

Newry, Mourne and Down District Council

Performance Improvement Plan 2019-20

Mid Year Assessment



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

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Introduction

This report provides an overview of the Council's progress in implementing the performance improvement objectives between April-September 2019. Where possible, performance has been compared over time and tracked against the targets set within the Performance Improvement Plan 2019-20, using the legend below.

Performance Improvement Objectives 2019-20

- 1. Encourage healthy lifestyles through increased participation in leisure, sport and recreational activities**
- 2. Improve economic growth by creating new business starts, supporting the growth of existing businesses and promoting Newry, Mourne and Down as a premier tourist destination**
- 3. Deliver urban and rural regeneration initiatives that will create a District where people want to live, work and invest in**
- 4. Create a cleaner, greener, more attractive District**
- 5. Encourage and empower local communities to participate in Council engagement structures and initiatives**

Legend:

Status		Trend	
	Target or objective achieved / on track to be achieved / baseline being established		Performance has improved since Q1/Q2 2018-19
	Target or objective partially achieved / likely to be achieved / subject to delay		Performance is similar to Q1/Q2 2018-19
	Target or objective not achieved / unlikely to be achieved		Performance has declined since Q1/Q2 2018-19

It should be noted that the information contained within this report may be subject to change when the results are verified and reported through the annual Assessment of Performance which will be published by 30 September 2020.

Progress at a glance






Performance Improvement Objective	Progress	Status Trend
Encourage healthy lifestyles through increased participation in leisure, sport and recreational activities	Increased attendances at Council leisure facilities	△
	264% increase in membership at Down Leisure Centre since it re-opened in November 2018	△
	73.5% satisfaction rating with Council leisure facilities	😊
	2,365 children participated in Community Play sessions and Summer Schemes	😊
	4,328 participants enrolled on Everybody Active 2020	😊
Improve economic growth by creating new business starts, supporting the growth of existing businesses and promoting Newry, Mourne and Down as a premier tourist destination	Additional £8m secured to fund further public realm schemes and office space in Newry City	😊
	101 new business starts supported and 91 new jobs promoted through business start-up activity	😊
	115 local businesses and 57 social enterprises supported through Council programmes	😊
	Consultation on the Arts, Culture and Heritage Strategy underway	😊
	The five Giant Adventure Festivals have taken place	😊
Deliver urban and rural regeneration initiatives that will create a District where people want to live, work and visit	139,954 visits recorded at Warrenpoint Municipal Park	😊
	Letter of Offer received for Newry Hill Street Public Realm Scheme	😊
	Planning approval granted and business cases complete for 6 environmental improvement schemes in Village Plans	😊
	Increased processing times for major planning applications	▽
	Increased processing times for local planning applications	▽
Create a cleaner, greener more attractive District	16 community groups participated in the Cleaner, Greener Communities initiative	😊
	Assistance provided towards 72 community clean ups	😊
	Increase in blue and brown bin recyclables	△
	Downpatrick Household Recycling Centre open	😊
	Glass collection standardised across the District	😊
Encourage and empower local communities to participate in Council engagement structures and initiatives	343 referrals made and 2,791 devices fitted through the Home Secure Scheme	😊
	274 service users received 21,557 calls through the 'Good Morning Good Neighbour' Scheme	😊
	71% of the 697 applications to the Financial Assistance Scheme received £1.2m funding	△
	1,385 recorded visits to the Ethnic Minority Support Centre	△








Performance Improvement Objective 1

Encourage healthy lifestyles through increased participation in leisure, sport and recreational activities

