



Our Plan for Babergh

A more resilient and sustainable future

2023-2027

2025/26 Quarter Q4 Performance Report Babergh District Council

The period covered by this report is January – March 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	3	0	9	
Risks	4	6	0	
KPI's	3	2	5	6

Activity by status, see front cover for key






During the quarter

- Cabinet approved amendments to the Car Parking Charges
- Cabinet reviewed the General Fund account and Housing Revenue Account



Performance Indicators for Our Approach






Customer

Status	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Average number of calls received per day	544	547	516	461	548		



Status	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Average time taken to answer calls (seconds)	96	124	148	124	201	105	During Q4 we have seen a 17% increase in calls compared to Q3. This has come at a time where we have seen multiple retirements in the team during the same period. We have been and continue to be actively recruiting to back fill the positions and continue to monitor performance closely.
	Percentage of overall calls abandoned	10%	12%	15%	12%	19%	10%	
	Number of compliments received	57	38	64	70	54	Data Only	Housing Repairs 10 Tenancy Services 9 Housing Solutions 7 Planning 6 Waste 5
	Number of Stage 1 complaints received	341	283	244	256	287	Data Only	287 stage one complaints were received with the top five teams/services as follows: Housing Repairs (Responsive Repairs) - 54 Housing Repairs (Gas and Electrics) - 38 Tenancy Services - 33 Council Tax - 24 Housing Repairs (Damp and Mould) - 23
	Average daily visits to the Babergh Council website	2,369	2,285	2,229	2,392	2,781	Data Only	

Finance and Procurement


Status	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Payment Performance - % of invoices paid within 30 days (Babergh)	79.9%	88.35%	87.78%	85.43%	83.66%	90%	Final pay run of 25/26 moved out
	Average time taken to process new claims and changes to claims in days (Babergh) YTD	2.87	4.52	5.38	5.39	3.86	10	

Status	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Average time taken to process new claims in days (Babergh) YTD	12.06	15.73	12.68	17.94	15.36	24	
	Average time taken to process changes to claims in days (Babergh) YTD	2.21	3.82	4.55	3.93	2.9	7	
	The level of Local Authority Error overpayments as a % of all housing benefit paid (Babergh) YTD	0.04%	0.02%	0.03%	0.03%	0.04%	0.48%	
	Council Tax % of total raised collected in year (Babergh cumulative) YTD	98.1%	28.9%	55.91%	83.02%	97.95%	100%	
	Business Rates % of total raised collected in year (Babergh cumulative) YTD	98.33%	28.91%	56.72%	81.76%	98.03%	100%	


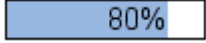
HR and Organisational Development

Status	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Average number of days sickness per full time equivalent staff (Actual for Quarter)	0.81	0.76	2.87	2.67	0.78	Data Only	
	Average number of days sickness per full time equivalent staff (Cumulative)	8.79	0.76	5.16	7.82	10.17	Data Only	

Place

Status	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Employer Supported Volunteering (ESV): No of staff using their ESV policy	9	13	39	28	9	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	 100%	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.
AP_SLTC_46 B&79MS	Depot Project	 80%	Emily Atack; Mandeep Bhogil; Mark Emms; Deborah Saw; John Ward; Tim Weller; Richard Winch	Emily Atack; Mark Emms	Mid Suffolk Depot has required additional works (re-wiring) completion expected end of May /Early June. Babergh works completed.



