Appendix 2: Quality Standards 2020/21 - Year-end Progress

Ob	Business Support

| Performance Indicator | 2019/20 | | 2020/21 | | | | | Note | 2021/22 | Assigned To |
	Value	Target	Value	Target	Status	Long Trend	Short Trend		Target	
Time for processing applications for new Housing Benefits claims from the date of receipt of the application to the day on which the claim is decided	24.2	25	18	25	✅	⬆	⬆	Targets met, an excellent achievement given impact COVID-19 had on the workload for the team. The improved processing times would have been of significant assistance to those claiming during the uncertainty of 2020/21.	25	Ryan Chalmers
Time for processing applications for notifications of changes of circumstances for Housing Benefits from the date of receipt of the application to the day on which the claim is decided	4.3	5	3	5	✅	⬆	⬆		5	Ryan Chalmers
Number of invoices paid within 30 calendar days of receipt as a percentage of all	95%	96%	91.37%	95%	⚠	⬇	⬇	Data shows overall Webuy % on time at 68%. All other payment methods, Cheque, BACS and Corporate Purchase Card % on time at	93%	Elaine Chisholm; Stella Kinloch

Performance Indicator	2019/20		2020/21					Note	2021/22	Assigned To
	Value	Target	Value	Target	Status	Long Trend	Short Trend		Target	
invoices paid								92%. Mismatch and delay in approval of Webuy POs causing overall reduction in the % of invoices paid on time. Difficulties with remote working across services and suppliers causing some delays.		

Ob	Finance

Performance Indicator	2019/20		2020/21					Note	2021/22	Assigned To
	Value	Target	Value	Target	Status	Long Trend	Short Trend		Target	
Number of errors within VAT returns submitted to HMRC	1	0	2	0	🔴	⬇️	⬇️	Two voluntary disclosures were made following standard sample checking processes within the Council. Disclosures were made to HMRC on date they were identified and were of low value.	0	Gillian McNeilly
% of weekly treasury summaries issued within 5 working days	100%	100%	100%	100%	✅	▬	▬	100% of reports were delivered within the timescale agreed.	100%	Gillian McNeilly

| Performance Indicator | 2019/20 | | 2020/21 | | | | | | 2021/22 | Assigned To |
	Value	Target	Value	Target	Status	Long Trend	Short Trend	Note	Target	
of week end										
% of new insurance claims dealt with within 5 working days	96.7%	100%	96.2%	100%	⚠️	⬇️	⬇️	The value is slightly down on the previous year due to extremely different working conditions due to COVID-19.	100%	Gillian McNeilly
% of reconciliations signed off by the end of the following period	71.7%	100%	83.65%	100%	🛑	⬆️	⬆️	Although the 100% target was missed, there was a significant improvement on the previous year's outturn. We continue to aim to achieve the target.	100%	Gillian McNeilly
% of budgetary control reports completed by due dates	100%	100%	100%	100%	✅	▬	▬	All reports submitted by required dates.	100%	Gillian McNeilly

Ob Internal Audit & Fraud

| Performance Indicator | 2019/20 | | 2020/21 | | | | | | 2021/22 | Assigned To |
	Value	Target	Value	Target	Status	Long Trend	Short Trend	Note	Target	
% of agreed Red and Amber rated internal audit action plans	New for 2020/21		100%	100%	✅	▬	▬	A new follow up report was introduced in July 2020 and all Red and Amber issues	100%	Andi Priestman

Performance Indicator	2019/20		2020/21					Note	2021/22	Assigned To
	Value	Target	Value	Target	Status	Long Trend	Short Trend		Target	
followed up								are followed up when due and a status update is reported monthly to PMRG and Audit Committee at each meeting of the Committee.		
% of draft audit reports issued within 21 days of fieldwork completion	94.7%	90%	Not yet available	90%	N/A	N/A	N/A		90%	Andi Priestman
% of final audit reports issued within 14 days of issue of draft report	New for 2020/21		Not yet available	100%	N/A	N/A	N/A	Data not yet available. These PIs will be reported in the Internal Audit Annual Report and Assurance Statement which will be reported to Audit Committee in June.	100%	Andi Priestman
Level of full compliance with the Public Sector Internal Audit Standards (PSIAS)	92.3%	90%	Not yet available	90%	N/A	N/A	N/A		90%	Andi Priestman
% of respondents who rate the overall quality of internal audits as satisfactory	New for 2020/21		Not yet available	100%	N/A	N/A	N/A		100%	Andi Priestman

Performance Indicator	2019/20		2020/21					Note	2021/22	Assigned To
	Value	Target	Value	Target	Status	Long Trend	Short Trend		Target	
or above										
% of audits completed on time and within budget	New for 2020/21		Not yet available	85%	N/A	N/A	N/A		85%	Andi Priestman
Number of training hours undertaken to support CPD requirements	New for 2020/21		Not yet available	100hrs	N/A	N/A	N/A		100hrs	Andi Priestman

PI Status		Long Term Trends		Short Term Trends	
🔴	Significantly Missed Target	⬆	Improving	⬆	Improving
🔺	Marginally Missed Target	➖	No Change	➖	No Change
✅	Met or Exceeded Target	⬇	Getting Worse	⬇	Getting Worse