

## **Performance Improvement - Consultation Process – 2025/26**

### **June 2025**

In preparing for the Performance Improvement Plan 2025/26 there is a duty on Council to consult with residents, rates payers and those with an interest in the area.

The Performance Improvement consultation was formulated around some specific Improvement Plan related topics.

As such Council published an online survey asking citizens for their opinions on our Performance Improvement Objectives. This exercise was opened on 14<sup>th</sup> March 2025 and closed on 13<sup>th</sup> June 2025, during which time views were sought via an online survey, social media, staff newsletter and the Council web site.

Council received 91 responses including over 200 separate comments.

The Performance Team has also engaged with Council Heads of Service and Directors on Improvement requirements within their service area.

### **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. The survey had a completion rate of 76%. Regardless of what proportion of the total population it represents, this is a statistically significant number. This means we can have a high degree of confidence (95%) that the views expressed will be in line with those of the population as a whole, give or take 2%.

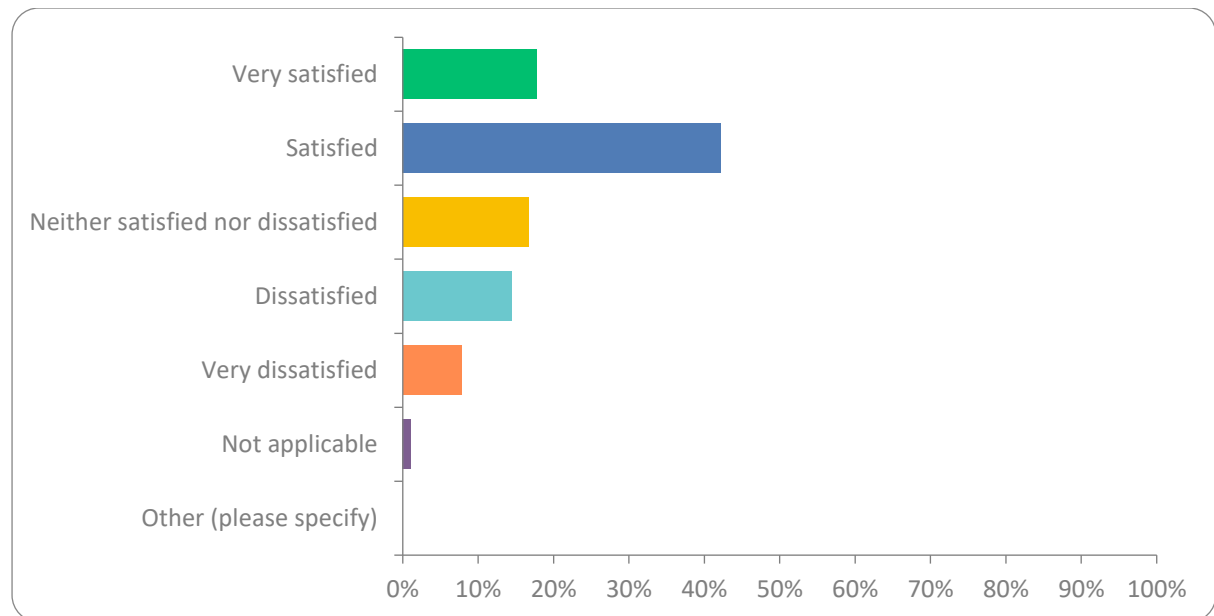
1,105 respondents took the opportunity to provide further comments on any aspects of the Council's performance. This has provided an additional wealth of information, areas for improvement and valuable qualitative data. The areas mentioned the most in the additional comments were Council facilities, recycling, local towns, community development and car parking.

