



Quarter 1 Performance

Babergh District Council

September 2022 Cabinet





This performance report has been developed in collaboration with Cabinet members, Senior Leadership Team and corporate managers. It covers the period from April to June 2022 (Quarter 1).

Please note:

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

Babergh Economy

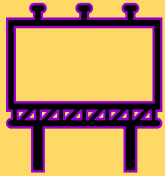
Headline Performance Indicators



All Covid business support grant programmes closed with auditing and reporting on-going.

Total Covid Business

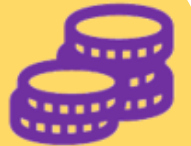
Grant Support = £43,841,415



442

Attendees to What's Next for Sudbury Event

Engagement event held between 16th- 18th June in Sudbury Town Centre



22 applications received to the Business Innovation Support Scheme.

10 grant offers made.

Economy

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

Progress:

- Progressing design and feasibility study for off road cycle route for Freston Hill scheme (delivered with CIL funding, ISPA Traffic Mitigation Strategy)
- Local Cycling and Walking Infrastructure Plan is published and receiving feedback.
- Solar Carports project in Sudbury 90% completed. Parking being partially released into public use until completion late Summer.
- Public Engagement event at 'What's Next for Sudbury' for the Hamilton Road Quarter Regeneration has received good feedback and funding bid to government is drafted.
- Planning application for park entrance submitted and pending determination for Belle Vue.
- Belle Vue Café now in the design process, a review will be undertaken following feedback from the What's Next for Sudbury event.
- Negotiations ongoing with potential tenants for the Hadleigh employment site.

Economy

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

What we plan to do next quarter:

- Develop intelligence to inform investment and business support in Clean Growth.
- Develop costed pipeline of projects in conjunction with the Local Enterprise Partnership.
- Sign Legal Agreement with Ipswich Borough Council for the use of retained business rates at Sproughton Enterprise Zone.
- Work with Suffolk County Council (SCC) to develop projects linked to Active Travel phase 2 funding.
- Work with SCC on next steps for Bus Back Better initiatives.
- Work started on tendering packs for changing place facilities at Flatford Mill.
- Progress update to be taken to Cabinet on Hadleigh workspace scheme in Q2.
- Draft masterplan for a two-phased mixed-use regeneration scheme at Hamilton Road/Borehamgate with Cabinet in Q2.

Economy

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

Progress:

- Innovation Labs in Sudbury opened as part of the Innovate Local initiative supported by SIGIF and BDC
- Brief developed for our first 'Cultural Strategy' encompassing visitor economy and heritage sectors.
- Updated draft Brantham screen cluster report received for discussion with developer.
- Marketing campaign promoting attractions and holidays within Babergh developed in association with Visit Suffolk and Retreat East.
- Virtual High Street post pilot agreement and MOU finalised for continued collaboration. Now 391 across the 2 districts. Sale of licenses to South Staffordshire and Bury Greater Manchester confirmed with BDC gaining small income on investment.
- Innovate Local market stalls running again free to new businesses in Hadleigh and new to Sudbury.
- Project planning commenced for 2nd Innovation Awards – 22nd October 2022 at Wherstead Park.
- “What’s Next for Sudbury” engagement event completed with 442 people attending.
- £20,000 Arts Council funding awarded to Local Cultural Education Partnership to develop a secondary school’s project in Sudbury and Hadleigh.
- Expansion of the Love Explore digital platform to include additional trails across the AONB, Hadleigh, Lavenham, Sudbury, East Bergholt and Nayland.

Economy

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

What we plan to do next quarter:

- Publication of refreshed Economic Evidence Base.
- Commence development of new Economic Strategy to sit alongside Recovery Plan.
- Begin project planning for Local Energy Showcase in Spring 2023.
- Develop an Inward Investment website to ensure the District is promoted to investors.
- Support plans for redevelopment of key employment sites including Vanners, Brantham, and Sproughton.
- "What's Next for Sudbury" survey collation.
- Appoint consultants to develop a Cultural Strategy.
- Appoint the Belle Vue Park Public Art coordinator and develop an engagement plan.
- LCEP project starts across two secondary schools until July 2023.
- Produce content for Visit Suffolk and promote locations for Screen Suffolk locations database.
- Hadleigh Market road closure to be signed off.
- Continue to develop the Love Explore platform to include walks in Shotley Peninsula.

