

Service Plan 22/23

Service Area :	Finance
Service Area Manager:	Andrew Rollins - Interim Head of Financial Services
Deputy Chief Executive:	Andrew Jones
Portfolio Holder(s):	Councillor Richard Hales
PABS	Resources

Sections:

Links to council vision & corporate business plan
Service Delivery and Major Workstreams
Performance
Risk Management

Linkages to Council Strategy

External	Direct	Indirect
Service (Green, Clean, Safe and carbon neutral by 2030)	The procurement strategy and Code of Procurement practice is instrumental in ensuring the decarbonisation through contracted services to help meet the Councils target of being a net-zero carbon district by 2030. The Procurement Team is tasked with ensuring the strategy and consideration of sustainability in award criteria is considered during all sourcing activity for contracts above £50,000. Procurement is also tasked with reviewing and updating the Procurement policies regarding Social Value and Sourcing to aid service areas in taking green, clean, safe and carron ntral objectives into account during all procurement activities	Finance provides the funds to enable service provision, and seeks to ensure that funds are correctly used, whilst presenting value for money.
People (Health, Homes and Communities)	Benefits service assists tenants afford their homes, by awarding housing benefits and council tax reduction. Administration of the RUCIS grants.	The incorporation of Social Value objectives in all Procurements above £50,000 ensures that the following opportunities are sought as part The Procurement team is instrumental in supporting service areas in procuring goods, works and services to assit people in the district
Money (Infrastructure, Enterprise and Employment)	Benefits and Procurement assist in providing funding which will circulate in the local economy. Using our discretionary powers in Business Rates enables businesses to get assistance by way of discounts.	Procurement has joined the West Midlands Social Value Taskforce which is looking at ways to encourage increased engagement with
Internal	Direct	Indirect
Service (Maintain or Improve services)	Customer services telephones and (now returning) face to face are aiming to encourage and support customers to self serve in line with the digital by default policy. Procurement is working with service areas to generate efficiencies and improve servioces through the procurement of new technologies in line with the government procurement policies for technology.	The Audit and Risk service provides an assurance framework to ensure all resources are correctly deployed, whilst providing value for money. The Procurement service provides a contract management framework to ensure contracts achieve value for money and best performance. It has also introduced a new approach to raising purchase orders and monitor contract spend to create greater spend transparency for the council and reduce the risk of non-compliant procurement and will be helping service make informed decisions as spend for decisions.
People (Effective Staff)	Finance work closely with service areas to ensure staff are trained and understand their requirements in service delivery within agreed budgets through the use of the Finance Management System, established financial processes and effective budget monitoring. Procurement are partnering with other services to empower them to carry out best procurement practices effectively.	
Money (Firm Financial Footing over long term)	Ensuring the Council's finances are on a firm footing is a key priority for Finance. Procurement works with Accountancy to ensure any budgetary savings made through a Procurement activity are recorded and removed from budgets to making Corporate savings.	

Service Overview

	Service Being Delivered	Main aspects of service delivery	Service Demand/Service Requests	
			Estimated Expected Workload	Notes
Accountancy	Accountancy	Budget / Council Tax Setting		Ensure council tax and budget setting complies with legislation, meets Council priorities and is within available resources.
		Budget Review		To monitor income and expenditure on an on-going basis and assess implications for medium term financial strategy, reporting regularly to SMT and members.
		Final Accounts		Ensure annual accounts closed down correctly and promptly. Production of Annual Statement of Accounts within statutory deadlines. Liaison with external auditors.
		Fees and Charges		Ensure fees and charges are set through liaison with service areas and reported to members
		Financial Advice		Advise officers and members of the financial implications of proposed actions and decisions and provide appropriate challenge.
		Financial Planning		Forecast the Council's income and expenditure for the General Fund and Housing Revenue Account as part of the Medium Term Financial Strategy and HRA Business Plan.
		Parish / town council support		Arrange payments to parish/town council in respect of precepts.
	Treasury Management	Investments		Manage the Council's investments to minimise risk whilst securing the optimum return.
		Cashflow		Manage the Council's banking, cashflow and borrowing requirements.
		Capital		Funding the Council's Capital Programme.
		Rural and Urban Capital Initiatives Scheme		Manage the Council's RUCI scheme, making recommendations to Executive on grant awards, payment and monitoring of awards agreed.
Audit, Risk & insurance	Audit, Risk & Insurance	Internal Audit		Provision of comprehensive internal audit service for management in line with the Internal Audit Strategic Plan.
		Risk Management		Promote and advise on good risk management across the authority.
		Insurances		Ensure that the Council is appropriately insured in the provision of its services and manage any resulting claims.
		Investigations		Undertake ad-hoc internal investigations on behalf of management.
		Fraud Investigation		Undertake investigations into fraud against the council in respect of services such as council tax, business rates, house lettings. Promotion of fraud awareness.
Revenues & Customer Service	Revenues	Collection of Council Tax		Maintenance of council tax records, award of reliefs, calculation of tax due, billing and recovery thereof.
		Collection of Business Rates		Maintenance of business rates records, award of reliefs, calculation of rates due, billing and recovery thereof.
		Recovery of CT, BR and benefit overpayments		Take appropriate action to recover sums due to the Council, including use of magistrates courts.
	Benefits	Housing Benefits		Assessment and payment of claims for housing benefit in line with DWP scheme.
		Council Tax reduction		Assessment of council tax reduction claims in line with Council's scheme. Including administering discretionary housing payments to housing benefit and universal credit customers.
Customer Service	Customer Service Team		Take Revenues, Benefits and Switchboard telephone calls	
	Reception / One Stop Shops		To work with WCC to ensure customers can obtain the services they need efficiently and effectively as possible.	

