

Consultation Report on Lisburn & Castlereagh City Council's Draft Improvement Objectives for 2022/23



1. INTRODUCTION

The 4 week Consultation on Lisburn & Castlereagh City Council's **Draft Improvement Objectives** for 2022/23 closed on the **2nd May 2022**.

The Improvement Objectives and associated projects consulted upon were:

Performance Improvement Objective	What will we do in 2022/23?
We will continue to improve our citizen engagement methods and ensure accessible processes for contacting the Council	We will improve the digital information available through the Council's website relating to Entertainment Licensing and Events Management so as to provide accessible guidance for customers.
	We will gather customer and user data through surveys/focus groups to assess the quality and accessibility of the online services provided by the Environmental Service's Directorate during 2021/22 and consider opportunities for an improved customer experience.
	We will enable our citizens to influence decision making through community conversations in Anahilt and Drumbo
	We will launch a Digital Grant Aid system to make the grant aid process more accessible for our customers
	We will continue to deliver a Participatory Budgeting Initiative across 3 DEA's to allow local people to have a say in the projects that receive funding in their communities
We will continue to deliver Council led activities that seek to maintain and improve the physical and mental wellbeing of our citizens.	We will investigate the impact of the Vitality Household Membership to determine if it has made a positive impact on member's physical and mental wellbeing
	We will improve the physical, mental and emotional wellbeing of our citizens through a number of programmes which include; developing skills in horticulture, physical activity programmes and understanding the benefits of healthy eating.

2. CONSULTATION METHODS

The 2022 Consultation was an online consultation exercise which was carried out during April and May 2022. In addition to this two focus groups were held in Lisburn and in Castlereagh with 23 consultees participating across the two days.

The Council made use of social media, as well as the Council's online survey tool 'Smart Survey'.

In addition the Council website provides contact details encouraging individuals or organisations to submit views at any time during the year.

The consultees included; residents, staff, community groups, local businesses, and representatives from the statutory and voluntary sector.







The Performance Improvement Objectives and Projects for 22/23 were made available in draft format on the Council's website and promoted through social media during April and May. Social Media analytics indicate that a reach of 7,023 users was achieved via Facebook and 1,885 impressions on Twitter.

At the close of the consultation a total of **74 responses** were received from the online survey.

3. CONSULTATION FINDINGS

See overleaf for an analysis of the online survey

Performance Improvement Objectives 2022/23

1. What is your main interest in responding to this consultation?				
Answer Choices			Response Percent	Response Total
1	Citizen / Ratepayer		24.32%	18
2	Local Business		1.35%	1
3	Community Group		20.27%	15
4	Statutory Sector		2.70%	2
5	Voluntary Sector		8.11%	6
6	Council employee		52.70%	39
			answered	74
			skipped	0




Improvement Objective 1

We will continue to improve our citizen engagement methods and ensure accessible processes for contacting the Council.

The Improvement Projects below will detail how we are going to deliver this Improvement Objective.

Improvement Project 1

We will launch a Digital Grant Aid system to make the grant aid process more accessible for our customers.




2. Have we got this Improvement Objective and Improvement Project right?				
Answer Choices			Response Percent	Response Total
1	Yes		75.68%	56
2	No		6.76%	5
3	Don't Know		17.57%	13
			answered	74
			skipped	0

Summary of comments on Improvement Objective 1 & Improvement Project 1	Council Response
<p>Some people don't have access to a computer or don't know how to use one.</p> <p>Makes much more sense in today's digital age and can hopefully simplify the process for all.</p>	<p>We want to challenge ourselves differently and look at our Customer more broadly by improving our citizen engagement methods and ensure accessible processes for contacting the Council. This is even more important and relevant now in the virtual world we have been pushed into as a</p>

