

How do we identify and select the Improvement Objectives in 2023/24?

June 2023

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

- 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 2023
- 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 2022/23 - Timeline

Identifying Objectives Documents listed with dates	Themes emerging
March 2023 – Improvement Identification meetings and paper shared with SLT, Directors and Heads of Service	
14 th March 2023 – Corporate Services Heads of Service meeting	Previous objective focusing on Absenteeism to be continually reported on at CPR Committee. The work required by HR team to manage and facilitate the staff assimilation process in Environmental Services
3 rd April 2023 – Meet with SLT meeting on Baseline Data, Business Plans and Identifying Objectives	Review of Corporate Strategy, Performance Improvement Policy and the overarching public engagement activity – 2 nd Citizens Survey
4 th April 2023 – Environmental Services Heads of Service meeting	Work still required on the Staffing assimilation of agency workers to permanent staff structures, and the important improvements and outcomes expected
25 th May 2023 – Leisure and Development Heads of Service meeting	Measurement of satisfaction of Sports Development and ongoing improvements to leisure centres and sports facilities New business development and economic targets as the Go For It programme comes to an end
Engagement with Planning	Improved processing times for planning applications to move towards meeting the 3 statutory targets. Graduated set of targets to be included in annual business plan for 2023/24, but scope for promotion and monitoring via Performance Improvement Plan
Ongoing negotiation and discussion with Senior Council colleagues Ongoing review by Performance Team	Consultation planned to ask the public about the areas they wanted to see Improvements, as well as giving them an opportunity to comment on draft Improvement Objectives
23 March – 30 June 2023 – Public consultation on Performance Improvement and Improvement Objectives	Draft Improvement Objectives, and their resultant consultation weighted average (out of 5) result:

89 Responses received	<ol style="list-style-type: none"> 1. Further embed Council’s Performance Improvement and Business Planning processes (2.33) 2. Wider engagement with citizens at the Service Level (1.42) 3. Improving participation rates, membership numbers and income generation at Leisure facilities (1.97) 4. Licence renewal processes improved an updated (2.36) 5. Build on engagement with young people (1.78) 6. Staffing structures – filling more roles with permanent staff (1.94) <p>3 areas that returned as those that respondents to see improvements in where:</p> <ul style="list-style-type: none"> - Parks and Open Spaces - Community Services - Leisure & Recreation
20 April 2023 – CPR paper for Members to discuss and contribute to Identification of Improvement Objectives	No objections raised by Members at Committee and agreed to proceed as set out.
During May and June, further work with Performance Team and Services to agree on Performance Improvement Objectives, and associated Outcomes and Outputs.	April/May/June Local Gov elections and potential implications for Local Authorities in forming new Council led to DfC recommending that PIP 2023/24 delay submission days until September 2023
June/July/August	Work already underway to meet many of the targets planned for the Performance Improvement Plan 2023/24
September 2023 – CPR meeting to approve 2023/24 PIP and Improvement Objectives	<p>Members are presented with, and agree on, a Performance Improvement Plan for 2023/24 that includes the following 2023/24 Causeway Coast and Glens Performance Improvement Objectives</p> <p>2023/24 Performance Improvement Objective 1 Through our Leisure provision, we will continue to improve upon levels of participant usage, income generation and leisure membership</p>

	<p>2023/24 Performance Improvement Objective 2 We will further develop and embed improvements to Council’s Performance Improvement and Business Planning processes</p> <p>2023/24 Performance Improvement Objective 3 We will improve our processing of planning applications by streamlining the application process</p> <p>2023/24 Performance Improvement Objective 4 We will improve the provision of our front-line Operations and Estates Services through the recruitment of permanent staff to our agreed staffing structure</p> <p>2023/24 Performance Improvement Objective 5 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 2023/24 March - June 2023							
	Service Level data Self-Analysis	Citizens Survey 2022 outcomes	PIP Consultation outcomes	Connections to previous PIPs	Outcomes and Outputs	Audit Recs	National Benchmark
Engaging with Young People		✓	1.78				
Leisure provision	✓	✓	1.97	✓	✓		
Satisfaction with Sports Development			✓	✓	✓		
Improvements in Leisure Provision							
Staff the permanent structures in Estates & Operations	✓		1.94	✓	✓		✓
Improvements in Estates		✓	✓				
Improvements in Parks and Open Spaces		✓	✓				
Entertainment Licences renewals			2.36				
Improvements to Council's Performance	✓		2.33	✓	✓	✓	
Improvement and Business Planning processes							
Improved processing times for planning applications to move towards meeting the 3 statutory targets	✓			✓	✓	✓	✓
Promotion and awareness of Council Services	✓		1.42	✓	✓		
New Economic Development targets	✓			✓	✓		
Training of staff	✓						✓