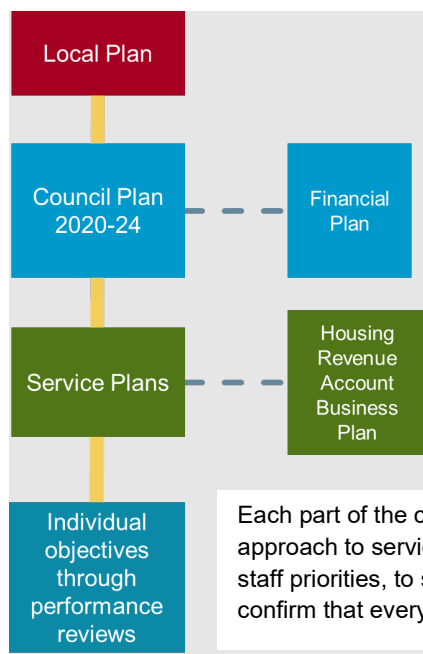


Finance Service Plan 2024-25

Version 0.2

April 2024 – March 2025



Director:

Portfolio holders:

Service Plan Template 2024-25: Contents Page

- Section 1 Brief description of (Business as usual) service and purpose(s) including staff structure
- Section 2 Looking forward: what additional key workstreams we will do in 2024-25
- Section 3 What we will measure in 2024-25: Performance targets

Notes for Director and Assistant Director/Service Leads:

Shaded areas are for guidance.

When you have completed your Service Plan:

- ✓ Save to Service Planning 2024-25 Teams folder. Final versions will be placed on the intranet/internet
- ✓ Communicate it to your staff
- ✓ Keep it under review – make it a live document which adds value!
- ✓ Use it to formulate individual objectives

Section 1 – Brief description of service and purpose(s)

What we do and who we deliver to

Financial Services:

Accountancy - Providing financial advice to officers and members of the Council ensuring compliance with statutory regulations and best practice. Budget preparation, monitoring and reporting, Treasury Management, VAT, Statement of Accounts, statutory returns and provision of a financial system and appropriate controls and procedures that operate throughout the Council. Latest Statement of Accounts show the Council having gross expenditure of £93m.

Income & Payments - Administer all EDDC creditors, paying all council's suppliers and other payments through the Creditor's team with 60,000 payments made; administration of the Construction Industry Scheme (CIS). Processing and allocation of all income to the council with 220,000 transactions (Business Rates, Council Tax, Sundry Debts, Rents, Parking Charges, Benefits Overpayments etc) equating to £702m through the Cashier's team.

Carparks Service:

We own and manage 52 car park property assets, taking a strategic view of parking provision, whilst exercising fair and proportionate enforcement of parking restrictions across the district. We endeavour to meet the competing parking needs of short and long stay visitors, as well as those of residents, businesses and commuters. The core objectives of car park management are to achieve improved traffic flow, increased road safety, better environmental quality and suitable provision for disabled motorists. However, our car parks also have a role to play in meeting the wider agenda's relating to economic growth, tourism and climate change, through bespoke parking offers, seasonal tariffs and the introduction of electric vehicle charging.

Car parking revenue offers an essential contribution to Council finances and we have nearly 5,000 regular permit customers and over 2 million pay and display transactions each year. Car parking spaces are of a finite amount and need to be managed to meet the long term aspirations of the Council as well as the future needs of motorists. Working in partnership with neighbouring authorities and the County Council will ensure a fair and consistent approach to parking provision across the region, whilst also allowing access to funding and opportunities to improve long term parking provision in East Devon.

	<p>Procurement: Professional procurement advice is currently managed through a Service Level Agreement with Devon County Council Procurement Services. Along with advice this provides the Council with up-to-date guidelines, compliant templates, training, and some direct support on larger procurement projects.</p> <p>Internal Audit Services: This service is provided through the South West Audit Partnership (SWAP). An Annual Audit Plan is approved through the Audit & Governance Committee.</p>
Staff Structure	Detailed in “Who’s who Information for Councillors”

Section 2 – Looking forward: what we will do in 2024-25 (service objectives)

2.1 Service level priorities we will deliver in 2024/25 which support the Council Plan Priorities; Better homes & communities, A greener East Devon, A resilient economy and Services that matter	Financial/ corporate resource	Lead Officers	Due Date
<p>Financial Sustainability Model (FSM) – Readopted as part of the Finance Plan 2024-2034.</p> <ul style="list-style-type: none"> - Comparative cost and performance data needs to be analysed and presented for consideration. - Service plans presented will have a range of new performance indicators being proposed following an SLT workshop to improve the reporting and understanding of the “health” of the Council. Once approved these need to be presented regularly to members and management for assurance and decision making. The method of presenting needs to be considered. - The Strata business plan has been developed to deliver the Council’s adopted Digital Strategy and Customer Access Strategy. Delivery will require monitoring and linked to the FSM and to determine financial savings. 	<p>The Council allocated funding for key elements of delivery that could not be delivered from existing resources. These funds are available and will be carried forward into 2024/25.</p> <p>No additional budget requirement requested.</p>	<p>Finance Director</p>	<p>Ongoing – progress to be reported to BSCAP</p>

