

# Public Sector Corporate Services VfM Indicators

## Finance

### 2008/09

## Barchester

*compared with*

Tartham  
Nearchester  
Dognorton  
Funton  
Flanchester  
Totfield  
Woolhampton  
Plumshire  
Lemoncester  
Barchester

Poorfield  
Furhampton  
Richhampton  
Banshire  
Ballcity  
Falcitey  
Castforest  
Gagechester  
Bullgreen

*Normally we would include a separate key with this report which would indicate with letter stood for which organisation  
The data and averages contained within this report have been adjusted so they do not reflect true data*

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## Preface

The UK Audit Agencies (Audit Commission, NAO, Audit Wales, Audit Scotland and Northern Ireland Audit Office) combined together to develop a set of indicators to measure the value for money of support services across the public sector. KPMG, with CIPFA as a partner, was appointed to undertake the research and development work and the Audit Agencies published their report in May 2007.

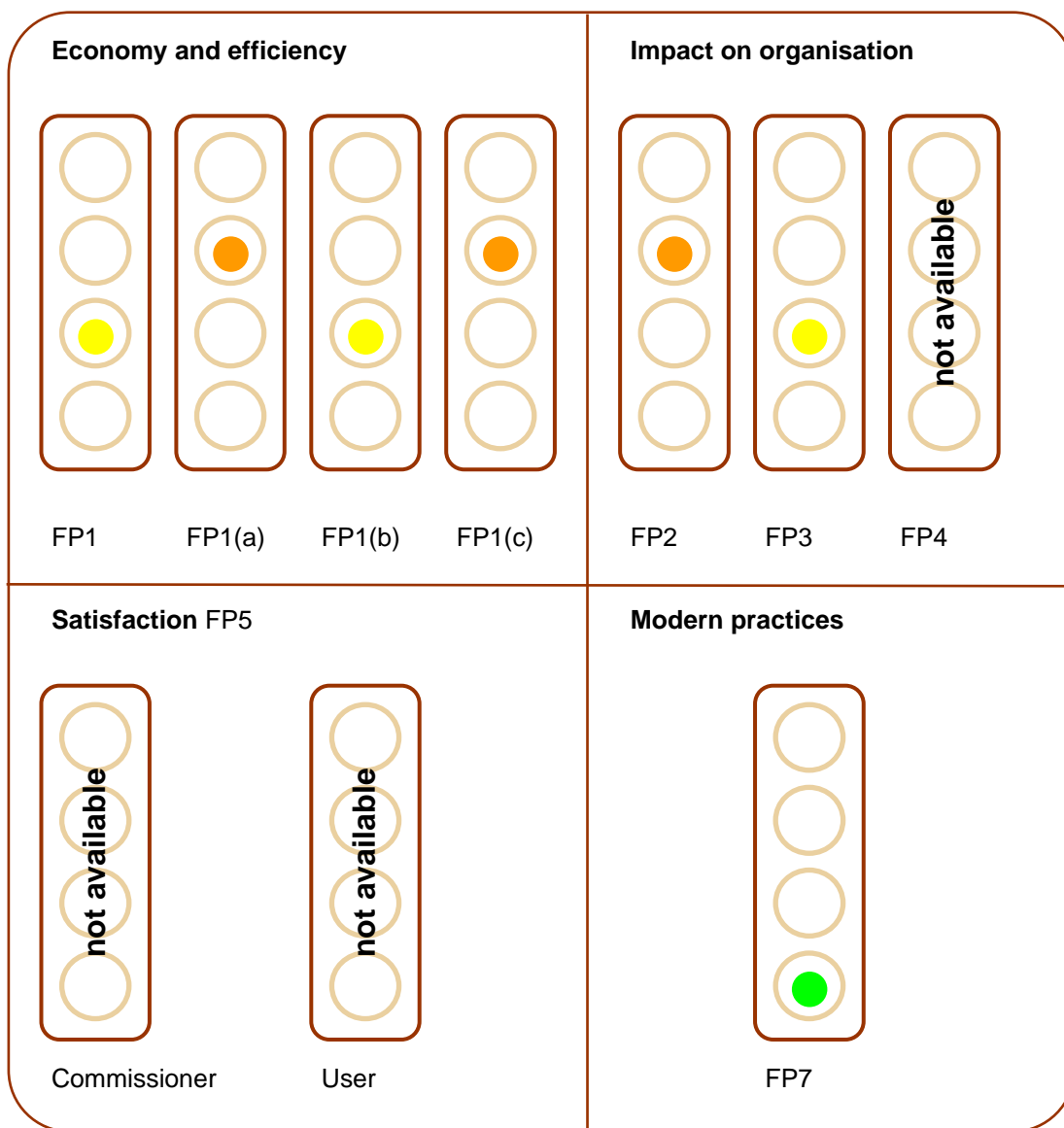
The functions covered by the VfM indicators (Finance, HR, ICT, Estates Management and Procurement) have been identified by the Government as a priority area for securing efficiency improvements and releasing resources for use in delivering front-line services. Although the Audit Agencies were keen for public sector bodies to use the indicators, they decided not to offer a benchmarking service themselves. CIPFA (supported by KPMG) has therefore undertaken to provide this service to the public sector. In this, the third year of operation, over 200 organisations have subscribed, and we expect that more bodies will participate once the value of this service becomes apparent.

I hope that you find the enclosed information useful, and more importantly that you use it in the spirit in which it is intended; this is not a “school report”, but instead is a tool to help you take a view on the value for money provided by your corporate support services, and provide some pointers as to how they might improve.

We have great plans for how to develop this service further and hope that it makes a real contribution to improving value for money in corporate services.

Julian Mund  
Director, CIPFA

The Audit Agencies developed an approach to considering Value for Money for Corporate Services which had four dimensions. The overall results are shown below:



**Notes:**

- a green light indicates performance in the best quartile; a yellow light indicates performance between the median and best quartile; an amber light indicates performance between the median and worst quartile and a red light indicates performance in the worst quartile
- for the purposes of this report, high cost and low productivity are considered poor. However, we accept this is a generalisation and that in some circumstances organisations can choose to invest more in functions because they have under invested in the past or because they want to place particular emphasis on a function
- full descriptions of the indicators are shown in the remainder of this report
- the FP7 indicator shown for modern practices was optional for organisations using the CIPFA Financial Management Model.

# Section 1 - ECONOMY AND EFFICIENCY

## FP 1 Cost of the Finance function

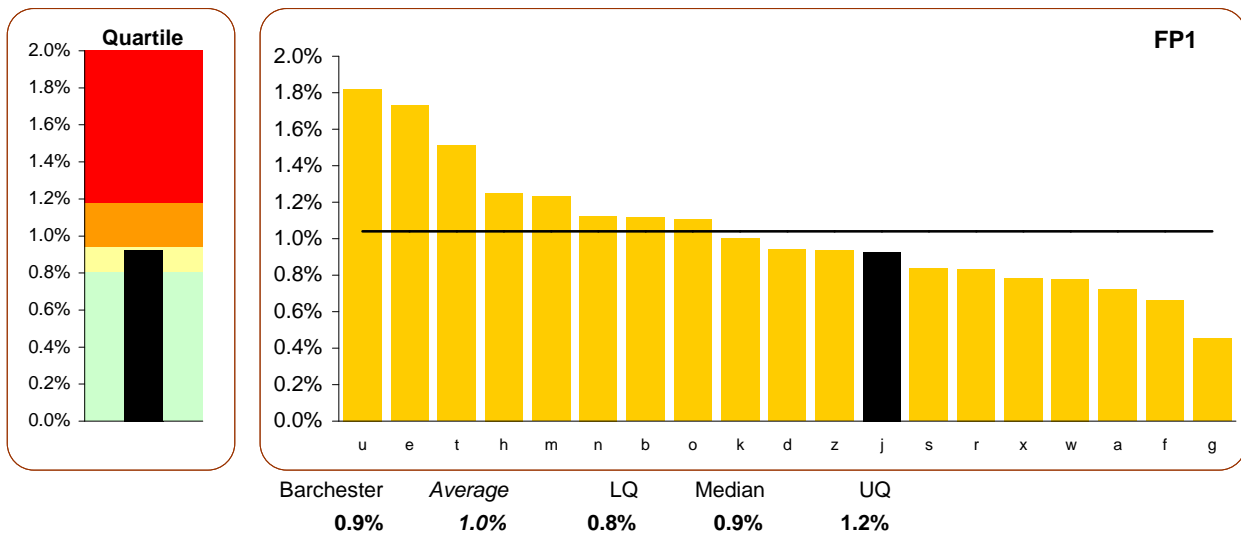
### Rationale and expected impact on behaviour

A standard and commonly used indicator that seeks to establish whether the costs of running the finance function are in proportion to the resources that are being managed. Measurement of the total cost of the finance function as a percentage of overall spend allows management to monitor closely the finance cost of their organisation and could be used to track trends across any given time-frame.

Measurement of the cost of transaction processing and business decision support enables organisations to understand the resources devoted by finance on 'value added' activities as a proportion of finance cost.

Over time, organisations should expect to reduce expenditure on transaction processing as a percentage of the total cost of the finance function. Similarly they should expect to increase the percentage of the total cost of the finance function spent on business decision support.

## FP 1 Finance function cost as a percentage of organisational running costs



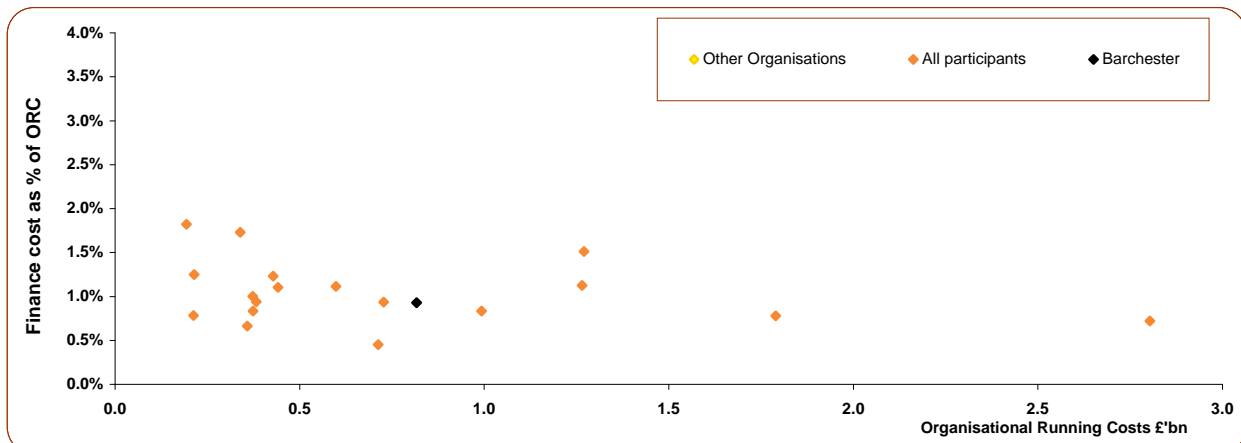
### Cost of Difference

This shows the monetary value represented by the difference in percentage from the median (and lower quartile). Favourable variances are shown as negative figures.

