



Performance Improvement Plan 2025/26

Contents

Page 2	<u>Foreword from Chief Executive</u>
Page 3	<u>Our council area - Lisburn and Castlereagh</u>
Page 5	<u>Introduction and context</u>
Page 7	<u>Achieving continuous improvement</u>
Page 8	<u>Our governance</u>
Page 10	<u>General duty to improve</u>
Page 11	<u>Process for identifying performance improvement objectives for 2024/25</u>
Page 12	<u>Agreed performance improvement objectives for 2024/25</u>
Page 21	<u>Statutory indicators</u>
Page 26	<u>Consultation</u>

Foreword from David Burns, Chief Executive

I am pleased to introduce our Performance Improvement Plan for 2025/26—a key document that reflects both our ambition and our accountability to the residents, businesses, and communities we serve.

Over the past year, we have continued to operate in a complex and rapidly changing environment. Pressures on public services remain high, but so too does our determination to deliver better outcomes, smarter working, and meaningful engagement with those who rely on us most. This plan outlines how we intend to build on our progress, learn from challenges, and deliver improvements that matter.

Our approach is focused, evidence-based, and driven by a shared commitment across the organisation to deliver continuous improvement. We've listened to feedback from residents, staff, and partners, and have embedded these insights into our priorities and actions for the year ahead. From enhancing the quality of core services to meeting the aspirations of our communities, we are clear about where we need to go—and how we will measure our success.

We are proud of what we've achieved so far, but we are not complacent. This plan sets out ambitious but realistic targets, alongside a renewed emphasis on collaboration, transparency, and inclusive growth. Our aim is not only to meet expectations, but to exceed them—ensuring that every pound spent and every decision made brings real benefit to our citizens.

Thank you for taking the time to engage with this plan. I look forward to working with all of you—residents, partners, elected members, and staff—as we deliver on our commitments and continue striving for excellence in 2025/26.



David Burns
Chief Executive

1. Our council area - Lisburn and Castlereagh

About Lisburn and Castlereagh

Lisburn and Castlereagh is one of 11 Councils. It includes the larger settlements of Carryduff and Lisburn City, and part of Castlereagh.

Population ⁱ

Population estimates 2022

149,915

7.8% of Northern Ireland population

The 7th largest population of 11 Councils

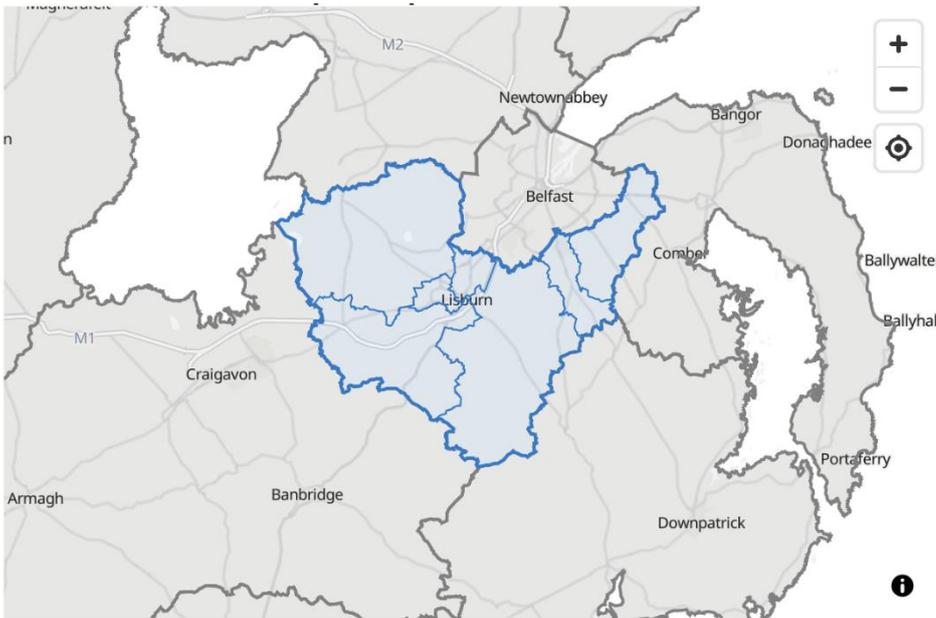
Population density ⁱ

Population estimates 2022

297.7

 people per square kilometer

Approximately **2 times** the Northern Ireland average



Population change ⁱ

Population Estimates 2022

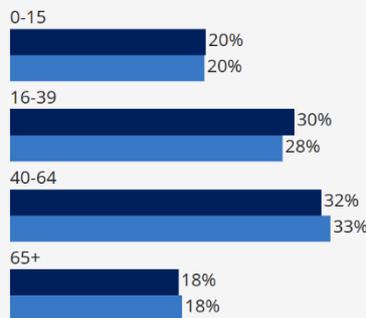
The population of Lisburn and Castlereagh in 2012 was **136,498** and in 2022 was **149,915**

