

To: POLICY AND RESOURCES (FINANCE) SUB-COMMITTEE		Subject: PERFORMANCE MONITORING REPORT – PERIOD 1 ST July 2002 TO 30th September 2002
From: DIRECTOR OF FINANCE		
Date: 11th October 2002	Ref: JV/KW	

1. **Introduction**

- 1.1 A key element of the Department’s Best Value Performance Management Framework is the development and ongoing monitoring of performance standards across all divisions of the Finance function. Since 1998/99, the Finance Committee has received quarterly update reports on the Department’s progress in meeting its stated standards. A review of the indicators reported to Committee has been carried out and the attached report provides details of performance on 6 key indicators.
- 1.2 This report presents Performance Monitoring and Review Information for the period 1 July to 30 September 2002.

2. **Departmental Performance**

- 2.1 The report illustrates that the Department has generally performed satisfactorily against its stated targets.

3. **Background Information**

- 3.1 All relevant papers concerning this report are available from the Finance Department.

4. **Recommendations**

- 4.1 The Committee is requested to note the contents of this report.



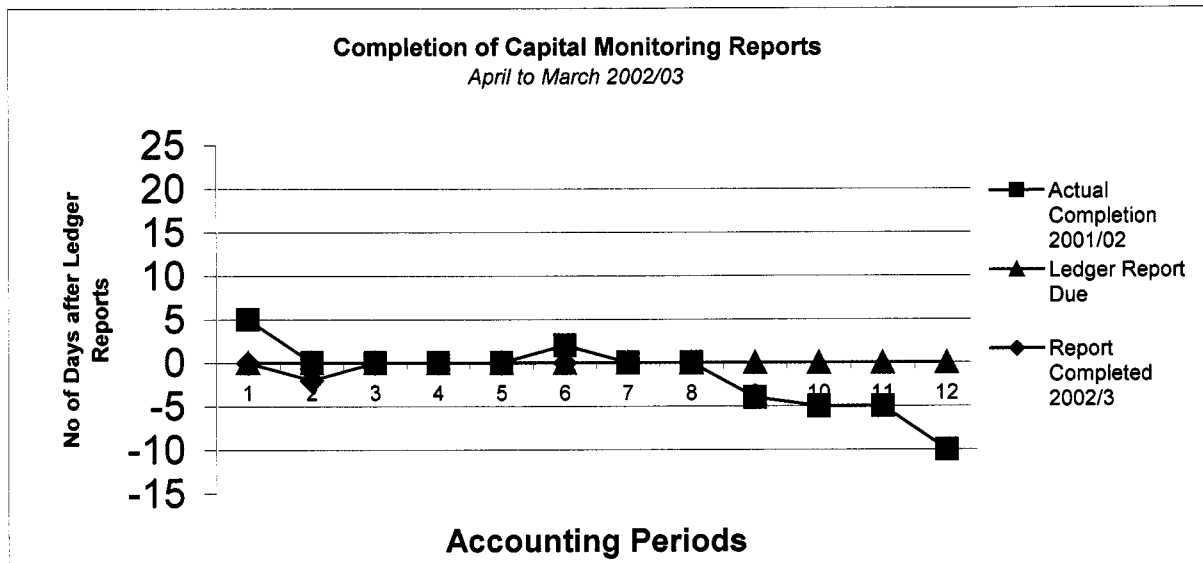
Director of Finance
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**Performance Monitoring and Review Report
Financial Year 2002/03 - Quarter 2**

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Indicator 1: Capital Monitoring Reports



As can be seen from the graph, the Capital Monitoring reports are continuing to be completed on or before the due date.

