

Consultation Report on Lisburn & Castlereagh City Council's Draft Improvement Plan for 2021/22



1. INTRODUCTION

The Consultation on Lisburn & Castlereagh City Council's **Draft Improvement Plan** for 2021/22 closed on **17th May 2021**.

The Improvement Objectives and associated projects consulted upon were:

Performance Improvement Objective	What will we do in 2021/22?
<p>We will improve our citizen engagement and simplify processes for contacting the Council</p>	<p>We will improve accessibility to information and services by expanding our suite of online facilities within the Environmental Services Directorate</p> <p>This will have the following benefits:</p> <ul style="list-style-type: none"> •24/7 access to services •Facility to make online purchases and payments •Customer profiling •Intelligence on customer needs and preferences •Improved marketing data <p>We will undertake a review of the customer care complaints handling procedure, by reducing to a two stage process and improve our timeliness of response by stipulating timescales at each stage</p> <p>We will deliver a Participatory Budgeting Initiative across 3 DEA's to allow local people to have a say in the projects that receive funding in their communities</p>
<p>We will increase participation in Council led activities, that seek to maintain and improve physical and mental health and wellbeing for our citizens</p>	<p>We will recover the number of Vitality memberships and people attending our leisure centres to pre Covid-19 levels (this is based upon Covid restrictions being lifted and reopening of facilities)</p> <p>We will build upon the success of the Vitality programme by supplementing the range of activities available to members with a targeted virtual programme</p> <p>We will improve the physical, mental and emotional wellbeing of our citizens through a number of programmes to develop their horticulture skills and understand the benefits of healthy eating</p>

2. CONSULTATION METHODS

The 2021 Consultation was an online consultation exercise which was carried out during April and May 2021. In previous years the consultation would also have included focus groups but unfortunately due to the ongoing global pandemic this was considered to be inappropriate. (Approval for this online consultation was granted by the Governance & Audit Committee in March 2021.)

The Council made use of social media, as well as the Council's online survey tool.

In addition the Council website provides contact details encouraging individuals or organisations to submit views at any time during the year.

The consultees included; residents, staff, community groups and local businesses.

The Performance Improvement Plan was made available in draft format on the Council's website and promoted through social media during April and May. Social Media analytics indicate that a reach of 8,338 users was achieved via Facebook and 2,671 impressions on Twitter.

At the close of the consultation a total of 14 responses were received from the online survey.

3. CONSULTATION FINDINGS

See overleaf for an analysis of the online survey

Performance Improvement Plan 2021/22

1. What is your main interest in responding to this consultation? (Tick all that apply)								Response Percent	Response Total
1	Citizen/Ratepayer							78.57%	11
2	Local Business							14.29%	2
3	Community Group							7.14%	1
4	Statutory Sector							0.00%	0
5	Voluntary Sector							0.00%	0
Statistics	Minimum	1	Mean	1.29	Std. Deviation	0.59		answered	14
	Maximum	3	Variance	0.35	Std. Error	0.16		skipped	0

2. "We will improve our citizen engagement and simplify processes for contacting the Council"								Response Percent	Response Total	
Have we got this Improvement Objective right?										
1	Yes							85.71%	12	
2	No							0.00%	0	
3	Don't Know							14.29%	2	
Statistics	Minimum	1	Mean	1.29	Std. Deviation	0.7	Satisfaction Rate	14.2	answered	14
	Maximum	3	Variance	0.49	Std. Error	0.19			skipped	0

Comments: (2)

Summary of comments on Improvement Objective 1	Council Response
<p>It is unclear if this is was identified as being a problem to begin with, therefore, it is hard to determine if this should be a key performance improvement objective. It would be useful to see all performance indicators in report and where council is under performing to help determine why this has been picked</p> <p>This remains to be seen. There are so many problems being overlooked. Get the basics right.</p>	<p>We want to challenge ourselves differently and look at our Customer more broadly by improving our engagement methods. This is even more important and relevant now in the virtual world we have been pushed into as a result of the global pandemic. We want to be a digital first not a digital only Council.</p> <p>In the year ahead we will build upon this by offering more services online and we will measure the customer satisfaction of those who engage with our services using technology. This is a continuation of one of our improvement objectives from previous years.</p>

	<p>Current methods of communication within the Council will continue to be supported and digital technology will be used as another tool to enable customers to contact the Council.</p> <p>We will also undertake a review of the customer care complaints handling procedure, by reducing it to a two stage process and improve our timeliness of response by stipulating timescales at each stage. This review is in advance of guidance due to be issued by the Northern Ireland Public Services Ombudsman to recommend a standardised two staged complaints procedure throughout the public sector.</p> <p>As we continue to deliver positive outcomes and improve the quality of life for all our communities we will deliver a Participatory Budgeting Initiative across 3 DEA's (District Electoral Areas) to allow local people to have a say in the projects that receive funding in their communities.</p>
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3. "We will increase participation in Council led activities, that seek to maintain and improve physical and mental health and wellbeing for our citizens"

Have we got this Improvement Objective right?

