



# Business Support Team (Finance)

## Team Plan 2015/16

Team Manager: **Paul Elliott**  
Service Plan: Housing and Building Services  
Date signed off: 31/07/2015  
Signed off by: **Miles Punter**

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## **Team Overview – Business Support (Finance)**

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**Business Support (Finance)** team undertakes a number of key roles for the Council. The team provides financial and administration support for Housing and Building services. We also ensure that financial regulations are adhered to and provide financial budgeting and monitoring for Housing and Building services.

### **The Team's broad functions are:**

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- **Ensure financial regulations are adhered to**
- **Provide financial budgeting and monitoring**
- **Ensure all orders and invoices are processed and paid on time**
- **Ensure all building jobs are checked and claimed correctly**
- **Raising jobs**
- **Raising orders**
- **Recharge out all the garage vehicle costs and pool car costs**
- **Charge out Building, cleaning and security costs to relevant departments**
- **Procure materials showing best value**
- **Compile and report KPIs**

## Our Contribution to Service Plan priorities 2014/15

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Our contribution to the Service Plan priorities last year:

- **Introduced new stamping process to speed up payment of invoices. By introducing this process we have improved our payment of invoices within 30 days from approximately 70% to approx. 90%.  
Service Objective7**
- **Introduced electronic timesheets to monitor and ensure all costs are charged to relevant departments. By introducing electronic timesheets we have made the tradesmen more accountable and ensured all their time is recharged out correctly.  
Service Objective7**
- **Introduced centralised e mail to speed up process of paying invoices. By introducing this process we have improved our payment of invoices within 30 days from approx. 70% to approx. 90%.  
Service Objective7**
- **Brought in new system processes to make building services more efficient and effective. Purchased new computer system to streamline the service and improve the speed and efficiency of tradesmen to complete jobs.  
Service Objective7**
- **Closed the accounts for building services. Ensured that financial regulations were adhered to and showed the final financial position of building services that was reported to cabinet.  
Service Objective7**
- **Processed estimates for building services. Ensured that financial regulations were adhered to and showed the final financial position of building services that was reported to cabinet.  
Service Objective7**
- **Reserved all accruals. Ensured that financial regulations were adhered to and showed the final financial position of building services that was reported to cabinet.  
Service Objective7**
- **Produced and reported all KPIs for building services to show how well building services performed and improved within the year.  
Service Objective7**
- **Produced and reported all performance indicators for building services to show how well building services performed and improved within the year. Building services were nominated for an APSE award.  
Service Objective7**

## Our Team Plan 2015/16

<b>Service Outcome 1:</b>		Everyone has a home that they can afford that meets their needs.						
<b>Objective 1:</b>		To be an excellent landlord in terms of housing and asset management services.						
<b>Ref.</b>	<b>During 2015-16 we plan to:</b>	<b>Success Criteria/ Outcomes we'll achieve from this action are:</b>	<b>High, Medium or Low priority</b>	<b>Officer responsible for achieving this action</b>	<b>Start date</b>	<b>Finish date</b>	<b>How will the work be resourced?</b>	<b>Progress</b>
HS/A070 (Internal Audit Report)	Deliver the year two priorities of the Building Services Change Plan (Operational Plan attached)	Financial control improved leading to a well-run trading account and other Building Services budgets. Operatives' productivity increased/unproductive time decreased. Tenant satisfaction improved percentage of jobs completed right first time increases and percentage of appointments made and kept increases.	High	Hayley Selway	April 2015	March 2016	Plan will be delivered by a team of officers. (Approximately 5FTEs)	
2a	Work with departments within the council to deliver required efficiency savings.	To assist the Council in balancing the budget in the Medium Term Financial plan.	High	Paul Elliot	April 2015	March 2016	Finance Team	
2b	Provide business and financial advice for the delivery of year two priorities of the	Improved financial control of Building Services budgets.	High	Paul Elliott	April 2015	March 2016	Finance Team	

	Building Services Change Plan.							
HS/A111	<b>Complete the restructure the team to reflect the internal and external challenges faced by the service.</b>	<b>Resources in place to meet internal challenges and external context silos broken down between Housing and Building Services staff. Fit for purpose team in terms of asset management and compliance. Greater emphasis on getting to know our tenants.</b>	High	Hayley Selway	April 2015	March 2016	<b>Human Resources will be supporting the Head of Service to deliver this activity. (Approximately 5 FTEs)</b>	
1a	Introduce a new fuel system that allow staff to fuel at both Court Road Depot and the Alps Deopt.	Reduce travelling times between jobs. Increase employee productivity	High	Sarah Bryant	April 2015	March 2016	Finance team	
1b	Introduce a centralised email system for sub-contractors and selected suppliers.	Process payments quicker and on time and reduce mislaid invoices.	High	Paul Elliott	April 2015	March 2016	Finance team	
1c	Consult central accounts on introducing electronic ICC'S	Reduce work load and increase efficiency	High	Paul Elliott	April 2015	March 2016	Finance Team	
1d	Introduce consol mobile and X embrace V5 Systems and new PDAs	Increase productivity and efficiency and save money	High	Paul Elliott	April 2015	March 2016	Responsive maintenance team/Finance Officer	

1e	Offer more financial and system training for staff	Increase productivity and understanding	High	Paul Elliott	April 2015	March 2016	Training courses internal and external	
1f	Meet all statutory requirements and timeframes for preparation of estimates for Building services leading to the setting of the annual budget and closure of accounts.	Help the Council to comply with statutory requirements. Timely provision of financial and management information for Building Services	High	Paul Elliott	April 2015	March 2016	Finance Team	
1g	Provide accurate and timely financial monitoring on a monthly basis to managers within Building Services	Help Building Services to remain within their annual budget	High	Paul Elliott	April 2015	March 2016	Finance Team	
1h	To assist in compliance with financial regulations and contract standing orders, in particular with reference to raising of purchase orders and payment of invoices.	Ensure Building Services comply with all financial regulations and contract standing orders.	High	Paul Elliott	April 2015	March 2016	Finance Team	
1i	Completion of financial returns/benchmarking forms as and when required.	To ensure that financial performance is reported/benchmarked to required deadlines	High	Sarah Bryant	April 2015	March 2016	Finance Team	
1j	To process orders and invoices accurately and as quickly as possible.	Ensure that our suppliers are paid on time and for the correct amount.	High	Sarah Bryant	April 2015	March 2016	Finance Team	

