



Agenda item:

Summary

Report for:	Finance & Resources Overview and Scrutiny Committee
Date of meeting:	24th March 2020
Part:	1
If Part II, reason:	

Title of report:	Finance & Resources Performance and Operational Risk Report Quarter 3 2019/20
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 3rd quarter 2019/20, September – December.
Recommendations	That Committee notes the contents of the report and the performance of Finance & Resources for Quarter 3, 2019/20.
Corporate objectives:	The provision of effective financial services and the allocation of resources such as assets and facilities support all five of the Council's corporate objectives, with particular reference to <i>Ensuring efficient, effective and modern service delivery</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.
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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 3 of 2019/20 (October – December).

Appendix A – Finance & Resources Qtr 3 Performance Report.

Appendix B – Finance and Resources Qtr 3 Operational Risk Register.

3. The Performance Report, Appendix A, highlights that 13 out of 16 KPI's have been reported as green and overall Operational performance is strong. There are 3 amber rated KPI's;
 - **FIN03 General Fund outturn projection** – As reported in detail to cabinet and Scrutiny in February the General Fund expenditure outturn forecast is reported as a £148k variance which is less than 1% of the operational budget. Mitigation plans are being implemented to deliver a balanced outturn.
 - **RBF06 Council Tax Customer Contact response 14 days** – The performance in Qtr 3 is narrowly 1% short of target due to additional projects undertaken in this quarter, but is ahead of the same quarter performance in the prior year.
 - **RBF05 – Council Tax Collection rate** – The service is 0.1% behind target and is working on improving this rate to achieve the outturn target.
4. All scores as set out in the Operational Risk Register at Appendix B have been reviewed for 2019/20 Quarter 3, and comments added to the report.
5. As at quarter 3 controls and mitigations in place for operational risk are deemed to be strong.