



January 15th, 2019

**Notice Of Meeting**

You are invited to attend the Strategy Policy and Resources Committee Meeting to be held on **Thursday, 17th January 2019 at 5:00 pm** in **Mourne Room, Downshire Civic Centre Downpatrick.**

The Members of the Strategy Policy and Resources Committee are:-

Chair: Councillor M Savage

Vice Chair: Councillor W Walker


Members: Councillor R Burgess Councillor P Byrne  
Councillor M Carr Councillor S Doran  
Councillor C Enright Councillor D Hyland  
Councillor O McMahon Councillor A McMurray  
Councillor B Ó Muíri Councillor J Rice  
Councillor M Ruane Councillor G Sharvin  
Councillor J Trainor

# Agenda

## 1.0 Apologies & Chairperson's Remarks

## 2.0 Declarations of Interest

## 3.0 Action Sheet arising from SPR Committee Meeting held on

 *SPR-13122018.pdf*

*Page 1*

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### *Corporate Services*

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## 4.0 Report on Section 75 Policy Screening Report – Quarterly Report for period October - December 2018 Appendix: Quarterly Screening Report October - December 2018

 *Report on Section 75 Policy Screening Report - Quarterly Report for period October - December 2018.pdf*

*Page 5*

 *Appendix 1 Quarterly Screening Report October - December 2018.pdf*

*Page 7*

## 5.0 Sub-Lease of "The Boat-House", Warrenpoint

 *SPR - January 2019 - Sub-Lease of the Boathouse, Warrenpoint.pdf*

*Page 9*


## 6.0 Implementation of Local Government Resilience Resourcing Model

 *Report to SP&R - Civil Contingencies.pdf*

*Page 11*

 *Annex 1 Paper to Develop a New Local Government Resilience Resourcing Model circulated May 2018.pdf*

*Page 14*

 *Annex 2 a carlton grant allocation.pdf*

*Page 22*

 *Annex 3 - SLA final draft.pdf*

*Page 23*

## 7.0 Bye-laws Tyrella Beach

 *ReportSPRJanuary2019.pdf*

*Page 39*

## 8.0 Circular 11/2018 - Consultation on rectification of the Cost Cap Floor Breach









 *consultation on rectification of the Cost Cap Floor Breach.pdf*

*Page 41*

## 9.0 Renewal of Lease with Mourne Stimulus – Premises at Council Road, Kilkeel

 <i>ReportSPRJan18MourneStimulus.pdf</i>	<i>Page 43</i>
 <i>Scan from Xerox MFD.pdf</i>	<i>Page 46</i>

## 10.0 Residents Survey Report

 <i>SPRResidentsSurvey012019.pdf</i>	<i>Page 52</i>
 <i>Appendix 1 Newry, Mourne and Down District Council, Residents' Survey (2018) Findings.pdf</i>	<i>Page 54</i>
 <i>Appendix 2 Newry, Mourne and Down District Council Elected Members' Survey (2018).pdf</i>	<i>Page 146</i>
 <i>Appendix 3 Presentation on Residents survey, presented 10th Jan 2019.pdf</i>	<i>Page 164</i>
 <i>Appendix 4 Presentation on Elected Members survey, presented 10th Jan 2019.pdf</i>	<i>Page 178</i>
 <i>Appendix 5 Report from elected members workshop, 10th January 2019.pdf</i>	<i>Page 182</i>
 <i>Appendix 6 Copy of press release issued 11th January 2019.pdf</i>	<i>Page 186</i>
 <i>Appendix 7 Copy of chief executive's briefing to staff issued 11th January 2019.pdf</i>	<i>Page 188</i>

## 11.0 Civic Centre Regeneration (CCR) Programme Theatre/Conference Project

 <i>Report re Civic Centre Regeneration.pdf</i>	<i>Page 192</i>
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### *For Discussion*

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## 12.0 Draft Regional Spatial and Economic Strategy

1. Eastern & Midland Regional Assembly
2. Northern & Western Regional Assembly

 <i>SPR Report Jan'19 re Draft RSES responses.pdf</i>	<i>Page 196</i>
 <i>Briefing Paper re Draft RSEss.pdf</i>	<i>Page 199</i>
 <i>Response letter to EMRA re Draft RSES.pdf</i>	<i>Page 205</i>
 <i>Response letter to NWRA re Draft RSES.pdf</i>	<i>Page 207</i>

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## **13.0 Brexit Planning (including Day 1 preparedness)**

This item is deemed to be restricted by virtue of para.3 of part 1 of schedule 6 of the Local Government Act (NI) 2014 – information relating to the financial or business affairs of any particular person (including the Council holding that information)

 *Brexit Planning.pdf* *Not included*

 *Appendix 1 Brexit Task and Finish Working Group Matrix.pdf* *Not included*

## **14.0 Report on Surplus Assets**

This item is deemed to be restricted by virtue of para.3 of part 1 of schedule 6 of the Local Government Act (NI) 2014 – information relating to the financial or business affairs of any particular person (including the Council holding that information)

 *Report to SPR Jan 19 - Disposal of Assets - Copy.pdf* *Not included*

 *DD068 & Ballyvange.pdf* *Not included*

 *DDC025.pdf* *Not included*


 *DDC037.pdf* *Not included*

 *DDC124.pdf* *Not included*

 *DDC155.pdf* *Not included*

 *NM046.pdf* *Not included*

 *NM049.pdf* *Not included*

 *NM057.pdf* *Not included*

 *NM062.pdf* *Not included*

 *NM069.pdf* *Not included*

 *NM090.pdf* *Not included*

 *NM123.pdf* *Not included*

 *NM167.pdf* *Not included*

## **15.0 NMDDC Asset Valuation**




This item is deemed to be restricted by virtue of para.3 of part 1 of schedule 6 of the Local Government Act (NI) 2014 – information relating to the financial or business affairs of any particular person (including the Council holding that information)

 *Report to SP&R LPS.pdf*

*Not included*

## **16.0 Sub-Lease to Drumnakelly Power Limited**

This item is deemed to be restricted by virtue of para.3 of part 1 of schedule 6 of the Local Government Act (NI) 2014 – information relating to the financial or business affairs of any particular person. The public may, by resolution, be excluded during this item of business

 *SPR - January 2019 - Sub-Lease to Granville Energy Supply Limited.pdf*


*Not included*

## **17.0 Business Case for Procurement of Valuation Services**

This item is deemed to be restricted by virtue of para.3 of part 1 of schedule 6 of the Local Government Act (NI) 2014 – information relating to the financial or business affairs of any particular person. The public may, by resolution, be excluded during this item of business


 *Business Case for Procurement of Valuation Services.pdf*

*Not included*


 *~6278198.pdf*

*Not included*

## **18.0 Update on D1 Process**

 *Report to SPR Jan 19 - Update on D1 Process.pdf*

*Not included*

 *SAA00 - DHH - Nursery Site.pdf*

*Not included*

 *Map - Hospital Road.pdf*

*Not included*

## **19.0 Action Sheet from Albert Basin Working Group held on 6 December 2018**

 *6 December 2018.pdf*

*Not included*

## **20.0 Action Sheet arising from SPWG held on 14 January 2019**

 *14.1.19 Action Sheet from SPWG.pdf*

*Not included*

# Invitees

Cllr Terry Andrews	<a href="mailto:terry.andrews@nmandd.org">terry.andrews@nmandd.org</a>
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Mrs Marie Ward	<a href="mailto:marie.ward@nmandd.org">marie.ward@nmandd.org</a>

**ACTION SHEET – STRATEGY, POLICY AND RESOURCES COMMITTEE MEETING (SPR) – THURSDAY 17 NOVEMBER 2016 – ITEMS STILL IN PROGRESS OR ON-GOING.**

SPR/282/2016	Correspondence from the Department for Communities Regeneration Bill	Council to write to the Minister for Communities asking him to reconsider the decision not to progress the Regeneration Bill.	L Hannaway	To be completed once a Minister for Communities is in place.	N
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**ACTION SHEET – STRATEGY, POLICY AND RESOURCES COMMITTEE MEETING (SPR) – THURSDAY 12 APRIL 2018 – ITEMS STILL IN PROGRESS OR ON-GOING.**

SPR/060/2018	Disposal of Land where Departmental Approval is required	It was agreed to note the content of the Officer's Report relating to disposal of Council land when, under legislation, Departmental approval is required and to invite Departmental representatives to meet with Council to discuss the matter.	L Moore	An invitation has been extended to the Department to meet with the Council. Department to attend November S P & R	N
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**ACTION SHEET – STRATEGY, POLICY AND RESOURCES COMMITTEE MEETING (SPR) – THURSDAY 15 NOVEMBER 2018 – ITEMS STILL IN PROGRESS OR ON-GOING.**

SPR/149/2018	Presentation from Department for Communities	It was agreed that officers would draw up a policy statement on submission of proposals to the Department and this to be brought back to a future Committee Meeting for Members' consideration.	F O'Connor	Clarification being sought from Department as to whether any change in the current legislation is being considered, prior to development of a policy statement to ensure consistency/clarity in obtaining Departmental approval.	N
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**ACTION SHEET – STRATEGY, POLICY AND RESOURCES COMMITTEE MEETING (SPR) – THURSDAY 13 DECEMBER 2018**

Minute Ref	Subject	Decision	Lead Officer	Actions taken/ Progress to date	Remove from Action Sheet Y/N
SPR/167/2018	Action Sheet of SPR Meeting held on 15 November 2018	It was agreed that the Action Sheet be noted and actions removed as marked	D Services	Actioned	Y
SPR/168/2018	Report on Establishment of a Minorities Communities Financial Assistance Scheme	<p>It was agreed that Council allocate £12,500 in the rates process for a Minorities Communities Financial Assistance Scheme for projects/initiatives taking place during the period 1 April 2019 to 31 March 2020. The breakdown of the Minorities Communities Financial Assistance Scheme to be:</p> <ul style="list-style-type: none"> <li>• £10,000 for PUL community projects/initiatives, and;</li> <li>• £2,500 for BME community projects/initiatives.</li> </ul> <p>The Scheme to be administered through the Council's Programmes Unit and the two specific themes of the scheme would be:</p> <p>Theme 1 – Cultural Expression – this theme would be an open call for projects/initiatives that positively promote minority community culture, tradition and identity.</p> <p>Theme 2 – Positively Engaging Minorities Communities – this theme would be an open call for community engagement projects/initiatives to build positive relations, raise awareness and understanding, address perceptions and promote respect for minority communities.</p>	C Moffett	Agreed	Y
SPR/169/2018	NIAO Improvement Audit and Assessment Report 2018-19	The Improvement Audit and Assessment Report and Action Plan 2018-19 were agreed.	K Bingham	Agreed	Y
SPR/170/2018	Draft Performance Improvement Objectives 2019-20	The Draft Performance Improvement Objectives 2019-20 'supporting actions' and 'measures of success', and the proposed approach and timetable for publishing the Performance Improvement Plan 2019-2020, by 30 June 2019, including authorisation to proceed with a twelve week public consultation programme between 14 January and 5 April 2019 was agreed as per Appendix 1 and 2 contained within the officer's report.	K Bingham	Agreed	Y



ITEMS RESTRICTED IN ACCORDANCE WITH PART 1 OF SCHEDULE 6 OF THE LOCAL GOVERNMENT ACT (NI) 2015						
Minute Ref	Subject	Decision	Lead Officer	Actions taken/Progress to date	Remove from Action Sheet Y/N	
SPR/171/2018	NIPSO – Complaint	Agreed to note the contents of the officer's report and authorise a consolatory payment in the sum recommended by the NI Public Services Ombudsman relating to a complaint against the Council for maladministration.	A Robb	To note	Y	
SPR/172/2018	NIPSO – Complaint	Agreed to note the contents of the officer's report and authorise a consolatory payment in the sum recommended by the NI Public Services Ombudsman relating to a complaint against the Council for maladministration.	A Robb	To note	Y	
SPR/173/2018	Business Case – Provision of Internal Audit Services	Agreed to approve the Business Case for provision of internal audit services, appended to the officer's report, and choose option 2 to keep an internal audit function which is independent to the Council for the incoming 4-year period and proceed to commence the procurement process.	D Carville	Agreed	Y	
SPR/174/2018	Half Year Treasury	Agreed to note the Treasury Management Update Report for the Council as at 30 September 2018.	K Montgomery	To note	Y	
SPR/175/2018	Proposed Replacement Bridge at Ghost Lane, Strangford	Agreed to note the contents of the officer's report and approve the recommendations at para.3.1 that Council seek permission of Rivers Agency and relevant landowners to install a bridge, at the estimated cost detailed in the report, using finances available from Council's access budget.	H Wilson	To note	Y	
SPR/176/2018	Action Sheet arising from Strategic Projects Working Group Meeting held on 5 December 2018	Agreed to note the contents of the action sheet of SPWG Meeting of 5 December 2018.	D Carville	To note	Y	
SPR/177/2018	Industrial Relations Update	Agreed to note the update contained within paragraphs 2.2 and 2.3 of the officer's report.	C Miskelly	To note	Y	

SPR/178/2018	Redundancy	Agreed to release an officer under statutory redundancy as detailed in the officer's report.	C Miskelly	Noted	Y
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<b>Report to:</b>	Strategy, Policy and Resources Committee
<b>Date of Meeting:</b>	17 January 2019
<b>Subject:</b>	Section 75 Policy Screening Report – Quarterly Report for period October – December 2018
<b>Reporting Officer:</b>	Regina Mackin, Assistant Director Corporate Planning and Policy
<b>Contact Officer:</b>	Colin Moffett, Head of Corporate Policy

Confirm how this Report should be treated by placing an x in either:-

For decision	For noting only	<b>X</b>
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<b>1.0</b>	<b>Purpose and Background</b>
1.1	<p>In line with Council's Section 75 statutory duties and commitments within our approved Equality Scheme, policy screening reports are published quarterly.</p> <p>The Quarterly Report for the period October – December 2018, including screening reports, is available on Council's website <a href="http://www.newrymournedown.org">www.newrymournedown.org</a>. This information has also been forwarded to all equality consultees.</p>
<b>2.0</b>	<b>Key issues</b>
2.1	<p>As per the Council's approved Equality Scheme:</p> <ul style="list-style-type: none"> <li>• All policies Council proposes to adopt must be equality screened, prior to implementation, to assess the likely impact of the policy on the promotion of equality of opportunity and/or good relations.</li> <li>• Council must publish quarterly reports on equality screening which are available on Council's website and forwarded to equality scheme consultees.</li> </ul>
<b>3.0</b>	<b>Recommendations</b>
3.1	To note the Section 75 Policy Screening Report – Quarterly Report for period October - December 2018.
<b>4.0</b>	<b>Resource implications</b>
4.1	No financial or resources implications are anticipated.
<b>5.0</b>	<b>Equality and good relations implications</b>
5.1	<p>No equality and good relations implications are anticipated.</p> <p>Publishing quarterly reports, including screening reports, making them available on Council's website <a href="http://www.newrymournedown.org">www.newrymournedown.org</a>, and forwarding this information to all equality consultees is in accordance with the commitments contained within the Council's approved Equality Scheme.</p>
<b>6.0</b>	<b>Rural Proofing implications</b>
6.1	The Section 75 Policy Screening Report details policies screened within the designated period and does not fall within the scope of the Rural Needs Act (NI) 2016.



<b>7.0</b>	<b>Appendices</b>
	Appendix 1: Section 75 Policy Screening Report – Quarterly Report for period October – December 2018.
<b>8.0</b>	<b>Background Documents</b>
	Newry, Mourne and Down District Council Equality Scheme (approved by ECNI 25 March 2015)

### Newry, Mourne and Down District Council Section 75 Policy Screening Report Quarterly Report October - December 2018

Policy	Details of policy	Screening Outcome
Newry, Mourne and Down District Council's draft Performance Improvement Objectives 2019-20	<p>This relates to the following five performance improvement objectives which have been drafted, all of which are clearly linked to the Community and Corporate Plans for the District:</p> <ol style="list-style-type: none"> <li>1. Encourage healthy lifestyles through increased participation in leisure, sport and recreational activities</li> <li>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</li> <li>3. Deliver urban and rural regeneration initiatives that will create a District where people want to live, work and invest in</li> <li>4. Create a cleaner, greener, more attractive District</li> <li>5. Encourage and empower local communities to participate in Council engagement structures and initiatives</li> </ol>	No EQIA considered necessary
Review of car parking arrangements at Council Offices, Monaghan Row, Newry	<p>The purpose of the policy is:</p> <ul style="list-style-type: none"> <li>• Compliance with health and safety requirements;</li> <li>• To create a safe and efficient parking scheme.</li> </ul>	No EQIA considered necessary
Strategy with respect to dog-fouling	Streets and Open Spaces throughout our Council district have unacceptable levels of dog-fouling.	No EQIA considered

Establishment of a Minority Communities Financial Assistance Scheme	<p>The strategy aims to reduce the levels of dog-fouling, and inform all dog-owners as to their responsibility to clean-up after their pets.</p> <p>The strategy seeks to encourage responsible dog ownership, while at the same time confirming that dogs, properly supervised and controlled, are welcome throughout the Council District.</p>	necessary
	<p>This relates to the proposed financial assistance scheme for projects / initiatives taking place during the period 1 April 2019 to 31 March 2020 would have two specific themes, as follows:</p> <p><b>Theme 1: Cultural expression</b> This theme would be an open call for projects / initiatives that positively promotes minority community culture, tradition and identity.</p> <p><b>Theme 2: Positively engaging minority communities</b> This theme would be an open call for community engagement projects / initiatives to build positive relations, raise awareness and understanding, address perceptions and promote respect for minority communities.</p> <p>The scope of the Minority Communities financial assistance scheme would apply to Protestant, Unionist, Loyalist (PUL) community projects / initiatives and Black Minority Ethnic (BME) community projects / initiatives.</p>	No EQIA considered necessary

<b>Report to:</b>	Strategic Policy and Resources Committee
<b>Date of Meeting:</b>	17 <sup>th</sup> January 2019
<b>Subject:</b>	Sub-Lease of "The Boat-House," Warrenpoint
<b>Reporting Officer (Including Job Title):</b>	Fearghal O'Connor, (Acting) Head of Legal Administration
<b>Contact Officer (Including Job Title):</b>	Fearghal O'Connor, (Acting) Head of Legal Administration

<table><tr><td>For decision</td><td>X</td><td>For noting only</td><td></td></tr></table>		For decision	X	For noting only	
For decision	X	For noting only			
1.0	<b>Purpose and Background</b>				
1.1	<p>In May 2017 Council agreed to take a 5-year lease of the property known as "The Boat House", Marine Parade, Warrenpoint from 1 April 2016 for a period of 5 years, expiring on 31<sup>st</sup> March 2021 at a rent of £4,000 per annum subject to a rent review at the end of the second year. Discussions in respect of the rent review are currently in progress.</p>				
2.0	<b>Key issues</b>				
2.1	<p>Following an Expressions of Interest exercise in 2017 Council agreed to sub-let the Boat House to Carlingford Lough Currach Club to promote this minority sport in the area. The Club expressed a desire to maximise the potential use of the building for Council, the Club and the wider community. It also indicated its success in expanding the Club, hosting community events and welcoming many international visitors.</p> <p>Council retains a strategic interest in this site without wishing to manage it operationally at the current time.</p> <p>On 12<sup>th</sup> October 2017 at a meeting of this Committee Council agreed that an application be made to the Department for Communities to permit Council to sub-let the Boat House, Warrenpoint to Carlingford Lough Currach Club at a peppercorn rent.</p> <p>On 11<sup>th</sup> December 2018 the Department for Communities issued a letter of consent to the granting of the sub-lease on this basis.</p>				

	It is proposed therefore that a sub-lease of the Boat House be granted to the Club for the remainder of the term on which the property is held by Council under the 5 year lease granted to Council in 2016. This term will expire on 31 <sup>st</sup> March 2021.
<b>3.0</b>	<b>Recommendations</b>
3.1	That Elected Members agree to grant a sub-lease of the Boathouse premises to Carlingford Lough Curragh Club at a peppercorn rental for a term which expires on 31 <sup>st</sup> March 2021.
<b>4.0</b>	<b>Resource implications</b>
4.1	Officer's time in preparation of sub-lease and in carrying out legal formalities.
<b>5.0</b>	<b>Equality and good relations implications</b>
5.1	Not applicable
<b>6.0</b>	<b>Rural Proofing implications</b>
6.1	Not applicable
<b>7.0</b>	<b>Appendices</b>
	None
<b>8.0</b>	<b>Background Documents</b>

<b>Report to:</b>	<b>SP&amp;R Committee</b>
<b>Date of Meeting:</b>	<b>17<sup>th</sup> January 2019</b>
<b>Subject:</b>	<b>Implementation of Local Government Resilience Resourcing Model</b>
<b>Reporting Officer (Including Job Title):</b>	<b>Conor Mallon Assistant Director of Estates and Project Management</b>
<b>Contact Officer (Including Job Title):</b>	<b>Conor Mallon Assistant Director of Estates and Project Management</b>

Confirm how this Report should be treated by placing an x in either:-

<b>For decision</b>	<b>X</b>	<b>For noting only</b>
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<b>1.0</b>	<b>Purpose and Background</b>
1.1	<p>To seek agreement from Members to implement the new local government resourcing model by agreeing to the principles set out within the attached Service Level Agreement</p> <p>In May 2018, councils were requested to endorse a new local government resourcing model for the civil contingencies function. All councils approved this approach, subject to confirmation of a sustainable funding mechanism from the Department for Communities (DFC).</p> <p>The desired outcomes of this new model are to:</p> <ul style="list-style-type: none"> <li>• Provide confidence and assurance for Councils and their Chief Executives that multi-agency plans are in place which complement arrangements existing within Councils;</li> <li>• Include sufficient resilience to provide adequate cover, particularly during response to emergencies;</li> <li>• Embed adequate governance arrangements to ensure consistency and performance management across all Emergency Preparedness Groups (EPG) areas;</li> <li>• Align as best as possible with other organisations planning and response structures to allow for effective planning and response.</li> </ul> <p>It was agreed that any proposed model be based on a regional service hosted by a single council, where all officers would be employed through and DFC funding drawn down.</p> <p>To summarise, this model establishes a regional team, employed through a single council and reporting to the Regional Officer, whilst working across the three emergency preparedness group (EPG) areas. The Regional Officer will report to a relevant Director within the employer council and an executive steering group consisting of CEOs from the three EPG areas and the SOLACE lead for this function. Each EPG will have a Resilience Manager, who will be responsible for the programme management of the EPG and co-ordinate planning, response and recovery activities across this area. A Resilience Officer who will be responsible for taking forward specific work streams, including training, exercising and task and finish functions will support them. Each EPG will require one Resilience Officer, with the Southern EPG requiring an additional officer, as evidenced by a risk to resource assessment carried out within the preliminary scoping of this model.</p>

	DFC have confirmed funding for this function until March 2021.
<b>2.0</b>	<b>Key issues</b>
2.1	<p>The aim of the paper is to seek agreement to approve the implementation stage to allow the new model to come into effect. It outlines the proposed process required to complete the implementation of the agreed service delivery model for the civil contingencies function.</p> <p>Jones, Cassidy &amp; Brett Solicitors (JCB) and Belfast City Council - Legal Services have provided human resource and legal expertise for the transition to the new service delivery model. A Service Level Agreement (SLA) has been drafted in conjunction with both these partners. The SLA is an agreement between the lead council and the other ten councils. It details the governance arrangements required to enable the effective management of the new model by the lead council; including employment, governance arrangements, budget and dispute resolution.</p> <p>JCB have confirmed that the implementation of the new model can be progressed using a TUPE transfer, as this work is deemed to fall within the review of public administration and thus the staff transfer scheme and circulars are applicable. Implementation can only proceed on agreement of the SLA.</p> <p>Funding for all costs associated with the implementation and maintenance of the model post transfer are covered under the remit of Local Government Civil Contingencies Funding.</p> <p>A copy of the SLA is attached with the report</p>
<b>3.0</b>	<b>Recommendations</b>
3.1	The agreement of the SLA is an essential element to progress the implementation of the model and enable the adoption of a regional approach. Each council is requested to approve the implementation of the model. To achieve this, agreement to the terms set out within the SLA is sought.
<b>4.0</b>	<b>Resource implications</b>
4.1	<p><b>Financial:</b> This function will be wholly funded by DFC (see letter attached from DFC in Annex 3), however the SLA states that should there be a withdrawal or shortfall in funding, the shortfall shall be made up by councils in equal amounts.</p> <p><b>Human resources:</b> JCB have confirmed that the implementation of the new model can be progressed using a TUPE transfer, as this work is deemed to fall within the review of public administration and thus the staff transfer scheme and circulars are applicable</p> <p><b>Assets and other implications;</b> Office accommodation will be required in Armagh, Banbridge and Craigavon Borough Council, Fermanagh and Omagh District Council, Causeway Coast and Glens Borough Council and Belfast City Council. All councils may be required to accommodate staff from this function as and when required, dependant on work priorities.</p>
<b>5.0</b>	<b>Equality and good relations implications</b>
5.1	This report is not subject to an equality impact assessment (with no mitigating measures required)
<b>6.0</b>	<b>Rural Proofing implications</b>
6.1	I confirm due regard to rural needs has been considered, and the proposal has not been subject to a rural needs impact assessment
<b>7.0</b>	<b>Appendices</b>

	<p><b>Annex 1</b> Paper to Develop a New Local Government Resilience Resourcing Model circulated May 2018</p> <p>Annex 2: Copy of SLA</p> <p>Annex 3: Copy of letter from Mr A Carleton confirming funding for 2019/20 and 2020/21</p>
<b>8.0</b>	<p><b>Background Documents</b></p> <p>None</p>



## **Annex 1: Paper to Develop a New Local Government Resilience Resourcing Model circulated May 2018**

### **1.0 PURPOSE OF PAPER**

The aim of this paper is to seek agreement from elected members to endorse a new local government resourcing model for the civil contingencies function. The paper aims to provide background to the development of the local government civil contingencies function, detail the changing environment of multi-agency arrangements and outlines the subsequent need for a new local government resourcing model for this function. This new resourcing model will ensure that the multi-agency planning and response arrangements allow Northern Ireland and our communities to remain a safe and secure place to live and work, by effectively identifying and managing the risk of emergencies, and maintaining multi-agency capabilities to respond to and recover from emergencies.

The paper recommends the actions that require agreement for the implementation of the proposed local government resourcing model. These include the agreement of a single employing authority and the need for the development of a service level agreement between this council and the other 10 councils.

### **2.0 SETTING A CONTEXT**

#### **2.1 Background**

In 2007, the four legacy Environmental Health Groups employed Emergency Planning Co-ordinators to resource this requirement. Belfast City Council employed this resource since 2004. The background to the legislative requirement placed on councils and the multi-agency arrangements that have developed in Northern Ireland since this time is included in the attached Addendum.

### **3.0 DEVELOPMENTS POST THE REVIEW OF PUBLIC ADMINISTRATION**

#### **3.1 Impact of Review of Public Administration**

In light of local government reform in April 2015, SOLACE appointed the Business Consultancy Service of the Department of Finance and Personnel to undertake an independent review of the local government civil contingencies arrangements in Northern Ireland. The terms of reference of this review was to clarify local government's role in relation to civil contingencies at an individual council, sub-regional and regional level and to identify a suitable framework for delivery of the emergency planning function by councils. The recommendations from this report aimed to provide direction for local government to ensure fit for purpose, collaborative multi-agency working arrangements could be implemented for the good of the people and communities of Northern Ireland. All councils endorsed the recommendations emanating from this review.

To ensure the recommendations were actioned, a business case was submitted to DFC seeking funding from 2016-2021. This would allow a continued support to district councils in their delivery of robust civil contingencies arrangements with multi-agency partners on a sub-regional and regional basis. This business case was successful and funding drawn down in April 2017 for £680,000. This funding has been approved, in principle to 2021.

## 3.2 Strengthening of Multi Agency Arrangements

In August 2017, a Regional Officer was appointed to co-ordinate and oversee the delivery of local government's civil contingencies work programme following the priorities set by SOLACE. The remit of the officer is also to ensure that appropriate cross council emergency planning arrangements and protocols are in place to enable local government to respond together in a coordinated and effective manner to manage the consequences of a major emergency affecting more than one council area.

In 2016, PSNI advised that the model of five Emergency Preparedness Group areas (EPGs) did not fit well with how PSNI co-ordinate their response. A disconnect existed between the planning areas and the police area co-ordination tiers and consequently the PSNI response model. Furthermore, there was significant resource required to support the five EPGs with some duplication of effort, therefore the reduction in the number of EPG would allow for greater efficiency. In consultation with all relevant stakeholders, it was agreed to reduce to three co-ordinating areas. This structure is illustrated in Annex 1.

One of the first priorities for the Regional Officer was to ensure a seamless transition to this new model, which came into effect in January 2018. The new EPG structures are jointly chaired by the PSNI and local government, with representation from all the emergency services, health sector, Department for Infrastructure, NI Water, NI Housing Executive, Met Office, Utilities, Voluntary sector and other relevant organisations essential to ensure an integrated approach to emergency planning, e.g. airports, ports.

## 4.0 WAY FORWARD

### 4.1 The need for a new Local Government Resourcing model

The introduction of this multi-agency EPG model requires a new local government resourcing model to provide adequate programme management of these new areas and sufficient resources to enable an effective response to emergencies. The desired outcomes of this new model are to:

- Provide confidence and assurance for CEOs that multi-agency plans are in place which complement arrangements existing within councils;
- Include sufficient resilience to provide adequate cover, particularly during response to emergencies;
- Embed adequate governance arrangements to ensure consistency and performance management across all EPG areas;
- Align as best as possible with other organisations planning and response structures to allow for effective planning and response.

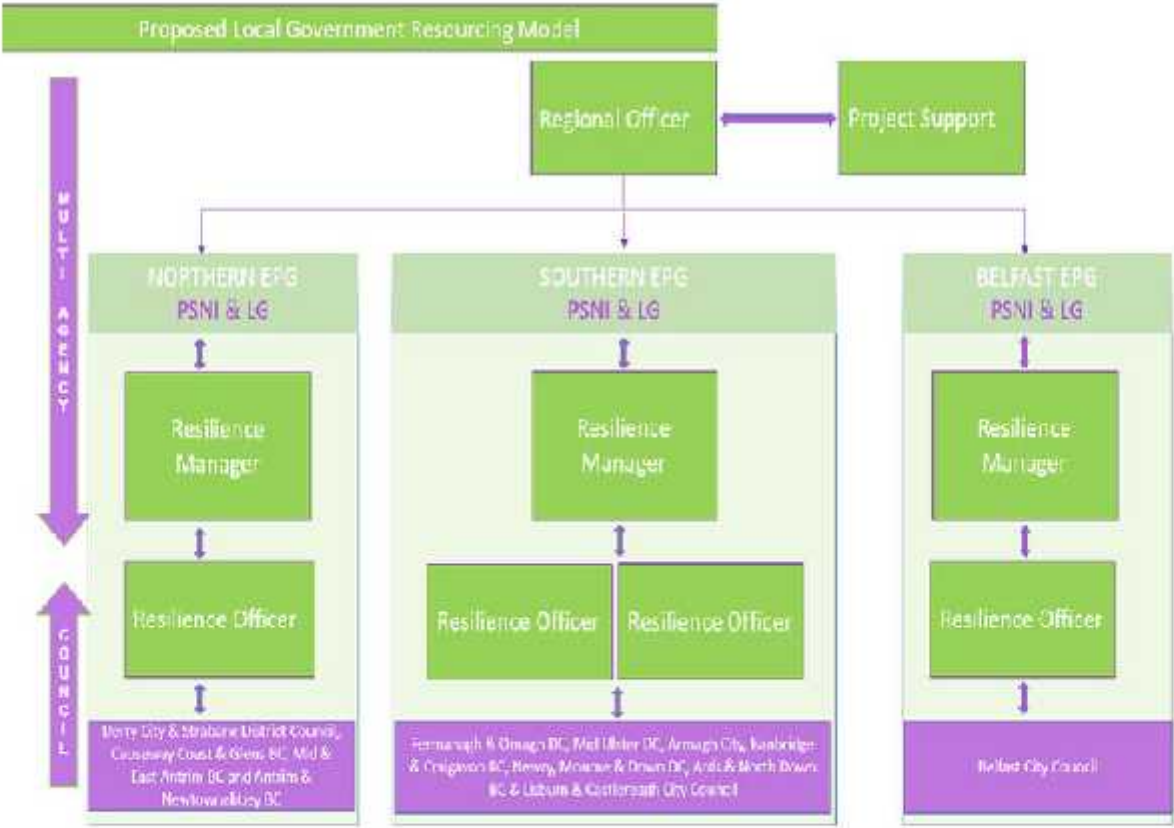
To enable these outcomes to be achieved, it is recommended that any proposed model be based on a regional service hosted by a single council, where all officers would be employed through and DFC funding drawn down. This would prevent the current duplication of financial and HR resources across the five legacy employer councils and enhance accountability and governance arrangements. This concept has been successfully employed for other shared service functions, e.g. Animal Welfare and potentially the Houses of Multiple Occupation (HMO) function.

4.2 Proposed Local Government Resourcing Model

A new function name has been proposed to both help rebrand this area of work whilst also making the distinction from a “blue light” response. The title; Local Government Resilience is proposed. This terminology is both outcome and citizen focussed.

Consultation with the councils and other key partners has been undertaken in tandem with a risk to resource assessment. This considered the risk categories as detailed within the 2013 NI Risk Assessment and cross-referenced these with the geography and demography of the new EPG areas. The model outlined in Diagram 1 details the optimum resourcing model. To summarise, this model establishes a regional team, employed through a single council and reporting to the Regional Officer, whilst working across the three EPG areas. The Regional Officer will report to a relevant Director within the employer council and an executive steering group consisting of CEOs from the three EPG areas and the SOLACE lead for this function. Each EPG will have a Resilience Manager, who will be responsible for the programme management of the EPG and co-ordinate planning, response and recovery activities across this area. A Resilience Officer who will be responsible for taking forward specific work streams, including training, exercising and task and finish functions will support them. Each EPG will require one Resilience Officer, with the Southern EPG requiring an additional officer, as evidenced by the risk to resource assessment.

Diagram 1



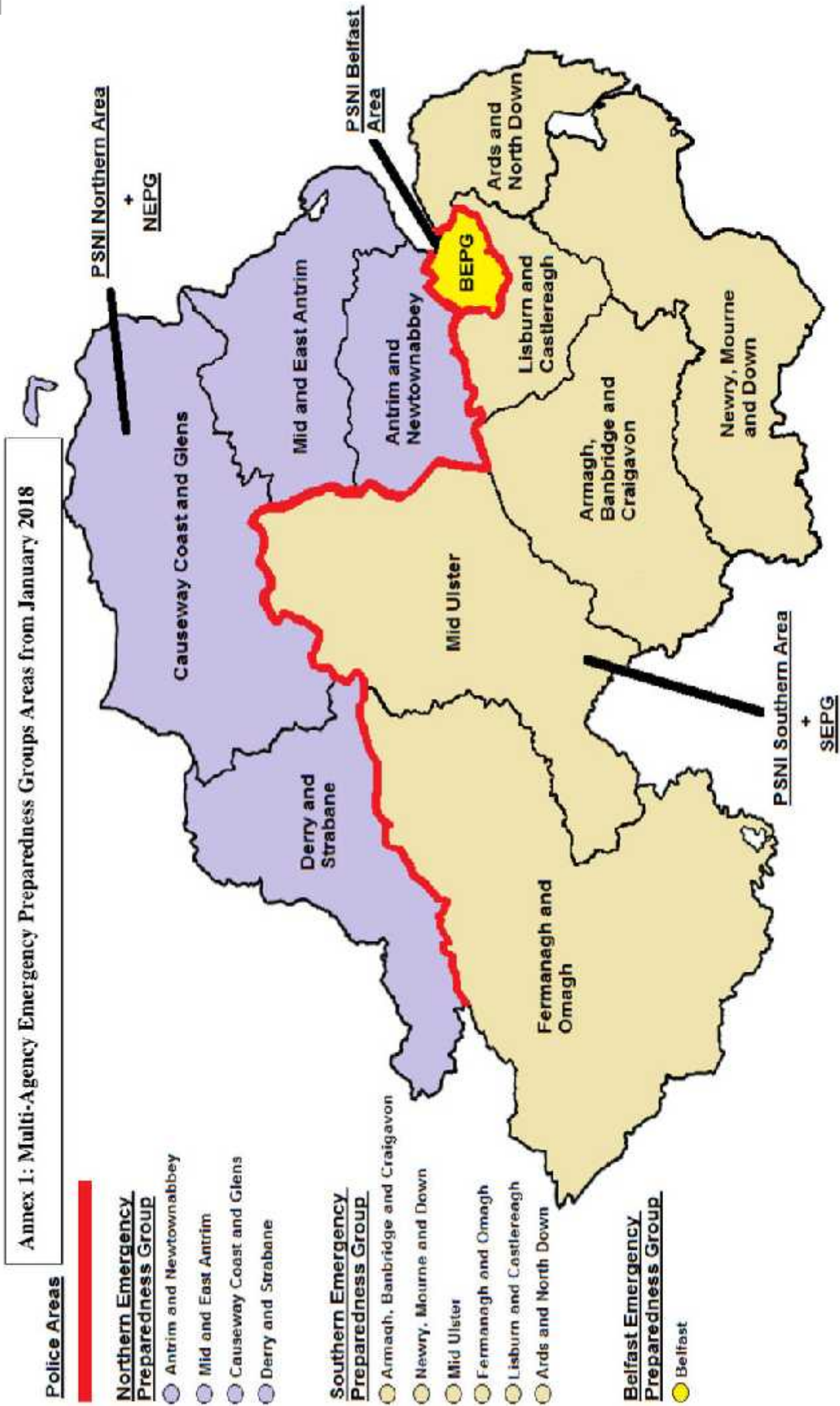


### 4.3 Proposed Way Forward

These changes are essential to develop a new approach to resilience, which will enable the delivery of local government's role in sub-regional and regional multi-agency civil contingencies arrangements. SOLACE continue to work with DFC to ensure a sustained funding stream for this function continues which will allow for the restructuring to the proposed model. This new model will enable councils to work with the support of central government and others in a co-ordinated and joined up way for the good of the people and communities of Northern Ireland.

To implement these changes, the following actions will be required:

- All councils to have a shared understanding and vision of the outcome of implementing this model.
- Agreement by all councils to work to the new resourcing model, which will include one council becoming the employing authority.
- There are complex staffing arrangements associated with the legacy structures and there will be a cost to councils to implement this new model.
- A Service Level Agreement will be required between the employing authority and the other 10 councils.



### **Addendum: Background Information**

The Northern Ireland Civil Contingencies Framework 2005 (refreshed 2011) sought to ensure that a similar level of protection was provided to the public in Northern Ireland as exists under the Civil Contingencies Act (2004) in Great Britain. This Act introduced a statutory framework identifying the duties of public service organisations in relation to civil emergencies. For a range of practical and constitutional reasons, Part 1 of the Act did not extend to organisations delivering transferred functions in Northern Ireland. The responsibilities under Part 1 are currently only applicable to the Police Service of Northern Ireland and HM Coastguard as Category 1 responders and to telecommunications providers as Category 2 responders. Part 2 of the Act in relation to the use of emergency powers applies across the United Kingdom.

The NI Civil Contingencies Framework introduced a framework for all other NI public service organisations to fulfil their civil contingencies responsibilities. The aim of the Framework is to ensure that the public in Northern Ireland receive a level of protection and emergency response that is consistent with their counterparts in the rest of the UK. As the Framework provided guidance, rather than legal duties it was adopted to varying degrees across the public sector organisations and the resources and time allocated to this work varied across organisations and geographically within Northern Ireland.

Local Government has contributed to emergency preparation, response and recovery in Northern Ireland for many years. This contribution was previously undertaken on a voluntary basis with no legal power or organised structure for delivery.

Article 29 of the Local Government (Northern Ireland) Order 2005 provided local authorities with discretionary powers to engage in emergency planning and allowed them to assist other organisations in leading local recovery. Following the issuing of the Civil Contingencies Framework, DoE issued Departmental Guidance to district councils in Relation to Emergencies (LG 07/06). This provided councils with a policy and legislative framework in which to undertake emergency planning, set out their powers in relation to emergencies and identified Chief Executives as responsible for advising their councils on the development and adequacy of their council's emergency planning and recovery arrangements. It also confers discretionary powers on district councils to make arrangements for reducing, controlling and mitigating the effects of any emergency, which may occur, and to prepare plans in co-operation with other organisations.

In 2007, the four legacy Environmental Health Groups employed Emergency Planning Co-ordinators to resource this requirement. Belfast City Council employed this resource prior to this date.

Since 2007, the Local Government Division of the DoE (now the Department for Communities, DFC) contributed to the funding of this work by providing an

annual grant for cross-council and individual council preparations. Prior to 2015, this funding was 50% match funded by local government and managed by the legacy Environmental Health Groups and Belfast City Council.

Since this time, there has been an increasing number of emergencies, which required multi-agency input in response and recovery, and the lessons learned from these needed to be incorporated into subsequent planning arrangements. These have ranged from extreme cold, ice and snow in December 2010, followed by a thaw resulting in loss of water supplies to widespread flooding events in 2007, 2009, 2011, 2015, 2016 and most recently the flooding to large areas of the North West in August 2017. In 2014, coastal flooding threatened thousands of homes, businesses and infrastructure around the NI coastline and led to significant damage in Eastern and Southern areas. In addition to the above severe weather events, there has been various accidents involving multiple casualties on buses and other vehicles, an airplane crash and fires on two ships in Belfast Harbour, a collision between two ships entering Belfast in 2012 and fire in large industrial sites. All of these emergencies required a multi-agency response as it is widely acknowledged that no individual agency can respond to emergencies alone and that planning and responding together is critical.

Due to the increase in frequency of such emergencies and the clear need for co-ordination of such situations, the Northern Ireland Executive agreed to enhance civil contingencies arrangements at a sub-regional and regional level in 2014. To enable this, District Councils were requested to enhance their involvement in civil contingencies and there was agreement in principal that additional funding would be provided to enable councils to support the administrative function of the new multi-agency Emergency Preparedness Group (EPG) structure. A business plan submitted in 2016 to DFC sought full funding for the implementation of this function. £680,000 per annum has been approved until 2021.

This structure aimed to ensure an appropriate level of preparedness was developed on a multi-agency basis to enable an effective response to emergencies, which have a significant impact on the local community. At this stage, there were five EPG areas, as illustrated below. Governance arrangements were embedded into this structure, with the strategic tier, the Civil Contingencies Group, NI (CCG, NI) chaired by the Head of the Civil Service.

Numerous reviews and debrief reports have identified the need for Civil Contingencies legislation for Northern Ireland and the scoping of this legislation is currently a work stream of the Civil Contingencies Group (NI) (CCG(NI)) alongside a task to identify and formalise the civil contingencies role of District Councils.



Annex 2: SLA (to be inserted)





Stephen Reid  
Chief Executive  
Ards & North Down Borough Council  
Town Hall, The Castle  
BANGOR  
BT20 4BT

Level 4  
Causeway Exchange  
1-7 Bedford Street  
BELFAST  
BT2 7EG

Telephone: 028 90 823346

E-mail: [anthony.carleton@communities-ni.gov.uk](mailto:anthony.carleton@communities-ni.gov.uk)

Date: 14 December 2018

Dear Stephen,

## **CIVIL CONTINGENCY GRANT ALLOCATIONS FOR 2019/20 & 2020/21**

On 25 January 2017, SOLACE NI submitted a business case to the Department setting out proposed funding required for civil contingency for the period 2016 – 2021.

I am now in a position to confirm that funding of up to £680k for Civil Contingency Grant will be available in 2019/20 and 2020/21. This funding will cover expenditure incurred in each of the following categories:

- Salaries
- Related staff expenses
- Travel and Subsistence expenses
- Meeting costs (multi-agency)
- Admin support
- Community resilience and business continuity promotion
- EPG Training and exercises
- Emergency co-ordination facilities (multi-agency)

The Department will issue terms and conditions for the payment of civil contingencies grant 2019/2020 in the next financial year.

I look forward to continuing the excellent working relations between local government and the Department.

Yours sincerely,

**ANTHONY CARLETON**  
Director of Local Government & Housing Regulation Division

DATED THIS \_\_\_\_\_ DAY OF \_\_\_\_\_ 2018

# SERVICE LEVEL AGREEMENT

## *Local Government Resilience*

### **ARMAGH CITY BANBRIDGE AND CRAIGAVON BOROUGH COUNCIL**

**&**

Antrim and Newtownabbey Borough Council  
 Ards and North Down Borough Council  
 Belfast City Council  
 Causeway Coast and Glens Borough Council  
 Derry City and Strabane District Council  
 Fermanagh and Omagh District Council  
 Mid and East Antrim Borough Council  
 Mid Ulster District Council  
 Lisburn and Castlereagh City Council  
 Newry, Mourne and Down District Council

John Walsh  
 City Solicitor  
 City Hall  
 Belfast  
 BT1 5GS

## SERVICE LEVEL AGREEMENT

### 1. Background

- 1.1 Article 29 of the Local Government (Northern Ireland) Order 2005 provides Local Authorities with discretionary powers to engage in emergency planning, and assist other Organisations in disaster recovery.
- 1.2 The Northern Ireland Civil Contingencies Framework was introduced in 2005, and refreshed in 2011, to ensure an adequate framework was in place to allow public service organisations to properly respond to emergencies. The DoE issued Guidance to Councils in Relation to Emergencies. This Guidance provided Councils with a policy and legislative framework in which to undertake emergency planning, set out their powers in relation to emergencies, and identified Chief Executives as responsible for their Council's emergency planning. Belfast City Council, and the four legacy Environmental Health Groups each employed Emergency Planning Co-ordinators to resource this function.
- 1.3 Due to an increased frequency of emergencies, the Northern Ireland Executive agreed, in 2014, to put in place enhanced civil contingency arrangements at a sub-regional and regional level. A new structure of five Emergency Preparedness Groups (EPG) was put in place, with Councils playing an important role in supporting the administrative function of the EPGs.
- 1.4 In 2016, on advice from the PSNI, it was agreed that a reduction in the number of EPGs to three would allow for greater efficiency. This model came into effect in January 2018, and requires a new Local Government resourcing model to provide adequate programme management of these new areas, and to enable an effective response to emergencies.
- 1.5 The new Local Government Resourcing Model must achieve a number of outcomes, and it has been agreed that these would be best achieved through a regional service, hosted by a single Council that would employ all Officers and draw down funding. The Lead Council has agreed to undertake this function on the basis of an agreed Service Level Agreement with the other 10 Councils.

- 1.6 The new function shall be termed 'Local Government Resilience' ('the Function')
- 1.7 The Parties have agreed to enter into this Service Level Agreement to outline their responsibilities to each other in respect of the Function. Each party hereto agrees that they have full legal power and authority to enter into this Agreement.
- 1.8 Armagh City Banbridge and Craigavon Borough Council has agreed to act as the Lead Council to carry out various tasks as outlined herein and on behalf of the signatories to this agreement.
- 1.9 The Department for Communities has agreed to fund the Function, initially until 2021.

## **2. Period of this Agreement**

This Agreement shall commence on 1<sup>st</sup> x 2019 and shall continue until the 31<sup>st</sup> March 2021 at which time it may be reviewed or extended.

## **3. Lead and host Councils**

- 3.1 Armagh City Banbridge and Craigavon Borough Council agrees to act as lead Council, to draw down funding from the Department of Communities to facilitate the administration and project management required to ensure that the Function is properly exercised under the direction of the Executive Steering Group (as defined in 4.1 below).
- 3.2 Causeway Coast and Glens Borough Council agrees to act as the host for the Northern EPG; Fermanagh & Omagh District Council agrees to act as the host for the Southern EPG and Belfast City Council agrees to act as host for the Belfast EPG.
- 3.3 Host council will provide all employees under this SLA with such reasonable office accommodation as shall be necessary to allow them to carry out their duties.

## **4. Governance**

- 4.1 The Lead Council shall liaise with the other parties to establish an Executive Steering Group for the Function ('the ESG'). The ESG shall consist of the Chief Executives and

Directors jointly chairing the EPGs, the SOLACE lead for the Function and the Regional Officer's line manager. Whilst the Lead Council shall be responsible for the day to day management of the Function, the ESG shall be responsible for monitoring the performance of the Function, and reviewing this SLA. The Councils shall agree Terms of Reference for the ESG.

## **5. Employment Issues**

- 5.1 The structure shall be as per the diagram attached hereto at Appendix 1. This is a regional team, employed through the Lead Council, that will work across the three EPG areas. Overall management of the Function shall be undertaken by a Regional Officer. Each EPG shall have a Resilience Manager, who will be responsible for the programme management of the EPG, and shall co-ordinate planning, response and recovery activities across their area. Each EPG area shall also have at least one Resilience Officer who will be responsible for specific work streams. The Regional Officer will be based at Armagh City, Banbridge and Craigavon Borough Council with other staff hosted across the three EPG areas. Indicative draft job descriptions for the Regional Officer, Resilience Manager and Resilience Officer are attached hereto at Appendix 2.
- 5.2 The Councils agree that the transfer of staff assigned to the current civil contingencies function arises out of the Local Government Reform Process and that the Review of Public Administration (RPA) Local Government Staff Transfer Scheme and Circulars will apply to the transfer where relevant.
- 5.3 The legacy employer councils of the civil contingency staff shall indemnify the Lead Council in relation to any redundancy payments that may be payable as a result of or arising from the transfer whether voluntarily or compulsory.
- 5.4 In addition to 5.3, the Parties agree that the legacy employer councils shall indemnify and keep indemnified the Lead Council against any losses, except indirect losses, incurred by it in connection with any claim or demand by any transferring employee in respect of their employment prior to transfer, or the transfer itself. This indemnity shall apply provided that it arises from any act, fault or omission of the employer councils

prior to the effective date of the transfer. The Parties shall execute whatever further Agreements that shall be necessary to give effect to the intention outlined in this Clause.

- 5.5. The legacy employer councils agree that any employee who is currently seconded to the civil contingency emergency planning function will have the right to return to their substantive post at the end of their secondment period.
- 5.6 The Parties agree that if there is a shortfall of funding of any future redundancy costs of civil contingency staff, not arising from 5.3 and 5.4 above, that this will be paid by each party to this agreement in equal shares.
- 5.7 The Parties will co-operate to ensure that requirements to inform and consult with employees and/or employee representatives are fulfilled.
- 5.8 Employees based in other Councils will be required to follow any Health and Safety procedures and policies laid down by the host Council, and generally, to act in a manner that is not disruptive to the host Council's operations. Should any host EPG Council be dissatisfied by the performance of any member of staff, they shall raise the issue with the Lead Council, who shall be responsible for undertaking any necessary disciplinary proceedings. Should the councils not be able to agree on the approach, the issue shall be escalated to the Councils' respective Chief Executives. Where an employee raises a grievance the Host Council will provide all necessary assistance to the grievance investigation, and where reasonably practicable in any recommended outcome.
- 5.9 A Data Sharing Agreement will be reached in relation to sharing of personal data.

## **6. Review**

The effectiveness of this SLA shall be reviewed on an annual basis by the ESG.

## **7. Training Programmes**



Various Training Programmes may have to be organised to ensure that all Officers are in a position to implement the Function. The Lead Council shall be responsible for organising such training as is necessary, and shall be the budget holder for same.

## **8. Drafting of Service Level Agreements/Funding Contracts**

The Lead Council shall be responsible for preparing whatever Service Level Agreements and Funding Contracts that are required to be in place between the Councils, the Department for Communities, and any other parties.

## **9. Expert Advice**

The Lead Council shall be at liberty to procure whatever expert advice it requires, including legal, to undertake its responsibilities under this Agreement.

## **10. Budget**

10.1 The budget for this function shall be circa £680,000 per annum for the first two years. The Lead Council shall be the budget holder, and shall be funded through the Department for Communities. Should the Department withdraw support, or should there be a shortfall in funding, the shortfall shall be made up by the Councils in equal amounts. The Lead Council shall report to the ESG on a quarterly basis on spend. The Lead Council shall prepare a draft budget each year on the anniversary of this SLA for agreement by the ESG.

10.2 There will be a charge by the Lead Council for central services equalling 3% of the budget. There will be a charge by each host council to cover reasonable expenses associated with hosting staff.

## **11. Dispute Resolution**

In the event of any disagreement between the Parties the matter may be referred by any of the Parties to a suitable independent person to be agreed by the Parties for determination, failing which to a person nominated by the President for the time being of the Law Society of Northern Ireland.

**12. Relationship of the Parties**

For the avoidance of doubt this Agreement shall not be construed as a Partnership Agreement within the meaning of Section 1 of the Partnership Act 1980 nor is there any intention on the part of the Parties for form a Partnership.

**13. Variation**

Any variation to this agreement shall be in writing and signed by all Parties.

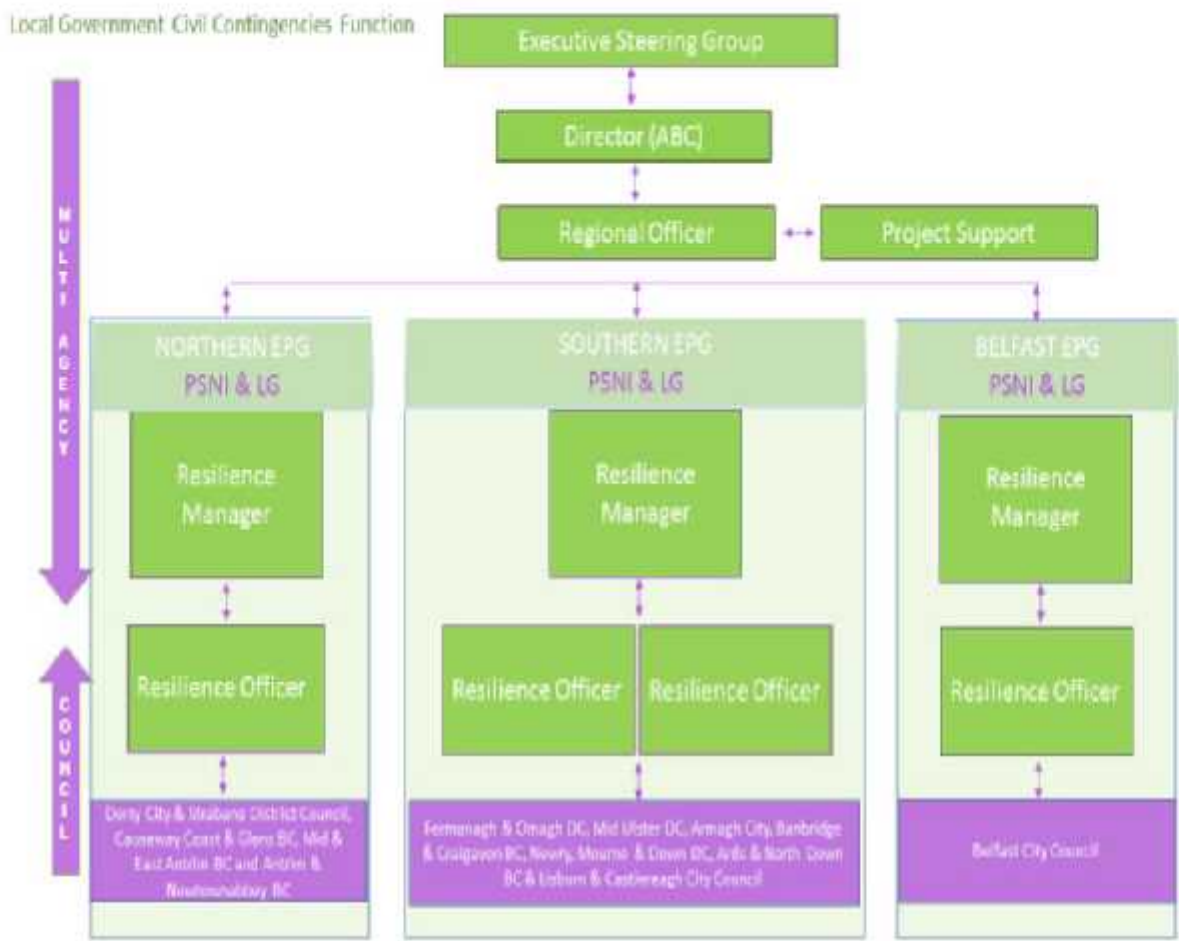
**14. Law**

The Agreement shall be construed and applied in accordance with the Laws of Northern Ireland and the Courts of Northern Ireland shall have exclusive jurisdiction thereto.

**IN WITNESS** whereof this Agreement has been executed by:



Appendix 1: Local Government Resilience Structure



## **Appendix 2: Indicative/Draft Job Description of Local Government Resilience Staff**

### **Draft Job Description for Regional Officer - Local Government Resilience**

**Post:** Regional Officer - Local Government Resilience

**Directorate:** People

**Department:** To be agreed

**Location:** Armagh, Banbridge & Craigavon Borough Council

**Reports to:** Director

**Salary:** PO 12 (plus on-call allowance)

**Hours:** 37hrs per week

**Duration:** 3-year contract, subject to funding, with possible extension, also subject to funding

#### **JOB PURPOSE**

The post holder will be responsible to the Society of Local Authority Chief Executives (SOLACE), on behalf of the 11 District Council Chief Executives, for establishing and overseeing a robust cross council emergency planning mechanism for working with multiagency partners in optimising the role of district councils in NI Civil Contingencies.

The post holder will report to SOLACE and day-to-day line management will be provided by a Director of Armagh, Banbridge & Craigavon Borough Council

#### **MAIN DUTIES AND RESPONSIBILITIES**

1. Work with District Councils and SOLACE to direct, manage and co-ordinate the sub-regional local government emergency planning staff, and others to develop and manage a local government civil contingencies work programme.
2. Direct, co-ordinate and oversee the implementation of the work programme.
3. Be responsible for directing and managing staff associated with this post.
4. Be responsible for reviewing existing arrangements and use the available resources (including staff, systems, funding etc.) to develop, in conjunction with the chief executives, the Department for Communities and the Executive Office a robust and inclusive, cross council emergency planning mechanism enabling councils to engage in civil contingencies at a regional and sub-regional level.
5. Promote the strategic and policy interface between central and local government to ensure district councils are fully represented in the development of effective civil contingencies arrangements for Northern Ireland and also including cross border arrangements with the Republic of Ireland.
6. Provide support to the SOLACE representative at the Civil Contingencies Group (CCG) (NI)) and other partnership groups and forums.

7. Represent the local government sector generally at other regional and sub-regional emergency planning groups
8. Be responsible for building and maintaining collaborative working relationships with appropriate partners and stakeholders in order to create and enhance the profile and reputation of district councils and meet priority objectives as set out in the local government civil contingencies work programme.
9. Be responsible for building and maintaining cohesion between district councils through the local Emergency Planning Officers and the sub regional emergency planning officers and secure the commitment of SOLACE and multi-agency partners to the civil contingencies priorities identified in the local government work programme
10. Broker agreements and mutual support arrangements between councils and multi-agency partners, including cross border partners, to ensure local government contributes effectively to civil contingencies in NI at both a local and a regional level
11. Act as the focal point for district council chief executives and multi-agency partners for ensuring the production of operational plans that detail multi agency planning arrangements to enable district councils to manage the consequences of a major emergency in a coordinated and effective manner.
12. Act on behalf of the district councils at sub-regional and regional levels in response to and recovery from a major emergency, engaging with and taking direction from the Chief Executives (or their representatives) in each of the affected Council areas and also with the multi-agency coordinating groups.
13. Be responsible on behalf of the district council chief executives for the funding allocated by the Department for Communities, ensuring accountable and effective control and work with SOLACE and the Department for Communities Local Government Policy Division to continuously review systems, controls and procedures for all financial activities in accordance with the policies and procedures agreed with the district council chief executives and in line with the agreed business case.
14. Be responsible for seeking out additional funding opportunities and strategic partnership collaboration that support and enhance the role of the local government sector in delivering effective civil contingencies in NI.
15. Be responsible for the financial management of the local government civil contingencies structure and for overseeing the co-ordination of district councils in multi-agency procurement processes in order to implement common tools, systems and platforms for enhanced emergency planning and response.
16. Oversee the development and efficient delivery of a rolling programme of training, familiarisation and exercising for councils and multi-agency partners.
17. Provide the key point of contact and information on local government civil contingencies arrangements and ensure that effective internal and external communication mechanisms are in place and appropriate local government representation at all relevant civil contingencies forums, including cross border and national forums.
18. Establish and Chair a Local Government Emergency Planning Officer's Forum or similar and to promote through this group cohesive planning, mutual support

arrangements, and co-ordination and management of policy development across the district councils.

19. Develop and implement a performance management system to monitor, evaluate and support the work of district councils in relation to delivering the local government civil contingencies priorities.
20. Produce timely briefings, publications, performance management and financial reports and papers for SOLACE and attend meetings when required.
21. Develop and maintain information management systems which support the work of district councils and the provision of high quality advice and decision making in relation to their role in NI civil contingencies.
22. Keep under review local government objectives, proposals, plans, procedures, staffing requirements and available resources to determine time frames, funding limitations and allocation of resources for various phases of work in order to complete work programmes efficiently.
23. Research, lead and coordinate policy development in line with this work; and specifically undertake research on behalf of the SOLACE as required.
24. Undertake such other relevant duties as may from time to time be required.

## **Draft Job Description for Resilience Manager**

Post:	Resilience Manager
Directorate:	People
Department:	To be agreed
Location:	To be agreed
Reports to:	Regional Officer
Salary:	PO5 (plus on-call allowance)
Hours:	37hrs
Duration:	Permanent

### **JOB PURPOSE**

To provide expertise in integrated emergency management to ensure robust cross council emergency planning arrangements are developed and maintained within the sub regional emergency preparedness area to allow for effective multi-agency preparedness, response and recovery from emergency situations. This post operates within a regional team and the post holder will be expected to work alongside and provide mutual support to the other Resilience Managers and Officers and the Regional Officer. The officer will deputise for the Regional Officer for on-call responsibilities and when on-call will be the first point of contact in an emergency situation.

### **MAIN DUTIES AND RESPONSIBILITIES**

1. Work with the Regional Officer, sub regional Resilience Managers and Resilience Officers to ensure robust cross- council emergency planning arrangements are in place to respond to emergency situations and dovetail into the arrangements developed with multi-agency partners.
2. Provide project management to the Emergency Preparedness Group and its constituent working groups within the sub region.
3. Provide assurance to the Joint Chairs of the relevant Emergency Preparedness Group that effective multi-agency planning arrangements are in place. Take responsibility for the production of timely briefings, publications, performance management reports and papers for the Joint Chairs and members as required.
4. Develop and maintain collaborative working relationships with relevant organisations through information sharing and proactive engagement, to ensure effective multi-



agency emergency planning arrangements are in place to plan for, respond to and recover from emergency situations.

5. Together with the other sub regional managers and officers, meet priority objectives within agreed timeframes and to agreed standards, identified in the SCEP (Sub Regional Civil Emergency Preparedness Group) work programme, the local government resilience work programme and other applicable work programmes.
6. Work with relevant Councils' staff to manage the implementation of their emergency planning arrangements, project manage and deliver test exercises and undertake audits and reviews of these planning arrangements on a regular basis.
7. Prepare and present reports with formulated recommendations and detailed action plans for delivery to Council committees, senior management teams and emergency planning implementation groups regarding complex and sensitive civil contingencies issues that may impact the Council.
8. Activate and follow the principles of the Civil Contingencies Group (NI) Protocols to co-ordinate the multi-agency response and recovery to a range of emergency situations.
9. Maintain a robust and up-to-date contact directory for all relevant organisations.
10. Participate in and progress the work of the Cross Border Emergency Management Group's Strategic Plan.
11. Participate and progress the work of the Regional Community Resilience Group, by liaising with relevant organisations to identify priority areas for the establishment of community emergency plans and community resilience areas.
12. Ensure that the resilient communications platform; "Resilience Direct" is kept up to date and contains all relevant documentation that will be required to activate a multi-agency response to emergency situations.
13. Responsible for the financial management of the Department for Communities Civil Contingencies funding for the sub region, and provide timely reports to the Regional Officer on expenditure and variances.
14. Participate in the Regional Local Government Resilience Group and promote, through this group, cohesive planning, mutual support arrangements and development of a consistent approach to emergency planning arrangements across local government.
15. Participate in regional on-call arrangements with other Resilience Managers and the Regional Officer to ensure out-of-hours multi-agency notification of actual or potential emergency situations is in place across Northern Ireland.
16. Project manage and organise multi-agency testing on a regular basis within the EPG area and on a regional and cross-border basis.
17. Represent the Chief Executives on external training/test exercises.
18. Organise debriefs after exercises and real events, examine and assess improvement opportunities, incorporate agreed changes into the relevant sub-regional work plans and ensure these changes are assigned to the most appropriate organisation.
19. Develop IT, GIS systems and other suitable resources to ensure a collaborative approach to preparedness, response and recovery on a multi-agency basis.
20. Research and to keep up-to-date with all developments in the field of emergency management.



21. Provide an initial assessment of any reported emergency, inform the relevant Chief Executive as necessary, and advise the relevant organisations as stipulated within agreed protocols.
22. Provide support for Councils during the recovery period after an emergency situation.
23. Advise Councils on the appropriate resources required for the Emergency Management Rooms to ensure it which can be brought into operation rapidly in an emergency situation and the emergency management teams are aware of their roles and that of other organisations that may be involved in the response phase.
24. To undertake the duties in such a way as to enhance and protect the reputation and public profile of the local government resilience function.
25. Undertake any other relevant duties that may be required and are commensurate with the nature and grade of the post.

