



Title of Report:	Performance Section Business Plan
Committee Report Submitted To:	Corporate Policy and Resources
Date of Meeting:	27 October 2020
For Decision or For Information	For Decision

Linkage to Council Strategy (2019-23)	
Strategic Theme	
Outcome	
Lead Officer	

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

Screening Requirements	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 inform Elected Members of the 2020/21 Performance business plan.

2.0 Background

2.1 The Performance Section comprises a number of Council functions. These are as follows:

- Corporate Performance Improvement
- Management of Civic Facilities and Town Halls
- Council Estates Strategy
- Corporate Health and Safety Management
- Corporate Health and Well being
- Council Insurance Services

2.2 The 2020/21 budget for the section is as follows

Expenditure area	Annual Budget	Other
Corporate Insurance Services	£48,122	£1.07M allocated across Council Departments
Corporate Health, Safety and Wellbeing	£171,978	Includes Well-being funding
Corporate Well-Being	£20k	
Civic Buildings and Town Halls	£1.58m	
Performance Improvement	£178,096	Includes annual audit cost

2.3 In the 2020/21 financial year the outturn of the Performance Section has been impacted on by the Covid-19 pandemic. The work plans have been changed to reflect the needs of the Council.

3.0 Functions

3.1 Corporate Performance Improvement

Corporate Performance Improvement planning is one of the new functions prescribed within the Local Government Act (NI) 2014. There is a requirement for the Council to have in place annually a Performance Improvement Plan across Council functions. The planning process must involve consultation with ratepayers, users of Council services and any other stakeholders. Each year the Corporate Performance Improvement Plan is subject to two audits from the NI Audit Office. A forward looking audit to assess if the plan is likely to meet the requirements of the Act and a year-end audit to assess the Council's actual performance against targets. The assessment of performance must be published on the Council's website. The Act also requires Council's to compare their performance with other providers as part of the on-going performance improvement process. Due to the impact of Covid -19, the 2020/21 Northern Ireland Audit Office audit will focus on the Council's Performance Improvement Plan self- assessment that was published in September 2020. Legislative changes are required to alter the Council's performance improvement requirements under the Local Government Act and these are unlikely to be in place before March 2021.

3.2 Management of Civic Facilities and Town Halls

The section is responsible for the management of Cloonavin, Riada House, Limavady Offices and Sheskburn House. Responsibility also extends to the Town Halls in Coleraine, Ballymoney, Portstewart, Portrush and Kilrea. Due to the Covid-19 pandemic, the Town Halls are closed at present and the Civic Buildings are occupied by essential staff only. Staff have been provided with the capacity for home working.

3.3 Council Estates Strategy

The Estates Strategy initially concentrated on the relocation of Council services across the four Civic Buildings. This involved key strategic decisions such as moving the Planning function into Cloonavin from County Hall, relocating Environmental Services to Riada House and the Limavady Offices, retaining Cloonavin as the Council Headquarters and basing central functions such as ICT, Finance, Member Services and Human Resources in Cloonavin.

3.4 Corporate Health and Safety Management

The purpose of the Corporate Health and Safety Unit is to assist all sections of the Council to meet their statutory responsibilities specified in the Health and Safety at work Order 1978, the Management of Health Safety at Work Regulations (NI) 2000 and any other relevant legislation. To this end advice, training and guidance is provided to all Council Service areas and in conjunction with this staff carry out site inspections and incident investigations as and when required. Council Health and Safety staff work with the Northern Ireland Health and Safety Executive and other statutory bodies as part of on-going duties to keep abreast of legislative updates and best practice. The Health and Safety unit has in place a Health and Safety strategy

and action plan that is reviewed annually. Due to Covid-19, the Health and Safety unit has been focusing attention on ensuring compliance with regulations as facilities open and close and carrying out inspections to ensure risk assessments and control measures are in place.