▲ Up 9.8% since 2012 Mid-Year Population Estimate

Age ⁱ

Population Estimates 2022

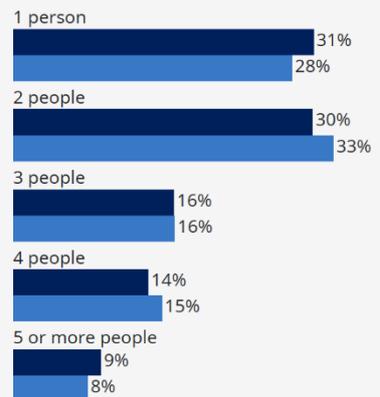
■ Northern Ireland
■ Lisburn and Castlereagh



Household size ⁱ

2021 Census

■ Northern Ireland
■ Lisburn and Castlereagh



Work status of adults ⓘ

2023

■ Northern Ireland
■ Lisburn and Castlereagh



Unemployed



Inactive



Work and wages ⓘ

2023

People employed

76,000

Median weekly salary

£572 (NI £561)

Type of work ⓘ

2022

■ Northern Ireland
■ Lisburn and Castlereagh

Construction



Manufacturing



Services



Other



Type of businesses ⓘ

2023

■ Northern Ireland
■ Lisburn and Castlereagh

Agriculture



Production



Construction



Services



Employees in businesses ⓘ

2023

■ Northern Ireland
■ Lisburn and Castlereagh

0 employees



1-9 employees



10-49 employees



50-249 employees



250+ employees



Selected business sectors ⓘ

Agriculture 2024, Tourism 2019

Agriculture

907 farms (3.5% of NI).

1,492 farmers (3.7% of NI).

Tourism

4,817 jobs (6.8% of NI).

109 accommodation establishments (2.3% of NI).

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.

Several 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 2025-26 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 2025/26 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:

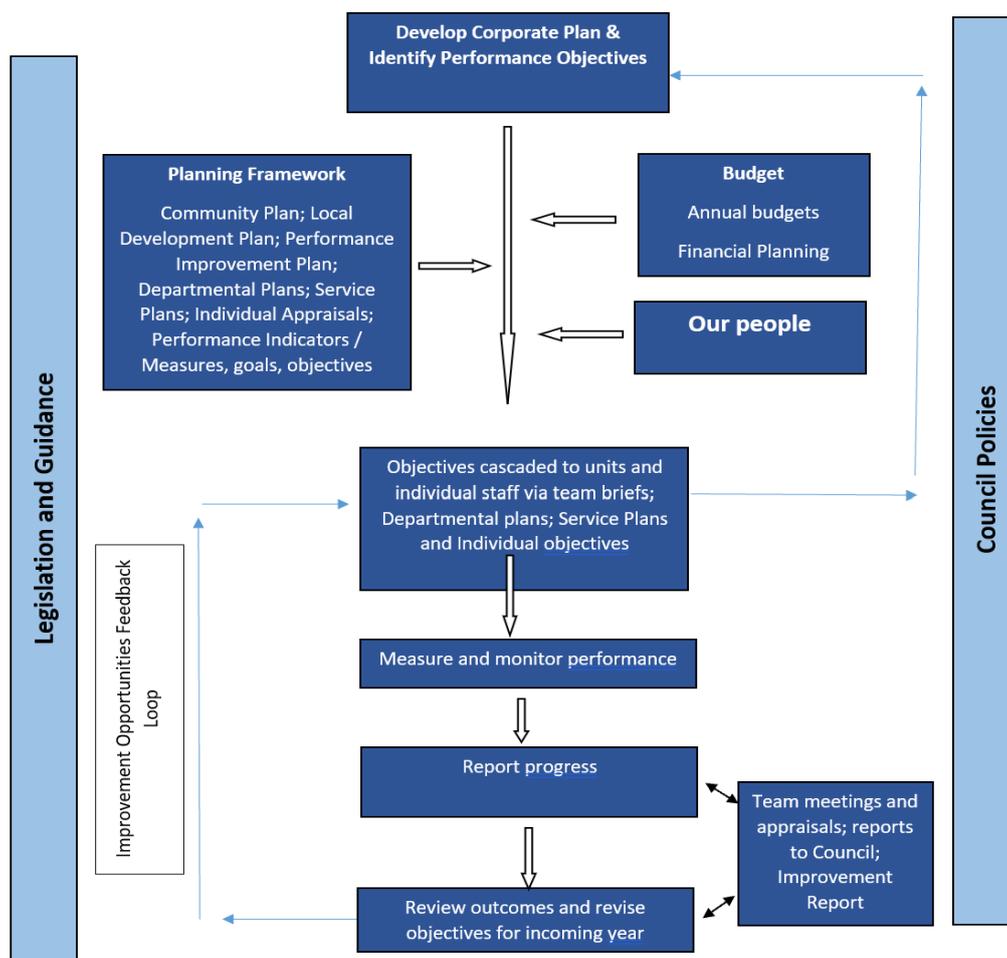
‘Delivering and supporting better lives for all’