Procurement	Procurement Team	Lead / Manage corporate procurement		Review and develop the Council's approach to procurement, management of the Council's Procurement Strategy and completion of the Procurement Action Plan.
		Maintain contracts register		Work with officers across the Council to ensure that the Council's contract register is correct, is duly published, and contracts within the register are appropriately managed.
		Lead / advise on procurement and tenders		Advise and assist officers in the procurement of goods and services in line with the Council's Code of Procurement Practice and UK Regulations.
		Lead / advise on Corporate purchasing and spend		Manage, maintain and improve the purchasing and contracts functionality of the Finance Management Solution.
		Lead / advise on Contract Management		Advise and assist officers on good contract management practices in line with the Council's Code of Procurement Practice and UK Regulations.
	Financial Services Team	Payment of suppliers		Arrange payment to suppliers for goods ordered.
Recovery of sundry debts			Raise sundry debt accounts for sums due to the Council, and recovery thereof.	
Service Management	Budget	Regular budget monitoring		
		Delivering services within budget		
	Procurement	Attendance of key officers at in-house Ongoing training		Ongoing training of officers and those participating in procurement
		Regular meetings with procurement officers		
		Procurement project meetings for major projects including - Back office system procurement.		
		Planned Procurement exercises in year:		Scheduled procurement exercises and review of long term service level agreements.
		Electronic payment system		
		Revenues & Benefits system		
		Service level Agreements		
		AMS T1 Support		
		Bristol & Suitor - Enforcement agent		
		Oxford City Council		
	Contract Management	No. Contracts due for renewal during the year (as identified above)		Ongoing training
		Training in relation to contract monitoring		
		Quarterly update of the contract register		
	Audits	External Audit programme 2022/23		
		Statement of Accounts 2021/22, including VFM and WGA		
		Statement of Accounts 2022/23 Interim		
		Housing Benefits		
		Internal audit programme 2022/2023		
		Financial Strategy, Planning and Budgetary Control		
		Main Accounting System		
		Treasury Management		
		Sundry Debtors		
		Payment of creditors		
	Risk Register	Regular review at departmental management meetings		
		Annual review		
		Quarterly PH review		
		Peer Review at SMT, by Risk Manager and Insurance Officer		
		Implementation of mitigation and control		
	Service Assurance	Actions arising out of Annual SA document include: -		
		Monitoring of customer measures		
		Refresher training in procurement and finance procedures, where appropriate		
		Update of Business Continuity Plan		
		Completion of the statutory returns.		
	Corporate Health and Safety	Ongoing reviews of risk assessment (Covid and standard)		

Workforce Planning and Development	Establishment	
	Vacancies (April 2022)	
	Recruitment to vacant posts.	
	Continuing development of post holders	

