



Performance Improvement Plan 2024-25

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Foreword from Mr David Burns, Chief Executive



The recent census information confirmed what we already knew; that through our people and infrastructure we are blessed with significant opportunities. This plan aims to ensure we continue to deliver and support better lives for those who work and live in, or visit, our area.

As a council we want to ensure an inclusive society, which is future-focused and will meet the needs of our community. While one of the most prosperous council areas in Northern Ireland, we also have citizens in need. Our success in delivering our plans will create new opportunities for individuals, families, and communities.

This plan focuses on two performance improvement objectives, on areas that matter most to our ratepayers. Over the next twelve months, we want to build on the work of the last few years in the areas of physical and mental wellbeing and community engagement.

This is YOUR council, and we will continue to engage with you and deliver benefits for you. We will:

- continue to improve the customer experience when engaging with council services
- provide activities to maintain and improve the physical and mental wellbeing of our citizens
- enable our citizens to influence decision making through community conversations
- through our Labour Market Partnership, support residents to achieve relevant qualifications needed to seek employment
- further develop our activities for all by providing more dedicated and inclusive opportunities across the council
- work closely with our communities to build upon community resilience and independence

I want to assure our residents, businesses, visitors and stakeholders we are focused on delivering excellent services in the current economic climate.

David Burns
Chief Executive

1. Our council area - Lisburn and Castlereagh



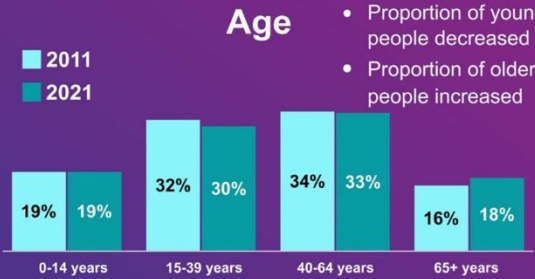
LISBURN & CASTLEREAGH

Population
149,100

Up 11% since 2011

Households with usual residents
60,100

Up 14% since 2011



Northern Ireland: 129,700

Rest of UK/Ireland: 10,500

Outside UK/Ireland: 8,900

Country of birth

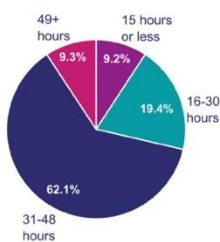
Number of people born outside UK/Ireland increased from 5,800 in 2011 to 8,900 in 2021

LABOUR MARKET

Persons aged 16 and over in employment: 71,900

Persons aged 16 and over: 118,900

Hours worked

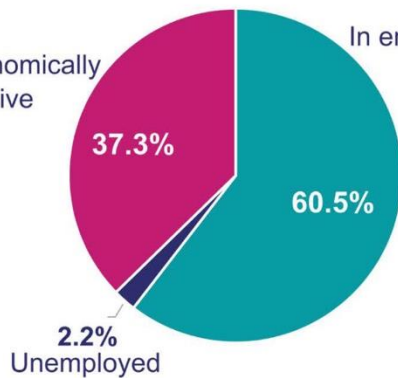


Occupation

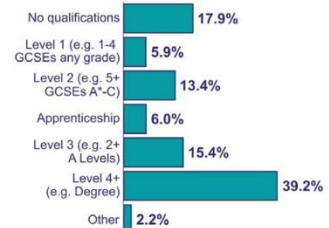


Economic activity

Economically inactive



Highest level of qualification



2. Introduction and context

Why have we a Performance Improvement Plan?

There is a responsibility under Part 12 of the Local Government Act (Northern Ireland) 2014 to set improvement objectives and have arrangements in place to secure their achievement. We must meet this.

A number of performance targets are also set by central government departments, in respect of job creation, planning and waste management.

What will our Performance Improvement Plan do?

Our Performance Improvement Plan 2024-25 sets out what we will do in the year ahead to deliver on our statutory responsibility referenced above. These 'duties' relate to sections 84(1), 85(2) and 89(5) of the Act, whereby we must make arrangements to:

- secure continuous improvement
- secure achievement of its improvement objectives
- exercise its functions so that any central government departmental specified standards are met

Specifically, it provides a rationale for why we have chosen our improvement objectives and details the expected outcomes.

Each objective has been framed to bring about improvement in at least one of the specified aspects of improvement as defined in Section 86 of the Act:

- strategic effectiveness
- service quality
- service availability
- fairness
- sustainability
- efficiency and innovation

Our Performance Improvement Plan 2024/25 sits within a hierarchy of plans which guide our strategic planning process and drive our service delivery arrangements (figure 1 overleaf).

