

Customers



Communities



Wellbeing



Environment



Housing



Economy



Health of the Organisation

Quarter 1 Performance

Mid Suffolk District Council

September 2021 Cabinet





This performance report has been developed in collaboration with Cabinet members, Senior Leadership Team and corporate managers. It covers the period April – June (Q1).

This quarter continues to reflect the ongoing work undertaken by our officers to support our communities and the assistance offered in the recovery process from the pandemic. During this period the Councils also undertook an effective local elections campaign ensuring that both officers and the general public remained Covid secure throughout.

Following on from the successful nominations in the iESE awards, our Housing team are celebrating having been shortlisted for a national award by local government magazine, The Municipal Journal (The MJ). Their success, in the Community Heroes of the Year category, recognises the team's efforts in keeping vulnerable residents off the streets during the pandemic.

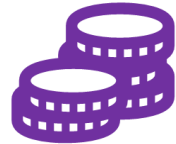
There are also many positive signs highlighting the work being carried out in working towards achieving the outcomes of the key priorities from the Corporate Plan.

Please note:

- This is a high-level report, highlighting how the council is performing against its six key priority areas from the Corporate Plan (2019-27). It also gives a snapshot of the overall health of the organisation (including headline performance indicators) and looks in brief towards projects commencing in the next quarter.
- The report provides high level assurance that the council is delivering against the Corporate Plan.

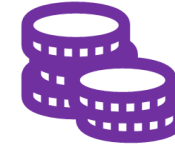
Mid Suffolk Economy

Headline Performance Indicators



Covid grant funding:

7293 grants paid worth £36,555,345



£4,126,472

Local Restrictions Support Grant (LRSG) (Closed) (Addendum) Nov and Jan Lockdowns

2016 grants paid

£490,842

Discretionary Restart Grant

Paid to 90 businesses

£567,524

Back to Business Grant

26 grants paid

£3,028,000

Closed Business Lockdown Payment

682 grants paid

£4,594,705

Restart Grant

Paid to 618 businesses

£1,967,205

Additional Restrictions Grant (discretionary grant for businesses affected by Nov and Jan Lockdowns and Tier 4 restrictions)

825 grants paid

Economy

Objectives and progress



Objective 1 – Connected and Sustainable :To be one of the best-connected places in the East of England and be a testbed for new innovation in clean growth industries

Progress:

- Refurbishment and future use of Cross Street, Eye approved by Cabinet.
- Developed Service Level Agreements with Stowmarket, Needham Market & Eye Town Councils to support reopening of high streets through Welcome Back Fund.
- Consultation opened for cycling and walking route improvement.
- Drafted brief and instructed consultant for next stage of modelling to support zero carbon ambition at Gateway 14.
- Site works commenced at Needham Lakes Visitor Centre

What we plan to do next quarter:

- Work with Freeport East Board to support development of Outline and Full Business Case.
- Progress development of digital infrastructure strategy for rollout of ultrafast broadband and promotion of broadband vouchers to businesses.
- Develop specific sector intelligence for key sectors to inform investment and business support in Clean Growth.
- Develop costed pipeline of projects in conjunction with the Local Enterprise Partnership (LEP).
- Work with Suffolk County Council to develop projects linked to Active Travel funding.
- Refresh of workspace and grow-on study evidence post-Covid.
- Progress to next stage all capital projects/pipeline.
- Continue to deliver Needham Lake construction project.
- Work with Network Rail to secure new access through Needham Station.
- Work with partners to bring forward masterplanning of Stowmarket Sports and Wellbeing hub.

Economy

Objectives and progress



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

Progress:

- Policy developed for discretionary Restart grants and programme launched to support businesses excluded from main grants programme.
- Recovery Plan drafted and full action plan agreed.
- High Street Heroes programme launched to support independent retailers and businesses across the Districts.
- Analysis of new employment data and collation of key evidence to support refresh of Evidence base for the new Economic Strategy.
- Received confirmation that funding bid to Suffolk Inclusive Growth Investment Fund (SIGIF) for Innovate Local project was successful.
- Suffolk Market Events appointed as delivery partner for market stall offer in Stowmarket for Innovate Local programme.
- Extension of Virtual High Street (VHS) programme was launched in Stowmarket and over 60 businesses signed up since the launch.
- Sustainable model developed for the VHS allowing the platform to be financially viable going forward.

