



Finance

Service Plan 2022-24

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Introduction

Newport City Council's Corporate Plan 2022-27 has four Well-being Objectives to support its mission **'To be Confirmed'** and contribute towards Wales' Well-being Goals set in the Well-being of Future Generations Act. To support the delivery of these objectives and strategic priorities, each service area has developed their service plan. The Finance Service Plan 2022-24 outlines its own priorities and how the service will contribute towards the Corporate Plan and deliver continuous improvement.

Since the Senior Management Structure implemented in Autumn 2021, the Finance service comprises of six teams: Accountancy; Internal Audit; Procurement/e-payments; Revenues, Benefits and Customer Services. Together, the teams provide a diverse mix of services and activities that support the Council's service areas; setting overall policy frameworks for the whole Council; and Revenues, as one of the biggest external customer departments dealing with all households and businesses and Customer Services dealing with the Council's external service requests, both face to face and phone./digital transactions. Examples of the areas / functions include:

- Setting policy, good practice, training, support and co-ordination to enable effective financial management and strategic planning of a net revenue budget of c£340m, supporting over 200 budget manager's/service managers, Head teachers and Members;
- Supporting the organisation develop its services and deliver key projects with financial advice and support as needed;
- Providing assurance to the Council and Schools on the effectiveness and efficiency of its governance, risk management and internal control of its financial and non-financial resources including where necessary the investigation of impropriety / theft;
- Collect c£120m of income from Council Tax, Business Rates and various sundry debts.
- Manage and support the Council's interaction with its suppliers to ensure value for money through e-ordering, payments and support services in tendering / awarding / managing contracts.
- Supporting the Head of Finance in carrying out his statutory Section 151 responsibilities.

Through the Corporate Plan and beyond, the Finance Services will continue to build on delivering more 'self-service' functions, both internally such as the Council's Budget Management System and externally through the development of the Council's Customer Relationship System and *My Account* enabling residents and businesses to engage with the Council electronically in more areas and design and build solutions with services to deal with these efficiently and effectively. Specifically within Revenues and Benefits, we will roll out 'self-service' in Council Tax and Benefits administration, as part of the *My Account* offer. Ensuring the Council's resources are focussed on its key priorities is increasingly important and our Finance Business Partners will support and develop strong, integrated financial planning, management and governance. The Internal Audit team is already collaborating with Monmouthshire Council through the sharing of the Chief Internal Auditor and continue to provide high level assurance service to the Council on the financial and non-financial governance, risk management and internal control.

Supporting the Council and City through the Covid Pandemic throughout the previous two years or so has dominated our agenda and our work on supporting businesses and households and individuals is still on-going, either Covid or increasingly, cost of living related - business rates reductions scheme, winter fuel payments, WG & NCC cost of living support scheme for example.

As we write this, the financial outlook for public services is increasingly challenging and uncertain and also, the Council has a new Corporate Plan. We will aim to support and where applicable, deliver on key deliverables and objectives in the Plan as well as support the organisation in navigating through the financial

challenges. Specifically, as we do this, we will need to work in the Council's 'new normal' arrangements and ensure staff are working in the most effective, efficient and safe manner.

Finance Objectives

To support the delivery of the Corporate Plan, meet our statutory duties and improve the services we deliver, we will be delivering four objectives:

Objective 1 - Support the medium to long term financial management & planning (Revenue and Capital) across the Council to focus resources on key objectives and help financial sustainability of Council services.

Objective 2 - Develop a range of customer focused services via re-opening of face-to-face services and development of the 'Newport App' and 'My Council Services' systems.

Objective 3 - Embed social value, carbon reduction and Welsh TOMs into the Council's procurement processes.

Objective 4 - Revenues and Benefits team and Income Collection team support households and businesses through the Cost-of-Living crisis.

