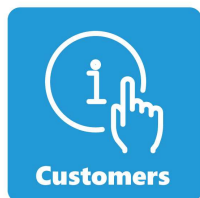


# Quarter 4 Performance Report

Mid Suffolk 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 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.
- We are continuing to deliver our digital skills sessions across libraries and increase our promotion of these services.
- 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.

**619/260**   
**calls per day (av.) total visits to the CAP**  
(CAP visits up 63% 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)

  
**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 Mid Suffolk to understand how we can support our tenants to go online and feel confident using online services.
- 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.
- We will be launching 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*

- 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 and make ongoing improvements.
- 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.
- 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:

- The inter-generational dementia awareness learning, The Archie Project, is underway in four schools including Great Finborough, Chilton Community, Bosmere and Woodley Primary School. This project aims to make communities more dementia-friendly.
- A new Boccia session has been launched at Mid Suffolk Leisure Centre. The sessions will be delivered in partnership with ActivLives and will be inclusive for all.
- Ageing Well programme with SPOT wellbeing helps residents aged 60+ to age well through exercise, advice and socialising. It is a six week programme with the aim of becoming sustainable afterwards, with communities running the programme with little assistance. Two groups in Debenham and Cotton are beginning to run as independent entities following their completion of the programme. There are also two groups in Eye and Fressingfield currently still working with SPOT wellbeing and they are at full capacity. Within the Debenham group, one attendee was unable to stand up from a chair without assistance before the programme began. After doing the programme for a few months, the attendee is now able to stand up and sit down independently multiple times, albeit cautiously, but is continuing to strengthen their abilities.
- Two interactive tables were supplied to care homes across Mid Suffolk on a rotation basis for two months. These tables involve memory games and feedback has found that residents enjoy playing the games. Staff have reported increased socialisation and movement between residents because of the group games.



12

Care homes supported through dementia friendly offers

# Wellbeing

## Outcome 4: Inequalities are reduced for all groups

### What we plan to do next quarter:

- Family Fun Days are being organised for the summer holidays in Eye and Stowmarket. 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.
- An options paper is being prepared for Communities Management on possible ways the council may be able to engage young people across the district on themes such as democracy, wellbeing, understanding access to mental health services, physical activity and community safety; providing an avenue for young people to voice their viewpoints on these issues and inform decision making. A project plan based on the recommended suggestions will be formulated containing next steps on how to advance this project.

# Wellbeing

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

## Quarter 4 Progress on Improving Health and Wellbeing:



**27,122**

Total number of swims across Stradbroke and Mid Suffolk Leisure Centres in Q4

**480,852**

Visits to Stradbroke and Mid Suffolk Leisure Centres over the past year

- 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 Schools programme offers children the chance to take part in school sport and activity. It is being delivered by Active Suffolk and 12 schools have been contacted to take part in the programme.
- Building on the successful GP referral programmes at the Everyone Active leisure centres, an exercise for mental health pathway has been developed and began in January for clients with mental health conditions from The Greenlight Trust and The Blossom Charity.
- Working with Activities Unlimited and Everyone Active to support a programme of activities for SEND children including a year use of the Climbing Wall and Playworld at Mid Suffolk Leisure Centre.

# 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:

- 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.
- Suffolk Walking Festival kicks off at Thornham Walks on Saturday 13 May – 28<sup>th</sup> May with refreshments and 5 launch jaunts. There are over 70 walking routes, over 350 miles across Suffolk.

# 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 and it is due to be adopted 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 30<sup>th</sup> 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 30<sup>th</sup>.



**7** holiday activities  
ran at February  
half-term,  
supporting  
**261** children

- BMSDC holiday activities in February half term from 13<sup>th</sup> to the 17<sup>th</sup> February. 261 spaces were made available of which 100% were attended. Activities included swimming, family park cooking, adventure days and scavenger hunts.

**50** holiday activities have been  
available for eligible children over the  
past financial year, supporting

**2970** 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.
- 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.

# Environment

## Outcome 7: Biodiversity is enhanced and protected

### Quarter 4 Progress on Biodiversity:

- 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.
- Preparation of the Grassland Management Strategy is underway.
- Mowing regime changed and being mapped as meadow management across over 85,000m<sup>2</sup> 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.