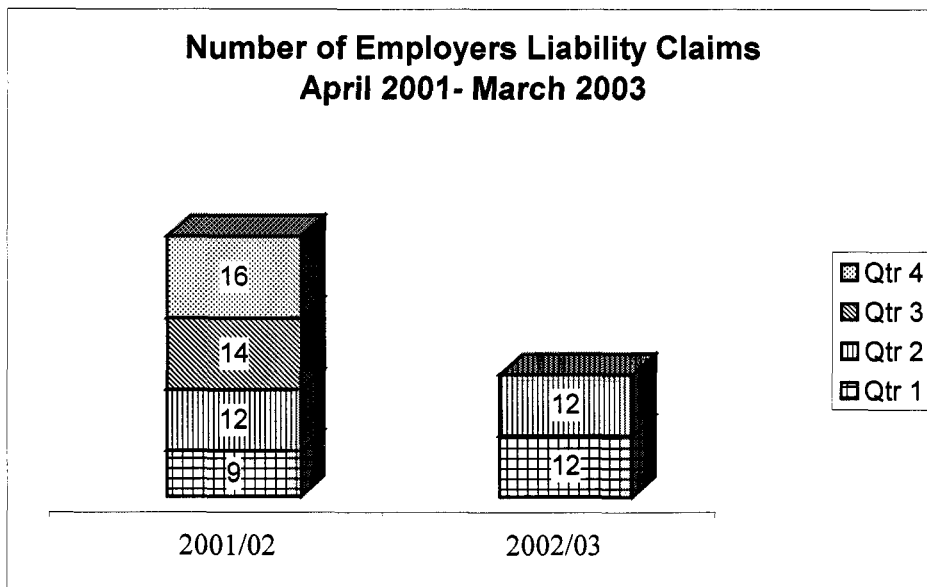
Indicator 2 : Budget Monitoring Reports

Department	Due Date	Completion Date
Community Services	7/8/02	13/8/02
DSO's	7/8/02	7/8/02
Social Inclusion Partnership	7/8/02	7/8/02
Social Work	8/8/02	25/7/02
Housing	14/8/02	2/8/02
P & R Property	15/8/02	24/7/02
P & R Chief Executives	5/9/02	30/7/02
P & R Finance	21/8/02	2/8/02
General Purposes	17/8/02	19/7/02
Personnel	22/8/02	11/7/02
Misc. Services	1/5/02	30/4/02
Education	13/8/02	8/8/02
Planning & Environment	5/8/02	29/7/02

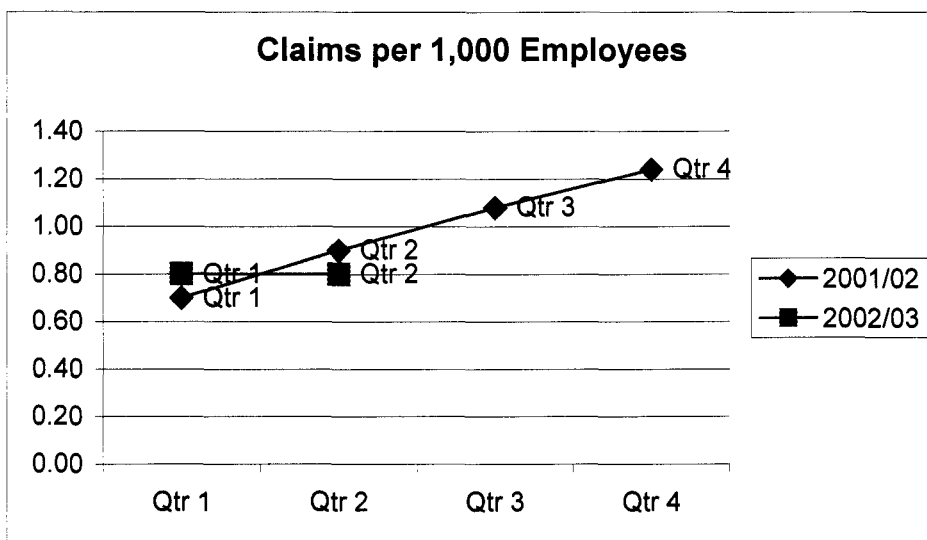
The majority of Budget Monitoring Reports were completed well before the due date. The reason for the delay with Community Services was due to alterations of the report.

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Indicator 3 : Insurance - No. of Employee Liability Claims per FTE



