

# Annual Report Summary

2017/18





**Cllr John Ward**  
Leader of Babergh District Council



**Cllr Nick Gowrley**  
Leader of Mid Suffolk District Council

## Introduction

Babergh and Mid Suffolk District Councils work in partnership to deliver a wide range of services for people who live and work in the area. We would like to present to you our Annual Report Summary 2017/18, the first of its kind in this format, which illustrates the main initiatives and highlights from the last year and sets out what the Councils plan to focus on delivering during 2018/19.

Increasing the number of affordable homes available for local people in our districts is one of our priorities. This year, residents moved into the first council homes in Babergh for three decades and the first shared ownership homes for 25 years were offered in Mid Suffolk. More will be following over the next few years.

Supporting and growing our local economy is another of our priorities. Last summer we started to develop a vision for Sudbury and Stowmarket, with local residents and stakeholders, to revitalise the town centres. A key part of this is the £2.56million investment by Mid Suffolk District Council into the Regal Theatre Improvement Project.

Encouraging residents to lead more active lifestyles with all the benefits to physical and mental health this brings, is important to us. We are creating more opportunities for residents to take part in physical activity and we are providing high-quality sports facilities. Mid Suffolk Leisure Centre was rated excellent by Quest, the national quality scheme for sports and leisure. Babergh District Council has agreed to invest £3.4million in its leisure centres in Sudbury and Hadleigh.

Partnership work is key to our success and we have moved our back office staff into the same building as Suffolk County Council and the Clinical Commissioning Groups to better join up everything we do for the benefit of our residents. We have made it quicker, easier and more convenient for residents to contact us at a time of their choosing via our new website, a new single telephone number and new customer access points at the Town Hall in Old Market Place, Sudbury and in Ipswich Street, Stowmarket.

The 2017/18 year culminated with Babergh and Mid Suffolk District Councils winning silver awards in the Working Together and the Council of the Year categories of the Public Sector Transformation Awards.

We hope you will find this report useful and we commend it to you.





# Annual Report Summary

Infographics - 2017/18

# Enabled & Efficient



## ONLINE SERVICES

INCREASED APPLICATIONS  
AND SELF SERVICE  
FOR ALL COUNCIL SERVICES

ANSWERED CALLS UP FROM

**74% > 93%**

AVERAGE TIME TO ANSWER CALLS  
**3 MINUTES**  
REDUCED TO  
**1 MINUTE 12 SECONDS**



## SUDBURY & STOWMARKET



**CUSTOMER  
ACCESS  
POINTS  
OPENED**

## BUILDING CONTROL



FULLY ONLINE SERVICE  
IMPLEMENTED

# 1.2 MILLION

DOCUMENTS SCANNED  
TO REDUCE THE AMOUNT  
OF PAPER WE USE



ESTABLISHED AN INTEGRATED  
RECORD OF CONTRACT  
DOCUMENTS &  
CONTRACT REGISTER

CONTRACT PACKETS IN STORES WERE  
IDENTIFIED, SORTED. ALL RETAINED FILES  
SCANNED AND PUBLISHED ON **CONNECT**

## MOVED HQ TO ENDEAVOUR HOUSE



DELIVERED AN AGILE  
WORKING ENVIRONMENT

## CELEBRATED 1ST YEAR

ANNIVERSARY OF THE  
SHARED LEGAL SERVICE

ACHIEVING UNDERSPENDS  
IN THE SERVICE AREA



## PARTNERSHIP

CREATED WITH THE  
DEPARTMENT FOR WORK  
AND PENSIONS  
AND JOB CENTRES



# 250

STREET AND CAR  
PARK LIGHTS BEING  
REPLACED  
WITH LED,  
REDUCING RUNNING  
COSTS BY 75%



5 WASTE TIPPING OFFENCES PROSECUTED

# 1,600

NEW GARDEN WASTE  
CUSTOMERS AND 67 NEW  
COMMERCIAL WASTE CUSTOMERS



INTRODUCED CHARGED PRE-PLANNING  
APPLICATION  
ADVICE ACHIEVING INCOME OF



# £88,000

JOINT LOCAL  
PLAN AND  
VISIONING  
RESULTED IN  
OVER

# 1,000

RESPONSES

# 844

INFORMATION REQUESTS  
PROCESSED, INCLUDING  
670 FOIs - 142 EIRs  
32 DPIs

# 670

STAFF ENABLED  
TO WORK IN  
AN AGILE  
WAY

# 200

LAPTOPS  
DEPLOYED

# Business Growth & Increased Productivity

EAT OUT EAT WELL  
**AWARDS**



TO DATE, 29 BUSINESSES  
IN BABERGH &  
MID SUFFOLK HAVE  
WON THE AWARD



WE SUPPORTED THE SUCCESSFUL BID FOR FUNDING TO IMPROVE  
THE A140 AT BROME. AS A RESULT

## £3.75 MILLION

WAS GAINED FROM THE DEPARTMENT FOR TRANSPORT  
UNLOCKS BUSINESSES AND CREATES A SAFER AREA FOR HOUSING

CREATION OF A NEW  
ECONOMIC &  
TOURISM STRATEGY



**AUTHORISED &  
MAINTAINED**  
900 LICENSED LEISURE,  
CLUB, RETAIL AND EVENT  
PREMISES, 1,000 TEMPORARY  
EVENTS, 350 LICENSED VEHICLES  
(TAXI AND PRIVATE HIRE)  
AND 400 DRIVERS