Economy

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

Progress:

- Innovate Local – Market stall scheme relaunched in Hadleigh and Sudbury supporting new businesses in the District.
- Final claims and moderating of Welcome Back funding across the two districts, first half for Babergh repaid and awaiting final sign off.
- ‘Careeriosity’ events held during Easter and May half term holiday in Sudbury – focus on screen and marketing careers with amazing feedback and a number of job offers and work experience placements offered as a result of attendance at the event
- Internal and Suffolk-wide working groups set up to develop Local Investment Plan for the new Shared Prosperity Fund.
- Ongoing development of Knowledge Transfer Partnership (KTP) "Lite" programme with University of Essex

What we plan to do next quarter:

- Launch a “trade local” scheme to celebrate the innovation from our businesses during Covid-19 and maintain ongoing local business to business trade.
- Scope an innovation futures pilot with a local school.
- Development of workspace strategy and delivery plan across the District to ensure we have sufficient workspace.
- Further Careeriosity sessions held in the Summer.
- Local Investment Plan for Shared Prosperity Fund submitted
- Full reconciliation of Welcome Back Fund and receipt of all outstanding payments
- Launch KTP “Lite” for small businesses

Babergh Environment

Headline Performance Indicators



16,991

Garden waste subscribers

Subscriptions continues to increase, rising by 222 subscriptions this quarter



60

Standard trees planted as part of the Queen's Green Canopy

Planted at Broom Hill Hadleigh



90

Incidents of fly tipping

Overall trend for fly tipping incidents shows a return to pre pandemic levels



13.23%

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

This is a reduction in contamination rate of 4.42% compared to last quarter



98%

of fly tips cleared in 48 hours

Fly tipping data relates to tips on public land only

Environment

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

Progress:

- Ongoing performance monitoring of the new water filtration system at Kingfisher leisure centre, to assess the possibility of rolling out the technology to the Councils' other leisure centres.
- A preliminary bid has been submitted to the Office of Zero Emission Vehicles (OZEV) for 75% of the capital funding for electric vehicle charging points in 7 Babergh carparks.
- Progress work on the feasibility of further potential decarbonisation works at leisure centres.
- The process of converting fleet vehicles from diesel to HVO fuel is a rolling programme. To date we have converted a total of 24 vehicles from waste and public realm.

What we plan to do next quarter:

- Recruitment underway for the Climate Change Manager role with interviews in early July 2022.
- Progress work on bid to OZEV for funding of EV charging points (6-week response time)
- Commission the solar car ports at the Kingfisher leisure centre car park.

Environment

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

Progress:

- Trial changes to mowing regimes has resulted in significant new populations of orchids and other wildflowers being discovered. Sites are actively managed to ensure all residents are content.
- Bid submitted for tree and hedge funding from the Local Authority Treescapes Fund
- Following selection to become a trial organisation for Natural England's Green Infrastructure tool, officers have attended training workshops.
- Parish tree, hedge and wildflower planting application form and guidance updated ready for publication in July.

