

Newry, Mourne and Down District Council

Consultation on the
draft Performance Improvement
Objectives 2024-25



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

Our Duty of Improvement

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

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

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

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

The draft performance improvement objectives 2024-25 for Newry, Mourne and Down District Council have been carried forward from 2023-24. They have been developed based on extensive consultation and engagement with key stakeholders and are aligned to the following regional and local plans which influence the overall direction of travel of the organisation.

- Draft Programme for Government
- Newry, Mourne and Down Community Plan
- Draft Newry, Mourne and Down District Council Corporate Plan 2024-27
- Thematic Plans and Strategies, including the Regeneration and Economic Development Strategy

Once agreed, the performance improvement objectives 2024-25 will be published in the annual Performance Improvement Plan. This plan will provide more detail about what we want to improve, how we will deliver improvements, how our performance will be measured and what outcomes stakeholders will experience as a result of our improvement activity.







Our Draft Performance Improvement Objectives 2024-25

- 1. We will support the health and wellbeing of local people by improving our leisure facilities and services**
- 2. We will contribute to growing the economy by supporting local businesses and job creation**
- 3. We will improve the cleanliness of our District by addressing littering, fly tipping and dog fouling incidents**
- 4. We will improve our sustainability and reduce our impacts in relation to climate change**
- 5. We will improve the processing times of planning applications and enforcement cases by implementing the Planning Service Improvement Programme**

These objectives have been selected based on the following criteria:

- Does the objective support the delivery of the Programme for Government, Community Plan and draft Corporate Plan 2024-27?
- Do the objectives demonstrate improvement in at least one of the seven aspects of improvement? (strategic effectiveness, service delivery, service availability, fairness, sustainability, efficiency, innovation)
- Are the objectives SMART? (specific, measurable, achievable, realistic, timebound)
- Are the resources in place to deliver the objective? (financial, human, leadership, skills, knowledge, governance, risk)
- Are the objectives based on robust and reliable evidence and will they make a visible difference in the local area?
- How well are we performing?

Legend:

Status		Trend	
	Target or objective achieved / on track to be achieved		Performance has improved
	Target or objective partially achieved / likely to be achieved / subject to delay		Performance is similar to the previous year
	Target or objective not achieved / unlikely to be achieved		Performance has declined

*It should be noted that the performance information contained in the 'Looking Back' section of this report may be subject to change when the results are verified and reported through the Assessment of Performance 2023-24 in September 2024.

Community Plan for Newry, Mourne and Down

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

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

Through the Community Plan, the following five positive outcomes have been identified:

Our Outcomes

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










Draft Newry, Mourne and Down District Council Corporate Plan 2024-27

The draft Corporate Plan 2024-27 sets out the strategic direction of the organisation and ties together a number of plans and strategies that will enable the Council to achieve the following mission and eight strategic objectives. The Corporate Plan will also contribute the achievement of the overarching vision and outcomes within the Community Plan.

Draft Council Mission Statement

'To deliver sustainable services and empower our communities through transparent governance and collaboration.'

Draft Council Strategic Objectives

 <p>Support the continued growth and development of our local economy</p>	 <p>Improve the health and wellbeing of everyone in the district</p>
 <p>Protect and enhance our environment to secure a sustainable future</p>	 <p>Support regenerative tourism opportunities which promote our culture, heritage and environment</p>
 <p>Empowering communities to play an active part in civic life</p>	 <p>Develop and revitalise our district</p>
 <p>Deliver sustainable services</p>	 <p>Represent the voice of the district with our partners</p>

Your voice, your choice!

Newry, Mourne and Down District Council is inviting you to put forward your views on the draft performance improvement objectives 2024-25. We are keen to ensure that our performance improvement objectives have a positive impact on the quality of life of all stakeholders across the District, including citizens, local businesses, partner organisations in the statutory, voluntary and community sectors, employees and Elected Members.

A questionnaire has been included on page 18 of this document for all stakeholders to complete and return to:

Email: performance@nmandd.org
Address: Performance and Improvement
Newry, Mourne and Down District Council
O'Hagan House, Monaghan Row
Newry, Co Down
N. Ireland, BT35 8DJ







The questionnaire is also available on the Council's website and social media channels, as well as the Speak NMD website, through the following links:

www.newrymournedown.org/consultations
<https://speaknmd.commonplace.is>

Alternatively, if you prefer to provide comments in person, please contact us on:
Tel: 0330 137 4000
Email: performance@nmandd.org



















The closing date for responses is: 31 May 2024.

