

<p style="text-align: center;">Corporate Resources Assistant Director Katherine Steel</p> <p style="text-align: center;">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 service areas.</p>				
	Apr - Jun 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 sessions 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.</p>	<p>1. 2017/18 Statement of Accounts have been finalised and signed off with an unqualified audit opinion, and are available to view on the Council website.</p>	<p>1. At Cabinet on 10 December a new Modern Slavery Policy was adopted, which should enable the Council to eliminate any form of modern slavery in our supply chain.</p>	<p>1. Two new joint strategies were approved by full Council in February, the Capital Strategy and the Investment Strategy. The Capital Strategy set out capital expenditure and investment decisions and the associated risks and rewards along with how risk is managed for future financial sustainability. The Investment Strategy relates to the capital programme specifically related to assets bought/owned by the Council to generate a return, for regeneration or development of the local area.</p>
Main Achievements (continued)	<p>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>			<p>2. In March 2019 both Councils adopted the Unison End Violence at Work Charter. This commits the two councils to working through the 10 standards in the Charter and to take action to meet the requirements within a 12 month period. To take this forward a combined group of Councillors, Officers and union representatives will first review where the two councils are in relation to the standards and then produce a work programme for any further action needed to fully meet the charter.</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>	<p>1. The Statement of Accounts ensures that the Council has a sound financial basis on which to deliver its priorities.</p>		<p>1. The approval of these strategies ensures that the Council has a sound and transparent financial basis on which to deliver its priorities.</p> <p>2. Staff welfare is a key feature in our values and this work and adoption of the Charter are mutually supportive.</p>
<p>Key for trend graph:</p> <ul style="list-style-type: none"> ● 2015/16 ● 2016/17 ● 2017/18 ● 2018/19 — target <p>Key:</p> <ul style="list-style-type: none"> n/a not applicable n/av not available highlighted measure, further detail in main report 				

**Human Resources and Organisational Development
Interim Corporate Manager - Tricia Palmer**

Performance measure	Period	Data	Target	Council	Trend	Comments
HR01 No. of days lost to sickness Cabinet Member: John Whitehead Data Owner: Magda Brauer	2017/18					The new policies for Health and Wellbeing and Sickness Absence are now in place. In addition newly developed toolkits are in place to support managers with employee absence. There has been a marked reduction in the number of days lost to sickness throughout the year. The Q4 figure is the lowest for the period shown.
	Qtr.1	949				
	Qtr.2	908				
	Qtr.3	1191				
	Qtr.4	1072				
	2018/19		Decrease	MSDC		
	Qtr. 1	1128				
	Qtr. 2	1125				
	Qtr. 3	963				
Qtr. 4	875					
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 Whitehead Data Owner: Magda Brauer	2016/17		n/av			The trend data indicates that we are continuing to see a reduction in long term sickness and is now at the lowest level over the period shown. This is as a result of proactive early interventions by HR Business Partners and Corporate Managers.
	Qtr.3	13				
	Qtr.4	14				
	2017/18		n/av			
	Qtr.1	15				
	Qtr.2	16				
	Qtr.3	21				
	Qtr.4	13				
	2018/19		Decrease	Both		
	Qtr. 1	12				
	Qtr. 2	14				
	Qtr. 3	8				
	Qtr. 4	4				

Finance
Corporate Manager Melissa Evans

Performance measure	Period	Data	Target	Council	Trend	Comments	
F01 Tax base - No. of Band D equivalent properties Cabinet Member: John Whitehead Data Owner: Jacqui Richmond	2016/17	35,336	35,756	MSDC		There remains a steady increase throughout the year in the number of Band D equivalent properties- the drop between Q3 & Q4 is due to an increase in Local Council Tax Support cases.	
	2017/18	36,109					
	Qtr. 1	36,374					
	Qtr. 2	36,581					
	Qtr. 3	36,747					
Qtr. 4	36,716	36,337					
Performance measure	Period	Data	Target	Council	Trend	Comments	
F02 £ Income generated from investing cash £'000 Cabinet Member: John Whitehead Data Owner: Edward Banyard	2016/17		112	MSDC		Q4 includes forecast figures for Pooled Funds. Q3 saw continued decrease in performance for Pooled Funds due to slowing markets from Brexit uncertainty.	
	Qtr. 1	71					
	Qtr. 2	70					
	Qtr. 3	73					
	Qtr. 4	86					
	2017/18						
	Qtr. 1	130					
	Qtr. 2	129					
	Qtr. 3	116					
	Qtr. 4	112					
	2018/19						107
	Qtr. 1	136					
Qtr. 2	122						
Qtr. 3	107						
Qtr. 4	112						
Performance measure	Period	Data	Target	Council	Trend	Comments	
F03 % Council tax collected Cabinet Member: John Whitehead Data Owner: Bethany Nibloe Operations Manager: Andrew Wilcock	2017/18		98.40%	MSDC		Target met.	
	Qtr1.	30.05%					
	Qtr.2	57.68%					
	Qtr.3	86.00%					
	Qtr.4	98.65%					
	2018/19						30.05%
	Qtr. 1	29.94%					
	Qtr. 2	57.47%					
Qtr. 3	85.79%						
Qtr. 4	98.57%						
			57.68%				
			86.00%				
			98.40%				

