



# Our Plan for Babergh

*A more resilient and sustainable future*

2023-2027

## 2024-25 Quarter Q4 Performance Report Babergh District Council

The period covered by this report is January to March 2025

This plan sets out how the Council is *'Helping to provide thriving and resilient communities'* through the following themes.

Revitalised & Improved Environment

Thriving Economy

Resilient Communities

These themes are delivered through the principles set out in

Our approach

### Status Symbol Key



Target Met



Warning (near not meeting target)



Alert (target not met)



Data only



Awaiting data



## Our Approach

- Delivering good quality core council services
- Providing open and honest leadership
- Putting sustainability at the heart of everything we do
- Continuing to listen to you and work in partnership on the things that matter most to you
- Ensuring Babergh District Council is financially viable organisation now and for the future
- Supporting and empowering you to design and deliver community-based solutions to local issues
- Influencing others to ensure you have local access to all the services and facilities that you need to be able to live well
- Working in partnership and cooperation with all our communities, the local voluntary sector, our partners across the public sector and our local businesses to tackle the challenges we face







Our Approach				
Actions	6	0	7	
Risks	6	6	0	
PIs	0	2	6	9

### During this quarter




- Jan 25 The Cabinet approved to amend the Rent and Service Charge policy
- Feb 25 The Cabinet endorsed the general Fund and HRA recommendations
- March 25 The Cabinet supported the revised risk management strategy and policy





### Corporate Services

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Average number of calls received per day	536	527	510	457	544		510	



Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Average time taken to answer calls (seconds)	83	49	35	63	96	105	61	Q4 is always customer services busiest time of year due to Council Tax billing and annual rent letters going out at this time, which is also why there were higher chatbot sessions, this combined with 3 new members of staff has increased the average time taken to answer a call, however this is still within our target time of 105 seconds.
	Percentage of overall calls abandoned	8%	6%	4%	6%	10%	10%	7%	As above
	Digital Transaction - Chatbot sessions	2,662	2,797	2,266	1,200	3,134		2,349	
	Number of compliments received	56	54	55	54	57		55	Increase of three on previous quarter
	Number of Stage 1 complaints received	278	284	338	280	341		311	This amount is for Babergh and Mid Suffolk.  The high level of complaints closed as not considered to be a complaint will be reviewed. We have seen increases in complaints relating to repairs contractors and waste contractors, we will be addressing these through contract review meetings.
	Average daily visits to the Babergh Council website	4,794	5,088	2,232	2,308	2,369		2,999	

## Finance and Procurement


Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Payment Performance - % of invoices paid within 30 days (Babergh)	95.14%	78.62%	80.71%	89.21%	79.9%		82%	
	Average time taken to process new claims and changes to claims in days (Babergh) YTD	3.68	6.07	5.46	4.66	2.87	10	4.77	
	Average time taken to process new claims in days (Babergh) YTD	17.43	17.08	17.69	13.11	12.06	24	14.99	

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Average time taken to process changes to claims in days (Babergh) YTD	3.04	5.21	4.48	3.46	2.21	7	3.84	
	The level of Local Authority Error overpayments as a % of all housing benefit paid (Babergh) YTD	0.05%	0.05%	0.04%	0.04%	0.04%	0.48%	0.04%	
	Council Tax % of total raised collected in year (Babergh cumulative) YTD	98.11%	28.97%	56.13%	83.46%	98.1%	100%	N/A	
	Business Rates % of total raised collected in year (Babergh cumulative) YTD	97.06%	26.94%	57.52%	84.51%	98.33%	100%	N/A	

## HR and Organisational Development

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Average number of days sickness per full time equivalent staff (Actual for Quarter)	2.86	2.41	2.95	2.63	0.81		2.20	
	Average number of days sickness per full time equivalent staff (Cumulative)	8.04	2.41	5.36	7.98	8.79		N/A	

## Sustainable Communities & Economy

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Employer Supported Volunteering (ESV): No. of staff using their ESV policy	15	10	44	18	9	10	20	














## Actions to delivery Our Approach in Babergh

Action Code	Action Title	Progress	Notes & History Latest Note
AP_SLTC_49B&81MS	CIFCO Business Plan	<div><div>100%</div></div>	Business case approved by Council in July 2024
AP_SLTC_58B	Technology to improve service delivery	<div><div>100%</div></div>	Part of ongoing business as usual, developing new technology to deliver service improvements.
AP_SLTC_60B	Attracting and retaining our staff.	<div><div>80%</div></div>	



