



<b>Title of Report:</b>	<b>Performance Section Business Plan Update</b>
<b>Committee Report Submitted To:</b>	<b>Corporate Policy and Resources Committee</b>
<b>Date of Meeting:</b>	<b>Tuesday 24<sup>th</sup> August 2021</b>
<b>For Decision or For Information</b>	<b>For Information</b>

<b>Linkage to Council Strategy (2019-23)</b>	
Strategic Theme	
Outcome	
Lead Officer	Head of Performance

<b>Budgetary Considerations</b>	
Cost of Proposal	
Included in Current Year Estimates	Yes
Capital/Revenue	
Code	
Staffing Costs	

<b>Screening Requirements</b>	Required for new or revised Policies, Plans, Strategies or Service Delivery Proposals.		
Section 75 Screening	Screening Completed:	Yes/No	Date:
	EQIA Required and Completed:	Yes/No	Date:
Rural Needs Assessment (RNA)	Screening Completed	Yes/No	Date:
	RNA Required and Completed:	Yes/No	Date:
Data Protection Impact Assessment (DPIA)	Screening Completed:	Yes/No	Date:
	DPIA Required and Completed:	Yes/No	Date:

## **1.0 Purpose of Report**

1.1 The purpose of this report is to Provide Elected Members with an update on progress in relation to the Performance Section Business Plan.

## **2.0 Background**

2.1 The 2021/2022 Performance Section Business Plan was agreed by Council in February 2021. The plan includes a number of service areas namely the Statutory Performance Improvement Duty, Performance Management, Corporate Insurance Services, Corporate Health and Safety and Well-Being, Civic Buildings and Estates Strategy.

2.2 The progress update is set out within Appendix 1. There are other Appendices attached to provide Elected Members with some additional detail.

## **3.0 Recommendation**

**It is recommended** that the Corporate Policy and Resources Committee note the updated Business plan progress report and associated Appendices.

## Performance Improvement/Performance Management

Strategic Objective			
Improvement and Innovation. The Council maintains its performance as the most efficient of NI's local authorities.			
Link to Corporate Aims and Objectives			
Statutory Performance Improvement			
Work Streams / Operational Actions	Timescale	Performance Indicators / Outcomes	
To manage and deliver the publication of a Performance Improvement Plan for the business year 2021/22	May 2021 May 2021 June 2021	<ul style="list-style-type: none"> <li>Improvement Objectives shared with Members in March 2021, developed by April 2021 and then agreed in May 2021</li> <li>Consultation completed with public and staff by May 2021</li> <li>Performance Improvement Plan agreed and published by 30 June 2021</li> </ul>	<ul style="list-style-type: none"> <li>All indicators have been met, on time, and we will continue to track and report on the progress of our Performance Improvement Plan.</li> </ul>
To manage and deliver the publication of the Council's Performance Self-Assessment for the business year 2020/21	Sept 2021	<ul style="list-style-type: none"> <li>Performance Self-Assessment activity completed and report to be</li> </ul>	<ul style="list-style-type: none"> <li>Work is ongoing in terms of the completion of Council's annual Performance Self-Assessment and will be presented to Corporate Policy and Resources Committee in September 2021.</li> </ul>

