

Appendix 1: Draft Council Performance improvement objectives and indicative actions 2024 - 25

Draft Improvement Objectives (draft subject to consultation and engagement)	What we will deliver – Indicative Actions (draft subject to consultation and engagement)
<p>Our Services We will continue to adapt and improve our services to better meet the needs of our residents and stakeholders.</p>	<ul style="list-style-type: none"> • Develop the Phase 3 Customer Focus Programme and prioritise service improvement projects / system replacements supported by the Digital Programme of work. • Update the Planning Service Improvement Plan to include a review of PAD/PPA processes and charges and S76 and enforcement processes and continued implementation of the Belfast Local Development Plan. • Pilot the introduction of smaller refuse collection vehicles to improve the waste collection service to narrow and congested streets and develop the business case for permanency. Create an operational control room to assist pre-planning, daily control of collections and data analysis. • Street cleansing programme.
<p>Our people and communities We will enhance the quality of life for our residents and support them to become healthier, engaged and more resilient.</p>	<ul style="list-style-type: none"> • Continue to deliver Leisure Transformation Programme – Phase 3 and 4 • Continue to deliver Playground Improvement Programme • Deliver animation/ outreach activities across our community, leisure development, and parks outreach programmes • Capital developments in our city parks and open spaces • Greenways programme • Participatory budgeting programme • Green Flag and Green Flag Heritage awards and Ulster in Bloom accreditation awards
<p>Our place We will create a more vibrant city centre and improve our neighbourhoods.</p>	<ul style="list-style-type: none"> • Delivery of Neighbourhood Regeneration Fund • Vacant to Vibrant programme • City Centre Regeneration schemes (Future City Centre Programme etc) • Belfast and Bloom programme • Belfast 2024 Year of Cultural Celebrations.
<p>Our planet We will champion climate action; protect the environment and improve the sustainability of Belfast.</p>	<ul style="list-style-type: none"> • Deliver the Belfast Tree Strategy and action plan • Continue delivery of the 1 million trees programme • Continue to lead on the Climate Action Programme • Develop the Belfast Electric Vehicle (EV) Strategy • Develop the council energy plan • UP2030 Net Zero Neighbourhood • Net Zero fleet replacement

	<ul style="list-style-type: none"> • Operate Household Recycling Centre's services across Belfast segregating various waste streams and working in partnerships with others to ensure items are reused, recycled or recovered.
<p>Our economy We will help business start-up and growth and create opportunities for more and better jobs and employment</p>	<ul style="list-style-type: none"> • Deliver employment academies in priority sectors in line with industry demand, focusing on inclusive growth target areas. • Progress the Labour Market Partnership to deliver key programmes including: <ul style="list-style-type: none"> ➢ Gateway to Choices ➢ Bridges to Progression ➢ Digital Badging initiative ➢ Employment pathways • Extend business engagement in the Belfast Business Promise (BBP) • Social Value Procurement
<p>Compassionate city We will support our residents through the cost-of-living crisis.</p>	<ul style="list-style-type: none"> • Extend the delivery of cost-of-living support programmes i.e., Hardship Funding • Food and fuel poverty interventions • Social supermarkets • Community grant process • Community advice services