

Quarter 2 Performance

Babergh District Council

5th December 2022 Cabinet





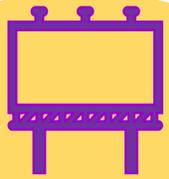
This performance report has been developed in collaboration with Cabinet members, Senior Leadership Team and corporate managers. It covers the period from July to September 2022 (Quarter 2).

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



Virtual High Street
Social media
advert seen by 12k
unique people, **356**
clicks to individual
businesses



60

businesses
nominated across 9
categories for BMS
Innovation Awards



9

new businesses
supported by
Innovate Local
scheme in Sudbury
and
Hadleigh markets

Economy

Objective 1: Connected & Sustainable

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

Progress:

- Support given to GoStart (Babergh) in proposal to utilise S106 funding to provide new DRT/flexible scheduled service in Acton area and procure an electric minibus.
- Delivered Cycling-themed public engagement stand at Sudbury green Sunday event(s) in partnership with STC, SCC and Cycling UK.
- Hadleigh Commercial Unit Development on track, shared legal instructed on incoming S106 land transfer and discussions well progressed with relevant parties.
- Belle Vue Café detailed design work underway
- Belle Vue planning applications awaiting decision

What we plan to do next quarter:

- Submit EOI for Investment Zone designation.
- Belle Vue Park Site Café design and work to planning submission anticipated for early January 2023.
- Continue work with Suffolk County Council (SCC) and other relevant partners to seek opportunities for, and help to facilitate, the delivery of Active Travel schemes.
- Launch internal behaviour change campaign around sustainable commuting options.

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:

- Full business case for Hadleigh workspace scheme in Dec 22.
- Phasing options being reconsidered for scheme at Hamilton Road/Borehamgate with some further architect work being undertaken in Q3.
- Progress delivery of Flatford Mill changing places facilities.
- Awaiting outcome of LUF Round 2 bid re Sudbury.
- Development of a digital infrastructure plan to identify areas that need additional investment in high-speed broadband.

Economy

Objective 2: Innovative & Creative

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

Progress:

- CT Consults contracted to deliver Culture, Heritage and Visitor Economy Strategy and delivery plan.
- Tender issued for development of new Inward Investment website
- Marketing and engagement Campaign via Visit Suffolk (April – 31 August 2022). Visitors were directed through Visit Suffolk's social media channels to specific pages relating to Babergh destinations/attractions on Visit Suffolk website. The total reach of the campaign was 272,957.
- Virtual High Street sign-up throughout the district ongoing throughout town centres, village high streets, business/retail parks and tourism areas.
- Innovate Local market stalls project ongoing and open to new businesses in Hadleigh and Sudbury.
- Project planning ongoing for 2nd Innovation Awards – 22nd October 2022 at Wherstead Park.
- What's Next for Sudbury survey results being collated - strong support for mixed-use regeneration (73%), cinema and hotel (supported by 60% of respondents)
- Local Investment Plans for UK Shared Prosperity Fund Submitted in July 2022.
- HAT Projects appointed following tender to oversee development of the Belle Vue Park Public Art project and public realm entrance work.

Economy

Objective 2: Innovative & Creative

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

What we plan to do next quarter:

- Begin project planning for Local Energy Showcase in Spring 2023.
- Contract award and development of Inward Investment website.
- Support plans for redevelopment of key employment sites including Vanners, Delphi, Copdock, Brantham, and Sproughton.
- "What's Next for Sudbury" overall evaluation of event and feedback for public publishing anticipated for Nov 2022.
- Produce content for Visit Suffolk and promote locations for Screen Suffolk locations database.
- Hadleigh Market road closure and revised charging schedule to be signed off.
- Continue to develop the Love Explore platform to include walks in Shotley Peninsula.
- Submission of Rural England Prosperity Fund Investment Plan (addendum to UK SPF) by 30 November 2022.

Economy

Objective 3: Skilled & Successful

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

Progress:

- Final development of Knowledge Transfer Partnership (KTP) "Lite" programme with University of Essex.
- Local Investment Plan for Shared Prosperity Fund submitted.
- Schools Enterprise challenge launched in September.
- Digital Skills for Businesses programme is ongoing with around 40 businesses so far taken part in training and mentoring.