## Draft Job Description for Resilience Officer

Post:	Resilience Officer
Directorate:	To be agreed
Department:	To be agreed
Location:	To be agreed
Reports to:	Resilience Manager
Salary:	SO1/SO2
Hours:	37hrs per week
Duration:	Fixed Term Contract to March 2021

### JOB PURPOSE

The post holder will report to the Regional Officer and day-to-day line management will be provided by a Resilience Manager.

The post holder will be responsible for providing administration and project support assistance to facilitate the development, implementation and operation of an effective regional local government emergency planning system.

Assist with the effective coordination, administration and efficient delivery of projects as part of the local government civil contingencies work programme.

Provide support to, and attend as required, internal and external meetings and forums.

### MAIN DUTIES AND RESPONSIBILITIES

1. Assist the Regional Officer and Resilience Managers with the effective coordination, administration and efficient delivery of projects as part of the local government civil contingencies work programme.
2. To support the Regional Officer and Resilience Managers in sourcing and providing training and exercising at all levels across the Emergency Preparedness Areas on an ongoing basis to ensure that all involved are fully trained.
3. To assist the Regional Officer and Resilience Managers to conduct debriefings after tests and real events and incorporate agreed changes into relevant multi-agency plans.
4. To assist in the development of consistent project standards and methodologies and to support appropriate project management processes and procedures.

5. To assist with multi-agency response efforts working in support of the Regional Officer and Resilience Managers.
6. To assist the Regional Officer and Resilience Managers to ensure designated multi-agency Emergency Co-ordination Centres are maintained and can be brought into operation rapidly in an emergency situation.
7. To assist the Regional Officer and Resilience Managers in advising on the use of resources in designated Emergency Co-ordination Centres.
8. To prepare and circulate minutes, agendas and papers for meetings, training events, exercises, etc. and service them as required.
9. To keep all relevant databases and contact directories up-to-date.
10. To undertake research in supporting the development of local government civil contingencies as required.
11. To assist in maintaining external communication systems as directed by the Regional Officer and Resilience Managers e.g. websites, social media and in developing promotional materials for projects as required.
12. To structure and maintain the relevant containers with the Resilience Direct platform, to ensure all information is up-to-date and stored in such a manner that is accessible by designated organisations.
13. To undertake the duties in such a way as to enhance and protect the reputation and public profile of the local government resilience function.
14. To provide secretarial support to local and regional resilience and internal working groups as required by the Regional Officer and Resilience Managers.
15. To undertake such other relevant duties as may from time to time be required.

<b>Report to:</b>	Strategic Policy & Resources Committee
<b>Date of Meeting:</b>	17 January 2019
<b>Subject:</b>	Bye-laws Tyrella Beach
<b>Reporting Officer:</b>	Alison Robb, Assistant Director Corporate Services (Administration)
<b>Contact Officer:</b>	Alison Robb, Assistant Director Corporate Services (Administration)

<table><tr><td>For decision</td><td>X</td><td>For noting only</td><td></td></tr></table>		For decision	X	For noting only	
For decision	X	For noting only			
1.0	Purpose and Background				
1.1	Council has now finalised Bye-laws for Tyrella Beach following a period of correspondence with Local Government Policy Division.				
1.2	In order to assist in retaining the facility's Blue Flag Status the Bye-laws require to be made as soon as possible in order that they are in place for the incoming summer season.				
1.3	The Bye-laws are made under a number of legislative provisions and will require confirmation from the Department for the Economy, Department for Communities and Department of Agriculture, Environment and Rural Affairs.				
2.0	Key issues				
2.1	Prior to execution it is necessary for Council to pass a resolution for the purpose of having the agreed Bye-laws formally made.				
2.2	In accordance with section 91 of the Local Government Act (NI) 1972 once the Bye-laws have been formally made, and at least 1 month before application for confirmation of the Byelaws by the 3 Departments listed above, notice of the intention to apply for confirmation must be given in at least 2 local newspapers in the District.				

2.3	For at least 1 month before application for confirmation is made, a copy of the Bye-laws requires to be deposited at the Council Offices and be open to public inspection without payment.
2.4	Presuming no objections are received, application can then be made to the 3 Departments to have the Bye-laws formally confirmed.
2.5	The Bye-laws will come into force 1 month from the confirmation date.
<b>3.0</b>	<b>Recommendation</b>
3.1	Council pass a resolution for the purpose of having the agreed Bye-laws for the Regulation of the Seashore at Tyrella, County Down, formally made to enable the legislative procedural requirements outlined at 2.2, 2.3 and 2.4 above to be completed.
<b>4.0</b>	<b>Resource implications</b>
4.1	Minimal administrative costs.
<b>5.0</b>	<b>Equality and good relations implications</b>
5.1	No equality or good relations implications have been identified.
<b>6.0</b>	<b>Rural Proofing implications</b>
6.1	Due regard to rural needs has been considered in the preparation of this report.
<b>7.0</b>	<b>Appendices</b>
	None.
<b>8.0</b>	<b>Background Documents</b>
	None.



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411 Hollywood Road  
Belfast BT4 2LP  
T: 0345 3197 320  
F: 0345 3197 321  
E: [info@nilgosc.org.uk](mailto:info@nilgosc.org.uk)  
[www.nilgosc.org.uk](http://www.nilgosc.org.uk)

To: Chief Executives  
Salaries and Wages  
Human Resources  
Pension Contacts  
Union Contacts

Circular 11/2018  
19 December 2018

At: All Employing Authorities

Dear Colleagues,

## **Local Government Pension Scheme (Northern Ireland) – consultation on rectification of the Cost Cap Floor Breach**

### **Summary**

The Department for Communities is undertaking a consultation exercise on proposals to amend the Scheme regulations to make future pension benefits more generous. This circular explains the reasons for the proposed changes.

### **Background**

A new feature of the Local Government Pension Scheme (Northern Ireland) ("the Scheme") introduced in April 2015 was the employer cost cap mechanism. This feature is common to all public service pension schemes and it was intended going forwards to share increases in costs between employers and members. For the Scheme the target cost was calculated as 17%. If this target cost is breached by +/- 2% the Department is required to consult with the Scheme Advisory Board to reach agreement on measures to rectify the position. The default position, in the absence of an agreement is to adjust the accrual rate so that the target cost of 17% is achieved.

The Government Actuary's Department has now completed its calculations and valued the Scheme costs as at 31 March 2016 as 3.2% below the target cost. Therefore, in line with the regulations the Scheme benefits must be improved to bring the costs back to the target of 17%.



The Scheme Advisory Board has considered various options, as set out in the Department for Communities consultation document and agreed that the accrual rate should be adjusted. It is proposed that the accrual rate for members will increase from 1/49 (2.04%) to 1/43.5 (2.3%) along with a corresponding increase in the accrual rate for survivors (from 1/160 (0.63%) to 1/142 (0.7%)) so that their benefits are maintained at approximately the same percentage of a member's pension (30.625%).

### **Consultation**

The Department for Communities issued its consultation on proposals to address the cost cap floor breach on 17 December 2018. It is available at <https://www.communities-ni.gov.uk/consultations/consultation-rectification-cost-cap-floor-breach-local-government-pension-scheme>.

The closing date for the consultation is 15 February 2019.

### **Potential Impact for Employers**

In Circular 08/2018, we highlighted that a consequence of Scheme benefits becoming more generous is that the cost of the Scheme will rise. As part of the last triennial valuation, employer contribution rates for the Scheme were set until 31 March 2020. The outlook for the Scheme's funding position has been positive but it is too early for us to know whether the returns will outweigh the additional costs arising due to an improvement in members' benefits. The next triennial valuation takes place as at 31 March 2019, but it will be late in December 2019 before the preliminary results are known. The results of this valuation will set employer contribution rates for the period from 1 April 2020 to 31 March 2023.

### **NILGOSC communications**

At this stage we are not intending to hold a seminar on the above topic, however, should you feel this would be helpful then please email our Employer Liaison Officer, Ruth Benson ([ruth.benson@nilgosc.org.uk](mailto:ruth.benson@nilgosc.org.uk)), and depending on the response we may organise such an event.

If the outcome of the consultation is that the Scheme accrual rate changes then, in advance of the implementation date, we will hold employer seminars and issue member communications to advise of the changes to members' benefits.

Yours sincerely



Zena Kee  
Pensions Manager

<b>Report to:</b>	Strategic Policy & Resources Committee
<b>Date of Meeting:</b>	17 January 2019
<b>Subject:</b>	Renewal of Lease with Mourne Stimulus – Premises at Council Road, Kilkeel
<b>Reporting Officer:</b>	Alison Robb, Assistant Director Corporate Services (Administration)
<b>Contact Officer:</b>	Alison Robb, Assistant Director Corporate Services (Administration)

For decision	X	For noting only	
<b>1.0</b>		<b>Purpose and Background</b>	
1.1		Council currently leases premises at Council Road, Kilkeel, to Mourne Stimulus for the purpose of a social education centre.	
1.2		The Lease is for a term of 25 years from 30 June 1994 and the current term will end on 29 June 2019.	
1.3		Mourne Stimulus Day Centre is a non-profit voluntary organisation formed in 1995 and recognised as a charity. It is registered with the RQIA as a day care service provider. Its service, which is available five days per week, 225 days per year, aims to provide people with varying degrees of learning disabilities with day time opportunities.	
1.4		Mourne Stimulus is currently part funded by the Southern Health and Social Care Trust and part funded through fund-raising additional monies to help with running costs, maintenance etc. and it is seeking a further 25-year lease of the premises from Council.	
<b>2.0</b>		<b>Key issues</b>	
2.1		The current lease contains a Clause that Mourne Stimulus has an option to renew the Lease for a further 25-year period upon the same terms as the existing Lease (except for the Clause permitting an option to renew).	
2.2		Mourne Stimulus is currently seeking funding from the Rural Development Fund and Seaflag to carry out significant refurbishment works to the premises which will provide an enhanced facility for users. Drawings showing the refurbishment proposals against the existing premises layout are attached at Appendix 1 for information.	
2.3		No additional land is being sought by Mourne Stimulus which is seeking to redevelop the existing site.	
2.4		Consultation has been undertaken with Council's Facilities Management and Maintenance Department and there is no objection to the Lease being renewed for a further 25-year term.	
<b>3.0</b>		<b>Recommendation</b>	
3.1		As provided for in the existing Lease, Council approve the renewal of the Lease	

	with Mourne Stimulus of its existing premises at Council Road, Kilkeel, for the term of 25 years from the end of the existing Lease on the same terms and conditions, save for the Clause permitting an option to renew.
<b>4.0</b>	<b>Resource implications</b>
4.1	Minimal administrative costs.
<b>5.0</b>	<b>Equality and good relations implications</b>
5.1	No equality or good relations implications have been identified.
<b>6.0</b>	<b>Rural Proofing implications</b>
6.1	Due regard to rural needs has been considered in the preparation of this report.
<b>7.0</b>	<b>Appendices</b>
7.1	Appendix 1 - Drawings showing the refurbishment proposals against the existing premises
<b>8.0</b>	<b>Background Documents</b>
	None.

**Appendix 1 - Drawings showing the refurbishment proposals against the existing premises**

**ARCHITECTURAL  
DESIGN**

**PROPOSED EXTENSION TO EXISTING BUILDING  
MORRIS STIMULUS DAY CARE**  
1 CORNELL AVE, SUITE 200, COLLEGE PARK, MD 20740

**PROJECT NO. 18087 01**

**DATE 01/11/19**

**DESIGNED BY [Signature]**

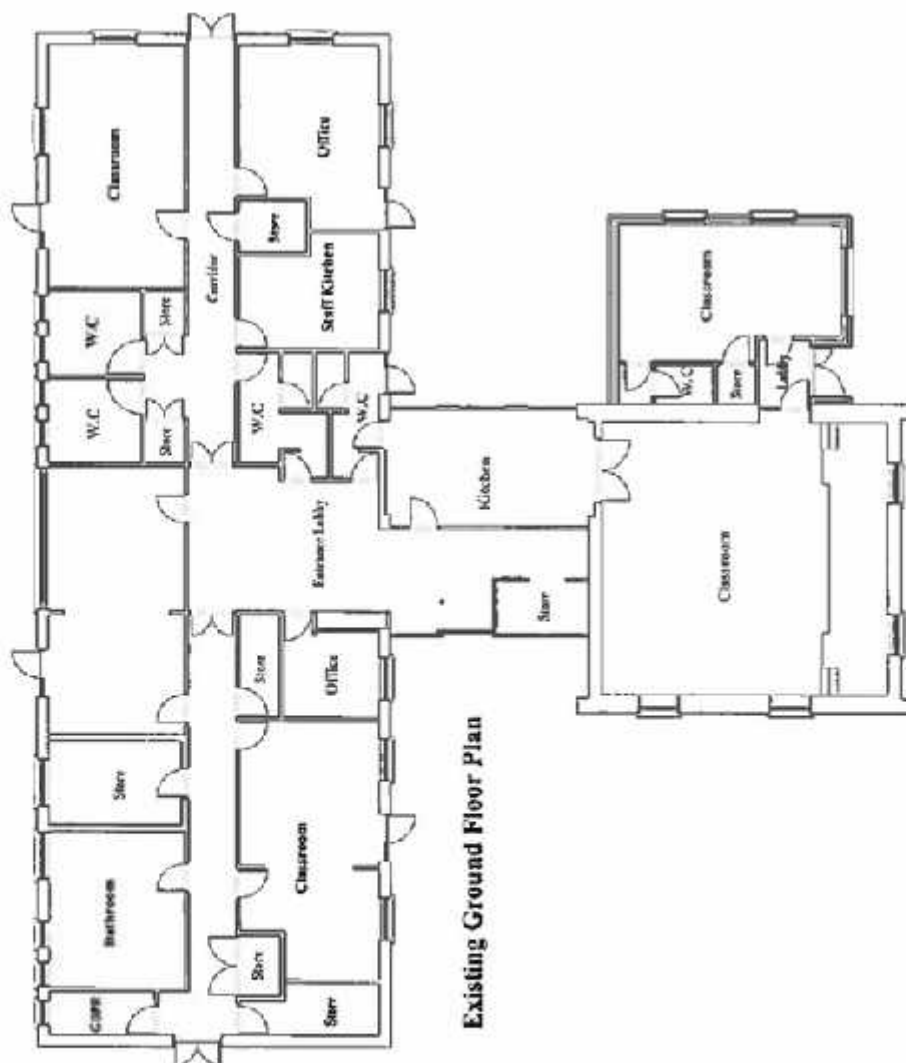
**CHECKED BY [Signature]**

**EXISTING FLOOR PLAN**

**DATE 01/11/19**

**SCALE 1/16" = 1'-0"**

**BY [Signature]**



Existing Ground Floor Plan

**PROBID**

**Approved Extension to Existing Funding**

**Muscular Stimulus Day Center**

1 Council Rd., Chapel, Delaware 6134 end  
0-0-0

**MUSCULAR STIMULUS**

**FUNDING No.** **INITIALS** **Am** **WFOCUS**

**1867** **02** \*

**Eating Elevations**

**DATING #**

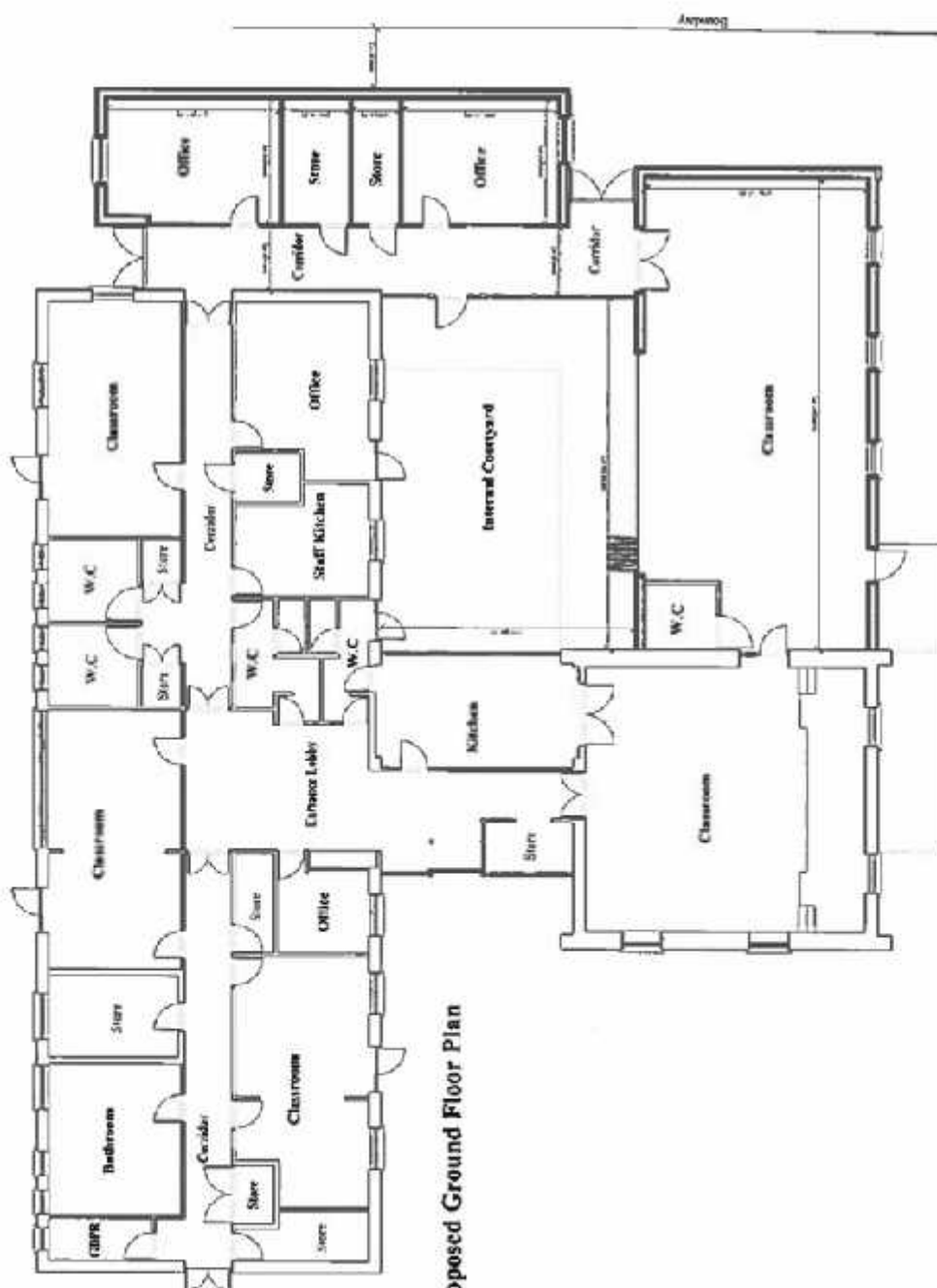
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**CYR WFOCUS**





**MOSECO**  
Proposed Extension to Existing Building  
Moore Stimulus Day Centre  
1, Canaan Rd, Kilnsea, Co Down BT24 4SP  
DATE: 16/07/03  
DRAWN BY: [signature]  
CHECKED BY: [signature]  
PROJECT NO: 03  
SHEET NO: 1001  
SHEET TOTAL: 1001  
SHEET TITLE: Proposed Floor Plan



### Proposed Ground Floor Plan

No. 147

**ARCHITECTURAL  
DESIGN**

**PROJECT**  
Proposed Expansion to Existing Building  
Marine Stimulus Day Centre  
1 Cornhill Ave, Killybeg, Co. Lond. BT34 4AP  
UK

**CLIENT**  
Marine Stimulus

**PROJECT NO.**  
19/07

**ISSUED NO.**  
04

**ISSUED DATE**  
19/07

**PROPOSED ELEVATIONS**

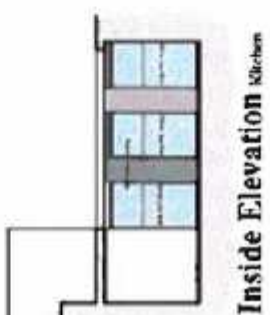
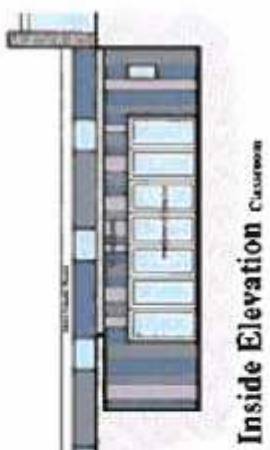
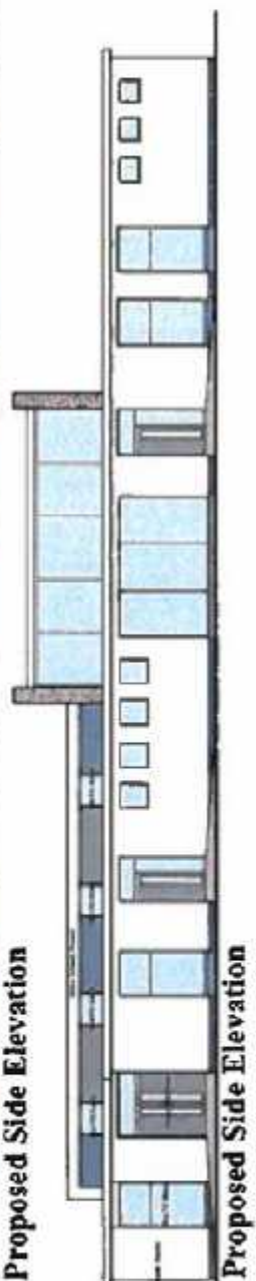
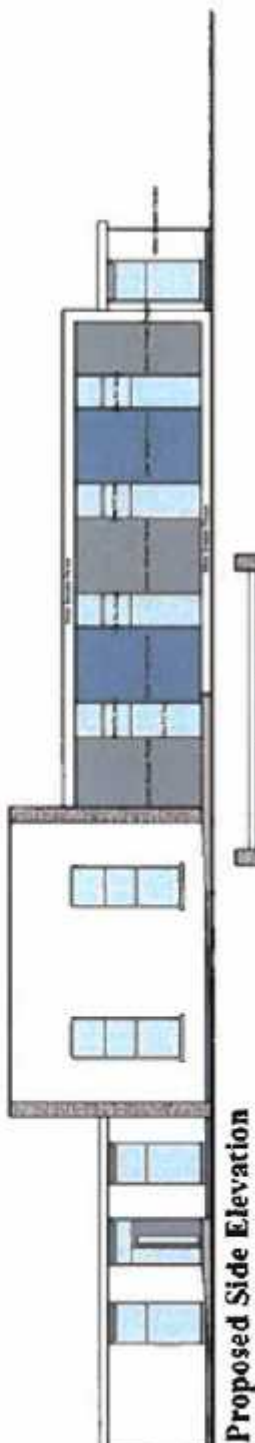
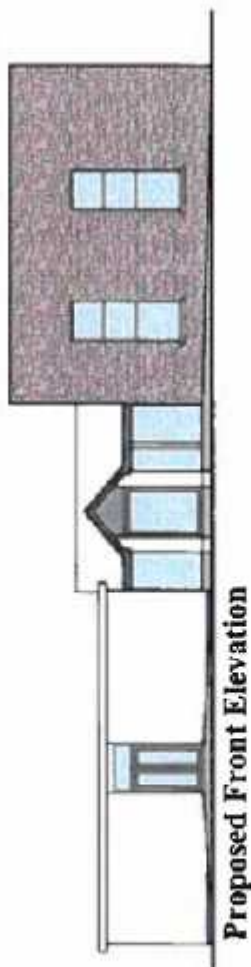
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Jan 2019

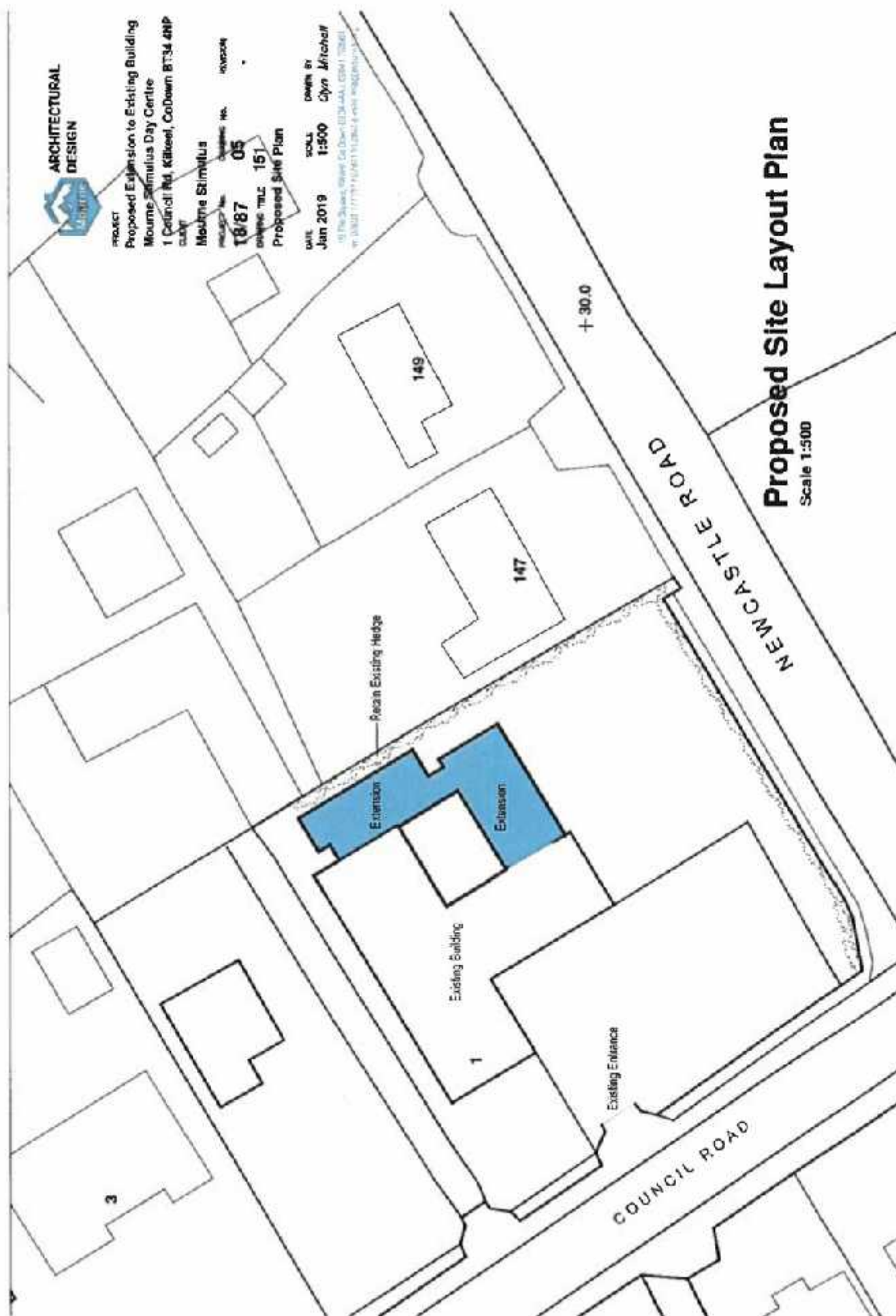
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**DRAWN BY**  
Doro Mitchell

**CHECKED BY**  
Doro Mitchell

**APPROVED BY**  
Doro Mitchell

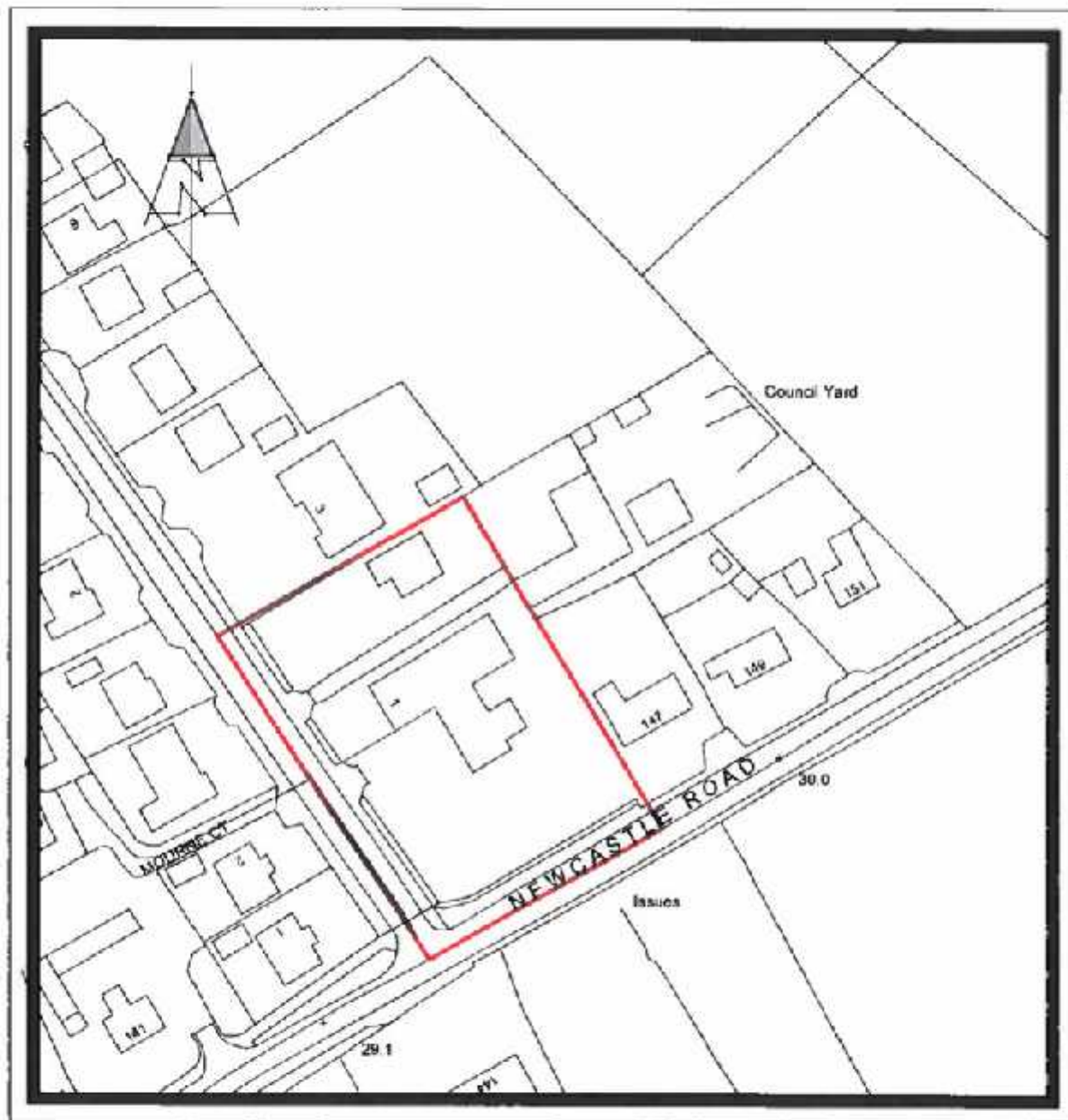






# ARCHITECTURAL DESIGN

19 The Square, Kilkeel, Co Down BT34 4AA | 02841 763961  
m: 07803 177197 / 07801 952862 e-mail info@mourne.org



## Location Map

Scale : 1250

Crown Copyright Reserved

### PROJECT

Proposed Extension to Existing Building  
Mourne Stimulus Day Centre

1 Council Rd, Kilkeel, CoDown BT34 4NP

### CLIENT

Mourne Stimulus



<b>Report to:</b>	Strategy, Policy and Resources Committee
<b>Date of Meeting:</b>	17th January 2018
<b>Subject:</b>	Residents Survey and Elected Members Survey
<b>Reporting Officer (Including Job Title):</b>	Jonathan McGilly - Assistant Director: Community Planning & Performance
<b>Contact Officer (Including Job Title):</b>	Alan Beggs – Head of Evidence & Research

<table><tr><td>For decision</td><td>For noting only</td><td>x</td></tr></table>		For decision	For noting only	x
For decision	For noting only	x		
1.0	<b>Purpose and Background</b>			
1.1	At the Strategy, Policy and Resource Committee in March 2018 it was agreed that Council should undertake a resident's survey in support of the development of the new Corporate Plan (2019-23), other important Council strategies and their subsequent performance arrangements. This residents survey has been completed with the findings being presented at a Councillors workshop (10 <sup>th</sup> January 2019)			
1.2	The workshop also presented Elected Members with the findings of the Elected Members Survey, conducted in December 2018. The survey was made available online and by hard copy and garnered 20 responses form elected members.			
1.3	The full findings of these surveys, along with the report and presentation from the elected member's workshop are appended to this report.			
2.0	<b>Key issues</b>			
2.1	Key findings include. <ul style="list-style-type: none"><li>• The residents survey reports high levels of satisfaction reported both for Council generally and across all Council services.</li><li>• A positive perception of the Council is evidenced through key indicators such as 'reputation', 'trust', and 'treating people fairly', these reflect favourably when compared to benchmarking figures.</li><li>• The surveys demonstrate strong alignment between the priorities and perception of elected members and those of the residents of the District.</li><li>• Both surveys identified key priorities around 'Supporting local businesses, attracting investment and jobs' and 'Improving people's health and wellbeing (and reducing health inequalities)'</li><li>• Mental health and suicide was identified by residents as the key health and wellbeing issue across the district</li><li>• The survey findings highlight the increasing importance of digital channels as a form of engagement, particularly with younger residents</li></ul>			
3.0	<b>Recommendations</b>			
3.1	To note the results and findings detailed within the appended reports			
4.0	<b>Resource implications</b>			
4.1				

<b>5.0</b>	<b>Equality and good relations implications</b>
5.1	There are no specific equality and good relations implications arising from this report, however it is likely that having undertaken such a comprehensive exercise will have a positive effect on the Council's community relations with the wider public. The findings of the resident's survey will provide an evidence base moving forward that will assist with the organisations future equality screening obligations by providing complimentary profiling data across the section 75 categories.
<b>6.0</b>	<b>Rural Proofing implications</b>
6.1	The surveys and their associated findings do not fall into the scope of requiring a rural impact assessment as defined within the Rural Needs Act Northern Ireland 2016. However, it should be noted that the survey sample was designed to ensure proportionality of representation from rural areas. The results provided will allow the Council to better understand and address the needs of the rural population as distinct from the population generally.
<b>7.0</b>	<b>Appendices</b>
	<p><b>Appendix 1:</b> Newry, Mourne and Down District Council, Residents' Survey (2018) Findings</p> <p><b>Appendix 2:</b> Newry, Mourne and Down District Council Elected Members' Survey (2018) Findings</p> <p><b>Appendix 3:</b> Presentation on Residents survey, presented 10<sup>th</sup> Jan 2019</p> <p><b>Appendix 4:</b> Presentation on Elected Members survey, presented 10<sup>th</sup> Jan 2019</p> <p><b>Appendix 5:</b> Report from elected members workshop, 10<sup>th</sup> January 2019</p> <p><b>Appendix 6:</b> Copy of press release issued 11<sup>th</sup> January 2019</p> <p><b>Appendix 7:</b> Copy of chief executive's briefing to staff issued 11<sup>th</sup> January 2019</p>
<b>8.0</b>	<b>Background Documents</b>
	None





**Draft**

## **Newry, Mourne and Down District Council: Residents' Survey (2018)**



**SMR**

3 Wellington Park

Belfast BT9 6DJ

T: 02890 923362

W: [www.socialmarketresearch.co.uk](http://www.socialmarketresearch.co.uk)

E: [info@socialmarketresearch.co.uk](mailto:info@socialmarketresearch.co.uk)

[Contents](#)

<b>1. Introduction.....</b>	<b>9</b>
1.1 Survey Aim and Objectives .....	9
1.2 Survey Focus and Content .....	9
1.3 Survey Methodology .....	10
1.4 Notes on Reporting.....	10
<b>2. Survey Findings .....</b>	<b>11</b>
2.1 Use of Council Provided Services or Facilities .....	11
2.1.1 Use of Council Services (Differences between Residents).....	12
2.1.2 Use of Specific Council Services (Differences between Residents) .....	13
2.1.3 Index of Resident Use of Council Services .....	18
2.2 Satisfaction with Council Services .....	19
2.2.1 Reasons for Dissatisfaction with Council Services .....	20
2.3 Perception of the Council.....	22
2.4 Contact with the Council.....	23
2.4.1 Contact with Council in Last 12 Months .....	23
2.4.2 Most Recent Contact with Council.....	25
2.4.3 Experience of Most Recent Contact with Council.....	25
2.4.4 Reasons Why Residents Rated their Recent Contact Experience as Poor .....	26
2.4.5 Type of Contact by Contact Experience .....	27
2.5 Engaging or Following Council on Different Social Media Platforms .....	27
2.5.1 Support for Making More Council Services Available Online .....	28
2.5.2 Council's Website Supporting Residents .....	30
2.6 Communication.....	31
2.6.1 Getting Information on Council Services and Initiatives .....	31
2.6.2 Best Way for the Council to Communicate with Residents.....	32
2.6.3 Communicating with Residents (Digital vs. Non-Digital) .....	33
2.6.4 Council Consultations and Council Consulting with Residents.....	34
2.6.5 Resident Preference for Council Consulting with them in Consultations.....	35
2.7 Having a Say on Things Happening or How Services are Run .....	36
2.8 Satisfaction with Local Area as Places to Live .....	37
2.8.1 Satisfaction with Local Area as a Place to Live .....	37
2.8.2 Reasons for Dissatisfaction with Local Area as a Place to Live.....	38
2.8.3 Perceived Problems in Local Areas .....	39
2.8.4 Index of Perceived Problems in Local Areas .....	41
2.8.5 Safety in Local Area During the Day .....	42
2.8.6 Safety in Local Area After Dark.....	42
2.9 Local Area a Place Where People of Different Backgrounds Get On Together .....	43
2.10 Priorities for Improving Local Areas.....	44
2.11 Importance of Different Forms of Economic Investment .....	45
2.11.1 Most Important Form of Economic Investment.....	45
2.12 Resident Health and Wellbeing .....	46
2.12.1 Resident Perception of their Health Status.....	46
2.12.2 Differences in Resident Perception of their Health Status.....	47
2.12.3 Physical Activity Levels .....	48
2.12.4 Satisfaction with Different Aspects of Life .....	50
2.12.5 General Efficacy .....	56
2.12.6 Main Health and Wellbeing Issues in Council Area.....	57
2.12.7 Most Important Health and Wellbeing Issue in Council Area .....	58
2.12.8 Health and Wellbeing Opportunities Residents Would Like to See More Of.....	59



Newry, Mourne and Down District Council: [Residents' Survey \(2018\)](#)

2.12.9	Priority Health and Wellbeing Opportunities Identified by Residents .....	60
2.13	Participating in Local Groups or Community Activities .....	61
2.14	Volunteering in the Last 12 Months.....	62
2.15	Recycling and its Importance to Residents.....	63
2.16	Participation or Attendance at Arts, Heritage and Culture Activity / Events .....	64
2.16.1	Motivators for Participating or Attending an Arts, Heritage or Culture Activity / Event 65	
2.17	Training to Enhance Resident Employability .....	66
2.18	Likelihood of Reading Printed District Newspapers.....	68
2.19	Overall Resident Satisfaction with the Council .....	70
2.19.1	Reasons for Dissatisfaction with the Council.....	71
<b>Appendices</b>		<b>72</b>
	<b>Appendix 1 (Questionnaire) .....</b>	<b>73</b>
	<b>Appendix 2 (Technical Appendix).....</b>	<b>91</b>

## Executive Summary

The report presents the findings from a survey of residents of Newry, Mourne and Down District Council. The survey was undertaken in September and October 2018 and is based on a representative sample of 764 residents covering all areas of the Borough. The survey was conducted on a face-to-face basis and accordance with the ISO20252 Standard.

### Overall Satisfaction

- 87% of residents are satisfied with the Council overall, with 11% neither satisfied nor dissatisfied, and 1% dissatisfied;
- Croallieve (94%) residents recorded the highest level of satisfaction with the Council, with Downpatrick (79%) residents recording the lowest level;

### Use of Council Services

- 96% of residents had used at least one Council service in the last 12 months, with all Slieve Croob residents having used a service compared with residents of Downpatrick (90%) who were least likely to have used a Council service;
- The most commonly used Council services in the last 12 months included: bin collection (64%); recycling services (55%); and, carparking (49%);
- 3% of residents had used the Council's economic development service, with 4% using the Council's grants, procurement and finance service;
- On average, residents used 4.6 Council services in the last year with particular groups of residents significantly more likely to have used services (e.g. residents with caring responsibilities, economically active residents, residents with a higher level of educational attainment and residents of Slieve Croob);

### Satisfaction with Council Services

- Residents using Council services reported relatively high levels of satisfaction, with the highest level of satisfaction recorded for Arts and Museums (100%). The lowest level of satisfaction was recorded for grants, procurement and finance (64%);

### Perception of the Council

- 75% believe the Council helps to make Newry, Mourne and Down a good place to live, with a majority of residents saying they trust the Council (73%) and that the Council shows good leadership (69%) [*Council treats people fairly, 69%; has a good reputation, 68%; consults and listens to the views of local people, 62%*];

### Value for Money

- 61% believe the Council provides good value for money [*this is positive compared with a GB average of 51%*];

### Contact with the Council

- 40% of residents had contacted or made an enquiry to the Council in the last 12 months, with phone contact accounting for more than half (55%) of all recent contacts;



- 73% rated their most recent contact as either 'excellent' or 'good', 21% 'fair' and 6% as either 'poor' or 'very poor';
- Most of those rated their most recent contact as either 'excellent' or 'good' regardless of type of contact;

#### **Engaging with the Council via Social Media and Support for More Online Services**

- 44% of residents engage with the Council via social media or online, with 34% doing so via the Council website, 16% via facebook, 2% via twitter and 1% via Instagram *[note that younger residents, the better educated and those living in urban areas were more likely to engage with the Council online]*;
- 73% of residents said they are supportive of the Council making more of its services available online;
- 47% said they would like to be able to use the Council website to report a problem, with 36% saying they would like to use the website to pay a bill;

#### **Information, Communication and Consultations**

- 63% of residents said they find it easy to get information on Council services and initiatives with 10% finding it difficult;
- 23% said that a letter is the best way for the Council to communicate with them to let them know what is going on across the Council (14% preferred the Council website and 12% NMD Connect);
- 60% of residents preferred non-digital formats for the Council to communicate with them, with 40% preferring digital formats;
- 42% said they would like the Council to use online surveys for future Council consultations, with 37% suggesting letters and 20% public meetings;
- Of the different consultation methods listed, 37% preferred online surveys, 30% letters and 12% public meetings (1<sup>st</sup> preference);
- 69% of residents feel they always, mostly or sometimes have a say on things happening or how services are run in their local area. 33% said they feel they rarely or never have a say;

#### **Council Area as a Place to Live**

- 90% said they are satisfied with their local area as a place to live, with the highest level of satisfaction recorded by residents in Rowallane (99%) and the lowest by residents in Downpatrick (78%);

#### **Perceived Problems in Local Areas and Perception of Safety**

- The most common problems reported by residents in their local area included: dog mess and fouling (56%); dogs barking (40%); people using or dealing drugs (34%); and, groups hanging around the streets (25%);
- On average residents reported 2.4 problems in their local area, with Rowallane residents recording the highest average (3.3.), and residents of The Mournes (1.4) the lowest;

- 94% said they feel safe in their local area during the day with 2% feeling unsafe (residents living in Craitlieve [99%] were most likely to feel safe whereas residents in Newry [85%] were least likely to feel safe during the day);
- 87% said they feel safe in their local area at night with 5% feeling unsafe (residents living in Slieve Gullion [95%] were most likely to feel safe whereas residents in Newry [78%] were least likely to feel safe at night);
- 72% agree that their local area is a place where people from different backgrounds get on well together [3% disagreed] (note that higher levels of agreement were recorded by better educated and ABC1<sup>1</sup> residents, as well as residents with caring responsibilities and residents living in Craitlieve);

### Council Priorities

- The top ranked priorities for making residents' areas a good place to live are:
  - ✓ 'supporting local businesses, attracting investment and jobs' (Ranked 1<sup>st</sup>)
  - ✓ 'improving people's health and wellbeing' (Ranked 2<sup>nd</sup>)
  - ✓ 'improving community relations' (Ranked 3<sup>rd</sup>)
  - ✓ 'improving skills, employability and job prospects' (Ranked 4<sup>th</sup>)
  - ✓ 'improving our parks and green spaces' (Ranked 5<sup>th</sup>)
- 48% of residents said that investment to grow the economy, create jobs and attract tourists is the most important type of investment for the area, with 32% believing that investment to improve health and wellbeing is most important;

### Health and Wellbeing

- 79% self-reported their health to be either 'very good' or 'good', 16% as 'fair', and 5% as 'bad' or 'very bad' (note that the comparative figure from the NI Census for Newry, Mourne and Down is 81% for 'very good' or 'good'<sup>2</sup> (note also that the NI figure is 80%);
- In a typical week, 78% are physically active for 30 minutes or more at least once a week (22% are not physically active at this level for any days in a typical week);
- Relative to other factors, residents are most satisfied with their living accommodation (7.8 out of 10) and least satisfied with their financial situation (7.2);
- 38% believe that mental health and suicide is the most important health and wellbeing issue in the Council area, with 27% citing drugs and alcohol and 16% the growth of long-term conditions (e.g. diabetes);
- 74% said they would like to see more local services to improve mental health and wellbeing (with 58% giving this their 1<sup>st</sup> preference);

### Participation in Local Groups and Volunteering

- 22% regularly take part in local groups or community activities;
- 35% have undertaken work or activities on a voluntary basis in the last 12 months

<sup>1</sup> Social class definition based on the National Readership Survey (NRS) and used widely in market research to classify occupations (A: upper middle class; B: middle class; C1: lower middle class; C2: skilled working class; D: working class; E: non-working)

<sup>2</sup> <http://www.niassembly.gov.uk/globalassets/Documents/Ra/Se/Publications/2014/general/6014.pdf>



### Recycling

- 86% said that recycling is important to them, with 14% saying it is not important;

### Arts and Heritage Events

- 15% said they had participated in or attended an Arts, Heritage and Culture activity/event in the last 12 months (*more likely among residents with a higher level of educational attainment*);
- 64% said more information about events and activities would assist them in attending or participating in arts, culture or heritage events or activities in the Council area (40% cited more relevant events or activities for them and their families);

### Skills and Employability

- 34% said they would like local training on business to enhance their own employability with 28% citing finance and 23% citing help to restart their education;

### Readership of Local Newspapers

- 30% said they would be likely to read The Mourne Observer, with the same number saying they would be likely read the Newry Reporter (11% said they would be likely to read 'The Outlook') [*note that 56% said they would be likely to read at least one of the publications listed in the questionnaire*];

### Key Conclusions

- Residents report a high level of satisfaction with the Council with the Council scoring significantly better than the average for all GB Councils. This high level of satisfaction is further evidenced by high levels of satisfaction for specific services, with the overwhelming majority of residents having used a Council service in the last 12 months;
- A significant number of residents report having had contact with the Council, and regardless of the type of contact (e.g. phone, face to face etc.), their contact experience has been a positive one.;
- The majority of residents have a positive perception of the Council across key indicators such as: reputation; trust; leadership; and, treating people fairly. In terms of perception of value for money, the Council scores relatively lower. However, when benchmarked against other GB councils, the figure is relatively positive;
- The importance of the Council's online presence is borne out in the survey with a significant number of residents using digital channels to engage with the Council. There is also majority support for the Council making more of its services available online;
- Although digital channels are an important form of engagement for residents there is still a preference among residents for the Council to use traditional letters to communicate with them, with most residents preferring the Council to use non-digital channels when communicating with them. On a positive note, almost seven out of ten residents believe that they always, mostly or sometimes have their say in relation to what is going on, or how services are run, in the local area;

- Residents are positive in their assessment of their local area as a place to live (*significantly higher than the GB average*), with supporting local businesses, attracting investment and jobs seen as the top priority for the Council moving forward. The overwhelming majority of residents said they feel safe in their local area during the day, relative to a lower level of perceived safety at night. However, there is a significant number of residents reporting problems associated with dog mess and fouling in their local area.
- The indicators on community cohesion suggest high levels of community participation and volunteering, although in relation to health and wellbeing, mental health and suicide has been identified as the most important health and wellbeing issue in the Council area. Moreover, residents want to see more local services to improve mental health and wellbeing across the Council area;
- The survey shows a high level of commitment to recycling across the District. In relation to some of the other issues, the survey shows that relatively few residents are participating in arts, culture or heritage events or activities, with most residents saying they would be likely to read at least one of the printed newspapers available in the District.



## 1. Introduction

In June 2018, Newry, Mourne and Down District Council commissioned Social Market Research (SMR) to undertake a residents' survey. This survey is the first large-scale residents' survey since the merger of the Newry and Mourne, and Down Councils.

The purpose of the survey is to provide the Council with baseline data on resident opinion across a number of key areas, including resident satisfaction with service delivery. More widely, the survey findings will also support the Council's community planning function. Ultimately, it is anticipated that the survey outcomes will support evidence informed decision making across the Council's different business areas.

### 1.1 Survey Aim and Objectives

The overall aim of the survey was to provide information on:

- How residents perceive their local area;
- Resident perception of Council performance across a range of services; and
- The priorities and emerging issues that will need to be addressed by the Council in the future.

Specifically, the survey sought to:

- Enable the Council to assess the level of resident satisfaction with the Council and its services;
- Ascertain the priorities of residents and provide the Council with a robust and reliable quantitative evidence base to support the development of future plans, strategies and programmes of work;
- Inform existing indicators and/or develop new indicators within the Council's Community Plan to monitor the effectiveness of community planning and wellbeing activity moving forward; and,
- Facilitate improved decision-making, policy development and service provision across the District.

### 1.2 Survey Focus and Content

To meet the survey aim, and objectives, the content of the survey reflected the following:

- Use of and satisfaction with Council services;
- Perception of the Council (reputation, trust, leadership, value for money etc.);
- Contact with the Council;
- Support for making more services available online;
- Getting information on Council services and initiatives;
- Preferences for Council consulting with residents;
- Council area as a place to live;
- Perception of crime in resident's local areas;
- Perception of safety;
- Council priorities;
- Resident health and wellbeing;
- Health and wellbeing priorities;
- Community involvement and volunteering;
- Recycling;
- Arts, culture and heritage;

- Supporting employability and economic growth;
- Readership of printed newspapers;
- Overall resident satisfaction;
- Resident characteristics (age, gender, social class etc.).

A copy of the survey questionnaire is included as Appendix 1.

### 1.3 [Survey Methodology](#)

The research was conducted in line with ISO20252 of which Social Market Research (SMR) is fully accredited. The survey is based on a representative sample of 764 residents aged 16+, with quotas applied for age, gender, social class and District Electoral Area.

The survey was conducted using Computer Assisted Personal Interviewing or CAPI (*a profile of the sample is included as Appendix 2*). Fieldwork on the survey was conducted between 24 September and 31 October 2018. All interviews were conducted on a face-to-face basis with interviewers briefed before the commencement of fieldwork.

### 1.4 [Notes on Reporting](#)

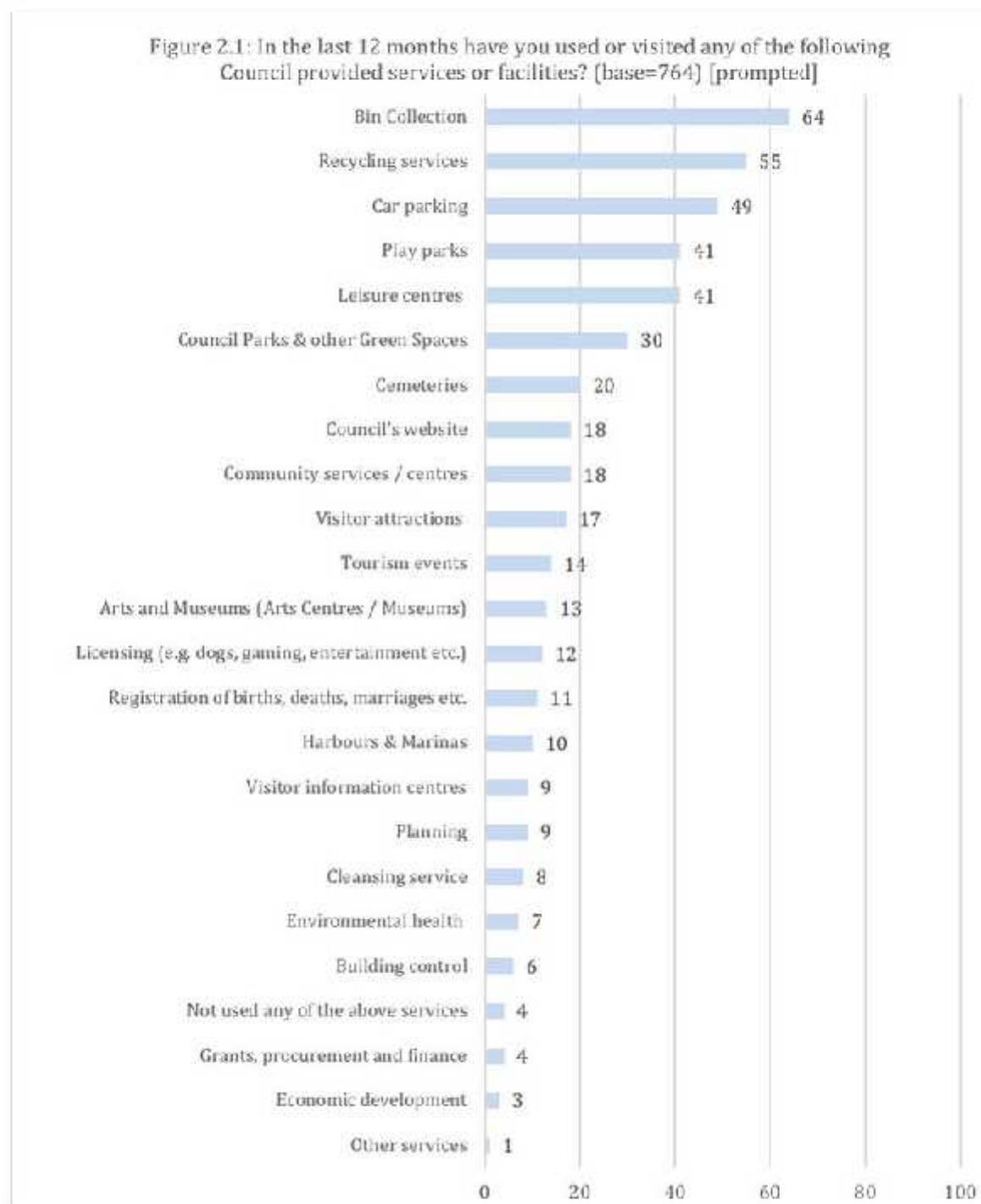
Please note that due to rounding, row and column totals in tables and figures may not sum to 100. Also, please note that any differences between respondent subgroups alluded to in the report commentary are statistically significant to at least the 95% confidence level. The use of [-] within tables denotes less than 1%.

## 2. Survey Findings

### 2.1 Use of Council Provided Services or Facilities

The survey sought to measure the levels of service use among residents, with residents asked if they had used or visited a range of services or facilities in the previous 12 months.

Figure 2.1 shows that residents were most likely to report using the Council's bin collection service (64%), and least likely to have used the economic development services (3%).



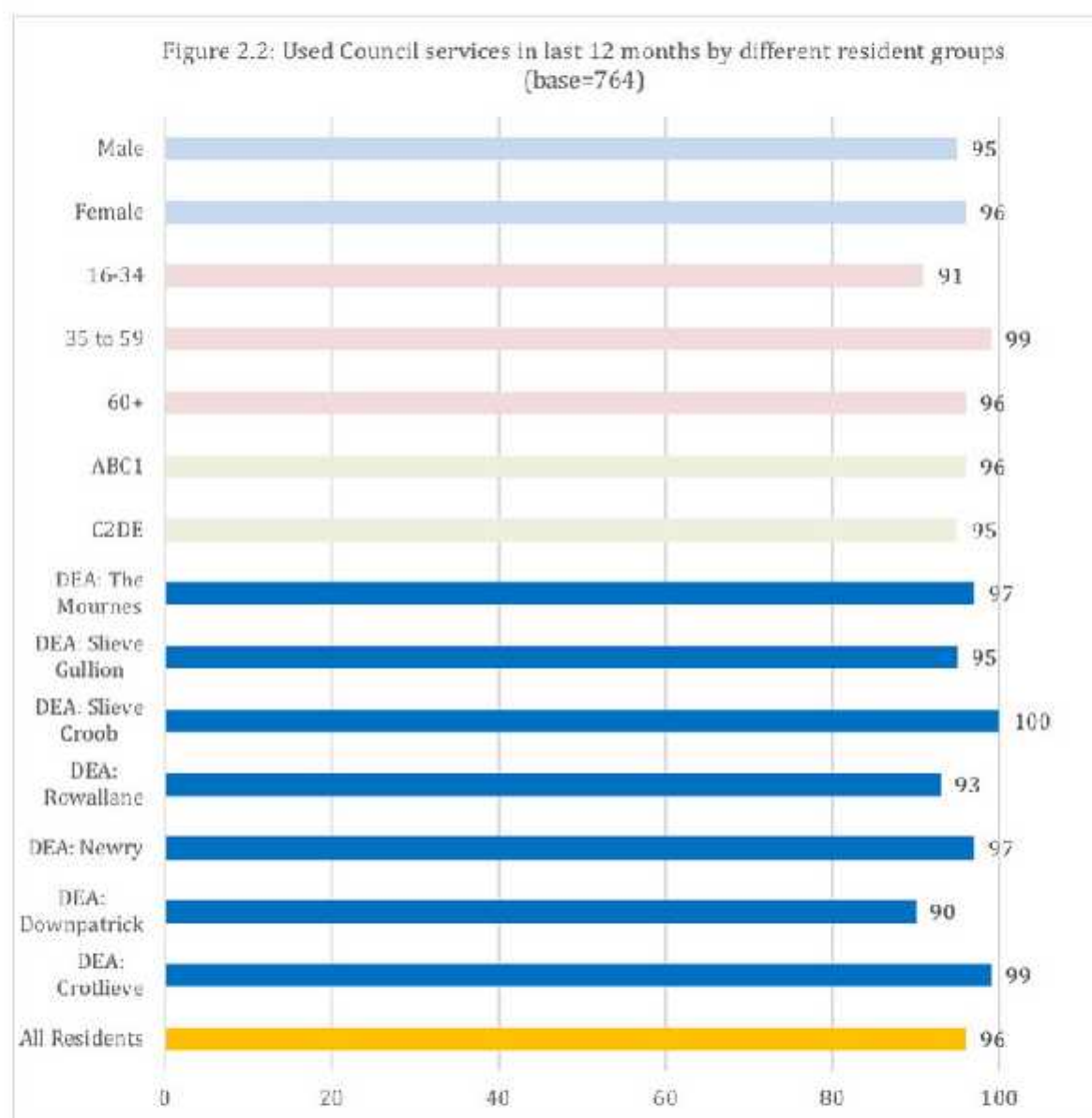
Note that 1% of residents (n=3) reported using 'other' Council services which included: community hub (n=1); infrastructure project NI Water (n=1); and, library (n=1) (note that two of these responses are not actually Council provided services).



### 2.1.1 Use of Council Services (Differences between Residents)

Although there was no difference in the use of Council services in the last 12 months between men and women, those aged 35-59 (99%) were more likely to have used Council services compared with other age groups.

There was no difference by social class, however analysis by DEA found a statistically significant difference with residents in Slieve Croob (100%) were more likely to have used Council services compared with residents in Down Patrick who were least likely to have used Council services.



There were a number of other statistically significant differences in the use of Council services:

#### **Residents more likely to have used Council services in the last 12 months**

- Those with caring responsibilities<sup>3</sup> (99% vs. 93%);
- Economically active residents (98% vs. 92%);

<sup>3</sup> Residents with caring responsibilities includes those looking after a child/children, an elderly person or someone with a disability.



## 2.1.2 Use of Specific Council Services (Differences between Residents)

There were a number of **statistically significant differences** in the use of specific Council services between different resident groups:

### Arts and Museums

- More likely to have been used by ABC1 (16%) social grades (C2DE, 11%);
- More likely to have been used by better educated residents (high, 18%; medium, 13%; low, 3%);
- More likely to have been used by residents of Newry (20%) compared to an average of 13% for all areas.

