

Quarter 4 Performance Report

Babergh District Council
June 2023 Cabinet





This performance report covers the period from January to March 2023 (Quarter 4).

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 looks in brief towards projects commencing in the next quarter.
- The report has been aligned to the 18 outcomes in our outcomes framework, setting out targets for achievement throughout 2023/24.

Customers

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

Quarter 4 Progress on Customer Access:

- We have been testing our live chat service and will look to implement this service for our customers from Q1.
- We are continuing to deliver our digital skills sessions across libraries and increase our promotion of these services.
- We have created a new online form for housing solutions so those at risk of homelessness can let us know online, rather than by calling us.
- Tenant Satisfaction Survey for 2022/23:
 - 80% of tenants surveyed (1,381) have internet access
 - 69% are satisfied with the online services the council provides
- We received an average of 619 calls per day during Q4. This is broadly in line with anticipated levels, and only 5% higher than the same period the previous year. Increased demand this period was driven by enquiries in relation to council tax bills.
- We also experienced a decrease in our average wait time from 3 mins 44 seconds in Q3 to 2 mins 59 seconds, with incremental decreases in average wait time throughout the month to achieve 1 minute 43 seconds in March.

619/596



average calls per day /
total visits to the CAP

(CAP visits up 15% from Q3)



2 mins 59 seconds
average wait time

(down from 3 mins 44 seconds in Q3)

2,679/973



chatbot and automated
telephone sessions

(32% increase in chatbot and
7% increase in automated
Telephone from Q3)



14%

abandon rate
(down from 18% in Q3)

Customers

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

Quarter 4 Progress on Cost of Living:

We have continued to deliver our Cost of Living Action Plan.

Key areas of note are:

120
households
signposted

- Ongoing development of an internal 'Fuel Poverty Toolkit', a signposting resource that will help staff identify support for customers struggling with their energy costs.
- Ongoing work to develop a pilot referral process with Anglian Water that will passport Council Tax Reduction claimants onto social water tariffs.
- Working with housing colleagues to develop an FAQ toolkit for contractors who encounter our tenants, including content which centres around support with the cost of living.
- Distribution of the third round of the Household Support Fund, supporting 41 households with support to afford their housing costs, totalling £50,000. And signposting 120 households to alternative support.

41



households supported

(Household Support Fund)

£50,000 of support

in Round 3

Customers

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

What we plan to do next quarter:

- We will launch our live chat service and monitor the volumes of chats and customer satisfaction scores to understand the demand for this service.
- We will be commencing our sheltered scheme digital skills sessions in two sites across Babergh to understand how we can support our tenants to go online and feel confident using online services.
- We will continue to deliver digital skills sessions across libraries and look to extend the reach of these to Holbrook over the next quarter.
- We will be looking to move forward with a pilot that aims to help households in temporary accommodation to access the internet. We will be working with our housing colleagues to create a process before engaging with The Good Things Foundation (organisation who run the scheme).
- We will be looking to launch the 'Fuel Poverty Toolkit' through a staff Lunch and Learn, which will also highlight the support available to customers and staff who are impacted by the cost of living.
- We will be continuing to work with Independent Food Aid Network (IFAN) to develop signposting leaflets and a digital form, we will be consulting with stakeholders to finalise content and community distribution locations.
- We will be continuing to work with Anglian Water to design and move forward with the social tariff passporting pilot.

Customers

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

Quarter 4 Progress on Resident Engagement:

- We have continued to work on our new website and have been using customer data and insight to create the structure of our landing pages. We are now working with 54 people across the organisation to help improve our content ahead of the website being launched later in the next quarter.
- We are continuing with the roll out of hybrid meetings allowing members of the public and stakeholders to be able to join our committee meeting remotely and without the need to come into Endeavour House.

1,550 
**average daily
web visits**

(14% increase from Q3)

 **68.5k**
**Babergh
Twitter impressions**

*'impressions' are the number of times
a Twitter user sees our Tweets*
(29% increase on Q3)

- Housing continue to deliver a monthly email Bulletin to tenants who have an email address – keeping them updated on services, news and information.
- Tenant Satisfaction Survey for 2022/23; 61% of tenants surveyed felt that we kept them informed.
- Results and feedback from tenants who have completed a Tenant Satisfaction Survey or a transactional survey have been used when developing Housing Service Delivery Plans for 2023/34.

 **117,574**
**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*

Customers

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

What we plan to do next quarter:

- We will continue to work on our new public facing websites and ensure that we provide opportunities to test the site with our customers.
- We will also be asking customers to provide feedback on the most frequently used online forms to allow us to use customer feedback to redesign our online forms.
- A 'tenant engagement open day' is being planned to take place in June 2023 for tenants who have expressed an interest in participating in the delivery of our tenant engagement strategy.
- Housing - we will be going out into communities who have expressed dissatisfaction with their neighbourhoods through Community Action Days to consult with and empower residents to affect change and improvement they want to see in their neighbourhood.
- We will start planning events for National Democracy Week which will take place in October.
- We will continue to develop the content on our social media channels to keep residents informed and drive engagement.
- Planning will be carrying out an upgrade to the "Public Access" planning search & comment webpage, which will incorporate updated and improved functionality.

