



# Performance Report

## 2023-24 Quarter Three

Babergh District Council



Customers



Communities



Wellbeing



Environment



Housing



Economy



Health of the Organisation



This performance report covers the period from October to December 2023 (Quarter 3).

This report sets out how the council is performing against its six key priorities from the current Corporate Plan. The main body of the report is aligned to the 21 outcomes from the current Outcomes Framework, setting out notable achievements by teams across the organisation during the latest quarter.

A selection of Key Performance Indicators (KPIs) have been included to show a direction of travel (DoT). This provides an indication of the direction of performance against a comparable period.

This report also looks towards work in progress for the coming quarter, where planned activity for Q4 (January to March 2024) is set out towards the end of the report. This section also sets out the transitional arrangements for performance monitoring, following the adoption of Our Plan for Babergh - ***A more resilient and sustainable future for Babergh***, at full Council on 23<sup>rd</sup> January 2024.

[Appendix A - Our Plan for Babergh.pdf \(moderngov.co.uk\)](#)



# Our Achievements

## for Quarter Three

# Customers

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

## **Customers are digitally included and can use technology to access services and advice**

- The first digital skills session was launched in Holbrook, alongside cost-of-living information and support.
- 9 customers attended our digital skills sessions across the Babergh area.
- Live chat continued to be a popular choice for residents to engage with our customer services team since its implementation in Quarter 2. In Quarter 3 365 chats have been completed.
- From our quarter three Tenant Satisfaction Measure Survey, 312 tenants were surveyed and 77% of those tenants said they have internet access. Work continues to deliver digital skills sessions in sheltered housing schemes.
- Our new council website has been launched during Quarter 3 with refreshed content, improving ease of access for our customers.

## **Customers say the councils met their needs the first time they made contact**

- We have started completing some customer journey mapping with our residents related to online forms to help us to redesign them in our digital platform from a customer perspective.
- 97% of customers who visited our Babergh customer access points over Quarter 3 said we were able to resolve their enquiry at the first point of contact.

# Customers

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

## **Residents feel well informed about council services, activities and plans that may affect them**

- Our 'Fuel Support' communications campaign launched, promoting support available to help people heat their homes and tackle fuel poverty. Information has been shared across social media, internal staff updates, tenant bulletins, as well as local parish publications to reach people who are not online.
- We teamed up with economic development and the Department for Work and Pensions (DWP) to combine our local Sudbury Jobs Fair with financial wellbeing support as part of Talk Money Week. Alongside numerous local employers, support was available from Citizens Advice, Barclays, Digital Skills and our Financial Inclusion team.
- We worked with Suffolk County Council to produce and distribute cost of living leaflets across the district, helping residents to find and access support.
- We continue to work with Anglian Water to progress the Social Water Tariff Referral Pilot.
- Development Management pre-application customer survey (which may include resident applicants) is open and live for response by enquirers

## **Customer and community needs are at the heart of service design and improvement, and they are engaged in testing and piloting new ideas**

- ACE Anglia, an advocacy learning disability charity in Suffolk, supported us in testing our website. Approximately 8-10 customers provided feedback regarding their experience of the website and changes were made as a result.
- We have started completing some customer journey mapping with our residents related to online forms to help us to redesign them in our digital platform from a customer perspective.

# Customers

## Outcome 3: Residents are satisfied with Council services

### **Residents are satisfied that council services meet their needs**

- 76% of customers who completed our telephone satisfaction survey said they were satisfied or highly satisfied with the service they received on the telephone.
- Further engagement work with tenants regarding complaints showed the main issues were around communications in relation to requests for housing services. A new module within the Housing Management system is now planned. This will require all officers to log and action tenant contact so that we have a fuller picture of service requests and the actions being taken.

### **Residents say the council listens and acts on feedback**

- 48% of Babergh tenants surveyed during Q3 responded to say they are satisfied that we listen and act.

### **Residents have high-quality experiences and interactions with the councils**

- We have been working on developing and testing our new complaints and freedom of information systems, ahead of the launch in Quarter 4. We have been working across the Council to ensure that we collect useful data within the system to ensure we can continuously improve our services based on customer feedback.

# Wellbeing

## Outcome 4: Inequalities are reduced for all groups

### **Residents age well with the best quality of life, having equal access to high-quality health and care services**

- Officers continue to work with Ipswich Borough Council & East Suffolk Council to implement a strength and balance programme with Ipswich & East Suffolk Alliance across our districts and the area for 2023/24.
- The Council is supporting discussions between Sudbury's Sporting Memories group and leisure provider, Abbeycroft Leisure, to set up regular dementia friends' sessions to be held, open to all, within the centre of Sudbury.
- Community Infrastructure Levy (CIL) contributions are sought from all new housing developments. Implementation of Joint Local Plan (Policy Reference: SP08, LP30 and LP31) are now part of Development Management negotiation and decision making to secure strategic infrastructure provision, infrastructure and health provision.

### **Every child has the best start in life**

- Officers and local Councillors to Bildeston and surrounding areas, are exploring local transport provision for young people eligible for Holiday, Activity and Food (HAF) sessions within the district. Officers are engaging with the local schools and partners at Suffolk County Council to identify if there is a need for funded transport to be provided in the area.

### **Older people have a good quality of life**

- Hadleigh Memories Café hosted an intergenerational Rock 'n' Roll themed disco on 5<sup>th</sup> October to celebrate Silver Sunday, a national older people's awareness day. The event was well attended, and activities included games, dancing and food.
- Sudbury Sporting Memories Group hosted an event with students from Thomas Gainsborough School to raise awareness about early onset dementia. The event drew around 60 attendees, and members of the group were interviewed live by BBC Radio Suffolk.

# Wellbeing

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

### **Residents have improved mental health and well-being**

- Youth Social Prescribing by 4YP has commenced within Holbrook Academy. Steering group meetings have reported initial successes as many students have been supported through drop-in break time, lunch clubs and pastoral room cover. Work is continuing with Suffolk County Council to put together a robust reporting system. A proforma is being discussed and agreed with The Mix and 4YP (For Young People) and is due to be completed by the next steering meeting.
- Abbeycroft have received funding to deliver their Stand Tall programme, which aims to assist young people with mental health issues. This 8-week programme takes place in Ormiston Academy and is currently supporting 19 young people.

