

Mid Ulster District Council

Statutory & Corporate Performance

Improvement Indicators

Q1 to Q3 - Nine Month Progress Report

2020 – 2021

Performance Measures 2020 to 2021 - Statutory & Corporate Performance Indicators

Statutory Indicators – Set for Us

Under 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 (i.e. set for us). Performance measures have been specified for the functions of: Economic development, Planning and Waste management.

The aim of the performance measures is to promote the improvement of service delivery. The information is currently collated by the Department for the Economy, Department for Infrastructure and DAERA (Department for Agriculture, Environment and Rural Affairs) respectively and published on their websites. Once released to Council, this information is published for citizens and other stakeholders to assess Council's performance in these areas. Until validated by the Departments aforementioned, data will remain as management information.

Corporate Performance Indicators – Set by Us

During 2016/17, Council, in the absence of an agreed region wide performance management framework, decided to concentrate on ensuring the data quality of three of its proposed "set by us" or "self-imposed" performance indicators, standards/targets, with the aim of improving service delivery, across the three indicators; namely:

1. **Prompt Payments** - (Prompt payments speed up cash flow from the public sector to its suppliers, particularly SME's),
2. **Freedom of Information Requests (FOI) Responded to within 20 days**, (Council meets its statutory obligations, customer requests are met within specified timeframes and citizens can get information in a timely manner through a transparent process), and
3. **Percentage lost time rate of sickness absence** – (shows the percentage of total time available that has been lost due to any type of absence during a certain time period. The indicator is based on full time equivalent (FTE) employees - useful as a general measure of the significance of sickness absence levels for an organisation).

Benchmarking With Other Councils

Currently Prompt Payments and the Average Days Lost per Annum due to sickness absence, in days are utilised by the Department for Communities, on an annual basis (from 2017/18 onwards), in order to benchmark with other Councils. The two measures had been introduced, while awaiting the development of an overarching regional benchmark framework. This year, data relating to Average Days Lost p.a. (due to sickness absence), was not supplied by the Department. Benchmark data appears where the information is available in this report and is contained in Council's Annual Performance Assessment Report. Where other local Council's benchmark data are available (annual), the data is included in the report. Data quality is a central part of the Council's operational business and performance management. Performance measures including Absence information, Freedom of Information Requests, and Prompt Payments information is used every day across the Council to help inform management decisions, plan services, benchmark performance and cost, and inform target setting.

Rag Status, Target Direction and Performance Trend – Colours, Symbols and Descriptors.

Table One – RAG Status and Descriptors

Status – Evaluated As	Explanation
GREEN	Met or exceeded target
AMBER	Missed target narrowly
RED	Missed Target Significantly
PURPLE	Information not available

Table Two – Target Direction

Target Direction	Descriptor
More Is Better	A bigger value for this measure is best
Less Is Better	A smaller value for this measure is best

Table Three - Performance Trend

Direction of Travel		
The direction of travel shows if performance has improved, declined, or been maintained relative to previous quarter.		
Performance Improved	Performance Remained Same	Performance Declined
↑	↔	↓

STATUTORY INDICATOR & STANDARD Ref. No. : ED1 - MORE IS BETTER

ED1: The number of jobs promoted through business start-up activity from 1st April 2016 to 31st December 2020.					<table><tr><th>Oct -Dec 2020 Actual (Quarter Three)</th><th>Standard to be Met</th><th>Trend on Previous Quarter</th><th>Status</th></tr><tr><td>30</td><td>210 jobs p.a.</td><td>↔</td><td>RED</td></tr><tr><th>July-Sept 2020 Actual (Quarter Two)</th><th>Standard to be Met</th><th>Trend on Previous Quarter</th><th>Status</th></tr><tr><td>30</td><td>210 jobs p.a.</td><td>↑</td><td>RED</td></tr><tr><th>Apr-June 2020 Actual (Quarter One)</th><th>Standard to be Met</th><th>Trend on Previous Quarter</th><th>Status</th></tr><tr><td>21</td><td>210 jobs p.a</td><td>↓</td><td>RED</td></tr></table>				Oct -Dec 2020 Actual (Quarter Three)	Standard to be Met	Trend on Previous Quarter	Status	30	210 jobs p.a.	↔	RED	July-Sept 2020 Actual (Quarter Two)	Standard to be Met	Trend on Previous Quarter	Status	30	210 jobs p.a.	↑	RED	Apr-June 2020 Actual (Quarter One)	Standard to be Met	Trend on Previous Quarter	Status	21	210 jobs p.a	↓	RED																								
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<div><h3>ED1- The No. of Jobs Promoted Through Business Start Up 2016 - 2021</h3><table border="1"><caption>ED1- The No. of Jobs Promoted Through Business Start Up 2016 - 2021</caption><thead><tr><th>Time</th><th>Numbers of Jobs promoted</th></tr></thead><tbody><tr><td>Q1 16.17</td><td>69</td></tr><tr><td>Q2 16.17</td><td>71</td></tr><tr><td>Q3 16.17</td><td>70</td></tr><tr><td>Q4 16.17</td><td>46</td></tr><tr><td>Yr End 16.17</td><td>256</td></tr><tr><td>Q1 17.18</td><td>68</td></tr><tr><td>Q2 17.18</td><td>62</td></tr><tr><td>Q3 17.18</td><td>44</td></tr><tr><td>Q4 17.18</td><td>49</td></tr><tr><td>Yr End 17.18</td><td>223</td></tr><tr><td>Q1 18.19</td><td>38</td></tr><tr><td>Q2 18.19</td><td>41</td></tr><tr><td>Q3 18.19</td><td>56</td></tr><tr><td>Q4 18.19</td><td>68</td></tr><tr><td>Yr End 18.19</td><td>204</td></tr><tr><td>Q1 19.20</td><td>52</td></tr><tr><td>Q2 19.20</td><td>45</td></tr><tr><td>Q3 19.20</td><td>41</td></tr><tr><td>Q4 19.20</td><td>47</td></tr><tr><td>Yr End 19.20</td><td>185</td></tr><tr><td>Q1 20.21</td><td>21</td></tr><tr><td>Q2 20.21</td><td>30</td></tr><tr><td>Q3 20.21</td><td>30</td></tr></tbody></table></div>					Time	Numbers of Jobs promoted	Q1 16.17	69	Q2 16.17	71	Q3 16.17	70	Q4 16.17	46	Yr End 16.17	256	Q1 17.18	68	Q2 17.18	62	Q3 17.18	44	Q4 17.18	49	Yr End 17.18	223	Q1 18.19	38	Q2 18.19	41	Q3 18.19	56	Q4 18.19	68	Yr End 18.19	204	Q1 19.20	52	Q2 19.20	45	Q3 19.20	41	Q4 19.20	47	Yr End 19.20	185	Q1 20.21	21	Q2 20.21	30	Q3 20.21	30	<p>Analysis: MORE IS BETTER. Business Plans delivered figure is much lower than for the same period in 2019/20 (84 vs 49) resulting in significantly lower jobs (52 vs 30). DfE / Invest NI require Councils to use the lower conversion rate (Plans - Jobs) of 0.6147 (not RSI rate 0.75762). This performance level is significantly lower than Q3 in 2019/20 and if present performance levels persist, neither the Statutory Target nor the reduced Stat Target will be achieved for 2020/2021. Comparison with last year, same reporting period: Performance significantly lower from Q1 in 2019/20; on a par with Qs 1 and 2 of this year. At least 342 Plans were needed to be delivered by Mid Ulster agencies to ensure Statutory 'Jobs promoted' target is achieved by March 2021. Qs1-3 figures account for only 82 of the 210 jobs (39%) of this (or 52% of the proposed new target of 153 jobs).</p> <p>Action Plan: The Covid-19 pandemic lockdown occurred just prior to the start of the financial/statutory yr. & has significantly impacted on client no. & consequently, Plans delivered. The Contract Management Team (L&CCC) have been liaising regularly with the Contractor (ENI) since April; following approval from funders, ENI have moved to 'virtual' delivery until July; number of LEA staff were furloughed from April-June 2020. Regional marketing (led by Derry & Strabane Council) was strong and supported by a number of local council initiatives (promotion of success stories and Mid Ulster Ent Week 2020) to drive inquiries. While Mid Ulster's figures are low, the conversion rate from Initial Meeting to Plans is one of the highest, regionally.</p>			
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NI Council Average	208	159	164	157																																																				
Lead Officer: Adrian Mc Creesh - Director Business & Communities. Purpose of Performance Indicator (PI): The number of jobs promoted through business start-up activity (Business start-up means the delivery of completed client led business plans under the Department of the Economy Regional Start Initiative or its successor Programmes).																																																								

