

**FINANCE DEPARTMENT PERFORMANCE MONITORING
2017.18**

Income Service - Performance Measures

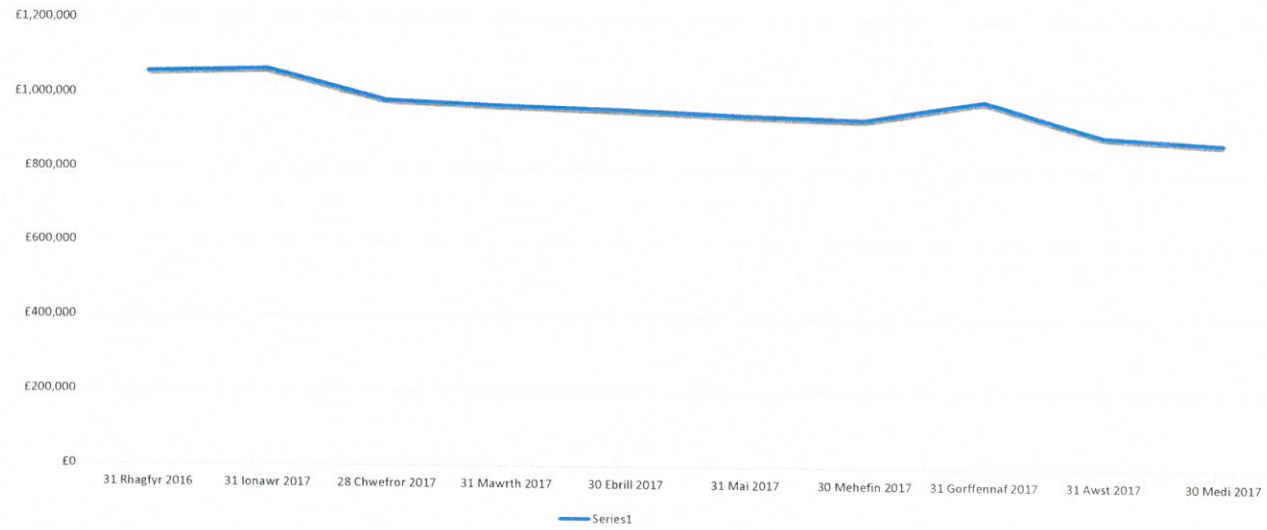
Senior Manager Responsible: Dewi A Morgan

Manager Responsible: Stephen Williams

Purpose of the Service:

Process various incomes and collect Council debts efficiently and effectively in order to maximise income, whilst considering the needs of the departments and being sensitively aware of debtors' financial circumstances

Ref.	Performance Measure	Quarter 2 Comments	Ch 2 17/18	Ch 1 17/18	Ch 4 16/17	Ch 3 16/17	Ch 2 16/17	Ch2 15/16	Ch2 14/15	Ch2 13/14
CD7.02	The value of various debts over 6 months old (with the exception of deferred payments and debt referred to other services for further action)	The performance is better than the same period in 2016/17	877,262	937,535	968,877	1,055,863	901,156	978,668	1,020,744	923,375
CD7.05	Rate of various debt collection within the quarter - Value	The performance is better than the previous quarter, but is below the performance of the same period in 2016/17. If an invoice worth £267k to Ynys Mon had been processed within the quarter, the performance would have been 90.23%	86.94	81.97	89.56%	84.60%	90.17%	86.37%	91.76%	74.02%
CD7.06	Percentage of debts where a payment agreement was made with the debtor	The performance is better than the same period in 2016/17	14.38%	14.67%	10.04%	13.88%	13.80%	12.13%	10.59%	2.73%



Analysis of the debts under a payment arrangement

Total balance due	9,948,636		
under arrangement (value)	752,702	8%	
To be cleared by 31/3/18	510,693	68%	
to be cleared outside the financial year	242,009	32%	3%

**FINANCE DEPARTMENT PERFORMANCE MONITORING
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Tax Service - Performance Measures

Senior Manager Responsible: Dewi A Morgan
Manager Responsible: Bleddyn Jones

Purpose of the Service:

To collect taxes promptly and effectively, whilst being flexible and sympathetic to individuals' circumstances

(Ref.)	Performance Measure	Quarter 2 Comments	Ch2 17/18	Ch1 17/18	Ch4 16/17	Ch3 16/17	Ch2 16/17	Ch2 15/16	Ch2 14/15	Ch2 13/14
CD11.01	Council Tax Collection Rate	67.06%	57.80%	30.4%	97.35%	85.3%	58.06%	58.15%	58.12%	57.96%
CD11.02	Non-Domestic Tax Collection Rate	70.45%	62.44%	27.60%	97.91%	87.31%	62.8%	63.6%	63%	63.92%
CD11.04	Number of council taxpayers who contacted the recovery team and who were referred to the CAB organisation for further debt advice		41	38	87	92	68			

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Tax Service - Performance Measures

Senior Manager Responsible: Dewi A Morgan

Manager Responsible: Bleddyn Jones

Purpose of the Service:

To collect taxes proptly and effectively, whilst being flexible and sympathetic to individuals' circumstances

Ref.	Performance Measure	Quarter 2 Comments	17/18	16/17	15/16	14/15	13/14
CD11.03	Total debts deleted in the long term (3 years) as a percentage of the total raised on the accounts over the same period			0.23%	0.38%	0.47%	0.52%

**FINANCE DEPARTMENT PERFORMANCE MONITORING
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Benefits Service - Performance Measures

Senior Manager Responsible: Dewi A Morgan

Manager Responsible: Dylan Griffith

Purpose of the Service:

To process applications for Housing Benefit and the Council Tax Reduction Scheme promptly and accurately, so as to assist the

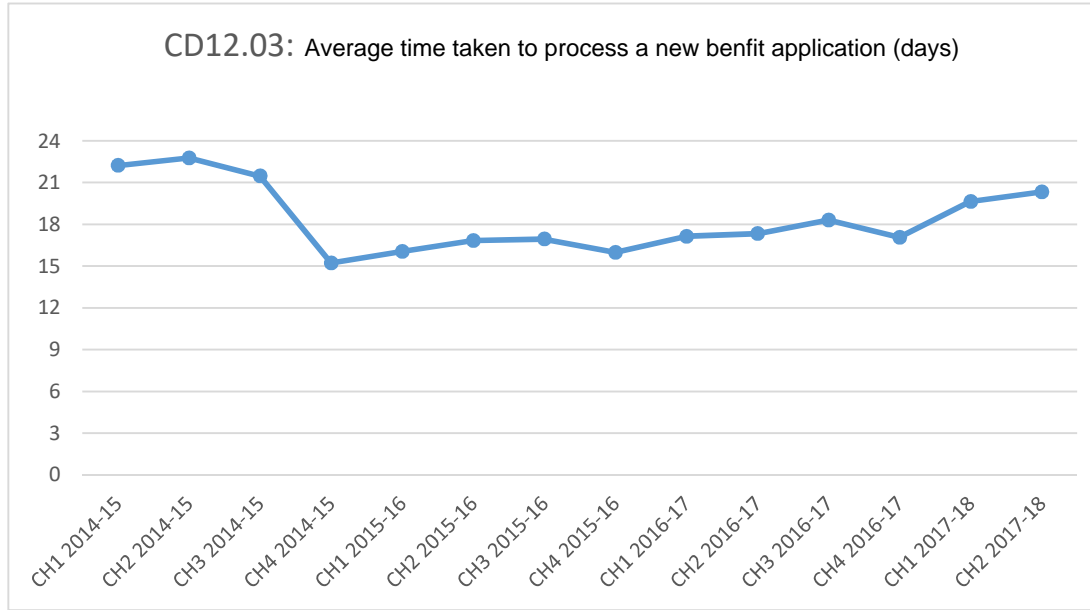
Ref.	Performance Measure	Quarter 2 Comments	Ch 2 17/18	Ch 1 17/18	Ch 4 16/17	Ch 3 16/17	Ch 2 16/17	Ch2 15/16	Ch2 14/15	Ch2 13/14
CD12.03	Average time taken to process a new benefit application (days)	Continued to be without 2 experienced full time assessors, because of maternity leave and illness. The officer returned from maternity leave on 4/9/17 and spent time familiarising with changes etc before restarting processing applications. The Officer on long term illness returned on phased return on 5/7/17 until 11/8/17. She then took 3 weeks of holiday leave, and suffered an injury at the end of the holiday period and didn't return to work before the end of the quarter. To rescue the situation overtime was arranged and we can see an improvement towards the end of the quarter, with the figure for September being 17.77 compared with 21.90 in July and 21.24 in August	20.34	19.65	17.08	18.31	17.34	16.84	15.23	21.77
CD12.04	Average time taken to process a notice of change in circumstances (benefit) (days)	The same reason as CD12.03 are relevant, and we found problems with the ATLAS process where information regarding changes did not come through from the DWP for 10 days and created a backlog of work. As above an improvement can be seen towards the end of the quarter with the figure for September being 5.77 to compare with July at 7.67 and August at 7.87	7.09	6.53	4.04	6.89	5.78	5.22	3.62	5.20
CD12.05	Percentage of cases in a random sample where the calculation must be modified following an internal check	136 applications were checked and 8 calculations were changed. From the analysis conducted from the previous three quarters, we have taken steps to improve our performance and this is reflected in the decrease in the percentage of mistakes	5.88%	6.82%	7.92%	6.12%				