Transformation Plan / Service Area Projects

To support the successful delivery of the Council's Corporate Plan, NCC will have a Transformation Plan that will deliver the strategic programmes and projects that will contribute towards the delivery of the Corporate Plan. Service areas will also be delivering smaller scale projects that will contribute towards continuous improvement in the delivery of services as well as contributing towards the strategic priorities of the Council's Corporate Plan.

| Programme / Project Title | Project Overview | Well-being Objective(s) supported (TBC) | Supports Council's Transformation Plan | Programme / Project Manager (Service Manager) | Anticipated Completion Date (Quarter / Year) |
|---|---|---|--|---|--|
| Digital Transactions for Council Taxpayers and those applying for and in receipt of Housing Benefits | To provide the means for customers to carry out routine transactions digitally. To enable citizens to access their council tax / HB records and carry out routine transactions digitally which will improve efficiency, reduce costs and reduce unnecessary contact. It will also allow the Revenues Team to focus more on recovery of debts and not deal with low level transactional matters. | Well-being Objective 4 | TBC | Revenues and Benefits Manager | Q3 2022/23 |
| Upgrade to a new financial system | The replacement of the existing financial system, which is on an unsupported platform and not integrated, with a fully integrated, Cloud-based, system which improves the user experience, quality of reporting and access on a more remote basis. | Well-being Objective 4 | TBC | Assistant Head of Finance | Q1 2023/24 |

Workforce Development

To support workforce development across the Finance Service Area, the following actions have been identified as priority between 2022-24.

| Action | Outcome(s) of Action Delivery | Responsible Officer (Service Manager) | Action Start Date | Anticipated Completion Date |
|--|---|---------------------------------------|------------------------------|-----------------------------|
| Introduce succession planning practices and strengthen resilience in teams to extent possible. | Develop and promote career progression and resilience across all Finance functions via review of structures, to the extent possible | All | 1 st April 2021 | 31 st March 2023 |
| Review the current approach to recruitment within Finance, with a particular focus on entry level posts. | Improve the likelihood of recruiting to vacant posts and create new routes for people to enter Finance. This may include the introduction of graduate schemes, traineeships or school leaver schemes. | All | 1 st October 2022 | 31 st March 2024 |

Service Area Objectives and Action Plan 2022-24

| Objective 1 | Support the medium to long term financial management & planning (Revenue and Capital) across the Council to focus resources on key objectives and help financial sustainability of Council services. | | | | | |
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| Objective Outcome(s) | To support the Council's services to have sustainable and robust finances (revenue and capital) to deliver Council services through: <ul style="list-style-type: none"> • Development and delivery of a new 5-year Capital Programme to deliver key Council programmes and projects. • Embed and implement operating model to improve the Council's approach to in-year financial management. • Integrate climate change mitigation financial impacts into medium- and long-term planning and business cases. • Meet statutory requirements to draft Statement of Accounts within reduced timescales. | | | | | |
| Corporate Strategy and/or Strategic Plan supported (If Applicable) | Corporate Plan 2022-27 Climate Change Plan 2022-27 | | | | | |
| Well-being Objective Supported (If Applicable) | Well-being Objective 4 – Newport City Council is an inclusive organisation that places social value, fairness and sustainability at its core. | | | | | |
| Well-being Strategic Priorities Supported | WBO 4 / Strategic Priority 3 – Deliver our organisational Climate Change Plan to become a net zero organisation by 2030. | | | | | |
| Objective Owner(s) | Assistant Head of Finance | | | | | |
| Communication Support / Promotion (Yes / No) | No | | | | | |
| Reference | Action | Action Outcome(s) | Strategic Priority / Self-Assessment / Continuous Improvement | Action Owner (Service or Team Manager) | Start Date | Anticipated Completion Date |
| 1 | Development of the new Capital programme | Review of the existing programme, followed by a new five-year Capital Programme which reflects the Council's corporate ambitions whilst being affordable, prudent and sustainable. | Not Applicable | Assistant Head of Finance | 1 st October 2022 | 31 st March 2023 |
| 2 | Adopt and embed a rolling approach to programme management. | A rolling capital programme that will be updated on an annual basis. | Not Applicable | Assistant Head of Finance | 1 st October 2022 | 31 st March 2023 |
| 3 | Review of activity associated with the closure of accounts. | The introduction of a programme of review of activity across Accountancy, with the aim of identifying ways to complete tasks more efficiently, automate them, undertake | Not Applicable | Assistant Head of Finance | 1 st October 2022 | 31 st March 2024 |