Performance measure	Period	Data	Target	Council	Trend	Comments	
F04 % Business rates collected Cabinet Member: John Whitehead Data Owner: Bethany Nibloe Operations Manager: Andrew Wilcock	2017/18		98.40%	MSDC		Target not met. This is due to bad debt write-offs where companies have become insolvent during 2018/19. If you exclude these from the gross debit, the collection figure would be 98.62%. Of the £314k that remained uncollected, £215k is under some form of recovery. £99k is the new debt raised from recent changes	
	Qtr. 1	31.10%					
	Qtr. 2	60.45%					
	Qtr. 3	85.89%					
	Qtr. 4	98.97%					
	2018/19						
	Qtr. 1	30.93%	31.10%				
	Qtr. 2	58.81%	60.45%				
	Qtr. 3	83.90%	85.89%				
Qtr.4	97.83%	98.40%					
Performance measure	Period	Data	Target	Council	Trend	Comments	
F05 Average time taken to process new Housing Benefit/Council Tax Reduction claims Cabinet Member: John Whitehead Data Owner: Bethany Nibloe Operations Manager: Amy Mayes	2016/17		24 days	MSDC		The New Claims outturn for 2018/19 was 20.03 days as a cumulative figure. This compares favourably to the 26.01 days recorded for the year ending 2017/18. The Q4 figure is the lowest for the period shown.	
	Qtr. 1	22					
	Qtr. 2	22					
	Qtr. 3	22					
	Qtr. 4	22					
	2017/18		24 days				
	Qtr. 1	23					
	Qtr. 2	30					
	Qtr. 3	31					
	Qtr. 4	23					
	2018/19		24 days				
	Qtr. 1	25					
	Qtr. 2	19					
Qtr. 3	19						
Qtr.4	17						
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 Whitehead Data Owner: Bethany Nibloe Operations Manager: Amy Mayes	2016/17		10 days	MSDC		The Change of Circumstances outturn for 2018/19 was 3.91 days as a cumulative figure. This compares favourably to the 5.17 days recorded for the year ending 2017/18. The Q4 figure is the lowest for the period shown.	
	Qtr. 1	9					
	Qtr. 2	9					
	Qtr. 3	10					
	Qtr. 4	3					
	2017/18		10 Days				
	Qtr. 1	7					
	Qtr. 2	7					
	Qtr. 3	6					
	Qtr. 4	3					
	2018/19		7 days				
	Qtr. 1	6					
	Qtr. 2	5					
Qtr. 3	4						
Qtr.4	2						

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 Whitehead Data Owner: Helen Bradley Operations Manager: Amy Mayes	2016/17					There has been incremental improvements in the numbers of online claims received. These online claims are freely available and customers are directed to correspond online at every interface. These 'customer friendly' intelligent claim forms determine which benefit can be applied for (Housing Benefit or Universal Credit) and are promoted to customers in correspondence as well as by third party partner organisations. Additionally, advice pages for Universal Credit (UC) carry a 'make a claim for Council Tax Reduction' link which links back to the benefit pages. All UC claims are made 'digitally by default' and this ethos is helping to encourage change in the numbers of electronic claim forms received by SRP.	
	Qtr. 1	71%					
	Qtr. 2	66%					
	Qtr. 3	83%					
	Qtr. 4	83%					
	2017/18						
	Qtr. 1	79%					
	Qtr. 2	85%					
	Qtr. 3	83%					
	Qtr. 4	80%					
	2018/19						
	Qtr. 1	86%	85%	MSDC			
	Qtr. 2	81%					
Qtr. 3	93%						
Qtr. 4	91%						
Performance measure	Period	Data	Target	Council	Trend	Comments	
F08 % of business rates payers using Direct Debit Cabinet Member: John Whitehead Data Owner: Bethany Nibloe Operations Manager: Andrew Wilcock	2017/18		n/av	MSDC		This measure currently shows the percentage 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	53%					
	Qtr. 2	54%					
	Qtr.3	53%					
	Qtr.4	53%					
	2018/19						n/av
	Qtr. 1	53.85%					
	Qtr. 2	54.54%					
	Qtr. 3	55.11%					
	Qtr.4	52.02%					
Performance measure	Period	Data	Target	Council	Trend	Comments	
F09 % of council tax payers using Direct Debit Cabinet Member: John Whitehead Data Owner: Bethany Nibloe Operations Manager: Andrew Wilcock	2017/18		n/av	MSDC		As above.	
	Qtr. 1	78%					
	Qtr. 2	79%					
	Qtr.3	78%					
	Qtr.4	77%					
	2018/19						n/av
	Qtr. 1	78.43%					
	Qtr. 2	78.41%					
	Qtr. 3	78.73%					
	Qtr.4	77.68%					