Summary of comments on Improvement Objective 1 & Improvement Project 1	Council Response
<p>Make sure that support is available for all to use. Also look at costs/access for people.</p> <p>It is common knowledge that the complexity of grant applications across all sectors is of itself a process of elimination because of the skills deficit within community groups and the lack of 'hands on' support from funders and this often means that the neediest, grass roots citizens miss out.</p> <p>Workshops have been successful, support and digital support will add to this but the reality is there is a need for hybrid support packages that includes face to face contact and gives bespoke support to those groups in need.</p> <p>The system must be able to:</p> <ul style="list-style-type: none"> • Save document - go backSee status of application See previous applications Able to download applications <p>More assistance required from LCCC - support workers, workshops helpful</p>	<p>result of the global pandemic. We want to be a digital first not a digital only Council.</p> <p>The digital grant aid system will continue to be supplemented with a 'paper version' application process for those applicants who wish to avail of this process. Digital technology will be used as another tool to enable customers to access Council services.</p> <p>The digital grant aid system will be an 'end to end' system where applicants can upload all evidence once and only resubmit documents if date of validity expires, and they can access this evidence again for future applications. The system will enable users to see when the application process opens, closes, progress of application and the announcement of awards.</p> <p>There will be a 'save' function as there is with the current LCCC system to allow applicants to complete the process at their convenience.</p> <p>The Communities team are aware of the variation in skills and availability of technology within the Community sector, they will provide training and any necessary support to those using the new digital grant aid system.</p>

Improvement Project 2




We will continue to deliver a Participatory Budgeting Initiative across 3 DEA's to allow local people to have a say in the projects that receive funding in their communities.

3. Have we got this Improvement Objective and Improvement Project right?				
Answer Choices			Response Percent	Response Total
1	Yes		85.14%	63
2	No		2.70%	2
3	Don't Know		12.16%	9
			answered	74
			skipped	0

Summary of comments on Improvement Objective 1 & Improvement Project 2	Council Response
<p>Participatory Budgeting is a very useful engagement tool. It would be a step forward to have real PB rather than the grants award type of PB we currently do.</p> <p>I believe it is important for the local people to be able to choose who receives the funding in their communities as they will be the ones who may benefit from their use.</p> <p>Yes, so long as there are plans for further roll-out across the district and the learning from the first phase is reflected in this year's initiative. Participatory budgeting is a good idea in principle but council must be mindful that funding cannot only be awarded on the basis of popularity. Proposals need to be screened for equality and good relations implications and appropriate action taken if issues identified.</p> <p>Excellent opportunity - should be a bigger award prize than £1000</p> <p>Needs brought to the attention of residents in more ways as the current level of awareness is minuscule in comparison to population.</p> <p>Local people should have a choice on what happens and what is funded in their communities. Workshops and good communication are vital in the process and as well as co-production we need to see co-design processes.</p> <p>LCCC very successful with their Participatory Budgeting. Very successful in other DEAs in 2021. Good project.</p>	<p>As we continue to deliver positive outcomes and improve the quality of life for all our communities we will deliver a Participatory Budgeting Initiative across 3 DEA's (District Electoral Areas) to allow local people to have a say in the projects that receive funding in their communities. This has proven successful in 2021/22 and the Council would like to continue this initiative in another 3 DEA's (District Electoral Areas).</p> <p>It is the Council's ambition that over the next few years all 7 DEA's (District Electoral Areas) will benefit from a Participatory Budgeting Initiative.</p> <p>The Communities team will provide support to those benefiting from the Participatory Budgeting Initiative. The team will work with the community groups to ensure that the funding is spent within the appropriate time limits and assist with any necessary programmes for change.</p> <p>Promotion of the Participatory Budgeting Initiative will take place across the relevant DEA's (District Electoral Areas).</p>

Improvement Project 3

We will enable our citizens to influence decision making through community conversations in Anahilt and Drumbo.

