

FINANCE SERVICES – BEST VALUE REVIEW

GROUP 1 (GREEN)	ISSUE	IS IT KEY & COMMENTS
1	<p>REVIEW OF PERFORMANCE & COMPARATIVE ANALYSIS</p> <ul style="list-style-type: none"> □ Bringing the payment of undisputed invoices within 30 days to 100%. □ Analyse and review cost of services and produce updated benchmarking data. □ Liase with other councils regarding processing of transactions for creditors, debtors, payroll and insurance claims. 	<p>YES</p> <p>30- day rule has statutory basis and contributes to the general economic well being. Review who has responsibility for performance and who are the key players in this process. Concern whether reports are being filtered to the right person in order for appropriate action to be taken? Raise profile of target – more regular reporting to CMT?</p> <p>Liase with other authorities on basis of figures to check consistency – ensuring a “level playing field” is a concern. Need to update to latest figures, get behind them and look at setting targets for cost reduction or efficiencies for the future. A review of methodologies may go hand in hand with the replacement FMS.</p> <p>But can still contact best performing authorities/private sector in the meantime. Possibility of Information Exchange Groups. Should more onuses on processing be placed with Departments, e.g. insurance claims – penalties for inefficiencies.</p>
2	<p>DO CURRENT INSURANCE POLICIES MEET SERVICE NEEDS</p>	<p>NO</p> <p>A service plan (delivery) issue. An opportunity to review this could come out of the recent risk management audit and the convening of a corporate risk management group.</p>
3	<p>CROSS CUTTING ISSUE – COMBINING DEBT COLLECTION</p>	<p>YES</p> <p>What is the right model for SDDC – aims and options should be specified. Costs and benefits could be found by talking to other authorities. How far does this affect other departments? (E.g. housing rents).</p>

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4	<p>REVIEW SCOPE FOR REDUCING INTEREST RATE ON FIXED EXTERNAL DEBT</p>	<p>YES</p> <p>Rescheduling options should be pursued – possible use of engaging the private sector to do this. However, need to assess in light of impending legislative changes and possible changes to Council policies that could affect longer-term strategy for borrowing. This probably an opportune time to review.</p>
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GROUP 2 (PINK)	ISSUE	IS IT KEY & COMMENTS
5	<p>THE ROLE & SERVICES PROVIDED BY FINANCE</p> <ul style="list-style-type: none"> <input type="checkbox"/> Developing the use of multi-skilling. <input type="checkbox"/> Review contact points and investigate a “one-stop” approach to service provision. <input type="checkbox"/> To develop a consistent level of advice from staff in Financial Services. <input type="checkbox"/> Further consultation with service users on their specific requirements concerning financial information and support. <input type="checkbox"/> Raising the general awareness of the role of FS, its staff services and processes. 	<p>YES</p> <p>This is all about refocusing on the needs of service users. Survey revealed a need for better information – how far will new FMS provide this? Needs/understanding between Finance and other departments could be reconciled by using an external facilitator.</p> <p>Education required re roles and responsibilities – which are responsible for what information. Look at option of rotating staff or “who to go to” against a “one-stop” shop approach.</p> <p>“Who’s who” in Finance, use of leaflets or public folders, etc.</p> <p>Use of service development group for finance issues.</p>

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GROUP 3 (BLUE)	ISSUE	IS IT KEY & COMMENTS
6	<p>EXPLORE OPPORTUNITY FOR MORE JOINT WORKING</p> <ul style="list-style-type: none"> <input type="checkbox"/> Build on links established with neighbouring authorities and explore potential for more joint working. <input type="checkbox"/> Contact potential external service providers through an "open day" and obtain appropriate feedback 	<p>YES</p> <p>Develop relationship with neighbours, but contact others who may also be undertaking like reviews. Explore more firmly joint working with or without private sector partners. If SDDC is making all the overtures, maybe it should press for being a lead authority in providing services for others. Consider option of model used by the Revenues Consortium, where private sector provides "non-core" functions. Consider "open-day" after attending invitation by Northwest Leicestershire DC. to theirs.</p>
7	<p>REVIEW FINANCIAL PROCEDURES, DOCUMENTATION, CHECKS & BALANCES</p>	<p>YES</p> <p>Suggest a working party is set up to undertake a risk assessment and consider what is done at the moment, why it is done and then look how it could be done. How far can forms be processed electronically?</p> <p>Once the "business re-engineering" has taken place, could an "ITAG"-style group be formed to ensure procedures remained under review, develop training and induction for new users, and consider improvements and requests for change</p>
8	<p>REVIEW LOCATION OF PAYROLL FUNCTION</p>	<p>NO</p> <p>Not considered crucial, but should be borne in mind if a corporate review of office accommodation is undertaken. Arrangements are and can be made if confidentiality is a problem for staff. However, liaison should take place with workers and staff located at the Depot to determine the best arrangements for dealing with queries.</p>

APPENDIX 2**FINANCIAL MANAGEMENT SYSTEM****TENDERING TIMETABLE TO IMPLEMENTATION**

Invitation to Tender Document issued to tenderers by	9 th August 2002
Any questions or points of clarification raised by tenderers to be submitted to the Council by	23 rd August 2002
Council supplies answers to all tenderers by	4 th September 2002
Reference site visits and demonstrations	19 th August to 20 th September 2002
Bids submitted and formal tender opening	30 th September 2002
Bids evaluated	1 st to 4 th October 2002
Finance & Management Committee meet to recommend preferred supplier	17 th October 2002
Full Council meeting to ratify decision	7 th November 2002
Contract Signed and project implementation commences by	29 th November 2002
Expected Live Date	30 th June 2003