

# Consultation

## Draft Performance Improvement Objectives

2019-20



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 2019-20 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 2019-20 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 improvements stakeholders will experience as a result of our activity.

## **Our draft Performance Improvement Objectives for 2019-20**

Newry, Mourne and Down District Council has identified the following draft performance improvement objectives for 2019-20:

- 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 covered a number of years and have therefore been carried forward to 2018-19 and 2019-20. These objectives 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 and 2018-19, 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 2018-19, and milestones have been achieved
- Developed and agreed based on the key improvement activities planned for the coming years

The draft performance improvement objectives 2019-20 are directly aligned to the Community Plan, Corporate Plan and Directorate Business Plans. Directorate Business Plans may provide 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.

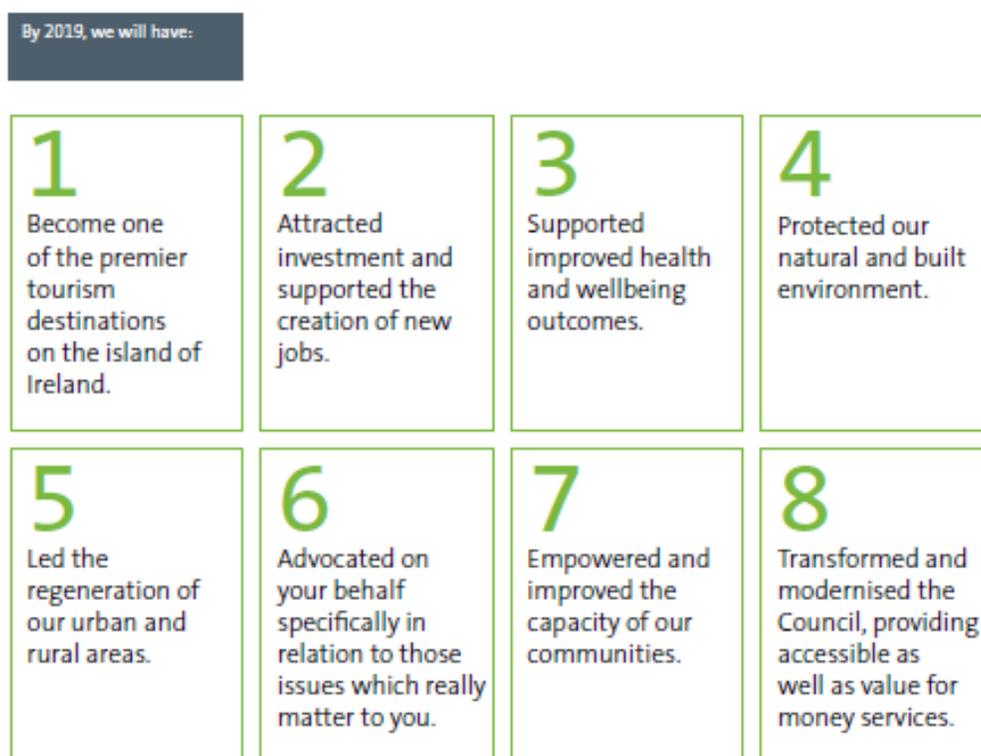


## Council Priorities

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 2019-20. 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 21 of this document for all stakeholders to complete and return to:

Email: [kate.bingham@nmandd.org](mailto: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 on our website at: [www.nmandd.org](http://www.nmandd.org) and 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:

Tel: 0300 013 2233

Email: [kate.bingham@nmandd.org](mailto:kate.bingham@nmandd.org)

The closing date for responses is **5 April 2019**.

# 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 this matters**

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. The Council remains committed to collaborating with community planning partners to promote physical, mental and emotional well-being and encouraging 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 3% by 2022, including a 14% 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 rises, health inequalities remain a key issue within our most deprived communities. Newry, Mourne and Down currently has the third highest number of neighbourhoods within the top 100 most deprived across Northern Ireland, and these neighbourhoods are more likely to experience health inequalities in terms of obesity rates, drug and alcohol related conditions and self harm.

