

Consultation

Draft Performance Improvement Objectives

2018-19



Comhairle Ceantair
an Iúir, Mhúrn
agus an Dúin
**Newry, Mourne
and Down**
District Council

Our Duty of Improvement

Part 12 of The Local Government Act (NI) 2014 sets out a General Duty of Improvement for local government, whereby all District Councils are required to put in place arrangements to secure continuous improvement in the exercise of their functions.

The Council is required to set improvement objectives for the services it provides on an annual basis, and to have in place arrangements to achieve these objectives. Each performance improvement objective must bring about improvement in at least one of the following aspects of performance:

- Strategic effectiveness
- Service quality
- Service availability
- Fairness
- Sustainability
- Efficiency
- Innovation

Improvement for Councils should focus on enhancing the sustainable quality of life for ratepayers and local communities, and each objective should be clearly linked to the community planning outcomes for the District.

The draft performance improvement objectives 2018-19 for Newry, Mourne and Down District Council are aligned to the following regional and local plans which influence the overall direction of travel of the organisation, and have been developed based on extensive consultation with key stakeholders:

- Draft Programme for Government Framework
- Newry, Mourne and Down Community Plan
- Newry, Mourne and Down District Council Corporate Plan
- Thematic Plans and Strategies, including the Tourism Strategy, Economic Regeneration and Investment Strategy, Play Strategy, Sports Facility Strategy, PCSP and Good Relations Action Plans

Once agreed, the performance improvement objectives 2018-19 will be published in the annual Performance Improvement Plan. This plan will provide more detail about what we want to improve, how we will deliver improvements, how our performance will be measured and what positive outcomes stakeholders will experience as a result of our improvement activity.

Our draft Performance Improvement Objectives for 2018-19

Newry, Mourne and Down District Council has identified the following draft performance improvement objectives for 2018-19:

- 1. Encourage healthy lifestyles through increased participation in leisure, sport and recreational activities**
- 2. Improve economic growth by creating new business starts, supporting the growth of existing businesses and promoting Newry, Mourne and Down as a premier tourist destination**
- 3. Deliver urban and rural regeneration initiatives that will create a District where people want to live, work and invest in**
- 4. Create a cleaner, greener, more attractive District**
- 5. Encourage and empower local communities to participate in Council engagement structures and initiatives**

In 2017-18, the Council set performance improvement objectives which were medium term and covered a number of years. These objectives have therefore been carried forward to 2018-19 and are underpinned by a range of 'supporting actions' and 'measures of success', with annual milestones, in order to ensure progress can be monitored on a regular basis. These 'supporting actions' and 'measures of success' have been:

- Carried forward from 2017-18, where they cover more than one year or have been subject to delay
- Updated to reflect where progress has been made during 2017-18, and milestones have been achieved
- Developed and agreed based on the key improvement activities planned for the next two years

The draft performance improvement objectives 2018-19 are directly aligned to the Community Plan, Corporate Plan and Directorate Business Plans. Each Directorate Business Plan provides more detailed information regarding the delivery of specific initiatives and programmes of work.

Community Planning Outcomes

The Newry, Mourne and Down Community Plan has been developed and agreed by the Community Planning Partnership Board. Entitled 'Living Well Together', the Community Plan provides a framework for collaborative working to deliver positive change for our communities, and sets out the following long term overarching vision for the District:

'Newry, Mourne and Down is a place with strong, safe and vibrant communities where everyone has a good quality of life and access to opportunities, choices and high quality services which are sustainable, accessible and meet people's needs'.

Through the Community Plan, the following five positive outcomes (illustrated at Figure 1) have been identified:

Figure 1

Our Outcomes

These are the positive outcomes we all wish to see in our community.



Council Priorities

Through the Corporate Plan, Newry, Mourne and Down District Council has identified a mission and eight priorities (illustrated at Figure 2) which will contribute to achieving the overarching outcomes within the Community Plan.

'Lead and serve a District that is prosperous, healthy and sustainable'.

Figure 2



Your voice, your choice!

Newry, Mourne and Down District Council is inviting you to put forward your views on the draft performance improvement objectives 2018-19. We are keen to ensure that our performance improvement objectives have a positive impact on the quality of life of all stakeholders across the District, including citizens, local businesses, partner organisations in the statutory, voluntary and community sectors, employees and Elected Members.

A questionnaire has been included on page 24 of this document for all stakeholders to complete and return to:

Email: kate.bingham@nmandd.org

Address: Community Planning and Performance
Newry, Mourne and Down District Council
O'Hagan House
Monaghan Row
Newry
Co Down
N. Ireland
BT35 8DJ

The questionnaire is also available at the following Newry, Mourne and Down District Council public receptions:

- O'Hagan House, Monaghan Row, Newry
- Downshire Civic Centre, Downpatrick
- Ethnic Minority Support Centre, Town Hall, Newry

Alternatively, if you prefer to provide comments in person, please contact us on: 0300 013 2233.

