

## **Corporate Improvement Plan 2016/17 – Executive Summary**

Part 12 of the Local Government Act (NI) 2014 sets out a General Duty of Improvement in that, “a Council must make arrangements to secure continuous improvement in the exercise of its functions”. A Council will be required to have regard in particular to improvement in the exercise of its function in terms of: strategic effectiveness; service quality; service availability; fairness; sustainability; efficiency; and innovation. The legislation also sets out that for each financial year, a Council must set itself and work to achieve ‘improvement objectives’ relating to the areas outlined above.

### **Our Vision**

The Corporate Plan sets out the Council’s Vision for the Borough and identifies what we need to do between now and 2030 to achieve this: A prosperous place. Inspired by our people. Driven by ambition.

### **Publication**

A Council must publish information annually as to its performance in achieving its improvement objectives and those performance indicators and standards set by the Department and the Council itself. These assessments and improvement plans will be subject to audit by Local Government Auditor who must produce an Annual Improvement Report for each financial year for the Council.

### **Further Information**

For further details, information or any feedback, please contact us on the details below:

Telephone: Antrim and Newtownabbey Borough Council (t) 028 90340000 Ext: 40083

Email: Mrs Helen Hall, Business Change Manager [Helen.Hall@antrimandnewtownabbey.gov.uk](mailto:Helen.Hall@antrimandnewtownabbey.gov.uk)

In writing: Chief Executive’s Department, Antrim and Newtownabbey Borough Council, Mossley Mill, Newtownabbey BT36 5QA

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:

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

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

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Corporate Plan 'Our Vision'	Improvement Objectives for 2016/17	Associated Aspects of Improvement	Project Lead
PLACE	<b>Improvement Objective 1</b> We will provide a welcoming, attractive and safe environment by improving the level of cleanliness of the roads and streets across our Borough	Service Quality; Service Availability; Sustainability & Efficiency	Lisa Mayne (Project Manager) Clifford Todd (Project Lead Officer)
	<b>Improvement Objective 2</b> We will minimise waste through the adherence of Government and European Union targets	Service Quality; Service Availability; Sustainability; Efficiency & Innovation	Michael Lavery (Project Manager) Lisa Mayne (Project Lead Officer)
PEOPLE	<b>Improvement Objective 3</b> We will achieve excellence in customer service through maximising technology and our standards of customer care	Service Quality; Service Availability; Fairness; Sustainability; Efficiency & Innovation	Tracey White (Project Manager) Lisa Hall (Project Lead Officer)
	<b>Improvement Objective 4</b> We will support a more active, healthy and empowered community through effective partnership working and an investment programme in our leisure, sport, Play Park and recreation facilities	Service Quality; Service Availability; Fairness; Sustainability & Efficiency	Louise Moore (Project Manager) Wendy Broly (Project Lead Officer)
PROSPERITY	<b>Improvement Objective 5</b> We will maximise tourism opportunities and have a strong arts and cultural economy, through working in partnership to deliver showcase events and enhancing the visitor experience	Service Quality; Service Availability; Sustainability & Innovation	Ursula Fay (Project Manager) Paul Kelly (Project Lead Officer)
	<b>Improvement Objective 6</b> We will improve the physical environment of our Borough and work with partners to deliver town and village regeneration	Service Quality; Service Availability; Fairness & Sustainability	Paul Kelly (Project Manager) Karen Steele (Project Lead Officer)
	<b>Improvement Objective 7</b> We will seek to encourage and support those who wish to start their own business and we will strengthen and grow the business case of the Borough	Service Quality; Service Availability; Fairness & Sustainability	Paul Kelly (Project Manager) Emma Stubbs (Project Lead Officer)
PERFORMANCE	<b>Improvement Objective 8</b> We will be at the forefront of good governance and make the best use of our resources through innovative practices and strong financial arrangements.	Sustainability & Efficiency	John Balmer (Project Manager) Ann Hamilton (Project Lead Officer)