



# PERFORMANCE IMPROVEMENT REPORT 2023/24

## SUMMARY

## Executive Summary

As a council we are committed to assessing ourselves against targets and standards set within our annual performance improvement plans and statutory indicators set by central government from statutory bodies.

After assessing our performance within the year 2023/24 we have determined our achievements and areas we wish to continue to build on within the 2024/25 year.

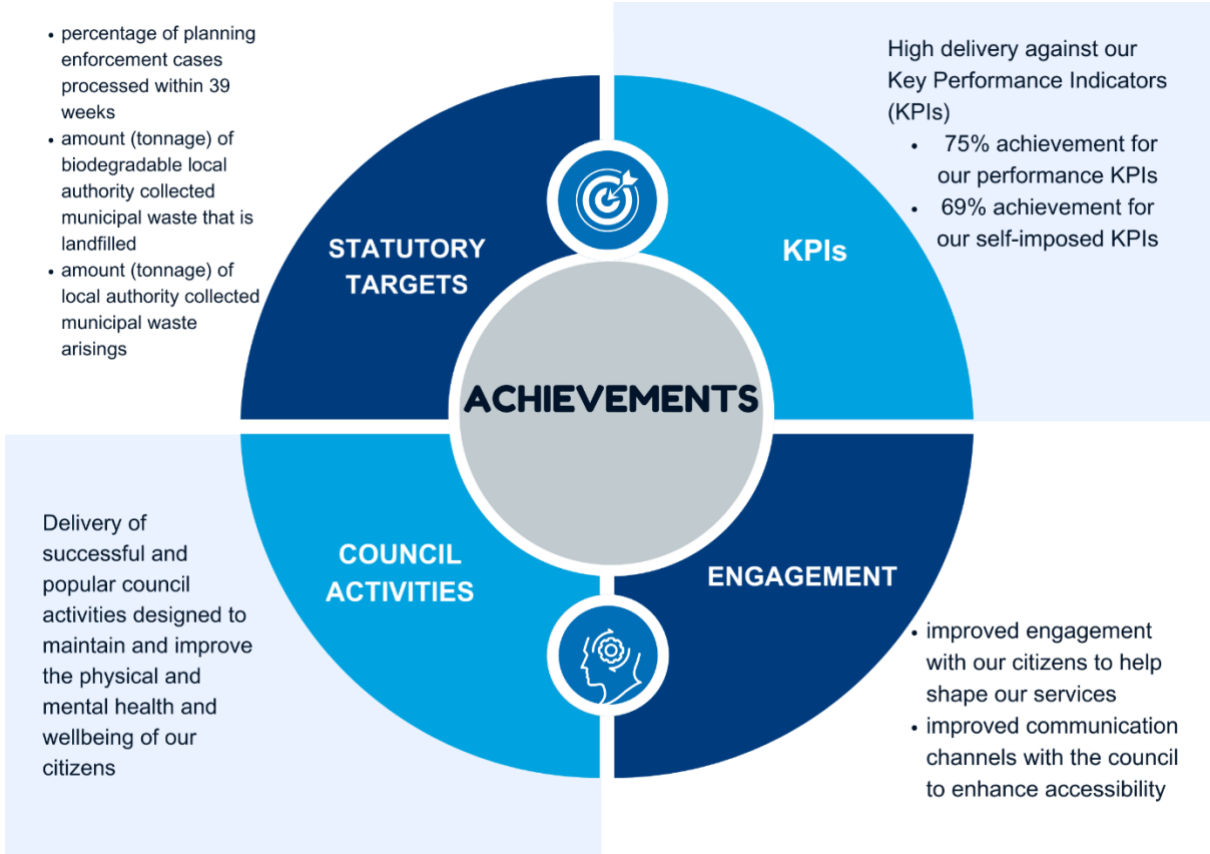
Our achievements in 2023/24 include but are not limited to:

- meeting our statutory targets for the:
  - percentage of planning enforcement cases processed within 39 weeks
  - amount (tonnage) of biodegradable local authority collected municipal waste (waste collected by us from homes, businesses and streets) that is landfilled
  - amount (tonnage) of local authority collected municipal waste (arisings)
- high delivery against our Key Performance Indicators (KPIs); 75% achievement for our performance KPIs and 69% achievement for our self-imposed KPIs
- delivery of successful and popular council activities designed to maintain and improve the physical and mental health and wellbeing of our citizens
- improved engagement with our citizens to help shape our services
- improved communication channels with the council to enhance accessibility

In line with the ethos of our community plan to deliver better, healthier communities for all we will deliver more health and wellbeing and engagement opportunities for residents in 2024/25.