What we plan to do next quarter:

- Working on mapping sites where changes in mowing regimes will enhance wildflower potential.
- Tree Canopy Report presented to Cabinets for approval. Start of Tree Planting Strategy development.
- Launch of Tree Canopy Survey web maps to provide the public with online access to ward by ward tree canopy data.
- Recruit a Geography Graduate to work on a tree strategy data project – using Natural England Green Infrastructure tools and tree data to identify land suitable for tree planting across the district.
- Launch of 2022/23 Tree, Hedge and Wildflower planting programme with all parishes

Environment

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

Progress:

- We are ahead of schedule with the Food Standards Agency's (FSA) Recovery Plan, to tackle interventions and food registrations.
- Parking Strategy – roadshow events took place between 21st–28th June with engagement from apx 200 people. The online survey closed on 31st July and received over 2,000 responses.
- Working alongside the Suffolk Waste Partnership, we are developing a workplan as well as an educational and promotional campaign to reduce contamination in recycling and to increase glass recycling performance.
- Working on a new model for Waste Services to implement the requirements of the Resource and Waste Strategy
- Clean Air Day promoted on 16th June, running sessions for local primary school children to design air quality superheroes and learn more about the issue. A video was produced in collaboration with partners highlighting the links between air quality and health.

What we plan to do next quarter:

- Parking Strategy – analyse the outputs of the online survey and take the draft strategy to Cabinet in October 2022.
- Climate change and biodiversity annual report – to be published on the Councils website
- Installation of solar compactor smart bins in 3 locations
- Inspections to be carried out following the FSA's Recovery Plan and resume at a frequency that is not less than that determined by the Food Safety Act Code of Practice

Customers

Headline Performance Indicators

Combined data for both councils



1,750
daily
web visits (av.)

43% decrease from last quarter. Stricter cookie controls are masking a proportion of visits. We have also seen 31,978 online forms submitted during Q1 (an increase of 27% from Q4).



630/685
calls per day (av.) total
visits to the CAP

6% call increase from Q4. Total of 170 customers attended the Stowmarket CAP (increase due to energy rebate). We have offered staff overtime to try and support with the increase in demand.



150
Social media responses
issued

Decrease of 51% from Q4



81
email responded to
per day (av.)

6% decrease from last quarter. We look to prioritise e-mails in quieter periods or outside of working hours.



50
compliments

Decrease of 11% from Q4 (or 6 compliments)

Customers

Headline Performance Indicators

Combined data for both councils



4.56
out of 5

77% of customers rated 5/5 for our online form process (no change from Q3)



26%
abandon rate

4% increase from Q4. We have seen a higher than usual level of staff successful in secondment positions (particularly in housing) and are currently recruiting to backfill these positions to improve abandon rates.



210
stage 1 complaints

Increase of 3% from Q4. Of these, 43% were closed as service requests (90) the top 3 areas of complaints were: Repairs, public realm (grass cutting schedules, littering and waste services (missed collections)



5 min & 03 sec
wait time (av.)

Wait time has increased (from 3 mins 55 Q4). This is due to energy rebate activity and CT billing.



8,781/2,950
chatbot and automated telephone sessions

Chatbot activity increased by 91% from Q4 and automated telephony up 12% from Q4.

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 launched and published our complaints policies on the website, and we have implemented a new satisfaction survey at the end of our complaints process, which we will monitor customer satisfaction to drive improvements to our service.
- Our chatbot use has increased by 91% since the navigation bot implementation with waste and recycling, Council tax and garden waste in the top 3 customer enquiries.
- We developed the cost-of-living action plan which was agreed at cabinet.

What we plan to do next quarter:

- Monitor feedback from our new complaints survey to drive further improvements.
- Continue to monitor the use of the navigation bot and continue to make improvements, given the bot learns through being asked more questions.
- Once the cost-of-living coordinator has joined, we will commence the work as agreed in the plan with pace and urgency.

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 selected 2 sheltered schemes to commence our digital tenants skills work and attended a site visit to check the feasibility of running sessions at these locations.
- We presented at the SCC Policy Development Panel, providing information on the Digital Journey and our work in the digital inclusion space, which will feed into their review of digital inclusion work across Suffolk.
- We are providing support in the Customer Access Points, assisting our customers in uploading evidence via iPads and using this opportunity to further understand the digital skills support required by our customers.

What we plan to do next quarter:

- Digital Skills pilot at sheltered accommodation sites to be further developed, with a view to have pilot sessions
- Our Digital Journey webpages will include an events page, listing digital skills events taking place across the Districts.
- Finalise our Digital Journey framework, compile information on all elements of the offer, including digital heatmap data summary and a compilation of best practice in the digital skills space from across the country.

