

Draft Performance Improvement Objectives 2026- 27

Consultation Summary Report



Belfast
City Council

1. Introduction

1.1 Context

The purpose of this report is to provide a high-level summary of the findings of the public consultation process underpinning Council’s draft performance improvement objectives 2026-27. The report outlines Council’s approach to the development of its draft improvement objectives and the feedback received during the consultation process.

2. Developing our draft improvement objectives

Council implemented a three-phased approach to support the development of draft improvement objectives and related actions for 2026-27 which is depicted in the figure below. This report focuses on the findings from Phase 3 of the approach.

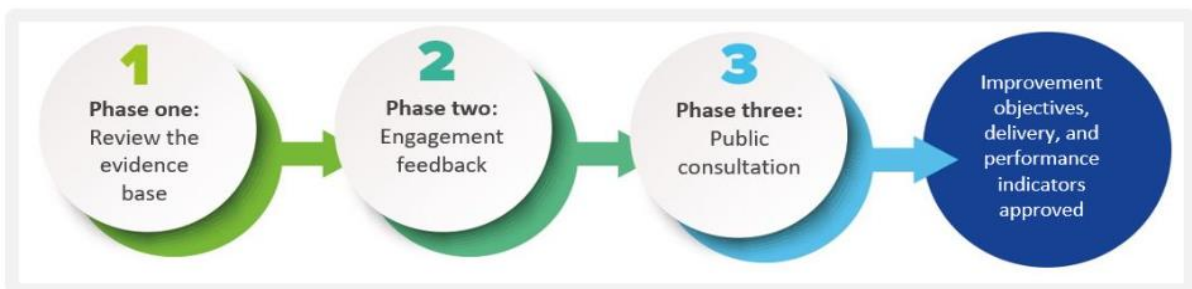


Figure 1: Three-phased approach

Phase 1: Review the evidence base
<p>Conducted a review of existing baseline information and data to contextualise potential improvement opportunities. This included:</p> <ul style="list-style-type: none">✓ Results and trend data from our 2025-26 Performance Improvement Assessment report.✓ Ongoing monitoring and review of 2025-26 Corporate Delivery Plan (via quarterly reporting).✓ Inclusion of guidance issued by the Department for Communities and recommendations provided by the NI auditor (including the Northern Ireland Audit Office (NIAO) Section 95 report).✓ Evidence and issues arising from committee and meetings of the Full Council.✓ Areas for improvement emerging from the internal audit and risk management processes.✓ Priorities identified during the development of the new Corporate Plan 2025-28 and rate setting process.✓ Alignment with key city and Council strategies including The Belfast Agenda and the Corporate Plan 2025-28.✓ A review of customer complaints received.

- ✓ Good practice data benchmarking with other local authorities.

Phase 2: Engagement feedback

A series of internal engagements were carried out with members, Chief Officers, departments and key staff across Council. This included:

- ✓ Completion of templates and initial meetings with departments to identify priorities and improvement activity.
- ✓ Regular engagement with departmental teams and key officers, at every phase – ensuring alignment to departmental and service level budget setting and planning processes.
- ✓ Reports presented and discussed at Corporate Management Team (CMT) and Strategic Policy and Resources (SP&R) Committee, Audit and Risk Panel, Audit and Assurance Board and the Full Council.
- ✓ Approval granted via scheduled meetings with senior management teams, CMT, Committee and Full Council meetings.

Phase 3: Public consultation

An eight-week public consultation process was carried out between 18 February – 15 April 2026, to enable residents and stakeholders to inform our improvement objectives 2026-27. This included an online survey via council’s Your Say Belfast consultation and engagement website (yoursay.belfastcity.gov.uk) and two targeted focus groups. The survey was promoted using a range of communication methods including social media posts, posters in community buildings, email marketing to existing mailing lists, intranet promotion and websites. As part of phase three, we:

- ✓ Received 135 survey completions via the Your Say Belfast website.
- ✓ Facilitated 2 focus groups with 8 young people and 9 older people to reflect their priorities and areas for improvement.
- ✓ Worked closely with departmental teams and key officers to consider consultation feedback and refine the Performance Improvement Plan.
- ✓ Secured approval of the final objectives through the normal Council governance cycle (CMT, the Strategic Policy and Resources Committee and the Full Council meeting).