**127** trees  
and **4,665**  
hedgerow plants  
distributed



**7,700 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.
- Explore increased public engagement with management of land-locked open space.

# Environment

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

### Quarter 4 Progress on Climate Change:

- 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.
- OZEV external funding of £316k for new EV charging points moved to implementation phase.
- Ongoing development of EV Chargepoint implementation Plan for the District
- Review opportunities for further carbon reductions at leisure centres.
- Establish property list of other carbon emitting buildings for future retrofit consideration.
- Reviewed 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 176 subscribers to 18,544 compared to Q3.
- Contaminated recycling rate is 9.9%, lower than the 12-month rolling average of 10.2%.
- There were 100 Fly Tipping Incidents in Q4: 15 on private land, 56 highway, 7 council land, 32 'other household waste', 8 'black sacks', 18 construction waste, 9 white goods, 5 green waste, 10 tyres.
- Fixed Penalty Notices – 2 issued for fly tipping, 2 for household duty of care and 1 for duty of care investigations.
- New pay and display machines installed in all our Stowmarket car parks (14 machines).

**18,544**



Garden waste  
subscribers

**9.9%**

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



**100**

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.
- We will be participating in the Needham Market Earth Day public event, to promote recycling, home composting, and Food Savvy campaign to local residents.
- We are organising 2 Compost giveaway events in Eye and Needham Market in May 2023.
- We will take part in Stowmarket Food and Drink Festival to promote Food Savvy campaign in July 2023.
- We plan to participate in the Stowmarket Family Fun Day public event to promote recycling and Food Savvy campaign in July '23.
- Waste services continue to work with local primary and secondary schools to promote recycling and waste management with pupils.
- Special parking provisions to be provided for the Primadonna Festival (Stowmarket) on 28th-30th July.
- 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.

# Economy

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

### Quarter 4 Progress:

- Pre-planning application completed for Stowmarket Health, Education and Leisure Facilities (SHELF) . Cabinet and Council approved submission of the planning application and funding for stage 4 design work. Submission of planning application for the scheme.
- Contract signed for the commencement of the construction works. Finalised the operator tender and process for Cross Street, Eye.
- Skills and Innovation Centre on G14: Arranged with architect next building layout option with increased workspace and teaching flexibility. Sourced conferencing and social impact evidence base for viability assessment.
- Grant funding applications submitted. Design agreed with funder for changing places facilities at Stradbroke Swimming Pool and Leisure Facilities.
- Funding and delivery of successful Sustainable Travel community engagement event at Needham Lakes, in partnership with SCC
- Hosted “bike doctor” sessions for staff at Endeavor House
- Communities Together East Anglia (Mid Suffolk) received funding for their Rural Innovation project (‘Chatty Bus’ providing transport across district)
- Progress delivery of projects and workstreams for Freeport East following final FBC approval. MOU agreed with Government following Westminster launch event.
- 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:

- Stowmarket Health, Education and Leisure Facilities (SHELF) – Stowmarket, Work on full business case including Head of Terms for Chilton fields and Nursery. Negotiations with a number of potential tenants are underway.
- Instalment of changing place facilities – Stradbroke Leisure Centre – Tender for the works and appointment. Work to commencement in Autumn to limit operational impact.
- Innovation unit - Cross Street, Eye. Construction work to commence w/c 3rd April and operator tender to be released. Heads of Terms to be signed with Eye Town Council
- Fund and facilitate the provision of 4 x Bike Maintenance Stands across public places in Mid Suffolk
- Prepare a reconsidered cabinet proposal for Mid Suffolk rural transport/DRT pilot funding
- Produce an EV Infrastructure Implementation Plan
- Launch internal behaviour change campaign around using EV pool cars for work related travel
- Development of a digital infrastructure plan to identify areas that need additional investment in high-speed broadband
- Continue work with Suffolk County Council and other relevant partners to seek opportunities for, and help to facilitate the delivery of Active Travel/LCWIP schemes, and continue a pilot phase within the CIL expenditure framework to fund LCWIP schemes – working up a methodology to progress schemes to the point that they can apply for delivery funding.