Alongside the above objectives we will also endeavour to meet the remainder of our KPIs as a priority in 2024/25. This includes:

- statutory targets for the:
  - number of jobs promoted through business start-up activity
  - average processing time of major planning applications
  - average processing time of local planning applications
  - percentage of household waste collected by district councils that is sent for recycling (including waste prepared for reuse)
- 31% of our self-imposed KPIs



## SECTION 1: Introduction

This summary document presents the results of the council's self-assessment in discharging its general duty under Part 12 of the Local Government Act (Northern Ireland) 2014 in relation to performance improvement arrangements.

It sets out an assessment of our performance against the following requirements:

- performance improvement objectives set out in the 2023/2024 Performance Improvement Plan
- statutory performance improvement indicators and standards for the functions of Economic Development, Planning and Waste for 2023/2024, including comparison with the previous two years
- performance information on self-imposed indicators and standards collected during 2023-2024

The publication of this information fulfils in part the council's statutory requirement under Part 12, Section 92 of the Act.

## SECTION 2: Performance Improvement Objectives

It is important for us to be able to demonstrate the difference we made through our performance improvement objectives.

### Case studies in support of our performance improvement objectives

#### First Performance Improvement Objective

*'We will continue to improve our citizen engagement methods and simplify processes for contacting the council'*

This aimed to:

- deliver excellent and easily accessible public services, improve customer service and satisfaction
- improve efficiency and effectiveness of public service delivery, offering ratepayers better value for money
- provide improved insight and management reporting, supporting better and more informed decision-making
- embrace the use of digital technology to improve efficiency and increase customer access to services
- deliver a high performing council through digital transformation

Some highlights include the following:

### **Digital outcomes**

The successful launch and implementation of an enhanced Customer Care System has allowed us to streamline our service case management. Customers are now kept informed and engaged through automated email communications providing updates on their case resolution process.

Automated reminders are also incorporated into the system to prompt timely actions. This allows us to assign staff members to specific cases and optimise task allocation. The new system is accessibility-friendly and has led to improved service delivery and faster response times, ultimately boosting overall customer experience. This project serves as a clear demonstration of our dedication to delivering efficient and responsive services to our residents.

The launch of an online Freedom of Information (FOI) system took place in Q2. The provision of the ability to submit FOI requests online has helped streamline the process and significantly reduced the administrative burden. It helps to ensure we handle FOIs efficiently and deliver timely responses.

### **Communities' outcomes**

Our communities are important to us and we work with them in a wide variety of ways each year to build inclusive and sustainable communities.

#### **Participatory Budgeting**

During 2023/24 Participatory Budgeting initiatives took place in Castlereagh South (Q2/Q3) and Castlereagh East (Q3/Q4). This initiative is managed by the Lisburn & Castlereagh Policing and Community Safety Partnership.

Grand Choice in Castlereagh South was launched in August 2023 and 26 applications were received. In October the local community came together in St Joseph's Parish Centre, Knockbracken Drive, Carryduff to vote for the local projects they wanted. Funding of £15,000 in total was awarded to the 16 projects chosen by the Castlereagh South community.

The participatory budgeting initiative Grand Choice was launched in the Castlereagh East DEA during Q4. 29 applications were received and 26 participated in the community marketplace event which took place in March 2024 in St Mary's Church of Ireland Parish Hall, Ballybeen. Funding of £15,412 was awarded to 16 projects selected by the local Castlereagh East community and we look forward to reading the case studies in the year ahead.

## Case Study of Lough Moss Junior Parkrun

Through Grand Choice funding the Lough Moss Junior parkrun marked its 200<sup>th</sup> parkrun on Christmas Eve, marking its 200<sup>th</sup> parkrun at Lough Moss. 94 children participated in the event, with 11 kids achieving personal bests.

The Lough Moss Junior parkrun is a valuable community event which promotes physical activity, social connection, learning, giving, and taking notice of the positive impact it has on the local community.



