


Our Performance Looking Back, Going Forward



The Local Government (NI) Act 2014 sets out a general duty of improvement for local government, whereby all district councils must put in place arrangements to secure continuous improvement in the exercise of their functions.

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Looking Back Assessment of Performance 2018–19







Looking Back

Assessment of Performance 2018–19

Every year, we are required to publish an Assessment of Performance to demonstrate whether planned improvements have been achieved. The Assessment of Performance sets out the Council's progress in delivering the:

- Corporate Plan 2015–19
- Performance Improvement Plan 2018–19
(including the statutory performance indicators and standards)

Our performance has been tracked against set targets and trends over time, using the legend below.

Status	Trend
 Target or objective achieved / on track to be achieved	 Performance has improved since the previous year
 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 since the previous year



Our District, Our Organisation, Our Performance

District

Population: 178,966

Households: 66,164

7 District Electoral Areas

41 Elected Members

1,000+ Employees

87% of residents are
satisfied with the Council



Community

Life expectancy:

Male: 78.9 years / Female: 82.6 years

Age Profile: 0–15 years: 23% / 65+ years: 15%

72% of residents agree that their local area is a
place where people from different background
get on well together

94% of residents feel safe during the day

87% of residents feel safe after dark

175 Neighbourhood Watch Schemes



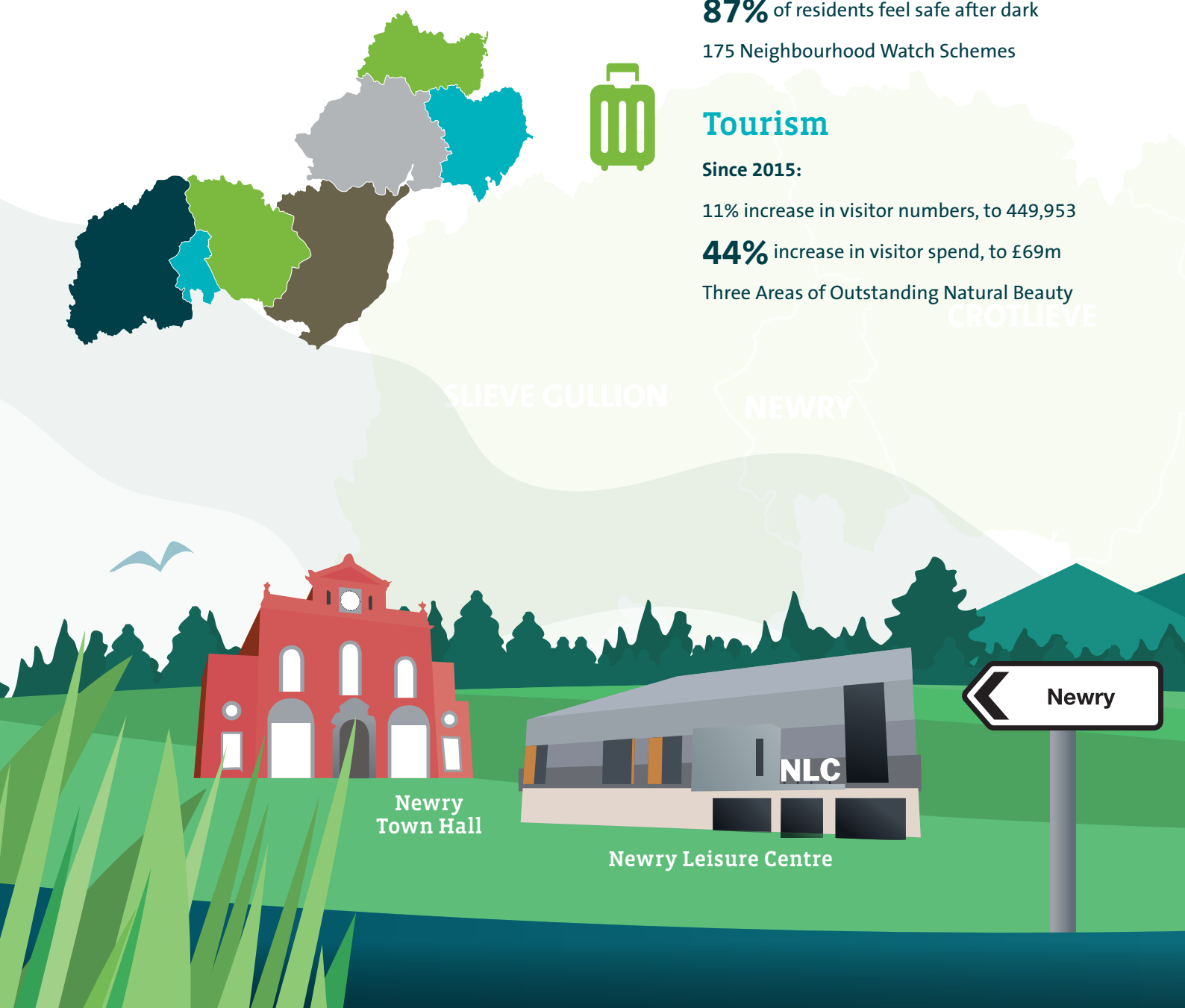
Tourism

Since 2015:

11% increase in visitor numbers, to 449,953

44% increase in visitor spend, to £69m

Three Areas of Outstanding Natural Beauty





Environment

Recycling is important to 86% of residents

Top perceived problem for residents:

Dog mess and fouling

Recycling rate: **51.2%**

Since 2015–16:

21% reduction in black bin waste

119% increase in brown bin waste

