

Performance Indicators Workshop

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Outline of presentation

- Background/Context
- Role of NOAC
- Aims in relation to Indicators
- Validation and Verification
- Review of Indicators
- Aims for 2016 Indicator process

National Oversight and Audit Commission

- **Statutory Body**
- **Independent**
- 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.

NOAC and Performance Indicators

- Section 126C of the Local Government Reform Act 2014 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 role
 - the collection of the data
 - the compilation of the Tables and Commentary
 - Presentation of Data
- NOAC aim:
 - A smaller set of performance focussed indicators,
 - An emphasis on financial performance and customer service,
 - Keep them fresh and respond to change
 - Limit amendments to maintain comparability year on year.
- Learning from interaction on site visits, submissions received and items identified in the more detailed studies undertaken by NOAC eg Housing

Considerations on 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 and benchmarking
- Local authorities **use information to improve the services** they provide to local communities.
- Scope to **develop and enhance best practice** in the performance by local government bodies
- **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.

NOAC Indicator Report

Recommendations

- NOAC recommended that –
- **Targets** be established by local authorities related to the indicators identified by NOAC and outturns be reviewed against those targets
- The targets and indicator outcomes be presented to local authority **management teams, elected members and Audit Committees**
- Year-on-year **performance** based on indicators, by reference to comparable authorities and against targets, **be reviewed at least once annually by local authority management teams, elected members and Audit Committees.**
- **Comparable authorities analyse the cost indicators** to identify the factors underlying significant variations in performance, **ensure that value for money** is being achieved and facilitate the **sharing of approaches to efficiency measures.**

Indicator Process – review of 2015

- New System for data gathering
- Data Quality Improvement
- Data gathering from other agencies to avoid duplication
- Earlier publication
- Improved Presentation of data – graphs etc.
- Some amendments required.
- Some data quality issues remain.

2016 Approach

- Some amendments(Sheila will cover)
- Local Authority role in data provision, which should include verification for accuracy!
- NOAC Validation/Verification Process
 - Provide background material, contexts to increase understanding
 - Local targets which Councils were asked to establish
 - Use of presentation material
 - Feedback from Audit Committee and Council review.
- Publication: Target to publish Q 3

Aims for 2016 indicator report

- Indicator Selection - Iterative process
- Workshop to improve clarity of requirements
- NOAC aim:
 - Timely information provision
 - Timely validation
 - Timely reporting and publication
 - Indicators are useful and used to encourage improved performance
- **We need your help to achieve!**