4. Have we got this Improvement Objective and Improvement Project right?				
Answer Choices			Response Percent	Response Total
1	Yes		63.51%	47
2	No		4.05%	3
3	Don't Know		32.43%	24
			answered	74
			skipped	0

Summary of comments on Improvement Objective 1 & Improvement Project 3	Council Response
<p>I assume this is a pilot project in 2 defined areas which will be 'rolled out' to other areas?</p> <p>If these are additional areas then yes, but if these are the only areas then no. Needs done in more places.</p> <p>The Council has to listen to local communities in order to understand their needs. These community conversations are a useful way to achieve this.</p> <p>Yes, so long as there is opportunity for all groups to participate in the process.</p> <p>Community involvement in community decisions can only be a good thing.</p> <p>Lovely idea, it is new, so sounds good and hopefully it goes well.</p> <p>Anahilt and Drumbo good start, feedback will hopefully enable progress and spread to wider area of Council.</p> <p>Yes people should be involved in decisions that affect them and should be able to be involved from the start with co-design.</p> <p>Great initiative which would be good to see replicated across LCCC.</p> <p>Good to involve community in planning – intergenerational.</p>	<p>We have commenced a community conversation in Anahilt which will be finalised in June 2022. We will then progress to Drumbo. Using the 'Place Game' initiative we want to involve the local community in identifying areas of improvement for their village which can be built into a village plan and the various agencies held responsible for delivery against their section of the plan.</p> <p>It is the Council's ambition that over the next few years all 7 DEA's (District Electoral Areas) will benefit from Community Conversations.</p>

Improvement Project 4




We will gather customer and user data through surveys/focus groups to assess the quality and accessibility of the online services provided by the Environmental Service's Directorate during 2021/22 and consider opportunities for an improved customer experience.

5. Have we got this Improvement Objective and Improvement Project right?			
Answer Choices		Response Percent	Response Total
1	Yes	89.04%	65
2	No	2.74%	2
3	Don't Know	8.22%	6
		answered	73
		skipped	1

Summary of comments on Improvement Objective 1 & Improvement Project 4	Council Response
<p>Yes, the idea is great as long as the focus groups are representative of the population and everyone is listened to.</p> <p>Need to distinguish between accessibility for customers/service users generally and accessibility for those with disabilities. Would like to see this reflected in any review report. Need to be mindful that the surveys and focus group findings may not be fully representative. If gaps are identified, there may need to be more fact finding.</p> <p>Whilst some services are online - we need to gauge customer ongoing needs and received feedback</p> <p>You need to communicate the results more and not use the usual people for these focus groups and consultation.</p> <p>Very much welcome the progression with online services for customers. LCCC does seem to be progressive when it comes to helping the customer and recognising services are not offered on a sole 9-5 basis. Well done.</p> <p>Digital first - but also make sure to phone citizen with queries not just decline applications</p> <p>Aware from friends who have input for private property improvements and extensions that this is an ideal resource.</p> <p>Yes, services can always be improved and as long as people's data is protected then it is a positive step.</p> <p>Should be an evaluation tool at the end of using the online service.</p> <p>Needs to be easier to complete forms.</p>	<p>During 2021/22 the ES Directorate set itself a target to improve its services by offering an additional 8 services online. The aim of this was to make these services available 24/7 which would in turn make it easier for customers to engage with the Council.</p> <p>8 Services were delivered online, these were:</p> <ol style="list-style-type: none"> 1. Provision for customers to make online Building Notice Applications. 2. Provision for customers to make online Regularisation Applications. 3. Provision for Conveyancing Solicitors to make online local council Property Certificate Applications online. 4. Provision of the ability to book an online Building Control inspection request for a live application. 5. Review of waste section of the Council Website with the view to the development of a waste information hub accessible online to customers. 6. Provision of portal to enable funeral directors to book burial slots online. 7. Development of Plotbox to enable a link to "Ever After" website which will provide online access to LCCC burial information. 8. Provision of an App which will facilitate Noise complaints to be notified online. <p>During 2022/23 the ES Directorate aims to continue to improve its online offering by initially looking at how many customers have used the online services and then identify how we can engage with the users of these services to gain feedback on their experiences. How this engagement will take place has still to be agreed but may take the form of Focus Groups; online surveys etc, this will then allow for these services to be evaluated and any further improvements identified.</p> <p>Measuring customer satisfaction with online services is even more important and relevant now in the virtual world we have been pushed into as a result of the global pandemic. We want to be a digital first not a digital only Council.</p>

Improvement Project 5

We will improve the digital information available through the Council’s website relating to Entertainment Licensing and Events Management so as to provide accessible guidance for customers.

