

5.1.0

FINANCIAL SERVICES

5.1.i

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
ACTIVITY:	BUSINESS UNIT SUMMARY

Overall Objectives

To provide corporate accounting services including accurate and timely financial reports and advice on financial and administrative matters.

To meet the external financial accountability requirements of the Council, Christchurch City Holdings Limited and the smaller subsidiary companies.

To provide financial analysis of projects and advice to the Council on accounting issues.

To efficiently manage accounting resources.

To co-ordinate the Financial Plan and Programme and Corporate Plan procedures for the Council.

To update and maintain the Long Term Financial Plan and the Funding Policy.

To administer the Council's rate and debt collection systems in an equitable and cost effective manner.

To provide accounting services to the business units of the Council.

To provide accurate and timely financial reports for internal monitoring purposes.

To provide counter and mail services for the collection and recording of inwards payments.

To provide for an efficient and cost effective payments system (ie payroll and accounts payable systems).

To provide a prompt and courteous customer service operation on the ground floor of the Civic Offices (this includes enquiries from walk-in customers, cash receipting and telephone calls and graffiti hotline calls).

Key Changes***Committed Costs (Operating)***

- *Revaluation of Land and Buildings* \$42,105

The Council is required by statute (Section 223E(3) of the Local Government Act) to revalue on a cyclical basis its land and buildings for balance sheet purposes. This is done every three years by external valuers. The next revaluation is due to take place in 2001/02 and the above provision is in recognition of this requirement.

- *After Hours Answering Service* \$18,108

During 2000/01 the Council changed its after hours service provider. The service which is now provided by Orion is at a higher level than was previously provided. Orion has the same system as the CCC and this has enabled them to access the same information as the CCC Customer Centres. Orion's experience in dealing with emergency responses has been a further positive feature of the new arrangement. The cost of this increased level of service is \$18,108.

5.1.ii

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
ACTIVITY:	BUSINESS UNIT SUMMARY

Items Committed by Council during the year (Operating)

- Nil.

Increased Costs due to Increased Demand

- *Rates postage* \$8,500

There are now 137,136 rate assessments. This represents an increase of 3,238 assessments since 1999/00. While the Council has been able to obtain very significant discounts for postage, this increase and the increased work being done in the rate arrears area (arrears records can vary between 10,000 to 13,000) has highlighted the need to increase the rates postage provision by \$8,500.

- *Bank Fees* \$16,000

Bank fees are made up of activity fees (electronic transactions and cheques) clearance fees, cash handling fees, direct credits and direct debits. An under provision in previous years together with a steady increase in electronic transactions (direct debits in August 2000 – 24,749, September 2000 – 19,421 and October 2000 – 16,206) have all contributed to this increase.

New Operating Initiatives

- Nil.

Fee Changes

- *Riccarton Bush Trust Board* (\$12,500)

Included in the 2001/02 budget is a fee for the provision of accounting services for the Trust Board. This covers the processing of transactions, quarterly reporting to the Trust Board, the preparation of the Trust's GST returns, the preparation of the Annual Accounts and the operating costs of the MYOB Accounting package. In the past the accounting support costs relating to the Riccarton Bush Trust were absorbed by the Council.

5.1.iii

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
ACTIVITY:	BUSINESS UNIT SUMMARY

Efficiency Gains

- *AS400 Operating Costs* (\$166,000)

The 2000/01 budget included “overlap” operating costs of \$150,000 to maintain the AS400 computer from 1 July 2000 to 31 December 2000. This provision which was to enable the Cash Receipting System, Water Billing System and Dog Registration System to operate during the transition from the old and new systems is not required in 2001/02. Also included in the total savings figure are software licence fees of \$16,000.

- *FAMIS Operating Costs* (\$131,514)

For 2000/01 the FAMIS operating costs were allocated on a “best estimate” basis with a commitment to fine tune this allocation for 2001/02. In the period since the original allocation usage, statistics have been collected and they now form the basis of the allocation. In addition there have been more modules implemented and the overall outcome has been a \$131,514 reduction in those FAMIS costs allocated to the Financial Services Unit.

It should be noted that while this is a savings for Financial Services, from a corporate point of view it represents a more accurate reallocation of the FAMIS operating costs.

- *Payroll Bureau Costs* (\$20,000)

The proposed implementation of an inhouse SAP payroll system in 2001 has enabled Financial Services to reduce the bureau payment it makes to Datacom. The remainder of the provision (\$60,000) will be deleted in 2002/03 as by this stage the SAP Payroll will be fully operational.

- *Audit Fees* (\$10,000)

The 2000/01 Audit New Zealand fee included a component to cover the additional systems work required to document and evaluate the new SAP/GEMS accounting system. This was a one off cost which is not required in 2001/02.

- *Stationery* (\$13,000)

The implementation of the new SAP/GEMS system has enabled savings to be achieved in the Water Billing and Accounts Receivable areas through the use of the same stationery. Savings will also result from using a different type of A4 laser pay advice form in 2001/02. [This saving is the Financial Services Unit contribution to the publishing and design costs identified in the Council’s Change Proposal Report.]

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
ACTIVITY:	BUSINESS UNIT SUMMARY

- *Draft Community Plan* (\$5,000)

Each year the Financial Services Unit produces the draft Community Plan. Printing efficiencies together with the leverage obtained from using the Council's preferred supplier have enabled a savings of \$5,000 to be factored into the 2001/02 budget provision.

[It should be noted that the final versions of the Community Plan are the responsibility of the Community Advocates Team. The budget for this is in the Community Relations Unit.]

- *Corporate Plan* (\$3,000)

Publishing costs for the four volume Corporate Plan have been reduced by \$3,000. This has been achieved by placing the full document on the Intranet, reducing the number of hard copies and printing sections of the document rather than complete four volume sets.

New Capital Initiatives

- Nil.

Capital Cost Increase > 2%

- Nil.

Capital Cost Increases > 2% Committed by Council during the year

- Nil.