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| | | them in advance of the year-end or not undertake them at all if there is no value added. | | | | |
| 4 | Review of the approach taken to technical aspects of the accounts. | A robust review of historic approaches to processes such as asset valuations (in line with new audit advice), the utilisation of the new system to automate and facilitate more of the technical aspects and updated approaches to the production of the core statements. | Not Applicable | Assistant Head of Finance | 1 st October 2022 | 31 st March 2024 |
| 5 | Ensure the new financial system maximises the quality of financial information provided to budget holders. | An easy to use, readily accessible financial system, which provides real-time management information and interactive, useful reporting tools. | Not applicable | Assistant Head of Finance | 1 st October 2022 | 30 th June 2023 |
| 6 | Expand the financial training offer to include general financial training for budget managers – augmenting and co-ordinated with current offers. | Budget managers with a wider appreciation of the financial context that the Council works within, including Council funding sources, basic accounting concepts, capital and treasury management. | Not Applicable | Assistant Head of Finance | 1 st October 2022 | 30 th Sept 2023 |
| 7 | Review, amend and embed robustly a revised operating model that underpins the revenue budget management process. | Clarity of expectations upon budget managers and Accountancy staff, a robust approach for identification of risk-based areas and a revised annual budget monitoring timetable. | Not Applicable | Assistant Head of Finance | 1 st October 2022 | 31 st March 2024 |
| 8 | Consider the climate and nature emergency and carbon reduction initiatives within the Council's long term capital programme and revenue budget / Medium Term Financial Plan, maximising the use of external funding where possible. | <ul style="list-style-type: none"> Climate and decarbonisation incorporated in to the MTFP & capital programme, subject to affordability. Capital and Treasury Management Strategy reviewed and updated to ensure they consider climate change and the nature emergency. | Well-being Objective 4 / Strategic Priority 3 Climate Change Plan | Assistant Head of Finance Head of Finance | 1 st May 2022 | 31 st December 2022 |

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| 9 | Review all investments to ensure they are invested in ethically based funds. | <ul style="list-style-type: none"> Existing investments reviewed. Ethically based investments reflected in our Capital and Treasury Management Strategy | Well-being Objective 4 / Strategic Priority 3 Climate Change Plan | Assistant Head of Finance | 1 st May 2022 | 31 st March 2023 |
| 10 | Use our influence to encourage the staff pension fund to invest in ethically based funds. | Pension board aware. | Well-being Objective 4 / Strategic Priority 3 Climate Change Plan | Assistant Head of Finance Head of Finance | 1 st May 2022 | 31 st December 2022 |

| Objective 2 | | Develop a range of customer focused services via re-opening of face-to-face services and development of the 'Newport App' and 'My Council Services' systems. | | | | |
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| Objective Outcome(s) | | <p>The Council will develop its existing customer focused services, including:</p> <ul style="list-style-type: none"> • In-person services using new technologies such as appointment bookings, scan stations and promoting self-service opportunities. • Deliver a single platform that will enable people to maximise the use of My Council Services to undertake self-service and reduce calls to the Contact Centre. • Automate repetitive processes making them more efficient and freeing up resource enabling handling of more complex queries • Support digital literacy to enable people to access the Council's digital services. • The Revenues and Benefits team will increase the options available for customers to transact digitally | | | | |
| Corporate Strategy and/or Strategic Plan supported (If Applicable) | | Corporate Plan 2022-27 Digital Strategy | | | | |
| Well-being Objective Supported (If Applicable) | | <p>Well-being Objective 2 - A city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future. Well-being Objective 4 - Newport City Council is an inclusive organisation that places social value, fairness and sustainability at its core.</p> | | | | |
| Well-being Strategic Priorities Supported | | <p>WBO 2 / Strategic Priority 6 - Collaborate and support investment into a digital infrastructure which will provide equitable access for residents and businesses across Newport. WBO 4 / Strategic Priority 4- Provide fair access to the council's in-person and digital services, including digital skills training and support.</p> | | | | |
| Objective Owner(s) | | Customer Services Service Manager | | | | |
| Communication Support / Promotion (Yes / No) | | Yes | | | | |
| Reference | Action | Action Outcome(s) | Strategic Priority / Self-Assessment / Continuous Improvement | Action Owner (Service or Team Manager) | Start Date | Anticipated Completion Date |
| 1 | Support the provision of Benefits Service to Newport citizens that makes best use of the resources available. | Capita Connect integration. Transfer of HB enquiry lines to the Contact Centre. Maximise the use of automated and digitised services. | WBO 2 / Strategic Priority 6 WBO 4 / Strategic Priority 4 Digital Strategy | Customer Services Service Manager | 1 st April 2020 | 31 st March 2024 |
| 3 | Review of administrative processes and services within customer services | By moving to the use of technology such as artificial intelligence systems we can make repetitive processes more efficient freeing up staff to deal with more complex queries | WBO 2 / Strategic Priority 6 WBO 4 / Strategic Priority 4 Digital Strategy | Customer Services Manager | 1 st October 2022 | 31 st March 2024 |
| 4 | Explore all options available for the use of robotics within | To remove the requirement for staff to carry out repetitive standard transactions, to free | WBO 2 / Strategic Priority 6 WBO 4 / Strategic Priority 4 | Revenues and Benefits Manager | 1 st October 2022 | 31 st March 2024 |