Senior Responsible Officer: Director of Active and Healthy Communities

Progress:
<ul style="list-style-type: none"> Between April-September 2019, there was an 11% increase in the number of members across all leisure facilities, including a 29% increase at St Colman's (to 67) and a 16% increase at Down Leisure Centre (to 4,208). Since Down Leisure Centre re-opened in November 2018, there has been a 264% increase in membership. Over half of leisure centre members currently have an online account. Following a successful trial period, weekly autism friendly sessions have been introduced at Down Leisure Centre. As part of the EBA programme, the new 'Wheelie Active Club' was launched in Down leisure Centre to promote disability sport amongst children aged 4-12 years. Several projects within the Play Strategy are complete, including new play parks in Carlingford Park (Newry) and Newtownhamilton. Several projects within the Sports Facility Strategy are complete, including the Newcastle Bowling Pavilion, Bessbrook Bowling Green and Ardglass Football Pitch and Pavilion. The Terms of Reference for the Albert Basin Stakeholders Group have been approved and the Contamination Report for the Albert Basin site is complete. Through the Financial Assistance Scheme, the Council awarded £306,830 towards sports projects, including £57,455 towards sports active projects and £249,375 towards sports facilities capital. £60,994 was also awarded towards Summer Schemes across the District.

Measure of Success	2019-20		Status Trend	Explanatory note
	Target	YTD Actual		
14% increase in attendances at indoor leisure facilities	1,678,140 attendances	1,012,512 attendances	 	The Council has achieved 60.3% of the 2019-20 target. Overall attendance levels have increased by 21.2% when compared to Q1/Q2 2018-19.
72% increase in attendances at Down Leisure Centre (DLC)	360,000 attendances	172,754 attendances	 	The Council has achieved 48% of the 2019-20 target. Overall attendance levels have increased by 48.1% when compared to Q1/Q2 2018-19, which can be attributed to the opening of the new leisure centre.
Level of customer satisfaction with indoor leisure facilities	NLC	70%		Satisfaction levels across the six leisure facilities range from 64% in Down Leisure Centre to 85% in the Ballymote Centre. The overall satisfaction rating of 73.5% for Council leisure facilities compares favourably to the UK average of
	St Colman's	74.8%		
	Newcastle Centre	71.2%		

	Ballymote Centre	84.8%		73.19%. Improvements have been introduced across many facilities, and the impact will be monitored through the Customer Satisfaction Surveys which are scheduled to be carried out in Q4 2019-20.
	DLC	64.3%		
	KLC	76.1%		
Number of children and young people engaged in Community Play and other health and wellbeing initiatives	-	2,365	 	Between April-September 2019, 1,276 children took part in the Community Play sessions which were held across the seven District Electoral Areas, with the highest levels of participation in Crotlieve (34%) and Slieve Gullion (30%). This is well above the 697 children and young people who took part in Community Play sessions between April-September 2018. A further 1,089 children also took part in the 2019 Council run Summer Schemes.
Number of participants from targeted groups involved in physical activity programmes (EBA 2020)	Total participants 8,280	4,328		The Council continues to work with the EBA 2020 Delivery Partners to engage participants in a range of programmes, including Couch to 5K, yoga and rugby. Between April-September 2019, 4,328 participants enrolled on EBA 2020, which represents 52.2% of the annual target. To date, 60% of participants have a disability, 50% are female and 27% are from areas of high social need. However, it is anticipated that all targets will be achieved by March 2020.
	Women and Girls 4,885	2,443		
	Sustained participation 2,649	1,198		
	People with a disability 1,490	891		
	High social need 2,898	789		



*EBA 2020 is the regional Everybody Active Programme.










Performance Improvement Objective 2



Improve economic growth by creating new business starts, supporting the growth of existing businesses and promoting Newry, Mourne and Down as a premier tourist destination

