

Appendix 1

PERFORMANCE MONITORING – FINANCE DEPARTMENT 2017/18

Payroll Service – Performance Measures

Senior Manager: Dewi A Morgan

Manager: Martin Morris

Purpose of the Service:

To pay staff correctly and promptly, and to keep appropriate accounts in order to pay outside bodies such as HMRC.

Ref.	Measure	Q. 1 17/18	Q. 4 16/17	Q. 3 16/17	Q. 2 16/17	Q. 1 16/17	Q. 1 15/16
CD8.07	Number of cases which lead to further adaptations in salary.	132	133	143	147	158	125
CD8.08	Number of employees who contact the service regarding any deficiencies in the payroll process.	65	59	65	77	84	80
CD8.09	Ensure accurate payments within the time limit for external bodies (such as HMRC).	100%	100%	100%	100%	100%	100%

Risk and Insurance Service – Quarterly Performance Measures

Senior Manager: Dewi A Morgan

Manager: Bethan Griffith

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.	Measure	Q.1 17/18	Q.4 16/17	Q.3 16/17	Q.2 16/17	Q.1 16/17	Q.1 15/16	Q.1 14/15
CD4.01	Protecting the taxpayers' financial benefit: percentage of public accountability claims refused (settled for £0) by the Unit	66.6%	81.8%	82.4%	90.9%	77.8%	72.5%	73.3%
CD4.02	Protecting the taxpayers' financial benefit: percentage of public accountability claims refused (settled for £0) by the Insurer	76.9%	76.19%	83.3%	92.3%	63.6%	81.4%	76.7%

Internal Audit Service - Quarterly Performance Measures

Senior Manager : Dewi A Morgan

Manager : 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 subjectively to the Head of Finance and the Audit and Governance Committee.

Ref.	Measure	Q.1 17/18	Q.4 16/17	Q.3 16/17	Q.2 16/17	Q.1 16/17	Q.1 15/16	Q.1 14/15
CD2.03	Percentage of Audits in the Auditing Plan which have either been closed or have a published final Report.	3.33%	95.83%	60.81%	32.53%	17.5%	11.11%	8.25%
CD2.09a	Percentage of internal audits that received a category "B" opinion or better (Cumulative total)	100%	85.71%	90.7%	88.5%	86.7%	71.43%	77.78%
CD2.09b	Percentage of internal audits that received a category "B" opinion or better (Quarterly Total)	100%	69.23%	94.1%	90.9%	86.7%	71.43%	
CD2.14	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.	Not measured until the 2 nd Quarter						

Information Technology Service – Performance Measures

Senior Manager: Huw Ynyr

Managers: Bryn Goodman Jones (Support Service), Gwyn Jones (Infrastructure), Aled Wyn Williams and Elfyn Evans (Development and Maintenance) and 'Vacant' (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.	Measure	Q.1 17/18	Q.4 16/17	Q.3 16/17	Q.2 16/17	Q.1 16/17	Q.1 15/16	Q.1 14/15
TG01	Percentage of network availability	99.97%	99.94%	99.97%	99.93%	99.94%	99.80%	99.97%
TG02	Percentage of Public Website availability	98.92%	99.98%	100%	99.64%	99.99%	99.97%	99.58%
TG05	Average Help Desk user satisfaction score	Unhappy - 15 (0.25%) Happy - 176 (3.07%) No response - 5541 (96.66%)	Not accounted – a problem persists with the system. The company lost the Welsh provision.	Not accounted	Not accounted	Not accounted	4.80	4.80
NEW	Development questionnaire – “Were you happy with the general offers, solutions and service you	I. Happy, no	I. Happy, no					

	received from the Development Unit?" 1 – Yes, I have no suggestions for improvement. 2 – Yes, but I believe improvements could be made. 3 – No.	improvement 75% 2. Happy, room for improvement - 25% 3. Not happy 0%	improvement 78% 2. Happy, room for improvement - 22% 3. Not happy 0%					
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Investment and Treasury Management Service- Performance Measures

Senior Manager: Dafydd L Edwards

Manager : 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, and with acceptable interest;

Manage long-term investments.