9% increase in blue bin waste



Health and Wellbeing

79% of residents feel they are in very good or good health

78% of residents are physically active at least once a week for 30mins

73.5% of customers are satisfied with the Council's six leisure facilities

Increased attendances at Council leisure facilities



Economy

Employment rate: 65.5%

8,520 VAT registered businesses

Average weekly earnings: £483 (full time)

22.1% of the population have no qualifications

805 jobs promoted through 'business start-up' activity since 2015



Down Leisure Centre



Down Arts Centre





St Patrick's Monument

Performance at a Glance

Corporate Plan 2015–19

A snapshot of the past four years:

Corporate Priority	Progress	Status Trend
 <p>Become one of the premier tourist destinations on the island of Ireland</p>	Implementation of Tourism Strategy underway	😊
	11% increase in visitor numbers	△
	44% increase in visitor spend	△
	22% increase in overnight stays	△
 <p>Attract investment and support the creation of new jobs</p>	805 new jobs promoted and 776 new business starts supported through business start up activity	😊
	City deal for the Belfast region secured	😊
	43% decrease in the number of Job Seekers Allowance claimants	△
	Friendly exchange agreement in place with the City of Changchun, China	😊
	Consultation on the Preferred Options Paper for the Local Development Plan complete	😊
 <p>Support improved health and wellbeing outcomes</p>	Newry and Down Leisure Centres open	😊
	Implementation of the Sports Facility and Play Strategies underway	😊
	23% increase in attendances at Council leisure facilities	△
	3 new play parks open, 1 play park transformed and 13 play parks upgraded	😊
 <p>Protect our natural and built environment</p>	Aughnagun and Drumnakely landfill sites closed	😊
	Increase of 12.3% in the rate of recycling, to 51.2%*	△
	88.7% reduction in the amount of waste going to landfill*	△
	21% reduction in black bin waste, 9% increase in blue bin waste and 119% increase in brown bin waste*	△
	Camlough Lake flood defences complete	😊