Data

Average time taken to process a new benefit application (days)

CD12.03

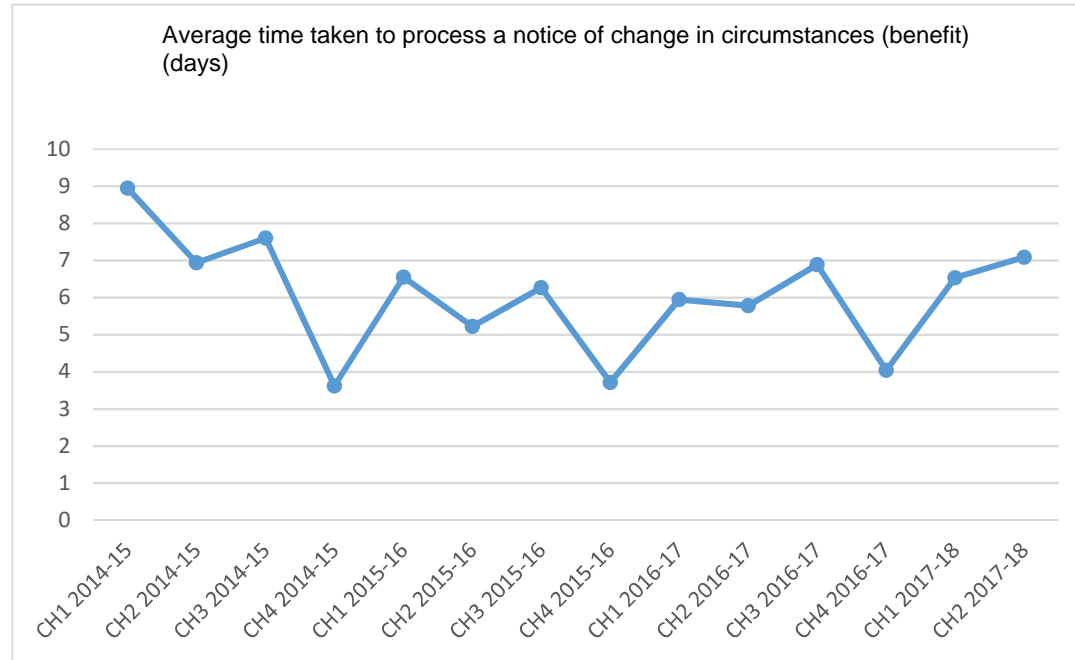
CH1 2014-15	22.24
CH2 2014-15	22.78
CH3 2014-15	21.48
CH4 2014-15	15.23
CH1 2015-16	16.07
CH2 2015-16	16.84
CH3 2015-16	16.95
CH4 2015-16	15.99
CH1 2016-17	17.15
CH2 2016-17	17.34
CH3 2016-17	18.31
CH4 2016-17	17.08
CH1 2017-18	19.65
CH2 2017-18	20.34



Average time taken to process a notice of change in circumstances (benefit) (days)

CD12.04

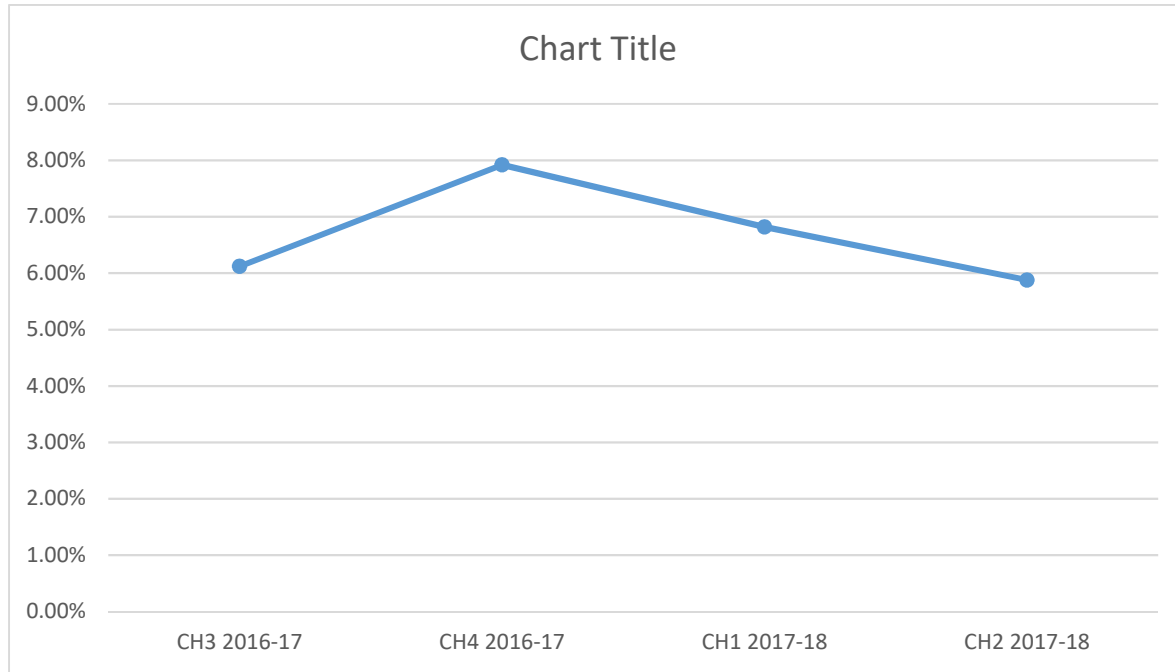
CH1 2014-15	8.95
CH2 2014-15	6.94
CH3 2014-15	7.6
CH4 2014-15	3.62
CH1 2015-16	6.55
CH2 2015-16	5.22
CH3 2015-16	6.27
CH4 2015-16	3.71
CH1 2016-17	5.95
CH2 2016-17	5.78
CH3 2016-17	6.89
CH4 2016-17	4.04
CH1 2017-18	6.53
CH2 2017-18	7.09



Percentage of cases in a random sample where the calculation must be modified following an internal check

