



**LGMA**

Local Government  
Management Agency

# Performance Indicators: Overview, Data Collection and Verification

Robert Keane, Researcher at the LGMA,  
NOAC 2021 Performance Indicators Workshop  
23<sup>rd</sup> February 2021

# Outline

- Timeline and Key Dates
- Key Roles and Responsibilities
- Overview of LG Returns Database
- External Datasets
- Data Verification and Report Publication
- Next Steps and Summary

# Timeline 2021 Data

## Key Dates

- **Guidelines issued – TBC**
- **System live for input of 2021 data – TBC**
- **Closing date for submission of data – 29<sup>th</sup> April 2022**
- **NOAC data review and verification – Late Spring/Summer 2022**
- **Report published - September 2022**

## 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.

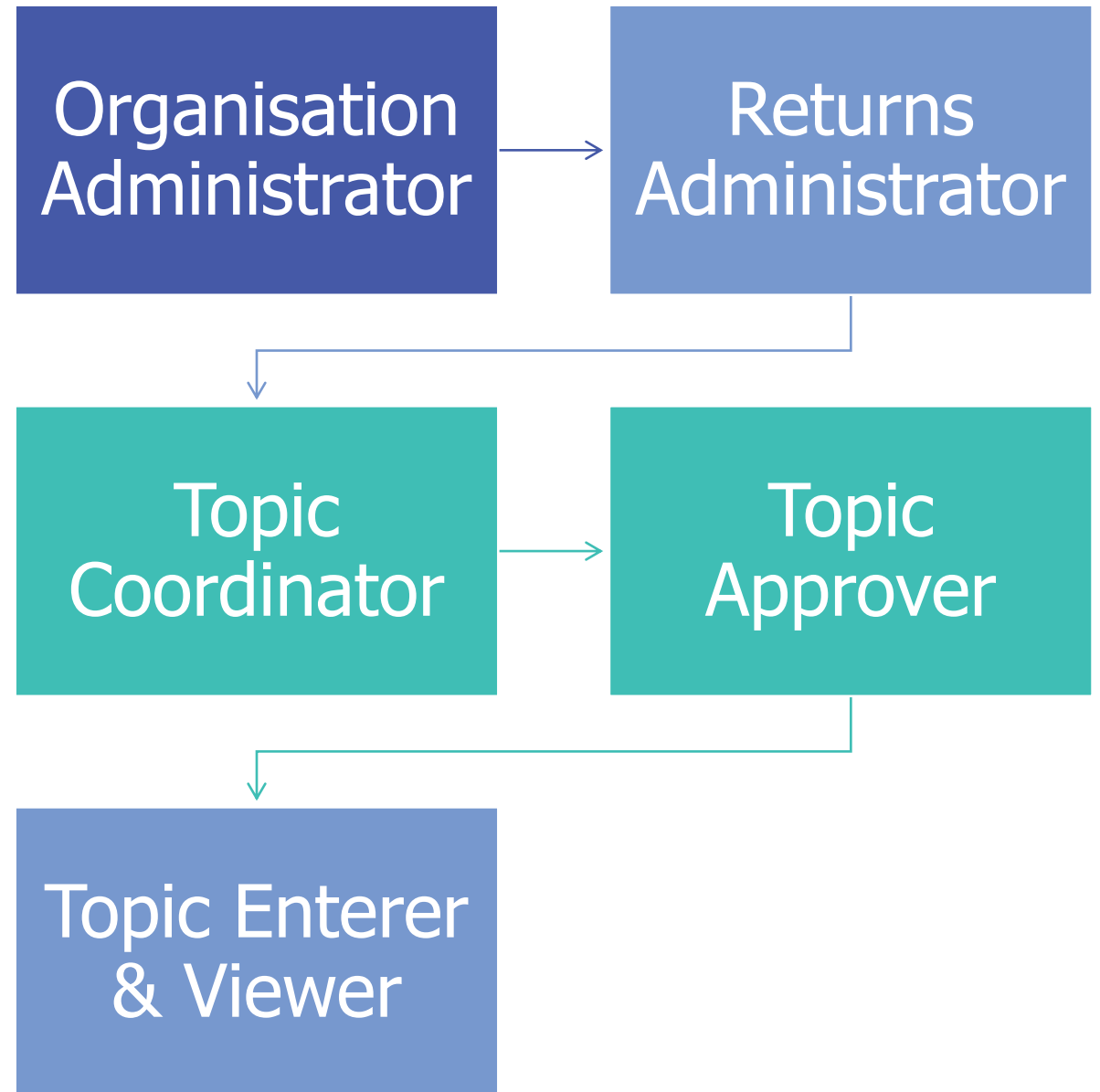
# PERFORMANCE INDICATOR GUIDELINES 2021

- **Data co-ordinators to circulate Guidelines internally and notify Topic Enterers and Approvers**
  - **N.B: There are changes/additions to Indicators from 2020 Guidelines**



Local Authority Performance Indicators  
Guidelines for Report on 2021 Activity

# 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**

## Topic Coordinator

- **Review's audit queries and makes adjustments as required**

## Topic Approver

- **Approves Topics**
- **Reopens Topics if necessary**

## Topic Enterer & Viewer

- **Views and enters data**
- **Runs Reports**

# FAMILIARITY WITH GUIDELINES

- **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 received the Guidelines and have read and understood them



# Overview of LG Returns

## Returns

Libraries

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  
\*\*\*Actuals\*\*\*

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:

01/01/2020–31/12/2020	Annual	Due: 11/05/2021	
01/01/2019–31/12/2019	Annual	Due: 28/07/2020	
