

<b>Report on</b>	Performance Improvement: 2019-2020 (Q1-Q4) Progress Update on Statutory and Corporate Health Indicators
<b>Date of Meeting</b>	2 <sup>nd</sup> of July 2020
<b>Reporting Officer</b>	P Moffett, Head of Democratic Services
<b>Contact Officer</b>	L Jenkins, Performance & Quality Officer

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

<b>1.0</b>	<b>Purpose of Report</b>
1.1	The report provides members with monitoring information on the review of performance against our seven statutory and four corporate performance improvement indicators and standards, along with an overview of the Corporate Health Indicators for the first twelve months of 2019 to 2020. The indicators and standards, are contained within our Performance Improvement Plan for 2019 to 2020 and forms part of Council's overarching performance management and improvement framework.
<b>2.0</b>	<b>Background</b>
2.1	<p><b>Council Discharging Duties under the Local Government Act (NI) 2014</b></p> <p>Part 12 of the Local Government Act (NI) 2014 sets out a General Duty of Improvement in that, "a Council must make arrangements to secure continuous improvement in the exercise of its functions". The legislation sets out that a Council must consult upon and publish an annual forward looking Performance Improvement Plan by 30<sup>th</sup> of June each year, setting out how it aims to make arrangements to secure improvements in the "exercise of its functions".</p>
2.2.	<p><b>Statutory &amp; Corporate Performance Improvement Indicators/Standards</b></p> <p>Local Government (Performance Indicators and Standards) Order (NI) 2015 has 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>
2.3	Council had identified four 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 eleven measures (statutory and self-imposed indicators) feed into the Corporate Performance "Health" Indicators/Measures (of which there are 28 in total). All of the performance indicators, statutory, self-imposed and organisational health indicators, are considered as forming part of our day-to-day

<p>2.4</p>	<p>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 are outlined in Appendix One, (refer to Statutory &amp; Corporate Performance Improvement Indicators - Twelve Month Progress Report 2019/20).</p> <p><b>Reporting on the Councils Corporate Health Indicators</b></p> <p>The committee at its meeting of October 2017 considered a suite of <i>Corporate Health Indicators</i> for reporting to Council. Reporting on the Corporate health indicators provides a barometer of how the council is doing across its services. Indicators provide a 'performance dashboard', summary of how the Council is doing across 8 key areas:</p> <ul style="list-style-type: none"> <li>• Economy</li> <li>• Waste management</li> <li>• Council facilities</li> <li>• Better responses</li> <li>• Resident satisfaction</li> <li>• Staffing</li> <li>• Engaged workforce</li> <li>• Finance</li> </ul> <p>Refer to Appendix Two – Corporate Health Indicators (2019- 2020).</p>
<p>3.0</p>	<p><b>Main Report</b></p>
<p>3.1</p>	<p><b>Monitoring &amp; Reporting on Statutory &amp; Self-Imposed Performance Indicators and Standards</b></p> <p>The Performance Improvement Plan 2019 to 2020 - Statutory and Corporate Improvement Indicator Report for the first twelve months of 2019/20, 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 forms 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> <p>The management of Mid Ulster's District Council's 11 Statutory and Self-Imposed Indicators is a key mechanism within the Council's Performance &amp; Improvement Framework. Information relating to the 11 indicators will be updated and provide:</p> <ul style="list-style-type: none"> <li>• Performance against target, assessment, action plan, &amp; comparative trend analysis (over time)</li> <li>• Reporting &amp; management accountabilities</li> <li>• Target Direction; more is better, less is better etc. - (refer to measures i.e. numbers/percentages)</li> <li>• 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</li> <li>• 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</li> </ul>

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 11 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

An overview of 11 Corporate Performance Improvement Indicators at end of Q1 to Q4 2019/20 are outlined:

#### **Quarter One**

- a) 8 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

#### **Quarter Two**

- a) 8 indicators are reported as Green – on target
- b) 1 indicator is close to target – Amber
- c) 2 indicators are red in that they are falling short of the pre-defined standard

#### **Quarter Three**

- a) 8 indicators are reported as Green – on target
- b) 0 indicators are close to target – Amber
- c) 3 indicator is red in that they are falling short of the pre-defined standard

#### **Quarter Four**

- a) 5 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) 4 indicators are currently awaiting data to be supplied (in the main supplied by government departments) - purple

3.2

### **Monitoring and Reporting the Corporate Improvement Plan Projects**

The activities/measures relating to Council's Corporate Improvement Plan 'Projects', will be included in the Council's Annual Performance Improvement Assessment Report, (which looks at improvement outcomes/performance from the previous financial year and is a retrospective report). This is normally developed and presented to Council, with a publication date of the 30<sup>th</sup> of September each year.

In response to Covid-19, Councils are awaiting further guidance in relation to timeframes for reports associated with Council fulfilling its duty to improve, as outlined in part 12 of the Local Government (NI) Act and departmental guidance.

At the time of writing the report, Councils have sought clarification and have only been made aware, from the Department for Communities (DfC), that they do not have to publish their annual performance improvement plans (known as a PIP, which is a forward looking plan) by the 30<sup>th</sup> of June.

Further guidance is due to be issued by the DfC. This will inform Council in relation to publishing its Annual Performance Improvement Assessment Report, and will also then inform the Northern Ireland Audit Office (NIAO), in respect of its annual audit, conducted

	in relation to Council's performance improvement and assessment. Council hopes clarity on this can be provided soon, from both the DfC and the NIAO.
<b>4.0</b>	<b>Other Considerations</b>
<b>4.1</b>	<b>Financial, Human Resources &amp; Risk Implications</b>
	Financial: N/A
	Human: N/A
	Risk Management: Data quality contained in the Council's Twelve Month Performance Improvement Progress Report is provisional, as unaudited "data" and is characterised as management information. In-year results may be subject to later revision.  Government departments issue validated data on some indicators. In response to COVID 19, timeframes for providing validated data has been delayed.
<b>4.2</b>	<b>Screening &amp; Impact Statements</b>
	Equality & Good Relations Implications: N/A
	Rural Needs Implications: N/A
<b>5.0</b>	<b>Recommendation(s)</b>
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 concerns identified from the Performance Progress update
<b>6.0</b>	<b>Documents Attached &amp; References</b>
	Appendix One: Mid Ulster District Council's Statutory & Corporate Performance Improvement Indicators (Twelve Month Progress Report 2019 to 2020)  Appendix Two: Mid Ulster District Council's Corporate Health Indicators 2019 to 2020