What we plan to do next quarter:

- Further Careeriosity sessions scheduled in Sudbury with online options being trialled for the first time.
- Launch KTP "Lite" now named Innovate to Elevate with partner University of Essex for small businesses in October 2022.
- Further scoping of Schools Enterprise challenge following school engagement (deadline 24th October)
- Contract skills element of Shared Prosperity Fund

Babergh Environment

Headline Performance Indicators



17,042

Garden waste
subscribers

*Subscriptions continues to increase, rising by
51 subscriptions this quarter*



90

Incidents of fly tipping

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



13.4%

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

*This is similar compared to last quarter of 13.23%.
The 12-month rolling average is: 15.8%*



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:

- The council's new climate change manager started in post on 16th September.
- New water filtration system at Kingfisher leisure centre is now live. Monitoring to assess its efficacy now under-way.
- The bid to the Office of Zero Emission Vehicles (OZEV) has been reduced to 60% of capital costs as has gone forward to bid round 2022/23 as opposed to original 21/22 planned submission date.

What we plan to do next quarter:

- Review current Carbon Reduction Management Plan, refreshed with progress since inception.
- Continue to progress the councils bid to OZEV for funding of EV charging points.
- Review opportunities for further possible carbon reductions at Leisure Centres.
- Establish property list of other emitting buildings for future retrofit consideration.
- Deliver 21/22 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:

- 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.
- £40,000 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 for publication.

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:

- The Food and Safety Team has cleared their backlog of higher risk food hygiene inspections after lockdown. Currently 88% of food business in Babergh have the highest food hygiene rating of 5.
- Environmental Protection team participated in a multi-agency 'Action Day' in August with partner agencies (VOSA, DVLA, Environment Agency, HMRC, Trading Standards, Home Office).
- Parking Strategy – analysis of the phase 2 online survey complete.
- All three solar compactor smart bins (Sudbury) are installed and fully operational.

What we plan to do next quarter:

- Parking Strategy taken to Cabinet for consideration on 3rd October.
- Ensure that food safety resources are targeted at higher risk inspections and those prioritised by the Food Standards Agency (FSA) recovery plan.
- A new FSA delivery model is currently out to consultation to relevant stakeholders and will be ready for implementation in 2023/24 [Food Law Code of Practice Consultation](#).

Customers

Headline Performance Indicators

Combined data for both councils



1,356

daily
web visits (av.)

23% decrease from last quarter. Stricter cookie controls are masking a proportion of visits. We have also seen 31,661 online forms submitted by customers during Q2 (a decrease of 1% from Q1). Top 3 reasons for online forms were council tax, sundry debtors and housing rent.



556/506

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

12% call reduction from Q1. Total of 506 customers attended the Hadleigh, Shotley and Sudbury CAP's, a reduction of 26% due to the end of the Council tax rebate initiative.



287

Social media responses
issued

An increase of 91% (This was driven by an increase in electoral queries following the canvas)



74

email responded to
per day (av.)

9% decrease from last quarter.



46

compliments

Decrease of 8% from Q1 (or 4 compliments)

Customers

Headline Performance Indicators

Combined data for both councils



4.56
out of 5

76% of customers rated 5/5 for our online form process (-1% from last quarter)



28%
abandon rate

2% increase from Q1. Whilst we have recruited, we are still not up to full headcount and new starters require training period. At this stage nearly 50% of our team are new starters and training takes approx. 12 weeks and impacts our experienced call handlers also.



194
stage 1 complaints

*Decrease of 5% from Q1
All service areas have seen a reduction in complaints over this year apart from building services. The top 3 areas of complaint are: 76 repairs, 15 asset compliance and 12 waste*



5 min & 41 sec
wait time (av.)

Wait time has increased (from 5 mins 03 seconds Q1).



3,100/1,769
chatbot and automated
telephone sessions

Chatbot activity decreased by 65% and automated telephony down 40% from quarter one's launch of the searchbot and council tax line. However, it's an 84% increase from Q2 2021 on our chatbot and a 160% increase on our automated telephony

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 recruited our cost-of-living coordinator who started on the 3rd October. This role will help to drive the cost-of-living action plan.
- We have seen a slight dip, following the initial high use of the new searchbot function and will monitor and review opportunities for improving the use.
- We launched a digital mindsets survey for our internal customers to help understand how people feel about digital transformation, to help shape our digital projects.

What we plan to do next quarter:

- The cost of living plan will be refreshed following the 6 month review of our current 5 point action plan.
- We will analyse the results of the digital mindsets survey to help shape how we approach our digital transformation with our teams.
- We will be reviewing the searchbot top searched results to create further improvements.

