



Finance Service Statement

Document Information

Title	Inverclyde Council Finance Service Statement
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Description	This document summarises the Services provided , commitments and contacts.

Document History

Version	Status	Date	Author	Changes from Previous Version
1.0	Final	6th Feb 2017	A Puckrin	NA
1.1	Final	13 th Feb 2017	A Puckrin	Introduction of SOA and Shanarri
1.2	Draft	20 th November 2018	A Puckrin	New LOIP & Corporate Plan

Overview of the Service

Finance Service delivers a wide range of Financial Services to both external customers and internal services. These services cover the traditional core services of Accountancy, Treasury, Insurance, Banking, Council Tax and Benefit processing plus ICT, the Customer Service Centre and Registrars.

Service Objectives

The Finance Service seeks to contribute towards a safe and sustainable Inverclyde based on a thriving, diverse local economy supported by educated and informed citizens.

Delivery is via four Service areas:

Accountancy

- Comprehensive financial management service to all parts of the Council including essential business support to front line services
- Technical Accountancy including statutory finance requirements set out by Scottish Government and Audit Scotland
- Essential business support to the Council including Treasury, Insurance, Banking, Creditors & Client Finance Support to the HSCP.

Revenues and Benefits

- Billing and collection of Council, Tax, Non Domestic Rates and Sundry Debt.
- Collect monies on behalf of Scottish Water and ensure compliance with the Service Level Agreement
- Debt recovery for the Council in partnership with the Council's Debt Management Partner.
- Management and provision of an effective Housing Benefit and Council Tax Reduction Service
- Protect the public purse through effective prevention of error and fraud.
- Ensure that legislative changes are fully planned and implemented in line with National and Statutory requirements, while also ensuring that local factors are taken into consideration.
- Administering discretionary payments arising from Welfare Reform.

Customer and Registration Services

- Provision of effective Customer Services and that liaison is in place with key internal and external stakeholders such as JobCentre Plus, Registered and Social Landlords, HSCP and Third Sector Organisations.
- Delivery of the Council's Customers Service Strategy.
- Registration of Births, Deaths, Marriages and Civil Partnerships
- Conduct Civil Marriages, Civil Partnerships, Baby Naming, Renewal of Vows and Citizenship Ceremonies.

ICT Services

- Provide all desktop support services.
- Manage incidents, fault resolution, problem solving and advice in line with service level agreement targets.
- Oversee the initial implementation and ongoing support for applications and databases within the Council.
- Engage with client services to ensure that planned systems developments are compatible with the Council's existing infrastructure.
- Design, manage and support the Council's ICT networks, server and storage estate.
- Manage and support all communication technologies deployed within the Council.
- Provide information and IT security services, including all anti-virus, Internet management and email filtering.

How our Service contributes to the delivery of strategic priorities

The work of the Service supports the delivery of both the Inverclyde Outcomes Improvement Plan and the Inverclyde Council Corporate Plan 2018/22.

Inverclyde Outcomes Improvement Plan Strategic Priorities

Population: Inverclyde's population will be stable and sustainable with an appropriate balance of socio-economic groups that is conducive to local economic prosperity and longer term population growth.

Inequalities: There will be low levels of poverty and deprivation and the gap in income and health between the richest and poorest members of our communities will be reduced.

The Service also directly contributes to the delivery of the following Corporate Plan 2018/22 organisational priorities:

Inverclyde Council Corporate Plan Priorities

- To promote Inverclyde to both residents and visitors alike, as a great place to live, work and visit;
- To reduce the prevalence of poverty in our communities, with a particular focus on reducing child poverty;
- To deliver services that are responsive to community needs and underpinned by a culture of innovation, continuous improvement and effective management of resources;

Customer Commitments

Our customers are our top priority and we are committed to:

- Providing a high quality service that meets your needs;
- Making contacting us easy and straightforward;
- Providing a service that is welcoming, approachable, professional and courteous;
- Making information that may be of use to you, readily available on the Council's intranet;
- Providing a service that you regard as effective and would recommend;
- Treating you with courtesy, dignity and respect;
- Providing you with clear, reliable and accurate information; and
- Protecting your privacy in the way we handle information about you.