The closing date for responses is 18 May 2018.

Performance Improvement Objective 1

Encourage healthy lifestyles through increased participation in leisure, sport and recreational activities

Senior Responsible Officer: Director, Active and Healthy Communities

Why does this matter

Good health is one of the most valued aspects of our lives. It influences many dimensions of well-being, such as employment, income, social connections, participation in community life and educational attainment. Newry, Mourne and Down District Council plays a key role in helping local communities to live long and healthy lives, as we collaborate with community planning partners to promote physical, mental and emotional well-being and encourage residents to make healthy and informed lifestyle choices.

The demographic profile of our community not only has an impact on the services the Council provides, but on the way these services will be delivered in the future. With the population of the District projected to grow by 5% by 2022, including an 18% increase in residents aged 65 years and above, the overall health and wellbeing needs of local communities are set to change and evolve. Whilst the majority of residents are currently in good health, with no long term health problems, over a third of those aged 65 years and above have a long term health problem or disability which limits their day to day activities.

As life expectancy continues to rise, deprivation remains a growing issue across the District. Newry, Mourne and Down currently has the third highest number of neighbourhoods within the top 100 most deprived across Northern Ireland. These neighbourhoods are more likely to experience health inequalities in terms of life expectancy, cancer rates, adult and childhood obesity rates, mental health and drug and alcohol related conditions.

Your views

Our performance improvement objectives are based on the issues that matter most to you. Almost all respondents to the 2017-18 consultation on the performance improvement objectives agreed with the inclusion of this objective and many identified 'parks and open spaces' and 'leisure and recreation' as priority areas for improvement. The consultation also reinforced the public appetite for a park in Newry City, and the Council has made a commitment to explore potential options further.

Our performance during 2017-18

Significant progress has been made in achieving this objective, as the Council proactively encouraged residents to lead full, active

and healthy lifestyles through sport and active recreation.

- New premier Newry Leisure Centre opened in November 2017
- Increased attendances at indoor leisure facilities
- Online booking and joining facility for leisure centres launched in January 2018
- New brand 'Be Active-Your Way, Every Day' launched in November 2017
- Customer satisfaction surveys carried out at all leisure centres
- Over 764 children participated in Community Play initiatives between April-September 2017
- Targeted physical activity programmes delivered through Everybody Active 2020

However, we know we can do more. This performance improvement objective has therefore been carried forward to 2018-19 and the 'supporting actions' and 'measures of success' have been reviewed and updated to reflect where actions have been achieved, where progress has been made, where projects have been subject to delay and the key improvement activities planned for the coming year.

Supporting actions

- Provide and operate high quality indoor leisure facilities through the implementation of the Indoor Leisure Business Plan:
 - Complete Downpatrick Leisure Centre by Q3 2018-19
 - Improve the customer experience by rolling out the marketing brand, mobile technology solutions and targeted physical activity programmes
- Undertake a review of outdoor leisure facilities to determine the condition, current usage type and number of users at each location
- Upgrade and improve existing sports facilities through the implementation of year one of the Sports Facility Strategy
- Provide and improve fixed and non-fixed play opportunities for children and young people through the implementation of years one and two of the Play Strategy
- Engage children and young people in community play initiatives across the District
- Provide opportunities for women, girls, people with a disability and people from areas of high social need to participate in physical activity programmes, through Everybody Active 2020
- Through the Physical Activity Forum, produce a multi-stakeholder Activity, Promotion and Development Plan, which maps out the provision of physical activity across the District, suitable for all ages and abilities

- Consider options to progress the development of a City Park in Newry

Measures of Success

- Number of attendances at indoor leisure facilities
- Number of attendances at Downpatrick Leisure Centre
- Levels of customer satisfaction with indoor leisure facilities
- Number of children and young people engaged in Community Play initiatives
- Number of participants from targeted groups involved in physical activity programmes

Outcomes for local communities and stakeholders

- Improved and accessible provision of indoor and outdoor sport, leisure and recreational facilities and activities
- More residents making healthy lifestyle choices by using sport, leisure and recreational facilities
- Improved customer satisfaction with indoor leisure facilities
- Improved levels of health and wellbeing for local communities

Corporate Plan Priority	Support improved health and wellbeing outcomes
Community Plan Outcome	All people in Newry, Mourne and Down enjoy good health and wellbeing
Programme for Government Outcome	We enjoy long, healthy, active lives
Alignment with the 7 aspects of improvement	Strategic effectiveness / Service quality / Service availability / Fairness / Innovation / Efficiency / Sustainability

Performance Improvement Objective 2

Improve economic growth by creating new business starts, supporting the growth of existing businesses and promoting Newry, Mourne and Down as a premier tourist destination

Senior Responsible Officer: Director, Enterprise, Regeneration and Tourism

Why does this matter

A thriving economy is central to the quality of life in Newry, Mourne and Down. Jobs, earnings and wealth provide people with an opportunity to fulfil their ambitions, develop new skills and enjoy better levels of health and wellbeing. Located on the economic corridor between Belfast and Dublin, and within the Belfast Metropolitan Catchment Area, our District has a real opportunity to compete, by driving growth in the existing business base, increasing productivity and attracting new businesses.

