



**Armagh City
Banbridge
& Craigavon**
Borough Council

ANNUAL REPORT

Performance Self Assessment

2022-2023

**Looking at 2022/23How Did We
Perform?**

September 2023

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1.0 INTRODUCTION

Welcome to the 2022/23 Annual Performance Self-Assessment Report looking back at how, during the year, we continued to pursue our vision for Armagh City, Banbridge and Craigavon Borough Council to have a happy, healthy and connected **community**, a vibrant and sustainable **economy** with appealing **places** for living, working and learning.

This report fulfils the general duty under Part 12 of the Local Government (NI) Act 2014 in relation to performance improvement arrangements and provides an overview of Council's performance against performance improvement objectives, statutory performance improvement indicators and also self-imposed indicators and standards.

Despite the challenges of the past few years, Council continued with service delivery and progressed many projects and initiatives as set out in the annual business plans all of which would not have been possible without our dedicated staff, Elected Members, supportive partners and the wider public who continue to work collaboratively.

The report presents a balanced picture and outlines some of the achievements and progress made, whilst acknowledging the challenges faced. Over the past few years Council have reacted, adapted and reallocated resources to ensure that the fallout of global and local economic pressures was managed internally and also externally through facilitating access to essential support for food and fuel, local communities have also been well supported.

Looking forward, 2024 will bring the launch of the new Corporate Plan which will set out our vision, ambitions and priorities for the next 4 years that will contribute to make the Borough a place of choice in which to live, work and visit.

2.0 PERFORMANCE OVERVIEW

2.1 Corporate

In reviewing Council's performance for 2022-23, we mark the final year of Council's Corporate Plan 2018-2023. We have reviewed and assessed delivery of services and activities that have contributed to the 30 commitments contained within our Corporate Plan, focusing on the 4 themes: [Committed Council](#), [Economy](#), [Community and Place](#). A copy of the Corporate Plan can be found at the following link:

<https://www.armaghbanbridgecraigavon.gov.uk/council/corporate-publications/>

Annual Progress Reports for 2023/23 on all 16 business plans were reported to relevant service Committees and full Council. More detail can be found at [Armagh City Banbridge and Craigavon Borough Council - Meetings \(public-minutes.com\)](#)

The business plans were aligned with the corporate plan commitments, performance improvement objectives, statutory and self imposed performance indicators and standards. This report provides a high level performance summary on service delivery for the last year. Collectively within the 16 business plans we had committed to undertaking 223 actions; to ensure effective and efficient delivery a total of 424 performance measures (indicators and standards/targets) were set against these actions.

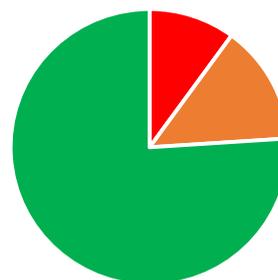
At an overall corporate level, the RAG status at the end of the business planning year was as follows:

76% of standards/targets were met/exceeded

14% of standards/targets fell slightly short/behind schedule

10% of standards/targets were missed/not achieved

Council Corporate Performance
Summary 2022/23

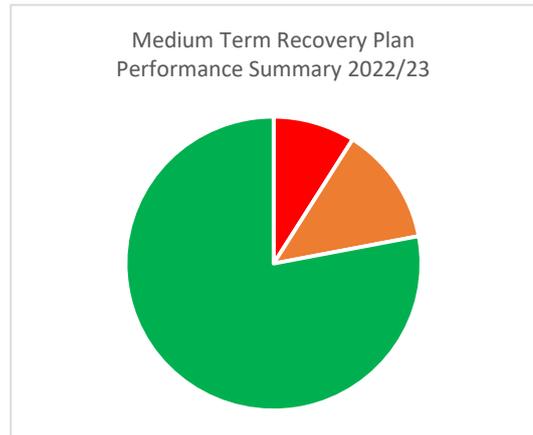


Medium Term Recovery Plan

Over the past year Council continued to deal with the fallout from the rising energy costs and inflation rates; the cost-of-living crisis and the wider global impacts of the Ukraine War. Given these challenges Council worked to create momentum around the recovery phase as was set out within the Medium-Term recovery plan. This included valuable support for communities and businesses as well as setting out the Council's ambition for inclusive growth within the Borough and advancing the Council's green agenda.

