



Health of the Organisation



Reducing our workspace

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



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

Delivering **11 new affordable homes** in Great Waldingfield.



Over 3,450

YouTube views of Committee meetings.





Communities

Over £210,000 worth of grants were given out to support communities in the first three-quarters of 2021/22.



We made **59** Locality Awards amounting to **£36k**

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



1,146 residents

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



We allocated nearly **£60,000** in **Community Restart Funding**.



17 voluntary and community sector organisations were supported through revenue grants.

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





Customers



Residents can borrow **4G iPads** on 3-week loans from Hadleigh and Sudbury 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



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

We helped

2,477

businesses in Babergh
with COVID business
grants of

£42m.



ieese Awards **GOLD Winner 2021**

The Public Sector Transformation Awards



We won an **IESE Gold Award** for Public Sector Transformation for our **Virtual High Street project** connecting shoppers with 219 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.

4 Business Innovation Support grants were made.

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 Babergh with litter pick packs.





Environment



263 trees were given to celebrate births in 2021.



We have nearly **16,500** garden waste subscribers.

Switched our waste fleet to Hydrotreated Vegetable Oil, cutting our fleet emissions by 90% and the council's CO₂ by 25%.



674 solar panels installed at Hadleigh and Sudbury leisure centres, generating 259.9kW



New pool water cleaning system installed at Kingfisher Leisure Centre Sudbury, expected to reduce CO₂ emissions by up to 8.6 tonnes per annum.



Work began in January to install 40 EV carports at Kingfisher Leisure Centre in Sudbury



3 new locations have **electric vehicle Charge Points**, we are now securing funding for **26 more locations** over the next 2 years.

480 compost bags given away at our community event in Hadleigh.



95% of all fly tipping incidents were cleared within 48 hrs.



57 trees and **2,045 hedgerow plants** delivered to parishes through the Tree and Hedgerow planting scheme.



Around **41%** of our household waste is sent for reuse, recycling, or composting.



Housing

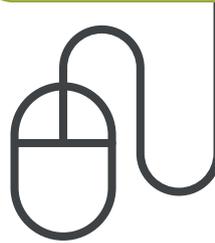
Babergh & Mid Suffolk housing solutions team was **highly commended** at the 2021 MJ awards for their work with communities.



3271 council homes in Babergh had solar panels installed up to December 2021.

15 air source heat pumps installed in existing council homes in Holbrook, Stoke by Nayland, Bildeston, East Bergholt and Sudbury.

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



87 housing specific planning applications were approved by December 2021, delivering **478 new homes**



21 homes were built at Angel Court Hadleigh, all available as social housing with 9 homes added to Babergh Council housing stock.



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

49 residents with disabilities were supported with minor adaptations in their homes and 6 with major works.



86 affordable homes were built or acquired by Babergh District Council between April and December 2021.

We completed **10 shared ownership sales** on **3 sites**.



106 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.



Wellbeing



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



195 children & families

attended adventure days and family cooking schools during the school holidays at Sudbury and Great Cornard.

28 residents



took part in fitness MOTs in Shotley.

7 families

attended weekly Chill, Chat and Play sessions at Hadleigh.

30 residents

improved their health through the outreach programme with Active Suffolk in Glemsford and Holbrook. Two-thirds of these residents increased their levels of physical activity levels after 3 months.



We provided **9 free activities** over Christmas for children eligible for free school meals.

100 residents

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