STATUTORY INDICATOR & STANDARD Ref. No. : P1 - LESS IS BETTER

P1: Major applications processed from date valid to decision or withdrawn within an average of 30 weeks - from 1st April 2016 to 31st December 2020					Oct - Dec 2020 Actual (Quarter Three)	Standard to be Met	Trend on Previous Quarter	Status																																																												
<div><p>P1 Average Processing Time of Major Planning Applications from Date Valid to Decision or Withdrawal within an Average of 30 Weeks 2016 - 2021</p><table><tr><th>Time</th><th>Actual</th><th>Standard</th></tr><tr><td>Q1 16.17</td><td>66.6</td><td>30</td></tr><tr><td>Q2 16.17</td><td>65.6</td><td>30</td></tr><tr><td>Q3 16.17</td><td>71.4</td><td>30</td></tr><tr><td>Q4 16.17</td><td>88</td><td>30</td></tr><tr><td>Q1 17.18</td><td>77.5</td><td>30</td></tr><tr><td>Q2 17.18</td><td>39.4</td><td>30</td></tr><tr><td>Q3 17.18</td><td>44.4</td><td>30</td></tr><tr><td>Q4 17.18</td><td>0</td><td>30</td></tr><tr><td>Q1 18.19</td><td>135.6</td><td>30</td></tr><tr><td>Q2 18.19</td><td>58</td><td>30</td></tr><tr><td>Q3 18.19</td><td>60.2</td><td>30</td></tr><tr><td>Q4 18.19</td><td>61</td><td>30</td></tr><tr><td>Q1 19.20</td><td>62.1</td><td>30</td></tr><tr><td>Q2 19.20</td><td>64.4</td><td>30</td></tr><tr><td>Q3 19.20</td><td>66.8</td><td>30</td></tr><tr><td>Q4 19.20</td><td>73.1</td><td>30</td></tr><tr><td>Q1 20.21</td><td>137</td><td>30</td></tr><tr><td>Q2 20.21</td><td>86.4</td><td>30</td></tr><tr><td>Q3 20.21</td><td>74.1</td><td>30</td></tr></table></div>					Time	Actual	Standard	Q1 16.17	66.6	30	Q2 16.17	65.6	30	Q3 16.17	71.4	30	Q4 16.17	88	30	Q1 17.18	77.5	30	Q2 17.18	39.4	30	Q3 17.18	44.4	30	Q4 17.18	0	30	Q1 18.19	135.6	30	Q2 18.19	58	30	Q3 18.19	60.2	30	Q4 18.19	61	30	Q1 19.20	62.1	30	Q2 19.20	64.4	30	Q3 19.20	66.8	30	Q4 19.20	73.1	30	Q1 20.21	137	30	Q2 20.21	86.4	30	Q3 20.21	74.1	30	74.1 weeks	30 weeks	↑	RED
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Comparison with last year same reporting period: 6 weeks longer processing times for this year's Q3																																																																				
Action Plan:																																																																				
That progress continues on the determination of more complex planning applications despite Major application team absence and Covid working restrictions.																																																																				
Comparator (annual)	2016/17	2017/18	2018/19	2019/20																																																																
NI Council Average	68.6 weeks	50.2 weeks	59 weeks	52.8 weeks																																																																
Lead Officer: Dr. Chris Boomer – Planning. Purpose of PI: Planning Department deals with MAJOR Planning applications faster - [An application in the category of major development within the meaning of Planning (Development Management Regulations (NI) 2015(a)).																																																																				

STATUTORY INDICATOR & STANDARD Ref. No. : P2 - LESS IS BETTER

P2: Average processing time of Local Planning Applications from date valid to decision or withdrawn within an average of 15 weeks from 01/04/16 - 31/12/20					Oct - Dec 2020 Actual (Quarter Three)	Standard to be Met	Trend on Previous Quarter	Status																																																												
<div><p>P2 Average Processing Time of Local Planning Applications from Date Valid to Decision or Withdrawal within an Average of 15 Weeks 2016 - 2021</p><table><tr><th>Time</th><th>Actual</th><th>Standard</th></tr><tr><td>Q1 16.17</td><td>14.7</td><td>15</td></tr><tr><td>Q2 16.17</td><td>14.6</td><td>15</td></tr><tr><td>Q3 16.17</td><td>14.8</td><td>15</td></tr><tr><td>Q4 16.17</td><td>13.8</td><td>15</td></tr><tr><td>Q1 17.18</td><td>13.2</td><td>15</td></tr><tr><td>Q2 17.18</td><td>14.2</td><td>15</td></tr><tr><td>Q3 17.18</td><td>13.8</td><td>15</td></tr><tr><td>Q4 17.18</td><td>18.2</td><td>15</td></tr><tr><td>Q1 18.19</td><td>18.1</td><td>15</td></tr><tr><td>Q2 18.19</td><td>16.8</td><td>15</td></tr><tr><td>Q3 18.19</td><td>18.2</td><td>15</td></tr><tr><td>Q4 18.19</td><td>14</td><td>15</td></tr><tr><td>Q1 19.20</td><td>12.6</td><td>15</td></tr><tr><td>Q2 19.20</td><td>12.8</td><td>15</td></tr><tr><td>Q3 19.20</td><td>12.6</td><td>15</td></tr><tr><td>Q4 19.20</td><td>12.5</td><td>15</td></tr><tr><td>Q1 20.21</td><td>12.6</td><td>15</td></tr><tr><td>Q2 20.21</td><td>15.6</td><td>15</td></tr><tr><td>Q3. 20.21</td><td>15.8</td><td>15</td></tr></table></div>					Time	Actual	Standard	Q1 16.17	14.7	15	Q2 16.17	14.6	15	Q3 16.17	14.8	15	Q4 16.17	13.8	15	Q1 17.18	13.2	15	Q2 17.18	14.2	15	Q3 17.18	13.8	15	Q4 17.18	18.2	15	Q1 18.19	18.1	15	Q2 18.19	16.8	15	Q3 18.19	18.2	15	Q4 18.19	14	15	Q1 19.20	12.6	15	Q2 19.20	12.8	15	Q3 19.20	12.6	15	Q4 19.20	12.5	15	Q1 20.21	12.6	15	Q2 20.21	15.6	15	Q3. 20.21	15.8	15	15.8 weeks	15 weeks	↓	AMBER
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					Analysis: LESS IS BETTER Unvalidated Q3 performance again shows performance on local applications has slipped outside 15-week target. However, Mid-Ulster remains one of the highest Council areas for applications being received. Comparison with last year same reporting period: Q3 of 2020 shows 3 weeks slower processing time when compared to 2019.																																																															
					Action Plan: What does this mean: that despite application numbers continuing to remain reasonably steady in light of current Covid pandemic that attention needs to be given to avoiding a backlog and leading to longer local applications processing times.																																																															
Comparator (annual)	2016/17	2017/18	2018/19	2019/20																																																																
NI Council Average	16.2 weeks	15.2 weeks	14.8 weeks	14 weeks																																																																
Lead Officer: Dr. Chris Boomer – Planning. Purpose of PI. Planning Department deal with LOCAL Planning applications faster - Local applications means an application in the category of local development within the meaning of the (Development Management) Regulations (NI) 2015, and any other applications for approval or consent under the Planning Act (NI) 2011 (or any orders or regulations made under the Act).																																																																				

