



Our Plan for Babergh

A more resilient and sustainable future

2023-2027

2025-26 Quarter Q3 Performance Report Babergh District Council

The period covered by this report is October to December 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 a 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	8
Risks	4	6	0
KPI's	1	0	9 7

Activity by status, see front cover for key

During the quarter

Performance Indicators for Our Approach

Customer

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Average number of calls received per day	457	544	547	516	461		
	Average time taken to answer calls (seconds)	63	96	124	148	124	105	
	Percentage of overall calls abandoned	6%	10%	12%	15%	12%	10%	

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Digital Transaction - Chatbot sessions	1,200	3,134	2,843	1,573	983		
	Number of compliments received	54	57	38	64	70		Top 3 Areas: Housing Repairs - 12 Tenancy Services - 10 Housing Solutions - 10
	Number of Stage 1 complaints received	280	341	283	244	256		Top 5 areas: Housing - Responsive Repairs - 48 Tenancy Services - 37 Housing - Gas and Electrical Compliance - 34 Housing - Damp and Mould - 19 Council Tax - 16
	Average daily visits to the Babergh Council website (values prior to Q2 24/25 are for the combined authorities)	2,308	2,369	2,285	2,229	2,392		

Finance and Procurement

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Payment Performance - % of invoices paid within 30 days (Babergh)	89.21%	79.9%	88.35%	87.78%	85.43%	90%	The predominant factor contributing to the payment statistics being lower than target is the fact that service areas are raised retrospective purchase orders. This causes delays when receiving and processing the invoices. For quarter 4 24/25, 43% of the late payments were due to retrospective purchase orders being raised.
	Average time taken to process new claims and changes to claims in days (Babergh) YTD	4.66	2.87	4.52	5.38	5.39	10	
	Average time taken to process new claims in days (Babergh) YTD	13.11	12.06	15.73	12.68	17.94	24	
	Average time taken to process changes to claims in days (Babergh) YTD	3.46	2.21	3.82	4.55	3.93	7	

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	The level of Local Authority Error overpayments as a % of all housing benefit paid (Babergh) YTD	0.04%	0.04%	0.02%	0.03%	0.03%	0.8%	
	Council Tax % of total raised collected in year (Babergh cumulative) YTD	83.46%	98.1%	28.9%	55.91%	83.02%	75%	
	Business Rates % of total raised collected in year (Babergh cumulative) YTD	84.51%	98.33%	28.91%	56.72%	81.76%	75%	

HR and Organisational Development

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Average number of days sickness per full time equivalent staff (Actual for Quarter)	2.63	0.81	0.76	2.87	2.67		
	Average number of days sickness per full time equivalent staff (Cumulative)	7.98	8.79	0.76	5.16	7.82		

Place

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Employer Supported Volunteering (ESV): No of staff using their ESV policy	18	9	13	39	28	10	

Actions to delivery Our Approach in Babergh

Action Code	Action Title	Progress	Managed By	Assigned To	Notes & History Latest Note
AP_SLTC_53 B	Partnership working - Strategic Partnerships Model	<div style="background-color: #4f81bd; color: white; padding: 2px; display: inline-block;">100%</div>	Dee ORourke		While this specific action is complete, we continue to develop our relationships with our partners through our day-to-day work and this will continue to evolve through the LGR process.



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	7	0	14	
Risks	0	1	0	
KPI's	0	0	3	9

Activity by status, see front cover for key

During the quarter

Oct 25 – The Cabinet approved the final draft of the Local Nature Recovery Strategy.

Dec 25 – The Cabinet approved and adopts the Household Recycling and Waste Collections Policy ahead of Better Recycling.

Performance Indicators for Revitalised & Improved Environment

COO; Climate Change

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Trees planted as part of green canopy (Babergh)	25	78	0	0	38		

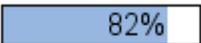
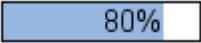
Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Hedgerows Planted through the planting scheme (Babergh)	0	735	0	0	0		
	Wildflower seed distributed in sqm (Babergh)	0	0	0	0	0		
	Meadow management in sqm (Babergh)	72,182	72,182	68,156.9	72,537	72,537		
	Number of Communities Involved with Community Energy (Babergh)	4	5	5	2	3		

Operations

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Kerbside collections Success Rate (Babergh)	99.95%	99.95%	99.95%	99.96%	99.96%	99.98%	
	Garden waste subscribers (Babergh)	18,156	18,245	18,423	18,394	18,216	18,709	
	Business waste customers (Babergh)	902	891	888	894	899		
	Number of fly-tipping Incidents (Babergh)	108	129	101	100	82		
	KG of Black Bin Waste per Household (Babergh) Cumulative	339.06	464.16	112.8	231.96	346.31	351	
	Total Waste Recycled % (Babergh) excluding Garden Waste Cumulative	21.48%	21.44%	22.09%	21.61%	22.22%		