Corporate Priority	Progress	Status Trend
 <p>Lead the regeneration of our urban and rural areas</p>	The restoration of Warrenpoint Town Park complete	😊
	Implementation of five Masterplans underway	😊
	Environmental improvement and revitalisation schemes in Downpatrick, Newry and Warrenpoint complete	😊
	Processing time for local planning applications improved by 16.8 weeks	△
	Processing time for major planning applications increased by 20.1 weeks	▼
 <p>Advocate on your behalf specifically in relation to those things that matter most to you</p>	Newry, Mourne and Down achieved age friendly status from the World Health Organisation	😊
	10% increase in premises with superfast broadband, to 83%	△
	£15m awarded to FFNI Consortium to improve digital infrastructure**	😊
	Review of community planning structures complete	😊
 <p>Empower and improve the capacity of our communities.</p>	Implementation of Community Plan underway	😊
	Seven DEA Forums established and delivery of local Action Plans underway	😊
	Review of community centres complete	😊
	£4.5m awarded to 1,377 applications through the Financial Assistance Scheme	😊
	27% increase in the number of successful applications to the Financial Assistance Scheme	△
 <p>Transform and modernise the Council, providing accessible as well as value for money services.</p>	87% of residents are satisfied with the Council	😊
	75% of residents agree the Council makes Newry, Mourne and Down a good place to live	😊
	Employee absenteeism reduced by 1.25 days	△
	Compliance with the statutory Duty of Improvement	😊
	IIP / CSE accreditation not progressed	😞



*Waste figures remain provisional and will be validated by DAERA in Q3 2019–20.

**FFNI: Newry, Mourne and Down District Council hosts the Full Fibre Northern Ireland Consortium.

Performance Improvement Plan 2018–19

A snapshot of the past year:

Performance Improvement Objective	Progress	Status Trend
 <p>Encourage healthy lifestyles through increased participation in leisure, sport and recreational activities.</p>	11% increase in attendances at Council leisure facilities	△
	20% increase in attendances at Newry Leisure Centre	△
	Customer satisfaction rating of 73.5% across six Council leisure facilities	😊
	Review of outdoor leisure facilities complete	😊
	2,177 children and young people took part in Community Play initiatives and Summer Schemes*	😊
	Activity, Promotion and Development Plan launched	😊
 <p>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.</p>	184 new jobs promoted and 204 new business starts supported through business start up activity	😊
	£2.3m secured to invest in Annalong, Ardglass and Kilkeel	😊
	Our five Giant Adventure Festivals attracted 113,500 visitors and generated an estimated £3m for the local economy	😊
	The Carlingford Lough Greenway between the Weir and Victoria Lock open	😊
	Application for UNESCO Global Geoparks status underway	😊
	Reduced visitor numbers and spend	▽
 <p>Deliver urban and rural regeneration initiatives that will create a District where people want to live, work and invest in.</p>	Delivery of the AONB Action Plans for the Ring of Gullion and Strangford Lough and Lecale underway	😊
	Late night bus service between Newry, Crossmaglen and Kilkeel piloted	😊
	Planning applications submitted for the 7 environmental improvement schemes identified in Village Plans	😊
	7% reduction in the percentage of planning enforcement cases processed within 39 weeks	▽
	Processing time for local planning applications increased by 1 week	▶

Performance Improvement Objective	Progress	Status Trend
 <p>Create a cleaner, greener, more attractive District</p>	Increase of 5.1% in the rate of recycling**	△
	29.4% reduction in the amount of waste going to landfill**	△
	11% reduction in black bin waste, 5% increase in blue bin waste and 26% increase in brown bin waste**	△
	Collection of glass in blue bins standardised across the District	😊
	Downpatrick Household Recycling Centre delayed	😐
	Street cleanliness score improved from 66 to 72	△
	Assistance provided to 100 community clean ups	😊
 <p>Encourage and empower local communities to participate in Council engagement structures and initiatives</p>	Significant representation from the community, voluntary and business sectors on Council engagement structures	😊
	Over £1.5m awarded to 447 projects through the Financial Assistance Scheme	😊
	175 Neighbourhood Watch Schemes cover 6,000 homes across the District	😊
	5,754 devices fitted to 637 homes through the 'Home Secure' Scheme	😊
	94% of residents feel safe during the day and 87% feel safe after dark	😊
	21 community projects funded through two participatory budgeting schemes	😊

*Community Play and Summer Schemes may include repeat attendances.

