	115.38
Council Housing (HRA)	105.84	122.31	160.63	162.27
Cumulative Capital Financing Requirement	191.04	215.82	276.00	277.66

Gross Debt and the Capital Financing Requirement: Statutory guidance is that debt should remain below the capital financing requirement, except in the short term. The Councils have complied and expect to continue to comply with this requirement in the

medium term as is shown below.

Babergh District Council	31.3.2023 Actual £m	31.3.2024 Forecast Outturn £m	31.3.2025 Budget £m	31.3.2026 Budget £m	Debt at 30th Sept £m
Outstanding Borrowing (Debt)	(124.84)	(142.36)	(147.51)	(148.91)	(115.56)
Capital Financing Requirement	170.06	184.00	194.98	195.33	
Headroom	45.22	41.64	47.47	46.43	

Mid Suffolk District Council	31.3.2023 Actual £m	31.3.2024 Forecast Outturn £m	31.3.2025 Budget £m	31.3.2026 Budget £m	Debt at 30th Sept £m
General Fund					
Outstanding Borrowing (Debt)	(122.73)	(149.89)	(180.60)	(184.83)	(112.67)
Capital Financing Requirement	191.04	215.82	276.00	277.66	
General Fund Headroom	68.31	65.93	95.41	92.83	

Debt and the Authorised Limit and Operational Boundary: The Councils are legally obliged to set an affordable borrowing limit (also termed the Authorised Limit for external debt) each year. In line with statutory guidance, a lower “operational boundary” is also set as a warning level should debt approach the limit.

Babergh District Council	2023/24 Maximum debt at Q2 £m	2023/24 Debt at 30th Sept £m	2023/24 Authorised Limit £m	2023/24 Operational Boundary £m	Complied?
Outstanding Borrowing (Debt)	124.84	115.56	200.00	185.00	Yes

Mid Suffolk District Council	2023/24 Maximum debt at Q2 £m	2023/24 Debt at 30th Sept £m	2023/24 Authorised Limit £m	2023/24 Operational Boundary £m	Complied? £m
Outstanding Borrowing (Debt)	122.73	112.67	248.00	233.00	Yes

Since the operational boundary is a management tool for in-year monitoring it is not significant if the boundary is breached on occasions due to variations in cash flow, and this is not counted as a compliance failure.

Proportion of Financing Costs to Net Revenue Stream: Although capital expenditure is not charged directly to the revenue budget, interest payable on loans and MRP are charged to revenue.

The net annual charge is known as financing costs; this is compared to the net revenue stream i.e. the amount funded from Council Tax, business rates and general government

grants.

Babergh District Council	2022/23 Actual	2023/24 Forecast	2024/25 Budget	2025/26 Budget
General Fund - Financing Costs (£m)	2.00	3.19	3.50	3.68
General Fund - Proportion of Net Revenue Stream (%)	18.29%	25.39%	22.13%	25.10%
HRA - Financing Costs (£m)	2.80	3.07	3.18	3.35
HRA - Proportion of Net Revenue Stream (%)	15.79%	16.16%	16.19%	16.57%

Mid Suffolk District Council	2022/23 Actual	2023/24 Forecast	2024/25 Budget	2025/26 Budget
General Fund - Financing Costs (£m)	2.09	2.98	3.18	3.29
General Fund - Proportion of Net Revenue Stream (%)	14.26%	18.61%	16.34%	19.03%
HRA - Financing Costs (£m)	2.79	2.70	4.20	4.60
HRA - Proportion of Net Revenue Stream (%)	18.00%	15.96%	24.36%	25.91%

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BABERGH DISTRICT COUNCIL

TO: Babergh District Council Cabinet	REPORT NUMBER: BCa/23/28
FROM: Cllr Jessie Carter	DATE OF MEETING: 4 th December 2023
OFFICER: Deborah Fenton – Director of Housing	KEY DECISION REF NO. CAB417

Update on the Regulator of Social Housing referral and our current compliance position

1. PURPOSE OF REPORT

- 1.1 To share with members the update on our recent meeting with the Regulator for Social Housing. In addition, to give members an update and context on our compliance report.

2. OPTIONS CONSIDERED

- 2.1 None

3. RECOMMENDATIONS
3.1 That members note the report.
REASON FOR DECISION
To ensure that members and senior leaders of the councils have oversight of the journey with the Regulator back to a position where we are compliant.

4. KEY INFORMATION

- 4.1 Central Government and the English Regulator for Social Housing are in the process of introducing new regulatory requirements on all social landlords, including local authority landlords of more than 1000 properties.
- 4.2 Following the diagnostic exercise on Compliance, which was started in 2020, a referral was made to the Regulator of Social Housing in November 2022 regarding concerns about compliance. As you are aware, this resulted in a regulatory judgement. The CEO, Deputy CEO and Director of Housing meet monthly with the regulator.
- 4.3 Following the commencement of our diagnostic around the compliance and the subsequent referral to the Regulator, significant progress has been made, including the following:
- Recruited a specialist to support us in carrying out procurement
 - Ensuring we have more robust data across all compliance areas, helping us to manage our properties better.
 - Reduction in outstanding compliance actions
 - Appointed a contractor to support us in addressing damp issues
 - Recruited to phase one of our compliance structure
 - Recruited an additional resource to support us in addressing complaints
 - Begun the Asset Management consultation and restructure.
 - Agreed the DLO excellence plan. The consultation with staff will begin in December.

5. REGULATOR FOR SOCIAL HOUSING

5.1 The Regulator for Social Housing is pleased with our progress and continuing plans to deliver full compliance. Meetings are held each month and discussions include:

- Compliance
- Damp and Mould
- Transformation

5.2 Meetings will continue until the Regulator is confident of our return to compliance.

5.3 Our compliance will be reviewed by an external auditor to give us and the Regulator assurance. We are in the process of putting this in place.

6. COMPLIANCE UPDATE

6.1 The table below shows the updated compliance position as of 10th November.

6.2 It should be noted that the increase in some areas of compliance is due to not having the certification in place, the actual outstanding numbers will be available at Cabinet.

6.3 The increase in damp and mould is due to carrying out surveys and asking specific questions regarding damp and mould.

7. CONTRACTOR UPDATE

7.1 Members will be aware that our contract with Aaron Services (whole house contract) ended in August, the new contracts have now been mobilised and are progressing well.

8. LINKS TO CORPORATE PLAN

8.1 This report links with our ambition to ensure that *All our residents live in affordable and high-quality homes that enable them to build settled, safe and healthy lives.*

9. FINANCIAL IMPLICATIONS

9.1 Failure to improve and meet compliance could result in unlimited fines.

10. LEGAL IMPLICATIONS

10.1 Performance measurement is required to ensure members comply with the Consumer Standards within the Regulatory standards. Should the regulations be breached, the RSH may take action, including a fine or removal of assets.