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Garden Waste % of Total Waste (Babergh) Cumulative	23.38%	19.83%	22.34%	20.46%	18.92%		

Actions to deliver Revitalised and Improved Environment

Action Code	Action Title	Progress	Managed By	Assigned To	Notes & History Latest Note
AP_SLTC_6B	Listed Building Consent Order for energy efficiency & Local Development Order		Sallie Davies; Philip Isbell	Philip Isbell	An LLBCO has now (October 25) been made.
AP_SLTC_13 B&60MS	Reduction in carbon emissions of council		Tom Barker; Tim Weller	Jonathan Ward; Sarah Wilding	There is work underway to review the current Carbon Reduction Management Plan, with cross-service working coordinated by the Climate and Nature Recovery team. This work is intended to better identify the priority actions for the coming two years, and estimate their costs and benefits, and how this affects the emissions reduction progress.
AP_SLTC_55 B&73MS	Community energy organisations		Tom Barker	Jonathan Ward; Sarah Wilding	The team have created a proposal for Community Energy work across the county, including work on community building decarbonisation, to be considered by SCCEEB and SPSL. Our own in house plans are being reviewed for inclusion in refresh of CRMP
AP_SLTC_16 B&8MS	EPC for Council Properties (Level C by 2028)(Commercial & Operational)		Emily Atack; John Ward; Richard Winch	Ben Forsdick	



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	2	
Risks	2	1	0	
KPI's	0	2	3	7

Activity by status, see front cover for key

During the quarter

Performance Indicators for Thriving Economy

Operations

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	% of premises rated 5 star for food safety (Babergh)	86.58%	86.96%	87.78%	86.04%	86.63%	85%	
	% of pass/satisfactory sampling results (Food) (Babergh)	100%	86.36%	100%	100%	90%		

Place

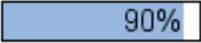
Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Town centre vacancy rate - Hadleigh	7.00%	7.00%	6.00%	7.00%	7.00%	15.00%	
	Town centre vacancy rate - Sudbury	7.00%	7.00%	9.00%	9.00%	7.00%	15.00%	
	Assets of Community Value: Total Quantity	19	18	14	17	16		
	Section 106: Amount of funding allocated in Babergh	£83,595.12	£12,382.00	£0.00	£23,866.86	£0.00		
	Rural England Prosperity Fund Grants - Number of Organisations in Babergh who have received support	8	23	1	7	14		
	Groundwork East Engagement in Babergh - Actual number of businesses in receipt of non financial support (cumulative)	28	34	0	2	5	9	Groundworks have currently delivered 50% of the targeted interventions across Babergh. There is some concern about whether they will meet their targets before the end of their contract in March. Groundworks have recognised this challenge and have reprioritised their activities to promote services more in Babergh and following up on old leads as well as a marketing and comms push to try to encourage enquiries within Babergh in order to meet this target.
	Groundwork East Engagement in Babergh - Actual number of Decarbonisation Plans Developed	26	34	0	2	4	8	

Place; Planning

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Community Infrastructure Levy (CIL) Collected in Babergh	£477,218.90	£847,436.77	£343,542.87	£294,902.61	£350,242.30		
	Community Infrastructure Levy (CIL) awarded / allocated by Babergh Cabinet	£89,910.65	£338,230.14	£19,462.50	£489,626.31	£128,721.41		

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Neighbourhood CIL Payments - Babergh	£281,203.81	£0.00	£273,901.00	£0.00	£129,132.13		

Actions to deliver a Thriving Economy in Babergh

Action Code	Action Title	Progress	Managed By	Assigned To	Notes & History Latest Note
AP_SLTC_22 B	New Economic Development Strategy		Dee ORourke	Michelle Gordon	The Economic Development strategy is 100% complete and was adopted in January 2025. The strategic action plan will continue through to 2028
AP_SLTC_24 B	Roadside business centre at Hadleigh		Emily Atack; John Ward	Lee Carvell	Contracts were exchanged in January 2026 and will complete by the end of June 2026



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 to 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	1	3	0	
KPI's	1	2	18	16

