Performance Improvement Plan

2018-2019

Consultation Summary Report

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Contents

Introduction

Mid and East Antrim Borough citizens and council stakeholders are welcome to contribute at any time during the year through the Performance Improvement page and contact email address provided on the Council's website.

In developing the Performance Improvement Plan for 2018-2019 Officers have undertaken the additional following consultation processes:

In developing the Performance Improvement Plan for 2018/19, Mid and East Antrim Borough Council have undertaken the following approach to consultation:

- A Desktop Review of the key themes and projects emerging from the Community Plan;
- Senior and Operational Management Team workshops during October 2017 & December 2017;
- Elected Members workshop 10 January 2018 (as part of the development of the new Corporate Plan); and
- 8 week public consultation process including:

  - Three public consultation events in Ballymena, Larne and Carrickfergus, aligned with information events on the Council Grants Programme, attended by a wide range of Community Groups representing a variety of interests across the Borough;
  - Online survey on the Council website;
  - Engagement with 130 young people from across the Borough who debated the proposals as part of a 'Mock Council Meeting' at a Schools Youth Council event;
  - Emails to groups within the Business and Community sectors who engage with the Council on Business & Economic Development and Community Development;
  - An article in the Council Connections magazine, delivered to every household in the Borough in the week commencing 19th March 2018; and
  - An email from the Chief Executive to all employees requesting their views via the online survey.

- The consultation closed 30 April 2018.

Consultation responses

At the end of the consultation period, 19 questionnaires had been completed at public consultation events and 60 surveys completed online. To support analysis, data gleaned from the questionnaires completed at the public consultation events was inputted into the online survey manually.
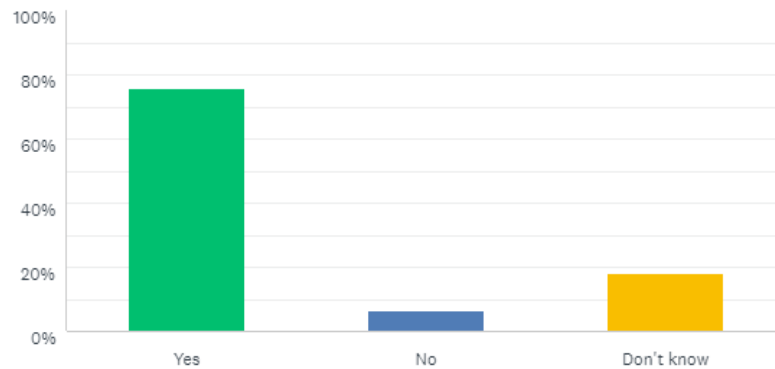
The response to the question 'Have we got this improvement objective right?' is listed in the table below, followed by a detailed breakdown of the response for each objective.

	Improvement Objective	Yes	No	I don't know
1	Grow the economy and create jobs within Mid and East Antrim Borough, including the creation of 125 knowledge economy jobs by 2022.	75.6%	6.4%	18.0%
2	Carrickfergus Townscape Heritage Initiative – Contribute to the sustainability of our local economy and support the communities that live and work in the historic conservation area of Carrickfergus.	69.4%	1.3%	29.3%
3	Deliver excellence in our citizen experience through Digital Transformation and improved citizen engagement and Choice.	63.6%	5.2%	31.2%
4	Increase the percentage and quality of household waste collected and sent for recycling, thereby reducing waste going to landfill. We will do this through the introduction of a Triple Stack waste collection system.	83.1%	2.6%	14.3%
5	Our older people are active, respected and supported in their community through the delivery of programmes for Age and Dementia Friendly Communities.	87.0%	3.9%	9.1%
6	To improve the quality of life and economic prosperity in local villages through the delivery of a Village Renewal project.	78.2%	1.3%	20.5%

Improvement Project 1

Grow the economy and create jobs within Mid and East Antrim Borough, including the creation of 125 knowledge economy jobs by 2022.

Answered: 78   Skipped: 1

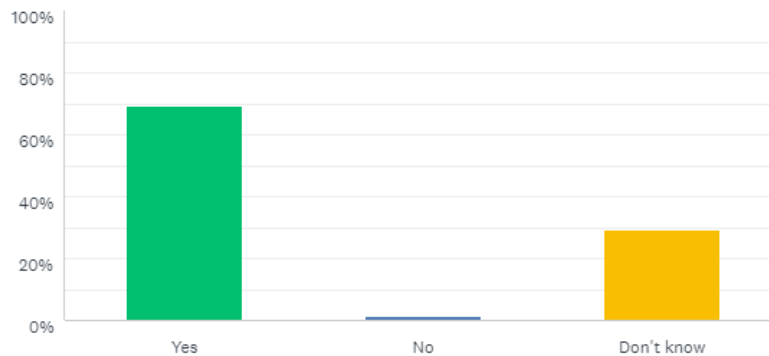| ANSWER CHOICES	RESPONSES	
▼ Yes	75.64%	59
▼ No	6.41%	5
▼ Don't know	17.95%	14
TOTAL		78

