

Newry, Mourne and Down District Council

Consultation on the
draft Performance Improvement
Objectives 2021-22



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 2021-22 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
- Newry, Mourne and Down Community Plan
- Newry, Mourne and Down District Council Corporate Plan 2021-23
- Thematic Plans and Strategies, including the Tourism Strategy, Regeneration and Economic Development Strategy and Play Strategy

Once agreed, the performance improvement objectives 2021-22 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 2021-22

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 2020-21 in September 2021.

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 over the next two years. It 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 2021-22. 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: 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, through the link below.




<https://www.newrymouredown.org/performance>

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: 10 May 2021.

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 • To alleviate the impact of COVID-19, 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 <p>The COVID-19 pandemic has reinforced the strong correlation between healthy lifestyles and outdoor recreation. Since the lockdown restrictions eased in May 2020, the Council’s greenways and blueways have become increasingly popular, providing excellent opportunities for people of all ages and abilities to lead healthy and active lives whilst enjoying the natural beauty of our District.</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 in 2020-21	 New counter system being installed at forest parks
	 3 ‘blue flag’ beaches and 4 ‘green flag’ parks
	 Green flag heritage accreditation achieved for Warrenpoint Municipal Park
Looking Forward: What we will do in 2021-22	<ul style="list-style-type: none"> • Continue to develop the district’s bid to achieve UNESCO Global Geopark designation • Invest in walking trails at Kilbroney Park and Rostrevor Forest, new visitor facilities at Tyrella beach and outdoor performance and interpretive improvements at Slieve Gullion Forest Park • Explore options to install a visitor counter system at Delamont Country Park • Promote good visitor management across all Council parks and open spaces • Retain green flag accreditation for Kilbroney Park, Slieve Gullion Forest Park, Warrenpoint Municipal Park and Newry Canal and heritage accreditation for Warrenpoint Municipal Park • Apply for green flag accreditation for Delamont Country Park and heritage accreditation for Newry Canal

	<ul style="list-style-type: none"> Retain blue flag accreditation for Cranfield, Murlough and Tyrella beaches Build five new play parks and upgrade one existing play park 					
How we will measure success	2017-18 Actual	2018-19 Actual	2019-20 Actual	Status Trend	Q1/Q2/Q3 2020-21 Actual	2021-22 Target
Number of recorded visits at:						
Kilbroney Park*	447,616	453,704	454,848	△	Data incomplete	No targets set
Slieve Gullion Forest Park*	341,888	253,376	366,444	△		
Carlingford Lough Greenway**	-	40,219	73,138	△		
Warrenpoint Municipal Park	-	-	205,126	-	78,726	35,000
Number of parks with green flag accreditation	2	3	3	▶	4	5
Number of parks with green flag heritage accreditation	-	-	-	-	1	2
Number of beaches with blue flag accreditation***	3	3	3	😊	2	3
Number of new/upgraded play parks****	-	17	9	▽	0	6
What you will see by March 2022	<ul style="list-style-type: none"> Improvements to the Council's parks and open spaces, including effective visitor management arrangements UNESCO Global Geopark status achieved for the Mourne, Gullion, Strangford Five green flag awards and two green flag heritage awards for the Council's parks Three blue flag awards for the Council's beaches Six new/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					

*Number of recorded visits at Kilbroney Park and Slieve Gullion Forest Park are for the calendar years of 2017/2018/2019. 2020-21 visitor data is incomplete as a new counter system is being installed.






**2018-19 visitor numbers for the Carlingford Lough Greenway covers the period September 2018-March 2019.

***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.

****There were no new or upgraded play parks in 2020-21 due to the COVID-19 pandemic.

Performance Improvement Objective 2

We will grow the economy by supporting local businesses and creating new jobs

<p>Why this matters</p>	<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 • To alleviate the impact of COVID-19, the Council should support local businesses, especially those which have been impacted most by lockdown 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 <p>The economic impact of COVID-19 is unparalleled and forecasters predict that economic output is unlikely to recover to pre-pandemic levels until 2022 at the earliest. The local sectoral concentrations of construction, manufacturing and retail suggests that Newry, Mourne and Down is likely to experience the fourth worst decline in terms of GVA and employment across Northern Ireland. Furthermore, across the District, 35% of employees have been furloughed or made redundant, 320 confirmed redundancies have been recorded and the claimant count for unemployment benefit has increased by 126% when compared to 2019.</p> <p>To support the economic recovery of the District, the Council has issued approximately 650 letters of offer, with a combined value of £700,000, to assist local businesses as they navigate the impact of COVID-19. Through the Regeneration and Economic Development Strategy 2020-25, the Council will also work with partner organisations to unlock the rich potential of the District. Programmes such as 'Go For It', 'NMD Growth', 'Digital Growth', 'Tender for Growth', 'Rural Development funding' and 'SEAFLAG 2' will help new and established businesses to innovate, grow and expand, supporting the local economy to recover, reboot and rebuild in the years ahead.</p>	
<p>Looking Back: What we did between April-September 2020</p>		<p>70 new business starts supported and 64 new jobs promoted through business start activity</p>
		<p>6 new social enterprise businesses supported and 6.5 new social enterprise jobs created</p>
		<p>184 businesses supported and 34.5 jobs created through 'NMD Growth', 'Digital Growth' and 'Tender for Growth'</p>
		<p>1,905 mentoring hours, 17 workshops, 2 masterclasses and 5 thematic programmes delivered through 'NMD Growth', 'Digital Growth' and 'Tender for Growth'</p>
		<p>Up to 1,000 businesses engaged in the #re:Launch Leadership Summit and over 400 participants took part in NMD Enterprise Week</p>