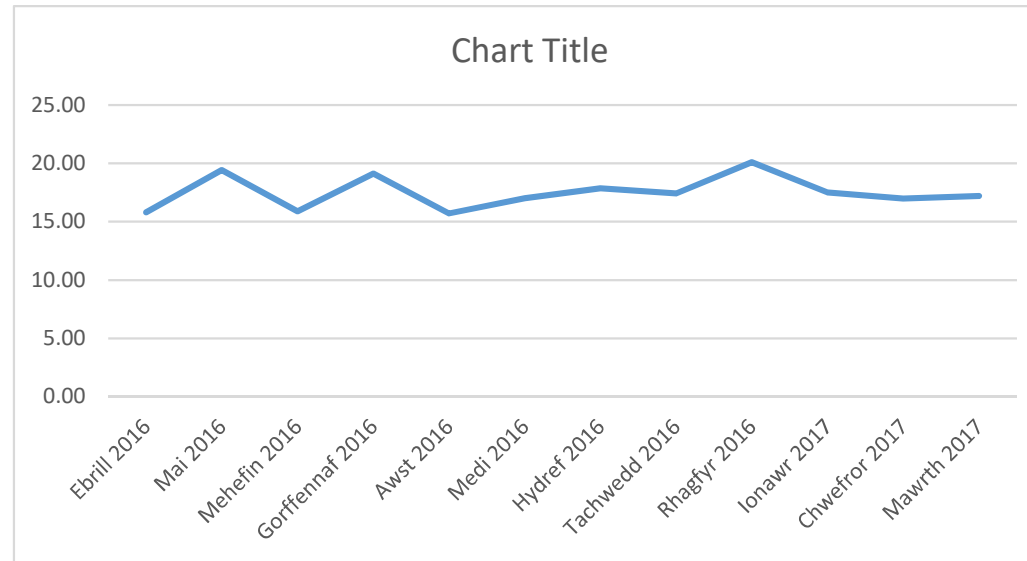
CD12.05

CH3 2016-17	6.12%
CH4 2016-17	7.92%
CH1 2017-18	6.82%
CH2 2017-18	5.88%



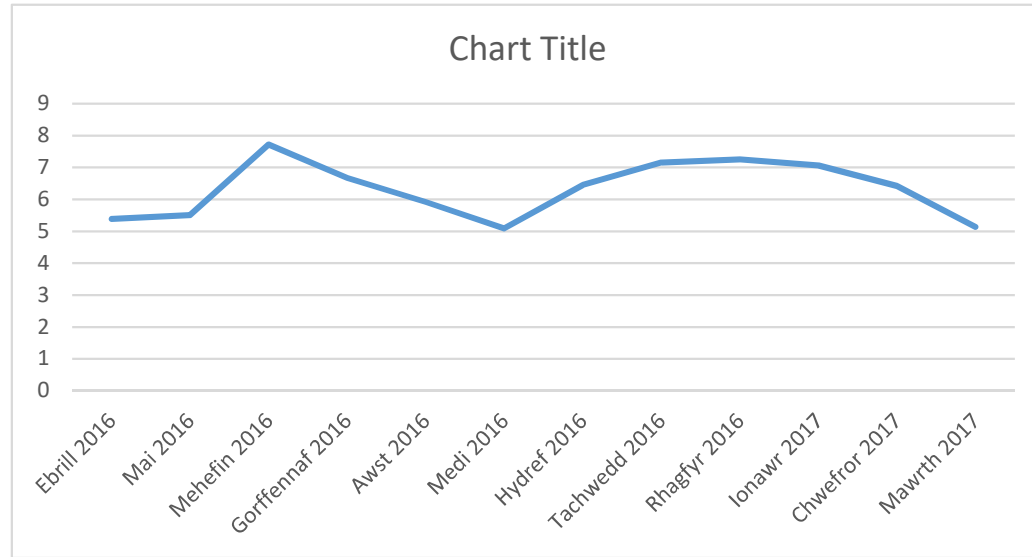
CD12.03 - New Applications

April 2016	15.80
May 2016	19.42
June 2016	15.89
July 2016	19.12
August 2016	15.71
September 2016	17.01
October 2016	17.87
November 2016	17.44
December 2016	20.10
January 2017	17.52
February 2017	17.00
March 2017	17.22



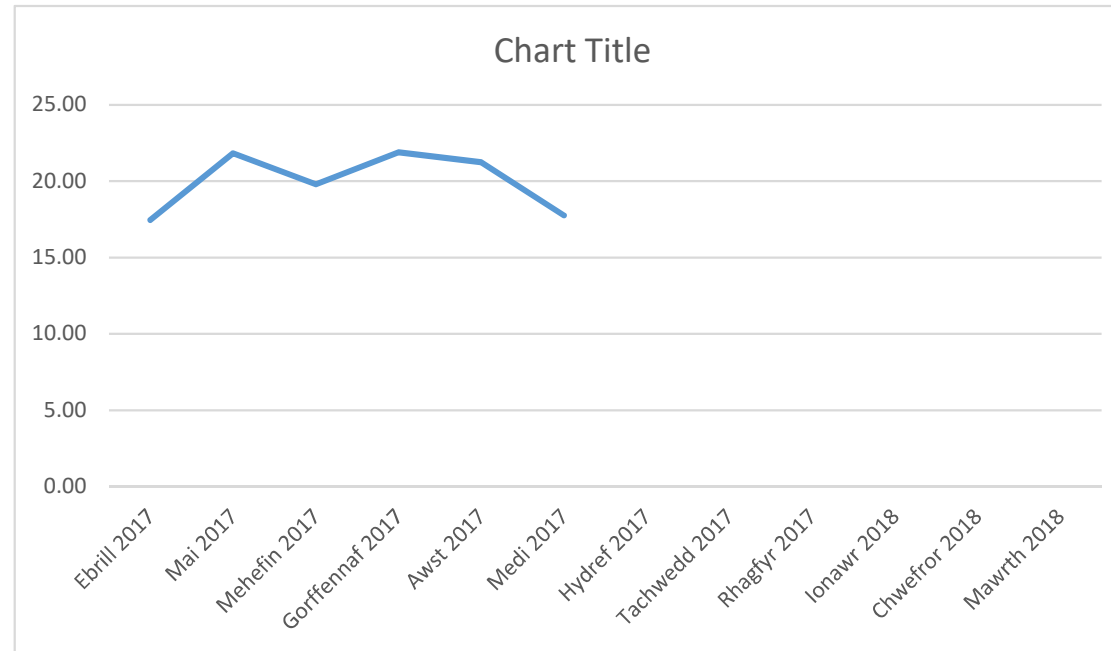
CD12.04 - Changes in circumstances

April 2016	5.39
May 2016	5.51
June 2016	7.72
July 2016	6.67
August 2016	5.92
September 2016	5.09
October 2016	6.45
November 2016	7.15
December 2016	7.25
January 2017	7.06
February 2017	6.42
March 2017	5.14



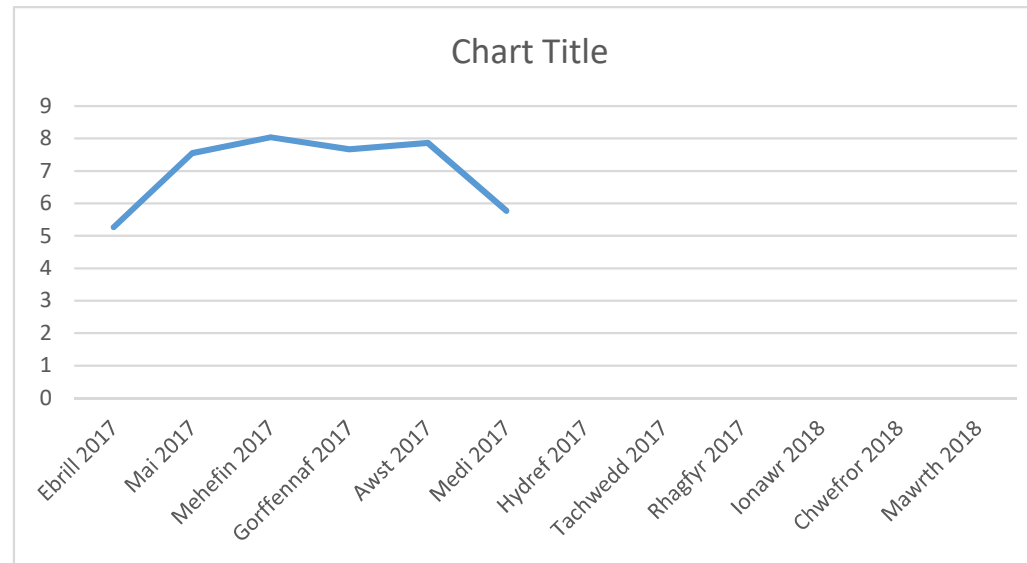
CD12.03 - New applications

April 2017	17.46
May 2017	21.83
June 2017	19.81
July 2017	21.90
August 2017	21.24
September 2017	17.77
October 2017	
November 2017	
December 2017	
January 2018	
February 2018	
March 2018	



CD12.04 - Changes in circumstances

April 2017	5.27
May 2017	7.55
June 2017	8.04
July 2017	7.67
August 2017	7.87
September 2017	5.77
October 2017	
November 2017	
December 2017	
January 2018	
February 2018	
March 2018	



**FINANCE DEPARTMENT PERFORMANCE MONITORING
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Information Technology Service - Performance Measures

Senior Manager Responsible: Huw Ynyr

Manager Responsible: Bryn Goodman Jones (Support Services), Gwyn Jones (Infrastructure), Rhodri Fretwell and Elfyn Evans (Development and Maintenance) and Euryn Morris (Account Management)

Purpose of the Service:

(Support Desk) To support and enable every service within the council to provide the most efficient, flexible and safe provision to the people of Gwynedd
 (Infrastructure) Develop and support the Council's infrastructure in order to provide a safe and robust platform on which to host the Council's Information technology service
 (Development) Cooperate with our customers to develop and evolve innovative solutions in response to business needs
 (Maintenance) Maintain a range of systems, and technological solutions which will keep them operational, effective and current
 (Account Management) Ensure that Council Departments are using the correct technology in order to introduce constant improvements to Council services

Ref.	Performance Measure	Quarter 2 Comments	Ch2 17/18	Ch1 17/18	Ch4 16/17	Ch3 16/17	Ch2 16/17	Ch2 15/16	Ch2 14/15
TG01	Percentage of network availability	4 problems contribute to an 0.04% rate of network unavailability 24/7 - Power supply issues in Penrhyn 26/7 - Power supply issues in Caernarfon 17/8 - Problem in Penygroes exchange that meant the network was slow in the south of the county 14/9 The problem in the Penygroes exchange reappeared	99.96%	99.97%	99.94%	99.97%	99.93%	100%	99.87%