Senior Responsible Officer: Director of Enterprise, Regeneration and Tourism

Progress:	
<ul style="list-style-type: none"> • The Council is on track to submit the revised application for Global Geopark status for the Mournes and Ring of Gullion in November 2019. • The 12 week consultation on the Arts, Culture and Heritage Strategy is currently underway. • The Council hosted 'Taste the Island' events in Newcastle, Warrenpoint and Killeavy Castle, showcasing local produce and promoting local tourism. • Through the Financial Assistance Scheme, the Council awarded £163,945 towards 16 local tourism events. • In September 2019, the Council was the lead sponsor at the NI Small Business Conference which attracted around 150 representatives from the business sector. • The Outline Business Cases for the Regeneration of Newry City and visitor attractions in the Mourne Mountains are currently underway, with an estimated completion date of Q2 2020/21. • The Outline Business Cases for 'skills and employability' and 'digital connectivity' are being developed at a regional level, with officers and stakeholders from Newry, Mourne and Down engaged in the process. • Through the Belfast Region City Deal, the Council secured an additional £8m towards further public realm schemes and grade A office space in Newry City, which will seek to reduce car dependency and make the area more sustainable in the future. • The governance and financial arrangements for phase two of the Belfast Region City Deal are currently being established. • Through NMD Growth, 66 participants attended six workshops which focused on themes such as social media, personal effectiveness and financial management. 	

Measure of success	2019-20		Status Trend	Explanatory note
	Target	YTD Actual		
Number of business plans approved	301	148	 	Through the NI 'Go For It' programme, the Council achieved 49.2% of the annual target around business plan approvals, 49.2% of the target around new business starts and 58.7% of the target around jobs promoted through business start up activity. When compared to April-

Number of new business starts	205	101		September 2018, this represents a 20.3% increase in the number of business plans approved, 21.7% increase in the number of new business starts and 21.3% increase in the number of jobs promoted. Since 2018, the most popular business sectors have been 'other services' (16.3%), 'domestic and personal services' (12.9%) and 'health and wellbeing' (12.2%). 51.3% of the applicants which have accessed the programme are male and 48.6% are female.
Number of new jobs promoted through business start up activity <i>(statutory performance indicator)</i>	155	91		
Number of new social enterprise starts	8	7		Through the Social Enterprise Programme, the Council achieved 87.5% of the start-up target, with seven new social enterprises being established, six of which have commenced trading. The Council also achieved 58% of the target set for new jobs created and 60% of the target set for new volunteers recruited.
Number of new social enterprise jobs created	12	7		
Number of new volunteers recruited	30	18		In total, 130 themed mentoring sessions have been delivered, with 29 social enterprises receiving one to one mentoring and 16 receiving group mentoring support. A further 12 social enterprises have been engaged in the programme, and the Council has exceeded the target set by 43%. The Council is on track to achieve all annual targets by March 2020.
Community groups and organisations provided with business planning, start-up and business development support	40	57		
Number of businesses supported through NMD Growth	190	84		Through NMD Growth, 84 local businesses accessed mentoring support and/or attending workshops, which represents 44.2% of the annual target. It is anticipated that the annual target will be achieved by March 2020, as the programme gains increased momentum.
Number of micro and small rural businesses created by March 2020	2020 target	Actual to date		Through the Rural Business Investment Scheme to date, 16 micro and small businesses have been created, which represents 29.1% of the programme target. 31 micro and small businesses have been supported, exceeding the programme target by 3% and 68 FTE jobs have been created in rural areas, which represents 49.6% of the programme target.
	55	16		
Number of micro and small businesses in rural areas supported by March 2020	30	31		

