

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



Appendix B



Website

Now live

New website has been launched, with positive feedback so far



82%

Target 80%

Percentage of calls answered within 20 seconds



Safe place

Civic Offices

The Civic Offices have been accredited as a Safe Place to support vulnerable adults



14.3 days

Target <18 days

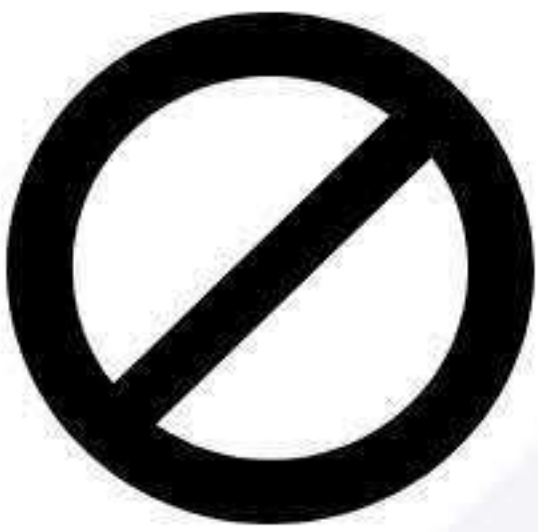
Average time for processing new benefit claims



60%

Training

The outturn figure for mandatory training courses continues to increase

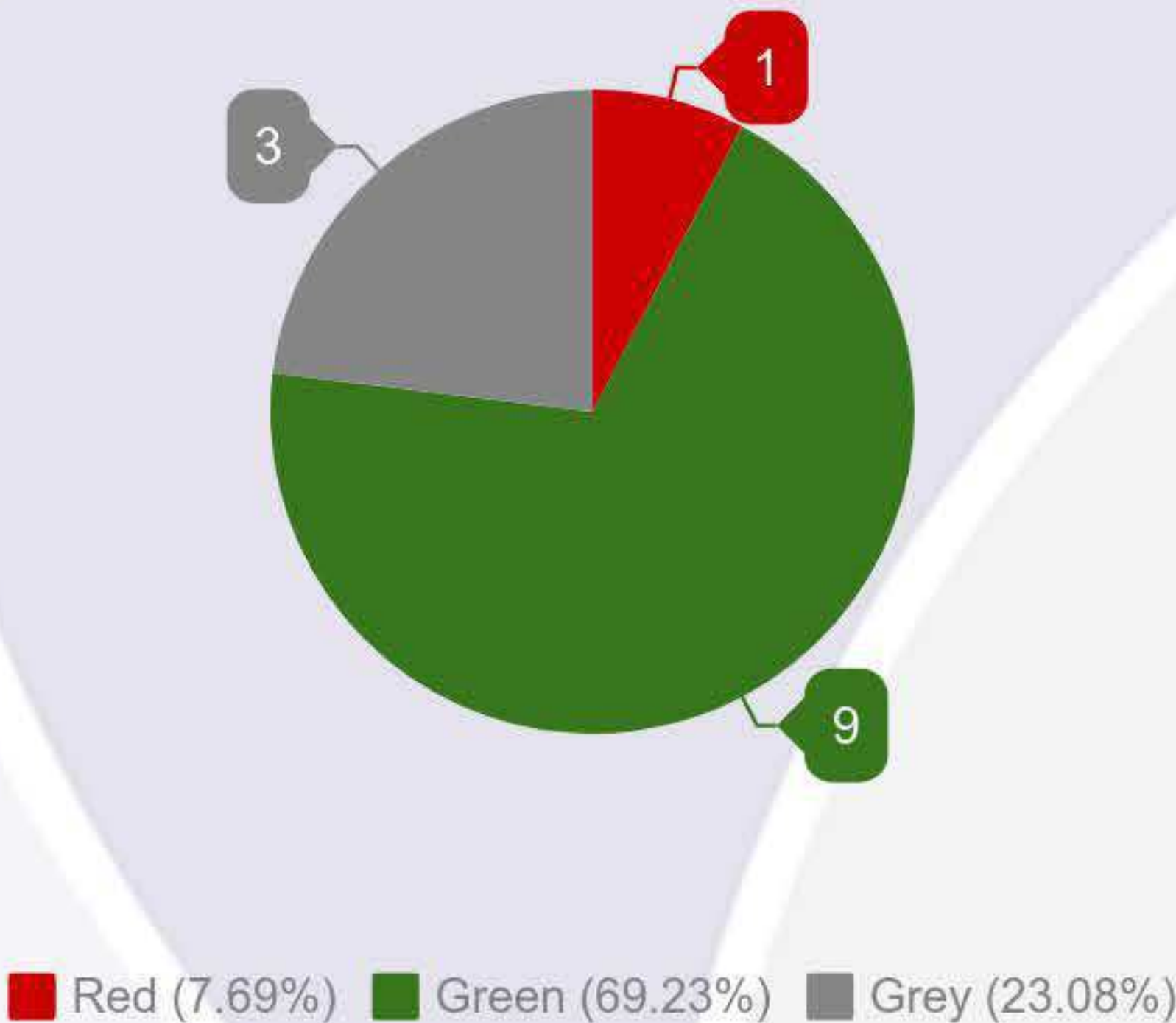


0.20%

Target <0.48%

Housing Benefit Subsidy Local Authority error target threshold met

F+M Performance Overview



Audit

Social media

Audits undertaken on Twitter and Facebook accounts ahead of Social Media Strategy



5.4 days

Target <8 days

Average time for processing notifications of changes in circumstances



Strategy

IT and digital

Three year IT and Digital Strategy approved by Finance and Management Committee



6.2%

Target <10%

Call abandonment rate has reduced from previous quarter