









APPENDIX 2



Finance & ICT Performance Indicators







PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Accountancy													
Cat	Service Outcome/Statement	Code & Name	Target	2007/08	2008/09	2009/10	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Latest Note	Status
				Value	Value	Value	Value	Value	Value	Value	Value		
SO	Where action expenditure / income exceeds council budgets, variances are identified and responses reported to Service Committees by the provision of financial monitoring statements.	FICT062 % of Committee Budget Reports submitted to Committee Services within target timescales	3	60	76	41	22	12	17	4	8		
SO	An audited record of the cost of providing council services and the financial position of the council at the year end is provided.	FICT072 Was Abstract Submitted by 30th June	Yes	Yes	Yes		No data for this range				2009/10 figure available in Q1 2010/11		
SO	A record of how the council will allocate its financial resources to deliver its services is available.	FICT142 Provide Report to Council to allow C Tax setting.	Yes	Yes	Yes	Yes	No data for this range						


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				Value	Value	Value	Value	Value	Value	Value	Value		
SO	Support the DBS Team to prepare business cases for the modernisation projects.	FICT169 Percentages of Milestones achieved in DBS Timetable	100%	N/A	N/A	100%					100%		
SO	Where action expenditure / income exceeds council budgets, variances are identified and responses reported to Service Committees by the provision of financial monitoring statements.	FICT195 Number of budget monitoring reports issued to Budget Managers within target timescales	1	7	10	11	3	3	3	2	3		

Audit

Cat	Service Outcome/Statement	Code & Name	Target	2007/08	2008/09	2009/10	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Latest Note	Status
				Value	Value	Value	Value	Value	Value	Value	Value		
SO	The suitability of and compliance with financial control arrangements are confirmed.	FICT055 % of Delivery of Audit Plan	90%	69%	88%	90%	88%	25%	46%	70%	90%		
SO	The public are assured of the council's governance arrangements.	FICT300 Governance Statement produced by 30th June	Yes				No data for this range				New annual indicator introduced 2009/10 2009/10 figure available in Q1 2010/11		
SO	Effective Governance is in place.	FICT301 Risk Management Report produced by 30th June	Yes				No data for this range				New annual indicator 2009/10 2009/10 figure available in Q1 2010/11		
SS	We will follow a pre-planned programme of Service Department Audits and will produce a report showing findings and recommendations within the quarter that the Audit takes place.	FICT056 % of Audit Reports issued within target timescale following audit completion	90%	0%	100%	58.69%	100%	43.5%	87%	92%	80%	Quarter 4 update: -This indicator fell below target because of the volume of different projects being progressed at the one time and resulting delays in issuing formal reports on work completed.	

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ICT Development													
Cat	Service Outcome/Statement	Code & Name	Target	2007/08	2008/09	2009/10	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Latest Note	Status
				Value	Value	Value	Value	Value	Value	Value	Value		
SO	Council services are provided at a lower cost to at least the same standard.	FICT173 ICT Action Plan Completion %	100%	94%	74%	81%	74%	20%	44%	67%	81%	<p>Overall progress against the ICT Action Plan at the year end is estimated to be 81% against a target of 100%. Although there was a higher than anticipated level of resourcing required for the Designing Better Services programme and significant time lost due to long term sickness a summary position statement for the outstanding projects is provided below.</p> <p>2 of 36 Projects Not Started</p> <ul style="list-style-type: none"> · Upgrade FMS · Upgrade Payroll <p>A pre-requisite of the upgrade to both the Payroll and Financial Management Systems is to upgrade the unix server operating system. Unfortunately this requires all systems on the unix server to be compliant with the new operating system. The supplier of the Revenues Council Tax and Housing Benefits solution will not support the new operating system until May 2010 at which point we may start planning the upgrade to these systems.</p> <p>9 of 36 Projects Incomplete</p> <ul style="list-style-type: none"> · Catering Reporting – (estimate 10% complete) - The networking provision within the schools catering environment has been established but following discussions with the supplier there is a need to review the configuration of the PCs to ensure adequate security measures are in place. A solution has been identified and will be progressed as soon as possible. · Licensing and online forms – (estimate 70% complete) - Good progress was made initially towards the EU Services Directive relating to the provision of a national online solution for the application, approval and payment handling aspects of licensing. However the national solution being developed by the UK Department for Business, Innovation and Skills has not progressed as quickly as expected and although the majority of the ICT work is complete the project cannot be signed off. 	





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				Value	Value	Value	Value	Value	Value	Value	Value		
												<ul style="list-style-type: none"> · Upgrade CAPS modules to latest version – (estimate 70% complete) - A large part of the development activity is complete for the food hygiene system and system configuration in place to ensure compliance with the Planning Scotland Act. Negotiations are ongoing with the supplier to ensure a competitive price to incorporate the Local Plan and Listed Buildings modules of the CAPS solution. · Upgrade Housing system – (estimate 50% complete) - This project consisted of upgrades to the Servitor DLO Stores solution and the Northgate Housing solution. The Servitor upgrade has been completed but the phased approach to the development of the next release of the Northgate Housing solution has resulted in the planned upgrade not being possible until all modules have been developed by the supplier. This will enable all modules to be implemented at the same time to maximise the benefits and avoid a constantly changing application environment. · Peoples network booking system – (estimate 50% complete) – This upgrade project has been put on hold to enable the supplier to resolve some technical issues preventing the successful operation of the system. The upgrade will continue once the supplier has resolved the technical issues. · Network upgrades – (estimate 50% complete) - Wireless networking facilities have been tested and an implementation date has been set. There is a necessity to upgrade the corporate secure firewall but with the schools service now being provided in-house there are opportunities to provide a more robust solution combining both the corporate and schools firewall requirements which are being explored. · Corporate PC replacement – (estimate 60% complete) - Essential upgrades and replacements to the corporate PC estate were undertaken during financial year 2009/10. A temporary hold however has been placed on the pro-active replacement of all corporate PCs pending trials of Thin Client technology within the DBS programme which has the potential to change the type of device being used on the desktop. 	