### Building Control

- Men were more likely to have used this service (8% vs. 4%);
- 35-59 year olds were more likely to have used this service (under 35, 4%; 35-59, 9%; 60+, 5%);
- ABC1 (9%) residents were more likely to have used this service (C2DE, 4%);
- Residents with caring responsibilities (9% vs. 4%);
- Better educated residents were more likely to have used this service (high, 10%; medium, 6%; low, 1%);

### Carparking

- 35-59 year olds were more likely to this service (under 35, 44%; 35-59, 58%; 60+, 40%);
- ABC1 (54%) residents were more likely to have used this service (C2DE, 46%);
- Non-disabled residents were more likely to have used this service (53% vs. 40%);
- Carers (57% vs. 43%);
- Economically active (56% vs. 36%);
- Better educated residents were more likely to have used this service (high, 59%; medium, 47%; low, 35%);
- Crotlieve residents (59%) were more likely to have used this service compared with an average of 49% for all areas;

### Cemeteries

- Women (23%) compared with men (16%);
- Older residents were more likely to have used this service (under 35, 16%; 35-59, 19%; 60+, 27%);
- Residents with a disability were likely to have used this service (29% vs. 17%);
- Crotlieve residents (31%) were more likely to have used this service compared with an average of 20% for all areas;

**Cleansing Service**

- Men were more likely to have used this service (8% vs. 5%);
- Slieve Croob residents (22%) were more likely to have used this service compared with an average of 8% for all areas;

**Community Services / Centres**

- Better educated residents were more likely to have used this service (high, 26%; medium, 16%; low, 7%);
- Slieve Croob residents (36%) were more likely to have used this service compared with an average of 17% for all areas;

**Parks and Other Green Spaces**

- 35-59 year olds were more likely to have used this service (under 35, 27%; 35-59, 37%; 60+, 22%);
- Residents with caring responsibilities were more likely to have used this service (40% vs. 23%);
- Better educated residents were more likely to have used this service (high, 36%; medium, 29%; low, 21%);
- Castlereagh residents (40%) were more likely to have used this service compared with an average of 30% for all areas;

**Council Website**

- 35-59 year olds were more likely to have used this service (under 35, 19%; 35-59, 25%; 60+, 6%);
- Non-disabled residents were more likely to have used this service (18% vs. 7%);
- Residents with caring responsibilities were more likely to have used this service (22% vs. 14%);
- Economically active (22% vs. 9%) residents were more likely to have used this service;
- Better educated residents were more likely to have used this service (high, 27%; medium, 17%; low, 4%);
- Slieve Croob residents (35%) were more likely to have used this service compared with an average of 18% for all areas;

**Economic Development**

- 35-59 year olds were more likely to have used this service (under 35, 3%; 35-59, 5%; 60+, 1%);
- ABC1 (6%) residents were more likely to have used this service (C2DE, 2%);
- Economically active (4% vs. 1%) residents were more likely to have used this service;
- Better educated residents were more likely to have used this service (high, 7%; medium, 2%; low, 2%);

### Environmental Health

- 35-59 year olds were more likely to have used this service (under 35, 4%; 35-59, 9%; 60+, 7%);
- ABC1 (9%) residents were more likely to have used this service (C2DE, 6%);
- Residents with caring responsibilities were more likely to have used this service (9% vs. 6%);
- Economically active (9% vs. 4%) residents were more likely to have used this service;
- Better educated residents were more likely to have used this service (high, 11%; medium, 7%; low, 2%);

### Grants, Procurement and Finance

- ABC1 (7%) residents were more likely to have used this service (C2DE, 2%);
- Downpatrick residents (8%) were more likely to have used this service compared with an average of 4% for all areas;

### Harbours and Marinas

- Residents with caring responsibilities were more likely to have used this service (14% vs. 7%);
- Mournes residents (33%) were more likely to have used this service compared with an average of 10% for all areas;

### Leisure Centres

- Younger residents were more likely to this service (under 35, 53%; 35-59, 48%; 60+, 16%);
- ABC1 (48%) residents were more likely to have used this service (C2DE, 37%);
- Non-disabled residents were more likely to have used this service (46% vs. 17%);
- Residents with caring responsibilities were more likely to have used this service (51% vs. 33%);
- Economically active resident were more likely to have used this service (48% vs. 29%);
- Better educated residents were more likely to have used this service (high, 53%; medium, 44%; low, 13%);

### Licensing

- Economically active resident were more likely to have used this service (15% vs. 8%);
- Better educated residents were more likely to have used this service (high, 16%; medium, 12%; low, 6%);

### Planning

- ABC1 (13%) residents were more likely to have used this service (C2DE, 6%);



- Economically active residents were more likely to have used this service (10% vs. 5%);
- Better educated residents were more likely to have used this service (high, 15%; medium, 7%; low, 3%);
- Slieve Croob residents (21%) were more likely to have used this service compared with an average of 9% for all areas;

### **Play Parks**

- Women (49%) compared with men (32%) were more likely to have used this service;
- 35-59 year olds were more likely to have used this service (under 35, 44%; 35-59, 49%; 60+, 22%);
- ABC1 (45%) residents were more likely to have used this service (C2DE, 38%);
- Non-disabled residents were more likely to have used this service (42% vs. 23%);
- Residents with caring responsibilities were more likely to have used this service (59% vs. 27%);
- Economically active resident were more likely to have used this service (47% vs. 28%);
- Better educated residents were more likely to have used this service (high, 48%; medium, 43%; low, 21%);
- Slieve Croob residents (63%) were more likely to have used this service compared with an average of 41% for all areas;

### **Recycling Services**

- 35-59 year olds were more likely to have used this service (under 35, 48%; 35-59, 59%; 65+, 55%,  $p \leq 0.001$ );
- Economically active residents were more likely to have used this service (58% vs. 48%);
- Better educated residents were more likely to have used this service (high, 59%; medium, 57%; low, 43%);
- Slieve Croob residents (91%) were more likely to have used this service compared with an average of 55% for all areas;

### **Bin Collection Services**

- Younger residents were less likely to have used this service (under 35, 58%; 35-59, 68%; 65+, 65%,  $p \leq 0.001$ );
- Slieve Croob residents (92%) were more likely to have used this service compared with an average of 64% for all areas;

### **Registration of Births, Deaths, Marriages and Civil Partnerships**

- ABC1 (14%) residents were more likely to have used this service (C2DE, 9%);
- Better educated residents were more likely to have used this service (high, 16%; medium, 11%; low, 5%);

- Slieve Croob residents (38%) were more likely to have used this service compared with an average of 11% for all areas;

#### Tourism Events

- Older residents were less likely to have used this service (under 35, 17%; 35-59, 15%; 60+, 8%);
- ABC1 (19%) residents were more likely to have used this service (C2DE, 10%);
- Non-disabled residents were more likely to have used this service (12% vs. 2%);
- Economically active residents were more likely to have used this service (17% vs. 8%);
- Better educated residents were more likely to have used this service (high, 21%; medium, 14%; low, 1%);
- Slieve Croob (41%) residents were more likely to have used this service compared with an average of 14% for all areas;

#### Visitor Attractions

- ABC1 (21%) residents were more likely to have used this service (C2DE, 15%);
- Less well educated residents were less likely to have used this service (high, 20%; medium, 20%; low, 5%);
- Slieve Croob (48%) residents were more likely to have used this service compared with an average of 17% for all areas;

#### Visitor Information Centres

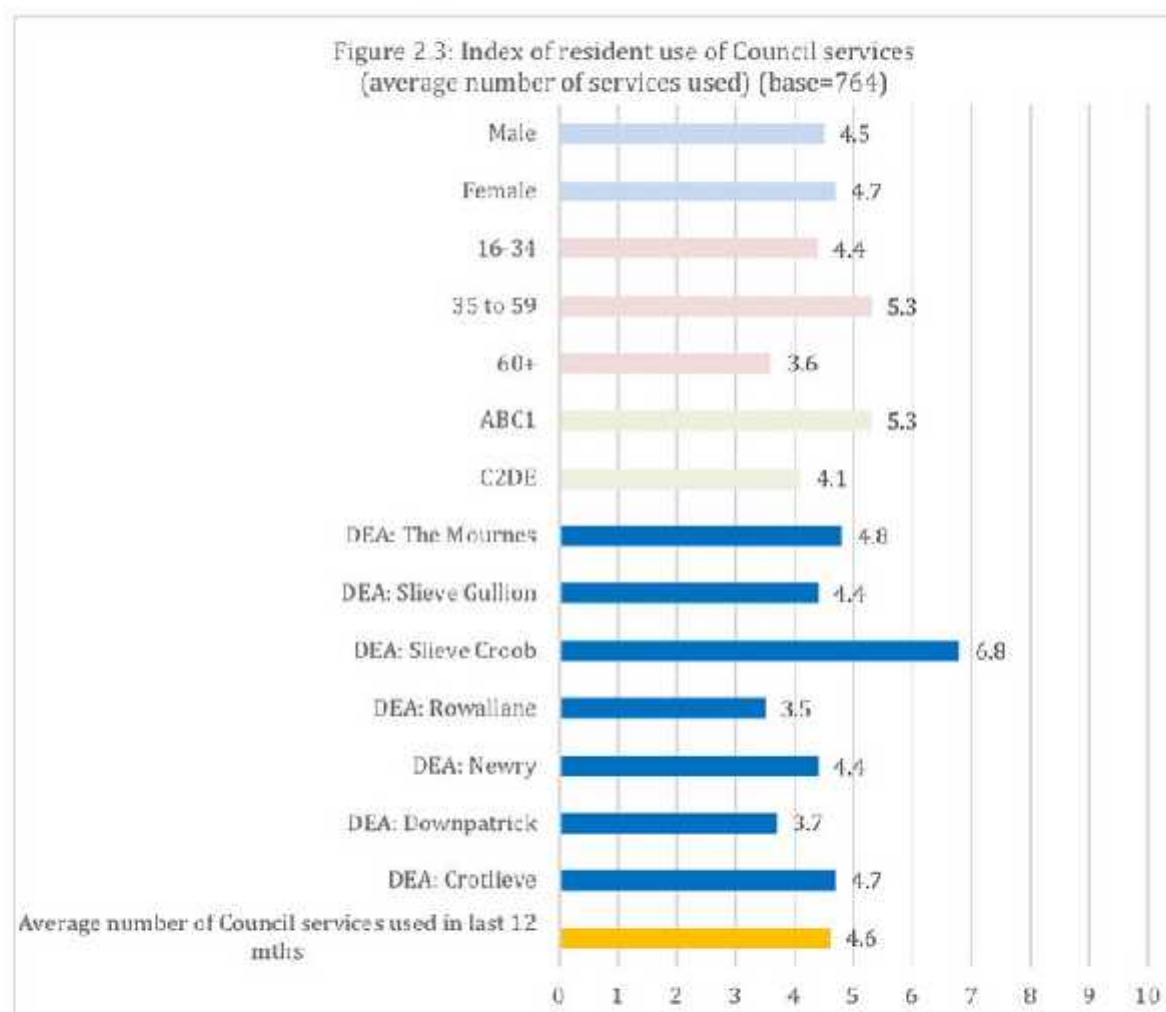
- 35-59 year olds were more likely to have used this service (under 35, 9%; 35-59, 13%; 60+, 5%);
- ABC1 (13%) residents were more likely to have used this service (C2DE, 7%);
- Economically active residents were more likely to have used this service (11% vs. 7%);
- Better educated residents were more likely to have used this service (high, 15%; medium, 9%; low, 3%);
- Slieve Croob (24%) residents were more likely to have used this service compared with an average of 9% for all areas;

### 2.1.3 Index of Resident Use of Council Services

Based on the 22 Council provided services listed in the questionnaire an index of service use was constructed. This index is based on residents' use of services and ranges from 0 [not used any services in the last 12 months] to 22 [used all of the services in the last 12 months].

Based on this service use index, residents used an average of 4.6 council services in the last 12 months, with statistically significant differences by resident age, social class and by DEA [Figure 2.3].

Those recording a significantly higher level of service use included: residents aged 35 to 59, those in the higher social classes (ABC1), and residents of Slieve Croob.



**Other groups more likely to report a high level of service use included:**

- Non-disabled residents (5.5 vs. 3.6);
- Residents with caring responsibilities (5.3 vs. 4.0);
- Economically active residents (5.1 vs. 3.6);
- Better educated residents (high, 5.6; medium, 4.6; low, 2.8);



## 2.2 Satisfaction with Council Services

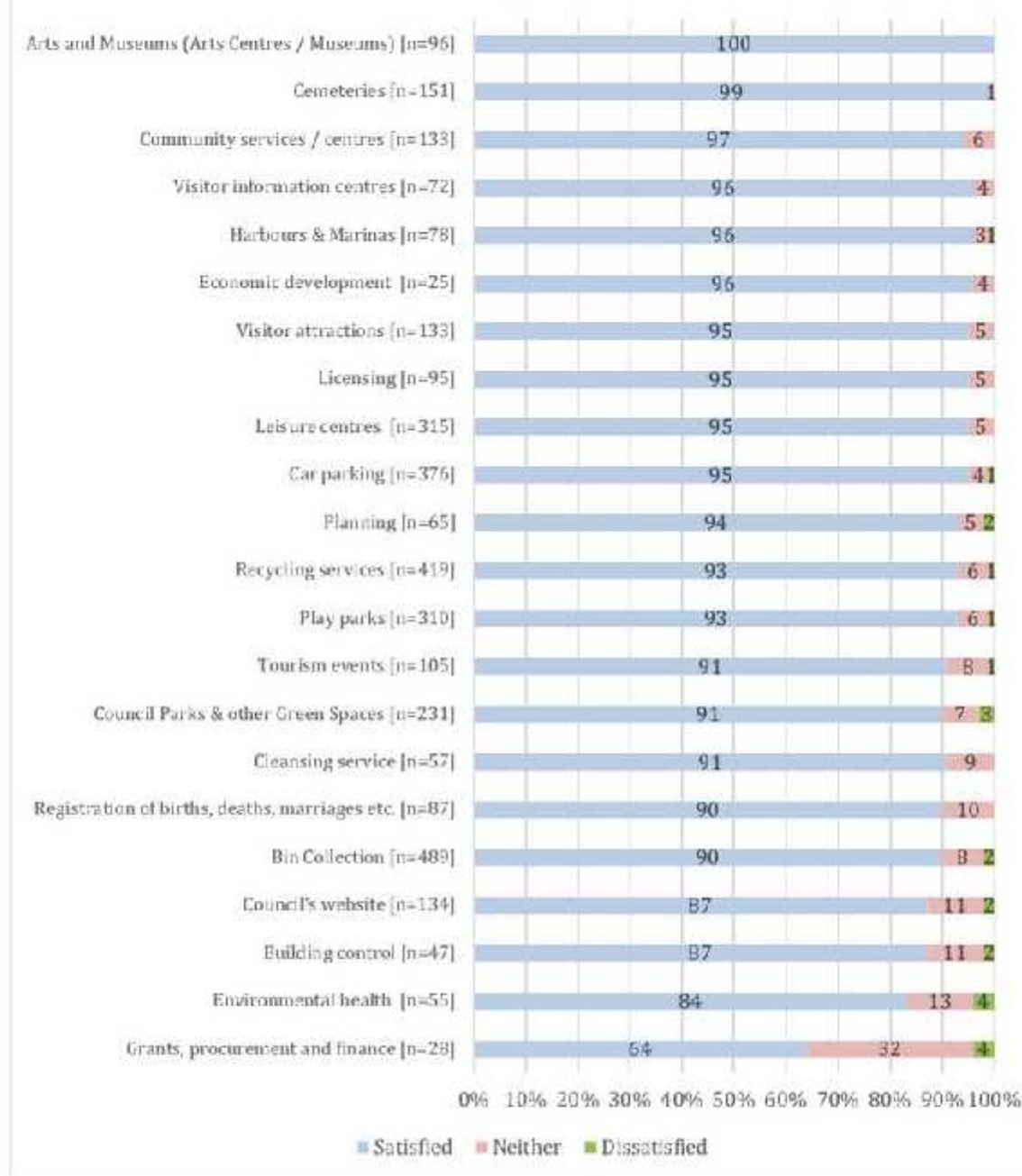
Users of different Council services were asked to say if they were satisfied or dissatisfied with each service *[please note that caution should be used in interpreting the satisfaction levels of individual services as figures for some services are based on relatively small sample sizes]*.

Across all service areas, residents reported relatively high satisfaction levels, with all users of arts and museums satisfied. Relative to other services, the lowest level of satisfaction was recorded by users of the grants, procurement and finance service (64%) *[The comparative figures for all GB Councils for some of these services include: leisure centres, 64%; waste collection, 78%<sup>44</sup>]*.

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<sup>44</sup> Local Government Association public polls on resident satisfaction published every 4 months – comparator based on October 2017 data

Figure 2.4: How satisfied or dissatisfied were you with the service you received at each of the service centres you used or visited?



### 2.2.1 Reasons for Dissatisfaction with Council Services

Residents dissatisfied with Council services were invited to say why they are dissatisfied, with the reasons for dissatisfaction with each Council service listed below on a verbatim basis under each service area.

#### Building Control

- 'Hard people to deal with'

#### Car parking

- 'Big shortage of parking in Newry area'

- 'Not enough free carparking' (n=2)

#### **Council Parks and other Green Spaces**

- 'Can be run down and unsafe'
- 'More needs done to tidy up'
- 'Not enough greenery'
- 'Newry needs a central park'
- 'The Council does not maintain communal areas around the estates, walls, fences'
- 'Too many run down areas which young people are using to socialise in'

#### **Website**

- 'Not user friendly'
- 'Very cluttered website'

#### **Environmental Health**

- 'Don't listen to me'
- 'There is a lot of broken glass and litter in some areas'

#### **Grants, Procurement and Finance**

- 'Takes too long'

#### **Harbours and Marinas**

- 'Pollution and destroying our air'

#### **Planning**

- 'Passing me about and too slow'

#### **Play Parks**

- 'Inadequate in Hilltown'
- 'Need face lift'
- 'Young people drinking and taking drugs'
- 'Could be improved'

#### **Recycling Services**

- 'Bin men damaged bins'
- 'I have too much waste to wait for the next time my bin is emptied'
- 'No door collection'
- 'Not good enough'
- 'People are hard to deal with'

#### **Bin Collection**

- 'Bins not collected from door'
- 'Business bins emptied more often'
- 'Don't know'
- 'Have to walk the bins up the road to be emptied – not happy'
- 'Missed my bin'
- 'Needs emptied more'
- 'Not emptied enough'
- 'Very expensive for business owners'

#### **Tourism Events**

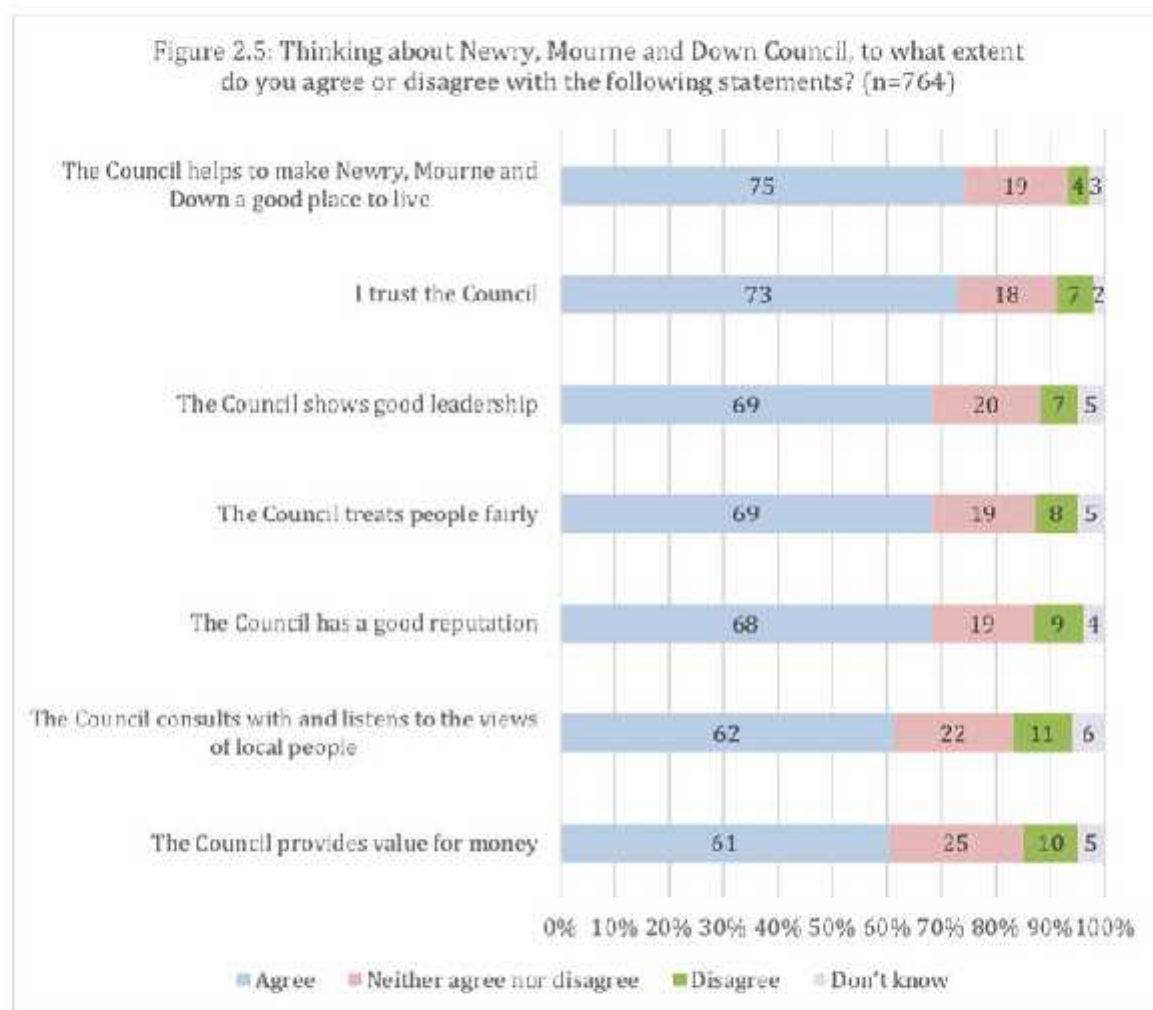
- 'Too few'

## 2.3 Perception of the Council

Residents were presented with a number of statements aimed at eliciting perception of the Council in specific areas.

Figure 2.5 shows that a majority of residents responded positively to each statement, with the highest level of agreement for the statement '....the Council helps to make Newry, Mourne and Down a good place to live' (75%).

Conversely, the lowest level of agreement was expressed for the statement 'the Council provides value for money' (61%).



### Resident Differences

There were some statistically significant differences in response:

#### Statement: I trust the Council

- 35-59 year olds more likely to agree (under 35, 68%; 35-59, 76%; 60+, 72%);
- Carers more likely to agree (77% vs. 69%);
- Residents in rural areas more likely to agree (75% vs. 67%);



- Rowallane (83%) residents more likely to agree compared with an average of 73% for all areas;

**Statement: The Council has a good reputation**

- Slieve Gullion (79%) residents more likely to agree compared with an average of 68% for all areas;

**Statement: The Council treats people fairly**

- Carers more likely to agree (72% vs. 66%);
- Residents in rural areas more likely to agree (71% vs. 66%);
- Crotlieve (81%) residents more likely to agree compared with an average of 69% for all areas;

**Statement: The Council shows good leadership**

- Slieve Gullion (78%) residents more likely to agree compared with an average of 68% for all areas;

**Statement: The Council consults with and listens to the views of local people**

- Crotlieve (73%) residents more likely to agree compared with an average of 62% for all areas;

**Statement: The Council provides value for money**

- Older residents more likely to agree (under 35, 8%; 35-59, 10%; 60+, 12%);
- Residents with a disability more likely to disagree (11% vs. 7%);
- Rowallane (78%) residents more likely to agree compared with an average of 61% for all areas;

**Statement: The Council helps to make Newry, Mourne and Down a good place to live**

- Carers more likely to agree (78% vs. 71%);
- Residents living in rural areas more likely to agree (76% vs. 66%);
- Crotlieve (88%) residents more likely to agree compared with an average of 75% for all areas;

## 2.4 Contact with the Council

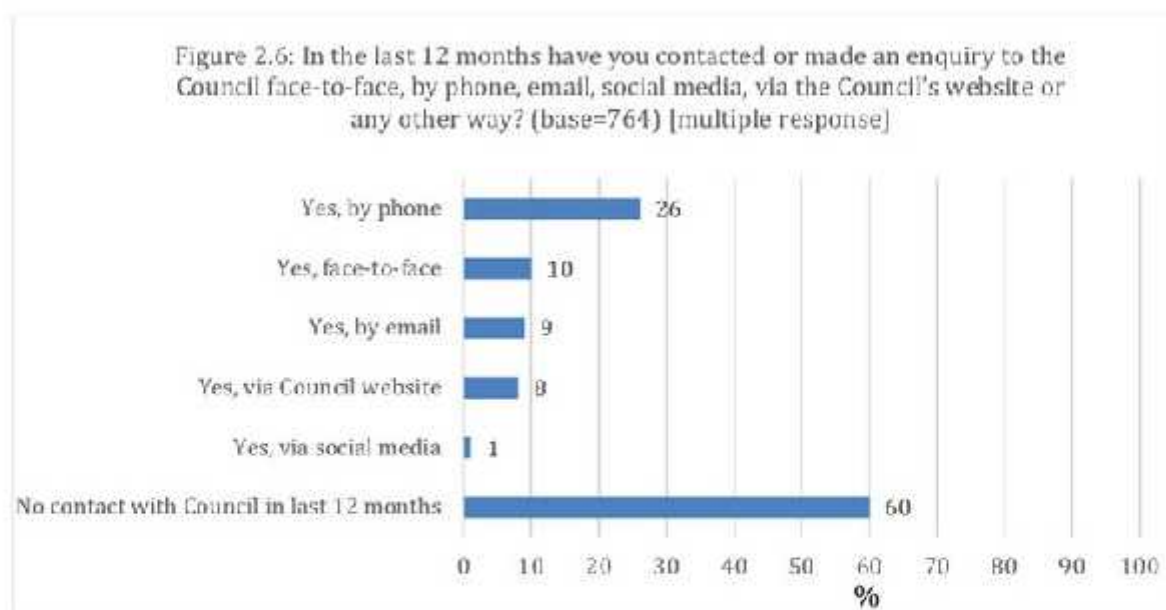
### 2.4.1 Contact with Council in Last 12 Months

In the last 12 months, 40% of residents reported contacting the Council.

Approximately one in four (26%) residents said they had contacted or made an enquiry to the Council by phone, with 10% doing so on a face-to-face basis, 9% by email, 8% via the Council's website and 1% by social media (less than 1% had contacted the Council via other modes<sup>5</sup>).

<sup>5</sup> Note this relates to 1 resident who contacted the Council via a Syrian refugee representative





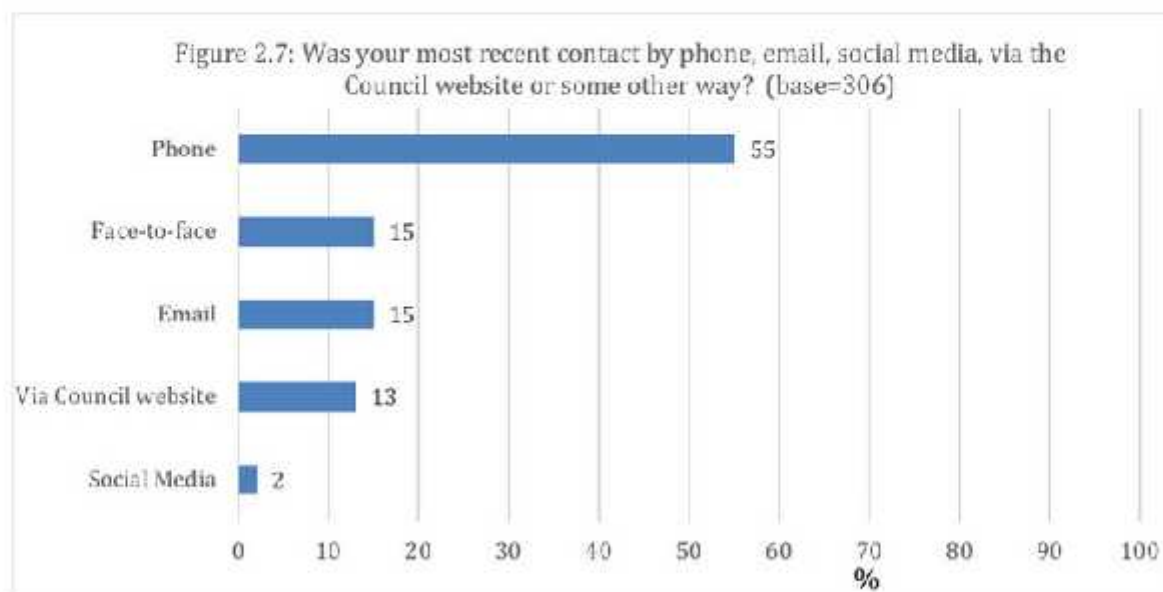
### Resident Differences

There were some statistically significant differences between resident groups:

- Those aged 35-59 were more likely to say they had contacted the Council in the last 12 months (under 35, 31%; 35-59, 49%; 65+, 34%);
- ABC1 (45%) residents were more likely to have contacted the Council (C2DE, 37%);
- Residents with caring responsibilities were more likely to say they had contacted the Council in the last 12 months (48% vs. 34%);
- Economically active residents were more likely to say they had contacted the Council in the last 12 months (45% vs. 30%);
- Residents with a higher level of educational attainment were more likely to say they had contacted the Council in the last 12 months (high, 48%; medium, 40%; low, 23%); and,
- Residents in Slieve Gullion (43%) were more likely to say they had contacted the Council in the last 12 months compared to an average of 40% for all areas (note that the lowest level of contact was recorded by residents in Slieve Croob, 28%).

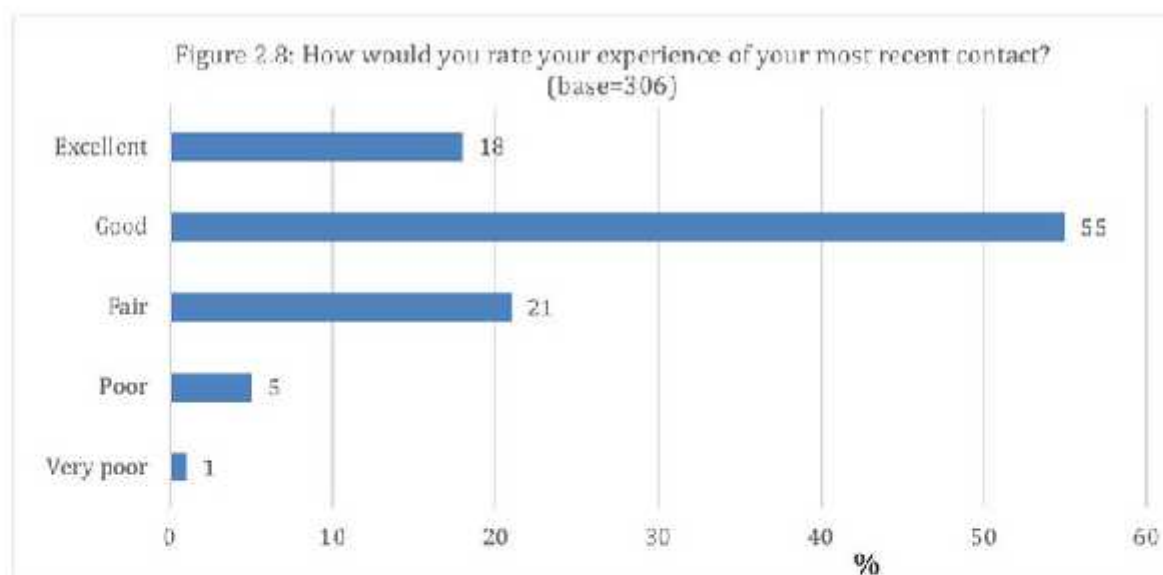
## 2.4.2 Most Recent Contact with Council

Among residents (n=306) who had contacted the Council in the last 12 months, 55% said their most recent contact was by phone, 15% face-to-face, 15% by email, 13% via the Council's website, and 2% by social media.



## 2.4.3 Experience of Most Recent Contact with Council

More than seven out of ten (73%) residents rated their experience of their most recent contact with the Council as either 'excellent' (18%) or 'good' (55%), 21% as 'fair' and 6% as either 'poor' (5%) or 'very poor' (1%).



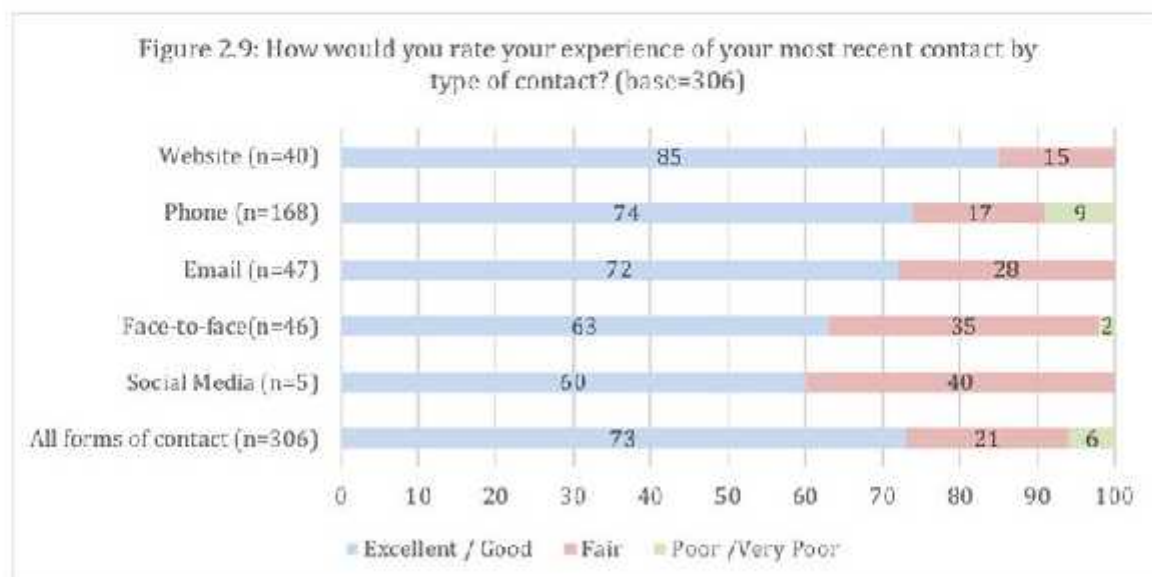
#### 2.4.4 Reasons Why Residents Rated their Recent Contact Experience as Poor

Residents dissatisfied with their most recent contact with the Council were provided with an opportunity to say why they were dissatisfied, with their reasons listed on a verbatim basis below.

- *'Asked for advice on maggot infestation of my bin and was just told to clean it out, also I phone you to get a brown bin as I never had one that was in July this year, and still don't have one'*
- *'Because the problem was not resolved'*
- *'Did not get the response I thought I should have received'*
- *'Didn't get any satisfaction'*
- *'Didn't get issue resolved'*
- *'Not helpful'*
- *'Nothing was ever done about it'*
- *'Phoned in about neighbours large dogs running lose and fouling around the back of my house but it's fallen in dead ears'*
- *'Problem wasn't dealt with'*
- *'Reported rats in the area and house and still nothing done about it'*
- *'Reported that I had no brown bin and still have not received one and I also had an investigation of rats and I was told by the council office that they were water rats and that's part of living by the sea, but water rats don't live in it around sea water, these rats were in my back garden were my young child plays'*
- *'They don't care about our problems'*
- *'They never follow up on calls and they just keep passing you from one' department to another'*
- *'They weren't interested'*
- *'They weren't quick to resolve my problem'*
- *'Weren't helpful'*
- *'Won't lift the bins from the house'*

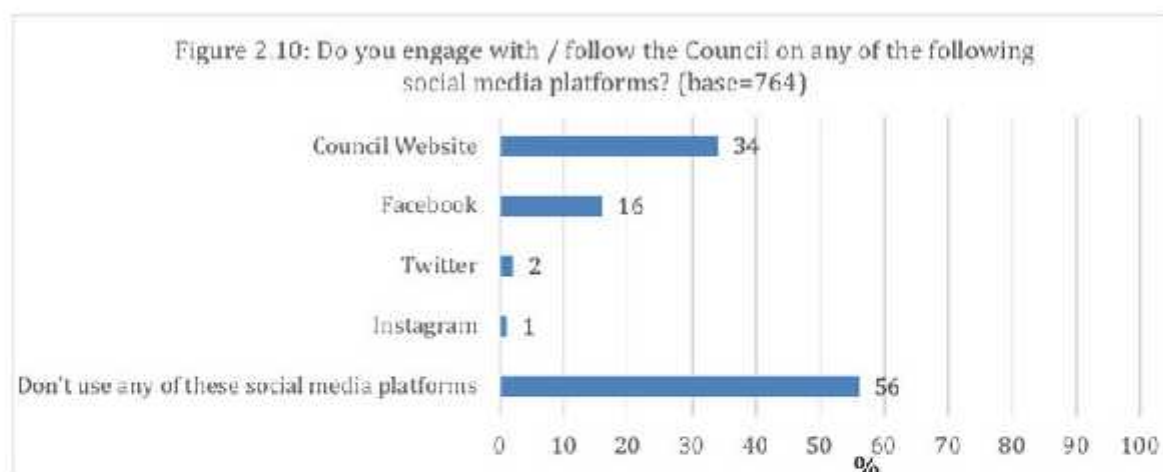
## 2.4.5 Type of Contact by Contact Experience

Analysis by type of contact shows that those contacting the Council via the website (85%) were most likely to rate their contact experience as either 'excellent' or 'good', with those contacting the Council via social media least likely to rate their contact experience as either 'excellent' or 'good' (60%) [however, note that this figure is based on only 5 residents].



## 2.5 Engaging or Following Council on Different Social Media Platforms

Residents were asked if they engage or follow the Council on different social media platforms. Figure 2.10 shows that 34% said they engage with or follow the Council via the Council's website, with 16% doing so via facebook, 2% via Twitter and 1% via Instagram. Most (56%) residents said they don't follow or engage with the Council via social media platforms.



### Resident Differences

There were some statistically significant differences between resident groups:

- Older residents were less likely to say they follow or engage with the Council via social media platforms (under 35, 50%; 35-59, 52%; 65+, 21%);

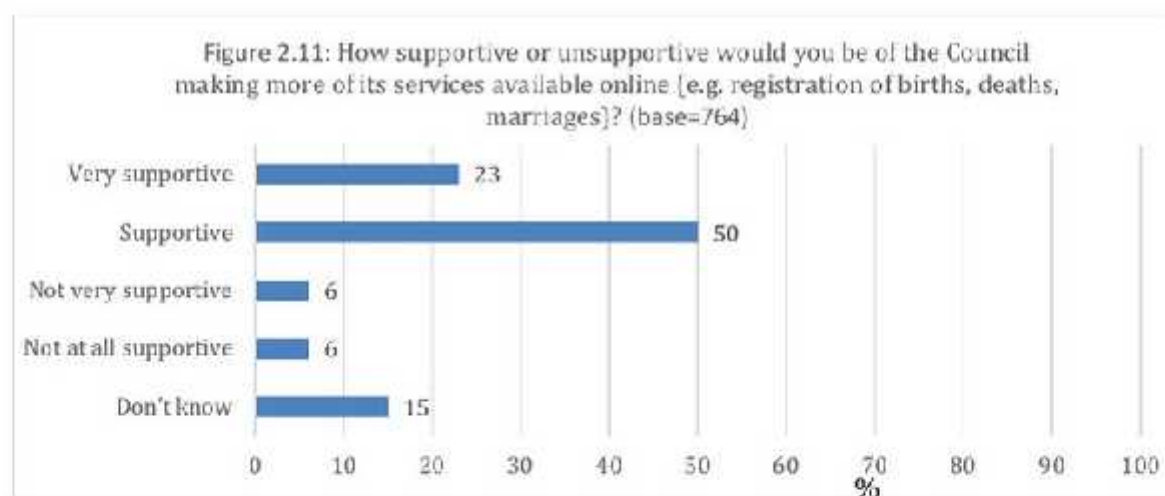


- Residents with a disability were less likely to say they follow or engage with the Council via social media platforms (23% vs. 43%);
- Residents with caring responsibilities were more likely to say they follow or engage with the Council via social media platforms (49% vs. 40%);
- Economically active residents were more likely to say they follow or engage with the Council via social media platforms (51% vs. 29%);
- Less well educated residents were less likely to say they follow or engage with the Council via social media platforms (high, 52%; medium, 49%; low, 13%);
- Residents in urban areas compared with rural areas were more likely to say they follow or engage with the Council via social media platforms (54% vs. 42%);
- Residents in Slieve Croob (86%) were more likely to say they follow or engage with the Council via social media platforms compared to an average of 44% for all areas.

### 2.5.1 Support for Making More Council Services Available Online

The Council is continually reviewing how it provides services to residents. With this in mind, residents were asked how supportive they are of the Council making more of its services available online (e.g. registration of births, deaths, marriages).

Overall, 73% of residents said they are either 'very supportive' (23%) or 'supportive' (50%) of the Council making more of its services available online, with 12% unsupportive ('not very supportive', 6%; 'not at all supportive', 6%). Fifteen percent (15%) of residents were undecided.



#### Resident Differences

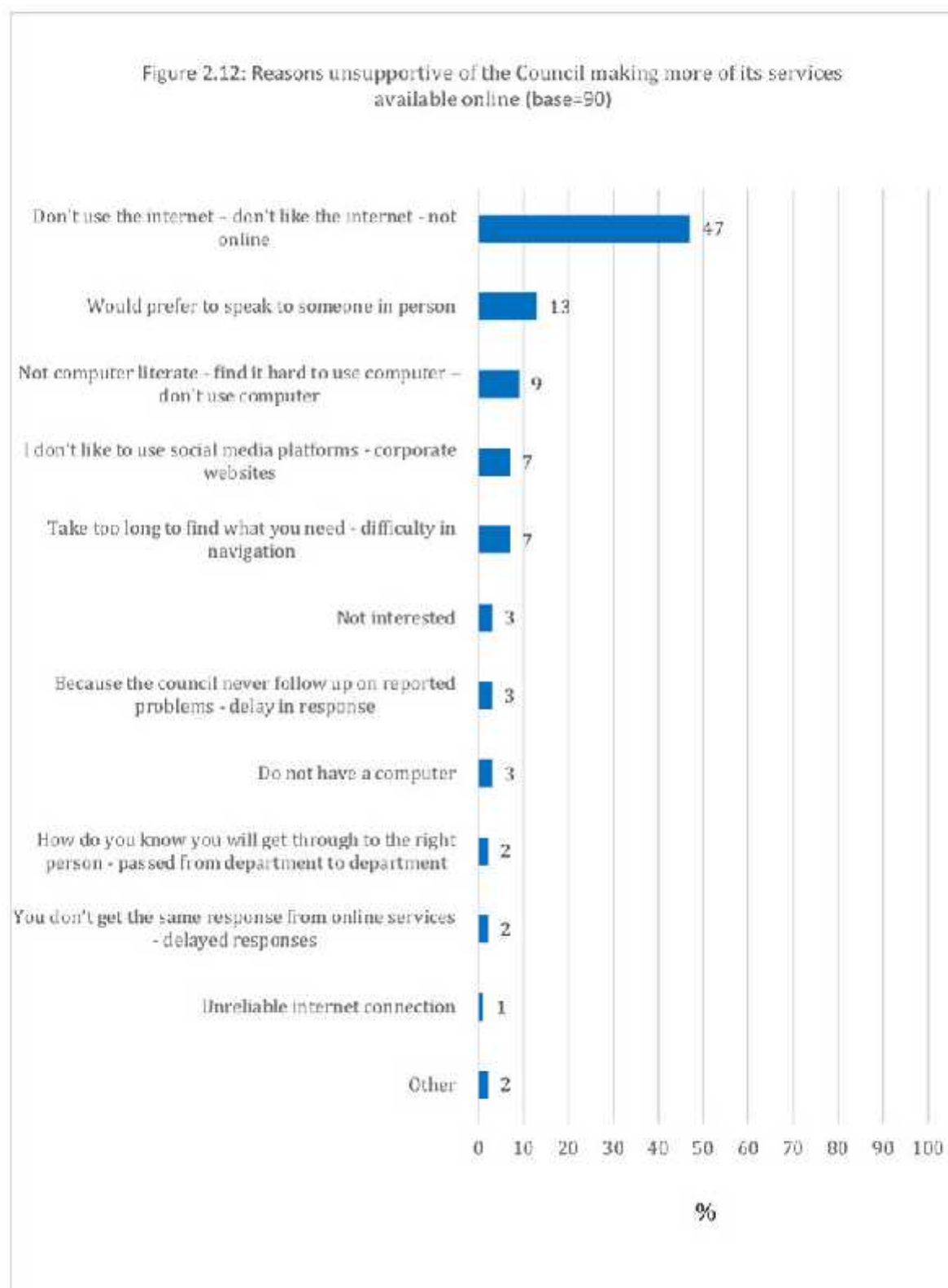
- Older residents were less likely to be supportive (under 35, 81%; 35-59, 80%; 60+, 52%);
- Those with a disability were less likely to be unsupportive (51% vs. 77%);
- Carers (81% vs. 67%) were more likely to be supportive;
- Economically active residents were more likely to be supportive (81% vs. 59%);
- Better educated residents were more likely to be supportive (high, 82%; medium, 75%; low, 57%);



- Slieve Croob (96%) residents were more likely to be supportive compared to 73% for all areas [Downpatrick residents least likely to be supportive, 61%].

Residents who are unsupportive of the Council making more of its services available online were invited to say why.

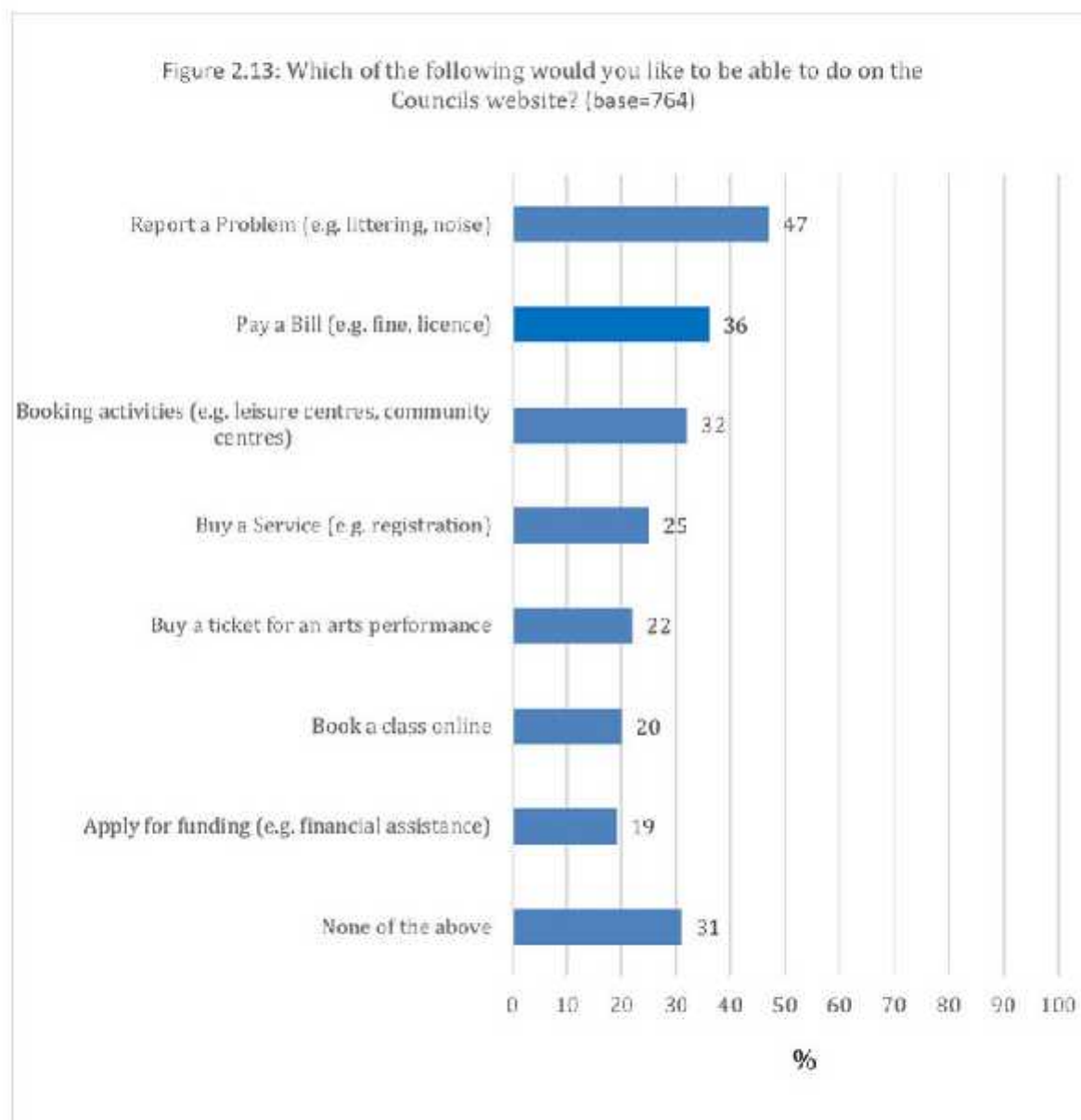
Figure 2.12 shows that the most common reason was that residents didn't use the internet, don't like the internet or not online (47%).



## 2.5.2 Council's Website Supporting Residents

As an important resource for residents, the survey asked residents what they would like to be able to do on the Council's website.

Figure 2.13 shows that residents most commonly said they would like to use the website to report a problem (e.g. littering, noise etc.) [47%], pay a bill (36%) or for booking activities (e.g. leisure centres etc. ). Note that 69% of residents said they would use the Council's website for at least one of the activities listed in Figure 2.13.

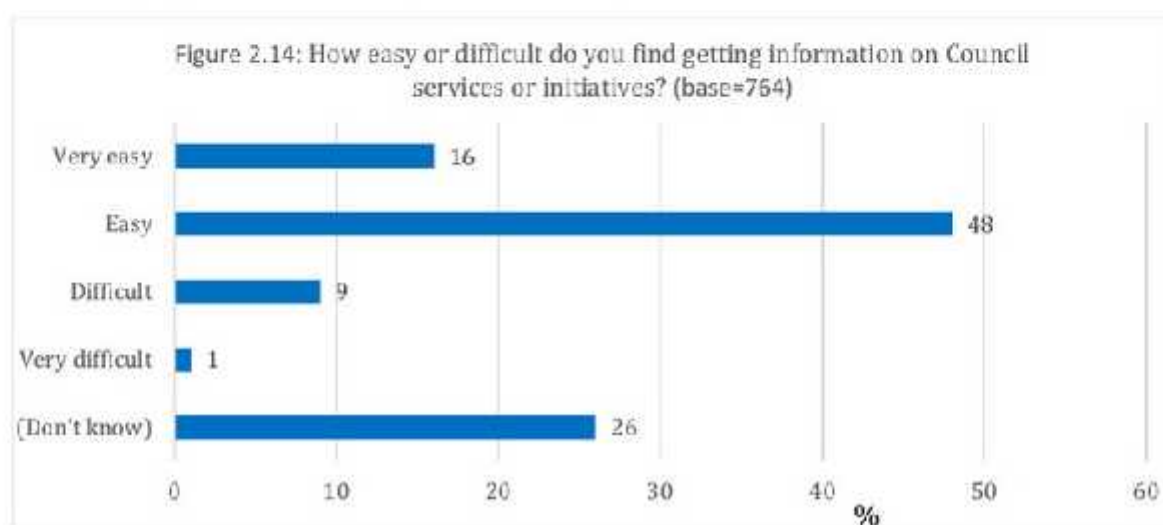


## 2.6 Communication

### 2.6.1 Getting Information on Council Services and Initiatives

Residents were asked how easy or difficult it is to get information on Council services or initiatives.

Approximately six out of ten (64%) residents said they find it either 'very easy' (16%) or 'easy' (48%) to get information on Council services and initiatives, with 10% finding it either 'difficult' (9%) or 'very difficult' (1%). Twenty-six percent answered, 'don't know'.



#### Resident Differences

##### More likely to find it easy to get Information on Council Services and Initiatives

- 35-59 year olds (under 35, 65%; 35-59, 69%; 60+, 51%);
- ABC1 (68%) compared with C2DE (60%) residents;
- Economically active residents (71% vs. 48%);
- Rural residents (67% vs. 64%);
- Slieve Croob (82%) residents compared with 63% for all areas;

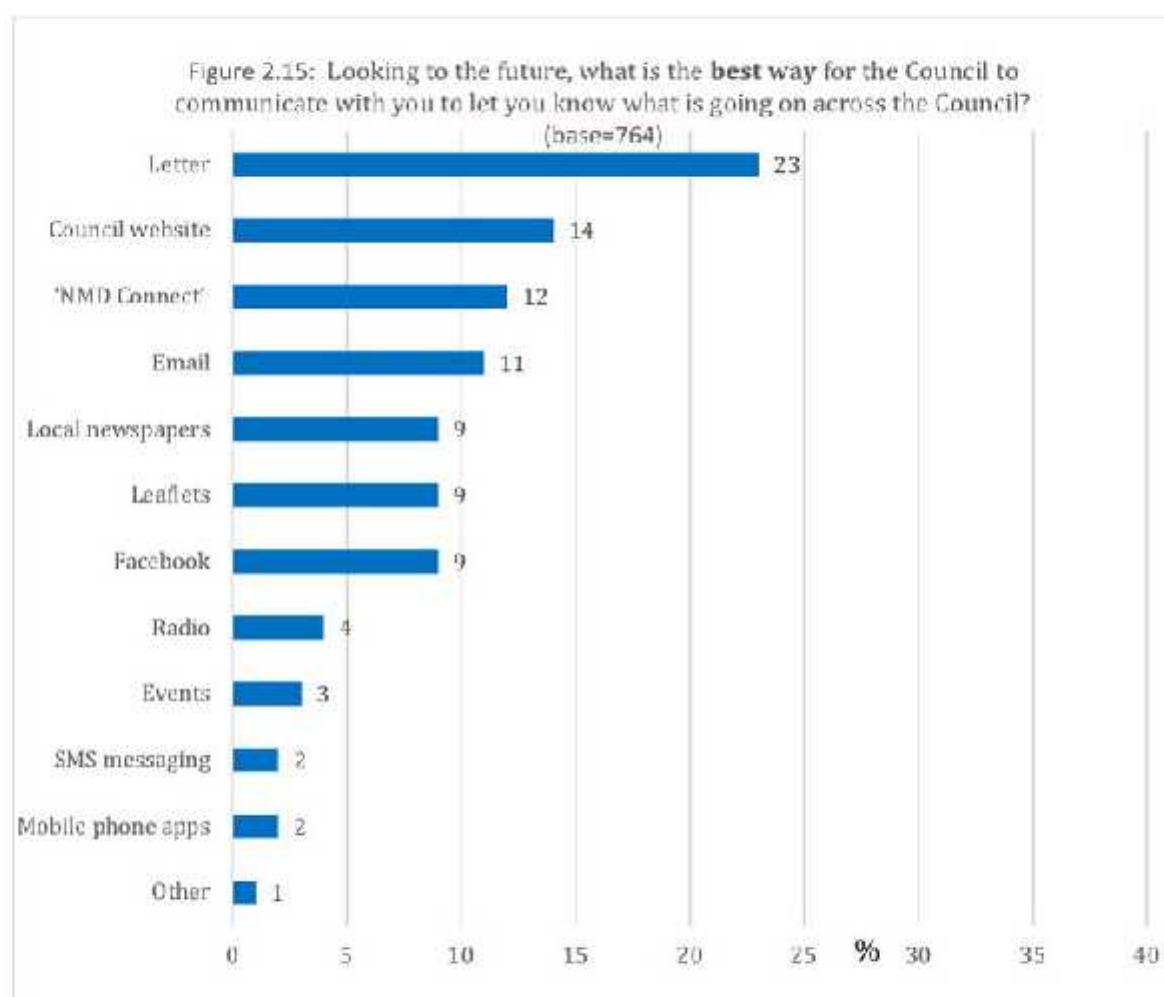
##### Less likely to find it easy to get Information on Council Services and Initiatives

- Disabled residents (47% vs. 65%);
- Less well educated residents (high, 73%; medium, 63%; low, 42%);

## 2.6.2 Best Way for the Council to Communicate with Residents

Looking to the future, residents were asked to say what are the best ways for the Council to communicate with them to let them know what is going on across the Council.

The most common preference for the Council to communicate with residents was via letter (23%), with 14% preferring the Council website, 12% the Council magazine 'NMD Connect' and 11% preferring email. Mobile phone apps (2%), SMS messaging (2%) and events (3%) were preferred by relatively fewer residents (note that 1% cited other<sup>6</sup> communication channels).



### Resident Differences

- Older residents were proportionately more likely to prefer a letter (under 35, 14%; 35-59, 17%; 60+, 46%), whereas younger residents were more likely to prefer email (under 35, 15%; 35-59, 14%; 60+, 3%) and facebook (under 35, 21%; 35-59, 7%; 60+, 1%);
- ABC1 compared with C2DE residents were more likely to prefer email (15% vs. 9%) and less likely to prefer local newspapers (6% vs. 11%);
- Residents with a disability were proportionately more likely to prefer a letter (42% vs. 18%) and leaflets (14% vs. 9%), and less likely to prefer email (2% vs. 14%) and facebook (2% vs. 10%);

<sup>6</sup> Included: daughter (n=1); face-to-face (n=2); phone (n=3); through a representative (n=1); and, prefer not to be contacted (n=3).

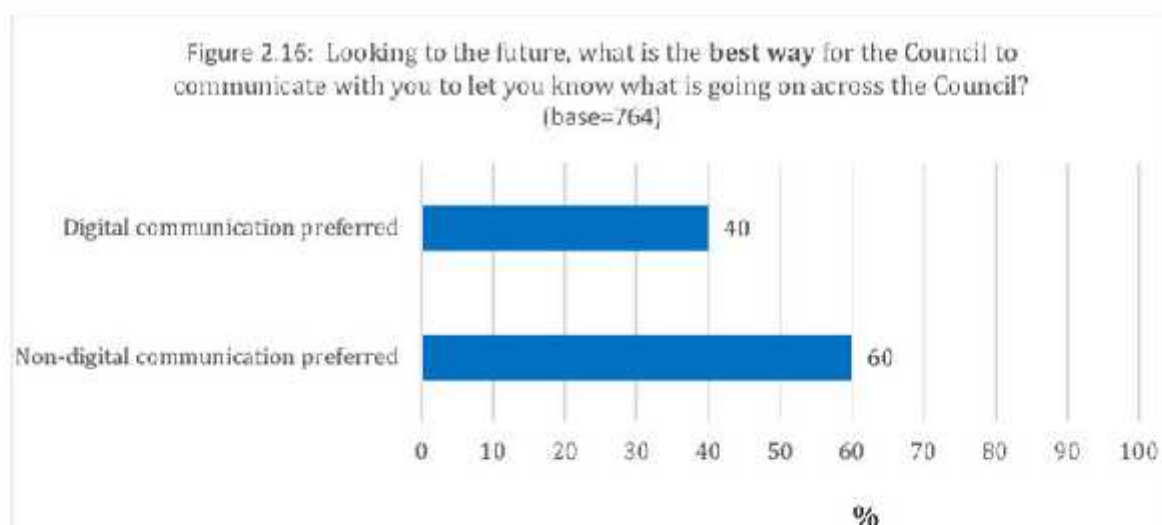


- Carers were proportionately more likely to prefer the Council website (19% vs. 11%) and less likely to prefer a letter (16% vs. 29%);
- Economically active residents were proportionately more likely to prefer the Council website (17% vs. 9%), email (13% vs. 8%) and less likely to prefer a letter (18% vs. 34%);
- Better educated residents were proportionately more likely to prefer email (high, 15%; medium, 12%; low, 5%) whereas less well educate residents were more likely to prefer a letter (high, 21%; medium, 20%; low, 42%);
- Urban residents were proportionately more likely to prefer the Council website (20% vs. 13%) and less likely to prefer letters (15% vs. 25%) and NMD Connect (7% vs. 13%);
- Residents in the Mournes were more likely to prefer NMD Connect (28% compared with an average of 12% for all areas), with Slieve Croob residents proportionately more likely to prefer facebook (25% compared with an average of 9% for all areas). Newry residents were proportionately more likely to prefer radio (11% compared with an average of 3% for all areas).

### 2.6.3 Communicating with Residents (Digital vs. Non-Digital)

The responses to the question on preferred mode of communication were separated into two categories: digital [website, email, facebook, Instagram, phone apps, SMS messaging and Twitter]; and, non-digital [NMD Connect, events, leaflets, letter, newspapers, radio and other].

Figure 2.16 shows that 40% expressed a preference for the Council to communicate with them digitally, where 60% preferred traditional non-digital modes of communication.



#### Resident Differences

There were some statistically significant differences in response:

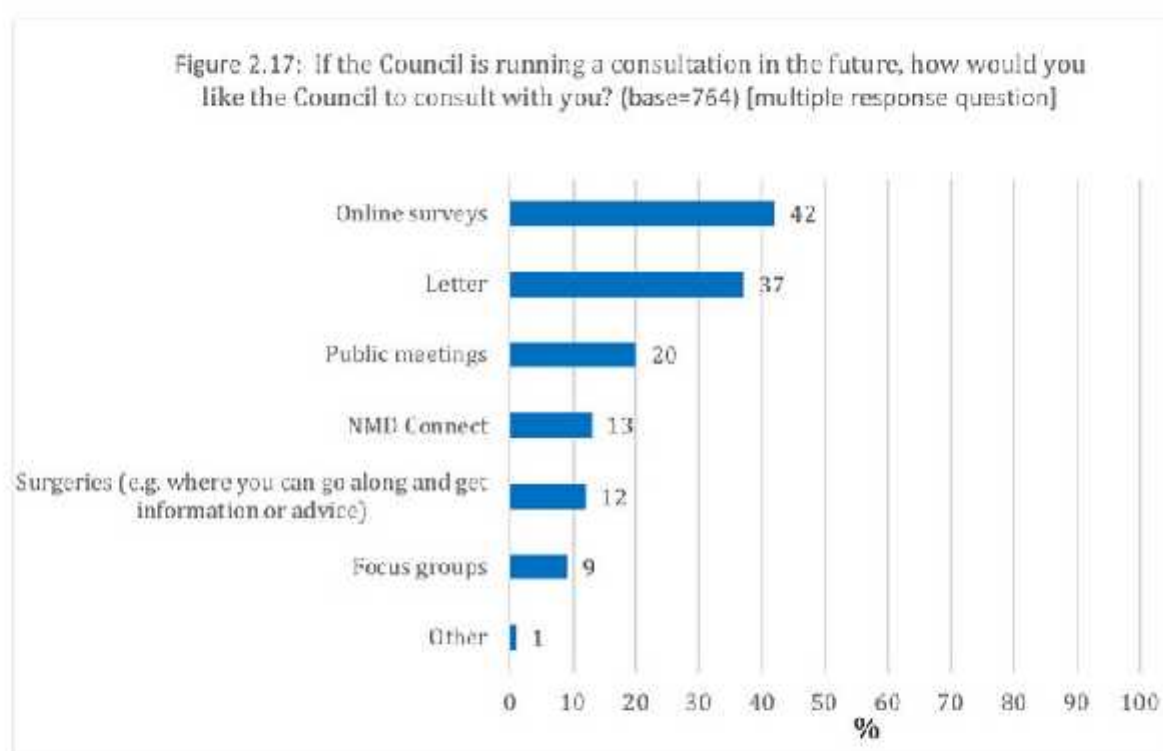
- Younger residents were more likely to likely to prefer digital modes of communication (under 35, 58%; 35-59, 44%; 65+, 10%);
- ABC1 residents (46%) were more likely to prefer digital modes of communication (C2DE, 35%);
- Residents with a disability were more likely to prefer non-digital modes of communication (86% vs. 53%);

- Residents with caring responsibilities were more likely to prefer digital modes of communication (48% vs. 34%);
- Economically active residents were more likely to prefer digital modes of communication (46% vs. 29%);

#### 2.6.4 Council Consultations and Council Consulting with Residents

Residents were presented with a range of options and were asked how they would like the Council to consult with them if the Council were to run a consultation in the future.

Figure 2.17 shows that 42% of residents listed online surveys (42%), with 37% saying letter, 20% public meetings, 13% NMD Connect, 12% surgeries and 9% focus groups. One percent cited other consultation methods<sup>7</sup>.



#### Resident Differences

There were some statistically significant differences in response:

- Public meetings** were more likely to be cited by residents living in urban areas (29% vs. 18%) and by residents living in Downpatrick (30% compared with an average of 20% for all areas);
- Online surveys** was more likely to be cited by younger residents (under 35, 58%; 35-59, 47%; 60+, 15%), ABC1s (49%) compared with C2DEs (37%), non-disabled residents (46% vs. 17%), carers (48% vs. 38%), the economically active (49% vs. 29%), the better educated [high, 52%; medium, 46%; low, 15%] and those living in Slieve Croob (61%) compared with an average of 42% for other areas;
- NMD Connect** was more likely to be listed by residents in the Mournes (25%) compared with an average of 13% for other areas;

<sup>7</sup> Included: bio interest (n=1); email (n=1); none (n=2); paper (n=1); and, post (n=1).

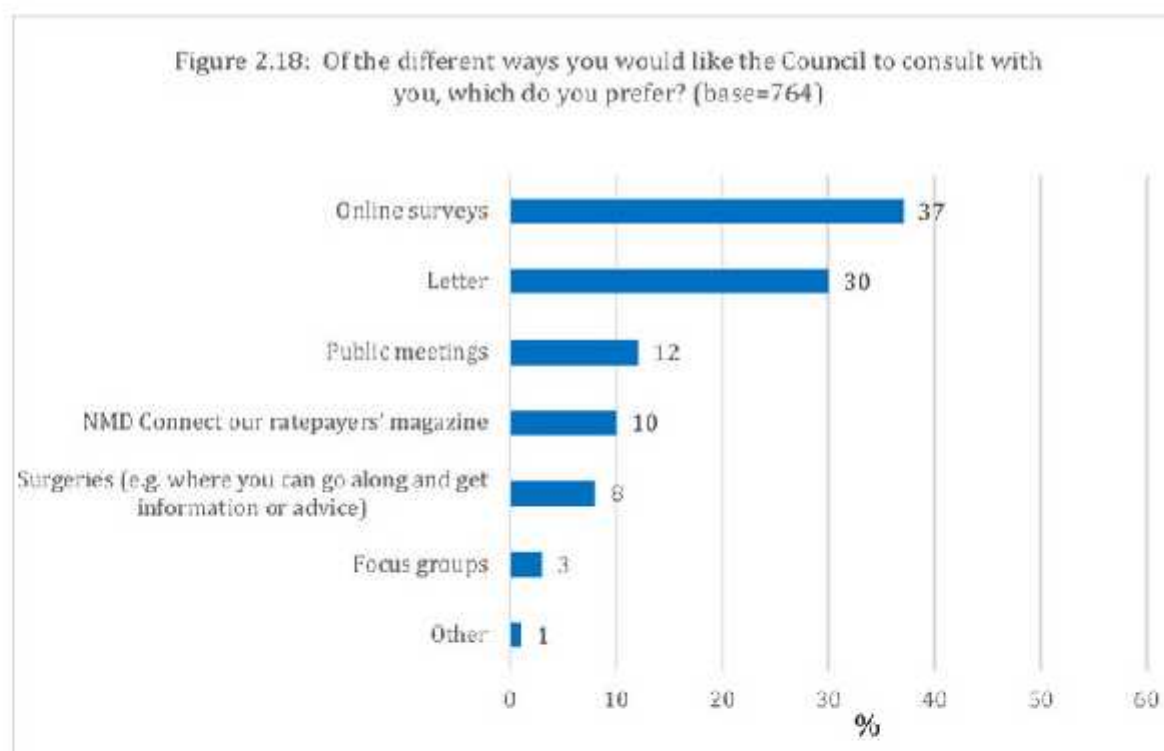


- Letter** was more likely to be cited by older residents (under 35, 26%; 35-59, 32%; 60+, 59%), disabled residents (55% vs. 33%), carers (48% vs. 38%), the economically inactive (48% vs. 31%), the less well educated (high, 31%; medium, 35%; low, 55%) and those living in Crotlieve (62%) compared with an average of 37% for other areas;
- Focus groups** were more likely to be cited by those living in urban areas (15% vs. 8%) and those living in Sileve Croob (38%) compared with an average of 9% for other areas;
- Surgeries** were more likely to be cited by ABC1 residents (16%) compared with C2DE residents (10%), the better educated (high, 17%; medium, 9%; low, 7%) and those living in Rowallane (40%) compared with an average of 12% for other areas;

### 2.6.5 Resident Preference for Council Consulting with them in Consultations

Having selected the different ways they would like the Council to consult with them in future consultations, residents were then asked to say which approach they preferred.

Figure 2.18 shows that 37% of residents preferred online surveys, 30% letters and 12% public meetings. Relatively fewer numbers of residents preferred focus groups (3%), surgeries (8%), and NMD Connect (10%).



