

# Performance Indicators Workshop

## 15th February 2021

Martina Moloney

Chair, Performance Indicator Sub-Group of NOAC

# Outline of presentation

- Welcome
- Background/Context
- Performance Indicators Role of NOAC
- Aims in relation to Indicators
- Indicator Process
- 2019 Indicators Learning
- Aims for 2020 Indicator process

# National Oversight & Audit Commission (NOAC)

## 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 DHLGH 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    Dr. Martina Moloney  
          Ms. Constance Hanniffy  
          Dr. Brian Cawley  
          Ms. Sharon O'Connor

May add additional members for validation visits:

Support: NOAC Secretariat

Mr. John F. McCarthy  
Mr. Colin Flood  
Mr. John Goldrick

Mr. Neill Dalton  
Ms. Claire Gavin  
Mr. Darren Browne

# 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

- 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

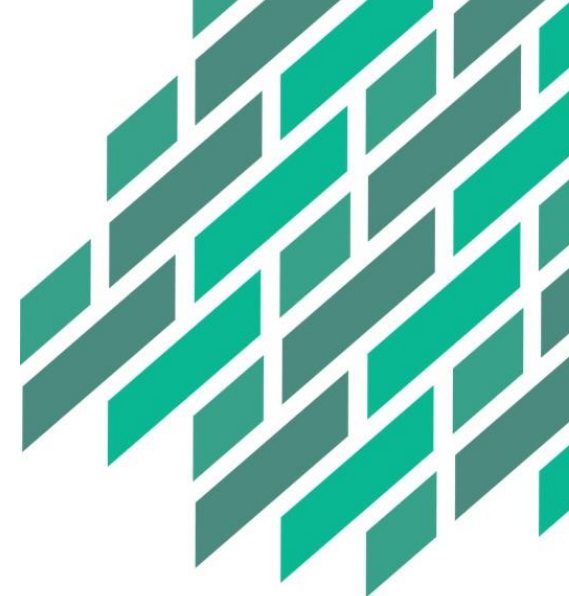
## Identification of Indicators

- Notification to Local Authorities, with Explanatory Notes on calculation
- Local Authority role in data provision, which should include verification local level before submission! - USE NOTES OPTION!
- NOAC Validation Process
  - Some exceptional examples of preparation of supporting documentation
  - Highlight any issues... don't wait for us to find them!
- Attempting to co-ordinate indicator process with sections within the DHPLG to avoid duplication and ensure consistent data.
- 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 2020: Learning

- Covid Impact
- Delayed process.
- Online validation
- DATA Quality – continues to improve
- More data from agencies/Departments
- But some work remains to be done.
- (Inspection data issues)

# 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 used for good practice events eg collection account performance

# Aims for 2020 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 – Proposal re Economic and Community Indicator around expenditure –
- Central Management Charge
- If data available elsewhere, this source will be used(avoid duplication)
- Today's workshop to improve clarity of requirements and listen to any issues you may want to raise.
- Timely information provision
- Timely validation – Validation will take place earlier in 2021.
- Our ambition is for timely reporting and publication
- We need your help to achieve!