

## Performance Improvement Plan 2019/20

### Consultation Process

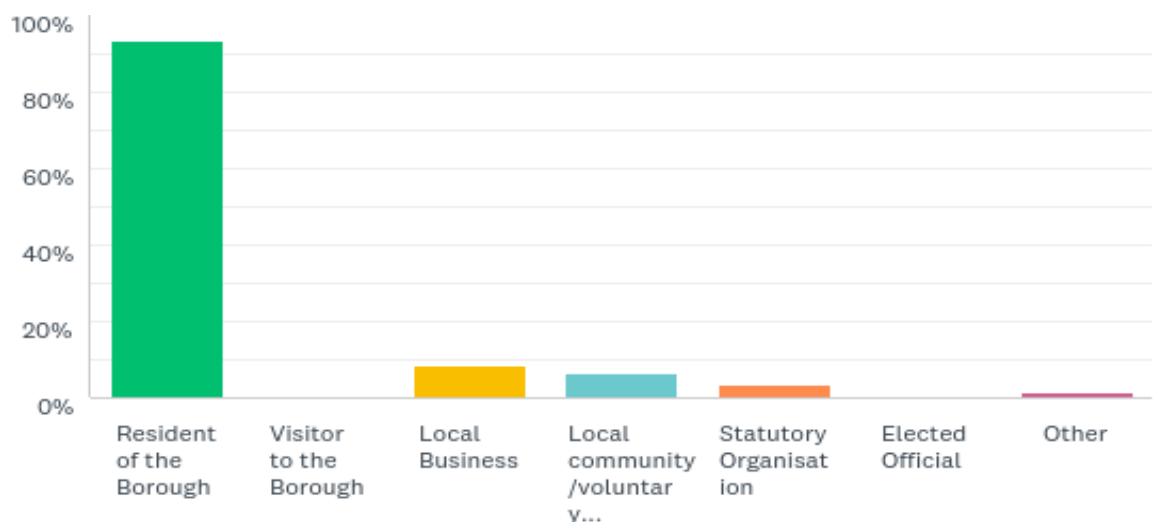
#### Consultation Process

In preparing for the Performance Improvement Plan 2019/20 there is a duty on Council to consult with residents, rates payers and those with an interest in the area. In an attempt to improve upon our previous year consultation exercises Council decided to expand the boundaries of the Performance Improvement Consultation process for the 2019/20 Improvement Plan. As such we managed a consultation process with four distinct strands as set out below:

#### **1 - Public Consultation**

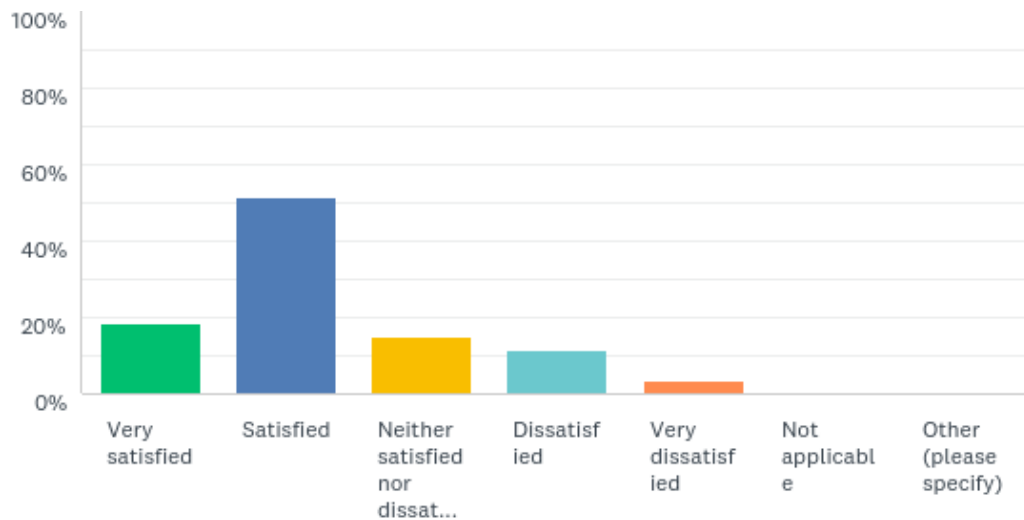
A 12 week public consultation which ran from 1 Dec 2018 until 28 February 2019, during which time views were sought via an online survey, social media, local press, staff newsletter and the Council web site. Council received 60 responses including over 400 separate comments.

