

# Finance and Management Committee Strategic and Service Success Areas Year End 2018/19



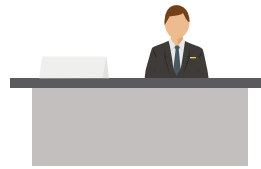
## Appendix B



### Multi-agency

Universal Credit (UC)

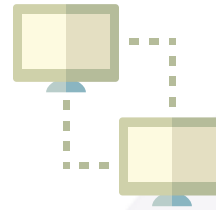
Multi-agency Welfare Reform user group successfully established.



### 7,997

Visitors

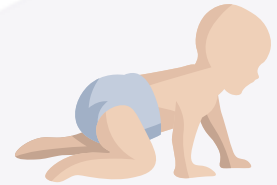
Number of face-to-face visitors helped at the Civic Offices during quarter four.



### IT services

Infrastructure

New servers procured to strengthen ICT and technological platforms.



### 6.4 days

Target - <8 days

Time to process a change in Benefit circumstances was an average 7.8 days.



### Rent

Amount collected

£6,032,872 collected from current tenants this year, which is £129,074 more than in 2017/18.

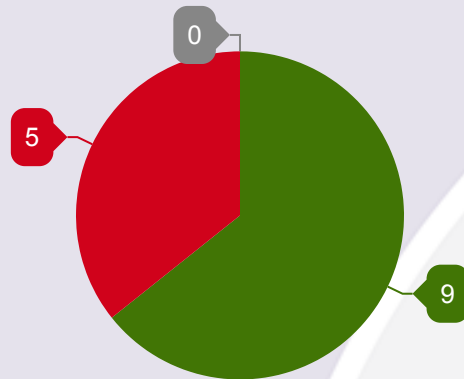


### 15

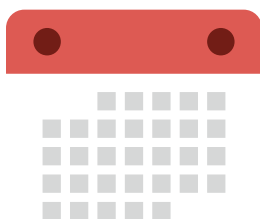
Projects helped

£250,000 allocated under the Community Partnership Scheme to projects across the District.

## Performance Overview



Green (64.29%) Red (35.71%) Grey (0%)



### 17.5

Target - <18 days

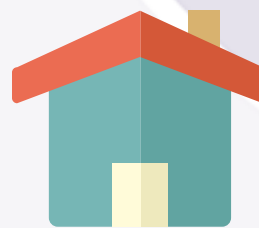
New claims processed in an average of 17.5 days, which is an Upper Quartile result.



### 7%

Target - <8%

Number of calls abandoned. Target for 2017/18 was <10%.



### 2.26%

Target - <2.5%

Rent arrears as a percentage of rent due. This is an Upper Quartile result.



### £1 million

Financial management

As reported to F&M committee in January, £1m budget savings and income achieved.