



# Performance Report

## 2023-24 Quarter One

Mid Suffolk District Council



Customers



Communities



Wellbeing



Environment



Housing



Economy



Health of the Organisation



This performance report covers the period from April to June 2023 (Quarter 1).

This report sets out how the council is performing against its six key priorities from the current Corporate Plan (2019-27). The main body of the report is aligned to the 21 outcomes from the current outcome framework, setting out notable achievements by teams across the organisation during the latest quarter. This report also looks towards work in progress for the next quarter, where planned activity for Q2 (July to September 2023) is set out at the end of the report.

We are also using 2023/24 as an exciting opportunity to start a new performance journey. Performance management is about using data to inform action that will improve outcomes for people. The term 'performance management' includes a range of processes, techniques, and methods to identify shared goals and various measurements of progress towards these.

In this report 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 compared with the previous quarter. Sometimes down is good (for example a decrease in complaints) and sometimes down requires action. Sometimes up is good (for example an increase in compliments) and sometimes up requires action.

The Performance Reports will look different for the next few quarters as we develop and evolve our performance over time.



# Our Achievements

## for Quarter One

# Customers – Q1 Achievements

**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 and 3.45 Communities are digitally connected with the right infrastructure and skills to minimise digital exclusion**

- We have completed an application to join The Databank through The Good Things Foundation. If approved this will enable us to launch a pilot supplying free mobile data for those that experiencing data poverty. This will be targeted to homeless households in temporary accommodation.
- We have continued to deliver digital inclusion sessions with 8 sessions delivered with 9 customers in the last quarter.
- We have continued to work with Anglian Water to design and move forward with the social tariff passporting pilot.
- We have notified the DWP of our intention to use Council Tax Reduction data as part of the pilot and are in the process of drafting relevant data sharing agreements in order to proceed.

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

- We have delayed our launch of live chat service to Q2, whilst we create further templates to provide faster responses to frequently asked questions. This will help us to meet customer needs the first time they make contact.

# Customers – Q1 Achievements

**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**

- The Customer Service and Communications Teams collaborated to send out targeted communication to a range of residents, raising awareness of cost of living support available to them.
- Planning – Work continued towards improved functionality of the Council's "Public Access" system for searching and commenting on submitted planning applications. The upgrade will be released in Q2 on the planning application and search webpage.

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

- Customer Service – We have asked people to let us know if they are happy to speak to us about their experience of our online forms to allow for us to redesign them with our customers, over this quarter 542 have stated they would be happy to be contacted to allow us to start undertaking some customer journey mapping.
- Housing – We held a Community Action Day in Gainsborough Road where staff, residents and members came out in force to help tidy the area, disposing of unwanted items to reduce fly-tipping. We used this opportunity to consult residents about what improvements they would like to see in their neighbourhood - ideas included a bike store for the flat blocks.

# Customers – Q1 Achievements

## Outcome 3: Residents are satisfied with Council services

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

- To increase tenant satisfaction, Housing and Customer Service colleagues held an Improvement Day in May to look at common themes across the survey and how-to drive-up satisfaction and improvement within the service over the next 12 months. Outputs from the day are being incorporated into our Tenant Satisfaction Measure improvement plans which we intend to publish on our website to ensure tenants and members can hold us to account.
- We have completed our Quarter 1 Tenant Satisfaction Survey. Of the 158 Mid Suffolk tenants surveyed, 35% have made a complaint in the last 12 months, with 28% of those tenants satisfied with the way we handled their complaint.

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

- 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.

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

- The housing complaints task force meeting identified a need for additional training to help people responding to complaints offer a higher quality service, this has been planned and will take place as a joint initiative between housing and customer service.
- The joint Joint Local Planning Enforcement Plan (JLPEP) was published in May [Joint Local Planning Enforcement Plan » Babergh Mid Suffolk](#) 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 - Q1 Achievements

## Outcome 4: Inequalities are reduced for all groups

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

- Planning for the family fun days in Eye (24 July) and Stowmarket (25 July) was successfully executed, with a variety of activity providers, stall holders and picnic providers confirmed.

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

- The Archie Project, which is an inter-generational dementia awareness learning programme between local care homes and schools, is coming to an end. The schools taking part include Great Finborough, Chilton Community, Bosmere and Woodley Primary School. Feedback is being collected to evaluate the success of the project and Officers are supporting Reminiscence Learning (Project Host) in accessing further funding to continue the programme.

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

- Work continues with Ipswich Borough Council and East Suffolk Council to deliver a strength and balance programme with Ipswich and East Suffolk Alliance across our districts. Developing a proposal with Everyone Active to deliver a programme in Mid Suffolk Leisure Centre and community group ActivLives are delivering the programme in Needham Market.

