

**CHAIRMAN'S REPORT TO AUDIT AND PERFORMANCE REVIEW
COMMITTEE ON SERVICE PERFORMANCE– COMMITTEE DATE 6
FEBRUARY 2008**

Finance and ICT Services

1. Overall summary of performance

- 1.1 This report covers key performance indicators for Finance and ICT Services and covers the third quarter reporting period between 1 October 2007 and 31 December 2007.
- 1.2 The Finance and ICT Services performance is presented across six areas of activity and involves 30 indicators. At this stage in the year 22 are regarded as performing well, 5 require close monitoring and 3 require action if the target is to be met.

Service	No. of Indicators	Green Performing Well	Amber Close monitoring	Red Action Required	Annual PI's
Accountancy	4	1		1	2
Internal Audit	2			2	
ICT Development	4	4			
ICT Support	5	4	1		
Payments	6	3	1		2
Revenues	9	2	3		4
Total	30	14 (46%)	5 (17%)	3 (10%)	8 (27%)

2. Areas of good performance

- 2.1 **ICT Support Service**
Indicators 1, 2 and 3 – 'Performance of ICT Help Desk'
Performance on responding to all three types of Help Desk calls (urgent/priority/others) was very good and exceeded target figures.
- 2.2 **Payments**
Indicator 1 – 'Suppliers Paid within 30 Days'
This indicator is reported to Audit Scotland and has a target of 85%. Cumulative performance in the year continues to exceed this figure.
- 2.3 **Revenues**
Indicator 2 – 'Time to Process new claims for Benefit'
The Service has never attained a figure below the Department of Work and Pensions target figure of 36 days but during Quarter 3 an average figure of 30 days was achieved. This is significant improvement that, in addition to achieving the quarterly target figure, also significantly assists the cumulative year to date figure.

3. Areas of performance identified for improvement and how this will be achieved

3.1 Accountancy Services

Indicator 2 – 'Issue Committee Monitoring Reports within Timescale set by Committee Services'

A total of 10 reports were issued to Committee Services one day late during Quarter 3. Committee Services were however able to include these with the papers issued to Members and the papers were not late for Committee. The internal administrative processes within Finance and ICT Services are being reviewed with a view to preventing this happening in future.

3.2 Internal Audit

Indicator 1 – 'Carry out Planned Audit Programme'

The Internal Audit resources position has been well reported in the past and although an internal secondment (July-October 2007) was of significant assistance in delivering the programme, a target shortfall remains. In the circumstances however, a great deal was achieved in Quarter 3 and on 18th January, an appointment was made to the vacant post of Auditor. The successful applicant will start at the end of February.

3.3 Internal Audit

Indicator 2 – 'Audit recommendations implemented by review date'

For the reasons described in 3.2 above, figures are not available for this indicator. It is expected that a report on quarter 4 performance will be available and in addition, a position report on this subject has been requested by Members of the Audit and Performance Committee and will follow.

4. Conclusion

4.1 Overall the position at the end of Quarter 3 is satisfactory with only the Internal Audit indicators being significantly off target. As described, a new member of staff will join the Section and this will resolve the shortfall in audit resource that has been a problem for a lengthy period.

4.2 The benefit processing figures achieved during the quarter are the best ever recorded and it is possible that figures for the full financial year will meet the 36 day target for the first time ever. A good processing performance in quarter 4 is required to achieve this.

4.3. A number of indicators are "amber" including the year to date Council Tax Collection rate. These indicators are being carefully monitored and none are causing concern. It is possible that the record Council Tax collection rate achieved last year will be equalled or possibly exceeded in year 2007/08.

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