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| <b>Title of Report:</b>                | <b>Performance Improvement Update</b> |
| <b>Committee Report Submitted To:</b>  | <b>Corporate Policy and Resources</b> |
| <b>Date of Meeting:</b>                | <b>26 April 2022</b>                  |
| <b>For Decision or For Information</b> | <b>For Information</b>                |

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|--|---|
| <b>Linkage to Council Strategy (2019-23)</b> |   |
| Strategic Theme                              | <ul style="list-style-type: none"> <li>- Improvement and Innovation</li> <li>- Healthy, Active and Engaged Communities</li> </ul> |
| Outcome                                      | Citizens and communities will be centrally involved in Council's planning and decision-making processes                           |
| Lead Officer                                 | Head of Performance   |

|                                    |               |
|------------------------------------|---------------|
| <b>Budgetary Considerations</b>    |               |
| Cost of Proposal                   |               |
| Included in Current Year Estimates | <b>YES/NO</b> |
| Capital/Revenue                    |               |
| Code                               |               |
| Staffing Costs                     |               |

|  |  |        |       |
|--|--|--------|-------|
| <b>Screening Requirements</b>            | Required for new or revised Policies, Plans, Strategies or Service Delivery Proposals. |        |       |
| Section 75 Screening                     | Screening Completed:   | Yes/No | Date: |
|  | EQIA Required and Completed:   | Yes/No | Date: |
| Rural Needs Assessment (RNA)             | Screening Completed  | Yes/No | Date: |
|  | RNA Required and Completed:  | Yes/No | Date: |
| Data Protection Impact Assessment (DPIA) | Screening Completed:   | Yes/No | Date: |
|  | DPIA Required and Completed:   | Yes/No | Date: |

## **1.0 Purpose of Report**

- 1.1 The purpose of this report is to provide Members with an update on the recent, current and upcoming milestones in relation to Council's Performance Improvement cycle.

## **2.0 Background**

- 2.1 The impact of the Covid 19 pandemic meant that the Performance Improvement cycle for all Councils in Northern Ireland was significantly disrupted. However, thankfully, the processes have returned mainly to pre pandemic timeframes.

## **3.0 Audit**

- 3.1 In February 2022, the Local Government Auditor certified the 2021/22 Improvement Audit for the Council with a standard, unqualified opinion. No statutory recommendations were made this year in respect of the Council nor is there a requirement for a special inspection. There were three new proposals for improvement presented and progress against these will be reported on during the year.
- 3.2 The Council's Performance Improvement function will also be subject to its annual Internal Audit, which will commence in April 2022.

## **4.0 Areas for Performance Improvement 2022/23**

- 4.1 Following on from the findings of Council's Citizens survey, and self-analysis of Service level performance and data, the follow areas are amongst those which are being considered for Performance Objectives and improvement work over the upcoming year:
- Wider engagement with citizens at the Service provision level
  - Improved promotion and public awareness of the Services and provisions we provide
  - Staffing – Increased number of roles filled by permanent Council staff
  - Improved performance against our statutory Planning indicators
  - License renewal processes to be updated and improved across various Council Services
  - Build on our existing mechanisms for engagement with young people

## **5.0 Performance Improvement Plan 2022/23**

- 5.1 Council will publish its 2022/23 Performance Improvement Plan on 30<sup>th</sup> June 2022, and this will be reviewed in advance by Corporate Policy and Resources Committee in their June meeting.

## 6.0 Recommendation

**It is recommended** that the Corporate Policy and Resources Committee notes the contents of this report and uses this opportunity to raise any relevant questions or concerns.