

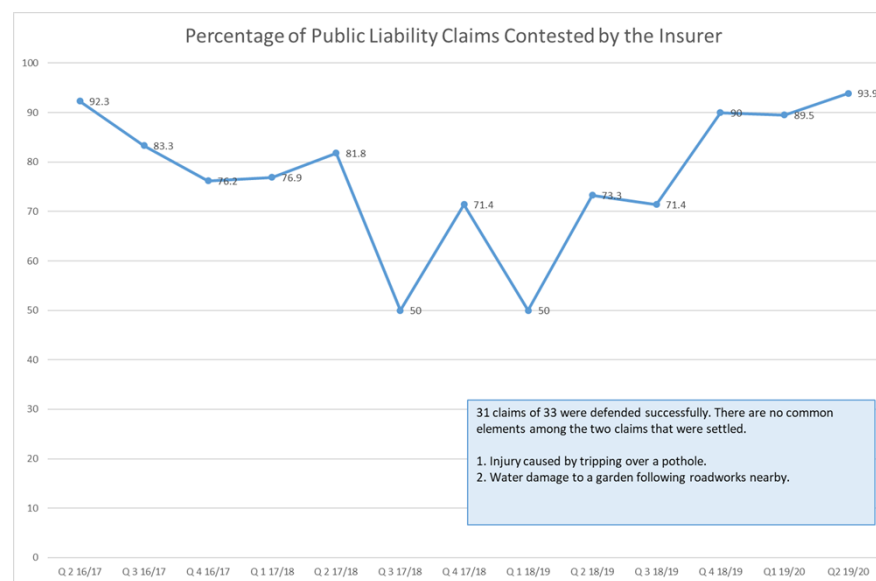
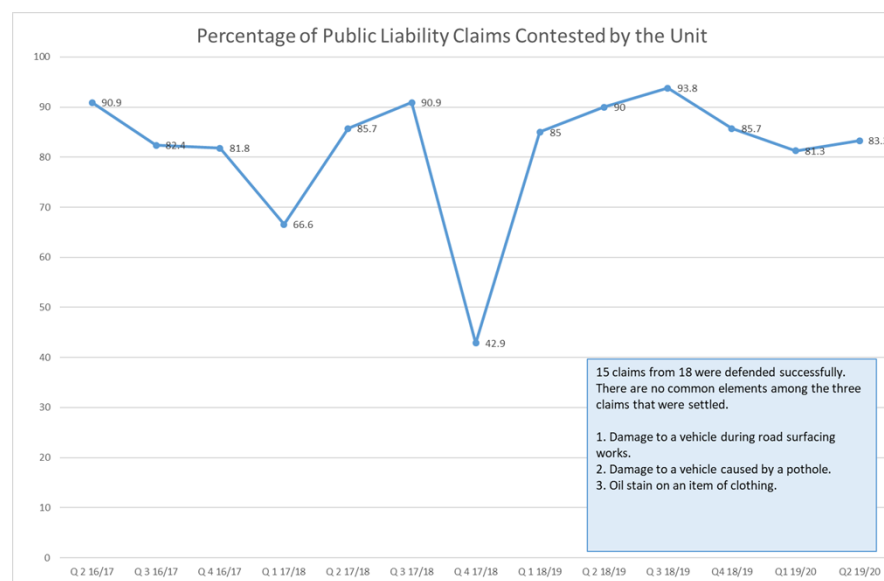
**PERFORMANCE MONITORING - FINANCE DEPARTMENT
2019.20**

Risk and Insurance Service - Achievement Measures (Quarterly)

Responsible Assistant Head: Dewi A Morgan
Responsible Manager: Gwyn Varney

Purpose of the Service:

To support the Council's departments as they assess the threats and opportunities which they could face when providing their services and prioritise their activities based on the assessment. To protect the interests of ratepayers by ensuring appropriate insurance arrangements and deal with claims.