Summary of comments:

- Clarification required on what 'knowledge economy' actually means;
- Also need to concentrate on skills base in the area- engineering and manufacturing skill set;
- Great idea - knowledge jobs needed;
- Some explanation re: what the "Go For It" programme is;
- There is often a push for people to start their own businesses. Too many times this has resulted in grants and help being given to people who are already in work to start up their own company, in competition with their previous employer. If this is in a trade or line of business which is expanding and there is a need for more provision, then fair enough. But too often it is just duplication and sometimes even putting people out of work.

Improvement Project 2:

Carrickfergus Townscape Heritage Initiative – Contribute's to the sustainability of our local economy and support the communities that live and work in the historic conservation area of Carrickfergus.

Answered: 75   Skipped: 4

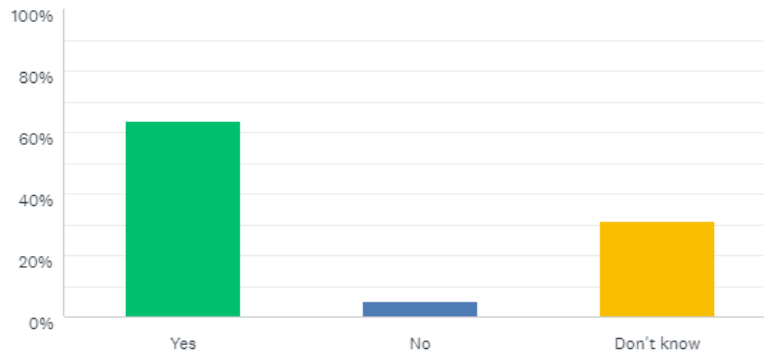| ANSWER CHOICES	RESPONSES	
▾ Yes	69.33%	52
▾ No	1.33%	1
▾ Don't know	29.33%	22
TOTAL		75

Summary of Comments

- Carrickfergus has significant potential as a tourist destination, this needs to be exploited;
- This is good for traders and residents in Carrick for regeneration of the area - will enhance that area - but will not create many jobs;
- Something desperately needs to be done - there are buildings falling down alongside the A2 which make a terrible impression to visitors to the town. The town centre is full of vacant shops and can look like a ghost town even on a Saturday. It needs to have a thriving centre to make it a destination for locals and tourists rather than a "pass through" on the way to somewhere else;
- Benefit from attracting tourist footfall and improving tourism facilities and services in the area.

Improvement Project 3:

Deliver excellence in our citizen experience through Digital Transformation and improved citizen engagement and Choice.

Answered: 77   Skipped: 2

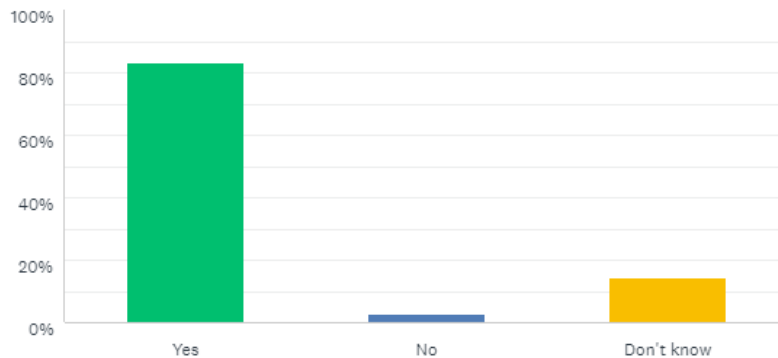| ANSWER CHOICES	RESPONSES	
Yes	63.64%	49
No	5.19%	4
Don't know	31.17%	24
TOTAL		77

Summary of Comments:

- Council needs to develop accessible services through a greater use of digital technologies;
- The digital presence needs to be seamless, accessible and clear to understand. The website needs to have clear definitions. This is a site used world-wide by people and is the customer's first impression of the Borough and the facility;
- Improved citizen engagement in what? and choice of what ?;
- Some initial explanation to what these 2 things are would have been helpful
- Ensure those citizens who are not digital ready still have ability to get involved. Not everyone wants online digital services;
- Too much jargon.

Improvement project 4:

Increase the percentage and quality of household waste collected and sent for recycling, thereby reducing waste going to landfill. We will do this through the introduction of a Triple Stack waste collection system.

