



<b>Title of Report:</b>	<b>Performance Section Business Plan 2023/2024 Update</b>
<b>Committee Report Submitted To:</b>	<b>Corporate Policy and Resources Committee</b>
<b>Date of Meeting:</b>	<b>28<sup>th</sup> November 2023</b>
<b>For Decision or For Information</b>	<b>For Information</b>
<b>To be discussed In Committee YES/NO</b>	<b>No</b>

<b>Linkage to Council Strategy (2021-25)</b>	
Strategic Theme	Improvement and Innovation
Outcome	Council maintains its performance as the most efficient of Northern Ireland's Local Authorities
Lead Officer	Head of Performance

<b>Budgetary Considerations</b>	
Cost of Proposal	
Included in Current Year Estimates	<b>YES</b>
Capital/Revenue	
Code	
Staffing Costs	

<b>Legal Considerations</b>	
Input of Legal Services Required	<b>NO</b>
Legal Opinion Obtained	<b>NO</b>

<b>Screening Requirements</b>	Required for new or revised Policies, Plans, Strategies or Service Delivery Proposals.		
Section 75 Screening	Screening Completed:	Yes/No	Date:
	EQIA Required and Completed:	Yes/No	Date:
Rural Needs Assessment (RNA)	Screening Completed	Yes/No	Date:
	RNA Required and Completed:	Yes/No	Date:
Data Protection Impact Assessment (DPIA)	Screening Completed:	Yes/No	Date:
	DPIA Required and Completed:	Yes/No	Date:

## **1.0 Purpose of Report**

1.1 The purpose of this report is to present to Council an update on the Performance Section Business Plan for 2023/2024

## **2.0 Background**

2.1 Each Council Section is required annually to provide Council with a Business Plan for approval and a subsequent 6 month update on progress.

2.2 The Performance Section Business Plan update is attached as Appendix 1.

## **3.0 Recommendation**

**It is recommended** that the Corporate Policy and Resources Committee note the progress of the Performance Section Business Plan as detailed in Appendix 1.

## Appendix 1.

### Performance Business Plan 2023/2024 6 Month Update

Strategic Objective			
Council will comply with its legislative Performance Duty and will maintain its ambition to achieve continuous improvement in the functions and services that it provides.			
Link to Corporate Aims and Objectives			6 Month Update
Work Streams / Operational Actions	Timescale	Performance Indicators / Outcomes	
To manage and deliver the publication of a Performance Improvement Plan across the Council for the business year 2023/24	May 2023 Sep 2023 Sep 2023	<ul style="list-style-type: none"> <li>Improvement Objectives shared with members in March 2023, developed and then agreed by June 2023</li> <li>Consultation completed with public and staff by June 2023, and Consultation Report published by 30 September 2023</li> <li>Performance Improvement Plan agreed and published by 30 September 2023</li> </ul>	All milestones met within timescales  Improvement Objectives, consultation and Final Improvement Plan all delivered within agreed timescales
To manage and deliver the publication of the Council's	Sept 2023	<ul style="list-style-type: none"> <li>Performance Self-Assessment activity completed, and report</li> </ul>	Completed report agreed and submitted to CPR on time, and placed on website before 30 September 2023.

Performance Self-Assessment for the business year 2020/21		published by 30 September 2023	
To provide timely and informative updates to Council Committee on Performance and Improvement related activities	Monthly	<ul style="list-style-type: none"> <li>• Provide a monthly update to Committee for Performance Improvement related work</li> </ul>	<ul style="list-style-type: none"> <li>• In the last 8 Committee sessions of Corporate Policy and Resources Committee, 7 of these had a substantive Performance related agenda item.</li> </ul>
Facilitate and assist the NI Audit Office in their annual Performance Audit of Council	Dec 2023	<ul style="list-style-type: none"> <li>• Provide all support, information and evidence required by NIAO in order for them to complete their Performance Audit of Council by December 2023</li> </ul>	<ul style="list-style-type: none"> <li>• All working progressing within timescales and report due to be agreed in time.</li> </ul>
Report to Audit Committee on progress against Council's Proposals for Improvement from the 2022/23 NIAO Audit and Assessment Report	Sept 2023 Dec 2023 March 2024	<ul style="list-style-type: none"> <li>• Report to Audit Committee on progress against Councils Proposals for Improvement from the 2022/23 NIAO Audit and Assessment Report</li> </ul>	<ul style="list-style-type: none"> <li>• Updates were completed in September 2023 with a further update planned for December 2023</li> </ul>
Facilitate and assist the Council's nominated Internal Auditors in their annual cycle of Audit across Council	March 2024	<ul style="list-style-type: none"> <li>• Provide support, information and evidence required by Council's nominated Internal Auditors in order for them to complete their Internal Performance Audit of Council's Performance function by March 2024</li> </ul>	<ul style="list-style-type: none"> <li>• As yet there has been no requirement for Performance Team involvement in any Council Internal Audit, but capacity exists to take this on when required.</li> <li>• Performance team reported on the progress against previous internal audit recommendations in the September 2023 Self-Assessment of Performance Report</li> </ul>