Ref.	Performance Measure	Quarter 2 Comments	Ch2 17/18	Ch1 17/18	Ch4 16/17	Ch3 16/17	Ch2 16/17	Ch2 15/16	Ch2 14/15
TG02	Percentage of public website availability	Loss of power supply to the headquarters was the reason for the 0.26% of the time when use of the website was lost (26/7/17). The website was affected between 04.30 and 10.00	99.74%	98.92%	99.98%	100%	99.64%	99.98%	99.94%
TG05	Average Help Desk user satisfaction score	<p>Recently, an invitation is extended to all who record a call with the Help Desk to give feedback about the service. During Q2 7077 requests for feedback were shared, with 255 responding. The choice when responding is happy or unhappy, and if unhappy inviting further feedback.</p> <p>The number responding has increased by 25% since the last quarter, but the result of their response remaining consistent</p> <p>Every item of feedback that is shared with the service is followed up personally, in the hope that this will encourage users to share openly any concerns/complaints that they may have.</p>	<p>1. Unhappy (0.46%)</p> <p>2. Happy (3.14%)</p> <p>3 No response (96.4%)</p>	<p>1. Unhappy (0.25%)</p> <p>2. Happy (3.07%)</p> <p>3 No response (96.66%)</p>	Not accounted	Not accounted	Not accounted	4.80	4.80
TG15	<p>Development questionnaire – “Were you happy with the general offers, solutions and service you received from the Development Unit?”</p> <p>1 – Yes, I have no suggestions for improvement.</p> <p>2 – Yes, but I believe improvements could be made.</p>	The questionnaire was shared between 11 projects, with 7 received so far. 6 had responded with 1 - happy, no improvement and one had responded with 2 - happy but room for improvement. The room for improvement reflected a lack of resources to increase the priority of a project.	<p>1 - Happy - no improvement 86%</p> <p>2 - Happy, room for improvement 14%</p> <p>3 - Unhappy 0%</p>	<p>1 - Happy - no improvement 75%</p> <p>2 - Happy, room for improvement 25%</p> <p>3 - Unhappy 0%</p>	<p>1 - Happy - no improvement 78%</p> <p>2 - Happy, room for improvement 22%</p> <p>3 - Unhappy 0%</p>				

**FINANCE DEPARTMENT PERFORMANCE MONITORING
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Finance and Accounting Service - Performance Measures

Senior Manager Responsible: Ffion Madog Evans

Manager Responsible: Mari Llwyd Roberts

Purpose of the Service:

Provide a finance and accounting service, and assist and support services to be efficient and effective

Ref.	Performance Measure	Comments	17/18	16/17	15/16	14/15	13/14
CD5.01	Succeeding to stay within the budget	The Second Quarter Review of budgets has revealed overspending in some departments, with the relevant Cabinet Members and Department Heads to take steps to ensure that they stay within the budget by the end of the year. Underspend in Corporate budgets and in 2 departments means it's possible to harvest the underspend to deal with one-off pressures on budgets in the future		-0.28%	-0.13%	-0.18%	-0.14%
CD5.2a	Satisfaction of Departments and Services with the financial and accounting service and support received	Annual measure. Reported in quarter 4. Attention given to the feedback on how to improve		4.9	4.9	4.32	4.3
CD5.2b	Satisfaction of the Corporate Management Team with the financial and accounting service and support received	Annual measure. Reported in quarter 4. Attention given to the feedback on how to improve		4.5	4.5	4	4.1

Cyf.	Mesur Cyflawni	Sylwadau Chwarter 1	Ch2 17/18	Ch1 17/18	Ch4 16/17	Ch 3 16/17	Ch 2 16/17	Ch2 15/16	Ch2 14/15	Ch2 13/14
CD5.3	Financial monitoring including producing quarterly reports for the Budget Managers, the Leadership Group, the Portfolio Leaders, the Cabinet and the Audit Committee, as well as monitoring the performance of the Council's savings and cuts schemes.	<ul style="list-style-type: none"> - The situation for the Q1 and Q2 review was reported to the Cabinet and to the Audit and Governance Committee - The departments that are overspending were asked to explain the situation, taking definite step before the end of the financial year - It was possible to harvest underspend to be used to fund one-time overspends on the council's budget in future. - Additionally to the work of monitoring and reporting savings, support was provided to department heads and amangers to find savings for 2019 onwards. 	Reported in quarterly review	Reported in quarterly review	Yes	Yes	Yes	Yes	Yes	Yes
CD5.04	Formulate and distribute the Council's Budget annually and in line with the specific and designated timetable to achieve the necessary essential steps	<ul style="list-style-type: none"> - The work on part 1 of the 2018/19 budget complete including research on inflation rates, staffing budgets, demography, liaising with outside bodies, budget transfers etc - The work on the second step of the budget includes the bids process, settlement figures, fees and prices review, inflation updates, savings etc - The probability funnel and the figures for the Financial strategy for 2018/19 - 2020/21 were updated - Detailed work completed looking back at 10 years of the council's budget 	Work on the first part of the 2018/19 budget completed, work on the second part has commenced	Initial work completed	Yes	Yes	Yes	Yes	Yes	Yes
CD5.5	Completion of accounts (Accounts of Gwynedd, 3 Joint Committees and the 4 Harbours) and the relevant requirements to produce a Draft Statement of the Accounts and to ensure approval of the final Statement of the Accounts.	<ul style="list-style-type: none"> - Gwynedd Council, Joint Committees and Harbour accounts completed and audited promptly and by the statutory deadline - Return of 'Whole of Government Accounts' and revenue reports 2016/17 completed and reported to the Welsh Government, and now subject to audit by Deloitte. - recommendations by the Welsh Audit Office in their ISA260 report considered an definite steps taken - As there is a reduction in the statutory time available to close the accounts is on it's way, many steps are being taken to respond to the challenge, including moving the third quarter review. 	Final Accounts completed by 30 June, and the Annual Audit Letter by the Welsh Audit Office received	Accounts completed by 30 June	Yes	Yes	Yes	Yes	Yes	Yes

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Creditors' Payment Service - Performance Measures

