



Our Plan for Babergh

A more resilient and sustainable future

2023-2027

2025/26 Quarter Q2 Performance Report Babergh District Council

The period covered by this report is July to September 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 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	 3	 0	 9	
 Risks	 6	 5	 0	
 KPI's	 1	 2	 7	 7

Activity by status, see front cover for key








Performance Indicators for Our Approach

Corporate Services



Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Average number of calls received per day	510	457	544	547	516		
	Average time taken to answer calls (seconds)	35	63	96	124	148	105	Missed target due to leavers and the need to train new starters, training for staff for housing and the new job management system and the windows 11 upgrade
	Percentage of overall calls abandoned	4%	6%	10%	12%	15%	10%	
	Digital Transaction - Chatbot sessions	2,266	1,200	3,134	2,843	1,573		

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Number of compliments received	55	54	57	38	64		
	Number of Stage 1 complaints received	338	280	341	283	244		
	Average daily visits to the Babergh Council website (values prior to Q2 24/25 are for the combined authorities)	2,232	2,308	2,369	2,285	2,229		<p>We had an unexpected spike in traffic that started on the 22nd of July and finished on the 13th of August.</p> <p>These visits have been omitted from the published value.</p>


Finance and Procurement

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Payment Performance - % of invoices paid within 30 days (Babergh)	80.71%	89.21%	79.9%	88.35%		90%	Awaiting Q2 Data
	Average time taken to process new claims and changes to claims in days (Babergh) YTD	5.46	4.66	2.87	4.52	5.38	10	
	Average time taken to process new claims in days (Babergh) YTD	17.69	13.11	12.06	15.73	12.68	24	
	Average time taken to process changes to claims in days (Babergh) YTD	4.48	3.46	2.21	3.82	4.55	7	
	The level of Local Authority Error overpayments as a % of all housing benefit paid (Babergh) YTD	0.04%	0.04%	0.04%	0.02%	0.03%	0.48%	
	Council Tax % of total raised collected in year (Babergh cumulative) YTD	56.13%	83.46%	98.1%	28.9%	55.91%	50%	
	Business Rates % of total raised collected in year (Babergh cumulative) YTD	57.52%	84.51%	98.33%	28.91%	56.72%	50%	



HR and Organisational Development

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Average number of days sickness per full time equivalent staff (Actual for Quarter)	2.95	2.63	0.81	0.76	2.87		
	Average number of days sickness per full time equivalent staff (Cumulative)	5.36	7.98	8.79	0.76	5.16		

Place

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Employer Supported Volunteering (ESV): No of staff using their ESV policy	44	18	9	13	39	10	

Actions to delivery Our Approach in Babergh

Status	Action Code	Action Title	Progress	Managed By	Assigned To	Notes & History Latest Note
	AP_SLTC_53 B	Partnership working	<div><div>100%</div></div>	Dee ORourke		This way of working will continue to evolve as we move through LGR.
	AP_SLTC_60 B	Attracting and retaining our staff.	<div><div>100%</div></div>	Tom Barker; Kathy Nixon; Deborah Saw	Tom Barker	



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	5	0	16	
Risks	0	1	0	
KPI's	0	0	3	9




Activity by status, see front cover for key

Performance Indicators for Revitalised & Improved Environment






COO




Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Trees planted as part of green canopy (Babergh)	0	25	78	0	0		No tree planting takes place during this period

COO








Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Hedgerows Planted through the planting scheme (Babergh)	0	0	735	0	0		No hedge planting takes place during this period
	Wildflower seed distributed in sqm (Babergh)	0	0	0	0	0		No applications for wildflower seed were received during this period
	Meadow management in sqm (Babergh)	68,156.9	72,182	72,182	68,156.9	72,537		

Operations

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Kerbside collections Success Rate (Babergh)	99.95%	99.95%	99.95%	99.95%	99.96%	99.98%	Below target but improvement on last quarter
	Garden waste subscribers (Babergh)	18,300	18,156	18,245	18,423	18,394	18,709	
	Business waste customers (Babergh)	894	902	891	888	894		
	Number of fly-tipping Incidents (Babergh)	96	108	129	101	100		
	Number of Communities Involved with Community Energy (Babergh)		4	5	5	2		<p>Had second biannual meeting with Community Energy Groups in September.</p> <p>Met with Councillors to discuss the future of Community Energy and how BMSDC can help support and grow groups.</p> <p>Will continue with Biannual meetings, hoping to invite a couple more Community Energy Groups next time.</p> <p>Continue to support and encourage growth of current and any new groups.</p> <p>Some groups have been amalgamated</p>