Ref.	Measure	Q.1 17/18	Q.4 16/17	Q.3 16/17	Q.2 16/17	Q.1 16/17	Q.1 15/16	Q.1 14/15
CD13.05	Pension Fund - Portfolio managers' investment performance compared with the specific benchmark set for it.		5.00	4.10	5.90	5.40	-1.80	1.70
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-).	3.30	3.27	3.50	3.00	3.43	2.95	5.12
CD13.07	Interest income on bank deposits to be measured against the 7 day non-compounded LIBID rate	0.43	0.53	0.52	0.58	0.66	0.63	0.62

Pensions Service – Performance Measures

Senior Manager:: Dafydd L Edwards

Manager : 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.	Measure	Q.1 17/18	Q.4 16/17	Q.3 16/17	Q.2 16/17	Q.1 16/17	Q.1 15/16	Q.1 14/15
CD9.03	Average number of work days taken to send a letter notifying the value of retirement benefits - estimate.	7.40	4.40	4.00	9.70	7.40	10.00	11.50
CD9.04	Average number of work days taken to send a letter notifying the value of retirement benefits - true value..	3.00	2.80	4.30	2.20	3.30	7.90	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..	9.30	8.16	5.78	5.80	12.25	6.82	4.90

Finance and Accounting Service – Performance Measures

Senior Manager: Ffion Madog Evans

Manager: Mari Llwyd Roberts

Purpose of the Service::

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

Ref.	Measure	17/18	16/17	15/16	14/15	13/14	12/13
CD5.01	Succeeding to stay within the budget		-0.28%	-0.13%	-0.18%	-0.14%	-0.03%
CD5.2a	Satisfaction of Departments and Services with the financial and accounting service and support received		4.9	4.9	4.32	4.3	
CD5.2b	Satisfaction of the Corporate Management Team with the finance and accounting service provided to the Council on a corporate level		4.5	4.5	4	4.1	

Ref.	Measure	Q.1 17/18	Q.4 16/17	Q.3 16/17	Q.2 16/17	Q.1 16/17	Q.1 15/16	Q.1 14/15
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.	Reported on a 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	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.	Accounts completed by 30 June.	Yes	Yes	Yes	Yes	Yes	Yes

Income Service – Performance Measures

Senior Manager: Dewi A Morgan

Manager: Stephen Williams

Purpose of the Service:

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

Ref.	Measure	Q.1 17/18	Q.4 16/17	Q.3 16/17	Q.2 16/17	Q.1 16/17	Q.1 15/16	Q.1 14/15
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).	937,535	968,877	1,055,863	901,156	925,294	900,122	,201,668
CD7.05	Rate of various debt collection within the quarter - Value	81.97	89.56%	84.60%	90.17%	85.05%	86.37%	82.40%
CD7.06	Percentage of debts where a payment agreement was made with the debtor	14.67%	10.04%	13.88%	13.80%	12.88%	10.53%	9.18%