STATUTORY INDICATOR & STANDARD Ref. No. : P3 - MORE IS BETTER

P3: The percentage of planning enforcement cases processed within 39 weeks from 1st April 2016 to 31st December 2020.					Oct - Dec 2020 Actual (Quarter Three)	Standard to be Met	Trend on Previous Quarter	Status																																								
<div>P3 - The Percentage of Planning Enforcement Cases Processed Within 39 Weeks 2016 - 2021.</div> <table><tr><th>Time</th><th>Actual (%)</th></tr><tr><td>Q1 16.17</td><td>81.6%</td></tr><tr><td>Q2 16.17</td><td>76.0%</td></tr><tr><td>Q3 16.17</td><td>75.4%</td></tr><tr><td>Q4 16.17</td><td>86.4%</td></tr><tr><td>Q1 17.18</td><td>84.1%</td></tr><tr><td>Q2 17.18</td><td>87.5%</td></tr><tr><td>Q3 17.18</td><td>83.0%</td></tr><tr><td>Q4 17.18</td><td>74.1%</td></tr><tr><td>Q1 18.19</td><td>75.8%</td></tr><tr><td>Q2 18.19</td><td>62.2%</td></tr><tr><td>Q3 18.19</td><td>75.5%</td></tr><tr><td>Q4 18.19</td><td>82.3%</td></tr><tr><td>Q1 19.20</td><td>80.6%</td></tr><tr><td>Q2 19.20</td><td>86.8%</td></tr><tr><td>Q3 19.20</td><td>94.2%</td></tr><tr><td>Q4 19.20</td><td>97.1%</td></tr><tr><td>Q1 20.21</td><td>100.0%</td></tr><tr><td>Q2 20.21</td><td>87.9%</td></tr><tr><td>Q3 20.21</td><td>89.0%</td></tr></table>					Time	Actual (%)	Q1 16.17	81.6%	Q2 16.17	76.0%	Q3 16.17	75.4%	Q4 16.17	86.4%	Q1 17.18	84.1%	Q2 17.18	87.5%	Q3 17.18	83.0%	Q4 17.18	74.1%	Q1 18.19	75.8%	Q2 18.19	62.2%	Q3 18.19	75.5%	Q4 18.19	82.3%	Q1 19.20	80.6%	Q2 19.20	86.8%	Q3 19.20	94.2%	Q4 19.20	97.1%	Q1 20.21	100.0%	Q2 20.21	87.9%	Q3 20.21	89.0%	89%	70%	↑	GREEN
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					Performance in relation to enforcement remains consistent and within target What does this mean?: slight drop in performance it is suspected reflects the processing of some of the more complex cases not able to be progressed in Q1.																																											
					Comparison with last year same reporting period?: Six weeks slower performance but no immediate issues requiring to be addressed.																																											
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Comparator (annual)	2016/17	2017/18	2018/19	2019/20																																												
NI Council Average	80.7%	77%	81%	81.4%																																												
Lead Officer: Dr. Chris Boomer – Planning. Purpose of PI: Planning Department bring more enforcement cases to target conclusion within 39 weeks. Enforcement cases are investigations into alleged breaches of planning control under Part 5 of the Planning Act (NI) 2011 (or under any orders or regulations made under the Act.																																																

STATUTORY INDICATOR & STANDARD Ref. No.: W1 - MORE IS BETTER

W1: The % of household waste collected by District Councils that is sent for recycling (including waste prepared for reuse) from 1 st April 2016 to 31 st December 2020.					Oct -Dec 2020 Actual (Quarter Three)	Standard to be Met	Trend on Previous Quarter	Status																																						
<div><h3>W1 - The Percentage of Household Waste Collected by District Councils That is Sent for Recycling</h3><table border="1"><thead><tr><th>Time</th><th>% Recycling Rate</th></tr></thead><tbody><tr><td>Q1 16-17</td><td>55.34%</td></tr><tr><td>Q2 16-17</td><td>55.14%</td></tr><tr><td>Q3 16-17</td><td>50.01%</td></tr><tr><td>Q4 16-17</td><td>45.19%</td></tr><tr><td>Q1 17-18</td><td>58.32%</td></tr><tr><td>Q2 17-18</td><td>56.70%</td></tr><tr><td>Q3 17-18</td><td>54.58%</td></tr><tr><td>Q4 17-18</td><td>47.15%</td></tr><tr><td>Q1 18-19</td><td>59.73%</td></tr><tr><td>Q2 18-19</td><td>56.38%</td></tr><tr><td>Q3 18-19</td><td>56.26%</td></tr><tr><td>Q4 18-19</td><td>50.82%</td></tr><tr><td>Q1 19-20</td><td>63.25%</td></tr><tr><td>Q2 19-20</td><td>62.47%</td></tr><tr><td>Q3 19-20</td><td>58.52%</td></tr><tr><td>Q4 19-20</td><td>50.79%</td></tr><tr><td>Q1 20-21</td><td>60.68%</td></tr><tr><td>Q2 20-21</td><td>62.27%</td></tr></tbody></table></div>					Time	% Recycling Rate	Q1 16-17	55.34%	Q2 16-17	55.14%	Q3 16-17	50.01%	Q4 16-17	45.19%	Q1 17-18	58.32%	Q2 17-18	56.70%	Q3 17-18	54.58%	Q4 17-18	47.15%	Q1 18-19	59.73%	Q2 18-19	56.38%	Q3 18-19	56.26%	Q4 18-19	50.82%	Q1 19-20	63.25%	Q2 19-20	62.47%	Q3 19-20	58.52%	Q4 19-20	50.79%	Q1 20-21	60.68%	Q2 20-21	62.27%	Not Available	NILAS Scheme to Dec 2020	NA	PURPLE
					Time	% Recycling Rate																																								
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Q2 20-21	62.27%																																													
July-Sept 2020 Actual (Quarter Two)	Standard to be Met	Trend on Previous Quarter	Status																																											
62.27% (13,473 tonnes)	NILAS Scheme to Dec 2020	↑	GREEN																																											
Apr-June 2020 Actual (Quarter One)	Standard to be Met	Trend on Previous Quarter	Status																																											
60.68% (11,000 tonnes recycled)	NILAS Scheme to Dec 2020	↑	GREEN																																											
<p>Analysis: MORE IS BETTER</p> <p>Recycling rate stabilised despite impact of Covid19.</p> <p>Some Recycling Centres closed for part of the quarter (Q2)</p> <p>Comparison with last year - same reporting period. Rate decreased by 0.2% percentage points compared to same quarter in 2019/20 however actual amount increased by 1,284 tonnes</p>																																														
Comparator (annual)	2016/17	2017/18	2018/19	2019/20	<p>Action Plan:</p> <p>Maintain management</p>																																									
NI Council Average	*44.4%	48.1%	50%																																											
<p>Lead Officer: Andrew Cassells Director - Environment & Property. Purpose of PI. : Meet Statutory Targets – Households Waste is as defined in Article 2 of the Waste and Contaminated Land (NI) Order 1997 (a) and the Controlled Waste and Duty of Care Regulations (NI) 2013 (b) - Household Waste is as defined in Article 2 of the Waste and Contaminated Land (NI) Order 1997 (a) and the Controlled Waste and Duty of Care Regulations (NI) 2013 (b) -</p>																																														