# Wellbeing - Q1 Achievements

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

## **Residents have improved physical health; opportunities to participate in leisure and sport to improve their health and tackle obesity; and live longer and healthier lives**

- Working with Everyone Active to support our communities accessing Sport & Leisure facilities across Mid Suffolk, with 158,411 residents accessing the leisure centre for swimming, gyms and classes in the last quarter. Comparison with the equivalent quarter last year shows that both sites have achieved a significant overall improvement in usage (Over 10,000 more attendances at Mid Suffolk Leisure Centre and nearly 2,500 more attendances at Stradbroke Leisure Centre).

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

- The Annual Active Lives Adult Survey was published in Q1. Sport England surveyed 500 Mid Suffolk residents from Nov 21 to Nov 22 which showed 62.6% of adults were undertaking 150+ minutes of moderate intensity equivalent (MIE) activity, just below the England average of 63.1%.



# Wellbeing - Q1 Achievements

## 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**

- Our 'Fuel Poverty Toolkit' is now live internally and provides information to staff and councillors on the support available to households who are struggling with their energy bills.
- An all staff cost of living 'Lunch and Learn' was held jointly with our O&D team, which highlighted the support available to customers and staff who have been impacted by the cost of living crisis.
- The content for our signposting leaflets with the Independent Food Aid Network has now been finalised, we are in the process of confirming locations for the leaflets and will be launching shortly.

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

- Mid Suffolk's May half-term holiday activity programme was successfully delivered by 5 activity providers. The programme was funded by Mid Suffolk District Council. 180 spaces were attended by eligible children and young people. One parent fed back *'Absolutely brilliant holiday provider, would highly recommend'*.
- Over Easter, 586 eligible children attended activities such as family park cooking, dance, science camps and multi-sports. The responses from Guardian Feedback Form found that 89% of guardians believed that their child had gained confidence from partaking in the activities.
- Mid Suffolk's Summer HAF Programme has been organised by the HAF Team, accepting numerous applications by activity providers to develop an exciting summer programme for young people.

### **Residents are safeguarded and protected from harm and 3.21 Residents and visitors are and feel safe in the districts**

- A light touch strategic assessment was completed for the Western Suffolk Community Safety Partnership to help identify which crime and disorder priorities to focus on in the coming year.

# Environment – Q1 Achievements

## Outcome 7: Biodiversity is enhanced and protected

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

- Work commenced on the Biodiversity Strategy and progress continued the Biodiversity Action Plan.
- Work continued with the Communities Team, aiming to increase volunteer activity in conservation work across the district. Some volunteer activity was carried out on Wash Lane site, Onehouse.

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

- The 2023/24 applications for trees, hedges and wildflower planting were assessed.
- Applications for 7 Tree Preservation Orders were received in Q1, all of which have been determined.

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

- The Grassland Management Strategy has been drafted and is currently out for consultation.
- Mulching progressed in Essex Avenue using volunteers. Staffing issues prevented further work (grass cutting a major challenge this spring for the team). Further mulching may be possible in the winter, although most planting will be established by then.
- Meadow management areas were monitored, both for their condition and public response to them. Mapping work also underway and considerable experience gained on how the mowing team adapt to the change.

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

- Biodiversity Net Gain implementation - continued involvement including helping to identify potential offsite delivery sites, and production of Local Nature Recovery Strategy. Site meetings scheduled with Suffolk Wildlife Trust to look at what they are doing and how we can work with them on this.

# Environment – Q1 Achievements

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

The refresh of the Carbon Reduction Management Plan is still underway, which will set out the improvements needed to deliver climate resilience.

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

- The Office for Zero Emission Vehicles (OZEV) On-street Residential Chargepoint Scheme (ORCS) and Electric Vehicle (EV) installations have progressed through Phase 1.
- EV Infrastructure Implementation Plan in development.
- Submitted 2 CIL applications for LCWIP schemes.

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

- Completed recruitment of Climate Change Manager and 2 x project officers for the team.
- Delivered 5 days of 'Doctor Bike' sessions across two sites for all BMSDC staff and councillors.
- Part-funded and helped to facilitate interactive assemblies on travelling to school sustainably across 6 primary schools in Mid Suffolk.

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

- Greenhouse Gas report 22/23 being developed alongside work to refresh the Carbon Reduction Management Plan which will include a Member Task and Finish Group. An energy audit across council buildings is underway.

# Environment – Q1 Achievements

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

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

- Attended Needham Market Earth Day event in April. Our stand promoted recycling, food waste reduction and home composting.
- Supported the Suffolk Waste Partnership at two large county events at Trinity Park, Ipswich: the School Farm and County Fair in April and the Suffolk Show in June.
- Ran compost giveaways in May at Needham Market and Eye. We had 468 keen 'customers'
- Visited Wilby Primary School several times to support their development of a waste management strategy. We took a bin lorry during one visit for pupils to experience it up close. Also visited Claydon High School to discuss options for implementing recycling initiatives. Talks are ongoing.