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| | the Revenues and Benefits Section | up resources for debt recovery and welfare related matters | Digital Strategy | | | |
| 5 | Continuing Development of the Newport App and My Council Services system. Look at opportunities that occur by being part of project and project boards such as Digital strategy and web redevelopment | Staff and Residents are able to report, pay and request services from anywhere. Staff to have the ability to mobile work with Real – Time Reporting. | WBO 2 / Strategic Priority 6 WBO 4 / Strategic Priority 4 Digital Strategy | Operational Support Manager | 1 st January 2023 | 31 st March 2024 |
| 6 | Government Design Standards to be utilised across customer facing platforms to enhance the customer experience. | This means that residents accessing our services through Government portals or the Council's website will have consistency in any forms that they may need to complete | WBO 2 / Strategic Priority 6 WBO 4 / Strategic Priority 4 Digital Strategy | Customer Services Manager | 1 st September 2022 | 31 st March 2023 |
| 7 | Develop an appointment system for the re-opening of the F2F. Incorporate self-scanning, booking in functionality. Deliver for all services providing appointments. | In-person services using new technologies such as appointment bookings, scan stations and promoting self-service opportunities. | WBO 2 / Strategic Priority 6 WBO 4 / Strategic Priority 4 Digital Strategy | Customer Services Manager | 1 st December 2022 | 31 st March 2023 |
| 8 | Explore and implement System Rationalisation across the authority looking a way to replace or integrate back-office systems through use of 'My Council Services' system. | Suggested areas for review – Regulatory Services, HOTH, Allotments, Trees | WBO 2 / Strategic Priority 6 WBO 4 / Strategic Priority 4 Digital Strategy | Customer Services Manager | 1 st April 2023 | 31 st March 2025 |
| 10 | Reopen Face to Face services at the Central Library & Museum. | Residents will be able to access services by the way of an appointment booking system and automatic check-in when they arrive enabling us to be more efficient in managing resources available. Residents will also be able to use scanning stations to provide relevant documentation needed for some services such as Housing Benefits which will | WBO 2 / Strategic Priority 6 WBO 4 / Strategic Priority 4 Digital Strategy | Customer Services Manager | 1 st October 2022 | 31 st March 2023 |

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| | | result paperless working and reduced costs associated with scanning/photocopying. | | | | |
| 11 | Develop and enable digital/self-service Functionality of the 'Capita Revs / Bens IT system | <p>Enable the Council's Council Tax / NNDR system which allows residents and businesses to transact digitally and to have a self-service functionality.</p> <p>This will improve the efficiency revenue transactions and provide greater options for users to monitor and pay their bills.</p> | <p>WBO 2 / Strategic Priority 6</p> <p>WBO 4 / Strategic Priority 4</p> <p>Digital Strategy</p> | Revenues & Benefits Manager | 1 st December 2019 | 31 st March 2024 |
| 12 | Embed the digital / self-service functionality of the Revs/Bens system into the Newport City Council website as part of 'my council services' to offer a consistent experience for the customer. | Integration of self-service system functionality into the Council's web service software partner into the main council website. | <p>WBO 2 / Strategic Priority 6</p> <p>WBO 4 / Strategic Priority 4</p> <p>Digital Strategy</p> | Revenues & Benefits Manager | 1 st March 2020 | 31 st March 2023 |
| 13 | <p>Complete a desktop review of the two main Revenues IT systems to assess strengths and weaknesses across a number of review areas.</p> <p>Complete a review of other users experience of each system to augment and inform the above analysis</p> | A more robust and supported platform solution to deliver council tax, benefits and NNDR services. | Not Applicable | Revenues and Benefits Manager | 1 st November 2021 | 31 st March 2024 |