3.5 Corporate Health and Well-being

Corporate Health and Wellbeing applies to all staff across the Council. The Council has signed up to a best practice Charter and this provides focus on the various good practice activities and practices that an employer should embark upon when addressing the health and well-being of its employees. The Health and Well-being function relies heavily on volunteers across the Council who are members of the Corporate Health and Well-being Working Group. This group formulate an annual programme of activities and events that are offered to staff. Some activities are weekly such as lunchtime/after work exercise classes and some annual events such as the golf outing. Other activities are health focused particularly the programme of health fairs organised at Council locations across the Borough and booking of the breast cancer screening bus. The Health and Well-being programme of work is further enhanced by our colleagues in Human Resources who work along with an external mental health advisory body called “Inspire”, circulating advice to staff on a wide range of issues such as stress, family pressures, mental health and depression. Due to Covid-19, the annual programme of activities and events has not taken place. Attention has moved to providing advice and guidance to staff who have concerns about their safety and their well-being. Risk assessments are enabling the identification of potential issues from home working such as the need for proper chairs, desks and ICT equipment. This is on-going.

3.6 Council Insurance Services

The Council has in place 17 Insurance policies to cover the various liabilities arising from the range of services that it provides. Policies include Public Liability, Employers Liability, Fleet Insurance, Environmental Insurance, Building Insurance, Civic Regalia and Business Interruption. Each year the Council’s broker assists in the procurement exercise for the Insurance cover. The costs are allocated across Council Departments. Performance staff deal with all claims, investigations, court case preparations, administration of all insurance processes and upkeep of all files.

4.0 Proposals

The Performance Section business plan for 2020/21 is attached as Appendix 1.

5.0 Recommendation

It is recommended that the Corporate Policy and Resources approve the Performance Section business plan as set out in Appendix 1.

Appendix 1.

Performance Improvement 2020/21 Business Plan

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			
Work Streams / Operational Actions	Timescale	Performance Indicators / Outcomes	Progress to Date
To manage and deliver the publication a Performance Improvement Plan for the business year 2020/21	June 2020	<ul style="list-style-type: none"> • Consultation completed with public and staff • Improvement Objectives agreed • Performance Improvement Plan agreed and published by 30 June 2020 	Legislative requirement set aside for 1 year due to impact of Covid-19
To manage and deliver the publication of the Council's Performance Self-Assessment for the business year 2019/20 by end September 2020	Sept 2020	<ul style="list-style-type: none"> • Performance Self-Assessment activity completed and report published by 30 September 2020 	Completed
To provide at least quarterly updates to Council Committee on Performance and Improvement related activities	Quarterly	<ul style="list-style-type: none"> • As a minimum, updates to Council in June 2020, September 2020, December 2020 and March 2020 	Reports to Committee in: June 2020 Sept 2020 (planned Oct 2020)
Facilitate and assist the NI Audit Office in their annual Performance Audit of Council	Dec 2020	<ul style="list-style-type: none"> • Provide all support, information and evidence required by NIAO in order for them to complete their Performance Audit of Council by December 2020 	Process delayed by impact of Covid-19, awaiting further guidance from NIAO and DfC

<p>To manage and oversee the Council's integration into the APSE led National Performance Network for benchmarking and performance</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> • Oversee the training of staff across all services by end October 2020 • Agreement on adoption of specific service level APSE indicators, and subsequent report to Committee by end November 2020 • Oversee the data collation and final submission to APSE of "second batch" of 2019/20 performance information by end January 2021 	<p>Training complete</p> <p>All on track</p>
<p>Work with Services to develop and publish improved Business Plans for the year 2019/20</p>	<p>June 2020</p>	<ul style="list-style-type: none"> • Service and Directorate Business Plans to be developed with more focus of measurable outcomes and areas for improvement • Service and Directorate Business Plans to be agreed by relevant Committees by June 2020 • Mid-year updates against Business Plans to be provided to Council in December 2020 • Year-end updates against Business Plans to be provided to Council by June 2021 	<p>Process delayed due to impact of Covi-19</p> <p>Service Business Plans were agreed at Council in June, August and September 2020.</p> <p>Development work continues on the issue of measurable outcomes.</p>
<p>Oversee the development and integration of a new Performance Management Software for Council</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> • Work closely with Council's Digital Services Team to develop new Performance Management Software for Council services by April 2020 • Populate new Performance Management software with Business Plan and APSE indicators by end October 2020 • Present functionality and usability of Performance Management Software to senior management by end October 2020 • Train staff in use of Performance Management Software by end November 2020 	<p>Process delayed due to impact of Covi-19</p> <p>Software developed by Digital Services Team</p>

