NOAC

National Oversight and Audit Commission





PERFORMANCE INDICATORS

OVERVIEW, DATA COLLECTION AND VERIFICATION

DARREN CLARKE (LGMA)

TIMELINE 2018 DATA

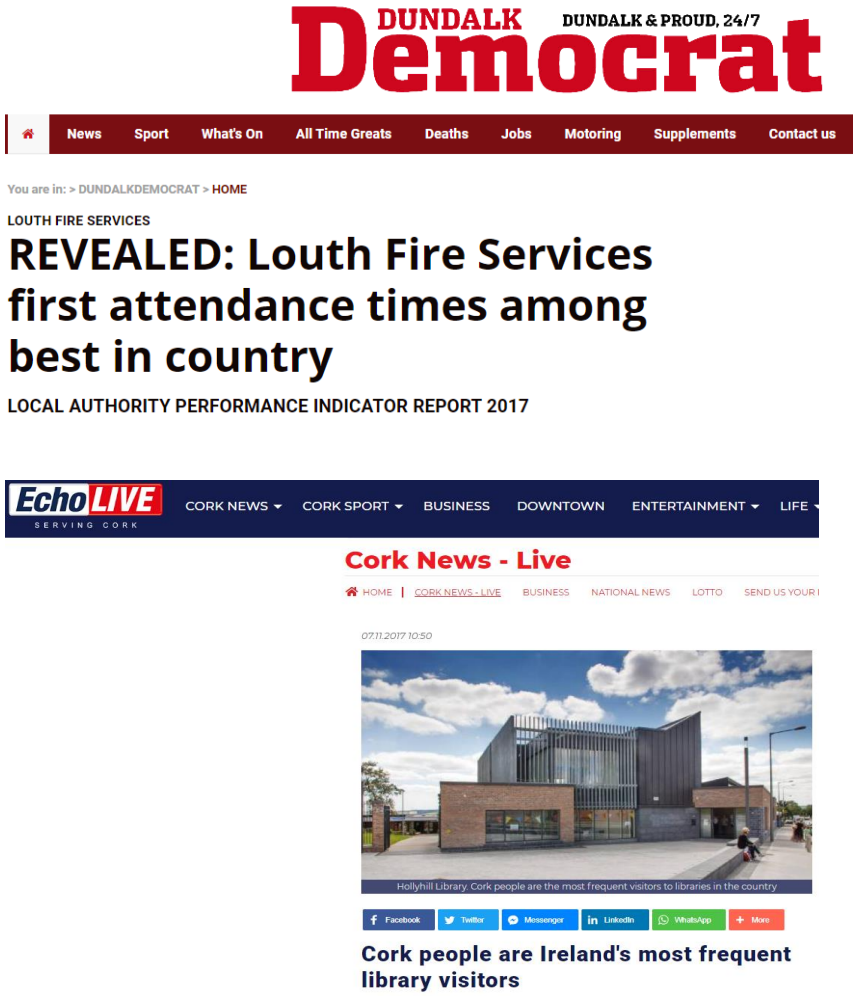
Key Dates

- **Guidelines issued 8th February 2019**
- **System live on 18th February 2019 for input of 2018 data**
- **Closing date for submission of data 26th April 2019**
- **NOAC data review and verification; Summer 2019**
- **Report published – September 2019**

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WHY COLLECT DATA??

- **Accountability to all stakeholders**
- **Management tool**
  - **Gives sectoral/national picture on local authority performance across core functions; where sector performing well/needs to improve**
  - **Spot trends**
  - **Inform policy**
  - **Target resources**
  - **Improve local authority effectiveness/efficiency**



WE NEED YOUR SUPPORT!