Managing Planned Changes, Major Work streams, Projects and Budget Pressures

Change/Project	Sponsor/Lead Officer	Budget Impact	Impact on other Services	Milestones	Date	RAG	Comments
Budget Pressures							
Following Corporate Decisions	Head of Financial Services - Andrew Rollins	TBC	Unknown	Qtrly Budget Reviews	Feb-23		Presenting a balanced budget and ongoing sustainable position through the Medium Term Financial Strategy will require delivery of existing budgetary proposals, delivery within already agreed budgets and for further schemes to be developed.
Discretionary Savings		TBC			Feb-23		
Major Work Streams							
New Financial Management System - Phase 2	Principal Accountant (Systems) - Tony Sidhu	£30k 1 year support contract agreed for 22/23	Delivery of phase will focus on tailored reporting for service areas		Jul-22		
Production of audited 2021/22 Accounts, including VFM	Strategic Finance Manager - Steven Leathley		All services contribute to the closure process and need to adhere to internally set deadlines to ensure delivery to statutory deadlines	Draft Accounts Published 1 August. Audited Accounts signed and published 30 November	Aug-22 Nov-22		
Transforming Public Procurement	Strategic Procurement and Creditors Manager - Rebecca Reading	TBC	All services contribute to effective procurement	Monthly procurement board meeting	Dec 22-Feb 23		New procurement bill redefined the procurement principles and objectives for the UK as: •Delivering value for money •Maximising public benefit •Sharing info to allow suppliers and others to understand the Authority's procurement policies and decisions •Acting and being seen to act with integrity

Performance Measures

Ref	Corporate Plan Links	Corporate Plan Measure	Measure	Target	Progress	Comments	Current Status	Lead Officer	Reporting Month
									April-22
F1	Maintain or Improve services	No	Average number of days from receipt of all information to determine new benefit / reduction claims	0	0	0		Andrea Wyatt	As Heading
F2	Maintain or Improve services	No	Average number of days from receipt of all information to determine changes to benefit / reduction claims	0	0	0		Andrea Wyatt	As Heading
F3	Maintain or Improve services	No	Prompt payment of invoices within 30 day payment terms	0	0	0		Rebecca Reading	Q3 Oct - Dec
F4	Firm Financial Footing over long term	Yes	Unqualified audit statement on Statement of Accounts	Y	0	0		Andrew Rollins	November-22
F5	Firm Financial Footing over long term	Yes	Timely and informed Budget and Financial Forecasts	0	0	0		Steven Leahley	As Heading
F6	Maintain or Improve services	No	Number of Benefits / Revenues calls to customer service centre	30000	0	0		Andrea Wyatt	March-23
F7	Firm Financial Footing over long term	No	Efficient and timely council tax processing (Age of oldest item) - Days	0	55	0		Paul Town	As Heading
F8	Maintain or Improve services	No	Number of Council Tax correspondence awaiting processing	0	1991	0		Paul Town	As Heading
F9	Maintain or Improve services	No	Efficient and timely NNDR processing (Age of oldest item) - Days	0	48	0		Paul Town	As Heading
F10	Maintain or Improve services	No	Number of formal legal challenges received and upheld against the total number of tenders	0	0	0		Rebecca Reading	Q4 Jan - Mar
F11	Firm Financial Footing over long term	No	Number of local suppliers actively registered on CSWJETS E Portal	0	0	0		Rebecca Reading	As Heading
F12	Firm Financial Footing over long term	No	Percentage of suppliers on a procured contract where annual spend is greater than £5000. Prior year figure to be reported	0%	0%	0		Rebecca Reading	Q4 Jan - Mar
F13	Firm Financial Footing over long term	No	Sundry Debt balance outstanding over 90 days	0	0	0		Rebecca Reading	Q4 Jan - Mar
F14	Firm Financial Footing over long term	No	Number of transactions - orders, creditor invoices, sundry debtor invoices	0	0	0		Rebecca Reading	Q4 Jan - Mar
F15	Firm Financial Footing over long term	No	Value cashable and non-cashable fraud savings detected	0	0	0		Richard Barr	Q4 Jan - Mar
F16	Firm Financial Footing over long term	No	Council Tax collection rate	72%	0%	0		Paul Town	Q3 Oct - Dec
F17	Firm Financial Footing over long term	No	NNDR collection rate	72%	0%	0		Paul Town	Q3 Oct - Dec
F18	Maintain or Improve services	No	Number of new Council tax dwellings from April 2022	1%	0%	0		Andrea Wyatt	As Heading
F19	Firm Financial Footing over long term	No	Business Rate Growth (Rateable value)	0%	0%	0		Paul Town	As Heading
F20	Maintain or Improve services	Yes	Completion of Internal Audit Plan (percentage variation to profiled plan)	9	0	0		Richard Barr	Q1 Apr - Jun
F21	Firm Financial Footing over long term	No	Number of outstanding appeals (Business Rates)	16	0	0		Paul Town	Q3 Oct - Dec
F22	Maintain or Improve services	No	% of collaborative contracts	0%	0%	0		Rebecca Reading	Q3 Oct - Dec
F23	Maintain or Improve services	No	% of contracts including KPI's	0%	0%	0		Rebecca Reading	Q3 Oct - Dec