### **Residents have improved physical health, with opportunities to participate in leisure and sport to improve their health and tackle obesity**

- Hadleigh Pool & Leisure's bid for the Phase I (Revenue) of Government's Swimming Pool Support Fund was successful. The facility has been granted £115,620.00 to support with the increased pressures on utility costs.
- October 1<sup>st</sup> saw the launch of 'Feel Good Suffolk' (FGS), a behavioural change service to support people who want help to stop smoking, lose weight and become more physically active. Work levels remain extremely high while Phase 1 of the FGS offer continues to be delivered.
- Conversations have commenced regarding Active Week 2024 at Wells Hall Primary School in Great Cornard. After the success of last year and coming runner up at the Active Suffolk Awards for Active Primary School of the Year, the school are seeking funding to continue their work on introducing children to new activities.



# Wellbeing

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

## **Residents live longer and healthier lives**

- ActiveLives have been funded for a year to help support their Step-by-Step programme which is delivered for over 55's in Shotley and East Bergholt. The classes promote social inclusion in community settings while helping with falls prevention.
- Abbeycroft, in partnership with West Suffolk Hospital and allied Health Professional, have developed Waiting Well workshops to keep residents as well as possible as they wait for operations. The programme targets those on Trauma or Orthopaedic waiting lists.
- Implementation of Joint Local Plan (Policy Reference LP29 (active travel) LP24(1) and LP24(2) (g) and (i)) are now part of Development Management pre-application negotiations and application consideration

# Wellbeing

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

### **Residents are supported to help us tackle our most pressing public health challenges**

- 'Active Mums' has successfully rolled out with Abbeycroft Leisure, a project which encourages healthy eating, information and increased physical activity to support expecting mothers in managing their weight gain and smoking cessation. Expecting mothers who exceed a healthy body mass index (BMI) threshold are referred in by local midwifery teams. So far, 8 clients with more than 50 attendances have been reported.

### **Residents with care needs have personalised support, independence and choice, enabling a good quality of life**

- 5 providers at 6 different locations in Babergh were awarded funding for the District Council's October half-term activities, which included sports, arts and crafts, and a drop-in session for teenagers. Providers have worked with Suffolk County Council to roll out Suffolk Sourcing, the new booking platform for the Holiday Activity and Food (HAF) programme. Providers are encouraged to sign up to this platform to facilitate the funding application process moving forwards.
- The Eequ booking system, the new booking platform commissioned by Suffolk County Council, was used for the first time in the Christmas School holidays. Early indications show that it was a success with most providers using the system. The system will provide a better advertising strategy and more accurate and robust data for the next financial year.
- Christmas 2023 also saw the greatest number of providers delivering within this period (6 compared to 4 in Christmas 2022) and it also saw the greatest number of spaces available (646 compared to 477 in Christmas 2022).
- As previous data has recorded the Christmas holiday period as having the lowest uptake of activity spaces, the Council funded 150 food boxes which contained a full roast dinner and enough for dinner on Boxing Day for a family of 4 to be collected by families.

# Wellbeing

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

### **Residents are safeguarded and protected from harm**

- Abbeycroft continues to provide free access initiatives to Home-Start, homeless, rough sleepers, and care leavers for those accessing lifestyle support services who cannot afford them. This offers discrete access to use the leisure centres for wellbeing and activities.
- November marked the White Ribbon 16 days of action. To raise awareness, a White Ribbon article was featured in working together with links to a series of free webinars, including a session delivered on Male victims of domestic abuse. A lunch and learn session on Domestic abuse was offered to all staff members in December, with 39 participants.

### **Residents and visitors are and feel safe in the districts**

- Community Safety Officers attended two Community Engagement events in Hadleigh and Copdock to support the police in promoting the new model that is being rolled out in December, the partnership arrangements, and a questionnaire survey on Anti-Social Behaviour (ASB) /crime related issues.
- Officers continue to work with the Tenancy Management Team, Housing Providers and Suffolk Police to provide risk assessment data on ASB, Hate crime and community tensions to SERCO.

# Environment

## Outcome 7: Biodiversity is enhanced and protected

### **Biodiversity on council owned land is enhanced**

- Revision of Biodiversity Action Plan currently taking place, finalising priorities and resource required
- Working with stakeholders such as Woodland Trust, Suffolk Wildlife Trust & Suffolk Tree Warden Network
- Communications around 'Call for Land' has been published during national tree planting week to identify land within the districts that can be used to increase biodiversity

### **Babergh increasing tree and hedgerow canopy cover contributes to biodiversity gain**

- Successful bid for Local Authority Treescapes Fund to create scattered orchards
- 9 trees in Hadleigh
- Planting commenced in late November 2023 using volunteer groups (e.g. HEAT) in partnership with Public Realm

### **Wild flower planting enhances the landscape in our districts**

- Free trees, hedging and wildflower scheme open with many applications already received
- 11 applications for 41 trees and 1,620 whips
- Seeding of some areas to enhance benefits:
- 10 sites totalling 4,360 sqm

### **Biodiversity gain is optimised in new developments**

- Babergh and Mid Suffolk's Joint Local Plan Part 1 2018-2037 Development Plan Document (DPD) was adopted in November 2023, and this includes up-to-date planning policies for the environment including biodiversity net gain in new developments.
- Joint Local Plan (Policy Reference LP16(e)) is now part of Development Management pre-application advice, negotiation and consideration in all planning decision making to secure a minimum 10% increase for biodiversity.

# Environment

## Outcome 8: Babergh has a low carbon footprint

### **Everyone in Babergh can access and use sustainable, net zero, transport options:**

- Suffolk County Council (SCC) Highways, Rights of Way teams, the planning directorate (including the infrastructure team in respect of the Community Infrastructure Levy (CIL)), Milestone, Ipswich Strategic Planning Area (ISPA) group and all other relevant partners are working together to seek opportunities for, and help facilitate, the delivery of Local Cycling and Walking Infrastructure Plan (LCWIP) schemes.
- Supported several parishes with Bus Service Improvement Plan (BSIP+) funding bids, and submitted a district-led bid for a Dedham Vale hopper bus (including wrap-around service for commuters to/from Hadleigh and Manningtree rail station).