IT - Infrastructure

Responsible Assistant Head: Huw Ynyr

Responsible Manager: Gwyn Jones

Purpose of the Service:

To develop and support the Council's infrastructure to provide a resilient and safe platform for maintaining the Council's information technology services.

Performance in Quarter 2 2019/10

	April 2019	May 2019	June 2019	Q1	July 2019	August 2016	September 2019	Q2
Core Network	99.99%	99.99%	99.99%	99.99%	99.96%	99.95%	99.99%	99.97%
Finance Systems	100.00%	99.95%	99.99%	99.98%	99.98%	99.98%	99.99%	99.98%

The core network's condition continues to reach the expected standard.

A reduction is shown in the average network availability for July and August due to a hardware issue with the firewall. The fixed equipment is in the process of being changed, and a procurement tender has been awarded to a new supplier. This also means that web access provision will be extended to Penrhyndeudraeth in the New Year.

Taxation Service - Achievement Measures (Quarterly)

Responsible Assistant Head: Dewi A Morgan

Responsible Manager: Bleddyn Jones

Purpose of the Service:

To collect taxes promptly and efficiently, while endeavouring to be flexible and sympathetic to individuals' circumstances.

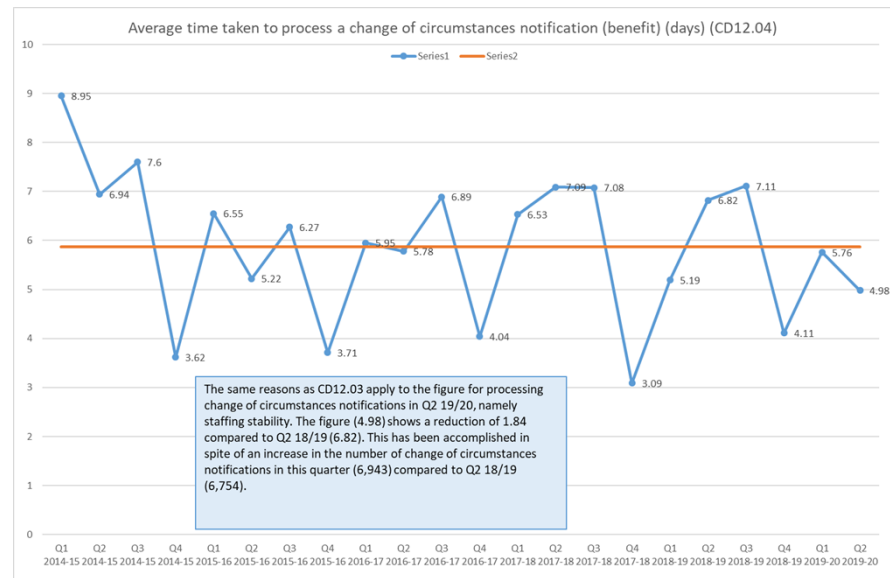
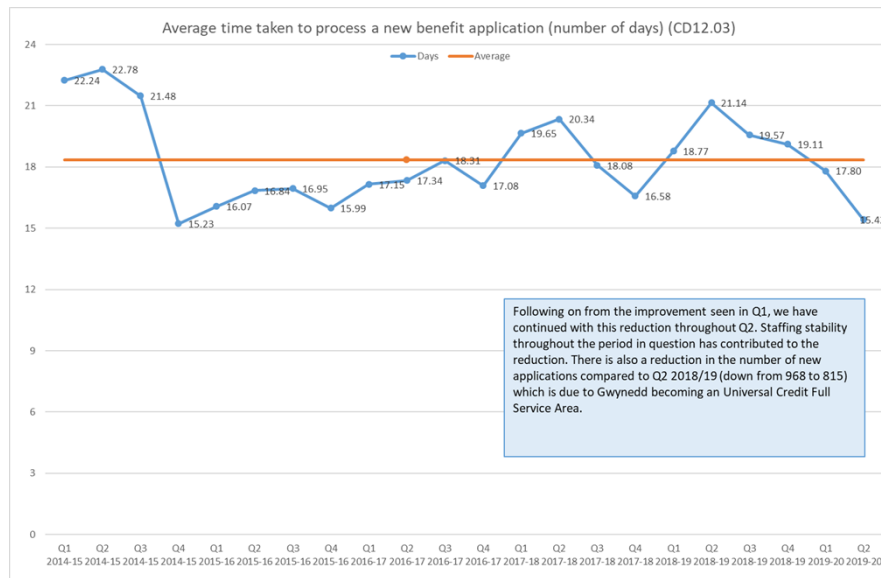
Ref.	Achievement Measure	Quarter 2 Comments	Q2 19/20	Q1 19/20	Q4 18/19	Q3 18/19	Q2 18/19	Q2 17/18	Q2 16/17
CD11.01	Council Tax Collection Rate	Reduction in the backlog, work has begun on monitoring exceptions.	57.2%	29.8%	96.7%	84.6%	57.2%	57.8%	58.06%
CD11.02	Non-Domestic Rates Collection Rate	Nothing to report	62.9%	29.4%	98.1%	88.0%	62.5%	62.44%	62.8%
CD11.04	Number of council taxpayers who contacted the recovery team and who were referred to the CAB organisation for further debt advice	Impact of dispensing with transferral as a recovery option, taxpayers perhaps do not contact CAB to discuss financial problems	9	10	24	26	24	41	68