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 149,915 residents in 62,271 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 2026 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 2025–26, 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

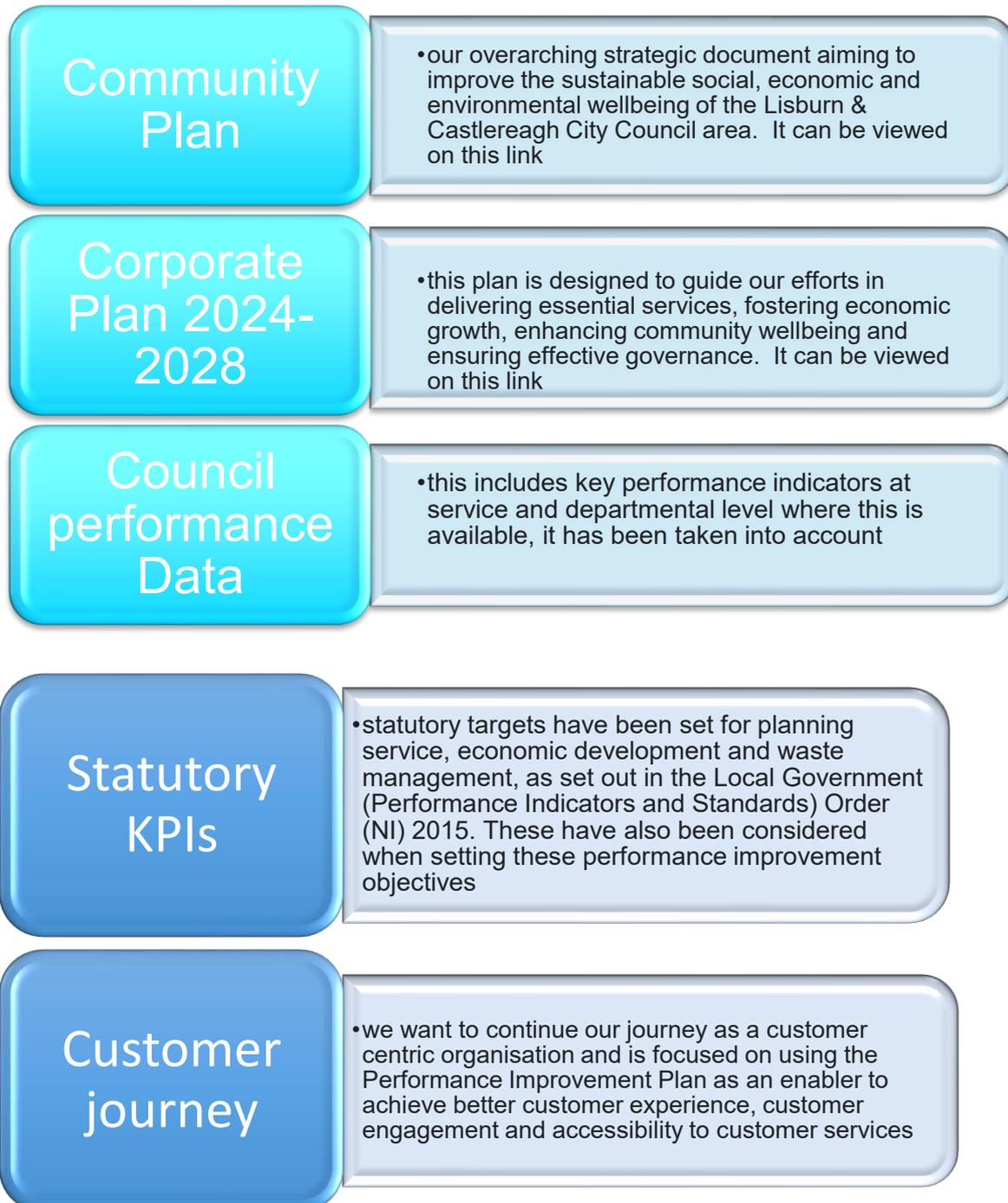
By “Improvement” we mean more than just quantifiable gains in service output or efficiency, or the internal effectiveness of the council. Improvement for us focusses on the issues that are important to our citizens and customers. Improvement for LCCC means doing things that help us to achieve our purpose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

