

## SERVICE ANNUAL PERFORMANCE REVIEW

<b>NAME OF SERVICE: FINANCIAL SERVICES</b>	<b>PERIOD: FINANCIAL YEAR 2020/21</b>
<b>1. DELIVERING OUR OUTCOMES</b>	
<b>Our case studies help illustrate the positive contribution the Service has made to our communities and provides examples of good service delivery.</b>	
<p><b>Corporate Outcome - People Live Active Healthier And Independent Lives</b></p> <p><b>Business Outcome BO102: We Provide Support, Prevention And Opportunities To Help People Make Better Lifestyle Choices</b> <span style="float: right;">2.6 days for changes</span></p> <ul style="list-style-type: none"> <li>c) £787,614 of Discretionary Housing Payments was distributed to households in need.</li> <li>d) We have paid out £65,000 in grants to cover food and fuel for people in poverty and successfully referred 21 days and 6 days respectively.</li> <li>e) In relation to the Money Skills Argyll (MSA) project we negotiated a revised project closure with Big L. the year end 240 families have been supported to maximise benefit income and reduced fuel costs to review of all cases completed during MSA project. This yielded an additional £233k for our project de</li> <li>f) Our Income Maximisation team completed an exercise to digitalise paper based client files and they t based working whilst still delivering the Income Maximisation service.</li> </ul>	
<p><b>Corporate Outcome - Our Economy Is Diverse And Thriving</b></p> <p><b>Business Outcome BO110: We Support Businesses, Employment and Development Opportunities</b></p> <p><i>Success Measure: FIS110_01-Increase the total value of Non-Domestic Rates (NDR) relief awarded</i></p> <ul style="list-style-type: none"> <li>a) We worked alongside other Council colleagues to support the administration of over 11,600 business support grants and awarded in excess of £86.2 million to support local businesses, protect the local economy and jobs, prevent business closure and promote economic recovery as lockdown restrictions eased and businesses started to re-open.</li> <li>b) We awarded £27.3 million of Non-Domestic Rates reliefs to support local businesses</li> </ul>	

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Corporate Outcome - Getting it right

Business Outcome BO115: We Are Efficient And Cost Effective

a)

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### Corporate Outcome - Our Economy Is Diverse And Thriving

#### Business Outcome BO110: We support businesses, employment and development opportunities

- a) Significant resource requirement to administer a range of Covid related Business Support Grants which required redeployment of staff in Revenues and Benefits and Internal Audit and created increased pressure on Creditors and Treasury.6 15 (r)14..8 (e)-6e427firy.6 19 (re)-0

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- b) We asked what could be done to reduce the numbers of people relying on foodbanks for support during the pandemic. Foodbank providers advised us through the Argyll and Bute Community Food Forum that more welfare rights and fuel poverty related support and advice for people with food insecurity attending the foodbanks would be beneficial.

We setup the new Argyll and Bute Flexible Food Fund which incentivises people in hardship to get this professional advice by making two monthly payments to families, the first one before the referral is made for professional support and the second one after the support has been delivered. This maximised engagement and helped find significantly more benefits for families in hardship.

There is evidence that the number of families and single parent families that rely on support from foodbanks is reducing.

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## FINANCIAL SERVICES –

<i>Adjusted Budget</i>	<i>Actual</i>
£4,436,348	£4,501,877

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