

Appendix 2 - 2022/23 Q1

STRATEGIC FINANCE, TRANSFORMATIONAL CHANGE AND CORPORATE RESOURCES

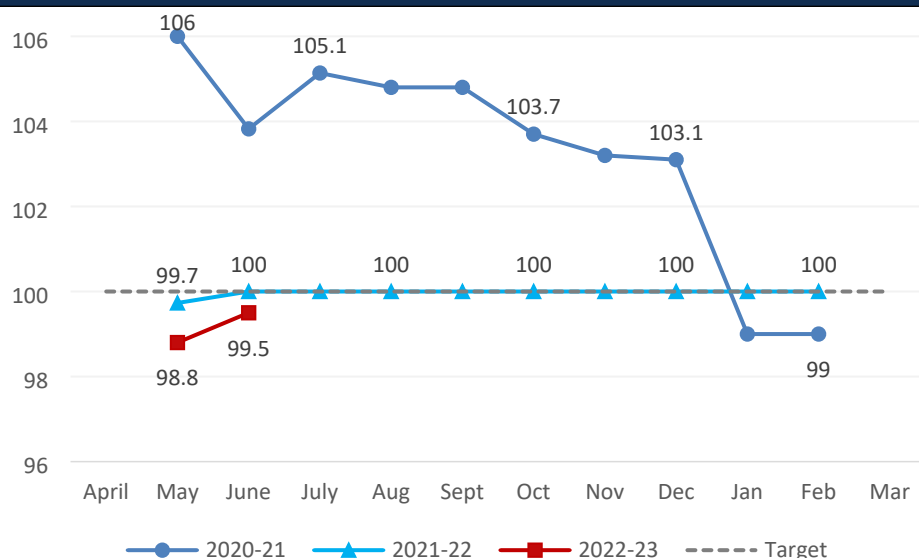
Cabinet Member: Councillor Chris Jarman

Portfolio Responsibilities:

- | | |
|---|--|
| <ul style="list-style-type: none"> • Finance • Business Centre • Benefits and Grants • Audit • Treasury Management | <ul style="list-style-type: none"> • Transformational Change • Property and Asset Management • Commercial Property Investments • Leasing • Procurement and Contract Management • Business Intelligence |
|---|--|