2.1 Our draft improvement objectives 2026/27

1. Our services

We will continue to adapt and improve our services to better meet the needs of our residents and stakeholders.

2. Our people and communities

We will improve our local areas and provide opportunities to support our residents to become healthier and engaged.

3. Our place

We will create a more vibrant, attractive, and connected city (including the city centre).

4. Our planet

We will create a more sustainable, nature-positive city.

5. Our economy

We will stimulate inclusive growth and innovation, help businesses to start-up and grow and create opportunities for more and better jobs and employment.

6. Compassionate city

We will support our most vulnerable people to make Belfast a more caring, safe and inclusive city.

3. Consultation on our draft improvement objectives

3.1 Public Consultation Details



8-week consultation period
(18 Feb – 15 Apr 2026)



Consultation carried out via online survey and 2 targeted focus groups

152

Individuals engaged in the consultation process

3.2 Online survey

3.2.1 Respondents

135

survey responses in total



6

organisations responded



129

individuals responded



- 36.6% were aged 40 – 54
- 21.1% were aged 55 – 64
- 19.5% were aged 25 – 39
- 18.7% were aged 65+
- 4.1% were aged 16-24



- 22.8% live in South Belfast
- 21.1% live outside Belfast
- 19.5% live in East Belfast
- 16.3% live in North Belfast
- 15.4% live in West Belfast
- 4.9% live in the city centre



3.2.2 Agreement on draft improvement objectives

81.9%

agreed or strongly agreed with 'Our services' objective

85.8%

agreed or strongly agreed with 'Our people and communities' objective

80.6%

agreed or strongly agreed with 'Our place' objective

76.8%

agreed or strongly agreed with 'Our planet' objective

83.6%

agreed or strongly agreed with 'Our economy' objective

77.6%

agreed or strongly agreed with 'Compassionate city' objective

3.2.3 Thematic survey feedback

A summary of the anecdotal feedback provided by respondents has been thematically presented below as it relates to the relevant draft improvement objective:

Our services
<ul style="list-style-type: none">✓ Prioritise the delivery effective street cleansing across the city.✓ Increase presence of dog wardens and parks wardens in our parks and open spaces to reduce anti-social behaviour and improve cleanliness.✓ Ensure missed bin collections are adequately and efficiently addressed, and food caddy bags are available when requested.✓ Work with partners to address the growing issue of city centre homelessness and progress with proposed plans for safe injecting facility.✓ More focus on the delivery of key services with less involvement in areas that sit within the remit of central government.✓ Consideration of the use of AI in terms of how it could enhance service delivery and the organisation.
Our people and communities
<ul style="list-style-type: none">✓ Improve parks, facilities and open spaces.✓ Additional funding should be prioritised to increase and enhance the availability of sports pitches and facilities.✓ Consider the self-sustainability and income generating potential of existing facilities and pitches.✓ Improve engagement in local communities to ensure delivery reflects local need which may vary across the city.✓ Prioritise more investment and facilities for women and girls to ensure equity of access and opportunities.
Our place
<ul style="list-style-type: none">✓ Expand and enhance active travel infrastructure to reduce congestion, improve air quality and encourage more people to improve health and wellbeing.✓ The Fleadh Cheoil na hÉireann 2026 represents a significant opportunity to promote arts and culture throughout the city.✓ Increase opportunities for inner city living to enhance city centre vibrancy.✓ Enhance and increase playground provision – make better use of natural resources and consider ways to connect with other infrastructure i.e. greenways or active travel routes.✓ Prioritise more and better-quality housing not only for the homeless but also for growing families.✓ Develop an alleys and entries strategy to support inner city communities.

- ✓ Increase visibility of 'arts and culture' around the city and more support for our arts.

