

# Consultation Report on Lisburn & Castlereagh City Council's Draft Improvement Objectives for 2023/24



## 1. INTRODUCTION

The 6 week Consultation on Lisburn & Castlereagh City Council's **Draft Improvement Objectives** for 2023/24 closed on the **18<sup>th</sup> May 2023**.

The Improvement Objectives and associated projects consulted upon were:

Performance Improvement Objective	What will we do in 2022/23?
<b>We will continue to improve our citizen engagement methods and ensure accessible processes for contacting the Council</b>	We will further develop the customer's experience when engaging with Council Services.
	We will continue to enable our citizens to influence decision making through community conversations.
	We will continue to deliver a Participatory Budgeting Initiative across 2 DEA's to allow local people to have a say in the projects that receive funding in their communities
	We will continue to develop a corporate Digital Grant Aid system to make the grant aid process more accessible for our customers
<b>We will continue to deliver Council led activities that seek to maintain and improve the physical and mental wellbeing of our citizens.</b>	We will improve the physical, mental and emotional wellbeing of our citizens through a number of programmes which include; developing skills in horticulture, physical well-being programmes and understanding the benefits of these.
	We will respond to local labour market needs through delivery of the Labour Market Partnership programme to provide funding to deliver a range of employability programmes. We aim to support residents within our Council area to achieve relevant qualifications that will enable them to gain employment.

## 2. CONSULTATION METHODS

An online consultation exercise on the draft improvement objectives and projects was carried out during April and May 2023. Three focus groups were held in various locations within the Council area, at different times to enable as wide a reach and opportunity for feedback as possible.

The Council made use of social media to promote the consultation, as well as the Council's online survey tool 'Smart Survey'. In addition the Council website provides contact details encouraging individuals or organisations to submit views at any time during the year.

The consultees included; residents, staff who are also residents, community groups, local businesses, as well as representatives from the statutory and voluntary sector.

The Performance Improvement Objectives and Projects for 23/24 were made available in draft format on the Council's website and promoted through social media during April and May.

Social Media analytics indicate that a total Facebook reach of all posts (20 posts in total) was 92,309 and total Twitter impressions (20 tweets total) was 15,557. Average reach per Facebook post was 4,615 and average impressions per Tweet was 777. The most popular Tweet of the consultation was on the 10th May, it saw 5,132 impressions – 660% of the average. The Facebook post on this date also saw the highest reach with 9,744 – 211% of the average.

These social media analytics are significantly higher than the 2022 consultation where we had a reach of 7,023 users via Facebook and 1,885 impressions on Twitter.

At the close of the consultation a total of **182 responses** were received from the online survey. This has been a significant improvement on recent years as the table shows below.

Consultation Year	Number of Responses to On-line Consultation
2019	50
2020	No PIP or consultation due to Covid-19 pandemic
2021	14
2022	74
2023	182

### 3. CONSULTATION FINDINGS

See below photos taken at the recent focus group meetings. Below is also an example of positive feedback received from the focus groups.



*I would like to take this opportunity to compliment your staff today at a recent Public Consultation Event held at Castlereagh Golf Club in Gilnahirk, Northern Ireland.*

*Every member of your Team spoke exceptionally well, with Professionalism alongside a genuine, sincere Human spirit approach.*

*Your staff made myself and my Dad feel extremely warmly welcome. Your team are clearly very busy in the diverse and wide range of roles they undertake, day and night in the local community to maintain local services. It is very clear they are striving to make real and meaningful changes to assist people of all ages and abilities who live within the local community. Naturally there will always be challenges and opportunities for growth, reflection and shared learning. Pivotal to ensuring this occurs, is the importance of continuous engagement. It is fundamental that an*

*excellent flow of communication continues to occur to meet the needs of the local community.*

*Equally it is important that we allow ourselves to be human, and to take the opportunity to pause, reflect, re-engage and move forward.*

*There is no doubt some days must be tough, so equally your team should allow themselves to be human when working with the Public and the local community on a daily basis.*

*I was delighted to attend today's event, really well done, staff really listened to my requests - the small touches do not go unnoticed.*

*Your staff were exceptional.*






*Well Done to all the Team and thank you for this engagement opportunity.*



The following pages contain a detailed analysis of the online survey.

## DRAFT Performance Improvement Objectives 2023/24 (Consultation)

### 1. Performance Improvement Objectives 2023/24 – Proposed Approach

1. What is your main interest in responding to this consultation? (Please tick ALL that apply)				
Answer Choices			Response Percent	Response Total
1	Citizen / Ratepayer		92.86%	169
2	Local Business		10.44%	19
3	Community Group		12.64%	23
4	Statutory Sector		2.20%	4
5	Voluntary Sector		9.34%	17
			answered	182
			skipped	0




#### **Improvement Objective 1**

**We will continue to improve our citizen engagement methods and ensure accessible processes for contacting the Council.**

*The Improvement Projects below will detail how we are going to deliver this Improvement Objective.*

#### **Improvement Project 1**

We will continue to develop a corporate Digital Grant Aid system to make the grant aid process more accessible for our customers.




