



Quarter 3 Performance

Mid Suffolk District Council 6th March 2023 Cabinet





This performance report has been developed in collaboration with Cabinet members, Senior Leadership Team and corporate managers. It covers the period from October to December 2022 (Quarter 3).

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.

Mid Suffolk Economy

Headline Performance Indicators



160

Attendees at
BMS Innovation Awards
22 businesses shortlisted
over 8 categories

70 stakeholders attended
4 workshop sessions on
new Culture, heritage
and Visitor
Economy Strategy

Economy

Objective 1: Connected & Sustainable:

Our businesses and places benefit from stronger connectivity and opportunities to be more environmentally sustainable.

Progress:

- Project documentation completed and site design commenced for changing places facility at Stradbroke Swimming Pool and Leisure centre.
- Further engagement resulting in a design freeze on the Stowmarket Health, Education, Leisure Facility (SHELF) scheme. Local partners are working to review opportunities for future collaborations across the site, including for the proposed Wellbeing Hub.
- Solar carport project completed and launched by Councillors and delivery partners.
- Tender progress completed for Cross Street, Eye and operator brief finalised
- EOI prepared and submitted for Investment Zone designation for sites including Gateway 14 and Great Blakenham. The initiative has since been cancelled by UK Government
- Final critical actions for full business case for Freeport East submitted to HM Government by 14 Oct deadline

Economy

Objective 1: Connected & Sustainable:

Our businesses and places benefit from stronger connectivity and opportunities to be more environmentally sustainable.

What we plan to do next quarter:

- Progress delivery of projects and workstreams for Freeport East following final FBC approval.
- To take update report to Cabinet on SHELF to include approval to submit a planning application alongside detailed design work.
- Contractor to be appointed for Cross Street, Eye.
- Continue to work with G14 and partners to explore net zero proposals and development of Innovation & Skills Centre leading to an initial business case to Cabinet in March.
- Complete design for changing places facilities at Stradbroke Swimming Pool and Leisure Facilities.
- Development and launch of new business grants scheme focused on sustainability and carbon reduction.
- Continue internal behaviour change campaign around sustainable commuting options.
- Continue work with Suffolk County Council and other relevant partners to seek opportunities for, and help to facilitate the delivery of Active Travel/LCWIP schemes, and continue a pilot phase within the CIL expenditure framework to fund LCWIP schemes – working up a methodology to progress schemes to the point that they can apply for delivery funding.

Economy

Objective 2: Innovative & Creative

Babergh and Mid Suffolk's places and economy are supported to be innovative, green and resilient.

Progress:

- Work on new Culture, Heritage and Visitor Economy Strategy has progressed with stakeholder consultation, cross-party member and cross-service officer working groups actively involved in the development of the strategy.
- Lead Genera appointed to develop new Inward Investment website
- Rural England Prosperity Fund Investment Plan (addendum to UK SPF) submitted on 30 November 2022.
- Marketing database of nearly 4,000 contacts created following Visit Suffolk campaign – monthly newsletters sent promoting activities and attractions across the District.
- Phase one of the 'Skills and Innovation Hub' at G14 commission completed.
- Virtual High Street sign up throughout the district ongoing throughout town centres, village high streets, business/retail parks and tourism areas, including Debenham, Stonham Barns, and Finbows Yard. Third external licence agreed with Bury St Edmunds by Queue Technology.
- Innovate Local market stalls scheme ongoing, offering free market stall space to new businesses in Stowmarket.
- 2nd Innovation Awards held on 22nd October 2022 at Wherstead Park. 160 attendees and 22 businesses nominated over 8 categories. Queue Technology were announced overall winner.
- Interim report received from consultants on Stowmarket Creative Wayfinding and Placemaking project.

Economy

Objective 2: Innovative & Creative

Babergh and Mid Suffolk's places and economy are supported to be innovative, green and resilient.