Performance Measures

Percentage of predicted revenue outturn compared to budget



Aim: Revenue Outturn is below 100 percent

UN Sustainable Development Goal: 8

Most Recent Status: June 2022

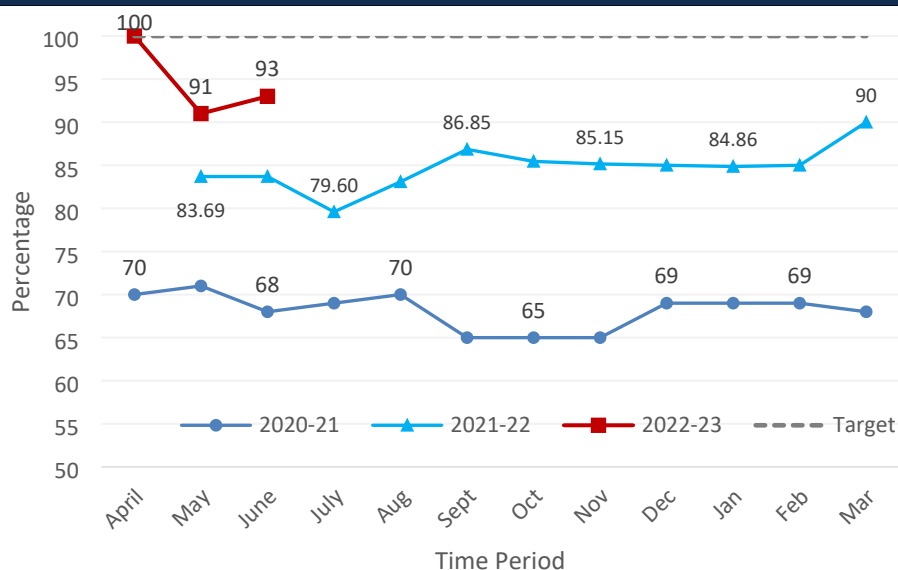
GREEN

Previous Status: February 2022

GREEN

- At this early stage in the year 2022-23, we are forecasting pressures of around £4m with Adults, Childrens, Leisure, Parking and the floating bridge all contributing to this.
- Some of the pressures have already been offset from Treasury savings and it is forecast that the Corporate Contingency and Covid contingency will be applied to offset these specific pressures resulting in a net forecast of an £839k underspend.
- However, these is currently a significant risk relating to inflationary pressures which are expected to be reflected in future forecasts
- Due to undergoing work around end of year financial reporting a forecast is not usually provided at the end of April

Percentage of forecast revenue income (fees & charges) compared to budget



Aim: Revenue income is above 100 percent

UN Sustainable Development Goal: 8

Most Recent Status: June 2022

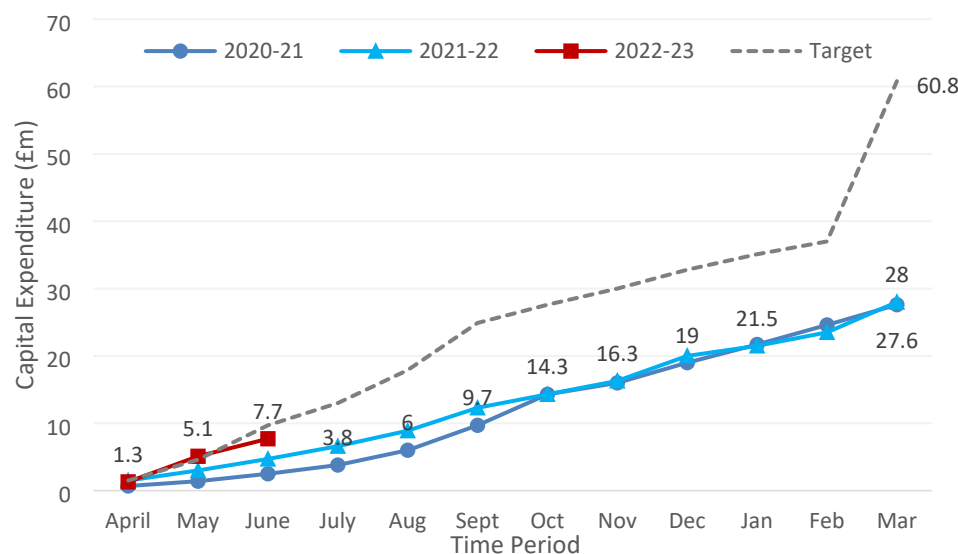
RED

Previous Status: March 2022

RED

- Fees and charges are forecast to be under achieved by approx. £1.5m in 2022/23.
- This is due to the slow post Covid recovery of leisure income especially one card subscriptions, as well as other smaller shortfalls from the floating bridge, parking, and heritage services
- Much will depend on seasonal income which will become clearer as the year progresses