We have selected a suite of self-imposed indicators, these are linked directly to our Corporate Plan 2024-28, and they can be accessed at the following link: [appendix-i-corporate-plan-kpis-pdf](#). These are reported to the Governance & Audit Committee on a quarterly basis. In addition to this, each service has a number of key performance indicators that they monitor at directorate level.

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 2025/26

We identify performance improvement objectives through several sources:



7. Agreed performance improvement objectives for 2025/26

There are two Performance Improvement Objectives for 2025/26.

We will:

- We will deliver better services that meet people's needs.
- We want to support our people to thrive in vibrant communities

Why have we chosen these objectives?

Council has had the same two objectives for the past four years with different improvement projects each year. Previous success with our performance improvement projects for 2024/25 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 performance objectives for the coming period are new and are linked directly to the themes detailed above. The first objective is within the Civic Leadership theme of the Corporate Plan 2024-28, focussing on our internal performance is a priority for the Council. We understand that public services must continuously evolve to stay relevant, responsive, and effective. By focusing on service improvement, we are committing to listening to people, understanding their needs, and designing services that are easy to access, timely, and of high quality.

The second objective is outlined within the People and Prosperity themes of the Corporate Plan 2024-28. Thriving people are at the heart of strong communities. We want everyone to feel supported, connected, and empowered to lead fulfilling lives. This means working collaboratively across sectors and with local people to build inclusive, safe, and resilient places to live and work. By strengthening communities, we strengthen wellbeing, opportunity, and local pride.

We have chosen these two objectives because they reflect what matters most to the people we serve and the vision we have for our communities. These are 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. Challenge ourselves on how we can achieve even better outcomes by identifying new improvement objectives and projects.
2. Build upon the success of 2024/25 by continuing with the delivery of several existing 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 2024/25 together with details of new planned projects.

Performance Improvement Objective 1: *We will deliver better services that continue to meet people's needs.*

Three new improvement projects will be delivered in 2025/26. They are:

1. We will improve our prompt payment indicators by reducing the number of days taken to pay suppliers.
2. We will increase our staff attendance levels.
3. We will reduce the percentage of household waste being disposed of in landfill sites.

We will continue with **one** of the improvement projects from 24/25. It is:

- We will continue to improve the processing times of planning applications by monitoring the implementation of the agreed Planning Service Improvement Programme by the end of the financial year 25/26

Risks associated with objective 1:

- processing times of planning applications not improving
- poor attendance levels of staff
- finance system issues affecting time taken to pay suppliers
- waste management contractor not meeting targets

Objective 1: We will deliver better services that continue to meet people’s needs.

