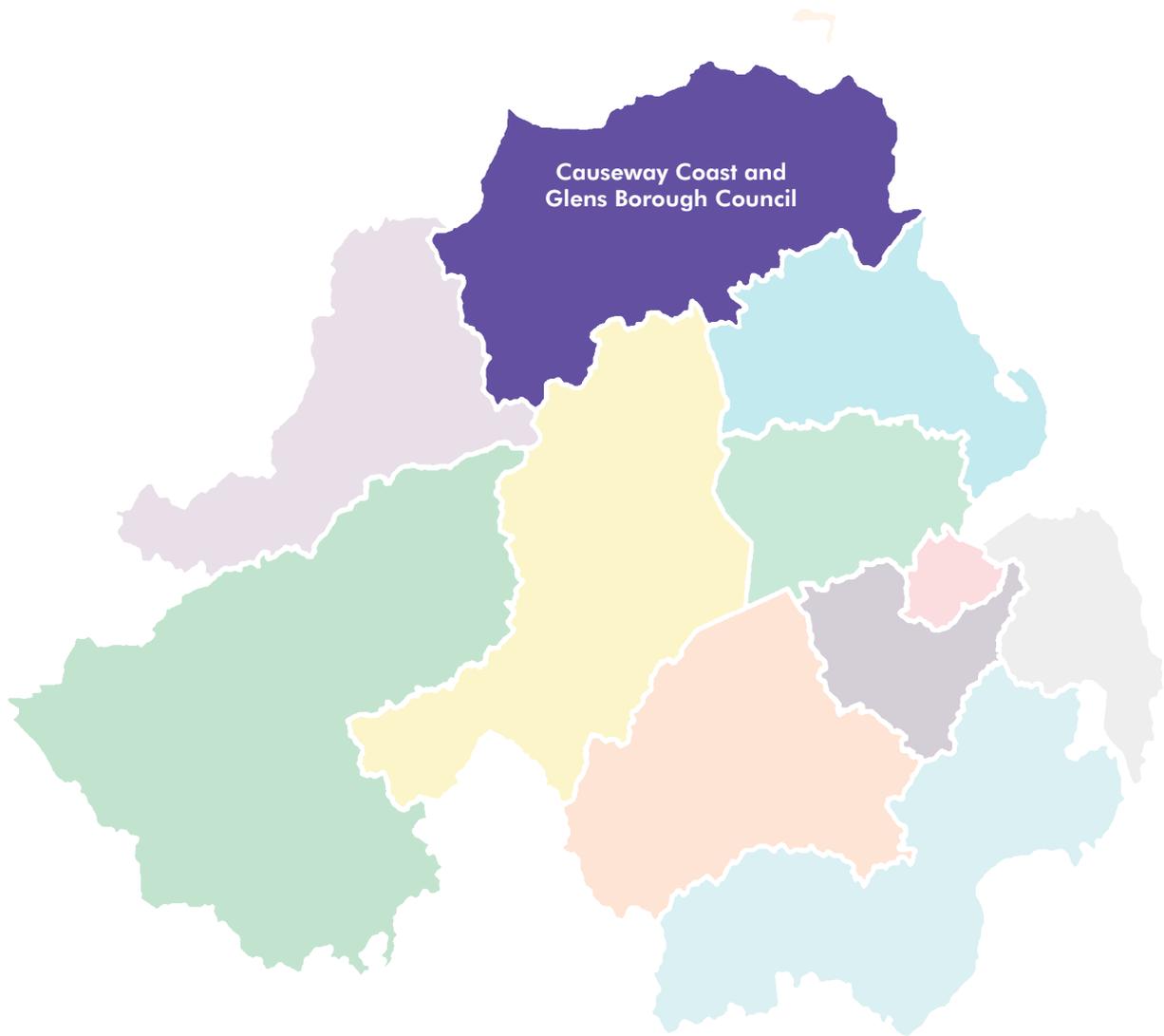




Northern Ireland Audit Office

# Annual Performance Improvement Report

## Causeway Coast and Glens Borough Council 2019-20



**Pamela McCreedy**  
Local Government Auditor  
Northern Ireland Audit Office

1. Councils have statutory responsibility to improve their functions. These responsibilities are collectively referred to as *Performance Improvement*. As Local Government Auditor I am required to perform an improvement audit and assessment each year, and summarise the findings in this report.
2. I am satisfied that the Council has discharged its statutory performance improvement reporting duties, and that it has acted in accordance with the legislation and guidance. No statutory recommendations<sup>1</sup> or special inspections<sup>2</sup> were required at the Council this year.
3. Whilst there are some indications of progress, the evidence was not sufficient to support a positive assessment of the Council's ability to deliver measureable improvements. Based on this, along with my assessment of the adequacy of its improvement arrangements, I have concluded that the Council was unlikely to comply with its legislative duties relating to performance improvement during 2019-20.
4. The Council's improvement plan, published in June 2019, set out its improvement objectives. My audit work considered both the 2019-20 improvement plan and the 2018-19 self-assessment report.
5. In my report to the Council, I outlined two proposals for improvement. Matters such as these, if accepted and implemented, will, I believe, assist the Council to meet its performance improvement responsibilities, and also help to ensure that the work it does is transparent and meaningful to citizens.
6. Legislation requires the comparison of performance improvement information amongst councils so far as is reasonably practicable. In common with other councils, significant progress is essential in the coming year to allow the performance of a broader range of functions to be compared.
7. You should be able to access more specific and detailed information in relation to the work that your Council is undertaking to meet its improvement responsibilities on its website, or you can contact it directly.