Our planet

- ✓ Decarbonisation needs to commence inhouse – the council should work to improve the efficiency of its own estate.
- ✓ Important that the council leads the way and sets an example for others in the city, for example ceasing the promotion of single use cups and plastics in promotional activity.

Our economy

No feedback provided.

Compassionate city

- ✓ Clear comittment as to how Council will lead and support work to End Violence Against Women and Girls.
- ✓ More targeted support for families struggling with cost-of-living.
- ✓ Ensure that facilities provide warm spaces for people to meet, learn and play.

3.2.4 General survey feedback

In addition to the thematic feedback aligned to the proposed improvement objectives, respondents also provided more general feedback relating to the improvement process and plan and wider Council activity, which will be actioned by Council as part of business-as-usual practices.

3.3 Focus groups

Council officers carried out two focus groups with traditionally under-represented cohorts to ensure their views could be reflected and considered as part of the consultation process. A summary of the focus group feedback is presented below:

Youth Focus Group @ Hammer Community Centre (8 young people)

- Better equipment and quality of playground facilities within the local area.
- Improve sensory facilities and provide more opportunities, activities and equipment within community centres. Invest in centres to make them more welcoming and attractive for young people to access.
- Cleaner and safer streets to allow young people to play (do more about dog waste).
- More outdoor green spaces and allotments for play and to allow young people to participate in horticultural activities.

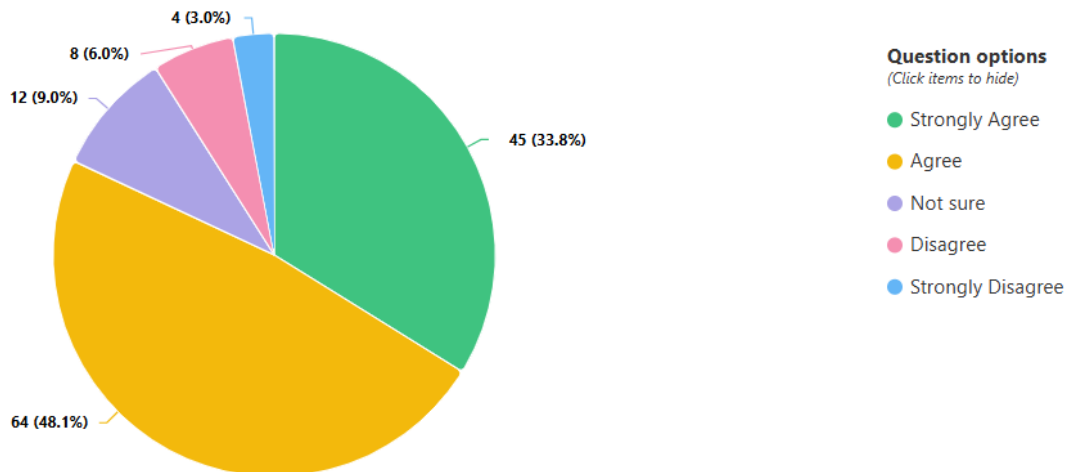
Older People Focus Group with Greater Belfast Seniors Forum (9 older people)

- Increase the provision of accessible toilet facilities particularly within city centre to encourage more older people into the city.
- Improved awareness and access to Council's online grant schemes – older people's groups often not aware of when grants become available or how to access information.
- Continue to ensure that the views of older people are reflected in strategic decision making so that their needs are continually considered.
- Valued the use of 2 Royal Avenue as a resource and hub to engage in community life.