6. Have we got this Improvement Objective and Improvement Project right?				
Answer Choices			Response Percent	Response Total
1	Yes		84.93%	62
2	No		1.37%	1
3	Don't Know		13.70%	10
			answered	73
			skipped	1

Summary of comments on Improvement Objective 1 & Improvement Project 5	Council Response
<p>Yes a good idea but will there be a special line people can ring with queries when completing forms. Giving people timescale from applications to process completed, might be idea to receive regular updates as well.</p> <p>I think it's important to have as much useful info as possible on-line so that citizens can access it at their convenience. Important that info detailed is current and correct.</p> <p>Yes, this is a clear improvement.</p> <p>To make sure the Council is efficient it must have good information available digitally. However, it must also cater for those who have no digital access and support them, to avoid creating inequalities.</p> <p>Easier access to guidance and information will always be beneficial.</p> <p>Improvements to digital information always a good thing. Not sure who the end users are for these services - businesses/event organisers or the public. If providing information for the public, even more important that it is fully accessible for a range of disabilities. Recommend targeted consultation with user groups to inform.</p> <p>Yes, again making the processes and paper work easier to navigate will be progress and will encourage people to work with the Council.</p> <p>As long as the web interface is easy to navigate.</p> <p>An app for android/ios would be good.</p>	<p>The Environmental Services Directorate aims to improve the guidance it provides in relation to Entertainment Licensing and safety in relation to Event Management. Accessibility on the Council’s website will also be reviewed to ensure this guidance can easily be sourced by customers.</p> <p>We want to challenge ourselves differently and look at our Customer more broadly by improving our citizen engagement methods and ensure accessible processes for contacting the Council. This is even more important and relevant now in the virtual world we have been pushed into as a result of the global pandemic. We want to be a digital first not a digital only Council.</p> <p>The digital information relating to Entertainment Licensing and Events Management will continue to be supplemented with an in person and ‘paper version’ for those customers who prefer.</p> <p>Digital technology will be used as another tool to provide customers with information.</p>




Improvement Objective 2

We will continue to deliver Council led activities that seek to maintain and improve the physical and mental wellbeing of our citizens.

The Improvement Projects below will detail how we are going to deliver this Improvement Objective.

Improvement Project 1

We will investigate the impact of the Vitality Household Membership to determine if it has made a positive impact on member's physical and mental wellbeing.




7. Have we got this Improvement Objective and Improvement Project right?				
Answer Choices			Response Percent	Response Total
1	Yes		81.08%	60
2	No		6.76%	5
3	Don't Know		12.16%	9
			answered	74
			skipped	0

Summary of comments on Improvement Objective 2 & Improvement Project 1	Council Response
<p>I am familiar with this and I know it has been very popular with families to the extent that it has made booking swimming etc hard for individuals.</p> <p>Yes, understanding the impact of this is important.</p> <p>Family mental health is very important especially following a traumatic incident, Vitality is something that they could possibly do together as a family. Something to help build a unity, enjoy and possibly look further into after.</p> <p>It is always important to monitor the impact of our projects, to show where we have improved wellbeing, and to show where we need to do better.</p> <p>No-one could object to this objective and I fully support ongoing review of the Vitality scheme for effectiveness and appropriate provision to meet needs. However, Council must also focus on those who do not hold membership and ensure alternatives are available or that more people are enabled to access membership. Would like to see analysis of membership by S75 category - who is being served and also who is not being served.</p>	<p>Vitality Research - The Vitality Household Membership has been incredibly successful from a numbers perspective, both in terms of the income it generates and the numbers of members. LCCC wants to ascertain what impact it has had on families/ individuals and their physical and mental wellbeing.</p> <p>This will include to what extent, if any, they are more active, have they engaged in new activities and how they have found the interaction with other likeminded individuals especially in relation to overall mental health. LCCC is also keen to know how the membership can be further improved to meet member's expectations including value for money.</p> <p>The research will be carried out independently and will include but not limited to an overall member survey plus a number of focus groups. The results will help shape the membership over the coming years.</p>

