



CABINET

7 June 2011

SUFFOLK COASTAL DISTRICT COUNCIL - QUARTERLY PERFORMANCE AND FINANCIAL REPORT QUARTER 4 2010-11 (CAB 24/11)

EXECUTIVE SUMMARY

1. A report on the Council's progress in delivering its priorities in the fourth quarter 2010-11 (1 January to 31 March 2011). This report covers:
 - Key projects in the quarter to deliver the council's four priorities, and also on delivering well-performing services
 - Appendix A: Performance against key indicators
 - Appendix B: Customer Satisfaction Scores
 - Appendix C: Budget monitoring report
 - Appendix D: Corporate risk management matrix
 - Appendix E: Summary of Local Strategic Partnership performance
 - Appendix F: Overview of the economic position
 - Appendix G: Glossary

Is the report Open or Exempt?	Open
Category of Exempt Information and reason why it is NOT in the public interest to disclose the exempt information.	Not applicable

Wards Affected:	All Wards
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Cabinet Member:	Ray Herring, Leader of the Council
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Supporting Officers:	Homira Javadi Head of Financial Services 01394 444529 Homira.javadi@suffolkcoastal.gov.uk Steve Whelan Head of ICT and Corporate Services Tel: 01394 444337 Steve.whelan@suffolkcoastal.gov.uk
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1 INTRODUCTION

- 1.1 A summary of the Council's progress in delivering its priorities in the fourth quarter 2010-11 (1 January 2011 to 31 March 2011). This report covers:
- Key projects in the quarter to deliver the council's priorities, and also on delivering well-performing services.
 - Appendix A: Performance against key indicators
 - Appendix B: Customer Satisfaction Scores
 - Appendix C: Budget monitoring report
 - Appendix D: Corporate risk management matrix
 - Appendix E: Summary of Local Strategic Partnership performance
 - Appendix F: Overview of the economic position
 - Appendix G: Glossary
- 1.2 The Council is working with Waveney District Council to review the format of the Quarterly Performance & Financial Report to develop a joint report format that is more streamlined and effective. This revised report format will be introduced as from quarter 1 2011-12.
- 1.3 The report is a summary combining information from different service areas. Members are reminded that they should contact the relevant portfolio holder or Head of Service before the Cabinet meeting if they have any questions or require more information.

2 REPORT SUMMARY

- 2.1 The key points from the report, for consideration or action:

- **DEVELOP A SAFE AND HEALTHY COMMUNITY WITH ACCESS TO LEISURE OPPORTUNITIES**

Community Safety – The overall crime rate for quarter 4 increased to 1,417 compared to 1,307 (8.5%) in same period last year. However, total offences for the year had decreased by 8.75% (from 5,851 to 5,343).

Leisure Services – At the end of March 2011 there were 4,567 active Coastal Cards, an increase of 4.2% in 12 months. Leisure attendance across the four leisure centres appears to be up compared to the same quarter in 2009/10, however the full year attendance was down by 2.8% compared to the previous financial year. Re-evaluation of the Display Energy Certificates across the four leisure centres stated that Energy Performance Operational Ratings were better than average for such buildings. DC Leisure secured £14,300 of external income by introducing 'Swim 4 Health', adult swimming lessons, 'buoyant bingo' and a modern apprentice. Theatre ticket sales were down by 24.5% this quarter compared to the same period last year mainly due to postponements and cancellations beyond the control of the provider.

- **SUPPORT OUR ECONOMY**

Further funding has been allocated to projects from the Economic Development Support Fund in quarter 4, bringing the total amount since the fund was launched to £71,000. The closing date for applications was 31st March 2011, however it has been proposed that the scheme be extended until the fund is exhausted.

Woodbridge Tide Mill had been successful in its Heritage Lottery Fund bid with SCDC pledging £30k of LABGI funds towards the project and £10k of LABGI funds towards Leiston Long Shop Museum which had been successful in round one of its bid.

The Economic Development had contributed to Business Development investment worth almost £5.77M in the district in this financial year.

- **PROTECT AND ENHANCE THE ENVIRONMENT**

Improved Waste Management – 55.3% of domestic waste collected was recycled or composted in quarter 4, a year on year increase. 2010/11 was the first year where Alternative Week Collections (AWC) were available across the whole of the district and it is therefore hoped that this excellent result will be sustainable in the future.

- **MEET HOUSING NEEDS**

The Council successfully moved four families from temporary to permanent accommodation during the quarter. At the end of the quarter there were no households in temporary accommodation.

- **CROSS-CUTTING ISSUES**

Green Issues – Potential savings of £40,495 and 105.15 tonnes of carbon dioxide have been identified following a visit by our Environmental Business Advisor to 14 small to medium sized enterprises.

Boyton Community Group is the second to be accepted by the Climate Action Community and has been awarded £1k. Eyke had received free energy advice under the Future of Rural Energy in Europe (FREE) programme which is sponsored by Calor and organised by Suffolk Acre with support from SCDC.

- **DELIVER WELL- PERFORMING SERVICES**

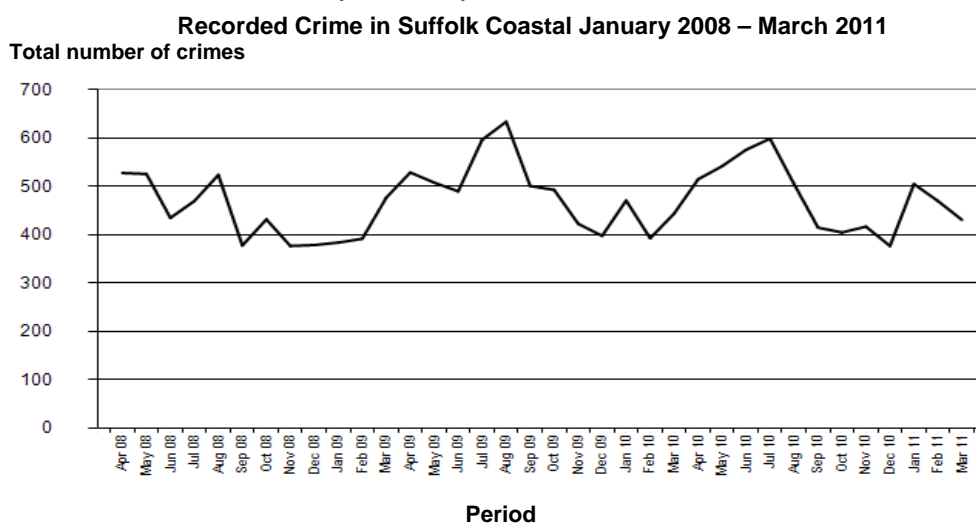
Housing Benefits – It took an average of 5 days to process new claims and changes in circumstances in quarter 4. The overall performance of the team was 8 days for the year (2010/11).

Planning Services – Both minor and other application types have exceeded targets. We have processed more than double the number of major applications than Quarter 3, and speed of processing fell just below target. The number of applications received continues to be high.

3 DEVELOP A SAFE AND HEALTHY COMMUNITY WITH ACCESS TO LEISURE OPPORTUNITIES

Community Safety

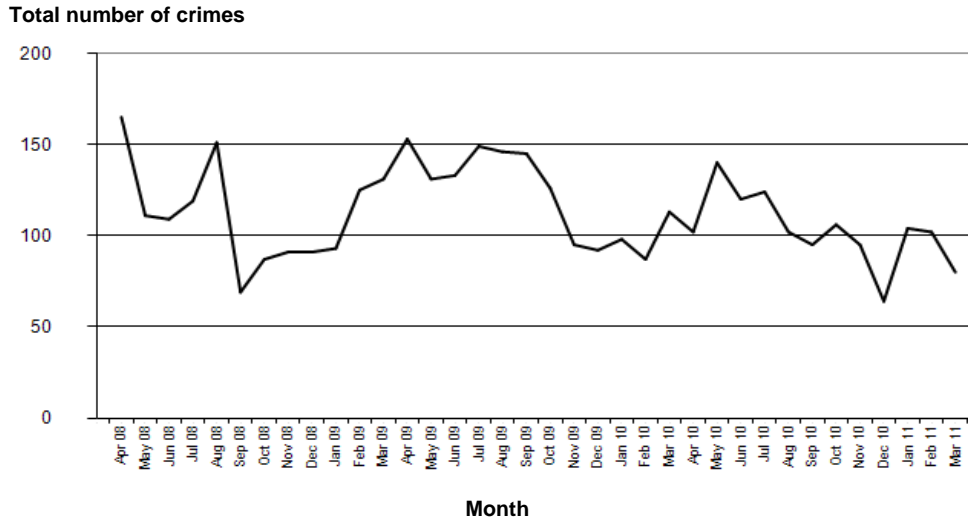
- 3.1 The overall crime rate for this quarter increased to 1,417 compared to 1,307 (8.5%) offences in the same period last year. However, the total offences for 12 months ending this quarter have gone down from 5,851 to 5,343 (8.75%) recorded offences. There had been a significant increase in Domestic Burglary in Felixstowe and the Wilford Peninsula. In 12 months Felixstowe had seen an increase of 86 (2009/10) to 120 (45%) offences this year. In the Wilford area, there had been a 50% increase, 41 (2009/10) to 82 offences this year. However, some of these offences can be attributed to one individual who is currently on remand. NB iQuanta data has not usually been fully checked and finalised.



- 3.2 Criminal damage accounts for 19% of total crime recorded over the last three month period. This is the lowest percentage rate for criminal damage that the Community Safety Partnership (CSP) has had in several years. There were 267 (-9.5%) offences compared to 288 offences recorded in the same three month period in 2009/10. Suffolk Coastal CSP is in the ninth position in the MSFG for criminal damage, just above the family average. At a local level,

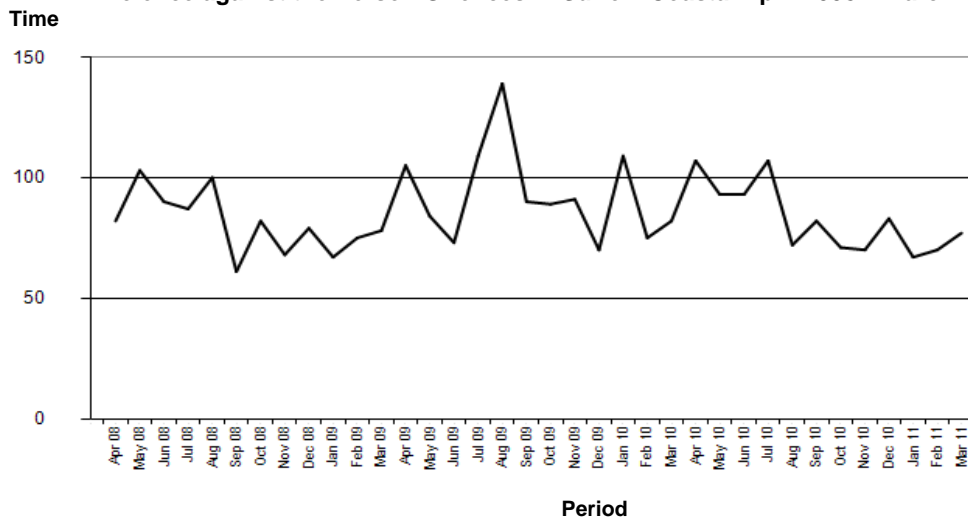
Colneis Peninsula and Felixstowe have experienced the highest levels of criminal damage in the last 12 months, contributing towards 5% of criminal damage in the district. Although, overall criminal damage in this area in a 12 month period had decreased from 539 offences in 2009/10 to 420 offences in 2010/11 (24%).

