



Our Plan for Babergh

A more resilient and sustainable future

2023-2027

2024-25 Quarter Q2 Performance Report Babergh District Council

The period covered by this report is July to Sept 2024

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

We have committed to create a more sustainable future for all our residents and communities, and will achieve this by:

- Delivering good quality core council services
- Ensuring Babergh District Council is financially viable organisation now and for the future
- 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
- Supporting and empowering you to design and deliver community-based solutions to local issues
- 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
- Influencing others to ensure you have local access to all the services and facilities that you need to be able to live well

During this period:

- The draft Social Value Policy supported by an Annual Social Value Statement was approved – July Cabinet

The following key performance indicators demonstrate progress against these priorities:

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Current Target	Latest Note
		Value	Value	Value		
	Average number of calls received per day	536	527	510		
	Average time taken to answer calls (seconds)	83	49	35	105	
	Percentage of overall calls abandoned	8%	6%	4%	10%	
	Digital Transaction - Chatbot sessions	2,662	2,797	2,266		
	Digital Transaction - Automated telephone call sessions	864	1,015	1,096		
	Number of compliments received	56	54	55		
	Number of Stage 1 complaints received	278	284	338		Stage one complaints may have increased due to the implementation of the new complaints system, meaning that the new complaints system is more accessible than the previous version. We have seen increases in certain areas however, this will be continued to be monitored alongside the implementation of a continuous improvement workshop for complaints.
	Average daily visits to the Babergh Council website	4,794	5,088	2,232		
	Payment Performance - % of invoices paid within 30 days (Babergh)	95.14%	78.62%	80.71%		
	Average time taken to process new claims and changes to claims in days (Babergh) YTD	3.68	6.07	5.46	10	
	Average time taken to process new claims in days (Babergh) YTD	16.77	17.15	18.25	24	
	Average time taken to process changes to claims in days (Babergh) YTD	3.31	5.33	3.86	7	
	The level of Local Authority Error overpayments as a % of all housing benefit paid (Babergh) YTD	0.05%	0.05%	0.04%	0.48%	
	Council Tax % of total raised collected in year (Babergh cumulative) YTD	98.11%	28.97%	56.13%	50%	
	Business Rates % of total raised collected in	97.06%	26.94%	57.52%	50%	

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Current Target	Latest Note
		Value	Value	Value		
	year (Babergh cumulative) YTD					
	Average number of days sickness per full time equivalent staff (Actual for Quarter)	2.86	2.41	5.96		
	Average number of days sickness per full time equivalent staff (Cumulative)	8.04	2.41	8.37		
	Employer Supported Volunteering (ESV): No. of staff using their ESV policy	15	10	44	10	This target has been exceeded as a direct result of the communication campaign at navigating our future.

Revitalised and improved environment

We have committed to focus on:

- Tackling and mitigating the impacts of climate change
- Reducing council and district carbon emissions
- Protecting and enhancing our natural landscape and our wildlife habitats; increasing biodiversity and nature recovery
- 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

The following key performance indicators demonstrate progress against these priorities:

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Current Target	Latest Note
		Value	Value	Value		
	Kerbside collections Success Rate (Babergh)	99.94%	99.94%	99.95%	99.98%	
	Trees planted as part of green canopy (Babergh)	54	0	0		Tree planting does not take place in this period
	Hedgerows Planted through the planting scheme (Babergh)	1,975	0	0		Hedge planting does not take place in this period
	Wildflower seed distributed in sqm (Babergh)	180	0	0		Wildflower seeding does not take place in this period
	Meadow management in sqm (Babergh)	68,156.9	68,156.9	68,156.9		Area set in spring 2024 - will not change until winter 2024

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Current Target	Latest Note
		Value	Value	Value		
	Garden waste subscribers (Babergh)	17,818	18,116	18,300	18,709	
	Business waste customers (Babergh)	902	890	894		
	Number of fly-tipping Incidents (Babergh)	114	95	96		
	Number of EV charge points installed (Babergh)		34	34		
	KG of Black Bin Waste per Household (Babergh) Cumulative	469.18	110.69	232.07	234	
	Total Waste Recycled % (Babergh) excluding Garden Waste Cumulative	20.83%	20.75%	20.99%		
	Garden Waste % of Total Waste (Babergh) Cumulative	20.14%	27.59%	24.78%		

Thriving economy

We have committed to focus on:

- Prioritising and promoting the green economy
- Championing solutions to retrofitting & renewable energy
- Promoting higher paid, higher skilled, sustainable jobs for all
- Increasing opportunities to learn new skills, particularly those in green technology sectors
- 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

During this period:

- The CIL Expenditure Programme and accompanying technical assessments of 6 CIL was approved – September Cabinet
- A 12-month service agreement with SCC Highways for a pilot to provide exclusive design, feasibility and costing resource was approved – August Cabinet

The following key performance indicators demonstrate progress against these priorities:

