

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



Appendix B



Finance

Savings

Savings of £400,000 have been approved from Corporate Services



Strategy

Social media

Benchmarking has taken place with authorities and examples of best practice considered



6.6%

Target <10%

Amount of abandoned calls in Customer Services



Annual Report

Equalities and Safeguarding

Annual report presented and the 2017/18 action plan agreed

F+M Performance Overview



15.8

Target <18 days

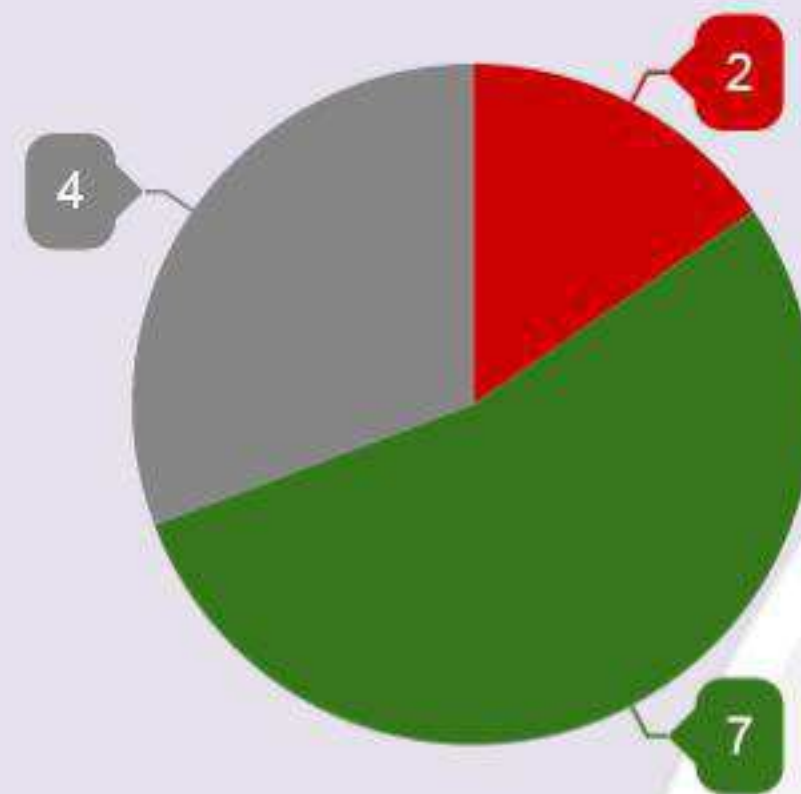
Time taken to process new Benefit claims



Technology

ICT

Requirements have been reviewed and consultation held with stakeholders



Red (15.38%) Green (53.85%) Grey (30.77%)



Training

Mandatory

Good progress with attendance at mandatory training



5.1 days

Target <8 days

Time taken to process a change in circumstance



RFC

Tender

Development options approved and tender documents completed



0.02%

Target <0.48%

Benefit subsidy error less than the national threshold set down