The challenges and opportunities presented through Brexit will have an impact on the communities we serve. As a border Council, we have taken a proactive role in lobbying and advocating for the needs of the region and the future nature of the Irish border. Deprivation is also a growing issue across the District. Three neighbourhoods are ranked as the most deprived in terms of income across Northern Ireland and a further 34 fall within the 25% most deprived in terms of employment, education, skills and training. Whilst the median gross annual salary is £19,928 and falls below the regional average of £21,245, 76% of residents are economically active, which is above the regional average of 74%. The District is also home to 8,110 registered small and medium sized enterprises, including some top performing businesses in Northern Ireland.

The Council recognises that continued investment in the local economy will have a positive impact on the wellbeing of local communities. Through the Skills Forum and Economic Development Forum, we will work with our partners to capitalise on the economic strengths of our District and create a climate for innovation, competitiveness and investment. We will also continue to accelerate local economic development and provide residents with skills for the future through the NI 'Go for It' and Social Economy Programmes. As one of six Councils involved in the Belfast Region City Deal, our District is set to benefit from improved economic performance, better jobs and increased domestic and international investment.

Worth £47.7m to the local economy, tourism is also a critical driver for economic growth in Newry, Mourne and Down, diversifying the local economy, ensuring the viability of small businesses and supporting almost 5,000 jobs. As a popular destination for domestic tourists, the District is rich with tourism assets, scenic beauty and cultural heritage, all of which contributed to a 26% increase in the number of visitors and a 24% increase in visitor spend since 2013. The designation of the Mourne and Ring of Gullion as a UNESCO Global Geopark, alongside the continued implementation of the Tourism Strategy, will be instrumental in promoting Newry, Mourne and Down as a premier, year-round mountain and maritime destination, recognised for its EPIC experiences in outdoor adventure, its rich tapestry of cultural heritage, myths and stories, as well as its authentic local life.

Your views

Our performance improvement objectives are based on those things that residents tell us are most important. Almost all

respondents to the 2017-18 consultation on the performance improvement objectives agreed with the inclusion of this objective and many identified 'economic development and tourism' as a priority area for improvement. The consultation also highlighted the importance of investing in traditional 'fishing' towns, bridging the skills gap between education and employment and recognising the positive contribution a thriving arts scene can have on community life.

Our performance during 2017-18

Significant progress has been made in achieving this objective through continued investment in economic growth and tourism opportunities, which will have a positive impact on local communities and the local area.

- 84 new business starts supported and 93 new jobs promoted between April-August 2017
- Business support provided to 32 community groups and organisations and 5 new social enterprise jobs created, between April-August 2017
- The Mourne, Gullion and Lecale Partnership awarded £600k to 19 projects through the Business Investment Scheme
- Completion of the Carlingford Lough Greenway between the Weir and Victoria Lough
- Destination Experience Development Plan for the Mourne and Ring of Gullion and the Mourne Coast launched
- The Giant Adventure Festivals attracted over 139,000 visitors and generated an estimated direct spend of £4.1m

However, we know we can do more. This performance improvement objective has therefore been carried forward to 2018-19 and the 'supporting actions' and 'measures of success' have been reviewed and updated to reflect where actions have been achieved, where progress has been made and the key improvement activities planned for the coming year.

Supporting actions

- Through the NI 'Go For It' programme, promote new business starts and new jobs across the District
- Support the growth of the existing business and social enterprise base by delivering a programme of activity to increase turnover, secure new contracts and create new employment opportunities
- Through the Rural Business Investment Scheme, support the establishment and growth of small and micro businesses, and the creation new jobs in rural areas
- Through the European Maritime and Fisheries Fund (SEAFLAG 2), support and invest in the fishing dependent communities in Kilkeel, Annalong and Ardglass
- Through the Skills Forum, address the skills gap between educational pathways and employability in traditional and

