

Under the 2014 NI Local Government Act, we are required to publish two documents each year: the first is a forward looking improvement plan setting out our improvement priorities (known as Performance Improvement Objectives) for the financial year ahead; and the second is an annual report to reflect back on the performance of that Plan. The Annual Review of Performance 2017/18 looks back at how we did on delivering the Improvement Objectives set out in the Improvement Plan 2017/18 and is intended to comply with this legal requirement as well as providing an assessment of our performance for our citizens.

Whilst we are constantly striving to improve all our services, each year in line with the requirements of Part 12 of the NI Local Government Act, we identify a small number of areas where we want to focus our attention in order to achieve significant improvements more quickly.

During 2017/18 we identified five Improvement Objectives and the Performance Improvement Report explains in detail our progress to date in achieving these. The Improvement Report is our self-assessment of the progress against the performance improvement objectives we set ourselves at the beginning of the financial year 17-18. Critically, it helps us identify where we need to focus our actions in future.

Introduction

In the full version of the Performance Improvement Report, we have provided an overall summary of Lisburn & Castlereagh City Council's performance during 2017/18 including a summary of our performance against a set of seven Statutory Key Performance Indicators set by central government departments, we have also shown how we have benchmarked ourselves against the other 10 NI councils. Also outlined is a brief overview of our performance against a range of 'self-imposed' indicators, these are simply indicators and standards that we have selected to measure performance across the functions of our organisation. There is also a section within this review highlighting some good news stories that demonstrate significant performance improvement achieved over the past year.

Self-Assessment of Improvement Objectives 2017/18

Our Improvement Objectives for 2017/18 have been informed by the Community Plan, Local Development Plan and the Corporate Plan 2015-2017. Our Improvement Objectives 2017/18 and links with the themes and outcomes of the Community Plan 2017-32 are identified below along with an overall judgement for each Improvement Objective.

Improvement Objective 2016/17	Link to themes of Community Plan	Link to outcomes of Community Plan	Council Evaluation
We will promote the provision of accessible high quality play opportunities and activities for children and young people	Theme 1: Children & Young People	Our children and young people have the best start in life	Good progress
We will support Economic Development through working with local businesses, social enterprises and their representative organisations to help identify and address issues and to capitalise on the opportunities that the coming year brings	Theme 2: The Economy	Everyone benefits from a vibrant economy	Good progress
We will promote safe, healthy, sustainable communities and active lifestyles, well-being and independence of people and communities	Theme 3: Health & Wellbeing	We live healthy, fulfilling and long lives	Good progress
We will create an attractive place to live work and visit and preserve the natural environment for the future.	Theme 4: Where we live	We live and work in attractive, resilient and environmentally-friendly places	Good progress
We will promote and encourage inclusivity through the introduction of appropriate plans and strategies to ensure that LCCC meet the needs of different groups within the community	Theme 5: Our Community	We live in empowered, harmonious, safe and welcoming communities	Good progress

The Performance Improvement outcomes have been developed to reflect the outcomes in the Community Plan which will be in place for the next 14 years. An Action Plan, to help the Community Planning Partnership achieve these outcomes, is currently being implemented and will be reviewed and updated by November 2019. All of the partners are responsible for implementing these actions. The Council is responsible for implementing those services or functions which fall within its remit. However, all the actions are interdependent and it will be difficult to precisely assess which individual action or organisation is having the

biggest impact on the outcomes. The ambition is to have improved the lives of those living in, working in or visiting the Lisburn and Castlereagh area within those 14 years of the Community Plan and it is therefore more difficult to show any real or statistical evidence that the actions have contributed in any significant way in such a short space of time. Evidence has been gathered and will be monitored and reviewed regularly in order to allow us to gauge the impact of our actions in the short term.

Further details are provided in the full version of the Performance Improvement Report on how we have achieved these Improvement Objectives and the ongoing contribution they are making to achieve the outcomes of the Community Plan.

Statutory Indicators – 2017/18

Lisburn & Castlereagh City Council is committed to meeting and, where possible, exceeding the standards set by central government departments through seven statutory performance indicators. Contained within the full Improvement Report are the results for 2017/18, the Council's data for 2016/17 and 2015/16 has also been included to show comparisons.

Success stories in 2017/18

Innovation in Local Government is about improving the lives of the people in our communities. Contained within the full version of the Improvement Report are a number of case studies which are just a sample of some of the many innovative programmes that Lisburn & Castlereagh City Council has been involved in during 2017/18.

A number of awards were achieved in the last year. The Council was awarded the prestigious Investors in People Silver Status in June 2017. This demonstrates the organisation's commitment to its employees.

Charter Status was also awarded to our Elected Members with the award of the Elected Member Development Charter in January 2018. Both awards recognise commitment and ongoing development within the Council.

The Council is also committed to improving the health and wellbeing of our employees and Elected Members and in 2017 the Council signed up to the Mental Health Charter, produced by the Equality Commission, Action Mental Health, Disability Action and partners.

Awards were also achieved for environmental initiatives in floral excellence at the prestigious UK-wide Britain in Bloom awards.