<p>To manage and oversee the Council's submission of data and outcomes to the APSE led National Performance Network for benchmarking and performance</p>	<p>July 2023 Second batch January 2024</p>	<ul style="list-style-type: none"> <li>• Oversee the additional training requirements for staff across all services by APSE</li> <li>• Oversee the data collation and final submission to APSE of 2022/23 information by July 2023 and then the "second batch" of 2022/23 performance information by end January 2024</li> </ul>	<ul style="list-style-type: none"> <li>• Significant and successful submission of performance related benchmarking data to the APSE led network was completed in July 2023.</li> <li>• Work is underway to prepare for second batch submission for remaining service areas by end of Dec 2023</li> </ul>
<p>Work with Council Departments to develop and publish improved Business Plans for the year 2023/24</p>	<p>May 2023  June 2023  Dec 2023  June 2024</p>	<ul style="list-style-type: none"> <li>• Service and Directorate Business Plans to be developed with more focus of measurable outcomes and areas for improvement</li> <li>• Service and Directorate Business Plans to be agreed by relevant Committees as close as possible to May 2023</li> <li>• Year-end updates against 2022/23 Business Plans to be provided to Council Committees by June 2023</li> <li>• Mid-year updates against 2023/24 Business Plans to be</li> </ul>	<ul style="list-style-type: none"> <li>• All current milestones met</li> <li>• Structure inclusive of outcomes and SMART targets increasing and adding more value</li> <li>• All directorates committed to delivery of midyear updates to their committees in November and December 2023</li> </ul>

		<p>provided to Council in December 2023</p> <ul style="list-style-type: none"> <li>Year-end updates against 2022/23 Business Plans to be provided to Council by June 2024</li> </ul>	
Oversee the ongoing development and integration of Council's Performance Management Software called "Perform"	<p>June 2023</p> <p>Sept 2023</p> <p>July 2023</p> <p>Dec 2023</p> <p>Jan 2024</p>	<ul style="list-style-type: none"> <li>Work closely with Council's Digital Services Team to integrate and populate Perform with the most significant indicators from Council Directorate 2023/24 Business Plans by end June 2023</li> <li>Populate Perform with 2022/23 APSE indicators outcomes by end September 2023</li> <li>Train additional services staff in use of Perform by end July 2023</li> <li>Use Performance Management Software to collate data and issue reports for Business Plan updates in December 2023</li> <li>Use Performance Management Software</li> </ul>	<ul style="list-style-type: none"> <li>Perform modules for Performance Improvement Plan and APSE updates completed</li> <li>lessons learned sessions with staff arranged on an on-going basis</li> <li>Work underway to upscale the Business Plan modules to deal with increased levels of target identification and outcomes-based planning.</li> <li>Performance Improvement Plan modules and Dashboard to be used in November update to CPR committee</li> </ul>

		to collate data and issue reports for APSE Indicators return in January 2024	
To update the Performance Improvement section of Councils website	July 2023	<ul style="list-style-type: none"> <li>To update the Performance Improvement section of Councils website by June 2023</li> </ul>	<ul style="list-style-type: none"> <li>All areas of website updated and document list refreshed</li> </ul>
To develop and agree an update to Council's new Performance Improvement Policy	Jan 2024	<ul style="list-style-type: none"> <li>To work with Senior Managers to review and update Council's new Performance Improvement Policy by January 2024</li> </ul>	<ul style="list-style-type: none"> <li>Work remains on course for January 2024 update</li> </ul>
To lead on the development and delivery of Council's next Citizen's Survey	Sep 2023 October 2023 March 2024	<ul style="list-style-type: none"> <li>Carry out research, engagement and development activities by end September 2023</li> <li>Devise new survey, questions, and themes</li> <li>Conduct Survey</li> <li>Target 3,000 respondees</li> <li>Report to Council and Public</li> </ul>	<ul style="list-style-type: none"> <li>Work is progressing well and is within timeframes and budget. Next key milestone is session with elected Members on 30 November 2023</li> </ul>
Work with colleagues across Council to complete a review of	Apr-May 2023 June 2023	<ul style="list-style-type: none"> <li>Conduct review process by May 2023</li> </ul>	<ul style="list-style-type: none"> <li>Mid point review of Corporate Strategy completed and evidence submitted. 1<sup>st</sup> session has been held with</li> </ul>

the Council's Corporate Strategy by end June 2023		<ul style="list-style-type: none"> <li>Collate analysis and submit Report by end of June 2023</li> </ul>	Members and second session is planned for 30 November 2023.
---	--	--	---

## Corporate Health, Safety and Well-Being

Work Streams / Operational Actions	Timescale	Performance Indicators / Outcomes	
Develop the annual Health and Safety inspection programme and carry out planned and ad hoc inspections as required.	May 2023	Dedicated programme of Health and Safety site inspections and follow up reports to Management with key actions. Programme to be agreed with Corporate Health	Range of audits and inspections carried out to date to include desk top studies, in depth audits, safety observations, safety tours and ad hoc unannounced visits. Recommendations made to managers and supervisors and copied to heads of service and directors.