Activity by status, see front cover for key

During the quarter

- Dec 25 – The Cabinet approved the adoption of the Joint Domestic Abuse Policy

Performance Indicators for Resilient Communities

Housing

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Void repair time in calendar days (Babergh)	41.3	45.06	49.86	54.79	60.25	53	See attached Council Housing Assurance Report for details.
	Number of households in temporary accommodation	105	113	115	107	99		
	Number of households where homelessness has either been prevented or relieved	142	143	148	120	115		
	Homelessness - Successful Preventions Babergh	60	59	56	52	47		
	All placements made by Babergh	86	97	64	81	88		
	Homelessness - Successful Reliefs Babergh	9	13	8	11	10		
	Overall satisfaction with the service provided by landlord (Babergh)	60%	73%	70%	68%	70%	70.7%	
	Repair completed in last 12 months - satisfaction with overall repairs service from landlord over last 12 months	65%	68%	65%	71%	75%	72.7%	
	Repair completed in last 12 months - satisfied with time taken to complete most recent repair after reported	56%	64%	67%	60%	72%	68%	
	Satisfaction that landlord provide a home that is well-maintained	58%	65%	67%	70%	71%	69.6%	
	Satisfaction that landlords provide a home that is safe	72%	73%	79%	70%	73%	75.1%	
	Satisfaction that landlord listens to views and acts upon them (Babergh)	44%	63%	51%	45%	60%	57.7%	
	Satisfaction that the landlord keeps tenant informed about things that matter to them (Babergh)	66%	76%	72%	66%	71%	68.5%	
	Landlord treats me fairly and with respect (Babergh)	70%	75%	77%	68%	75%	73%	

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Complaint in last 12 months - satisfaction with landlord's approach to complaints handling (Babergh)	30%	55%	40%	22%	35%	33.6%	
	Satisfaction that landlord keeps communal areas clean and well-maintained (Babergh)	59%	68%	69%	49%	72%	63.8%	
	Satisfaction that landlords make a positive contribution to neighbourhoods (Babergh)	47%	62%	61%	56%	68%	58.8%	
	Satisfaction with the landlord's approach to handling ASB (Babergh)	53%	65%	55%	50%	70%	58.5%	

Operations

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Dangerous Structure Incidents in Babergh (including out of hours)	3	3	8	10	2		

Place

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Planning: Percentage of Babergh major planning applications decided on time	100%	100%	100%	100%	71.4%	60%	
	No. of Community Development annual grants - first time applicants in Babergh			2	0	0		
	WSCSP: Delivery against action plan (Western Suffolk Community Safety Partnership)	87%	94%	82%	83%	81%	100%	
	Safer Streets: Delivery against action plan	75%	100%	100%	100%	100%	100%	
	ASB casework: New Babergh cases reviewed by community safety team	54	58	75	67	30		

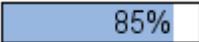
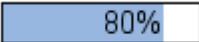
Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	ASB multi-agency casework: New Babergh cases received at panel	3	0	3	0	0		
	ASB case review: % of responded to within statutory timeframe	100%	100%	100%	100%	100%	100%	
	Strength and Balance: No. of people completing 12-week programme in Babergh	5	10	25	20	25	6	
	Holiday Activities: % of children that had improved mental health in Babergh	93%	50%	83%	64%	70%	70%	
	Youth Social Prescribing: No. of young people receiving preventative coaching & mentoring support in Babergh	112	193	310	0	7		

Place; Planning

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Planning: Percentage of Babergh non-major planning applications decided on time	96.1%	93.7%	94.27%	89.2%	93.6%	70%	
	Planning: Percentage of Babergh major planning applications overturned on appeal (district matters)	0%	0%	0%	0%	2.1%	5%	
	Planning: Percentage of Babergh non-major planning applications overturned on appeal (district matters)	2%	1.3%	0%	0.9%	1.5%	5%	
	Planning: BDC Dwelling Permissions	8	39	28	39	15		
	Neighbourhood Plans Adopted in Babergh	22	24	24	25	27		
	Number of Babergh Neighbourhood Plans where examiner's report published	2	1	1	1	0		
	Number of Babergh Neighbourhood Plans where Regulation 14 consultation underway	1	0	0	1	0		
	Number of New Area Designations in Babergh	1	1	0	1	1		

Status	PI Name	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	(Neighbourhood Plan area agreed)							
	Total Babergh Neighbourhood Plans in progress (cumulative)	38	39	39	40	41		

Actions to deliver Resilient Communities in Babergh

Action Code	Action Title	Progress	Managed By	Assigned To	Notes & History Latest Note
AP_SLTC_38 B	Approach to Cost of Living (COL)		Alastair McCraw; Sara Wilcock	Elysa Dale; Sam Lake	Since October, we have supported over 60 residents through a targeted Pension Credit campaign, generating £8,104 annual income and £2,899 wider income via Citizens Advice. Full figures for Pension Credit outcomes will not be available from PIP until February. Four tenants received energy grants totalling £2,438 , and two Severe Disability Premium cases added £8,621 to household income. 45 households were contacted about Holiday Activity and Food entitlements, with impact analysis available next month. Looking ahead, we are working with Citizens Advice and Rundles to support residents in debt and deliver targeted DHP campaigns, as well as exploring support for carers and residents at risk of isolation.
AP_SLTC_39 B	Further household support		Mandeep Bhogil; Deborah Fenton; John Ward; Sara Wilcock	Amma Antwi-Yeboah; Sam Lake	HSF has been awarded £120K till March 2026 and after that there will be replaced by the Crisis Resilience Fund going forward.