



Report for:	Finance & Resources Overview and Scrutiny Committee
Date of meeting:	6th November 2018
Part:	1
If Part II, reason:	

Title of report:	Finance & Resources Performance and Operational Risk Report Quarter 2 2018/19
Contacts:	Cllr Graeme Elliot, Portfolio Holder for Finance & Resources Nigel Howcutt, Assistant Director, Finance and Resources.
Purpose of report:	To provide Committee with analysis of quarterly performance and risk management within Finance & Resources for the 2nd quarter 2018/19, July - September.
Recommendations	That Committee notes the contents of the report and the performance of Finance & Resources for Quarter 2 2018/19.
Corporate objectives:	The provision of effective financial services and the allocation of resources such as building assets and facilities management support all five of the Council's corporate objectives, with particular reference to <i>Delivering an efficient and modern council</i> and, through Revenues, Benefits and Fraud division, <i>Building Strong and Vibrant Communities</i> .
Implications:	<u>Financial</u> Contained within the body of the report.
'Value for money' implications	<u>Value for money</u> Contained within the body of the report.
Risk implications	Contained within the body of the report
Equalities implications	None
Health and safety Implications	There are no health and safety implications.
Consultees:	Group Manager (Commercial Assets & Property Development) Group Manager (Financial Services) Group Manager (Revenues, Benefits and Fraud)
Background papers:	Previous performance reports to Scrutiny.
Glossary of acronyms and any other abbreviations used in this report:	F&R OSC- Finance and Resources Overview and Scrutiny Committee.

1. Risk and Performance reports are presented to Overview and Scrutiny Committees on a quarterly basis. They provide Members with an opportunity to scrutinise performance against a range of key indicators, and to review how the key risks facing the Services are being managed.
2. The attached appendices provide comprehensive risk and performance information for Finance & Resources for Quarter 2 of 2018/19 (July - September).

Appendix 1 – Finance & Resources Qtr 2 Operational Risk register.

Appendix 2 – Finance and Resources Qtr 2 Performance Report.

3. All scores as set out in the operational risk register at Appendix 1 have been reviewed during Quarter 2. There have been no changes to the previous quarter scoring.
4. The Performance Report, Appendix 2, highlights that 10 out of 14 KPI's have been reported as green and performance is strong, 4 are amber and are on the margins of achieving service delivery. This is an overall improvement quarter on quarter.
5. In Quarter 1 RBF06 responding to customer council tax queries within 14 days was classified as a red risk and underperforming and during quarter 2 performance has improved to an amber status at 92%. The first quarter of the financial year is the period in which most queries are raised and the period in which the service is under the most pressure. The council tax bills for the financial year ahead are sent out and also the council tax leaflet is published and hence the most questions and queries are raised, the service are hopeful that the improved quarter 2 performance is the start of a longer term improvement in this service area.