

Finance and Management Strategic and Service Key Success Areas 2019/20 Quarter 2



Appendix C

Target < 8 days Theme - People



4.9

Action - Process Benefit Claims efficiently

Measure – Average time for processing notifications of changes in circumstances

Success - Additional resource has been secured to process Verify Earnings and Pensions alerts sent by the DWP. We have also been successful in automating Universal Credit change in circumstance records, which has reduced the number needed for manual processing

Target:
Q2. Installation
of Planning and
Land Charges
System.
Q2.
Maintenance
Standards Data
Review.

Theme - Outcome

Action – Establish a corporate approach and responsibility for business change and improvement, standardising evaluation and delivery of projects across the Council.

Measure - O6.2 Agree and deliver business change programme to support core objectives.

Success – The new Planning system went live on the 1st August 2019. The Land Charges module is due to go live before December.

Project on track and is now feeding into wider corporate projects such as the review of Corporate Asset Management.



Achieved