

NOAC

National Oversight and Audit Commission



PERFORMANCE INDICATORS

OVERVIEW, DATA COLLECTION AND VERIFICATION

DARREN CLARKE (LGMA)

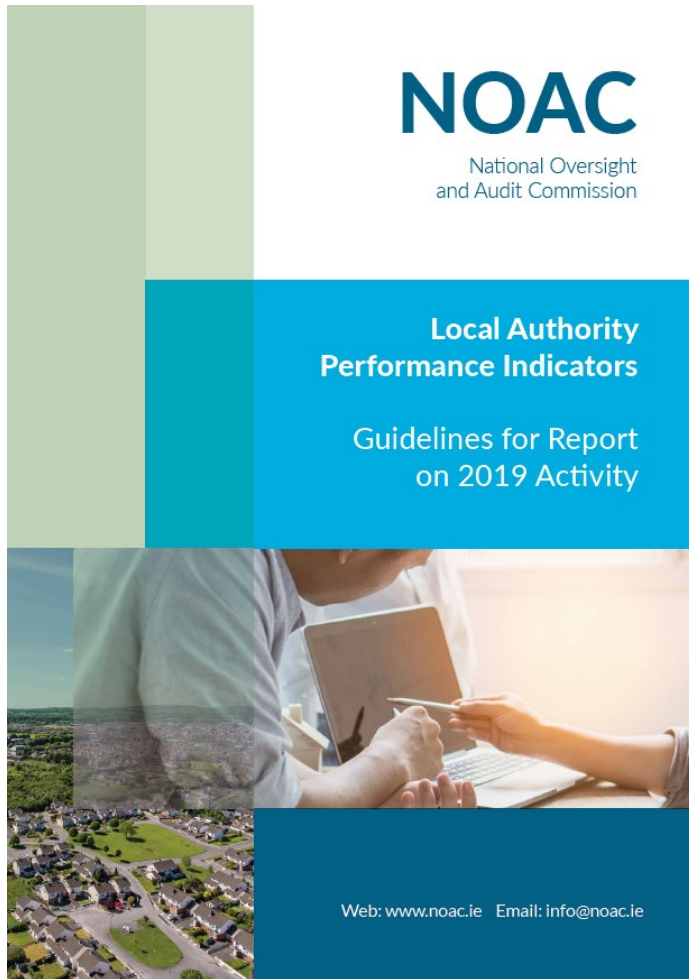
27TH FEBRUARY 2020

TIMELINE 2019 DATA

Key Dates

- Guidelines issued - **19th February 2020**
- System live for input of 2019 data - **27th February 2020**
- Closing date for submission of data - **24th April 2020**
- NOAC data review and verification - **Summer 2020**
- Report published - **September 2020**

PERFORMANCE INDICATOR GUIDELINES 2019



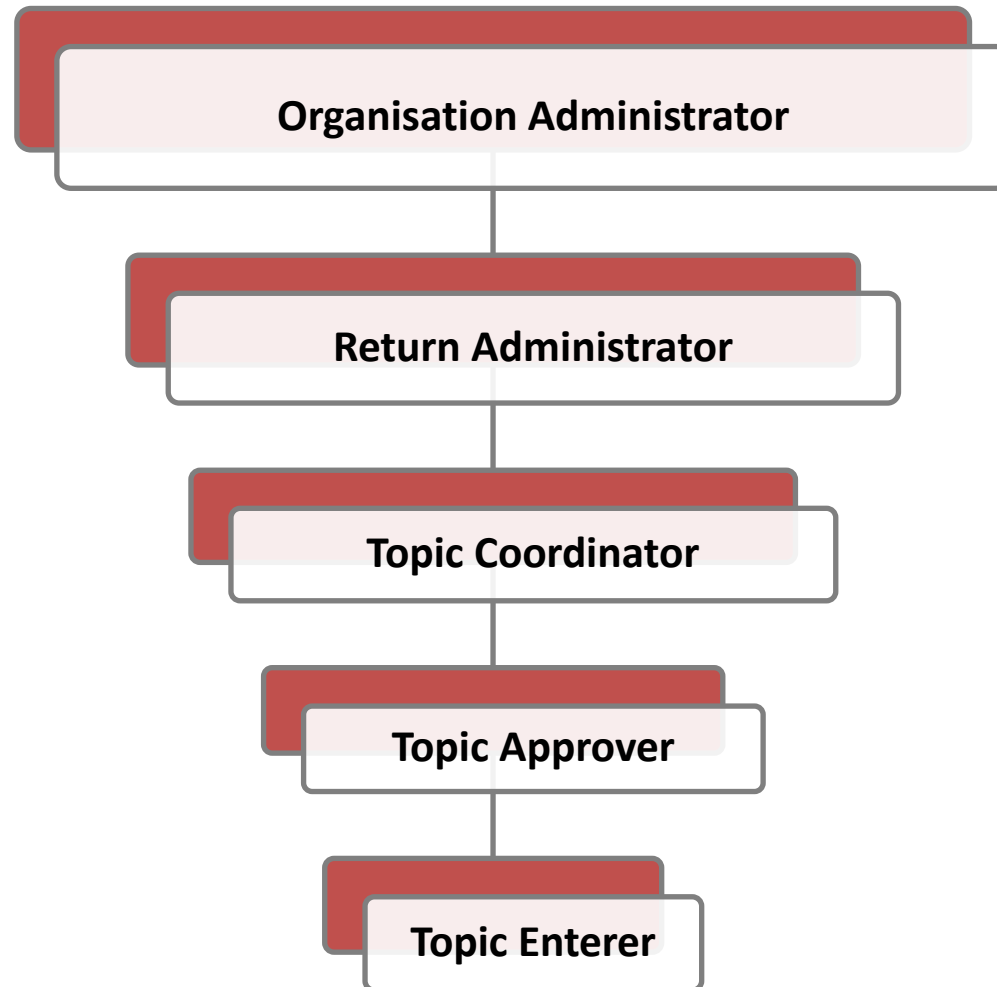
- **Data co-ordinators to circulate Guidelines internally and notify Topic Enterers and Approvers**
 - **N.B: There are changes/additions to Indicators from 2018 Guidelines**