Performance Improvement Project	Improvement area stipulated in S.84(2) LG Act (NI) 2014	Corporate Plan 2024-2028 Strategic Theme	Community Planning Theme	Prog for Government	Continuing or New?	Measure of Success
We will continue to improve the processing times of planning applications by monitoring the implementation of the agreed Planning Service Improvement Programme by the end of the financial year 25/26	Strategic Effectiveness Service Quality Service Availability Fairness Efficiency Innovation	Civic Leadership <i>Deliver high-quality, cost-effective services that meet people’s needs, making use of new approaches to data-driven decision-making, continual improvement, innovation and performance management</i>	Our Community Where we live The Economy	Stronger Economy Better Homes	Continuing - the Planning Service Improvement Programme is a 2-year programme.	Proportion of invalid applications returned within 5 working days 90% per quarter Reduce the % of older applications that are more 18 months old (*based on 298 older applications as at 31st March 2025) Q1 – 20%, Q2 – 40%, Q3 -70%, Q4 - 90% Local planning applications processed within an average of 15 weeks. Q1 – 30, Q2 – 25, Q3 -20, Q4 – 15 (we are continuing with the targets from 24/25 as this improvement project is in its 2nd year.)
We will improve our prompt payment indicators by reducing the number of days taken to pay suppliers.	Strategic Effectiveness Service Quality Service Availability Fairness Efficiency Innovation	Civic Leadership Deliver a suite of sustainable plans, including our Investment Programme, Financial Plan, Workforce Plan and Asset Strategy, ensuring effective, transparent	The Economy	Stronger Economy	New	Stat KPI: 90% of supplier invoices paid within 10 days (we will use a baseline of the annual figure for 23/24, this was 64.39% and quarterly incremental targets will be set using this.) PI KPI: % of supplier invoices paid within 10 days Q1 65%, Q2 70%, Q3 75%, Q4 80%

Performance Improvement Project	Improvement area stipulated in S.84(2) LG Act (NI) 2014	Corporate Plan 2024-2028 Strategic Theme	Community Planning Theme	Prog for Government	Continuing or New?	Measure of Success
		governance in all we do				<p>Stat KPI: 100% of supplier invoices paid within 30 days (we will use a baseline of the annual figure for 23/24, this was 88.71% and quarterly incremental targets will be set using this.)</p> <p>PI KPI: % of supplier invoices paid within 30 days Q1 88%, Q2 90%, Q3 92%, Q4 95%</p>
We will increase our staff attendance levels.	Strategic Effectiveness Service Quality Service Availability Fairness Efficiency Innovation	Civic Leadership <i>Deliver a suite of sustainable plans, including our Investment Programme, Financial Plan, Workforce Plan and Asset Strategy, ensuring effective, transparent governance in all we do</i>	Our Community	Stronger economy	New	<p>The average number of working days lost due to absences reduced. Rolling year absence – days lost per employee. (we will present the 12 month rolling average as of the end of 23/24 as the baseline, this was 18.37.) Suggesting an improvement of 0.5 each quarter, the quarterly targets will be:</p> <p>Q1 – 15.5, Q2 – 15.0, Q3 – 14.5, Q4 – 14</p> <p>Consideration has been given to consider the wellbeing initiatives that are delivered each quarter, although it may be difficult to make linkages between these and whether they have reduced absence.</p>

Performance Improvement Project	Improvement area stipulated in S.84(2) LG Act (NI) 2014	Corporate Plan 2024-2028 Strategic Theme	Community Planning Theme	Prog for Government	Continuing or New?	Measure of Success
We will reduce the percentage of household waste being disposed of in landfill sites.	Strategic Effectiveness Service Quality Service Availability Fairness Efficiency Innovation Sustainability	Planet <i>Continue to meet our waste management targets, making our area cleaner, greener and more sustainable</i>	Where we live	Cleaner Environment Better Homes Healthier Lives	New	A maximum of 10% collected waste will be sent to landfill (data will be a quarter in arrears due to availability on waste data flow)

Performance Improvement Objective 2: *We will support our people to thrive in vibrant communities*

We 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 2024/25 improvement project where we aim to support residents achieve relevant qualifications that will enable them to gain employment will continue to be delivered in 2025/26. 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 will therefore expand this project to provide support to people with a disability to also achieve relevant qualifications that will enable them to gain employment.

As we continue to deliver positive outcomes and improve the quality of life for all our communities we will continue with another 2024/25 improvement project. It is:

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

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 2025/26.

They are:

1. We will improve our engagement methods by developing and implementing a Citizen Consultation Framework.
2. We will support the progression of actions in the Glenavy Village Plan in partnership with new and established groups.

