

Newry, Mourne and Down District Council

Consultation on the
draft Performance Improvement
Objectives 2020-21



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 performance:

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

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

The draft performance improvement objectives 2020-21 for Newry, Mourne and Down District Council are aligned to the following regional and local plans which influence the overall direction of travel of the organisation, and have been developed based on extensive consultation with key stakeholders:

- Draft Programme for Government Framework
- Newry, Mourne and Down Community Plan
- Newry, Mourne and Down District Council Corporate Plan 2020-23 (draft)
- Thematic Plans and Strategies, including the Tourism Strategy, Economic Regeneration and Investment Strategy, Play Strategy, Sports Facility Strategy, PCSP and Good Relations Action Plans

Once agreed, the performance improvement objectives 2020-21 will be published in the annual Performance Improvement Plan. This plan will provide more detail about what we want to improve, how we will deliver improvements, how our performance will be measured and what improvements stakeholders will experience as a result of our activity.







Our draft Performance Improvement Objectives 2020-21:

1. **We will promote healthier lifestyles by increasing participation in physical activity**
2. **We will grow the economy by supporting local businesses and creating new jobs**
3. **We will improve the cleanliness of our District by reducing littering, fly tipping and dog fouling**
4. **We will build the capacity of local communities through the Financial Assistance Scheme and DEA Forum initiatives**
5. **We will improve the average processing times of planning applications and enforcement cases by implementing the recommendations from the Planning Service Review**

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 2020-23 (draft)?
- 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 annual Assessment of Performance on 30 September 2020.

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 2020-23 (draft)

We are in the process of finalising the Corporate Plan 2020-23, which sets out the following mission statement and eight strategic objectives:

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>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</p>	 <p>Promote the revitalisation of our city, towns, villages and rural communities</p> <p>We will work with residents, businesses and our partners in regeneration to further develop</p>

greatest need, to attract the right support to address needs and sustain valued projects and facilities	desirable places to live, work, invest in and visit across the District.
 <p>Provide accessible, high-quality and integrated services through continuous improvement</p> <p>We will build a high performing Council, fit for the future, that delivers efficient and effective services for the benefit of all</p>	 <p>Advocate with others for the benefit of all people of the District</p> <p>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.</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 2020-21. 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 17 of this document for all stakeholders to complete and return to:

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






The questionnaire is also available on our website and social media channels at: https://www.surveymonkey.co.uk/r/NMDDC_PIO2020 and at the following Newry, Mourne and Down District Council public receptions:





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

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

The closing date for responses is 13 May 2020.

Performance Improvement Objective 1





We will promote healthier lifestyles by increasing participation in physical activity						
Why this matters	<ul style="list-style-type: none"> • 'Improving people's health and wellbeing (and reducing health inequalities)' is the second highest priority for improvement for residents • 96% of residents feel it is important to invest in health and wellbeing (eg. leisure centres) • 74% of residents would like to see more local services to improve mental health and wellbeing and 31% would like to see more physical activity opportunities • 10% of our population (18,821 residents) live in areas which fall within the top 100 most deprived in N Ireland, and are more likely to experience health inequalities around life expectancy, childhood obesity and death from suicide, cancer, alcohol, drug and smoking related causes. <p>In recognition of the strong correlation between healthy lifestyles and physical activity, the Council's flagship leisure centres in Downpatrick and Newry are enabling and motivating residents of all ages and abilities to get active. Our targeted physical activity programmes also provide opportunities for participants, including those with a disability and those from areas of high social need, to make healthy and informed lifestyle choices by taking part in classes such as pilates, circuits and Couch to 5K. However, whilst much has been achieved, we know we can do more to support all our residents in leading healthier lives.</p>					
Looking Back: What we did between April-September 2019		21% increase in attendances at indoor leisure facilities, when compared to April-September 2018				
		Average satisfaction rating of 73.5% across indoor leisure facilities, which is above the UK average				
		4,328 participants engaged in Everybody Active 2020, representing 52% of the annual target				
		2,365 children engaged in Community Play and Summer Schemes				
Looking Forward: What we will do in 2020-21	<ul style="list-style-type: none"> • Review and update the Indoor Leisure Business Plan • Increase and monitor the number of attendances and memberships at indoor leisure facilities • Improve the customer experience at indoor leisure facilities • Engage children and young people in Community Play and Summer Activity Programmes • Involve women, girls, people with a disability and people from areas of high social need in Everybody Active 2020 (EBA) 					
How we will measure success	2017-18 Actual	2018-19 Actual	Trend	2019-20		2020-21 Target
				Q1/Q2 Actual	Target	
Number of attendances at indoor leisure facilities	1,595,269	1,769,256		1,012,512	1,678,140	1,922,131

