
Chief Executive's Office

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Chief Executive: Donna Hall

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Council

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Dear Councillor


CORPORATE AND CUSTOMER OVERVIEW AND SCRUTINY PANEL - TUESDAY, 28TH NOVEMBER 2006

This item was tabled at the meeting of Corporate and Customer Overview and Scrutiny Panel held on Tuesday, 28th November 2006

Agenda No	Item
4.	<u>Business Plan Monitoring Statements</u> (Pages 39 - 40)

Business Plan and Performance Monitoring Reports is enclosed for the period July 2006 to September 2006 for Financial Services.

Yours sincerely



Chief Executive

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આ માહિતીનો અનુવાદ આપની પોતાની ભાષામાં કરી શકાય છે. આ સેવા સરળતાથી મેળવવા માટે કૃપા કરી, આ નંબર પર ફોન કરો: 01257 515822

ان معلومات کا ترجمہ آپ کی اپنی زبان میں بھی کیا جاسکتا ہے۔ یہ خدمت استعمال کرنے کیلئے براہ مہربانی اس نمبر پر ٹیلیفون

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کیجئے:

FOR THE PERIOD JULY 2006 TO SEPTEMBER 2006

1. KEY MESSAGES

In this quarter the emphasis of our work has been:

Accounting & Audit

- Preparing for the 2007/08 budget
- Ensuring the Council's budget is brought back into line
- Receiving a clean bill of health on the final Accounts Audit
- Preparing the Council's Value for Money Self Assessment
- Completed the Ethical Governance Study

Revenues & Benefits

- Preparing full release of the new self-service applications on the Council's website
- Introducing the use of mobile working

The summary of KPI performance is as follows:

SERVICE PERFORMANCE INDICATORS	CURRENT POSITION	FORECAST OUTTURN
Number of Green KPI's	9	11
Number of Blue KPI's	3	1
Number of Red KPI's	0	0
Number of KPI's not yet measured	0	0

The table shows that good progress is being made on all targets, with no KPIs having unsatisfactory performance in terms of a red triangle and more details are provided overleaf at paragraph 4.

There is still further work to do on invoice processing where there has been a massive improvement on last year, but performance is slightly below targets.

2. BUDGET UPDATE

	£'000
Cash budget	1,450
Forecast outturn	1,378
Net employee cost savings	(10)
Insurance Premiums	(72)
Other minor increases	10
Forecast overspend/(underspend)	(72)

The table shows that there is currently a forecast underspend of £72k. This has been achieved from the renewal of the Council's Insurance premiums. However it is still early in the financial year and there are some risks contained in the budget, the effect of which will only be known later in the year, particularly the cost of concessionary travel and the cost of benefits.

3. SERVICE DEVELOPMENTS

The next quarter will be spent encouraging customers to use the self-service technology available and introducing the mobile working technology. All these improvements are designed to help us improve our indicator performance.

We are currently working with the Council's auditors on the Value for Money Assessment, the draft budget is available for consultation and I will be working to make the necessary structural changes ahead, that are included in the draft budget consultation.

4. PERFORMANCE VARIATION

Indicator Description	Target 2006/07	Performance at 30/09/06	Symbol
% Invoices paid within 30 days	96.50	93.90	Blue Circle
% Finance budget spend – year end forecast	99.00	99.78	Green Star
Average time to process new claims (Days)	25.00	18.30	Green Star
Average time to process benefit changes (Days)	8.00	4.60	Green Star
% Benefit calculations correct	98.50	99.20	Green Star
% Council Tax collected	58.96	57.84	Blue Circle
% NNDR collected	58.44	62.67	Green Star
Finance sickness absence	4.50	3.65	Green Star
Finance Invoices Processed	96.50	95.28	Blue Circle
Number of Claimants visited	200.00	265.00	Green Star
Number of Fraud Investigations	40.00	60.64	Green Star
Number of Prosecutions	9.00	11.00	Green Star

5. CONCLUSION

This quarter has proven to be a good one, with performance continuing in the main to be on track. Particularly pleasing is the progress made in the Benefits area, the service to customers is improving significantly. In areas where we are slightly below target, positive action will be taken to try and bring performance back up to target level, but there are no major areas of concern. It is however unlikely, despite significant improvement in 2006/07, that the corporate target for invoice processing can now be met.