

## **Corporate Improvement Plan 2017/18 – Executive Summary**

The Council has a statutory duty under Part 12 of the Local Government Act (Northern Ireland) 2014 to set improvement objectives and have arrangements in place to secure their achievement. A number of performance targets are also set by Central Government departments, in respect of job creation, planning and waste management.

The Council has a Corporate Plan which sets out the Council's vision for the Borough: "A prosperous place. Inspired by our people. Driven by ambition". In addition, the Community Plan for the Borough of Antrim and Newtownabbey sets out a shared vision and agreed outcomes for the area up to 2030.

The Council will publish information annually in terms of its performance in achieving these improvement objectives and those performance indicators and standards set by the Department and the Council itself. This will be available by 30 September 2017.

### **Further Information**

For further details or information, please contact:

Mr James Porter, Performance Improvement Officer, Antrim and Newtownabbey Borough Council, Antrim Civic Centre, 50 Stiles Way, Antrim, BT41 2UB

Email: [James.Porter@antrimandnewtownabbey.gov.uk](mailto:James.Porter@antrimandnewtownabbey.gov.uk)

Telephone Number: 028 90 340088

To ensure equality of opportunity in accessing information, we provide information in alternative formats on request, where reasonably practicable. Where the exact request cannot be met we will ensure a reasonable alternative is provided.

Alternative formats may include Easy Read, Braille, audio formats (CD, mp3 or DAISY), large print or minority languages to meet the needs of those for whom English is not their first language.

For information in alternative formats please contact:

Ms Ellen Boyd, Customer Accessibility Officer, Antrim Civic Centre, 50 Stiles Way, Antrim BT41 2UB

Email: [info@antrimandnewtownabbey.gov.uk](mailto:info@antrimandnewtownabbey.gov.uk)

Telephone Number: 028 90340000 Ext: 31020

<b>Improvement Objectives for 2017/18</b>	<b>Associated Corporate Plan Objective</b>	<b>Associated Community Plan Outcome</b>	<b>Associated Aspects of Improvement</b>
<b>Improvement Objective 1</b> We will improve the level of cleanliness of the Borough.	"A place where people take pride in their surroundings."  "We have vibrant and welcoming towns, villages, neighbourhoods and rural area and an efficient planning process that promotes positive development."	"Our citizens live in connected, safe, clean and vibrant places."	Strategic Effectiveness; Service Quality; Service Availability; Sustainability and Efficiency
<b>Improvement Objective 2</b> We will increase levels of household recycling and reduce the amount of waste sent to landfill.	"A place where people choose to reuse or recycle their waste."	"Our citizens benefit from economic prosperity."	Strategic Effectiveness; Service Quality; Service Availability; Sustainability; Efficiency and Innovation
<b>Improvement Objective 3</b> We will increase overall customer satisfaction by using technology to increase accessibility to information and services.	"We will communicate clearly with our residents, listen to their feedback and respond to their needs. Customers will increasingly use the Council's website for its convenience and ease of use to order, pay for and request services."	"Our citizens live in connected, safe, clean and vibrant places."	Strategic Effectiveness; Service Quality; Service Availability; Fairness; Sustainability; Efficiency and Innovation
<b>Improvement Objective 4</b> We will increase the number of people who use our leisure centres.	"The support we provide will lead to a more active, healthy and empowered community."	"Our citizens enjoy good health and well-being."	Strategic Effectiveness; Service Quality; Service Availability; Fairness; Sustainability; Innovation and Efficiency
<b>Improvement Objective 5</b> We will encourage entrepreneurship across the Borough.	"We identify and support entrepreneurship."	"Our citizens benefit from economic prosperity."	Strategic Effectiveness; Service Quality; Service Availability; Sustainability and Innovation
<b>Improvement Objective 6</b> We will increase the speed with which we pay suppliers.	"We will deliver savings and improvement programmes across a range of services and we are committed to paying our suppliers promptly."	"Our citizens benefit from economic prosperity."	Strategic Effectiveness; Service Quality and Efficiency
<b>Improvement Objective 7</b> We will increase staff attendance levels across the Council.	"We are innovative and results focused, aiming to make the best use of resources available to us."	"Our citizens enjoy good health and well-being."	Strategic Effectiveness; Service Quality; Service Availability and Efficiency