



Annual Report on Performance 2021-22 Self-Assessment




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<i>2022-23 Performance Indicators and Standards</i>	



Delivered
£8.45m
of benefits through
Citizen Advice Antrim
and Newtownabbey for
42,051 clients

 **Antrim and
Newtownabbey**
BOROUGH COUNCIL

Carried out
16,984
free bulky waste
collections per year

Continued delivery of the
£1.1m
Regional Digital
Transformation
Programme supported
by NI Council's, ERDF and
Invest NI

1 | Foreword and Introduction

1 | Foreword and Introduction

Welcome to Antrim and Newtownabbey Borough Council's Annual Report on Performance 2021-22 Self-Assessment.

This document presents a self-assessment of the performance of Antrim and Newtownabbey Borough Council (the Council) in discharging the general duty under Part 12 of the Local Government Act (Northern Ireland) 2014 (the Act) in relation to performance improvement arrangements. The Act specifies that Council must make arrangements for the publication of:

- Its assessment of its performance during a financial year:
- The statutory performance indicators and self-imposed indicators for 2021-22.
- Its assessment of its performance in exercising its functions during 2021-22 as compared with:
 - A. Its performance in previous financial years.
 - B. So far as is reasonably practicable, the performance during that and previous financial years of other Councils.

This publication fulfils the statutory requirement under Part 12, Section 92 of the Act.

In normal circumstances the Council produces an annual Corporate Improvement Plan, however in response to the pandemic, the Council developed a Corporate Recovery Plan 2021-23. With approval from the Department for Communities, this Recovery Plan set aside improvement targets for the year 2021-22, reflecting a "broader definition" to include recovery objectives for the Council. The plan specified corporate indicators and actions to recover Council services, post Covid, along with statutory indicators set by the relevant Government Departments.

Council continued to measure and monitor the performance of the indicators set out in the plan throughout the year to demonstrate both recovery and improvement of services during 2021-22.

Since the height of the pandemic we have worked in partnership to deliver a focused, sustainable and inclusive recovery. We ensured that essential services continued to be delivered to a high standard as well as delivering a portfolio of key support services to businesses in the Borough.

We have sought to maximise our contribution to the health and well-being of our residents through a programme of activities in our Parks, and Open spaces, Leisure, and Arts and Cultural services.

We acknowledge the significant support of key partners and businesses in the Borough and importantly our citizens who helped recover and renew our services during 2021-22. We will continue to take your feedback on-board and use this to provide further improvements to service delivery.

I would like to thank all of our Elected Members, partners and staff for their hard work over the past year. We will maintain our partnership approach with residents, local businesses, communities, statutory partners and other organisations to build upon these achievements in order that we can continue to improve and deliver on our vision and values. By working together we will achieve our ambition of being 'a prosperous place, inspired by our people, and driven by ambition'.

JACQUI DIXON BSC MBA

Chief Executive



Invested
£238k
in local businesses
under the Direct
Investment Policy



Serviced
652,593
online
transactions

Installed
125
bicycle stands at
36
locations

2 | Performance Improvement Duty and Objectives



2 | Performance Improvement Duty and Objectives

Performance Improvement under the Local Government Act 2014

Part 12 of the Act details the framework to support continuous improvement in the delivery of services, in the context of strategic objectives and issues that are important to those who receive the services. The Council is required to gather information to assess improvements in services and to issue a report annually on performance against self-imposed and statutory indicators.

The General Duty of Improvement

Under section 84 of the Act, the Council is under a general duty to make arrangements to secure continuous improvement in the exercise of its functions.

What is Improvement?

'Improvement' in the context of the Act means more than just quantifiable gains in service output or efficiency, or the internal effectiveness of an organisation. Improvement for the Council should mean activity that enhances the sustainable quality of life and environment for ratepayers and communities.

Firstly, the duty involves 'making arrangements' to improve, and the Council should put in place arrangements which allow the effective understanding of local needs and priorities, and to make best use of resources and capacity to meet them and to evaluate the impact of actions.

Secondly, the duty refers to 'continuous improvement'. The Council should seek continuously to ensure that improvement objectives remain relevant, that the best arrangements for delivering them are in place, and that Council is able to understand and demonstrate the impact on the outcomes for citizens.

Improvement objectives

Section 85 requires the Council, for each financial year, to set improvement objectives for improving the exercise of its functions and to have in place arrangements to achieve those objectives. The Council must frame each improvement objective to bring about improvement in at least one of the specified aspects of improvement as defined in section 86 of the Act:

Strategic Effectiveness; Service Quality; Service Availability; Fairness; Sustainability; Efficiency and Innovation.

Thus, it follows that for the Council to successfully discharge its general improvement duty, it should incorporate the seven aspects of improvement into its decision-making processes and its assessments of functions and services. This would also extend to governance or scrutiny functions.

Corporate Recovery Plan 2021-23

During 2021-22 while the impact of the pandemic had yet to be fully understood the Council committed to ensuring that the Borough not only recovered from unprecedented impact of the pandemic but that it continued to develop, improve, grow and be a place where people choose to invest, learn, work, visit and live in.

The Council put in place arrangements to support performance management and improvement and a two year **Corporate Recovery Plan 2021-23** was developed. This set out an ambitious plan for recovery and renewal, focusing on public safety, maintaining service standards and maximising opportunities for community capacity building and investment in the regeneration of our towns and villages.

The Corporate Recovery Plan 2021-23 supports the revival of the local economy, working with partners and stakeholders to build an inclusive, green, digital future. It reflects the areas where services needed to be brought back to pre-COVID-19 levels as well as reflecting a number of key areas for improvement. While targets were not set for improvement, Members agreed that performance would be measured and monitored against the indicators set out the in plan.

Progress against these corporate and statutory performance indicators were monitored and reported on a quarterly basis.





Measuring Performance and Improvement

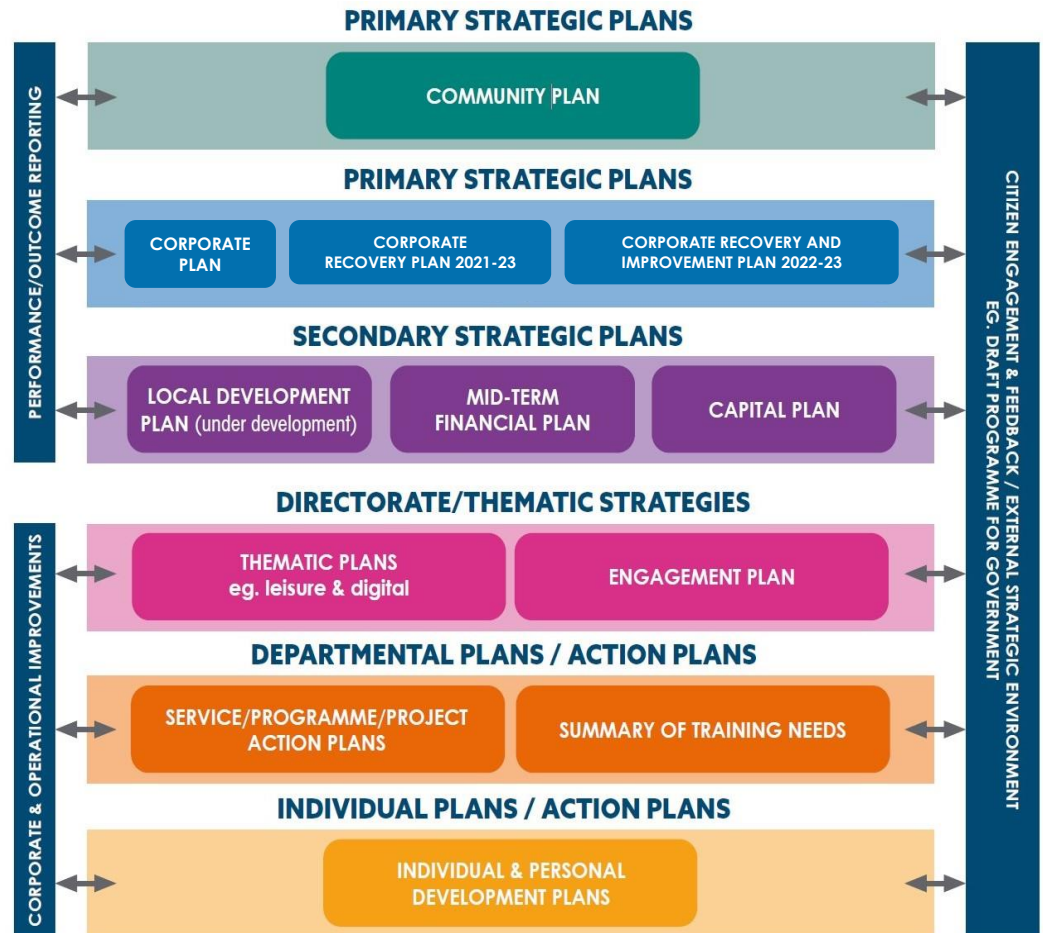
The Council continues to implement and embed arrangements to secure continuous improvement through:

- Quarterly progress reports are submitted to the Corporate Leadership Team and the Audit and Risk Committee, for scrutiny and challenge, prior to a subsequent Council meeting for approval. Performance is reviewed using a range of qualitative and quantitative measures.
- Operational improvement objectives and indicators are set for all service areas. These are reported quarterly to the Corporate Leadership Team.
- The Performance Improvement Policy has been adopted, providing the context for mainstreaming the Business Planning and Performance Management Framework across the organisation.
- The Council carries out data verification on a range of non-statutory performance indicators to ensure that they meet internal and external inspection standards to provide assurance that the information generated is robust.
- The Council commissions internal audit to undertake a review of different aspects of performance improvement on an annual basis. These have all been rated 'satisfactory'.
- The Council uses the information it gathers about its performance to compare against other Councils.
- The Council uses a range of methods of benchmarking performance, including seeking out regional, national and international organisations with whom we can compare performance. In addition the Council is a member of the Association of Public Service Excellence (APSE), including its Performance Network, which is a public sector benchmarking organisation. This assists the Council in improving our ability to compare our performance across a wide range of services and activities.
- The Council also use a wide range of awards, accreditations, organisation development frameworks, and best practice organisations to benchmark performance. The following bodies issue reports which form the basis for reviewing comparative performance during 2021-22;
 - *Invest NI (Regional Start Initiative) - business dashboards, circulated by Lisburn & Castlereagh City Council and externally verified.*
 - *Department for Infrastructure – quarterly and annual planning reports.*
 - *Department of Agriculture, Environment and Rural Affairs – quarterly and annual waste and recycling reports.*
 - *Department for Communities – quarterly reports of prompt payments.*
 - *NIAO – annual Local Government Auditor report.*

Strategic Performance Framework

The Council has put in place arrangements to support performance management and improvement which will drive and provide assurance that we are delivering on our vision, shared outcomes and improvement objectives. The council recognises that an effective approach to performance will achieve a shared understanding across the organisation about what is to be achieved and an approach to leading and developing people which will ensure that it is achieved.

The figure on the right illustrates our strategic performance framework demonstrating how the Council's strategic objectives are cascaded throughout the organisation.

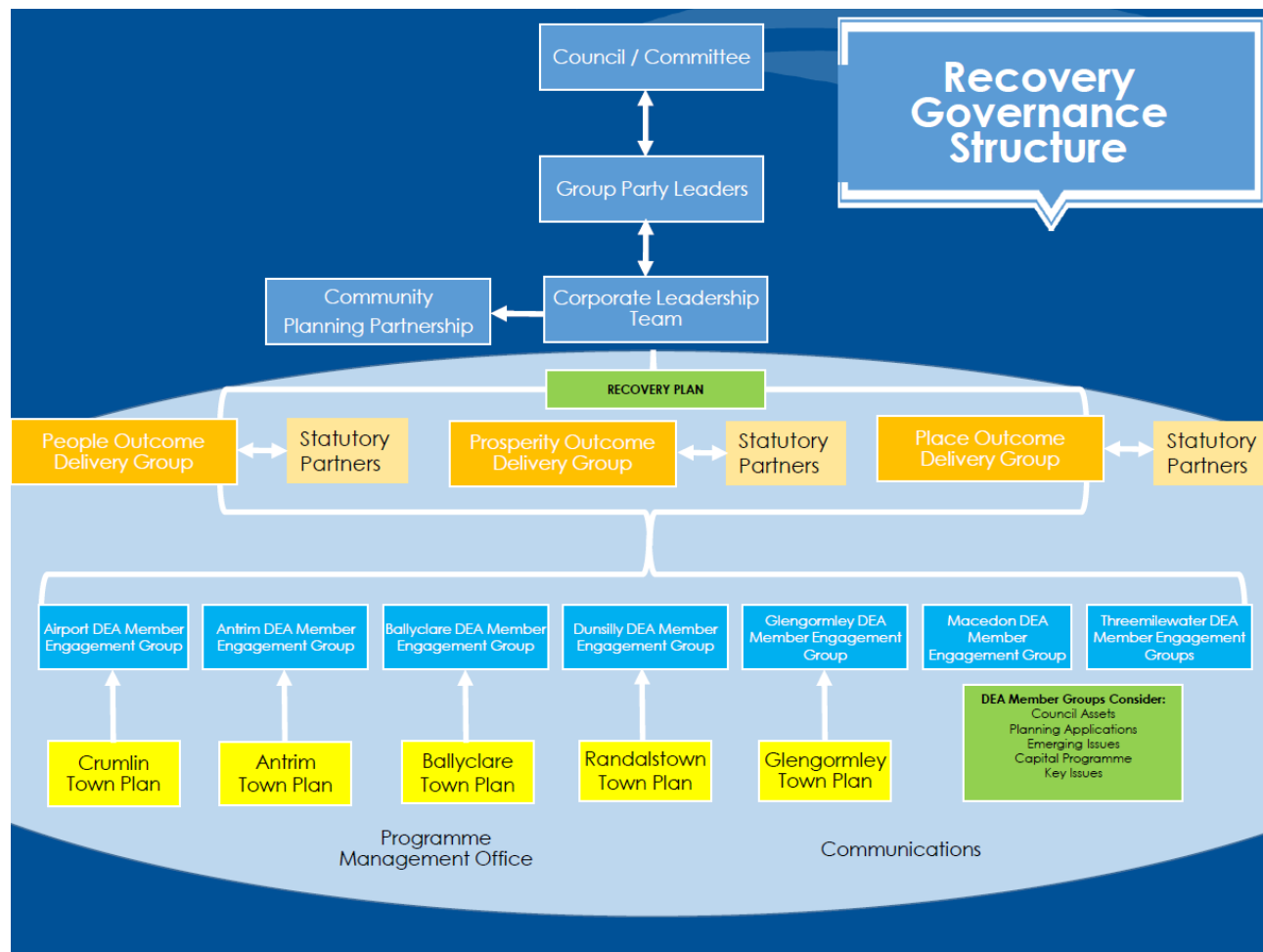


PLEASE NOTE this Framework will be reviewed and may be changed as required

Recovery Governance Structure

This organogram illustrates the **Recovery Governance Structure**.

This framework was established to ensure that the commissioning and delivery of initiatives, projects and improvements identified in the Corporate Recovery Plan were achieved.





Relevancy of Improvement Objectives & Consultation

Relevancy of Improvement Objectives

The Council ensures the relevancy of the improvement objectives through the quarterly reporting and review process at leadership, Committee and Council level.

In addition, regular update reports are provided to Committee, including customer/resident satisfaction results, performance data, feedback from consultation exercises, benchmarking/best practice events and feedback from awards and accreditation submissions.

This 'new' information will ensure that the Council are up-to-date and have an opportunity to reflect on the relevance of the objectives and that the best possible arrangements are in place to deliver the stated outcomes.

In addition, a strategic review of the arrangements and the progress towards completion of the agreed improvement objectives is undertaken at the annual Corporate Planning Workshop, attended by all Councillors and the Corporate Leadership Team.

Consultation

Guidance, indicates that Councils should 'develop an on-going dialogue with our communities and areas that it serves, so that the setting of improvement objectives is a jointly owned process centred on a balanced assessment of the needs of the community as a whole, rather than any particular organisation or interest group within it'.

Significant consultation and engagement has been undertaken throughout the community planning process to identify and understand community needs and priorities and to align these to community planning outcomes. In addition, throughout 2021-22, 24 consultations have been carried out with 4,878 respondents.

Both the Corporate Recovery Plan 2021-23 and the Corporate Recovery and Improvement Plan 2022-23 were brought to Members for consideration in April 2021 and February 2022 respectively. Consultation exercises were conducted to encourage feedback from Elected Members; Residents and Stakeholders; Local Businesses; Statutory and other community planning partners; and other bodies where collaborative working is taking place or is being planned.

Taking on board the key stakeholders comments and feedback, the plans were subsequently approved in August 2021 and June 2022.

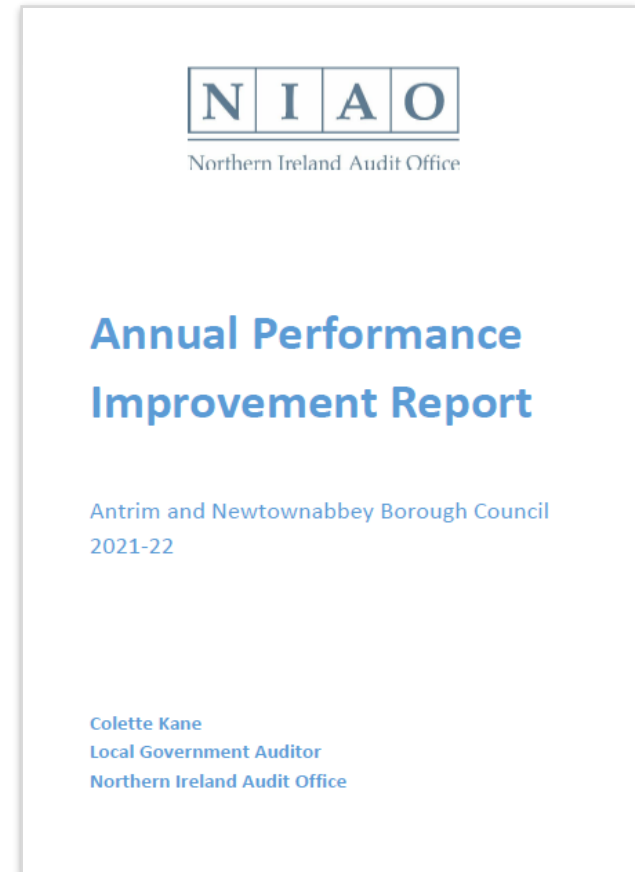
Annual Performance Improvement Audit

The Council's continuous improvement approach is subject to statutory **external audit** by the Northern Ireland Audit Office (NIAO), which reviews the processes and arrangements and their compliance with the legislative obligations within Section 95 Local Government Act (Northern Ireland) 2014.

The Local Government Auditor (LGA) incorporates the outcomes of this audit into an Annual Performance Improvement Report which is publicly published on an annual basis, with the most recent report published in March 2022.

All Northern Ireland Councils undertaking an external audit for the 2021-22 period, received an *unqualified* audit opinion due to the impact of the COVID-19 pandemic on normal services. The LGA certifies that the Council has acted in accordance with the Guidance.

In addition to an external audit, the Council carried out an **internal audit** to review and assess the processes in place to provide assurance in respect to the quality and validity of the performance improvement information for 2021-22. A *satisfactory* level of assurance was reported.



<https://www.niauditoffice.gov.uk/publications/local-government-annual-improvement-reports-2022>



Green Flags

22
awarded



Antrim and
Newtownabbey
BOROUGH COUNCIL



Secured

£776k

funding from DFC, DFI
and DAERA for the NI
Small Settlements
Scheme



6,754

people attended
ticketed events
in Antrim Castle
Gardens

3

Self Assessment of Performance 2021-22

3 | Self Assessment of Performance 2021-22

Self-Assessment

This section will review and give a progress commentary on the following indicators and standards:

3a. Statutory performance improvement indicators and standards

For 2021-22, **7** statutory indicators and standards were set by Central Government departments:

Economic Development (1)

- **The number of jobs promoted through business start-up activity**

Planning (3)

- **The average number of weeks taken to process major planning applications**
- **The average number of weeks taken to process local planning applications**
- **% enforcement cases concluded within 39 weeks**

Waste Management (3)

- **The percentage of household waste collected that is sent for recycling**
- **The amount of biodegradable waste that is landfilled (tonnes)**
- **The amount municipal waste arisings (tonnes)**

3 | Self Assessment of Performance 2021-22

3b. Self-imposed performance and improvement indicators:

For 2021-22, **87** self-imposed areas of performance were set by the Council.

The Council was able to draw on a wealth of internal data and comparative information from government departments and membership of organisations such as the Association of Public Sector Excellence.

Given the uncertainty in the short term about recovery, we were unable to set targets for improvement.

We did however **continue to measure and monitor our performance**, which is reviewed quarterly by the Audit and Risk Committee with further consideration by Council.

Council's performance was impacted by the Covid-19 pandemic, and this has to be borne in mind when comparing data across other time periods.

Section 3b. highlights our **recovery achievements 2021-22**.



**£150K FACELIFT FOR
MUCKAMORE
COMMUNITY CENTRE**

Planning

- decided 8 major planning applications
- decided 852 local planning applications
- closed 412 enforcement cases

**Antrim and Newtownabbey
BOROUGH COUNCIL**



85%
satisfaction with the
attractiveness of
our Borough



6,754
people attended
ticketed events
in Antrim Castle
Gardens



3a

Self assessment of:
**Statutory performance improvement
indicators and standards**

3a | Statutory performance improvement indicators and standards

The Local Government (Performance Indicators and Standards) Order (NI) 2015 specified the performance indicators and standards for Antrim and Newtownabbey Borough Council.

This section of the report details how the Council performed against these **statutory indicators** and illustrates comparisons against previous years from 2016-17, and where available how Antrim and Newtownabbey has performed in relation to other Northern Ireland Councils.

In addition self-imposed indicators for prompt payments and absence have been analysed, in the same manner.

The achievement status of each indicator is explained below:

Fully Achieved	Results indicate everything is on track. Performance is moving in the correct direction or actions and measures have been achieved.
Achieved	Results indicate that actions/measures were very close to being achieved. Within 5% of target.
Substantially Achieved	Results indicate that actions/measures are mostly achieved with one or two falling marginally short of their targets. Within 15% of target.
Partially Achieved	Results indicate that some actions and measures were achieved. Within 30% of target.
Not Achieved	Results indicate that actions and measures were not achieved as planned.
Annual Target / Results Not Available	Results/actions are measured annually and will not be available until after Quarter 4, or information is not available, or in development.



ECONOMIC DEVELOPMENT: The number of jobs promoted through business start-up activity

Standard to be met (annually)	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	Status
80 <i>(Statutory target 80, Go for It programme target 80)</i>	92 115% target NI average 141% target	83 104% target NI average 108% target	105 131% target NI average 111% target	106 133% target NI average 106% target	84 105% target NI Average 88% target	97 122% target NI Average 119% target	Fully Achieved

What has been achieved

The Regional Start Initiative is delivered by Enterprise NI, managed by Lisburn and Castlereagh City Council, on behalf of Councils, via a Collaboration Agreement.

Lisburn and Castlereagh City Council monitor targets, and reports monthly to Councils on progress regarding performance levels and targets at each Council level.

During the 2021-22 year, 338 enquiries for business start-up support were received in Antrim and Newtownabbey, with 233 initial assessment meetings for the Northern Ireland Business Start Up Programme (NIBSUP) undertaken.

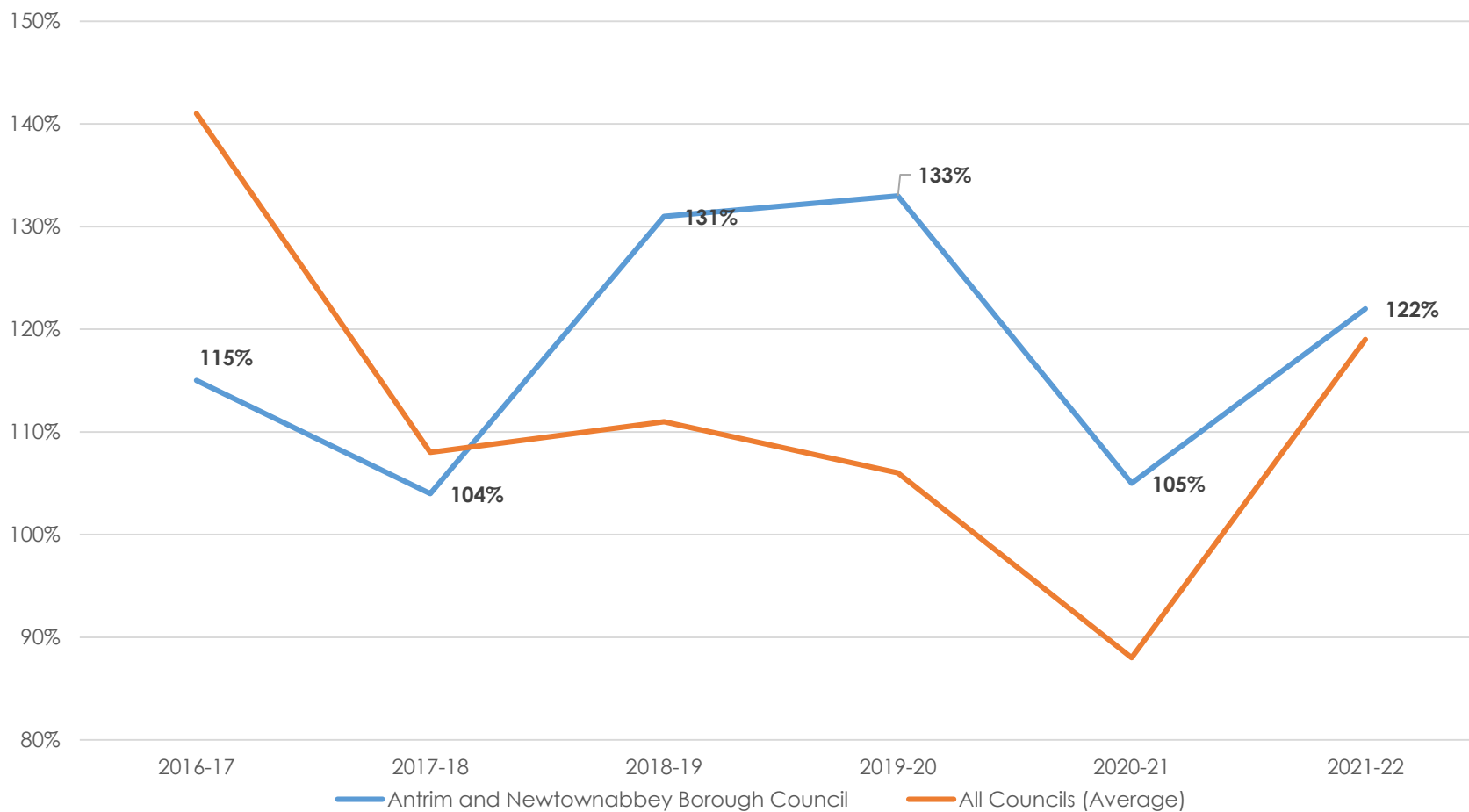
This resulted in the development of 162 business plans, leading to the creation of 87 new businesses and 97 new jobs.

As per communication from the Department of Communities in May 2022, stating the need to measure against the statutory target of 80, and the Go for It programme target of 80, we can confirm that we have fully achieved both targets, and as a Council, are performing above the Northern Ireland average.

The year 2021-22 resulted in an above average performance, with an 18% increase in business plans produced and a 15% increase in jobs created when compared with the previous year, which had been impacted by the Covid 19 pandemic.

**Source: Business dashboards, supplied by Lisburn & Castlereagh City Council. Final validation of 2021-22 data due October 2022.*

Jobs Promoted (Go For It / NIBSUP) 2016-22 : % of statutory target



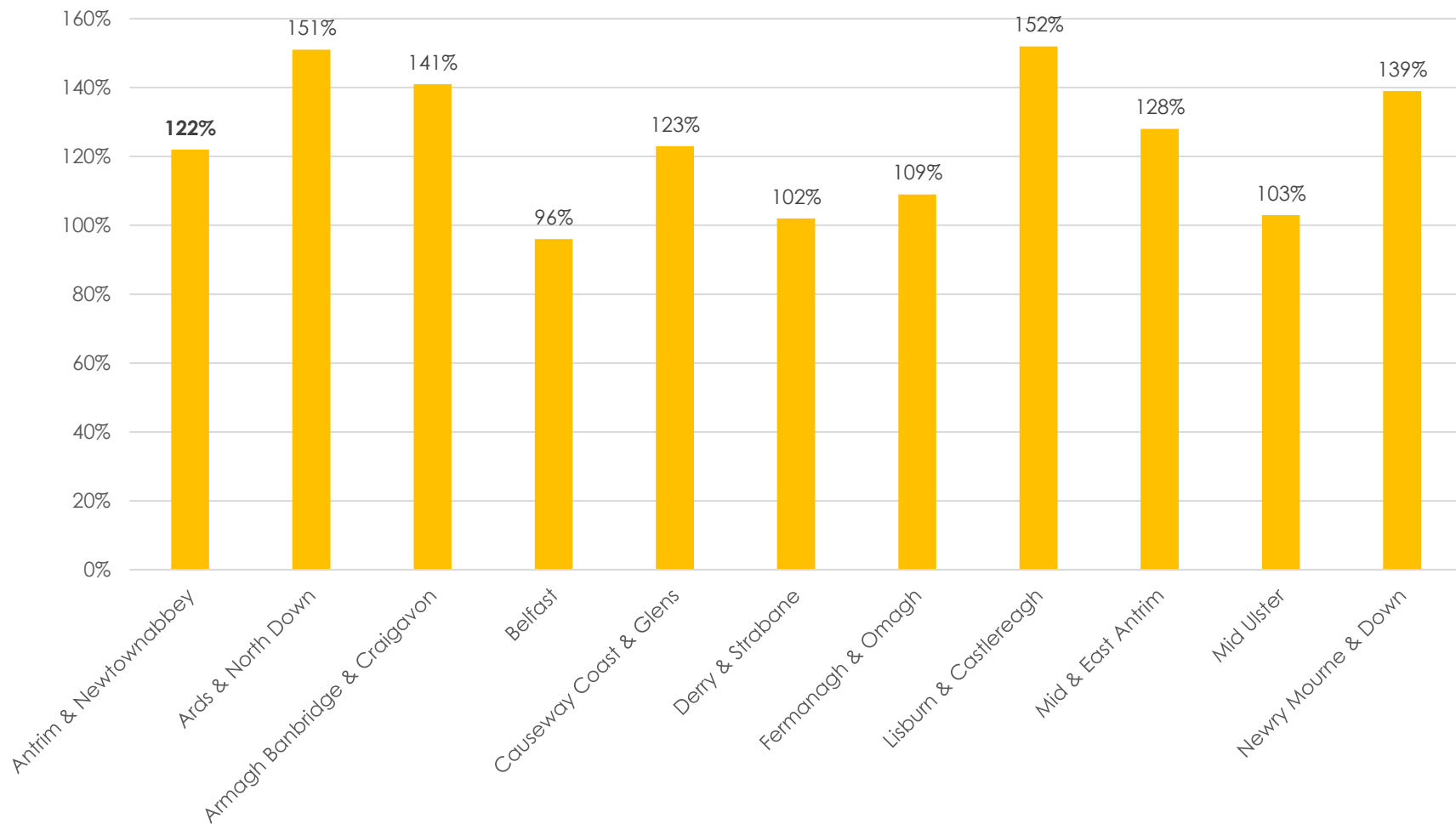
Source: Business dashboards, supplied by Lisburn & Castlereagh City Council. Final validation of 2021-22 data due October 2022.

Jobs Promoted (Go For It / NIBSUP) 2016-22 : % of statutory target

	2016-17		2017-18		2018-19		2019-20		2020-21		2021-2022	
Antrim & Newtownabbey	92	116%	83	103%	105	131%	106	133%	84	105%	97	122%
Ards & North Down	135	159%	92	108%	111	131%	105	124%	101	119%	128	151%
Armagh City, Banbridge & Craigavon	233	141%	185	112%	221	134%	229	139%	190	115%	233	141%
Belfast	380	117%	249	77%	264	81%	258	79%	210	65%	311	96%
Causeway Coast & Glens	209	167%	185	148%	142	114%	120	96%	133	106%	154	123%
Derry City & Strabane	171	122%	139	99%	139	99%	133	95%	113	81%	143	102%
Fermanagh & Omagh	265	156%	193	113%	170	100%	171	101%	101	60%	186	109%
Lisburn & Castlereagh	164	193%	96	113%	140	165%	112	132%	106	125%	129	152%
Mid & East Antrim	193	227%	140	165%	124	145%	122	144%	94	111%	109	128%
Mid Ulster	257	122%	223	106%	204	97%	185	88%	132	63%	163	103%
Newry, Mourne & Down	192	124%	168	109%	184	119%	183	118%	164	106%	215	139%
All Councils (total)	2,290	141%	1,752	108%	1,805	111%	1,725	106%	1,429	88%	1,868	119%

Source: Business dashboards, supplied by Lisburn & Castlereagh City Council. Final validation of 2021-22 data due October 2022.

The number of Jobs Promoted through Business : % of target 2021-22



Source: Business dashboards, supplied by Lisburn & Castlereagh City Council. Final validation of 2021-22 data due October 2022.

PLANNING

The Northern Ireland Planning Statistics 2021-22 Annual Statistical Bulletin, is published annually by the Department for Infrastructure's Analysis, Statistics and Research Branch.

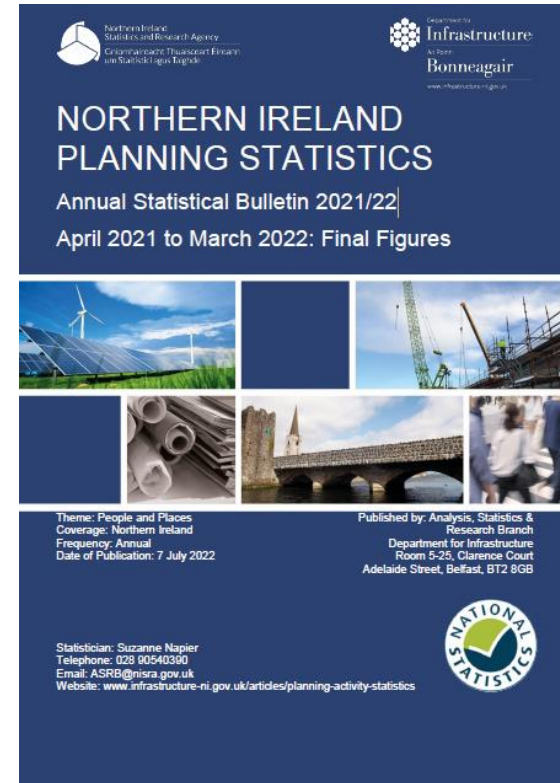
The report stated:

"Planning activity and processing performance in 2021-22 were impacted by the restrictions put in place due to the coronavirus pandemic. This should be borne in mind and caution should be taken when interpreting these figures and when making comparisons with other time periods."

In relation to performance against targets the Department for Infrastructure (DfI) figures show that the Council met the statutory targets in 2021-22 for local applications, one of only three Councils do so.

The Council was also one of six Councils that met the target for enforcement.

The Council continues to rank amongst the top three of the eleven Councils in Northern Ireland on five of the six statutory performance indicators. The Council rank first in the processing of major planning applications and second for the processing of local planning applications in 2021-22.



PLANNING: The average number of weeks taken to process major planning applications

Standard to be met (annually)	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	Status
50% processing times for major planning applications processed within the 30 week target	15.4% (6 th of 11)	26.7% (6 th of 11)	78.6% (1 st of 11)	58.3% (2 nd of 11)	40% (1 st of 11)	62.5% (1 st of 11)	Achieved
Average processing times in weeks for major planning applications processed within the 30 week target	73.6 weeks (18 of 11)	40 weeks (4 th of 11)	24.2 weeks (3 rd of 11)	24.6 weeks (2 nd of 11)	113.4 weeks (11 th of 11)	25.1 weeks (1 st of 11)	Achieved

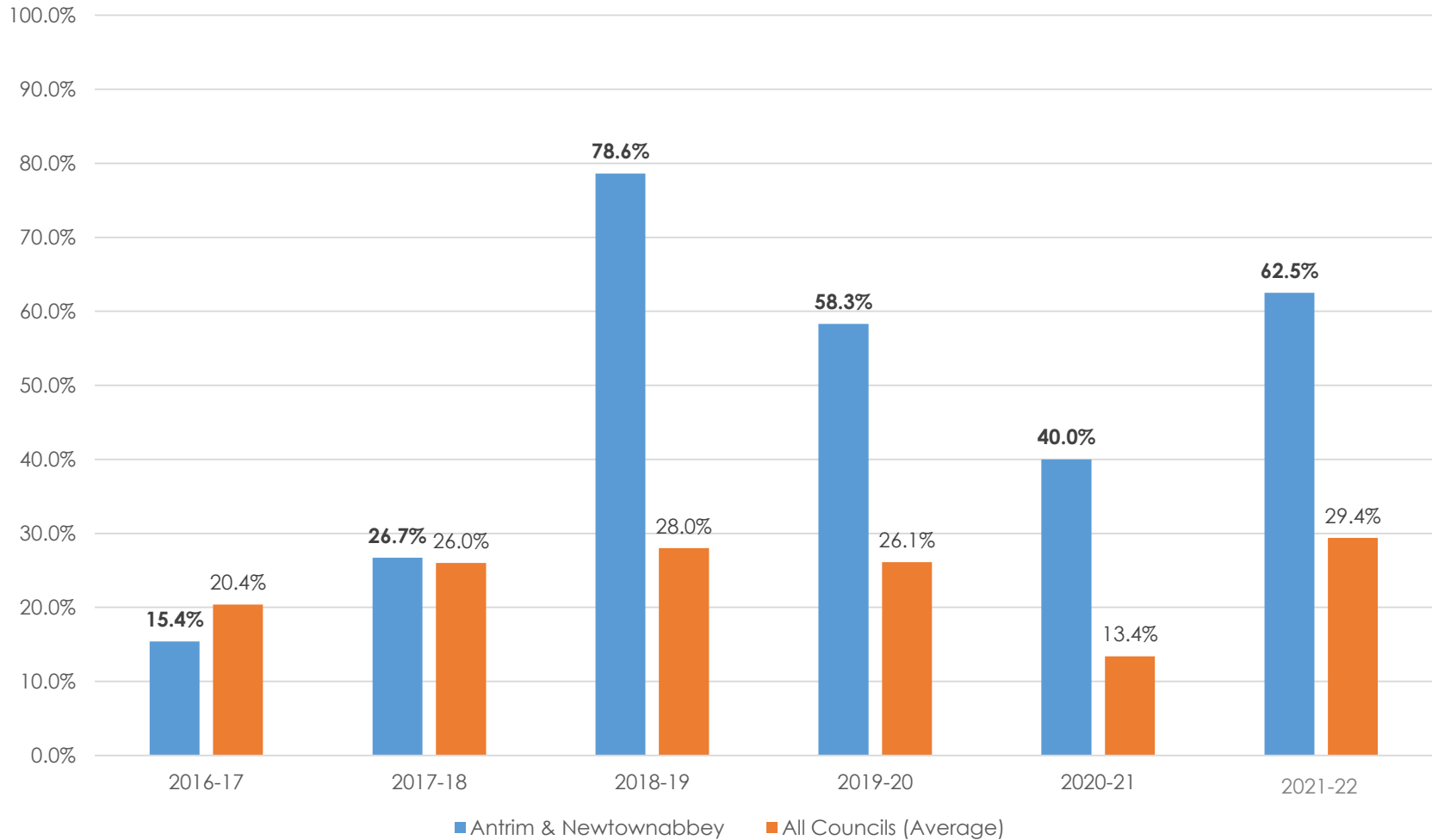
What has been achieved

The Council made noteworthy improvements in their processing times during 2021-22 and took on average 25.1 weeks to process and decide Major planning applications against the target of 30 weeks. As a consequence, the Council met the major target and moved from eleventh place in 2020-21 to being **ranked first of the 11 Councils** against a NI average of 49.8 weeks. This represents a significant improvement.

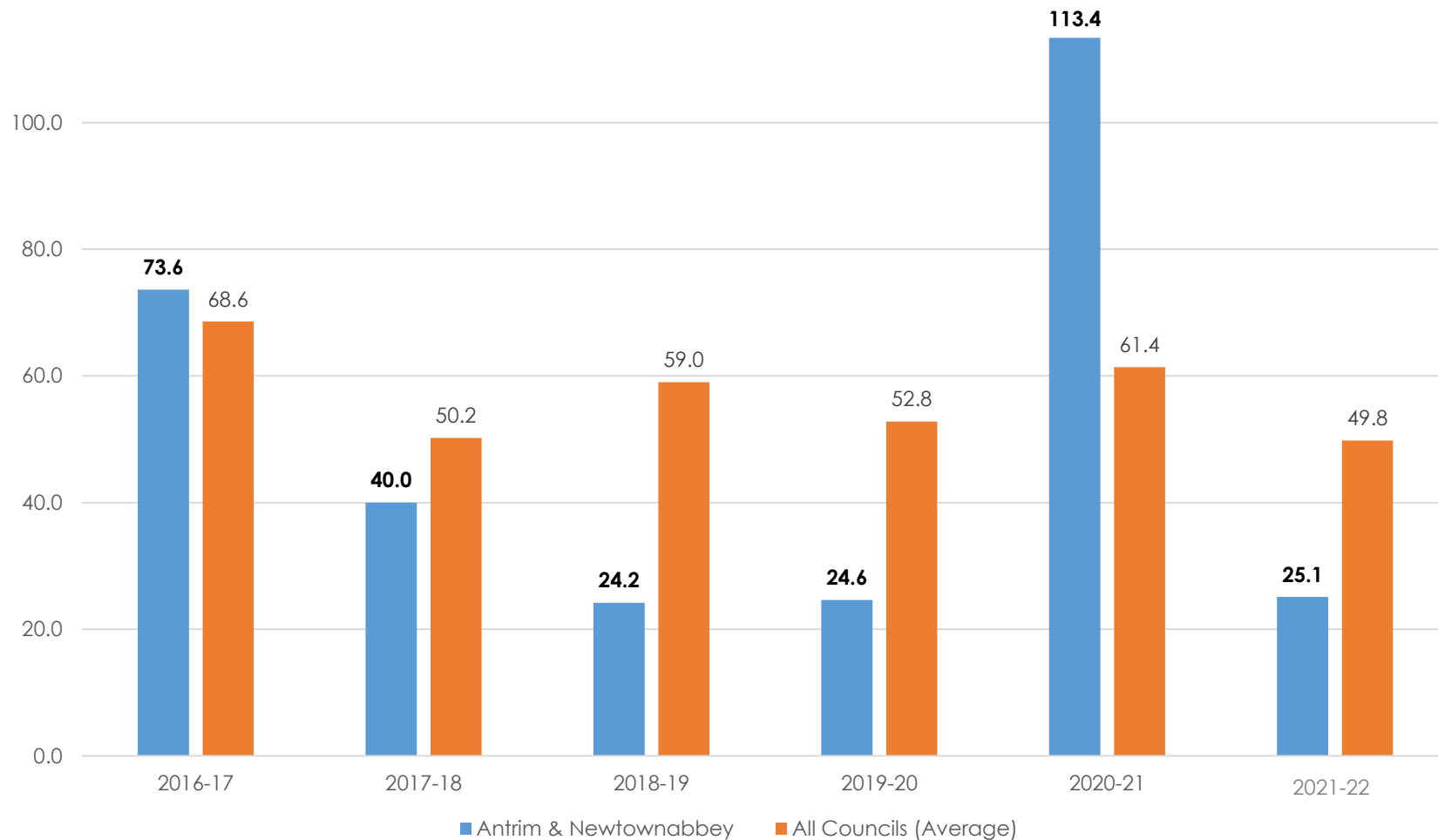
The Council successfully exceeded the target of 50% for the percentage of Major applications processed within 30 weeks. The Council **ranked first of 11 Councils for the second year running**, with a rate of 62.5%

These performance figures represent an improvement in performance when compared to the previous five years.

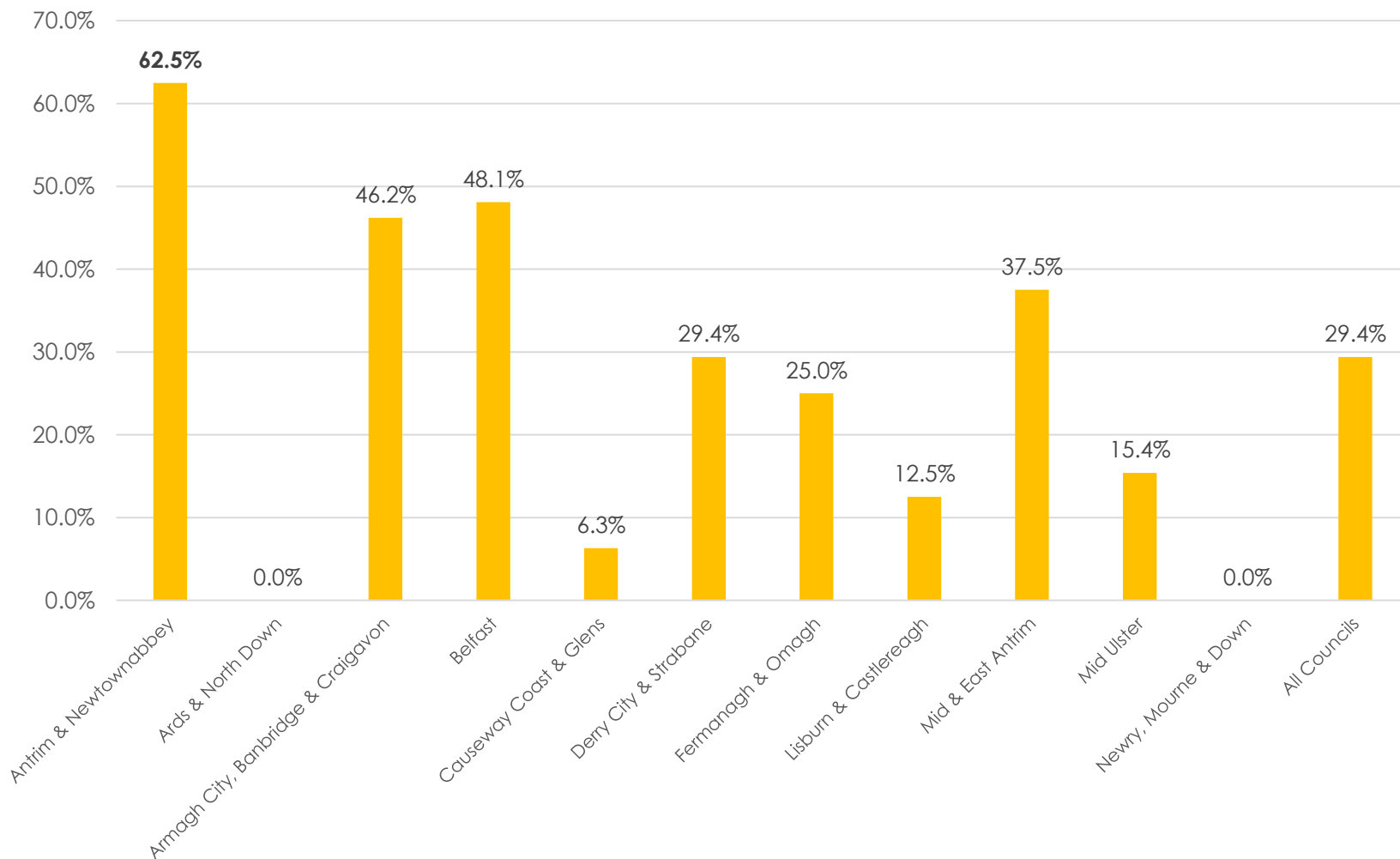
Major Planning Applications 2016-22 : % Cases processed within 30 weeks



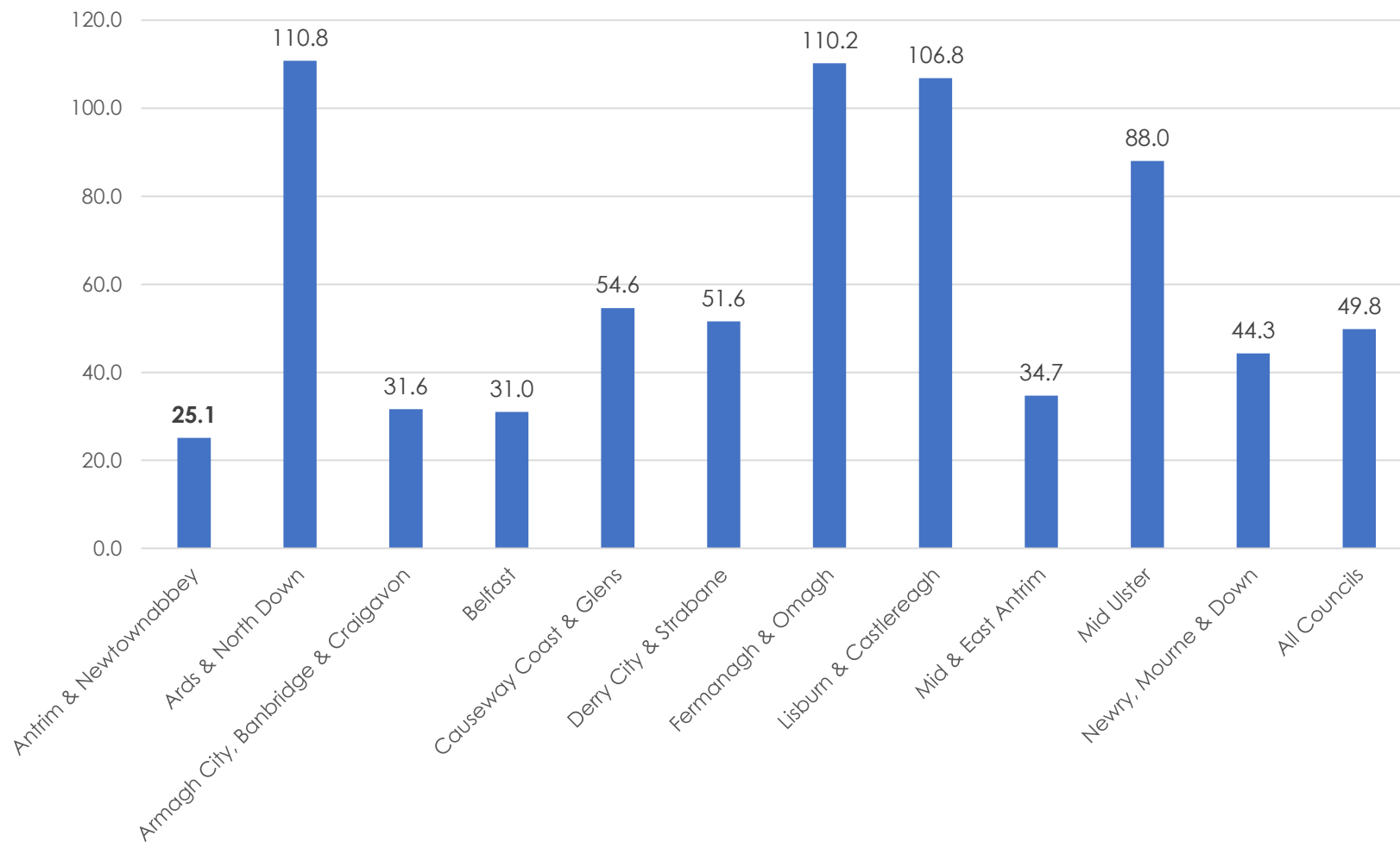
Major Planning Applications 2016-22 : Average processing times (weeks)



Major Planning Applications 2021-22 : % of cases processed within 30 weeks



Major Planning Applications 2021-22 : Average processing times (weeks)



Source: Department for Infrastructure.

Major Planning Performance 2016-22

% of cases processed within 30 weeks & average processing times (weeks)

	2016-17		2017-18		2018-19		2019-20		2020-21		2021-22	
Antrim & Newtownabbey	15.4%	73.6 weeks	26.7%	40 weeks	78.6%	24.2 weeks	58.3%	24.6 weeks	40.0%	113.4 weeks	62.5%	25.1 weeks
Ards & North Down	30.8%	37.6 weeks	16.7%	53.0 weeks	0.0%	151.0 weeks	0.0%	97.0 weeks	11.1%	57.0 weeks	0.0%	110.8 weeks
Armagh City, Banbridge & Craigavon	33.3%	52.8 weeks	33.3%	36.4 weeks	55.6%	23.6 weeks	21.4%	45.2 weeks	13.3%	54.4 weeks	46.2%	31.6 weeks
Belfast	21.6%	60.2 weeks	26.7%	51.5 weeks	26.1%	41.4 weeks	34.5%	37.0 weeks	20.0%	44.2 weeks	48.1%	31.0 weeks
Causeway Coast & Glens	13.3%	51.4 weeks	30.0%	58.4 weeks	16.7%	49.6 weeks	15.0%	74.5 weeks	7.7%	86.2 weeks	6.3%	54.6 weeks
Derry City & Strabane	5.3%	304.8 weeks	18.5%	63.2 weeks	16.7%	154.2 weeks	0.0%	96.0 weeks	0.0%	65.2 weeks	29.4%	51.6 weeks
Fermanagh & Omagh	31.8%	69.6 weeks	46.7%	30.6 weeks	71.4%	22.0 weeks	100%	23.4 weeks	33.3%	58.6 weeks	25%	110.2 weeks
Lisburn & Castlereagh	13.3%	73.4 weeks	19.0%	94.4 weeks	5.9%	78.0 weeks	16.7%	55.2 weeks	10.0%	79.7 weeks	12.5%	106.8 weeks
Mid & East Antrim	36.4%	67.8 weeks	50.0%	29.0 weeks	33.3%	43.2 weeks	37.5%	42.4 weeks	0.0%	39.2 weeks	37.5%	34.7 weeks
Mid Ulster	9.1%	73.6 weeks	30.8%	44.4 weeks	12.5%	64.7 weeks	0.0%	73.2 weeks	0.0%	74.1 weeks	15.4%	88.0 weeks
Newry, Mourne & Down	14.8%	86.6 weeks	0.0%	127.6 weeks	14.3%	76.6 weeks	13.3%	94.0 weeks	14.3%	64.6 weeks	0.0%	44.3 weeks
All Councils	20.4%	68.6 weeks	26.0%	50.2 weeks	28.0%	59.2 weeks	26.1%	52.8 weeks	13.4%	61.4 weeks	29.4%	49.8 weeks

Source: Department for Infrastructure.

PLANNING: The average number of weeks taken to process local planning applications

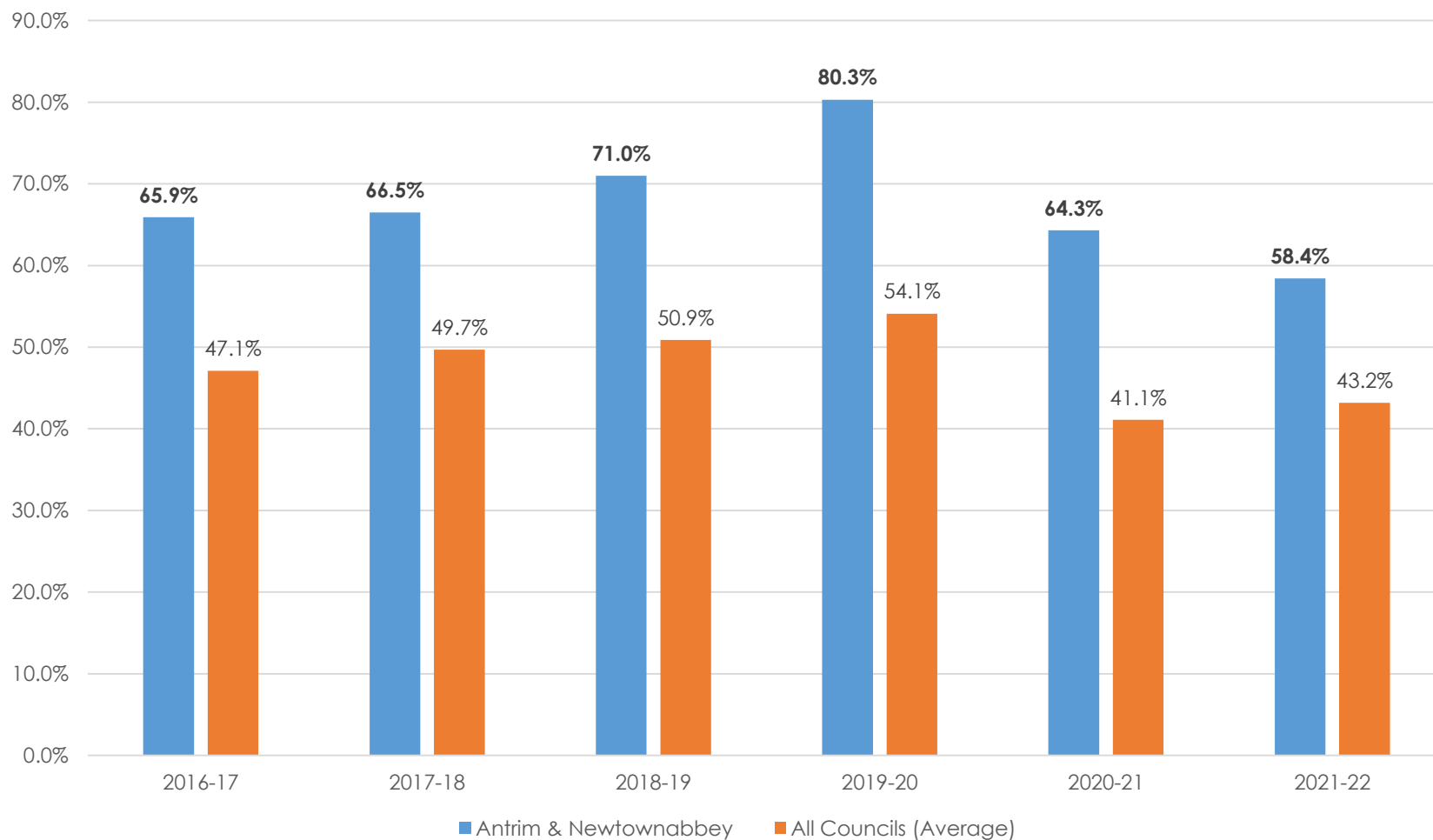
Standard to be met (annually)	2016 -17	2017-18	2018-19	2019-20	2020-21	2021-22	Status
50% processing times for local planning applications within the 15 week target	65.9% (2 nd of 11)	66.5% (2 nd of 11)	71% (2 nd of 11)	80.3% (1 st of 11)	64.3% (2 nd of 11)	58.4% (2 nd of 11)	Fully Achieved
Average processing times in weeks for local planning applications within the 15 week target	12.6 Weeks (3 rd of 11)	12.1 weeks (2 nd of 11)	12.4 weeks (3 rd of 11)	9.4 weeks (2 nd of 11)	12.4 weeks (2 nd of 11)	13.2 weeks (2 nd of 11)	Fully Achieved

What has been achieved

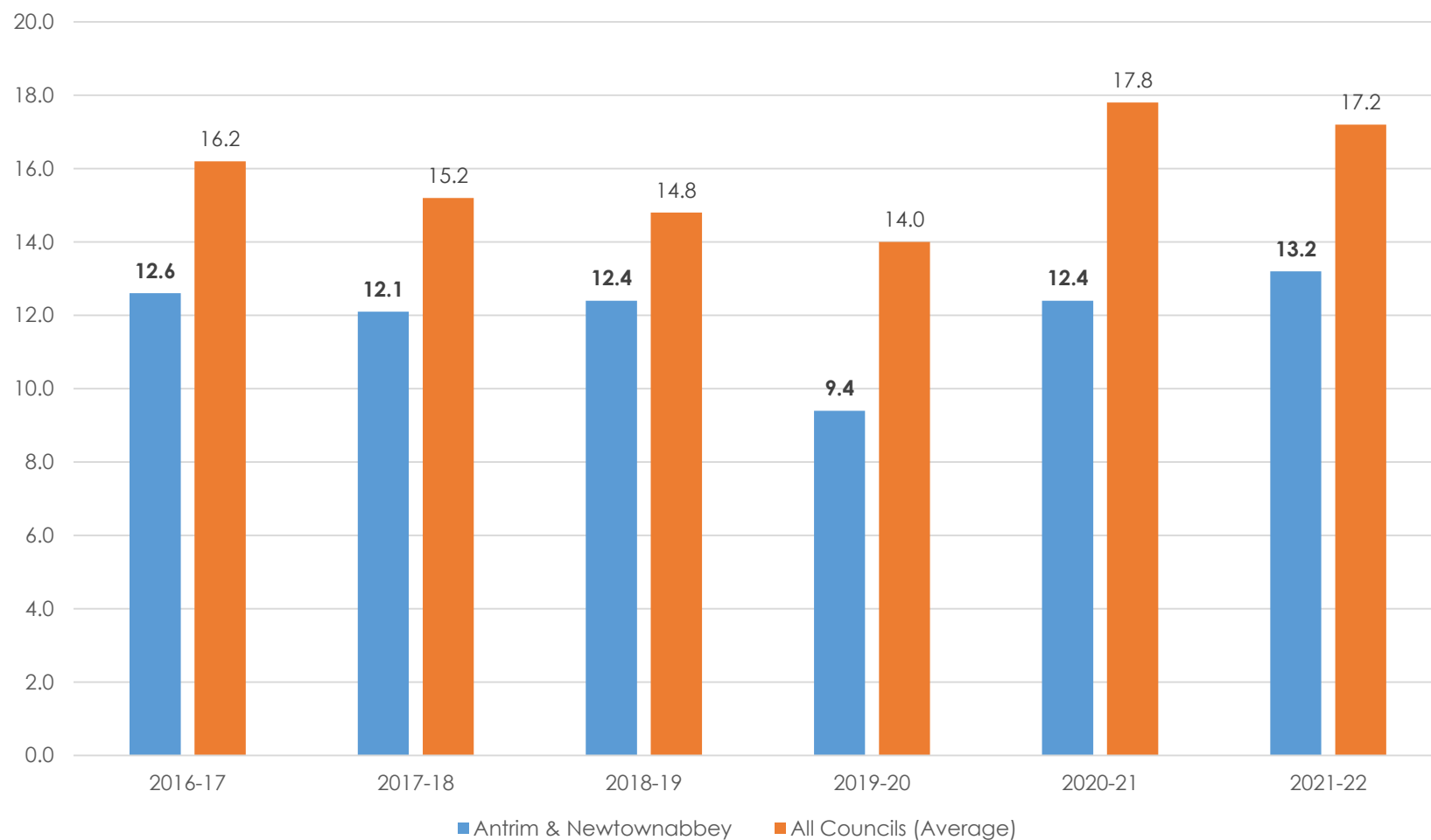
The Department of Infrastructure figures show that the Council took on average 13.2 weeks to process and decide Local planning applications during 2021-22 against the target of 15 weeks. Whilst this performance represents an increase in average processing time against previous years, it again **ranked second out of the 11** Councils, where an average processing time of 17.2 weeks across all Councils has been recorded.

In relation to the proportion of cases processed within target the Council also **ranked second out of all 11** Councils with 58.4% of cases processed within 15 weeks against an average of 43.2% across all Councils.

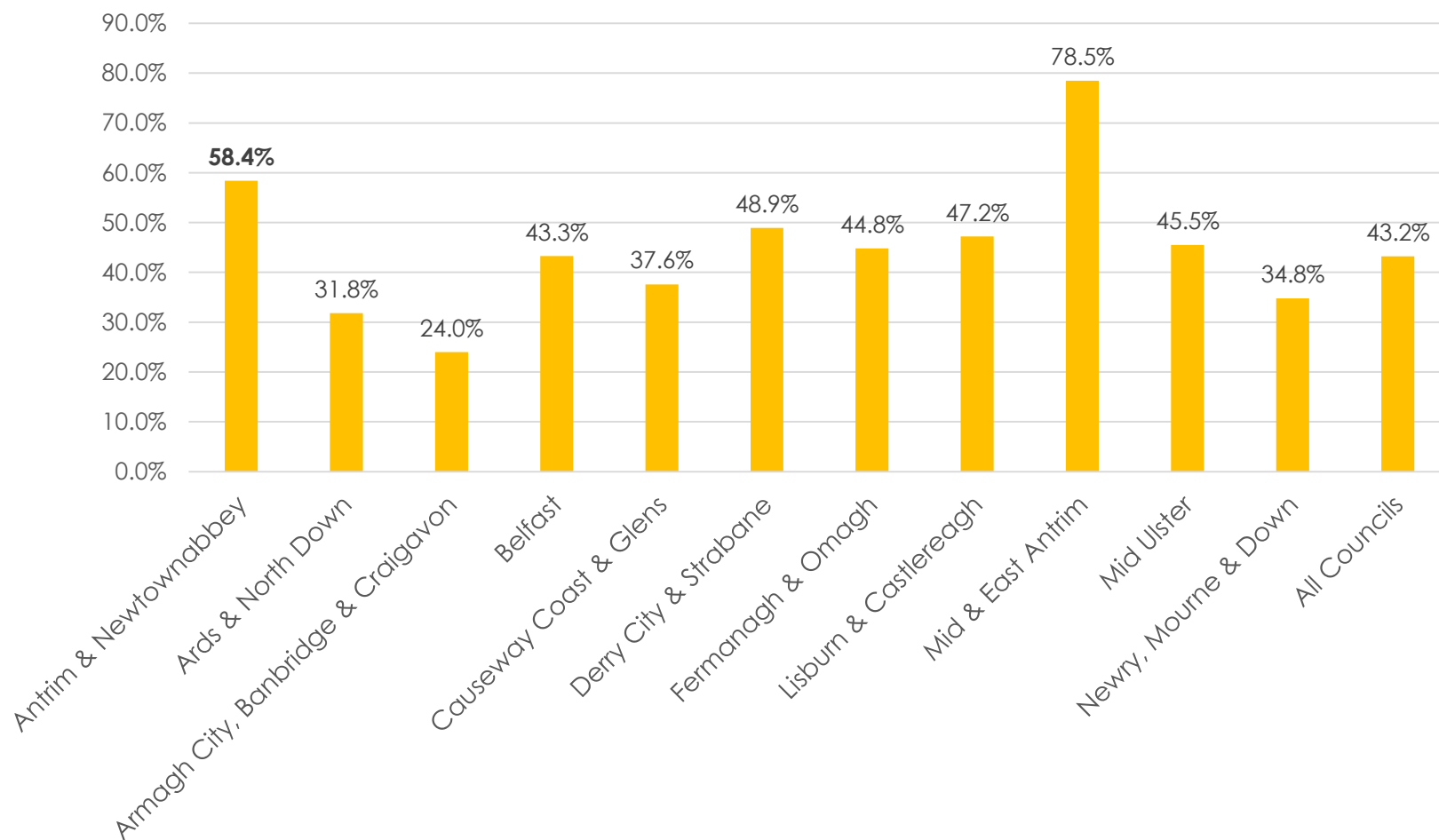
Local Planning Applications 2016-22 : % of cases processed within 15 weeks



Local Planning Applications 2016-22 : Average processing time (weeks)

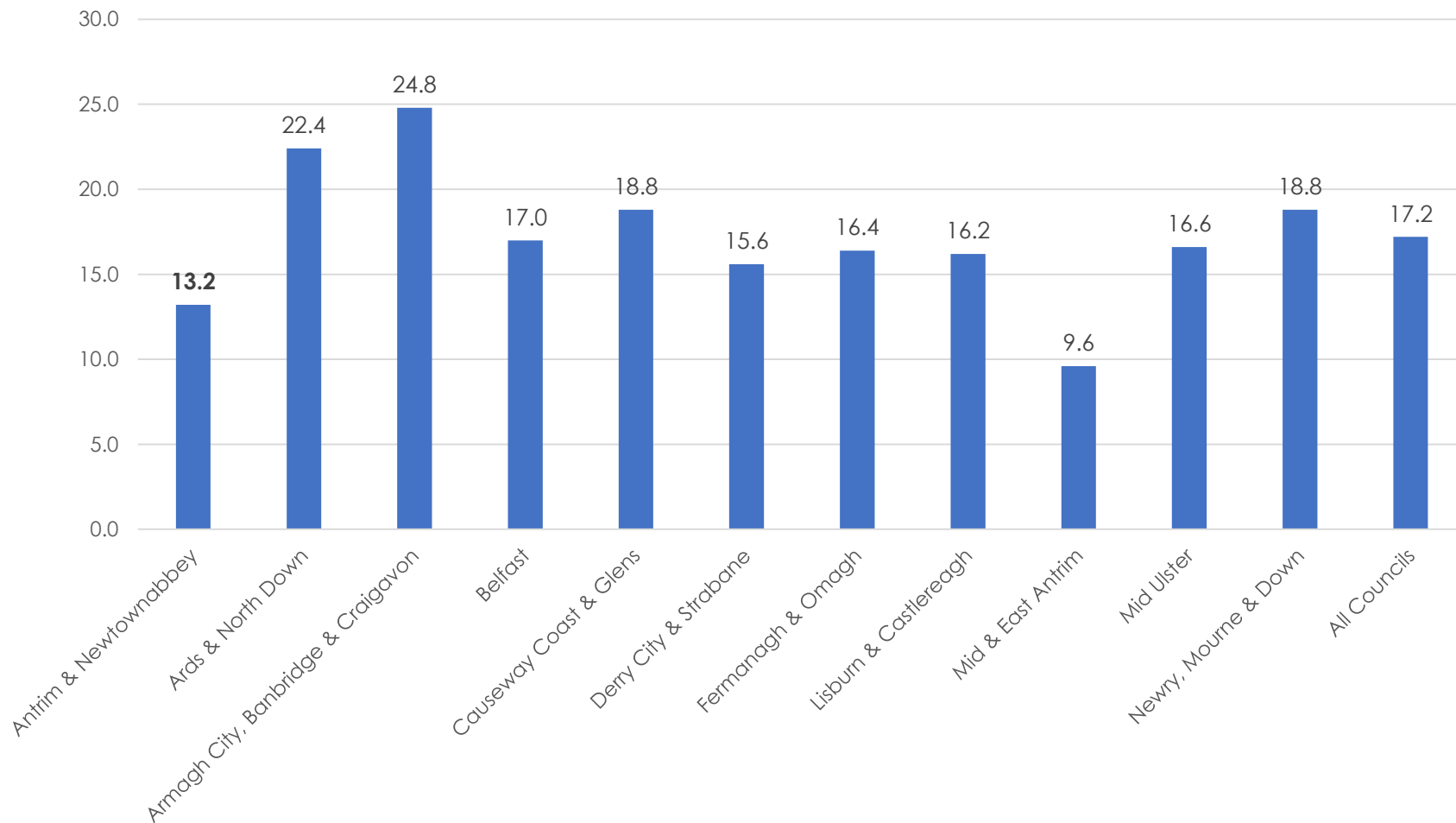


Local Planning Applications 2021-22 : % of cases processed within 15 weeks



Source: Department for Infrastructure.

Local Planning Applications 2021-22 : Average processing time (weeks)



Source: Department for Infrastructure.



Local Planning Performance 2016-22

% of cases processed within 15 weeks & average processing times (weeks)

	2016-17		2017-18		2018-19		2019-20		2020-21		2021-22	
Antrim & Newtownabbey	65.9%	12.6 weeks	66.5%	12.1 weeks	71.0%	12.4 weeks	80.3%	9.4 weeks	64.3%	12.4 weeks	58.4%	13.2 weeks
Ards & North Down	33.8%	20.2 weeks	41.7%	17.2 weeks	47.7%	15.6 weeks	48.8%	15.8 weeks	46.2%	16.8 weeks	31.8%	22.4 weeks
Armagh City, Banbridge & Craigavon	54.8%	14.0 weeks	54.9%	14.0 weeks	51.5%	14.6 weeks	52.3%	14.6 weeks	13.3%	26.4 weeks	24.0%	24.8 weeks
Belfast	48.2%	15.6 weeks	49.9%	15.2 weeks	49.1%	15.2 weeks	54.9%	14.0 weeks	34.7%	19.2 weeks	43.3%	17.0 weeks
Causeway Coast & Glens	38.1%	18.8 weeks	32.3%	20.4 weeks	36.8%	21.6 weeks	40.8%	20.0 weeks	33.9%	20.8 weeks	37.6%	18.8 weeks
Derry City & Strabane	40.4%	19.1 weeks	47.8%	16.2 weeks	53.8%	14.1 weeks	53.0%	14.0 weeks	53.2%	14.2 weeks	48.9%	15.6 weeks
Fermanagh & Omagh	64.8%	11.6 weeks	62.3%	12.4 weeks	64.3%	12.2 weeks	72.1%	10.6 weeks	47.1%	15.6 weeks	44.8%	16.4 weeks
Lisburn & Castlereagh	25.5%	22.4 weeks	33.2%	21.6 weeks	44.7%	17.7 weeks	45.6%	16.6 weeks	29.9%	23.8 weeks	47.2%	16.2 weeks
Mid & East Antrim	70.6%	9.0 weeks	70.4%	9.6 weeks	73.5%	7.8 weeks	78.3%	7.6 weeks	71.7%	10.4 Weeks	78.5%	9.6 weeks
Mid Ulster	54.2%	14.4 weeks	53.4%	14.4 weeks	42.9%	16.9 weeks	59.3%	12.5 weeks	45.2%	16.0 weeks	45.5%	16.6 weeks
Newry, Mourne & Down	35.2%	23.0 weeks	44.7%	17.0 weeks	41.6%	18.0 weeks	33.7%	20.6 weeks	34.8%	19.0 weeks	34.8%	18.8 weeks
All Councils	47.1%	16.2 weeks	49.7%	15.2 weeks	50.9%	14.8 weeks	54.1%	14.0 weeks	41.1%	17.8 weeks	43.2%	17.2 weeks

Source: Department for Infrastructure.

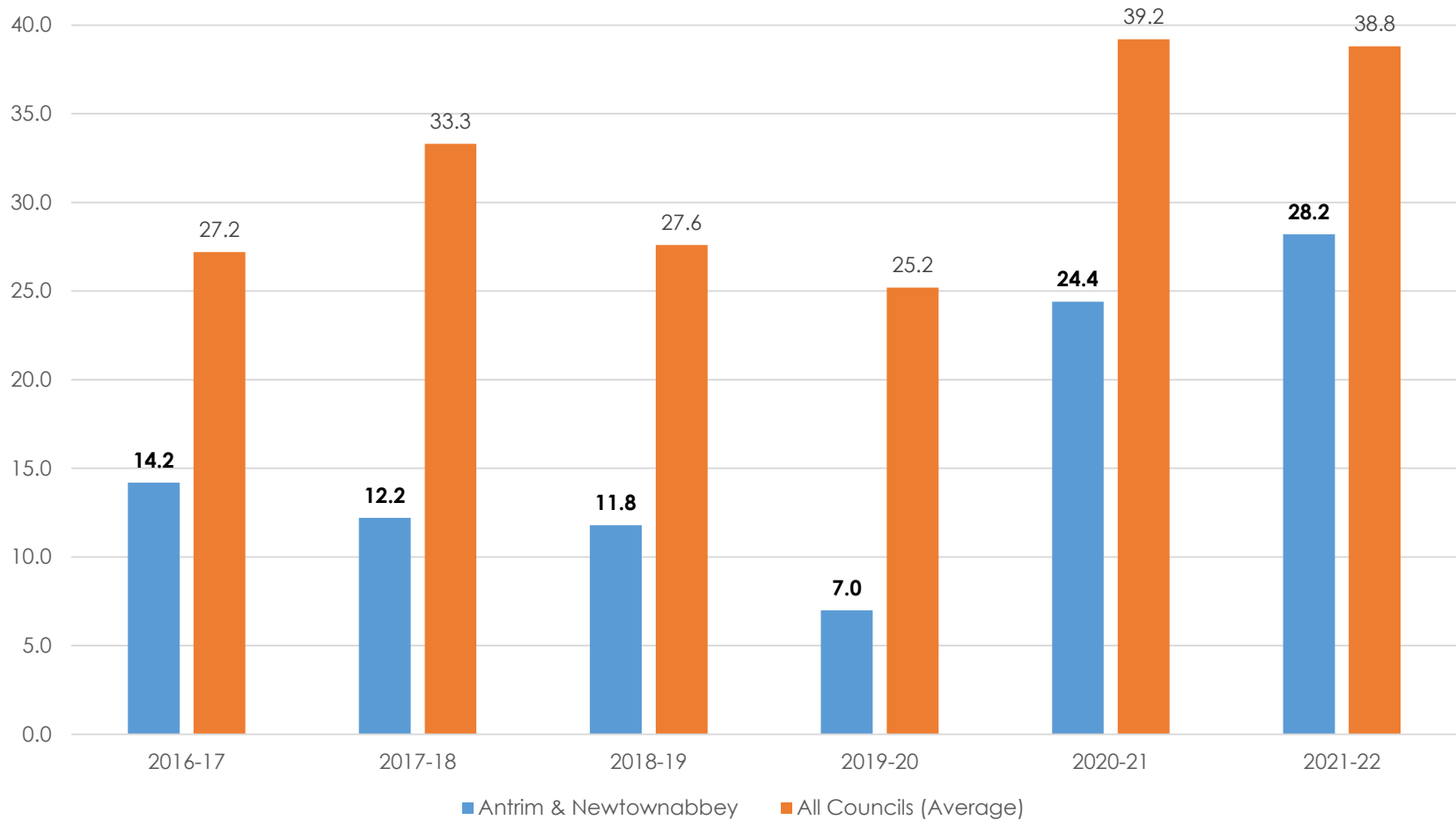
PLANNING: % enforcement cases concluded within 39 weeks

Standard to be met (annually)	2016 -17	2017-18	2018-19	2019-20	2020-21	2021-22	Status
70% processing times for enforcement planning cases within the 39 week target	94.3% (1 st of 11)	94.2% (1 st of 11)	94% (1 st of 11)	98.7% (1 st of 11)	90.8% (1 st of 11)	78.1% (6 th of 11)	Fully Achieved
Average processing times in weeks for enforcement planning cases within the 39 week target	14.2 weeks (1 st of 11)	12.2 weeks (1 st of 11)	11.8 weeks (1 st of 11)	7.0 weeks (1 st of 11)	24.4 weeks (3 rd of 11)	28.2 weeks (4 th of 11)	Fully Achieved

What has been achieved

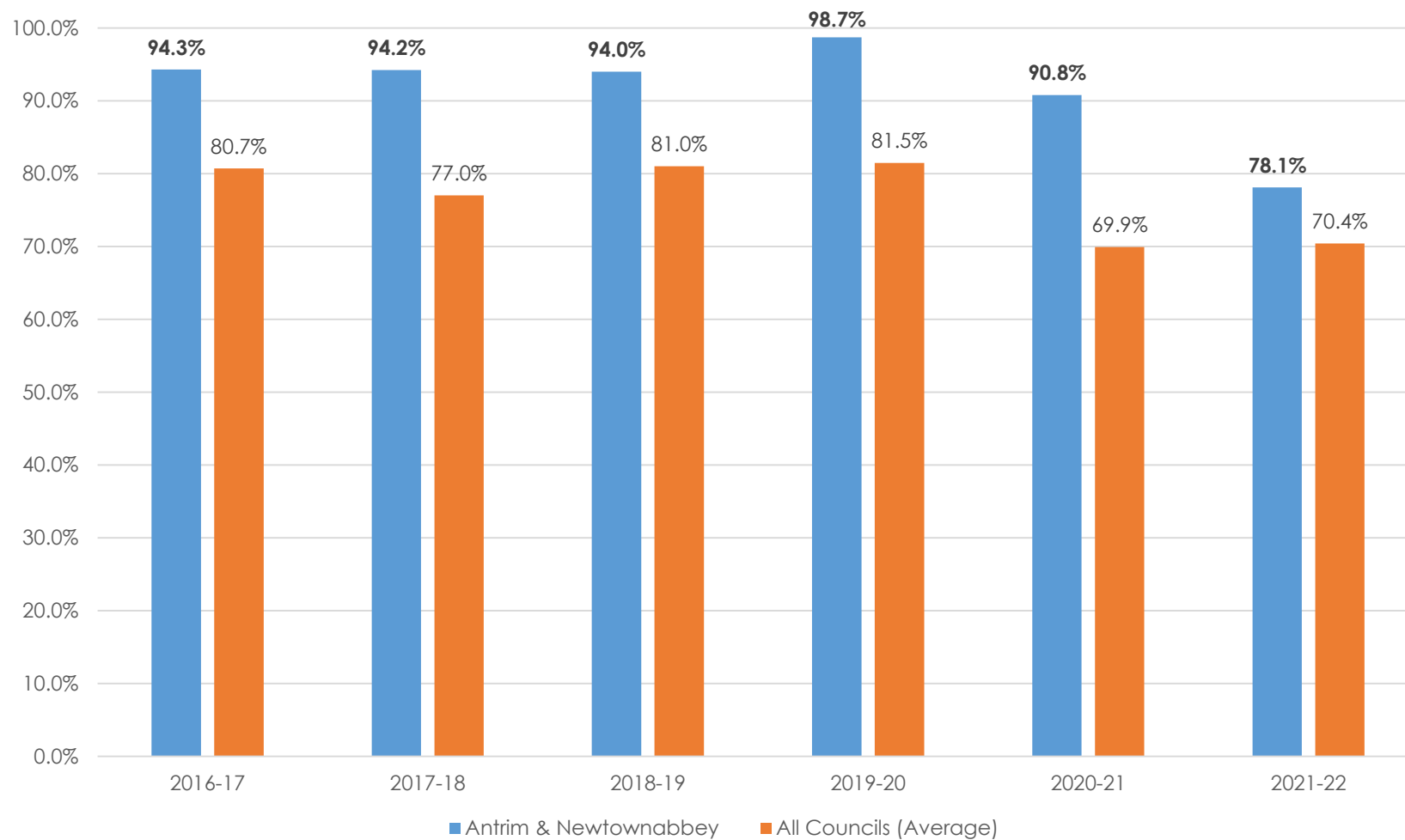
In relation to enforcement, the Department of Infrastructure figures highlight that the Council's Planning Enforcement Team concluded over 78.3% of cases within 39 weeks against the performance target of 70%. The team recorded an average time of 28.2 weeks, to process 70% of enforcement cases to target conclusion compared to an average of 39.2 weeks across all Councils.

Enforcement 2016-22 : 70% conclusion times (weeks)



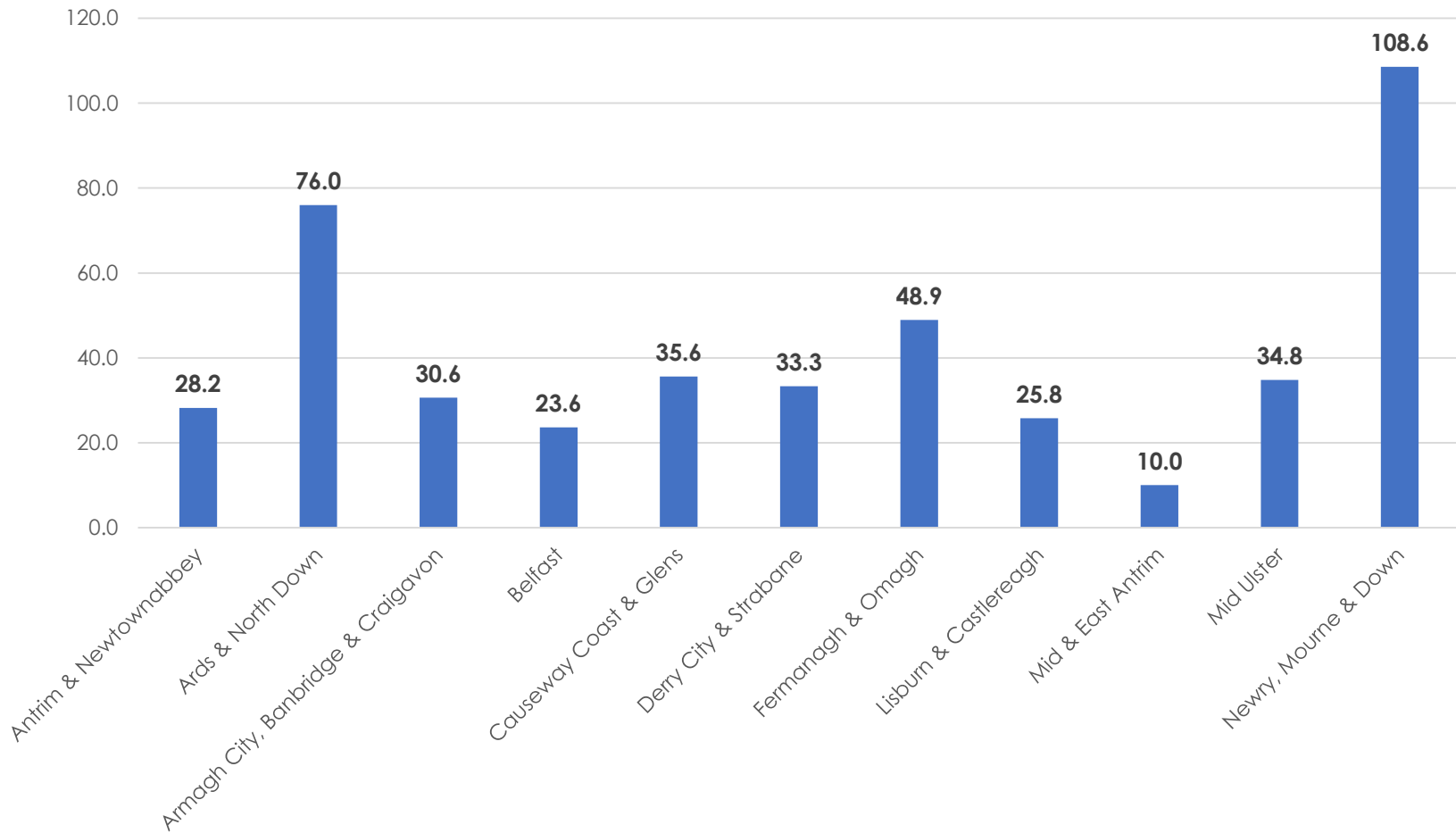
Source: Department for Infrastructure.

Enforcement 2016-22 : % of cases concluded within 39 weeks



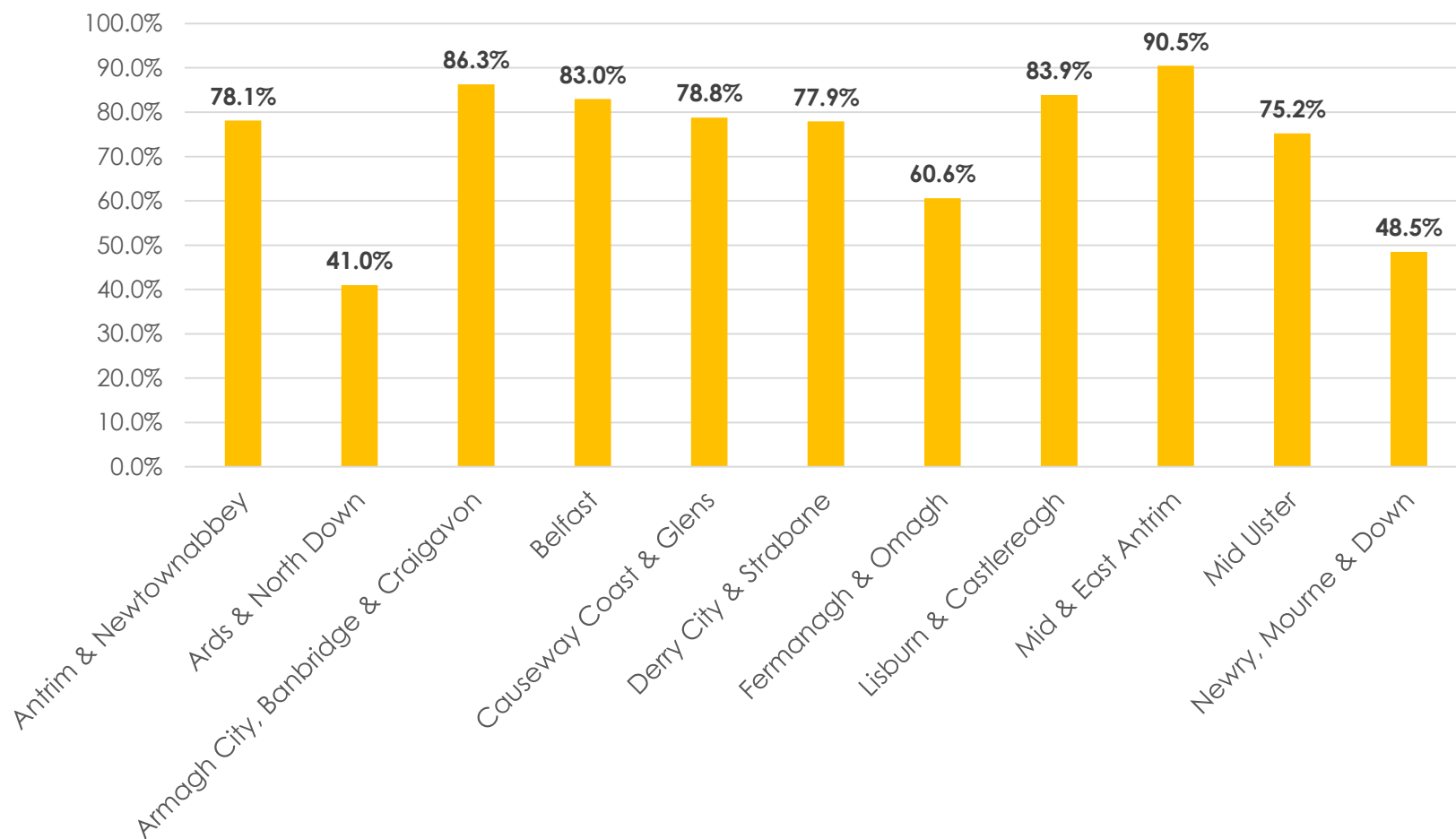
Source: Department for Infrastructure.

Enforcement 2021-22 : 70% conclusion times (weeks)



Source: Department for Infrastructure.

Enforcement 2021-22 : % of cases concluded within 39 weeks



Source: Department for Infrastructure.



Planning Enforcement Performance 2016-22

% of cases concluded within 39 weeks & 70% conclusion times (weeks)

	2016-17		2017-18		2018-19		2019-20		2020-21		2021-22	
Antrim & Newtownabbey	94.3%	14.2 weeks	94.2%	12.2 weeks	94.0%	11.8 weeks	98.7%	7.0 weeks	90.8%	24.4 weeks	78.1%	28.2 weeks
Ards & North Down	77.7%	32.0 weeks	73.4%	34.3 weeks	76.9%	30.2 weeks	81.1%	25.3 weeks	62.0%	50.7 weeks	41.0%	76.0 weeks
Armagh City, Banbridge & Craigavon	82.2%	29.6 weeks	82.5%	32.0 weeks	80.0%	28.9 weeks	85.9%	20.2 weeks	77.7%	28.9 weeks	86.3%	30.6 weeks
Belfast	74.8%	30.3 weeks	72.3%	36.1 weeks	86.8%	19.9 weeks	93.2%	17.4 weeks	66.2%	43.2 weeks	83.0%	23.6 weeks
Causeway Coast & Glens	89.5%	24.0 weeks	70.5%	38.8 weeks	80.1%	31.8 weeks	87.6%	28.0 weeks	66.5%	43.0 weeks	78.8%	35.6 weeks
Derry City & Strabane	75.9%	33.6 weeks	71.0%	37.2 weeks	53.6%	73.1 weeks	78.1%	30.6 weeks	73.3%	37.4 weeks	77.9%	33.3 weeks
Fermanagh & Omagh	82.4%	28.2 weeks	79.2%	32.9 weeks	84.9%	30.8 weeks	81.1%	28.1 weeks	56.6%	48.4 weeks	60.6%	48.9 weeks
Lisburn & Castlereagh	80.8%	23.6 weeks	78.0%	26.7 weeks	83.8%	22.1 weeks	84.5%	22.7 weeks	83.6%	22.7 weeks	83.9%	25.8 weeks
Mid & East Antrim	88.1%	22.9 weeks	86.0%	24.0 weeks	88.2%	20.4 weeks	88.8%	18.0 weeks	82.6%	22.5 weeks	90.5%	10.0 weeks
Mid Ulster	79.1%	32.6 weeks	82.1%	29.5 weeks	77.4%	35.5 weeks	90.1%	27.3 weeks	88.6%	30.3 weeks	75.2%	34.8 weeks
Newry, Mourne & Down	56.1%	54.2 weeks	59.9%	54.2 weeks	52.9%	64.9 weeks	36.2%	143.8 weeks	40.9%	121.9 weeks	48.5%	108.6 weeks
All Councils	80.7%	27.2 weeks	77.0%	33.0 weeks	81.0%	27.6 weeks	81.4%	25.0 weeks	69.9%	39.2 weeks	70.4%	38.8 weeks

Source: Department for Infrastructure.



WASTE MANAGEMENT: The percentage of household waste collected that is sent for recycling

Standard to be met (annually)	2016 -17	2017-18	2018-19	2019-20	2020-21	2020-21	Status
Within the NI Landfill Allowance Scheme (50% by 2020)	47.5% (4 th of 11) NI Average 44.4%	52.2% (3 rd of 11) NI Average 48.1%	56.1% (1 st of 11) NI Average 50.0 %	57.3% (2 nd of 11) NI Average 51.9%	54.5% (2 nd of 11) NI Average 50.7%	59.9%* (1 st of 11) NI Average 50.5 %	Fully Achieved

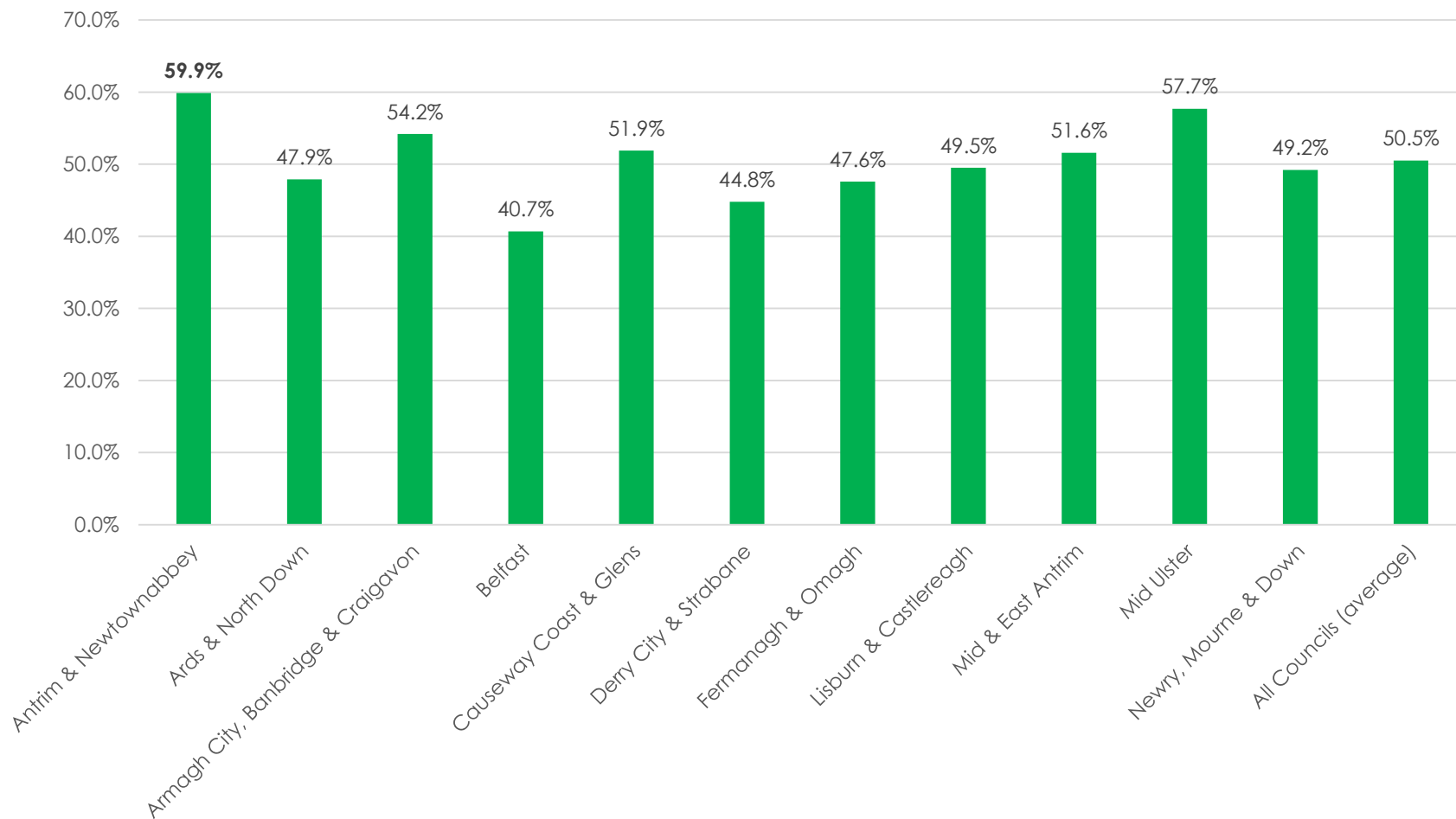
What has been achieved

The recycling rate has increased considerably in 2021-22 relative to the previous year, with a rate of 59.9% compared with 54.5% in 2020-21. The Council has **maintained an above average level of performance**, with the 11 Council average 50.5% which is slightly less than 2020-21. **The Council ranks first among the 11 Councils for recycling.**

**Source: Waste Data Flow unvalidated survey data September 2022.*

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2022.

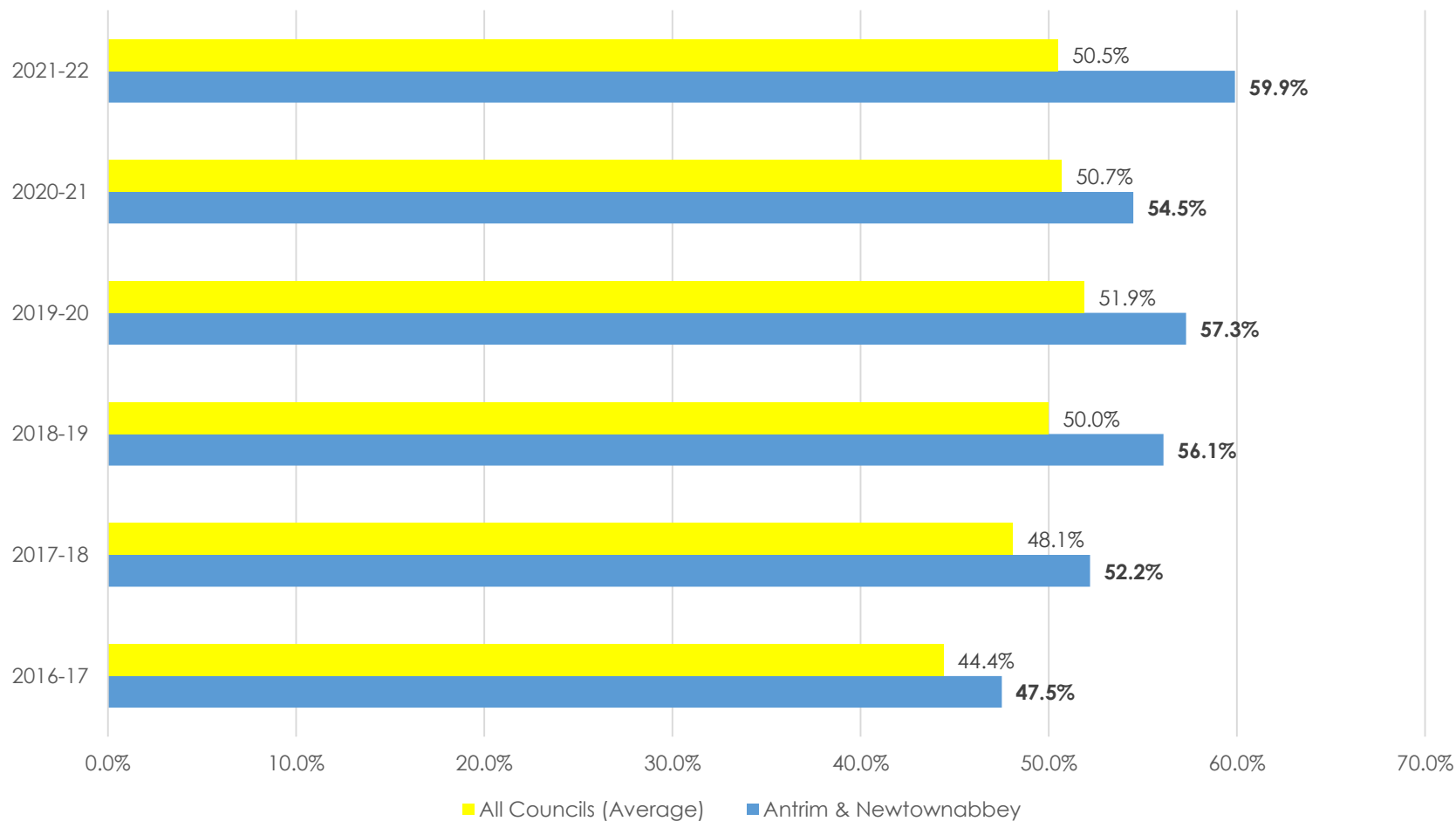
% Household waste arisings sent for recycling, composting or prepared for reuse 2021-22



*Source: Waste Data Flow unvalidated survey data September 2022.

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2022.

% Household waste arisings sent for recycling, composting or prepared for reuse 2016-22



*Source: Waste Data Flow unvalidated survey data September 2022.

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2022.



% Household waste arisings sent for preparing for reuse and recycling (inc. composting) 2016-22

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Antrim & Newtownabbey	47.5%	52.2%	56.1%	57.3%	54.5%	59.9%*
Ards & North Down	49.2%	52.1%	53.1%	54.7%	51.1%	47.9%
Armagh City, Banbridge & Craigavon	48.8%	50.5%	51.6%	54.8%	54.2%	54.2%
Belfast	39.4%	44.4%	44.4%	45.4%	43.1%	40.7%
Causeway Coast & Glens	42.3%	42.2%	47.7%	53.8%	53.5%	51.9%
Derry City & Strabane	40.5%	43.3%	44.3%	44.2%	46.1%	44.8%
Fermanagh & Omagh	45.3%	46.3%	49.3%	49.1%	47.0%	47.6%
Lisburn & Castlereagh	41.1%	46.3%	48.1%	50.8%	50.3%	49.5%
Mid & East Antrim	45.3%	52.8%	52.0%	51.4%	50.5%	51.6%
Mid Ulster	51.6%	54.3%	56.0%	58.8%	58.8%	57.7%
Newry, Mourne & Down	40.1%	46.1%	51.4%	53.7%	52.7%	49.2%
All Councils (average)	44.4%	48.1%	50.0%	51.9%	50.7%	50.5%

*Source: Waste Data Flow unvalidated survey data September 2022.

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WASTE MANAGEMENT: The amount of biodegradable waste that is landfilled (tonnes)

Standard to be met (annually)	2016 -17	2017-18	2018-19	2019-20	2020-21	2021-22	Status
Within the NI Landfill Allowance Scheme (16,788 tonnes)	17,609 tonnes (Landfill allowance 20,042) 87.9% of allowance NI average 77.8% of allowance	14,235 tonnes (Landfill allowance 18,968) 75% of allowance NI average 68.9% of allowance	11,622 tonnes (Landfill allowance 17,878) 62.74% of allowance NI average 65% of allowance	10,988 tonnes (Landfill allowance 16,788) 65.45% of allowance NI average 57.4% of allowance	11,688 tonnes (Landfill allowance 16,788) 69.6% of allowance NI average % of allowance	12,369 tonnes* (Landfill allowance 16,788?) 73.7% of allowance	Fully Achieved

What has been achieved

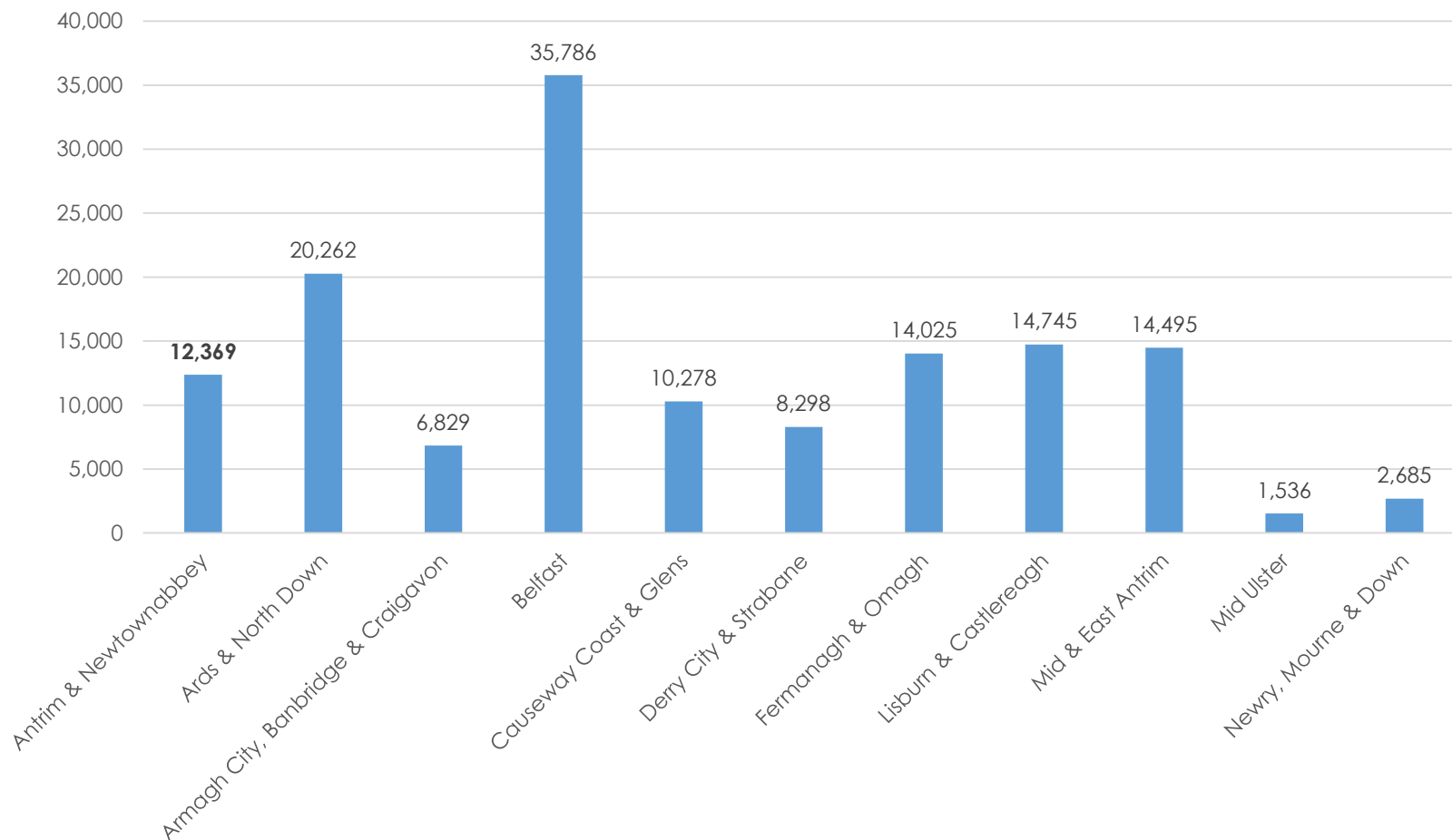
The Northern Ireland Landfill Allowance Scheme (NILAS) has set targets up to 2019-20, and whilst the scheme is no longer operational, the Council will continue to monitor the levels of biodegradable waste sent to landfill and expects to record a reduction.

During 2021-22, the amount of biodegradable waste increased on the performance for 2020-21. This can be attributed to an increase in a higher generation of black bin waste, due to the number of residents staying at home during lockdown, and the continued levels of the number of people working from home.

**Source: Waste Data Flow unvalidated survey data September 2022.*

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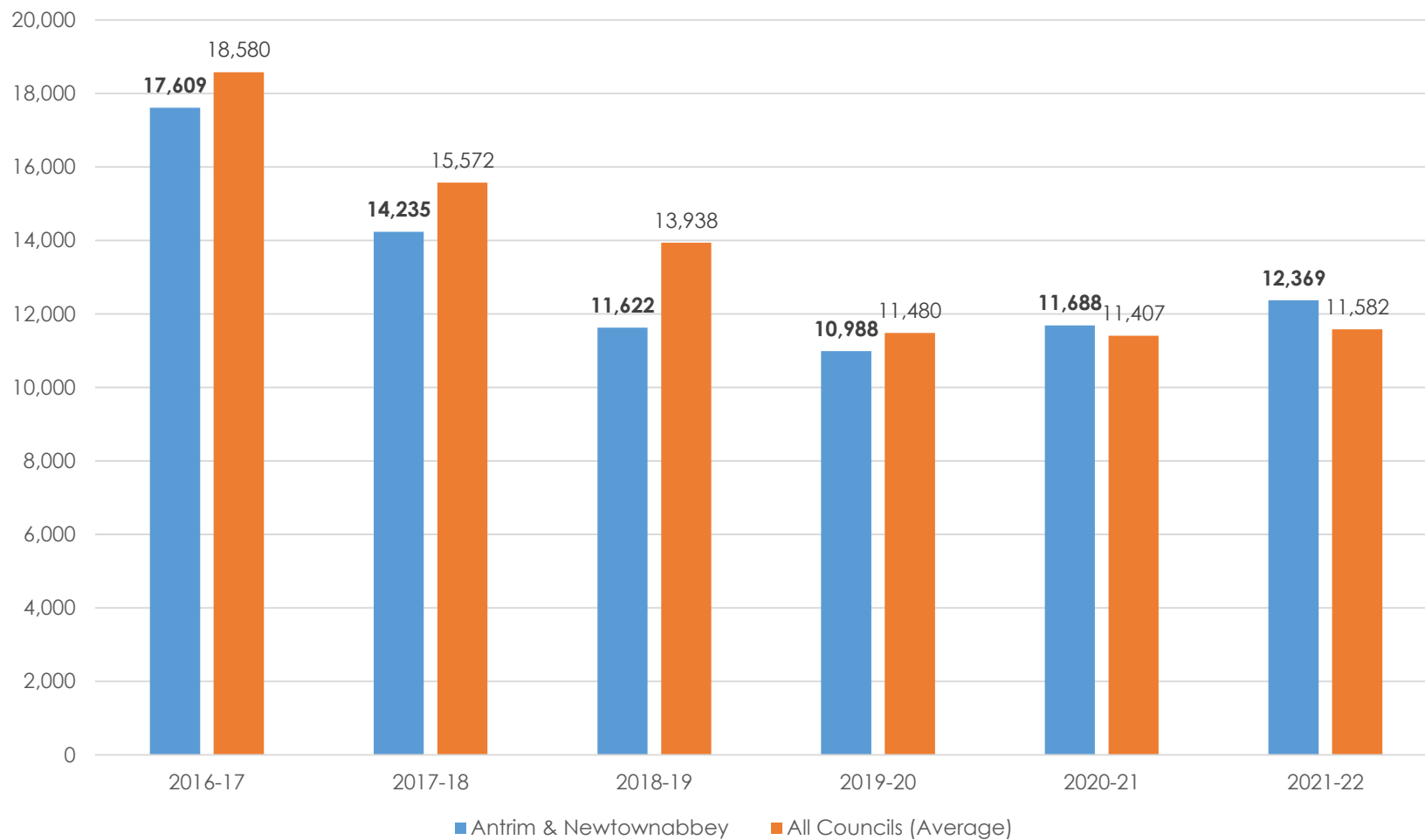
Biodegradable waste sent to landfill (tonnes) 2021-22



*Source: Waste Data Flow unvalidated survey data September 2022.

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2022.

Biodegradable waste sent to landfill (tonnes) 2016-22



*Source: Waste Data Flow unvalidated survey data September 2022.

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2022.



The amount of biodegradable waste that is landfilled (tonnes) 2016-22

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Antrim & Newtownabbey	17,609	14,235	11,622	10,988	11,668	12,369*
Ards & North Down	20,462	18,869	19,186	15,762	19,873	20,262
Armagh City, Banbridge & Craigavon	11,107	9,401	8,771	6,104	4,340	6,829
Belfast	47,399	38,876	36,658	30,299	30,071	35,786
Causeway Coast & Glens	18,996	18,992	14,356	10,004	5,861	10,278
Derry City & Strabane	13,242	12,074	10,974	7,964	4,802	8,298
Fermanagh & Omagh	16,815	15,439	13,677	13,473	14,410	14,025
Lisburn & Castlereagh	19,687	16,458	16,108	14,373	15,967	14,745
Mid & East Antrim	19,161	14,221	14,444	13,684	14,508	14,495
Mid Ulster	14,509	10,117	5,681	1,505	1,482	1,536
Newry, Mourne & Down	5,393	2,612	1,846	2,131	2,494	2,685
All Councils (average)	18,580	15,572	13,938	11,480	11,480	11,582

*Source: Waste Data Flow unvalidated survey data September 2022.

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2022.



WASTE MANAGEMENT: The amount municipal waste arisings (tonnes)

Standard to be met (annually)	2016 -17	2017-18	2018-19	2019-20	2020-21	2021-22	Status
In line with the Northern Ireland Landfill Allowance Scheme	91,631 tonnes (4 th out of 11)	93,023 tonnes (3 rd out of 11)	98,224 tonnes (3 rd out of 11)	102,267 tonnes (3 rd out of 11)	91,582 tonnes (4 th out of 11)	106,804 tonnes* (3 rd out of 11)	Fully Achieved

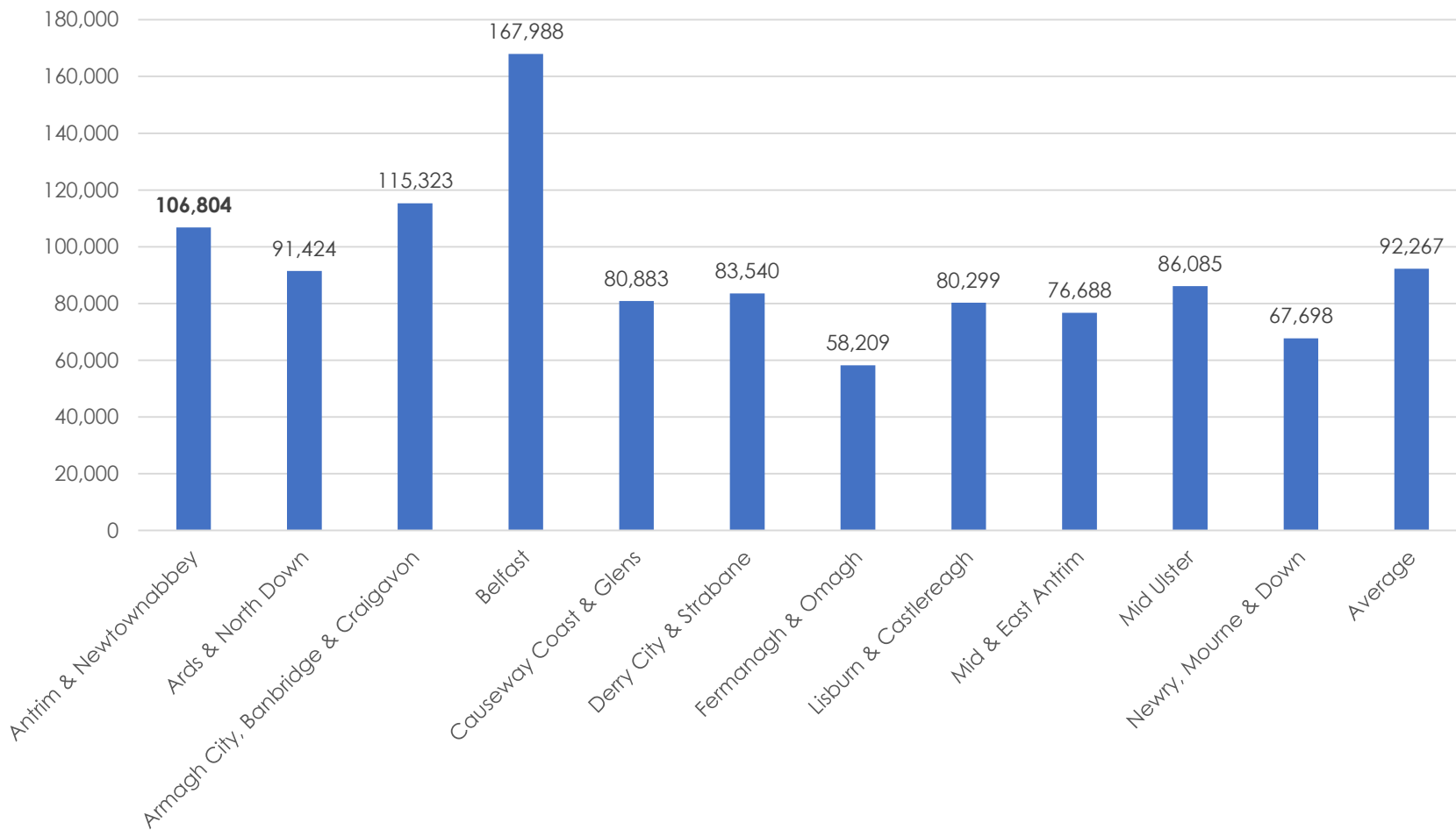
What has been achieved

During 2021-22, the amount of municipal waste collected by the Council increased relative to the previous years. The reopening of the economy following the lockdown lead to an increase in trade waste. Cleansing services such as street cleansing returned to a more normalized level. This resulted in an increase in the amount of municipal waste arisings. 8 out of 11 Council recorded greater levels compared with 2020-21. The Council also dealt with an increased level of fly tipping in terms of numbers and waste volumes. There was an increase in the number of Bulky collections to 16,984 in 2021-22.

**Source: Waste Data Flow unvalidated survey data September 2022.*

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2022.

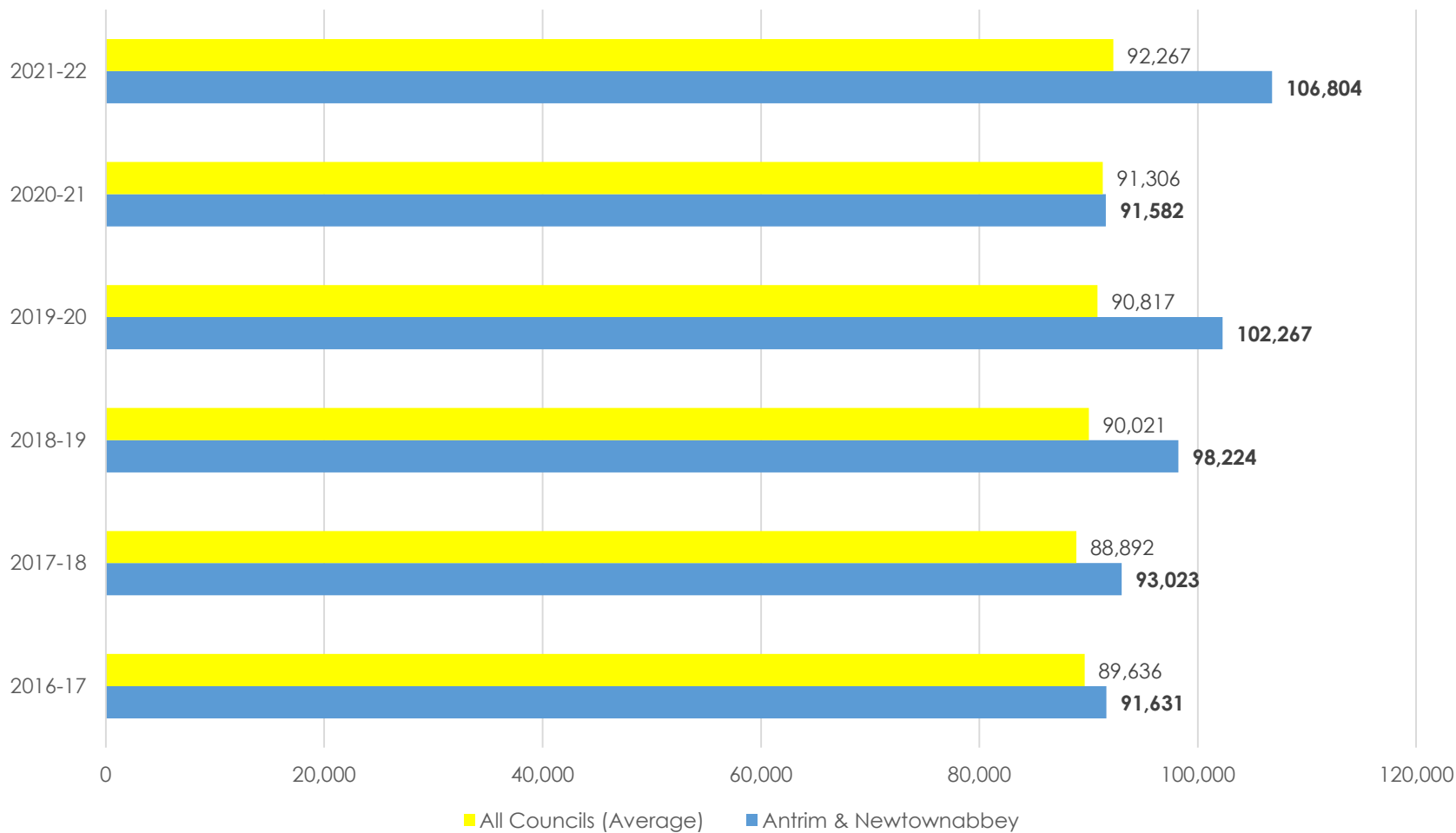
Local Authority Collected Municipal Waste Arisings (tonnes) 2021-22



*Source: Waste Data Flow unvalidated survey data September 2022.

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2022.

Local Authority Collected Municipal Waste Arisings (tonnes) 2021-22



*Source: Waste Data Flow unvalidated survey data September 2022.

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2022.



Local Authority Collected Municipal Waste Arisings (tonnes) 2016-22

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Antrim & Newtownabbey	91,631	93,023	98,224	102,267	91,582	106,804*
Ards & North Down	94,949	89,749	87,338	86,698	92,287	91,424
Armagh City, Banbridge & Craigavon	104,342	105,778	105,828	106,742	110,616	115,323
Belfast	172,235	169,368	171,118	168,515	166,657	167,988
Causeway Coast & Glens	79,758	79,634	81,432	81,279	79,419	80,883
Derry City & Strabane	74,481	77,707	78,660	81,304	81,449	83,540
Fermanagh & Omagh	53,878	53,828	55,931	55,224	56,457	58,209
Lisburn & Castlereagh	73,976	74,992	77,861	78,905	79,261	80,299
Mid & East Antrim	75,188	72,404	73,032	73,797	77,667	76,688
Mid Ulster	82,833	79,851	78,672	79,645	83,675	86,085
Newry, Mourne & Down	82,723	81,483	82,136	84,610	85,299	67,698
All Councils (average)	89,636	88,892	90,021	90,817	91,306	92,267

*Source: Waste Data Flow unvalidated survey data September 2022.

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2022.

We will increase the speed with which we pay suppliers (self-imposed)

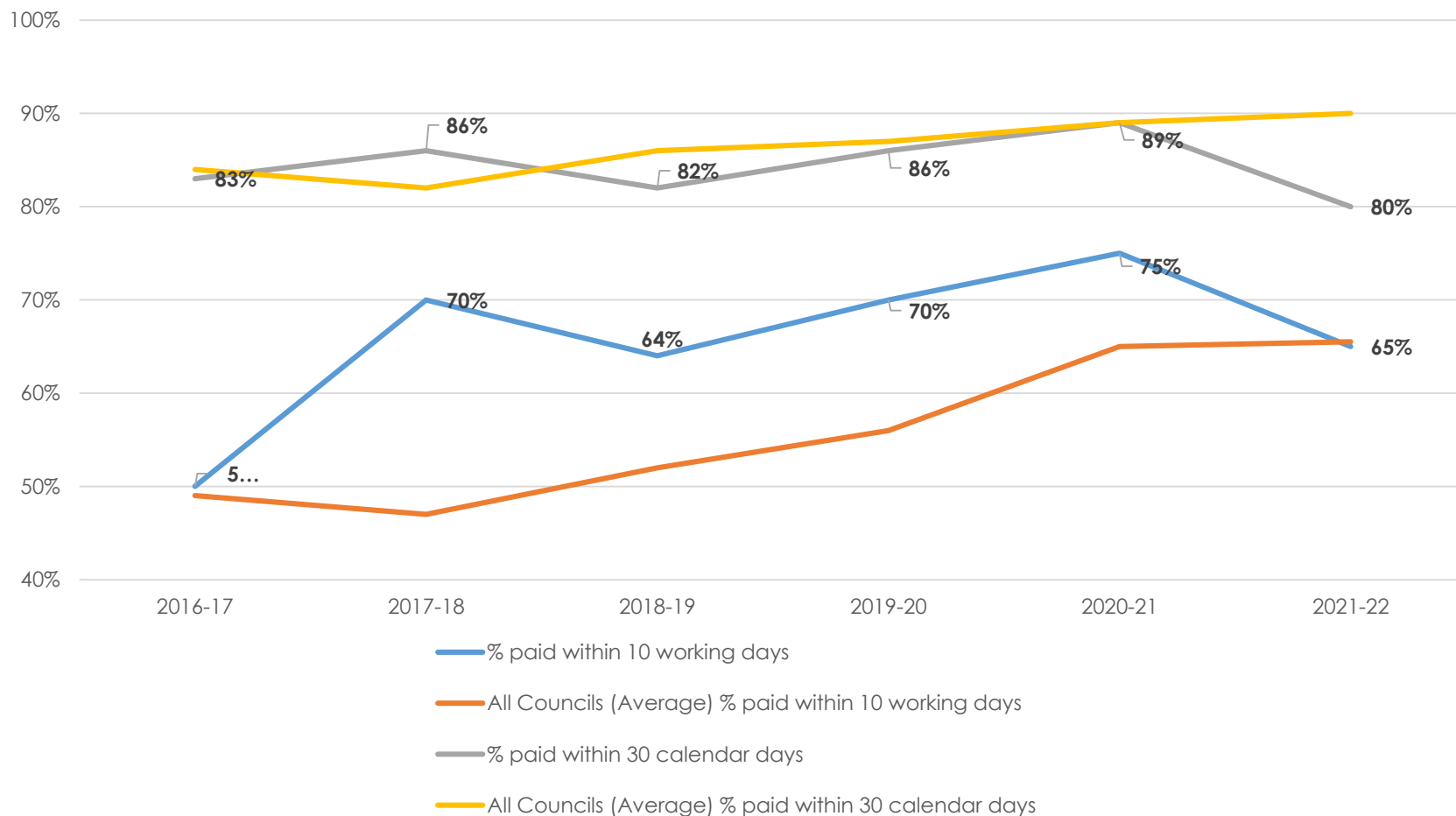
Standard to be met (annually)	2016 -17	2017-18	2018-19	2019-20	2020-21	2021-22	Status
80% of undisputed creditor invoices paid on time within 10 working days	50%	70%	64%	70%	75%	65%	Partially Achieved
90% of undisputed creditor invoices paid on time within 30 calendar days	83%	86%	82%	86%	89%	80%	Substantially Achieved

What has been achieved

The Council continues strive to improve performance in terms of prompt payments and is progressing towards attainment of target. During 2021-22, 65% of undisputed creditor invoices were paid within 10 working days, which ranked 8th amongst Northern Ireland Councils. The 80% of invoices paid within 30 calendar days was placed 10th out of the 11 Councils.

The reduction in the Councils performance in 2021-22 when compared with previous years and when benchmarked against the other Councils can be attributed to the introduction on the, 1st April 2021, of a new, modern cloud based financial system. This impacted on the performance of the first half of the year, whilst the system became embedded. By the end of 2021-22 performance had returned to prior year levels.

Prompt Payment Performance 2016-22 : Benchmarked against other Northern Ireland Councils



Source: Unaudited data from Department for Communities quarterly publications.

Prompt Payment Performance 2016-22

% Paid within 10 working days

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Antrim & Newtownabbey	50%	70%	64%	70%	75%	65%
Ards & North Down	47%	44%	62%	67%	80%	84.5%
Armagh City, Banbridge & Craigavon	22%	17%	21%	19%	49%	55%
Belfast	72%	67%	65%	75%	77%	81%
Causeway Coast & Glens	44%	42%	42%	40%	69%	68.5%
Derry City & Strabane	34%	44%	42%	45%	36%	26%
Fermanagh & Omagh	53%	58%	80%	81%	86%	85%
Lisburn & Castlereagh	43%	44%	59%	65%	71%	79.5%
Mid & East Antrim	48%	34%	45%	50%	57.5%	67.5%
Mid Ulster	84%	84%	83%	83%	81%	93%
Newry, Mourne & Down	9%	8%	10%	17%	11%	17.5%
All Councils (average)	49%	47%	52%	56%	65%	65.5%

Source: Unaudited data from Department for Communities quarterly publications.



Prompt Payment Performance 2016-22

% Paid within 30 calendar days

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Antrim & Newtownabbey	83%	86%	82%	86%	89%	80%
Ards & North Down	82%	81%	90%	93%	96%	98%
Armagh City, Banbridge & Craigavon	73%	60%	82%	67%	91%	95%
Belfast	88%	88%	91%	93%	93%	94%
Causeway Coast & Glens	85%	82%	82%	79%	87%	92%
Derry City & Strabane	75%	82%	77%	81%	79%	65%
Fermanagh & Omagh	87%	87%	94%	94%	94%	94%
Lisburn & Castlereagh	81%	76%	85%	91%	87%	91.5%
Mid & East Antrim	88%	84%	83%	86%	84%	95%
Mid Ulster	99%	98%	94%	94%	95%	98.5%
Newry, Mourne & Down	86%	86%	91%	90%	86%	88.5%
All Councils (average)	84%	82%	86%	87%	89%	90%

Source: Unaudited data from Department for Communities quarterly publications.



We will increase staff attendance levels across the Council (self-imposed)

Standard to be met (annually)	2016 -17	2017-18	2018-19	2019-20	2020-21	2021-22
Average number of days lost per employee	14.36	11.88	13.73	12.41	7.87	14.70*
Percentage of staff with 100% attendance	53%	53%	57%	59%	83%	63%

What has been achieved

The Council has continued to work collaboratively to manage absence closely, review procedures and make improvements where appropriate. Through employee engagement, recognition and the delivery of well-being initiatives, the Council continues to strive to reduce the number of days lost.

In addition, from 2016, we have improved the number of staff who have 100% attendance in each year. In 2021-22 this increased to 63% which was an increase on the 2019-20 figure of 59% and demonstrates the trend of improvement when compared to pre COVID figures.

The COVID-19 pandemic has meant a number of Council staff were on furlough throughout 2020-21, and this reduced the number of absence incidents.

The Council, when benchmarked against the other Councils, **has consistently performed above average**, it performed second best, in 2020-21 in terms of average number of days lost per employee with 7.87 days which was below the Northern Ireland wide average of 10.62 days.

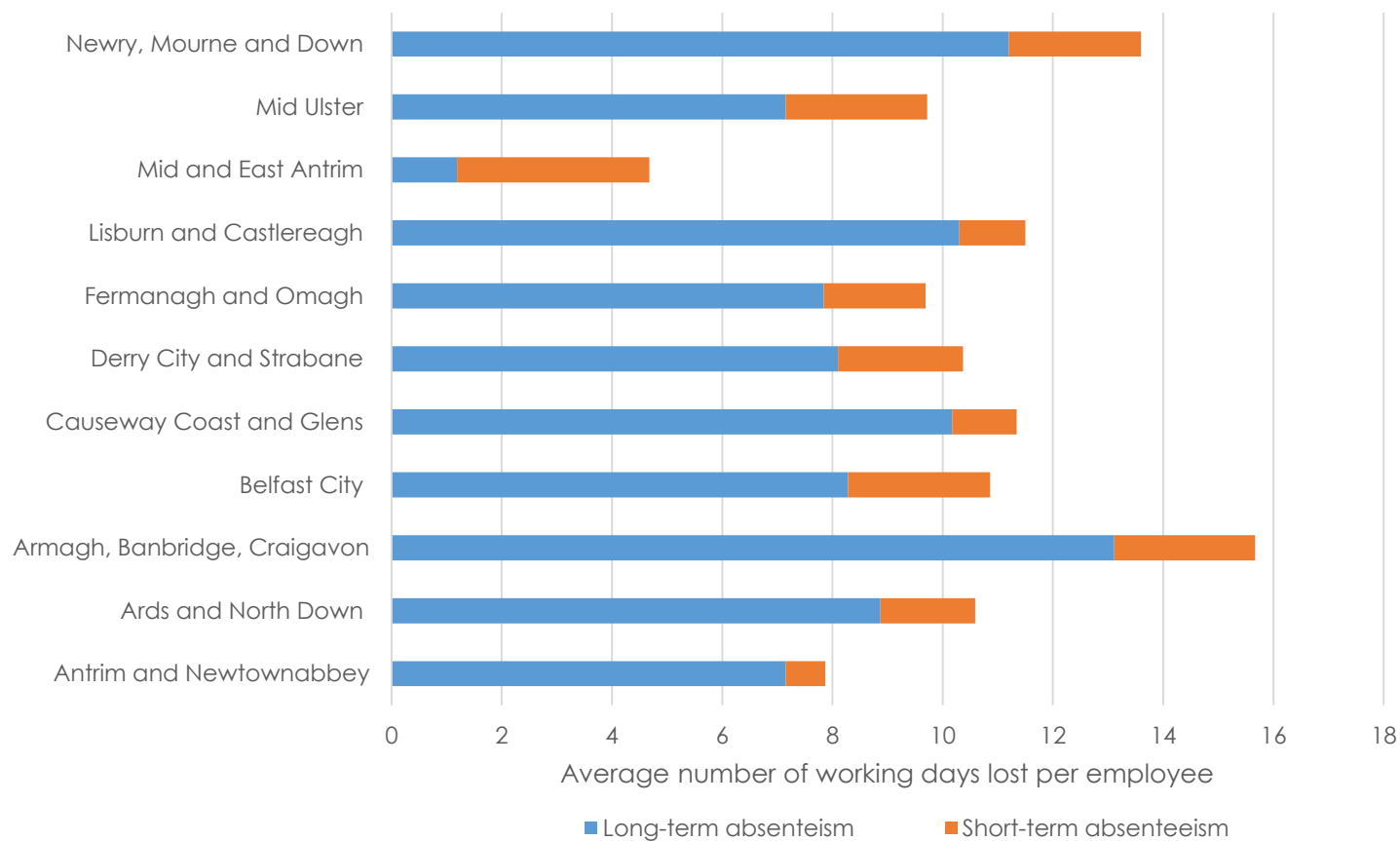
Benchmarked against other Councils	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Average number of days lost per employee - All Councils (Average)*	13.93	14.95	14.89	13.78	14.21	10.54

* Figures presented exclude COVID Absence.

Source: Local Government Performance Improvement Group

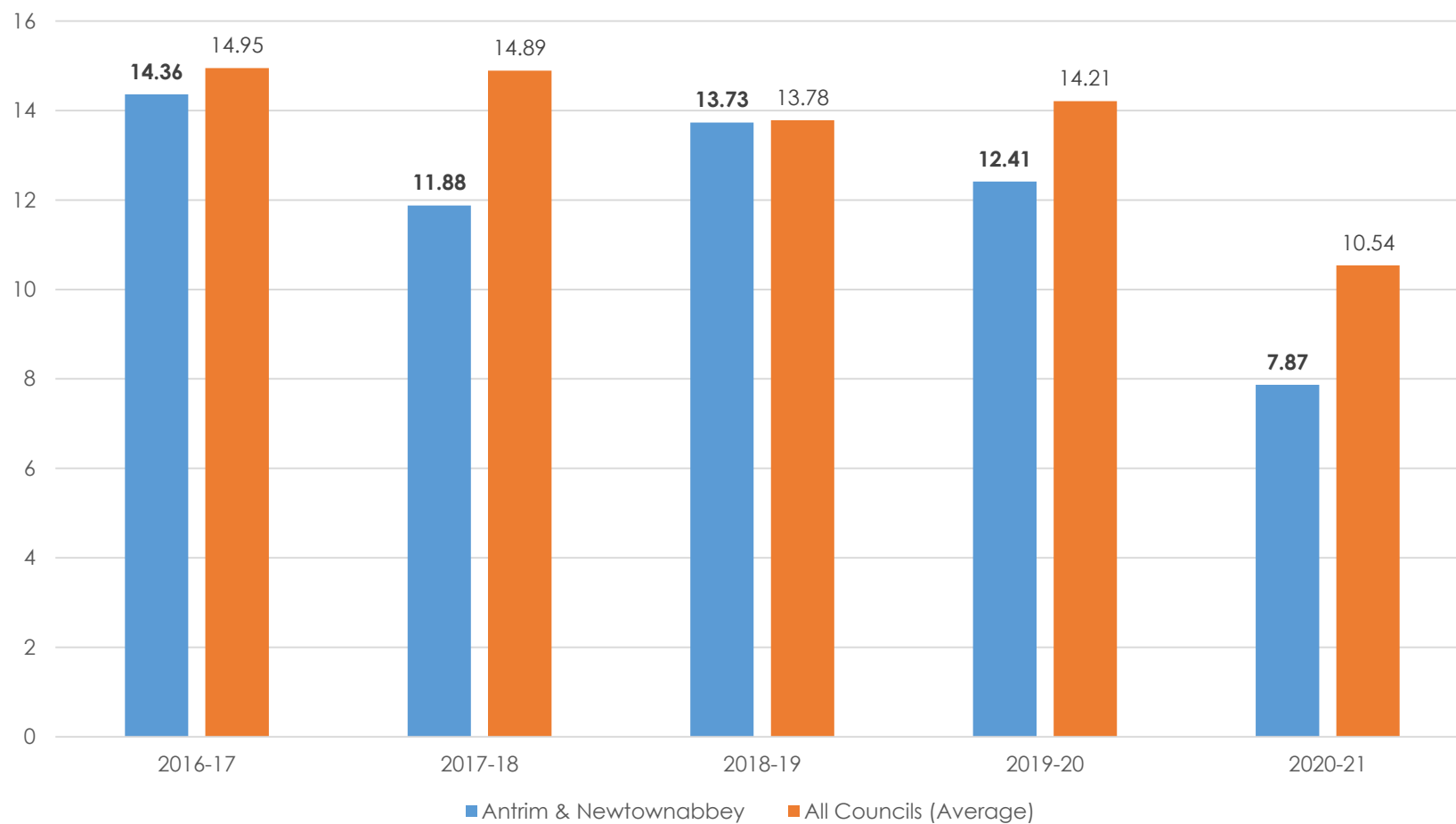
2021-22 figures not yet available for all Council areas.

Staff Absence Performance 2020-21



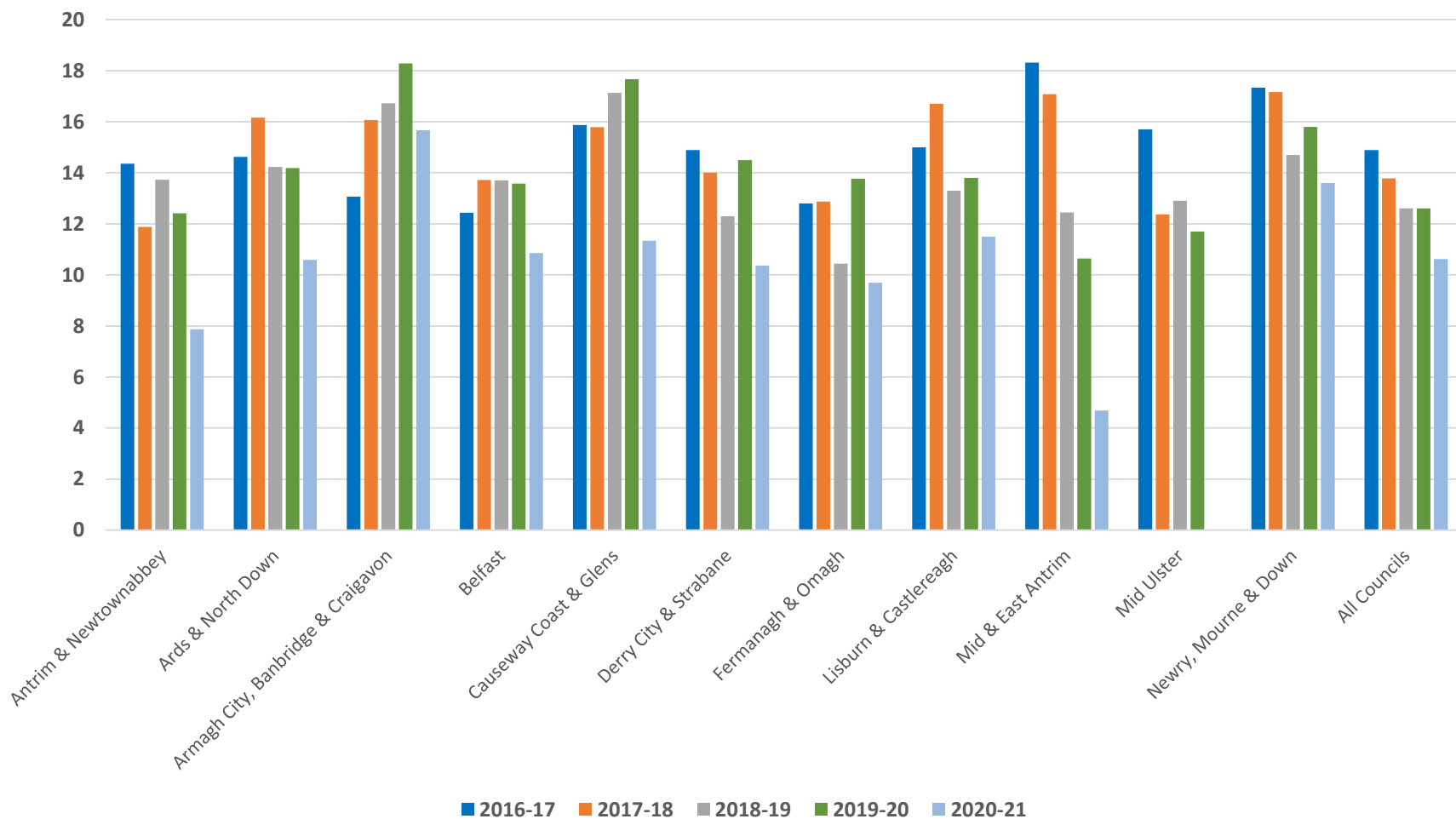
Source: Local Government Performance Improvement Group.
2021-22 figures not yet available for all Council areas.

Absence rates for 2016-21 (days) : Benchmarked against other Northern Ireland Councils



Source: Local Government Performance and Improvement Group. 2021-22 figures not yet available.

Absence rates for 2016-21 (days) : Benchmarked against other Northern Ireland Councils



Source: Local Government Performance Improvement Group . 2021-22 figures not yet available.



Secured over
£5.1m
investment from the
Leveling Up Fund



Antrim and
Newtownabbey
BOROUGH COUNCIL

89%

satisfaction with
the appearance of
our parks and open
spaces



Our leisure classes
had an

86%
uptake



3b

Self assessment of:
**Self-imposed performance
improvement indicators**

Performance and Community Planning Themes

The Council is proud of the way in which we performed and responded during 2021-22 to ensure that the Borough not only recovered from the pandemic, but that it continued to develop and grow, and to be a place where people choose to invest, work, visit, learn and live in response.

*During this time the Council focused on rejuvenating our **places**, supporting our **people** and re-building for **prosperity**.*

Our recovery framework is centred on three themes of:

- **Place**
- **People**
- **Prosperity**

Under each theme, we have firm commitments which reflect how we will lead and support our residents and businesses.

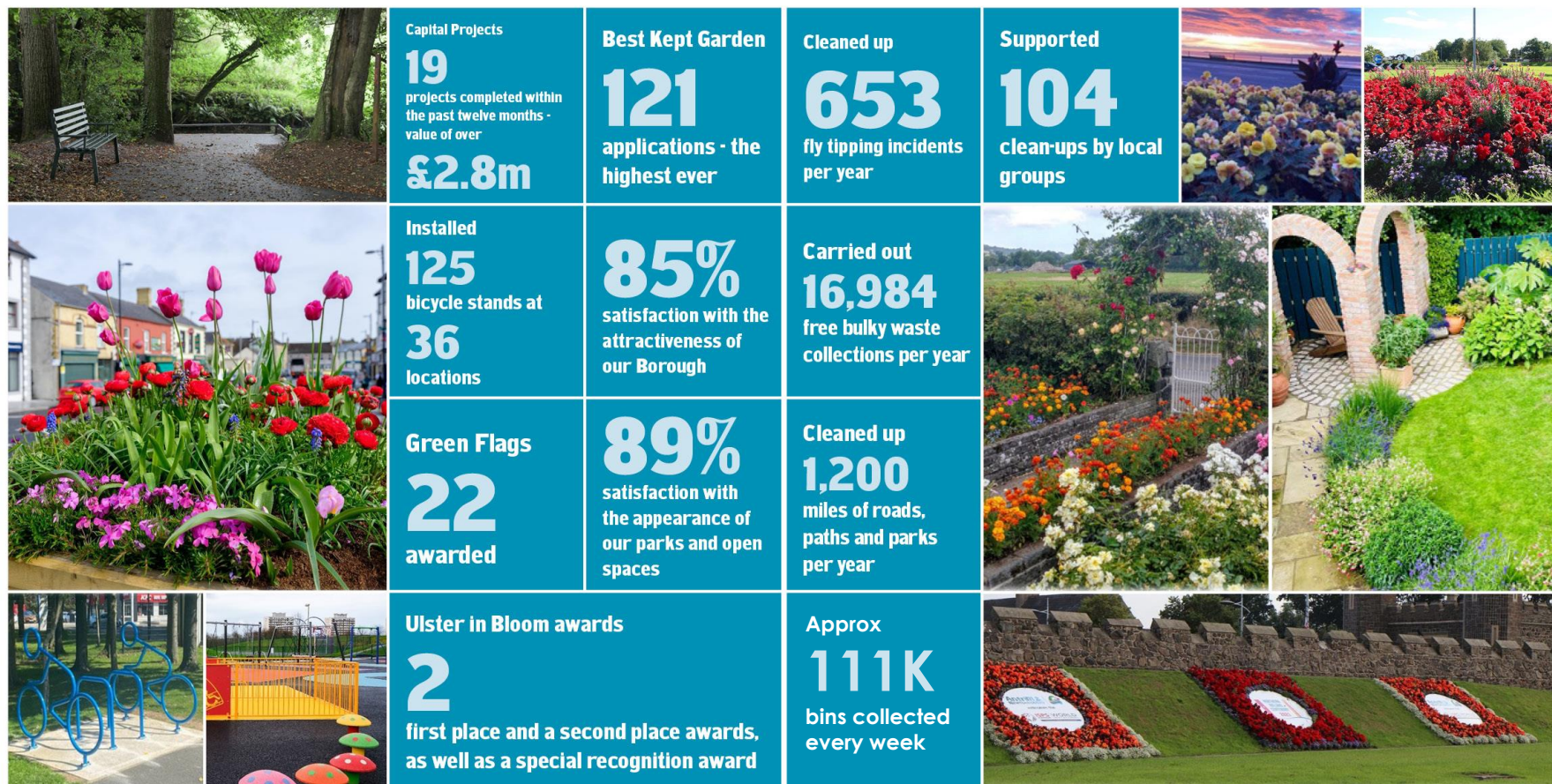
The following section of this self-assessment report, outlines progress during 2021-22, towards the strategic objectives and measures which are outlined in the Corporate Recovery Plan 2021-23, and the Corporate Plan for 2019-2030.

This fulfils the Council's statutory duty to report on performance in relation to the 'General Duty' in discharging its responsibilities under Section 84, including an assessment of the effectiveness of the continuous improvement arrangements.



2021-22 Recovery Achievements | PLACE

In 2021-22 under our **Place** theme, we have measured recovery of improvements based on our Corporate Recovery Plan across the service areas; Cleansing, Waste Management, Capital Development and Property and Building Services.





2021-22 Recovery Achievements | PLACE

85% of residents who were surveyed were satisfied with the attractiveness of our Borough (52% in 2019-20)

Improving the attractiveness of the Borough through significant bedding and improvement works across the DEAs

78% of residents surveyed felt proud of their surroundings (64% in 2019-20)

Our 'Support in Kind' scheme helped to complete **104** community clean ups (87 in 2019-20).

63 Adopt a Spot locations

200 students, **5** community groups, **2** businesses and **70** individuals/families taking part in Big Spring Clean

95.5% of roads and streets surveyed were graded at a satisfactory standard (A or B) (93% in 2019-20)

Clean Up **657** Fly Tipping incidents per year (down from last year)

16,984 bulky waste collections were made at an average **4.97** days. (15,842 collections with an average of 5 days in 2019-20)

86.5% of residents were satisfied with the Council's Waste and Recycling Service (89% in 2019-20).

The net cost of waste collection service per household was **£91.04** (£88.89 in 2019-20)

Retained the **ISO 14001 Certification** for Environmental Management System

First Council to work in partnership with **private and third sector** to deliver all waste collection services

First Council in Northern Ireland to install **Ecofill** contactless water filling stations



2021-22 Recovery Achievements | PLACE

We increased the number of **Green Flag** accreditation across Council sites to **22** flags (19 flags in 2020-21).

Planted approx. **127K trees** since 2021, including **1K** trees as part of the Queen's Green Canopy initiative

Investment in new and improved **play infrastructure** across the Borough

4 sensory activity events organised across 2 sites with approx. 200 children participating

Extending the **Active Travel / Greenways Networks**

The Council delivered a comprehensive programme of work to support **environmental cleanliness** to include:

- **663** warning signs were erected for littering, dog fouling and illegal dumping offences (663 : 2019-20).
- **16** fixed penalty notices were issued for dog fouling and litter (102 : 2019-20)
- **840,000** dog waste bags were distributed (420,000 : 2019-20).
- **4,279** enforcement patrols were undertaken throughout the Borough (2906 : 2019-20).

74 schools within the Borough are registered for the Eco-schools programme, and 58% have been awarded Green Flags

13 groups funded under Live here Love here

Capital development investment of **£2.8 million** which delivered **19** projects.

23 projects were progressing to full delivery, with a total budget of **£25.57 million**.

81% of projects were completed on the programme at construction award stage (73% in 2019-20)

100% of projects completed within the budget approved at construction stage (93% in 2019-20)

94% overall end user satisfaction with the capital development programme

492 domestic full planning applications received with **37%** assessed with a substantive response sent within 21 days of validation. (427 received with response rate of 86% in 2019-20)

107 non-domestic full planning applications were received with **92%** assessed with a substantive response sent within 35 days of validation. (105 received with a response rate of 92% in 2019-20)

711 planning resubmissions received with **71%** receiving a substantive response within 14 days. (672 received with a response rate of 90% in 2019-20)

£1.3M funding for on-street electric vehicle charge points (across 9 councils)

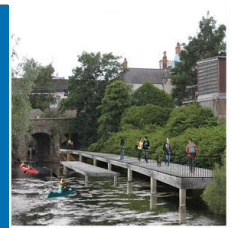
2021-22 Recovery Achievements | PROSPERITY

In 2021-22 under our **Prosperity** theme, we have measured recovery of improvements based on our Corporate Recovery Plan across the service areas; Economic Development, Planning and Financial Accounts.



Invested
£238k
in local businesses
under the Direct
Investment Policy

£442k
secured for the
delivery of Antrim and
Newtownabbey Labour
Market Partnership



**Antrim &
Newtownabbey**



Secured over
£5.1m
investment from the
Leveling Up Fund

Secured
£776k
funding from DFC, DFI
and DAERA for the NI
Small Settlements
Scheme

Tourism
Challenge Fund
12
initial concept
proposals under review

Continued delivery of the
£1.1m
Regional Digital
Transformation
Programme supported
by NI Council's, ERDF and
Invest NI



£200k
invested in local
social enterprise
workspace
development

Planning
• decided 8 major planning
applications
• decided 852 local planning
applications
• closed 412 enforcement
cases





2021-22 Recovery Achievements | PROSPERITY

There were **26** grants awarded to rural businesses through the TRPSI Business Investment Scheme to a total value of **£67,844**.

TRPSI – (Tackling Rural Poverty and Social Isolation) – Scheme provides small grants up to the value of £4,999

196 businesses were assisted to develop/expand their operations through Council operated/funded programmes (176 in 2019-20).

110 Unemployed people were assisted in to work from Council operated/ funded employability and career development programmes (133 in 2019-20)

£5.1 million Levelling Up Funding

£710k Small Settlements funding

£100k secured from DfC Regeneration

Logistics academy launched

Masterplans prepared and ready for consultation (5 town centres / 8 economic nodes)

The Council achieved an over rating from tourism stakeholders of **92.9%**.

Commencing new strategy to reinvigorating our **Business Engagement**. The Council provided support to attract

147K sq ft of business expansion created

£17M Investment in Sensata Technologies Advanced Manufacturing facility

Commencing a new strategy to reinvigorating our Business Engagement. The Council **provided support to attract:**

- **147K** sq ft of business expansion created
- **£17M** Investment in Sensata Technologies Advanced Manufacturing facility
- **£170M** drinks can plant to be built in Global Point
- **£2M** investment in Antrim Castle Mall

Planning approval granted for Dobbies Garden Centre to open **flagship store** at the Junction in Antrim

Individual **tourism-focused projects**, visitor experiences and events delivered, including,

- Clockwork Garden
- Taste / Experience the Borough
- ISPS Handa World Invitational

Tourism Enterprise Challenge Fund established with c10 applications received

Creation of dedicated **tourism brand and website** in line with TNI brand

2021-22 Recovery Achievements | PEOPLE

In 2021-22 under our **People** theme, we have measured recovery of improvements based on our Corporate Recovery Plan across the service areas; Community Planning, Arts and Culture, Leisure Service, Parks Service, ICT and Digital Services, Communications and Customer Service.

	Delivered £8.45m of benefits through Citizen Advice Antrim and Newtownabbey for 42,051 clients	Supported 6,000 active volunteers in 350 active groups with £752k of funding dispersed	29,938 downloads of the ANBorough Resident App	Our leisure classes had an 86% uptake	17 events in Mossley Mill Civic Centre square sold 1,464 tickets	9 projects benefited from £94k of funding in the Centenary Shared History Fund
	145 referrals through the Affordable Warmth Scheme	Delivered £106,960 of funding to local youth groups	Serviced 652,593 online transactions	10,328 people have MORE memberships	119k people attended the Enchanted Winter Garden	Distributed 29,330 Lateral Flow Testing kits to 487 businesses
	Made 1,114 follow up phone calls and letters to Boiler Replacement, Cavity Wall/ Loft Insulation, replacement Windows enquiries	Provided £986,686 of COVID-19 financial support funding to the community	Helped customers with 15,659 Live Chats and 163,129 phone calls	1,301,855 users visited our leisure centres	6,754 people attended ticketed events in Antrim Castle Gardens	Assisted the Northern Trust and the Public Health Agency to roll out 24 vaccination clinics
	Provided £39.5k of funding to 41 community groups for NI Centenary celebration events	Assisted 38 Neighbourhood Watch schemes to safeguard 2,200 homes	Had 233,521 engagements from 11.6m impressions on social media	29,001 Theatre tickets sold	Christmas Switch On events attracted over 10,000 attendees and 44,516 online views	Offered 121 Lateral Flow Test clinics for staff and Elected Members



2021-22 Recovery Achievements | PEOPLE

29,001 people attended performances within our theatres (52,414 : 2019-20) and satisfaction was rated at **4.9 out of 5** (4.65 in 2018-19).

The Enchanted Winter Garden had **119,000** people attending (84,036 in 2019-20).

Overall satisfaction with Council run large scale events was **64%** (84% in 2019-20).

Successfully delivered a large number of events including the Queen's Platinum Jubilee Celebrations.

The Council held **22** DEA Forums in 2021-22 (7 in 2019-20)

82% of Community Planning actions were delivered within the 5 year Outcome Delivery Plan (76% in 2019-20)

88% of residents who were surveyed believe that Antrim and Newtownabbey is a **safe place** to live (88% in 2019-20)

The Council continues to support and provide funding to Community Advice Antrim and Newtownabbey during 2021-22 **42,051** clients were supported (28,939 in 2019-20) with **£8.45 million** worth of benefits taken up as a result of advice (£5.2m in 2019-20)

80% of residents believe that Community Relations are good (78% in 2019-20)

The Affordable Warmth programme helped **351** referrals (267 in 2019-20)

The support of the Public Health Agency enabled us to issue **917** Keep Warm packs to vulnerable people (520 in 2019-20)

108 ASB Incidents dealt with in 2021-22

4,878 Community Safety Warden patrols on our streets (1,470 in 2020-21)

£150K investment for Muckamore Community Centre

£114K oil stamp sales

Supporting our community through the 'cost of living' crisis via; **School uniform** exchange scheme, **social supermarket** initiative and **Christmas Community toy** scheme

Community Capacity building Programme – **6,000** active volunteers, **350** active groups, **£835K** dispersed

The Council continues to take **Environmental Management** seriously and has attained **Platinum standard** in the **Northern Ireland Benchmarking Survey** and is currently developing a Local Biodiversity Action Plan.

89% of residents who were surveyed were satisfied with Council Parks and Open Spaces, (88% in 2020-21)

The caravan park bookings recovered to **3,212** in 2021-22 (3,685 in 2019-20)



2021-22 Recovery Achievements | PEOPLE

Satisfaction with overall Council services of those surveyed in 2021-22 was **77%** (89% in 2018-19)

The Council website users reported a **96%** satisfaction with the quality of information on the site. (97% in 2019-20)

There was a **94%** satisfaction rating with the Borough Life (95% in 2019-20)

There was **2,786,487** recorded visits to the Council's corporate website (2.6Million in 2019-20)

In 2021-22 only **6.1%** of telephone calls to the Council were abandoned (14% in 2019-20)

26 Consultations and surveys were carried out in 2021-22 with **4,878** respondents (55 in 2019-20 with 7,068 respondents)

91% of those surveyed were positive about the accessibility to Council facilities, events and services.

The number of followers on Social Media Platforms rose **5,427** to **41,334** (36,633 in 2019-20).

Over **17K** live chats and **173K** external calls to customer hubs

Over **15K** customer queries handled by chatbot (introduced in 2021)

Tailored our **services to be accessible** e.g. Sign language interpreter, Building adaptations, Language line etc.

Made our **events more accessible** e.g. Inclusive summer schemes, accessible car-parking, adjustments for those with physical or sensory-specific needs etc.

Developed a number of play parks to include a range of **inclusive play equipment**

The number of users at our leisure centres was **1,301,855** (2,194,952 in 2019-20)

The number of paying leisure members reached **10,328** (10,014 in 2019-20)

The subsidy per leisure centre visit was **£2.40** (including expenditure associated with COVID 19) in 2019-20 the subsidy was £1.70

Health Intervention Action Plan in progress

40 of our services are provided digitally (37 in 2019-20)

The number of online transactions rose to **652,593** (237,976 in 2019-20)

Our new ANBorough Residents App had **14,181** downloads

Satisfaction with digital services was rated at **95%** (88% in 2019-20)



2021-22 Recovery Achievements | PERFORMANCE

Our 3 themes of Place, Prosperity, and People, are underpinned by **Performance**. We have continued to monitor our Performance improvement throughout 2021-22:

Our **finances were managed** in accordance with the requirements of the Local Government Finance Act (NI) 2011 and the Prudential code

The Council received a **Certificate of Compliance** from the NI Audit Office for the Council's Performance Duty (pending November 2022)

The 2021-22 **annual accounts** were prepared (audit opinion pending November 2022)

9 Internal Audits (14 in 2019-20) delivered **100%** of the annual audit plan (90% in 2019-20) and **80%** of Internal Audit recommendations were implemented by completion date (98% in 2019-20).

95% of Freedom of Information Requests were responded to within the deadline (98% in 2019-20)

A ratio of **40%** of insurance cases settled were attributed to the Council (51% in 2019-20)

100% of minutes and audio recordings of Council were uploaded to the corporate website within agreed timescales

96% of accident report forms met the five day deadline

100% of Corporate Projects were delivered on time.

The net cost per head of population for the Environmental Health Service in 2021-22 was **£14.41** (£13.09 in 2019-20)

11% Reduction in energy consumption

36% Reduction in water consumption

17% reduction in CO2 emissions

Nominated for Business award over efforts to combat climate change

Council's first zero emission Mayoral car (saving over 20 tonnes of carbon)

First council to do a major trial of HVO diesel, saving nearly 140 tonnes of carbon

81% of general planning applications were processed within 15 days of receipt (2019-20 it was 67%)

There was a **96%** compliance with statutory Environmental Health regulations in 2021-22 (90% in 2019-20)

2021-22 Recovery Achievements | AWARDS

During 2021-22, the Council's awards and accreditations were still very much impacted by Covid-19, as recovery of certain services took priority. Despite this, the Council achieved or retained a number of awards and accreditations, demonstrating community achievements and excellence in customer and service quality standards.

- ✓ **Council signed up to The Deaf Charter**
- ✓ **Council is AccessAble Accredited and holds the Autism Impact Award**
- ✓ **White Ribbon Charter Commitment**
- ✓ **ONUS Platinum Award In the Workplace Charter on Domestic Violence**
- ✓ **Safe Borough Status Recognition**
- ✓ **Only Council to achieve target for processing major planning applications**
- ✓ **One of two Councils to achieve target for processing local applications**
- ✓ **All Six of our Leisure Centres are Quest Certified**
- ✓ **The Valley Leisure Centre has been nominated for the UK Active Regional Centre of the year**
- ✓ **A Total of 22 Green Flags:**
 - 16 Green Flag Awards
 - 4 Community Spaces Green Flag Awards
 - 2 Special Green Flag Heritage Awards

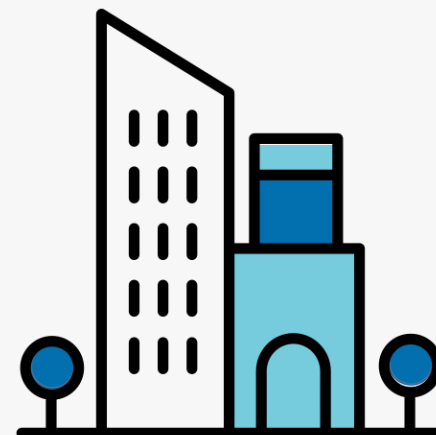


2021-22 Recovery Achievements | AWARDS

We are proud to **support our town and villages**, who achieved the following awards and recognition in 2021-22:

In the Translink 'Ulster in Bloom' Awards:

- ✓ **'Best Small Town' winner was Randalstown**
- ✓ **'Best Small Village' winner was Ballynure**
- ✓ **The Translink 25th Anniversary Display Award was presented to Randalstown**
- ✓ **Whiteabbey were presented with the 'Special Award in the Community' category for Whiteabbey Glen**
- ✓ **McConnells Bar in Doagh was presented with the 'Floral Presentation' Award**
- ✓ **Antrim was runner up in the 'Best Town' Award**
- ✓ **The Translink 2021 'Community Champion' Award was presented to Helen Boyd of Tidy Randalstown**





17
events in Mossley Mill
Civic Centre square sold
1,464
tickets

Antrim and
Newtownabbey
BOROUGH COUNCIL

Invested
£238k
in local businesses
under the Direct
Investment Policy



Ulster in Bloom awards

2

first place and a second place awards,
as well as a special recognition award



4 | Overall Assessment of Performance 2021-22

4 | Overall Assessment of Performance

Overall, we have **fully achieved 100%** of our Statutory Targets for 2021-22. We have also performed well against our self-imposed indicators, **75%** of which have exceeded or matched performance compared with our 2019-20 performance*. Many services continue to return to pre-Covid levels of performance, with a number of high achievements recorded. These results demonstrate that **effective arrangements are in place** for exercising general responsibilities in the delivery of services, and the improvement and regeneration of the Borough. Section 3 of this report narrates the Council's journey from Recovery to Prosperity, fulfilling our mission to meet and exceed the aspirations of our people.



*Of the 87 self-imposed performance improvement indicators set in 2021-22, comparative data was available for 60 of them. Of these 60, 45 performed at the same standard or better than the 2019-20 figures (75%).

4 | Overall Assessment of Performance

ECONOMIC DEVELOPMENT - The number of jobs promoted through business start-up activity

The Council continues to deliver a wide range of economic development initiatives and programmes for existing and new businesses in the Borough. The Go for It Programme target of 80 jobs has been fully achieved, and the statutory target of 80 jobs has been **exceeded during each of the past six years**.

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Jobs Promoted via start up activity	92	83	105	106	84	97

PLANNING - MAJOR - % processing times for major planning applications processed within the 30 week target

PLANNING - MAJOR - Average processing times in weeks for major planning applications processed within the 30 week target

There was an improvement in the processing time for major applications in 2021-22, and was **ranked first on this measure out of the 11 Councils**, in terms of both percentage of cases processed within 30 days and the average number of weeks. The achieved figures are a significant improvement on the Northern Ireland Average of 29.4% and 49.8 weeks.

