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## FINANCE & RESOURCES

### Overview and Scrutiny Committee

<b>Report for:</b>	Finance & Resources Overview and Scrutiny Committee
<b>Title of report:</b>	Finance & Resources Performance Report Quarter 4 2021/22
<b>Date:</b>	7 June 2022
<b>Report on behalf of:</b>	Cllr Graeme Elliot, Portfolio Holder for Corporate Services
<b>Part:</b>	I
<b>If Part II, reason:</b>	N/A
<b>Appendices:</b>	2 Appendix A Finance and Resources Quarter 4 Performance Reports Appendix B Finance & Resources Operational Risk Register Quarter 4 2021.22
<b>Background papers:</b>	Previous performance reports to Scrutiny
<b>Glossary of acronyms and any other abbreviations used in this report:</b>	F&R OSC- Finance and Resources Overview and Scrutiny Committee.

#### Report Author / Responsible Officer

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<b>Corporate Priorities</b>	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> .
<b>Wards affected</b>	All
<b>Purpose of the report:</b>	To provide Committee with analysis of quarterly performance within Finance & Resources for the 4 <sup>th</sup> quarter of 21/22.

<b>Recommendation (s) to the decision maker (s):</b>	That Committee notes the contents of the report and the performance of Finance & Resources for Quarter 4 21/22.
<b>Period for post policy/project review:</b>	

1. 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.
2. Members will find enclosed in Appendix A, the In-phase performance report for Finance & Resources for Quarter 4 of 2021/22 (January - March) and Appendix B the Quarter 4 Finance and Resources Operational Risk Register.
3. The Performance Report, attached in the 2 Appendix A's, highlights that there are 4 amber KPI's and 4 green where performance is good.
4. There are also 3 that have been reported as red the service areas with red rated KPI's are directly impacted by the Coronavirus pandemic, and achieving pre pandemic targets is proving difficult in the current environment, these KPI's are;
  - **FIN06 General Fund Capital Expenditure Outturn** – Capital Expenditure has exceed budget expectations at year end due to technical accounting changes made in quarter 4. The High Barnes improvement project is not classified as a capital project and provision is being sort through the provisional outturn report to cabinet.
  - **FIN02a Time taken for debtors to pay** – This is adversely impacted by the pandemic with debtors taking longer to pay and with a higher proportion choosing to pay via instalments. The service expected debt recovery actions to be back to normal in 21/22 but government policy has meant debt recovery processes are still not back to what the industry would call “normal”. Improvement has been made throughout the year and performance in 22/23 is expected to meet expectations.
  - **RBF01 Average Time Taken to decide a new clam for Housing Benefit** - A combination of significant pressure on the service responding to test and trace applications, combined with the implementation of a new IT system have reduced the effectiveness of the team in the short term. This KPI has predominantly been amber or green in prior quarters, and performance is expected to improve.
5. The Qtr 4 Operational risk register is attached in Appendix B. there were no changes made to the risk scores compared to Quarter 3;