emerging sectors

- In partnership with the Belfast Region City Deal Councils, HM Treasury and the Northern Ireland Office, develop an investment proposal for submission to the Department for Communities and Local Government in Q3 2018-19
- Implement the following key projects within the Tourism Strategy:
 - Prepare and submit a revised application to the UK National Commission for UNESCO for Global Geopark status for the Mourne and Ring of Gullion by November 2019
 - Complete the Carlingford Lough Greenway by June 2020, including the appointment of consultants to design phase 2 from Victoria Lock to Omeath and Carlingford Marina to Carlingford
- Develop an Arts, Culture and Heritage Strategy by March 2019 to increase participation in cultural activities
- Identify and launch three pilot destination experiences across the Mourne and Ring of Gullion to create 'epic' moments
- Organise and promote five Giant Adventure festivals across the District:
 - Footsteps in the Forest (Slieve Gullion)
 - Skiffie Festival (Strangford Lough)
 - Wake the Giant Festival (Warrenpoint)
 - Festival of Flight (Newcastle)
 - City of Merchants Festival (Newry)

Measures of Success

- Number of business plan applications approved, new business starts and new jobs promoted
- Number of new social enterprise start-ups, new jobs created and new volunteers recruited
- Number of community groups and organisations provided with business planning, start-up and business development support
- Number of new micro and small rural businesses created by March 2020
- Number of micro and small businesses in rural areas supported by March 2020
- Number of new jobs created in rural areas by March 2020
- Number of new jobs created in fishing dependent communities by 2020
- Number of new businesses created in fishing dependent communities by 2020
- Number of new qualifications and skills provided through SEAFLAG 2 by 2020
- Overall growth rate of 6% per annum in overnight expenditure in Newry, Mourne and Down
- Number of visitors to Giant Adventure festivals in 2018

- % of international visitors at Giant Adventure festivals in 2018
- Estimated direct spend at Giant Adventure festivals in 2018
- Level of visitor satisfaction with Giant Adventure festivals in 2018

Outcomes for local communities and stakeholders

- The local economy benefits from an increase in business start-ups, the growth of local businesses and support for social enterprises
- The rural economy benefits from significant inward investment and the creation and growth of new businesses and jobs
- Traditional 'fishing' areas benefit from sustainable development, as well as increased investment and support to address social and economic issues
- Local communities, businesses and social enterprises benefit from improved access to job, investment, training and mentoring opportunities
- Newry, Mourne and Down becomes a more economically active and prosperous District
- There is an improved level of tourism and an increase in the number of tourists to the District
- The Carlingford Lough Greenway creates a world class, cross border green travel route which improves the local living environment and provides communities and visitors with increased opportunities for leisure and recreational activities
- The Mourne and Ring of Gullion UNSECO Global Geopark promotes sustainable tourism and encourages local economic development
- Newry, Mourne and Down is recognised as a premier domestic and international tourist destination

Corporate Plan Priorities	Attract investment and support the creation of new jobs Become one of the premier tourist destinations on the island of Ireland
Community Plan Outcome	All people in Newry, Mourne and Down benefit from prosperous communities
Programme for Government Outcomes	We prosper through a strong, competitive, regionally balanced economy We are an innovative and creative society, where people can fulfil their potential We have more people working in better jobs We are a confident, welcoming, outward looking society We have created a place where people want to live and work, to visit and invest
Alignment with the 7 aspects of improvement	Strategic effectiveness / Service quality / Service availability / Innovation

Performance Improvement Objective 3

Deliver urban and rural regeneration initiatives that will create a District where people want to live, work and invest in

Senior Responsible Officer: Director, Enterprise, Regeneration and Tourism

Why this matters

Newry, Mourne and Down is a predominantly rural District with a number of urban settlements around Newry, Downpatrick, Ballynahinch, Kilkeel, Warrenpoint, Crossmaglen and Newcastle. The heritage and landscape of our District is unique and diverse, and protecting the natural and built environment is a key priority for the Council and its citizens, as it creates a sense of place and plays an important role in improving the health and wellbeing of all.

The Council's ambition is for Newry, Mourne and Down to be a vibrant, attractive and better place to live. We are working closely with our partners in government, the EU and across the island of Ireland to renew our city, towns and villages, transforming them into places where people want to live, work and invest in. As a 'place shaper', the Council has ambitious plans for Ballynahinch, Downpatrick, Newry, Warrenpoint and Kilkeel, which are set benefit from improved transport links, street lighting, pavements, signage and shop fronts. We are also supporting a number of major developments across the District, including Killeavy Castle, Southern Relief Road in Newry, Ballynahinch Bypass and the Downpatrick hotel, all of which will help fulfil our potential as a premier District for businesses, residents and visitors.

Road, transport and digital connectivity are instrumental in supporting access to services, tackling social isolation and ensuring the District can compete locally, nationally and internationally. Whilst the Council has identified a number of projects to improve road and transport connections, access to broadband remains a key issue for many rural businesses and communities. The Council will continue to address the challenge of improving digital connectivity, so that rural communities can participate fully in all aspects of civic, community and business life.