2. Have we got this Improvement Objective and Improvement Project right?				
Answer Choices			Response Percent	Response Total
1	Yes		42.46%	76
2	No		20.11%	36
3	Don't Know		37.43%	67
			answered	179
			skipped	3

Summary of comments on Improvement Objective 1 & Improvement Project 1	Council Response
<p>To a point. Not everyone has access or feels comfortable using Digital systems - there has to be an alternative available.</p>	<p>We want to challenge ourselves differently and look at our Customer more broadly by improving our citizen engagement methods and ensure accessible processes for contacting the Council. This is even more important and relevant now in the virtual world we have been pushed into as a result of the global pandemic. We want to be a <b>digital first not a digital only</b> Council.</p> <p>The website is under review and a new website will be launched in due course.</p> <p>The digital grant aid system will continue to be supplemented with a 'paper version' application process for those applicants who wish to avail of this process. Digital technology will be used as another tool to enable customers to access Council services.</p> <p>More information on this improvement project including the measures of success, the key performance indicators and expected outcomes will be detailed in the Performance Improvement Plan following this consultation.</p>
<p>Website is terrible to navigate, contact details for officers out of date, cannot find grants or events easily. The grant aid system was due to be released long ago. Grants are great help and staff are helpful however the application process is diabolical, outdated and a barrier for applicants.</p>	
<p>Not certain what this relates to but if referring to financial assistance for community groups it feels like a Digital First approach would be beneficial for all parties subject to transitional assistance for those tasked with engaging in the process on behalf of community groups having the support necessary to navigate such a system.</p>	
<p>Important to maintain a blended approach both keep traditional communication (phone numbers) and also email addresses and digital platforms. Use bus-stops for communication as well gets info out into the community.</p>	
<p>Definitely a necessity in this current climate From tonight's briefing I have amended to yes above, it was don't know</p>	
<p>It would be a positive move to streamline &amp; simplify systems to make applying easier for groups with less capacity</p>	
<p>It feels like an important project to work on, so keep going. The objective is key to citizenship.</p>	
<p>The fact that it is not Digital only is very good as some groups (older or disabled) may not have access or the capacity.</p>	
<p>Yes, the growth in provision with this project can only be advantageous</p>	
<p>Northern Ireland business is very weak when it comes to best business process practice. Assisting with digital transformations (eg: The Digital Surge Programme) is fundamentally beneficial and should be encouraged.</p>	
<p>When you say 'digital' this can be useful but only if there is also an alternative option for those without online access/ability</p>	
<p>I think you would need to word this better so all folk can understand what you are actually referring to. Corporate strategic language is not familiar to everyone.</p>	
<p>Will need more info on the digital grant aid system. It needs clear time frame and milestones</p>	
<p>Are key performance indicators going to be published? Is the contract fixed priced delivery?</p>	
<p>'Continue to' is too indefinite. Set a clear date for the project to be completed and report on success or failure</p>	
<p>All objectives should be clearly SMART and advise rate payers of the proposed costs and expected benefits</p>	

Summary of comments on Improvement Objective 1 & Improvement Project 1	Council Response
<p>How do you propose to do this? I belong to an allotment group who have never once applied for a grant until this year and it is a minefield. But how are you going to develop this? There is no explanation.</p> <p>Needs tweaked for practicalities when completing applications Any new system should be tested with the end user before going live</p>	<p>The digital grant aid system will be an 'end to end' system where applicants can upload all evidence once and only resubmit documents if date of validity expires, and they can access this evidence again for future applications. The system will enable users to see when the application process opens, closes, progress of application and the announcement of awards.</p> <p>There will be a 'save' function as there is with the current LCCC system to allow applicants to complete the process at their convenience.</p> <p>The Communities team are aware of the variation in skills and availability of technology within the Community sector, they will provide training and any necessary support to those using the new digital grant aid system.</p>

### Improvement Project 2

We will continue to deliver a Participatory Budgeting Initiative across two DEA's to allow local people to have a say in the projects that receive funding in their communities.

3. Have we got this Improvement Objective and Improvement Project right?				
Answer Choices			Response Percent	Response Total
1	Yes		50.56%	91
2	No		20.56%	37
3	Don't Know		28.89%	52
			answered	180
			skipped	2




Summary of comments on Improvement Objective 1 & Improvement Project 2	Council Response
<p>Based on a recent funding in Lisburn north those communities who can bring out larger numbers will get funding and the smaller groups will lose out</p> <p>Very good opportunity. Not really relevant for rate payers only Community voluntary sector. An increase in award and restriction on who can apply i.e. maximum income threshold would allow for greater impact to smaller groups</p> <p>I have seen the success of this in Annahilt and I know that this can work. Brilliant initiative.</p> <p>The Participatory Budgeting is a great opportunity for local organisations to make their case for financial assistance.</p> <p>I had recently attended a Grand Choice event and thought it</p>	<p>As we continue to deliver positive outcomes and improve the quality of life for all our communities we will deliver a Participatory Budgeting Initiative across two DEA's (District Electoral Areas) to allow local people to have a say in the projects that receive funding in their communities. This has proven successful in recent years and the Council would like to continue this initiative in another 2 DEA's (District Electoral Areas).</p>

