

# FQ4 2020/21 PERFORMANCE REPORT

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|------------------------|--|--|---|
| Indicator: FIS102_04a- |  |  |   |
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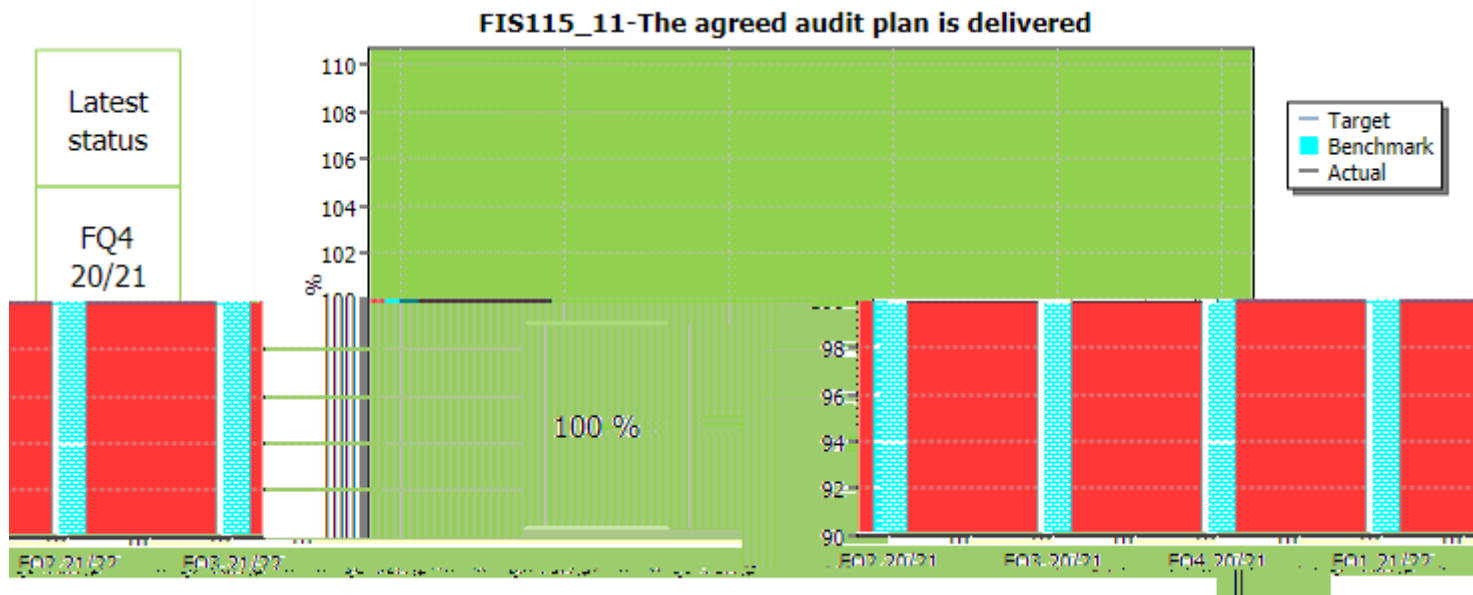
Indicator: FIS115\_11-The agreed Audit Plan is delivered.

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%<br><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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