Number of new jobs created in rural areas by March 2020 (FTE)	137	68		Letters of Offer have been issued for calls 1,2 and 3 of the scheme, and these are contributing to the overall programme target of creating 137 new FTE jobs in rural areas by March 2020.
Number of new jobs created in fishing dependent communities by 2022 (includes Portavogie)	55	3	-	The Council has continued to progress the implementation of SEA FLAG. To date, 10 information sessions have been held, resulting in £183,302 being awarded between Annalong, Ardglass and Kilkeel. Achievements to date include the creation of three new jobs in Kilkeel, and current projections anticipate that one additional new business will be created in Ardglass and 10 FTE jobs will be created in Kilkeel and Ardglass by the end of 2022.
Number of new businesses created in fishing dependent communities by 2022 (includes Portavogie)	22	-	-	
Number of new qualifications and skills achieved in fishing dependent communities, through SEAFLAG 2, by 2022 (includes Portavogie)	130	-	-	It should be noted that there is a 'lag' between the initiation of the programme and the subsequent creation of new jobs and businesses, as well as the achievement of qualifications. Progress against the targets set will continue to be monitored by SEA FLAG during the programme period.
Overall growth rate of 6% per annum in overnight expenditure in Newry, Mourne and Down	6%	-	-	Tourism statistics are produced annually by the NI Statistics and Research Agency (NISRA). The 2019-20 figures for tourism visitor revenue, volume and jobs for Newry, Mourne and Down will be released in Q2 2020/21, and reported through the annual Assessment of Performance.
Level of footfall on the Great Eastern Greenway	-	70,919		Between January-October 2019, 39,260 pedestrians used the Greenway Dublin Bridge (daily average: 142). A further 28,169 pedestrians (daily average: 102) and 3,490 cyclists (daily average: 13) used the Greenway Victoria Lock.
Number of visitors to the Giant Adventure festivals	-	-	-	The five Giant Adventure Festivals have taken place (Footsteps in the Forest, Festival of Flight, Skiffie Festival, Wake the Giant and City of Merchants). The impact of each event is currently being evaluated, and will be reported through the annual Assessment of Performance 2019-20.
Total estimated spend associated with the Giant Adventure festivals, including direct spend	-	-	-	

Level of visitor satisfaction with Giant Adventure festivals	-	-	-	


Performance Improvement Objective 3



Deliver urban and rural regeneration initiatives that will create a District where people want to live, work and invest in


Senior Responsible Officer: Director of Enterprise, Regeneration and Tourism

Progress:

- The Strangford Lough and Lecale Partnership secured £5k from the 'Live Here Love Here' small grant scheme to engage volunteers in the ecological restoration of threatened coastal plant species. The partnership also worked with volunteers to remove ¾ tonne of marine litter from Ardglass harbour.
- The initial phase of the Ring of Gullion Landscape Partnership Scheme is complete and the new 10 year phase will commence in January 2020.
- The Department for Communities issued a Letter of Offer for £1.5m for Phase III of the Newry Hill Street Environmental Improvement Scheme. Planning permission has been granted and contractor procurement is underway, with works scheduled to commence in January 2020.
- Planning approval has been granted for the 6 environmental improvement schemes identified within the Village Plans. The business cases are complete and funding applications have been submitted. Planning approval and the funding submission for 7th scheme should be complete by December 2019. The preferred contractor has been selected, and the appointment is subject to the funding being secured by January 2020, with the Letters of Offer being issued thereafter.
- Planning approval has been granted for the Derrymore Demesne and the business case is complete. The preferred contractor has been selected, and the appointment is subject to the funding being secured by January 2020, with the Letters of Offer being issued thereafter.
- The Council continues to work closely with Government departments and the local community to agree the final phases of the Forkhill Masterplan.
- During Q1 2019-20, Newry, Mourne and Down received the highest number of major planning applications, joint with Belfast (6), second highest number of local planning applications (435) and concluded the second highest number of enforcement cases (150) across N. Ireland.

Measure of success	2015-16 Actual	2019-20 Target	2020-21 Target	Status Trend	Explanatory note
34% increase in the number of visitors to Warrenpoint Municipal Park, reaching 27,900	20,865	27,900 YTD Actual	35,000		Between April-September 2019, 139,954 visits were recorded at Warrenpoint Municipal Park, exceeding the annual target set by 502%. The highest number of