Summary of comments on Improvement Objective 1 & Improvement Project 2	Council Response
<p>was an excellent way for the community to get involved and have their say</p>	
<p>It sounds like a positive initiative as giving local people a say in budgeting</p>	
<p>The uptake of these events is brilliant. I really like the idea of a big pot of money helping lots of groups instead of just one or two who are good at putting applications in</p>	
<p>Seeing the opportunity for groups today to share what's Available within the different sectors and the needs can only be an improvement</p>	
<p>Why only 2 DEAs? Should be across all DEAs This is not fair to rural communities</p>	<p>It is the Council's ambition that over the next few years all 7 DEA's (District Electoral Areas) will benefit from a Participatory Budgeting Initiative. We have already delivered PB in 3 DEAs during 22/23 we aim to deliver a further 2 in 23/24. The DEAs are a mix of both rural and urban areas.</p>
<p>I think you would need to word this better so all folk can understand what you are actually referring to. Corporate strategic language is not familiar to everyone.</p>	<p>More information on this improvement project including the measures of success, the key performance indicators and expected outcomes will be detailed in the Performance Improvement Plan following this consultation.</p>
<p>It's an objective but how often is it met</p>	
<p>Unclear objective using language which is not explicit and probably not understood by most people. Also need to identify the 2 DEAs</p>	
<p>Not enough detail on the extent of Participatory Budgeting powers that would be available and the workings around that so cannot comment on whether it meets the objective or not.</p>	<p>The Communities team will provide support to those benefiting from the Participatory Budgeting Initiative. The team will work with the community groups to ensure that the funding is spent within the appropriate time limits and assist with any necessary programmes for change.</p>
<p>I heard lots of great delivery on this project. Just need some clarification around the selection process - well done.</p>	
<p>The general idea is good but lack of monitoring impact of actual projects as well as encouraging successful projects to create legacies</p>	<p>The Communities team will monitor the impact of these projects and casestudies will be captured and reported on throughout the year.</p>
<p>However these need to be more easily explained and highlighted publicly</p>	<p>Promotion of the Participatory Budgeting Initiative will take place across the relevant DEA's (District Electoral Areas).</p>
<p>More could be done to include the rural or suburban Community Grand Choice initiatives - can we open an online ballot alongside the in person event to support those who can not make it on the day</p>	<p>This will be considered by the Communities Team.</p>



### Improvement Project 3

We will continue to enable our citizens to influence decision making through community conversations.




4. Have we got this Improvement Objective and Improvement Project right?				
Answer Choices			Response Percent	Response Total
1	Yes		55.37%	98
2	No		24.29%	43
3	Don't Know		20.34%	36
			answered	177
			skipped	5

Summary of comments on Improvement Objective 1 & Improvement Project 3	Council Response
<p>Need to see more evidence that this will actually be viable and not just lip service</p> <p>Citizens don't seem to have any say in any decision making</p> <p>Not enough advertisement for these discussions to allow proper engagement and representation from the actual community</p> <p>Would help if it included a method of including citizens that work full time and can't avail of community conversations.</p> <p>How would you ever measure the effectiveness of this? Target needs to be measurable - how many community conversations and how often?</p> <p>How will you plan to achieve this</p> <p>Again this could mean anything. Needs to be more specific about what a community conversation looks like and where and when they will happen</p> <p>Again I don't think I have ever participated in any community conversations influencing decisions. So again I ask how is this going to be achieved?</p> <p>This sounds good on the surface but there are no details to support or disagree to what is being proposed.</p>	<p>We have completed a community conversation in Annahilt during 2022/23. We are planning to launch community conversations in Drumbo, Killultagh and Castlereagh East. Using the 'Place Game' initiative we want to involve the local community in identifying areas of improvement for their village which can be built into a village plan and the various agencies held responsible for delivery against their section of the plan.</p> <p>It is the Council's ambition that over the next few years all 7 DEA's (District Electoral Areas) will benefit from Community Conversations.</p> <p>More information on this improvement project including the measures of success, the key performance indicators and expected outcomes will be detailed in the Performance Improvement Plan following this consultation.</p>

Summary of comments on Improvement Objective 1 & Improvement Project 3	Council Response
<p>I would like to know more about how community conversations are facilitated by the Council. Do we not contact our elected representatives when in need of assistance?</p> <p>As long as engagement is taken into consideration and decisions are not made regardless of the consultation outcome</p> <p>This is a fundamental objective as creating opportunity for genuine engagement at an appropriate level in decision making process prompts inclusion and understanding</p> <p>The objective is key to citizenship. The project of facilitating community conversations is dead right.</p> <p>This is a sound objective. I would be interested to know what form "continue to enable" takes</p> <p>I have recent experience of poor community collaboration in the Derriaghly area. More visibility required on Planning.</p> <p>Does this include parents of young children? Are more young people involved?</p> <p>I would like to be able to influence what goes on in my community and I certainly don't think my vote this month will give me that opportunity.</p> <p>These councillors that stand in our area are crap and are the main part of the problem and don't do anything for us really. Most of them are dinosaur's not in touch with problems young families are facing.</p> <p>I am not aware of any community conversations that have gone on in my area!</p> <p>I'm not aware of much engagement with the community or meaningful attempts to involve people in decision making.</p> <p>What's the point of electing someone to be your representative to have their authority to do so diluted by "community conversations"?</p>	<p>The Communities team will provide support to those benefiting from the Participatory Budgeting Initiative. The team will work with the community groups to ensure that the funding is spent within the appropriate time limits and assist with any necessary programmes for change.</p> <p>The Communities team will monitor the impact of these projects and casestudies will be captured and reported on throughout the year. Promotion of the Participatory Budgeting Initiative will take place across the relevant DEA's (District Electoral Areas).</p> <p>Promotion of the Community Conversations will take place across the relevant DEA's (District Electoral Areas). They will be Drumbo, Killultagh and Castlereagh East.</p> <p>Community Conversations are targeting the community as a whole and this means young and older people.</p>

#### Improvement Project 4

We will further develop the customer's experience when engaging with council services.

