

Customers



Communities



Wellbeing



Environment



Housing



Economy



Health of the Organisation

Quarter 4 Performance

Babergh 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).

We are continuing to support our communities on the journey to digital inclusion working with partners to provide training and gain employability skills as well as access to equipment. Our Chatbot facility has seen an increase of activity of 173% on the previous quarter, as well as an increase of 48% on the number of daily website visits.

We continue our commitment to carbon reduction with the solar panels at Wenham Depot now generating electricity, along with cycling provision being secured for Shotley promoting healthy and sustainable environments. As part of the Queens Green Canopy 80 trees were planted in Hadleigh.

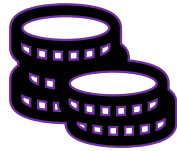
We have also seen the completion of the draft Sustainable Travel Vision be endorsed by the Cabinet, the publication of the Economic Recovery Strategy and the production of the first Climate Change and Biodiversity Annual Report.

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.

Babergh Economy

Headline Performance Indicators

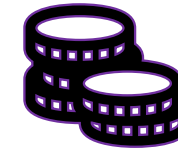


Two new covid business grant schemes administered:

Omicron Hospitality and Leisure Grant paid out £976,743 to 312 businesses.

Discretionary Grant paid out £180,938 to 60 businesses.

Total Covid Business Grant Support = £43,841,415



219

Virtual High Street Registrations

*152 Sudbury businesses registered
67 Hadleigh businesses registered*



19 applications received to the Business Innovation Support Scheme. **9** 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:

- Cycle parking provision secured for Shotley and improved cycle facilities secured for Copdock Park and Ride site.
- Local Cycling and Walking Infrastructure Plan (LCWIP) development work completed and Draft Sustainable Travel Vision endorsed by Cabinet.
- Solar Carports project in Sudbury on track for delivery by end of April 2022.
- Appointed an Architect (KLH based at Sproughton) and Quantity Surveyor for the next phase of the master planning and cost plan (RIBA2 stage) for the Hamilton Road Quarter Regeneration.
- Successful £90k grant confirmed for Changing Places bid for Babergh from the Department for Levelling Up, Housing and Communities (DLUHC) with 50% of that attributable to Belle Vue Café accessible toilets.
- Planning application for park entrance submitted and pending determination for Belle Vue, Sudbury.
- Good levels of early interest in units at Hadleigh employment site.

What we plan to do next quarter:

- 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).
- Sign Legal Agreement with Ipswich Borough Council for the use of retained business rates at Sproughton Enterprise Zone.
- Work with Suffolk County Council (SCC) to develop projects linked to Active Travel phase 2 funding.
- Prepare bid for Sudbury Levelling Up Fund (Round 2) and continue to develop Masterplan for public engagement.
- Progress to next stage all capital projects/pipeline.
- LCWIP strategy and Sustainable Travel Vision to be published and promoted.
- Work with SCC on next steps for Bus Back Better initiatives following Government decision not to award funding to Suffolk.

Economy

Objectives and progress



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

Progress:

- 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.
- Development of our first 'Cultural Strategy' encompassing visitor economy and heritage proposed.
- Draft Brantham screen cluster commission report received for discussion with developer.
- Hadleigh Market – new management contract approved by Cabinet.
- Development of a marketing campaign promoting attractions and holidays within Babergh developed in association with Visit Suffolk.

What we plan to do next quarter:

- Publication of refreshed Evidence Base.
- Commence development of new Economic Strategy to sit alongside Recovery Plan.
- Commence delivery of Innovate Local programme through opening of Innovation Hub in Sudbury.
- Begin project planning for 2nd Innovation Awards later this year.
- Begin project planning for Local Energy Showcase in Spring 2023.
- Development of an Inward Investment website to ensure the District is promoted to investors as a place to locate.
- Support plans for redevelopment of key employment/development sites including Brantham, Sproughton and Delphi.
- "What's Next Events" planned for Sudbury, 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 agreed to continue for 2022 after initial pilot funded by Suffolk Growth with the addition of Sudbury supporting new businesses in the District.
- 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.

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.
- Further Careeriosity sessions to showcase career opportunities in Science, Technology, Engineering, Arts and Maths (STEAM) and creative subjects
- Progress expansion of Innovate Local programme for market stalls to include Sudbury market.
- Work on investment plan for new Shared Prosperity Fund commences.

Babergh Environment

Headline Performance Indicators



16,769

Garden waste subscribers

The total number of subscriptions continues to increase with the overall total rising by 598 subscriptions this year, and by over 1000 compared with 2020/21



60

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

planted at Broom Hill Hadleigh, including 20 Oak trees to provide succession for existing veteran Oak on site.