Criminal Damage Offences in Suffolk Coastal April 2008 – March 2011

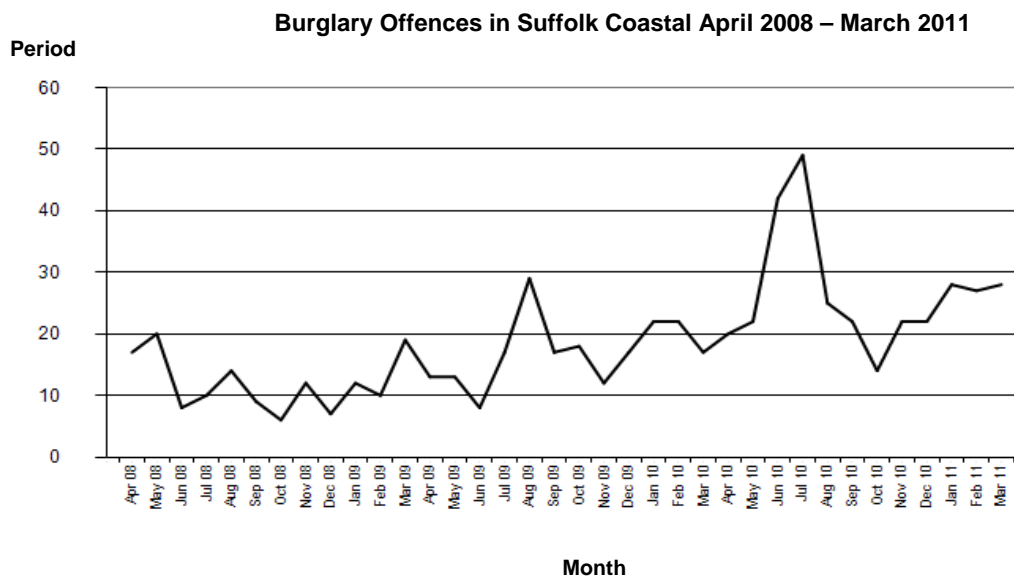


3.3 Violence Against the Person has fallen from 13th to 4th position in MSFG, rising to a rate significantly below the group average. At a local level, Colneis and Felixstowe had experienced the highest levels of VIAPP in the last 12 months, accounting for 427 offences (44%) out of the Districts total of 974 recorded offences. However, the previous 12 months (2009/10) total was 1,118 offences; a decrease of 13%.

Violence against the Person Offences in Suffolk Coastal April 2008 – March 2011



3.4 There had been 87 recorded offences of domestic burglary in the last three months. The crime rate is 2.289 per 1,000 households and is in 9th position in the MSFG.



3.5 Suffolk Coastal has a crime rate of 6.077 per 1,000 residents compared to 9.64 in the previous quarter.

National Indicator	Description	Q4 2010-11 Total	Q3 2010-11 Total	Crime rate December 2010	Family Group Average (Position) December 2010*
NI 16	Domestic burglaries	87	58	2.289 per 1,000 households	9 th
NI 20	Violence against Person	277	224	1.725 per 1,000 population	4 th
NI 16	Robberies	7	8	0.056 per 1,000 population	10 th
NI 16	Vehicle crime	82	156	1.155 per 1,000 population	14 th

• A lower number indicates positive performance.

3.6 Events have been held to reduce crime:

- Two new projects had been agreed since the Officer Working Group namely 'Teen Costa' and 'Connect 42'. Both projects are a response to current anti-social behaviour (ASB) issues in Woodbridge and targeting a core group of young people.
- Woodbridge CCTV – planning permission had been agreed and equipment was being purchased.
- Loser Campaign was going well in Felixstowe and was due to be rolled out in Woodbridge in May.
- Graffiti Blitz held in Woodbridge on 30th March had been very successful.
- DV Forum – members of the group had been elected seeking funding for 'Caring Dads' project.
- Smart Water packs continue to receive positive feedback from the media and local community. More arrests have been attributed to this scheme.
- Further test purchasing carried out in Woodbridge and Rendlesham, there were no illegal sales.
- The team had developed a referral process for Suffolk Constabulary Officers to understand the role of the team and provide a direct route in, for support and assistance with antisocial behaviour issues they are dealing with. Police control room call-takers had received training in dealing with reports of ASB from members of the public and how the ASB co-located teams operate so they are now in a better position to identify and direct the correct response to issues.

- A review of the referral process will be taking place in the new quarter and it is likely that the team will provide further inputs to all Suffolk Coastal Police Safer Neighbourhood Teams to ensure they are up to date and clear about the role of the ASB Team.
- Overall, ASB reports have dropped significantly over the course of the year with far fewer reports of the lower-level ASB issues, eg neighbour boundary disputes, etc. This is viewed as positive given that the focus of the team is on more serious cases where there are repeated incidents of ASB or the victim(s) have been assessed as being vulnerable via a Risk Assessment Matrix tool.
- For quarter 4, the team had been working on 14 ASB cases. A notable trend has seen the increase in cases where the location and/or environment is the dominant factor, examples such as a recreation ground or an area within a housing estate where there is a lack of natural surveillance providing opportunities for ASB to take place.
- Quarter 4 had also bought some successes for the team following the culmination of work undertaken during the last year, this includes the approval for Suffolk Constabulary Officers to use SCDC enforcement powers in car parks to tackle vehicle related ASB, obtaining a gating order in Felixstowe and the reduction of incidents affecting a particular group of highly vulnerable Suffolk Coastal residents to almost zero.

Leisure Usage

- 3.7 From April 1st 2009 the swimming pools offered free swimming to the over 60's as part of the Department of Culture, Media and Sport's drive to increase the number of active older people across the nation. Due to the review of Government expenditure the programme ceased with effect from July 31st 2010. It was disappointing news, as Suffolk Coastal attracted the second highest participation figures for over 60's free swimming in the East of England. However, the demise of the over 60's free swimming has seen an increase in the purchase and use of the Coastal Card. The card is offered by DC Leisure as an incentive to encourage year round reduced prices through an annual fee. At the end of March 2010 there were 4,382 active Coastal Cards across the four leisure centres. At the end of March 2011 there were 4,567 active Coastal Cards, an increase of 4.2% in 12 months. There was an average of 4,697 coastal cards in use each month throughout the 2010/2011 financial year.
- 3.8 Leisure attendance across the four leisure centres appears to be up from the same quarter in 2009/2010 at 160,611 attendances, compared to 152,017, an increase of 5.4%; although for the full year attendances are down by 2.8% from the previous financial year at 597,735 compared to 614,984. During the last quarter there has been minimal disruption to the leisure centres due to either bad weather, which affected the centres prior to Christmas or repairs and maintenance, which may have resulted in the encouraging usage figures.
- 3.9 The recent re-evaluation of the Display Energy Certificates across all four leisure centres has proved positive with Energy Performance Operational Ratings being below what would be expected for buildings of a similar nature. Brackenbury Leisure Centre has remained at 39, Deben Pool has dropped from 69 to 63, and Felixstowe Leisure Centre has dropped from 43 to 42. The result for Leiston Leisure Centre is being re-checked due to incorrect floor area being quoted on the certificate when it was issued, which will affect the rating it has been given.
- 3.10 External income secured by DC Leisure is £14,300 for 2010/2011. This was obtained for 'Swim 4 Health', adult swimming lessons, 'buoyant bingo' and a modern apprentice.
- 3.11 'Swim 4 Health' consists of a gentle water workout and a social event after, such as coffee and biscuits in the cafés in the centres. The session in the water lasts 45 minutes, with equipment based exercise which is currently not offered, but will help with rehabilitation and mobility exercises in the targeted group.
- 3.12 Buoyant Bingo is a brand new game developed for the over 60's. It is a combination of swimming, music, teamwork and prizes with the help of floatation equipment if needed. It is an

initial step to encourage people into swimming who do not swim at the moment. The programme, over an eight week period, is designed to accommodate a group of around 20 people depending on demand.

- 3.13 The modern apprentice has contributed on site to the development of the swim academy and delivering of swimming lessons, as well as being trained to become part of the team at Deben Pool. His apprentice training has been funded by the ASA and he has successfully completed his Level 1 & 2 Swim Teachers award.

Spa Pavilion, Felixstowe

- 3.14 Theatre attendees were down 24.5% for the fourth quarter of 2010/2011 with 4,593 tickets compared to 6,083 for the same period last year. Ticket sales for the year were 35,536 compared to 41,529 for 2009/2010, a drop of 14.4%. However, given the economic climate, and the reluctance of some promoters to allow acts to proceed if ticket sales are not deemed to be at a suitable level, has meant that fewer shows have been run, affecting the level of ticket sales. Ninety percent of these cancellations and postponements were completely out of the hands of the theatre.
- 3.15 It was hoped that February would be a good month although two shows were cancelled and three moved to later in the season by the relevant promoters. The opening shows of 'Precious Little Sleep' unfortunately had not started well throughout the country and so the promoter decided to cancel. The Wrestling Show had financial constraints due to the collapse of a large commercial contract with a well-known UK holiday company and has been transferred to October Half Term. The 'Feelgood Factor' was moved soon after the brochure went on sale by the promoter to later on this year and the brand new production of the 'Potato People' had to be cancelled due to problems with the production Company. March had eight shows booked but unfortunately two of those also got cancelled. Neil Morrissey cancelled both Felixstowe and Cromer due to poor ticket sales and also at a number of other venues around the country. The promoter for Jane Middleton as Annie Lennox cancelled her whole UK tour.
- 3.16 Openwide Coastal is hopeful that those shows which have been rescheduled, alongside those that were already in the programme, will ensure that ticket sales remain high at the Spa and do not follow the trend of other theatres which are experiencing a large decline in visitors.

4 SUPPORT THE ECONOMY

Suffolk Coastal Holiday Guide

- 4.1 By end March 2011, 30,000 holiday guides had been distributed. This is comparable with previous years and the 60,000 guides printed are on track to be distributed by the summer, as planned. The most recent figures suggest that tourism generates £279M worth of business in the district. Tourism remains a key element of the Suffolk Coastal economic activity with approximately 1 in 10 jobs in tourism related industries. The decision had been made to publish a single Suffolk Coast Holiday Guide which will cover the Suffolk Coastal and Waveney District Council geographic areas.

Economic Development Support Fund

- 4.2 Further funding has been allocated to projects from the Economic Development Support Fund in quarter 4, bringing the total amount since the fund was launched to £71,000. Even though the original closing date for applications was 31st March 2011, there was still a balance of £79,000 in the fund. It has been proposed that the scheme be extended until the fund is exhausted. It was also proposed that the scheme be extended across the whole district. The criteria and decision making process agreed in the Cabinet report of January 2009 are to remain unchanged.

Woodbridge Tide Mill and Leiston Long Shop Museum

- 4.3 Woodbridge Tide Mill had been successful in its Heritage Lottery Fund bid. Suffolk Coastal had pledged £30k of LABGI funds towards the project.
- 4.4 Leiston Long Shop Museum had been successful in its round one Heritage Lottery Fund bid and Suffolk Coastal had pledged £10k of LABGI funds towards the project.