		published by 30 September 2021	
To provide timely and informative updates to Council Committees on Performance and Improvement related activities	Quarterly	<ul style="list-style-type: none"> <li>• Updates to Council in May 2021, June 2021, September 2021, December 2021 and March 2022</li> </ul>	<ul style="list-style-type: none"> <li>• Updates provided to Committee in April, and May with the next update scheduled for September.</li> </ul>
Facilitate and assist the NI Audit Office in their annual Performance Audit of Council	Dec 2021	<ul style="list-style-type: none"> <li>• Provide all support, information and evidence required by NIAO in order for them to complete their Performance Audit of Council by December 2021</li> </ul>	<ul style="list-style-type: none"> <li>• Liaising with NIAO has continued, and Council is prepared for commencement of the 2020/21 Audit which is expected to commence in September 2021</li> </ul>
To update the Performance Improvement section of Councils website	June 2021	<ul style="list-style-type: none"> <li>• To update the Performance Improvement section of Councils website by June 2021</li> </ul>	<ul style="list-style-type: none"> <li>• Council still awaits the outcome of review/update of Performance Improvement legislation and Performance Duty responsibilities before progressing this work.</li> </ul>
To develop and agree an updated Performance Improvement Policy for Council	Aug 2021	<ul style="list-style-type: none"> <li>• To work with Senior Managers to develop and agree a new Performance Improvement Policy for Council by August 2021</li> </ul>	<ul style="list-style-type: none"> <li>• Council still awaits the outcome of review/update of Performance Improvement legislation and Performance Duty responsibilities before progressing this work.</li> </ul>
<b>Performance Management</b>			
To manage and oversee the Council's submission of data and outcomes to the APSE led National Performance Network for benchmarking and performance	<p>July 2021</p> <p>Second batch January 2022</p>	<ul style="list-style-type: none"> <li>• Oversee the additional training requirements for staff across all services by</li> <li>• Agreement on adoption of specific service level APSE indicators, and subsequent report to Committee</li> <li>• Oversee the data collation and final submission to</li> </ul>	<ul style="list-style-type: none"> <li>• All requirements and data submissions were met for the July 2021 APSE submission deadline.</li> <li>• Council awaits the benchmarking outcomes following this process and will include these outcomes within the Council's Performance self-evaluation document for 2020/21</li> </ul>

		APSE of 2020/21 information by July 2021 and then the second submission of 2020/21 performance information by end of January 2022	
Work with Council Departments to develop and publish improved Business Plans for the year 2021/22	<p>April 2021</p> <p>June 2021</p> <p>Dec 2021</p> <p>June 2022</p>	<ul style="list-style-type: none"> <li>• Service and Directorate Business Plans to be developed with more focus of measurable outcomes and areas for improvement</li> <li>• Service and Directorate Business Plans to be agreed by relevant Committees by April 2021</li> <li>• Year-end updates against 2020/21 Business Plans to be provided to Council by June 2021</li> <li>• Mid-year updates against 2021/22 Business Plans to be provided to Council in December 2021</li> <li>• Year-end updates against 2021/22 Business Plans to be provided to Council by June 2022</li> </ul>	<ul style="list-style-type: none"> <li>• All Service and Directorate Business Plans were completed and approved within the first 2 months of the business year</li> </ul>
Oversee the ongoing development and integration of Council's new Performance Management Software that has been named "Perform".	<p>May 2021</p> <p>June 2021</p>	<ul style="list-style-type: none"> <li>• Work closely with Council's Digital Services Team to integrate and populate Perform with the most significant indicators from</li> </ul>	<ul style="list-style-type: none"> <li>• Development and population of Perform 21/22 is almost completed and ready for Services to utilise for performance reporting</li> </ul>

	<p>May 2021 Dec 2021</p> <p>Jan 2022</p>	<p>Council Directorate 2021/22 Business Plans by May 2021</p> <ul style="list-style-type: none"> <li>• Populate Perform with 2020/21 APSE indicators outcomes by end June 2021</li> <li>• Train staff in use of Perform by end May 2021</li> <li>• Use Performance Management Software to collate data and issue reports for Business Plan updates in December 2021</li> <li>• Use Performance Management Software to collate data and issue reports for APSE Indicators return in January 2022</li> </ul>	
<p>To project manage the development of a Borough-wide “Citizen’s Survey” consultation exercise with citizens and those with an interest in the area</p>	<p>April 2021 May 2021 July 2021</p> <p>July 2021</p> <p>Aug 2021 Nov 2021</p>	<ul style="list-style-type: none"> <li>• Agree on methods and scope of consultation by end April 2021</li> <li>• Engage with elected members on the content of the survey in May 2021</li> <li>• Survey to be open to the public for at least 6 weeks during June and July 2021</li> <li>• To work with Council’s PR and Communications team to maximise the publicity around the Citizens Survey</li> <li>• Report to Council on outcomes of Consultation in August 2021</li> </ul>	<ul style="list-style-type: none"> <li>• Agreement to wait until holiday season has passed, and our resident population has normalised before progressing with Citizen’s Survey</li> <li>• As of August 2021, the scope, method, questions and format have been agreed.</li> <li>• Party leads have also had input and Members will be given a further chance for input in September 2021</li> </ul>

		<ul style="list-style-type: none"> <li>• Include findings of our Citizens Survey in the Autumn Citizens Newsletter that goes to each household</li> </ul>	
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## Corporate Health, Safety and Well-Being