Figure 1: Our strategic planning process



3. Achieving continuous improvement

Central to Lisburn & Castlereagh City Council’s (hereafter referred to as LCCC) Performance Improvement Framework is the achievement of our purpose:

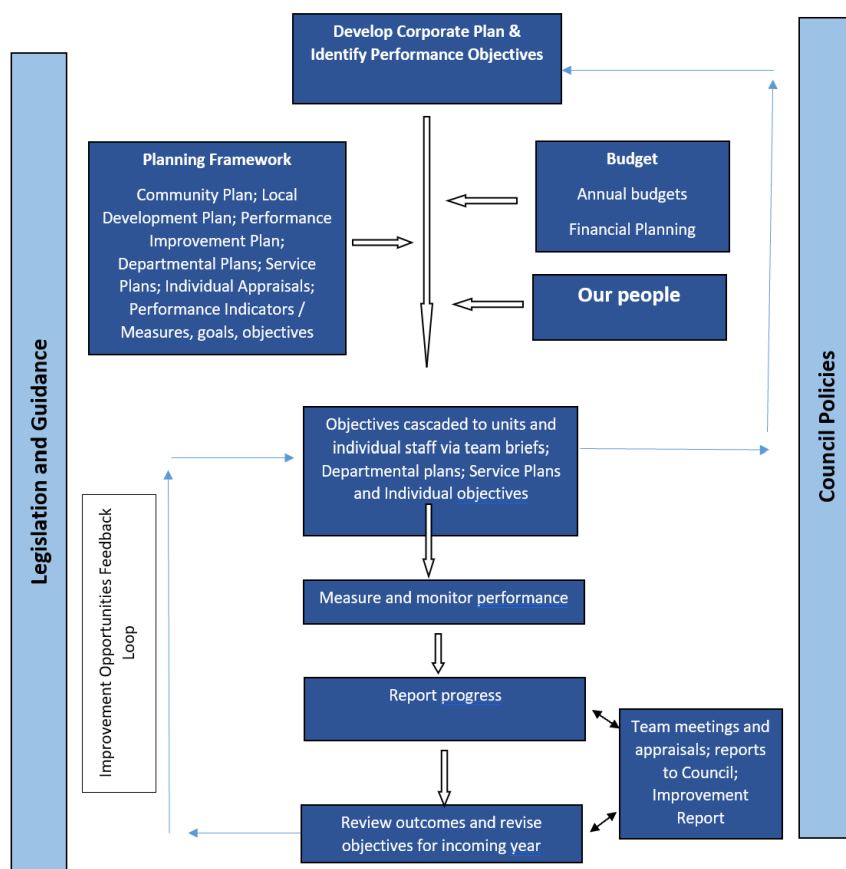
‘Delivering and supporting better lives for all’

We have put in place a performance improvement process which, through this plan, will drive and provide assurance that we are delivering on our vision, shared outcomes and improvement objectives.

Figure 2 illustrates our performance improvement frame. It is a variety of processes which ensure we:

- effectively manage performance
- have taken all possible steps to secure continuous improvement in the exercise of our functions

Figure 2: Our performance improvement process



4. Our governance

The council is made up of 40 elected members, currently representing 149,100 residents in 65,019 homes. Seven District Electoral Areas represent it:



Performance reporting

The Corporate Management Team (CMT) oversees the development and delivery of the Performance Improvement Plan. They:

- agree the draft Performance Improvement Plan for approval by committee/council
- monitor quarterly progress against each objective
- reprioritise resources as necessary to deliver against these objectives

Performance Improvement Plan

- progress is monitored and reported on through quarterly progress reports and submitted to CMT and the Governance & Audit Committee for scrutiny and challenge
- this ensures that an evaluation of risk and an assessment of performance is carried out, prior to a subsequent council meeting for approval
- performance will be reviewed using a range of quantitative and qualitative measures

Self-assessment Improvement Report

- by 30 September 2025 we will produce and publish an Annual Report which will set out a self-assessment of our performance improvement objectives detailed within this plan
- this will report on progress towards our Performance Improvement Plan commitments, the achievement of our Improvement Objectives and performance against a range of statutory and self-imposed performance indicators
- this report will be reviewed by the Governance & Audit Committee and approved by council

NI Audit Office

- the Northern Ireland Audit Office (NIAO) will carry out an improvement assessment to assess if we are likely to comply with our performance improvement responsibilities under Part 12 of the Local Government Act (NI) 2014
- the Act requires the Local Government Auditor to summarise their assessment in an annual improvement report. This is published on the NIAO website in March each year, making it publicly available

5. General duty to improve

The Local Government Act (Northern Ireland) 2014 put in place a framework to support continuous improvement in the delivery of council services. Through plans and strategies alongside our annual Performance Improvement Plan we are committed to continuously improving our services.