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Current Target	Latest Note
		Value	Value	Value		
	% of premises rated 5 star for food safety (Babergh)	87.03%	86.48%	86.49%	85%	
	Town centre vacancy rate - Hadleigh	13.00%	13.00%	09.00%	15.00%	
	Town centre vacancy rate - Sudbury	8.00%	7.00%	7.00%	15.00%	
	% of pass/satisfactory sampling results (Food) (Babergh)	100%	100%	100%		
	Community Infrastructure Levy (CIL) Collected in Babergh			£771,492.69		
	Community Infrastructure Levy (CIL) awarded / allocated by Babergh Cabinet			£342,500.05		
	Neighbourhood CIL Payments - Babergh			£0.00		
	Assets of Community Value: Total no. of days past due for nomination decisions		0	0	0	
	Capital Grant: % of Babergh funding allocated	100%	0%	29%		This is the actual amount allocated to capital, it is slightly below target as Nedging with Naughton village hall withdrew their application and Rural Prosperity was also able to fund some applications. Applications that receive less than 50% are deemed unsuccessful; but are offered feedback and signposting to training such as 'how to write a good funding application'.
	Locality Awards: % of funding allocated in Babergh cumulatively	95%	5%	16%		The awards made to date are published on the Council website Locality Awards - Babergh District Council - babergh.gov.uk / midsuffolk.gov.uk . This figure is in line with other years as many Councillors will want to ensure equity and therefore awards are made once the needs of their communities are understood.
	Locality Awards: No. of projects supported in Babergh	48	10	14		The awards made to date are published on the Council website Locality Awards - Babergh District Council - babergh.gov.uk / midsuffolk.gov.uk . The number of awards is in line with other years as many Councillors will want to ensure equity and therefore awards

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Current Target	Latest Note
		Value	Value	Value		
						are made once the needs of their communities are understood.
	Section 106: No. of funding applications awarded in Babergh	2	1	5		Section 106 (S106) is funding generated by development which has taken place across Babergh, and can be applied for towards a range of social infrastructure improvements, such as village halls, sports facilities and play areas. The funding is open to eligible organisations via an application process. Applicants must demonstrate community consultation and benefit. The organisation and projects allocated funding this quarter were Sudbury and District Club, a new ball-stop bet on the Quay, The Woolverstone Project, installation of disabled access ramp, Boxford Playing Fields Mangt Committee, aerial runway at Boxford playing fields, Sudbury Rugby Union Football Club, solar panels and batteries and Hadleigh United Football Club, LEF floodlights.
	Section 106: Amount of funding allocated in Babergh	£13,136.04	£123,815.00	£43,518.49		Section 106 (S106) is funding generated by development which has taken place across Babergh, and can be applied for towards a range of social infrastructure improvements, such as village halls, sports facilities and play areas. The funding is open to eligible organisations via an application process. Applicants must demonstrate community consultation and benefit. The organisation and projects allocated funding this quarter were Sudbury and District Club, a new ball-stop bet on the Quay, The Woolverstone Project, installation of disabled access ramp, Boxford Playing Fields Mangt Committee, aerial runway at Boxford playing fields, Sudbury Rugby Union Football Club, solar panels and batteries and Hadleigh United Football Club, LEF floodlights.

Resilient communities

We have committed to focus on:

- Championing market towns and villages
- Engaging, empowering and enabling communities to find local solutions to local issues
- Ensuring every part of Babergh is clean and tidy
- Securing the right quality homes, in the right places
- Securing more affordable housing
- Enabling older people to live independently in their own homes for longer
- Improving access to the services and facilities that support thriving communities & the health and wellbeing of our residents
- 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

During this period:

- Approval of a Funding & Grants review to improve visibility and accessibility of our grant process to VCFSE groups. - July Cabinet
- Babergh and Mid Suffolk District Councils' Building Control team has been recognised with five top awards at a prestigious ceremony

The following key performance indicators demonstrate progress against these priorities:

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Current Target	Latest Note
		Value	Value	Value		
	Dangerous Structure Incidents in Babergh (including out of hours)			2		2 incidents reported for unsafe wall and flood bund.

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Current Target	Latest Note
		Value	Value	Value		
	Void repair time in calendar days (Babergh)	48.86	45.04	45.35	53	
	Number of households in temporary accommodation	110	107.33	102		
	Number of households where homelessness has either been prevented or relieved (cumulative)		197	162	50	
	Homelessness - Successful Preventions Babergh		74	61	20	
	Homelessness - All placements made by Babergh		84	88		
	Homelessness - Successful Reliefs Babergh		12	14	5	
	Average Relet time in calendar days of all voids (Babergh)	47.61	42.07	60.92	60	
	Planning: Percentage of Babergh major planning applications decided on time	66.7%	100%	100%	60%	
	Planning: Percentage of Babergh non-major planning applications decided on time	91.2%	95.3%	95.5%	70%	
	Planning: Percentage of Babergh major planning applications overturned on appeal (district matters)	0%	13%	0%	10%	Communities and Local Government (MHCLG) measure our speed and appeal performance over two years
	Planning: Percentage of Babergh non-major planning applications overturned on appeal (district matters)	0.4%	2.3%	2.3%	10%	Communities and Local Government (MHCLG) measure our speed and appeal performance over two years
	Neighbourhood Plans Adopted in Babergh		20	21		Acton adopted on 23rd July
	Number of Babergh Neighbourhood Plans where examiner's report published		1	1		
	Number of Babergh Neighbourhood Plans where Regulation 14 consultation underway		2	3		Hitcham, Bures, Capel St. Mary
	Number of New Area Designations in Babergh		0	0		
	Total Babergh Neighbourhood Plans in		37	37		