### **Your views**

Our performance improvement objectives are based on the issues that matter most to you. Over the past two years, almost all respondents to the consultations on the performance improvement objectives agreed with the inclusion of this objective, and 'parks and open spaces' and 'leisure and recreation' are amongst the top 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 and 2018-19**

- Newry and Down Leisure Centres open and 'Be Active' campaign launched
- Increase in the total number of attendances across six leisure facilities
- Average satisfaction rating of 73.5% across the six leisure facilities
- Implementation of the Play Strategy and Sports Facility Strategy underway
- 2,009 children and young people took part in the Community Play initiatives
- The Albert Basin Task and Finish Working Group is considering options to progress the development of a park in Newry City

However, we know we can do more. This performance improvement objective has therefore been carried forward to 2019-20 and the 'supporting actions' and 'measures of success' have been reviewed and updated to reflect 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 leisure facilities through the implementation of the Indoor Leisure Business Plan:
  - Improve the customer experience at all leisure facilities by rolling out the 'Be Active' campaign and mobile technology solutions
  - Undertake Customer Satisfaction Surveys across selected leisure facilities by Q4 2019-20
- Upgrade and improve existing sports facilities through the implementation of year three of the Sports Facility Strategy
- Provide and improve fixed and non-fixed play opportunities for children and young people through the continued implementation of the Play Strategy
- Engage children and young people in Community Play and other health and wellbeing 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
- Consider options to progress the development of a park at the Albert Basin, Newry

### Measures of success

- 14% increase in attendances at indoor leisure facilities
- Level of customer satisfaction with indoor leisure facilities
- Number of children and young people engaged in Community Play and other health and wellbeing initiatives
- Number of participants from targeted groups involved in physical activity programmes

### Improvements for local communities and stakeholders

- Improved and accessible provision of indoor and outdoor sport, leisure and recreational facilities and activities
- Improved awareness of the opportunities to get involved in leisure, sport and recreational activities
- More opportunities to make healthy lifestyle choices by using sport, leisure and recreational facilities
- Improved levels of health and wellbeing

<b>Corporate Plan Priority</b>	Support improved health and wellbeing outcomes
<b>Community Plan Outcome</b>	All people in Newry, Mourne and Down enjoy good health and wellbeing
<b>Programme for</b>	We enjoy long, healthy, active lives

<b>Government Outcome</b>	
<b>Alignment with the 7 aspects of improvement</b>	Strategic effectiveness / Service quality / Service availability / Fairness / Sustainability / Efficiency / Innovation

## 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 this matters**

A thriving economy is central to the quality of life in Newry, Mourne and Down. Located on the economic corridor between Belfast and Dublin, our District has a real opportunity to compete, by driving growth in the existing business base, increasing productivity and attracting new businesses. We will continue to work with partners to create a climate for innovation and competitiveness by progressing the strategic projects which form part of the Belfast Region City Deal, including the Southern Relief Road and Newcastle Gateway to the Mournes.

The challenges and opportunities presented through Brexit will have an impact on the communities we serve, and the Council has taken a proactive role in lobbying and advocating for the needs of the region, as well as the future nature of the Irish border. Deprivation also remains a growing issue across the District. Three neighbourhoods are now 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' and 'education skills and training'. The median gross annual salary of £20,093 falls below the regional average of £22,016, and the number of residents aged 16-64 years who are economically active has declined from 76% in 2017 to 68.4% in 2018, which is below the current regional average of 72.3%.