## Revitalised & Improved Environment












- Tackling and mitigating the impacts of climate change
- Reducing council and district carbon emissions
- Increasing tree planting and habitat restoration
- More insulated and energy efficient buildings
- Supporting delivery of local community energy projects
- Zero tolerance of fly-tipping
- Enabling greater re-use and recycling
- Promoting greener and healthier forms of travel
- Protecting and enhancing our natural landscape and our wildlife habitats; increasing biodiversity and nature recovery

Revitalised and Improved Environment				
 Actions	 11	 0	 10	
 Risks	 1	 0	 0	
 PIs	 0	 0	 2	 7



### During this quarter

- Feb 25 The cabinet approved the draft Local Nature Recovery Strategy
- Feb 25 The Cabinet approved the award of the food vehicle supply
- March 25 The Cabinet accepted the recommendation to approve the designation of the green infrastructure areas at Sproughton Enterprise Park, as a Local Nature Reserve (LNR).

### Operations

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Kerbside collections Success Rate (Babergh)	99.94%	99.94%	99.95%	99.95%	99.95%	99.98%	99.9%	
	Trees planted as part of green canopy (Babergh)	54	0	0	25	78		N/A	21 of these planted on BDC land
	Hedgerows Planted through the planting scheme (Babergh)	1,975	0	0	0	735		N/A	375 of these planted on BDC land
	Wildflower seed distributed in sqm (Babergh)	180	0	0	0	0		N/A	Seed applied for to be provided in April
	Meadow management in sqm (Babergh)	68,156.9	68,156.9	68,156.9	72,182	72,182		70,169	No change on previous value as no new areas added
	Garden waste subscribers (Babergh)	17,818	18,116	18,300	18,156	18,245	18,709	18,204	
	Business waste customers (Babergh)	902	890	894	902	891		894	
	Number of fly-tipping Incidents (Babergh)	114	95	96	110	129		108	
	Number of EV charge points installed (Babergh)		34	34	34	34		N/A	No further district council installs since the ORCS funded roll-out in our car parks. District council is working to secure some of SCC's LEVI funded installs at suitable places within the district.
	Number of Communities Involved with Community Energy (Babergh)				4	5		N/A	
	KG of Black Bin Waste per Household (Babergh) Cumulative	469.18	108.41	230.39	339.06	464.16	468	286	Correction made to previous quarters following data validation.



Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Total Waste Recycled % (Babergh) excluding Garden Waste Cumulative	20.83%	20.75%	20.33%	21.48%	21.44%		21%	
	Garden Waste % of Total Waste (Babergh) Cumulative	20.14%	27.59%	24.78%	23.38%	19.83%		24%	Value drops when adding in last quarter as much less tonnage of garden waste is collected during the winter months, but the levels of other recycling remain constant

## Actions to deliver Revitalised and Improved Environment

Action Code	Action Title	Progress	Notes & History Latest Note
AP_SLTC_10B	Renewable energy position statement	<div><div>100%</div></div>	Position statement agreed at Full Council meetings
AP_SLTC_19B	Tree for Life Scheme relaunch	<div><div>100%</div></div>	Complete
AP_SLTC_20B	Biodiversity Action Plan actions	<div><div>100%</div></div>	Original actions plan is complete. The next phase action plan is in development
AP_SLTC_59B	Solar roof scheme	<div><div>100%</div></div>	Budget for 1 FTC (shared 50/50)
AP_SLTC_6B	Listed Building Consent Order for energy efficiency & Local Development Order	<div><div>85%</div></div>	Listed Building Consent Order with Historic England for comment.
AP_SLTC_02 B	Community transport delivery	<div><div>80%</div></div>	We continue to provide support by grants and 'in kind' help to our community transport operators which helps to keep them ticking over operationally, and we play a key role in connecting them into projects that can access some of SCC's Bus Service Improvement money – which will hopefully lead to 'new routes', and we have assisted parish councils in accessing this same funding and put a couple of bids in ourselves (one successful so far, one not) for new routes or tweaks/enhancements to existing routes.
AP_SLTC_16B&8MS	EPC for Council Properties (Level C by 2028)(Commercial & Operational)	<div><div>80%</div></div>	BF 35 properties require an EPC