The Grand Choice funding was used to purchase a gazebo, a sound system, and refreshments to help enhance their events. The Parkrun has brought people together and fostered a sense of community, and the support from the Policing and Community Safety Partnership has allowed them to enhance the experience for all their participants.

The benefits of this project are connected with the regional Take 5 programme:

**Be Active:** It offers a fantastic way for children to stay active and healthy. Participating in the weekly 2k run provides numerous physical and mental health benefits and is a fun and engaging way to exercise. Parents can also benefit from the opportunity to stay active in a fun and supportive environment, especially if they struggle to find time for regular exercise.

**Connect:** The Lough Moss Junior Parkrun is more than just a run – it is a cross-community event that brings people together. Both children and adults can connect with one another and build relationships within the diverse community of Carryduff. The benefits of the parkrun are evident in the friendships and connections that have been formed through regular participation.

**Keep Learning:** It provides an opportunity for children and parents to learn and grow. Children can develop their physical abilities and learn about the importance of regular exercise, while parents can learn about the benefits of staying active and supporting their child's development.

**Give:** The Lough Moss Junior parkrun relies on the support of volunteers to make their events successful. They are indebted to their core team of volunteers. Many young adults approach them to seek volunteering opportunities to give back to their community and help co-ordinate these events.

**Take Notice:** The positive impact of the Lough Moss Junior parkrun on the Carryduff community has been demonstrated by the appreciation expressed by participants. They have commented on how well organised, engaging and enjoyable the runs are.



### **Carryduff Regeneration Forum – Bug Hotel**

Carryduff Regeneration Forum secured funding through the Castlereagh South Grand Choice event for a ‘Bug Hotel Workshop’. Through the funding participants were also provided with warming refreshments, and everyone was given a bird feeder for their garden at the end of the session.

The environmental workshop took place at Lough Moss Community Garden on Saturday 20<sup>th</sup> January 2024. It attracted 25 children along with their parents and was delivered by two conservation volunteers along with six volunteers from Carryduff Regeneration Forum.



Participants started the day by going on a walk through the park and wooded areas to collect materials for their bug hotels. The children and their parents worked diligently despite the cold blustery conditions and took great pride in their creations.



Following construction of the bug hotels the children participated in a bug scavenger hunt. They were provided with worksheets which directed them to the best places to find bugs.

The benefits under the Take 5 headings are summarised below:

**Be Active:** All participants were active and healthy in a safe outdoor space and enjoyed physical and mental health benefits. The outdoor workshop enabled those of varied ages and abilities to join planned activities to exercise their bodies and minds.

**Connect:** Through this workshop this local group enhanced community spirit by bringing together people who may not already know each other. In a fun relaxed environment, they had plenty of time to chat, build relationships and connections. Such events also provide opportunities to connect young people with their outdoor space and encourage a sense of civic pride.

**Keep Learning:** Participants were given information and assistance from the facilitators, which helped them learn new skills, about their surroundings and how to help the local environment. This learning can be carried through to other life situations.

**Give:** The project exhibited the benefits of giving, primarily through the support of volunteers who give back to their community by helping organise and run such events. Giving is an essential component in developing the local community for everyone who lives and works in there.

**Take Notice:** Participants of the workshop reported they were more aware and informed of their local outdoor spaces because of the experience.

Carryduff Regeneration Forum hopes to host similar future events within the community garden to bring together local families to learn new activities in a safe outdoor environment.

## Village Plans

Following engagement sessions with the local community engagements the Drumbo Village Plan was developed. This is a working document that is owned by the Drumbo community in partnership with statutory bodies.

Priority actions were identified, several of which have been actioned e.g., environmental improvement works throughout the village with DfI and NIHE.





## Second Performance Improvement Objective

*'We will continue to deliver council led activities that seek to maintain and improve physical and mental health and wellbeing for our citizens'*

This aimed to:

- contribute to the achievement of the outcome of our Community Plan that we live healthy, fulfilling and long lives
- deliver an attractive range of programmes to encourage people of all ages and abilities to participate in and enjoy regular physical activity, sustaining good physical and mental health
- provide safe, accessible leisure and sports facilities, endorsing pathways to sports for all
- deliver high-quality, cost-effective services that meet people's needs making use of new approaches to continual improvement, innovation and performance management
- ensure that:
  - children and young people are physically active and enjoy good mental health
  - good health will no longer be dependent on where we live or what income we have
  - older people age actively and more independently to stay well and connected
  - people of all ages are more physically active more often

Some highlights include the following:

### Parks & Amenities outcomes

A lot of great work took place during 23/24 to improve the physical, mental and emotional wellbeing of our citizens. This included a number of programmes to develop their horticultural skills and help them understand the benefits of healthy eating.