Summary of comments on Improvement Objective 2 & Improvement Project 1	Council Response
<p>The cost is exclusionary even the concession rate is too high for household budgets dealing with huge costs of living increases.</p> <p>Not being promoted enough, should use direct mailing.</p> <p>Again teenagers are often overlooked not all parents can afford vitality and the Grove is now being handed over to canal boxing.</p> <p>Vitality membership is very limited. I have elderly parents, who would enjoy swimming, very much like a lot of residents in Dundonald. Do they have access to anything local? No they do not.</p> <p>Members that I know of have benefitted in a positive way. Needs promoted more.</p> <p>Great idea, Would be great to know the effect.</p> <p>Bus stop outside the leisure centre to make it accessible for those who do not drive.</p> <p>Couples membership - not just family. Discounts for families on benefits - over 65s. Discounts for trainers or swim stuff for low income families.</p> <p>Brilliant service</p> <p>The discounted scheme for those less fortunate is excellent. The online activity support well received.</p> <p>Critical evaluation is important to improve resources and look at costs and how to maximise usage from local residents</p> <p>This project is largely investigative - it could be compared with existing provision for physical and mental health and wellbeing.</p> <p>Can the Vitality Membership be advertised and promoted at schools – can a link be provided through websites</p>	<p>The Vitality programme offers a household and individual membership and there is a concession rate available for those who are economically disadvantaged and are in receipt of benefits. This applies to both the household and individual membership. We endeavour to be, as far as practical, fully inclusive in the provision of access to our facilities and accommodate users of all abilities.</p> <p>In terms of advertising and promoting our services we do this through a wide range of mediums including; social media, websites, local press as well as television and radio campaigns.</p> <p>Vitality offers a wide range of classes for all the family and is suitable for all ages.</p> <p>This will be considered and shared with Leisure and Community Wellbeing colleagues.</p> <p>We do promote the membership programme via schools but overall the control is in the hands of the school. Whether they add the Vitality details to their school website is entirely up to the school, we cannot influence that.</p>

Improvement Project 2

We will improve the physical, mental and emotional wellbeing of our citizens through a number of programmes which include; developing skills in horticulture, physical activity programmes and understanding the benefits of healthy eating.

8. Have we got this Improvement Objective and Improvement Project right?				
Answer Choices			Response Percent	Response Total
1	Yes		82.19%	60
2	No		5.48%	4
3	Don't Know		12.33%	9
			answered	73
			skipped	1

Summary of comments on Improvement Objective 2 & Improvement Project 2	Council Response
<p>These programmes should be delivered to all areas of L&CCC.</p> <p>Supporting people to improve their mental health is an important role for the Council. The project mentioned above will help to create resilient communities and improve mental health through staying active, volunteering and meeting people.</p> <p>Fully support this objective. Again, would like to ensure that programmes are available to all S75 groups and that there is ongoing review of who participates and benefits and who doesn't, with appropriate targeting as necessary.</p> <p>So long as this is not an ageist scheme and includes children, working age adults and retired persons and run at times conducive to school and work.</p> <p>Be careful not to destroy social enterprise initiatives and provision by other local [providers in you attempt to do this.</p> <p>The council has a duty to be proactive in addressing the causes and consequences of negative impacts on the mental health and wellbeing of our citizens.</p>	<p>We know that Vitality is not the only way that as a Council we can contribute to improving the Health and Wellbeing of our Citizens and staff, there are many other ways such as; the delivery of a number of programmes to develop citizen's horticultural skills and understand the benefits of healthy eating, providing access to our parks and open spaces, provision of our Arts and Cultural Services as well as the many classes and courses available in our various Community Centres. Therefore we will encourage greater use of the council services and facilities by our citizens and staff. Through the CSAW programme, the Biodiversity Officer and Tree Nursery Community Engagement Officer the Council will deliver a number of horticultural workshops both at the premises of schools / community groups and also at Bells Lane Allotments. Cook-it programmes are also delivered to take the next step from garden spade to plate.</p> <p>The Council also offer a range of FREE physical activity programmes for all ages and abilities including Walking Groups, Men's Walking Rugby, Over 50's Pilates, Disability Tenpin Bowling League, Yoga, Baby Massage Classes.</p>

