

Newry, Mourne and Down District Council

Consultation on the
draft Performance Improvement
Objectives 2022-23



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 2022-23 for Newry, Mourne and Down District Council have been carried forward from 2021-22. 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
- Newry, Mourne and Down District Council Corporate Plan 2021-23
- Thematic Plans and Strategies, including the Regeneration and Economic Development Strategy and Play Strategy

Once agreed, the performance improvement objectives 2022-23 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 2022-23

1. **We will encourage local people to lead healthy and active lives by improving the quality of our parks and open spaces**
2. **We will grow the economy by supporting local businesses and creating new jobs**
3. **We will improve the cleanliness of our District by addressing littering, fly tipping and dog fouling incidents**
4. **We will build the capacity of local communities through the Financial Assistance Scheme**
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 Corporate Plan 2021-23?
- 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 2021-22 in September 2022.

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.









Newry, Mourne and Down District Council Corporate Plan 2021-23

The Corporate Plan 2021-23 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.

Council Mission Statement

'To support and advocate for a welcoming District which is progressive, healthy and sustainable, providing better economic, environmental and social outcomes for all'.

Council Strategic Objectives

 <p>Invest in and support new and growing businesses, job creation and employment skills</p> <p>We will facilitate investment by new and growing businesses while contributing to the further development of workforce skills to retain existing and attract new industries.</p>	 <p>Continue to improve the health and wellbeing of everyone in the district and reduce health inequalities</p> <p>We will help to reduce health inequalities and improve the quality of life for all by contributing fully to programmes, services, facilities and amenities.</p>
 <p>Enhance, protect and promote our environment</p> <p>We will contribute to tackling climate breakdown and reducing harmful impacts on the environment while enabling residents and visitors to enjoy our rich natural and built heritage.</p>	 <p>Support sustainable forms of tourism which value our environment and cultural heritage</p> <p>We will support and advocate for increased investment and development in tourism which promotes our unique assets and increases visitor satisfaction and spend.</p>
 <p>Enable and support people to engage in inclusive and diverse activities in their communities</p>	 <p>Promote the revitalisation of our city, towns, villages and rural communities</p>

We will encourage people to play an active part in civic life in all its forms and develop the capacity of communities, particularly those in greatest need, to attract the right support to address needs and sustain valued projects and facilities

We will work with residents, businesses and our partners in regeneration to further develop desirable places to live, work, invest in and visit across the District.



Provide accessible, high-quality and integrated services through continuous improvement

We will build a high performing Council, fit for the future, that delivers efficient and effective services for the benefit of all



Advocate with others for the benefit of all people of the District

We will lobby and campaign with government and others to attract investment, develop modern infrastructure across the District, address needs and improve the quality of life for all.

Your voice, your choice!

Newry, Mourne and Down District Council is inviting you to put forward your views on the draft performance improvement objectives 2022-23. 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 19 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.newrymouredown.org/performance
www.livingwelltogethernmd.org

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: 16 May 2022.





Performance Improvement Objective 1

We will encourage local people to lead healthy and active lives by improving the quality of our parks and open spaces	
Why this matters	<p>You told us that:</p> <ul style="list-style-type: none"> • The impact of COVID-19 on mental health and well-being is one of your top concerns and the Council should provide well maintained parks and green spaces • 'Improving people's health and wellbeing (and reducing health inequalities)' is your second highest priority for improvement • Over the past two years, investment in local community projects, such as parks, has become more important to you • 100% of respondents to our 2021-22 survey agreed with this objective <p>The COVID-19 pandemic has reinforced the strong correlation between healthy lifestyles and outdoor recreation. The Council's greenways and blueways have become increasingly popular, providing opportunities for people of all ages and abilities to lead healthy and active lives whilst enjoying the natural beauty of our District. During 2021-22, the Council carried out Visitor Satisfaction Surveys for Forest Parks and Beaches and the preliminary findings suggest good levels of satisfaction with Kilbroney Park, Slieve Gullion Forest Park and Delamont Country Park.</p> <p>However, high visitor numbers can put pressure on parks and open spaces, particularly in relation to car park congestion, littering, irresponsible behaviour and general wear and tear on the environment. Promoting good visitor management will enhance the quality of the Council's parks and open spaces, ensuring they are welcoming, safe and well maintained places to encourage local people to be active and healthy.</p>
Looking Back: What we did between April-September 2021	 1.6m visits recorded at Kilbroney Park, Slieve Gullion Forest Park and Warrenpoint Municipal Park
	 3 'blue flag' beaches and 5 'green flag' parks
	 102,177 visits recorded at 8 community trails
	 The Forest Parks team won the 2020-21 Green Flag 'Team of the Year' award
Looking Forward: What we will do in 2022-23	<ul style="list-style-type: none"> • Continue to develop the district's bid to achieve UNESCO Global Geopark designation • Invest in new facilities at Kilbroney Park and Rostrevor Forest, Tyrella beach and Delamont Country Park • Explore options to install visitor counters at Delamont Country Park • Retain five green flag and three green flag heritage accreditations for the Council's parks • Retain blue flag accreditation for Cranfield, Murlough and Tyrella beaches