The following are some highlights and customer testimonials:

### CSAW programmes

#### Derriaghy Community Association Horticulture Programme

Derriaghy Community Association joined us at Bells Lane Allotments to take part in an 8-week horticulture programme.

Many different things were covered with the group during this programme such as winter seed sowing, making yule log, birdfeeders and wreaths as well as a micro green workshop.



Lovely comments were received from the group that included:

*"It made me feel good"*

*"Learned skills for growing in our own community garden"*

*"put me in a routine and being more positive within myself to try new things".*

### **Drumlough Community Association Chair Based Exercise Programme**

This is our second year delivering a physical activity programme for Drumlough Community Association.

After a successful first year, we ran a 6-week chair-based exercise programme starting on the 25<sup>th</sup> January.

Drumlough is a rural area and at times its residents feel isolated due to the distances between the houses. A programme like this helps bring the community together.

The group made lovely comments that included:

*"This course was excellent, it has really helped me to keep active and helped mobility."*

*" Everything was good and worthwhile."*

*"I wouldn't change anything. Class is great, it has improved my back and been able to do this is great."*



### **Pilates Programme**



Our Pilates programme is one of our longest running physical activity programmes. It ran from January to March and we were able to invest in Pilates equipment for the group.

It is a successful and popular programme that always attracts good numbers.

The equipment we purchased included Pilates balls, Pilates rings and Pilates blocks to enhance the experience for the group and optimise the physical benefits they will get from the class.

We received great feedback from the group on our evaluations that included:

*“Always enjoyable - Thank you!”*

*“Please keep the classes going - They are an absolute lifeline! Cindy is a brilliant teacher!”*



### **Stepping Stones Self Defence Programme**

Between February and March, we ran a 6-week self defence programme for Stepping Stones Youth Service.

These young people have various additional needs and really benefitted from learning how to defend themselves.

We received nice comments from those who attended the programme including:

*“I feel more confident with the skills and knowledge that I've gained through this course”*

*“Learned how to defend myself”.*



### **Live Life Wellbeing Centre Horticulture Programme**



Over April and May we put on an 8-week horticulture programme for Live Life Wellbeing Centre at its allotment at the Bluebell Stadium in Ballymacash.

This centre is for individuals with disabilities aged 18 – 35 years old.

Their facility was fantastic that included a poly tunnel. The group’s priority was to learn about soil quality and why that’s important when it comes to growing fruit & veg as well as what fruit & veg can be planted together or needs to be separate.

The main things covered by this programme were bed prep, seed sowing and planting. Comments from the group included:

*"I really enjoyed working with Jamie and Claire"*

*"Good fun".*

### **Dundonald Primary School**

We delivered an 8-week horticulture programme for Dundonald Primary School from late January.

Each week we delivered a programme to a different class. In the first six weeks we provided sessions for P1, P5, P6, P3, P7 and P4 which totalled 177 pupils.

This local school has fantastic facilities onsite and we did lots of fun activities with the children including scavenger hunts, bug hunts, bird watching and building bird feeders.



### **Maghaberry Primary School**



We started an 8-week horticulture programme with Maghaberry Primary School in early February. It was agreed with the school that we would run a 4-week programme for a mixed P3/4 class during Q4 quarter and in Q1 24/25 we would do a 4-week programme for the P4 class.

There were 29 pupils in the mixed P3/4 class and the fun activities we offered included bird watching, scavenger hunts, weeding and scattering wildflower seeds.

Susan Black the teacher for the P3/4 class said the programme has been wonderful for the kids and they return the classroom much more engaged.

### Over 50's Circuit Training Class

From late February we delivered a 6-week Over 50's Circuit Training programme at Lough Moss Leisure Centre.

A lot of the attendees go to our CSAW Pilates class as well and said it was great to have an alternative physical activity class.

It was positive to see the improvement in those that attended over the 6 weeks. All those that attended noticed improvements in different aspects of their fitness i.e. strength, cardiovascular and flexibility.