Number of attendances at Newry Leisure Centre	753,474	905,371		473,074	652,904	811,050
Number of attendances at Down Leisure Centre	252,924	243,465		172,754	360,000	432,000
Level of satisfaction with indoor leisure facilities	n/a	73.5%	n/a	73.5%		74%
Number of children engaged in Community Play	1,175	1,065		1,276	No target set	1,300
Number of children engaged in Summer Activity Programmes	New programme					
Number of participants involved in EBA 2020	6,879	8,089		4,328	8,089	8,280
What you will see by March 2021	<ul style="list-style-type: none"> • 14.5% increase in attendances at indoor leisure facilities • 24.2% increase in attendances at Newry Leisure Centre • 20% increase in attendances at Down Leisure Centre • Improved levels of customer satisfaction with indoor leisure facilities • 22% increase in the number of children engaged in Community Play • More residents participating in physical activity and enjoying healthier lifestyles 					
Alignment						
Corporate Plan	Continue to improve the health and wellbeing of everyone in the District and reduce health inequalities					
Community Plan	All people from Newry, Mourne and Down enjoy good health and wellbeing					
Programme for Government	We enjoy long, healthy, active lives					
7 aspects of improvement	Strategic effectiveness	Service quality		Fairness		Innovation
Responsible Officer	Director: Active and Healthy Communities					

*The target increase in attendances at indoor leisure facilities between 2019-20 and 2020-21 is based on the year on year participation projections within the Indoor Leisure Business Plan 2015-20.

**The results of the Customer Satisfaction Surveys cover a period of two years.





Performance Improvement Objective 2







We will grow the economy by supporting local businesses and creating new jobs	
Why this matters	<ul style="list-style-type: none"> • 'Supporting local businesses, attracting investment and jobs' is the top priority for improvement for residents • 48% of residents believe that investment to grow the economy, create jobs and attract tourists is the most important form of investment • The most popular forms of training to enhance employability are 'business' (34%) and 'finance' (28%) • The most popular forms of training to support the growth of local businesses are 'business' (48%) and 'finance' (39%) and 'leadership and management' (37%) <p>Overall, the economic prosperity of Newry, Mourne and Down has improved in recent years. The economic activity rate has increased, average annual earnings have increased and the number of VAT or PAYE registered businesses in the District has also increased from 7,875 in 2016 to 8,745 in 2019.</p> <p>However, whilst much as been achieved, there is still much to do. 6% of our population (10,840 residents) live in four of the top five highest ranked areas in N. Ireland for income deprivation and the economic uncertainty presented by BREXIT will have an impact on this border area. The Council therefore remains committed to growing the local economy by supporting businesses and social enterprises and creating new jobs through a range of programmes, including 'NMD Growth', 'Digital Growth' and the 'Rural Business Investment Scheme'.</p>
Looking Back: What we did between April-September 2019	 101 new business starts supported and 91 new jobs promoted through business start activity
	 7 new social enterprise business starts supported and 7 new social enterprise jobs created
	 84 businesses supported through NMD Growth
	 31 micro and small rural businesses supported, 16 micro and small rural businesses created and 68 new jobs created in rural areas since 2015
Looking Forward: What we will do in 2020-21	<ul style="list-style-type: none"> • Support the creation of new businesses and promote new jobs through the NI 'Go for It' programme • Support the growth of the social economy sector through the Social Enterprise programme • Support the growth of existing businesses and creation of new jobs through 'NMD Growth' and 'Digital Growth' • Finalise and evaluate the impact of the Rural Business Investment Scheme • Support the creation of new jobs and businesses in coastal areas through SEAFLAG 2

