

























Appendix 3: Quality Standards - 2018/19 Performance

Quality Standard	2018/19 Performance	Status
We will issue draft audit reports within 21 calendar days of fieldwork completion	100% against a target of 100%	
We will issue final audit reports within 14 calendar days of agreement of action plan	100% against a target of 100%	
We will seek feedback on the audit experience within 7 calendar days of issue of final audit report and use this to improve our service	100% against a target of 100%	
We will comply with the Public Sector Audit Standards	89.7% against a target of 90%	
We will meet all deadlines for completing and submitting all key financial returns	99% against a target of 100%	
We will sign off all reconciliations by the end of the following period	75% against a target of 100%	
We will submit Agresso budgetary control reports within 2 working days of month end	100% against a target of 100%	
We will deal with new insurance claims within 5 working days (including acknowledge claimant, send to claims handling company, update system, and forward to service for report if required)	95% against a target of 100%	
We will deal with requests for information for litigation/ court requests within 4 working days	90% against a target of 100%	
We will issue weekly cash summary within 5 working days of week end	91% against a target of 100%	
We will process new Housing Benefit and Council Tax Reduction claims within 26 days of receipt	25.79 days against a target of 26 days	
We will process Housing Benefit and Council Tax changes in circumstances notifications within 5 days of receipt	4.99 days against a target of 5 days	
We will aim to process Housing Benefit claims as accurately as possible and aim to minimise overpayments as a result of our error with a target of 0.48%	0.34% against a target of 0.48%	
We will aim to maximise Council Tax collection by targeting to collect 95.5% of income due from council tax	95.55% against a target of 95.5%	
We will aim to maximise the collection of HRA Rental income	Gross rent arrears: 9.5% against a target of 8.4%	
	Current tenants' arrears: 11.61% against a target of 10.5%	

Quality Standard	2018/19 Performance	Status
We will issues Debtors invoices timeously and aim that no more than 50% of total sundry debt is older than 90 days	57% against a target of 50%	
We aim to pay all of creditor invoices within 30 calendar days of receipt	98.28% against a target of 95%	
Changes made to suppliers' bank accounts will be logged, reviewed by a senior member of staff or confirmed to the supplier once made within 2 working days of notification	100% against a target of 100%	
We will aim to minimise error rates from keying (no more than 5%) and process within 5 working days for both Building Services Timesheets and Sold Property Invoices	Keying errors: 0% against a maximum target of 5%	
	Processing within 5 working: 90% against a target of 100%	
We will process all of Education Maintenance Allowance claims on time and with no errors	100% against a target of 100%	
We will process all Creditors Invoices in adherence to HMRC Regulations	100% against a target of 100%	
We will submit all of information to the Home Office on time with respect to the Syrian Refugee Projects	100% against a target of 100%	
We will submit all information on time to the Food Standards Agency	100% against a target of 100%	