



Performance Report

2023-24 Quarter Two

Mid Suffolk District Council



Customers



Communities



Wellbeing



Environment



Housing



Economy



Health of the Organisation



This performance report covers the period from July to September 2023 (Quarter 2).

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 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 Q3 (October to December 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 Two

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

- We commenced digital skills sessions in Stradbroke library in August with 2 sessions held and 7 attendees.
- We were successful in the databank pilot (offering free mobile data) and are working with our temporary accommodation team to deliver the sim cards to tenants over the next few months.
- From our quarter two Tenant Satisfaction measure survey 173 tenants were surveyed and 73% of those tenants saying they have internet access.

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

- We have implemented live chat with 341 chats completed since its launch in early August.
- We have launched a call back option on our general telephone line, which 206 customers have utilised in the last 2 months.

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

- Cost of living communication campaigns have continued this quarter with a joint campaign with Citizen's advice to promote support available to our residents.
- Our cost of living phase 3 action plan was reviewed by Overview and Scrutiny Committee and Cabinet over August and September and work will commence over quarter three to develop a longer-term approach.
- 4,848 tenants across both districts are subscribed to the digital tenants newsletter, My Home Bulletin which goes out monthly to subscribed tenants, the last edition was the Tenant Annual Report and had an open rate of 60%.

Customers are engaged in testing and piloting new ideas

- We completed a web testing forum with ACE Anglia a Suffolk based learning disability charity who provide support to organisations on accessible design Accessible Design < Ace Anglia independent advocacy organisation based in Suffolk. This is to ensure that customers find the website as easy as possible to navigate.

Customers

Outcome 3: Residents are satisfied with Council services

Residents are satisfied that council services meet their needs

- 71% of the 554 customers who completed our automated satisfaction survey were either satisfied or highly satisfied with the service received on the telephone.
- From the quarter two Tenant Satisfaction Measure survey 69% of those who are online were satisfied with our on-line services.

Residents say the council listens and acts on feedback

- We have reduced the length of our Council main telephone option message by 20 seconds.
- We have been working with the housing ombudsman to gain feedback on our complaints policy to iterate our policy in line with best practice.
- Quarter two Tenant Satisfaction Measure survey results for 'Listen and Acts' is 51% satisfied

Wellbeing

Outcome 4: Inequalities are reduced for all groups

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

- Work is continuing with Ipswich Borough Council and East Suffolk Council to develop a strength and balance programme with Ipswich and East Suffolk Alliance across our districts. Staff at Everyone Active completed an OTAGO (Strength and Balance course) and are due to start delivering sessions in their centres.

Every child has the best start in life

- The Family Fun Days in Stowmarket and Eye were a success. Providers offered a variety of activities to 100+ children each day including a climbing wall, archery and medallion making. There was a strong focus on obtaining more guardian feedback following the sessions, and the comments received have been positive.

Older people have a good quality of life

- With support from Mid Suffolk District Council, Sport and Wellbeing and Communities Together, all four of the Ageing-Well groups now run independently, including Debenham, Cotton, Fressingfield, and Eye.
- The Archie Project, an inter-generational dementia awareness learning programme between local care homes and schools to learn about living with and being affected by dementia, will continue for a second academic year.
- Orchestra's Live Musical Memories Project is in planning stages, and efforts are being made to reach out to dementia and older people's community groups across the district.

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

- The Wellbeing Fund for Mid Suffolk was established and is part of the Suffolk Public Mental Health programme, which aims to 'support, enable and strengthen the protective factors for good mental wellbeing'. The three priorities of the Fund are: improving physical activity, financial control, or community and security.
- Work has continued in collaboration with The Mix and 4YP (For Young People) on the Youth Social Prescribing Project, and a youth link worker has now been embedded in Thurston College, Stowmarket High School and Stowupland High School. Meetings are in place with the Primary Schools to discuss the programme and support for the transition to high schools.

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

- Work is being undertaken with Active Suffolk to deliver an Active Wellbeing programme for residents using the Mid Suffolk Investment Fund. The aim is to empower individuals to make sustainable changes to physical activity behaviours through integrating physical activity into everyday healthcare.
- The strength and balance programme and Healthy Behaviours has improved our relationships with Health partners.

Residents live longer and healthier lives

- Men's Shed Suffolk conference took place in September and discussed best practice.

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

- Healthy Behaviours is scheduled to launch as a county-wide strategy to improve people's health and wellbeing in Suffolk in partnership with other districts. A Healthy Behaviours Project Manager and Feel Good Suffolk Advisor has been appointed.

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

- 3,567 spaces to eligible children were made available in Mid Suffolk's Holiday Activities and Food (HAF), of which 2,766 spaces were attended, and positive feedback was received.
- 85.7% of guardians reported an improvement in the young person's confidence, 54.8% reported an increase in physical health, and 69% reported an increase in the young person's mental health. One piece of feedback stated *'the HAF this school holiday has been the best by far'*.