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

- 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.

# Environment – Q1 Achievements

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

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

- 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 – Achievements

## Outcome 10: Babergh and Mid Suffolk'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**

- Continued to support plans for redevelopment of key employment sites including G14 and Port One including meetings with the Range to discuss employment and skills.
- Needham Access for all improvements – consultant appointed by Greater Anglia to design the works and site surveys undertaken.
- 11 Market Place – works start date of 4th September with all stakeholders to minimise disruption on JPC. Preparation works underway. Site will be hoarded and local artist has been employed to add mural to hoardings.

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

- Stowmarket Health, Education and Leisure Facilities (SHELF) – work with our stakeholders has continued and discussions with Health partners have been progressing with their business case going through a governance process and work on the legal agreement continues. Next phase of engagement regarding the mini track, active track and trim trail commenced.

# Economy – Achievements

## Outcome 10: Babergh and Mid Suffolk'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**

- Instalment of changing place facilities – Stradbroke Leisure Centre – Delay in tender process as the work for the changing place facilities came in over budget. Submitted CIL and capital grant bids to close funding gap, Capital grant rejected, but CIL looking favourable. Strategic property and Everyone Active contributions will cover the rest of the costs. Consultant to be appointed this week to carry out design spec works. This has not delayed the timescale for commencement as work is to commence in Autumn to limit operational impact.
- Changing Places – Food Museum – overview plan received and currently completing detailed design for planning submission
- Cross Street, Eye – Construction has commencement on site and is progressing well. Tender published for operator of the premises.
- Key projects as part of the Stowmarket Wayfinding project being costed with a view to accelerating delivery

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

- Culture, Heritage & Visitor Economy Strategy – online stakeholder engagement on priorities to supplement earlier workshops and cross-party member working group planned to act as a critical friend to review the draft action plan.

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

- Work continues with Freeport East to draw in £6m seed capital towards the proposed Skills and Innovation Centre at G14
- The Town Vision Partnership work is being reviewed and refreshed
- The Councils Innovate to accelerate programme with the University of Essex has seen 2 businesses selected from Mid Suffolk in the first couple of months of inception.

# Economy – Achievements

## 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**

- Content development and site testing of new Inward Investment website

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

- Submitted SPF end of year report and “credible plan” to DHLUC by deadline on 2 May with approval received
- Delivery commenced for year 2 SPF programmes – procurement completed for business start-up programme and social enterprise start-up scheme. Tenders published for Net Zero consultancy and Growth Hub service as part of a pan-Suffolk contract.
- Proposals developed for RPF grant programmes ready for launch in August once monies are received.
- Stowmarket art space studio and gallery project launched and two resident artists have moved in.
- First 4 businesses have been signed up to Innovate to Elevate pilot with University of Essex. Funding bid developed with University of Essex and submitted to Barclays Digital Eagles for funding to expand this pilot.

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

- Submitted 3 CIL applications for LCWIP schemes in Mid Suffolk
- Assisted in the launch and promotion of the new Vertas community transport provision in west Mid Suffolk in May, and supported community transport operators in each district with their rural innovation fund projects.
- Developed some GIS mapping to help inform the joint council’s EV Infrastructure Implementation Plan, which is now in the final stages of being drafted
- Continued ongoing comms to all staff and Cllrs regarding Green Travel offers to encourage more sustainable commuting



# Economy – Achievements

## Outcome 12: Babergh and Mid Suffolk 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**

- Hethel Engineering appointed as Critical Friend to support development of G14 Skills & Innovation centre. Outline Business Case drafted and presented to Members and work is progressing on Full Business Case.
- Ongoing delivery of projects and workstreams for Freeport East following final FBC approval. MOU agreed with Government following Westminster launch event. Local launch event held at Suffolk New College.

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

- Developing "Set Ready" training package for young people seeking employment in the screen industry.
- Food & drink sector analysis work ongoing with focus on data gathering and stakeholder consultation.

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

- Working with DWP and other education partners to scope specialist recruitment support programme for businesses funded by SPF year 3 funds.
- Working with SCC and other LA partners on development of skills and employability programmes for wider SPF programme.

