

Report on	Performance Improvement Update: Nine Month (Q1-Q3) 2019-20
Date of Meeting	Thursday 6 th February 2020
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 council's 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 2019/20. The report also provides a performance progress summary against the Council's four corporate improvement objectives and their associated project plans. The indicators and standards, the 4 improvement projects and corporate health indicators are contained within our Performance Improvement Plan for 2019/20.
2.0	Background
2.1	<p>Council Discharging Duties under the Local Government Act (NI) 2014</p> <p>Part 12 of the Local Government Act (NI) 2014 sets a General Duty of Improvement in that, "<i>a Council must make arrangements to secure continuous improvement in the exercise of its functions</i>". The legislation confirms that a Council must consult upon and publish an annual forward looking Performance Improvement Plan by 30th June each year, setting out how it aims to make arrangements to secure improvements in the "<i>exercise of its functions</i>".</p>
2.2.	The Council's four improvement objectives for 2019-20 were agreed by Council in February 2019. Each improvement objective is aligned with an improvement project and associated activities/measures. Each project is under the direction of senior responsible officer (Director). To date in year there are 38 improvement activities. This report offers details of our nine month progress, Quarter One (Q1) to Quarter Three (Q3) in delivering the Improvement Objectives in our 2029-20 Improvement Plan.
2.3	The Improvement Projects/associated activities included in the Performance Improvement Plan for 2019/20 are:

	<p>1) To assist in the Growth of the Economy by increasing the number of visitors to our district - <i>currently 10 improvement activities/measures</i></p> <p>2) To improve the average processing time of Local Planning applications – <i>currently 7 improvement activities.</i></p> <p>3) To improve the accessibility of our services by increasing the number available online – <i>currently 11 improvement activities</i></p> <p>4) To support people to adopt healthier lifestyles by increasing the usage of Council Recreational Facilities – <i>currently 10 improvement activities</i></p>
2.4	<p>Progress on the Council’s four corporate improvement projects 2019-2020 are found in Appendix One (Corporate Improvement Projects 2019/20 Nine Month Progress Update Q1-Q3)</p>
	<p>Statutory & Corporate Performance Improvement Indicators/Standards</p>
2.5	<p>Local Government (Performance Indicators and Standards) Order (NI) 2015 specified performance indicators and standards for Mid Ulster District Council on Economic Development, Planning and Waste Management (there are currently seven statutory indicators/standards). Statutory indicators and standards/targets have been set by the former Department of the Environment (now Department for Communities), 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.</p>
2.6	<p>Council has identified three self-imposed performance improvement indicators and standards (continued from 2018/19) and hereafter referred to as “self-imposed” performance measures. These form an integral part of our Performance Improvement Plan for 2019/20. 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 – see 2.7). 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. The Performance Progress of the statutory and set by us indicators/standards is outlined in Appendix Two (refer to Mid Ulster District Council Performance Improvement Plan 2019 to 2020 Statutory & Corporate Performance Improvement Indicators - Nine Month Progress Report 2019/20).</p>
	<p>Reporting on the Councils Corporate Health Indicators</p>
2.7	<p>The committee at its meeting of October 2017 considered a suite of “<i>Corporate Health Indicators</i>”. Reporting on the Corporate health indicators provides a barometer of how the council is doing across its services; Indicators are</p>

	<p>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 <p>Appendix Three, Corporate Health Indicators Q1 to Q3 (2019- 2020)</p>
3.0	Main Report
	<p>Monitoring & Reporting on the Statutory & Self-Imposed Performance Indicators and Standards</p>
3.1	<p>The Performance Improvement Plan 2019 to 2020 - Statutory and Corporate Improvement Indicator Report for the first nine months of 2019/20, gives an overview of progress in relation to managing and monitoring Mid Ulster Council’s Corporate Improvement Performance Indicators (refer to Appendix Two). 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>Management of Council’s 10 Statutory and Self-Imposed Indicators is a key mechanism within the Council’s Performance & Improvement Framework. Updates on:</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 a 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), blue signifies the action is completed, and the colour purple indicates that information is not yet available • Links to the corporate plan • Activity of all 10 Performance Improvement PI’s, at Senior management Team, will be closely monitored, as part of the overall information to ensure Council reacts appropriately to changing levels of demand/performance

