

Appendix 2 - Finance Measures

* = Lower figure is an improvement

Finance and Accounting Service

Ref.	Achievement Measure	2013-14	2014-15	2015-16	Direction of Ambition	Latest Information
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.	Yes	Yes	Yes	Maintain	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	Yes	Yes	Yes	Maintain	Yes
CD5.5	Completion of the Final 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.	Yes	Yes	Yes	Maintain	Yes
CD5.01	Succeeding to stay within the budget	-0.0014	-0.0018	-0.0013	Maintain*	Annual Measure.
CD5.13a	Satisfaction of Departments and Services with the financial and accounting service and support received	4.3	4.32	4.9	Maintain	Annual Measure.
CD5.13b	Satisfaction of the Corporate Management Team with the finance and accounting service provided to the Council on a corporate level	4.1	4	4.5	Maintain	Annual Measure.

Creditors' Payments Service

Ref.	Achievement Measure	2013-14	2014-15	2015-16	Direction of Ambition	Latest Information
CD6.01	Percentage of invoices paid within 30 days (across the Council)	91%	91%	89%	Maintain	89%
CD6.02	Percentage of invoices paid locally within 30 days (across the Council)	-	-	92%	Maintain	92%
CD6.03	Adaptation to previous payments by the Council	-	-	-	Maintain	5

Comments

CD6.03 5 one-off errors of paying the wrong supplier which have been addressed.

Payroll Service

Ref.	Achievement Measure	2013-14	2014-15	2015-16	Direction of Ambition	Latest Information
CD8.07	Number of cases which lead to further adaptations in salary.	-	-	125	Maintain	158
CD8.08	Number of employees who contact regarding the salary process within the Council.	-	-	80	Maintain	84
CD8.09	Ensure accurate payments within the time limit for external bodies (such as HMRC).	-	-	100	Maintain	100

Comments

CD8.07 158 adaptations out of 20,934 payments (0.75%) including dealing with one-off matters.

CD8.08 84 calls out of 1,425 during the period, which equates to 5.89% of all calls.

Information Technology Service

Ref.	Achievement Measure	2013-14	2014-15	2015-16	Direction of Ambition	Latest Information
TG01	Percentage of network availability	99.90%	99.97%	99.80%	Maintain	99.94%

TG02	Percentage of Public Website availability	99.11%	99.58%	99.97%	Maintain	99.99%
TG05	Average Help Desk user satisfaction score	4.76	4.8	4.8	Maintain	Not available for the period
CD5.13a	Satisfaction of Departments and Services with the service and financial assistance (Information Technology)	-	-	3	Maintain	Annual Measure
CD5.13b	Satisfaction of the Corporate Management Team with the finance service (Information Technology) provided to the Council on a corporate level	-	-	3.6	Maintain	Annual Measure

Comments

TG05

It was discovered that the measure is collected in a laborious manner and claims a considerable amount of staff time. The Help Desk system will be upgraded in mid-September and we will automate the system of collecting the measure, and it will be available from quarter 3 onwards.

Income Service

Ref.	Achievement Measure	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information
CD7.02	Total value of various debts over six months old (with the exception of deferred payments and debt referred to other services for further action).	£ 1,031,700	£ 1,201,668	£ 900,122	Improvement*	£ 925,294
CD7.05	Rate of various debt collection within the quarter - Value	79.10%	82.40%	86.37%	Maintain	85.05%
CD7.06	Percentage of debts where a payment agreement was made with the debtor	2.63%	9.18%	10.53%	Maintain	12.88%

Tax Service

Ref.	Achievement Measure	2013-14	2014-15	2015-16	Direction of Ambition	Latest Information
CD11.01	Council Tax Collection Rate	30.49%	30.55%	30.53%	Maintain	30.60%
CD11.02	Non-Domestic Tax Collection Rate	29%	28.64%	28.76%	Maintain	29.52%
CD11.03	Number of council taxpayers who contacted the recovery team and who were referred to the CAB organisation for further debt advice	-	-	-	Maintain	22
CD11.04	Total debts settled in the long-term (3 years) as a percentage of the total charged on the accounts over the same period	0.52%	0.47%	0.38%	Maintain*	Annual Measure