Performance Improvement Objective 1

We will support the health and wellbeing of local people by improving leisure facilities and services	
Why this matters	<p>You told us that:</p> <ul style="list-style-type: none"> • One of the top priorities for improving your local area was 'Improving people's health and wellbeing (and reducing health inequalities) • 17% of our residents are not active for a single day each week. • The third most important health and wellbeing opportunity you would like to see more of was 'physical activity opportunities such as leisure centres, gyms and sports facilities' • Between 2018 and 2022 there has been an increase in the number of residents satisfied with the leisure centres across the District, however residents did comment on issues such as the need for modernisation and improving cleanliness • 85% of respondents to our 2023-24 survey agreed with this objective <p>We know that keeping fit and active can help improve a person's health and wellbeing both physically and mentally and the provision of leisure facilities is key to achieving this. Newry, Mourne and Down District Council plays a key role in helping local communities to live long and healthy lives. The Council remains committed to promoting physical, mental and emotional well-being and encouraging residents to make healthy and informed lifestyle choices and as part of this we need to always be striving to improve our leisure facilities and offerings.</p>
Looking Back: What we did between April - September 2023	 385,878 paid attendances across the 6 leisure facilities
	 Recorded 120,264 recorded visits across a total of 10 community trails.
	 9,904 memberships across the indoor leisure facilities
	 Progressed and completed a number of new build and/or upgraded capital projects including Kilkeel Bowling Pavilion and Play Park signage
	 10,452 attendances recorded of people taking part in targeted health programmes
	 14,099 attendances recorded of young people participating in youth health and wellbeing initiatives
Looking Forward: What we will do in 2024-25	<ul style="list-style-type: none"> • Increase the number of paid attendances at indoor leisure facilities. • Continue to deliver a range of targeted, sustainable health programmes to encourage participation in physical activity. • Progress the leisure projects agreed within the Capital Programme • Maintain the number of recorded visits to Community Trails.

	<ul style="list-style-type: none"> Work towards Leisure-Safe Accreditation for all indoor leisure facilities 					
How we will measure success	2020-21 Actual	2021-22 Actual	2022-23 Actual	Status Trend	Q1/Q2 2023-24 Actual	2024-25 Target
Number of paid attendances recorded at:						850,000
Newry Leisure Centre	27,253	183,224	307,153	△	178,672	
Down Leisure Centre	30,199	177,496	246,978	△	129,007	
Kilkeel Leisure Centre	10,367	66,987	69,797	△	31,674	
St. Colmans Sports Complex	2,945	36,717	54,024	△	19,964	
Newcastle Centre & Tropicana Outdoor Swimming Complex	2,778	33,801	25,517	△	16,018	
Ballymote Sports and Wellbeing Centre	1,754	10,309	15,365	△	10,543	
Number of people participating in targeted health programmes	2,270	322	9,309	△	10,452	20,000
Number of young people participating in targeted youth health and wellbeing initiatives	New measure		19,365	-	14,099	15,000
Number of leisure centre memberships	New measure		9,534	-	9,904	10,000
Number of capital leisure projects progressed	New measure				3	Not set
Number of recorded visits at community trails	96,563	211,718	225,795	△	120,264	226,000
What you will see by March 2025	<ul style="list-style-type: none"> 850,000 paid attendances at our six leisure centres by end of 2024-25 Increase in the number of people participating in targeted health programmes to 20,000. Increase in the number of memberships being taken out to 10,000. 226,000 recorded visits to community trails. A number of new build and/or upgraded capital leisure projects progressed. Leisure-Safe Accreditation being worked towards for all indoor leisure facilities. 					
Alignment						
Draft Corporate Plan 2024-27	<ul style="list-style-type: none"> Improve the health and wellbeing of everyone in the District. 					
Community Plan	<ul style="list-style-type: none"> All people in Newry, Mourne and Down enjoy good health and wellbeing All people in Newry, Mourne and Down benefit from prosperous communities 					
Programme for Government	<ul style="list-style-type: none"> We all enjoy long, healthy, active lives People want to live, work and visit here 					
7 aspects of improvement	Strategic effectiveness	Service quality	Service availability	Fairness		
Responsible Officer	Director: Active and Healthy Communities					
















