

Customers



Communities



Wellbeing



Environment



Housing



Economy



Health of the Organisation

Quarter 4 Performance

Mid Suffolk District Council

July 2022 Cabinet





This performance report has been developed in collaboration with Cabinet members, Senior Leadership Team and corporate managers. It covers the period January – March (Qtr. 4).

There continues to be progress in working towards achieving the Councils strategic priorities with a number of major projects coming to fruition in the past months. Including the completion of the Needham Lake Café which has also been shortlisted for a regional Community Benefit Award. The handover of the library facilities in Needham Market, the completion of a rough sleeper unit in Stowmarket and new homes in Botesdale, are all prime examples of the work being carried out to enhance the lives of our residents and our communities.

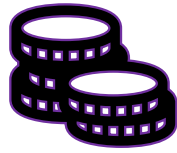
We have also seen the completion of the draft Sustainable Travel Vision be endorsed by the Cabinet, the publication of the Economic Recovery Strategy and the production of the first Climate Change and Biodiversity Annual Report.

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

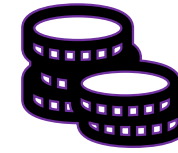


Two new covid business grant schemes administered:

Omicron Hospitality and Leisure Grant paid out £820,071 to 271 businesses.

Discretionary Grant paid out £232,233 to 91 businesses.

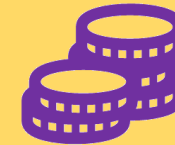
Total Covid Business Grant Support = £39,092,465



145

Virtual High Street Registrations

*95 Stowmarket businesses registered
31 Needham Market businesses registered
19 Eye businesses registered*



17 applications received to the Business Innovation Support Scheme. **11** grant offers made.

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:

- Working with Freeport East Board to support development of Full Business Case by submission deadline of 15 April.
- Brief for operator for the new innovation hub at Cross Street has been completed.
- Local Cycling and Walking Infrastructure Plan (LCWIP) development work completed and Draft Sustainable Travel Vision endorsed by Cabinet.
- Construction of Needham Lake Café/visitors centre complete, name agreed as Duck & Teapot following public competition – awaiting final permit from Environment Agency before it can be officially launched.
- Solar Carports project in Stowmarket is well under way.
- Muntons engaged in MobilityWays Zero Carbon Commuting project, funded by Mid Suffolk.
- Early stages of research and development regarding best use and delivery of funding for 2 x electric minibuses in Mid Suffolk.
- Stowmarket Health, Education, Leisure Facility (SHELF) – Masterplanning work and Options appraisal for development progressing for the Stowmarket Sports and Wellbeing hub.
- Agreed feasibility study funding for Needham rail station access.

What we plan to do next quarter:

- Work with Freeport East Board to finalise Full Business Case by submission deadline 15 April.
- Develop specific sector intelligence for key sectors to inform investment and business support in Clean Growth including actions from Local Energy showcase and Suffolk climate change work.
- Develop costed pipeline of projects in conjunction with the Local Enterprise Partnership (LEP) and Progress to next stage all capital projects/pipeline.
- Complete construction works and appoint an operator for the new innovation hub at Cross Street .
- LCWIP strategy and Sustainable Travel Vision to be published and promoted.
- Work with Suffolk County Council on next steps for Bus Back Better initiatives following Government decision not to award funding to Suffolk.
- Launch Needham Lake Café/visitors centre.
- Further develop a Demand Responsive Transport (DRT)/Community transport plan with partners for Mid Suffolk electric minibus funding.
- Continue to work with G14 to explore net zero proposals.

Economy

Objectives and progress



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

Progress:

- Support plans for redevelopment of key employment/development sites including the creation of a Skills and Innovation Hub at Gateway 14 - Discussions with Lifelong Learning Commission re appointment of a skills specialist to advise on the project.
- Launched and administered a grant programme to support businesses impacted by the Omicron variant as part of an extension to the Additional Restrictions Grant (ARG) funding.
- Economic Recovery Strategy published setting out key workstreams and activity needed to help the economy recover post-covid.
- Virtual High Street – end of initial 18month pilot period. New Service Level Agreement with developers to outline responsibilities moving forward. Suffolk Growth funding still in progress with extra resource and Digital Skills Programme available for businesses for free.
- Proposal to develop our first 'Cultural Strategy' encompassing visitor economy and heritage agreed.
- Development of a marketing campaign promoting attractions and holidays within Mid Suffolk developed in association with Visit Suffolk.

