



Derry City & Strabane
District Council
Comhairle
Chathair Dhoire &
Cheantar an tSraitha Báin
Derry Citty & Strabane
Destríck Cooncil

Derry City and Strabane District Council

Performance Improvement Draft Plan Summary

2021/22

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, feedback from the Northern Ireland Audit Office and the impacts of the Covid19 pandemic.

These updated draft Improvement Objectives for 2021/22 will be subject to consultation to ensure that they meet the needs and aspirations of our stakeholders.

Council's Draft Improvement Objectives for 2021/22

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 continue to develop and deliver a range of initiatives to mitigate the impacts of Covid19 and support economic growth
- 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 festival and events growing our visitor numbers
- o Actively engage in the promotion and delivery of skills academies



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

Sub Objectives:

- o To re-engage and achieve user numbers of the Council's leisure facilities with a target of at least 50% of baseline user numbers and through retention and growth strategies achieve 60% of gym membership capacity
- o To target under represented groups through inclusive leisure, sport and physical activity participation to lead more active lives
- o Maintain current high levels of customer satisfaction/net promoter score
- o To target participation by those living in deprived areas



To create a greener, cleaner more attractive district

Sub Objectives:

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



To deliver improved customer satisfaction by improving customer support services and processes



To develop and implement a dynamic recovery plan that provides a proactive response to the challenges presented by Covid19 and which supports and enhances social, economic and environmental well-being in the Council area

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 (2021-2022) Improvement Objectives in September 2022.

How to get involved

We are keen to get your feedback on 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 2021/22 is available on the Council's website:

www.derrystrabane.com/corporateimprovementplans