

Performance Improvement - Consultation Process – 2022/23

June 2022

In preparing for the Performance Improvement Plan 2022/23 there is a duty on Council to consult with residents, rates payers and those with an interest in the area.

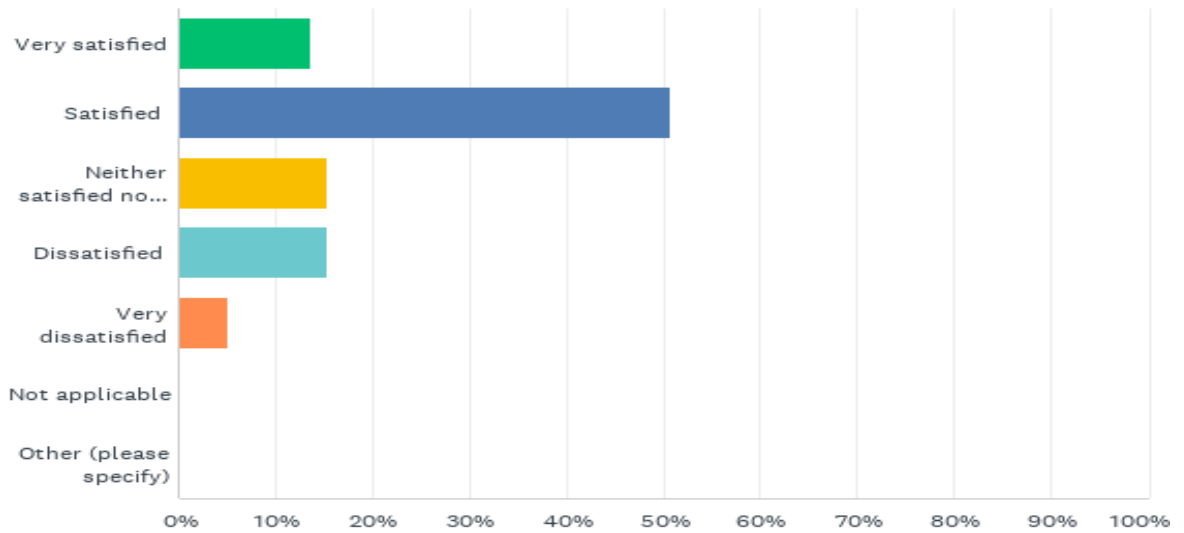
The Performance Improvement consultation was formulated around some specific Improvement Plan related topics.

As such Council published an online survey asking citizens for their opinions on our Performance Improvement Objectives. This exercise was opened on 13th April 2022, during which time views were sought via an online survey, social media, staff newsletter and the Council web site. Council received 59 responses including over 200 separate comments.

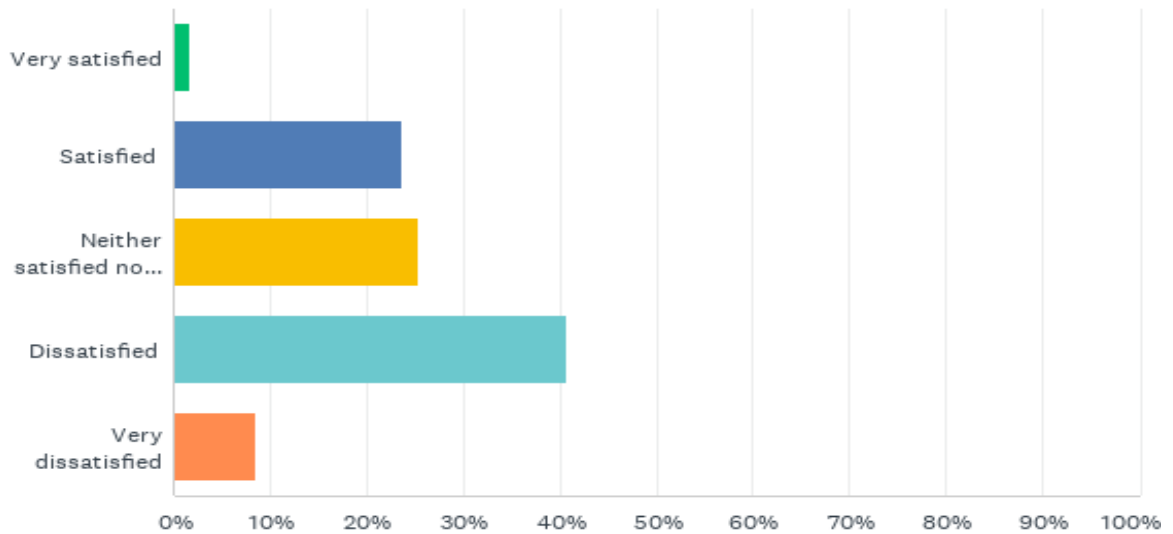
The Performance Team has also engaged with Council Heads of Service and Directors on Improvement requirements within their service area.

The following are the outcomes from the main questions presented:

A. Overall, how satisfied are you with Causeway Coast and Glens as a place to live?



B. Overall, how satisfied are you with services provided by Causeway Coast and Glens Council?



C. 2022/23 Council is proposing to focus on the areas below as Performance Improvement Objectives. Can you please rate the importance to you of inclusion of these proposed improvement objectives for 2022/23?

	STRONGLY AGREE	AGREE	NEITHER AGREE OR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Improved promotion and public awareness of Council Services	25.42% 15	40.68% 24	16.95% 10	10.17% 6	6.78% 4	59	2.32
Wider engagement with citizens at the Service provision level	52.54% 31	32.20% 19	5.08% 3	5.08% 3	5.08% 3	59	1.78
Improved performance against our statutory Planning indicators	38.98% 23	33.90% 20	23.73% 14	0.00% 0	3.39% 2	59	1.95
License renewal processes to be updated and improved across various Council Services	18.64% 11	28.81% 17	49.15% 29	1.69% 1	1.69% 1	59	2.39
Build on our existing mechanisms for engagement with young people	37.93% 22	34.48% 20	17.24% 10	6.90% 4	3.45% 2	58	2.03
Staffing Structures – Increased number of roles filled by permanent Council staff	52.54% 31	18.64% 11	18.64% 11	6.78% 4	3.39% 2	59	1.90

D. Please highlight which 3 of the areas outlined below you would like to see Causeway Coast and Glens Council make improvements to?

ANSWER CHOICES	RESPONSES	
Arts, Culture and Heritage	8.47%	5
Building Control	8.47%	5
Licensing	0.00%	0
Community Services	28.81%	17
Economic Development	15.25%	9
Tourism and Events	15.25%	9
Environmental Health	8.47%	5
Leisure and Recreation	42.37%	25
Parks and Open Spaces	57.63%	34
Planning	15.25%	9
Registration Services (Births, Deaths, Marriages and Civil Partnerships)	0.00%	0
Street Cleansing	44.07%	26
Urban and Rural Regeneration	30.51%	18
Waste Collection and Recycling	32.20%	19
Total Respondents: 59		

Conclusions following the public consultation exercise:

- Improvements on Council Licensing renewals, promotion and awareness of Council Services, and Engaging with Young people all scored highly in terms of the draft proposed Improvement Objectives.
- Parks and Open Spaces, Street Cleansing and Leisure & Recreation were the highest scoring areas that the respondents have highlighted for Improvement focus.
- The outcomes of this consultation will now contribute to the final formulation of Improvement Objectives for the 2022/23 business year