What we plan to do next quarter:

- Launch extension of Virtual High Street programme to Needham Market and Eye.
- Launch of new innovation grants programme.
- Publication of refreshed evidence base and launch Recovery Strategy.
- Development of an Inward Investment website to ensure the Districts are promoted to investors as a place to locate.
- Progress plans for a Centre of Excellence linked to Innovation Labs to showcase innovation in the region.
- Support plans for redevelopment of key employment/development sites including the creation of an Innovation Park at Gateway 14.
- Progress plans for a Stowmarket Centre of Excellence linked to Innovation Labs to showcase innovation in the region.

Economy

Objectives and progress



Objective 3 – Successful and Skilled :We will raise levels of aspiration and ambition in our districts and recognise and celebrate our success

Progress:

- Community Renewal Fund bid submitted for £503k to deliver a holistic programme of support for young people and businesses including transferrable skills programme, Knowledge Transfer Partnerships Lite scheme and a community project aimed at inspiring and engaging young people.
- Working with local Cultural Education Partnership to extend programmes across Mid Suffolk.
- Supported submission of University of Suffolk led Institute of Technology Phase 2 bid.
- Suffolk Business Survey distributed to businesses across the District.
- Supported development of a Local Enterprise Partnership wide Tourism Recovery Strategy.

What we plan to do next quarter:

- Launch a “trade local” scheme to celebrate the innovation from our businesses during Covid-19 and maintain ongoing local business to business trade.
- Scope an innovation futures pilot with a local school.
- Development of workspace strategy and delivery plan across the District to ensure we have sufficient workspace.
- Commence delivery of Innovate Local programme through market stall space in Stowmarket.

Mid Suffolk Environment Headline Performance Indicators



763

New garden waste subscribers

Total subscriptions to date 16,598, there has been a continual increase in the number of subscribers.



15.67%

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

Items included mainly bags or bagged waste, glass, food waste/dirty items and textiles. This is an increase of % 1.62 from Q4.

(Data from Materials Recovery Facility input sample)



7

Building Control visits in connection with dangerous structures

The building control team dealt with 7 instances of unsafe structures, ranging from unsafe walls, fences, roofs, derelict buildings and sign structure over A140.



125

Incidents of fly tipping

This is a reduction of 40% compared to Q4 20/21



99%

of fly tips cleared in 48 hours

There have been no fly tipping prosecutions started this year.

Fly tipping data relates to tips on public land only

Environment

Objectives and progress



Objective 1 – To achieve the Councils’ ambition to become carbon neutral by 2030, following the adoption of the Carbon Reduction Management Plan.

Progress:

- Procurement for the Hydrotreated Vegetable Oil (HVO) fuel infrastructure and fuel is complete, and suppliers contracted.
- Tender published for solar car ports contractor and Award of Contract Notice now issued.
- The leisure centres decarbonisation project is progressing on schedule.
- The leisure centres have been transferred to green tariffs for electricity use.
- An initial feasibility study of our car parks for electric vehicle chargers has been completed.
- First sponsors confirmed for Low Carbon Innovation Showcase event.

What we plan to do next quarter:

- Installation of HVO tanks due for completion in July, with the transfer to HVO fuel currently scheduled for August.
- Development of delivery plan with contractor for solar carport.

Environment

Objectives and progress



Objective 2 – Improve the biodiversity of the district, consistent with the biodiversity pledge adopted by the Council

Progress:

- Tree canopy cover survey commissioned which uses satellite imagery and National Tree Map data to produce ward by ward assessment of the percentage of tree cover. This work will also:
 - Quantify ecosystem services provided by trees in each ward – carbon storage, carbon sequestration and rainfall runoff reduction.
 - Assess the percentage of Ash trees in each ward, the impact and costs of removal and replanting due to ash dieback disease.
 - Produce a tree planting strategy which categorises the areas where tree planting will benefit the existing tree stock or improve habitat networks.
 - Quantify the asset value of the trees in each district, define replacement costs for asset management and planning guidance.
 - Tree canopy cover and ecosystem service data will be made publicly accessible on a new web map.
 - Work scheduled for completion in October.
- All parishes contacted to begin process of identifying locations for new tree and hedgerow planting,
- In addition all parishes have been asked to help identify sites where mowing regimes can be adapted to allow wildflowers to establish.
- Completed the acquisition of key biodiversity land off Combs Lane, Stowmarket to add to the delivery of biodiversity gain under the Carbon Reduction Plan.