#### Resident Differences

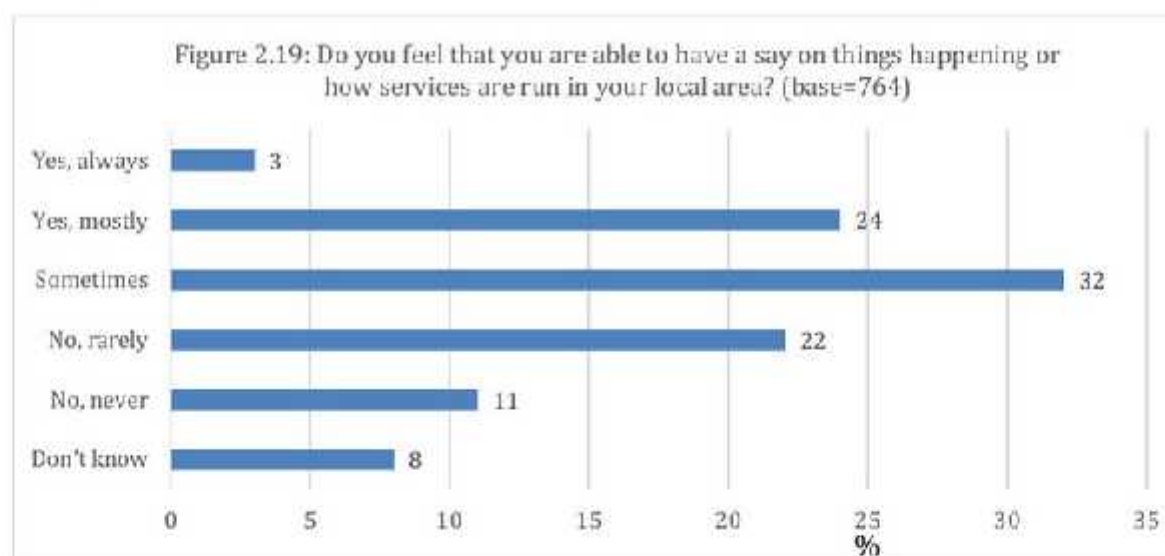
There were some statistically significant differences in response:

- Younger residents were more likely to prefer online surveys (under 35, 54%; 35-59, 40%; 60+, 11%) whereas older residents were more likely to prefer letter (under 35, 20%; 35-59, 24%; 60+, 54%)
- ABC1 (43%) residents were more likely to prefer online surveys (C2DE, 33%), whereas C2DE (26%) residents were more likely to prefer letter (ABC1, 33%);

- Residents with a disability were more likely to prefer letter (52% vs. 26%) and be less likely to prefer online surveys (13% vs. 40%);
- Carers were more likely to prefer online surveys (42% vs. 23%) and be less likely to prefer a letter (24% vs. 35%);
- Economically active residents were more likely to prefer online surveys (42% vs. 26%) whereas economically inactive residents were more likely to prefer letter (45% vs. 22%);
- Less well educated residents were more likely to prefer a letter (high, 23%; medium, 29%; low, 51%) and less likely to prefer online surveys (high, 45%; medium, 40%; low, 14%);
- Downpatrick residents were more likely to prefer public meetings (21% compared with an average of 12% for all areas), with residents in Crotlieve more likely to prefer a letter (compared with an average of 30% for all areas). Rowallane residents were also more likely to prefer surgeries (31% compared with an average of 8% for all areas).

## 2.7 Having a Say on Things Happening or How Services are Run

Almost seven out of ten (69%) residents said they feel they always (3%), mostly (24%) or sometimes (32%) have a say on things happening or how services are run in their local area, with one in three (33%) saying they feel they rarely (22%) or never (11%) have a say. Eight percent answered, 'don't know'.



### Resident Differences

There were a number of statistically significant differences in response:

- Younger residents were less likely to feel they have a say on things happening or how services are run (under 35, 50%; 35-59, 66%; 60+, 57%);
- Less well educated residents were less likely to feel they have a say on things happening or how services are run (high, 62%; medium, 60%; low, 42%);
- Crotlieve (67%) and Downpatrick (67%) residents were more likely to feel they have a say on things happening or how services are run compared with an average of 59% for all areas.

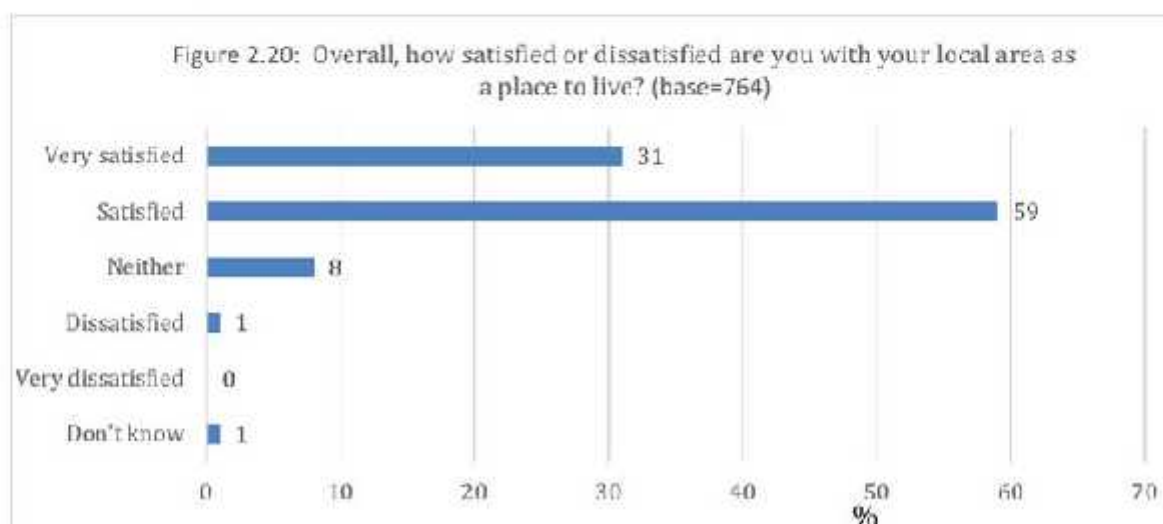


## 2.8 Satisfaction with Local Area as Places to Live

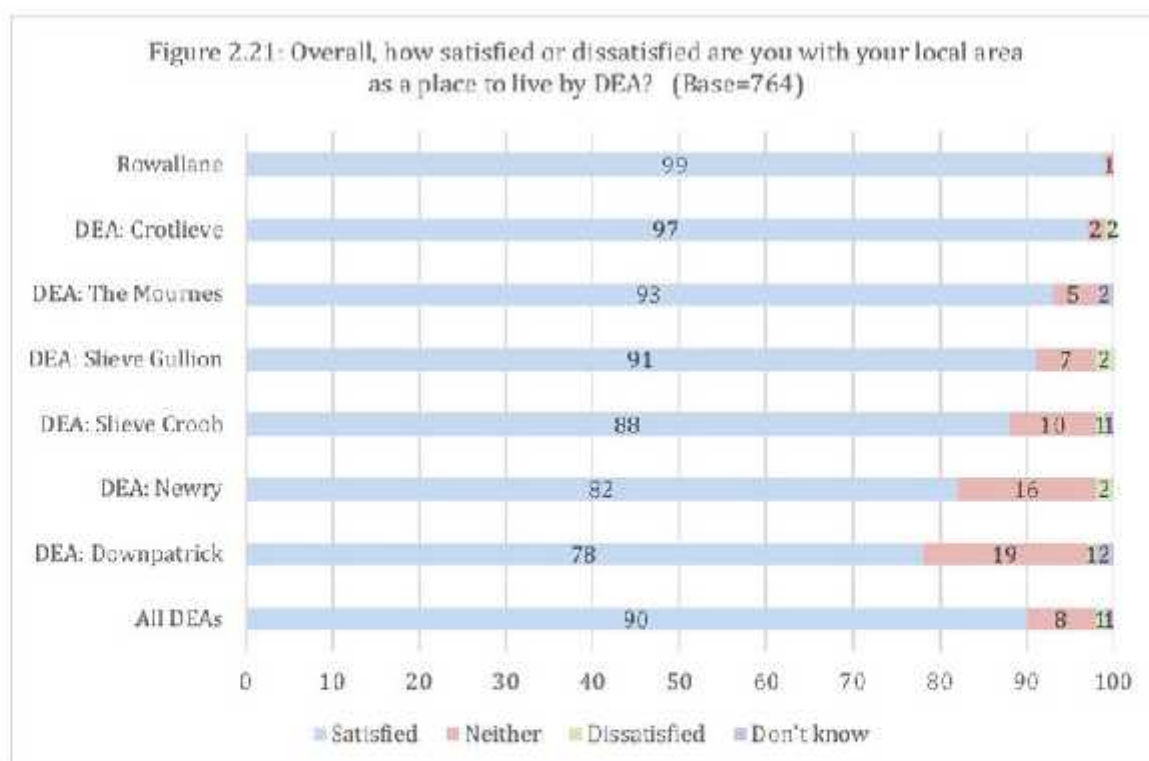
The survey also measured resident perception of their local area as place to live.

### 2.8.1 Satisfaction with Local Area as a Place to Live

Nine out of ten (90%) residents said they are either 'very satisfied' (31%) or 'satisfied' (59%) with their local area as a place to live. One percent are 'dissatisfied', eight percent are 'neither satisfied nor dissatisfied', with 1% answering, 'don't know' [note that the 90% satisfaction level is significantly higher than the average of 80% for all GB Councils<sup>8</sup>].



Analysis by area shows that residents in Rowallane (99%) were more likely to be satisfied with their local area as a place to live, with residents in Downpatrick (78%) least likely to be satisfied.



<sup>8</sup> Local Government Association public polls on resident satisfaction published every 4 months – comparator based on October 2017 data

### Resident Differences

There were a number of statistically significant differences in response:

- Residents living in rural areas were more likely to be satisfied with their local area as a place to live (91% vs. 84%);
- Residents with a disability were less likely to be satisfied with their local area as a place to live (84% vs. 93%);

#### 2.8.2 Reasons for Dissatisfaction with Local Area as a Place to Live

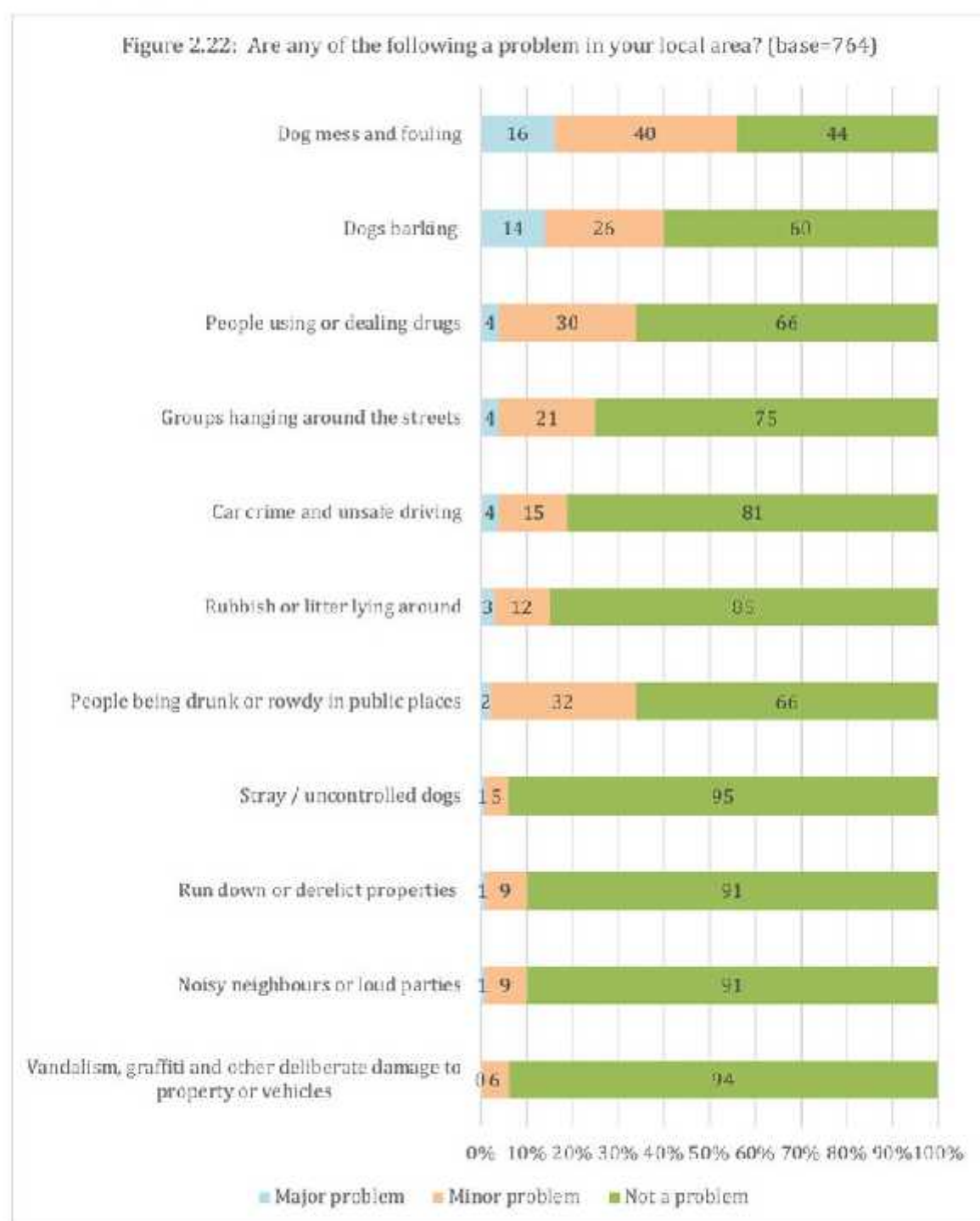
Residents (n=6) who indicated they are dissatisfied with their local area as a place to live were asked to cite the reasons for their dissatisfaction. Listed below are the reasons for dissatisfaction by area.

- *'Because of racial abuse, very unhappy also the house is not suitable for my disabled husband'*
- *'Can't walk as roads have few footpaths'*
- *'Don't know'*
- *'Drugs, people drinking and loud music from the neighbours'*
- *'Local pubican is just beside me and can generate noise from drunk people as well as broken bottles left in the street as well as urinating in the street'*
- *'Too much pollution, flooding and poor Council wasting our money'*

### 2.8.3 Perceived Problems in Local Areas

Residents were presented with a range of different issues and asked if each was a major problem, a minor problem or not a problem in their local area.

Figure 2.22 shows that 56% of residents said that dog mess and fouling is a major (16%) or minor (40%) problem in their local area, with 41% saying dogs barking is either a major (14%) or minor (26%) problem in their local area. Conversely, a relatively fewer number of residents said vandalism, graffiti and other deliberate damage to vehicles is a problem (6% a minor problem).





**Resident Differences**

There were a number of **statistically significant differences** in response:

**Car crime and unsafe driving (more likely to say it is a problem)**

- Carers (23% vs. 16%);
- Slieve Gullion residents (35%);

**Dog mess and fouling (more likely to say it is a problem)**

- Residents living in urban areas (73% vs. 50%);
- Slieve Croob (86%) residents;

**Dogs barking (more likely to say it is a problem)**

- Residents with a disability (44% vs. 34%);
- Better educated residents (high, 41%; medium, 39%; low, 28%);
- Residents living in urban areas (54% vs. 37%);
- Slieve Croob (84%) residents;

**Groups hanging around the streets (more likely to say it is a problem)**

- Rowallane (40%) residents;

**Noisy neighbours or loud parties (more likely to say it is a problem)**

- Economically active residents (14% vs. 9%);
- Rowallane (22%) residents;

**People being drunk or rowdy in public places (more likely to say it is a problem)**

- Rowallane (32%) residents;

**People using or dealing drugs (more likely to say it is a problem)**

- Residents aged under 60 (under 35, 25%; 35-59, 24%; 60+, 15%);
- Rowallane (42%) residents;

**Rubbish or litter lying around (more likely to say it is a problem)**

- Residents living in urban areas (40% vs. 21%);
- Downpatrick (46%) residents;

**Run down or derelict properties (more likely to say it is a problem)**

- ABC1 residents (12%) compared with C2DE (7%) residents;
- Residents living in urban areas (13% vs. 6%);
- Downpatrick (22%) residents;

**Stray / uncontrolled dogs (more likely to say it is a problem)**

- Downpatrick (10%) residents;

**Vandalism, graffiti and other deliberate damage to property or vehicles (more likely to say it is a problem)**

- Older residents (under 35, 3%; 35-59, 7%; 60+, 9%);



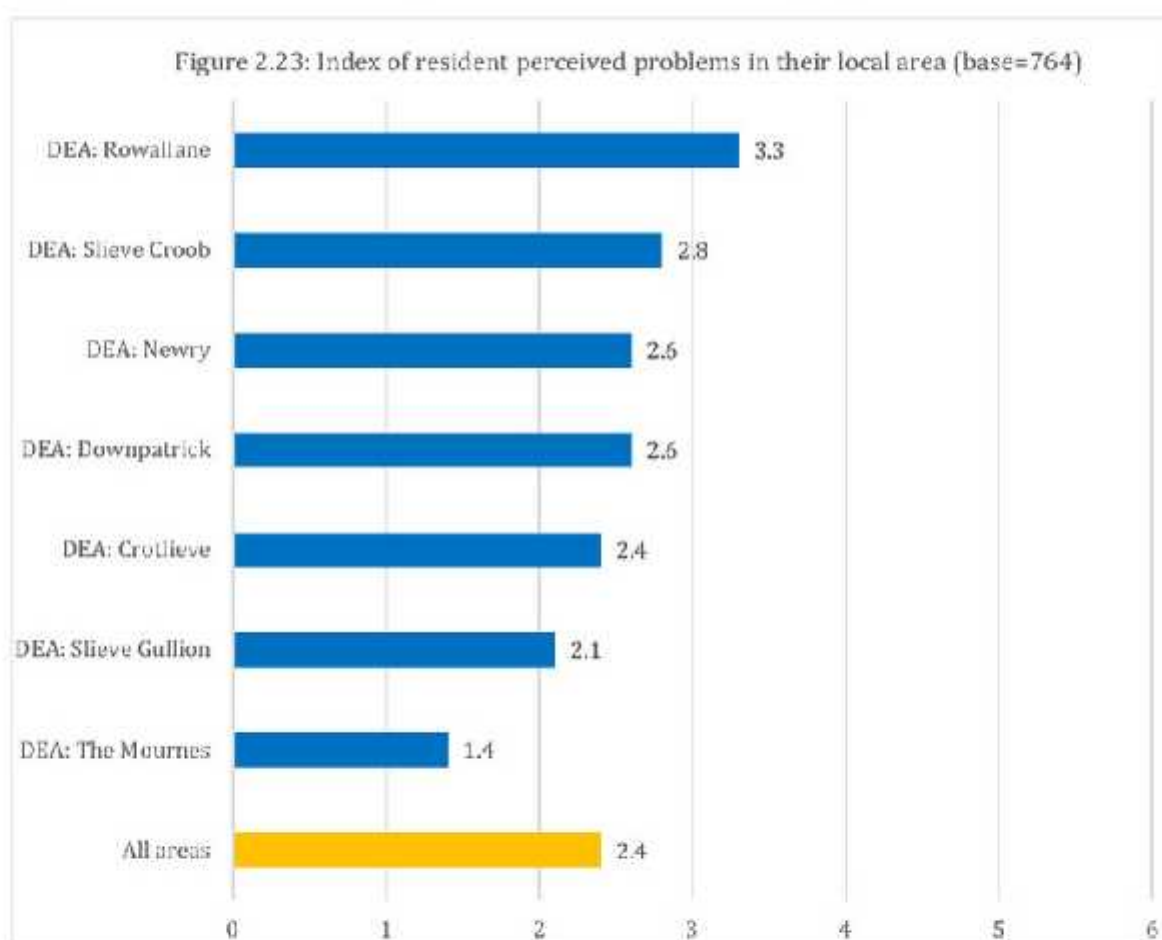
- Economically inactive (8% vs. 5%);
- Residents living in urban areas (8% vs. 4%);
- Crotlieve (14%) residents;

#### 2.8.4 Index of Perceived Problems in Local Areas

To provide more detailed analysis of perceived problems in local areas a composite measure was constructed based on the 11 problems listed in the questionnaire. Using this approach, residents could score zero (*said no issue was a problem in their local area*) to 11 (*all of the issues listed are problems in their local area*).

Across the sample, residents identified 2.4 problems (i.e. minor or major problems) within their local area.

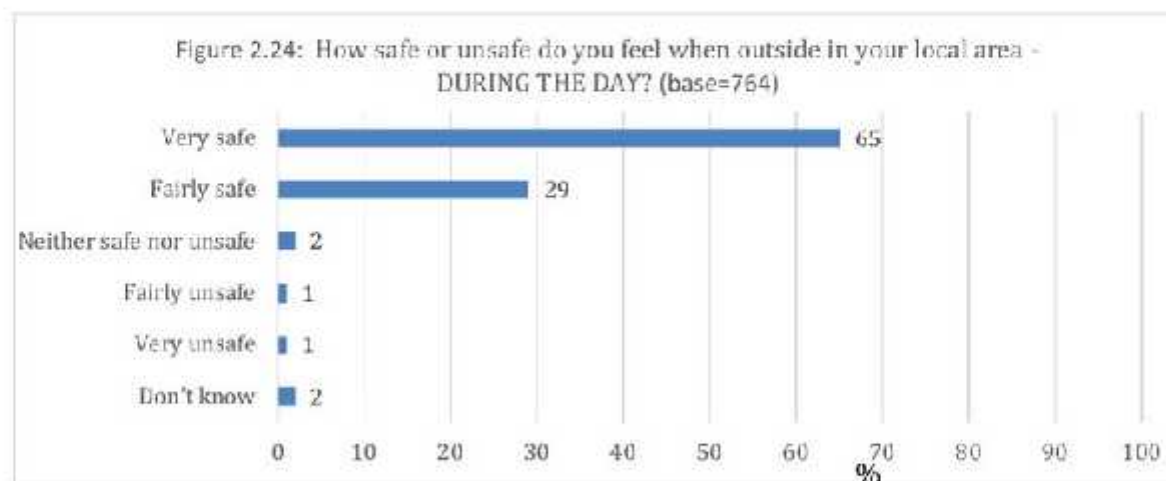
Figure 2.23 shows that residents of Rowallane reported the highest average (3.3) number of problems in their local areas, and residents of The Mournes (1.4) the lowest.



The only other statistically significant difference was a greater proportion of residents living in urban areas (3.0) reporting a higher average number of problems compared with their rural (2.2) counterparts.

## 2.8.5 Safety in Local Area During the Day

Residents were asked how safe or unsafe they feel in their local area during the day, with 94% saying they feel either 'very safe' (65%) or 'fairly safe' (29%). Two percent said they feel 'neither safe nor unsafe' and 2% said they feel either 'fairly unsafe' (1%) or 'very unsafe' (1%). Two percent answered, 'don't know'.



### Resident Differences

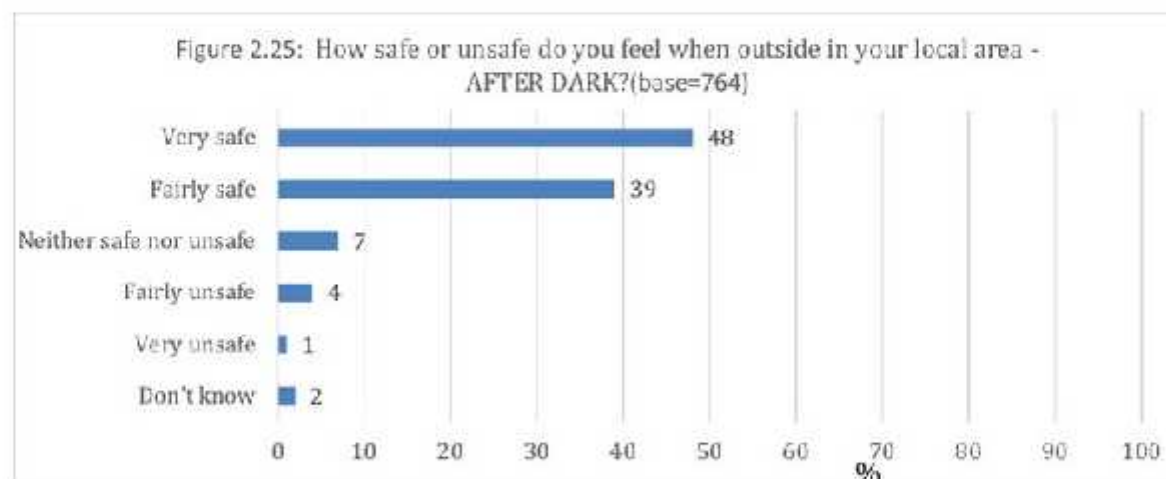
There were a number of **statistically significant differences** in response:

#### More likely to report feeling safer DURING THE DAY

- ABC1 (96%) compared with C2DE (92%) residents;
- Better educated residents (high, 98%; medium, 93%; low, 87%);
- Residents living in rural areas (95% vs. 89%);
- Residents living in Crolieve (99%) compared with those living in Newry (85%);

## 2.8.6 Safety in Local Area After Dark

Residents were also asked how safe or unsafe they feel in their local area after dark. Figure 2.25 shows that 87% said they feel either 'very safe' (48%) or 'fairly safe' (39%). Seven percent said they feel 'neither safe nor unsafe' and 5% said they feel either 'fairly unsafe' (4%) or 'very unsafe' (1%). Two percent answered, 'don't know'.



## Resident Differences

There were a number of **statistically significant differences** in response:

### More likely to report feeling safe AFTER DARK

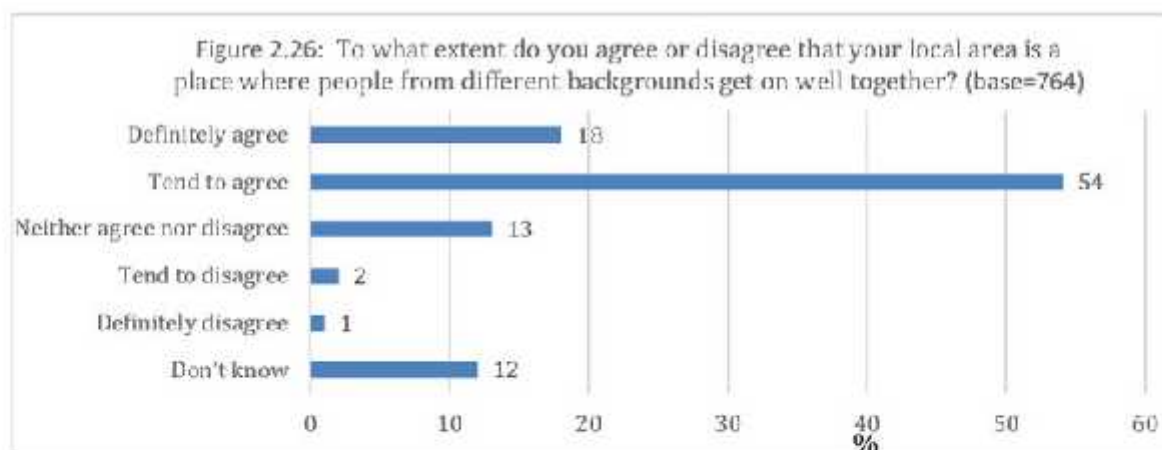
- Residents aged under 60 (under 35, 88%; 35-59, 91%; 60+, 76%);
- ABC1 (91%) compared with C2DE (83%) residents;
- Non-disabled residents (90% vs. 81%);
- Economically active (89% vs. 81%);
- Better educated residents (high, 92%; medium, 88%; low, 72%);
- Residents living in rural areas (88% vs. 80%);
- Residents living in Slieve Gullion (95%) compared with those living in Newry (78%);

## 2.9 Local Area a Place Where People of Different Backgrounds Get On Together

Residents were asked to say to what extent they agree or disagree that their local area is a place where people from different backgrounds get on well together.

Figure 2.26 shows that approximately seven out of ten (72%) residents agreed (definitely agree, 18%; tend to agree, 54%) that their local area is a place where people from different backgrounds get on well together. Thirteen percent neither agreed nor disagreed, with 3% disagreeing (tend to disagree, 2%; definitely disagree, 1%). Twelve percent answered, 'don't know'.

*[Note that there was no statistically significant difference in response to this question between those describing their national identity as British (75% agree) and those describing their national identity as Irish (71%). Note also that there was no statistically significant difference in response between protestant (74% agree) and catholic (77% agree) residents].*



## Resident Differences

There were a number of **statistically significant differences** in response:

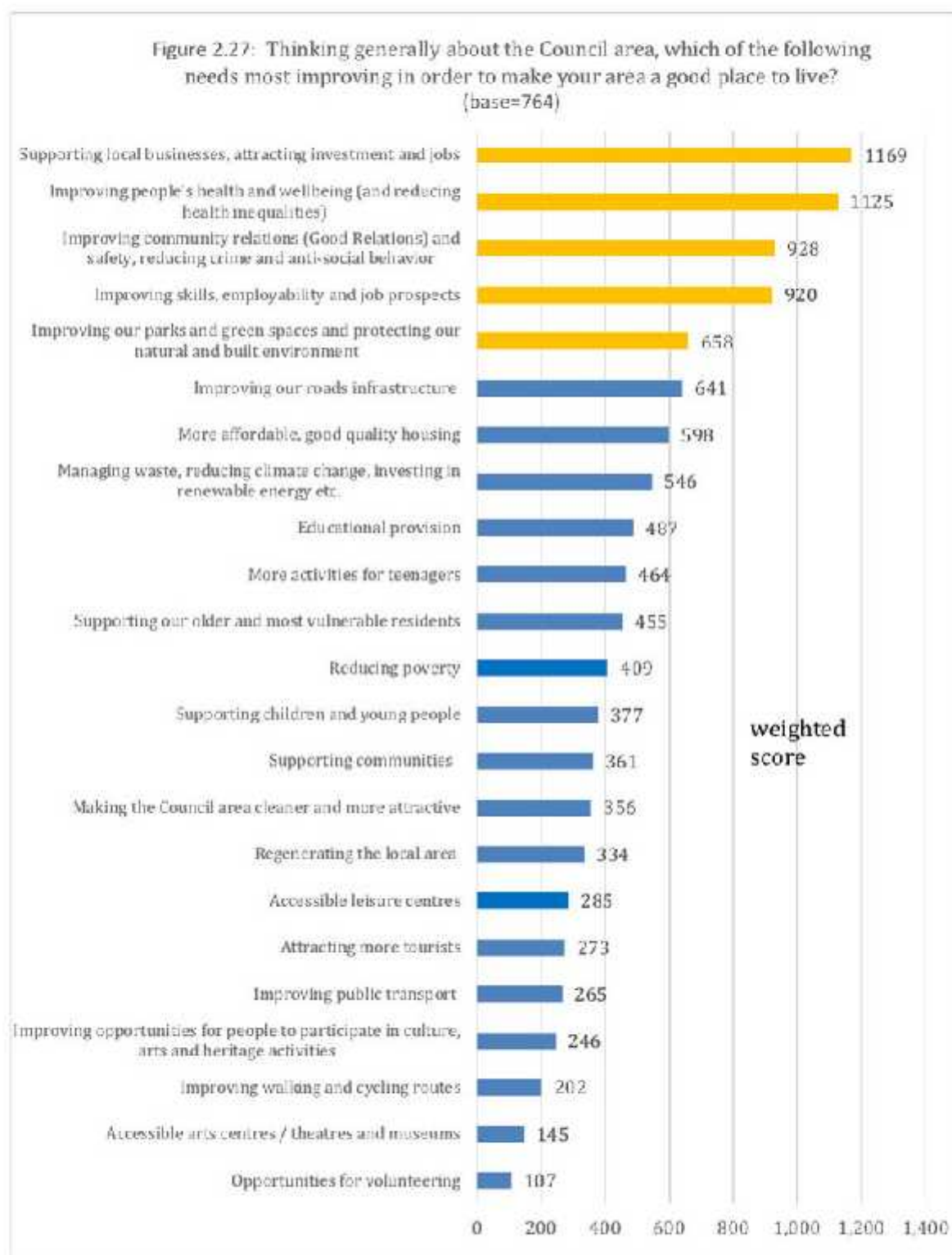
### More likely agree that your local area is a place where people from different backgrounds get on well together

- ABC1 (78%) compared with C2DE (69%) residents;
- Carers (77% vs. 69%);
- Better educated residents (high, 76%; medium, 70%; low, 69%);
- Residents living in Crotlieve (92%) compared with those living in Newry (64%);



## 2.10 Priorities for Improving Local Areas

Residents were asked to think about their local area and say what needs improving to make it a better place to live. Using a weighted score approach (i.e. top ranked suggestion was scored a '5', second ranked scored a '4' etc. through to fifth ranked scored a '1') shows that 'supporting local businesses, attracting investment and jobs' was top ranked (weighted score of 1169) followed by 'improving people's health and wellbeing'.

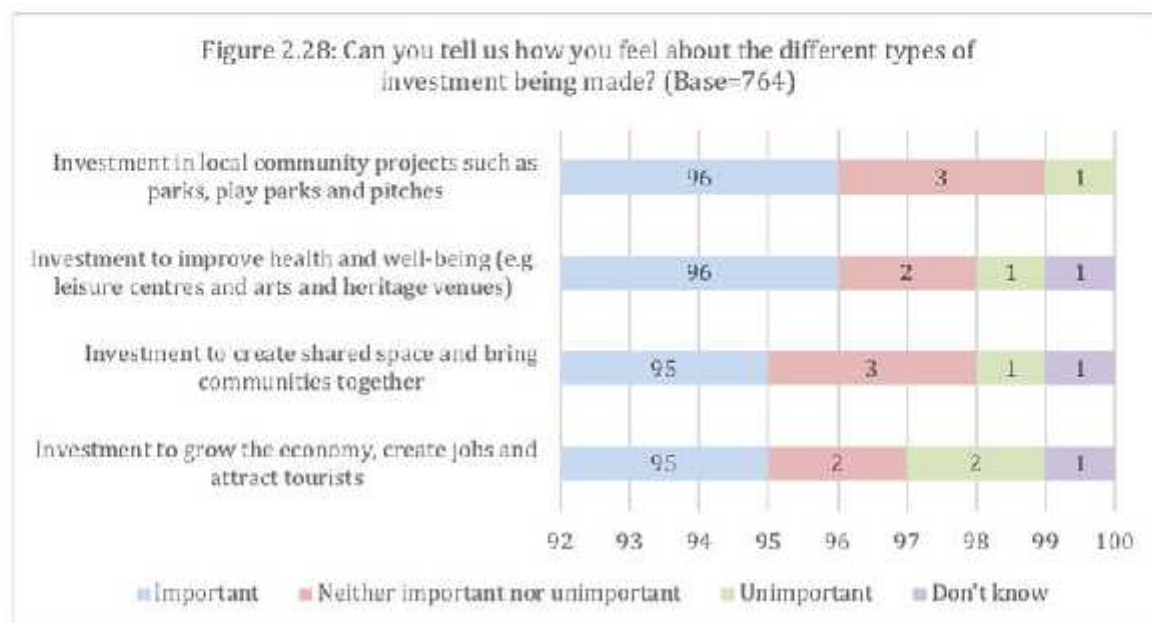




## 2.11 Importance of Different Forms of Economic Investment

The Council is investing significantly in order to improve the economy and quality of life for local communities. Given this information, residents were then asked how they feel about different types of investment.

Figure 2.28 shows that the overwhelming majority of residents feel that all of the areas of investment listed are important.

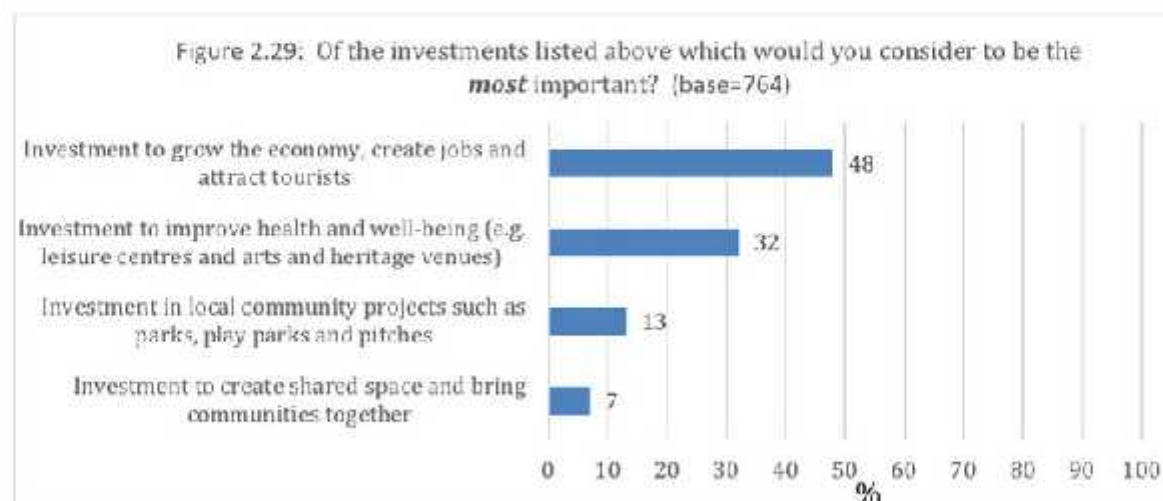


### 2.11.1 Most Important Form of Economic Investment

Having considered the different forms of economic investment, residents were then asked to say which is most important.

Figure 2.29 shows that almost half (48%) of residents said that investment to grow the economy, create jobs and attract tourists is most important, with 32% believing that investment to improve health and wellbeing is most important.

Relatively fewer residents said that investment in local community projects (13%), and investment to create shared space and bring communities together, (7%) are important.



## Resident Differences

There were a number of **statistically significant differences** in response:

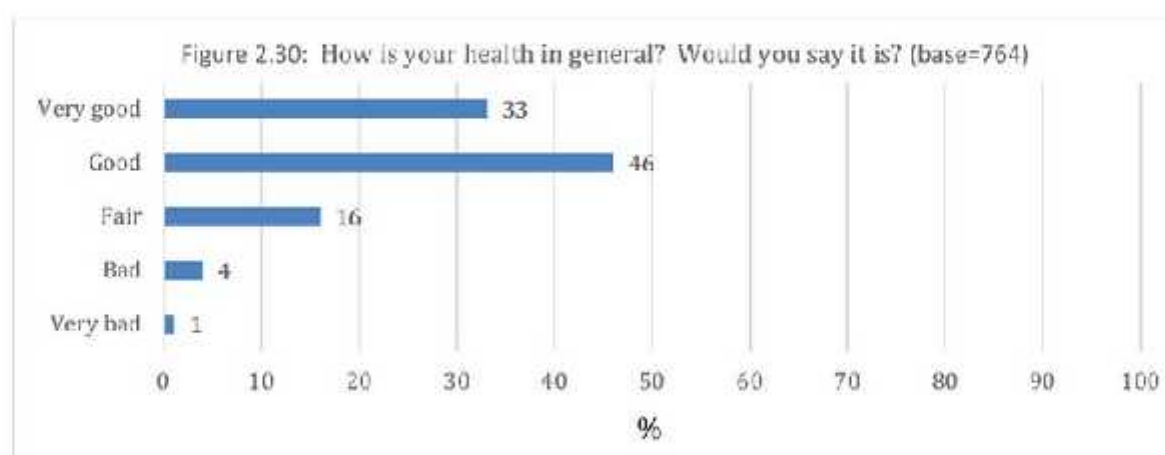
- Men were more likely to prioritise investment to grow the economy (51% vs. 45%), whereas women were proportionately more likely to prioritise investment in local community projects (16% vs. 10%);
- Residents with a disability were more likely to prioritise investment to create shared space (15% vs. 7%) but proportionately less likely to prioritise investment to improve health and wellbeing (27% vs. 33%);
- Less well educated residents (high, 7%; medium, 5%; low, 13%) were more likely to prioritise investment in shared spaces;
- Residents living in urban areas were more likely to prioritise investment to grow the economy (53% vs. 44%), whereas residents in rural areas were more likely to prioritise investment in local community projects (16% vs. 9%);
- Rowallane residents were more likely to prioritise investment to grow the economy (75% compared with an average of 48% for all areas), whereas residents in Downpatrick were more likely to prioritise investment to improve health and wellbeing (45% compared with an average of 32% for all areas). Finally, residents in Slieve Gullion were more likely to prioritise investment to create shared spaces (15% compared with an average of 7% for all areas).

## 2.12 Resident Health and Wellbeing

The survey sought to generate information on resident self-reported health and wellbeing using a range of health measures. As well as generating an indicator on overall health status, the survey also generated indicators on physical activity levels and physical and mental / emotional health and resilience.

### 2.12.1 Resident Perception of their Health Status

Among all residents in the survey, 79% self-reported their health to be either 'very good' (33%) or 'good' (46%), 16% as 'fair', 4% as bad and 1% as very bad. The comparative figure from the 2011 NI Census for Newry, Mourne and Down is 81% for 'very good' or 'good'<sup>9</sup> (note also that the NI figure is 80%).

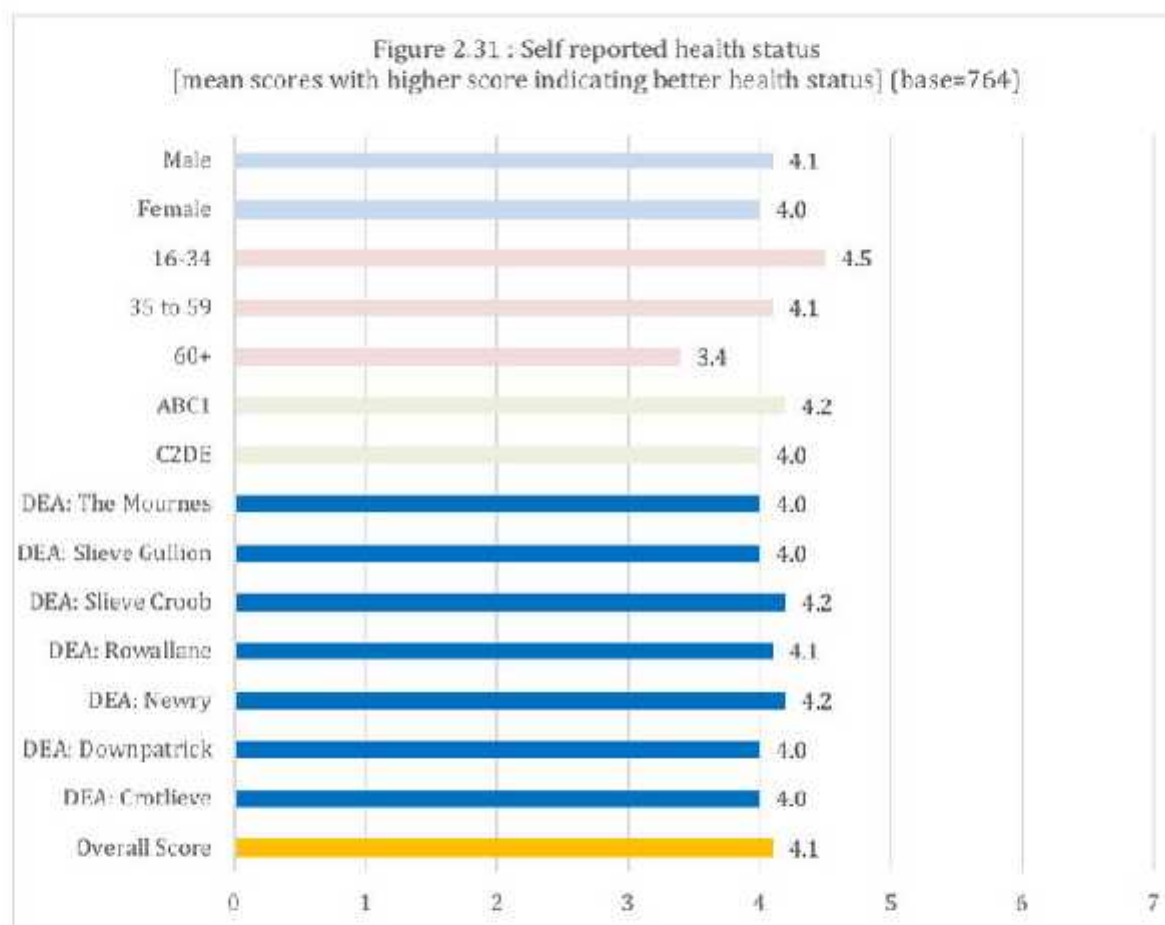


<sup>9</sup> <http://www.niassembly.gov.uk/globalassets/Documents/RaISe/Publications/2014/general/6014.pdf>

## 2.12.2 Differences in Resident Perception of their Health Status

For the purposes of comparing the self-reported health of residents, mean health scores were computed with a higher score indicating relatively better self-reported health (note that the scale in the questionnaire has been reversed to make the reporting of the mean scores more intuitive i.e. a higher score equates to perceived better health).

Using this approach found that all residents recorded a mean score of 4.1, with men (4.1) reporting a significantly higher score compare with women (4.0). Those aged over 60 reported a lower score (3.4) compared with other age groups, with those in higher social classes (ABC1, 4.2) reporting a significantly higher scored compared with residents in social class categories C2DE (4.0). Note there were no differences by DEA.



### Resident Differences

There were a number of **statistically significant differences** in response:

- Residents with a disability reported a lower score on average (3.0 vs. 4.3);
- Carers reported a higher average score (4.3 vs. 3.9);
- Economically active residents reported a higher average score (4.3 vs. 3.7);
- Better educated residents reported a higher average score (high, 4.4; medium, 4.1; low, 3.3);

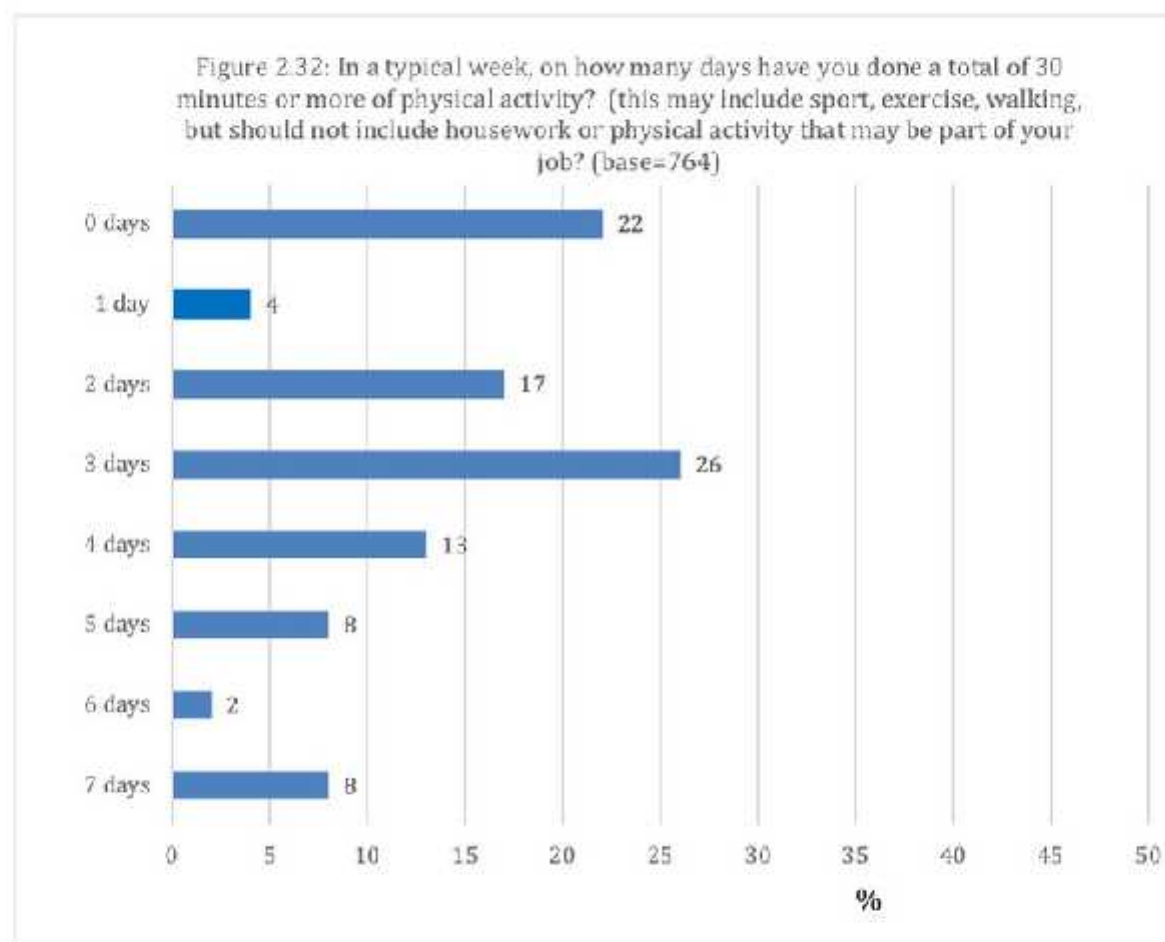


### 2.12.3 Physical Activity Levels

The survey also took the opportunity to measure physical activity levels, with residents asked to say, in a typical week, how many days they did a total of 30 minutes or more of physical activity.

Figure 2.32 shows that 78% of residents said that in a typical week they undertake a total of 30 minutes or more physical activity at least one day a week, with 8% saying they are active to this level seven days a week.

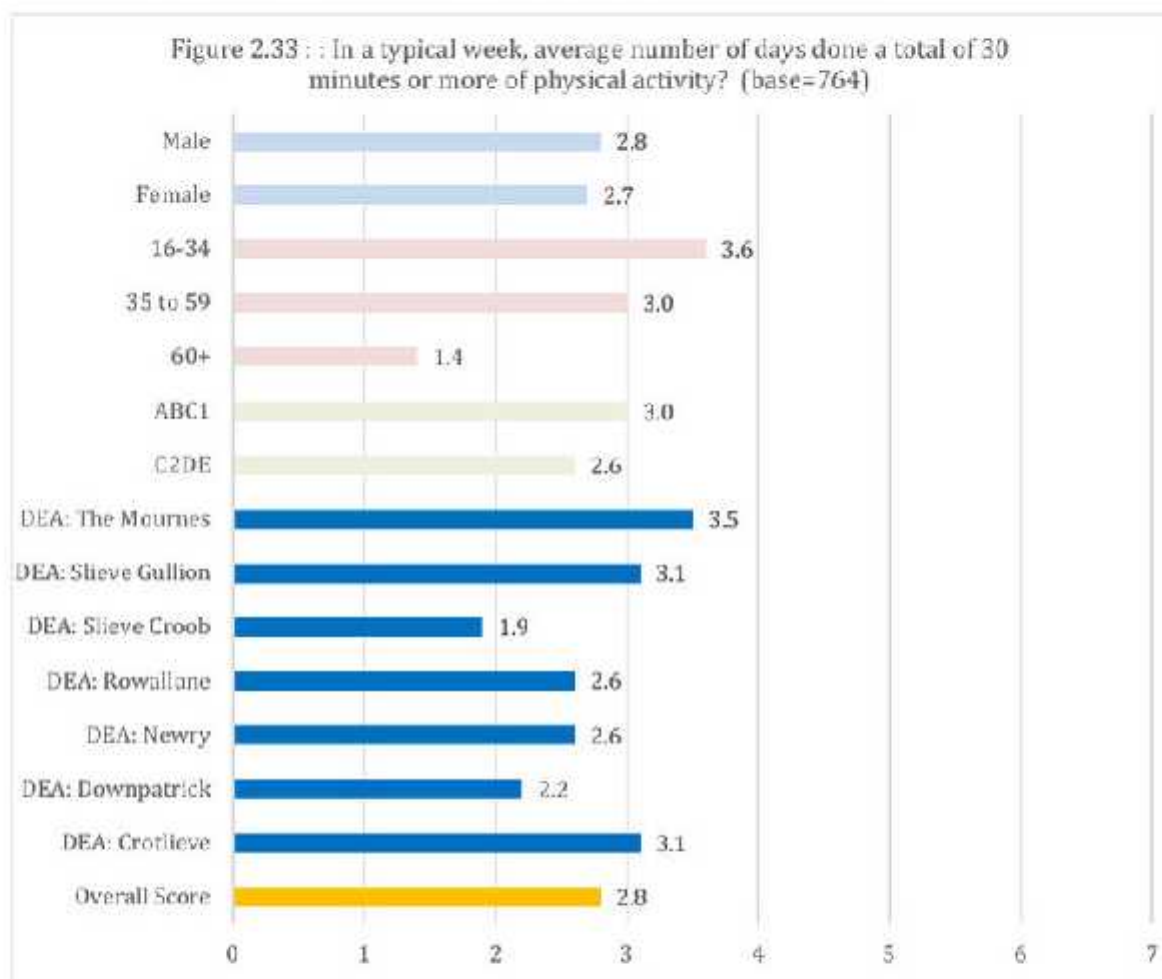
Across the whole sample, residents were physically active (30 minutes or more) on an average of 2.8 days in a typical week.





Analysis by resident background characteristics found that the average number of days active for a total of 30 minutes or more differed significantly by: age; social class; and, DEA.

For example, older residents (aged 60+, 1.4) reported to be less physically active (30 minutes or more) compared with other age groups, with residents in the higher social classes (ABC1, 3.0) reporting to be more physically active. Analysis by DEA shows that residents of The Mournes (3.5) reported a higher average number of days being physically active (30 minutes or more) compared with residents in other areas.



### Resident Differences

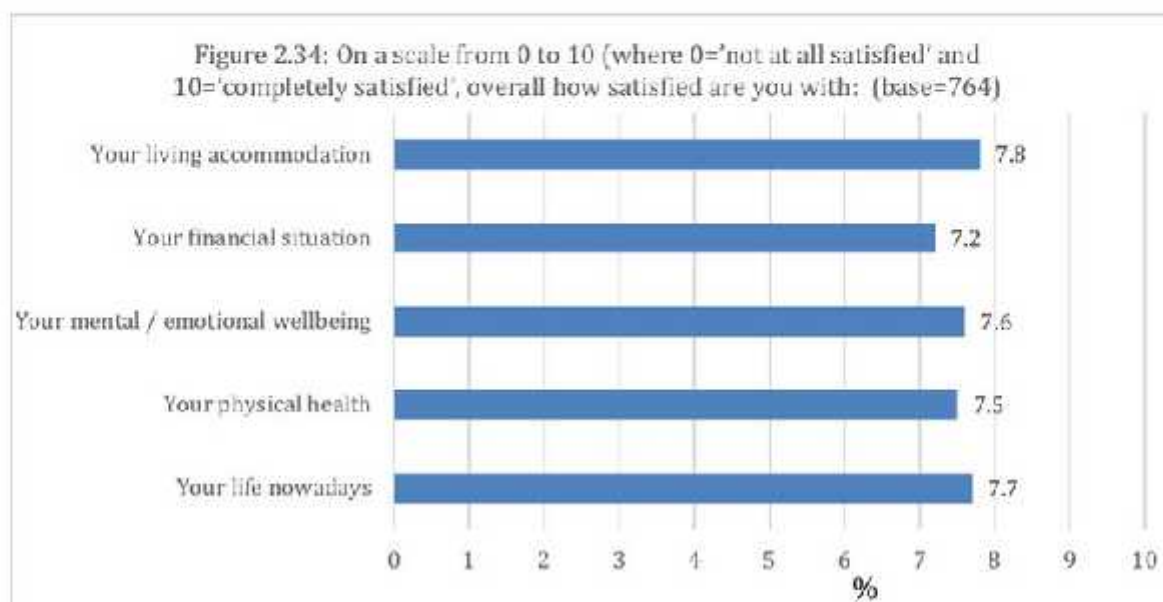
There were a number of other **statistically significant differences** in response:

- Residents with a disability reported to be less physically active (1.0 vs. 3.3);
- Carers reported to be more physically active (3.3 vs. 2.4);
- Economically active residents reported to be more physically active (3.2 vs. 2.0);
- Better educated residents reported to be more physically active (high, 3.3; medium, 2.8; low, 1.5);
- Residents in rural areas reported to be more physically active (2.8 vs. 2.3).

## 2.12.4 Satisfaction with Different Aspects of Life

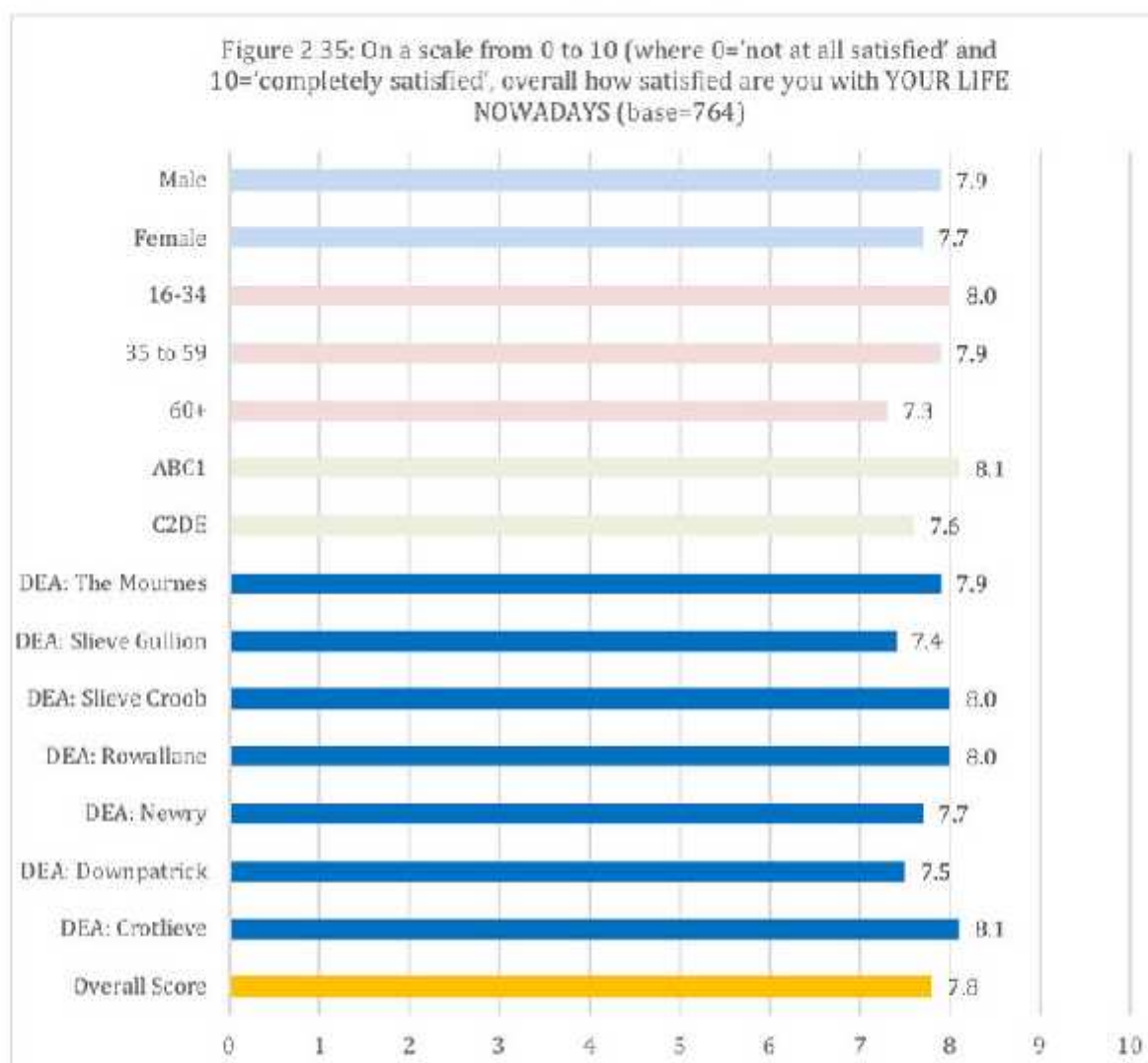
Using a scale from 0 to 10 (where 0='not at all satisfied' and 10='completely satisfied'), residents were asked to rate their overall satisfaction with different aspects of life.

Those aspects of life rated relatively highly included living accommodation (7.8) and your life nowadays (7.7), with the aspect of life rated relatively being your financial situation (7.2).



### Aspect of Life: 'Your Life Nowadays'

In relation to the item 'your life nowadays', the differences by age, social class and DEA are statistically significant. For example, Crotlieve(8.1) residents scored highest on this aspect of life, with residents of Slieve Gullion (7.4) scoring lowest.



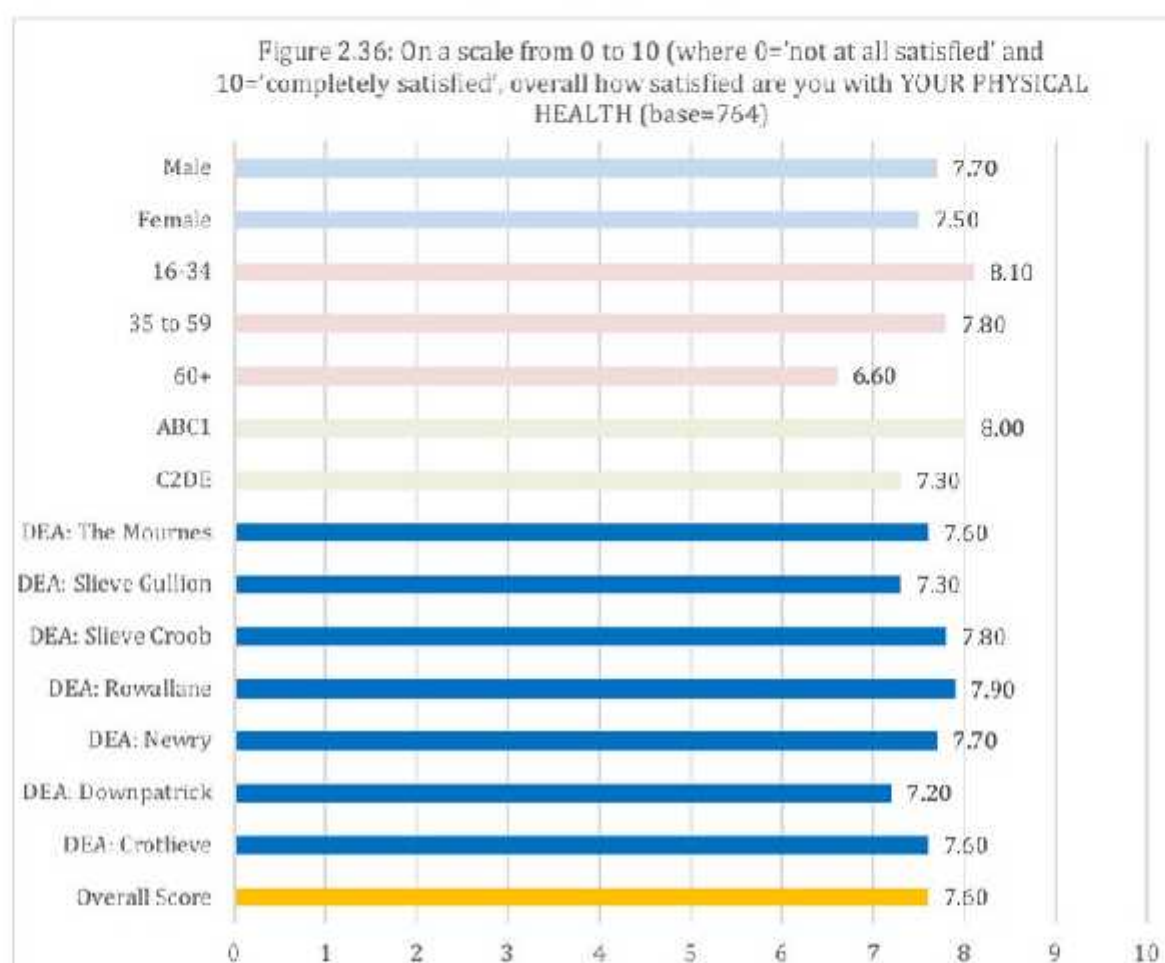
### Resident Differences

There were a number of other **statistically significant differences** in response:

- Residents with a disability scored lower (6.6 vs. 8.0);
- Carers scored higher (8.0 vs. 7.7);
- Economically active residents scored higher (8.0 vs. 7.4);
- Better educated residents scored higher (high, 8.3; medium, 7.7; low, 7.1);
- Residents in rural areas scored higher (7.9 vs. 7.6).

## Aspect of Life: 'Your Physical Health'

In relation to the item 'your physical health', the differences by age, social class and DEA are statistically significant. For example, Rowallane (7.9) residents scored highest on this aspect of life, with residents of Downpatrick (7.2) scoring lowest.



