



Our Plan for Babergh

A more resilient and sustainable future

2023-2027

2024-25 Quarter Q3 Performance Report Babergh District Council

The period covered by this report is October to December 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





- 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	 3	 1	 9	
 Risks	 6	 6	 0	
 PIs	 0	 0	 8	 10

Corporate Services



Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Average number of calls received per day	536	527	510	457		
	Average time taken to answer calls (seconds)	83	49	35	63	105	
	Percentage of overall calls abandoned	8%	6%	4%	6%	10%	
	Digital Transaction - Chatbot sessions	2,662	2,797	2,266	1,200		

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Digital Transaction - Automated telephone call sessions	864	1,015	1,096	896		
	Number of compliments received	56	54	55	54		54 compliments received in Q3 for all teams
	Number of Stage 1 complaints received	278	284	338	280		Stage one complaints received across all service areas in Q3.
	Average daily visits to the Babergh Council website	4,794	5,088	2,232	2,308		Please note these statistics will have decreased from 23/24 and the start of 24/25 as we changed to reporting our single website reporting, rather than joint figures.


Finance and Procurement

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Payment Performance - % of invoices paid within 30 days (Babergh)	95.14%	78.62%	80.71%	89.21%		
	Average time taken to process new claims and changes to claims in days (Babergh) YTD	3.68	6.07	5.46	5.27	10	
	Average time taken to process new claims in days (Babergh) YTD	17.43	17.08	17.69	16.05	24	
	Average time taken to process changes to claims in days (Babergh) YTD	3.04	5.21	4.48	4.16	7	
	The level of Local Authority Error overpayments as a % of all housing benefit paid (Babergh) YTD	0.05%	0.05%	0.04%	0.04%	0.48%	
	Council Tax % of total raised collected in year (Babergh cumulative) YTD	98.11%	28.97%	56.13%	83.46%	75%	
	Business Rates % of total raised collected in year (Babergh cumulative) YTD	97.06%	26.94%	57.52%	84.51%	75%	




HR and Organisational Development

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

Sustainable Communities & Economy

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

Actions to delivery Our Approach in Babergh














Status	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>	<ul style="list-style-type: none"> • Implementation of pay & reward review - all new rewards are now activated • Market factor Supplements in place for posts that are hard to recruit to. • Training & Development - Organisational learning & development plan in place, supported by appropriate resource. • Wellbeing - An ongoing programme of wellbeing supports for staff in place ranging from employee assistant programme to regular webinars & other sessions for all staff which continue to be very well attended • Leadership Programme - Aspiring leadership programme in place for those interested in leading in the future and emerging leadership programme for current managers to develop

Status	Action Code	Action Title	Progress	Notes & History Latest Note
				skills further • Early careers in place that include graduate schemes, summer internship schemes and apprentices. • Flexible / agile working.



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	 4	 1	 17	
 Risks	 1	 0	 0	
 PIs	 0	 0	 2	 7








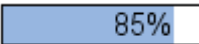
During this quarter

- *The Green House Gas Emissions report 2023/24 was reviewed by Cabinet in December prior publication on the Website.*

Operations and Climate

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Kerbside collections Success Rate (Babergh)	99.94%	99.94%	99.95%	99.95%	99.98%	Below target but performance held on last quarter
	Trees planted as part of green canopy (Babergh)	54	0	0	25		
	Hedgerows Planted through the planting scheme (Babergh)	1,975	0	0	0		
	Wildflower seed distributed in sqm (Babergh)	180	0	0	0		Seeding will not take place until spring
	Meadow management in sqm (Babergh)	68,156.9	68,156.9	68,156.9	72,182		
	Garden waste subscribers (Babergh)	17,818	18,116	18,300	18,156	18,709	Below target due to drop in subscriber numbers during colder months. Expect numbers to increase over next quarter.
	Business waste customers (Babergh)	902	890	894	902		
	Number of fly-tipping Incidents (Babergh)	114	95	96	110		
	Number of EV charge points installed (Babergh)		34	34	34		
	Number of Communities Involved with Community Energy (Babergh)				4		
	KG of Black Bin Waste per Household (Babergh) Cumulative	469.18	110.69	234.95	345.77	351	Performing better than target.
	Total Waste Recycled % (Babergh) excluding Garden Waste Cumulative	20.83%	20.75%	20.33%	21.48%		
	Garden Waste % of Total Waste (Babergh) Cumulative	20.14%	27.59%	24.78%	23.38%		