		<ul style="list-style-type: none"> • Use Performance Management Software to collate data and issue reports for Business Plan updates in December 2020 • Use Performance Management Software to collate data and issue reports for APSE Indicators return in January 2021 	
To research, agree and assist in the conduct of a Borough-wide consultation exercise with citizens and those with an interest in the area	March 2020	<ul style="list-style-type: none"> • Agree on methods and scope of consultation by end October 2020 • Conduct consultation exercise by end February 2021 • Report to Council on outcomes of Consultation exercise by, at latest, April 2021 	Currently on track
To update the Performance Improvement section of Councils website	December 2020	<ul style="list-style-type: none"> • To update the Performance Improvement section of Councils website by Dec 2020 	Currently on track
To develop and agree an updated Performance Improvement Policy for Council	December 2020	<ul style="list-style-type: none"> • To work with Senior Managers to develop and agree a new Performance Improvement Policy for Council by December 2020 	This process delayed due to significant impact that Covid-19 has had on usual Performance Improvement requirements

Corporate Health, Safety and Well-Being 2020/21 Business Plan

Strategic Objective			
Council will comply with its responsibilities under the Health and Safety at work Order 1978, the Management of Health Safety at Work Regulations (NI) 2000 and any other relevant legislation.			
Link to Corporate Aims and Objectives			
Work Streams / Operational Actions	Timescale	Performance Indicators / Outcomes	Progress to Date
Develop annual Health and Safety inspection programme	April 2020	Inspection programme on hold. Inspections now aligned with opening of facilities in line with Covid-19 Regulations	Multiple inspections carried out including depots, caravan parks and leisure centres
Develop new Health and Safety accident/incident reporting software	November 2020	Software package identified. Cost reduction of 50%	To be implemented in November 2020
Review Council Health and Safety Policy	January 2021	Legislative and Best Practice review to be undertaken. Policy to be updated as required	Planned for January 2021
DSE assessments	On-going	Staff homeworking to complete DSE assessments. Line managers to report back on issues to be addressed	DSE assessments completed
Carry out insurance investigations	On-going	In conjunction with the Council's insurers, carry out investigations to assist in defending accident claims	On going
Risk assessment review	On-going	Review of all risk assessments associated with Covid-19 across the Council	On going
Health and Safety training	On-going	Training arranged in risk assessment supported by the Council's Insurers	
Driver audit scheme	November 2020	To implement the Council's driver audit scheme	Due for completion November 2020

Corporate Insurance Services 2020/21 Business Plan

Strategic Objective			
Council will ensure that it has adequate and appropriate insurance cover in place to meet the needs of all Council services and also implement actions to defend the Council against litigation and claims in liaison with the Council's Broker, Insurers and legal teams.			
Link to Corporate Aims and Objectives			
Work Streams / Operational Actions	Timescale	Performance Indicators / Outcomes	Progress to Date
Collaborative tender for 3 year brokerage to be completed	November 2021	Report to Council in November for outcome of brokerage tender	Tender assessment in progress
European journal procurement exercise for range of insurance policies	November 2020	17 Insurance policies to be in place for April 2021	Review on claims history underway
Manage litigation claims against the Council	On-going	Currently 80 live cases being dealt with mainly fleet and public liability	On-going
GIS insurance Claims plotting	January 2021	Use GIS mapping to plot claims across the Borough to identify trends and hot spots requiring particular attention	Data input has commenced
Carry out 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	On going

Civic Buildings/Estates Strategy 2020/21 Business Plan

Strategic Objective			
Council will manage its assets efficiently and effectively			
Link to Corporate Aims and Objectives			
Work Streams / Operational Actions	Timescale	Performance Indicators / Outcomes	Progress to Date
Review of Estates Strategy in alignment with Council Home Working Policy	January 2021	Review office requirements across the four Civic Buildings Identify capacity and future options Assessment of future need in a Home Working policy environment	Current Covid-19 arrangements in place Only essential staff attending work ICT and other requirements for home working being assessed
Review pricing policy for Town Halls and Civic buildings	December 2020	Present Council with an updated pricing policy proposal/options Council approval on new pricing policy	In progress
Kilrea Town Hall	January 2021	Review the management arrangements for Kilrea Town Hall.	In progress