What we plan to do next quarter:

- Commence development of new Economic Strategy to sit alongside the Economic Recovery Plan.
- Development of an Inward Investment website to ensure the District is promoted to investors as a place to locate.
- Appoint consultants to progress plans for an Innovation & Skills centre as part of the Innovation cluster at Gateway 14.
- Support plans for unlocking key employment/development sites.
- Begin project planning for 2nd Innovation Awards.
- Begin project planning for Local Energy Showcase in Spring 2023.
- "What's Next Events" planned for Stowmarket, focusing on how we can work with partners and set the future direction of the Vision work. Due for Summer 2022.
- Commission consultant to support development of new Cultural Strategy.
- Launch tourism campaign in time for Easter break.

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:

- Innovate Local – Market stall scheme approved to continue for 2022 after initial pilot funded by Suffolk Growth.
- Q3 claim submitted for Welcome Back Funding in line with Government deadlines. Scheme has now ended, and Q4 claims from towns and districts are being completed.
- Needham Lake Café and Visitor centre shortlisted for the Royal Institution of Chartered Surveyors Regional Community Benefit Award.
- Future Careeriosity sessions planned for the District
- Knowledge Transfer Partnership (KTP) "Lite" agreed with University of Essex – to be jointly funded.

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.
- Full reconciliation of Welcome Back Fund and submission of Q4 claim.
- Launch of Innovation hub in Eye.
- Further Careeriosity sessions planned for the Summer.
- KTP “Lite” launched for local businesses.

Mid Suffolk Environment Headline Performance Indicators



18,189

Garden waste subscribers

Garden waste subscriptions continue to increase throughout the year see with an additional 828 subscriptions this year, and an overall increase of 1,591 compared to 2020/21.



140

Standard trees planted as part of the Queen's Green Canopy

40 trees planted at Greens Meadow and 100 at Needham Lake.



110

Incidents of fly tipping

There has been an increase in the number of incidents during Q4, from 69 in Q3 to 110, looking at figures over the past 3 years although the overall numbers have decreased from last year from 540 to 405 this remains higher than for 19/20 when 289 incidents were recorded.



14%

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

*This is an increase from the previous quarter of 2.6%, trend data shows a very similar pattern to last year. Items included mainly bags or bagged waste, glass, food waste/dirty items and textiles.
(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 main construction work on the solar car ports at Mid Suffolk Leisure Centre in Stowmarket has been completed, with project completion scheduled for Q1 of 2022/23.
- A preliminary bid has been submitted to the Office of Zero Emission Vehicles (OZEV) for 75% of the capital funding for electric vehicle charging points in 6 Mid Suffolk carparks. The bid is first scrutinised by the Energy Saving Trust who decide whether it can progress to the full application process.
- The new Air Source Heat Pump and cooling unit at the Stowmarket leisure centre was commissioned and is generating 'renewable' energy.
- Work has commenced on scoping/feasibility of further potential decarbonisation works at leisure centres.
- Implementation of converting as many fleet vehicles to using HVO fuel completed; 23 waste and public realm vehicles have moved to this fuel type from diesel.

What we plan to do next quarter:

- Commission the solar car ports at the Mid Suffolk leisure centre.
- Progress work on the bid to OZEV for funding of electric vehicle charging points.
- Progress work on scoping/feasibility of further potential decarbonisation works at leisure centres.

Environment

Objectives and progress



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

Progress:

- New Biodiversity Project Manager recruited. Richard Parmee starts on 3 May. This provides full time resource for managing our biodiversity improvements across the district.
- Working with Public Realm Operations team we are mapping sites where changes in mowing regimes will enhance wildflower potential. This work will be led by the Biodiversity Project Manager once in post.
- Tree Canopy Report and Tree Inventory Report finalised, update paper to Cabinet in progress.
- For the Queens Canopy we planted 40 standard trees at Greens Meadow, Stowmarket and 100 standard trees at Needham Lake. Trees funded through the Local Authority Treescapes Fund which includes funding for 3 years of management and maintenance.
- Following selection to become a trial organisation for Natural England’s Green Infrastructure tools, officers have attended training workshops.