5. Have we got this Improvement Objective and Improvement Project right?				
Answer Choices			Response Percent	Response Total
1	Yes		50.00%	89
2	No		25.28%	45
3	Don't Know		24.72%	44
			answered	178
			skipped	4

Summary of comments on Improvement Objective 1 & Improvement Project 4	Council Response
<p>Having a polite person on reception to forward calls onto the relevant department is adequate customer service. Please don't waste money on needless development</p> <p>Success depends on how you do this</p> <p>The website needs to be more user friendly and there needs to be a way for non-digital savvy people to contact EASILY</p> <p>Online services improve access to council services at a time suitable for the customer</p> <p>Not sure customer experience is great as per my previous answer it is a challenge to speak to the correct people, contact details are out of date, not clear on what department what, the main telephone line frequently does pass me to the wrong dept.</p> <p>How would you ever measure the effectiveness of this?</p> <p>Could mean anything. Needs to be more specific about the how</p> <p>No time frames or tangible targets. How are you going to develop this?</p> <p>Again a little detail of the 'how' would be more helpful here.</p> <p>I don't know how this is being measured or done in anyway</p>	<p>During 21/22 and 22/23 a number of services were provided online, as online services are even more important and relevant now in the virtual world we have been pushed into as a result of the global pandemic. We want to be a digital first not a digital only Council. Building upon this, it is planned that we will launch a new Customer Care System for handling complaints and also a new Freedom of Information System for capturing Freedom of Information enquiries.</p> <p>More information on this improvement project including the measures of success, the key performance indicators and expected outcomes will be detailed in the Performance Improvement Plan following this consultation.</p>




## Improvement Objective 2

**We will continue to deliver council led activities that seek to maintain and improve the physical and mental wellbeing of our citizens.**

*The Improvement Projects below will detail how we are going to deliver this Improvement Objective.*

### Improvement Project 1

We will improve the physical, mental and emotional wellbeing of our citizens through a number of programmes which include; developing skills in horticulture, physical wellbeing programmes and understanding the benefits of these.

6. Have we got this Improvement Objective and Improvement Project right?				
Answer Choices			Response Percent	Response Total
1	Yes		57.87%	103
2	No		21.35%	38
3	Don't Know		20.79%	37
			answered	178
			skipped	4




Summary of comments on Improvement Objective 2 & Improvement Project 1	Council Response
<p>Horticulture is fairly low down on the list of things that are likely to improve physical, mental and emotional wellbeing in my opinion.</p> <p>Physical wellbeing is directly linked to mental wellbeing, so the easiest way to deliver this improvement objective in my opinion is to make our council area more accessible and more appealing to walk and cycle in as this will incentivise people to get active.</p> <p>Currently the whole council area feels designed to optimise driving efficiency at the expense of pedestrians, and as such personally I have little interest in stepping out my front door and walking to anything in my community. I am too often put in contact with extremely high speed roads, pedestrian crossings that take far too long to cross due to the timings, and a lack of green space connecting areas so I'm forced to walk alongside cars moving at very high speed which is unappealing.</p> <p>To a point. During Covid many citizens had time on hands and were happy to help plant out their local areas. Now many no longer have the time and many resent being asked to plant out areas that are really the responsibility of the local council. It is fine to ask</p>	<p>We know that there are various ways that as a Council we can contribute to improving the Health and Wellbeing of our Citizens and staff, such as; the delivery of a number of programmes to develop citizen's horticultural skills and understand the benefits of healthy eating, providing access to our parks and open spaces, provision of our Arts and Cultural Services as well as the many classes and courses available in our various Community Centres. Therefore we will encourage greater use of the council services and facilities by our citizens and staff. Through the CSAW programme, the Biodiversity Officer and Tree Nursery Community Engagement Officer the Council will deliver a number of horticultural workshops both at the premises of schools / community groups and also at Bells Lane Allotments. Cook-it programmes are also delivered to take the next step from garden spade to plate.</p> <p>The Council also offer a range of free physical activity programmes for all ages and abilities including Walking Groups,</p>