Performance Improvement Objective 2

We will contribute to growing the economy by supporting local businesses and job creation													
Why this matters	<p>You told us that:</p> <ul style="list-style-type: none"> • 'Improving skills, employability and job prospects' was your top priority for improving the local area in the 2022 residents survey • 'Supporting local businesses, attracting investment and jobs' is in your top three priorities for improvement • Investment to grow the economy, create jobs and attract tourists is the most important form of investment • 81% of respondents to our 2023-24 survey agreed with this objective <p>Newry, Mourne and Down has recorded increases in the number of VAT/PAYE registered businesses, employee jobs and the birth rate of new businesses in the past year. When compared to 2020, the claimant count for unemployment benefit has also reduced but remains above pre-pandemic levels.</p> <p>Continuing to support and grow the economy of Newry, Mourne and Down remains a key priority for the Council. In the first six months of this year the Council created 69 new business starts as well as promoting 77 new jobs through business start activity.</p> <p>On the 13 November 2023, 'Go Succeed' launched across all Councils replacing all other Economic Development programmes including 'Go For It' which ceased implementation on the 30 September 2023. 'Go Succeed' is the new go-to source for free expert business advice focusing on the three pillars of starting, growing and scaling your business or business idea.</p>												
Looking Back: What we did between April-September 2023	<table border="1"> <tr> <td style="text-align: center;"></td> <td>69 new business starts created and 77 new jobs promoted through business start activity</td> </tr> <tr> <td style="text-align: center;"></td> <td></td> </tr> <tr> <td style="text-align: center;"></td> <td>8 new social enterprise start-ups supported, and 8 new social enterprise jobs created</td> </tr> <tr> <td style="text-align: center;"></td> <td></td> </tr> <tr> <td style="text-align: center;"></td> <td>144 existing businesses supported through Council run programmes to progress growth and scaling ambitions</td> </tr> <tr> <td style="text-align: center;"></td> <td>'Make it Local' campaign delivered to stimulate footfall and the re-opening of businesses across the District</td> </tr> </table>		69 new business starts created and 77 new jobs promoted through business start activity				8 new social enterprise start-ups supported, and 8 new social enterprise jobs created				144 existing businesses supported through Council run programmes to progress growth and scaling ambitions		'Make it Local' campaign delivered to stimulate footfall and the re-opening of businesses across the District
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	144 existing businesses supported through Council run programmes to progress growth and scaling ambitions												
	'Make it Local' campaign delivered to stimulate footfall and the re-opening of businesses across the District												
Looking Forward: What we will do in 2024-25	<ul style="list-style-type: none"> • Invest in the social economy through the Social Enterprise programme and 'Go Succeed' • Engage individuals in pre-start activity • Support the establishment of new businesses through the 'Go Succeed' Programme 												

	<ul style="list-style-type: none"> Support the growth of existing businesses and creation of new jobs through the 'Go Succeed' Programme Continue to create opportunities for employability and skills through implementation of the LMP Action Plan. 					
How we will measure success	2020-21 Actual	2021-22 Actual	2022-23 Actual	Status Trend	Q1/Q2 2023-24 Actual	2024-25 Target
Number of social enterprise start-ups supported	12	12	12	▶	8	12
Number of social enterprise jobs created	14	13	12	▶	8	12
Number of participants engaged across all 'Go Succeed' activity	New measure				-	712
Number of business plans created for start-up businesses and employer enterprises	266	358	311	▼	128	361
Number of jobs promoted via business start-up activity	199.5	404	187	▼	77	170
Number of new enterprises created as a result of support	181	215	187	▼	77	195
Number of existing businesses supported to progress growth and scaling ambitions.	327	412	347	▼	144	220
What you will see by March 2025	<ul style="list-style-type: none"> 361 business plans created for Start-Up businesses and employer enterprises Over 700 participants engaged across all Go Succeed activity Support provided to 220 existing businesses to progress growth and scaling ambitions 170 new jobs promoted via business start-up activity. 12 social enterprise start-ups supported and 12 social enterprise jobs created More support for new and established local businesses and more employment opportunities across the District Continue to ensure the District becomes more economically active and prosperous 					
Alignment						
Draft Corporate Plan 2024-27	<ul style="list-style-type: none"> Support the continued growth and development of our local economy 					
Community Plan	<ul style="list-style-type: none"> All people from Newry, Mourne and Down benefit from prosperous communities 					
Programme for Government	<ul style="list-style-type: none"> Everyone can reach their potential Our economy is globally competitive, regionally balanced and carbon neutral People want to live, work and visit here 					
7 aspects of improvement	Strategic effectiveness	Service quality	Service availability	Innovation		
Responsible Officer	Director: Economy, Regeneration and Tourism					

*Updated 'Go Succeed' programme target for the number of jobs promoted in Newry Mourne and Down: 170. An amendment to the standard set out in the Local Government (Performance Indicators and Standards) Order (Northern Ireland) 2015 is awaiting legislative passage and approval.

