

**Draft Summary**  
**Performance**  
**Improvement Plan**  
**2021/22**



**LCCC**  
Lisburn &  
Castlereagh  
City Council

Performance Improvement Objective	Performance Improvement Project	Improvement area stipulated in S.84(2) LG Act (NI) 2014	Community Planning Theme	Continuing or New?	Measure of Success
1. We will improve our citizen engagement and simplify processes for contacting the Council	Improve accessibility to information and services by expanding our suite of online facilities within the Environmental Services Directorate.	Strategic Effectiveness Service Quality Fairness Efficiency Innovation	Our Community	Continuing	Number and type of services available online  8 services across the Environmental Services Directorate will be made available online during 21/22.
	Undertake a review of the customer care complaints handling procedure, by reducing to a two stage process and improve our timeliness of response by stipulating timescales at each stage.	Strategic Effectiveness Service Quality Service Availability Fairness Efficiency Innovation	Our Community	New	Did we review the customer care complaints handling procedure Y/N  Did we implement the customer care complaints handling procedure Y/N
	Deliver a Participatory Budgeting Initiative across 3 DEA's to allow local people to have a say in the projects that receive funding in their communities	Strategic Effectiveness Service Quality Service Availability Fairness Efficiency Innovation	Our Community	New	Number of applications received  Number of awards made  Case studies on the difference the grants have made
2. We will increase participation in Council led activities, that seek to maintain and improve physical and	Recover the number of Vitality memberships and people attending our leisure centres to pre Covid-19 levels ( <i>this is based upon Covid restrictions being lifted and reopening of facilities</i> )	Service Quality Service Availability Fairness Efficiency Innovation	Health & Wellbeing  The Economy  Where we Live	Continuing	Active encouragement for people to re-engage with our Sports Facilities to achieve: <ul style="list-style-type: none"> <li>the pre Covid-19 annual target of 4000 Vitality members per year (this is based upon Covid restrictions being lifted and reopening of facilities)</li> <li>the pre Covid-19 annual target of over 650,000 people attending our sports</li> </ul>

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mental health and wellbeing for our citizens					<p>facilities per year (this is based upon Covid restrictions being lifted and reopening of facilities)</p> <p>Targets have been pro rata based on facilities reopening in Q2. Targets will be reviewed in October 2021.</p>
	Build upon the success of the Vitality programme by supplementing the range of activities available to members with a targeted virtual programme	Service Quality Service Availability Fairness Efficiency Innovation	Health & Wellbeing  The Economy  Where we Live	New	<p>Number of online classes included in Vitality Programme</p> <p>Number and type of classes available online e.g. live online classes, videos etc</p>
	Improve the physical, mental and emotional wellbeing of our citizens through a number of programmes to develop their horticulture skills and understand the benefits of healthy eating	Service Quality Service Availability Fairness Efficiency Innovation Sustainability	Health & Wellbeing  Where we Live  Our Community	New	<p>10 horticultural projects will be delivered in FY 2021/22</p> <p>4 Poly-tunnels will be purchased and delivered to Community groups in Stoneyford, Maghaberry, Moira and Derriaghy</p> <p>Number of CSAW programmes delivered - 20 per annum Number of programme participants - 400 per annum</p> <p>User evaluation and feedback</p>