Strategic Objective			
Improvement and Innovation. The Council maintains its performance as the most efficient of NI's local authorities.			
Link to Corporate Aims and Objectives			
Work Streams / Operational Actions	Timescale	Performance Indicators / Outcomes	Progress to Date
Develop the annual Health and Safety inspection programme and carry out planned and ad hoc inspections as required.	May 2021	Dedicated programme of Covid 19 supportive safety tours/inspections to be developed in line with coronavirus regulations easing. Inspections now aligned with opening	Draft programme agreed through Corporate Health and Safety Committee. Inspections carried out at Craigahulliar, Letterloan, Crosstagherty, grass cutting Newmills nursery, Portrush Bowl facility, Roe Valley and Coleraine Leisure centres, Drumaheglis caravan park, Civic Buildings.

		of facilities in line with Covid-19 Regulations	
Identify training needs of Line Managers relating to health and safety with particular emphasis on Risk Assessment.	May/June 2021	All line managers trained at least in IOSH Working Safely	IOSH training carried out in August. 120 people nominated for training. The training is being funded via an insurance bursary and not by the Council.
Review and update the Council Drivers handbook and Employee handbook.	July 2021	Legislative and Best Practice review to be undertaken. Guidance to be updated as required	Employee handbook reviewed and Driver handbook in progress but no changes expected after initial review.
DSE assessments now completed under new HR acquired software (iHasco)	On-going	Staff who are homeworking to complete DSE assessments. Line managers to report back on issues to be addressed	DSE assessments completed for those staff in the pilot. Pilot now being expanded to other Departments.
Carry out insurance accident investigations	On-going	In collaboration with the Council's insurers, and their investigators, carry out investigations to assist in defending accident claims	On- going.
Risk assessment review	On-going	Review of all risk assessments associated with Covid-19 across the Council, and all other assessments during audit/inspection/safety tours process	On going across the Council with particular emphasis when site inspections are being carried out. Both operational risk assessments and Covid 19 risk assessments are being reviewed and updated as necessary.



Wellbeing survey of staff returning to work	June 2021	Survey of returning staff, outworking and resolutions	Completion by September when first tranche of staff returning identified. Initial on line review with the Councils Health and Well-being group who provided some initial feedback.
Staff returning to work protocol and procedures	September 2021	Safety of staff in the Covid 19 environment and lowering risk of reduced business continuity	Plans for phased return to work arrangements are in place. These are subject to on-going review in line with the latest PHA guidance.
Driver audit scheme	May 2021	Reduce the risk profile of workplace transport across the organisation. Completion of audits by all staff	Due for completion September 2021 Currently 90% complete
Procurement of new accident reporting software	October 2021	Provide effective accident/incident/near miss reporting.	Specification has been designed and is currently out for procurement
Flu jabs	October 2021	Reduce the likelihood of staff developing flu and the spread within the Council	There is no negative advice from the PHA regarding the flu jab therefore quotations are currently being sought from providers for this service. The uptake is normally 140 staff.
Staff Welfare Cancer bus	May 2021	Provide health screening	Cancer Bus visited in May and was based at Cloonavin. All available slots filled. Planning to re book for another Council site in November 2021

## Corporate Insurance Services

Strategic Objective			
Improvement and Innovation. The Council maintains its performance as the most efficient of NI's local authorities.			
Link to Corporate Aims and Objectives			
Work Streams / Operational Actions	Timescale	Performance Indicators / Outcomes	Progress to Date
European journal procurement exercise for range of insurance policies	November – March 2022	17 Insurance policies to be in place for April 2022	On- going. Appendix 2. Annual Insurance Costs
Manage litigation claims against the Council	On-going	Currently 79 live cases being dealt with, the majority relating to fleet and public liability	On-going. A breakdown is attached as Appendix 3.
GIS mapping to plot all accident claims across the Borough	On going	Use GIS mapping to plot claims across the Borough to	Data input regarding historical claims is on going. No hotspots have been identified. Usual slips and trips in Leisure Centres.

		identify trends and hot spots requiring particular attention.	
Carry out and manage insurance investigations	On-going	In conjunction with the Council's health and safety staff, insurers and Council staff, carry out investigations to assist in defending accident claims	On Going and includes maintenance of the Council Motor Insurance database, owned and hired, a property portfolio, disposal of assets listings and increased cover should investment occur.
Develop an Insurance Strategy for Council	October 2021	Insurance strategy to be agreed by Council as identified in the Audit programme	Currently being prepared
Lands portfolio	November 2021		The Broker has asked for a detailed portfolio of all Council owned/maintained lands to include coastal paths, boardwalks, structures, land strips.

