

Finance Service Review

Findings of The Review Team
12th – 16th Nov 2007

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Overview

- The Review Team
- Service
- The Objectives
- What we did!
- What we learnt!
- What we are going to do!
- Any Questions?

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The Review Team

- Dec Mooney - Head of Service and S151 Officer
- Patricia Duckworth - Interim Chief Accountant
- Amanda Tilbury/Andy Briden - Accountants
- Amanda Sutherland - Senior Accountant
- Janice Moore - Senior Assistant
- Stuart Bailey - Portfolio Holder
- Kelly Handley (Facilitator)
- Sue Britchford - admin support

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The Review Week

- Mon (am) - Meeting with internal stakeholders (HoS)
- Mon (pm) - Meeting with internal stakeholders (CCM & Budget Holders)
- Mon - evening - Meeting with member(s)
- Wed (am) - Visit to Test Valley BC
- Thurs – Reviewed comments made and information gathered and agreed outputs
- Fri – Presentation of findings / prepare improvement plan

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The Service – Core Functions

- Budget Setting, Monitoring, Closing Accounts
- Financial Systems, Creditors, Debtors, FMS
- Treasury Management, Bank reconciliation
- Financial Advice & Guidance
- Insurance
- Payroll - for now

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The Objectives

- Listen to our Stakeholders
- Compare our performance with another authority
- Clarify Roles and Responsibilities
- Determine action required to improve
- Advise where we don't intend taking any action
- Prepare Action plan and monitor implementation

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What we did!

Listened

Reflected

Learnt

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What we learnt!

- Service has improved
- Still a long way to go
- We could listen to our customers better

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5 Main Themes Identified

- Service Delivery
- Communication
- Roles and Responsibilities
- Legislation
- FMS - update customers on progress

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Service Delivery

- Need to improve consistency between Accountants
- Would like to attend DMT's - learn service
- Prepare annual workplan - to share with HoS/CCMs
- Identify Finance Training and Development for Hos/CCMs - more local than traditional
- Review Financial Regs in 2008
- Need to improve information preparation

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Communication

- Identify appropriate means of keeping you advised on FMS progress
- Leisure income - liaise with Leisure to clarify roles and responsibilities
- Tackle issues that are holding you back e.g. insurance
- Duplicating specialist knowledge on technical areas e.g. vat is too high an expectation
- Consult on the transfer of Payroll

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Roles and Responsibilities

- Work together to achieve targets and objectives
- Much discussion about Creditors invoices - late payment of -
 - why can't we hit 30 day target?
 - Why do so many have to be returned?
 - Why do so many sit on desks for weeks without action?
- When do we get it wrong? - tell us

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Legislation

- We operate in a deadline driven environment
- We have to comply with statute, codes of practice etc
- We need your help to achieve our goals

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FMS - Update Customers on Progress

- Still long way behind schedule
- Cedar have not delivered system to agreed spec
- Still paid invoices, still able to raise invoices, still enabled budget monitoring to proceed as normal
- Real benefits yet to be obtained
- Staff in Finance have worked tirelessly on this system even if their efforts aren't obvious to others
- Some retraining likely

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Other Issues That Arose

- Consult HoS on need to provide details on budgets >£1,000
- Budget monitoring - what happens after the information has been prepared? TVBC prepare an action plan to rectify issues - do we want to do same/similar?

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Quick Wins

- Budget item on Management Team agenda Monday
- Review procedure for delaying payment of invoices for 30 days
- Inside Story - Finance Tip of the Week
- Leisure Centre Income - put on spreadsheet and forward to cashiers - we can design one

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What we learnt from Test Valley

- They have a 3 for UoR we're a 1 but we're not that bad
- The difference is not that great
- They have more resources than us
- Nice tidy offices and fresh, clean atmosphere
- They do some things better than we do
- But we do some things better than they do
- We have identified ways we can improve, particularly around collating and producing financial information

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Internal Action

- Review Accountants training needs
- Away Day - Team building but with customer focus
- Closer working between two teams
- Discontinue joint Revs and Bens and Finance Team meetings, have them separately
- GO23 - we aim to achieve UoR score of 3 by March 2008
- Consider implementing Cash Limits from 1st April 2008

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Summary

- Worth taking the time out to do
- Interesting and enjoyable week
- We've listened
- We've learnt a lot
- But we've still got a lot to do
- We are aiming to improve our Service delivery to you

THANK YOU FOR YOUR
CONTRIBUTION TOWARDS OUR
SERVICE REVIEW

&

ANY QUESTIONS?

Many Thanks to Sue and Kelly