### **Everyone in Babergh understands the need to reduce carbon emissions and energy use - making sustainable choices:**

- Encouraged and supported communities to make sustainable choices through our 'Community Climate Action Roadshow' held in October 2023. The Roadshow featured a series of drop-in style events which took place in Sudbury, Hadleigh and Holbrook, with a total of 275 people attending the Roadshows. The events made residents aware of low carbon choices by giving residents the chance to speak to local groups and organisations about climate action tips, initiatives, and opportunities in their area.
- Joint Local Plan (Policy Reference LP23 and LP20) are now part of Development Management pre-application advice, negotiation and consideration in all planning decision making to minimise the dependence of new development on fossil fuels

# Environment

## Outcome 8: Babergh has a low carbon footprint

**New development will achieve high levels of energy efficiency, minimise carbon emissions and support green infrastructure and the Councils will maximise low carbon energy generation for council owned buildings:**

- Renewable Energy Guarantees of Origin (REGO) backed energy purchased from EDF guaranteeing 100% from renewables
- New planning guidance to encourage developers to adopt low carbon options and energy efficiency measures
- Babergh and Mid Suffolk Joint Local Plan Part 1 2018-2037 Development Plan Document (DPD) adopted in November 2023, which includes renewable and low carbon energy generation, and green infrastructure.

# Environment

## Outcome 9: Babergh is a healthier, safer and sustainable place

### **Our communities reduce, reuse and recycle by default**

- We supported a council-led event: Community Energy Event at Hadleigh in October, promoting recycling, food waste reduction and home composting.
- In November we attended Sudbury's Christmas Fair, promoting recycling and food waste reduction.
- We delivered a whole-school recycling assembly at Ipswich High School's prep school in November.

### **Local businesses are safe and healthy for residents and visitors**

- Food Hygiene Ratings rated 5 across the number of food businesses for Babergh are reported as 88.14% in Q3.

### **Green and open spaces are safe and accessible, providing formal and informal activity and opportunities for all residents**

- Green spaces are inspected daily whilst core duties are carried out, e.g. bin emptying and litter removal.
- Play areas are inspected weekly to ensure that they are safe and there are a number of play areas that have been identified for improvements.

### **Residents and visitors feel safe in our places and communities**

- Babergh and Mid Suffolk Joint Local Plan Part 1 2018-2037 Development Plan Document (DPD) adopted in November 2023, which includes up-to-date planning policies that contribute to making a healthier, safer and sustainable place.
- Joint Local Plan (Policy Reference LP24(1) and LP24 (2) (c) and (f)) are now part of DM pre-application negotiations and application consideration.

# Economy

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

### **Babergh and Mid Suffolk have employment sites to meet demand, maximise business growth and opportunities and provide good quality jobs**

- Babergh and Mid Suffolk Joint Local Plan Part 1 2018-2037 Development Plan Document (DPD) adopted in November 2023, which includes up-to-date policies supporting the economy and sustainable economic growth.
- Joint Local Plan (Policy Reference SP05, LP09 and LP10) are now part of Development Management pre-application advice, negotiation and consideration in all employment related planning decision making including in town centres.
- Ongoing work with Planning Policy and consultants to refresh the evidence base for employment land supply and demand
- Continue to support plans for redevelopment of key employment sites including Vanners, Delphi, Brantham, Wherstead and Sproughton.
- Supporting submission of planning application for new developments at the Eastern Gateway Enterprise Zone.
- Progressing planning negotiations for Hadleigh Roadside Units A1071 , Starbucks land transaction being progressed

### **Babergh and Mid Suffolk's economy and places are supported to be a home for new ideas, creativity and innovation**

- Innovate to Elevate programme with University of Essex delivery continuing with 2 projects now completed. The project is now fully committed with a good pipeline of new projects.
- Inward Investment website now placed first in a Google search for "Heart of Suffolk". Initial numbers are showing an increase in attendance and engagement in comparison to the economy pages on the old council site.
- Innovation newsletter sent each month to approximately 1,200 businesses. Additional communications sent regarding Storm Babet and Rural England Prosperity Fund grant programmes.
- Innovation Awards - planning started for the 2024 event.
- Engagement with key manufacturing businesses to introduce them to the New Anglia Advanced Manufacturing and Engineering (NAAME) local group.
- Planning commenced for delivery of B2B Food and Drink events delivered through Shared Prosperity Fund (SPF) funding.
- Draft evidence base for new economic strategy completed



# Economy

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

### **Our town centres are supported through regeneration and culture to be resilient, vibrant and creative places**

- Delivery of the Incredible Moving Cinema in Sudbury - 24 screenings across 6 days and 1468 admissions. Ongoing work with Abbeygate Cinema and Sudbury Town Council to repeat this in February Half Term
- Working with Hadleigh Town Council to support Christmas Activity in the High Street via Welcome Back Funding.
- Begin planning for Sudbury Light Festival in February using external funds.
- Belle Vue – work to be progressed on opening up the frontage of the park. Modular café groundworks contractor to be appointed. CIL bid for £100k lodged. Planning Committee scheduled 10/01/2024. Operator procurement being scoped to commence Jan 2024
- Design phase started on Sudbury's Boundary Signage - Celebrating Sudbury's design, funded via Shared Prosperity Fund. Installation July 2024.
- Secured access to new Visitor Insight footfall data collection and analysis tool for key town centres to support better understanding of trends and behaviour and impact of events

### **Our places are growing visitor destinations with a wealth of cultural opportunities**

- Action plan for Culture, Heritage and Visitor Economy Strategy finalised and costed with clear deliverables identified for year 1.
- Working with partners to complete a Suffolk Festivals and Events Strategy which provides an evidence-base to maximise Suffolk's opportunities and build the sector.
- Screen Tourism campaign developed with Visit Suffolk to promote TV and Film locations across Babergh with developed itineraries for overnight stays and day visits.
- Suffolk Visitor Economy Review started to assess the current landscape and identify the most effective, efficient, sustainable, and accessible model to promote and support the growth and development of Suffolks Visitor Economy

# Economy

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

## **Our districts benefit from strong and inclusive partnerships to deliver sustainable regeneration and economic growth**