Providing an efficient and effective Planning Service and advancing the Local Development Plan is instrumental in supporting the delivery of our long term outcomes around regeneration and economic development, whilst protecting the assets which are unique to our District. The Council has made significant progress in tackling the backlog of planning applications from central government and reducing the processing times for local planning applications, and we remain committed to delivering further improvements to the service.

Your views

Our performance improvement objectives are based on those things that matter most to you. All respondents to the 2017-18 consultation on the performance improvement objectives agreed with the inclusion of this objective and many identified 'planning' and 'urban and rural regeneration' as key priority areas for improvement. The consultation also reinforced the need to improve accessibility to Council facilities by offering better public transport options from rural areas, and the Council is working in partnership with Translink and Newry BID to progress potential solutions.

Our performance during 2017-18

Significant progress has been made in achieving this objective, as the Council continues to identify and invest in urban and rural regeneration initiatives across the District.

- Physical re-development of Warrenpoint Municipal Park commenced in Q4 2017-18
- Completion of the Forkhill Greenspace Pathway Project
- Purple Flag accreditation achieved for Newry City centre for excellence in the evening and night-time economy
- 24 Village Plans updated and 18 new Village Plans created
- Continued implementation of the AONB Action Plans, including the successful Youth Rangers summer programme in the Ring of Gullion and the removal of huge quantities of rubbish along the Lecale Coast
- Multiple initiatives launched to improve digital connectivity in rural areas
- Improved processing time for local planning applications

However, we know we can do more. This performance improvement objective has therefore been carried forward to 2018-19 and the 'supporting actions' and 'measures of success' have been reviewed and updated to reflect where actions and milestones have been achieved, where progress has been made, where projects have been subject to delay and the key improvement activities planned for the coming year.

Supporting actions

- Restore the physical and cultural heritage of Warrenpoint Municipal Park by:
 - Completing the physical re-development of the park by Q2 2018-19
 - Obtaining the Green Flag award for environmental sustainability by Q3 2018-19

- Implement the Areas of Outstanding Natural Beauty (AONB) Action Plans for the Ring of Gullion and Strangford and Lecale
- Invest in high quality infrastructure and public realm schemes in the following areas:
 - Commence the delivery of the Irish Street, Downpatrick environmental improvement scheme, including the provision of increased parking, upgraded street lighting, widened footways and improved landscape
 - Commence the delivery of the Newry revitalisation scheme, including the Cathedral Corridor shop front scheme, shop local campaign, Newry BID and the purple flag award
 - Commence the delivery Warrenpoint Revitalisation Scheme, including the provision of new footways, upgraded street lighting, improved landscape, shop front scheme and shop local campaign
- Work with partners to progress the final phase of the Forkhill Masterplan, including an on-site mixed use development
- Develop a programme of future regeneration initiatives, incorporating Warrenpoint Baths, Lisburn Street car parks in Ballynahinch, Newry Civic Centre and the former police station and adjacent lands in Downpatrick
- Develop 3-5 applications to secure £3.1m Rural Development Village Renewal funding towards the delivery of physical and environmental improvement projects identified through the Village Plans
- Secure funding to progress the regeneration of the Derrymore domain through play interpretation and infrastructure development
- Work in partnership with the relevant Departments to enhance broadband provision across the District
- Improve accessibility to Council facilities by working in partnership with Translink and Newry BID to pilot a night time bus service from Newry City to Crossmaglen and Kilkeel
- Advance the Local Development Plan to promote economic development, regeneration and tourism across the District
- Improve the processing times of major and local planning applications and planning enforcement cases

Measures of success

- Number of visitors to Warrenpoint Municipal Park
- Visitor satisfaction with Warrenpoint Municipal park
- Number of people who believe Warrenpoint Municipal park enhances their quality of life
- Level of footfall, improved business/visitor perception and reduced/sustained vacant properties by 2019-20, following the completion of the Newry, Warrenpoint and Downpatrick environmental improvement and revitalisation schemes
- Percentage of planning enforcement cases that are processed within 39 weeks
- Average processing time of major planning applications
- Average processing time of local planning applications