* Annual Report from Department of Agriculture, Environment and Rural Affairs.

STATUTORY INDICATOR & STANDARD Ref. No. : W2 - LESS IS BETTER

W2: The amount (tonnage) of Biodegradable Local Authority Collected Municipal Waste that is landfilled from 1 st April 2016 to 31 st December 2020					Oct - Dec 2020 Actual (Quarter Three)	Allowance 2020/21	Trend on Previous Quarter	Status																																																																					
<div>W2 - The Amount (Tonnage) of Biodegradable Local Authority Collected Municipal Waste that is landfilled</div> <table><thead><tr><th>Period</th><th>Tonnage</th><th>Allowance</th></tr></thead><tbody><tr><td>Q1 16.17</td><td>3,266</td><td>21,330</td></tr><tr><td>Q2 16.17</td><td>3,283</td><td>21,330</td></tr><tr><td>Q3 16.17</td><td>3,799</td><td>21,330</td></tr><tr><td>Q4 16.17</td><td>4,498</td><td>21,330</td></tr><tr><td>Yr. Total</td><td>14,846</td><td>21,330</td></tr><tr><td>Q1 17.18</td><td>2,501</td><td>19,131</td></tr><tr><td>Q2 17.18</td><td>2,339</td><td>19,131</td></tr><tr><td>Q3 17.18</td><td>2,248</td><td>19,131</td></tr><tr><td>Q4 17.18</td><td>2,989</td><td>19,131</td></tr><tr><td>Yr. Total</td><td>10,077</td><td>19,131</td></tr><tr><td>Q1 18.19</td><td>1,865</td><td>18,032</td></tr><tr><td>Q2 18.19</td><td>2,026</td><td>18,032</td></tr><tr><td>Q3 18.19</td><td>1,288</td><td>18,032</td></tr><tr><td>Q4 18.19</td><td>508</td><td>18,032</td></tr><tr><td>Yr. Total</td><td>5,687</td><td>18,032</td></tr><tr><td>Q1 19.20</td><td>331</td><td>16,932</td></tr><tr><td>Q2 19.20</td><td>341</td><td>16,932</td></tr><tr><td>Q3 19.20</td><td>369</td><td>16,932</td></tr><tr><td>Q4 19.20</td><td>465</td><td>16,932</td></tr><tr><td>Yr. Total</td><td>1,506</td><td>16,932</td></tr><tr><td>Q1 20.21</td><td>296</td><td></td></tr><tr><td>Q2 20.21</td><td>342</td><td></td></tr></tbody></table>					Period	Tonnage	Allowance	Q1 16.17	3,266	21,330	Q2 16.17	3,283	21,330	Q3 16.17	3,799	21,330	Q4 16.17	4,498	21,330	Yr. Total	14,846	21,330	Q1 17.18	2,501	19,131	Q2 17.18	2,339	19,131	Q3 17.18	2,248	19,131	Q4 17.18	2,989	19,131	Yr. Total	10,077	19,131	Q1 18.19	1,865	18,032	Q2 18.19	2,026	18,032	Q3 18.19	1,288	18,032	Q4 18.19	508	18,032	Yr. Total	5,687	18,032	Q1 19.20	331	16,932	Q2 19.20	341	16,932	Q3 19.20	369	16,932	Q4 19.20	465	16,932	Yr. Total	1,506	16,932	Q1 20.21	296		Q2 20.21	342		Not available	No set target 2020/21	NA	PURLE
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July-Sept 2020 Actual (Quarter Two)	Allowance 2020/21	Trend on Previous Quarter	Status																																																																										
342 tonnes	No set target 2020/21	↓	GREEN																																																																										
Apr – June 2020 Actual (Quarter One)	Allowance 2020/21	Trend on Previous Quarter	Status																																																																										
296 tonnes	No set target 2020/21	↑	GREEN																																																																										
					Analysis: LESS IS BETTER No NILAS scheme/target in 2020/21 Comparison with last year, same reporting period: Same amount as landfilled in same quarter in 2019/20																																																																								
					Action Plan: Maintain Management																																																																								
Comparator (annual)	2016/17	2017/18	2018/19	2019/20																																																																									
NI Council Average	*18,580 tonnes	15,572 tonnes	13,938 tonnes																																																																										
Lead Officer: Andrew Cassells - Director Environment & Property. Purpose of PI: Meet Statutory Targets -Local Authority collected Municipal Waste as defined in section 21 of the Waste Emissions Trading Act 2003 (c)																																																																													

*Annual Report from Department of Agriculture, Environment and Rural Affairs.