What we plan to do next quarter:

- Tree canopy web map production and launch of online platform for public to access ward by ward tree canopy data.
- Work with Suffolk County Council, West Suffolk District Council and Ipswich Borough Council on another Local Authority Treescapes Funding bid.
- Review last years Tree and Hedgerow application programme and plan relaunch of scheme.
- Look to recruit a Geography graduate to work with us on a tree strategy data project – using Natural England Green Infrastructure tools and tree data to identify land suitable for tree planting across the district.

Environment

Objectives and progress



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

Progress:

- The Food and Safety team continue to follow the Food Standards Agency’s Recovery plan to tackle a large backlog of inspections following Covid, and new food registrations. We are ahead of schedule. This has been helped by appointing temporary officers using Covid funds. We should be back up to date by September.
- The team has been helping Trading Standards with their work with Avian Flu outbreaks in the districts.
- The second phase of consultation for development of the councils first parking strategy has commenced with a briefing to cabinet members on 11th March 2022.
- The councils first climate change and biodiversity annual report was agreed.
- Working with the Suffolk Waste Partnership to develop a workplan and start an educational and promotional campaign to reduce contamination in recycling and increase glass recycling performance.
- Further work on a new model for Waste Services to implement the requirements of the Resource and Waste Strategy and member briefings on work to date.

What we plan to do next quarter:

- Parking Strategy – key stakeholder engagement will take place including briefings with Town and Parish Councils, local interest groups and the wider public.
- Climate change and biodiversity annual report - a version for publication is being developed for the council website.
- Clean Air Day is taking place in June, we will be working in partnership with the Clinical Commissioning Group (CCG) to focus on the problem of motorists idling their car engines outside GP surgeries.

Customers

Headline Performance Indicators

Combined data for both councils



3,758
daily
web visits (av.)

48% increase from last quarter. Stricter cookie controls are masking a proportion of visits. We have also seen 25,097 online forms submitted during Q4.



592/372
calls per day (av.) total
visits to the CAP

15% increase from Q3.
Total of 57 customers attended the Stowmarket CAP.



86
email responded to
per day (av.)

21% increase from last quarter.



303
Social media responses
issued

Decrease of 67% from Q3



56
compliments

Increase of 8% from Q3



4.56
out of 5

77% of customers rated 5/5 for our online form process (no change from Q3)



22%
abandon rate

8% increase from Q3



3 min & 55 sec
wait time (av.)

Wait time has increased from 2 mins 22 in Q3. Due to Council tax billing and storm Eunice call increase



4,599/2,637
chatbot and automated
telephone sessions

Chatbot activity increased by 173% from Q3 and automated telephony up 81% from Q3.



203
stage 1 complaints

Increase of 18% from Q3 (however a 6% decrease from Q4 last year)

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:

- Our automated telephone survey was implemented in January 2022 and we had a 7% response rate. Customers provided an overall score of 3/5 for customer satisfaction and a 64% first point of contact resolution rate. We are currently reviewing processes where customer satisfaction was lower to ensure we can implement improvements.
- Our complaints policy has now been completed and will be reviewed in early April by our Senior Leadership Team.
- We implemented our automated telephone service for Council Tax and Business rates over the annual billing period, as a trial to understand usage and 123 customer opted to use this option.

What we plan to do next quarter:

- We will launch our new complaints policies from May, once we have completed an internal roll out of the policy.
- The new complaints process will also allow for customers to complete a transactional survey at the end of the complaints process, to help us make iterative improvements as a result of feedback.
- We will be promoting our automated telephone survey as we did not achieve a representative sample of the calls (7%).
- We have implemented a navigation bot on our website to integrate with our current chatbot to help signpost customers to relevant webpages related to any other queries, so far we are seeing this being used for Council Tax queries and will continue to monitor use.

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:

We have now created our Babergh and Mid Suffolk virtual badges with IDEA [*IDEA: Develop digital, enterprise and employability skills for free. Win career-enhancing badges and gain internationally recognised awards*](#) and the additional webpages will be launched in early April.

We have created and signed off an approach to working with our tenants on digital inclusion, using the tenants survey to identify areas of need. We will shortly be commencing a pilot with BSEVC (a Suffolk based charity in Stowmarket with an aim to ensure people in Suffolk can access the support they need within their community) working in our sheltered housing schemes to help support tenants who wish to go online to gain additional skills or access to equipment.

We have created a digital skills heat map to help us identify particular wards (based on publicly available data) that may be at higher risk of digital exclusion to help pinpoint locations of need for future events.

