

# 2024-25 Quarter 1 Performance Report

## Babergh District Council

This report sets out performance within Quarter 1 of 2024-2025 (April to June 2024) against Our Plan for Babergh (2023-2027):

<https://www.babergh.gov.uk/w/our-plans-for-babergh>

This performance report covers the period between April to June 2024.

This plan sets out to deliver ‘*A more resilient and sustainable future*’ through the following three themes:

- Revitalised and improved environment
- Thriving economy
- Resilient communities

These themes are delivered through the principles set out in ‘Our Approach’. This report sets out progress on the above three themes and Our Approach.

The report provides detail on key performance indicators against each theme, with data from the Council’s new performance management software system – Pentana. Work is in progress to evolve the reporting on Pentana as we increase usage of this software. For this Q1 report the focus is on key performance indicators the demonstrate progress on each theme.

As we move forward throughout the year, we will also be reporting on progress on the Council’s strategies too. Work is also in progress in terms of developing the



# Our Plan for Babergh

*A more resilient and sustainable future*






2023-2027



key performance indicators below. There may be different or further KPIs that demonstrate progress against each theme of the plan, and targets are in development for some KPIs too.

The report seeks to show the current KPIs, direction of travel and commentary where needed to explain any areas of 'red' in the status. Performance reporting moving forward aims to focus on exception report, in that where performance is not meeting the set targets further commentary is provided.

The key to the status symbols is as follows:

-  Target met
-  Warning (nearing 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

### **What we have achieved this quarter:**

- New complaints and Freedom of Information requests management system for more effective overview of these. The launch of the new complaints and freedom of information system will allow for better case management and improved channels of customer communication which in turn will improve the quality of our complaint investigations in line with the Housing Ombudsman Service, Local Government Ombudsman, and Information Commissioners Office guidelines. The complaints system allows for the collection of data and lessons learned which in turn will help service areas identify where improvements to a service can be made.

The following key performance indicators demonstrate progress against these priorities:

Status	Key performance indicator	Current	Target	Commentary	Last Update
	Average daily visits to the Babergh Council website	5,088			Q1 2024/25
	Average number of calls received per day	527	-		Q1 2024/25
	Average time taken to answer calls (seconds)	49	105		Q1 2024/25
	Percentage of overall calls abandoned	6%	10%		Q1 2024/25
	Digital Transaction - Chatbot sessions	2,797	-		Q1 2024/25
	Digital Transaction - Automated telephone call sessions	1,015	-		Q1 2024/25
	Number of compliments received	54	-		Q1 2024/25
	Number of Stage 1 complaints received (for both Babergh and Mid Suffolk)	284	-	<p>BMBS, Asset Compliance and Asset Management (housing repairs) have more complaints than the same quarter last year (+10).</p> <p>Tenancy Services have more complaints than the same quarter last year (+19).</p> <p>Public Realm have slightly more (+5) related to services such as grass cutting.</p>	Q1 2024/25
	Average time taken to process new claims and changes to claims in days	6.06	10		Q1 2024/25
	Average time taken to process new claims in days	17.08	24		Q1 2024/25
	Average time taken to process changes to	5.21	7		Q1

Status	Key performance indicator	Current	Target	Commentary	Last Update
	claims in days				2024/25
	The level of Local Authority error overpayments as a % of all housing benefit paid	0.05%	0.48%		Q1 2024/25
	Average number of days sickness per full time equivalent (FTE) staff (Actual for Quarter)	2.41	-		Q1 2024/25
	Average number of days sickness per full time equivalent (FTE) (Cumulative)	2.41	-		Q1 2024/25

## 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

### This quarter we have:

- Furthered reducing waste through our Cabinet agreeing to introduce Simpler Recycling and a weekly kerbside food waste collection service, which will be brought in before March 2026.