What we plan to do next quarter:

- Next stage of consultation on priorities and themes for Stowmarket Wayfinding & Placemaking to take place in January.
- Completion and launch of new Inward Investment website.
- Phase 2 of Innovation & Skills centre commission, to identify skills gaps and potential delivery models will be progressed leading to initial business case coming to Cabinet in March 2023.
- Support plans for developing key employment sites including G14 and Port One.
- Appoint Contractor and operator for Cross Street, Eye.
- Begin project planning for Local Energy Showcase in 2023.
- Innovate Local stalls paused for Stowmarket at the end of next phase while consideration of development of market foundation with Town Council.
- Collate and review and share outcomes from "What's Next for Stowmarket" event.
- Completion and publication of Culture, Heritage and Visitor Economy Strategy.
- Produce content for Visit Suffolk and promote additional locations for Screen Suffolk locations database.
- Continue to develop the Love Explore platform to include walks in the North of the District.
- Development of workspace strategy and delivery plan across the District to ensure we have sufficient workspace.
- Further explore the idea of an e-bike rental scheme with Eezybike in Stowmarket

Economy

Objective 3: Skilled & Successful

Our communities are supported to be the best skilled workforce across the East with high levels of aspiration

Progress:

- Launch of Knowledge Transfer Partnership (KTP) "Lite" programme (Innovate to Elevate) with University of Essex at the Innovation Awards.
- Digital Skills for Businesses Programme with MENTA complete supporting 26 businesses in MS.
- Schools Enterprise challenge launched in September with one secondary school in Mid Suffolk signed up.
- Contract agreed for skills element of Shared Prosperity Fund and Lapwing appointed to deliver support for young people not in employment, education or training

What we plan to do next quarter:

- Carry out full review of the Careeriosity programme
- Appoint Innovation Manager for Innovate to Elevate programme with partner University of Essex and sign up first cohort of businesses.
- Commencement of Schools Enterprise challenge programme in schools
- Review other findings of Skills report by Respublica e.g. real time local labour market observatory

Mid Suffolk Environment Headline Performance Indicators



18,368

Garden waste subscribers

We had 110 less subscribers during winter months compared to last quarter, this is due to seasonal variation.



88

Incidents of fly tipping

Overall trend for fly tipping incidents remains higher than pre pandemic levels



9.6%

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

A decrease of 1.1% compared to the previous quarter. The 12-month rolling average is 11.4%

Environment

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

Progress:

- The councils' new climate change manager started in post on 16th September.
- The bid to the Office of Zero Emission Vehicles (OZEV) for EV charging points has now been approved bringing circa £316k funding across Babergh and Mid Suffolk.
- Solar carport installation at Stowmarket leisure centre is complete and the launch has taken place with Councillors and the delivery partner. The project is now in its monitoring and evaluation stage.

What we plan to do next quarter:

- Refresh current Carbon Reduction Management Plan, updated with progress since inception but now to look at areas of focus for the next 12 and 24 months.
- OZEV supported EV charging points to move to implementation phase.
- Review opportunities for further carbon reductions at leisure centres.
- Establish property list of other carbon emitting buildings for future retrofit consideration.
- Deliver 2021/22 Greenhouse Gas Report detailing progress on corporate emissions.

Environment

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

Progress:

- Mowing regimes changed across 42,000m² of grassland to encourage wildflower growth. All areas mapped and data recorded to GIS software to assist with monitoring, scheduling and maintaining sites.
- Tree Canopy Survey published, with web maps providing the public with online access to ward-by-ward tree canopy data.
- Tree Planting Strategy underway.
- Launch of 2022/23 Tree, Hedge and Wildflower planting programme with all parishes.

What we plan to do next quarter:

- Start assessing 2022/23 tree, hedge and wildflower applications received from Parishes, carry out site visits and consultation work.
- Commence refresh of the Biodiversity Action Plan.
- Finalise the Tree Planting Strategy.

Environment

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

Progress:

- Currently 89% of food businesses in Mid Suffolk have the highest food hygiene rating of 5. Some of these businesses are being profiled on Twitter to raise awareness. There has been further engagement and enforcement with lower performing food businesses to improve compliance and standards to protect consumers.
- The Public Protection Team has been promoting their food hygiene intervention work via social media and LinkedIn which has been recognised and shared by the Chartered Institute of Environmental Health.
- The Parking Strategy was approved by Cabinet on 3rd October 2022.

