

Appendix 2 - 2022/23 Q2

STRATEGIC FINANCE, TRANSFORMATIONAL CHANGE AND CORPORATE RESOURCES

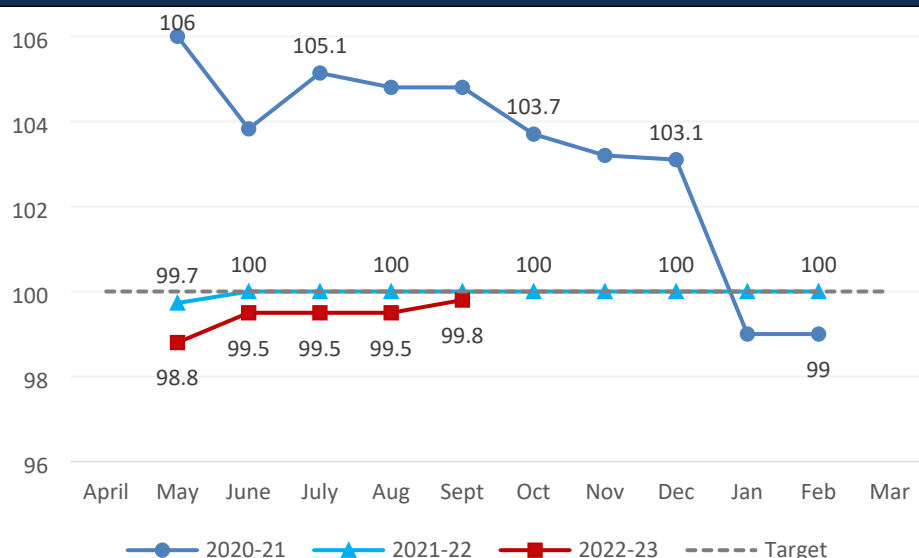
Cabinet Member: Councillor Chris Jarman

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: September 2022

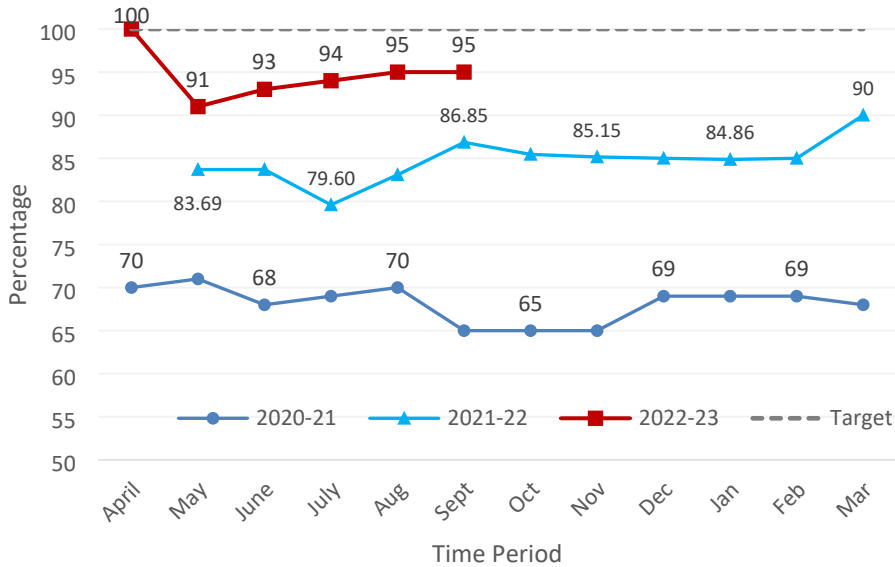
GREEN

Previous Status: June 2022

GREEN

- As at the end of quarter 2 we are forecasting a balanced budget. However, this includes several significant pressures relating to adults & children’s social care, leisure income, energy costs and the anticipated pay award.
- Some of the pressures outlined above have already been offset from savings in treasury management and concessionary fares to leave a total net forecast pressure of £7.5m
- We are planning to utilise the corporate and Covid contingencies as previously agreed offset this net pressure to reach a balanced position at year end.