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:

- We created a Business Process Reengineering (BPR) Framework to help deliver efficiencies and improved customer satisfaction.
- SCC is in the final stages of building a shared device for BMSDC and Citizens advice, to be replicated for our digital hubs approach.
- We commenced the early stages of our digital platform project (replacement of the websites and online forms) with the successful supplier to be selected by the end of July.

What we plan to do next quarter:

- Roll out the BPR framework and start delivering projects focused on the key online processes to support our digital platform work.
- Test the SCC device late August, within an existing hub location for wider roll out thereafter.
- Create a more detailed plan regarding our digital platform roll out and explore opportunities for customers to test some of the new processes to capture feedback.



Babergh Communities

Headline Performance Indicators



Community Grants

Q1 allocations



£25,000

Capital Grant Allocation

£12,055.40

Minor Grant Allocation

£54,000

S106 Funds Allocated

17

Voluntary, Community & Social Enterprise (VCSE) supported



Community Safety

Anti-Social Behaviour cases reviewed by the ASB partnership in Q1;

9

ASB cases reviewed

0%

of ASB cases open more than 6 months

0

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:

- Connect & Catch up sessions continue to be held monthly with a variety of learning topics across statutory and voluntary services.
- Flag raising photo opportunity on 20th June at Wattisham Flying station followed by the Thanks to Suffolk Armed Forces event which took place 23rd June in Hadleigh. School activity packs were provided to 950 primary pupils and 5 medal design competition winners were selected.
- The Women's Tour came to Babergh on 6th June. Banners were exposed and Activity Packs were distributed to schools on the route. Abbeycroft Leisure hosted a bike challenge in Hadleigh. Officers secured a viewing space in Bildeston which saw The Women's Tour pass through twice.
- Torch relay took place from 13th May – 1st June and parishes were supported to participate along the route.
- Results from the Youth Forum survey were collected and work around the survey's outcomes will commence.
- Suffolk Volunteering Strategy: Officers are attending working groups to help its development.

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:

- Virtual "Connect & Catch Up" sessions to be held 2-3 times a month for statutory and voluntary organisations.
- Complete the scoping on the Community Awards.
- Youth Forum: commence work with Student Life to gain a better understanding of needs across the District and support the development of the forum.
- A draft of the Employer Supported Volunteering policy is under development for the Councils with an accompanying paper outlining any key decisions to be made.
- Developing Family Fun event in Sudbury to offer an informal place where families can enjoy activities and access information from agencies addressing various life issues.

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:

- A WSCSP meeting was held with the aim to understand how the CSPs Strategic Assessment is completed, to agree the partnerships strategic priorities for 2022/23, and to contribute to ideas to help formulate the annual Action Plan.
- Officers continue to represent BDC at the Suffolk Violence and Abuse Partnership, partner discussions held around the new VAWG Strategy, and the actions required to drive the strategy.
- A total of 9 ASB cases were reviewed by the Anti-Social Behaviour partnership in Q1 and further 30 lower risk ASB cases by our officers
- A 'Situational Risk Assessment' has now been completed, in collaboration with the Prevent Delivery Group.
- Regular representation from officers at the Modern Slavery Network. Current work includes consulting with CSPs and wider partners, to develop a Suffolk Strategy and Action Plan. A Modern Slavery Awareness Week took place at the end of June with the campaign focusing around raising awareness of Modern Slavery, spotting the signs, and signposting.

What we plan to do next quarter:

- Officers will participate in the ASB Awareness Week at the end of July in Sudbury.
- Further Ecins (case management system) training to be delivered to new and existing users. 3 sessions to be delivered throughout July.
- Continue to support the WSCSP to drive forward the Action Plan.