11. RISK MANAGEMENT

11.1 Key risks are set out below:

Key Risk Description	Likelihood 1-4	Impact 1-4	Key Mitigation Measures	Risk Register and Reference*
Information required by the regulator for	2	3	Ensure evidence is stored, updated and can be easily accessed	Housing Transformation 004

compliance cannot be obtained on request, is of poor quality or lacks integrity			through the completion of action plans.	
---------------------------------------------------------------------------------	--	--	-----------------------------------------	--

*Name of risk register where risk is currently documented and being actively managed, and its reference number

12. CONSULTATIONS

12.1 Consultation has been carried out with SLT, members and the Regulator of Social Housing .

13. EQUALITY ANALYSIS

N/A

14. ENVIRONMENTAL IMPLICATIONS

None

15. APPENDICES

None

16. BACKGROUND DOCUMENT

		NO. OVERDUE @ 24.09.23		NO. OVERDUE @ 01.10.23		NO. OVERDUE @ 08.10.23		NO. OVERDUE @ 15.10.23		NO. OVERDUE @ 03.11.23		NO. OVERDUE @ 10.11.23	
COMPLIANCE AREA													
HEATING													
1	GAS SAFETY CHECK (DOMESTIC) - BABERGH	35	↔	35	↔	22	↓	49	↑	37	↓	41	↑
2	GAS SAFETY CHECK (DOMESTIC) - MID-SUFFOLK	11	↔	11	↔	8	↓	16	↑	19	↑	21	↑
3	GAS SAFETY CHECK (COMMUNAL) - BABERGH	0	√	0	√	0	√	7	↑	7	↔	1	↓
4	GAS SAFETY CHECK (COMMUNAL) - MID SUFFOLK	0	√	0	√	0	√	7	↑	4	↓	0	√
ELECTRICAL													
5	ELECTRICAL TESTING - DOMESTIC DWELLINGS -BABERGH	47	↔	47	↔	47	↔	658	↑	660	↑	648	↓
6	ELECTRICAL TESTING - DOMESTIC DWELLINGS - MID SUFFOLK	83	↔	83	↔	83	↔	529	↑	532	↑	535	↑
7	ELECTRICAL TESTING - COMMUNAL - BABERGH	0	√	0	√	0	√	0	√	22	↑	18	↓
8	ELECTRICAL TESTING - COMMUNAL - MID SUFFOLK	0	√	0	√	0	√	0	√	10	↑	7	↓
FIRE SAFETY													
9	FIRE RISK ASSESSMENTS - BABERGH	0	√	0	√	0	√	0	√	0	√	0	√
10	FIRE RISK ASSESSMENTS - MID SUFFOLK	0	√	0	√	0	√	0	√	0	√	0	√
11	FIRE RISK ASSESSMENT ACTIONS / WORKS BY PRIORITY - BABERGH												
	(Immediate action) AA	0	√	0	√	0	√	0	√	0	√	0	√
	(Action within 8 weeks) A	0	√	0	√	0	√	0	√	0	√	0	√
	(Action within 18 weeks) B	2	↔	2	↔	2	↔	0	√	0	√	0	√
	(Action within 52 weeks) C	0	√	0	√	0	√	0	√	0	√	0	√
12	FIRE RISK ASSESSMENT ACTIONS / WORKS BY PRIORITY - MID SUFFOLK												
	(Immediate action) AA	0	√	0	√	0	√	0	√	0	√	0	√
	(Action within 8 weeks) A	0	√	0	√	0	√	0	√	0	√	0	√
	(Action within 18 weeks) B	0	√	0	√	0	√	0	√	0	√	0	√
	(Action within 52 weeks) C	0	√	0	√	0	√	0	√	0	√	0	√
SMOKE & CO DETECTOR INSTALLATION PROGRAMME													
15	DETECTOR PROGRAMME - BABERGH	53	↔	53	↔	53	↔	101	↑	101	↔	72	↓
16	DETECTOR PROGRAMME - MID SUFFOLK	66	↔	66	↔	66	↔	94	↑	94	↔	80	↓
WATER HYGIENE													
17	WATER HYGIENE SERVICING / TESTING - BABERGH	9	↔	0	√	0	√	0	√	0	√	0	√
18	WATER HYGIENE SERVICING / TESTING - MID SUFFOLK												
19	WATER HYGIENE RISK ASSESSMENTS - BABERGH	37	↔	35	↓	30	↓	30	↔	20	↓	37	↑
20	WATER HYGIENE RISK ASSESSMENTS - MID SUFFOLK	50	↔	50	↔	45	↓	45	↔	25	↓	31	↑
ASBESTOS													
21	ABSESTOS REINSPECTIONS - BABERGH	0	√	0	√	0	√	0	√	0	√	0	√
22	ABSESTOS REINSPECTIONS - MID SUFFOLK	0	√	0	√	0	√	0	√	0	√	0	√
23	ACTIONS ARISING FROM REINSPECTIONS - BABERGH	0	√	0	√	0	√	0	√	0	√	0	√
24	ACTIONS ARISING FROM REINSPECTIONS - MID SUFFOLK	0	√	0	√	0	√	0	√	0	√	0	√
LIFTS													
25	LIFTS - SERVICING / TESTING - BABERGH	0	√	0	√	0	√	0	√	0	√	0	√
26	LIFTS - SERVICING / TESTING - MID SUFFOLK	0	√	0	√	0	√	0	√	0	√	0	√
DAMP AND MOULD ENQUIRIES													
27	DAMP AND MOULD ENQUIRIES - NO. OF COMPLETED SURVEYS - BABERGH	89	↓	89	↓	31	↓	8	↓	3	↓	14	↑
28	DAMP AND MOULD ENQUIRIES - NO. OF COMPLETED SURVEYS - MID SUFFOLK	181	↓	181	↓	163	↓	153	↓	148	↓	127	↓

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Performance Report

2023-24 Quarter Two

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Babergh District Council

Agenda Item

10



Customers



Communities



Wellbeing



Environment



Housing



Economy



Health of the Organisation



This performance report covers the period from July to September 2023 (Quarter 2).

This report sets out how the council is performing against its six key priorities from the current Corporate Plan. The main body of the report is aligned to the 21 outcomes from the current outcome framework, setting out notable achievements by teams across the organisation during the latest quarter. This report also looks towards work in progress for the next quarter, where planned activity for Q3 (October to December 2023) is set out at the end of the report.

We are also using 2023/24 as an exciting opportunity to start a new performance journey. Performance management is about using data to inform action that will improve outcomes for people. The term 'performance management' includes a range of processes, techniques, and methods to identify shared goals and various measurements of progress towards these.

In this report a selection of Key Performance Indicators (KPIs) have been included to show a direction of travel (DoT). This provides an indication of the direction of performance compared with the previous quarter. Sometimes down is good (for example a decrease in complaints) and sometimes down requires action. Sometimes up is good (for example an increase in compliments) and sometimes up requires action.

The Performance Reports will look different for the next few quarters as we develop and evolve our performance over time.



Our Achievements

for Quarter Two

Customers

Outcome 1: All our customers are able to access high quality services and support

Customers are digitally included and can use technology to access services and advice

- 13 customers attended our digital skills sessions across Hadleigh and Sudbury libraries.
- We were successful in the databank project (offering free mobile data) and are working with our temporary accommodation team to deliver the sim cards to tenants over the next few months.
- From our quarter two Tenant Satisfaction Measure Survey 172 tenants were surveyed and 75% of those tenants said they have internet access.