Summary of comments on Improvement Objective 2 & Improvement Project 1	Council Response
<p>the community to plant out if they are able to help but they should not be penalised by reduction or removal of planting out if they can't.</p> <p>Again, it would help if there was a commitment to develop ways to engage with those who do not have the time or freedom to get involved. I am specifically thinking of those who are full time carers for a family member.</p> <p>Mental health issues are not given enough priority nor issues facing young people. There is nothing at all targetting the LGBTQ of the LCCC area. Never mind the citizens a lot of your staff are feeling under-appreciated and experiencing burn out.</p> <p>You don't mention arts &amp; culture. The arts &amp; creative industries contribute £109b to the UK economy - more than agriculture.</p> <p>The arts and culture sector has an important benefit on health and well-being. Those who had attended a cultural place or event in the preceding 12 months were 60 per cent more likely to report good health, and theatre-goers were 25 per cent more likely to report being in health than the average.</p> <p>Improvement objective is ok but more detail needed on the projects e.g. when where and how</p> <p>A focus on improving mental health is really important at present, as well as physical health.</p> <p>Given the financial crisis at present I don't see how the council is going to be able to fund these programmes. If you need to charge a fee for these programmes not everyone will be able to afford it and invariably the most needy will miss out. I would hope that in developing these programmes that they would be inclusive and that the needs of people with disabilities would be considered. Physical activity such as exercise or gardening may not be suitable for everyone and programmes will need to be adapted.</p> <p>Plant to plate a very good example.</p> <p>Lough Moss - Horticulture Centre - Brilliant</p> <p>Rural communities being focused</p> <p>Great work clearly going on with physical health and horticulture events. More needs to be done for mental health and neuro diversity awareness - needs to be more education and events surrounding autism and dyslexia awareness for citizens / employers/ parents.</p>	<p>Men's Walking Rugby, Over 50's Pilates, Disability Tenpin Bowling League, Yoga, Baby Massage Classes.</p> <p>This will be considered and shared with Leisure &amp; Community Wellbeing colleagues</p> <p>This will be considered and shared with Leisure &amp; Community Wellbeing colleagues</p> <p>This will be considered and shared with Leisure &amp; Community Wellbeing colleagues</p> <p>More information on this improvement project including the measures of success, the key performance indicators and expected outcomes will be detailed in the Performance Improvement Plan following this consultation.</p> <p>More information on this improvement project including the measures of success, the key performance indicators and expected outcomes will be detailed in the Performance Improvement Plan following this consultation.</p> <p>This will be considered and shared with Leisure &amp; Community Wellbeing colleagues</p>

Summary of comments on Improvement Objective 2 & Improvement Project 1	Council Response
<p>Objective is ideal so I am delighted the Council is now using it.</p> <p>In principle this is very good. Physical and mental wellbeing is very important. Horticulture will certainly appeal to many, but are there other educational opportunities being missed.</p> <p>Congratulations on Bells Lane and tree planting. Need to reuse unused plots</p> <p>Does this include those with children? Eg. horticulture skills, physical wellbeing to include family activities. Could you join with voluntary &amp; community organisations to deliver some of these things?</p>	<p>These programmes are targeting the community as a whole and this means young and older people.</p>

### Improvement Project 2

We will respond to local labour market needs through delivery of the Labour Market Partnership programme to provide funding to deliver a range of employability programmes. We aim to support residents within our council area to achieve relevant qualifications that will enable them to gain employment.

7. Have we got this Improvement Objective and Improvement Project right?				
Answer Choices			Response Percent	Response Total
1	Yes		55.31%	99
2	No		16.76%	30
3	Don't Know		27.93%	50
			answered	179
			skipped	3

Summary of comments on Improvement Objective 2 & Improvement Project 2	Council Response
<p>I'm not sure it is the remit of a local council to work on employability programmes, I would assume this is up to the relevant education authorities. Happy to accept if I'm mistaken here though.</p> <p>Uncertain if this is strictly Council business - are there not enough educational establishments to do this? It certainly should not be a Council stand-alone programme but if they have to run it, should</p>	<p>We recognise that the cost of living crisis is having a huge impact on the lives of our citizens. The stress of increased energy bills to the day-to-day struggle of trying to make ends meet is having a detrimental effect on the mental and emotional wellbeing of our citizens. This improvement project will be delivered in 2023/24. The aim is to support residents to achieve relevant qualifications that will enable</p>

Summary of comments on Improvement Objective 2 & Improvement Project 2	Council Response
<p>be run in partnership with local educational agencies.</p> <p>More funding and support for small businesses who do not have the capacity due to trying to do day to day business. Training on staffing issues, project management, finances, advertising would be worthwhile such practical training is offered for community groups- could this be looked at in relation to businesses</p> <p>Translink is a big employer across NI and struggles to recruit engineering staff as the public don't realise the background work in keeping vehicles on the road. Engaging with Translink and developing a partnership could provide real opportunities for a career in engineering.</p> <p>Be more engaging with local schools as not everyone is academic</p> <p>Need better collaboration with local stakeholders especially jobs and benefits office</p> <p>Really important. We have a chronic and systematic issue across Northern Ireland society where a significant proportion of young people are leaving education with few or no qualifications. In 2023, with a 10x economic strategy afoot and a knowledge based economy the direction of travel, we need to do better at building on-ramps for those who perhaps haven't followed the traditional educational route and/or who have been adversely impacted by life circumstances or their own decisions at an earlier stage.</p> <p>Would be a positive move to link with foodbank/social supported (Lisburn Community Trust) to engage their clients and improve employability for clients struggling that have limited skills or confidence.</p> <p>The objective is dead on.</p> <p>I think that this is an admirable objective.</p> <p>Good to hear about the programmes and the Council offering job opportunities</p> <p>Regeneration of city centre is key and good to hear there is a plan.</p> <p>Consider those who are not in employment?</p>	<p>them to gain employment and we will do this by working with partners.</p> <p>This will be considered by Economic Development colleagues</p> <p>This will be considered by Economic Development colleagues</p> <p>This will be considered by Economic Development colleagues</p> <p>This will be considered by Economic Development colleagues</p> <p>This will be considered by Economic Development colleagues</p> <p>This will be considered by Economic Development colleagues</p> <p>This will be considered by Economic Development colleagues</p>

