

SSSC Shared Service Performance 2021/22 – Scoring from Interim Director of Finance and Resources

Area	Measures	Target	SSSC Q1 Result	SSSC Q2 Result	SSSC Q3 Result	SSSC Q4 Result	SSSC Annual Result
Shared Services	SRB01 Reports & papers are accurate in format agreed by the officer responsible for the report/ paper and submitted to EMT/ SLT; Committee; Board/Council within agreed timescales.	100%	66.67%	76.47%	99.45%	94.12%	87.1%
	SRB02 Director of Finance & Resources/ Executive Director of Customer & Corporate Services is satisfied with service provided (rated quarterly). The rationale should be set out for any score of less than four in order to clearly articulate the issues and the improvement actions required.	5-point scale; score of 4 or more	3	3	3	3	3
	SRB03 Positive feedback resulting from gathering and recording perceptions via annual survey. (Targeted surveys may also be undertaken).	5-point scale; score of 4 or more	n/a	n/a	n/a	n/a	

Area	Measures	Target	SSSC Q1 Result	SSSC Q2 Result	SSSC Q3 Result	SSSC Q4 Result	SSSC Annual Result
Accounting	SRB02 Director of Finance & Resources/ Executive Director of Customer & Corporate Services is satisfied with service provided (rated quarterly).	5-point scale; score of 4 or more	4	4	5	4	4.25
	SRB04 Shared Services provide Budget Managers with budget reports to timescales agreed by the Executive Director of Corporate and Customer Services in the CI and Director of Finance and Resources in the SSSC that are in a format that is understandable and allows them to discharge the duties of a budget holder. (Annual survey).	80% positive responses	n/a	n/a	n/a	n/a	
	SRB05 Agreed information provided to agreed timescales to allow draft Annual Report and Accounts to be submitted to the external auditors by the agreed deadline.	Compliance	Yes	n/a	n/a	n/a	Yes
	SRB06 we receive an unmodified audit opinion (for the areas of shared service responsibility) on our Annual Report and Accounts.	Compliance	n/a	Yes	n/a	n/a	Yes
	SRB07 Number of recommendations made by external auditors for shared services areas of responsibility in preparing the ARA.	0	n/a	2	n/a	n/a	2

Area	Measures	Target	SSSC Q1 Result	SSSC Q2 Result	SSSC Q3 Result	SSSC Q4 Result	SSSC Annual Result
Procurement	SRB02 Director of Finance & Resources/ Executive Director of Customer & Corporate Services is satisfied with service provided (rated quarterly).	5-point scale; score of 4 or more	4	4	4	4	4
	SRB08 Procurement & Commercial Improvement Programme (PCIP) (RAG rating).	Green	n/a	n/a	n/a	n/a	n/a
Property	SRB02 Director of Finance & Resources/ Executive Director of Customer & Corporate Services is satisfied with service provided (rated quarterly).	5-point scale; score of 4 or more	3	3	3	3	3
	SRB09 We respond to Emergency, Medium and Low priority requests within agreed timescales.	100%	100%	100%	100%	100%	100%
Health and Safety	SRB02 Director of Finance & Resources/ Executive Director of Customer & Corporate Services is satisfied with service provided (rated quarterly).	5-point scale; score of 4 or more	3	3	3	3	3
	SRB10 We mitigate the number of HSE interventions through provision, monitoring and reporting of training and risk assessments.	0	0	0	0	0	0

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Transactions	SRB02 Director of Finance & Resources/ Executive Director of Customer & Corporate Services is satisfied with service provided (rated quarterly).	5-point scale; score of 4 or more	4	4	4	4	4
	SRB11 %age of Suppliers paid within 10 working days.	95%	99.8%	99.4%	99.9%	99.4%	99.6%
	SRB12 %age of debt collected within 30 days.	80%	CI	CI	CI	CI	CI
	SRB13 %age of annual and renewal fees collected by the fee due date.	80%	71% affected by decision not to collect fees 2020/21	73% affected by decision not to collect fees 2020/21	74% affected by decision not to collect fees 2020/21	74% affected by decision not to collect fees 2020/21	71.7% affected by decision not to collect fees 2020/21
	SRB14 Credit notes due to processing error as a %age of all invoices issued per quarter.	< 1%	0%	0%	0%	0%	0%
	SRB15 %age of payments collected by automated means (direct debit, online direct debits, bacs, or automated telephone).	90%+	99.7%	99.8%	98.3%	97.9%	97.9%

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HR	SRB02 Director of Finance & Resources/ Executive Director of Customer & Corporate Services is satisfied with service provided (rated quarterly).	5-point scale; score of 4 or more	3	3	3	3	3
	SRB16 Quality of HR Policies delivered to the Director of Finance & Resources / Executive Director of Customer & Corporate Services in accordance with best practice, complying with all relevant legislation/ regulations and any other standards required by SSSC and CI that are included in the service specifications.	100%	100%	100%	100%	100%	100%
	SRB17 Agreed schedule of HR metrics delivered in line with the timescales agreed with the Director of Finance & Resources/Executive Director of Customer & Corporate Services.	100%	67%	67%	100% Recently agreed estab and absence reporting to be included from Q4	100%	83%

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Payroll	SRB02 Director of Finance & Resources/ Executive Director of Customer & Corporate Services is satisfied with service provided (rated quarterly).	5-point scale; score of 4 or more	3	3	3	4	3.25
	SRB18 % of staff paid accurately in quarter	98%	100%	100%	100%	100%	100%
	SRB19 % of payrolls within last 12 months paid on time.	100%	100%	100%	100%	100%	100%
Bursaries	SRB20 Annual student satisfaction questionnaire.	80% positive responses in 2021/22 with year-on-year improvement	n/a	n/a	n/a	n/a	n/a
	SRB21 Bursary payments paid to students accurately and on time.	100%	100%	100%	n/a Transferred to D&I	n/a Transferred to D&I	n/a Transferred to D&I
Reception	SRB02 Director of Finance & Resources/ Executive Director of Customer & Corporate Services is satisfied with service provided (rated quarterly).	5-point scale; score of 4 or more	n/a	n/a	n/a	n/a	n/a

Directors' scoring guide

Score	Legend	Score Descriptor
1	Very Dissatisfied	Significant negative issue(s) / concern(s) or a number of smaller issues / concerns which aggregated become significant have been experienced. A significant number of customer complaints may have been received. Significant and/or urgent improvement required.
2	Dissatisfied	Negative issue(s) / concerns (s) being experienced that adversely impact on the effective delivery or the positive perception of the service. Customer complaints may have been received. Improvement required.
3	Neutral	There is a mixture of negative and positive issue(s) / concern(s) which taken together prevents a view which on balance cannot be stated as positive or negative. Negative issue(s) / concern(s) should be addressed.
4	Satisfied	Service is on the whole being delivered to expectations. Positive customer feedback may have been received.
5	Very Satisfied	Service has exceeded expectations. Significant pieces of work have been particularly well executed or a significant improvement in the efficiency or effectiveness of service delivery has been identified and implemented. A number of positive customer feedback returns may have been received.