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Customers say the councils met their needs the first time they made contact

- We have implemented live chat, with 341 chats completed since the launch in early August.
- We have launched a call back service on our general telephone line, which 206 customers have utilised in the last 2 months.

Customers

Outcome 2: Residents have a voice - enabled to democratically engage and empowered to do so

Residents feel well informed about council services, activities and plans that may affect them

- Cost of living communications campaigns have continued this quarter with a joint campaign with Citizen's advice to promote support available to our residents.
- Our cost-of-living phase 3 action plan was considered by overview and scrutiny committee and cabinet over August and September and work will commence over the next few months to develop a longer-term approach.
- 4,848 tenants across both districts are subscribed to the digital tenant newsletter; My Home Bulletin which goes out monthly to subscribed tenants. The last edition was the Tenant Annual Report and had an open rate of 60%.

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Customer and community needs are at the heart of service design and improvement, and they are engaged in testing and piloting new ideas

- Engagement with residents carried out around play park refurbishments asking people to identify what they would like to improve about the play equipment available.

Customers are engaged in testing and piloting new ideas

- We completed a web testing forum with customers from ACE Anglia ahead of the launch of our beta websites.

Customers

Outcome 3: Residents are satisfied with Council services

Residents are satisfied that council services meet their needs

- 71% of 554 customers who completed our automated satisfaction survey were either satisfied or highly satisfied with the service they received on the telephone.
- From the quarter two Tenant Satisfaction Measure Survey 74% of those who are online were satisfied with our on-line services.

Residents say the council listens and acts on feedback

- We have reduced the length of time of our Council telephone option message by 20 seconds.
- We have been working with the housing ombudsman to gain feedback on our complaints policy to ensure we iterate our policy in line with best practice.
- Quarter two Tenant Satisfaction Measure Survey results for 'Listen and Acts' is 51% satisfied

Wellbeing

Outcome 4: Inequalities are reduced for all groups

Residents age well with the best quality of life, having equal access to high-quality health and care services

- Work is continuing with Ipswich Borough Council and East Suffolk Council to develop a strength and balance physical wellbeing programme with Ipswich and East Suffolk Alliance across our districts. The programme has been delivered by Hadleigh Leisure Centre and community group ActivLives, and has seen an increase in referrals.

Every child has the best start in life

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- The Family Fun Days in Shotley, Hadleigh and Sudbury were a success as providers offered a variety of activities to over 100 children each day including a climbing wall, archery and circus skills.
- The Porch Project delivered 30 outreach sessions over the summer holidays within 7 communities in Babergh with 51 young people in attendance. Positive feedback was received.

Older people have a good quality of life

- Orchestra's Live workshops, a musical wellbeing project, was successfully held in 3 local communities during July.
- Sudbury Sporting Memories group, in partnership with Abbeycroft Leisure, welcomed a second Dementia Friends session for its members and staff on 2nd August.

Wellbeing

Outcome 5: Residents have the best possible opportunities to improve their physical and mental health and well-being

Residents have improved mental health and well-being

- Officers visited the Sudbury Sporting Memories group at Kingfisher Gym and gathered feedback on the outcomes of the Voluntary, Community, Faith and Social Enterprise (VCFSE) Resilience Funding. Around 40 participants attended the group and testimonials detailed significant improvements to mental health.
- Work has continued in collaboration with The Mix and 4YP (For Young People) on the Youth Social Prescribing Project. A youth link worker has now been embedded in Holbrook Academy. Meetings are in place with the Primary Schools to discuss the programme and support for the transition to high schools.

Residents have improved physical health, with opportunities to participate in leisure and sport to improve their health and tackle obesity

- The strength and balance programme and Healthy Behaviours has improved our relationships with Health partners. Healthy Behaviours is scheduled to launch on 1st October.
- Officers have been working with several organisations to support guests in the Best Western Hotel, Copdock. This has resulted in agreement to fund cycling proficiency, cycle safety equipment and shopping trolleys.

Residents live longer and healthier lives

- Officers are working with Community Action Suffolk to support Hadleigh Men's Shed to look for a premises.
- Men's Shed Suffolk conference took place in September and discussed best practice.

Wellbeing

Outcome 6: Families lead active, healthy, safe and independent lives and manage their own health and wellbeing

Residents are supported to help us tackle our most pressing public health challenges

- Healthy Behaviours is scheduled to launch as a county-wide strategy to improve people's health and wellbeing in Suffolk in partnership with other districts. A Healthy Behaviours Project Manager and Feel Good Suffolk Advisor has been appointed.

Residents with care needs have personalised support, independence and choice, enabling a good quality of life

- 2,183 spaces for eligible children were made available in Babergh's Holiday Activities and Food (HAF), of which 1,463 spaces were attended, and positive feedback was received. 86.1% of guardians reported an improvement in the young person's confidence, 63.9% reported an increase in physical health, and 58% reported an increase in the young person's mental health.

Residents are safeguarded and protected from harm

- A new intranet page is being developed to help inform and give further information around Safeguarding for the organisation.
- The Prevent Week of Action took place on w/c 18th September with an aim to raise awareness and share information to allow a greater understanding of Prevent duty.

Residents and visitors are and feel safe in the districts

- The Home Office Safer Streets Fund round 5 bid has been submitted to the Police Crime Commissioner, which forms part of the government's action to tackle crime.

Environment

Outcome 7: Biodiversity is enhanced and protected

Biodiversity on council owned land is enhanced

- Revision of Biodiversity Action Plan currently taking place, identifying priorities
- Working with stakeholders such as Woodland Trust, Suffolk Wildlife Trust & Suffolk Tree Warden Network
- Communications around 'Call for Land' to be published during national tree planting week to identify land within the districts that can be used to increase biodiversity

Babergh increasing tree and hedgerow canopy cover contributes to biodiversity gain

- Successful bid for Local Authority Treescapes Fund (LATF) to create scattered orchards
- 9 trees added in Hadleigh

Wild flower planting enhances the landscape in our districts

- Free trees, hedging and wildflower scheme open with many applications already received
- 11 applications for 41 trees

Biodiversity gain is optimised in new developments

- Work ongoing on Biodiversity Supplementary Planning Document

Environment

Outcome 8: Babergh has a low carbon footprint

The refresh of the Carbon Reduction Management Plan has now commenced and a Task and Finish Member group has been established to complete this work.