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	8	0	13	
Risks	0	1	0	
KPI's	0	0	3	9

Activity by status, see front cover for key


During the quarter

- Cabinet approved Biodiversity Action Plan (2026-2030)




Performance Indicators for Revitalised & Improved Environment

COO








Status	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Trees planted as part of green canopy (Babergh)	78	0	0	38	16	Data Only	We have received fewer applications for our free tree schemes than in previous years. Planting on our own land is subject to suitable sites

Status	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Number of Communities Involved with Community Energy (Babergh)	5	5	2	3	3	Data Only	






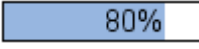
COO; Operations

Status	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Hedgerows Planted through the planting scheme (Babergh)	735	0	0	0	0	Data Only	No applications for new hedging received
	Wildflower seed distributed in sqm (Babergh)	0	0	0	0	0	Data Only	No applications received
	Meadow management in sqm (Babergh)	72,182	68,156.9	72,537	72,537	72,537	Data Only	

Operations

Status	PI Name	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Kerbside refuse collections success rate (Babergh)	99.95%	99.95%	99.96%	99.96%	99.96%	99.98%	
	Garden waste subscribers (Babergh)	18,245	18,423	18,394	18,216	18,728	18,709	
	Business waste customers (Babergh)	891	888	894	899	892	Data Only	
	Number of fly-tipping Incidents (Babergh)	129	101	100	82	136	Data Only	
	KG of Black Bin Waste per Household (Babergh) Cumulative	464.16	112.8	231.96	346.31	467.91	351	
	Total Waste Recycled % (Babergh) excluding Garden Waste Cumulative	21.44%	22.09%	21.61%	22.22%	22.33%	Data Only	
	Garden Waste % of Total Waste (Babergh) Cumulative	19.83%	22.34%	20.46%	18.92%	17.28%	Data Only	

Actions to deliver Revitalised and Improved Environment

Status	Action Code	Action Title	Progress	Managed By	Assigned To	Notes & History Latest Note
	AP_SLTC_55 B&73MS	Community energy organisations	 100%	Tom Barker	Jonathan Ward; Sarah Wilding	Have closed this off as complete. There may be a new addition that is similar depending upon priorities ahead of LGR.
	AP_SLTC_13 B&60MS	Reduction in carbon emissions of council	 99%	Tom Barker; Tim Weller	Jonathan Ward; Sarah Wilding	work continuous on CRMP, with added strategy component setting out more detail on how we approach this and what our aims are more specifically.
	AP_SLTC_16 B&8MS	EPC for Council Properties (Level C by 2028)(Commercial & Operational)	 80%	Emily Atack; John Ward; Richard Winch	Ben Forsdick	37 requiring EPC, where lease events take place ie break or surrender, we as landlord are able to access the building and make improvements to enable a better EPC to be achieved, where the work is the responsibility of the occupier we will work with them to achieve an EPC and to undertake works whilst they are in occupation as far as is possible



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

Activity by status, see front cover for key

During the quarter








- Cabinet approved the next steps for the Belle Vue Park improvement programme

Performance Indicators for Thriving Economy




Operations

Status	PI Name	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025	Q4 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	% of premises rated 5 star for food safety (Babergh)	86.96%	87.78%	86.04%	86.63%	86.34%	85%	
	% of pass/satisfactory sampling results (Food) (Babergh)	86.36%	100%	100%	90%	N/A	Data Only	Zero samples taken in the quarter


Place

Status	PI Name	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025	Q4 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Town centre vacancy rate - Hadleigh	07.00%	06.00%	07.00%	07.00%	08.00%	15.00%	
	Town centre vacancy rate - Sudbury	7.00%	9.00%	9.00%	7.00%	9.00%	15.00%	
	Assets of Community Value: Total Quantity	18	14	17	16	17	Data Only	
	Section 106: Amount of funding allocated in Babergh	£12,382.00	£0.00	£23,866.86	£0.00	£41,765.12	Data Only	£41,765.12 of S106 was allocated in Babergh in Q4 2025/26 towards 1 project, the installation of a skate park at Brantham Recreation Ground.
	Rural England Prosperity Fund Grants - Number of Organisations in Babergh who have received support	23	1	7	14	22	Data Only	
	Groundwork East Engagement in Babergh - Actual number of businesses in receipt of non financial support (cumulative)	34	0	2	5	7	12	The Groundworks East contract has been running for 3 years, and over that time has developed decarbonisation plans for 42 businesses across Babergh, out of an overall target of 28 for this period. Groundworks significantly over delivered on their contract in the first 2 years, and then missed the year 3 target by 4 businesses (1/3 of this years target).
	Groundwork East Engagement in Babergh - Actual number of Decarbonisation Plans Developed	34	0	2	4	6	10	This under delivery in the final year was partially due to a lack of available grants to deliver on the outcomes from the decarbonisation plans, and partially due to wider macro-economic issues this year including increases in Business Rates, National Insurance, Minimum Wage and other cost of living and resilience issues resulting in fewer businesses being able to invest in decarbonisation activities.

