



**Causeway
Coast & Glens
Borough Council**

Performance Improvement Objectives

Causeway Coast and Glens Borough Council is inviting views on an on-going basis from ratepayers, customers and those with an interest in the Borough on performance improvement objectives to be considered for inclusion in the 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.

Please outline any performance improvement objectives and supporting projects that you would like included in the annual Performance Improvement Plan. (Please provide information in the box below)

Performance Objective/s

Supporting project/s

Contact Name:

Organisation (if applicable):

Contact Email address:

Please tick

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

Email Stephen.mcmaw@causewaycoastandglens.gov.uk

Or in writing to: Stephen McMaw
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