The following key performance indicators demonstrate progress against these priorities:

Status	Key performance indicators	Current	Target	Commentary	Last Update
	Kerbside refuse collections success rate	99.94%	99.98%		Q1 2024/25
	Trees planted as part of green canopy	120	-	Figure from 2023/24 as planting season ends in March, commences again after summer.	2023/24







Status	Key performance indicators	Current	Target	Commentary	Last Update
	Hedgerows Planted through the planting scheme	1,975	-	Figure from 2023/24 as planting season ends in March, commences again after summer.	2023/24
	Wildflower Seed Distributed in sqm	4,540	-		2023/24
	Meadow management sqm	47,973	-	Figure from 2023/24 as planting season ends in March, commences again after summer. Figure likely to increase as have been managed to be meadow, but some areas are still to be plotted and accounted for in final figures.	2023/24
	Garden waste subscribers	18,116	18,709		Q1 2024/25
	Business waste customers	890	-		Q1 2024/25
	Number of fly-tipping Incidents	95	-		Q1 2024/25
	Number of electric vehicle (EV) charge points installed	34	-	Following community feedback regarding the ORCS funded installations, and liaising with Suffolk County Council Plug In Suffolk team, it's proposed that the District Council pauses on any further installations until further demand is clear.	Q1 2020/21
	Residual waste per household (kilograms)	469.9	517	Reported yearly, included 2023-24 figure for information purposes.	2023/24
	Recycling rate	40.97%	40%	Reported yearly, included 2023-24 figure for information purposes.	2023/24
	Total waste per household (kilograms)	814.1	815.6	Reported yearly, included 2023-24 figure for information purposes.	2023/24

## 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

The following key performance indicators demonstrate progress against these priorities:

Status	Key performance indicator	Current	Target	Commentary	Last Update
	% of premises rated 5 stars for food safety	86.48%	85%		Q1 2024/25
	Town centre vacancy rate - Hadleigh	13.00%	14.00%		Q1 2024/25
	Town centre vacancy rate - Sudbury	7.00%	14.00%		Q1 2024/25
	% of pass/satisfactory microbiological testing sampling results (Food)	100%	-		Q1 2024/25
	Capital Grant: % of Babergh funding allocated	0%	-	No funding rounds completed in Q1. Due in Q2.	Q1 2024/25
	Locality Awards: % of funding allocated	5%	-	Opened for applications on 1 <sup>st</sup>	Q1 2024/25



Status	Key performance indicator	Current	Target	Commentary	Last Update
				April 2024	
	Locality Awards: No. of projects supported	10	-	These awards included the purchase of equipment for the Kernos Centre, Sudbury Cricket Club and the Christopher Centre.	Q1 2024/25
	Section 106: No. of funding applications awarded	1	-	This was the first allocation of £1.2m monies for the development of community facilities in Chilton.	Q1 2024/25
	Section 106: Amount of funding allocated	£123,815.00	-	Allocated to Chilton Parish Council towards the creation of community facilities in Chilton.	Q1 2024/25
	Community Infrastructure Levy (CIL) collected within quarter	£683,772.77	-		Q1 2024/25
	Community Infrastructure Levy Bid funding allocated, approved/noted by Cabinet	0	-		Q1 2024/25
	Neighbourhood Parish payments paid to the parishes	£682,637.36	-		Q1 2024/25

## 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








### **This quarter we have:**











- Agreed at our Cabinet meeting in April to bring in a new repairs management and scheduling system for our work to our own housing, helping us to deliver this service more effectively.



The following key performance indicators demonstrate progress against these priorities:

Status	Key performance indicator	Current	Target	Commentary	Last Update
	Number of households in temporary accommodation	107	-		June 2024
	Number of households where homelessness has either been prevented or relieved (cumulative)	59	45		June 2024
	Neighbourhood Plans progressed	20	-	<p>Lawshall Neighbourhood Plan was made within this quarter.</p> <p>The examiner's report for Lavenham Neighbourhood Plan was received within this quarter, where subject to modifications the Examiner recommended the plan proceeds to referendum.</p>	Q1 2024/25
	Revenue: % of funding allocated	100%	-		Q1 2024/25
	Revenue: No. of projects supported	12	-		Q1 2024/25
	ASB casework: New cases reviewed by community safety team	78	-	This is a 39% increase compared to the same period in 2023, which could be due to the promotion of improved communication between partners and increased public	Q1 2024/25