STATUTORY INDICATOR & STANDARD Ref. No.: W3 - LESS IS BETTER

W3: The amount (tonnage) of Local Authority Collected Municipal Waste Arisings from 1 st April 2016 to 31 st December 2020.					Oct - Dec 2020 Actual (Quarter Three)	Standard to be Met	Trend on Previous Quarter	Status
<div><h3>W3 - The amount (tonnage) of Local Authority Collected Municipal Waste Arisings</h3><p>Tonnage Local Authority Collected Municipal Waste Arisings</p><p>Time</p></div>					Not available	NA	NA	PURPLE
					July-Sept 2020 Actual (Quarter Two)	Standard to be Met	Trend on Previous Quarter	Status
					24,621 tonnes	NA	↑	GREEN
					Apr-June 2020 Actual (Quarter One)	Standard to be Met	Trend on Previous Quarter	Status
					19,724 tonnes	NA	↓	GREEN
					Analysis: LESS IS BETTER More waste collected overall due to Covid19 More waste collected at the kerbside due to Covid19 e.g. stay at home message Comparison with last year, same reporting period: 2,598 tonnes more municipal waste collected compared to same quarter in 2019/20			
Comparator (annual)	2016/17	2017/18	2018/19	2019/20	Action Plan: Maintain Management			
NI Council Average	*89,636 tonnes	88,892 tonnes	90,021 tonnes					
Lead Officer: Andrew Cassells Director Environment & Property. Purpose of PI :Meet Statutory Targets - Local Authority collected Municipal waste arisings is the total amount of local authority collected municipal waste which has been collected by a district Council								

**Annual Report from Department of Agriculture, Environment and Rural Affairs.*

CORPORATE PERFORMANCE IMPROVEMENT INDICATOR & STANDARD Ref. No.: CORP 1a - MORE IS BETTER

CORP1 (a): Prompt Payment- 90% of invoices paid within 30 day target from 1st April 2016 to 31st December 2020.					Oct Dec 2020 Actual (Quarter Three)	Standard to be Met	Trend on Previous Quarter	Status																																								
<div><p>CORP1a: - 90% of Invoices Paid Within 30 days</p><table><caption>% Invoices paid within 30 days</caption><tr><th>Time</th><th>% Invoices paid within 30 days</th></tr><tr><td>Q1 16.17</td><td>99%</td></tr><tr><td>Q2 16.17</td><td>99%</td></tr><tr><td>Q3 16.17</td><td>98%</td></tr><tr><td>Q4 16.17</td><td>99%</td></tr><tr><td>Q1 17.18</td><td>98%</td></tr><tr><td>Q2 17.18</td><td>97%</td></tr><tr><td>Q3 17.18</td><td>98%</td></tr><tr><td>Q4 17.18</td><td>97%</td></tr><tr><td>Q1 18.19</td><td>94%</td></tr><tr><td>Q2 18.19</td><td>93%</td></tr><tr><td>Q3 18.19</td><td>94%</td></tr><tr><td>Q4 18.19</td><td>94%</td></tr><tr><td>Q1 19.20</td><td>93%</td></tr><tr><td>Q2 19.20</td><td>93%</td></tr><tr><td>Q3 19.20</td><td>95%</td></tr><tr><td>Q4 19.20</td><td>96%</td></tr><tr><td>Q1 20.21</td><td>94%</td></tr><tr><td>Q2 20.21</td><td>95%</td></tr><tr><td>Q3 20.21</td><td>94%</td></tr></table><p>Standard 90% invoices paid within 30 days</p></div>					Time	% Invoices paid within 30 days	Q1 16.17	99%	Q2 16.17	99%	Q3 16.17	98%	Q4 16.17	99%	Q1 17.18	98%	Q2 17.18	97%	Q3 17.18	98%	Q4 17.18	97%	Q1 18.19	94%	Q2 18.19	93%	Q3 18.19	94%	Q4 18.19	94%	Q1 19.20	93%	Q2 19.20	93%	Q3 19.20	95%	Q4 19.20	96%	Q1 20.21	94%	Q2 20.21	95%	Q3 20.21	94%	94%	90%	↓	GREEN
					Time	% Invoices paid within 30 days																																										
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July-Sept 2020 Actual (Quarter Two)	Standard to be Met	Trend on Previous Quarter	Status																																													
95%	90%	↑	GREEN																																													
Apr-June 2020 Actual (Quarter One)	Standard to be Met	Trend on Previous Quarter	Status																																													
94%	90%	↓	GREEN																																													
Analysis: MORE IS BETTER An outturn of 80% has been achieved in Q3, which means that the target has been exceeded. Comparison with last year same reporting period: The outturn is 1% down on the same quarter last year																																																
Action Plan:																																																
Maintain Management																																																
Comparator (annual)	2016/17	2017/18	2018/19	2019/20																																												
NI Council Average	84%	82%	86%	86%																																												
Lead Officer: JJ Tohill Director of Finance. Purpose of PI: Prompt payments speed up cash flow from the public sector to its suppliers, particularly SME’s. Council recognises that late payments are a key issue for business, especially for smaller businesses as it can adversely affect their cash flow & jeopardises their ability to trade & we recognise that as a Public body we should set a strong example by paying promptly. Indicator that allows Council to have a “signal” that it has an effective prompt payment system delivery, has in place a clear framework for managing prompt payments, in order to support an environment in which ambitious businesses flourish. The Department for Communities requests information from councils at the end of each Quarter on the processing of invoices as detailed in the following circular https://www.communities-ni.gov.uk/publications/circular-lg-192016-guidance-prompt-payments																																																