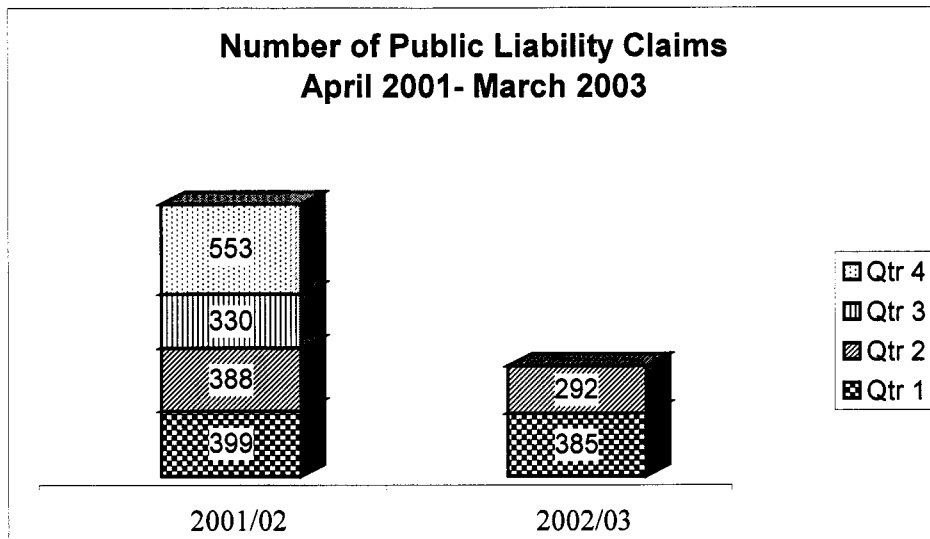
The number of claims has remained constant for quarter 2, 2002, however, the number of claims overall has increased slightly over the first two quarters compared with the previous year.



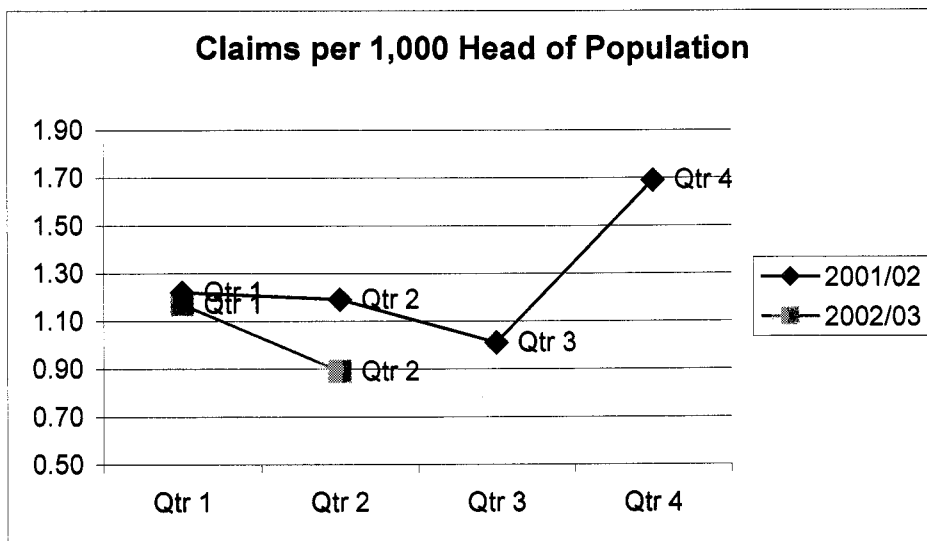
The claims per thousand employees is less than 1%. This has decreased slightly from the same period last year.

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Indicator 4: No. of Public Liability Claims per Head of Population



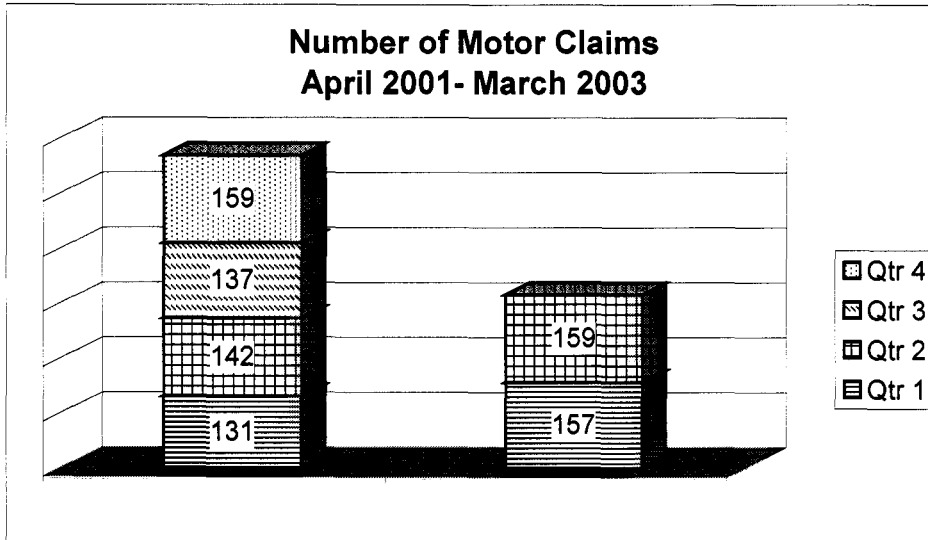
The number of Public Liability claims per head of population has decreased greatly over the same period last year. This has been due mainly to the favourable weather as well as the investment in road repairs.