| Objective 3 | | Embed social value, carbon reduction and Welsh TOMs into the Council's procurement processes. | | | | |
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| Objective Outcome(s) | | To support the Council's strategic priorities to become net carbon zero by 2030 and to generate opportunities for businesses in Newport and the region. | | | | |
| Corporate Strategy and/or Strategic Plan supported (If Applicable) | | Corporate Plan 2022-27 Procurement Strategy | | | | |
| Well-being Objective Supported (If Applicable) | | Well-being Objective 4 – Newport City Council is an inclusive organisation that places social value, fairness and sustainability at its core. | | | | |
| Well-being Strategic Priorities Supported | | WBO 4 / Strategic Priority 3 – Deliver our organisational Climate Change Plan to become a net zero organisation by 2030. WBO 4 / Strategic Priority 7 - Generate opportunities to build wealth across Newport's communities through progressive procurement of goods and services and other initiatives such as participatory budgeting | | | | |
| Objective Owner(s) | | Procurement and Payments Service Manager | | | | |
| Communication Support / Promotion (Yes / No) | | Yes | | | | |
| Reference | Action | Action Outcome(s) | Strategic Priority / Self-Assessment / Continuous Improvement | Action Owner (Service or Team Manager) | Start Date | Anticipated Completion Date |
| 1 | Use information gained from existing contracts to inform future direction for new tender specifications, carbon questionnaires and social value measures and requirements (TOMs). | <ul style="list-style-type: none"> • New tender templates and documentation developed for use across the procurement Gateway Process. • Carbon reporting taking place for contracts in line with WPPN 06/21. • WPPN 12/21 informing new specifications and questionnaires. • Value of contracts that will require carbon reporting agreed. | WBO 4 / Strategic Priority 3 WBO 4 / Strategic Priority 7 Climate Change Plan Procurement Strategy | Procurement Service Manager | 1 st June 2022 | 31 st December 2022 and on-going |
| 2 | Develop and build on the Council's procurement gateway process to fully consider climate change, carbon reduction and sustainability. | <ul style="list-style-type: none"> • New template forms are developed and being used. • Forms are added to intranet pages. | WBO 4 / Strategic Priority 3 WBO 4 / Strategic Priority 7 Climate Change Plan Procurement Strategy | Procurement Service Manager | 1 st June 2022 | 31 st October 2022 |
| 3 | Consider climate change and carbon reduction action at the early stage of the procurement | <ul style="list-style-type: none"> • New template forms are developed and being used • Carbon Reduction Team involved in reviewing Carbon Reduction | WBO 4 / Strategic Priority 3 WBO 4 / Strategic Priority 7 Climate Change Plan | Procurement Service Manager | 1 st June 2022 | 31 st October 2022 and on-going |