- **Aim is to ensure Indicators are relevant for LAs and their stakeholders – need to meet deadlines**

- **How you help?**
  - **Timely, accurate information crucial**
    - **Improve the timescale – build on the success of last year – longer LGReturn live period this year to assist LAs**

  BUT

    - **Accuracy crucial – meeting deadline is not enough**

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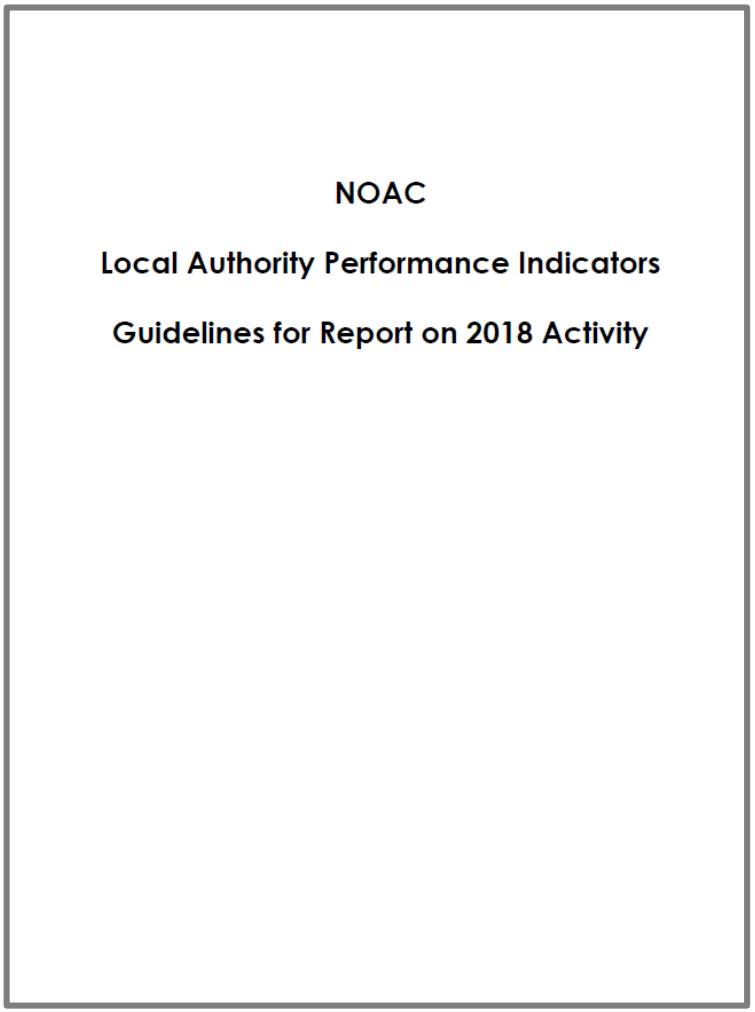
DATA CO-ORDINATOR

Role

- **Oversees and coordinates collection and return of *accurate* Performance Indicator data**
- **Signs off on final Performance Indicator data and ensures quality control**
- **Ensures external data sets are signed off and correct**
- **Acts as contact point for all queries from NOAC and LGMA**
- **Summary: *Your role is to ensure that your management team is signing off on data that is accurate and that deadlines met***

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PERFORMANCE INDICATOR GUIDELINES 2018