		and Safety Committee.	
Driver Audit roll out	June 2023	Audit delivered to all staff inclusive of Staffline staff with a completion date of July 2023	Audit launched in June 23 with a July 23 completion date. The majority of audits have been completed by staff although approximately 90 remain outstanding and are being followed up.
Programme of major events to be supported (eg Air show, NW200, Raft race, Lamas Fair)	On going	Assist and support all Departments with Health and Safety at events and to ensure Risk Assessments are robust and comply with all relevant legislation.	Involvement with the events team to provide assistance and advice at the Lammas Fair and NW 200. Ongoing support for the 2024 air show
Risk management reduction programmes in tandem with Councils insurers.	On-going	Insurer risk management consultant to work with Council Officers to reduce likelihood of ill health and accidents leading to a reduction in claims numbers	The Council is awaiting confirmation of the IOSH training programme to be provided by the Insurer.
Carry out insurance accident investigations	On-going	In collaboration with the Council's insurers, and their investigators, carry out investigations to assist in defending accident claims	These investigations are on-going and are an established practice when an accident occurs.
Plan series of health fairs for office based staff	September 2023	Health Fairs to be organised across the Council. Staff to	This initiative is with the Procurement Officer for delivery as soon as possible

		participate in health screening. This will include blood pressure, Cholesterol and dietary advice.	
Flu jabs	October 2023	Annual programme of Flu Jabs to be arranged in conjunction with the practitioner for October 2023. To be offered to all staff and Elected Members.	Successful programme of flu vaccinations delivered to over 100 staff in October
Staff Welfare Cancer Screening Big bus	June 2023	Action Cancer underfunded and cannot provide as many sessions as we would like. One session only this year.	Big bus visited Cloonavin in June 2023. All available appointments, both breast screening and general health checks, were taken within 2 days of the offer.

## Corporate Insurance Services

Work Streams / Operational Actions	Timescale	Performance Indicators / Outcomes	
Collaborate with insurance brokers to reduce risk profile across the organisation	July 2023	Risk management	Risk management consultant from Abbey Bond Lovis (broker) visited several locations with Councils Health and

		consultant will work with Council officers to reduce risk around noise at work.	Safety Manager and discussed previous noise consultant reports and made several recommendations to the Director of Environmental Services.
Management of the 2023/24 Council Insurance programme	On going	The renewal is now in place for the 2023/24 insurance programme. Costs and details are presented in a separate report.	Beginning the renewal process for 24/25 in the coming weeks.
European journal procurement exercise for range of insurance policies	November 2023 – March 2024	16 Insurance policies to be in place for April 2023/24.	As above
Manage litigation claims against the Council	On-going	Currently approximately 70 live cases are being dealt with. Consult with legal representatives to strengthen case defensibility	All claims are dealt with individually and each assigned a claims handler by the broker. Regular communication with investigators, claims handlers and the broker over the course of the claims handling process.
GIS mapping to plot all accident claims across the Borough	On going	Use GIS mapping to plot claims across the Borough to	Ongoing

		identify trends and hot spots requiring particular attention.	
Carry out and manage insurance investigations	On-going	In conjunction with the Council's health and safety staff, insurers and Council staff, carry out investigations to assist in defending accident claims. Work closely with insurers investigators.	Regular meetings, communication and site visits with insurer investigators take place, to attempt to mitigate claims. Assistance also sought from asset holders, supervisors and managers to gather the information needed to defend claims. Regular updates through the inspection process advises managers of the requirement for this documentation.

## Civic Buildings

Work Streams / Operational Actions	Timescale	Performance Indicators / Outcomes	
Review of all office accommodation in relation to Flexible working Policy to inform the Civic Accommodation Plan.	September 2023	Office requirements reviewed by Directorate to identify the degree to which the Civic Building footprint can be reduced.	This work is on-going. Staff are now registered on the Council Time ware System which will enable an analysis to be carried out to assist with this project.
Staff Civic Building accommodation requirements. Cloonavin re configuration to accommodate Leisure and Development on second floor.	October 2023	Offices and floor layout to be re configured to maximise efficiency in the use of the office space	The potential cost of the re configuration is being assessed. Plans have been drawn up. Given the flexibility associated with the Agile Working arrangements the initial proposals are under review as part of this process.
Staff Civic Building accommodation requirements. Cloonavin re configuration to accommodate Finance on second floor	July 2023	Offices and floor layout to be re configured to maximise efficiency in the use of	The potential cost of the re configuration is being assessed. Plans have been drawn up. Given the flexibility associated with the Agile Working arrangements the initial proposals are under review as part of this process.

		the office space	
Review of Town Hall and Civic Building pricing policy	August 2023	Ensure value for money	The report will be presented to the January meeting of the Corporate Policy and Resources Committee.
Completion and installation of NI 100 Stained Glass Window	November 2023	EQIA process completed. Revote in relation to call in. Potential for manufacture and installation of the window.	Council considered the outcome of the EQIA. It was voted on and agreed to have the window manufactured and installed in Colerain Town Hall. The designer has been instructed to proceed with the project.