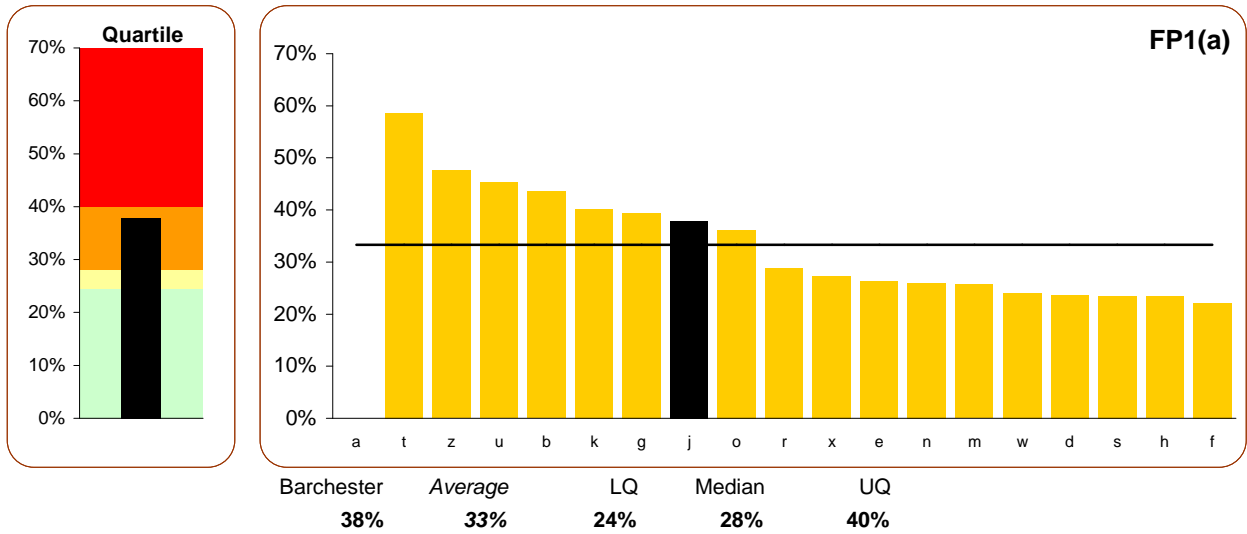
From median (£'000)    **-£107**    From lower quartile (£'000)    **£968**

### Economies of Scale

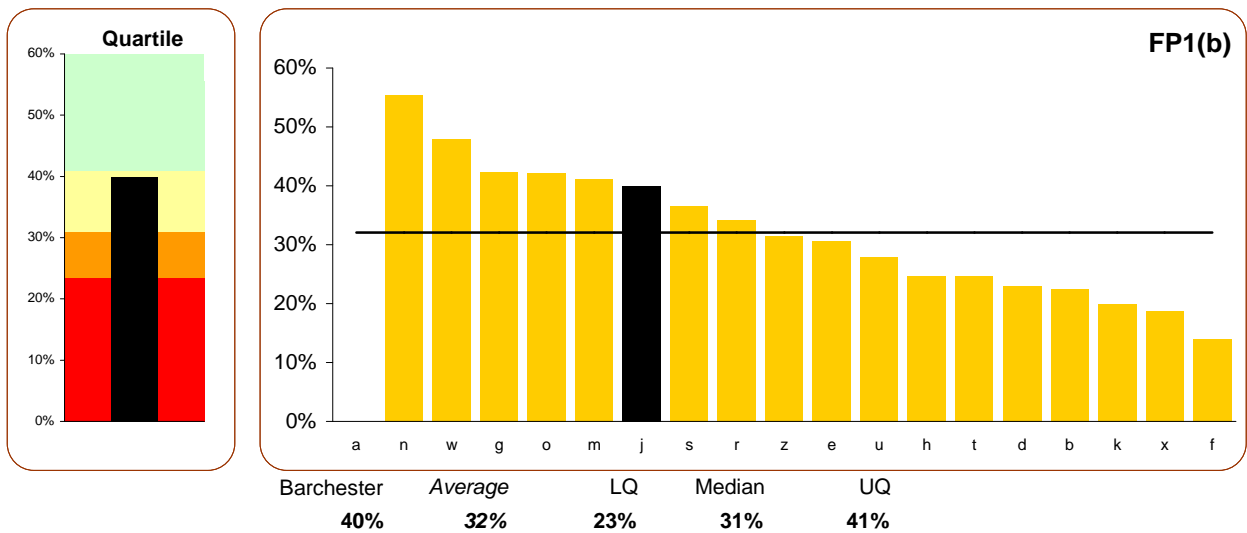
This chart investigates the relationship between cost and size of the organisation. There is some indication that very small organisations tend to use a higher proportion of their resources on the Finance function.



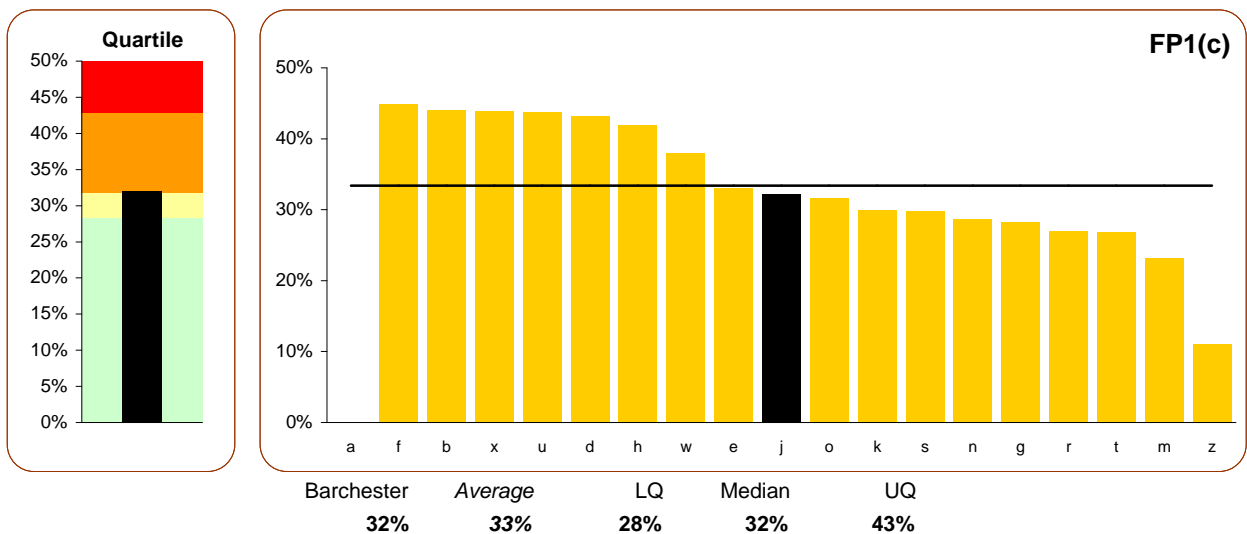
**FP1(a) Transaction processing cost as a percentage of finance function costs**



**FP1(b) Business decision support cost as a percentage of finance function costs**



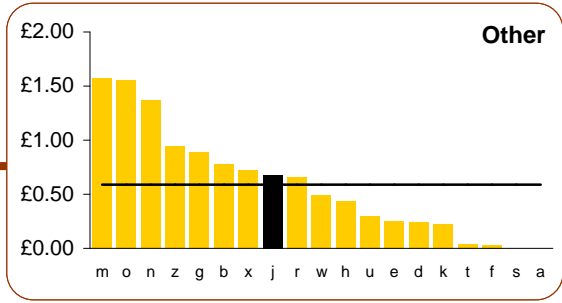
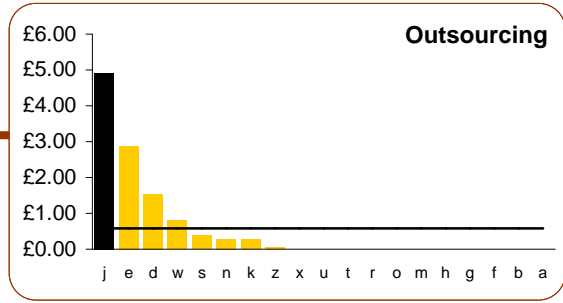
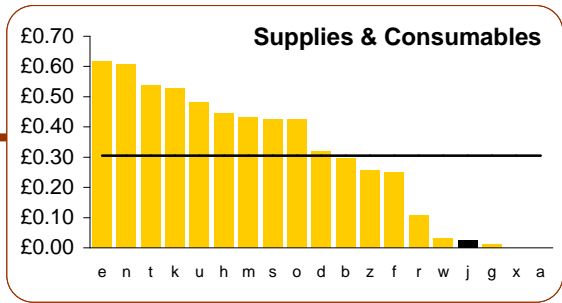
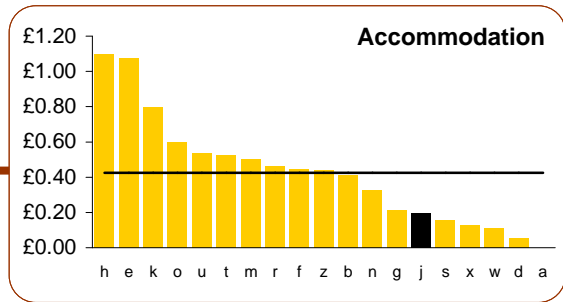
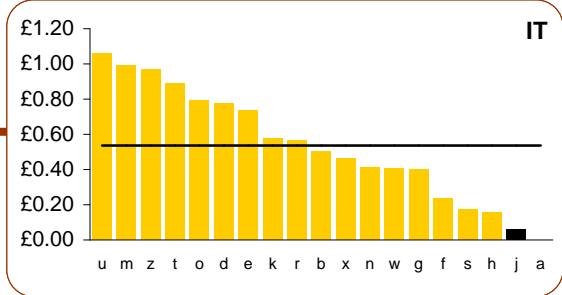
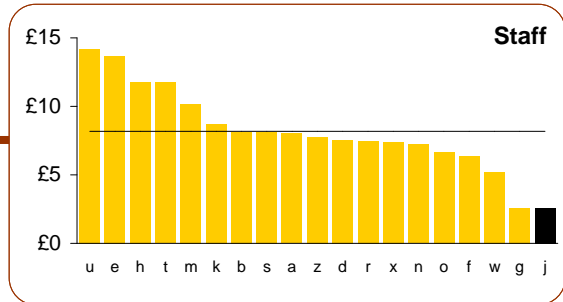
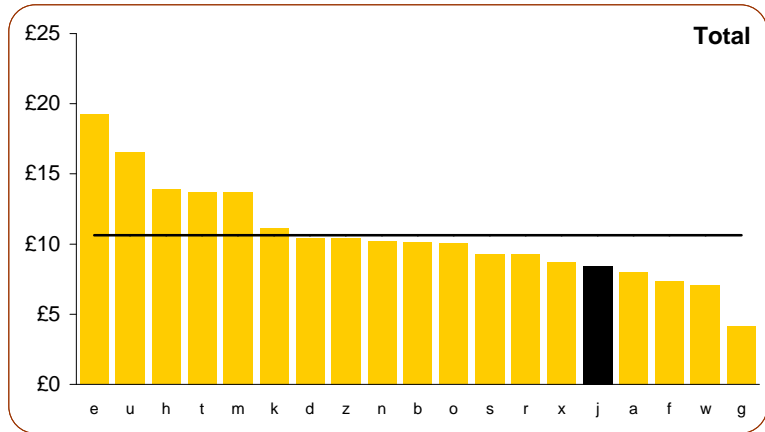
**FP1(c) Cost of reporting and control as a proportion of the cost of the finance**





