

1. Building Resilience across the service as part of the restructuring staff were undertaking tasks that were new to them. A handover has taken place and a full set of procedure notes have been written for the annual accounts process and other routine tasks.
2. Recruited new Contract Manager to increase the capacity within the Money Skills Argyll team to support partners, publicise the service and increase service activity.
3. Staff were supported to assist with the work required on the Best Value 3 audit.

Trend

FQ2 19/20
Target

FQ2 19/20
Actual

Owner

25

7

Kirsty Flanagan

Trend

Indicator Ref : FIS102_03 [SF102_03]-MSA Project....improve the money management skills of participants and reduce debt as a barrier to social inclusion (Accounting and Budgeting)

Trend	FQ2 19/20 Target	FQ2 19/20 Actual	Owner	Commentary
	38	14	Kirsty Flanagan	customer management system. Providers have advised that they have engaged with many more people than they have recorded on the system so work is underway with them to quantify the unrecorded participant numbers. The KPI will be updated once we have the information from the providers.