Residents are safeguarded and protected from harm

- A new intranet page is being developed to help inform and give further information around Safeguarding for the organisation.
- The Prevent Week of Action took place on w/c 18th September with an aim to raise awareness and share information to allow a greater understanding of Prevent duty. Officers attended a Freshers Fair and engaged with students.

Residents and visitors are and feel safe in the districts

- The Home Office Safer Streets Fund round 5 bid has been submitted to the Police Crime Commissioner, which forms part of the government's action to tackle crime.
- Officers assisted the Community Engagement Hub and the police to lead a Street Survey Questionnaire in Mistletoe Court, Stowmarket which identified vulnerable young adults. The findings were reported back to the MACE panel.

Environment

Outcome 7: Biodiversity is enhanced and protected

Biodiversity on council owned land is enhanced

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

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

- Successful bid for Local Authority Treescapes Fund (LATF) to create scattered orchards
- 36 trees in Stowmarket
- Planting to commence in late November 2023 using volunteer groups 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
- 15 applications for 93 trees and 900 whips
- Seeding of some areas to enhance benefits, 9 sites totalling 10,738 sqm

Biodiversity gain is optimised in new developments

- Work ongoing on Biodiversity Supplementary Planning Document

Environment

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

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

- Secured Community Infrastructure Levy (CIL) funding for three Local Cycling and Walking Infrastructure Plans (LCWIP) schemes
- Design work ongoing for the Woolpit-Elmswell pedestrian/cycle link
- Contract paid & deposit paid for delivery of e-bike rental scheme at Needham Lake
- Plan for ringfenced funding for rural transport approved, a rural transport grant fund being developed

New development will achieve high levels of energy efficiency, minimise carbon emissions and support green infrastructure

- Plans for new Skills and Innovation Centre to be an exemplar sustainable building
- Tender underway to appoint consultant for feasibility work in respect of a local heat network as part of the Stowmarket Health, Education, Leisure Facilities (SHELF) project – 100% of the network funded by external grants
- Cross Street workspace unit nearing completion with high levels of environmental sustainability

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

- Work ongoing towards Local Climate Action Roadshows which will take place in October in Eye, Stowmarket and Bramford
- Through the Suffolk Climate Change Partnership, Community Energy South have been commissioned to work with local communities to support them to consider localised energy solutions.
- The Councils Net Zero grants continue to be promoted to local businesses

The Councils maximise low carbon energy generation for council owned buildings

- New Homes 'Design Guide & Technical Specification' that incorporates carbon saving solutions launched alongside the 30-year Housing Business Plan in progress and will seek to improve energy efficient standards.
- The 2022/23 Greenhouse Gas report is being developed which reviews the impact of new measures on the Councils assets

Environment

Outcome 9: Mid Suffolk is a healthier, safer and sustainable place

Our communities reduce, reuse and recycle by default

- Attended three community events during this period: Stowmarket Food and Drink Festival, Stowmarket Green Dome Project at Combs Ford School, Stowmarket Family Fun and ElmFest in Elmswell. Our stand promoted recycling, food waste reduction and home composting.
- Visited Stowmarket Library during a children's crafting morning to promote recycling and engage with around 20 local families.
- Delivered waste education sessions to over 50 pupils at two primary schools: Ringshall and Fressingfield.

Local businesses are safe and healthy for residents and visitors

- Mid Suffolk have 89% businesses with a food hygiene rating of 5.
- Public Protection has migrated nearly all of its data processing from a legacy system to new case management software. The project is well on course for completion by the end of the year.

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

- 3 trainee Environmental Health Officers started their Apprenticeships in Public Protection and Private Sector Housing (2 new recruits and an existing technical officer) to secure succession planning and additional staffing resource.
- Environmental Protection Officers participated in Anti-Social Behaviour (ASB) Awareness Week in July with public engagement events in Hadleigh and Sudbury to promote the Council's cross-service approach to tackling anti-social behaviour and help raise awareness of victims' rights and the Anti-Social Behaviour (ASB) Case Review process.

Economy

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

Mid Suffolk has 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 Gateway 14 and Port One
- Negotiation with the Range to finalise employment and skills plan for local recruitment
- Needham Access for all improvements - on site surveys completed and draft options report completed.
- 11 Market Place, Stowmarket – works on roof commenced and are on track to be complete by the end of October. Mural complete and hoardings have been erected

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
- New Inward Investment Website launched to provide a “single front door” for all business enquiries and a range of information for businesses who are looking for support
- Work has commenced on review of Economic Evidence Base which will inform development of a new Economic Strategy for the Districts

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

- Cross Street, Eye – contractor has made great progress on site. Tender for the operator was concluded and negotiations with the successful operator in progress.
- Stowmarket Wayfinding – work ongoing around exploring improved wayfinding/signage for visitors and residents.

Economy

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

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

- Ongoing partner, stakeholder and cross-party member engagement in the development of an action plan for our recently adopted Culture, Heritage & Visitor Economy Strategy
- Love Exploring Social media campaign launched with 974 users and 17 routes throughout both districts.