Performance Improvement Objective 3

We will improve the cleanliness of our District by addressing littering, fly tipping and dog fouling incidents											
Why this matters	<p>You told us that:</p> <ul style="list-style-type: none"> • Dog mess and dog fouling and rubbish or litter lying around are your top two perceived problems in your local area • 6% of the residents surveyed were dissatisfied with the cleansing service provided by the Council. • 91% of residents said recycling is important to them, an increase of 5% on the 2018 residents survey figure. • 83% of respondents to our 2023-24 survey agreed with this objective <p>Since 2019-20, the LEAMS* score for the District has remained at 64, which falls below the current regional average of 72. Issues around street cleanliness continue to escalate largely as a result of the increased number of illicit dumping, littering and dog fouling incidents reported to the Council.</p> <p>In order to improve the overall cleanliness of the District, the Council is currently reviewing cleansing operations to design a more effective model of service provision. The Council also remains committed to collaborating with partner organisations and local communities to promote responsible dog ownership, address issues around littering and illicit dumping and generate local pride in having a cleaner, greener District for everyone to enjoy.</p>										
Looking Back: What we did between April-September 2023	<table border="1"> <tr> <td style="text-align: center;"></td> <td>Issued 27 fixed penalty notices, 22 of which were paid</td> </tr> <tr> <td style="text-align: center;"></td> <td>Supported 14 community clean-ups</td> </tr> <tr> <td style="text-align: center;"></td> <td>9 environmental projects funded through the NI 'Live Here Love Here' Scheme</td> </tr> <tr> <td style="text-align: center;"></td> <td>Anti-littering and responsible dog ownership campaigns rolled out</td> </tr> <tr> <td style="text-align: center;"></td> <td>Increase in the rate of recycling, to 53.2%</td> </tr> </table>		Issued 27 fixed penalty notices, 22 of which were paid		Supported 14 community clean-ups		9 environmental projects funded through the NI 'Live Here Love Here' Scheme		Anti-littering and responsible dog ownership campaigns rolled out		Increase in the rate of recycling, to 53.2%
	Issued 27 fixed penalty notices, 22 of which were paid										
	Supported 14 community clean-ups										
	9 environmental projects funded through the NI 'Live Here Love Here' Scheme										
	Anti-littering and responsible dog ownership campaigns rolled out										
	Increase in the rate of recycling, to 53.2%										
Looking Forward: What we will do in 2024-25	<p>Address issues around littering, illicit dumping and dog fouling by:</p> <ul style="list-style-type: none"> • Continuing to implement the Enforcement Improvement Plan • Promoting responsible dog ownership through publicity and social media campaigns • Working with Louth County Council to raise awareness of the impact of littering and illicit dumping along the border area • Encouraging residents to bring properly sorted surplus recyclable waste to our Household Recycling Centres • Supporting local community clean ups • Implementation of a Paint Re-Use Scheme at 7 Household Recycling Centres throughout the district. <p>Work in partnership with Keep Northern Ireland Beautiful to:</p> <ul style="list-style-type: none"> • Commission surveys to monitor street cleanliness and identify emerging issues and hotspots • Promote the 'Live Here Love Here' campaigns 										