What we plan to do next quarter:

- Parking Strategy – develop implementation plan and create a project delivery group.
- Ensure that food safety resources are targeted at higher risk inspections and those prioritised by the Food Standards Agency (FSA).
- A new Food Standards Agency (FSA) delivery model is currently out for consultation to relevant stakeholders and will be ready for implementation in 2023/24.

Customers

Headline Performance Indicators

Combined data for both councils



942

**daily
web visits (av.)**



375/160

**calls per day (av.) total
visits to the CAP**

31% decrease from last quarter. Stricter cookie controls are masking a proportion of visits, in the last quarter the drop was predominately due to less visits to the parking strategy pages and elections We have also seen 25,116 online forms submitted by customers during Q3 (a decrease of 21% from Q2). Top 3 reasons for online forms were council tax, sundry debtors and waste services 'report it'.

32% call reduction from Q2 (driven by lower call volumes in December). Total of 160 customers attended the Stowmarket CAP a 10% increase with a slight upturn in people visiting with Council Tax, Gateway to Homechoice and Benefit enquiries or to scan documents.



239

**Social media responses
issued**

A decrease of 17% (This was driven by the reduction in elections responses)



88

**email responded to
per day (av.)**

18% increase from last quarter. This was driven by a 19% increase in Housing and Housing repair emails. There was also a 4% increase in emails regarding Council Tax, Housing Benefit and Housing rents.



53

compliments

Increase of 15% from Q2 (or 7 compliments) compliment messages for tenancy officers, planning officers and customer services for support and help provided helped drive the increase alongside compliments for work carried out relating to bathroom replacements

Customers

Headline Performance Indicators

Combined data for both councils



95.5% of non major planning decisions in Mid Suffolk were decided in time

56th out of all local authorities



18%
abandon rate

10% decrease from Q2. The abandonment rate has fallen as we have continued to recruit and train staff to backfill vacancies



193
stage 1 complaints

*Decrease of 0.5% from Q2
All service areas have seen a reduction in complaints over this year apart from housing repairs. The top 3 areas of complaint are: 73 building services, 50 asset compliance and 25 asset management*



3 mins 44 seconds
wait time (av.)

Wait time has reduced (from 5 mins 41 seconds Q2).



2026/912
chatbot and automated telephone sessions

Chatbot activity decreased by 34% and automated telephony down 48% from quarter 2. This is in line with seasonal trends and lower levels of online processes completed by customers over the quarter.

Customers

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:

- We have completed a [six month review](#) of our cost of living action plan, reflecting on the progress made and the lessons learned during this time.
- Our cost of living action plan has been refreshed, and was agreed by Cabinet in December. The [refreshed plan](#) identifies key areas of focus, and considers both the short and longer term work streams needed to deal with the immediate crisis while building longer term community resilience.
- We have brought together our internal and external partners to create a multiagency cost of living working group.
- We have refreshed our webpages to provide a hub of cost of living information, better enabling our customers to access advice and support.
- We have also improved the chatbot by adding additional buttons to help people search for popular topics.

Customers

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.

What we plan to do next quarter:

- We will be continuing to deliver the steps laid out in our refreshed cost of living action plan. Some of the key areas in progress are:
- The delivery of the Household Support Fund; supporting tenants in hardship with the cost of their housing, and promoting the fund in the private rented sector.
- Working with our partners, Citizens Advice, to support with the delivery of the first Mid Suffolk Cost of Living Forum, which looks to improve partnership working between local organisations, and intelligence sharing regarding the cost of living challenges and support available.
- Following on from the high use over the last year of our chatbot, we will be undertaking a trial of live chat functionality to understand more about the demand for increased digital services.

Customers

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 launched a range of bookable 1-2-1 digital skills sessions in Needham Market and Stowmarket Libraries, which are taking place on the fourth Tuesday of the month for the next three months. These sessions are bookable through our customers services team with the aim of helping our customers online.
- Helped to set up a survey for Suffolk Library iPad users to gain more information about its usage and learn how the offer could be improved going forward.

