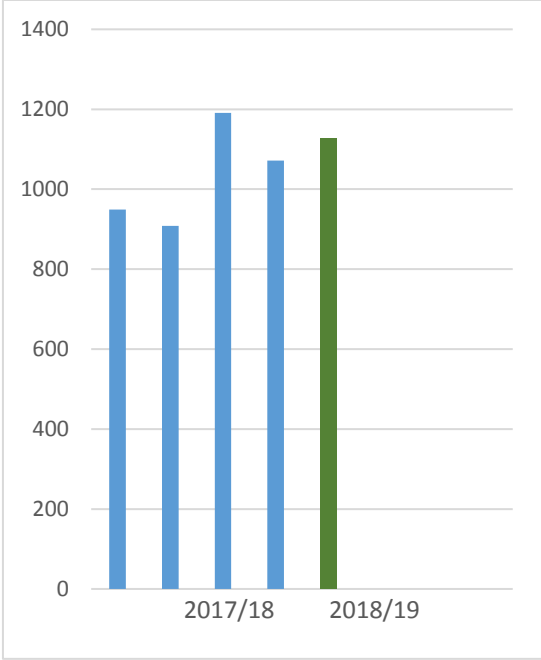
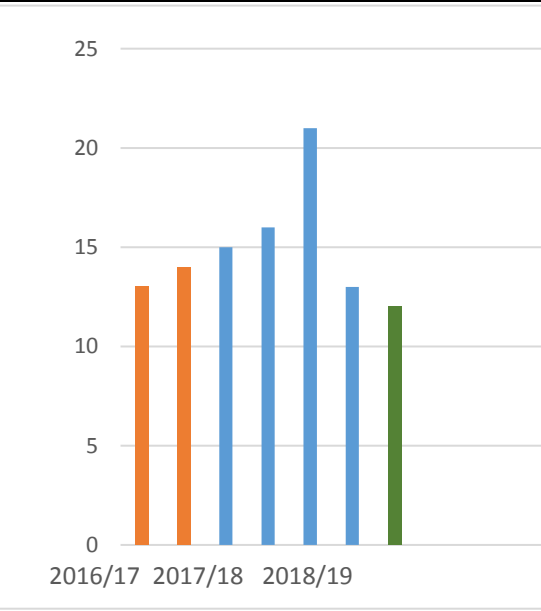
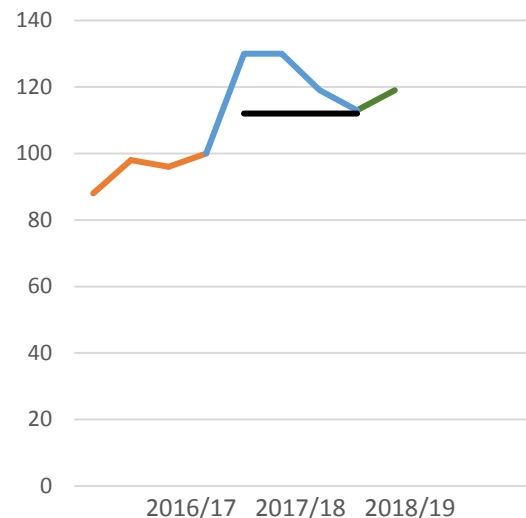
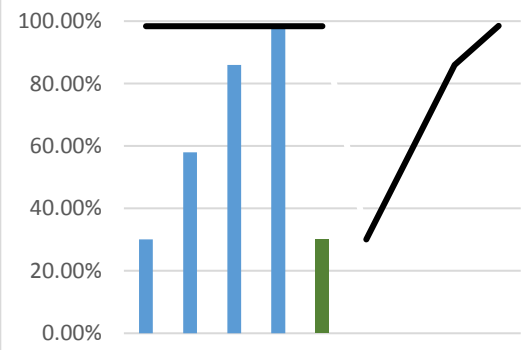
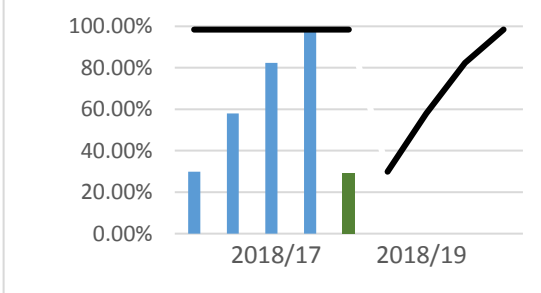
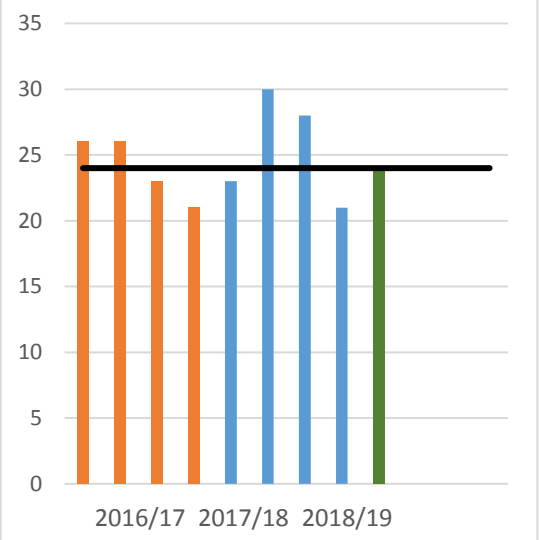
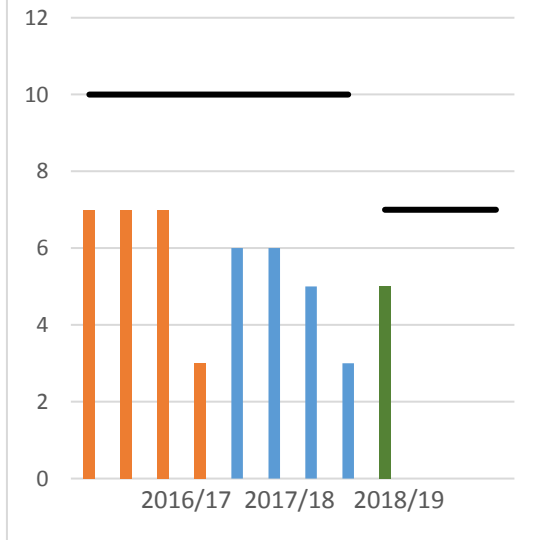


Corporate Resources Assistant Director Katherine Steel The Corporate Resources teams are predominantly support services and contribute to the delivery of the Joint Strategic Plan by providing professional support and advice to all other services areas.				
	April - June 2018	July - September 2018	October - December 2018	January - March 2019
Main Achievements	<p>1. Following the closure of the Staff Survey the results have been analysed in detail and a series of briefing session for staff and members have been held. Following these sessions an action plan is being developed.</p> <p>2. Approximately 1 in 4 people in the UK will experience a mental health problem each year and in England 1 in 6 people report experiencing a common mental health problem (such as anxiety and depression) in any given week. Babergh and Mid Suffolk District Councils have responded to this by holding a series of events to promote positive mental health during Mental Health Awareness week and by providing managers with skills to help promote positive mental health at work and support people with their mental health. They have also trained their first cohort of Mental Health First Aiders with further courses planned. Mental Health First Aiders are trained to identify, understand and help someone who may be experiencing a mental health issue.</p>			
