

Customers



Communities



Wellbeing



Environment



Housing



Economy



Health of the Organisation

Quarter 2 Performance

Mid Suffolk District Council December 2021 Cabinet





This performance report has been developed in collaboration with Cabinet members, Senior Leadership Team and corporate managers. It covers the period July - September (Q2).

There has been a shift in emphasise during this quarter, with the continued support for our communities in the recovery process from the pandemic still ongoing. However, the council has also worked on the delivery of a number of projects across the key areas, these include the transfer of the waste fleet to Hydrotreated Vegetable Oil (HVO) fuel, the commencement of Innovate Local, and a review of the performance outcome framework. As well as seeing consultations and survey's being completed providing a rich source of information that will be used to enhance and develop our services further.

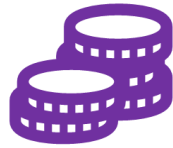
The council was also successful at the iESE Public Sector Transformation Awards, with the economic development team picking up the Gold Award in the Asset Management and Regeneration category for their work on the Virtual High Street project. The planning enforcement team also scooped the Silver Award in the Customer Focus category for streamlining processes and using technology to improve the service for residents. Having fended off competition from over 100 councils nationwide picked up the Bronze Award for Council of the Year. Finally, the housing services teams were recognised in the MJ Awards being Highly Commended in the Community Heroes category for the work undertaken during the pandemic and the refurbishment of The Lees.

Please note:

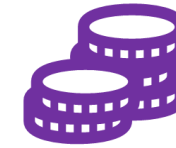
- This is a high-level report, highlighting how the council is performing against its six key priority areas from the Corporate Plan (2019-27). It also gives a snapshot of the overall health of the organisation (including headline performance indicators) and looks in brief towards projects commencing in the next quarter.
- The report provides high level assurance that the council is delivering against the Corporate Plan.

Mid Suffolk Economy

Headline Performance Indicators



Covid grant funding:
7356 grants paid worth **£38,040,161**
to **2296** individual businesses



124

Virtual High Street
Registrations

82 Stowmarket
24 Needham Market
18 Eye



Innovation newsletter
sent to **7812** business
contacts

Economy

Objectives and progress



Objective 1 – Connected and Sustainable :To be one of the best-connected places in the East of England and be a testbed for new innovation in clean growth industries

Progress:

- Workspace and grow-on study evidence reviewed post-Covid.
- Changing place facility expression of interest submitted for three identified locations with partners.
- Energy Consultant report now received and being analysed and briefed for solar investment options at Gateway 14.
- Needham Rail Station accessibility improvements are being further discussed with Greater Anglia following initial feasibility assessments.
- Stowmarket Health, Education, Leisure Facility (SHELF) – Brief completed for the master planning Stowmarket Sports and Wellbeing hub.
- Needham Lake - Work on site is progress and is on track with the agreed schedule to be completed by the end of the year.
- Cross Street – planning permission granted.
- Outline Business Case submitted to Government for Freeport East which includes a funding ask for the skills and innovation centre at Gateway 14.

Economy

Objectives and progress

What we plan to do next quarter:

- Work with Freeport East Board to support development of Full Business Case.
- Progress development of digital infrastructure strategy for rollout of ultrafast broadband and promotion of broadband vouchers to businesses.
- Develop specific sector intelligence for key sectors to inform investment and business support in Clean Growth.
- Develop costed pipeline of projects in conjunction with the Local Enterprise Partnership (LEP).
- Work with Suffolk County Council to develop projects linked to Active Travel funding.
- Progress to next stage all capital projects/pipeline.
- Work with Network Rail to secure new access through Needham Station.
- SHELF – Appointment of the consultant for the master planning for the Stowmarket Sports and Wellbeing hub.
- Appoint a contractor and operator for the new innovation hub at Cross Street .
- Agree name and complete development programme at Needham Lake.

Economy

Objectives and progress



Objective 2 – Innovative and Creative :We will become a growing area for Innovation, Enterprise and Creativity in the East

Progress:

- Discretionary Restart and Back to Business grant schemes launched, administered and completed with all funding committed.
- Evidence base drafted to support development of new Economic Strategy.
- Won Gold at iESE Public Sector Transformation Awards 2021 for Virtual High Street programme.
- Rollout of Virtual High Street programme to Needham Market and Eye completed.
- Average 5000+ visits per month to the VHS platform with an average 40% of visitors clicking through to business profiles.
- Recovery Strategy drafted and presented to Cabinet and shared with partners and stakeholders for comment.
- Secured sponsorship of over £10,000, keynote speakers and a venue for the Local Energy Showcase which will take place on 21/22 October.
- Business innovation Support Scheme grants launched.