The claims per 1000 head of population is less than 1%. As can be seen by the graph this has decreased from the same period last year.

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Indicator 5 : Insurance - No. of Motor Claims per no of Vehicles



The number of motor claims has increased slightly over the same period last year.

Indicator 6: Absence Statistics

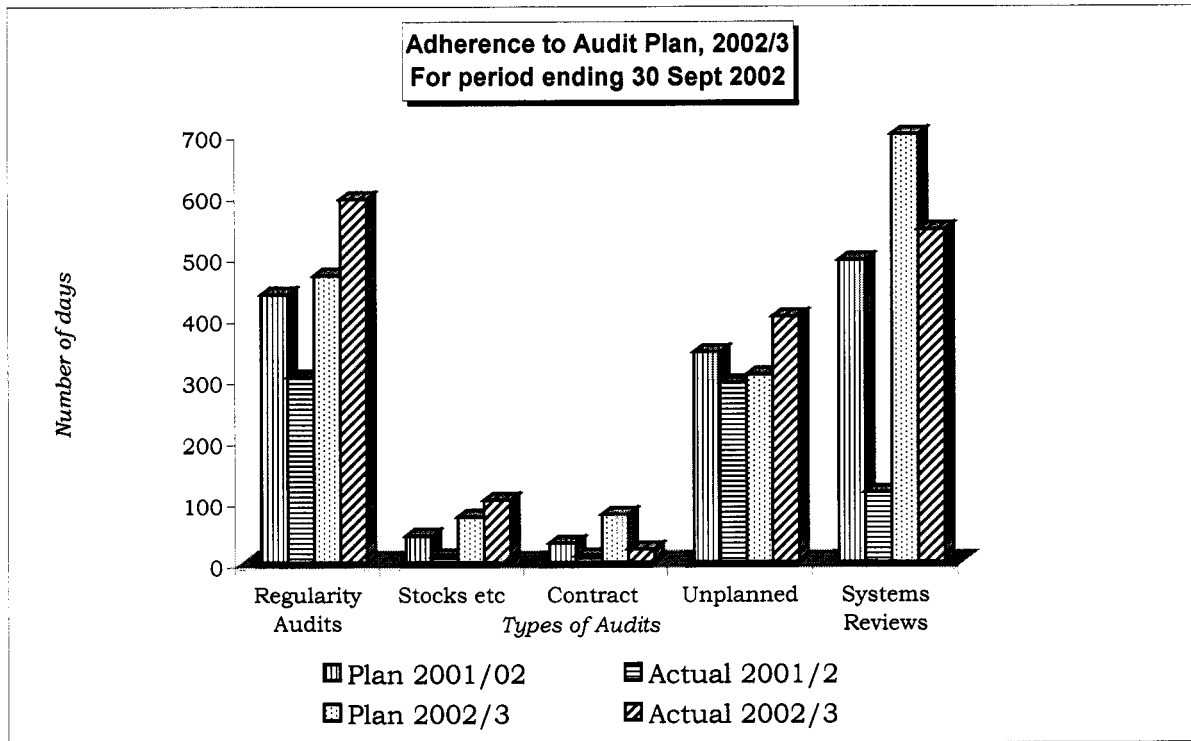
The Finance Department's Absence Statistics for the first quarter are as follows:-

Service	April - June 2002		July - September 2002	
	No of days absence through illness	% Illness	No of days absence through illness	% Illness
Accounting Services	132	3.44	128	3.44
Revenue Services	420	4.24	463	4.62
I.T. Services	106	2.60	57	1.45
Total	658	3.69	648	3.67

As can be seen from the table the number of days lost through illness has decreased slightly from quarter 1.