Worth £90m to the local economy, tourism is also a critical driver for economic growth in Newry, Mourne and Down, supporting almost 5,000 jobs. As a popular destination for domestic tourists, the District is rich with tourism assets and scenic beauty, which contributed to a 3.2% increase in the number of visitors and a 48% increase in visitor spend between 2016 and 2017. The continued implementation of the Tourism Strategy and the emerging Arts, Culture and Heritage Strategy will help to promote 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 the issues that matter most to you. Over the past two years, almost all respondents to consultations on the

performance improvement objectives agreed with the inclusion of this objective and many identified 'arts, culture and events' as a priority area for improvement. The consultations also highlighted the importance of investing in coastal areas and tourist attractions, bridging the skills gap between education and employment and recognising the positive contribution a thriving arts and culture scene can have on community life, all of which the Council will continue to focus on during 2019-20.

### **Our performance during 2017-18 and 2018-19**

- 243 new jobs promoted and 250 new business starts supported through business start up activity
- City Deal for the Belfast Region secured
- The Carlingford Lough Greenway between the Weir and Victoria Lock complete
- The development of an Arts, Culture and Heritage Strategy is well underway
- Destination Experience Development Plan for the Mourne and Ring of Gullion and the Mourne Coast launched
- In 2017, the five Giant Adventure Festivals attracted over 139,000 visitors and generated an estimated direct spend of £4m

However, we know we can do more. This performance improvement objective has therefore been carried forward to 2019-20 and the 'supporting actions' and 'measures of success' have been reviewed and updated to reflect where progress has been made and the key improvement activities planned for the coming year.

### **Supporting actions**

Improve economic growth by:

- Promoting new jobs and supporting new business starts through the NI 'Go For It' programme
- Supporting the growth of the existing business and social enterprise base by delivering a range of programmes around the Social Economy, NMD Procurement and NMD Growth
- Supporting the establishment and growth of small and micro businesses and the creation of new jobs in rural areas, through the Rural Business Investment Scheme
- Providing proposals to invest in the fishing dependent communities of Kilkeel, Annalong and Ardglass through the European Maritime and Fisheries Fund (SEAFLAG 2)
- Addressing the skills gap between education and employment in traditional and key growth sectors through the Skills Forum
- Agreeing the 'Heads of Terms' for the Belfast Region City Deal and developing Outline Business Cases for the Southern Relief Road, Regeneration of Newry City, Newcastle Gateway to the Mourne and digital connectivity initiatives

Become a premier tourism destination by:

- Submitting a revised application to the UK National Commission for UNESCO for Global Geopark status for the Mourne and Ring of Gullion by November 2019

- Progressing the completion of the Carlingford Lough Greenway by June 2020, including phase 2 from Victoria Lock to Omeath
- Developing further destination experiences to create 'epic moments' across the District
- Exploring options to invest in and improve the facilities at Camlough Lake
- Organising 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**

- 301 business plans approved, 205 new business starts and 155 new jobs promoted
- Number of social enterprise starts, new jobs created and new volunteers recruited
- Number of community groups and organisations provided with business planning, start-up and business development support
- 55 new micro and small rural businesses created by March 2020
- 30 micro and small businesses in rural areas supported by March 2020
- 147 new jobs created in rural areas by March 2020
- 55 new jobs created in fishing dependent communities by 2020
- 22 new businesses created in fishing dependent communities by 2020
- 130 new qualifications and skills achieved through SEAFLAG 2 by 2020
- Overall growth rate of 6% per annum in overnight expenditure in Newry, Mourne and Down
- Level of footfall on the Great Eastern Greenway
- Number of visitors to the Giant Adventure festivals
- Total estimated spend associated with the Giant Adventure festivals, including direct spend
- Level of visitor satisfaction with Giant Adventure festivals

### **Improvements for local communities and stakeholders**

- The local economy benefits from an increase in business starts, the growth of local businesses and support for social enterprises
- The rural economy and coastal areas benefit from significant inward investment and the creation and growth of new businesses and jobs
- 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
- Newry, Mourne and Down is recognised as a premier domestic and

international tourist destination	
<b>Corporate Plan Priorities</b>	Attract investment and support the creation of new jobs Become one of the premier tourist destinations on the island of Ireland
<b>Community Plan Outcome</b>	All people in Newry, Mourne and Down benefit from prosperous communities
<b>Programme for Government Outcomes</b>	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
<b>Alignment with the 7 aspects of improvement</b>	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 to 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. Advancing the production of the Local

Development Plan will also support the economic and social needs of the district in line with regional strategies and policies, whilst providing for the delivery of sustainable development.