We received some lovely comments from those who attended that included: *“This class is a fantastic addition to the offering at Lough Moss for this age group. People are encouraged to exercise at their own ability/level within a supportive and great environment. Please run it again.”*

*“Improved my upper body strength and cardio. I wouldn't make any changes, I love it as it is, thank you!”*

*“A great fun activity. Love the quick turnaround of different activity. Well done Jamie.”*

### Over 50's Nutrition



We ran two nutrition workshops in March. One at Lough Moss on Digestion and Immune Health and another Lagan Valley LeisurePlex which covered Inflammation and Brain Health.

The workshops were run by Nutritional Therapist Claire Clerkin and were well attended and enjoyed by the participants.



Feedback we received included: *“A very, very worthwhile session. Great to see sessions being set up to promote healthier living. Thank you CSAW for doing this.”*

*“This is the 2nd talk by Claire she is amazing and I have changed so much in my diet and lifestyle since hearing her in 2023”*

*“Brilliant source of information, well delivered. So glad I came as I know so much more about staying healthy.”*

### **Bird walks**

We ran two bird walks in March. One at Billy Neill MBE Country Park and the other at Glenmore Parkland Trail.

The bird walks were delivered by Ornithologist Aidan Crean who shared his wide range of knowledge and stories with the groups. Various species of birds were spotted during our two walks including a few rare ones.

We received good positive feedback from those who attended including:

*“Aidan was an excellent facilitator, very interesting and also amusing so it brought it to life, thanks.”*

*“Exceeded my expectations!! Staff and other officials very pleasant to meet”*

*“A lovely educational walk.”*



### **Woodland Programmes**

#### **Tree giveaways and community planting days**

A number of tree giveaways were held during the year at various council locations including; Castle Gardens, Moat Park and Lisburn City Centre. Trees were handed out along with the required canes and tree shelters to be successfully planted in the Lisburn and Castlereagh area.

Various community planting days took place during the year for local businesses. These were organised in conjunction with NI Forestry School. The companies really enjoyed the experience and used it as a team building exercise and plan to continue working with Lisburn and Castlereagh City Council in the future.

Volunteer sessions were held from our volunteer network, in which there was removal of tree guards within our site at Billy Neill MBE Country Park. Each person spent a few hours removing tree guards from the trees that no longer required them.

In March we facilitated a tree planting session at Glenmore Parkland Trail with 17 pupils and teachers from Ballymackward and Killowen Primary Schools.



It was beautiful spring morning and the pupils who had attended Eco Clubs in their respective schools were very knowledgeable and interested in the project. The pupils worked very hard and had soon planted an area of mixed species of trees. They enjoyed this so much that they asked to come back again to plant more trees in the area.



Seven summer scheme events were organised and attended by local summer scheme groups within our area and these events were hosted at three locations.

The children were under the age of 14. The event involved the planting of native tree seed and a leaf Identification session in which the children got to learn about the native trees within our areas.

### **Horticulture programmes**

A wildflower seed sowing event was held at Lough Moss with the local community group, Carryduff Regeneration Forum, in which an area of wildflower was sown to enhance the biodiversity of the area.

A winter hanging basket session for a group from the Public Health Agency was organised at Lough Moss. The group really enjoyed the event and were delighted with the knowledge and skills gained during the session.



'Allotment in a box' workshops were rolled out to the public in March with a total of 64 people of all ages attending the workshops with the feedback being very positive from all who attended.

A clean up of Wallace High School grounds, with the idea to use them horticulturally going forward, was organised by the Big Tree Project. Three separate classes were in attendance during the day which was enjoyed by all and we hope this will be an annual event.

Horticultural works also took place within the grounds of Friends' School, which included the removal of tree stumps,

levelling of ground, the planting of a hedgerow of approx. 55 metres, 70 trees samplings and 15 fruit trees within the school grounds.

In March, we provided St Colman's Scouts group and Parkview Special School with consultation programmes regarding their community and school gardens. Our team helped with hedge planting and provided soil for filling the raised beds.

The team also delivered a two-hour workshop in Lisburn Police Station. It was an open door workshop, as many officers were on response duty, and approx. 25 police staff attended.. This was a fun and enjoyable experience had by all, including our staff, with a good friendly bit of competition among the officers.