Value of cumulative capital expenditure compared to profiled budget



Aim: Capital expenditure is within/under budget

UN Sustainable Development Goal: 8

Most Recent Status: June 2022

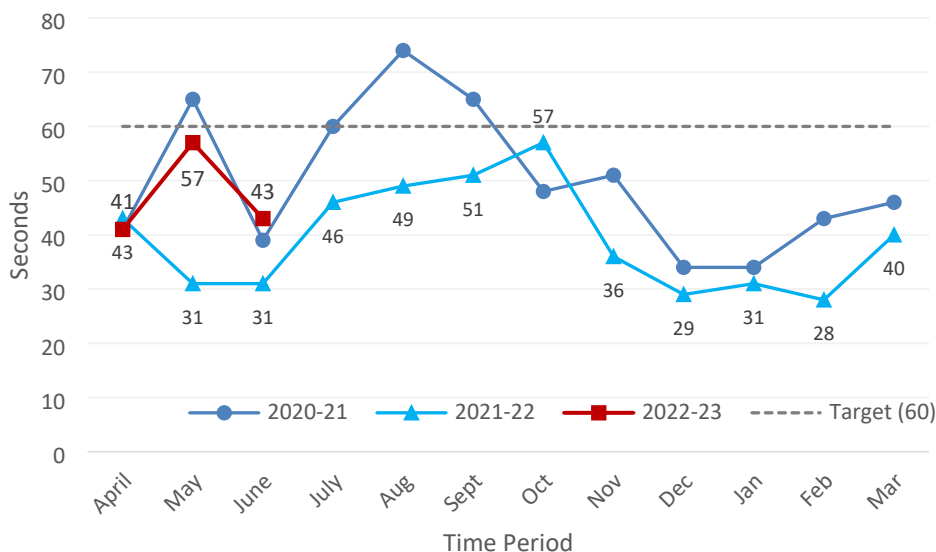
GREEN

Previous Status: April 2022

GREEN

- For 2021-22, several major projects including Newport Road Junctions, Branstone Farm, and the Priority Schools Building Programme achieved significant spend in the year. However, many projects experienced delays associated with the supply of materials and availability of contractors which resulted in slippage at financial year end.
- Slipped funding from 2021-22 has been rolled forward into the new financial year and we are working with project managers to develop new delivery programmes. These will be reviewed throughout the year and regularly updated.
- For 2022-23 we are currently forecasting slippage of around £20m from this year’s capital programme although at least half of this is related to the housing elements of the programme which are still in early stages of development.
- Capital challenge meetings at the end of July with project managers should enable a more accurate spend profile to be developed and where appropriate budgets will be moved into future years.

Average time to answer calls to the contact centre



Aim: Calls are answered within 60 seconds

UN Sustainable Development Goal: 16

Most Recent Status: June 2022

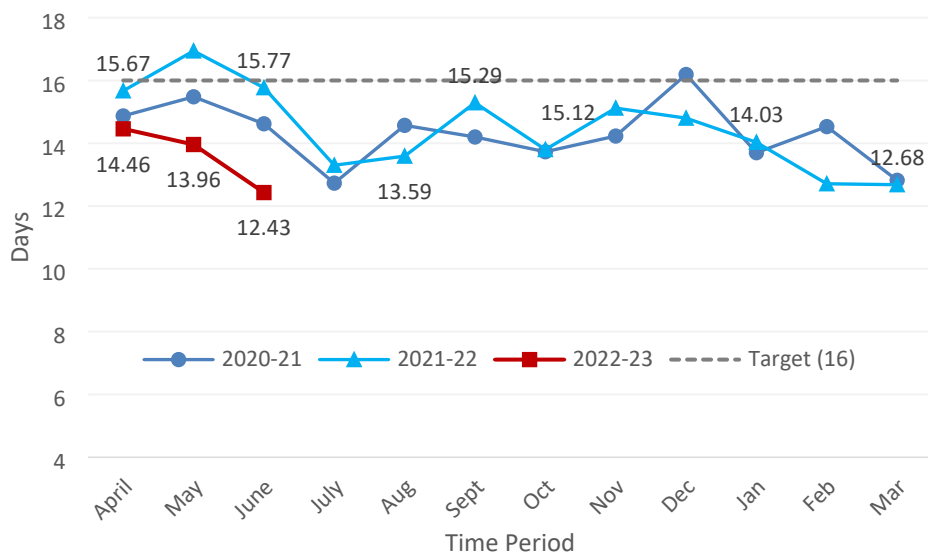
GREEN

Previous Status: March 2022

GREEN

- The average time to answer calls to the contact centre, while generally higher than during the same period last year, remains below our target of 60 seconds, as we did throughout 2021-22.
- The time to answer calls is impacted by staff sickness, as was the case in October last year, and an increase in activity as evidenced during the pandemic.
- Trends indicate we will see an increase in time taken to answer calls as we enter Quarter 2, as we have for the previous two years.

