

## FINANCE PERFORMANCE Q2 16-17

### IMPROVEMENT PRIORITY TWO: HELPING PEOPLE TO BE MORE SELF RELIANT

Code	Action Planned	Status	Comments	Next Steps (for amber and red only)
<a href="#">P2.4.1</a>	Develop capacity of the third sector by finding new ways of working together	GREEN	Working towards sustainable model to support benefit claimants through third sector	

### IMPROVEMENT PRIORITY THREE: SMARTER USE OF RESOURCES

Code	Action Planned	Status	Comments	Next Steps (for amber and red only)
<a href="#">P3.1.1</a>	Implement the planned budget reductions identified in the 2016-17 budget	AMBER	Savings related to digital platform at risk. Temporary mitigation through vacancy management.	
<a href="#">P3.1.2</a>	Identify and take forward at least three new income generation initiatives	AMBER	Two specific proposals being progressed but corporate project on hold due to capacity	
<a href="#">P3.2.1</a>	Develop a range of automated and online services that are easy for citizens to use	GREEN	On track for march go live for initial services	
<a href="#">P3.2.2</a>	Move most common internal processes to automatic to reduce transaction costs and streamline processes	GREEN	On track	
<a href="#">P3.4.1</a>	Support Managers through organisational change	GREEN	Review post finance restructure very positive but identified need for CIPFA traineeship. Staff engagement workshops planned for Taxation and Benefits teams re. channel shift	

#### Value for money

PI Ref No	PI Description	Annual target 16-17 £'000	Performance as at Year end						Comments
			Red		Amber		Green		
			£'000	%	£'000	%	£'000	%	
<a href="#">FIN3.1.1ii</a> <a href="#">Priority 3</a>	Value of planned budget reductions achieved (Chief Executive and Finance)	217			60	28%	157	72%	Quarterly

PI Ref No, PI Type, (NSI/PAM/Local) link to Corp Priority	PI Description and preferred outcome	Actual 14-15	Annual 15-16 target	Actual & RAG 15-16	Annual Target 16-17	Q2 Cumulative Actual & RAG vs Target		Trend	Wales Average 15-16 (NSI/PAMs)	BCBC Rank 15-16 (NSI/PAMs)	Comments
						Target	Actual				
<b>Value for Money (V)</b>											
<b>FIN3.1.1</b> Local IP3	Value of proposed reductions to corporate budgets <i>Higher preferred</i>	n/a	n/a	n/a	938,000			n/a	n/a	n/a	Annual Indicator (new)
<b>FIN3.1.2.2</b> Local IP3	Net cost for card payments <i>(none)</i>	n/a	n/a	n/a	0			n/a	n/a	n/a	Annual Indicator (new)
<b>FIN3.1.2.3</b> CP IP3	The number of new income generating initiatives in place and income generated <i>Higher preferred</i>	n/a	n/a	n/a	3			n/a	n/a	n/a	Annual Indicator (new)
<b>FIN3.2.2.1</b> Local IP3	Percentage of invoices processed through digital purchase to pay (P2P) process <i>Higher preferred</i>	n/a	n/a	n/a	10			n/a	n/a	n/a	Annual Indicator (new)
<b>FIN3.2.2.2</b> Local IP3	Number of schools still using cheque book process <i>(none)</i>	n/a	n/a	n/a	0			n/a	n/a	n/a	Annual Indicator (new) Target Setting: No target set, it is a review only.
<b>Service user outcomes (O)</b>											
<b>DRE6.12.1</b> Local Other	Average time (days) taken to process housing benefit (HB and council tax benefit (CTB) new claims <i>Lower preferred</i>	17.6	17	15.1	17	17	14.11	↑ 15.36			Target Setting: National target
<b>DRE6.12.2</b> Local Other	Average time (days) taken to process housing benefit (HB and council tax benefit (CTB) change events <i>Lower preferred</i>	6.11	10	5.38	9	9	4.82	↑ 7.33			Target Setting: Target based on previous year's target and actual value
<b>FIN2.4.1</b> Local IP2	Number of citizens supported by new arrangements <i>Higher preferred</i>	n/a	n/a	n/a	TBC						Annual Indicator (new)
<b>FIN3.1.2.1</b> Local IP3	Total value of investments made in new financial instruments <i>(none)</i>	n/a	n/a	n/a	£2 million	£1 million	No data				Annual Indicator (new) - The use of new financial instruments is dependent on the establishment of a Custody Account. The legal terms and conditions need to be assessed prior to sign up and as a result, it is not envisaged that new financial instruments will be able to be used before the last quarter of the year
<b>DRE6.2.3</b> Local IP3	Percentage of undisputed invoices paid within 30 days (OA)	96.06%	95%	95.06%	95%		94.92%	↑ 94.19%			Performance is improving during the first half of the financial year and it is envisaged that it will be