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. The Council has identified a number of projects to improve road and transport connections, and 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.

### **Your views**

Our performance improvement objectives are based on those things that matter most to you. Over the past two years, all respondents to the consultations on the performance improvement objectives agreed with the inclusion of this objective and many identified 'planning' and 'urban and rural regeneration' as priority areas for improvement. The consultation also highlighted the importance of investing in the physical and digital infrastructure in rural areas, which is being progressed through Village Plans and the Rural Development Programme.

### **Our performance during 2017-18 and 2018-19**

- Warrenpoint Municipal Park restored and re-opened
- The Forkhill Greenspace Pathway Project complete
- Late night bus pilot from Newry to Crossmaglen and Kilkeel operational between October-December 2018
- 25 Village Plans updated and 20 new Village Plans created
- Multiple initiatives launched to improve digital connectivity across the District
- Improved processing time for local planning applications

However, we know we can do more. This performance improvement objective has therefore been carried forward to 2019-20 and the 'supporting actions' and 'measures of success' have been reviewed and updated to reflect where progress has been made, where projects have been subject to delay and the key improvement activities planned for the coming year.

### **Supporting actions**

- Manage and promote the heritage of Warrenpoint Municipal Park by:
  - Obtaining the Green Flag award for environmental sustainability by Q1 2019-20
  - Carrying out Visitor Surveys in Q2 2019-20
  - Creating opportunities for people to volunteer and engage with the heritage of the park
- Implement the Areas of Outstanding Natural Beauty (AONB) Action Plans for the Ring of Gullion and Strangford and Lecale, which will include the:
  - Creation of new jobs and protection of the intangible cultural heritage through the transnational Atlantic CultureScapes project

- Delivery of heritage projects through the 10 year legacy phase of the Ring of Gullion Landscape Partnership Scheme
- Protection of upland landscape through the transnational ASCENT project
- Work with the Department for Communities to commence phase III of the Newry Lower Hill Street public realm scheme, to include new street lighting, paving and tree planting (subject to funding and planning permission)
- Work with partners to explore options to complete the final phases of the Forkhill Masterplan, to include an on-site mixed use development
- Develop a programme of future regeneration initiatives, incorporating Warrenpoint Baths, Lisburn Street carparks in Ballynahinch, Newry Civic Centre and the former police station and adjacent lands in Downpatrick
- Commence the delivery of the seven environmental improvement schemes identified through the Village Plans, to include new street lighting, paving and street furniture (subject to funding and planning permission)
- Commence the design and delivery of 16 gateway art projects identified through the Village Plans (subject to funding and planning permission)
- Commence the delivery of the capital works at the Derrymore Demesne, to include a play area, trail development and other infrastructure projects
- Work in partnership with the relevant Departments to improve digital connectivity across the District
- Progress the development of the Local Development Plan
- Improve the processing times of major and local planning applications and planning enforcement cases

### **Measures of success**

- 34% increase in the number of visitors to Warrenpoint Municipal Park, reaching 27,900 per annum by Q2 2019-20
- 6% increase in visitor satisfaction with Warrenpoint Municipal Park, reaching 74% by Q2 2019-20
- 9% increase in the number of people who believe Warrenpoint Municipal Park enhances their quality of life, reaching 40.5% by Q2 2019-20
- Level of footfall, improved business/visitor perception and reduced/sustained vacant properties by 2020-21, following the completion of the Downpatrick, Newry and Warrenpoint 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