3.3	<p>An overview of 10 the Corporate Performance Improvement Indicators at end of Q1 to Q3 2019/20:</p> <p>Quarter One</p> <ul style="list-style-type: none"> a) 7 indicators are reported as Green – on target b) 2 indicators are close to target - Amber c) 1 indicator is red in that they are falling short of the pre-defined standard d) 0 indicators are currently 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 Green – on target b) 1 indicator is close to target – Amber c) 2 indicator is red in that they are falling short of the pre-defined standard d) 0 indicators are currently awaiting data to be supplied (in the main supplied by government departments) – purple <p>Quarter Three</p> <ul style="list-style-type: none"> a) 2 indicators are reported as Green – on target b) 0 indicators are close to target - Amber c) 2 indicators are red in that they are falling short of the pre-defined standard d) 6 indicators are currently awaiting data to be supplied (in the main supplied by government departments) - purple
	<p>Monitoring and Reporting the Corporate Improvement Plan Projects</p>
3.4	<p>The activities/measures are outlined in Appendix One. Monitoring of the Corporate Improvement Plan is made through the quarterly reporting of services' operational improvement objectives, contained within the annual service improvement plans (SIPS).</p>
3.5	<p>The SIPS are part of Council's approach to ensuring/mitigating action to manage, maintain and improve performance or to re-prioritise work in consultation with management, staff and members.</p>
3.6	<p>The Corporate Improvement Projects Q1 to Q3 - 2019/20 Nine Month report is divided into four sections. Each section concentrates on reporting the progress against each improvement objective and related project outline. The reporting format explains how each activity or measure in the project has progressed (commentary section), highlights the delivery dates, expected outcomes (the difference it will make); as well as the current quarter's status (through RAG reporting).</p>

Summary of Corporate Improvement Projects (CIP's) Nine Month Progress

3.7 Outlined below is a summary of the Corporate Improvement Plan Projects' activity for Q1 to Q3 2019/20. Council is currently monitoring 38 improvement actions/measures throughout across the four Improvement Project Plans (CIPS) during 2019/20. To date in Q3 there are:

- a) **28** actions are **on target**
- b) **8** actions are **trending away** from target
- c) **2** actions have been **completed**
- d) **0** actions have **missed** their target
- e) **0** actions/measures are **awaiting data**.
- f) **0** actions **not due to have started**

Evaluation on Nine-Month Progress of the Four Improvement Projects 2019/20

3.8 To provide an assessment on progress of the improvement plan and an informed judgement, the following assessments have been made, based on information made available from services see Table 1.

3.9 Improvement objectives assessed as "Excellent" or "Good" are not a cause for concern. Areas assessed as "acceptable" will require a watching brief, while areas evaluated as improvement required require attention. Evaluation is made using the following:

Table 1: Evaluation Descriptors

Status	Evaluated as	Explanation
Green	Excellent	All actions and measures are on track
Amber	Good	Actions and Measures are mostly on track, several are falling marginally short of planned targets
Orange	Acceptable	Some actions and measures have deviated from plan and some are falling short of planned targets
Red	Improvement required	Actions and measures are mostly falling short of planned targets

Table 2. - Evaluation of progress Q1 to Q3 2019/20 on Improvement Objectives

	Q1 Apr-Jun	Q2 Jul-Sept	Q3 Oct- Dec
Improvement Project	Overall Evaluation for Improvement Project One		
1) CIP 1 - To assist in the growth of the local economy by increasing the number of visitors to our district.	Excellent	Excellent	Good
Improvement Project	Overall Evaluation for Improvement Project Two		
2) CIP 2 – To improve the average processing time of Local Planning Applications	Acceptable	Good	Good
Improvement Project	Overall Evaluation for Improvement Project Three		
3) CIP 3 – To improve the accessibility of our services by increasing the number available online	Excellent	Good	Good
Improvement Project	Overall Evaluation for Improvement Project Four		
4) CIP 4 – To support people to adopt healthier lifestyles by increasing the usage of Council recreational facilities.	Excellent	Excellent	Excellent

4.0 Other Considerations

4.1 Financial, Human Resources & Risk Implications

Financial: N/A

Human: N/A

Risk Management: The data quality contained in the Nine Month Performance Improvement Progress Report is provisional, as unaudited data and is characterised as management information. All in-year results may be subject to later revision.

4.2 Screening & Impact Statements

Equality & Good Relations Implications: N/A

	Rural Needs Implications: N/A
5.0	Recommendation(s)
5.1	Members scrutinise the performance achieved, and assess progress and performance against the standards/targets and provide commentary as necessary. Members identify and explore any areas of underperformance or concern.
6.0	Documents Attached & References
	<p>Appendix 1: Corporate Improvement Projects 2019/20 - Nine Month Progress Update (Q1 to Q3)</p> <p>Appendix 2: Mid Ulster District Council Statutory & Corporate Performance Improvement Indicators (Nine-Month Progress Report 2019/20)</p> <p>Appendix 3: Corporate Health Indicators Q1 to Q3 2019 to 2020</p>