# Communities – Q1 Achievements

**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**

- First application window for Capital Grants closed on 2<sup>nd</sup> June. 15 applications were received, with £74,469.26 awarded to 10 successful applicants: Buxhall Village Hall, OBee CIC, Stowupland Pre-School and The Mighty Oaks, Syleham and Wingfield village Hall, Occold Recreational and Amenities Council, Stowmarket Tennis Club, Debenham Sports and Leisure Centre, Cotton Village Hall, Bedingfield Village Hall.
- Unsuccessful applications to the first round of Capital Grant funding have been supported by the Grants Team. This has been done through signposting to VCFSE support services such as Community Action Suffolk to lend support with governance, sustainability and other issues affecting village halls and community facilities. This may help strengthen any potential future applications for grants.
- 5 applicants have been supported through Section 106. A range of projects supporting community facility improvements have been supported such as funding a kitchen refurbishment at Buxhall Village Hall.
- Bid round 11 opened in May 2023 for acceptance of CIL Bid applications. We received 19 bids within the bid round.
- The fourteenth round of CIL parish payments were made to the parishes in April 2023 from CIL income collected from October to March 2023. The total amount of Neighbourhood CIL paid out was £877,868.31 between 46 Parish and Town Councils with £3,104.61 held on behalf of 1 Parish Meetings.

# Communities – Q1 Achievements

**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**

- 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.
- Suffolk Volunteering Strategy draft policy and business case was taken to People's Programme Board (PPB) this quarter. PPB were supportive of the policy in principle, including the 3-day allowance and TOIL. Some amendments were recommended, and the PPB decided the policy would need to go to an early warning meeting so the new Green administration have oversight before the policy is launched.
- The third fully funded Mental Health First Aid Training course was delivered this quarter with 14 delegates completing their training. This course has been offered to VCFSE groups across both districts for those in roles such as line managers, team leaders and volunteer coordinators who want to better support the wellbeing of their staff, colleagues and volunteers.
- As part of "Volunteers' Week" Officers held a volunteer recruitment stand in partnership with Community Action Suffolk promoting volunteer vacancies available with VCFSE groups in and around the Eye area at Eye Country Market on 7th June.

# Communities – Q1 Achievements

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

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

- See Our Plans for Q2 for more about the launch of Pride in Your Place Funding.

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

- Officers attended Crucial Crew in Stowmarket to provide support. Crucial Crew is aimed at year 6 students to provide a variety of safety messages. It was delivered by The Mix and 1000 children attended.

# Communities – Q1 Achievements

## 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**

- A light touch strategic assessment was completed for the Western Suffolk Community Safety Partnership to help identify which crime and disorder priorities to focus on in the coming year.
- Work continues with the Serious Violence Partnership on producing a Serious Violence Strategy for Suffolk. The partnership is engaging with both professionals and members of the community. This is an essential part of the Serious Violence Duty Strategic Needs Assessment and will ultimately shape the Suffolk Serious Violence Strategy.
- Officers supported the Suffolk Modern Slavery Awareness Week from 26th – 30th June to raise awareness of modern slavery. This year's campaign concentrated on labour exploitation with a focus on rural communities. Engagement events were held with partners including Suffolk Constabulary and Mothers Union.
- Officers continue to attend the Prevent County Wide Delivery Group, updating actions against the local strands.

# 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**

- 19 new homes delivered by the Affordable Housing Delivery Team, these homes are all available for rent
- 10 Shared Ownership homes which were delivered by the AH Delivery Team have been sold and completed on and residents moved in
- The AH Delivery Team are at the early stages of community engagement and initial design on a new housing scheme
- Demolition and Archaeology works complete at the Paddock House site
- There were 22 dwelling planning applications granted in Quarter 1 resulting in 37 new dwelling permissions.

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

- Additional resource in our income team in Q1 means we are able to reach out to more tenants to prevent arrears and to support tenants out of debt, ensuring that tenants can remain in their accommodation.

# Housing

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

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

- We want to ensure that all of our estates are great places to live, which contribute to tenants' wellbeing. In Q1 we invested in our neighbourhoods service with additional resource to better manage our estates. We are now able to provide a swifter and more efficient response to customer enquiries. We are working hard to improve the appearance and letting of garages; we have more feet on the ground to proactively inspect our communal areas and resolve issues, and we are developing a strategy to continuously improve our neighbourhoods for tenants

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

- Officers from across Housing and Customer Services came together for our first Improvement Day, looking at common themes across our Tenant Satisfaction Survey and how we can start to solve some of the issues tenants are telling us. An action plan is being developed and will be shared with Portfolio Holders, Tenants and Staff in due course. We will be holding two Improvement Days a year to ensure we can deliver the actions within the plan and review.
- Collection of our Tenant Satisfaction Measures data has begun to ensure that we can comply with the Regulatory return in Spring 2024.
- We have now completed five Community Action Days (CAD) in our Districts. The latest CAD took place on Blackfriars estate in Sudbury. Volunteers from across Housing, Communities and Environment, plus Councillors joined our Public Realm team to clear overgrown vegetation, weed communal areas, litter-pick and collect bulky waste items that have either been fly-tipped or requested by tenants. Our next Community Action Day will take place at John Swain Close, Needham Market at the end of July.