What we plan to do next quarter:

- Tree and hedgerow planting applications out to all Parishes and in addition we are asking Parishes to identify areas they would like to leave grass longer and create wildflower meadows.
- Tree planting to take place over the winter months, new grass regimes to be set up for Spring 2022.

Environment

Objectives and progress

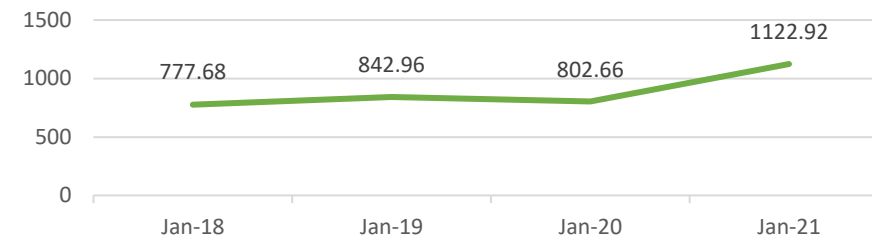
Sustainable environment for



Objective 3 – To promote a safe, healthy, and sustainable environment for our districts.

Progress:

- Site visits to food premises have resumed with the priorities being new businesses which registered during lockdown and the most high-risk existing businesses. Site visits to animal premises such as kennels, catteries and dog breeders have also resumed. We continue to use remote methods of assessment for those that are lower risk to protect our staff and the general public.
- We are continuing to encourage residents to recycle glass through the bottle bank network by using promotional material produced by the Suffolk Waste Partnership.
- MSDC have collected over 1,000 tonnes of garden waste in June 2021. This is the first month we have reached 4 figures since the scheme started. This waste may have otherwise been sent for incineration or disposed of elsewhere.
- We have completed our time with the Design Council (an independent charity with the purpose to make life better by design), understanding how we could make biodiversity changes and one of the outputs from the work was the implementation of smart bins, which will be trialled in Q2.



What we plan to do next quarter:

- For 2021/22 we are focusing on reducing the amount of glass in recycling bins and encourage them to be recycled through the bottle bank scheme.
- A draft litter and fly tipping strategy is being created.
- To continue our Design Council project work to trial the use of smart bins and the impact of this on littering and create further opportunities to support on biodiversity and climate change initiatives.

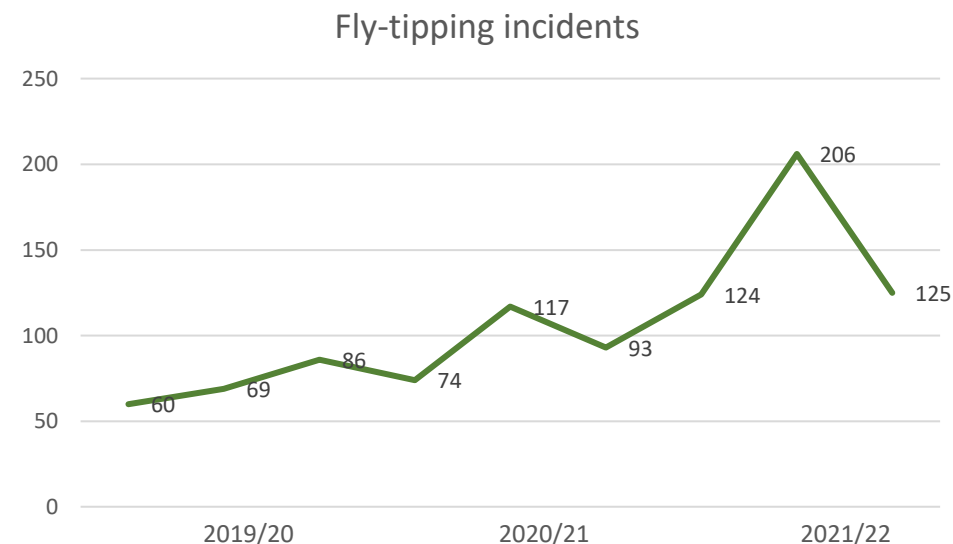
Case study – Fly-tipping reporting toolkit

As part of the Business Process Re-Engineering NVQ a cohort of employees reviewed the processes the Council used for the reporting of fly-tipping. The Council and the Environment Agency are responsible for clearing up and investigating fly-tipping on public land. Clearing fly-tipping from private land is the responsibility of the landowner.