# Economy

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

## Quarter 4 Progress:

- Pilot project arranged in partnership with Hypha Studios and Fox Yard Studio to offer free exhibition and studio opportunities for artists and creative makers for up to 6 months in 27 Ipswich Street, Stowmarket.
- Security and accessibility testing completed for new Inward Investment website.
- Culture, Heritage and Visitor Economy Strategy adopted by cabinet. Stakeholder action plan workshops delivered with over 95 people engaged.
- Development and launch of new business grants scheme funded by RPF focused on sustainability and carbon reduction
- 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
- Next stage of consultation on priorities and themes for Stowmarket Wayfinding & Placemaking took place in January.
- Continued to support plans for developing key employment sites including G14 and Port One.
- Further development of the Love Explore platform which now includes 8 games and 11 trails across Mid Suffolk – 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 **£821,658**  
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
- Select successful artists/creatives for Hypha Studios pop-up arts space in Stowmarket - Gallery and exhibition space to open in early May and run until October. Depending on the success of this, and the desire for units by artists, this pilot will help with evidence how desirable the spaces could be and a business plan will be produced to be used for future funding.
- Further explore the idea of an e-bike rental scheme with Eezybike in Stowmarket
- Continue to produce content for Visit Suffolk and promote locations for Screen Suffolk locations database.
- 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



# 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:

- Review other findings of Skills report by Respublica e.g. real time local labour market observatory.
- 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



### Community Safety

Anti-Social Behaviour cases in Q4;

151

Total ASB cases reviewed in Mid Suffolk April 2022 – March 2023

4

New ASB cases received at the ASB partnership panels

28

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

3

ASB cases open more than 6 months

1

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.

Quarter	Capital Grant Allocation	Minor Grants Awarded	Section 106 Allocation	VCFSE Organisations supported through revenue grants
1	£207,872	£14,749	£234,500	19
2	£91,445	£1,000	£8,127	
3	£115,518	£0	£1,345	
4	£111,928	£0	£54,620	
<b>TOTAL</b>	<b>£526,763</b>	<b>£15,413</b>	<b>£298,592</b>	<b>19</b>

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

# 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:

- CIL Expenditure Framework Review 5 was approved at Mid Suffolk Full Council meeting in March 2023.
- 6 CIL Bids were taken to Mid Suffolk Cabinet in March 2023 for recommendation for approval. All bids were approved with a total spend allocation of £156,126.44. The bids included play areas, improvements to Health Centre, new footpath, church lavatory project and village car park.
- Great Blakenham Village Hall and Recreation Ground received £50,000 of Section 106 funding in January which means that the play area can be renewed and reopen. A total of £54,660.83 Section 106 funding has been awarded by Mid Suffolk District Council this quarter.
- VCFSE Resilience Funding has been awarded to 22 organisations across the Mid Suffolk District. The fund can be used by VCFSE organisations to cover costs such as energy, bills, expenses, administration and training. This fund is helping to empower organisations and the communities that they serve.
- Across Babergh and Mid Suffolk, a total of £196,898 has been processed in locality awards. Wilby Women's Institute was awarded a locality award to be spent on exercise equipment including netball goal posts and netball carry bag. As a result of this, Wilby WI can run regular exercise sessions such as walking netball which has helped them to maintain regular social contact and improve their health and wellbeing.



# 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:**

- CIL 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
- The first round of capital funding and Community Development 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, whilst Community Development funding will be available through 2 funding rounds across the year.

# 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 Stowmarket 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 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.
- As part of Employee Supported Volunteering (ESV) week, Mid Suffolk District Council and Community Action Suffolk hosted an Employer Supported Volunteering Networking event in Stowmarket. Local businesses had the chance to connect in-person with charities and causes in their area that need volunteers to support the work they are doing.

# Communities

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

## **What we plan to do next quarter:**

- The third round of Mental Health First Aid training for VCFSE organisations will open.
- Training to support volunteer managers in the VCFSE will be made available.
- Volunteers' Week (1st-7th June), volunteer recruitment market stands will be taking place in Mid Suffolk.
- Follow up "Let's Talk Volunteering" coffee and cake catch ups are being planned across the District for late June
- Support for Social Enterprises project will be launched offering bespoke support for existing and new organisations.

