

How do we identify and select the Improvement Objectives in 2025/26?

June 2025

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
- Analysis on data provided by the Council's 2024 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 2025
- 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 2025/26 - Timeline

Identifying Objectives Documents listed with dates	Themes emerging
Citizens Survey 2 October 2024	<p>The Citizen's Survey 2 was opened on 13th May 2024 and then closed on 30 July 2024</p> <p>The survey resulted in 2,701 responses in total, which is an increase of 433 from Citizens Survey 1</p> <p>Some early areas for improvement identified are the need for more facilities and programs for young people and a perception that some areas do less well than others in so far as council services are concerned.</p> <p>1,105 respondents took the opportunity to provide further comments on any aspects of the Councils performance. This has provided an additional wealth of information, areas for improvement and valuable qualitative data. The areas mentioned the most in the additional comments were Council facilities, recycling, local towns, community development and car parking.</p>
Jan/Feb 2025 – Improvement Identification meetings SLT, Directors and Heads of Service	<ul style="list-style-type: none"> - Delivery of Statutory KPIs - New Council People Plan and Personal Appraisal System - Development of new service-based Strategies - Enhanced performance through the usage of new technologies - Environmental Outcomes, including recycling rates and reduction of carbon usage amongst Council's fleet - Delivery of the Open Championship
Feb/March 2024 – Meetings with Teams engaged in delivering the Open Championship and approaches to increasing and improving this versus the previous Championship in 2019	<p>Open Days in Portrush for Community and Businesses</p> <p>Town Forum engagement</p> <p>Rolling programme of drop-in sessions at Town Hall</p> <p>Letter drops to doors</p> <p>Increased Social Media presence</p> <p>Surveys in advance and post event</p>

14 th March – Consultation on Improvement Objectives opens	<p>The themes presented for consideration are:</p> <p>Engagement with citizens, businesses and particularly young people Transformation Action Plan implementation Processing of Planning Applications and Statutory Indicators Economic Development Waste management and Recycling Improving approaches to reducing Carbon usage</p> <p>Early high returns against Economic Development and Engagement with Citizens</p>
25 th March 2025 – Corporate Policy and Resources Committee	Performance Improvement Update for Members including proposed improvement objectives for 2025/26
May 2025 – 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.
During May and June, further work with Performance Team and Services to agree on Performance Improvement Objectives, and associated Outcomes and Outputs.	
May / June 2025	Work already underway to meet many of the targets planned for the Performance Improvement Plan 2025/26
13 June 2025 – Consultation closes	<p>Council received 91 responses with the main themes being as follows:</p> <ul style="list-style-type: none"> - Economic Development, Citizens Engagement, and Waste Services all scored highly in terms of the draft proposed Improvement Objectives. - Parks and Open Spaces, Economic Development and Leisure & Recreation where the highest scoring areas that the respondents have highlighted for Improvement focus. - Concerns around poverty and family finances were popular consultee returns.

<p>June 2025 – CPR meeting to approve 2025/26 PIP and Improvement Objectives</p>	<p>Members are presented with, and agree on, a Performance Improvement Plan for 2025/26 that includes the following 2025/26 Causeway Coast and Glens Performance Improvement Objectives</p> <p>2025/26 Performance Improvement Objective 1 Council will improve the development and performance management of its officers by the introduction of a new Corporate Staff Appraisal Process.</p> <p>2025/26 Performance Improvement Objective 2 Inspired by hosting the 153rd Open Championship, Council will improve and increase both participation and engagement in the sport of golf for children and young people.</p> <p>2025/26 Performance Improvement Objective 3 In respect to the local impact of the 153rd Open Championship, Council will increase and improve our levels of engagement with local residents and businesses</p> <p>2025/26 Performance Improvement Objective 4 Council will continue to prioritise and increase the support it provides to its citizens in terms of developing the local economy and local employment opportunities</p> <p>2025/26 Performance Improvement Objective 5 Council will continue to refine, develop and improve its approach to the reduction of carbon usage by its vehicle fleet.</p>
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Identification of Improvement Objectives 2025/26 Jan - June 2025								
	Extraordinary Audit Outcomes	Service Level data Self-Analysis	Citizens Survey 2024 outcomes	PIP Consultation outcomes	Connections to previous PIPs	Outcomes and Outputs	Audit Recs	National Benchmark
Participation In sport Young People		✓	✓			✓		
Poverty / Economic Development		✓	✓	✓	✓	✓		
Citizens Engagement			✓	✓	✓	✓		
Reducing Carbon usage	✓	✓		✓		✓		
Organisational Review / New Staff Appraisal system	✓	✓				✓	✓	
Leisure Provision				✓	✓	✓		
Planning and Statutory Indicators		✓						✓
Waste Management / Recycling			✓	✓	✓			✓