## Resident Differences

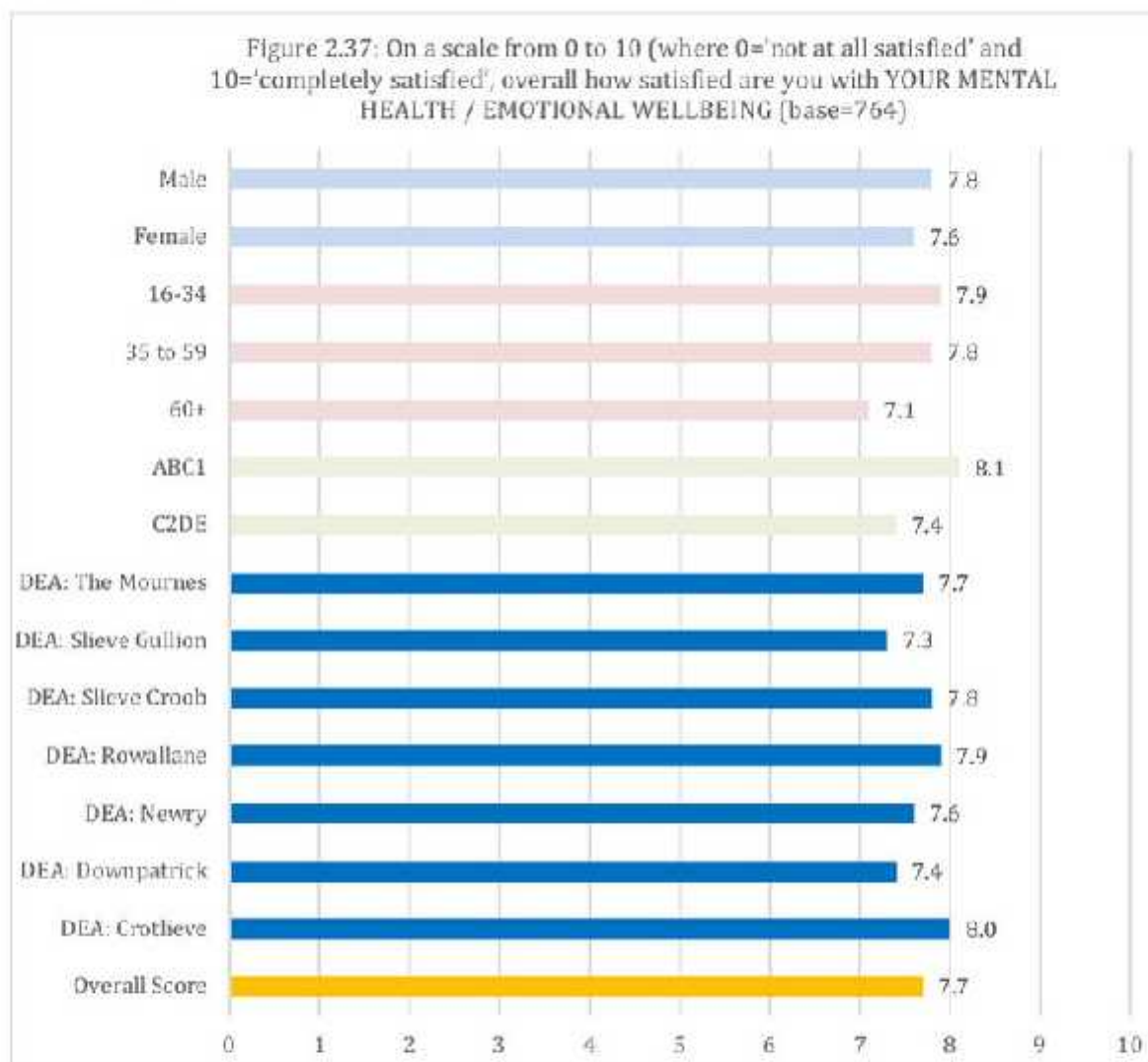
There were a number of other *statistically significant differences* in response:

- Residents with a disability scored lower (5.4 vs. 8.0);
- Carers scored higher (7.9 vs. 7.3);
- Economically active residents scored higher (7.9 vs. 6.9);
- Better educated residents scored higher (high, 8.3; medium, 7.6; low, 6.4);



### Aspect of Life: 'Your Mental Health / Emotional Wellbeing'

In relation to the item 'your mental health / emotional wellbeing', the differences by age, social class and DEA are statistically significant. For example, Crotlieve (8.0) residents scored highest on this aspect of life, with residents of Downpatrick (7.4) and Slieve Gullion (7.3) scoring lowest.



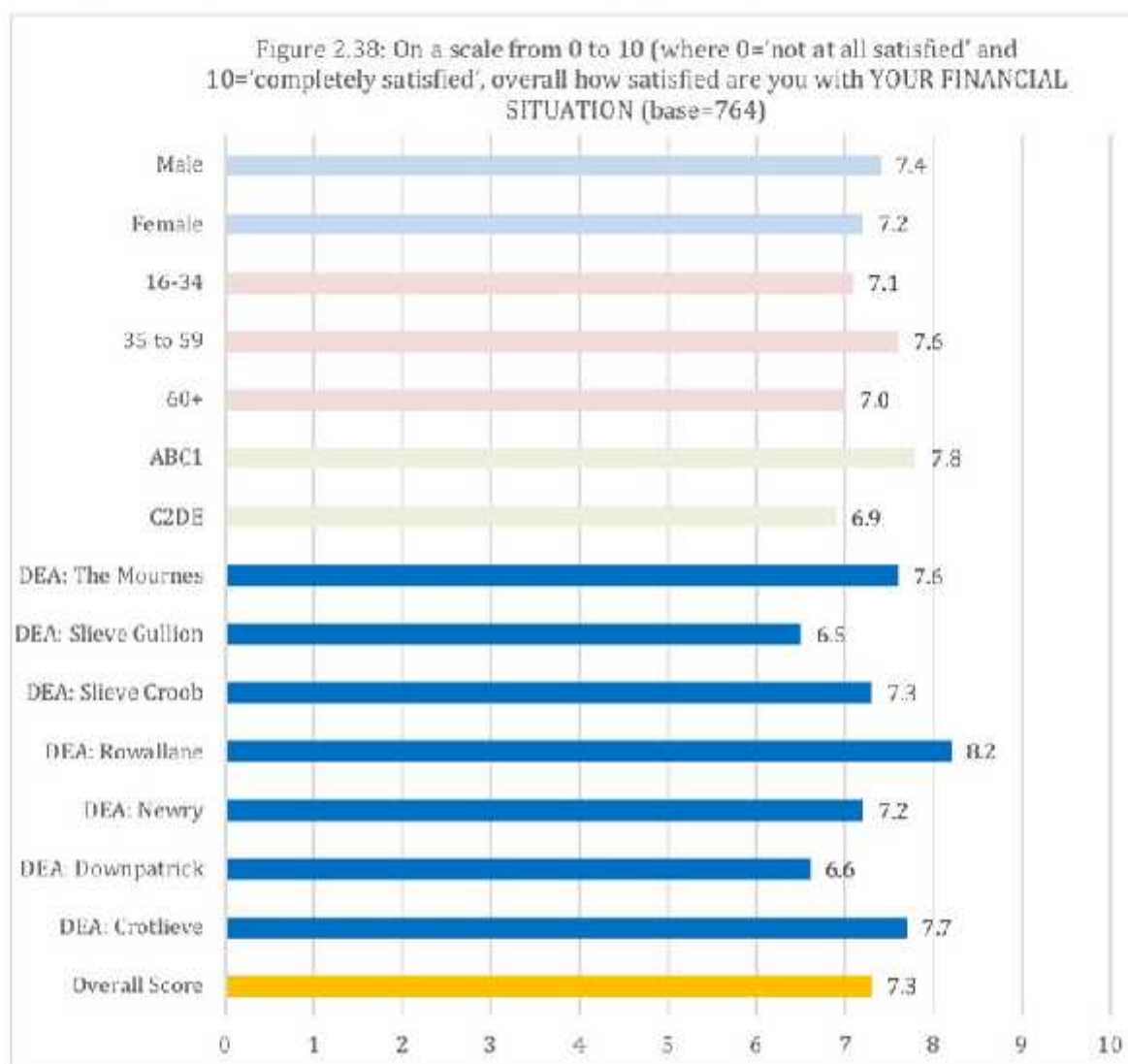
### Resident Differences

There were a number of other **statistically significant differences** in response:

- Residents with a disability scored lower (6.3 vs. 8.0);
- Carers scored higher (7.9 vs. 7.5);
- Economically active residents scored higher (7.9 vs. 7.2);
- Better educated residents scored higher (high, 8.3; medium, 7.6; low, 6.8);

### Aspect of Life: 'Your Financial Situation'

In relation to the item 'your financial situation', the differences by age, social class and DEA are statistically significant. For example, Rowallane (8.2) residents scored highest on this aspect of life, with residents of Slieve Gullion (6.5) scoring lowest.



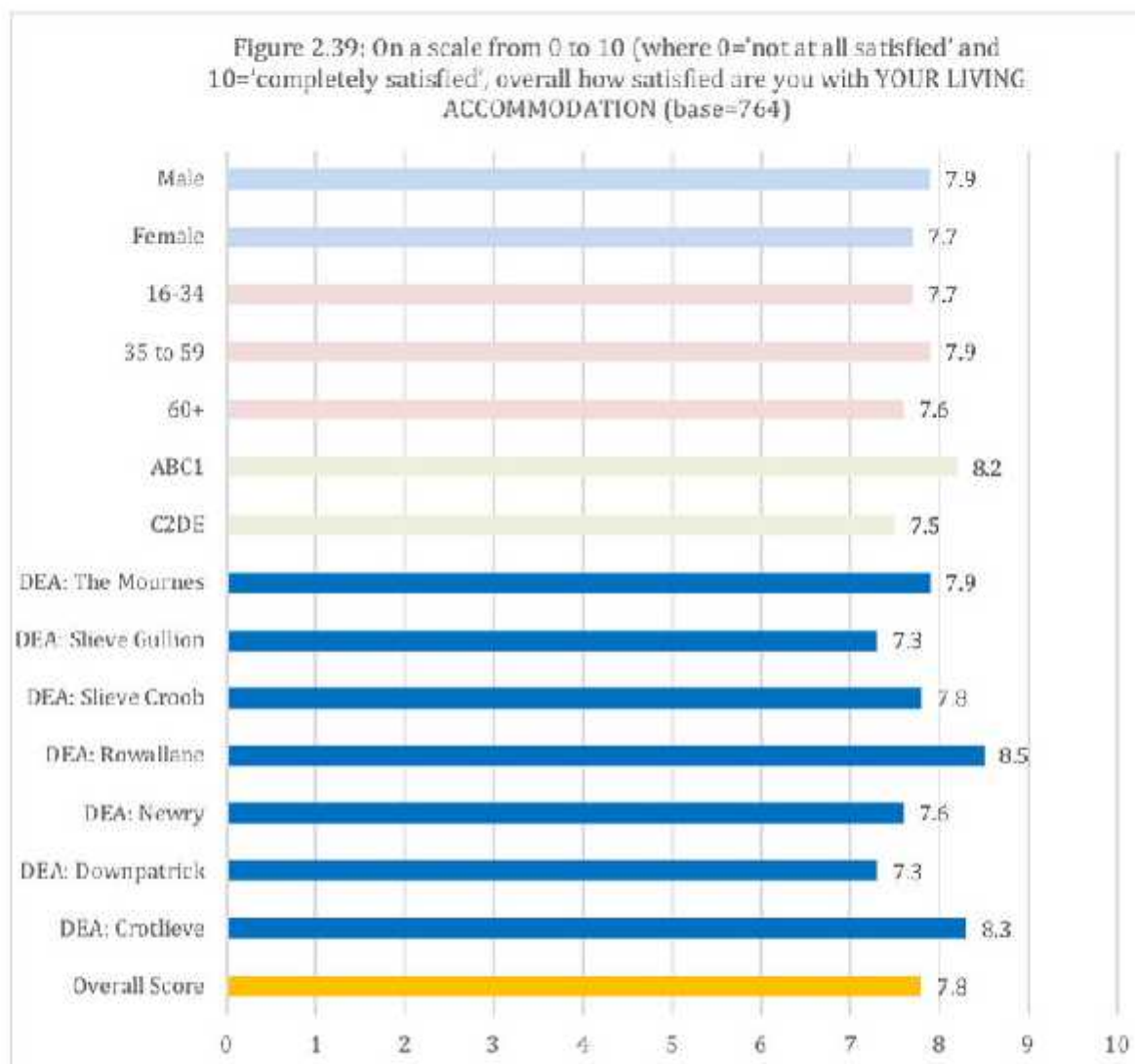
### Resident Differences

There were a number of other **statistically significant differences** in response:

- Residents with a disability scored lower (6.1 vs. 7.5);
- Carers scored higher (7.5 vs. 7.1);
- Economically active residents scored higher (7.5 vs. 6.8);
- Better educated residents scored higher (high, 8.1; medium, 7.0; low, 6.5);
- Residents in rural areas scored higher (7.4 vs. 7.0).

### Aspect of Life: 'Your Living Accommodation'

In relation to the item 'your living accommodation', the differences by age, social class and DEA are statistically significant. For example, Rowallane (8.5) residents scored highest on this aspect of life, with residents of Downpatrick (7.3) and Slieve Gullion (7.3) scoring lowest.



### Resident Differences

There were a number of other **statistically significant differences** in response:

- Residents with a disability scored lower (7.1 vs. 8.0);
- Carers scored higher (7.9 vs. 7.7);
- Economically active residents scored higher (8.0 vs. 7.5);
- Better educated residents scored higher (high, 8.3; medium, 7.6; low, 7.3);
- Residents in rural areas scored higher (7.9 vs. 7.5).

## 2.12.5 General Efficacy

A modified version of the General Self-Efficacy Scale<sup>10</sup> was used to generate a measure of resident resilience.

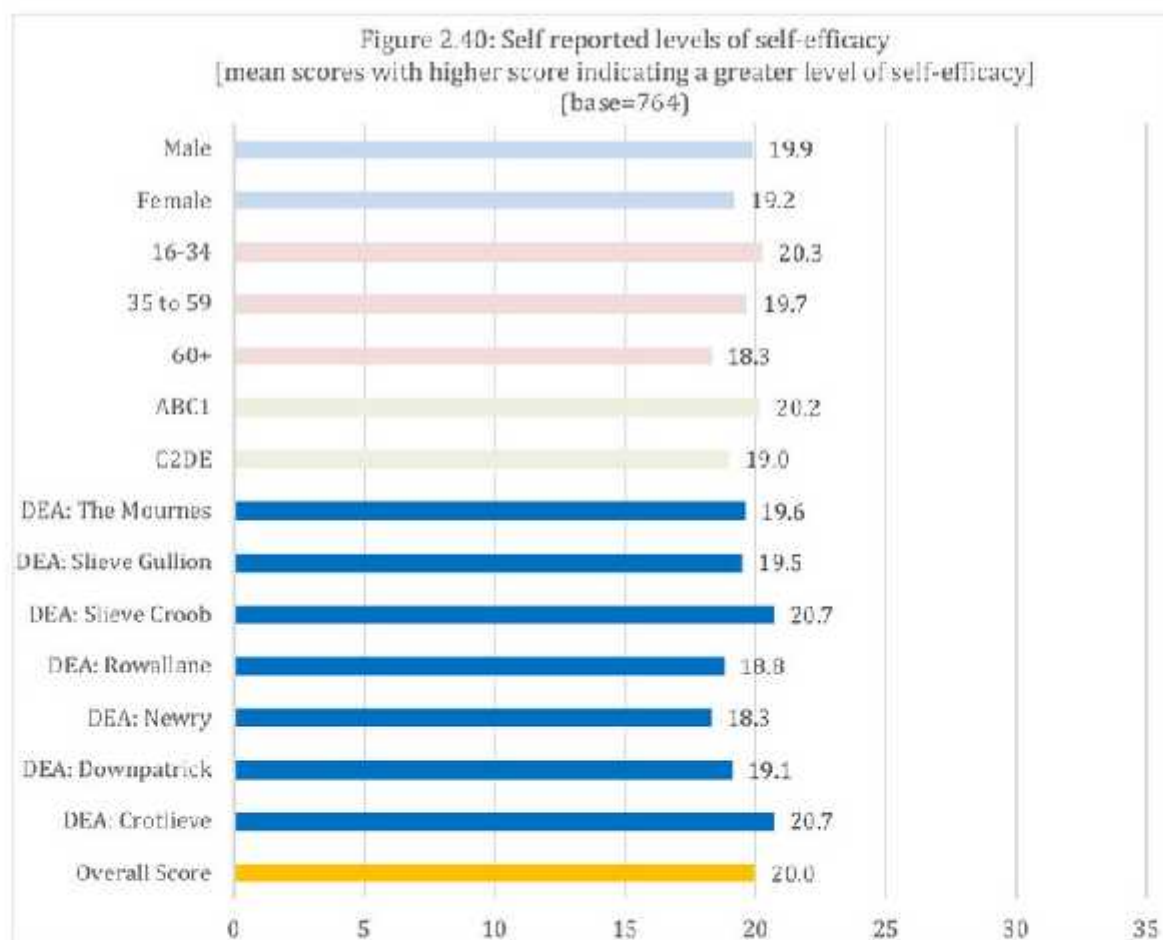
This scale is based on five items, with items scored on a Likert scale from 'strongly disagree' to 'strongly agree', with a higher score indicating a higher level of resilience.

**Q. Please say if you agree or disagree with each of the following statements?**

- 'I can always manage to solve difficult problems if I try hard enough'
- 'I am confident that I could deal efficiently with unexpected events'
- 'I can remain calm when facing difficulties because I can rely on my coping abilities'
- 'When I am confronted with a problem, I can usually find several solutions'
- 'No matter what comes my way, I am usually able to handle it'

The overall mean score for all residents on the domain of 'general efficacy' is 20, with significant differences by gender, age, social class and DEA [please note that the 23% of residents reported a score of 17 or lower].

For example, in relation to area, residents in Crotlieve (20.7) and Slieve Croob (20.7) recorded the highest level of self-efficacy, whereas residents in Newry (18.3) recorded the lowest score.



<sup>10</sup> Schwarzer, R., & Jerusalem, M. (1995). Generalized Self-Efficacy scale. In J. Weinman, S. Wright, & M. Johnston, Measures in health psychology: A user's portfolio. Causa and control beliefs (pp. 35-37). Windsor, UK: NFER-NELSON.



## Resident Differences

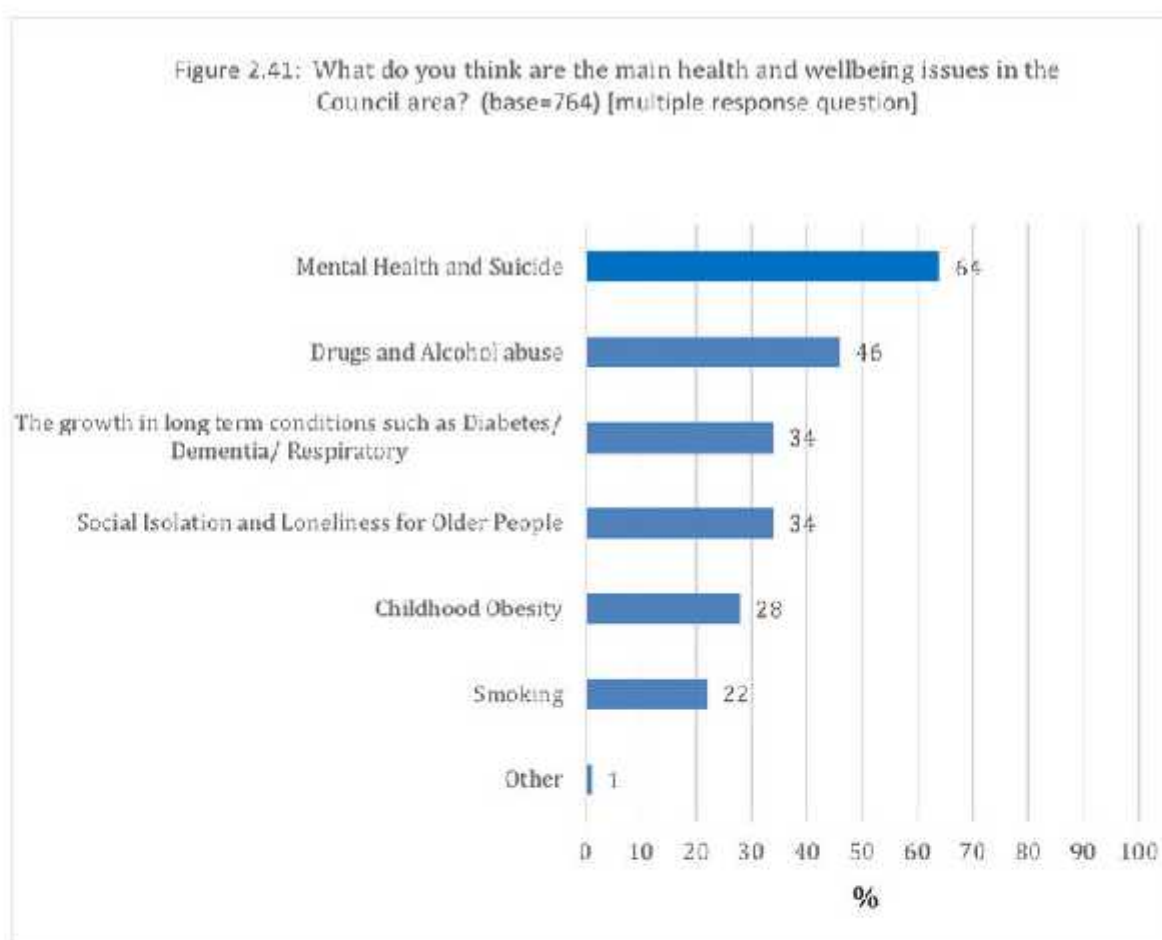
There were a number of other **statistically significant differences** in response:

- Residents with a disability scored lower (17.7 vs. 20.0);
- Carers scored higher (19.8 vs. 19.3);
- Economically active residents scored higher (20.0 vs. 18.7);
- Better educated residents scored higher (high, 20.7; medium, 19.4; low, 17.8);
- Residents in rural areas scored higher (19.8 vs. 19.0).

### 2.12.6 Main Health and Wellbeing Issues in Council Area

The survey also sought to measure resident opinion on what they believe to be the main health and wellbeing issues in the Council area.

Figure 2.41 shows that 64% identified mental health and suicide as one of the main health and wellbeing issues in the Council area, with 46% listing drugs and alcohol abuse, and 36% the growth in long-term conditions (e.g. diabetes). One percent of residents cited other issues.

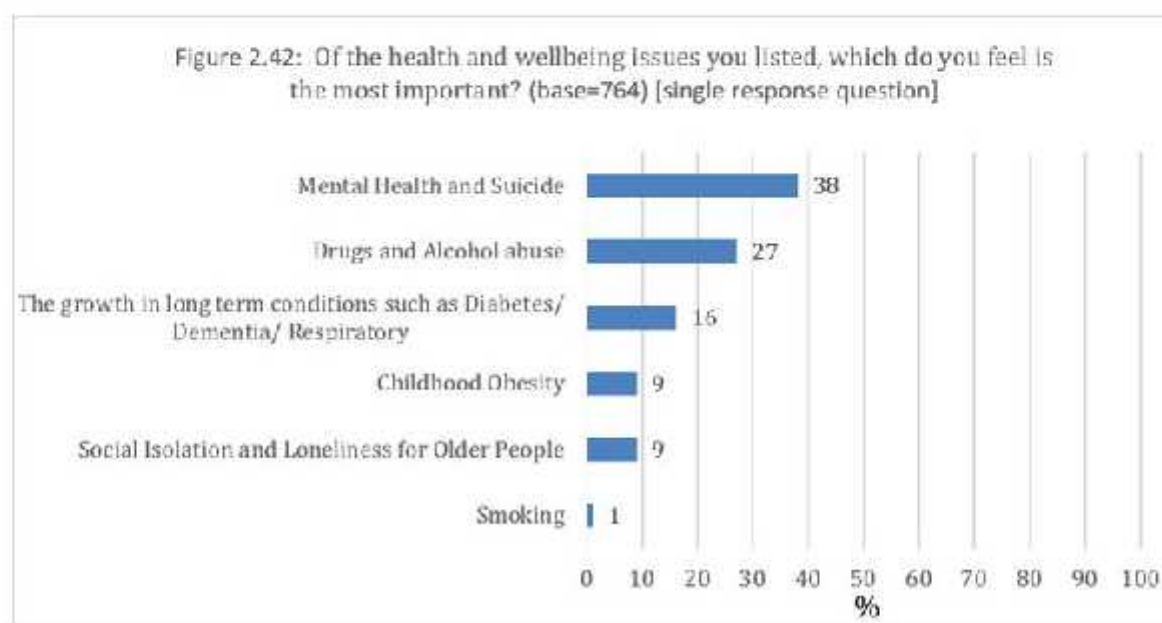


<sup>11</sup> Includes: bullying (n=1); cancer (n=1); pollution and radioactivity (n=1); smell of soot in the estate (n=1); don't know (n=6); and, none (n=1).

## 2.12.7 Most Important Health and Wellbeing Issue in Council Area

Residents were asked to say which health and wellbeing issue they believe to be the most important.

Figure 2.42 shows that 38% of residents feel that mental health and suicide is most important, with 27% saying that drugs and alcohol abuse is the most important issue.



### Resident Differences

There were a number of **statistically significant differences** in response:

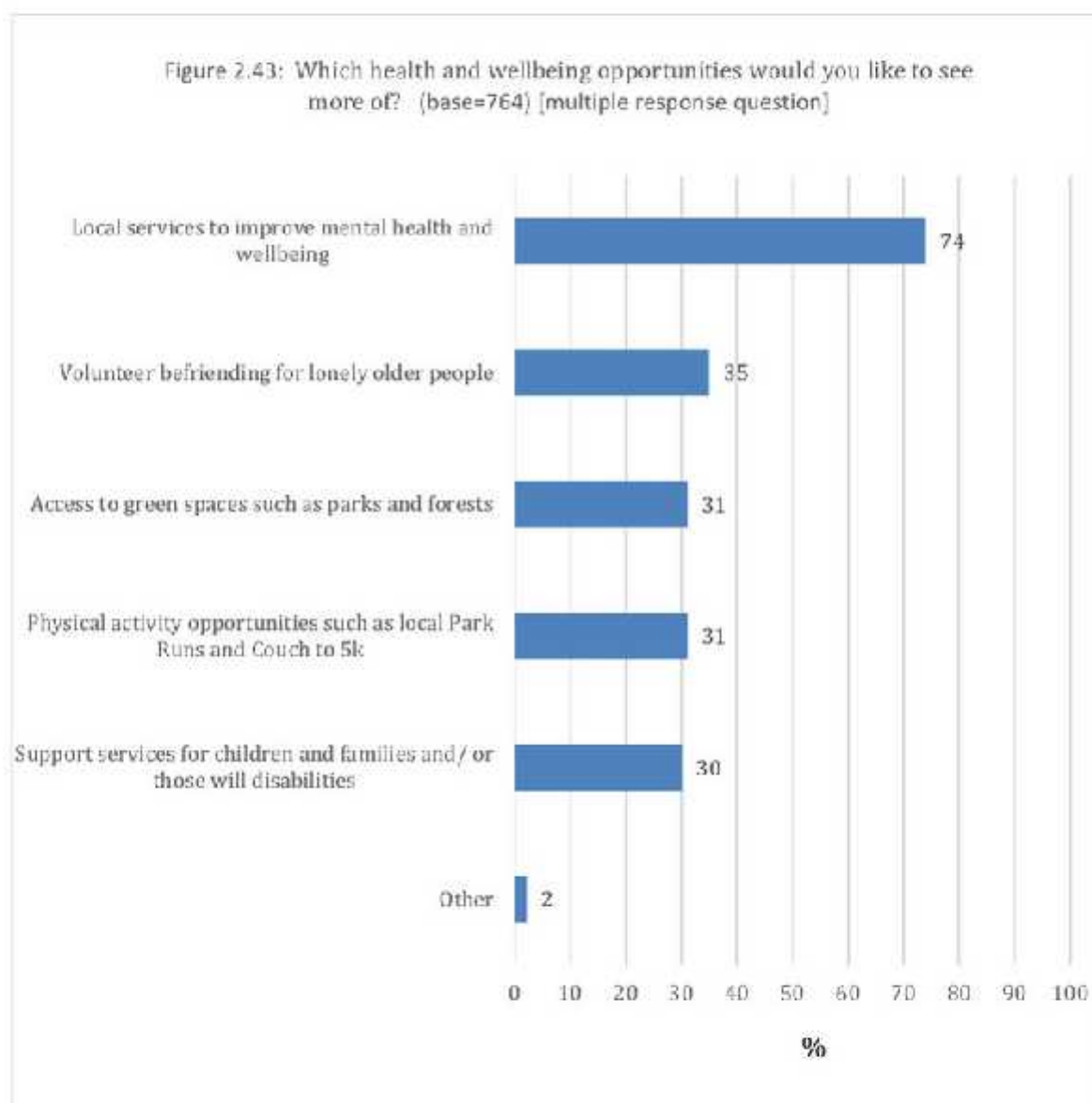
- Younger residents were proportionately more likely to say mental health and suicide is the most important problem (under 35, 49%; 35-59, 37%; 60+, 26%). Older residents were more likely to say that the growth in long term conditions is the most important problem (under 35, 6%; 35-59, 16%; 60+, 27%) as well as social isolation and loneliness for older people (under 35, 8%; 35-59, 6%; 60+, 18%);
- Residents with a disability were more likely to say that the growth in long term conditions is the most important problem (28% vs. 15%) as well as social isolation and loneliness for older people (28% vs. 15%);
- Carers were proportionately more likely to say mental health and suicide is the most important problem [44% vs. 33%];
- Economically active residents were proportionately more likely to say mental health and suicide is the most important problem (41% vs. 32%) and less likely to say that the growth in long term conditions is the most important problem (12% vs. 22%);
- Less well educated residents were less likely to say that mental health and suicide is the most important problem (high, 38%; medium, 42%; low, 26%) but more likely to say that social isolation and loneliness for older people is a problem (high, 8%; medium, 7%; low, 21%);
- Crotlieve residents were more likely to identify mental health and suicide (48% compared with an average of 38% for all areas). Residents in Slieve Gullion were more likely to identify alcohol and drug abuse as the most important problem (43% compared with an average of 27% for all areas), whereas residents of Slieve Croob

residents were proportionately more likely to identify childhood obesity as the most important problem (35% compared with 9% for all areas), whereas residents in Rowallane were more likely to cite the growth in long term conditions (42% compared with an average of 16% for all areas).

### 2.12.8 Health and Wellbeing Opportunities Residents Would Like to See More Of

Residents were asked which health and wellbeing opportunities they would like to see more of.

Figure 2.43 shows that approximately three quarters (74%) of residents said they would like to see more local services to improve mental health and wellbeing. Conversely, relatively fewer residents said they would like to see more support services for children and families and/or those with disabilities (30%). Two percent of residents listed other opportunities<sup>12</sup>.



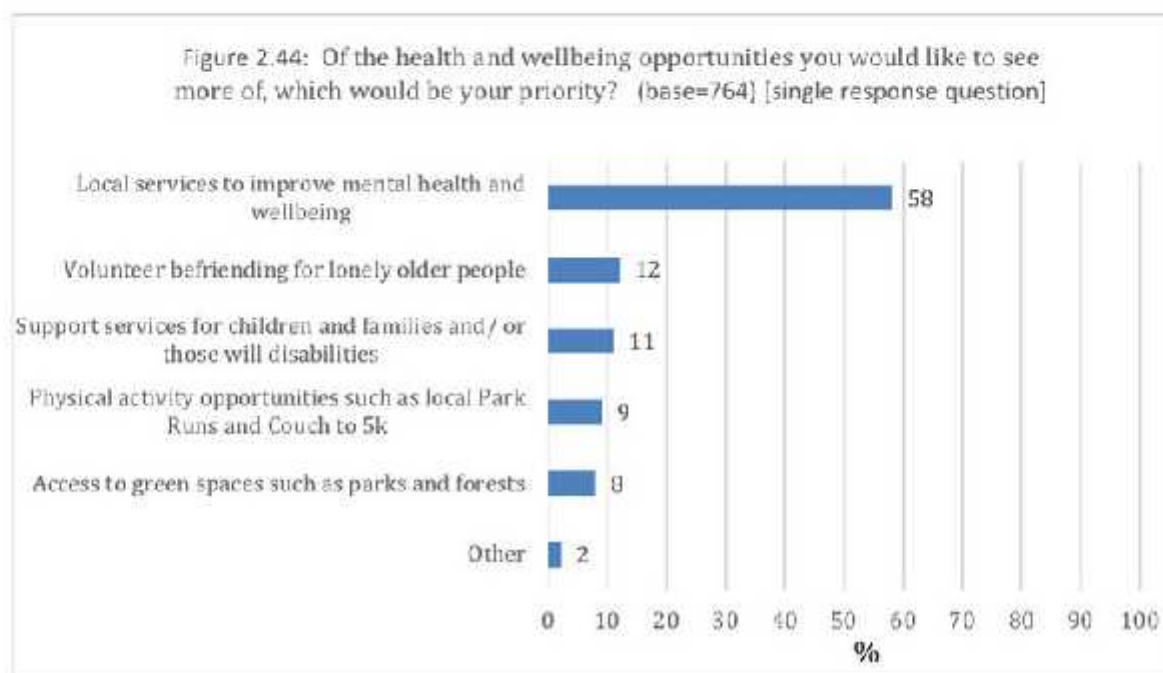
<sup>12</sup> Includes: cancer (n=1); drink and drugs (n=2); bad neighbours (n=1); hospitals (n=1); less social isolation for older people (n=1); more for young people (n=2);



## 2.12.9 Priority Health and Wellbeing Opportunities Identified by Residents

Having listed the health and wellbeing issues that residents want to see more of, they were then asked which to say which opportunity should be the priority.

Figure 2.44 shows that just over half (58%) of residents believe that local services to improve mental health and wellbeing should be the priority, with relatively fewer residents saying the other opportunities should be the priority.



### Resident Differences

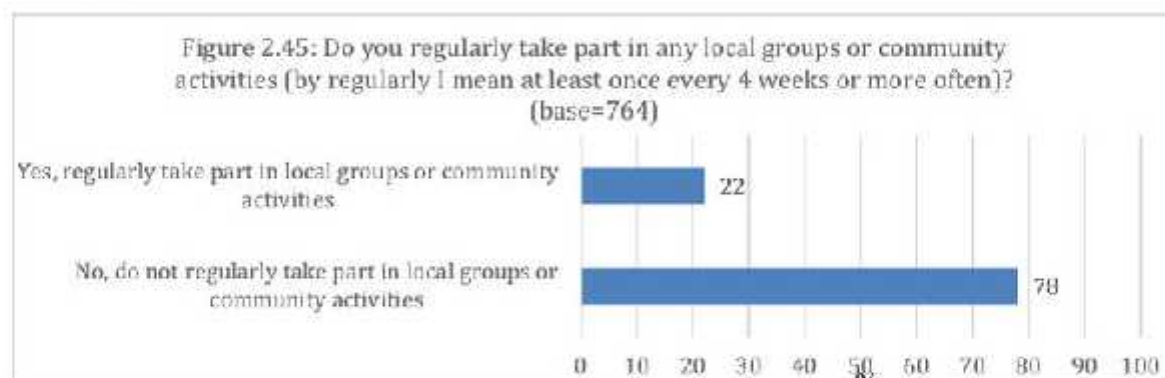
There were a number of **statistically significant differences** in response:

- ABC1 (12%) residents were proportionately more likely to prioritise local services to improve mental health and wellbeing (58%), whereas C2DE (18%) residents were more likely to prioritise volunteering and befriending for lonely older people (12%);
- Residents with a disability were proportionately more likely to prioritise support services for children and families and / or those with disabilities (22% vs. 12%) and less likely to prioritise local services to improve mental health and wellbeing (46% vs. 58%);
- Carers were proportionately more likely to prioritise support services for children and families and / or those with disabilities (19% vs. 10%);
- Less well educated residents were less likely to prioritise local services to improve mental health and wellbeing (high, 57%; medium, 54%; low, 34%);
- Rowallane residents were more likely to prioritise local services to improve mental health and wellbeing (81% compared with an average of 53% for all areas) whereas Slieve Croob residents were more likely to prioritise access to green spaces such as parks and forests (27% compared with an average of 10% for all areas). Slieve Croob residents were also more likely to prioritise volunteering and befriending for lonely older people (33% compared with an average of 15% for all areas).

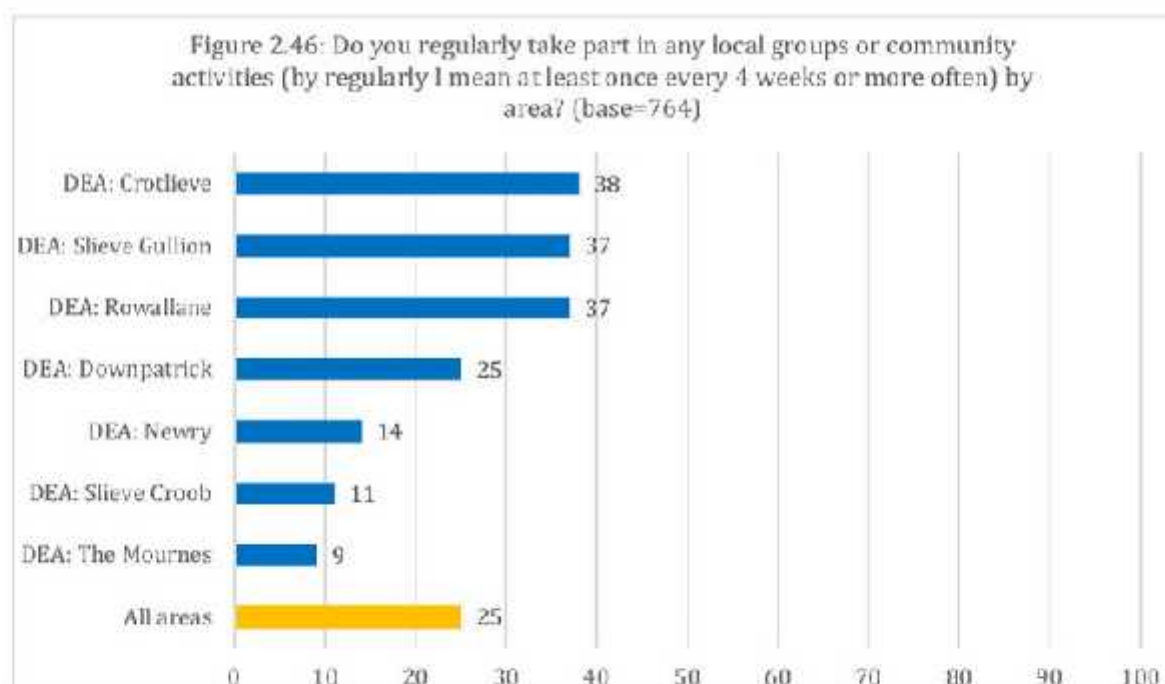


## 2.13 Participating in Local Groups or Community Activities

One in five (25%) residents said they regularly take part in local groups or community activities.



Analysis by area shows that residents in Corlieve (38%), Slieve Gullion (37%) and Rowallane (37%) were more likely to report regularly taking part in local groups or community activities, with residents in The Mournes (9%) least likely to report doing so.



### Resident Differences

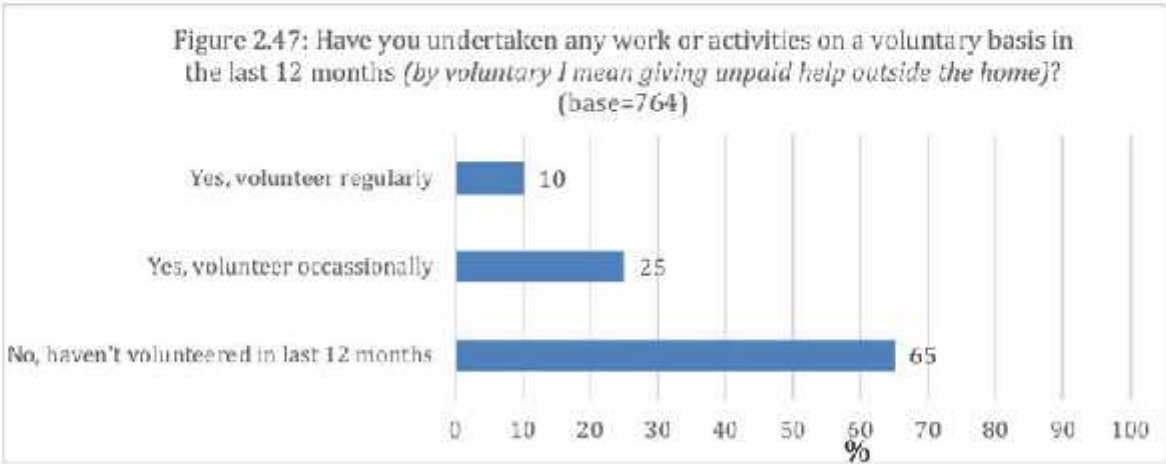
There were a number of **statistically significant differences** in response:

- Women (28%) compared with men (21%) were more likely to say they regularly part in local groups or community activities;
- Residents with caring responsibilities were more likely to say they regularly part in local groups or community activities (34% vs. 18%);
- Residents with a higher level of educational attainment were more likely to report regularly taking part in local groups or community activities (high, 32%; medium, 22%; low, 18%);

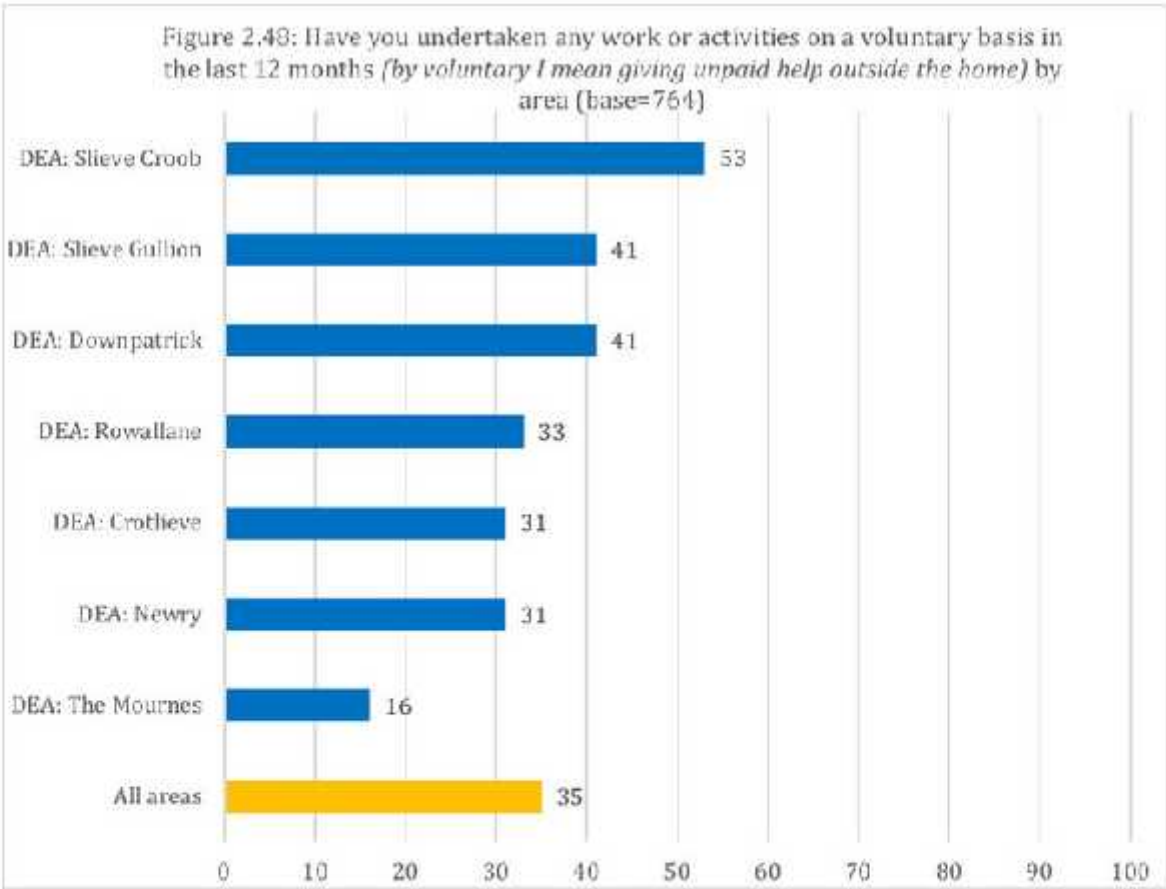
- Residents living in rural areas were more likely to say they regularly part in local groups or community activities (28% vs. 20%);

2.14 Volunteering in the Last 12 Months

Approximately one in three (35%) residents said they have undertaken work or activities on a voluntary basis in the last 12 months, with 10% having done so on a regular basis and 25% on an occasional basis.



Analysis by area shows that residents in Slieve Croob (53%) were most likely to report undertaking work or activities on a voluntary basis in the last 12 months, with residents in The Mournes (16%) least likely to report doing so.



### Resident Differences

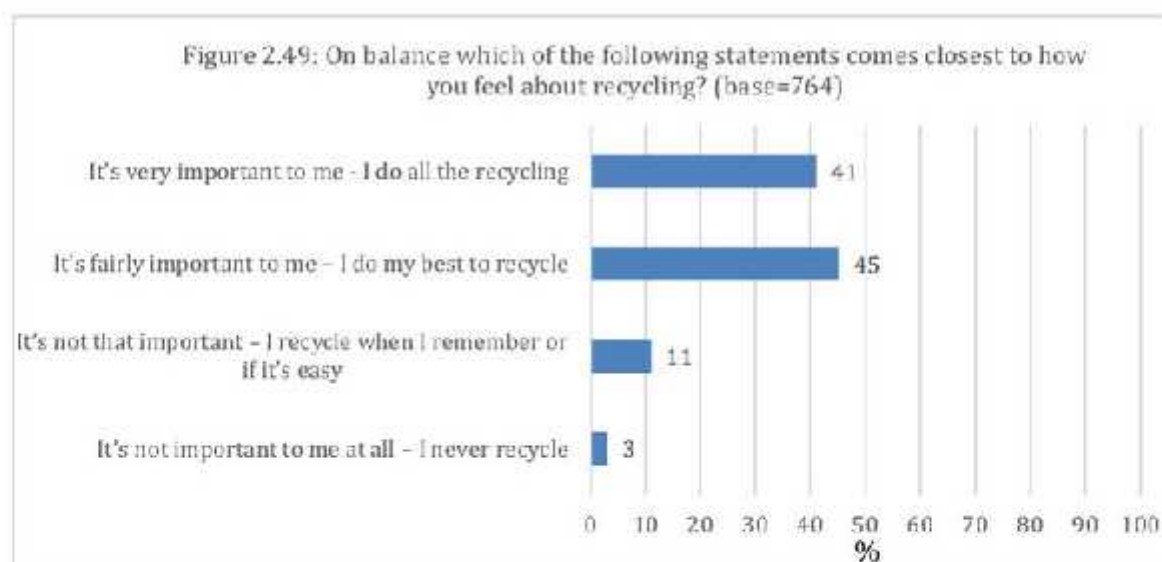
There were a number of other **statistically significant differences** in response:

- Older residents were least likely to report undertaking work or activities on a voluntary basis in the last 12 months (under 35, 35%; 35-59, 39%; 60+, 27%);
- ABC1 (41%) residents were more likely to report undertaking work or activities on a voluntary basis in the last 12 months (C2DE, 30%);
- Residents with a disability were less likely to report undertaking work or activities on a voluntary basis in the last 12 months (22% vs. 37%);
- Carers were more likely to report undertaking work or activities on a voluntary basis in the last 12 months (41% vs. 29%);
- Economically active residents were more likely to report undertaking work or activities on a voluntary basis in the last 12 months (38% vs. 27%);
- Residents with a higher level of educational attainment were more likely to report undertaking work or activities on a voluntary basis in the last 12 months (high, 43%; medium, 35%; low, 16%);

### 2.15 Recycling and its Importance to Residents

Residents were presented with a series of statements about recycling and asked which one comes closest to how they feel.

Figure 2.49 shows that 86% said that recycling is either very important to them (41%) or fairly important to them (45%), with 14% saying it is not that important (11%) or not important to them (3%).



### Resident Differences

There were a number of **statistically significant differences** in response:

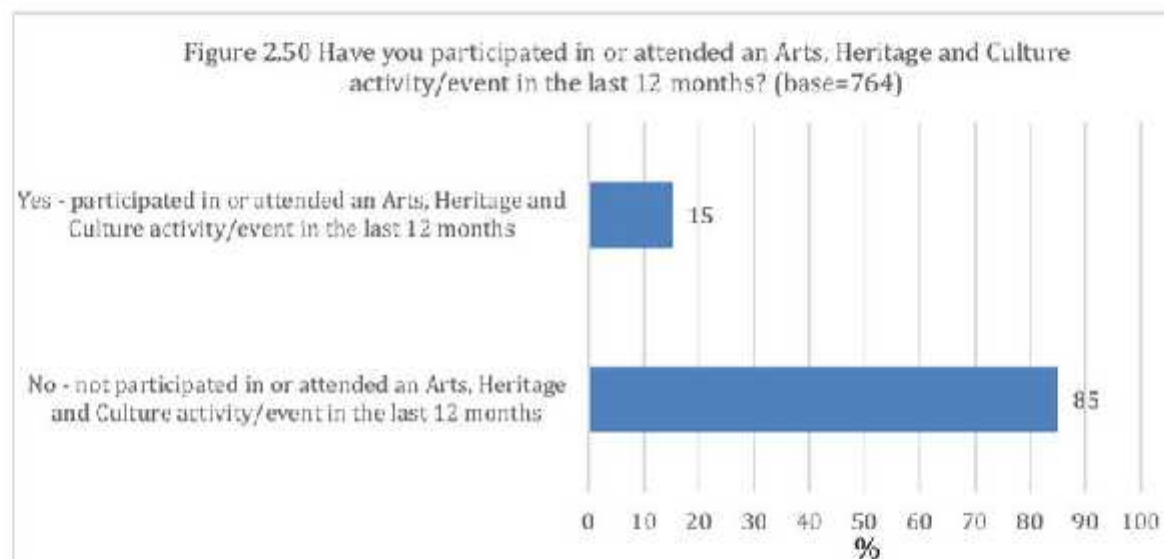
- Older residents were least likely to say recycling is important to them (under 35, 81%; 35-59, 90%; 60+, 83%);



- ABC1 (90%) residents were more likely to say recycling is important to them (C2DE, 83%);
- Carers were more likely to say recycling is important to them (91% vs. 81%);
- Economically active residents were more likely to say recycling is important to them (88% vs. 80%);
- Residents with a higher level of educational attainment were more likely to say recycling is important to them (high, 93%; medium, 83%; low, 75%);
- Residents living in Crotlieve were most likely to say recycling is important to them (96% compared with an average of 86% for all areas).

## 2.16 Participation or Attendance at Arts, Heritage and Culture Activity / Events

Among all residents, 15% said they had participated in or attended an Arts, Heritage and Culture activity/event in the last 12 months.



### Resident Differences

There were a number of **statistically significant differences** in response:

- ABC1 (20%) residents were more likely say they had participated in or attended an Arts, Heritage and Culture activity/event in the last 12 months (C2DE, 13%);
- Residents with a disability were less likely say they had participated in or attended an Arts, Heritage and Culture activity/event in the last 12 months (7% vs. 19%);
- Carers were more likely say they had participated in or attended an Arts, Heritage and Culture activity/event in the last 12 months (20% vs. 12%);
- Residents with a higher level of educational attainment were more likely say they had participated in or attended an Arts, Heritage and Culture activity/event in the last 12 months (high, 21%; medium, 16%; low, 6%);
- Residents living in Crotlieve were more likely say they had participated in or attended an Arts, Heritage and Culture activity/event in the last 12 months (28% compared with an average of 15% for all areas).

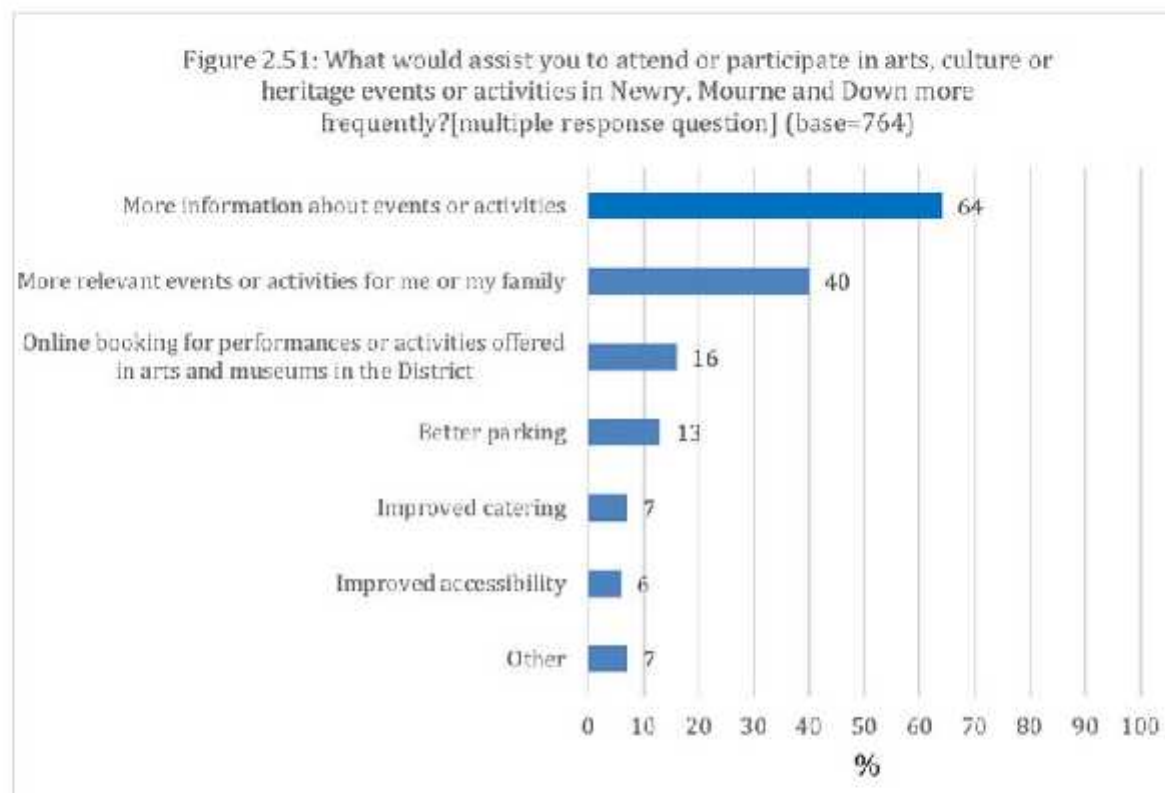


### 2.16.1 Motivators for Participating or Attending an Arts, Heritage or Culture Activity / Event

The survey was also used to find out what would assist residents to attend or participate in arts, culture or heritage events or activities in Newry, Mourne and Down more frequently.

Figure 2.51 shows that almost two out of three (64%) residents said that more information about events and activities would assist them in attending or participating in arts, culture or heritage events or activities in the Council area, with 40% citing more relevant events or activities for them and their families.

Improved accessibility (6%), and improved catering (7%), were relatively less important motivators for residents (note that 7% of residents cited other motivators<sup>13</sup>).



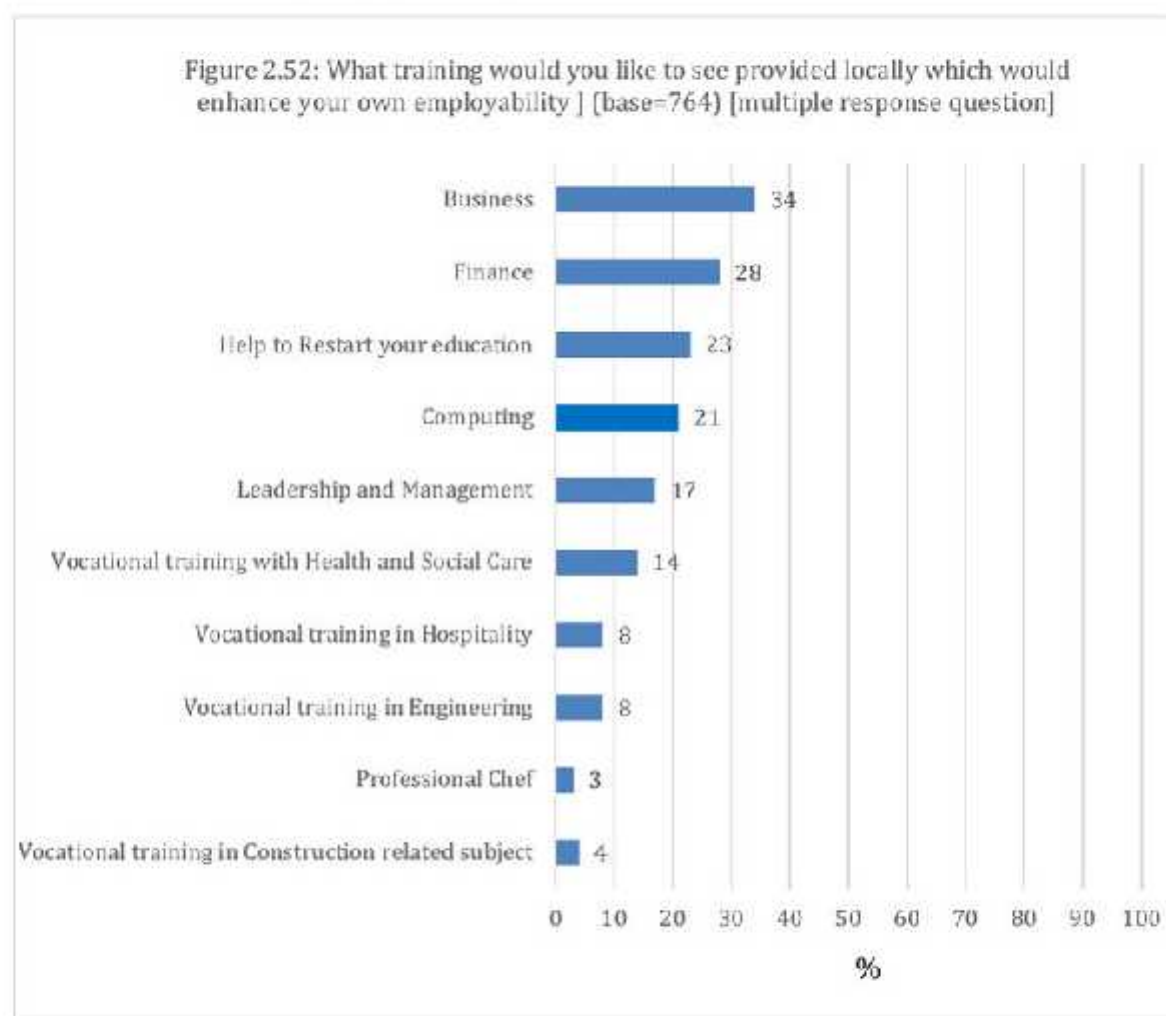
<sup>13</sup> Included: cleaner activities (n=1); lower cost (n=3); don't get out much (n=2); don't have time (n=1); getting to old (n=2); more things that people would enjoy (n=1); more time (n=1); not interested (n=2); nothing (n=7); don't leave house because of medical condition (n=2); don't know / not sure (n=9).

## 2.17 Training to Enhance Resident Employability

### 2.17.1 Training to Enhance Resident Employability

Residents were asked to say what training they would like to see provided locally which would enhance their own employability.

The most common forms of training cited by residents included: business (34%); finance (28%); and, help to restart their education (23%) *[note that those who listed vocational training in construction related subject were asked to specify the subject area<sup>14</sup>]*.

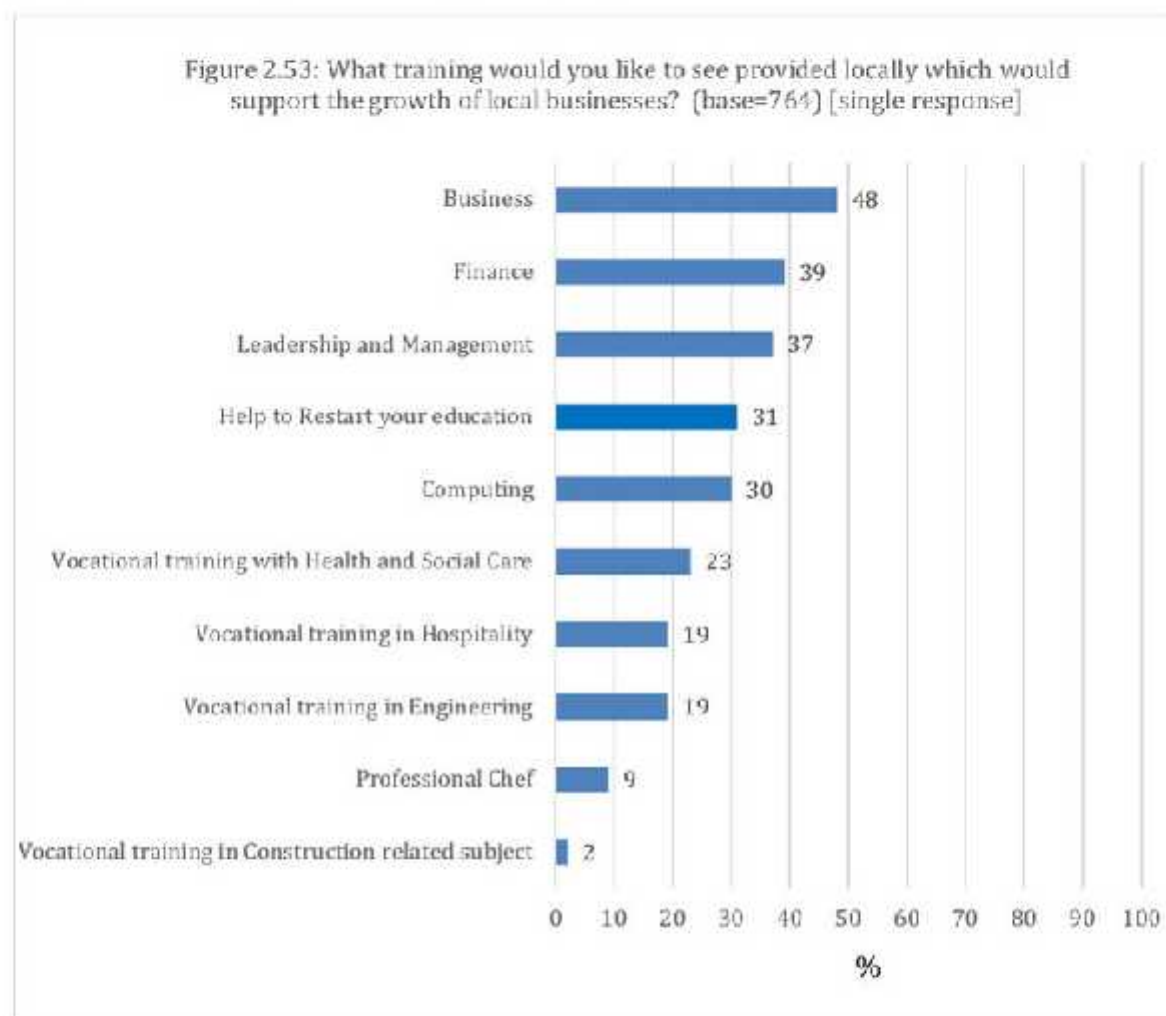


<sup>14</sup> Included: carpentry (n=1); first aid (n=1); managerial courses (n=1); painting and decorating (n=1); photography (n=1); plastering (n=1); plumbing (n=1); roofing updates (n=1); don't know (n=1); none / nothing (n=12).

## 2.17.2 Training to Support Growth of Local Businesses

Residents were asked to say what training they would like to see provided locally which would support the growth of local businesses.

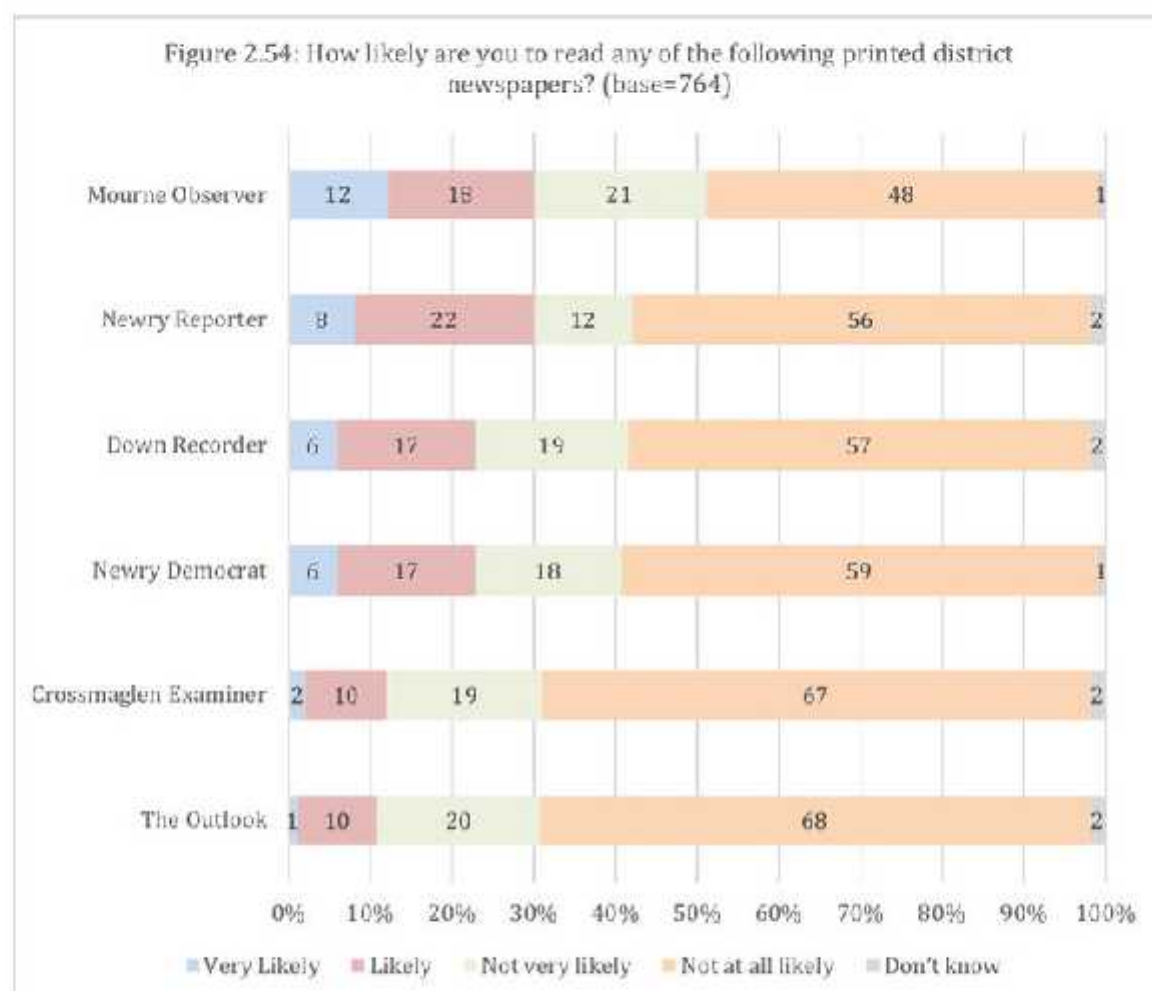
The most common forms of training cited by residents included: business (48%); finance (39%); and, leadership and management (37%).