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: September 2022

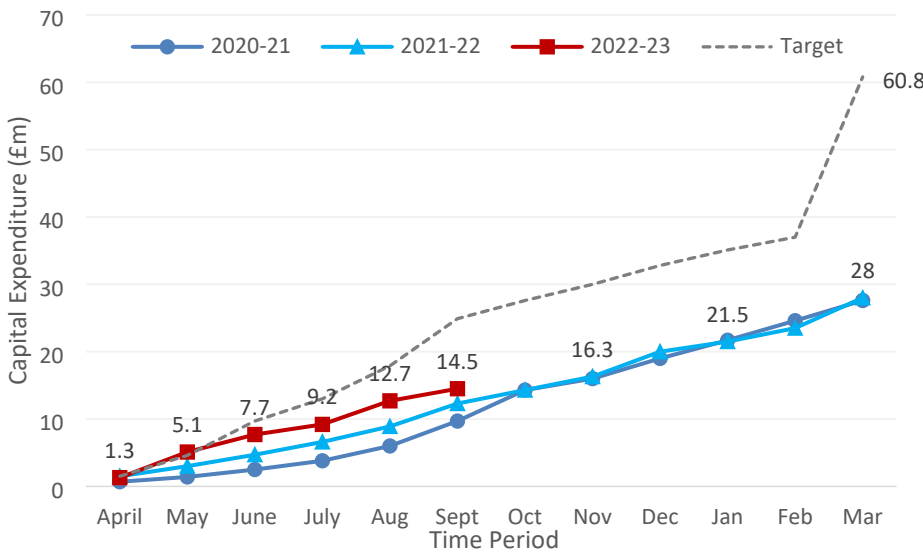
AMBER

Previous Status: June 2022

RED

- Fees and charges are forecast to be under achieved by approx. £1.2m 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 and heritage services
- This pressure forms part of the overall pressure as contained in the previous chart and will therefore be offset by the use of the Covid Contingency to enable a balanced budget to be achieved at year end

Value of cumulative capital expenditure compared to profiled budget



Aim: Capital expenditure is within/under budget

UN Sustainable Development Goal: 8

Most Recent Status: September 2022

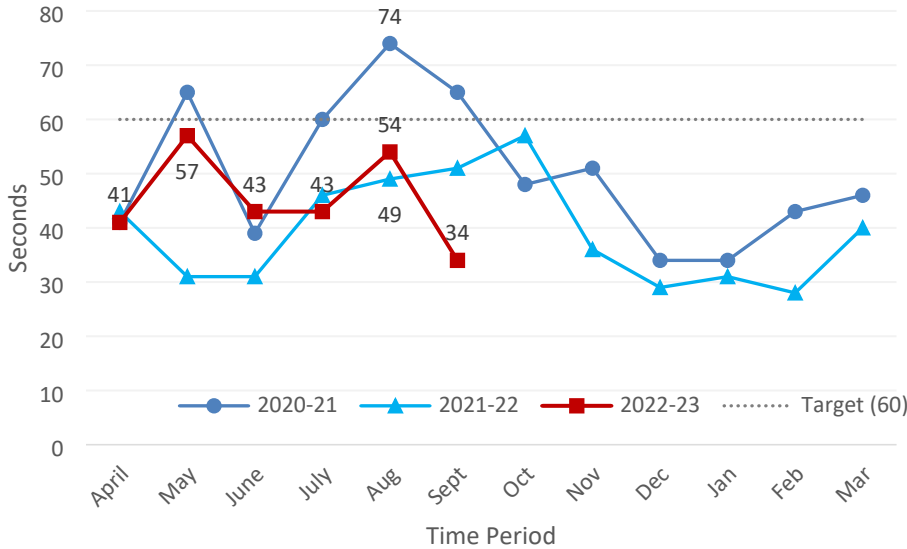
GREEN

Previous Status: June 2022

GREEN

- We are currently forecasting net slippage of around £9m 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 the early stages of development.
- Capital challenge meetings have been held to more accurately profile spend with over £7m of budgets moved into future years.
- Project Managers are now starting to prepare bids for funding in 23/24 and onwards.