Restructuring of Budgets

While no new outputs have been created, "Financial Planning Advice", "Corporate Advice" and "Financial Management Advice" have all been merged into a single output now called "Financial Advice". The separate advice outputs are a legacy from the days when there were three separate Financial Business Units. The Management Budgets Output has also been merged with the Management Accounting Output as the Management Budgets form the basis of Management Accounting reporting.

Another significant change relates to the allocation of staff time. For budget purposes an allocation spreadsheet was developed to enable Units to more accurately allocate costs from Cost Centres to outputs. The variations between the Financial Services Unit's 2000/01 allocations and the 2001/02 allocations can in most instances be directly attributable to a more precise allocation method.

5.1.0

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
ACTIVITY:	BUSINESS UNIT SUMMARY

For summary figures see pages 5.1.1 to 5.1.4.

5.1.1

MONITORING COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	OUTPUT SUMMARY

OUTPUT CLASS EXPENDITURE		2000/2001 BUDGET \$	2001/2002 BUDGET \$
RATING SERVICES			
Valuation Information	Page 5.1.5	1,852,757	1,542,475
Rates Administration	Page 5.1.6	2,572,872	2,612,050
Water Billing	Page 5.1.7	302,139	355,812
PLANS			
Corporate Plan	Page 5.1.8	72,909	52,124
Annual Plan and Community Plans	Page 5.1.9	128,054	171,339
Strategic Plan	Page 5.1.9	25,848	27,055
ADVICE			
Financial Advice	Page 5.1.10	222,715	233,133

5.1.2

MONITORING COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	OUTPUT SUMMARY

		2000/2001 BUDGET	2001/2002 BUDGET
		\$	\$
OUTPUT CLASS EXPENDITURE (continued)			
ACCOUNTING SERVICES			
Payroll	Page 5.1.11	503,028	445,823
Accounts Payable	Page 5.1.12	599,180	556,065
Accounts Receivable	Page 5.1.13	493,013	466,684
Bank Reconciliation	Page 5.1.14	120,639	139,746
Taxation	Page 5.1.15	99,251	51,389
Asset Register	Page 5.1.16	154,319	108,984
Management Accounting	Page 5.1.17	509,918	324,685
CUSTOMER SERVICES			
Telephone & Counter Services	Page 5.1.18	319,742	346,931
Cashiering	Page 5.1.19	279,531	317,332
Mail	Page 5.1.20	50,826	56,596
FINANCIAL REPORTING			
Annual Report	Page 5.1.21	330,844	379,610
SYSTEMS SUPPORT			
Financial Systems Support	Page 5.1.22	907,626	503,801
TOTAL EXPENDITURE		9,545,212	8,691,634

5.1.3

MONITORING COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	OUTPUT SUMMARY

OUTPUT CLASS REVENUE & RECOVERIES		2000/2001 BUDGET \$	2001/2002 BUDGET \$
RATING SERVICES			
Valuation Information	Page 5.1.5	1,852,757	1,542,475
Rates Administration	Page 5.1.6	2,572,872	2,612,050
Water Billing	Page 5.1.7	302,139	355,812
PLANS			
Corporate Plan	Page 5.1.8	72,909	52,124
Annual Plan and Community Plans	Page 5.1.9	128,054	171,339
Strategic Plan	Page 5.1.9	25,848	27,055
ADVICE			
Financial Advice	Page 5.1.10	222,715	233,133
ACCOUNTING SERVICES			
Payroll	Page 5.1.11	503,028	445,823
Accounts Payable	Page 5.1.12	599,180	556,065
Accounts Receivable	Page 5.1.13	493,013	466,684
Bank Reconciliation	Page 5.1.14	120,639	139,746
Taxation	Page 5.1.15	99,251	51,389
Asset Register	Page 5.1.16	154,319	108,984
Management Accounting	Page 5.1.17	509,918	324,685

MONITORING COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	OUTPUT SUMMARY

OUTPUT CLASS REVENUE & RECOVERIES (continued)		2000/2001 BUDGET \$	2001/2002 BUDGET \$
CUSTOMER SERVICES			
Telephone & Counter Services	Page 5.1.18	276,897	300,442
Cashiering	Page 5.1.19	77,000	78,000
Mail	Page 5.1.20	50,826	56,596
FINANCIAL REPORTING			
Annual Report	Page 5.1.21	330,844	379,610
SYSTEMS SUPPORT			
Financial Systems Support	Page 5.1.22	907,626	503,801
TOTAL REVENUE		9,299,836	8,405,813
NET COST OF OUTPUTS		245,376	285,821
COST OF CAPITAL EMPLOYED		1,284	871
CAPITAL OUTPUTS			
	Page 5.1.23	15,000	14,000

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	RATING SERVICES

OUTPUT : VALUATION INFORMATION

Description

- Record the property information necessary to levy and collect rates, water charges, and to meet other Council needs.
- Provide information to the Council and the public from the database.

Objectives for 2001/02

1. Maintain the database as changes are made to properties, their owners, and occupiers.
2. Provide to Quotable Value New Zealand Limited listings of all significant improvements as known to the Council from the Building Consent process.

Performance Indicators

1. Ensure that all maintenance on the property database is actioned within four working days of receipt.
2. Complete a full transfer of building consents to Quotable Value New Zealand Limited by 30 June 2000. (1996/97 and 1997/98: 30 June target for each year met.)

5.1.5

MONITORING COMMITTEE	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	RATING SERVICES

OUTPUT : VALUATION INFORMATION			2000/2001 BUDGET \$	2001/2002 BUDGET \$
DIRECT COSTS				
Valuation Fees - Valuation Roll Maintenance			1,198,500	1,198,500
Programming Costs			30,000	13,000
TOTAL DIRECT COSTS			1,228,500	1,211,500
ALLOCATED COSTS				
Allocated Holding Account	(6.21)%	7.02%	199,475	245,955
Alloc O/head - FAMIS			302,457	51,038
Alloc O/head - Core Person & Property Data			122,326	33,982
TOTAL ALLOCATED COSTS			624,257	330,975
TOTAL COSTS			1,852,757	1,542,475
REVENUE				
Internal Recoveries				
Environmental Services			2,080	0
Transfer to Rates Administration			1,508,665	1,228,201
Transfer to Water Billing			149,209	121,470
			1,659,953	1,349,671
External Revenue - CRC Share of Valuation Fees			192,804	192,804
TOTAL REVENUE			1,852,757	1,542,475
NET COST VALUATION INFORMATION			0	0

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	RATING SERVICES

OUTPUT : RATES ADMINISTRATION

Description

- Advise the Council on and administer the rating system so that:
 - (a) It complies with statutory requirements and Council policies.
 - (b) It is generally acceptable to ratepayers as a fair and just system.
 - (c) It is efficient and cost effective.
 - (d) Maintain a mutually acceptable rating system for the Canterbury Regional Council.