Place; Planning

Status	PI Name	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025	Q4 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Community Infrastructure Levy (CIL) Collected in Babergh	£847,436.77	£343,542.87	£294,902.61	£350,242.30	£318,584.21	Data Only	
	Community Infrastructure Levy (CIL) awarded / allocated by Babergh Cabinet	£338,230.14	£19,462.50	£489,626.31	£128,721.41	£288,294.86	Data Only	
	Neighbourhood CIL Payments - Babergh	£0.00	£273,901.00	£0.00	£129,132.13	£0.00	Data Only	

Actions to deliver a Thriving Economy in Babergh

Status	Action Code	Action Title	Progress	Managed By	Assigned To	Notes & History Latest Note
	AP_SLTC_24 B	Roadside business centre at Hadleigh	<div style="background-color: #4f81bd; color: white; padding: 2px; display: inline-block;">90%</div>	Emily Atack;; John Ward	Lee Carvell	Unconditional contracts exchanged in January with completion to no later than 30th 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	4	0	10	
Risks	2	1	0	
KPI's	2	0	20	16

Activity by status, see front cover for key











During the quarter









- Cabinet agreed the Neighbourhood Development Plan Support
- Cabinet approved the Community Infrastructure Levy (CIL) Expenditure Programme March 2026

Performance Indicators for Resilient Communities


Housing

Status	PI Name	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025	Q4 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Void repair time in calendar days (Babergh)	45.06	49.86	54.79	60.25	63.21	53	We introduced a new voids process on 1st April to prioritise compliance actions prior to the property being handed over to the voids


Status	PI Name	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025	Q4 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
								contractor. This should remove some of the blockages experienced and result in a reduction of void times. We are also prioritising completing all repairs before move in day to provide a better experience for our residents.
	Number of households in temporary accommodation	113	115	107	99	107	Data Only	
	Number of households where homelessness has either been prevented or relieved	143	148	121	128	130	Data Only	
	Homelessness - Successful Preventions Babergh	59	56	53	50	61	Data Only	
	All placements made by Babergh	97	64	81	88	78	Data Only	
	Homelessness - Successful Reliefs Babergh	13	8	11	10	6	Data Only	
	Average Relet time in calendar days of all voids (Babergh)	45.78	52.79	63.57	67.48	85.58	60	Additional focus has been made to improve satisfaction with the condition of homes on move in, as agreed with Councillors, and in some cases additional time may be needed to complete repairs. Some of the properties advertised are Hard-to-Let, specifically in our Sheltered Schemes and more rural properties. This has resulted in readvertising and viewings for up to 3 or 4 times
	Overall satisfaction with the service provided by landlord (Babergh)	73%	70%	68%	70%	72%	70.7%	
	Repair completed in last 12 months - satisfaction with overall repairs service from landlord over last 12 months	68%	65%	71%	75%	73%	72.7%	
	Repair completed in last 12 months - satisfied with time taken to complete most recent repair after reported	64%	67%	60%	72%	68%	68%	
	Satisfaction that landlord provide a home that is well-maintained	65%	67%	70%	71%	69%	69.6%	








Status	PI Name	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025	Q4 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Satisfaction that landlords provide a home that is safe	73%	79%	70%	73%	76%	75.1%	
	Satisfaction that landlord listens to views and acts upon them (Babergh)	63%	51%	45%	60%	57%	57.7%	
	Satisfaction that the landlord keeps tenant informed about things that matter to them (Babergh)	76%	72%	66%	71%	75%	68.5%	
	Landlord treats me fairly and with respect (Babergh)	75%	77%	68%	75%	76%	73%	
	Complaint in last 12 months - satisfaction with landlord's approach to complaints handling (Babergh)	55%	40%	22%	35%	41%	33.6%	
	Satisfaction that landlord keeps communal areas clean and well-maintained (Babergh)	68%	69%	49%	72%	65%	63.8%	
	Satisfaction that landlords make a positive contribution to neighbourhoods (Babergh)	62%	61%	56%	68%	65%	58.8%	
	Satisfaction with the landlord's approach to handling ASB (Babergh)	65%	55%	50%	70%	58%	58.5%	



Operations

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









Place


Status	PI Name	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025	Q4 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Planning: Percentage of Babergh major planning applications decided on time	100%	100%	100%	77.77%	83.3%	60%	

Status	PI Name	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025	Q4 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	No. of Community Development annual grants - first time applicants in Babergh		2	0	0	0	Data Only	
	WSCSP: Delivery against action plan (Western Suffolk Community Safety Partnership)	94%	82%	83%	81%	94%	100%	<p>The Western Suffolk Community Safety Partnership (WSCSP) has continued to meet and discharge its duties.</p> <p>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.</p>
	Safer Streets: Delivery against action plan	100%	100%	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 continued until the end of March 2026. This project is now complete and the KPI will now be removed.</p>
	ASB casework: New Babergh cases reviewed by community safety team	58	75	67	30	14	Data Only	Reduction in number of cases recorded. A new system has been introduced to ensure cases that do not meet the ASB threshold are triaged to the appropriate services/departments at the earliest opportunity.
	ASB multi-agency casework: New Babergh cases received at panel	0	3	0	0	0	Data Only	
	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	10	25	20	25	22	6	





Status	PI Name	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025	Q4 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Holiday Activities: % of children that had improved mental health in Babergh	50%	83%	64%	70%	75%	70%	
	Youth Social Prescribing: No. of young people receiving preventative coaching & mentoring support in Babergh	193	310	0	7	12	Data Only	

Place; Planning

Status	PI Name	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025	Q4 2025/26	Current Target	Latest Note
		Value	Value	Value	Value	Value		
	Planning: Percentage of Babergh non-major planning applications decided on time	93.7%	94.27%	89.07%	93.57%	93.6%	70%	
	Planning: Percentage of Babergh major planning applications overturned on appeal (district matters)	0%	0%	0%	0%	0%	5%	
	Planning: Percentage of Babergh non-major planning applications overturned on appeal (district matters)	1.3%	0%	0.03%	0.05%	0.04%	5%	
	Planning: BDC Dwelling Permissions	39	28	39	15	20	Data Only	
	Neighbourhood Plans Adopted in Babergh	24	24	25	27	27	Data Only	
	Number of Babergh Neighbourhood Plans where examiner's report published	1	1	1	0	2	Data Only	
	Number of Babergh Neighbourhood Plans where Regulation 14 consultation underway	0	0	1	0	1	Data Only	
	Number of New Area Designations in Babergh (Neighbourhood Plan area agreed)	1	0	1	1	0	Data Only	

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

Actions to deliver Resilient Communities in Babergh

Status	Action Code	Action Title	Progress	Managed By	Assigned To	Notes & History Latest Note
	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.
	AP_SLTC_38 B	Approach to Cost of Living (COL)		Alastair McCraw; Sara Wilcock	Elysa Dale; Sam Lake	We continue to support residents with their financial wellbeing via targeted support using insights from LIFT. Recent work to promote the Holiday Activity and Food programme as well as targeted energy support have reached 43 and 12 households respectively, and assisted residents to access over £1500 in support. Recent focus has been on targeted housing costs and retrofitting support, with outcomes due next month. Alongside engagement with carer groups to gather lived experience insights and shape future interventions. To date the project has reached 263 households in Babergh.