**Pamela McCreedy**  
**Local Government Auditor**  
31 March 2020

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1 A statutory recommendation is issued if the Local Government Auditor considers that the Council has not complied with the legislation or guidance issued by the Department for Communities. The Council is obliged, by law, to address the matter.

2 A special inspection may be necessary if the Council does not meet its improvement responsibilities.

# Audit and assessment of Causeway Coast and Glens Borough Council's performance improvement arrangements

## Certificate of Compliance

I certify that I have audited Causeway Coast and Glens Borough Council's (the Council) assessment of its performance for 2018-19 and its improvement plan for 2019-20 in accordance with section 93 of the Local Government Act (Northern Ireland) 2014 (the Act) and the Code of Audit Practice for local government bodies.

I also certify that I have performed an improvement assessment for 2019-20 at the Council in accordance with Section 94 of the Act and the Code of Audit Practice.

This is a report to comply with the requirement of section 95(2) of the Act.

## Respective responsibilities of the Council and the Local Government Auditor

Under the Act, the Council has a general duty to make arrangements to secure continuous improvement in the exercise of its functions and to set improvement objectives for each financial year. The Council is required to gather information to assess improvements in its services and to issue a report annually on its performance against indicators and standards which it has set itself or which have been set for it by Government departments.

The Act requires the Council to publish a self-assessment before 30 September in the financial year following that to which the information relates, or by any other such date as the Department for Communities (the Department) may specify by order. The Act also requires that the Council has regard to any guidance issued by the Department in publishing its assessment.

As the Council's auditor, I am required by the Act to determine and report each year on whether

- The Council has discharged its duties in relation to improvement planning, published the required improvement information and the extent to which the Council has acted in accordance with the Department's guidance in relation to those duties; and
- The Council is likely to comply with the requirements of Part 12 of the Act.

## Scope of the audit and assessment

For the audit I am not required to form a view on the completeness or accuracy of information or whether the improvement plan published by the Council can be achieved. My audits of the Council's improvement plan and assessment of performance, therefore, comprised a review of the Council's publications to ascertain whether they included elements prescribed in legislation. I also assessed whether the arrangements for publishing the documents complied with the requirements of the legislation, and that the Council had regard to statutory guidance in preparing and publishing them.

For the improvement assessment I am required to form a view on whether the Council is likely to comply with the requirements of Part 12 of the Act, informed by:

- A forward looking assessment of the Council's likelihood to comply with its duty to make arrangements to secure continuous improvement; and
- A retrospective assessment of whether the Council has achieved its planned improvements to inform a view as to its track record of improvement.

My assessment of the Council's improvement responsibilities and arrangements, therefore, comprised a review of certain improvement arrangements within the Council, along with information gathered from my improvement audit.

The work I have carried out in order to report and make recommendations in accordance with sections 93 to 95 of the Act cannot solely be relied upon to identify all weaknesses or opportunities for improvement.

## Audit opinion

### Improvement planning and publication of improvement information

As a result of my audit, I believe the Council has discharged its duties in connection with (1) improvement planning and (2) publication of improvement information in accordance with section 92 of the Act and has acted in accordance with the Department for Communities' guidance sufficiently.

### Improvement assessment

As a result of my assessment, I believe the Council is unlikely to discharge its duties under Part 12 of the Act and has acted in accordance with the Department for Communities' guidance sufficiently.

The 2019-20 year was the fourth in which councils were required to implement the performance improvement framework. The Council's arrangements to secure continuous improvement, should by now be well embedded. Whilst the Council continues to strengthen these arrangements, it was not possible for me to assess if these arrangements were developed sufficiently

to deliver measurable improvements to its services in 2018-19. There were some indications that the Council did demonstrate improvement however the embedding of performance management systems and Council structures is essential going forward. In my opinion the council is unlikely to comply with Part 12 of the Act during 2019-20.

I have not conducted an assessment to determine whether the Council is likely to comply with the requirements of Part 12 of the Act in subsequent years. I will keep the need for this under review as arrangements become more fully established.

## Other matters

I have no recommendations to make under section 95(2) of the Local Government (Northern Ireland) Act 2014.

I am not minded to carry out a special inspection under section 95(2) of the Act.

**PAMELA McCREEDY**  
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28 November 2019