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				Value	Value	Value	Value	Value	Value	Value	Value		
												<p>· 1st Phase Server Replacement – (estimate 25% complete) - It was envisaged at the outset for this project to be undertaken in phases. A capacity planning exercise has recently been undertaken and has identified the technical model for server provisioning and a tender exercise will be starting soon to procure and implement the identified solution.</p> <p>· Security enhancements– (estimate 30% complete) – Still exploring device requirements within the DBS programme together with how and where these will be used. Options have been identified for enhancing the security but a final decision regarding the solution has still to be determined.</p>	






ICT Support

Cat	Service Outcome/Statement	Code & Name	Target	2007/08	2008/09	2009/10	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Latest Note	Status
				Value	Value	Value	Value	Value	Value	Value	Value		
SO	Council services are provided at a lower cost to at least the same standard.	FICT091 Help desk - % Resolution of Priority 1 Calls (within 4 hours)	95%	95%	90.5%	93.3%	85%	82%	96%	96%	97.1%	102 out of 105 Priority 1 Helpdesk calls for Q4 2009/10 resolved within target.	
SO	Council services are provided at a lower cost to at least the same standard.	FICT092 Help desk - % Resolution of Priority 2 Calls (within 24 hrs)	90%	95.5%	84.17%		100%	90%	90%	90%	87.9%	29 out of 33 Priority 2 Helpdesk calls for Q4 2009/10 resolved within target	
SO	Council services are provided at a lower cost to at least the same standard.	FICT093 Help desk - % Resolution of other calls (within 2-5 days)	90%	96.83%	95.06%	94.1%	89%	92%	92%	95%	96.6%	1565 out of 1620 Priority 3 / 4 Helpdesk calls for Q4 2009/10 resolved within target.	
SS	We will have our Website and all electronic services accessible at least 99% of the time with 24 hours a day, 7 days a week.	FICT174 % availability of the Moray Council Website	99%	99.77%	100%	100%	100%	100%	100%	100%	100%		

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Payments													
Cat	Service Outcome/Statement	Code & Name	Target	2007/08	2008/09	2009/10	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Latest Note	Status
				Value	Value	Value	Value	Value	Value	Value	Value		
SO	The Council satisfies its duty and continues to demonstrate good employment practice by paying staff on time.	FICT107a % of employees paid correctly and on time - Number	99.6%	99.65%	99.67%	99.65%	99.65%	99.58%	99.64%	99.74%	99.6%		
SO	The Council secures Best Value services.	FICT197 Total cash savings achieved through procurement for all procurement projects delivered for Financial Year		£768,000	£149,176		No data for this range					Targets amended for 10/11, 11/12 and 12/13 per D Law. 2009/10 figure available in Q1 2010/11	
SS	We will pay suppliers promptly and pay a minimum of 85% of Invoices within 30 days of receipt.	SCM8b % of invoices sampled paid within 30 days	85%	86.2%	86.2%	91.98%	85.52%	93.71%	92.01%	91.37%	90.25%		
SO													
AS	Service Outcome - The Council satisfies its duty by paying suppliers on time. Service Standard -												
SS	We will pass details of Insurance Claims to the Council Insurers within 5 working days of receiving claim forms from the public or from Council Service Departments and will proactively monitor the Insurers performance in responding to the claim.	FICT145 %/Number of Insurance Claims passed within 5 days	42	151	165	194	58	39	25	36	94		

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Revenues													
Cat	Service Outcome/Statement	Code & Name	Target	2007/08	2008/09	2009/10	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Latest Note	Status
				Value	Value	Value	Value	Value	Value	Value	Value		
SS	New claims to Housing Benefit, Council Tax Benefit and changes of circumstances reported by customers receiving those benefits are dealt with promptly.	FICT207a The average time taken in calendar days to process all new claims and change events in HB/CTB (the Right Time Indicator) monthly figure non - cumulative	20		15.6	15.71	No data for this range						
SO													
SO	Service Outcome - Maximise the financial resources available to deliver council services.	SCM5 Cost of collecting council tax per dwelling	£13.00	£15.46	£15.05	No data for this range					The figure for 2009/10 will be available in Q1 2010/11.		
AS													
SO	Service Outcome - Income available to deliver council services is maximised by our Council Tax collection rate.	SCM6b % of income due from council tax for the year that was received	94.6%	96.77%	96.68%	94.42%	96.68%	29.94%	56.8%	83.94%	94.42%		
AS													
SO	Customers have confidence that calls are answered within a reasonable time scale and are dealt with effectively.	FICT172 Percentage of Telephone calls abandoned within normal working hours.	5%	3.52%	3.22%	2.33%	3.13%	2.43%	2.37%	1.83%	2.68%		
SO	Customers have confidence that calls are answered within a reasonable time scale and are dealt with effectively	Annual Customer Satisfaction Survey										New Annual indicator to be reported in 2010/11. Target setting not yet appropriate	
SS	We will ensure that all customers are notified within a maximum period of six weeks if a payment has been missed.	FICT150 Number of Customers with Missing Payments who are notified within 6 weeks	100%	100%	100%	100%	100%	100%	100%	100%	100%		