Summary of comments on Improvement Objective 2 & Improvement Project 2	Council Response
<p>This would be a good objective provided it is spread across the whole council area instead of just Lisburn.</p> <p>Collaboration is key for this - working with all key stakeholders so that benefits are realised</p> <p>Use local bus stop advertising screens to publicise.</p> <p>As an employer I've never heard of this scheme or seen any of its outcomes! I've had a staff shortage and am competing against council employment at ridiculously high wages!</p> <p>SMART is essential where spending is planned. Should also consider strategic partnerships to target local businesses needs</p> <p>Where is this initiative now? How is it accessed? What sectors does it serve?</p> <p>More collaboration with delivery partners, eg social enterprises, non-profit organisations?</p> <p>No idea what the labour market partnership is</p> <p>Not enough detail about the LMP provided</p> <p>Difficult to say without knowledge of the Labour Market Partnership programme</p>	<p>This will be considered by Economic Development colleagues</p> <p>This will be considered by Economic Development colleagues</p> <p>More information on this improvement project including the measures of success, the key performance indicators and expected outcomes will be detailed in the Performance Improvement Plan following this consultation.</p>
<p>Needs a measurable target that you are aiming to achieve</p>	



SUMMARY OF COMMENTS FROM QUESTION 8 & 9 BY SERVICE AREA	COUNCIL RESPONSE
<p><b><u>CITY CENTRE / VILLAGES</u></b>  Encourage more independent traders to the town centres</p> <p>Help for shops to encourage more retailers into the town.</p> <p>Increased promotion of events to encourage people into the city centre. Christmas lights really help this but is there something that could be done 2 or 3 times a year in addition to them?</p> <p>Improve our main Bow Street shops by closing down the Bow Street Mall</p> <p>Less wasting of money on stupid signs in city centre - . More investment in local business and all those empty units in Lisburn City centre.</p> <p>More effective use of rate payer money &amp; less spent on Christmas light show. Other councils realised this was extravagant in the current climate but Lisburn went ahead. Read the room,</p> <p>Get more businesses for retail back in city centre to attract people to visit</p> <p>Support of local service businesses, engagement on rates and services, support for city centre development and growth</p> <hr/> <p>Get the City Centre vibrant again. No one I know wants to shop there. It's not themed days required but tenants for decent shops. Focus on raising the profile of our local history and traditional crafts. Stop giving planning permission for new houses. The infrastructure can't cope. Too much focus on families not enough on other groups.</p> <p>You have to encourage shops and businesses to come to borough. I am not sure enough is being done.</p> <p>Unless you improve the economic position of Lisburn there will not be enough money to pay for these things. Perhaps come one who is dealing with business should be employed. The rent and rates are too high as well. What about a scheme to bring back some local lead shops (like Hollywood). We need to be a destination city.</p> <p>Local businesses should feature highly on the agenda in particular retail. Hospitality continues to be the main spotlight but retail is the sector under threat and the one that is in tune with the current community and cuts if living crisis.</p> <p>Reduce rates, encourage investment, get the shops open again, get shoppers coming to Lisburn again spending their money and encouraging the local economy. This town is dying, with more and more buildings becoming empty. Reduce rates not waste them on projects!!</p> <hr/> <p>Not enough being done for city centre and local business (as usual). Money available for Christmas lights but not to support service and hospitality business that would drive footfall into the failing town centre.</p>	<p>These comments will be considered and shared with Economic Development colleagues.</p>
<p><b><u>ARTS SERVICE</u></b>  I think Lisburn needs to celebrate it's history and heritage. An inclusive festival that is welcoming to all. Maybe something arts based. The town is desperate need of a bit of new life and energy.</p>	<p>These comments will be considered and shared with Arts and Community Services colleagues.</p>

<p><b>PLANNING</b></p> <p>Stop with the SOCIAL HOUSING. What happened to AFFORDABLE HOUSING??Too many people from outside areas threw into Lisburn and adding to the drug capital of NI!! Wake up LCC stop taking the money. Lots of people don't feel safe in their own homes because u keep approving all these developments near private residence! Start looking at the empty shops and lack of toilets (which creates its own problems with drug users)! More social events in the city like farmers markets, bring back the life into this place.</p> <p>Greater public involvement in planning committee accountability and decision making.</p> <p>Stop building houses in Moira unless you are going to upgrade the road system. Street lighting from Moira train station to the Lisburn Road.</p> <p>Less of building on green fields, there's no need when there's plenty of brown field areas</p> <p>The infrastructure in Hillsborough is not grossly inadequate. Parking, car parks, traffic in general is disgraceful. The planning authorities continue to allow Hillsborough to grow without providing the supporting infrastructure. This has led to the transformation of an attractive and quaint village (which was a desirable location throughout NI) into a frustrating and unpleasant place to visit. You have allowed this to happen and you must be held accountable for doing so. I am looking forward to significant improvements in the near future.</p>	<p>These comments will be considered and shared with Planning colleagues.</p>
<p><b><u>ENVIRONMENTAL SERVICES</u></b></p> <p>Recycling Site In Dundonald</p> <p>Discontinue use of Bryson House kerbie scheme. It is very badly managed and ineffective.</p> <p>Recycling centres so far behind in terms of set up...time to catch up and add more to the populated areas</p> <p>Dog fouling and litter</p> <p>Roll out of blue bins There is zero visibility of local councillors in my area - you've wasted so much money on bins &amp; kerbies and now you want to bin them all and give us a tiny bin - what exactly are we paying rates for?</p> <p>Recycling centre for the Dundonald area</p> <hr/> <p>More toilet facilities for both families and the disabled that are accessible at all times. That cater for those who need changing for adults as well as babies</p> <p>Nothing mentioned about the environment/biodiversity or climate change, these are big issues that councils should be making plans about</p>	<p>Issues relating to enforcement and street cleaning will be raised with Environmental Services colleagues.</p>

