

How do we identify and select the Improvement Objectives in 2026/27?

June 2026

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

- 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 2026
- 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
- 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

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 2026/27 - Timeline

Identifying Objectives Documents listed with dates	Themes emerging
Citizens Survey 2	The Citizen's Survey 2 was opened on 13th May 2024 and then closed on 30 July 2024. The survey resulted in 2,701 responses in total, which is an increase of 433 from Citizens Survey 1. 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. 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. Citizens Survey 3 will be conducted in Autumn/Winter 2026
Feb/March 2026 – Improvement Identification meetings SLT, Directors and Heads of Service	- Economic development through the delivery of Grant Funding Programmes - Implementation of Council's new Personal Appraisal System (People Plan) - Continuing usage of new technologies - Staffing resources - Planning Processing times - Enhanced performance through the usage of new technologies - Environmental Outcomes, including recycling rates, litter management and reduction of carbon usage
April-June 2026 – Consultation on Improvement Objectives opens	The themes presented for consideration are: - Performance Improvement and Business Planning processes - Engagement with citizens and particularly young people - Council Events - Overall provision at our Leisure Facilities

	- License renewal processes - Processing of Planning Applications - Council Staffing Structures - Staff Absenteeism rates - Economic Development - Waste management and climate change Early high returns against Leisure Provision, Economic Development and Engagement with Citizens
28 th April 2026 – Corporate Policy and Resources Committee	Performance Improvement Update for Members including proposed improvement objectives for 2026/27
May 2026 – 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 2026	Work already underway to meet many of the targets planned for the Performance Improvement Plan 2026/27
June 2026 – Consultation closes	Council received 140 responses with the main themes being as follows: - Economic Development, Citizens Engagement, Leisure facilities and waste management all scored highly in terms of the draft proposed Improvement Objectives. - Arts & Culture Services, Community Services and Leisure & Recreation and Parks & Open Spaces where the highest scoring areas that the respondents have highlighted for Improvement focus. - Concerns around costs of living and community facilities and business growth were popular consultee returns.

June 2026 – CPR meeting to approve 2026/27 PIP and Improvement Objectives	Members are presented with, and agree on, a Performance Improvement Plan for 2026/27 that includes the following 2026/27 Causeway Coast and Glens Performance Improvement Objectives 2026/27 Performance Improvement Objective 1 Council will continue to improve its approach and delivery of services around waste, recycling and litter 2026/27 Performance Improvement Objective 2 To further enhance and improve on delivery of services at Leisure Centres 2026/27 Performance Improvement Objective 3 Council will improve the development and performance management of its officers by the introduction of a new Corporate Staff Appraisal Process. 2026/27 Performance Improvement Objective 4 We will improve and increase our level of targeted engagement with Citizens 2026/27 Performance Improvement Objective 5 To ensure long term benefits and improvements within Causeway Coast and Glens, we will prioritise critical strategic and funding opportunities
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Identification of Improvement Objectives 2026/27 Jan - June 2026								
	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
Poverty / Economic Development		✓	✓	✓	✓	✓		
Citizens Engagement			✓	✓	✓	✓		
New Staff Appraisal system	✓	✓				✓	✓	
Leisure Provision				✓	✓	✓		
Planning and Statutory Indicators		✓						✓
Waste Management / Recycling / Litter			✓	✓	✓			✓