Impact on communities / the way we work	<p>1. The action plan will be monitored by the Senior Leadership Team, to ensure that the survey results in positive actions and change in the organisation.</p> <p>2. Providing these skills can help people talk about mental health more openly, give people tools to help keep themselves and others well, encourage people to access support and enable people with long term mental health issues or disabilities to thrive in work.</p>			

Key for trend graph: <div><div></div> 2015/16</div> <div><div></div> 2016/17</div> <div><div></div> 2017/18</div> <div><div></div> 2018/19</div> <div>_____ target</div>		Key: n/a not applicable n/av not available highlighted measure, further detail in main report				
HR, Organisational Development, Health & Safety Corporate Manager Anne Conway						
Performance measure	Period	Data	Target	Council	Trend	Comments
HR01 No: of days lost to sickness Cabinet Member: John Ward Data Owner: Magda Brauer	2017/18		Decrease	Both		Overview and Scrutiny reviewed general staff absence and requested a further update in 6 months. SLT will be reviewing a range of measures covering health and wellbeing on a monthly basis with the identification of a number of actions. One of these actions is HR working with the Corporate Managers to understand underlying trends, sickness absence is subject to fluctuations. In addition a sickness absence lead is being recruited to target sickness and support the Corporate Managers. There are further positions that are being recruited within HR to increase capacity, this will present the opportunity to work on policy development and case work.
	Qtr.1	949				
	Qtr.2	908				
	Qtr.3	1191				
	Qtr.4	1072				
	2018/19					
	Qtr. 1	1128				
	Qtr. 2					
	Qtr. 3					
	Qtr. 4					
Performance measure	Period	Data	Target	Council	Trend	Comments
HR02 No: of staff on long term sickness (Absent for 4 or more weeks) Cabinet Member: John Ward Data Owner: Magda Brauer	2016/17		Decrease	Both		No comment
	Qtr.3	13				
	Qtr.4	14				
	2017/18					
	Qtr.1	15				
	Qtr.2	16				
	Qtr.3	21				
	Qtr.4	13				
	2018/19					
	Qtr. 1	12				
	Qtr. 2					
	Qtr. 3					
	Qtr. 4					

Finance Corporate Manager Melissa Evans						
Performance measure	Period	Data	Target	Council	Trend	Comments
F01 Tax base - No. of Band D equivalent properties AMENDED MEASURE Cabinet Member: John Ward Data Owner: Sue Palmer	2016/17	32,020	32,489 32,822	BDC		This measure has been amended to enable tracking of the target base number on a quarterly basis. There are various factors that can cause a fluctuation in these figures. However, we are seeing a steady increase year on year.
	2017/18	32,627				
	2018/19	32,887				
	Qtr.1					
	Qtr.2					
	Qtr.3					
Qtr.4						
Performance measure	Period	Data	Target	Council	Trend	Comments
F02 £ Income generated from investing cash £'000 Cabinet Member: John Ward Data Owner: Edward Banyard	2016/17			BDC		No comment
	Qtr. 1	88				
	Qtr. 2	98				
	Qtr. 3	96				
	Qtr. 4	100				
	2017/18		112			
	Qtr. 1	130				
	Qtr. 2	130				
	Qtr. 3	119				
	Qtr. 4	113				
	2018/19		tbc			
	Qtr. 1	119				
	Qtr. 2					
	Qtr. 3					
	Qtr. 4					
Performance measure	Period	Data	Target	Council	Trend	Comments
F03 % Council tax collected Cabinet Member: John Ward Data Owner: Carl Dersley Operations Manager: Andrew Wilcock	2017/18		98.40%	BDC		Slightly down at the same point as last year (approximately £10k). This is down to cashflow rather than non-payment. This is due to a combination of the following - change in circumstances, changes to Council Tax Reduction (all create future instalments) and more customers choosing to pay over 12 monthly instalments (there are now 4,593).
	Qtr1.	30.06%				
	Qtr.2	57.96%				
	Qtr.3	85.97%				
	Qtr.4	98.50%				
	2018/19		30.06% 57.96% 85.97% 98.50%			
	Qtr. 1	30.05%				
	Qtr. 2					
	Qtr. 3					
Qtr. 4						

Performance measure	Period	Data	Target	Council	Trend	Comments
F04 % Business rates collected Cabinet Member: John Ward Data Owner: Carl Dersley Operations Manager: Andrew Wilcock	2017/18		98.40%	BDC		The target was missed by approximately £170k. This is due to changes in circumstances (liability/rateable values) recalculating bills and profiling instalments into the future rather than non-payment. As an example of this, at the start of the year there was £2,178,789 due to be paid in June, this reduced to £1,958,577 as changes were processed and instalments reprofiled.