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Current Target	Latest Note
		Value	Value	Value		
	progress (cumulative)					
	UKSPF Food Network Project: Babergh Food Networks established including food projects	0	1	1		Babergh now have a well established food network, having 1 network provides strong varied peer support for all.
	Council Grants: Level of demand for competitive grants		142.35%	339.07%		This figure demonstrates the high number of applications for funding verses the fund available. This is 28 applications in total.
	Revenue: % of Babergh funding allocated		100%			
	Revenue: No. of Babergh projects supported		12	0		
	Section 106: Amount of match funding enabled through grants allocated in Babergh	£222,976.07	£0.00	£28,327.00		Section 106 (S106) is funding generated by development which has taken place across Babergh, and can be applied for towards a range of social infrastructure improvements, such as village halls, sports facilities and play areas. The funding is open to eligible organisations via an application process. Applicants must demonstrate community consultation and benefit. Match funding is not a requirement, but applicants are encouraged to explore match funding as part of the whole funding package.
	WSCSP: Delivery against action plan		85%	83%	100%	The Western Suffolk Community Safety Partnership (WSCSP) has continued to meet and discharge its duties. The partnership has developed a new action plan to co-ordinate 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%	50%	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. Currently in the second year of the project, work continues against the Safer Streets Delivery Plan.
	ASB casework: New Babergh cases reviewed by community safety team	78	75	94		
	ASB multi-agency casework: New Babergh cases received at panel		3	10		Medium to high-risk cases that require a multi-agency approach.

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		Value	Value	Value		
	ASB case review: % of responded to within statutory timeframe		100%	100%	100%	No applications received
	Strength and Balance: No. of people completing 12-week programme in Babergh	4	8	7	6	Self-referrals will be taken as of the next quarter, which we hope will remove barriers for individuals and drive referrals.
	Holiday Activities: % of children that had improved mental health in Babergh	75%	82%	60%	70%	The impact of the riots may have had an impact on the overall wellbeing score. This is something that the team are going to monitor and explore in the October half-term.
	Youth Social Prescribing: No. of young people receiving preventative coaching & mentoring support	308	94	53		Activities were held throughout the summer including a Summer Olympics which primary school year 5s and 6s could join. The reduced number of young people receiving support during this period is due to the summer holidays. We expect this to rise again this quarter.
	Youth Social Prescribing: % of participating young people that reported improved wellbeing		66%	94%		Please note that due to the summer holidays and the start of a new academic year, the sample size of comparable PERMAHs is much smaller and so the percentage will be higher
	Overall satisfaction with the service provided by landlord (Babergh)	59%	57%	62%	71%	
	Repair completed in last 12 months - satisfaction with overall repairs service from landlord over last 12 months	53%	67%	60%	81%	
	Repair completed in last 12 months - satisfied with time taken to complete most recent repair after reported	42%	64%	44%	70%	This is our mid-year score – we still have two more survey cycles left and the target set is the target we are hoping for at the end of the financial year. We continue to look at all the feedback received in our surveys to look at how we can continue to drive up our satisfaction scores and have built in a call back programme to ensure tenants who request a call back, or report an issue, are contacted for these to be resolved.
	Satisfaction that landlord provide a home that is well-maintained	58%	58%	62%	70%	
	Satisfaction that landlords provide a home that is safe	68%	70%	70%	80%	
	Satisfaction that landlord listens to views and acts upon them (Babergh)	44%	47%	38%	60%	This is our mid-year score – we still have two more survey cycles left and the target set is the target we are hoping for

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						at the end of the financial year. We continue to look at all the feedback received in our surveys to look at how we can continue to drive up our satisfaction scores and have built in a call back programme to ensure tenants who request a call back, or report an issue, are contacted for these to be resolved.
	Satisfaction that the landlord keeps tenant informed about things that matter to them (Babergh)	68%	60%	64%	70%	
	Landlord treats me fairly and with respect (Babergh)	66%	70%	66%	72%	
	Complaint in last 12 months - satisfaction with landlord's approach to complaints handling (Babergh)	33%	24%	17%	29%	Complaint performance in September has seen a dramatic improvement which we expect to continue into the next quarter.
	Satisfaction that landlord keeps communal areas clean and well-maintained (Babergh)	47%	42%	66%	70%	
	Satisfaction that landlords make a positive contribution to neighbourhoods (Babergh)	53%	51%	48%	67%	This is our mid-year score – we still have two more survey cycles left and the target set is the target we are hoping for at the end of the financial year. We continue to look at all the feedback received in our surveys to look at how we can continue to drive up our satisfaction scores and have built in a call back programme to ensure tenants who request a call back, or report an issue, are contacted for these to be resolved.
	Satisfaction with the landlord's approach to handling ASB (Babergh)	49%	59%	55%	60%	