

Finance, Investment and Corporate Services - Portfolio Performance Dashboard										Portfolio Holder - Cllr Jeremy Heron			
Quarter 4 - January 1 2022 - March 31 2022													
Key Priorities		Key Activities			Key Actions								
Portfolio Priorities		Key Activity			Specific Actions		Target Date	Status Update					
Protecting front line services through sound financial planning, including the collection of taxation with appropriate support for individuals and businesses		Deliver the Council's Medium Term Financial Plan			Balanced budget agreed annually in February.		Completed 21/22	Balanced budget agreed for 2021/22 in February 2021.					
							Completed 22/23	Balanced budget proposed for 2022/23 in February 2022.					
Modernisation and innovative use of ICT to enhance operational efficiencies across all services		Modernise our corporate and line of business ICT applications			Deliver the ICT strategy to modernise applications and infrastructure		1 year roll over strategy - 22/23. Ready early 2022/23.	A draft Digital Strategy has been shared with EMT for consultation.					
Using investments to support financial resilience and the local economy		Identify sites and opportunities in line with the Commercial Property Investment Strategy			Identify opportunities and progress the Commercial Property Investment and the Residential Property Investment Strategies		FY21/22	Two further properties have been acquired during the FY to date; an offer has been accepted on a further property and a number of other commercial properties are under investigation. Council has approved a budget of £8.445M for completion of the Crow Lane development, target for delivery October 2022. This is a landmark for the Council, being a new business park in the district and which is presently under construction. 5 further properties purchased by the residential property company during the FY to 31 March 2022, 12 overall, 1 further property purchased 4th April 2022 and offers accepted on 4 further properties.					
		Continue to acquire properties through the council's Residential Property Company											
		Deliver improved infrastructure to support operational services			Design new depot facilities for future requirements and in response to any changes to national waste strategy		To be operationally ready early 2024	The external report on the Councils waste depot strategy has been received and will be considered in the context of the Council's overall Waste Strategy, which will inform operational depot requirements. An updated project brief for a new depot at Hardley has been prepared and the design team is being remobilised to update the design and prepare cost estimates.					
Providing support to residents with benefits and welfare reforms, and supporting businesses to access financial reliefs and grants		To support residents affected by COVID and vulnerable households with essential costs.			Deliver the Test and Trace Support payments and voucher scheme to support those having to self-isolate		31/3/2022	This scheme has now closed and we are undertaking the reconciliation and reporting exercise.					
		Deliver government support to businesses, including the Additional restrictions Grants and retail, hospitality and leisure support grants and retail discounts			Develop a policy, eform and application process for the CARF scheme. To continue to promote the Omicron Hospitality and Leisure Grant Scheme and Retail, Hospitality and Leisure rate relief scheme and the Omicron ARG scheme.		30/6/2022	Recently distributed over £2.4M in Omicron support grants and undertaking the reconciliation exercise. Our COVID Additional Relief Fund (CARF) is open for applications, the closing date is 22 April 2022 and take-up has been lower than expected, despite 2 letters being sent, weekly news and social media communications.					
		Deliver the Household Support Fund to support vulnerable households			To work with partners on referrals to support those most in need, including Citizens Advice New Forest.		31/3/2022	We continue to work closely with partner organizations, including Citizens Advice New Forest, and with those applying for Discretionary Housing Payments to promote this support and identify vulnerable households. To date we have supported 202 households with awards totaling £79,267. Hampshire County Council have received further funding and we await notification of any funds to be distributed to us and any eligibility criteria.					
		Deliver the £150 energy rebate to eligible households in council tax bands A to D and the Discretionary scheme			To identify direct households we can make direct payments, contact those not paying by direct debit, develop an eform, payment and checking process and a discretionary policy to support those not eligible for the main scheme.		30/11/2022	Eligible households identified who pay by DD and expected payment by end of April. Letters being sent out non dd payers and developing our discretionary scheme. Support is available to those unable to complete and eform through phone and our Information Offices.					
		Continue to manage the impact of Universal Credit and review our Council Tax Reduction scheme to maximize automation			Continue to work closely with the Department for Work and Pensions, New Forest Citizens Advice and stakeholders on preparing for the migration to Universal Credit		2024/5	We are awaiting a date from DWP for the managed migration to start. The planned pilot has been deferred. We anticipate this to start in 2023/24 with pensioners being reviewed and expected to start from 2025 (although unlikely). Our CTR scheme has been amended to increase automation.					
