



<b>Public Consultation Feedback - Performance Improvement Themes</b>	<b>19 March 2019</b>
<b>Corporate Policy and Resources Committee For Information</b>	

<b>Linkage to Council Strategy (2015-19)</b>	
<b>Strategic Theme</b>	Innovation and Transformation
<b>Outcome</b>	More effective performance reporting to Council
<b>Lead Officer</b>	Head of Performance
<b>Cost: (If applicable)</b>	Costs allowed for within the annual budget

## **1.0 Purpose**

1.1 The purpose of this report is to present to Elected Members the outcomes of the 2019/20 Corporate Performance Improvement Plan public consultation exercise, and to inform members on the next steps in the process.

## **2.0 Background**

2.1 In deciding how to discharge its Performance Duty under the Local Government Act (NI) 2014, Council must consult with ratepayers, residents, visitors and those with an interest in the area.

2.2 Council has managed a consultation process with four distinct strands as set out below:

- (i) Public consultation ran from 1 Dec 2018 until 28 February 2019, during which time views were sought via an online survey, social media, local press, staff newsletter and the Council web site. Council received 60 responses including over 400 separate comments.
- (ii) An Elected Members workshop was held on 10 January 2019 and was attended by 15 Members. These 15 Members provided verbal and written feedback on their key areas for improvement in terms of the services that Council provides.

- (iii) The Performance Team presented to Council Heads of Service and Directors on 26 November 2018. These senior officers have all provided written responses with Service specific areas for improvement.
- (iv) The Performance Team presented to the Community Planning Stakeholders on 16 January 2019. These stakeholders offered their views at that session as well as providing written feedback on proposed areas for improvement.

2.3 The main themes from each of these consultation strands are attached at **Annex 1** to this report.

2.4 The top ten aggregated themes from the four strands of the consultation are listed in the table below:

<b><u>Performance Improvement – Consultation Feedback Main Themes</u></b>	
1.	Leisure and Recreation Facilities – Improved availability, quality and accessibility.
2.	Enforcement, fines and preventative measures – Dog fouling, littering and Fly Tipping
3.	Economic Development and Jobs Creation – Concerns over costs of living and household bills
4.	Play parks, Parks and Open Spaces – Improved availability and upkeep
5.	Provision of Council information – Regular updates on budgets, management accounts and performance information to Members and Council Officers
6.	Council’s advocacy of Mental Health and Wellbeing
7.	Working and engaging with community organisations
8.	Town Centres
9.	Working with Partners and Collaborative Working – To lobby for and improve things such as roads, housing, traffic, local infrastructure and rural connectivity
10.	Health and Safety of Council Staff

2.5 The outcomes of the consultation exercise is the primary data source in terms of formulating Performance Improvement objectives. This will be supplemented by Council performance data, service level performance information and themes emerging from the Council’s Performance Dashboard.

### **3.0 Next Steps**

- 3.1 The Performance Team will share all the feedback from the consultation and work directly with Directors, Heads of Service and operational managers to help identify Performance Improvement Objectives and improvement projects for the year 2019/20.
- 3.2 The Performance Team will come back to Committee in April 2019 seeking approval for a set of Performance Improvement Objectives for 2019/20.
- 3.3 Council must agree a 2019/20 Corporate Performance Improvement Plan by June 2019.
- 3.4 Elected Members are encouraged to continue to provide comments and feedback to the Performance Team to help identify Improvement Priorities for the Council.

### **4.0 Summary**

- 4.1 Council is presented with the findings of a public consultation exercise conducted by the Performance Team from December 2018 until February 2019 and is informed on the next steps in the process.

## Annex 1

### Performance Improvement Consultation Themes February 2019

#### **Where the general public want to see improvements**

- Improve leisure and recreation facilities in terms of availability and quality. More focus on facilities and access for young, old and disabled.
- What can Council do to assist Job creation and Job Security?
- Enforcement of fines for Dog Fouling / Littering / fly tipping
- Parks and Open spaces - Protecting and publicising
- What can Council do to assist the public's concerns over cost of living, household finances and bills?
- Mental Health and Wellbeing
- Working and engaging with Community Organisations around key decisions
- Working with partners to improve roads, traffic, local infrastructure and rural connectivity
- Town Centres

#### **Where members want to see improvements**

- Leisure Facilities – More efficient, attractive and competitive
- Enforcement and fines for dog fouling, littering and fly tipping
- Economic Development – Help to local businesses and securing more jobs locally
- Maintenance and availability of Playpark facilities
- More information routinely supplied to members – Relating to budgets, finance, motions and overall council performance

#### **Where senior Council Officers want to see improvements**

- Health and Safety of Council staff
- Finance – Management of Budgets and availability of Management Accounts
- Focus and management of high profile projects and events
- Harmonisation of staff T&Cs and staffing structures

#### **Where Community Planning Partners want to see improvements**

- Partnership working and collaboration
- Social and economic wellbeing of citizens
- Ensuring efficiency in the face of limited resources