Enabled and Efficient Organisation

Description of the hexagon and its outcomes

For both councils to be successful in the delivery of all the strategic outcomes, we need an enabled and efficient organisation - the right people doing the right things, in the right way, at the right time, for the right reasons - making best use of our organisation's resources by using agile ways of working.

To achieve a successful outcome our organisation will be able to respond and adapt quickly to changes in the external environment and our officers and members will have developed the right skills, attitude and capability to operate in an ever-changing environment.
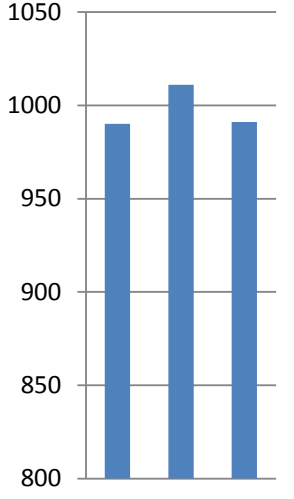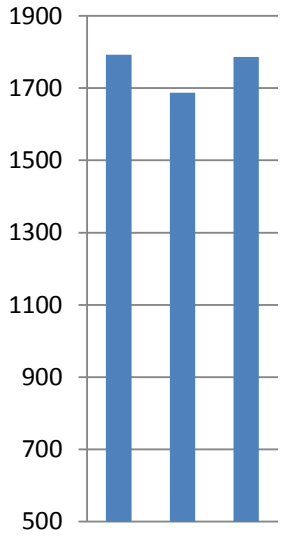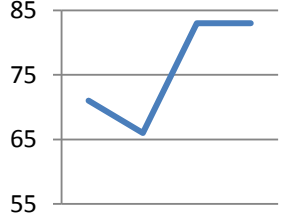
Main Achievements	
	1. Alternative service delivery models - A combined legal service created by 4 councils now supports the new ways that councils need to work in the future by working collaboratively and sharing expertise.
	2. Business Intelligence - Work on Connect has advanced in the past 6 months in relation to Programme and Project Management. With a desire to provide transparent and visible information in a clear and concise format which has offered an effective monitoring and reporting tool on programme / project progression.
	3. Digital by Design - Babergh and Mid Suffolk District Councils have adopted the allpay system for payments. This system will provide access to the widest range of payment collection solutions across cash, debit/credit card and direct debit acceptance. Allpay allows access to PayPoint and Post Office for the payment of council tax, business rates, sundry debts and housing benefit overpayments.
	4. Strengthened and clear governance to enable delivery - Strengthening governance across the organisation with revised Constitution, and schemes of delegation. Our Councillors agreed to adopt the 'leader-cabinet' form of governance, effective from the May 2017 Annual Council meeting.
	5. Strengthened and clear governance to enable delivery -Work has also commenced on electoral reviews that will consider how many councillors Mid Suffolk and Babergh District Councils each have, it will also consider where the ward boundaries fall throughout our districts.
	6. Financially sustainable Councils - Babergh and Mid Suffolk Councils have set a balanced budget for 2017/18 without any significant impact on services against a back drop of austerity and funding cuts within the sector, which has seen other councils having to cut services that impact on their communities.

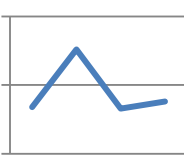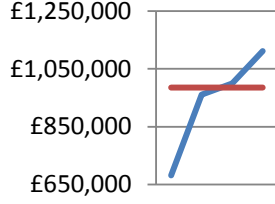| Main Achievements cont.	7. Networked and agile organisation -Apprenticeship recruitment and development has been on the increase with the number of apprentices rising to 18 during 2016/17. The majority of these positions are in service areas that align with the organisational needs including Housing, Planning, and Public Realm apprentices, 13 apprentices are currently still on programme. The success of this initiative can also be measured in their positive progression; 3 apprentices have secured permanent employment with a fourth currently working within the organisation on a fixed term contract. 8. More efficient public access arrangements - A new Public Access Strategy was developed alongside the move of the two Councils to Endeavour House in Ipswich. It sets out the case for change with a focus on improving access and contact to modernised local services for residents and refining the way the Councils work. Taking a whole system approach, it supports collaborative working with partners, and develops self-service options, meaning more attention is focused on those that really need our help. 9. More efficient public access arrangements - The councils have invested in new IT systems which has led to the introduction of a new single website for both Babergh and Mid Suffolk District Councils, enabling our customers to access information on mobile devices as well as PC's and laptops. Alongside this a new telephone system with a single contact number for all service enquiries and an automated telephone payment line has been introduced.
Impact on communities / the way we work	1. Strengthened and clear governance to enable delivery - Electoral review, the overall aim of the review is to ensure that we have electoral equality in our districts: that each councillor represents a similar number of residents, and each councillor requires a similar level of support from residents to be elected. The Councils have agreed the number of members for both councils to be recommended to the Boundary Commission; Mid Suffolk 34 members. 2. Strengthened and clear governance to enable delivery - The adoption of the Leader - Cabinet model will enable decision making to become more considered, agile and responsive. 3. Digital by Design - In line with the new Public Access Strategy Babergh and Mid Suffolk Councils are equipping the workforce with mobile devices which will support staff to work more efficiently and effectively from a wider range of destinations. The use of technology will enable teams to remain connected whilst working remotely. 4. Digital by Design - We have successfully launched the new joint website, early indications are showing a strong use of the new site. 5. More efficient public access arrangements - The introduction of the new on-line and automated services will make it easier and more convenient for our customers to be able to request or pay for services, report problems and to contact us. Allowing us more time to offer assistance for those customers with complex needs.