Business Development

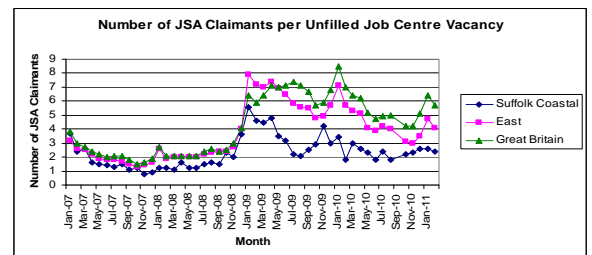
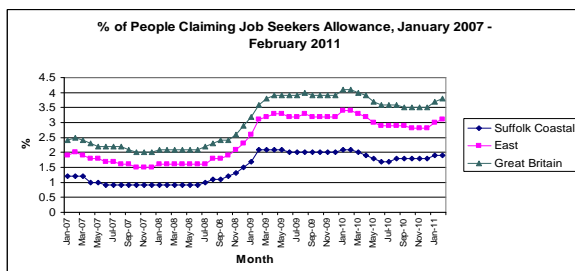
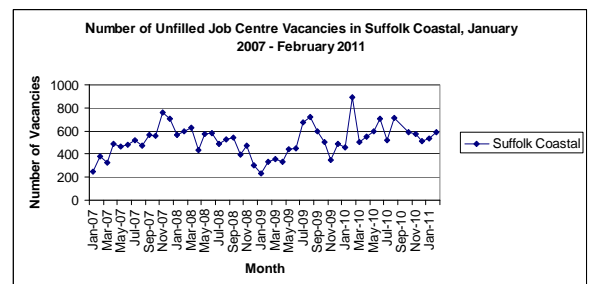
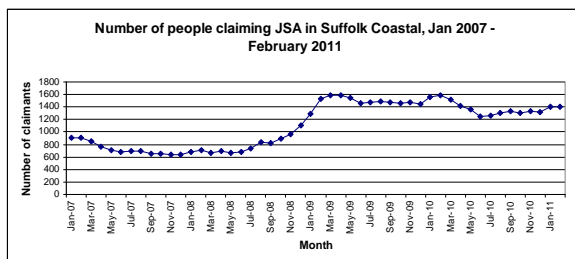
- 4.5 The Economic Development Team had contributed to Business Development investment worth almost **£5.77M** in the district between April 2010 and Mar 2011. These projects have:
 - a) created 44.5 jobs (Jobs value based upon ASHE figures for annual earnings of £30,978 per job. $44.5 \times £30,978 = £1,378,521$)
 - b) brought in £4.395M of financial investment (Using figures provided by www.publicarchitecture.gov.uk for estimated build costs)

This brings the total investment to almost **£5.77M** in the year to date.

4.6 Unemployment

The proportion of the population in Suffolk Coastal claiming Job Seekers Allowance (JSA) continues to be significantly below the regional and national figures.

The number of JSA claimants per unfilled job centre vacancy slightly decreased for quarter 3 both nationally and in Suffolk Coastal.



Further data on the impact of the economic downturn is contained in Appendix F

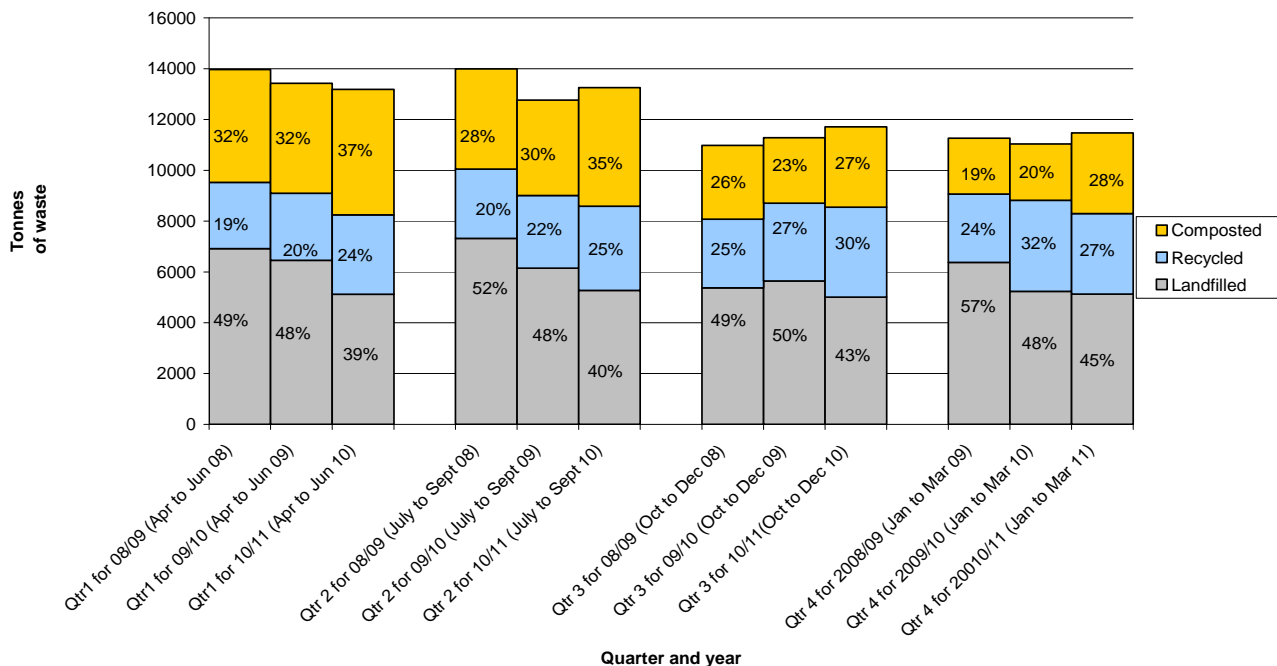
5. PROTECT AND ENHANCE THE ENVIRONMENT

Improved Waste Management

- 5.1 Overall, 55.3% of domestic waste collected was recycled or composted in quarter 4. The cumulative performance from April 2010 to the end of March 2011 is 58.7%. This outturn figure includes the recycling/composting of street sweepings and the recycling of litter bin waste.
- 5.2 The amount of compostable waste collected in quarter 4 showed a year on year increase. The amount of dry recyclables collected was similar to the same period the previous year

- 5.3 Relevant stakeholders have been consulted and informed about changes to the District's bring site provision, with paper and can banks being withdrawn now that all residents have the opportunity to recycle this waste at the kerbside.
- 5.4 Thanks to joint working with Waveney Norse, food waste from SCC schools in the SCDC area is now being taken to the Adnams plant at Reydon, where it is processed to produce a natural gas that is pumped back into the National Grid.
- 5.5 Almost 50% of waste from SCS business customers is now sent for recycling/composting.

Graph showing year on year quarterly performance



Coast and Estuary Management

5.6 Central Felixstowe Coast Protection Scheme

Department of Environment for Food and Rural Affairs (DEFRA) funding for the scheme was reinstated in February albeit now as 2 phases over years 2011/12 and 2012/13. The most vulnerable areas over the northern part of the frontage will be given priority. Completion of detailed design and preparation contract documents were substantially completed in this quarter. A tender for the construction works will be issued in mid April with a site start expected during July. Consultation with stakeholders and the public will continue.

5.7 Shoreline Management Plan (SMP) Review

The draft Final Shoreline Management Plan, completed in January 2010, has been approved by all partners, however final formal adoption by SCDC [and others] is subject to DEFRA approval of the Statement of Case for some environmentally sensitive policies on grounds of Imperative Reasons of Overriding Public Interest. No date for a decision has been given by DEFRA. There remains the risk of a legal challenge to some policies in the plan when it is presented for adoption. The SMP2 website (www.suffolksmp2.org.uk) hosts full details of the Final SMP.

5.8 Thorpeness Protection Works

Following erosion of the shoreline and damage to an existing defence in the first half of 2010 the Council has promoted a two phase response with the aim of securing funding from residents, DEFRA and the Council. Phase 1 was successfully completed in early 2011. DEFRA funding was confirmed in February. The project team is close to completing the

design of phase 2 works and also preparation of contract documents. Consultation with residents is underway to agree the terms of their further contribution to the phase 2 works. It is expected that the proposed works will be put out to tender by late April to be followed by a construction period of July to October. Further information is on the project website: www.suffolkcoastal.gov.uk/yourdistrict/coastalprotection/thorpeness

5.9 Erosion at East Lane Bawdsey

Erosion to the south of the recently built defences at East Lane, featuring massive, deep seated cliff failures of a kind not typical to this frontage, continue to cause local concern. When the scheme was designed ongoing erosion was predicted with an expectation that a stable bay would eventually form. However the nature of the erosion appears to have changed. An small scale investigation into the cause of this change will be undertaken.

5.10 Issues concerning the South Felixstowe Frontage

Council officers are investigating a reduction in beach levels over the frontage including the Pier, which is outside the area to benefit from the Central Felixstowe project. This includes engaging with the owner of Felixstowe Pier. Discussions have taken place involving the Environment Agency and Natural England over the causes of an accumulation of sand over parts of the Languard Point site and the negative impact upon the vegetated shingle site at this location. There was also discussion with the Environment Agency to resolve concerns at the performance of the South Felixstowe beach management works after significant scours at the landward ends of some new rock groynes.

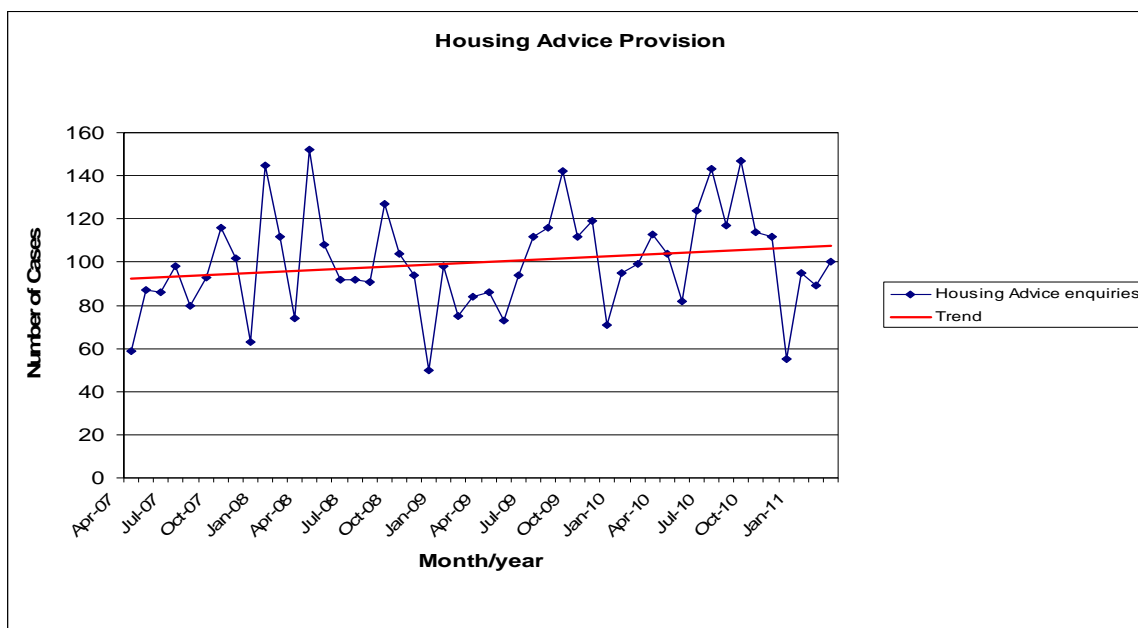
5.11 Dunwich Demonstration Project

The frequency of the photographic surveys has been reduced to quarterly. Visual inspections continue on a monthly basis. There have been no significant changes to report.