This was a timely piece of work as during the recent pandemic there was a significant increase in the numbers of incidents.

Improvements have been made on the [Councils website](#) offering mobile friendly reporting “from the scene”, with map pinning, reporting on the type and size of the tip as well as the capability to upload photographs. Information is also provided regarding the types of tips that the Council is not responsible for along with information on how to report incidents on private land.

This work also links in with the Suffolk wide campaign **#SCRAPflytipping**



Customers

Headline Performance Indicators

Combined data for both councils



5223
daily
web visits (av.)

17% decrease from Q4
Reason: lower traffic for Council tax
billing and waste pages, however
increases for elections.



602
calls per day (av.)

17% increase from Q4
Reason: council tax recovery,
repairs and rent letters.



74
email responded to
per day (av.)

19% increase from last quarter.



1635
Social media responses
issued



61
compliments

Increase of 20%



4.56
out of 5

New form satisfaction levels for Q1.
Waste services and Council Tax
enquiries made up the majority of the
forms used.



21%
abandon rate

9% increase from Q4
Reason: higher call volumes



3 min & 16 sec
wait time (av.)

Reason: higher call volumes an
extra 100 calls per day from
the previous quarter on av.



2,017/680
chatbot and automated
telephone sessions

Chatbot activity reduced by 37%
from Q4 and automated
telephony up 47% from Q4.



150
stage 1 complaints

Decrease of 30% from Q4.
78% not upheld (23% were service
requests or not in scope of the
complaints policy)

Customers

Objectives and progress



Objective 1: We will implement the technology capabilities that support and enhance customer and employee experience, invest in our people to give them confidence to use and promote digital services and tools, and underpin this with an ethos and culture of listening and engagement.

Progress:

- Based on feedback regarding the search function on our website, we reviewed the top 50 search reasons and ensured that these all linked to the correct areas (improved from 24% accuracy to 100% accuracy). We will continue to monitor this to ensure that as additional content is added, its linking to the correct areas for customers to easily search.
- Over Q1 we implemented a satisfaction survey on our chatbot and automated telephony service to shape future improvements using customer feedback. Based on the frequent searches in the chatbot we have ensured where customers are searching for housing/council tax enquiries in the environment chatbot we provide links to the correct pages on the website (previously these searches would have yielded no results).

What we plan to do next quarter:

- Our complaints survey was submitted in early July to all customers who submitted a complaint in the last 12 months using our online portal. This will help to inform the changes we make to our complaints policy, we have also asked customers to provide details if they wish to take part in a more in-depth survey, to journey map our complaints process from a customer perspective.
- We have commenced a review of our waste pages on our website to ensure these are accessible and consider customer feedback over the last 12 months. Once this has been completed, we will monitor the feedback to understand the customer satisfaction changes over time.
- Lastly, we will continue to make changes to our chatbot and automated telephony service based on the feedback from our satisfaction survey.

Customers

Objectives and progress



Objective 2: We will develop and deliver a phased approach to supporting customers with digital inclusion and digital upskilling by working with like-minded community partners and using insight and intelligence to baseline our approach and measure our success.

Progress:

- We have nearly completed our first cohort of digital skills champion training with Suffolk Libraries, following the last 2 sessions we will review the feedback and create a further cohort.
- The tenant's survey was delayed due to the Housing Revenue Account (HRA) business plan consultation, this is now due to go to all tenants in late July early August. The tenants sounding board have been engaged in making changes to the survey.
- The iPads with Suffolk Libraries have been updated to include commonly used applications and helpful links that will assist customers. We are in the process of finalising arrangements for how customers will loan devices, including updating the user agreement, with the service launching in July.

