



REPORT TO: CORPORATE COMMITTEE ON TUESDAY 30 NOVEMBER 2021

SUBJECT: PERFORMANCE REPORT (FINANCIAL SERVICES) – PERIOD TO SEPTEMBER 2021

BY: DEPUTE CHIEF EXECUTIVE (ECONOMY, ENVIRONMENT AND FINANCE)

1. REASON FOR REPORT

- 1.1 To inform the Committee of the performance of the service for the period to 30 September 2021.
- 1.2 This report is submitted to Council in terms of Section III (A) (4) of the Council's Scheme of Administration to monitor performance of the services within the Committee's remit in accordance with the Council's performance management framework.

2. RECOMMENDATION

2.1 It is recommended that Committee:

- (i) **scrutinises and notes performance in the areas of Service Planning, Service Performance and other related data to the end of September 2021; and**
- (ii) **notes the actions being taken to improve performance where required.**

3. BACKGROUND

- 3.1 On 7 August 2019, the Moray Council, approved a revised Performance Management Framework for services (para 5 of the minute refers).

4. SERVICE PLANNING

- 4.1 Each service plan sets out the planned strategic and service level priorities and outcomes it intends to deliver in the coming year aligning closely with financial planning, corporate and community planning partnership strategic priorities. This report provides an interim update on progress on the service plan, key outcomes and performance indicators. Committee is invited to review progress to secure assurance that is satisfactory and to provide scrutiny and further direction where performance requires attention.

- 4.2 The narrative included is by exception, however links to backing tables for all [Service Plan Actions](#) and [Performance Indicators](#) are provided.

SERVICE PLAN PRIORITIES		RAG
STRATEGIC LEVEL	Further develop the council's medium to long term financial strategy	50%
SERVICE LEVEL	7 actions - 2 complete; 1 on hold (Lean review of processes pending recruitment of central Improvement & Modernisation team)	47%
RECOVERY & RENEWAL	Check and pay supplier relief claims. Scheme extended by Scottish Government	98%
OVERALL PLAN PROGRESS		65%
Comment		
The strategic priority is on target. However, the pandemic response has had a significant impact on delivery of the service level objectives as detailed below. Progress is measured over the 3-year plan period. Annual progress is measured by milestone achievements. At the end of quarter 2 of year 2 the plan is on target.		

SERVICE PLAN PIs

- Achieving Target
- Within Target
- Below Target
- Data Only
- Data not available

Strategic Outcomes - successes

- 4.3 A report on the council's medium to long-term financial strategy was presented to the Moray Council at their meeting on 15 September 2021 (agenda item 18 refers) at which it was approved (**ACTION FIN20-22.Strat-4.1**).

Strategic Outcomes – challenges and actions to support

- 4.4 There are no other Strategic Outcomes in the Service Plan.

Service Level Outcomes - successes

- 4.5 The overall financial profile for the Growth Deal has been discussed with Scottish Government (SG) officers with a view to developing a profile which is acceptable to SG and which allows the council to manage its risk regarding the timing of funding. (**ACTION FIN20-22.Serv-5.6**).
- 4.6 The revised Procurement Strategy incorporating Community Wealth Building was approved at the meeting of the Economic Growth, Housing and Environmental Sustainability Committee on 8 June 2021. (**ACTION FIN20-22.Serv-5.4a**).
- 4.7 The Procurement Strategy to support the Council's Climate Change Strategy was approved at the meeting of the Economic Growth, Housing and Environmental Sustainability Committee held on 8th June 2021. (**ACTION FIN20-22.Serv-5.4b**).

Service Level Outcomes – challenges and actions to support

- 4.8 Implementation of mainstream Participatory Budgeting, which was significantly impacted by the response to the Covid-19 pandemic is progressing. MyAccount is now linked to Consul and has undergone initial testing. The first PB exercise using this version of Consul was carried out on the Rothes Play Park Equipment PB exercise. This was successfully run during Quarter 2 and the community were given the option of 2 tenders on which to vote. Work now continues on the other 3 remaining parks and the

finance team are identifying other areas on which PB can be implemented. Meetings have been held with officers on climate change, community wealth building and HRA. Despite the good work being done there still a long way to go before the target of identifying 1% of the budget is achieved (**ACTION** FIN20-22.Serv-5.2 **PI** FS214).