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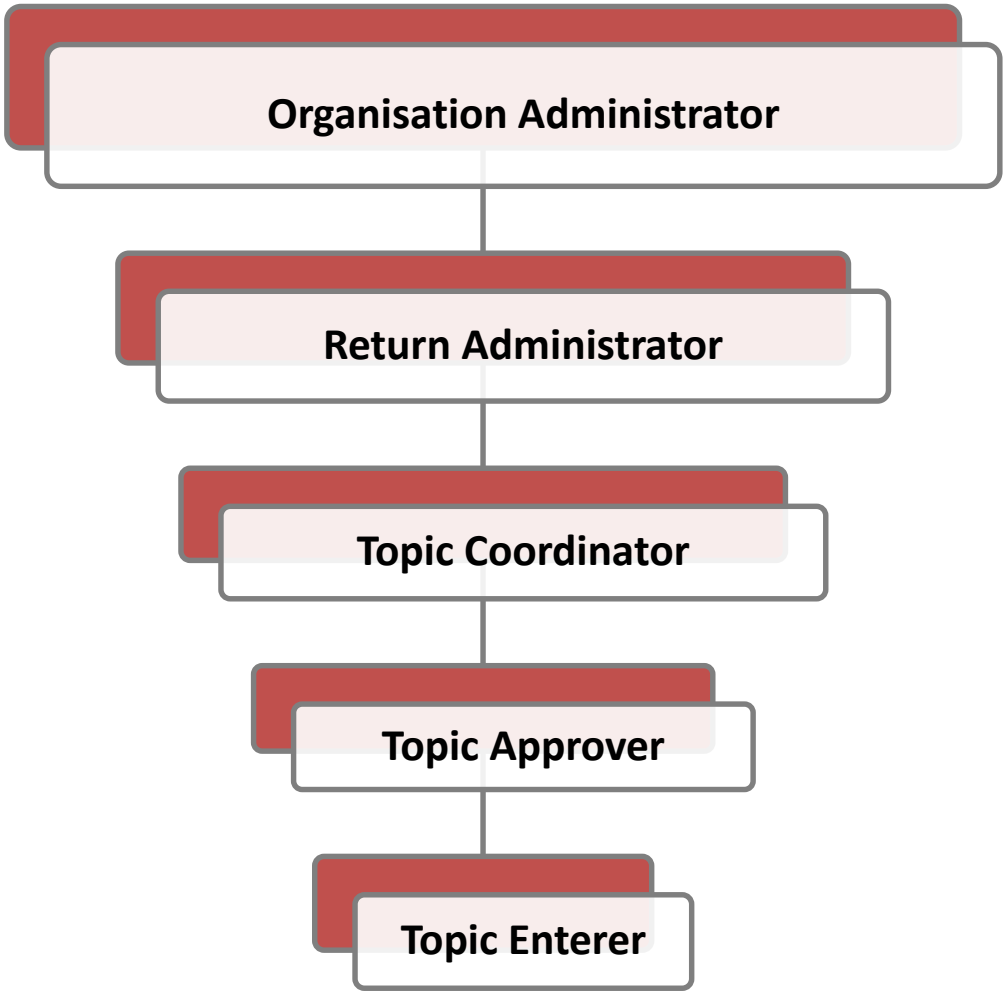
Local Authority Performance Indicators

Guidelines for Report on 2018 Activity

- **Circulated by NOAC to all data coordinators on 8th February 2019**
- **Data co-ordinators to circulate Guidelines internally and notify Topic Enterers and Approvers that they must *not assume* guidance is unchanged from previous years**
  - **N.B: There are changes/additions to Indicators from 2017 Guidelines**

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LGRETURNS: OVERVIEW OF USER GROUPS