Senior Manager Responsible: Ffion Madog Evans

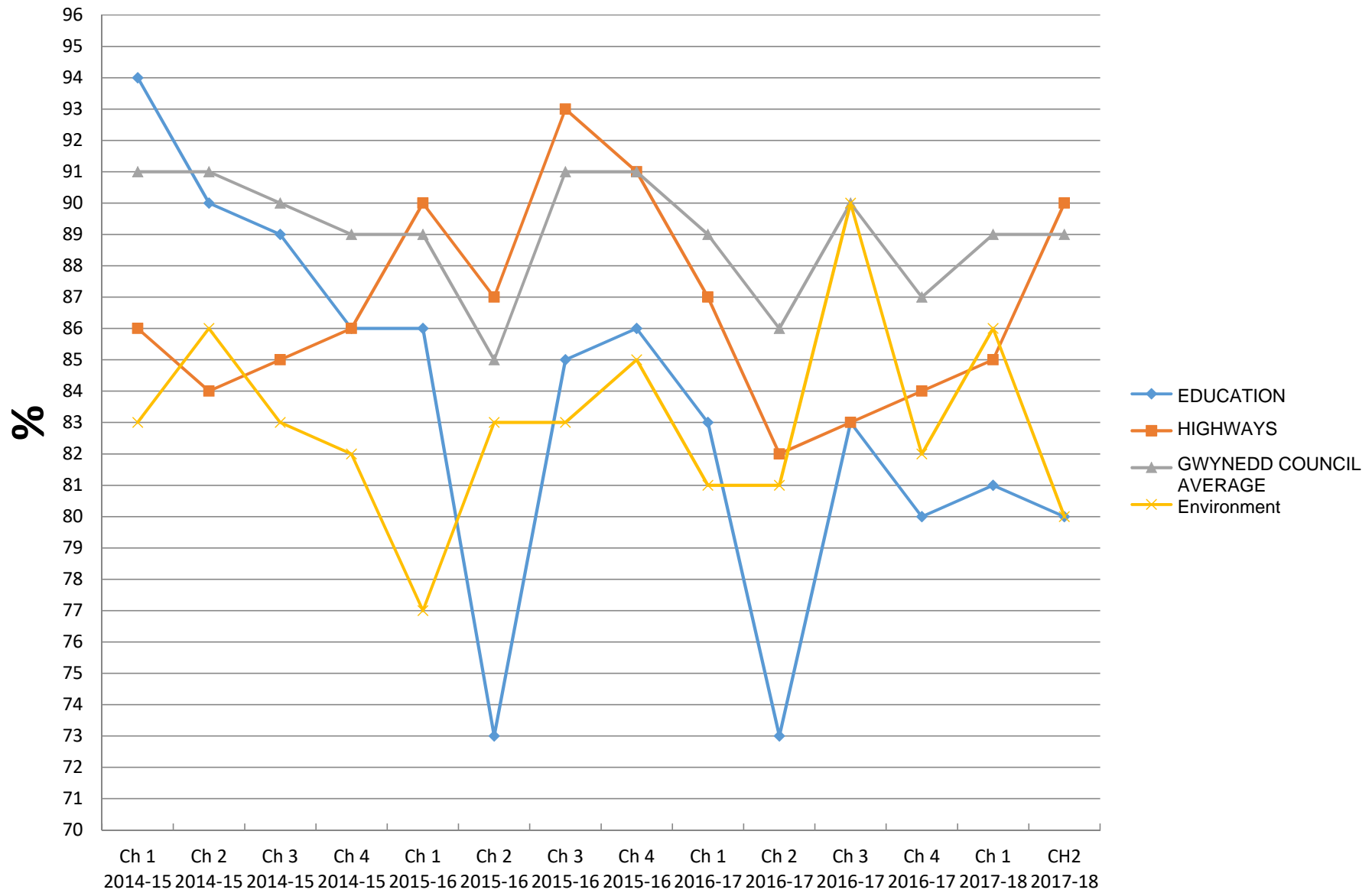
Manager Responsible: Christopher Parry

Purpose of the Service:

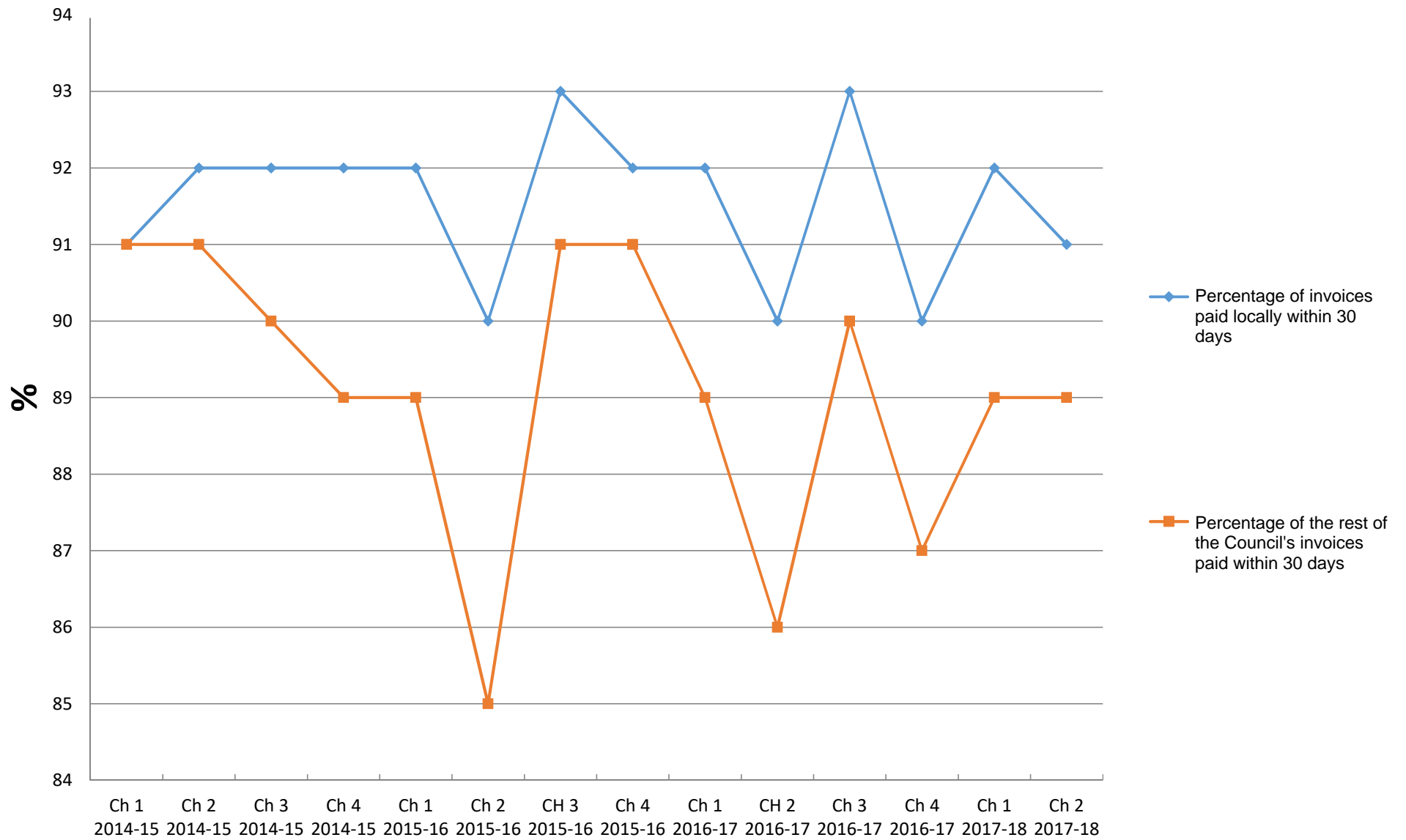
To pay the Council's creditors correctly and on time

Ref.	Performance Measure	Comments	Ch2 17/18	Ch1 17/18	Ch4 16/17	Ch3 16/17	Ch2 16/17	Ch2 15/16	Ch2 14/15	Ch2 13/14
CD6.01	Percentage of invoices paid within 30 days (across the Council)	Performance consistent with the previous quarter, and better than quarter 2 last year. Education's performance continues to be low at 80%, but an improvement in Highways' performance to 90% (84% in 2016/17)	89%	89%	87%	90%	86%	85%	94%	94%
CD6.02	Percentage of invoices paid locally within 30 days (across the Council)	Local suppliers paid sooner than the Council's other suppliers, but lower than quarter 1	91%	92%	90%	93%	90%	90%		
CD6.03	Adaptation to previous payments by the Council	2 adaptations to payments in quarter 2, with the wrong supplier paid, but a refund was received immediately	2	1	2	2	0			

Percentage of invoices paid within 30 days (across the Council)



Percentage of invoices paid locally within 30 days, compared with the rest of the Council



**FINANCE DEPARTMENT PERFORMANCE MONITORING
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Investment and Treasury Management Service - Performance Measures

Senior Manager Responsible: Dafydd L Edwards
Manager Responsible: Caroline L Roberts

Purpose of the Service:

Maximise the benefit of investing the Pension Fund, and keep appropriate accounts
Manage the Council's cash flow safely, with acceptable interest
Manage long-term investments

Ref.	Performance Measure	Comments	Ch2 17/18	Ch1 17/18	Ch4 16/17	Ch3 16/17	Ch2 16/17	Ch2 15/16	Ch2 14/15
CD13.05	Pension Fund - Portfolio managers' investment performance compared with the specific benchmark set for it.		-0.20	+1.1	+0.7	-0.80	-0.10	+1.0	-0.30
CD13.06	The Council's funding's security in relation to bank deposits - quarterly analysis by Arlingclose of the credit score. (1 being highest, namely a credit status of AAA, 2 is AA+, 3 is AA, 4 is AA-, 5 is A+, 6 is A and 7 is A-).	Happy that the score is consistent at a level between 3 and 4	3.97	3.30	3.27	3.50	3.00	3.44	3.21
CD13.07	Interest income on bank deposits to be measured against the 7 day non-compounded LIBID rate	October 0.36 Bank of England raised interest rates from 0.25% to 0.5% on 2 November 2017	0.42	0.43	0.53	0.52	0.58	0.62	0.66

**FINANCE DEPARTMENT PERFORMANCE MONITORING
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Pensions Service - Performance Measures

