








Appendix 2: Quality Standards - Year End Progress


Audit & Fraud





Quality Standard	Value	Target	Status	Note
We will issue draft audit reports within 21 calendar days of fieldwork completion.	94.7%	90%		Target exceeded.
We will issue final audit reports within 14 calendar days of agreement of action plan.	63.2%	100%		Some audits were finalised outside of the 14 days due to negotiation of agreed actions and timing of action plans with audit clients.
We will comply with the Public Sector Audit Standards.	92.3%	90%		Target met.

Business Support

Quality Standard	Value	Target	Status	Note
We will process new claims for Housing Benefit and Council Tax reduction within 25 days of receipt.	24.2	25		Achieving the processing target for Housing Benefit has been challenging in 2019/20 due to a number of proactive activities being carried out by the section to reduce fraud and error. However target has been met.
We will process change in circumstances notifications for Housing Benefit and Council Tax reductions within 5 days of receipt.	4.3	5		Target met which is important to ensure citizens receive updated entitlements as quickly as possible to maintain ongoing rental payments and reduce financial impact on the household.
We will aim to pay all creditor invoices within 30 calendar days of receipt but as a minimum we will pay 96% within 30 days.	95%	96%		The year end target was missed with invoices delayed in quarter 4 following lockdown just before year end as a result of COVID-19. All issues leading to delays in approving invoices will be assessed and addressed in 2020/21. Based on the latest LGBF comparative data published by the Improvement Service in February 2020 (looking at 2018/19 values), West Dunbartonshire ranked 1st of 32 local authorities, up 10 places from 11th the previous year and well above the Scottish average of 92.68%.
We will seek to minimise officer error on new Housing Benefit applications and change of circumstances.	0.32%	0.48%		Target met.

Finance

Quality Standard	Value	Target	Status	Note
We will have no errors within the VAT returns submitted to HMRC.	1	0		Only one error relating to a voluntary disclosure.

Quality Standard	Value	Target	Status	Note
We will issue a weekly treasury summary within 5 working days of week end.	100%	100%		All issued within 5 working days of week end.
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).	96.7%	100%		The target was narrowly missed with only 7 of 212 claims missing the 5 working days target.
We will sign off all reconciliations by the end of the following period.	71.7%	100%		Target was not met mainly due to IT system developments and staff absence causing delays.
We will meet all corporate budgetary control reports deadlines.	100%	100%		All reports completed by due dates.