Customers

Outcome 3: Residents are satisfied with Council services

Quarter 4 Progress on Resident Satisfaction:

- Work has been ongoing to develop the new complaints system alongside the digital platform project ahead of launch later this year. The new complaints system will provide greater data insight into complaints received and will help shape work from the lessons that we learn.
- Quarterly complaint taskforces will be held to share data with the relevant service areas to provide the feedback and lessons learned from complaints and we will look to create public facing annual reports to demonstrate changes that have been made as a result.
- Tenant Satisfaction Survey for 2022/23:
 - 69% of tenants surveyed are satisfied with the services we provide as their Landlord
 - 48% of tenants surveyed (1,381), feel that we listen and act on their feedback
 - 23% of tenants who have made a complaint in the last 12 months are satisfied with the way their complaint was handled
- The Joint Local Planning Enforcement Plan (JLPEP) went to Full Council in March 2023 and is due to be published online in May 2023, the new plan will help provide greater awareness of the planning enforcement process.
- The Councils received 261 Stage One Complaints in quarter 4, this is a 35% increase from the 193 complaints received in Q3. In 2022/23 there were 858 complaints in total, a 14% increase on the 753 in 2021/22.
- The Councils received 40 compliments in quarter 4, this is a 25% decrease on the 53 compliments received in Q3.

261
stage 1
complaints



40
compliments



Customers

Outcome 3: Residents are satisfied with Council services

What we plan to do next quarter:

- We have also now joined the institute of customer service and will be looking to work with them to undertake a customer satisfaction survey and work with other likeminded members to create customer satisfaction improvement plans.
- To increase tenant satisfaction, Housing and Customer Service colleagues will be holding an Improvement Day to look at common themes across the survey and how-to drive-up satisfaction and improvement within the service over the next 12 months. Collection of tenant satisfaction data is underway and will be reported to the Regulator in Spring 2024.
- Housing Complaints Taskforce, made up of staff and a tenant, continues to meet quarterly to review complaint handling, including lessons learnt and trends and identify improvements to the service and improvements around the way we handle complaints.
- Other areas who have higher volumes of complaints such as waste and planning services also continue to meet quarterly as part of the complaints task force groups to review complaints and compliments data and find opportunities to improve our services and increase compliments.
- The joint Joint Local Planning Enforcement Plan (JLPEP) will be published in May and a focus on accessible language, clear expectations of what to expect when raising a planning enforcement concern and a flowchart to help customers understand the different investigation steps. This will provide greater visibility around the planning enforcement process to help residents engage with our service.

Wellbeing

Outcome 4: Inequalities are reduced for all groups

Quarter 4 Progress on Reducing Inequalities:

- Dementia buildings audit has been conducted at Kingfisher Leisure Centre as part of a larger programme across our buildings, community partners and key venues in Babergh. This is going to be followed up with a report containing comments from partners in the field such as Alzheimer's Society and Dementia support groups. The audit is a way of checking that buildings are dementia friendly and providing recommendations to support those in our communities living with dementia.
- Suffolk Artlink have been delivering arts-based sessions at Waterfield House care home. The class has a local artist visit and complete mosaic work with residents. The class takes place at the same time as the Memories café and has been very popular.
- Conversation commencing with AFC Sudbury, VCSE Engagement Lead from West Suffolk Alliance and Abbeycroft Leisure on a befriending scheme on match days, where a fan can bring an elderly person to a match for free to help tackle social isolation.

What we plan to do next quarter:

- Working with Ipswich Borough Council and East Suffolk Council to implement a strength and balance programme with Ipswich and East Suffolk Alliance across our districts and the Ipswich and East Suffolk area for 2023/24.
- Family Fun Days are being organised for the summer holidays in Shotley, Hadleigh and Sudbury. The events will be free for all members of the public, however, children and young people who are eligible for free school meals will be able to book activities and request a family lunch. As well as fun activities, there will also be local support services that will provide information on the cost of living and health and wellbeing.
- Discussions continue with Orchestra's Live progress with 2/3 host groups across Babergh confirmed: Dementia Cafés in Hadleigh Ansell Centre and Sudbury's The Bridge Project will be taking part. The 3 musical workshops will be for residents, and their carer, living with dementia across the district.

Wellbeing

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

Quarter 4 Progress:

- The Youth Social Prescribing contract was awarded to The Mix Stowmarket. This project will place youth workers into high schools in both districts and they will support young people to access activities that boost their wellbeing and resilience.
- Active Living is an exercise referral scheme designed to help residents increase their physical activity levels and improve their health by offering specialist physical activity classes. So far, there have been 140+ clients across Kingfisher Leisure Centre and Hadleigh Pool and Leisure Centre. 60% of these clients had improved wellbeing scores after completing the scheme.



27,869

Total number of swims across Hadleigh and Kingfisher Leisure Centres in Q4

424,497

Visits to Kingfisher and Hadleigh Leisure Centres over the past year



42

Assessments and reassessments completed by BMSDC officers for the ICOPE (Integrated Care for Older People) project

- ICOPE (Integrated Care for Older People) pilot programme was delivered in the South Rural area of Babergh which invited individuals to partake in an assessment in order to assess their health, independence and access to support, this was followed by a reassessment to see if any difference had been made. 23 assessments were completed and 82% of these have been reassessed so far.

