

## Review of Corporate Improvement Objectives 2023-24

Our services and facilities			
<i>What we want to achieve</i>	<i>Why are we focusing on this</i>	<i>What we will do</i>	<i>How we will measure performance</i>
<p>Maintain and where appropriate improve resident satisfaction with the council and the services and facilities that we provide</p> <p>*Note: increasing levels of satisfaction in a cost-of-living crisis will be difficult; therefore maintaining these levels represents good performance.</p>	<p>Residents have consistently told us that they want our improvement plan to focus on improving the services we deliver and the facilities we provide. Each year we identify key actions that will help us improve our services and facilities. Improving customer care and investing in our leisure facilities are ongoing commitments. However, this year, after listening to our residents, we have also targeted cleanliness issues within our improvement actions.</p>	<p>Improve our customer care practices by continuing to implement our customer focus programme</p> <p>Improve the efficiency and effectiveness of key services, focusing this year on clean and green activity.</p> <p>Upgrade and improve our Leisure facilities by continuing to implement our Leisure Transformation Programme</p>	<p>Percentage of residents who:</p> <ul style="list-style-type: none"> <li>- are satisfied with Belfast City Council</li> <li>- agree that BCC provides good customer service</li> <li>- agree that BCC provides good value for money</li> <li>- agree that is easy to contact the council or access services</li> <li>- agree their local area is clean and attractive</li> <li>- are satisfied with sports and leisure facilities in their local area</li> </ul>

## Our communities

<b><i>What we want to achieve</i></b>	<b><i>Why are we focusing on this</i></b>	<b><i>What we will do</i></b>	<b><i>How we will measure performance</i></b>
<p>Improve our local areas and enhance how we engage and support residents so everyone can enjoy good quality of life.</p>	<p>Our residents have emphasised that our improvement plan must support local people and improve local neighbourhoods. This year, in response to citizen engagement, we are continuing to focus on physically improving our neighbourhoods; parks and playgrounds, and on encouraging physical activity.</p> <p>Feedback from the Belfast Agenda and the results from our regular resident survey also show that we need to become better at engaging our communities and local people. central to this is widening participation and building capacity.</p> <p>This year, one of the biggest challenges facing our citizens is the cost-of-living crisis. In recognition of this, our improvement plan now includes actions deigned to help support our residents, especially those</p>	<p>Improve the physical condition of local neighbourhoods through the Neighbourhood Regeneration Fund</p> <p>Improve our parks and playgrounds (maintaining Green Flag accreditations and carrying out local upgrades)</p> <p>Develop a physical Activity and Sports Strategy</p> <p>Continue to enhance and improve how we engage and involve our residents by piloting Participatory Budgeting and undertaking outreach to seldom heard voices.</p> <p>Support the Belfast Youth Council to identify key priorities and actions for taking forward in 2023/24</p> <p>Utilise our community networks to support our residents, especially those most vulnerable, through the cost-of-living crisis.</p> <p>Develop framework for provision of council services to help address cost-of-living crisis and to help connect residents to advice and support</p>	<p>Percentage of residents who:</p> <ul style="list-style-type: none"> <li>- are satisfied with their local area a place to live</li> <li>- agree that their local area has good quality parks and green space</li> <li>- agree council consults and listens to the views of local residents</li> <li>- agree that council shows good leadership</li> <li>- use council parks at least monthly</li> </ul> <p>Number of Parks and Green Spaces with Green Flag accreditation</p> <p>Number of registered participants on Your Say Belfast and responses to consultations per annum</p> <p>PB - Number of applications received.</p> <p>Public participation levels</p> <p>Number of residents accessing online cost-of-living support and advice</p> <p>Number of residents who visit the network of Warm and Welcome Spaces</p>

	most vulnerable, through the cost-of-living crisis	Undertake a review of BCC/DfC-funded advice services Sustain and extend the Warm & Welcome Spaces programme	
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**Our economy**