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:** *Ensure that your management team is signing off on data that is accurate and that deadlines met*

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

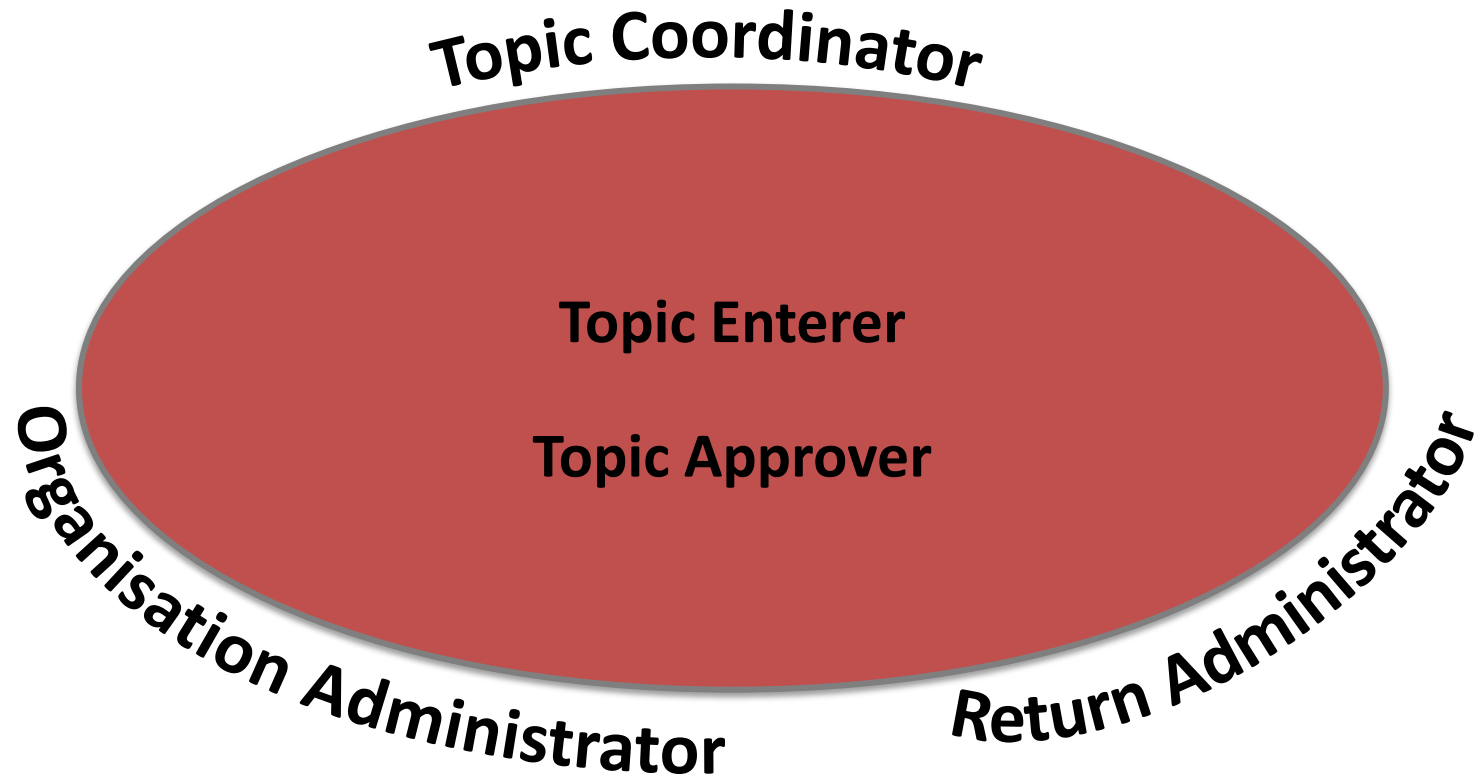
Topic Enterer

- Views and enters data

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

LG RETURNS: ALTERNATIVE VIEW OF USER GROUPS



OVERVIEW OF LG RETURNS

Home | DATA COLLECTION | RETURNS | FORM BUILDER | SYSTEM REPORTS | SETTINGS | LOGOUT

Returns

- Performance Indicators
- RAS Activity Annual Report
- RAS Financial Annual Report
- RAS HPSS Monthly Recoupment Schedules ** (Step 1 of 2)**
- RAS HPSS Monthly Claims and Activity Report ** (Step 2 of 2)**
- RAS Landlords Revenue Annual Return
- SHCEP Landlords Revenue Annual Return
- Social Housing Assessments
- Traveller Accommodation Programme
- Traveller Accommodation Programme ***Targets***
- Traveller Families Annual Estimate

Performance Indicators

Contacts for queries

Performance of local authorities in providing services in their local area.

Filter by Publication Status:

01/01/2018-31/12/2018 Annual	Due: 30/04/2019	
01/01/2017-31/12/2017 Annual	Due: 27/04/2018	
01/01/2016-31/12/2016 Annual	Due: 27/04/2017	
01/01/2015-31/12/2015 Annual	Due: 13/07/2016	

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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...**

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 (Residential Tenancies Board)**
- **Roads (Upload date TBC)**
 - **R1: Pavement Surface Condition Index (PSCI) Ratings (Road Management Office)**
 - **R2: Road Works (Roads Management Office)**
 - **R3: % of motor tax transactions conducted online (DTTAS)**
- **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 (Environmental Protection Agency)**

EXTERNAL DATASETS (CONTD.)

- **Waste/Environment (Upload date TBC)**
 - **E1: Number/% of Households availing of a 3-bin service (National Waste Collection Permit Office)**
 - **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 (Tobin Consultants)**
 - **E4: % of schools that have been awarded green flag status (An Taisce)**
 - **E5: Cumulative % of energy savings achieved by 31/12/2019 relative to baseline year 2009 (Sustainable Energy Authority of Ireland)**

EXTERNAL DATASETS (CONTD.)

- **Corporate (Uploaded)**