per annum by Q2 2019-20		139,954			visitors were recorded in July (31,138) and August (39,927).
6% increase in visitor satisfaction with Warrenpoint Municipal Park, reaching 74% by Q2 2019-20	68%	74%	80%	-	The baseline data was collated in 2015-16 and the next survey will be carried out during Q3 2019-20.
9% increase in the number of people who believe Warrenpoint Municipal Park enhances their quality of life, reaching 40.5% by Q2 2019-20	31%	40.5%	50%	-	
Improved business/visitor perception and reduced/sustained vacant properties by 2020-21, following the completion of the Downpatrick, Newry and Warrenpoint environmental improvement and revitalisation schemes			-	-	The environmental improvement and revitalisation schemes in Downpatrick, Newry and Warrenpoint are complete, and the post project evaluation of each scheme will be carried out in 2020.
Percentage of planning enforcement cases that are processed within 39 weeks	Standard	Q1 Actual			The percentage of enforcement cases processed within 39 weeks reduced by 26.2% when compared to Q1 2018-19. Performance remains below the regional average of 81.1%%, placing the Council 11/11 across Northern Ireland, and the statutory standard has not been achieved.
	70%	36%			
Average processing time of major planning applications	<30 weeks	230.8 weeks			The processing time for major planning applications increased by 182.2 weeks when compared to Q1 2018-19. This is well above the regional average of 55.8 weeks, placing the Council 8/9

				across Northern Ireland*. Similar to Q1 2018-19, only 20% of applications were processed within 30 weeks.
Average processing time of local planning applications	<15 weeks	22.2 weeks		The processing time for local planning applications increased by 6.8 weeks when compared to Q1 2018-19. This is well above the regional average of 13.8 weeks, placing the Council 11/11 across Northern Ireland. Only 24.5% of local planning applications were processed within 15 weeks, compared to 48.5% in Q1 2018-19.

*Information in relation to the processing time of major planning applications was published for 9 out of 11 Councils across NI.

**The 2019-20 Q1 planning statistics remain provisional and will be finalised when the Department for Infrastructure releases the 2019-20 Annual Report in June 2020.

Performance Improvement Objective 4








Create a cleaner, greener, more attractive District


Senior Responsible Officer: Director of Neighbourhood Services

Progress:

- Between April-September 2019, the Council assisted with 72 community clean ups and delivered talks on environmental issues to 65 schools and community groups.
- During June-July 2019, 16 community groups participated in the Cleaner, Greener Communities initiative, receiving assistance with litter picks, promoting anti dog fouling and raising awareness of food recycling.
- Newcastle won third place in the small town category of the Translink Ulster in Bloom competition.
- Through the Financial Assistance Scheme, the Council awarded £9,935 towards 10 local biodiversity enhancement projects.
- In June 2019, the Chairperson hosted a reception for the eight local schools which were awarded their first green flag, bringing the total number of schools in the District with a green flag award to 46. To date, 36 teachers have also attended Eco Schools information events.
- 40 schools took part in the Environment Youth Speak competition, with junior schools debating 'A day in the life of an Eco Warrior' and senior schools debating 'Is plastic really that fantastic?'
- The Council issued standardised bin collection calendars to all households, which outline specific collection dates and information on recycling. An on-line post code search facility can now be accessed through the corporate website.
- The Enforcement Improvement Plan has been developed, and seeks to secure a more co-ordinated, integrated approach to the enforcement of illicit dumping, littering and dog fouling.
- In September, Newry Town Hall and Down Leisure Centre were lit up green to mark 'Recycle Week' and raise awareness of the importance of 'recycling right'.

- The Downpatrick Household Recycling Centre opened to the public in August 2019, and the official opening took place in October 2019.
- Glass collection has been fully standardised across the District and early indications suggest that, when compared to April-September 2018, the amount of blue bin recyclables collected has increased by 11.1% across the District and 34% in the legacy Down area.
- A review of the ten Household Recycling Centres is well underway, which seeks to standardise operations and reduce the amount of non-recyclable residual waste currently received and processed at these facilities.
- The Council's Waste Management Department was shortlisted for the finals of the 2019 APSE Awards in the Waste Management and Recycling category.