- Innovation Board continues to drive investment in innovation and economic growth in the District
- Ongoing engagement with a range of local, regional and national partners including Suffolk Culture Network, Suffolk Chamber, Growth Hub, Visit East of England, New Anglia Local Enterprise Partnership, Freeport East, Department for Levelling Up, Housing and Communities (DLUHC) and Arts Council England to ensure appropriate support for our districts
- Engagement with business National Farmers Union (NFU) and The Federation of Small Business (FSB) to gather business intelligence and build awareness of business support and grant programmes.
- Direct engagement, support and visits with businesses.
- Ongoing delivery of projects and workstreams for Freeport East – active involvement in Skills, Inward Investment and Innovation workstreams as well as supporting business rates and finance discussions

# Economy

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

## **Our places and businesses can flourish and grow, by accessing high speed broadband**

- Engagement with Vodafone to see how they can support Wi-Fi for our town centres.
- CityFibre Project Gigabit build partners have been appointed and delivery is in planning, with first connections expected in the summer.

## **Our places are home to a diverse network of spaces where residents can work and test new business ideas**

- UK Shared Prosperity Fund (SPF) delivery ongoing with start up support, net zero consultancy and growth hub services commissioned to provide specialist business advice.
- Ongoing delivery of grant schemes including Suffolk Business Grants Scheme, Rural England Prosperity Fund and Business Innovation Support Scheme to support business growth
- Working with Sudbury Town Council to identify a suitable location for the fully funded Hypha Studios "ArtSpace" project

## **Our places and spaces are well connected with green and sustainable travel infrastructure**

- Review underway in advance of the first anniversary of the solar car ports.
- Good Journey scheme launched promoting car free travel across the districts to visitor attractions. Discounts provided for car free visitors – 5 venues signed up so far.
- Submitted funding bid for £275k for reintroduction and expansion of Dedham Vale and Stour Valley Hopper Bus scheme to Suffolk County Council Bus Service Improvement Plan. Decision expected Feb 2024.

# Economy

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

### **Residents are supported to have the skills, knowledge and access to training and opportunities to access local jobs in key growth sectors**

- Tender evaluation for County wide Adult and Youth UK Shared Prosperity Fund completed in December. Delivery (subject to contractual arrangements) to commence from April 2024.
- Jobs Fair organised by Department for Work and Pensions (DWP) with officers in attendance held at the Masonic Hall in Sudbury on 9/11/23.
- Working with DWP to review success of funding an office location to base a work coach in Hadleigh
- Working with DWP and other skills and training partners to scope programmes for delivery of final year of Shared Prosperity Fund (SPF) interventions
- Reviewing extension to funding of DWP work coach service in Hadleigh to ensure continuation of service
- Joint Local Plan (Policy Reference SP05(4)) is now given development plan weight in Development Management pre-application advice, negotiation and consideration in relation to employment related planning proposals.

### **Babergh and Mid Suffolk's growth and traditional core sectors are supported to flourish, expand and innovate**

- Promotion of grants available to support business growth across our key sectors.
- Engagement with NAAME (New Anglia Advanced Manufacturing and Engineering group) to provide specialist support to businesses in the District.
- Reviewing draft final Food & Drink report and considering next steps for support for this sector including information gathering and initial conversations held around development of a programme of food, drink & makers engagement events.

### **Economic growth is inclusive with every resident given equal opportunity to participate and succeed**

- Successful Community Infrastructure Levy (CIL) bid to close funding gap at Flatford Changing Places Facility. Build is 95% completed as of Q3 end.
- Launch of AccessAble scheme at The Hold on November 16th promoting Suffolk as an accessible destination. 5 more businesses surveyed and Disability Essentials training to be delivered to 100+ Tourism businesses across Suffolk

# Communities

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

## **Community assets are optimised to create thriving communities**

- The Community Infrastructure Levy (CIL) Bid Round 12 opened on the 1st October and closed on the 31st October. We received three community CIL bids for Babergh District Council.
- The fifteenth round of Neighbourhood CIL payments were made in October 2023 to parishes from CIL income received from the 1st April 2023 to September 2023. The total paid out to 27 town and parish councils within Babergh was £326,533.78.
- The CIL Expenditure Framework Joint Member panel was reconstituted in December for the sixth review of the framework. The joint member panel consists of eight members from across party from both councils. All the workshop material was issued to the joint member panel in December with scheduled workshop meetings for January 2024.
- Production of the Infrastructure Funding Statement was completed. This is a government return which details the amounts of CIL collected and the infrastructure projects that have been funded through the levy. The report also details Section 106 funding (Section 106 of the Town and Country Planning Act 1990; contributions can be sought from developers towards the costs of providing community and social infrastructure); monies collected and spent on infrastructure and community projects including ecological mitigation through the RAMS (Recreational disturbance Avoidance Mitigation Strategy). This report was published on our website in December and sent to the government on the 1st December 2023.

# Communities

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

## **Community assets are optimised to create thriving communities**

- Section 106 funding (Section 106 of the Town and Country Planning Act 1990; contributions can be sought from developers towards the costs of providing community and social infrastructure); funding of £108,491.16 was awarded to Hadleigh Town Council towards the improvements to Layham Road Sports Pavilion.
- 38 projects totalling £26,551.89 were supported through Locality Awards in Q3. This included a 'Minibat' wildlife acoustics song meter, Speed Indicator Devices, and a replacement bus shelter.
- 15 applications for Capital Grant funding from organisations in Babergh were received, and 8 were awarded funding following a competitive assessment process. A total of £52,893.78 has been allocated, including £1,263.40 of Section 106. This included play area improvements, insulation and replacement ceiling, and new sustainable fencing for community hub car park.
- Grant Officers have been preparing a video to promote community grants and offer tips to support applications for grant funding.
- The new Living Well in Winter fund was launched on 13<sup>th</sup> November. The fund has been established to support communities to thrive over the winter months as it aims to help community groups tackle issues faced over the winter period, such as increased social isolation and reduced physical activity, as well as the impact of the cost of living crisis on household budgets. 20 applications were submitted with all awarded funding, following a competitive assessment process. A total of £29,047.00 has been allocated to support projects including weekly coffee mornings and monthly film shows, lunch and warm winter social group, and warm social spaces.

