

SERVICE ANNUAL PERFORMANCE REPORT

FINANCIAL SERVICES	PERIOD: FINANCIAL YEAR 2019/20
DELIVERING OUR OUTCOMES – CASE STUDIES ILLUSTRATING THE POSITIVE CONTRIBUTION TO OUR COMMUNITIES	
<p>Corporate Outcome: People live active healthier and independent lives</p> <p>Business Outcome 102 We Provide Support, Prevention And Opportunities To Help People Make Better Lifestyle Choices.</p> <ol style="list-style-type: none">1. £71,782 in Crisis Grants was paid to 850 claimants. 100% were paid within 24 hours of receiving the claim.2. Average processing time for New Housing Benefit claims was 21.8 days and 5 days for changes in circumstances.3. £662,000 of Discretionary Housing Payments was distributed to households in need.4. The Money Skills Argyll Project continued to provide debt and financial inclusion support to eligible clients throughout 2019/20.	
<p>Corporate Outcome: Our economy is diverse and thriving</p> <p>Business Outcome 110 We Support Businesses, Employment And Development Opportunities</p> <ol style="list-style-type: none">1. We approved £15.5 million of Non-Domestic Rates to support local businesses.	
<p>Corporate Outcome: Getting It Right</p> <p>Business Outcome 115: We Are Efficient And Cost Effective</p> <ol style="list-style-type: none">1.	