CORPORATE PERFORMANCE IMPROVEMENT INDICATOR & STANDARD Ref. No. : CORP 1b - MORE IS BETTER

CORP1 (b): Prompt Payment - 80% of invoices paid within 10 day target from 1st April 2016 to 31st December 2020					<table><tr><td>Oct - Dec 2020 Actual (Quarter Three)</td><td>Standard to be Met</td><td>Trend on Previous Quarter</td><td>Status</td></tr><tr><td>80%</td><td>80%</td><td>↔</td><td>GREEN</td></tr><tr><td>July-Sept 2020 Actual (Quarter Two)</td><td>Standard to be Met</td><td>Trend on Previous Quarter</td><td>Status</td></tr><tr><td>80%</td><td>80%</td><td>↓</td><td>GREEN</td></tr><tr><td>Apr-June 2020 Actual (Quarter One)</td><td>Standard to be Met</td><td>Trend on Previous Quarter</td><td>Status</td></tr><tr><td>81%</td><td>80%</td><td>↓</td><td>GREEN</td></tr></table>				Oct - Dec 2020 Actual (Quarter Three)	Standard to be Met	Trend on Previous Quarter	Status	80%	80%	↔	GREEN	July-Sept 2020 Actual (Quarter Two)	Standard to be Met	Trend on Previous Quarter	Status	80%	80%	↓	GREEN	Apr-June 2020 Actual (Quarter One)	Standard to be Met	Trend on Previous Quarter	Status	81%	80%	↓	GREEN																
Oct - Dec 2020 Actual (Quarter Three)	Standard to be Met	Trend on Previous Quarter	Status																																													
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Apr-June 2020 Actual (Quarter One)	Standard to be Met	Trend on Previous Quarter	Status																																													
81%	80%	↓	GREEN																																													
<div><p>CORP1b: 80% Invoices Paid Within 10 Days</p><table><thead><tr><th>Time</th><th>% Invoices paid within 10 days</th></tr></thead><tbody><tr><td>Q1 16/17</td><td>84%</td></tr><tr><td>Q2 16/17</td><td>80%</td></tr><tr><td>Q3 16/17</td><td>87%</td></tr><tr><td>Q4 16/17</td><td>87%</td></tr><tr><td>Q1 17/18</td><td>83%</td></tr><tr><td>Q2 17/18</td><td>84%</td></tr><tr><td>Q3 17/18</td><td>87%</td></tr><tr><td>Q4 17/18</td><td>84%</td></tr><tr><td>Q1 18/19</td><td>82%</td></tr><tr><td>Q2 18/19</td><td>85%</td></tr><tr><td>Q3 18/19</td><td>83%</td></tr><tr><td>Q4 18/19</td><td>82%</td></tr><tr><td>Q1 19/20</td><td>82%</td></tr><tr><td>Q2 19/20</td><td>81%</td></tr><tr><td>Q3 19/20</td><td>85%</td></tr><tr><td>Q4 19/20</td><td>85%</td></tr><tr><td>Q1 20/21</td><td>81%</td></tr><tr><td>Q2 20/21</td><td>80%</td></tr><tr><td>Q3 20/21</td><td>80%</td></tr></tbody></table><p>Standard 80% invoices paid within 10 days</p></div>					Time	% Invoices paid within 10 days	Q1 16/17	84%	Q2 16/17	80%	Q3 16/17	87%	Q4 16/17	87%	Q1 17/18	83%	Q2 17/18	84%	Q3 17/18	87%	Q4 17/18	84%	Q1 18/19	82%	Q2 18/19	85%	Q3 18/19	83%	Q4 18/19	82%	Q1 19/20	82%	Q2 19/20	81%	Q3 19/20	85%	Q4 19/20	85%	Q1 20/21	81%	Q2 20/21	80%	Q3 20/21	80%	<p>Analysis: MORE IS BETTER</p> <p>An outturn of 80% has been achieved for Q3 which means that the target has been met Comparison with last year same reporting period: The outturn is 5% down on the same quarter last year</p>			
Time	% Invoices paid within 10 days																																															
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<table><tr><td>Comparator (annual)</td><td>2016/17</td><td>2017/18</td><td>2018/19</td><td>2019/20</td></tr><tr><td>NI Council Average</td><td>46%</td><td>47%</td><td>52%</td><td>58%</td></tr></table>					Comparator (annual)	2016/17	2017/18	2018/19	2019/20	NI Council Average	46%	47%	52%	58%	<p>Action Plan:</p> <p>Maintain management</p>																																	
Comparator (annual)	2016/17	2017/18	2018/19	2019/20																																												
NI Council Average	46%	47%	52%	58%																																												
<p>Lead Officer: JJ Tohill Director of Finance</p> <p>Purpose of PI: Prompt payments speed up cash flow from the public sector to its suppliers, particularly SME’s. Council recognises that late payments are a key issue for business, especially for smaller businesses as it can adversely affect their cash flow & jeopardises their ability to trade & we recognise that as a Public body we should set a strong example by paying promptly. Indicator that allows Council to have a “signal” that it has an effective prompt payment system delivery, has in place a clear framework for managing prompt payments, in order to support an environment in which ambitious businesses flourish. The Department for Communities requests information from councils at the end of each Quarter on the processing of invoices as detailed in the following circular https://www.communities-ni.gov.uk/publications/circular-lg-192016-guidance-prompt-payments</p>																																																

CORPORATE PERFORMANCE IMPROVEMENT INDICATOR & STANDARD Ref. No. : CORP 2 - MORE IS BETTER

CORP2: 90% Freedom Of Information requests responded to within 20 days from 1 st April 2016 to 31 st December 2020.					Oct -Dec 2020 Actual (Quarter Three)	Standard to be Met	Trend on Previous Quarter	Status																																																												
<div><p>90% of FOI Requests Responded to Within 20 Days 2016/17 to 2020/21</p><table><caption>FOI Response Rate Data (2016/17 to 2020/21)</caption><thead><tr><th>Quarter</th><th>Response Rate (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Q1 16.17</td><td>74%</td><td>90%</td></tr><tr><td>Q2 16.17</td><td>83%</td><td>90%</td></tr><tr><td>Q3 16.17</td><td>90%</td><td>90%</td></tr><tr><td>Q4 16.17</td><td>85%</td><td>90%</td></tr><tr><td>Q1 17.18</td><td>86%</td><td>90%</td></tr><tr><td>Q2 17.18</td><td>78%</td><td>90%</td></tr><tr><td>Q3 17.18</td><td>84%</td><td>90%</td></tr><tr><td>Q4 17.18</td><td>82%</td><td>90%</td></tr><tr><td>Q1 18.19</td><td>83%</td><td>90%</td></tr><tr><td>Q2 18.19</td><td>80%</td><td>90%</td></tr><tr><td>Q3 18.19</td><td>95%</td><td>90%</td></tr><tr><td>Q4 18.19</td><td>85%</td><td>90%</td></tr><tr><td>Q1 19.20</td><td>89%</td><td>90%</td></tr><tr><td>Q2 19.20</td><td>85%</td><td>90%</td></tr><tr><td>Q3 19.20</td><td>88%</td><td>90%</td></tr><tr><td>Q4 19.20</td><td>90%</td><td>90%</td></tr><tr><td>Q1 20.21</td><td>93%</td><td>90%</td></tr><tr><td>Q2 20.21</td><td>92%</td><td>90%</td></tr><tr><td>Q3 20.21</td><td>88%</td><td>90%</td></tr></tbody></table></div>					Quarter	Response Rate (%)	Target (%)	Q1 16.17	74%	90%	Q2 16.17	83%	90%	Q3 16.17	90%	90%	Q4 16.17	85%	90%	Q1 17.18	86%	90%	Q2 17.18	78%	90%	Q3 17.18	84%	90%	Q4 17.18	82%	90%	Q1 18.19	83%	90%	Q2 18.19	80%	90%	Q3 18.19	95%	90%	Q4 18.19	85%	90%	Q1 19.20	89%	90%	Q2 19.20	85%	90%	Q3 19.20	88%	90%	Q4 19.20	90%	90%	Q1 20.21	93%	90%	Q2 20.21	92%	90%	Q3 20.21	88%	90%	88%	90%	↓	AMBER
					Quarter	Response Rate (%)	Target (%)																																																													
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Apr-June 2020 Actual (Quarter One)	Standard to be Met	Trend on Previous Quarter	Status																																																																	
93 %	90%	↑	GREEN																																																																	
					Analysis: MORE IS BETTER. By end of Dec. 2020, Council had processed 304 requests making it on target to receiving and processing the same number of requests as that received in 2019-20 . This is, despite the Council operating within the backdrop of COVID and the delivery of essential services only for much of the period from April to July 2020. Attainment of responses within 20 days remains high with 267 requests responded within 20 days, 37 requests to date have not been responded to within 20 days, although all of these have now received a response. Over this period, 88% of all requests have been responded to within 20 days. Attainment is 2 % points below the 90% attainment standard but is a significant achievement across services particularly in the context of COVID-19. There have been challenges in attaining 88% of requests being responded to, in In Comparison with last year same reporting period. The attainment is down by 1% point on the same period last year with in an around the same number of requests processed during the same period with 319 requests process by Dec 19 compared to 304 in Dec 2020.																																																															
Comparator (annual)	2016/17	2017/18	2018/19	2019/20	Action Plan: Maintain Management.																																																															
NI Council Average	*Not available	Not available	Not available	Not available																																																																
Lead Officer : Philip Moffett Head of Democratic Services Purpose of PI: The measure is needed to ensure that Council meets its statutory obligations and that customer requests are met within a specified timeframes. Citizens can get information in a timely manner through a transparent process.																																																																				

