

# Finance and Management Committee Strategic and Service Success Areas 2017/18



## Appendix B



**46%**

Target - >43%

46% of people now view the Council website on a mobile phone thanks to device responsive solution.



**81.8%**

Target - 80%

Percentage of telephone calls to the Council answered within 20 seconds.



**Accreditation**

Safe places

Safe Place Scheme accreditation achieved as part of Equalities Action Plan.



**15.8 days**

Target - <18 days

Average time for processing new benefit claims - well below the national average.



**691k**

Budget savings

Major savings made during the year in line with the Medium Term Financial Plan.



**0.30%**

Target - <0.48%

Housing Benefit Subsidy Local Authority error target threshold met.

### F+M Year End Performance Overview



Green (69.23%) Red (30.77%)



**Report**

Published

Gender Pay Gap report published.



**ISO 14001**

Accreditation

ISO 14001 environmental standards certification maintained.



**ICT strategy**

Adopted

ICT strategy and action plan adopted for the next three years.



**6.8%**

Target - <10%

Calls abandoned, with particularly impressive performance during quarter four.