

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

Cyf.	Measure	16/17	15/16	14/15	13/14
CD5.01	Succeeding to stay within the budget		-0.0013	-0.0018	-0.0014
CD5.2a	Satisfaction of Departments and Services with the financial and accounting service and support received		4.90	4.32	4.30
CD5.2b	Satisfaction of the Corporate Management Team with the finance and accounting service provided to the Council on a corporate level		4.50	4.00	4.10

Cyf.	Measure	Q 2 16/17	Q2 15/16	Q2 14/15	Q2 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.	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	Yes	Yes	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	

Creditors' Payments Service

Cyf.	Measure	Q2 16/17	Q2 15/16	Q2 14/15	Q2 13/14
CD6.01	Percentage of invoices paid within 30 days (across the Council)	86%	85%	94%	94%
CD6.02	Percentage of invoices paid locally within 30 days (across the Council)	90%	90%		
CD6.03	Adaptation to previous payments by the Council	0			

Payroll Service

Cyf.	Measure	Q 2 16/17	Q2 15/16
CD8.07	Number of cases which lead to further adaptations in salary.	147	100
CD8.08	Number of employees who contact regarding the salary process within the Council.	77	67
CD8.09	Ensure accurate payments within the time limit for external bodies (such as HMRC).	100%	100%

Comments

CD8.07 147 adaptations out of 19,854 payments (0.74%)

CD8.08 77 calls following 19,854 payments which equates to 0.39%

Information Technology Service

Cyf.	Measure	Q2 16/17	Q2 15/16	Q2 14/15	Q2 13/14
TG01	Percentage of network availability	99.93%	100%	99.87%	99.9%
TG02	Percentage of Public Website availability	99.64%	99.98%	99.94%	99.94%
TG05	Average Help Desk user satisfaction score	Not measure d	4.80	4.80	4.74

Income Service

Cyf.	Measure	Q2 16/17	Q2 15/16	Q2 14/15	Q2 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).	901,156	978,668	1,020,744	923,375
CD7.05	Rate of various debt collection within the quarter - Value	90.17	86.37	91.76	74.02
CD7.06	Percentage of debts where a payment agreement was made with the debtor	13.80%	12.13%	10.59%	2.73%

Tax Service

Cyf.	Measure	Q2 16/17	Q2 15/16	Q2 14/15	Q2 13/14
CD11.01	Council Tax Collection Rate	58.06%	58.15%	58.12%	57.96%
CD11.02	Non-Domestic Tax Collection Rate	62.80%	63.60%	63.00%	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	68			

Benefits Service

Cyf.	Measure	Q2 16/17	Q2 15/16	Q2 14/15	Q2 13/14
CD12.03	Average time taken to process a new benefit application (days)	17.34	16.84	22.78	24.22
CD12.04	Average time taken to process a notice of change in circumstances (benefit) (days)	5.78	5.22	6.94	8.79
CD12.05	The percentage of cases in a random sample where the calculation must be modified following an internal check				

Risk and Insurance Service

Cyf.	Measures	Q2 16/17	Q2 15/16	Q2 14/15	Q2 13/14
CD4.01	Protecting the taxpayer's financial benefit: percentage of public accountability claims refused (settled for £0) by the Unit	90.9%	73.1%	78.2%	71.6%
CD4.02	Protecting the taxpayer's financial benefit: percentage of public accountability claims refused (settled for £0) by the Insurer	92.3%	80.8%	79.1%	73.4%

Comments

1 claim out of 11 settled at cost. 10 claims defended successfully.

CD4.01

CD4.02 1 claim out of 13 settled at cost. 12 claims defended successfully.

Internal Audit Service

Cyf.	Measure	Q2 16/17	Q2 15/16	Q2 14/15	Q2 13/14
CD2.02	Percentage of Internal Audit progression reports that received an "Acceptable" or better opinion (corporate measure)	100.00	100.00	71.43	80.00
CD2.03	Percentage of Audits in the Auditing Plan which have either been closed or have a published final Report.	32.53	28.79	26.80	28.04
CD2.09a	Percentage of internal audits that received a category "B" opinion or better	88.5	73.68	72.73	76.67
CD2.09b	Percentage of internal audits that received a category "B" opinion or better (Quarterly Total)	90.9	75.00		

Pensions Service

Cyf.	Measure	Q2 16/17	Q2 15/16	Q2 14/15	Q2 13/14
CD9.03	Average number of work days taken to send a letter notifying the value of retirement benefits - estimate.	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.	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.	5.80	8.57	4.90	7.80

Investment and Treasury Management Service

Cyf.	Measure	Q2 16/17	Q2 15/16	Q2 14/15	Q2 13/14
CD13.05	Pension Fund - Portfolio managers' investment performance compared with the specific benchmark set for it.		-5.50	3.50	2.30
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-).	3.00	3.44	3.21	4.60
CD13.07	Interest income on bank deposits to be measured against the 7 day non-compounded LIBID rate	0.58	0.62	0.66	0.70

Comments	
CD13.05	Performance of the pension fund not received yet.
CD13.07	Average percentage is starting to reduce following the reduction in the Bank of England rate from 0.5% i 0.25%