	<ul style="list-style-type: none"> Encourage community groups to 'Adopt a Spot' Highlight the impact of littering on the marine environment 					
How we will measure success	2020-21 Actual	2021-22 Actual	2022-23 Actual	Status Trend	2023-24 Q1/Q2 Actual	2024-25 Target
LEAMS score (Keep NI Beautiful Cleanliness Index)	64	64	Data unavailable		-	65
Number of fixed penalty notices issued	52	118	110	▶	27	120
Number of fixed penalty notices paid	24	100	91	▶	22	96
Percentage of community clean up requests supported	33	94	39	▼	14	To support 90% of requests
Number of 'Live Here Love Here' environmental projects	24	18	10	▼	9	No target
The percentage of household waste collected by District Councils that is sent for recycling	52.6%	49.1%	49.6%	☹ ▲	53.2%	50% by 2020
The amount of biodegradable Local Authority Collected Municipal Waste that is landfilled	2,494t	2,685t	2,319t	😊 ▲	818	<20,954 tonnes (2019-20)
The amount of Local Authority Collected Municipal Waste arisings	86,980t	87,336t	82,842	▲	44,036	No target
What you will see by March 2025	<ul style="list-style-type: none"> Increase in the number of fixed penalty notices issued. Responsible dog ownership and reduced levels of dog fouling, littering and illicit dumping Improved opportunities to report littering, dog fouling and illicit dumping Reduction in the disposal of paint from our Household Recycling Centre sites. Opportunities to engage in community clean ups A cleaner, greener District, with improved civic and community pride 					
Alignment						
Draft Corporate Plan 2024-27	<ul style="list-style-type: none"> Protect and enhance our environment to secure a sustainable future 					
Community Plan	<ul style="list-style-type: none"> All people from Newry, Mourne and Down benefit from a clean, quality and sustainable environment 					
Programme for Government	<ul style="list-style-type: none"> We live and work sustainably - protecting the environment 					
7 aspects of improvement	Strategic effectiveness	Service availability	Innovation	Sustainability		
Responsible Officer	Director: Sustainability and Environment					

*Local Environmental Auditing Management System is carried out by Keep Northern Ireland Beautiful.

**The Q1/Q2 2023-24 data for the statutory waste management performance indicators remains provisional and will be finalised when the year-end data is validated and published by DAERA.






***The 2019-20 NI Landfill Allowance Scheme (NILAS) target has been included as the Council awaits more up to date targets from DAERA.

Performance Improvement Objective 4

We will improve our sustainability and reduce our impacts in relation to climate change.	
Why this matters	<p>You told us that:</p> <ul style="list-style-type: none"> • Managing waste, reducing climate change, investing in renewable energy etc. was important to you. • Green technology skills were the second most important training support needed to improve the growth of resident employability. • 91% of residents said recycling is important to them, an increase of 5% on the 2018 residents survey figure. • 79% of respondents to our 2023-24 survey agreed with this objective <p>Our climate is changing, and we need to prepare. Greenhouse gas emissions cause the Earth's atmosphere to hold more radiation from the sun which increases the overall temperature of the planet. This change in temperature is altering our climate and causing one of the greatest threats of our time. In October 2019 Newry, Mourne and Down District Council declared a 'Climate Emergency'.</p> <p>NMDDC is acutely aware of how intrinsic sustainability and care of our district is to its future. Within our new Council structure, a Sustainability Department has been created. This is led by a dedicated Assistant Director with responsibility for issues such as Energy, Council Fleet, Facilities Maintenance and Biodiversity.</p> <p>Environmental sustainability has become a key objective in the development of our capital projects, providing economic growth for the region in an inclusive and sustainable way. Newry, Mourne and Down District Council aims to embed the ethos of sustainability throughout its operations and to provide leadership for the community.</p> <p>The Council also forms part of the Local Government Climate Action Network which is helping to deliver the NI Climate Change Adaptation Programme. This network will enable us to collaborate with other Councils and relevant statutory partners to develop a strategic approach for climate action.</p>
Looking Back: What we did between April-September 2023	 Installed 5 drinking water fountains across the District
	 Planted 80 trees across the District
	 Progressed the development of a Climate Change and Sustainable Development Strategy
	 Progressed the development of a Biodiversity Strategy
	 Continued the development of a Climate Change Adaptation Plan
Looking Forward: What we will do in 2024-25	<p>Address issues around climate change and sustainability by:</p> <ul style="list-style-type: none"> • Completing the draft climate change and sustainable development strategy ready for consultation, review, approval and then publication.