What we plan to do next quarter:

- Delivery of digital skills programme.
- Launch Recovery Strategy.
- Commence Draft of new Economic Strategy with updated evidence base .
- Development of an Inward Investment website to ensure the Districts are promoted to investors as a place to locate.
- Progress plans for a Centre of Excellence linked to Innovation cluster at Gateway 14.
- Support plans for redevelopment of key employment/development sites including the creation of an Innovation Hub at Gateway 14.
- Host successful Local Energy Showcase and agree next steps and actions following the event. Event held with over 220 attendees. Post event feedback being established.
- Begin project planning for Innovation Awards 2022.

Economy

Objectives and progress



Objective 3 – Successful and Skilled :We will raise levels of aspiration and ambition in our districts and recognise and celebrate our success

Progress:

- Careeriosity programme developed to showcase career opportunities in Science, Technology, Engineering and Maths (STEM) and creative subjects in venues in Stowmarket in October half term. * Hosted with over 160 young people booked on. Post event feedback underway.
- Innovate Local market programme has commenced with 7 different businesses having received support in Stowmarket Market. 4 more businesses are on the waiting list.
- Welcome Back Fund has been used to support projects across both districts with funding given to over 30 events which saw 5670 total participants, 1340 of those were children under 12. 6 new walking trails have been developed and 6 new staff have been employed to help town centres and the visitor economy recover from Covid.

What we plan to do next quarter:

- Launch a “trade local” scheme to celebrate the innovation from our businesses during Covid-19 and maintain ongoing local business to business trade.
- Scope an innovation futures pilot with a local school.
- Development of workspace strategy and delivery plan across the District to ensure we have sufficient workspace.
- Commence delivery of Innovate Local programme through opening of Innovation Hub in Eye.
- Use feedback from Careeriosity events to develop a similar programme of skills activities for young people.

Mid Suffolk Environment Headline Performance Indicators



545

New garden waste
subscribers

Total subscriptions to date 17,906, there has been a continual increase in the number of subscribers.



101

Incidents of fly tipping

This is a slight reduction on the previous quarter (125)



13.92%

of recycling collected was
identified as contaminated or too
small to process (under 45mm)

*Items included mainly bags or bagged waste, glass, food waste/dirty items and textiles. This is an increase .
(Data from Materials Recovery Facility input sample)*



99%

of fly tips cleared in 48
hours

Fly tipping data relates to tips on public land only

Environment

Objectives and progress



Objective 1 – To achieve the Councils’ ambition to become carbon neutral by 2030, following the adoption of the Carbon Reduction Management Plan.

Progress:

- The waste fleet has commenced using Hydrotreated Vegetable Oil (HVO) fuel.
- The installation of solar panels and heat pumps as part of the leisure centres decarbonisation works is nearing completion.
- A bid for 75% capital funding from the Office of Zero Emission Vehicles (OZEV) is being prepared for electric vehicle chargers in 14 BMSDC carparks. An options appraisal for funding models for the remaining 25% is being prepared.
- Solar car ports contractor appointed, planning permission agreed and £400k external funding agreement with LEP finalised. Contractors expected to mobilise on site in from November 2021 to install 70 bay solar carports.

What we plan to do next quarter:

- Will be transferring the public realm fleet over to HVO fuel.
- Discussions will take place during Q3 with residents in order to produce an options appraisal for the electric vehicle charging.
- A presentation will be made to Councillors in respect of how actions taken to date have impacted on our carbon footprint and future steps.

Environment

Objectives and progress



Objective 2 – Improve the biodiversity of the district, consistent with the biodiversity pledge adopted by the Council

Progress:

- Hand over 166 Tree for Life Trees to parents and children – (2020 births, delivery delayed due to Covid-19).
- Relaunch of Tree for Life for 2021 to mark the arrival of new born or new adopted children between 1 Jan – 31 Dec 2021. We also offer remembrance trees for parents who have lost a child during the same period. Since 2018 621 trees have been donated across the district.
- Apply to Forestry Commission Local Authority Treescapes Fund for provision of 40 trees at Green’s Meadow and 100 trees at Needham Lake
- 42 applications for tree and hedge planting received from Parishes. We are working through each application to ensure tree planting identified is appropriate. We will continue to work with Parishes to identify areas for tree and hedgerow planting this winter and winter 2022.
- Continue to work with Parishes to identify areas suitable for changing mowing regimes and for creating wildflower meadows.

