

Finance and Management Committee Strategic and Service Success Areas Quarter 3 - 2018/19

Appendix B



2.40%

Target - <2.5%

Rent arrears at quarter end was £295,800 excluding cash payments (approx. £75,000) made at the end of December.



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Projects helped

Total of £217,983 of Community Partnership Scheme grants approved.



IT

Safe and secure

Back up disaster recovery (DR) software solution agreed.



7.8 days

Target <8 days

Time taken to process a change in circumstances was an average of 7.8 days.



Support

Universal Credit

Processes and publicity in place to help claimants avoid Council rent, Council Tax and other debt arrears.

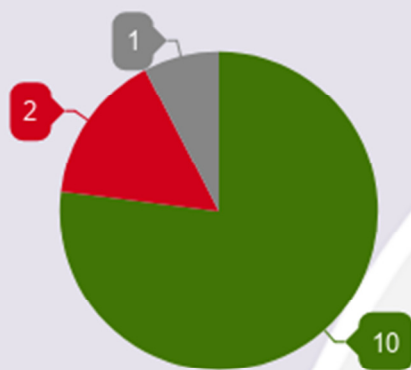


£1 million

Income generated

Business Rates Pilot will generate an additional £1m in 2018/19 to be set aside for economic regeneration.

Performance Overview



Green (76.92%) Red (15.38%) Grey (7.69%)



81.3%

Target - 80%

Telephone calls answered within a time of 20 seconds.



Transformation

Business improvement

New Planning and Land Charges Software project delivered this quarter.



7,544

Visitors

Number of face-to-face visitors helped at the Civic Offices during quarter three.



14.6

Target - <18 days

New claims have been processed in an average of 14.6 days, more than 3 days below target.