

Report on	Consultation findings on proposed Corporate Improvement Objectives for period 2019-2020
Date of Meeting	Thursday 4 th April, 2019
Reporting Officer	Philip Moffett, Head of Democratic Services
Contact Officer	Lisa Jenkins, Performance & Quality Officer

Is this report restricted for confidential business?	Yes	
If 'Yes', confirm below the exempt information category relied upon	No	X

1.0	Purpose of Report
1.1	To update the committee on the findings and outcome of the consultation undertaken on the proposed performance improvement objectives for the period 2019-2020.
2.0	Background
2.1	The Local Government Act (NI) 2014 and subsequent departmental statutory guidance requires that the Council in discharging its duty under section 84 and 85, a council must consult on its improvement objectives. The Act requires councils to engage with its citizens in deciding on how to fulfil the general duty to “.... <i>make arrangements to secure continuous improvement</i>” and choose its improvement objectives.
2.2	<p>The Committee at its February 2019 meeting considered and approved 4 draft Corporate Improvement Objectives for consultation. This was accompanied with the rationale for choosing them and the associated links to the council's community and corporate plans. The committee agreed the following Improvement Objectives and that they be consulted on:</p> <ul style="list-style-type: none"> • To assist in the growth of the local economy by increasing the number of visitors to our district • To improve the average processing time for Local Planning Applications • To improve the accessibility of our services by increasing the number available online • To support people to adopt healthier lifestyles by increasing the usage of council recreational facilities

3.0	Main Report
3.1	This consultation exercise ran from the 8 th of February to the 15 th of March 2019. Under each improvement objective, the Council asked whether respondents agreed with the objective or disagreed with the objective. Respondents were also asked to provide any related commentary they had regarding the proposed improvement objectives. The consultation survey also asked respondents to outline any improvements the council should consider in the future. The final question asked respondents to provide any further comments relating to the draft Improvement objectives
3.2	<p>The consultation involved a survey made available for completion and submission online or by post to the council. To ensure maximum engagement the process was promoted through a variety of communication channels including social media outlets, the council website, press releases, e-mails and internal staff meetings. 55 consultees responded to the consultation.</p> <p>A report on the outcome of the consultation is appended as Appendix A. In summary;</p> <ul style="list-style-type: none"> • 98% of respondents agreed with objective 1 - <i>To assist in the growth of the local economy by increasing the number of visitors to our district</i> • 94.55% of respondents agreed with objective 2 - <i>To improve the average processing time for local planning applications.</i> • 94.54% of respondents agreed with objective 3- <i>To improve the accessibility of our services by increasing the number available online</i> • 96.36% of respondents agreed with objective 4 - <i>To support people to adopt healthier lifestyles by increasing the usage of Council recreational facilities</i>
3.3	With such significant endorsement of the four proposed improvement objectives, together with additional commentary provided, the council will develop its 2019 to 2020 Corporate Improvement Plan around those as consulted on. When reviewed, the respondent's commentary did not warrant the removal, amendment to or addition to the objectives proposed. The additional commentary and views provided will inform our wider improvement activity across the services.
4.0	Other Considerations
4.1	Financial, Human Resources & Risk Implications
	Financial: NA
	Human: NA
	Risk Management: NA
4.2	Screening & Impact Assessments
	Equality & Good Relations Implications: not applicable

	Rural Needs Implications: not applicable
5.0	Recommendation(s)
5.1	That the Committee considers the consultation report on the Corporate Improvement Objectives Consultation and agree the four objectives as listed for the period 2019-2020.
6.0	Documents Attached & References
6.1	Appendix A: Consultation Report: Proposed Corporate Improvement Objectives 2019-2020