Measure of Success	2019-20		Status	Explanatory note
	Standard	Q1 Actual		
Percentage of household waste collected by the Council that is sent for recycling by 2020 (including waste prepared for reuse)	50% by 2020	57.8%		The rate of recycling continues to increase and the Council has exceeded the statutory standard of 50% by 2020. The Q1 rate of recycling is well above the regional average of 54.8%, and the Council is ranked 4/11 across Northern Ireland. This represents a 2.2% increase in the rate of recycling (from 55.6%) when compared to Q1 2018-19.
Reduction in the amount of biodegradable Local Authority collected municipal waste that is landfilled	<20,954 tonnes	444 tonnes		During Q1 2019-20, the Council used 2.1% of its total landfill allocation, which was the second lowest across Northern Ireland. However, this represents an increase of 13.3% in the amount of waste landfilled (from 392 tonnes), when compared to Q1 2019-20.
Amount of Local Authority Collected Municipal Waste Arisings	-	21,937 tonnes		When compared to Q1 2018-19, the amount of local authority collected municipal waste arisings decreased by 1.9%, from 22,373 tonnes.
Reduction in black bin waste	-	YTD Actual		There has been a 1% reduction in black bin waste when compared to April-September 2018.
		15,101 tonnes		
Increase in blue bin waste	-	6,400 tonnes		There has been an 11% increase in blue bin waste when compared to April-September 2018.
Increase in brown bin waste	-	10,519 tonnes		There has been a 10% increase in brown bin waste when compared to April-September 2018. This may be attributed to an increase in the level of garden waste produced due to the

				weather conditions and longer growing season.
Amount of general waste arisings at Household Recycling Centres	Target to be established	-	-	The data is not currently available and will be reported through the Assessment of Performance 2019-20.
Refuse collection completion rate	Target and baseline to be established		-	The data is not currently available and will be reported through the Assessment of Performance 2019-20.
Level of street cleanliness across the District	-	72		Through the Cleaner, Greener Neighbourhood Surveys, the LEAMS score for the District has remained at 72, and is above the regional average of 71. However, the LEAMS score had dipped slightly in August 2018, largely due to increased levels of littering and dog fouling, and the improvement may be attributed to the continued implementation of the Dog Fouling Strategy.

*YTD actuals for waste and recycling remain provisional and will be finalised when DAERA publishes the 2019-20 Annual Report in November 2020.

Performance Improvement Objective 5






Encourage and empower local communities to participate in Council engagement structures and initiatives









Senior Responsible Officer: Director of Active and Healthy Communities


Progress:

- The revised Financial Assistance Policy has been adopted and the procurement of an electronic Grant Management System is underway.
- Six partner organisations have allocated a total of £24k towards successful 'participatory budgeting' projects under the overarching theme of 'building community connections – within your community, with other communities, across generations'. Two events took place in Newry and Downpatrick in November 2019.
- Through the Financial Assistance Scheme, the Council awarded £1,243,284.95 towards 497 projects across 18 themes. This included £50,240 towards Irish Language projects, £7,130 towards Minority Communities projects and £27,722 towards Good Relations projects.
- The Council has been proactive in promoting social inclusion and community cohesion:
 - Approximately 300 migrants attended Information Sessions on the EU Settlement Scheme and their future status after BREXIT.
 - Over 100 migrant workers attended the EU Registration Clinics in Newry and Downpatrick, receiving either settled or pre-settled status.
 - Around 10-15 Syrian clients visit the weekly Arabic Clinic, accessing support in relation to the translation and completion of official documentation.
 - 160 people from a range of community backgrounds attended the Eid celebration in Bessbrook Community Centre to mark the end of Ramadan.

- The Council has successfully engaged young and older people in a range of initiatives:
 - 13 young people took part in an eight week drama programme in Ballykinlar, which focused on issues around mental health, internet safety and drug abuse.
 - 45 young people took part in the six week multi-agency 'Youth Shops' initiative in Newry, which targeted hard to reach young people, including those who were barred from shopping facilities.
 - Over 260 older people attended the 'Silver Screening' event in Newry.
- The Council nominated Altnaveigh House (Newry) and Hanna's Close (Kilkeel) for Pride of Place All Ireland 2019, and the awards ceremony will take place in November 2019.
- The Council secured £48k to deliver community educational programmes in Bessbrook and Crossmaglen, as part of the Areas at Risk programme.

