

BABERGH DISTRICT COUNCIL

FROM: Deputy Chief Executive

REPORT NUMBER: **K38**

TO: OVERVIEW AND SCRUTINY
(STEWARDSHIP) COMMITTEE

DATE OF MEETING: 21 June 2010

REVIEW OF THE 2009/2010 DELIVERY PLAN

1. **PURPOSE OF REPORT**

- 1.1 To monitor progress on achieving outcomes set out in the 2009/2010 Delivery Plan (using a traffic light system on anticipated outputs vs targets for the year).
- 1.2 To analyse the monitoring information and highlight issues to be addressed during 2010/11.

2. **RECOMMENDATION**

- 2.1 That the analysis and any future actions to be taken by officers be noted.

The Committee is able to resolve this matter.

3. **FINANCIAL IMPLICATIONS**

- 3.1 Any financial implications for 2010/11 will be dealt with through the ongoing strategic and financial planning process.

4. **RISK MANAGEMENT**

- 4.1 This report is most closely linked with the Council's Significant Business Risk No. 7 – Finance, Performance and Risk Management. Key risks are set out below:

Risk Description	Likelihood	Seriousness or Impact	Mitigation Measures
Targets and milestones are not met and performance does not improve compared to previous years	Variable (Low in most areas)	Marginal	Regular monitoring of progress to identify and address issues and barriers to delivery

5. **EQUALITY AND DIVERSITY IMPACT**




- 5.1 There are no equality and diversity implications arising from this monitoring report.

6. KEY INFORMATION

Monitoring of progress towards achieving outcomes set out in the 2009/10 Delivery Plan

- 6.1 Appendix 1 provides a traffic light analysis, with brief commentary on targets and milestones, for each of the outcomes in the 2009/10 Delivery Plan as at 31 March 2010. Some of the Delivery Plan actions are linked to the Council's performance indicators and so, where appropriate, these have been cross-referenced with the relevant information in the Quarter 4 performance monitoring report.
- 6.2 A summary analysis of Appendix 1 is provided in Table 1 below.

TABLE 1 SUMMARY ANALYSIS

Outcome	Description			
Quality homes that local people can afford				
1	Enough good quality homes to meet the needs of the people of Babergh	1	3	4
2	Enough affordable homes to meet the needs of the people of Babergh	2	1	4
3	New housing developments supported by adequate infrastructure	0	0	3
4	Fewer people are homeless	0	1	4
	Subtotal	3	5	15
A greener and cleaner Babergh				
5	The right balance between protecting the natural environment and development	2	0	8
6	A smaller carbon footprint	0	1	2
7	A clean environment with little environmental vandalism	0	0	3
8	Less waste to landfill	2	0	1
9	Better traffic management, air quality, improved road infrastructure and more effective public transport	0	0	1
	Subtotal	4	1	15
A safer and healthier Babergh				
10	People are safer and feel safe from crime and its effects	0	0	5
11	A more active population with healthier lifestyles	2	0	10
12	Improved health and life expectancy			
13	Improved access to healthcare	0	0	1
15	Safer to travel on Babergh's roads	0	0	1
16	Area ready to respond to emergency situations	0	0	4
	Subtotal	2	0	21

A strong and sustainable Babergh economy				
17	Babergh's economy has grown sustainably with more SMEs	0	0	5
18	More skilled and higher paid jobs, with a higher proportion being taken by Babergh residents			
19	Increased local educational opportunities and improved attainment and skill levels among children, young people and working population	0	1	6
20	Improved infrastructure in market towns	0	1	3
	Subtotal	0	2	14
Vibrant places and strong communities				
21	A reduction in the impact of rural isolation			
22	Active local village and communities			
26	Individuals have a sense of belonging within cohesive communities	0	0	5
23	Increased take up of developmental opportunities and activities by children and young people, particularly in isolated or income deprived areas	0	0	2
24	Access to public services			
25	Public services reflect the needs, aspirations and choices in their design, resourcing and delivery	1	2	4
27	Vulnerable people supported	0	2	1
28	More people involved in local decision making and participate in democratic processes	0	0	4
	Subtotal	1	4	16
	Total	10	12	81

6.3 79% of the actions in the 2009/10 Delivery Plan have been achieved (81 of 103).

6.4 Appendix 1 sets out the actions that will be taken in 2010/11 to improve performance in the following areas. The majority of these actions are linked to performance indicators:

Quality homes that local people can afford

- Returning long term empty private sector homes to use (Action 3 – BV64).
- Provision of new affordable homes (Action 11 – LPI41).
- Turnaround time for vacant council housing (Action 13 – BV212).

A greener and cleaner Babergh

- Time taken to process planning applications (Action 25 – NI157).
- Planning appeals allowed against the authority's decision to refuse a planning application (Action 26 – BV204).
- Recycling rate for domestic waste (Action 40 – NI192).
- Diversion of municipal waste from landfill (Action 42 – NI193).

A safer and healthier Babergh

- Provision of a new leisure and community facility in Hadleigh (Actions 49 and 81).

A strong and sustainable Babergh economy

- Increasing median earnings (Action 77).
- Increasing the proportion of Babergh residents employed in Suffolk's key sectors (Action 78).
- Future use of Belle Vue House (Action 82).

Vibrant places and strong communities

- Providing additional points of access to Babergh services at non council buildings (Action 92).

7. **APPENDICES**

- 7.1 Appendix 1 – Progress against Babergh's Strategic Plan outcomes as at 31 March 2010.

8. **BACKGROUND PAPERS REFERRED TO**

None.

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2009/10 DELIVERY PLAN MONITORING





UPDATE ON PROGRESS AGAINST BABERGH'S STRATEGIC PLAN OUTCOMES FOR 2009/10

SUMMARY BY STRATEGIC PLAN THEME/OUTCOME








THEME 1 Quality homes local people can afford

OUTCOME 1 ENOUGH GOOD QUALITY HOMES, WHICH MEET HIGH ENVIRONMENTAL STANDARDS TO MEET THE NEEDS OF THE PEOPLE OF BABERGH




2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Enable, through effective and efficient delivery of planning and building control services, the completion by others of 285 additional new homes in accordance with the RSS target, on both land previously allocated within the Local Plan and other sites deemed suitable for development		<ul style="list-style-type: none"> 185 homes (net) completed (NI 154) 118 planning applications determined, each for the construction of at least one dwelling – (86 applications granted and 32 refused) 	<p>Met the revised Suffolk LAA2 target (150) but not RSS target (285) This represents a good achievement in the current economic climate.</p> <p>There are signs that the housing market is starting to pick up. However it is too early to say whether this will lead to a long term improvement</p>	1 Q4 report - Row 12, App D
Develop and publish a new planning framework for delivery of enough land supply for this and the next 5 years (1400 dwellings)		<ul style="list-style-type: none"> The 2008-09 Annual Monitoring Report (AMR) shows that a 5-year land supply can be provided Ratio of 'amount of housing that can be built on deliverable sites' vs 'planned housing needed for next 5 years' = 134.5% (NI159). Indicates a good supply of ready to develop sites in Babergh The Draft Core Strategy of the Local Development Framework has been completed 	<p>On target – ongoing action</p> <ul style="list-style-type: none"> 2009-10 AMR will be published in 2010/11 Draft Core Strategy will be reported to Strategy Committee on 13 May 2010 and Council on 1 June 2010. Core Strategy will be submitted to Secretary of State for examination during 2010/11 Core Strategy will be approved / adopted during 2011/12 	2
Secure the return to use of 12 private sector homes that have been empty for more than 6 months		<ul style="list-style-type: none"> 3 homes returned to use (BV64) £125K funding has been secured from EERA for a joint project with Ipswich, Mid Suffolk and Suffolk Coastal to help fund renovation work to long-term empty properties 	<p>Target not met</p> <ul style="list-style-type: none"> Target for 2010/11 set at 10, which is thought to be realistic Funding from EERA will enable Babergh to offer financial incentives to owners of long term empty properties in 2010/11. Council Tax records show that 400 properties have been empty for more than 6 months and 75 of these were empty 2 years ago. Officers will focus on this latter group initially. 	3 Q4 report - Row 13, App D
Ensure that all Council homes meet the Decent Homes Standard by April 2010		<ul style="list-style-type: none"> 98% homes meet the standard (83 non decent out of total stock of 3504 (NI 158)) 140 new kitchens and 91 new bathrooms fitted 	<p>Target narrowly missed</p> <ul style="list-style-type: none"> Remaining small number of properties will be improved in 2010/11 	4 Q4 report - Row 8, App D