In this Performance Improvement Plan for 2024–25, we set out how we will deliver improvement in at least one of these seven improvement areas as stipulated in S.84(2) of the Local Government Act (Northern Ireland) 2014:

- strategic effectiveness
- service quality
- service availability
- fairness
- sustainability
- efficiency
- innovation

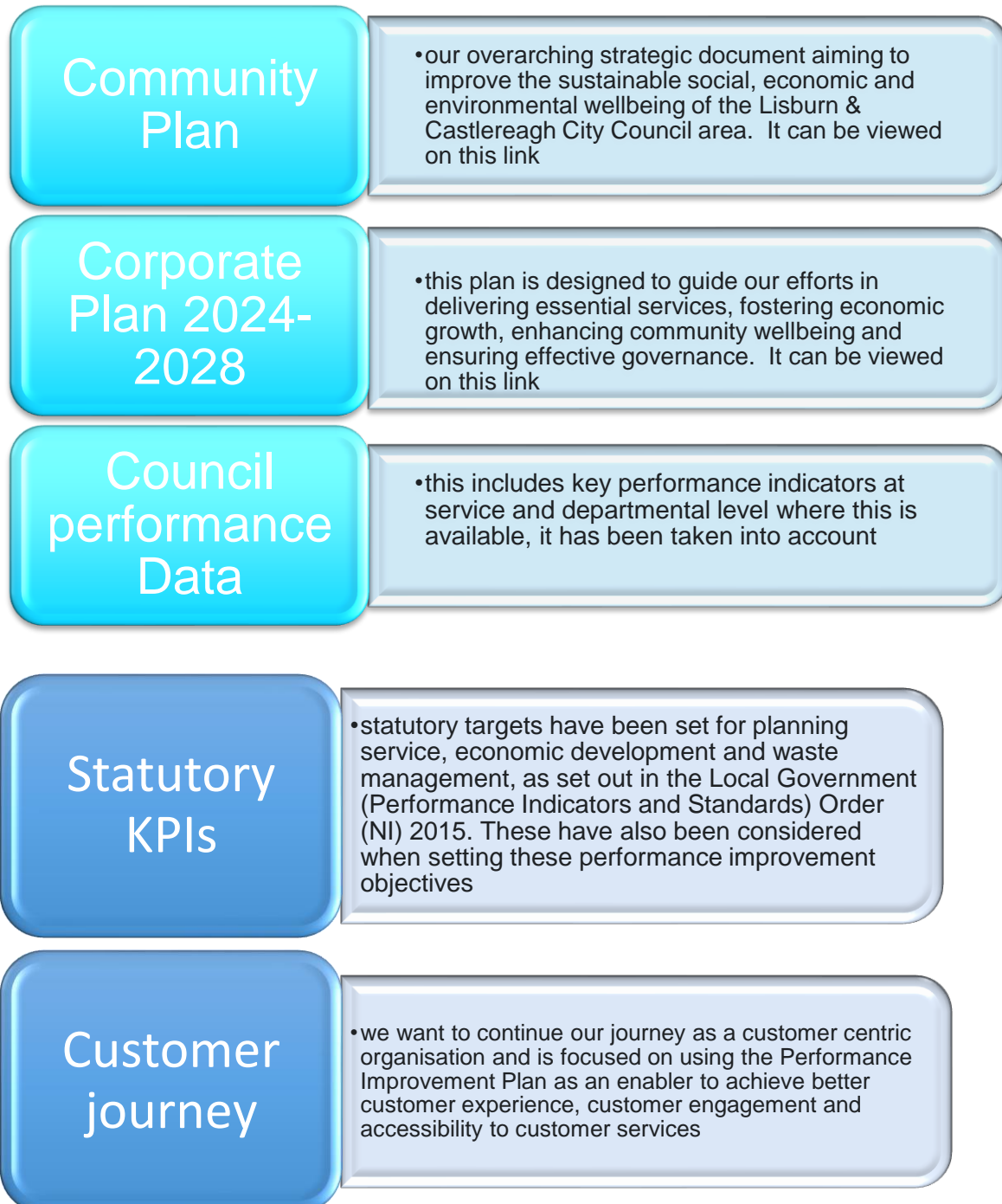
By “Improvement” we mean more than just quantifiable gains in service output or efficiency, or the internal effectiveness of the council. Improvement for us focusses on the issues that are important to our citizens and customers. Improvement for LCCC means doing things that help us to achieve our purpose of delivering and supporting better lives for all.

