

# Performance Indicators Workshop- 15th February 2019

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Chair, Performance Indicator Sub-Group of NOAC

# Outline of presentation

- ▶ Background/Context
- ▶ Performance Indicators Role of NOAC
- ▶ Aims in relation to Indicators
- ▶ Indicator Process
- ▶ 2017 Indicators Learning
- ▶ Aims for 2018 Indicator process

# National Oversight and Audit Commission

## ▶ Independent Statutory Body

## ▶ Remit: To Review:

- ▶ Performance generally and by individual authorities by reference to performance indicators (which the Commission considers it appropriate to refer to or which the Minister may specify in regulations)
- ▶ Financial performance and value for money,
- ▶ Identification and dissemination of best practice,
- ▶ Adherence to Service Level Agreements (SLA).
- ▶ Delivery of national policy and national policy objectives,
- ▶ Implementation of public sector reform and efficiency measures,
- ▶ Monitoring the adequacy and delivery of corporate plans,
- ▶ Preparation of reports for relevant Ministers and on its own initiative.

# Membership

- ▶ Independent chairperson : Mr. Michael McCarthy
- ▶ The Commission shall include:
  - a DHPLG Officer, and
  - one or more persons having a knowledge or experience of:
    - ▶ local government affairs
    - ▶ finance, audit, evaluation or project assessment
    - ▶ business, commerce, administration, corporate governance, community development
    - ▶ statutory or voluntary bodies dealing with consumer affairs
- ▶ May include a member of a local authority

# PI sub-group membership

- ▶ Chair
- ▶ Ms. Constance Hanniffy
- ▶ Ms. Sharon O'Connor
  
- ▶ For validation visits: Mr. John Buckley
  
- ▶ Support: Secretariat
- ▶ Ms. Lisa Clifford
- ▶ Mr. Neill Dalton
- ▶ Mr. Colin Flood
- ▶ Ms. Claire Gavin
- ▶ Mr. Ken Doyle

# NOAC and Performance Indicators

- ▶ Section 126C of the Local Government Act sets out the functions of the National Oversight and Audit Commission (NOAC), including:
  - ▶ The **scrutiny** of the performance of local government bodies against relevant indicators (including indicators relating to **customer service**) that the Commission considers it appropriate to refer to.
- ▶ LGMA / NOAC Cooperation in compilation - some changes this year
  - ▶ the collection of the data
  - ▶ LG Returns
  - ▶ Compilation of the Tables
  - ▶ NOAC Commentary
  - ▶ LGMA Review and context.

# Considerations in relation to the Indicators

- ▶ **Aim of indicators**
  - ▶ provide information on performance for each individual authority
  - ▶ compare outputs/outcomes across the various local authorities.
- ▶ Requires: a common approach to measurement & benchmarking to ensure data consistency.
- ▶ Local authorities **use information to improve the services** they provide to local communities.
- ▶ Scope to **develop and enhance best practice** in performance by local government bodies

# Considerations in relation to the Indicators(cont)

- ▶ **Benchmarking** aids understanding of why councils vary in terms of performance.
- ▶ By making the information publicly available, **citizens and service users can hold councils to account** in relation to what is achieved on their behalf.
- ▶ It is NOAC's objective to develop more qualitative performance indicators that are focussed on **outcomes** as well as **inputs and outputs**.
- ▶ Recognise that **local authorities vary** in terms of their client base, scale, resource base, geography and topography, which may impact on service outputs/outcomes.
- ▶ Option to **group authorities for comparative purposes?**
- ▶ **Recognise the broader economic and financial and policy context** within which local authorities operate.



# Indicator Process

- ▶ Identification of Indicators
- ▶ Notification to Local Authorities, with Explanatory Notes on calculation
- ▶ Local Authority role in data provision, which should include verification at local level before submission!
- ▶ NOAC Validation Process
- ▶ NOAC commentary on process and performance and Recommendations
- ▶ Publication
- ▶ Follow up on specific indicators to gain understanding and encourage improved performance
- ▶ Post publication review, eg Level of queries, interpretation issues, suggestions for improvement for consideration for following year.

# NOAC Indicator Report 2017: Learning

Improved DATA Quality(better than  
2016)

Thanks!

But some work remains to be done.

# NOAC expectations regarding indicators

- ▶ Indicators should be useful and used - not a box filling exercise!
- ▶ Presentation to Council and Audit Committee
- ▶ Consideration by managements teams
- ▶ NOAC discusses the Indicators results with Local Authority Chief Executives and Management Teams at meetings with NOAC
- ▶ The data is reviewed by the MAC of D/HPLG
- ▶ NOAC aims to see indicators used for comparison/learning/target setting.
- ▶ Some Excellent examples of follow up- - Kerry

# Aims for 2018 indicator report

- ▶ **Accuracy .. With your help!**
- ▶ Streamlined indicators - some changed/removed following input from LAs and consultation and arising from other reports by NOAC
- ▶ Indicator Selection - Iterative process
- ▶ If data available elsewhere, this source will be used(avoid duplication)
- ▶ Today's workshop to improve clarity of requirements
- ▶ Timely information provision
- ▶ Timely validation
- ▶ Timely reporting and publication
- ▶ **We need your help to achieve!**