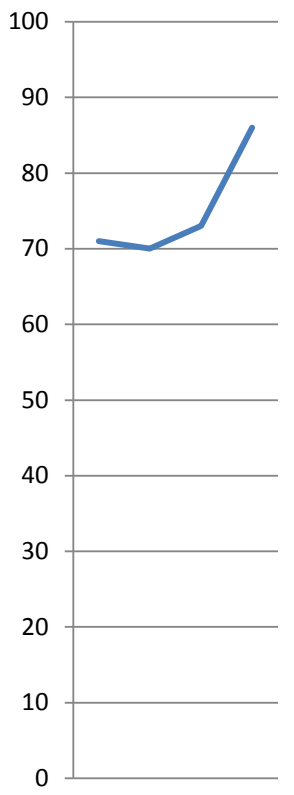|		2016/17								
Tracking Indicator	**Linked to**	**Q1**	**Q2**	**Q3**	**Q4**	**Target**	**Trend**	**Council**	**11. Comment / How does this compare to the Suffolk-wide/National picture?**	**Why is this indicator important?**
T1. Unannounced face to face visits per day at HQ's (No. people on average per day)	I1	55	38	35	13			MSDC	No data for MSDC face to face in Nov so average used	As the most expensive way to deliver services we want to see this number reduce.
T2. Calls answered per day at Hadleigh Contact centre (no. calls on average per day)	I2	1654	1669	1594	Due to changes in telephones more time is required to collate the figures as they need to amalgamate them from different systems			Both	More detailed telephony measures will be available from June 2017	As telephone is currently the customer's favoured method of contact we need to understand our performance.

JSP: Digital by design

T3. No. of website users per day (No. of people on average per day excludes internal traffic)	I1	990	1011	991	Due to changes in telephones more time is required to collate the figures as they need to amalgamate them from different systems			MSDC		This measure gives a broad indication of the popularity of the website, although is not sufficient to measure channel shift. New indicators are being developed.
T4. No of website sessions per day (No. of sessions on average per day excludes internal traffic)	I1	1792	1687	1786	Due to changes in telephones more time is required to collate the figures as they need to amalgamate them from different systems			MSDC		This measure gives a broad indication of the popularity of the website, although is not sufficient to measure channel shift. New indicators are being developed.

Influencing Indicator	Linked to	2016/17				Target	Trend	Council	Comment / How does this compare to the Suffolk-wide/National picture?	Why is this indicator important?
		Q1	Q2	Q3	Q4					
I1. Online housing benefit new claims as a % of all benefit claims		71%	66%	83%	83%	N/A		MSDC		The increase in residents accessing our services online when it suits themselves provides the opportunity to focus our resources on assisting those who most need it.
I2. % of transactions that are digital to the end								Both	This is a measure that we intend to use in the future, the data is not available at present.	

JSP: Financially sustainable Councils

Tracking Indicator	Linked to	2016/17				Target	Trend	Council	11. Comment / How does this compare to the Suffolk-wide/National picture?	Why is this indicator important?
		Q1	Q2	Q3	Q4					
T1. Government funding - Actual Revenue Support Grant	I1,I2, I3, I4 & I5	370,391					N/A	MSDC		

Influencing Indicator	Linked to	2016/17				Target	Trend	Council	Comment / How does this compare to the Suffolk-wide/National picture?	Why is this indicator important?
		Q1	Q2	Q3	Q4					
I1. % of market share of building control applications	T1	73.4	77.6	73.3	73.8			MSDC		
I2. Income generated through chargeable waste services	T1	£681,406	£960,679	£999,238	£1,111,460	£985,210		MSDC	15/16 outturn £938,296 figures provided for 16/17 are cumulative showing an increase at outturn of 18.4% against last year	
I3. Tax base - No. of Band D equivalent properties	T1			35,336			N/A	MSDC	**15/16 34,911** 17/18 35,786 increase of 1.3%	
I4. Income generated from Public Realm as a % of expenditure	T1				70%		N/A	MSDC	Figures taken as at **15.05.2017 for year end** Expenditure 1,487,585 Income 1,041,068	

I5. Income generated from investing cash £'000	T1									
		71	70	73	86			MSDC	MSDC interest decreased in quarter 2 due to fall in Bank of England base rate. In Q3 Funding Circle returns increased compared to quarter 1 due to more principal being invested. **Please note: Q4 figure includes estimates as pooled funds have not released earning figures , final figure likely to change. The increase is due to new investments in the UBS multi asset income fund UK and Schroder income maximiser fund.**	