Appendix 1 – Consultation survey findings

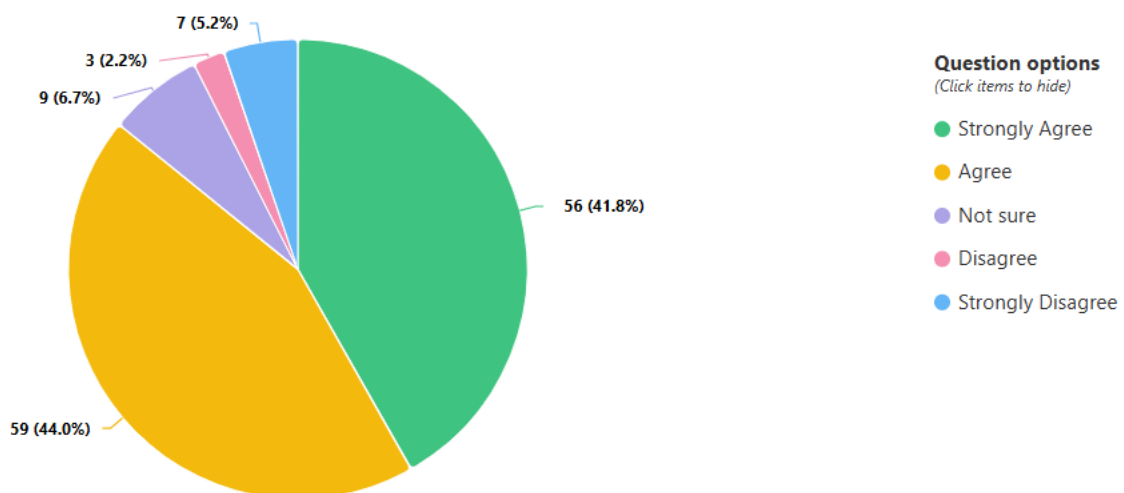
‘Our services’ draft improvement objective

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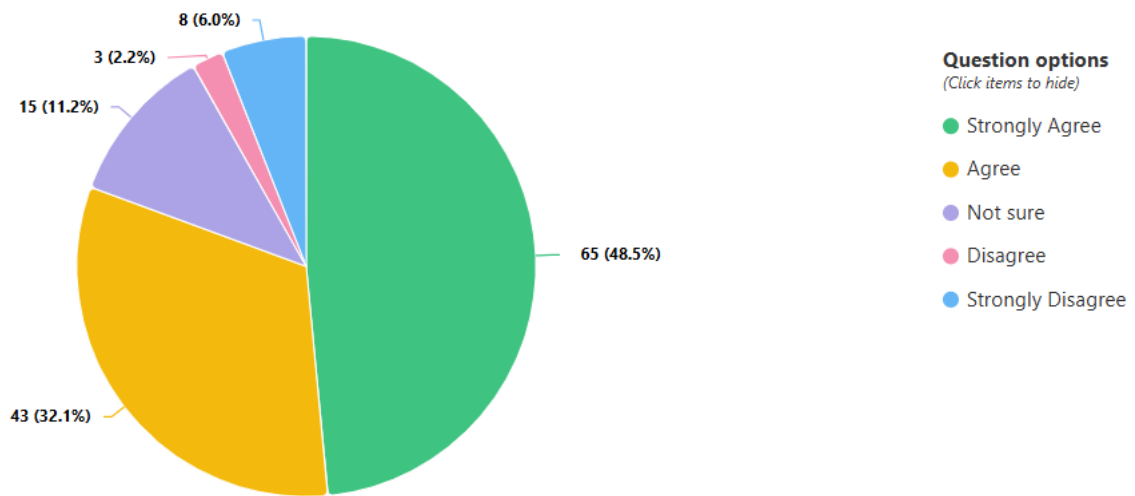
‘Our people and communities’ draft improvement objective

