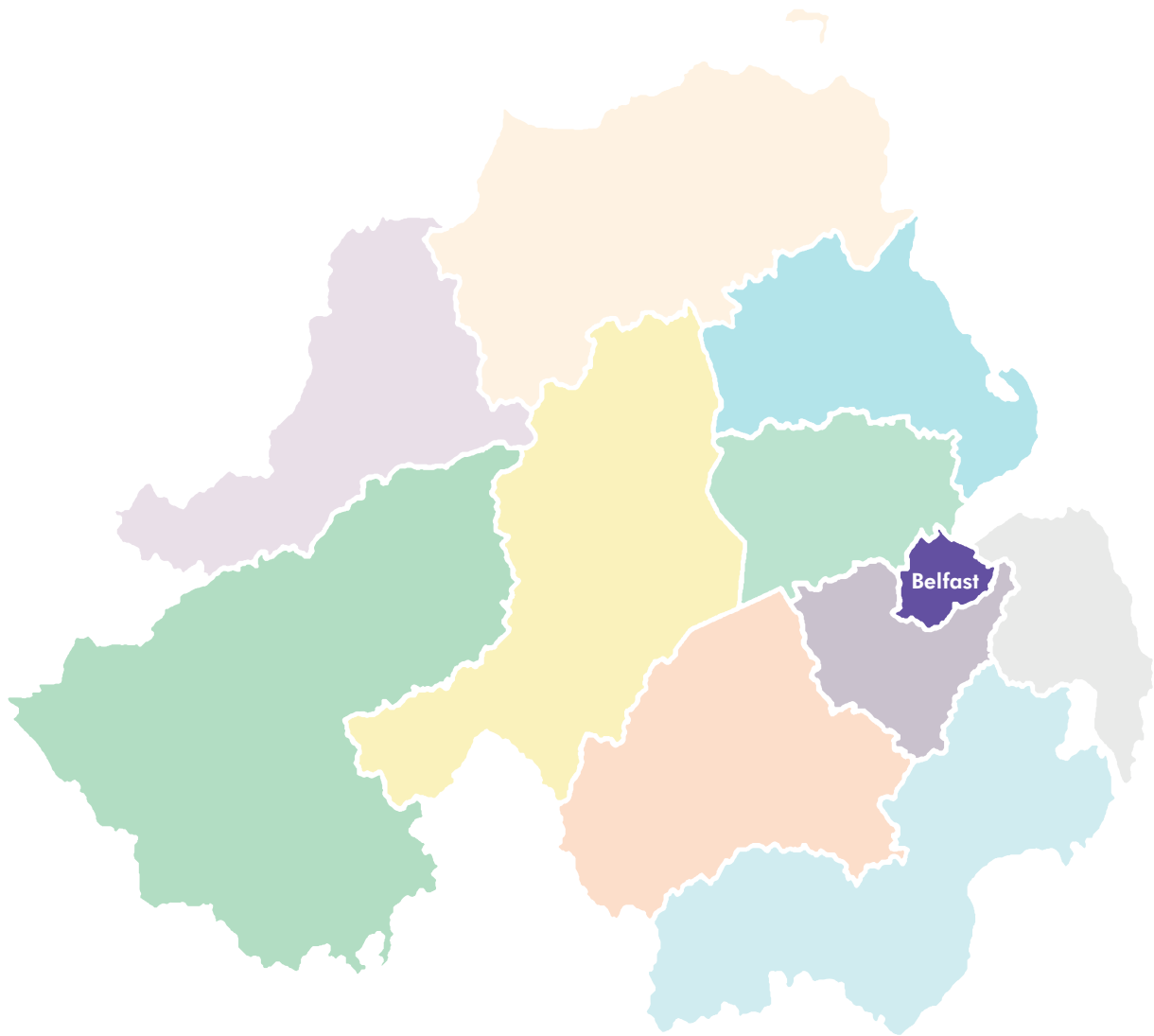




Northern Ireland Audit Office

# Annual Performance Improvement Report

## Belfast City Council 2017-18



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

1. Councils have responsibilities to continuously improve their functions and services. These responsibilities are collectively referred to as *Performance Improvement*. Each year the Local Government Auditor is required to perform an improvement audit and assessment at the Council and summarise the findings in this public report. I was appointed as Local Government Auditor on 1 January 2018.
2. I am satisfied that the Council has discharged its statutory performance improvement and 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. As this was the second year in which the Council was required to implement the new performance improvement framework, its arrangements to secure continuous improvement are, as is to be expected, still being developed and implemented.
4. The Council is strengthening its arrangements to secure continuous improvement and delivered measurable improvements to its services in 2016-17, publishing details of these by the end of September 2017. However, until the Council's arrangements begin to mature and it can demonstrate a track record of continuous improvement, I am unable to determine the full extent to which improvements will be made.
5. The Council published an improvement plan setting out its priorities for improving its functions and services during the year, which included its six improvement objectives.
6. In my report to the Council, I outlined a number of proposals for improvement to assist the Council, by sharing knowledge and good practice which exists elsewhere in the United Kingdom. These relate to matters which I believe, if accepted and implemented, will 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.
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**  
30 March 2018

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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 Belfast City Council's performance improvement arrangements

## Certificate of Compliance

I certify that I have audited Belfast City Council's (the Council) assessment of its performance for 2016-17 and its 2017-18 improvement plan 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 2017-18 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 requirement to make arrangements to secure continuous improvement in the exercise of its duties.

## 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. 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 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 has as far as possible discharged its duties under Part 12 of the Act and has acted in accordance with the Department for Communities' guidance sufficiently.

2017-18 was the second year in which councils were required to implement the new performance improvement framework. The Council's arrangements to secure continuous improvement, as is to be expected, are still in various stages of development and implementation. The Council is strengthening its arrangements to secure continuous improvement, and has delivered some measurable improvements to its services in 2016-17. However, until the Council's arrangements further develop and begin to mature and it can demonstrate a track record of ongoing improvement in relation to the framework,

I am unable to determine the extent to which improvements will be made.

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 financial 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.

**LOUISE MASON**  
**Local Government Auditor**  
**NI Audit Office**  
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30 November 2017