# Communities

## Outcome 15: Our communities are high quality, safe, healthy and attractive

### 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 (6-12<sup>th</sup> 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: Our communities are high quality, safe, healthy and attractive

### What we plan to do next quarter:

- Community Safety Team are looking to conduct a Street Survey in Stowmarket on the themes of crime, youth nuisance and anti-social behaviour.
- 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:

- Phase 2 demolition works on a Council owned site at Paddock House, Eye to enable the delivery of 16 new affordable homes
- 31 units delivered in last quarter – 25 x rented and 6 x shared ownership
- Grant funding received following completion of Needham Market Middle School site
- Marketing of 10 new shared ownership properties
- 14 shared ownership properties are under offer and progressing through to completion
- 6 Mutual Exchanges happened this quarter along with 1 Right to Buy sale
- Tenant Satisfaction Survey results for 2022/23:
  - 69% of tenants surveyed (1,381) feel we provide a safe home;
  - 62% feel we provide a home that is well-maintained;
  - and 70% of tenants are satisfied with life nowadays.

31



New Affordable Homes  
Built or Acquired

52



Households currently in  
temporary accommodation

68



Properties relet  
(not temporary  
accommodation)

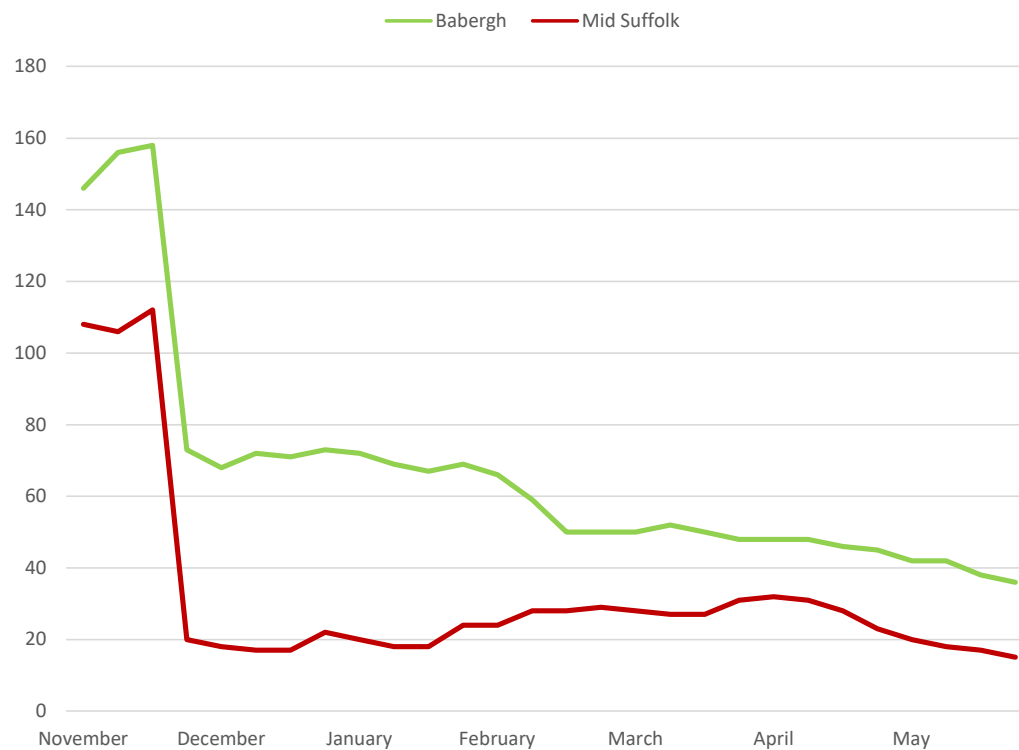
### What we plan to do next quarter:

- 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.
- 23 units due to deliver in next quarter – 19 x rented and 4 x shared ownership