We have selected a suite of self-imposed indicators, in recent years, and these are set out in Appendix 1 of this plan. In addition to this, each service has a number of key performance indicators that are reported to the Governance & Audit Committee on a quarterly basis.

We continue to engage with the Department for Communities (DfC) along with the other Northern Ireland councils to develop a benchmarking framework for the local government sector.

6. Process for identifying performance improvement objectives for 2024/25

We identify performance improvement objectives through several sources:



To facilitate this approach LCCC has decided to carry forward the two objectives from 2023/24 with some additional improvement projects.

7. Agreed performance improvement objectives for 2024/25

There are two Performance Improvement Objectives for 2024/25.

We will:

- continue to improve our citizen engagement methods and ensure accessible processes for contacting the council
- continue to deliver council led activities that seek to maintain and improve the physical and mental wellbeing of our citizens

Why have we chosen these objectives?

Previous success with our performance improvement projects for 2023/24 has established the foundation to achieving the longer-term outcomes. These are aligned to the ambitions of the Lisburn and Castlereagh Community Plan.

We launched our new Corporate Plan in April 2024 for the period 2024-2028. This Plan continues its ambition to ensure the supporting and developing of better lives for all. It details success outcomes and has four key themes of:

- **civic leadership**
- **people**
- **planet**
- **prosperity**

The objectives for the coming period are focused on citizen engagement and improving the physical and mental wellbeing of our citizens. These are two key areas for the achievement of our vision of achieving better lives for the people who work, live in, or visit the Lisburn and Castlereagh area.

What will the Performance Improvement Plan do?

It will:

1. Build upon the success of 2023/24 by continuing with the two Performance Improvement Objectives delivered through several existing projects.
2. Challenge ourselves on how we can achieve even better outcomes by identifying new improvement projects.

In the next section you can review a brief narrative for each performance improvement objective. It includes information about what we are building upon from 2023/24 together with details of new planned projects.

Performance Improvement Objective 1: *We will continue to improve our citizen engagement methods and ensure accessible processes for contacting the council*

Outcomes contributing to our Community Plan:

- public services are enhanced through co-design and co-production
- community ownership and management of local assets and facilities
- we feel a sense of belonging in our local neighbourhoods
- there is participation and volunteering in public and community life, arts, culture and sports by people of all backgrounds

We want to continue to challenge ourselves differently and look at our 'customer' more broadly by improving our engagement methods especially for our communities.

As we embrace a digital-first approach to service delivery, we are committed to ensuring our digitally excluded customers are supported and that all our customers' needs remain at the heart of redesigned council services. We want to ensure that no one is left behind by being a digital first not a digital only council.

Three new improvement projects will be delivered in 2024/25. They are:

1. We will improve the customer's experience when engaging with our services by providing outreach support to residents who are not digitally enabled. This means residents who are not able to connect to our services digitally (via the website) will be offered alternatives. Digital devices will be provided in specific council facilities to enable residents to carry out online council service requests.
2. We will improve the processing times of planning applications and enforcement cases by developing and implementing a Planning Service Improvement Programme by the end of the financial year 24/25.

3. We will develop a community development toolkit to assist groups to establish and effectively manage sustainable community and/or voluntary organisation.

As we continue to deliver positive outcomes and improve the quality of life for all our communities we will continue with **one** of the improvement projects from 23/24. It is:

- we will continue to enable our citizens to influence decision making through community conversations in Lisburn South and Downshire West

Risks associated with objective 1:

- poor usage of online digital services
- processing times of planning applications not improving
- poor interest or low uptake of the community development toolkit
- poor interest or low participation in the community conversation

Objective 1: We will continue to improve our citizen engagement methods and ensure accessible processes for contacting the council