	<ul style="list-style-type: none"> • Build four new play parks and upgrade two existing play parks • Identify new community trails to develop in future years • Promote good visitor management across all Council parks and open spaces 					
How we will measure success	2018-19 Actual	2019-20 Actual	2020-21 Actual	Status Trend	Q1/Q2 2021-22 Actual	2022-23 Target
Number of recorded visits at:						
Kilbroney Park	453,704	454,848	584,148	▲	982,812	No targets
Slieve Gullion Forest Park	253,376	366,444	183,712	▼	469,940	
Carlingford Lough Greenway	40,219	73,138	47,005	▼	-	
Delamont Country Park	New performance measure					
Warrenpoint Municipal Park	-	205,126	119,600	▼	139,845	
Community trails (existing)	46,044	56,348	97,281	▲	102,177	110,000
Number of parks with green flag accreditation	3	3	4	▲	5	5
Number of parks with green flag heritage accreditation	-	-	1	▲	3	3
Number of beaches with blue flag accreditation	3	3	2	▶	3	3
Number of new/upgraded play parks	17	9	0	▼	2	6
What you will see by March 2023	<ul style="list-style-type: none"> • Improvements to the Council's parks, beaches and open spaces including effective visitor management arrangements • UNESCO Global Geopark status achieved for Mourne Gullion Strangford • Five green flag awards and three green flag heritage awards for the Council's parks • Three blue flag awards for the Council's beaches • Four new play parks and two upgraded play parks 					
Alignment						
Corporate Plan 2021-23	<ul style="list-style-type: none"> • Continue to improve the health and wellbeing of everyone in the District and reduce health inequalities • Support sustainable forms of tourism which value our environment and cultural heritage 					
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	Fairness	Innovation		
Responsible Officer	Director: Enterprise, Regeneration and Tourism					

*Whilst blue flag accreditation was awarded for the Council's three beaches in 2020-21, lifeguard services are not being offered at Murlough beach due to COVID-19 restrictions.

Performance Improvement Objective 2
















We will grow the economy by supporting local businesses and creating new jobs	
Why this matters	<p>You told us that:</p> <ul style="list-style-type: none"> • The impact of COVID-19 on businesses and employment is your top concern, and the Council should support local businesses, especially those which have been impacted most by restrictions • 'Supporting local businesses, attracting investment and jobs' is your top priority for improvement • Investment to grow the economy, create jobs and attract tourists is the most important form of investment • 93% of respondents to our 2021-22 survey agreed with this objective <p>Whilst the global economic impact of COVID-19 is unparalleled, early indications suggest that the local economy is recovering. Over the past year, Newry, Mourne and Down has recorded increases in the number of VAT/PAYE registered businesses, employee jobs and the birth rate of new businesses. When compared to 2020, the claimant count for unemployment benefit has also reduced but remains above pre-pandemic levels.</p> <p>Continuing to support the economic recovery of Newry, Mourne and Down remains a key priority for the Council. During 2021-22, the Council awarded approximately £1m to assist local businesses in navigating the impact of pandemic. The Council also continued to deliver a range of economic development programmes to help new and established businesses to innovate, grow and expand. However, whilst much has been achieved, there is still more to do to rebuild and revitalise the local economy.</p>
Looking Back: What we did between April-September 2021	<p> 114 new business starts created and 114 new jobs promoted through business start activity</p> <p> 6 new social enterprise start-ups supported and 8 new social enterprise jobs created</p> <p> 213 businesses supported and 1,718 mentoring hours delivered through 'NMD Growth', 'Digital Growth', 'Tender for Growth' and 'Sales and Trade'</p> <p> 'Make it Local' campaign delivered to stimulate footfall and the re-opening of businesses across the District</p>
Looking Forward: What we will do in 2022-23	<ul style="list-style-type: none"> • Roll-out the NMD 'Make it Local' and 'A Place to Work' campaigns to safely stimulate footfall and revitalise our local economy • Support the creation of new business starts and promote new jobs through the NI 'Go for It' programme • Invest in the social economy through the Social Enterprise programme • Support local businesses and create new jobs through 'NMD Growth', 'Digital Growth', 'Tender for Growth', 'Sales and Trade' and 'Digital Transformation'