# Finance Cost per £'000 Organisational running costs

2008/09 Actuals



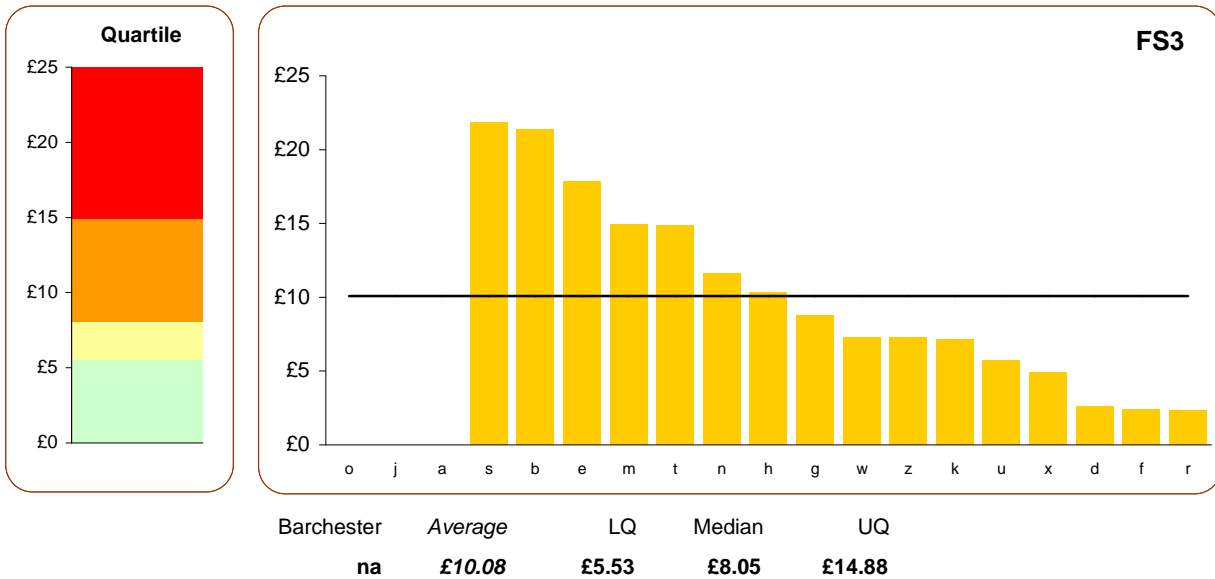
## Secondary Indicators

### FS3 Cost of Customer Invoicing function per customer invoice processed

#### Rationale and expected impact on behaviour

A standard and commonly used indicator that examines the efficiency of the invoicing function by identifying the cost of raising each customer invoice. Organisations should interpret achievement against this indicator alongside secondary indicators 5 (credit notes as a percentage of invoices raised) and 6 (cost of Accounts Payable per invoice processed).

In most cases organisations should aim for a period-on-period reduction in the average cost of invoice processing. This indicator could additionally suggest the minimum value for which an invoice should be raised.

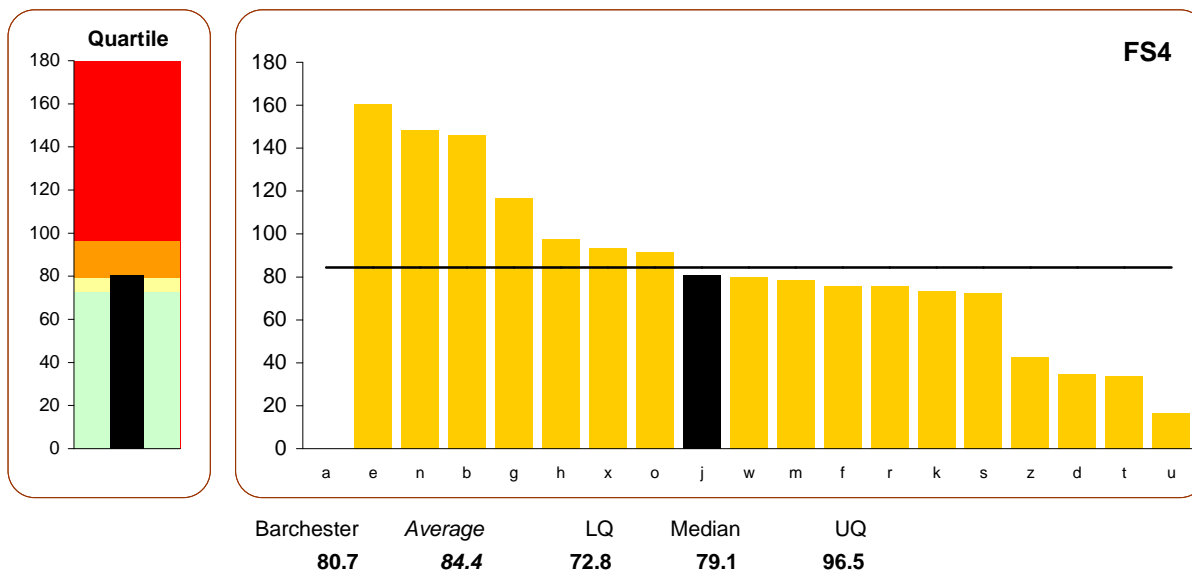


### FS4 Debtor days

#### Rationale and expected impact on behaviour

A standard and commonly used indicator that identifies the average number of days for the organisation to receive payment for its invoices.

Organisations should aim to achieve a period-on-period reduction in average debtor days.

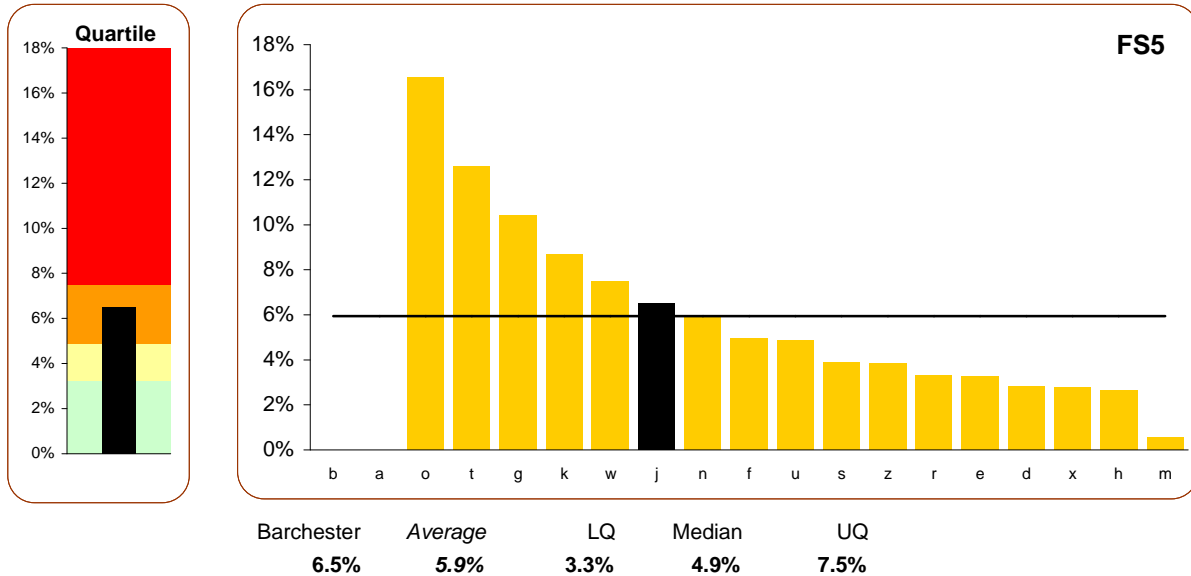


## FS5 Credit notes as a % total customer invoices raised

### Rationale and expected impact on behaviour

This indicator examines the accuracy of invoices raised by reviewing the number of credit notes required to make adjustments to invoices previously raised.

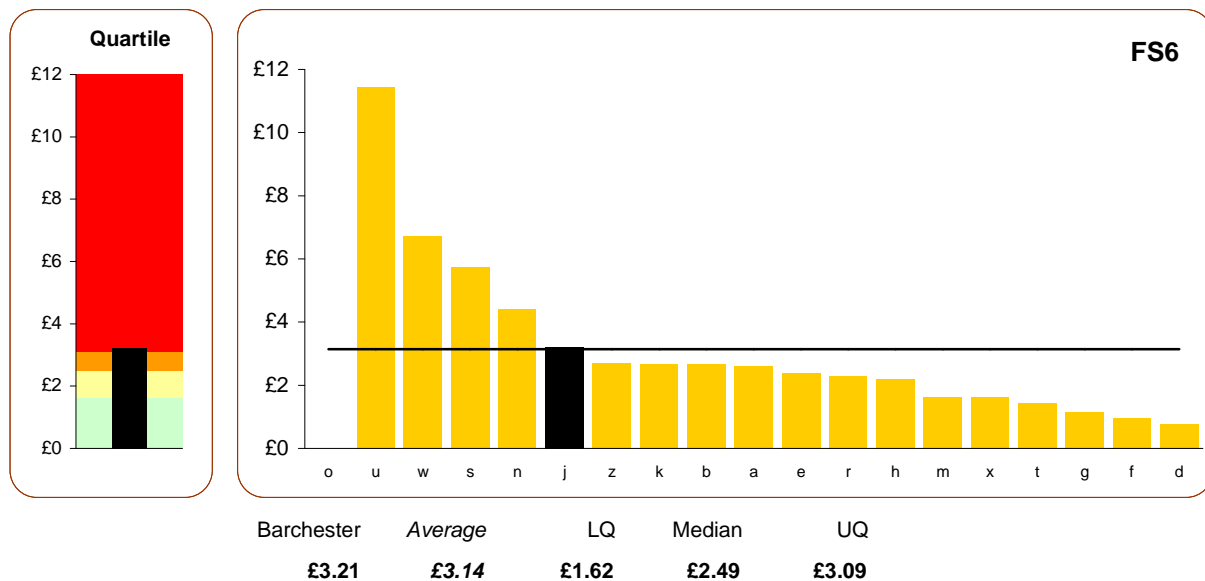
Organisations should aim to achieve a period-on-period reduction in the percentage achieved for this indicator. Organisations should interpret achievement against this indicator alongside secondary indicators 3 (cost per customer invoice processed) and 6 (cost of Accounts Payable per invoice processed). (Note: The indicator is being used as a proxy for accuracy although it is recognised that organisations may use other mechanisms to make adjustments).



## FS6 Cost of Accounts Payable per accounts payable invoice processed

### Rationale and expected impact on behaviour

A standard and commonly used indicator identifying the cost of processing each supplier invoice. Organisations should aim to achieve a period-on-period reduction in the cost achieved for this indicator. Organisations should interpret achievement against this indicator alongside secondary indicators 3 (cost per invoice raised) and 5 (credit notes as a percentage of invoices raised).

