



Title of Report:	Performance Section Business Plan 2022/2023 update
Committee Report Submitted To:	Corporate Policy and Resources Committee
Date of Meeting:	22nd November 2022
For Decision or For Information	For Information

Linkage to Council Strategy (2019-23)	
Strategic Theme	Improvement and Innovation
Outcome	Council maintains its performance as the most efficient of Northern Ireland's Local Authorities
Lead Officer	Head of Performance

Budgetary Considerations	
Cost of Proposal	
Included in Current Year Estimates	YES
Capital/Revenue	
Code	
Staffing Costs	

Screening Requirements	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 present to Council an update on the Performance Section Business Plan for 2022/2023

2.0 Background

2.1 As part of the Business Plan reporting structure, Each Council Section is required to provide Council with a progress update.

2.2 The Performance Section Business Plan update is attached as Appendix 1.

3.0 Recommendation

It is recommended that the Corporate Policy and Resources Committee note the Performance Section Business Plan update as detailed in Appendix 1.

Appendix 1.

Performance Section Business Plan update 2022/23

Performance Improvement

Strategic Objective Improvement and Innovation. The Council maintains its performance as the most efficient of NI's local authorities.			
Work Streams / Operational Actions	Timescale	Performance Indicators / Outcomes	6 Month Business Plan update
To manage and deliver the publication of a Performance Improvement Plan for the business year 2022/23	May 2022 June 2022 June 2022	<ul style="list-style-type: none"> Improvement Objectives shared with members in March 2022, developed by April 2022 and then agreed in May 2022 Consultation completed with public and staff by June 2022, and Consultation Report published by 30 June 2022 Performance Improvement Plan agreed and published by 30 June 2022 	All targets met and delivered within timescales
To manage and deliver the publication of the Council's Performance Self-Assessment for the business year 2020/21	Sept 2022	<ul style="list-style-type: none"> Performance Self-Assessment activity completed, and report published by 30 September 2022 	All targets met and delivered within timescales

To provide updates to Council Committees on Performance and Improvement related activities		<ul style="list-style-type: none"> • Updates to Council in May 2022, June 2022, September 2022, December 2022 and March 2023 	Updates provided to CPR in May, June, September, October and November 2022
Facilitate and assist the NI Audit Office in their annual Performance Audit of Council	Dec 2022	<ul style="list-style-type: none"> • Provide all support, information and evidence required by NIAO in order for them to complete their Performance Audit of Council by December 2022 	All fieldwork and testing has been completed. All work remains on schedule for NIAO Report to Council by end November 2022
Facilitate and assist the Council's nominated Internal Auditors in their annual Internal Performance Audit of Council	June 2022	<ul style="list-style-type: none"> • Provide all support, information and evidence required by Council's nominated Internal Auditors in order for them to complete their Internal Performance Audit of Council's Performance function by June 2022 	All targets met and delivered within timescales
To manage and oversee the Council's submission of data and outcomes to the APSE led National Performance Network for benchmarking and performance	July 2022 Second batch January 2023	<ul style="list-style-type: none"> • Oversee the additional training requirements for staff across all services by APSE • Oversee the data collation and final submission to APSE of 2021/22 information by July 2022 and then the "second batch" of 2022/22 performance information by end January 2023 	All targets met and delivered within timescales
Work with Service areas to develop and publish improved Business Plans for the year 2022/23	May 2022 June 2022 Dec 2022 June 2023	<ul style="list-style-type: none"> • Service and Directorate Business Plans to be developed with more focus of measurable outcomes and areas for improvement • Service and Directorate Business Plans to be agreed by relevant Committees as close as possible to May 2022 • Year-end updates against 2021/22 Business Plans to be provided to Council Committees by June 2022 • Mid-year updates against 2022/23 Business Plans to be provided to Council in December 2022 	To date, all targets met and delivered within timescales. All Directorates are on course to deliver 2022/23 midyear updates to Council in November/December 2022

		<ul style="list-style-type: none"> Year-end updates against 2022/23 Business Plans to be provided to Council by June 2023 	
Oversee the ongoing development and integration of Council's new Performance Management Software called "Perform"	<p>June 2022</p> <p>June 2022</p> <p>July 2022</p> <p>Dec 2022</p> <p>Jan 2023</p>	<ul style="list-style-type: none"> Work closely with Council's Digital Services Team to integrate and populate Perform with the most significant indicators from Council Directorate 2022/23 Business Plans by end June 2022 Populate Perform with 2021/22 APSE indicators outcomes by end June 2022 Train services staff in use of Perform by end July 2022 Use Performance Management Software to collate data and issue reports for Business Plan updates in December 2022 Use Performance Management Software to collate data and issue reports for APSE Indicators return in January 2023 	<p>2022/23 Population completed</p> <p>Full suite of training yet to be delivered but plans are in place</p>
Report to Audit Committee on progress against Council's Proposals for Improvement from the 2021/22 NIAO Audit and Assessment Report	<p>Sept 2022</p> <p>Dec 2022</p> <p>March 2023</p>	<ul style="list-style-type: none"> Report to Audit Committee on progress against Councils Proposals for Improvement from the 2021/22 NIAO Audit and Assessment Report 	To date, all targets met and delivered within timescales
To update the Performance Improvement section of Councils website	July 2022	<ul style="list-style-type: none"> To update the Performance Improvement section of Councils website by June 2022 	Updates have been completed on website, with further work planned over the next few months
To develop and agree an updated Performance Improvement Policy for Council	Aug 2022	<ul style="list-style-type: none"> To work with Senior Managers to develop and agree a new Performance Improvement Policy for Council by August 2022 	Work here is ongoing but not yet completed. Progress still on course to be delivered within this business year.

