

Delivering Our Outcomes – This highlights past performance as illustrated through our Key Performance Indicators (KPIs)

DELIVERING OUR OUTCOMES –

DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS

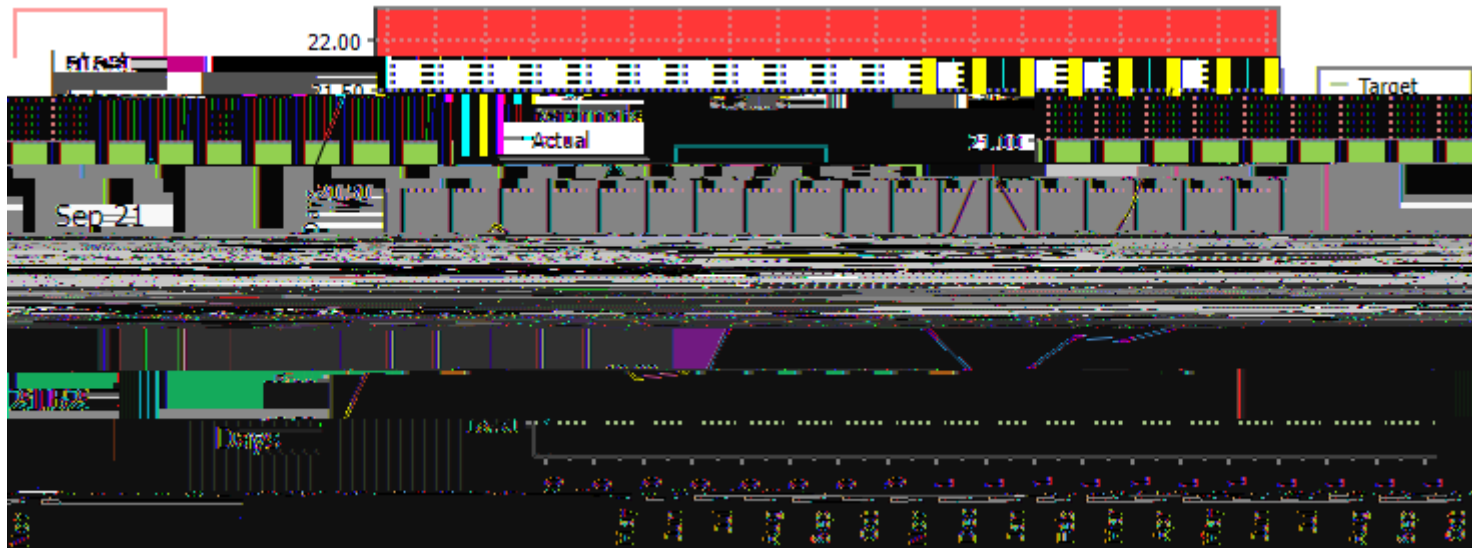
**Indicator:** FIS102\_04a-All new benefit claims are processed promptly

**Why measure this?** We process benefit claims as quickly as we can to help vulnerable people. We also have a statutory duty to do this.

**Commentary:** Performance has fallen slightly in this area mainly due to staffing shortages, sickness and an increase in workload due to Covid related Self Isolation Support Grant (SISG) volumes. A new member of staff started on 11th October and is trained to respond to telephone enquiries. This will ensure that Benefit Assessors time will be freed up to process new claim decisions. SISG volumes will reduce in the future due to proposed changes in the eligibility criteria for the grants. Therefore performance should improve as a result of this.

**This indicator has not met the target (lowest is best) and performance has decreased since the last reporting period**

TARGET FQ2	ACTUAL FQ2	BENCHMARK	PERFORMANCE
Average 21 days for new claims (Monthly Data)	21.52 days Monthly Data <b>R</b>	Scottish average 21 days	↓





DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS

**Indicator:** FIS115\_01-The agreed audit plan is delivered

**Why measure this?** The agreed audit plan provides assurance that our processes and procedures are thorough.

**Commentary:** Three audits have been completed as at 30 September 2021. The plan is on track with all reports to be finalised and reported to the Audit & Scrutiny Committee on or before the June 2022 Committee.