# 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)



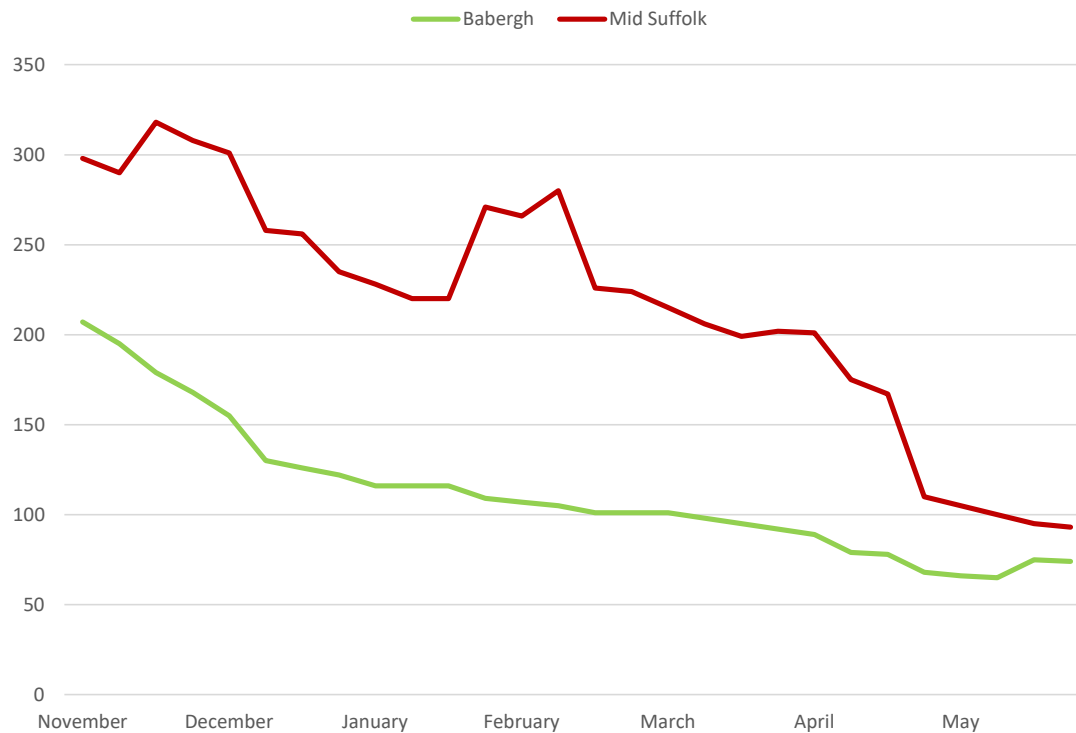
The gas compliance checks in Babergh properties increased from 17 at the end of Q3 to 27 at the end of Q4. It has since reduced steadily, and at time of publication (June 2023) the backlog is 15.

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 258 at the end of Q3 to 206 at the end of Q4 and is continuing to reduce steadily. At time of publication (June 2023) the backlog is 93.

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 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.
- 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.
- Through benchmarking with other landlords just one of the twelve measures pictured right (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.

### Key Metrics Summary Q4 2022/23



# 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:**

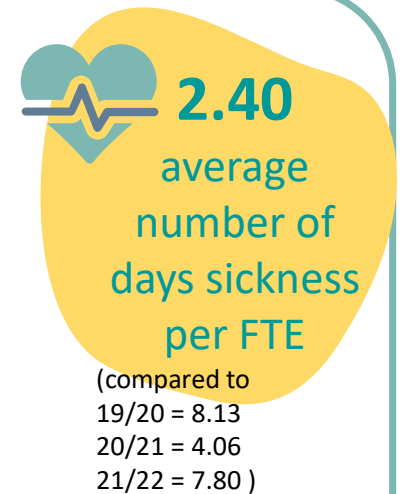
- Continue programme of assets reviews, including energy audits, a compliance review and compiling an asset inventory for general fund held land and property and recording data in Uniform/CadCorp.
- New homes being designed in accordance with the New Design Guide and Specification that sets out the Councils low carbon aspirations for new council homes that they build and allow for adaptable living
- 23 dwelling planning applications approved in the period, providing a total of 36 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 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 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 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 next stage of 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
- Complete alignment phase of the replacement Financial Management System project
- 81.95% council tax payers using Direct Debit
- 46.46% of business rates payers using Direct Debit



**98.20%**

Mid Suffolk council tax collected in 2022/23  
*(82% customers pay by Direct Debit)*



**98.33%**

Mid Suffolk business rates collected in 2022/23  
*(47% customers pay by 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 Business Case and Budget approved for Depot Project
- 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
- Start on Site of The Range property at Gateway 14, completion due November 2023
- Completion of Road Infrastructure at Gateway 14

## 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
- Submit speculative reserved matters planning application for Plot 2000 at Gateway 14
- Appointment of Contractor to deliver Phase 2a of Former HQ site at Needham Market