## Thriving Economy

- Prioritising and promoting the green economy
- Championing solutions to retrofitting & renewable energy
- Promoting higher paid, higher skilled, sustainable jobs for all
- Creating the conditions for start-ups & social enterprises to flourish
- Supporting local businesses
- Attracting inward investment and responsible tourism to our towns and villages
- Ensuring access to the infrastructure your communities need to thrive
- Increasing opportunities to learn new skills, particularly those in green technology sectors

Thriving Economy				
⚙️ Actions	🔴 1	🟡 0	🟢 8	
⚠️ Risks	🔴 2	🟡 1	🟢 1	
📄 PIs	🔴 0	🟡 0	🟢 3	📊 9


*During this quarter*

- Jan 25 Member endorse the Economic Development Strategy
- March 25 the Cabinet approved the Community Infrastructure Levy programme




### Operations

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
🟢	% of premises rated 5 stars for food safety (Babergh)	87.03%	86.48%	86.49%	86.58%	86.96%	85%	87%	















Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	% of pass/satisfactory sampling results (Food) (Babergh)	100%	100%	100%	100%	86.36%		97%	

## Planning

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Community Infrastructure Levy (CIL) Collected in Babergh		£703,560	£771,492	£477,218	£847,436		£699,927	
	Community Infrastructure Levy (CIL) awarded / allocated by Babergh Cabinet			£342,500	£89,910	£338,230		£256,880	
	Neighbourhood CIL Payments - Babergh		£683,387	£0.00	£281,203	£0.00		£241,147	

## Sustainable Communities & Economy

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Town centre vacancy rate - Hadleigh	13.00%	13.00%	09.00%	07.00%	07.00%	15.00%	9%	
	Town centre vacancy rate - Sudbury	8.00%	7.00%	7.00%	7.00%	7.00%	15.00%	7%	
	Assets of Community Value: Total Quantity				19	18		N/A	
	Capital Grant: % of Babergh funding allocated	100%	0%	29%	29%	100%		N/A	9 projects totalling £72,772.34 allocated funding through Capital Grants in Q4.
	Locality Awards: % of funding allocated in Babergh cumulatively	95%	5%	16%	49%	98%		N/A	
	Locality Awards: No. of projects supported in Babergh	48	10	14	27	38		N/A	38 projects were supported through Locality Awards in Q4, such as support towards wifis and a chess club at Shotley Village Hall.

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Section 106: No. of funding applications awarded in Babergh	2	1	5	5	2		3.25	2 projects were supported in Q4, kitchen refurbishment at Sudbury Bowls Club and a new storage compound at Sudbury Canoe Club.
	Section 106: Amount of funding allocated in Babergh	£13,136	£123,815	£43,518	£83,595	£12,382		£65,827 Per Quarter	2 projects were supported in Q4, kitchen refurbishment at Sudbury Bowls Club and a new storage compound at Sudbury Canoe Club.
	Suffolk Business Grant Scheme - Number of Business in Babergh who have received support		1	1	0	5		1.75	
	Rural England Prosperity Fund Grants - Number of Organisations in Babergh who have received support		1	8	8	23		N/A	
	Groundwork East Engagement in Babergh - Actual number of businesses in receipt of non-financial support (cumulative)		13	25	28	34	33	N/A	
	Groundwork East Engagement in Babergh - Actual number of Decarbonisation Plans Developed		10	24	26	34	16	N/A	

## Actions to deliver a Thriving Economy in Babergh

Action Code	Action Title	Progress	Notes & History Latest Note
AP_SLTC_25B	Car parking charges	<div><div>100%</div></div>	New charges introduced from w/c 13th January. As of 19th February, parking refunds will be given to customers shopping at Roys for up to two hours when they spend £5 or more in store.



## Resilient Communities















- Championing market towns and villages
- Ensuring every part of Babergh is clean and tidy
- Securing the right quality homes, in the right places
- Securing more affordable housing
- Helping those struggling with the high cost of living
- Supporting the development of more neighbourhood plans
- Helping improve the energy efficiency of listed buildings
- Reaffirming our commitment to the Armed Forces Covenant
- Enabling older people to live independently in their own homes for longer
- Engaging, empowering and enabling communities to find local solutions to local issues
- Improving access to the services and facilities that support thriving communities & the health and wellbeing of our residents






