

Performance Improvement - Consultation Process – 2024/25

June 2024

In preparing for the Performance Improvement Plan 2024/25 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.

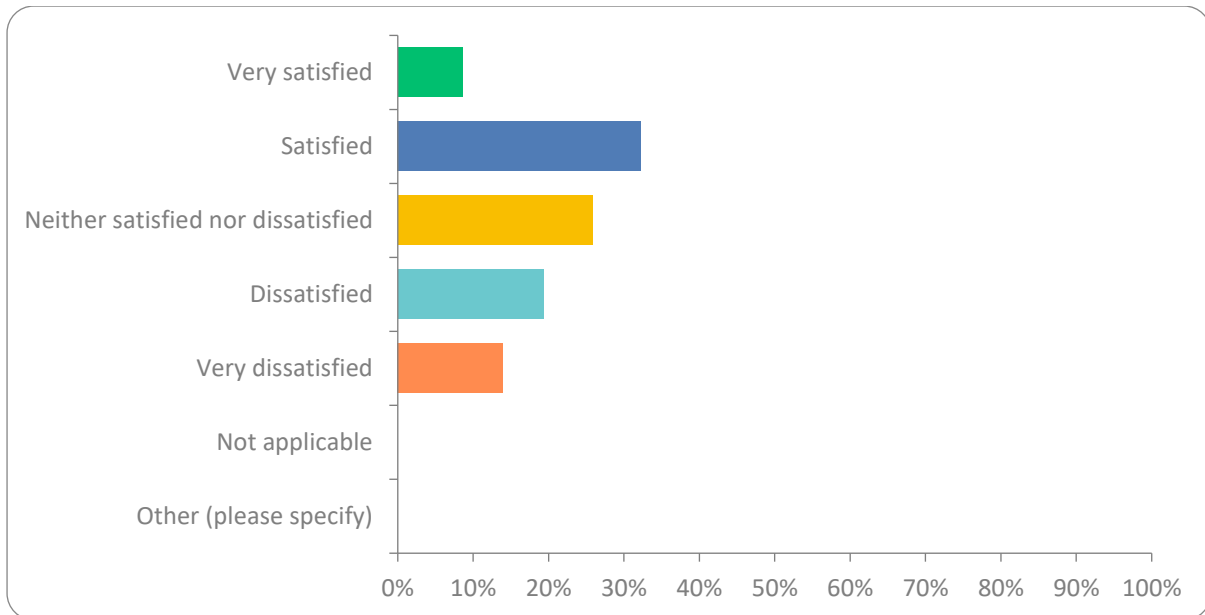
As such Council published an online survey asking citizens for their opinions on our Performance Improvement Objectives. This exercise was opened on 12th March 2024, during which time views were sought via an online survey, social media, staff newsletter and the Council web site.

Council received 93 responses including over 200 separate comments.