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 and “Pot B” retained business rates to support financing of the proposed Skills and Innovation Centre at Gateway 14.
- Innovation Board continues to meet to drive investment in innovation and economic growth in the District
- 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 is available for our districts
- 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

- Presentation by CityFibre to Babergh and Mid Suffolk District Councils (BMSDC) Senior Leadership Team and the Innovation Board regarding Project Gigabit Suffolk
- Supporting the Suffolk County Council submission to the 5G Innovation Regions bid.
- Member and BMSDC Chief Executive Officer (CEO) attendance at the Suffolk Chamber of Commerce 5G summit to identify and overcome barriers to 5G deployment and subsequent activity to create 5G champions to promote 5G across Suffolk.
- Meeting with CityFibre to identify how fibre infrastructure could support town centre Wi-Fi.

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

- Full Business Case for Gateway 14 Skills & Innovation Centre being finalised before going to Cabinet in November
- UK Shared Prosperity Fund (SPF) Delivery ongoing with Start up support, net zero consultancy and growth hub contracts launched
- Suffolk Business Grants Scheme launched – funded via UK Shared Prosperity Fund (SPF)
- Rural England Prosperity Funded grants programme (3 programmes of support) launched
- Stowmarket Artspace studio and gallery project ongoing with 3 visual artists provided with free studio space and over 600 members of the public accessing exhibition space.

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

- Secured funding via Community Infrastructure Levy (CIL) for 3 Local Cycling and Walking Infrastructure Plans (LCWIP) schemes
- Contract signed for delivery of e-bike rental pilot at Needham Lake
- Funding announced for Ely and Haughley rail junction improvements
- Plan for Mid Suffolk ringfenced funding for rural transport approved
- Delivered a programme of activity around 'Cycle to Work day' in August for our staff
- Phase 1 of On-Street Residential Chargepoint Scheme (ORCS) funding delivered
- Joint council's Electric Vehicle (EV) Infrastructure Implementation Plan approved at cabinet.

Economy

Outcome 12: 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

- Working with Department for Work and Pensions (DWP) and other education partners to scope specialist recruitment support programme for businesses funded by Shared Prosperity Fund (SPF) year 2 and 3 funds.
- Working with Suffolk County Council (SCC) and other Local Authority partners to finalise tender pack for Shared Prosperity Fund (SPF) skills and employability programmes for Youth, Adults and Apprenticeship programmes for year 3.
- Quarter two review of progress of Lapwing programme that was commissioned to support young people who are not in education, employment or training (NEET) – 15 supported so far this year
- Supported expression of interest (EOI) coordinated by Suffolk New College to apply for Freeport East funds to provide specialist adult education and training linked to business needs
- Delivery of Jobs Fair in Stowmarket in partnership with Department for Work and Pensions (DWP)

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

- Food and Drink Sector analysis work progressing
- Information gathering and initial conversations held around development of a programme of food, drink & makers engagement events
- Promotion of available grants and support available to businesses to support growth and development

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

- Access Able – surveys carried out at 20 businesses throughout both districts with streetscapes created in Stowmarket
- Stradbroke Changing Places – revised plan approved by funders
- Food Museum Changing Places - planning application submitted and financial agreement sent

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

- 8 projects were awarded £295,742.35 of 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). This included the installation of new solar panels and batteries at Eye & District Cricket Club, a re-developed Scout Hut in Needham Market and the refurbishment of Thurston Pavilion.
- Community Infrastructure Levy (CIL) Parish Briefings and Project Development Training sessions for Members and Parish Clerks were held in July and August 2023. The sessions were attended by 27 Mid Suffolk Members and 23 Mid Suffolk Parishes were represented.
- Community Infrastructure Levy (CIL) Exacom Database training sessions were held for members during September 2023.
- Ten infrastructure projects were approved by Mid Suffolk's Cabinet for District Community Infrastructure Levy (CIL) expenditure in September 2023; a total of £500,173.22 was awarded for a range of infrastructure projects including walking and cycling projects, play equipment, a contribution to a new scout hut and improvements to village halls. These projects occurred in the parishes of Finningham, Needham Market, Walsham Le Willows, Somersham, Wyverstone, Great Ashfield, Norton, Creeting St Mary and Eye. The above footpath and cycling schemes for Finningham, Creeting St Mary, Eye and Walsham Le Willows represent the first footpath and cycling expenditure from the Community Infrastructure Levy (CIL) for Mid Suffolk totalling £57,070.32.
- 8 projects were awarded £110,659.50 through Community Development Grants. This included the extension to Norton Village Hall, the provision of new play facilities for Eye Opportunity Group and the renovation of the John Peel Centre's 11 Market Place building in Stowmarket.
- 46 applications were awarded £26,610.71 through Locality Awards in Mid Suffolk. This included the purchase of a new cooker at Cotton Village Hall, new lighting at Coddensham Community Shop and a new defibrillator at St Peter and St Mary's Pre School in Stowmarket.
- £929,124.54 of external funding was drawn into Mid Suffolk as match funding through Community Grants and Section 106 applications in quarter two. This includes funding from SUEZ Communities Trust and Awards for All.