DELIVERING OUR OUTCOMES – OUR KEY PDR6 b.FORMANCDr6 b INDICTORS

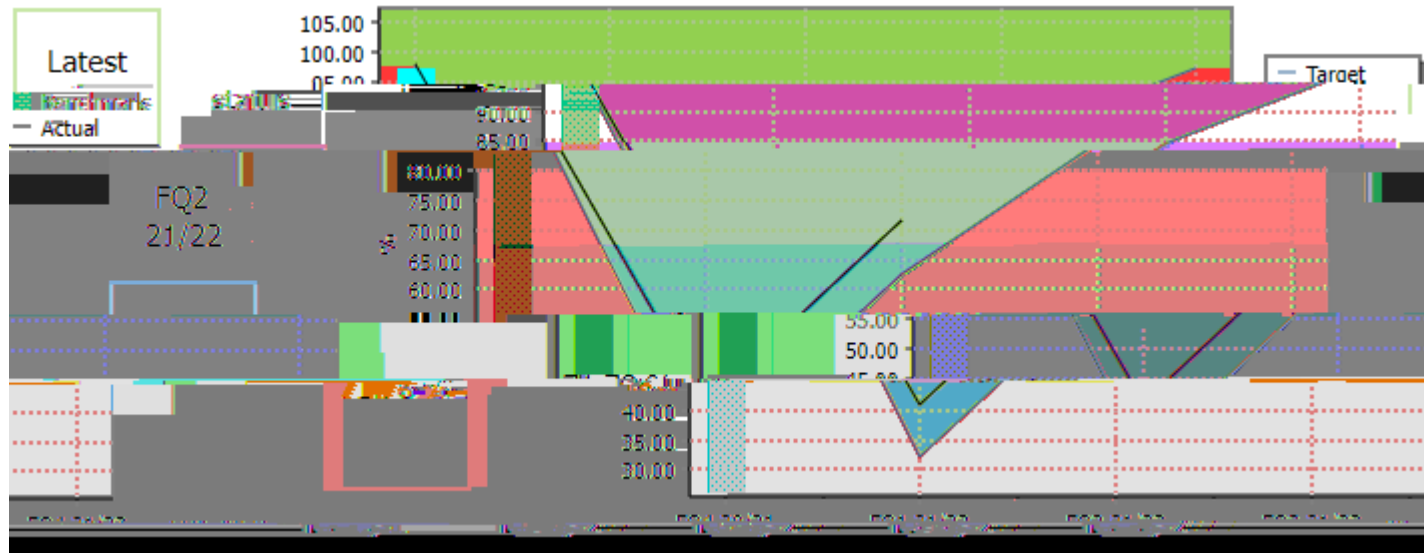
Indicator FIS115\_02-Maintain the high rate of collecting Non-Domestic Rates [NDR]

Why measurhis? It is important that all local taxes due are collected. We also submit our performance to the Scottish Government.

Commentar: NDRollections haveontinued to increase and are high than the wee at theed of Septembe 2019. The pecetageolleted by the ed of Setebe 2021 was 71.78% compared to 68.00% by thend of Septebe 2019. This provides the best compariso of performance as the 202/21 year was materially affected by temporary c hange to NDR eliefs as a cosequence of Covid.

This indicator is above target, however this is a cumulative total for financial year .

TARET FQ2	ACTL FQ1	BENCHMARK	PRFORMANCE
62.5%	71.78%	Scottish Average 97.3% / ABC 97.3%	↑
97.3% cumulatively at March 2022	G		



DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS

**Indicator:** FIS115\_03-Maintain the high rate of collecting Council Tax

**Why measure this?** It is important that all local taxes due are collected. We also submit our performance to the Scottish Government.

**Commentary:** Despite a difficult year Council Tax collections have remained steady and our collection figures are now comparable with 2019/20. In FQ2 2021/22 we collected 47.73% which compares to 47.95 % in FQ2 2019/20. The figure was lower for FQ2 in 2020/21 but this is attributed to the impact of Covid