What we plan to do next quarter:

- Tea and tech sessions will commence in Stowmarket Library led by BSEVC and Suffolk County from 4 April and these will then be rolled out to libraries across Suffolk.
- We will track and monitor our webpage activity to make iterative changes based on customer activity and demand.
- We will be working with our sheltered tenants to codesign the approach to delivering tenant focused digital skills across both Districts, with a view to then extend this work to our general needs tenants.
- We will be using the digital heatmap data to help pinpoint location where additional digital skills support will be needed.

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 NVQ second cohort has now completed their final assessment and many of the projects will be going live in May.
- We will be exploring an additional cohort, once the previous cohorts projects have been completed and benefits have been realised.
- We are continuing to work with Citizens Advice and have been exploring options of locations for a digital hubs trial and are linking this with the work around the cost of living crisis and single systems working and our digital inclusion heatmap.
- We have commenced the initial demos for our digital platform, to replace our website and online forms and create a simple and intuitive digital customer experience.

What we plan to do next quarter:

- Creation of a Business Process Reengineering Framework to help us to create greater efficiencies and improve customer satisfaction and experience alongside our NVQ cohorts.
- Continuation of work with Citizens Advice to explore opportunities to create digital hubs across the districts.
- We will be looking to formalise the approach of a resident survey to help us to baseline our new outcomes framework.
- Our digital platform work will continue at pace to help us identify a supplier to improve our online experiences (through our websites and forms).



Mid Suffolk Communities Headline Performance Indicators



Community Grants

(cumulative Q1 – Q4)



£385,660.17

Capital Grant Allocation

£115,928.00

Community Restart
Allocation

£80,398.00

S106 Funds Allocated

£12,815.75

Minor Grants Awarded

£516,299.92

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

19

VCSE organisations
supported through
Revenue Grants

Community Safety

Anti-Social Behaviour cases reviewed by
the ASB partnership for 2021/22;

104

ASB cases reviewed

0%

of ASB cases open
more than 6 months

5

ASB community
triggers called for

100% of community triggers
responded to within
statutory timeframe

The Anti-Social Behaviour (ASB), Crime and Policing Act 2014 introduced the Community Trigger. The trigger is designed to give victims of ongoing ASB the right to request a review of their case, and bring agencies together to take a collaborative approach to finding a solution.

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:

- Virtual "Connect & Catch Up" sessions held monthly. In March, two sessions were held for statutory and voluntary organisations providing information on the Suffolk & North East Essex Long Covid Assessment Service.
- Stage 1 of the 2022 UCI Women's Tour starts in Colchester and finishes in Bury St Edmunds. The race will enter Suffolk at Brantham before travelling through the Mid Suffolk countryside, passing through Needham Market and Stowmarket. Monday 6 June is after the Bank Holiday Weekend, giving us the opportunity to extend the Queen's Jubilee celebrations. We are working with communities, businesses, schools and cycling clubs along the route both on the day and in advance to highlight the benefits of cycling for exercise but also the importance of road safety on our rural roads.
- Support is being provided to Jubilee events and projects under the Festival of Suffolk Banner and resources for community event organisers being kept updated and published on our Communities webpages.
- A survey has been circulated to high schools across Mid Suffolk. The results of which will be used to inform the work of the newly established Youth Forum which is likely to be up and running in Spring. The questions focused on health, community safety and local democracy. Results from the survey are due 6 May.
- Formal quarterly partnership and performance meetings are now established and embedded with an agreed proforma for completion by Leisure Provider (Everyone Active) to inform discussions.
- Suffolk Volunteering Strategy: Communities Team members have joined each of the Suffolk Volunteering Strategy working groups to help develop delivery alongside partners.

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:

- Support continued for the Western Suffolk Community Safety Partnership, Chair and Vice Chair. Partnership met to consider progress against Modern Slavery Strategy and update on position around strategic assessment.
- The new Violence Against Women and Girls Strategy for the County was approved in January by the Safer Stronger Communities Board. Officers are involved in action planning to drive the strategy.
- Domestic Abuse 'Champions' group established to develop an action plan across Mid Suffolk and its communities.
- 15 Anti-Social Behaviour cases were reviewed by the Anti-Social Behaviour partnership in quarter 4.
- Significant amount of Criminal Exploitation and County Lines training has taken place with WSCSP partners, ranging from St Giles STOP training to workshops delivered by the Children's Society on the National Referral Mechanism. Regular representation from MSDC to monthly meetings to discuss individual cases and a working relationship has developed with the Criminal Exploitation Hub that deals with geographical 'areas' of concern.
- Prevent Week of Action took place at the end of February which was promoted through social media channels. There was a members webinar, a professional's toolkit, online quiz for members of the public and venue booking guidance was launched.

