



Our Plan for Babergh

A more resilient and sustainable future

2023-2027

2026/27 Quarter Q1 Performance Report Babergh District Council

The period covered by this report is April to June 2026

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 delivery 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	0	0	0	
Risks	3	6	0	
KPI's	2	1	2	8

Activity by status, see front cover for key

Performance Indicators for Our Approach

Compliments and Complaints

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Number of compliments received	38	64	70	54	73	Data Only	
	Number of Stage 1 complaints received	283	244	256	287	323	Data Only	Customer complaints have seen an increase in quarter 1 in line with the introduction of the new Simpler Recycling waste collections and we continue to monitor through quarter 2

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Number of Stage 1 complaints upheld	95	178	111	125	75	Data Only	
	Stage 1 Complaints - % Responded to on time	83%	70.8%	85%	89%	80%	85%	

Customer Service

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Total visits to the CAP (Sudbury, Shotley and Hadleigh)	565	460	484	615	593	Data Only	
	Average number of calls received per day	547	516	461	548	702	Data Only	
	Average time taken to answer calls (seconds)	124	148	124	201	318	105	Better recycling and staff vacancies have impacted on call handling performance. See an update on our improvement actions at the bottom of this section
	Percentage of overall calls abandoned	12%	15%	12%	19%	30%	10%	
	Customer satisfaction post contact	83.33%	81%	81.67%	84.67%	81.67%	75%	
	Average daily visits to the Babergh Council website	2,285	2,229	2,392	2,781	2,476	Data Only	

HR and Organisational Development

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Average number of days sickness per full time equivalent staff (Actual for Quarter)	0.76	2.87	2.67	0.78	0.72	Data Only	
	Average number of days sickness per full time equivalent staff (Cumulative)	0.76	5.16	7.82	10.17	0.72	Data Only	

Place

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Employer Supported Volunteering (ESV): No. of hours accessed across B/MS	87.55	334.25	196.99	60.7	99.53	70	

Initiatives Update

Call Handling Update	• In June better recycling was implemented throughout the districts and as a result call volumes and overall contact spiked for a second month in a row. Compared to June 2025, the team received an additional 4276 calls, an increase of 40%. Contact through email, social media and live chat also increased. • Improvement plan: We have appointed to 4 positions this month including one dedicated to the better recycling line. HR checks are currently in progress. We have also recruited 3 existing fixed term staff to permanent roles to retain talent and reduce turnover. We also continue to offer overtime opportunities to the rest of the Customer Service team, giving us the best possible opportunity to further improve our performance. • During July, members of the customer service team have been supporting the waste team on their general waste line to help improve wait times. Wait times across all lines have now begun to stabilise and we are reviewing performance daily so we can monitor call volumes and respond accordingly.
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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	0	0	0	
Risks	0	1	0	
KPI's	0	0	2	11

Activity by status, see front cover for key

Performance Indicators for Revitalised & Improved Environment

Waste and Recycling

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Garden waste subscribers (Babergh)	18,423	18,394	18,216	18,728		18,709	Simpler Recycling went live on 1st June effecting data for both Q1 & Q2 Waste KPIs. New KPIs have been created to reflect the changes to the service, SCC is currently validating the data prior to release. These KPIs will be back dated as the
	KG of Black Bin Waste per Household (Babergh) Cumulative	112.8	231.96	346.31	467.91		468	
	Total Waste Recycled % (Babergh) excluding Garden Waste Cumulative	22.09%	21.61%	22.22%	22.33%			

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	KG of Blue Bin (Plastic/Metal/Glass) Waste per Household (Babergh) Cumulative	Coming Soon						information becomes available.
	KG of Green Lid (Paper/Card) Bin Waste per Household (Babergh) Cumulative	Coming Soon						
	KG of Food Bin Waste per Household (Babergh) Cumulative	Coming Soon						
	Business Waste Income Generated (Babergh)	Coming Soon						

Fly tipping

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Number of fly-tipping Incidents (Babergh)	101	100	82	136	121		

Biodiversity and Nature Recovery

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Trees planted as part of green canopy (Babergh) cumulative	182	182	220	274	274		
	Hedgerows Planted through the planting scheme (Babergh) Cumulative	2,710	2,710	2,710	2,710	2,710		No hedge planting takes place in this quarter
	Wildflower seed distributed in sqm (Babergh)	0	0	0	0	0		No seeding takes place in this quarter
	Meadow management in sqm (Babergh)	68,156.9	72,537	72,537	72,537	79,672		

Property, Development and Regeneration

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	EPC - Percentage of assets with current EPC (Babergh)		48.6%	62.2%	72.8%	78.1%	95%	

Initiatives Update

Reduction in carbon emissions of council	We are working towards new Climate Action Plan (CAP), exploring opportunities through GB Energy and supporting housing and assets colleagues to look at opportunities to reduce emissions in estate. Further training and internal work to help embed climate and carbon consideration into council operations
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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	0	
Risks	2	1	0	
KPI's	0	1	2	8

Activity by status, see front cover for key

Performance Indicators for Thriving Economy

Place

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Town centre vacancy rate - Hadleigh	06.00%	07.00%	07.00%	08.00%	10.00%	15.00%	
	Town centre vacancy rate - Sudbury	9.00%	9.00%	7.00%	9.00%	7.00%	15.00%	
	Hadleigh Footfall – Average Daily Footfall	9,907	7,552	10,164	13,415	12,988	Data Only	
	Sudbury Footfall – Average Daily Footfall	26,640	26,854	25,704	24,511	26,167	Data Only	

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Section 106: Amount of funding allocated in Babergh	£0.00	£23,867	£0.00	£41,765	£0.00		
	Rural England Prosperity Fund Grants - Number of Organisations in Babergh who have received support	1	7	14	22	0		