**ENTERPRISE ZONES  
PROGRESSED IN  
SPROUGHTON & STOWMARKET**

THESE ARE VITAL TO SUPPORT AND ATTRACT BUSINESSES AND  
INWARD INVESTMENT



BRANDED  
**'SPACE TO  
INNOVATE'**



## SUFFOLK CLIMATE CHANGE PARTNERSHIP

57 BUSINESSES IN  
BMSDC HAVE RECEIVED  
FREE AUDITS,  
WHICH WILL REDUCE  
ENERGY BILLS BY  
**£108,000**



SAVING  
**520**  
TONNES OF  
CARBON DIOXIDE  
EMISSIONS



FACILITATED THE  
LICENSING OF  
AROUND 90 ANIMAL  
ESTABLISHMENTS,  
INCLUDING TWO

## ZOOS

THE SUFFOLK OWL SANCTUARY  
AT STONHAM BARNES  
AND JIMMY'S FARM AT WHERSTEAD



## 80

FOOD SERVICE REQUESTS  
DEALT WITH BETWEEN  
OCT - DEC 2017

## £2.56M

INTO THE REGAL  
THEATRE, STOWMARKET,  
TO CREATE 2 EXTRA FILM  
SCREENS & MODERNISE  
THE VENUE



# Community Capacity Building Engagement

**DELIVERY OF 2 MAJOR ELECTIONS IN THE SPACE OF TWO MONTHS**

SUFFOLK COUNTY COUNCIL ELECTION IN MAY 2017

SNAP PARLIAMENTARY ELECTION IN JUNE 2017

BALLOT BOX



**SUPPORTED THE NEIGHBOURHOOD PLANNING PROCESS BY HOLDING NP REFERENDUMS (LAWSHALL)**

**LULLABY PROJECT WINS BEST FAMILY ARTS EVENT**

SUPPORTING PRESCHOOL CHILDREN WITH IN THE DISTRICTS - ENCOURAGING THEM TO PARTICIPATE IN A UNIQUE INTERACTIVE CLASSICAL MUSIC EXPERIENCE



**ONLINE SURVEY 548** RESIDENTS PROVIDED FEEDBACK TO SERVICE AREAS

**#OURDAY**

1,380 NEW FOLLOWERS GAINED ON OUR SOCIAL MEDIA CHANNELS

WE SUPPORTED THE LOCAL GOVERNMENT ASSOCIATION'S TWITTER CAMPAIGN #OURDAY AND CREATED A SOCIAL MEDIA ADVENT CALENDAR TO RAISE AWARENESS OF COUNCIL SERVICES

**£2.56m**

Investment into the Regal Theatre in Stowmarket



**Gainsborough's Chambers** in Sudbury gifted to Museum



LONG MELFORD RESIDENTS, BUSINESSES AND VISITORS BENEFIT AS BDC TRANSFERS OWNERSHIP OF PUBLIC CONVENIENCE TO PARISH COUNCIL FOR NEW VISITOR CENTRE



**AWARD WINNING** STOWMARKET LEISURE CENTRE

**200** CHILDREN

EDUCATED ABOUT THE MERITS OF FOOD HYGIENE AFTER MISSION POSSIBLE PACKS DELIVERED TO THEIR SCHOOLS



**NEEDHAM LAKE GREAT RUN**

LARGEST EVENT OF THIS TYPE IN THE COUNTRY, ATTRACTING UP TO **10,000** PARTICIPANTS



**FIT VILLAGES PROJECT**

INCREASED TO 40 WITHIN THE DISTRICTS - 85% OF THE PROJECT IS SUSTAINABLE

**GRANT FUNDING**

CAPITAL GRANT ALLOCATION FOR

BDC = £37,000 MSDC = £81,725

THIS HAS ENABLED EXTERNAL FUNDING OF

**£1,708,435**

INVESTMENT IN THE TWO DISTRICTS

**HADLEIGH TIDY TOWN TEAM**

2ND YEAR SUCCESS OF THE COMMUNITY LED LITTER PICK TEAM

**LET'S WALK STOWMARKET** WALKING FESTIVAL

**149**

PEOPLE ATTENDED 15 WALKS

**80**<sup>TH</sup>

**ANNIVERSARY** ARTHUR RANSOME

"WE DIDN'T MEAN TO GO TO SEA"