What we plan to do next quarter:

- Continue to support the Western Suffolk Community Safety Partnership and to hold a meeting early May to agree strategic assessment, priority areas and action plan.
- Support work to develop Modern Slavery Strategy.
- Section 11 Audit to be reported to SLT in April, depending on the outcome of audit an action plan will be developed.

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:

- Capital: 108% of funding allocated to 30 projects.
Pipeline projects include Needham Market Skate Park, Ringshall Play area, Bacton Village Hall Kitchen and Toilets, Wattisfield Village Hall Kitchen
- Minor: 45% of funding allocated to 13 projects. Projects include Museum of East Anglian Life's Kickstart Programme, the Primadonna Festival, a new defibrillator at Haughley Bowls Club and the heated gilet projects run by Lofty Heights CIC.
- Revenue Grants: £228,235.00 awarded to 19 organisations.
- Community Restart Funding: 100% allocation, £115,928.00 to 83 community groups and projects.
- Locality Awards: 225 applications processed and 79% of total funding spent.
- S106 has been allocated towards 10 projects, projects include Botesdale Parish Council's recreation ground regeneration project, Wortham Lawn Tennis Club's floodlight upgrade project, upgrade of Debenham Community Centre and car park at the site, new play area in Barham, and new energy efficient street lighting in Eye town centre.

What we plan to do next quarter:

- Continue progressing pipeline projects.
- Working on allocating and processing funding from the Mid Suffolk Millions, incorporating the funding into our existing range of funding and establishing new Grants.
- Locality Awards training to be given and Locality Awards to be handed over to Locality Officers within the Communities Team.



Mid Suffolk Wellbeing Headline Performance Indicators



29

Children attended Family Park Cooking in Stowmarket and Eye during February Half Term

100% spaces were filled.

30

Children attended PlayWorld during February Half Term.

This is 36% of the vouchers distributed.

117

Attendees to outdoor exercise classes



5

Families Supported in Needham Market through Chill, Chat and Play.



5

Mums took part in Chill, Chat and Play buggy walks.

All mums reported improved wellbeing and bond with their baby.

13

Children attended Adventure Days in Stowmarket during February Half Term.

100% spaces were filled.

33

Young people attended Drop-In sessions at The Mix during February Half Term.

9

Primary schools have taken part in the Active Schools programme.

Active travel increased by 19.5%.



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:

- Many free activities were available in Mid Suffolk during February half term for children in receipt of free school meals. 33 young people attended drop-in sessions at The Mix which, 30 children attended the PlayWorld Initiative at Mid Suffolk Leisure Centre representing 36% of vouchers distributed and 42 attended the Adventure Days and Family Park Cooking. Those that took part in the activities are full of praise, one parent said *"The day gives my children confidence being in a different environment, we learn new skills and we make friends whilst having an amazing day which we all enjoy. The food pack is an added bonus to the day, financially and it encourages the children to help cook the recipes from the cards."*
- An evaluation of the 3-year Active Schools Programme demonstrates the project improved pupil's attendance towards physical activity and increased teacher confidence as well as increasing active travel by 19.5%.
- Working with Everyone Active to develop health pathways offering those referred by GPs and discharged from hospital, with long term conditions, a package of rehabilitation at Stowmarket Leisure Centre.
- The Our Parks initiative run in partnership with Suffolk County Council (SCC) saw outdoor group exercise classes held in open spaces in Stowmarket. The evaluation shows that free outdoor exercise classes benefit those who are inactive and for a range of reasons unlikely to visit an indoor facility.
- Chill, Chat and Play: 5 families in Needham Market are in receipt of support. 4 families have received home visit support in addition to the weekly group and 6 families are supported by home visit only.