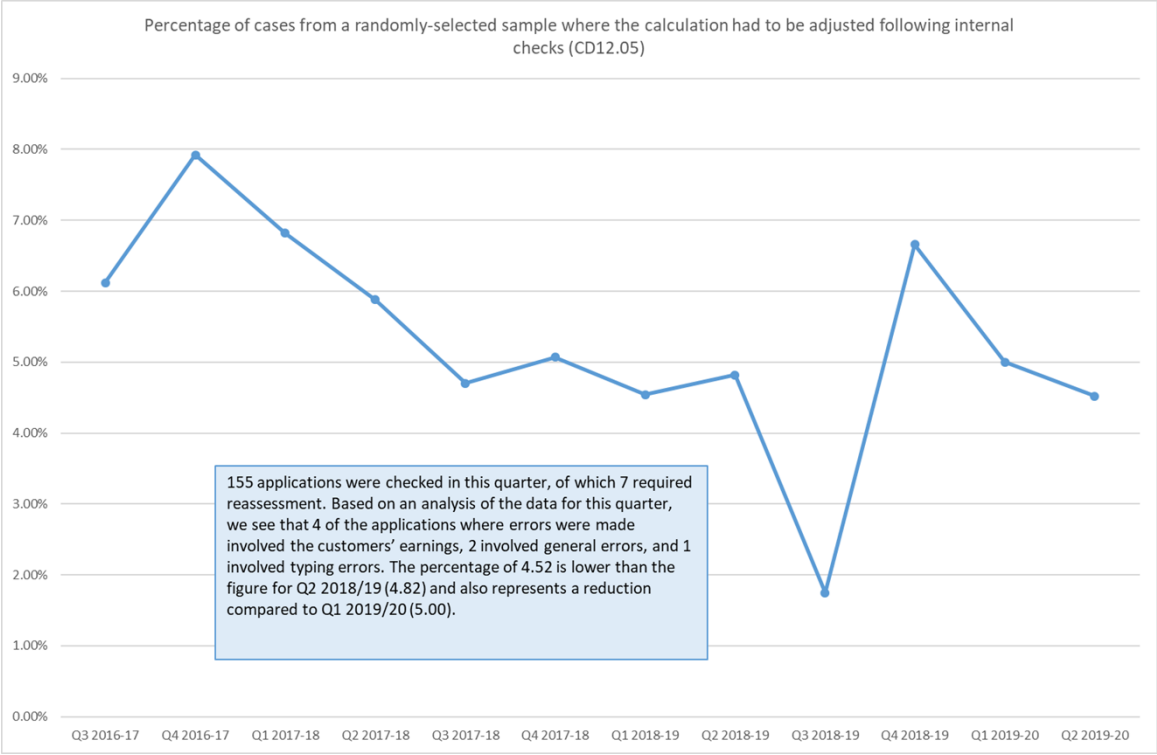
Benefits Service - Achievement Measures

Responsible Assistant Head: Dewi A Morgan
 Responsible Manager: Dylan Griffith

Purpose of the Service:

To process applications for Housing Benefit and the Council Tax Reduction Scheme promptly and accurately, in order to assist the citizens of Gwynedd in paying their rents and Council Tax bills.





