



2014 CHAPTER 8

PART 12

PERFORMANCE IMPROVEMENT

*Performance indicators and performance standards*

**Performance indicators and performance standards**

89.—(1) The Department may by order specify—

- (a) factors (“performance indicators”) by reference to which a council’s performance in exercising functions can be measured;
- (b) standards (“performance standards”) to be met by councils in relation to performance indicators specified under paragraph (a).

(2) Before specifying performance indicators or standards the Department must consult councils and—

- (a) such associations or bodies representative of councils;
- (b) such associations or bodies representative of officers of councils; and
- (c) such other persons or bodies,

as appear to the Department to be appropriate.

(3) In deciding whether to specify performance indicators and standards, and in deciding them, the Department must aim to promote improvement of the exercise of the functions of councils generally and in particular in terms of at least one of the following—

- (a) strategic effectiveness;
- (b) service quality;

- (c) service availability;
- (d) fairness;
- (e) sustainability;
- (f) efficiency; and
- (g) innovation.

(4) For the meanings of paragraphs (a) to (g) of subsection (3), see section 86.

(5) A council must make arrangements to exercise its functions so that any applicable performance standard specified under subsection (1)(b) is met.