SUPPORTED COMMUNITY LED PROJECT BRINGING PEOPLE TOGETHER, INCLUDING SCHOOLS & COMMUNITY GROUPS

COLLABORATIVE WORK SUPPORTED BY THE OPEN FOR BUSINESS TEAM

**SUPPORTED THE PURCHASE OF SHOTLEY PIER**

**GROW YOUR OWN**



SUCCESSFUL PARTNERSHIP AT BELLE VUE PARK & THROUGHOUT THE BABERGH DISTRICT

# Housing Delivery

## BUILDING CONTROL

SECURED THE CONTRACT FOR

# 175

DWELLINGS IN STOWUPLAND



SUCCESSFUL PLANNING PERMISSION GAINED FOR

# 18

 NEW AFFORDABLE HOMES

AT THE COMMUNITY LAND TRUST DEVELOPMENT  
IN LAVENHAM



## JOINT LOCAL PLAN

PUBLIC CONSULTATION COMPLETED  
TO REGULATION 18



WE WERE  
UNSUCCESSFUL  
SUBMISSION IN OUR  
TWO BIDS TOTTALING

# £14.6 MILLION

TO THE HOUSING  
INFRASTRUCTURE  
FUND. ALTERNATIVE  
SOURCES OF  
FUNDING ARE NOW  
BEING SOUGHT.



**FIRE RISK  
ASSESSMENTS**  
FULL REVIEW OF ALL  
ACCOMMODATION THAT  
HAS COMMUNAL AREAS  
OR BLOCKS OF FLATS  
FOLLOWING  
THE TRAGIC FIRE AT  
GRENFELL TOWER.

# 88

Mid Suffolk DC & 6 privately owned  
Concrete and steel frame houses known as  
'Unity properties' were demolished and  
replaced with **173 new homes**  
in Haughley, Stowmarket and Woolpit.



THE PROJECT WAS AN INVESTMENT OF  
**£23M ACROSS ALL 3 SITES** BY MSDC, ORBIT  
HA AND THE HOMES & COMMUNITIES AGENCY.

THE NEW HOMES RANGE FROM 1 - 4 BEDROOMS  
AND A MIX OF FLATS, BUNGALOWS AND HOUSES.

## HOUSING & ECONOMIC SCHEMES

EXAMPLES  
INCLUDE  
**800 NEW HOMES**  
IN THURSTON

OVER  
**1,100 NEW  
HOMES AT**  
CHILTON WOODS



## VOIDS

ESTABLISHED A  
PROGRAMME TO  
DELIVER A  
**10 DAY REDUCTION**  
IN VOID TIMES TO  
SUPPORT  
HOMELESSNESS



DEVELOPED THE  
**COMMUNITY  
INFRASTRUCTURE  
LEVY**

STRATEGIC HOUSING AND EMPLOYMENT  
LAND AVAILABILITY ASSESSMENT

PUBLISHED IN  
**AUGUST 2017**

# Assets & Investments



MSDC PURCHASED PADDOCK HOUSE IN EYE AND TWO FORMER MIDDLE SCHOOLS, IN STOWMARKET AND NEEDHAM MARKET, TO SUPPORT THE MID SUFFOLK AFFORDABLE HOUSING PROGRAMME.



INVESTMENT IN THE COUNCILS' NEW HOUSING MANAGEMENT SERVICE, TRANSFORMING ALL STAFF AND SETTING UP NEW SERVICES IN APRIL 2017

DELIVERED AFFORDABLE HOUSING IN 2015/18



ASSIGNMENT OF LEASE FOR INDUSTRIAL UNIT IN HADLEIGH TO SUPPORT UP TO

## 20 NEW JOBS

AND PROVIDE INCOME FOR THE COUNCIL



COMMENCED REDEVELOPMENT PROGRAMME OF THE TWO HQ SITES TO SUPPORT HOUSING GROWTH IN THE DISTRICTS



COUNCILS ASSET STRATEGY APPRAISED ALL COUNCIL ASSETS TO ENSURE COUNCILS GIVE BEST VALUE FOR MONEY



UNLOCKING STALLED DEVELOPMENT SITES IN BELLE VUE AND HAMILTON ROAD IN SUDBURY AND ASHES FARM IN STOWMARKET.