Measure of Success	2019-20	Status	Explanatory note
	YTD actual		
Number of meetings and public engagement events	56		The five community engagement structures continue to meet on a regular basis and have hosted a range of public engagement events, on themes including neighbourhood watch, safety, education and housing.
Number of events delivered (including programmes)	66		The community engagement structures have organised 42 events and 24 programmes which attracted over 5,000 attendees. Programmes included 'Shared Schools' which 120 young people took part in, 'Youth Leadership' which attracted 150 attendees and 'Shared History and Culture', which over 60 people took part in. Events included International Children's Day which attracted over 120 attendees and the Traveller Living History exhibition which 220 people attended.
Number of events supported	15		The community engagement structures supported 15 events, including the Kilbroney Vintage Show, Newry Triathlon, Chairman's Charity Walk and 'Back to School' initiatives.
Number of capacity building programmes	11		Through the community engagement structures, approximately 245 attendees took part in 11 capacity building programmes, including PEACE IV capacity building sessions and financial assistance workshops.
The effectiveness of Council run community engagement structures in facilitating stakeholder participation	-		52% of the 196 places currently occupied through the community engagement structures are taken by representatives from the community, voluntary and business sectors. This demonstrates the Council's commitment to working alongside key stakeholders, enabling them to inform and influence the local decision making process and have their say on the future of the district.

Number of Neighbourhood Watch Schemes	171		There are currently 171 Neighbourhood Watch Schemes across the District, which represents a slight reduction from 175 schemes in March 2019.
Number of beneficiaries of the 'Good Morning, Good Neighbour' Scheme	Service users	 	Between April-September 2019, 274 service users, including 46 new referrals, received a total of 21,557 calls through the 'Good Morning Good Neighbour' scheme. The 53 active volunteers registered with the scheme also received training on software updates and call handling. This represents a slight reduction when compared to the 315 service users who received a total of 21,072 calls between April-September 2018.
	274		
	Calls made		
	21,557		
Number of beneficiaries of the 'Home Secure' Scheme	Referrals	 	Between April-September 2019, 343 referrals were made to the 'Home Secure' Scheme, which resulted in 2,791 devices being fitted. The majority of referrals were made in the Newry and Mourne DEA's. This represents a slight increase when compared to the 285 referrals which were made and 2,676 devices which were fitted between April-September 2018.
	343		
	Devices fitted		
	2,791		
Number and percentage of financial assistance projects funded and successfully delivered	Applications	 	Through calls one and two of the Financial Assistance Scheme, the Council received 697 applications, 71% of which were awarded a total of £1,243,284 across a range of themes including Christmas illuminations, community engagement, community safety and good relations. This is similar to 2018-19, when 71% of the 668 applications received were awarded £1.56m.
	697		
	Success rate		
	71%		
Number of visits to the Ethnic Minority Support Centre	1,385		Between April-September 2019, the Ethnic Minority Support Centre recorded 1,385 visits, receiving free, confidential and impartial advice in a range of languages including Arabic, Romanian, Russian and Polish. Over 60% of clients are Romanian or Romanian / Bulgarian Roma. This is similar to April-September 2018, when there were 1,500 recorded visits at the centre.

<p>Number of participants aged 0-24 years who complete approved PEACE IV programmes to develop soft skills and respect for diversity by 2020</p>	<p>744</p>		<p>To date, 744 children and young people (294 in 2018-19 and 450 in 2019-20) have completed programmes to enhance their capacity to form positive relationships with others from different backgrounds and make a positive contribution to building a cohesive society. Programmes have included Shared History and Culture, Youth Leadership and Personal Development and feedback to date indicates that 91% feel that relations between the catholic and protestant communities will be better in five years and 100% feel they have benefited from the programmes.</p>
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