# Housing – Q1 Achievements

## 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 have completed our Quarter 1 Tenant Satisfaction Survey. Of the 158 Mid Suffolk tenants surveyed, 80% were satisfied that we provide a safe home, 62% were satisfied that we provide a well-maintained home, 60% were satisfied we make a positive contribution to their neighbourhood, 53% were satisfied with our approach to handling Anti-Social Behaviour, of those that have communal areas 83% are satisfied that we keep these areas clean and well-maintained, 63% were satisfied with our repairs service, and 49% were satisfied with the time taken to complete their repair. 64% were satisfied with the overall services provided by us as their Landlord.

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

- Our new Tenant Engagement Co-Ordinator has started, and we now have two full-time officers working on Tenant Engagement and delivering the actions set out within our Tenant Engagement Strategy.
- We have launched our new Tenant Performance Dashboards. The dashboards were designed with tenants and contain performance information around our repairs, tenant satisfaction and compliance. Dashboards are published monthly on our websites and linked through our monthly email Bulletin.

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

- We have completed our Quarter 1 Tenant Satisfaction Survey. Of the 158 Mid Suffolk tenants surveyed, 45% were satisfied that we listen to views and act, 58% were satisfied that we kept them informed and 65% were satisfied that we treated them fairly and with respect. Tenants who answered that they were dissatisfied in this area were contacted so that we could further understand their answer, and this is helping to shape our Tenant Stigma Campaign, which will be launching shortly.



# Housing – Q1 Achievements

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

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

The refresh of the Carbon Reduction Management Plan is still underway, which sets out the improvements needed to deliver climate resilience.

# Health of the Organisation

## Quarter One Achievements:

**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

- Concluded the 300+ job evaluation interviews in this phase of the Pay and Reward Review Project
- 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
- Delivered updated Mental Health First Aider training and supported Mental Health Awareness at Work week in May
- Created new content for the Onboarding and Induction pages on our internal site for new starters and line managers
- Delivered 121 Person Centred training to a further cohort of line managers
- First meeting of our Equality, Diversity and Inclusion Champions across the organisation
- Onboarded our group of 5 summer interns working in Public Protection, Communities and Wellbeing, Economic Growth and Climate Change, Democratic Services, and Housing Solutions

# Health of the Organisation

## Quarter One Achievements:

**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

- Responded to outstanding queries on partially completed 2020/21 audit and began dialogue to agree date to recommence.
- Published draft outturns for both General Fund and Housing Revenue Account.
- Worked with colleagues across the Councils to update and enhance the forward procurement plan.
- Produced updated drafts of Contract Standings Orders and the Procurement Manual.
- Completed Super User testing of new Financial Management System and recruited systems champions from service areas.

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

- Touchdown accommodation project engagement and data gathering is in progress via staff working group and all staff survey to identify end user requirements.
- Compliance, condition and energy data gathering is in progress and on track for general fund owned buildings.
- Recruited two new Estates Surveyors who will join Strategic Property in August.
- Prepare Company Business Plans for approval.



# Our Direction of Travel

Customers KPIs		Outcomes Framework					Trend	
		2022/23				2023/24		
		Q1	Q2	Q3	Q4	Q1		
<b>Outcome 1</b> Customer Access	Calls per day	630	556	542	619	556		
	Average wait time in seconds	303	341	224	179	151		
	Abandon rate	26	28	18	14	13		
	Successful collections for domestic refuse, recycling and garden waste (Mid Suffolk)	99.89%	99.88%	99.90%	99.89%	99.90%		
<b>Outcome 2</b> Engaged Residents	Average daily web visits	1750	1356	942	1550	1651		
	X (formally Twitter) impressions (Mid Suffolk)	47,000	48,000	71,600	68,500	275,100		
	Tenant Survey (quarterly) on feeling informed about decision-making					58%	63%	<b>New KPI for 23/24</b>
	Numbers of customers and communities involved in service design and improvement							<b>Establishing baseline</b>
	Numbers of customers engaged in testing new ideas and services by priority							<b>Establishing baseline</b>
<b>Outcome 3</b> Resident Satisfaction	Compliments	50	46	53	40	52		
	(Stage 1) Complaints	210	194	193	261	242		
	Tenant Survey (quarterly) on whether Council (as landlord) treats tenants fairly and with respect					63%	65%	<b>New KPI for 23/24</b>
	Tenant Survey (quarterly) on whether the Council (as landlord) listens and acts on feedback					44%	45%	<b>New KPI for 23/24</b>