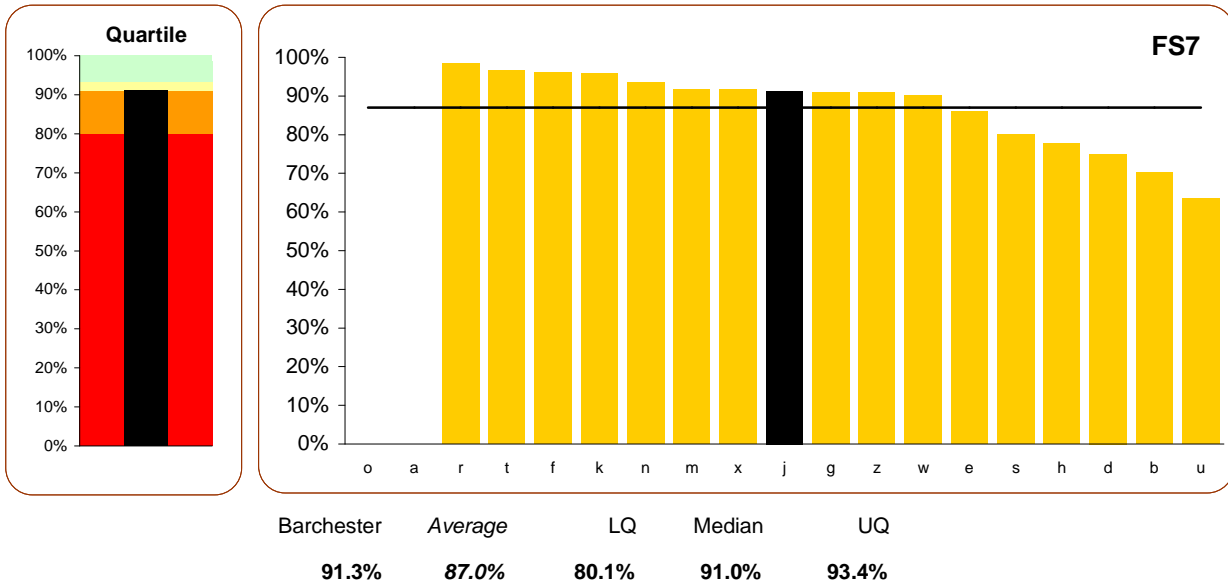


## FS7 % payments made by electronic means

### Rationale and expected impact on behaviour

This indicator identifies the proportion of all payments made electronically, particularly with respect to BACS and RfT1, since these methods usually offer the most effective savings of time and cost compared with manual payment systems.

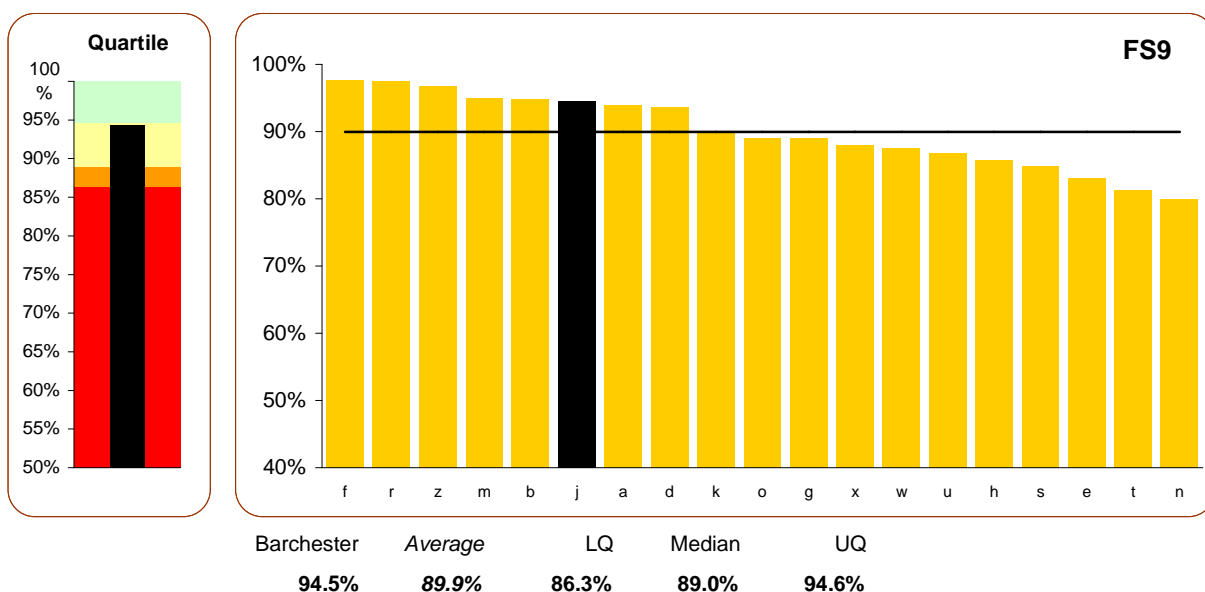
In most cases organisations would seek to achieve a period-on-period increase in the proportion of payments made electronically.



## FS9 % invoices for commercial goods & services paid by the organisation within 30 days of receipt or within the agreed payment terms

### Rationale and expected impact on behaviour

A standard and commonly used indicator that identifies the proportion of invoices that an organisation pays within 30 days or within the agreed payment terms. To encourage prompt payment of invoices received. Performance should be within the appropriate prompt payment requirements.



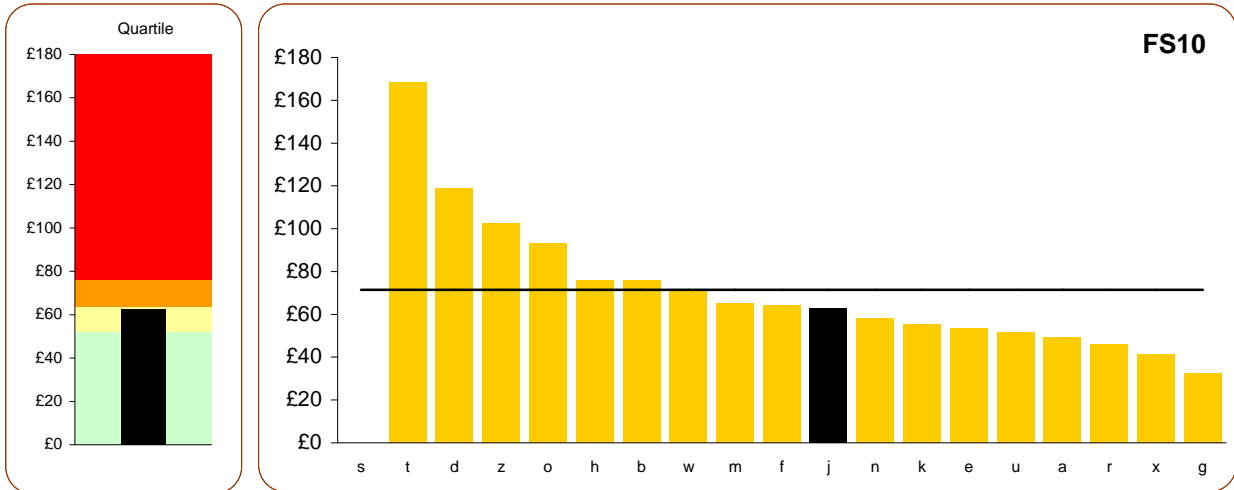
## FS10 Payroll admin cost per employee paid

### Rationale and expected impact on behaviour

A standard and commonly used indicator that seeks to establish the cost of paying one single employee as an indicator of the cost effectiveness of the payroll function.

In most cases organisations should aim for a period-on-period reduction in the average cost.

(Note: This function may be a responsibility of HR in some organisations. In these instances the indicator should accordingly be completed by HR)



Barchester	Average	LQ	Median	UQ
£62.72	£71.46	£52.09	£63.58	£76.11

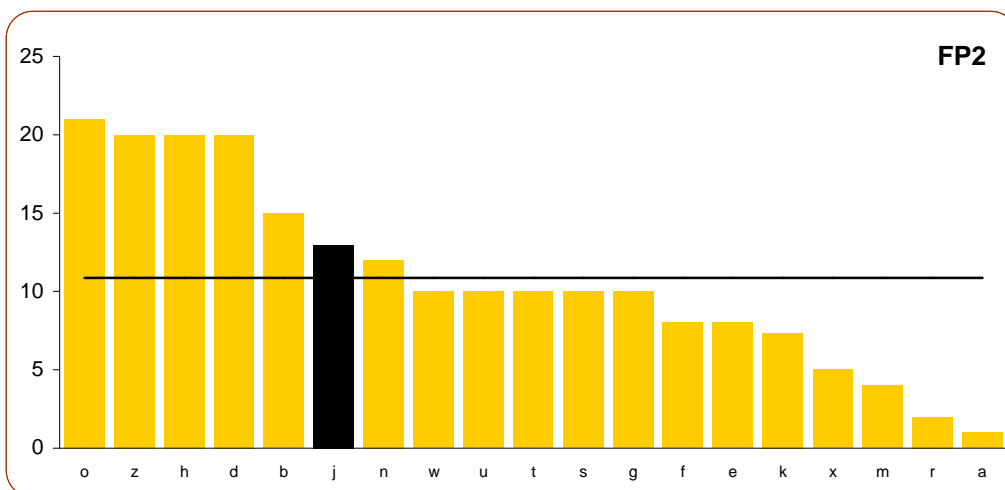
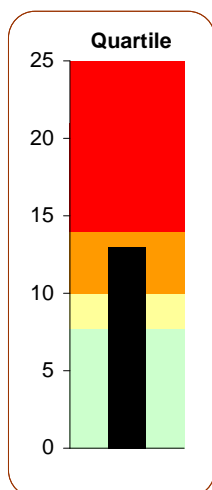
## Section 2 - IMPACT

### FP2 Days from period-end closure to distribution of routine financial reports to budget managers and overseeing boards and committees

#### Rationale and expected impact on behaviour

This indicator measures the typical number of days it takes the finance department to produce management information and so identifies the extent to which budget managers, and overseeing boards and committees, can take timely financial decisions based on up to date financial information.

In most circumstances organisations should aim to reduce the number of working days to produce financial reports. Organisations should interpret their achievement against this indicator in conjunction with the response to the commissioner statement 'The financial information provided for financial planning and management is accurate, timely and easy to access' (contained in primary indicator 5) and secondary indicator 2(b) (which asks whether the year-end accounts were qualified by external audit).