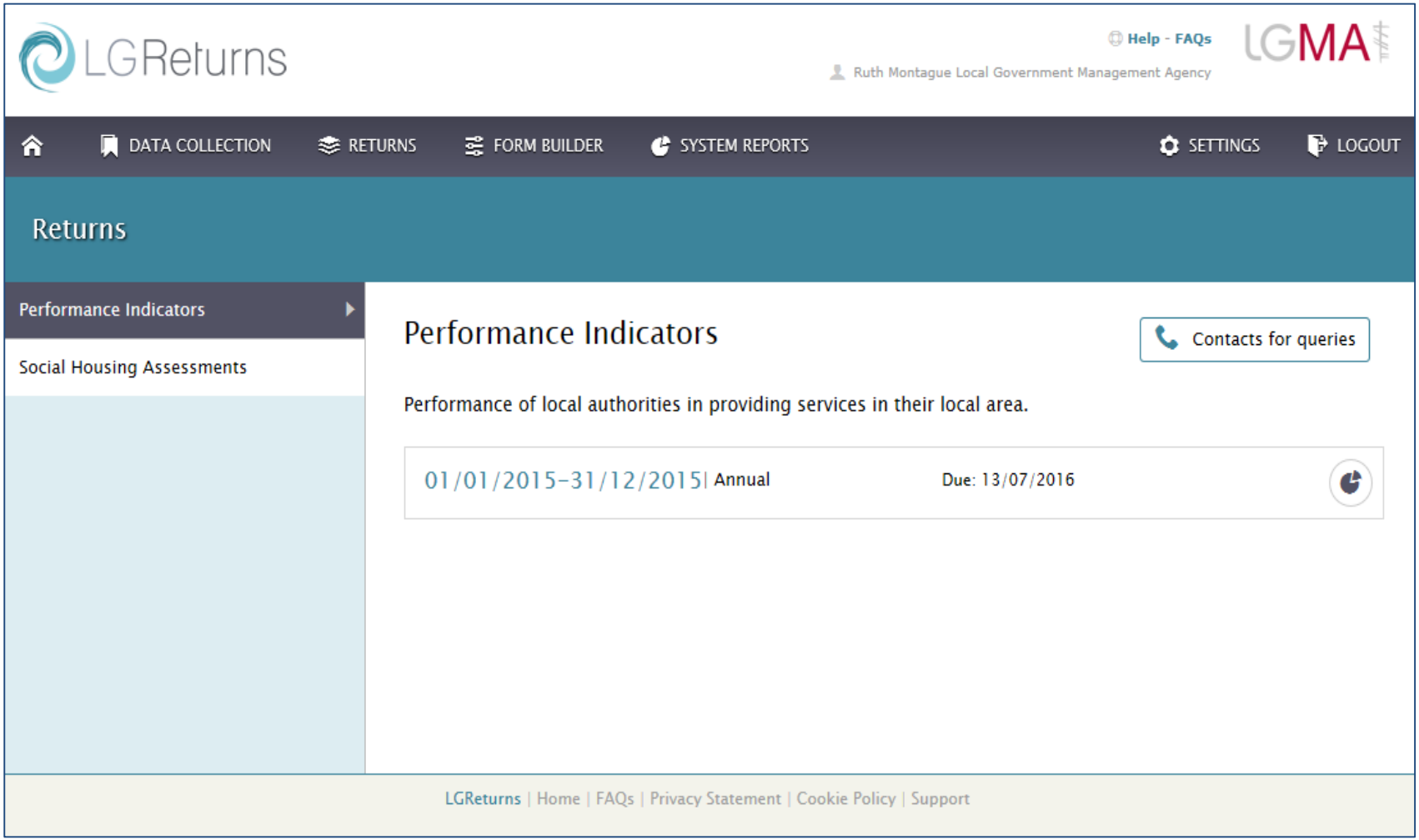
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Roles and responsibilities

Organisation Administrator	• Master-user for the local authority • Creates and manages all user accounts • Think of them like Internal IT
Return Administrator	• Assigns users access to each of 11 Topic Areas • Has full access to Topic Areas • Corporate Overview
Topic Coordinator	• Reviews audit queries and makes adjustments as required
Topic Approver	• Approves Topics • Reopens Topics if necessary
Topic Enterer	• Views and enters data

