

## **Performance Improvement - Consultation Process – 2023/24**

### **June 2023**

In preparing for the Performance Improvement Plan 2023/24 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.

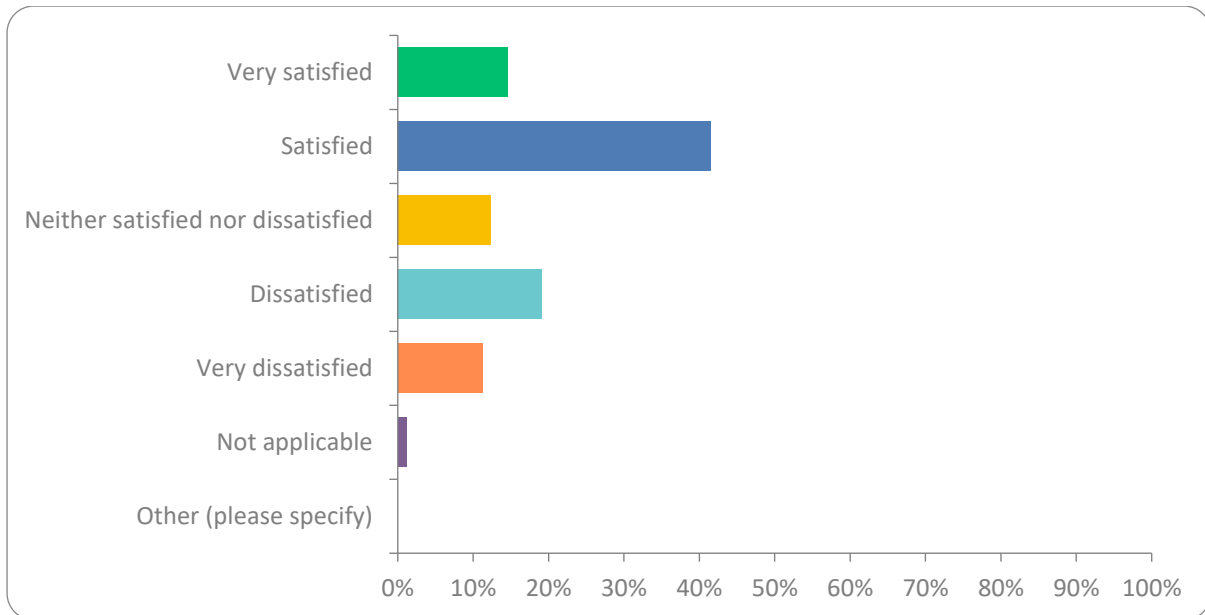
As such Council published an online survey asking citizens for their opinions on our Performance Improvement Objectives. This exercise was opened on 23<sup>rd</sup> March 2023, during which time views were sought via an online survey, social media, staff newsletter and the Council web site.

Council received 89 responses including over 200 separate comments.

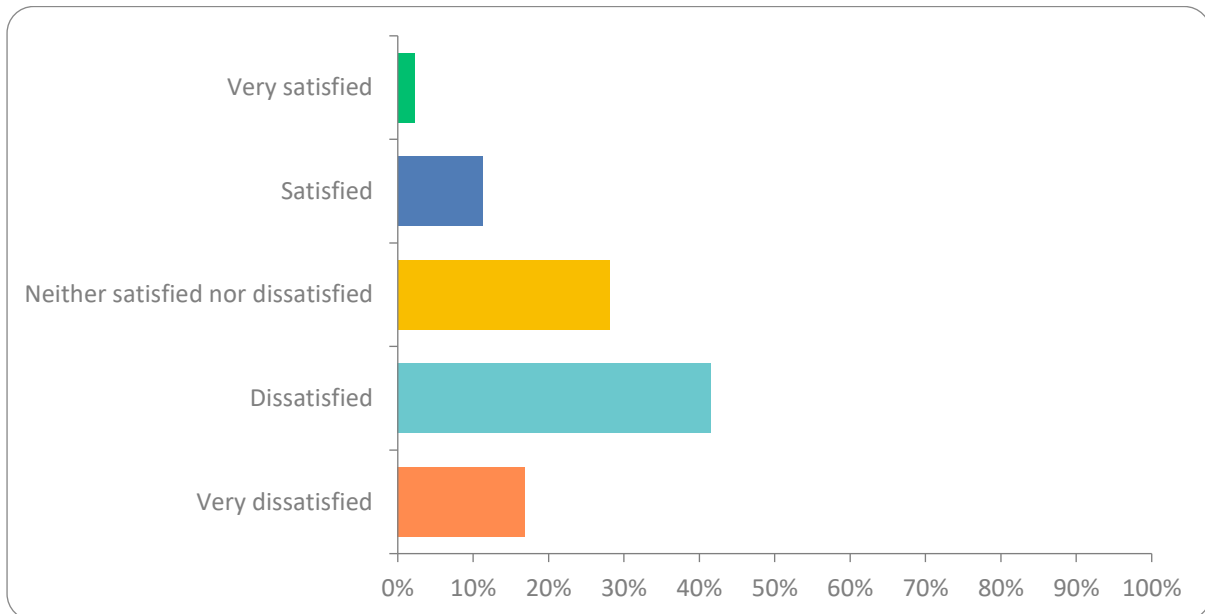
The Performance Team has also engaged with Council Heads of Service and Directors on Improvement requirements within their service area.

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. 2023/24 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 2023/24?**

	<b>STRONGLY AGREE</b>	<b>AGREE</b>	<b>NEITHER AGREE OR DISAGREE</b>	<b>DISAGREE</b>	<b>STRONGLY DISAGREE</b>	<b>WEIGHTED AVERAGE</b>
Further imbed Council's Performance Improvement and Business Planning processes	22.73%	31.82%	37.50%	5.68%	2.27%	2.33
Wider engagement with citizens at the Service provision level	65.91%	27.27%	5.68%	1.14%	0.00%	1.42
Improving participation rates, membership numbers and income generation at our Leisure Facilities	34.88%	40.70%	18.60%	4.65%	1.16%	1.97
License renewal processes to be updated and improved across various Council Services	17.05%	32.95%	47.73%	1.14%	1.14%	2.36
Build on our existing mechanisms for engagement with young people	47.13%	32.18%	17.24%	2.30%	1.15%	1.78
Staffing Structures – Increased number of roles filled by permanent Council staff	46.59%	22.73%	25.00%	1.14%	4.55%	1.94

**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	15.91%	14
Building Control	9.09%	8
Licensing	1.14%	1
Community Services	43.18%	38
Economic Development	25.00%	22
Tourism and Events	19.32%	17
Environmental Health	21.59%	19
Leisure and Recreation	42.05%	37
Parks and Open Spaces	45.45%	40
Planning	15.91%	14
Registration Services (Births, Deaths, Marriages and Civil Partnerships)	0%	0
Street Cleansing	38.64%	34
Urban and Rural Regeneration	34.09%	30
Waste Collection and Recycling	27.27%	24
<b>TOTAL</b>		<b>298</b>

**Conclusions following the public consultation exercise:**

- Improvements on Council's Performance Improvement and Business Planning processes, Leisure Provision and Licensing renewals all scored highly in terms of the draft proposed Improvement Objectives.
- Parks and Open Spaces, Community Services and Leisure & Recreation where the highest scoring areas that the respondents have highlighted for Improvement focus.
- Additional comments received during the consultation shared with relevant Services
- Respondents have provided a lower level of satisfaction in Council services than in the previous year, an indication that there is always need for Council to be striving to improve.
- The outcomes of this consultation will now contribute to the final formulation of Improvement Objectives for the 2023/24 business year