Housing KPIs		Outcomes Framework						Trend
		2021/22 Q4	Q1	2022/23 Q2 Q3		Q4	2023/24 Q1	
Outcome 16 Affordable and High Quality Homes	Affordable homes built or acquired for HRA (Mid Suffolk)	17	4	27	37	31	19	
	Households placed into temporary accommodation (Mid Suffolk)	32	31	34	47	52	56	
	Cases where homelessness has been prevented or relieved (Mid Suffolk)	41	37	57	60	56	73	
	Gas safety compliance (Mid Suffolk) - backlog number	[Redacted]			17	27	12	
	Electrical safety compliance (Mid Suffolk) - backlog number				258	206	88	
Outcome 17 Engaged Residents and Tenants	Number of residents engaged in community action days	[Redacted]					22	New KPI for 23/24
	Number of tenants involved in codesign of services	[Redacted]					122	New KPI for 23/24
	Improvement in Overall Tenant Satisfaction Survey results (Combined for both Councils, can be split)	[Redacted]					68%	New KPI for 23/24
	Average number of days for VOID relets (Mid Suffolk)	33	46	44	56	72	65	
	Number of properties relet (Mid Suffolk)	56	54	51	56	68	59	

Environment KPIs		Outcomes Framework					Trend	
		2021/22 Q4	2022/23 Q1	2022/23 Q2	2022/23 Q3	2022/23 Q4		2023/24 Q1
Outcome 7 Biodiversity	Trees planted as part of green canopy (Mid Suffolk)	144	Tree and hedgerow planting (3.23) are annual figures to be reported in Q4			127		Annual
	Hedgerows planted through the planting scheme (Mid Suffolk)	2,345				4,665		Annual
	Number of tree preservation orders (TPOs) determined (Mid Suffolk)					7		New KPI for 23/24
	Square metres of wildflower seeds distributed (Mid Suffolk)		Wildflower seed and meadow management (3.24) are annual figures to be reported in Q4			7,070		Annual
	Meadow Management Areas sqm (Mid Suffolk)	37,761				85,517		Annual
Outcome 8 Climate Change	Number of EV charge points installed by Mid Suffolk (cumulative)					11	26	New KPI for 23/24
	Percentage of BMSDC owned houses that meet the EPPC standard or above (all to achieve by 2030)							Data to follow
	Carbon emissions from council owned buildings							Data to follow
Outcome 9 Healthy, Safe and Sustainable	Total garden waste subscribers (Mid Suffolk)	19,189	18,479	18,478	18,368	18,544	19,126	
	No. of business waste customers (Mid Suffolk)	728	728	738	735	737	744	
	Contaminated recycling (Mid Suffolk)	14.00	10.50	10.70	9.60	9.90	8.90	
	Incidents of flytipping (Mid Suffolk)	110	90	84	71	88	94	
	Number of ASB triggers called for (Mid Suffolk)		1	3	1	1	0	



Wellbeing, Economy, Community KPIs		Outcomes Framework					2023/24 Q1	Trend
		2021/22 Q4	2022/23 Q1	2022/23 Q2	2022/23 Q3	2022/23 Q4		
Outcome 5	Access to sport and leisure facilities in Mid Suffolk (Everyone Active)						158,411	New KPI for 23/24
Outcome 10	Town Centre Vacancy Rates 3 - Eye (MSDC)		4.80%	5.00%	9.50%	5.00%	11.40%	New KPI for 23/24
Support for Places and Economy	Town Centre Vacancy Rates 4 - Needham Market (MSDC)		14.00%	13.50%	9.50%	9.00%	11.00%	New KPI for 23/24
	Town Centre Vacancy Rates 5 - Stowmarket (MSDC)		6.00%	6.10%	4.90%	7.00%	9.80%	New KPI for 23/24
Outcome 13	Total visits to the CAP (Stowmarket)	57	170	145	160	260	306	
Community Capacity	Capital grant spend (Mid Suffolk)		£207,872	£91,446	£115,518	£111,828	£74,469	
	Minor grant spend (Mid Suffolk)		£14,750	£1,000	£15,750	£0	£8,049	
	£106 funds spent or allocated (Mid Suffolk)		£234,500	£8,128	£1,345	£54,620	£203,671	
Outcome 15	ASB cases reviewed by the ASB partnership (Mid Suffolk)		7	39	6	4	25	
Inclusive, safe and accessible	New ASB cases received separate to those discussed with the ASB partnership panels (Mid Suffolk)				27	28	65	
	Percentage of ASB cases open more than 6 months (Mid Suffolk)				1.0%	3.0%	6.2%	
	Number of ASB triggers called for (Mid Suffolk)		1	3	1	1	0	





