



<b>Title of Report:</b>	<b>Performance Improvement Update</b>
<b>Committee Report Submitted To:</b>	<b>Corporate Policy and Resources Committee</b>
<b>Date of Meeting:</b>	<b>21 March 2024</b>
<b>For Decision or For Information</b>	<b>For Information</b>

<b>Linkage to Council Strategy (2019-23)</b>	
Strategic Theme	- Improvement and Innovation
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	Date: 11 Mar 2024
	EQIA Required and Completed:	No	Date: 11 Mar 2024
Rural Needs Assessment (RNA)	Screening Completed	Yes	Date: 11 Mar 2024
	RNA Required and Completed:	No	Date: 11 Mar 2024
Data Protection Impact Assessment (DPIA)	Screening Completed:	Yes	Date: 11 Mar 2024
	DPIA Required and Completed:	No	Date: 11 Mar 2024

## **1.0 Purpose of Report**

- 1.1 The purpose of this report is to present to Elected Members an update on the progress of Council's work to meet its annual Performance Duty.

## **2.0 Background**

- 2.1 Council has committed to regular updates through Council Committees with regards to the ongoing work across the organisation to ensure that Council meets its annual Performance Duty.

## **3.0 Content**

### **3.1 Performance Improvement Plan and Objectives 2023/24**

The Period covered by the 2023/24 Performance Improvement Plan will end on 31 March 2024. Outcomes against the planned targets and indicators will be assessed, analysed on our PERFORM system and then a full report brought to Council before summer recess.

### **3.2 Development of the Performance Improvement Plan 2024/25**

Work is ongoing with the development of the Performance Improvement Plan for 2024/25. Engagement is taking place across the Services as well as with our Community Planning Partners in order to identify areas for improvement.

The online consultation for ratepayers is currently live. Consultees have the opportunity to suggest new areas for improvement as well as commenting on the range of Improvement Objective Themes rolling forward from previous years. The survey can be viewed at:

[https://www.surveymonkey.com/r/PIP24\\_25](https://www.surveymonkey.com/r/PIP24_25)

### **3.3 Performance Benchmarking completed for 2022/23**

The Performance benchmarking outcomes for Council for 2022/23 have been completed, and Services have been allocated their analysis reports. Council provided data and received benchmarked outcomes across nine separate Service areas.

The Services will now be able to report on and utilise this data to suit their specific needs and are encouraged to use this data to help shape areas for improvement in 2024/25. The focus for Benchmarking data submission now shifts to the business year 2023/24, the data for which must be collated and submitted by July 2024.

### **3.4 Prior Year Audit Recommendations**

Council's s95 Performance Report (Nov 2023) from the NI Audit Office returned no new proposals for Improvement, which was welcomed by Council. Council has continued work to address any outstanding prior year Audit

Recommendations and has successfully closed the majority of these. One area that remains, and will be a focus in the 2024/25 Performance Improvement Plan, is Council's processes for third party/independent verification of performance data.

### **3.5 Citizens Survey and Review of Corporate Strategy**

Council is in the final stages of planning for its second Citizens Survey, coordinating the timings across our various planned communications channels to ensure the best possible uptake. The previous Citizens Survey in 2021/22 received 2,268 response and we aim to exceed that this year.

To complement this Council we be holding public engagement sessions across the Borough.

The outcomes of this survey will be used to help inform the development of a new Corporate Strategy 2025 for Council.

### **4.0 Recommendation**

**It is recommended** that Elected Members note the updates as set out in this report.