

# **PERFORMANCE – A NEW CULTURE FOR A NEW COUNCIL**

**Presented by:**

**Dr Theresa Donaldson**

**Chief Executive Lisburn & Castlereagh City Council**

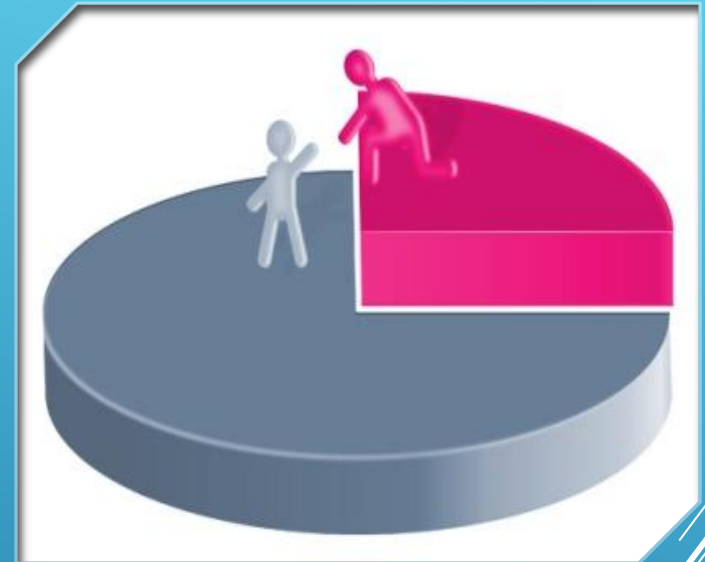
# BUILDING ON GOOD PRACTICE....



**NI LOCAL GOVERNMENT HAS ALWAYS HAD A STRONG CULTURE OF PERFORMANCE MANAGEMENT AND THE PROVISION OF VALUE FOR MONEY SERVICE DELIVERY.**



- **PERFORMANCE MEASUREMENT**
- **CUSTOMER ENGAGEMENT/SURVEYING**
- **CUSTOMER CARE**
- **CONTINUOUS IMPROVEMENT – QUALITY ACCREDITATIONS**
- **QUALITY AWARDS**




# PERFORMANCE AT THE HEART OF THE ORGANISATION



## ▶ ACCOUNTABILITY





## ▶ TRANSPARENCY TO RATEPAYERS

Performance Manager Themes 

▼	1.0	Achieving best outcomes in serving citizens.
	1.1	Delivering effective civic leadership.
	1.2	The realisation of the City's potential.
	1.3	Building on a solid base.
	1.4	Working in a collaborative and cooperative manner.
	1.5	Challenges of potential further local government
	1.6	Challenges from an economically constrained climate.
▼	2.0	Achieving an effective, progressive and improving council.
	2.1	Being flexible, adaptable, and innovative.
	2.2	Engaging and communicating with our citizens.
	2.3	Develop a culture of striving towards excellence.
▶	3.0	Maintaining Sustainable Communities
▶	4.0	Reducing Environmental Impact

[Add New Theme](#)

[Details](#)  