Answered: 77   Skipped: 2

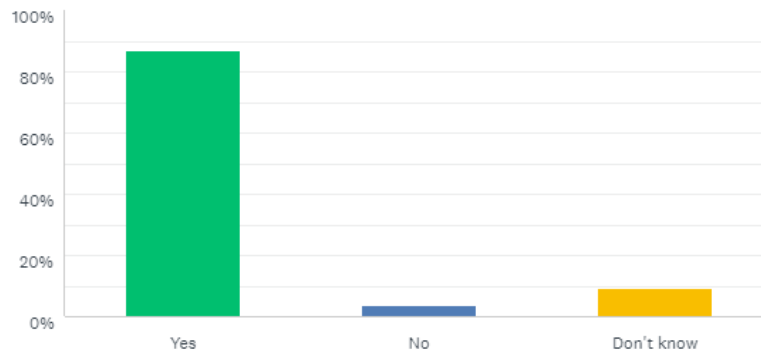| ANSWER CHOICES	RESPONSES	
Yes	83.12%	64
No	2.60%	2
Don't know	14.29%	11
TOTAL		77

Summary of Comments:

- As a keen environmentalist, recycling is very important to our household. However, Kerbies really are no longer fit for purpose. When household recycling was first introduced as an initiative they made sense, but they don't hold enough, the lids blow off, they get too heavy when you fill them, and you need to carry multiples up and down your driveway, which doesn't suit older community members.
- Important to increase the percentage and quality of recycling. How will Triple Stack do this? Will it have comparable capacity as the blue bins?
- What exactly is the 'Triple Stack' collection system?
- I have friends who live in other areas who have the trollies and they work well;
- Triple stack system will be improvement on Kerbie box system where sometimes more waste ends up around the road. Triple box may be difficult for elderly to use and to identify what goes in what box;
- Excellent idea;

Improvement project 5:

Our older people are active, respected and supported in their community through the delivery of programmes for Age and Dementia Friendly Communities.

Answered: 77   Skipped: 2

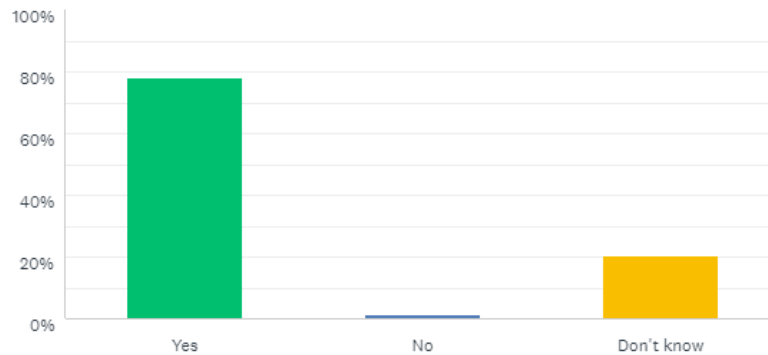| ANSWER CHOICES	▾	RESPONSES	▾
▾ Yes		87.01%	67
▾ No		3.90%	3
▾ Don't know		9.09%	7
TOTAL			77

Summary of Comments:

- Great - needs more done for age and dementia;
- Other programmes as well need to be initiated to keep aging population integrated and active;
- Include support for those who look after them;
- Services need to be made easily accessible for older people, especially those in rural communities. Considerable difficulties are encountered in accessing care packages;
- Obviously a good thing. This objective centres on expanding a programme to Carrickfergus. Ballymena and other areas not mentioned. Are they already covered;
- I would like to see more to involve and engage older members of the community, especially those with issues such as brain injuries, dementia, etc., as there is very, very little awareness and suitable activities/locations;
- Improved quality of life is important at every age; this age group can often be ignored.

Improvement project 6:

To improve the quality of life and economic prosperity in local villages through the delivery of a Village Renewal project.

Answered: 78   Skipped: 1

ANSWER CHOICES	RESPONSES	
Yes	78.21%	61
No	1.28%	1
Don't know	20.51%	16
TOTAL		78

Summary of Comments:

- I support this theme as long as it aligns with the maintenance of Village communities. The duplication of services in villages can detract from a village community;
- Village renewal project - Quality of life and economic prosperity is about more than play parks;
- Beneficial for both residents and tourism;
- There is life outside of these villages. Local community areas are being forgotten about;
- Hard to answer when it doesn't explain what the village renewal project is.

Conclusion

The consultation demonstrated significant support for the six improvement projects identified.

However, as a result of a decision taken by Council on 9 April 2018, the improvement project relating to the introduction of the Triple Stack waste collection system will not proceed at this time. It is currently not financially viable due to funding from DAERA (The Department for Agriculture, Environment and Rural Affairs) now not being made available. The high level of public support demonstrated through the consultation means that the scheme may be taken forward at a future date.

In response to the consultation on the Performance Improvement Plan 2018-19, Mid and East Antrim Borough Council have amended the improvement objectives that were in the draft plan to reflect recommendations suggested during the consultation process. This includes clarification on some of the detail, for example, the definition of 'knowledge economy' jobs, more detail on the proposals in relation to digital transformation and simplification of the language used.