# Communities

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

## **Communities are equipped and supported to be resilient, deliver local services and volunteer**

- Employer Supported Volunteering Policy (ESV) went to Cabinet on 3<sup>rd</sup> October and was approved. The policy has been launched on the intranet and is continuing to be promoted internally.
- The Babergh Mid Suffolk District Council (BMSDC) Valuable Volunteers campaign ended with 54 nominations received for 40 groups. Based on the information gathered, it was estimated that staff members had volunteered in the districts for over 200 years and 18,000 hours in total. A thank you lunch was organised for nominated staff and relevant Voluntary, Community, Faith and Social Enterprise (VCFSE) groups were contacted to receive their donations.
- 10 members of the Communities team volunteered for a full day with the Befriending Project's Red Rose Community Farm in Lindsey, supporting the project by digging a pathway for their sensory garden, painting animal enclosures and fences, and cutting back and clearing hedging.
- A *"Let's Talk... Volunteering Policy and how it works FOR MANAGERS"* was delivered in December, with 17 staff members attending. Plans are underway for an all-staff session to take place during the Spring.
- An absence report for the new volunteer leave policy shows that there have been 9 instances of staff members using volunteer leave since the policy launched in late October. This equates to 71.35 hours or the equivalent of £1,417 (this is the actual cost based on each individual staff member's hourly rate). This figure means we are at approx. 2% uptake of staff making use of any volunteer leave to date. This is already in line with Suffolk County Council uptake, just two months after the launch.
- During Suffolk Action Week, the Communities Team supported Community Action Suffolk (CAS) at their stand at the Sudbury market to promote volunteer recruitment.

## **Communities are digitally connected with the right infrastructure and skills to minimise digital exclusion**

- The first digital skills session was launched in Holbrook, alongside cost-of-living information and support.
- 9 customers attended our digital skills sessions across the Babergh area.

## **Neighbourhood Development Plans**

(adopted Nov' 2023)

**Great Waldingfield**

**Holbrook**

**Sproughton**

# Communities

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

### **Residents actively participate in their local communities and work to improve them**

- Six delegates participated in the first “ongoing professional development” session for the Mental Health First Aid (MHFA) cohort in October, and 7 delegates attended the second session in December which was based around Post-Traumatic Stress Disorder (PTSD) and trauma. A final session is scheduled to take place in February around the theme of neurodiversity.
- Officers attended the SALC (Suffolk Association for Local Councils) Conference to share the support and funding opportunities available to parish and town councils.
- A two-day Volunteer Management training course was delivered for volunteer coordinators of Voluntary, Community, Faith and Social Enterprise (VCFSE) groups in Babergh, with 10 organisations’ staff attending. The workshop addressed a variety of topics, including “volunteers and the law”, how to plan for, attract and retain volunteers, and how to handle challenging volunteer situations. Follow up 1-1 support for the group members is being provided.

### **Residents have positive relationships across communities**

- 2 Food Development Officers, hosted by Community Action Suffolk (CAS), have begun support with food banks, community pantries and initiatives.
- Locality Officer attended a funding meeting with the Stour Valley Men’s Shed to share funding options and VCFSE support available to the group.

### **Residents have a sense ownership, belonging to, and pride in, their local communities**

- The Rural Youth Project continues to deliver outreach youth work provision in rural locations across Babergh District. 56 sessions have run between August 2023 to December 2023 throughout the Babergh District. The number of young people engaging in Great Cornard has increased, with a regular group of young people engaging. Shotley has seen some positive engagement and will be looking to develop further sessions. 283 young people have engaged with the Inspire youth outreach project.



# Communities

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

### **Our communities are vibrant and well connected**

- The Grants Team attended a 'Let's get Social' Social Enterprise conference at Ipswich Town Hall to learn more about the opportunities for local social enterprises and network. This supports the Shared Prosperity Fund (SPF) for Social Enterprise project and an aspiration to increase activity in the social enterprise space.

### **Our communities lead discussions on what is important to them and inform decisions to improve their quality of life**

- Locality visits were held at Leavenheath and the Rural Coffee Caravan (Bures Common) to share information regarding the Communities Team, Funding and Planning with the community.

### **Residents and visitors feel safe in our places and communities**

- Work continues in relation to a high-profile case to disrupt those concerned in the supply of class A drugs in the Sudbury area. Multi-agency meetings are taking place to gather evidence to support a potential partial closure order on a housing provider property.
- The Suffolk County Council (SCC) Community Safety Team officially approved Babergh Mid Suffolk District Councils (BMSDC) "Victim Impact Assessment-Pre-ASB Case Review" as a best practice for the entire county. As a result, district and borough councils across Suffolk will now employ this in their ASB (Anti-Social Behaviour) Case Review process.
- In support of National Hate Crime Awareness Week (14-18<sup>th</sup> October), officers and partners raised awareness about hate crimes, what they are, what can be done to prevent them, and how to report them.
- Officers attended a meeting with the Sudbury Community Policing Team (CPT) which have replaced the old Safer Neighbourhood Teams (SNT) to discuss the implications of the new policing model.

# Communities

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

### **Local places are inclusive, safe, and accessible for walking, cycling and public transport**

- Babergh and Mid Suffolk Joint Local Plan Part 1 2018-2037 Development Plan Document (DPD) adopted in November 2023, which includes up-to-date policies supporting the delivery of infrastructure and creating safe and accessible places for walking, cycling and public transport.
- Officers continue to develop and support the work around the new Serious Violence Duty, taking a multi-agency approach to prevent and reduce serious violence. In addition to examining the evidence and insight from the Strategic Needs Assessment, the prepared draft strategy brings together the existing thematic groups that prevent and reduce crime and disorder in Suffolk.
- Officers attended an Anti-Social Behaviour (ASB) Multi-Agency Roundtable meeting for Hadleigh to discuss ways in which their organisations can assist in promoting traffic calming measures in Hadleigh, alongside delivering a reduction in ASB.

### **Residents access and enjoy a range of activities in their local community spaces**

- Through active engagement and interventions, Suffolk Positive Futures is working with young people to provide outreach sports sessions that are available at Abbeycroft Leisure Centres or right on the young person's doorstep.
- Officers attended Activities Unlimited Short Breaks Grants Panel to assist with assessments of applications.
- Work is being done in collaboration with Abbeycroft to deliver a "Move More Outdoors" programme in 3 locations in Babergh.