What we plan to do next quarter:

- Analyse the results of the digital skills survey and work with tenants to create a digital skills support package focused on tenants.
- Monitor the initial use of the iPads through surveys to understand the impact from a customer perspective.
- Create a further cohort of digital champions training and gain interest in our first face to face training session due to be delivered in September.

Customers

Objectives and progress



Objective 3 – We are committed to putting our customers first by reviewing our current processes and re-designing them to ensure that they are simple, intuitive and maximise the use of technology.

Progress:

- The payments system went live in Q1.
- We have agreed new dates for our next cohort of business improvement NVQ opportunities in September. We also launched the fly-tipping reporting tool, following our first improvement project.
- We have recruited a customer insight and intelligence officer starting in September, to support with the creation of customer forums and business process reengineering work from a customer perspective

What we plan to do next quarter:

- Commence a 2nd NVQ cohort to help make improvements to our processes and a review of our fly-tipping data to understand the impact of the new reporting tool.
- To commence work building customer forums, to support with the codesign of services and capture the voice of the customer in our business process reengineering work.



Mid Suffolk Communities Headline Performance Indicators



Community Grants



£20,874.18

Capital Grant spend

*100+% of 2021/22 budget allocated
due to carried over projects and
carryover not decided.*

£1,369

Community Restart
Funding

£56,791.18

\$106 funds spent or
allocated

£0

Minor Grant spend

Minor Grant budget is 20% allocated.

£122,565.09

Total amount of funding offered
(not spent) through Capital,
Minor and Covid-19 EN Grants

(cumulative)

19

Voluntary, Community &
Social Enterprises (VCSE)
supported

Detailed information on allocations on page 19

Communities

Objectives and progress



Objective 1: To create great places to live and to empower local people and communities to shape what happens in their area

Progress:

- The Leisure, Sport and Physical Activity Strategy was approved by Cabinet in July.
- The Stowmarket Cultural Group and Museum of East Anglian Life (MEAL) working together on Time Machine, a heritage engagement and placemaking tool commissioned by Heritage Open Days. Time Machine brings stakeholders together to celebrate the past, present and future narrative of Stowmarket. Only five towns have been chosen to join this initiative.
- Prima Donna festival revealed some of the top talent who will join them in July for the festival at MEAL.
- Stowmarket cultural group met with a creative strategist to find out more about celebrating Culture 2021 culture tourism campaign and how to best engage. Working with Local Cultural Education Partnership to bridge the gap between arts organisations and local schools.

What we plan to do next quarter:

- Time Machine project will run on the 17th and 18th September and will see the town come to life with activities presented in a style of 'antiques roadshow' style memories.
- Stowmarket will host to the Prima Donna festival this summer from 30 July - 1st August at the Museum of East Anglian Life.
<https://www.primadonnafestival.com/>
- Complete the Delivery Plan setting out the activities to be developed and delivered during the next financial year.

Communities

Objectives and progress



Objective 2 – To effectively deliver our Community Safety Statutory responsibilities deliver on the priorities agreed within the Western Suffolk Community Safety Partnership (WSCSP) Action Plan.

• **Progress:**

- Successful completion of training for staff on sanctions available under the Anti-social Behaviour, Crime and Policy Act (ASBCPA 2014).
- Continued to support the Western Suffolk Community Safety Partnership and contribute to ongoing activities set out in its Action Plan.
- The Anti-Social Behaviour Action Plan continues 70% of tasks completed. Remaining are in line to be completed within deadline.
- The Suffolk Hope awards took place in June with our area being strongly represented. The HOPE Awards are a new opportunity to celebrate the contributions young people make within our communities.
- Working as a member and feeder to the CSP priorities with focus across all priorities.
- Domestic Abuse training identified for December which will promote at least two officers to 'Champion' status.

What we plan to do next quarter:

- Continue to deliver the Anti-Social Behaviour Action Plan with a focus on ensuring ECINS is rolled out to partners.
- Continue to work with WSCSP partners to deliver its action plan
- Support and promote ASB National Awareness week (19th-25th July).