Corporate Health, Safety and Well-Being

Work Streams / Operational Actions	Timescale	Performance Indicators / Outcomes	
Develop the annual Health and Safety inspection programme and carry out planned and ad hoc inspections as required.	May 2022	Dedicated programme of Health and Safety site inspections and follow up reports to Management with key actions. Programme to be agreed with Corporate Health and Safety Committee. Programme attached as Appendix 3.	Variety of planned and ad hoc inspections carried out as per schedule. Ongoing desktop and physical inspections to complete the schedule by Spring 2023.
New Driver Audit system to be procured	June 2022	Specification to be agreed and tender process to be undertaken through e sourcing. Tender report to Council June 2022. System fully operational by July 2022. Addition of Elected Members onto the system.	System tendered in March 22 and procured in May 22. Only one tender was received from the incumbent supplier. Audit rolled out in June and almost complete.
Programme of major events to be supported (eg Air show, NW200, Raft race, Lamas Fair)	On going	Assist and support all Departments with Health and Safety at events and to ensure Risk Assessments are robust and comply with all relevant legislation.	Review of safety plans and risk assessments for several events and attendance at several events to monitor compliance with health and safety requirements.
Programme of Health and Safety training to be implemented across the Council	On-going	Funding to be provided via the Insurance broker to support IOSH training. Training to commence in September 2022.	78 Managers trained in IOSH Working Safely

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	Collaboration with insurer to establish root causes of incidents and ways to prevent recurrence. Ongoing.
Wellbeing survey of staff based on HSE Management Standards	October 2022	Survey of returning staff, outworking and resolutions	Now planned for early Spring 2023
Health Fairs to be organised at Council depots and nurseries focusing on front line staff. Health provider to be procured to deliver this service	June/July 2022	Health Fairs to be organised across the Council Depots to encourage Operations staff and Estates Staff to participate in health screening. This will include blood pressure, Cholesterol and dietary advice.	Series of health checks planned for front line operational staff at Council depots in November 2022
Programme of well-being activities in place for Staff	On going	Staff golf outing organised for June 2022 at Ballyreagh. Wider programme of activities to be progressed through the Health and Well-Being working group.	20 staff took part in the golf challenge. Looking into yoga classes, weight loss classes, etc, in the coming months.
Flu jabs	October 2022	Programme of Flu Jabs to be arranged in conjunction with the practitioner for October 2022. To be offered to all staff and Elected Members.	140 staff vaccinated for flu in late October. Some of these also had covid jabs arranged through community pharmacists at the same time.
Staff Welfare Cancer Screening Big bus	September 2022	Two bookings to be arranged at two different locations to accommodate as many staff as possible to attend this important service.	Action Cancer have been short staffed and underfunded and have been unable to provide the service this winter, but Council on a waiting list for the spring 2023

Corporate Insurance Services

Work Streams / Operational Actions	Timescale	Performance Indicators / Outcomes	
Renewal issues requiring attention	On going	The Councils in Northern Ireland have been unable to procure Officials Indemnity Insurance. There are on going discussions regarding an 11 Council collaborative approach.	Officials indemnity procured through direct provider approach as European tender failed to produce a tender. Now in place.
Management of the 2022/23 Council Insurance programme	On going	The renewal is now in place for the 2022/23 insurance programme. Costs and details are presented in a separate report.	Insurance Manager and Officer working with broker to tender for renewal. Information gathering ongoing at present.
European journal procurement exercise for range of insurance policies	November 2022 – March 2023	16 Insurance policies to be in place for April 2023/24. There are concerns that lack of competition and Brexit issues may result in the Council requiring to Self-Insure across a number of Policies in 2023/2024.	Awaiting information from tender process and Insurance Broker.
Manage litigation claims against the Council	On-going	Currently 70 live cases are being dealt with as follows Public Liability 39 Employers Liability 16 Fleet 12 Property 1 Legacy 2	Improving performance in documentation required for mitigating claims being available. Legacy claims difficult to defend without adequate records.
GIS mapping to plot all accident claims across the Borough	On going	Use GIS mapping to plot claims across the Borough to identify trends and hot spots requiring particular attention.	Ongoing
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	Health and safety officers and insurance officer share appropriate information to defend claims where applicable.

Develop an Insurance Strategy for Council.	July 2022	Strategy drafted and will be presented to Council for approval. Awaiting outcome of potential requirement to self- insure should the Broker be unable to procure insurance cover. This will impact on the Strategy.	Insurance Strategy complete and being presented to Council for approval in November 2022

Civic Buildings

Work Streams / Operational Actions	Timescale	Performance Indicators / Outcomes	
Review of all office accommodation in relation to Flexible working Policy to inform the Estates Strategy	September 2022	Office requirements reviewed by Directorate to identify the degree to which the Civic Building footprint can be reduced. Report to Council to clarify the position to inform the Estates Strategy.	In progress as staff return to work and apply for Agile working

Staff Civic Building accommodation requirements. Cloonavin re configuration to accommodate Leisure and Development on second floor.	August 2022	Offices and floor layout to be re configured to maximise efficiency in the use of the office space	Drawings complete
Staff Civic Building accommodation requirements. Cloonavin re configuration to accommodate Finance on second floor	October 2022	Offices and floor layout to be re configured to maximise efficiency in the use of the office space	Drawings complete
Staff Civic Building accommodation requirements. Cloonavin re configuration to accommodate Corporate Services	November 2022	Offices and floor layout to be re configured to maximise efficiency in the use of the office space	Drawings complete
Review of Town Hall and Civic Building pricing policy	August 2022	Ensure value for money	Planned for January 2023
Equality Impact Assessment for Stained Glass Window	September 2022	Consultant to be appointed to lead the process. 12 week consultation period and associated consultation activities. Report presented to Council in September	Completed.