



Derry City & Strabane
District Council
Comhairle
Chathair Dhoire &
Cheantar an tSratha Báin
Derry Cittie & Strabane
Districk Council

Performance
Improvement –
Challenges and
Opportunities - A
Derry City and
Strabane District
Council
Perspective



Context

- dynamic, response to needs
- resource constraints and demands
- integral to local government
- “one priority on a long list”

Services and Outcomes

- customer focus/needs based
- effective use of resources
- support response to change
- performance monitoring
versus performance
improvement and outcome
delivery

Engaging with Stakeholders

- Transparency and accountability
- Leadership
- Identifying and delivering on improvement opportunities
- Consistency, robustness and fairness
- Commitment

Techniques and Process

- Strategic Planning and Improvement Framework
- Access information - Covalent
- Performance Networks
- People – customer surveys/engagement approaches – staff involvement

Bigger Picture

- Strategic impact – relationship to community planning outcomes and PFG
- Continuous challenge and renewal
- Significant change and uncertainty
- Balancing improvement priorities

Performance Improvement 'Not'

- add-on to the job
- number crunching exercise or a league table

'Is'

- cultural imperative – part of planning, policy development, decision-making and service delivery
- opportunity to involve everyone



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