Communities

Objectives and progress



Objective 3 – To deliver a Community Grants Services that is inclusive and transparent, supports community participation & activity and works with Voluntary and Community Sector organisations to develop thriving communities

Progress:

- Community Grants and S106 funded projects include: S106 contributions towards car park and community centre under Debenham Village Hall and Playing Field Trust, as well as the new play area at Kirby Rise in Barham.
- Capital projects include new play equipment in Cotton, the Oak Meadow project, upgrades at Coddendam Community Centre and development of community space at St Peter and St Mary's Church in Stowmarket. Carried over projects from 2021/22 include works at Somersham Tennis Club, Haughley's Ron Crascall Pavilion and new play equipment in Eye.
- Revenue Grants: All applications have been assessed and received payments for Q1. Funding Officer in regular communication with organisations and in the process of meeting on an individual basis.
- Locality Awards for 2021/22 have been launched with several applications received during Q1, with one processed towards Stowmarket Community Sports and Social Club.

What we plan to do next quarter:

- Capital/Minor/S106: Pipeline projects include works at Wetheringsett Village Hall, new play equipment in Framsdon and support to projects in Rickinghall and Botesdale.
- Capital Grant applications are currently on hold but site visits and external funding support are still being provided.
- Revenue Grants: Q2 payments to be released and health checks carried out with all client organisations.
- Grants Review: Work ongoing to digitise all application forms.



Mid Suffolk Wellbeing Headline Performance Indicators



Easter Holidays – Stowmarket

14 Families attended Family Cooking School – 93% take up

53 Children attended Adventure Days
66% take up



Outreach programmes developed with Active Suffolk -
No new clients due to covid restrictions.



Easter Holidays - Eye

9 Families attended Family Cooking School - 90% take up

16 Children attended Adventure Days
40% take up



18

Families attended Family Cooking School in Stowmarket in May Half Term



6

Home But Not Alone referrals made across both districts by the Communities Team during this period

5 (cumulative)

Schools supported to help young and vulnerable people to live well

Active Schools – no new activity



Wellbeing

Objectives and progress



Objective 1 – To develop the Councils first Wellbeing Strategy to ensure that we put the wellbeing of our communities at the heart of everything we do.

Progress:

The Wellbeing Strategy is now complete in final draft and will be taken to Council in September for approval. In the meantime work has progressed on the following wellbeing initiatives:

- Women’s Tour – Plans taking shape with Parish Councils, Schools and Community Groups on community Engagement events in villages and towns along the route of the race. Queen of the Mountains (QoM) stage in Coddham.
- May Half Term - 18 Families attended Family Cooking School in Stowmarket.
- John Peel Centre, Museum of East Anglian Life and Stowmarket High School in partnership with Dance East have been awarded Holiday Activity Funding to deliver summer activities targeted at children in receipt of free school meals.
- Active Wellbeing held virtual meetings (Eye) with no new clients due to covid restrictions.
- Active Schools held virtual meetings and are completing year 2 reports for Action Plans.
- Our Parks Project at Stowmarket Recreation Ground started in May, Bootcamp had average of 21 attendees per week and HIIT classes had an average of 11 per week. Our Parks allows users to participate in quality group exercise classes, outdoors for free.
- Letter Box Project - 22 currently being written to and 36 volunteers.
- Chill, Chat and Play – progressing well in Stowmarket and now active in Needham Market.
- Continuing with the development of the Youth Social Prescribing Framework and linking with Suffolk County Council Youth Voice work.
- Working in partnership with the Tobacco Control Alliance to reduce smoking and vaping within the workplace as well as with other businesses in the district.

Wellbeing

Objectives and progress



Objective 1 – To develop the Councils first Wellbeing Strategy to ensure that we put the wellbeing of our communities at the heart of everything we do.