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:

- Following on from providing support in the CAPs and understanding the potential digital needs of our customers, we have been developing how we can provide dedicated bookable digital skills sessions in locations across the Districts.
- The Digital Skills team have been participating in supporting the Tea & Tech scheme in Mid Suffolk with Communities Together East Anglia(formerly BSEVC) over the past few months, providing digital skills assistance to a range of individuals attending monthly. We are now exploring the opportunity to extend this in Sudbury.
- We have continued to plan and create the sessions for our sheltered accommodation schemes.

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.

What we plan to do next quarter:

- Launch bookable digital skills sessions across four locations in the Districts, providing assistance to our customers with a range of digital skills support.
- 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.
- Commence the sheltered tenants digital skills sessions.
- Update the Suffolk Libraries iPad offer to help increase take up and increase feedback from the scheme to see how it can be improved.
- Review the recommendations from Suffolk County Council Cabinet with the Suffolk digital inclusion network, following the Policy Development Panel on Digital Inclusion, where Mid Suffolk presented the work of the District to ensure we are working across the system on digital inclusion.

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 have awarded our digital platform contract to Placecube and have been working on a more detailed plan to share more widely to show when customers can start testing our new website.
- Our shared device with Citizen's advice has been built, and we will begin testing over late October.
- we have launched our new business process reengineering (BPR) framework with our NVQ champions and through a lunch and learn session internally.

What we plan to do next quarter:

- Share our high-level plan more widely regarding our new websites and online forms.
- Begin testing our shared device with citizens advice.
- Commence our new BPR framework in line with our digital platform timeline, to help improve our top online processes for our customers for our new website.



Babergh Communities

Headline Performance Indicators



Community Grants

Q2 allocations



£44,453.68

Capital Grant Allocation

£1,000.00

Minor Grant Allocation

£2,948.40

S106 Funds Allocated

17

Voluntary, Community & Social Enterprise (VCSE) supported



Community Safety

Anti-Social Behaviour cases reviewed by the ASB partnership in Q2;

29

ASB cases reviewed

2.4%

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 session held in July to promote and support the Welcome Home Scheme (supported discharge service from Ipswich Hospital), ensuring knowledge sharing across statutory and voluntary sector to improve services for our Communities.
- Suffolk Volunteering Strategy: Officers are attending working groups to help its development.
- Employee Supported Volunteering Policy and accompanying report has been fully drafted and is now being reviewed by HR for further comment.
- The Family Fun Day Event in Sudbury was well attended and gained positive feedback. Many local services were in attendance, including information on health and wellbeing as well as support with the cost of living. 176 activity spaces were pre-booked by HAF children, with many more joining in on the day. Family picnics were also available for HAF eligible children which were well received.
- 6 Community Infrastructure Levy (CIL) bids taken to Cabinet in September for approval or noting totalling £290,680 all approved.
- The Little Cornard Neighbourhood Plan (NP) was adopted in July. This brings the total number of adopted NPs to 11. In addition, Groton became the latest parish to be designated a Neighbourhood Plan Area.

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:

- Connect & Catch Up session planned for October to promote awareness of the Wellbeing Programme being delivered across Suffolk Libraries supporting the Community.
- Youth Forum: Student Life were unable to gain support from young people locally to develop a forum, therefore the team are looking at alternative engagement routes.
- The Employer Supported Volunteering policy and accompanying report will be passed to trade unions for approval before then being taken to SLT.
- We are progressing with the procurement of a service provider for a Youth Social Prescribing offer with the tender to be released in November.
- Officers are in discussion with Abbeycroft Leisure about providing a 'warm space' for the Community to use in Hadleigh and Sudbury Leisure Centres.
- CIL Neighbourhood parish payments for income received in the first two quarters to be paid to parishes in Q3.
- CIL Expenditure Framework Review 4 was carried out and will go to full Council for approved in Q3.
- Progress continues on a number of other NPs including Bentley (being advanced to a referendum) and Leavenheath (which was submitted in August).

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 to agree the updated action plan, including the new adopted priority, Fraud.
- Officers working with the Learning and Development team to create a share point page on domestic violence, providing advice, guidance and information for employees, looking to publish to the organisation.
- A total of 11 new Anti-social Behaviour (ASB) cases were discussed at the ASB partnership panels in Q2 and further 29 lower risk ASB cases dealt with by our officers.
- Officers continue to attend the Prevent County Wide Delivery Group, updating actions against the local strands.
- Participation in Modern Day Slavery Awareness Raising week, including sharing information on how to #spotthesignsinSuffolk and holding an awareness stall in Sudbury on the Market Hill, alongside partners from Suffolk County Council (SCC) and Police.
- Joint ASB Awareness event in Sudbury with Suffolk Police to promote our work in this field.