90

Incidents of fly tipping

The overall trend for fly tipping incidents for the past 3 years shows a return to figures in line with pre pandemic incidents for the full years, 19/20 - 294, 20/21 - 516 and 21/22 - 318.



17.8%

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

*There has been a slight reduction in contamination rate of 0.61% compared to Q3
Items included mainly bags or bagged waste, glass, food waste or dirty containers and wood.
(Data from Materials Recovery Facility input sample)*



98%

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 56 solar panel array at Wenham Depot, generating 21.8kW, was commissioned and is now connected to the Grid and generating electricity.
- The new water filtration system at Kingfisher leisure centre has been commissioned, with improved water quality and energy and CO2 savings being made.
- 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 7 Babergh carparks. The bid is first scrutinised by the Energy Saving Trust who decide whether it can progress to the full application process.
- The main construction work on the solar car ports at the Kingfisher in Sudbury has been completed, with project completion scheduled for Q1 2022/23.
- 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; 24 waste and public realm vehicles have moved to this fuel type from diesel.

What we plan to do next quarter:

- Continue to monitor the performance of the new water filtration system at Kingfisher leisure centre, to assess the merits of possibly rolling out the technology to the Councils' other leisure centres.
- 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.
- Commission the solar car ports at the Kingfisher leisure centre car park.

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 60 standard trees at Broom Hill in Hadleigh, this includes 20 Oak trees to provide succession for existing veteran Oak on site. 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

Sustainable environment for all



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 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 continued to help Trading Standards with their work with Avian Flu outbreaks in the district.
- The second phase of consultation for development of the councils first parking strategy has commenced with a briefing to cabinet members on 11 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.
- Installation of solar compactor smart bins in 3 locations.
- 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.

Successful Health and Safety Prosecution

A steel stockholder company based in Sproughton, has been ordered to pay almost £516k for health and safety offences.

Brisko Scaffolding Ltd pleaded guilty and was sentenced for multiple health and safety offences at Chelmsford Magistrates Court in February.

They must now pay a total of £515,527.65 including costs of £15,527.65 to the council and a victim surcharge of £170 for the offences, which date back to an accident on 21 November 2019.

Officers inspected the company after an employee suffered a life-changing injury following an accident at work, due to a lack of necessary health and safety measures being in place.

The council served the company with a Prohibition Notice, prohibiting them from moving whole stacks of steel bundles in one go.

Unfortunately, following further evidence provided by the injured employee, the council found the company had failed to comply with the notice.

Following representations made by Babergh District Council's prosecutor David Smithet at court, Brisko Scaffolding Ltd was sentenced for the following offences:

- Failing to provide a safe system of work, as required by Section 2(2)(a) of the Health and Safety at Work Act 1974 and contrary to Section 33(1)(a) of the Health and Safety at Work Act 1974;
- Failing to provide adequate instruction supervision or training, as required by Section 2 (2)(c) of the Health and Safety at Work Act 1974 and contrary to Section 33(1)(a) of the Health and Safety at Work Act 1974;
- Failing to carry out a suitable and sufficient risk assessment, as required by Regulation 3(1) of the Management of Health and Safety at Work Regulations 1999 and contrary to Section 33(1)(c) of the Health and Safety at Work Act 1974;
- Failure to comply with a Prohibition Notice contrary to Section 33 (1)(g) of the Health and Safety at Work Etc Act 1974

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 315 customers attended the Sudbury/Hadleigh and Shotley 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 to our processes.
- 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 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:

- 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 performance 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).



Babergh Communities

Headline Performance Indicators



Community Grants

(cumulative Q1 - Q4)



£141,228.41

Capital Grant Allocation

£115,928

Community Restart Allocation

£14,077.62

Minor Grant Allocation

£271,234.03

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

£48,368.00

S106 Funds Allocated

17

Voluntary, Community & Social Enterprise (VCSE) supported

Community Safety

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

137

ASB cases reviewed

0%

of ASB cases open more than 6 months

3

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.
- Officers are working with a range of partners which will see the national Armed Forces Day celebrated in Hadleigh. Initial plans are for a static parade and salute on Thursday 23 June in the afternoon followed by an early evening reception. £3,000 has been secured from the Armed Forces fund to deliver activity and celebration packs for the local community. Support has also been secured from Adnams Brewery.
- 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 more of the Babergh countryside, passing through Hadleigh and Lavenham. 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.
- Youth Forum: A survey has been circulated to high schools across Babergh. 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 (Abbeycroft Leisure) to inform discussions.
- Communities Team members have joined each of the Suffolk Volunteering Strategy working groups to help develop delivery alongside partners.

