

Feedback from Performance Improvement Plan Public Consultation	18th October 2016
Corporate Policy and Resources Committee For Decision	

Linkage to Council Strategy (2015-19)	
Strategic Theme	Innovation and Transformation
Outcome	Improved service efficiency
Lead Officer	Head of Corporate Performance & Compliance
Cost: (If applicable)	

1.0 Background

- 1.1 Part 12 of the Local Government Act (Northern Ireland) 2014 (The Act), provides information in relation to performance improvement and the Council's obligations in meeting the Performance Duty. Part of this duty is the requirement to consult with ratepayers, those who use Council services and any persons appearing to have an interest in the Borough.
- 1.2 In terms of feedback from the public consultation there is a requirement for the Council to formally consider the responses.

2.0 Current Position

- 2.1 To ensure the Causeway Coast and Glens Borough Council exercises its duty in relation to performance improvement, a public consultation exercise was undertaken in May and June 2016. The consultation related to the annual performance improvement plan.
- 2.2 The consultation was initially carried out via press advertisements seeking views regarding the content of the annual performance improvement plan and providing the opportunity to respond with additional improvement objectives and projects. In addition those attending Community Planning workshops in each of the seven District Electoral Areas were invited to respond to the consultation.

3.0 Consultation Feedback on 2016/2017 Performance Improvement Plan

Summary of Outcome of Responses to the Consultation Process

Consultation Group	Please Tick
Resident of the Borough	4
Visitor to the Borough	1
Local business	3
Local community organisation	1
Local Voluntary organisation	2
Statutory organisation	3
Other	2

Performance Objective	Project	Agree	Disagree
We will transform and improve the services to ratepayers and customers	Redesign of the caravan site management system across the Council to improve the service to customers	12	4
	Develop an effective grant funding hub to support financial allocations to customer groups across the Council	14	2
	To support businesses by improving the payment process to creditors	15	1
	To improve the customer experience by providing an effective wifi service at the Council caravan parks	10	6
	Introduce management software for incident reporting to reduce accidents to customers	16	
	Campaign to increase awareness and reduce complaints of dog fouling	16	
	We will improve the efficiency of services that the Council operates	Introduce an efficient and effective customer engagement process	15
Introduce an efficient and effective customer focused Council reception service		14	2
To develop and implement an Estates Strategy to provide a more effective and efficient geographical allocation of Council non front line services to meet customer needs		14	2
Improve the efficiency and quality of the planning application process		16	

4.0 Feedback Comments on alternative objectives/projects

1. Improve the quality of childrens play experiences in Portrush through investment in playparks;
2. Invest in family support services;
3. Focus should be on local residents as opposed to Tourism;
4. Like to see Council lead on integrated/inclusive society;
5. Install broadband in community owned buildings in rural villages;
6. Provide better coverage of community development services to rural villages.

- 4.1 The comments received from the consultation will be considered as part of the 2017/2018 performance Improvement Plan development process.

It is recommended that Causeway Coast and Glens Borough Council note the consultation feedback.