

# FQ4 2020/21 PERFORMANCE REPORT

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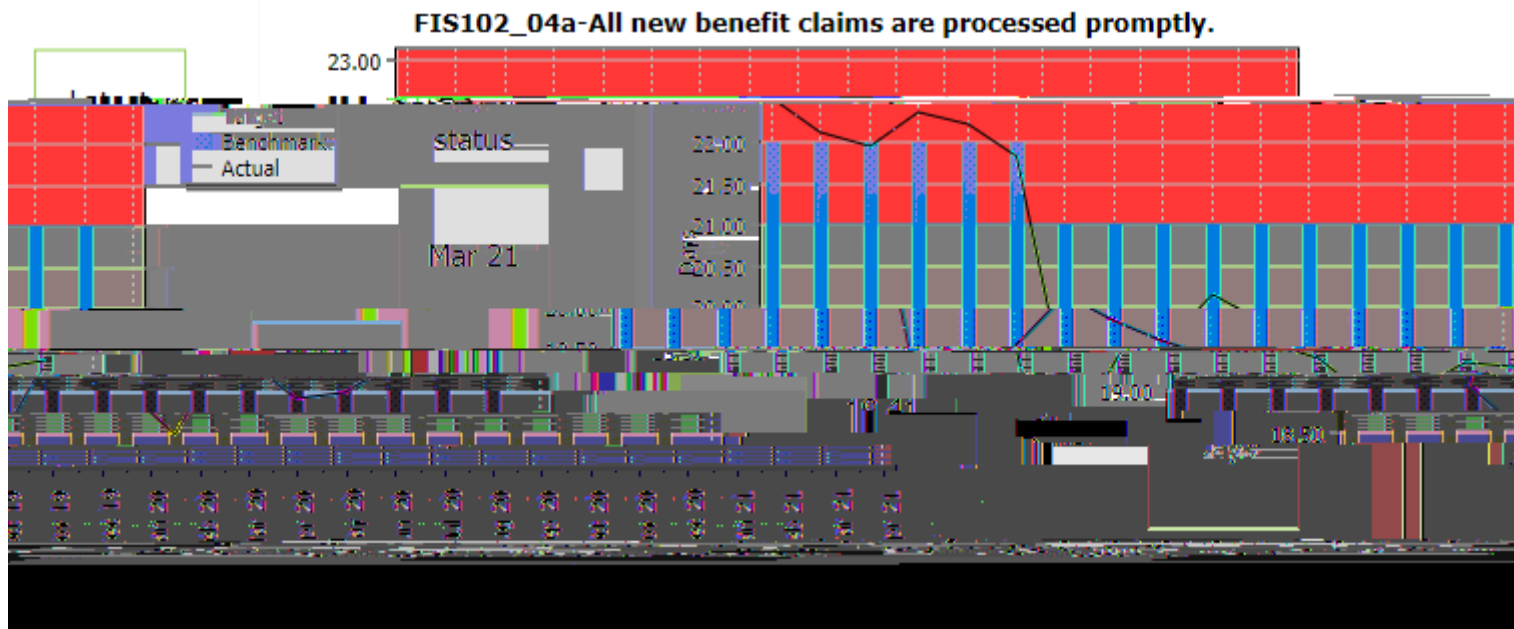
Indicator: FIS102\_04a-All new benefit claims are processed promptly.

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: Despite Covid staff have managed to deliver an improved level of service whilst working from home. This demonstrates the ongoing commitment of officers to processing benefit claims at a time of great need for vulnerable people.

This indicator is above target however performance has decreased since the last reporting period (lower is better).

TARGET MARCH 2021 21 Days	ACTUAL MARCH 2021 19.41 Days <b>G</b>	BENCHMARK 21 days 2018/19 Scottish average	PERFORMANCE TREND ↓
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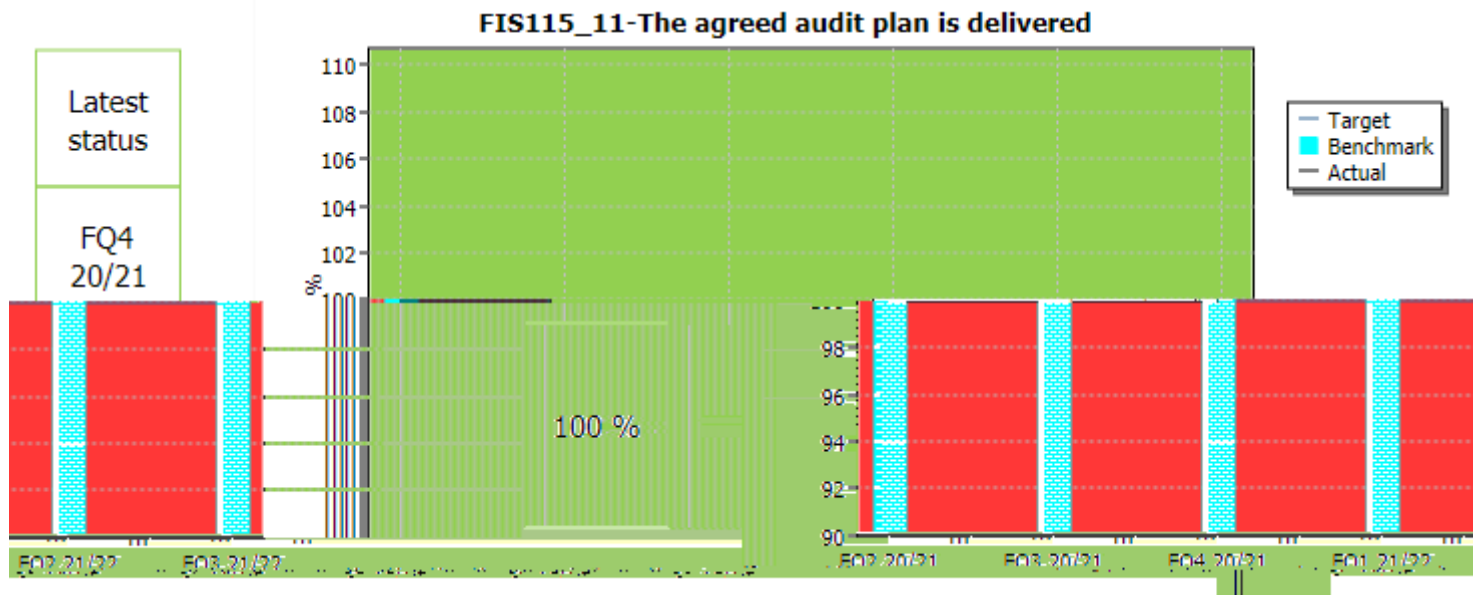
Indicator: FIS115\_11-The agreed Audit Plan is delivered.

Why measure this? [The agreed audit plan provides assurance that our processes and procedures are thorough.](#)

Commentary: Fifteen audits have been completed as at 31 March 2021. The plan is on track with all reports to be finalised and reported to the Audit & Scrutiny Committee on or before the June 2021 Committee.


This indicator is on target with no change in performance since the last reporting period

TARGET FQ4	ACTUAL FQ4	BENCHMARK	PERFORMANCE TREND
100%	100% <b>G</b>	100%	➔



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Indicator: FIS115_14-Maintain the high rate of collecting Non-Domestic Rates.			
<a href="#">Why measure this? It is important that all local taxes due are collected. We also submit our performance to the Scottish Government.</a>			
Commentary: Non Domestic Rates collection held up well despite the pandemic. The service has been able to grant an extra £11 million of relief this year			
			



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