

NOAC

National Oversight and Audit Commission



PERFORMANCE INDICATORS

OVERVIEW, DATA COLLECTION AND VERIFICATION

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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**

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**

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LOUTH FIRE SERVICES

REVEALED: Louth Fire Services first attendance times among best in country

LOCAL AUTHORITY PERFORMANCE INDICATOR REPORT 2017

EchoLIVE CORK NEWS CORK SPORT BUSINESS DOWNTOWN ENTERTAINMENT LIFE
SERVING CORK

Cork News - Live

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07.11.2017 10:50



Hollyhill Library. Cork people are the most frequent visitors to libraries in the country

Facebook Twitter Messenger LinkedIn WhatsApp + More

Cork people are Ireland's most frequent library visitors

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**

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*

PERFORMANCE INDICATOR GUIDELINES 2018

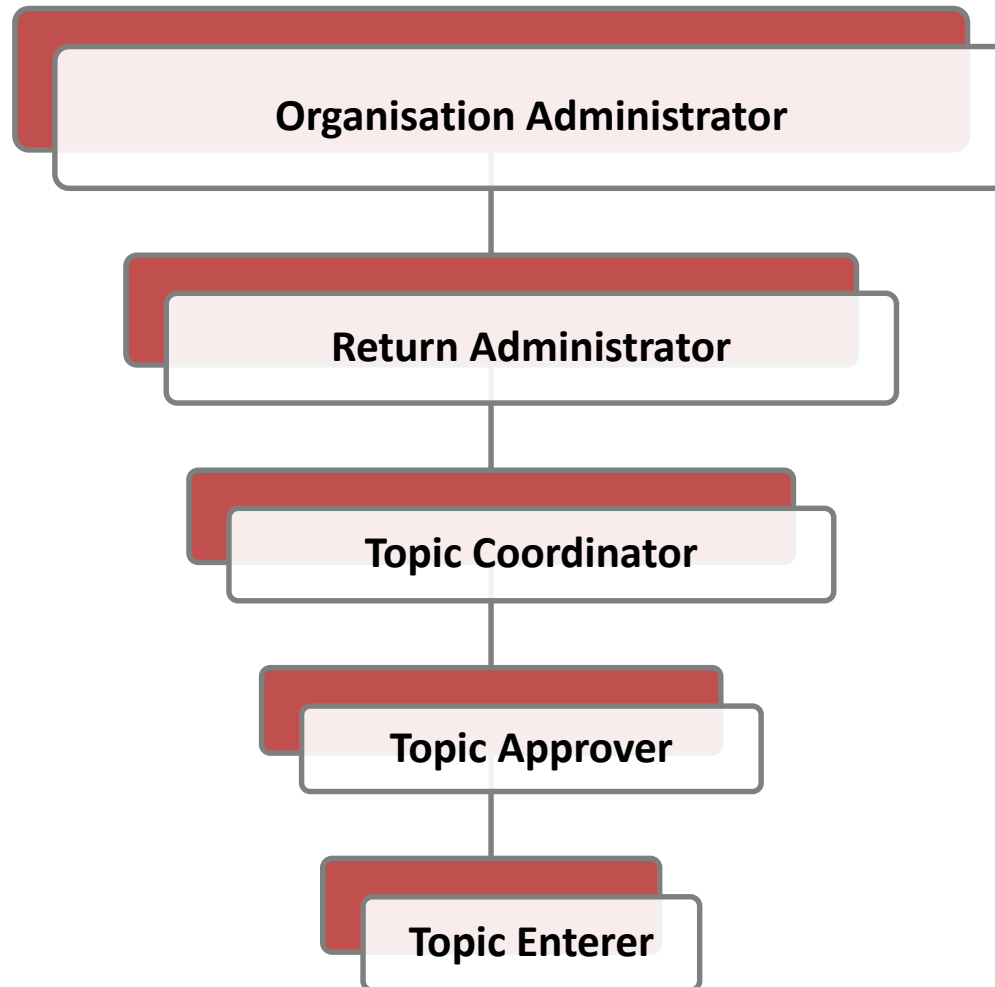
NOAC

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**

LG RETURNS: OVERVIEW OF USER GROUPS



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

OVERVIEW OF LG RETURNS

The screenshot displays the LGReturns web application interface. At the top left is the LGReturns logo. At the top right, there is a 'Help - FAQs' link and the LGMA logo. Below the header is a dark navigation bar with icons and labels for 'DATA COLLECTION', 'RETURNS', 'FORM BUILDER', 'SYSTEM REPORTS', 'SETTINGS', and 'LOGOUT'. The main content area has a teal header with the word 'Returns'. A sidebar on the left contains a 'Performance Indicators' menu item with a right-pointing arrow, and below it, 'Social Housing Assessments'. The main content area features a 'Performance Indicators' section with a 'Contacts for queries' button. Below this is a descriptive sentence: 'Performance of local authorities in providing services in their local area.' A data entry box shows the period '01/01/2015-31/12/2015 | Annual' and the due date 'Due: 13/07/2016' with a refresh icon. At the bottom of the page is a footer with links: 'LGReturns | Home | FAQs | Privacy Statement | Cookie Policy | Support'.