**COMMUNITIES**

Improve walkability and design the area for local residents to spend time in rather than design it for the efficiency of traffic moving through. Deliver the Carryduff Greenway. Ensure planning applications for store fronts ensure they are fronted on the road rather than set back with huge car parks that pedestrians need to traverse to reach the front door. Plan the area like it's a modern city/town rather than turning it into an American style sprawl that relies on car dependency for everything.

Improvement in community facilities in Lambeg / Belsize areas - there has been a large increase in social housing and there has been little done for local residents, we are sandwiched between areas where councillors actively work with funded groups on a range of issues and activities

Better linked in with Castlereagh east areas. Some of the events that Lisburn hold are amazing we would like to see those in Castlereagh too.

Better funding for businesses and groups, more interactive programmes with less consultants, better website, more communication on things that matter rather than pictures of members. Bring your services out to the communities. A DEA approach for all things would work better

Engage with the local people and not just the leaders of community groups. Not everyone feels the same way. Some areas get a lot more benefits and help than others 2 minutes down the road

More advice on funding opportunities without the red tape

Safe spaces for youths to congregate without having to pay

I would like to see proactive support from council in engaging with rate payers. Establishing a collective voice for all residents in all areas including those not currently receiving support from council in having their needs expressed and met.

Truly engage with those in the community whom you are about to impose new schemes on. Truly listen and facilitate a better quality of life stop wasting millions on feel good projects for LCCC.

More events specifically for young people

Stop displaying flags and the arch in Lisburn city centre each summer.

More communications to residents directly as they may not be aware of community groups in the area. Please continue work with families and children in the area. eg bat walks, allotment activities - incorporate this in to smaller rural villages in the Council area eg. grow your own food. Reach out to more pre-schools, community and voluntary groups eg. Surestarts, Atlas do these activities. Changing places - toilets. Social media posts re location of toilets and changing places toilets. Breastfeeding friendly spaces (everywhere) would be beneficial to see for parents/families.

More activities happening in the Castlereagh side of the council. More recognition events for volunteers and community - but the end of the Mayors Awards. Volunteers Week? All volunteers are winners - they don't need awards from the Mayor to know this and certainly not thousands of pounds spent on a lavish ceremony in a hotel.

Lisburn has much better services - bins and pests - than Belfast and are much better communicators I feel when comparing the two. Island centre also great for cultural stuff and Lisburn library brilliant for kids. Transport links great here too - in terms of community engagement the only thing that leaves me unable to recommend Lisburn as a place to live is flag flying in mixed areas, including paramilitary flags. This should be tackled before LCCC feels that they're supporting good mental health for citizens.

This will be considered and shared with Communities colleagues.

**GENERAL**

To stop spending on frivolous things and help the volunteers/voluntary groups who are often struggling to run local activities

Make the area cleaner, safer and more attractive to locals and visitors, you might want to look at the activities and facilities provide by ABC council, nice street furniture, better parks, and community events.

I live in a rural area we have no footpaths no street lights we pay too much rates for getting our bins emptied and using the excuses that rate pay for a leisure centre nearest one 12 miles away or the ridiculous expense of Christmas light s does not wash Christmas lights don't feed families

Cut all the bureaucracy, and the millions wasted in nonsense like re naming and online promotion, and do the basics. The intake from taxes is huge yet every single area of our areas is run down and getting worse. Stop wasting money!!!!

Treat the rest of the council area as well as you do Lisburn. Total inequity in service provision.

Better quality councillors need to bring in a rule to get rid of ones who have overstayed their use.

Less VIP treatment for councillors and their families at civic and community events. Here to serve not be served.

I would like to see all business at council meetings being totally transparent and open to the public, no taking controversial items into committee.

Other NI Councils are more transparent with their Committee Reports and meetings.

Placing sustainability at the heart of everything the Council does.

I would love to see area regeneration in the Knockmore Road - reintroduce marked cycle lanes on the footpaths, maybe send a road sweeper along every now and again to clear the central areas of debris and stones, if leaving SuperValu and driving onto the Knockmore Road, it's very uneven, encourage whoever owns the land occupied by SuperValu to take care of it. It's litter and potholes, a general eyesore. Oh and please please widen Brokerstown Road and put speed limits in place. It hasn't changed in decades yet thousands of residents have moved into nearby developments. Thanks!

