



## Health of the Organisation



## Reducing our workspace

at Endeavour House to save **£675,000** over 5 years.

## Over 3,450

YouTube views of Committee meetings.



## 12 new affordable homes

delivered in Green Road Woolpit



For Council of the Year

In 2021, Babergh and Mid Suffolk Councils were shortlisted for iESE Council of The Year at the iESE Public Sector Transformation Awards and won a bronze award.

Our new Outcomes Framework has **18 long-term** and **66 short-term** outcomes aligned to our **6 strategic priorities**



Environment



Wellbeing



Economy



Communities



Housing



Customers

In November 2021, Mid Suffolk's Cabinet approved an **additional £5.1 million** spend to move at pace on our priorities.



**120 new spaces** at the Woolpit Health Centre car park.



**Communities**

**Nearly £400,000** worth of grants were given out to support communities in the first three-quarters of 2021/22.



We made **170** Locality Awards amounting to **£155k**



The East Anglian Festival Network voted our Prima Donna Festival at MEAL Stowmarket the best festival in Suffolk.

**1,880 residents**

contributed their views to the developing Local Cycling and Walking Infrastructure Plan.



We allocated nearly **£96,300** in **Community Restart Funding**.



**19 voluntary and community** sector organisations were supported through revenue grants.

A Mid Suffolk **youth steering group** was established with Year 10 pupils to inform our decision-making.



**Over 100,000 spectators** for the Women's Tour through our districts





## Customers



Residents can borrow 27 **4G iPads** on 3-week loans from Needham Market and Stowmarket libraries.

We received nearly **128,000 calls** up to February 2022 and processed over **13,300 customer emails**.

**Over 900 tenants responded to our digital survey, of which 100 needed our help to get online.**



**77%** of customers rate our online forms 5/5.

**8 new** members of staff started their NVQ training in business process engineering to **improve service delivery.**



We implemented chatbot and automated telephony with over **13.8k interactions**. This is being extended to include Council Tax and Billing for 2022.

We supported nearly **1,100 customers** at our customer access points.

**311 residents** called us as part of the Home But Not Alone service.

**Our website is rated the second best in Suffolk for accessibility**

\*figures are for both Babergh and Mid Suffolk





## Economy



**194 young people attended the 4-day long *Careeriosity* event focusing on STEM and Cultural Industries.**

We helped **2,296** businesses in Mid Suffolk with COVID business grants of **£42m.**



# ieese Awards GOLD Winner 2021



The Public Sector Transformation Awards

We won an **ieese Gold Award** for Public Sector Transformation for our **Virtual High Street project** connecting shoppers with 145 high street businesses in our main towns.

As part of that, by December 2021, over **800 local businesses** had received digital skills training from Menta.



**1,600 businesses are members of our Innovation Network.**

**Gateway 14** in Stowmarket secured planning consent; and is 1 of 8 Freeports in the UK (as part of Freeport East).

### Gateway 14 attracts 'strong interest'



**238 visitors** from across the community and local businesses attended the two-day **Local Energy Showcase** in October.

We used the **Welcome Back Fund**, to deliver **30 events** across both our Districts with **5,670 participants** including **1,340** under age 12.

We also introduced **six new walking trails** and provided **27 parishes** in Mid Suffolk with litter pick packs.





## Environment



We have nearly **18,000** garden waste subscribers.

**Switched our waste fleet to Hydrotreated Vegetable Oil, cutting our fleet emissions by 90% and the council's CO<sub>2</sub> by 25%.**



**480 compost bags** given away at our community event in Needham Market.



Nearly **45%** of our household waste is sent for reuse, recycling, or composting.



**263 trees** were given to celebrate births in 2021.

**604 solar panels installed across Stowmarket and Stradbroke leisure centres generating 235.6kW**



Secured funding to plant **3,000 trees** including at Needham Lake, and Greens Meadow in Stowmarket.



**Installing 70 solar carports at Mid Suffolk Leisure Centre in Stowmarket**



**2 new locations** have **electric vehicle Charge Points**, we are now securing funding for **21 more locations** over the next 2 years.

**99%** of all fly tipping incidents were cleared within 48 hrs.



**3 acres** of land acquired at Wash Lane Great Finborough to support biodiversity.



**224 trees** and **2,645 hedgerow plants** delivered to parishes through the Tree and Hedgerow planting scheme.



## Housing

Babergh & Mid Suffolk housing solutions team was **highly commended** at the 2021 MJ awards for their work with communities.



**3312 council homes** in Mid Suffolk had solar panels installed up to December 2021.

**10 air source heat pumps** were installed in council stock at Stradbroke, Framsdon, Tostock, Worlingham, Occold, Walsham le Willows and Stowmarket

Nearly **3,800 tenants** receive 'My Home Email Bulletin' giving them information on repair services, fire safety, and damp and mould prevention.



**108 housing specific planning applications** were approved by December 2021, delivering **926 new homes.**



Land purchased at De Saumarez Drive Barham to deliver **20 affordable and market homes** through Mid Suffolk Growth.



**70 tenants** took part in 'Sounding Board' engagement activities helping to develop housing policy over Summer 2021.

**97 residents with disabilities** were supported with minor adaptations in their homes and 7 with major works.



**15 affordable homes** were built or acquired by Mid Suffolk District Council between April and December 2021

**109 residents** were prevented from becoming homeless between April and December 2021.



**£403k** across both districts awarded via the **Rough Sleeper Initiative Funding**, providing **16 dedicated beds** for rough sleepers.

**3 new council homes** were built on the former HQ site and **5 new market homes.**



## Wellbeing



We are working with our **Clinical Commissioning Groups** and **8 schools** in Mid Suffolk on a two-year jointly funded project to address inactivity.



## 200 children & families

attended adventure days and family cooking schools during the school holidays at Stowmarket and Eye.

**5 families** attended the weekly Chill, Chat and Play sessions held at Stowmarket and Needham Market.



## 120 residents

attended outdoor fitness sessions in our parks between April and October 2021.

**28 residents** improved their health through the Outreach programme with Active Suffolk in Eye. Half of these improved their mental health and reduced BMI.



**9 schools** took part in the 3-year Active School Programme, increasing active travel by **19.5%**



We provided **10 free activities** over Christmas for children eligible for free school meals.



**35 residents** attended the final concert of the Sinfonia Viva Orchestra Dementia Music Project in Stowmarket.