**Draft Performance Improvement Objectives 2019/20**

Causeway Coast and Glens Borough Council is inviting views from ratepayers, customers and those with an interest in the Borough to assist in the development if it’s Performance Improvement Objectives for 2019/20. Final objectives will be set in the context of a performance improvement plan.

This consultation will run until 22 February 2019.

Can completed questionnaires please be returned to:

Email [jonathan.mccarron@causewaycoastandglens.gov.uk](mailto:jonathan.mccarron@causewaycoastandglens.gov.uk)

Or in writing to:

Jonathan McCarron, Causeway Coast and Glens Borough Council, Cloonavin, 66 Portstewart Road, Coleraine, Co Londonderry, BT52 1EY.

**What is your Council Responsible for?**

Environmental Health; Waste Services; Recycling; Street Cleansing; Landfill and Compost Management; Environmental protection and Improvement;

Public Conveniences; Grounds, Parks and Open Spaces Maintenance; Play Park Maintenance; Harbours, Marinas and Terminals; Capital Projects;

Local Planning functions; Development Plan management including Consents and Certificates; Planning Enforcement

Building Control-inspection and regulation of new buildings; Tree Preservation Orders; Conservation Area designation, variation or cancellation.

Local economic Development; Regeneration; Tourism Services; Small-scale tourism accommodation; Community Planning Partnerships

Registrar of Birth, Deaths and Marriages; Cemeteries; Dog control; Licensing e.g. entertainment licensing; Enforcement byelaws e.g. litter;

Well-Being; Sports development; Leisure services and recreational facilities; Outdoor Recreation; Arts and Cultural Services; Community Services; Community Centres;

**What is your Council NOT responsible for?**

Health; Education; Libraries; Fire service; Police service

Roads; Transport; Street lighting; Public housing

Trading standards; Collection of rates

Drainage water; Sewerage; Urban regeneration

Personal social services

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| **Q1. Overall, how satisfied are you with Causeway Coast and Glens as a place to live?** |
| * Very satisfied * Satisfied * Neither/Nor * Dissatisfied * Very dissatisfied |

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| **Q2. Overall, how satisfied are you with services provided by Causeway Coast and Glens Council?** |
| * Very satisfied * Satisfied * Neither/Nor * Dissatisfied * Very dissatisfied |

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| **Q3. How do you think the standard of Council services has changed over the past 12 months?** |
| * Much better * Better * About the same * Worse * Much worse |

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| **Q4. What are the 3 most important issues facing you or your family just now?** |
| (1)  (2)  (3) |

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| **Q5. What should be the top 3 priorities for the Council and its partners?** |
| (1)  (2)  (3) |

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| **Q6. Please highlight which 3 of the areas outlined below you like to see Causeway Coast and Glens Council make improvements to?**   * Arts, Culture and Heritage * Building Control * Licensing * Community Services * Economic Development * Tourism and Events * Environmental Health * Leisure and Recreation * Parks and Open Spaces * Planning * Registration Services (Births, Deaths, Marriages and Civil Partnerships) * Street Cleansing * Urban and Rural Regeneration * Waste Collection and Recycling |
| Please provide details, in the space provided, concerning the 3 specific areas of the Council that you would wish to see improvements made in. |
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| **Q7. When we last consulted with the public from March – May 2018 on the draft Performance Improvement Objectives for 2018/19, you provided a significant number of additional comments and suggestions for future Improvement Objectives.**  **Can you please highlight which 3 of these are most important to you?**   * More access to physical activity for disabled citizens * Improvements in activities and schemes to assist with mental health * Council engaging with stakeholders regarding improvements in transport provision and access to services in the Borough, especially in rural areas * Protect, manage and open up our green spaces * Council should protect front line services and jobs. * Council engaging with stakeholders to help improve the poor housing stock and derelict buildings in the Borough * Engagement with the community and community based organisations required when making key decisions * Tourism sector – Specifically support investment that enhances our tourist sites |

**Privacy Notice**

Causeway Coast and Glens Council is the Data Controller under the General Data Protection Regulation (GDPR) for the personal data it gathers for the purposes of inviting views from ratepayers, customers and those with an interest in the Borough to assist in the development if it’s Performance Improvement Objectives for 2019/20.

Any personal details that you provide the Council will be handled in accordance with the GDPR and Data Protection Act 2018. As such we will only use your data for the purposes that you have given this information for and will only be shared where necessary to provide the service that you are contacting us about.

The personal data is held and stored by the council in a safe and secure manner and in compliance with Data Protection legislation and in line with the council’s Records Retention and Disposal Schedule.