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

- In partnership with Community Action Suffolk, a stand advertising volunteer opportunities available across the districts was held in Endeavour House on 26th July.
- The Babergh and Mid Suffolk District Council Valuable Volunteers campaign has recently launched, allowing staff to nominate a charity they volunteer for in the districts. Each charity nominated will receive a donation as a direct result of the volunteer giving their time.
- A two-day training session on Volunteer Management was delivered to volunteer coordinators of 9 Voluntary, Community, Faith and Social Enterprise (VCFSE) groups in Mid Suffolk. The workshops covered a variety of topics including 'volunteers and the law', how to attract volunteers, how to handle difficult situations involving volunteers, and more.

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

- Digital skills sessions took place in Stradbroke library in August with 2 sessions held with 7 attendees.
- We were successful in the databank pilot (offering free mobile data) and are working with our temporary accommodation team to deliver the sim cards to housing tenants

Communities

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

- 10 Pride in Your Place Applications were received, and £2,800 of funding has been awarded to projects ranging from bulb planting around the village in Gosbeck to cleaning village signs in Botesdale, Great Ashfield, Mickfield and Wetherden.

Our communities are vibrant and well connected

- Officers are working with Community Action Suffolk to develop a Social Economy Strategy for the next two years and are designing Suffolk as a social enterprise place.

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

- Winter Warm funded groups continued to be monitored.
- Work continues with People and Place Plan to support Parish Councils to capture the priorities in their community.

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

- 26 delegates completed the Mental Health First Aid Training Course. 100% of respondents agreed they have noticed an impact of this training on how they can support their team and wellbeing at work.
- Anti-Social Behaviour (ASB) Awareness Week took place in July with public engagement events in Eye and Stowmarket. These events promoted the work of Community Safety officers and helped raise awareness of victims' rights and Anti-Social Behaviour (ASB) Case Review. 63% of survey respondents reported an increased knowledge around rights as a victim of crime and Anti-Social Behaviour (ASB) as a result of attending these events.

Residents have positive relationships across communities

- Eye Ukraine Community Groups Hosts and Guests session was held, offering peer-to-peer support and helped to see where the gaps are. Ukrainian children were supported to access Holiday Activities and Food (HAF) through sending out promotion.

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

- Officers undertook a training course by Norfolk and Suffolk Victim Care on 25th September to outline the support that exists to signpost victims of crime, Anti-Social Behaviour (ASB), hate crime and/or fraud.
- Work continues to support the new Serious Violence Duty, a strategy which aims to reduce serious violence. Officers attended a strategy development workshop to help inform the new strategy.
- Work continues on delivery of the Local Cycling and Walking Infrastructure Plans (LCWIP) to ensure existing sustainable travel routes are safe and accessible

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

- The UK's leading cycle race, The Tour of Britain (TOB), successfully returned to Suffolk on 7th September. Residents, schools and local businesses lined the streets to watch the event pass through towns and villages. Work is ongoing with schools in the district to encourage them to sign up to the TOB school's challenge.

Communities are green and environmentally attractive

- Our teams ensure that there is sufficient green space within local communities providing a variety of functions, such as informal green space for walking, play area and more formal parks.

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

- 25 new homes delivered by the Affordable Housing Delivery Team, with 23 for rent and 3 for shared ownership
- 10 Shared Ownership homes have been sold and completed on and residents moved in
- Early stages of community engagement and initial design on a new housing scheme
- Demolition and Archaeology works complete at the Paddock House site and tender being prepared for main contractor

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

- 62 households were successful prevented from being homeless
- 20 households have been able to remain in their existing homes
- 42 households were found new homes elsewhere
- This is a 24% increase on quarter one successful preventions.

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

- 86 applications have been made, this an increase of 20 applications since quarter one
- 65 Prevention duties have been accepted, meaning residents are approaching at an earlier stage.
- 21 relief duties were accepted, and this is where temporary accommodation can be offered if there is a priority need.
- Central Suffolk Lettings has increased its portfolio of properties by 10%

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

- 21 Minor Adaptation Grants Completed (this will be stairlifts, ramps, level access shower)
- 6 Category 2 hazards identified (These might include issues like inadequate lighting, or minor electrical faults)
- 18 Empty Homes have been brought back into use

Residents live in high quality and safe homes

- Tenant Satisfaction Measures results for providing a Safe Home is 75% satisfied and for providing a Well-Maintained Home is 63% satisfied

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 have conducted 2 Community Action Days in Palgrave and Needham Market to improve neighbourhoods and gain feedback from residents about future improvements for Greater Places spending with a total of 10 households engaging with us.
- Tenant Satisfaction for quarter two for contribution for neighbourhood is 63% satisfied

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

- We have increased our tenant board membership by 4 new tenants and have held 3 tenant board meetings
- Consultation event held in Gainsborough Road, Stowmarket to discuss communal area improvements led by residents and engaged with 15 residents.

