

SUMMARY

PERFORMANCE IMPROVEMENT PLAN 2022/23



Foreword from the Chief Executive



Mr David Burns
Chief Executive

I am delighted to introduce the Council's Performance Improvement Plan for 2022/23.

This Council is committed to ensuring that Lisburn & Castlereagh City Council continues to recover from the COVID-19 pandemic, and continues to develop and grow to be a place where people choose to invest, work, visit, and live in.

The Council's response to the pandemic was prompt and effective. We ensured that essential services continued to be delivered to a high standard including waste collection, street cleansing and burial services.

The past two years have been particularly challenging for our communities and I am extremely proud of how our staff and communities have shown and continue to show

resilience, flexibility and commitment to our citizens and council area.

This plan is not intended to describe all day to day work which is undertaken across the full range of Council Services. It focuses on continuous improvement, those issues that matter most to people and the priorities that are set out in the Community Plan and our Interim Corporate Plan. There are two areas that we will be focussing on in the year ahead, building on the progress that we made in recent years.

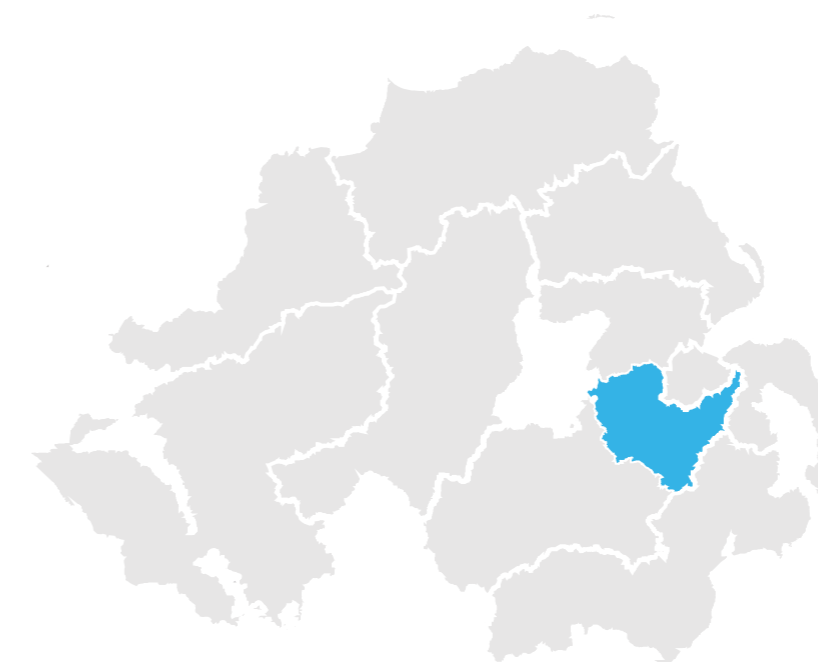
In the next twelve months, citizens will see a continued focus on community engagement with achievable benefits. This is **YOUR** Council and we will continue to engage with you, for you. We will also continue to deliver activities that seek to maintain and improve the physical

and mental wellbeing of all our citizens. We will continue with our Community Investment Plans and our ambitious Capital Programme, all within the budgets prioritised for best outcomes.

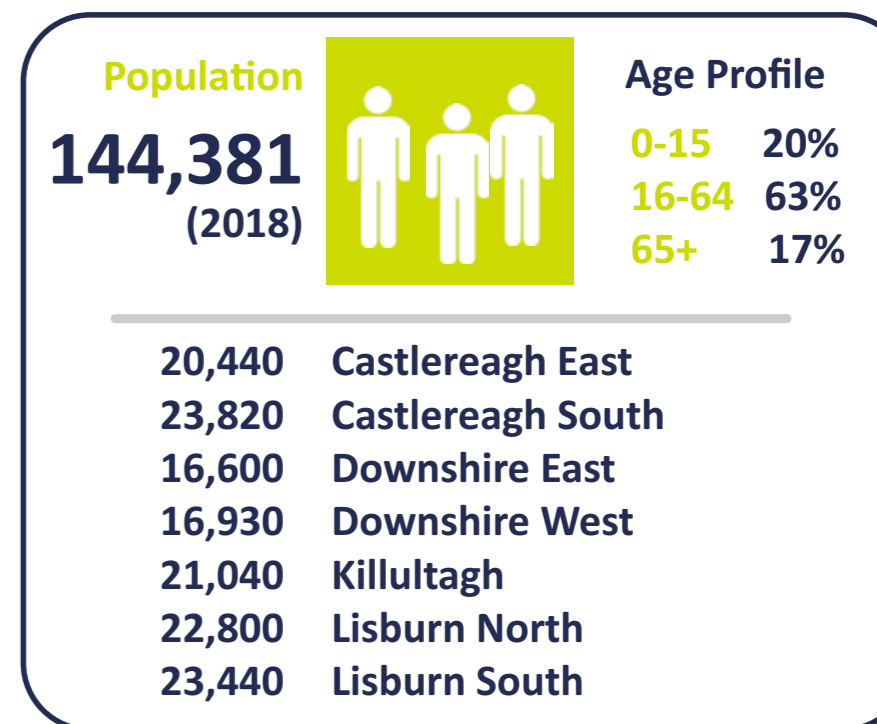
This will undoubtedly be another year of recovery from the COVID-19 pandemic, however we want to give assurance to our residents, businesses, and all of our stakeholders that we are focused on delivering excellent services.