### **Communities are green and environmentally attractive**

- Officers supported Suffolk Climate Change Partnership by attending the Community Energy Networking Event on 8<sup>th</sup> November and hosting a stand to promote the community grants and support available for Community organisations.

# Housing

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

### **Residents have access to quality affordable homes that meet their needs**

- The published Babergh and Mid Suffolk Joint Authority Monitoring Report (December 2023), identified that between 1<sup>st</sup> April 2022 and 31<sup>st</sup> March 2023, there were 624 net dwellings completed, of which 156 dwellings were affordable.

### **Vulnerable and homeless residents have somewhere safe and appropriate to live and homelessness is prevented**

- 70 prevention duties were accepted, with 52 successful prevention outcomes.
- 74% of prevention duties were successfully preventing homelessness with 12 residents being able to remain in their existing home and 40 were found alternative accommodation in social housing or in private rented sector.

### **Residents understand and can access the most appropriate options to get housing**

- 368 Choice Based Lettings applications have been received.
- 9 Households have been rehoused in the private rented sector via Central Suffolk Lettings.

# Housing

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

### **New homes are in high quality sustainable environments, served by jobs, community facilities, green spaces and effective transport links.**

- 21 planning applications were approved in Q3, delivering 36 new dwellings.
- New homes are in high quality sustainable environments. Joint Local Plan (Policy Reference LP24) is now part of Development Management pre-application advice, negotiation and consideration in all housing related planning evaluation and decision making

### **Residents are able to live as healthy, safely, independently as possible in local communities**

- 30 Minor Adaption Grants have been approved and 21 have been completed.
- 3 Disabled Facilities Grants have been completed.
- £391,323.04 of grant has been spent to date had been spent to helping residents to remain their homes and remain independent.

### **Residents live in high quality and safe homes**

- 76% of tenants surveyed through Q3 for the Tenant Satisfaction Measures felt satisfied that they live in a safe home and 62% of tenants surveyed felt satisfied they live in a well-maintained home.

# Housing

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

### **Residents are included and actively participate in how their areas are evolving and changing**

- We engaged with 11 tenants at Cavendish and Minden around Anti-Social Behaviour (ASB) in their area, working alongside colleagues in communities and with partner agencies including the police and Citizens Advice.
- Our Statement of Community Involvement sets out our consultation and publicity arrangements for Development Management applications. We have publicised at least 285 applications in Q3 and sent at least 2900 neighbour letters receiving at least 760 responses. We are actively supporting Parishes and communities to prepare neighbourhood plans in 36 Parishes and other Neighbourhood Priority Statements in 15 communities.

### **Council tenants and leaseholders are involved in the management and improvement of their housing services**

- We engaged with 136 tenants across both districts around improvements they would like to see in their neighbourhood, feedback on written communications in relation to the Energy Bill Relief scheme and reviewing our Recharge & ASB policies and our Rent increase letters. We have also surveyed tenants about satisfaction with complaint handling.

### **Tenants and leaseholders receive high quality services from our councils**

- Through our Tenant Satisfaction Measure survey carried out for Q3 – 64% of Babergh tenants answered as satisfied overall with their landlord service.

# Housing

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

### **Residents have choice in the housing market with homes that meet their needs and are environmentally sustainable**

- The published Babergh and Mid Suffolk Joint Authority Monitoring Report (December 2023), identified that between 1<sup>st</sup> April 2022 and 31<sup>st</sup> March 2023, there were 624 net dwellings completed and 4,290 dwellings to be completed with planning permission.

### **Babergh and Mid Suffolk's homes have improved energy efficiency**

- 1 grant has been issued to improve energy efficiency of a property.
- Enforcement action has been taken against 7 properties to improve the energy efficiency.

# 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

## **Pay and Reward Project**

- Completed Equality Impact Assessment and finalised pay proposals
- Went live in November with revised pay scales and backdated those increases to 1 April 2023.
- Carried out the relevant re-evaluation for roles as agreed, as part of the appeals process.
- Appeals have now been completed and the pay element of the Pay and Reward Project is now complete
- Finalised reward options and started procurement of additional reward benefits for go live April 2024

## **Equality, Diversity and Inclusion**

- Equality, Diversity and Inclusion training has now been delivered across the organisation and to Councillors. New starters will also receive training
- Scoped out the work around Equality, Diversity and Inclusion process and policy review for commencement early February 2024
- Work with Equality, Diversity and Inclusion champions continued across the organisation

## **Leadership and Management Development**

- Both the Aspiring Managers and the Emerging Leaders programmes commenced. Excellent feedback has been received and candidates are also progressing with their ILM (Institute of Leadership and Management) qualification.

## **Policy and Process Review**

- Policy review is continuing and the HR process review is also underway.

# Health of the Organisation

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

Financial activities of the Council were reported to Cabinet for the second quarter of 2023/24, covering General Fund Revenue, the Housing Revenue Account and the Capital Programmes for both funds. This included monitoring information on the Council's Prudential Indicators. The report noted that subject to any further budget variations that arise during the rest of the financial year, the projected surplus on the General Fund of £2.878m, and the projected overspend on the Housing Revenue Account. Compliance with the Prudential Indicators were also noted. The Treasury Management Strategy was also reported to and discussed at Joint Audit and Standards Committee.

