Outcomes for local communities and stakeholders	
<ul style="list-style-type: none"> • Warrenpoint Municipal Park and the Areas of Outstanding Natural Beauty enhance the quality of life in the local and surrounding areas • Enhanced built and natural environment in urban and rural areas, with improved appearance, public realm and sense of place • Urban and rural regeneration projects improve local areas and the quality of life for local communities • The Rural Development Programme has a positive impact on rural communities and the rural economy • Regeneration and renewal of selected villages across the District • Improved rural digital connectivity across the District • The Local Development Plan promotes economic development, tourism and regeneration initiatives • The Council provides a more efficient and effective Planning Service 	
Corporate Plan Priorities	<p>Lead the regeneration of our urban and rural areas</p> <p>Become one of the premier tourist destinations on the island of Ireland</p> <p>Attract investment and support the creation of new jobs</p> <p>Protect our natural and built environment</p> <p>Advocate on your behalf specifically in relation to those issues which really matter to you</p> <p>Transform and modernise the Council, providing accessible as well as value for money services</p>
Community Plan Outcomes	<p>All people in Newry, Mourne and Down benefit from prosperous communities</p> <p>All people in Newry, Mourne and Down get a good start in life and fulfil their lifelong potential</p>
Programme for Government Outcomes	<p>We are an innovative and creative society, where people can fulfil their potential</p> <p>We are a confident, welcoming, outward looking society</p> <p>We connect people and opportunities through our infrastructure</p> <p>We live and work sustainably – protecting the environment</p> <p>We have created a place where people want to live and work, to visit and invest</p> <p>We have high quality public services</p>
Alignment with the 7 aspects of improvement	<p>Strategic effectiveness / Service quality / Service availability / Fairness / Sustainability / Innovation</p>

Performance Improvement Objective 4

Create a cleaner, greener, more attractive District

Senior Responsible Officer: Director, Neighbourhood Services

Why does this matter

The environment is one of the three strategic pillars which underpin the process of community planning. Living in a clean, green, quality environment has a direct impact on the general wellbeing of those who live, work and visit an area. The Council has a key role to play in working with local communities to protect the environment and ensure that streets, parks and open spaces are kept clean and tidy, so that Newry, Mourne and Down is a District we can all be proud of. Through the 'Neighbourhood Services' Strategy and Brand, the Council is committed to making it easier for customers to report environmental issues around refuse collection, street cleansing, grass cutting, graffiti and fly posting.

Managing municipal waste is also a key responsibility of local government and Newry, Mourne and Down District Council is committed to reducing the amount of waste going to landfill and increasing the rate of recycling. Significant progress has been made in reducing the amount of waste which is landfilled, largely due to the closure of the Aughnagunn and Drumnakelly Landfill Sites. In order to meet the 2020 recycling target of 50%, the Council has also introduced a range of schemes which have been instrumental in reducing the amount of black bin waste whilst increasing the amount of blue and brown bin waste.

Your views

Our performance improvement objectives are also based on those things that matter most to you. Ongoing engagement consistently highlights littering, dog fouling, fly tipping and pollution as key issues for local communities. All respondents to the 2017-18 consultation on the performance improvement objectives agreed with the inclusion of this objective and many identified 'street cleansing' as a priority area for improvement. The consultation also reinforced the need to continue to provide educational outreach work around recycling, and this remains a key priority for the coming year.

Our performance during 2017-18

Progress has been made in achieving this objective, as the Council continues to prioritise and invest in street cleanliness, waste management and recycling.

- Reduction in black bin waste and an increase in blue and brown bin waste
- Decrease in the amount of biodegradable municipal waste sent to landfill
- Increase in the amount of household waste that is recycled
- Blue bin collections available to all commercial properties across the District
- Over £39k was awarded to 18 environmental improvement projects through 'Down Your Street – Live Here, Love Here'
- 60 schools participated in the annual schools calendar competition which promotes the benefits of recycling

However, we know we can do more. This performance improvement objective has therefore been carried forward to 2018-19 and the 'supporting actions' and 'measures of success' have been reviewed and updated to reflect where actions have been achieved, where progress has been made, where projects have been subject to delay and the key improvement activities planned for the coming year.

Supporting actions

- Develop the 'Neighbourhood Services' Strategy and Brand, including the launch of a dedicated telephone number, web page and social media page to report issues around street cleanliness, refuse collection and environmental crime
- Support public participation in Clean Up Campaigns and initiatives such as 'Down Your Street - Live Here Love Here'
- Agree and roll out the in-house street cleanliness monitoring system for Council owned land
- Undertake targeted awareness raising to communicate the detrimental impact of environmental crime and the importance of recycling
- Increase the recycling rate and standardise how glass is collected across the District
- Open the Downpatrick Household Waste Recycling Centre in Q3 2018
- Review Household Recycling Centres across the District, in relation to opening hours, entrance and usage, receipt of waste and license conditions

Measures of Success

- Amount of household waste collected by the Council that is sent for recycling (including waste prepared for reuse)
- Amount of biodegradable municipal waste that is landfilled
- Amount of Local Authority Collected Municipal Waste arisings
- Amount of black, blue and brown bin waste
- Amount of general waste arisings at Household Recycling Centres

