



# Facts and Stats 2020/21 Annual Report - Draft



# Customers

**5068** average number of daily visitors to joint website.

**7788** YouTube views of meetings viewed across both Councils.

**3200** Chatbot sessions completed.

**109,777** calls answered, an average of **440** per day.

**1 minute 16 seconds** the average time to answer calls.

**9%** average percentage of overall calls abandoned.

**700** Stage 1 complaints received, this is similar to last year, however, there has been a decrease of 28% of those which have been escalated to Stage 2.

**81** number of Stage 1 complaints upheld.

**258** compliments received



# Housing

**134** households have either been prevented or relieved from homelessness.

**87** households have been helped through Minor Adaptations and Disabled Facilities Grants, with **£606,880** being committed.

The number of rough sleepers identified/known to the authorities has reduced and is now at it lowest of **3**.

**17** rough sleepers have engaged and have successfully secured accommodation.

**168** properties have been re-let, with the average time to re-let standard properties being **25** days.

**15** properties have been acquired for HRA

Progress on Council owned sites will provide;

**41** properties at the former Needham Market Middle School, **37** properties at the former Stowmarket Middle School and **16** properties at Paddock Hse Eye



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# Community Grant Funding

## Capital Grants

£239,565 Allocated  
£154,976 Spent  
22 Projects

## Minor Grants

£6,712 Allocated  
£5,710 Spent  
8 Projects

## Section 106

£192,108 Allocated  
11 Projects

## Discretionary Grants

£10,457 Allocated  
£10,457 Spent  
6 Projects

## Covid-19 Emerging Needs Grant

£100,999 Spent  
62 Organisations Supported

## Locality Awards

£217,934 Spent  
230 Applications

## Revenue Grants

£229,080 Spent  
21 Organisations Supported



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## Capital Grants

- £25,000 to Stowmarket Lawn Tennis Club towards clubhouse, court and lighting upgrades
- £28,000 combined towards improvements at Haughley's Ron Crascal Pavilion
- £22,500 towards village hall and car park refurbishments at Earl Stonham Village Hall
- £18,400 towards a range of capital improvements at the Museum of East Anglian Life
- £15,600 towards conversion of vacant space to a nursery at Wingfield Barns
- £11,500 towards a new clubhouse at Somersham Tennis Club



## Minor & Discretionary Grants

- £2,000 towards establishing a new ParkRun at Chilton Fields
- £500 towards new walking routes around Redgrave's community pub
- £1,000 towards a redeveloped phonebox with defibrillator at Rickingham
- £1,000 each to the Coddendam Centre and Hinderclay Village Hall for safety and security improvements
- £1,000 contribution towards the Mix for Crucial Crew, now taking place post-Covid
- £850 for a new ball-stop net for Mendlesham FC



## Section 106

- £19,560 towards new play equipment at Badwell Ash
- £76,585 towards an extension at Elmswell's Blackbourne Centre
- £17,340 towards accessibility improvements to Stowmarket Community Centre
- £11,700 towards toilet refurbishment at Bramford Scout and Guide Hut
- £8,450 combined towards improvements at Bacton Village Hall
- £32,999 towards a new play area in Elmswell



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## What's happening in 2021/22?

- Large S106 investments in Debenham Sports and Leisure Centre, numerous projects in Bramford and Needham Market, with potential investment at Barham Athletic FC and Claydon High School
- Potential £25,000 Capital Grant contributions to Oak Meadow Project in Combs/Little Finborough, Mendlesham Green Scout Hut



- New Covid-19 Recovery Fund to help groups emerge safely from lockdown
- Locality Awards will potentially return to their June launch date
- Upcoming Play and Outdoor Sports projects in Lawshall, East Bergholt, Long Melford, Framsdon, Rattlesden and Barham
- Collaboration with Infrastructure Team with projects at Hadleigh's Layham Road Sports Ground, Debenham and potentially Long Melford.



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# Environment

**7%** increase in net growth of business waste customers, although income has been affected due to the restrictions caused by the pandemic. As well as **7%** increase in the number of garden waste subscribers.

**99.86%** successful collections of domestic refuse, recycling and garden waste.

**2%** reduction in the percentage of household waste sent for reuse, recycling or composting, this has been affected by the reduction to garden waste collections throughout the pandemic.

**488.72 kg** Total amount of household residual waste sent to EfW (Energy from Waste) 21,925 tonnes of household refuse collected based on 44,863 properties.

**540** incidents of fly tipping, an increase of 251 on 2019/20.

**98%** of fly tips were cleared with 48 hours.

**11** fixed penalty notices were issued and **1** prosecution, work is currently taking place on a Littering and Fly tipping Strategy.



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# Finance and Economy

**97.8%** of council tax has been collected, reduced recovery activity and supporting customers through longer payment arrangements has meant debts are being paid over longer periods. In total there is £1.5m outstanding from £67.2m. 3,602 customers in arrears, an average of £402.

**95%** of business rates collected with 194 customers in arrears.

**18.5 days** the average time taken to process New Housing benefit claims, this has remained within target of 24 days all year.

**6639** Covid grants paid worth **£32,480,845** since last March.

**£1.4m** public sector decarbonisation project funding secured to improve energy efficiency of key Council assets across both Councils.

**£90k** Successful bid submitted to deliver Innovate Local project to support pilot workspace projects in town centres across both Councils.

**4.06 days** the average number of days lost to sickness per fte.



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