Resilient Communities				
 Actions	 5	 0	 9	
 Risks	 2	 3	 0	
 PIs	 0	 9	 13	 15

### *During this quarter*


- Feb 25 The Cabinet approved and adopt the Anti-Social Behaviour Policy

## Housing



Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Void repair time in calendar days (Babergh)	48.86	45.04	45.35	41.3	45.06	53	44.19	
	Number of households in temporary accommodation	110	107	102	105	113		107	
	Number of households where homelessness has either been prevented or relieved		197	164	142	142	150	162	
	Homelessness - Successful Preventions Babergh		74	62	60	58	20	64	
	All placements made by Babergh		84	88	86	97		89	
	Homelessness - Successful Reliefs Babergh		12	15	9	13	5	12	
	Average Relet time in calendar days of all voids (Babergh)	47.61	42.07	60.92	54.75	45.78	60	51	
	Overall satisfaction with the service provided by landlord (Babergh)	59%	57%	62%	60%	73%	71%	63%	
	Repair completed in last 12 months - satisfaction with overall repairs service from landlord over last 12 months	53%	67%	60%	65%	68%	81%	65%	
	Repair completed in last 12 months - satisfied with time taken to complete most recent repair after reported	42%	64%	44%	56%	64%	70%	57%	
	Satisfaction that landlord provide a home that is well-maintained	58%	58%	62%	58%	65%	70%	61%	
	Satisfaction that landlords provide a home that is safe	68%	70%	70%	72%	73%	80%	71%	
	Satisfaction that landlord listens to views and acts upon them (Babergh)	44%	47%	38%	44%	63%	60%	48%	
	Satisfaction that the landlord keeps tenant informed about things that matter to them (Babergh)	68%	60%	64%	66%	76%	70%	67%	









Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Landlord treats me fairly and with respect (Babergh)	66%	70%	66%	70%	75%	72%	70%	
	Complaint in last 12 months - satisfaction with landlord's approach to complaints handling (Babergh)	33%	24%	17%	30%	55%	29%	32%	
	Satisfaction that landlord keeps communal areas clean and well-maintained (Babergh)	47%	42%	66%	59%	68%	70%	59%	
	Satisfaction that landlords make a positive contribution to neighbourhoods (Babergh)	53%	51%	48%	47%	62%	67%	52%	
	Satisfaction with the landlord's approach to handling ASB (Babergh)	49%	59%	55%	53%	65%	60%	58%	

## Operations



Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Dangerous Structure Incidents in Babergh (including out of hours)			2	3	3		2.67	3 reports involving extension and works to a conservatory, structural movement caused by underpinning work and collapsing garage roof.

## Planning











Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Planning: Percentage of Babergh major planning applications decided on time	66.7%	100%	100%	100%	100%	60%	100%	
	Planning: Percentage of Babergh non-major planning applications decided on time	91.2%	95.3%	95.5%	96.1%	93.7%	70%	95%	



Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Planning: Percentage of Babergh major planning applications overturned on appeal (district matters)	0%	13%	0%	0%	0%	10%	3%	
	Planning: Percentage of Babergh non-major planning applications overturned on appeal (district matters)	0.4%	2.3%	2.3%	2%	1.3%	10%	2%	
	Planning: BDC Dwelling Permissions		12	17	8	39		19	
	Neighbourhood Plans Adopted in Babergh		20	21	22	24		N/A	(Brettenham NDP, and Hadleigh NDP adopted 27 Feb 2025)
	Number of Babergh Neighbourhood Plans where examiner's report published		1	1	2	1		N/A	Copdock & Washbrook NDP
	Number of Babergh Neighbourhood Plans where Regulation 14 consultation underway		2	3	1	0		N/A	
	Number of New Area Designations in Babergh (Neighbourhood Plan area agreed)		0	0	1	1		0.50	Hintlesham & Chattisham
	Total Babergh Neighbourhood Plans in progress (cumulative)		37	37	38	39		N/A	

## Sustainable Communities & Economy









Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	UK Shared Prosperity Fund (UKSPF) Food Network Project: Babergh Food Networks established including food projects	0	1	1	1	1		N/A	A strong network runs across Babergh with Food banks and pantry's benefiting from peer to peer support.
	Council Grants: Level of demand for competitive grants		142.35%	339.07%	115.16%	116.95%		178%	Only competitive Grant application window in Q4 was Capital Grants, which was oversubscribed by £14,014.03.








Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Revenue: % of Babergh funding allocated		100%		100%			100%	
	Revenue: No. of Babergh projects supported		12	0	0	0		N/A	
	Section 106: Amount of match funding enabled through grants allocated in Babergh	£222,976	£0.00	£28,327	£1,241,156	£5,500		£318,745 per quarter	Local fundraising generated towards 2 projects, kitchen refurbishment at Sudbury Bowls Club and a new storage compound at Sudbury Canoe Club.
	WSCSP: Delivery against action plan (Western Suffolk Community Safety Partnership)		85%	83%	87%	94%	100%	N/A	The Western Suffolk Community Safety Partnership (WSCSP) has continued to meet and discharge its duties. The partnership continues to progress work against the action plan, co-ordinating community safety activity across the WSCSP area at a strategic level to reduce crime and the fear of crime to address the risk, threat and harm to victims and local communities.
	Safer Streets: Delivery against action plan		25%	48%	75%	100%	100%	N/A	Following a successful bid to the Home Office, BMSDC alongside partners secured funding from the Safer Streets 5 Fund to support a variety of initiatives to address issues such as Anti-Social Behaviour (ASB).  The initiatives are now complete, however due to successfully securing match funding the Youth Diversionary activities will continue for a further 6 months.
	ASB casework: New Babergh cases reviewed by community safety team	78	75	94	54	58		70	
	ASB multi-agency casework: New Babergh cases received at panel		3	10	3	0		4	Medium to high-risk cases that require a multi-agency approach.
	ASB case review: % of responded to within statutory timeframe		100%	100%	100%	100%	100%	100%	One application received
	Strength and Balance: No. of people completing 12-week programme in Babergh	4	8	7	5	10	6	8	
	Holiday Activities: % of children that had improved mental health in Babergh	75%	82%	60%	93%	50%	70%	71%	Completing the feedback form is optional and a lower than usual number of responses were received.

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Youth Social Prescribing: No. of young people receiving preventative coaching & mentoring support in Babergh	308	94	53	112	193		113.00	
	Youth Social Prescribing: % of participating young people that reported improved wellbeing		66%	94%	50%	58%		67%	

## Babergh Housing Regulator Indicators

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	% Gas Safety Checks Valid	98.83%	99.13%	99.52%	99.78%	99.88%	99%	99.6%	
	% Fire Safety Risk Assessments Carried Out		100%	100%	100%	100%	100%	100%	
	% of Required Asbestos Safety Checks Carried Out		100%	100%	100%	100%	100%	100%	
	% of Water Safety Checks Carried Out	100%	100%	100%	100%	100%	100%	100%	
	% of Lift Safety Checks Carried Out	100%	100%	100%	100%	100%	100%	100%	
	Number of stage two complaints received per 1,000 homes		2.56	4.26	4.55	3.12		3.62	
	Number of stage 1 complaints per 1000 homes owned (Babergh)		22.75	30.15	21.05	26.74		25.17	
	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales		44.44%	75%	75%	90.9%	85%	71%	

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Current Target	2024/25 Annual	Latest Note
		Value	Value	Value	Value	Value		Average	
	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	26.85%	27.5%	40%	68.91%	<b>59.57%</b>	85%	49%	
	ASB cases relative to size of landlord (Babergh)		28.22	8.53	6.82	<b>6.82</b>		12.60	
	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes		0.28	1.42	0	<b>0.28</b>		0.50	
	Proportion of emergency responsive repairs completed within the landlord's target timescale (24hrs)	60.74%	40.39%	63.84%	50.46%	<b>71.22%</b>	95%	56%	Continuing to work towards the 95% target but a good improvement on previous months.
	Proportion of non-emergency repairs completed within target timescale (20 days)	62.85%	63.65%	30.48%	52.37%	<b>65.52%</b>	80%	53%	

## Actions to deliver Resilient Communities in Babergh

Action Code	Action Title	Progress	Notes & History Latest Note
AP_SLTC_28B	Grants review	<div><div>100%</div></div>	Complete
AP_SLTC_34B	Community emergency response preparedness	<div><div>100%</div></div>	BDC has successfully appointed an Emergency Planning Support Officer
AP_SLTC_40B	Disabled Facilities Grants awarded	<div><div>100%</div></div>	This work will continue as a 'business as usual activity' within the service area
AP_SLTC_54B	New building services system	<div><div>100%</div></div>	Restructure now complete
AP_SLTC_42B	Impact of decisions and policies on veterans	<div><div>90%</div></div>	Equality Impact Assessment (EQIA) guidance and templates updated to include consideration of Veterans.
AP_SLTC_39B	Further household support	<div><div>80%</div></div>	The proposed approach will provide funding from Oct for 6 months from an existing fund to be repurposed