Tenants and leaseholders receive high quality services from our councils

- Overall Satisfaction for tenants in the Tenant Satisfaction Measure survey is 62% satisfied

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

The refresh of the Carbon Reduction Management Plan is still underway, which sets out the improvements needed to deliver climate resilience and adaptation including in our housing stock. The first cross party Task and Finish group has now met to move this forward.

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

- Concluded Organisational moderation
- Commenced pay modelling and benefits provision

Equality, Diversity and Inclusion

- Contracted Equality, Diversity and Inclusion Programme supplier and commenced training provision with 155 people trained to end of quarter two and 360 people booked in for training in quarter three
- Continued work on the Anti-Racism charter (signed with UNISON) action plan
- Recruited Equality, Diversity and Inclusion champions across the organisation and trained those individuals as champions and agreed Champion meetings for up and coming 12 months

Leadership and Management Development

- Contracted Leadership and Management Development Provider and agreed content for November commencement of Aspiring Managers Programme and Emerging Leaders Programme

Engagement and Wellbeing

- Recruited Menopause champions across the organisation to support our wellbeing and inclusion strategy

Internships

- 5 interns completed their placements over the summer

Health of the Organisation

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

- Monitoring reports for quarter one presented to Cabinet covering both revenue and capital for the General Fund and Housing Revenue Account
- Led on cross-Suffolk joint procurement for Healthy Behaviours
- Reported to Joint Audit and Standards Committee (JASC) on the Environmental, Social and Governance (ESG) credentials of the Council's investments.
- Treasury Management Outturn for 2022/23 reported to Council
- Integrated systems testing and user acceptance testing and training completed on the new finance system



Our Direction of Travel

Quarterly Performance Indicators		Outcomes Framework						Trend	Direction of Travel
		2022/23				2023/24			
		Q1	Q2	Q3	Q4	Q1	Q2		
Outcome 1 Customer Access	Recorded chatbot sessions	8781	3100	2026	2679	2472	2964		down 4.4% on previous year down 66.7% on previous year
	Automated telephone sessions	2950	1769	912	973	394	589		down 11% on previous year reduced 55% from previous year
	Calls per day	630	556	542	619	556	495		reducing
	Average wait time in seconds	303	341	224	179	151	153		improving
	Abandon rate	26	28	18	14	13	12		
	Failure rate on waste collections (Mid Suffolk)	0.11%	0.12%	0.10%	0.11%	0.10%	0.10%		
Outcome 2 Engaged Residents	Average daily web visits	1750	1356	942	1550	1651	1224		declining
	Facebook reach (Mid Suffolk)	98,267	116,825	186,224	142,995	63,232	102,954		down 11.9% on previous year
	X (formerly Twitter) impressions (Mid Suffolk)	47,000	48,000	71,600	68,500	275,100	55,900		up 16.5% on previous year
	Tenant Survey (quarterly) on feeling informed about decision-making				58%	63%	65%		increasing
Outcome 3 Resident Satisfaction	Compliments	50	46	53	40	52	43		declining
	(Stage 1) Complaints	210	194	193	261	242	238		declining
	Tenant Survey (quarterly) on whether the Council (as landlord) treats tenants fairly and with respect				63%	65%	67%		New for 23/24 increasing
	Tenant Survey (quarterly) on whether the Council (as landlord) listens and acts on feedback				44%	45%	51%		New for 23/24 increasing
Resident Wellbeing	Access to sport and leisure facilities in Mid Suffolk (Everyone Active)		480,852 visits in 22/23			158,411	116,410		New for 23/24 data only
	Total visits to the CAP (Stowmarket)	170	145	160	260	221	168		data only

Quarterly Performance Indicators		Outcomes Framework						Trend	Direction of Travel	
		2022/23				2023/24				
		Q1	Q2	Q3	Q4	Q1	Q2			
Outcome 7 Biodiversity	Trees planted as part of green canopy (Mid Suffolk)				127			Annual	data only	
	Hedgerows planted through the planting scheme (Mid Suffolk)				4,665			Annual	data only	
	Number of tree preservation orders (TPOs) determined (Mid Suffolk)	13	11	14	10	7	15		data only	
	Square metres of wildflower seeds distributed (Mid Suffolk)				7,070			Annual	data only	
	Meadow Management Areas sqm (Mid Suffolk)				85,517			Annual	data only	
	Biodiversity metric 3.0 measuring biodiversity change from development (Mid Suffolk)							New for 23/24		
Outcome 8 Climate Change	Number of EV charge points installed by Mid Suffolk (cumulative)				New	11	26	33	New for 23/24	data only
	Percentage of BMSDC owned houses that meet the EPPC standard or above (all to achieve by 2030)							57.4%	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
Outcome 9 Healthy, Safe and Sustainable	Total garden waste subscribers (Mid Suffolk)	18,479	18,478	18,368	18,544	19,126	19,427		up 5.1% on previous year	
	No. of business waste customers (Mid Suffolk)	728	738	735	737	744	759		data only	
	Contaminated recycling (Mid Suffolk)	10.50	10.70	9.60	9.90	8.90	12.09		increasing	
	Food safety hygiene ratings (Mid Suffolk)							88.59%	New for 23/24	
	Incidents of flytipping (Mid Suffolk)	90	84	71	88	94	73		down 13.1% on previous year	

