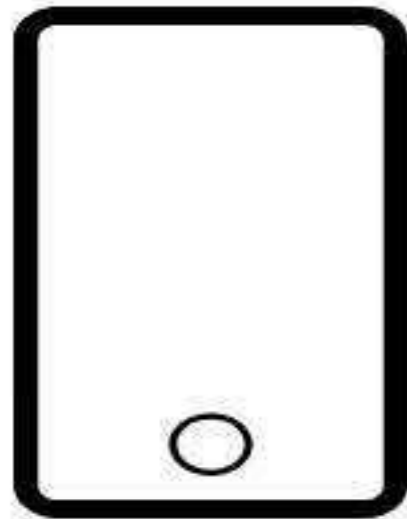


Finance and Management Committee Strategic and Service Success Areas Quarter three, 2017/18



Appendix B



Website

Device usage

49.6% of people now view the Council website on a mobile phone thanks to device responsive solution.



83.8%

Target 80%

Percentage of calls answered within 20 seconds.



Dementia

Status achieved

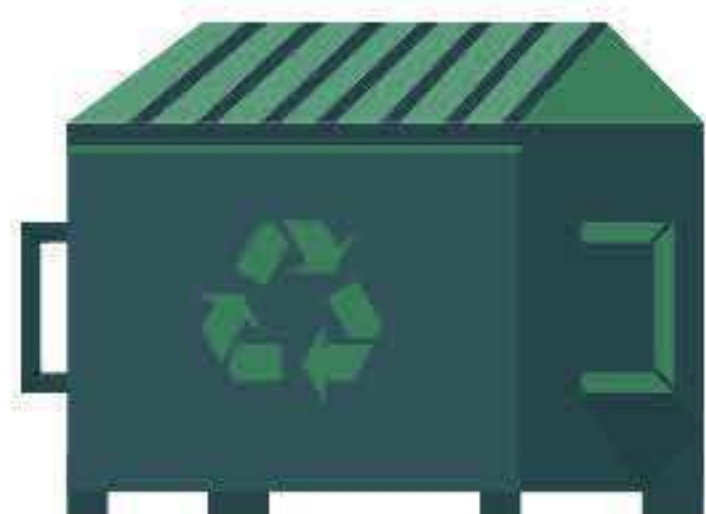
Dementia Friendly Community Status achieved to help us to spread the word about the disorder.



16.4 days

Target <18 days

Average time for processing new benefit claims.



Depot

Opening

New Council depot has opened on Boardman Industrial Estate in Swadlincote.

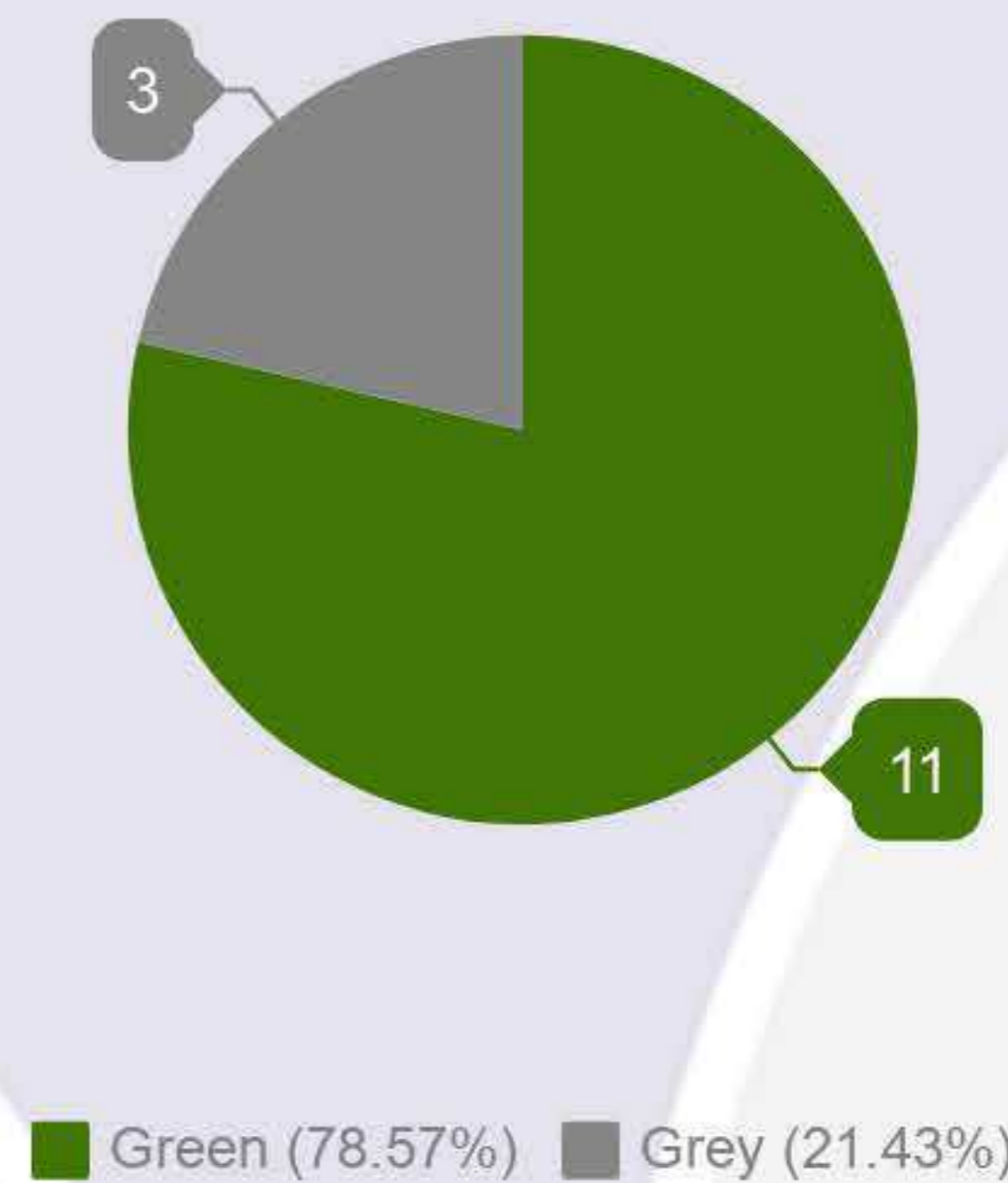


0.30%

Target <0.48%

Housing Benefit Subsidy Local Authority error target threshold met.

F+M Performance Overview



Audit

Social media

Extensive evidence base completed and consultation undertaken for Social Media Strategy.



£690,000

Savings made

Budget savings and additional income achieved during the year to date.



Data

New regulations

Work ongoing to ensure compliance with new Data Protection Regulations



4.2%

Target <10%

Call abandonment rate has dramatically decreased from previous quarter.