Objectives for 2001/02

1. Maintain an efficient rates information and collection system.
2. Collect 97.5% of current rates within the year.
3. Increase the number of ratepayers using direct debiting.

Performance Indicators

1. Ensure the gross cost per assessment is less than \$19.00 per assessment. (1996/97: Cost per assessment \$19.30; 1997/98: Cost per assessment \$16.57 1998/99: Cost per assessment \$18.17; 1999/00 : cost per assessment \$17.20).
2. Rate arrears from current rates are no more than 2.5% at year end. (1996/97: 3.04% at year end; 1997/98: 3.0% at year end, 1998/99: 2.18%.)
3. Increase the number of ratepayers using Direct debiting by 30 June 2001 to 27,000. (1996/97: 21,532; 1997/98: 24,015. 1998/99: 25,529.)

5.1.6

MONITORING COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	RATING SERVICES

OUTPUT : RATES ADMINISTRATION			2000/2001 BUDGET \$	2001/2002 BUDGET \$
DIRECT COSTS				
Postage, Stationery etc			320,050	321,050
ALLOCATED COSTS				
Corporate Services - Document Distribution (Mail)			0	40,851
Allocated Ovehead - Bank Fees			80,430	90,484
Allocated Overhead - Cashiering Ex Service C's			74,900	76,600
Alloc O/head - FAMIS			0	148,475
Alloc O/head - Core Person & Property Data			0	98,856
Allocated Overhead - Mail			24,000	30,000
Alloc O/head - Batching of Rates			50,000	55,000
Alloc O/head - Financial Systems Support			80,416	44,637
Allocated Holding Account (13.53)% 13.65%			434,411	477,896
Transfer from Valuation Information			1,508,665	1,228,201
TOTAL ALLOCATED COSTS			2,252,822	2,291,000
TOTAL COSTS			2,572,872	2,612,050
REVENUE				
Commission for rate collection C R C			455,000	455,000
Misc./rate inquiry charges			0	1,000
Corporate Financing Recoveries			2,117,872	2,156,050
TOTAL REVENUE			2,572,872	2,612,050
NET COST RATES ADMINISTRATION			0	0

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	RATING SERVICES

OUTPUT : WATER BILLING

Description

- To administer the water billing system for the Council.
- To ensure outstanding accounts are collected promptly and fairly.

Objectives for 2001/02

1. To ensure all outstanding accounts are collected within a reasonable period without recourse to 'rate' collection powers.
2. To minimise the arrears balances.

Performance Indicators

1. Collect (by value) invoiced charges on the following basis:
 - Achieved collection of 95% of current charges within the 1999/00 year.
2. To minimise the arrears balance as at 30 June 1999 - Target figure \$250,000. (1996/97: Actual \$250,000; 1997/98: Actual \$257,433.)

5.1.7

MONITORING COMMITTEE	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	RATING SERVICES

			2000/2001 BUDGET \$	2001/2002 BUDGET \$
OUTPUT : WATER BILLING				
DIRECT COSTS				
Administration Costs			36,000	15,500
TOTAL DIRECT COSTS			36,000	15,500
ALLOCATED COSTS				
Allocated Holding Account	(3.01)%	2.99%	96,781	104,868
Allocated Ovehead - Bank Fees			0	2,311
Alloc O/head - FAMIS			0	60,318
Alloc O/head - Core Person & Property Data			0	40,160
Alloc O/head - Valuation Information			149,209	121,470
Alloc O/head - Financial Systems Support			20,149	11,184
TOTAL ALLOCATED COSTS			266,139	340,312
TOTAL COSTS			302,139	355,812
REVENUE				
Internal Recoveries			302,139	355,812
Corporate Expenses				
TOTAL REVENUE			302,139	355,812
NET COST WATER BILLING			0	0

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	PLANS

OUTPUT : CORPORATE PLAN

Description

- The Corporate Plan focuses on outputs. These outputs represent the goods and services which the Council is buying on behalf of the community. The Corporate Plan also includes the Council's Funding Policy.

Objective for 2001/02

1. Publish the Corporate Plan as per approved timetable.

Performance Indicators

- 1.1 Have the draft Corporate Plan available in electronic format no later than 3 May 2002.
- 1.2 Have the final version of the Corporate Plan available in electronic form no later than Thursday, 23 August 2002.

5.1.8

MONITORING COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	PLANS

OUTPUT : CORPORATE PLAN				2000/2001 BUDGET \$	2001/2002 BUDGET \$
DIRECT COSTS					
Publication Costs				16,000	13,000
ALLOCATED COSTS					
Allocated Holding Account	(1.77)%	1.12%		56,909	39,124
TOTAL COSTS				72,909	52,124
REVENUE					
Public Accountability				32,080	22,935
Transfer to Corporate Overhead				40,829	29,190
NET COST CORPORATE PLAN				0	0
				=====	=====

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	PLANS

OUTPUTS

- **ANNUAL PLAN AND COMMUNITY PLANS**
- **STRATEGIC PLAN**

Description

- The Council is required under S223D of the Local Government Act to produce a report(s) which outline(s) its plans for the future. The Annual Plan details the short term future and the Strategic Plan focuses on the long term.