How we will measure success	2017-18 Actual	2018-19 Actual	Trend	2019-20		2020-21 Target
				Q1/Q2 Actual	Target	
Number of new business starts created through the NI 'Go For It' Programme	167	204	△	101	205	192
Number of new jobs promoted through the NI 'Go For It' programme	168	184	△	91	>155	>155
Number of social enterprise start ups created	12	9	▽	7	8	8
Number of social enterprise jobs created	16	15	▷	7	12	12
Number of businesses supported through 'NMD Growth'	New programme		△	84	190	178
Number of jobs created through 'NMD Growth'	New programme					50
Number of businesses supported through 'Digital Growth'	New programme					57
Number of new micro and small rural businesses created by 2020*	4	12	△	16	55 (by 2020)	
Number of micro and small businesses supported in rural areas by 2020*	10	23	△	31	30 (by 2020)	
Number of new jobs created in rural areas by 2020*	23	64.5	△	68	137 (by 2020)	
Number of new jobs created in coastal areas by 2022 through SEAFLAG 2	New programme			3	55 (by 2022)	
Number of new businesses created in coastal areas by 2022 through SEAFLAG 2	New programme				22 (by 2022)	
What you will see by March 2021	<ul style="list-style-type: none"> • 547 local businesses supported, 255 new businesses created and 354 new jobs created/promoted • The social economy, rural economy and fishing dependent communities benefit from inward investment and growth • Improved support for local businesses and more employment opportunities across the District • Newry, Mourne and Down becomes a more economically active and prosperous District 					
Alignment						
Corporate Plan	Invest in and support new and growing businesses, job creation and employment skills					
Community Plan	All people from Newry, Mourne and Down benefit from prosperous communities					
Programme for Government	We prosper through a strong, competitive, regionally balanced economy We have more people working in better jobs We have created a place where people want to live and work					
7 aspects of improvement	Strategic effectiveness	Service quality	Service availability	Innovation		
Responsible Officer	Director: Enterprise, Regeneration and Tourism					




*2020 targets for the Rural Business Investment Scheme and year on year cumulative results for each performance indicator. The Rural Development Programme is scheduled to complete in December 2020 and the Council is exploring options to develop similar schemes in the future.

Performance Improvement Objective 3

We will improve the cleanliness of our District by reducing littering, fly tipping and dog fouling						
Why this matters	<ul style="list-style-type: none"> • 'Improving our parks and green spaces and protecting our natural and built environment' is amongst the top priorities for improvement for residents • Dog mess and dog fouling is the top perceived problem for residents • Rubbish or litter lying around is a problem for 15% of residents, particularly those living in urban areas <p>Improving the cleanliness of the District and addressing issues around littering, fly tipping and dog fouling remain key priorities for the Council. We know we can do more to address these issues, and the Dog Fouling Strategy and Enforcement Improvement Plan have been adopted to help generate local pride in having a cleaner, greener District to enjoy.</p> <p>The Council is also committed to raising the standards of its parks and open spaces, so that they are welcoming, safe and well maintained. Obtaining green flag status for our parks and open spaces, as a national benchmark of excellence, is therefore a key priority for improvement during 2020-21.</p>					
Looking Back: What we did between April-September 2019		72 local community clean ups supported				
		65 visits to community groups and schools to deliver talks on environmental issues				
		16 community groups participated in the 'Cleaner, Greener Communities' initiative				
Looking Forward: What we will do in 2020-21	<ul style="list-style-type: none"> • Promote responsible dog ownership by implementing the Dog Fouling Strategy • Address issues around littering, dog fouling and fly-tipping by implementing the Enforcement Improvement Plan • Launch the mobile app to record incidents of environmental crime across the District • Promote participation in the 'Cleaner, Greener Communities' initiative • Support local community clean ups • Deliver an education and awareness campaign on environmental issues • Renew 'Green Flag' status for Kilbroney Park, Slieve Gullion Forest Park and Warrenpoint Municipal Park • Achieve 'Green Flag' status for Newry Canal 					
How we will measure success		2017-18 Actual	2018-19 Actual	Trend	2019-20 Q1/Q2 Actual	2020-21 Target
LEAMS score (Keep NI Beautiful Cleanliness Index)		72	72		Data not available	72