# Our Direction of Travel

Quarterly Performance Indicators		2022/23		2023/24			Trend	Direction of Travel
		Q3	Q4	Q1	Q2	Q3		
Outcome 1 Customer Access	Recorded chatbot sessions	2026	2679	2472	2964	2289		Data Only
	Automated telephone sessions	912	973	394	589	857		Data Only
	Calls per day	542	619	556	495	498		Data Only
	Average wait time in seconds	224	179	151	153	154		31% reduction YTD
	Abandon rate	18	14	13	12	13		28% reduction YTD
	Failure rate on waste collections (Babergh)	0.06%	0.09%	0.07%	0.05%	0.04%		Reducing
Outcome 2 Engaged Residents	Average daily web visits	942	1550	1651	1224	1,076		14% increase YTD
	Facebook reach (Babergh)	126,647	117,574	89,614	72,715	128,500		Increasing
	X (formerly Twitter) impressions (Babergh)	53,000	68,500	131,900	49,900	58,330		Increasing
	Tenant Survey (quarterly) on feeling informed about decision-making		58%	63%	65%	65%		Data Only
Outcome 3 Resident Satisfaction	Compliments	53	40	52	43	57		Increasing
	(Stage 1) Complaints	193	261	242	238	290		Data Only
	Tenant Survey (quarterly) on whether the Council (as landlord) treats tenants fairly and with respect		63%	65%	67%	68%	New for 23/24	Data Only
	Tenant Survey (quarterly) on whether the Council (as landlord) listens and acts on feedback		44%	45%	51%	51%	New for 23/24	Data Only

Quarterly Performance Indicators		2022/23		2023/24			Trend	Direction of Travel		
		Q3	Q4	Q1	Q2	Q3				
Outcome 16 Affordable and High Quality Homes	Affordable homes built or acquired for HRA (Babergh)	0	29	11	2	0		Data Only		
	Households placed into temporary accommodation (Babergh)	39	47	51	61	57		Data Only		
	Cases where homelessness has been prevented or relieved (Babergh)	53	40	65	86	64		Data Only		
	Percentage of market share of building control applications (Babergh)	72	70	71	68	74		Increasing		
	Number new applications of building control excluding AI's (Babergh)	112	160	176	121	145		Increasing		
Outcomes 17 + 18, Engaged Residents/Tenants, and Sustainable Homes	Number of residents (and staff) engaged in community action days			22	97	20	New for 23/24	Data Only		
	Number of tenants involved in codesign of services			122	204	136	New for 23/24	Data Only		
	Improvement in Overall Tenant Satisfaction Survey results (Combined for both Councils, can be split)				59%	68%	64%	62%	New for 23/24	Data Only
	Average number of days for VOID relets (Babergh)	61	61	63	83	72				
	Number of properties relet (Babergh)	44	63	49	55	77		Data Only		

Quarterly Performance Indicators		2022/23		2023/24			Trend	Direction of Travel
		Q3	Q4	Q1	Q2	Q3		
Outcome 7 Biodiversity	Trees planted as part of green canopy (Babergh)		79				Annual	Data Only
	Hedgerows planted through the planting scheme (Babergh)		1,695				Annual	Data Only
	Number of tree preservation orders (TPOs) determined (Babergh)	15	19	17	23	32	Monthly	Data Only
	Square metres of wildflower seeds distributed (Babergh)		1,200				Annual	Data Only
	Meadow Management Areas sqm (Babergh)		41,231				Annual	Data Only
Outcome 8 Climate Change	Number of EV charge points installed by Babergh (cumulative)	New	11	24	24	24	New for 23/24	Data Only
	Number of BMSDC owned houses that meet the EPPC standard or above (all to achieve by 2030)				4,147		New for 23/24	Data Only
	Carbon emissions from council owned buildings (gas consumption)	331 TCO2e	259 CO2e	247 TCO2e	151 TCO2e	330 TCO2e	Static	Data Only
Outcome 9 Healthy, Safe and Sustainable	Total garden waste subscribers (Babergh)	16,971	17,077	17,475	17,680	17,668		increasing
	No. of business waste customers (Babergh)	900	896	896	897	893		Data Only
	Contaminated recycling (Babergh)	13.40	15.40	13.56	14.19	17.13		Increasing
	Food safety hygiene ratings (Babergh)			88.09%	88.21%	88.14%	New for 23/24	Data Only
	Incidents of fly tipping (Babergh)	74	112	79	71	92		24% increase YTD
	Building control, reports in relation to dangerous structures (Babergh)			2	11	5		Data Only

Quarterly Performance Indicators		2022/23		2023/24			Trend	Direction of Travel
		Q3	Q4	Q1	Q2	Q3		
Outcome 13 Community Capacity	Total visits to the CAP (Sudbury, Shotley and Hadleigh)	520	596	512	536	393		24% reduction YTD
	Capital grant spent or allocated (Babergh cumulative)	£96,317	£31,092	£27,662	£37,662	£89,294		Data Only
	Small grant spent or allocated (Babergh cumulative)	£1,802	£0	£0	£5,000	£0		Data Only
Outcome 15 Inclusive, safe and accessible	ASB cases reviewed by the ASB partnership (Babergh)	9	6	17	9	0		Data Only
	New ASB cases received separate to those discussed with the ASB partnership panels (Babergh)	47	36	66	68	41		Data Only
	No of ASB cases open more than 6 months (Babergh) at end of Q	1.0%	1.0%	2	4	0		Data Only
Outcome 10 Support for Places and Economy	Town Centre Vacancy Rates 1 - Hadleigh (BDC)	11.40%	14.00%	13.00%	14.90%	12.00%		Data Only
	Town Centre Vacancy Rates 2 - Sudbury (BDC)	7.40%	7.00%	7.00%	9.00%	8.00%		Data Only

Quarterly Performance Indicators		2022/23		2023/24			Trend	Direction of Travel
		Q3	Q4	Q1	Q2	Q3		
Health of the Organisation and Other Statutory KPIs	Average number of days sickness per FTE (Cumulative)	5.67	8.05	1.96	4.14	7.14		Increasing
	Average number of days sickness per FTE (Actual for Quarter)	2.23	2.38	1.96	2.18	3.00		Increasing
	% of major applications processed 'in time' (13 wks., 16 wks. or within agreed Extension of Time/ Planning Performance Agreement) (Babergh)	92.90%	100.00%	100.00%	100.00%	100.00%		Data Only
	% of non major applications processed 'in time' (8 wks., or within agreed Extension of Time/ Planning Performance Agreement) (Babergh)	98.50%	94.40%	90.50%	91.80%	93.90%		Data Only
	Average time taken to process new claims and changes to claims (Babergh)	3.09	3.74	4.93	6.26	3.90		Reducing
	Average time taken to process new claims (Babergh)	13.82	18.50	18.50	18.73	14.34		Reducing
	Average time taken to process changes to claims (Babergh)	2.75	2.92	4.22	4.52	3.10		Reducing
	The level of Local Authority Error overpayments as a % of all housing benefit paid (Babergh)	0.22	0.22	0.11	0.09	0.06		Reducing
	HBOP Amount recovered in year to date as a % of HBOP Amount created in year to date (Babergh)	106.77%	116.80%	189.12%	147.62%	133.60%		Data Only
Council Tax % of total raised collected in year (Babergh cumulative)	84.03%	98.12%	29.19%	56.39%	83.76%		Data Only	
Business Rates % of total raised collected in year (Babergh cumulative)	84.20%	97.65%	27.60%	57.15%	82.35%		Data Only	