What we plan to do next quarter:

- Women’s Tour – activity will be planned between July and September as tour details are announced.
- Holiday Activity Fund – plans to deliver 17 projects aimed at children receiving free school meals but open to all with some paid for and free activities in varied venues/locations. Activities include: Swimming, Football, Arts and Crafts, Dance, Music and Activity Days.
- Active Wellbeing – Project in Eye completes end of June. Ongoing legacy will be Fit Villages project and links to Social Prescribing.
- Active Schools - Virtual school sports competition with most schools taking part in interactive challenges.
- Our Parks – promote locally to increase participation.
- Walking/History Project in Stowmarket working with Everyone Active; 6 weeks targeting various walks in and around Stowmarket with Don Egan local historian, free goody bag for participants and linked into Stowmarket Dementia Action Alliance (DAA) and Onelife Health Walks.
- Sinfonia Viva Orchestra Dementia Music Project begins in July lasting 5 weeks. Series of virtual workshops with dementia groups and DAA’s in Stowmarket and local care homes using art packs and live musicians.
- Restart of the BMSDC funded GP referral scheme at Debenham Leisure Centre.
- Letter Box Project – initially an 8 week programme but will continue as 34 volunteers wish to carry on writing.
- As part of the Suffolk Says Thanks we are working in partnership with East and West Councils to produce “Keep Learning” training for November and December.

Mid Suffolk Housing

Headline Performance Indicators



11

Households placed into temporary accommodation

There has been a noticeable reduction in the number of households requiring Temporary Accommodation during the last quarter, which is positive. However, the team continue to be incredibly busy and dealing with lots of new cases.



39

cases where homelessness has successfully been prevented or relieved

The team are still diligently focussed on preventing and relieving homelessness and performance has remained steady.



45

Properties relet (not temporary accommodation)

There continues to be a good supply of properties available for reletting, which enables our residents to have somewhere safe to call home.



33

average number of days for standard VOID re-lets

This continues to be challenging, with issues relating to availability for resources and contractors .

Housing

Objectives and progress



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

Progress:

- Preparation of Phase 2 housing delivery sites for planning submission in Autumn 2021
- There were 42 housing specific planning applications granted, which will deliver 290 homes.
- Continue to work towards the delivery of new affordable units through S106 acquisitions and direct delivery. There continue to be issues with the availability of materials and social distancing requirements for the construction industry which is causing some delays, we are however anticipating 30 handovers in the next 3 quarters.
- Awarded £403k across both Councils via the Rough Sleeper Initiative Funding, from Ministry of Homes, Communities and Local Government (MHCLG). Providing 16 dedicated beds for rough sleepers, and 3 additional staff to provide outreach support.
- Consultation with tenants undertaken on their views on how to spend rent over the next 30 years, as part of the Housing Revenue Account (HRA) Business Plan, 401 tenants responded providing clear indications on what they feel our priorities should be.

What we plan to do next quarter:

- Shared ownership properties at Green Road, Woolpit due for completion in Autumn 2021 to be marketed.
- Manage handover of completed properties as they come forward.
- Design guide consultation to be undertaken with tenants, with further work on the technical specification enabling both to be completed in Autumn 2021.
- Put a stakeholder engagement plan into place for each of the Phase 2 housing sites to ensure that local communities are kept informed/consulted on developments in their areas.
- Organising workshop with tenants, officers and councillors to continue work on the HRA Business Plan priorities.

During Q1 of 2021/22, we launched our news and information bulletin which is emailed out to 3,769 tenants across Babergh and Mid Suffolk.

The 'My Home Email Bulletin' is issued monthly and provides our tenants with information from us as their Landlord.

To date, we have issued four bulletins, which have gone to all tenants, on:

- Our repairs service being reopened following Lockdown 3.0
- Consultation on the Housing Revenue Account Business Plan – resulting in 401 tenants taking part in an initial survey to understand what they think our priorities should be for the next 30 years
- Fire safety in the home
- Summer – consider your neighbours and communities

We have issued two targeted bulletins, which have gone to specific groups of tenants, on:

- Signing up for Tenant Portal (sent only to those that didn't have an active account)
- Repairs satisfaction (a survey that went to tenants who had received a repair in the last two years only)

From the system we use, we know that our average bulletin's performance is above our peer's (other local government users).

