




## **Performance Improvement Plan**




Part 12 of the Local Government Act (Northern Ireland) 2014 (the Act) puts in place a new framework to support the continuous delivery of council services, in the context of strategic objectives and issues that are important to those who receive those services.





Mid and East Antrim Borough Council has identified the following performance improvement objectives as the focus of the Performance Improvement Plan 2016 - 2017:




- Strategic Effectiveness;
- Service Quality; and
- Efficiency


The specific actions and measures required to demonstrate performance improvement, based on the strategic priorities agreed by Council in the Corporate Plan 2015-2019 are outlined below.

1. Strategic Effectiveness								
Objective		Action	Measures	Timetable				Outcomes by March 2017
				Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	
1.1	Put in place the actions required to ensure delivery of the Corporate Plan	Develop and implement Directorate and Service Level Business Plans	% Business Plans agreed					Business Plans which are SMART and which will directly support the achievement of the Corporate Plan
		Monitor and report progress against corporate objectives in line with agreed governance arrangements	Governance Arrangements agreed  % compliance with reporting schedule					Citizens, Elected Members, Stakeholders and staff can clearly see how well Council is progressing its corporate objectives
		Formal commencement of the Local Development Plan in order to ensure promotion of economic development and regeneration	% compliance with delivery timetable					Citizens, Elected Members, Stakeholders and staff can clearly see how well Council is progressing the Local Development Plan

1. Strategic Effectiveness								
Objective		Action	Measures	Timetable				Outcomes by March 2017
				Apr - Jun	Jul-Sep	Oct - Dec	Jan - Mar	
1.2	Develop a performance management culture which will demonstrate strategic realisation	Develop Key Performance Indicators and targets that are reported appropriately	KPIs developed and agreed					KPIs and targets in place which allow Council to fully evaluate performance and the corporate health of the Council
			% of KPIs and targets met					
		Through the development of the staff led team foster a culture of high performance	Framework developed and implementation plan agreed					Clear vision and direction for Elected Members, staff and stakeholders as to what the high performing culture will look like and how to achieve it.
			Number of team meetings					
			% attendance rate at team meetings					

1. Strategic Effectiveness								
Objective		Action	Measures	Timetable				Outcomes by March 2017
				Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	
1.3	Develop a Community Plan which is reflective of community needs	<ul style="list-style-type: none"> <li>Engagement with Community Planning Partners and local communities/individuals to inform the Community Plan</li> </ul>	Number of Community Planning Partners Meetings;					Statutory and Non-statutory Partners fully engaged in the Community Planning process
		<ul style="list-style-type: none"> <li>Establish all Governance structures</li> </ul>	<ul style="list-style-type: none"> <li>% attendance of Community Planning Partners;</li> <li>Task/Finish Groups develop actions</li> </ul>					Community Plan is delivered using a robust Governance Framework
		<ul style="list-style-type: none"> <li>Finalise the State of the Borough review</li> </ul>	<ul style="list-style-type: none"> <li>Report finalised with all agencies - satisfaction levels high</li> </ul>					Community Plan is delivered using a robust evidence base of key issues
		<ul style="list-style-type: none"> <li>Develop a robust Community Plan</li> </ul>	<ul style="list-style-type: none"> <li>Community Plan delivered and launched by March 2017</li> </ul>					Community Plan developed and launched by March 2017

2. Service Quality								
Objective		Action	Measures	Timetable				Outcomes by March 2017
				Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	
2.1	Establish quality standards to support improved service delivery across the Council	Scoping exercise to determine quality standards currently operational across the Council						Citizens, Elected Members, Stakeholders and Staff know the service standards of Mid and East Antrim Borough Council
		Identify workstreams and continuous improvement plans to be delivered by cross functional teams	Workstreams identified and Improvement plans agreed  Teams identified  Number of team meetings and % attendance rates	  				Areas for improvement identified and plans developed as to how best to secure continuous improvement  Corporate and cohesive approach to continuous improvement across the Council

3. Efficiency								
Objective		Action	Measures	Timetable				Outcomes by March 2017
				Apr - Jun	Jul - Sep	Oct - Dec	Jan - Feb	
3.1	Design an organisation which will deliver “more with less” and which is flexible to manage change	Develop a Business Improvement and Efficiency Plan to support the rates process	Business Improvement and Efficiency Plan agreed and implemented  % of targets within plan met					The effective and efficient delivery of an agreed district rate for 2017/2018
		Establishment of a flexible and responsive framework for promoting talent and managing performance	Performance Management Policy and Procedures agreed;  Performance management of staff at top four tiers of the organisation operational  Framework for identifying talent and improving capability agreed	