



# Causeway Coast & Glens Borough Council

## FOR INFORMATION

<b>Performance Improvement Software</b>	<b>26 January 2021</b>
<b>Corporate Policy and Resources Committee</b>	

<b>Linkage to Council Strategy (2015-19)</b>	
<b>Strategic Theme</b>	Innovation and Transformation
<b>Outcome</b>	More effective performance reporting to Council
<b>Lead Officer</b>	Head of Performance
<b>Cost: (If applicable)</b>	Costs allowed for within the annual budget

### 1.0 Purpose

1.1 The purpose of this report is to update Members on the ongoing development of the Council's new Performance Software (Perform), and to provide a real time demonstration of its uses.

### 2.0 Background

2.1 Council does not have, and has not had, a digital Management Information System (MIS) to enable officers and Members across Council, in a fully integrated manner, to collate, monitor, analyse and report on performance information across Service Business Plans, Corporate Performance Improvement Plans and APSE Benchmarking Indicators.

2.2 The Performance Team's key aim here is to ensure that Council has a system in which all the important targets, performance indicators and planned outcomes across all service areas are held and managed in a fully accessible and integrated digital platform. This aim expands the take into account the ambition that

performance reports and performance dashboards for all service areas and Corporate documents would indeed look and feel the same, hence leading to a more consistent and easily understood set of performance reports regardless of the service area or subject matter.

2.3 Council has long regarded this absence of an MIS as an area of weakness within its internal Governance systems and has been working to address this. This has been further emphasised by audit recommendations from NI Audit Office over the past few years. For example, in the December 2019 Section 95 Audit and Assessment Report, the NI Audit Office highlighted the following issue and made the subsequent Proposal for Improvement:

Issue	December 2019 - Proposal for Improvement
<p>A robust and flexible Management Information System (MIS) is needed to:</p> <ol style="list-style-type: none"> <li>1. Inform budget and target setting;</li> <li>2. Enable Services to manage and report on performance;</li> <li>3. Enable Services and Committee members to challenge what Council does and how it is done.</li> </ol>	<p>The Council should prioritise the development of its performance management system to enable the performance of all its functions and services to be measured, to support the identification of those areas which would benefit most from improvement, and to monitor and report on performance improvement across all services as well as specifically against Improvement objectives and projects.</p> <p>The Council should consider if Performance Management software could improve the efficiency and effectiveness of collecting, analysing, monitoring and reporting on performance indicators and measures across all services and functions.</p>

2.4 Council has consulted with colleagues and peers across other Councils when planning how best to address this area for improvement. The two main issues that emerged were the specific requirements for a bespoke fit with the systems and software that Council already utilised and then secondly the significant cost implications, which for many Councils stretches to tens of thousands of pounds.

2.5 The best solution that addressed both these issues was that Councils' own Digital Services Team would create, build and develop a new Performance Management Software platform for Council. The Digital Services Team have been developing and testing the new Performance Management Software, which we are calling "Perform" and have been populating the software with as much information as possible. Furthermore, these colleagues will provide Members with a demonstration of the software's uses at this meeting.

### 3.0 Next Steps

3.1 The next step will be to roll out a series of demonstrations and training sessions for those key colleagues across Council who will be involved in the collation, input and reporting of performance through the Perform platform.

3.2 Directorates and Service areas should already be planning for their 2021/22 Business Plans, and the Performance Team will liaise with the services to ensure that targets and outcomes are appropriately logged on to the Perform platform.

3.3 The current focus is on ensuring the integration into Perform of key performance information across Service Business Plans, Corporate Performance Improvement Plans and APSE Benchmarking Indicators, but the scope exists to also include the Council's Corporate Strategy and indicators from the Community Plan, so development along these lines will continue.

3.4 The Performance Team will report back to this Committee in April 2021 with an update on the progress of Perform.