Objectives for 2001/02

1. Complete all Annual Planning procedures within the approved timetable.
2. Produce a Community based Plan.

Performance Indicators

- 1.1 Ensure that the Annual Planning procedures meet the approved timetable dates. (1998/99: Timetable not met - process delayed; 1999/00: Approved timetable dates met)
- 1.2 Have the published version of the final Christchurch City Council Plan available within 20 days of it being adopted. (1997/98 and 1998/99, 1999/00: Target met.)
2. Ensure that the Draft Community Plan is available on the same day as the Draft Annual Plan. (1998/99 and 1999/00: Target met.)

MONITORING COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	PLANS

OUTPUT : ANNUAL PLAN AND COMMUNITY PLANS				2000/2001 BUDGET \$	2001/2002 BUDGET \$
DIRECT COSTS					
Publication Costs - Annual Plan				42,000	42,000
Publication Costs - Community Plans				34,998	30,000
ALLOCATED COSTS					
Allocated Holding Account (1.59)% 2.84%				51,056	99,339
TOTAL COSTS				128,054	171,339
REVENUE					
Public Accountability				128,054	171,339
TOTAL REVENUE				128,054	171,339
NET COST ANNUAL PLAN AND COMMUNITY PLANS				0	0
OUTPUT : STRATEGIC PLAN					
DIRECT COSTS					
Production publications				14,500	16,800
ALLOCATED COSTS					
Allocated Holding Account (0.35)% 0.29%				11,348	10,255
TOTAL COSTS				25,848	27,055
REVENUE					
Corporate Overhead				0	0
Public Accountability				25,848	27,055
NET COST STRATEGIC PLAN				0	0

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	ADVICE

OUTPUT : FINANCIAL ADVICE

Description

- The provision of financial advice to Business Units, Unit Managers, Council Staff, Corporate Office, Council and Elected Members.

Objectives for 2001/02

1. Prepare comprehensive Guidance Notes for the 2001/02 Annual Plan process.
2. Ensure that staff are aware of the planning requirements.
3. To respond to Council requests.

Performance Indicators

1. To have the 2001/02 CCC Financial Plan Guidance Notes available for distribution no later than 30 September 2001. (1999/00 : Available 23 September 1999; 2000/01 : Available 21 September 2000).
2. Run at least two courses in September 2001 on the 2002/03 planning requirements and brief the Management Group.
3. Complete reports on time.
(1997/98: Completed on time, 1998/99 : Completed on time; 1999/00 : completed on time).

5.1.10

MONITORING COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	ADVICE

OUTPUT : FINANCIAL ADVICE				2000/2001 BUDGET \$	2001/2002 BUDGET \$
ALLOCATED COSTS					
Allocated Holding Account	(6.94)%	6.66%		222,715	233,133
REVENUE					
Internal Revenue				4,000	0
Corporate Overhead Recovery				218,715	233,133
NET COST FINANCIAL ADVICE				0	0
				=====	=====

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	ACCOUNTING SERVICES

OUTPUT : PAYROLL

Description

- Pay all Council staff accurately, on time and according to duly authorised procedures and appropriate controls.
- Ensure all pay expenditure is correctly coded to appropriate ledger accounts.
- Evaluate and implement all appropriate payroll enhancements.

Objective for 2001/02

1. The cost to pay each employee be no greater than \$189.50 for the year. (This assumes a total payroll of 2,300 permanent full-time and part-time employees.) (This includes wages and salary costings, superannuation and payment of all deductions.) Also paid are approximately 400 casual and temporary employees. A new version of the payroll system will be operational with the objective of providing better and more timely management and cost information to units.

Performance Indicator

1. That the cost to pay each permanent full-time and part-time employee be no greater than \$195.00 for the year. (1996/97 - \$177.55; 1997/98 - \$176.39; 1998/99 - \$189.97; 1999/00 - \$173.56).

5.1.11

MONITORING COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	ACCOUNTING SERVICES

OUTPUT : PAYROLL			2000/2001 BUDGET \$	2001/2002 BUDGET \$
DIRECT COSTS				
Bureau Costs			80,000	60,000
Administration Costs			23,702	17,702
TOTAL DIRECT COSTS			103,702	77,702
ALLOCATED COSTS				
Alloc O/head - FAMIS			132,166	98,984
Allocated Holding Account	(8.32)%	7.69%	267,161	269,137
TOTAL ALLOCATED COSTS			399,326	368,121
TOTAL COSTS			503,028	445,823
REVENUE				
External Revenue			4,000	2,500
Internal Recoveries			0	0
Corporate Overhead Recovery			499,028	443,323
TOTAL REVENUE			503,028	445,823
NET COST PAYROLL			0	0

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	ACCOUNTING SERVICES

OUTPUT : ACCOUNTS PAYABLE

Description

- Make all creditors payments of the Council and ensure that they are properly authorised, recorded and paid by the due date.
- Monitor spending of business units to ensure they stay within policy and procedures as set down by Management.

Objective for 2001/02

1. That the cost to pay each external invoice code be not greater than \$3.55. (This is based on a total of 125,000 invoice lines being processed during the year. In addition the cost to process inter business unit invoices and transfers is estimated to be \$52,000.)

Performance Indicator

1. That the cost to process and pay each external invoice be no greater than \$3.55. (1996/97 - \$3.08; 1997/98 - \$3.30. 1998/99 - \$3.51; 1999/00 - \$3.98).

MONITORING COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	ACCOUNTING SERVICES

OUTPUT : ACCOUNTS PAYABLE			2000/2001 BUDGET \$	2001/2002 BUDGET \$
DIRECT COSTS				
Administration Costs			22,884	16,081
TOTAL DIRECT COSTS			22,884	16,081
ALLOCATED COSTS				
Allocated Overhead Cashiers & Mailroom			7,289	8,200
Allocated Overhead Financial Systems Support			164,643	91,389
Allocated Holding Account	(12.60)%	12.58%	404,364	440,394
TOTAL ALLOCATED COSTS			576,296	539,984
TOTAL COSTS			599,180	556,065
REVENUE				
External Revenue			0	0
Internal Recoveries			0	0
Corporate Overhead Recovery			599,180	556,065
TOTAL REVENUE			599,180	556,065
NET COST ACCOUNTS PAYABLE			0	0

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	ACCOUNTING SERVICES

OUTPUT : ACCOUNTS RECEIVABLE

Description

- To arrange for the effective collection of all outstanding debts due to the Council.