Average speed of processing new benefit claims



Aim: Average speed of processing is below target

UN Sustainable Development Goal: 1

Most Recent Status: June 2022

GREEN

Previous Status: March 2022

GREEN

- Excellent results being maintained while also assisting the council tax team, and the household support fund voucher scheme, and we remain consistently below target as we have since June 2021
- The number of Local Council Tax Support (LCTS) cases have started to level out, although the highest number of applications being received by the team are from the local council tax support scheme.
- The number of Universal Credit notifications being received has increased substantially as more and more cases are moved over.
- This is an area which will increase as more housing benefit cases migrate to Universal Credit, so the work for the service area will change but remain high.

Service Updates - Key Aspirations and Ongoing Business

The following activity supports UN Sustainability Goal 3:

The revenues team have appointed a welfare officer to actively encourage the take up of benefits and to promote discounts and disregards for council tax in order to ensure that residents can access the financial support they are entitled to. Payment of energy rebate payments continue to be made to residents living in a property with a council tax band A-D. To date more than 40,000 payments (approx. 75 percent of those entitled) have been made as at the end of June. Total value £6,034,800.

The following activity supports UN Sustainability Goal 8:

The results of the completed staff survey have been analysed, and a refreshed action plan is being developed to address staff comments.

Workshops to support the production of a council wide workforce plan to address the future skills, attributes and competences of staff continue with colleagues in Neighbourhoods, Children Services and Regeneration directorates. A pilot leadership programme is to be launched in July with 22 aspiring leaders across the organisation which will focus on individual learning needs and provide an opportunity for colleagues to share experience and knowledge.

The attendance and wellbeing strategy is on track and reviewed monthly with a focus on building service resilience and a positive working environment for all staff, recognising and proactively responding to issues and concerns with particular emphasis on mental wellbeing.

Staff from both Jubilee Stores and Thompson House have relocated to County Hall and Westridge. The agile team is working with service areas promoting the use of the features available in Microsoft Teams to maximise efficiencies and make for more engaging and collaborative meetings. The Council will make a cash saving by its withdrawal from Jubilee Stores as this building was occupied on a lease basis.

Strategic Risks

Lack of financial resource and the ability to deliver the council's in-year budget strategy

Assigned to: Director of Finance and Section 151 Officer

Inherent Score	Target Score	Current Score
16 RED	5 GREEN	5 GREEN
Previous scores		
Mar 22	Nov 21	Sep 21
5 GREEN	9 AMBER	12 RED
No change to risk score		

Lack of financial resource and the ability to deliver the council's medium-term financial strategy

Assigned to: Director of Finance and Section 151 Officer

Inherent Score	Target Score	Current Score
16 RED	9 AMBER	9 AMBER
Previous scores		
Mar 22	Nov 21	Sep 21
9 AMBER	16 RED	16 RED
No change to risk score		

Insufficient staffing capacity and skills		
Assigned to: Director of Corporate Services		
Inherent Score	Target Score	Current Score
16 RED	9 AMBER	10 RED
Previous scores		
Mar 22	Nov 21	Sep 21
9 AMBER	9 AMBER	9 AMBER
Increase in risk score		

A change in organisational culture fails to keep a pace with the speed of organisational change, negatively impacting on the delivery of the required transformation to deliver the corporate plan		
Assigned to: Director of Corporate Services		
Inherent Score	Target Score	Current Score
16 RED	6 GREEN	6 GREEN
Previous scores		
Mar 22	Nov 21	Sep 21
6 GREEN	6 GREEN	6 GREEN
No change to risk score		