Public Sector Corporate Services VfM Indicators

Finance 2012/13

Sample Questionnaire

If you have any questions please telephone Chris Voigt or another member of the Benchmarking team on 020-3117-1857.

You can also email us at VfMIndicators@cipfa.org

Please note that there is a white question mark on top of each section - this is a hyperlink to the guidance for that Indicator.
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 Cost of the Finance function as a percentage of Organisational Running Costs: ?

	£'000
Employee costs including employers NI, pension and recruitment costs	..
IT costs	..
Accommodation costs	..
Supplies / Consumables	..
Outsourcing costs	..
Other costs	..
Cost of the finance function	**£0k**
Organisational running costs (expenditure)	..

Please ensure that the figure you return here is the same for all Streams that you have joined

	£'000
Transaction processing (= sum of costs of FS3, FS6, FS10)	..
Business decision support	..
Reporting and control	..
Cost of the finance function	**0k**

FP1	**Cost of the Finance function as a percentage of o[illegible] costs (expenditure)**	..
FP1(a)	**Cost of transaction proces[illegible] of the cost of the finance function**	..
FP1(b)	**Co[illegible] decision support as a proportion of the cost of the finance f[illegible]**	..
FP1(c)	**Cost of reporting and control as a proportion of the cost of the finance function**	..

Sample Questionnaire

FP2 Cycle Time ?

FP2	**What is the 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? (enter a number only)**	..

FP3 Variation between forecast and actual outturn. ?

	£'000
Forecast year-end spend at month 6	..
Actual spend	..

FP3	**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
Organisational Running Cost (Expenditure)	..
Total Capital Programme Spend	..
Total Public Sector Organisation Spend	..
Value of spend for which there are fully costed outputs measured by key performance metrics and for which a named individual is accountable	..
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**	..

FP5 Commissioner and user satisfaction index ?

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 rounded to one decimal place. For the purpose of calculating average scores please use the following scoring [illegible]

strongly disagree = 1

disagree = 2

neither agree nor disagree = 3

[illegible] = 4

[illegible] = 5

Sample Questionnaire

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 indicator - where available ?

Please supply your scores against the CIPFA Financial Management Model

Please note the scores should be within the range 1-4

	Management Dimensions			
Financial Management Styles	Leadership	People	Processes	Stakeholders
Securing stewardship				
Supporting performance				
Enabling transformation				

FP7 Management Practice Indicators ?

MP1	The responsibilities of budget holders are clearly understood and embedded in performance appraisal.	Please select
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
MP3	A rolling programme of reviewing and benchmarking the organisation's [illegible] across major service areas.	Please select
MP4	Standardised organisation-wide integrated software [illegible] with centralised data processing. This should cover as a minimum [illegible] payment of supplier and invoice to cash receipt from a customer.	Please select
MP5	The organisation can demonstrate that it has used at least two of the following [illegible] processes in the last 3 years; a) [illegible] b) [illegible] 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, g) on-line access to management accounts	Please select
MP6	A fully automated accruals system based on purchase order and good/services received information held within a fully integrated accounting system.	Please select
MP7	Budget holders have on-line, real-time insight into the status of their budget and can run standard financial and manpower reports.	Please select
MP8	A needs based budget based on activity levels rather than historical baselines, is prepared at least every 3 years.	Please select
MP9	Customer satisfaction surveys are conducted at least annually with results openly published and acted upon.	Please select
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	**0**

Sample Questionnaire

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) ?

For the purposes of this Indicator, exclude AAT from professionally qualified

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)	..
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)**	..

FS2 Annual Accounts ?

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

FS3 Cost of the Customer Invoicing function per customer invoice processed ?

Total cost of Customer Invoicing function (£'000)	..
Please ensure you have included the cost of this within FP1(a)	
Total number of customer invoices	..
FS3 **Cost of the Customer Invoicing function per customer invoice**	..

FS4 Debtor Days ?

Debtors value at year end (£'000)	..
Value of bills raised in the year (£'000)	..
FS4 **Debtor Days**	..

FS5 Credit notes as a percentage of total customer invoices raised ?

Number of credit notes raised	..
Total number of customer invoices raised	..
FS5 **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)	..
Please ensure you have included the cost of this within FP1(a)	
Number of accounts payable invoices processed	..
FS6 **Cost of Accounts Payable per accounts payable invoice processed**	..

Sample Questionnaire

FS7 Proportion of all payments made by electronic means ?

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

FS8 Proportion of outstanding debt that is more than 90 days old from date of invoice ?

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

FS9 Proportion of payments made within 10 & 30 days

FS9(a) Percentage of invoices for commercial goods & services paid by the organisation within 10 days of receipt	..
FS9(b) Percentage of invoices for commercial goods & services paid by the organisation within 30 days of receipt or the agreed payment terms	..

FS10 Payroll admin cost per employee paid ?

Total payroll admin cost (£'000)	..
Please ensure you have included the cost of this within FP1(a)	
Actual number of employees paid	..
Actual number of pensioners paid	..
FS10 Payroll admin cost per employee paid	..

General Comments

Sample Questionnaire