## Civic Buildings/Estates Strategy

Strategic Objective			
Improvement and Innovation. The Council maintains its performance as the most efficient of NI's local authorities.			
Link to Corporate Aims and Objectives			
Work Streams / Operational Actions	Timescale	Performance Indicators / Outcomes	Progress to Date
Complete research on information required for the Civic Buildings Estates Strategy	April 2021	Building valuations, updated condition reports to be completed	Majority of information has been captured. Some remaining information required relating to the new Agile working policy.
As agreed by Land and Property Sub-Committee, Elected Member workshop to progress Civic Buildings Estates Strategy	May/June 2021	Workshop to be arranged.	Awaiting confirmation of workshop date. Site visits for Elected Members being planned for September. Information will be circulated to Elected Members in preparation for the workshop.
Staff Civic Building accommodation requirements	August 2021	Assess future requirements for staff	On- going. Information has been returned from the Directors and this is being assessed. Further detail is being sought at this time.

		accommodation in the Civic Buildings aligned with home working arrangements	
Review of Town Hall and Civic Building pricing policy	October 2021	Ensure value for money	Report to Council in October with proposed price changes
NI 100 Centenary Project to be undertaken in relation to Coleraine Town Hall.	September 2021	<p>Stain glass window to be designed, manufactured and installed in Coleraine Town Hall.</p> <p>Designer appointed by end of April 2021. Design process with Council Working Group, Historical Advisory Group and the Hon the Irish to commence early May.</p>	Designer appointed. Elected Members invited to forward suggestions for content of the window based on their DEA's. Suggestions have been considered by the NI 100 Sub-Committee and the actual design process is commencing

## Appendix 2. Annual Insurance costs

<b>Insurance Policy</b>	<b>2019/2020</b>	<b>2020/2021</b>	<b>2021/2022</b>
Combined Liability	541,303.84	616,292.54	759,360.00
Officials Indemnity	16,988.16	39,760.00	59,464.33
Commercial Combined	111,069.28	142,753.00	147,367.36
Motor Fleet	65,752.96	139,552.00	109,793.60
Councillors Code of Conduct - Legal Expenses	2,240.00	2,240.00	2,105.60
Commerical Legal Protection	37,604.08	43,591.25	38,910.30
Group PA/Travel	1,137.82	786.90	786.90
Engineering Inspection	27,792.00	20,176.56	27,229.10
Engineering Combined	6,949.89	7,641.76	7,641.76
Cyber	7,000.00	10,080.00	-
Crime	5,936.00	8,635.20	9,682.40
Marine Liability	18,312.00	20,374.60	19,355.87
Marine Cargo - Events Stage	280.00		1,960.00
Exhibition & Regalia	2,299.23	2,674.62	2,674.62
Environmental Impairment	-	-	-
Contractors All Risk	9,244.48	9,244.48	9,244.48
Engineering Additions	-	-	6,519.64
Fleet Additions/Deletions	7,181.43	12,148.64	-
Service Fee	5,000.00	9,950.00	14,950.00
<b>TOTAL</b>	<b>866,091.17</b>	<b>1,063,802.91</b>	<b>1,217,045.96</b>

### Appendix 3. Current Insurance Claims

Service Area	Public Liability	Employer Liability	Fleet
Coast & Countryside	2		
Community & Culture	2		
Estates -Ballycastle	3		1
Estates - Ballymoney	4		
Estates - Coleraine	12	5	2
Estates - Limavady	1	1	2
Health & Built Environment	2	1	
Infrastructure	2	1	
Operations - Ballymoney	1	1	1
Operations - Coleraine	6	1	6
Operations - Limavady	-	1	
Prosperity & Place	1		
Sport & Wellbeing	8	1	
Tourism & Recreation	11		
<b>TOTAL</b>	<b>55</b>	<b>12</b>	<b>12</b>