Summary of comments on Improvement Objective 2 & Improvement Project 2	Council Response
<p>1. LMP Academy Programmes are a great step in addressing poverty and quality of life for citizens</p> <p>2. The council needs to address the lack of mental health services and lobby for drug and alcohol additions to be treated as a mental health condition and not treated as separate issues.</p> <p>3. The council needs to be proactive in the provision and/or lobbying for economic support for those battling with the heat or eat predicament relating to high rise in the cost of living and utility bills.</p> <p>Tai Chi classes should be made available as it appeals to people of all ages and can be done indoors and outdoors in parks. More cookery demonstrations in partnership with SERC Cookery school or local restaurants with a library of videos available online as a drop down option on the council website. Receipts for families/healthy eating should be available through the council website. SERC Cookery trailer could be at events in LCCC as they do this in other council areas.</p> <p>Not just to solely focus on men but possibly further men's sheds within communities and possibly community gardens to encourage planting, growing healthy foods. ie men sheds building planter boxes, benches for the community gardens.</p> <p>What's being done for seniors in Castlereagh/four winds area?</p> <p>Needs to reach a wider audience</p> <p>I believe these projects to be of vital benefit for those with these conditions. Especially in relation to Horticulture.</p> <p>Lovely</p> <p>Cooking classes - free or low cost</p> <p>Consider activities that people with disabilities can do</p> <p>Coffee or lunches after classes - make friends</p> <p>Super idea - Could these events be advertised more?</p> <p>Where are they happening?</p> <p>Could be extended to include cooking healthy meals - including on a budget, using seasonal foods and 'one pot' meals</p>	<p>This will be considered and shared with Leisure & Community Wellbeing colleagues</p> <p><u>Upcoming CSAW Events</u></p> <p>Over 50s Ten Pin Bowling Club - Tuesday mornings 11am – Dundonald International Ice Bowl</p> <p>Over 50s Pilates - Mondays 11.45am – Lough Moss Leisure Centre</p> <p>Online Yoga - Monday 9th May at 10am – 6 week course. Wednesday 11th May at 6pm – 6 week course</p> <p>First Aid Training Dates (provisionally booked) - Wednesday 14th & 21st September - 6.30pm – 9.30pm (two night course) Adult First Aid, Lisburn</p> <p>Tuesday 11th & 18th October - 6.30pm – 9.30pm (two night course) Paediatric First Aid, Lisburn</p> <p>Saturday 12th November – 9.30am – 4.30pm Adult First Aid, Lough Moss Leisure Centre Carryduff.</p> <p>Thursday 12th & 19th January 2023 - 6.30pm – 9.30pm (two night course) Paediatric First Aid, Ballyoran Community Centre, Dundonald.</p> <p>Saturday 4th February 2023 9.30am – 4.30pm - Adult First Aid, Lisburn</p> <p>Monday 6th & 13th March 2023 – 6.30pm – 9.30pm (two night course) Paediatric First Aid, Lough Moss Leisure Centre Carryduff.</p> <p>For more information or to book onto the course contact: csaw@lisburncastlereagh.gov.uk</p>

Summary of comments on Improvement Objective 2 & Improvement Project 2	Council Response
<p>Hopefully all communities will take heed and use productively.</p> <p>Horticultural Scheme is excellent, Sports activity appears to involve all ages.</p> <p>Mental Health especially at present is very important</p> <p>As a forum we have a paper on 10 positive steps to Mental Health for groups and contact numbers where help can be found</p> <p>These are all important and possibly looking at cookery classes to help people eat more nutrient rich food. But much more of a reason, Mental Health, emotional wellbeing and suicide prevention for local communities</p> <p>Each of these is a huge remit when you breakdown physical, mental and emotional</p> <p>Think about online viewings/info for those who cannot attend in person</p> <p>Easier access to Health Centre classes</p> <p>More info needs to be available so people can avail of these programmes</p> <p>How does the public find out about what is available?</p> <p>Needs to be more easily identified when on screen</p>	<p>Please note Online yoga is free. The other physical activity sessions are £2 per session. The first aid is £10 per person for a 6 hour course.</p> <p><u>Upcoming Biodiversity Events</u></p> <p>Friday 19th August a Tree ID Walk at Glenmore, starting at 2pm</p> <p>Friday 2nd September at 7.30pm Bat talk and walk at Lagan navigation Trust building, Lisburn</p> <p>3 other dates in September for bats talks and walks in Moira Demesne, Moat Park and possibly Glenmore are to be confirmed.</p> <p>For more information or to book onto the course contact:</p> <p>Tracey Connolly - Biodiversity Officer</p> <p>Tel: Office Telephone Number 02892447560</p> <p>Mobile Number:07780225113</p>