Senior Manager Responsible: Dafydd L Edwards

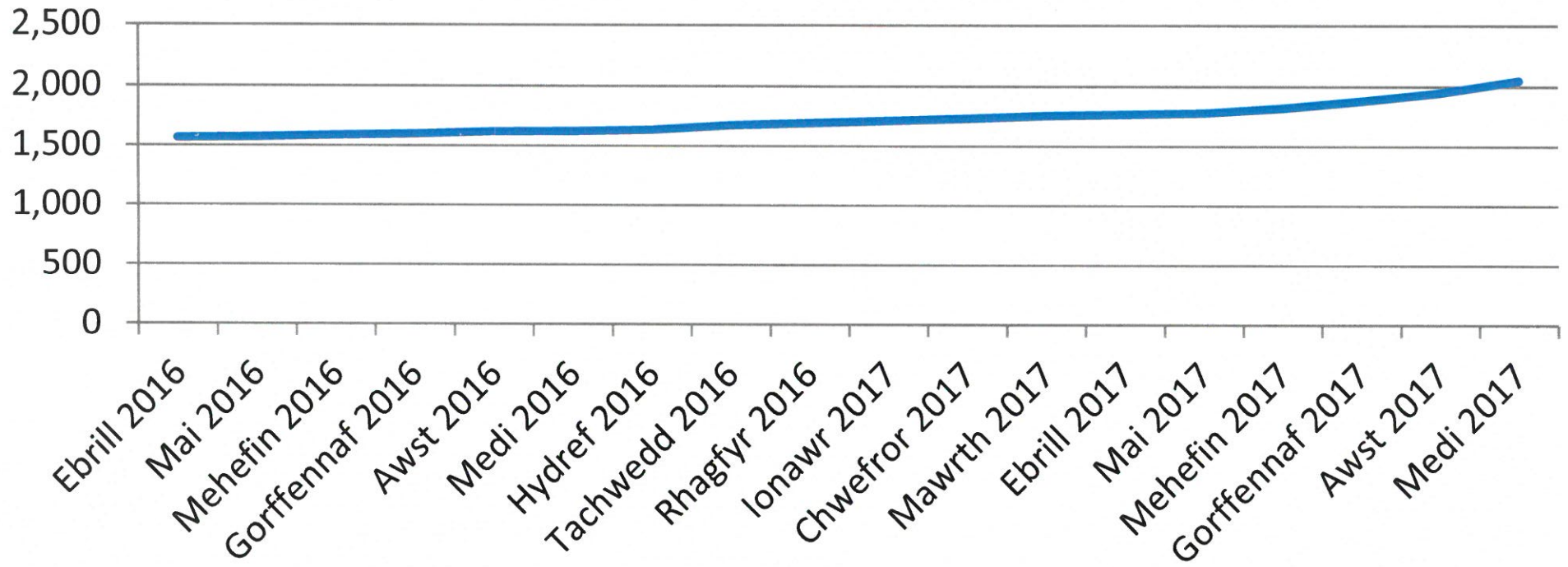
Manager Responsible: Nick Hopkins

Purpose of the Service:

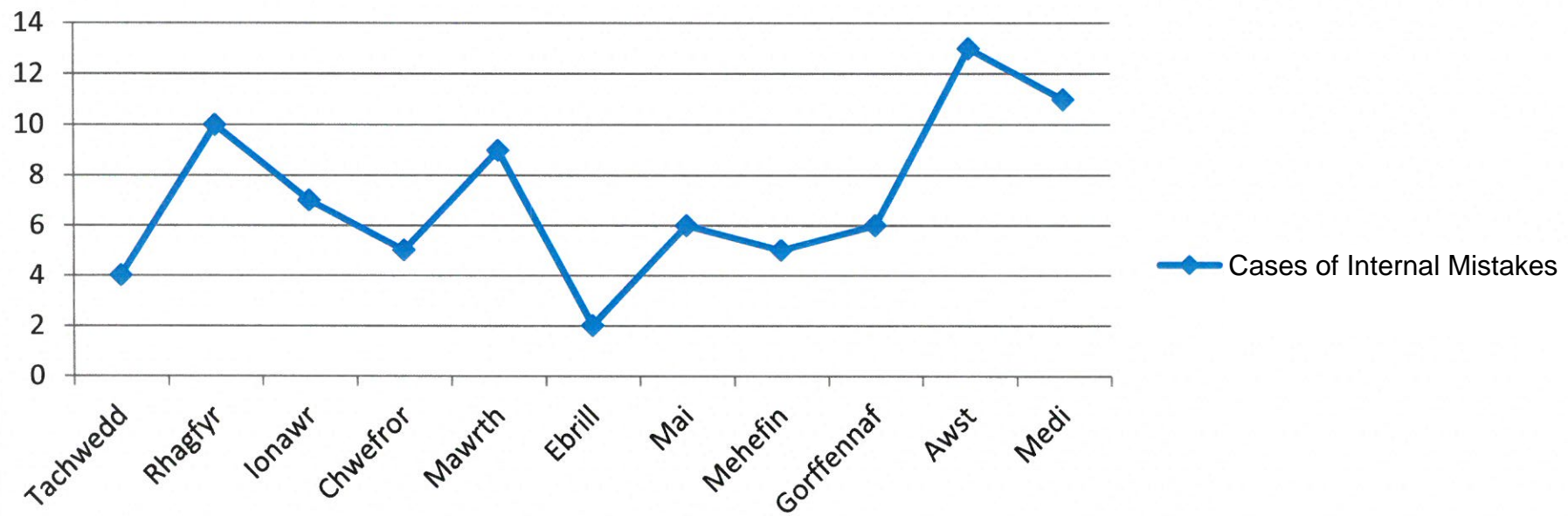
To administer the Local Government Pension Fund on behalf of over 40 employers, including Gwynedd Council, Anglesey County Council, and Conwy County Borough Council, in order to account and pay pensions promptly and accurately.

Ref.	Performance Measure	Comments -----	Ch 2 17/18	Ch 1 17/18	Ch 4 16/17	Ch 3 16/17	Ch 2 16/17	Ch2 15/16	Ch2 14/15	Ch2 13/14
CD9.03	Average number of work days taken to send a letter notifying the value of retirement benefits - estimate.		2.40	7.40	4.40	4.00	9.70	11.80	11.50	7.20
CD9.04	Average number of work days taken to send a letter notifying the value of retirement benefits - true value..		5.30	3.00	2.80	4.30	2.20	4.20	5.80	5.80
CD9.05	Average number of work days taken to complete dependants' accounts and payments following the death of a member of the scheme..		4.56	9.30	8.16	5.78	5.80	8.57	4.90	7.80