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

What we plan to do next quarter:

- Virtual "Connect & Catch Up" sessions to continue to be held two to three times a month for statutory and voluntary organisations.
- Armed Forces Day: We will be engaging local schools, businesses and community groups in the event which will give thanks for all our armed forces personnel in a number of roles and deployments both locally and around the world.
- The Women's Tour: We will continue engaging with communities, schools, businesses and parishes along the route to make sure people are aware of the best places to watch the race and where they can take part in activities. We will also continue work on highlighting the benefits of cycling for exercise and importance of road safety.
- Continue to plan Community Events associated with the Queen's Jubilee, Women's Tour and Armed Forces Day.
- Scoping on the Community Awards to be completed by end of Q1. Size and scale will form part of the planning around the Queen's Jubilee celebrations.
- Newly established Youth Forum to be up and running with results from the survey circulated across high schools in Babergh. Results are due in May.

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.
- Upgrading of the CCTV system and transfer of monitoring and maintenance to West Suffolk Council is complete. 8 cameras have been installed and are operational in Hadleigh. 15 of the 16 cameras in Sudbury have been installed and are operational. 10 'static' cameras are in use and 1 deployable mobile camera which is in Sudbury.
- Domestic Abuse 'Champions' group established to develop an action plan of initiatives to be delivered across the Council and within our communities.
- A total of 33 Anti-Social Behaviour cases were reviewed by the Anti-Social Behaviour partnership in quarter 4.
- Babergh is currently second highest users of ECINS in County. Initially established to record medium and high risk ASB cases, the Community Safety team also now record 'low' risk cases for better accountability. This allows a better audit trail on cases which get reassessed and upgraded to a higher matrix.
- 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 BDC 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. Including a Councillor webinar, a professional's toolkit, online quiz for members of the public.

What we plan to do next quarter:

- Continue to support the Western Suffolk Community Safety Partnership and meet in May to agree strategic assessment, priority areas and action plan.
- 16th CCTV camera to be installed and fully operational in April.
- 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: 72% of funding has been allocated to 13 projects.
Pipeline projects include a new community Café for the Bridge Project at AFC Sudbury, the renovation of Long Melford's Cordell Place, play area, new floodlights at Lavenham Tennis Club, Tattingstone Community Shop, Sproughton play area, and a new referee hut at Woolverston United Football Club.
- Minor: 64% of funding allocated to 17 projects. Projects include new car park at GoStart Community Transport, new equipment for Sudbury in Bloom, energy efficient lighting at Boxford Village Hall and toward supporting the Long Melford Biodiversity Group.
- Revenue Grants: £141,868.00 awarded to 17 organisations.
- Community Restart Funding: 100% allocation, £115,928.00 to 73 community groups and projects.
- Locality awards: 78 applications processed and 67% of funding spent.
- S106 has been allocated towards 6 projects including new play equipment in Lawshall and new fencing at the Kings Road play area in Glemsford. Funding has been offered to Bentley towards their play area surfacing, and a site visit was carried out at Glemsford. We are currently awaiting their completed application and have ringfenced the Section 106.

What we plan to do next quarter:

- Continue to progress Pipeline projects.
- Revenue Grant offer letters to be complete by mid-April.
- To begin the roll out of £25,000.00 allocation towards Jubilee Funding.
- Locality Awards training to be given and Locality Awards to be handed over to Locality Officers within the Communities Team.



Babergh Wellbeing

Headline Performance Indicators



26



Children attended Family Park Cooking in Sudbury and Hadleigh during February Half Term.

67% spaces filled in Sudbury and 100% spaces filled in Hadleigh.

105

attendees to outdoor exercise classes

7

Families supported in Hadleigh through Chill, Chat and Play.

5

Mums took part Chill, Chat and Play buggy walks.

100% of mums reported improved wellbeing and bond with their baby.

23



Children attended Adventure Days in Sudbury during February Half Term.

84% spaces were filled.

8



Primary schools have taken part in the Active Schools programme.

Active travel was increased by 19.5%.

81



Children attended free swimming sessions during February Half Term.

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 throughout Babergh during February half term for children in receipt of free school meals. 38 children attended Hadleigh Pool and Leisure Centre and 43 attended Kingfisher Leisure Centre for swimming sessions. There were 49 children that 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 that the project has improved pupil's attendance towards physical activity and increased teacher confidence as well as increasing active travel by 19.5%.
- The Our Parks initiative run in partnership with Suffolk County Council (SCC) saw outdoor group exercise classes held in open spaces in Great Cornard. 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. As such we are progressing funding options with SCC which may see a continuation of the sessions although this will be delivered through our local leisure providers rather than the national Our Parks initiative.
- ICOPE project - led by the Age Care Technologies (ACT) and supported by the Integration and Partnerships manager with logistics and trying to recruit volunteers for the project launched in the South Rural area.
- Dementia Orientation Boards in situ at Hadleigh Pool and Leisure Centre with another organisation being sought to trial the boards.
- Working with Abbeycroft Leisure to develop health pathways offering those referred by GPs and discharged from hospital, with long term conditions, a package of rehabilitation at Hadleigh and Kingfisher Leisure Centres.



