



|                           |  |
|---------------------------|--|
| <b>Subject:</b>           | <b>Council Improvement Plan 2023-24</b>  |
| <b>Date:</b>              | 18th August, 2023  |
| <b>Reporting Officer:</b> | John Tully, Director of City and Organisational Strategy   |
| <b>Contact Officers:</b>  | Kevin Heaney, Head of Inclusive Growth and Anti-poverty<br>Patricia Flynn, Strategic Policy and Planning Officer |

|  |   |
|--|---|
| <b>Restricted Reports</b>                                |   |
| <b>Is this report restricted?</b>                        | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| <b>If Yes, when will the report become unrestricted?</b> |   |
| After Committee Decision                                 | <input type="checkbox"/>  |
| After Council Decision                                   | <input type="checkbox"/>  |
| Sometime in the future                                   | <input type="checkbox"/>  |
| Never  | <input type="checkbox"/>  |

|  |   |
|--|---|
| <b>Call-in</b>                               |   |
| <b>Is the decision eligible for Call-in?</b> | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |

|            |   |
|------------|---|
| <b>1.0</b> | <b>Purpose of Report</b>  |
| 1.1        | To present for the Committee's consideration the draft Council Improvement Plan: 2023-2024 and associated improvement objectives for this period, which has been informed by public consultation.   |
| <b>2.0</b> | <b>Recommendations</b>  |
| 2.1        | The Committee is asked to:<br>(i) approve the draft 2023-2024 Council Improvement Plan; and<br>(ii) approve the publication of the Improvement Plan as legally required.  |
| <b>3.0</b> | <b>Key Issues</b>   |
| 3.1        | The Committee will be aware that the Council has a statutory duty to agree improvement objectives and produce an annual improvement plan. The Improvement plan does not include everything that council plans to do that year, but instead focuses on a smaller set of key improvement priorities. In February 2023, the Strategic Policy and Resources Committee approved the following draft improvement objectives, which were issued for public consultation: |

### Our Services and Facilities

Maintain and where appropriate improve resident satisfaction with the council and the services and facilities that we provide

### Our Communities

Improve our local areas and enhance how we engage and support residents so everyone can enjoy good quality of life.

### Our Economy

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.

### Our Environment

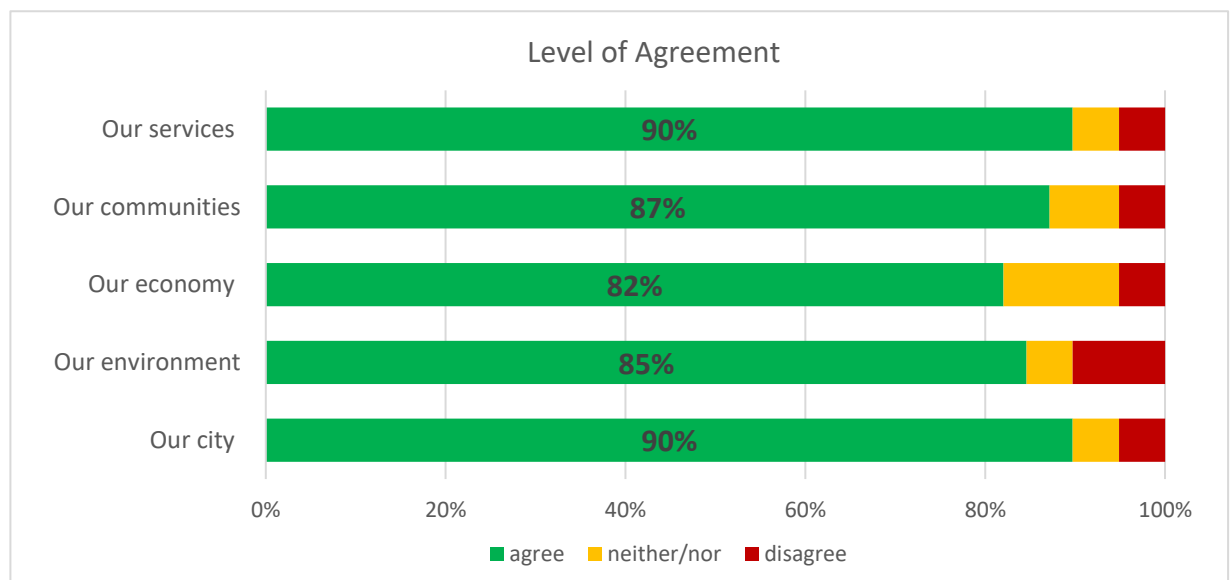
Help tackle climate change, protect our environment, and improve the sustainability of Belfast.

### Our City

Revitalise our city and help it to innovate in an inclusive and sustainable way.

## 3.2 Summary of Consultation Responses

The consultation on the proposed improvement objectives ran for just over eight weeks and was hosted on our Your say Belfast engagement platform and promoted through the council's social media channels. A total of 39 responses were received with key results summarised below. (Note: we do not normally receive a large response to consultations of this nature.) The majority of those responding to the consultation supported the proposed improvement objectives, as set out in the graph below.



3.3 Respondents were given the opportunity to make comments, provide ideas or to suggest other areas that they felt should be included as improvement objectives. Around half of all respondents submitted comments, which have been forwarded to relevant services for information and where applicable have been fed into the ongoing review of the Belfast Agenda. Generally, the comments related to:

|     |   |
|-----|---|
|     | <ul style="list-style-type: none"> <li>• The need for clearer language and targets</li> <li>• Importance of focusing on core services such as cleanliness, collecting bins/waste and customer service</li> <li>• Importance of the environment including a desire to see us tackling the reliance on cars. Whilst there was significant support for the environment objective, one respondent highlighted that this is not the responsibility of council</li> <li>• Importance of the city centre and the need to make it cleaner, greener and safer.</li> <li>• The need for greater innovation in relation to enhancing the economy and developing the city and in particularly addressing challenges around housing, dereliction and disused buildings.</li> </ul> <p><b>Improvement Plan 2023 - 24</b></p> <p>3.4 As the consultation results show high levels of support, it was not necessary to make changes to the proposed improvement objectives. Feedback from the consultation was shared with services to help them develop their improvement tasks and milestones. As required by the legislation, we have now drafted a detailed Improvement Plan that sets out our improvement actions and targets. This can be accessed <a href="#">here</a> for the Committee’s consideration and approval.</p> |
|     | <p><b>Financial and Resource Implications</b></p>   |
| 3.5 | <p>The improvement actions have been factored into agreed programmes of work and therefore there are no unplanned resource implications contained in this report.</p>   |
|     | <p><b>Equality or Good Relations Implications / Rural Needs Assessment</b></p>  |
| 3.6 | <p>There are no equality or rural needs implications arising directly from this report.</p>   |
| 4.0 | <p><b>Document Attached</b></p>   |
|     | <p>Draft Council Improvement Plan 2023 – 24 (see paragraph 3.4)</p>   |