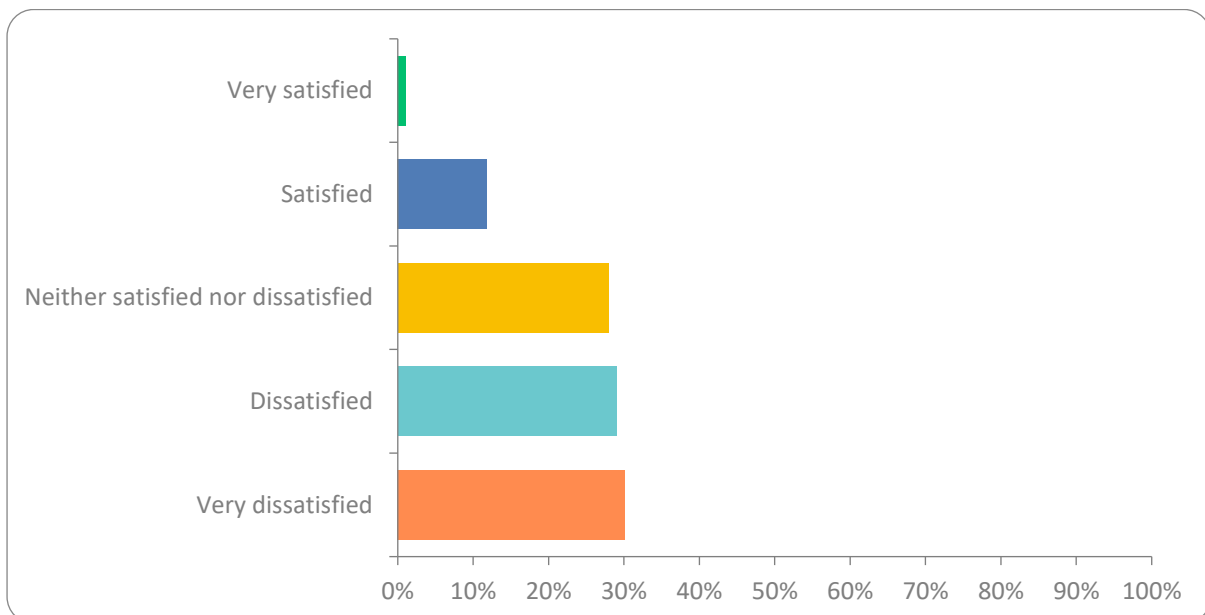
The Performance Team has also engaged with Council Heads of Service and Directors on Improvement requirements within their service area.

The following are the outcomes from the main questions presented:

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. 2024/25 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 2024/25?

	STRONGLY AGREE	AGREE	NEITHER AGREE OR DISAGREE	DISAGREE	STRONGLY DISAGREE	WEIGHTED AVERAGE
Performance Improvement and Business Planning processes	33.70%	21.74%	31.52%	7.61%	5.43%	2.29
Engagement with citizens and particularly young people	60.87%	19.57%	9.78%	6.52%	3.26%	1.72
Overall provision at our Leisure Facilities	52.17%	29.35%	7.61%	8.70%	2.17%	1.79
License renewal processes	19.57%	18.48%	45.65%	10.87%	5.43%	2.64
Processing of Planning Applications	33.70%	20.65%	30.43%	8.70%	6.52%	2.34
Council Staffing Structures	31.11%	25.56%	26.67%	10.0%	6.67%	2.36
Staff Absenteeism rates	43.96%	19.78%	25.27%	4.40%	6.59%	2.10
Economic Development	67.03%	15.38%	8.79%	4.40%	4.40%	1.64
Waste management and climate change	48.91%	25.00%	16.30%	8.70%	1.09%	1.88

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	15.05%
Building Control	6.45%
Licensing	2.15%
Community Services	31.18%
Economic Development	33.33%
Tourism and Events	24.73%
Environmental Health	15.05%
Leisure and Recreation	54.84%
Parks and Open Spaces	50.54%
Planning	17.20%
Registration Services (Births, Deaths, Marriages and Civil Partnerships)	1.08%
Street Cleansing	32.26%
Urban and Rural Regeneration	27.96%
Waste Collection and Recycling	21.51%

E. Consultees were also asked the following 2 questions:

- What should be the top priority for the Council and its partners in 2024/25?

- 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. Family Finances
3. Family Health
4. Reducing Costs
5. Paying Bills

Conclusions following the public consultation exercise:

- Economic Development, Citizens Engagement, and Improvements to Leisure Provision all scored highly in terms of the draft proposed Improvement Objectives.
- Parks and Open Spaces, Economic Development and Leisure & Recreation were the highest scoring areas that the respondents have highlighted for Improvement focus.
- Concerns around poverty and family finances were popular consultee returns.
- Additional comments received during the consultation shared with relevant Services
- Respondents have provided a lower level of satisfaction in Council services than in the previous year, an indication that there is always need for Council to be striving to improve.
- The outcomes of this consultation will now contribute to the final formulation of Improvement Objectives for the 2024/25 business year