## 2.18 Likelihood of Reading Printed District Newspapers

Residents were presented with a list of printed district newspapers and asked how likely they would be to read each.

Figure 2.54 shows that the same number (30%) of residents said they would be very likely or likely to read the 'Mourne Observer' and the 'Newry Reporter', with relatively fewer residents (11%) saying they would be very likely or likely to read 'The Outlook'.



### Resident Differences

There were a number of **statistically significant differences** in response:

#### **Newry Reporter (more likely to read it)**

- Older residents (under 35, 14%; 35-59, 32%; 60+, 43%);
- Residents with a disability (42% vs. 30%);
- Carers (36% vs. 25%);
- Economically inactive (35% vs. 27%);
- Croftlieve (59%) and Slieve Gullion (58%) residents.

#### **Newry Democrat (more likely to read it)**

- Older residents (under 35, 10%; 35-59, 23%; 60+, 35%);
- Residents with a disability (33% vs. 23%);



- Economically inactive (28% vs. 19%);
- Crotlieve (46%) residents.

***Mourne Observer (more likely to read it)***

- Men (35%) compared with women (26%);
- Older residents (under 35, 14%; 35-59, 34%; 60+, 43%);
- Urban (34%) compared with rural residents (30%);
- Downpatrick (51%) residents.

***Down Recorder (more likely to read it)***

- Older residents (under 35, 12%; 35-59, 25%; 60+, 30%);
- Better educated (high, 28%; medium, 18%; low, 18%);
- Urban (31%) compared with rural residents (20%);
- Rowallane (55%) residents.

***Crossmaglen Examiner (more likely to read it)***

- Older residents (under 35, 5%; 35-59, 13%; 60+, 19%);
- Residents with a disability (23% vs. 11%);
- Slieve Gullion (35%) residents.

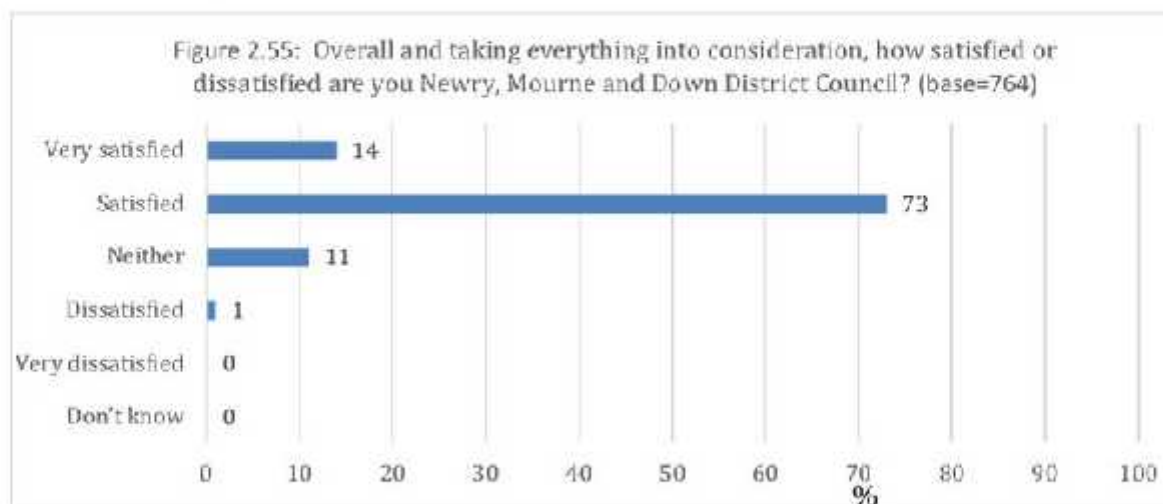
***The Outlook (more likely to read it)***

- Older residents (under 35, 4%; 35-59, 12%; 60+, 18%);
- Downpatrick (40%) residents.

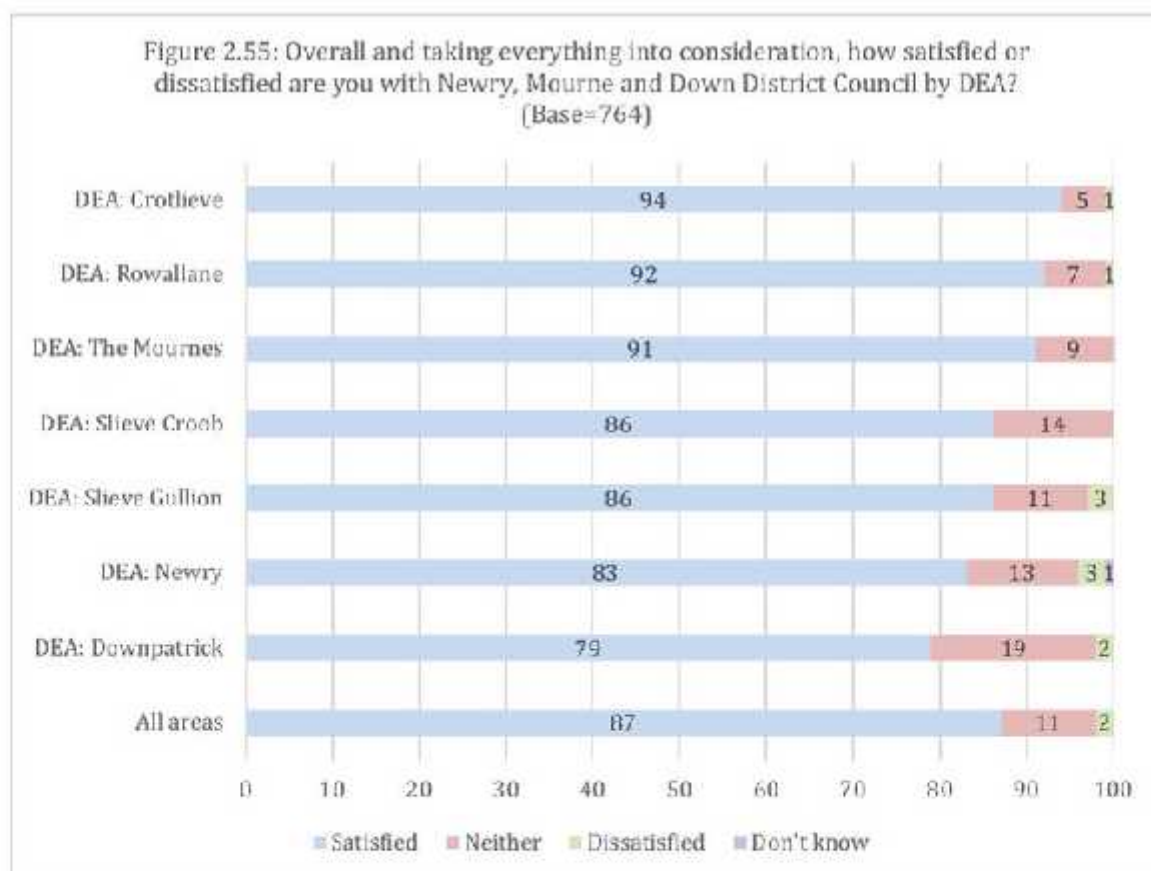
***[Note that 58% of residents said they would be very likely or likely to read at least one of newspapers listed above with those most likely to do including: older residents (under 35, 32%; 35-59, 65%; 60+, 74%); residents with a disability (70% vs. 56%); and, those with high and low levels of educational attainment (high, 64%; medium, 51%; low, 63%).]***

## 2.19 Overall Resident Satisfaction with the Council

Overall, and taking everything into consideration, 87% of residents said they are either 'very satisfied' (14%) or 'satisfied' (73%) with the Council. Eleven percent are 'neither satisfied nor dissatisfied', with 1% 'dissatisfied' [note that the comparative figure for all GB Councils is 65%<sup>15</sup>].



Analysis by area found no statistically significant difference in response. In relation to other factors the only difference related to disability with those with a disability recording a significantly lower level of satisfaction (81%) compared with other residents (90%).



<sup>15</sup> Local Government Association public polls on resident satisfaction published every 4 months – comparator based on October 2017 data

### 2.19.1 Reasons for Dissatisfaction with the Council

Residents (n=15) who indicated they are dissatisfied with the Council were asked to cite the reasons for their dissatisfaction, with these reasons listed below.

- *'Bad car parking outside our houses and the council won't do anything about it'*
- *'Bin service awful'*
- *'Don't come out when you call them I feel they could do more for the local people'*
- *'I think they should listen more, and act on the people's issues. Police the area more for anti-social behaviour. Their response is always a lack of funding'*
- *'Not being adhered to with the brown bin and rats problem. If the council is supposedly on the ball with recycling, then why have I not got a brown in yet'*
- *'Not having a brown bin means I can't recycle and recycling means a lot to me'*
- *'On waiting list for over 15 years'*
- *'They don't do anything for me'*
- *'They don't do enough'*
- *'They don't listen to peoples' problems'*
- *'Useless council who don't care about people'*

## Appendices



## Appendix 1 (Questionnaire)



**Residents' Survey**  
**13 September 2018**

**Questionnaire Draft (v19) FINAL**



**X1. Sample point**

**X2. Interviewer number**

**X3. INTERVIEWER SELECT COUNCIL AREA:**

Mid & East Antrim Borough Council	1
Newry, Mourne and Down District Council	2

**Preamble: INTERVIEWER READ OUT**

Good morning/afternoon/evening, my name is [NAME] from SMR an independent research agency. We are undertaking a resident survey on behalf of **Newry, Mourne and Down District Council**.

The aim of the survey is to find out how residents feel about the Council and their local area. The Council is keen to listen to the views of local people on their satisfaction with Council services as well as how services can be further improved to meet local needs.

The survey is anonymous and confidential and you or your household cannot be identified in anyway, and your views will be extremely valuable to the Council.

Please note you will be asked for your personal details at the end of the survey, but these details will not be linked to the answers you have given during the survey, they are purely used for validation purposes (i.e. to make sure the survey was conducted correctly, when we carry out our quality control checks).

You may withdraw or terminate this interview at any time you wish.

**X4. Are you happy to participate in this survey?**

Yes	1	<b>Go to A1</b>
No	2	<b>Thank and close</b>

## Section A: Council Services

I want to start by asking you about your awareness and use of services provided by **Newry, Mourne and Down District Council**. Please remember there are no right, or wrong, answers and the Council simply wants to better understand how much residents know about different services.

- A1. In the last 12 months have you used or visited any of the following Council provided services or facilities?  
**Code all that apply** **SHOWCARD A**

Arts and Museums (Arts Centres / Museums)	1
Building control	2
Car parking	3
Cemeteries	4
Cleansing service	5
Community services / centres	6
Council Parks & other Green Spaces	7
Council's website	8
Economic development (Programmes to support the economy)	9
Environmental health	10
Grants, procurement and finance	11
Harbours & Marinas	12
Leisure centres	13
Licensing (e.g. dogs, gaming, entertainment etc.)	14
Planning	15
Play parks	16
Recycling services	17
Bin Collection	18
Registration of births, deaths, marriages, civil partnerships	19
Tourism events	20
Visitor attractions	21
Visitor information centres	22
Not used any of the above services	23
Other services (please specify)	24



**ASKED FOR EACH SERVICE USED OR VISITED AT A1**

- A2. How satisfied or dissatisfied were you with the service you received at each of the service centres you used or visited? **Code for each service used SHOWCARD B**

Very satisfied	1
Satisfied	2
Neither satisfied nor dissatisfied	3
Dissatisfied	4
Very dissatisfied	5
Don't know	6

Arts and Museums (Arts Centres / Museums)	1
Building control	2
Car parking	3
Cemeteries	4
Cleansing service	5
Community services / centres	6
Council Parks & other Green Spaces	7
Council's website	8
Economic development (Programmes to support the economy)	9
Environmental health	10
Grants, procurement and finance	11
Harbours & Marinas	12
Leisure centres	13
Licensing (e.g. dogs, gaming, entertainment etc.)	14
Planning	15
Play parks	16
Recycling services	17
Bin Collection	18
Registration of births, deaths, marriages, civil partnerships	19
Tourism events	20
Visitor attractions	21
Visitor information centres	22
Other services (please specify)	23

**ASKED FOR EACH SERVICE FLAGGED 4 (DISSATISFIED) OR 5 (VERY DISSATISFIED) AT A2**

A3. Why were you dissatisfied or very dissatisfied with this service? **(Answer as appropriate)**

	Reason for dissatisfaction
Arts and Museums (Arts Centres / Museums)	
Building control	
Car parking	
Cemeteries	
Cleansing service	
Community services / centres	
Council Parks & other Green Spaces	
Council's website	
Economic development (Programmes to support the economy)	
Environmental health	
Grants, procurement and finance	
Harbours & Marinas	
Leisure centres	
Licensing (e.g. dogs, gaming, entertainment etc.)	
Planning	
Play parks	
Recycling services	
Bin Collection	
Registration of births, deaths, marriages, civil partnerships	
Tourism events	
Visitor attractions	
Visitor information centres	
Other services (please specify)	

**I now want to ask you about different aspects of the Council and its role.**

- A4. Thinking about **Newry, Mourne and Down District Council**, to what extent do you agree or disagree with the following statements (**code each statement**) **SHOWCARD C**

Definitely agree	1
Tend to agree	2
Neither agree nor disagree	3
Tend to disagree	4
Definitely disagree	5
Don't know	6

A	I trust the Council
B	The Council has a good reputation
C	The Council treats people fairly
D	The Council shows good leadership
E	The Council consults with and listens to the views of local people
F	The Council provides value for money
G	The Council helps to make <b>Newry, Mourne and Down District Council</b> a good place to live

### Section B: Contact with the Council

**I now want to ask you about your experience of contacting the Council and general communication with the Council.**

- B1. In the last 12 months have you contacted or made an enquiry to the Council face-to-face, by phone, email, social media, via the Council's website or any other way? **Select all that apply** **SHOWCARD D**

Yes, face-to-face	1
Yes, by phone	2
Yes, by email	3
Yes, by social media	4
Yes, via the website	5
Yes, (other – please specify)	6
No	7

**IF MORE THAN ONE FORM OF CONTACT AT B1 ASK B2 ELSE GO TO B3**

- B2. Was your most recent contact by face-to-face, phone, email, social media or some other way? **(Single code only)**

Face-to-face	1
Phone	2
Email	3
Social Media	4
Website	5
Other (please specify)	6

- B3. How would you rate your experience of your most recent contact? **(Single code only) SHOWCARD E**

Excellent	1	→ Go to B5
Good	2	→ Go to B5
Fair	3	→ Go to B5
Poor	4	→ Go to B4
Very poor	5	→ Go to B4

- B4. Why do you say that?

- B5. Do you engage with / follow the Council on any of the following social media platforms?  
**(Code all that apply) SHOWCARD F**

Facebook	1
Twitter	2
Instagram	3
Council Website	4
Don't use any of these social media platforms	5

**ASK B6 IF X3 =2 ELSE GO TO B8**

- B6. The Council is continuously reviewing how it provides services to residents. How supportive or unsupportive would you be of the Council making more of its services available online (e.g. registration of births, deaths, marriages)? **Single code only SHOWCARD G**

Very supportive	1	Go to B8
Supportive	2	Go to B8
Not very supportive	3	Go to B7
Not at all supportive	4	Go to B7
Don't know	5	Go to B8

- B7. Why do you say that?

- B8. Which of the following would you like to be able to do on the Council's website?  
**(Code all mentioned) SHOWCARD H**

Booking activities (e.g. leisure centres, community centres)	1
Buy a ticket for an arts performance	2
Book a class online	3
Buy a Service (e.g. registration)	4
Apply for funding (e.g. financial assistance)	5
Pay a Bill (e.g. fine, licence)	6
Report a Problem (e.g. littering, noise)	7
Other (please specify)	8
None of the above	9



**ASK B9 IF X3 =2 ELSE GO TO B10**

- B9. How easy or difficult do you find getting information on Council services or initiatives?  
(Single code only) **SHOWCARD I**

Very easy	Easy	Difficult	Very difficult	(Don't know)
1	2	3	4	5

- B10. Looking to the future, what is the **best way** for the Council to communicate with you to let you know what is going on across the Council? (Single code only) **SHOWCARD J**

'Connections' (IF X3=1) or 'NMD Connect' (IF X3=2) our ratepayers' magazine	1
Council website	2
Email	3
Events	4
Facebook	5
Instagram	6
Leaflets	7
Letter	8
Local newspapers	9
Mobile phone apps	10
Radio	11
SMS messaging	12
Twitter	13
Other (please specify)	14

- B11. If the Council is running a consultation in the future, how would you like the Council to consult with you?  
(Code all that apply) **SHOWCARD K**

Public meetings	1
Online surveys	2
'Connections' (IF X3=1) or 'NMD Connect' (IF X3=2) our ratepayers' magazine	3
Letter	4
Focus groups	5
Surgeries (e.g. where you can go along and get information or advice)	6
Other (please specify)	7

- B11B. Of the different ways you would like the Council to consult with you, which do you prefer? (Single code only) [only display if more than one option selected at B11 and only list options selected at B11]

Public meetings	1
Online surveys	2
'Connections' (IF X3=1) or 'NMD Connect' (IF X3=2) our ratepayers' magazine	3
Letter	4
Focus groups	5
Surgeries (e.g. where you can go along and get information or advice)	6
Other (please specify)	7

- B12. Do you feel that you are able to have a say on things happening or how services are run in your local area? **(Single code only) SHOWCARD L**

Yes, always	1
Yes, mostly	2
Sometimes	3
No, rarely	4
No, never	5
Don't know	6

### Section C: Council as a Place to Live

**I now want to ask you about your local area as a place to live.**

Please consider your local area to be the area 15-20 minutes walking distance from your home.

- C1. Overall, how satisfied or dissatisfied are you with your local area as a place to live? **(Single code only) SHOWCARD M**

Very satisfied	1	→ Go to C3
Satisfied	2	→ Go to C3
Neither	3	→ Go to C3
Dissatisfied	4	→ Go to C2
Very dissatisfied	5	→ Go to C2
Don't know	6	→ Go to C3

- C2. Why are you dissatisfied?

- C3. Are any of the following a problem in your local area? **(Code each) SHOWCARD N**

	Major problem	Minor Problem	Not a problem
Car crime and unsafe driving	1	2	3
Dog mess and fouling	1	2	3
Dogs barking	1	2	3
Groups hanging around the streets	1	2	3
Noisy neighbours or loud parties	1	2	3
People being drunk or rowdy in public places	1	2	3
People using or dealing drugs	1	2	3
Rubbish or litter lying around	1	2	3
Run down or derelict properties	1	2	3
Stray / uncontrolled dogs	1	2	3
Vandalism, graffiti and other deliberate damage to property or vehicles	1	2	3

- C4. How safe or unsafe do you feel when outside in your local area? **(Code for each) SHOWCARD O**

	Very unsafe	Fairly Unsafe	Neither safe nor unsafe	Fairly safe	Very safe	Don't know
During the day	1	2	3	4	5	6
After dark	1	2	3	4	5	6

- C5. To what extent do you agree or disagree that local agencies and service providers work well together to support and improve your local area? **(Single code only) SHOWCARD P**

Definitely agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Definitely disagree	Don't know
1	2	3	4	5	6

- C7. To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together? **(Single code only) SHOWCARD Q**

Definitely agree	1
Tend to agree	2
Neither agree nor disagree	3
Tend to disagree	4
Definitely disagree	5
Don't know	6

#### Section D: Council Priorities

**Thank you for your patience. We are more than half way through the survey and I now want to ask you about Council priorities.**

#### Council Priorities

- D1. Thinking generally about the Council area, which of the following needs most improving in order to make your area a good place to live? **Please rank your top 5 in order of importance. SHOWCARD R**

	Rank				
	1st	2nd	3rd	4th	5th
Accessible leisure centres					
Supporting local businesses, attracting investment and jobs					
Accessible arts centres / theatres and museums					
Attracting more tourists					
Educational provision					
Improving community relations (Good Relations) and safety, reducing crime and anti-social behavior					
Improving our parks and green spaces and protecting our natural and built environment					
Improving our roads infrastructure					
Improving people's health and wellbeing (and reducing health inequalities)					
Improving opportunities for people to participate in culture, arts and heritage activities					
Improving public transport					
Improving skills, employability and job prospects					
Improving walking and cycling routes					
Making the Council area cleaner and more attractive					
Managing waste, reducing climate change, investing in renewable energy etc.					
More activities for teenagers					
More affordable, good quality housing					
Opportunities for volunteering					
Reducing poverty					
Regenerating the local area					
Supporting children and young people					
Supporting communities					
Supporting our older and most vulnerable residents					



- D2. The Council is investing significantly in order to improve the economy and quality of life for local communities. Can you tell us how you feel about the different types of investment being made? **(Code each statement) SHOWCARD S**

Very important	1
Fairly important	2
Neither important nor unimportant	3
Fairly unimportant	4
Very unimportant	5
Don't know	6

A	Investment to grow the economy, create jobs and attract tourists
B	Investment to improve health and well-being (e.g. leisure centres and arts and heritage venues)
C	Investment in local community projects such as parks, play parks and pitches
D	Investment to create shared space and bring communities together

- D3. Of the investments listed above which would you consider to be the **most** important? **(Single code only) SHOWCARD T**

A	Investment to grow the economy, create jobs and attract tourists
B	Investment to improve health and well-being (e.g. leisure centres and arts and heritage venues)
C	Investment in local community projects such as parks, play parks and pitches
D	Investment to create shared space and bring communities together

### Section E: Health and Wellbeing

I now want to ask you some question about health and wellbeing. This information will help the Council find out about the health of residents and allow them to engage with other agencies to provide help and support where required.

- E1. How is your health in general? Would you say it is? **(Single code only) SHOWCARD U**

Very good	1
Good	2
Fair	3
Bad	4
Very bad	5

- E2. In a typical week, on how many days have you done a total of 30 minutes or more of physical activity? (if asked – explain this may include sport, exercise, walking, but should not include housework or physical activity that may be part of your job) **(Single code only)**

1 day	2 days	3 days	4 days	5 days	6 days	7 days	0 days
1	2	3	4	5	6	7	8

- E3. On a scale from nought to 10, where nought is 'not at all satisfied' and 10 is completely satisfied, overall how satisfied are you with...? **(Score for each) SHOWCARD V**

	Scale 0 - 10
A	Your life nowadays
B	Your physical health
C	Your mental / emotional wellbeing
D	Your financial situation
E	Your living accommodation



- E4. To what extent do you agree or disagree with each of the following statements? **(Code each statement)** **SHOWCARD W**

	Strongly disagree	Tend to disagree	Neither agree nor disagree	Tend to agree	Strongly agree
I can always manage to solve difficult problems if I try hard enough	1	2	3	4	5
I am confident that I could deal efficiently with unexpected events	1	2	3	4	5
I can remain calm when facing difficulties because I can rely on my coping abilities	1	2	3	4	5
When I am confronted with a problem, I can usually find several solutions	1	2	3	4	5
No matter what comes my way, I'm usually able to handle it	1	2	3	4	5

**ANSWER E5 and E6 IF X3 EQ 2 ELSE GO TO E7**

- E5. What do you think are the main health and wellbeing issues in the Council area? **(Code all mentioned)** **SHOWCARD X**

Drugs and Alcohol abuse	1
Mental Health and Suicide	2
Childhood Obesity	3
Social Isolation and Loneliness for Older People	4
Smoking	5
The growth in long term conditions such as Diabetes/ Dementia/ Respiratory	6
Other (please specify)	7

- E6. Of the health and wellbeing issues you listed, which do you feel is the most important? **(Single code)**

Drugs and Alcohol abuse	1
Mental Health and Suicide	2
Childhood Obesity	3
Social Isolation and Loneliness for Older People	4
Smoking	5
The growth in long term conditions such as Diabetes/ Dementia/ Respiratory	6
Other (please specify)	7

- E7. Which health and wellbeing opportunities would you like to see more of? **(Code all mentioned)** **SHOWCARD Y**

Physical activity opportunities such as local Park Runs and Couch to 5k	1
Local services to improve mental health and wellbeing	2
Access to green spaces such as parks and forests	3
Volunteer befriending for lonely older people	4
Support services for children and families and/ or those with disabilities	5
Other (please specify)	6

- E8. Of the health and wellbeing opportunities you would like to see more of, which would be your priority? **(Single code)**

Physical activity opportunities such as local Park Runs and Couch to 5k	1
Local services to improve mental health and wellbeing	2
Access to green spaces such as parks and forests	3
Volunteer befriending for lonely older people	4
Support services for children and families and/ or those with disabilities	5
Other (please specify)	6

- E9. Do you regularly take part in any local groups or community activities (by regularly I mean at least once every 4 weeks or more often)? **Single code only**

Yes	1
No	2

- E10. Have you undertaken any work or activities on a voluntary basis in the last 12 months (by voluntary I mean giving unpaid help outside the home)? **Single code only**

Yes, regularly	1
Yes, occasionally	2
No	3

**I now want to ask you about recycling.**

- E11. On balance which of the following statements comes closest to how you feel about recycling? **Single code only SHOWCARD Z**

It's very important to me – I do all I can to recycle	It's fairly important to me – I do my best to recycle	It's not that important – I recycle when I remember or if it's easy	It's not important to me at all – I never recycle
1	2	3	4

- E12. Have you participated in or attended an Arts, Heritage and Culture activity/event in the last 12 months? **Single code only**

Yes	1	→ Go to E13
No	2	→ Go to E14

- E13. Please indicate the location of the venue you visited?

**ANSWER E14 IF X3 EQ 2 ELSE GO TO E18**

- E14. What would assist you to attend or participate in arts, culture or heritage events or activities in Newry, Mourne and Down more frequently? **(Code all that apply) SHOWCARD AA**

More information about events or activities	1
Online booking for performances or activities offered in arts and museums in the District	2
More relevant events or activities for me or my family	3
Better parking	4
Improved catering	5
Improved accessibility	6
Other (please specify)	7



- E15. What training would you like to see provided locally which would enhance your own employability? **(Code all that apply) SHOWCARD BB**

Business	1
Leadership and Management	2
Finance	3
Help to Restart your education	4
Vocational training with Health and Social Care	5
Vocational training in Engineering	6
Vocational training in Hospitality	7
Computing	8
Professional Chef	9
Vocational training in Construction related subject – please specify	10

- E16. What training would you like to see provided locally which would support the growth of local businesses? **(Code all that apply) SHOWCARD BB**

Business	1
Leadership and Management	2
Finance	3
Help to Restart your education	4
Vocational training with Health and Social Care	5
Vocational training in Engineering	6
Vocational training in Hospitality	7
Computing	8
Professional Chef	9
Vocational training in Construction related subject – please specify	10

- E17. How likely are you to read any of the following printed district newspapers? **Code for each SHOWCARD CC**

	Very Likely	Likely	Not very likely	Not at all likely	Don't know
Newry Reporter	1	2	3	4	5
Newry Democrat	1	2	3	4	5
Mourne Observer	1	2	3	4	5
Down Recorder	1	2	3	4	5
Crossmaglen Examiner	1	2	3	4	5
The Outlook	1	2	3	4	5

- E18. Overall and taking everything into consideration, how satisfied or dissatisfied are you with *[substitute as appropriate]* Council? **Single code only SHOWCARD DD**

Very satisfied	1	→ Go to Section F
Satisfied	2	→ Go to Section F
Neither	3	→ Go to Section F
Dissatisfied	4	→ Go to E19
Very dissatisfied	5	→ Go to E19
Don't know	6	→ Go to Section F

- E19. Please say why you are dissatisfied?

## Section F: Demographic and Monitoring Questions

Finally, in this final part of the survey I will ask you some questions about yourself.

F1. Are you...? **Single code only**

Male	Female
1	2

F2. What age are you? **INTERVIEWER RECORD AGE:**

F3. What is your marital status? **Single code only SHOWCARD EE**

Single (never married and never registered as a same-sex civil partnership)	1
Married or in a registered same-sex civil partnership	2
Living together, as if you are married or in a registered same-sex civil partnership	3
Separated (but still legally married or in a registered same-sex civil partnership)	4
Divorced or formerly in same-sex civil partnership which is now legally dissolved	5
Widowed or surviving partner from a same-sex civil partnership	6
Prefer not to say	7

F4. Now, can I ask you a few questions about your health? **Single code only**

Yes	1	Go to F5
No	2	Go to F7

F5. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? Include problems related to old age. **READ OUT - Single code only**

Yes, limited a lot	1	→ Go to F6
Yes, limited a little	2	→ Go to F6
No	3	→ Go to F7
Prefer not to say	4	→ Go to F7

F6. Please say how this disability affects you. **DO NOT PROMPT – Code all mentioned**

Physical Disability	1
Hearing Impairment	2
Sight Impairment	3
Mental Health condition	4
Learning Disability	5
Long Standing illness	6
Other (please specify)	7
Prefer not to say	8

F7. Now can I ask you a few questions about your religious beliefs? **Single code only**

Yes	1	Go to F8
No	2	Go to F10



F8. Please indicate your community background. **Single code only**

a member of the Protestant community	1
a member of the Roman Catholic community	2
not a member of either the Protestant or the Roman Catholic communities	3

F9.

Please

state your religious denomination. **Single code only**

No religion	1
Christian	2
Buddhist	3
Hindu	4
Jewish	5
Muslim	6
Sikh	7
Other religion (please specify) [pop up box]	8

F10. How would you describe your national identity? **Single code only**

British	1
Irish	2
Northern Irish	3
English	4
Scottish	5
Welsh	6
Other (please specify) [pop up box]	7

F11. What is your ethnic group? **Single code only**

White	1
Chinese	2
Irish Traveller	3
Indian	4
Pakistani	5
Bangladeshi	6
Black Caribbean	7
Black African	8
Black Other	9
Mixed ethnic group (please specify) [pop up box]	10

F12. Do you have dependants or caring responsibilities for family members or other persons? **Single code only**

Yes	1	→ Go to F13
No	2	→ Go to F14

F13. Please indicate which of the following caring responsibilities you have. **(Code all that apply)**

A child or children	1
A person with a disability	2
An elderly person	3
Other (please specify) [pop up box]	4

F14. Are you currently? **Single code only SHOWCARD FF**

Employed full-time	1
Employed part-time	2
Unemployed	3
Self-employed	4
Full-time homemaker	5
Retired	6
Still studying	7
Disabled or too ill to work	8
Prefer not to say	9

F15. What is the occupation of the chief income earner in your household?

**INTERVIEWER RECORD OCCUPATION**

F16. **INTERVIEWER RECORD SEG OF CHIEF INCOME EARNER: Single code only**

A	B	C1	C2	D	E
1	2	3	4	5	6

F17. What is the highest level of education qualifications you have obtained?

**Single code only SHOWCARD GG**

Degree or higher degree	1
Higher education qualification below degree level	2
A-levels (or equivalent)	3
ONC/BTEC	4
O-level or GCSE equivalent (Grade A-C)	6
O-level or GCSE (Grade D-G)	7
No formal qualifications	8
Other (please specify) [pop up box]	9
Prefer not to say	10

**INTERVIEWER NOTE: PASS TABLET TO RESPONDENT AND ASK THEM TO SELF COMPLETE NEXT QUESTIONS**

F18. Are you happy to answer a question about your sexual orientation? This information is anonymous and you cannot be identified in any way. **Single code only**

Yes	1	→ Go to F19
No	2	→ THANK AND CLOSE

F19.  
Is

your sexual orientation towards someone of...? **Single code only**

The same sex	1
Different sex	2
Both sexes	3
Not sure	4
Other (WRITE IN)	5
Prefer not to say	6

**CLOSE AND THANK RESPONDENT**

## Appendix 2 (Technical Appendix)

### Core Survey Sampling

Given the importance of the survey, and the contribution of the survey results to providing the Council with a range of baseline measures moving forward, it was essential that the sampling methodology produced survey results representative of all residents aged 16+ across the District.

To this end, the survey was conducted using quota sampling with tightly controlled quotas applied for resident: age; sex; social class; and, location within the District (Table 1.1).

Within each DEA all electoral wards were included in the sample. Table 1.1 presents the sample profile compared with known population parameters and shows that sample estimates are broadly in line with census estimates. The 95% Confidence Intervals are also presented.

Table 1.1 Sample Profile Compared with Newry, Mourne and Down District Council Population (aged 16+) [N=764]				
		Population (%)	Sample (%)	95% Confidence Interval (+/-)
Sex	Male	49	51	47.5-54.5
	Female	51	49	45.5-52.2
Age	16-24	15	16	13.4-18.6
	25-39	25	26	22.9-29.1
	40-64	41	40	36.5-43.5
	65+	19	19	16.2-21.8
Social Class <sup>16</sup>	ABC1	41	40	36.5-43.5
	C2DE	59	60	56.5-63.5
District Electoral Area	Crotlieve	16	16	13.4-16.8
	Downpatrick	12	13	10.6-15.4
	Newry	16	16	13.4-18.6
	Rowallane	12	12	9.7-14.3
	Slieve Croob	12	12	9.7-14.3
	Slieve Gullion	17	17	14.3-19.7
	The Mournes	16	15	12.5-17.5
Source: Northern Ireland Census of Population				

### Survey Data Collection

The survey was conducted using Computer Assisted Personal Interviewing. Fieldwork on the survey was conducted in September and October 2018. A pilot survey was completed prior to the main survey, with the survey questionnaire revised accordingly. All interviews were conducted on a face-to-face basis with interviewers briefed before the commencement of fieldwork. Survey implementation was in accordance with ISO20252 of which SMR is fully accredited.

<sup>16</sup> Social class definition based on the National Readership Survey (NRS) and used widely in market research to classify occupations (A: upper middle class; B: middle class; C1: lower middle class; C2: skilled working class; D: working class; E: non-working)



# **Elected Members Survey**

## **Findings**

### **December 2018**

## Introduction

This report presents the findings from an Elected Members survey carried out in December 2018. It was completed by 20 of the Elected Members of Newry, Mourne and Down District Council. Responses represent all District Electoral Area's within the Council area.

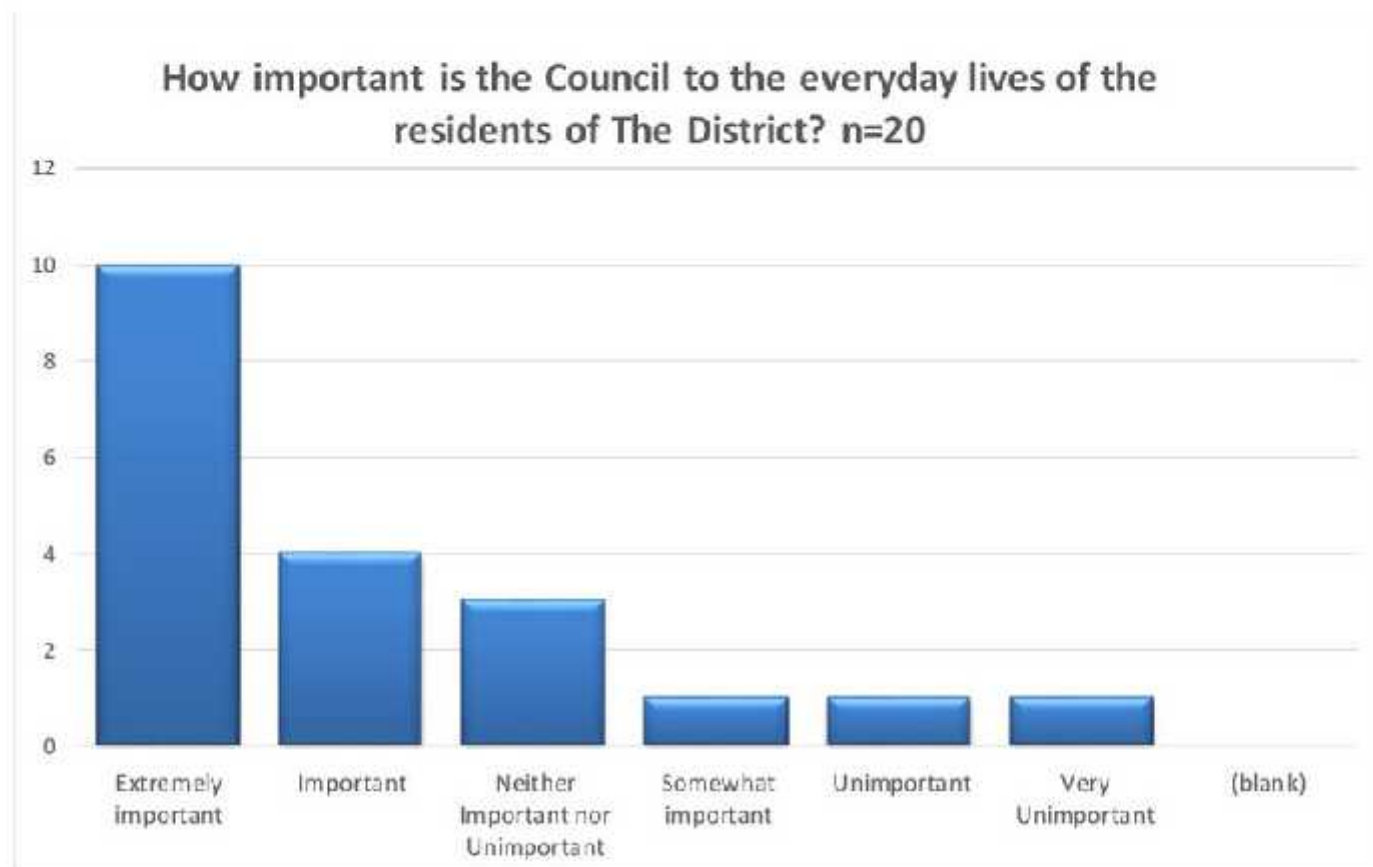
The survey was conducted online with hard copies also available for completion.

The overall aim of the survey was to:

- Garner the Elected Members views on the work of Newry, Mourne and Down District Council.
- Elicit Elected Members views on organisational effectiveness.
- Establish Elected Members views on both internal and external working relationships
- Enable discussion on the governance structures of the Council
- Ascertain Elected Members views on the administrative support provided by the Council and,
- Facilitate improved information and training needs as required.

## 1. ELECTED MEMBER VIEWS ON THE WORK OF NEWRY MOURNE AND DOWN COUNCIL

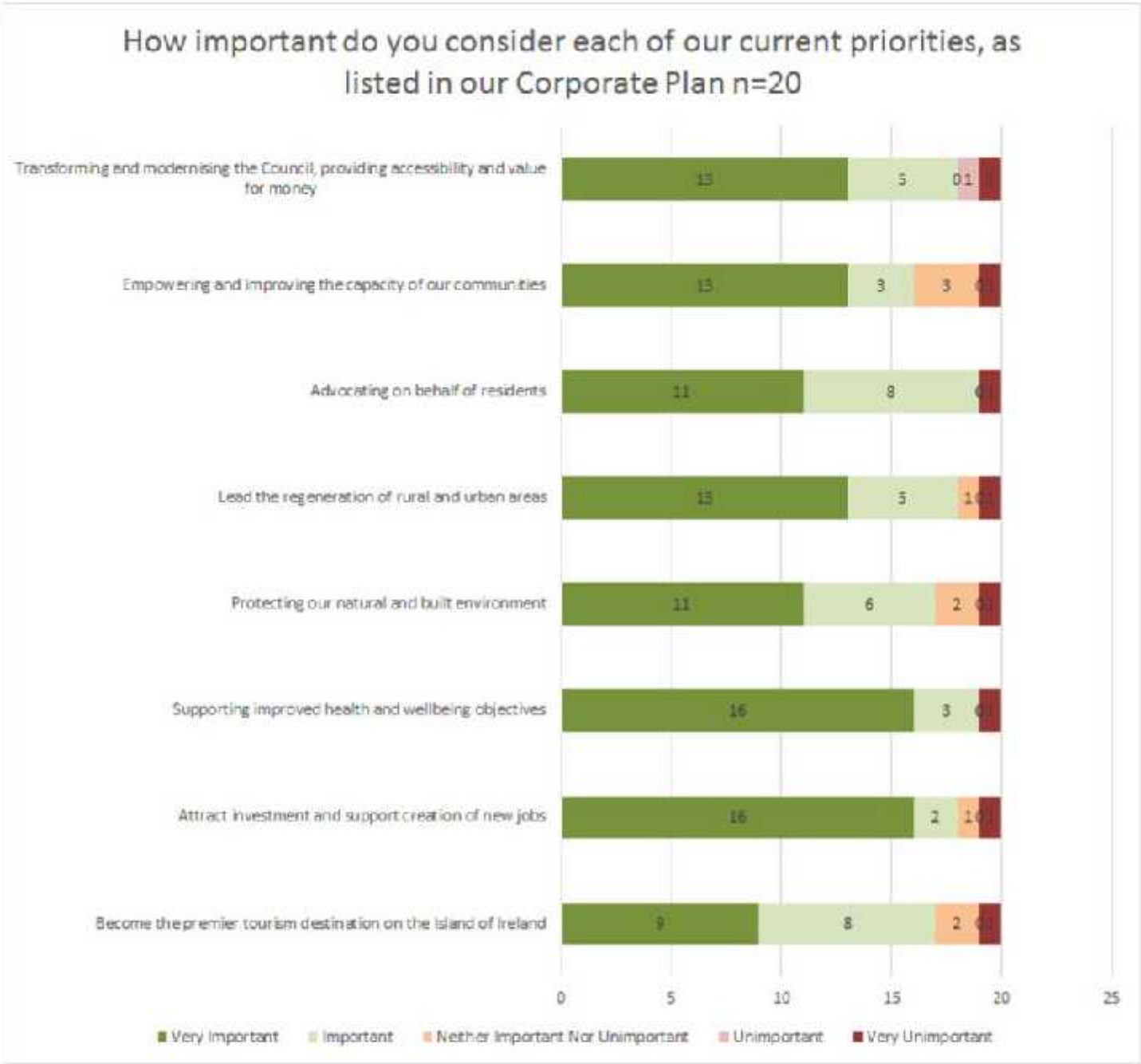
### 1a. How important is the Council to the everyday lives of the residents of The District?



70% of Elected Members surveyed believe that the Council is either 'very important' or 'important' to the everyday lives of the residents of the District.

10% of Elected Members believe that it is 'very unimportant' or 'unimportant' to the everyday lives of the residents of the District.

1b. How important do Elected Members consider each of our current priorities, as listed in our Corporate Plan 2015-2019



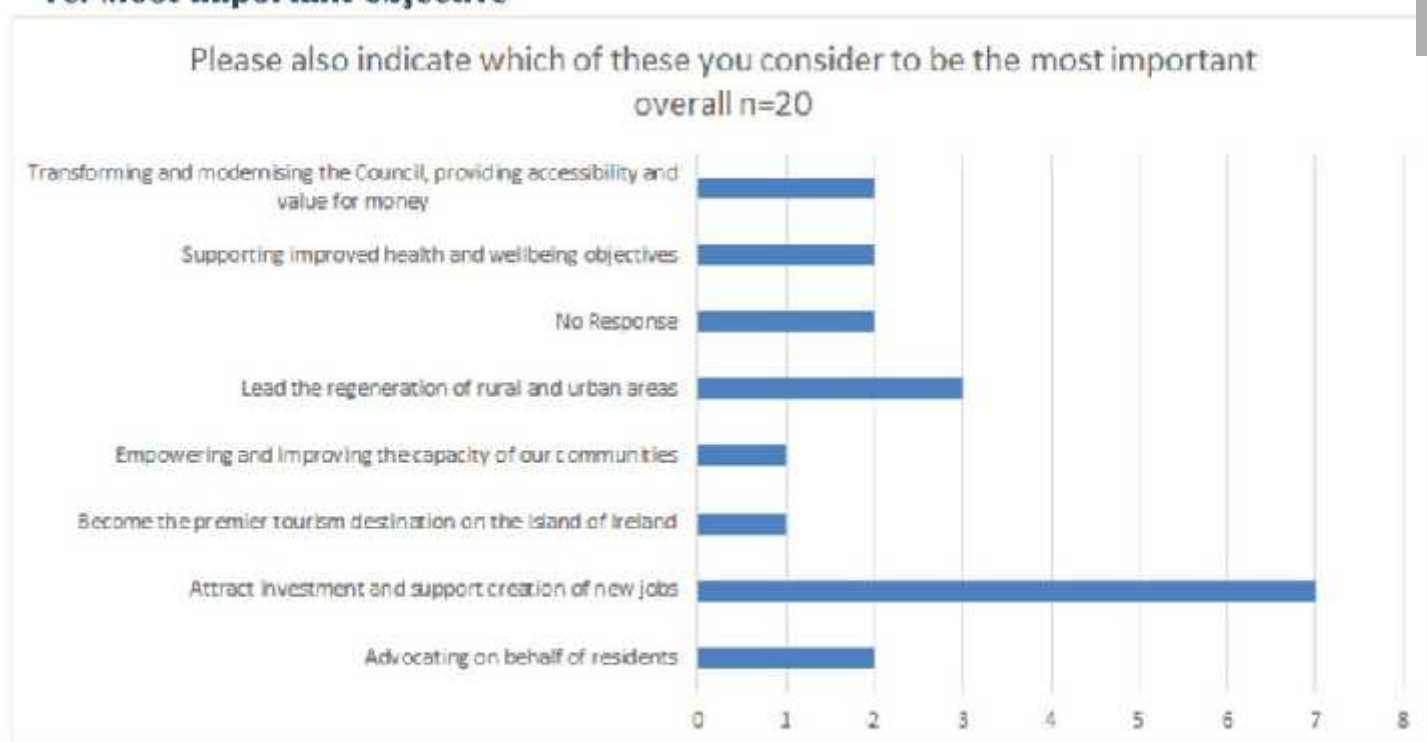
Both 'Supporting improved health and wellbeing objectives' and 'Attract investment and support creation of new jobs' were ranked joint highest for being 'very important' corporate priorities for the Council with 80% of Elected Members indicating this.

10% of Elected Members considered the priority 'Transforming and modernising the Council, providing accessibility and value for money' as 'unimportant' or 'very unimportant' within the Corporate Plan.



## 1c. Most important objective

150



The priority deemed most important by the Elected Members was 'Attract investment and support creation of new jobs' which received 35% of the first preference vote.

The next most important priority was 'Lead the regeneration of urban and rural areas with 15% of the first preference vote.

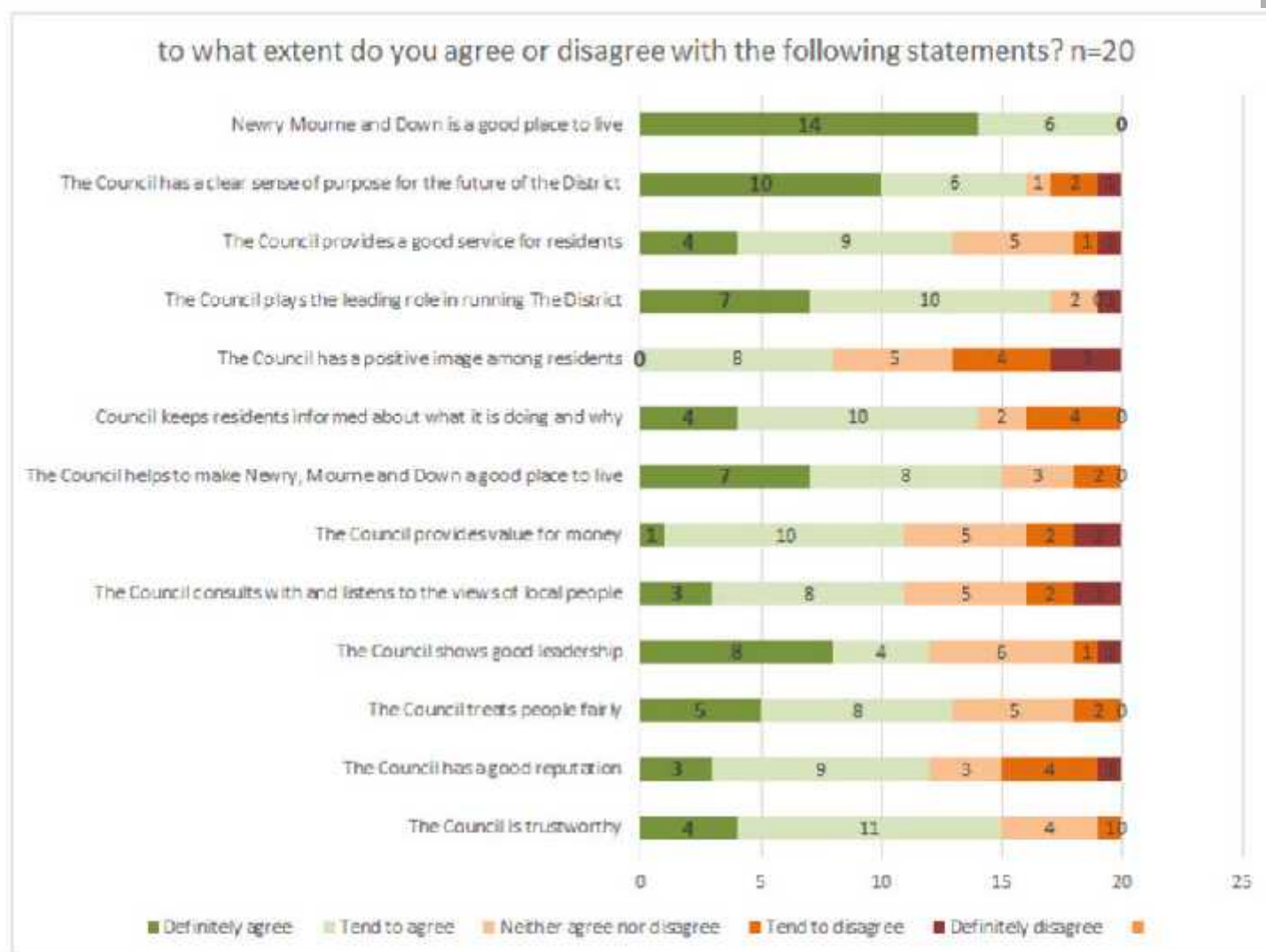
No priority failed to receive a vote, and at least 1 vote was registered for each priority considering it to be the most important.

## 1d. Other comments around Council priorities

all of the above, plus a focus on providing/ encouraging affordable and social housing, improving local road network with the transfer of said powers from Stormont
Attract business and promote the area as a prime tourist location. Also give rate payers value for money and a quality service.
Attract further employment and investment into the area. Regenerate Town and City Centres. Improving capacity of local communities. Ensuring rates are kept at a minimal level
Continued investment in tourism will create jobs, regenerate economy and have knock on effect on peoples lives. New Council buildings in Newry essential.
Council needs to look at rural isolation and be proactive financially to provide transport to larger centres
Front line services, street cleansing more staff where it matters. Planning system- needs reviewed- staff do a good job
Health and well being
Improve connectivity to services in rural areas. Attract FDI to District. Continue to improve our tourism product
Improve the look/ image of rural communities in order to attract both tourism and economic investment
Is this survey a joke? council has failed to tackle any of these priorities - what have u got us ticking boxes? This is nonsense
New Civic Centre. Arts Centre Complex
Providing open space for our communities to play and creating an environment for our entrepreneurs to thrive.
Put more emphasis on the look and outward appearance of the district and infrastructure up to date
Street cleaning. Keep rates low.
The Council needs to not only work towards meeting the priorities set down but to also dispel the perceptions of certain areas seeing more favourable funding and investment. The council is still perceived as being 2 very separate areas with the population believing that one particular area within the district receiving more attention than the others. It should be the council and the councillors priority in the next term to be seen as delivering for all of the council area, to dispel the perceptions of favouritism toward Newry City, to think outside the box to increase the Tourism product looking at new ventures whilst bolstering the product that we have, to deliver more for rural communities that feel disconnected from the major urban areas, to drive investment both north and south of the District, to engage with all sectors and plan for all outcomes of Brexit, to hold to account Government Departments given the lack of a functioning assembly and calling for more devolved powers given the previously stated situation.
Tourism and Job creation

## 1e. Organisational Perceptions

151



Elected Members were presented with a number of statements aimed at eliciting perception of the organisation in specific areas.

The majority of Elected Members responded positively to each statement with the highest level of agreement for the statement 'Newry, Mourne and Down is a good place to live'. (100% agreement)

Conversely the lowest level of agreement was expressed for the statement 'The Council has a positive image among residents' (40% agreement).

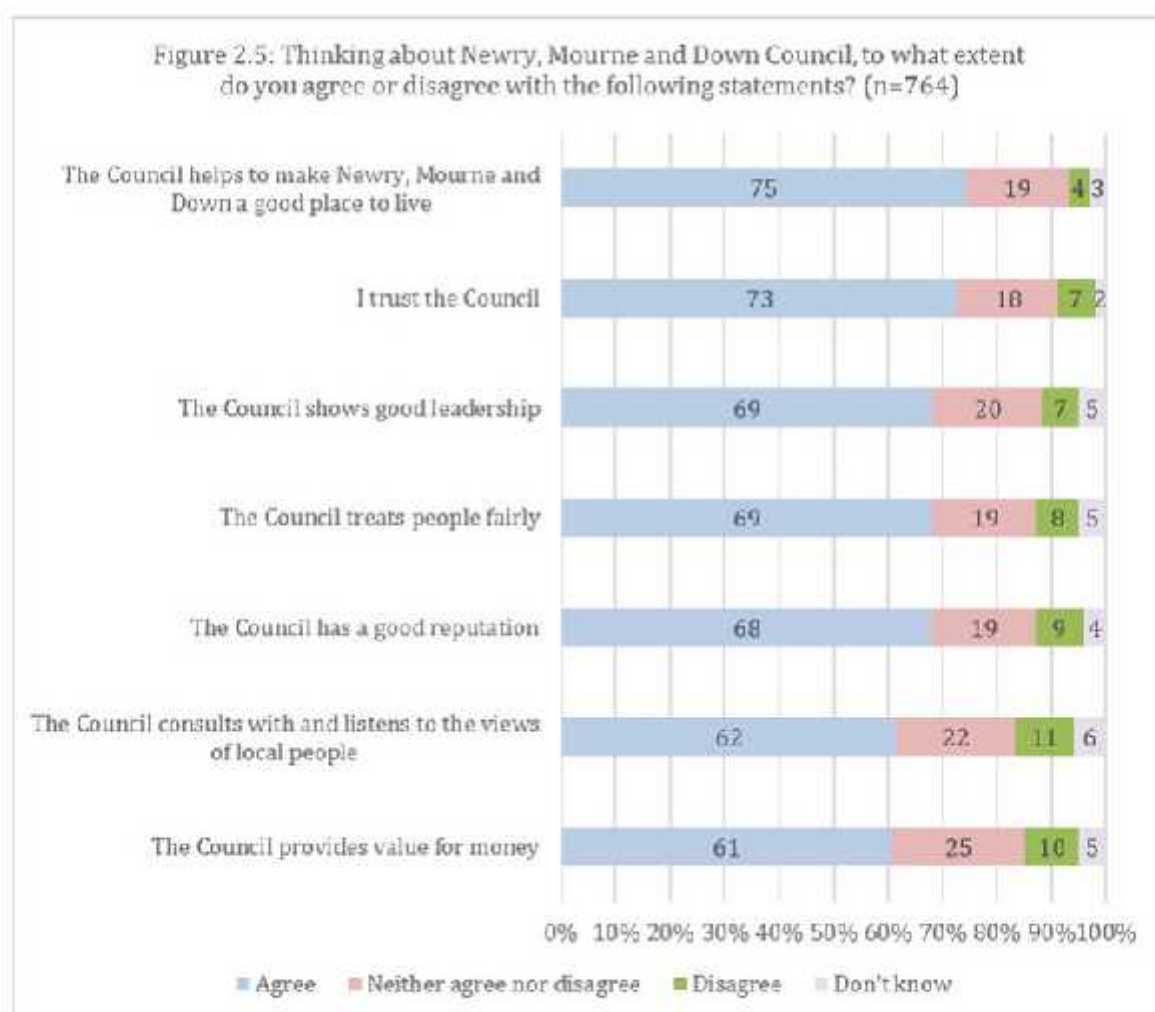
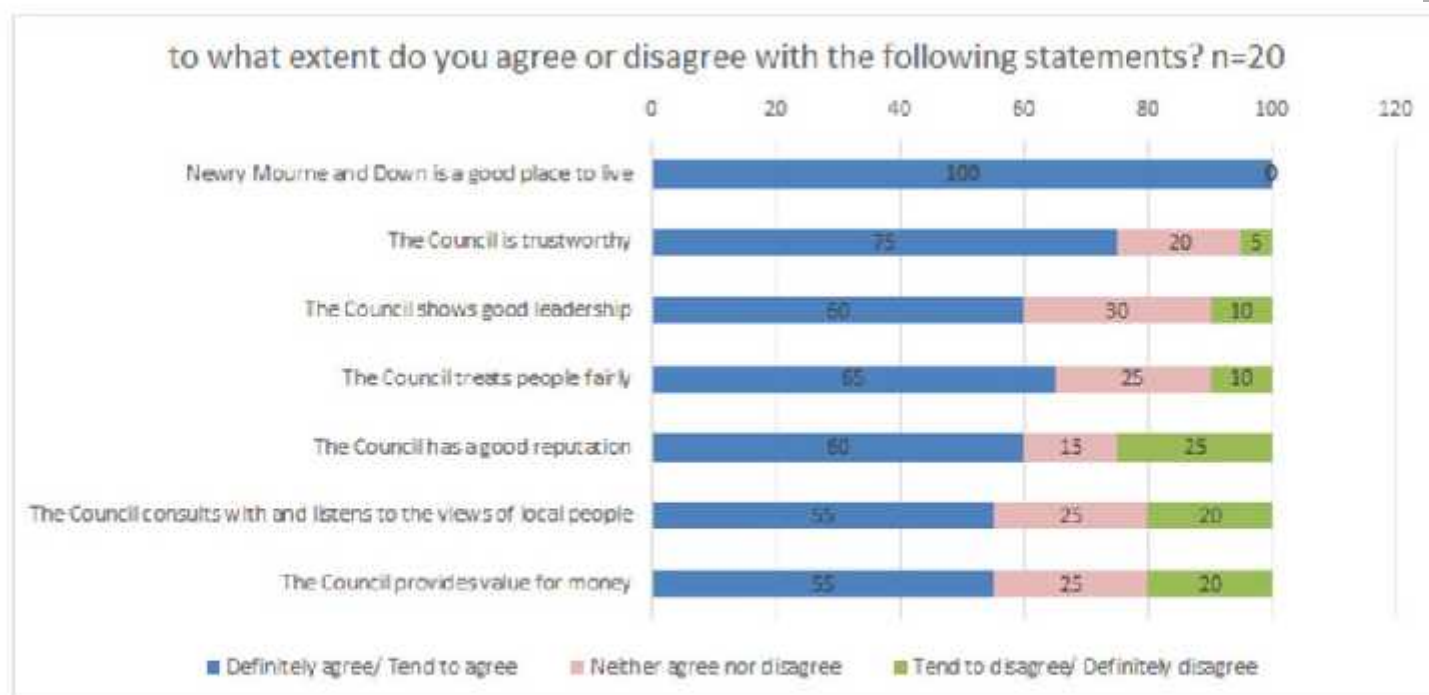
The majority of these same statements were also presented to residents who were selected to participate in the Council's residents survey which was undertaken in Autumn of 2018.

Comparatively both sets of respondents had the highest level of agreement for '(The Council helps to make) Newry, Mourne and Down a good place to live' (75% agreement) while the lowest level of agreement expressed by residents was for the statement 'The Council provides value for money' (61% agreement)

Overall, the residents surveyed responded more positively to each statement than the Elected Members.

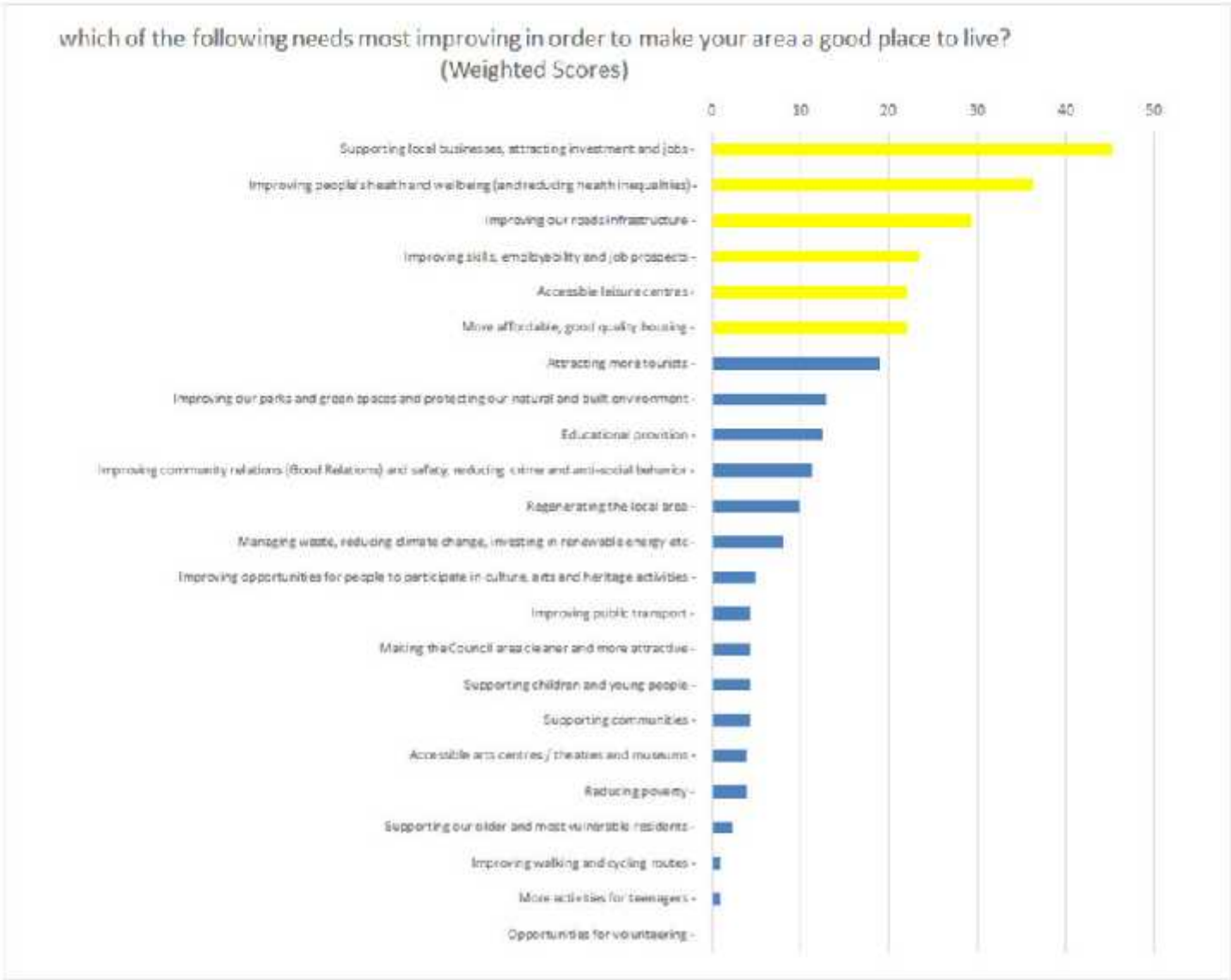
## 1f. Organisational Perceptions– Comparison With Residents

152





1g. Organisational Priorities



Elected Members were asked to think about their local area and say what needs improving to make it a better place to live.

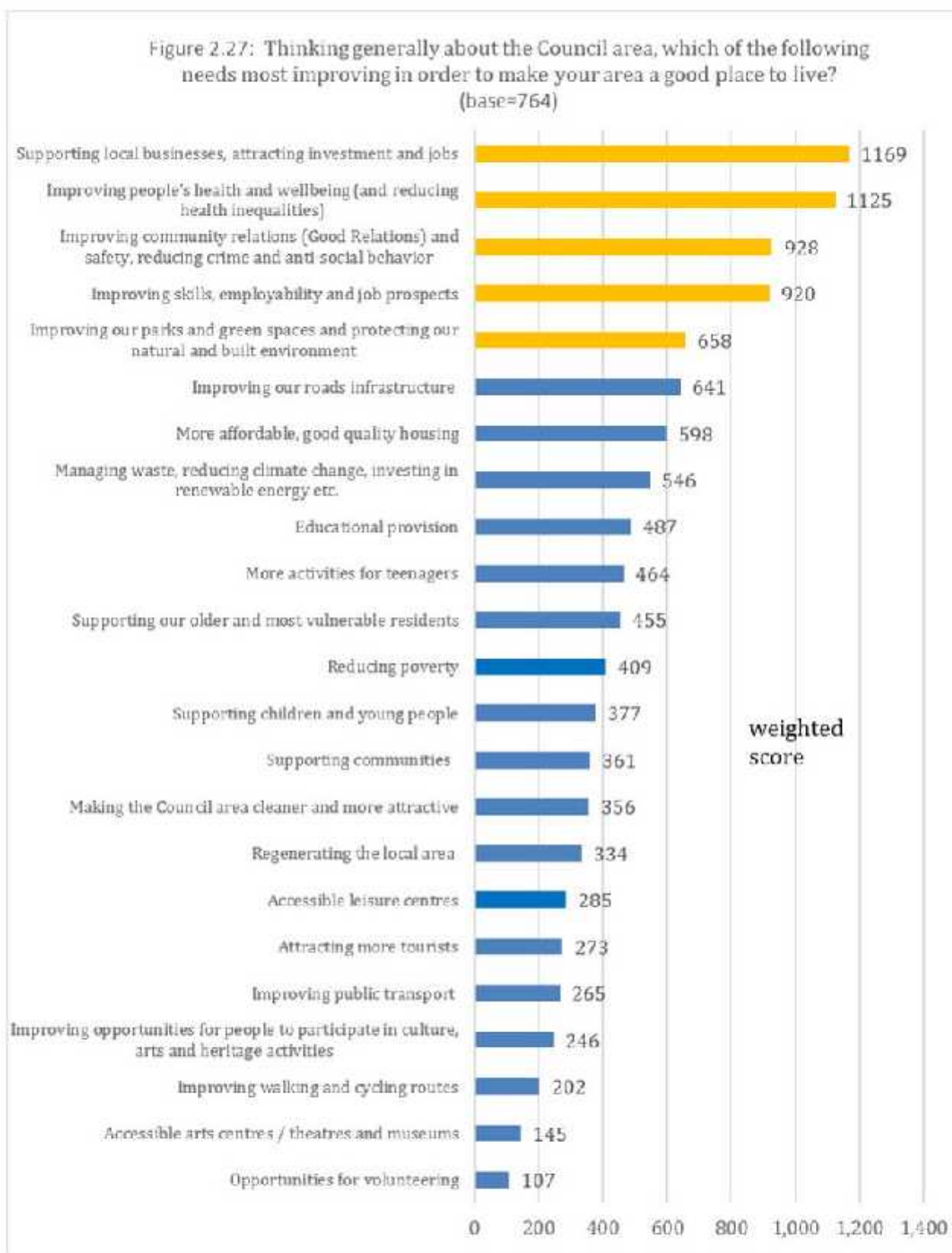
Using a weighted score approach (similar to that used within the residents survey) shows that 'Supporting local businesses, attracting investment and jobs' and 'Improving people's health and wellbeing (and reducing health inequalities)' were the issues highlighted by Elected Members as needing most improvement.