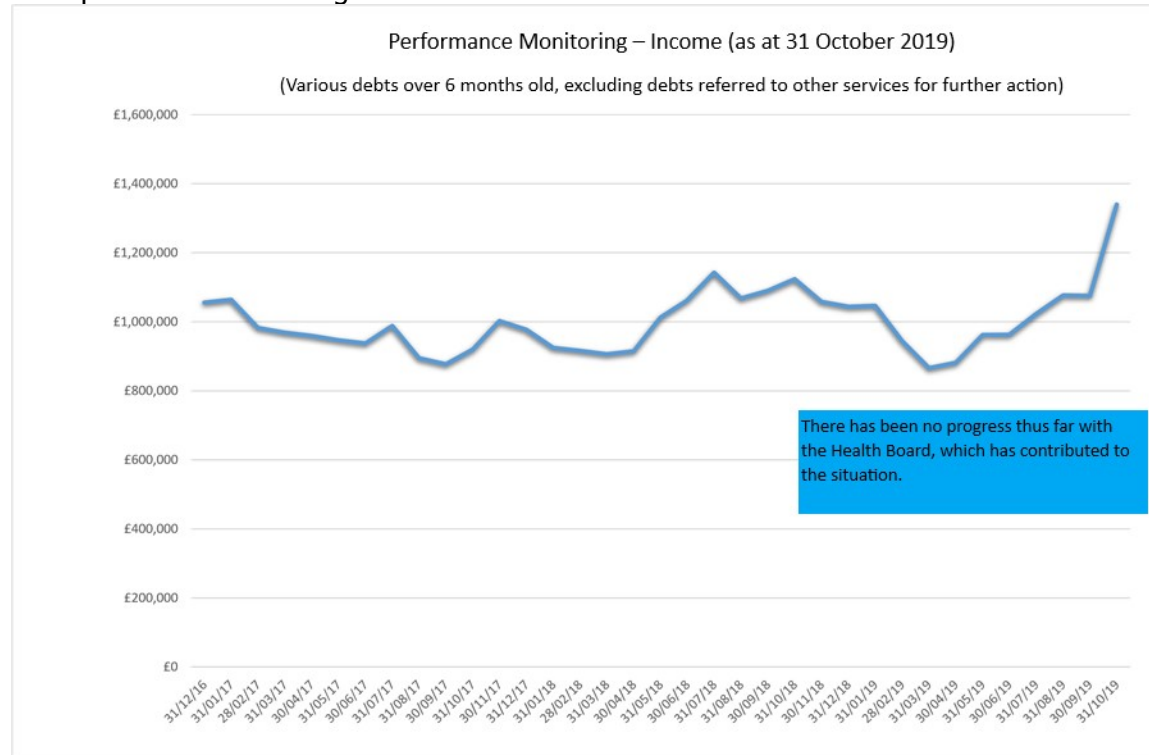
Income Service - Achievement Measures

Responsible Assistant Head: Dewi A Morgan

Responsible Manager: Stephen Williams

Purpose of the Service:

To process the Council's various incomes and collect its debts promptly and efficiently in order to maximise income, bearing in mind the needs of Departments and being sensitive to debtors' financial circumstances.



