

End of year performance update report**Financial Services - 2016/17**

Performance measure - To ensure the objective assurance of the Council's activities are paramount and that To ensure the long term financial sustainability of the Council	Baseline	Target	End of year report
To ensure that the Annual Internal Audit Plan adds value to the organisation	100%	To meet 100% of Service Managers	The annual audit planning process involved LGSS Internal Audit attending a Service Leads meeting in December 2016 and invite input into the 2017/18 audit plan. In addition LGSS Internal Audit attended a member seminar in January 2017 covering risk management and provided the opportunity for members to have input into the audit plan for 2017/18.
To produce quarterly budget monitoring reports to Committees, including an Outturn report at yearend	N/A	Quarterly	The Outturn report for 2015-16 was presented to Committee in June 2016 and quarterly reports for the end of the June, September and December presented to the three service Committees at the next available meeting after quarter end.
Monitor the financial sustainability of the new leisure centre project and ensure that the long term financial viability of the complex protects the Council's interests. (in accordance with the connected Project Initiation Document)	N/A	In accordance with the project initiation document	Council has approved the financial business case for the Leisure Centre, which details that the project is fully funded and that the management fee from the operator will cover the Council's additional costs in taking forward the development over the medium term. Work on site has started and costs have started to be incurred.
To provide financial support during the first year of trading of the East Cambs Trading Company	N/A	On going	The Company accounts have been split from the main East Cambs accounts on the financial system. Monthly budget monitoring reports are being produced, detailing income and expenditure for the Company, and are being presented to the ECTC Board on a monthly basis. Furthermore, a Company cashflow forecast, going forward three years, is also being presented to the Board on a quarterly basis.
(If there are outcomes with a 10% variance either positively or negatively then these are written in this section by the Service Delivery Lead) Notes:-			

Performance measure - To effectively monitor and report identified fraud	Baseline	Target	End of year report
Work with partners to provide a co-ordinated approach to tackling fraud	100%	100%	The Cambridgeshire Anti-Fraud Network has been established and provides the means for a co-ordinated approach to tackling fraud.

To increase sign up from Registered Social Landlords (RSL) to share tenancy information	At least 1 RSL signed up	1	There has been no RSL sign up to date.
Raise awareness of fraud and corruption across the organisation	2 x fraud awareness mail shots Fraud awareness training delivered	2 x fraud mail shots per year To provide fraud awareness training to 100% of relevant new starters during the financial year	Fraud mail shot issued in October 2016. Due to the change in service provider from 1 st October 2016, no further work has been undertaken in this area. Discussion to take place shortly around whether fraud awareness should form part of the corporate induction programme.

(If there are outcomes with a 10% variance either positively or negatively then these are written in this section by the Service Delivery Lead)

Notes:-

Performance Measure - To ensure the continued efficiency of financial services	Baseline	Target	End of year report
To pay undisputed invoices within 30 days	100%	99%	99.47% of invoices were paid within 30 days in the first 6 months of 2016-17
To review the processes and use of technology within the Financial Services Team, to determine if, as a result of advances in technology and the use of modern working practices, there are opportunities to achieve greater efficiencies within the team and to provide an improved service to our customers	N/A	On going	A partial up-grade of the PARIS System has taken place, although the up-grade to Agresso has been delayed and will now take place in 2017-18. Tenders have been sought from companies wishing to provide us with a Payroll and HR solution. These will be considered shortly to determine what option best meets our needs moving forward. It is planned to have the preferred option in place by March 2018. Work is also taking place to streamline other process, including the use of spreadsheets and electronic data transfer.
To improve the process for the production of the Statement of Accounts, as an initial step in the move towards earlier close in 2017	N/A	Improved Statement of Accounts presented to CG+F Committee in September	The Statement of Accounts has been moved from an Excel document to Word, which will aid production in future years. A number of unnecessary accounts have been closed, which will aid the earlier closedown in future years as fewer transactions will be required during the closedown period. Further work continues to take place to streamline processes and it is hoped that some parts of the Statement of Accounts will be drafted in advance of the end of March. We plan to undertake a dry run of earlier closedown at the end of the 2016-17 financial year, although the policy doesn't officially start until 2017-18.

(If there are outcomes with a 10% variance either positively or negatively then these are written in this section by the Service Delivery Lead)

Notes:-

Performance Measure - To maintain an effective and well-maintained service	Baseline	Target	End of year report
To support the continued professional development of the Financial Services Team to ensure that they are meeting with personal and professional career development opportunities	100%	100%	Training needs for staff were considered / identified as part of the appraisal process. These training needs have been reviewed and resolved during the remaining part of the year. As a specific, the Team's management accountant started an AAT training course in September 2016.
To update our Service Delivery Champion on developments within Financial Services Team, how the service is being operated, what progress has been made with regard to the performance measures within this document and budgetary updates. Service Delivery Champion to act as critical friend.	100% up to date	100% up to date	Ad-hoc, but regular meetings are taking place with the team's Service Delivery Champions
(If there are outcomes with a 10% variance either positively or negatively then these are written in this section by the Service Delivery Lead) Notes:-			