	<ul style="list-style-type: none"> Support the creation of new jobs and businesses in coastal areas through SEAFLAG 2 					
How we will measure success	2018-19 Actual	2019-20 Actual	2020-21 Actual	Status Trend	Q1/Q2 2021-22 Actual	2022-23 Target
Number of business plans approved through NI 'Go For It'*	300	298	266	▶	190	312
Number of new business starts created through NI 'Go For It'	204	203	181	▶	114	187
Number of new jobs promoted through NI 'Go For It'	184	183	164	😊 ▶	114	>155
Number of social enterprise start-ups supported	9	10	12	△	6	12
Number of social enterprise jobs created	15	12	14	△	8	12
Number of businesses supported through 'NMD Growth'	New programme	198	198	▶	102	120
Number of jobs created through 'NMD Growth'		11	24	△	-	20
Number of businesses supported through 'Digital Growth'	New programmes		90	-	39	70
Number of jobs created through 'Digital Growth'			5.5	-	-	10
Number of businesses supported through 'Tender for Growth'			39	-	35	60
Number of jobs created through 'Tender for Growth'			6	-	-	10
Number of businesses supported through 'Sales and Trade'			-	-	37	45
Number of jobs created through 'Sales and Trade'			-	-	-	5
Number of businesses supported through 'Digital Transformation'	New performance measure					10
Number of new jobs created in coastal areas (SEAFLAG 2)*	New programme	7	▶	9	Mar 2023: 5.5	
Number of new businesses created in coastal areas (SEAFLAG 2)		1	▶	2	Mar 2023: 2	
What you will see by March 2023	<ul style="list-style-type: none"> 312 entrepreneurs supported with an approved Business Plan and >155 new jobs promoted through the NI 'Go For It' programme 12 social enterprise start-ups supported and 12 social enterprise jobs created 305 businesses supported and 45 jobs created through the economic development programmes 510 mentoring days delivered through 'NMD Growth', 'Digital Growth' and 'Tender for Growth' The social economy and fishing dependent communities benefit from inward investment and growth More support for new and established local businesses and more employment opportunities across the District The economic recovery of Newry, Mourne and Down is underway, as the District becomes more economically active and prosperous 					
Alignment						

Corporate Plan 2021-23	<ul style="list-style-type: none"> Invest in and support new and growing businesses, job creation and employment skills 			
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: Enterprise, Regeneration and Tourism			

*SEAFLAG 2 includes year on year cumulative results for both performance indicators.

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 is your top perceived problem • Rubbish or litter lying around is a problem for many of you, particularly those living in urban areas • The Council should continue to keep the local environment clean, ensure dog fouling is kept to a minimum and reduce the perceived increase in littering • 98% of respondents to our 2021-22 survey agreed with this objective <p>Between 2019-20 and 2020-21, the LEAMS* score for the District remained at 64, which falls just below the current regional average of 65. 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 and the prioritisation of the refuse collection service throughout the COVID-19 pandemic.</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 2021	<table border="1"> <tr> <td style="text-align: center;"></td> <td>Issued 74 fixed penalty notices, 56 of which were paid</td> </tr> <tr> <td style="text-align: center;"></td> <td>Supported 66 community clean-ups</td> </tr> <tr> <td style="text-align: center;"></td> <td>17 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 51.7%</td> </tr> </table>		Issued 74 fixed penalty notices, 56 of which were paid		Supported 66 community clean-ups		17 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 51.7%
	Issued 74 fixed penalty notices, 56 of which were paid										
	Supported 66 community clean-ups										
	17 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 51.7%										
Looking Forward: What we will do in 2021-22	<p>Address issues around littering, illicit dumping and dog fouling by:</p> <ul style="list-style-type: none"> • Implementing 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 • Launching the mobile 'apps' to enable Officers and residents to record and report incidents of environmental crime <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 Encourage community groups to 'Adopt a Spot' Highlight the impact of littering on the marine environment 					
How we will measure success	2018-19 Actual	2019-20 Actual	2020-21 Actual	Status Trend	2021-22 Q1/Q2 Actual	2022-23 Target
LEAMS score (Keep NI Beautiful Cleanliness Index)	72	64	64		-	65
Number of fixed penalty notices issued	54	83	52		74	120
Number of fixed penalty notices paid	50	72	24		56	96
Number of community clean ups supported	100	94	33		66	100
Number of 'Live Here Love Here' environmental projects	27	34	24		17	No target
The percentage of household waste collected by District Councils that is sent for recycling	51.4%	53.7%	52.6%	 	51.1%	50% by 2020
The amount of biodegradable Local Authority Collected Municipal Waste that is landfilled	1,846t	2,131t	2,494t	 	1,275t	<20,954 tonnes (2019-20)
The amount of Local Authority Collected Municipal Waste arisings	82,136t	84,610t	86,980t		46,909t	No target
What you will see by March 2023	<ul style="list-style-type: none"> Increase in the number of fixed penalty notices issued and paid Responsible dog ownership and reduced levels of dog fouling, littering and illicit dumping Improved opportunities to report littering, dog fouling and illicit dumping Opportunities to engage in community clean ups and participate in the 'Live Here Love Here' campaign and 'Adopt a Spot' scheme Landfill and recycling targets are achieved A cleaner, greener District, with improved civic and community pride 					
Alignment						
Corporate Plan 2021-23	<ul style="list-style-type: none"> Enhance, protect and promote our environment 					
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: Neighbourhood Services					