Performance Improvement Project	Improvement area stipulated in S.84(2) LG Act (NI) 2014	Community Planning Theme	Continuing or New?	Measure of Success
<p>We will improve the customer's experience when engaging with our services by providing outreach support to residents who are not digitally enabled, ensuring no one is left behind</p> <p>This means residents who are not able to connect to our services digitally (via the website) will be offered alternatives. Digital devices will be provided in specific council facilities to enable residents to carry out online council service requests.</p>	Strategic Effectiveness Service Quality Service Availability Fairness Sustainability Efficiency Innovation	Our Community	New	<p>Q1: source 2 devices Develop data analytics (usage and impact) Consider security for the devices</p> <p>Q2: install devices in 2 facilities (Ballyoran CC in Castlereagh and LVI in Lisburn) Promotion and facility staff training</p> <p>Q3 & Q4: usage and impact of devices at each facility</p> <p>Q4: evaluation of usage and impact of devices at each facility. What difference has it made?</p>
<p>We will improve the processing times of planning applications and</p>	Strategic Effectiveness Service Quality	Our Community Where we live	New	<i>Development and implementation of a Planning Service Improvement</i>

Performance Improvement Project	Improvement area stipulated in S.84(2) LG Act (NI) 2014	Community Planning Theme	Continuing or New?	Measure of Success
<p>enforcement cases by developing and implementing a Planning Service Improvement Programme by the end of the financial year 24/25</p>	<p>Service Availability Fairness Efficiency Innovation</p>			<p><i>Programme during 24/25 through following stages:</i></p> <p>Q1: Development of a validation checklist Y/N Q2: Implementation of the validation checklist Y/N Q3 & Q4: Proportion of invalid applications returned within 5 working days Q3 75% Q4 90%</p> <p><i>Development of internal KPIs measuring processing times of planning applications and enforcement cases, with incremental targets working towards statutory KPI targets (over a no. of years):</i></p> <p>Reduce the % of older applications that are over 18 months old (recruiting additional staff to assist with this. Lower targets in Q1&Q2 while staff fill posts and are being trained to fill capacity) Q1: 20%, Q2: 40%, Q3: 70%, Q4: 90%</p>

Performance Improvement Project	Improvement area stipulated in S.84(2) LG Act (NI) 2014	Community Planning Theme	Continuing or New?	Measure of Success
				Local planning applications processed within an average of 22.5 weeks. Q1: 42.5, Q2: 37.5, Q3: 30, Q4: 19.5
We will continue to enable our citizens to influence decision making through community conversations in Lisburn South and Downshire West	Strategic Effectiveness Service Quality Service Availability Fairness Efficiency Innovation	Our Community	Continuing	Development of a Village / Place shaping Plan in Lisburn South and Downshire West 1 to be completed by end of September 2024 1 to be completed by end of March 2025 Case studies on the difference the community conversations have made within the areas (capturing quick wins as well as long terms goals) Quarterly
We will develop a community development toolkit to assist groups to establish and effectively manage sustainable	Strategic Effectiveness Service Quality Service Availability	Our Community	New	Q1: Development & launch of community development toolkit by end of June 2024

Performance Improvement Project	Improvement area stipulated in S.84(2) LG Act (NI) 2014	Community Planning Theme	Continuing or New?	Measure of Success
community and / or voluntary organisation	Fairness Efficiency Innovation			<p>Q2: Provide training to users by end of September 2024</p> <p>Q3: Implementation of community development toolkit by end of December 2024</p> <p>Q4: Difference made by community development toolkit captured by end of March 2025</p>

Performance Improvement Objective 2: *We will continue to deliver council led activities that seek to maintain and improve physical and mental wellbeing of our citizens*

Outcomes contributing to our Community Plan:

- we live healthy, fulfilling and long lives
- good health will no longer be dependent on where we live or what income we have
- older people age actively and more independently to stay well connected
- people of all ages are more physically active more often
- we enjoy good mental health

In keeping with the wellbeing theme, this year we are focussing on a number of physical and mental wellbeing programmes.

In 2023/24 our improvement projects:

- provided access to our parks and open spaces, allotments, wellbeing programmes
- provision of our arts and cultural services as well as the many classes and courses available in our various community centres
- we focused on improving the physical, mental and emotional wellbeing of our citizens through a number of programmes to develop their horticultural skills and help them understand the benefits of healthy eating.

These have all been very successful and we will continue with these improvement projects in 2024/25.

We also recognise that the cost-of-living crisis is continuing to have a huge impact on the lives of our citizens. The stress of increased energy bills to the day-to-day struggle of trying to make ends meet is having a detrimental effect on the mental and emotional wellbeing of our citizens.

Therefore the 2023/24 improvement project where we aim to support residents achieve relevant qualifications that will enable them to gain employment will continue to be delivered in 2024/25.

We strive to be an inclusive council by providing equal access to opportunities and resources for people who might otherwise be excluded or marginalised.

We also want to provide appropriate support for community initiatives and interventions which grow our community, enhancing the quality of life for all.



We have therefore identified **two new** improvement projects for 2024/25.