								Response Percent	Response Total	
1	Yes							71.43%	10	
2	No							14.29%	2	
3	Don't Know							14.29%	2	
Statistics	Minimum	1	Mean	1.43	Std. Deviation	0.73	Satisfaction Rate	21.43	answered	14
	Maximum	3	Variance	0.53	Std. Error	0.19			skipped	0

Comments: (4)

Summary of comments on Improvement Objective 2	Council Response
<p>This objective is about returning to the status quo in terms of citizens engaging in activity - perhaps a more challenging indicator could be used in light of the wide portfolio of services provided by council</p>	<p>We recognise that the Vitality programme has been extremely successful however it has been seriously affected in the past year because of the closure of Sports Facilities as a result of Covid-19. Prior to the pandemic we had increased the number of people availing of our Leisure facilities as a result of Vitality, as well as this the programme had encouraged participation and promoted health and wellbeing. During 2021/22 we intend to make Vitality one of our areas of recovery, we would like to re-establish the Vitality membership programme and supplement it with a targeted and appropriate virtual programme.</p> <p>We also know that Vitality is not the only way that as a Council we can contribute to improving the Health and</p>

	Wellbeing of our Citizens and staff, there are many other ways such as; the delivery of a number of programmes to develop citizen's horticultural skills and understand the benefits of healthy eating, providing access to our parks and open spaces, provision of our Arts and Cultural Services as well as the many classes and courses available in our various Community Centres. Therefore we will encourage greater use of the council services and facilities by our citizens and staff.
because there is nothing being promoted in centres	Sports services have been seriously affected in the past year because of the closure of Sports Facilities as a result of Covid-19. As they reopen the Vitality membership programme including its virtual programme and other council wide services and programmes will be promoted within the facilities.
But as someone who is on a benefit and has a health condition, prices and access to activities need to be thought about. Also how you advertise/promote needs thought about to reach individuals.	The Vitality programme offers a household and individual membership and there is a concession rate available for those who are economically disadvantaged and are in receipt of benefits. This applies to both the household and individual membership. We endeavour to be, as far as practical, fully inclusive in the provision of access to our facilities and accommodate users of all abilities. In terms of advertising and promoting our services we do this through a wide range of mediums including; social media, websites, local press as well as television and radio campaigns.
Give us a service for our coin. Massive fees and little return.	This will be considered and shared with Leisure and Community Wellbeing colleagues.

4. What improvements would you like to see Lisburn & Castlereagh City Council make in the future?

		Response Percent	Response Total
1	Open-Ended Question	100.00%	13

5. Would you like to make any additional comments about the Performance Improvement Plan 21/22?

		Response Percent	Response Total
1	Open-Ended Question	100.00%	6
		answered	6
		skipped	8

Summary of comments from question 4 & 5 by theme

Council Response

<p><u>CITY CENTRE</u> Christmas lights, additional CCTV in towns, more shops in the town centre, relocation of local market, provision of free parking, tourism, provision of; outdoor eating, artisan markets, outdoor entertainment, concerts etc, regeneration needed in Castlereagh area of the Council, provision of a cycle path in Hillsborough.</p>	<p>These comments will be considered and shared with Economic Development colleagues.</p>
<p><u>PLANNING</u> Restrict the developments being built or else improve the infrastructure.</p>	<p>This will be considered and shared with the Planning Unit and Department of Infrastructure</p>
<p><u>PARKS & OPEN SPACES</u> Additional play parks needed.</p>	<p>This will be considered and shared with Leisure & Community Wellbeing colleagues</p>
<p><u>SPORTS SERVICES</u> More advertising & promotion of activities in Sports facilities.</p>	<p>This will be considered and shared with Leisure & Community Wellbeing colleagues.</p>
<p><u>ENVIRONMENTAL SERVICES</u> Dog fouling and dog control, littering, street cleaning, enforcement in Hillsborough Forest Park, Mullaghglass landfill</p>	<p>Issues relating to enforcement and street cleaning will be raised with Environmental Services colleagues.</p>
<p><u>COMMUNITIES</u> Antisocial behaviour, not enough CCTV, grants within the community for residents as opposed to charity registered organisations, more opportunities needed for children and families in the community with SEN, local improvement grants, community clean-up in Castlereagh area of Council.</p>	<p>This will be considered and shared with Communities colleagues. CCTV comments will be shared with Citywatch NI</p>
<p><u>MEMBER SERVICES</u> More transparency and a commitment to working through issues with people and organisations</p>	<p>This will be considered and shared with Member Services and senior management</p>
<p><u>NON COUNCIL RESPONSIBILITY</u></p> <p>Traffic management and blocked drains</p> <p>Anti-social behaviour on the Lagan Tow Path.</p>	<p>These matters do not pertain to Council but will be shared with the relevant responsible organisation, as follows:</p> <p>Department of Infrastructure.</p> <p>Lagan Valley Regional Park</p>