Everyone in Babergh can access and use sustainable, net zero, transport options

- Secured Community Infrastructure Levy (CIL) funding for two Local Cycling and Walking Infrastructure Plans (LCWIP) schemes
- Community consultation underway for Capel to Copdock cycle route scheme that secured Automotive Transformation Fund Programme (ATFS) funding for design and feasibility works
- Delivered a programme of activity around 'Cycle to Work Day' in August
- Phase 1 of On-Street Residential Chargepoint Scheme (ORCS) funding has delivered 26 EV chargers in council owned car parks
- Delivered a joint councils' electric vehicle (EV) Infrastructure Implementation Plan for the councils

Everyone in Babergh understands the need to reduce carbon emissions and energy use - making sustainable choices

- Work is underway planning the first Local Climate Action Roadshows which will take place in Sudbury and Hadleigh in October
- Through the Suffolk Climate Change Partnership, Community Energy South have been commissioned to work with local communities to support them to consider localised energy solutions
- The councils Net Zero grants continue to be promoted to local businesses

New development will achieve high levels of energy efficiency, minimise carbon emissions and support green infrastructure and the Councils will maximise low carbon energy generation for council owned buildings

- New Homes 'Design Guide & Technical Specification that incorporates carbon saving solutions launched alongside the 30-year Housing Business Plan in progress and will seek to improve energy efficient standards.
- The 2022/23 Greenhouse Gas report is being developed which reviews the impact of new measures on the Councils assets.

Environment

Outcome 9: Babergh is a healthier, safer and sustainable place

Our communities reduce, reuse and recycle by default

- Three community events during this period: Sudbury and Shotley Family Fun Days and ElmFest in Elmswell. Our stand promoted recycling, food waste reduction and home composting.
- Delivered an assembly on recycling to the staff and pupils at Ipswich High School.

Local businesses are safe and healthy for residents and visitors

- Babergh have 88% of food businesses scoring a food hygiene rating of 5 (very good).
- Public Protection has migrated nearly all of its data processing from a legacy system to new case management software. The project is well on course for completion by the end of the year.

Green and open spaces are safe and accessible, providing formal and informal activity and opportunities for all residents

- Green spaces are inspected daily whilst core duties are carried out, e.g. bin emptying and litter removal.
- Play areas are inspected weekly to ensure that they are safe and there are a number of play areas that have been identified for improvements.

Residents and visitors feel safe in our places and communities

- Three trainee Environmental Health Officers started their Apprenticeships in Public Protection and Private Sector Housing (2 new recruits and an existing technical officer) to secure succession planning and additional staffing resource.
- Environmental Protection Officers participated in Anti-Social Behaviour (ASB) Awareness Week in July with public engagement events in Hadleigh and Sudbury to promote the Council's cross-service approach to tackling anti-social behaviour and help raise awareness of victims' rights and the Anti-Social Behaviour (ASB) Case Review process.

Economy

Outcome 10: Babergh's places and economy are supported to be innovative, green and resilient

Babergh and Mid Suffolk have employment sites to meet demand, maximise business growth and opportunities and provide good quality jobs

- Continue to support plans for redevelopment of key employment sites including Vanners, Delphi, Brantham, Wherstead and Sproughton.
- Project Memorandum of Understanding (MOU) signed for Sproughton as part of Enterprise Zone programme.
- Construction commenced at Sproughton for "Access at Eastern Gateway" development
- Detailed design work for Hadleigh Employment site continuing

Babergh and Mid Suffolk's economy and places are supported to be a home for new ideas, creativity and innovation

- Innovation Labs in Sudbury has expanded its offer to further engage with local schools and Department for Work and Pensions to help local people currently out of work.
- Innovate to Elevate programme with University of Essex delivery continuing with 2 projects now completed
- New Inward Investment Website launched to provide a "single front door" for all business enquiries and a range of information for businesses who are looking for support
- Work has commenced on review of Economic Evidence Base which will inform development of a new Economic Strategy for the Districts
- Review of Innovation Award winning businesses 1 year post event ongoing

Economy

Outcome 10: Babergh's places and economy are supported to be innovative, green and resilient

Our town centres are supported through regeneration and culture to be resilient, vibrant and creative places

- Belle Vue Park, Sudbury - Completed design stage for modular café and toilet block including Changing Place. Submitted Community Infrastructure Levy (CIL) bid. Planning application now submitted.
- Commissioning underway for new wayfinding and welcome signs for Sudbury linked to the recommendations contained within Wayfinding Study, working with Sudbury Town Council and using Community Infrastructure Levy (CIL) and Shared Prosperity Fund (SPF).
- Finalising plans for pop-up cinema to be provided in Sudbury in October – early indications show strong ticket sales

Our places are growing visitor destinations with a wealth of cultural opportunities

- Ongoing partner, stakeholder and cross-party member engagement in the development of an action plan for our recently adopted Culture, Heritage & Visitor Economy Strategy
- Love Exploring Social media campaign launched with 974 users and 17 routes throughout both districts.

Our districts benefits from strong and inclusive partnerships to deliver sustainable regeneration and economic growth

- The Town Vision Partnership work continuing throughout district with active cultural sub-group in Sudbury to focus on key cultural projects for the town
- Innovation Board continues to meet to drive investment in innovation and economic growth
- Engagement with a range of local, regional and national partners including Suffolk Culture Network, Suffolk Chamber, Growth Hub, Visit East of England, New Anglia Local Enterprise Partnership, Freeport East, Department for Levelling Up, Housing and Communities (DLUHC) and Arts Council England to ensure appropriate support is available for our districts

Economy

Outcome 11: We will become a growing area for Innovation, Enterprise and Creativity in the East

Our places and businesses can flourish and grow, by accessing high speed broadband

- Presentation by City Fibre to Babergh and Mid Suffolk District Councils (BMSDC) Senior Leadership Team and the Innovation Board regarding Project Gigabit Suffolk
- Supporting the Suffolk County Council submission to the 5G Innovation Regions bid.
- Member and BMSDC Chief Executive Officer (CEO) attendance at the Suffolk Chamber of Commerce 5G summit to identify and overcome barriers to 5G deployment and subsequent activity to create 5G champions to promote 5G across Suffolk.
- Meeting with City Fibre to identify how fibre infrastructure could support town centre Wi-Fi.

Our places are home to a diverse network of spaces where residents can work and test new business ideas

- Hadleigh Workspace - Third party planning app for Starbucks drive through approved at Planning Committee on 18th October. Site cleared by Persimmon in August. Dealing with Anglian Water and other site investigations ready to submit council application
- UK Shared Prosperity Fund (SPF) Delivery ongoing with start up support, net zero consultancy and growth hub contracts launched
- Suffolk Business Grants Scheme launched – funded via UK SPF
- Rural England Prosperity Funded grants programme (3 programmes of support) launched
- Working with Sudbury Town Council, and landlords in Sudbury to identify a suitable location for Hypha studios “ArtSpace” project that is fully funded

Our places and spaces are well connected with green and sustainable travel infrastructure

- Secured funding from Community Infrastructure Levy (CIL) for 2 Local Cycling and Walking Infrastructure Plans (LCWIP) Schemes
- Community consultation underway for Capel to Copdock cycle route scheme
- Delivered a programme of activity around ‘Cycle to Work day’ in August for our staff

Economy

Outcome 12: Babergh communities are supported to be the best skilled workforce across the East with high levels of aspiration

Residents are supported to have the skills, knowledge and access to training and opportunities to access local jobs in key growth sectors