Wellbeing

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

What we plan to do next quarter:

- Suffolk Walking Festival launches at Thornham Walks on Saturday 13 May – 28th May with refreshments and 5 launch jaunts. There are over 70 walking routes, over 350 miles across Suffolk.
- Working with The Mix to mobilise the Youth Social Prescribing programme in one school in Babergh.
- The Tour of Britain, the UK's leading cycle race, will return for its 19th edition in 2023. The race will come through Babergh, Mid Suffolk, East Suffolk council areas with the finish in Felixstowe, exact dates are still to be confirmed.

Wellbeing

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

Quarter 4 Progress:

- The Council's Safeguarding Policy has been revised and drafted by the team. It is to be finalised for adoption in the first quarter. This is being supported by work with HR and Democratic Services teams to put together an updated training programme for staff and members.
- The Council supported the national social media campaign on Loneliness from 30th January for six weeks. Our social media posts have so far gained 1,443 impressions and the posts have been engaged with 44 times (likes/shares/video views) since it started on January 30th.



5 holiday activities ran at February half-term, supporting **376** children

- BMSDC holiday activities in February half term from 13th to the 17th February. 405 spaces were made available of which 376 were attended (96% booked and attended). One guardian quoted, *'I can't afford to send my children to activities in the holidays but because of the free meal scheme my kids are able to go to the holiday camps for free. They loved the nerf camp so much. They had a day out playing, making friends and just having fun. I'm very grateful for this.'*



57

Holiday activities have been available for eligible children over the past financial year, supporting

4449 children

Wellbeing

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

What we plan to do next quarter:

- Working with providers to deliver a successful Easter HAF programme and May Half term activity programme for those children eligible for free school meals.
- Officers are supporting Wells Hall Primary School in Great Cornard in providing a “Active Week” between 12th June – 16th June. The purpose of active week is to invite local sports providers into the school to offer taster sessions to the children of Wells Primary and other local schools in the area.


Environment

Outcome 7: Biodiversity is enhanced and protected

Quarter 4 Biodiversity Progress:

- Biodiversity Strategy – production is underway. The strategy will inform Biodiversity Action Plan refresh.
- Trees, hedges and wildflower applications assessed and determined.
- Tree Planting Strategy - finalisation is underway.
- Tree planting complete in Essex Avenue, Sudbury.
- Preparation of the Grassland Management Strategy is underway.
- Mowing regime changed and being mapped as meadow management across over 41,000m² of grassland. Meadow management well underway with signs installed on relevant areas to both inform the public and invite feedback.
- Contributing towards the Councils' preparation for the implementation of mandatory Biodiversity Net Gain in November 2023 and SCC's production of the Local Nature Recovery Strategy in 2024.
- Continue to gather and validate management and ownership data and mapping information with Strategic Property.

79 trees
and **1,695** hedgerow
plants distributed



1,200 sqm
wildflower seed
distributed



Environment

Outcome 7: Biodiversity is enhanced and protected

What we plan to do next quarter:

- Using volunteer teams to complete the mulching of new planting in Essex Avenue.
- Assess 2023/24 applications for trees, hedges and wildflower planting.
- Issue drafts of both the Tree Planting Strategy and Grassland Management Strategy for consultation.
- Commence work on Biodiversity Strategy.
- Continue to work on Biodiversity Action Plan.
- Monitor meadow management areas, both for their condition and public response to them.
- Biodiversity Net Gain implementation - continued involvement including helping to identify potential offsite delivery sites, and production of Local Nature Recovery Strategy.
- Working with the Communities Team, aim to increase volunteer activity in conservation work across the district.
- Following joint data and mapping work, Strategic Property and Public Realm will develop Asset Action Plans linked to Biodiversity Action Plan.

Environment

Outcome 8: Babergh and Mid Suffolk have a low carbon footprint

Quarter 4 Progress:

- Refresh current Carbon Reduction Management Plan, updated with progress since inception, but now to look at areas of focus for the next 12 and 24 months.
- Review opportunities for further carbon reductions at leisure centres.
- Establish property list of other carbon emitting buildings for future retrofit consideration.
- Deliver 2021/22 Greenhouse Gas Report detailing progress on corporate emissions.
- Review 2021/22 Greenhouse Gas Report detailing progress on corporate emissions.

What we plan to do next quarter:

- Commission a review of performance of clean power installations on Council assets and operations and maintenance contracts
- Forensic review of energy usage to better understand performance across its estate
- Complete recruitment of Climate Change Manager and 2 x project officers for the team
- Continue to support local communities' ambitions for local energy through the Suffolk Climate Change Partnership
- Continue to work across councils and with Suffolk County council to bring forward priority schemes in the LCWIP

Environment

Outcome 9: Babergh and Mid Suffolk are healthier, safer and sustainable places

Quarter 4 Progress :

- Ensure that food safety resources are targeted at higher risk inspections and those prioritised by the Food Standards Agency (FSA) . All high-risk interventions due, have been prioritised and interventions undertaken during 2022/23 for businesses rated A (Highest Risk) to D (Lowest Risk).
- There has growth in 'new' business registrations and/or change food business operator since the pandemic.
- A new Food Standards Agency (FSA) delivery model is currently out for consultation to relevant stakeholders and will be ready for implementation in 2023/24.
- Garden waste subscribers – increased by 106 subscribers to 17,077 compared to Q3.
- Contaminated recycling rate is 15.4%, slightly higher than the 12-month rolling average of 14%.
- 115 Fly tipping Incidents: 6 private land, 53 highway, 26 on council land, 48 were 'other household waste', 15 'black sacks', 14 construction waste, 6 green waste, 5 white goods, 8 tyres.
- 1 Fixed Penalty Notice issued for fly tipping.
- Working towards the launch of a 'virtual' season ticket option in our car parks, providing our customers with greater convenience.
- Conducting a full review of the car park tariff boards – new boards will help customers understand the restrictions and ensure that all car parks are enforceable.