	<ul style="list-style-type: none"> • Publishing the Council’s Climate Change Adaptation Plan • Implementing the newly published biodiversity strategy 2023-30 • Continuing to implement the Council’s Tree Strategy • Supporting the continued implementation of new Electric Vehicle (EV) charging points • Undertaking a baseline assessment of the Council’s carbon footprint and renewable energy output • Continuing to implement the Council’s fleet replacement programme 					
How we will measure success	2020-21 Actual	2021-22 Actual	2022-23 Actual	Status Trend	2023-24 Q1/Q2 Actual	2024-25 Target
Carbon footprint of Council estate	To Be Established					Not set - baselines to be established
Renewable energy generation	New measure – To Be Established					
Energy Consumption baseline	New measure – To Be Established					
Percentage of Council fleet younger than 8 years	New measure			-	61%	62%
Number of vehicles within the Council fleet that have an alternative fuel source	New measure			-	1	10
Number of trees planted on Council managed estate	New measure			-	80	100
Number of Council supported EV charging points	New measure			-	0	20
What you will see by March 2025	<ul style="list-style-type: none"> • Publication of the Council’s Climate Change and Sustainable Development strategy • Publication of the Council’s Climate Change Adaptation Plan • Implementation of the new Newry, Mourne and Down Biodiversity Strategy (2023-2030) • 100 new trees planted • Carbon footprint of Council estate established • Renewable energy baseline of Council established • Energy consumption of Council buildings established • Increase in the percentage of younger, less polluting vehicles within the Council fleet • New electric vehicles ordered for use within the Council fleet. 					
Alignment						
Draft Corporate Plan 2024-27	<ul style="list-style-type: none"> • Protect and enhance our environment to secure a sustainable future 					
Community Plan	<ul style="list-style-type: none"> • All people from Newry, Mourne and Down benefit from a clean, quality and sustainable environment 					
Programme for Government	<ul style="list-style-type: none"> • We live and work sustainably - protecting the environment 					
7 aspects of improvement	Strategic Effectiveness	Efficiency	Innovation	Sustainability		
Responsible Officer	Director: Sustainability and Environment					

Performance Improvement Objective 5

We will improve the processing times of planning applications and enforcement cases by implementing the Planning Service Improvement Programme						
Why this matters	<p>Delivering a more efficient and effective Planning Service for customers is a key priority for improvement for the Council. Planning plays a significant role in promoting sustainable development, regeneration, economic prosperity, investment and job creation for present and future generations of our District. 83% of respondents to our 2023-24 survey also agreed with this objective.</p> <p>The implementation of the Planning Service Improvement Programme is well underway with a new planning portal launched in December 2022 allowing customers to submit applications online and track live planning applications. Work continues to address issues with the new portal and support staff accordingly. Engagement remains ongoing around the development of the enforcement modules.</p> <p>Staff retention and recruitment has proved challenging and following 7 recruitment exercises since 2022 vacancies still remain in the planning team across all functions as per agreed structures. This had had a significant impact on targets and performance. This remains a priority for Council and Senior Management with ongoing review and monitoring.</p> <p>The Council has not yet achieved the statutory standards for 2023-24, but we remain committed to delivering further improvements and providing a high-quality service to all customers.</p>					
Looking Back: What we did between April-September 2023		Opened 129 enforcement cases which was the sixth highest across all the Councils				
		Average processing time of 29 weeks for local planning applications, which is above the regional average of 19.2 weeks				
		Average processing time of 467 weeks for major planning applications, which is below the regional average of 34.7 weeks. This figure, however, is reflective of a low number of legacy major applications being determined within the reporting period.				
		Received 699 local planning applications, which is the highest across Northern Ireland and accounts for 14% of all the applications received regionally.				
Looking Forward: What we will do in 2024-25	<ul style="list-style-type: none"> • Reduce the number of live planning applications and enforcement cases which have been in the system for over 12 months • Ongoing work with agents and architects to improve the standard of planning applications submitted • Support employees to deliver service improvements through ongoing training, capacity building and 'planning surgeries' 					
How we will measure success	2020-21 Actual	2021-22 Actual	2022-23 Actual	Status Trend	Q1/Q2 2023-24 Actual	2024-25 Target
Average processing time for local planning applications (weeks)	19	18.8	21.6		29	<15 weeks

				▽		
Average processing time of major planning applications (weeks)	64.6	44.3	89.0	☹ ▽	467	<30 weeks
Percentage of planning enforcement cases progressed within 39 weeks	40.9%	48.5%	Data unavailable	-	Data unavailable	70%
Number of planning applications in the system for 12 months or more**	187	187	228	▽	312	150
Number of planning applications in the system for 12 months or less**	788	871	934	▽	1,066	700
Number of enforcement cases in the system 12 months or more**	551	472	503	▽	569	450
What you will see by March 2025	<ul style="list-style-type: none"> • A more efficient and effective planning service • Improved processing times for local and major planning applications • Improved processing times for planning enforcement cases • Reduction in the number of live planning applications and enforcement cases in the system • An empowered and motivated workforce • Increased confidence in the Planning system • Sustainable development and regeneration of the District 					
Alignment						
Draft Corporate Plan 2024-27	<ul style="list-style-type: none"> • Deliver sustainable services 					
Community Plan	<ul style="list-style-type: none"> • All people in Newry, Mourne and Down benefit from prosperous communities 					
Programme for Government	<ul style="list-style-type: none"> • People want to live, work and visit here 					
7 aspects of improvement	Strategic effectiveness	Service availability	Sustainability	Efficiency		
Responsible Officer	Director: Economy, Regeneration and Tourism					