CALCULATIONS

- **Example of an indicator with calculated field:**
- **N.B: You will only see the calculated data when you Save> Calculate & Validate...**

F1: Cost per Capita of the Fire Service

A. The Annual Financial Statement (AFS) Programme E expenditure data for 2017 divided by the population of the LA area per the 2016 Census figures for the population served by the fire authority as per the Risk Based Approach Phase One reports:



AFS Programme E expenditure data consisting of E11 - Operation of Fire Service and E12 - Fire Prevention (inclusive of the relevant Programme E proportion of the central management charge) for 2017:

€ *AFS Programme E expenditure*



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.

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

The screenshot shows a web interface for entering data for 'Motor Tax: R3'. On the left, a sidebar lists several categories: 'Roads: R1 & R2', 'Motor Tax: R3', 'Corporate: C1 & C2 & C4', and 'Corporate: C3'. Each category has an 'In Progress' indicator. The main content area is titled 'Motor Tax: R3' and includes a 'Save' button and a 'Validate' button. Below the title, it states 'Motor tax transactions - supplied by the Department of Transport, Tourism & Sport Vehicle Registration Unit.' The data entry field contains the text: 'R3: % of motor tax transactions conducted online', followed by a note: 'This data will be supplied by the Department of Transport, Tourism & Sport's Vehicle Registration Unit'. At the bottom of the field, there is a label 'The percentage of motor tax transactions which are dealt with online:' and a small circular icon containing a percentage sign.

This screenshot shows the same 'Motor Tax: R3' form after it has been approved. The 'Save' button is now 'Submit for Approval'. A green message states: 'Topic changes saved at 13/06/2016 16:41:06. Comments for calculations can now be entered.' Below this, there is a 'Comment on calculations' section. The data entry field now shows the value '66.11 %' in a small circular icon, indicating that the data has been calculated and is ready for validation.