Quarterly Performance Indicators		Outcomes Framework						Trend	Direction of Travel
		2022/23				2023/24			
		Q1	Q2	Q3	Q4	Q1	Q2		
Outcome 10 Support for Places and Economy	Town Centre Vacancy Rates 3 - Eye (MSDC)	4.80%	5.00%	9.50%	5.00%	11.40%	13.60%		data only
	Town Centre Vacancy Rates 4 - Needham Market (MSDC)	14.00%	13.50%	9.50%	9.00%	11.00%	13.50%		data only
	Town Centre Vacancy Rates 5 - Stowmarket (MSDC)	6.00%	6.10%	4.90%	7.00%	9.80%	7.40%		data only
Outcome 13 Community Capacity	Capital grant spent or allocated (Mid Suffolk cumulative)	£207,872	£91,446	£115,518	£111,828	£74,469	£74,469		data only
	Minor grant spent or allocated (Mid Suffolk cumulative)	£14,750	£1,000	£15,750	£0	£8,049	£11,594		data only
	S106 funds spent or allocated (Mid Suffolk)	£234,500	£8,128	£1,345	£54,620	£203,671	£312,541		data only
Outcome 15 Inclusive, safe and accessible	ASB cases reviewed by the ASB partnership (Mid Suffolk)	7	39	6	4	25	30		data only
	New ASB cases received separate to those discussed with the ASB partnership panels (Mid Suffolk)			27	28	65	77		data only
	No of ASB cases open more than 6 months (Mid Suffolk) at end of Q			1.0%	3.0%	4	2		data only
Outcomes 16 / 18 Affordable, High Quality and Sustainable Homes	Affordable homes built or acquired for HRA (Mid Suffolk)	4	27	37	31	19	26		data only
	Households placed into temporary accommodation (Mid Suffolk)	31	34	47	52	56	48		data only
	Cases where homelessness has been prevented or relieved (Mid Suffolk)	37	57	60	56	73	80		data only
	Gas safety compliance (Mid Suffolk) - backlog number			17	27	12	11		data only
	Electrical safety compliance (Mid Suffolk) - backlog number			258	206	88	83		data only
	Average number of days for VOID relets (Mid Suffolk)	46	44	56	72	65	75		target 60 days
	Number of properties relet (Mid Suffolk)	54	51	56	68	59	46		data only
Outcome 17 Engaged Residents and Tenants	Number of residents (and staff) engaged in community action days					22	97	New for 23/24	increasing
	Number of tenants involved in codesign of services					122	204	New for 23/24	increasing
	Improvement in Overall Tenant Satisfaction Survey results (Combined for both Councils)				59%	68%	64%	New for 23/24	slight decline

Quarterly Performance Indicators		Outcomes Framework						Trend	Direction of Travel
		2022/23				2023/24			
		Q1	Q2	Q3	Q4	Q1	Q2		
Health of the Organisation	Average number of days sickness per FTE (Cumulative)	1.64	3.44	5.67	8.05	1.96	4.14		
	Average number of days sickness per FTE (Actual for Quarter)	1.64	1.80	2.23	2.38	1.96	2.18		increasing
	% of major applications processed 'in time' (13 wks., 16 wks. or within agreed Extension of Time/ Planning Performance Agreement) (Mid Suffolk)	100.00%	82.40%	92.90%	92.30%	93.30%	90.90%		60% target
	% of non major applications processed 'in time' (8 wks, or within agreed Extension of Time/ Planning Performance Agreement) (Mid Suffolk)	95.00%	95.60%	96.70%	98.60%	95.10%	94.30%		70% target
	Average time taken to process new claims and changes to claims (Mid Suffolk)	6.89	8.48	2.96	5.26	4.56	4.81		target 10 days
	Average time taken to process new claims (Mid Suffolk)	21.92	27.81	12.29	18.44	15.25	14.79		target 24 days
	Average time taken to process changes to claims (Mid Suffolk)	6.14	7.01	2.39	4.46	3.87	3.80		target 7 days
	The level of Local Authority Error overpayments as a % of all housing benefit paid (Mid Suffolk)	0.48	0.42	0.56	0.41	0.41	0.40		target 0.48
	HBOP Amount recovered in year to date as a % of HBOP Amount created in year to date (Mid Suffolk)	110.78%	125.56%	117.26%	109.99%	111.82%	111.54%		target 80%
	Council Tax % of total raised collected in year (Mid Suffolk cumulative)	29.09%	56.27%	83.69%	98.21%	29.09%	56.00%		
	Business Rates % of total raised collected in year (Mid Suffolk cumulative)	36.80%	68.75%	86.95%	98.33%	29.24%	56.03%		
	% of rent due collected (12 month rolling) (excluding current arrears brought forward) - MSDC					99.54%	99.57%		data only
	Current tenant arrears as a % of the rent debit - MSDC					2.7%	2.46%		data only
	% of occupied garages - MSDC					73%	72%		data only
Garage Current Tenant Arrears - MSDC					£11,905.38	£12579.24		data only	



