

24<sup>th</sup> April 2024

Dear Sir/Madam

**ARDS AND NORTH DOWN BOROUGH COUNCIL – PROPOSED PERFORMANCE IMPROVEMENT OBJECTIVES 2024/25**

The Local Government Act (NI) 2014 Part 12 sets out a General Duty of Improvement in that “a council must make arrangements to secure continuous improvement in the exercise of its functions” having regard, in particular, to: strategic effectiveness; service quality; service availability; fairness; sustainability; efficiency; and innovation. The legislation also sets out that a council must set itself, and work to achieve, ‘improvement objectives’ relating to the areas outlined above and to publish an Improvement Plan which sets out its plan for discharging its duties for the financial year ahead.

Recognising the need to focus our efforts, on the right things and to demonstrate our commitment to improving the areas that matter most to our residents, we are seeking the views of our residents, statutory partners and other interested parties on our proposed Improvement Objectives 2024/25.

We would welcome your feedback, on the Improvement Objectives 2024/25, which can be completed online by following this link <https://engage.ardsandnorthdown.gov.uk/performance-improvement/proposed-performance-improvement-objectives-2024-2/>. The Consultation documentation is also available to download from the Council’s website: [Performance Improvement - Ards and North Down Borough Council](#)

Alternative forms of any of the documents are available on request from:

Ards and North Down Borough Council  
Transformation Team  
City Hall  
The Castle  
Bangor  
BT20 4BT

Telephone: 0300 013 3333  
Email: [pim@ardsandnorthdown.gov.uk](mailto:pim@ardsandnorthdown.gov.uk)

We look forward to receiving your feedback.

Yours faithfully

Siobhan Watson  
Transformation Manager