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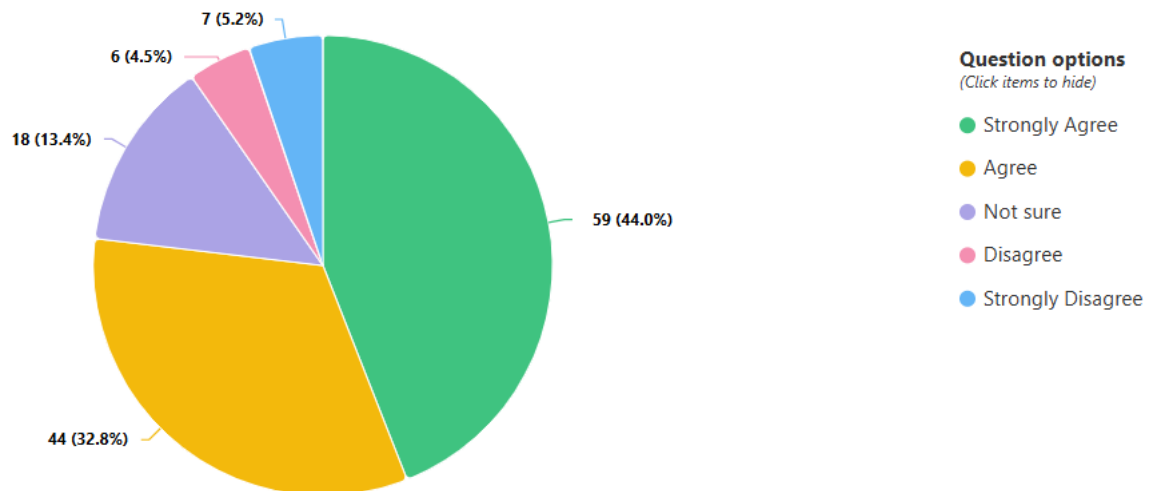
'Our place' draft improvement objective

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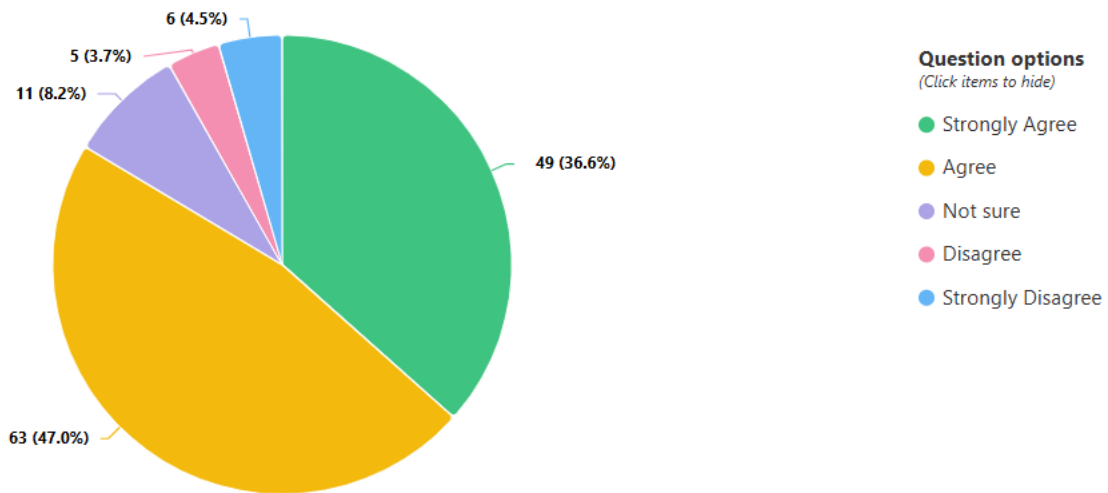
'Our planet' draft improvement objective

We will create a more sustainable, nature-positive city.