15.4% of recycling collected was identified as contaminated or too small to process (under 45mm)



17,077 Garden waste subscribers



115 Incidents of fly tipping

Environment

Outcome 9: Babergh and Mid Suffolk are healthier, safer and sustainable places

What we plan to do next quarter:

- We are planning to migrate all data management systems in public protection and public realm to upgraded software during Quarter 1 2023/24.
- Recruitment will commence for a Trainee/Apprentice Environmental Health Officer in Public Protection for succession planning and helping meet our increased staff resource.
- As part of the new Food Standards Agency (FSA) delivery model consultation, the Councils will be attending a Local Authority Stakeholder event in April 2023.

- Waste Services will host a stall at Hadleigh Show which take place on Saturday 20th May 2023 at Holbecks Park, Hadleigh, to promote recycling, home composting, and Food Savvy campaign to local residents. We will bring a bin lorry to the show , so public can interact with bin lorry and bin crew.
- We are organising 2 Compost giveaway events in Sudbury and Hadleigh in May 2023.
- Waste services continue to work with local primary and secondary schools to promote recycling and waste management with pupils.

Economy

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

Quarter 4 Progress:

- Belle Vue site : Concluding the sale legal transfer of the house after Cabinet agreement of a preferred bid. Commissioned an architect and cost consultant to undertake high level assessment of remediating old pool site and regrading the land. Continuing to explore changing place accessible toilet options and café format for the park
- Hadleigh scheme : Concluding the sale legal transfer of the A1 use retail/convenience store to generate a capital receipt. Completing S106 transfer and site investigations.
- Working on shorter term vacancy and rental income strategy with Assets Team whilst further master planning and highways next steps worked through after Levelling Up Fund bid not awarded by UK Govt. Discussions ongoing with potential anchor tenants in refurbished scheme. Phasing options appraisal including leisure and residential is continuing. Considering alternatives for Bus Station/Borehamgate and HRQ in view of no LUF grant award
- Continue work with Suffolk County Council (SCC) and other relevant partners to seek opportunities for, and help to facilitate, the delivery of Active Travel/LCWIP schemes – including preparing the Capel St Mary to Copdock route for active travel funding tranche 5.
- Continue internal behaviour change campaign around sustainable commuting options, and participate in Cycling UK's Big Bike Revival for workplaces – hosted "bike doctor" sessions for staff at Endeavor House
- Grant funding applications submitted for Changing Places toilets. Design options being produced.

Economy

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

What we plan to do next quarter:

- Hadleigh Workspace: Preparing a planning application ready to submit by early summer 2023. Securing anchor tenant and workspace unit marketing intelligence. Further business case refinement
- Belle Vue site, Sudbury : Progressing all elements including café and toilet options, and next steps including next governance considerations for after elections including entrance options
- Hamilton Road Quarter/Bus Station area - Progress all workstreams including a prioritisation discussion with SCC Highways on bus and junction improvements
- Progress CIL applications for identified LCWIP schemes (including investigating feasibility/agreeability of schemes involving PRoW re-designations to allow cycling
- Assist in the launch and promotion of the new Vertas community transport provision in May
- Support SCC with residential travel plan events in Hadleigh and Thurston
- Launch internal behaviour change campaign around using EV pool cars for work related travel
- Produce an EV Infrastructure Implementation Plan
- Flatford Mill Changing Places design to be agreed with funder. Work to commence in Autumn to limit operational impact.
- Development of a digital infrastructure plan to identify areas that need additional investment in high-speed broadband.

Economy

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

Quarter 4 Progress:

- Security and accessibility testing completed for new Inward Investment website and content development complete.
- Culture, Heritage and Visitor Economy Strategy adopted by cabinet. Stakeholder action plan workshops delivered with over 95 people engaged.
- Continued to support plans for redevelopment of key employment sites including Vanners, Delphi, Copdock, Brantham, Wherstead and Sproughton.
- Received approval of our Rural England Prosperity Fund Investment Plan (addendum to UK SPF).
- Delivery of UKSPF programme commenced and first end of year returns completed.
- Agreement reached with other Suffolk LAs and the New Anglia LEP on provision of a county wide business support programme funded via UKSPF.
- Tender for start-up business support contract published.
- Innovate Local market stalls project in Hadleigh and Sudbury extended following successful pilot scheme
- Further development of the Love Explore platform which now includes 8 games and 15 trails across Babergh – launch events held to promote access to this platform.
- Commissioned SAC to carry out Food & Drink consultancy to help understand the strength of the sector and identify opportunities for growth.