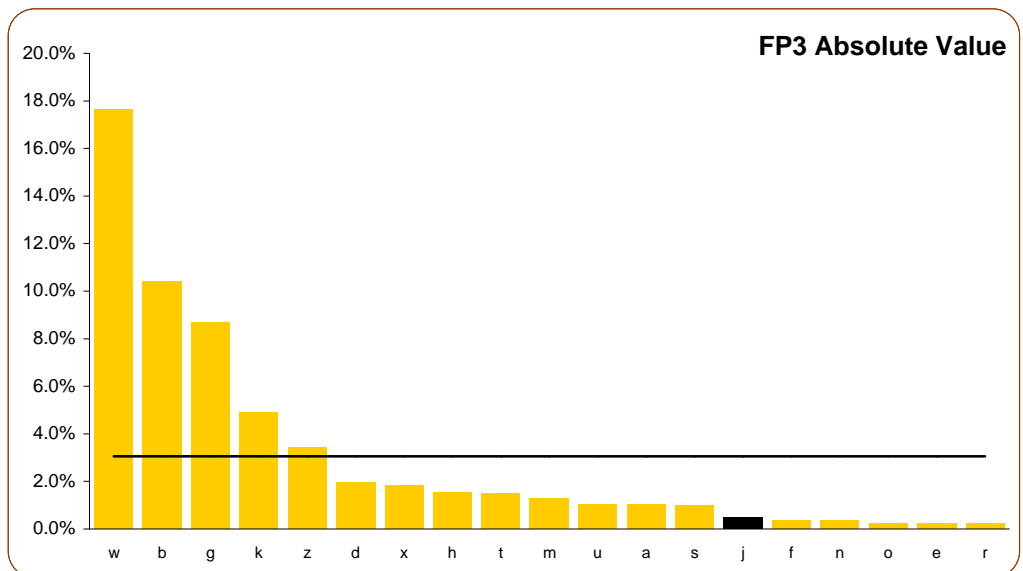
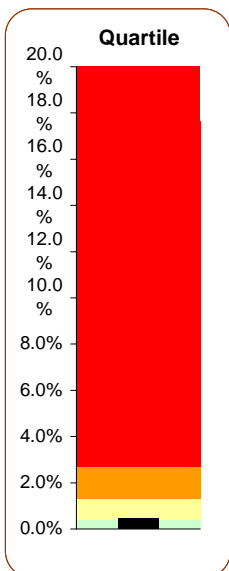
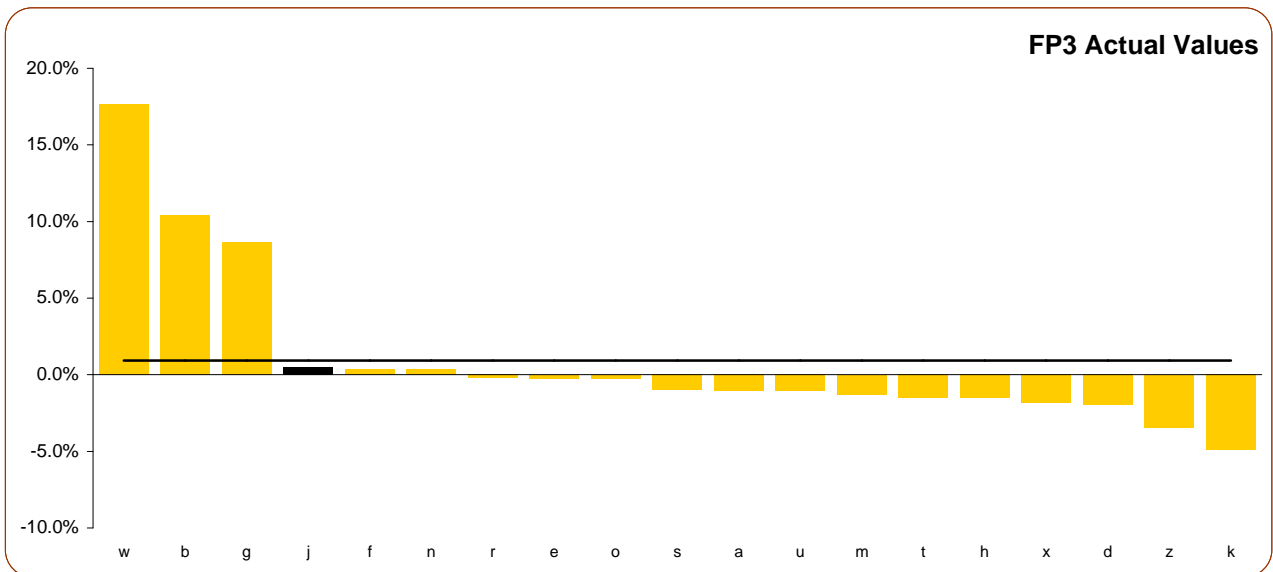


Barchester	Average	LQ	Median	UQ
13	11	8	10	14

# FP3 % variation between forecast outturn at month 6 and the actual outturn at month 12

## Rationale and expected impact on behaviour

This indicator assesses the accuracy of forecasting. Organisations should aim to reduce the level of variation between their month 6 forecast and the year-end outturn by improving forecasting and budgetary control.



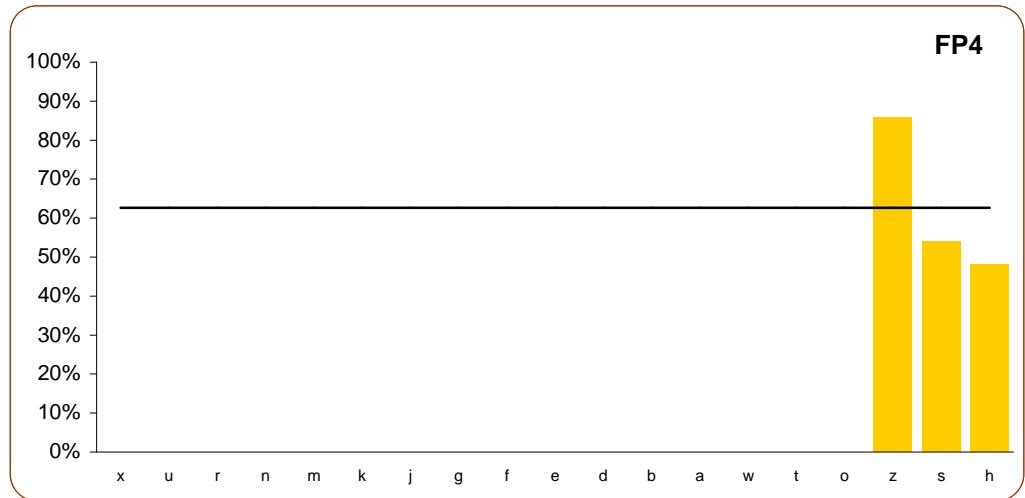
Barchester	Average	LQ	Median	UQ
0.5%	3.1%	0.4%	1.3%	2.7%

**FP4 % public sector organisation spend for which there are fully costed outputs which are measured by key performance metrics and for which a named individual is accountable**

**Rationale and expected impact on behaviour**

High performing organisations are likely to ensure that the totality of their spend is allocated against outputs, supported by key metrics which measure performance with clear lines of accountability.

Over time, organisations should aim to increase the percentage of their spend that meets the criteria of this indicator.



Barchester	Average	LQ	Median	UQ
na	63%	51%	54%	70%

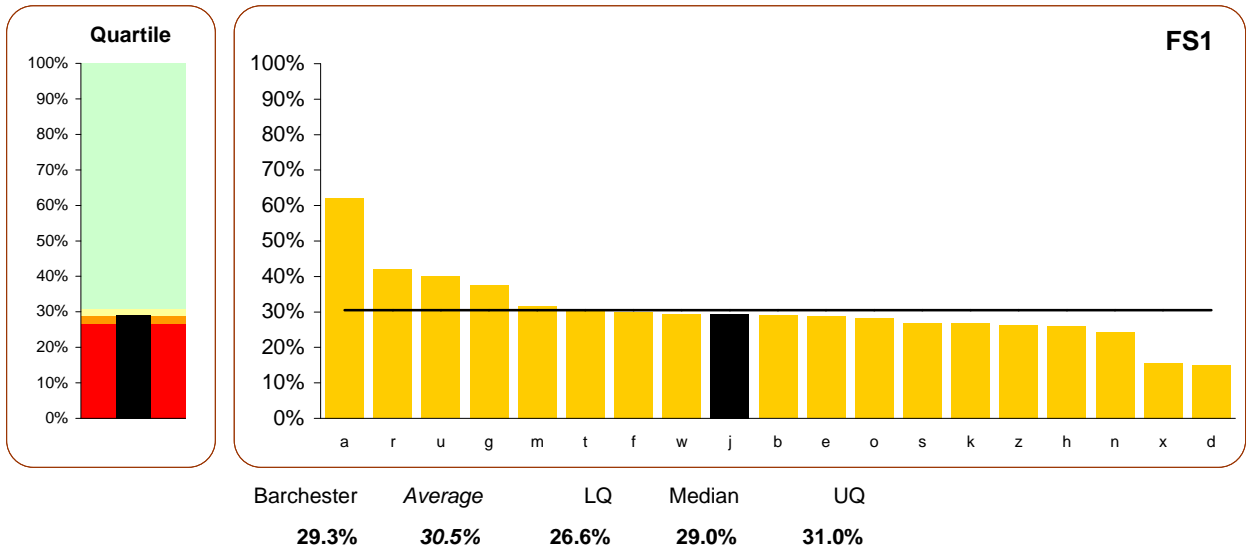
## Secondary Indicators

### FS1 Professionally qualified finance staff as % total finance staff (FTEs) undertaking reporting, controls and decision support processes (i.e. excludes those staff involved in transactional processes)

#### Rationale and expected impact on behaviour

This indicator assesses the capacity and competency of the finance department by examining the proportion of staff with a professional accountancy qualification.

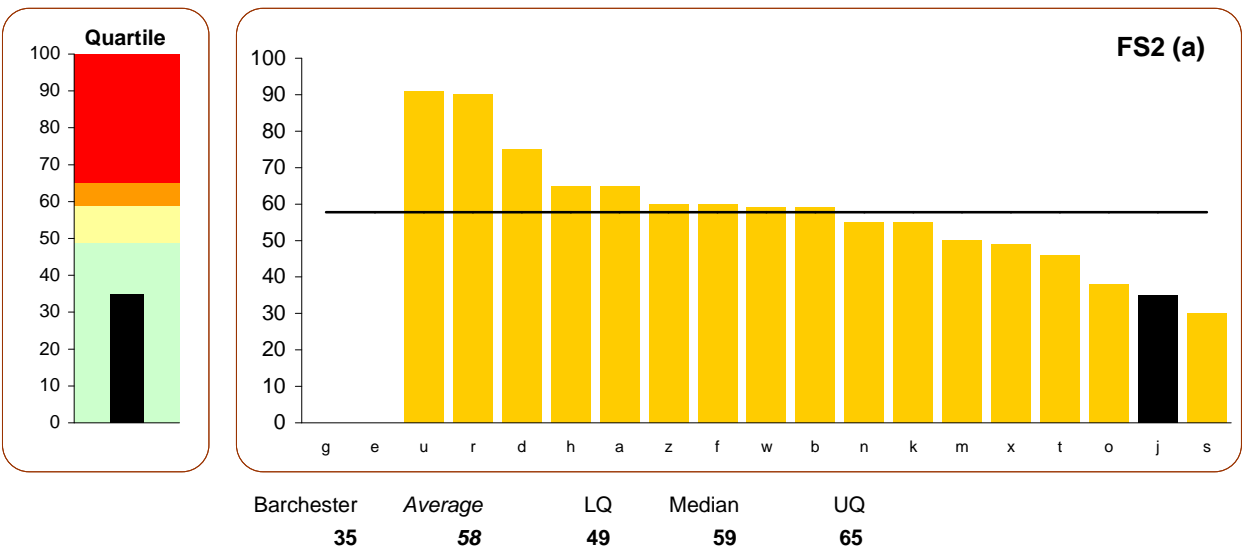
In most cases organisations would aim for a period-on-period increase in this percentage. Organisations should interpret their achievement against this indicator alongside primary indicator 5 (the commissioner and user satisfaction index) and secondary indicator 2 (the length of time necessary to produce year-end accounts and whether those accounts required qualification).



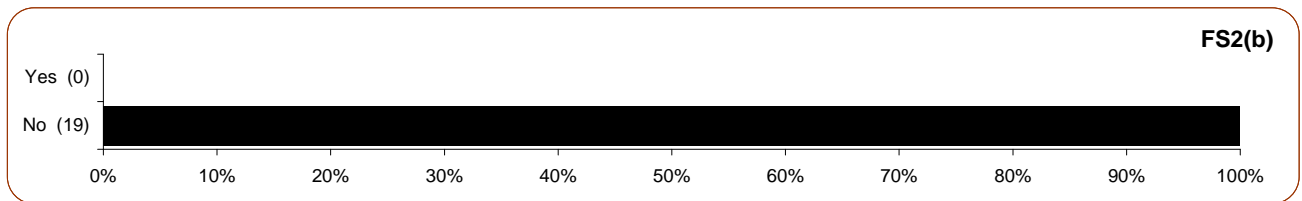
### FS2 (a) Days from date of year-end to submission of audited accounts

#### Rationale and expected impact on behaviour

This indicator examines the effectiveness of the finance function by assessing their ability to produce a timely and accurate set of final audited accounts. Date of year-end to submission of audited accounts varies both across organisations and sectors. It will be appropriate to compare with similar type organisations. In most circumstances organisations should aim to both reduce the number of days taken to prepare their year-end accounts and ensure that they do not require external qualification.