At the annual review of the business plans 196 actions were linked to the Medium-Term Recovery Plan. The figures below and pie chart illustrate the overall delivery at the end of the business planning period:

78% of standards/targets were met/exceeded
13% of standards/targets fell slightly short/behind schedule
9% of standards/targets were missed/not achieved



As well as the global factors mentioned above Council was faced with a period of extended industrial action which had a significant impact on service delivery across the Borough. In addition to this a number of vacant posts across a number of departments also accounted for some of the targets being missed, falling slightly short of the target or behind schedule on delivery. Where relevant, any outstanding actions were taken into consideration during the business planning process for 2023/24. There is no doubt these significant financial challenges of the past year required a renewed focus on improvement and efficiency and has been an influential factor on the delivery of services.

As a Council we remain committed to delivering high quality services to our citizens and will continue to review learning from performance to date and the way this has been impacted by external and internal factors. Such reviews provide the knowledge that will help to continually improve services and influence all aspects of our business planning processes for subsequent years.

The delivery and provision of services is financed from a number of funding sources (i.e., government grants, domestic and business rates). The next section outlines the financial overview and how expenditure was allocated for 2022-2023.

2.2 Financial

At the end of each financial year Council publish their Statement of Accounts. The accounts show how we have used public money in the year, they are prepared on an accruals basis and are intended to present to readers a true and fair view of financial activity during the 2022-23 financial year. They demonstrate to ratepayers how the funding available to the Council (i.e., government grants, domestic and business rates) for the year, has been used in providing services in comparison with those resources consumed or earned by councils. They also show how this expenditure is allocated for decision making purposes between the Council's directorates.

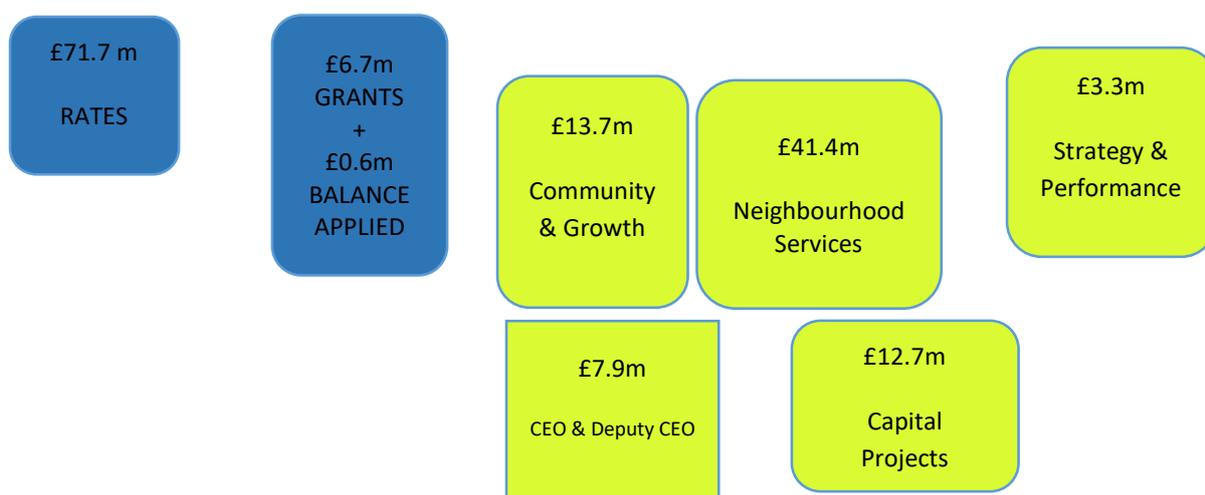
During a designated period, any member of the public, upon application in advance in writing to the Deputy Chief Executive, may inspect the accounts of Council for the year ended 31 March 2023 and all books, deeds, contracts, bills, vouchers and receipts relating to them.

During the annual Estimates Process each year the Council has to ensure that it has adequate resources to deliver the services expected by the local community, both business and non-business alike. To this end in 2022/23 the Council projected a requirement of net funding in the amount of £79.0m of which £71.7m was to be raised by way of Rates Income along with total projected Central Government grant funding of approximately £6.7m (i.e., Rates Support Grant, Transferred Functions Grants and De-Rating Grant) and a balance applied of £0.6m.