6 MEET HOUSING NEEDS

Access to Housing

- 6.1 The Council successfully moved four families from temporary to permanent accommodation during the quarter. At the end of the quarter there were no households in temporary accommodation.
- 6.2 The graph below shows the level of Housing Advice enquiries since 1 April 2007 to March 2011. The number of enquiries received fell significantly during quarter 3, however in quarter 4 the number of enquiries has increased. The underlying trend (illustrated by the straight line), shows a gradual rise over this period.



Housing Enabling

- 6.3 The table below provides details of the overall housing activity. Construction work has started on 3 new schemes this quarter, there are now 36 dwellings on site. 25 of these dwellings are now being constructed by Housing Associations and 11 are from planning gain. 40 new affordable dwellings have been completed this year.
- 6.4 We are unlikely to meet the Council's original 5 year delivery target of 600 dwellings by 31 March 2012. Private developers have 272 affordable dwellings with planning approval as a result of the Council's planning gain policies, registered providers have approval for 95 dwellings.
- 6.5 The National Affordable Housing Programme for 2008-2011 has come to an end and the Homes and Communities Agency (HCA) has announced how affordable housing will be financed in the 2011-2015 Affordable Homes Programme, providers are currently compiling their bids to supply affordable housing with HCA funding and the deadline is 5th May 2011.

Affordable Housing Activity

Dwellings:	31 Dec 2008	31 March 2009	30 June 2009	30 Sept 2009	30 Dec 2009	31 March 2010	30 June 2010	31 December 2011		31 March 2011	
								Housing Association	Planning Gain	Housing Association	Planning Gain
Proposals are being worked up	97	93	93	92	108	92	45	34	0	26	0
Planning applications have been made	157	78	55	55	59	59	48	39	23	49	19
Planning approval granted but not yet started on site	268	303	322	272	217	256	358	99	286	95	270
Under construction	96	87	86	71	97	50	33	18	3	25	11
Subtotal								190	312	195	300
Totals	618	561	556	490	481	457	484	502		495	

- 6.6 Three affordable dwellings have been created through the Council's Renovation Grant Policy this quarter bringing the total for the year to 9 dwellings. The landlords of these dwellings are required to rent the properties at Local Housing Allowance levels for a period of 20 years after completion of the grant.
- 6.7 In 2009 the Council, together with Babergh, Mid Suffolk and Suffolk Borough Councils, made a successful bid to EERA for funding to help bring empty homes back into use. This resulted in £500k funding being provided for the two year project. £159k has already been allocated to SCDC for works to 19 properties, 10 of these are now completed and re-occupied at affordable rents.
- 6.8 Members should **note** that the Flagship Housing Group has declined to make a bid for any funding under the new Affordable Rent Tenancy regime that the Homes and Communities Agency had introduced. This means that there is a likelihood that the number of new affordable homes being delivered in the District will drop in the coming years. Flagship has, however, confirmed that they wish to continue building affordable homes, in a number of key areas using their own resources and Suffolk Coastal is one such area. Officers are working closely with other Housing Associations to fill the gap that may have been otherwise left.

7 CROSS-CUTTING ISSUES

Green Issues

- 7.1 14 small to medium sized enterprises have been visited by our Environmental Business Advisor; from the 8 completed reports potential savings of £40,495 and 105.15 tonnes of Carbon Dioxide have been identified. For the 3 that elected to have waste audits a potential 6.7 tonnes could be diverted from landfill if recommendations are followed. The service is also supporting businesses as they seek to implement those measures. Indeed as a direct result of this service this quarter The Warden's Trust, Leiston has installed a 15kW biomass boiler and The Railway Farm Shop in Benhall has gained £4,999 in funding towards building fabric improvements, lighting, a more efficient generator and connection to the water mains.
- 7.2 Greener Sax was the first community group to be successful in obtaining the CEAF support fund and to date the Community Environmental Action Advisor has provided 76 hours of support for them. He has: attended their Winter Fayre, with his information stand, which 200 people of all ages attended; helped them develop their project plan; and take delivery of the Greener Homes DIY bulk buy of £7,405.78 insulation/draught proofing materials and 13 water butts. All of which went to help 44 households (including the 1000th household helped by this project within Suffolk) to be more energy efficient. The Suffolk Coastal Business Energy Advisor has audited 2 businesses and 2 community buildings within this community this year.
- 7.3 Boyton Community Group, which sits within the Suffolk Coast and Heath's AONB, is the second to be accepted as a Climate Action Community and £1,000 fund to get them started. The Community Advisor has spent 4 hours supporting this community to date, facilitating a community meeting which 40 attended and helping them with the Greener Homes DIY application and delivery of 94 rolls/packs of insulation, 18 draught excluding items 3 rolls of solid wall insulation, loft boards and 6 water butts; helping 18 households to be more energy efficient. Following news that Boyton had been successful in receiving the CEAF grant, Andrew Cassy from Boyton said, 'Many Thanks for the excellent news. Especially to Dan too for helping us through the process and the wider support'. The Suffolk Coastal Business Energy Advisor has audited 1 community building within this small community this year.
- 7.4 Within Waveney and Suffolk Coastal Fuel efficient driver training has been held for 17 individuals. Feedback so far has been positive with one attendee stating 'I really enjoyed the driver training. Even though I drive an automatic I saved over 5mpg on my circuits around Lowestoft! More fuel efficient driving saves money and reduces carbon.

- 7.5 Cookley and Walpole also took delivery of their Greener Homes materials this quarter and managed to find homes for 216 rolls of insulation amongst other goods and 10 of the new “hatch thatch” product on offer. An easy way to insulate the often neglected entry to the loft.
- 7.6 Eyke was the latest community to receive the benefits of free energy advice under the Future of Rural Energy in Europe (F.R.E.E.) programme which is sponsored by Calor and organised by Suffolk Acre with support from SCDC.

8 DELIVER WELL-PERFORMING, EFFICIENT SERVICES

Introduction

- 8.1 This section has regular updates on certain areas:
- Planning applications,
 - Benefit claims processing,
 - Sickness absence,
 - Health and safety,
 - Customer complaints and compliments.
- 8.2 It also gives information on the latest progress in delivering well-performing efficient services. The focus for this section of the report may vary from one quarter to another to include information from different service areas as new projects get underway.

Planning Services

- 8.3 The quarter started with 370 applications on hand. 343 applications were determined, 41 applications were withdrawn, 462 applications have been received resulting in 448 applications being on hand at the end of the quarter.
- % of large scale major application determined in 13 weeks: 50% of 2 applications
 - % of small scale major application determined in 13 weeks: 56.56% of 9 applications
 - % of minor application determined in 8 weeks: 67.27% of 110 applications
 - % of other application determined in 8 weeks: 80.63% of 222 applications

Types of applications determined	Volume (%)
Additions to dwellings (extensions etc)	170 (50)
New Dwellings	47 (14)
Miscellaneous	86 (25)
Listed Building Consent	29 (8)
Retail or Industrial	11 (3)

- 8.4 Performance this quarter has exceeded Government targets for both minor and other applications and has just missed the target for major application. This is possibly a reflection of the fact that more major applications have been determined (11 rather than 5 last quarter). There continues to be a high number of applications being received/determined with a high proportion relating to householder and other minor applications.
- 8.5 During the quarter 81 enforcement cases were received and 56 cases determined or closed, 275 cases are on hand.
- 8.6 4 appeals have been lodged this quarter, 7 appeals determined of which 6 were dismissed and only 1 allowed.
- 8.7 Fees received for the quarter were £121,910 slightly down on the last quarter.

Housing Benefits, Council Tax and NNDR

- 8.8 The quarterly figures for the processing of benefits are now reported under one new single National Indicator in the Single Housing Benefit Extract (SHBE) monthly data sent to the Department of Work and Pensions (DWP).
- 8.9 Due to an increase in callers and telephone calls received during March 2011, the Housing Benefits Team is providing full-time cover at Woodbridge Benefits Reception and 2 days per week at Felixstowe Benefits surgery. This is in addition to callers and telephone calls received by the Customer Services Team.
- 8.10 There has been a 31% growth in customer change events received in the last 12 months. There has not been a significant increase in caseload in 2010/2011.
- 8.11 The Team's overall performance is 8 days for 2010/11 and 5 days for Quarter 4 of 2010/2011 for processing New Claims and Change Events.
- 8.12 Arrears have been reduced from over 9 weeks to 4 weeks by the end of March and as at the end of April there was no back log remaining.
- 8.13 The collection rate for Council Tax is slightly down on the same quarter last year, and below the target of 98.5% (the target is calculated as the average of the last 3 years). This is still a good performance in view of the current economic climate and is comparable to previous years (2007/08, 2008/09) collection.
- 8.14 Empty properties: The number of properties which have been empty for less than 6 months is 688 and for more than 6 months is 794.
- 8.15 The actual NNDR collection rate for the financial year ending 31 March 2011 was 98.8% compared to 97.6% at the same stage last year.
- 8.16 Considering various legislative changes made by the Government affecting Small Business Rate Relief, Empty Property Rates, the continuation of the Deferral Scheme and the economic recession the NNDR team have had a very successful year.
- 8.17 There are currently several cases totalling over £123,000.00 including one case where the council are petitioning to wind a company up and one to make two ratepayers bankrupt which are awaiting possible write off and taking consideration of these as uncollectable items the collection rate would have been over 99.0% once again.
- 8.18 Collections being made by the bailiffs have improved during 2010/11. One or two problems have also been encountered with owners of large empty properties.
- 8.19 Looking at the overall position with regards to the arrears, the arrears outstanding at 31 March 2011 totalled £533,848.83. Of that figure over £190,000.00 relates to Deferral cases which are due to be paid off during 2011/12, and over £123,000.00 relates to potential write off cases. This leaves around £220,000.00 as other collectable debts which is an excellent achievement considering changes that have been made as referred to above.

	Tax Collected by end of Quarter 4 2009-10 (%)	Tax Collected by end of Quarter 4 2010-11 (%)	Target Quarter 4 2010-11 (%)
Council Tax	98.4%	98.4%	98.5%
NNDR	97.6%	98.8%	99.1%

Sickness Absence

- 8.20 Sickness absence rates for this period were 1.7 days per full time equivalent (FTE). This is down from the previous quarter when a rate of 1.87 days per FTE was recorded. However, this is a slight increase from the same quarter in 2009/10 which noted that 1.65 days were lost per FTE.