Number of incidents of fly tipping reported to the Council	374	434		183	No target set
Number of incidents of littering reported to the Council	307	297		153	
Number of fixed penalty notices issued (littering and dog fouling)	91	72		Data not available	80
Number of community clean ups supported	100	100		72	110
Number of schools and groups participating in education and awareness campaign	120	105		65	115
Number of Green Flag awards	2	3		3	4
What you will see	<ul style="list-style-type: none"> • A cleaner, greener District, with improved civic and community pride • Responsible dog ownership and reduced levels of dog fouling, littering and environmental crime • 10% increase in the number of fixed penalty notices issued • Improved opportunities to report littering, fly tipping and dog fouling • Improved opportunities to engage in community clean ups and awareness campaigns • 'Green Flag' status maintained for Kilbroney Park, Slieve Gullion Forest Park and Warrenpoint Municipal Park, and achieved for Newry Canal 				
Alignment					
Corporate Plan	Enhance, protect and promote our environment				
Community Plan	All people from Newry, Mourne and Down benefit from a clean, quality and sustainable environment				
Programme for Government	We will live and work sustainably, protecting the environment				
7 aspects of improvement	Strategic effectiveness	Service availability	Innovation	Sustainability	
Responsible Officer	Director: Neighbourhood Services				

Performance Improvement Objective 4








We will build the capacity of local communities through the Financial Assistance Scheme and DEA Forum initiatives	
Why this matters	<ul style="list-style-type: none"> • 'Improving community relations and safety, reducing crime and anti-social behaviour' is the third highest priority for improvement for residents • Whilst 72% of residents agree their local area is a place where people from different backgrounds get on well together, 95% feel it is important to invest in creating shared spaces to bring communities together • Only 22% of residents regularly take part in local groups and community activities and only 35% have undertaken work or activities on a voluntary basis in the last 12 months • 69% of residents feel they have a say on things happening or how services are run in their local area <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 DEA Forums, representatives from the community and voluntary sector work alongside the Council, informing and influencing local decisions and services. Forum members are also involved in a range of initiatives which seek to engage and build the capacity of residents, including young people, older people and Black and Minority Ethnic (BME) Communities.</p> <p>Through the Financial Assistance Scheme, the Council is also committed to empowering local people to addressing local issues using public funds. By creating opportunities to volunteer, the Council is building community capacity, improving community relations and generating a sense of community pride and community spirit across the District.</p>
Looking Back:	 Awarded a total of £1.2m towards 497 projects across 18 themes through the Financial Assistance Scheme
What we did between April-September 2019	 Organised 56 meetings and public engagement events, delivered 66 events, supported 15 events and held 11 capacity building sessions
	 Engaged 108 voluntary and community sector representatives through established community engagement structures
Looking Forward: What we will do in 2020-21	<p>Financial Assistance Scheme:</p> <ul style="list-style-type: none"> • Support the delivery of community led projects through the Financial Assistance Scheme • Improve accessibility to the Financial Assistance Scheme through the online grant management system <p>DEA Forums:</p> <ul style="list-style-type: none"> • Strengthen community engagement in local decision making through a capacity building programme for Forum members • Organise 42 initiatives to support youth engagement and civic participation

	<ul style="list-style-type: none"> Organise seven engagement and information sessions for older people Organise five programmes to build the capacity of minority communities 				
How we will measure success	2017-18 Actual	2018-19 Actual	Trend	2019-20 Q1/Q2 Actual	2020-21 Target
% of financial assistance projects funded and successfully delivered*	68%	71%	△	71%	70%
% of DEA Forum members to participate in designated capacity building programme	New performance measure				73%
Number of youth engagement initiatives organized through DEA Forums	37	52	△	19	42
Number of young people to participate in DEA Forum initiatives	3,808	3,555	▷	1,398	3,500
Number of information and engagement sessions organised for older people through DEA Forums	7	5	▷	3	7
Number of older people to attend DEA Forum information and engagement sessions	399	695	△	325	700
Number of initiatives organised for BME communities through DEA Forums	4	11	△	7	5
Number of BME communities to participate in DEA Forum initiatives	257	384	△	530	350
Number of visits to the Ethnic Minority Support Centre	2,542	2,526	▷	1,385	2,600
What you will see by March 2021	<ul style="list-style-type: none"> Circa £1.2m awarded to community groups through the Financial Assistance Scheme 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 4,550 young people, older people and BME communities benefit from taking part in DEA Forum initiatives Improved community capacity and more informed decision making, policy development and service provision 				
Alignment					
Corporate Plan	Enable and support people to engage in inclusive and diverse activities in their communities				
Community Plan	All people in Newry, Mourne and Down live in respectful, safe and vibrant communities				
Programme for Government	We have a more equal society We have a safe community where we respect the law and each other We are a shared society that respects diversity				
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 has been reviewed which may result in fewer projects being funded.

**Targets for DEA Forum initiatives have been developed using existing baselines and a provisional forward plan of activity for 2020-21.

Performance Improvement Objective 5

We will improve the average processing times of planning applications and enforcement cases by implementing the recommendations from the Planning Service Review					
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.</p> <p>An independent review of the Planning Service is currently underway, and will be complete by June 2020. The purpose of this review is to identify, agree and implement sustainable processes and procedures which will enable the Council to deliver an efficient, effective and high quality Planning Service to all customers.</p>				
Looking Back: What we did between April-September 2019		Processed 37.4% of planning enforcement cases within 39 weeks, which is below the regional average of 82.6%			
		The average processing time of local planning applications is 22 weeks, which is above the regional average of 13.8 weeks and has increased by 6.6 weeks when compared to Q1/Q2 2018-19			
		The average processing time of major planning applications is 162.4 weeks, which is above the regional average of 57.4 weeks and has increased by 113.8 weeks when compared to Q1/Q2 2018-19			
Looking Forward: What we will do in 2020-21	<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	2017-18 Actual	2018-19 Actual	Trend	2019-20 Q1/Q2 Actual	2020-21 Target
Average processing time for local planning applications (weeks)	17	18		22	<15 weeks
Average processing time of major planning applications (weeks)	127.6	76.6		162.4	<30 weeks
Percentage of planning enforcement cases progressed within 39 weeks	59.9%	52.9%		37.4%	70%
	2017-18 Actual	2018-19 Actual	Trend	Jan 2020 Actual	2020-21 Target
Number of planning applications in the system for 18 months or more	197	224		151*	100
Number of planning applications in the system for 12-18 months	(for more than 12 months)	(for more than 12 months)		70*	50

Number of planning applications in the system for less than 12 months	675	800	▽	713*	675
Number of enforcement cases in the system 12 months or more	571	734	▽	558*	475
Percentage of applications determined under delegated powers	Data not available	91.3%	New performance measures (baselines to be established)		
Percentage of committee decisions made against officer recommendation		18.8%			
Outcomes for local communities	<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 • Further investment and development in the District • Sustainable regeneration of the District 				
Alignment					
Corporate Plan	Provide accessible, high quality and integrated services through continuous improvement				
Community Plan	All people in Newry, Mourne and Down benefit from prosperous communities				
Programme for Government	We have high quality public services				
7 aspects of improvement	Strategic effectiveness	Service availability	Service quality	Efficiency	
Responsible Officer	Director: Enterprise, Regeneration and Tourism				

*Unvalidated planning figures held by the Council. These figures will be validated by the Department for Infrastructure and published through the Annual Report 2019-20.

Consultation on the draft Performance Improvement Objectives 2020-21

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.

Question 2

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

Performance Improvement Objective 1	Agree	Disagree
We will promote healthier lifestyles by increasing participation in physical activity		
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 reducing littering, fly tipping and dog fouling

Comments:

Performance Improvement Objective 4

Agree

Disagree

We will build the capacity of local communities through the Financial Assistance Scheme and DEA Forum initiatives

Comments:

Performance Improvement Objective 5

Agree

Disagree

We will improve the average processing times of planning applications and enforcement cases by implementing the recommendations from the Planning Service Review

Comments:

Question 3

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

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Question 4

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

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

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

Completed questionnaires or comments should be submitted by **13 May 2020** to:

Email: kate.bingham@nmandd.org

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

Telephone: 0330 137 4000

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

We look forward to hearing from you.