What You Can Expect From Us

- We will answer your call promptly. If the person you are calling is unavailable, your call will be transferred to someone who can take a message or you can leave a message on voicemail.
- You will receive feedback within an agreed timescale.
- We will take all reasonable steps to ensure privacy and confidentiality.
- We will provide you with information in your preferred format.
- We will check that you have a clear understanding of the information we have provided

How You Can Help Us

In order to ensure that we are meeting the above standards and providing you with quality customer services, you can help us by:

- Telling us if we have exceeded your expectations or have not delivered a service to your satisfaction.
- Letting us know if you no longer require a service, or wish to cancel an appointment that we have made with you.
- Informing us of any changes in your circumstances.
- Treating us with courtesy and politeness.

How You Can Contact Us

General Enquiries by contacting the Customer Service Centre on 01475 717171 or e-mail customerservices@inverclyde.gov.uk

ICT Service Desk - By Telephone (01475) 712345

By e-mail – Servicedesk@inverclyde.gov.uk

If you require this information in another language or format, such as large font or Braille, please contact us on 01475 717171 or for hearing impaired 01475 717677 (office hours) or email us at customerservices@inverclyde.gov.uk

If You Make a Complaint to Us

Complaints will be dealt with in accordance with the Council's Corporate Comments, Compliments and Complaints Policy. Information can be found on the Inverclyde Council website at:

<http://www.inverclyde.gov.uk/council-and-government/complaint>

You can make a complaint in the following ways:

- in person at any of our offices, premises (e.g. libraries, museums, customer service centre etc.)
- by telephone to the relevant department.
- by email at comments@inverclyde.gov.uk
- Download and complete the complaints form on our website <https://www.inverclyde.gov.uk/council-and-government/complaint>

Or you can complain in writing. Send your complaint by post to:

Complaints
Inverclyde Council
Municipal Buildings
Greenock
Inverclyde PA15 1LY

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try to resolve any problems on the spot.

If you require this information in another language or format, such as large font or Braille, please contact us on (01475) 717171 or for the hearing impaired (01475) 717677 or e-mail us at customerservices@inverclyde.gov.uk

Successful Learners

Being supported and guided in lifelong learning. Having opportunities for the development of skills and knowledge to support achievement in educational establishments, work, leisure or the community.

Confident Individuals

Having a nurturing place to live and learn, and the opportunity to build positive relationships within a supporting and supported community.

Achieve high standards of physical and mental health and equality of access to suitable health care and protection, while being supported and encouraged to make healthy and safe choices.

Healthy

Having opportunities to take part in activities and experiences in educational establishments and the community, which contribute to a healthy life, growth & development.

Active

Protected from abuse, neglect or harm and supported when at risk. Enabled to understand and take responsibility for actions and choices. Having access to a safe environment to live and learn.

Safe

Citizens are respected and share responsibilities. They are involved in decision making and play an active role in improving the community.

Respected

Overcoming social, educational, health and economic inequalities and being valued and understood as part of the community.

Included

Citizens are respected and share responsibilities. They are involved in decision making and play an active role in improving the community.

Responsible

Effective Contributors

Responsible Citizens

Getting it Right for
Every Child,
Citizen and
Community

Achieving

Nurtured

Finance Service Responsibilities

Finance Services
Chief Financial Officer



- Year End Accounts
- Technical Issues
- Capital Consolidation
- Systems Admin (FMS)
- Charities
- RI
- ER&R Accountancy Support

- Revenue Consolidation
- GAE/Distribution
- Revenue Accounting
- HSCP Client Finance Support
- HSCP Transactional Finance
- HSCP Accountancy Support
- P&R Revenue Accounting

- Education, Communities & OD Accountancy Support
- Equal Pay/VER Accounting
- Treasury
- Insurance
- Creditors
- VAT

- ICT Strategy
- Corporate Business Systems
- Technical Support
- Telecommunications
- Service Desk
- ICT Security
- Data Centre
- Modernisation
- MyAccount Development
- Project Management

- Housing Benefits
- Council Tax Reduction
- Scottish Welfare Fund
- Discretionary Housing Payments
- Council Tax
- Non-Domestic Rates
- Debt Recovery
- Customer Service Centre
- Channel Shift
- Registrars