Summary of comments from question 9 & 10 by service area	Council Response
<p><u>CITY CENTRE</u> Lisburn Town Centre more shops and more hospitality</p> <p>More open air concerts & outdoor events aimed at the young adults to give them more involvement as a community</p> <p>Night time economy. Culture as an economic driver.</p>	<p>These comments will be considered and shared with Economic Development colleagues.</p>
<p><u>ARTS SERVICE</u> Expansion of Lagan Valley Arts Programmes as the demand is higher than supply but coming out of Covid lockdown etc they are a lifeline to citizens..... Especially the pottery!</p> <p>I would like to know how you are thinking of improving access to Arts and Cultural activities. LCCC is the only council not to have reopened its arts facility since the pandemic.</p> <p>I think it has been proven during Covid that heritage and the arts have a role to play in wellbeing and social inclusion yet these areas are not reflected in the plan</p>	<p>These comments will be considered and shared with Arts and Community Services colleagues.</p>
<p><u>WEBSITE & DIGITAL</u> The website - sometimes it is difficult to find the information wanted. Can be hard to find email addresses of people to contact.</p> <p>The huge overarching aim should be to increase public awareness and ease of involvement. I suggest a monthly emailed newsletter highlighting major upcoming things in that City.</p> <p>Engaging with public in Council area - Good. Ensuring a good communication plan.</p>	<p>These comments will be considered and shared with colleagues the Communications and Portfolio Teams.</p>
<p><u>PARKS & AMENITIES</u> Additional play parks needed. Review of playparks for children to determine to what extent children with disabilities needs are met. More community involvement in environmental schemes like planting and re-wilding public areas. More incentives for the community to get involved in looking after our natural environments.</p> <p>Improve access to public toilets in car park adjacent to 'The Fold' Hillsborough. Also, Hillsborough Forest toilet access and appropriate directional signage</p> <p>Noted that the toilets are shut at teatime for Hillsborough Forest in the car park – can this be extended?</p>	<p>This will be considered and shared with Leisure & Community Wellbeing colleagues</p>

SPORTS SERVICES

More advertising & promotion of activities in Sports facilities.

I would like to see them consider a local swimming pool which should have been included in the new Dundonald Ice Bowl plans because basically all that money is being spent on exactly the same services that is offered at the moment. Dundonald is coming down with gym facilities in the area. Our schools have to go into another council borough to learn to swim, which is a disgrace. Avoniel used to offer water aerobics and it was always very busy. We need a local swimming pool for the kids and the elderly. Not everyone wants to attend a gym, so the facilities available are definitely not inclusive for the people of Dundonald.

The cost of the Vitality membership should be urgently reviewed as rate payers being almost extorted to use facilities that are already subsidised by what we pay in rates.

More spaces in the evening for lane swimming.

More access to free activities for those on low income/in poverty and more provision for teenagers.

Aerobic classes at Lough Moss are too cramped and packed for such a small room – too close proximity with other users. Hopefully this has changed post covid

Online bookings should remain

Leisure facilities – surveys should be available at the tills/reception

No transport link from Ballybeen to DIIB

This will be considered and shared with Leisure & Community Wellbeing colleagues.