What we plan to do next quarter:

- Order trees, stakes, biodegradable tree guards for Parish winter tree planting programmes, schedule delivery and planting.
- Continue to work through Parish tree applications

Environment

Objectives and progress



Objective 3 – To promote a safe, healthy, and sustainable environment for our districts.

Progress:

- Food and Safety team are on track with the Food Standards Agency’s Recovery Plan. This involves a combination of inspections and remote assessments of food premises.
- In continuing with the Food Standards Agency Plan, we have appointed an additional temporary officer, using Containing the Outbreak Management Fund, to assist with catching up with the backlog of inspections caused by the pandemic. We anticipate that we will be back up to date within the next 4-5 months.
- Successful in securing funding of £20k from the Waste and Resources Action Programme (WRAP) to support a litter and fly-tipping campaign as well as the purchase of solar bins.
- Following on from the development of the online reporting of fly-tipping the app What 3 Words is now also available to identify the sites of fly-tipping, during July and August the app was used 96 times with 61.5% of the information provided being useful to help in identifying the location.

What we plan to do next quarter:

- For 2021/22 we are focusing on reducing the amount of glass in recycling bins and encourage them to be recycled through the bottle bank scheme.
- A draft litter and fly tipping strategy is being created.
- To continue our Design Council project work to trial the use of smart bins and the impact of this on littering and create further opportunities to support on biodiversity and climate change initiatives.

Customers

Headline Performance Indicators

Combined data for both councils



4,432
daily
web visits (av.)

This has decreased from last quarter, mainly due to the reduction in visits to grant funding pages



563/136
calls per day (av.) total
visits to the CAP

*6% decrease from Q1 21 but a 17% increase from 2020.
Total of 136 visitors at Stowmarket Access Point during Q2*



99
email responded to
per day (av.)

34% increase from last quarter.



1635
Social media responses
issued

decrease of 35% from Q1



53
compliments

Decrease of 13%



4.56
out of 5

75% of customers rated 5/5 for our online form process



22%
abandon rate

*1% increase from Q1
Reason: Mainly due to higher call volumes in July, this is now decreasing with October recording 13% and 1 min 57 sec wait time*



3 min & 30 sec
wait time (av.)

Reason: higher calls than 2020 experienced in July; the wait time has reduced month on month



1,684/1457
chatbot and automated
telephone sessions

Chatbot activity reduced by 37% from Q4 and automated telephony up 114% from Q1.



228
stage 1 complaints

Increase of 52% from Q1.

Customers

Objectives and progress



Objective 1: We will implement the technology capabilities that support and enhance customer and employee experience, invest in our people to give them confidence to use and promote digital services and tools, and underpin this with an ethos and culture of listening and engagement.

Progress:

We have completed our complaints survey online and had 1-2-1 sessions with customers to gain further insight into their feedback to ensure we understood more about how we could improve our complaints policy and process from a customer perspective.

Using this data, we can see approx. 35% of customers were satisfied by the complaints handling overall and often dissatisfaction related to the level of seriousness they felt someone had taken the complaint and the outcome of the complaint.

The satisfaction survey for our chatbot and automated telephony has not been well used by customers (only 0.5% completion rate) from this limited data it shows approx. 47% would use the service again.

What we plan to do next quarter:

- We will now be using the feedback from our complaints survey and 1-2-1's to help shape the new complaints policy and we will look to have this completed by the end of December.
- We will promote the use of our satisfaction survey on both our chat and automated telephone service and well as implementing a short satisfaction survey on our call centre operation to ensure we are able to compare the levels of satisfaction.

Customers

Objectives and progress



Objective 2: We will develop and deliver a phased approach to supporting customers with digital inclusion and digital upskilling by working with like-minded community partners and using insight and intelligence to baseline our approach and measure our success.

