

Public Sector Corporate Services VfM Indicators

Finance 2008/09

Please complete this survey form and return it by **25 September 2009**

If you have any questions please telephone Steve Straw on
020-8667-8181,
or another member of the Benchmarking team on 020-8667-1144.
You can also email us at vmindicators@cipfa.org.uk

CONTACT INFORMATION

Organisation	You need to return the membership form to register. Once we receive your membership form, we will email you a personalised Excel questionnaire to complete in line with the timetable for this stream.
Contact name	
Title/dept	
Telephone no	
Email	

Please enter your data into the **turquoise** cells.

For the Management Practice indicators, please select yes or no from the drop down menus.

It is vital that you read the Audit Agency guidance/definitions both before and during completion of the form. Use the link below to get the guidance document.

<http://www.public-audit-forum.gov.uk/Financeindicators2008-09.pdf>

If for any reason you cannot fill in an indicator or you have a comment about a specific indicator, please complete the comments box at the end of the questionnaire.

Primary Indicators

FP1	Total cost of the finance function as a percentage of organisational running costs (expenditure) and within this the proportionate cost of a) transaction processing, b) business decision support & c) reporting and control	£'000
	Employee costs including employers NI, pension and recruitment costs	
	IT costs <u>i.e. directly managed costs for the finance function</u>	
	Accommodation costs	
	Supplies / consumables	
	Outsourcing costs	
	Other costs	
	Total cost of the finance function	0 k
	Organisational running costs (expenditure)	
FP1	Cost of the finance function as a percentage of organisational running costs (expenditure)	
	Cost of transaction processing	
FP1(a)	Cost of transaction processing as a proportion of the cost of the finance function	
	Cost of business decision support	
FP1(b)	Cost of business decision support as a proportion of the cost of the finance function	
	Cost of reporting and control	
FP1(c)	Cost of reporting and control as a proportion of the cost of the finance function	

FP2	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	
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FP3	The percentage of variation between the forecast outturn at month 6 and the actual outturn at month 12	£'000
	Forecast spend at the end of month six	
	Actual spend	
	The percentage of variation between the forecast outturn at month 6 and the actual outturn at month 12	

FP4	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	£'000
	Value of spend for which there are fully costed outputs measured by key performance metrics and for which a named individual is accountable	
	Total spend	
	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	

FP5 Commissioner/User Satisfaction indices - see notes sheet for details of the online survey

Where you are using our on-line user and commissioner surveys we will receive your results automatically and you can leave this section blank.

Where you are using your own surveys you will have to feed back your average scores using the table below. Report to one decimal place. For the purpose of calculating average scores please use the following scoring system.

- strongly disagree = 1
- disagree = 2
- neither agree nor disagree = 3
- agree = 4
- strongly agree = 5

Commissioner Survey Average Scores

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

User Survey Average Scores

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

FP6 Management Practice Indicators - Where Available

Please supply your scores against the CIPFA Financial Management Model
Please note the scores should be within the range 1-4

Financial Management Styles	Management Dimensions			
	Leadership	People	Processes	Stakeholders
Securing Stewardship				
Supporting Performance				
Enabling Transformation				

FP7 Management Practice Indicators

If you have completed FP6, you might choose not to complete this indicator

F MP1	The responsibilities of budget holders are clearly understood and embedded in performance appraisal	Please select
F MP2	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	Please select
F MP3	A rolling programme of reviewing and benchmarking the organisation's costs is in place across major service areas	Please select
F MP4	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	Please select
F MP5	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	Please select
F MP6	Fully automated accruals system based on purchase order and good/services received information held within a fully integrated accounting system	Please select
F MP7	Budget holders have on-line, real-time insight into the status of their budget and can run standard financial and manpower reports through their desktop PC	Please select
F MP8	A needs based budget based on activity levels rather than historical baselines, is prepared at least every 3 years	Please select
F MP9	Customer satisfaction surveys are conducted at least annually with results openly published and acted upon	Please select
F MP10	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	Please select

Score

Secondary Indicators

FS1

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)

Number of professionally qualified finance staff (FTEs)	
Total number of finance staff (FTEs) undertaking reporting, controls and decision support processes (i.e. excludes those staff involved in transactional processes)	
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)	

FS2 Annual Accounts

FS2(a)	Cycle time in working days from <u>date of year-end</u> to submission of audited accounts.	
FS2(b)	Was the latest set annual of accounts qualified by external audit? (answer yes/no from drop down menu)	Please Select

FS3 Cost of the Customer Invoicing function per customer invoice processed

Total cost of Customer Invoicing function £'000	
Total number of customer invoices	
Cost of the Customer Invoicing function per customer invoice processed	

FS4 Debtor days

£'000

Debtors value at year end	
Value of bills raised in the year	
Debtor days	

FS5

Credit notes as a percentage of total customer invoices raised

Number of credit notes raised	na
Total number of customer invoices raised	0
Credit notes as a percentage of total customer invoices raised	

FS6 Cost of Accounts Payable per accounts payable invoice processed	
Total Cost of Accounts Payable £'000	
Number of accounts payable invoices processed	
Cost of Accounts Payable per accounts payable invoice processed	

FS7 Proportion of all payments made by electronic means	
Total number of payments (including payroll)	
Number of payments by electronic means (eg BACS, RfT1)	
Proportion of all payments made by electronic means	

FS8 Proportion of outstanding debt that is more than 90 days old from date of invoice		£'000
Total amount of outstanding debt		0 k
Amount of outstanding debt that is more than 90 days old from date of invoice		
Proportion of outstanding debt that is more than 90 days old from date of invoice		

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

FS10 Payroll admin cost per employee paid	
Total payroll admin cost £'000	
Actual number of employees paid	
Actual number of pensioners paid	
Payroll admin cost per employee paid	

General Comments	