Actions to deliver Revitalised and Improved Environment

Status	Action Code	Action Title	Progress	Notes & History Latest Note
	AP_SLTC_10B	Renewable energy position statement	 100%	Position statement agreed at Full Council meetings
	AP_SLTC_20B	Biodiversity Action Plan actions	 100%	Delivery of actions complete.
	AP_SLTC_19B	Tree for Life Scheme relaunch	 95%	Applications are now closed. The handover event is on Sat 22nd Feb and invites will be going out on Monday 3rd Feb.
	AP_SLTC_6B	Listed Building Consent Order for energy efficiency & Local Development Order	 85%	Listed Building Consent Order with Historic England for comment.



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	 1	 7	
 Risks	 2	 1	 1	
 PIs	 0	 0	 3	 9

During this quarter



- *The Cabinet in December 2024 approved the CIL (Community Infrastructure levy) expenditure programme.*

Operations and Climate







Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	% of premises rated 5 star for food safety (Babergh)	87.03%	86.48%	86.49%	86.58%	85%	







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

Planning & Building Control


Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Community Infrastructure Levy (CIL) Collected in Babergh		£703,560.56	£771,492.69	£477,218.90		
	Community Infrastructure Levy (CIL) awarded / allocated by Babergh Cabinet			£342,500.05	£89,910.65		
	Neighbourhood CIL Payments - Babergh		£683,387.87	£0.00	£281,203.81		

Sustainable Communities & Economy

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Town centre vacancy rate - Hadleigh	13.00%	13.00%	09.00%	07.00%	15.00%	
	Town centre vacancy rate - Sudbury	8.00%	7.00%	7.00%	7.00%	15.00%	
	Assets of Community Value: Total Quantity				19		
	Capital Grant: % of Babergh funding allocated	100%	0%	29%	29%		There was no Capital Grant funding round in Q3, with the next window taking place in Q4
	Locality Awards: % of funding allocated in Babergh cumulatively	95%	5%	16%	49%		Locality Awards spends are published on our website. Spend for Q3 is below expected however Q4 is usually the most active in terms of spending
	Locality Awards: No. of projects supported in Babergh	48	10	14	27		27 projects were supported via Locality Awards in Babergh during Q3. These included Christmas events in Sudbury, new flower barrels for Long Melford in Bloom and the installation of wifi at Holbrook Village Hall.

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Section 106: No. of funding applications awarded in Babergh	2	1	5	5		<p>5 projects were supported through Section 106 in Q3. These were:</p> <ul style="list-style-type: none"> • AFC Sudbury - new 3G pitch • Sudbury Rowing Club - new entrance gates and storage unit • Holbrook Parish Council - basketball court refurbishment • Bures Cricket Club - pavilion re-thatching • Leavenheath Parish Council - new play equipment
	Section 106: Amount of funding allocated in Babergh	£13,136.04	£123,815.00	£43,518.49	£83,595.12		<p>5 projects were supported through Section 106 in Q3. These were:</p> <ul style="list-style-type: none"> • AFC Sudbury - new 3G pitch • Sudbury Rowing Club - new entrance gates and storage unit • Holbrook Parish Council - basketball court refurbishment • Bures Cricket Club - pavilion re-thatching • Leavenheath Parish Council - new play equipment
	Suffolk Business Grant Scheme - Number of Business in Babergh who have received support		1	1	0		
	Rural England Prosperity Fund Grants - Number of Organisations in Babergh who have received support		1	6	5		
	Groundwork East Engagement in Babergh - Actual number of businesses in receipt of non-financial support (cumulative)		13	25	28	28	
	Groundwork East Engagement in Babergh - Actual number of Decarbonisation Plans Developed		10	24	26	14	

Actions to deliver a Thriving Economy in Babergh

Status	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	 1	 1	 12	
 Risks	 2	 3	 0	
 PIs	 8	 6	 10	 16

During this quarter





- The Council Housing Repairs and Maintenance Policy 2024 was approved by Cabinet in December 2024