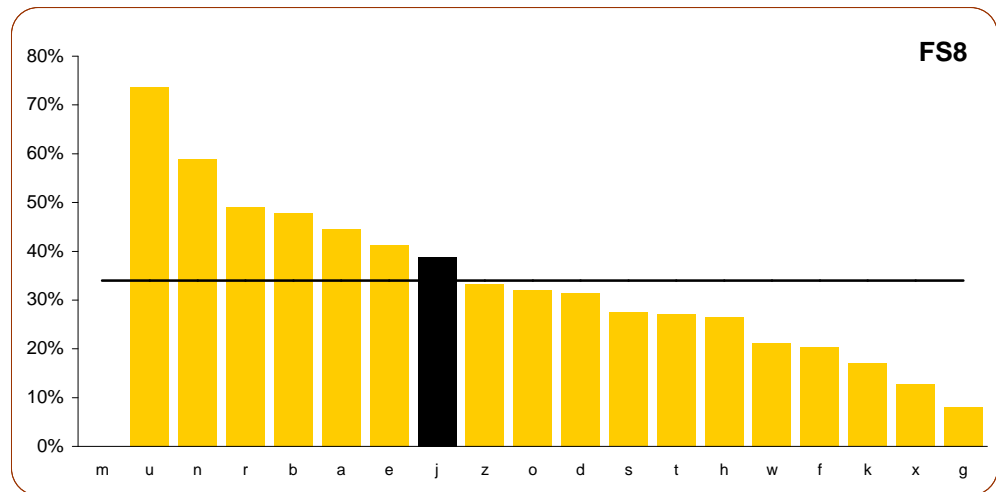
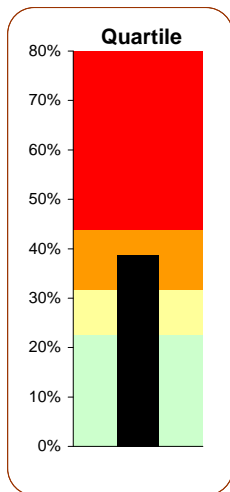
## FS2(b) Was the last set of accounts qualified by external audit?



## FS8 % outstanding debt that is more than 90 days old from date of invoice

### Rationale and expected impact on behaviour

This indicator examines the ability of the finance department to recover outstanding debts from customers. We have adopted the commonly used 90-day credit period as the basis for the indicator. Organisations should aim to achieve a period-on-period reduction in the proportion achieved for this indicator. This indicator should be used in tandem with Secondary Indicator 4.



Barchester	Average	LQ	Median	UQ
38.8%	34.0%	22.5%	31.7%	43.8%

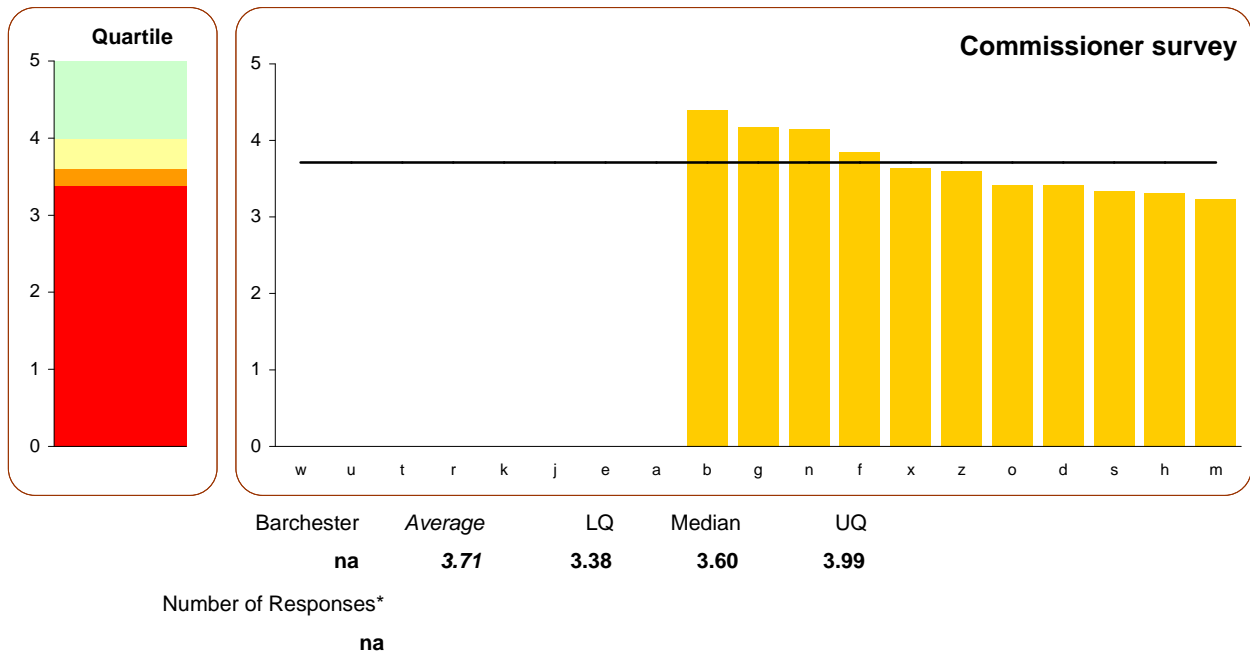
## Section 3 - SATISFACTION

### Rationale and expected impact on behaviour

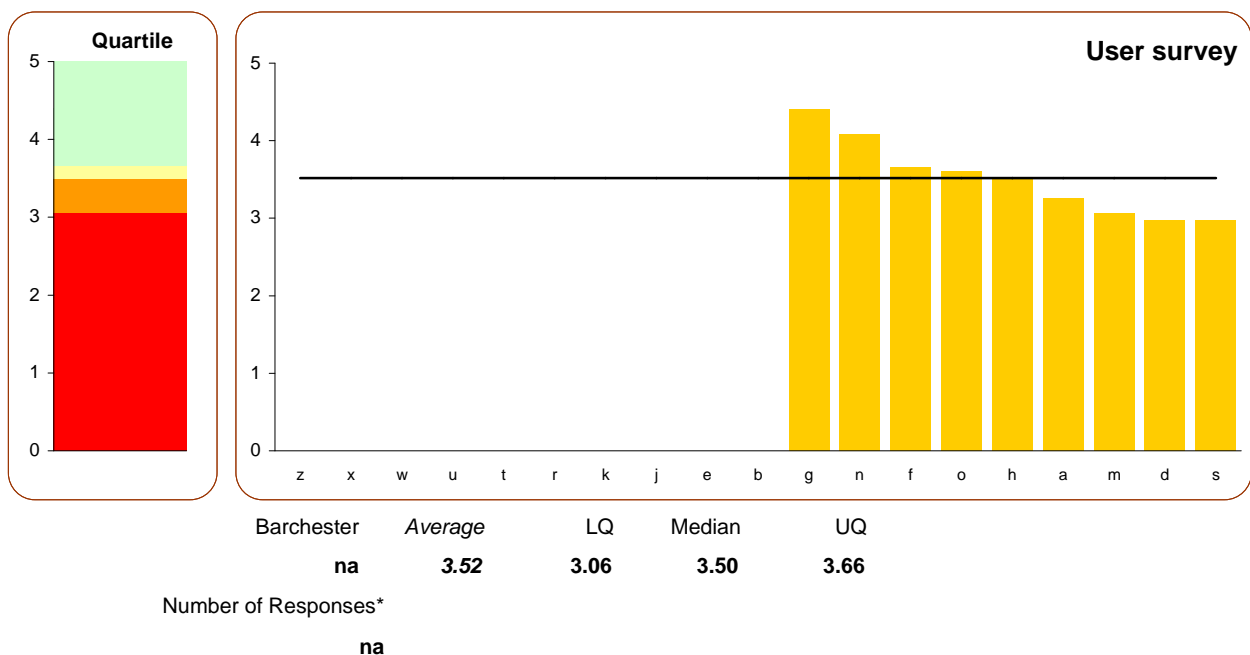
This indicator examines the effectiveness of the finance function by assessing the perceptions of its commissioners and users. The indicators have been identified because they are considered to indicate whether the function communicates effectively with its commissioners and users, and is responsive to the requirements of the organisation.

Over time, organisations should seek to increase the proportion of commissioners and users agreeing with the statements.

### FP5(a) Commissioner satisfaction average score



### FP5(b) User satisfaction average score

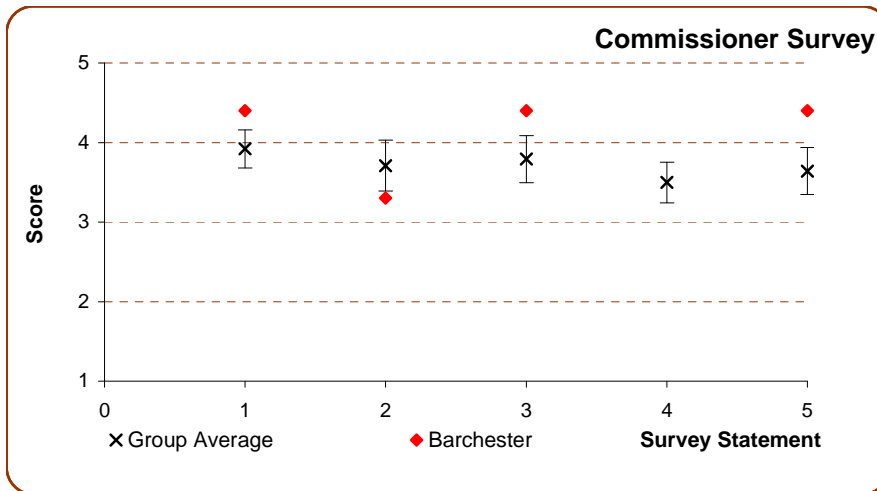


*\*If online survey was used*

## Analysis of individual statement scores

These charts show the average performance scores for all participants as black x's. The black error bars show one standard deviation either side of the mean. Approximately 65 - 70% of the organisations will fall within this range. The red diamond is the average score for your organisation.

### Commissioner Survey



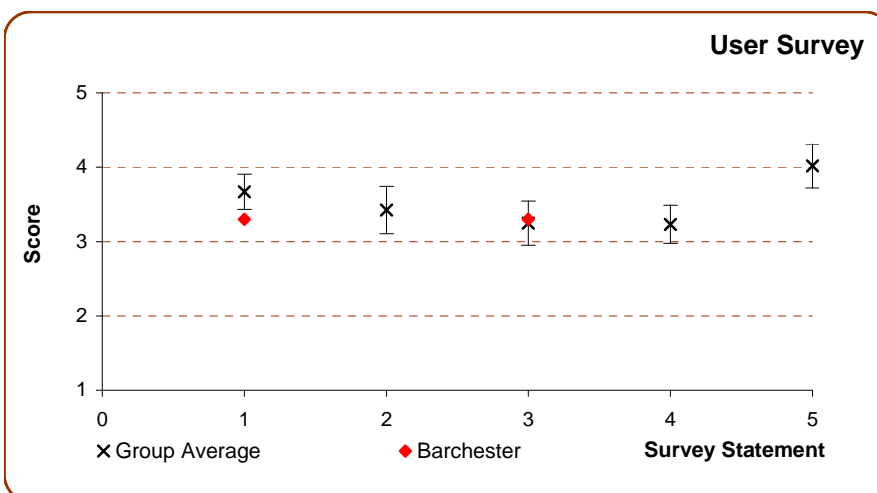
#### Scores

- 5 Strongly Agree
- 4 Agree
- 3 Neither
- 2 Disagree
- 1 Strongly Disagree

#### Survey Statements

- 1 • The Finance function supports the financial implications of the organisation's strategy, policy and delivery discussions by providing effective support and challenge.
- 2 • The financial information provided for financial planning and management is accurate, timely and easy to access.
- 3 • The organisation's financial systems are secure and efficient.
- 4 • The Finance function proactively anticipates my needs.
- 5 • The Finance function provides value for money.