**Waste figures remain provisional and will be validated by DEARA in Q3 2019–20.

The Saint Patrick Centre,
Downpatrick



Going Forward

Performance Improvement Objectives 2019–20

Corporate Plan 2019–23

We are in the process of developing the Corporate Plan 2019–23 which will provide the strategic direction for the organisation during the second term of Council. The new plan will be published in early 2020.

Performance Improvement Objectives 2019–20

Every year, we are required to set performance improvement objectives for the services we provide, and to have in place arrangements to achieve these objectives. The Council has carried forward the five existing performance improvement objectives to 2019–20, and the actions and measures which support each objective have been updated, as summarised below. These objectives seek to address the issues which matter most to local people, and are:

Linked to the Community Plan, Corporate Plan and Directorate Business Plans	✓
Based on existing performance information	✓
Aligned to the seven strategic aspects of improvement	✓
Based on stakeholder consultation and engagement	✓

Objective 1

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

What we will do

- Improve the customer experience at all leisure facilities and undertake Customer Satisfaction Surveys at selected sites
- Upgrade and improve existing sports facilities through the implementation of the Sports Facility Strategy
- Provide and improve fixed and non fixed play opportunities through the implementation of the Play Strategy
- Engage children and young people in Community Play and other health and wellbeing initiatives
- Through Everybody Active 2020, provide opportunities for residents to engage in physical activity
- Consider options to progress the development of a park at the Albert Basin, Newry.

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

What we will do

- Promote 155 new jobs and support 205 new business starts
- Support the establishment and growth of local businesses and social enterprises
- Support the establishment of new jobs and businesses in Kilkeel, Annalong and Ardglass
- Progress the Belfast Region City Deal by developing Outline Business Cases for the regeneration of Newry City, visitor attractions in the Mourne Mountains and 'skills and employability' and 'digital connectivity' initiatives
- Submit an application for Global Geopark status for the Mournes and Ring of Gullion by November 2019
- Launch the Arts, Culture and Heritage Strategy to increase participation in cultural activities
- Organise the five Giant Adventure Festivals across the district.

Objective 3

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

What we will do

- Promote the cultural heritage of Warrenpoint Town Park
- Work with the Department for Communities to commence phase III of the Newry Hill Street environmental improvement scheme
- Complete the final phases of the Forkhill Masterplan
- Undertake the delivery of 7 environmental improvement schemes and gateway signage identified in Village Plans
- Commence the capital works at the Derrymore Demesne
- Work in partnership with the relevant Departments to improve digital connectivity across the District
- Improve the processing times for planning applications and enforcement cases.

Objective 4

Create a cleaner, greener, more attractive District

What we will do

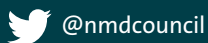
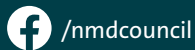
- Increase and support public participation in local clean up campaigns
- Address issues around dog fouling, littering and illegal dumping
- Improve the level of street cleanliness across the District
- Raise awareness of the detrimental impact of environmental crime and the importance of recycling
- Increase the rate of recycling and reduce the amount of waste going to landfill
- Open the Downpatrick Household Waste Recycling Centre in Q2 2019–20
- Review Household Recycling Centres in relation to entrance and usage.

Objective 5

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

What we will do

- Strengthen the level of engagement and participation in the Council's partnerships, including the District Electoral Area Fora and Neighbourhood Renewal Partnerships
- Promote the 'Neighbourhood Watch', 'Good Morning, Good Neighbour' and 'Home Secure' Schemes
- Through the Financial Assistance Scheme, support community groups to deliver projects across key areas including festivals, sports development and good relations
- Engage minority groups in Council initiatives, including young people, older people and black and minority ethnic communities
- Design and deliver further 'participatory budgeting' schemes.



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Have your say

We welcome your feedback and suggestions on how Council services can be improved in the future. Full copies of the following documents are available to download from our website:
www.newrymournedown.org

- Performance Improvement Plan 2019–20
- Assessment of Improvement 2018–19