2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Secure the improvement of 30 private sector homes (including Houses in Multiple Occupation) to the designated 'decent' standard		<ul style="list-style-type: none"> 27 private sector homes improved 	<p>Target nearly met</p> <ul style="list-style-type: none"> Represents a sound performance taking into account the slow start (only 6 at Q2) and landlords' reticence to invest in properties whose asset value has fallen within the previous 18 months Target for 2010/11 set at 30 and this is thought to be realistic Additional input from the Home Improvement Agency should improve the targeting of Decent Homes Grants and Loans next year. 	5
Secure the improvement of home insulation in 200 private sector properties		<ul style="list-style-type: none"> Promoted the scheme through a joint mail out with the Energy Saving Trust At least 39% increase in the amount spent by Warm Front to improve the energy efficiency of properties in Babergh (2008/09 spend = £348K and 2009/10 spend = £486K (Apr 09 - Feb 10)) 2008/09 – 62 boilers replaced, 34 cavity wall insulations, 96 loft insulations 2009/10 – 79 boilers replaced, 26 cavity wall insulations and 55 loft insulations (Apr 09 – Feb 10) More new boilers have been fitted this year, which will improve energy efficiency and reduce the risk of fuel poverty 	<p>Target nearly met</p> <p>Good progress being made with an increase in the amount spent by Warm Front this year</p>	6
Establish the number of people living in Fuel Poverty		<ul style="list-style-type: none"> 2009/10 survey carried out in October which was jointly commissioned with MSDC and Forest Heath to reduce costs 2008/09 survey established baseline of 13% of people living in fuel poverty (NI 187) 2009/10 survey showed an improvement - 8% of people living in fuel poverty (NI 187) 	<p>Target met</p>	7
Improve the insulation of 200 properties and efficiency of the heating systems of 50 properties in the Council housing stock		<ul style="list-style-type: none"> 616 properties insulated up to current Building Regulation standards 129 energy efficient heating systems and 53 air source heat pumps fitted 	<p>Target exceeded</p>	8



OUTCOME 2 ENOUGH AFFORDABLE HOMES TO MEET THE NEEDS OF THE PEOPLE OF BABERGH




2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Identify 5 new rural exception sites that can be considered for the provision of 30 new affordable homes for local people to be delivered by Registered Social Landlord (RSL) partners		<ul style="list-style-type: none"> 7 new rural exception sites identified and actioned with potential for delivery of 48 units Sites are being pursued in a further 5 parishes with potential delivery of at least 23 units 	Target met	9
Identify 7 council-owned sites that can be considered for the provision of 17 new affordable homes to be delivered by Registered Social Landlord partners		<ul style="list-style-type: none"> 7 new BDC owned sites identified and actioned with potential for delivery of 26 units A further 5 Babergh DC owned sites are actively being pursued with potential delivery of at least 6 units 	Target met	10
Completion of 70 new affordable homes in the district from all sources		<ul style="list-style-type: none"> 36 units completed, mostly from RSL schemes. These properties are from the 2004–09 affordable homes pipeline. (NI 155) No units have been completed from the 2009–14 affordable homes pipeline. (LPI 44) 88 units are currently under construction from the 2004-09 affordable homes pipeline 3 units are currently under construction from the 2009-14 affordable homes pipeline. 	Target not met <ul style="list-style-type: none"> The 2009/10 affordable housing target has not been achieved due to the effects of the recession and the downturn in the housing market. During 2010/11 Babergh will continue to focus on developing rural exception and Babergh owned sites as these are not affected by the recession. A target of 100 completions is thought to be achievable. 	11 Q4 report - Row 5, App D
Where proven need is identified through housing research to negotiate the delivery of 35% affordable housing on private development sites		<ul style="list-style-type: none"> 35% affordable housing has been negotiated on all sites unless a viability study has recommended a different proportion. This is in line with the Affordable Housing Policy and ensures that the number of affordable homes are maximised on each site. 	Target met	12
Achieve a target of 24 days for the average turn-round period of vacant Council housing		<ul style="list-style-type: none"> 27 days average void period (BV 212) 	Target not met. <ul style="list-style-type: none"> Management Team approval now secured to replace a key member of staff involved in voids. 	13 Q4 report - Row 7, App D
Minimise under-occupation in the Council's housing stock by providing an Assisted Transfer scheme aimed at people under-occupying family council housing.		<ul style="list-style-type: none"> CBL allocations policy designed to provide priority to tenants seeking to downsize from their current homes 27 tenants enabled to move to smaller accommodation Under-Occupation Strategy and Action Plan produced Audit of Council tenants under-occupying currently taking place 	On target – ongoing action. During 2010/11: <ul style="list-style-type: none"> Explore whether a common scheme can be introduced across the sub-region with standardised incentives and marketing Communication Strategy to be developed Explore if the private sector and affordable housing programme can provide alternative accommodation for tenants wishing to downsize 	14
Secure 30 additional private sector homes for rent through private sector leasing scheme.		<ul style="list-style-type: none"> 30 private properties procured under Private Sector Leasing arrangements Affordable rent agreements in place for 3 of these properties (LPI 15) 	Target not fully met. <p>Havebury HA has confirmed that they will review their PSL scheme arrangements and determine whether they have the capacity to deliver the scheme during 2010/11</p>	15 Q4 report - Row 14, App D

OUTCOME 3 NEW HOUSING DEVELOPMENTS ARE SUPPORTED BY ADEQUATE INFRASTRUCTURE IMPROVEMENTS

2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Develop an Infrastructure Strategy, as an integral part of the Local Development Framework process, which identifies major infrastructure needs of the district in order that the impact of new housing developments is managed and mitigated.		<ul style="list-style-type: none"> Water Cycle Study Stage 1 – completed Transport study – completed PPG 17 research – ongoing Haven Gateway Water Cycle Study – completed Issues & options core strategy infrastructure research – completed Strategic Housing Market Assessment update for 2009/10 - completed 	On target – ongoing action <ul style="list-style-type: none"> Water Cycle Study for rest of district to be completed in 2010/11 Preferred options Core Strategy infrastructure research will be completed in 2010/11 Core Strategy to be submitted in 2010/11 	16
Maximise planning gain for infrastructure improvements		<ul style="list-style-type: none"> The Council has contributed to the revision of the countywide planning obligations strategy in readiness for an upturn in the market S106 database updated to ensure robust arrangements are in place to monitor developments as they progress 	On target – ongoing action	17
Work with partners such as Haven Gateway to successfully lobby for infrastructure improvements through Government and other external funding		<ul style="list-style-type: none"> New integrated Development Programme in place Funding approved for Pin Mill, Employment Land Review (Brantham), Sudbury Town Centre and the Sugarbeet Site We have actively opposed government cuts in the New Growth Point funding programme through presentation at Haven Gateway meetings 	On target – ongoing action	18



OUTCOME 4 FEWER PEOPLE ARE HOMELESS






2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Determine Benefit claims or applications for Discretionary Housing Payments within 24 hours where the outcome may prevent a household becoming homeless. (Subject to all information being made available to determine the claim)		<ul style="list-style-type: none"> 70 applications determined. However only 1 of these related to an imminent eviction and this was dealt with within 24 hours The average time to process applications is 13 days from receipt of the application. £31,500 has been committed - the Department of Work and Pensions budget is £28,380 and the balance is funded by Babergh 	Target met	19
Support a Registered Social Landlord in the provision of 12 additional units of accommodation for vulnerable people through reopening of Stour House, Sudbury.		<ul style="list-style-type: none"> The Council worked with Orwell Housing Association to remodel Stour House. Warner Place was officially opened in October 2009. The development consists of 12 self-contained flats which are used to provide temporary accommodation for homeless people. Orwell Housing now owns and manages these properties. 	Target met During 2010/11 Babergh will ensure that ongoing contract monitoring arrangements are in place	20




