

This version of the report is a draft. Its contents and subject matter remain under review and its contents may change and be expanded as part of the finalisation of the report.

# 2015/16 Performance Management Framework - Surrey County Council

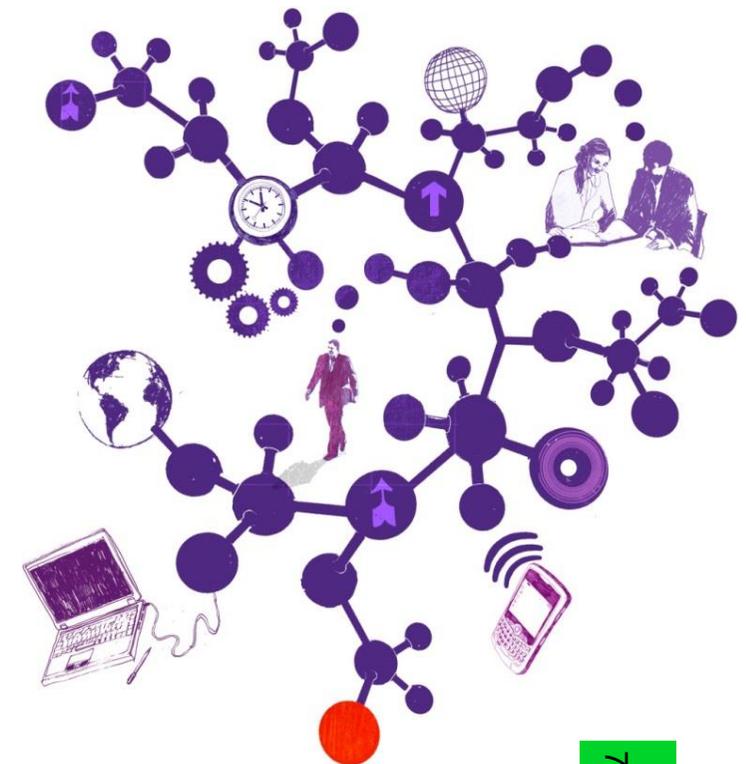
September 2016

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# Performance management framework

## Performance against Key Performance Indicators (KPIs)

We set out below performance against our KPIs. The indicators below were agreed with the Audit and Governance Committee in December 2015. The actual performance is based on our self assessment and has been agreed with the Deputy Chief Finance Officer. We welcome any comments on the assessment below as well as on potential changes to indicators for 2016/17.

Area	Proposed service level and indicator	Target	Actual Performance – Assessment at September 2016
Response time	<ul style="list-style-type: none"> <li>We will provide an initial response to all major enquires or requests for assistance within 5 working days, with full responses within 15 working days</li> </ul>	100%	100% We met with the Council promptly throughout the year and supported discussions on ad hoc queries regarding the minimum revenue policy calculation, more flexible use of capital receipts and accounting for the Better Care Fund.
	<ul style="list-style-type: none"> <li>We will ensure all requests for information from third parties are made as early in the audit process as possible</li> </ul>	100%	100% We ensured all requests for information from the Council's bank, actuary, financial institutions and schools were made by the end of May. This enabled responses to be obtained and reviewed in a timely manner before conclusion of the audit.
Achievement of planned input	<ul style="list-style-type: none"> <li>The total approved audit fee will not be exceeded, except by prior approval by the Director of Finance</li> </ul>	100%	100% The 2015-16 audit was completed to budget and in accordance with the planned timescales.
	<ul style="list-style-type: none"> <li>In light of the National Audit Office's new approach to Value for Money, we will agree in advance the areas of focus in 2015/16 with the Director of Finance</li> </ul>	100%	100% The three key risks identified were discussed and agreed with the Director of Finance in early 2016, ahead of completion of the detailed work. The areas of focus were communicated to members in our Audit Plan in February 2016.

# Performance management framework (continued)

Area	Proposed service level and indicator	Target	Actual
Achievement of planned input	<ul style="list-style-type: none"> <li>We will provide monthly updates on audit progress to the Deputy Chief Finance Officer and principal accountant and, during the final accounts process, meet weekly to discuss emerging issues and agree our approach to tackling them</li> </ul>	100%	<p>100%</p> <p>During the planning and interim stages of the audit we provided monthly email updates on audit progress to the finance team and had monthly phone calls with the Deputy Chief Finance Officer and the Finance Manager. Throughout the final accounts audit we held fortnightly meetings with the Finance Manager and weekly meetings with the Principal Accountant and Capital Accountant to discuss emerging issues. We also held an audit debrief 1 month after audit completion to discuss the 15-16 audit process and significant audit areas anticipated for 16-17.</p>
Reporting arrangements	<ul style="list-style-type: none"> <li>We will ensure that reports are made available to Audit and Governance Committee members 7 working days before the Audit and Governance Committee meeting</li> </ul>	100%	<p>100%</p> <p>We met all required timescales for submitting papers to the Committee</p>
	<ul style="list-style-type: none"> <li>We will provide a final list of any proposed amendments to the financial statements 7 working days before the relevant Audit and Governance Committee meeting</li> </ul>	100%	<p>100%</p> <p>Proposed amendments to the financial statements were provided to the Committee in accordance with the relevant deadlines</p>
	<ul style="list-style-type: none"> <li>We will report progress against recommendations previously raised to each Audit and Governance Committee, and by exception, the effectiveness of any remedial action taken</li> </ul>	100%	<p>100%</p> <p>We have continued to support Surrey Choices by meeting the company finance team on a monthly basis and holding individual meetings with all members of the Executive team ahead of completion of the 2015/16 audit. Through our tax specialists, we were also able to support S.E. Business Services, another of the Council's trading subsidiaries, in applying group tax relief and receiving a tax rebate in excess of £145,000 across 2014/15 and 2015/16.</p>





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