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	KG of Black Bin Waste per Household (Babergh) Cumulative	230.39	339.06	464.16	112.8	240.6	234	
	Total Waste Recycled % (Babergh) excluding Garden Waste Cumulative	20.33%	21.48%	21.44%	22.09%	19.49%		
	Garden Waste % of Total Waste (Babergh) Cumulative	24.78%	23.38%	19.83%	22.34%	20.46%		

Actions to deliver Revitalised and Improved Environment

Status	Action Code	Action Title	Progress	Managed By	Assigned To	Notes & History Latest Note
	AP_SLTC_02 B	Community transport delivery	<div><div>100%</div></div>	Tom Barker	Katherine Davies	
	AP_SLTC_11 B	Decarbonisation Fund	<div><div>100%</div></div>	Deborah Fenton	Deborah Fenton	Wave 3.3 was successful, and we are upgrading 170 properties across the districts.
	AP_SLTC_4B	Insulation programme	<div><div>100%</div></div>	Deborah Fenton	Richard Spencer	Embedded as part of Capital works programme
	AP_SLTC_6B	Listed Building Consent Order for energy efficiency & Local Development Order	<div><div>100%</div></div>	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	<div><div>99%</div></div>	Tom Barker; Tim Weller	Jonathan Ward; Sarah Wilding	Annual GHG reports are at draft stage, with a couple of data points being queried. There is greater analysis of data quality this year which will help put the reporting on a better footing. Work is progressing towards the O&S report and updating the CRMP, though it has been difficult to get data back on all actions.
	AP_SLTC_55 B&73MS	Community energy organisations	<div><div>82%</div></div>	Tom Barker	Jonathan Ward; Sarah Wilding	Community Energy Action Plan being developed and a toolkit to support the groups
	AP_SLTC_16 B&8MS	EPC for Council Properties (Level C by 2028)(Commercial & Operational)	<div><div>80%</div></div>	Emily Atack; John Ward; Richard Winch	Ben Forsdick	Based off current data as at 11/9/25, of those properties with valid/in date EPC's the following amount are below a C: BDC = 21 / MSDC = 8 Those missing valid EPCs are: BDC = 7 / MSDC = 11 8 of which have EPC surveys currently being undertaken.
















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

During the quarter



- July 2025, Cabinet endorsed the Economic Strategy Action Plan
- September 2025, Cabinet resolved to sell the council-owned land at Hadleigh (A1071 Roadside)

Performance Indicators for Thriving Economy








Thriving Economy				
 Actions	 0	 0	 3	
 Risks	 2	 1	 0	
 KPI's	 2	 0	 3	 7

Activity by status, see front cover for key

Operations




Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	% of premises rated 5 star for food safety (Babergh)	86.49%	86.58%	86.96%	87.78%	86.04%	85%	
	% of pass/satisfactory sampling results (Food) (Babergh)	100%	100%	86.36%	100%	100%		

Place



Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Town centre vacancy rate - Hadleigh	09.00%	07.00%	07.00%	06.00%	07.00%	15.00%	
	Town centre vacancy rate - Sudbury	7.00%	7.00%	7.00%	9.00%	9.00%	15.00%	
	Assets of Community Value: Total Quantity		19	18	14	17		
	Section 106: Amount of funding allocated in Babergh	£43,518	£83,595	£12,382	£0.00	£23,866		£23,866.86 of Section 106 was allocated in Babergh in Q2 2025/26, to one project: installation of a new playground at Sproughton Recreation Ground
	Rural England Prosperity Fund Grants - Number of Organisations in Babergh who have received support	8	8	23	1	7		
	Groundwork East Engagement in Babergh - Actual number of businesses in receipt of non financial support (cumulative)	25	28	34	0	2	3	Numbers of businesses engaging with the service is lower than target currently, feedback provided from Groundworks suggests businesses are nervous about investing away from BAU due to current economic climate and upcoming Autumn Budget Statement as well as being unable to release staff resource to engage with Groundworks. However, Groundworks have
	Groundwork East Engagement in Babergh - Actual number of Decarbonisation Plans Developed	24	26	34	0	2	3	

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
								started a direct marketing campaign for the first time to increase numbers and have also been meeting with the Economy & Business Grants Team regularly to share updates and ideas on increasing take up with a number of businesses in the pipeline, they are confident that the target will be achieved by the end of Q4.