COMMUNITIES

Access to youth support workers and an easier way to find what we are looking for in the maze of Council departments

Access to our local support worker necessary. G. Woods was excellent and hope her replacement Gareth will be the same

Be more inclusive with the communities

I would like to see more advertising of group activities within the area I live, Dundonald. There is currently not enough advertising

Ensure residents involved from beginning - co-design followed by co-production

More Community events in places not just based in Lisburn centre - rural areas needed badly

All staff trained in Mental Health and suicide prevention. Easier access to Council services for those in Castlereagh/Dundonald areas.

Prioritising and supporting the further development of intergenerational activity that connects older people and younger people through meetings, age friendly schools initiatives, training and funding opportunities. Increase capacity and raise awareness of intergenerational practice. Social connection between all ages - vital to tackle loneliness and isolation. Intergenerational activities to support and empower local communities

Meeting places for Castlereagh groups.

A proactive and relevant area partnership in the third sector supported by LCCC and other agencies would be of value to assist in delivery of local based services.

More info on upcoming projects and events, more telephone contacts to groups.

Please make reference to helping people post covid financially as well.

Keep offering opportunities for local constituted groups.

This will be considered and shared with Communities colleagues.

<p><u>ENVIRONMENTAL SERVICES</u> Higher enforcement of dog fouling and fly posting. The city is an absolute disgrace with the litter attached to lamp posts and dog waste in green spaces and public footpaths.</p> <p>Concerned about the level of littering along the tow-path/ canal and on rural roads</p> <p>Be more focused on the future and necessary improvements of the LCCC area regarding recycling, reducing waste, green energy for the LCCC fleet, energy efficiency of LCCC property, preserving wildlife habitats etc. The council need to lead by example and consider the longer term implications of its actions and not just short term political office periods.</p> <p>More public litter pick initiatives ... maybe adopt a road scheme</p> <p>More access -, more dog waste bins, toilets in Lisburn centre</p> <p>More access for Ballybeen residents to recycling centres</p> <p>Drumlough recycling plant is top notch, staff are very efficient, helpful and have a good way with the public</p> <p>It would be beneficial if council collected glass</p> <p>Positive feedback was also given for requesting bins online</p> <p>Air Pollution – can this be added to the app that facilitates noise complaints?</p> <p>No access for the residents of Ballybean to recycling services – this has caused an increase in illegal dumping and fly tipping. Nearest amenity site is Carryduff</p> <p>Dog Waste – positive feedback received on the bin instalment at Anahilt</p>	<p>Issues relating to enforcement and street cleaning will be raised with Environmental Services colleagues.</p>
<p><u>EQUALITY – SECTION 75</u> In strategic/corporate plans like the Performance Improvement Plan, would like to see explicit reference to Section 75 commitments, DDA commitments and to rural needs obligations. Where possible, good to also see cross references to equality related plans.</p>	<p>This will be considered and shared with senior management.</p>
<p><u>HR&OD</u> Specific employee matter</p>	<p>This will be considered and shared with HR&OD colleagues and senior management.</p>
<p><u>GENERAL</u> More cross departmental working.</p> <p>Lots of excellent initiatives already underway. Would like to see ongoing visible review and reporting of initiatives and evidence that feedback and learning is reflected in future programmes. Learning in specific service areas should be shared widely across other functions/services.</p> <p>It is great to see LCCC focusing on performance improvement objectives and endeavouring to be flexible in its approach.</p> <p>Keep developing more flexible services.</p> <p>Consider Castlereagh residents!</p> <p>More telephone contact accessible</p> <p>Very poor/no accessibility (public transport) to Council buildings and services for the residents of Dundonald – must travel to Belfast for further onward travel to Lisburn to visit the Council office</p>	<p>This will be considered and shared with all Heads of Service and senior management</p>

NON COUNCIL RESPONSIBILITY

Resurfacing of roads - pot holes especially in country roads, dangerous and a big problem.

Bus Transport infrastructure

More access - trains and buses to run later and more frequently, oyster card style for buses.

I'd like to see some fishing experiences for groups and people. We're located along the Lagan towpath, have the broadwater etc

These matters do not pertain to Council but will be shared with the relevant responsible organisation, as follows:
Department of Infrastructure, Transport NI & Lagan Valley Regional Park