Edit Theme Open Objectives

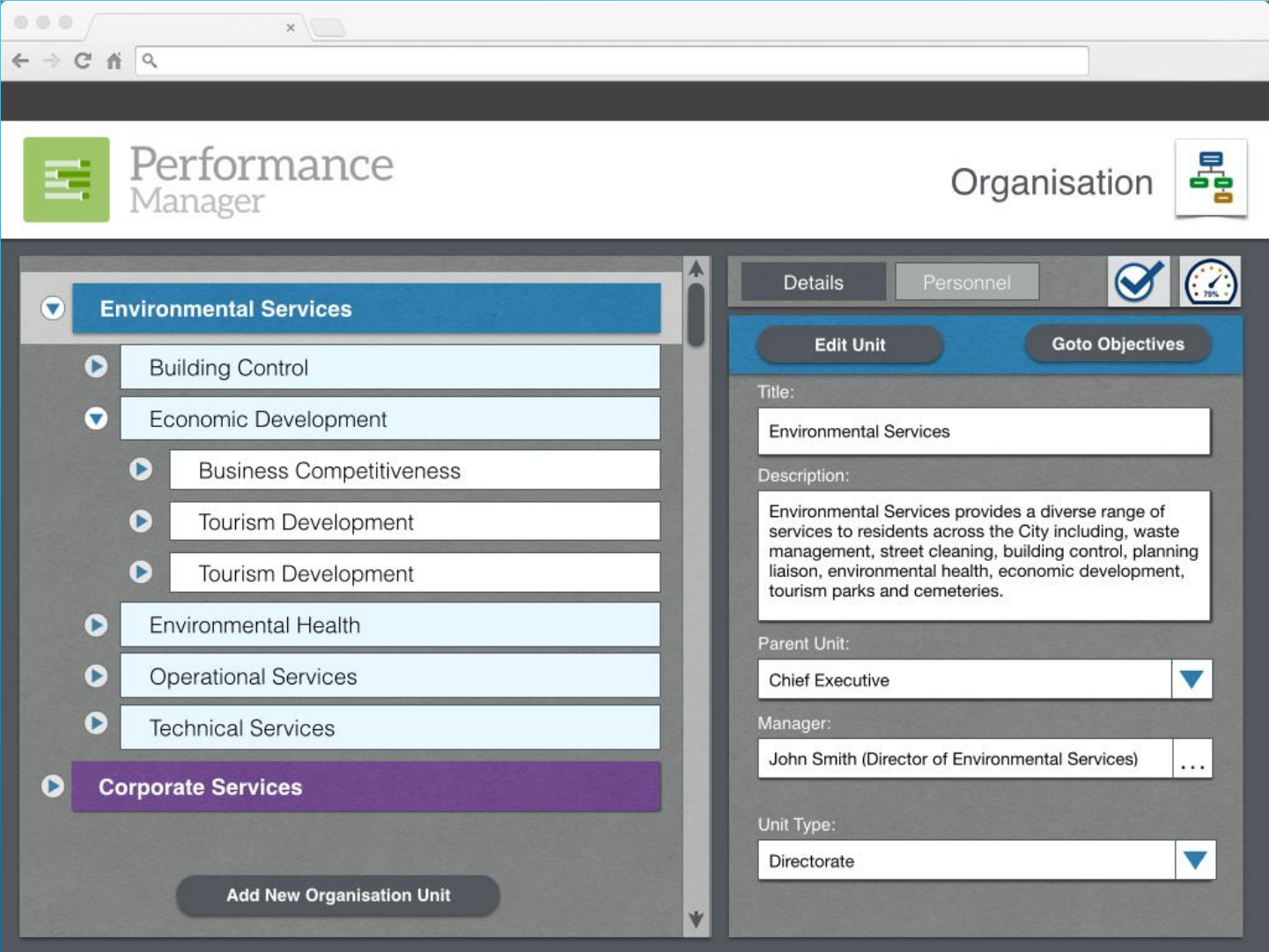
Ref No.:  Title:

Description:

Parent Theme:  ▼

▼

Owner:  ...



Environmental Services



Building Control



Economic Development



Business Competitiveness



Tourism Development



Tourism Development



Environmental Health



Operational Services



Technical Services



Corporate Services

Add New Organisation Unit

Details

Personnel



Edit Unit

Goto Objectives

Title:

Environmental Services

Description:

Environmental Services provides a diverse range of services to residents across the City including, waste management, street cleaning, building control, planning liaison, environmental health, economic development, tourism parks and cemeteries.

Parent Unit:

Chief Executive

Manager:

John Smith (Director of Environmental Services)

Unit Type:

Directorate





### Objective

[Edit Objective](#)

1.0 Environmental and economic sustainability.

#### Description:

To take a lead role in improving the environmental and economic sustainability of the City in developing its competitive position regionally, nationally and globally.

Organisation: Environmental Services

Owner: David Braziel (Corporate Services)

#### Themes:

1.0 - Achieving best outcomes in serving citizens.

2.0 - Achieving an effective, progressive and improving council.

#### Relevant Links or Documents:

Environmental Services Departmental Strategy	
Economic Development Interim Strategy 2010-2011	
Guidance Notes for calculating sustainability (PDF)	

### Key Results

[Add New](#)

#	Measure	Due	Status
1	Percentage of domestic full plans applications receiving a first assessment within 21 days from date of receipt	1st Nov 2014	70%
2	Percentage of non-domestic full plans applications receiving a first assessment within 35 days from date of receipt	2nd Nov 2014	80%
3	No of applications per Month	10th Nov 2014	62
4			
5			
6			
7			
8			

# WHAT COUNCILS EXPECT FROM THE DEPARTMENT



# FOCUS ON OUTCOMES!



# CARNEGIE ROUNDTABLE



# **CARNEGIE ROUNDTABLE ON MEASURING WELLBEING IN NORTHERN IRELAND**

**THE ROUNDTABLE WILL SEEK TO RAISE AWARENESS OF THE IMPORTANCE OF MEASURING WELLBEING AND THE POSITIVE IMPACT THAT THIS HAS ON POLICY DEVELOPMENT;**

**IT WILL ALSO EXPLORE THE NEXT STEPS NECESSARY TO DEVELOP A WELLBEING FRAMEWORK IN NORTHERN IRELAND FOCUSED ON ACHIEVING WELLBEING OUTCOMES AND TO GENERATE CROSS-PARTY SUPPORT FOR THIS.**

# EARLY FINDINGS

The local views and aspirations reflect some core ideas:-

- ▶ More effective, responsive and collaborative style of governance;
- ▶ More confident and meaningful engagement with local government, including through Community Planning, informed by principles of co-design and co-production;
- ▶ Capacity building across all sectors to raise everyone's game in terms of policy design and options.