What we plan to do next quarter:

- Take the feedback from the Digital Skills sessions to help improve the offering and tailor the requirements for our customers.
- Begin the process of establishing other locations across the District where we could run digital skills sessions.
- Launch Digital Skills sessions in four sheltered accommodation locations, led by the Digital Skills team to pilot the initial approach in supporting tenants in going online.
- Continue supporting the Tea and Tech sessions with communities together East Anglia at Stowmarket Library.

Customers

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:

- Our web team have commenced training with Placecube to help them to understand the new website and they have recruited 53 champions from across the Council to help with re-writing their web content to ensure it is accessible and fit for purpose for the new website.
- We have provided some initial content writing sessions for the 53 champions to help them with reviewing their current web information.

What we plan to do next quarter:

- We will be building our new site and looking to test content with our customers over the coming quarter.
- We will look at have launched the site by the end of March 2023 as well as our new freedom of information request and complaints system on the website.



Mid Suffolk Communities Headline Performance Indicators



Community Grants

Q1-Q3 cumulative



£414,835.29

Capital Grant Allocation

72.53% of the budget has been allocated.

£243,927.92

£106 Funds Allocated

Allocation towards 6 projects.

£15,749.50

Minor Grants Awarded

52.5% of the budget has been allocated.

19

VCSE organisations supported through Revenue Grants



Community Safety

Anti-Social Behaviour cases in Q3;

6

New ASB cases received at the ASB partnership panels

27

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

1%

of ASB cases open more than 6 months

1

ASB community triggers called for

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

The Anti-Social Behaviour (ASB), Crime and Policing Act 2014 introduced the Community Trigger.

The trigger is designed to give victims of ongoing ASB the right to request a review of their case and bring agencies together to take a collaborative approach to finding a solution.

Communities

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

Progress:

- 15 staff members from the Communities team supported the Suffolk Owl Sanctuary as a local registered charity by volunteering a working day to make improvements to the site, enabling scare resources which would have been used for this project to be reallocated elsewhere.
- Each Communities officer has a geographic locality area of responsibility. This aspect of their role aims to support communities to bring about social change and improve the quality of life in their area. We aim to do this through empowering communities. Examples include:-
 - Supporting an emerging project/proposal in partnership with SCC, Vertas and local parish council to pilot a taxi-bus transport provision in the Alpheton, Lawshall, Shimpling, Beyton, Norton, Elmswell and Woolpit area. Initial focus would be on outward & return journeys to Bury St Edmunds market on Wednesdays and Sudbury market on Thursdays, as well as access to Elmswell station, with the scope to expand.
 - With the Parish councils of Elmswell, Woolpit and the surrounding villages to respond to their identified need within the community for better transport connections between the villages for local amenities such as the health centre, as well as onward transport options such as Elmswell station. Our Communities Officer acted as point of contact for Mid Suffolk District Council in the locality and supported collaboration between the stakeholders to identify the community needs and establish what is feasible and worthwhile. Linking with Sustainable Transport Officer to support the development of options reports.
 - Officers have been working with Barham Parish Council to develop a proposal for the Barham picnic site. EG: support to access 106 funding and connect to local sports clubs seeking to develop their own facilities. The support continues as the parish council begin consultation with the community. Officers have been working with Great Blakenham Village Hall to apply for 106 funding specifically allocated to the area. This has meant that funding allocated to the community to mitigate planning will benefit the community.



Communities

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

What we plan to do next quarter:

- Funding has successfully been obtained from SCC to deliver Mental Health First Aid Training to VCSE workforces across the districts as a pilot. This will be scheduled to take place over the next few months. The change that this project will create will be to upskill members of the VCSE workforce. The Mental Health First Aid training will equip participants with the knowledge, skills and confidence to recognise poor mental health and provide first-level support and early intervention. The training will also enable participants to have conversations in their communities with improved mental health literacy, contributing to a shift in culture around the language and stigma associated with mental health and wellbeing
- CIL Expenditure Framework Review 5 to be carried out and will go to full Council for approval in March 23.
- Next round of Community Infrastructure Levy (CIL) bids will be taken to Cabinet for approval in March 23.
- Offer a new grant 'VCFSE Resilience fund' to support the existing activities of grassroots to medium-sized VCFSE organisations within Babergh and Mid Suffolk. In these difficult times, we want to help sustain organisations that support communities of people that are struggling to cope with the cost-of-living crisis.