SECURED INCOME AND SUPPORTED PRIVATE HOUSING DEVELOPMENT WITHIN MSDC THROUGH AGREEMENT WITH NEIGHBOURING LAND OWNER



## £50 MILLION

INVESTMENT ESTABLISHED WITH CIFCO AS A VEHICLE TO SUPPORT THE COUNCILS' REVENUE FUND

### BOTH COUNCILS INVESTED CASH

in Schroder with a 7.88% return, and CCLA with a 4.08%, to date this has generated

## £179,000

for MSDC

## £400,000

for BDC



### COMMUNITY HOUSING FUND

BMDC AWARDED OVER

## £400,000

TO INVEST IN COMMUNITY LED HOUSING SCHEMES



# Our Priorities 2018/19

These priorities, grouped under five strategic themes, are what the councils will be focusing on delivering during 2018/19. They are part of the vision for the councils, set out in their Joint Strategic Plan, which is centred around Economy and Environment, Housing and Strong and Healthy Communities.

## Housing Delivery

- **Local Plan (5yr Land Supply)** Submitted for inspection by Spring 2019
  - Narrow land supply gap
- **Housing Strategy**
  - Complete (Winter 2018-19)
- **Council Housing Building Programme** 210 Houses Barburgh, 90 Mid Suffolk (2018-21)
- **Increase Affordable Housing**
- **Delivery of stalled sites** - Increase rate of completions e.g. *Giargra (Shroton), Aches Farm (Stowmarket)*
- **More empty homes brought back into occupation faster** (Council housing & private)
- **Increase Temporary Accommodation**
  - Provision in Stowmarket (Autumn 2018)
  - Review demand/feasibility for another facility (Winter 2018-19)

## Assets & Investments

- **CFCO**
  - Financial revenue target & fully invest £50M (Winter 2018-19)
  - Review options to further extend investment (Autumn 2018)
- **Former HQ Sites**
  - Planning application (Autumn/Winter 2018-19)
  - On site (Spring/Summer 2019)
- **Development sites**
  - Planning application (Autumn/Winter 2018-19)
  - On site (Spring/Summer 2019)
  - Asset Court - *Hadleigh* linked to *Hadleigh HQ*
  - *Stowmarket & Needham Middle Schools*
  - *Paddock House, Eye*
- **Assets Strategy** - Asset utilisation and approach (Summer 2018)
- **Leisure Investment** (*Hadleigh, Stowmarket & Sudbury*)
- *Bakers Mill - Great Cornard Bridge* *Idolton*
- *Hamilton Rd, Sudbury*
  - Complete feasibility on regeneration work and develop business plan (Summer 2018)
- *Belle Vue, Sudbury*
  - Business case to Cabinet (Summer 2018)
  - Planning application (Summer 2018)
- *Galdborough Chambers Asset Transfer*

## Assets & Investments

## Enabled & Efficient Organisation

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- **Financially Sustainable Council**
  - Transformation Programme (Celebrate success of last 5yrs)
  - Finance Strategy 2019-22 and balanced budget 2019-20
- **Customer Strategy (Refresh)** (Summer 2018)
  - Measure and work towards increasing overall customer satisfaction
- **Communications Strategy** (Spring 2018)
  - Programme of key activities
- **Council Recognition**
  - National award application/shortlisting
- **Prepare for Civil Parking Enforcement** (Spring 2019)
- **Joint Parking Policy** (Winter 2018-19)

## Business Growth & Increased Productivity

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- **Deliver Economic Development Strategy**
  - Support for Enterprise Zones
  - *Enterprise & Gateway 14*
- **Business Awards** (Winter 2018-19)
- **Tourism Strategy** (Spring 2018)
- **Vision For Prosperity** (Town development in partnership with Town Councils)
  - *Vision for Sudbury* (Winter 2018-19)
  - *Vision for Stowmarket* (Winter 2018-19)
- **TECH Hub Stowmarket**
  - Deliver pilot scheme (Winter 2018-19)
- **Development plan for Stowmarket Nat West Building**
  - Feasibility (Spring 2018)
- Support *Sudbury Inn* project
- Support *A14 improvements and A14 Express Way*

## Community Capacity Building & Engagement

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- **Communities Strategy** (Winter 2018-19)
- **Community Grants** (visibility approach for 2018-19 and outcomes)
- **Community Awards** (Winter 2018-19)
  - *Sudbury Skate Park (Belle Vue)*
  - *Coronation week* (Winter 2018-19)
- **Develop cafe/visitor centre Needham Lakes**
  - Feasibility (Summer 2018)

## Environment

## Environment

- **Environment Strategy** (Winter 2018-19)
- **Deliver sustainable energy schemes**
  - PV Panels,
  - Facility battery power
  - Vehicle charging points
- **Recycling Rate:**
  - BDC 41.61%
  - MSDC 45.98%
- **Garden Waste** (Customer increase)
- **Public Realm Review**
  - Deliver action plan benefits (Summer 2018 - Winter 2019)
- **Trees for Life-Deliver Scheme**
  - *New-born Children 18-19* (Summer 2018 - Winter 2019)

