

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!**