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OVERVIEW OF LGRETURNS

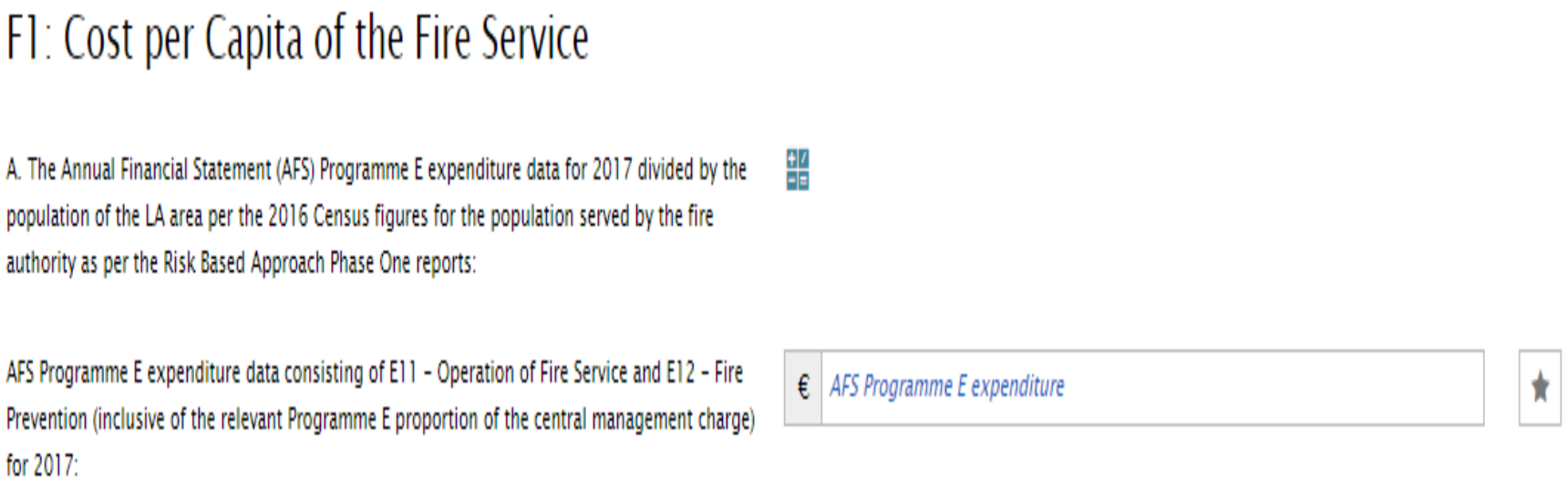


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CALCULATIONS

- **Example of an indicator with calculated field:**

- **N.B: You will only see the calculated data when you Save> Calculate & Validate…**



External datasets

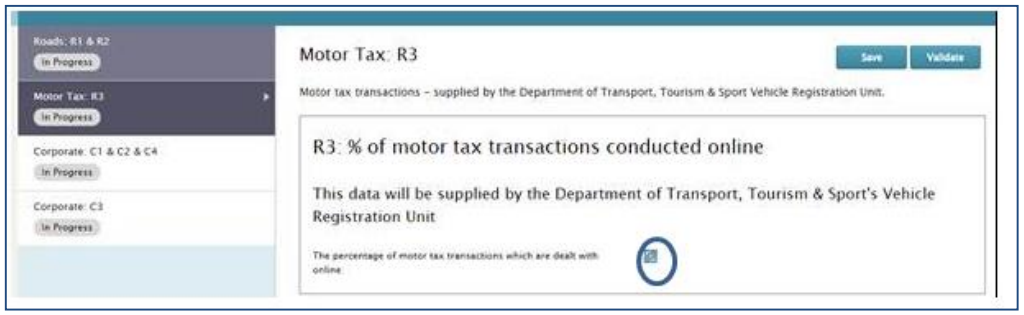
- **Housing (Upload date TBC)**
  - **H5: Private Rented Sector Inspections**
- **Roads (being finalised by RMO/DTTAS)**
  - **R1: Pavement Surface Condition Index (PSCI) Ratings**
  - **R2: Road Works**
  - **R3: % of motor tax transactions conducted online**
- **Water (Upload date TBC)**
  - **W1: % Drinking water in private schemes in compliance with statutory requirements. Will likely not be available until after LGReturns closing date 26th April. Dummy data will be uploaded**
- **Waste/Environment (Upload dates TBC)**
  - **E1: Number/% of Households availing of a 3 bin service**
  - **E3: % of LA area within the 5 levels of litter pollution. Will likely not be available until after LGReturns closing date 26th April. Dummy data will be uploaded**
  - **E4: % of schools that have been awarded green flag status. Data to be obtained from An Taisce.**

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External datasets (contd.)

