

To: POLICY & RESOURCES (FINANCE & CUSTOMER SERVICES) SUB-COMMITTEE		Subject: FINANCE AND CUSTOMER SERVICES QUARTERLY EXCEPTIONS REPORT PERFORMANCE PORTFOLIO APRIL – JUNE 2012
From: EXECUTIVE DIRECTOR OF FINANCE & CUSTOMER SERVICES		
Date: 9 AUGUST 2012	Ref: AC/LM/EK/TMcC	

1. Purpose

1.1 The purpose of this report is to provide the Committee with details of Finance and Customer Services performance results for the first quarter of financial year 2012/13. The report outlines performance relating to the indicators where the results are not within acceptable thresholds.

2. Background

2.1 Services are required to report to members when actual performance falls into one of two key areas:

- Indicators not meeting the target set: performance is below the acceptable threshold
- Indicators surpassing the target set: performance is above the acceptable threshold

2.2 Whilst Services are required only to report on indicators that have failed or exceeded the acceptable threshold, indicators that are performing well and are 'on track' is attached for information in Appendix B.

3. Performance Portfolio Indicators April to June 2012

3.1 Each Head of Service has performance measures in place which provide them with an indication of how well their service is performing. Finance and Customer Services has 28 performance indicators; of these 19 are on target, 7 are exceeding and 2 are requiring improvement. Appendix A contains information on the indicators which are not performing within acceptable thresholds, grouped by Head of Service and the proposed corrective action.

Performance Indicators: Summary of overall progress

Service	Exceeding Target	On Track	Require Improvement	Total
E Government & Service Development	2	7	1	10
Financial Services	0	7	0	7
Revenue Services	4	6	0	10
Finance & Customer Services: Sickness Absence	1	0	0	1
Total	7	20	1	28

4. Recommendation

4.1 It is recommended that members note the contents of this report.

A handwritten signature in black ink, appearing to read "Anita Allen". The signature is fluid and cursive, with the first name "Anita" written in a larger, more prominent script than the last name "Allen".

Executive Director of Finance and Customer Services

Local Government Access to Information Act: on this report please contact Tracy McCartney, Accountant, Financial Services (Tel: 01698 302560)

Appendix A – Performance Indicators: Exceptions

Indicators not meeting the target set: performance is below the acceptable threshold

Service	Type	Indicator	Ideal Direction	Actual	Target (Threshold)	Update/Corrective Action
E Government and Service Development	KSM	First Stop Shops - % of customers waiting less than 10 mins	↑	73%	85% (84%-86%)	Target was not met due to the level of outstanding vacancies during the first quarter. These hve now been filled and performance will improve as the year progresses.

Indicators surpassing the target set: performance is above the acceptable threshold

Service	Type	Indicator	Ideal Direction	Actual	Target (Threshold)	Update
E Government and Service Development	KSM	Service desk calls - % customer satisfaction	↑	99.4%	95% (92%-98%)	The improvement in customer satisfaction is due to the ongoing focus on continuous service improvement.
	KSM	Customer Contact Centre - % of calls abandoned	↓	1.1%	4% (2.5%-5.5%)	This target was exceeded due to the increasing use of multi skilling within the Customer Contact Centre.
Revenue Services	KSM	Non domestic rates - % collected during the year	↑	16.6%	14% (11.5%-16.5%)	The actual performance is marginally ahead of the target range reflecting an improved payment pattern within the NDR caseload.
	KSM	Debtors - number of debtors days	↓	52 days	70 days (69-71 days)	The year-to-date performance reflects the continuing improved collections achieved during the year in respect of monitoring and maintaining debt repayment arrangements and the improvements in the quality of billing information with reductions in queries / disputes.
	KSM	Benefits administration - average days to change events	↓	6.6 days	9 days (7-11 days)	DWP ATLAS (Automated Transfer to Local Authority Systems) process has allowed faster processing of Change Events.
	SPI	Payment of invoices, council wide - % paid within 30 calendar days of receipt	↑	96.1%	93.13% (88.47%-100%)	The performance reflects processing improvements across all Services, and improvements to the electronic billing and payment routines for various utility suppliers.
Finance and Customer Service	KSM	Sickness Absence – average no. of working days lost through sickness absence	↓	1.2 days	1.8 days (1.3-2.3 days)	A continuation of the reduction in the number of staff on long-term absence, together with improved attendance levels within divisions.

Key	Ideal	↑	A higher figure is better
	Direction	↓	A lower figure is better

Appendix B – Performance Indicators: On Track

Service	Type	Indicator	Status	Actual	Target (Threshold)
E Government and Service Development	KSM	Complaints, all categories - number per status and % responded to within 14 days	On Track	100%	100% (95%-100%)
	KSM	Invoices - % paid within 30 calendar days of receipt	On Track	96.1%	93.13% (88.47%-100%)
	KSM	Key Operating Systems - % availability	On Track	100%	99.9% (99.4%-100%)
	KSM	Wide area network - % availability	On Track	99.8%	99.9% (99.4%-100%)
	KSM	Service desk - % of reported incidents resolved by service partner within SLA	On Track	97.0%	95% (93%-97%)
	KSM	Customer Contact Centre - % of calls taken within 20 seconds	On Track	90.3%	90% (88%-92%)
	KSM	First Stop Shops - average waiting time, minutes	On Track	4mins 42 secs	6mins (4-8 mins)
Financial Services	KSM	Complaints, all categories - number per status and % responded to within 14 days	On Track	100%	100% (95%-100%)
	KSM	Invoices - % paid within 30 calendar days of receipt	On Track	97.9%	97.15% (92.29%-100%)
	KSM	Budget monitoring reports - % submitted to CMT and committee on time	On Track	100%	100% (95%-100%)
	KSM	Statutory financial reports - % completed by deadline date	On Track	100%	100%
	KSM	Key financial returns - % completed by deadline date	On Track	100%	100% (95%-100%)
	KSM	Treasury - % of prudential indicators complied with	On Track	100%	100%
	KSM	Internal Audit - % customer satisfaction	On Track	100%	100% (90%-100%)
Revenue Services	KSM	Complaints, all categories - number per status and % responded to within 14 days	On Track	100%	100% (95%-100%)
	KSM	Invoices - % paid within 30 calendar days of receipt	On Track	90.7%	92.5% (87.88%-100%)
	KSM	Employee payments - % employees paid correctly and on time	On Track	99.5%	99.8% (99.5%-100%)
	KSM	Efficiency savings - £ total procurement efficiency savings achieved year on year	On Track	£1m	£1m
	SPI	Council Tax % collected in the year	On Track	26.4%	26% (23.5%-28.5%)
	KSM	Benefits administration - average days to process new claims	On Track	20.1 days	20 days (18-22 days)