<b><i>What we want to achieve</i></b>	<b><i>Why are we focusing on this</i></b>	<b><i>What we will do</i></b>	<b><i>How we will measure performance</i></b>
Help small businesses, including social enterprises and co-operatives, to develop and grow, and by doing so, help create opportunities for local jobs and employment.	Creating better jobs and supporting local businesses and entrepreneurs have been key priority for our residents since the first Belfast Conversation in 2015. Our improvement plan has therefore always included actions designed to support local prosperity and employment. Last year, we also included activity aimed at supporting social enterprises and cooperatives. This reflects the priorities of residents and our vision of inclusive growth, where all people share in the success of the city.	Deliver support through our local business start-up programmes Deliver the 'Go for it' programme for start-up support for 2023-2024 Help mobilise and deliver the new enterprise support service	Number of jobs promoted through the Go For It programme Business start-up and growth activity: <ul style="list-style-type: none"> <li>- Number of business plans developed</li> <li>- Number of participants/businesses supported</li> </ul>

**Our environment**

<i><b>What we want to achieve</b></i>	<i><b>Why are we focusing on this</b></i>	<i><b>What we will do</b></i>	<i><b>How we will measure performance</b></i>
Help tackle climate change, protect our environment and improve the sustainability of Belfast	<p>In October 2019, Council declared a climate emergency in Belfast. Given the significant challenges facing our environment and the behavioural changes needed, we believe our improvement plan must for include actions aimed at protecting our environment. Most of our residents agree.</p> <p>Our focus this year is on ensuring that we have appropriate strategies, policies, and initiatives in place that will enable us to support climate actin and protect our natural resources.</p>	<p>Help tackle climate change by developing and implementing a BCC Climate Plan.</p> <p>This will be supported by actions to address biodiversity and “green” our fleet</p> <p>Continue to protect our environment by developing a BCC tree strategy, and by continuing to roll out the One Million Trees programme</p> <p>Increase the level of recycling across the city and reduce our reliance on landfill (waste and recycling actions)</p>	<p>Percentage of residents who agree that Belfast is environmentally friendly</p> <p>Indicators relating to number of trees. Tress planted linked to the Belfast Tree Strategy and One Million Trees programme</p> <p>Amount(tonnage) of biodegradable BCC collected waste that is landfilled</p> <p>% of household waste collected that is sent for recycling</p> <p>Amount (tonnage) of BCC collected municipal waste arisings</p>

**Our city**

<i><b>What we want to achieve</b></i>	<i><b>Why are we focusing on this</b></i>	<i><b>What we will do</b></i>	<i><b>How we will measure performance</b></i>
Revitalise our city and help it to innovate in an inclusive and sustainable way.	Adapted from our 2020 Recovery Plan, we now use this theme as way to identify and prioritise improvement activity that will benefit the city collectively in the longer term.	<p>Revitalise and support our city centre by continuing to implement the Vacant to Vibrant City Centre Capital Grant Scheme</p> <p>Improve public spaces and greenways across the city: City Cathedral Gardens,</p>	<p>Percentage of residents who:</p> <ul style="list-style-type: none"> <li>- are satisfied with Belfast as a place to live</li> <li>- agree the city centre is vibrant and attractive, with lots going on</li> </ul>

	<p>Improvement priorities under this theme include revitalising our city centre, enhancing digital and urban innovation, and improving the greenways and public spaces across the city. These strategic, city development projects will contribute to our other improvement priorities such as helping to grow our economy, enhancing our environment or supporting our communities. supporting digital innovation.</p>	<p>Forth Meadow, Lagan Gateway and Marrowbone Millennium Park</p> <p>Encourage digital innovation across the city by continuing to deliver the Smart District programme:</p> <ul style="list-style-type: none"> <li>- City SME Challenge Programme</li> <li>- Citizen Office for Digital Innovation programme</li> <li>- Smart District Innovation Hub</li> </ul>	<p>Percentage of residents who: agree that Belfast:</p> <ul style="list-style-type: none"> <li>- is easy to get about</li> <li>- has good infrastructure</li> </ul> <p>Number of SMEs/companies directly engaged in the Smart District programme</p>
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