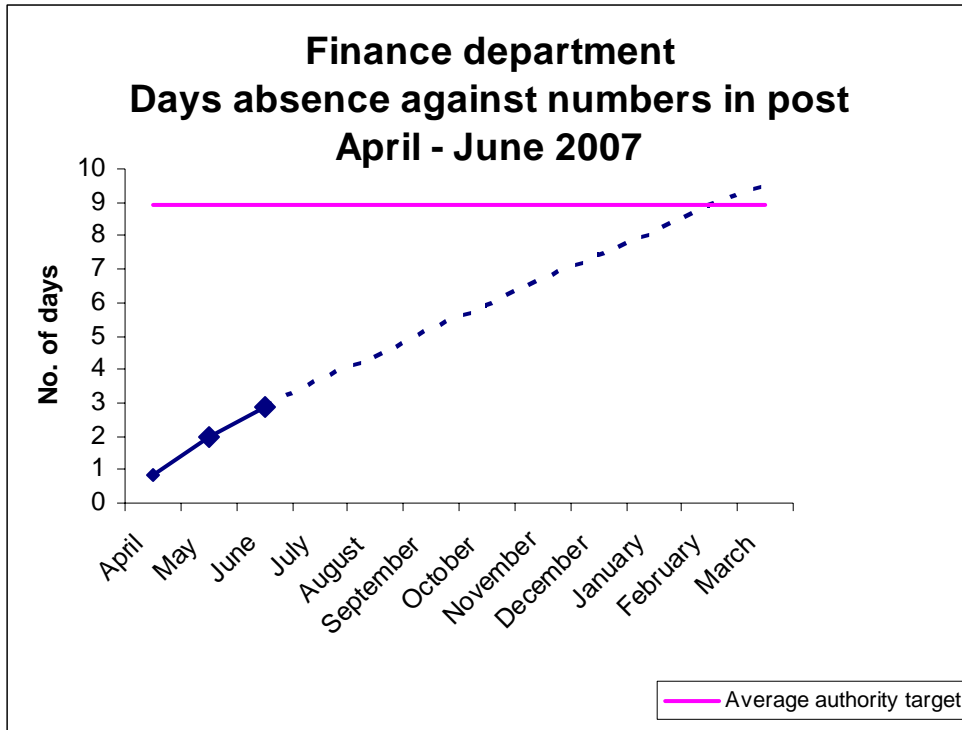


**FINANCE
DEPARTMENT**

**QUARTER ONE
PERFORMANCE MONITORING
REPORT 2007-2008**

1. FINANCE DEPARTMENT

1.1 Sickness statistics



The chart above shows the trend of sickness absence within the Finance Department against the average authority target of 8.9 days. The dotted line is a straight line trajectory based on current performance i.e. the expected performance of the Department should it continue to experience a similar number of days absence for the rest of the year. Whilst this is a useful indication, most sickness absence generally takes place during the winter months. The Head of Policy and Performance will be looking to create a seasonally adjusted set of quartile targets to take this into account.

2. PERFORMANCE SUMMARY

- Final accounts 2006/07 – This was the focus of the Financial Services Division during April, May and June reporting the outcome to the Audit and Risk Management Committee on 28 June 2007. It was the first time completing the year-end using the new IT systems, including the Integrated Financial System and the Tax and Benefits System. Good progress was made and adherence to the agreed timetable achieved.
- Efficiency Plan – The Department is continuously engaged in the process to deliver efficiencies and co-ordinates all budgetary aspects from across the various departments.

- The Internal Audit Annual Report for 2006/07 was completed and presented to the Audit and Risk Management Committee on 28 June 2007. In addition over 50 audits have been completed ranging from Adult Social Services Income to Office Security during this period identifying 29 high and 90 medium priority recommendations to assist management.
- As far as the Pension Fund is concerned a great deal of information from Government regarding the Local Government Pension Scheme 2008 Reform was received. This is being assimilated and information distributed to all interested parties, including two half day meetings for employers held on 5 June 2007 and 6 June 2007 at the Cunard Building to explain the latest position on reforms. Up to date information has been posted on the Pension Fund website and issued to employers for staff notice boards.
- During this period a significant number of calls was received by the Call Centre on Waste issues, but numbers have now receded but remain above previous levels.

2.1. Performance summary

There are 13 indicators that can be reported at the first quarter period for the Finance Department:

2.2. Direction of travel summary

% PIs	No of PIs	Direction of travel
62%	8	Improved
23%	3	Deteriorated
8%	1	Stayed the same (+/- 2.5%)
8%	1	Not comparable with 2005/06
*101%	13	

*Total percentage figures may not sum to 100 due to rounding

2.3. Target summary

% PIs	No of PIs	Category	Description
85%	11	Green	Within +/- 5% of the target
15%	2	Red	-10% of the target
100%	13		

2.4. Performance exceptions

Of the 13 indicators that can be reported at the first quarter period for Finance, the following 4 PIs have either deteriorated (compared with the same quarter last year) or are not on target

PI No.	Title	Reason for inclusion	Corrective action
8	% of invoices for commercial goods and services which were paid by the Authority within 30 days of such invoices being received by the Authority	Not on target	Analysis of departmental payments is regularly undertaken to measure service departments performance with advice and intervention given to enhance performance. New structure now approved. When established procedures are in place to complete full centralisation of payments this will improve overall performance.
78b	Speed of processing: Average time for processing notifications of changes of circumstance.	Deteriorated	Increased checking that changes are correctly recorded and further analysis of changes to identify reasons for delays and aid speed of processing
79b(iii)	Housing Benefit (HB) overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period	Deteriorated	Resources have been diverted from the negative function of write-offs to positively engaging with debtors to facilitate and ensure recovery of income due to the Council
2010b	% of people waiting under 15 minutes to be seen by a One Stop Shop advisor	Not on target and deteriorated	A number of additional services are now available to access through the One Stop Shops. Whilst this is taking time for staff to respond to various queries a "triage" service is being developed so that enquiries can be directed to the relevant service and

PI No.	Title	Reason for inclusion	Corrective action
			dealt with more quickly and appropriately

4. FINANCIAL SUMMARY

4.1 Revenue budget prediction

Original budget 2007/08	Projected Outturn	Projected Variance
£44.834m	£44.834m	£0m

5 FINANCIAL EXCEPTIONS

5.1. Revenue budget exceptions

The Finance Department is currently not forecasting a budget variation for 2007/08.

The Department has identified £99,000 of non-service re-engineering savings in the call centre and car allowances. It is currently implementing a policy option (£0.22m in 2007/08) to give a Council Tax discount to pensioners over 75 years of age. SRE plans to achieve £0.728m of savings in areas such as Benefits and Council Tax as well as IT are currently being implemented.

There are a number of budgets which are regarded as volatile areas of expenditure. These are highlighted below:

Details	£	Comments / progress
Housing and Council Tax Benefit	120m	The budget is being closely monitored. It is subject to a large number of performance and control measures both internally and externally by both the Benefits Fraud Inspectorate and by the Department for Work and Pensions.