| Report for: | **Finance & Resources Overview and Scrutiny Committee** |
|---|---|
| **Date of meeting:** | **6 September 2016** |
| **Part:** | **1** |
| If Part II, reason: | |

| Title of report: | **Finance & Resources Performance and Risk Report Quarter 1 2016/17** |
|---|---|
| Contact: | Cllr Graeme Elliot, Portfolio Holder for Finance & Resources<br>David Skinner, Assistant Director (Finance & Resources) |
| Purpose of report: | To provide Committee with analysis of quarterly performance and risk management within Finance & Resources for the quarter to June 2016 |
| Recommendations | That Committee notes the contents of the report and the performance of Finance & Resources for Quarter 1 2016/17. |
| 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 the *Delivering an efficient and modern council* and, through Revenues, Benefits and Fraud division, *Building strong and vibrant communities*. |
| Implications: | Financial<br>Contained within the body of the report. |
| 'Value for money' implications | Value for money<br>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)<br>Group Manager (Financial Services)<br>Group Manager (Revenues, Benefits and Fraud)<br>Group Manager (Procurement, Commissioning & Compliance) |
| Background papers: | 7/6/16 F&R OSC<br>Performance & Risk Report Quarter 4 2015/16 |

| | |
|---|---|
| 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 1 of 2016/17 (April - June).

    Appendix A - Performance Report

    Appendix B - Risk Report

3. All scores as set out in the operational risk register at Appendix B have been reviewed during Quarter 1. There have been no updates to any risk scores.

4. This is the second time the performance and risk reports for Procurement, Commissioning and Compliance have been presented to Members as part of the Finance and Resources portfolio, following the realignment of officer roles and responsibilities in early May 2016.

5. The risk register for Procurement, Commissioning and Compliance has been reviewed and the following risks have been removed as they are no longer current:

    a. CE_F01 Lack of resources to be able to spend the appropriate time analysing the Councils 3rd party expenditure.
        i. The work that this risk relates to has been concluded

    b. CE_F02 Lack of resources to be able to design and implement a Category Management approach to the Councils 3rd party expenditure
        i. The work that this risk relates to has been concluded

    c. CE_R09 During the transformation of the CSCG there is a high level of requirement for DBC staff resource
        i. This risk related to the outsourcing and subsequent move to Digital Transformation and Channel Shift. This work has been realigned and is now considered by People, Performance and Projects.

    d. CE_R10 The introduction of inform 360 and automated self-service options via telephone access and/or satisfaction with contact.
        i. The work that this risk relates to has concluded.

    e. CE_R11 Integration of CRM systems cannot be accomplished due to technical difficulties of high cost.

i. The initial work that this risk relates to has concluded. The implementation of CRM will be reviewed during 2016/17 and supercedes this risk. The new proposal will report associated risks and controls through the project lifecycle.