They are:

1. We will further develop our activities for all by providing more dedicated and inclusive opportunities across the council.
2. We will progress a pilot community ownership/lease initiative of a council owned football pitch.

Risks associated with objective 2:

- poor participation in health & wellbeing programmes
- poor participation in the partnership programme or the inclusive opportunities
- poor interest from the community in the ownership/lease initiative

Objective 2: We will continue to deliver council led activities that seek to maintain and improve the physical and mental wellbeing of our citizens

Performance Improvement Project	Improvement area stipulated in S.84(2) LG Act (NI) 2014	Community Planning Theme	Continuing or New?	Measure of Success
<p>We will continue to improve the physical, mental and emotional wellbeing of our citizens through a number of programmes which include:</p> <p>i. developing skills in horticulture and biodiversity ii. physical activity programmes iii. health programmes (GP Referral / Cardio Referral)</p>	<p>Service Quality Service Availability Fairness Efficiency Innovation Sustainability</p>	<p>Health & Wellbeing</p> <p>Where we live</p> <p>Our Community</p>	<p>Continuing</p>	<p>The wellbeing project will run a range of physical activity programmes: yoga, Pilates, bowling, walking, self-defence, circuits and baby massage.</p> <p>Horticulture and nutrition programmes will be available for school groups, older and disability groups and community organisations.</p> <p>Number of wellbeing programmes - 60 per annum</p> <p>Number of participants 1,450 per annum Case studies of differences made. Q1: 16 programmes, 400 participants</p>

Performance Improvement Project	Improvement area stipulated in S.84(2) LG Act (NI) 2014	Community Planning Theme	Continuing or New?	Measure of Success
				<p>Q2: 10 programmes, 200 participants Q3: 20 programmes, 450 participants Q4: 14 programmes, 400 participants</p> <p>The 'LCCC Journey to Sustainability Project' will run a range of horticultural/woodland management workshops to provide knowledge and skills to people through accredited training programmes.</p> <p>Number of Woodland programmes - 30 per annum: Q1: 6 programmes, 650 participants Q2: 6 programmes, 75 participants Q3: 10 programmes, 150 participants Q4: 8 programmes, 300 participants</p>

Performance Improvement Project	Improvement area stipulated in S.84(2) LG Act (NI) 2014	Community Planning Theme	Continuing or New?	Measure of Success
				<p>Number of horticulture programmes - 20 per annum</p> <p>Number of woodland & horticulture participants 1,500 per annum</p> <p>Q1: 5 programmes, 200 participants Q2: 4 programmes, 35 participants Q3: 8 programmes, 160 participants Q4: 3 programmes, 30 participants</p> <p>Biodiversity projects will include: tree ID talks/walks, bat talks/walks and a litter clean up along the River Lagan. The projects will be available to all ages to participate, with the aim to improve the physical, mental and emotional wellbeing of people using green open spaces.</p>

Performance Improvement Project	Improvement area stipulated in S.84(2) LG Act (NI) 2014	Community Planning Theme	Continuing or New?	Measure of Success
				<p>Number of biodiversity projects - 40 per annum</p> <p>Number of participants – 1,550 per annum Q1: 3 projects approx. 160 participants Q2: 5 projects approx. 150 participants Q3: 15 projects approx. 585 participants Q4: 17 projects approx. 663 participants</p> <p>Physical Activity Referral Scheme (PARS) PHA Annual target 215 participants Q1: 54 participants Q2: 54 participants Q3: 54 participants Q4: 53 participants</p>
<p>We will continue to respond to local labour market needs by delivering a range of employability programmes. We aim to support residents within</p>	<p>Strategic Effectiveness Service Quality Service Availability Fairness Efficiency</p>	<p>Health & Wellbeing Our Community</p>	<p>Continuing</p>	<p>We aim to support 90 people within our council area to achieve relevant qualifications that will enable them to gain employment.</p>

Performance Improvement Project	Improvement area stipulated in S.84(2) LG Act (NI) 2014	Community Planning Theme	Continuing or New?	Measure of Success
our area to achieve relevant qualifications that will enable them to gain employment	Innovation			<p>Frequency of reporting - quarterly</p> <p>Case studies on the difference the qualifications have made</p>
We will further develop our activities for all by providing more dedicated and inclusive opportunities across the council	Strategic Effectiveness Service Quality Service Availability Fairness Efficiency Innovation	Health & Wellbeing Our Community	New	<p>Museum: improving digitisation of the museum collection. (compare with baseline) Providing inclusive and accessible access to museum programmes. (video of museum by disabled user e.g. sensory room) Testimonies of users</p> <p>Sports Services: Inclusive events incorporating Leisure Pool ASD sessions, silent discos, Disability Skate & Sled Hockey, IndianaLand ASD Sessions, and access to Sensory Room.</p>