Looking Forward: What we will do in 2021-22	<ul style="list-style-type: none"> • Implement a District wide marketing campaign to revitalise our local economy and safely stimulate footfall across our District • Support the creation of new businesses 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' and the 'Sales and Trade programme' • 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	2019-20 Actual	Trend	2020-21 Q1/Q2 Actual	2021-22 Target
Number of business plans approved through NI 'Go For It'	245	300	298	▶	104	312
Number of new business starts created through NI 'Go For It'	167	204	203	▶	70	187
Number of new jobs promoted through NI 'Go For It'	168	184	183	▶	64	>155
Number of social enterprise start ups created	12	9	10	▶	6	12
Number of social enterprise jobs created	16	15	12	▼	6.5	12
Number of businesses supported through 'NMD Growth'	New	79	198	▶	103	128
Number of jobs created through 'NMD Growth'		11	24	▶	30	64
Number of businesses supported through 'Digital Growth'	New programme			-	64	100
Number of jobs created through 'Digital Growth'				-	1.5	50
Number of businesses supported through 'Tender for Growth'	New programme			-	17	81
Number of jobs created through 'Tender for Growth'				-	3	40
Number of businesses supported through 'Sales and Trade programme'	New programme			-	-	80
Number of jobs created through 'Sales and Trade programme'				-	-	40
Number of new jobs created in coastal areas (SEAFLAG 2)	New programme	7		-	7	Mar 23: 5.5
Number of new businesses created in coastal areas (SEAFLAG 2)		0		-	1	Mar 23: 2
What you will see by March 2022	<ul style="list-style-type: none"> • 312 entrepreneurs supported with an approved Business Plan and at least 155 new jobs promoted through the NI 'Go For It' programme • 12 social enterprises and 12 social enterprise jobs created • 389 businesses supported and 194 jobs created through 'NMD Growth', 'Digital Growth' and 'Tender for Growth' and 'Sales and Trade programme' 					

	<ul style="list-style-type: none"> • 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	<table border="1"> <tr> <td>Strategic effectiveness</td> <td>Service quality</td> <td>Service availability</td> <td>Innovation</td> </tr> </table>	Strategic effectiveness	Service quality	Service availability	Innovation
Strategic effectiveness	Service quality	Service availability	Innovation		
Responsible Officer	Director: Enterprise, Regeneration and Tourism				

*SEAFLAG 2 includes year on year cumulative results for each performance indicator.

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 • To alleviate the impact of COVID-19, 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 <p>Between 2018-19 and 2019-20, the LEAMS* score for the District reduced from 72 to 64, which was partially attributed to higher levels of littering and dog fouling. Issues around street cleanliness continue to escalate, largely as a result of the increased number of fly tipping incidents reported to the Council and the prioritisation of the refuse collection service throughout the COVID-19 pandemic.</p> <p>This approach has often resulted in the provision of a reduced street cleansing service. However, the Council remains committed to collaborating with partner organisations and local communities to address ongoing issues around littering and fly tipping and promote responsible dog ownership. Illicit dumping is a crime and the continued implementation of the Dog Fouling Strategy and</p>



	Enforcement Improvement Plan will help generate local pride in having a cleaner, greener District for everyone to enjoy.					
Looking Back: What we did between April-December 2020		Issued 27 fixed penalty notices				
		Assistance provided to 30 community clean ups				
		60 schools participated in the calendar poster competition and 6,000 copies of the calendar were printed				
		15 schools attended the virtual teachers' Eco-Schools Information event in December				
Looking Forward: What we will do in 2021-22	<ul style="list-style-type: none"> Address issues around littering, fly tipping and dog fouling by: <ul style="list-style-type: none"> Implementing the Dog Fouling Strategy and Enforcement Improvement Plan Promoting responsible dog ownership through publicity campaigns and dog licenses Working with Louth County Council to raise awareness of the impact of fly tipping along the border area Encouraging residents to bring properly sorted surplus recyclable waste to our Household Recycling Centres Launch the 'mobile app' to enable officers to record incidents of environmental crime across the District Support local community clean ups, in line with COVID-19 guidance Participate in the Keep NI Beautiful 'Live Here Love Here' campaign 					
How we will measure success	2017-18 Actual	2018-19 Actual	2019-20 Actual	Trend	2020-21 Q1/Q2/Q3 Actual	2021-22 Target
LEAMS score (Keep NI Beautiful Cleanliness Index)	72	72	64		-	64
Number of fixed penalty notices issued (littering and dog fouling)	72	54	83		27	90
Number of fixed penalty notices paid (littering and dog fouling)	58	50	72		17	90
Number of community clean ups supported**	100	100	94		30	60
Number of environmental projects funded through 'Live Here Love Here'	16	27	34		24	No target set
What you will see by March 2022	<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, fly tipping and littering Improved opportunities to report littering, fly tipping and dog fouling Opportunities to engage in community clean ups and participate in the 'Live Here Love Here' campaign 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 which is carried out by Keep Northern Ireland Beautiful.