Creditors' Payments Service – Performance Measures

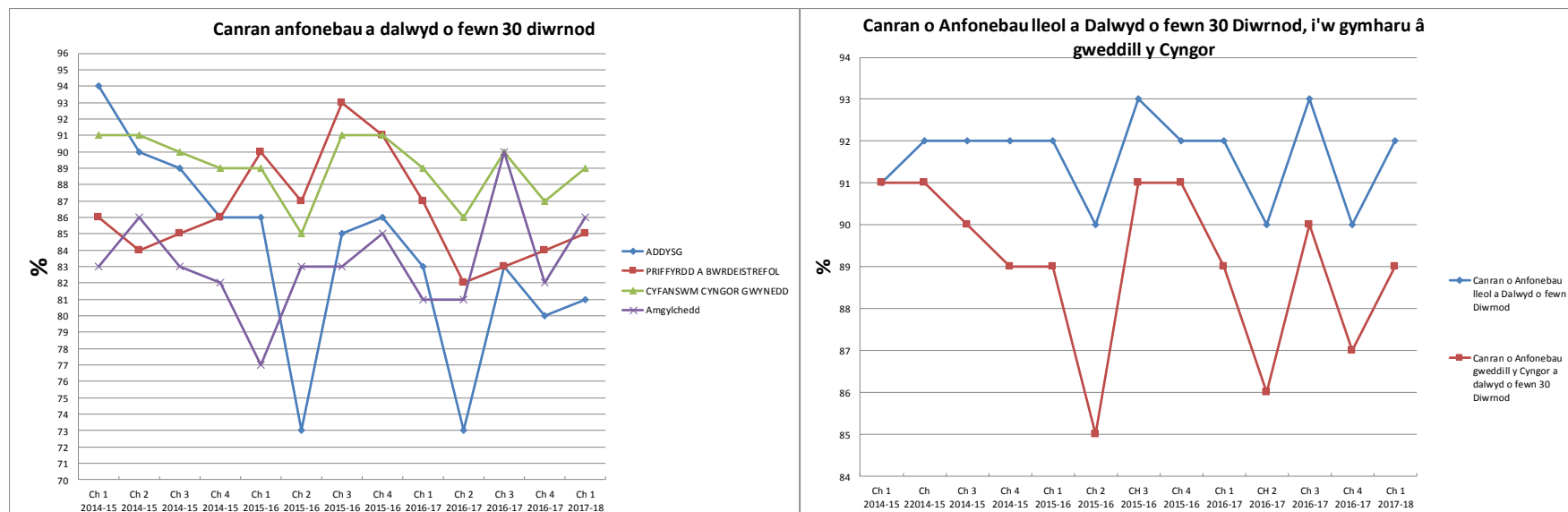
Senior Manager : Ffion Madog Evans

Manager: Christopher Parry

Purpose of the Service:

To pay the Council's creditors correctly and on time.

Ref.	Measure	Q.1 17/18	Q.4 16/17	Q.3 16/17	Q.2 16/17	Q.1 16/17	Q.1 15/16	Q.1 14/15
CD6.01	Percentage of invoices paid within 30 days (across the Council)	89%	87%	90%	86%	89%	89%	94%
CD6.02	Percentage of invoices paid locally within 30 days (across the Council)	92%	90%	93%	90%	92%	92%	
CD6.03	Adaptation to previous payments by the Council	1	2	2	0	5		



Tax Service – Quarterly Performance Measures

Senior Manager : Dewi A Morgan

Manager: Bleddyn Jones

Purpose of the Service

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

Ref.	Measure	Q.1 17/18	Q.4 16/17	Q.3 16/17	Q.2 16/17	Q.1 16/17	Q.1 15/16	Q.1 14/15
CD11.01	Council Tax Collection Rate	30.4%	97.35%	85.3%	58.06%	30.6%	30.53%	30.55%
CD11.02	Non-Domestic Tax Collection Rate	27.60%	97.91%	87.31%	62.8%	29.52%	28.76%	28.64%
CD11.04	Number of council taxpayers who contacted the recovery team and who were referred to the CAB organisation for further debt advice	38	87	92	68	22		

Benefits Service – Performance Measures

Senior Manager: Dewi A Morgan

Manager : Dafydd Goodman Jones

Purpose of the Service:

To process applications for Housing Benefit and the Council Tax Reduction Scheme promptly and accurately, so as to assist the people of Gwynedd in paying their rent or Council Tax payments.

Ref.	Measure	Q.1 17/18	Q.4 16/17	Q.3 16/17	Q.2 16/17	Q.1 16/17	Q.1 15/16	Q.1 14/15	Q.1 13/14
CD12.03	Average time taken to process a new benefit application (days)	19.65	17.08	18.31	17.34	17.15	16.07	22.24	22.40
CD12.04	Average time taken to process a notice of change in circumstances (benefit) (days)	6.53	4.04	6.89	5.78	5.95	6.55	8.95	6.20

CD12.05	The percentage of cases in a random sample where the calculation must be modified following an internal check	6.82%	7.92%	6.12%					
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