- Working with Department for Work and Pensions (DWP) and other education partners to scope specialist recruitment support programme for businesses funded by Shared Prosperity Fund (SPF) year 2 and 3 funds.
 - Working with Suffolk County Council (SCC) and other Local Authority partners to finalise tender pack for Shared Prosperity Fund (SPF) skills and employability programmes for Youth, Adults and Apprenticeship programmes for year 3.
 - Lapwing programme that was commissioned to support young people who are not in education, employment or training (NEET) – 16 supported so far this year
- Supported expression of interest (EOI) coordinated by Suffolk New College to apply for Freeport East funds to provide specialist adult education and training linked to business needs
- Work coach service in Hadleigh has been secured for 6 months through project working with Department for Work and Pensions (DWP) and Porch Project

Babergh and Mid Suffolk's growth and traditional core sectors are supported to flourish, expand and innovate

- Food & Drink Sector analysis work ongoing and progressing
- Information gathering and initial conversations held around development of a programme of food, drink & makers engagement events
- Promotion of available grants and support available to businesses to support growth and development

Economic growth is inclusive with every resident given equal opportunity to participate and succeed

- Access Able – surveys carried out at 20 businesses throughout both districts with streetscapes assessed in Sudbury
- Flatford Mill Changing Places – proposed plan approved by funders and financial agreement sent to National Trust

Communities

Outcome 13: Communities have the capacity and are supported and empowered with the infrastructure and skills to maximise opportunities and thrive

Community assets are optimised to create thriving communities

- Community Infrastructure Levy (CIL) Parish Briefings and CIL Project Development Training sessions for Members and Parish Clerks were held in July and August. The sessions were attended by 15 Babergh Members and 18 Babergh Parishes were represented.
- Community Infrastructure Levy (CIL) Exacom Database training sessions were held for Members during September.
- Eight infrastructure projects were approved by Babergh's Cabinet for District Community Infrastructure Levy (CIL) expenditure in September 2023. A total of £205,813.68 was awarded for a range of infrastructure projects including footpath resurfacing, improvements to community buildings, a contribution towards a changing places facility and play equipment. These projects occurred in the parishes of Acton, Flatford, Lavenham, Boxford, Cockfield, Stanstead and Sudbury. The resurfacing of Bun Meadow footpath in Acton for a cost of £4,590 represents the first footpath and cycling expenditure from District Community Infrastructure Levy (CIL) for Babergh.
- A project was awarded £3,009.60 of Section 106 funding (Section 106 of the Town and Country Planning Act 1990; contributions can be sought from developers towards the costs of providing community and social infrastructure); the refurbishment of Boxford Pavilion.
- 10 projects totalling £4,375.00 were supported through Locality Awards. This included the refurbishment of squash courts at Ormiston Academy in Sudbury and the installation of a defibrillator in Holbrook.

Communities are equipped and supported to be resilient, deliver local services and volunteer

- In partnership with Community Action Suffolk, a stand advertising volunteer opportunities available across the districts was held in Endeavour House on 26th July.
- The Babergh Mid Suffolk District Councils (BMSDC) Valuable Volunteers campaign has recently launched, allowing staff to nominate a charity they volunteer for in the districts. Each charity nominated will receive a donation as a direct result of the volunteer giving their time.

Communities are digitally connected with the right infrastructure and skills to minimise digital exclusion

- 13 customers attended digital skills sessions across Hadleigh and Sudbury libraries.
- We were successful in the databank project (offering free mobile data) and are working with our temporary accommodation team to deliver the sim cards to tenants over the next few months.

Communities

Outcome 14: Our places and their communities are well connected and valued by residents and visitors

Residents actively participate in their local communities and work to improve them

- 26 delegates completed the Mental Health First Aid Training Course. 100% of respondents agreed they have noticed an impact of this training on how they can support their team and wellbeing at work.
- Anti-Social Behaviour (ASB) Awareness Week took place in July with public engagement events in Hadleigh and Sudbury. These events promoted the work of Community Safety officers and helped raise awareness of victims' rights and ASB Case Review. 63% of survey respondents reported an increased knowledge around rights as a victim of crime and ASB as a result of attending these events.

Residents have positive relationships across communities

- Ukrainian children were supported to access Holiday Activities and Food (HAF) through sending out promotion directly.

Our communities are vibrant and well connected

- Officers are working with Community Action Suffolk, Suffolk University and other Stakeholders to develop a Social Economy Strategy for the next two years to enhance the support for social enterprises.

Our communities lead discussions on what is important to them and inform decisions to improve their quality of life

- Work continues with People and Place Plan to support Parish Councils to capture the priorities in their community.

Residents and visitors feel safe in our places and communities

- A multi-agency meeting was held in Dedham with participation of the public to establish further impact details of various Anti-Social Behaviour (ASB) issues caused by the large influx of tourists in the summer season. The Dedham Parish Council were given recommendations for next steps.
- The Home Office Safer Streets Fund round 5 bid has been submitted to the Police Crime Commissioner, which forms part of the government's action to tackle crime.
- The Prevent Week of Action took place on w/c 18th September with an aim to raise awareness and share information to allow a greater understanding of Prevent duty. Officers attended a Freshers Fair and engaged with students.

Communities

Outcome 15: Local places are inclusive, safe, and accessible for walking, cycling and public transport

Local places are inclusive, safe, and accessible for walking, cycling and public transport

- Officers undertook a training course by Norfolk and Suffolk Victim Care on 25th September to outline the support that exists to signpost victims of crime, Anti-Social Behaviour (ASB), hate crime and/or fraud.
- Work continues to support the new Serious Violence Duty, a strategy which aims to reduce serious violence. Officers attended a strategy development workshop to help inform the new strategy.
- Work continues on delivery of the Local Cycling and Walking Infrastructure Plans (LCWIP) to ensure existing sustainable travel routes are safe and accessible

Residents access and enjoy a range of activities in their local community spaces

- The UK's leading cycle race, The Tour of Britain (TOB), successfully returned to Suffolk on 7th September. Work is ongoing with schools in the district to encourage them to sign up to The Tour of Britain (TOB) school's challenge.

Communities are green and environmentally attractive

- Our teams ensure that there is sufficient green space within local communities providing a variety of functions, such as informal green space for walking, play area and more formal parks.

Housing

Outcome 16: Residents are settled, safe and healthy in affordable and high-quality homes that meet their needs

Residents have access to quality affordable homes that meet their needs

- 2 new homes, both bungalows, have been delivered by the Affordable Housing Delivery Team. These homes are for rent.
- An initial resident and neighbour consultation carried out in Sudbury. 14 new homes in the future.
- 1 new Shared Ownership property has completed, and the resident has moved in

Vulnerable and homeless residents have somewhere safe and appropriate to live and homelessness is prevented

- 71 households were successfully prevented from being homeless
- 32 households have been able to remain in their existing homes
- 39 households were found new homes elsewhere
- This is a 42% increase on quarter one successful preventions.