### User Survey



#### Scores

- 5 Strongly Agree
- 4 Agree
- 3 Neither
- 2 Disagree
- 1 Strongly Disagree

#### Survey Statements

- 1 • Finance regularly provides the information needed to understand the level of delivery in my area of responsibility and the related cost.
- 2 • Finance policies and procedures are clear and understandable.
- 3 • The organisation has clear and easy to use financial systems.
- 4 • Appropriate financial management training for non-finance staff is provided.
- 5 • I know who to contact if I have a query regarding finance.

# Section 4 - MANAGEMENT PRACTICE INDICATORS

## FP6 CIPFA Financial Management Model

This indicator was intended primarily for Central Government Bodies

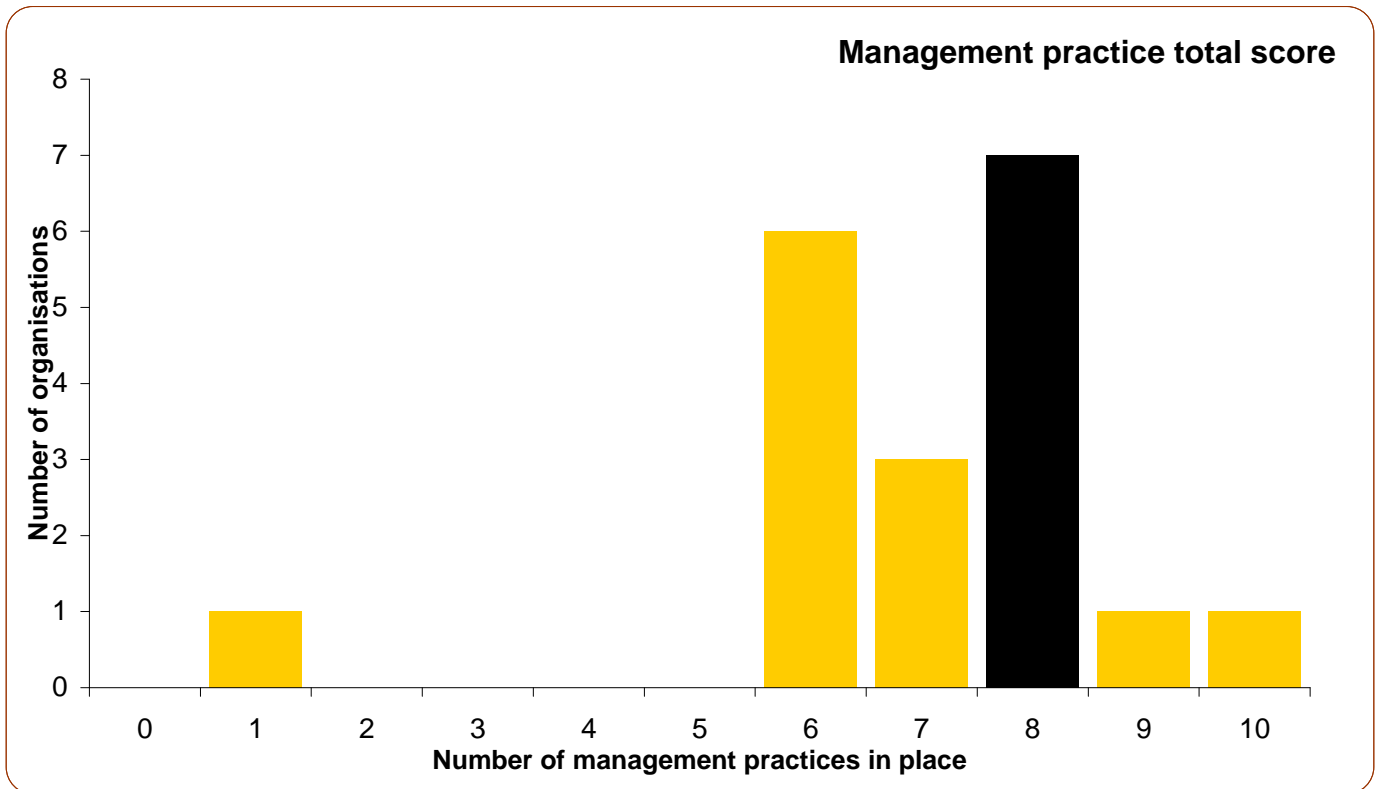
		Management Dimension			
		Leadership	People	Process	Stakeholders
Financial Management Style	Securing Stewardship				
	Supporting Performance				
	Enabling Transformation				

These charts show the average performance scores for all participants as black x's. The black error bars show one standard deviation either side of the mean. Approximately 65 - 70% of the organisations will fall within this range. The red diamond is the average score for your organisation.

*(Care should be taken when interpreting these results as they are based on a very small sample size)*

## FP7 Modern Management Practices

This indicator was intended primarily for Non-Central Government Bodies

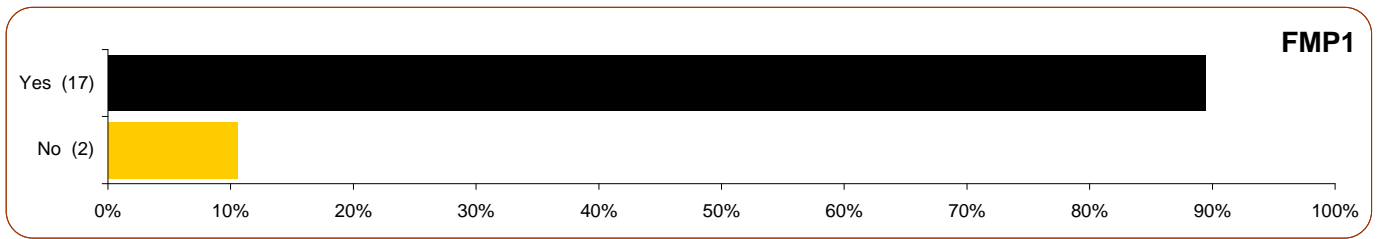


Barchester *Average* LQ Median UQ  
**8** **7** **6** **7** **8**

	Barchester	Yes	No	% Yes	% No
<b>FMP1</b>	<b>Yes</b>	<b>17</b>	<b>2</b>	<b>89.5%</b>	<b>10.5%</b>
<b>FMP2</b>	<b>No</b>	<b>9</b>	<b>10</b>	<b>47.4%</b>	<b>52.6%</b>
<b>FMP3</b>	<b>Yes</b>	<b>18</b>	<b>1</b>	<b>94.7%</b>	<b>5.3%</b>
<b>FMP4</b>	<b>Yes</b>	<b>18</b>	<b>1</b>	<b>94.7%</b>	<b>5.3%</b>
<b>FMP5</b>	<b>Yes</b>	<b>17</b>	<b>2</b>	<b>89.5%</b>	<b>10.5%</b>
<b>FMP6</b>	<b>Yes</b>	<b>13</b>	<b>6</b>	<b>68.4%</b>	<b>31.6%</b>
<b>FMP7</b>	<b>Yes</b>	<b>16</b>	<b>3</b>	<b>84.2%</b>	<b>15.8%</b>
<b>FMP8</b>	<b>Yes</b>	<b>10</b>	<b>9</b>	<b>52.6%</b>	<b>47.4%</b>
<b>FMP9</b>	<b>Yes</b>	<b>6</b>	<b>13</b>	<b>31.6%</b>	<b>68.4%</b>
<b>FMP10</b>	<b>No</b>	<b>9</b>	<b>10</b>	<b>47.4%</b>	<b>52.6%</b>

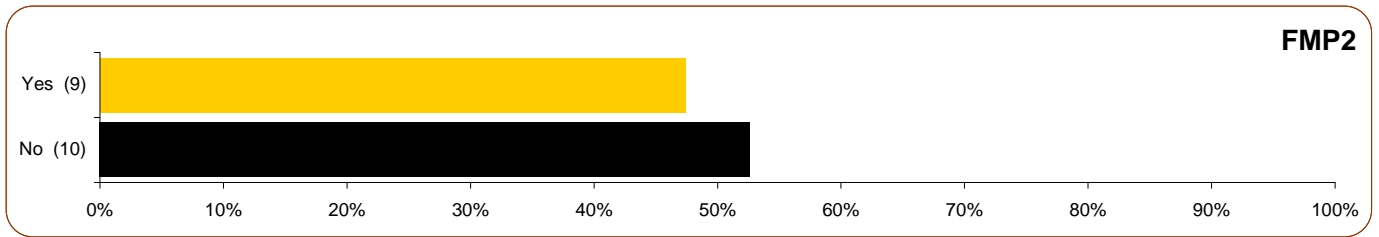
**FMP1**

The responsibilities of budget holders are clearly understood and embedded in performance appraisal



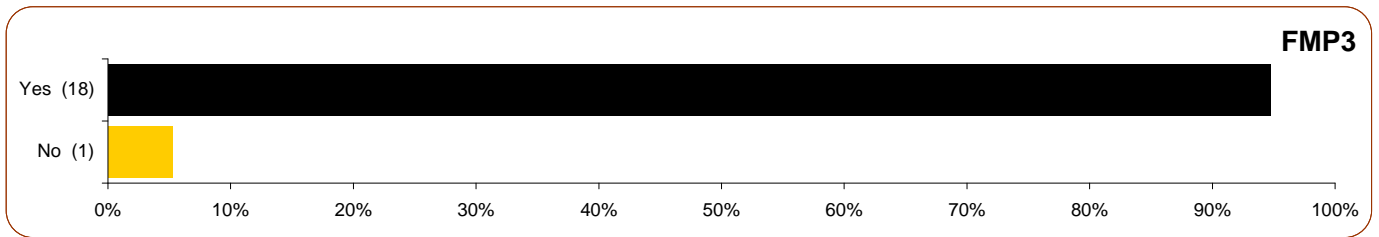
**FMP2**

Service levels and expectations have been set with key internal customers using a documented approach such as an SLA or Customer Charter, with regular service review meetings held



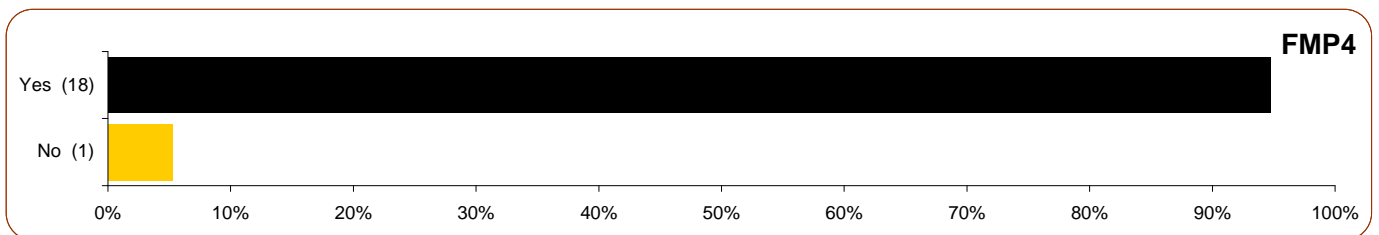
**FMP3**

A rolling programme of reviewing and benchmarking the organisation's costs is in place across major service areas