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	

# LG Returns Help Guide

- ☰ 🔍
- + Welcome to LGReturns
- + What's new in this release
- Getting Started**
- ▣ Local Authorities
  - ▣ Departments & Agencies
  - ▣ Management
- + Manage Your Organisation
- + Return Definition Administration
- + Returns
- + Respond to Audit Queries
- ▣ Reports
- + Data Collection
- + Auditor - Auditing Returns
- ▣ Return Observers - Export Data
- + Form Builder
- + Creating and Publishing a Return
- + Manage Publications
- + Manage Datasets
- ▣ System Reports
- ▣ Warehouse Data Transfer
- + System Administration

## Local Authorities

Navigation: [Getting Started](#)

### Organisation Administrator

An Organisation Administrator will be created for all organisations by the LGMA. If another user needs this permission, access can be granted by the appointed Organisation Administrator.

**John Ford** JFord@Mayococo.ie

The groups this user is assigned to are identified by a tick mark. To add or remove the user from a group, click on the group row.

<input checked="" type="checkbox"/> Organisation Administration	<input type="checkbox"/> Return Administration	<input type="checkbox"/> Topic Viewer
<input type="checkbox"/> Topic Enterer	<input type="checkbox"/> Topic Approver	<input type="checkbox"/> Topic Coordinator
<input type="checkbox"/> Topic Uploader	<input type="checkbox"/> Topic Downloader	

#### Organisation Administrator's Responsibilities

- Create and manage the organisations user accounts
- Assign users to the appropriate user groups
- Manage the Return Definitions that Returns Administrators are assigned access to

### Return Administrator

At least one Return Administrator must be appointed to a Return Definition by the Organisation Administrator.

This user will be responsible for assigning users access to topic areas in the return definition.