Residents understand and can access the most appropriate options to get housing

- 125 applications have been made, this an increase of 20 applications since quarter one
- 94 prevention duties have been accepted, meaning residents are approaching at an earlier stage.
- 31 relief duties were accepted, and this is where temporary accommodation can be offered if there is a priority need.
- Central Suffolk Lettings has increased its portfolio of properties by 10%

Residents are able to live as healthy, safely, independently as possible in local communities

- 21 Minor Adaptation Grants Completed (this will be stairlifts, level access shower)
- 4 Category 2 hazards identified (these might include issues like inadequate lighting, or minor electrical faults)
- 18 Empty Homes have been brought back into use

Residents live in high quality and safe homes

- Quarter two Tenant Satisfaction Measures results for providing a Safe Home is 76% satisfied. Results for providing a Well-Maintained Home is 64% satisfied

Housing

Outcome 17: Residents have a say in the future of housing

Residents are included and actively participate in how their areas are evolving and changing

- We conducted a Community Action Day at 1st and 2nd Avenue in Sudbury to improve the area and gain feedback from 34 residents about future improvements for Greater Places spending.
- Tenant Satisfaction for Quarter two for 'contribution for neighbourhood' is 62% satisfied

Council tenants and leaseholders are involved in the management and improvement of their housing services

- We have increased our tenant board membership by 5 new tenants and have held 3 tenant board meetings
- We assisted the Public Realm team with consultations at Poplar, Uplands and Hawkins to look at play equipment improvements and had 219 responses

Tenants and leaseholders receive high quality services from our councils

- Overall Satisfaction for tenants from the quarter two Tenant Satisfaction Measure survey is 66% satisfied

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Outcome 18: Homes are sustainable, with reducing carbon emissions, that are future proofed to meet resident needs

The refresh of the Carbon Reduction Management Plan is still underway, which sets out the improvements needed to deliver climate resilience and adaptation including in our housing stock. The first cross party Task and Finish group has now met to move this forward.

Health of the Organisation

Outcome 19: Develop and implement a comprehensive 'People' Strategy that ensures we are a great organisation to work for, that our people are supported to learn and grow, energised and enabled to deliver our ambitions

Pay and Reward Project

- Concluded Organisational moderation
- Commenced pay modelling and benefits provision

Equality, Diversity and Inclusion

- Contracted Equality, Diversity and Inclusion Programme supplier and commenced training provision with 155 people trained to end of quarter two
- Continued work on the Anti-Racism charter (signed with UNISON) action plan
- Recruited Equality, Diversity and Inclusion champions across the organisation and trained those individuals as champions and agreed Champion meetings for up and coming 12 months

Leadership and Management Development

- Contracted Leadership and Management Development Provider and agreed content for November commencement of Aspiring Managers Programme and Emerging Leaders Programme

Engagement and Wellbeing

- Recruited Menopause champions across the organisation to support our wellbeing and inclusion strategy

Internships

- 5 interns completed their placements over the summer

Health of the Organisation

Outcome 20: Provide robust effective management of the Councils finances, including our capital projects and contracts. We will use our resources in a sustainable way and prioritise based upon our Corporate Plan






- Monitoring reports for quarter one presented to Cabinet covering both revenue and capital for the General Fund and Housing Revenue Account
- Led on cross-Suffolk joint procurement for Healthy Behaviours
- Reported to Joint Audit and Standards Committee (JASC) on the Environmental, Social and Governance (ESG) credentials of the Council's investments.
- Treasury Management Outturn for 2022/23 reported to Council
- Integrated systems testing and user acceptance testing and training completed on the new finance system

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Our Direction of Travel

Quarterly Performance Indicators		Outcomes Framework						Trend	Direction of Travel
		2022/23				2023/24			
		Q1	Q2	Q3	Q4	Q1	Q2		
Outcome 1 Customer Access	Recorded chatbot sessions	8781	3100	2026	2679	2472	2964		down 4.4% on previous year down 66.7% on previous year
	Automated telephone sessions	2950	1769	912	973	394	589		down 11% on previous year reduced 55% from previous year
	Calls per day	630	556	542	619	556	495		reducing
	Average wait time in seconds	303	341	224	179	151	153		improving
	Abandon rate	26	28	18	14	13	12		
	Failure rate on waste collections (Babergh)	0.07%	0.07%	0.06%	0.09%	0.07%	0.05%		
Outcome 2 Engaged Residents	Average daily web visits	1750	1356	942	1550	1651	1224		declining
	Facebook reach (Babergh)	61,202	84,245	126,647	117,574	89,614	72,715		down 13.6% on previous year
	X (formerly Twitter) impressions (Babergh)	50,000	47,000	53,000	68,500	131,900	49,900		up 6.17% on previous year
	Tenant Survey (quarterly) on feeling informed about decision-making				58%	63%	65%		increasing
Outcome 3 Resident Satisfaction	Compliments	50	46	53	40	52	43		declining
	(Stage 1) Complaints	210	194	193	261	242	238		declining
	Tenant Survey (quarterly) on whether the Council (as landlord) treats tenants fairly and with respect				63%	65%	67%		New for 23/24 increasing
	Tenant Survey (quarterly) on whether the Council (as landlord) listens and acts on feedback				44%	45%	51%		New for 23/24 increasing
Resident Wellbeing	Access to sport and leisure facilities in Babergh (Abbeycroft)		424,497 visits in 22/23			106,206	160,943		New for 23/24 data only
	Total visits to the CAP (Sudbury, Shotley and Hadleigh)	515	506	520	596	512	536		data only

Quarterly Performance Indicators		Outcomes Framework						Trend	Direction of Travel
		Q1	2022/23			2023/24			
			Q2	Q3	Q4	Q1	Q2		
Outcome 7 Biodiversity	Trees planted as part of green canopy (Babergh)				79			Annual	data only
	Hedgerows planted through the planting scheme (Babergh)				1,695			Annual	data only
	Number of tree preservation orders (TPOs) determined (Babergh)	20	23	15	19	17	23		data only
	Square metres of wildflower seeds distributed (Babergh)				1,200			Annual	data only
	Meadow Management Areas sqm (Babergh)				41,231			Annual	data only
	Biodiversity metric 3.0 measuring biodiversity change from development (Babergh)							New for 23/24	
Outcome 8 Climate Change	Number of EV charge points installed by Babergh (cumulative)			New	11	24	53	New for 23/24	data only
	Percentage of BMSDC owned houses that meet the EPPC standard or above (all to achieve by 2030)						57.4%	New for 23/24	data only
	Number of BMSDC owned houses that meet the EPPC standard or above (all to achieve by 2030)						4,147	New for 23/24	data only
Outcome 9 Healthy, Safe and Sustainable	Total garden waste subscribers (Babergh)	16,991	17,042	16,971	17,077	17,475	17,680		up 3.7% on previous year
	No. of business waste customers (Babergh)	910	909	900	896	896	897		data only
	Contaminated recycling (Babergh)	13.23	13.40	13.40	15.40	13.56	14.19		increasing
	Food safety hygiene ratings (Babergh)						88.21%	New for 23/24	
	Incidents of flytipping (Babergh)	67	90	74	112	79	71		down 21.1% on previous year

