

How do we identify and select the Improvement Objectives in 2022/23?

June 2022

The main contributing factors and activity towards the creation of Improvement Objectives were:

- Analysis on data provided by the Council's 2022 Citizen's Survey
- Critical self-analysis of Council's service level data and APSE benchmarking data by Senior Officers
- Analysis and debate by Members during Council Committee sessions
- The Performance Improvement Consultation process
- Outcomes and areas for improvement within the NIAO Section 95 Audit and Assessment Reports, as well as Council Internal Audit process
- Continuity of approach with previous year's Performance Improvement Plans

Please see below from p2-4 a timetable that sets out the processes and actions that contributed towards the formulation of Improvement Objectives

Please see the table on p5 which sets out analysis against key factors in terms of assessing proposed Improvement Objectives

Identification of Improvement Objectives 2022/23 - Timeline

Identifying Objectives Documents listed with dates	Themes emerging
7 th February 2022 – Meet with SLT meeting on Baseline Data, Business Plans and Identifying Objectives	
7 th February 2022 – Citizen’s Survey data shared with SLT and senior colleagues	Engaging with Young People Improvements in Council facilities Swimming provision
8 th February 2022 – Improvement Identification Paper shared with SLT, Directors and Heads of Service	
8 th February 2022 – Environmental Services Heads of Service meeting	Staffing assimilation of agency workers to permanent staff structures Entertainment Licences renewals
22 February 2022 – Corporate Services Heads of Service meeting	Absenteeism to be removed from PIP after years of Improvement Engaging with young people
22 February 2022 – CPR Committee meeting on Citizen’s Survey	Engaging with young People
3 March 2022 – Leisure and Development Heads of Service meeting	Measurement of satisfaction of Sports Development. Digitisation of HALP licences. Improvement with reach of Museums/Arts Services. Raising the profile. Improving perception / communication of Business Support Services provided.
8 March 2022 – Finance Directorate meeting	New finance system to be built and implemented
23 March 2022 – Engagement with Planning	Improved processing times for planning applications to move towards meeting the 3 statutory targets
Ongoing negotiation and discussion with Senior Council colleagues Ongoing review by Performance Team	

<p>Consultation planned to ask the public about the areas they wanted to see Improvements, as well as giving them an opportunity to comment on draft Improvement Objectives</p>	
<p>13 April 2022 – Public consultation on Performance Improvement and Improvement Objectives</p>	<p>Draft Improvement Objectives, and their resultant consultation weighted average (out of 5) result:</p> <ul style="list-style-type: none"> - Renewals of Council Licencing – 2.39 - Promotion and awareness of Council Services – 2.32 - Build on Engagement with Young People – 2.03 - Statutory Planning Indicators – 1.95 - Staffing structures with permanent staff – 1.90 - Engagement with citizens at Service provision level – 1.78 <p>3 areas that returned as those that public wanted to see improvements in where:</p> <ul style="list-style-type: none"> - Parks and Open Spaces - Street Cleansing - Leisure Centres
<p>26 April 2022 – CPR paper for Members to discuss and contribute to Identification of Improvement Objectives</p>	<p>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:</p> <ul style="list-style-type: none"> - 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 <p>No objections raised by Members at Committee</p>

<p>During May and June, further work with Performance Team and Services to agree on Performance Improvement Objectives, and associated Outcomes and Outputs.</p>	
<p>June 2022 – CPR meeting to approve 2022/23 PIP and Improvement Objectives</p>	<p>Members are presented with, and agree on, a Performance Improvement Plan for 2022/23 that includes the following 2022/23 Causeway Coast and Glens Performance Improvement Objectives</p> <p>2022/23 Performance Improvement Objective 1 Through our Leisure provision, we will return to, and improve upon, pre-pandemic levels of participant usage, income generation and leisure membership</p> <p>2022/23 Performance Improvement Objective 2 We will further develop and embed improvements to Council’s Performance Improvement and Business Planning processes</p> <p>2022/23 Performance Improvement Objective 3 We will successfully resolve all Entertainments Licence renewals within agreed target timescales</p> <p>2022/23 Performance Improvement Objective 4 We will improve the provision of our front-line Operations and Estates Services through the recruitment of permanent staff to our agreed staffing structure</p> <p>2022/23 Performance Improvement Objective 5 Working closely with Community Planning partners, we will work to sustain and improve the mechanisms for engagement between Council and young citizens</p>

Identification of Improvement Objectives 2022/23 June 2022						
	Service Level data Self-Analysis	Citizens Survey 2022 outcomes	PIP Consultation outcomes	Connections to previous PIPs	Outcomes and Outputs	Audit Recs
Engaging with Young People		✓	2.03		✓	
Improvements in Council facilities		✓				
Swimming provision	✓	✓				
Satisfaction with Sports Development			✓	✓	✓	
Improvements in Leisure Provision						
Staff the permanent structures in Estates & Operations	✓		1.9	✓	✓	
Improvements in Estates		✓	✓			
Improvements in Parks and Open Spaces		✓	✓			
Entertainment Licences renewals	✓		2.39		✓	
Improvements to Council's Performance Improvement and Business Planning processes	✓			✓	✓	✓
Improved processing times for planning applications to move towards meeting the 3 statutory targets	✓		1.95	✓		
Promotion and awareness of Council Services	✓		2.32			
Digitisation of HALP licences.	✓				✓	
Improvement with reach of Museums/Arts Services	✓					
Improving perception / communication of Business Support Services provided.	✓					
New finance system to be built and implemented	✓					