I would like LCCC to acknowledge that Dundonald is part of their Council area and we to would like tea dances and the like put on in our area too. The Moat Park Pavilion is so under utilised that it could be used for various events that our residents would love to take part in but due to the fact that everything happens in Lisburn a lot of our residents do not have access. We also really do need a recycling centre within the area and also a council run swimming pool. For the size of Dundonald the amenities and infrastructure is ridiculous. There are at least 5 schools within the area that make great use of a local swimming pool for classes but no instrad they have to go outside the area to N'ardsband maybe get 20mins if that in the pool. Due to travel there and back. Dundonald also has an older generation that would make use of the pool for water aerobics (Avoniel was always packed) not everybody needs or wants a gym. We, Dundonald does not cater for everyone especially those who are not able bodied as everyone else.

I was unaware of the full extent of training opportunities provided. Great plans

Additional skatepark to the city, roads and more public spaces.

Teach citizens about what the council actually does. Teach us in schools universities and via you tube videos. Teach older people and adults. More awareness of autism / dyslexia / neuro diversity.

Scooter park for the young people to use like every other council area have!!

More focus on providing and promoting quality events, services and facilities in Dundonald.

It would be good to see a recognition of the current financial hardships faced by many residents and steps taken to help access services for these residents. Maybe free access to a council facility or activity once a quarter or a reduced rate for vitality membership for residents. It's a noble goal to be funding community projects and organisations but that doesn't help many people on an individual level.

This will be considered and shared with all Heads of Service and senior management

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Look after the people in Dundonald better, provide us with better leisure facilities like a swimming pool & spa, another gym and less false promises of a "new" ice bowl which in all honesty has been talked about since 1991!!!!

Wise spending and use of funds. Lisburn itself is almost a ghost town, never mind a city! Parking can be an issue. Some free parking might encourage folks to go into Lisburn.

Focus groups and engagement beyond community groups. As a % of of the city's total population, these groups can have a disproportionate voice.

Lowered rates and councillors who actually work/sit in Stormont. A voice for LGBTQ in LCCC. More provisions for people with disabilities and older people. Greater recognition for volunteers in community groups. An improved recycling service Council wide - eg to include glass at household pick up. Better enforcement of fines for littering and dog fouling.

Actual value for money for Dundonald residents, including but not limited to better recycling facilities provision closer than Carryduff. Currently it feels as if all my rates are spent on pointless Christmas lights displays in Lisburn & Hillsborough that I never see as I have zero reason to be in those areas.

I would like to see less money spent on frivolous events and more funding spent on people with head injuries, mental health, projects for all children so as to promote diversity, better roads ( pot holes in every estate disgusting) more openness where funding is spent

Open and honest communication. Councillors and executives engaging directly with businesses and rate payers!

Integration of all parts of the community making Lisburn diverse and inclusive for all

Inclusion of some environmental objectives

Communication with rate payers. Council magazine is a marketing initiative. Belfast Live seems to know more about council activities than rate payers

Dundonald remains the 'forgotten' part of the Council - we're too far away to attend events in Lisburn City and taking the Coronation as an example, there was virtually nothing organised by the Council which local people could attend. Making money available via grants is not the answer; we don't have the contacts or knowledge to be able to organise large-scale events ourselves, and therefore often the grants go to 'closed' groups who run events for their own members rather than the wider Dundonald population. Given the population in Dundonald and the proportion of rates budget which is generated here, we need a proportionate share of the events, organised by the Council as they are in other parts of Lisburn and Castlereagh. Maybe you could begin with a regular market in the car park at Comber Rd? The Christmas market was fantastically supported, because we never have any artisan makers in this area.

A drive to bring more shops to Lisburn, I am tired of hearing people say 'what would take you to Lisburn to shop, there's nothing there' the Mall is a disgrace full of empty shops. Lack of public toilets is also a problem.

Return the forest to it's previous forest state and tackle traffic calming in Hillsborough and dog fouling

Live within Budget without passing on major increases. Look at how services are cut i.e. Amenity sites hours are constantly being reduced and failure to open on a Sunday while other council areas do it is ridiculous. Equality in proposals i.e. nothing is done for the demographic I am in so paying rates for bins to be emptied and not much else is a disgrace - but then it is Lisburn Council and really nowhere exists outside of Lisburn!!

**NON COUNCIL RESPONSIBILITY**

Resurfacing of roads - pot holes especially in country roads, dangerous and a big problem.

Get the roads in order, an absolute nightmare with all the dangerous potholes and even the unevenness of some roads where they've been dug up and not evenly repaired.

I'd like to have seen a strategy around road safety, road improvements and so on. There are far too many surface defects and potholes.

Less money spent on nonsense and more money spent on what matters- schools and healthcare.

More attention toward pressing public issues rather than the decor and appearance of Lisburn. EG: plants beside the roads could be better appreciated if the roads were properly maintained and not full of temporarily filled pot holes.

The roads maintained in timely manner. Most roads in my area are un-driveable and dangerous

Better parking facilities more double yellow lines listen to residents who raise traffic concerns

Traffic Management. Why is there no pedestrian subway at the traffic lights at the Union Bridge

More doctors surgeries. More schools

road widening

Childcare support is the only thing that will make me employable. I have completed several chartered certifications in recent years but none of them have made going out to work accessible due to the cost of childcare. Grants or funding in this area would be absolutely ground-breaking.

**These matters do not pertain to Council but will be shared with the relevant responsible organisation, as follows:**  
Department of Infrastructure, Transport NI & Department for Communities