# Our Plans for Quarter Four

# Our Plan for Environment – “Revitalised and Improved”

- Develop a pilot project with The Routing Company to digitalise **demand responsive transport** delivered under Connecting Communities contract
- Install Electric Vehicle Charging Points (EVCP) at GoStart headquarters in Sudbury to facilitate their incoming new EV minibus
- Secure funding and progress delivery for **greener and healthier forms of travel**, through more Local Cycling Walking Implementation Plan (LCWIP) schemes. The current focus is Lavenham Green Willows to Hardwood Place new footpath link (small scale scheme), and Capel to Copdock cycle link (large scale scheme).
- Work with Town and Parish councils to arrange our attendance at events throughout the year, to continue to make sure residents are made aware of low carbon choices.
- Work closer with Schools in the district in relation to **climate change awareness**.
- Continue to help support local community groups to achieve their **sustainability goals**
- Provide residents the opportunity to **recycle** their real Christmas trees at collection points around the district and beside their brown bins.
- In March, we will lead a whole-school educational event for Science Week at Ipswich High School’s prep school, involving Master Composters and Suffolk Waste Partnership contractors (FCC and Suez Recycling and Recovery). The half-day event will **promote recycling**, food waste, energy from waste, and home composting.



# Our Plans for Economy – “Thriving”

- Completion of refresh of Economic Evidence Base and start planning for new Economic Strategy
- Ongoing delivery of Suffolk-wide **business support** schemes funded via UK Shared Prosperity Fund (start-up, net zero, Growth Hub)
- Ongoing delivery of Innovate to Elevate programme including case study development
- Completion of mid-year reporting to government on UK Shared Prosperity Fund and Rural England Prosperity Fund
- Planning and development of a programme of food, drink & makers events
- Final Sign off of Food and Drink Sector Report
- Commence work on site at Flatford – Changing Places
- Love Exploring promotional window stickers with Quick Response (QR) code downloads distributed to businesses along the walking routes
- Ongoing work on AccessAble and Good Journey Scheme

## Our Plans for Economy – “Thriving”

- Negotiation about delivery of ‘The Incredible Moving Cinema’ in Sudbury in February half term.
- Review of funding for office for Department of Work and Pensions (DWP) work coaches in Hadleigh.
- Working with Hadleigh Town Council to support Christmas Activity in the High Street via Welcome Back Funding.
- Begin planning for **Sudbury Light Festival** for early January 2023 using external funds.
- Belle Vue – working to be progressed on opening up the frontage of the park, modular café planning app being prepared. Awaiting outcome of Community Infrastructure Levy (CIL) bid.
- Hadleigh Workspace – freeze layout scheme ready for planning process. Progress with marketing for wider scheme.
- Consultation with agents, landowners and developers in relation to employment land review to inform Joint Local Plan Part 2.
- Sign off new contracts for Shared Prosperity Fund (SPF) countywide **skills projects** for 24/25 delivery; finalise wider SPF and Rural England Prosperity Fund (REPF) projects for 24/25 delivery; and continue receiving and reviewing grant applications under Basic Income Support for Sustainability (BISS), REPF and SPF.
- Installation of boundary signage in Sudbury.

## Our Plans for Communities – “Resilient”

- Discussions are commencing on the Family Fun Days, which will be delivered in the 2024 school summer holidays. Last summer, the project delivered 3 events in Babergh, in **Shotley, Hadleigh and Sudbury**. The funding for the events is made available by Holiday Activity and Food Programme funding.
- The outcome of the application for the Sport England Swimming Pool Phase II Capital Fund has been delayed until the end of January 2024.
- Sixth review of the Community Infrastructure Levy (CIL) Expenditure Framework to be undertaken in January 2024 and presented to both full councils in March 2024. Valid CIL bids to be determined by both Cabinets in March 2024.
- Member and Parish workshop sessions to be held on CIL and project development.
- Developing revised CIL rates with viability consultancy work.
- Plans for an all-staff session on “Let’s Talk... **Volunteering Policy** and how it works” are underway to take place during the Spring.
- A final Mental Health First Aider’s training session is scheduled to take place in February around the theme of neurodiversity.
- Full Cost Recovery training is planned for the Voluntary, Community, Faith and Social Enterprise (VCFSE) in the spring 2024.

## Our Plans for Communities – “Resilient”

- Start to roll out a Customer Relationship Management (CRM) module within the housing management system and training for officers who interact with our tenants to enable us to capture and action more customer communication and service requests. We hope that the benefits of this will be a **decrease in complaints**, improved record keeping for tenants and officers and ultimately increased satisfaction with how we listen and act.
- We will be jointly hosting a session with the Housing Ombudsman on 1st March with Ipswich Borough Council where we plan to invite tenants along to the session to hear about how the ombudsman service works.
- Carry out our final Tenant Satisfaction Measure survey for the financial year to enable us to report our results to the Regulator in June 2024.
- Deliver the next stage of **resident engagement** on a potential new housing site that the Council would deliver as a fully affordable scheme reflecting the Councils’ new Design Guide and Specification for sustainable homes.
- Review the Regulatory Reform Order (RRO) Policy and will include the revisiting the maximum of minor adaptation grants, look to introduce financial assistance to repair adaptations.
- Officers from the Community Safety Team will be running a training session to housing providers on closure orders in early February.
- Following on from the meeting with the Sudbury Community Policing Team (CPT) – officers have a meeting planned in January with the new Hadleigh CPT.
- A Domestic Abuse Training session for Councillors will be held in January.
- Officers will be supporting the Sexual Abuse and Sexual Violence campaign in February, the aim of which is to reduce and prevent exploitation of vulnerable groups, with activities currently being planned and co-ordinated with partners.