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

**The Q1/Q2 2021-22 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 build the capacity of local communities through the Financial Assistance Scheme	
Why this matters	<p>You told us that:</p> <ul style="list-style-type: none"> • The impact of COVID-19 on 'mental health and well-being' and 'vulnerable, isolated and lonely' residents are amongst your top concerns, and the Council should support community groups and charities • 'Improving community relations and safety, reducing crime and anti-social behaviour' is the third highest priority for improvement for residents • 95% of respondents to our 2021-22 survey agreed with this objective <p>The Council remains committed to building the capacity of local communities, enabling them to have a voice in shaping the future of their District. Through the Financial Assistance Scheme, local communities are empowered to address local issues using public funds. Since 2015-16, the Council has awarded almost £8m to 2,606 applications across a range of thematic areas including community engagement, summer schemes and festivals.</p> <p>However, the overall success rate of applications to the Financial Assistance Scheme reduced from 72% in 2020-21 to 69% in 2021-22. This can largely be attributed to specific themes recording lower success rates, including 'Events and Festivals', 'Summer Schemes', 'Service Level Agreements', 'Let's Grow' and 'Major/Minor Capital Projects'. These themes will benefit from targeted intervention and additional support through the Council's training and capacity building sessions.</p> <p>In addition, the number of projects funded during 2022-23 may reduce as applications are now scored and ranked, in line with the new Financial Assistance Policy, and demand for funding can exceed the level of funding available for some themes.</p>
Looking Back:	 £1.4k awarded to 364 projects across 18 thematic areas
What we did in 2021-22	 £936k awarded towards major and minor capital projects
	 £472k awarded towards four service level agreements with local voluntary organisations
	 69% of applications to the financial assistance schemes were successful
Looking Forward:	<ul style="list-style-type: none"> • Launch 3 financial assistance calls across a minimum of 18 thematic areas to support the delivery of community led projects • Continue to promote and roll out the Electronic Grant Management System • Deliver training and capacity building to support local voluntary and community groups in applying for financial assistance, with an emphasis themes with lower success rates
What we will do in 2022-23	




	<ul style="list-style-type: none"> Promote the online training module to potential applicants, including those who were unsuccessful in 2021-22 					
How we will measure success	2018-19 Actual	2019-20 Actual	2020-21 Actual	Trend	2021-22 Actual	2022-23 Target
% of successful financial assistance applications*	71%	71%	72%		68.8%	72%
% of financial assistance applications funded*	71%	71%	64%		68.8%	No target
Number of capacity building sessions delivered	New performance measure				6	5
Number of participants at training sessions	New performance measure				140	300
Number of participants / beneficiaries of the Financial Assistance Scheme	New performance measure				Q1/Q2 2021-22 2,604	10,000
What you will see by March 2023	<ul style="list-style-type: none"> Circa £1m awarded to local voluntary and community groups through the Financial Assistance Scheme (including FMA's and SLA's) Improved and accessible training and support when applying for financial assistance Voluntary and community groups are supported in meeting their objectives and delivering projects across a range of themes Representatives from the community and voluntary sector are empowered to have a voice and shape the future of their area Improved community capacity and cohesion across Newry, Mourne and Down 					
Alignment						
Corporate Plan 2021-23	<ul style="list-style-type: none"> Enable and support people to engage in inclusive and diverse activities in their communities 					
Community Plan	<ul style="list-style-type: none"> All people in Newry, Mourne and Down live in respectful, safe and vibrant communities 					
Programme for Government	<ul style="list-style-type: none"> We have an equal and inclusive society where everyone is valued and treated with respect We have a caring society that supports people throughout their lives 					
7 aspects of improvement	Strategic effectiveness	Service availability	Fairness	Innovation		
Responsible Officer	Director: Active and Healthy Communities					

*The methodology for scoring specific themes within the Financial Assistance Scheme was reviewed in 2020-21 and the success rate of the applications funded reduced as some themes were scored and ranked, based on the funding available.