This mirrors the top two priorities selected by residents who completed the same question within the residents survey.



## 1H. Organisational Priorities– Residents Survey

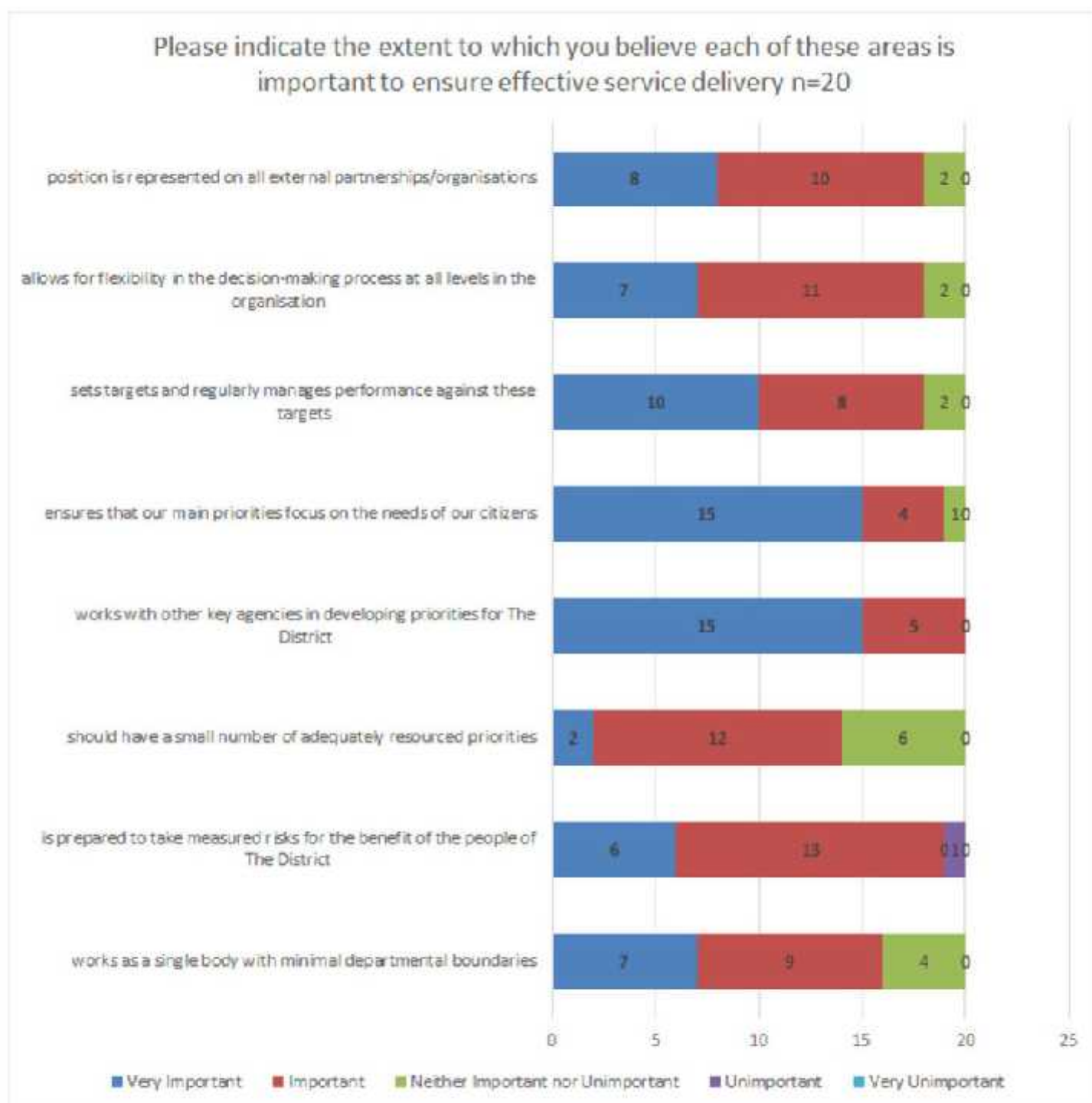
154



## 2. ORGANISATIONAL EFFECTIVENESS

155

### 2a. Priorities for effective service delivery



100% of Elected Members believe that working with key agencies in developing priorities for the District is important to ensure effective service delivery.

19 out of the 20 Elected Members that completed the survey believe that ensuring that our main priorities focus on the needs of our citizens is important to ensure effective service delivery.

## 2b. Other comments regarding effective service delivery

156

All the above is rubbish as Council does almost none of them well - more box ticking

Combating sectarian flags and graffiti

Directors work more closely with other staff

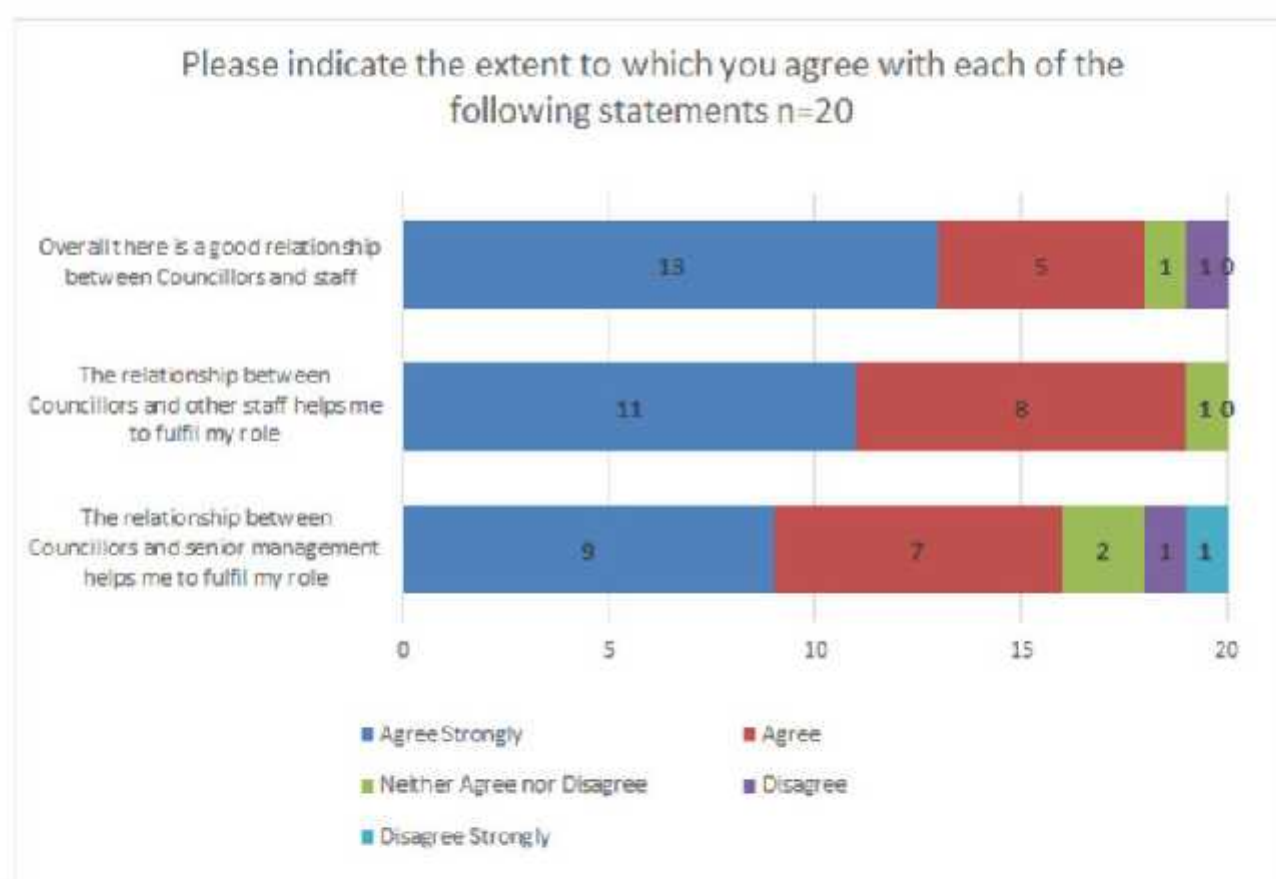
I am very proud of our bilingualism policy and our Irish Language Strategy. We should always seek to involve the growing Irish language community

More money spent where it is needed - frontline services- street cleansing etc

Officers are second to none, we could not do our jobs without them

## 3. INTERNAL WORKING RELATIONSHIPS

### 3a. Relationships with Council officers



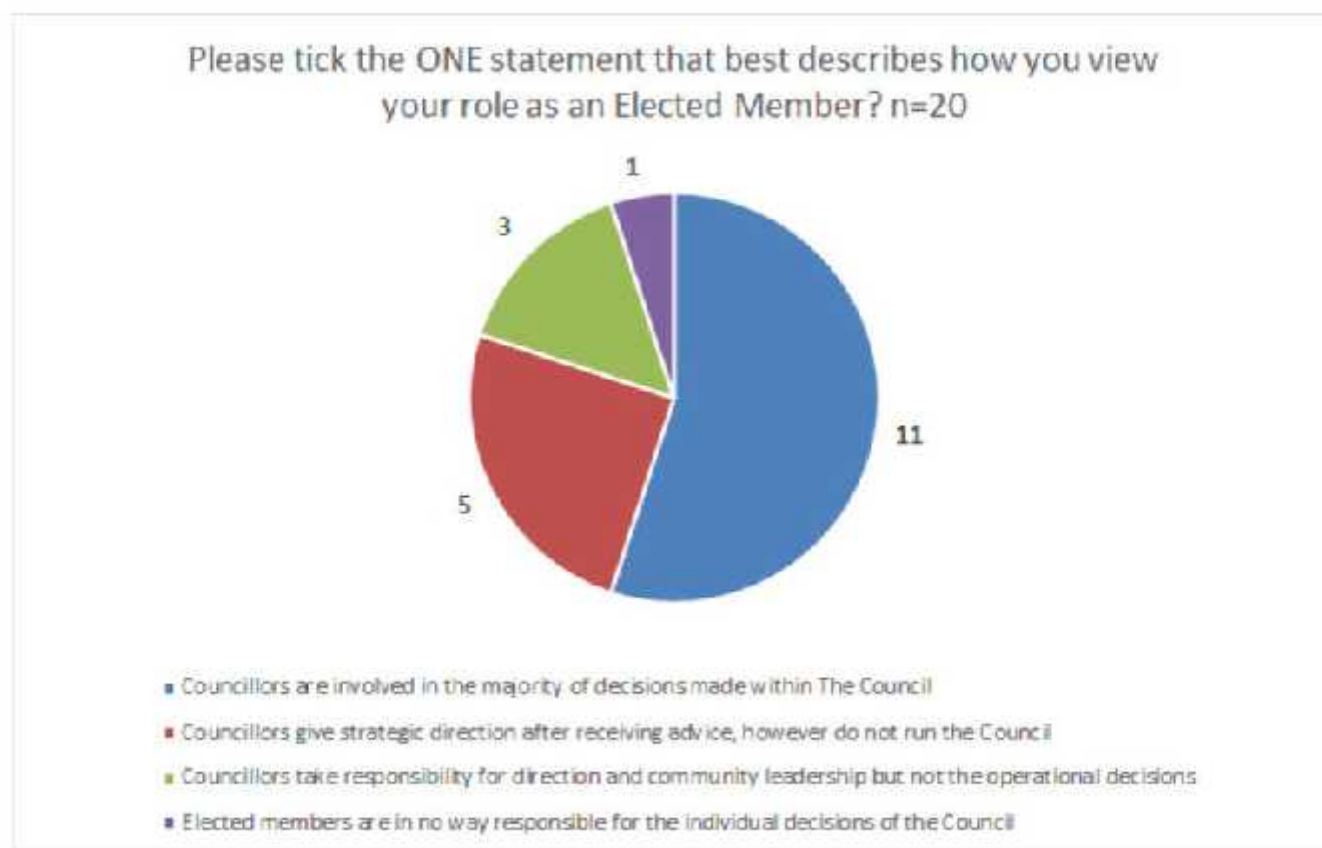
90% of Elected Members agree that 'overall there is a good relationship between Councillors and staff.'

95% believe that 'the relationship between Councillors and other staff helps me to fulfil my role'.

80% of Councillors agree that 'the relationship between Councillors and senior management helps me to fulfil my role'.

### 3b. Role of Elected Members

157



Over half of all the Elected Members surveyed believe that the statement which best describes how they view their role as an Elected Member is 'Councillors are involved in the majority of decisions made within the Council'.

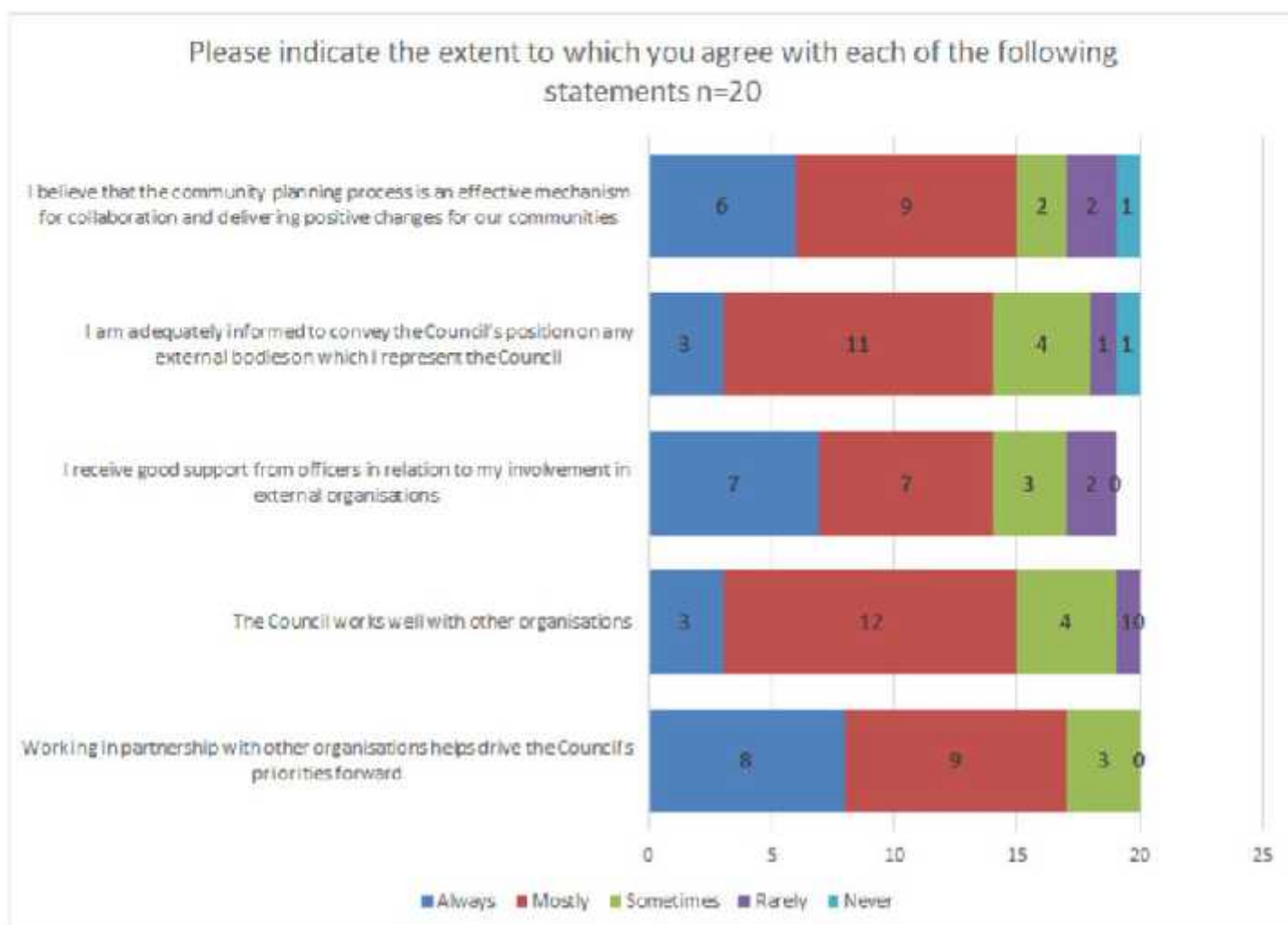
25% of Elected Members indicated that the statement 'Councillors give strategic direction after receiving advice, however do not run the Council' is the best one to describe how they view their role as an Elected Member.



## 4. EXTERNAL WORKING RELATIONSHIPS

158

### 4a Relations With External Partners

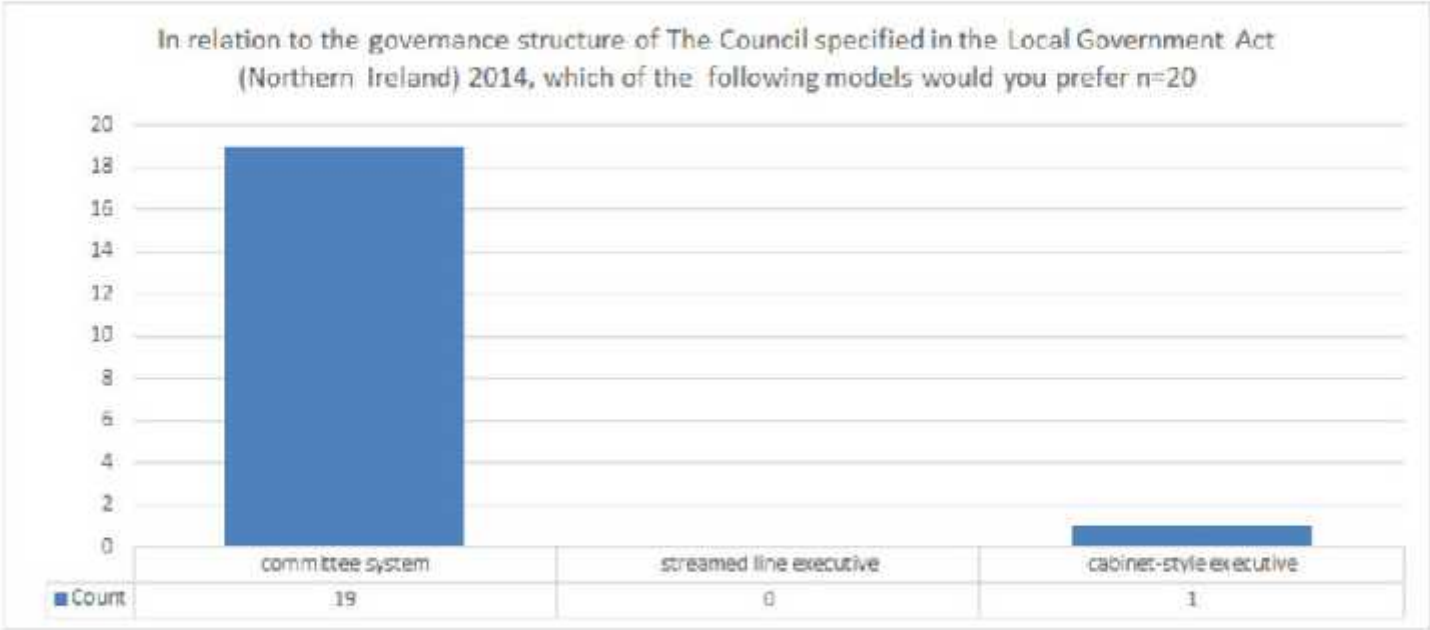


Focusing on relations with external partners, the statement which received the highest level of agreement from Elected Members is 'Working in partnership with other organisations helps drive the Council's priorities forward'.

15 out of the 20 Elected Members surveyed agree that the Community Planning process is an effective mechanism for collaboration and delivering positive changes for our communities.

5. GOVERNANCE

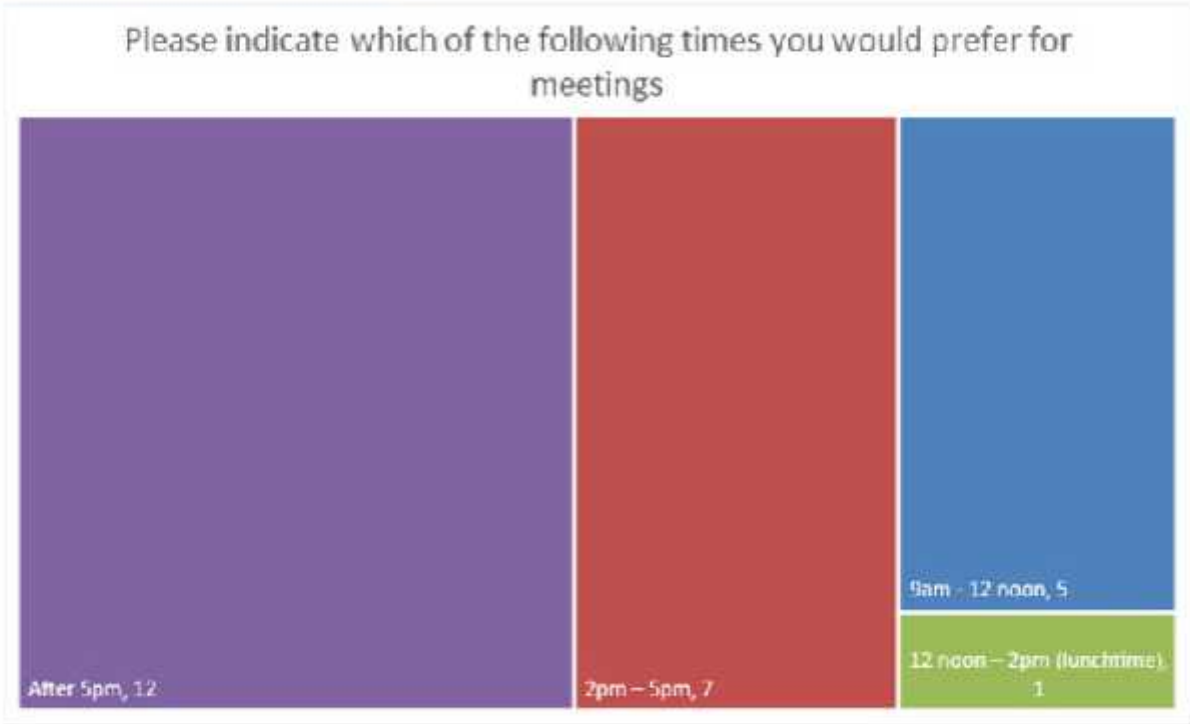
5a Preferred governance structure



When asked about the preferred governance structure going forward the overwhelming majority (95%) of Elected Members opted to retain the current committee system of governance.

6. ADMINISTRATIVE SUPPORT

6a Preferred time for meetings



Analysing preferred meeting times indicated that 60% of Elected Members prefer to have meetings take place after 5pm.

6b Satisfaction with administrative support

160



Across all administrative support services provided to Elected Members there was relatively high satisfaction levels reported with 100% of Elected Members surveyed indicating that they were ‘very satisfied’ or ‘satisfied’ with the ‘Standard of facilities in Meeting Rooms’.

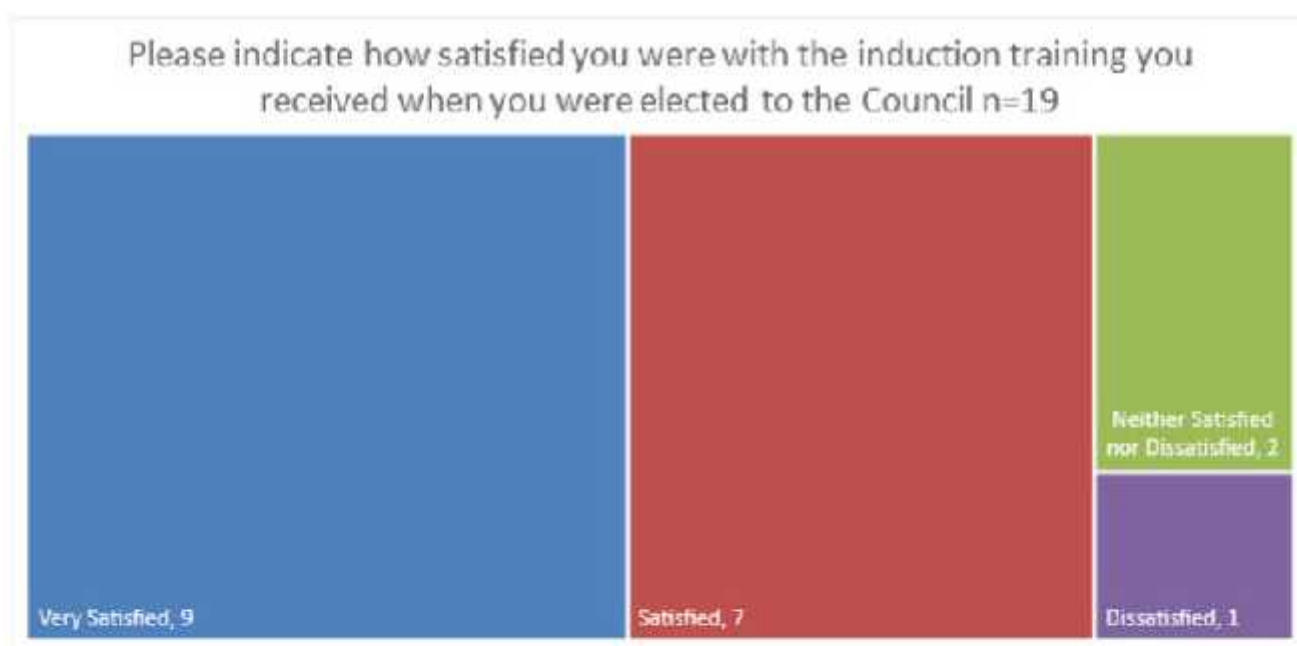
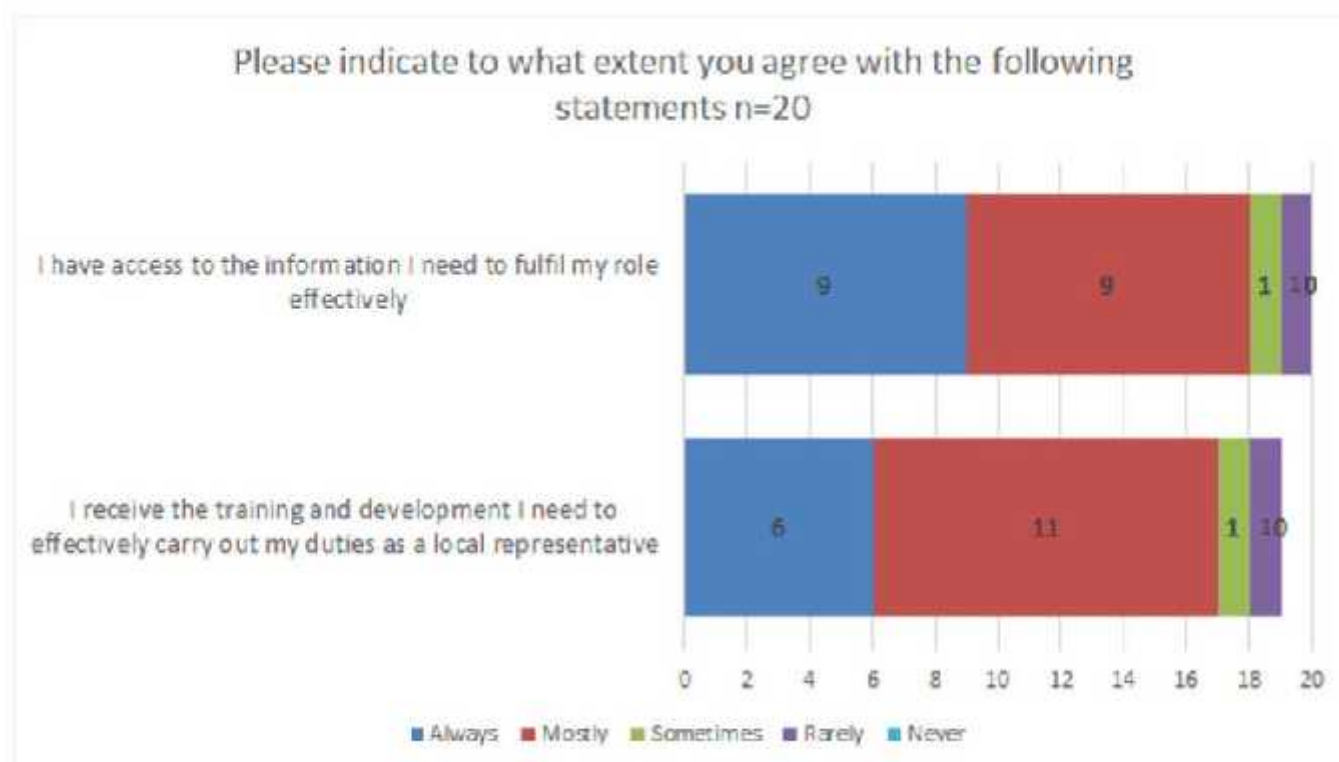
6c Satisfaction with administrative support– other comments

Always courteous and helpful.
Can't fault the service, appreciate all they do, wifi can be an issue
Could do better
Email access should be available on mobile phones
I have been very impressed by the support provided by Democatic Services over the past 5yrs. Any contact I have had with the department, it's staff and the directors has been positive. All the Council staff at all levels I have worked with have been courteous and helpful. As a Coucillor I am extremely proud of the staff who work for the residents of this district.
Not always replying to queries quickly
Our IT transformation project needs expedited. It should not be more difficult for cllrs to access communications than for our elected representatives with, to be honest, have much more confidential items.
The computer is outdated and slow
The disempowerment of the DEA's has gutted local democracy in this term of council. In particular management removing responsibility for the Masterclass from DEA's has brouth both Councillors and Council as a whole into discredit.
There need to be more variation in in meeting times- morning, noon and evening.
Very good service

## 7. INFORMATION AND TRAINING

161

### 6a Satisfaction information and training



The majority of Elected Members (90 - 95%) agree that they have access to the information needed to fulfil their role effectively, and received the training and development needed to carry out their duties.

Elected Members also reported very high satisfaction levels (84%) with the induction training received when they were elected to Council.



## 6b Satisfaction information and training further comments

162

### What further training or information would you like to see provided?

Community planning

Computer skills

Continues Training where required

Media training

More Accredited Courses

None at present

NVQs in Civic Leadership, Planning, Local Government

Pensions, finance - also the expenses system is clumsy and hard to use

Perhaps a break down as to what each committee looks after and represents.

Planning

### What training do you believe the Council should provide to enable you to do your job as a

All Aspects

All training is useful

Am happy, a lot has to do with common sense. Good to have support when needed

As a member of the Planning Committee I would like to see the Council provide a degree in Town Planning either through Open University or in partnership with QUB

Community planning

Computer skills

Computer training for older non tech literate

Media training

None - we need to restore the role of DEA's in delivering inter agency programs in each of their areas

Ongoing refreshers courses

## 7. OTHER COMMENTS

Any training for every Councillor role should be ongoing

I think council has a very hard working staff in general

Initially huge amount of info at start.

## 8. Profile of Responses

### Age Profile

16-39	5
40-64	12
65+	3

### Gender Profile

Female	4
Male	16

### Community Background

Member of neither the Protestant or Roman Catholic Communities	1
Member of the Protestant Community	5
Member of the Roman Catholic Community	14

### Considers self to have disability

No	15
Yes	4

### Has caring personal responsibilities

No	10
Yes	7

### DEA of respondents

Crotlieve	1	Slieve Croob	3
Downpatrick	1	Slieve Gullion	5
Newry City	3	The Mournes	3
Rowallane	4		

## Newry, Mourne and Down District Council: Resident Survey Results (2018)

Donal McDade (Research Director)  
10 January 2019



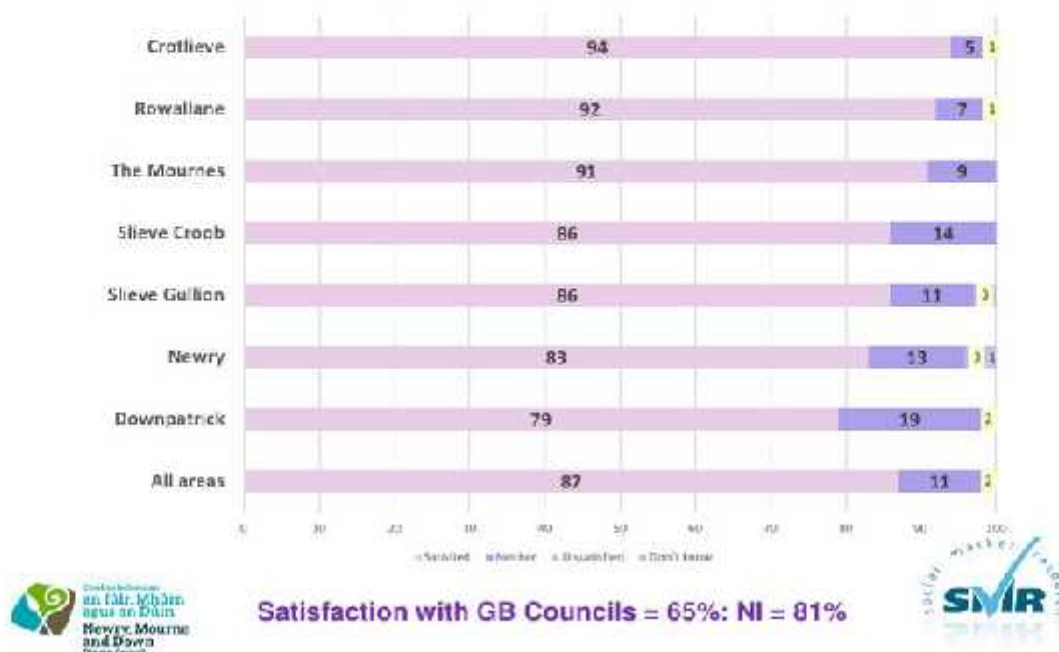
### Residents' Survey

- **Aims:** Resident feedback, performance monitoring, inform decision making, and support community planning
- **Topics included:**
  - Use and satisfaction with services
  - Emerging priorities
  - Communication and information
  - Perceived problems in local areas
  - Health and Wellbeing
- Representative sample of 764 which provides statistically robust results at Newry, Mourne and Down ( $\pm 3.5\%$ )
- DEA level results have larger margin of error ( $\pm 10\%$ )



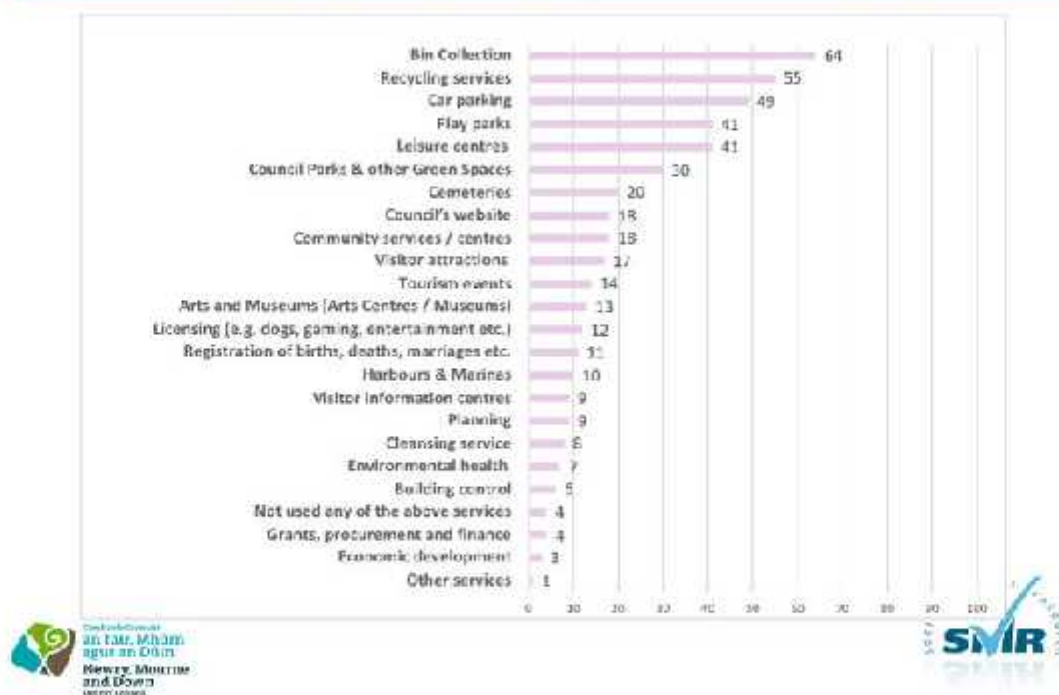
## 87% of residents satisfied with the Council

(disability, DfA, carparking, can't do enough, don't listen, waste management)



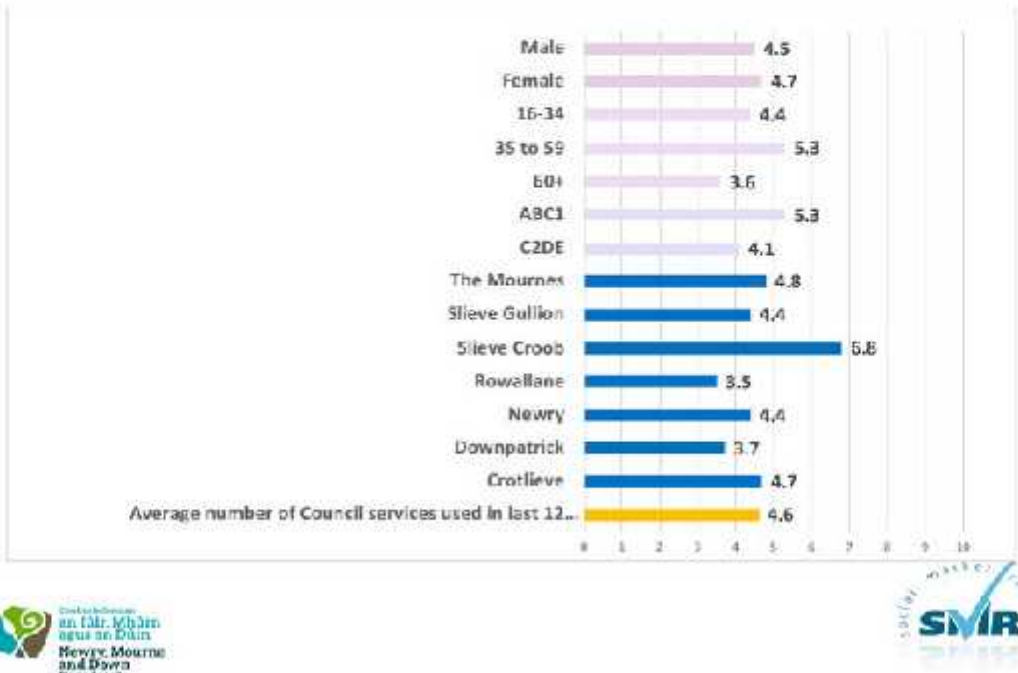
## Use of Council Services (in last 12 mths)

DfA\*, economy, care

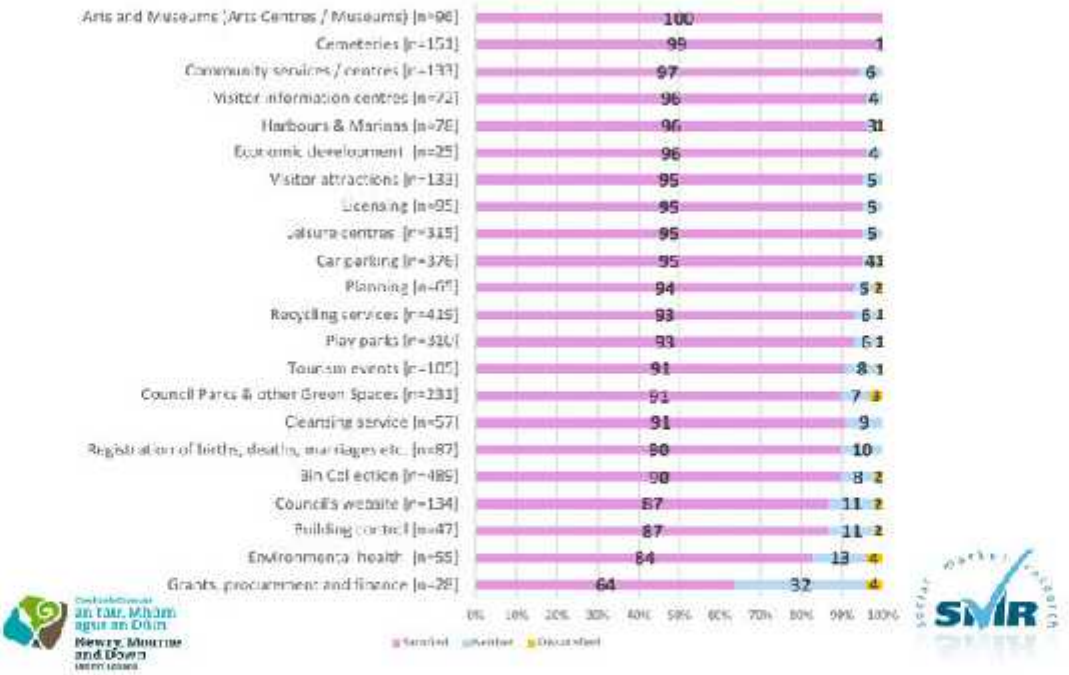




Index of use of services DEA\*, econ, care, educ



Satisfaction with council services



## Reasons for dissatisfaction

### Council Parks and other Green Spaces

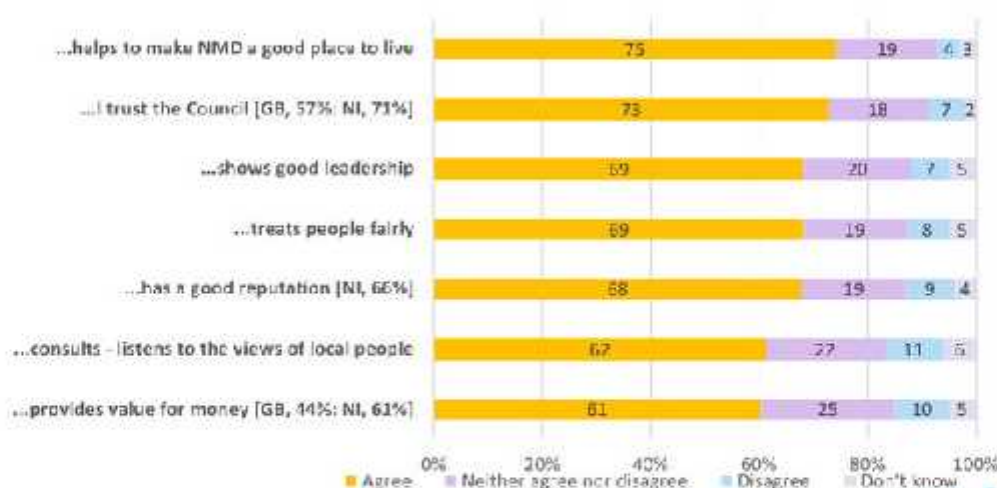
- 'Can be run down and unsafe'
- 'More needs done to tidy up'
- 'Not enough greenery'
- 'Newry needs a central park'
- 'The Council does not maintain communal areas around the estates, walls, fences'
- 'Too many run down areas which young people are using to socialise in'

### Bin Collection

- 'Bins not collected from door'
- 'Business bins emptied more often'
- 'Have to walk the bins up the road to be emptied – not happy'
- 'Missed my bin'
- 'Needs emptied more'
- 'Not emptied enough'
- 'Very expensive for business owners'

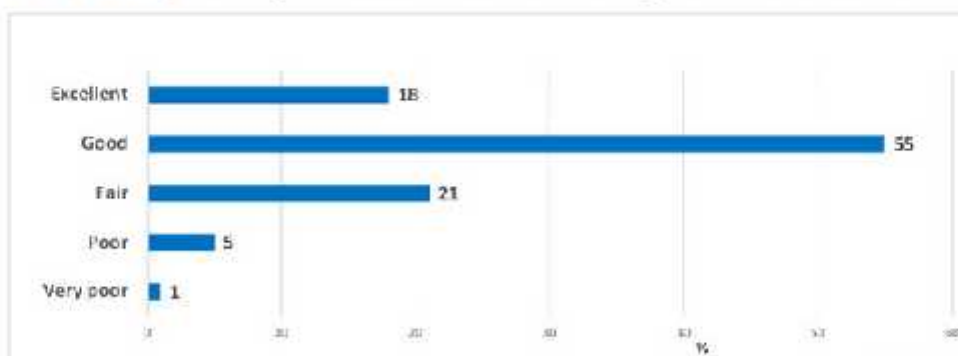


## Council doing well regarding resident perception...



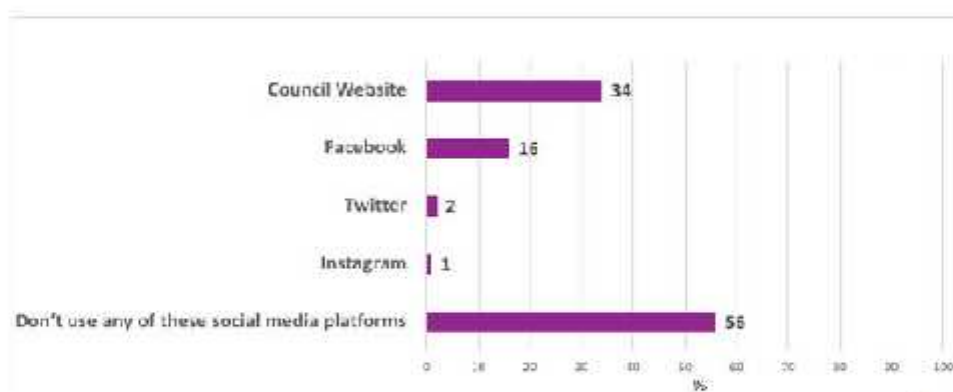
## Residents report positive contact experience

- **Level:** 40% had contacted Council
- **Contact mostly:** by phone (55%), face to face (15%), email (15%) and website (13%)
- **Most likely:** 30-59 yr olds; ABC1, econ active, higher educ, Slieve Gullion



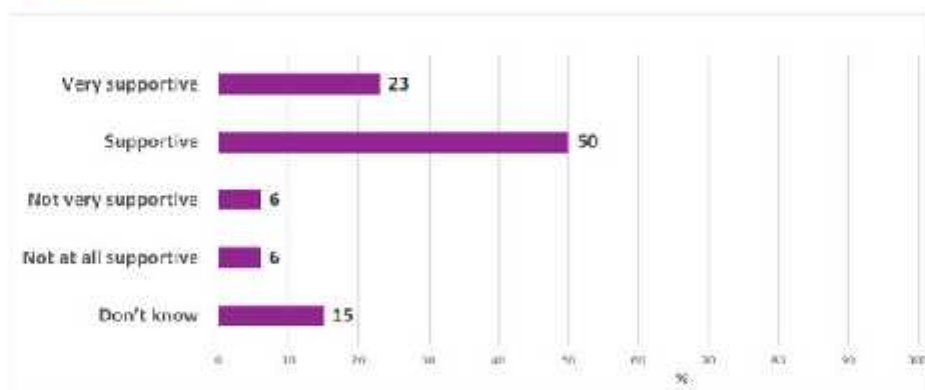
## Engaging or following Council online

- **Level:** 44% engaging / following Council online
- **Most likely:** urban, econ, Slieve Croob
- **Least likely:** older, disability, less well educated



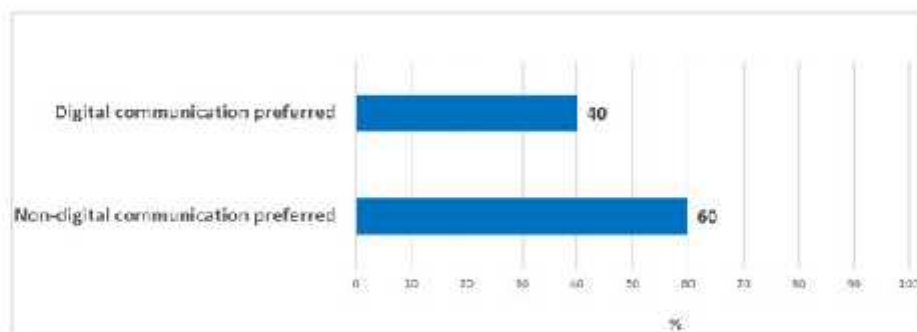
## Resident support of making more services available online

- **Level:** 73% supportive
- **Most likely:** Carers, econ, better educated, Slieve Croob
- **Least likely:** older, disability



## Information and communication

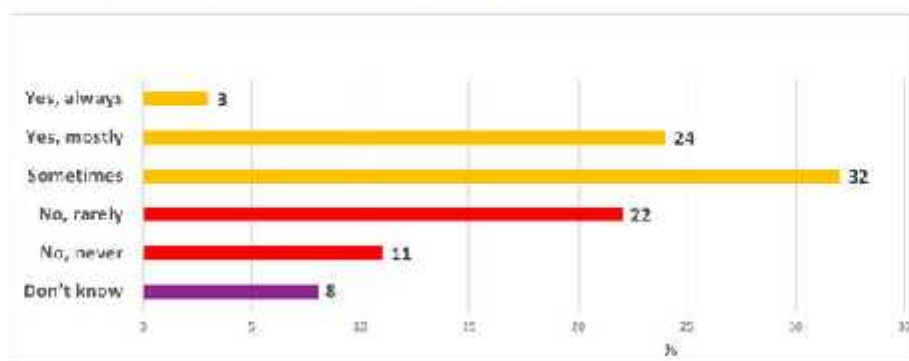
- **Getting information from council:** 64% find it easy (10% difficult: 26% dk)
- **Best way to communicate:** letters (23%), website (14%), Connect (12%)
- **Consultations:** 37% prefer online surveys, 30% letter, 12% public meetings



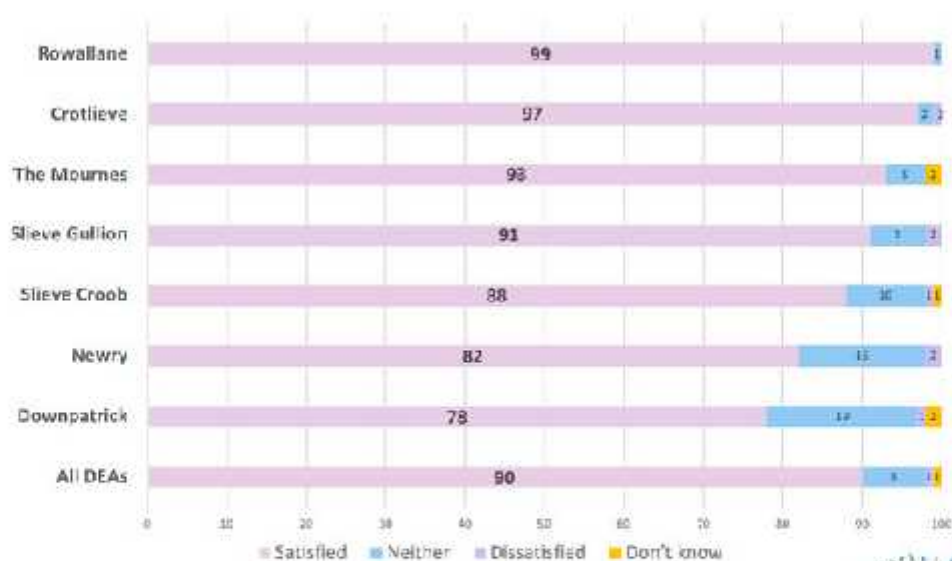


## Having a say on things happening or how services are run in your local area...

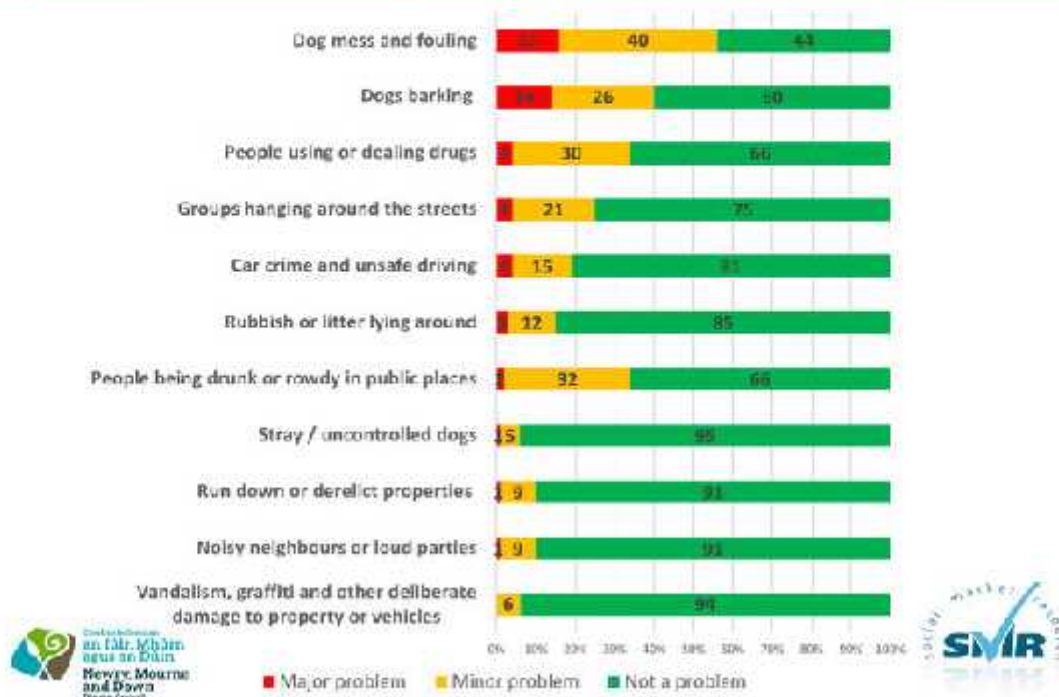
- 59% believe they have a say
- 33% believe they don't have a say
- Younger and less well educated residents (less likely)
- Crotlieve and Downpatrick (more likely)



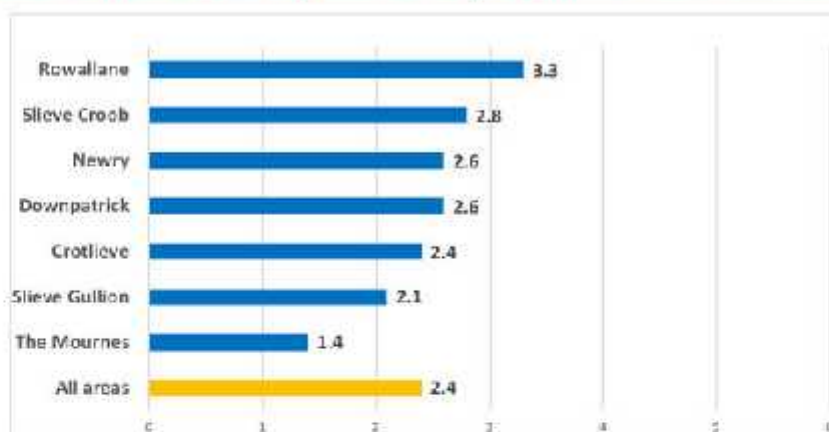
## 90% satisfied with local area as a place to live (GB, 78%, NI, 90%; rural, 81%)



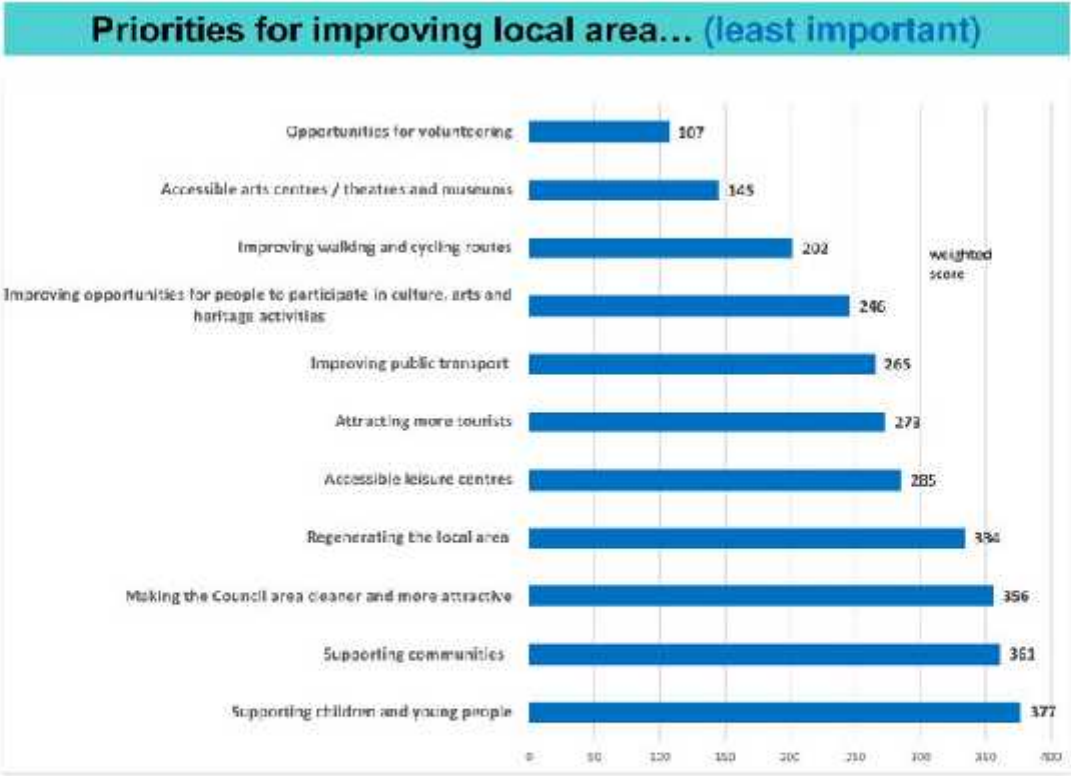
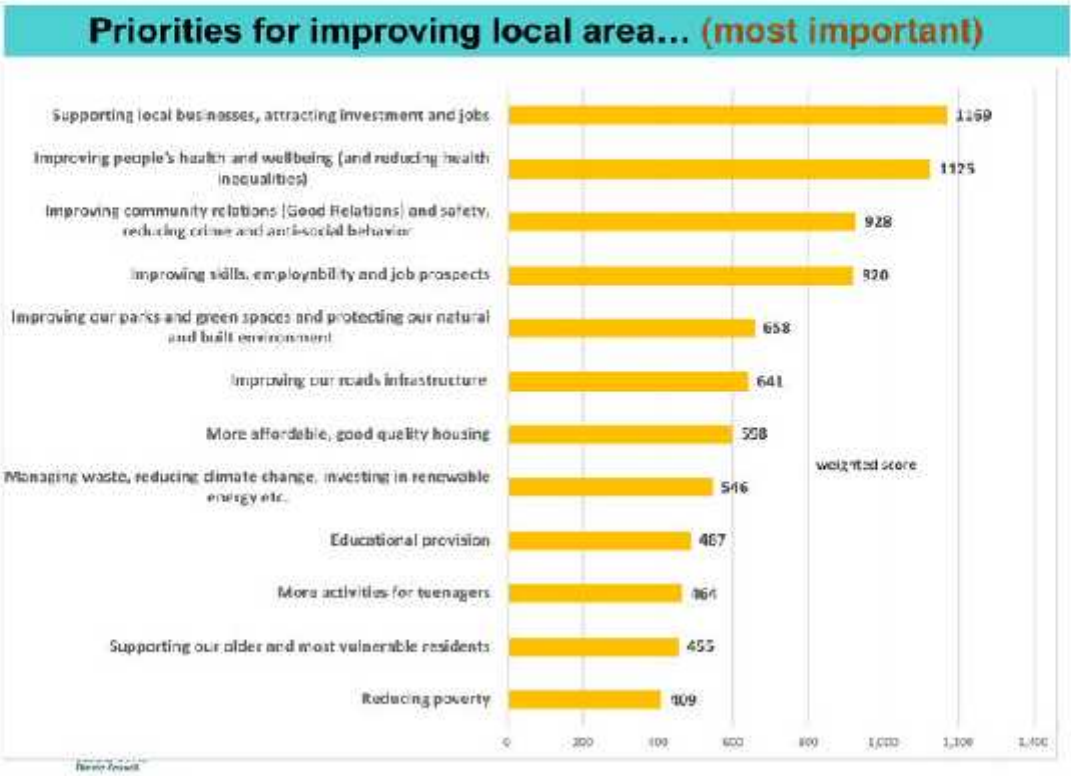
## Perceived problems in local areas...



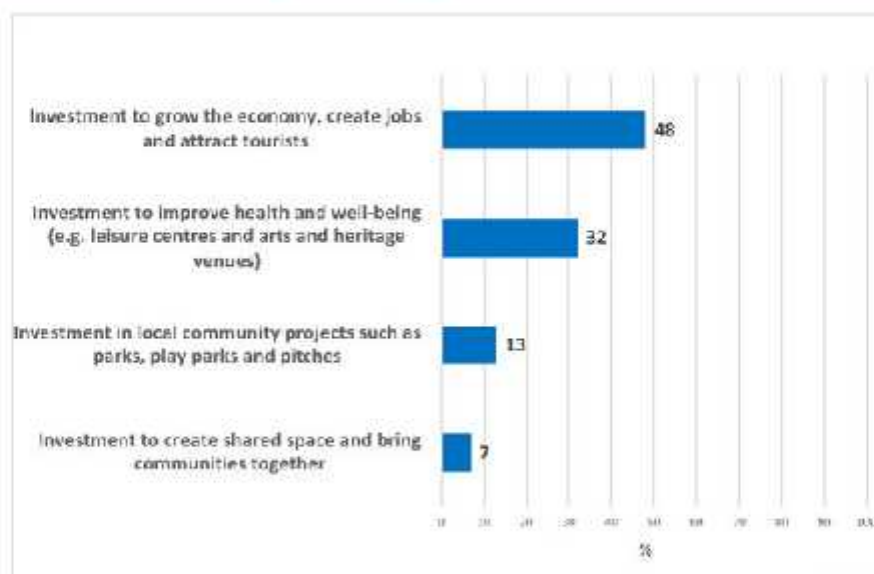
## Index of resident perceived problems... [urban, 2.2; rural, 3.3]



- **94% feel safe in local area DURING THE DAY** (GB: 93% NI, 95% RURAL, EDUC. ABC1, C LIVE+, NEWRY -)
- **87% feel safe in local area AFTER DARK** (GB: 76% NI, 97% <60, RURAL, EDUC. ABC1, 5+ GULLION+, NEWRY -)
- **72% agree people get on with each other (3% disagree)**

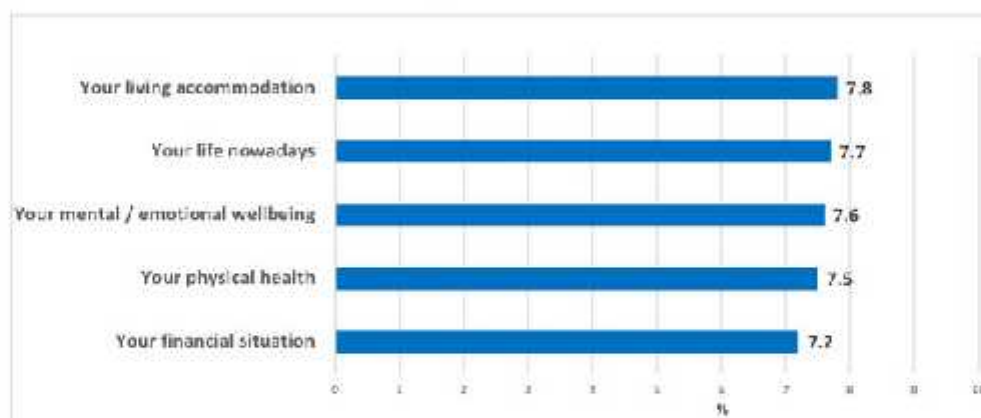


## Most important type of investment



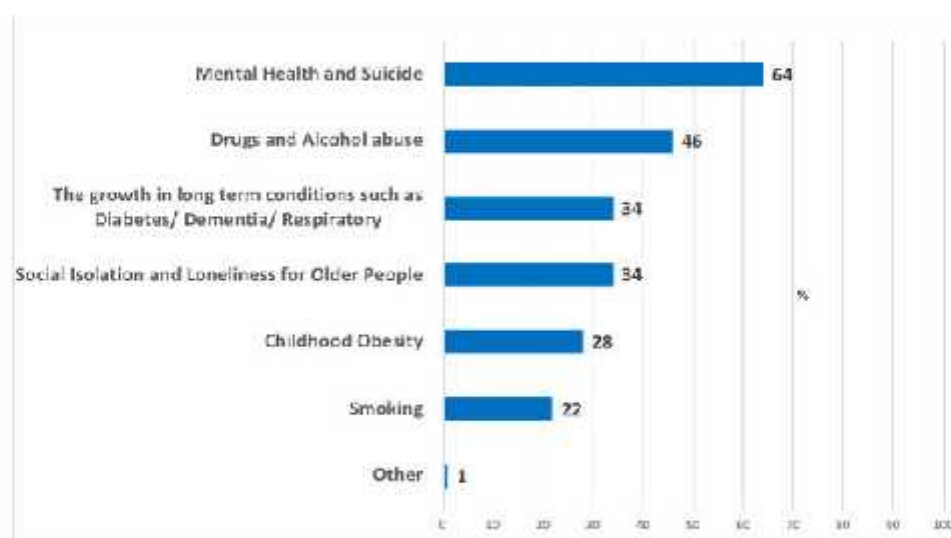
## Health and wellbeing indicators...