<ul style="list-style-type: none"> Percentage of bins collected on their scheduled day Level of street cleanliness across the District 	
Outcomes for local communities and stakeholders	
<ul style="list-style-type: none"> The Council meets landfill and recycling targets Efficient and effective recycling, composting, bin collection and cleansing services Local communities benefit from living in a cleaner, greener environment Improved civic and community pride in the District 	
Corporate Plan Priority	Protect our natural and built environment Transform and modernise the Council, providing accessible as well as value for money services
Community Plan Outcome	All people in Newry, Mourne and Down benefit from a clean, quality and sustainable environment
Programme for Government Outcomes	We live and work sustainably – protecting the environment We have high quality public services
Alignment with the 7 aspects of improvement	Strategic effectiveness / Service quality / Service availability / Sustainability / Efficiency / Innovation

Performance Improvement Objective 5

Encourage and empower local communities to participate in Council engagement structures and initiatives	
Senior Responsible Officer: Director, Active and Healthy Communities	
Why does this matter Social connections and interactions are fundamental drivers for improving the physical, mental and emotional well-being of local people. Newry, Mourne and Down District Council is committed to investing in communities, building their capacity and empowering them to participate in shaping and designing the policies and services which have an impact on their quality of life. Through our Community Engagement Strategy and Consultation and Engagement Framework, we are putting local people at the	

heart of everything we do, encouraging meaningful dialogue and enabling key stakeholders to influence the development and delivery of activities around health and wellbeing, economic development, environment and community cohesion.

The Council has put in place a range of 'engagement structures' to empower local people to have a voice in shaping their future and their District. Between April-September 2017, the District Electoral Area Fora, Policing and Community Safety Partnership, Neighbourhood Renewal Partnerships and PEACE IV Partnership organised or supported around 150 meetings, public events and capacity building programmes, strengthening collaboration with key stakeholders and enabling them to make a positive contribution to building a stronger, more inclusive society.

Community safety remains a key issue across the District, as the number of residents taking responsibility for their personal safety by accessing our Neighbourhood Watch Schemes, 'Home Secure' and 'Good Morning Good Neighbour' schemes continues to grow. Our District is also home to many different communities. Through the Ethnic Minority Support Centre, the Council continues to provide advice and support for hundreds of families and individuals, and the PEACE IV Programme will bring a renewed focus on building positive relations, trust and acceptance at a local level.

The Council also recognises the significant role the voluntary and community sector plays in connecting communities, facilitating a sense of belonging to the area and investing in the capacity of local people. 6,849 local volunteers are currently registered with Volunteer Now, 417 of whom were recruited during 2017. The Council remains committed to supporting local voluntary and community groups through its annual financial assistance scheme.

Your views

Our performance improvement objectives are also based on those things that you tell us are most important. All respondents to the 2017-18 consultation on the performance improvement objectives agreed with the inclusion of this objective and many identified 'community services' as a priority area for improvement. The consultation also reinforced the need for effective engagement with young people and targeted support for the most vulnerable groups within society, both of which will be addressed through this objective.

Our performance during 2017-18

Significant progress has been made in achieving this objective, as the Council focuses on strengthening participation in Council engagement structures and developing innovative ways to support minority groups across the District.

- 48% of places currently occupied on the DEA Fora, PCSP, Neighbourhood Renewal Partnerships and PEACE IV Partnership are taken by representatives from the community, voluntary and business sectors.
- Over £1.3m awarded towards a range community based initiatives, including summer schemes, Christmas illuminations and capital projects.
- Increase in the number of Neighbourhood Watch Schemes, from 150 in March 2017 to 180 in June 2017
- 50 groups involved in the Audit of Effectiveness for Community Centres, which is now complete

However, we know we can do more. This performance improvement objective has therefore been carried forward to 2018-19, and the 'supporting actions' and 'measures of success' have been reviewed and updated to reflect where actions and milestones have been achieved, where progress has been made and the key improvement activities planned for the coming year.

Supporting actions

- Strengthen the level of engagement and participation in the following structures in 2018-19:
 - Policing and Community Safety Partnership
 - Neighbourhood Renewal Partnerships
 - DEA Fora
 - Peace IV Partnership
 - Stakeholder Forum
- Reduce the risk of being burgled and address the fear of crime by encouraging residents to access the following schemes in 2018-19:
 - Neighbourhood Watch Scheme
 - 'Good Morning, Good Neighbour' Scheme
 - 'Home Secure' Scheme
- Through the financial assistance scheme, support local community and voluntary groups to deliver projects across key areas including festivals, sports development, community engagement, good relations, community safety and Irish Language
- Positively engage minority groups in Council initiatives, including young people, older people and black and minority ethnic communities
- Strengthen community engagement in local decision-making through 'participatory budgeting' pilot projects