We remain confident that the performance improvement objectives that we have chosen this year will continue to deliver positive outcomes and improve the quality of life for all our communities.

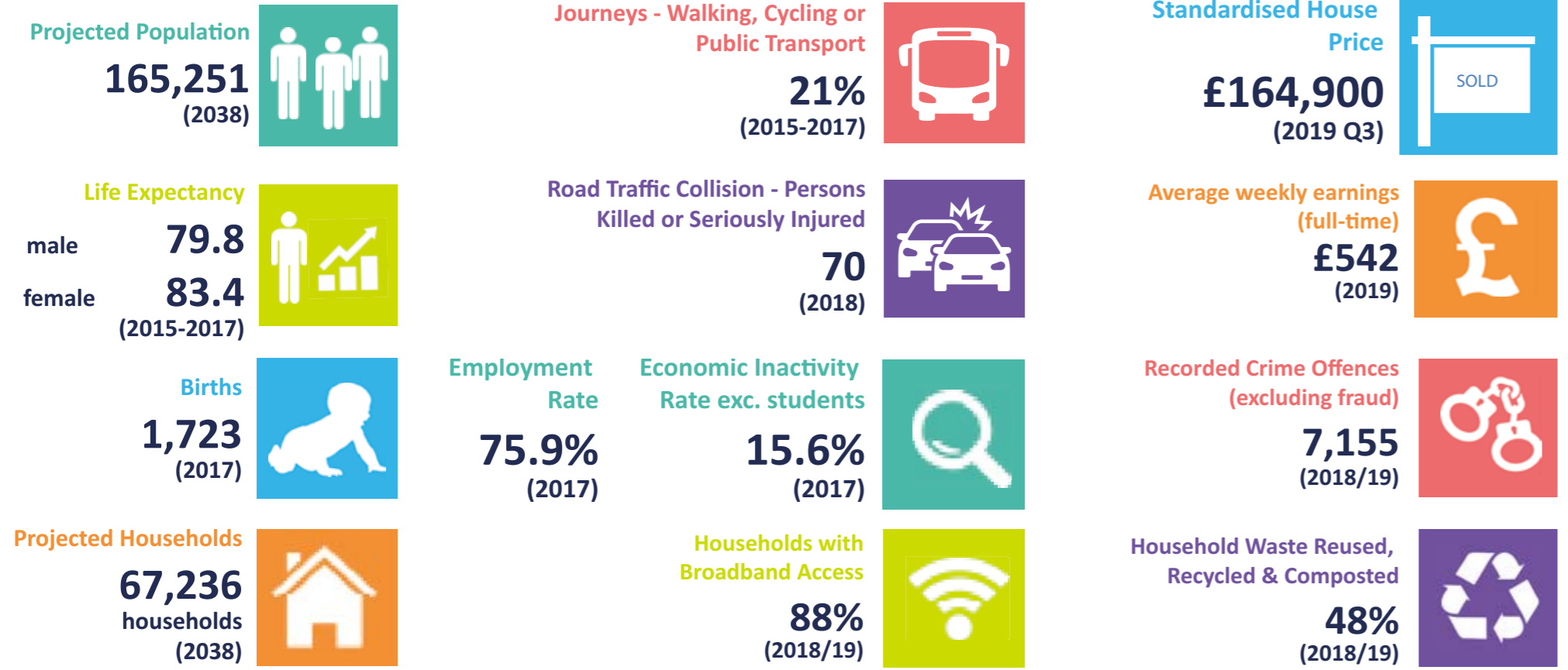
1. Our Council Area



Total Spend by All Visitors
£30.5 million
(2018)



Population Estimates for DEAs are estimated using a proportionate method which allocates Small Area population estimates to DEAs on the basis of information extracted from the 2011 Census.



2. Introduction and Context

The Council has a statutory duty under Part 12 of the Local Government Act (Northern Ireland) 2014 to set improvement objectives and have arrangements in place to secure their achievement. A number of performance targets are also set by Central Government departments, in respect of job creation, planning and waste management.