Capital funding
of **£621,369**
approved for
Rural Prosperity Fund
across 2 years

Economy

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

What we plan to do next quarter:

- Completion and launch of new Inward Investment website.
- Culture, Tourism and Heritage Strategy – Online stakeholder engagement event post Easter leading to development of Action plan to be produced by the end of June. Production of video to be released for launch including stakeholders, businesses and strategy overview and actions over the next 5 years.
- Continue to produce content for Visit Suffolk and promote locations for Screen Suffolk locations database.
- Work with Innovation Labs on expansion of membership for Sudbury Hub including work with local schools and Job centre.
- Begin project planning for Local Energy Showcase in 2023.
- Contract to be let for start up business support tender in May
- Commence delivery of year 2 SPF programmes
- Submit SPF end of year report and “credible plan” to DHLUC by deadline on 2 May
- Develop capital grant funding pack and commence delivery of Rural Prosperity Fund projects
- Complete food & drink consultancy and identify next steps to support this significant sector
- Review opportunities for setting up specialist sector groups to support business to business engagement
- Progress options for delivery of Hypha Studios pop-up arts space in Sudbury

Economy

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

Quarter 4 Progress:

- Enterprise challenge held in 2 schools within the District, participation grants awarded to the 3 schools completing the challenge to be used towards careers support and interventions in school.
- Innovation Manager appointed for Innovate to Elevate programme with partner University of Essex and first 3 businesses signed up to the programme
- Reviewed end of first quarter of Lapwing programme delivery
- Worked with SCC and Suffolk Chamber on the development of the LSIP (Local Skills Improvement Plan)
- Worked with Planning and local developers on development of Skills & Employment Plans to ensure local employment is maximised from local commercial developments

What we plan to do next quarter:

- Carry out full review of the skills and employability programmes delivered over the last year including Careeriosity and the Enterprise Challenge.
- Development of a specialist recruitment support programme for businesses funded by SPF.
- Working with SCC and other LA partners on development of skills and employability programmes for wider SPF programme.

Communities

Headline Performance Indicators



Community Grants



Quarter	Capital Grant Allocation	Minor Grants Awarded	Section 106 Allocation	VCFSE Organisations supported through revenue grants
1	£25,000	£12,055	£53,735	17
2	£44,453	£1,000	£2,948	
3	£96,317	£1,802	£79,374	
4	£31,092	£0	£58,491	
TOTAL	£196,863	£14,857	£194,549	17

Allocation - Grants that have formally been offered to projects/groups.



132

Total ASB cases reviewed in Babergh April 2022 – March 2023

Community Safety

Anti-Social Behaviour cases in Q4;

6

New ASB cases received at the ASB partnership panels

36

New ASB cases received separate to those discussed with the ASB partnership panels

1

ASB cases open more than 6 months

0

ASB community triggers called for

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

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

Quarter 4 Progress:

- VCFSE Resilience Funding has been awarded to 13 organisations across the Babergh district. This fund can be used by VCFSE organisation to cover costs such as energy, bills, expenses, administration and training. This fund is helping to empower organisations and the communities that they serve.
- CIL Expenditure Framework Review 5 was approved at Babergh Full Council meeting in March 2023.
- 5 CIL bids were taken to Babergh Cabinet in March 2023 for recommendation for approval. All 5 bids were approved with a total spend allocation of £362,513.64. The bids included play areas and an extension to a Village Hall.
- Over Q4, a total of £58,491.45 Section 106 funding has been awarded in order to fund play equipment in Capel St Mary, Monks Eleigh and Copdock. This will ensure that children will be able to play safely on modernised equipment.
- Across Babergh and Mid Suffolk, a total of £196,898 has been processed in locality awards. Capel St Mary Methodist Church was awarded a grant to support a community pantry through purchasing a shed, paint and stock. The pantry opened in December 2022 and has been continuously used and stocked by the local community since.



Communities

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

What we plan to do next quarter:

- Bid round 11 opens in May 2023 for acceptance of CIL Bid applications
- The fourteenth round of parish payments will be made to the parishes in April 2023 from CIL income collected from October to March 2023.

Communities

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

Quarter 4 Progress:

- An in-person Parish and Town Liaison meeting took place at East Bergholt in February - this provided an opportunity for Parish and Town Councils to find out more on what is happening in Planning, the forthcoming Elections, and included an introduction to the Communities Team locality way of working.
- Suffolk Volunteering Strategy has been drawn up and will be taken to People's Board in April. This policy will help build capacity and resources of community and voluntary organisations across the districts as well as strengthen connections between council staff and communities.
- Free Mental Health First Aid Course held online for VCFSEs - 15 available spaces, 10 filled and 4 dropped out which meant a total of 6 people completed the course. The next course is due to begin in April.
- The Council has supported the network of Men's Sheds across Babergh through helping Hadleigh Men's Shed to find a permanent location. A Council asset was explored but proved to be unsuitable.