Status	Key performance indicator	Current	Target	Commentary	Last Update
				confidence.	
	Anti-social behaviour (ASB) casework: No. of cases open for longer than 6 months at end of quarter	1	0		Q1 2024/25
	ASB multi-agency casework: cases reviewed at panel	7	-	Medium to high-risk cases that require a multi-agency approach.	Q1 2024/25
	Overall satisfaction with the service provided by landlord	57%	71%	We are looking at our landlord service offer to tenants to ensure that we are providing a modern landlord service and are aware of the needs of our tenants so we can fulfil them. We are also using feedback from complaints to inform our improvements to services which we hope will improve the performance of this measure.	Q1 2024/25
	Repair completed in last 12 months - satisfaction with overall repairs service from landlord over last 12 months	67%	81%		Q1 2024/25
	Repair completed in last 12 months - satisfied with time taken to complete most recent repair after reported	64%	70%		Q1 2024/25
	Satisfaction that landlord provides a home that is well-maintained	58%	70%	We are currently undertaking 100% stock condition surveys on all of our council owned homes. We have currently	Q1 2024/25

Status	Key performance indicator	Current	Target	Commentary	Last Update
				assessed 75% of our tenant's homes. This data will be used to inform our asset management strategy and improvement programme.	
	Satisfaction that landlords provide a home that is safe	70%	80%		Q1 2024/25
	Satisfaction that landlord listens to views and acts upon them	47%	60%		Q1 2024/25
	Satisfaction that the landlord keeps tenant informed about things that matter to them	60%	70%		Q1 2024/25
	Landlord treats me fairly and with respect	70%	72%		Q1 2024/25
	Complaint in last 12 months - satisfaction with landlord's approach to complaints handling	24%	29%		Q1 2024/25
	Satisfaction that landlord keeps communal areas clean and well-maintained	42%	70%	We have recently introduced a new engagement role for our residents known as Neighbourhood Experts. It is hoped that by empowering residents to report issues to us and we can then track those issues through to completion with our experts that satisfaction in this measure will improve.	Q1 2024/25
	Satisfaction that landlords make a positive contribution to neighbourhoods	51%	67%		Q1 2024/25

Status	Key performance indicator	Current	Target	Commentary	Last Update
	Satisfaction with the landlord's approach to handling ASB	59%	60%		Q1 2024/25
	Void repair time in calendar days	45.04	53		Q1 2024/25
	Average relet time in calendar days of all voids	42.07	60		Q1 2024/25
	New dwellings approved through planning applications	12 (9 applications)	-		Q1 2024/25
	Planning: Percentage of major planning applications decided on time	100%	60%		Q1 2024/25
	Planning: Percentage of non-major planning applications decided on time	95.3%	70%		Q1 2024/25
	New dwellings granted planning permission	12	-	Total of 9 planning applications	Q1 2024/25
	Holiday Activities: No. of FSM spaces taken up in Babergh	718	274	Q1 data includes Easter Holiday activities (460 activity spaces for children) and May Half Term activities (258 activity spaces for children).	Q1 2024/25
	Holiday Activities: % of children that had improved mental health in Mid Suffolk	82%	70%	A part of the evaluation of the programme is to assess if young people are reporting improved mental health, as a result of the activities. We can see from the survey feedback that there has been an increase in young people reporting improved mental health.	Q1 2024/25
	Youth Social Prescribing: No. of young people receiving preventative coaching & mentoring	292		Group work includes sessions on Violence Against Women	Q1 2024/25

Status	Key performance indicator	Current	Target	Commentary	Last Update
	support			and Girls, a World Cafe for refugees and student with English as an additional language. 1-1s have increased the number of safeguarding referrals made to the school. Support has been provided to the young people depending on the concern.	
	Youth Social Prescribing: % of participating young people that reported improved wellbeing	64%		Feedback is taken with young people periodically to assess if an improvement of wellbeing has been made.	Q1 2024/25
	Strength and Balance: No. of people completing 12-week programme in Babergh	8	6	8 clients completed the 12 week programme in quarter 1, one client was under the age of 65 4 clients dropped out before the 12 weeks were complete due to a number of reasons (health, bereavement)	Q1 2024/25

## Looking forward to 2024-25 Q2 performance reporting

Q2 performance reports will develop the current reporting to include an overview of delivery against each theme, by also focusing on delivery of the Council's strategies and agreed Action Plan. As we continue to update Pentana with more performance data we will draw on this information in these reports.

In Q2, amongst other priorities we are looking to progress:

Social Value Policy to demonstrate and capture more social impacts for every pound we spend

Reviewed Funding and Grant processes across the council – to ensure grants and funds we give out are the most effective they can be for our communities and partners

Reiterating our objections to the proposed pylons by National Grid for Norwich to Tilbury overhead line project to safeguard our landscapes