

Indicator: FIS102_03-

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.

This indicator is below target and performance has decreased slightly since the last reporting period.

Commentary Performance at an average processing time of 25.19 days to process as at 31 March 22 does not meet the target of 21 days in the

Indicator: FIS110_01-Increase the total value of rates (NDR) relief awarded.

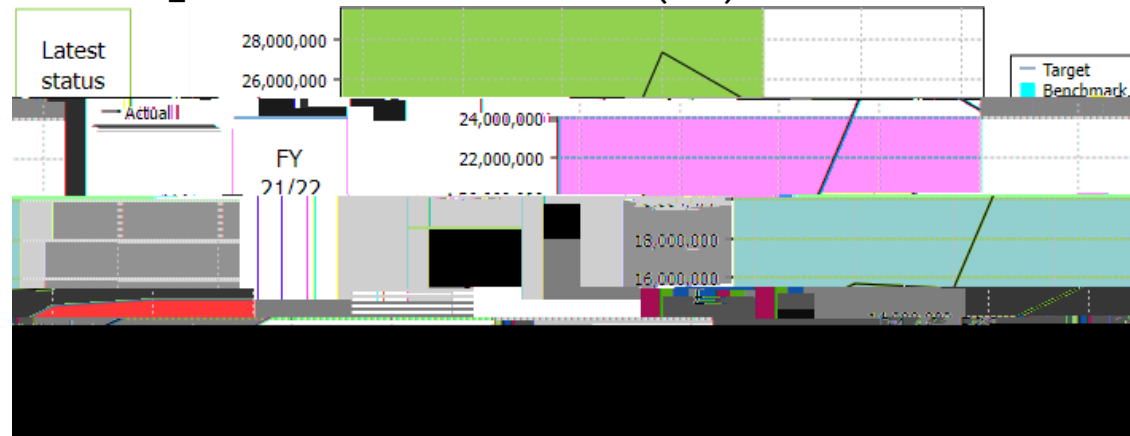
Why measure this? Good practice to support local businesses as to their entitlement, by the end of March each year we have to publish the level of relief to businesses.

This indicator is above target. However, due to the nature of this indicator performance cannot be measured against the previous reporting period.

Commentary With the continuation of the Covid related reliefs for 2021/22 by the Scottish Government the amount of relief granted to eligible businesses is increasing month on month. At 31 March 2022 the total relief granted to businesses was £24,461,586. This has been excellent performance from the team as all reliefs have to be applied for and processed - not automatically granted.

Target: Annual FQ4: £15m.
Actual: Annual FQ4: £24,461,586 **Green.**
Benchmark: No Benchmark.

Graph illustration of performance:- FIS110_01-Increase the total value of rates (NDR) relief awarded.



Indicator: FIS110_02-Maintain the percentage of suppliers that are paid within 30 days.

Why measure this? Based on good practice and to best support small and medium size businesses who rely on cash flow.

This indicator is on target however performance has decreased slightly since the last reporting period.

Commentary

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.

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

Commentary Thirteen audits have been completed as at 31 March 2022. 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.

Target: Quarterly FQ4: 100%.

Actual: Quarterly FQ4: 100% **Green.**

Benchmark:

Indicator: FIS115_02-Maintain the high rate of collecting Non-Domestic Rates [NDR].

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

This indicator

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.

This indicator is above target. The Target and Actual are cumulative totals for the financial year.

Commentary Council Tax collections have exceeded our target of 96% and at 31 March 2021 the collection figure was 96.28%. This is excellent performance from the team particularly given the extra pressure of administering Covid related funding streams.

Target: Quarterly FQ4: 96.10% cumulatively at March 2022.

Actual: Quarterly FQ4: 96.28% **Green.**

Benchmark: Scottish average 96.10%, ABC 97.30%.

Indicator: CPD104_03-The percentage of groups whose users say they have an increase in confidence and wellbeing.

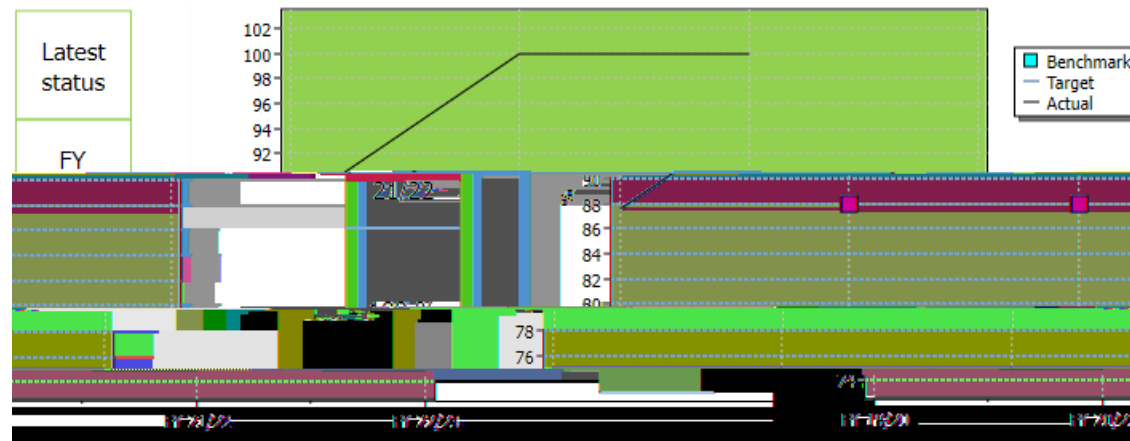
Why measure this? This illustrates whether the delivery of capacity building support sessions is making a difference to individuals. This measure would be used in inspections of Community Learning and Development.

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

Commentary Six groups responded across four administrative areas. Their responses positively highlighted successful interaction with the Community Development Team. These groups had a focus in 2021/22 of delivering Covid-19 impact support to their communities and engaged with the Council's Community Development Team for support and advice.

Target: Annual FQ4: 75%.
Actual: Annual FQ4: 100% **Green.**
Benchmark: 88%.

Graph illustration of performance:- CPD104_03-The percentage of groups whose users say they have an increase in confidence and wellbeing.



Indicator: CPD116_02-All issues raised at Area Community Planning Groups are considered and responded to by the Management Committee.

Why measure this? It is important for all matters raised to be appropriately considered and responded to.

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

Commentary All issues that have been raised to the Community Planning Partnership (CPP) Management Committee from the Area Community Planning Groups (ACPG) for a response have been actioned in the year to date (April 2021 –