Average time to answer calls to the contact centre



Aim: Calls are answered within 60 seconds

UN Sustainable Development Goal: 16

Most Recent Status: September 2022

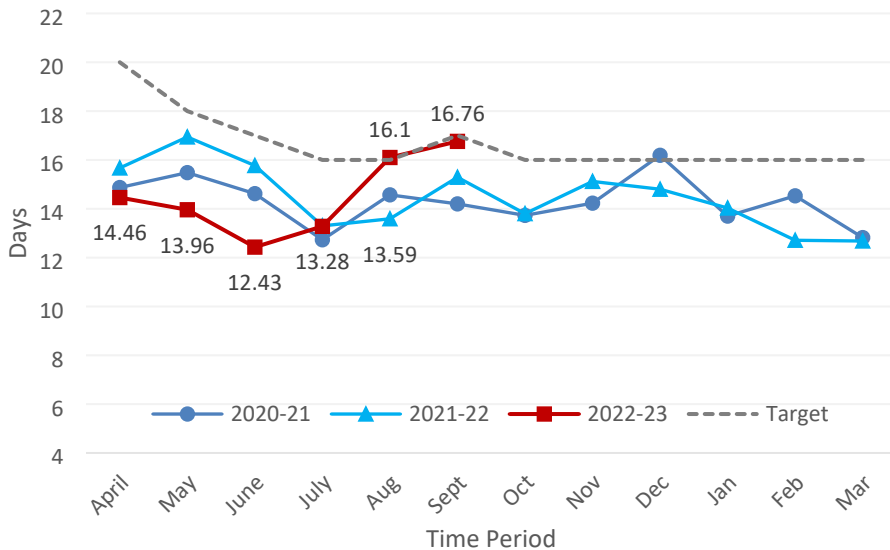
GREEN

Previous Status: June 2022

GREEN

- The average time to answer calls to the contact centre, while on average 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 a decrease in time taken to answer calls as we enter Quarter 3, as we have for the previous two years. We can already see that the time taken to answer calls has dropped as of the end of Quarter 2.

Average speed of processing new benefit claims



Aim: Average speed of processing is below target

UN Sustainable Development Goal: 1

Most Recent Status: September 2022

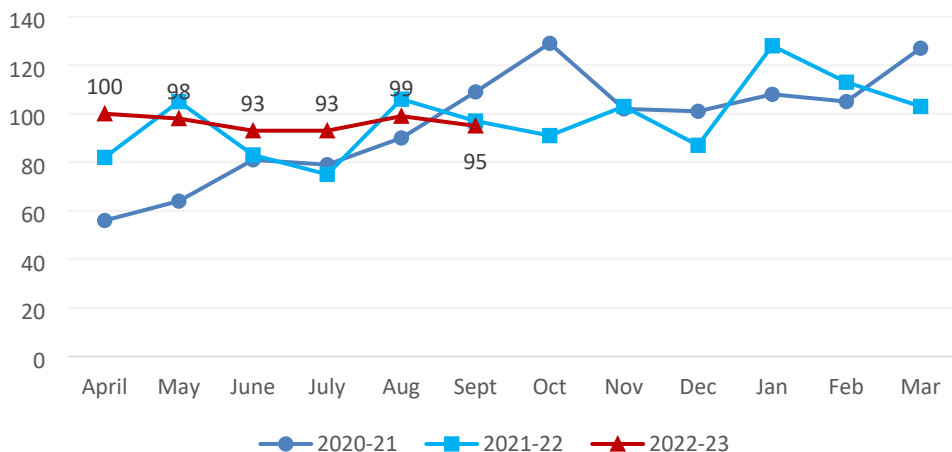
GREEN

Previous Status: June 2022

GREEN

- The number of cases for housing benefits and local council tax support continue to remain constant with most cases for local council tax support.
- The month of August is a busy month for annual leave; however, the new claims are being dealt with efficiently and on time.