Risks associated with objective 2:

- poor participation in training and employment programmes
- poor interest from the community in the community conversations initiative
- challenges implementing framework

Objective 2: We will support our people to thrive in vibrant communities

Performance Improvement Project	Improvement area stipulated in S.84(2) LG Act (NI) 2014	Corporate Plan 2024-2028 Strategic Theme	Community Planning Theme	Prog for Government	Continuing or New?	Measure of Success
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	Civic Leadership <i>Be resilient in emergency situations, providing leadership for our community</i> People <i>Provide appropriate support for community initiatives and interventions which grow our community, enhancing the quality of life for all</i>	Our Community	Healthier Lives Brighter Futures Stronger Economy Equal Society (possibly) Safer Communities	Continuing from 24/25 Not delivered in 24/25 due to vacant post	Development of a Village / Placeshaping Plan in Lisburn South (Ballymacash) and Downshire West (TBC) 1 to be completed by end of Q2 1 to be completed by end of Q4 Agreement & implementation of Village plan and where applicable case studies on the difference the community conversations have made within the areas
We will improve our engagement methods by developing and implementing a Citizen Consultation Framework	Strategic Effectiveness Service Quality Service Availability Fairness Efficiency Innovation	Civic Leadership <i>Provide open and transparent communication and promotion of the Council area with a clear and positive identity</i>	Our Community	Healthier Lives Brighter Futures Stronger Economy Equal Society (possibly) Safer Communities	New	Development & launch of community consultation strategy – Q1 (Yes or No) Measure the number of consultations by directorate – Q3 (Yes or No) Create a consultation page on website, providing links to each live consultation, contact details for the service consulting etc – Q3/Q4 (Yes or No)
We will continue to deliver a range of	Strategic Effectiveness	Prosperity	The Economy	Healthier Lives	Continuing	This project is subject to funding from DfC, TBC April 2025.

Performance Improvement Project	Improvement area stipulated in S.84(2) LG Act (NI) 2014	Corporate Plan 2024-2028 Strategic Theme	Community Planning Theme	Prog for Government	Continuing or New?	Measure of Success
<p>employability programmes that will help our residents to achieve relevant qualifications that will enable them to gain new or better employment. This will also include the delivery of specialist support and advice for those with a disability.</p>	<p>Service Quality Service Availability Fairness Efficiency Innovation</p>	<p><i>We will help education and training providers to equip our local workforce with the right skills to secure employment or start a business</i></p> <p>People <i>Encourage inclusivity and equality of opportunity across our community, promoting the benefits of a diverse society, celebrating culture and good relations between people of different backgrounds and identities</i></p>	<p>Health & Wellbeing</p>	<p>Brighter Futures</p> <p>Stronger Economy</p> <p>Equal Society (possibly)</p> <p>Safer Communities</p>		<p>We aim to support 125 people within our Council area to achieve relevant qualifications that will enable them to gain employment. Eg 100 (LMP) & 25 (disability)</p> <p>Frequency of reporting – quarterly</p> <p>LMP – support for 100 people Q1 – 0, Q2 – 20, Q3 – 40, Q4 – 40</p> <p>Support for 25 people with a disability Q1 – 0, Q2 – 5, Q3 – 10, Q4 – 10</p> <p>Case studies on the difference the qualifications have made. Frequency of reporting - quarterly</p>
<p>We will support the progression of actions in the Glenavy Village Plan in partnership with new and established groups.</p>	<p>Strategic Effectiveness Service Quality Service Availability Fairness Efficiency Innovation</p>	<p>People <i>Provide appropriate support for community initiatives and interventions which grow our community, enhancing the quality of life for all</i></p> <p><i>Promote volunteering and participation in</i></p>	<p>Our Community</p>	<p>Healthier Lives</p> <p>Brighter Futures</p> <p>Stronger Economy</p> <p>Equal Society (possibly)</p>	<p>New</p>	<p>Physical Measures Installation of new playpark in Killultagh housing development end of Q1 (<i>tbc G.Lennox</i>)</p> <p>Installation of new bus shelter at Lyngrove by end of Q2</p> <p>Feasibility study and upgrade of existing path at COI in Glenavy in addition to the establishment of an extension of existing path.</p> <ul style="list-style-type: none"> • Feasibility by end Q1