### **Improvements for local communities and stakeholders**

- Warrenpoint Municipal Park and the AONB's enhance the quality of life in the local and surrounding areas
- Enhanced built and natural environment in urban and rural areas, with improved appearance and sense of place
- Urban and rural regeneration projects improve local areas and the quality of life for local communities

	<ul style="list-style-type: none"> <li>• The Rural Development Programme has a positive impact on rural communities and the rural economy</li> <li>• Regeneration and renewal of selected villages across the District</li> <li>• Improved rural digital connectivity across the District</li> <li>• The Council provides a more efficient and effective Planning Service</li> </ul>
<b>Corporate Plan Priorities</b>	<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>
<b>Community Plan Outcomes</b>	<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>
<b>Programme for Government Outcomes</b>	<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>
<b>Alignment with the 7 aspects of improvement</b>	<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 this matters

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' initiative, the Council is exploring ways to transform the delivery of services and make it easier for customers to report environmental issues

around refuse collection, street cleansing, graffiti and fly posting.

Managing municipal waste is also a key responsibility of local government and Newry, Mourne and Down District Council has made significant progress in reducing the amount of waste going to landfill and increasing the rate of recycling. In order to meet the recycling target of 50% by 2020, the Council has 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. Over the past two years, almost all respondents to the consultations on the performance improvement objectives agreed with the inclusion of this objective and many identified 'waste collection and recycling' and 'street cleansing' as priority areas for improvement.

### **Our performance during 2017-18 and 2018-19**

- Decrease in black bin waste and an increase in blue and brown bin waste
- Reduction in the amount of biodegradable municipal waste sent to landfill
- Increase in the amount of household waste that is recycled
- Over £52k awarded to 25 environmental improvement projects through 'Down Your Street – Live Here, Love Here'
- Reduction in the street cleanliness score across the District
- Downpatrick Household Waste Recycling Centre on track to complete by March 2019

However, we know we can do more. This performance improvement objective has therefore been carried forward to 2019-20 and the 'supporting actions' and 'measures of success' have been reviewed and updated to reflect 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' initiative, including the launch of a dedicated telephone number and online channels to report issues around street cleanliness, refuse collection and environmental crime
- Increase and support public participation in local clean up campaigns and initiatives such as 'Down Your Street'
- Implement the Dog Fouling Strategy and continue to monitor levels of street cleanliness across the District
- Undertake targeted awareness raising to communicate the detrimental impact of environmental crime and the importance of recycling
- Increase the recycling rate and reduce the amount of waste going to landfill
- Standardise how glass is collected across the District
- Review Household Recycling Centres across the District, in relation to opening hours, entrance and usage, receipt of waste and license conditions

<b>Measures of success</b>	
<ul style="list-style-type: none"> <li>• 50% of household waste collected by the Council that is sent for recycling by 2020 (including waste prepared for reuse)</li> <li>• Reduction in the amount of biodegradable Local Authority collected municipal waste that is landfilled to &lt;22,314 tonnes</li> <li>• Amount of Local Authority Collected Municipal Waste Arisings</li> <li>• Reduction in black bin waste and increase in blue and brown bin waste</li> <li>• Amount of general waste arisings at Household Recycling Centres</li> <li>• Percentage of bins collected on their scheduled day</li> <li>• Level of street cleanliness across the District</li> </ul>	
<b>Improvements for local communities and stakeholders</b>	
<ul style="list-style-type: none"> <li>• The Council meets landfill and recycling targets</li> <li>• Efficient and effective recycling, composting, bin collection and cleansing services</li> <li>• Local communities benefit from living in a cleaner, greener environment</li> <li>• Improved civic and community pride in the District</li> </ul>	
<b>Corporate Plan Priorities</b>	Protect our natural and built environment Transform and modernise the Council, providing accessible as well as value for money services
<b>Community Plan Outcome</b>	All people in Newry, Mourne and Down benefit from a clean, quality and sustainable environment
<b>Programme for Government Outcome</b>	We live and work sustainably – protecting the environment
<b>Alignment with the 7 aspects of improvement</b>	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 this matters