Number of FOI requests received



Aim: Not applicable

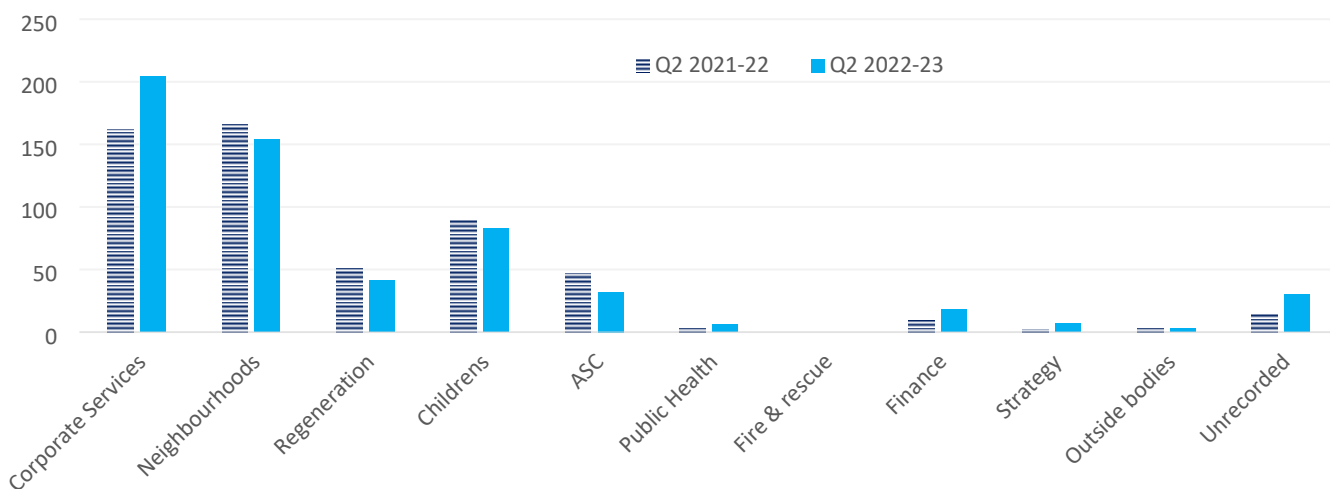
UN Sustainable Development Goal: 16

Most Recent Status: September 2022

Monitoring Measure Only

Previous Status: March 2022

Monitoring Measure Only



- The number of FOI requests received has remained relatively stable over the last 6 months, ranging between 93 and 100.
- The highest number of requests received are consistently within Corporate services and Neighbourhoods. Corporate have received a total of 204 requests to date this year, compared to 162 in the same period last year. Neighbourhoods however has seen a drop from 166 to 154 for the same period.
- Public Health, Strategy and Outside Bodies continue to receive a low level of requests, and Fire and Rescue is yet to receive a request this year.
- On average for quarter 2, 90 percent of requests have been processed on time (July was 94 percent, August was 90 percent, September was 85 percent)

Service Updates - Key Aspirations and Ongoing Business

The following activity supports UN Sustainability Goal 3:

The recently appointed 'welfare officer' is having a positive impact, actively encouraging the take up of benefits, promoting discounts and disregards for council tax to ensure that residents can access the financial support they are entitled to. The energy rebate scheme closed on the 30th September with 55,565 payments being made to residents living in a property with a council tax band A-D. The discretionary energy rebate scheme remains open to 30 November and to date 199 households have received additional financial support.

The following activity supports UN Sustainability Goal 8:

A refreshed procurement strategy has now been completed, considering the key requirements set out in the council's corporate plan and is being presented to the October 2022 cabinet meeting for consideration.

Actions in relation to local market engagement are to be included in the new procurement strategy action plan. Once Cabinet approval has been secured, the action plan will enter delivery and regular reporting of progress against strategy intentions will be undertaken through the audit committee.

The annual survey findings were discussed at Corporate Management Team in June and July. Directors were provided with the feedback for their service area to enable them to discuss the results at their management team meetings and to agree actions to address concerns. The BIG action plan has also been refreshed to provide a greater emphasis on regular conversations with staff to discuss career development, learning, team well-being and the need to build relationships across the Council to prevent 'silo' working. Work has also progressed to address the issues of frontline workers receiving regular communications and access to learning. Discussions at the Managers' Conference in September and articles in the Vine have helped to keep all staff informed.

A pilot leadership programme was launched in July with 22 aspiring leaders across the organisation which will focus on self-managed learning and provide an opportunity for colleagues to share experience and knowledge, as well as hearing the leadership journeys of senior leaders. A date for next year's Council's awards event has been set for 7th July 2023 at Cowes Yacht Haven.

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		
Jul 22	Mar 22	Nov 21
5 GREEN	5 GREEN	9 AMBER
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		
Jul 22	Mar 22	Nov 21
9 AMBER	9 AMBER	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		
Jul 22	Mar 22	Nov 21
10 RED	9 AMBER	9 AMBER
No change to 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		
Jul 22	Mar 22	Nov 21
6 GREEN	6 GREEN	6 GREEN
Risk score is consistent		