



Derry City & Strabane
District Council
Comhairle
Chathair Dhoire &
Cheantar an tSratha Báin
Derry Cittie & Stràbane
Destrict Cooncil

Derry City and Strabane District Council

Performance Improvement Plan Summary

2018/19

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. Planned improvements in day to day business are available on Councils website via each Directorate's Delivery Plan which sets out what each section plans to deliver throughout the financial year.

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 have subsequently been reviewed in the context of the Inclusive Growth Plan 2017-2032 (Our Community Plan), progress made/learning from 2017/18 and feedback from the Northern Ireland Audit Office. Three of the objectives remain substantially unchanged, one reworded to reflect the advice of the Audit Office and one removed as it was no longer relevant.

Council's Improvement Objectives for 2018/19

The Improvement Objectives identified and agreed along with what the aim to deliver for 2018/19 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.



Projected Outcomes:

- Increase in employment opportunities
- Total jobs promoted: 140

To help people develop

Long, healthy and fulfilling lives

by increasing participation in high quality leisure, sport and healthy living activity.



Projected Outcomes:

- Increased opportunities to participate in sport, leisure and healthy living activities
- Improvements in health and well-being
- Increase leisure user visitor numbers (paid visits) by 32,200
- Achieve Everybody Active targets of 12,000 participants
- Achieve 450 participants in the Physical Activity Referral Programme

To

protect and enhance

the environment through creating and supporting a culture of environmental stewardship.



Projected Outcomes:

- An enhanced public realm and built environment
- Increased opportunities for play
- Increased access to sustainable transport
- More sustainable management of waste

To deliver

Improved customer satisfaction

by improving customer support services and processes.



Projected Outcomes:

- Evidence of high customer satisfaction
- More accessible, customer oriented services

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 (2018-2019) Improvement Objectives in September 2019.

How to get involved

We are keen to get your feedback on any 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 **6704 / 4266**.