Health & Safety

- 8.21 The first meeting of the new Joint Health and Safety Group was held on the 16 February 2011. This group brings together and replaces Suffolk Coastal's Joint Health and Safety Committee and Waveney's Health and Safety Group. The new group will continue to contribute towards developing, reviewing and implementing the partnership's agreed health and safety policies etc. It will also help meet the employers' legal obligations under the Safety Representatives and Safety Committees Regulations and the Health and Safety (Consultation with Employees) Regulations and in accordance with best practice the new group will have representation from each Service Area representatives, employees and senior management. Agenda items for the February 2011 meeting included consultation on the new draft joint Health and Safety Policy, future arrangements for the group and incidents reports. The minutes of the meeting of the group are on DORA.
- 8.22 A report on the new draft joint Health and Safety Policy for Suffolk Coastal and Waveney was considered by Corporate Management Team on 29 March 2011. The policy will be developed and, subject to higher level consultation, adopted as soon as possible. The joint policy will support the partnership objectives by bringing together a single health and safety management system.
- 8.23 In accordance with good practice and to inform members, information on enforcement action taken by the Health and Safety Executive (HSE) is being included in this report. No enforcement actions, e.g. notices/prosecutions etc, were taken by the HSE against the Council or partner organisations listed below during this quarter.
- 8.24 The Reporting of Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR) prescribe incidents that are reportable.
- 8.25 One recorded incident in Suffolk Coastal District Council involved an employee who fell and suffered a fracture. The incident required reporting under RIDDOR and resulted in 46 days lost work.
- 8.26 SCDC's LPI4 (No. of FTE days lost due to incidents at work)
- for the quarter 1/1/2011 to 31/3/2011 = 0.17 (rounded figure) (46 days lost/268.4 FTEs)
 - for the year 1/4/2010 to 31/3/2011 = 0.2 (rounded figure) (7+46 days lost/268.4 FTEs)
- 8.27 Two incidents involving 7 and 46 days lost accounted to the LPI14 targets being exceeded. These incidents involved employees falling. In one incident an employee fell over on snow/ice and in the other an employee suffered a fracture.
- 8.28 Two partner organisations reported incidents under RIDDOR involving:
- a employee who cut himself whilst using a hedge trimmer and
 - three members of the public who received hospital treatments after
 - a cut to the foot;
 - a toe injury in a swimming pool; and
 - a fall down some steps.

Customer Complaints & Compliments

Complaints

8.29 Complaints received over the quarter by each organisation

Organisation	Complaints
Suffolk Coastal	14
SCS	25
DC Leisure	28
NPS	0
Openwide	1

8.30 Figures may not be directly comparable due to different systems for recording and reporting complaints in the different organisations. After reviewing our use of the data around complaints it was decided that in order to identify any weaknesses and make improvements it is more useful to focus on the performance for dealing with complaints and not on the actual numbers of complaints received. The numbers received can depend on a variety of elements.

8.31 The complaints received by Suffolk Coastal can be broken down as follows:

Service Area	Complaints Received	Number Justified	Completed on time
Audit	2 (1 = Audit / 1 = FOI)	1	1
CES	-	-	-
ICS	-	-	-
Financial Services	-	-	-
ES & PH	1	-	1
SH & TS	-	-	-
LADS	-	-	-
Planning	7	1	3
R & B	4	2	4
CS & CP	-	-	-

Compliments

Organisation	Compliments
Suffolk Coastal	30
SCS	41
DC Leisure	19
NPS	10
Openwide	3

8.32 The Quarterly Report includes a summary of customer feedback for the quarter from GovMetric. Levels of satisfaction are recorded for a range of services, and across three access channels: face to face, telephone and the web. The table below shows a breakdown of this information (including the number of responses). Charts are available as part of Appendix A.

Service	Good	Average	Poor
Benefits	73% (228)	6% (20)	21% (66)
Council Information	69% (59)	9% (8)	22% (19)
Council Tax	72% (180)	12% (31)	16% (40)
Environmental Services	63% (60)	12% (11)	25% (24)
Housing	65% (292)	11% (50)	23% (104)
Licensing	62% (42)	19% (13)	19% (13)
Planning & Building Control	77% (194)	11% (28)	12% (31)
Waste & Recycling	40% (43)	24% (26)	36% (38)
Other Services	66% (667)	13% (132)	21% (207)

- 8.33 GovMetric was relaunched in February 2011, up until that period a number of calls had not been transferred and the majority of feedback was obtained via the web. There had been some minor issues with stats however these have been resolved and information for the next quarter will be more accurate.

Petitions

- 8.34 There is currently one open petition urging the Council to reconsider its resolution made on 16 December 2010 to continue with the Leader and Cabinet governance arrangement rather than adopt a Directly Elected Mayor and Cabinet model. This petition was received on 20 February 2011 and is due to close on 21 August 2011.

Sustainable Community Strategy and Local Area Agreement

- 8.35 As part of the refresh of the Sustainable Community Strategy in 2008 the LSP Board approved the development and implementation of a delivery plan for 2008 -11 to set out how the LSP would address its key outcomes in the medium term grouped around the LSPs priorities.

A full set of Year 3 (2010/11) progress reports can be viewed on the LSP website at: <http://www.sclsp.org.uk/lspboard/LSPBoardMtgs2011.htm>

Where appropriate the action plans include summaries of progress on the individual projects funded through the Performance Reward Grant.

A summary of progress against the LSP's stated outcomes is available at Appendix E.

Member Briefings

- 8.36 The following Member Briefings were held in this quarter:
- "The Census" on 20 January 2011. 20 Members attended and the Council's Area Manager from the Office of National Statistics (ONS) informed Members about the work that ONS had done so far to prepare for the Census and how the results of the Census could affect a local authority and the funding it received. Members were encouraged to give support by spreading and supporting the Census message.
 - "Community Led Planning (CLP) and the Local Strategic Partnership (LSP)" on 20 January 2011. 20 Members attended. It was explained that CLP was a way for towns, parishes and neighbourhoods to identify and address local issues that were important to them. Perhaps the best known method was through Parish Plans. Parish Planning has been well-supported in Suffolk Coastal, which now has the greatest proportion of completed Plans of any district in Suffolk (almost 60% of our 117 towns and parishes have a plan). The partners that make up the Suffolk Coastal LSP have been supporting this approach to community empowerment and have now embarked on a programme of work to encourage all our communities to create Plans, and to ensure existing Plans are used. It was explained that the involvement of elected representatives at all tiers of government was crucial to the success of this process and the Briefing explained the Member role in CLP, how it supported the Big Society and Localism agenda, and how the LSP was using CLP.
 - "The Localism Bill" on 16 March 2011. 16 Members attended and the Assistant Chief Executive informed Members of the headlines from the Localism Bill.

9. FINANCIAL PERFORMANCE

Attached (Appendix C) is a summary of the Council's financial performance.

10. RISK MANAGEMENT

Following the integration of the risk management groups into one new Joint Corporate Risk Management Group the risk register has been combined to include risks for both Suffolk Coastal and Waveney District. A copy of the Risk Matrix section of the Corporate Risk Register is included at Appendix D.

11. REASON FOR RECOMMENDATION

Cabinet is asked to note the information in this report and to decide whether there are any performance issues it wishes to pursue further.

RECOMMENDATIONS

That information contained within the report is noted and assess whether any performance issues need to be pursued further.

APPENDICES

Appendix A	Performance against key indicators
Appendix B	Customer Satisfaction Scores
Appendix C	Budget Monitoring Report
Appendix D	Corporate Risk Management Matrix
Appendix E	Summary of Local Strategic Partnership Performance
Appendix F	Overview of the Economic Position
Appendix G	Glossary

BACKGROUND PAPERS : None

APPENDIX A: PERFORMANCE AGAINST KEY INDICATORS

This section of the Quarterly Performance Report sets out Suffolk Coastal's performance against national indicators (NIs) or local performance indicators (LPIs). Each indicator is classified according to its performance against target. Thresholds for traffic lights have been agreed separately for each indicator, based on national targets and performance comparison (where appropriate) and an analysis of local performance over recent quarters.

Reference	Indicator	Performance Thresholds			Quarter 4 2010-11			Year to date figure
					Actual	Target	Performance	
DEVELOP A SAFE AND HEALTHY COMMUNITY WITH ACCESS TO LEISURE OPPORTUNITIES								
NI 16	Domestic burglaries per 1,000 households	Target not set			2.289	Target not set		
NI 16	Vehicle crimes per 1,000 population	Target not set			1.155	Target not set		
LPI 1 b)	Leisure Usage (estimated paid admissions) to Suffolk Coastal Leisure facilities	More than 15% below target	Up to and including 15% below target	Target or better	160,611	157,542		597,735
ENVIRONMENT								
NI 157	% large scale major applications determined within 13 weeks	More than 10% below target	Up to and including 10% below target	Target or better	50	60		58.33
NI 157	% small scale major applications determined within 13 weeks	More than 10% below target	Up to and including 10% below target	Target or better	56.56	60		69.57
NI 157	% of minor applications determined within 8 weeks	More than 5% below target	Up to and including 5% below target	Target or better	67.27	65		69.98
NI 157	% of other applications determined within 8 weeks	More than 5% below target	Up to and including 5% below target	Target or better	80.63	80		85.67
NI 191	Kg of residual household waste collected per head*	More than 5% above target	Up to and including 5% above target	Target or better	41.26	43.8		165.02
NI 192	Total tonnage of household waste arising - % recycled and composted*	More than 5% below target	Up to and including 5% below target	Target or better	55.3	55		58.7
FISCAL AND DEMOCRATIC								
LPI 20	% of Council Tax collected	More than 0.5% below target	Up to and including 0.5% below target	Target or better	98.4	98.5		98.4
LPI 21	% of business rates which should have been received during the year that were received	More than 1% below target	Up to and including 1% below target	Target or better	98.8%	99.1		98.8
LPI 4	Average days lost through incidents at work	More than 0.06 days	0.05 – 0.06 days	0.04 or lower	0.17	0.04		0.2
LPI 22	The number of working days or shifts lost due to sickness absence per FTE employee	Target not set			1.7	Target not set		
MEET HOUSING NEEDS								
NI 156	No of households in temp accommodation (B&B and Hostel)**	Target not set			0	Target not set		
NI 181	Speed of processing housing benefit : average time for processing new claims and changes	12 days or more	10 or 11 days	9 days or less	5 days	9 days		8

*NI 191 measures the reduction in residual waste collection. This complements NI 192 as we are showing the total waste recycled & composted, and the total residual waste.

** NI 156 provides a snapshot of the number of people in temporary accommodation. It is therefore not possible to aggregate this indicator to provide a year to date figure.

RIDDOR incidents 1 st January – 31 st March 2011									
	Deaths		Major injuries		Over 3 day injuries	Diseases		Dangerous occurrences	
	Staff	Member of public	Staff	Member of public	Staff	Staff	Member of public	Staff	Member of public
Suffolk Coastal	0	0	0	0	1	0	0	0	0
DC Leisure	0	0	0	3	0	0	0	0	
NPS Property Consultants Ltd	0	0	0	0	0	0	0	0	0
Openwide	0	0	0	0	0	0	0	0	0
SCS Ltd	0	0	0	0	1	0	0	0	0
X = incomplete/no figures supplied.									