Objective for 2001/02

1. To continue to collect debts promptly and minimise the necessity of write-off of bad debts.

Performance Indicators

- 1.1 Collect (by value) Council invoiced debts on the following basis:

By the end of the month following invoicing	75%	(1996/97: 78%. 1997/98: 75%. 1998/99: 79%). 1999/00: 98%
Within two months of invoicing	90%	(1998/99: 93%). 1999/00: 85%
Within three months of invoicing	95%	(1996/97: 96%. 1997/98: 95%. 1998/99: 96%). 1999/00: 95%
Outstanding over 12 months no more than \$600,000.		(1996/97: \$348,909. 1997/98: \$444,889. 1998/99: \$684,911. 1999/00: \$678,514)

- 1.2 Unpaid invoice reports in the hands of Unit Manager or designated person within four working days of the end of the month.
(1998/99: Within four working days; 1999:00 Reports generated and sent out up until March 2000.)

5.1.13

MONITORING COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	ACCOUNTING SERVICES

			2000/2001 BUDGET \$	2001/2002 BUDGET \$
OUTPUT : ACCOUNTS RECEIVABLE				
DIRECT COSTS				
Postage, Stationery etc			60,350	56,000
ALLOCATED COSTS				
Allocated Overhead - Bank Fees			27,658	31,115
Alloc O/head - Financial Systems Support			128,338	71,237
Allocated Holding Account	(8.62)%	8.81%	276,667	308,331
			-----	-----
			493,013	466,684
REVENUE				
Internal Recoveries			6,277	6,550
External Revenue			0	0
Corporate Overhead Recovery			486,736	460,134
			-----	-----
TOTAL REVENUE			493,013	466,684
			-----	-----
NET COST ACCOUNTS RECEIVABLE			0	0
			=====	=====

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	ACCOUNTING SERVICES

OUTPUT : BANK RECONCILIATION

Description

- Reconciliation of the Council's bank accounts to the accounting system.
- Record all revenue financial transactions.

Objective for 2001/02

1. Reconcile the bank accounts to the ledgers each month.

Performance Indicator

1. Reconcile the bank account to the ledgers at the end of each month. (1996/97 - Achieved; 1997/98 - Achieved. 1998/99 - Not achieved. Bankings reconciled daily to receipting system but overall reconciliation has still to be completed; 1999/00 – Achieved).

MONITORING COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	ACCOUNTING SERVICES

OUPUT : BANK RECONCILIATION			2000/2001 BUDGET \$	2001/2002 BUDGET \$
DIRECT COSTS				
TOTAL DIRECT COSTS			0	0
ALLOCATED COSTS				
Alloc O/head - Financial Systems Support			20,149	11,184
Alloc O/head - FAMIS			0	18,559
Allocated Holding Account	(3.13)%	3.14%	100,490	110,003
TOTAL ALLOCATED COSTS			120,639	139,746
TOTAL COSTS			120,639	139,746
REVENUE				
External Revenue				0
Internal Recoveries			0	0
Corporate Overhead Recovery			120,639	139,746
TOTAL REVENUE			120,639	139,746
NET COST BANK RECONCILIATION			0	0

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	ACCOUNTING SERVICES

OUTPUT : TAXATION

Description

- Complete all taxation and ACC Levies obligations of the Council.

Objective for 2001/02

1. To ensure that all taxation and ACC Levies obligations of the Council are properly discharged at minimal levels.

Performance Indicator

1. Prepare Income Taxation Returns and other Taxation Returns and pay by due dates. (1996/97 Achieved - no penalties incurred; 1997/98 Achieved - no significant penalties incurred, 1998/99 Achieved - no penalties incurred; 1999/00 Achieved - no penalties incurred).

5.1.15

MONITORING COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	ACCOUNTING SERVICES

OUTPUT : TAXATION			2000/2001 BUDGET \$	2001/2002 BUDGET \$
DIRECT COSTS				
Administration Costs			52,500	23,170
ALLOCATED COSTS				
Allocated Holding Account	(1.46)%	0.81%	46,751	28,219
TOTAL COSTS			99,251	51,389
REVENUE				
Internal Recoveries (Service Level Agreements)			0	0
Corporate Overhead Recovery			99,251	51,389
NET COST TAXATION			0	0

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	ACCOUNTING SERVICES

OUTPUT : ASSET REGISTER

Description

- Maintain appropriate records of the Council's fixed assets and ensure that these are all properly accounted for through the recording of new and deleted items, calculation of depreciation and regular verification of the existence of the assets.

Objectives for 2001/02

1. To ensure the Fixed Assets Register is maintained accurately and regularly in accordance with generally accepted accounting practice.
2. To ensure infrastructural assets are recorded in total according to generally accepted accounting practice.

Performance Indicator

- 1&2. Ensure the Fixed Assets Register is maintained during the year and is balanced with the General Ledger within two months of the end of the financial year. (1996/97 - Achieved; 1997/98 - Achieved. 1998/99 - One day later than target; 1999/00 – Achieved).

MONITORING COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	ACCOUNTING SERVICES

OUTPUT : ASSET REGISTER			2000/2001 BUDGET \$	2001/2002 BUDGET \$
DIRECT COSTS				
TOTAL DIRECT COSTS			0	0
ALLOCATED COSTS				
Allocated Overhead Financial Systems Support			70,613	39,196
Allocated Holding Account	(2.61)%	1.99%	83,705	69,789
TOTAL ALLOCATED COSTS			154,319	108,984
TOTAL COSTS			154,319	108,984
REVENUE				
Internal Recoveries (Service Level Agreements)			0	0
Corporate Overhead Recovery			154,319	108,984
NET COST ASSETS REGISTER			0	0

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	ACCOUNTING SERVICES

OUTPUT : MANAGEMENT ACCOUNTING

Description

- Provide financial management and accounting assistance to business unit managers with particular reference to budgeting and analysis of accounting information.
- Provide assistance to business unit managers in monitoring their monthly results, in particular the Suspense Accounts and the setting of charge out rates.
- Provide accurate, timely and well presented financial reports to the Council, its Committees and business units which will assist in the management of the Council's resources.
- Prepare monthly financial reports for business unit managers which will enable them to monitor financial results against budget.
- Provide on screen data as up to date as possible to enable constant monitoring of all revenue and expenditure.