**FOI statistics in N Ireland Councils- data is not currently available – awaiting regional framework*

CORPORATE PERFORMANCE IMPROVEMENT INDICATOR & STANDARD Ref. No. : CORP 3 - LESS IS BETTER

CORP3a: Lost time Rate Absence of 5% or less from 01/04/16-31/12/20					Oct -Dec 2020 Actual (Quarter Three)	Standard to be Met	Trend on Previous Quarter	Status																																								
<div><h3>Mid Ulster % Lost Time Rate Sickness</h3><p>Absence => 5% p.a.</p><table border="1"><thead><tr><th>Time</th><th>Actual % lost time rate</th></tr></thead><tbody><tr><td>Q1 16.17</td><td>4.98%</td></tr><tr><td>Q2 16.17</td><td>5.74%</td></tr><tr><td>Q3 16.17</td><td>7.90%</td></tr><tr><td>Q4 16.17</td><td>5.64%</td></tr><tr><td>Q1 17.18</td><td>3.83%</td></tr><tr><td>Q2 17.18</td><td>3.75%</td></tr><tr><td>Q3 17.18</td><td>4.96%</td></tr><tr><td>Q4 17.18</td><td>6.18%</td></tr><tr><td>Q1 18.19</td><td>4.84%</td></tr><tr><td>Q2 18.19</td><td>4.05%</td></tr><tr><td>Q3 18.19</td><td>5.19%</td></tr><tr><td>Q4 18.19</td><td>4.0...</td></tr><tr><td>Q1 19.20</td><td>4.0...</td></tr><tr><td>Q2 19.20</td><td>3.92%</td></tr><tr><td>Q3 19.20</td><td>4.72%</td></tr><tr><td>Q4 19.20</td><td>4.60%</td></tr><tr><td>Q1 20.21</td><td>2.75%</td></tr><tr><td>Q2 20.21</td><td>3.64%</td></tr><tr><td>Q3 20.21</td><td>4.20%</td></tr></tbody></table><p>Standard =>5% p.a.</p></div>					Time	Actual % lost time rate	Q1 16.17	4.98%	Q2 16.17	5.74%	Q3 16.17	7.90%	Q4 16.17	5.64%	Q1 17.18	3.83%	Q2 17.18	3.75%	Q3 17.18	4.96%	Q4 17.18	6.18%	Q1 18.19	4.84%	Q2 18.19	4.05%	Q3 18.19	5.19%	Q4 18.19	4.0...	Q1 19.20	4.0...	Q2 19.20	3.92%	Q3 19.20	4.72%	Q4 19.20	4.60%	Q1 20.21	2.75%	Q2 20.21	3.64%	Q3 20.21	4.20%	4.20%	= >5% p.a.	↓	GREEN
					Time	Actual % lost time rate																																										
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					3.64 %	= >5% p.a.	↓	GREEN																																								
					Apr-June 2020 Actual (Quarter One)	Standard to be Met	Trend on Previous Quarter	Status																																								
					2.75 %	= >5% p.a.	↑	GREEN																																								
					<p>Analysis: LESS IS BETTER.</p> <p>The total number of days lost due to sickness during this period was 2,144 days which is 114.5 less days lost than the same period in 19/20 (2,258.5 days/4.72%). As explained in Q1 and Q2, the Covid-19 Global Pandemic has impacted on sickness absence levels in varying ways, considering that a number of staff were furloughed due to facility closures. It is likely however that the pandemic has impacted on mental health figures within the Council, which has seen a slight increase from Q2 and from the same period last year. Stress, depression, mental health and fatigued symptoms continue to account for the highest % reason for sickness which this quarter was 33.15% (appx. 678 days), compared to last year's 28%. Eligible staff are able to avail of 5 days paid carers leave to help deal with pressure associated with the pandemic allowing them time to put appropriate measures in place, this additional support helped to reduce the potential stress related absences caused by the pandemic. Absence due to infections reduced from 12.3% in Q3 2019/2020 to 6.98% this quarter, this may have been contributable to 111 employees receiving the Flu Vaccine on 6 October, as well as a number of employees who were reimbursed, as they were unable to attend on the day and received the vaccine at their local pharmacy.</p>																																											
Comparator (annual)	2016/17	2017/18	2018/19	2019/20	Action Plan: Maintain management																																											
NI Council Average	% data not available regionally	% data not available regionally	% data not available regionally	% data not available regionally																																												
Lead Officer: M Canavan Director Org. Development - Purpose of PI: Lost Time Rate (LTR) shows the % of total time available that has been lost due to sickness absence during a certain time period. The indicator is based on full time equivalent (FTE) employees, useful as a general measure of the significance of sickness absence levels for an organisation.																																																

*% LTR Sickness Absence in N Ireland Councils data is not currently available – awaiting regional framework

CORPORATE PERFORMANCE IMPROVEMENT INDICATOR & STANDARD Ref. No. : CORP 3 - LESS IS BETTER

CORP3b: Average Number of Working Days Lost per employee (Sickness Absence – Annual) 01/04/15- 31/12/20					Oct - Dec 2020 Actual (Quarter Three)	Standard to be Met	Trend on Previous Year	Status												
<div><p>Mid Ulster Council Average Number of Working Days Lost Per Employee p.a.</p><table><thead><tr><th>Year</th><th>2015/16</th><th>2016/17</th><th>2017/18</th><th>2018/19</th><th>2019/20</th></tr></thead><tbody><tr><td>Average</td><td>12.5</td><td>15.8</td><td>12.5</td><td>13.0</td><td>11.5</td></tr></tbody></table></div>					Year	2015/16	2016/17	2017/18	2018/19	2019/20	Average	12.5	15.8	12.5	13.0	11.5	2.91 days	=> 13 days p.a	↓	GREEN
					Year	2015/16	2016/17	2017/18	2018/19	2019/20										
					Average	12.5	15.8	12.5	13.0	11.5										
					July-Sept 2020 Actual (Quarter Two)	Standard to be Met	Trend on Previous Year	Status												
					2.51 days	=> 13 days p.a	↓	GREEN												
Apr-June 2020 Actual (Quarter One)	Standard to be Met	Trend on Previous Year	Status																	
1.82 days	=> 13 days p.a	↑	GREEN																	
<p>Analysis: LESS IS BETTER.</p> <p>The increase in the average number of days lost due to sickness per FTE from 2.51 to 2.91 days is likely due to the increase in absence from 3.64% in Q2 to 4.20% this quarter, reasons for which are detailed above.</p> <p>It is important to note that this quarter (2.91 days) is still a reduction from the same period last year, which was 3.47 days lost per FTE and considering there has been a global pandemic this year this is still a notable achievement.</p>																				
Comparator (annual)	2016/17	2017/18	2018/19	2019/20	Action Plan: As above															
NI Council Average	14.9 days	14.9 days	13.9 days	*Not Yet available																
Lead Officer: M Canavan Director Organisational Development - Purpose of PI: Lost Time Rate (LTR) shows the average number of days lost per employee due to sickness absence p.a. The indicator is based on full time equivalent (FTE) employees, useful as a general measure of the significance of sickness absence levels for an organisation and as a benchmark measure to contrast with other organisations.																				