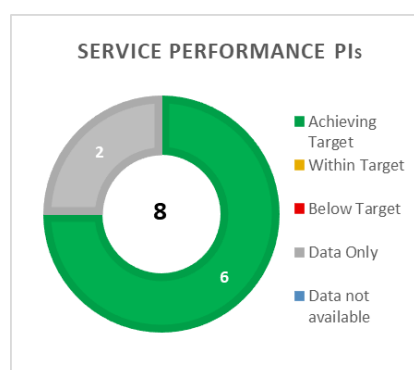
- 4.9 Progression with the Lean review of processes is awaiting the appointment of staff into improvement and modernisation posts approved by Council on 12 May 2021 (item 13 of the Minute refers). (**ACTION** FIN20-22.Serv-5.5).

Recovery and Renewal - successes

- 4.10 The Payments team continue to check and pay all supplier relief. 188 claims have been received and paid to date (£2.31M) with approximately 77 claims not yet having been received. Supplier Relief has been officially extended until the end of October with the expectation that it will continue in some form until March 2022, with claims expected to be received after that date. (**ACTION** FIN20-22.Recovery-6.1).

SERVICE PERFORMANCE

- 5.1 In line with the Performance Management Framework, operational performance is reviewed quarterly by departmental management. Areas performing well and/or areas subject to a decreasing trend or where benchmarking results show performance significantly below comparators will be reported to this committee for member scrutiny.
- 5.2 Reporting is by exception, however links to backing tables for all Service [Performance Indicators](#) are provided.



Operational Indicators - successes

- 5.4 Financial Services continues to deliver the necessary level of support to elected members, senior officers and budget managers. (**PIs** **FS001, FS008, FS101**)
- 5.5 As at September 2021, 55.3% of current year council tax has been received, slightly ahead of target.

Operational Indicators - challenges and actions to support

- 5.6 There were no below target indicator result in the reporting period.

6. OTHER PERFORMANCE RELATED DATA

Complaints & MP/MSP Enquiries

- 6.1 In line with the Performance Management Framework, complaints are reviewed quarterly by departmental management in terms of time taken to respond, outcome and learning points. Links to backing tables for all [Service Complaints](#) is provided.
- 6.2 In the reporting period, 15 complaints were closed, 7 in quarter 2, all were dealt with as Frontline stage complaints. Two complaints were upheld, 4 partially upheld and the remaining 9 not upheld.
- 6.3 Those upheld or partially upheld related to a number of service areas and varied in type mainly between process/procedure and council tax.
- 6.4 The service has resolved 11 MP/MSP enquiries so far during this financial year, all relating to Taxation Services; 5 to Council Tax matters.

Other Performance (not included within Service Plan)

- 6.5 Following the abandonment of an effective and well-tested recovery timetable due to the impact of the COVID-19 pandemic, Taxation Services has returned to running Council Tax recovery processes on a regular basis. This has meant that Council Tax debtors have again been reminded promptly of Council Tax arrears. Those who have not made payment of these arrears or have not sought the team's assistance to reschedule their instalments have had their debts passed on the council's firm of Sheriff's Officers for enforcement. The resumption of prompt recovery measures has resulted in Council Tax payment levels largely returning to pre-pandemic levels.

Consultation and Engagement

- 6.6 Procurement training has been undertaken once more, albeit virtually, with 2 cohorts being completed in May and September, spreading the word on all things procurement which will include the focus on climate, fair work and community wealth building.

7. SUMMARY OF IMPLICATIONS

(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))

Performance measurement is used to ensure the efficient and sustainable delivery of services to meet the Council's priorities in both the Corporate Plan and the LOIP.

(b) Policy and Legal

The Council has a statutory requirement to publish a range of information that will demonstrate that it is securing best value and assist in comparing performance both over time and between authorities where appropriate.

(c) Financial implications

None.

(d) Risk Implications

None.

(e) Staffing Implications

None.

(f) Property

None.

(g) Equalities/Socio Economic Impact

An Equality Impact Assessment is not required as this report is to inform the Committee on performance.

(h) Consultations

The Head of Financial Services, Depute Chief Executive (Economy, Environment and Finance), and Service Managers have been consulted with any comments received incorporated into this report.

8. CONCLUSION

- 8.1 As at September 2021, 2 Service Plan outcomes have been completed. The due date for Supplier Relief has been changed to take into account the number of applications, and the action is progressing to meet the revised deadline. None of the other outcomes were planned to have been completed and, overall, the plan is 65% complete and on target for completion as planned by the end of March 2022.**

Author of Report:	Carl Bennett, Research & Information Officer
Background Papers:	Held by Author
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