Please see the comments from the organiser. *'I just wanted to drop a few lines to express my thanks to you and your colleagues for your input with us last week. As "something new" I wasn't sure how it would go down, but am pleasantly surprised by how much our people enjoyed your time with them and for what they got out of it. This is in no small measure to yourself and the two "Marks" for your approachable and generous manner which enabled people to relax in an enjoyable atmosphere.'* T/Chief Inspector at Lisburn Police station.

### **Biodiversity programmes**

Our Biodiversity Officer organised various events during the 23/24 year for local schools and the public including bat talks, mini beast talks, biodiversity walk and talks, litter picks, bulb planting and gardening clubs.

The following photographs and feedback give a flavour of how successful these events have been throughout the year.



*Feedback:*  
*"This was a great activity for the children. Perfectly pitched with just the right amount of information. It was responsive to the children's needs and they really enjoyed it. We are already looking forward to next year! Many Thanks"*







Feedback included: *“It was fab – great way to enter the weekend after a long week and feel like the team at the council went above beyond to get us experts on the different wildlife and trees as well as snacks!”*

*“It was a really lovely walk. All the knowledge shared was super interesting. The people accompanying us were amazing.”*

### **Economic Development outcomes**

Fifteen employability initiatives were fully recruited with a total of 269 participants enrolled on the various programmes. Currently 136 participants within our council area have completed their training/accreditation to date, giving them the opportunity to pursue new employment outcomes.

#### **Self-Employment Support Programme case studies**

Abdelrahman left university without having a job secured but knew he wanted to establish his own business. This was his ambition from a young age.

He took part in the Lisburn and Castlereagh Labour Market Partnership programme in 2023 to help him achieve his goals of self-employment.

Abdelrahman took the opportunity to avail of the training and one to one mentoring and worked with his mentor to set out a vision for his new business called Physio Express ([www.physioexpress.co.uk](http://www.physioexpress.co.uk)).



Using the funding on offer under the Self-Employment Support Programme, he bought vital equipment to help him with the setup of Physio Express, such as a treatment table.

Physio Express is a unique business that offers a new way of accessing qualified professional physio support at the site of the customer for their convenience. Since establishing dedicated Physio Express Abdelrahman has become a physiotherapist for Antrim Women's Football Club and Glentoran FC and continues to grow his business.

Abdelrahman said: *“The programme has been very beneficial in helping me understand my idea and build upon it. With the mentoring support, I have been able to get my business into the market.”*

Another one of the programmes delivered via the Lisburn Castlereagh Labour Market Partnership is Vision to Venture.

This was a programme of support designed to provide aspiring entrepreneurs with support and guidance as they navigate through their journey into self-employment.

During the course of this 8-week employability initiative, participants engaged in a wide range of training from basic bookkeeping, sales, marketing, to using social media platforms which is instrumental for selling goods and services.



The celebration event for this self-employment support programme was held in March 2024, whereby 40 participants graduated from the programme. This programme has given participants the opportunity to turn their dreams and aspirations of running their own business into a reality.

Already, it has assisted 24 people to set up their own businesses, with six new shops opened in our area. In addition, 11 employment roles have been created within many of the businesses.

A number of our businesses have begun exploring exporting opportunities with two already exporting their products. The programme has helped create a community of new businesses in the council area that are networking and learning from each other.

Businesses were also provided with up to £750 in funding to assist business set-up costs. This was spent on a wide range of start-up costs including capital equipment, computer software and hardware, marketing materials, and other operational costs.

### SECTION 3: Statutory Indicators – Self Assessment

Lisburn & Castlereagh City Council is committed to meeting and, where possible, exceeding the standards set by central government departments through the following seven statutory performance indicators. Below are the results for 2023/24, the council’s data for 2022/23 and 2021/22 has also been included to show comparisons.