2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Enable 58 vulnerable people to remain in their own homes through targeted support as part of the Supporting People initiative		<ul style="list-style-type: none"> 48 vulnerable people had been referred for housing related support as at September 2009. 	On target The end of year figure is not available yet, but it is likely that the target of 58 has been met	21
Support the setup of a 'nightstop' service providing emergency accommodation for 12 young people in Sudbury		<ul style="list-style-type: none"> Initial budget approved Service contracted with the YMCA One young person used the service during 2009/10 following a referral from Connexions YMCA has recruited 2 landlords Additional funding has been secured by the Young Person Housing Action Group (Babergh contribution £1500) 	Target partially met <ul style="list-style-type: none"> Suffolk CC and partners are planning to adopt this model for delivery of a Suffolk-wide 'nightstop' service This is a very important element of Babergh's strategy for reducing homelessness in young people. 	22
To change from allocating social housing with a points system to a sub regional choice based lettings scheme for all applicants by April 2010.		<ul style="list-style-type: none"> CBL scheme implemented one year ahead of target 	Target met	23

THEME 2 A greener and cleaner Babergh



OUTCOME 5 THE RIGHT BALANCE BETWEEN PROTECTING THE NATURAL ENVIRONMENT AND SUPPORTING DEVELOPMENT OPPORTUNITIES


2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Submit the Core Strategy of the Local Development Framework		<ul style="list-style-type: none"> Evidence base completed in 2009/10 Initial consultation on Core Strategy completed Draft Core Strategy completed 	On target – on going action <ul style="list-style-type: none"> Draft Core Strategy to be reported to Strategy Committee on 13 May and Council on 1 June Draft Core Strategy to be submitted to Secretary of State during 2010/11 Core Strategy to be approved / adopted in 2011/12 	24
Process planning applications in a timely manner: Major application 75% in 13 weeks Minor applications 70% in 8 weeks Other applications 84% in 8 weeks		<ul style="list-style-type: none"> Major apps 69% in 13 weeks (11 out of 16) (NI 157a) Minor apps 67% in 8 weeks (178 out of 264) (NI 157b) Other apps 82% in 8 weeks (662 out of 809) (NI 157c) The Council is meeting the minimum standards for planning applications. These are 60% (major), 65% (minor) and 80% (other). 	Target not met <ul style="list-style-type: none"> Annual number of planning applications has reduced from 1377 to 1089 (down 21%) and staffing resources have been adjusted accordingly Performance still broadly in line with 2008/09 During 2010/11 will continue to monitor the economic environment and respond to any improvement by reviewing staffing resources again 	25 Q4 report - Row 11, App D

2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Ensure the quality of our planning decisions with less than 25% Planning Appeals allowed against the authority's decision to refuse a planning application		<ul style="list-style-type: none"> 50% of appeals have been allowed (17 allowed, 16 dismissed and 1 split decision) (BV 204) NB Less than 4% of applications determined were subject to appeal 	<p>Target not met.</p> <ul style="list-style-type: none"> Performance largely outside our control Reasons for refusal will continue to be rigorously assessed and reported in detail to Development Committee Comments by inspectors will be used to inform future decisions 	26
Promote and assist parish councils to access funds arising from planning delivery obligations to provide local environmental benefits such as access to open space, play facilities and landscaping schemes		<ul style="list-style-type: none"> Project up and running - Parishes are informed of the access process and funds every six months. From 1 April 2010 the S106 monies are to be on the Planning database Accolade, thus increasing the efficiency of the process of notifying councils. The target of 10% of available funds to be approved / spent / allocated has been exceeded. £127,800 has been approved / allocated / spend against the total fund available of £631,700. This represents 20%. 	<p>Target exceeded</p> <p>A group has been set up to be pro-active in liaising with parishes to ensure that funds are spent in areas of need. In addition, with the S106 data now being managed on Accolade, queries from parishes about available funds and regular mailshots to all parishes can be quickly and efficiently dealt with.</p>	27
Through implementation of the newly adopted Planning Enforcement Policy, undertake action to resolve cases having the greatest environmental impact in a prompt and proportionate manner, providing a clear written assessment of proposed action within 21 days		<ul style="list-style-type: none"> New Planning Enforcement Policy implemented Staff vacancies have led to a backlog of cases – but this has been managed to acceptable levels and replacement staff have been appointed Average number of days to resolve cases = 16 days 	<p>Target met</p>	28
Institute 25 site surveys of land identified within the Council's Contaminated Land Strategy as potentially contaminated		<ul style="list-style-type: none"> 25 inspections completed 	<p>Target met</p>	29
A robust and timely response to consultations on major developments proposals that could affect the District, such as the Stansted Airport extension plans, and proposed changes to national and regional policies and guidance.		<p>Appropriate and timely responses have been provided to all significant consultations:</p> <ul style="list-style-type: none"> National Planning policy (PPS4; PPS15) Major external plan prep (RSS and Gypsy & Traveller RSS) Tendring LDF Feedback to National Grid on proposals for power lines DCLG – Development Management Paper 	<p>Target met</p>	30




2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Undertake a minimum of 3 Conservation Area Appraisals (CAAs)		<ul style="list-style-type: none"> 4 Conservation Area Appraisals undertaken during 2009/10. Appraisals for Lavenham and Higham have been finalised Draft appraisals for Chelsworth and Kersey have been published on Babergh's website and will be finalised following consultation in April and May 11 out of 28 CAAs completed in total as at 31 March 2009 (39%) (BV219) 	Target met	31
Identify those communities which do not have sufficient access to good quality open space and recreation areas as part of implementing the Open Space Sport and Recreation Strategy		<ul style="list-style-type: none"> Stage 1 PPG17 Audit work completed. This has established the current open space, sport and recreation provision in Babergh and assessed this against the standard for "reasonable provision". 	On target - ongoing action <ul style="list-style-type: none"> Green infrastructure review for western Babergh scheduled for completion in 2010/11 Open Space Sport and Recreation Strategy on track to be published on 1 April 2011 	32
Support the Stour Valley Landscape Partnership in delivering improvements to the area through the 'Managing a Masterpiece' project		<ul style="list-style-type: none"> Stage 2 bid to the Heritage Lottery Fund was successful. The partnership has been awarded £910,000 New project manager has been appointed 	Target met <ul style="list-style-type: none"> Work on a 3 year action plan (and associated 62 projects) to start on 1 June 2010 	33

OUTCOME 6 A SMALLER CARBON FOOTPRINT FOR THE AREA




2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED DURING 2009/10	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Contribute to the reduction of the County's CO2 emissions by 8% compared to the 2005 level(LAA2 target) in association with the Council's partners comprising the CRred Suffolk Climate Change Partnership		<ul style="list-style-type: none"> Secured a place on the Energy Saving Trust 1-2-1 Support Programme Produced a Babergh Local Area Carbon Emission Reduction report and action plan. Reduced carbon emissions from communities and SMEs across Babergh through part funding the CRed Suffolk Community and Business Advisors Leaflets promoting the free energy audit for SMEs have been sent to all businesses. Committed to commissioning affordable homes that will be built to Code for Sustainable Homes (CfSH) level 3 standard 	On target – ongoing action <ul style="list-style-type: none"> A significant contribution has been made. Suffolk CC will confirm the % reduction in CO2 figure (NI186) later in the year 	34
Contribute to the countywide target of reaching Level 2 of the Climate Change Adaptation levels by April 2010		<ul style="list-style-type: none"> Risk based assessments have been produced Level 2 of the Climate Change Adaptation level has been achieved (NI188) 	Target met <ul style="list-style-type: none"> Priority actions from the risk assessments will be incorporated into the 2010/11 	35