**There has been a reduction in the number of community clean ups supported due to the COVID-19 pandemic and social restrictions.











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 To alleviate the impact of COVID-19, 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 <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 £6.5m to 2,277 applications across a range of thematic areas including community engagement, summer schemes and festivals.</p> <p>In recognition of the impact of the COVID-19 pandemic on mental health and well being, the Council supplemented the 2020-21 Financial Assistance Scheme with the thematic areas of 'suicide prevention', 'COVID-19' and 'COVID response and recovery'. Over £10,000 was awarded to 11 applications to support suicide prevention and a further £76,630 was awarded to 58 applications to assist local communities in recovering from the impact of COVID-19. Each of the projects funded, which included 'holiday hunger support', 'community kitchen', 'feeding families' and 'friendship café', have been instrumental in building local capacity and generating a sense of pride across Newry, Mourne and Down.</p>
Looking Back:	 £731k awarded to 377 projects across 16 thematic areas
What we did in 2020-21	 Electronic Grant Management System launched and online training module developed

		Newry, Down and Killeel Leisure Centres temporarily converted to food distribution hubs between March-August 2020				
		18,407 food parcels delivered to vulnerable households and 144 community organisations enlisted as volunteers				
Looking Forward: What we will do in 2021-22	<ul style="list-style-type: none"> • Launch 3 financial assistance calls across 19 thematic areas to support the delivery of community led projects • Continue to promote and roll out the Electronic Grant Management System • Deliver online training and capacity building to support local voluntary and community groups in applying for financial assistance 					
How we will measure success	2017-18 Actual	2018-19 Actual	2019-20 Actual	2020-21 Actual	Trend	2021-22 Target
% of successful financial assistance applications*	68%	71%	71%	72%		74%
% of financial assistance applications funded*	68%	71%	71%	64%		66%
Number of views of the online training module	New performance measure					100
Number of online capacity building sessions delivered	New performance measure					2
Number of participants/beneficiaries of the Financial Assistance Scheme	New performance measure (baseline to be established)					
What you will see by March 2022	<ul style="list-style-type: none"> • Circa £1.2m awarded to local voluntary and community groups through the Financial Assistance Scheme • 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 a number of themes were scored and ranked.

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.</p> <p>The implementation of the Planning Service Improvement Programme is well underway. Despite the challenges presented by the COVID-19 pandemic, significant progress is being made in establishing and embedding modern, agile and responsive ways of working. However, as the number of planning applications received by the Council continues to rise, we remain committed to improving the processing times of local and major planning applications and enforcement cases, and providing a high quality service to all customers.</p>					
Looking Back: What we did between April-September 2020		Processed 37.6% of planning enforcement cases within 39 weeks, which is below the regional average of 68.9%				
		Achieved an average processing time of 22 weeks for local planning applications, which is above the regional average of 18.4 weeks				
		Achieved an average processing time of 64.6 weeks for major planning applications, which is below the regional average of 70.2 weeks and an improvement of 97.8 weeks when compared to Q1/Q2 2019-20				
		Determined 619 planning applications, which is the highest across Northern Ireland				
		Reduced the number of live enforcement cases, particularly those in the system for more than 12 months				
Looking Forward: What we will do in 2021-22	<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	2019-20 Actual	Trend	2020-21 Q1/Q2 Actual	2021-22 Target
Average processing time for local planning applications (weeks)	17	18	20.6		22	<15 weeks
Average processing time of major planning applications (weeks)	127.6	76.6	94		64.6	<30 weeks
Percentage of planning enforcement cases progressed within 39 weeks	59.9%	52.9%	36.2%		37.6%	70%
Number of planning applications in the system for more than 12 months	197	224	183		209	125
Number of planning applications in the system for less than 12 months	675	800	685		736	650

Number of enforcement cases in the system 12 months or more	571	734	620		579	425
What you will see by March 2022	<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 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	Service quality	Efficiency		
Responsible Officer	Director: Enterprise, Regeneration and Tourism					

*Planning figures will be validated by the Department for Infrastructure and published through the Annual Report 2021-22.

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 Sustainability
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 Service quality Efficiency

Consultation on the draft Performance Improvement Objectives 2021-22

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

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 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)	

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 **10 May 2021** to:

Email: performance@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.