Key Performance Indicators									Financial Information - Budgets £'000				
KPIs	Unit	Freq.	Desired DOT	Annual Target	Last Period	This Period	Actual DOT	Status	Budget Description	Original Budget	Sept/Nov/Feb Financial Monitoring	May Financial Monitoring / Outturn	Outturn
Maintain high level of Council Tax collected *	%	Monthly	↑	98.50%	98.27%	98.48%	↑		General Fund Revenue Position	2722	-531	-448	1743
NNDR collected *	%	Monthly	↑	98.19%	97.79%	98.48%	↑		Variation Percentage		-19.51%	-16.46%	-35.97%
Achieve a balanced budget with reasonable Council Tax increases		Annual		Greater of 2% or £5**	£5 (2.88%)	£5 (2.7%)			Supporting Narrative	MAY MATERIAL VARIATIONS; Covid19 funding (-£280k), Housing Benefits Admin additional grant and business unit savings (-£44k), Corporate Management Redmond Review Grant & refund bank charges (-£76k), Pay Award covered within Portfolio variations (-£300k), ATC Emergency Power Supply Project (-£38k rephased into 22/23), ICT Savings (-£248k), ICT Work Programme rephasings (-£182k), Net Other (-£1k) OUTTURN MATERIAL VARIATIONS; ICT savings & rephasings previously reported now allocated across all portfolios (+£523), Housing Benefits net costs (+£161k), Housing benefits administration (+£29k), Net Other (+£8k)			
Budget variations (General Fund) *Last period' is first Financial Monitoring Report	%	Annual	-	+/- 3%	0.49%	-8.1%	-		General Fund Capital Programme	10812	-543	-947	9322
Increase the value of commercial investment	£M	Annual	↑	20	£13M cumulative to end FY 21/22	2 properties acquired 21/22 @ £3.1M to date. £8.445M budget approved for Crow Lane development, offer accepted on a further purchase, subject to contract	↑		Variation Percentage		-5.02%	-8.76%	-13.78%
Increase the value of residential investment	£M	Annual	↑	4	£3.6M cumulative to end FY 21/22	5 properties acquired 21/22 @ £1,527,110.00 to 31 March 2022. A further property was purchased on 4th April 2022, offers accepted on 2 further properties	↑		Supporting Narrative	MAY; V&P replacement programme variation (+£35k), Residential Property Acquisition (+£129k), Smarter Working (-£80k), Rephasings into 22/23 at New Depot site Hardley (-£84k), New Depot site West (-£100k), Crow Lane (-£672k), Office 365 project (-£75k), V&P replacement programme (-£96k), Net Other (-£4k) OUTTURN; no adjustments			
ICT incidents resolved within SLA	%	Monthly	↑	85%	89%	95%	↑		High Risks				
ICT investment Vs outcome	New KPI to be developed in 2022 (does not appear in the Corporate Plan)												
Maintain a Remote Access Solution (VPN)	%	Monthly	↑	99.50%	100%	100%	↔		High Risk Area	Risk	Mitigation Actions	New Risk	
* 'Actual' figures for Council Tax and NNDR collection represent performance against figure for the same time last financial year. ** £5 increase agreed for 21/22, representing 2.8% increase. £5 proposed for 22/23, representing 2.7% increase									Financial uncertainty arising from COVID-19 pandemic		Robust financial monitoring and reporting arrangements, prudent financial planning, government grants/support		
									Comprehensive Spending Review may result in funding fluctuations and continued funding uncertainty		Prudent financial planning, with options to close the gap being drawn up and worked on. Budget equalisation reserve available to support the production of a balanced budget.		
									1 year settlement for 22/23 now known. Additional funding has been offered, but no longevity to it		Prudent financial planning, regard additional 22/23 funds as one-off.		
									Lack of suitable commercial property investment opportunities in the District		Good links with local agents, responsiveness to opportunities that arise.		
									Lack of suitable residential property opportunities in the District		Good links with local agents, responsiveness to opportunities, stronger residential property market than expected during the period of restrictions.		
									Delays in the delivery of new depot facilities		Contingent on operational needs being clarified as part of the proposed waste strategy.		
									Ability to support vulnerable residents with increased cost of living and potential fuel poverty		The one-off Household Support Fund grant was utilised to support vulnerable residents. The CANF have limited funding to support vulnerable households with fuel and energy bills, with the potential for further HSS funding beyond 31 March 2022. NFDC will work with CANF, and partners, to provide advice and signpost support, including food larders. NEW CT 'energy rebate' scheme announced for 22/23 is being administered.		
									NEW - Generator installation not complete, therefore power supply to server room and emergency planning suite not yet available at ATC		Availability of remote working remains for all users. Working with facilities management for generator install.		