Ref	Statutory Indicator	Standard to be met (annually)	Result			Explanation of 2023/2024 result
			2021/22	2022/23	2023/24	
ED1	The number of jobs promoted through business start-up activity  (Business start-up activity means the delivery of completed client led business plans under the Department of Economy’s Regional Start Initiative or its successor programmes.)	85 (DfE)  116 (GfI)	129	113	73	<p>Target Not Achieved. We missed the 2023/24 target due to the delayed implementation of the Growth element of the GoSucceed new service.</p> <p><b>Background:</b></p> <ul style="list-style-type: none"> <li>• ‘Go For It’ was transferred to local government in April 2015</li> <li>• this business start-up activity is the delivery of the statutory jobs promotion target as set by Department for the Economy (DfE)</li> <li>• the statutory target was initially for 85 jobs annually, delivered via the Northern Ireland ‘Go For It’ Programme, and led by LCCC</li> <li>• the ‘Go For It’ programme came to an end in September 2023</li> <li>• the statutory jobs target had been outperformed by LCCC each year, until this year (2023/24)</li> <li>• in June 2023 a new annual statutory target of 116 jobs was introduced by DfE</li> </ul> <p><b>Status:</b></p>

Ref	Statutory Indicator	Standard to be met (annually)	Result			Explanation of 2023/2024 result
			2021/22	2022/23	2023/24	
						<ul style="list-style-type: none"> <li>•in October 2023, 'Go For It' was replaced by 'Go-Succeed' (also known as NI Enterprise Support Service – NIESS) as a new service with BCC taking over the reigns as the lead council from LCCC</li> <li>•for the financial year 2024/25 a blended target of 2 months 'Go For It' and 10 months of the new target under 'Go Succeed' was applied by DfE</li> <li>•This gave a target of 111 statutory jobs for 2023/24, with LCCC achieving 73 for that period</li> </ul> <p><b><u>Current:</u></b></p> <ul style="list-style-type: none"> <li>•currently the planned LCCC annual target for 2024-25 from Go-Succeed is for 116 jobs</li> <li>•LCCC missed the 2023/24 target due to the delays in the implementation and setup phases of the Go-Succeed Programme</li> <li>•DfE is continuing a consultation on the proposed KPIs/statutory targets with Belfast City Council as lead and all councils as part of the Go Succeed service</li> </ul>
P1	<p>The average processing time of major planning applications.</p> <p>[An application in the category of major development within the meaning of the Planning (Development Management) Regulations (Northern Ireland) 2015(a)]</p>	Major applications processed from date valid to decision or withdrawal within an average of 30 weeks	106 weeks	87.2	56.4	<p>The average processing times for major applications for all councils was reported in the Annual Statistical Bulletin 2023/24 as 46.5 weeks. Performance within LCCC for the 2023/24 period was 56.4 weeks compared to 87.2 weeks the previous year. This is an improvement of 30.8 weeks.</p> <p>LCCC demonstrates continuous improvement in the processing of this type of application over a three-year period ranking 5, relative to other councils. Some of the major obstacles to achieving performance of a 30-week turnaround for major</p>

Ref	Statutory Indicator	Standard to be met (annually)	Result			Explanation of 2023/2024 result
			2021/22	2022/23	2023/24	
						<p>applications remains the need to secure section 76 planning agreements. This adds significantly to the overall processing time for applications and not taken into account by the Department when this key performance indicator was designed.</p> <p>It remains the target of the council to present at least one major application to committee every month and there remains a continued focus on moving major applications through the planning system as soon as the process allows. A Protocol is designed to achieve continued improvement in the processing of legal agreements.</p>
P2	<p>The average processing time of local planning applications.</p> <p>[Local applications mean an application in the category of local development within the meaning of the Planning (Development Management) Regulations (Northern Ireland) 2015, and any other applications for approval or consent under the Planning Act (Northern Ireland) 2011 (or any orders or regulations made under that Act)]</p>	Local applications processed from date valid to decision or withdrawal within an average of 15 weeks	23.8 weeks	16.2 weeks	42.4 weeks	<p>The average processing times for local applications for all councils was reported in the Annual Statistical Bulletin 2023/24 as 20.8 weeks. Performance within LCCC for the 2023/24 year end was 42.4 weeks compared to 16.2 weeks the previous year.</p> <p>There was an increase in average processing time of 26.2 weeks. The ability to achieve good performance was constrained by a number of factors including a number of legal challenges that required the council to pause and review a number of local applications under consideration, the introduction of the planning portal, the adoption of the Plan Strategy of the Local Development Plan and the implementation of a review of the structure of the Planning Unit.</p> <p>There was a focus in quarter 3 and 4 on moving older planning applications out of the system to take account of the structural changes that occurred in this year. It should be noted that the council processed almost as many applications as it received</p>