*Annual planning figures will be validated by the Department for Infrastructure and published through the Annual Report 2023-24.

**The 2024-25 targets have been carried forward from 2023-24 and will be reviewed prior to the publication of the Performance Improvement Plan 2024-25, in June 2024.

Strategic Alignment

Performance Improvement Objective	Draft Corporate Objective(s)	Community Planning Outcome(s)	Duty of Improvement
We will support the health and wellbeing of local people by improving our leisure facilities and services	Improve the health and wellbeing of everyone in the District.	All people in Newry, Mourne and Down enjoy good health and wellbeing All people in Newry, Mourne and Down benefit from prosperous communities	Strategic effectiveness Service quality Service availability Fairness
We will contribute to growing the economy by supporting local businesses and job creation	Support the continued growth and development of our local economy	All people from Newry, Mourne and Down benefit from prosperous communities	Strategic effectiveness Service quality Service availability Innovation
We will improve the cleanliness of our District by addressing littering, fly tipping and dog fouling incidents	Protect and enhance our environment to secure a sustainable future	All people from Newry, Mourne and Down benefit from a clean, quality and sustainable environment	Strategic effectiveness Service availability Innovation Sustainability
We will improve our sustainability and reduce our impacts in relation to climate change	Protect and enhance our environment to secure a sustainable future	All people from Newry, Mourne and Down benefit from a clean, quality and sustainable environment	Strategic Effectiveness Efficiency Innovation Sustainability
We will improve the processing times of planning applications and enforcement cases by implementing the Planning Service Improvement Programme	Deliver sustainable services	All people in Newry, Mourne and Down benefit from prosperous communities	Strategic effectiveness Service availability Sustainability Efficiency

Consultation on the draft Performance Improvement Objectives 2024-25

I am responding:	as an individual	
	on behalf of an organisation (please state)	

Question 1

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

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

If other, please provide further information below.

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Question 2

Do you agree that the draft Performance Improvement Objectives are appropriate for our District?

Performance Improvement Objective 1	Agree	Disagree
We will support the health and wellbeing of local people by improving our leisure facilities and services	<input type="checkbox"/>	<input type="checkbox"/>
Comments:		
Performance Improvement Objective 2	Agree	Disagree
We will contribute to growing the economy by supporting local businesses and job creation	<input type="checkbox"/>	<input type="checkbox"/>
Comments:		
Performance Improvement Objective 3	Agree	Disagree

We will improve the cleanliness of our District by addressing littering, fly tipping and dog fouling incidents		
Comments:		
Performance Improvement Objective 4	Agree	Disagree
We will improve our sustainability and reduce our impacts in relation to climate change		
Comments:		
Performance Improvement Objective 5	Agree	Disagree
We will improve the processing times of planning applications and enforcement cases by implementing the Planning Service Improvement Programme		
Comments:		

Question 3

Would you suggest any alternative Performance Improvement Objective(s), 'supporting actions' and 'measures of success'?

--

Question 4

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

Area	
Arts Centres and Museums	
Building Control	
Car Parking	
Cemeteries	
Cleansing Service	
Community Services/Centres	
Council Parks and Open Spaces	

Council Website	
Economic Development (Programmes to support the economy)	
Environmental Health	
Grants, Procurement and Finance	
Harbours and Marinas	
Leisure Centres	
Licensing (dogs, gaming, entertainment etc)	
Planning	
Play Parks	
Recycling	
Bin Collection	
Registration Services (Births, Deaths, Marriages and Civil Partnerships)	
Tourism Events	
Visitor Attractions	
Visitor Information Centres	
Other Services (please specify)	

What specific improvements would you like Newry, Mourne and Down District Council to make in future years?

Completed questionnaires or comments should be submitted by **31 May 2024** to:

Email: performance@nmandd.org

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

Telephone: 0330 137 4000

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

We look forward to hearing from you.