Objective for 2001/02

1. Produce monthly financial reports for Unit Managers.
2. Complete all work on the Management Budgets as per the Annual Plan timetable.

Performance Indicator

1. Produce monthly financial reports within 10 working days at the end of each month except for December and June (1998/99 – Achieved; 1999/00 – Not achieved due to SAP go live).
2. Ensure that the Management Budgets are available for loading into the Ledger by 1 August 2001 (1998/99 : Available for loading in on 29 June 1999. 1999/00 : not achieved – late finalisation of budgets).

MONITORING COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	ACCOUNTING SERVICES

OUTPUT : MANAGEMENT ACCOUNTING			2000/2001 BUDGET \$	2001/2002 BUDGET \$
DIRECT COSTS				
Publication Costs			2,500	2,700
ALLOCATED COSTS				
Allocated Holding Account	(4.03)%	3.20%	129,483	112,202
Allocated O/Head Financial Systems Support			377,935	209,783
TOTAL COSTS			509,918	324,685
REVENUE				
Internal Recoveries			4,500	0
External Recoveries			0	0
Corporate Overhead Recovery			505,418	324,685
NET COST MANAGEMENT ACCOUNTING			0	0
			=====	=====

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	CUSTOMER SERVICES

OUTPUT : TELEPHONE & COUNTER SERVICES

Description

Provision of a single point of contact for all external requests for information and service for the Financial Services Units.

Objective for 2001/02

1. Increase current resolution rates for requests for information and service to meet corporate standards by maximising the scope and depth of requests handled by the Customer Centre.
2. Align levels of service and hours of operation to better meet customer needs.
3. Strengthen relationships between centre staff, unit specialists and our customers and streamline the processes.

Performance Indicator

- 1.1 Customer Services Representatives resolve 80% of requests for information and service at first point of contact. (New measure.)
- 1.2 External emails are resolved within one business day of receipt. (New measure.)
2. The Centre undertakes a 6 monthly customer research programme to determine customer needs and satisfaction with the service and implements customer driven changes to the service within current resources. (New measure.)
- 3.1 95% of calls to the Centre are answered. (New measure.)
- 3.2 80% of all calls are answered within 20 seconds. (New measure.)
- 3.3 Provision of Service Level Agreements for all major customers in place by 31 July 2001 are met. (New measure.)

MONITORING COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	CUSTOMER SERVICES

OUTPUT : TELEPHONE & COUNTER SERVICES				2000/2001 BUDGET \$	2001/2002 BUDGET \$
DIRECT COSTS					
Administration Costs				75,892	73,150
TOTAL DIRECT COSTS				75,892	73,150
ALLOCATED COSTS					
Allocated Overhead - Rent				6,000	6,000
Allocated Holding Account	(7.41)%	7.65%		237,850	267,781
TOTAL ALLOCATED COSTS				243,850	273,781
TOTAL COSTS				319,742	346,931
REVENUE					
Internal Recoveries				276,897	300,442
TOTAL REVENUE				276,897	300,442
NET COST TELEPHONE & COUNTER SERVICES				42,845	46,489
Cost of Capital Employed				0	0

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	CUSTOMER SERVICES

OUTPUT: TELEPHONE & COUNTER SERVICES

Description Provide a single point of contact for all external requests for information and service for the Financial Services Unit and corporate wide Customer Services on the ground floor of Civic Offices.

Benefits The Council has an efficient phone enquiry and counter service at Civic Offices.

Strategic Objectives D1-5, F1-7,G1-2, **CCC Policy**

Allocation of Costs of Benefits Pursuant to Section 122E(1)(a)

General Benefits (Section 112F(b))

Nature and Distribution of General Benefits

Direct Benefits (Section 112F(c))

Control Negative Effects (Section 112F(d))

Modifications Pursuant to Section 12

Recoveries cannot be made from the individual clients of the service.

Funding of Expenditure Needs Pursuant to Section 122E(1)(c)

General Benefits

Direct Benefits

Direct benefits cannot be funded in full by clients. Any shortfall will be covered by transferring to Ratepayers by Capital Value rating.

Control Negative Effects

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	CUSTOMER SERVICES

OUTPUT : TELEPHONE & COUNTER SERVICES

	<i>Customer</i>	<i>Residential</i>	<i>Commercial</i>	<i>Rural</i>	<i>Institutions</i>	<i>Grants</i>	<i>Total Method</i>
Costs and Modifications							
<i>Costs</i>							
0.00% General Benefits	-	-	-	-	-	-	-
100.00% Direct Benefits	346,931	-	-	-	-	-	346,931 TableC
0.00% Negative Effects	-	-	-	-	-	-	-
<i>Total Costs</i>	346,931	-	-	-	-	-	346,931
<i>Modifications</i>							
Transfer User Costs to Rating	(46,489)	34,034	9,008	1,198	2,249	-	- CapValAll
Non-Rateable	-	1,730	458	61	(2,249)	-	- CapValGen
<i>Total Modifications</i>	(46,489)	35,764	9,466	1,259	-	-	-
Total Costs and Modifications	300,442	35,764	9,466	1,259	-	-	346,931

Funded By

86.60% User Charges	300,442						300,442
0.00% Grants and Subsidies		-	-	-	-		-
0.00% Net Corporate Revenues		-	-	-	-		-
13.40% Capital Value Rating	-	35,764	9,466	1,259	-	-	46,489
0.00% Uniform Annual Charge		-	-	-			-
Total Funded By	300,442	35,764	9,466	1,259	-	-	346,931

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	CUSTOMER SERVICES

OUTPUT : CASHIERING

Description

- Provide a prompt, friendly and efficient service to all customers wishing to pay accounts at the Civic Offices and ensuring that the monies received are properly controlled and banked into the correct bank account.