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Indicator 7 : Compliance with Annual Audit Plan



The total number of productive days achieved is 34 days (2%) more than the plan for the half year.

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Revenue Services

Indicator 8 : Income Collected from Council Tax

The net imposed figure for Council Tax for the year 2002/3 is £76,830,082. The amount collected as at September 2002 was £39,659,800 (51.62%). This compares with the 50.79% collected over the same period last year.

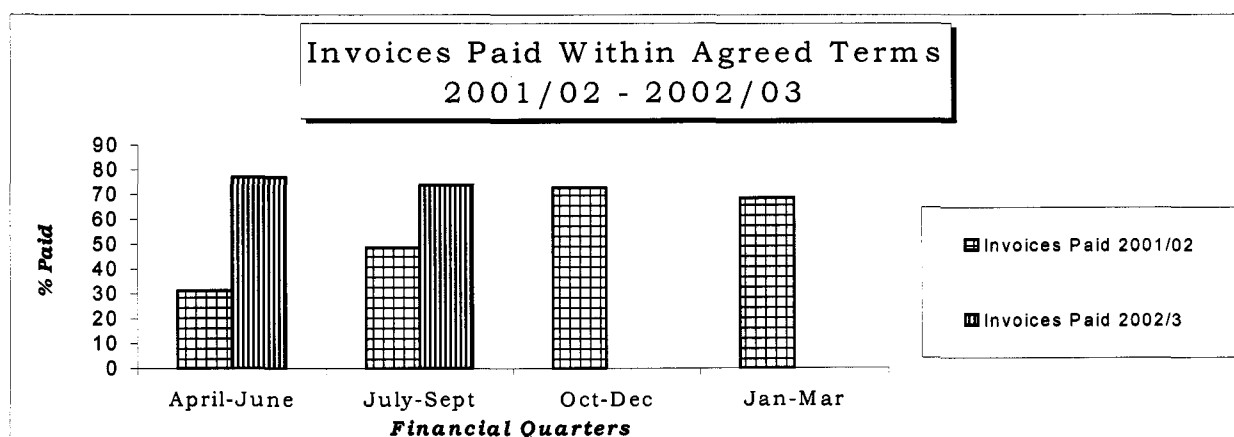
Indicator 9 : Income Collected from Non Domestic Rates

The net imposed figure for Non Domestic Rates for the year 2002/3 is £89,309,025. The amount collected as at September 2002 was £33,363,356 (37.36%). This compares with 37.97% at the same period last year.

Note:

It should be noted that the collection rates for Council Tax and Non Domestic Rates are not comparable with each other. Payment profiles are defined by legislation and are different for both so that by the end of September, 60% of Council Tax is due but only around 40% of Non Domestic Rates is due.

Indicator 10 : Number of Invoices paid within Agreed Terms



The percentage paid in the quarter (74%) shows a marked improvement from last year (49%) and is moving towards the target of 85%.

Indicator 11 : Number of Invoices paid analysed by age

	Jul - Sept 2002	Jul - Sept 2002	Apr - Jun 2002
No. of Days	No of Invoices	%	%
1-30	40,317	73.92	76.96
31-35	2,208	4.05	8.79
36-45	2,894	5.31	6.57
46-50	1,093	2.00	1.80
< 50	8,027	14.72	5.88

As stated in indicator 10, the performance target for payment of invoices is 85% within 30 days. This indicator highlights that 78% of invoices were paid within 35 days, and an improvement will be required the meet the target set.