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.

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 Babergh such as holiday camps, arts and crafts, drama, filmmaking, family cooking, football and much more!
- Active Schools: It is well documented that Covid-19 has seen a negative impact on young people's physical and mental health and as such we are working with Active Suffolk on a second phase of the project due to be launched in April.
- Working with Suffolk County Council on a funding bid to establish free outdoor group exercise classes aimed at families and adults.
- ICOPE project participants are set to be communicated with early April with partnership support from Abbeycroft Leisure.
- Awaiting feedback from the Dementia Orientation Boards at Hadleigh Pool and Leisure Centre. If these have been a success, the aim is to roll out to other locations in the South Rural INT area.

Babergh joins forces with GPs to keep residents fit

Working in partnership with Abbeycroft Leisure 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 Kingfisher Leisure Centre in Sudbury, funded by the NHS West Suffolk Clinical Commissioning Group. Hadleigh Pool and Leisure as become the latest to join in February, as a one-year pilot to test demand, funded by the NHS Ipswich and East Suffolk Clinical Commissioning Group. Residents who feel they may benefit from a referral should speak to their GP in the first instance.

Nigel Westwell has Parkinson's and uses the GP referral scheme at Hadleigh Pool and Leisure. He said:

"Due to having Parkinson's I was very concerned about my body strength as most people with Parkinson's are susceptible to trips and falls and this was something I wanted to avoid.

"Before I joined the scheme I would often stagger when I walked, but now I have improved my strength and balance and I stagger much less.

"I've really enjoyed the sprints on the bike which have made my legs much stronger, and the upper body training has made me feel better overall. I am now able to manage my symptoms better, I'm sleeping better, and it's given me a good appetite."



Babergh Housing

Headline Performance Indicators



29

Households placed into temporary accommodation

The demand for Temporary Accommodation has increased during the last quarter. However, the team continue to be incredibly busy and dealing with lots of new cases.



13

New Affordable Homes Built or Acquired (9 built for social rent, 4 S106 acquisitions – ART)

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



51

cases where homelessness has successfully been prevented or relieved

The team are continuing to work diligently to prevent and relieve homelessness wherever possible.



52

Properties relet (not temporary accommodation)

There has been an increase in the number of homes available to let, which is really positive for those needing somewhere safe to call home.



104 %

of disabled facilities grants spent and committed



40

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 Omicron, increased demand and operational demands

Housing

Objectives and progress



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

Progress:

- Babergh Growth achieved listed building consents for development at Corks Lane.
- There were 12 housing specific planning applications granted, which will deliver 21 homes.
- Handover of 9 council homes for social rent in Brantham and publicity event.
- A positive Homes England audit report for Brantham (development funded by Homes England).
- Initial garage review completed. Opportunities rated for more detailed feasibility to delivery of new council homes.

What we plan to do next quarter:

- Design work for public consultation on new scheme in Babergh District.
- Completed sales of all the shared ownership homes the Council delivered or purchased in 2021/22.
- Handover of new council homes on sites delivered by developers in Sudbury and Wherstead.
- Enter into contract with developer for delivery of new council homes in Lavenham.

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 will be 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 via e-newsletter.
- 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 the Customer Relationship Management (CRM) Open Housing module.
- Rollout of Remote Assist to other teams and increasing the usage of the product.

Babergh 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*



64,600

Babergh Twitter
impressions

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



93,445

Babergh 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*



924

Babergh Committee /
Council meeting views

*There were 10 meetings in Q4, with
10 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:

- 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.
- Leased former retail units at Borehamgate, Sudbury to new tenants the Bridge Project and Innovation Labs
- Secured planning consent for change of use of small parcel of surplus land at South Suffolk Business Centre to accommodate Go Start Community Buses (see case study highlights)
- 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.
- Continued programme of assets reviews, including a compliance review and compiling an asset inventory for general fund held land and property.
- Council Owned Companies to continue to monitor progress against agreed Business Plans and begin to plan for next business plan periods.

A new start for Go Start Community Transport



- A new homebase for Go Start Community Transport at South Suffolk Business Centre
- Go Start were successful with grant and CIL funding to create a new parking area on an unused area of surplus land adjacent to the car park at South Suffolk Business Centre
- Occupation of the land by way of a Licence to Occupy completed.
- Change of use planning consent obtained by the Strategic Property Team to facilitate the completion of the CIL funding of 75% of the project costs.