Place; Planning

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Community Infrastructure Levy (CIL) Collected in Babergh	£771,492	£477,218	£847,436	£343,542	£294,902		
	Community Infrastructure Levy (CIL) awarded / allocated by Babergh Cabinet	£342,500	£89,910	£338,230	£38,679	£498,795		
	Neighbourhood CIL Payments - Babergh	£0.00	£281,203	£0.00	£273,901	£0.00		

Actions to deliver a Thriving Economy in Babergh

Status	Action Code	Action Title	Progress	Managed By	Assigned To	Notes & History Latest Note
	AP_SLTC_22 B	New Economic Development Strategy	<div><div>100%</div></div>	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	<div><div>90%</div></div>	Emily Atack; John Ward	Lee Carvell	Land sale agreed up to 90% completed. Should finalise within next 6-8 weeks and close
















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

During the quarter















- August 2025, the Cabinet approved the creation of a portfolio of temporary housing properties.
- September 2025, the Cabinet approved the CIL expenditure programme






Performance Indicators for Resilient Communities

Resilient Communities				
 Actions	 3	 0	 11	
 Risks	 2	 3	 0	
 KPI's	 5	 9	 8	 16


Activity by status, see front cover for key

Housing




Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Void repair time in calendar days (Babergh)	45.35	41.3	45.06	49.86	54.79	53	
	Number of households in temporary accommodation	102	105	113	115	107		
	Number of households where homelessness has either been prevented or relieved	165	142	143	148	114		
	Homelessness - Successful Preventions Babergh	62	60	59	56	50		
	All placements made by Babergh	88	86	97	64	81		
	Homelessness - Successful Reliefs Babergh	15	9	13	8	11		
	Average Relet time in calendar days of all voids (Babergh)	60.92	54.75	45.78	52.79	63.57	60	
	Overall satisfaction with the service provided by landlord (Babergh)	62%	60%	73%	70%	68%	70.7%	
	Repair completed in last 12 months - satisfaction with overall repairs service from landlord over last 12 months	60%	65%	68%	65%	71%	72.7%	
	Repair completed in last 12 months - satisfied with time taken to complete most recent repair after reported	44%	56%	64%	67%	60%	68%	While satisfaction results are lower this quarter, the results are based on 150 tenant surveys and are subject to many variables. The overall trend is a better indication of progress and we continue to monitor this.
	Satisfaction that landlord provide a home that is well-maintained	62%	58%	65%	67%	70%	69.6%	
	Satisfaction that landlords provide a home that is safe	70%	72%	73%	79%	70%	75.1%	
	Satisfaction that landlord listens to views and acts upon them (Babergh)	38%	44%	63%	51%	45%	57.7%	
	Satisfaction that the landlord keeps tenant informed about things that matter to them (Babergh)	64%	66%	76%	72%	66%	68.5%	








Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Landlord treats me fairly and with respect (Babergh)	66%	70%	75%	77%	68%	73%	
	Complaint in last 12 months - satisfaction with landlord's approach to complaints handling (Babergh)	17%	30%	55%	40%	22%	33.6%	
	Satisfaction that landlord keeps communal areas clean and well-maintained (Babergh)	66%	59%	68%	69%	49%	63.8%	
	Satisfaction that landlords make a positive contribution to neighbourhoods (Babergh)	48%	47%	62%	61%	56%	58.8%	
	Satisfaction with the landlord's approach to handling ASB (Babergh)	55%	53%	65%	55%	50%	58.5%	

Operations










Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Dangerous Structure Incidents in Babergh (including out of hours)	2	3	3	8	10		10 reports, including 3 unsafe walls, major thatch roof fire to 2 properties, cars colliding with walls / buildings and unsafe chimney stacks.