- **Corporate (Uploaded)**
  - **C1: Total number of WTEs**
- **Economic Development (Enterprise Ireland to provide)**
  - **J1: No. of jobs created**
  - **J2: Trading online vouchers**
  - **J3: No. of mentoring recipients**
- **Finance (Upload date TBC)**
  - **M1: 5 Year summary of Revenue Account balance. 2014, 2015 and 2016 will be uploaded shortly. 2017 figures are being verified and should be uploaded soon**
  - **M2: 5 Year summary of % collection levels for major revenue sources historic financial data, 2014, 2015 and 2016 will be uploaded shortly. 2017 figures are being verified and should be uploaded soon**

EXTERNAL DATASET EXAMPLE: R3





- **E.g. R3 indicator data set is supplied by DTTAS**
- **Role of LA is to Save > Calculate & Validate**
- **This data is not editable - only for validation & approval**

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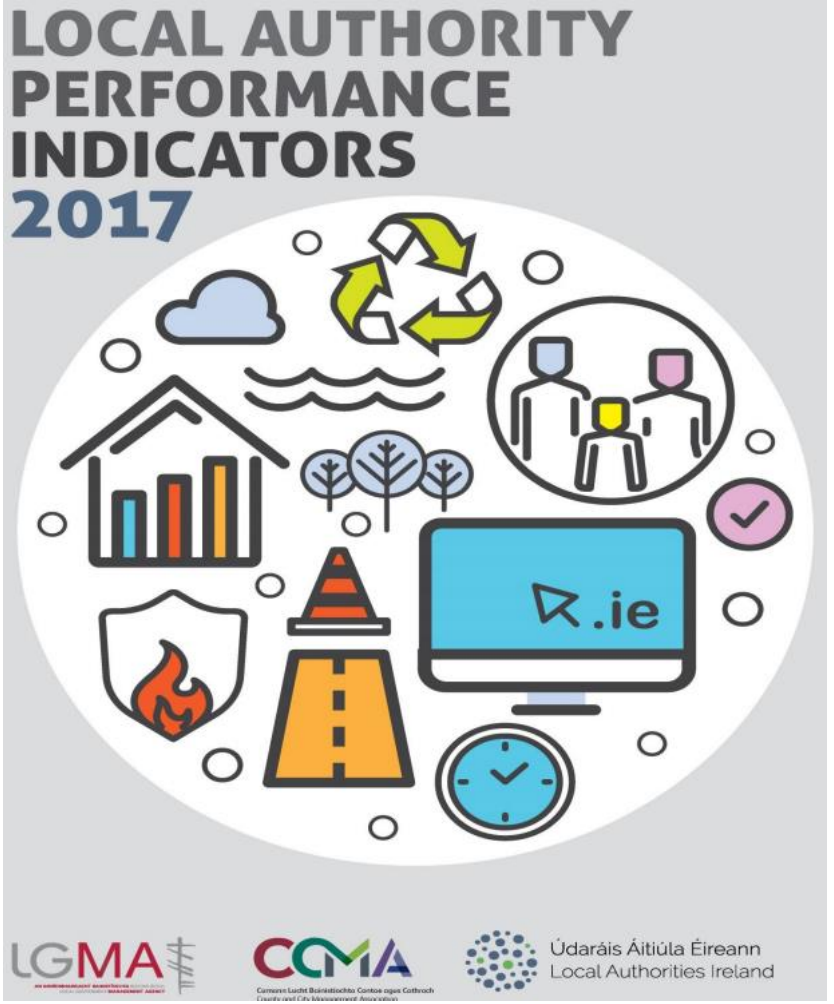
WHAT HAPPENS AFTER 26TH APRIL 2019