<ul style="list-style-type: none"> - The Digital Transformation Team have been working on several key projects including the roll out of O365, developing data for HomeSafeguard and improving customer access for Housing Repairs. New laptops and IT access strategy for staff is being rolled out. There future work programme will continue to be aligned to FSM - The development and introduction of a new Asset Management Plan. - A test service review has been undertaken within Rev's & Ben's which has delivered savings of nearly £300k for 2024/25 budget. Further embedding of the key principles of the FSM with service reviews to be rolled out in 2024/25. 			
<p>The Procurement Strategy is adopted, however there is a matrix of activities to embed practices in our procurement processes particularly to reduce our carbon footprint in line with our commitments.</p> <p>It has become clear that although DCC Procurement Services offer a good service, which is good value, the Council needs direct Procurement Support working within the Council. This new post will work under the guidance and support of DCC and will be proactive to deliver the strategy, drive efficiencies and support service directly with the procurement processes in administration, ensuring compliance and system support.</p>	<p>£49k has been included in the draft 2024/25 budget. Costs will be shared between the General Fund and Housing Revenue Account.</p>	<p>Finance Director</p>	<p>Officer to be appointed Apr 2024.</p> <p>Programme of delivery with DCC support to be presented July 2024 to SLT</p>

<p>Implementation of new Finance System</p> <p>New system implemented with the benefits defined in the business case – modern system with closer working with ECC & TDC</p> <p>This implementation will affect nearly all officers and systems of the Council and will require revised processes and training to be given.</p>	<p>Capital Budget has been approved for a 3 year project – already in program</p>	<p>Finance Manager</p>	<p>Strata Project Board reports – EDDC go live in April 2024.</p> <p>This will be monitored through Strata Program Board – not on EDDC SPAR</p>
<p>Preparation and adoption of Car Park Strategy</p> <p>The draft principles and objectives of the EDDC parking strategy have been formulated and reviewed by Overview Committee. These principles will now be transformed into a full strategy document and be consulted on with members in February 2024. Once finalised the Parking Strategy will form the blueprint for day-to-day parking operations, as well as guiding the long-term strategic direction for car park management. The strategy will link into the wider Council objectives, particularly those relating to tourism and financial sustainability.</p>	<p>At this stage within existing staff resources</p>	<p>Parking Services Manager</p>	<p>Report to Cabinet by April 2024</p>
<p>Implementation of Motorhome Policy</p> <p>To engage with Town Councils and where requested develop a local agreement and designate car parks for overnight stay.</p>	<p>At this stage within existing staff resources</p>	<p>Parking Services Manager</p>	<p>Report to Cabinet by April 2024.</p>

2.2 Key Projects Service development / project supporting strategic objectives including the council plan.	At this stage the above do not meet the criteria to be a separately monitored projects, but this will be kept under review.	
Expected outcome		
Link to Council Plan priorities		
Resources required including additional budget, staffing or Digital / Data Transformation		
Milestones	Due date	Lead officer
1.		
2.		
3.		
4.		
Section 3 – What we will measure in 2024-25: Performance targets		

3.1 Service performance indicators Also include any performance indicators that support the council plan	Target	How often – monthly, quarterly, bi-annually, annually	Responsible Officer for production of management information
Oflog - Total core spending power per dwelling	To be determined	Annual	Finance Manager
Oflog - Debt servicing as percentage of core spending power	To be determined	Annual	Finance Manager
Oflog - Total debt as percentage of core spending power	To be determined	Annual	Finance Manager

Budget Monitoring Position – General Fund, Housing Revenue Account & Capital Program.	With 3% total variance – GF & HRA Capital to be determined	Quarterly	Finance Manager
Invoice Payments	30 days	Quarterly	Exchequer & Systems Manager
Key Income Collection Rates – Council Tax, NNDR, HRA Rental & Sundry. (Held in other service plans)	Held in each service plan	Quarterly	Finance Manager to bring together for overall performance report.
Key Income areas against budget – Council Tax, NNDR, HRA Rental, Car Parks, Treasury Returns & Capital Receipts	Monitored against budget set	Quarterly	Finance Manager to bring together for overall performance report.