Progress:

- The digital skills survey closed at the end of September, and we had 917 responses from our tenants. We are now analysing the feedback to ensure we can support those tenants to get online where they wish with over 100 tenants asking for additional support.
- The I-pads are now in Suffolk libraries after a small delay and will be launched in early October.
- We have been organising a presence across Needham Market and Stowmarket from the 18th October to run drop-in sessions for those who wish to learn more about getting online, as part of get online week [Get Online Week](#).

What we plan to do next quarter:

- We will plan our approach to supporting our tenants to access online services and will look to report the approach in the next quarter.
- We will track the I-pads now they are ready to be distributed and continue to promote the approach.
- We will monitor the number of people we are able to engage through get online week.

Customers

Objectives and progress



Objective 3 – We are committed to putting our customers first by reviewing our current processes and re-designing them to ensure that they are simple, intuitive and maximise the use of technology.

Progress:

- Our next NVQ cohort commences on the 19th October with 8 people attending to learn more about how to improve our processes from a customer perspective.
- We have started mapping waste services processes and payments processes to streamline them and improve the customer experience.
- We are working with citizens advice in Mid Suffolk to understand their digital hubs.

What we plan to do next quarter:

- Commence the projects with our new NVQ cohort to ensure we are improving our processes from a customer perspective.
- We are planning a piece of engagement work across our districts to understand what is important to our customers and gain resident satisfaction levels.
- Continuation of the work with citizens advice to review the options for digital hubs across the District.



Mid Suffolk Communities Headline Performance Indicators



Community Grants



£35,882.86
Capital Grant Spend

£60,747.83
Community Restart Spend

£6,398.37
S106 funds allocated

£768.75
Minor Grant Spend

£210,603.39
Total amount of funding
offered through Capital,
Minor and Community Restart

19
VCSE organisations
supported through
Revenue Grants

(cumulative Q1 +Q2)

Detailed information on allocations on page 19

Communities

Objectives and progress



Objective 1: To create great places to live and to empower local people and communities to shape what happens in their area

Progress:

- Consultation completed for cycling and walking route improvements with 1146 responses received.
- Approval granted to streamline the Neighbourhood Plans (NP) process which supports the councils ongoing ambition for residents to help shape development in the district. NP's provide communities with the opportunity to develop a shared vision for their area, to date around 50 parishes in Babergh and Mid Suffolk have started to prepare NP's, with 16 of these being successfully adopted so far.
- Hearing Sessions for the Joint Local Plan resumed, sessions are being held virtually and streamed in real time on the councils' [Joint Local Plan YouTube channel](#). (*Note, the hearings are now paused.)

What we plan to do next quarter:

- Review the 250 schemes that have been identified as part of the cycling and walking consultation and agree prioritisation.
- Organise workshops to progress the development of Key Strategy Delivery Plans
- Review of Integrated Neighbourhood Team Delivery Plans and progress place based service delivery

Communities

Objectives and progress



Objective 2 – To effectively deliver our Community Safety Statutory responsibilities deliver on the priorities agreed within the Western Suffolk Community Safety Partnership (WSCSP) Action Plan.

Progress:

- Face to face engagement with public during Antisocial Behaviour (ASB) Awareness week providing better understanding of our work, our partner relationships yielding several new referrals.
- Five new applications made for case reviews under the community trigger process demonstrating our campaigns have reached deeper into the community all successfully concluded.
- Domestic Abuse training delivered to the Communities Team with a number becoming Domestic Abuse Champions
- Youth Steering group established with support from the team on school engagement links.

What we plan to do next quarter:

- Ongoing support to the Western Suffolk Community Safety Partnership and delivery of action plan
- Delivery of external training for staff on Disruptive Criminal Exploitation and Modern Day Slavery.
- Hate crime policy and procedures for reporting to be reviewed.
- Develop content for Crucial Crew and Crucial Crew Plus to include input on Hate Crime
- Support the completion of a County Wide 'Violence against Women and Girls' Strategy and Domestic Abuse Accommodation Strategy and consider Mid Suffolk's role in delivery of the joint action plan.
- Support progression of Youth Steering Group objectives

Communities

Objectives and progress



Objective 3 – To deliver a Community Grants Services that is inclusive and transparent, supports community participation & activity and works with Voluntary and Community Sector organisations to develop thriving communities

Progress:

- Community Grants and S106 funded projects include: S106 allocated to Debenham Village Hall’s car park refurbishment; and towards new play equipment in Barham.
- Capital Projects include the refurbishment of Debenham Community Centre and 1st Claydon Scout’s Hut, as well as support for the Oak Meadow Project in Combs/Little Finborough.
- Revenue Grants: Funding Officer in regular communication with all organisations and in process of meeting on an individual basis.
- Locality Awards: 56 Awards were processed in Q2 totalling £49,711.00
- Grants Review: Application forms have been digitised and move away from paper application forms has begun.