# Our Plans for Quarter Two

## Customers – Our Plans for Q2

- Residents survey launch to understand how our residents views have changed regarding our services. Following the completion on this a more detailed Institute of customer service satisfaction survey will be launched to help us to benchmark our customer satisfaction nationally against both Local Government and the private sector.
- Working with Housing colleagues and The [Good Things Foundation](#) to launch our Databank pilot improving access to the internet for households in temporary accommodation.
- Complaints training will be delivered to housing colleagues. We are also reviewing opportunities to deliver complaints refresher training across the organisation.
- Customer journey mapping to be carried out to redesign forms based on customer experience.
- Testing of new website ahead of go live, expected end of Q2, plus further development based on customer feedback.
- Upgrade to the 'planning application and search' webpage and launch of online measuring tool to allow customers to easily measure the distance on plans.
- Customer call back pilot, providing customer choice if they wish to stay on hold or receive a call back that day. Full launch of live chat service.
- Launch of new Instagram channels to supplement other social media platforms (Twitter, Facebook etc) and continued traditional comms.
- 'Refreshed Cost of Living Action Plan, ensuring our approach remains responsive and we identify further opportunities to support our communities.
- Continued work with Anglian Water to develop a social water tariff referral pilot.
- Continued work with the Independent Food Aid Network to raise awareness of the support available.
- Tenant engagement open day' in early August to support the delivery of our tenant engagement strategy.
- Two new apprentices with focus on business improvement to be embedded into the Customer Services team.

## Wellbeing – Our Plans for Q2

- Further engagement with businesses, schools and communities to promote the Tour of Britain cycle race.
- Changes to the GP mental health referrals pilot in partnership with Everyone Active and Suffolk Mind to increase uptake on referrals to Mid Suffolk Leisure Centre and Stradbroke Leisure Centre.
- The IP14 Wellbeing Fund application window closed during July. The £50,000 grant enables new or expanded activities that support mental health resilience in the IP14 postcode area. Up to £5,000 can be applied for.
- Work continues for dementia audits across community, council-owned and leased buildings across the district with Mid Suffolk Leisure Centre and Stradbroke Leisure Centre amongst the first sites to be assessed.
- Working with West Suffolk Alliance on a consultation event with key stakeholders in September to assist with priority-setting and understanding local needs and challenges.
- Sports, Leisure, Health and Wellbeing team presence at Suffolk and North East Essex's (SNEE) Integrated Care Board (ICB) Health Exposition Event in July, showcasing work and building relationships with other organisations, networks and VCFSEs.
- Delivery of £2,500 fund to support Holiday Activity Fund providers with equipment. Applications sent to all summer HAF providers to be reviewed by a panel and funding awarded, or feedback and support provided to find funding elsewhere.
- Planning for Mid Suffolk's October holiday activities programme, with new county-wide booking system to improve the process for activity providers and families. The system will also streamline the data returns process which will aid the production of key performance indicators for this programme.
- Planning for 'Silver Sunday', a national day in October aimed at tackling social isolation and loneliness in older populations.

# Environment – Our Plans for Q2

- Continue assessing applications for the 2023-24 tree, hedges and wildflower scheme. Re-publicise the scheme once updated webpage is live.
- Finalise and publish Grassland Management Strategy.
- Issue Tree Planting Strategy for consultation.
- Continue work on Biodiversity Strategy and the Biodiversity Action Plan.
- Cut and clear meadow management trial areas and assess outcome of the trials. Alter locations and extend as required. Add suitable wildflower seed to areas that will benefit.
- Continue preparing for Biodiversity Net Gain implementation and Local Nature Recovery Strategy.
- Continue to increase volunteer activities on conservation work across both districts.
- Following joint data and mapping work, Strategic Property and Public Realm to develop Asset Action Plans linked to Biodiversity Action Plan.
- ORCS phase 1 installation to be complete and phase 2 to start
- Publish EV infrastructure implementation plan
- Continue to support local communities' renewable energy ambitions through the SCCP
- Continue to work across councils to bring forward LCWIP schemes
- Deliver a programme of activity around 'Cycle to Work day' in August
- Prepare a reconsidered cabinet proposal, and subsequent tender and/or procurement process, for Mid Suffolk rural transport/electric minibus funding
- Launch e-bike rental pilot scheme in Needham Market
- Deliver community engagement event in Eye (provisional date in September)
- Attendance at community events, including Stowmarket Food and Drink Festival, Stowmarket Green Dome Project, and Stowmarket Family Fun Day.
- Continuing education sessions to pupils and waste management guidance to staff/leadership at local schools.
- Increase the use of EV pool cars for work related travel within the organisation