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| | <p>planning process and contract development by:</p> <ul style="list-style-type: none"> • Developing a new tender action timetable template; and • Using annual forward work plans to help inform on upcoming tenders. | <p>measures in project proposals prior to Gateway sign off.</p> <ul style="list-style-type: none"> • Tender Action Timetable updated and in use. | Procurement Strategy | | | |
| 4 | <p>Implement a social value tool (e.g. National Themes, Outcomes and Measures known as TOMs) that considers climate change and carbon reduction to assist with evaluation.</p> | <ul style="list-style-type: none"> • Tender value for carbon questionnaire and TOMs is agreed (>75k) • National TOMs and carbon questionnaire for tenders agreed and in use. | <p>WBO 4 / Strategic Priority 3</p> <p>WBO 4 / Strategic Priority 7</p> <p>Climate Change Plan Procurement Strategy</p> | Procurement Service Manager | 1 st June 2022 | 31 st December 2022 |
| 5 | <p>Provide appropriate training to undertake the new processes for:</p> <ul style="list-style-type: none"> • Procurement staff • Staff/managers undertaking the procurement process • Gateway decision makers | <p>Guidance and training material produced and in use to inform and train colleagues in new Gateway processes.</p> | <p>WBO 4 / Strategic Priority 3</p> <p>WBO 4 / Strategic Priority 7</p> <p>Climate Change Plan Procurement Strategy</p> | Procurement Service Manager | 1 st June 2022 | 31 st December 2022 |
| 6 | <p>Ensure collaborative contracts include carbon reduction measures and that collaborative contract management includes the ability to capture lifetime data and seek continuous improvements.</p> | <ul style="list-style-type: none"> • Collaborative contracts measures meet with NCC requirements before committing. <p>Arrangements monitored to make sure that carbon reduction measures are in place</p> | <p>WBO 4 / Strategic Priority 3</p> <p>WBO 4 / Strategic Priority 7</p> <p>Climate Change Plan Procurement Strategy</p> | Procurement Service Manager | 1 st June 2022 | 31 st October 2022 and on-going |
| 7 | <p>Use the Welsh National TOMs as scorable evaluation criteria in medium & high value tenders.</p> | <ul style="list-style-type: none"> • Guidance and tender documentation amended to include a new Climate/Carbon section detailing the drive to net zero and the expectations on our suppliers. • Guidance and tender documentation amended to | <p>WBO 4 / Strategic Priority 3</p> <p>WBO 4 / Strategic Priority 7</p> <p>Climate Change Plan Procurement Strategy</p> | Procurement Service Manager | 1 st June 2022 | 31 st December 2022 and on-going |

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| | | include scorable questions which will be evaluated and will feed into overall evaluation | | | | |
| 8 | Brief potential suppliers on the carbon reduction need for each procurement. | <ul style="list-style-type: none"> Supplier events or other communication methods set up and taken place to inform suppliers of Carbon Reduction requirements. | WBO 4 / Strategic Priority 3 WBO 4 / Strategic Priority 7 Climate Change Plan Procurement Strategy | Procurement Service Manager | 1 st June 2022 | 31 st October 2022 and on-going |

| Objective 4 | | Revenues and Benefits team and Income Collection team support households and businesses through the Cost-of-Living crisis. | | | | |
|---|---|---|--|--|--------------------------------|------------------------------------|
| Objective Outcome(s) | | All registered applications to be paid in accordance with the WG guidance and those eligible for the local Newport Scheme. To Review and Implement the revised valuations across the city | | | | |
| Corporate Strategy and/or Strategic Plan supported (If Applicable) | | Not Applicable | | | | |
| Well-being Objective Supported (If Applicable) | | Not Applicable | | | | |
| Well-being Strategic Priorities Supported | | Not Applicable | | | | |
| Objective Owner(s) | | Revenues and Benefits Manager | | | | |
| Communication Support / Promotion (Yes / No) | | Yes | | | | |
| Reference | Action | Action Outcome(s) | Strategic Priority / Self-Assessment / Continuous Improvement | Action Owner (Service or Team Manager) | Start Date | Anticipated Completion Date |
| 1 | Identify all qualifying households for the WG scheme | Make payments to all registered households. | Not Applicable | Revenues and Benefits Manager | 1 st April 2022 | 31 st October 2023 |
| 2 | Design and agree Newport local scheme | Ensure appropriate households / individuals are targeted to receive support | Not Applicable | Revenues and Benefits Manager Head of Finance | 1 st April 2022 | 31 st October 2023 |
| 3 | Identify all qualifying households / individuals for the Newport Local Scheme | Make payments to all qualifying households / individuals | Not Applicable | Revenues and Benefits Manager | 1 st September 2022 | 31 st March 2023 |
| 4 | Pay 'Winter Fuel' benefits in line with qualifying criteria | Make payments to all qualifying households / individuals | Not applicable | Revenues and Benefits Manager | 1 st September 2022 | 31 st March 2023 |
| 5 | Carry out and implement the business rate revaluation due in April 2023. | Update all property valuations and ensure that all stakeholders have the information they require at the appropriate time: <ul style="list-style-type: none"> • Ratepayers • NCC • VOA Provide regular updates and impact assessments on the | Not Applicable | Income collection Manager | 1 st October 2022 | 31 st March 2023 |

