



Causeway Coast & Glens Borough Council

Performance Improvement Objectives 2019/20	28 May 2019
Council Meeting FOR DECISION	

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

1.0 Purpose

- 1.1 The purpose of this report is to present to Members for approval the proposed Performance Improvement Objectives and Self-Imposed Indicators for inclusion in the 2019/20 Performance Improvement Plan.

2.0 Background

- 2.1 Council are required under the Local Government Act (NI) 2014 to agree a 2019/20 Corporate Performance Improvement Plan by end June 2019.
- 2.2 In March 2019 Members were presented with the outcomes and main themes resulting from the consultation exercise that was conducted from 1 Dec 2018 until 28 February 2019. Views relating to areas for improvement were sought via online survey, social media, local press, staff newsletter and Council Website.
- 2.3 Draft improvement objectives would normally have been considered by Members in April, but it was felt appropriate to await the outcome of 2019 Council elections. This allows new Members to be involved in this consideration as they will be tasked with monitoring and scrutinising the Performance Improvement Plan during 2019/20.

2.4 The Performance Team has shared the consultation feedback with Council Directors and Heads of Service as well as further analysed Council performance data, service level performance information and the key themes emerging from the Council's Performance Dashboard. This work has led to identifying the following draft Performance Improvement Objectives for the year 2019/20 in Table 1 below:

Table 1

Proposed Performance Improvement Objectives 2019/20	
1	We will increase the usage of our Leisure centres <i>Most common topic in the public consultation and in Member's consultation</i>
2	We will increase support for local businesses <i>Ranked 3rd in the public consultation and 3rd in Member's consultation</i>
3	We will introduce robust arrangements for engaging with our citizens <i>Direction from 2018 audit & identified gaps in data requirements through critical self-assessment</i>
4	We will lower staff absenteeism rates <i>Reported via Dashboard & identified impact following assessment of service level data and senior officers consultation</i>

2.5 The Local Government Act (NI) 2014 also places a responsibility on Council to track a set of self-imposed indicators. Through analysis of the Council's Performance Dashboard the indicators in Table 2 below are proposed for inclusion in the Plan. These 7 self-imposed indicators will all be monitored and reported through the Council's Performance Dashboard on a quarterly basis and may be added to during the year at Member's request.

Table 2

Self-imposed Indicators	
1	% of invoices paid within 30 days
2	Debt owed to Council
3	Number of complaints dealt with at stage 1
4	% of FOI and EIR requests dealt with within target 20 working days
5	Number of staff training attendees
6	The cost of agency staff across the Council
7	The % of agency staff hours as overtime hours

3.0 Next Steps

- 3.1 The Performance Team will come back to Committee in June 2019 seeking approval for a Performance Improvement Plan for 2019/20.
- 3.2 Elected Members are encouraged to continue to provide comments and feedback to the Performance Team to help identify Improvement Priorities for the Council.
- 3.3 In September 2019, as permitted within the legislation, the Performance Team will open up the opportunity for members to add a further Performance Improvement Objective to the 2019/20 Plan.

4.0 Summary

- 4.1 Members are asked to approve the proposed Performance Improvement Objectives and self-imposed indicators for inclusion in the 2019/20 Performance Improvement Plan.