Ref.	Achievement Measure	Quarter 2 Comments	Q2 19/20	Q1 19/20	Q4 18/19	Q3 18/19	Q2 18/19	Q2 17/18	Q2 16/17
CD7.05	Rate of various debt collection within the quarter - Value.	The performance is better than that which was reported for quarter 2 of 18/19, and more or less on the same level as quarter 1 of 19/20.	89.25%	89.84%	88.86%	86.22%	84.25%	86.94%	90.17%

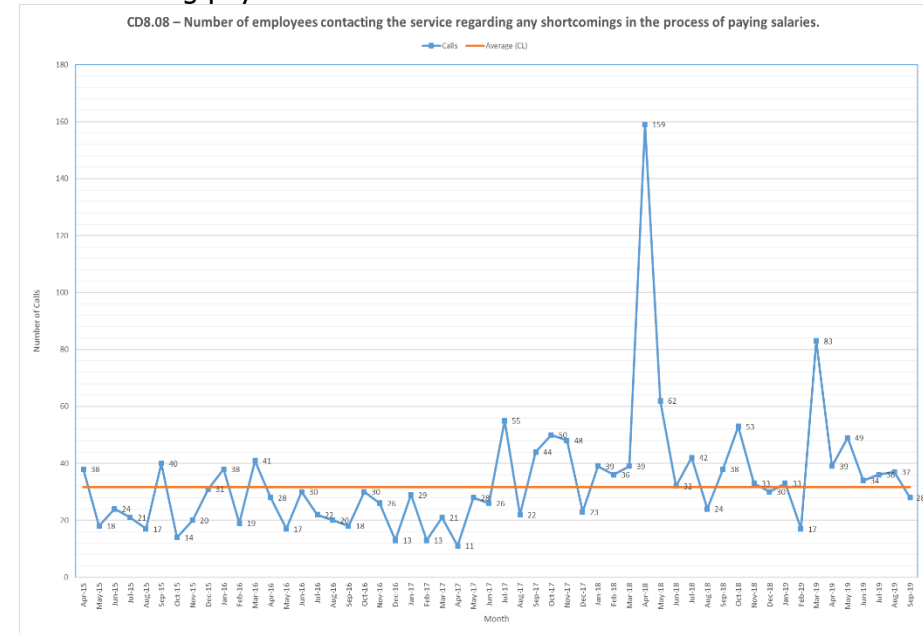
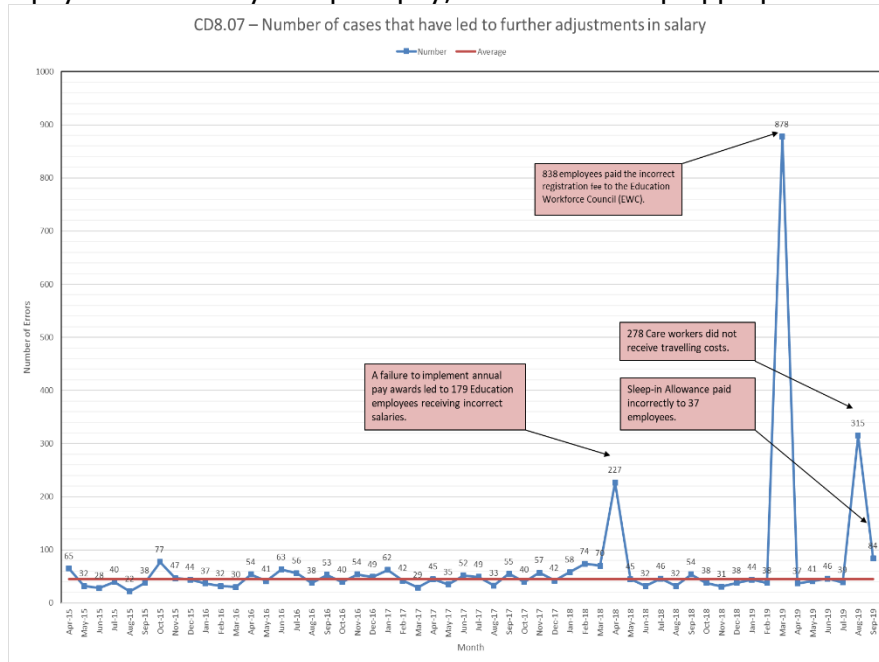
Payroll Service - Achievement Measures