- 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

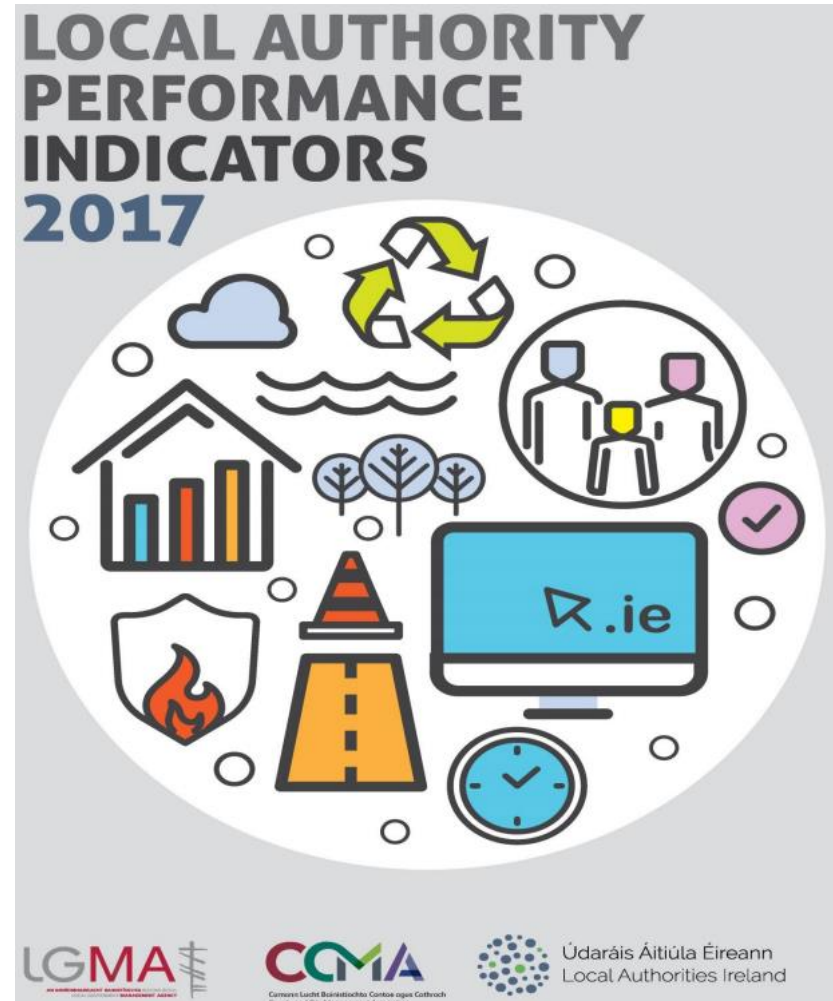
WHAT HAPPENS AFTER 26TH APRIL 2019

Data Verification

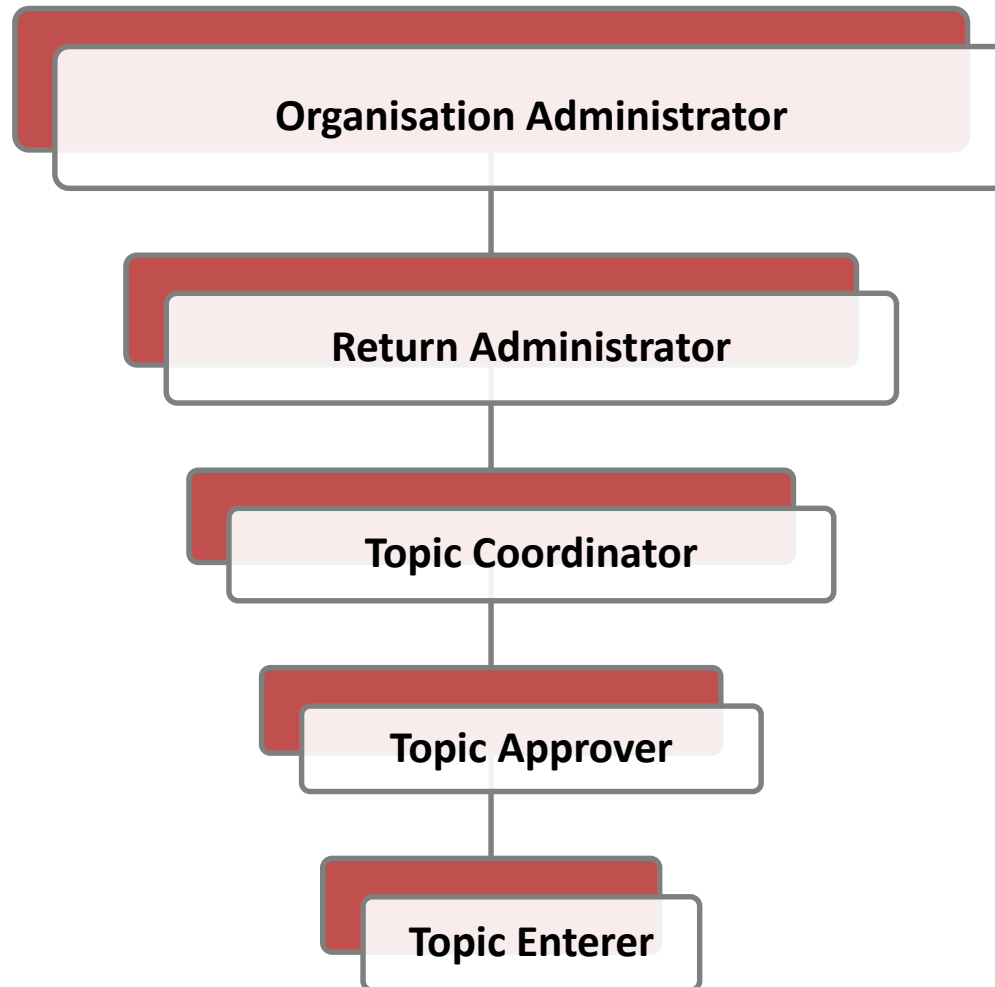
- Spot and correct errors using Audit process within LGReturns
- NOAC Secretariat to communicate with local authorities to clarify/verify/open audit queries

