

SHARED SERVICES PERFORMANCE TARGETS 2017-18

SHARED ASSURANCE SERVICES

Key Measures	Lead Officer	CBC/ SRBC/SS	Actual 2016/17	Target 2017/18	Target to date 2017/18	Actual to Date 2017/18	Status	Comments
Internal Audit								
% Planned Time Utilised	DH	CBC	92%	90%	60%	68%	GREEN	Target exceeded
		SRBC	93%	90%	60%	52%	RED	Some audit work re-profiled for the final quarter
		SS	90%	90%	40%	42%	GREEN	Target exceeded
% Audit Plan Completed	DH	CBC	89%	100%	40%	40%	GREEN	Target achieved
		SRBC	92%	100%	40%	30%	RED	Some audit work re-profiled for the final quarter
		SS	100%	100%	0	0	GREEN	Not applicable – work to be finalised in final quarter
% of Management Actions Agreed	DH	CBC	100%	98%	98%	100%	GREEN	Target exceeded
		SRBC	100%	98%	98%	100%	GREEN	Target exceeded

Key Measures	Lead Officer	CBC/ SRBC/SS	Actual 2016/17	Target 2017/18	Target to date 2017/18	Actual to Date 2017/18	Status	Comments
		SS	100%	98%	0	0	GREEN	Not applicable – work to be finalised in final quarter
% customer satisfaction rating – assignment level	DH	CBC	97%	90%	90%	100%	GREEN	Target exceeded
		SRBC	96%	90%	90%	97%	GREEN	Target exceeded
		SS	100%	90%	0	0	GREEN	Not applicable
% Professionally Qualified Staff as a % of Total Internal Audit Staff (FTE's)	GB	N/A	100%	82.5%	N/A	N/A	N/A	Not measured – annual indicator
Risk Management Services								
Average customer satisfaction score per insurance claim (max 5.0)	KM	N/A	4.7	4.7	4.7	4.7	GREEN	Target achieved

SHARED FINANCIAL SERVICES

Key Measures	Lead Officer	Actual 2016/17	Target 2017/18	Target to date 2017/18	Actual to date 2017/18	Status	Comments
Finance As A Whole							
% of professionally qualified finance staff as % of total finance staff (vfm Secondary 1)	SG	33.33%	19%	19%	33.3%	GREEN	Target exceeded
% of 97 Members Trained – Public Finance (incl. procurement) (50 @ SRBC; 47 @ CBC)	SG	n/a	87.6% (85 members)	n/a	n/a	n/a	Since the training KPIs were included in June 2017 a Training Needs Analysis has been completed. The completion of the shortened Closure of Accounts project has released resource and a training schedule has been drafted. It will be aligned with Democratic and HR programmes and projects and submitted to each authority. Senior Management Teams for consultation early in the calendar New Year.
% of Directors Trained – Public Finance (incl. procurement)	SG	n/a	100%	n/a	n/a	n/a	
% of Governance Committee Members Trained:- Statement of Accounts, and Treasury Management	SG	n/a	100%	n/a	n/a	n/a	
% Budget Holders Trained – Financial Regulations and CPRs incl. Procure to Pay Process	SG	n/a	100%	n/a	n/a	n/a	
Accountancy Services							
% variation between the forecast outturn at month 6 and the actual outturn at month 12 (VFM Primary 3)	SG	(1.25%)	<(+/-) 5%	0	n/a	n/a	Not Measured – year end Annual Indicator

Key Measures	Lead Officer	Actual 2016/17	Target 2017/18	Target to date 2017/18	Actual to date 2017/18	Status	Comments
15 working days from period-end closure to the distribution of financial reports (VFM Primary 2)	JT/JB	100%	100%	100%	100%	GREEN	Target achieved
Compliance with the Prudential Code for Capital Finance in Local Authorities	SG	100%	100%	100%	100%	GREEN	Target achieved
Year- end statutory accounts to contain no material errors and have an unqualified audit opinion	SG	0	0	0	0	GREEN	Target achieved
Statutory Grant Claims and Returns to be submitted on time	JT/JB/MJ	96.55%	100%	100%	89.19%	RED	37 returns have been submitted, of which:- 21 were submitted early = 57% 12 were submitted on time = 32% 4 were submitted late = 11% On average returns were made 2 days early.
Achievement of industry investment benchmarks	MLJ	0.54%	Outperform London Inter-Bank (LIBID) rate by 15%	0.13%	0.45%	GREEN	Target Exceeded
Systems Development & Exchequer Services							
Supplier Payment within 30 days (local indicator) (linked to vfm Secondary 10)	LH	98.26%	99%	99%	98.89%	AMBER	Minor slippage from target due to long term sickness within the team
Supplier Payment within 10 days (local indicator)	LH	83.19%	83%	83%	82.86%	AMBER	See above: Minor slippage from target due to long term sickness within the team
% of supplier payments by electronic means (VFM Secondary 7)	LH	99.68%	97%	97%	99.51%	GREEN	Target Exceeded
% of remittances to suppliers by electronic means	LH	97.92%	95%	95%	97.69%	GREEN	Target Exceeded
% of Financial Systems availability	LH	99.98%	99.5%	99.5%	99.95%	GREEN	Target Exceeded

Key Measures	Lead Officer	Actual 2016/17	Target 2017/18	Target to date 2017/18	Actual to date 2017/18	Status	Comments
Procurement Services							
Professionally qualified staff as % of total procurement employees (vfm Secondary 1)	JH	100%	50%	50%	100%	GREEN	Target Exceeded
LIB/P12 Satisfaction with the corporate procurement function	JH	100%	90%	N/A	N/A	N/A	Measured later in the financial year