Communities

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

What we plan to do next quarter:

- Training to support volunteer managers in VCFSEs will be made available.
- Sudbury Men's Shed is relocating to Long Melford Football Club and is reviewing a name change to 'Stour Valley Men's Shed'.
- Support for Social Enterprises project will be launched offering bespoke support for existing and new organisations.
- The first round of capital funding will open for applications. Applicants will be asked to identify the key outcomes that will be achieved as a result of the funding as well as how they will measure the outcome – what success will look like. Capital funding will be made available through 3 funding rounds across the year.

Communities

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

Quarter 4 Progress:

- Created a Domestic Abuse Champions Network within the Councils to develop a strong internal approach to domestic abuse. Over the past financial year, the number of DA Champions, helping to support victims of domestic abuse has increased from 10 to 37 members of staff across BMSDC, including our CEO Arthur.
- Delivered two Criminal Exploitation workshops to BMSDC staff in partnership with Suffolk Constabulary and Suffolk County Council. The sessions focused on understanding exploitation, what we're seeing in Suffolk, our collective contribution and responsibilities to identify and disrupt it, as well as tools and partnerships to support our responses. Over 25 people attended.
- Continued the work around the new Serious Violence Duty, talking a multi-agency approach to prevent and reduce serious violence.
- Supported the National Sexual Abuse and Sexual Awareness Week (6-12th February), raising awareness and promoting services from statutory bodies and third sector organisations that can help and support victims and survivors of Sexual Abuse and Sexual Violence.
- Participated in several Community Engagement events across the district with various partners including Criminal Exploitation Hubs and Suffolk Constabulary. The aim of building stronger links with our communities and community groups to help identify, support, and protect communities from the risk of crime and disorder.

Communities

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

What we plan to do next quarter:


- Progress work around the new Serious Violence Duty.
- Develop and support the work around Modern Slavery, including delivering workshops to BMSDC staff on raising greater awareness of this abuse, to help support staff to identify and respond effectively to refer potential victims of modern slavery into support, where appropriate.
- Continue to monitor and evaluate the effectiveness of CCTV cameras, analysing data, looking at trends and hotspot areas.
- Continue to support the Western Suffolk Community Safety Partnership, Chair and Vice Chair.
- Support further Community Engagement events alongside partners focusing on the themes of crime, youth nuisance and anti-social behaviour.

Housing

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

Quarter 4 Progress:

- Work continues on our Building Services Transformation and Improvement programme. Following our self-referral to the Regulator of Social Housing, we continue to make good progress to ensure all properties are fully compliant with the regulatory standards - with only a very small proportion awaiting inspections. There has also been an overhaul of existing processes, and there is now more robust data around health and safety compliance to provide tenants with complete reassurance.
- New software in use within delivery team for project and programme management.
- 29 units delivered in last quarter – 23 x rented and 6 x shared ownership
- 3 new shared ownership properties marketed
- 20 shared ownership properties are under offer and progressing through to completion
- 4 Mutual Exchanges completed this quarter along with 3 Right to Buy sales.

 **9** Households moved into settled accommodation

- Tenant Satisfaction Survey results for 2022/23 show that 69% of tenants surveyed (1,381) felt we provide a safe home; with 62% feeling we provide a home that is well-maintained.
- Tenant Satisfaction Survey results for 2022/23 shows that 70% of tenants surveyed (1,381) are satisfied with life nowadays.

29



New Affordable Homes Built or Acquired

47 Households currently in temporary accommodation



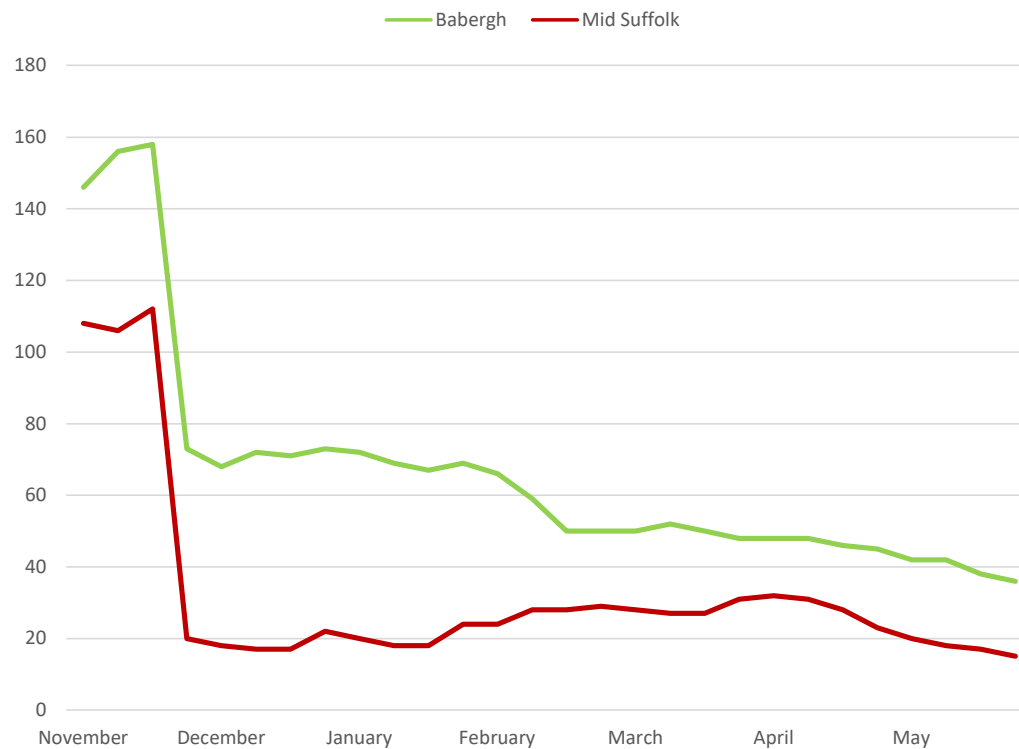
63 Properties relet (not temporary accommodation)