2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED DURING 2009/10	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Reduce the Council's own CO2 emissions by 4% compared with the 08/09 baseline for example by procurement of an energy efficient fleet of refuse vehicles		<ul style="list-style-type: none"> Secured a place on the Carbon Trust Local Authority Carbon Management Plan support programme (LACMP) Draft Carbon Management Action Plan completed and will be considered by Strategy Committee on 7 May 2010. Capital programme funding has been allocated to the priority actions in the plan Procured a new, more energy efficient fleet of refuse/recycling vehicles Insulated 616 council properties Fitted 129 energy efficient heating systems and 52 air source heat pumps to council properties 	<p>On target – ongoing action</p> <ul style="list-style-type: none"> Good progress has been made. Suffolk CC will confirm the % reduction in CO2 figure (NI185) later in the year 	36


OUTCOME 7 BABERGH'S ENVIRONMENT IS CLEAN WITH LITTLE ENVIRONMENTAL VANDALISM SUCH AS FLY TIPPING

2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED DURING 2009/10	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Maintain and enhance the Council's land and open spaces through regular grass and hedge cutting, seasonal planting, tree maintenance and open space management. 82% Satisfaction Target		<ul style="list-style-type: none"> Ensured that contract monitoring procedures (including rectification notices) are fully implemented to maintain the required standards Achieved satisfaction level of 84% 	<p>Target met</p> <p>In 2010/11 there will be a 7% reduction in the funding of the open space contract. Standards will continue to be monitored.</p>	37
Minimum of 95% sites to be graded acceptable for litter Minimum of 96% sites to be graded acceptable for graffiti Minimum of 97% sites to be graded acceptable for flyposting Minimum of 71% sites to be graded acceptable for detritus		<ul style="list-style-type: none"> Litter 98% of sites graded acceptable (NI 195a) Graffiti 98% of sites graded acceptable (NI 195c) Fly posting 100% of sites graded acceptable (NI 195d) Detritus 78% of sites graded acceptable (NI 195b) <p>Enforcement activities:</p> <ul style="list-style-type: none"> 17 fixed penalty notices issued for littering (1 case prosecuted and 2 with legal action pending) 1 fixed penalty notice for dog fouling 	<p>Target met</p>	38 Q4 report - Row 4, App D
To reach a designation of 'Effective' (as defined in National Indicator 196) in respect of fly tipping incidents on open Spaces and enforcement action		<ul style="list-style-type: none"> Classified as 'Effective' (NI 196) Decreasing incidents of fly-tipping and same number of enforcement actions when compared to the same period last year 41 Waste Duty of Care inspections carried out - 2 successful prosecutions taken for failure to supply waste duty of care documentation 	<p>Target met</p>	39

OUTCOME 8 LESS WASTE SENT TO LANDFILL






2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Enhance our recycling rate to 42% through education and appropriate enforcement activity		<ul style="list-style-type: none"> 38.11% recycling rate (NI 192) 	<p>Target not met</p> <ul style="list-style-type: none"> Tougher stance on contamination of blue bins is being implemented through a combination of 'education' and enforcement activity 11 new bring sites were established during the year which will help to improve the recycling in 2010/11 Street sweepings will be recycled 	40 Q4 report - Row 1, App D
Divert 3200 tonnes of waste from landfill by increasing participation in our green waste collection service to 23% in 09/10; this being a further 500 tonnes or the equivalent of 15% increase in composting		<ul style="list-style-type: none"> 3223 tonnes of green waste diverted from landfill Number of subscribers to the garden waste scheme has increased from 7882 to 8800 during 2009/10. This 12% increase is in spite of the price rise from £30 to £40 for the service. Participation rate is now at 23% (8800 out of a total of 38558 households in Babergh) 	<p>Target met</p> <p>During 2010/11 Babergh will continue to promote the scheme to residents</p>	41
Support the county wide target for the diversion of municipal waste from landfill by land filling only 60.5% of total waste collected in Babergh in 09/10		<ul style="list-style-type: none"> 63.9% municipal waste landfilled (NI 193) Trade waste cardboard collection service has been expanded 	<p>Target not met</p> <ul style="list-style-type: none"> 2010/11 - partner arrangement will be in place with Sudbury Resource Centre to provide a trade / commercial waste recycling centre Vehicles used by Mid Suffolk and Babergh will be re-routed to free up capacity for a trade waste collection service. Street sweepings will be recycled. 	42 Q4 report - Row 3, App D

OUTCOME 9 BETTER TRAFFIC MANAGEMENT, AIR QUALITY, IMPROVED ROAD INFRASTRUCTURE AND MORE EFFECTIVE PUBLIC TRANSPORT






2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Undertake monitoring of pollutants enabling the development of an Air Quality action plan for Cross Street Sudbury by April 2010		<ul style="list-style-type: none"> Monitoring with diffusion tube ongoing DEFRA grant obtained to purchase automatic monitor Steering group formed and has met several times Draft action plan produced 	<p>Target met</p> <ul style="list-style-type: none"> Draft action plan to go out to public consultation during Summer 2010 	43







THEME 3 A safer and healthier Babergh


OUTCOME 10 PEOPLE LIVING, WORKING AND VISITING BABERGH ARE SAFER AND FEEL SAFER FROM CRIME AND ITS EFFECTS

2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
<p>Develop and implement a night time economy management plan in Sudbury and Hadleigh with the Police.</p> <p>Agree targets with the Police to reduce incidents of criminal damage in hotspot areas by 10% and reduce serious public order offences (including violence) by 15%</p>		<ul style="list-style-type: none"> Tactical plan agreed and is being implemented with progress reviewed on a regular basis Crimes associated with the night time economy have actually increased but this is due to an 80% increase in the number of incidents being reported directly by the Police and should be considered a measure of success for the plan Substantial increase in the issuing of FPNs More effective use of the CCTV systems During the last 3 quarters of 2009/10 criminal damage fell by 15% (56 fewer than last year) and serious public order offences (including violent crime) fell by 23% (50 fewer than last year) in the crime hotspot areas of Sudbury and Hadleigh (LPI 115 / 116) 	Target met	44
Undertake at least 5 responsible drinking campaigns in the summer and Christmas periods		<ul style="list-style-type: none"> 6 campaigns and 25 education and prevention events undertaken, engaging with over 3000 people 'Wasted' campaign launched in Sudbury during the summer Joint programmes via summer activities programme Events during Alcohol week - October 2009 'Know Your Limits' campaign at Christmas – aimed at young people 'Get Home Safe' campaign aimed at women Support provided for the 'Impact' event – night-time economy in Sudbury 	Target met	45
Develop at least 2 detailed community engagement initiatives, particularly focused on work with Parish/Town councils, to ensure young people feel part of their communities and inter-generational understanding is improved		<ul style="list-style-type: none"> Shotley Youth engagement project well established and now being run by local volunteers and the parish council. Sudbury Youth engagement project has been developed in partnership with Sudbury Upper School. 	Target met <ul style="list-style-type: none"> Babergh DC to provide ongoing support to the Shotley and Sudbury Youth engagement schemes, as required, to ensure sustainability 	46
Reduce the number of anti social behaviour (ASB) incidents, particularly those relating to noise and young people, and resolve 80% of ASB cases within three months		<ul style="list-style-type: none"> Nearly 90% of anti-social behaviour cases are being closed within 3 months 	Target met	47
Improve the security at homes of people who have been victims of domestic violence		<ul style="list-style-type: none"> Sanctuary Scheme model adopted Budget approved for 2009/10 (£5000) 2 cases supported 	Target met Attempting to secure funding for 2010/11 so that the scheme can continue	48


**OUTCOME 11 A MORE ACTIVE POPULATION WITH HEALTHIER LIFESTYLES
& OUTCOME 12 IMPROVED HEALTH AND LIFE EXPECTANCY FOR RESIDENTS, PARTICULARLY IN THE MOST INCOME DEPRIVED AREAS**

