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| Consultation on Draft Performance Improvement Objectives for 2017/2018 |

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 2017/2018. 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 Monday 19th June 2017 to:**

Email [Stephen.mcmaw@causewaycoastandglens.gov.uk](mailto:Stephen.mcmaw@causewaycoastandglens.gov.uk)

Or in writing to: Stephen McMaw

Causeway Coast and Glens Borough Council

Cloonavin,

66 Portstewart Road,

Coleraine,

Co Londonderry,

BT52 1EY.

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

**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

A number of projects have been rolled over from the 2016/2017 Performance Improvement Plan and these are detailed below.

**List of objectives/projects rolled over from 2016/2017**

|  |  |  |
| --- | --- | --- |
| **Performance Objective** | **Performance Improvement Projects** | **DoE Statutory Objective** |
| **1. We will transform and improve the services to ratepayers and customers** | * To support businesses by improving the payment process to creditors | Innovation  Service Quality |
| **2. We will improve the efficiency of services that the Council operates** | * Introduce an efficient and effective customer engagement process * Introduce an efficient and effective customer focused Council reception service * 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 | Efficiency  Service Quality/Efficiency  Service Availability/Efficiency |

**New Projects within the 2017/2018 Performance Improvement Plan**

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| --- | --- | --- |
| **Performance Objective** | **Performance Improvement Projects** | **DoE Statutory Objective** |
| **1. A Healthy Safe Community** | * Leisure facility development- Coleraine * Leisure facility development- Ballycastle * Review of playpark provision * Review of grass sports pitch provision | Innovation/Service Quality |
| **2. A sustainable Accessible Environment** | * To develop Greenways and Walking trails across the Borough * Reduction in dog fouling across the Borough improving the environment * Introduction of low maintenance, grounds maintenance projects | Innovation/Service Quality  Effectiveness/Efficiency  Effectiveness/Efficiency |
| **3. A Thriving Economy** | * Development of the new Enterprise Zone * Portrush regeneration strategy in preparation for the Open Golf Championship | Innovation/Strategic effectiveness  Strategic effectiveness |

**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?** (Please tick the appropriate box or line of the box if there is more than one project within an objective)

**List of projects rolled over to 2017/2018**

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| --- | --- | --- | --- |
| **Performance Objective** | **Performance Improvement Projects** | **Agree** | **Disagree** |
| **1. We will transform and improve the services to ratepayers and customers** | * To support businesses by improving the payment process to creditors |  |  |
| **2. We will improve the efficiency of services that the Council operates** | * Introduce an efficient and effective customer engagement process * Introduce an efficient and effective customer focused Council reception service * 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 |  |  |

**New Projects within the Performance Improvement Plan**

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| **Performance Objective** | **Performance Improvement Projects** | **Agree** | **Disagree** |
| **1. A Healthy Safe Community** | * Leisure facility development- Coleraine * Leisure facility development- Ballycastle * Review of playpark provision * Review of grass sports pitch provision |  |  |
| **2. A sustainable Accessible Environment** | * To develop Greenways and Walking trails across the Borough * Reduction in dog fouling across the Borough improving the environment * Introduction of low maintenance, grounds maintenance projects |  |  |
| **3. A Thriving Economy** | * Development of the new Enterprise Zone * Portrush regeneration strategy in preparation for the Open Golf Championship |  |  |

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

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