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 to participate in shaping and designing the policies and services which have an impact on their quality of life. Through the DEA Fora, Policing and Community Safety Partnership, Neighbourhood Renewal Partnerships, PEACE IV Partnership and the Strategic Stakeholder Forum, the Council is empowering local people to have a voice in shaping their future and their District. The success of the 'participatory

budgeting' programme also represents new and innovative ways to enable and empower local people to identify and address issues in their locality.

Community safety remains a key issue across the District, as the number of residents taking responsibility for their personal safety through our 'Neighbourhood Watch', 'Home Secure' and 'Good Morning Good Neighbour' Schemes continues to grow. Home to many different communities, the Council also recognises the significant and diverse 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.

Whilst the number of volunteers registered with Volunteer Now has decreased from 6,849 to 1,217, which can largely be attributed to the impact of General Data Protection Regulations (GDPR), the Council remains committed to supporting local voluntary and community groups through the annual Financial Assistance Scheme.

### **Your views**

Our performance improvement objectives are also based on the issues that matter most to you. Over the past two years, almost all respondents to the consultations 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 going forward.

### **Our performance during 2017-18 and 2018-19**

- Corporate Consultation and Engagement Strategy adopted
- 52% of places currently occupied on the DEA Fora, PCSP, Neighbourhood Renewal Partnerships, PEACE IV Partnership and Strategic Stakeholder Forum are taken by representatives from the community, voluntary and business sectors
- Over £2.7m awarded towards a range community based initiatives, including summer schemes, Christmas illuminations, community engagement, good relations, community safety and capital projects
- 1,500 visits to the Ethnic Minority Support Centre in Newry between March-September 2018
- £10k has been awarded to community groups to deliver locality based projects through two 'participatory budgeting' programmes
- Newry, Mourne and Down achieved Age Friendly status from the World Health Organisation

However, we know we can do more. This performance improvement objective has therefore been carried forward to 2019-20, and the 'supporting actions' and 'measures of success' have been reviewed and updated to reflect 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:
  - Policing and Community Safety Partnership
  - Neighbourhood Renewal Partnerships
  - DEA Fora
  - Peace IV Partnership
  - Community and Voluntary Sector Strategic Stakeholder Forum
- Reduce the risk of being burgled and address the fear of crime by encouraging residents to access the following schemes:
  - '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 local groups in Council initiatives, including young people, older people and black and minority ethnic communities
- Explore opportunities to strengthen community engagement in local decision-making through 'participatory budgeting'

## Measures of success

- 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
- Number of participants aged 0-24 years who complete approved PEACE IV programmes to develop soft skills and respect for diversity by 2020

## Improvements for local communities and stakeholders

- More informed decision-making, policy development and service provision
- 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, Christmas illuminations and capital projects
- Newry Mourne and Down is a more inclusive, cohesive and vibrant District,

with confident and empowered communities	
<b>Corporate Plan Priority</b>	Empower and improve the capacity of our communities
<b>Community Plan Outcome</b>	All people in Newry, Mourne and Down live in respectful, safe and vibrant communities
<b>Programme for Government Outcomes</b>	We have a more equal society We have a safe community where we respect the law and each other We are a shared society that respects diversity
<b>Alignment with 7 aspects of improvement</b>	Strategic effectiveness / Service quality / Service availability / Fairness / Innovation

## Consultation on the draft Performance Improvement Objectives 2019-20

<b>I am responding:</b>	as an individual	
	on behalf of an organisation	

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

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

### 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.

**Question 2****Do you agree that the draft performance improvement objectives and supporting project(s) are appropriate for our District?**