RIDDOR term

Explanation of term

Deaths

Accidents connected with work where the employee, or self-employed person working on the premises, or a member of the public is killed.
 Accidents connected with work where an employee, or self-employed person working on the premises sustains a major injury, or a member of the public suffers an injury and is taken to hospital from the site of the accident. Reportable major injuries include:

Major injuries

- fracture, other than to fingers, thumbs and toes;
- amputation;
- dislocation of the shoulder, hip, knee or spine;
- loss of sight (temporary or permanent);
- chemical or hot metal burn to the eye or any penetrating injury to the eye;
- injury resulting from an electric shock or electrical burn leading to unconsciousness, or requiring resuscitation or admittance to hospital for more than 24 hours;
- any other injury: leading to hypothermia, heat-induced illness or unconsciousness; or requiring resuscitation; or requiring admittance to hospital for more than 24 hours;
- unconsciousness caused by asphyxia or exposure to harmful substance or biological agent.

Over three day injuries

Accidents connected with work (including an act of physical violence) where an employee, or a self-employed person working on premises, suffers an over three day injury. An over three day injury is one which is not “major” but results in the injured person being away from work or unable to do their full range of their normal duties for more than three days.

Diseases

Diseases specified in RIDDOR where a doctor notifies the employer that an employee is suffering from a reportable work-related disease

Dangerous occurrences

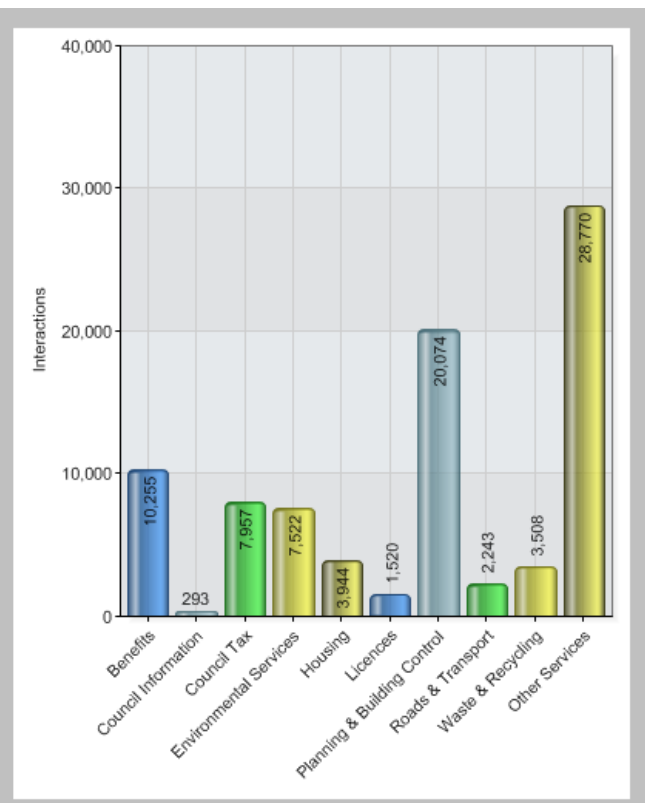
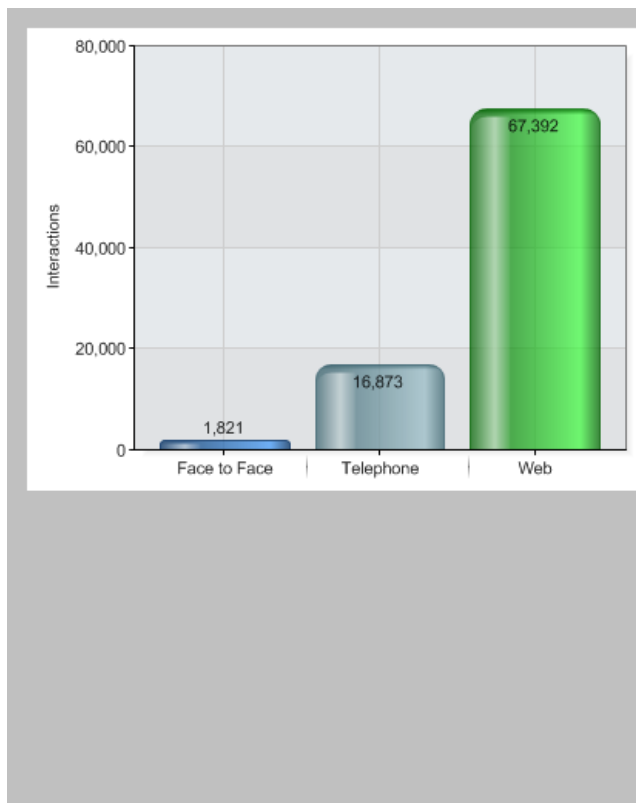
For further information on these terms and information on RIDDOR see:

<http://www.hse.gov.uk/riddor/guidance.htm>

APPENDIX B – CUSTOMER SATISFACTION STATISTICS – QUARTER 4

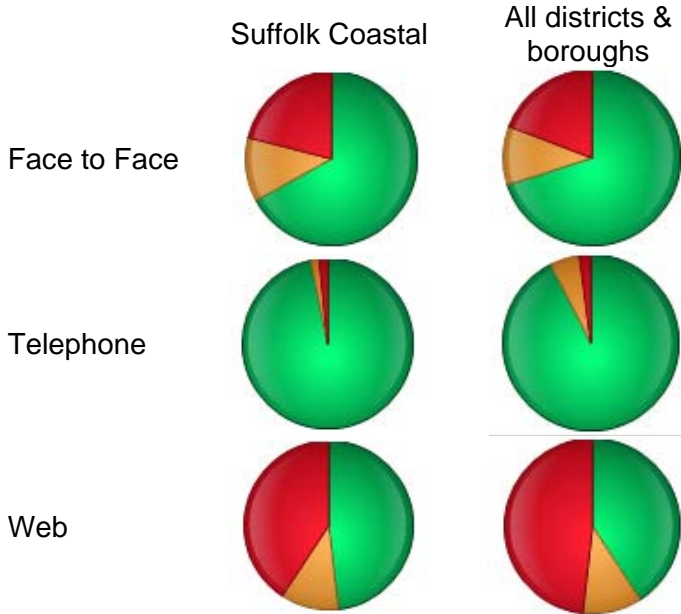
This report is based on the responses of customers put through to Govmetric.

Channel Summary			Service Summary		
Face to Face	Good	😊	Benefits	Good	😊
Telephone	Good	😊	Council Information	Good	😊
Web	Average	😐	Council Tax	Good	😊
			Environmental Services	Average	😐
			Housing	Average	😐
			Licences	Average	😐
			Planning & Building Control	Good	😊
			Roads & Transport	Good	😊
			Waste & Recycling	Average	😐
			Other Services	Good	😊

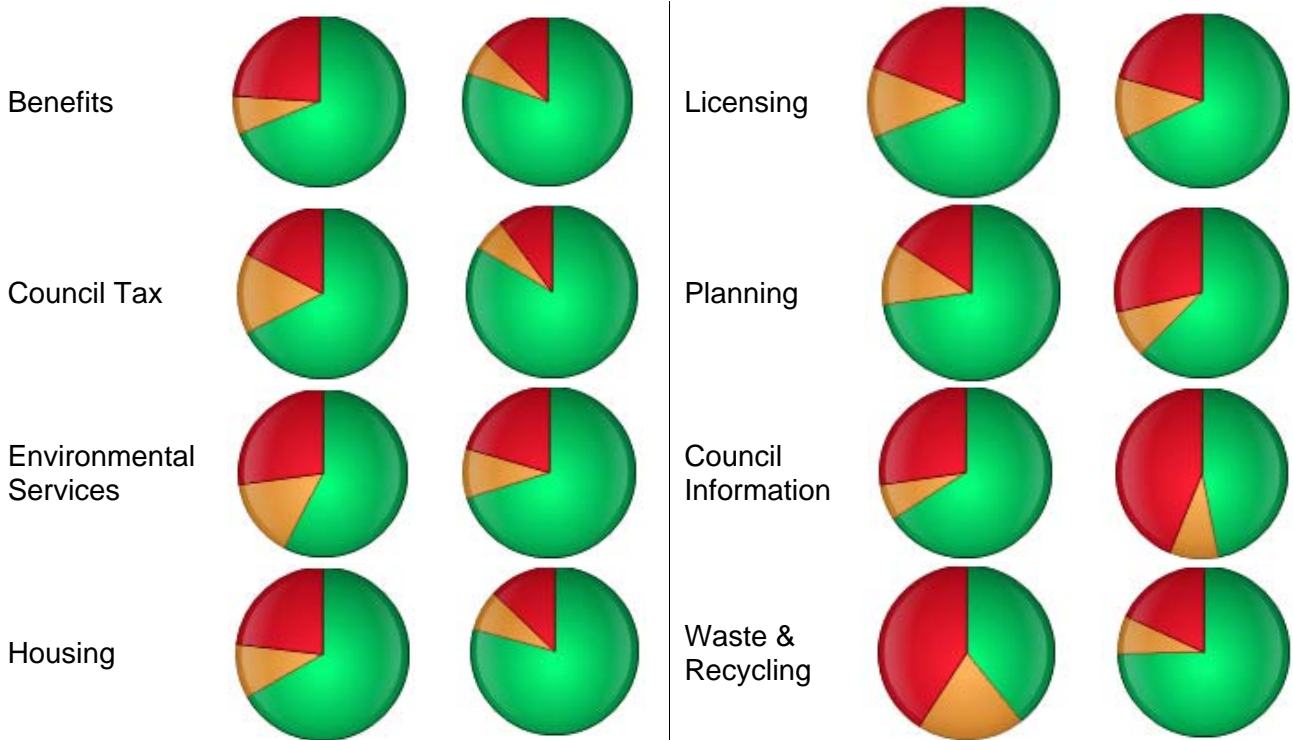


These tables compare Suffolk Coastal's performance to the results for all district and borough councils using Govmetric.

Channels



Services



BUDGET MONITORING REPORT 2010/11

January 2011 – March 2011

1. Revenue Spending Plans

The main changes to the revised budget was reported in more detail to Cabinet on the 1st February 2011, CAB 08/11 – Medium Term Financial Strategy.

The table below shows the probable position (pending any month 12 adjustments) for certain income streams at the end of March 2011.

		Budget	Actual
		£000	£000
Car Parks	Parking	1,225	1,188
	Season tickets	49	40
	Excess parking fees	146	158
Planning Fees	Application fees	700	627
Building Control	Fees	440	498
Port Health	Inspection fees	3,716	3,746
Land Charges	Search fees	200	188

A full report on the revenue outturn and major variances will be presented to Cabinet during June 2011.

2. Treasury Management

Interest Rates

The Bank of England Monetary Policy Committee is still split as to whether rates need to be raised. On one side are those who feel rates need to increase to curb inflation whilst others feel an interest rate rise will damage the fragile recovery. On balance it does not appear rates are likely to move until August 2011.

Cash, Borrowing and Investments

All investments placed during the quarter have been in accordance with the Approved Investment List and the Prudential Indicators which relate to longer term investment. The revenue budget assumed investment income for the year of £185,000 and provisional figures indicate actual income is marginally above this figure. Capital security continues to be the prime consideration in these uncertain times.