2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Seek to secure a start on site of the provision of a new leisure and community facility in Hadleigh adjacent to the existing swimming pool		<ul style="list-style-type: none"> None to date due to legal problems. 	Target not met <ul style="list-style-type: none"> During 2010/11 will assess the revenue income / cost of the proposal through the procurement process Planning to start on site by Summer 2011 	49
Provide opportunities for people over 45 to get back into sport		<ul style="list-style-type: none"> Free swimming programme has made a large contribution to increased activity for the over-60s (202% increase at Kingfisher Leisure Centre and 155% increase at Hadleigh for swims by over 60s) Chair based activity scheme for the very elderly implemented. Initial scheme covered residents in Babergh sheltered accommodation. Scheme has since been widened to include private sector residential homes and is being promoted by Help the Aged. Barriers to activity have been assessed through a research exercise. Promotional material has been developed Healthy walks programme established and being promoted – fully established from October 2009 with 102 participants registered Leisure Action Plan produced to sustain activity 	Target met <ul style="list-style-type: none"> During 2010/11 Leisure Action Plan to be implemented Promotional material to be publicised in July 2010 at no cost to the Council 	50
Work with businesses to participate in the 'Fit for Work' programme of Health Ambitions Suffolk		<ul style="list-style-type: none"> Liaised with 'Fit for Work' officer Walking pilots trailed South Suffolk Leisure now offering corporate membership deals 	Target met	51
Work with partners to Increase the number of qualified sports coaches by 5 through support of the coach development programme of Suffolk Sport		<ul style="list-style-type: none"> A total of 50 people have achieved an accredited qualification since the scheme started (LPI72a) At least 5 of these became newly qualified sports coaches during 2009/10 	Target met	52
Increase the number of people taking up fitness programmes using the GP referral programme		<ul style="list-style-type: none"> Baselines established for Great Cornard, Hadleigh and East Bergholt Training has been provided to participating gyms to ensure there is capacity for development Event held in Great Cornard in November 2009 to further promote the scheme directly to GPs and practise managers throughout Babergh District-wide system yet to be established so monitoring of take up is not possible at the moment 	On target – ongoing action <ul style="list-style-type: none"> During 2010/1 standardised referral process to be adopted for all sports centres to make it easier for GPs to refer people Monitoring system to be established 	53


2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Help to improve the fitness of young people aged between 16-22 by participating in Western Area Fit for the Future project		<ul style="list-style-type: none"> Both Great Cornard and Kingfisher Leisure Centres are participating and have signed up their quota of participants (85 and 100 respectively) The scheme has now finished and South Suffolk Leisure are making efforts to ensure that those on the scheme sign up to full membership 	Target met	54
Promote opportunities for free exercise and leisure e.g. walking and cycling by the publication of walking and cycling guidebooks		<ul style="list-style-type: none"> Walking Festival in partnership with MSDC – May 2009 Healthy Walks initiative in partnership with SCC and SCDC Promotion of Cycle South Suffolk route Promotion of a range of long distance paths, walks and cycle routes by Dedham Vale AONB & Stour Valley. (Babergh grant to Dedham Vale AONB = £23,000) Suffolk Coast & Heaths and Greenways Countryside projects (Babergh grant to Suffolk Coast and Heaths = £18,000) 	Target met	55
Target low income groups in Great Cornard to improve knowledge of healthy eating and cooking skills (with WSLSP)		<ul style="list-style-type: none"> None to date. WSLSP was unable to secure external funding 	Target not met The project has been cancelled as no funding available	56
Increase 200-400 children's knowledge and understanding of food safety by working with schools especially in Sudbury and Great Cornard		<ul style="list-style-type: none"> Secondary schools in Sudbury and Great Cornard were invited to take part in the project Great Cornard Middle School took up the offer. The school selected 120 pupils to attend talks and demonstrations by F&SR staff. These took place in January 2010 	Target met	57
In partnership with local GPs tackle obesity in children by promoting exercise programmes and dietary advice.		<ul style="list-style-type: none"> Work with GPs on referrals for MEND scheme is ongoing. NHS have run two programme this year (both in Great Cornard) and BDC has ensured that staff/coaches have received the necessary training to run the scheme Scheme was promoted at a BDC organised event for GPs arranged for November 2009 South Suffolk Leisure has set up the 'Active Club' for obese children. During the 8 week trial, 24 children attended each week. 	Target met	58
Ensure business premises comply with smoke free legislation		<ul style="list-style-type: none"> Work with DoH and CIEH on business vehicle enforcement issues – ongoing Legislation breaches have been followed up 	Target met	59

2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Implement a 'Scores on the Doors' programme for regulated food businesses aimed at improving hygiene levels and informing the public about food hygiene standards through information published on the Council's web site		<ul style="list-style-type: none"> Business scores recorded from April 2009 Project publicly launched in June 2009 	Target met	60


OUTCOME 13 IMPROVED ACCESS TO ALL ASPECTS OF PUBLIC HEALTHCARE SERVICES




2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Promptly respond to consultations in respect of local health issues		<ul style="list-style-type: none"> Ipswich Hospital heart attack services – full response with involvement of PLG Ipswich Hospital Foundation Trust – full response with Strategy Committee involvement 	Target met	61

OUTCOME 15 IT IS SAFER TO TRAVEL ON BABERGH'S ROADS

2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Work with the Community Safety Partnership to undertake a research project to establish the reasons behind road accident casualties in Babergh		<ul style="list-style-type: none"> Information on KSI obtained from the Fire Service suggests that figures for Babergh are not particularly high The Community Safety Partnership's strategic assessment, which included a review of accident data, did not identify any significant problems. 	Target met No further action planned as research indicates that this is not a priority	62



OUTCOME 16 THE AREA IS READY TO RESPOND EFFECTIVELY TO EMERGENCY SITUATIONS ARISING FROM ENVIRONMENTAL OR OTHER CAUSES




2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Contribute to the readiness of the county to deal with emergency situations by working with the Suffolk Resilience Forum to secure emergency arrangements and improve public awareness		<ul style="list-style-type: none"> Legal agreement with JEPU through the Suffolk Resilience Forum partnership. Development of Major Incident Recovery Plan and detailed Communication Plan. Analysis of NI 37 (awareness of civil protection arrangements) data on a ward basis, supporting countywide initiative to develop revised approach to information sharing and warning the public. Mutual aid agreement with Mid Suffolk /alternative EOC arrangement. Training for EOC staff and managers. Public awareness initiatives (e.g. SALC meeting 1/06/09) and support for Parish Councils developing parish based emergency plans Joint exercise with Mid Suffolk and Joint Emergency Planning Unit to test emergency planning arrangements. 	Target met Actions to secure further improvements to the Council's business continuity arrangements are detailed in the Business Continuity Action Plan for 2010/11 with the Emergency Planning elements picked up through a detailed District Emergency Planning and Response Work action plan. Further improvements for 2010/11 include: <ul style="list-style-type: none"> Revised and strengthened JEPU agreement to include all Suffolk Local Authorities with improved mutual aid arrangements and protocols Development of shared approaches to process and procedures with MSDC 	63

2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Undertake a local area risk assessment re emergency situations by July 09 and take appropriate actions arising from this assessment		<ul style="list-style-type: none"> • Risk assessment developed (based on countywide model) • Risk modelling used to inform Emergency Planning exercise scenarios and district EP action plan • Specific risk log relating to sheltered housing schemes developed 	<p>Target met</p> <ul style="list-style-type: none"> • During 2010/11 actions to be developed further based upon specific community based risks 	64
Undertake priority actions in relation to flooding as part of county wide action plan on flooding		<ul style="list-style-type: none"> • Contributed to the development of a countywide plan through membership of the Suffolk Flood Risk Management Partnership • Provided Overview and Scrutiny (Community) Committee with an update on progress against the action plan 	<p>Target met</p> <ul style="list-style-type: none"> • Will continue to support the Suffolk wide Suffolk Flood Risk Management partnership • Implications of the Flood and Water Management Act 2010 will be reviewed with key partners 	65
<p>Test, review and amend the Council's emergency planning and business continuity arrangements:</p> <ul style="list-style-type: none"> • Successful test of EP system. • Positive direction of travel in 50% of AC self assessment criteria • Green assessment in 5/10 criteria with no red criteria. 		<ul style="list-style-type: none"> • Test of Emergency Planning / Business Continuity arrangements and subsequent action plan. Exercises included: 'Obdurate' in March 2009, 'Matrix' in August 2009, 'Twilight / Morning After' in March 2010. • The outcomes of these tests have been fed in to the action plans • Revised assessment process (the Civil Contingencies Performance and capability assessment) developed using Home Office "Expectations and Indicators of Good Practice Set up for Category 1 and 2 Responders" document (developed by the Home Office). Performance assessed against 76 mandatory criteria using a Red / Amber / Green status grading system. • Achieved 91% compliance level for mandatory criteria in Q4 2009/10. In addition, there is an assessment of performance against a good or excellent practice model to identify strong elements of best practice across Suffolk 	<p>Target met</p> <p>Further actions for 2010/11:</p> <ul style="list-style-type: none"> • Range of test exercises to be developed for 2010/11 based on risk analysis • Quarterly update of the Civil Contingencies Performance and Capability assessment to be carried out each quarter and used to inform and update the Emergency Preparedness action plan for 2010/11 	66





