



Performance Improvement Objectives 2022/23 – Proposed Approach

The **proposed** Performance Improvement Objectives & Projects for 2022/23 are:

- 1. We will continue to improve our citizen engagement methods and ensure accessible processes for contacting the Council.**
 - a. We will launch a Digital Grant Aid system to make the grant aid process more accessible for our customers.
 - b. We will continue to deliver a Participatory Budgeting Initiative across 3 DEA's to allow local people to have a say in the projects that receive funding in their communities.
 - c. We will enable our citizens to influence decision making through community conversations in Anahilt and Drumbo.
 - d. We will gather customer and user data through surveys/focus groups to assess the quality and accessibility of the online services provided by the Environmental Service's Directorate during 2021/22 and consider opportunities for an improved customer experience.
 - e. We will improve the digital information available through the Council's website relating to Entertainment Licensing and Events Management so as to provide accessible guidance for customers.
- 2. We will continue to deliver Council led activities that seek to maintain and improve the physical and mental wellbeing of our citizens.**
 - a. We will investigate the impact of the Vitality Household Membership to determine if it has made a positive impact on member's physical and mental wellbeing.
 - 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 activity programmes and understanding the benefits of healthy eating.