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:

- Supporting the National Hate Crime Awareness week 8th - 15th October, raising awareness of what hate crime is and how to report it. Activities are being planned including a lunch and learn session for employees, working with local businesses to raise the awareness and a co-ordinated partner wide communications plan.
- Planning has commenced for the White Ribbon Campaign scheduled for the 25th Nov - 10th Dec 16 days of action.
- As part of the National Anti-Slavery Day 18th October we will be launching a new e-learning package developed by SCC to employees.
- 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:

- Community Development Grant was established and opened to applications in Q2. £493,295.86 was applied for in Babergh from 43 applications.
- Capital grants: 5 projects were allocated funding in Q2 totalling £44,453.68, 35.3% of the budget has now been allocated.
- Minor grants: £1,000.00 allocated to one project in Q2. Minor Grants remain closed to general applications in Babergh.
- Locality Awards: 14 applications were processed in Q2 by Locality Officers, 14.8% of the budget has now been spent.
- S106: £2,948.40 allocated to one project in Q2.

What we plan to do next quarter:

- Continue to progress pipeline projects.
- Offers will be made for the Community Development Grant in Q3.
- Administer the Winter Warmth Grant.



Babergh Wellbeing

Headline Performance Indicators



45

Children attended Family Park Cooking in the Summer Holidays

Attendances between Sudbury and Hadleigh

78

Children attended Adventure Days in the Summer Holidays

Attendances between Sudbury and Hadleigh



35

Children took part in activities with Maxim Sports during the Summer



121

Children attended free swimming sessions in the Summer Holidays

Attendances between Sudbury Kingfisher Leisure Centre and Hadleigh Pool and Leisure





Babergh Wellbeing

Headline Performance Indicators



31,999

Households supported with Council Tax Energy Rebate under the mandatory scheme

*A total of £4,799,850 spent.
The scheme closed on 30/9/22.*



4,723

Households supported with Council Tax Energy Rebate under the discretionary scheme

*A total of £142,825 spent.
All funding distributed.*

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 Summer Holidays: 17 venues were used across the district covering all days of the summer period. 2,165 spaces were booked throughout the summer across 8 providers. Activities included football skills, adventure days, family cooking, dance, boardgames, crafts, film making, mini-Olympics and so much more.
- Continuing to provide the ICOPE (Integrated care of older people) assessments for residents aged 75+ to understand their health and wellbeing needs and provide preventative care through community intervention.
- BDC provided funding and officer support for the Suffolk Community Games which took place on the 9th July where school children and their families were invited to access a diverse range of activities including paddleboarding, climbing, BMX, skateboarding, archery, football skills, dance and circus skills to name a few.
- Working with Communities Together East Anglia to develop a pilot programme for befriending service. Mapping exercise underway to understand the groups and provision in the Peninsula area so this service can support the community and social prescribing offer.
- The Active Living Referral pathway continues to be delivered at Hadleigh Leisure Centre by Abbeycroft Leisure, with 42 active clients and 60% of clients scored improved wellbeing after 24-week programme.

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:

- Plans are underway for the Christmas Holiday Activity Fund programme, there will be a variety of activities for the children to take part in.
- We will be providing activities for children during October Half Term.
- Officers have been supporting AFC Sudbury who are working with partners to deliver a Men's Health Day at their home game on Saturday 26th November, fans at the game will be able to get a range of health and wellbeing advice. If successful, we will seek to work with other clubs in the area to roll out 'road-show' style information and support.
- Silver Sunday – Working with existing community groups to provide activities and refreshments to residents in Hadleigh in October to combat social isolation and loneliness.
- Partnering with the GP surgeries to assist with a write out to promote the ICOPE (Integrated care of older people) project to residents.

Babergh Housing

Headline Performance Indicators



 **35**

Households placed into temporary accommodation

Demand for Temporary Accommodation has decreased since Quarter 1.

8


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

We have supported more in Q2, and performance has remained steady

50


Properties relet (not temporary accommodation)

50 households have moved to accommodation to better meet their needs

44


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:

- 24 housing specific planning applications granted, which will deliver 24 homes.
- 8 new affordable homes handed over to the Council
- Shared Ownership Officer starts in post, and new contract in place for the sale and marketing of new shared ownership homes.