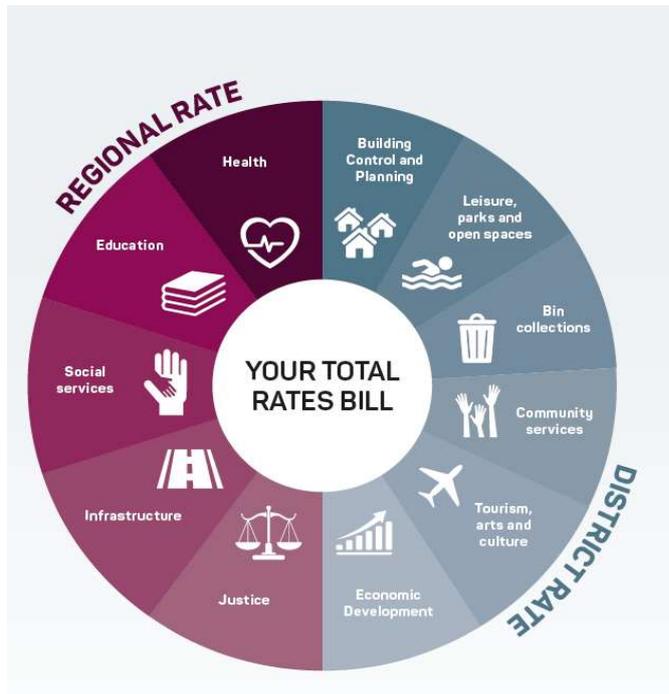
In February 2022 the Council approved net budgets at the time as follows:

- Community & Growth: £13.7m
- Deputy CEO & CEO: £7.9m
- Neighbourhood Services: £41.4m
- Strategy & Performance: £3.3m

The Council also budgeted for various capital projects across Council and set aside approximately £12.7m capital financing for this.



Based on these figures, the Council set the District Rate and combined with the Central Government Regional rate, are used to calculate the Borough Rates bills. Details of the range of services provided from the rate setting process are detailed below:



More detailed information on Council's Income & Expenditure is presented in the Annual Statement of Accounts: <https://www.armaghbanbridgecraigavon.gov.uk/council/finance-information/>

3.0 ACHIEVEMENTS

In the next section we highlight some of our key achievements aligned to the four themes of our corporate plan.

Economy

Our Long-term commitment to our **Economy** is to ensure our Borough is a centre of excellence for entrepreneurship, innovation and investment. People will be better equipped to take advantage of the opportunities provided by our economy, and our borough will be the destination of choice for international visitors.

Place

Our Long-term commitment is to ensure our urban and rural areas are at the heart of community and economic life, to ensure our built heritage, natural assets are protected, enhanced and we can provide a creative place offering inclusive arts and cultural experiences.

Community

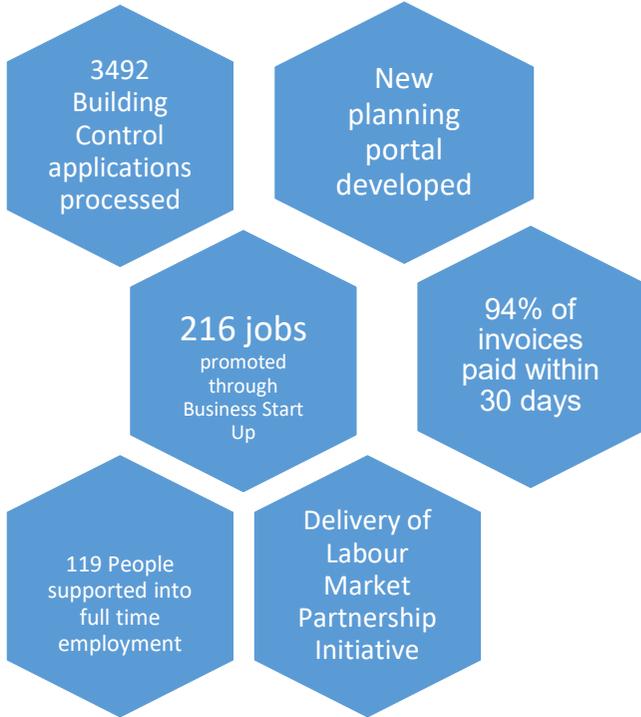
Our long-term commitment is to ensure everyone has opportunities to engage in community life, they make positive lifestyle choices and are able to live, work and visit a safe, respectful and peaceful Borough.

Committed Council

As a committed Council we will have a one council approach with clear, robust and accountable processes, our staff and elected members lead as ambassadors, promoting values and ambitions of the organisation. We are committed to increased customer satisfaction with Council services.

The Performance Self-Assessment Report 2022/23 (Appendix A), provides more detail on the Performance Improvement Objectives and the Statutory Indicators.