Performance Improvement Project	Improvement area stipulated in S.84(2) LG Act (NI) 2014	Corporate Plan 2024-2028 Strategic Theme	Community Planning Theme	Prog for Government	Continuing or New?	Measure of Success
		<i>public and community life, developing community ownership and management of local assets and facilities</i>		Safer Communities		<ul style="list-style-type: none"> • Upgrade and extension by end Q3 <p>Replacement of existing bins and increased capacity of bins in Glenavy area.</p> <p>Establishment of a pedestrian crossing in the village of Glenavy.</p> <p>Community & Wellbeing Measures Capacity building with local community groups</p> <p>Environmental Measures Biodiversity projects with schools in Glenavy throughout year</p> <p>Woodland and horticulture events in Glenavy throughout year</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 2026, which will set out a self-assessment of our performance during the 2025/26 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 2025-26 are:

Measure of success	2022/23	2023/24	2024/25	Annual Target 2025/26
The percentage of household waste collected by LCCC that is sent for recycling	50.5%	50.88%	TBC November 2025	55%
The total amount (tonnage) of biodegradable waste that is landfilled by LCCC	14,240 tonnes	14,098 tonnes	TBC November 2025	16,444 tonnes
The total amount (tonnage) of waste collected by LCCC	74,211 tonnes	77,617 tonnes	TBC November 2025	N/A

In 2024/25 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 2025/26 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

Targets within the Climate Change Act (Northern Ireland) 2022 (as yet undefined) are as follows:

- 70% recycling by 2030

Work to deliver a harmonised kerbside collection service across the council will continue in 2025/26 to improve recycling rates, reduce residual waste and move towards the municipal waste recycling targets.

8.2 Economic development

Measure of success	2022-23		2023-24		2024-25		2025-26
	Target	Actual	Target	Actual	Target	Actual	
The number of jobs promoted through business start-up activity via the Go for It programme	116	113	111	73	116	119	116 (DfE) 116 (Go Succeed)

This business start-up activity is the delivery of the statutory jobs promotion target as set by Department for the Economy (DfE) via the Business Support Programme “Go Succeed”.

The LCCC statutory target was historically for 85 jobs annually. However, DfE introduced a new annual target of 116 jobs in June 2023.

This resulted in a blended target for 2023/24 of 111 jobs, with the new 116 job target being in place from 2024-25 onwards,

The statutory job target has been outperformed by LCCC each year, until 23/24 year. Its ability in 23/24 was hampered by the delays in the implementation and setup phases of the Go-Succeed programme.

The 2024/25 figure is a draft number to be finalised by the lead Council for the Programme, Belfast City Council. This is expected to be finalised in June/July 2025.

8.3 Planning

Performance against planning targets and standard to be achieved for 2025-26 are:

Measure of success	2022-23	2023-24	2024-25	Annual Target 2025/26
<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>	87.2 weeks	56.4 weeks	59.2 weeks <i>(unvalidated figs)</i>	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	42.4 weeks	39.0 weeks <i>(unvalidated figs)</i>	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%	83.3%	70.1% <i>(unvalidated figs)</i>	70% of all enforcement cases progressed to target conclusion within 39 weeks of receipt of complaint

At this time the information available is unvalidated statistical information and the Annual Statistical Bulletin 2024/25 will not be available until the end of June 2025. Performance within LCCC for major applications for the 2023/24 period was 56.4 weeks and this is not significantly changed with average processing times for this year expected to be 59.2 weeks.

Performance within LCCC for local applications for the 2023/24 period was 42.4 weeks and this has improved by 3.4 weeks with average processing times for this year expected to be 39.0 weeks. Whilst this is not a significant improvement in the overall processing times the Council had an internal KPI to reduce the number of older applications pre-dating 31 December 2022 by 90%. Significant progress is made towards reducing the number of older applications which should allow significant reduction in overall processing times for local applications in the incoming financial year 2025/26.

The ability to perform against the target for local applications remains a focus for overall performance improvement within the Council. The implementation of a wider service improvement plan will assist in the incoming financial year to the Council returning to good performance in relation to the operation of the Planning function.

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 \(infrastructure-ni.gov.uk\)](https://www.dfi.gov.uk/planning-activity-statistics) .

9. Consultation

An online consultation exercise on the draft improvement objectives and projects was carried out during April and May 2025. 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. A sign language interpreter was present at two of these focus groups sessions as they were promoted as being accessible for the deaf community.

Any comments and suggested amendments from consultees will be incorporated where appropriate in the final published document by 30th June 2025. 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

Write to Us: Performance Improvement Officer, Organisation Design & Innovation Directorate, Lisburn & Castlereagh City Council, Civic Headquarters, Lagan Valley Island, Lisburn, BT27 4RL.

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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