What we plan to do next quarter:

- New software in use within delivery team for project and programme management.
- Exchange contracts on site in Babergh and develop the design work ahead of public engagement
- Marketing of 14 new shared ownership properties
- End of Defect Liability period on 4 developments that completed last year. Contact with residents and visits to properties to resolve any outstanding defects/issues.

Housing

Objective 2: Digital transformation to improve services to our residents

Progress:

- Built a Compliance Dashboard so Building Services staff can track health and safety compliancy measures including gas safety checks.
- We continue to stay on track with data migration from our Open Housing System to Capita One.
- We have relaunched our Remote Assist tool; enabling tenants and staff to video call where needed.
- A new electronic process for Disposals has been developed resulting in staff efficiency.
- Appointed Acuity Research and Practice Ltd to carry out a range of tenant satisfaction surveys – including the collection of the Regulator's new Tenant Satisfaction Measures. Surveys will be conducted via the telephone and online.
- Tenant Engagement Strategy - work has been undertaken with various teams within the councils to ensure that we are linking in with the wider Resident Engagement Strategy of the councils.
- Promotional videos for all our Sheltered Schemes have now been finished and will be uploaded to our website so residents can see more details about our schemes before bidding for a flat/unit.

Housing

Objective 2: Digital transformation to improve services to our residents

What we plan to do next quarter:

- Roll out of the new VOIDS software and reports on the 1st November, which will bring all our voids data and processes into the Open Housing system.
- Continue work on Capita One migration.
- Support the finance project with the moving to a new finance system.
- Start a new project on Dashboard reports, ensuring all teams have access to reports they need and can run reports via OH Insight Dashboard to monitor performance and compliancy.
- Tenant Engagement Strategy is due to go to cabinet for adoption on 7th November.

Babergh Health of the Organisation

Headline Performance Indicators

Combined data for both Councils if not specified



1.80

average no. of days
sickness per FTE

Previous quarter 1.64



974

Total number of days
lost to sickness

Previous quarter 1219.

*Top 2 reasons for absence: Coronavirus and
Mental Health*



47,000

Babergh Twitter
impressions

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



84,245

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:

- Scoped our Equality, Diversity and Inclusion programme and commenced workshops
- Continued with the transition of data and key user testing and training for the new HR Information System due for go live in October
- Commenced the change readiness programme across the Councils which will continue in November and December and finalised content of the line manager support training
- Continued the work on our overall reward proposition
- Continued the work on our HR policy and process review

What we plan to do next quarter:

- Deliver all modules in the change readiness programme
- Continue the work on our Equality, Diversity and Inclusion Programme
- Review People Plan to ensure all organisational development and change requirements are captured
- Complete work on our new induction programme
- Go live with the new HR Information system and commence work on Line Manager reporting functionality

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 General Fund and HRA Outturn to be presented to Cabinet
- 2023/23 General Fund and HRA Q1 Financial Monitoring report presented to Cabinet
- 2021/22 Treasury Management Outturn presented to Joint Audit & Standards Committee
- Onboarding with supplier of replacement Financial Management System.

What we plan to do next quarter:

- Publish the 2021/22 Draft Statement of Accounts (2020/21 audit to resume)
- 2022/23 General Fund and HRA Q2 Financial Monitoring report to be presented to Cabinet
- 2021/22 Treasury Management Outturn to be presented to Council

Health of the Organisation

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

Progress:

- Contract to reconfigure the Gold floorplate at Endeavour House is in place with decant into Lime floorplate October 2022 planned
- Project Team to review Depot and touchdown requirements is in place.
- Work underway on acquired residential flats at Borehamgate Shopping Centre to bring them into lettable condition
- Council Owned Companies completed business plan process for approval
- CIFCO continued to make full debt repayments to the Council and its rent collection continue to exceed KPI.
- Babergh Growth has commenced work on site at Bowlers Croft, Corks Lane, Hadleigh (former HQ site in Hadleigh)

What we plan to do next quarter:

- Work at Endeavour House commence 1st November with completion January 2023 and move back to Gold February 2023.
- Develop options for the Depot and Touchdown Projects
- Continue programme of assets reviews, including energy audits, a compliance review and compiling an asset inventory for general fund held land and property
- Business Case for a new Land and Property database to be brought forward