THEME 4 A strong and sustainable Babergh economy




OUTCOME 17 BABERGH'S ECONOMY HAS GROWN SUSTAINABLY, WITH MORE SMALL AND MEDIUM SIZED ENTERPRISES

2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Provide Council managed workspace to give opportunities for 50 jobs		<ul style="list-style-type: none"> 62 people currently employed in the two centres at Hadleigh and Sudbury New management arrangements are providing increased support and advice to the companies working at the centres 	<p>Target met</p> <ul style="list-style-type: none"> Hadleigh Centre has seen a reduction in the number of jobs, with companies expanding into adjacent privately owned buildings that are offering competitive incentives Promotion of the Hadleigh Centre and other options to encourage take up are being looked into by 	67
Provide advice and support (either directly or by signposting to specialist advisers) for 75 existing businesses and 20 businesses looking to invest in the area		<ul style="list-style-type: none"> Regular advice and support given to tourism-related and other businesses through a range of measures, including one-to-one client meetings, free promotion on tourism website 49 Babergh businesses and 5 new start ups supported by NWES 42 existing businesses and 60 pre-start/ start up businesses supported by Business Link Babergh DC Environmental Services Team supported 40 businesses who asked for advice on food safety. 43 companies attended the Babergh Business Evening event where a range of support and advice was available from Babergh District Council and representatives from 7 business partner organisations Babergh Economic Development Officer attended one-to-one client development meetings with 5 companies interested in expansion / investment growth (organised through the East of England International initiative). Choose Suffolk Focus reported that there had been 23 business transfers / new investors in Babergh (as at Dec 09) 126 businesses searched the Choose Suffolk Profile database for information on Babergh 	<p>Target met</p>	68



2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
<p>Contribute to the development of agreed county wide measures to assist business and individuals through the economic downturn</p>		<ul style="list-style-type: none"> • Publication of Babergh credit crunch document • Early payment of invoices from small / medium local suppliers and contractors (within 10 days) • Babergh East LSP credit crunch road shows held in Summer 2009 • WSLSP has provided funding for establishing a credit union in Sudbury. A Development Officer vacancy has recently been advertised – the post holder will be responsible for setting up the credit union. • Credit crunch Suffolk website actively promoted on the Babergh website • Additional funding given to CAB • Enhanced use of the Suffolk busines2busines trading platform, which was promoted at the Babergh Business Evening in October 2009 • Babergh officers attended the Suffolk CC 'Meet the Businesses' event and developed links with 12 new suppliers • Working in partnership with the Suffolk Redundancy Network (SRN) to assist companies/staff facing reduced hours 	<p>Target met</p>	<p>69</p>
<p>To secure pro-active support and advice where wanted through the Suffolk Redundancy Network (SRN) for all companies and staff affected by business closure and redundancy</p>		<ul style="list-style-type: none"> • Role of the SRN has been actively promoted to Babergh businesses. • Early support and pro-active advice has been provided to one company during 2009/10 (LPI 117 / 118) 	<p>Target met</p>	<p>70</p>
<p>Secure protection of existing employment land and contribute to the Haven Gateway partnership target to create 30,000 new jobs in Suffolk by producing development plans and proposals for key employment sites including:</p> <ul style="list-style-type: none"> • Site preparation to commence at British Sugar Site, Sproughton • Preparation of development plans for Brantham Industrial Area • Engagement with private developers to steer and promote redevelopment of key site in Sudbury Town Centre • Undertaking and completing regeneration work at Pin Mill including repairs and improvements to The Hard and provision of a service facility for rational barge building and repairs 		<ul style="list-style-type: none"> • At least 9 successful cases across the district, including protection of land and commercial / community facilities and business diversification • Sproughton site protected for employment purposes (won the planning appeal and resisted all ensuing legal action). Site preparation will not commence this year due to factors beyond Babergh's control • Initial work completed in relation to flood risk at the Brantham site. Project group established with the owners • Hamilton Road Quarter, Sudbury - stakeholder and public consultation completed. Preferred option has been agreed by Council. • Pin Mill – grant secured from the Haven Gateway Partnership and licenses being finalised. Agreement with landowner secured in principle. Construction on site started early Mar 2010 	<p>On target – ongoing action. During 2010/11:</p> <ul style="list-style-type: none"> • Sproughton - seeking to engage with the landowner. Babergh is committed to protecting the site for employment use. Haven Gateway has provided pump-priming grant for consultancy work on the site e.g. viability study / flood risk / environmental impact assessment • Brantham – costed project plan to be developed. Range of feasibility studies being carried out, which will be translated in to development proposals. • Sudbury – land assembly currently being pursued. Once resolved, development can commence. 	<p>71</p>



**OUTCOME 18 MORE SKILLED AND HIGHER PAID JOBS WITH A HIGHER PROPORTION BEING TAKEN UP BY BABERGH RESIDENTS
& OUTCOME 19 INCREASED LOCAL EDUCATIONAL OPPORTUNITIES AND IMPROVED ATTAINMENT AND SKILL LEVELS AMONG CHILDREN, YOUNG PEOPLE
AND WORKING POPULATION**

2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Contribute to countywide target to increase the participation of 17 year olds in education or training to 82 % (NI91, LAA2)		<ul style="list-style-type: none"> • Babergh Youth Conference held in November 2009 and 58 young people attended. The theme for the event was entrepreneurship. • Babergh business evening held in October 2009. It focused on apprenticeships and other training/mentoring opportunities for young people. 8 businesses registered an interest on the night • Contributed to implementing the WSLSP Apprenticeship Scheme. 4 apprentices have been employed by Sudbury SMEs • Babergh East LSP Apprenticeship Scheme has been established and two apprentices have been employed so far. • The Council also employed 3 apprentices during 2009/10 	<p>On target – ongoing action During 2010/11, a business lunch promoting the Apprenticeship Scheme to businesses in East Babergh. The event will take place on 28 May 2010</p> <p>NI91 figure will be available during 2010/10</p>	72
Contribute to county wide target to increase the proportion of adults qualified to at least NVQ Level 2 by 7% between 2006-11 and to level NVQ Level 4 by 1.5%		<ul style="list-style-type: none"> • Active promotion of the Train to Gain programme and other training initiatives to companies within Babergh • Assisted staff at Prolog to access The Consultancy Home Counties (TCHC) training provision • 25 Babergh staff achieved NVQ level 2 or 3 qualifications 	<p>On target – ongoing action</p> <p>NI163 and NI165 figures will be available during 2010/10</p>	73
Support community groups focused on youth and education to access funding including the Council's grants scheme. Continue to support the Vulnerable Parents Housing Scheme in Great Cornard and assist community groups in Hadleigh		<ul style="list-style-type: none"> • Community groups had been given advice and support from the youth and arts service to access external funding and the council's grants scheme. • The Housing Services Team continues to select tenants for Lindsay Court, Great Cornard (Vulnerable Parents Housing Scheme) and provides support when tenants are ready to move on to new accommodation. Babergh housing staff attended six-monthly management review meetings with the scheme managers and tenants. 	<p>Target met</p>	74
Increase opportunities for young people to develop life skills e.g. through the training of young people to Sports Development Level 1, various arts and music projects and running a Youth Conference		<p>Numerous holiday activities delivered:</p> <ul style="list-style-type: none"> • Music projects (Shotley, Hadleigh) • Theatre Critics project (in partnership with Wolsey/Quay Theatres) • Coaching and training for young people engaged as volunteers • 58 young people attended the Babergh Youth Conference in November 2009 	<p>Target met</p>	75