Planning

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Community Infrastructure Levy (CIL) Collected in Babergh	£343,543	£294,903	£350,242	£318,584	£448,888		
	Community Infrastructure Levy (CIL) awarded / allocated by Babergh Cabinet	£19,463	£489,626	£128,721	£288,295	£0.00		
	Neighbourhood CIL Payments - Babergh	£273,901	£0.00	£129,132	£0.00	£126,880		

Operations

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	% of pass/satisfactory sampling results (Food) (Babergh)	100%	100%	90%	0%	100%		
	% of pass/satisfactory sampling results (Water) (Babergh)	73.33%	53.85%	50%	61.54%	64.71%		

Initiatives Update

Roadside business centre at Hadleigh	Completion delay agreed and extended by further 2 months with additional deposit paid.
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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	1	0	3	
Risks	2	0	1	
KPI's	2	4	4	16

Activity by status, see front cover for key

Performance Indicators for Resilient Communities

Wellbeing

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	FGS: No. of referrals received - Overall	323	250	218	288	302	Data only	
	Strength and Balance: No. of people	25	20	25	22	23	Data only	

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	completing 12-week programme in Babergh							
	Holiday Activities: No. of Free School Meal eligible spaces offered across all activities in Babergh	1,106	2,619	907	220	1,202	Data only	
	Holiday Activities: % of children returning questionnaire that had increased in confidence in Babergh	100%	64%	90%	88%	85%	70%	
	Holiday Activities: % of children that had improved physical health in Babergh	83%	77%	90%	75%	69%	70%	
	Holiday Activities: % of children that had improved mental health in Babergh	83%	64%	70%	75%	69%	70%	
	Youth Social Prescribing: No. of young people receiving preventative coaching & mentoring support in Babergh	310	0	7	12	11	Data only	

Safety

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	WSCSP: Delivery against action plan (Western Suffolk Community Safety Partnership)	82%	83%	81%	94%	79%	100%	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.
	ASB case review: Number of Babergh applications received	2	1	1	2	0	0	No applications received
	ASB case review: % of responded to within	100%	100%	100%	100%	100%	100%	

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	statutory timeframe							

Housing

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Number of families in B&B for 6 weeks or more (Babergh)	1	0	0	2	1	0	The Council continues to actively manage these cases, and all households currently exceeding the six-week threshold have alternative temporary accommodation identified.
	No. of households where homelessness has either been prevented or relieved (Babergh)	64	64	60	70	52	Data only	
	No. of households sleeping rough on the last day of the month (Babergh)	1	4	8	10	9	5	
	Average Relet time in calendar days of all voids (Babergh)	52.79	63.57	67.48	85.58	65.75	60	

Low Income Family Tracker (LIFT)

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Babergh - No. Households reached (cumulative)	0	0	0	263	843	Data only	
	Babergh - Income generated (cumulative)	£0.00	£0.00	£0.00	£56,379	£59,810	Data only	
	Babergh - Lifetime value of support (cumulative)	£0.00	£0.00	£0.00	£353,510	£356,540	Data only	
	Babergh - No. of ongoing benefit claims made (cumulative)	0	0	0	18	18	Data only	

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Babergh - No. hardship fund applications (cumulative)	0	0	0	2	11	Data only	
	Babergh - No. referrals to wider support (cumulative)	0	0	0	2	13	Data only	

Operations

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Dangerous Structure Incidents in Babergh (including out of hours)	8	10	2	3	9	Data only	
	Community Emergency Planning - Babergh Town & Parish Councils Initial Contact Made	37.93%	46.55%	54.31%	52.59%	52.59%	Data only	

Place; Planning

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Planning: Percentage of Babergh major planning applications decided on time	100%	100%	77.77%	83.3%	100%	60%	
	Planning: Percentage of Babergh non-major planning applications decided on time	94.27%	89.07%	93.57%	93.6%	97.17%	70%	
	Planning: Percentage of Babergh major planning applications overturned on appeal (district matters)	0%	0%	0%	0%	0%	10%	
	Planning: Percentage of Babergh non-major planning applications overturned on appeal (district matters)	0%	0.03%	0.05%	0.04%	1.33%	10%	
	Planning: BDC Dwelling Permissions	28	39	15	20	14	Data only	

Status	PI Name	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Current Target	Spark / Comment
		Value	Value	Value	Value	Value		
	Total Babergh Neighbourhood Plans in progress (cumulative)	39	40	41	41	44	Data only	
	Neighbourhood CIL Payments - Babergh	£273,901	£0.00	£129,132	£0.00	£126,880	Data only	

Initiatives Update

Provision of Temporary Accommodation	Alongside the delivery of 30 new temporary accommodation units across Babergh and Mid Suffolk by the end of the financial year, we are assessing current demand and investment requirements to support sufficient temporary accommodation provision across both districts.
LIFT (Low Income Family Tracker) - Babergh	Since the launch of LIFT last year, the Cost of Living team has delivered 9 different campaigns to help residents access support and improve financial wellbeing in Babergh. Campaigns have reached over 750 households, generating almost £60,000 of additional income across both district for our residents. 13 referrals to local support organisations have been completed, and 11 applications for crisis grants. Many of the residents identified through the project are vulnerable, with complex needs. In recognition of the need for holistic advice to support residents identified through the project, funding has been drawn down from the Collaborative Communities Board to deliver an Accessible Advice Project with Sudbury & South Suffolk Citizens Advice, a caseworker is currently being recruited who will manage referrals generated through the LIFT project, and play a crucial role in supporting vulnerable residents to engage with advice and wrap around support services.