Housing

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

Gas Compliance (Backlog Reduction Nov 22 to Jun 23)



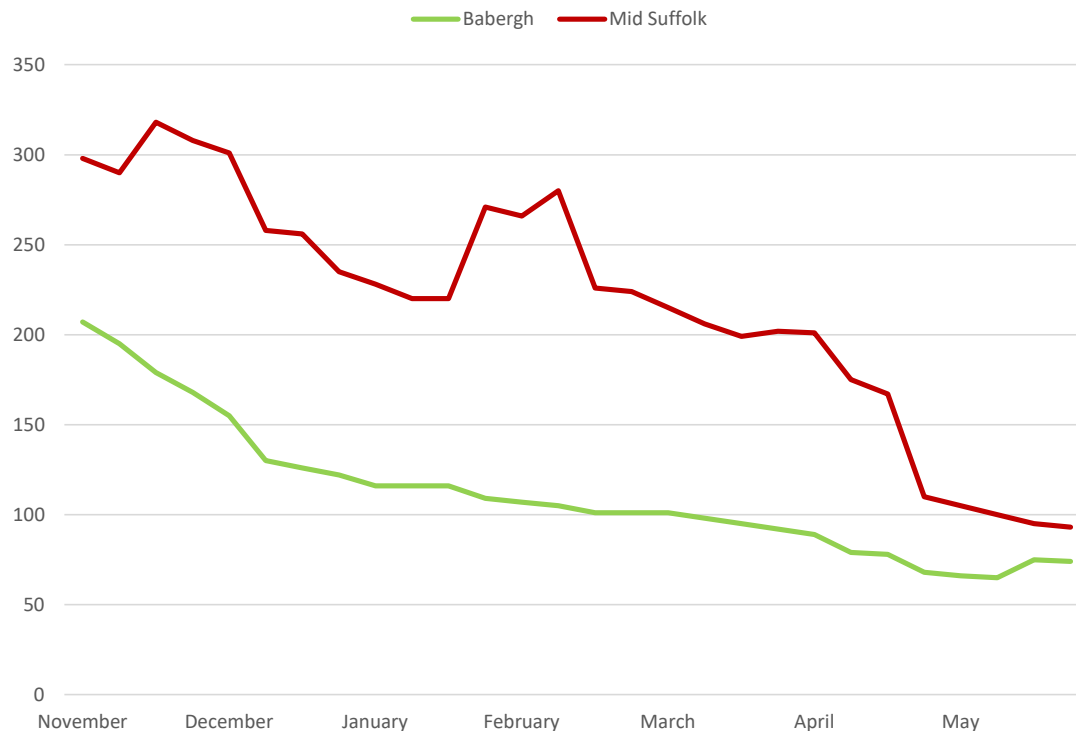
The gas compliance checks in Babergh properties reduced from 72 at the end of Q3 to 52 at the end of Q4 and is continuing to reduce steadily. At time of publication (June 2023) the backlog is 36.

The remaining overdue services have been handed back to BMSDC from contractor due to no access. Injunction requests are being referred to BMSDC legal services for court application and tenants advised injunctions have been applied for.

Housing

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

Electric Compliance (Backlog Reduction Nov 22 to Jun 23)



The electric compliance checks in Babergh properties reduced from 130 at the end of Q3 to 98 at the end of Q4 and is continuing to reduce steadily. At time of publication (June 2023) the backlog is 74.

Of the certificates received there are a number that require secondary sign off by a supervisor. We are currently investigating if these can be signed off digitally in bulk or if they will need to be signed off on an individual basis by a supervisor.

Aaron have a 3-month programme in place to revisit any overdue properties and to hand back to BMSDC for injunction requests to be applied for.

Housing

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

What we plan to do next quarter:

- To drive up tenant satisfaction, Housing colleagues will be holding an Improvement Day to look at common themes across the survey and how-to drive-up satisfaction and improvement within the service over the next 12 months.
- Collection of tenant satisfaction data is underway and will be reported to the Regulator in Spring 2024.
- 11 units due to deliver in next quarter – all rented.

Housing

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

Quarter 4 Progress:

- Tenant Satisfaction survey results for 2022/23 show that 48% of tenants surveyed (1,381), feel that we listen and act on their feedback. The average of all Landlords (69) that work with Acuity to collect tenant satisfaction is 64%.
- Progress against the Tenant Engagement Strategy delivery plan – 10 of the 28 actions are either completed or in progress and we have provided an update on our website so tenants can hold us to account.
- Community Action Day held in Cavendish and Minden, Sudbury where staff cleared fly-tipping, weeds and worked with residents to improve the neighbourhood (area identified following complaints from residents).
We are using the results of our tenant satisfaction survey to identify further sites for improvement days based on low satisfaction scores.
- Consulted with a group of our tenants on how we will report our Housing performance going forward and developed some tenant friendly visuals which will be used on our website and through our My Home email Bulletin.