#### Who responded to the survey?

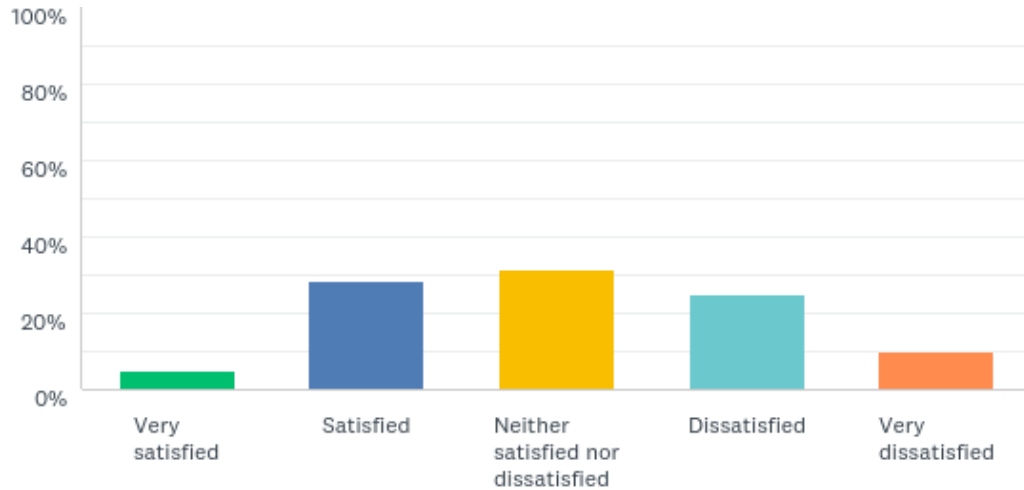


## What questions did we ask in the public consultation survey?

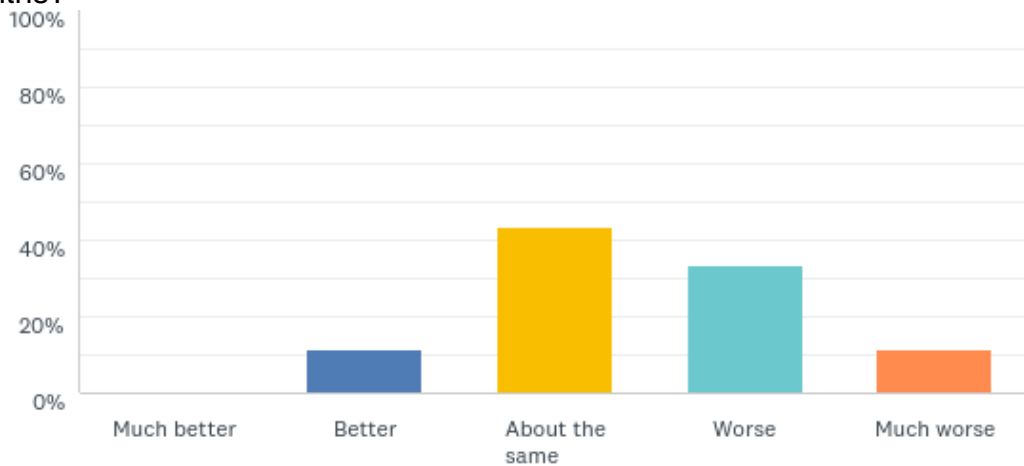
Q1 - Overall, how satisfied are you with Causeway Coast and Glens as a place to live?



Q2 - Overall, how satisfied are you with services provided by Causeway Coast and Glens Council?



Q3 - How do you think the standard of Council services has changed over the past 12 months?



Q4 - What are the 3 most important issues facing you or your family just now?

Q5 - What should be the top 3 priorities for the Council and its partners in 2019/20?

#### **Main themes emerging from Q4 and Q5**

- 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

Q6 - Please highlight which 3 of the areas outlined below you would like to see Causeway Coast and Glens Council make improvements to?

ANSWER CHOICES	RESPONSES	
Arts, Culture and Heritage	18.33%	11
Building Control	6.67%	4
Licensing	3.33%	2
Community Services	33.33%	20
Economic Development	50.00%	30
Tourism and Events	23.33%	14
Environmental Health	11.67%	7
Leisure and Recreation	51.67%	31
Parks and Open Spaces	35.00%	21
Planning	18.33%	11
Registration Services (Births, Deaths, Marriages and Civil Partnerships)	1.67%	1
Street Cleansing	21.67%	13
Urban and Rural Regeneration	25.00%	15
Waste Collection and Recycling	28.33%	17
Total Respondents: 60		

Q7 - When we last consulted with the public and stakeholders from March – May 2018 on the draft Performance Improvement Objectives for 2018/19, we received 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?

ANSWER CHOICES	RESPONSES	
More access to physical activity for disabled citizens	18.64%	11
Improvements in activities and schemes to assist with mental health	44.07%	26
Council engaging with stakeholders regarding improvements in transport provision and access to services in the Borough, especially in rural areas	35.59%	21
Protect, manage and open up our green spaces	30.51%	18
Council should protect front line services and jobs.	38.98%	23
Council engaging with stakeholders to help improve the poor housing stock and derelict buildings in the Borough	52.54%	31
Engagement with the community and community based organisations required when making key decisions	59.32%	35
Tourism sector – Specifically support investment that enhances our tourist sites	30.51%	18
Total Respondents: 59		

## 2 - Elected Member Engagement

An Elected Members workshop was held on 10 January 2019 and was attended by 15 Members. These 15 Members provided the following verbal and written feedback on their key areas for improvement in terms of the services that Council provides:

### **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

## 3 – Senior Council Officers Engagement

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 which are summarised below:

### **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

#### **4 – Community Planning Partners engagement**

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.

##### **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

The key themes emerging from the consultation and engagement activity were used as a prime data source towards formulating the 2019/20 Performance Improvement Objectives for the Council. This exercise was completed as part of an overall review of service level performance data, the Community Plan and the Council's Corporate Strategy.

Furthermore, the information gathered from the consultation has been shared with specific Council Services to ensure that they have received updated information regarding the quality of the services that they are providing.