**Supplied by Northern Ireland Audit Office's 'Annual Local Government Auditor's Report'.*

APPENDIX TWO

Mid Ulster District Council: Corporate Health Indicators				QUARTER THREE 2020/21						
Measures	Target/Standard 2020-2021	Annual Outturn 2018-19	Annual Outturn 2019-20*	Reporting (Calculating) Officer	Responsible Lead Service	QUARTER ONE 2020/21 (Total Q1)	QUARTER TWO 2020/21 (Cumulative total Q1 and Q2)	QUARTER THREE 2020/21 (Cumulative total Q1 + Q2 & Q3)	QUARTER FOUR 2020/21 (Cumulative Q1+ Q2+ Q3 & Q4)	Commentary (Explain why there is a non provision for Q2 How are you going to bring any remedial actions back on track to include information now required? Use SMART framework for commentary)
1.0 Economy										
1.1	No. of jobs promoted	**210	204	185	Director, Business & Communities	Economic Development	21	51	83	
1.2	Average processing time for local planning applications (weeks)	15 weeks	16.9 weeks	12.5 weeks	Planning Manager	Planning: Development Management	14	15.6	*15.8	Q3 stats as yet unvalidated.
1.3	Average processing time for major planning applications (weeks)	30 weeks	64.7 weeks	73.2 weeks	Planning Manager	Planning: Development Management	137	86.4	*74.1	Q3 stats as yet unvalidated
1.4	% building regulations applications determined to target	90%	90%	91%	Director, Public Health & Infrastructure	Building Control	96%	95%	95%	
2.0 Waste Management										
2.1	% of household waste going to landfill		16.31%		Director, Environment & Property	Environmental Services	3.20%	3.15%	Not available	
2.2	% of household waste recycled		55.98%		Director, Environment & Property	Environmental Services	62.59%	63.30%	Not Available	
3.0 Council Facilities										
3.1	Visitors to arts/cultural venues		120,247	135,939	Director, Business & Communities	Arts & Culture	0	6,231	7,208	
3.2	Users of leisure and recreation facilities	2,230,312	2,230,312	2,071,748	Director, Leisure & Outdoor Recreation	Leisure	163,948	420,631	799,790	
3.3	Visitors to council offices		Not Available	40,294	Director, Organisational Development	Human Resources	0	3,325	6,370	
3.4	No. of RIDDOR incidents		11	14	Director, Public Health & Infrastructure	Health & Safety	2	2	5	
4.0 Better Responses										
4.1	Fol requests responded to within target	90%	86%	88%	Head, Democratic Services	Democratic Services	93%	92%	89%	
4.2	Complaints dealt with within target	90%	Not Available	89.47%	Head, Democratic Services	Chief Executive's Office	83.33%	91.66%	86.96%	
4.3	Correspondence responded to within target	90%	Not Available	85.75%	Head, Democratic Services	Chief Executive's Office	82.35%	82.05%	80.59%	
4.4	No. of online transactions	<17,022	16,655	17,022	Director, Finance	ICT	893	11,795	15,594	
5.0 Resident Satisfaction										
5.1	% of residents content with our services	80%	Not Available	Not Available	Head, Marketing & Communications	Marketing & Communications	Not Available	Not Available	Not Available	
5.2	% of residents agree that council keeps them informed	80%	Not Available	Not Available	Head, Marketing & Communications	Marketing & Communications	Not Available	Not Available	Not Available	
5.3	% of residents agree that council listens and acts on concerns	80%	Not Available	Not Available	Head, Marketing & Communications	Marketing & Communications	Not Available	Not Available	Not Available	
5.4	No. of organisations receiving Grant Aid		800	860	Director, Business & Communities	Community Development	368	374	396	
6.0 Staffing										
6.1	Number of Staff (FTEs) on payroll		713.3	706.82	Director, Organisational Development	Human Resources	734.97	732.39	733.86	
6.2	Number of Casual Staff employed in past 12 months		70	31	Director, Organisational Development	Human Resources	0	0	14	
6.3	% Attendance	95%	95%	95.69%	Director, Organisational Development	Human Resources	97.25%	96.68%	97.16%	
6.4	% Overtime	2.5%	1.66%	1.32%	Director, Finance	Finance	0.74%	0.76%	0.70%	
7.0 Engaged Workforce:										
7.1	% of workforce satisfied with current job	80%	60.95.%	65.34%	Head, Marketing & Communications	Marketing & Communications	***65.34%	***65.34%	***65.34%	
7.2	% of workforce who take pride in working for Mid Ulster District Council	80%	79.48.%	84.07%	Head, Marketing & Communications	Marketing & Communications	***84.07%	***84.07%	***84.07%	
7.3	% of workforce who understand council's priorities and how they contribute to them	80%	69.91.%	78.13%	Head, Marketing & Communications	Marketing & Communications	***78.13%	***78.13%	***78.13%	
8.0 Finances										
8.1	Loans Outstanding		6,746,933	6,114,748	Director, Finance	Finance	6,114,748	5,790,201	5,790,201	
8.2	Cash Reserves	£10m	13,029,169	11,791,888	Director, Finance	Finance	15,475,674	16,223,512	17,630,687.28	
8.3	Invoices paid within 30 Days	90%	94%	94%	Director, Finance	Finance	94%	95%	94%	
	*some data awaiting validation reports from Executive Departments					***Figures relate to 2019/20 survey				
	** Currently under review by Department - subject to change in statute/guidance arising from Capaxo recommendations									
	The above data is management information and may be subject to change post validation exercises									



Comhairle Ceantair
Lár Uladh
Mid Ulster
District Council

Corporate Health Indicators

Statistics available ending **December 2020**

Mid Ulster District Council

Economy



81

No of jobs promoted



15.8

Weeks

Average processing time local planning applications



74.1

Weeks

Average processing time major planning applications



95%

% building regulations applications determined to target

Waste Management



3.15%

Reduction of waste going to landfill



63.30%

of waste recycled

Council Facilities



Visitors to Arts & Cultural Venues

7,208



Users of leisure & recreational facilities

799,790



5

No. of RIDDOR incidents



6,370

Visitors to Council Offices

Better Responses



89%

FOI requests responded to within target



87%

Complaints dealt with within target



No of online transactions

15,594



Correspondence responded to within target

81%

Staffing



733.86

Number of staff (FTEs) on payroll



14

Number of casual staff employed in past 12 months



97%

Attendance



0.70%

Overtime

Engaged Workforce



65.34%

of workforce satisfied with current job



84.07%

of workforce who take pride in working for the Council



78.13%

of workforce who understand council's priorities and how they contribute to them

Finances



£5,790,201

Loans outstanding



17,630,687

Cash reserves



94%

Invoices paid within 30 days



396

Number of organisations receiving grant aid