Our Plans for Quarter Three

Customers

- Our new Council websites will be launched in quarter three.
- Our new complaints and freedom of information system will be developed and launched over the coming quarter.
- We will be looking to provide additional training and support to all service areas who handle complaints to ensure they are confident using the new system and also have been provided with refreshed best practice.
- We will be extending our call back service to all lines by the end of quarter three.
- We have implemented an automated missed collection service.
- Tenant Satisfaction Measure survey for quarter three will be carried out on 150 tenants per district. We will report the results in the quarter three performance report.
- Our engagement will commence on the refreshed strategic priorities as part of the new corporate plan work.
- Our complaint policy will be refreshed following our work with the housing ombudsman.
- Our cost of living campaigns will continue, raising awareness of the support available to help households heat their homes, and working with local publications to reach those who aren't online.
- Our Databank Pilot with The Good Things Foundation will launch in quarter three, which will support households in temporary accommodation to get online and reduce digital exclusion.
- We will be holding an event for Talk Money Week to promote the support available to residents to improve different aspects of financial wellbeing, partners to include Citizens Advice, Barclays, Trading Standards, Digital Skills and Financial Inclusion Officers.
- We will be looking to launch our Anglian Water referral pilot which looks to improve uptake of social water tariffs for low income households.

Wellbeing

- Safeguarding Policy agreed by Cabinet.
- A Dementia Friends session for staff is scheduled to take place in October.
- Preparations for Silver Sunday are well underway to celebrate a national older people's awareness day.
- Healthy Behaviours is scheduled to launch as a county-wide strategy to improve people's health and wellbeing in Suffolk in partnership with other districts.
- Hartismere Care Home and Finborough Court Care Home are hosting events on 13th and 17th October to celebrate Silver Sunday, a national older people's awareness day.

Environment

- We will attend Community Energy Event in Eye and Bramford in October, promoting recycling, food waste reduction and home composting.
- During October half term we will attend Stowmarket Town Council's Go Green Go Wild event and have a range of family-friendly activities around reusing, food waste and home composting. Our stands will highlight pumpkin waste at Halloween.
- In October we will support the Suffolk Waste Partnership at a border district event: Bungay Food and Drink Festival, to raise awareness of Food Savvy, our food waste reduction campaign.
- In November we will participate in Stowmarket's Christmas Tree festival and attend the Christmas Fayre event, promoting recycling and food waste reduction.
- We continue to support schools by offering waste education sessions to pupils and waste management guidance to staff/leadership and pupil eco groups. Upcoming visits include Chives Montessori School, Claydon High School and Wood Ley Primary School, and a parent engagement event at Wilby Primary School.
- We will support two school tours at the Energy From Waste facility.
- Hosted three Community Climate Action Roadshows in Eye, Bramford and Stowmarket
- Launch, promote and monitor e-bike pilot rental scheme in Needham Market
- Prepare a grant scheme for rural transport in Mid Suffolk for launch in early 2024
- Completion of Phase 1 of On-Street Residential Chargepoint Scheme (ORCS) at Liffie Way
- Support and offer guidance to local communities seeking to develop local energy schemes

Economy

- Ongoing delivery of Suffolk-wide business support scheme funded via UK Shared Prosperity Fund (SPF)
- Ongoing delivery and review of Innovate to Elevate programme including case study development
- Completion of refresh of Economic Evidence Base
- Completion of mid-year reporting to government on UK Shared Prosperity Fund and Rural England Prosperity Fund
- Continuation of receiving and reviewing of grant applications under Basic Income Support for Sustainability (BISS), Rural England Prosperity Fund (REPF) and Shared Prosperity Fund (SPF)
- Planning and development of a programme of food, drink & makers events
- Final Sign off of Food and Drink Sector Report
- Completion of work to roof at 11 Market Place, Stowmarket.
- Completion of works at Stradbroke Pool – Changing Places.
- Works to commence on site at Food Museum – Changing Places.
- Needham Market – Access for All, Partnership meetings, presentation of options and stakeholder engagement.
- Love Exploring promotional window stickers with Quick Response (QR) code downloads distributed to businesses along the walking routes
- Launch of Access Able scheme at The Hold on November 16th promoting Suffolk as an accessible destination.
- Begin work with visitor attractions and the Good Journey Scheme – promoting car free travel to visitor attractions to include discounted rates for visitors.
- Continuation of ‘Artspace’ (Stowmarket) exhibition and studios until early December.
- Ongoing work regarding improvements to Needham Market including new signage at Needham Lake, Cattle Tunnel
- Moving forward with partner workshops and tender preparation relating to the Stowmarket Creative Placemaking & Wayfinding Project.
- Cross Street – Final agreement will be in place with operator and working towards launch date.
- Gateway 14 – Working with Gateway 14 Board and Jaynic towards planning application
- Gateway 14 – Practical completion of first building at Gateway 14 November 2023.