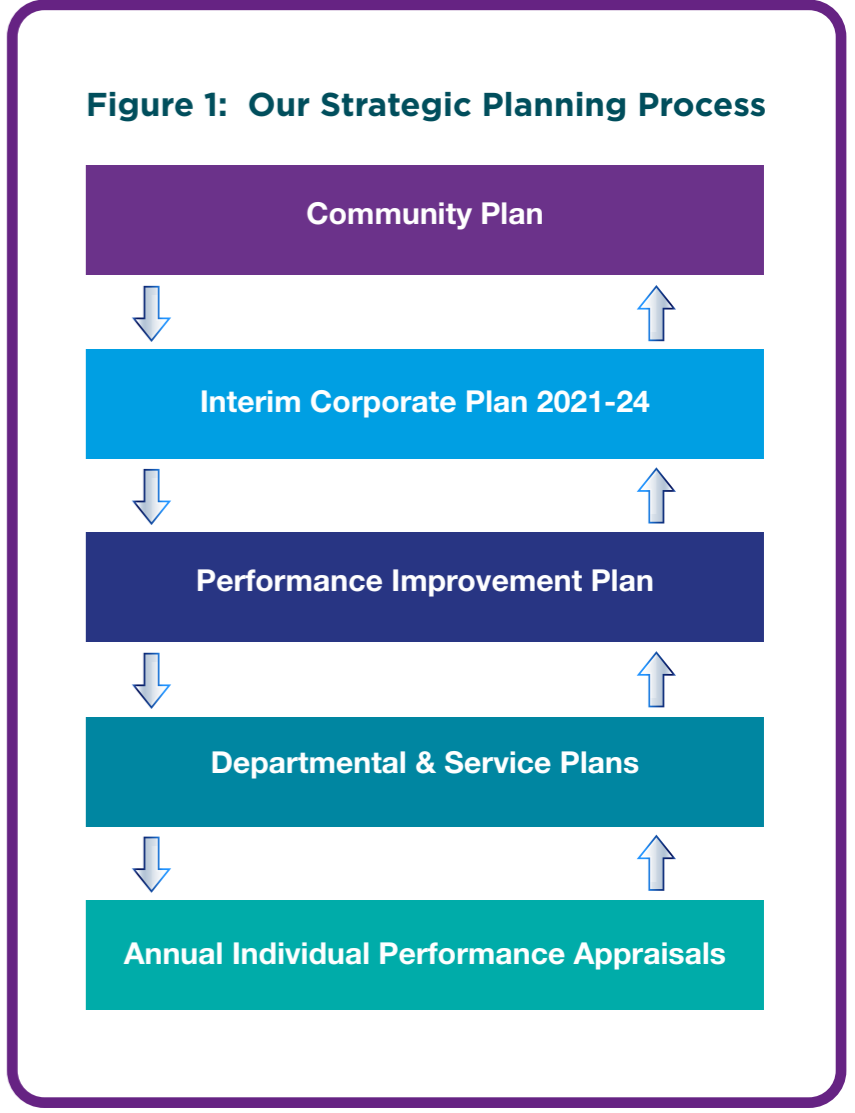
The Council's Performance Improvement Plan 2022-23 sets out what we will do in the year ahead to deliver on our statutory duty, as listed in Part 12 of the Local Government Act 2014. These 'duties' relate to sections 84(1), 85(2) and 89(5) of the Act, whereby the Council has a statutory responsibility to 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, the Plan provides a rationale for why we have chosen our improvement objectives and details the expected outcomes.

Each objective has been framed so as 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.

The Performance Improvement Plan 2022/23 sits within a hierarchy of plans which guide our strategic planning process and drive our service delivery arrangements (figure 1 opposite).



3. Agreed Performance Improvement Objectives for 2022/23

There are 2 Performance Improvement Objectives for 2022/23:

1 We will continue to improve our citizen engagement methods and ensure accessible processes for contacting the Council; and

2 We will 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?

The Council wants to continue on its journey as a customer centric organisation focussed on providing excellent service. This is a fundamental part of everything we do and all the services we offer.

In 2021/22 Council decided to continue on its journey as a customer centric organisation and was focused on using the Performance Improvement Plan as an enabler to achieve better customer experience, customer engagement and accessibility to customer services. Health and Wellbeing is a long term objective and as a Council we continued to focus on this during 2021/22 especially in light of the COVID-19 pandemic.

The Performance Improvement projects for 2021/22 did deliver success, and they have established the foundation to achieving longer term outcomes which is integral to Community Planning. The Community Plan takes an outcomes

based approach, which is about focusing on the impact we want to see as a result of the work we do and allocating our resources to this.