Communities

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:

- The Community Safety team supported the National Hate Crime awareness week from 8th-15th October giving us the opportunity to raise awareness of what hate crime is, how it effects individuals and communities and to encourage reporting. A communications plan was supported alongside partners to raise awareness of the campaign, other activities included a Lunch and Learn session delivered to staff with over 60 attendees.
- In support of the White Ribbon campaign - a national day of action to end violence against women and girls and the 16 days of action (25th November until 10th December), the team organised several activities including:
 - Hosting a lunch and learn session to raise awareness around domestic abuse. Guest speaker Teri Cudby from Suffolk Community Safety Team explored the role of a Domestic Abuse Champion and how staff can become involved.
 - Members of the Senior Leadership Team and Councillors signed the White Ribbon Promise to never use, excuse or remain silent about men's violence against women.
 - Launched an internal DA Champions Network-designed to develop a strong internal approach to domestic abuse; empowering front-line staff from a range of services to work together to enhance and share best practice.
 - Liaised with local sports clubs to assist and engage with the campaign, helping to raise awareness.
- Launched a new Modern Slavery E-Learning package to employees to coincide with the Anti-Slavery Day campaign.
- A total of 6 new higher risk ASB cases were discussed at the Anti-Social Behaviour partnership panel in Q3 with the common denominator of drug use and poor mental health affecting behaviours. A further 27 low to medium risk ASB cases dealt with by our officers, covering a range of issues from complaints about youth nuisance, vehicle nuisance, drug nuisance, intimidation and graffiti/damage.

Communities

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

What we plan to do next quarter:

- Support the work around Criminal Exploitation, including facilitating and delivering workshops and working with the Criminal Exploitation hubs to deliver an engagement event.
- Progress work on the County-wide action plans including Modern Slavery and Prevent and incorporating into the Communities delivery plan
- Continue to monitor and evaluate the effectiveness of CCTV cameras, analysing data, looking at trends and hotspot areas.
- Support the police with Community Engagement events.
- Develop and support the work around the new Serious Violence Duty, taking a multi-agency approach to prevent and reduce serious violence.

Communities

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:

- The Winter Warmth Support Grant opened for applications between £250 and £5,000 in October to support groups and non-profit organisations to cover the rising costs of energy, rent and food, and to keep operating without passing on increased costs to residents. Applications were assessed and awarded grants in November. In Mid Suffolk, a total of £55,995.74 was awarded across 32 applications. Funding has supported people with their health & wellbeing and the opportunity to keep warm.
- The Coddendam Centre were awarded £2,480 to create a warm space running from December through to March where they provide free lunch and a hot drink with the opportunity to socialise and connect.
- Wetheringsett Cum Brockford Village Hall were awarded £1,800 to hold a weekly after school warm space with refreshments and activities, providing support for families.
- Community Development Grants support initiatives that arise from Neighbourhood Planning and from the Communities, Wellbeing and Leisure, Sport and Physical Activity Strategies, particularly where CIL is not available.
- The Sporting Memories Foundation have been awarded £9,942. Working with Mid Suffolk Leisure Centre Everyone Active to support the coordination with three local care homes. Supporting and connecting older sports fans through meaningful reminiscence and physical activities designed to improve mental and physical well-being and to reduce loneliness. Weekly sessions will feed into a monthly 'themed' Sporting Memories activity linked to a calendar of current sporting events with wider cultural interests such as Wimbledon, the six nations etc all designed to engage a wider range of residents.
- S106: Hoxne Playing Field and Pavilion were supported with £1,224.28 of Section 106 towards their energy efficiency project including upgrades of their heating system and electrics. In Q3 the refurbishment of Needham Market Pavilion was completed which was supported through £219,985.85 of Section 106.

What we plan to do next quarter:

- Continue to progress pipeline projects whilst maximising funding from external funding including maximising section 106 claims/contributions.