Communities

- Community Infrastructure Levy (CIL) Bid Round 12 opens on the 1st October and closes on the 31st October 2023 for acceptance of Community Infrastructure Levy (CIL) Bid applications.
- The fifteenth round of Community Infrastructure Levy (CIL) parish payments will be made in October 2023 for Community Infrastructure Levy (CIL) income collected from April 2023 to September 2023.
- The sixth review of the CIL Expenditure Framework is to be held in November/December 2023.
- Production of the Infrastructure Funding Statement which details the amounts of Community Infrastructure Levy collected and the infrastructure projects that have been funded through the Levy. The report also details S106 (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.
- The second application window for Capital Grants will close on 1st October and applications will be reviewed and scored.
- Babergh and Mid Suffolk District Council will be supporting the National Hate Crime Awareness Week which commences 16th October.
- Anti-Slavery Awareness Day is scheduled for 18th October.
- Town and Parish Liaison meeting is being held on 19th October at the Sports and Leisure Centre in Debenham to cover topics such as Babergh and Mid Suffolk District Council's new Corporate Plan, Joint Local Plan, 'Healthy Behaviours', increasing demographic engagement across the district and grant funding.
- Grant Officers will be preparing a video of tips to support applications for grant funding.
- The third round of capital grant funding opens on 4 December.
- A "Let's Talk Volunteering" event for volunteer coordinators is scheduled to take place in Eye during October.

Housing

- Engaging with tenants who are telling us they are dissatisfied with our complaint handling to understand why – results of this will be fed into the Housing Complaints Task Force to identify improvement actions.
- Housing Improvement Day to take place on 1st November 2023 to look at how we can across the main themes of the tenant satisfaction measures survey.
- 13 new homes to be completed
- Appoint 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
- Legal completion of 15 Shared Ownership sales with residents moving into their new homes
- Legal completion of Shared Ownership sales with residents moving into their new homes
- Embedding the Early Intervention Team working in partnership with internal and external stakeholders to support households before they are risk using an early intervention model.
- Creating a in person service through surgeries and pop-up sessions across the districts and this will include co-location with third sector and others.
- Delivering Cosy Homes Scheme to improve the energy efficiency in the private rented sector through insulations grants
- Health Check of Gateway to Home Choice

Health of the Organisation

- Part 1 of the Joint Local Plan was adopted by Mid Suffolk District Council on 20th November 2023
- Produce comprehensive and fully updated procurement pipeline
- 2024/25 budget work for both the General Fund and the Housing Revenue account
- Quarter two financial monitoring to Cabinet
- Update the Contract Standing Orders
- Complete Treasury Management half year report
- Data migration work, Excelerator training and regression testing on the new finance system

Pay and Reward Project

- Complete pay modelling and finalise proposals to ensure 'go live' with the Pay and Reward review delivery in November
- Complete the procurement of the benefits included in our proposal to ensure these are available for all employees for the new financial year
- Complete payroll to ensure the respective back-pay is completed in December 2023 payroll
- Pay and Reward Review to be completed in quarter three

Equality, Diversity and Inclusion

- Continue the Equality, Diversity and Inclusion programme training planned for quarter three
- Commence work on the inclusion of Equality and Diversity into all policies and processes

Leadership and Management Development

- Commence roll-out of Aspiring Managers Programme in late October
- Commence roll out of Emerging Leaders Programme early November

Policy and Process

- Continue the work on our policy and process review



Our Performance Journey

2023-24 Performance Report Journey



- Report layout developed into three sections – 1) Our Achievements, 2) Our Direction of Travel and 3) Our Plans
- Tier 3 headings included
- A selection of KPI's presented for each Outcome with associated trend line
- Outcomes focused updates provided

Q1 (April – June)

- Information provided in plain English
- A selection of SMART KPI's presented with associated targets and RAG statuses
- Reduce the number of slides where appropriate
- Include some KPI's for statutory targets

Q2 (July – September)

- Additional selection of KPI's presented with associated targets and RAG statuses
- Additional KPI's for statutory targets – are we fit for purpose
- Pentana configuration complete
- Pentana onboarding to commence (phased approach)

Q3 (October – December)

- Additional selection of KPI's presented with associated targets and RAG statuses
- Pentana onboarding complete
- Sample Pentana performance report

Q4 (January – March)