Online Pension New Users

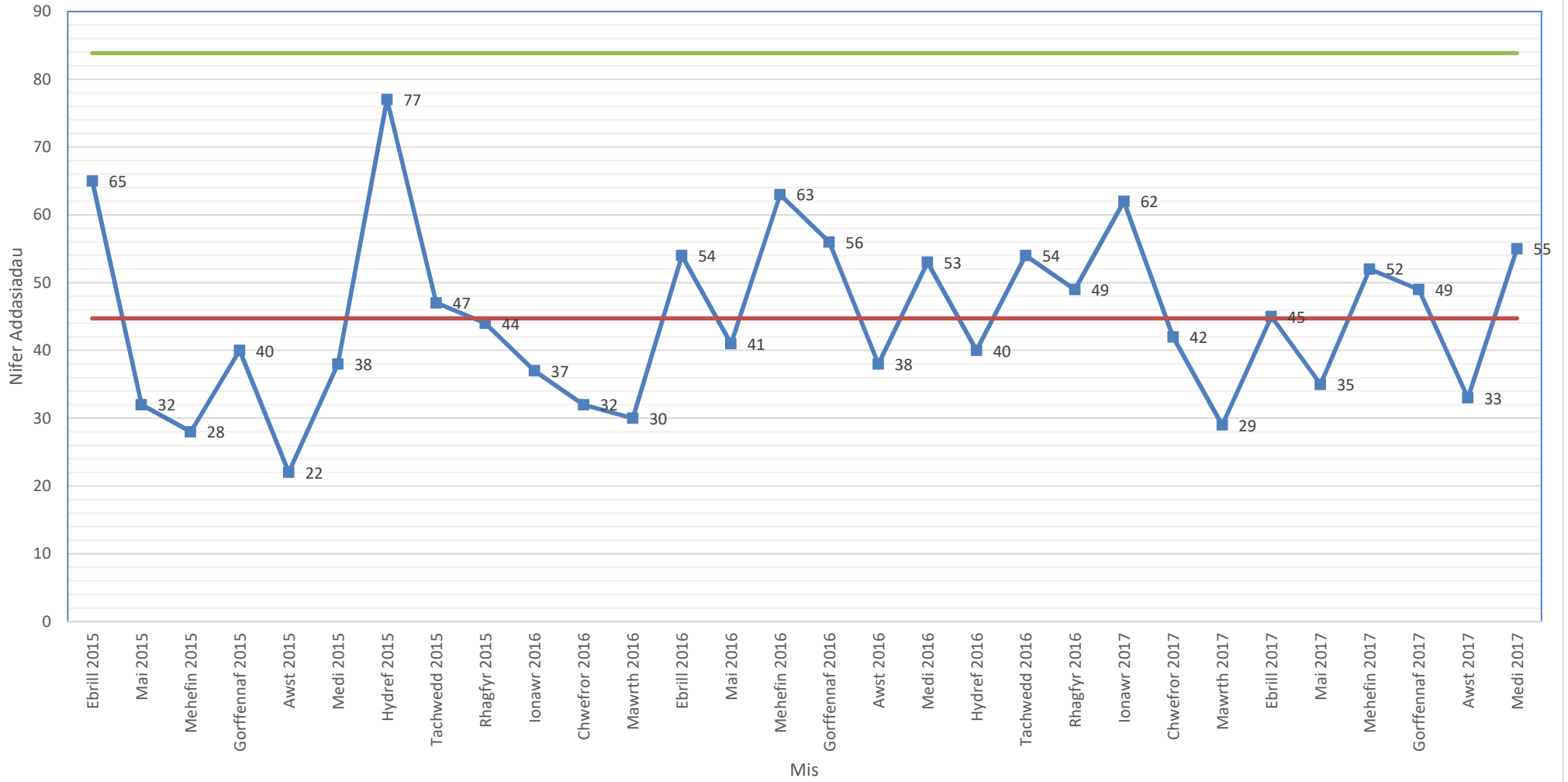


Cases of Internal Mistakes



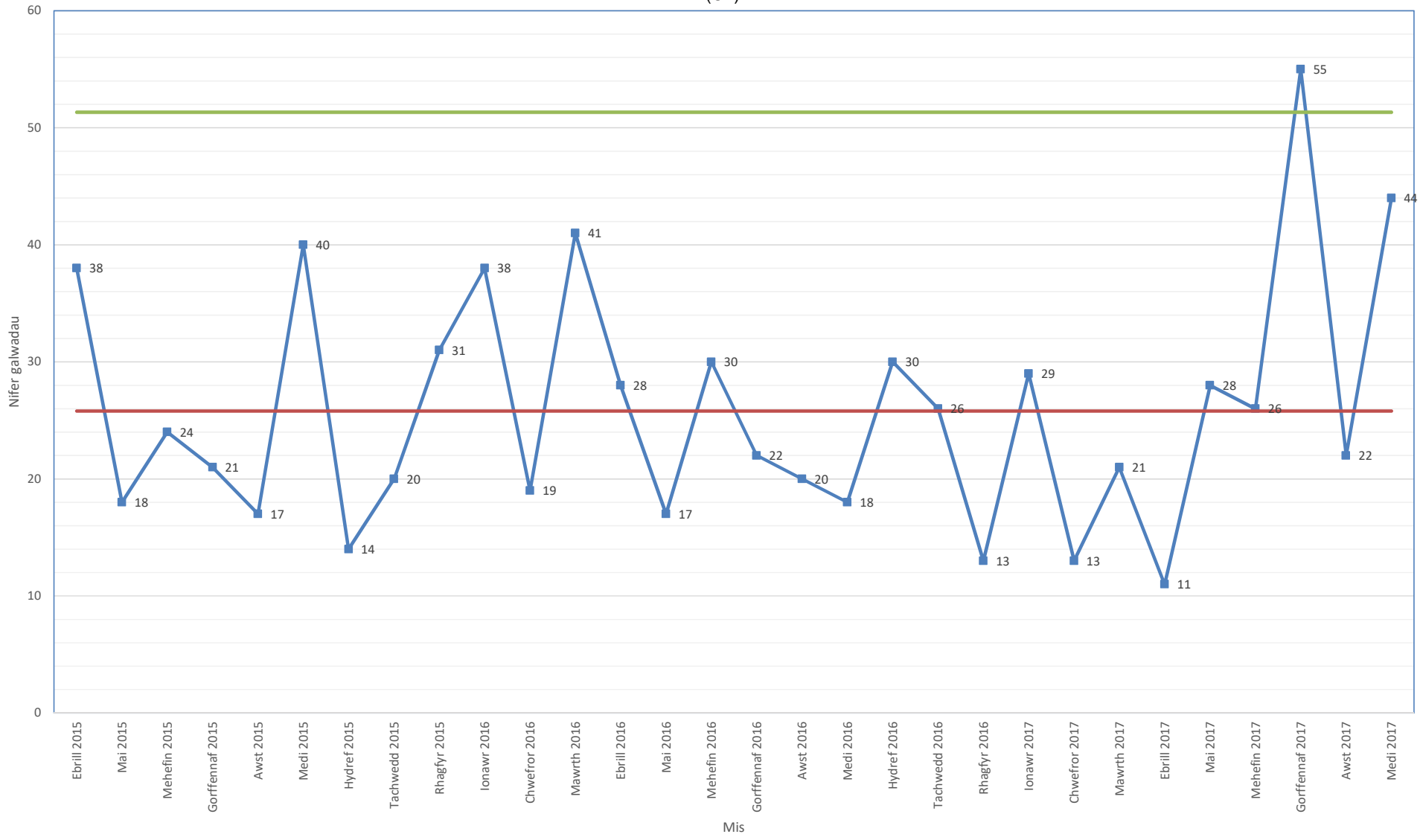
Number of monthly adaptations - Quarter 2 2017-18

■ Number — Average — UCL



G_i Monthly Phone Calls - Quarter 2 2017/18

■ Calls — Average (CL) — UCL



FINANCE DEPARTMENT PERFORMANCE MONITORING 2017.18

Risk and Insurance Service - Performance Measures (quarterly)

Senior Manager Responsible: Dewi A Morgan

Manager Responsible: Gwyn Varney

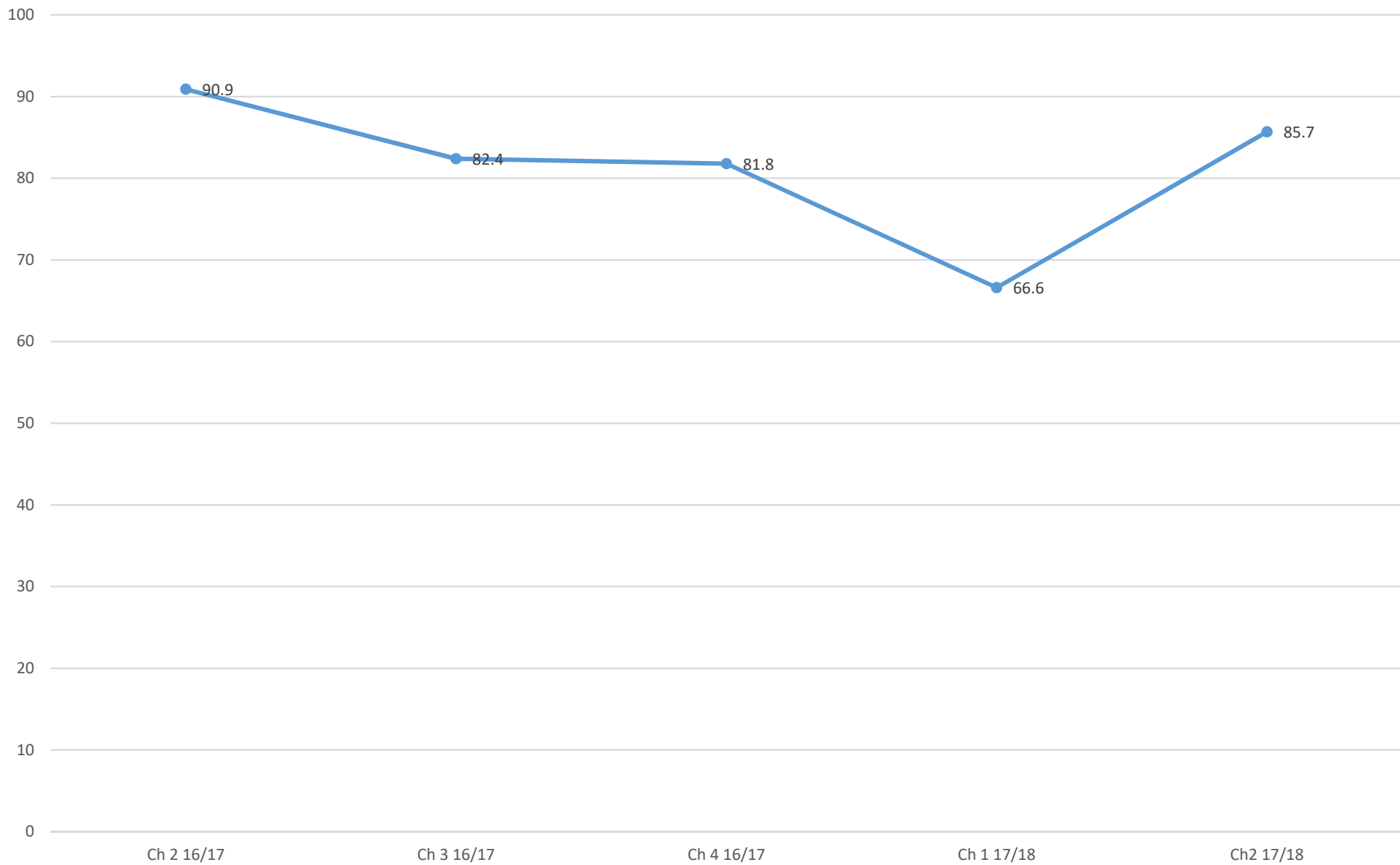
Purpose of the Service:

To support Council Departments as they assess the threats and opportunities which may arise as they provide their services, and prioritise their actions accordingly.