## NATIONAL PERFORMANCE FRAMEWORK

### THE GOVERNMENT'S PURPOSE

To focus government and public services on creating a more successful country, with opportunities for all of Scotland to flourish, through increasing sustainable economic growth

### HIGH LEVEL TARGETS RELATING TO THE PURPOSE

Growth Productivity Participation Population Solidarity Cohesion Sustainability

### STRATEGIC OBJECTIVES

WEALTHIER & FAIRER	SMARTER	HEALTHIER	SAFER & STRONGER	GREENER
<b>We live in a Scotland that is the most attractive place for doing business in Europe</b>				
<b>We realise our full economic potential with more and better employment opportunities for our people</b>				
<b>We are better educated, more skilled and more successful, renowned for our research and innovation</b>				
<b>Our young people are successful learners, confident individuals, effective contributors and responsible citizens</b>				
<b>Our children have the best start in life and are ready to succeed</b>				
<b>We live longer, healthier lives</b>				
<b>We have tackled the significant inequalities in Scottish society</b>				
<b>We have improved the life chances for children, young people and families at risk</b>				
<b>We live our lives safe from crime, disorder and danger</b>				
<b>We live in well-designed, sustainable places where we are able to access the amenities and services we need</b>				
<b>We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others</b>				
<b>We value and enjoy our built and natural environment and protect it and enhance it for future generations</b>				
<b>We take pride in a strong, fair and inclusive national identity</b>				
<b>We reduce the local and global environmental impact of our consumption and production</b>				
<b>Our people are able to maintain their independence as they get older and are able to access appropriate support when they need it</b>				
<b>Our public services are high quality, continually improving, efficient and responsive to local people's needs</b>				

### HOW ARE WE DOING?

Visit [www.scotlandperforms.com](http://www.scotlandperforms.com) to track latest progress

December 2011

## National Performance Framework – Measurement Set

Increase Scotland's Economic Growth	Improve Productivity	Improve Economic Participation	Increase Population Growth
<b>PURPOSE TARGETS</b>			
Population – Increase Healthy Life Expectancy	Solidarity – Reduce Income Inequality	Cohesion – Reduce Inequalities In Economic Participation Across Scotland	Sustainability – Reduce Greenhouse Gas Emissions

NATIONAL INDICATORS	NATIONAL INDICATORS
Increase the <b>number of businesses</b>	Reduce the percentage of <b>adults who smoke</b>
Increase <b>exports</b>	Reduce <b>alcohol related hospital admissions</b>
Improve <b>digital infrastructure</b>	Reduce the number of individuals with <b>problem drug use</b>
Reduce <b>traffic congestion</b>	Improve people's perceptions about the <b>crime rate</b> in their area
Improve <b>Scotland's reputation</b>	Reduce <b>reconviction rates</b>
Increase <b>research and development</b> spending	Reduce <b>crime victimisation rates</b>
Improve <b>knowledge exchange</b> from university research	Reduce <b>deaths on Scotland's roads</b>
Improve the <b>skill profile</b> of the population	Improve people's perceptions of the <b>quality of public services</b>
Increase the proportion of <b>pre-school centres receiving positive inspection reports</b>	Improve the <b>responsiveness of public services</b>
Increase the proportion of <b>schools receiving positive inspection reports</b>	Reduce the proportion of individuals living in <b>poverty</b>
Improve levels of <b>educational attainment</b>	Reduce <b>children's deprivation</b>
Increase the proportion of <b>young people in learning, training or work</b>	Improve access to suitable housing options for those in <b>housing need</b>
Increase the proportion of <b>graduates</b> in positive destinations	Increase the number of <b>new homes</b>
Improve <b>children's services</b>	Widen <b>use of the Internet</b>
Improve <b>children's dental health</b>	Improve people's perceptions of their <b>neighbourhood</b>
Increase the proportion of babies with a <b>healthy birth weight</b>	Increase <b>cultural engagement</b>
Increase the proportion of <b>healthy weight children</b>	Improve the state of Scotland's <b>historic sites</b>
Increase <b>physical activity</b>	Increase people's use of Scotland's <b>outdoors</b>
Improve self-assessed <b>general health</b>	Improve the condition of <b>protected nature sites</b>
Improve <b>mental wellbeing</b>	Increase the abundance of terrestrial breeding birds: <b>biodiversity</b>
Reduce <b>premature mortality</b>	Improve the state of Scotland's <b>marine environment</b>
Improve <b>end of life care</b>	Reduce Scotland's <b>carbon footprint</b>
Improve support for people with <b>care needs</b>	Increase the proportion of journeys to work made by <b>public or active transport</b>
Reduce <b>emergency admissions</b> to hospital	Reduce <b>waste</b> generated
Improve the quality of <b>healthcare experience</b>	Increase <b>renewable electricity</b> production

Visit [www.scotlandperforms.com](http://www.scotlandperforms.com) to track latest progress

December 2011

# THANK YOU

## QUESTIONS?

