



<b>Title of Report:</b>	<b>Performance Improvement Update</b>
<b>Committee Report Submitted To:</b>	<b>Corporate Policy and Resources Committee</b>
<b>Date of Meeting:</b>	<b>25 March 2025</b>
<b>For Decision or For Information</b>	<b>For Information</b>
<b>To be discussed In Committee YES/NO</b>	<b>NO</b>

<b>Linkage to Council Strategy (2021-25)</b>	
Strategic Theme	Improvement and Innovation
Outcome	Council maintains its performance as the most efficient of NI's local authorities
Lead Officer	Head of Performance

<b>Estimated Timescale for Completion</b>	
Date to be Completed	May 2025

<b>Budgetary Considerations</b>	
Cost of Proposal	
Included in Current Year Estimates	<b>YES</b>
Capital/Revenue	
Code	
Staffing Costs	

<b>Legal Considerations</b>	
Input of Legal Services Required	<b>NO</b>
Legal Opinion Obtained	<b>NO</b>

<b>Screening Requirements</b>	Required for new or revised Policies, Plans, Strategies or Service Delivery Proposals.		
Section 75 Screening	Screening Completed:	Yes	Date: 14 March 2025
	EQIA Required and Completed:	No	Date:
Rural Needs Assessment (RNA)	Screening Completed	Yes	Date: 14 March 2025
	RNA Required and Completed:	No	Date:

Data Protection Impact Assessment (DPIA)	Screening Completed:	Yes	Date: 14 March 2025
	DPIA Required and Completed:	No	Date:

## **1.0 Purpose of Report**

1.1 The purpose of this report is to update Elected Members on Council's current Performance Improvement focus including development of Council's upcoming 2025/26 Performance Improvement Plan.

## **2.0 Senior Officer Engagement**

2.1 During February 2025, Senior Council Officers were engaged with regards the identification of areas for improvement as well as priorities for 2025/26.

2.2 This engagement produced several improvement themes and priorities across all Service Areas including:

- 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

## **3.0 Performance Improvement Consultation**

3.1 Council is statutorily obliged to conduct an annual public consultation on proposed Performance Improvement Objectives. This survey is based on officer engagement, Citizen's Survey outcome and previous year performance.

3.2 The consultation survey is now live and can be completed at [https://www.surveymonkey.com/r/CCG\\_PIP\\_2526](https://www.surveymonkey.com/r/CCG_PIP_2526)

3.3 Consultation outcomes will be used to help shape the content of the 2025/26 Performance Improvement Plan which will be presented to Council Committee in May 2025.

## **4.0 National Performance Benchmarking**

4.1 Council, along with the other Council's in Northern Ireland and APSE have been working on an agreed and condensed set of core performance indicators for the purposes of the National Performance Improvement Benchmarking Network.

4.2 Agreement has been reached on a set of proposed Internal and External Core Indicators which Councils will promote, monitor and report on through their annual Performance Improvement Plans and Self-Assessment of Performance Reports.

4.3 The proposed new Core PI set for the APSE Northern Ireland project is as follows:

**Proposed – Internal P.I.s**

1. Net investment in council services per head of population
2. Days staff absence per employee – short term
3. Days staff absence per employee – long term
4. % of staff who have 100% attendance
5. Number of days per employee spent on training
6. Staff turnover
  - a. *Leavers as a percentage of total staff*
  - b. *Starters as a percentage of total staff*
7. Carbon emission 2018-19 and emission current year
8. Percentage public satisfaction with the council (percentage that were 'Satisfied' or 'Very Satisfied')
9. Percentage of Stage I complaints rectified within target time (5 days)
10. Percentage of Stage II complaints rectified within target time (20 days)

**Proposed – External P.I.s**

1. Number of public / stakeholder users registered to corporate social media per head of population/ website accessibility
2. The percentage of household waste collected by the district council that is sent for recycling (including waste prepared for re-use)
3. Percentage of undisputed creditor invoices paid on time within 10 days
4. Percentage of undisputed creditor invoices paid on time within 30 days
5. % of sites inspected that are graded as satisfactory (LAMS or equivalent)
6. % satisfaction with parks and open spaces

4.4 These Core Indicators above will be included in Council's 2025/26 Performance Improvement Plan.

**5.0 Recommendation**

5.1 It is recommended that Members note the content of this report and raise any questions