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:

- Capital grants: 12.7% allocated towards 1 project.
- Minor grants: 81.1% allocated to 13 projects. Of this, £3,500 spent towards 4 Jubilee projects.
- Revenue Grants: £161,868 awarded to 17 organisations. All offer letters have been returned by applicants and Q1 uplift spent.
- Community Restart Funding: Remains fully allocated and closed for new applications.
- Locality Awards: 9 applications processed and 5.8% of total funding spent. Training was provided to the Locality Officers
- S106: Glemsford Parish Council allocated £41,000 toward Play Equipment and Long Melford Parish Council allocated £13,000 toward Play Equipment Cordell Place.

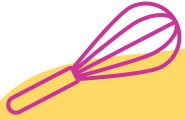
What we plan to do next quarter:

- Continue to progress pipeline projects.
- Locality Awards to be administered by Locality Officers instead of the Grants Team.
- Process applications for the new Community Development Grant.



Babergh Wellbeing

Headline Performance Indicators



14

Children attended Family Park Cooking in Sudbury during Easter



123

Children attended free swimming sessions during May Half Term

Attendances between Sudbury Kingfisher Leisure Centre and Hadleigh Pool and Leisure



12

Families supported in Hadleigh through Chill, Chat and Play.



85

Children attended free swimming sessions during Easter Holidays

Attendances between Sudbury Kingfisher Leisure Centre and Hadleigh Pool and Leisure



28

Children attended Adventure Days in Sudbury during Easter



17

Mums took part in Chill, Chat and Play buggy walks.



Babergh Wellbeing

Headline Performance Indicators



31,727

Households supported
with Council Tax Energy
Rebate under the
mandatory scheme

A total of £4,759,050 spent



79

Households supported
with Council Tax Energy
Rebate under the
discretionary scheme

A total of £11,850 spent

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:

- Holiday Activity Fund (HAF) Easter: 30 activities across the districts, 1,904 free spaces available, 1,734 places booked.
- HAF May Half Term: 123 children enjoyed free swims at Abbeycroft Leisure, 42 children attended activity sessions with Maxim Sports.
- ICOPE project is underway with assessments taking place with participants.
- Sporting Memories programme: The first session was attended by 25 people with talks from ex-Ipswich Football Club players.
- Holbrook Academy has opened their fitness studio to the public. The £7,700 grant will see the fitness studio open for 2 sessions a week.
- Positive feedback received from the Health & Wellbeing event in Bildeston, working with a range of stakeholders.
- Chill, Chat and Play programme: 12 mothers attended the Hadleigh group, 5 took advantage of the home visiting service. Two buggy walks were offered, with 9 mothers and babies on one week and 8 on the other.
- Suffolk Walking Festival: 26 walks in BDC with 65% of the walks sold out.

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:

- The Summer HAF Programme will be launched with a wide range of free activities and food for children across schools.
- ICOPE: Continuing to work with key partners on gaining further participants for the project (100 participants required).
- Chill, Chat and Play – working with the group to look at future funding opportunities.
- Officers are working with the AFC Sudbury to develop a Men's Health Day. If successful we will seek to work with other clubs in the area to roll out 'road-show' style information and support.
- Working with Communities Together East Anglia to develop a pilot programme to support the social prescribing provision in the peninsula area.

Babergh Housing

Headline Performance Indicators



Households placed into temporary accommodation

Demand for Temporary Accommodation has increased since Q4.



New Affordable Homes Built or Acquired

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



cases where homelessness has successfully been prevented or relieved

Performance has remained steady

63



Properties relet (not temporary accommodation)

There continues to be a good supply of properties available for reletting

42



average number of days for standard VOID re-lets

Void times continue to be affected by supply and COVID issues.

Housing

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

Progress:

- Cabinet approved extending the peak debt threshold for Babergh Growth to deliver the development at Corks Lane, Hadleigh and the construction contract has been awarded.
- 16 housing specific planning applications granted, which will deliver 34 homes.
- Handover of 8 new affordable homes for the Council on a developer led site and 1 buy back.
- Initial garage review completed with potential to deliver housing in the short-term.
- New homes defects co-ordinator started in post and is currently working on the end of defects liability periods and resolving issues on new builds with contractors and developers.