Responsible Assistant Head: Dewi A Morgan

Responsible Manager: Martin Morris

Purpose of the Service:

To pay staff correctly and promptly, and also to keep appropriate accounts for making payments to external bodies such as HMRC.



Pensions Service - Achievement Measures

Responsible Head: Dafydd L Edwards

Responsible Manager: Meirion Jones

Purpose of the Service:

To administer the Local Government Pension Scheme on behalf of over 40 employers including Gwynedd Council, Isle of Anglesey County Council and Conwy County Borough Council, with the aim of ensuring prompt and accurate calculation and payment of pensions.

Ref.	Achievement Measure	Quarter 2 Comments	Q2 19/20	Q1 19/20	Q4 18/19	Q3 18/19	Q2 18/19	Q2 17/18	Q2 16/17
CD9.03	Average number of work days taken to send a letter notifying the estimated value of retirement benefits.	Performance has remained consistent.	4.10	4.10	4.64	4.40	4.20	2.40	9.70
CD9.04	Average number of work days taken to send a letter notifying the actual value of retirement benefits.	Performance has improved slightly.	1.10	1.50	2.03	1.00	1.80	5.30	2.20
CD9.05	Average number of work days taken to perform calculations and make payments to dependants upon the death of a scheme member.	The number of work days has increased following the flexible retirement of the manager who verified the work before payments were sent. Other officers had been working on the valuation in this period, and could not help with the verification work. The situation should improve by the next report, following the full retirement of the manager.	10.00	5.94	6.89	8.73	9.10	4.56	5.80

Investment and Treasury Management Service - Achievement Measures

Head: Dafydd L Edwards

Responsible Manager: Delyth Wyn Jones-Thomas

Purpose of the Service:

To maximise the returns on Pension Fund investments, and to keep appropriate accounts;

To invest the Council's cash flow safely, with acceptable interest;

To manage long-term loans

Ref.	Achievement Measure	Quarter 2 Comments	Q2 19/20	Q1 19/20	Q4 18/19	Q3 18/19	Q2 18/19	Q2 17/18	Q2 16/17
CD13.05	Pension Fund - Portfolio managers' investment performance compared with the specific benchmark set for it.	Economic growth has been sluggish, but the Fund's position has strengthened due to favourable changes in currency exchange rates.	0.50	-0.40	1.90	-0.30	0.70	-0.20	-0.10
CD13.06	The security of the Council's funds 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-).	It is acceptable that the score has remained consistently between 4 and 5.	4.97	4.44	4.96	5.19	4.21	3.97	3.00
CD13.07	Interest income on bank deposits to be measured against the 7 day non-compounded LIBID rate	Strong returns from our pooled property Funds.	1.82	1.68	1.09	0.62	0.65	0.42	0.58