NOAC Report

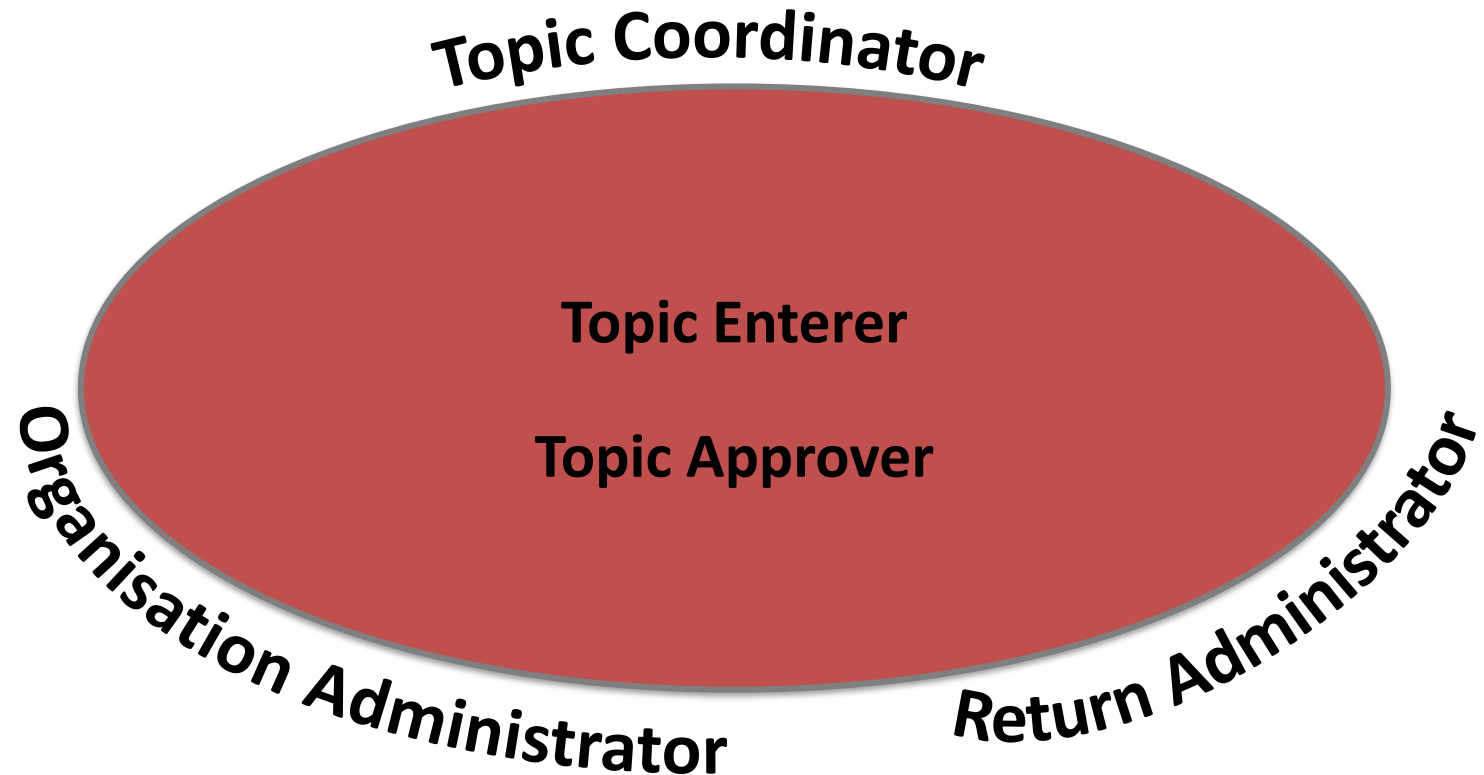
- Provides context in which services are delivered
- Critically analyse and report on data and trends
- Highlight potential reasons why performance varies
- Showcase where sector is performing well (LGMA infographic)
- In 2019, LGMA to conduct trend analysis of LA performance over 4-5 years (where data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



LG RETURNS: OVERVIEW OF USER GROUPS



LG RETURNS: 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)