	Qtr. 1	29.88%				
	Qtr. 2	57.95%				
	Qtr. 3	82.36%				
	Qtr. 4	98.47%				
	2018/19					
	Qtr. 1	29.13%	29.88%			
	Qtr. 2		57.95%			
	Qtr. 3		82.36%			
	Qtr.4		98.47%			
Performance measure	Period	Data	Target	Council	Trend	Comments
F05 Average time taken to process new Housing Benefit/Council Tax Reduction claims Cabinet Member: John Ward Data Owner: Carl Dersley Operations Manager: Andrew Wilcock	2016/17		24 days	BDC		No comment
	Qtr. 1	26				
	Qtr. 2	26				
	Qtr. 3	23				
	Qtr. 4	21				
	2017/18		24 days			
	Qtr. 1	23				
	Qtr. 2	30				
	Qtr. 3	28				
	Qtr. 4	21				
	2018/19		24 days			
	Qtr. 1	24				
	Qtr. 2					
	Qtr. 3					
	Qtr.4					
Performance measure	Period	Data	Target	Council	Trend	Comments
F06 Average time taken to process Housing/Council Tax Benefit Change of Circumstance requests Cabinet Member: John Ward Data Owner: Carl Dersley Operations Manager: Andrew Wilcock	2016/17		10 days	BDC		No comment
	Qtr. 1	7				
	Qtr. 2	7				
	Qtr. 3	7				
	Qtr. 4	3				
	2017/18		10 days			
	Qtr. 1	6				
	Qtr. 2	6				
	Qtr. 3	5				
	Qtr. 4	3				
	2018/19		7 days			
	Qtr. 1	5				
	Qtr. 2					
	Qtr. 3					
	Qtr.4					

Performance measure	Period	Data	Target	Council	Trend	Comments
F07 Online housing benefit new claims as a % of all housing benefit new claims Cabinet Member: John Ward Data Owner: Carl Dersley Operations Manager: Andrew Wilcock	2016/17					The target for 2018/19 is a short term measure as the ambition is to get as close to 100% as possible
	Qtr. 1	74%				
	Qtr. 2	66%				
	Qtr. 3	68%				
	Qtr. 4	76%				
	2017/18					
	Qtr. 1	71%				
	Qtr. 2	82%				
	Qtr. 3	86%				
	Qtr. 4	95%				
	2018/19		85%	BDC		
	Qtr. 1	91%				
	Qtr. 2					
	Qtr. 3					
	Qtr. 4					
Performance measure	Period	Data	Target	Council	Trend	Comments
F08 % of business rates payers using Direct Debit Cabinet Member: John Ward Data Owner: Carl Dersley Operations Manager: Andrew Wilcock	2017/18					This measure for Q1 currently shows the % of business rate payers using Direct Debit. We are in the process of obtaining the data which will include all digital options. Once this has been received this measure will be updated accordingly.
	Qtr. 1	55%				
	Qtr. 2	55%				
	Qtr.3	55%				
	Qtr.4	54%				
	2018/19		n/av	BDC		
	Qtr. 1	55.05%				
	Qtr. 2					
	Qtr. 3					
	Qtr.4					
Performance measure	Period	Data	Target	Council	Trend	Comments
F09 % of council tax payers using Direct Debit Cabinet Member: John Ward Data Owner: Carl Dersley Operations Manager: Andrew Wilcock	2017/18					This measure for Q1 currently shows the % of council tax payers using Direct Debit. We are in the process of obtaining the data which will include all digital options. Once this has been received this measure will be updated accordingly.
	Qtr. 1	79%				
	Qtr. 2	79%				
	Qtr.3	80%				
	Qtr.4	79%				
	2018/19		n/av	BDC		
	Qtr. 1	80.06%				
	Qtr. 2					
	Qtr. 3					
	Qtr.4					