### User Groups

Group Type	Users in this group can
Organisation Administrator	<ul style="list-style-type: none"> <li>Create accounts for users in this organisation</li> <li>Manage access to user groups</li> <li>Assign Return Definition access to users in the Return Administrator group</li> </ul>

# LG Returns Help Guide (Continued)

☰ ✎ 🔍

↶ Returns

Navigation: » No topics above this level «

- + Welcome to LGReturns
- + What's new in this release
- + Getting Started
- + Manage Your Organisation
- + Return Definition Administration
- Returns**
  - Open a topic
  - Save / Validate a topic
  - Download form to PDF
  - Download Exceptions
  - Approve or refuse a topic
  - Editing an approved topic
  - Complete Return
  - Reports
  - Audit
- + Respond to Audit Queries
  - Reports
- + Data Collection
- + Auditor - Auditing Returns
  - Return Observers - Export Data
- + Form Builder
- + Creating and Publishing a Return
- + Manage Publications
- + Manage Datasets

### Returns

- Open a topic
- Enter, Save and Validate a topic
- Download to PDF
- Approve or refuse a topic
- Editing an approved topic
- Complete Return
- Reports
- Audit

# 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 and Department of Housing, Local Government and Heritage)**
- **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 (Department of Transport)**
- **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 29<sup>th</sup> 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 30<sup>th</sup> April. Dummy data will be uploaded (Tobin Consultants)**
  - **E4: % of schools that currently hold and have renewed their green flag status (An Taisce: The National Trust for Ireland)**
  - **E5: Cumulative % of energy savings achieved by 31/12/2020 relative to baseline year 2009 (Sustainable Energy Authority of Ireland)**
  - **E6: Public Lighting (Road Management Office)**
  - **E7: Full time equivalent Climate Action Officer and Climate Action Team (LGMA)**

## **EXTERNAL DATASETS (CONTD.)**

- **Corporate (Upload date TBC)**
  - **C1: Total number of WTEs (Department of Housing, Local Government and Heritage)**
- **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)**

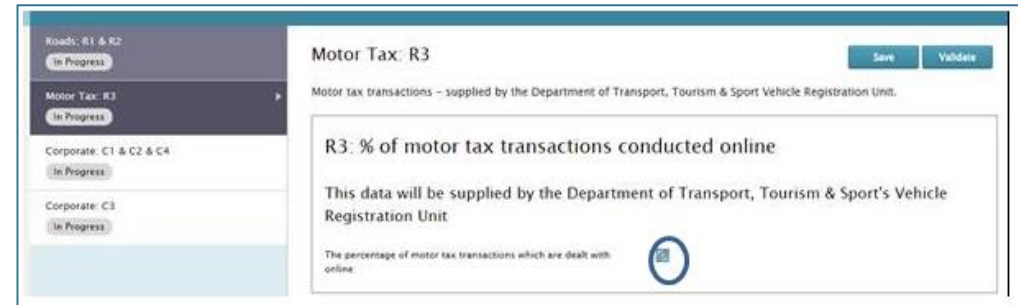
## **EXTERNAL DATASETS (CONTD.)**

- **Finance (Upload date TBC)**
  - **M3: Public Liability Claims (IPB Insurances)**



## EXTERNAL DATASET EXAMPLE: R3

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



Roads: R1 & R2  
In Progress

Motor Tax: R3  
In Progress

Corporate: C1 & C2 & C4  
In Progress

Corporate: C3  
In Progress

Motor Tax: R3

Motor tax transactions - supplied by the Department of Transport, Tourism & Sport Vehicle Registration Unit.

R3: % of motor tax transactions conducted online

This data will be supplied by the Department of Transport, Tourism & Sport's Vehicle Registration Unit

The percentage of motor tax transactions which are dealt with online: 0%



Motor Tax: R3

Back Submit for Approval

Motor tax transactions - supplied by the Department of Transport, Tourism & Sport Vehicle Registration Unit.

Topic changes saved at 13/06/2016 16:41:06. Comments for calculations can now be entered.