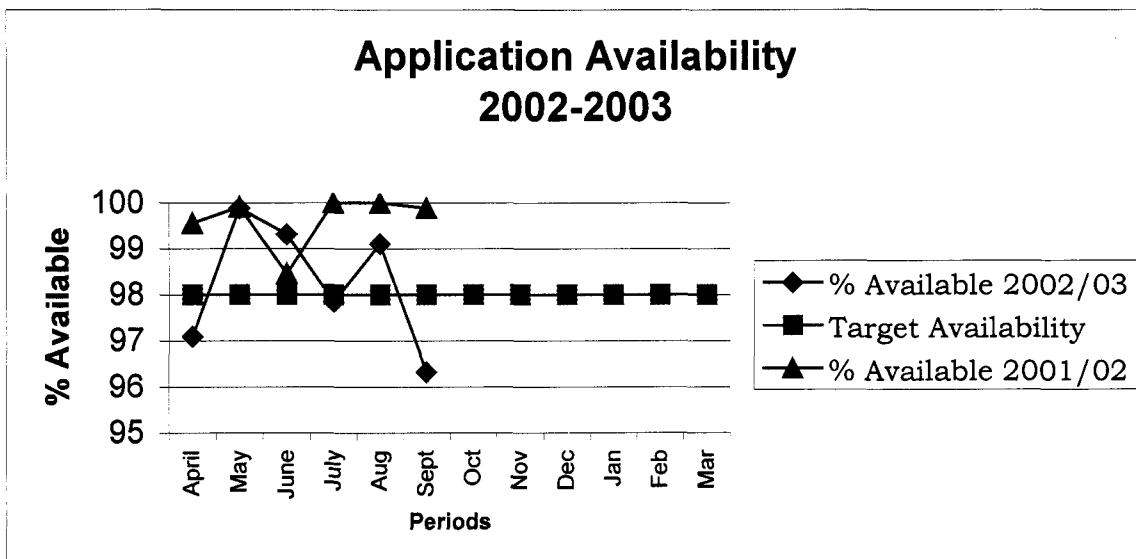
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Indicator 12: Aged Debt Profile

No. of Days	Amount Outstanding 30th June 2002 £'s	Amount Outstanding 30th Sept 2002 £'s
31-60	295,446	470,549
61 - 90	562,333	314,701
91-120	1,005,000	353,134
121<365	4,821,896	5,758,771
Total	6,684,675	6,897,155