A copy of the Citizen's Survey 2 Report can be found at

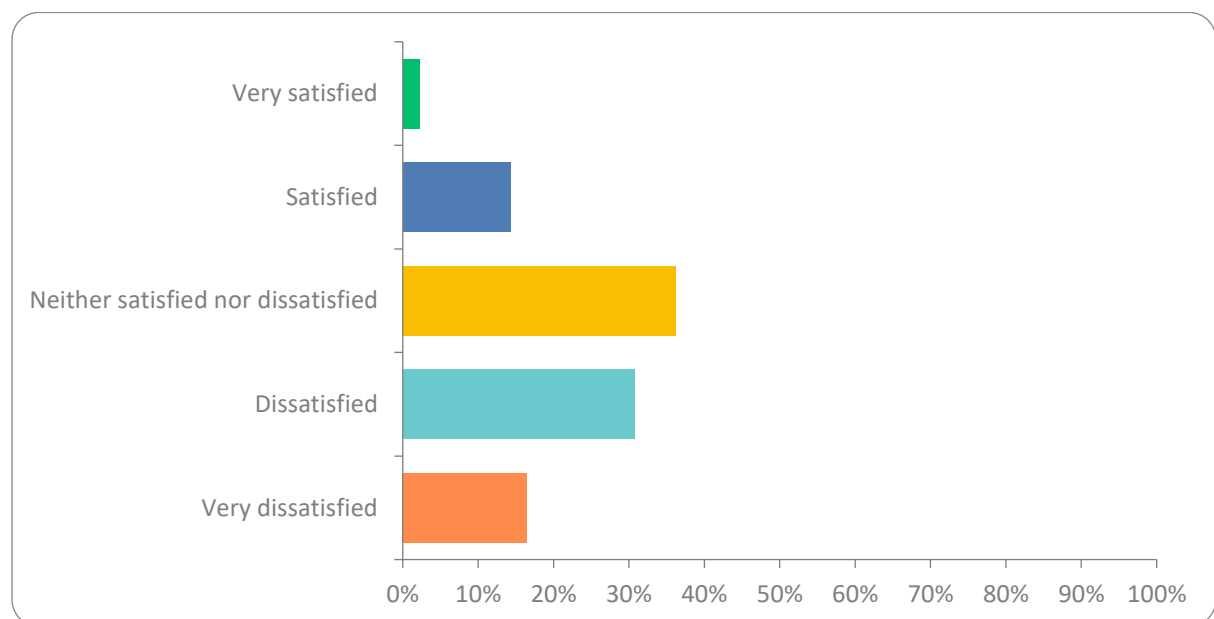
<https://causewaycoastandglens.gov.uk/assets/files/Appendix-1-Citizens-Survey-2-Final-Report-2024.pdf>

The following are the outcomes from the main questions presented in the online 2025/26 Performance Improvement Objectives Consultation:

**A. Overall, how satisfied are you with Causeway Coast and Glens as a place to live?**



**B. Overall, how satisfied are you with services provided by Causeway Coast and Glens Council?**



**C. Council is proposing to focus on the areas below as Performance Improvement Objectives. Can you please rate the importance to you of inclusion of these proposed improvement objectives for 2025/26?**

	STRONGLY AGREE	AGREE	NEITHER AGREE OR DISAGREE	DISAGREE	STRONGLY DISAGREE	WEIGHTED AVERAGE
Engagement with citizens and particularly young people	55.56%	17.78%	17.78%	5.56%	3.33%	1.83
- Economic Development	56.67%	22.22%	14.44%	3.33%	3.33%	1.74
- Waste management and recycling	39.56%	41.76%	13.19%	2.20%	3.30%	1.88
- Reduction in Council's carbon footprint	14.29%	21.98%	45.05%	9.89%	8.79%	2.77
- Implementation of Transformation Action Plan	21.35%	30.34%	38.20%	5.62%	4.49%	2.42
- Planning and Statutory Indicators	27.27%	28.41%	32.95%	7.95%	3.41%	2.32

**D. 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	15.73%
- Building Control	12.36%
- Licensing	5.62%
- Community Services	37.08%
- Economic Development	32.58%
- Tourism and Events	22.47%
- Environmental Health	14.61%
- Leisure and Recreation	44.94%
- Parks and Open Spaces	43.82%
- Planning	19.10%
- Registration Services (Births, Deaths, Marriages and Civil Partnerships)	1.12%
- Street Cleansing	28.09%
- Urban and Rural Regeneration	30.34%
- Waste Collection and Recycling	13.48%

**E. Consultees were also asked the following 2 questions:**

- What should be the top priority for the Council and its partners in 2025/26?**
- What are the 3 most important issues facing you or your family just now?**

The 5 most common responses to these questions were as follows:

1. Cost of Living
2. Community services and facilities
3. Family Health
4. Housing
5. Better environment

**Conclusions following the public consultation exercise:**

- Economic Development, Citizens Engagement, and waste management all scored highly in terms of the draft proposed Improvement Objectives.
- Parks and Open Spaces, Community Services and Leisure & Recreation were the highest scoring areas that the respondents have highlighted for Improvement focus.
- Concerns around costs of living and community facilities were popular consultee returns.
- Additional comments received during the consultation shared with relevant Services
- Respondents have provided a higher level of satisfaction in Council services than in the previous year.
- The outcomes of this consultation will now contribute to the final formulation of Improvement Objectives for the 2025/26 business year