Key Metrics Summary Q4 2022/23



Through benchmarking with other landlords just one of the twelve measures above (kept informed) is above the median (10% above) and in the top quartile. The remaining measures all fall below the median by between 9% and 42%. The upkeep of the communal areas and treating tenants fairly and with respect are in the third quartile but the other measures, including the overall satisfaction, the home, repairs and communication issues all fall into the lower quartile. The biggest difference is for the complaints handling; 42% below the group median.

Housing

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

What we plan to do next quarter:

- Our new Tenant Engagement Co-Ordinator will start at the end of May, bringing the engagement team up to two full time members – which will further enhance our work in involving tenants in the management of their housing services.
- We will be launching the tenant friendly visuals (dashboards) this quarter on our website and through our email Bulletin.
- We are about to embark on a project around Social Housing Stigma by engaging with tenants who have told us that they feel that they aren't treated fairly or with respect.

Housing

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

Quarter 4 Progress:

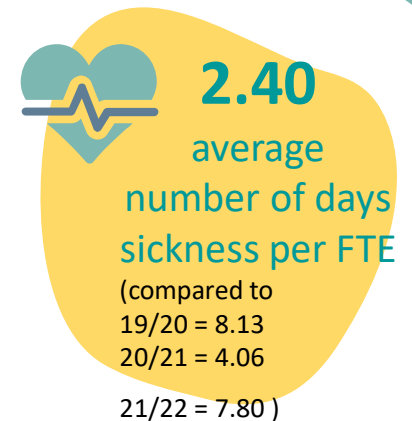
- New homes being designed in accordance with the New Design Guide and Specification that sets out the Councils low carbon aspirations for new council homes that they build and allow for adaptable living.
- 13 dwelling planning applications approved in the period, providing a total of 20 new homes.

Health of the Organisation

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

Quarter 4 Progress:

- Continued to work on our overall pay and reward project, including making significant progress with the 300 + job evaluation interviews with employees.
- Developed content for our aspiring leadership and management development programmes.
- Continued the work on our Equality, Diversity and Inclusion Programme and recruited and trained E,D & I champions across the Councils.
- Recruited and trained additional mental health first aiders and delivered refreshed training for our existing MHFAs.
- Continued the work on our HR policy and process review.
- Developed the Financial Wellbeing section of our internal intranet for our employees to further signpost support in response to the Cost of Living pressures.
- Commenced training with line managers around effective and people focused 121s



Health of the Organisation

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

What we plan to do next quarter:

- Conclude the 300+ job evaluation interviews and move to the next stage of the Pay and Reward Review
- Go live with the line manager support webinars on change
- Go live with the line manager dashboards as part of the Oracle reporting functionality
- Commence work on the learning management system element of Oracle (the new HR Information system)
- Continue the work on our people data provision
- Selection of potential providers for our Equality, Diversity and Inclusion programme, following the tendering process
- Selection of potential providers for our Leadership and Aspiring Leaders Programme following the tendering process
- Review our current employee survey provision and develop next steps

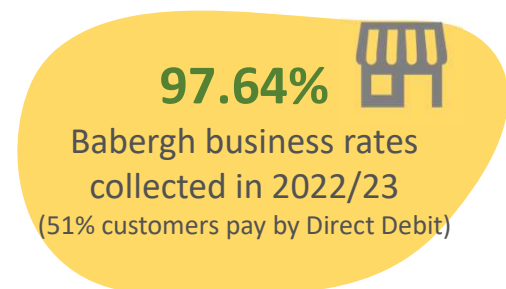
Health of the Organisation

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

Quarter 4 Progress:

- 2022/23 General Fund and HRA Q3 Financial Monitoring report presented to Cabinet
- 2022/23 Half Year Treasury Management Outturn presented to Council
- 2023/24 Budget presented to Cabinet and Council
- 2023/24 Capital, Investment & Treasury Management Strategies presented to JASC and Council
- Completed alignment phase of the replacement Financial Management System project

- 82.75% council tax payers using Direct Debit
- 50.85% of business rates payers using Direct Debit



Health of the Organisation

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

What we plan to do next quarter:

- Resume 2020/21 audit
- Publish draft 2023/24 Statement of Accounts
- Support colleagues in Building Services as they develop and implement a procurement plan.
- Produce updated drafts of Contract Standings Orders and the Procurement Manual
- Commence testing of new Financial Management System and recruit systems champions from service areas

Health of the Organisation

Outcome 21: Effective and efficient management of our property portfolio to make the best use of our assets

Quarter 4 Progress:

- Successfully occupying refurbished office space in Endeavour House – post occupancy evaluation to be undertaken as part of project review
- Outline New Depot Business Case and Budget approved by Full Council
- Continue programme of assets reviews, including energy audits, a compliance review, condition surveys and compiling an asset inventory for general fund held land and property and recording data in Uniform/CadCorp

What we plan to do next quarter:

- Progress Touchdown accommodation project establishing staff working group and undertaking all staff survey to identify end user requirements
- Prepare Company Business Plans for approval