

## Supplement for Minute Item 8: Scrutiny Performance Monitoring

Minute number & report title	Action	Respondent	Response
8 – Scrutiny Performance Monitoring	Check with the Head of Financial Services whether the data for KPI BV008: 'percentage of invoices paid on time for OCC' as at March 2024 was now available and circulate to the Panel.	Nigel Kennedy, Head of Financial Services	The report is unfortunately still not available.
	Query whether the target for KPI CS005: 'time to process new benefits claims' was too low, given the 'new normal' in relation to demand for Temporary Accommodation.	Nigel Kennedy, Head of Financial Services	I don't believe the target of 15 days is too low in the processing of new claims. Normally the target is achieved, but it is subject to having the staff available to achieve it and in some periods during the year, such as August, staff numbers are lower due to holiday absence.

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