



Derry City & Strabane
District Council
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Derry City and Strabane District Council

Performance Improvement Draft Plan Summary

2022/23

Introduction

Part 12 of the Local Government Act (NI) 2014 puts in place a framework to support continuous improvement in the delivery of council services. Consequently Council has an obligation to publish a Performance Improvement Plan no later than the end of June each year. The plan shows residents what Council intends to do over the coming year and what they can expect to see if we achieve our Improvement Objectives.

Whilst the Improvement Plan focuses specifically on our key Improvement Objectives, Council will also continue to bring about improvement in other areas simultaneously. Details of other planned improvements are set out in our Directorate Delivery Plans, which are available at: www.derrystrabane.com/corporateimprovementplans

Identifying our Improvement Objectives

An initial list of potential improvement objectives was informed by:

- Our emerging Community Plan objectives;
- Our annual directorate/ service planning process;
- Information on how Council services are performing including customer feedback where available and the Citizen Survey; and
- Our corporate risks

These improvement objectives were subsequently reviewed in the context of the Inclusive Strategic Growth Plan 2017-2032 (Our Community Plan), as well as in respect of progress made / learning from 2020/21, and feedback from the Northern Ireland Audit Office and the impacts of the Covid19 pandemic.

These updated draft Improvement Objectives for 2022/23 will be subject to consultation to ensure that they meet the needs and aspirations of our stakeholders.

Council's Draft Improvement Objectives for 2022/23

The Draft Improvement Objectives identified are set out below:

To increase employment opportunities and economic growth through a range of measures including creating new business start-ups, supporting existing business and delivering visitor growth as a destination of choice



Sub Objectives

- To continue to develop and deliver a range of initiatives to mitigate the impacts of Covid19 and support economic growth
- To promote jobs through the Northern Ireland Business Start Up Programme and the Business Innovation and Growth Programme
- Create jobs through the Rural Business Investment Scheme
- To deliver high quality festival and events growing our visitor numbers
- Develop and deliver the Labour Market Partnership action plan

Projected Outcomes:

The Outcomes that Council will be directly responsible for are as follows:

- Total jobs promoted – target 143 jobs promoted
- Business Innovation and Growth Programme – target 230 jobs created
- Skills Academies delivered in line with market demand
- Rural Business Investment Scheme - target 130 new jobs
- Increasing Visitor Numbers (based on 2019 levels)

To assist a return to healthy lifestyles through regrowing participation in high quality leisure, sports and physical activity



Sub Objectives

- To re-engage and achieve user numbers of the Council's leisure facilities with a target of pre-Covid levels baseline user numbers and through retention and growth strategies achieve pre-Covid gym membership capacity
- To target under represented groups through inclusive leisure, sport and physical activity participation to lead more active lives
- Maintain current high levels of customer satisfaction/net promoter score
- To target participation by those living in deprived areas

Projected Outcomes:

- Re-engagement of users in Council leisure facilities
- Under represented groups will lead more active lives
- High levels of customer satisfaction will be maintained
- Increased participation by those living in deprived areas

To create a greener, cleaner more attractive district



Sub Objectives

- To protect and promote our natural and built assets
- To protect and enhance our environment

Projected Outcomes:

- An enhanced public realm and built environment
- Provision of additional greenways for active travel and modal shift
- A reduction in the amount of biodegradable waste sent to landfill
- An increase in the percentage of household waste recycled and composted
- More accessible, Covid-safe public spaces

To deliver Improved customer satisfaction by improving customer support services and processes.



Projected Outcomes:

- Accessible, responsive, customer orientated services
- Covid safe facilities and services
- Evidence of customer engagement and high customer satisfaction
- Effective call handling

Reviewing and reporting on our progress

Progress in our improvement areas will be reviewed on an ongoing basis by the relevant Directors, and on a six monthly basis by the Council's Senior Leadership Team and Committees, using a wide range of evidence as well as performance reports. Our six monthly directorate performance reports can be viewed on the Council's website.

In terms of this assessment, where possible, we will look at how performance compares with previous years and with other councils. In the event, of our performance standards not meeting our expectations, corrective actions will be identified and an improvement plan put in place.

We will report our performance against these (2022/23) Improvement Objectives in September 2023.

How to get involved

We are keen to get your feedback of the issues covered in this document and in particular on the relevancy of our Improvement Objectives. You can also propose new Improvement Objectives, or make comments on the existing ones by emailing the Council at:

improvement@derrystrabane.com

Alternatively, you may contact us by phone on **028 71 253 253**, Ext **4266** or complete our online survey which is available at:

www.derrystrabane.com/haveyoursay

The full draft Corporate & Improvement Plan 2022-2023 is available on the Council's website:

www.derrystrabane.com/haveyoursay