											achieved by Quarter 3
<b>Organisational Capacity (C)</b>											
<a href="#">CHR002vii</a> <a href="#">PAM</a> <a href="#">IP3</a>	Number of working days per full time equivalent lost due to sickness absence (Finance) <i>Lower preferred</i>	n/a	9.78	11.07	9.78	4.89	3.62	↑ 5.67			
<a href="#">FIN3.4.1</a> <a href="#">Local</a> <a href="#">IP3</a>	Number of working days lost to industrial injury (Finance) per FTE <i>Lower preferred</i>	0	0	0	0	0	0	↔			
<a href="#">FIN3.4.2</a> <a href="#">Local</a> <a href="#">IP3</a>	Number of industrial injury incidents (OaPs) <i>Lower preferred</i>	0	0	0	0	0	0	↔			
<b>Internal Processes (P)</b>											
<a href="#">DRE6.2.2</a> <a href="#">Local</a> <a href="#">Other</a>	Percentage of feeder invoices over all invoices processed <i>Higher preferred</i>	52.5	60	61.41	60	60	73.54	↑ 52.51			
<a href="#">FIN3.2.1</a> <a href="#">CP</a> <a href="#">IP3</a>	Percentage of Council Tax customers accessing on-line service through "my account" <i>Higher preferred</i>	n/a	n/a	n/a	30						Annual indicator (new)
<a href="#">FIN3.2.2</a> <a href="#">CP</a> <a href="#">IP3</a>	Number of services that are available to the public online <i>Higher preferred</i>	n/a	n/a	n/a	6						Annual indicator (new)

## Additional Financial Information – Main Revenue Budget Variances

The net budget for the Directorate for 2016-17 is £4.331 million and current projections anticipate an under spend against this budget of £380,000 after draw down of £18,000 from earmarked reserves. The main variances are:

CHIEF EXECUTIVES	Net Budget £'000	Projected Outturn £'000	Variance Over/(under) budget £'000	% Variance
Chief Officers	645	491	(154)	-23.9%
Housing Benefits	847	633	(214)	-25.3%

### Chief Officers

- The under spend mainly relates to the vacant staffing budget following the departure of the Corporate Director Resources. This is being held in preparation for future MTFs savings. There is also an under spend of approximately £20,000 on subscriptions due to reduced costs of e.g. WLGA.

### Housing Benefits

- There is an under spend in respect of the administration of housing benefit arising mainly from staffing vacancies, but also additional grant income. In addition there is an under spend of approximately £69,000 relating to increased income from the repayment of over-paid housing benefit. The 2016-17 budget pressure in relation to the new Emmaus facility is currently being reviewed, which may reduce the under spend on this area in Q3.

## Additional Financial Information – Budget Reduction Monitoring Variances

Budget Reduction Proposal	Original 2016-17 £000	Current RAG Status (RAG)
To put Council Tax and some aspects of benefits online and to collaborate with others	60	

## SICKNESS

Unit	FTE 30.09.2016	QTR2 2015/16			QTR2 2016/17			Cumulative Days per FTE 2016/17	Cumulative Days per FTE 2015/16	Target 2016/17
		Number of FTE days lost	No. of Absences	Days per FTE	Number of FTE days lost	No. of Absences	Days per FTE			
Benefits and Financial Assessments	41.51	201.73	14	2.89	78.38	13	1.89	3.72	6.82	9.78
Finance	57.17	117.00	17	4.55	85.21	14	1.49	2.24	5.03	
Revenues	27.30	36.50	10	2.25	100.46	12	3.68	6.47	5.64	
<b>FINANCE DEPARTMENT</b>	<b>126.98</b>	<b>355.23</b>	<b>41</b>	<b>1.38</b>	<b>264.05</b>	<b>39</b>	<b>2.08</b>	<b>3.62</b>	<b>5.67</b>	