Data Verification

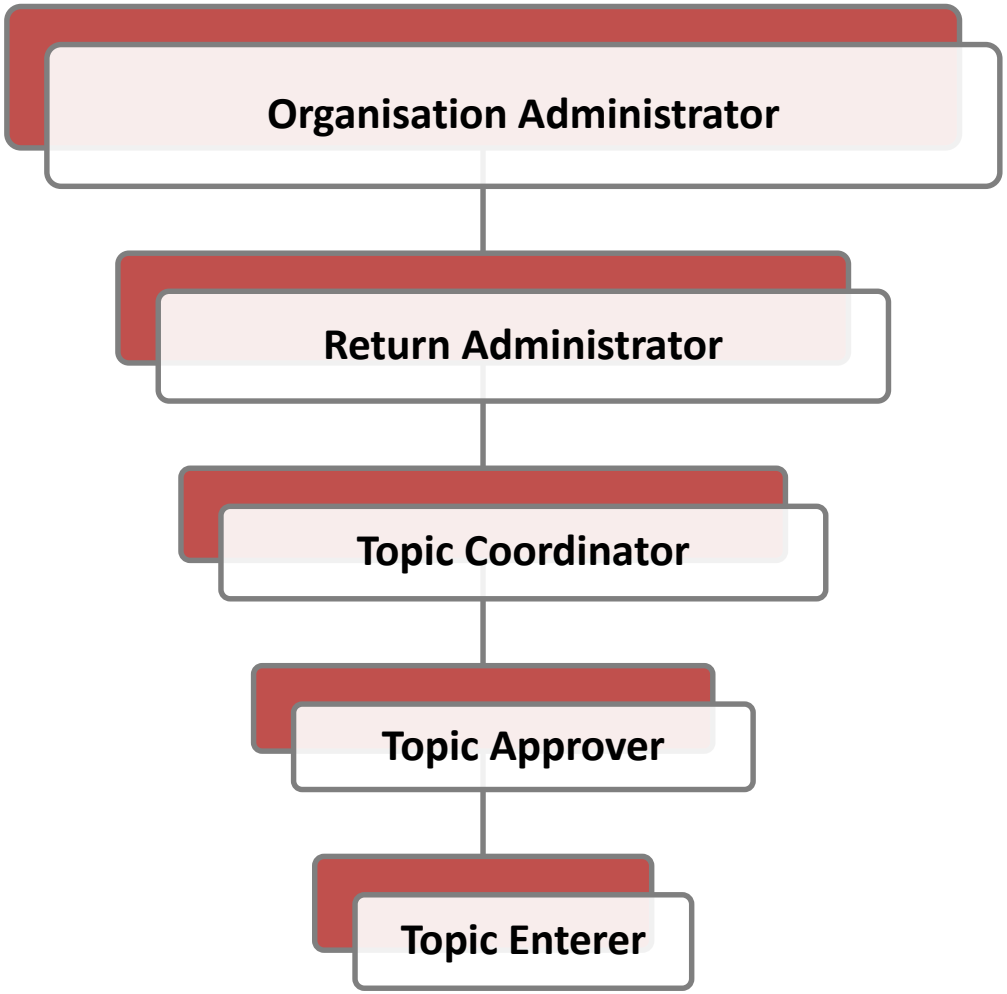
- Spot and correct errors using Audit process within LGReturns
- NOAC Secretariat to communicate with local authorities to clarify/verify/open audit queries

NOAC Report

- Provides context in which services are delivered
- Critically analyse and report on data and trends
- Highlight potential reasons why performance varies
- Showcase where sector is performing well (LGMA infographic)
- In 2019, LGMA to conduct trend analysis of LA performance over 4-5 years (where data is comparable)