Place





Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Planning: Percentage of Babergh major planning applications decided on time	100%	100%	100%	100%	100%	60%	
	No. of Community Development annual grants - first time applicants in Babergh				2	0		No Community Development Grants were awarded in Q2 2025/26 in Babergh.
	WSCSP: Delivery against action plan (Western Suffolk Community Safety Partnership)	83%	87%	94%	82%	83%	100%	The Western Suffolk Community Safety Partnership (WSCSP) has continued to meet and discharge its duties.


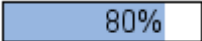

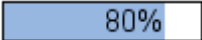
Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
								The partnership continues to progress work against the action plan, co-ordinating community safety activity across the WSCSP area at a strategic level to reduce crime and the fear of crime to address the risk, threat and harm to victims and local communities.
	Safer Streets: Delivery against action plan	48%	75%	100%	100%	100%	100%	<p>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).</p> <p>The initiatives are now complete, however due to successfully securing funding through the Serious Violence Duty fund the Youth Diversionary activities will continue until the end of March 2026</p>
	ASB casework: New Babergh cases reviewed by community safety team	94	54	58	75	67		Number of cases has reduced compared to the same period in 2024.
	ASB multi-agency casework: New Babergh cases received at panel	10	3	0	3	0		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%	
	Strength and Balance: No. of people completing 12-week programme in Babergh	7	5	10	25	20	6	
	Holiday Activities: % of children that had improved mental health in Babergh	60%	93%	50%	83%	64%	70%	A lower wellbeing score over the summer holiday is something that we also saw during the summer last year. This could perhaps be due to the longer holiday and lack of structure for some families or a higher number of responses to the survey shifting focus.
	Youth Social Prescribing: No. of young people receiving preventative coaching & mentoring support in Babergh	53	112	193	310	0		Q2 includes July and August there are less 1:1s just because staff and students are not in school

Place; Planning

Status	PI Name	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Planning: Percentage of Babergh non-major planning applications decided on time	95.5%	96.1%	93.7%	94.27%	89.2%	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)	2.3%	2%	1.3%	0%	0.9%	5%	2 non-major appeals lost out of 213 non-major decisions.
	Planning: BDC Dwelling Permissions	17	8	39	28	39		
	Neighbourhood Plans Adopted in Babergh	21	22	24	24	25		Copdock & Washbrook NP adopted 5 Aug 2025
	Number of Babergh Neighbourhood Plans where examiner's report published	1	2	1	1	1		Capel St Mary
	Number of Babergh Neighbourhood Plans where Regulation 14 consultation underway	3	1	0	0	1		Hintlesham & Chattisham
	Number of New Area Designations in Babergh (Neighbourhood Plan area agreed)	0	1	1	0	1		Brantham (11 August 2025)
	Total Babergh Neighbourhood Plans in progress (cumulative)	37	38	39	39	40		

Actions to deliver Resilient Communities in Babergh

Status	Action Code	Action Title	Progress	Managed By	Assigned To	Notes & History Latest Note
	AP_SLTC_42 B	Impact of decisions and policies on veterans	 100%	Sara Wilcock	Jo Hobbs	Equality Impact Assessment (EQIA) guidance and templates updated to include consideration of Veterans. Resident strategy still to be finalised.
	AP_SLTC_43 B	Empty homes council tax premiums	 100%	Melissa Evans; John Ward; Andrew	Melissa Evans	Policy approved and now in place.

Status	Action Code	Action Title	Progress	Managed By	Assigned To	Notes & History Latest Note
				Wilcock		
	AP_SLTC_38 B	Approach to Cost of Living (COL)		Alastair McCraw; Sara Wilcock	Elysa Dale; Sam Lake	Our first LIFT campaign has started with over 50 letters going to households who could be eligible for pension credit but not claiming. These have then been followed up with a text message and then Citizens Advice will also be making contact to support residents with the application. Alongside this, our benefits team have identified 3 residents (across both Babergh and Mid Suffolk) who are eligible for severe disability premium benefit, which will make approx. £80 per week difference to their income. We will shortly be working with housing to support tenants who may also benefit from some support regarding income maximisation.
	AP_SLTC_39 B	Further household support		Deborah Fenton; John Ward; Sara Wilcock	Amma Antwi-Yeboah; Sam Lake	The new household support fund is live and the Council Tax support scheme has also continued into 25/26. An update will be provided in early June to demonstrate spend so far.