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| Consultation on Draft Performance Improvement Objectives for 2016/2017 |

Causeway Coast and Glens Borough Council is inviting views from ratepayers, customers and those with an interest in the Borough on its draft performance improvement objectives for 2016/2017. Final objectives will be set in the context of a performance improvement plan.

Part 12 of the Local Government Act (NI) 2014 sets out a General Duty of Improvement whereby the Council is required to make arrangements to secure continuous improvement in the exercise of its functions. As part of this same duty the Council is also required for each financial year, to set improvement objectives for the services it provides and to secure arrangements for achieving them. Public consultation is an important element in the process of setting the objectives. The duty is subject to an annual audit and assessment by the Northern Ireland Audit Office. The Performance Duty requires each performance objective to relate to at least one of seven prescribed aspects of improvement namely Strategic Effectiveness; Service Quality; Service Availability; Fairness; Sustainability; Efficiency and Innovation.

**Completed questionnaires or other feedback should be returned no later than Friday 17th June 2016 to:**

Email Stephen.mcmaw@causewaycoastandglens.gov.uk

Or in writing to: Stephen McMaw

 Causeway Coast and Glens Borough Council

 Civic Headquarters

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Or visit our web site at [www.causewaycoastandglens.gov.uk/news](http://www.causewaycoastandglens.gov.uk/news) to download the consultation documentation.

Table 1. Draft Performance Improvement Objectives and related projects

|  |  |  |
| --- | --- | --- |
| **Performance Objective** | **Projects** | **DoE Statutory Objective** |
| **We will transform and improve the services to ratepayers and customers** | 1. Redesign of the caravan site management system across the Council to improve the service to customers
2. Develop an effective grant funding hub to support financial allocations to customer groups across the Council
3. To support businesses by improving the payment process to creditors
4. To improve the customer experience by providing an effective wifi service at the Council caravan parks
5. Introduce computer management software systems for incident reporting to reduce accidents to customers
6. Campaign to increase awareness and reduce complaints of dog fouling
 | **Innovation****Service Quality****Fairness****Service Quality****Service Quality****Service Availability** **Innovation****Service Quality****Service Quality** |
| **We will improve the efficiency of services that the Council operates** | 1. Introduce an efficient and effective customer engagement process
2. Introduce an efficient and effective customer focused Council building reception service
3. 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
4. Improve the efficiency and quality of the planning application process
 | **Efficiency****Service Quality/Efficiency****Service Availability/Efficiency****Efficiency/Service Quality** |

**Consultee Details**

Contact Name:

Organisation (if applicable):

Contact Email address:

Please tick

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| **Consultation Group** | **Please Tick** |
| Resident of the Borough |  |
| Visitor to the Borough |  |
| Local business |  |
| Local community organisation |  |
| Local Voluntary organisation |  |
| Statutory organisation |  |
| Other |  |

If other please provide details below

**Question 1. Do you agree that the Performance objectives and supporting projects as set out below are appropriate for the Causeway Coast and Glens Borough Council?**

|  |  |  |  |
| --- | --- | --- | --- |
| **Performance Objective** | **Project** | **Agree** | **Disagree** |
| **We will transform and improve the services to ratepayers and customers** | 1. Redesign of the caravan site management system across the Council to improve the service to customers |  |  |
|  | 2. Develop an effective grant funding hub to support financial allocations to customer groups across the Council |  |  |
|  | 3. To support businesses by improving the payment process to creditors |  |  |
|  | 4. To improve the customer experience by providing an effective wifi service at the Council caravan parks |  |  |
|  | 5. Introduce computer management software systems for incident reporting to reduce accidents to customers |  |  |
|  | 6. Campaign to increase awareness and reduce complaints of dog fouling |  |  |
| **We will improve the efficiency of services that the Council operates** | 7. Introduce an efficient and effective customer engagement process |  |  |
|  | 8. Introduce an efficient and effective customer focused Council building reception service  |  |  |
|  | 9. 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 |  |  |
|  | 10. Improve the efficiency and quality of the planning application process |  |  |

**Question 2. What additional/alternative performance improvement objectives and supporting projects would you suggest?** (Please provide information in the box below)

**Performance Objective/s**

**Supporting project/s**

**THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE**