



August 15th, 2024

Notice Of Meeting

You are requested to attend the Strategy, Policy and Resources Committee meeting to be held on Thursday, 15th August 2024 at 6:00 pm in Council Chamber, Downshire Civic Centre.

Committee Membership 2024-2025

Councillor T Howie **Chairperson**

Councillor C King **Deputy Chairperson**

Councillor P Byrne

Councillor W Clarke

Councillor O Hanlon

Councillor A Lewis

Councillor A Mathers

Councillor D McAteer

Councillor S O'Hare

Councillor A Quinn

Councillor H Reilly

Councillor M Rice

Councillor G Sharvin

Councillor D Taylor

Agenda

1.0 Apologies and Chairperson's Remarks

2.0 Declarations of Interest

3.0 Action Sheet arising from Strategy, Policy and Resources Committee Meeting held on 13 June 2024

For Approval

 *SPR-Action Sheet arising from 2024 06 13.pdf*

Page 1

For Discussion/Decision

4.0 Newry, Mourne & Down District Council Corporate Plan 2024-2027

For Decision

 *Newry, Mourne & Down District Council Corporate Plan 2024-2027 .pdf*

Page 4

 *Appendix I - NMDDC Corporate Plan 2024-2027.pdf*

Page 7

Items deemed to be exempt under paragraph 3 of Part 1 of Schedule 6 of the Local Government Act (NI) 2014

5.0 Proposed Licence of Lands at Castle Park, Newcastle for Mobile Bank Unit

For Decision

This item is deemed to be exempt under Paragraph 3 of Part 1 of Schedule 6 of the Local Government Act (Northern Ireland) 2014 - information relating to the financial or business affairs of any particular person (including the Council holding that information) and the public may, by resolution, be excluded during this item of business.

 *SPR Aug15 Proposed Licence of Lands at Castle Park Newcastle for Mobile Bank Unit.pdf*

Not included

6.0 Renewal of Lease in respect of Office Space at Bessbrook Community Centre

For Decision

This item is deemed to be exempt under Paragraph 3 of Part 1 of Schedule 6 of the Local Government Act (Northern Ireland) 2014 - information relating to the financial or business affairs of any particular person (including the Council holding that information) and the public may, by resolution, be excluded during this item of business.

 ***Renewal of Lease in respect of Office Space at Bessbrook Community Centre.pdf*** ***Not included***

 ***map for lease to Surestart at Bessbrook CC.pdf*** ***Not included***

7.0 Surrender and regrant of Lease for pitch at Donard Park, Newcastle

For Decision

This item is deemed to be exempt under Paragraph 3 of Part 1 of Schedule 6 of the Local Government Act (Northern Ireland) 2014 - information relating to the financial or business affairs of any particular person (including the Council holding that information) and the public may, by resolution, be excluded during this item of business.

 ***Surrender and regrant of Lease for pitch at Donard Park Newcastle.pdf*** ***Not included***

 ***Map showing the area leased and amended area - Donard Park.pdf*** ***Not included***

8.0 Winter Grazing of The Dunes at Tyrella Beach

For Decision

This item is deemed to be exempt under Paragraph 3 of Part 1 of Schedule 6 of the Local Government Act (Northern Ireland) 2014 - information relating to the financial or business affairs of any particular person (including the Council holding that information) and the public may, by resolution, be excluded during this item of business.

 ***Winter Grazing of The Dunes at Tyrella Beach - Copy.pdf*** ***Not included***

 ***Tyrella - conservation grazing map.pdf*** ***Not included***

 ***Map showing the area leased and amended area.pdf*** ***Not included***

9.0 Request for Easement

For Decision

This item is deemed to be exempt under Paragraph 3 of Part 1 of Schedule 6 of the Local Government Act (Northern Ireland) 2014 - information relating to the financial or business affairs of any particular person (including the Council holding that information) and the public may, by resolution, be excluded during this item of business.

 ***SPR- 15 August 2024 - Request by NIEN - Newry Canal.pdf*** ***Not included***

 ***486-6-11-(A2-L).pdf*** ***Not included***

10.0 Monaghan Row

For Decision

This item is deemed to be exempt under Paragraph 3 of Part 1 of Schedule 6 of the Local Government Act (Northern Ireland) 2014 - information relating to the financial or business affairs of any particular person (including the Council holding that information) and the public may, by resolution, be excluded during this item of business.

 **SPR- 15 August 2024 Monaghan Row Lease arrangements D.pdf**

Not included

11.0 Tyrella Beach Amenity Building

For Decision

This item is deemed to be exempt under Paragraph 3 of Part 1 of Schedule 6 of the Local Government Act (Northern Ireland) 2014 - information relating to the financial or business affairs of any particular person (including the Council holding that information) and the public may, by resolution, be excluded during this item of business.

 **SPR - Tyrella Beach Amenity Building .pdf**

Not included

12.0 Civil Engineering Framework Appointment

For Decision

This item is deemed to be exempt under Paragraph 3 of Part 1 of Schedule 6 of the Local Government Act (Northern Ireland) 2014 - information relating to the financial or business affairs of any particular person (including the Council holding that information) and the public may, by resolution, be excluded during this item of business.

 **SPR - MTC Civil Engineering Framework Report 2024.pdf**

Not included

13.0 Ballynahinch Community Centre Contractor Appointment

For Decision

This item is deemed to be exempt under Paragraph 3 of Part 1 of Schedule 6 of the Local Government Act (Northern Ireland) 2014 - information relating to the financial or business affairs of any particular person (including the Council holding that information) and the public may, by resolution, be excluded during this item of business.

 **SP&R - Ballynahinch Community Centre - 15.08.24.pdf**

Not included

14.0 Theatre Conference Appointment of IST & Civic & Regional Hub Appointment of IST

For Decision

This item is deemed to be exempt under Paragraph 3 of Part 1 of Schedule 6 of the Local Government Act (Northern Ireland) 2014 - information relating to the financial or business affairs of any particular person (including the Council holding that information) and the public may, by resolution, be excluded during this item of business.

 <i>NCCR Report SPR_.pdf</i>	<i>Not included</i>
 <i>Tender Report Civic Hub R1 Appendix A.pdf</i>	<i>Not included</i>
 <i>Tender Report TheatreR1 App B.pdf</i>	<i>Not included</i>

15.0 Health & Safety Policy 2024








For Decision

This item is deemed to be exempt under Paragraph 3 of Part 1 of Schedule 6 of the Local Government Act (Northern Ireland) 2014 - information relating to the financial or business affairs of any particular person (including the Council holding that information) and the public may, by resolution, be excluded during this item of business.

 <i>SPR report NMDDC HS Policy 2024.pdf</i>	<i>Not included</i>
 <i>NMDDC HS Policy 2024 version 1.0 - Signed MW 24.07.24.pdf</i>	<i>Not included</i>

16.0 Rates Support Grant

This item is deemed to be exempt under Paragraph 3 of Part 1 of Schedule 6 of the Local Government Act (Northern Ireland) 2014 - information relating to the financial or business affairs of any particular person (including the Council holding that information) and the public may, by resolution, be excluded during this item of business.

 <i>Report on RSG July 2024 (007) .pdf</i>	<i>Not included</i>
 <i>Appendix A - Rates Support Grant - SPR April 2024.pdf</i>	<i>Not included</i>
 <i>Appendix A1 - DfC Letter to Solace - RSG.pdf</i>	<i>Not included</i>
 <i>Appendix B DFC 202324 Consultation Responses RSG SPR June 2023.pdf</i>	<i>Not included</i>
 <i>Appendix B1 2023 Draft Budget Letter from Perm Sec to SOLACE Chair Rates Support Grant 9 May 2023.pdf</i>	<i>Not included</i>
 <i>Appendix B2 NMDDC EQIA Response RSG.pdf</i>	<i>Not included</i>
 <i>Appendix B3 NMDDC EQIA Response LMP.pdf</i>	<i>Not included</i>

Items deemed to be exempt under paragraph 1 of Part 1 of Schedule 6 of the Local Government Act (NI) 2014

17.0 Fellowship Programme Request

For Decision

This item is deemed to be exempt under paragraph 1 of Part 1 of Schedule 6 of the Local Government Act (Northern Ireland) 2014 - information relating to any individual and the public may, by resolution, be excluded during this item of business.

 **Fellowship Programme.pdf**

Not included

FOR NOTING Items deemed to be exempt under Part 1 of Schedule 6 of the Local Government Act (NI) 2014

18.0 Amgen Irish Open

For Information

This item is deemed to be exempt under Paragraph 3 of Part 1 of Schedule 6 of the Local Government Act (Northern Ireland) 2014 - information relating to the financial or business affairs of any particular person (including the Council holding that information) and the public may, by resolution, be excluded during this item of business.

 **SPR Irish Open (002).pdf**

Not included

19.0 BRCD Annual Report

For Information

This item is deemed to be exempt under Paragraph 3 of Part 1 of Schedule 6 of the Local Government Act (Northern Ireland) 2014 - information relating to the financial or business affairs of any particular person (including the Council holding that information) and the public may, by resolution, be excluded during this item of business.

 **SPR Report - BRCD.pdf**

Not included

 **2766 - BRCD Annual Report 2023-24 Final.pdf**

Not included

20.0 Management Accounts

This item is deemed to be exempt under Paragraph 3 of Part 1 of Schedule 6 of the Local Government Act (Northern Ireland) 2014 - information relating to the financial or business affairs of any particular person (including the Council holding that information) and the public may, by resolution, be excluded during this item of business.

 **Management Accounts Q1 202425 (005).pdf**


Not included

 **Appendix 1 - Management Accounts by Directorate for Period ending 30 June 2024.pdf**

Not included

 **Appendix 2 - Management Accounts by AD for Period ending 30 June 2024.pdf**

Not included

 **Appendix 3 - Management Accounts by Expense Code for Period ending 30 June 2024.pdf** **Not included**

 **Appendix 4 -Payroll Report for Period ending 30 June 2024.pdf** **Not included**

21.0 Newry City Centre Regeneration Programme Board Exempt Meeting Minutes - 12/04/2024

This item is deemed to be exempt under Paragraph 3 of Part 1 of Schedule 6 of the Local Government Act (Northern Ireland) 2014 - information relating to the financial or business affairs of any particular person (including the Council holding that information) and the public may, by resolution, be excluded during this item of business.

 **Minutes - Newry City Centre Regeneration Programme Board Mtg 12.04.2024 (restricted).pdf** **Not included**

For Noting

22.0 Newry City Centre Regeneration Programme Board Meeting Minutes - 12/04/2024


For Information

 **Minutes - Newry City Centre Regeneration Programme Board Mtg 12.04.2024 (open).pdf** **Page 43**

23.0 Statutory Reporting

For Information

 **Statutory reporting - Quarterly Policy Screening Report for period April - June 2024 & Annual Report to ECNI.pdf** **Page 49**

 **Appendix I - Section 75 Policy Screening Report Quarterly Report for period April June 2024.pdf** **Page 52**

 **Appendix II - Newry, Mourne and Down District Council Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2023-2024.pdf** **Page 54**

24.0 Compliance Team 2023-24 Year End Report

For Information

 **Compliance Team 2023-24 Year End Report.pdf** **Page 87**

 **FOI-EIR- DP 2023-24 Stats.pdf** **Page 90**

 **RM2324Stats.pdf** **Page 91**

25.0 MCHP Complaints Performance Report Quarter 4 2023/24

For Information

 *MCHP ComplaintsPerformance report1Jan-31March 2024 -7May2024.pdf*

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Invitees

Cllr Terry Andrews

Cllr Callum Bowsie

Mr Caolain Boyd

Fionnuala Branagh

Cllr Jim Brennan

Cllr Pete Byrne

Mr Gerard Byrne

Cllr Philip Campbell

Cllr William Clarke

Cllr Laura Devlin

Ms Louise Dillon

Cllr Cadogan Enright

Cllr Killian Feehan

Cllr Doire Finn

Cllr Aoife Finnegan

Ms Joanne Fleming

Cllr Conor Galbraith

Cllr Mark Gibbons

Cllr Oonagh Hanlon

Cllr Glyn Hanna

Cllr Valerie Harte

Cllr Roisin Howell

Cllr Tierna Howie

Ms Catherine Hughes

Cllr Jonathan Jackson

Cllr Geraldine Kearns

Miss Veronica Keegan

Mrs Josephine Kelly

Mrs Sheila Kieran

Cllr Cathal King

Cllr Mickey Larkin

Cllr David Lee-Surginor

Cllr Alan Lewis

Cllr Oonagh Magennis

Mr Conor Mallon

Cllr Aidan Mathers

Cllr Declan McAteer

Cllr Leeanne McEvoy

Jonathan McGilly

Mr Colin Moffett

Maureen/Joanne Morgan/Johnston

Cllr Declan Murphy

Sinead Murphy
.....
Cllr Kate Murphy
.....
Cllr Selina Murphy
.....
Cllr Siobhan O'Hare
.....
Mr Andy Patterson
.....
Cllr Áine Quinn
.....
Cllr Henry Reilly
.....
Cllr Michael Rice
.....
Mr Peter Rooney
.....
Cllr Michael Ruane
.....
Mr Conor Sage
.....
Cllr Gareth Sharvin
.....
Donna Starkey
.....
Nicola Stranney
.....
Sarah Taggart
.....
Cllr David Taylor
.....
Cllr Jarlath Tinnelly
.....
Cllr Jill Truesdale
.....
Mrs Marie Ward
.....
Mr Conor Woods
.....
Cllr Helena Young
.....

ACTION SHEET – STRATEGY, POLICY AND RESOURCES COMMITTEE MEETING (SPR) – Thursday 14 March 2024					
Minute Ref	Subject	Decision	Lead Officer	Actions taken / Progress to date	Remove from Action Sheet? Y/N
SPR/042/2024	Hybrid Meetings	It was agreed a report be brought back to Committee regarding the new Chamber system and the resources required to manage it.	J Kelly	Options being explored and report to be brought back to future meeting.	N
ACTION SHEET – STRATEGY, POLICY AND RESOURCES COMMITTEE MEETING (SPR) – Thursday 18 April 2024					
SPR/056/2024	Notice of Motion – Ethical Procurement	It was agreed that NMD Council affirms to consider a section under ethical procurement and will review the Council's tender process It was also agreed this item remain on the action sheet until such time as new Policies were forthcoming to Committee	J Kelly	Procurement Policy is being updated with new legislation. Report to be brought back to SP & R in due course.	N
ACTION SHEET – SPECIAL STRATEGY, POLICY AND RESOURCES COMMITTEE MEETING (SPR) – Thursday 30 June 2024					
SPR/090/2024	Financial Assistance Programme	Officers will table a report at SPR Committee on the implications across Directorates	J Kelly	Report to be tabled at SPR Committee in due course	N
ACTION SHEET –STRATEGY, POLICY AND RESOURCES COMMITTEE MEETING (SPR) – Thursday 13 June 2024					
SPR/094/2024	Action sheet of SPR meeting held 16/05/2024	It was agreed to note the action sheet	J Kelly	Noted	Y
SPR/095/2024	Action sheet of Special SPR meeting held 30/05/2024	It was agreed to note the action sheet	J Kelly	Noted	Y
SPR/096/2024	To agree start times for SPR Committee	The date and start times for the SPR Committee were agreed	J Kelly	Agreed	Y
SPR/097/2024	Corporate Business Plan	It was agreed to approve the following: - The assessment of the Chief Executives Business Plan and Corporate Services Directorate Business Plan 23/24 - The Chief Executive and Corporate Services Business Plan 2024/25	M Ward J Kelly	Agreed	Y
SPR/098/2024	Performance Improvement Plan 2024-25	It was agreed to approve the following: - The Performance Improvement Plan 2024-25 (including the 5 performance improvement objectives). Consultation	G Byrne	Agreed	Y

		and Engagement Report 2024-25 and Objective Delivery Plans 2024-25 - That the Performance Improvement Plan 2024-25 is published before 30 June 2024, ahead of full Council ratification, in order to meet the statutory deadline.			
SPR/099/2024	PeacePlus Project Theme 1.3 – Building Positive Relations	It was agreed that Council agree in principle to be an associate partner of Foras na Gaeilge / Ulster University Consortium PeacePlus project under Theme 1.3 Building Positive Relations. It was also agreed that a report be brought to Equality & Good Relations Working Group on establishing an Ulster Scots Forum.	C Moffett	Agreed	Y
			C Moffett	Agreed	Y
SPR/100/2024	Revised Pay Protection arrangements	It was agreed to approve the amended pay protection arrangements as outlined at Appendix 1.	J Kelly	Agreed	Y
SPR/101/2024	No 4 Daisy Hill	It was agreed to defer any decision and to bring a paper back to the August Committee with further detail.	C Boyd	Agreed	Y
SPR/102/2024	Corporate Graphic Design and Print Management Services	It was agreed to begin the tender process for the provision of Corporate Graphic Design and Print Management Services with the Business Case being amended.	V Keegan	Agreed	Y
SPR/103/2024	NMDDC Response to consultation on LGSC draft model disciplinary policy and procedure	It was agreed to note the contents of the report.	J Kelly	Agreed	Y
SPR/104/2024	Industrial relations update	It was agreed to note the contents of the report	J Kelly	Agreed	Y
SPR/105/2024	Year End Management accounts 2023/2024	It was agreed to note the year end 2023-2024 management accounts.	G Byrne	Agreed	Y
SPR/106/2024	Minutes of SFWG meeting of 02/05/2024	It was agreed to note the minutes	J Kelly	Agreed	Y
SPR/107/2024	Specific Delegated Authority	It was agreed to note that delegation had been exercised by the Chief Executive regarding a legal matter in the best interest of the Council and was	A Patterson	Noted	Y

		being reported in accordance with section 3.1.11 of the Council's Scheme of Delegation for Officers It was also agreed that an update report would be brought to a future committee meeting.	A Patterson	Agreed	Y
END					

Report to:	Strategy, Policy and Resources Committee
Date of Meeting:	15 August 2024
Subject:	Newry, Mourne & Down District Council Corporate Plan 2024-2027
Reporting Officer (Including Job Title):	Colin Moffett, Head of Corporate Policy
Contact Officer (Including Job Title):	Colin Moffett, Head of Corporate Policy Alan Beggs, Head of Evidence and Research Catherine Hughes, Acting Head of Performance Improvement Jonathan McGilly, Assistant Director: Regeneration Suzanne Rice, Corporate Policy and Equality Officer

Confirm how this Report should be treated by placing an x in either:-

For decision	X	For noting only	
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1.0	Purpose and Background
1.1	The purpose of the report is to consider and agree the attached Corporate Plan 2024-2027 (Appendix I) which sets out Council's vision, mission and values and the principal projects, strategic objectives and key actions for the 2024-2027 period.
2.0	Key issues
2.1	<p>To develop the draft Corporate Plan Council has given consideration to a Residents Survey with residents, as well as with Council employees, our senior management and Elected Representatives and a twelve-week public consultation.</p> <p>Our Residents Survey, undertaken in September 2022, was based on a representative sample of residents aged 16+ with quotas applied for age, gender, social class and electoral wards. Residents were asked to think about their local area, the Council's services and what was needed to improve to make it a better place to live.</p> <p>Council held four focus groups, three with Council employees and one with Elected Members to consider the findings of the Residents Survey and a one-day workshop with the Council's Senior Management Team.</p> <p>At the Strategy, Policy and Resources Committee meeting on 14 December 2023, following consideration of the draft Corporate Plan, it was agreed to proceed to a twelve-week public consultation.</p> <p>The twelve-week public consultation on the proposed draft Corporate Plan 2024-2027 was advertised in all local press, included on Council's social media channels, and circulated to the Community Planning Partnership and the Strategic Stakeholder Forum members, and Council's Equality consultee list.</p> <p>Additionally, consultation workshops took place with each of the seven DEA forums and with members of the Newry, Mourne and Down Youth Council at Newry and Newcastle.</p>

	There were forty-two responses (including seven written comments/statements) to the twelve-week public consultation that closed on Friday 31 st May 2024.
3.0	Recommendations
3.1	Council's Strategy, Policy and Resources Committee is asked to consider and agree the Newry, Mourne and Down District Council Corporate Plan 2024-2027.
4.0	Resource implications
4.1	Financial and resources implications will be addressed within the ongoing delivery of the Corporate Plan through the individual Directorate and Service Plans.
5.0	Due regard to equality of opportunity and regard to good relations (complete the relevant sections)
5.1	<p><i>General proposal with no clearly defined impact upon, or connection to, specific equality and good relations outcomes</i></p> <p>It is not anticipated the proposal will have an adverse impact upon equality of opportunity or good relations <input checked="" type="checkbox"/></p>
5.2	<p><i>Proposal relates to the introduction of a strategy, policy initiative or practice and / or sensitive or contentious decision</i></p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If yes, please complete the following:</p> <p>The policy (strategy, policy initiative or practice and / or decision) has been equality screened <input type="checkbox"/></p> <p>The policy (strategy, policy initiative or practice and / or decision) will be subject to equality screening prior to implementation <input type="checkbox"/></p>
5.3	<p><i>Proposal initiating consultation</i></p> <p>Consultation will seek the views of those directly affected by the proposal, address barriers for particular Section 75 equality categories to participate and allow adequate time for groups to consult amongst themselves <input type="checkbox"/></p> <p>Consultation period will be 12 weeks <input type="checkbox"/></p> <p>Consultation period will be less than 12 weeks (rationale to be provided) <input type="checkbox"/></p> <p><i>Rationale:</i></p>

6.0	Due regard to Rural Needs (please tick all that apply)
6.1	<p>Proposal relates to developing, adopting, implementing or revising a policy / strategy / plan / designing and/or delivering a public service</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If yes, please complete the following:</p> <p>Rural Needs Impact Assessment completed <input type="checkbox"/></p>
7.0	Appendices
	Appendix I: NMDDC Corporate Plan 2024-2027
8.0	Background Documents
	N/A

www.newrymournedown.org

7

Phlean Corparáideach 2024–2027

Corporate Plan 2024–2027



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

Ag freastal ar an Dúin agus Ard Mhacha Theas
Serving Down and South Armagh

Proud of our past. Building our future together.

Newry, Mourne and Down District Council
Corporate Plan 2024-2027

Foreword

Welcome to Newry, Mourne and Down District Council's Corporate Plan 2024-2027.

This is an exciting time for our Council. As one of the largest councils in Northern Ireland we are on a transformational journey and over the past two years have made significant progress towards realising our goals. Our Corporate Plan 2024-2027 outlines our ambitious agenda, our eight strategic objectives and the principal projects identified to support this transformation across our district and internally within our organisation.

Newry, Mourne and Down is a place where ambition thrives. It's a place where people get things done, translating aspiration into action. We are proud of what we have achieved over the past two years and are very excited about the future for our Council and district as we go forward with confidence to fulfil and advance the objectives of our Corporate Plan 2024-2027.

While Newry, Mourne and Down District Council faces the same financial challenges as all other Northern Ireland local councils, the Council's collaborative approach with partners and communities offers a path to redesigning and delivering services that are responsive to local needs.

Sustainability and the climate change emergency continues to be a key driver and we look forward to delivering on important benefits for our district and are confident that we will adapt to new opportunities and challenges as they emerge, all with the key objective of improving the lives and livelihoods of the people who live and work here.



Councillor Pete Byrne
Council Chairperson



Marie Ward
Chief Executive



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Newry, Mourne and Down District Council's Corporate Plan 2024-2027 builds on the progress and achievements of our first eight years and will guide and prioritise our work, and how we allocate our resources. It sets out our strategic objectives and key actions, our commitment to provide progressive civic leadership and the delivery of high quality and best value public services for all.

estimated population

combined revenue

district area

capital budget

coastline



Our District

Strategically located on the important eastern A1/M1 economic corridor, Newry, Mourne and Down has an estimated population of 181,368, a coastline of approximately 150 kilometres, and encompasses an area of 1,634 square kilometres. We have three Areas of Outstanding Natural Beauty; Mourne, Ring of Gullion, and Strangford and Lecale.

Our Council

Newry, Mourne and Down District Council is one of the largest councils in Northern Ireland and has 41 elected members representing seven district electoral areas: Crotlieve, Downpatrick, Newry, Rowallane, Slieve Croob, Slieve Gullion and The Mournes.

The Council has a combined revenue of circa £67 million, a capital budget of approximately £91 million and circa 1,000 employees. We are responsible for providing services such as Household Waste Collection, Registration, Leisure, Environmental Health, Building Control, Economic Development and Tourism. We are also responsible for Planning and Community Planning – statutory functions transferred from central government to Northern Ireland local authorities in 2015.

Our Vision, Mission and Values

Newry, Mourne and Down District Council's Vision, Mission and Values serve as the foundation of our Corporate Plan. They convey the purpose and direction of what we want to achieve for our citizens.

Our Vision

As set out in our Community Plan, 'Living Well Together':

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.

Our Mission

To deliver sustainable services and empower our communities through transparent governance and collaboration.

Our Values

Respect

We will demonstrate respect for all people in our attitudes, behaviours and working relationships.

Transparency

We will be transparent in how we make decisions.

Excellence

We will take pride in our work and be passionate about the standards we strive to achieve.

Integrity

We will act with integrity and want the people of the district to trust us to do so.

Accountability

We will be accountable to the public for our decisions and actions. We will be accountable for how we plan for and use resources sustainably.

Our Corporate Plan

Why we need it

The Programme for Government contains strategic outcomes which, taken together, set a clear direction of travel and enable continuous improvement on the essential components of societal wellbeing. They touch on every aspect of government, including the attainment of good health and education, economic success and confident and peaceful communities.

A key feature of the Programme for Government is its dependence on collaborative working between organisations and groups, whether in the public, voluntary, or private sectors.

The Programme for Government outcomes for the whole region are reflected within the district's Community Plan. Our Community Plan, 'Living Well Together', was agreed by the Council, public service providers, government departments and partners in the business, voluntary and community sectors.

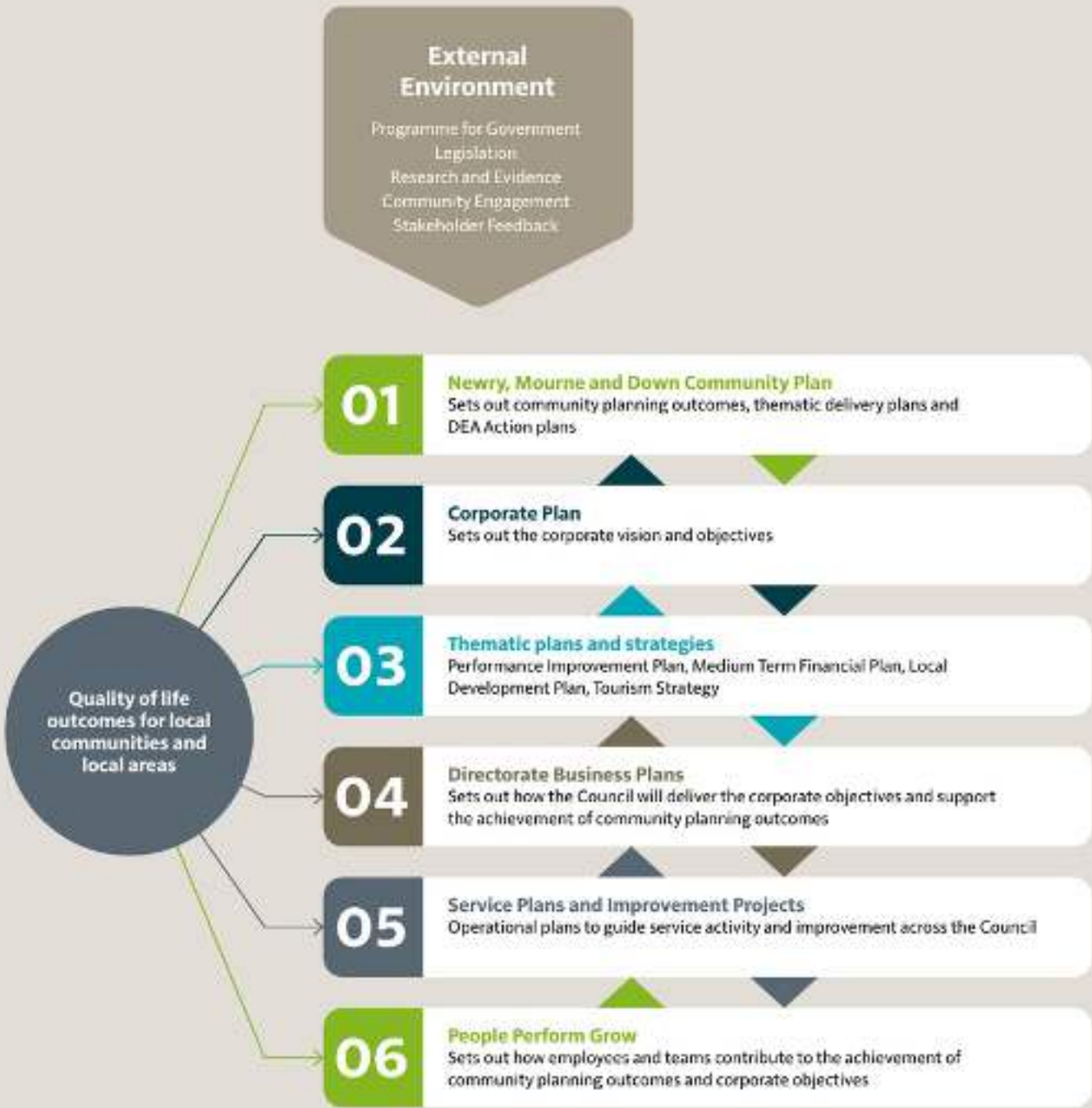
The Community Plan partners are committed to playing a full and active role in delivering the following outcomes:

All people in Newry, Mourne and Down:

- get a good start in life and fulfil their lifelong potential
- enjoy good health and wellbeing
- benefit from prosperous communities
- benefit from a clean, quality and sustainable environment
- live in respectful, safe and vibrant communities.

In preparing our Corporate Plan 2024-2027 we have sought to contribute to achieving the outcomes set out within our Community Plan.

As such, the Council's Business Planning and Performance Management Framework drives and provides assurance that community planning outcomes, corporate priorities and performance improvement objectives are being delivered.



The diagram above illustrates how the priorities set out within our Corporate Plan are reflected within business plans and service plans to ensure the entire organisation is working towards corporately defined objectives.

Our District in Numbers



Economy

75.4%

of the population were
economically active in 2022

2.8%

of 18-24 year olds in NMD
claiming jobseekers allowance
plus out-of-work universal
credit in 2023

9,175

VAT and/or PAYE registered
businesses in 2022

1,507,584

nights spent on overnight trips (2019)
resulting in an estimated tourism
spend of £83,671,689



Irish Language

18.6%

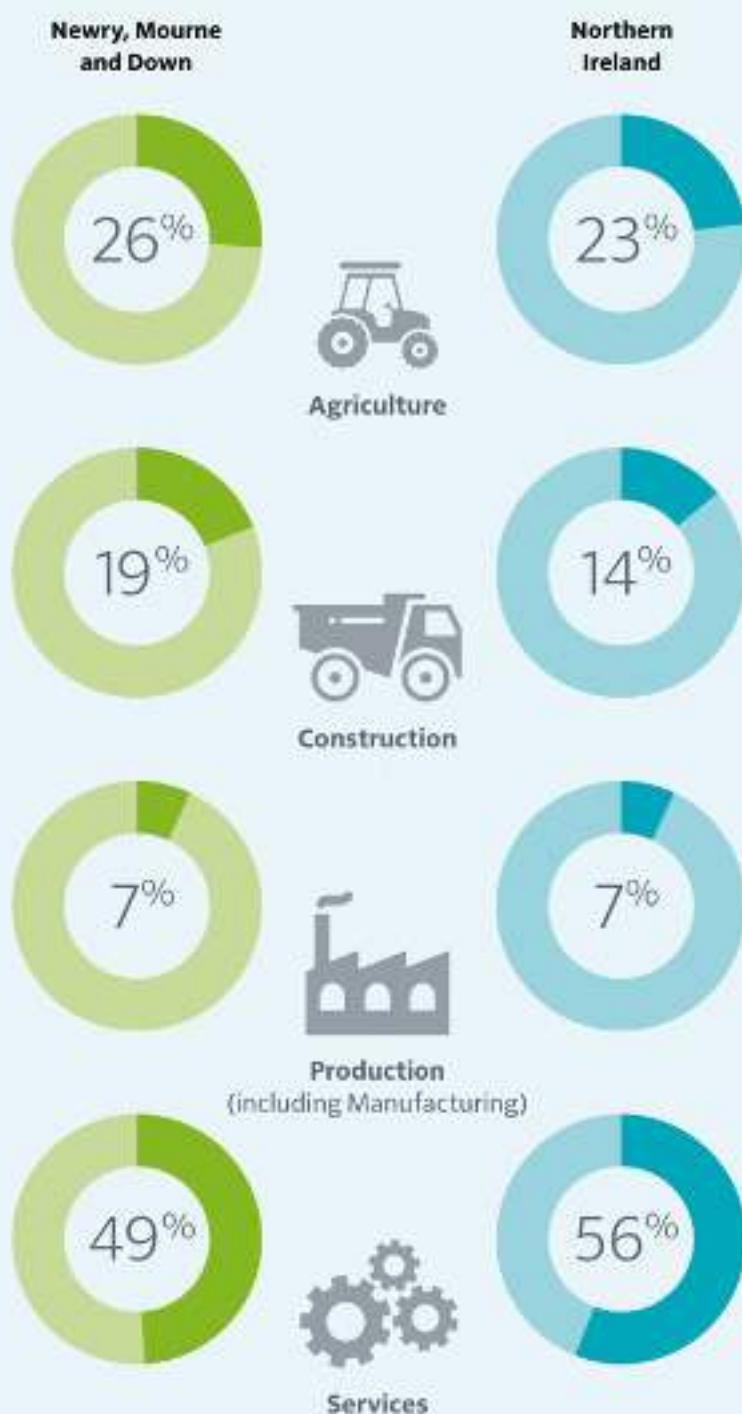
of our residents aged three and
over have some ability in Irish
language (Census 2021)

13 schools

Our district has seven nursery
schools, five primary schools and one
post primary school (Comhairle na
Gaelscolaíochta)



Businesses by Sector



Community

87%

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

100%

of residents feel safe in the district during the day

78%

of residents feel safe after dark in the district

45%

of residents feel they have a say on how services run in their local area

16%

of participants said they had participated in or attended an arts, heritage or culture activity in the last 12 months



Sustainability



91%

of residents stated that recycling is important to them



50.3%

of our waste is currently recycled (2022-2023)

3,849

applicants on the NIHE waiting list at 31 March 2022

1,031

applications for new residential properties have been approved 2021-2022

4,219

new residential properties built 2016-2022

Protected Sites

3

AONBs covering approximately 55.7% of the district

4

RAMSAR Wetlands Sites

3

Special Protection Areas

11

Special Areas of Conservation

62

Areas of Special Scientific Interest

7

National Nature Reserves



Health & Wellbeing

82%

of residents feel they are in very good or good health

83%

of residents are physically active at least once a week for 30 minutes

7.8 out of 10

residents score in relation to their satisfaction with their mental health and emotional wellbeing

78.9

was the male life expectancy in NMD in 2016-2018

76.3 for males living in the 20% most deprived areas of the district

82.7

was the female life expectancy in NMD in 2016-2018

82.1 for females living in the 20% most deprived areas of the district



Connectivity



88%
30Mbit/s



71%
full fibre



Education



of 16-64 year olds with no qualifications (2019)



of school leavers achieved two or more A-Levels or equivalent (2018-2019)



of school leavers achieving five GCSEs including in English and Maths (2021-22)



Deprivation

3rd
highest

In 2017, NMD had the third highest level of Super Output Areas (SOAs) within the top 100 most deprived areas within NI

23

of the SOAs in NMD are within the top 25% (NI) for Multiple Deprivation rank. This is out of a total of 84 SOAs within the district













4 of the 5
















highest ranked SOAs in NI for income deprivation come from within NMD


















Our Council

Our Performance

Between 2021 and 2023, the Council made significant progress in delivering the Corporate Plan. Our performance to date has helped us to identify new corporate objectives, supporting actions and measures of success.

Corporate Priority	Progress	Status Trend
 Invest in and support new and growing businesses, job creation and employment skills	426 new jobs created and 1,052 businesses supported through Council programmes.	
	566 new jobs promoted through business start up activity.	
	£16.5m held in economic and regeneration funding contracts for investment with £3.7m spent in 2022-2023.	
	Belfast Region City Deal signed in December 2021.	
	Through Full Fibre Northern Ireland (FFNI), 68 Council sites (hubs) were connected to the value of £2.3m. A further 34 Business Services Organisation (BSO) sites were also connected across the Newry, Mourne and Down District Council area, improving the access to Ultrafast fibre.	
	Council is working with partners in the employability, skills and education sectors through a new Labour Market Partnership (LMP) in the district.	
 Continue to improve the health and wellbeing of everyone in the district and reduce health inequalities	A consultant has been appointed to develop the Physical Activity, Health, Wellbeing and Sports Development strategy which will be carried out in 2024-2025.	
	The Multi Sports Hub review was completed in 2022-2023 which allowed Council to establish a capital budget to support the future development of multi sports hubs across the district.	
	11,901 people participated in targeted health programmes which was lower than expected due to COVID-19.	

Corporate Priority	Progress	Status Trend
	430 children and young people took part in community play initiatives across the district.	
	968% increase in the number of attendances at the 6 main leisure centres between 2020-2021 and 2022-2023*.	
	*The low usage levels experienced in 2020-2021 due to COVID-19 pandemic has led to the high percentage increase when compared to the 2022-2023 figures recorded.	
 Enhance, protect and promote our environment	The Council's Education and Enforcement Plan has been delayed.	
	Preparation of the Local Development Plan (LDP) is underway, the publication of the draft Plan Strategy (dPS) will be in line with the updated and approved timeline.	
	The development of the Local Climate Adaptation Plan is underway.	
	Newry, Mourne and Down District Council as lead partner, completed the implementation of the €9 Million CANN (Collaborative Action for the Natura Network) project.	
	In 2020, the Council launched a new initiative to rewild areas of the district.	
	The street cleanliness score for the district remains at 64, just below the regional level.	
	The average recycling rate over the past three years has been 50.4%, which is just above the 2020 recycling target of 50%.	
 Support sustainable forms of tourism which value our environment and cultural heritage	The Council achieved UNESCO Global Geopark designation for Mourne, Gullion, Strangford in May 2023.	
	The Council continued to deliver the current Tourism Strategy for Newry, Mourne and Down and completed the development of the new Tourism Strategy 2023-2028.	
	Arts, Culture and Heritage Strategy launched.	
	68 tourism experiences are now offered throughout the district, developed by tourism and hospitality businesses and supported by Council.	
	74% increase in visitor spend.	
	27% increase in overnight stays.	

Corporate Priority	Progress	Status Trend
 Enable and support people to engage in inclusive and diverse activities in their communities	Newry, Mourne and Down District Council organised a second Housing Needs Conference which took place in November 2021.	
	A community facilities strategy has now been developed and is out for consultation. This should be available in 2024/2025.	
	Through Participatory Budgeting, £67,000 was distributed across 60 successful community groups / organisations.	
	£3.5m awarded to 1117 successful applications through the Financial Assistance Scheme which represents an average of 69% of applicants being successful.	
	A second Residents survey was carried out in 2022.	
	87% of residents agree that the local area is a place where people from different backgrounds get on well together.	
	65% of residents agree that the Council consults with and listens to the views of local people.	
	45% of residents feel that they can have a say on how services are delivered in their local area.	
 Promote the revitalisation of our city, towns, villages and rural communities	Progress continues on the implementation of the key transformative projects for Newry, Mourne and Down through the Belfast Region City Deal (BRCD).	
	Investment of £4 Million in seven public realm schemes completed across seven rural villages.	
	Planning has now been submitted for the development of the new Civic and Regional Hub and the Theatre and Conference Centre in Newry.	
	The work on the Bann Road car park facility has been completed and is operational as a Park and Share facility.	
	Downpatrick Regeneration Working Group established and meeting to envisage town's future.	
	Increase in the number of VAT/PAYE registered businesses registered in Newry, Mourne and Down.	
	Increase in the number of employee jobs.	

Corporate Priority	Progress	Status Trend
 Provide accessible, high quality and integrated services through continuous improvement	88% of residents are satisfied with the Council.	△
	92% of residents believe that the Council helps make Newry, Mourne and Down a good place to live.	△
	88% of residents say they trust the Council.	△
	74% believe the Council provides good value for money.	△
	Increase in employee absenteeism.	▽
	Compliance with the statutory Duty of Improvement.	😊
 Advocate with others for the benefit of all people of the district	Implementation of the Community Plan is underway with a statement of progress presented to the Partnership Board in 2022.	😊
	Set up a Community Coordination Hub in response to the emergency COVID-19 pandemic to ensure vulnerable residents received essential supplies.	😊
	18,407 food parcels were delivered to vulnerable households.	😊
	Council continues to comply with the statutory duty of community planning.	😊
	91% of residents are satisfied with their local area as a place to live.	△

- 😊 Target or action achieved
- 😐 Target or action partially achieved
- 😞 Target or action not achieved

- △ Performance has improved
- ▶ Performance is similar to the previous years
- ▽ Performance has declined

How we Developed our Corporate Plan

As a Council we are committed to engaging with our residents and stakeholders to ensure we maintain an evidence led approach to decision-making and service provision. We carried out engagement and consultation with residents, as well as with Council employees, our senior management and elected representatives.

Residents' Survey

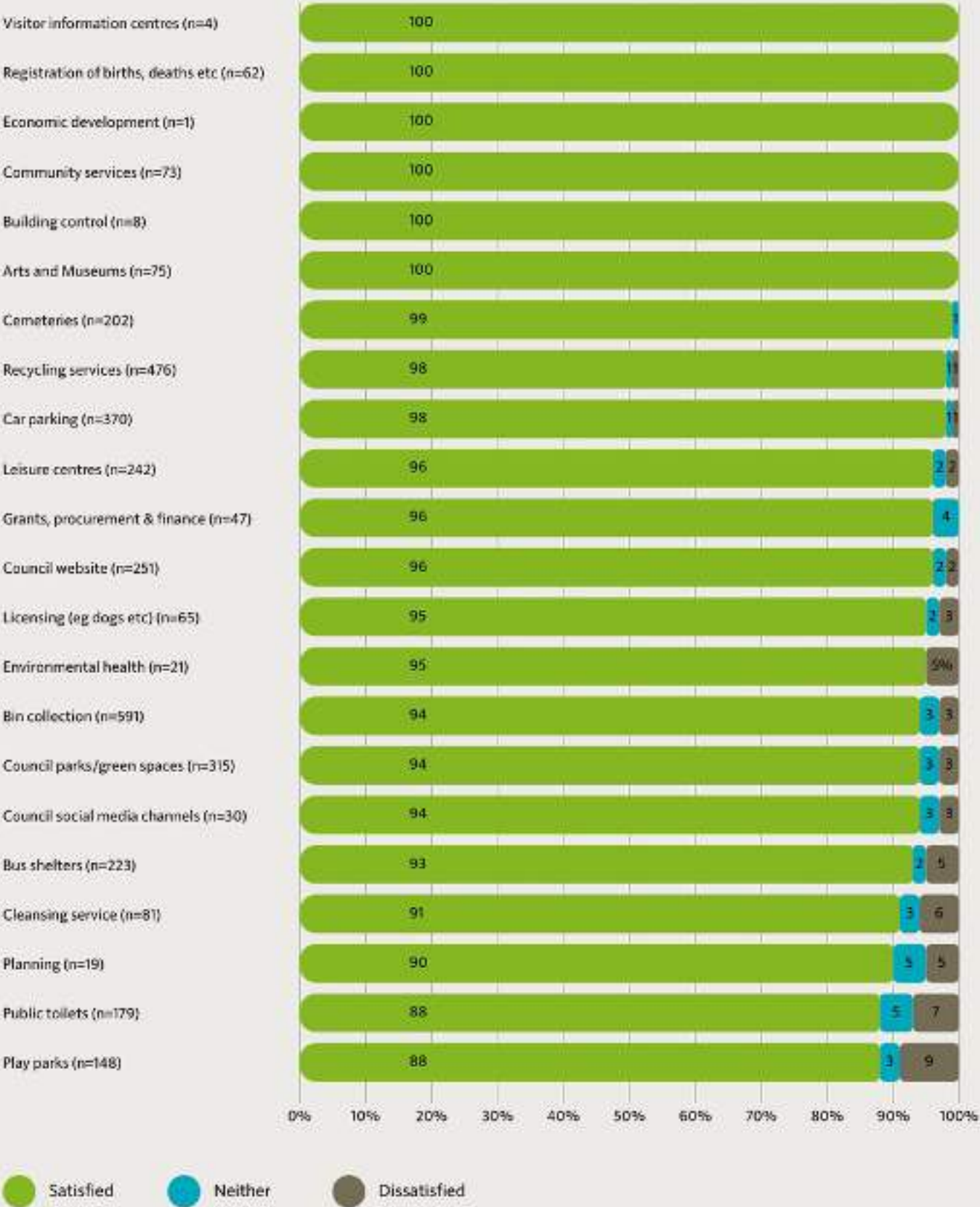
Our residents' survey, undertaken in September 2022, was based on a representative sample of residents aged 16+ with quotas applied for age, gender, social class and electoral wards.

Residents were asked to think about their local area, the Council's services and what needs improving to make it a better place to live.

Across all service areas, residents reported relatively high satisfaction levels. Furthermore, 88% of residents were satisfied with the work of our Council.

The results of the survey highlighted the priorities that are important to our residents. Priorities for residents included improving skills, employability and job prospects, supporting local businesses, reducing poverty, and improving people's health and wellbeing.

Satisfaction with Council Services



Council also held four focus groups, three with Council employees and one with elected members. The focus groups were presented with the findings of the Resident's Survey and those present were invited to put forward their views on the key priorities for the district and the strategic direction of the organisation.

Following this, a one-day workshop with Council's Senior Management Team:

- considered the findings of the Residents' Survey and feedback from the employee and elected member focus groups
- reviewed performance in relation to the delivery of the strategic objectives, supporting actions, measures of success and principal projects within the Corporate Plan 2021-2023
- considered current and emerging challenges and opportunities for the Council and
- identified and agreed broad themes, objectives, supporting actions and measures of success, to inform the development of the new Corporate Plan 2024-2027.

The broad themes which were identified included growing the economy and supporting local business, making the most from advances in digitisation, supporting health and wellbeing, reducing poverty and inequality, targeting social needs and community wealth building, and protecting and benefiting from the unique landscape and environment of our Areas of Outstanding Natural Beauty.

Priorities for improving local area... (most important)





Our Strategic Objectives and Key Actions

We have adopted eight strategic objectives. These are aligned to the five themes of the Community Plan and will be delivered in collaboration and partnership with a range of stakeholders.



We aim to progress the following principal projects:

- Organisational transformation and delivery of sustainable services
- Newry City Centre Regeneration
- Downpatrick Regeneration
- Belfast Region City Deal Projects including skills and innovation
- Warrenpoint Health and Wellbeing Centre
- Newcastle tourism and recreation facilities
- Local Development Plan Strategy

Draft Strategic Objectives	Draft Key Actions	Measures of Success
Support the continued growth and development of our local economy	<p>Implement a programme of support that will increase growth and investment for new and established businesses and social enterprises across the district.</p> <p>Through the Belfast Region City Deal (BRCD) partnership, and other programmes, implement a range of skills and employability initiatives that meets the needs of local economy.</p> <p>Support the growth of new and existing businesses through the delivery of innovative and digital focused initiatives.</p> <p>Through Dublin Belfast Economic Corridor (DBEC) and other cross-border linkages, maximise the district's location as a cross-border gateway to Great Britain, EU, Ireland and international markets.</p> <p>Continued growth of our area's infrastructure through a responsive planning system.</p>	<p>Number of jobs created and businesses supported through Council programmes.</p> <p>Number of jobs promoted through business start-up activity.</p> <p>Amount of investment secured and distributed by Council.</p>
Improve the health and wellbeing of everyone in the district	<p>Continue to implement our:</p> <ul style="list-style-type: none">• Active Travel Masterplan• Age Friendly Strategy 2021-2031• Sports Facilities Strategy• Play Strategy• Community Trails Development Plan. <p>Carry out initiatives to tackle health inequalities across the district.</p> <p>Establish an Open Spaces Strategy.</p> <p>Delivery of projects within the PeacePlus Action Plan addressing wellbeing, social prescribing and opening of shared spaces.</p>	<p>Number of people participating in targeted health programmes.</p> <p>Number of attendances at Council indoor leisure facilities.</p> <p>Numbers of users of community trails.</p>

Draft Strategic Objectives	Draft Key Actions	Measures of Success
<p>Protect and enhance our environment to secure a sustainable future</p>	<p>Develop and implement a:</p> <ul style="list-style-type: none"> • Climate Change and Sustainability Strategy • Local Climate Change Adaptation Plan • Biodiversity Strategy • Tree Strategy. <p>Undertake a baseline assessment of the Council's carbon footprint and set targets to reduce our carbon emissions.</p> <p>Support the implementation of new Electric Vehicle (EV) charging points.</p> <p>Keep under review the actions to address sustainability and the climate change emergency declared by Council.</p> <p>Contribute to the delivery of the Area of Outstanding Natural Beauty (AONB) Management Action Plans and the Marine Protected Area Management Plans.</p> <p>Develop and implement a District Enforcement Action Plan for controlling environmental crime and reducing littering, fly tipping and dog fouling incidents.</p> <p>Develop and implement the Local Development Plan.</p> <p>Implementation of Building Regulations and licensing obligations in partnership with our customers and stakeholders.</p>	<p>Level of street cleanliness across the district (Keep Northern Ireland Beautiful Cleanliness Index).</p> <p>Level of compliance with Sustainable Development Duty.</p> <p>Percentage of waste recycled.</p> <p>Percentage of EV charging points.</p>
<p>Support regenerative tourism opportunities which promote our culture, heritage and environment</p>	<p>Deliver the Council's Tourism Strategy.</p> <p>Develop the tourism proposition for the district and new visitor experiences with industry in line with Tourism Experience Brands.</p> <p>Continue to progress the Mourne Mountains Gateway Project as part of the BRCD investment programme, and other major tourism capital projects throughout the district.</p> <p>Implement the Mourne Gullion Strangford UNESCO Global Geopark Masterplan 2020-2023 and Business Plan 2021-2025.</p> <p>Continue to deliver the Council's Arts, Culture & Heritage Strategy to grow our audiences, increase engagement and enhance our Arts, Museums and Events' offering.</p>	<p>Level of visitor spend.</p> <p>Number of overnight stays.</p> <p>Level of visitor satisfaction.</p> <p>Number of visitors to Council's Arts Centres and Museums.</p>

Draft Strategic Objectives	Draft Key Actions	Measures of Success
Empowering communities to play an active part in civic life	<p>Development and delivery of the:</p> <ul style="list-style-type: none"> • District Electoral Area Action Plans • Policing & Community Safety Partnership Action Plan • Good Relations Programme Action Plan • Downpatrick and Newry Neighbourhood Renewal Areas Action Plan • Social Inclusion Action Plan including the delivery of the Ethnic Minority Support Centre • PeacePlus Action Plan • Community Wealth Building Action Plan. <p>Implementation of the Community Plan.</p> <p>Development of a Community Facilities Strategy.</p> <p>Delivery of the Financial Assistance Programme.</p>	<p>Percentage of residents who agree their local area is a place where people of different backgrounds get on well together.</p> <p>Percentage of residents who agree the Council consults with, and listens to, the views of local people.</p> <p>Percentage of residents who feel they can have a say on how services are delivered in their local area.</p> <p>Number of financial assistance projects funded.</p> <p>Number of people accessing the Ethnic Minority Support Office services.</p>
Develop and revitalise our district	<p>Implement a Small Settlement regeneration scheme in partnership with Government Departments.</p> <p>Implement regeneration initiatives across urban centres and develop forward work programme for future regeneration initiatives.</p> <p>Progress the Belfast Region City Deal.</p> <p>Update existing masterplans and village plans in line with the emerging Local Development Plan.</p> <p>Implement our Public Convenience Strategy.</p>	<p>Number of BRCD projects delivered.</p> <p>Number of small settlement schemes delivered.</p> <p>Number of new / upgraded public conveniences.</p>

Draft Strategic Objectives	Draft Key Actions	Measures of Success
Deliver sustainable services	<p>Develop a robust and reliable evidence base to inform decision making, policy development and service provision.</p> <p>Effectively manage performance and align individual contribution with corporate objectives and better outcomes for all.</p> <p>Establish accurate data collection arrangements to inform actions related to sustainability and climate change.</p> <p>Implementation of People Perform Grow (PPG).</p> <p>Utilise our website and digital channels to enhance service delivery.</p> <p>To embed a digital culture across the organisation.</p> <p>Implement our:</p> <ul style="list-style-type: none"> • Equality Action Plan • Disability Action Plan • Irish Language Strategy. 	<p>Level of citizen satisfaction.</p> <p>Compliance with duty of improvement.</p> <p>Number of users registered to Council corporate social media channels.</p> <p>Number of visits to Council's corporate website.</p>
Represent the voice of the district with our partners	<p>Continue to work with key stakeholders and our statutory partners:</p> <ul style="list-style-type: none"> • to improve the health and wellbeing across the district. • to identify appropriate actions in relation to the climate change emergency. <p>Collaborate and engage with key tourism & hospitality sector stakeholders to reinforce a strong partnership approach to tourism growth and leadership - including tourism business clusters & industry associations.</p> <p>Work with partners to implement the Community Plan and deliver better outcomes / improve the quality of life for all.</p> <p>Support elected members in their advocacy role around key local actions.</p> <p>Implementation of Elected Member Development programme.</p>	<p>Compliance with the duty of Community Planning.</p> <p>Percentage of residents who are satisfied with their local area as a place to live.</p> <p>Number of training events provided to elected members.</p>



Our Council: How we Govern

The Council's 41 elected members and its committee and management structure ensures sound governance, ownership and scrutiny in the decision-making process across the entire organisation.

Reviewing performance and reporting progress to elected members and other key stakeholders is very important as it facilitates transparency, accountability and improvement in everything the Council does. The Council regularly monitors performance in relation to the implementation of key plans and strategies, which supports the achievement and delivery of the Corporate Plan.

These include the Performance Improvement Plan and Directorate Business Plans. The Council publishes an Annual Performance Improvement Plan which is independently audited.

The governance arrangements to develop, monitor, report and review the Council's progress in implementing the Corporate Plan 2024-2027 are outlined below:

Governance Arrangements

Full Council

- Approval of the Corporate Plan
- Annual Performance Assessment

Strategy, Policy and Resources Committee

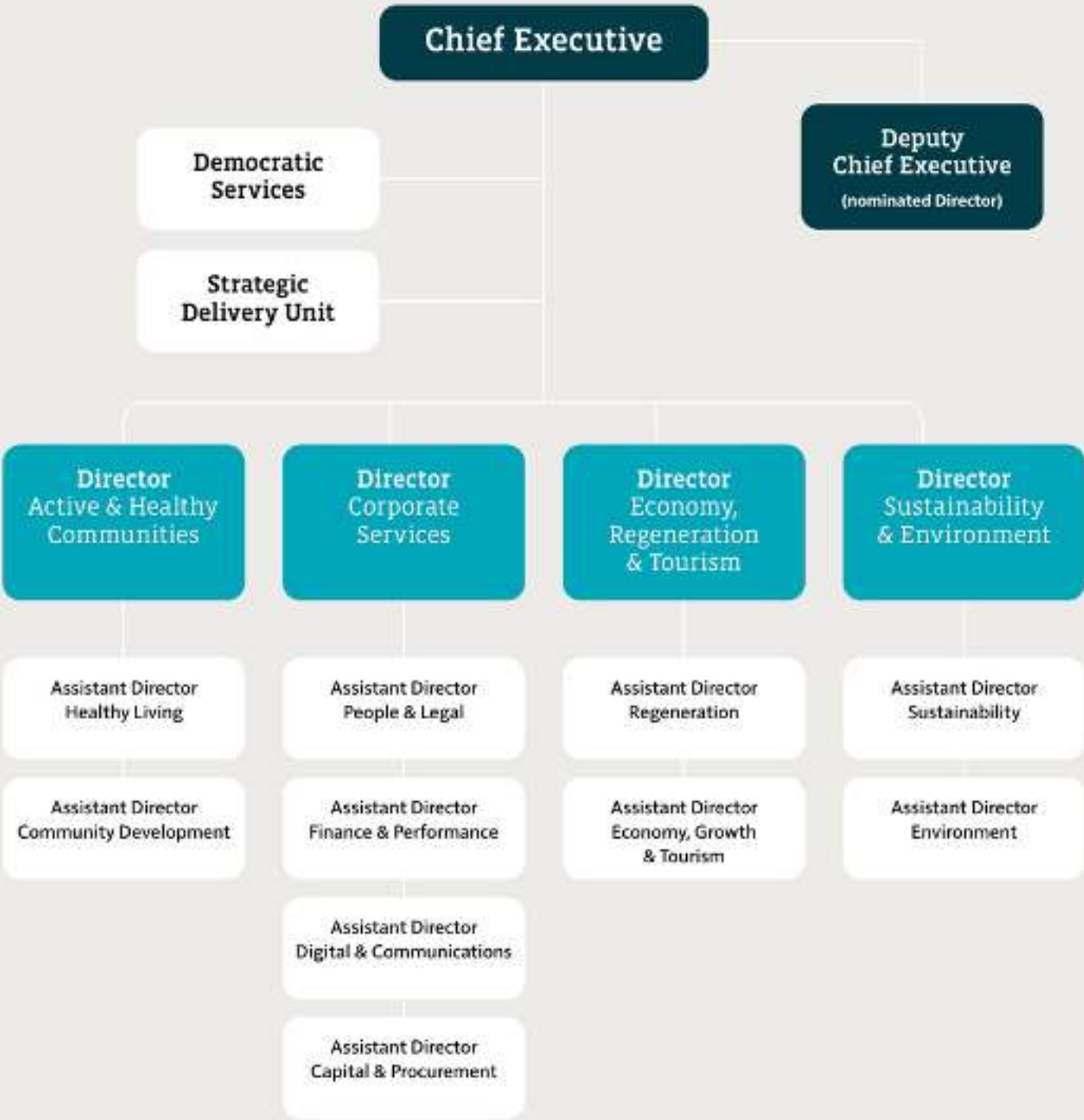
- Scrutiny, challenge and approval of the Corporate Plan
- Annual Performance Assessment

Senior Management Team

- Lead the development and implementation of the Corporate Plan
- Annual Performance Assessment

There are also ongoing reviews of performance at directorate and service levels within Council.

The committee and management structure demonstrates how the decision-making process is implemented in Council as follows:



Elected Members

The Council's 41 elected members and its committee and management structure ensures sound governance, ownership and scrutiny in the decision-making process across the entire organisation.

Crotlieve



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Appendix

The following table sets out the linkages between the Community Plan Outcomes and the Corporate Plan Strategic Objectives.

Community Plan Outcomes	All people in Newry, Mourne and Down enjoy good health and wellbeing.	Improve the health and wellbeing of everyone in the district.
	All people in Newry, Mourne and Down benefit from prosperous communities.	Support the continued growth and development of our local economy. Support regenerative tourism opportunities which promote our culture, heritage and environment. Develop and revitalise our district.
	All people in Newry, Mourne and Down benefit from a clean, quality and sustainable environment.	Protect and enhance our environment to secure a sustainable future.
	All people in Newry, Mourne and Down live in respectful, safe and vibrant communities.	Empowering communities to play an active part in civic life.
	All people in Newry, Mourne and Down get a good start in life and fulfil their lifelong potential.	Deliver sustainable services. Represent the voice of the district with our partners.
Corporate Plan Strategic Objectives 2024-2027		



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NEWRY, MOURNE & DOWN DISTRICT COUNCIL

Minutes of Newry City Centre Regeneration Programme Board Meeting held on Friday 12th April 2024, 10.00am Hybrid: Council Chamber, Newry & MS Teams

In Attendance:

Programme Board Members

Councillor Declan Murphy - Chair
Councillor Aidan Mathers
Councillor Cadogan Enright
Councillor Killian Feehan (MS Teams)
Councillor Doire Finn (MS Teams)

NMDDC Officials

Conor Mallon, Director - Economy, Regeneration & Tourism
Josephine Kelly, Director – Corporate Services
Andy Patterson, Director – Active & Healthy Communities
Jonathan McGilly, Assistant Director - Regeneration
Conor McGeown, Strategic Capital Projects Manager
Tracie McLoughlin PA, ERT Dept.

External Members: **Neil Richardson, Dept for Communities**

NCCR/188: Welcome and Apologies

Apologies received from:

Caolain Boyd

Paul Tamati

With reference to Cllr Enright's email sent to Programme Board members on 11th April, Mrs J Kelly advised she had previously acknowledged and responded to Cllr Enright when he raised his concerns in his email sent 4th April. Ms Kelly clarified response and confirmed Cllr Enright's correspondence has been shared with the Northern Ireland Audit Office, internal auditors ASM and the independent Chair of the Audit Committee. She also reiterated the correspondence will be on the next Audit Committee agenda scheduled for 23 May 2024 and further advised there is a Notice of Motion that will be heard at the SP&R Committee on the 18th April.

Mr Mallon reminded members as per his email communication on 21st February 2024, that the minute of the Programme Board meetings are not recorded verbatim, they are a summary of key discussions and agreed actions. He further advised that any

discussions or communications which take place after the meeting cannot be included in the minutes.

With regards to Cllr Enright's comments in relation to site selection of the civic hub, Mr Mallon referred members to his email of 6th Feb 2024 which detailed the site selection process and confirmed that a copy of the Deloitte report provided by Cllr Enright after the meeting was an Investment Strategy document prepared in 2016 for Council with the purpose of assessing sites in Newry for potential development. It was clarified that this report is not the site selection process carried out as part of Newry City Centre Regeneration (NCCR) to identify a location for the Civic Hub. The site selection process for the NCCR project was completed during 2018/2019 and approved by SPR in August 2019. These Committee reports have previously been provided to Members. This site selection considered 33 sites including Lidl site which was ranked No.10 and the Abbey Way site recommended and approved as the location for the Civic Hub.

In response to Mr Mallon's comments, Cllr Enright said he would like to see evidence where the former Lidl site was considered as an option.

The Chairman confirmed Cllr Enright's request was noted.

NCCR/189: Project Board Minutes / Action Sheets

- a. Newry City Centre Regeneration Programme Board Minutes – 5th February 2024
- b. Newry City Centre Regeneration/BRCD Project Board 14th March 2024
- c. Newry City Centre Regeneration Programme Board (Elected Members) – 21st March 2024
- d. Newry City Park Project Board Action Sheet – 10th April 2024
- e. Newry City Centre Regeneration/BRCD Project Board 11th April 2024 (verbal)

Matters Arising:

In relation to a) NCCR Programme Board Minutes 5 Feb 2024, Cllr Enright again said he has written by email requesting evidence the Lidl site was considered as part of the site selection process for the Civic Hub and has yet to receive evidence of this.

Agreed: On the proposal of Councillor A Mathers, seconded by Councillor D Murphy it was agreed to 'Note' the Project Board Minutes & Action Sheets.

NCCR/190: Programme Impacts Report

- a) Theatre/Conference Programme Analysis
- b) Civic Hub Programme Analysis

Mr C McGeown specified programme completion dates for both projects:

a) Theatre/Conference

- Tender Period – May 2024
- Tender Assessment (incl CPD review) – June 2024
- Planning Period – Sept 2024
- FBC – Sept 2024
- Contract Award – Sept 2024
- Pre Construction (demolition & design) Sept 2024 – Jan 2025
- Completion – Sept 2026

Changes in dates since previously reported are due to the inclusion of the flood alleviation works and the requirement to undertake updated bat surveys to comply with current legislation.

In response to queries Mr Mallon responded advised that the Town Hall will remain open for use up to September 2024 and further information on the availability of the Town Hall will be available when a contractor is appointed.

b) Civic Hub

- Tender period – May 2024
- Tender Assessment (incl CPD review) – July 2024
- Planning – July 2024
- FBC - Sept 2024
- Contract Award – July 2024
- Pre construction period (design & demolition) July 2024 – Nov 2024
- Completion – Mar 2026

Cllr Enright said he submitted questions via email and would formally request his issues are raised through governance in relation to detailed costs for the civic hub. Mrs Kelly confirmed again that this matter was being considered through another forum following Cllr Enright's complaint, and not part of the Programme Board discussion. Cllr Enright asked when will these figures be available to him.

The Chairman said Cllr Enright's issues have been noted and due diligence in regards to costs has been carried out on this project. Cllr Enright said he has done his homework on this and provided a comprehensive background to his queries and would like to know why Council are spending money on services that are not needed. He believes the issues he has raised have not been addressed.

Mr Mallon advised it is not the role of the Program Board to revisit previous Council decisions, it is to deliver on the direction that Council has previously approved, and further audit governance considerations will be carried out as advised by Mrs Kelly at the start of this meeting.

Cllr Enright said this Programme Board is here for scrutiny on a financial basis at an affordable and proper manner and he was not satisfied this was the case.

Mrs Kelly clarified again that the NIAO, Internal Auditor and the Audit Committee have

been made aware of Cllr Enright's concerns and asked that time is allowed for this process to work its course.

Agreed: **On the proposal of Councillor A Mathers, seconded by Councillor D Finn it was agreed to 'Note' the Project Board Minutes & Action Sheets.**

NCCR/191: Newry Showcasing Event

C Mallon advised a Newry Showcasing Event is expected to be hosted in September 2024 to promote and showcase the proposed regeneration projects / investments in Newry City centre by public and private sector. This date will be circulated in due course and held in Council diary. It is expected this event will be hosted in Newry Town Hall.

NCCR/192: Carparking Site Plans - North Street and Cecil Street

C McGeown advised that proposals have been developed for provision of carparking in the City which include 303 spaces at North Street and Officials are working on drainage design, pathways and lighting and propose submitting to planning in the next few weeks.

Mr Mallon confirmed that officers are also working with DfC on the Heads of Terms for lease of the site and it was proposed that the planning application proceeds in parallel with the lease discussions

C McGeown said officials are also progressing an additional 49 parking spaces at Cecil Street for staff which could be barrier controlled.

Mr Mallon said the carparking provision at North Street and Cecil Street would contribute to the Traffic Transportation and Car parking element of NCCR, in addition Additional green transport options were under consideration.

Cllr Feehan and Cllr Finn objected to the current North street site being changed to a paid car park. They asked questions on current number of informal parking spaces currently on the North Street site, how staff would get from Cecil Street to Abbey Way, would it be a charged car park and when are the planning applications likely to be submitted. In response to these queries Officers confirmed that there are no specified existing numbers at North Street as spaces are not currently marked out. The options to transport staff to Abbey Way included a potential shuttle bus, which Cllr Finn also raised concerns about it. It was assumed that in line with other proposals for off street carpark charges, North Street would be charged and that the Cecil Street application had been submitted and North Street would be submitted in the next few weeks.

Cllr Mathers said he welcomes proposals for parking allocation at Cecil Street and advised that Translink also have plans to develop at that side of the Town.

Cllr Enright said carparking does not appear to be included in the Civic Hub costings and a shuttle bus will have a capital cost as well as running costs. Mr Mallon said the Traffic Transportation and Car Parking is a stand alone project within the Newry City Centre Regeneration Programme and currently has a budget allocation, however costings for this project will be provided to the Programme Board when more detail is available.

Agreed: It was agreed to 'Note' the Carparking proposals and that planning applications be progressed for both North Street and Cecil Street sites.

NCCR/193: Newry Regeneration Working Group

C Mallon outlined as the procurement exercises for the Civic Hub and the Theatre Conference facility were well underway and planning applications are progressing it is proposed that a Working Group is established to assist with stage 4 of the Project, ie the construction phase.

Members were asked to agree to proceed with the establishment of the Newry Regeneration Working Group as set out in the Terms of Reference circulated and to establish the necessary stakeholder group to deliver on Stage 4 requirements of the stakeholder and engagement strategy.

Cllr Finn asked if the Arts Sector could be included in the Working Group? Mr Mallon confirmed that the Arts Sector will be included in the Working Group and the Stakeholder Group.

Agreed: On the proposal of Councillor A Mathers, seconded by Councillor D Murphy it was agreed proceed with the establishment of the Newry Regeneration Working Group as set out in the Terms of Reference circulated and to establish the necessary stakeholder group to deliver on Stage 4 requirements of the stakeholder and engagement strategy.

EXEMPT ITEMS

NCCR/194 Project Manager Updates

AGREED: On the proposal of Councillor D Finn, seconded by Councillor A Mathers, it was agreed to 'note' the updates provided on the:

- Civic & Regional Hub
- Theatre/Conference Facility
- Public Realm
- Newry City Park
- Grade A Office Space

This Meeting ended at 11.05am

**Approved by Newry City Centre Regeneration Programme Board 4 June 2024
For Noting at Strategy, Policy & Resources Committee**

Report to:	Strategy, Policy and Resources Committee
Date of Meeting:	15 August 2024
Subject:	Statutory reporting: 1) Section 75 Policy Screening Report – Quarterly Report for period April – June 2024 2) Newry, Mourne and Down District Council Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2023-2024
Reporting Officer:	Colin Moffett, Head of Corporate Policy
Contact Officers:	Colin Moffett, Head of Corporate Policy Suzanne Rice, Corporate Policy and Equality Officer

Confirm how this Report should be treated by placing an x in either:-

For decision	For noting only	X
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1.0	Purpose and Background
1.1	<p>In line with Council's Section 75 statutory duties and commitments within our approved Equality Scheme; policy screening reports are published quarterly; and Council will prepare an annual report on the progress made on implementing the arrangements set out in its equality scheme to discharge its Section 75 statutory duties.</p> <p>The Quarterly Report for the period April to June 2024, including screening reports, is available on Council's website www.newrymournedown.org.</p>
2.0	Key issues
2.1	<p>As per the Council's approved Equality Scheme:</p> <ul style="list-style-type: none"> • All policies Council proposes to adopt must be equality screened, prior to implementation, to assess the likely impact of the policy on the promotion of equality of opportunity and/or good relations. • Council must publish quarterly reports on equality screening which are available on Council's website and forwarded to equality scheme consultees. • The Section 75 annual progress report should be sent to the Equality Commission for Northern Ireland by 31 August each year and will follow any guidance on annual reporting issued by the Equality Commission. • The latest Section 75 annual progress report should be available on Council's website.
3.0	Recommendations
3.1	<p>I. To note the Section 75 Policy Screening Report – Quarterly Report for period April – June 2024.</p> <p>II. To note Newry, Mourne and Down District Council's Public Authority Statutory Equality and Good Relations Duties Annual Progress Report for the period 2023 -</p>

	2024 for submission to the Equality Commission for Northern Ireland by 31 August 2024.
4.0	Resource implications
4.1	No financial or resources implications are anticipated.
5.0	Due regard to equality of opportunity and regard to good relations (complete the relevant sections)
5.1	<p><i>General proposal with no clearly defined impact upon, or connection to, specific equality and good relations outcomes</i></p> <p>It is not anticipated the proposal will have an adverse impact upon equality of opportunity or good relations <input checked="" type="checkbox"/></p>
5.2	<p><i>Proposal relates to the introduction of a strategy, policy initiative or practice and / or sensitive or contentious decision</i></p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If yes, please complete the following:</p> <p>The policy (strategy, policy initiative or practice and / or decision) has been equality screened <input type="checkbox"/></p> <p>The policy (strategy, policy initiative or practice and / or decision) will be subject to equality screening prior to implementation <input type="checkbox"/></p>
5.3	<p><i>Proposal initiating consultation</i></p> <p>Consultation will seek the views of those directly affected by the proposal, address barriers for particular Section 75 equality categories to participate and allow adequate time for groups to consult amongst themselves <input type="checkbox"/></p> <p>Consultation period will be 12 weeks <input type="checkbox"/></p> <p>Consultation period will be less than 12 weeks (rationale to be provided) <input type="checkbox"/></p> <p><i>Rationale:</i></p>
6.0	Due regard to Rural Needs (please tick all that apply)
6.1	<p>Proposal relates to developing, adopting, implementing or revising a policy / strategy / plan / designing and/or delivering a public service</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If yes, please complete the following:</p>

	Rural Needs Impact Assessment completed <input type="checkbox"/>
7.0	Appendices
	<p>Appendix I: Section 75 Policy Screening Report – Quarterly Report for period April – June 2024</p> <p>Appendix II: Newry, Mourne and Down District Council Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2023-2024</p>
8.0	Background Documents
	Newry, Mourne and Down District Council Equality Scheme.

Newry, Mourne and Down District Council Section 75 Policy Screening Report **Quarterly Report April - June 2024**

Policy	Details of policy	Screening Outcome
Newry, Mourne and Down District Council's Performance Improvement Plan 2024-25	<p>The Performance Improvement Plan 2024-25 includes the following five objectives, all of which are linked to the Community Plan and Draft Corporate Plan 2024-27.</p> <ol style="list-style-type: none"> 1. We will support the health and wellbeing of local people by improving our leisure facilities and services 2. We will contribute to growing the economy by supporting local businesses and job creation 3. We will improve the cleanliness of our District by continuing to promote recycling and addressing littering, fly tipping and dog fouling incidents 4. We will improve our sustainability and reduce our impacts in relation to climate change 5. We will improve the processing times of planning applications and enforcement cases by implementing the Planning Service Improvement Programme 	No EQIA considered necessary
Gaming and Amusement Policy	<p>The overall aim of the Gaming and Amusement policy is to serve as a guide for Elected Members, Council officers, applicants and the wider public in consideration of applications for, and the awarding of, amusement permits in the Newry Mourne and Down Council area.</p> <p>The policy outlines matters which may be taken into account in determining the award of an amusement permit. It has been developed to introduce greater clarity, transparency and consistency to the decision making process.</p> <p>The key objectives of this policy can be largely linked to the Council's overarching strategic goal of improving the quality of life for present and</p>	No EQIA considered necessary

	<p>future generations in the Newry Mourne and Down area by making it a better place in which to live, work, visit and invest.</p> <p>Against this background, the interrelated key policy objectives are to:</p> <ol style="list-style-type: none"> 1. promote the retail vibrancy and regeneration of Newry Mourne and Down; 2. enhance the tourism and cultural appeal of Newry Mourne and Down by protecting its image and built heritage; 3. support and safeguard residential communities in Newry Mourne and Down; 4. protect children and vulnerable persons from being harmed or exploited by gambling; 5. respect the need to prevent gambling from being a source of crime and disorder 	
<p>Proposed Notice of Motion seeking to direct Council management to prepare a costing for Councillors of a downsized Newry Civic Centre project and give consideration to alternative sites</p>	<p>This relates to the Newry Civic Centre element of the Newry City Centre Regeneration Project. The aim of the proposed notice of motion is seeking Council to reconsider its current proposal related to the location of the Newry Civic Centre and to agree that management prepare a costing for Councillors of a downsized Newry Civic Centre project with suitable office accommodation for Newry-based council staff only, and give consideration to alternative sites such as the former LIDL site at Bagenal's Castle that came on the market in December 2023.</p>	<p>No EQIA considered necessary</p>

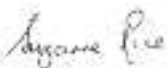
Newry, Mourne and Down District Council



Public Authority Statutory Equality and Good Relations Duties

Annual Progress Report

Contact details:

<ul style="list-style-type: none"> Section 75 of the NI Act 1998 and Equality Scheme 	<p>Name: Suzanne Rice</p> <p>Telephone: 0330 137 4000</p> <p>Email: suzanne.rice@nmandd.org</p>
<ul style="list-style-type: none"> Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan 	<p>As above <input checked="" type="checkbox"/></p> <p>Name:</p> <p>Telephone: Click or tap here to enter text.</p> <p>Email:</p>
Documents published relating to our Equality Scheme can be found at:	www.newrymournedown.org
Signature:	

This report has been prepared using a template circulated by the Equality Commission.

It presents our progress in fulfilling our statutory equality and good relations duties, and implementing Equality Scheme commitments and Disability Action Plans.

This report reflects progress made between April 2023 and March 2024

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PART A – Section 75 of the Northern Ireland Act 1998 and Equality Scheme

- 1 In 2023-24, please provide **examples** of key policy/service delivery developments made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved.

Please relate these to the implementation of your statutory equality and good relations duties and Equality Scheme where appropriate.

In the 2023-2024 reporting period, Newry, Mourne and Down District Council continued to ensure the promotion of equality of opportunity and good relations. Examples of key policy/service delivery developments and outcomes and improvements achieved included the following:

Continued to utilise the Council's Equality and Good Relations Reference Group

3 meetings of the Councillors' Equality and Good Relations Reference Group were held during the reporting period. Issues discussed and outcomes reached included:

- Discussions on proposed plans to commemorate the 80th anniversary of D-Day.
Outcome – members agreed to commemorate the anniversary and events held in June 2024 will be reported on in the next annual report.

- Notice of Motion – Leid Week

"This Council recognises and supports the Ulster Scots Community of Newry Mourne and Down. The Ulster-Scots Language is widely used by everyone from all sections of the community in the Newry, Mourne and Down District Council area. For a number of years now, as part of the celebration and promotion of the Ulster-Scots Leid or Language, a special week has been set aside in the calendar where events and activities take place to bring the Language to the people. With events taking place between 20 – 24 November.

Leid Week also aims to help dispel some of the myths about the Ulster-Scots language - that it is not the preserve of one community or another but is spoken by people from all diverse backgrounds and rather than being a 'recently made up' language, it has been around for centuries. For many years, the language has suffered from neglect by public services and Leid Week is an opportunity for councils across NI, community organisations and corporate body/statutory agencies, schools, and youth organisations etc to help improve better understanding of the language and its shared history and heritage. Across NI, many councils are now directly organising events or activities to celebrate Leid Week and are working with organisations to deliver activities/events as part of the Leid Week celebrations. Indeed, Derry City and Strabane District Council this year has opened a funding call for community groups to apply to facilitate Leid Week events.

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Newry Mourne and Down Council will recognise and commit resources to Leid week for the benefit and support of Ulster Scots Groups across our district. Council commit to lead on a community themed event for this year's celebrations."

Outcome - Members agreed to acknowledge Ulster Scots Leid Week and an event examining 'Ulster Scots and the Newry, Mourne and Down District' was held in November 2023 in Newry Museum with Nelson McCausland as the keynote speaker. It was also agreed that Council should organise an event every year to acknowledge Ulster Scots Leid week.

- Notice of Motion – Violence Against Women

"Noting with concern findings that 98% of women in Northern Ireland have experienced at least one form of violence or abuse in their lifetime, with 50% experiencing this before they were 11 years old, this Council upholds its commitment to ending violence against women and girls; reaffirms that violence, abuse and harm against women and girls cuts across all generations and communities; calls for the delivery of a fully-funding strategy to end violence against women and girls; and commits to instituting November 25th as Elimination of Violence Against Women and Girls Day across the District with a series of events to help educate, raise awareness and end this abhorrent humanitarian abuse."

Outcome - it was agreed that Newry, Mourne and Down District Council write to the Minister calling for the delivery of a fully-funding strategy to end violence against women and girls; and commits to instituting November 25th as Elimination of Violence Against Women and Girls Day across the District with a series of events to help educate, raise awareness and end this abhorrent humanitarian abuse."

- Notice of Motion – Sexual Discrimination

"We propose that Newry, Mourne & Down District Council:

- strongly condemns all forms of discrimination based on sexual orientation, gender identity, or expression, advocating for policies that safeguard LGBTQ+ rights in housing, education, employment and healthcare;*
- commits to enhancing awareness and understanding of LGBTQ+ issues among Council members, staff and the wider community through education and sensitivity training;*
- supports initiatives that provide safe spaces, counselling, and support services for LGBTQ+ youth to combat bullying, harassment and mental health challenges;*
- actively participates in local Pride events to demonstrate the Council's visible support for the LGBTQ+ community and identifies areas to display LGBTQ+ pride symbols in appropriate public spaces;*
- seeks collaboration with local LGBTQ+ organisations and community groups to better comprehend their needs and explore joint projects that celebrate diversity and inclusivity.*

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By adopting this motion, we reaffirm our Council's dedication to promoting equality and inclusivity, with the aim of nurturing a more cohesive community that values its diverse members."

Outcome - While there was broad support for the notice of motion, it was agreed to give consideration to whether the motion title would be better amended to be Notice of Motion – Sexual Orientation and Gender Identity.

Continued support and assistance provided by the Council's Ethnic Minority Support Centre

- During the reporting period, 2371 people accessed the service of the centre. 60% of clients were from a Roma Romanian or Roma Bulgarian background. On average, the centre took between twenty to thirty phone calls a day with queries ranging from migration statuses, employment and tenancy rights, return of child care costs or job offers in the district.

Front-line services available in Newry and Downpatrick included:

- Opening Universal Credit accounts and helping with its navigation,
- Updating EU migration statuses and generating share codes for employees,
- Ordering and filling in State Pension and Pension credit forms, DLA forms for children, and PIP forms for disabled adults,
- School choices and placements,
- Referrals for help to different agencies.

Examples of partnership working undertaken with the centre included the following:

Surestart

Twenty-seven Roma mothers attended the Sure Start programmes which the centre helps with transport and translations.

Bolster Community

The centre referred migrant families to the Bolster Community in Newry. These were predominately Roma and Polish families who received help with electricity, oil, and food (around twenty families were referred).

Home Office

The centre participates in the Home Office relocation programme for refugees and asylum seekers with the Newcomer Forum taking place in June 2023.

Ukrainian Centre

In the first half of the year, the centre operated alongside other agencies in the Ukrainian Assistance Centre in Newry. Ukrainian refugees and their sponsors

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received comprehensive information on employment, housing, welfare, health, education, and migration status. Also, a group of Ukrainian women (Warrenpoint, Rostrevor and Castlewellan) celebrated International Women's Day in the Canal Court Hotel.

English language classes

In response to the request from the Bulgarian Community in Downpatrick, the centre organised English classes in the Ballymote Centre in Downpatrick. Sixteen Bulgarians have been participating in English classes since February 2024.

Outcome – Continued support provided by The Ethnic Minority Support Centre to the BME community.

Continued support and assistance provided by the Council's District Electoral Areas (DEA) in the delivery of Good Relations initiatives across the district.

Examples of good relations initiatives/projects delivered across the seven District Electoral Areas included the following:

In partnership with Drive Techniques, NIFRS, PCSP, PSNI and NewDrive NI Slieve Croob DEA organised a Young Drivers programme in Bishopscourt Racing Track on 18 October 2023. Over thirty young people from St Malachy's High School had the opportunity to participate in Your Choice programme by the NIFRS. They experienced a road traffic collision using virtual reality (VR) technology. It highlighted to young drivers the dangers on our roads and what can happen if things go wrong.

On 5th October 2023, Downpatrick, Mournes, Rowallane & Slieve Croob DEAs in partnership with County Down Rural Community Network held a senior tea dance in The Milbrook Hotel, Ballynahinch. Over 150 older people had the opportunity to connect and interact with others, hear about services locally to support older people and enjoy an afternoon of making new friends and dancing.

Downpatrick, Mournes, Rowallane & Slieve Croob DEAs in partnership with County Down Rural Community Network held a Silver Screening on Thursday 7th December 2023 in the Omniplex, Downpatrick. 240 older people attended.

The Forums supported the YAFTAS 2024. Nominations were assessed and on 28 March 2024 awards were held in Canal Court, Newry. The event celebrated with over 200 young people from our district.

In Newry DEA, the open house drop in social café project came to a close at the end of March 24 after six months. This annual project continues to support local people to establish social connections, access support and spend time in a warm safe space without costs. The project was supported by Arbour Housing Association, Primary

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Care Team in SHSCT, Ethnic Minority Support Centre and Department for Communities. Each week between 80-100 people availed of the services and several were referred onto other support pathways.

As part of Newry DEA's Living Together Project which has been supported by Arbour Housing Association and Radius Housing throughout the 2023/24 financial year a Senior Tea Dance was hosted in March 2024. The project has brought together older people's groups from both main community traditions as well as ethnic minorities. Almost 200 people attended the event in Newry Town Hall.

In March 2024, Crotlieve DEA held an Easter Bonnet Afternoon Tea Dance. 140 older citizens including members of Seaforde House enjoyed an afternoon of live music and dancing alongside Afternoon Tea.

In May 2023, Slieve Gullion DEA held an event to celebrate King Charles III Coronation in Bessbrook Town Hall. Over 150 attendees enjoyed a 'Big Screen' event and family activities to celebrate the occasion.

Slieve Gullion DEA organised a community visit to Belfast Mela Festival. Sixty-six local people attended the festival to explore culture and enjoy offerings from around the world.

Slieve Gullion DEA, in conjunction with the Education Authority Youth Service held a Good Relations Week – Celebration of Culture Event in Newtownhamilton Community Centre. Local young people and their parents came together to learn about the different cultures in south Armagh with music, laughter and fun.

In conjunction with South Armagh Rural Women's Network, Slieve Gullion DEA coordinated a cross-community showcase event in Crossmaglen Community Centre. Attendees included the women from South Armagh and a group from REACT. There was a demonstration of a wide range of talents including baking, lace and crochet displays, art and family history. All sixty-six attendees were older people from various community backgrounds.

In September 2023 – March 2024 Slieve Gullion and Newry DEAs organised a Shared Schools Programme with over 120 year 8 students from St Joseph's High School, Crossmaglen, Newtownhamilton HS, St Paul's HS, and Newry HS came together to celebrate culture. They took part in activities including African Drumming, Highland Dancing, storytelling, sports, and various workshops on racism, sectarianism and hate crime.

[Disability](#)

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Examples of positive actions by Council to meet our statutory duty in relation to the Disability Duties include the following:

- Light up of civic buildings. From June 2023 – March 2024, Council civic buildings were 'lit up' thirty-one times to raise awareness for disability organisations and other charities. These include Blood Cancer Awareness, Deaf Blind Awareness Week, Light up Diabetes UK NI and World Downs Syndrome Day.
- Council continues to operate the Buddy Card scheme in Council facilities.
- Continued consultation and engagement with disability organisations.
- Dedicated Autism Friendly and cardiac rehab sessions in leisure facilities.

Section 1: Equality and good relations outcomes, impacts and good practice

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2023-24 *(or append the plan with progress/examples identified)*.

The 12-week public consultations in relation to the draft Equality and Disability Action Plans 2023-2027 concluded in June 2023. Following the analysis of the consultation responses and amendments made, Newry, Mourne and Down District Council's Equality Action Plan 2023-2027 was approved by Council in October 2023.

The positive action measures detailed within the Equality Action Plan have been set out under the following five principles of the Local Government Staff Commission's Equality and Diversity in Local Councils Framework to which Council have signed up to:

- **Principle 1:** Ensuring we work in a non-discriminatory environment, promote equality, and model best practice in equality and good relations.
- **Principle 2:** Ensuring all our decisions are based on evidence to assess the likely impact of a policy on the promotion of equality of opportunity and good relations.
- **Principle 3:** Providing access to services, facilities, and information.
- **Principle 4:** Recruiting and employing people fairly.

- **Principle 5:** Responding to and learning from complaints and incidents in a positive and proactive way.

Principle 1: Ensuring we work in a non – discriminatory environment, promote equality, and model best practise in equality and good relations

Outcome and Impact of actions under Principle 1

- Council continued to utilise the Councillors' Equality and Good Relations Reference Group during 2023-2024 to address issues of a sensitive and contentious nature. Three meetings were held during the reporting period.
- Information on Equality and Good Relations continued to be provided to all new staff joining the organisation.
- Council continued to deliver its financial assistance programme. Across the Good Relations, Minority Communities, Irish Language and King Charles III Coronation funding themes, a total of £153,278 was allocated to 103 successful applicants.
- Continue to offer and expand on support services available through the Council's Ethnic Minority Support Centre and the work of the Social Inclusion Officer. During 2023-2024, 2317 people accessed the services of the centre.
- Continue to utilise the Council's Newry, Mourne and Down District Council Traveller Forum whose objective is to champion the rights of the Traveller community living in the district. Four meetings of the forum took place during the 2023-2024 reporting period.
- Officers participating in the Local Government Staff Commission Diversity Ambassadors seminars. 4 Councillors and 1 Officer were nominated as Diversity Ambassadors in Newry, Mourne and Down District Council.

Principle 2: Ensuring all our decisions are based on evidence to assess the likely impact of a policy on the promotion of equality of opportunity and good relations

Outcome and Impact of actions under Principle 2

- Twenty-eight policies were equality screened during the reporting period.
- The quarterly policy screening reports were tabled at the Council's Strategy, Policy and Resource Committee and made available for download on the Council's website.
- Implementation of a Policy Framework which outlines a detailed corporate approach to policy development within Council. The framework allows the Head of Corporate Policy and the Corporate Policy and Equality Officer to engage with Officers through the policy

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development process and ensure that equality screenings have been completed (if required).

- Officers continued to utilise the corporate reporting template (presented at all council meetings). The document ensures officers detail any Equality or Good Relations implications in the council's decision-making process.

Principle 3: Providing access to services, facilities, and information.

Outcome and Impact of actions under Principle 3

- The Evidence and Research section in Council continued to provide relevant data to officers to assist with Equality Screenings, undertaking consultation and supporting decision-making.
- Monitoring data is also compiled for all users of council facilities. This data identifies those availing of Council facilities and highlighting gaps in provision.
- Council continues to ensure that information is available in alternative and accessible formats when required.
- Core Irish language services of the Irish Language Unit providing translation and interpretation, and simultaneous translation for meetings.
- Review and update the Council's Equality consultee database annually.
- Introduction of Council's Complaints handling procedure.
- Working with The Equality Commission examining data and recruitment and selection process to inform affirmative actions.

Principle 4: Recruiting and employing people fairly

Outcome and Impact of actions under Principle 4

- Promote diversity across the organisation and in the Department by adhering to the Council's equal opportunity related policies and procedures and avoiding all forms of discrimination both as an employer and a service provider.
- Promote Equality and Diversity across the organisation by demonstrating an open commitment to and actively promoting and celebrating diversity, promoting social inclusion and community cohesion.
- Work towards improving equality and diversity by ensuring that allocated targets to reduce inequalities and promote good relations are achieved.

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- During the reporting period Council's Human Resources, Evidence and Research and Corporate Policy Sections liaised and met with the Equality Commission for Northern Ireland to discuss the Council's Fair Employment Monitoring Return. The Equality Commission for Northern Ireland has recommended Council give consideration to developing an affirmative action plan.

Principle 5: Responding to and learning from complaints and incidents in a positive and proactive way**Outcome and Impact of actions under Principle 5**

- Newry, Mourne and Down District Council has an Appropriate Resolution Charter and a Mediation Resolution Procedure which demonstrates the Council is committed to supporting employees and managers to deal with workplace disputes in ways that are proportionate, fair and avoid undue formality.
- The NMD Traveller Forum has an established reporting process in place for members of the Traveller Community to utilise if they have been the victim of a hate crime.
- Newry, Mourne and Down District Council has a Complaint, Comment and Compliment Policy and process in place for residents to avail of when required. A new Complaints Handling process has been developed and introduced during the reporting period.

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- 3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2023-24 reporting period? *(tick one box only)*

☐ Yes

☒ No (go to Q.4)

☐ Not applicable (go to Q.4)

Please provide any details and examples:

[Click or tap here to enter text.](#)

- 3a** With regard to the change(s) made to policies, practices or procedures and/or service delivery areas, what **difference was made, or will be made, for individuals**, i.e. the impact on those according to Section 75 category?

Please provide any details and examples:

Non applicable

- 3b** What aspect of the Equality Scheme prompted or led to the change(s)? *(tick all that apply)*

☐ As a result of the organisation's screening of a policy *(please give details):*

[Click or tap here to enter text.](#)

☐ As a result of what was identified through the EQIA and consultation exercise *(please give details):*

[Click or tap here to enter text.](#)

☐ As a result of analysis from monitoring the impact *(please give details):*

[Click or tap here to enter text.](#)

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☐ As a result of changes to access to information and services *(please specify and give details)*:

Click or tap here to enter text.

☐ Other *(please specify and give details)*:

Click or tap here to enter text.

Section 2: Progress on Equality Scheme commitments and action plans/measures

Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

4 Were the Section 75 statutory duties integrated within job descriptions during the 2023-24 reporting period? *(tick one box only)*

☒ Yes, organisation wide

☐ Yes, some departments/jobs

☐ No, this is not an Equality Scheme commitment

☐ No, this is scheduled for later in the Equality Scheme, or has already been done

☐ Not applicable

Please provide any details and examples:

Recruitment processes continued during the 2023-2024 financial year. Examples of specifically relevant duties and responsibilities listed in new job descriptions include the following:

- Promote diversity across the organisation by adhering to the Council's Equal Opportunity policies and procedures and avoiding all forms of discrimination both as an employer and a service provider.
- Promote Equality and Diversity across the organisation by demonstrating an open commitment to and actively promoting and celebrating diversity, promoting social inclusion and community cohesion.

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- Work towards improving equality and diversity by ensuring that allocated targets to reduce inequalities and promote good relations are achieved.

5 Were the Section 75 statutory duties integrated within performance plans during the 2023-24 reporting period? *(tick one box only)*

- ☒ Yes, organisation wide
- ☐ No, this is not an Equality Scheme commitment
- ☐ No, this is scheduled for later in the Equality Scheme, or has already been done
- ☐ Not applicable

Please provide any details and examples:

Directorate Business Plans are produced annually and detail the work and initiatives to be undertaken in each financial year. The Corporate Services Business Plan 2023-2024 makes reference to section 75 statutory duties. The Performance Improvement Plan is also Equality Screened.

6 In the 2023-24 reporting period were **objectives/ targets/ performance measures** relating to the Section 75 statutory duties **integrated** into corporate plans, strategic planning and/or operational business plans? *(tick all that apply)*

- ☐ Yes, through the work to prepare or develop the new corporate plan
- ☒ Yes, through organisation wide annual business planning
- ☐ Yes, in some departments/jobs
- ☐ No, these are already mainstreamed through the organisation's corporate plan
- ☐ No, the organisation's planning cycle does not coincide with this 2023-24 report
- ☐ Not applicable

Please provide any details and examples:

PART A

Newry, Mourne and Down District Council's equality and policy functions are located in the Corporate Services Directorate. The Business Plan makes specific reference to the Equality and Disability Action Plans. The Council's corporate reporting template has also been developed to ensure that Equality and Good Relations implications are considered in every decision/recommendation undertaken by Council. As stated in question 5, Directorate Business Plans are produced annually and detail the work and initiatives to be undertaken in each financial year. The Corporate Services Business Plan 2023-2024 makes reference to Council's Section 75 statutory duties. The Performance Improvement Plan is also Equality Screened.

Equality action plans/measures

- 7 Within the 2023-24 reporting period, please indicate the **number** of:

Actions completed:

5 - The new Equality Action Plan 2023-2027 was approved in October 2023. Some of the actions detailed will be undertaken annually while some are single initiatives which have a dedicated timeframe.

Actions ongoing:

18

Actions to commence:

5

Please provide any details and examples (*in addition to question 2*):

Delivery of Equality training across the organisation.

Biannual review of corporate reporting template to ensure that equality screenings are in place

Shop mobility scheme delivered in locations in the district.

- 8 Please give details of changes or amendments made to the equality action plan/measures during the 2023-24 reporting period (*points not identified in an appended plan*):

Non applicable. This is a newly agreed action plan which details actions/initiatives to be implemented up to 2027.

PART A

68

- 9 In reviewing progress on the equality action plan/action measures during the 2023-24 reporting period, the following have been identified: *(tick all that apply)*

- ☒ Continuing action(s), to progress the next stage addressing the known inequality
- ☒ Action(s) to address the known inequality in a different way
- ☒ Action(s) to address newly identified inequalities/recently prioritised inequalities
- ☐ Measures to address a prioritised inequality have been completed

Arrangements for consulting (Model Equality Scheme Chapter 3)

- 10 Following the initial notification of consultations, a targeted approach was taken – and consultation with those for whom the issue was of particular relevance: *(tick one box only)*

- ☒ All the time
- ☐ Sometimes
- ☐ Never

- 11 Please provide any **details and examples of good practice** in consultation during the 2023-24 reporting period, on matters relevant (e.g. the development of a policy that has been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations:

The Equality and Disability Action Plans 2024-2027 public consultation took place from March to June 2023. The 12-week public consultation was advertised on Council's social media channels, in local press and emailed to all contact on the Council's Equality database. Focus groups also took place with members of the Newry, Mourne and Down Youth Council and The Cedar Foundation. This process informed the new Equality and Disability action plans which were approved by Newry, Mourne and Down District Council in October 2023.

PART A

- 12 In the 2023-24 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)*

- ☒ Face to face meetings
- ☒ Focus groups
- ☒ Written documents with the opportunity to comment in writing
- ☒ Questionnaires
- ☒ Information by email with an opportunity to opt in/out of the consultation
- ☐ Internet discussions
- ☐ Telephone consultations
- ☐ Other *(please specify)*: Click or tap here to enter text.

Please provide any details or examples of the uptake of these methods of consultation in relation to the consultees' membership of particular Section 75 categories:

A robust consultation process was undertaken for the development of the new Equality and Disability Action Plans 2023-2027. A public notice was placed in all local newspapers, and a social media campaign was developed in house to promote the consultation. Focus groups were also held with members of the CEDAR Foundation and Newry, Mourne and Down Youth Council. The consultation was also promoted across the Council's Equality consultee database and Council also enlisted the services of DTNI – Speak NMD to promote the consultation.

Thirty-six responses were received in relation to the draft Disability Action Plan. The majority of responses received were extremely positive with consultees agreeing to the themes and actions planned for the next three years.

Twenty-seven responses were received in relation to the draft Equality Action Plan. The majority of responses were extremely positive with consultees *'agreeing to strongly agreeing'* to the principles detailed in the plan.

PART A

- 13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2023-24 reporting period? *(tick one box only)*

☒ Yes

☐ No

☐ Not applicable

Please provide any details and examples:

The Council's dedicated equality consultee email contact list continues to be utilised to engage and inform on NMDDC Equality functions/initiatives during the reporting period. Focus groups with held with representatives from Section 75 categories.

- 14** Was the consultation list reviewed during the 2023-24 reporting period? *(tick one box only)*

☒ Yes

☐ No

☐ Not applicable – no commitment to review

Arrangements for assessing and consulting on the likely impact of policies (Model Equality Scheme Chapter 4)

www.newrymournedown.org/corporate-policy-and-equality

- 15** Please provide the **number** of policies screened during the year *(as recorded in screening reports)*:

28

- 16** Please provide the **number of assessments** that were consulted upon during 2023-24:

0 Policy consultations conducted **with an equality impact assessment (EQIA)** presented.

PART A

0 Consultations for an **EQIA** alone.

- 17** Please provide details of the **main consultations** conducted on an assessment (as described above) or other matters relevant to the Section 75 duties:

Not applicable.

- 18** Were any screening decisions (or equivalent initial assessments of relevance) reviewed following concerns raised by consultees? *(tick one box only)*

☐ Yes

☐ No concerns were raised

☒ No

☐ Not applicable

Please provide any details and examples:

[Click or tap here to enter text.](#)

Arrangements for publishing the results of assessments (Model Equality Scheme Chapter 4)

- 19** Following decisions on a policy, were the results of any EQIAs published during the 2023-24 reporting period? *(tick one box only)*

☐ Yes

☒ No

☐ Not applicable

Please provide any details and examples:

Arrangements for monitoring and publishing the results of monitoring (Model Equality Scheme Chapter 4)

PART A

- 20** From the Equality Scheme monitoring arrangements, was there an audit of existing information systems during the 2023-24 reporting period? *(tick one box only)*

- ☐ Yes
- ☐ No, already taken place
- ☒ No, scheduled to take place at a later date
- ☐ Not applicable

Please provide any details:

[Click or tap here to enter text.](#)

- 21** In analysing monitoring information gathered, was any action taken to change/review any policies? *(tick one box only)*

- ☐ Yes
- ☒ No
- ☐ Not applicable

Please provide any details and examples:

[Click or tap here to enter text.](#)

- 22** Please provide any details or examples of where the monitoring of policies, during the 2023-24 reporting period, has shown changes to differential/adverse impacts previously assessed:

Not applicable.

- 23** Please provide any details or examples of monitoring that has contributed to the availability of equality and good relations information/data for service delivery planning or policy development:

PART A

The Council's Evidence and Research Section continues to provide relevant statistics and data to inform and assist the development of the Equality Screening processes.

Staff Training (Model Equality Scheme Chapter 5)

- 24** Please report on the activities from the training plan/programme (section 5.4 of the Model Equality Scheme) undertaken during 2023-24, and the extent to which they met the training objectives in the Equality Scheme.

Training programme	Number of sessions
Investigation Officer Training	7
Women in leadership – building your potential	6
PPG leadership course (People, Perform, Grow)	1
Asylum/Refugee e- information sessions	2
Let's talk menopause – menopause awareness	1
Recruitment and selection training	4
Institute of Leadership & Management	5
Equality Training	1
Queer possibility & LGBTQ+	2
Annual review of employment law	1
Dignity at work	1
Customer service excellence	1
Irish language training - Professional Training in the Irish Language (Basic)	1
Health & wellbeing training	1
Elected Members recruitment and selection training	1
Interview skills for interviewees training	1
Online training on domestic abuse and sexual violence workplace policy	1

PART A

Institute of leadership and management level 2	1
Level 5 leadership and management award	5

- 25 Please provide **any examples** of relevant training shown to have worked well, in that participants have achieved the necessary skills and knowledge to achieve the stated objectives:

The online Equality Training was available to all staff.

Training in Irish Language gave frontline staff the opportunity to participate in Professional training in the Irish Language (basic).

Public Access to Information and Services (Model Equality Scheme Chapter 6)

- 26 Please list **any examples** of where monitoring during 2023-24, across all functions, has resulted in action and improvement in relation to **access to information and services**:

Newry, Mourne and Down District Council has introduced a new Complaints handling process. This process improves the effective management of complaints received by Council.

An Irish Language online translation request service was introduced during the reporting period. This service enables employees fulfil Council's commitments outlined in the Bilingualism Policy and associated procedures.

An online Irish Lanaguage bursary scheme application process was introduced. The new system allows for greater accessibility for those making applications and has improved the process and governance arrangements.

Complaints (Model Equality Scheme Chapter 8)

- 27 How many complaints **in relation to the Equality Scheme** have been received during 2023-24?

Insert number here: 0

Please provide any details of each complaint raised and outcome:

[Click or tap here to enter text.](#)

PART A

Section 3: Looking Forward

- 28** Please indicate when the Equality Scheme is due for review:

The Equality Scheme is due for review in March 2025.

- 29** Are there areas of the Equality Scheme arrangements (screening/consultation/training) your organisation anticipates will be focused upon in the next reporting period? *(please provide details)*

An Equality and Disability training programme is being developed for Council employees and this will be focused on in the next reporting period. A PR campaign promoting the Diversity Ambassadors will also be undertaken.

- 30** In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next reporting period? *(please tick any that apply)*

- ☒ Employment
- ☒ Goods, facilities and services
- ☒ Legislative changes
- ☐ Organisational changes/ new functions
- ☐ Nothing specific, more of the same
- ☐ Other (please state):

[Click or tap here to enter text.](#)

PART B

PART B - Section 49A of the Disability Discrimination Act 1995 (as amended) and Disability Action Plans

1. Number of action measures for this reporting period that have been:			
2	18	0	
Fully achieved	Partially achieved	Not achieved	

2. Please outline below details on all actions that have been **fully achieved** in the reporting period.

2 (a) Please highlight what **public life measures** have been achieved to encourage disabled people to participate in public life at National, Regional and Local levels:

Level	Public Life Action Measures	Outputs ⁱ	Outcomes / Impact ⁱⁱ
National ⁱⁱⁱ			
Regional ^{iv}			
Local ^v	Newry, Mourne and Down District Council directly promotes positive attitudes towards disabled people through service delivery and programming which includes a disability under Active and Healthy Communities Sports Development.	Current disability membership figures across the district: Newry Leisure Centre (NLC) 326	Enables those living with a disability or restricted mobility to enjoy access to swimming/leisure facilities. Increased access to leisure facilities and a broad, appropriate and relevant programme of activities.

PART B

		<p>Downpatrick Leisure Centre (DLC) 228</p> <p>Kilkeel Leisure Centre 94</p> <p>Newcastle Leisure Centre 9</p> <p>Ballymote Leisure Centre 12</p> <p>The membership is an annual fee of £12.80 paid up front for swim and health suite and a 12-month gym and swim membership is £165. Buddies go free.</p> <p>Halloween multi sports day - Monday 30 Oct 2023</p> <p>3 disability sessions for 8–12-year-olds.</p> <p>Disability Summer scheme July and August in Newry Leisure Centre and Down Leisure Centre.</p>	<p>JAM card allows people with a learning difficulty, autism or communication barrier tell others they need 'Just a Minute' discreetly and easily.</p> <p>JAM card allows people with a learning difficulty, autism or communication barrier tell others they need 'Just a Minute' discreetly and easily.</p> <p>Awareness raising and support initiatives in the community.</p>
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PART B

	<p>Physical Activity Referral Programme</p> <p>A 12-week physical activity referral programme designed to support referred clients with the management of chronic and disabling conditions. 538 people with chronic disabling conditions completed the programme.</p> <p>Continued implementation of the JAM card and Buddy card schemes.</p> <p>Continue to provide and promote the availability of information in alternative and accessible formats.</p>	
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PART B

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2(b) What **training action measures** were achieved in this reporting period?

	Training Action Measures	Outputs	Outcome / Impact
1	Development of a Disability Training programmes	As this is a new plan for 2023-2027, Disability Awareness training programmes are currently being sourced and developed to be delivered in the next financial year.	Greater awareness of Disabilities.

2(c) What Positive attitudes **action measures** in the area of **Communications** were achieved in this reporting period?

	Communications Action Measures	Outputs	Outcome / Impact
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PART B

1	Engage with the disability forums in the district.	Engagement with CEDAR Foundation on the Council's Disability Action Plan 2023-2027 and The Performance Improvement Plan 2023-2024.	Providing advice, guidance and feedback on both plans to ensure that we as a Council are taking into consideration the needs of the those with disabilities.												
2	Civic Light ups	Council continues to promote and raise awareness of disability organisations. One of the ways this is achieved is through the civic light up programme. 31 organisations were highlighted during the reporting period.	Greater awareness and visibility of disability organisations.												
3	Chairperson's nominated charities	Annually the Chairperson nominates charities to support. Events are held throughout the reporting period to raise funds and awareness of the organisations. Down Right Brilliant was one of the nominated charities during the reporting period.	Greater awareness and financial support for the nominated organisation.												
4	Promotion of Council initiatives to support people with disabilities (BE ACTIVE Programme)	<table><tr><th>Location</th><th>Mon</th><th>Tue</th><th>Wed</th><th>Thursday</th><th>Friday</th></tr><tr><td>NLC</td><td>50+ gym sess, Aqua aerobics, Badminton Teen gym</td><td>Strength and balance, LIIT Chi me, Beginner's circuits, Teen Gym</td><td>Strength & Balance, Water aerobics Beginners running</td><td>Nordic walking, Chi me,</td><td>Water aerobics, Nordic walking Tow path Parent & baby fitness</td></tr></table>	Location	Mon	Tue	Wed	Thursday	Friday	NLC	50+ gym sess, Aqua aerobics, Badminton Teen gym	Strength and balance, LIIT Chi me, Beginner's circuits, Teen Gym	Strength & Balance, Water aerobics Beginners running	Nordic walking, Chi me,	Water aerobics, Nordic walking Tow path Parent & baby fitness	
Location	Mon	Tue	Wed	Thursday	Friday										
NLC	50+ gym sess, Aqua aerobics, Badminton Teen gym	Strength and balance, LIIT Chi me, Beginner's circuits, Teen Gym	Strength & Balance, Water aerobics Beginners running	Nordic walking, Chi me,	Water aerobics, Nordic walking Tow path Parent & baby fitness										

					Teen Gym		Line dancing, Boccia
DLC	All ability bootcamp, Water aerobics Pickle ball & table tennis. Teen gym	Chi me, Male strength session, Spin Teen gym	Spin Over 50's gym, Water aerobics, Females chair- based exercises	Parent and baby fitness, Circuits, Female fitness, pickle ball and badminton Teen gym	Older and active, Water aerobics, Bootcamp		
KLC	Older and Active session, Chi me, Walking group, Water aerobics, LIIT Multi sports Soccer Skills		Beginners Book Camp, Walking group, Teen gym 1 Teen gym 2	Walking group, Chi me, Teen gym	Parent by & baby fitness Walking group, Chi me, Water aerobics, Beginners swim		
Newcastle LC		Older and active session, Parent and baby fitness, Lunchtime circuits,	Beginners boot camp, Strength & Balance, Walking group,	Beginners bootcamp, Old and active, Chi me Walk and talk, Teen gym			

PART B

					Walking group, Teen age gym	Teen gym1 Teen gym2			
					Autism friendly swims were available throughout the district –				
					Newry Leisure Centre – Sunday 10am-11am				
					Down Leisure Centre – Thursday 5.30pm-6.30pm				
					Kilkeel Leisure Centre – Friday 5.30pm-6.30pm				
					Macmillan Move More Programme				
					This is a programme encouraging those with a cancer diagnosis to get involved in physical activity. The programme costs £10.90 for three months and has over 100 members				
					Dedicated initiatives for those with disabilities. Greater access to Council services and facilities				

2 (d) What action measures were achieved to 'encourage others' to promote the two duties:

Encourage others Action Measures	Outputs	Outcome / Impact

PART B

1	Development of a Policy Framework which ensures a corporate constituent approach is undertaken when developing policies within Council.	The framework ensures that in regard to decision making, consideration is given to Section 75 categories through the screening process when required. Council's corporate policy section continued to provide advice, support and training on policy development and Equality Screening training to Council's Corporate Management Team.	Improved access to and delivery of services.
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2 (e) Please outline **any additional action measures** that were fully achieved other than those listed in the tables above:

	Action Measures fully implemented (other than Training and specific public life measures)	Outputs	Outcomes / Impact
1	Workplace adjustments	Adjustments continued to be provided in the workplace and for those working from home.	Facilitate the requirements of employees ensuring they had access to undertake duties.

3. Please outline what action measures have been **partly achieved** as follows:

	Action Measures partly achieved	Milestones/ Outputs	Outcomes/Impacts	Reasons not fully achieved
1				
2				

PART B

4. Please outline what action measures **have not been achieved** and the reasons why.

	Action Measures not met	Reasons
1		Click or tap here to enter text.
2		Click or tap here to enter text.

5. What **monitoring tools** have been put in place to evaluate the degree to which actions have been effective / develop new opportunities for action?

(a) Qualitative

- Evaluation / feedback from training sessions
- Discussion / consultation with disability groups and individuals

PART B

(b) Quantitative

- Number of employees who have received training
- Number of Elected Members who have received training
- Number of documents requested in alternative formats
- Number of complaints received

6. As a result of monitoring progress against actions has your organisation either:

■ made any **revisions** to your plan during the reporting period or

■ taken any **additional steps** to meet the disability duties which were **not outlined in your original** disability action plan / any other changes?

Please select

If yes please outline below: Not applicable

	Revised/Additional Action Measures	Performance Indicator	Timescale
1	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
2	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
3	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
4	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
5	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

PART B

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7. Do you intend to make any further **revisions to your plan** in light of your organisation's annual review of the plan? If so, please outline proposed changes?

Not applicable.

ⁱ **Outputs** – defined as act of producing, amount of something produced over a period, processes undertaken to implement the action measure e.g. Undertook 10 training sessions with 100 people at customer service level.

ⁱⁱ **Outcome / Impact** – what specifically and tangibly has changed in making progress towards the duties? What impact can directly be attributed to taking this action? Indicate the results of undertaking this action e.g. Evaluation indicating a tangible shift in attitudes before and after training.

ⁱⁱⁱ **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments

^{iv} **Regional**: Situations where people can influence policy decision making at a middle impact level

^v **Local** : Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora.

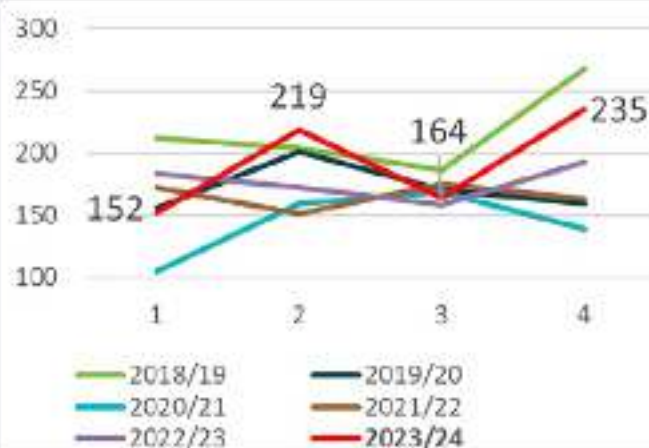
Report to:	Strategy, Policy and Resources Committee
Date of Meeting:	15 August 2024
Subject:	2023/24 FOI/EIR/DP/RM monitoring statistics
Reporting Officer (Including Job Title):	Edel Cosgrove Assistant Director Administration (Acting)
Contact Officer (Including Job Title):	Sally Andree Records Manager

Confirm how this Report should be treated by placing an x in either:-

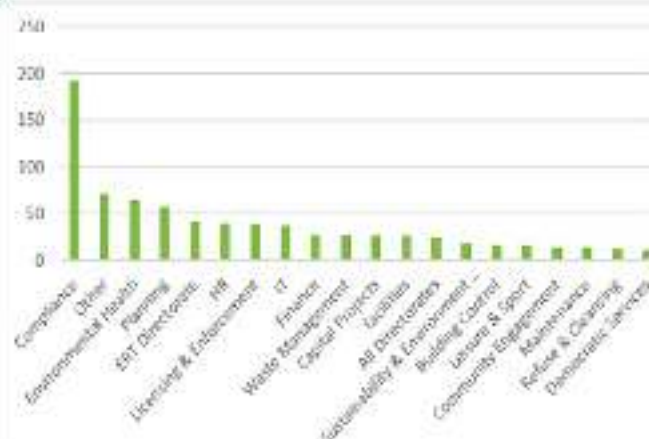
	For decision	For noting only	X
1.0	Purpose and Background		
1.1	<p>The purpose of this paper is to present the monitoring statistics for the period 1 April 2023 – 31 March 2024 in relation to the:</p> <ul style="list-style-type: none"> 770 requests for information (RFI) received to Council and processed under either the Freedom of Information Act (FOIA) 2000, Environmental Information Regulations (EIR) 2004, Data Protection Act (DPA) 2018 and General Data Protection Regulation (GDPR) 2018; and Internal Records Management project. 		
1.2	<p>17 Breach Reviews are also included within the 770 count for FOI/EIR/DP RFI. Breach reviews are conducted in line with Council's Breach Management Plan. They ascertain if there has been a breach in Data Protection, capture learning to enhance compliance of the legislation and whether Council needs to inform the Information Commissioner's Office (ICO). Details of each individual breach are reported in the Corporate Services Quarterly Assurance Statement under the section risks realised.</p>		
1.3	<p>Analysis for FOI/EIR/DP RFI commenced in the 2018/19 financial year. 2020/21 was the first year we reported progress on our Records Management work. See section 8 for background information.</p>		
2.0	Key issues		
2.1	<p>The collection and reporting of this information will enable Council to establish trends in requests for information and records management, allocate resource and determine staff training needs.</p>		
3.0	Recommendations		
3.1	<p>Councillors are asked to note the monitoring statistics.</p>		
4.0	Resource implications		
4.1	<p>None.</p>		
5.0	Due regard to equality of opportunity and regard to good relations (complete the relevant sections)		
5.1	<p><i>General proposal with no clearly defined impact upon, or connection to, specific equality and good relations outcomes</i></p>		

	<p>It is not anticipated the proposal will have an adverse impact upon equality of opportunity or good relations <input checked="" type="checkbox"/></p>
5.2	<p><i>Proposal relates to the introduction of a strategy, policy initiative or practice and / or sensitive or contentious decision</i></p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If yes, please complete the following:</p> <p>The policy (strategy, policy initiative or practice and / or decision) has been equality screened <input type="checkbox"/></p> <p>The policy (strategy, policy initiative or practice and / or decision) will be subject to equality screening prior to implementation <input type="checkbox"/></p>
5.3	<p><i>Proposal initiating consultation</i></p> <p>Consultation will seek the views of those directly affected by the proposal, address barriers for particular Section 75 equality categories to participate and allow adequate time for groups to consult amongst themselves <input type="checkbox"/></p> <p>Consultation period will be 12 weeks <input type="checkbox"/></p> <p>Consultation period will be less than 12 weeks (rationale to be provided) <input type="checkbox"/></p> <p><i>Rationale:</i></p>
6.0	<p>Due regard to Rural Needs (please tick all that apply)</p>
6.1	<p>Proposal relates to developing, adopting, implementing or revising a policy / strategy / plan / designing and/or delivering a public service</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If yes, please complete the following:</p> <p>Rural Needs Impact Assessment completed <input type="checkbox"/></p>
	N/A
7.0	<p>Appendices</p> <p>FOI/EIR/DP and Records Management monitoring statistics.</p>
8.0	<p>Background Documents</p>

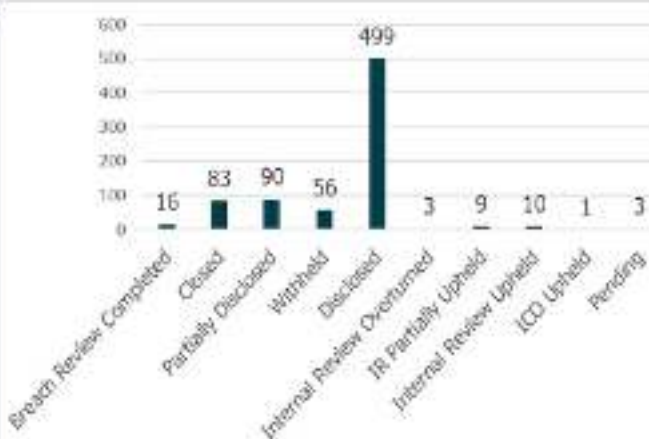
	<p>Access to Information Policy and Procedure</p> <p>A copy of the 2018/19 statistics was presented to the Committee on 13 June 2019 (page 219)</p> <p>2019/20 statistics on 11 June 2020 (page 234).</p> <p>2020/21 statistics on 13 May 2021 (page 45), commencing collecting Records Management statistics.</p> <p>2021/22 statistics on 12 May 2022 (page 65)</p> <p>2022/23 statistics on 15 June 2023 (page 4)</p>
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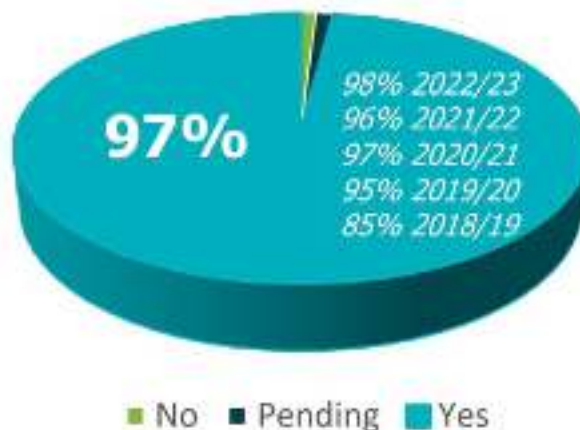
Number of annual requests for information from 1 April – 31 March 2024 per quarter.



Number of requests for information from 1 April – 31 March 2024 per lead Department.



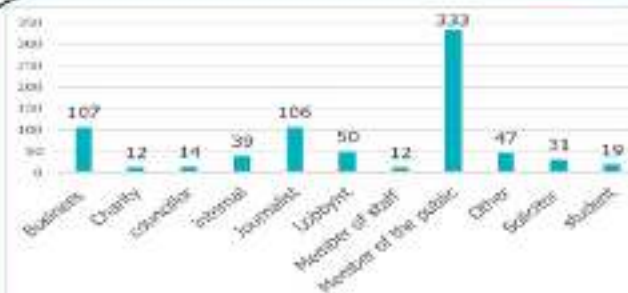
Decisions on the number of requests for information from 1 April – 31 March 2024.



Percentage of requests for information from 1 April – 31 March 2024 responded within the deadline.

Most common reasons for withholding information:

- Information already publicly available
- Commercial information
- Personal information



Type of Requester from 1 April 2020 – 31 March 2024

342
FOI

280
EIR

129
DP

Number of requests for information from 1 April – 31 March 2024 per regime.

Number of Data Breach reviews conducted from 1 April – 31 March 2024.

17



Number of ICO decisions from 1 April – 31 March 2024:

1

See decisions results above.
1 Tribunal case pending

Records Management 2023-24

Confidential Waste Paper Disposal

Year	Collections	Cost	Weight (approx.)	Trees Saved
2021/22	7	£518.06	7200 kg	122.75
2022/23	12	£1,467.50	25345 kg	436
2023/24	11	£1,013.00	22005 kg	375

A Value for Money exercise was carried out in September 2023 with contract awarded on 16 October 2023 to a new supplier, Bailey Waste Recycling Limited. Spend reduced by £387 in the 6 months to 31 March 2024 on the previous contract.

Policy and Procedure

Updated Records Management Policy and Procedure V2.0 approved by Council on 04 September 2023.

Face to face Records Management training delivered to 405 Councillors and staff across Council in quarters 3 and 4 and a training video developed for the new eLearning platform.

Retention and Disposal

The latest version of the Retention and Disposal Schedule including the updated Planning schedule (V1.3), approved by Council on 05 December 2022 is still awaiting ratification by NI Assembly. However V1.2, approved by Council on 10 January 2022, was ratified on 14 February 2024 and this is currently in use with the 2016 Planning retention rules in place. Once V1.3 has been approved by the NI Assembly it shall become V2.0 and will be available to members of the public via the Council website.

Report to:	Strategy, Policy and Resources Committee
Date of Meeting:	15 August 2024
Subject:	MCHP Complaints Performance Report Quarter 4 2023/24
Reporting Officer (Including Job Title):	Edel Cosgrove Assistant Director Administration (Acting)
Contact Officer (Including Job Title):	Gerry McBride Head of Administration and Customer Services

Confirm how this Report should be treated by placing an x in either:-

For decision	For noting only	X
1.0	Purpose and Background	
1.1	To update Members on the new Model Complaints Handling Procedures introduced from 1 January 2024.	
2.0	Key issues	
2.1	<ul style="list-style-type: none"> Progress made across Council in implementing the NIPSO statutory complaints handling procedures (MCHP). Statistical performance for Quarter 4, 1 January – 31 March 2024. (figures for the previous 3 Quarters are not prepared on a comparative basis) Future direction of MCHP. Monitoring of MCHP by Northern Ireland Public Services Ombudsman. 	
3.0	Recommendations	
3.1	Members are asked to note the monitoring statistics.	
4.0	Resource implications	
4.1	None.	
5.0	Due regard to equality of opportunity and regard to good relations (complete the relevant sections)	
5.1	<p><i>General proposal with no clearly defined impact upon, or connection to, specific equality and good relations outcomes</i></p> <p>It is not anticipated the proposal will have an adverse impact upon equality of opportunity or good relations <input checked="" type="checkbox"/></p>	
5.2	<p><i>Proposal relates to the introduction of a strategy, policy initiative or practice and / or sensitive or contentious decision</i></p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If yes, please complete the following:</p>	

	<p>The policy (strategy, policy initiative or practice and / or decision) has been equality screened <input type="checkbox"/></p> <p>The policy (strategy, policy initiative or practice and / or decision) will be subject to equality screening prior to implementation <input type="checkbox"/></p>
5.3	<p><i>Proposal initiating consultation</i></p> <p>Consultation will seek the views of those directly affected by the proposal, address barriers for particular Section 75 equality categories to participate and allow adequate time for groups to consult amongst themselves <input type="checkbox"/></p> <p>Consultation period will be 12 weeks <input type="checkbox"/></p> <p>Consultation period will be less than 12 weeks (rationale to be provided) <input type="checkbox"/></p> <p><i>Rationale:</i></p>
6.0	Due regard to Rural Needs (please tick all that apply)
6.1	<p>Proposal relates to developing, adopting, implementing or revising a policy / strategy / plan / designing and/or delivering a public service</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If yes, please complete the following:</p> <p>Rural Needs Impact Assessment completed <input type="checkbox"/></p>
	N/A
7.0	Appendices
	Quarter 4 2023/24 Complaints Performance Report
8.0	Background Documents
	None.

Quarter 4 2023/24 Complaints Performance Report

On 1 January 2024 Council's three-stage complaint procedure became a two-stage procedure with the introduction of the new statutory Northern Ireland Public Services Ombudsman's Model Complaint Handling Procedure (MCHP). NIPSO will monitor Council's implementation and management of the Model Complaints Handling Procedure including timescales and the preparation of performance reports.

In response to MCHP Council created two Complaint Trackers and two online forms to capture complaint handling data for all business areas. To prepare staff for the introduction of the new policy a range of materials were developed to support the introduction. This included the production of handbooks, dedicated training videos, templates and other guides which are available to all staff on a dedicated intranet page. Council's web site includes guides to the MCHP and a number of dedicated forms. Direct training was also provided to over 200 Council staff on the operation of the Complaints Procedure.

What constitutes a Complaint

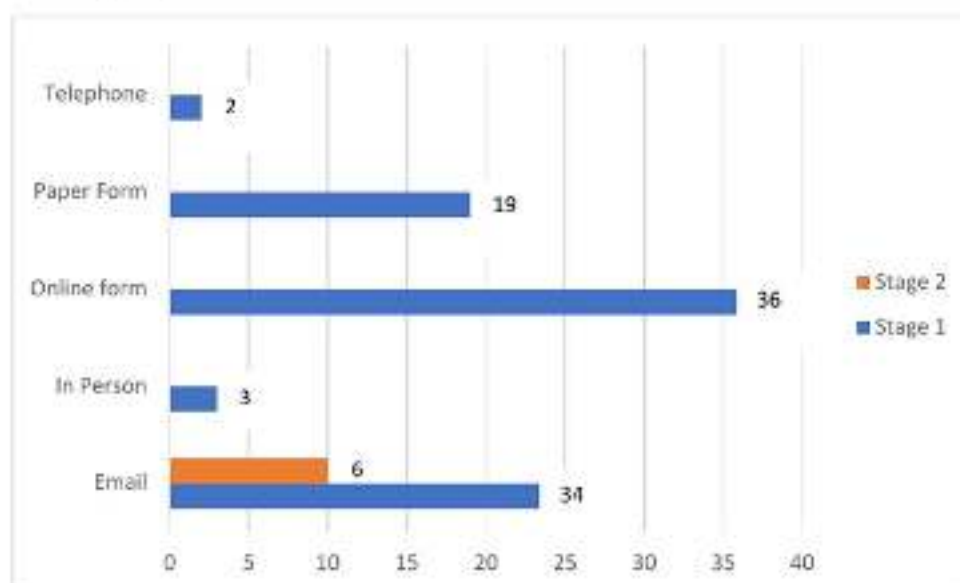
In preparation for the introduction of the MCHP, Councils in Northern Ireland sought to clarify with NIPSO what constituted a complaint and what was a service request. In particular this centred on a missed bin and when it was a service request and when it could be considered a complaint. Council has settled on the following wording in explaining its service level for its household refuse collection service:

"Council will use its best endeavours to collect your bin on the designated day. Should Council fail to do so it will be collected within that same week if possible. Failing this, it will be collected on your next designated collection day."

Only if a bin is not collected in accordance with this service standard does Council consider it a complaint.

Number of Complaints Received

A total of 94 complaints were received by Council in Q4 2023-24 by customers who chose the following ways to contact us:



We are unable to assess if there has been an increase in use of the online form as there is no data for previous years, however all staff are promoting the use of the new online form accessed via a QR code, the corporate website and emailed links in line with Council's Digital First approach.

Complaints escalated from Stage 1 to Stage 2

Council received 84 Stage 1 complaints and 10 Stage 2 complaints which were submitted as follows:

- 4 Escalated from Stage 1
- 5 Timed out at Stage 1
- 1 AD approval to respond at Stage 2 as unable to complete in Stage 1 timeframe

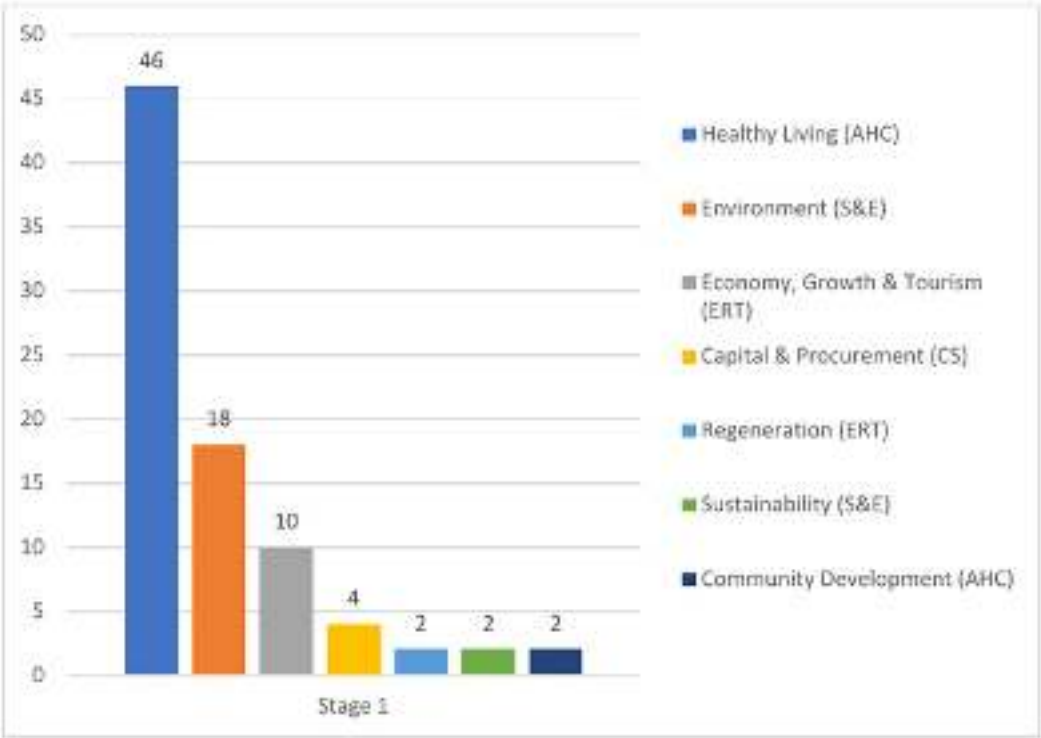
Complaints received per 1,000 population

Based on Council's population of 181,368 (Census 2021) and to allow for a fair comparison across all 11 councils in Northern Ireland, the figure of complaints per 1,000 of population is used.

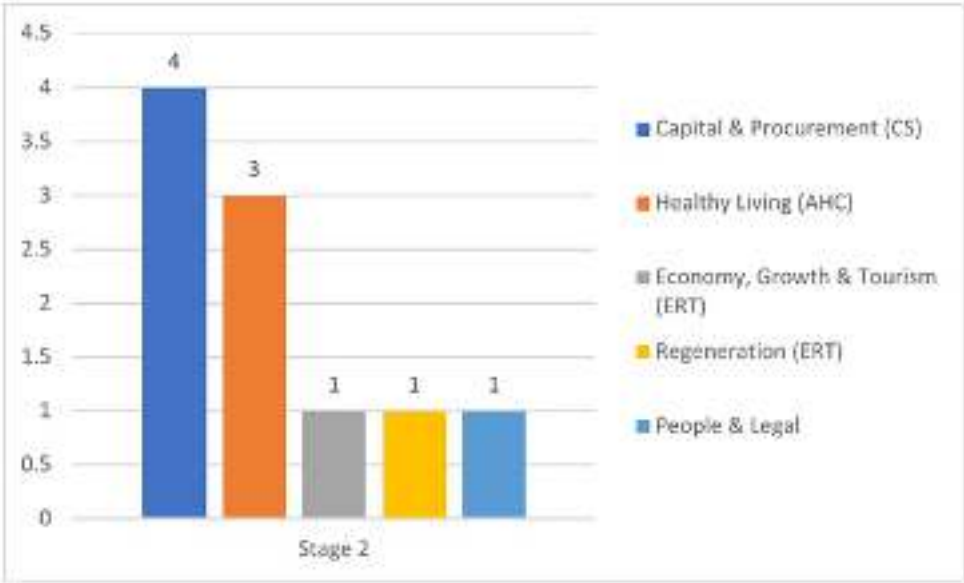
In Q4 2023-24 Council received 96 complaints which means an average of 0.5 complaints were received per 1,000 residents.

Complaints received by Council Department

Stage 1

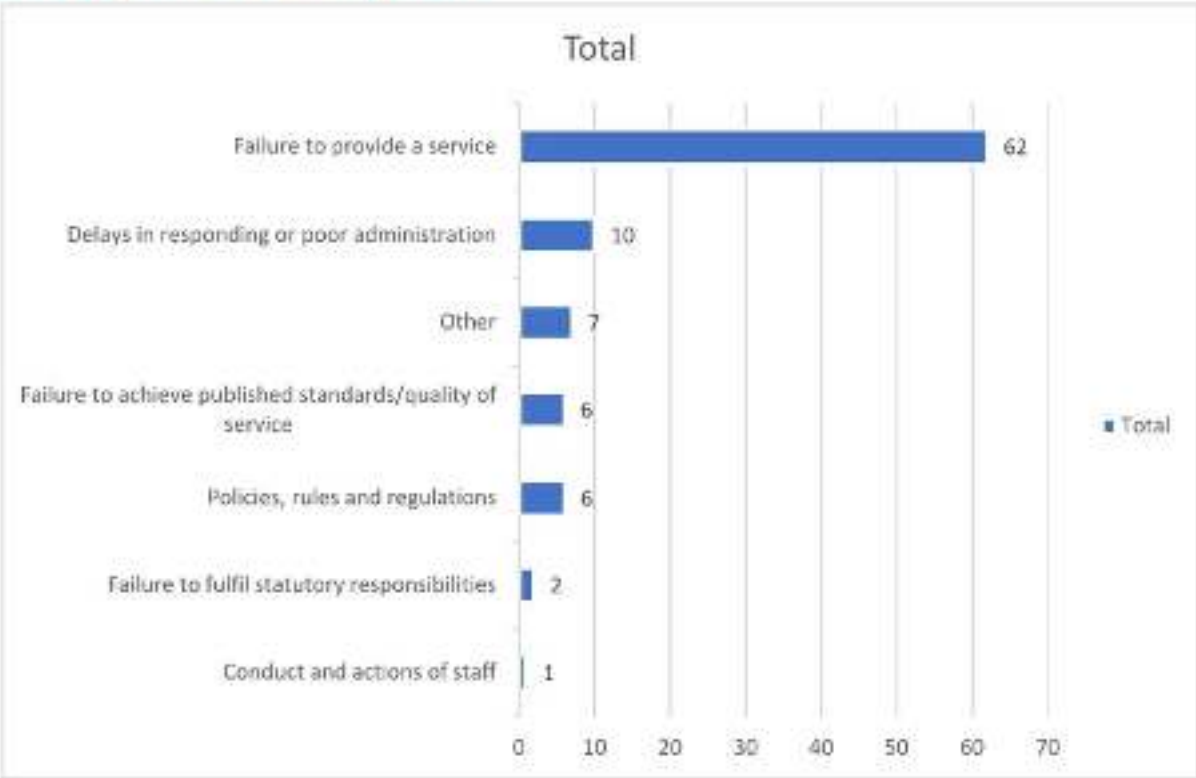


Stage 2



The number of complaints received is low for each department relative to the level of contact with the public. The profile of complaints reflects the level of direct contacts with the public or high profile activities such as capital projects.

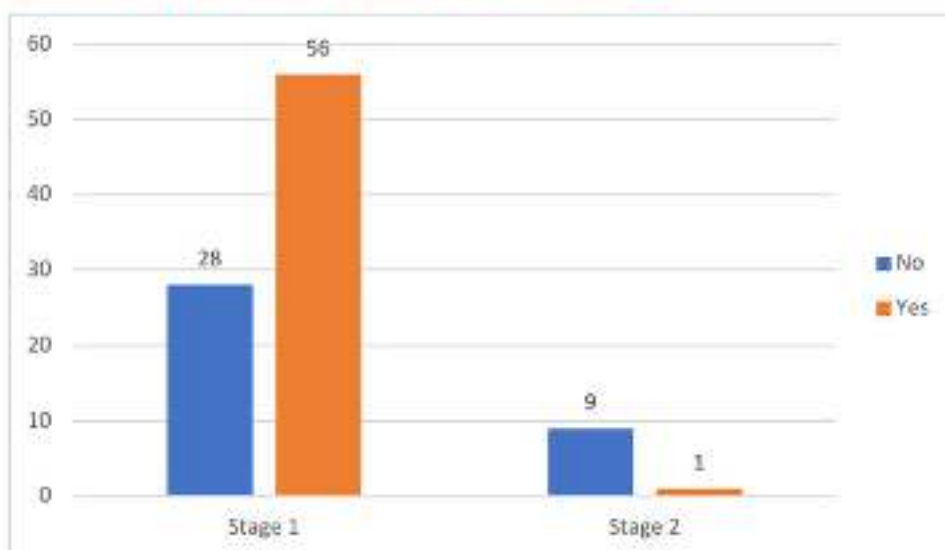
Categories of complaint



The categories of complaint may be modified over time to better reflect the profile of complaints received by Council and guidance from NIPSO.

Performance against timescales

Number of complaints closed within timescale:



Stage 1 – 89% of complaints closed within 5 days.

Stage 2 – 1% of total complaints closed within 20 days.

5 complaints exceeded the timescale and should have been escalated to Stage 2.

No escalated complaints have been completed within 20 working days at Stage 2.

Average Response Times

Stage One 3.8 days

Most complaints are resolved within the first 5 days for Frontline Resolution. Service areas where this is not the case are those where the nature of the complaints tend to be more complex and therefore take longer to investigate and come to an agreeable resolution.

Stage Two No data available for average response times. This will be included in subsequent reports.

Authorised Extensions

2% of all Stage One complaints (2 out of 84) were given authorised extensions. There are a variety of legitimate reasons, e.g. staff absence, pending report, etc. that may prevent the timescale being met without an extension being authorised.

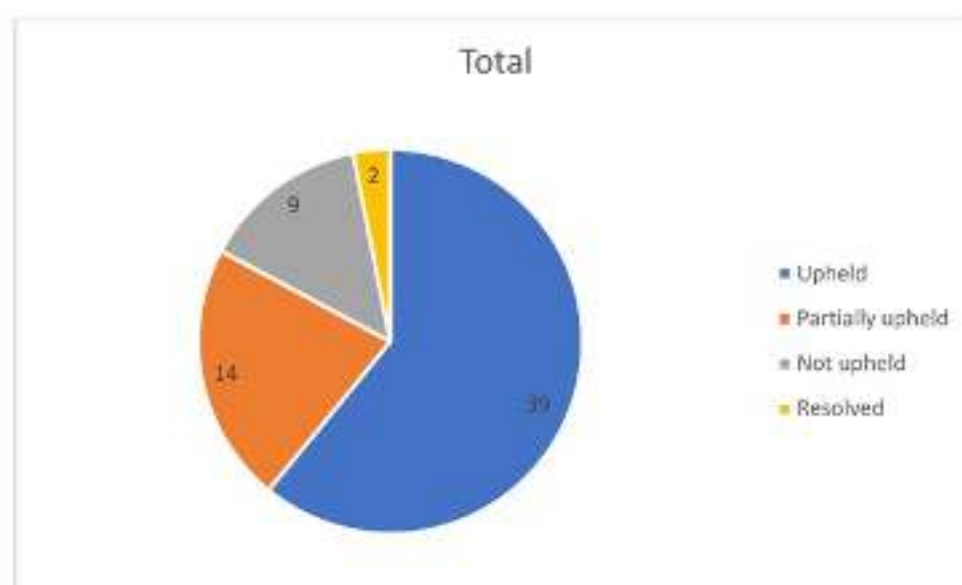
No Stage Two complaints have been given authorised extensions.

It is a new requirement to request and approve extensions at both Stage One and Two via the Complaint Trackers and it is expected that compliance with this statutory requirement will increase over the coming months.

Complaint Outcomes and Learning Outcomes

It is a new requirement at both Stage One and Two for staff to record both the outcome and learning outcome for each completed complaint. The results for this first reporting quarter are not complete, particularly for Learning Outcomes. However, it is expected that compliance with this statutory requirement will increase over the coming months.

Complaints resolved, upheld, partially upheld and not upheld:



NB: the option to select Resolved was added in March 2024

Further work will be undertaken with staff to understand how better to classify outcomes. The number of upheld complaints suggests staff need to have a better understanding of the terminology.

Learning outcomes

The implementation of the new Model Handling Complaints Procedure and Complaint Trackers to allow for Council wide management of complaints allows us to gather data more efficiently on complaints and provide business areas with the information to make changes to services and procedures as a result of complaints.

When a complaint is upheld or partially upheld, the remedies offered will generally fall into one of the following categories:

- **Redress** – putting things right where they have gone wrong, admitting where mistakes have been made;
- **Reimbursement** – covering confirmed actual costs incurred as a direct result of mistakes made by Council;
- **Reinforcement** – recognising that a correct Council policy/procedure has not been followed or we have fallen short of what could be expected. Training and instructing staff to prevent re-occurrence; or
- **Revision** – reviewing current practice to amend and improve working practices.