2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
To meet needs identified by Babergh East LSP, deliver and support a range of activities in Hadleigh designed to engage with young people and parents e.g. parenting support, helping young people into education, employment or training.		<ul style="list-style-type: none"> All elements of the plan have been fully delivered with ongoing work in partnership with YOS, Youth and Connexions on NEETs. Evaluation report recently completed and feedback given to the LSP. 	Target met	76
Work with partners to help to meet the county wide target for increasing median earnings of employees from 90.8% of East of England to an average of 92.1 % across the period of the LAA (08-11)		<ul style="list-style-type: none"> The Council has supported the LAA Economic Prosperity Delivery Partnership in seeking to increase earnings and deliver projects throughout the year Addressed actions from the Economic Summit in Dec 2008 especially those relating to retention of jobs 2009/10 median earnings = 91.9% 	Ongoing	77
Work with partners to help to meet the county wide target to increase % employment in Suffolk's key sectors from 26.9% to 27.9% across the period of the LAA (08-11)		<ul style="list-style-type: none"> The Council has supported the LAA Economic Prosperity Delivery Partnership in seeking to increase employment levels in key sectors New site delivery for prestigious Fred Olsen Cruise Line HQ offices in Pinewood Site expansion for Access Accounting in Stratford St Mary 	On target Result to be released late December 2010 – projected to be on track	78

OUTCOME 20 IMPROVED INFRASTRUCTURE IN OUR MARKET TOWNS TO INCREASE VITALITY AND VIABILITY

2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Develop a planning brief for the bus station site and surrounding land in Sudbury in order to encourage new investment in the area		<ul style="list-style-type: none"> Co-operative working group established Development constraints fully researched, identified and worked with numerous private landowners Stakeholder and public consultation completed Preferred option has been agreed by Council Supplementary Planning Document has been adopted Discussions with landowners underway 	Target met <ul style="list-style-type: none"> Land assembly currently being pursued. Once resolved, development can start 	79
Make further investment in the Council's Kingfisher Leisure Centre in Sudbury in order to attract more users who may then also use other town centre facilities		<ul style="list-style-type: none"> Initial plans were considered - the cost/benefit analysis showed the proposals were not cost effective Further plans have been developed that show a significantly better financial balance 	On target – ongoing action <ul style="list-style-type: none"> Architect commissioned to finalise the plans during 2010/11 	80



2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Make further investment in community facilities in Hadleigh in order to attract more users who may then also use other town centre facilities		<ul style="list-style-type: none"> Significant investment secured from Sport England for Hadleigh Pool (£185K), which was match funded by Babergh. Project nearly completed - pool has remained open to the public while building work carried out. New Hadleigh community facility delayed due to legal issues, but work has been done to ensure that the project can proceed as quickly as possible after April 2011 	Ongoing <ul style="list-style-type: none"> Work on the Hadleigh Pool to be completed by May 2010 Continue to develop plans for the Hadleigh Community Facility for implementation in Summer 2011 	81
Consider the future use of Belle Vue House and adjacent site of former swimming pool in order to encourage new investment and new facilities for Sudbury whilst seeking to safeguard the interests of the existing occupiers of Belle Vue House		Belle Vue House <ul style="list-style-type: none"> Rental income maximised by arranging short term lets to 3 tenants. This approach retains flexibility for the future use of the site. Increased space provided to CAB Stour Valley Pensioners Club assisted to relocate to the Bridge Project with grant funding from Babergh and the Suffolk Rural Economy Scheme West Suffolk College Learning and Educational Access Point (LEAP) now accommodated at Cornard Road 	Target met for agreeing the short term use of Belle Vue House Members have agreed that the future use of the former swimming pool site can only be decided when the PCT confirm whether they intend to go ahead with the proposed super surgery in Sudbury.	82




THEME 5 Vibrant places and strong communities

OUTCOME 21 A REDUCTION IN THE IMPACT OF RURAL ISOLATION



OUTCOME 22 ACTIVE LOCAL VILLAGES AND COMMUNITIES

& OUTCOME 26 INDIVIDUALS HAVE A SENSE OF BELONGING WITHIN COHESIVE COMMUNITIES


2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Support the production of 6 Parish Plans to enable communities to assess detailed needs of their areas		<ul style="list-style-type: none"> 21 completed parish plans as at 1.4.09 Since then work has started on 5 parish plans A further 8 parishes have expressed an interest producing a parish plan 	Target met <ul style="list-style-type: none"> In December 2009, Suffolk ACRE requested an additional sum of £1,500 from the Council for 2010/11. Should all 8 parishes wish to proceed during 2010/11 this will leave £500 in the budget. 	83
Reduce rural isolation by supporting the Digital Cinema Network project for a further year and developing the annual film festival concept in partnership with Mid Suffolk District Council		<ul style="list-style-type: none"> DCN have been given financial support and officer time The network operated in 9 venues in Babergh during 2009/10 Film Festival delivered in partnership with MSDC in May (subsequently this has been taken over by the suffolk wide network and next year will be delivered by them) 	Target met	84




2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Deliver a major culture and sports project in Shotley		<ul style="list-style-type: none"> Youth engagement plan is delivering ongoing work to ensure future sustainability of projects Joint project with CSV media fully delivered and community supported youth activities now established through that project. Babergh is providing ongoing support to establish premises and gain funding 	Target met	85
Support community projects in rural areas through the grants scheme		<ul style="list-style-type: none"> Parish councils and community groups have been given support through the rural economy scheme and direct grants. Babergh Community Grants has allocated funding to 17 capital and 57 revenue projects to a total of £128,426 and £452,706 respectively (LPI 103a / 103b) 	Target met	86 Q4 Report - Rows 24 / 25 App D
Support the implementation of the countywide Community Cohesion and Inclusion Delivery Plan		<ul style="list-style-type: none"> Action Plan agreed by all member of the Community Cohesion and Inclusion Board Plan monitored and managed on a regular basis and good progress being made 	On target – ongoing action	87




OUTCOME 23 INCREASED TAKE UP OF DEVELOPMENTAL OPPORTUNITIES AND ACTIVITIES BY CHILDREN AND YOUNG PEOPLE PARTICULARLY FROM ISOLATED OR INCOME DEPRIVED AREAS

2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Provide free swimming for people aged under 16 from April 2009		<ul style="list-style-type: none"> The ongoing free swim initiative has delivered significant increases in participation at both of Babergh's pools. Compared to the last year the number of swims is up by 80% at Kingfisher Leisure Centre and by 102% at Hadleigh. 	Target met	88
Increase the participation in respect of arts and sports holiday activities for young people by the provision of multi choice programmes and projects across the district.		<ul style="list-style-type: none"> Increased levels of participation during the Easter and half-term activities programme Three-fold increase in throughput for the summer activity programme (1748 with 173 hours of delivery) Total number of participations / throughput in all sports and arts activities including holiday and non-holiday sessions is 7644. (LPI 63) 	Target met	89


OUTCOME 24 EFFECTIVE AND CONVENIENT ACCESS TO PUBLIC SERVICES & OUTCOME 25 PUBLIC SERVICES APPROPRIATELY REFLECT THE NEEDS, ASPIRATIONS AND CHOICES OF INDIVIDUALS FROM DIFFERENT GROUPS IN THEIR DESIGN, RESOURCING AND DELIVERY

2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Achieve customer contact satisfaction level to 90%		<ul style="list-style-type: none"> Customer contact satisfaction level = 98% Satisfaction surveys for visitors, phone calls and letters in place from Sept 2009 	Target met	90

