

RES01 How many working days did we lose due to sickness absence?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
6.99 days	7.25 days	9.20 days	7 days

Responsible Officer

Bob Palmer
Director of Resources

Improvement Action	Target Dates	Key Measures / Milestones
The Assistant Director (HR) to carry out further analysis on the increase in the number of days taken for mental health issues.	December 2015	A report is submitted to Management Board
HR will arrange mandatory workshops for managers to ensure that the Council's Managing Absence Policy is applied consistently and timely across the authority.	December 2015	Managers become proactive when managing absence.
HR will arrange workshops for managers on mental health issues.	December 2015	Managers are confident when dealing with mental health issues of their staff
HR will work with Directors to produce the most useful management information regarding sickness absence	September 2015	Directors/Assistant Directors/Managers receive regular timely information from HR.
The Assistant Director (HR) to meet with the Council's Occupational Health provider regarding the information provided to managers by their doctors.	June 2015	Meeting took place 24 June 2015

An article on the Council's sickness absence position will be published in District Lines.

August 2015

Staff are informed of the Council's absence figures.

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

Currently no additional resources are required.

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

Flu/other infection epidemic.

The Council has an ageing workforce which maybe more susceptible to operations/procedures that require some recuperation time



RES02 What percentage of the invoices we received was paid within 30 days?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
97%	97%	94%	97%

Responsible Officer

Bob Palmer
Director of Resources

Improvement Action	Target Dates	Key Measures / Milestones
Reminder e-mails stressing the importance of passing invoices in a timely fashion and making sure officers register disputed invoices on the Accounts Payable system	31/7/15	
The Council is in the process of implementing E-invoicing which will significantly reduce the amount of paper invoices being passed around the authority. This will take time to implement so it is unlikely to have an impact on the 2015/16 KPI	December 2015	Pilot exercise complete October 15 full rollout Marketplace and OHMS November 15

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

It is intended to implement E-invoicing from within approved budgets so no additional resources are currently required.

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

RES05 On average, how many days did it take us to process new benefit claims?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
31.83 days	23.00 days	21.74 days	22.00 days

Responsible Officer

Bob Palmer
Director of Resources

Improvement Action	Target Dates	Key Measures / Milestones
Regular review of procedures to reduce delays and unnecessary requests for information.	10th July 2015, 9 th October 2015 and 15th January 2016	Weekly monitoring and KPI performance reported on a quarterly basis
Review documentation to encourage claimants to provide documentation with their applications and reduce the need to write to request the information that has not been provided.	9 th October 2015	Weekly monitoring and KPI performance reported on a quarterly basis
Regular review of training requirements	10th July 2015, 9 th October 2015 and 15th January 2016	Weekly monitoring and KPI performance reported on a quarterly basis

Improvement Action	Target Dates	Key Measures / Milestones
Recruitment of experienced staff to vacant posts. If experienced staff can be recruited, the training required will be reduced.	As vacancies arise	Weekly monitoring and KPI performance reported on a quarterly basis

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

No additional resources are currently required.

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

The Government is pursuing a significant programme of Welfare Reform to reduce the overall welfare bill by £12 billion. It is not yet clear how this programme will effect claimants or local authorities.