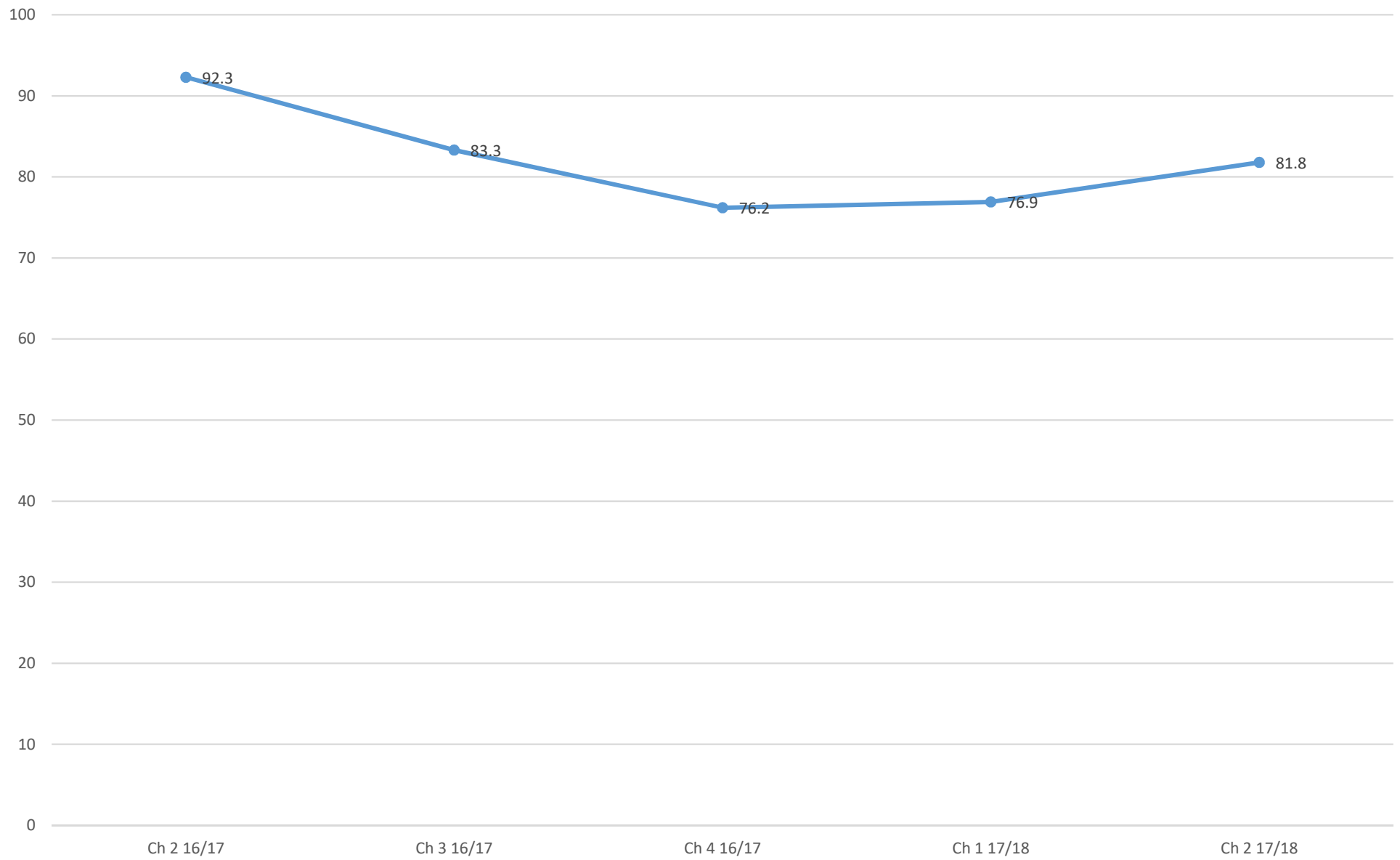
To protect taxpayers' interests by ensuring appropriate insurance cover, and deal with claims.

Ref.	Performance Measure	Comments	Ch2 17/18	Ch1 17/18	Ch4 16/17	Ch3 16/17	Ch2 16/17	Ch2 15/16	Ch2 14/15
CD4.01	Protecting the taxpayers' financial benefit: percentage of public accountability claims refused (settled for £0) by the Unit	6 out of 7 claims defended successfully. Settled claim: Damage to a vehicle window whilst strimming work was being carried out nearby. The service had conducted a site inspection before strating. Decision already made to pay claims made in this vein out of principle.	85.7%	66.6%	81.8%	82.4%	90.9%	73.1%	78.2%
CD4.02	Protecting the taxpayers' financial benefit: percentage of public accountability claims refused (settled for £0) by the Insurer	10 out of 11 claims defended successfully. One of these with costs that are not possible to reclaim. This has been reflected in the percentage for 2017/18 1. Claimant had struck his head on a sign that had been installed too low on a streetlight. Information sent to the department regarding the recommended height for signs on streetlights.	81.8%	76.9%	76.19%	83.3%	92.3%	80.8%	79.1%

Percentage of public liability claims Denied by the unit



Percentage of public liability claims denied by the insurer



**FINANCE DEPARTMENT PERFORMANCE MONITORING
2017.18**

Risk and Insurance Service - Performance Measures (quarterly)

Senior Manager Responsible: Dewi A Morgan

Manager Responsible: Luned F Jones

Purpose of the Service:

To give the Council and the people of Gwynedd the confidence in the management environment and the governance of the Council by reporting independently and objectively to the Head of Finance and the Audit and Governance Committee.

Ref.	Performance Measure	Comments	Ch2 17/18	Ch1 17/18	Ch4 16/17	Ch3 16/17	Ch2 16/17	Ch1 16/17	Ch2 15/16	Ch2 14/15	Ch2 13/14
CD2.03	Percentage of Audits in the Auditing Plan which have either been closed or have a published final Report.	Succeeded in beating the target for quarter 2 - however it will be necessary to prioritise audits to reflect auditors' days for 6 months.	26.56%	3.33%	95.83%	60.81%	32.53%	17.5%	28.79%	26.8%	28.04%
CD2.09a	Percentage of internal audits that received a category "B" opinion or better (Cumulative total)	17 audits from 2017/18 plan (6-A, 9-B, 2-C - Plas Ogwen and Tan y Marian) and one audit from 2016/17 plan.	88.89%	100%	85.71%	90.7%	88.5%	86.7%	73.68%	72.73%	76.67%
CD2.09b	Percentage of internal audits that received a category "B" opinion or better (Quarterly Total)	15 audits from 2017/18 plan (6-A, 8-B, and 2-C - Plas Ogwen and Tan y Marian)	86.67%	100%	69.23%	94.1%	90.9%	86.7%	75%		

Cyf.	Mesur Cyflawni	Sylwadau Chwarter 2	Ch2 17/18	Ch1 17/18	Ch4 16/17	Ch3 16/17	Ch2 16/17	Ch1 16/17	Ch2 15/16	Ch2 14/15	Ch2 13/14
CD2.14a	Share of the agreed actions which have been implemented in line with the timetable (corporate measure). 205 actions to mitigate risks were agreed in 2016/17.	Out of 205 agreed actions, acceptable action has been taken on 43.9%. Awaiting supporting evidence for 2, and no response was received for 20. (Audits for Bryn Blodau Home, Llys Cadfan Home, MOT Fees, GAD, Coroner Service and Checking Steps (Finance))	43.90%	0							
CD2.14b	Share of the agreed actions which have been implemented in line with the timetable (corporate measure). 205 actions to mitigate risks were agreed in 2016/17.	A request for progress was sent for 112 agreed actions - acceptable action has been take for 90 (80.35%), awaiting evedience for 2 and no response for 20. (Audits for Bryn Blodau Home, Llys Cadfan Home, MOT Fees, GAD, Coroner Service and Checking Steps (Finance))	80.35%	0							

Percentage of the internal audits by category (cumulative total)