<b>Performance Improvement Objective 1</b>	<b>Agree</b>	<b>Disagree</b>
Encourage healthy lifestyles through increased participation in leisure, sport and recreational activities		
<b>Comments:</b>		
<b>Performance Improvement Objective 2</b>	<b>Agree</b>	<b>Disagree</b>
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		
<b>Comments:</b>		
<b>Performance Improvement Objective 3</b>	<b>Agree</b>	<b>Disagree</b>
Deliver urban and rural regeneration initiatives that will create a District where people want to live, work and invest in		
<b>Comments:</b>		
<b>Performance Improvement Objective 4</b>	<b>Agree</b>	<b>Disagree</b>
Create a cleaner, greener, more attractive District		
<b>Comments:</b>		
<b>Performance Improvement Objective 5</b>	<b>Agree</b>	<b>Disagree</b>
Encourage and empower local communities to		

participate in Council engagement structures and initiatives		
<b>Comments:</b>		

**Question 3**

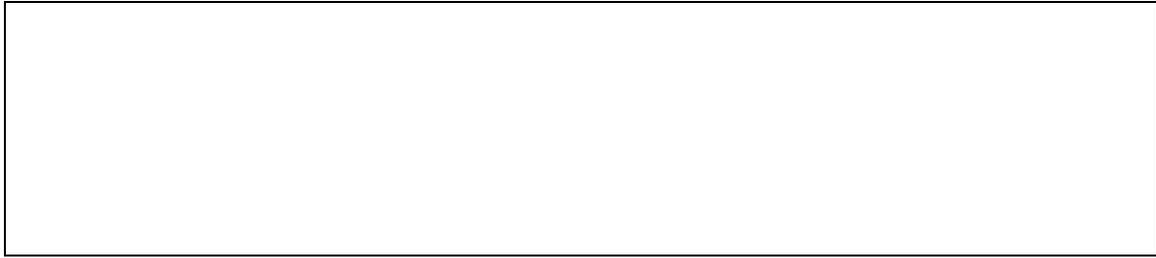
**What alternative performance improvement objective(s) and 'supporting actions' would you suggest?**

**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.**



## **Privacy Notice**

### **Purpose and legal basis for processing**

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 2019-20 and future performance activity.

If you have indicated that you would be interested in contributing to further work on the subject matter covered by this questionnaire then we might process your contact details to get in touch with you.

We will process any other personal data provided in the responses for the purpose of informing the development of our policy, guidance or other work in the subject area of the request for views. 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.

The lawful basis we are relying on to process your personal data is article 6(1)(e) of the General Data Protection Regulation (GDPR), which allows us to process personal data when this is necessary for the performance of our public tasks in our capacity as a Council.

### **What we do with it**

We process the information internally for the above stated purpose. We don't intend to share your personal data with any third party. Any specific requests from a third party for us to share your personal data with them will be dealt with in accordance with the provisions of the data protection laws.

### **How long we keep it**

We will retain questionnaire response information until our work on the subject matter of the consultation is complete.

### **What are your rights?**

You have the right to request access to the personal data that we hold about you.

You have the right to ask for your personal data to be rectified or erased, or to restrict the way in which we process it.

You have the right to object to the processing of your personal data.

If you are unhappy with the way in which we have processed your personal data then you have the right to complain to the Information Commissioners Office.

If you wish to exercise any of these rights, please contact Newry, Mourne and Down District Council, using the details below.

**Do we use any data processors?**

We do not use any data processor.

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

Completed questionnaires or comments should be submitted by **5 April 2019** to:

**Email:** [kate.bingham@nmandd.org](mailto:kate.bingham@nmandd.org)

**In Writing:** Community Planning and Performance  
Newry, Mourne and Down District Council  
O'Hagan House  
Monaghan Row  
Newry  
Co Down  
BT35 8DJ

**Telephone:** 0300 013 2233

**We look forward to hearing from you.**