## Economy – Our Plans for Q2

- Continue work on full business case for Stowmarket Health, Education and Leisure Facilities. Outcome of the planning application.
- Appoint operator to run Cross Street, Eye, complete construction work and new tenants move in.
- Installation of Changing Place facilities at Stradbroke Leisure and Food Museum.
- Start of construction work and artwork for hoardings at 11 Market Place, Stowmarket.
- District heat network, Stowmarket – completion of the second tender process for the feasibility study
- Submit options report to Greater Anglia for access for all rail improvements at Needham Market
- Deliver a programme of jobs fairs in association with DWP to support businesses to recruit locally. Review skills and employability programmes including Careeriosity and the Enterprise Challenge.
- Review end of second quarter of Lapwing programme delivery
- Ongoing activity with Planning and local developers on development and implementation of Skills & Employment Plans to ensure local employment is maximised from local commercial developments
- Review other findings of Skills report by Respublica e.g. real time local labour market observatory.
- Working with DWP and Suffolk Rural College to understand options for rural bus service from Stowmarket to Otley for students
- Launch of new Inward Investment website.
- Publish Culture, Heritage & Visitor Economy Strategy action plan.
- Develop capital grant funding pack for Rural Prosperity Fund grants and SPF small Grants Scheme. Launch in August.
- Complete food & drink sector analysis and identify next steps.
- Love Exploring info presence at Family Fun days
- Ongoing work to refresh Economic Evidence Base and develop new Economic Strategy.
- Refresh and relaunch of existing business grants scheme
- Promotion of Innovate to Elevate scheme including press release, LinkedIn and telemarketing campaigns to drive enquiries.

## Communities – Our Plans for Q2

- Pride in Your Place campaign offering town and parish funding to 'clean up' the community.
- Anti-Social Behaviour (ASB) Awareness Week during July with public engagement events in Eye and Stowmarket to promote the work of Community Safety officers and raise awareness of victims' rights and ASB Case Review.
- Promotion of volunteer opportunities to council staff during July.
- Our third mental health first aid course for VCFSE groups in July.
- Community Infrastructure Levy (CIL) Parish Briefings and CIL Project Development Training sessions for members and parish clerks
- Valid CIL bids to September Cabinet for approval or noting.
- CIL Exacom Database training for members during September.
- Contribution and attendance at Suffolk Funders Network. Full Cost Recovery training is to be made available for VCFSE groups and funders across the County. A bursary will be provided for organisations to enable them to attend.
- Volunteer Management training course for VCFSE groups in Babergh in October.
- Tendering for a provider to deliver a food network coordinator role to support community food projects as part of our Cost of Living action plan.
- Development of training sessions against the various priorities including Modern Slavery workshops and Safeguarding and Corporate Parenting Training sessions.
- Continue to support the Western Suffolk Community Safety Partnership and our ongoing multi-agency work around the Serious Violence Duty.

## Housing – Our Plans for Q2

- A further 19 new homes to be completed by the AH Delivery Team
- Tender for a main contractor for the Paddock House development which will deliver 16 new affordable homes
- Identifying areas to benefit from the Greater Places, Better Spaces Fund, particularly projects which are sustainable or eco-friendly in nature.
- Developing action plan to help increase tenant satisfaction and carrying out next Tenant Satisfaction Survey
- Continue resident engagement and design work at new housing site
- Following resident engagement the early design for the potential new housing scheme will reflect the Councils new Design Guide and Specification for new homes, that homes are truly sustainable and affordable
- Completion of 8 Shared Ownership sales with residents moving into their new homes
- Applying for wave 3 of the Decarbonisation of Social Housing funding.
- Delivering training to tackle council tenant stigma to those handling complaints, following feedback from the Tenant Satisfaction Measures Survey, plus a lunch and learn session on the history of social housing for all staff.
- Initial consultation on the Older Persons Strategy to gain an understanding of residents' thoughts around the topic of older persons housing.
- First tenant engagement meet and greet event in August to provide more information on the various tenant engagement activities we can offer, as well as how the service operates.

## Health of the Organisation – Our Plans for Q2

- 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 )
- Deliver phase 2 of the Pay and Reward Project which includes benchmarking roles and pay across various organisations and sectors and researching and proposing a range of benefits including salary sacrifice schemes, leisure schemes and others – currently in research phase
- Go live with Equality, Diversity and Inclusion training for our Equality, Diversity and Inclusion Champions and develop and start to scope out and deliver training in other areas of the Councils
- Commence work on the Employee Lifecycle review to ensure all our policies and processes are as inclusive as possible
- Work with our new suppliers on the Aspiring and Future Leaders programmes and agree communication and dates to recruit participants to the programmes
- Reduce backlog of Capital Pooling Return audits.
- Publish draft accounts for 2022/23.
- Source tailored training on procurement for senior managers, to help achieve cultural change.
- Recommence the Procurement Board and reduce the number of exemptions from contract standing orders.
- Complete User Acceptance Testing of new Financial Management System.
- Undertake data reconciliation of land and property ownership data between Uniform, GIS and the fixed asset register