Benefits Service

Ref.	Achievement Measure	2013-14	2014-15	2015-16	Direction of Ambition	Latest Information
CD12.03	Average time taken to process a new benefit application (days)	22.4	22.24	16.07	Maintain*	17.15
CD12.04	Average time taken to process a notice of change in circumstances (benefit) (days)	6.2	8.95	6.55	Maintain*	5.95

Comments

CD12.03 Slightly higher, but two elections were held (lost 10 staff members each time), training sessions were held (15 staff x 4 days) and one benefits assessor was ill for most of the period.

Risk and Insurance Service

Ref.	Achievement Measure	2013-14	2014-15	2015-16	Direction of Ambition	Latest Information
CD4.01	Protecting the taxpayer's financial benefit: percentage of public accountability claims refused (settled for £0) by the Unit	73.10%	73.30%	72.5%	Maintain	77.80%
CD4.02	Protecting the taxpayer's financial benefit: percentage of public accountability claims refused (settled for £0) by the Insurer	73.40%	76.70%	81.4%	Maintain	63.60%
CD4.06	Percentage of departments that have a risk register which is reviewed twice a year	100%	100%	100%	Maintain	Annual Measure

Comments

CD4.01 7 out of 9 claims have been defended. Of the 2 settled claims, there is no common theme and they have arisen from accidents.
14 out of 22 claims have been defended. Of the 8 settled claims, 4 come from the highways service and are involved with the road inspection and maintenance procedure. The highways service has been informed about the outcomes of the claims and the reasons why it was not possible to successfully defend them.

Internal Audit Service

Ref.	Achievement Measure	2013-14	2014-15	2015-16	Direction of Ambition	Latest Information
CD2.02	Percentage of Internal Audit progression reports that received an "Acceptable" or better opinion (corporate measure)	100%	100%		Maintain	100%
CD2.03	Percentage of Audits in the Auditing Plan which have either been closed or have a published final Report.	8.41%	8.25%	11.11%	Maintain	17.50%
CD2.09a	Percentage of internal audits that received a category "B" opinion or better	72.7%	77.78%	71.43%	Satisfied to see a reduction	85.70%
CD2.09b	Percentage of internal audits that received a category "B" opinion or better (Quarterly Total)	72.7%	77.78%	71.43%	Satisfied to see a reduction	85.70%
CD5.13a	Satisfaction of Departments and Services with the service and financial support received (Internal Audit)	-	-	4.75	Maintain	Annual Measure
CD5.13b	Satisfaction of the Corporate Management Team with the finance service (Internal Audit) provided for the Council on a corporate level.	-	-	4.00	Maintain	Annual Measure

Pensions Service

Ref.	Achievement Measure	2013-14	2014-15	2015-16	Direction of Ambition	Latest Information
CD9.03	Average number of work days taken to send a letter notifying the value of retirement benefits - estimate.	7.7	9.5	10.00	Maintain	7.40
CD9.04	Average number of work days taken to send a letter notifying the value of retirement benefits - true value.	3.7	8.1	7.90	Maintain	3.30
CD9.05	Average number of work days taken to complete dependants' accounts and payments following the death of a member of the scheme.	9.49	10.56	6.82	Maintain	12.25

Comments

Reasons for the increase are: establishing an end of year process to return contributions and to pursue information from employers:
 CD9.05 Introducing a new imaging system in April and Restructuring staff (learning curve).

Investment and Treasury Management Service

Ref.	Achievement Measure	2013-14	2014-15	2015-16	Direction of Ambition	Latest Information
CD13.05	Pension Fund - Portfolio managers' investment performance compared with the specific benchmark set for it.	0.4	1.7	-1.80	Maintain	5.40
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-).	5.3	5.12	2.95	Maintain	3.43
CD13.07	Interest income on bank deposits to be measured against the 7 day non-compounded LIBID rate	0.73	0.62	0.63	Maintain	0.66