



Derry City & Strabane
District Council
Comhairle
Chathair Dhoire &
Cheantar an tSraitha Báin
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Derry City and Strabane District Council

Performance Improvement Draft Plan Summary

2019/20

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 2018/19 and feedback from the Northern Ireland Audit Office. One of the objectives remains unchanged, and the other three have been refined in order to help clarify the improvements / outcomes that the Council strives to deliver.

These updated draft Improvement Objectives for 2019/20 will be subject to consultation to ensure that they meet the needs and aspirations of our stakeholders.

Council's Draft Improvement Objectives for 2019/20

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:

- o To promote jobs through the NIBSUP and the Business Boost Programme
- o Create jobs through the Rural Business Investment Scheme
- o To deliver high quality festivals and events growing our visitor numbers
- o Actively engage in the promotion and delivery of skills academies

Projected Outcomes:

- Total jobs promoted – target 140 jobs (subject to review by DfE).
- Business Boost Programme – target 100 jobs created.
- Skills Academies delivered in line with market demand.
- Rural Business Investment Scheme.
- Visitor Numbers.

To assist develop healthy lifestyles through increased participation in high quality leisure and sports activities.



Sub Objectives:

- o To increase users in the Council's leisure facilities.
- o To improve health and wellbeing in targeted and under-represented groups through leisure and sport opportunities that enables everyone in DCMS to lead full and active lives.
- o Maintain current high levels of customer satisfaction/net promoter score.
- o To improve participation rates for those living in deprived areas.

Projected Outcomes:

- Increased opportunities to participate in sport, and leisure activities.
- Assistance to develop healthy lifestyles through participation in sport and leisure activities.
- Increased participation in high quality leisure and sports activities – target.
- 1,000,000 leisure user visitor numbers (paid visits) in 2019/20.

To protect and enhance the environment through creating And supporting a culture of environmental stewardship.



Sub Objectives:

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

Projected Outcomes:

An enhanced public realm and built environment:

- £11,500,000 value of capital projects completed.
 - Average processing time of local planning applications : 15 weeks
 - Average processing time of Council received major/strategic planning applications: 30 weeks
 - % Enforcement cases by 39 weeks: 70%
 - % streets achieving grade B or above : 85%
- More sustainable management of waste:
- Reduction in volume of biodegradable waste to landfill to 19,093 tonnes
 - % of household waste recycled and composted : 50%

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



Projected Outcomes:

- More accessible, customer orientated services
- Evidence of high customer satisfaction
- Maximum average time to answer external calls (seconds)(Council overall): 10 seconds
- Maximum % abandoned external calls: 5%

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 (2019-2020) Improvement Objectives in September 2020.

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 / 6704** or complete our online survey which is available at:

<https://haveyoursay.derrystrabane.com/>

The full draft Corporate & Improvement Plan 2019/20 is available on the Council's website:

www.derrystrabane.com/corporateimprovementplans