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| | | proposed revaluation as information becomes available from October 2022 onwards. | | | | |
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Performance Measures

| Performance Measure Title / Description | KPI for Corporate Plan (Yes/No) | Frequency (Quarterly / Half-yearly / Annual) | Performance Measure Owners (Service Manager Name) | Name of Data Provider | Actual 20/21 | Actual 21/22 | Target 21/22 | Target 2022/23 |
|---|---------------------------------|--|---|--------------------------------|--------------|---------------|--------------|--------------------|
| Percentage Council Tax Collection | TBC | Monthly | Revenues and Benefits Manager | Revenues and Benefits Manager | 95.4% | 96.1% | 96.5% | 96% |
| Percentage Non-Domestic Rates Collected | TBC | Monthly | Revenues and Benefits Manager | Revenues and Benefits Manager | 94.4% | 96.3% | 97% | 96.5% |
| Percentage total Council Tax Collected as a percentage of annual budgeted amount. | TBC | Monthly | Revenues and Benefits Manager | Revenues and Benefits Manager | 101% | 100.53% | 100% | 100% |
| Increased Council Tax paid by Direct Debit | TBC | Annual | Revenues and Benefits Manager | Revenues and Benefits Manager | 62.4% | 65.35% | 63% | 67% |
| Percentage of Council Tax arrears collected | TBC | Monthly | Revenues and Benefits Manager | Revenues and Benefits Manager | 25.4% | 32.71% | 30% | 30% |
| Percentage of NDDR arrears collected | TBC | Annual | Revenues and Benefits Manager | Revenues and Benefits Manager | 22.8% | 42.51% | 30% | 40% |
| Percentage of Internal Audit Plan completed | TBC | Quarterly | Chief Internal Auditor | Internal Audit Team | 78% | 71% | 80% | 80% |
| Percentage agreed management actions-implemented within 6 months of receipt of final Internal Audit Report. | TBC | Quarterly | Chief Internal Auditor | Internal Audit Team | 71% | 80% | 90% | 90% |
| Number of days to issue a draft report | TBC | Quarterly | Chief Internal Auditor | Internal Audit Team | 8 days | 5 days | 10 days | 10 Days |
| Number of days to issue a final report | TBC | Quarterly | Chief Internal Auditor | Internal Audit Team | 3 days | 3 days | 5 days | 5 Days |
| Percentage Payment of Invoices within timescales | TBC | Monthly | Procurement & Payments Manager | Procurement & Payments Manager | 91.9% | 92.61% | 90% | 90% |
| Percentage of customer transaction requests carried out Face to Face | TBC | Monthly | Customer Contact Centre Manager | Customer Contact Centre | 29% | 0.86% (1,459) | 30% | 30% or less |

| Performance Measure Title / Description | KPI for Corporate Plan (Yes/No) | Frequency (Quarterly / Half-yearly / Annual) | Performance Measure Owners (Service Manager Name) | Name of Data Provider | Actual 20/21 | Actual 21/22 | Target 21/22 | Target 2022/23 |
|--|---------------------------------|--|---|-------------------------------|-----------------------|-----------------------|---------------|--------------------------|
| Customer Contact Centre average wait time- Council Tax enquiries | TBC | Monthly | Customer Contact Centre Manager | Customer Contact Centre | 14 minutes 29 seconds | 22 minutes 59 seconds | 25 minutes | 25 minutes |
| Customer transaction requests made online using MCS | TBC | Monthly | Customer Contact Centre Manager | Customer Contact Centre | Not available | 76.5% (320,133) | 70% | 70% or more |
| Customer Contact Centre average wait time- main enquiry line. | TBC | Monthly | Customer Contact Centre Manager | Customer Contact Centre | 4 minutes 56 seconds | 8 minutes 1 second | 5 minutes | 5 minutes or less |
| Customer Contact Centre average wait time- Welsh enquiry line | TBC | Monthly | Customer Contact Centre Manager | Customer Contact Centre | 2 minutes 26 seconds | 3 minutes 44 seconds | 5 minutes | 5 minutes or less |
| (New) Average time of processing new housing benefit claims | TBC | Monthly | Benefits Manager | Benefits Manager | 34.00 days | 33.19 days | 32 days | 32 days |
| (New) Average time of processing change events. | TBC | Monthly | Benefits Manager | Benefits Manager | 9.32 days | 7.90 days | 14 days | 14 days |
| (New) The amount of housing benefit overpayments recovered during the quarter as a percentage of the total amount of housing benefit overpayments identified during the quarter | TBC | Quarterly | Benefits Manager | Benefits Manager | 102.02% | 105.40% | Not Available | Min 103% |
| (New) The amount of housing benefit overpayments written off during the quarter as a percentage of the total amount of housing benefit overpayments outstanding | TBC | Quarterly | Benefits Manager | Benefits Manager | 0.01% | 3.84% | Not Available | 2% |
| (New) Budget monitoring – Budget Manager submissions Percentage of monthly forecasts submitted by budget managers. | TBC | Monthly | Assistant Head of Finance | Service Manager - Accountancy | N/A | N/A | N/A | 80% |