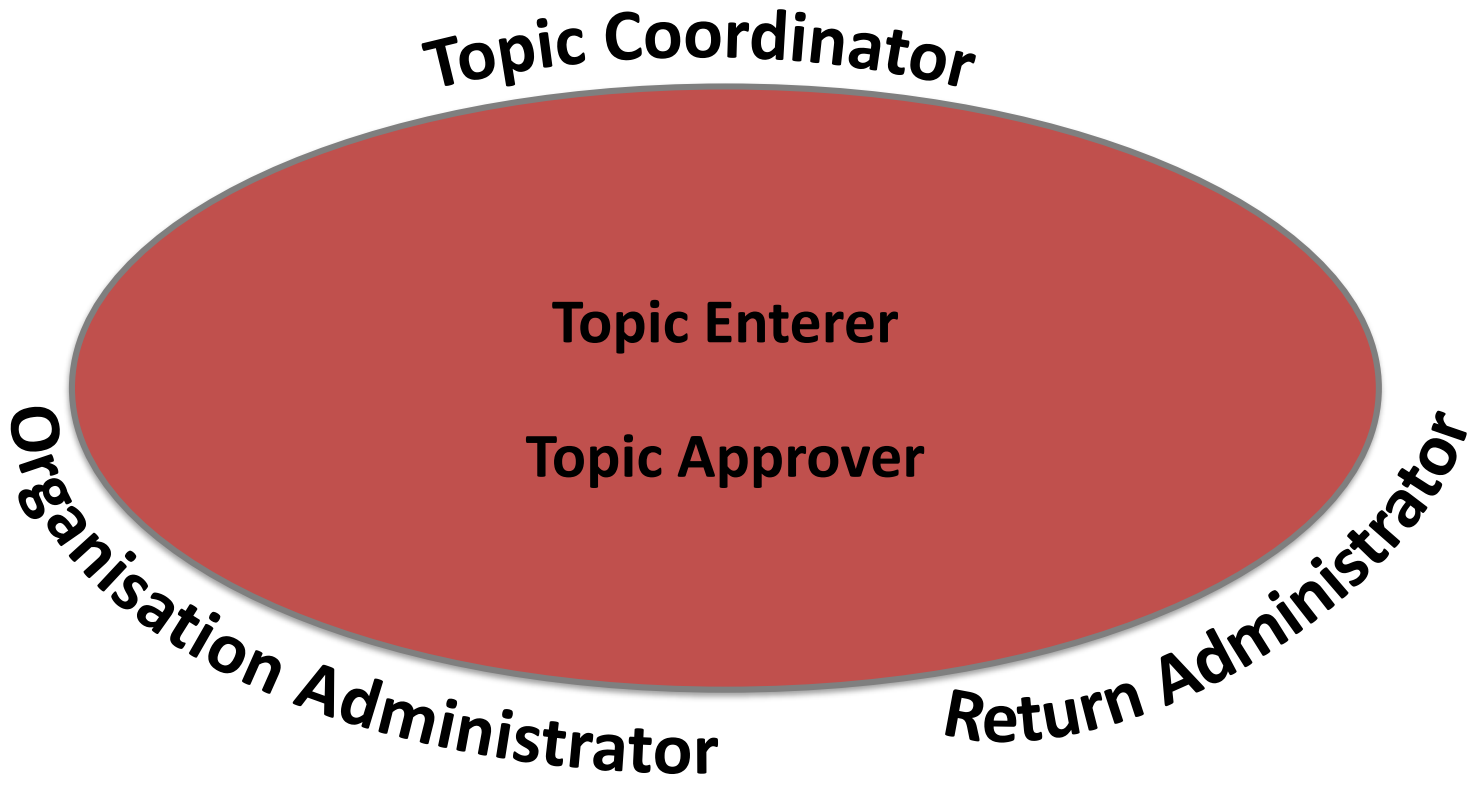


LGRETURNS: OVERVIEW OF USER GROUPS



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LGReturns: Alternative view of user groups



BACK TO GUIDELINES AGAIN

- **Topic Enterer:** **Must be familiar with Guidelines to enter data correctly**
- **Topic Approver:** **Must be familiar with Guidelines to approve that data is correct and has been entered correctly**
- **Data Co-Ordinator:** **must ensure that Topic Enterer and Approvers have Guidelines and have read and understood them**

NEXT STEPS

- **Access to LGReturns – check log-ins**
  - **https://lgreturns.ie/eReturns/**
- **Check users – are your Organisation Administrator/Return Administrator etc. in place?**
- **Look at 2017 data – utilise reports to compare/check with 2018 data to avoid incorrect data entry**
- **Engage with the Topic Enterers and Approvers and make them aware of Guidelines and deadline - 26th April 2019**
- **Contact**
  - **indicators@lgma.ie (management of data collection process i.e. LGReturns)**
  - **info@noac.ie (Performance Indicator methodology, quality assurance, analysis and draft report compilation)**

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