Objective for 2001/02

1. To continue to provide a prompt, friendly and efficient service to all customers making payments at the Civic Offices.
 - 1.1 Cash receipted is balanced against the Daily Balance Reports each day (new measure).
 - 1.2 A customer wait time of less than 5 minutes in the counter queue (new measure).

Performance Indicator

1. No complaints on the level of service, promptness and helpfulness of staff. (1996/97 - One received; 1997/98 - Two received; 1998/99 – no complaints received; 1999/00 – one complaint received and registered.)

MONITORING COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	CUSTOMER SERVICES

OUTPUT : CASHIERING			2000/2001 BUDGET \$	2001/2002 BUDGET \$
DIRECT COSTS				
Administration Costs			36,556	32,555
TOTAL DIRECT COSTS			36,556	32,555
ALLOCATED COSTS				
Allocated Holding Account	(7.57)%	8.13%	242,975	284,777
TOTAL ALLOCATED COSTS			242,975	284,777
TOTAL COSTS			279,531	317,332
REVENUE				
External Revenue			27,000	23,000
Internal Recoveries			50,000	55,000
Internal Unit Recoveries				
TOTAL REVENUE			77,000	78,000
NET COST CASHIERING			202,531	239,332
Cost of Capital Employed			0	0

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	CUSTOMER SERVICES

OUTPUT: CASHIERING

Description Provide cost effective and efficient service for all customers who pay accounts at Civic Offices or pay by mail and ensure best practice in handling the proceeds.

Benefits The Council has an efficient cashiering and counter service at Civic Offices.

Strategic Objectives D1-5, F1-7,G1-2, **CCC Policy**

Allocation of Costs of Benefits Pursuant to Section 122E(1)(a)

General Benefits (Section 112F(b))

Nature and Distribution of General Benefits

Direct Benefits (Section 112F(c))

Clients are the direct beneficiaries

Control Negative Effects (Section 112F(d))

Modifications Pursuant to Section 12

Recoveries cannot be made from the individual clients of the service.

Funding of Expenditure Needs Pursuant to Section 122E(1)(c)

General Benefits

Direct Benefits

Direct benefits cannot be funded in full by clients. Any shortfall will be covered by transferring to Ratepayers by Capital Value rating.

Control Negative Effects

5.1.funding.19

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	CUSTOMER SERVICES

OUTPUT : CASHIERING

Customer Residential Commercial Rural Institutions Grants Total Method

Costs and Modifications*Costs*

0.00% General Benefits	-	-	-	-	-	-	-
100.00% Direct Benefits	317,332	-	-	-	-	-	317,332 TableC
0.00% Negative Effects	-	-	-	-	-	-	-
<i>Total Costs</i>	317,332	-	-	-	-	-	317,332

Modifications

Transfer User Costs to Rating	(239,332)	175,215	46,374	6,167	11,576	-	0 CapValAll
Non-Rateable	-	8,906	2,357	313	(11,576)	-	- CapValGen
<i>Total Modifications</i>	(239,332)	184,121	48,731	6,480	-	-	0

Total Costs and Modifications	78,000	184,121	48,731	6,480	-	-	317,332
-------------------------------	--------	---------	--------	-------	---	---	---------

Funded By

24.58% User Charges	78,000	-	-	-	-	-	78,000
0.00% Grants and Subsidies	-	-	-	-	-	-	-
0.00% Net Corporate Revenues	-	-	-	-	-	-	-
75.42% Capital Value Rating	-	184,121	48,731	6,480	-	-	239,332
0.00% Uniform Annual Charge	-	-	-	-	-	-	-

Total Funded By	78,000	184,121	48,731	6,480	-	-	317,332
-----------------	--------	---------	--------	-------	---	---	---------

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	CUSTOMER SERVICES

OUTPUT : MAIL**Description**

- Provide an efficient mail room function which contributes to the prompt distribution of inwards and outwards mail of Financial Services Unit.

Objective for 2001/02

1. Ensure all inwards and outwards mail and internal correspondence is distributed promptly.

Performance Indicator

- 1.1 Collect all outwards mail by 3.30pm and process by close of daily business (new measure).
- 1.2 Financial Services Unit teams are satisfied with the timeliness of distribution of mail and internal correspondence (new measure).
- 1.3 All inwards mail processed by 1.00pm (new measure).

MONITORING COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	CUSTOMER SERVICES

OUTPUT : MAIL			2000/2001 BUDGET \$	2001/2002 BUDGET \$
DIRECT COSTS				
Administration Costs			1,000	500
TOTAL DIRECT COSTS			1,000	500
ALLOCATED COSTS				
Allocated Holding Account	(1.55)%	1.60%	49,826	56,096
TOTAL ALLOCATED COSTS			49,826	56,096
TOTAL COSTS			50,826	56,596
REVENUE				
External Revenue				
Internal Recoveries			24,000	30,000
Corporate Overhead Recovery			26,826	26,596
TOTAL REVENUE			50,826	56,596
NET COST MAIL			0	0

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	FINANCIAL REPORTING

OUTPUT : ANNUAL REPORT

Description

- Prepare and publish on a timely basis, audited financial statements for the Council and LATEs, in an accurate and well presented format which meet the external reporting requirements of the Local Government Act, the appropriate standards of the Institute of Chartered Accountants and the perceived needs of the public and other interested parties.
- Maintain accounting records for all Christchurch City Council Local Authority Trading Enterprises, including Christchurch City Holdings Limited.

Objective for 2001/02

1. To prepare and publish on a timely basis, audited financial statements in an accurate and well presented format which meet the external reporting requirements of the Local Government Act, the appropriate standards of the Institute of Chartered Accountants and the perceived needs of the public and other interested parties.