Quarterly Performance Indicators		Outcomes Framework						Trend	Direction of Travel
		2022/23				2023/24			
		Q1	Q2	Q3	Q4	Q1	Q2		
Outcome 10 Support for Places and Economy	Town Centre Vacancy Rates 1 - Hadleigh (BDC)	11.00%	10.00%	11.40%	14.00%	13.00%	14.90%		data only
	Town Centre Vacancy Rates 2 - Sudbury (BDC)	10.00%	10.00%	7.40%	7.00%	7.00%	9.00%		data only
Outcome 13 Community Capacity	Capital grant spent or allocated (Babergh cumulative)	£25,000	£44,454	£96,317	£31,092	£27,662	£37,662		data only
	Minor grant spent or allocated (Babergh cumulative)	£12,055	£1,000	£1,802	£0	£0	£5,000		data only
	£106 funds spent or allocated (Babergh)	£48,368	£53,735	£2,948	£136,563	£67,458	£3,010		data only
Outcome 15 Inclusive, safe and accessible	ASB cases reviewed by the ASB partnership (Babergh)	9	29	9	6	17	9		data only
	New ASB cases received separate to those discussed with the ASB partnership panels (Babergh)			47	36	66	68		data only
	Number of ASB triggers called for (Babergh)	0	0	0	0	0	0		data only
Outcomes 16 / 18 Affordable and High Quality and Sustainable Homes	Affordable homes built or acquired for HRA (Babergh)	9	8	0	29	11	2		data only
	Households placed into temporary accommodation (Babergh)	39	35	39	47	51	61		data only
	Cases where homelessness has been prevented or relieved (Babergh)	40	55	53	40	65	86		data only
	Gas safety compliance (Babergh) - backlog number			72	52	34	35		data only
	Electrical safety compliance (Babergh) - backlog number			130	98	62	47		data only
	Average number of days for VOID relets (Babergh)	42	44	61	61	63	83		target 60 days
	Number of properties relet (Babergh)	63	50	44	63	49	55		data only
Outcome 17 Engaged Residents and Tenants	Number of residents (and staff) engaged in community action days					22	97	New for 23/24	increasing
	Number of tenants involved in codesign of services					122	204	New for 23/24	increasing
	Improvement in Overall Tenant Satisfaction Survey results (Combined for both Councils)				59%	68%	64%	New for 23/24	slight decline

Quarterly Performance Indicators		Outcomes Framework						Trend	Direction of Travel
		2022/23				2023/24			
		Q1	Q2	Q3	Q4	Q1	Q2		
Health of the Organisation	Average number of days sickness per FTE (Cumulative)	1.64	3.44	5.67	8.05	1.96	4.14		data only
	Average number of days sickness per FTE (Actual for Quarter)	1.64	1.80	2.23	2.38	1.96	2.18		increasing
	% of major applications processed 'in time' (13 wks., 16 wks. or within agreed Extension of Time/ Planning Performance Agreement) (Babergh)	80.00%	75.00%	92.90%	100.00%	100.00%	100.00%		60% target
	% of non major applications processed 'in time' (8 wks. or within agreed Extension of Time/ Planning Performance Agreement) (Babergh)	96.30%	95.30%	98.50%	94.40%	90.50%	91.80%		70% target
	Average time taken to process new claims and changes to claims (Babergh)	6.88	7.63	3.09	3.74	4.93	6.26		target 10 days
	Average time taken to process new claims (Babergh)	25.18	16.41	13.82	18.50	18.50	18.73		target 24 days
	Average time taken to process changes to claims (Babergh)	6.09	6.77	2.75	2.92	4.22	4.52		target 7 days
	The level of Local Authority Error overpayments as a % of all housing benefit paid (Babergh)	0.39	0.25	0.22	0.22	0.11	0.09		target 0.48
	HBOP Amount recovered in year to date as a % of HBOP Amount created in year to date (Babergh)	118.84%	108.80%	106.77%	116.80%	189.12%	147.62%		target 80%
	Council Tax % of total raised collected in year (Babergh cumulative)	29.42%	56.82%	84.03%	98.12%	29.19%	56.39%		
	Business Rates % of total raised collected in year (Babergh cumulative)	29.38%	63.75%	84.20%	97.65%	27.60%	57.15%		
	% of rent due collected (12 month rolling) (excluding current arrears brought forward) - BDC					99.48%	99.09%		data only
	Current tenant arrears as a % of the rent debit - BDC					2.90%	2.98%		data only
	% of occupied garages - BDC					81%	81%		data only
Garage Current Tenant Arrears - BDC					£2,817	£5,268		data only	



Our Plans for Quarter Three

Customers

- Our new Council websites will be launched over the next few months.
- Our new complaints and freedom of information system will be developed and launched over the coming quarter.
- We will be looking to provide additional training and support to all service areas who handle complaints to ensure they are confident using the new system and also have been provided with refreshed best practice.
- We will be extending our call back service to all lines by the end of quarter three.
- We have implemented an automated missed collection service.
- Tenant Satisfaction Measure survey for quarter three will be carried out on 150 tenants per district. We will report the results in the quarter three performance report.
- Our engagement will commence on the refreshed strategic priorities as part of the new corporate plan work.
- Our complaint policy will be refreshed following our work with the housing ombudsman.
- Our cost of living campaigns will continue throughout quarter three, raising awareness of the support available to help households heat their homes, and working with local publications to reach those who aren't online.
- Our Databank Pilot with The Good Things Foundation will launch in quarter three, which will support households in temporary accommodation to get online and reduce digital exclusion.
- We will be holding an event for Talk Money Week to promote the support available to residents to improve different aspects of financial wellbeing partners to include Citizens Advice, Barclays, Trading Standards, Digital Skills and Financial Inclusion Officers.
- We will be looking to launch our Anglian Water referral pilot which looks to improve uptake of social water tariffs for low income households.
- We are implementing a new compliments, comments and complaints and freedom of information system in quarter three and have used feedback to help shape this.

Wellbeing

- Safeguarding Policy agreed by Cabinet.
- A Dementia Friends session for staff is scheduled to take place in October.
- Preparations for Silver Sunday are well underway to celebrate a national older people's awareness day.
- Healthy Behaviours is scheduled to launch as a county-wide strategy to improve people's health and wellbeing in Suffolk in partnership with other districts.
- Hadleigh Memories Café are hosting an intergenerational Rock 'n' Roll themed disco on 5th October to celebrate Silver Sunday, a national older people's awareness day.