| Performance Measure Title / Description | KPI for Corporate Plan (Yes/No) | Frequency (Quarterly / Half-yearly / Annual) | Performance Measure Owners (Service Manager Name) | Name of Data Provider | Actual 20/21 | Actual 21/22 | Target 21/22 | Target 2022/23 |
|--|---------------------------------|--|---|-------------------------------|--------------|--------------|--------------|----------------|
| (New) Budget monitoring – Forecast accuracy Percentage variance between January forecast and final outturn | TBC | Annual | Assistant Head of Finance | Service Manager - Accountancy | N/A | N/A | N/A | 0.5% |
| (New) Financial Training Satisfaction or better ratings from individuals participating in training provided by Finance service | TBC | Quarterly | Assistant Head of Finance | Service Manager - Accountancy | N/A | N/A | N/A | 80% |
| (New) Grant claims Percentage of grant claims submitted in line with awarding body deadlines. | TBC | Quarterly | Assistant Head of Finance | Accountancy Team | N/A | N/A | N/A | 95% |

Service Area Risk Register

| Risk Title | Risk Description | Risk Owner | Inherent Risk Score | Target Risk Score | Corporate / Service Risk |
|---|---|---------------------------|---------------------|-------------------|--------------------------|
| Balancing the Council's Medium-Term Budget | To meet the Council's requirement of reducing the gap between Council spend and Budget allocation over the next 3-5 years | Assistant Head of Finance | 20 | 10 | Corporate Risk |
| Council Income Reduction | Collection of Council Tax, Business Rates and Sundry Debts is still recovering and has now been impacted by the cost-of-living crisis. | Income Collection Manager | 12 | 8 | Service Risk |
| In Year Financial management (Revenue) | This relates to the in-year management of budgets and risk profiling of service areas / activities that are forecasting end of year overspends | Assistant Head of Finance | 12 | 8 | Service Risk |
| Finance Systems | Key Systems (Oracle / C Tax / NNDR) failure which would have very significant implications for service delivery and organisational impacts | Assistant Head of Finance | 16 | 5 | Service Risk |
| ICT- Self-service within C Tax/NNDR area | Self- service within C Tax / NNDR area does not develop because of lack of IT capacity | Income Collection Manager | 9 | 6 | Service Risk |
| (New) In-year financial management (capital) | This relates to the in-year management of capital schemes and the need to minimise the level of slippage of budget from one financial year to future years. | Assistant Head of Finance | TBC | TBC | Corporate Risk |
| (New) Failure to recruit and or retain appropriately qualified staff | Not having appropriately qualified / experienced staff in the teams could impact on service delivery and the timeliness of outputs. | Finance Mngt Team | TBC | TBC | TBC |
| (New) Failure to achieve completion of the Annual IA Plan | The IA Plan comprises of opinion and non-opinion related audit jobs. If not enough opinion related jobs are completed to draft report stage by the end of the financial year this could impact on the CIA's ability to provide an overall opinion on the adequacy of the internal control environment, governance | Chief Internal Auditor | TBC | TBC | Service Risk |

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|--|---|--|--|--|--|
| | arrangements and risk management processes operated within the Council. | | | | |
|--|---|--|--|--|--|