



# Causeway Coast & Glens Borough Council

## FOR INFORMATION

|   |                      |
|---|----------------------|
| <b>Performance Improvement Update</b>           | <b>23 March 2021</b> |
| <b>Corporate Policy and Resources Committee</b> |                      |

|  |   |
|--|---|
| <b>Linkage to Council Strategy (2015-19)</b> |   |
| <b>Strategic Theme</b>                       | Innovation and Transformation                   |
| <b>Outcome</b>                               | More effective performance reporting to Council |
| <b>Lead Officer</b>                          | Head of Performance                             |
| <b>Cost: (If applicable)</b>                 | Costs allowed for within the annual budget      |

### 1.0 Purpose

1.1 The purpose of this report is to update Members on the Council's current Performance Improvement related workstreams and priorities, as well as setting out the Performance Reporting cycle to Council for 2021.

### 2.0 APSE National Benchmarking Indicators 2019/20

2.1 By 30<sup>th</sup> January 2021, Council had successfully submitted their data returns to the APSE facilitated National Benchmarking Network. This involved the collation, analysis and submission of data relating to over 100 Performance Indicators across 13 separate Council Service areas.

2.2 During the months of February and March 2021, officers from each of the 13 Service areas are virtually attending the National Benchmarking working groups. During these sessions, officers from across the Northern Irish Councils meet to review the Performance Indicators and work together to resolve any issues or anomalies that have arisen in the previous year.

2.3 In April 2021, Council will receive Performance Benchmarking reports relating to the outcomes of the 2019/20 APSE Performance Indicators.

### **3.0 Development of Performance Improvement Plan 2021/22**

3.1 In 2020/21, DfC removed the requirement for Councils to publish an Improvement Plan in the context of the national response to the Covid-19 pandemic. For 2021/22 Councils are directed to agree and publish a Performance Improvement Plan.

3.2 Council is currently working on the development of Performance Improvement Objectives for the year 2021/22 along the following themes:

- Public consultation and engagement
- Council staff absenteeism
- The impact of the Growth Deal
- Improvements to Council's Performance and Business Planning processes
- Long Term Finance
- Recovery

3.3 Over the coming months, officers will be engaging with Members and citizens in order to refine and agree Improvement Objectives for 2021/22, ahead of Council being asked to approve a final Plan in June 2021.

### **4.0 Directorate Business Planning and Council's "Perform" Software**

4.1 Historically, both internal Audit and NIAO audit recommendations have highlighted the Council's Business Plans as an area for improvement. One of the most significant issues was that Business Plans were not being submitted to, and agreed by, Council until late into the relevant business year.

4.2 Senior officers have been working hard to address this issue and as such are on course to deliver Directorate and Service level Business Plans to their relevant Committees in April 2021. Furthermore, the directorates have committed to a midyear analysis report against their Business Plans to their relevant Committees, no later than December of the business year. This will provide more openness, transparency and indeed opportunities for Members to scrutinise Council performance within the business year.

4.3 As soon as Business Plans are agreed, this enables officers to populate our Perform software with targets and indicators, to enable the creation of a more consistent and standardised set of performance reports.

### **5.0 Performance Reporting cycle to Council in 2021**

5.1 Please see the table below which sets out the planned cycle for reporting to Council with regards to all Performance Improvement and Business Plan related work:

| <b>Date</b>       | <b>Workstream</b>  | <b>Reporting</b>                                       |
|-------------------|--|--|
| March 2021        | Update on Performance Improvement  | For info paper to Council                              |
| April 2021        | 2021/22 Directorate Business Plans<br>APSE benchmarking data 2019/20 – Final outcomes report | To Council for Decision<br>For info paper to Council   |
| May 2021          | Update on Performance Improvement  | For info paper to Council                              |
| June 2021         | APSE data 2020/21 – midyear data<br>Corporate Performance Improvement Plan for 2021/22       | For info paper to Council<br>To Council for Decision   |
| 02 July 2021      | APSE data 2020/21 – Final data upload to APSE Portal   | Officer led  |
| August 2021       | 2020/21 Business Plans – Year end analysis   | For info paper to Council                              |
| 30 September 2021 | Corporate Performance Self-Assessment for 2020/21  | To Council for Decision                                |
| December 2021     | 2021/22 Business Plan targets – midyear update<br>APSE 2021/22 Data – midyear update         | For info paper to Council<br>For info paper to Council |
| January 2022      | APSE data 2020/21 – Second batch data upload to APSE Portal                                  | Officer led  |

## **6.0 Conclusions**

6.1 Members are asked to review the information provided in this paper and to seek any further clarity required.