Comment on calculations

R3: % of motor tax transactions conducted online

This data will be supplied by the Department of Transport, Tourism & Sport's Vehicle Registration Unit

The percentage of motor tax transactions which are dealt with online: 66.11%

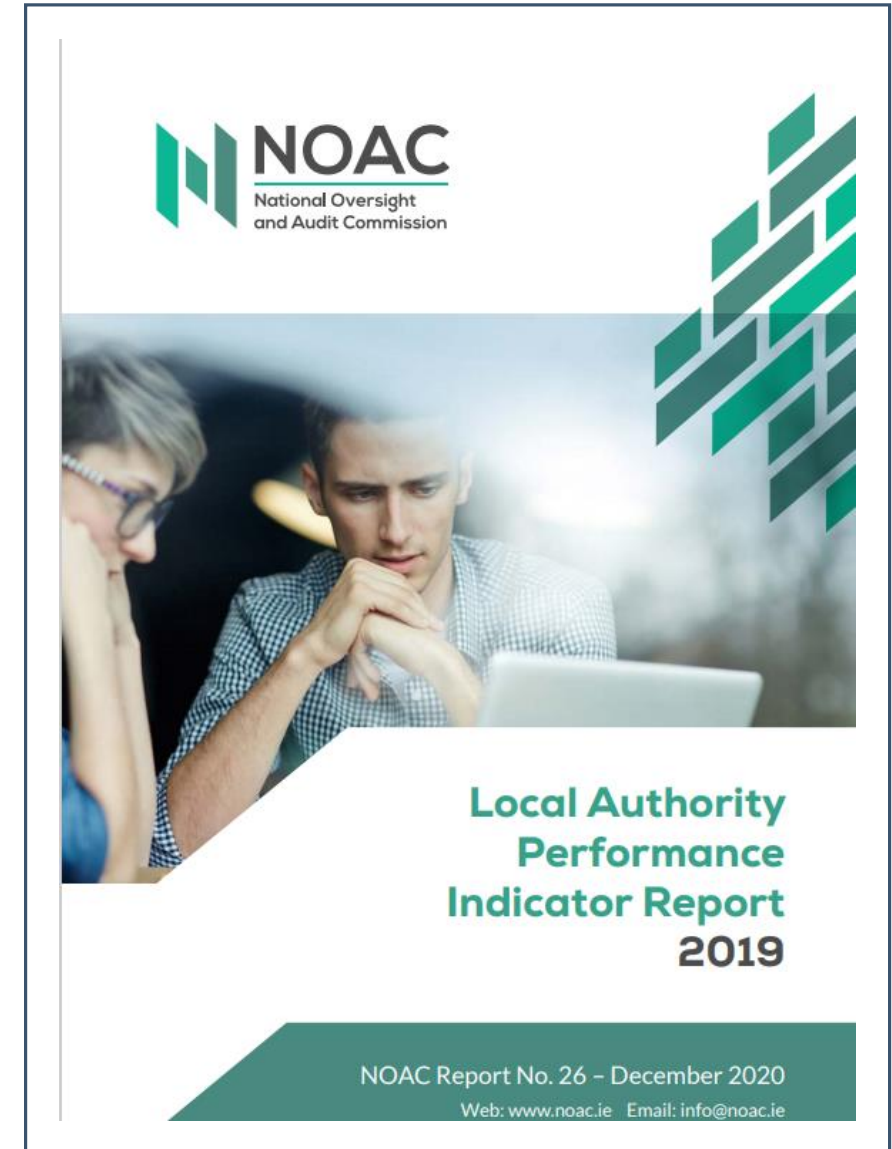
# WHAT HAPPENS AFTER 29<sup>TH</sup> APRIL 2022

## 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 analyses and reports on data and trends
- Highlights potential reasons why performance varies
- Showcases where the sector is performing well



# 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 2020 data – utilise reports to compare/check with 2021 data to avoid incorrect data entry



Engage with the Topic Enterers and Approvers and make them aware of Guidelines and deadline – 29 April 2022



Contact: [info@noac.ie](mailto:info@noac.ie) (LG Returns, including changing user settings, Performance Indicator methodology, quality assurance, analysis and draft report compilation); [indicators@lgma.ie](mailto:indicators@lgma.ie) (Management of data collection process – i.e., LG Returns);