Wellbeing

Objectives and progress



What we plan to do next quarter:

- Holiday Activity Fund (HAF): Plans are being finalised for the Easter Holidays, there will be a wide range of activities available for children in receipt of free school meals across Mid Suffolk such as holiday camps, arts and crafts, drama, filmmaking, family cooking, football and much more!
- Active Schools: Covid-19 had a negative impact on young people's physical and mental health so we are working with Active Suffolk on a second phase of the project.
- Eye/North West INT - Virtual dementia training to be delivered, with 36 training places available, based at the Michael Burke Wellbeing Centre.
- Working with the Mix as part of their delivery plan with the INT to develop ideas for Mental Health awareness week in May, liaising with schools and involvement from professionals.
- Training for Chair Based Exercise to be delivered in April to Everyone Active Professionals with the aim to enhance mobility and leisure activities provided in Stowmarket Care Homes.
- Working with Suffolk County Council on a funding bid to establish free outdoor group exercise classes aimed at families and adults.
- Ageing Well Programme: Developed a brief for a pilot project at The Bank in Eye with the start date of May 2022, further proposals being developed with Spot Wellbeing to deliver the ageing well programme in Fressingfield, Debenham and Mendlesham.

Mid Suffolk joins forces with GPs to keep residents fit

Working in partnership with Everyone Active the council is continuing to grow the number of GP referral programmes at their leisure centres.

Through the programmes, doctors refer patients with common medical conditions such as obesity, hypertension, or type 2 diabetes, to the councils' local gyms for a programme of tailored exercise over a set period.

Once on the road to recovery, patients are then encouraged to continue their rehabilitation and improved health through a longer-term membership.

This programme is available at Mid Suffolk Leisure Centre in Stowmarket, with one also soon to launch at Stradbroke Pool and Fitness Centre. Residents who feel they may benefit from a referral should speak to their GP in the first instance.

Sophie Towler has multiple sclerosis and uses the GP referral scheme at Mid Suffolk Leisure Centre. She said:

"The staff at Mid Suffolk Leisure Centre are very supportive and have helped me to regain my confidence.

"I no longer focus on what I can't do and am enjoying receiving help in managing my symptoms thanks to the scheme."



Mid Suffolk Housing Headline Performance Indicators



32

Households placed into temporary accommodation

Demand for Temporary Accommodation has increased since the last quarter.



17

New Affordable Homes Built or Acquired (s106 acquisitions – 15 ART, 2 shared ownership)

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



41

cases where homelessness has successfully been prevented or relieved

Numbers have remained steady.



56

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.



91%

of disabled facilities grants spent and committed



33

average number of days for standard VOID re-lets

Void times have increased for a variety of reasons, including hard to let properties, properties held to meet hospital discharge and delays in Building Services. Building Services & their contractors have experienced increased sickness absence, including Covid.

Housing

Objectives and progress



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

Progress:

- The Needham Project - a new project with local private investors who have an extensive local property portfolio and have committed to a long-term partnership with Central Suffolk Lettings giving us four studio flats in Needham Market, a two-bed property in Stowmarket. A further seven properties in Needham Market and a House of Multiple Occupation in Needham Market.
- Completion of the new five bed rough sleeper unit at Eric Jones House, offering a bespoke and client led route from street to home.
- There were 46 housing specific planning applications granted, which will deliver 517 homes.
- Completion of nine new homes delivered by a developer in Botesdale.
- Consultants completed RIBA 2 report for new exemplar market and affordable development scheme

What we plan to do next quarter:

- Start on site at the former Stowmarket Middle school site of 42 new Council homes.
- Award of demolition contract and start of demolition on the former Paddock House site, Eye to enable delivery of 16 new Council homes.
- Handover of new council homes in Haughley from a developer, and on the Mid-Suffolk Growth Company development in Needham Market.
- Commence engagement for exemplar market and affordable development scheme

Housing

Objectives and progress



Objective 2 – Digital transformation to improve services to our residents

Progress:

- Private Sector Housing and Independent Living Service have updated web pages and made more forms available online improving the customer journey
- A new process has been implemented by Choice Based Lettings to match supporting documents for a housing application – this will speed up assessments, resulting in tenants being housed quicker.
- Begun work on our Tenant Engagement Strategy - a video inviting tenants to help shape it was sent out at the end of April along with a survey.
- Begun the Capita One project and are currently working on the preparatory steps of the move to the cloud. The move will improve our back-office systems, resulting in a better service for our customers.