Performance Improvement Project	Improvement area stipulated in S.84(2) LG Act (NI) 2014	Community Planning Theme	Continuing or New?	Measure of Success
				<p>Annual target - 3,000 participants Q1: 750 participants Q2: 750 participants Q3: 750 participants Q4: 750 participants</p> <p>Personal testimonies. Annual target - 40 Q1: 10 testimonies Q2: 10 testimonies Q3: 10 testimonies Q4: 10 testimonies</p> <p><u>Economic Development:</u> Delivery of specialist employability support and advice for those with a disability.</p> <p>Measure: Number of people supported</p> <p>Case Study to showcase positive impact. Y/N</p>

Performance Improvement Project	Improvement area stipulated in S.84(2) LG Act (NI) 2014	Community Planning Theme	Continuing or New?	Measure of Success
<p>We will progress a pilot community ownership / lease initiative of a council owned football pitch</p>	<p>Strategic Effectiveness Service Quality Service Availability Fairness Efficiency Innovation Sustainability</p>	<p>Health & Wellbeing Where we live Our Community</p>	<p>New</p>	<p>Milestones of the project Pitch at Lough Moss: Club identified & Business case by end of Q1 (LV) Yes / No Lease developed by Q2 (LV) Yes / No Handed over to community by end of Q2 (TBC GL & LV) Yes / No</p>

8. Statutory indicators

A set of seven performance indicators are in place for Local Government through the Local Government (Performance Indicators and Standards) Order (NI) 2015.

Our arrangements to meet these statutory indicators are through the delivery of our statutory services in planning, economic development and waste and through our annual performance improvement projects.

Resources are allocated to each of these services and approved through the annual budgeting process. Performance measures and indicators are in place for each of the services (see tables above). Monitoring, reporting and scrutiny arrangements are in place with CMT and committees for the management and delivery of these statutory services and statutory indicators.

Progress against the indicators is submitted to the relevant regional body and reports are issued showing comparisons across all 11 councils. Where the statutory target is not met the need to improve in accordance with the general duty set out in the Act is considered.

In respect of planning, we must have regard to external factors such as the need to consult widely which prolongs the application process and means the statutory target cannot always be met.

The quality of our decision making is also of great importance to our members and citizens. Poor decisions can give rise to budgetary implications arising from cost awards from planning appeals and judicial review. It is for these reasons we maintain a focus on continuous improvement which seeks to balance the need for good and timely decision making.

LCCC will report on these in the performance annual report in September 2025, which will set out a self-assessment of our performance during the 2024/25 financial year.

We also publish our performance results against these indicators on our website: [click here to access the Performance page of the website](#)

8.1 Waste and recycling

Performance against waste management targets and standard to be achieved for 2024-25 are:

Measure of success	2021-22	2022/23	2023/24	Annual Target 2024/25
The percentage of household waste collected by LCCC that is sent for recycling	49.7%	50.5%	TBC November 2024	50%
The total amount (tonnage) of biodegradable waste that is landfilled by LCCC	14,737 tonnes	14,240 tonnes	TBC November 2024	16,444 tonnes
The total amount (tonnage) of waste collected by LCCC	80,299 tonnes	74,211 tonnes	TBC November 2024	eue

In 2023/24 the challenges for LCCC included the plateauing of recycling performance through its existing kerbside, household recycling centre and bring collection infrastructure.

The immediate focus for 2024/25 will be to improve recycling and landfill diversion levels. Targets within the Waste (Circular Economy) (Amendment) Regulations (Northern Ireland) for municipal waste recycling are as follows:

- 55% recycling by 2025
- 60% recycling by 2030
- 65% recycling by 2035
- the amount of municipal waste landfilled to be reduced to 10% or less of the total amount of municipal waste generated by 2035

Work to deliver a harmonised kerbside collection service across the council will continue in 2024/25 to improve recycling rates, reduce residual waste and move towards the municipal waste recycling target of 55% by 2025.

8.2 Economic development

Measure of success	2021-22		2022-23		2023-24		2024-25
	Target	Actual	Target	Actual	Target	Actual	
The number of jobs promoted through business start-up activity via the Go for It programme	116	129	116	113	111	73	116 (DfE) 116 (GFI)

'Go For It' transferred to local government in April 2015. This business start-up activity is the delivery of the statutory jobs promotion target as set by Department for the Economy (DfE).

