

## **How do we identify and select the Improvement Objectives in 2024/25?**

**June 2024**

**The main contributing factors and activity towards the creation of Improvement Objectives were:**

- The outcomes of the 2023 NIAO Extraordinary Audit of Causeway Coast and Glens Council
- Continuing analysis on data provided by the Council's 2022 Citizen's Survey
- Critical self-analysis of Council's service level data and APSE benchmarking data by Senior Officers
- Analysis and debate by Members during Council Committee sessions
- The Performance Improvement Consultation process 2024
- Outcomes and areas for improvement within the NIAO Section 95 Audit and Assessment Reports, as well as Council Internal Audit process
- Continuity of approach with previous year's Performance Improvement Plans

**Please see below from p2-4 a timetable that sets out the processes and actions that contributed towards the formulation of Improvement Objectives**

**Please see the table on p5 which sets out analysis against key factors in terms of assessing proposed Improvement Objectives**

## Identification of Improvement Objectives 2024/25 - Timeline

Identifying Objectives Documents listed with dates	Themes emerging
Feb/March 2024 – Improvement Identification meetings SLT, Directors and Heads of Service	Strong previous year performance on areas such as Leisure Provision and Absenteeism. Considerations to replacing these themes within the 2024/25 Improvement Plan. Delays in the Citizens survey, considerations to rolling it on into 2024/25 Plan.
Feb/March 2024 – Meetings with Transformation Programme Working Group	The ongoing Transformation Action Plan in response to the Extraordinary Audit has presented Council with a large and comprehensive Improvement Plan for 2024. It is vital that aspects of this important work are captured in the 2024/25 Performance Improvement Plan.
12 March 2024 – Consultation on Improvement Objectives opens	<p>The themes presented for consideration are:</p> <ul style="list-style-type: none"> <li>Performance Improvement and Business Planning processes</li> <li>Engagement with citizens and particularly young people</li> <li>Overall provision at our Leisure Facilities</li> <li>License renewal processes</li> <li>Processing of Planning Applications</li> <li>Council Staffing Structures</li> <li>Staff Absenteeism rates</li> <li>Economic Development</li> <li>Waste management and climate change</li> </ul> <p>Early high returns against Economic Development and Citizens engagement</p>
March 2024 – Corporate Policy and Resources Committee	Performance Improvement Update for Members including proposed improvement objectives for 2024/25
May 2024 – Leisure and Development Committee and Environmental Services Committee	Prior year performance and forward-looking Business Plan reports for Members, highlighting priorities for the year ahead.

May 2024 – Corporate Policy and Resources Committee	Update for Members of the ongoing development of Performance Improvement Objectives for 2024/25
During May and June, further work with Performance Team and Services to agree on Performance Improvement Objectives, and associated Outcomes and Outputs.	
May / June 2024	Work already underway to meet many of the targets planned for the Performance Improvement Plan 2024/25
June 2024 – Consultation closes	<p>Council received just under 100 responses with the main themes being as follows:</p> <ul style="list-style-type: none"> <li>- Economic Development, Citizens Engagement, and Improvements to Leisure Provision all scored highly in terms of the draft proposed Improvement Objectives.</li> <li>- Parks and Open Spaces, Economic Development and Leisure &amp; Recreation where the highest scoring areas that the respondents have highlighted for Improvement focus.</li> <li>- Concerns around poverty and family finances were popular consultee returns.</li> </ul>
June 2024 – CPR meeting to approve 2024/25 PIP and Improvement Objectives	<p>Members are presented with, and agree on, a Performance Improvement Plan for 2024/25 that includes the following 2024/25 Causeway Coast and Glens Performance Improvement Objectives</p> <p>2024/25 Performance Improvement Objective 1 We will deliver a comprehensive Transformation Action Plan for Council</p> <p>2024/25 Performance Improvement Objective 2 Council will improve its overall performance by conducting a corporate Health Check process and an Organisational Structure Review</p> <p>2024/25 Performance Improvement Objective 3 We will improve the validity and robustness of the performance data we use</p> <p>2024/25 Performance Improvement Objective 4</p>

	<p>We will continue to grow and improve our support to communities through our Anti-Poverty Action Plan</p> <p>2024/25 Performance Improvement Objective 5</p> <p>We will improve and increase our level of citizens engagement ahead of a new Corporate Strategy in 2025</p>
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Identification of Improvement Objectives 2024/25 March - June 2024								
	Extraordinary Audit Outcomes	Service Level data Self-Analysis	Citizens Survey 2022 outcomes	PIP Consultation outcomes	Connections to previous PIPs	Outcomes and Outputs	Audit Recs	National Benchmark
Verification of Performance Data		✓				✓	✓	
Poverty / Economic Development		✓		✓	✓	✓		
Citizens Engagement			✓	✓	✓	✓		
Transformation Action Plan	✓	✓				✓		
Health Check and Organisational Review	✓	✓				✓		
Leisure Provision				✓	✓	✓		
Planning Processes		✓						✓
Waste Management / Recycling			✓		✓			✓