What we plan to do next quarter:

- Capital/Minor: Pipeline projects include an extension and refurbishment works at Stowupland Village Hall, new play equipment in Wilby and new floodlighting at Wortham Tennis Club. Award will shortly be made to Framsdon Parish Council towards new play equipment.
- Revenue Grants: Health checks to be carried out with all client organisations.
- S106 obligations in Needham Market. Application received from Wetheringsett Village Hall to purchase new electric heaters as part of a wider energy efficiency/insulation project



Mid Suffolk Wellbeing Headline Performance Indicators



25

attended Family Park Cooking in
Stowmarket during the Summer
Holidays
- 71% take up

28

Residents improved their
health through the
Outreach programme with
Active Suffolk



28 residents were referred through to the project from Eye and the surrounding area. After 3 months 50% reported improved mental health and reduced BMI.

7

attended Family Park Cooking in
Eye during the Summer holidays
- 28% take up



24

attended Adventure Days in Eye
during the Summer Holidays
- 60% take up

8

Schools supported through
Active Schools project



Wellbeing

Objectives and progress



Objective 1 – To develop the Councils first Wellbeing Strategy to ensure that we put the wellbeing of our communities at the heart of everything we do.

Progress:

- Our Parks Project – offering organised fitness sessions saw an average of 12 attendees per week at Stowmarket Recreation Ground.
- Sinfonia Viva Orchestra delivered a Dementia Music Project in Stowmarket with an average of 10 attendees per week over the five week course with a joint final concert in Stowmarket with 35 attendees including the Mayor of Stowmarket
- Stowmarket Dementia Action Alliance restarted music sessions at The Red Gables and the Bowls Club as well as activities at Mid Suffolk Leisure Centre. Various ‘Meet up Monday’ session also restarted in Eye, Stowmarket and Stradbroke
- Suffolk Says Thanks badges are live, multiple volunteers have been nominated to receive a badge.

What we plan to do next quarter:

- Our Parks – Fitness sessions continue until 31st October 2021, evaluation to take place following the project.
- School Holiday Activity - free school meal holiday activity project will take place over October half term at Museum of East Anglia Life in Stowmarket run by Abbeycroft and the Explore Outdoor Team.
- Holiday Activity Fund – Evaluation of the Summer activities to take place to help decide a delivery plan for December.
- Women's Tour - Taking place on the 9th October 2021, the tour will pass through Great Finborough, Stowmarket, Needham Market, Great Blakenham, Claydon and Coddensham.
- Active Schools – schools now able to meet with the co-ordinator to look at Year 2 plans and the Active Suffolk Team now working on preparing the final evaluation reports
- Active Wellbeing –The active wellbeing project in Eye attracted a total of 28 participants with half reporting improved mental wellbeing and a reduction in BMI and over a third reporting better sleep. The Eye project is being used as an example of good practice across the districts
- Stowmarket Integrated Neighbourhood Team will be working with The Mix to support mental health in schools and increase awareness.
- Domestic Abuse Awareness event to take place at The Mix on 18th October 2021 with 50 spaces available for businesses and organisations to attend.

Case study – Ministers ‘drop-in’ to Holiday Activities and Food Programme

[The Mix](#) youth charity in Stowmarket, was one of many provisions across the district who benefitted from funding by the Department of Education, Holiday Activity and Food programme.

The Children and Families Minister Vicky Ford and MP Jo Churchill joined councillors in a ‘drop-in’ visit during the summer to experience the programme in action.

“It’s been fantastic to see children involved with the all the different sports, activities and musical opportunities as part of the visit”

Children and Families Minister Vicky Ford



The programme ensures that children can access healthy food and enriching activities over the school holidays, in recognition of the pressure points for some families because of increased costs, such as food and childcare.

The sessions, open to young people aged 11-16, included pool, table tennis, air hockey and other sports activities. In addition, recording studio and music sessions were provided. Those in receipt of free school meals were also provided with a healthy lunch from The Mix’s award winning café, Cabbages and Kings.

Mid Suffolk Housing Headline Performance Indicators



10

Households placed into temporary accommodation

There has been a noticeable reduction in the number of households requiring Temporary Accommodation during the last quarter, which is positive. However, the team continue to be incredibly busy and dealing with lots of new cases.



12

New Affordable Homes Built or Acquired

There continue to be issues with the availability of materials and social distancing requirements for the construction industry which is causing some delays.



33

cases where homelessness has successfully been prevented or relieved

The team are still diligently focussed on preventing and relieving homelessness and performance has remained steady.



Properties relet (not temporary accommodation)

There continues to be a good supply of properties available for reletting, which enables our residents to have somewhere safe to call home.



22

average number of days for standard VOID re-lets

With so many factors that impact on void times, e.g. contractor availability, materials supply, number of voids at one time etc, it is usual to see variances each quarter. Management of voids remains a priority and a strong focus to keep times to a minimum.

Housing

Objectives and progress



Objective 1 – Enabling delivery and provision of homes within the Districts.

Progress:

Completions as follows:

- Green Road, Woolpit (S106 acquisition from Landex) - 7x Affordable Rent Tenure and 5 x Shared Ownership. 3 of the 5 shared Ownership houses are reserved.
- All 12 new properties have air source heat pumps.
- There have been a 10 further installations of air source heat pumps within existing council stock at sites in Stradbroke, Framsdan, Tostock, Worlingham, Occold, Walsham le Willows and Stowmarket. With the impact of Covid-19 and experiencing difficulties sourcing parts and labour has led to the project being slightly behind schedule.
- Stakeholder engagement plan put together for each of phase 2 sites and one site in phase 2 submitted for planning.
- There were 34 housing specific planning applications granted, which will deliver 423 homes.

What we plan to do next quarter:

- Design Guide to be completed and consultation on housing technical specification to be completed in Autumn 2021.

Housing

Objectives and progress



Objective 2 – Digital transformation to improve services to our residents

Progress:

- We have launched Rent Sense for Income Team. Predicted benefits include reduction of rent arrears, more time to deal with Universal Credit claimants and complex cases and increase the number of payment arrangements.
- As reported in last quarters report, our My Home email bulletin continues to grow. We have issued proactive communications around how to prevent damp and mould as we enter that 'season'. We have sent our first sheltered bulletin and looking to develop more targeted communication campaigns in the coming months.
- The final stages of preparation are being made on Scheduler, VOIDS and Van Stock modules for our Open Housing System. These modules will greatly improve our services for tenants and staff (see below for further details).
- A digital skills survey was issued to all tenants to understand levels of access and any restrictions/training needs. The results will help us to identify a plan to help support individuals and families with digital access.

What we plan to do next quarter:

- Launch of Scheduler within our Repairs Service – will massively improve our service by making it easier for our tenants to schedule repair jobs when they first make contact.
- Launch of Workflow and VOIDS module will see benefits to staff, as well as bring data into our Housing System rather than being kept separately.
- Will be launching the ability for tenants to access the My Home Tenant Portal via social media - making it easier for them to register and login and hopefully continue to drive up usage and reduce the need for tenants to contact us (as they can self-serve more).

Case study – Show homes now open in multi-million investment by Mid Suffolk Growth

Show homes in Needham Market are now open to potential buyers– in the first phase of Mid Suffolk District Council’s multi-million investment in the town.

The development is being delivered by Mid Suffolk Growth – a joint venture between Mid Suffolk District Council and Norse Group set up to deliver housing and promote sustainable growth across the district.

The first phase sees the Council’s former headquarters transformed into a combination of two and three bed detached and semi-detached houses, as well as one and two bed apartments and a retail unit. Ten of these properties will be affordable homes, helping to support those on lower incomes.