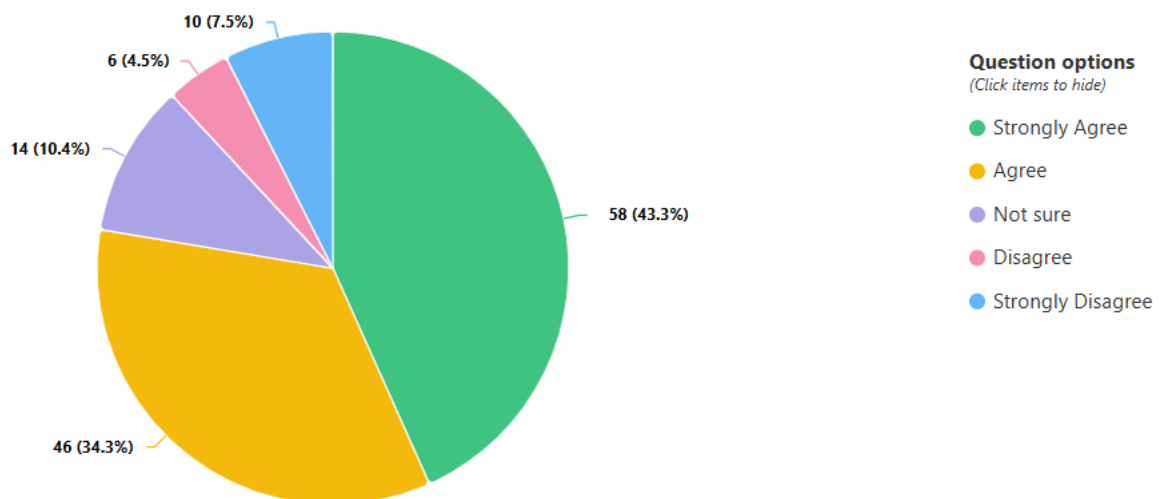
'Our economy' draft improvement objective

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'Compassionate city' draft improvement objective

We will support our most vulnerable people to make Belfast a more caring, safe and inclusive city.



Appendix 2 – Consultation promotion

Social media posts

Belfast City Council
1h · 🌐


Every year, councils in Northern Ireland must publish a Performance Improvement Plan that sets out improvement objectives for the year ahead.

This plan focuses on key improvements that we believe will make the greatest difference to our city and the people who live in Belfast.

As a council we remain committed to improving the quality of life and environment for our ratepayers and communities over the next year and beyond.

Have your say on our improvement objectives & actions for 2026-27 by filling out the survey: <https://ow.ly/1lqU50YkhQC>

We will use your feedback to finalise our Performance Improvement Plan 2026-2027.



Belfast City Council
30,888 followers · 2w · 🌐


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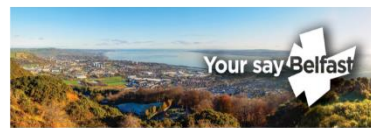
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Council intranet (Interlink)



Have your say - final reminder!
Final chance to complete a short, seven question survey to share your opinion on our improvement objectives and actions for 2026-27.



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We will use your feedback to finalise our Performance Improvement Plan 2026-2027.

[Complete the survey](#)

Only 7 questions!

The short easy to complete survey has six themes - services, people and communities, place, planet, economy and compassionate city - a question per theme. You simply tick whether you agree or disagree with the improvement objective and actions. These include things like - delivering phase three kerbside glass expansion programme; progressing improvements to our leisure, pitch and park facilities; and delivering the Belfast Learning Festival to increase awareness of the opportunities to engage in lifelong learning across the city.

At the end of the survey, you have the opportunity to put forward your ideas and suggestions to help support our improvement objectives.



Community NI Website (NICVA)

Have Your Say!

Tell us what you think of our proposed improvement objectives for 2026-27 or feedback on our new (draft) Good Relations Strategy

WEDNESDAY / 04 MARCH 2026 3:06PM

We currently have two consultations that you might be interested in.

- > **Draft Improvement Objectives 2026-2027** closes 15 April
- > **Draft Good Relations Strategy** – closes 5 May

If you wish to receive notifications about upcoming council consultations, please go to <https://yoursay.belfastcity.gov.uk/> and register on our site. Remember to tick the box indicating that you consent to be contacted about future Belfast City Council consultation and engagement.

Your say Belfast Team

Last updated 1 month 1 week ago

Tags

consultation



Belfast City Council – Strategy, Policy And Partnership

Strategy, Policy & Partnerships

City Hall

Belfast

BT15GS

<https://www.belfastcity.gov.uk/belfastagen-da>

Posters at Council facilities

Have
Your say Belfast

Do you live, work or study in Belfast?

Do you want more of a say about what happens or how to improve the city?

We created the Your say Belfast website to give you a voice. Scan the QR code or visit our website to see our current consultations and engagements and to have your say.



yoursay.belfastcity.gov.uk