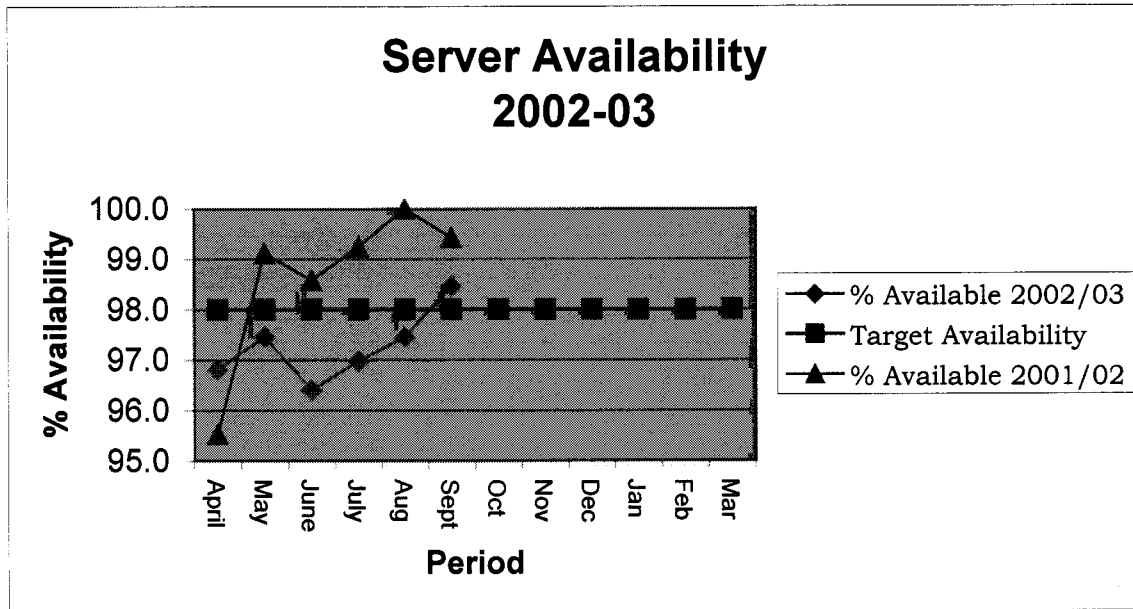
I.T. Services

Indicator 13: Application Availability



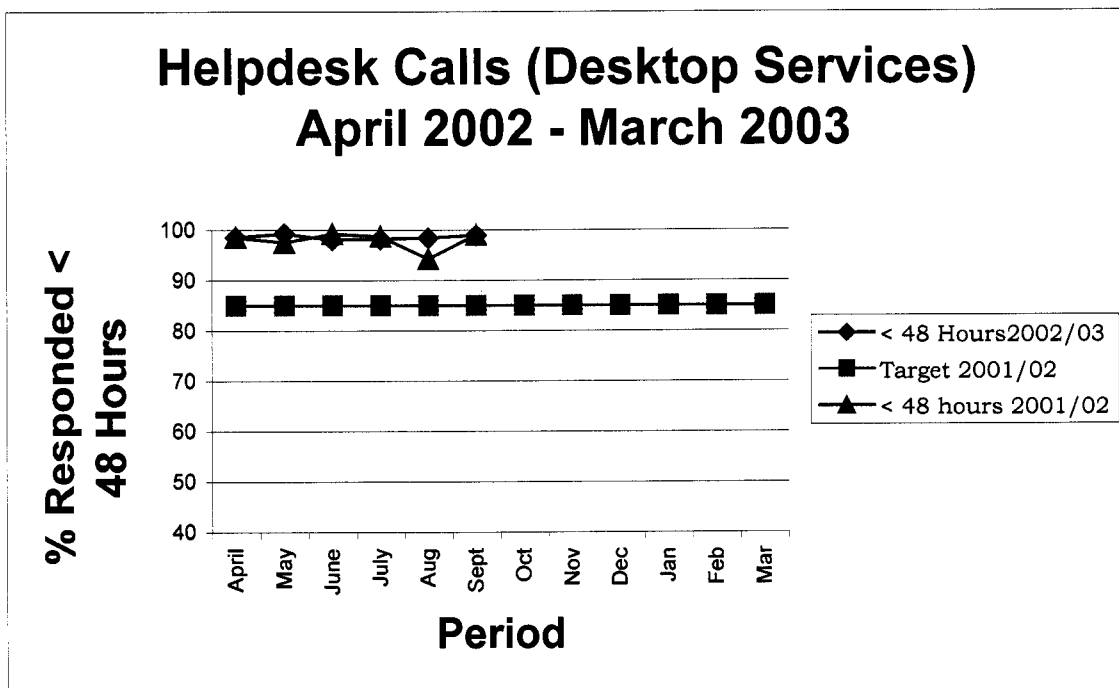
The availability of software applications was 97.7% during the above period, The main reason for the drop below the target of 98% was due to hardware failure on one of the main servers.

Indicator 14: Server Availability



The average availability of the corporate servers during the above period was 97.7%. The main reasons for the drop in performance below the target level of 98% was (1) hardware failure on one of the main servers, and (2) database restore failure and data corruption.

Indicator 15: Helpdesk Calls



During the period July - September 2002, 98.4% of calls were resolved within the 48-hour period.

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Indicator 16 - Annual Indicators

Accounting Services	Target Date 2001	Date Achieved 2001	Target Date 2002	Date Achieved 2002
Finalisation of Annual Accounts Strategic Plan	28/2/01	2/3/01	28/02/02	18/02/02
Closure of Accounts	30/6/01	27/6/01	30/06/02	24/06/02
Completion of DSO Annual Accounts	30/6/01	27/6/01	30/06/02	20/06/02
Publication of DSO Annual Accounts	30/6/01	27/6/01	30/06/02	20/06/02
Issue of Budget Working Papers to departments	30/7/01	26/7/01	18/07/02	18/07/02
Consolidated Annual Budget Report	31/3/01	26/3/01	7/02/02	7/02/02
Mid Year Review 02/03 - 03/04			12/9/02	5/09/02
Finalisation of Audit Plan for Finance Committee	31/3/01	16/3/01	31/3/02	8/3/02
Finalisation of Financial Regulations for Finance Committee	31/8/01	29/7/01	5/11/02	9/10/02

Comments on performance against the Standard

All target dates were met.

Annual Indicators - Cost of Service	Cost per unit 2000/01	Cost per unit 2001/02
Cost of Council Tax Collection	£13.33	£13.12
Cost of NDR Collection	£15.09	£17.48
Cost of Sundry Debtor Collection	£2.69	£2.81
Cost of Salary/Wage Payment	£2.26	£2.57

Annual Indicators – Other requirements		
Average Cost of Servicing Loans fund advances:	<u>2000/01</u>	<u>2001/02</u>
◆ Average interest rate	7.60%	7.97%
◆ Average Expenses rate	0.09%	0.11%