Mid Suffolk Wellbeing Headline Performance Indicators



112

Children supported through the
Holiday Activity Fund at
Christmas

*As well as 130 food hampers being
available to families.*



8

activities/provision run
through the Holiday Activity
Fund at Christmas



81% of children had
improved mental health,
81% had improved
physical health and
90% improved confidence
after attending half term
activities

*This is based on 11 responses from the October
Half Term activities provided by MSDC.*



2

care homes supported through
dementia friendly offers

Wellbeing

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 Christmas Holiday Activity Fund programme was delivered with 8 activities including swimming with Everyone Active, drop ins in Stowmarket and Needham by The Mix as well as science-based fun with Kinetic Science. There were also two new providers in Eye and Claydon. Uptake was not as high as other holidays; however, this is a trend seen across all districts and boroughs and feedback is provided to the Department of Education. There were 30 food boxes available to collect from Needham, 50 from Stowmarket, 20 from Eye and 30 from Elmswell/Woolpit. The food boxes were favoured over the activities, with all the boxes being allocated to families. Discussions with the families followed a theme of not being able to provide a full Christmas dinner without the boxes and they would have eaten food of a lower quality. It was evident how much the box meant to families.
- October Half Term: There were 6 different activities including soft play, science-based activities, trips to Felixstowe and a youth facility swap. Results showed that 90% of children had built in confidence, 81% had improved physical health and 81% of children had less screen time, tried new activities and had improved mental health. Parent quote 'The children loved being with us as a family together, the novelty of being outside, and the fire. It's encouraged my son to attend scouts'.
- Working with SPOT Wellbeing to deliver an outreach wellbeing programme across four locations in the Mid Suffolk area. Each location is to have a six-week ageing well programme covering exercises, mindfulness and nutrition, plus social aspect with the intention the group continues after the six-weeks with community support to become a sustainable group and embed the message of ageing well in the community. The first session has been delivered in Debenham and Cotton with both cohorts continuing to meet as a group. The survey for Fressingfield sessions planned for January has been sent out and the programme for the Eye location is being organised to ensure there is a suitable venue.

Wellbeing

Objective 1: To develop the Council's first Wellbeing Strategy to ensure that we put the wellbeing of our communities at the heart of everything we do.

Progress:

- 4 schools across Mid Suffolk are taking part in the 1-year, intergenerational dementia awareness programme - The Archie Project, run by Reminiscence Learning. Schools taking part are Bosmere Primary, Wood Ley Community Primary, Chilton Community Primary and Great Finborough. 4 neighbouring care homes to each school are now engaged with the programme and planning is taking place, ready for starting the project in January 2023.
- Two Mobii Interactive Tables, produced by OM Interactive, are now in care homes across the district – using projectors that respond to movement to let residents interact with games, quizzes and calming scenes. The tables bring residents and nursing staff together, boosting the moods of residents and giving them the prompts and opportunities to share stories of their own lives. For those living with dementia, the tables provide a stimulating experience which can help them socialise, relax or interact with others without the pressure of conversation. This trial will see the projectors rotated between eight care homes for the next six months, with Steeple View in Stowupland and Barking Hall in Needham Market due to receive them in January.
- Officers supported and contributed towards the funding for a Teddy Bears picnic for Silver Sunday which was hosted by Red Gables, Get Suffolk Reading, Families Together and Stowmarket Dementia Action Alliance. Over 75 people attended throughout the day from care home residents to families with young children and babies. Activities included storytelling, arts and crafts and attendees were able to take a book back home to enjoy. Silver Sunday was started as a response to social isolation and loneliness among the older population, but guests of all ages were invited to encourage inter-generational connections. An attendee quoted their favourite memory from the day was 'watching children and parents play together and enjoying their time outside'.