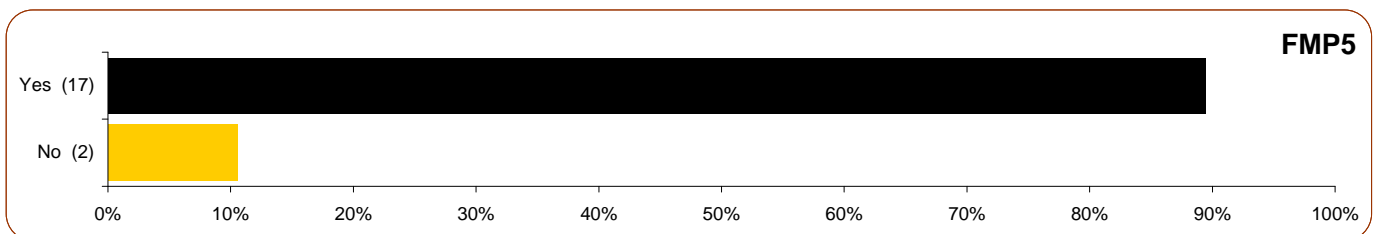
**FMP4**

Standardised organisation-wide integrated software is in place with centralised data processing. This should cover as a minimum purchase to payment of supplier and invoice to cash receipt from a customer



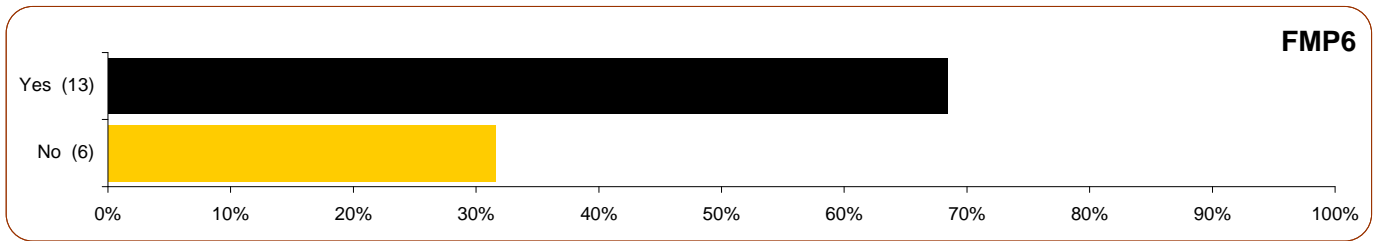
**FMP5**

The organisation can demonstrate that it has used at least two of the following to stream-line financial processes in the last 3 years; a) bar coding, b) invoice scanning/imaging, c) workflow, d) web technologies to build extranets with external stakeholders, e) intranet to build self service capabilities for staff to check status, run reports, f) on-line travel and expense system used by claimants that is fully integrated with the accounting system



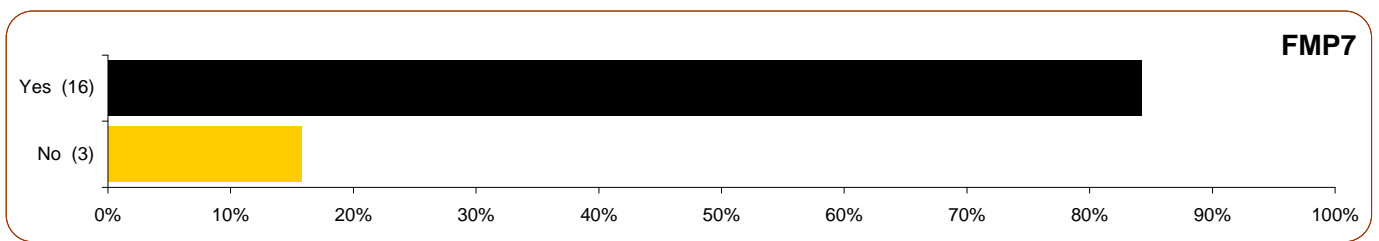
**FMP6**

Fully automated accruals system based on purchase order and good/services received information held within a fully integrated accounting system



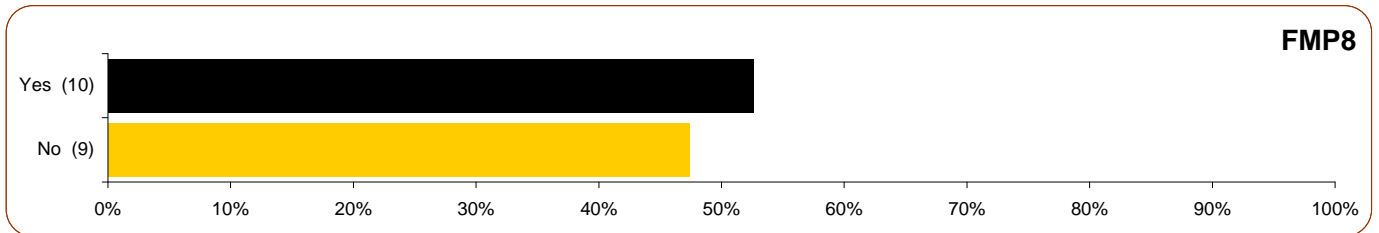
**FMP7**

Budget holders have on-line, real-time insight into the status of their budget and can run standard financial and manpower reports through their desk top PC



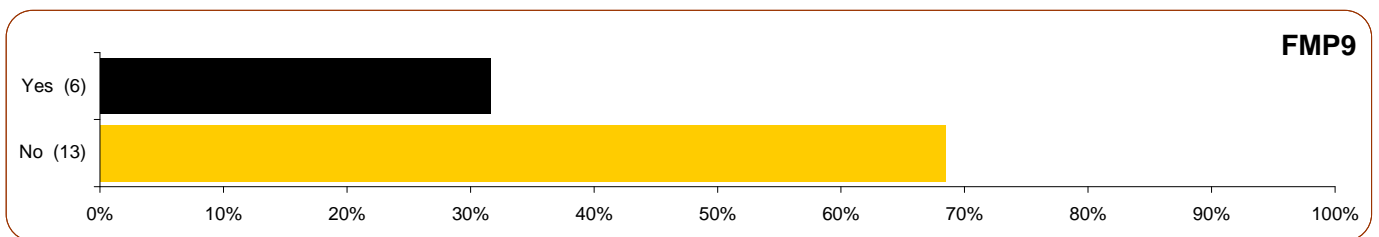
**FMP8**

A needs based budget based on activity levels rather than historical baselines, is prepared at least every 3 years



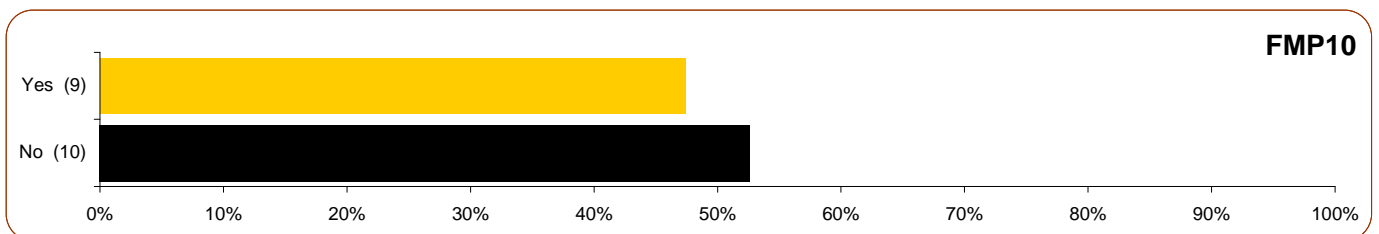
**FMP9**

Customer satisfaction surveys are conducted at least annually with results openly published and acted upon



**FMP10**

A comprehensive professional development programme is in place for Finance staff which ensures that they receive at least 5 days of continuing professional development per annum



## Section 5 - TABULAR DATA

		Barchester	Average	Lower Quartile	Median	Upper Quartile
<b>Primary Indicators</b>						
<b>FP1</b>	Cost of the Finance function as a percentage of organisational running costs (expenditure)	<b>0.9%</b>	<b>1.0%</b>	<b>0.8%</b>	<b>0.9%</b>	<b>1.2%</b>
<b>FP1(a)</b>	Cost of transaction processing as a proportion of the finance function	<b>38%</b>	<b>33%</b>	<b>24%</b>	<b>28%</b>	<b>40%</b>
<b>FP1(b)</b>	Cost of business decision support as a proportion of the cost of the finance function	<b>40%</b>	<b>32%</b>	<b>23%</b>	<b>31%</b>	<b>41%</b>
<b>FP1(c)</b>	Cost of reporting and control as a proportion of the cost of the finance function	<b>32%</b>	<b>33%</b>	<b>28%</b>	<b>32%</b>	<b>43%</b>
<b>FP2</b>	Cycle time in working days from period-end closure to the distribution of routine financial reports to all budget managers and overseeing boards and committees	<b>13</b>	<b>11</b>	<b>8</b>	<b>10</b>	<b>14</b>
<b>FP3</b>	% of variation between the forecast outturn and the actual outturn at month 12 (absolute values)	<b>0.5%</b>	<b>3.1%</b>	<b>0.4%</b>	<b>1.3%</b>	<b>2.7%</b>
<b>FP4</b>	Percentage of public sector organisation spend for which there are fully costed outputs which are measured by key performance metrics and for which a named individual is accountable	<b>na</b>	<b>63%</b>	<b>51%</b>	<b>54%</b>	<b>70%</b>
<b>Secondary Indicators</b>						
<b>FS1</b>	Professionally qualified finance staff as a percentage of total finance staff (FTEs) undertaking reporting, controls and decision support processes (i.e. excludes those staff involved in transactional processes)	<b>29.3%</b>	<b>30.5%</b>	<b>26.6%</b>	<b>29.0%</b>	<b>31.0%</b>
<b>FS2(a)</b>	Cycle time in days from date of year-end to submission of audited accounts	<b>35</b>	<b>58</b>	<b>49</b>	<b>59</b>	<b>65</b>
<b>FS2(b)</b>	Were the last set of accounts qualified by external audit?	<b>No</b>	<b>0</b>	<b>19</b>	<b>0%</b>	<b>100%</b>
<b>FS3</b>	Cost of Customer Invoicing function per customer invoice processed	<b>na</b>	<b>£10.08</b>	<b>£5.53</b>	<b>£8.05</b>	<b>£14.88</b>
<b>FS4</b>	Debtors days	<b>80.7</b>	<b>84.4</b>	<b>72.8</b>	<b>79.1</b>	<b>96.5</b>
<b>FS5</b>	Credit notes as % of total customer invoices raised	<b>6.5%</b>	<b>5.9%</b>	<b>3.3%</b>	<b>4.9%</b>	<b>7.5%</b>
<b>FS6</b>	Cost of Accounts Payable per accounts payable invoice processed	<b>£3.21</b>	<b>£3.14</b>	<b>£1.62</b>	<b>£2.49</b>	<b>£3.09</b>
<b>FS7</b>	Proportion of all payments made by electronic means	<b>91.3%</b>	<b>87.0%</b>	<b>80.1%</b>	<b>91.0%</b>	<b>93.4%</b>
<b>FS8</b>	Proportion of outstanding debt that is more than 90 days old from date of invoice	<b>38.8%</b>	<b>34.0%</b>	<b>22.5%</b>	<b>31.7%</b>	<b>43.8%</b>
<b>FS9</b>	% invoices for commercial goods & services paid by the organisation within 30 days of receipt or within the agreed payment terms	<b>94.5%</b>	<b>89.9%</b>	<b>86.3%</b>	<b>89.0%</b>	<b>94.6%</b>
<b>FS10</b>	Cost of Payroll Admin per employee paid	<b>£62.72</b>	<b>£71.46</b>	<b>£52.09</b>	<b>£63.58</b>	<b>£76.11</b>