Therefore the 2022/23 Performance Improvement Plan will do two things:

1. BUILD UPON THE SUCCESS OF 2021/22 BY CONTINUING WITH THE TWO PERFORMANCE IMPROVEMENT OBJECTIVES DELIVERED THROUGH A NUMBER OF EXISTING PROJECTS; AND

2. CHALLENGE OURSELVES ON HOW WE CAN ACHIEVE EVEN BETTER OUTCOMES BY IDENTIFYING NEW IMPROVEMENT PROJECTS.

The tables provided overleaf show the detail for each Performance Improvement Objective, including what we are building upon from 2021/22 together with details of the new and continuing projects that are planned.



1

Performance Improvement Objective

We will continue to improve our citizen engagement methods and ensure accessible processes for contacting the Council.

Performance Improvement Project

We will launch a Digital Grant Aid system to make the grant aid process more accessible for our customers.

We will continue to 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.

We will enable our citizens to influence decision making through community conversations in Anahilt and Drumbo.

Improvement area stipulated in S.84(2) LG Act (NI) 2014

Strategic Effectiveness
Service Quality
Fairness
Efficiency
Innovation

Strategic Effectiveness
Service Quality
Service Availability
Fairness
Efficiency
Innovation

Strategic Effectiveness
Service Quality
Service Availability
Fairness
Efficiency
Innovation

Community Planning Theme /Interim Corporate Plan Theme

Our Community Leading Well

Our Community Leading Well

Our Community Leading Well

New

Continuing

New

We will have succeeded if:

We have launched a Digital Grant Aid System during 22/23.

We have received 60 applications and we have made 45 awards.
We have casestudies to demonstrate the difference the grants have made within the DEAs.

A village plan has been developed for Anahilt by the end of September 22 and for Drumbo by end of March 23.
We have casestudies to demonstrate the difference the community conversations have made.

1

Performance Improvement Objective - **Continued**

We will continue to improve our citizen engagement methods\ and ensure accessible processes for contacting the Council.

Performance Improvement Project

We will gather customer and user data through surveys/focus groups to assess the quality and accessibility of the online services provided by the Environmental Service's Directorate during 2021/22 and consider opportunities for an improved customer experience.

We will improve the digital information available through the Council's website relating to Entertainment Licensing and Events Management so as to provide accessible guidance for customers.

Improvement area stipulated in S.84(2) LG Act (NI) 2014

**Strategic Effectiveness
Service Quality
Fairness
Efficiency
Innovation**

**Strategic Effectiveness
Service Availability
Fairness
Efficiency
Innovation**

Community Planning Theme /Interim CorporatePlan Theme

Our Community Leading Well

Our Community Leading Well

New

New

We will have succeeded if:

We have measured the usage of the 8 online services by the end of Quarter 1.

We have developed methods of engagement to obtain feedback on the online services.

We have carried out our customer engagement during Quarter 2.

We report on the outcomes from our customer engagement and detail any improvements made by the end of March 23.

We have provided Entertainment licensing online by the end of June 2022.

We have provided Entertainment licensing guidance online and reviewed it annually.

We have carried out research on accessibility to this information and reported on the outcomes by the end of March 23.

We have provided Events guidance online and reviewed it annually.

2

Performance Improvement Objective

We will continue to deliver Council led activities that seek to maintain and improve physical and mental wellbeing of our citizens.

Performance Improvement Project

We will investigate the impact of the Vitality Household Membership to determine if it has made a positive impact on member's physical and mental wellbeing.

We will improve the physical, mental and emotional wellbeing of our citizens through a number of programmes which include; developing skills in horticulture, physical activity programmes and understanding the benefits of healthy eating.

Improvement area stipulated in S.84(2) LG Act (NI) 2014

Service Quality
Service Availability
Fairness
Efficiency
Innovation

Service Quality
Service Availability
Fairness
Efficiency
Innovation
Sustainability

Community Planning Theme /Interim Corporate Plan Theme

Health & Wellbeing
Where we live
Our Community

Health & Wellbeing
Where we live
Our Community

New

New

We will have succeeded if:

We have appointed a consultant by the end of June 22.

We have carried out research by the end of June 22.

We have presented an infographic report by the end of September 22.

We review and evaluate our findings by the end of December 22.

We consider opportunities for an improved customer experience by the end of March 23.

We have provided 30 CSAW programmes with 450 participants by the end of March 23.

We have provided 20 Woodland programmes and 20 Horticulture programmes with 500 participants by the end of March 23.

We have provided 5 Biodiversity projects with 100 participants by the end of March 23.

SUMMARY

PERFORMANCE IMPROVEMENT PLAN 2022/23

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.



www.lisburncastlereagh.gov.uk

MAY 2022