 - **C1: Total number of WTEs (Department of Housing, Planning and Local Government)**
- **Economic Development (Upload date TBC)**
 - **J1: No. of jobs created (Enterprise Ireland)**
 - **J2: Trading online vouchers (Enterprise Ireland)**
 - **J3: No. of mentoring recipients (Enterprise Ireland)**
- **Finance (Upload date TBC)**
 - **M1: 5 Year summary of Revenue Account balance. 2015, 2016 and 2017 will be uploaded shortly. 2018 figures need to be verified and should be uploaded soon (Heads of Finance Local Authority)**
 - **M2: 5 Year summary of % collection levels for major revenue sources historic financial data, 2015, 2016 and 2017 will be uploaded shortly. 2018 figures need to be verified and should be uploaded soon (Head of Finance Local Authority)**

EXTERNAL DATASET EXAMPLE: R3

The screenshot shows a web interface for entering data for 'Motor Tax: R3'. On the left, a sidebar lists other categories: 'Roads: R1 & R2', 'Motor Tax: R3', 'Corporate: C1 & C2 & C4', and 'Corporate: C3', each with 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, there is a label 'The percentage of motor tax transactions which are dealt with online:' and a small input field containing a blue square icon.

This screenshot shows the same 'Motor Tax: R3' form after a calculation. It features a 'Back' button and a 'Submit for Approval' button. A green message states: 'Topic changes saved at 13/06/2016 16:41:06. Comments for calculations can now be entered.' Below this is a 'Comment on calculations' section. The data entry field now displays the calculated value: 'R3: % of motor tax transactions conducted online', followed by the same note as in the previous screenshot. The input field at the bottom now shows the value '66.11 %' next to the blue square icon.

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

WHAT HAPPENS AFTER 24TH APRIL 2020

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 conducting trend analysis of sectoral and individual LA performance from 2014-2019 across all comparable indicators**



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 2018 data – utilise reports to compare/check with 2019 data to avoid incorrect data entry
- Engage with the Topic Enterers and Approvers and make them aware of Guidelines and deadline - **24th 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)