The statutory target was initially for 85 jobs annually and delivered via the NI 'Go For It' programme. This target has been outperformed by LCCC each year, until 23/24 year. Its ability was hampered by the delays in the implementation and setup phases of the Go-Succeed programme.

In June 2023, DfE introduced a new annual statutory target of 116 jobs. In October 2023, 'Go For It' was replaced by Go Succeed as a new service with Belfast City Council (BCC) as the lead council.

In the financial year 2023/24, a blended target of 2 months 'Go For It' and 10 months of the new Northern Ireland Enterprise Support Service (NI ESS) Go Succeed target was applied by Department of Economy, giving a target of 111 jobs for 2023/24, with LCCC achieving 73 for that period. This figure remains to be audited for verification purposes by BCC as the lead Council.

The current planned annual target from Go Succeed is for 116 jobs annually. The reason LCCC missed the target this year was due to the delayed implementation of the Go Succeed programme.

DfE are continuing a consultation on the proposed KPIs/statutory targets with all councils as part of the Go Succeed service.

8.3 Planning

Performance against planning targets and standard to be achieved for 2024-25 are:

Measure of success	2021-22	2022-23	2023-24	Annual Target 2024/25
<p>The average processing time of major planning applications</p> <p><i>[An application in the category of major development within the meaning of the Planning (Development Management) Regulations (Northern Ireland) 2015(a)]</i></p>	106 weeks	87.2 weeks	TBC	Major applications processed from date valid to decision or withdrawal within an average of 30 weeks
<p>The average processing time of local planning applications</p> <p><i>[Local applications mean an application in the category of local development within the meaning of the Planning (Development Management) Regulations (Northern Ireland) 2015, and any other applications for approval or consent under the Planning Act (Northern Ireland) 2011 (or any orders or regulations made under that Act)]</i></p>	16.2 weeks	32.7 weeks	TBC	Local applications processed from date valid to decision or withdrawal within an average of 15 weeks
<p>The percentage of enforcement cases processed within 39 weeks</p> <p><i>[Enforcement cases are investigations into alleged breaches of planning control under Part 5 of the Planning Act (Northern Ireland) 2011 (or under any orders or regulations made under that Act). (b).]</i></p>	83.9%	83.9%	TBC	70% of all enforcement cases progressed to target conclusion within 39 weeks of receipt of complaint

The average processing times for **major applications** for all councils were reported in the Planning Annual Monitoring Framework as 52.8, 61.4 and 49.8 weeks respectively for the years 2019-20, 2020-21 and 2021-22.

Performance within LCCC was 55.2, 79.7 and 106.8 weeks for the same period, which is higher compared with the council-wide average as a number of major applications decided in this period have been subject to Section 76 planning agreements.

The average processing times for **local applications** for all councils was reported in the Planning Annual Monitoring Framework as 14.0, 17.8 and 17.2 weeks respectively for the years 2019-20, 2020-21 and 2021-22.

The ability to perform against the local target continues to be impacted upon by the introduction of the new planning portal, resource constraints in terms of staff and the implementation of a new local development plan. Enduring problems with our ability to have consultations returned on time and decisions issued on a timely basis are being addressed through a wider programme of improvement.

Our Planning Unit is responsible for:

- decision making in relation to local and major applications
- making tree preservation orders
- producing a Local Development Plan outlining how land should be used and developed in the future
- planning enforcement

Quarterly statistical reports are compiled by DfI and provided to each of the councils. The reports are available to view on the DfI website by clicking here: [Planning activity statistics | Department for Infrastructure \(infrastructure-ni.gov.uk\)](#) .

9. Consultation

An online consultation exercise on the draft improvement objectives and projects was carried out during April and May 2024. Three focus groups were held in various locations within the council area, at different times to enable as wide a reach and opportunity for feedback as possible.

Any comments and suggested amendments from consultees will be incorporated where appropriate in the final published document by 30th June 2024. A consultation outcome report will also be published at this time.

As detailed in 'LCCC's Performance Improvement Process' shown in figure 2, page 7 stakeholders can propose new improvement objectives through the feedback loop, during the year and using the contact details below.

Contacts for feedback and review

If you would like to get in touch please do so by one of the following methods:

Telephone: Performance Improvement Officer on 028 9244 7415 or 07790 778331

Email: performance@lisburncastlereagh.gov.uk

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Lisburn & Castlereagh City Council, on request, will take all reasonable steps to provide this document in alternative formats and in minority languages to meet the needs of those who are not fluent in English.

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