2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Reduce the % of avoidable contacts by 1% (NI14)		<ul style="list-style-type: none"> • 2008/09 % avoidable contact = 9.4% • 2009/10 % avoidable contact = 9.7%. • These are low figures and put Babergh in the top quartile compared to other authorities. • A total of 1490 out of 15290 interactions were deemed to be 'avoidable contact'. Issues include: signposting problems (521 cases), progress chasing (121 cases), repeat contact (124 cases) and unnecessary clarification (143 cases). • Procedures, letters and leaflets were revised following each survey to reduce avoidable contact in future. 	<p>Target not met, but no concerns about performance. The government has discontinued this indicator from April 2010. A number of initiatives will help to reduce avoidable contact during 2010/11. These include:</p> <ul style="list-style-type: none"> • 'In and Out of Work Programme' – information will be shared with JobCentre Plus to simplify the processing of benefit claims • 'Tell Us Once Project' – customers only have to provide information to public services once e.g. birth and death registration 	91
Provide 10 additional points of access to Babergh services at non council buildings		<ul style="list-style-type: none"> • A list of contacts and locations has been compiled • All libraries within the sub-region have been trained in handling CBL enquiries and support to applicants is also now available at Sudbury Advice Centre as well as Corks Lane offices • Shotley Good Neighbour Group is aware that Babergh can be used as a point of contact for services • Babergh residents can also use access points in Ipswich and St Edmundsbury. 	<p>Target not met Actions to be taken in 2010/11:</p> <ul style="list-style-type: none"> • Internet café to be established in Chelmondiston • Babergh to encourage Parish Clerks to promote existing information points in their area (e.g. village halls with internet access) • Babergh to explore whether the information binders used by libraries can also be held in local pubs. • East of England Customer Services and Service Transformation Group to explore how to improve access to information on services (e.g. links between housing advice and other services) 	92
Increase by 6 sessions the number of benefits outreach sessions		<ul style="list-style-type: none"> • 2 sessions held at the Brett River Children's Centre (Hadleigh) • Benefits Team attended 3 Credit Crunch roadshow events run by the Babergh East LSP (Stutton, Pinewood and Hadleigh) • 2 sessions held at the Number 72 drop-in centre in Sudbury 	Target met	93





2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Increase by 2 the number of locations where Citizens' Advice Bureaux outreach sessions are held in Babergh		<ul style="list-style-type: none"> Kiosk installed at BDC offices in October as a pilot providing access to CAB information during office hours. Hadleigh - outreach sessions now held on the 3rd Friday of every month. CBL Trailblazer – includes a link to CAB services 	Target partially met Actions to be taken in 2010/11: <ul style="list-style-type: none"> Subury CAB would like an information kiosk. They have not been able to run outreach sessions during 2009/10 due to lack of resources. CAB will continue to monitor level of demand for outreach services and identify those locations with greatest need. 	94
Implement Scores on the Doors system for giving residents and visitors web access to food safety standards of food businesses within Babergh and for food businesses to display star rating certificate on premises. Direct web access will be much easier for the public than making FOI requests and saves Babergh time in processing unnecessary FOI requests		<ul style="list-style-type: none"> Business scores recorded from April 2009 Project publicly launched in June 2009 Good feedback received from public and evidence of businesses competing to raise their star ratings since implementation Babergh was the only LA that went live with the scheme on time Scores on the Doors Scheme has had a positive impact on the National Indicator NI154 – 91% of food establishments are 'broadly compliant' with food hygiene law 	Target met A more detailed progress report will go to Strategy Committee in summer 2010	95 Q4 Report - Row 26, App D
Process new Housing Benefit Claims in 18 days of receiving complete information and change of circumstances in 6 days of receiving complete information		<ul style="list-style-type: none"> Average time to process new claims = 16 days (BV78a) Average time to process change of circumstances = 5 days (BV78b) 22,994 claims and changes of circumstances were processed - 97% were assessed within the target times Home visits have been undertaken for new claims made via Babergh to obtain evidence from customers quicker. Fully evidenced claims are then processed and notifications issued in the following working day. This has improved the time taken to process those new claims. 	Target exceeded – very good performance	96

OUTCOME 27 VULNERABLE PEOPLE ARE SUPPORTED TO LIVE IN THE COMMUNITY




2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
In partnership with a Registered Social Landlord: <ul style="list-style-type: none"> complete a specialist supported housing scheme for 5 single people with complex needs in Sudbury by October 2009 commence a Very Sheltered Housing scheme consisting of 32 new units for local people at Capel St Mary 		<ul style="list-style-type: none"> Vulnerable single persons scheme (Mulberry House) completed. All 5 units were let by December 2009. Strategic group established to oversee and monitor the ongoing service level agreement with Orwell Housing Construction is underway for a 32 unit very sheltered housing scheme at Capel St Mary. There have been some delays due to archaeological investigations and bad weather. The estimated completion date is November 2010 and 90 applicants have expressed an interest in the scheme so far. 	Target met	97

2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
To install 150 more Community Alarm units. Service particularly relevant for Elderly and Disabled (FEAG) residents of the district.	A	<ul style="list-style-type: none"> • 111 new alarms were installed between 1 April and 30 December 2009. (LPI 39) • Babergh stopped offering this service to new clients when the Babergh Response Officer retired in December 2009 	<p>Target partially met</p> <ul style="list-style-type: none"> • Babergh and Mid Suffolk are to actively consider re-tendering the whole contract for out-of-hours and sheltered / dispersed alarm monitoring with the current provider Flagship. This will include the delivery of new alarm installations. 	98
Improve 42 properties occupied by people with disabilities or other vulnerable people specifically through the council's grants and loans schemes	A	<ul style="list-style-type: none"> • 34 properties improved with Disabled Facilities Grant (LPI 9) 	<p>Target nearly met - performance is dependant on the number of referrals</p> <ul style="list-style-type: none"> • Review of whole process was undertaken in 2009/10 to reduce delays in the system especially from time of initial enquiry to first visit by Social Services. Reducing this delay should increase the rate of referrals to BDC for approval. • 2010/11 budget same as last year - £222K secured from EERA and Babergh to contribute £113K. 	99 Q4 Report – Row 16, App D

OUTCOME 28 MORE PEOPLE ARE INVOLVED IN LOCAL DECISION MAKING AND PARTICIPATE IN DEMOCRATIC PROCESSES

2009/10 TARGET OR MILESTONE	PROGRESS	OUTPUTS ACHIEVED	HAS TARGET BEEN MET? ACTIONS TO BE TAKEN TO IMPROVE PERFORMANCE	REF
Analyse, interpret and act on the results of the residents 'Place' opinion survey		<ul style="list-style-type: none"> Analysis completed Sept 09, data used to inform the refresh of the MTPs and budget setting process 	Target met <ul style="list-style-type: none"> Development work underway for the next Place Survey due to take place in Autumn 2010 	100
Work with Town and Parish Councils and the Suffolk Association of Local Councils (SALC) to develop strong and inclusive community engagement arrangements within new unitary structures		<ul style="list-style-type: none"> Annual meetings with Parish Councils completed 	Target met	101
Undertake a stakeholder and public consultation programme including the State of the District Debate and the Suffolk Speaks Panel		<ul style="list-style-type: none"> Consultation with public focus groups in September 2009 (to review strategic priorities and inform strategic and financial planning process) Babergh 100 Equality Panel developed - volunteers recruited Supported first LGBT Survey across Suffolk Consulted with key stakeholders on the format and content for the Council's annual report 	Target met. During 2010/11 will: <ul style="list-style-type: none"> Develop options for the budget consultation Review use of the Babergh 100 Equality Panel 	102
Implement the Council's Equality and Diversity Action Plan and prepare for the New Equality Framework		<ul style="list-style-type: none"> New Fairness and Equal Access group established to manage the Council's response to the new framework. The group meets ever 2 months and is chaired by the Deputy CE EFLG Action Plan developed, monitored and managed by this group Equality and diversity embedded into service plans Reached the 'Developing' level of the Equality Framework for Local Government (BV 2a) 	Target met <ul style="list-style-type: none"> Annual progress report to go to O&S(S) in June 2010 FEAG actions plans reviewed and revised for 2010/11 Statutory Single Equality Scheme and Action Plan currently under review. As a result of this review, the Scheme will be more closely aligned to the MTPs – this will improve performance by removing duplication. 	103 Q4 Report – Row 33, App D

KEY

	TARGET MET OR EXCEEDED
	SLIGHTLY BELOW TARGET, BUT NO CONCERNS ABOUT PERFORMANCE
	TARGET NOT MET / CONCERNS ABOUT PERFORMANCE