

Appendix 1 – Finance Measures

Internal Audit Service – Measures (Quarterly)

Ref.	Achievement Measure	Q3 16/17	Q2 16/17	Q1 16/17	Q4 15/16	Q3 15/16	Q3 14/15	Q3 13/14
CD2.02	Percentage of Internal Audit progression reports that received an "Acceptable" or better opinion (corporate measure)	100.00	100.00	100.00	88.88	83.00	78.60	85.00
CD2.03	Percentage of Audits in the Auditing Plan which have either been closed or have a published final Report.	60.81	32.53	17.5	98.65	49.32	45.92	57.14
CD2.09a	Percentage of internal audits that received a category "B" opinion or better	90.7	88.5	86.7	78.33	63.33	81.10	75.00
CD2.09b	Percentage of internal audits that received a category "B" opinion or better (Quarterly Total)	94.1	90.9	86.7	93.33	45.45		

Risk and Insurance Service

Ref.	Achievement Measure	Q3 16/17	Q2 16/17	Q1 16/17	Q4 15/16	Q3 15/16	Q3 14/15	Q3 13/14
CD4.01	Protecting the taxpayer's financial benefit: percentage of public accountability claims refused (settled for £0) by the Unit	82.40	90.90	77.8	100.00	100.00	70.60	64.90
CD4.02	Protecting the taxpayer's financial benefit: percentage of public accountability claims refused (settled for £0) by the Insurer	83.30	92.30	63.6	70.00	58.30	80.60	74.70

Comments:

CD4.01 - 14 out of 17 claim were defended successfully. Of the 3 that had been settled there is no common aspects.

CD4.02 - 10 out of 12 claim was defended successfully. Of the 2 who have been settled there is no common aspects.

Benefits Service

Ref.	Achievement Measure	Q3 16/17	Q2 16/17	Q1 16/17	Q4 15/16	Q3 15/16	Q3 14/15	Q3 13/14
CD12.03	Average time taken to process a new benefit application (days)	18.31	17.34	17.15	15.99	16.95	21.48	24.16
CD12.04	Average time taken to process a notice of change in circumstances (benefit) (days)	6.89	5.78	5.95	3.71	6.27	7.60	8.60
CD12.05	Percentage of cases in a randomly selected sample where it has been necessary to adjust the calculation following internal check	6.12%						

Comments:

CD12.03 a 04 - One assessor on maternity since early November, and one assessor has been ill for 5 weeks. A senior officer was ill throughout the quarter. New "Benefit Cap" arrangements have been introduced at the beginning November, which has produced additional work and queries, because of the need to adapt all relevant application one by one.

Tax Service

Ref.	Achievement Measure	Q3 16/17	Q2 16/17	Q1 16/17	Q4 15/16	Q3 15/16	Q3 14/15	Q3 13/14
CD11.01	Council Tax Collection Rate	85.30	58.06%	30.6%	97.29%	85.73%	85.50%	85.40%
CD11.02	Non-Domestic Tax Collection Rate	87.31	62.80%	29.52%	98.13%	87.90%	87.57%	88.71%
CD11.04	Number of council taxpayers who contacted the recovery team and who were referred to the CAB organisation for further debt advice	92	68	22				

Income Service

Ref.	Achievement Measure	Q 3 16/17	Q 2 16/17	Q 1 16/17	Q4 15/16	Q3 15/16	Q3 14/15	Q3 13/14
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).	1,055,863	901,156	925,294	906,880	1,022,023	1,023,768	1,408,046
CD7.05	Rate of various debt collection within the quarter - Value	84.60	90.17	85.05	86.91	74.07	84.32	77.40
CD7.06	Percentage of debts where a payment agreement was made with the debtor	13.88	13.80	12.88	8.33	11.78	10.80	10.42

Pensions Service

Ref.	Achievement Measure	Q 3 16/17	Q 2 16/17	Q 1 16/17	Q4 15/16	Q3 15/16	Q3 14/15	Q3 13/14
CD9.03	Average number of work days taken to send a letter notifying the value of retirement benefits - estimate.	4.00	9.70	7.40	9.50	10.40	6.50	5.70
CD9.04	Average number of work days taken to send a letter notifying the value of retirement benefits - true value.	4.30	2.20	3.30	5.70	5.70	6.70	5.10
CD9.05	Average number of work days taken to send a letter notifying the value of retirement benefits - estimate.	5.78	5.80	12.25	8.57	5.88	4.39	10.10

Investment and Treasury Management Service

Ref.	Achievement Measure	Q3 16/17	Q2 16/17	Q1 16/17	Q4 15/16	Q3 15/16	Q2 15/16	Q1 15/16
CD13.05	Pension Fund - Portfolio managers' investment performance compared with the specific benchmark set for it.		5.90	5.40	1.30	-0.60	-5.50	-1.80
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-).	3.50	3.00	3.43	3.57	3.29	3.44	2.95
CD13.07	Interest income on bank deposits to be measured against the 7 day non-compounded LIBID rate	0.52	0.58	0.66	0.63	0.70	0.62	0.63

Payroll Service

Ref.	Achievement Measure	Q3 16/17	Q2 16/17	Q1 16/17	Q4 15/16	Q3 15/16	Q2 15/16	Q1 15/16
CD8.07	Number of cases which lead to further adaptations in salary.	143	147	158	99	168	100	125
CD8.08	Number of employees who contact regarding the salary process within the Council.	65	77	84	82	45	67	80
CD8.09	Ensure accurate payments within the time limit for external bodies (such as HMRC).	100%	100%	100%	100%	100%	100%	100%

Creditors' Payments Service

Ref.	Achievement Measure	Q3 16/17	Q2 16/17	Q1 16/17	Q4 15/16	Q3 15/16	Q3 14/15	Q3 13/14
CD6.01	Canran yr anfonebau a dalwyd o fewn 30 diwrnod (ar draws y Cyngor)	90%	86%	89%	91%	91%	94%	94%
CD6.02	Canran yr anfonebau a dalwyd yn lleol o fewn 30 diwrnod (ar draws y Cyngor)	93%	90%	92%	92%	93%		
CD6.03	Addasiad i daliadau blaenorol gan y Cyngor	2	0	5				

Information Technology Service

Ref.	Achievement Measure	Q3 16/17	Q2 16/17	Q1 16/17	Q3 15/16	Q3 14/15
TG01	Percentage of network availability	99.97	99.93	99.94	99.90	99.99
TG02	Percentage of Public Website availability	100.00	99.64	99.99	99.98	99.39
TG05	Average Help Desk user satisfaction score	Not calculated	Not calculated	Not calculated	4.80	4.80

Comments:

TG05 - Difficulties with introducing a new automatic procedure to collect the information has led to slippage in the timetable. Information will be calculated for Q.4