



REPORT TO: POLICY AND RESOURCES COMMITTEE ON 14 JANUARY 2020

**SUBJECT: FINANCIAL SERVICES PERFORMANCE REPORT – QUARTER 2
JULY TO SEPTEMBER 2019**

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

1. REASON FOR REPORT

- 1.1 The purpose of this report is to outline the performance of the service for the period from July to September 2019.
- 1.2 This report is submitted to Committee in terms of Section III A (4) and (B) (58) of the Council's Scheme of Administration relating to contributing to public performance reporting and the development and monitoring of the Council's Performance Management Framework.

2. RECOMMENDATION

- 2.1 **It is recommended that the Policy and Resources Committee scrutinises performance as outlined in this report.**

3. BACKGROUND

- 3.1 The revised performance management framework was approved at a meeting of Moray Council on 7 August 2019 (item 7 of the minute refers). Performance continues to be reported on a 6 monthly basis, on an exception basis.
- 3.2 The Policy and Resources Committee at its meeting on 5 November 2013 (item 12 refers) approved the development of a quarterly monitoring document which will provide supporting information for the Performance Management Framework and 6 monthly performance reports will refer to the document.
- 3.3 This report sets out progress against the service plan for Financial Services and other performance information for the period from July 2019 to September 2019.

- 3.4 The service plan for Financial Services was included in the service plan for the then Corporate Services and approved by this committee on 2 October 2019 (item 5 of the Minute refers). The Service Plan sets out actions to support the Council's Corporate Priorities of creating a sustainable council – reviewing and developing the Council's financial strategy and three year financial plan; economic development – support the Moray Growth Deal, and empowering communities – implementing mainstream Participatory Budgeting and supporting Community Asset Transfers. All actions were on target as at 30 September 2019. No target end dates fell within that period
- 3.5 The Service Plan also includes actions in support of legislative changes affecting the service; of major projects for the council, and implementing the Procurement Strategic Action Plan. All actions were on target as at 30 September 2019. No target end dates fell within that period.
- 3.6 There are no exceptions to be reported regarding the Service Plan.
- 3.7 All Performance Indicators approved for report to committee were acceptable for quarter 2. These are tabulated below:

Indicator	Q2 value
Unqualified audit certificate received by 30 September	Yes
Percentage of budget monitoring reports issued to budget managers within target timescales	100%
Percentage of invoices sampled paid within 30 days	90.87%
Payroll accuracy - number	99.94%
Payroll accuracy - value	100%

- 3.8 No benchmarking was carried out during this period. No consultation was carried out during this period. Five complaints relating to Financial Service were received and dealt with during the six month period. Of these, one complaint was not upheld, two were dealt with by way of an explanation and apology, one complaint was resolved with the complainant and one was passed to the Council's insurers to reply directly to the complainant.
- 3.9 Further performance indicators are in development including indicators for the draft Medium to Long Term Financial Strategy and these will be added in the next Performance Review Report. The draft Corporate Plan includes a target of 1% of the Council's budget being subject to Participatory Budgeting (PB) by April 2021. PB is the subject of a further report to this Committee. The 1% target will be a new PI for Financial Services following implementation of mainstream PB, progress towards which is tracked in the Financial Services Service Plan (see paragraph 3.3 of this report).
- 3.10 The performance during the first half of 2019/20 for Financial Services is summarised at **APPENDIX 1**.

4. 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 the Corporate Plan and the 10 Year Plan (Local Outcomes Improvement Plan).

This report identifies that no areas of the Service Plan have fallen behind schedule.

(b) Policy and Legal

None.

(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 needed because the report is to inform the Committee on performance.

(h) Consultations

None.

5. CONCLUSION

5.1 Performance during the second half of 2018/19 is broadly as expected.

5.2 The work to implement the actions contained in the Financial Services Service Plan was on target for the second quarter of the year.

Author of Report:	Lorraine Paisey
Background Papers:	Held by Carl Bennett, Research and Information Officer
Ref:	SPMAN-1108985784-139
	Appendix 1: SPMAN-1108985784-138
	Appendix 2: SPMAN-1108985784-137