

Report on	Performance Improvement: Nine Month Update (Q1-Q3) 2020-2021
Date of Meeting	Thursday 4th February 2021
Reporting Officer	P Moffett, Head of Democratic Services
Contact Officer	L Jenkins, Performance & Quality Officer

Is this report restricted for confidential business?	Yes	
If 'Yes', confirm below the exempt information category relied upon	No	X

1.0	Purpose of Report
1.1	The report provides members with monitoring information on the review of performance against our seven statutory and three corporate performance improvement indicators and standards, along with an overview of the Corporate Health Indicators for the first nine months of 2020/21.
2.0	Background
	Statutory & Corporate Performance Indicators /Standards.
2.1	The Local Government (Performance Indicators and Standards Order (Northern Ireland) 2015), statutory performance indicators and standards have been set as part of the performance improvement arrangements for district councils. Performance measures have been specified for the functions of: Economic development, Planning and Waste management, on which to report annually, as part of the performance improvement arrangements for district councils, (hereafter referred to as statutory "set for us" performance measures). The aim of the performance measures is to promote the improvement of service delivery for the functions specified.
2.2.	Council has identified three self-imposed performance improvement indicators and standards (continued from 2018/19) referred to as "self-imposed" performance measures. These form an integral part of our Performance Improvement arrangements (under Part 12 of the Local Government (NI) Act 2014). Taken together all ten measures (statutory and self-imposed indicators) feed into the Corporate Performance "Health" Indicators/Measures (of which there are 28 in total – refer to 2.5 below). All of the performance indicators, statutory, self-imposed and organisational health indicators are considered as forming part of our day-to-day business and act as a barometer of how the Council is improving Corporately.
2.3	The Performance Progress of the statutory (set for us) and self-imposed (set by us) indicators/standards are outlined in Appendix One.

2.4	<p>Reporting on the Councils Corporate “Health Indicators”</p> <p>The committee previously considered and agreed a suite of “<i>Corporate Health Indicators</i>” for reporting on to members. Reporting on the Corporate health indicators provides a barometer of how the council is doing across its services; Indicators are effectively a ‘performance dashboard’, providing a summary of how the Council is doing across 8 key areas:</p> <ul style="list-style-type: none"> • Economy • Waste management • Council facilities • Better responses • Resident satisfaction • Staffing • Engaged workforce • Finance
2.5	Refer to Appendices 2 and 3 below.
3.0	Main Report
3.1	<p>Monitoring & Reporting on the Statutory & Self-Imposed Performance Indicators and Standards.</p> <p>The Statutory and Corporate Improvement Indicator Report for the first nine months of 2020/21, gives an overview of progress in relation to managing and monitoring Mid Ulster Council's Corporate Improvement Performance Indicators (Appendix One). Some of the data which form the statutory “set for us” indicators are reliant on third party information being supplied to Council services and are classed as management data as opposed to ‘audited’ data.</p>
3.2	<p>The management of Council's 10 Statutory and Self-Imposed Indicators is a key mechanism within the Council's Performance & Improvement Framework. Information relating to the 10 indicators will be updated and provide:</p> <ul style="list-style-type: none"> • Performance against target, assessment, action plan, & comparative trend analysis (over time) • Reporting & management accountabilities. • Target Direction; more is better, less is better etc. (refer to measures i.e. numbers/percentages). • Performance trend, which utilises symbols to show whether there is improvement, no change or fail, or change in a performance indicator compared to the last period. • Results against targets are assessed using a red, amber, green (RAG reporting) status; this shows whether performance is on or exceeds target (green), whether it is close to target (amber), or failing (red), and the colour purple indicates that information is not yet available. • Links to the corporate plan • Activity of all 10 Performance Improvement Indicators are closely monitored by senior management

3.3	<p>An overview of 10 Corporate Performance Improvement Indicators at end of Q1 to Q3 2020/21 are outlined below:</p> <p>Quarter One</p> <ul style="list-style-type: none"> a) 8 indicators are reported as on target - Green b) 0 indicators are close to target – Amber c) 2 indicators are falling short of the pre-defined standard - Red d) 0 indicators awaiting data to be supplied (in the main supplied by government departments) - purple <p>Quarter Two</p> <ul style="list-style-type: none"> a) 7 indicators are reported as on target - Green b) 1 indicator is close to target - Amber c) 2 indicators are falling short of the pre-defined standard - Red d) 0 indicators awaiting data to be supplied (in the main supplied by government departments) - purple <p>Quarter Three</p> <ul style="list-style-type: none"> a) 3 indicators are reported as on target - Green b) 2 indicators are close to target - Amber c) 2 indicators are falling short of the pre-defined standard - Red d) 3 indicators awaiting data to be supplied (in the main supplied by government departments) - purple
4.0	Other Considerations
4.1	<p>Financial, Human Resources & Risk Implications</p> <p>Financial: N/A</p> <p>Human: N/A</p> <p>Risk Management: The data quality contained in the Nine Month Progress Report is provisional, as unaudited “data” and is characterised as management information. All in-year results may be subject to later revision.</p>
4.2	<p><u>Screening & Impact Statements</u></p> <p>Equality & Good Relations Implications: N/A</p> <p>Rural Needs Implications: N/A</p>
5.0	Recommendation(s)

5.1	Members review the performance achieved, and assess progress and performance against the standards/targets and provide commentary as necessary. Members identify and explore any areas of concern as required.
6.0	Documents Attached & References
	<p>Appendix One: Mid Ulster Council Statutory & Corporate Performance Improvement Indicators (Nine-Month Progress Report 2020-21)</p> <p>Appendix Two: Corporate Health Indicators Q1 to Q3 (2020-21)</p> <p>Appendix Three: Corporate Health Indicators Infographics Q1 to Q3 (2020-21)</p>