Shown below is a summary of the Councils investments as at 31st March 2011;

Maturity	Value £000	Rate Range %	Prevailing Rate %
Call Account	1,650	0.56	0.56
Within 1 Month	2,000	0.45 – 1.63	1.04
1 – 3 Months	1,000	1.10	1.10
3 – 6 Months	3,000	1.30 – 2.05	1.68
6 – 9 Months	1,000	2.41	2.41
	8,650		

The performance indicator for the Cleared Bank Balance is set at zero i.e. the council should endeavour to hold as little money as possible in the current account overnight. The amount of times that the balance exceeded £100,000 credit is partly due to the Council offices being closed on 24th Dec and 31st Dec (this accounted for 6 of the 21 days shown below).

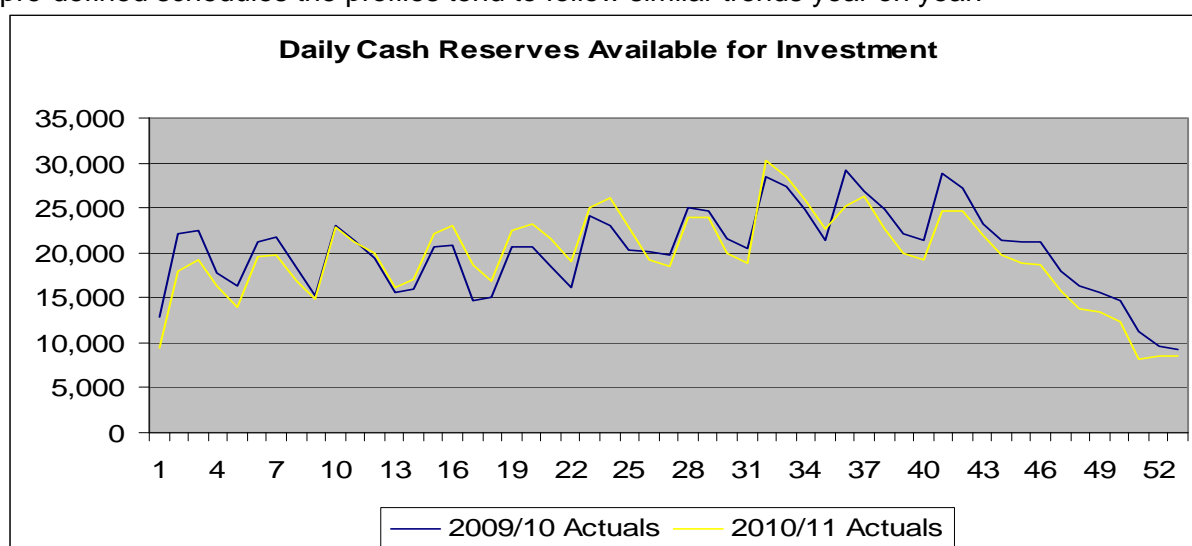
Cleared Bank Balance Range	DR/CR	Number of Days		
		2008/09	2009/10	2010/11
Greater than £250,000	DR	4	2	3
Between £100,000 and £250,000	DR	7	1	2
Between £25,000 and £99,999	DR	5	6	3
Between £5,000 and £24,999	DR	7	37	33
Between Zero and £4,999	DR	98	103	88
Between Zero and £4,999	CR	98	68	69
Between £5,000 and £24,999	CR	120	111	120
Between £25,000 and £99,999	CR	15	20	26
Between £100,000 and £250,000	CR	7	7	15
Greater than £250,000	CR	4	10	6

Prudential Indicators

There has been no breach of the prudential indicators for this quarter. There is currently no long term borrowing.

Cash Flow

The cash flow forecast below represents the daily cash reserves available for investment. The forecast is based on actual figures to date and projections based on previous years experience for the remainder of the year. Previous year actuals are shown for comparison. Because major elements of income and expenditure are received or paid to fairly standard pre-defined schedules the profiles tend to follow similar trends year on year.



3. Capital

Capital Spending Plan

At the time of preparing this report final capital expenditure totals are being prepared based on the value of work completed. Overall financing totals are expected to be well within the £1,230,000 reported at quarter 3.

Capital Receipts

Capital Receipts in the quarter totalled £282,000 bringing the total for 2010/11 to £509,000.

Sales completed in the quarter include;

- Land at Hamblin Road, Woodbridge
- Rear of Ordnance House, Felixstowe
- Beresford Drive, Woodbridge
- Rear of 21 The Thoroughfare, Woodbridge
- Park Lane, Kirton
- Hall Farm Road, Melton

APPENDIX D

SCDC & WDC CORPORATE RISK REGISTER MATRIX – 1 APRIL 2011

Likelihood	A				
	B				
	C		* Ethical Standards & Officer/Member Protocol (SCDC) * Capital Programme	* Asset Management * Value for Money	
	D		* Climate Change (SCDC) * Organisational Culture * Governance & Development of community partnerships * Ethical Standards & Officer/Member Protocol (WDC) * Services for All * Performance Management Framework * Governance of Projects	* Developing Shared Services between SCDC & WDC * Health & Safety * Climate Change (WDC) * Internal Controls	* Medium Term Financial Strategy * Strategic Planning * Emergency Planning / Community Disaster * Business Continuity * development & Governance of Service Delivery Partnerships
	E		* Corporate Governance	* Corporate Financial Management Framework	
	F				
		4	3	2	1
Impact					

Notes:

Scores are derived from a combination of likelihood and impact scores, according to the thresholds set out in the guidance. The thresholds and breakdown of red / amber / green cells in the matrix are determined by CRMG when the risk appetite is reviewed on an annual basis.

Where a risk is scored differently by SCDC & WDC, both scores are given in the respective cells.

SUMMARY OF LOCAL STRATEGIC PARTNERSHIP PERFORMANCE

Sustainable Community Strategy and Local Area Agreement 2010-11 Quarter 4 Performance Report

The Local Strategic Partnerships (LSP) Board has overseen a delivery plan for 2008 -11 to address its key outcomes in the medium term grouped around the LSP's priorities. A full set of Year 3 (2010/11) progress reports can be viewed at:

<http://www.sclsp.org.uk/lspboard/LSPBoardMtgs2011.htm>

This included progress on the current projects funded through the Performance Reward Grant.

A summary of progress against the LSP's stated outcomes is shown below:

Climate Change and the Environment

C-Change Coastal/Community Environmental Action

- Community Environmental Action Advisor spent additional time engaging and supporting communities directly as well as signposting people to other partner organisations for support and advice. 9 communities have shown an interest in this opportunity. Of these, two have been successful in applying for the Community Environmental Action Fund and the in-depth support. Greener Sax was the first community group to be successful and to date the Community Environmental Action Advisor has provided 76 hours of support for them. He has: attended their Winter Fayre, with his information stand, which 200 people of all ages attended; helped them develop their project plan; and take delivery of the Greener Homes DIY bulk buy of £7405.78 insulation/draught proofing materials and 13 water butts. The Suffolk Coastal Business Energy Advisor has audited 2 businesses and 2 community buildings within this community this year
- To date the Suffolk Coastal Business Energy Advisor has audited 11 community buildings in Suffolk Coastal since July 2010.
- Two days of Transition Training were hosted at the National Trust education centre in Dunwich Heath. This was an intensive two day introduction to the concepts of Peak Oil, Transition initiatives and group dynamics led by two trained facilitators. 23 adults attended this event and it is anticipated that at least one new community group requiring additional support will emerge out of this training, with many more inspired for future action.

Future Landscapes (working with farming communities in the AONB to adapt to climate change)

- *Climate change forecasting:* The Cranfield study has shown that water resources are clearly the biggest issue with 50% of the Area of Outstanding Natural Beauty's (AONB) agricultural area irrigated compared with only one-quarter in the East Suffolk Water Abstraction catchment. The report also identified the likely reductions in summer rainfall within climate change scenarios and the effect this is likely to have on soil moisture deficit. It also highlighted the fact that the economic climate is the primary driver for farm business change. However it does pick up on the research and development work underway within the agricultural sector and that drip feed irrigation is clearly part of the future mix, in terms of irrigation techniques.
- *Farmer interviews:* Otley College staff and students undertook farmer interviews to gain an understanding of attitudes and perceptions toward climate change, as well as identify any adaptation tools and measures already being employed. While farmers (75% of those interviewed) are concerned about climate change, only 44% of those interviewed expected to make changes to their businesses to adapt to climate change in the next 3-5 years.
- *Stakeholder interviews:* Undertaken by National Farmer Union's (NFU) project manager to better understand the attitudes and perceptions of organisations on the ground in the AONB.
- NFU had produced an interim report which identified the work done in the first year of the project and looks forward to the 2nd year and the 1:1 farm visits.

Alde and Ore Futures

- Community engagement undertaken and the local topic area working groups have brought together many people from the same sectors for the first time and started integration between the groups.
- Funding from the LSP has leveraged in a further £2,250 in cash, £9,000 of funded consultant time from Improvement East and £2,000 worth of volunteer time from two masters students and £17,000 additional community engagement funding from Environment Agency.

Strong, Supportive Communities

Community Led Planning

- Continuing assistance/support given to parishes on a wide variety of actions identified in their Parish Plans and community priority are continuing to be identified for action.
- Methods of linking the information and trends emerging are evolving to utilise the skills available within the LSP partners with the aim of effectively supporting community self help.
- The project has highlighted that communities do about 60% of the actions from Parish Plans themselves and can do more given the right advice and support.
- Workshop on writing Action Plans undertaken. Also workshop delivered with Suffolk Coastal Resource Network (SCRN) to bring parishes together with agencies to look at the common issues coming out of Action Plans. Another event is being planned in Alde & Ore Area to look at common issues in that area and background work is being done to find out what is needed.

Develop the capacity of voluntary and community sector organisations

- 85 Groups supported with funding and development needs over the past year
- Funding applications submitted and monitored = £291,443 brought into district in the first three quarters.
- Capacity building – 10 new groups have been supported to start up
- Four networking and information events took place drawing in over 125 groups to them in Leiston, Framlingham and Felixstowe.
- Development of new ChangeMakers project (start 1 April 2011) will strengthen links developed with community led planning.
- Big Lottery Reaching Communities event proposed by Coastal had over 100 groups attending, of which 53 were from Coastal –follow up work from this underway.
- Newsletter sent to over 350 voluntary and community groups with information regarding events, policies, funding and signposting.
- SAFE, 1st Aid, Risk Management courses all completed and project planning training planned.

Volunteer Suffolk Coastal

- The gap for volunteering brokerage provision was identified originally through partners in the SCRN and the proposal made to Suffolk County Council to fund it. The Volunteer Co-ordinator built the framework for this before she left due to ill-health and now joint working had meant Framlingham and Suffolk Volunteer Centres had been able to bring together resources, support and information to cover the whole of Suffolk Coastal. Suffolk Volunteer Centre was now able to take over the work along with the SCRN and its resources. This has strengthened relationships and partnerships between the key players and funding had helped to support development of the new partnership service in Coastal.
- 70 volunteers had originally been recruited and 35 organisations contacted. However, work had now moved forward with the partnership with Volunteer Ipswich promoting 20 opportunities at present on the national Do-it website and through paper menus that are available in the area. So far they have registered 24 people from the area and helped them find volunteering opportunities. They have also attended the most recent SCRN network event to advise groups that they are available to offer brokerage support and promotion of volunteer opportunities.