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
% of cases processed within 30 weeks	15.4%	26.7%	78.6%	58.3%	40.0%	62.5%
Average processing times (weeks) for applications processed within 30 weeks	73.6 weeks	40.0 weeks	24.2 weeks	24.6 weeks	113.4 weeks	25.1 weeks

4 | Overall Assessment of Performance

PLANNING - LOCAL - % processing times for local planning applications within the 15 week target

PLANNING - LOCAL - Average processing times in weeks for local planning applications within the 15 week target

Despite a decrease in the percentage of cases processed within 15 weeks, and an increase in the average time to process, **the Council ranked second in both measurements and exceeded both targets.**

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
% of cases processed within 15 weeks	65.9%	66.5%	71.0%	80.3%	64.3%	58.4%
Average processing times (weeks) for applications processed within 15 weeks	12.1 weeks	12.4 weeks	9.4 weeks	12.4 weeks	12.4 weeks	13.2 weeks

PLANNING - ENFORCEMENT - % processing times for enforcement planning cases within the 39 week target

PLANNING - ENFORCEMENT - Average processing times in weeks for enforcement planning cases within the 39 week target

The Council maintained strong performance in processing enforcement cases recorded over the last six years **and once again the Council ranked first and third respectively out of all Councils on the two processing targets.**

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
% of cases processed within 39 weeks	94.3%	94.2 %	94.0%	98.7%	90.8%	78.1%
Average processing times (weeks) to process 70% of cases to conclusion	14.2 weeks	12.2 weeks	11.8 weeks	7.0 weeks	24.4 weeks	28.2 weeks

4 | Overall Assessment of Performance

WASTE - The percentage of household waste collected by Councils that is sent for recycling (including waste prepared for reuse)

WASTE - The amount (tonnage) of biodegradable Local Authority Collected Municipal Waste that is landfilled

WASTE - The amount (tonnage) of Local Authority Collected Municipal Waste arisings

The Council delivered performance in the face of the continuing challenges as a result of the COVID 19 pandemic.

Although the percentage of recycling did not maintain the improvements of recent years, the unvalidated figure of **59.9% is first amongst Northern Ireland councils and considerably above the average of 50.5%**. The Northern Ireland average declined slightly 2021-22.

Similarly, biodegradable waste rose slightly, against a trend of consistent reductions, and must be viewed within the context of an increase in the amount of black bin waste during lockdown and from people working at home.

Finally, the amount of municipal waste rose in 2021-22, this can be attributed to the reopening of the economy with the return of trade waste collections and the continuation of home working increasing the black bin waste. The increase in fly tipping incidents added to this increase.

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
% of household waste collected that is sent for recycling	47.5%	52.2%	56.1%	57.3%	54.5%	59.9%*
The amount of biodegradable waste that is landfilled (tonnes)	17,609	14,235	11,622	10,988	11,688	12,369*
The amount of municipal waste arising (tonnes)	91,631	93,023	98,224	102,267	91,582	106,804*

*Source: Department of Agriculture, Environment and Rural Affairs, data unvalidated to November 2022.

4 | Overall Assessment of Performance

We will increase the speed with which we pay suppliers

The Council is aware of the importance of cash flow to businesses, particularly small businesses, and has continued to review processes to ensure that suppliers receive payments more quickly.

The Council introduced a new, modern, cloud based, finance system in April 2021. This impacted on the **average percentage of invoices paid within 10 working days** and a **30-day performance** both short of target, but in line with average performance amongst all eleven councils. The performance returned to normal levels in Quarters 3 and 4.

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
% paid within 10 working days	50%	70%	64%	70%	75%	65%
% paid within 30 calendar days	83%	86%	82%	86%	89%	80%

We will increase staff attendance levels across the Council

The Council has continued to work collaboratively to manage absence closely, review procedures and make improvements where appropriate, through employee engagement, recognition and the delivery of well-being initiatives. The Council, when benchmarked against other Councils, **has consistently performed above average in terms of the number of days lost**. In addition, from 2016, the Council has improved the number of staff who have 100% attendance in each year. The Council staff have returned to duties following furlough, throughout 2021-22, and this has *impacted the number of absence incidents. During 2021-22 the Council was still managing the impact of COVID on absence, figures presented exclude COVID absence.

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Average number of days lost per employee	14.36	11.88	13.73	12.41	7.87	14.7*
% staff with 100% attendance	53%	53%	57%	59%	83%	63%



Cleaned up
1,200
miles of roads,
paths and parks
per year

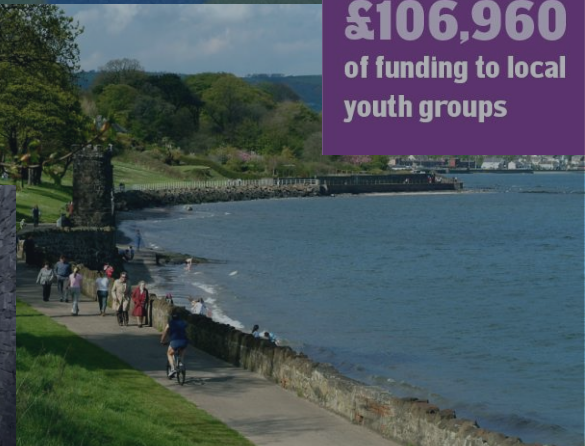


Continued delivery of the
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 **Antrim and
Newtownabbey**
BOROUGH COUNCIL

Delivered
£106,960
of funding to local
youth groups



5 | Arrangements to Secure Continuous Improvement



Arrangements to secure continuous improvement

In 2022, as greater understanding of the impact of the pandemic on the Borough was apparent, the Council continued to strengthen and embed arrangements it had put in place to secure continuous improvement. Working closely with Elected Members, and through feedback from consultation surveys, 'listening' to our customers and citizens, in February 2022 a **Corporate Recovery and Improvement Plan 2022-23** was drafted to build on the Recovery Plan 2021-23, subject to a 12 week consultation process.

The plan was formally approved in June 2022 and this sets out what the Council will do in the year ahead to deliver on our statutory duty, as listed in Part 12 of the Local Government Act 2014.

These 'duties' relate to sections 84 (1), 85 (2) and 89 (5) of the Act. It identifies our commitments to support the continued recovery of the Borough via thirteen key strategic actions that will drive recovery and growth within the Borough, centred on the strategic pillars as set out in the Corporate Plan of Place, Prosperity and People.

The plan includes a total of **95 performance Indicators** including 4 Performance Improvement targets and the 7 statutory performance targets:

- The **4 areas chosen for improvement**, target areas impacted most by COVID-19. They balance the need to recover leisure services to provide opportunities for people to improve their health and well-being, support and enable economic recovery for our local businesses through increased speed of paying suppliers, put customers at the heart of our service delivery achieving excellence in terms of customer satisfaction and increasing staff attendance to increase productivity and improve service delivery. Council will continue to measure and report performance on a quarterly basis against these measures.
- The **7 statutory performance indicators** and standards set by Central Government for the functions of Economic Development, Planning and Waste.
- The remaining **84 performance indicators** cover all service areas and include 18 new targets relating to economic regeneration, social recovery, improving customer service and on-line services.

We continue to seek improvement across all service areas. A summary of 2022-23 Performance Indicators and Standards, against these 95 Performance Indicators is included in Appendix 1.



4 Performance Improvement Targets 2022-23

Corporate Recovery and Improvement Plan Objectives

Objective 1 – We will recover our leisure services and encourage people to return to leisure centres

Community Plan Outcome

"Our Citizens enjoy good health and well-being"

Corporate Plan 2019-2030 Objective

"The support we provide will lead to a more active, healthy and empowered community"

What we will do?

- Connect with MORE users, and attract new members across a number of platforms
- Reinforce the benefits to existing members
- Continue to listen to and action members feedback

We will have succeeded in 2022- 2023 if:

- We achieve 1.75M visits to our leisure centres
- We have issued 10,500 leisure memberships
- We have a net subsidy of the leisure centre service of £2.45 or less

Objective 2 – We will achieve high levels of customer satisfaction

Community Plan Outcome

"Our Citizens live in safe, connected and vibrant places"

Corporate Plan 2019-2030 Objective

"We deliver high quality Council services and improve access for people, communities and businesses in the Borough. We communicate clearly with our residents, listen to their feedback and respond to their needs. Customers increasingly use the Council's digital platforms and can self serve a wider range of Council services."

What Will We Do?

- Continue to communicate with our citizens through Borough Life, website, Resident's App and Live Chat.
- Regularly seek and act on feedback from residents, visitors and local business through of consultation and engagement
- Implement our Customer Charter and Service Standards accompanied by innovative and effective training
- Reduce the number of abandoned calls
- Promote and improve live chat functionality
- Embed the new complaints process across the organisation

We will have succeeded in 2022-23 if:

- We achieve at least 80% satisfaction with overall Council services
- The percentage of abandoned calls will be 6.5% (or less)
- We have achieved at least 600,00 online transactions
- There are at least 5,062 downloads of the Residents App



4 Performance Improvement Targets 2022-23

Corporate Recovery and Improvement Plan Objectives

Objective 3. We will maintain staff attendance levels across the Council

Community Plan Outcome

"Our citizens enjoy good health and wellbeing"

Corporate Plan 2019-30 Objective

"We are innovative and results focused, aiming to make the best use of resources available to us"

What we will do?

- Continue to deliver a comprehensive employee engagement and health and wellbeing programme
- Continue to monitor, report and review performance and proactively respond emerging needs

We will have succeeded in 2022-2023 if:

- The average number of days lost per employee will not exceed 12 days
- At least 60% of employees have full (100%) attendance

Objective 4. We will increase the speed with which we pay suppliers

Community Plan Outcome

"Our citizens benefit from economic prosperity"

Corporate Plan 2019-30 Outcome

"We will deliver savings and improvement programmes across a range of services and we are committed to paying our suppliers promptly"

What will we do?

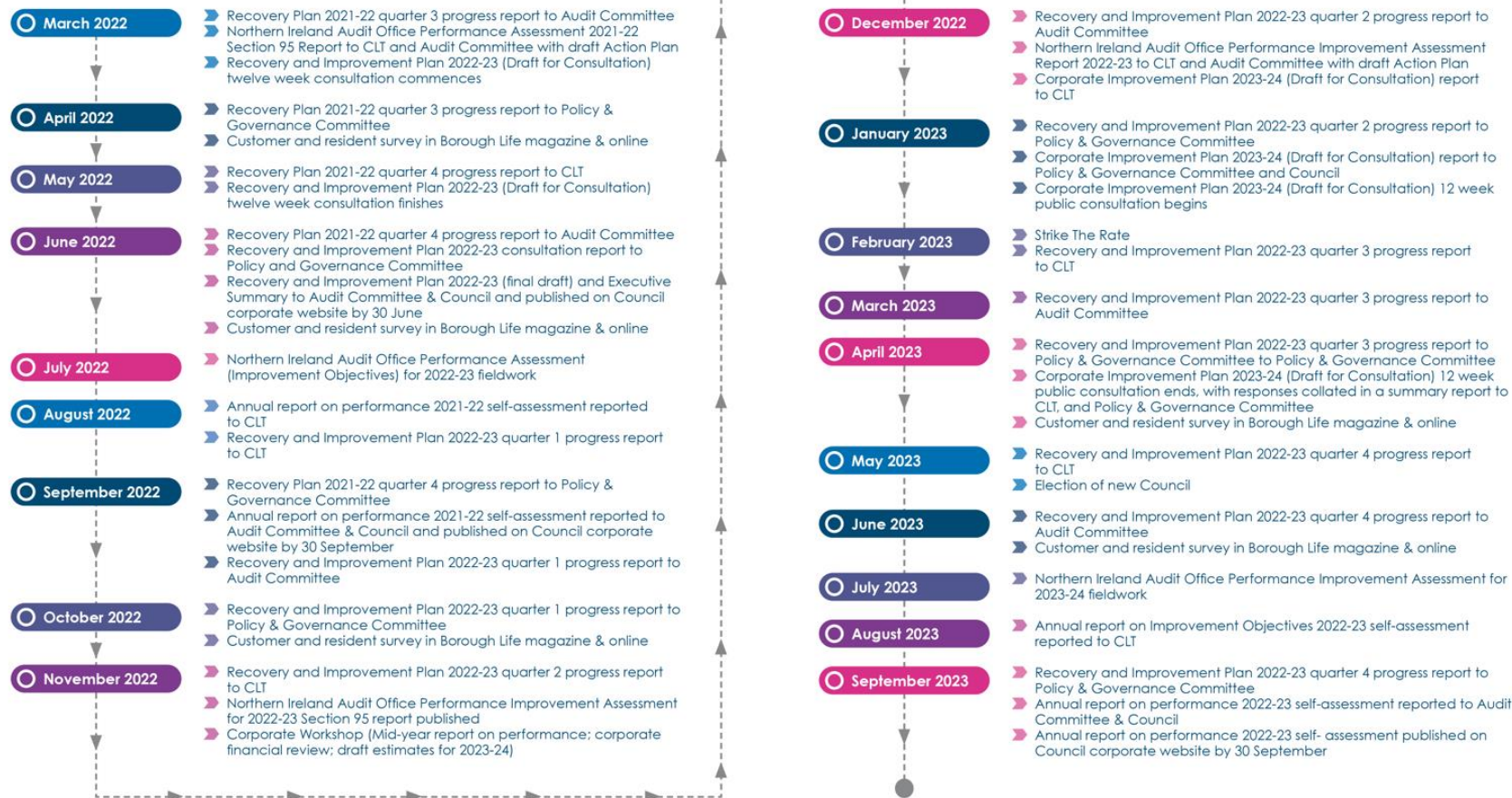
We will continue to review and improve our internal processes, whilst delivering regular training to staff.

We will have succeeded in 2022-23 if:

- 80% of invoices are paid within 10 working days
- 90% of invoices are paid within 30 calendar days

Arrangements to secure continuous improvement

Recovery and Improvement Plan 2022-23 Consultation Process and Reporting Timetable





Your Opinion Matters

The Council is committed to improving its services and it is important that we listen to what the community have to say. We welcome your comments and your suggestions at any time of the year. where people choose to invest, learn, work, visit and live.

There are several ways in which to influence Council decision making. You can get involved and participate in consultations being conducted by the Council, which can be accessed through the consultation hub on the Council's website. In addition meetings of the Council and its Committees are open to the public, except for those times when sensitive or confidential issues need to be discussed.

The Council has prepared a Corporate Recovery and Improvement Plan 2022-23 which sets out the plans for recovery and renewal, focusing on public safety, maintaining service standards, and maximising opportunities for community capacity building and investment in the regeneration of our towns and villages.

The Plan reflects the areas where services need to be brought back to pre Covid-19 levels as well as reflect a number of key areas for performance improvement supporting the revival of the local economy, working with partners and stakeholders to build an inclusive, green, digital future.

If you have any comments, would like any further information, or would like a copy of this document in an alternative format please contact us using the details below.

Performance and Transformation Team

Civic Centre

50 Stiles Way

Antrim

BT41 2UB

Telephone: 0300 123 4568

Email: performance@antrimandnewtownabbey.gov.uk



Delivered
£8.45m
of benefits through
Citizen Advice Antrim
and Newtownabbey for
42,051 clients

 **Antrim and
Newtownabbey**
BOROUGH COUNCIL

Carried out
16,984
free bulky waste
collections per year

Continued delivery of the
£1.1m
Regional Digital
Transformation
Programme supported
by NI Council's, ERDF and
Invest NI

Appendix 1

2022-23 Performance Indicators and Standards



Community Planning

ARTS, CULTURE, TOURISM AND EVENTS

Indicator	2022-23 Target
Attendees at Enchanted Winter Garden	120,000
% of attendee at Enchanted Winter gardens from outside the Borough*	70%
Net Cost of Enchanted Winter Gardens	£100k Net Surplus
Number of attendees at Council Flagship events (booked online)*	Baseline to be measured
Net cost per attendee at Flagship events *	Baseline to be measured
Numbers attending theatre performances	40,000
% occupancy at theatre performance	55%
Customer satisfaction with Council corporate and flagship events	90%
Customer satisfaction with Council theatre performances	4.55 out of 5
Total available hotels rooms and % occupancy rate	640 rooms 60% occupancy
Level of satisfaction with Councils services from tourism stakeholders	TBC

* Enchanted Winter Garden and Garden Show Ireland

COMMUNITY PLANNING

Indicator	2022-23 Target
Number of Community and Voluntary groups or Amount (£) of grant funding supported through Community Planning Grant Aid*	£600K
% of residents that believe Antrim and Newtownabbey is a safe place to live	88%
Number of clients supported through Community Advice Antrim and Newtownabbey **	30,000
Amount (£) of benefits that have been taken up as a result of advice provided by Community Advice Antrim and Newtownabbey **	£6M
% of residents that believe that Relations are good (positive) within the Borough	80%
Number of online community centre bookings	Baseline to be measured
Net Cost Per booking at Community Centres	£30.00

*Includes COVID funding

** Demand led service



Economic Development and Planning

ECONOMIC DEVELOPMENT

Indicator	2022-23 Target
Number of jobs promoted through start up activity via the Go For It Programme (Statutory target 80, Go For It Target 80)	88
We have achieved a 90% satisfaction rating from participants on the Go For It Programme	90%
Number of existing businesses assisted to develop/expand their operations through entrepreneurship support programmes and the Local Tourism Challenge Fund (excluding Go For It)	200
Number of unemployed people assisted in to work through local labour market partnership activity (DFC & Council funded initiatives)	150 (50 ESF + 100 LMP)
The number of projects being delivered/completed from the Borough-wide Masterplan Frameworks	6
The amount of regeneration grant funding secured for the achievement of projects across a variety of sources including The Levelling Up Fund, DFC Urban Regeneration and DFC Small Settlements Scheme	£8.8M
Number of forecast jobs created through the Council investment promotion fund	98
Scale of business expansion (sq ft) created through the Council investment promotion fund	150,000
Funding provided through the Council investment promotion fund	£80K
Scale of workspace creation (sq ft) created through the Council's workspace development fund.	7,800
The number of Digital Transformation businesses supported (throughout the region)	198

PLANNING

Indicator	2022-23 Target
MAJOR - % processing times for major planning applications processed within the 30 week target (CIP – Statutory Target)	50%
MAJOR - Average processing times in weeks for major planning applications processed within the 30 week target (CIP – Statutory Target)	30 weeks
LOCAL - % processing times for local planning applications within the 15 week target (CIP – Statutory Target)	50%
LOCAL - Average processing times in weeks for local planning applications within the 15 week target (CIP – Statutory Target)	15 weeks
ENFORCEMENT - % processing times for enforcement planning cases within the 39 week target (CIP – Statutory Target)	70%
ENFORCEMENT - Average processing times in weeks for enforcement planning cases within the 39 week target (CIP – Statutory Target)	39 weeks

KEY - - STATUTORY TARGET



Finance and Governance

FINANCE

Indicator	2022-23 Target
% of undisputed creditor invoices paid on time within 10 working days (CIP)	80%
% of undisputed creditor invoices paid on time within 30 calendar days (CIP)	90%
Councils' general reserves as per policy	As per policy
Overall service costs within agreed budget	Within budget

CAPITAL DEVELOPMENT

Indicator	2022-23 Target
% of projects completed on the programme at construction award stage	75%
% of projects completed within the budget approved at construction stage	75%
% overall end-user satisfaction rating with the capital development programme	75%

KEY -  - IMPROVEMENT TARGET

INTERNAL AUDIT

Indicator	2022-23 Target
Completion of Annual Audit Plan (by 30 June 2023)	90%
Implementation of internal audit recommendations	100%

GOVERNANCE

Indicator	2022-23 Target
Annual Governance Statement reported	Achieved
% of Freedom of Information responses responded to within deadline	100%
% ratio of insurance cases settled attributed to the Council	50%
% of minutes and audio recordings of Council and Committee meetings uploaded to the Corporate website within agreed timelines	100%
% of steps completed (1-3) of the Climate Change Adaptation (31 March 2022)	Progress Stage 4 and 5 of Climate NI Adapt Toolkit
% of accident report forms that have met the 5 day deadline	100%



Finance and Governance

PERFORMANCE AND TRANSFORMATION

Indicator	2022-23 Target
Certificate of compliance from the Northern Ireland Audit Office	Achieved
Corporate projects are delivered on time (in line with the agreed project plan)	100% Fully/ Substantially completed

ICT

Indicator	2022-23 Target
Number of services provided digitally	40
Number of online transactions (CIP)	600k
The number of downloads of the Residents App (CIP)	5062 (27k cumulative)
% customer satisfaction with digital services	96%
Number of online services/processes delivered through the Digital Platform	33

KEY -  - IMPROVEMENT TARGET



Parks and Leisure

PARKS

Indicator	2022-23 Target
% Resident satisfaction with Council Parks & Open Spaces	90%
Number of Green Flags	23
Maintain Environmental Management accreditation level of NI Benchmarking Survey	Platinum
Maintain the number of bookings in our Caravan Parks	3,500

LEISURE

Indicator	2022-23 Target
The number visits to our leisure centres (CIP)	1.75m
The number of people taking out leisure memberships (CIP)	10,500
Subsidy per visit (CIP)	£2.45

Operations

ENVIRONMENTAL HEALTH AND WELLBEING

Indicator	2022-23 Target
Net cost of service per head of population (excluding central establishment charges)	£17.59
% of general planning applications processed within 15 days of receipt	85% TBC
Compliance with statutory Environmental Health regulations	100%

PROPERTY AND BUILDING SERVICES

Indicator	2022-23 Target
Number of domestic full plan applications received and % assessed with a substantive response sent within 21 days of validation	85%
Number of non-domestic full plan applications received and % assessed with a substantive response sent within 35 days of validation	85%
Number of resubmissions received and % substantive response issued within 14 days	85%
Building Regulations applications - commencement/completion ratio	80%

Waste Operations

CLEANSING

Indicator	2022-23 Target
Satisfaction with the level of attractiveness of our Borough	80%
Residents surveyed who feel proud of their surroundings	80%
Number of community clean-ups	110
% of roads & streets inspected are graded at a satisfactory standard (A or B)	90%
Quartile achieved through the Annual Keep Northern Ireland Beautiful National Benchmarking report	Second

WASTE MANAGEMENT

Indicator	2022-23 Target
% of household waste collected that is sent for recycling (Statutory target 50%)	58%
We minimise the amount (tonnage) of waste sent to landfill	22,500 tonnes
The amount (tonnage) collected municipal waste arising (Statutory target)*	107,500 tonnes
The amount (tonnage) of biodegradable municipal waste that is landfilled (Statutory Target)	16,788 tonnes
Average number of days for collection of bulky waste	5 days
% Overall Customer satisfaction with the Council's Waste and Recycling Service	90%
Cost of service per household (excluding landfill tax and waste disposal and excluding central establishment charges)	£96.14
Retention of ISO14001	Retained

KEY - - STATUTORY TARGET

*There is no target for the amount (tonnage) of collected municipal waste arising

Organisation Development

COMMUNICATION AND CUSTOMER SERVICES

Indicator	2022-23 Target
% satisfaction with overall Council services (CIP)	80%
% satisfaction with the quality of information on the Council's website	90%
% satisfaction with Borough Life	90%
Number of recorded visits (hits) to Council's corporate website during the year	3M
Number of followers on social media platforms	46,500
Percentage of abandoned telephone calls (CIP)	6.5%
Percentage of abandoned Live Chats	8%
Percentage of complaints responded to within published timescales	87%

HUMAN RESOURCES

Indicator	2022-23 Target
Average number of days lost per employee (CIP)	12 days
% of staff have 100% attendance during the year (CIP)	60%
% of employees have a Personal Review & Development Plan	Under Review
Number of employees on accredited and/or development programmes	40

KEY -  - IMPROVEMENT TARGET

ANTRIM CIVIC CENTRE
50 Stiles Way, Antrim BT41 2UB
T 028 9446 3113

MOSSLEY MILL
Carnmoney Road North, Newtownabbey BT36 5QA
T 028 9034 0000

antrimandnewtownabbey.gov.uk
fANBorough

Our Vision

"A progressive, smart and prosperous Borough. Inspired by our people. Driven by ambition."

Our Mission

"To meet and exceed the needs and aspirations of our people and be recognised for leadership and excellence both locally and beyond."