What we plan to do next quarter:

- Collating contact details for Private landlords to facilitate more targeted communications to landlords.
- Develop online reporting for damp and mould and processes for direct referral to our specialist contractors.
- Continue to work on our new and improved Sheltered Housing web pages with better use of video, images and maps.
- Issue our first targeted e-bulletin to those on universal credit to encourage tenants to update their gov.uk accounts.
- Undertake a small survey to understand tenants' views on the My Home Bulletin and help shape future editions.
- Go-live of the Voids and Workflow module in Open Housing.
- Rollout of the first vans with the van stock module.
- Kick off of the Customer Relationship Management (CRM) Open Housing module.
- Rollout of Remote Assist to other teams and increasing the usage of the product.

Mid Suffolk Health of the Organisation

Headline Performance Indicators

Combined data for both Councils if not specified



7.80

average no. of days
sickness per FTE

*This compares to 6.61 days at
West Suffolk and 5.57 days at East
Suffolk for the year to date
(Apr – Mar 2022).*



1219

Total number of days lost
to sickness

*Top 2 reasons for absence:
23.58% Coronavirus (294 days lost – our
highest at any point during the pandemic)
18.13% Musculo Skeletal*



51,200

Mid Suffolk Twitter
impressions

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



76,578

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*



1173

Mid Suffolk Committee /
Council meeting views

*There were 14 meetings in Q4, with
34 members of the public attending, as well
as 3 joint meetings with 49 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:

- Results from the first employee pulse survey were available towards the end of February and an action plan has been developed to focus on the key areas identified for development.
- Line manager Wellbeing modules went live at the end of January - a series of short learning modules to upskill line managers in supporting the mental health of their teams.
- Successfully completed our intern recruitment for June start.
- People plans were agreed with Corporate Managers and learning and development needs analysis were completed for the next 12 months.
- Work continued on hybrid working workstream with completion of the learning needs survey, detailed FAQ's for our people and updated guidance.

What we plan to do next quarter:

- Develop and launch our 2nd employee pulse survey.
- Launch the all employee wellbeing modules.
- Commence equality, diversity and inclusion workshops.
- Finalise our organisational development proposition for the next 12 months and submit for sign off to People Programme Board.
- Deliver sessions to our employees relating to our offering relating to financial support.
- Continue with our review of all HR policy and processes.
- Go live with the new HR induction for new employees.

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:

- Communications/workshops to Extended Leadership Team (ELT) on the Finance Transformation Plan.
- Replacement Financial Management System PID and Business Case to SLT, specification completed and procurement commenced.
- 2022/23 Budgets presented to Overview & Scrutiny Committee, Cabinet and Council.
- Treasury Management, Investment & Capital Strategies presented to Joint Audit & Standards Committee and Council.
- General Fund and HRA 2021/22 Quarter 3 reports presented to Cabinet.
- External audit of the 2020/21 accounts commenced.

What we plan to do next quarter:

- 2021/22 Draft Statement of Accounts to be prepared
- Tender evaluation and award of contract for replacement Financial Management System
- Audit update to Joint Audit and Standards Committee

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:

- Handover and completion of lease to Suffolk County Council of new library in Needham Market (see case study highlights)
- Plans to trigger the lease break and reconfigure the Gold floorplate at Endeavour House were approved at Cabinet enabling the project to progress into technical design and planning.
- Achieved practical completion of a new 120 space community car park adjacent to the Woolpit Health Centre.
- CIFCO made full debt repayment to the Council and its rent collection averaged 96.73% over the last 12 months, which is above the industry average.

What we plan to do next quarter:

- Progress into delivery phase of the proposals for Endeavour House and continue to develop the proposals to deliver the Accommodation and Agile Strategy for touchdown and depot requirements for BMSDC.
- Council Owned Companies to continue to monitor progress against agreed Business Plans and begin to plan for next business plan periods.
- Continued programme of assets reviews, including a compliance review and compiling an asset inventory for general fund held land and property
- Commence infrastructure works at Gateway 14.
- Complete Phase 1 of Chambers Green Development (Former HQ site in Needham Market) delivering market & affordable homes and a new convenience store let to the East of England Co-op. Commencement of Phase 2.

New Library for Needham Market



- A new, bigger and better library delivered for Needham Market
- Funded by Mid Suffolk as part of the redevelopment of the former Middle School site to deliver 40 new affordable homes
- Offers larger and more modern space for library events and activities as well as bookable meeting rooms for the local community
- Features a new children's area with a special sensory wall and more dedicated space for children's activities such as wordplay and story time.