- **Health status (79% excellent or good) [80% for NI]**
- **22% not active for a single day each week**

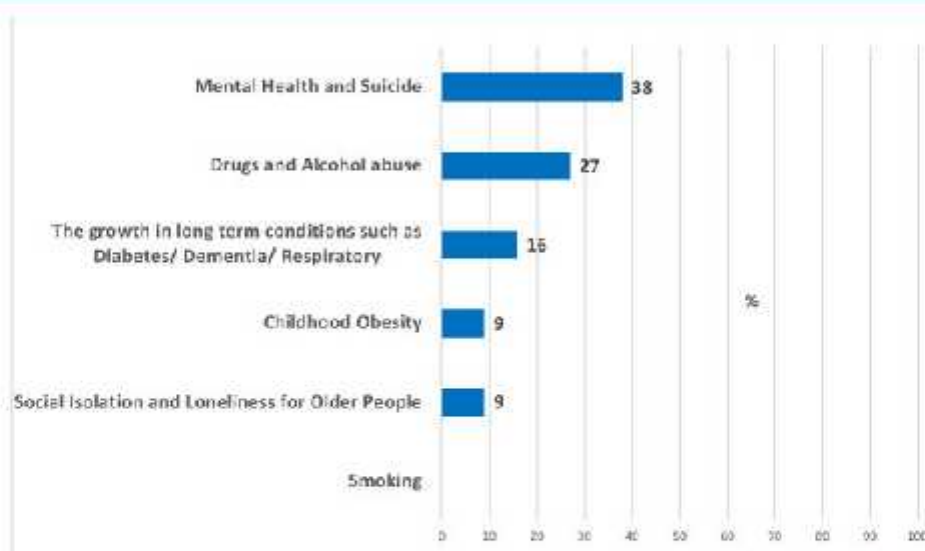




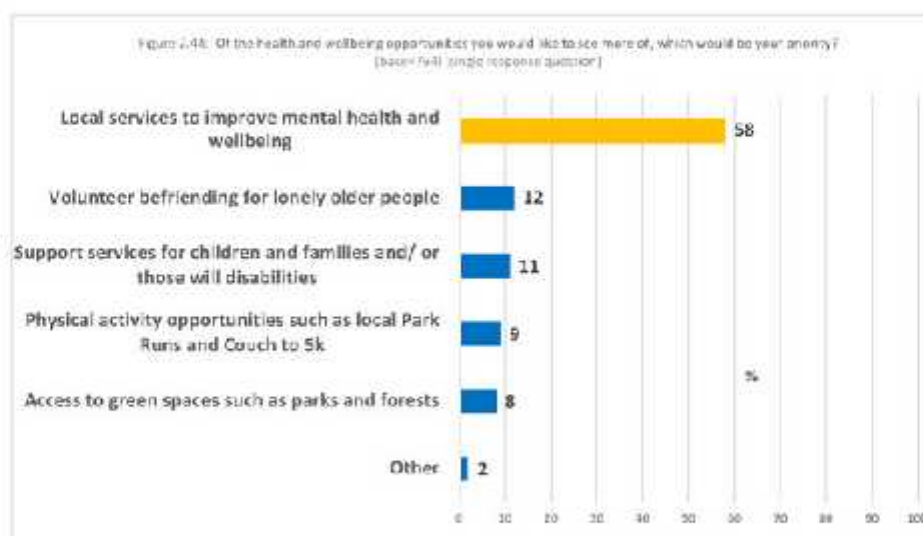
## Main health and wellbeing issues in the Council area...



## Most important health and wellbeing issue in the Council area...



## Priority health and wellbeing opportunity residents want to see more of...



## Other findings...

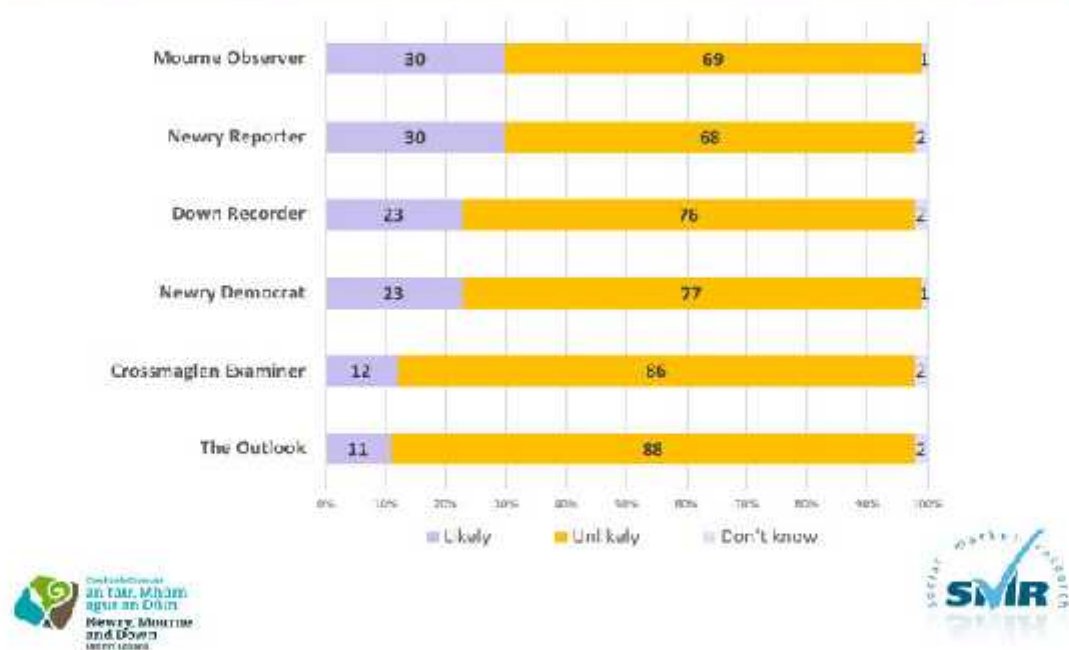
- 22% regularly take part in **local groups / community activities** [rural, ethnic, women]
- 35% **volunteered** in last 12 months
- 86% said **recycling is important** to them
- 15% took part in **arts, heritage and culture activities / events** (last 12mths)



## Training to support growth of local businesses and resident employability



## Readership of local newspapers (56% likely to read at least one of these publications)



## Conclusions


- **High level of satisfaction (and with individual services)**
- **Positive on key indicators (reputation, trust, leadership, VFM)**
- **Positive contact experience**
- **Most find it easy to get info from Council (non-digital comms preferred)**
- **Online presence important (supportive of making more services available)**
- **High level of satisfaction with local area (dogs, drugs)**
- **Priorities (economy and health and wellbeing)**
- **Mental health and suicide and local services to address issue**
- **Variations by DEA and specific resident segments**





# Elected Members Survey Findings

Alan Beggs




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

Ag freastal ar an Dúin agus Ard Mhacha Theas  
Serving Down and South Armagh

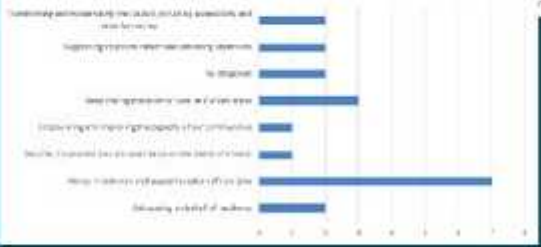
## Corporate Plan Priorities 2015-2019

How important do you consider each of our current priorities, as listed in our Corporate Plan n=20




Priority	1 (Not Important)	2	3	4	5 (Very Important)
Providing good environmental facilities, including recycling and waste services	0	0	0	0	20
Improving and maintaining infrastructure and roads	0	0	0	0	20
Providing for local leisure facilities	0	0	0	0	20
Supporting and improving the local economy	0	0	0	0	20
Protecting our natural and built environment	0	0	0	0	20
Supporting improved health and wellbeing objectives	0	0	0	0	20
Supporting and improving the local economy	0	0	0	0	20
Ensuring that our services are accessible to all	0	0	0	0	20

Please also indicate which of these you consider to be the most important overall n=20



Priority	1 (Not Important)	2	3	4	5 (Very Important)
Providing good environmental facilities, including recycling and waste services	0	0	0	0	20
Improving and maintaining infrastructure and roads	0	0	0	0	20
Providing for local leisure facilities	0	0	0	0	20
Supporting and improving the local economy	0	0	0	0	20
Protecting our natural and built environment	0	0	0	0	20
Supporting improved health and wellbeing objectives	0	0	0	0	20
Supporting and improving the local economy	0	0	0	0	20
Ensuring that our services are accessible to all	0	0	0	0	20



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

## Organisational Perception

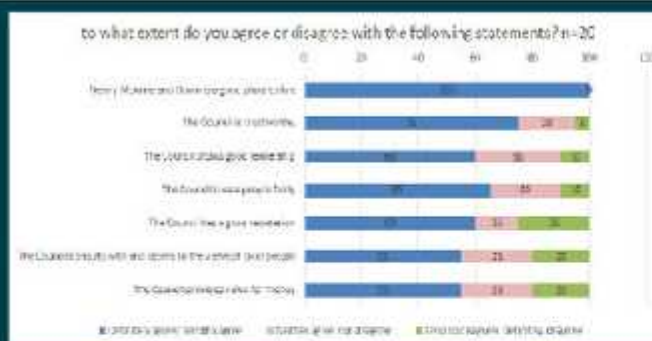
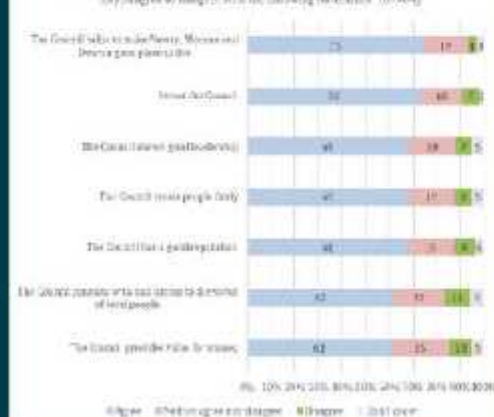
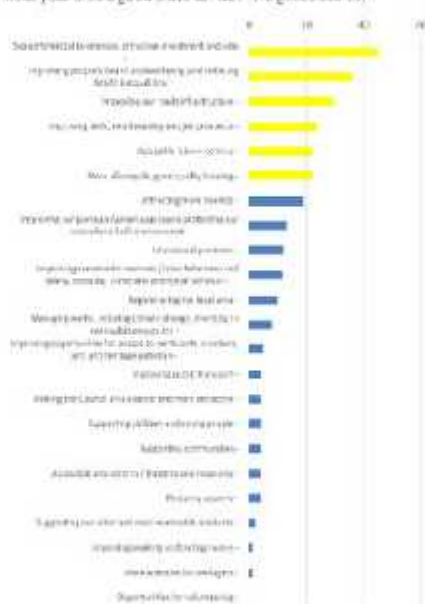


Figure 2.5. 'Threshold about Newborn Mothers and Their Infants to what extent information was important to the following statements' (n = 264)



## Emerging Priorities

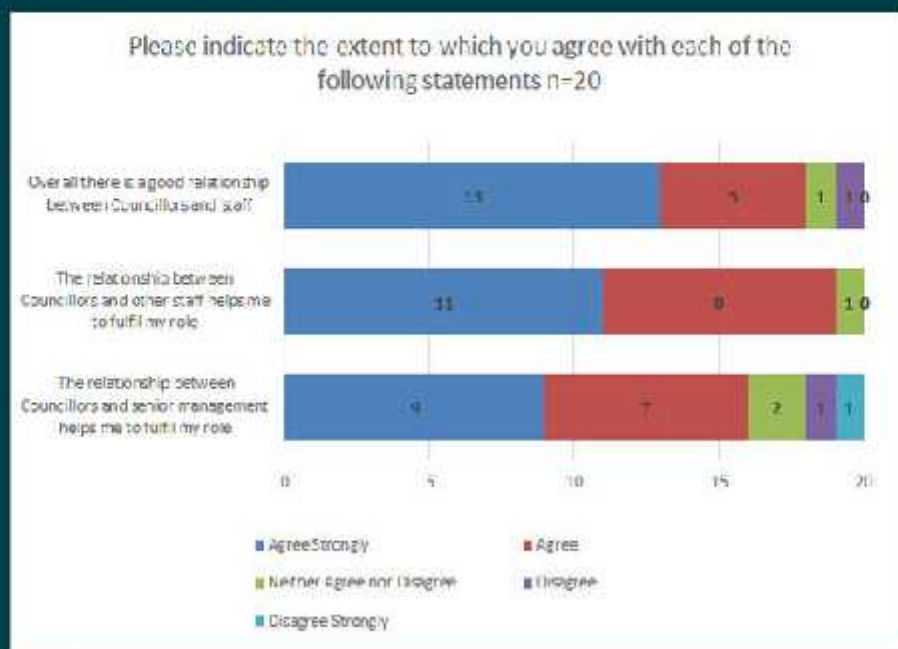
which of the following needs most improving in order to make your area a good place to live? (Weighted Scores)



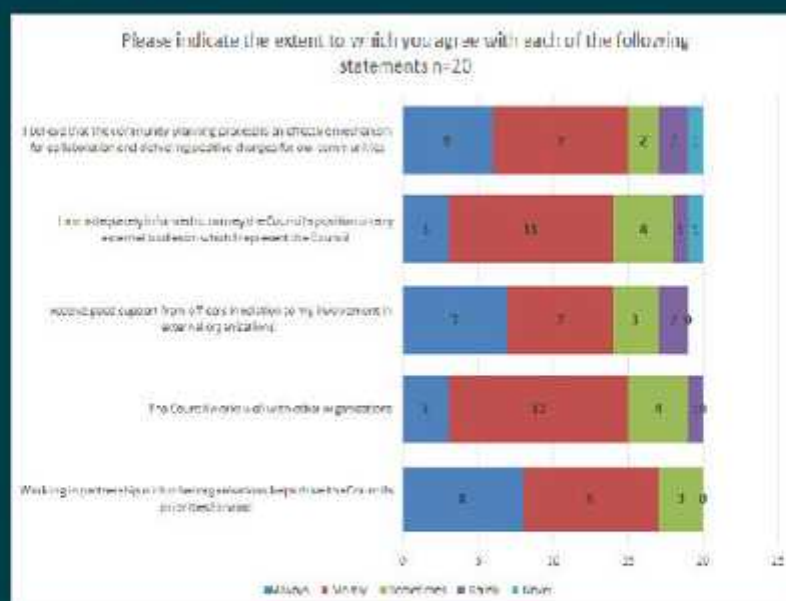
**Figure 2.17** *Working smart is about to come out of the shadows and start improving its image with your colleagues. Use!*



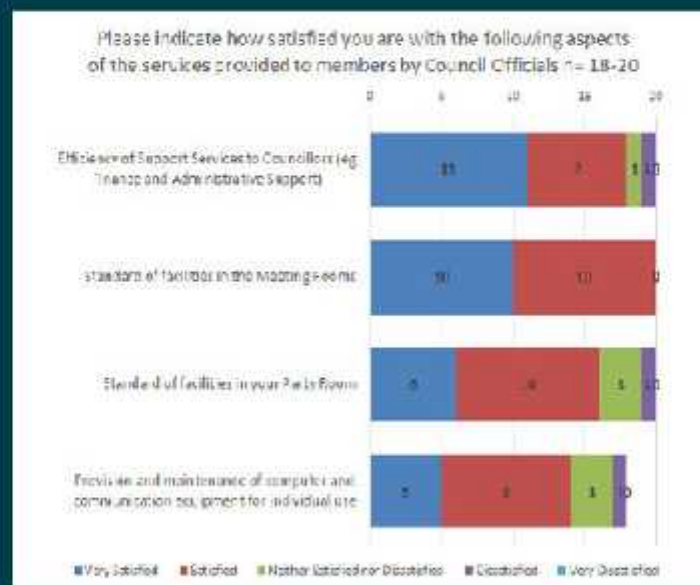
## Relationships with Council officers



## Relations With External Partners



## Satisfaction with administrative support





## **Councillors Workshop: Residents and Elected Members Surveys – 10.01.19**

**In attendance:**

- Cllr. Terry Andrews**
- Cllr. Robert Burgess**
- Cllr. Charlie Casey**
- Cllr. Willie Clarke**
- Cllr. Harry Harvey**
- Cllr. David Hyland**
- Cllr. Mickey Larkin**
- Cllr. Kate Loughran**
- Cllr. Oksana McMahon**
- Cllr. Andy McMurray**
- Cllr. Mark Murnin (Chairman)**
- Cllr. Brian Quinn**
- Cllr. Mickey Ruane**
- Cllr. David Taylor**
- Cllr. Jarlath Tinnley**
- Cllr. William Walker**

**Council Staff:**

- Liam Hannaway**
- Marie Ward**
- Alan Beggs**
- Catherine Hughes**
- David Patterson**

**Apologies:**

- Cllr. Dermot Curran**

The Chief Executive, Mr. Liam Hannaway, opened the workshop and spoke about how the residents survey came about and its use in identifying key issues for the new corporate plan. He also spoke about the Elected Members survey and how similar questions were asked in both surveys to gauge the degree of similarity on what is going on in the district between Elected Members and constituents.

Donal McDade from Social Market Research (SMR), the independent organisation who carried out the survey, presented the findings and spoke about the high levels of satisfaction overall the Council received from the Residents survey. It was acknowledged that this exercise demonstrated courage by the Council as it opened the organisation up to potential criticism but that it is important that Council engages with its residents. The results have provided the Council with strategic direction going forward as well as a strong evidence base.

Following Donal's presentation, Alan Beggs gave a brief overview of the results from the Elected Members survey. He spoke about how the Councillors' perceptions were in line with public perceptions and priorities given the degree of similarity in responses to questions asked on both surveys.

Mr. Liam Hannaway summarised both presentations before opening the floor to the Elected Members to give their responses to the presentations on the surveys.

Cllr. Walker thanked the team for the survey and said how worthwhile the exercise was, particularly as Councillors often think the Council is not performing. The survey shows the real mood of the people and he expressed encouragement at the high levels of satisfaction returned. Implementing some of the priorities highlighted from the survey was now the next step as it could save the ratepayers' money and would be beneficial for all within the District.

Cllr. Walker did note his disappointment with the number of responses to the Elected Members survey.

Cllr. Murnin commented that the survey was a good piece of work although he did seek clarification on some apparently conflicting parts within the findings in terms of the parks/open spaces and using digital platforms but poor broadband. He agreed with comments in the findings about the Council website and the difficulty with navigating it and how it needs more work to make it more user friendly. He also suggested the need to streamline all the Council's digital accounts and to develop

proper ads for all social media platforms. Cllr. Murnin expressed surprise that Tourism was not considered the highest priority but stated he was glad to see the high levels of satisfaction recorded as often Councillors only hear negative opinions.

Donal thanked the member for his contribution and responded that the qualitative comments on parks and open spaces while negative were very few. The statistics demonstrate a broader level of satisfaction with this Council service.

Cllr. Clarke said it was refreshing to see that the majority of residents are satisfied. He noted how those with high educational attainment are more likely to make contact with the Council and questioned how we try and engage those with lower levels of attainment but with the overall aim of improving everyone's educational attainment within the district. He spoke about the high levels of money spent on Arts, Heritage and Museums within the area but noted the low levels of users within the survey and said the Council needs to look at engaging people from disadvantaged areas. He said that often the Arts was pigeon-holed as something for only a few but that it was in fact for everyone and we as a Council need to ensure the best outreach.

He agreed that a lot of work was needed for the website with an app needed for bins which communicate to residents if bins won't be collected and to keep people informed.

He noted that dog fouling came out as a high priority by residents which mirrors the complaints Councillors get and that he was aware of a new strategy being worked up for this issue.

Mental health is a very important issue and suggested the Council look at working with the health trusts and using the Council's outside space (forests & parks) as a way of social prescribing.

Cllr. Quinn welcomed the report from the survey and said he thought it was very interesting. He said that Councillors and staff are often their own worst enemy and don't give each other enough credit for the work that is done and all that the Council supports both financially and in kind across the District. He believes we need to highlight the day to day activities and all that the Council does for its residents which is often not attributed to Council.

After the Councillors contributions, Mr. Hannaway reported that the survey was a good assessment of what the Council were doing well but that there are also areas for improvement certainly. He stated that the issues raised would lead into the

development of the corporate plan and would also allow some areas to be interrogated further such as Arts & Heritage, where it can contribute to the forthcoming Arts and Heritage strategy. It would further be beneficial for the review of the Community Plan as some of the Community Planning partners contributed to questions within the survey.

He addressed the issue of the website and advised that the current one is an interim website and that it can't be brought to the next stage until a secure network is secured which is currently being worked on and is hopeful that this will be completed by March.

Mr. Hannaway expressed agreement with Councillors that we need to start telling the good news stories about the Council.

It was advised that there was a media briefing the following morning (Friday 11<sup>th</sup> January) on the residents survey but that the results of the Elected Members survey would not be released. He also advised that Donal's presentation would be emailed out to all Councillors.

The meeting then concluded at 7.15pm.



**DRAFT PRESS RELEASE  
XX JANUARY 2019**

## **Survey finds 'higher than average' satisfaction levels in Newry, Mourne and Down District Council**

A recent independent survey of residents in the Newry, Mourne and Down District has found high levels of satisfaction in how Council runs and operates its services.

The survey is the first large scale survey of residents to have taken place since the merger of Down District Council and Newry and Mourne District Council in 2015.

It was commissioned by Newry, Mourne and Down District Council and carried out by an independent company Social Market Research (SMR).

Newry, Mourne and Down District Council sought to gather baseline information on residents' views and opinions following the first full term of office of the new Council. The information will assist Council with future planning and decision making.

The high levels of satisfaction with Newry, Mourne and Down District Council overall represents a significantly higher rate than the average for Councils in GB.

A majority of residents surveyed also reported that they have a positive perception of the Council across key indicators such as trust, leadership and treating people fairly.

The results from the survey highlight:

- 87% of residents are satisfied with the Council overall;
- 75% agree that the Council helps to make Newry, Mourne and Down a good place to live with 19% neither agreeing nor disagreeing;
- 96% of residents had used at least one Council service in the last 12 months;
- 94% of residents feel safe in their local area during the day;
- 73% of residents trust the Council with 18% neither agreeing nor disagreeing and;
- 73% of residents who had contacted the Council in the last 12 months rated their most recent contact as either 'excellent' or 'good' with a further 21% rating it as 'fair'.

### **Responding to the survey results, Chief Executive of Newry, Mourne and Down District Council, Liam Hannaway said:**

*"I am pleased to welcome the results from the first large-scale residents' survey that Newry, Mourne and Down District Council has commissioned since its creation, which show significantly high levels of satisfaction with the Council overall.*

*The results provide us with insight into what the residents of Newry, Mourne and Down wish to see in their area. For example, 74% of residents noted that they would like to see more local services to improve mental health and wellbeing and this can aid future planning and decision making.*

*The results place us on a positive footing and provide a baseline that will help us as a Council to move forward and plan ahead".*

**Councillor Mark Murnin, Chairman of Council welcomed the findings of the survey, saying:**

*"I would like to thank everyone who took the time to complete this survey. As a civic leader it is important that we listen to all feedback, both positive and negative as this enables us to continue to develop services which meet the current needs, and future aspirations of all our citizens. I am delighted to see that such a high proportion of residents feel safe in our community and believe the Council helps to make Newry, Mourne and Down a good place in which to live".*

**Ends...//**

**For interviews or further information contact: [marketing@nmandd.org](mailto:marketing@nmandd.org) or call 0300 013 2233.**

### **Notes to Editors**

The survey by Social Market Research (SMR), was commissioned by Newry, Mourne and Down District Council in June 2018, and based on a representative sample of 764 residents aged 16+, with quotas applied for age, gender, social class and District Electoral Area.

All interviews were conducted on a face-to-face basis.

The content of the survey reflected the Council's broad range of services and business areas including, but not limited to:

- Use of and satisfaction with Council services;
- Getting information on Council services and initiatives;
- Council area as a place to live;
- Perception of crime in resident's local areas;
- Council priorities;
- Health and wellbeing priorities;
- Community involvement and volunteering;
- Recycling;
- Resident characteristics (age, gender, social class etc.).



11 January 2019

## Update from the Chief Executive

### Residents Survey

In June 2018, the Council commissioned a residents' survey. This was the first large-scale survey of residents to take place since the councils merged in 2015, and provided us with the opportunity to engage with our Citizens and seek their opinion on how we are performing as a Council. The survey itself was conducted by an independent organisation (Social Market Research), and I was delighted with the overwhelming positive feedback.

As Chief Executive of this organisation I really wish to thank you, the staff who have helped achieve these positive results. These results recognise the hard work of staff and their dedication to public service. I also wish to thank the Elected Members whose support and governance has contributed greatly to such positive opinion. This reflects well on us as an organisation and highlights the high standard of service provided by our staff. These findings will be used to inform the development of the new Corporate Plan for the incoming Council.

The purpose of the survey was to hear opinions and find out satisfaction levels with a number of Council services, and the issues of most importance to the residents of the district. This will help the Council with future planning and decision-making.

While a summary of the findings is included below, should you require more information about the survey and its results, please contact the Council's Evidence and Research Section (extension 3179).

### Survey Focus and Content

The content of the survey reflected the Council's broad range of services and business areas including, but not limited to:

- Use of and satisfaction with Council services
- Getting information on Council services and initiatives
- Council area as a place to live
- Perception of crime in resident's local areas
- Council priorities
- Health and wellbeing priorities
- Community involvement and volunteering
- Recycling
- Resident characteristics (age, gender, social class etc).

### Survey Methodology

The survey was based on a representative sample of 764 residents aged 16+, with quotas applied for age, gender, social class and District Electoral Area. All interviews were conducted on a face-to-face basis.



Ag freastal ar an Dún  
agus Ard Mhacha Theas  
Serving Down  
and South Armagh



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

189

## Survey Key Findings

### Satisfaction with Council

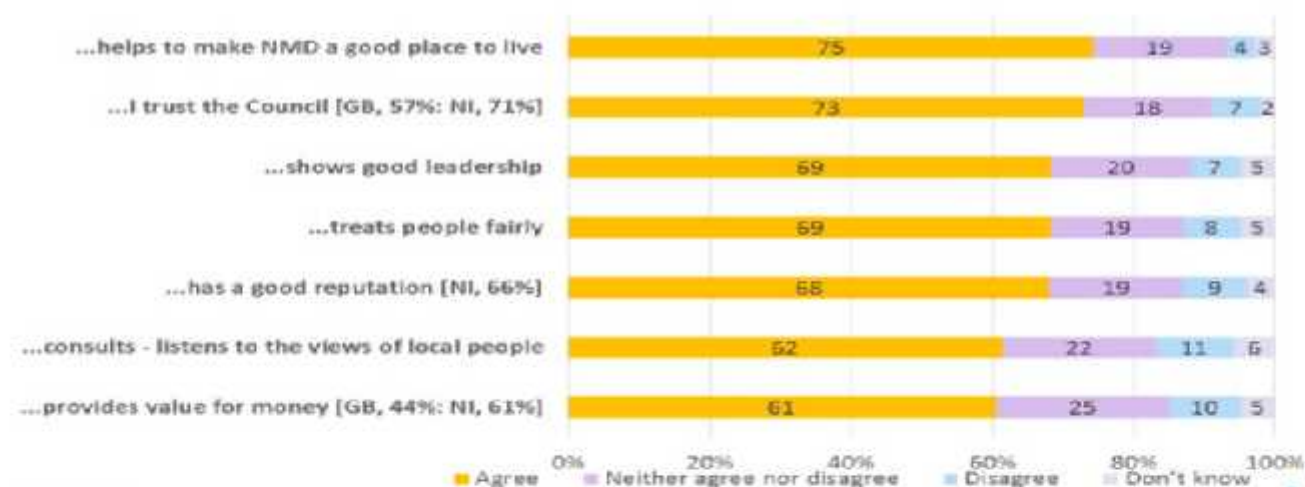
**87%** of residents are satisfied with the Council overall, with 11% neither satisfied nor dissatisfied, and 1% dissatisfied.

**96%** of residents had used at least one Council service in the last 12 months. The most commonly used Council services in the last 12 months included: bin collection (64%); recycling services (55%); and carparking (49%);

### Perception

**75%** believe the Council helps to make Newry, Mourne and Down a good place to live, with a majority of residents saying they trust the Council (73%) and that the Council shows good leadership (69%) [Council treats people fairly, 69%; has a good reputation, 68%; consults and listens to the views of local people, 62%];

## Resident Perception of The Council –The Council...



### Contact

- **40%** of residents had contacted or made an enquiry to the Council in the last 12 months, with phone contact accounting for more than half (55%) of all recent contacts
- **73%** of those rated their most recent contact as either 'excellent' or 'good', 21% 'fair' and 6% as either 'poor' or 'very poor'
- **44%** of residents engage with the Council via social media or online, with 34% doing so via the Council website, 16% via Facebook, 2% via Twitter and 1% via Instagram
- **73%** of residents said they are supportive of the Council making more of its services available online.



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District Council

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## Satisfaction with area

- **90%** of residents said they are satisfied with their local area as a place to live

**90% satisfied with local area as a place to live** [GB, 78%, NI, 90%, rural, dists -]



- The most common problems reported by residents in their local area included: dog mess and fouling (56%); dogs barking (40%); people using or dealing drugs (34%); and groups hanging around the streets (25%)
- **94%** of residents feel safe in their local area during the day, while 87% feel safe in their local area after dark.

The top ranked priorities (in order of preference) for making residents' areas a good place to live are:

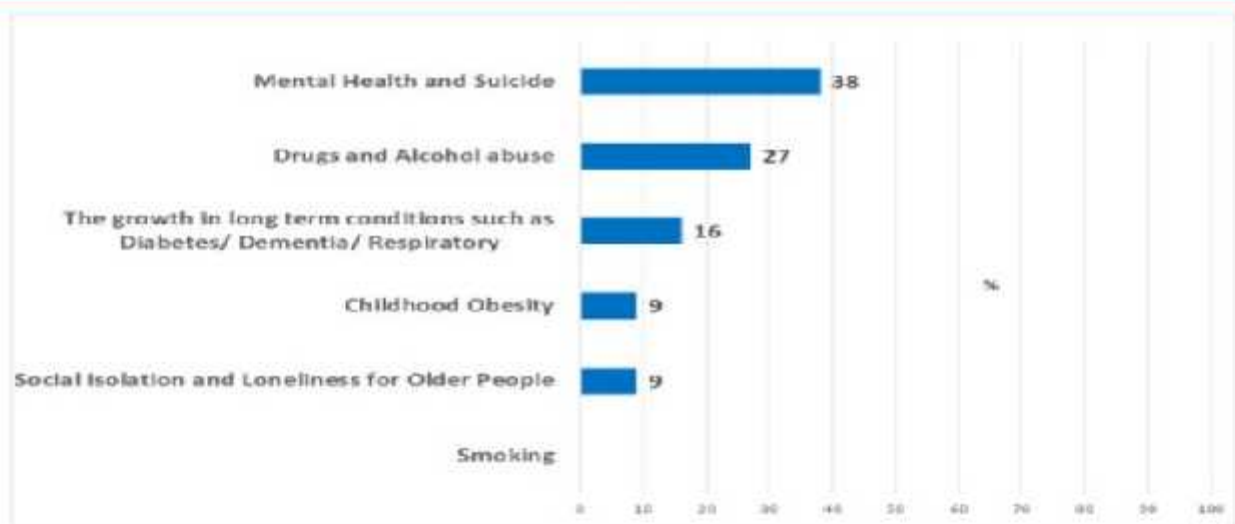
1. Supporting local businesses, attracting investment and jobs
2. Improving people's health and wellbeing
3. Improving community relations
4. Improving skills, employability and job prospects
5. Improving our parks and green spaces



## Health and Wellbeing

- **48%** of residents said that investment to grow the economy, create jobs and attract tourists is the most important type of investment for the area
- **38%** of residents believe that mental health and suicide is the most important health and wellbeing issue in their area
- **74%** of residents said they would like to see more local services to improve mental health and wellbeing
- **78%** of residents undertook 30 minutes or more physical activity at least one day per week.

### Most important health and wellbeing issue in the Council area...



## Community

- **22%** of residents regularly take part in local groups/community activities
- **35%** of residents volunteered in the last 12 months
- **86%** of residents said recycling is important to them.

Over the next few months we will be engaging with you on the development of the Council's new Corporate Plan for 2019-2023, and we welcome your participation at these engagement events.

**Line Managers should ensure that this information is brought to the attention of employees without access to e-mail.**

**Liam Hannaway**  
Chief Executive

<b>Report to:</b>	Strategic Policy & Resources Committee
<b>Date of Meeting:</b>	17 <sup>th</sup> January 2019
<b>Subject:</b>	Civic Centre Regeneration (CCR) Programme Theatre/ Conference Project
<b>Reporting Officer (Including Job Title):</b>	Marie Ward Director - Enterprise, Regeneration & Tourism
<b>Contact Officer (Including Job Title):</b>	Adrian Grimshaw Project Director

Confirm how this Report should be treated by placing an x in either:-

For decision	<input checked="" type="checkbox"/>	For noting only	<input type="checkbox"/>
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<b>1.0</b>	<b>Purpose and Background</b>
1.1	<p>Members are asked to note the contents of this report and to also provide approval to the following recommendations.</p> <p>Approval to enhance and extend the existing Town Hall and Sean Hollywood Arts Centre, to include;</p> <ul style="list-style-type: none"> <li>a) a highly-specified, flexible Studio Theatre of the standard required to place Newry on the professional, studio-scale touring circuit.</li> <li>b) in the main Town Hall a high-quality, multi-use room equipped to accommodate occasional music performances, conferences, banquets, local community, amateur and semi-professional performing arts groups;</li> <li>c) a greatly improved ancillary offer comprising canal-side/ riverside café/ bar facilities; visual arts display areas, informal internal and external pop-up performance areas;</li> <li>d) to adapt the existing accommodation and develop the new so that they can also support conferencing facilities for up to 300 attendees, comprising primary meeting space, plenary space, breakout, exhibition and catering;</li> <li>e) to include a number of syndicate rooms for accommodating smaller meetings.</li> </ul> <p>Approve procurement of external resource to provide conference operational expertise.</p> <p>The Council Corporate Plan 2015-2019 set out as one of the key actions the establishment of a new Civic Centre for Newry to help attain a number of strategic objectives.</p> <p>The Newry City Centre Investment Strategy was concluded in August 2016, and since then the Director of ERT and officers have worked with a range of consultants to develop a number of distinct projects, comprising a Civic Hub, wider regeneration and public realm, an enhanced Theatre/ Conference offering all delivered under the City Centre</p>

	<p>Regeneration (CCR) programme of works.</p> <p>At the 6th June 2018 SP&amp;R Committee the CCR Strategic Outline Case was approved and further approval given to proceed with procurement. Plann Ltd were engaged in September to perform a capacity study &amp; Design Brief for the new Theatre/ Conference project, which built upon previous reports and studies to test the capacity of the existing theatre/ arts buildings, and the Ross Thompson site, and specifically the buildings and sites capacity to meet the adjacency requirements of a theatre, arts and conferencing facility.</p> <p>Plann engaged The Right Solution to provide additional conference market research to inform their capacity study and Design Brief. Research conducted by The Right Solution indicates that 95% of local events are for up to 200 attendees, with occasional larger events, and that facilities able to accommodate regular events, providing the range of facilities Conference organisers require at the appropriate standard and right price could generate demand in Newry.</p> <p>A presentation was provided to the Special Projects Working Group on the 5th December 2018 on the proposed Theatre/ Conference project, at which Plann Ltd and The Right Solution Ltd presented their findings and recommendations, and the purpose of this report is to seek approval to the recommendations made at the 5th December 2018 presentation and as summarised within this report.</p>
<b>2.0</b>	<b>Key issues</b>
2.1	<p>The Theatre/ Conference project is currently at RIBA Stage 1 – Preparation &amp; Brief.</p> <p>Plann Ltd has reviewed previous studies, reviewed the existing buildings and site, and reviewed the existing cultural offering and stated project objectives. In response to this review Plann has developed a Design Brief for the Theatre/ Conference project that proposes to enhance and extend the existing Town Hall and Sean Hollywood Arts Centre to create a new, fully accessible and open-to-all cultural focal point for Newry which includes;</p> <ul style="list-style-type: none"> <li>- a highly-specified, flexible Studio Theatre of the standard required to place Newry on the professional, studio-scale touring circuit. The Studio will become the primary home to Newry's professional performing arts offer and open up opportunities for developing partnership with a range of producers/ production companies/ tour bookers throughout the UK, Ireland &amp; beyond;</li> <li>- in the Town Hall a high-quality, multi-use room equipped to accommodate occasional music performances/gigs, occasional conferences and banquets, occasional large scale events such as the Fleadh and local community, amateur and semi-professional performing arts groups;</li> <li>- a greatly improved ancillary offer comprising canal-side/ riverside café/ bar facilities; visual arts display areas (painting/ sculpture/ mixed and digital media) informal/ casual internal/ external pop-up performance areas;</li> <li>- Include additional, flexible accommodation to house conference support functions (field kitchen/ dining area/ exhibitor area) and production support functions including additional dressing rooms as required;</li> </ul>



	<ul style="list-style-type: none"> <li>- a direct connection with public realm works, focusing on developing visual and physical links between the planned canal-side walk and the Bank Parade/ the river.</li> </ul> <p>Follow review of conference market demand, including specific local market research and visits to local conference providers, The Right Solution has supported Planns Design Brief intent, recommending adaptation of the existing Town Hall and Arts Centre so that they also support conferences with facilities that meet market needs in size, format, standard and technical requirements.</p> <p>The Right Solution has recommended the Design Brief specifies Conference space for up to 300 attendees, comprising primary meeting plenary space, and associated but separate breakout, exhibition and catering provision.</p> <p>The Right Solution has also recommended the inclusion of syndicate rooms, for accommodate a range of smaller meetings</p>
<b>3.0</b>	<b>Recommendations</b>
3.1	<p>Members are asked to note the contents of this report and to also provide approval to the following recommendations.</p> <p>Approval to enhance and extend the existing Town Hall and Sean Hollywood Arts Centre, to include;</p> <ul style="list-style-type: none"> <li>a) a highly-specified, flexible Studio Theatre of the standard required to place Newry on the professional, studio-scale touring circuit.</li> <li>b) in the main Town Hall a high-quality, multi-use room equipped to accommodate occasional music performances, conferences, banquets, local community, amateur and semi-professional performing arts groups;</li> <li>c) a greatly improved ancillary offer comprising canal-side/ riverside café/ bar facilities; visual arts display areas, informal internal and external pop-up performance areas;</li> <li>f) to adapt the existing accommodation and develop the new so that they can also support conferencing facilities for up to 300 attendees, comprising primary meeting space, plenary space, breakout, exhibition and catering;</li> <li>d) to include a number of syndicate rooms for accommodating smaller meetings.</li> </ul> <p>Approve procurement of external resource to provide conference operational expertise.</p>
<b>4.0</b>	<b>Resource implications</b>
4.1	£20 Million allowance has been made within the Capital Budget for the Civic Centre Regeneration project.
<b>5.0</b>	<b>Equality and good relations implications</b>
5.1	The Council will have due regard to the need to promote equality of opportunity between the nine equality categories. Council will also seek to promote Good Relations between people of different Religious Belief, Political opinion and Ethnic Origin.
<b>6.0</b>	<b>Rural Proofing implications</b>

6.1	Due regard to rural needs has been considered in making the recommendation.
7.0	<b>Appendices</b>
	None
8.0	<b>Background Documents</b>
	None

<b>Report to:</b>	Strategy, Policy and Resources Committee
<b>Date of Meeting:</b>	17 January 2019
<b>Subject:</b>	Draft Regional Spatial and Economic Strategy for: <ol style="list-style-type: none"> <li>1. Eastern &amp; Midland Regional Assembly</li> <li>2. Northern &amp; Western Regional Assembly</li> </ol>
<b>Reporting Officer:</b>	Liam Hannaway, Chief Executive
<b>Contact Officer:</b>	Andrew Hay, Principal Planning Officer

Confirm how this Report should be treated by placing an x in either:-

<b>For decision</b>	<b>For noting only</b>	<b>X</b>
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<b>1.0</b>	<b>Purpose and Background</b>
1.1	<p>The Draft Regional Spatial and Economic Strategies (RSES) for:</p> <ol style="list-style-type: none"> <li>1. Eastern &amp; Midland Regional Assembly (EMRA), and</li> <li>2. Northern &amp; Western Regional Assembly (NWRA)</li> </ol> <p>are currently out for public consultation. Respectively published on 5<sup>th</sup> and 19<sup>th</sup> November 2018, submissions or observations on the Draft RSESs have been invited and are required to be received no later than 23<sup>rd</sup> January and 8<sup>th</sup> February 2019 respectively.</p>
1.2	<p>Newry, Mourne and Down District borders County Louth which forms part of EMRA, and County Monaghan which forms part of NWRA.</p>
1.3	<p>As the Council is a border local authority which shares a boundary with both the Republic of Ireland's EMRA and NWRA areas it has an interest in their respective Draft RSESs.</p>
1.4	<p>Produced by the Regional Assemblies in the Republic of Ireland, each RSES is a strategic plan which identifies regional assets, opportunities and pressures and provides appropriate policy responses in the form of 'Regional Policy Objectives'. At this strategic level they provide a framework for investment to better manage spatial planning and economic development throughout their respective Regions.</p>
1.5	<p>The principal statutory purpose of the RSESs is to support the implementation of 'Project Ireland 2040', the Republic of Ireland's overarching national planning framework, and the economic policies and objectives of the Irish Government by providing a long-term strategic planning and economic framework for the development of the Regions.</p>

1.6	The Draft RSESs are informed by 'Project Ireland 2040' which consists of the National Planning Framework and the National Development Plan which were published in February 2018.
1.7	The Draft RSESs for EMRA and NWRA are considered in the attached Briefing Paper (see Appendix A).
1.8	In summary, it is considered that both Draft RSESs are positive towards the interests of Newry, Mourne and Down District Council.
1.9	The Council's responses to these Draft RSESs are attached for noting (see Appendix B).
<b>2.0</b>	<b>Key issues</b>
2.1	The Council previously submitted a response to the 'Ireland 2040 Our Plan: Draft National Planning Framework' (Draft NPF) in November 2017. The submission, as considered at the Council meeting on 6 <sup>th</sup> November 2017, represents the Council's agreed position. The submission response was subsequently used as the basis to respond to the respective 'RSES – Issues Papers' for EMRA and NWRA in January 2018. The Council considered that it was important that the respective RSESs fully recognise and take account of the issues which are important to the District from an economic infrastructure and planning context. In response to the 'RSES – Issues Papers', the Council reiterated the issues raised in its submission response to the Draft NPF.
2.2	The Draft RSESs have been considered to ensure that they respect and address the issues previously raised. Overall, both Draft RSESs are positive towards the interests of Newry, Mourne and Down District Council. It is considered that the NWRA Draft RSES needs to make stronger references to the Dublin-Belfast Economic Corridor, and include references to Newry, Mourne and Down District in the context of its regional policy objectives for 'All Island Cohesion'.
2.3	Given the particular relevance of the EMRA Draft RSES to the interests of both Newry, Mourne and Down District Council, and Louth County Council, and the collaborative working relationship between the two border local authorities, as established through the 'Memorandum of Understanding', officers have liaised with those in Louth County Council before finalising the submission response. The consensus is that the Draft RSES is positive towards our respective and joint interests, particularly in reference to the Dublin-Belfast Economic Corridor.
<b>3.0</b>	<b>Recommendations</b>
3.1	To note the Council response to the Draft Regional Spatial and Economic Strategy for: <ol style="list-style-type: none"> <li>1. Eastern and Midland Regional Assembly</li> <li>2. Northern and Western Regional Assembly</li> </ol>



<b>4.0</b>	<b>Resource implications</b>
4.1	N/A
<b>5.0</b>	<b>Equality and good relations implications</b>
5.1	N/A
<b>6.0</b>	<b>Rural Proofing implications</b>
6.1	N/A
<b>7.0</b>	<b>Appendices</b>
	<p>A. Briefing Paper: Consideration of Draft Regional Spatial and Economic Strategies for:</p> <ol style="list-style-type: none"> <li>1. Eastern &amp; Midland Regional Assembly</li> <li>2. Northern &amp; Western Regional Assembly</li> </ol> <p>B. i) Submission/response letter to EMRA</p> <p>ii) Submission/response letter to NWRA</p>
<b>8.0</b>	<p><b>Background Documents</b></p> <ul style="list-style-type: none"> <li>• The Draft Regional Spatial and Economic Strategies (RSES) for: <ol style="list-style-type: none"> <li>1. Eastern &amp; Midland Regional Assembly, and</li> <li>2. Northern &amp; Western Regional Assembly</li> </ol> </li> <li>• Project Ireland 2040: National Planning Framework and National Development Plan</li> <li>• The Council's response to the Ireland 2040 Our Plan: Draft National Planning Framework (NPF) in November 2017; and subsequent responses to the respective 'RSES – Issues Papers' for EMRA and NWRA in January 2018.</li> </ul>

## **Briefing Paper: Consideration of Draft Regional Spatial and Economic Strategies for:**

- 1. Eastern & Midland Regional Assembly**
- 2. Northern & Western Regional Assembly**

### **Background**

The Council previously responded to the 'Ireland 2040 Our Plan: Draft National Planning Framework' (Draft NPF) in November 2017 (as agreed at the Council meeting on 6<sup>th</sup> November 2017). Following which the Council responded to the respective 'Regional Spatial and Economic Strategy – Issues Papers' for EMRA and NWRA in January 2018. In doing so the Council considered that it was important that the respective Regional Spatial and Economic Strategies (RSEs) fully recognise and take account of the issues which are important to the District from an economic infrastructure and planning context. In response to the 'RSE – Issues Papers', the Council reiterated the issues raised in its submission response to the Draft NPF.

In referring to the Council's Draft NPF submission, the Council advised both Regional Assemblies that it is vitally important in the preparation of their RSEs, that through cross border co-operation and collaboration that the economic, social, and environmental interests of Newry, Mourne and Down District are fully taken in to account in the strategic planning and economic development of both the Eastern & Midland, and Northern & Western Regions. In guiding future development and sustainable growth, and in the co-ordinated delivery of strategic development, infrastructure and services, the RSEs must recognise, acknowledge and be ever mindful of the role and position of Newry, Mourne and Down District as it borders both Regions, in particular its placement on the Dublin-Belfast Economic Corridor and the contribution it makes to the whole of the Island of Ireland. Particular reference was made to the city of Newry, together with the neighbouring port of Warrenpoint, in being strategically positioned on the Dublin-Belfast Economic Corridor and serving as both a regional and international gateway.

The 'Project Ireland 2040: National Planning Framework' (NPF) was published in February 2018. The NPF is positive towards the issues raised by the Council in response to the draft. In working together for economic advantage, the Irish Government, as part of the NPF, aims to capitalise upon and further support and promote the inherent economic potential of the Dublin-Belfast Economic Corridor, building upon existing strengths. To do this, there will be a focus on developing the corridor as a distinct spatial area with international visibility. This is reflected in National Policy Objective 44 which states:

"In co-operation with relevant Departments in Northern Ireland, to further support and develop the economic potential of the Dublin-Belfast Corridor and in particular the core Drogheda-Dundalk-Newry network and promote and enhance its international visibility."

In this context the Draft RSEs for the both EMRA and NWRA have been considered as follows.

## 1. EMRA Draft RSES:

### Growth Strategy

As part of its Growth Strategy the Draft RSES makes a positive and strong reference to the Dublin-Belfast Corridor and the need to promote economic growth and improved connections between Dublin and Belfast and support cross border networks. Growth enablers for the Dublin-Belfast Corridor include:

- drive in the linkage between Dundalk and Newry to strengthen a cross border synergy in services and functions
- improve accessibility and service by rail, road and communication between Dublin and Belfast.

### Economy

In identifying the enablers, the Draft RSES recognises that to deliver on this strategy there is a need for collaboration and coordination, across boundaries, sectors and organisations. It recognises that more effective strategic planning and co-ordination of the future development of nationally and regionally strategic locations that straddle inter- or intra-regional boundaries is required; in doing so it makes reference to Drogheda and Dundalk/Newry. In developing Drogheda and Dundalk as Regional Growth Centres on the Dublin-Belfast Economic Corridor, references to Newry as part of a network of centres of scale and its cross border spatial relationship and interaction in this regional context is welcomed. The Regional Policy Objectives for both Drogheda and Dundalk include to:

- RPO 4.10 and 4.16: promote and enhance cross border interactions to realise the growth potential of Drogheda-Dundalk-Newry as an important cross-border network for regional development.

The Dublin-Belfast Economic Corridor is identified as a key element in the development of the Draft RSES. It recognises that the Corridor is underpinned by a strong presence of transport infrastructure that connects the two main cities of scale on the island of Ireland, and in referring to this area of influence hosting a combined population – between Northern Ireland and the Republic of Ireland – of more than 3.3 million people, it acknowledges that Newry is part of this.

### Connectivity

The Draft RSES states that Dublin-Belfast Economic Corridor comprises a “nationally”<sup>20</sup> important spine connecting the two largest settlements on the island of Ireland via the growth centres of Drogheda, Dundalk and Newry, and that it will promote the strategic function of the Corridor as a driver for regional economic development within the Region. The Draft RSES recognises that this needs to be supported through targeted investment in transport infrastructure and services in connecting major urban centres and international gateways, complementing and maintaining its function as part of the core Trans European

Transport Network (EU TEN-T). The associated Regional Policy Objectives for the Dublin-Belfast Economic Corridor are:

- RPO 8.9: support the improvement, and protection, of the EU TEN-T network and the strategic function of the Dublin-Belfast road network.
- RPO 8.10: Support the delivery of a higher speed rail connection between Belfast and Dublin (and Cork).

\* Note: In terms of its strategic context to both the Republic of Ireland and Northern Ireland, and to add further weight to its importance, it is considered that reference to this transport spine being “nationally” important be more appropriately rephrased as “internationally” important.

Furthermore, in terms of international connectivity, and in reference to Sea Ports, in discussing the important role ports and shipping play as enablers of economic growth, reference to Warrenpoint in Northern Ireland as a port of regional significance is welcomed. The Draft RSES identifies Warrenpoint as one of a number of regional ports serving the Region, which are recognised as important centres of economic activity. The Draft RSES seeks to protect and support the role of regional ports as economic drivers for the Eastern & Midland Region. In the context of the associated Regional Policy Objective this cross border recognition of Warrenpoint as a regional port serving the island of Ireland (both Northern Ireland and the Republic of Ireland) is of particular relevance:

- RPO 8.20: EMRA supports ports of Regional Significance that serve an important regional purpose and/or specialised trades or maritime tourism, and the accessibility requirements of regional ports within the Region, from within their regional catchments will be addressed through the provision of improved access routes, where necessary and improved access to the national and regional road networks. Opportunities for the use of rail, where the ports are connected to the rail network is also promoted.

### **All Island Cohesion**

Finally the Draft RSES positively addresses and gives weight to ‘All Island Cohesion’. The Draft RSES recognises the strong links between the Eastern & Midland Region and Northern Ireland. Acknowledging the international border and the future uncertainty surrounding the border as a consequence of BREXIT, EMRA recognises the need to work together for mutual advantage in areas such as economic development and promotion, co-ordination of social and physical infrastructure provision and environmental engagement.

In the context of ongoing cross border cooperation across a wide range of policy areas, the Draft RSES refers to three key areas of practical co-operation between relevant Departments and Local Authorities in the Republic of Ireland and Northern Ireland that will both support and be supported by the implementation of the NPF and the RSES. These relate to economic development, investment in infrastructure, and environmental management, with the following areas highlighted.



- **Dublin-Belfast Economic Corridor**

Further to the reiteration of previous references to the importance of this Corridor, in the context of all Island cohesion, the Draft RSES supports a drive in the linkages between Dundalk and Newry to strengthen a cross border synergy in services and functions between these two major settlements and to ensure that the drivers and policy are complimentary and not competing for these two settlements to continue an approach to shared services and interlinked growth.

It recognises that the Corridor needs to be supported through targeted investment in transport infrastructure and services in connecting major urban centres and international gateways, complementing and maintaining its function as part of the TEN-T core network. It adds that the imperative to counteract BREXIT with proactive spatial policy adds to the international significance of the Corridor.

- **Investment in Transport, Energy and Communications Infrastructure**

The Draft RSES supports the co-operation with relevant Departments in Northern Ireland to provide for enhanced transport connectivity between the Republic of Ireland and Northern Ireland, to include cross border road and rail, cycling and walking routes, as well as blueways and greenways.

It acknowledges the need for a new interconnector between the electric grids has been identified by the Irish Government and the Northern Ireland Executive as a project of common interest, and that further enhancement of energy security and resilience will be supported through progression of further north-south interconnection of electricity grids and gas transmission.

It also recognises that the telecommunications networks play a crucial role in enabling social and economic activity. In doing so it supports actions to strengthen communications links to develop a stable, innovative and secure digital communications and services on an all-island basis in cooperation with relevant Departments in Northern Ireland.

- **Tourism**

The Draft RSES supports the coordination and promotion of all-island tourism initiatives through continued co-operation between the relevant tourism agencies. This includes support for themed tourism branding linking tourism assets north and south and support for development of blueways and greenways which can offer potential for an enhanced tourism offering throughout the border area including support for long distance cycling/walking routes which link Northern Ireland and the Republic of Ireland.

- **Management of the Environment**

The Draft RSES recognises that national and other administrative boundaries do not reflect the trans-boundary nature of the environment and its stewardship. It seeks to ensure effective management of shared landscapes, heritage, water catchments,

habitats, species and trans-boundary issues in relation to environmental policy in co-operation with relevant Departments in Northern Ireland.

In the context of an All-Ireland approach, the Draft RSES sets the following Regional Policy Objective:

- **RPO 11.1:** In co-operation with relevant departments in Northern Ireland, EMRA will support mutually beneficial policy development and activity in the areas of spatial and infrastructure planning and related spheres.

## **2. NWRA Draft RSES:**

In terms of the geography and location of the Northern & Western Region, the NWRA Draft RSES is of lesser relevance to the interests of Newry, Mourne and Down District than that of the EMRA Draft RSES, and consideration has been limited to the following.

In reference to the Dublin-Belfast Economic Corridor, the Draft RSES acknowledges that Counties Cavan and Monaghan have a close relationship with it. Within the Region, it recognises that Counties Cavan and Monaghan have an easterly focus and that they comprise part of a North Eastern functional area with County Louth, where the key driver is the Dublin-Belfast cross border network, which influences both these counties. In this context the Draft RSES refers to the Cavan/Monaghan sub region providing an important connection between the NWRA region and the Greater Dublin Area. However, it is considered there is an omission in this context and reference should also be made to the Cavan/Monaghan sub region providing an important connection between the NWRA region and the Dublin-Belfast Economic Corridor. Overall, in supporting the implementation of 'Project Ireland 2040', and in particular the National Planning Framework, it is considered that the RSES needs to make stronger references to the Dublin-Belfast Economic Corridor and the relationship and importance of this internationally important strategic transport spine to the economic development and well-being of the whole of the NWRA region.

Similar to that of the EMRA Draft RSES, the NWRA Draft RSES also makes specific reference to 'All Island Cohesion'. The Draft RSES acknowledges that County Monaghan shares an international land border, which brings its own specific challenges and opportunities for border communities, which may be magnified by BREXIT. It recognises the need for ongoing North-South cooperation across a wide range of policy areas. In doing so it identifies three key categories of practical co-operation that will be of strategic significance to communities on the island of Ireland:

- **Working Together for Economic Advantage**
- **Co-ordination of Investment in Infrastructure**
- **Managing our Shared Environment Responsibly**

While the first key category includes reference to the Dublin-Belfast Economic Corridor, as expressed above, it is considered that this reference needs to be stronger.

In respect of the other two key categories, in discussing energy transmission networks, digital infrastructure, tourism, and the environment, cross border references are focussed on the North West and Central Border sub regions. However, in respect of the latter, it is noted that there are no references to any areas of common interest between County Monaghan and Newry, Mourne and Down District. That said in the context of 'All Ireland Cohesion', the Draft RSES includes a number of Regional Policy Objectives, including:

- RPO 209: To establish a Cross Jurisdictional Working Group which collaborates on projects such as Blueways, Greenways, Walking/Hiking Trails/Peatways to foster improved Local and Regional links.
- RPO 210: The Assembly will work with Local Authorities, and other stakeholders in both jurisdictions to identify further potential projects which could benefit cross border communities, and in doing so create an inventory of priority projects to be advanced to feasibility studies and beyond.

While these Regional Policy Objectives are welcomed, the associated preamble, amplification and justification should include references to Newry, Mourne and Down District.

**Liam Hannaway**  
Chief Executive



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

205

Date: 17<sup>th</sup> January 2019

Your Ref: EMRA/RSES

Our Ref:

Eastern & Midland Regional Assembly  
3<sup>rd</sup> Floor North  
Ballymun Civic Centre  
Main Street  
Dublin 9  
D09 C8P5

Dear Sir/Madam,

## **Re. Eastern & Midland Regional Assembly: Draft Regional Spatial and Economic Strategy**

### **Response of Newry, Mourne and Down District Council**

The Council welcomes the opportunity to comment on the Draft Regional Spatial and Economic Strategy (RSES) for the Eastern & Midland Regional Assembly (EMRA).

Newry, Mourne and Down District shares a border with County Louth which forms part of EMRA.

The Council refers to its submission response to the 'RSES Issues Paper' in January 2018, whereby it emphasised the need for the RSES to recognise and take account of the issues which are important to the District from an economic infrastructure and planning context. It requested that, through cross border co-operation and collaboration, the economic, social, and environmental interests of Newry, Mourne and Down District are fully taken in to account in the in the strategic planning and economic development of the Eastern & Midland Region. In guiding future development and sustainable growth, and in the co-ordinated delivery of strategic development, infrastructure and services, it requested that the RSES recognise, acknowledge and be ever mindful of the role and position of Newry, Mourne and Down District as it borders the Eastern & Midland Region, in particular its placement on the Dublin-Belfast Economic Corridor and the contribution it makes to the whole of the island of Ireland. Specific reference was made to the strategic positioning of Newry, together with the neighbouring port of Warrenpoint, and the role they serve as a regional and international gateway.

In reference to growth strategy, the economy, connectivity and all island cohesion, the Draft RSES makes a positive and strong reference to the Dublin-Belfast Economic Corridor and through growth enablers and regional policy objectives promotes economic growth and improved connections between Dublin and Belfast and supports cross border networks. In particular the Council welcomes

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**agus Ard Mhacha Theas**  
**Serving Down**  
**and South Armagh**





the references to Newry, and to Warrenpoint as a port of regional significance. The Council considers its interests and issues previously expressed, as reference above, have been addressed and taken in to account in the Draft RSES.

The only minor change, the Council would request is in reference to 'Connectivity' on p.151, where, in reference to the Dublin-Belfast Economic Corridor, it states that it comprises a "nationally" important spine connecting the two largest settlements on the island of Ireland via the growth centres of Drogheda, Dundalk and Newry. In terms of its strategic context to both the Republic of Ireland and Northern Ireland, and to add further weight to its importance, it is considered that reference to this transport spine being "nationally" important be more appropriately rephrased as "internationally"

Overall, the Council welcomes the Draft RSES, which it considers to be positive towards the interests of Newry, Mourne and Down District.

I trust all is satisfactory. Should you require any further information or wish to discuss this response please do not hesitate to contact me.

Yours sincerely,

**Liam Hannaway**  
**Chief Executive**

**Liam Hannaway**  
Chief Executive



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

207

Date: 17<sup>th</sup> January 2019

Your Ref: NWRA/RSES

Our Ref:

RSES Submissions  
Northern & Western Regional Assembly  
The Square  
Ballaghaderreen  
Co. Roscommon  
F45 W674

Dear Sir/Madam,

## **Re. Northern & Western Regional Assembly: Draft Regional Spatial and Economic Strategy**

### **Response of Newry, Mourne and Down District Council**

The Council welcomes the opportunity to comment on the Draft Regional Spatial and Economic Strategy (RSES) for the Northern & Western Regional Assembly (NWRA).

Newry, Mourne and Down District shares a border with County Monaghan which forms part of NWRA.

The Council refers to its submission response to the 'RSES Issues Paper' in January 2018, whereby it emphasised the need for the RSES to recognise and take account of the issues which are important to the District from an economic infrastructure and planning context. It requested that, through cross border co-operation and collaboration, the economic, social, and environmental interests of Newry, Mourne and Down District are fully taken in to account in the in the strategic planning and economic development of the Northern & Western Region. In guiding future development and sustainable growth, and in the co-ordinated delivery of strategic development, infrastructure and services, it requested that the RSES recognise, acknowledge and be ever mindful of the role and position of Newry, Mourne and Down District as it borders the Northern & Western Region, in particular its placement on the Dublin-Belfast Economic Corridor and the contribution it makes to the whole of the Island of Ireland. Specific reference was made to the strategic positioning of Newry, together with the neighbouring port of Warrenpoint, and the role they serve as a regional and international gateway.

In respect of the Councils interests and issues previously expressed, as reference above, the only comments the Council wishes to make is in respect of the Draft RSES are as follows:

- In reference to the Dublin-Belfast Economic Corridor, the Draft RSES acknowledges that Counties Cavan and Monaghan have a close relationship with it. Within the Region, it recognises that Counties Cavan and Monaghan have an easterly focus and that they comprise

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**agus Ard Mhacha Theas**  
**Serving Down**  
**and South Armagh**





part of a North Eastern functional area with County Louth, where the key driver is the Dublin-Belfast cross border network, which influences both these counties. In this context the Draft RSES refers to the Cavan/Monaghan sub region providing an important connection between the NWRA region and the Greater Dublin Area. However, it is considered there is an omission in this context. In terms of its strategic context to both the Republic of Ireland and Northern Ireland, the Dublin-Belfast Economic Corridor is an internationally important spine connecting the two largest settlements on the island of Ireland via the growth centres of Drogheda, Dundalk and Newry, with access to a number of ports of regional significance, including Warrenpoint. Within the Draft RSES it is considered that further weight needs to be given to the importance of this economic corridor to the Northern & Western Region. Reference should be made to the Cavan/Monaghan sub region providing an important connection between the NWRA region and the Dublin-Belfast Economic Corridor. Overall, in supporting the implementation of Project Ireland 2040, and in particular the National Planning Framework, it is considered that the RSES needs to make stronger references to the Dublin-Belfast Economic Corridor and the relationship and importance of this internationally important strategic transport spine to the economic development and well-being of the whole of the NWRA region.

- In reference to 'All Island Cohesion', the Council notes that the Draft RSES recognises the need for ongoing North-South cooperation across a wide range of policy areas. In doing so it identifies three key categories of practical co-operation that will be of strategic significance to communities on the island of Ireland:
  - **Working Together for Economic Advantage**
  - **Co-ordination of Investment in Infrastructure**
  - **Managing our Shared Environment Responsibly**

While the first key category includes reference to the Dublin-Belfast Economic Corridor, as expressed above, it is considered that this reference needs to be stronger.

In respect of the other two key categories, in discussing energy transmission networks, digital infrastructure, tourism, and the environment, cross border references are focussed on the North West and Central Border sub regions. However, in respect of the latter, it is noted that there are no references to any areas of common interest between County Monaghan and Newry, Mourne and Down District. While the related Regional Policy Objectives are welcomed, in particular RPOs 209 and 210, the associated preamble, amplification and justification should include references to Newry, Mourne and Down District.

Overall, the Council welcomes the Draft RSES, which it considers to be positive towards the interests of Newry, Mourne and Down District.



I trust all is satisfactory. Should you require any further information or wish to discuss this response please do not hesitate to contact me.

Yours sincerely,

**Liam Hannaway**  
**Chief Executive**