

## Finance and Digital Services - Priority Performance Indicators

Code	PI Title	Frequency	24/25 Baseline			25/26 target	Rationale for Inclusion	Link to LOIP priority
			2024/25			2025/26		
			Value	Target	Status	Target		
CDS-05-BIP-4	Percentage of ICT reported incidents and minor changes resolved within SLA targets	Quarterly	87.04%	90%		90%	Measure of the ICT Service response to resolve ICT issues against pre-defined service levels.	Best value
CDS-08-BIP-4	Housing Benefit - % of new claims decided within 14 days of receiving all information	Quarterly	98%	96%		96%	IS/SOLACE and Benchmarking PI	Best value
CDS-09-BIP-4	Housing Benefit - Average days to process change events	Quarterly	5.3	6		6	IS/SOLACE and Benchmarking PI	Best value
CDS-10-BIP-4	Council Tax Reduction - Average days to process change events	Quarterly	3.8	6		6	IS/SOLACE and Benchmarking PI	Best value
FA-BIP-01	Percentage of finalised audit outputs against the number anticipated in the annual audit plan.	Quarterly	72%	95%		95%	Measure of volume of work completed by Internal Audit.	Evidence based planning
FA-BIP-08	Percentage of Key Financial Returns Completed on Time	Quarterly	45.9%	100%		90%	CIPFA DoF Benchmarking PI	Best value
FA-BIP-10	Percentage of fraud investigations commenced within 10 days of assessment	Quarterly	94.65%	100%		100%	Indicator measures initial progress of fraud referrals. Excludes data matching.	Best value
FDS-06-BIP-4	Housing Benefit - Average Days to fully process new claims	Monthly	19	22		22	IS/SOLACE and Benchmarking PI	Best value
FDS-07-BIP-4	Council Tax Reduction - Average Days to fully process new claims	Monthly	20	25		25	IS/SOLACE and Benchmarking PI	Best value
FDS-BIP-03	Rent Arrears - Active accounts (Monetary value)	Monthly	£592,430	£750,000		£570,000	To improve performance in reducing rent arrears	East Dunbartonshire is a safe place in which to live, work and visit.
FDS-SOL-CORP7	Council Tax Collection - Percentage of income due received by the end of the year	Monthly	96.96%	97%		97%	National benchmarking PI and Financial PI	Best value

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OT-BIP19-09	% Delivery of projects committed in the transformation programme within scheduled timescales	Quarterly	89.5%	75%		75%	To maximise delivery and understand achievability of delivering outcomes	Best value
FDS-25-BIP-1	Business Systems Health Index	Annually	70%	75%		75%	Risk based valuation of the condition of the Council's Business Systems underpinning Council services.	Best value

