

## KEY SERVICE OBJECTIVES AND LINKS TO CORPORATE OBJECTIVES

Unit Objective 1 FMU1 - To provide financial advice	This helps to deliver Council corporate objectives 1 and 2
Unit Objective 2 FMU2 - To optimise the use of available resources	This helps to deliver Council corporate objectives 1 and 2
Unit Objective 3 FMU3 - To maximise the Councils cash flow	This helps to deliver Council corporate objectives 1 and 2
Unit Objective 4 FMU4 - To meet our statutory requirements on Timeliness of Accounts, Budgets and returns	This helps to deliver Council corporate objectives 1 and 2
Unit Objective 5 FMU5 - To maintain strong Financial Management	This helps to deliver Council corporate objectives 1 and 2
Unit Objective 6 FMU6 - To minimise losses caused by error and Fraud	This helps to deliver Council corporate objectives 1 and 2
Unit Objective 7 FMU7 - To pay the correct Benefit to the correct Person at the correct time	This helps to deliver Council corporate objectives 1 and 2

## ACTION PLAN

Objective	Outcomes required	High level actions	Measure of success	Target	Lead Officer
<b>1.</b> FMU 5	Medium Term Financial Plan and Strategy prepared and maintained	Review the Plan and Strategy in line with the policy aspirations of the Council	Reports to Executive and full Council	31 <sup>st</sup> March each year and quarterly review	TB/DT/JH/EH
<b>2.</b> FMU 1-6	Self Assessment for the "Use of Resources" exercise prepared	Complete self assessment exercise in readiness for review by the Audit Commission	Report to Management Team	Annual review 31 <sup>st</sup> December	TB/DT/JH/EH
<b>3.</b> FMU 5,6	Annual Internal Audit work plan and three year strategy completed and maintained respectively	Complete 100% of Plan and complete a review of the three year Strategy	Regular reports to Audit Committee	Quarterly reports with plan completed by March each year	DT/GF
<b>4.</b> FMU 5	To maintain day to day actual spend to within 2% of budget	Regularly review Financial monitoring with budget holders	Reports to Executive and full Council	March 2008	TB/DT
<b>5.</b> FMU 4	Final Accounts, Grant claims, Government returns and Budgets prepared within statutory timescales	Complete Final Accounts by 30 <sup>th</sup> June, Budgets by 11 <sup>th</sup> March and meet numerous Grant claims' and Returns' deadlines	Reports to Executive and full Council	Statutory deadlines (various)	DT/JH/EH

## ACTION PLAN

Objective <i>Elleçā=īUĒ-eĒōīāĒ= çĀāĒĀīātĒe-eĒī-çī ī=-ĀçīĒĒ=</i>	Outcomes required	High level actions	Measure of success	Target	Lead Officer
6. FMU 7	Improved Performance in the Benefits section	<p>Re-align staffing resources to achieve improved performance as required by the Council and in line with DWP standards together with the requirements of the Best Value Service Improvement Plan 2005-2010</p> <p>Review Contact Centre arrangements</p>	Regular reports to Community Services Scrutiny Committee and any mini staffing reviews to be reported to Executive Committee	BVPI'S and local indicators prepared quarterly and achievem'ts by March 2008	DT/CT
7. FMU 3	Improved Collection rates and performance in the Revenues section	<p>Consider an extension of the present generic working arrangements</p> <p>Review the impact of the Contact centre arrangements together with realignment of staffing resources where necessary.</p> <p>Review the impact on performance together with the introduction of the further extension of the Concessionary Bus Fare Scheme to a National Scheme</p>	<p>Regular reports to Scrutiny Services Scrutiny Committee and any staffing reports to Executive Committee</p> <p>Regular reports to Council and Executive on progress</p>	<p>BVPI'S and local indicators prepared quarterly and achievem't's by March 2008</p> <p>March 2008</p>	<p>DT/AS</p> <p>TB/DT/AS</p>

<b>8.</b> FMU 3,5	Sustainment of high % on Invoices paid within 28 days (Target 100 %)	Regular heightening of awareness with all sections who process invoices and continued full compliance with the Late Payments Act	Regular reports to Community Services Scrutiny Committee	BVPI's prepared quarterly and by March 2008	DT/JH
<b>9.</b> FMU 5	Improved Financial Awareness in the Council	Re-engage the Chartered Institute of Public Finance and Accountancy (CIPFA) and continue with Training together with the use of internal staff and establish this training as a regular event.	Financial Training continued for Members and officers.	31 <sup>st</sup> March 2008	TB/DT/JH in conjunction with CIPFA
<b>10.</b> FMU 5	Establish Prudential Code indicator targets on debt management and other indicators for budget related matters.	Regularly report actual performance against set targets.  Set targets for other Indicators which will include Financial Health indicators together with the detail of authorised borrowing limits	Periodic reports to Executive committee.  Periodic reports to Executive Committee	31 <sup>st</sup> March 2008  31 <sup>st</sup> March 2008	TB/DT/EH  TB/DT/EH