**Score and rank was not fully implemented in 2021-22 due to additional COVID-19 Recovery funding being made available.

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. 98% of respondents to our 2021-22 survey also agreed with this objective.</p> <p>The implementation of the Planning Service Improvement Programme is well underway. Despite the challenges presented by the COVID-19 pandemic, progress is being made in establishing and embedding modern, agile and responsive ways of working. However, whilst the 2021-22 processing times for planning applications have reduced when compared to previous years, the Council has not yet achieved the statutory standards and we remain committed to delivering further improvements and providing a high quality service to all customers.</p> <p>In January 2022, the Council carried out a Customer Satisfaction survey with key stakeholders to understand current perceptions of the service, in relation to the time taken to process applications, reception service and expertise of officers. Feedback from the survey is currently being analysed and will be used to identify further improvements to the Planning Service.</p>					
Looking Back: What we did between April-September 2021		Processed 51.1% of planning enforcement cases within 39 weeks, which is below the regional average of 72.3%				
		Average processing time of 17.4 weeks for local planning applications, which is above the regional average of 16 weeks				
		Average processing time of 42.6 weeks for major planning applications, which is below the regional average of 56.4 weeks				
		Received 921 local planning applications, which is the highest across Northern Ireland				
Looking Forward: What we will do in 2022-23	<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 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	2018-19 Actual	2019-20 Actual	2020-21 Actual	Status Trend	Q1/Q2 2021-22 Actual	2022-23 Target
Average processing time for local planning applications (weeks)	18	20.6	19	 	17.4	<15 weeks
Average processing time of major planning applications (weeks)	76.6	94	64.6	 	42.6	<30 weeks
Percentage of planning enforcement cases progressed within 39 weeks	52.9%	36.2%	40.9%	 	51.1%	70%

Number of planning applications in the system for 12 months or more**	224	183	187		186	150
Number of planning applications in the system for 12 months or less**	800	685	788		889	700
Number of enforcement cases in the system 12 months or more**	734	620	551		531	450
What you will see by March 2023	<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						
Corporate Plan 2021-23	<ul style="list-style-type: none"> • Provide accessible, high quality and integrated services through continuous improvement 					
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: Enterprise, Regeneration and Tourism					

*Annual planning figures will be validated by the Department for Infrastructure and published through the Annual Report 2022-23.

**The 2022-23 targets have been carried forward from 2021-22 and will be reviewed prior to the publication of the Performance Improvement Plan 2022-23, in June 2022.

Strategic Alignment

Performance Improvement Objective	Corporate Objective(s)	Community Planning Outcome(s)	Duty of Improvement
We will encourage local people to lead healthy and active lives by improving the quality of our parks and open spaces	Continue to improve the health and wellbeing of everyone in the District and reduce health inequalities Support sustainable forms of tourism which value our environment and cultural heritage	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 Fairness Innovation
We will grow the economy by supporting local businesses and creating new jobs	Invest in and support new and growing businesses, job creation and employment skills	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	Enhance, protect and promote our environment	All people from Newry, Mourne and Down benefit from a clean, quality and sustainable environment	Strategic effectiveness Service availability Innovation Sustainability
We will build the capacity of local communities through the Financial Assistance Scheme	Enable and support people to engage in inclusive and diverse activities in their communities	All people in Newry, Mourne and Down live in respectful, safe and vibrant communities	Strategic effectiveness Service availability Fairness Innovation
We will improve the processing times of planning applications and enforcement cases by implementing the Planning Service Improvement Programme	Provide accessible, high quality and integrated services through continuous improvement	All people in Newry, Mourne and Down benefit from prosperous communities	Strategic effectiveness Service availability Sustainability Efficiency

Consultation on the draft Performance Improvement Objectives 2022-23

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 encourage local people to lead healthy and active lives by improving the quality of our parks and open spaces		
Comments:		
Performance Improvement Objective 2	Agree	Disagree
We will grow the economy by supporting local businesses and creating new jobs		
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 build the capacity of local communities through the Financial Assistance Scheme		
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'?

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Question 4

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

Area	
Arts 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 **16 May 2021** 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.