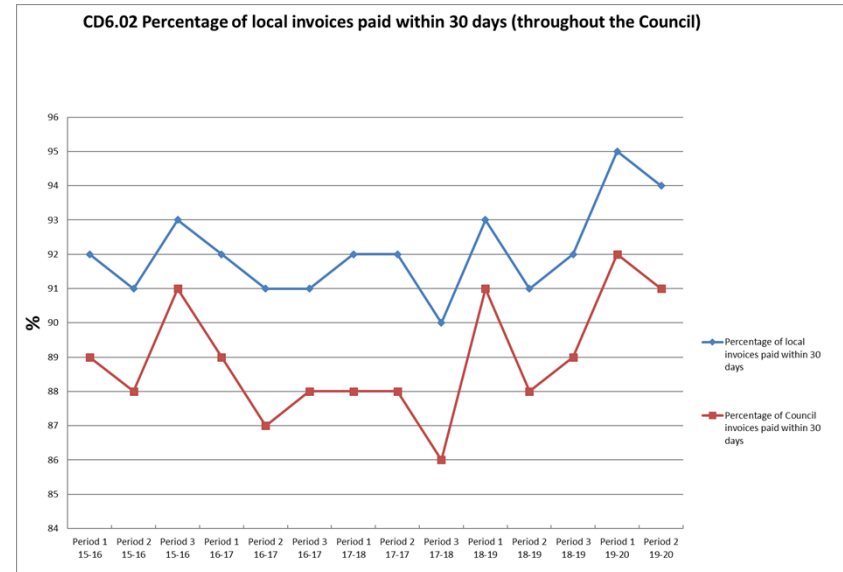
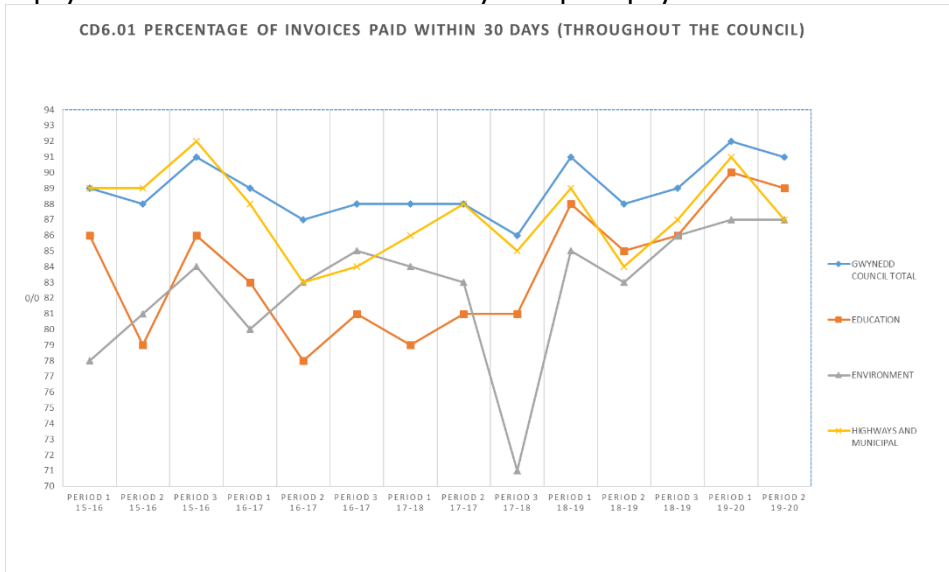
Creditor Payments Service - Achievement Measures

Responsible Senior Manager: Ffion Madog Evans

Responsible Team Leader: Christopher Parry

Purpose of the Service:

To pay the Council's creditors correctly and promptly



Ref.	Achievement Measure	Comments for the Period	P2 19/20	P1 19/20	P3 18/19	P2 18/19	Q2 17/18	Q2 16/17
CD6.03	Adjustments to previous payments by the Council	<p>12 adjustments were made during the second period. There were 5 months in the second period, compared to 2 months in the first. There was an increase in the number of adjustments compared to the corresponding period in 2018/19, and there were various reasons for these.</p> <p>There is a continued increasing trend of duplicate payments when moving to a more electronic arrangement and when receiving invoices from companies by e-mail. There is, however, a procedure in place to identify any duplication before suppliers are paid, and so it has not led to paying twice.</p>	12	1	1	8	2	0

Period 1: April and May; Period 2: June, July, August, September, October; Period 3: November, December, January, February, March.