Performance Indicators

- 1.1 Prepare for audit before 30 September 2001, financial statements for the 2000/01 year for Christchurch City Holdings Limited and other Christchurch City Council LATEs. (1996/97 - Achieved; 1997/98 - Achieved. 1998/99 – Achieved; 1999/00 – Achieved.)
- 1.2 Prepare for adoption before 30 November 2001, audited financial statements of the Christchurch City Council for the year ended 30 June 2000. (1996/97 - Achieved; 1997/98 - Achieved. 1998/99 – Achieved; 1999/00 – Achieved.)
- 1.3 Complete financial statistics and other financially related data by due dates. (1996/97 - Achieved; 1997/98 - Achieved. 1998/99 - Achieved; 1999/00 – Achieved.)

MONITORING COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	FINANCIAL REPORTING

OUTPUT : ANNUAL REPORT			2000/2001 BUDGET \$	2001/2002 BUDGET \$
DIRECT COSTS				
Valuation Fees - Fixed Assets			0	42,105
Publication of Annual Report			14,000	14,420
Audit Fees			173,450	163,450
TOTAL DIRECT COSTS			187,450	219,975
ALLOCATED COSTS				
Allocated Holding Account	(3.05)%	3.84%	98,013	134,445
Allocated Overhead Financial Systems			45,381	25,190
TOTAL ALLOCATED COSTS			143,394	159,635
TOTAL COSTS			330,844	379,610
REVENUE				
External Revenue			41,000	51,500
Internal Recoveries			289,844	328,110
Corporate Overhead Recovery			0	0
TOTAL REVENUE			330,844	379,610
NET COST ANNUAL REPORT			0	0

RESPONSIBLE COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	SYSTEMS SUPPORT

OUTPUT : FINANCIAL SYSTEMS SUPPORT

Description

- Maintain the integrity of the financial database so that it can be relied upon by users.
- Co-ordinate the operation of existing financial computer applications by ensuring that data is processed, and reports are produced, in a timely and accurate fashion to meet the reasonable demands of users.
- Carry out a continuous efficiency review of data processing procedures.
- Develop and monitor control procedures to ensure reconciliation of ledgers, validity of input, accuracy of reports and reconciliation of integrated applications.

Objective for 2001/02

1. Maintain a reconciled financial database.

Performance Indicator

1. Reconciliation of the database every working day. (1996/97 - Achieved; 1997/98 - Achieved. 1998/99 – Achieved; 1999/00 – Achieved.)

MONITORING COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	SYSTEMS SUPPORT

OUTPUT : FINANCIAL SYSTEMS SUPPORT			2000/2001 BUDGET \$	2001/2002 BUDGET \$
DIRECT COSTS				
Administration Costs			0	0
Contract Software Support			22,500	30,000
Software Licences & MIS Charges			271,741	0
TOTAL DIRECT COSTS			294,241	30,000
ALLOCATED COSTS				
Allocated Holding Account	(6.24)%	5.99%	200,366	209,845
Alloc O/head - FAMIS			413,018	263,956
TOTAL ALLOCATED COSTS			613,385	473,801
TOTAL COSTS			907,626	503,801
REVENUE				
Internal Recoveries			0	0
Internal Overhead Recoveries			907,626	503,801
TOTAL REVENUE			907,626	503,801
NET COST FINANCIAL SYSTEMS SUPPORT			0	0
Cost of Capital Employed			0	0

MONITORING COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	CAPITAL OUTPUTS

	2000/2001 BUDGET \$	2001/2002 BUDGET \$
CAPITAL OUTPUTS		
REPLACEMENT & RENEWALS		
Office Furniture & Equipment	15,000	14,000
Software	0	0
Office Furniture & Equipment	0	0
	-----	-----
	15,000	14,000
ASSET IMPROVEMENTS		
Software - Long Term Financial Model	0	0
	-----	-----
NET COST CAPITAL OUTPUTS	15,000	14,000
	=====	=====

5.1.24

MONITORING COMMITTEE:	STRATEGY & RESOURCES COMMITTEE
BUSINESS UNIT:	FINANCIAL SERVICES
OUTPUT CLASS:	CAPITAL OUTPUTS

		2001/2002	2002/2003	2003/2004	2004/2005	2005/2006
RENEWALS & REPLACEMENTS						
Office Furniture & Equipment		14,000	16,259	25,480	27,530	29,611
TOTAL RENEWAL & REPLACEMENTS		14,000	16,259	25,480	27,530	29,611
ASSET IMPROVEMENTS						
TOTAL ASSET IMPROVEMENTS		0	0	0	0	0
TOTAL		14,000	16,259	25,480	27,530	29,611
Annual Plan 2000/2001	\$15,000	\$13,658	\$16,259	\$25,480	\$27,530	\$29,611
		YEAR 6	YEAR 7	YEAR 8	YEAR 9	YEAR 10
RENEWALS & REPLACEMENTS		25,970	27,010	27,010	28,000	28,000
		25,970	27,010	27,010	28,000	28,000
Annual Plan 2000/2001		\$25,970	\$27,010	\$27,010	\$28,000	

5.1.25

MONITORING COMMITTEE:		STRATEGY & RESOURCES COMMITTEE				
BUSINESS UNIT:		FINANCIAL SERVICES				
ACTIVITY:		FEES SCHEDULE				
Fees Description	2000/2001 Present Charge	2000/2001 Revenue from Present Charge	2001/2002 Proposed Charge	2001/2002 Projected Revenue From Proposed Charge	2001/2002 Projected Revenue as a percentage of Total Cost	Notes
Valuation Roll Charge		\$0	\$6 per Printed Assesment	\$1,000	FCR	1
Investigation & Research Fee for Rates Information	\$50.00 per hour		\$50.00 per hour			
Investigation & Research Fee for Accounts Receivable Information	\$50.00 per hour		\$50.00 per hour			
Canterbury Regional Council Commission on Rates	2 % of rates	\$455,000	2 % of rates	\$455,000	FCR	2
Commission on Insurance Deductions	2.50%	\$2,500	2.50%	\$2,500		
Payroll Service Charge (Other than Council Staff)	\$2 per person per week	\$1,500	\$2 per person per week			
Accounting Services provided to CCC LATES		\$41,000		\$51,500		
Sale of Stock		\$27,000		\$23,000		
TOTAL		\$527,000		\$533,000		
(1) Prepared on a marginal cost basis. (2) FCR = Full Cost Recovery						