Ref	Statutory Indicator	Standard to be met (annually)	Result			Explanation of 2023/2024 result
			2021/22	Year End 2022/23	2023/24	
						despite the challenges described above. There remains a continued focus on reducing the backlog of older applications.
<b>P3</b>	<p>The percentage of enforcement cases processed within 39 weeks.</p> <p>[Enforcement cases are investigations into alleged breaches of planning control under Part 5 of the Planning Act (Northern Ireland) 2011 (or under any orders or regulations made under that Act). (b).]</p>	70% of all enforcement cases progressed to target conclusion within 39 weeks of receipt of complaint	83.6%	83.9%	83.3%	<p>The figures reported in the Quarter 3 Statistical Bulletin or experimental. There is no verified information available from the Department for 2023/24. The new planning portal was not configured to allow this information to be generated on time for the report.</p> <p>The council estimates on the basis of un-validated data that 83.3% of enforcement cases were still being concluded within 39 weeks. The target was still being met by the council.</p>
<b>W1</b>	<p>The percentage of household waste collected by district councils that is sent for recycling (including waste prepared for reuse).</p> <p>[Household waste is as defined in Article 2 of the Waste and Contaminated Land (Northern Ireland) Order 1997(a) and the Controlled Waste and Duty of Care Regulations (Northern Ireland) 2013(b)]</p>	50%	49.7%	50.5%	50.88% (unvalidated and subject to change)	<p>LCCC has achieved a household waste preparing for reuse, dry recycling and composting rate, KPI of over 50%.</p> <p>Performance improvement is required to increase municipal waste recycling rates, in line with the Waste (Circular Economy) (Amendment) Regulations (Northern Ireland) 2020.</p> <p>Ongoing work on harmonisation of kerbside dry recycling collections has been paused in order to respond to and in due course, consider outcomes of a central government consultation including proposals around delivery of council kerbside collections. This delay will have an impact on progress with regards to improving recycling rates.</p> <p>Validated 2023/2024 figures will be included in the NIEA NI Local Authority Collected Municipal Waste Statistics annual report when published later this year (approx. November 2024)</p>

Ref	Statutory Indicator	Standard to be met (annually)	Result	Year End		Explanation of 2023/2024 result
			2021/22	2022/23	2023/24	
<b>W2</b>	<p>The amount (tonnage) of biodegradable Local Authority Collected Municipal Waste (BLACMW) that is landfilled.</p> <p>[Local authority collected municipal waste is as defined in section 21 of the Waste and Emissions Trading Act 2003(c)]</p>	16,444 tonnes	14,737 tonnes	14,240 tonnes	14,098 tonnes (unvalidated and subject to change)	<p>NILAS targets were set until 2019/20 so while there was no target for 2022/23 it is the expectation that levels of BLACMW should remain within the final year allowance.</p> <p>The validated 2023/2024 figure will be included in the NIEA NI Local Authority Collected Municipal Waste Statistics annual report when published later this year (approx. November 2024)</p>
<b>W3</b>	<p>The amount (tonnage) of Local Authority Collected Municipal Waste arisings.</p> <p>[Local authority collected municipal waste arisings is the total amount of local authority collected municipal waste which has been collected by a district council]</p>	N/A	80,299 tonnes	74,211 tonnes	77,617 tonnes (unvalidated and subject to change)	<p>The validated 2023/2024 figure will be included in the NIEA NI Local Authority Collected Municipal Waste Statistics annual report when published later this year (approx. November 2024)</p>

## Contacts for feedback and review

If you would like further information or wish to get in touch, please do so by one of the following methods:

**Website:** <https://www.lisburncastlereagh.gov.uk/w/performance-improvement>

**Telephone:** Performance Improvement Officer on 028 9244 7415

**Email:** [performance@lisburncastlereagh.gov.uk](mailto:performance@lisburncastlereagh.gov.uk)

**Write to us:** Performance Improvement Officer, Lisburn & Castlereagh City Council, Civic Headquarters, Lagan Valley Island, Lisburn, BT27 4RL



Lisburn & Castlereagh City Council, on request, will take all reasonable steps to provide this document in alternative formats and in minority languages to meet the needs of those who are not fluent in English.

[www.lisburncastlereagh.gov.uk/performance](http://www.lisburncastlereagh.gov.uk/performance)