- Peer's 'emails opened' average performance – 33.4%
- Our 'emails opened' average performance – 44.7%

You can view previous bulletins here: <https://www.midsuffolk.gov.uk/housing/council-housing/our-tenants/my-home-bulletin-news-for-our-tenants/>



Mid Suffolk Health of the Organisation

Headline Performance Indicators

Combined data for both Councils if not specified



1.27

average no. of days
sickness per FTE

Last years Q1 was 0.82 days



368

Total number of days lost
to sickness

*Top 2 reasons for absence:
36% Mental Health
22% Musculo Skeletal*



115,200

Mid Suffolk Twitter
impressions

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



212,250

Mid Suffolk Reach for
Facebook

*'reach' is the number of unique users
who had any content from our Facebook
page or about the page enter their screen*



427

Mid Suffolk Committee /
Council meeting views

*There were 6 meetings held during this
period, 2 of which were joint with an
additional 32 views, Public attendance
to meetings was restored on 12 May*

Health of the Organisation

Objectives and progress



Objective 1 – Develop and implement a comprehensive 'People' Strategy that ensures we are a great organisation to work for, that our people are supported to learn and grow, energised and enabled to deliver our ambitions

Progress:

- Reviewed our people priorities as part of our strategy to ensure we support our people in the right way as we start to emerge from Covid-19.
- Carried out a Health and Wellbeing audit with a group of our people, with the support of 2 occupational psychologists.
- Engaged with Equality, Diversity and Inclusion experts to carry out confidential group sessions with our people from under-represented groups to ensure we are treating everyone fairly and that everyone has equal opportunity within the council.
- Continued to support our early careers programme with the recruitment of 8 interns who have the opportunity to work with us on key projects and develop their learning before returning to education.

What we plan to do next quarter:

- Review of our occupational health cover and contract.
- Continue to work on our agile / hybrid way of working and revise policies to support this way of work.
- Develop learning interventions to support leaders, managers and our people to lead and work effectively in a hybrid manner.
- Scope work for Phase 2 of our Leadership and management development programme and commence delivery.
- Continue our work on our wellbeing programme, commencing delivery of our mental health and stress management sessions.
- Develop an organisational approach to regular pulse surveys and commence delivery.
- Develop an action plan based on the feedback from our health and wellbeing audit.
- Develop an action plan based on the feedback from our equality, diversity and inclusion sessions.

Health of the Organisation

Objectives and progress



Objective 2 – Provide robust effective management of the Councils finances, including our capital projects and contracts. We will use our resources in a sustainable way and prioritise based upon our Corporate Plan.

Progress:

- Majority of pipeline spend meetings taken place and refining the contracts and tender timeline document for review at Commissioning and Procurement Board.
- Environmental, Social and Governance (ESG) report to Joint Audit and Standards.
- Monthly COVID impact returns to Ministry of Housing, Communities and Local Government (MHCLG).
- Work continued towards finalising the 2019/20 Statement of Accounts.
- Information prepared to inform the 2020/21 outturn reports and work underway on the 2020/21 Statement of Accounts.

What we plan to do next quarter:

- 2019/20 Statement of Accounts signed off by external audit.
- Publish the Draft 2020/21 Statement of Accounts and audit work commences.
- Treasury Management 2020/21 outturn report to be presented to Joint Audit and Standards Committee.
- General Fund and Housing Revenue Account (HRA) 2020/21 outturn reports to be presented to Cabinet.
- General Fund and HRA 2021/22 Quarter 1 reports to be presented to Cabinet.
- Progress on the Finance Transformation plan.

Health of the Organisation

Objectives and progress



Objective 3 – Effective and efficient management of our property portfolio to make the best use of our assets.

Progress:

- Delivery against Strategic Asset Management Action Plan has progressed with a focus against high priority actions embedding a corporate approach to property. Currently focussed on operational and income producing assets.
- Endeavour House - Initial proposals and design development ongoing with the help of a staff working group and a councillor working group to deliver our Accommodation and Agile Strategy.
- Completed lease to Pure Gym of vacant premises at Gipping Way, Stowmarket.
- Completed the acquisition of the Suffolk County Council vacant former office building at Cross Street, Eye which is to be repurposed to provide innovation workspace.

What we plan to do next quarter:

- Continue to develop the proposals and design to deliver the Accommodation and Agile Strategy
- Produce a draft Land Adoption Policy.
- Report of first phase of vacant garage reviews.
- Continue to deliver the Strategic Asset Management Action Plan Priorities-Undertake first phase of non-housing asset reviews.