Economy, Skills and Enterprise

Heritage Coast Market Towns Initiative

- Aldeburgh, Leiston and Saxmundham Business Associations are now working closely together on networking events, marketing, and on moving the project progressively towards an independent, self-sustaining position. The Suffolk Chamber of Commerce is being extremely helpful in this respect, and has drafted an offer of support for 2011-12 for the Business Associations and their Members.
- Funding totalling £36,000 for this phase of the project has now been secured for 2011-12, from Magnox South, Suffolk Coastal District Council, and Suffolk County Council.
- Phase two of the project focuses on Wickham Market and Orford with canvassing of businesses and meetings held in both Towns.

Healthier Lives for All

Felixstowe Homeless Young People Project

This is a partnership project between members of the LSP Healthier Lives for All working group and Sanctuary Carr-Gomm who provide supported housing for vulnerable homeless people. Currently 15 young people aged between 16 years and 24 years are supported and include single young men and women and a small group of young mothers and their babies.

Strong links developed which include two mental health support workers now working closely with the staff and young people at the project.

With support from some members of the working group funding has been secured to enable the housing project to purchase a Log Cabin type building which is to be located in the garden of the scheme. This will provide much needed additional space from where education, learning and social interaction could take place.

A Focus Group meeting with the Young People, led by a local youth worker, has been arranged to take place in early April 2011, where the young people will be asked about their current situation and their hopes and aspirations for the future. This group of young people are often hard to engage in education and learning programmes of any type. So it is the intention, starting with the focus group, that the young people from the outset will be involved in all aspects of the design, development and eventual delivery of any programme developed.

Reducing deaths from cold homes: Loft Clearance scheme

To date there has been five completed loft clearance cases. All clearances have used the services of SCS Ltd, this system is working well and SCS Ltd co-operation has been excellent. All of these cases have had loft insulation installed free of charge either under the Carbon Emission Reduction Targets Scheme or Warm Front. The Private Sector Housing Team continue to promote insulation schemes and the loft clearance service. The service was also publicised in Age Concern's winter edition of Talkabout.

Young People

Safe Night Out

- Interactive workshops were held over 2 days in Orwell and Deben High Schools by different agencies. Aim of project is to educate young people about effects and risks of alcohol and the and how to keep safe, the effect on the body and consequences and the law.

Teentalk Resource

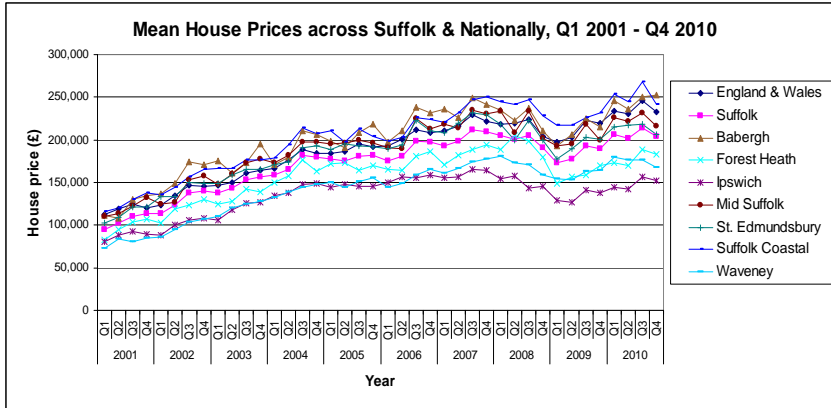
- Community library resource set up and Teentalk, parenttalk, kidstalk purchased.
- Training delivered to agencies on how to use the resource.
- 35 teentalk packs borrowed and used for 1:1's with 49 young people by the Police, Just 42, and Kesgrave, Orwell and Chantry High Schools.

APPENDIX F: BACKGROUND: ECONOMIC POSITION

Suffolk Coastal District Council continues to monitor the economy in the district where feasible following the recent recession. Corporate Risk Management Group also monitors the effect of the changing economic position on the Council's finances.

Average house prices in Suffolk Coastal declined slightly in quarter 4. Houses prices in Suffolk Coastal and Babergh District Council, remained above the national average of house prices within England and Wales.

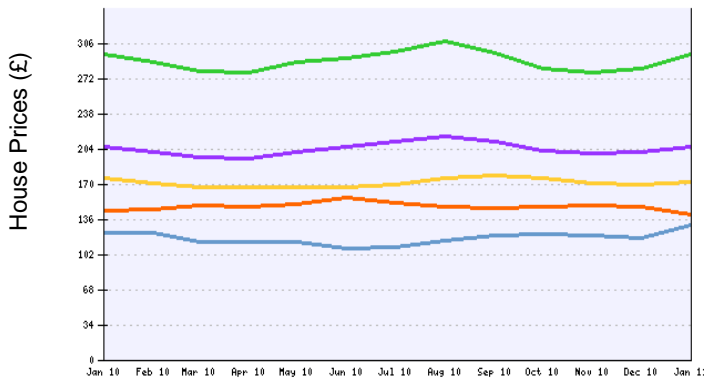
Data taken from Communities.gov.uk Reproduced under the terms of the Click-Use Licence: 2008000723.



House prices in Suffolk by property type

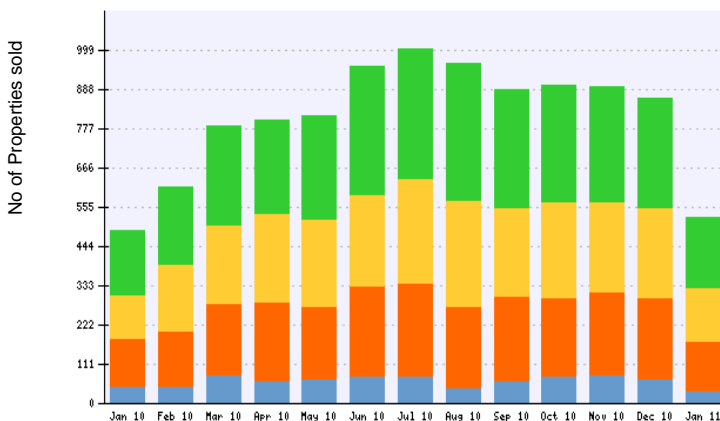
Property selling prices for flats had the highest increase of 6% when compared to prices for the same period from the previous year, with prices for terraced housing falling by -3%. The number of flats sold in Suffolk had declined over the last calendar year, however the numbers of semi-detached properties sold had risen significantly.

Average Property Selling Prices in Suffolk (£000's)



	Jan 2010	Jan 2011	Change
Detached	£295,605	£295,665	+0%
Semi	£176,289	£173,091	-2%
Terraced	£145,218	£140,580	-3%
Flat	£122,915	£130,582	+6%
All	£206,671	£207,210	+0%

Number of properties sold in Suffolk

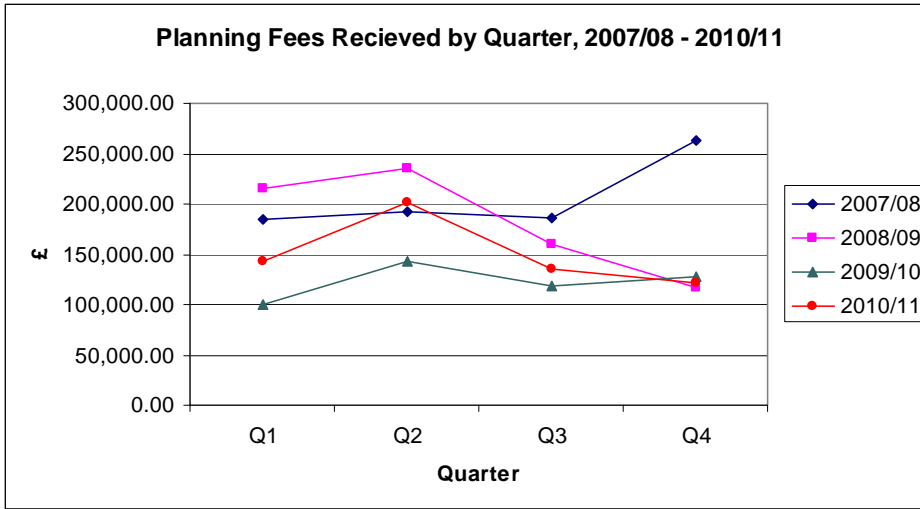


	Jan 2010	Jan 2011	Change
Detached	183	196	+7%
Semi	120	153	+28%
Terraced	136	137	+1%
Flat	51	39	-24%

Data from Home.co.uk

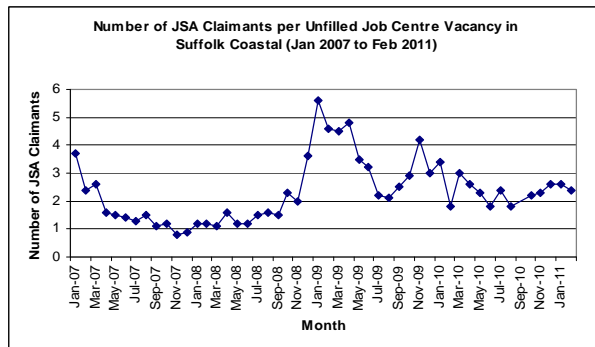
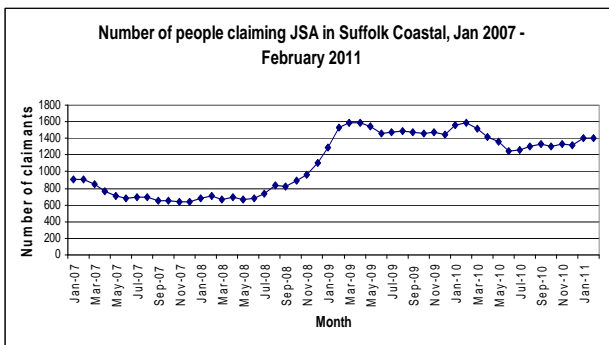
Income from planning applications

Income from planning applications fell in the fourth quarter compared to previous quarters with higher income received for the same quarter for last year.



Job Seekers Allowance

The number of people claiming Job Seekers Allowance (JSA) in Suffolk Coastal has stayed broadly the same as last quarter. The number of applicants per Job Centre vacancy in Suffolk Coastal decreased slightly this quarter, but remains low in comparison to much of the previous 2 years.



APPENDIX G GLOSSARY

Abbreviation	Term / Description
APACS	Assessment of Policing and Community Safety
ASB	Anti-Social Behaviour
AWC	Alternate Week Collection
B&B	Bed and Breakfast
BIDS	Business Improvement Districts
CSP	Community Safety Partnership
CSR	Comprehensive Spending Review
DORA	Suffolk Coastal's intranet
DWP	Department of Work and Pensions
EDSF	Economic Development Support Fund
EERA	East of England Regional Assembly
FANS Scheme	Free Access for National Standard Sports People
FTE	Full Time Equivalent
GovMetric	An automated system for local authorities and partner organisations to capture and report on the quality of customer interactions.
Kg	Kilogram
JSA	Job Seekers Allowance
LAA	Local Area Agreement
LDF	Local Development Framework
LPI	Local Performance Indicator
LSP	Suffolk Coastal Local Strategic Partnership
MSFG	Most Similar Family Group
NI	National Indicators
NNDR	National Non-Domestic Rates
PCSO	Police Community Support Officer
RIDDOR	Reporting of Injuries Diseases and Dangerous Occurrences Regulations
SEAL	Suffolk Energy Action Link
SMP	Shoreline Management Plan
SNT	Safer Neighbourhood Team