Wellbeing

Objective 1: To develop the Council's 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:

- Discussions with Activities Unlimited to identify activity providers for children with additional needs is underway. Everyone Active has been brought into discussions and plan to provide exclusive soft play sessions. Further talks on the use of the gym and climbing wall will take place in January. Activities Unlimited are also using their contacts to explore other unique activities which are available for children and young people to increase physical activity within this cohort.
- The tender process for the Youth Social Prescribing project has been finalised, with the invitation for youth organisations to tender due to be issued mid-January. This project will place youth workers into high schools in both districts and for those workers to support young people to access activities that boost their wellbeing and resilience.
- Building on the successful GP referral programmes at the Everyone Active leisure centres, an exercise for mental health pathway has been developed to provide clients with mental health conditions from The Greenlight Trust and The Blossom Charity, access to free fitness membership at either Mid Suffolk Leisure Centre or Stradbroke Swim and Fitness Centre for a 6-month period, which will give them access to the gym, groups exercise classes and the swimming pool during public sessions. The clients would also receive support from a specially qualified GP referral instructor during this time to help them to establish a pattern of exercise. The intended start date is January 2023, and the programme will run for a year to support clients from both organisations.
- Dementia building audit to begin in January 2023 and partnership working with Stowmarket Dementia Action Alliance and other Councils which will aid the work.

Mid Suffolk Housing Headline Performance Indicators



 47

Households placed into temporary accommodation

Demand for Temporary Accommodation has increased since the last quarter.


37

New Affordable Homes Built or Acquired

There continue to be issues with the availability of materials and labour which is delaying handover of properties



55

cases where homelessness has successfully been prevented or relieved

Performance has remained steady.

56



Properties relet (not temporary accommodation)

56 households have moved to accommodation to better meet their needs

56



average number of days for standard VOID re-lets

VOID times are being reviewed and closely monitored.

Housing

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

Progress:

- Needham Project: four studio flats in Needham Market, a two-bed property in Stowmarket. Further seven properties in Needham Market and a House of Multiple Occupation in Needham Market – units available to homeless clients from end of April.
- Completion of the new five bed rough sleeper unit at Eric Jones House.
- There were 37 housing specific planning applications granted, which will deliver 259 homes.
- Completion of 37 new affordable homes for the Council via the Affordable Housing Delivery Programme
- 28 units of Shared Ownership were marketed across various sites with strong interest

Housing

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

What we plan to do next quarter:

- Phase 2 demolition works on a Council owned site at Paddock House, Eye to enable the delivery of 16 new affordable homes
- Refining the affordable housing delivery pipeline of sites to bring forward a scheme later in the year
- Expecting 40 new affordable homes to be delivered in the next quarter from the affordable housing delivery programme
- Marketing of 6 new shared ownership homes in the District
- Continue development of Enterprise case management software and iPad usage in Development Management, Enforcement & Heritage

Housing

Objective 2: Digital transformation to improve services to our residents

Progress:

- Introduced a new voids and workflow module in our Open Housing system. This means all data and voids progress can now be viewed within the system rather than a spreadsheet, making it easy to know the status of any void property.
- Developed new performance data dashboards so that we can track all voids and performance.
- Work continues on our migration to a new housing system, Capita One. There is a delay until the summer due to some development bugs. These are now with our software development team.
- Insight reporting dashboards project is on target and has been delivered to HRA and Tenancy Services. This will allow all managers to access all the reports they need for their service area and run and schedule reports themselves.
- Work continues on the Rents Compliancy Audit to make sure our rents/charges are compliant.
- Following approval from Cabinets in November, we have launched our Tenant Engagement Strategy. Tenants received a My Home Bulletin in December to alert them that the strategy has been approved and there has been a positive response with some tenants already coming forward to become more involved and work with us.
- Work continues with our Tenant Satisfaction collection – through both perception and transactional surveys. Results and feedback from the survey are being used to drive service improvement.
- The [new webpages for our Sheltered Housing schemes](#) are now live. Each scheme now has its own webpage with a short introductory video giving perspective tenants an idea of what is on offer.