What we plan to do next quarter:

- Adoption of design guide and housing technical specification and joint affordable homes development strategy
- Appoint a Shared Ownership Officer and a Sales and Marketing agent to oversee the delivery of shared ownership homes for the Council
- Start on site at Corks Lane in August
- Continue legal work to acquire further site in Babergh and set out the timeline for engagement

Housing

Objective 2: Digital transformation to improve services to our residents

Progress:

- An online reporting form for damp, mould and processes for direct referral have been developed.
- Issued our first targeted e-bulletin to those on universal credit to encourage tenants to update their gov.uk accounts.
- Voids and Workflow module in Open Housing went live and rolled out the first vans with the van stock module.
- The Customer Relationship Management Open Housing module is built and ready to launch in April 2023 with new Housing system.
- Remote Assist (video call with tenants) rolled out to teams. The service was promoted to tenants via our My Home Bulletin.
- Designed a notification form for relatives to use to inform of a tenant's death. To go live Q2.

What we plan to do next quarter:

- Complete procurement exercise to bring on board a company to support us for five years in delivery satisfaction survey with tenants – using a mixture of digital and telephone.
- Analyse results from the recent Tenant Engagement survey to write Strategy for adoption in October 2022.

Babergh Health of the Organisation

Headline Performance Indicators

Combined data for both Councils if not specified



7.80

average no. of days
sickness per FTE

Slightly down from 1.74 in Q4



1219

Total number of days
lost to sickness

*Top 2 reasons for absence
Remained the same – COVID and Muscular
Skeletal*



50,000

Babergh Twitter
impressions

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



61,202

Babergh 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:

- The 2nd employee pulse survey was launched. Results available in July.
- All employee wellbeing modules to support employees with mental health were launched in June.
- Our internship programme started in June and we welcomed 4 interns to work across the Councils
- Our annual organisation development proposition was agreed at People Board and work commenced on scoping out modules relating to change.
- Delivered sessions to our people from our Employee Assistance Provider and the Money and Pension Service relating to financial support and wellbeing.

What we plan to do next quarter:

- Pull together action plans based on feedback from our 2nd pulse survey.
- Scope the overall programme around Equality, Diversity and Inclusion and commence equality, diversity and inclusion workshops.
- Continue to work through our overall reward proposition.
- Continue with our review of all HR policy and processes.
- Start the transition of data over to our new HR Information system ready to go live in October.

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:

- Tender evaluation completed for the replacement Financial Management System and bidders notified of the intention to award the contract to the successful bidder.
- Information prepared for the General Fund and HRA Outturn and presented to SLT.
- Work started on the 2021/22 Statement of Accounts.
- Final COVID impact returns completed for the Department for Levelling Up, Housing and Communities.

What we plan to do next quarter:

- Publish the 2021/22 Draft Statement of Accounts (2020/21 audit to resume)
- 2021/22 General Fund and HRA Outturn to be presented to Cabinet
- 2021/22 Treasury Management Outturn to be presented to Joint Audit & Standards Committee
- Onboarding with supplier of replacement Financial Management System and further communication with SLT & ELT

Health of the Organisation

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

Progress:

- Technical Plans and specification to reconfigure the Gold floorplate at Endeavour House have been progressed to next gateway.
- Developed Project Team to review Depot and touchdown requirements.
- Council Owned Companies completed business plan process for approval
- Acquired residential flats at Borehamgate Shopping Centre
- CIFCO continued to make full debt repayments to the Council and its rent collection continue to exceed KPI.

What we plan to do next quarter:

- Plan decant of Gold floorplate in preparation for reconfiguration works to commence. Develop detailed programme.
- Develop options for the Depot and Touchdown Projects
- Continue programme of assets reviews, including a compliance review and compiling an asset inventory for general fund held land and property
- Commence works on site at Corks Lane, former HQ site in Hadleigh.