Housing

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Void repair time in calendar days (Babergh)	48.86	45.04	45.35	41.3	53	
	Number of households in temporary accommodation	110	107	102	105		
	Number of households where homelessness has either been prevented or relieved		197	164	144	150	
	Homelessness - Successful Preventions Babergh		74	61	53	20	
	Homelessness - All placements made by Babergh		84	88	86		
	Homelessness - Successful Reliefs Babergh		12	15	9	15	
	Average Relet time in calendar days of all voids (Babergh)	47.61	42.07	60.92	54.75	60	
	Overall satisfaction with the service provided by landlord (Babergh)	59%	57%	62%	60%	71%	This is our Q3 result against a full year target, one more survey cycle left and the target set is the target we are hoping for at the end of the financial year.
	Repair completed in last 12 months - satisfaction with overall repairs service from landlord over last 12 months	53%	67%	60%	65%	81%	
	Repair completed in last 12 months - satisfied with time taken to complete most recent repair after reported	42%	64%	44%	56%	70%	This is our Q3 result against a full year target, one more survey cycle left and the target set is the target we are hoping for at the end of the financial year.
	Satisfaction that landlord provide a home that is well-maintained	58%	58%	62%	58%	70%	This is our Q3 result against a full year target, one more survey cycle left and the target set is the target we are hoping for at the end of the financial year.
	Satisfaction that landlords provide a home that is safe	68%	70%	70%	72%	80%	
	Satisfaction that landlord listens to views and	44%	47%	38%	44%	60%	This is our Q3 result against a full year target, one more







Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	acts upon them (Babergh)						survey cycle left and the target set is the target we are hoping for at the end of the financial year.
	Satisfaction that the landlord keeps tenant informed about things that matter to them (Babergh)	68%	60%	64%	66%	70%	
	Landlord treats me fairly and with respect (Babergh)	66%	70%	66%	70%	72%	
	Complaint in last 12 months - satisfaction with landlord's approach to complaints handling (Babergh)	33%	24%	17%	30%	29%	
	Satisfaction that landlord keeps communal areas clean and well-maintained (Babergh)	47%	42%	66%	59%	70%	This is our Q3 result against a full year target, one more survey cycle left and the target set is the target we are hoping for at the end of the financial year.
	Satisfaction that landlords make a positive contribution to neighbourhoods (Babergh)	53%	51%	48%	47%	67%	This is our Q3 result against a full year target, one more survey cycle left and the target set is the target we are hoping for at the end of the financial year.
	Satisfaction with the landlord's approach to handling ASB (Babergh)	49%	59%	55%	53%	60%	







Planning & Building Control



Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Dangerous Structure Incidents in Babergh (including out of hours)			2	3		2 reports of dangerous walls and 1 report of a fire damaged property which required an out of hours response.
	Planning: Percentage of Babergh major planning applications decided on time	66.7%	100%	100%	100%	60%	
	Planning: Percentage of Babergh non-major planning applications decided on time	91.2%	95.3%	95.5%	96.1%	70%	
	Planning: Percentage of Babergh major planning applications overturned on appeal (district matters)	0%	13%	0%	0%	10%	

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Planning: Percentage of Babergh non-major planning applications overturned on appeal (district matters)	0.4%	2.3%	2.3%	2%	10%	
	Planning: BDC Dwelling Permissions		12	17	8		
	Neighbourhood Plans Adopted in Babergh		20	21	22		Edwardstone adopted 18 Nov 2024
	Number of Babergh Neighbourhood Plans where examiner's report published		1	1	2		Hadleigh, and Brettenham
	Number of Babergh Neighbourhood Plans where Regulation 14 consultation underway		2	3	1		Hartest
	Number of New Area Designations in Babergh (Neighbourhood Plan area agreed)		0	0	1		Stanstead
	Total Babergh Neighbourhood Plans in progress (cumulative)		37	37	38		









Sustainable Communities & Economy






Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	UK Shared Prosperity Fund (UKSPF) Food Network Project: Babergh Food Networks established including food projects	0	1	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%	115.16%		Only competitive grant application process in Q3 was Living Well in Winter.
	Revenue: % of Babergh funding allocated		100%		100%		
	Revenue: No. of Babergh projects supported		12	0	12		
	Section 106: Amount of match funding enabled through grants allocated in Babergh	£222,976.07	£0.00	£28,327.00	£1,241,156.00		Match funding generated came from the Football Foundation towards the new 3G pitch at AFC Sudbury
	WSCSP: Delivery against action plan (Western Suffolk Community Safety Partnership)		85%	83%	87%	100%	The Western Suffolk Community Safety Partnership (WSCSP) has continued to meet and discharge its duties. The partnership continues to progress work against the

Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
							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%	75%	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). Currently in the second year of the project, work continues against the Safer Streets Delivery Plan, CCTV initiative is now complete, diversionary activities underway.
	ASB casework: New Babergh cases reviewed by community safety team	78	75	94	54		This is a 32 % increase compared to the same period in 2023. Improved public awareness and external agency referrals have contributed to the increase.
	ASB multi-agency casework: New Babergh cases received at panel		3	10	3		Medium to high-risk cases that require a multi-agency approach.
	ASB case review: % of responded to within statutory timeframe		100%	100%	100%	100%	No applications received
	Strength and Balance: No. of people completing 12-week programme in Babergh	4	8	7	5	6	<p>A summary of this quarter Oct- Dec.</p> <ul style="list-style-type: none"> • In Babergh there have been 5 clients to complete the 12-week programme in this quarter. With 3 due to complete their final assessment in the coming weeks. (8 in total) • 8 clients started the programme between Oct-Dec 24. 2 of these clients were under the age of 65. To date 2 clients are still awaiting assessments. • Please note some clients attend twice a week – this is not preventing new clients joining the programme, just an extra initiative Abbeycroft offer – which benefits the customers. • To date there have been NO self -referrals.
	Holiday Activities: % of children that had improved mental health in Babergh	75%	82%	60%	93%	70%	






Status	PI Name	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Current Target	Latest Note
		Value	Value	Value	Value		
	Youth Social Prescribing: No. of young people receiving preventative coaching & mentoring support	308	94	53	112		Walk and Talk sessions continue to be well attended and are now recognised within the community. Conversations with Holbrook and Shotley schools are being pulled together to create a friendship group which will help with transitioning to high school. A group has also been put together to support 'Girls in Todays Society' which will support Year 6's.
	Youth Social Prescribing: % of participating young people that reported improved wellbeing		66%	94%	50%		

Babergh Housing Regulator Indicators

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Current Target	Latest Note
		Value	Value	Value	Value		
	% Gas Safety Checks Valid	98.83%	99.13%	99.52%	99.78%	99%	
	% Fire Safety Risk Assessments Carried Out				100%	100%	
	% of Required Asbestos Safety Checks Carried Out				100%	100%	
	% of Water Safety Checks Carried Out	100%	100%	100%	100%	100%	
	% of Lift Safety Checks Carried Out	100%	100%	100%	100%	100%	
	Number of stage two complaints received per 1,000 homes		2.56	4.26	4.55		
	Number of stage 1 complaints per 1000 homes owned (Babergh)		22.75	30.15	21.05		
	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling		44.44%	75%	75%	85%	The missed target is due to a high number of stage two complaints during November. These have now been responded to and our response times are back on track

Status	PI Name	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Current Target	Latest Note
		Value	Value	Value	Value		
	Code timescales						
	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	26.85%	27.5%	40%	68.91%	85%	
	ASB cases relative to size of landlord (Babergh)		28.22	8.53	6.82		
	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes		0.28	1.42	0		
	Proportion of emergency responsive repairs completed within the landlord's target timescale (24hrs)	60.74%	40.39%	63.84%	50.46%	95%	Repairs data has some inconsistency that we are aware of, however with the role out of the new job management system in the next few months, our performance reporting should be more in line with the targets that we have set ourselves
	Proportion of non-emergency repairs completed within target timescale (20 days)	62.85%	63.65%	30.48%	52.37%	80%	

Actions to deliver Resilient Communities in Babergh

Status	Action Code	Action Title	Progress	Notes & History Latest Note
	AP_SLTC_28B	Grants review	<div><div>100%</div></div>	
	AP_SLTC_34B	Community emergency response	<div><div>100%</div></div>	MSDC has successfully appointed an Emergency Planning Support Officer who will start in post w/c 3rd March
	AP_SLTC_54B	New building services system	<div><div>100%</div></div>	Restructure now complete, new IT will be in place Feb/March. Improvements being measured using the new governance structure
	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. Resident strategy still to be finalised.
	AP_SLTC_39B	Further household support	<div><div>80%</div></div>	Proposed approach will provide funding from Oct for 6 months from an existing fund to be repurposed.