Housing

Objective 2: Digital transformation to improve services to our residents

What we plan to do next quarter:

- Work continues on our Building Services Transformation and Improvement programme. Following our self-referral to the Regulator of Social Housing, we continue to make good progress to ensure all properties are fully compliant with the regulatory standards - with only a very small proportion awaiting inspections. There has also been an overhaul of existing processes, and there is now more robust data around health and safety compliance to provide tenants with complete reassurance.
- Work is progressing to deliver on the year-end financial process. This includes reconciling all our rents and charges in our test system ready for the new financial year.
- There is a high priority of focus on the Capita One migration project to ensure we have a seamless transition.
- Work continues to look at process improvements for our Local Authority Housing Statistics returns.
- Support delivery of two new modules for Rent Sense software which will support the rent collection officers to focus on the tenants they need to support with ensuring rent is paid.
- Progress the Insight reporting dashboard project, focusing on Building Services so that managers are able to access all the reports they need for their service area and run and schedule reports.
- Work will continue to ensure we are ready for reporting against the Tenant Satisfaction Measures to the Regulator come the end of 2023-24.

Mid Suffolk Health of the Organisation

Headline Performance Indicators

Combined data for both Councils if not specified



2.23

average no. of days
sickness per FTE

Previous quarter 1.80



71.6K

Mid Suffolk Twitter
impressions

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



186,224

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*

Health of the Organisation

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:

- Facilitated the half-day change readiness workshops for almost 300 of our people over a 3-day period
- Reviewed and re-set the Councils' People Plan to ensure all organisational development and change requirements were captured and agreed sign of with People Programme Board
- Successfully implemented and went live with the core employee elements of Oracle – the new HR Information System
- Continued the work on our overall reward proposition
- Continued the work on our HR policy and process review
- Continued the work on our Equality, Diversity and Inclusion Programme

What we plan to do next quarter:

- Go live with the line manager support webinars around change
- Go live with the line manager dashboards as part of the Oracle reporting functionality
- Commence work on the learning management system element of Oracle – the new HR Information system
- Continue the work on our people data provision
- Develop content for our aspiring leadership and management development programmes
- Continue work on our overall reward project
- Continue the work on our Equality, Diversity and Inclusion Programme
- Continue the work on our HR policy and process review

Health of the Organisation

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:

- 2021/22 Draft Statement of Accounts published
- 2022/23 General Fund and HRA Q2 Financial Monitoring report presented to Cabinet
- 2022/23 Treasury Management Half Year Report presented to Joint Audit & Standards Committee
- Onboarding with supplier of replacement Financial Management System.
- 2023/24 Budget assumptions presented to Joint Audit & Standards Committee

What we plan to do next quarter:

- Resume the 2020/21 audit
- 2022/23 General Fund and HRA Q3 Financial Monitoring report to be presented to Cabinet
- 2021/22 Treasury Management Outturn to be presented to Council
- 2023/24 Budget to be presented to Cabinet and Council
- 2023/24 Capital, Investment & Treasury Management Strategies to be presented to JASC and Council
- Complete alignment phase of the replacement Financial Management System project

Health of the Organisation

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

Progress:

- Work commenced on transforming Gold floorplate at Endeavour House with completion anticipated by March 2023 allowing decant from Lime floorplate into the new space.
- Draft outline business case prepared for Depot Project and working group for touchdown requirements in place.
- Work has commenced on compiling land and property data into Uniform (IDOX) Estates module and CadCorp GIS which will improve robustness of ownership and mapping data
- CIFCO rent collection rates continues to exceed KPI however the agreed reduced debt repayments were implemented at the end of Q3 for cashflow management and to support capital projects to maintain the portfolio.
- Reserved Matters Planning Consent Obtained for The Range Distribution Centre at Gateway 14, Build Contract awarded and land sale stage of transaction completed. Infrastructure works on site progressing well and landscaping works commenced.
- Gateway 14 Ltd commenced debt repayment to Shareholders (circa 65% of total debt repaid plus accrued interest)
- Completed demolition of Phase 2 Former Needham Market HQ Site (Chambers Green).

What we plan to do next quarter:

- Progress Depot and Touchdown Projects – Finalise OBC for Depot and seek to secure budget at Full Councils in February.
- Continue programme of assets reviews, including energy audits, a compliance review and compiling an asset inventory for general fund held land and property and recording data in Uniform/CadCorp
- Gateway 14 Ltd - Start on site construction of The Range Distribution Centre and open main estate road.
- Appoint a main contractor for Phase 2 of Former Needham Market HQ Site and start mobilisation.
- End of Year process for Companies and commencement of business plan reviews and future strategy for 23/24.