Measures of success	
<ul style="list-style-type: none"> • Number of meetings, events and capacity building programmes, including attendance levels and participation evaluation • The effectiveness of Council run community engagement structures in facilitating stakeholder participation • Number of Neighbourhood Watch Schemes • Number of beneficiaries of the 'Good Morning, Good Neighbour' and 'Home Secure' schemes • Number and percentage of financial assistance projects funded and successfully delivered • Number of visits to the Ethnic Minority Support Centre 	
Outcomes for local communities and stakeholders	
<ul style="list-style-type: none"> • More informed decision-making, policy development and service provision, based on the input of local communities and stakeholders • All local communities and stakeholders are actively engaged in supporting the work of the Council and its partners • Decrease in the number of people reporting to live in fear and a reduction in the incidents of burglary • Community groups receive financial support towards meeting their objectives and delivering projects across a range of themes, including community safety, good relations, community engagement, sports, events, Christmas illuminations and capital projects • Newry Mourne and Down becomes a more inclusive, cohesive and vibrant District, with confident and empowered communities • Improved community well-being and civic pride 	
Corporate Plan Priority	Empower and improve the capacity of our communities
Community Plan Outcome	All people in Newry, Mourne and Down live in respectful, safe and vibrant communities
Programme for Government Outcomes	<p>We have a more equal society</p> <p>We have a safe community where we respect the law and each other</p> <p>We are a shared society that respects diversity</p>
Alignment with 7 aspects of improvement	Strategic effectiveness / Service quality / Service availability / Fairness / Innovation

Consultation on the draft Performance Improvement Objectives 2018-19

I am responding:	as an individual	
	on behalf of an organisation	

Name:	
Job title (if applicable):	
Organisation and address:	
Telephone	
Fax	
E-mail	

Question 1

Which consultation group do you belong to? *Please tick all that apply.*

Resident	<input type="checkbox"/>
Elected Member	<input type="checkbox"/>
Local Business	<input type="checkbox"/>
Local Community Organisation	<input type="checkbox"/>
Local Voluntary Organisation	<input type="checkbox"/>
Statutory Organisation	<input type="checkbox"/>
Other	<input type="checkbox"/>

If other, please provide further information below.

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Question 2

Do you agree that the draft performance improvement objectives and supporting project(s) are appropriate for our District?

Performance Improvement Objective 1	Agree	Disagree
Encourage healthy lifestyles through increased participation in leisure, sport and recreational activities		
Comments:		

Performance Improvement Objective 2	Agree	Disagree
Improve economic growth by creating new business starts, supporting the growth of existing businesses and promoting Newry, Mourne and Down as a premier tourist destination		
Comments:		
Performance Improvement Objective 3	Agree	Disagree
Deliver urban and rural regeneration initiatives that will create a District where people want to live, work and invest in		
Comments:		
Performance Improvement Objective 4	Agree	Disagree
Create a cleaner, greener, more attractive District		
Comments:		
Performance Improvement Objective 5	Agree	Disagree
Encourage and empower local communities to participate in Council engagement structures and initiatives		
Comments:		

Question 3

What alternative performance improvement objective(s) and 'supporting actions' would you suggest?

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Question 4

Which of the areas outlined below would you like to see Newry, Mourne and Down District Council make improvements to in the future? (please tick 3 areas)

Area	
Arts, Culture and Events	
Building Control and Licensing	
Community Services	
Economic Development and Tourism	
Environmental Health	
Leisure and Recreation	
Parks and Open Spaces	
Planning	
Registration Services (Births, Deaths, Marriages and Civil Partnerships)	
Street Cleansing	
Urban and Rural Regeneration	
Waste Collection and Recycling	

Please provide details, in the space provided, concerning the specific areas of the Council that you would wish to see improvements made in.

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Privacy Notice

Newry, Mourne and Down District Council is collecting the information on this form to identify the views of the public and other interested parties in relation to the development of the Council's Performance Improvement Objectives 2018-19 and future performance activity.

We may wish to contact you to undertake follow-up consultation work by email. If you agree to being contacted in this way, **please tick the relevant box on this form** and complete your contact details.

Your information will be held securely and processed in accordance with the Data Protection Act 1998. Your information will not be disclosed to other organisations except for the purposes outlined above and where it is necessary for us to comply with the law.

Name – Please print	Email	Signature

Please tick this box if you grant permission to be contacted by Newry, Mourne and Down Council for the purposes of this consultation.

To support transparent decision-making, an anonymised summary of the responses to this consultation will be made public. We will not publish the names and contact details of respondents.

Thank you for taking the time to respond to this questionnaire.

Completed questionnaires or comments should be sent by **18 May 2018** to:

Email: kate.bingham@nmandd.org

In Writing: Community Planning and Performance
Newry, Mourne and Down District Council
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Newry
Co Down
BT35 8DJ

Telephone: 0300 013 2233

We look forward to hearing from you.