Read more here: <https://www.midsuffolk.gov.uk/news/show-homes-give-first-glimpse-of-councils-investment-in-needham/>



Mid Suffolk Health of the Organisation

Headline Performance Indicators

Combined data for both Councils if not specified



2.99

average no. of days
sickness per FTE

Last year's Q2 was 1.73 days



847

Total number of days lost
to sickness

*Top 2 reasons for absence:
22.94% Mental Health
20.93% Musculo Skeletal*



90,700

Mid Suffolk Twitter
impressions

*'impressions' are the number of
times a Twitter
user sees our Tweets*



222,106

Mid Suffolk Reach for
Facebook

*'reach' is the number of unique users
who had any content from our Facebook
page or about the page enter their screen*



1730

Mid Suffolk Committee /
Council meeting views

*There were 13 meetings in Q2, with 44
members of the public attending, as well as
4 joint meetings with 169 YouTube views*

Health of the Organisation

Objectives and progress



Objective 1 – 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

Progress:

- Developed Phase 2 of the leadership and management development programme which commences mid-October.
- Finalised content of our wellbeing programme and currently developing the induction and line manager sessions ready for implementation Q4, following our health and wellbeing audit.
- Finalised contract for provision of new HR Information System. Kicked off project and implementation plan for go live of Phase 1 February 2022.
- Finalised approach to organisational pulse surveys and currently developing content for first pulse survey late Q3/early Q4.
- Completed our successful internship programme for Summer 2021
- Commenced work on our HR policy review

What we plan to do next quarter:

- Review of our occupational health cover and contract.
- Continue to work on our agile / hybrid way of working and revise policies (where necessary) to support this way of work.
- Develop learning interventions to support leaders, managers and our people to lead and work effectively in a hybrid manner.
- Commence programme for onboarding graduates 2022.
- Commence work on our resourcing strategy.
- Commence work on our talent strategy.
- Continue our work on our wellbeing programme, commencing delivery of our mental health and stress management sessions.
- Develop an action plan based on the feedback from our equality, diversity and inclusion sessions.

Health of the Organisation

Objectives and progress



Objective 2 – 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.

Progress:

- 2019/20 Statement of Accounts have been signed off by external audit.
- Treasury Management 2020/21 outturn report was presented to Joint Audit and Standards Committee.
- General Fund and Housing Revenue Account (HRA) 2020/21 outturn reports were presented to Cabinet.
- General Fund and HRA 2021/22 Quarter 1 reports were presented to Cabinet.
- Work is underway on the Finance Transformation Plan with the focus initially on resources and planning. The review of the Revenue Business Partners model is well underway with new roles and responsibilities in place. A self assessment against the requirements of the Chartered Institute of Public Finance and Accountancy Funding Model (CIPFA FM) code has been undertaken and an action plan compiled.
- The East of England Local Government Association (EELGA) Commissioning & Procurement report findings have been presented to the Commissioning & Procurement Board

What we plan to do next quarter:

- 2020/21 Draft Statement of Accounts to be published.
- Treasury Management 2021/22 half year report to be presented to Joint Audit and Standards Committee.
- General Fund and HRA 2021/22 Quarter 2 reports to be presented to Cabinet.
- Work on the 2022/23 Budgets, Treasury Management, Investment and Capital Strategies
- Communications/workshops to Senior Leadership Team (SLT) and Extended Leadership Team (ELT) on the Finance Transformation Plan.
- Actions and priorities agreed from the EELGA Commissioning & Procurement diagnostics.
- Outcomes and plan of action from the Budgetary Control Audit.

Health of the Organisation

Objectives and progress



Objective 3 – Effective and efficient management of our property portfolio to make the best use of our assets.

Progress:

- The first phase of the Garage Review has identified 4 sites to proceed to detailed feasibility. A wider review of these sites is ongoing.
- Finalised long term leasing arrangements to enable Stowmarket Community Sports & Social Club CIC to secure the next steps toward the Football Association grading requirements.
- Commenced the first tranche of non-housing asset reviews focussed on our depots and touchdown points.
- Completed S106 acquisition of land at Green Road, Woolpit to deliver 12 affordable homes.
- Gateway 14 Ltd received a resolution to grant planning consent for the Innovation, Business and Logistics Gateway 14 scheme to deliver 1.4m sq ft of business accommodation.
- CIFCO rent collection was 98% in Q2 and continued to make full debt repayments to the Councils.
- Mid Suffolk Growth continues work on site at Chambers Green with many of the market homes in phase one under offer and the first affordable homes due to be handed to the council in December.

What we plan to do next quarter:

- Continue to develop the proposals and design to deliver the Accommodation and Agile Strategy.
- Produce a draft Land Adoption Policy.
- Continue to deliver the Strategic Asset Management Action Plan Priorities.
- Council Owned Companies to continue to deliver against agreed Business Plans.