Environment

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- We will attend a Community Energy Event at Hadleigh in October, promoting recycling, food waste reduction and home composting.
- In November we will attend Sudbury's Christmas Fair, promoting recycling and food waste reduction.
- We continue to support schools by offering education sessions to pupils and waste management guidance to staff/leadership, including Wells Hall Primary School in Great Cornard.
- Host 3 Community Climate Action Roadshows throughout October in Sudbury, Hadleigh and Holbrook.
- Support and offer guidance to local communities seeking to develop energy schemes, e.g. East Bergholt.
- Continued work with Suffolk County Council (SCC) Highways & Rights of way teams, planning directorate, Community Infrastructure Levy (CIL) team, Milestone Infrastructure, ISPA group and all other relevant partners to seek opportunities for, and help facilitate the delivery of Local Cycling and Walking Infrastructure Plans (LCWIP) schemes.
- Complete the last site for Phase 1 of On-Street Residential Chargepoint Scheme (ORCS) at Girling Street
- Assist more parish councils in setting up taxi bus schemes
- Deliver resident engagement around On-Street Residential Chargepoint Scheme (ORCS) and Electric Vehicle Charge Point Installations (EVCP)
- Finalise and publish the Electric Vehicle (EV) Infrastructure Implementation Plan
- Planting to commence in late November 2023 using volunteer groups (e.g. HEAT) in partnership with Public Realm

Economy

- Ongoing delivery of Suffolk-wide business support schemes funded via UK Shared Prosperity Fund (SPF). (start-up, net zero, Growth Hub)
- Ongoing delivery of Innovate to Elevate programme including case study development
- Completion of refresh of Economic Evidence Base
- Completion of mid-year reporting to government on UK Shared Prosperity Fund (SPF) and Rural England Prosperity Fund
- Continuation of receiving and reviewing of grant applications under Basic Income Support for Sustainability (BISS), Rural England Prosperity Fund (REPF) and Shared Prosperity Fund (SPF)
- Planning and development of a programme of food, drink & makers events
- Final Sign off of Food and Drink Sector Report
- Commence work on site at Flatford – Changing Places
- Love Exploring promotional window stickers with Quick Response (QR) code downloads distributed to businesses along the walking routes
- Launch of AccessAble scheme at The Hold on November 16th promoting Suffolk as an accessible destination. 5 more businesses surveyed and Disability Essentials roll training to be delivered to 100+ Tourism and Virtual Enterprise (VE) businesses across Suffolk.
- Begin work with visitor attractions and the Good Journey Scheme – promoting car free travel to visitor attractions to include discounted rates for visitors.
- Delivery of 'The Incredible Moving Cinema' in Sudbury
- Delivery of recruitment fair in partnership with Jobcentre Plus in Sudbury
- Working with Hadleigh Town Council to support Christmas Activity in the High Street via Welcome Back Funding.
- Begin planning for Sudbury Light Festival for early January 2024 using external funds.
- Belle Vue – working to be progressed on opening up the frontage of the park, modular café planning app being prepared. Awaiting outcome of Community Infrastructure Levy (CIL) bid.
- Hadleigh Workspace – freeze layout scheme ready for planning process. Progress with marketing for wider scheme.
- Planning underway for jobs fair in Sudbury in November

Communities

- Community Infrastructure Levy (CIL) Bid Round 12 opens on the 1st October and closes on the 31st October 2023 for acceptance of Community Infrastructure Levy (CIL) Bid applications.
- The fifteenth round of Community Infrastructure Levy (CIL) parish payments will be made in October 2023 for Community Infrastructure Levy (CIL) income collected from April 2023 to September 2023.
- The sixth review of the Community Infrastructure Levy (CIL) Expenditure Framework is to be held in November/December 2023.
- Production of the Infrastructure Funding Statement which details the amounts of Community Infrastructure Levy (CIL) collected and the infrastructure projects that have been funded through the Levy. The report also details S106 (Section 106 of the Town and Country Planning Act 1990; contributions can be sought from developers towards the costs of providing community and social infrastructure) monies collected and spent on infrastructure and community projects.
- The second application window for Capital Grants will close on 1st October and applications will be reviewed and scored.
- Babergh Mid Suffolk District Councils will be supporting the National Hate Crime Awareness Week which commences 16th October. Anti-Slavery Awareness Day is scheduled for 18th October.
- Town and Parish Liaison meeting is being held on 30th October at the Stevenson Centre in Great Cornard.
- A Volunteer Management training course for Voluntary, Community, Faith and Social Enterprise (VCFSE) groups in Babergh is scheduled to take place in November.
- Grant Officers will be preparing a video of tips to support applications for grant funding.
- The third round of capital grant funding opens on 4 December.

Housing

- Engaging with tenants who are telling us they are dissatisfied with our complaint handling to understand why – results of this will be fed into the Housing Complaints Task Force to identify improvement actions.
- Housing Improvement Day to take place on 1st November 2023 to look at how we can identify the main themes of the tenant satisfaction measures survey.
- Further consultation with tenants in Blackfriars to identify neighbourhood improvements.
- Community Action day in Cavendish and Minden on 27th October focusing on Anti-Social Behaviour (ASB), working with partners such as the police.
- Deliver the next stage of resident engagement on a potential new housing site that the Council would deliver as a fully affordable scheme reflecting the Councils' new Design Guide and Specification for sustainable homes.
- Legal completion of Shared Ownership sales with residents moving into their new homes.
- Embedding the Early Intervention Team working in partnership with internal and external stakeholders to support households before they are risk using an early intervention model.
- Creating a in person service through surgeries and pop-up sessions across the districts and this will include co-location with third sector and others.
- Health Check of Gateway to Home Choice.

Health of the Organisation

- Part 1 of the Joint Local Plan was adopted by Babergh District Council's Full Council meeting on 21st November 2023.
- Produce comprehensive and fully updated procurement pipeline
- 2024/25 budget work for both the General Fund and the Housing Revenue account
- Quarter two financial monitoring to Cabinet
- Update the Contract Standing Orders
- Complete Treasury Management half year report
- Data migration work, Excelerator training and regression testing on the new finance system

Pay and Reward Project

- Complete pay modelling and finalise proposals to ensure 'go live' with the Pay and Reward review delivery in November
- Complete the procurement of the benefits included in our proposal to ensure these are available for all employees for the new financial year
- Complete payroll to ensure the respective back-pay is completed in December 2023 payroll
- Pay and Reward Review to be completed in quarter three

Equality, Diversity and Inclusion

- Contracted Equality, Diversity and Inclusion Programme supplier and commenced training provision with 155 people trained to end of Q2 and 360 people booked in for training in quarter three
- Continue the Equality, Diversity and Inclusion programme training planned for quarter three
- Commence work on the inclusion of Equality and Diversity into all policies and processes

Leadership and Management Development

- Commence roll-out of Aspiring Managers Programme in late October
- Commence roll out of Emerging Leaders Programme early November

Policy and Process

- Continue the work on our policy and process review



Our Performance Journey

2023-24 Performance Report Journey



- Report layout developed into three sections – 1) Our Achievements, 2) Our Direction of Travel and 3) Our Plans
- Tier 3 headings included
- A selection of KPI's presented for each Outcome with associated trend line
- Outcomes focused updates provided

Q1 (April – June)

- Information provided in plain English
- A selection of SMART KPI's presented with associated targets and RAG statuses
- Reduce the number of slides where appropriate
- Include some KPI's for statutory targets

Q2 (July – September)

- Additional selection of KPI's presented with associated targets and RAG statuses
- Additional KPI's for statutory targets – are we fit for purpose
- Pentana configuration complete
- Pentana onboarding to commence (phased approach)

Q3 (October – December)

- Additional selection of KPI's presented with associated targets and RAG statuses
- Pentana onboarding complete
- Sample Pentana performance report

Q4 (January – March)

Agenda Item 12

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