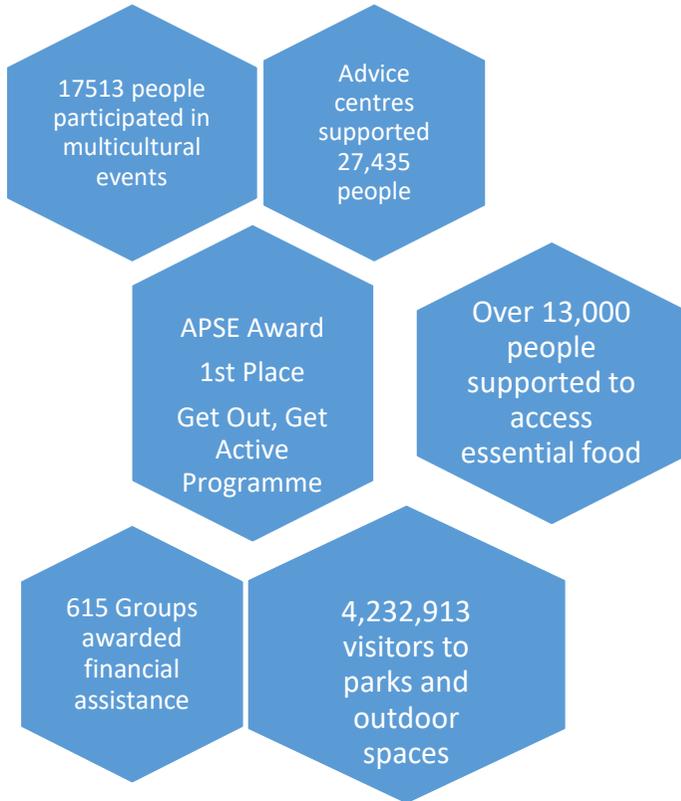
Economy:



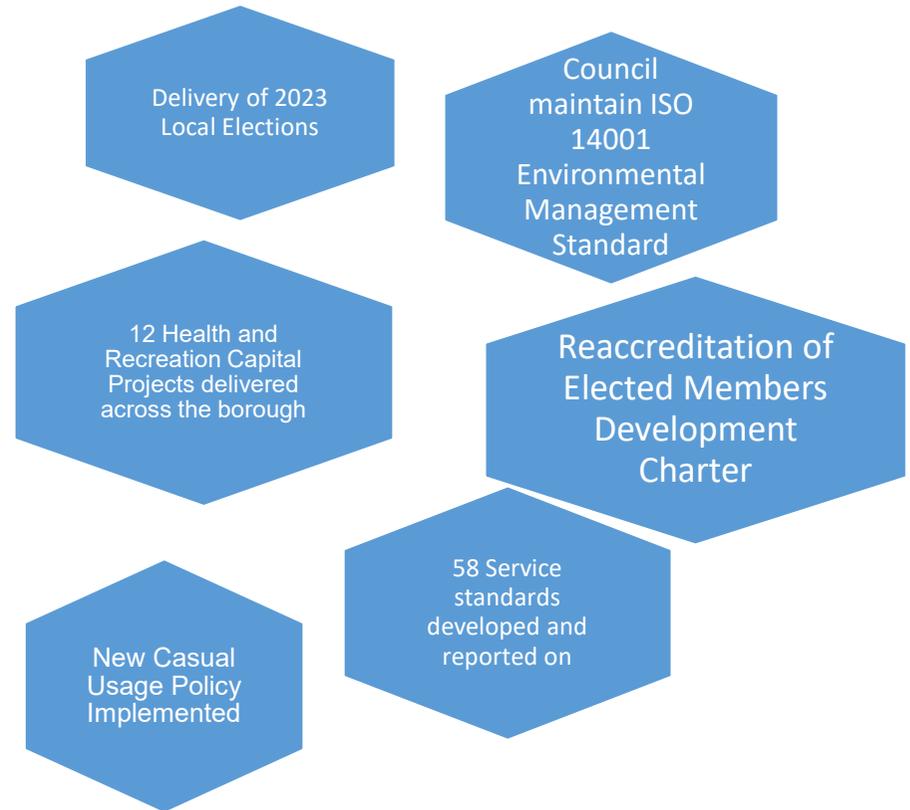
Place



Community



Committed Council



4.0 HOW TO CONTACT US

Elected Members:

Armagh City, Banbridge and Craigavon Borough Council has 41 democratically elected members, representing 7 District Electrical Areas.

Further details on each elected members can be found at:

www.armaghbanbridgecraigavon.gov.uk

We welcome your ongoing feedback and comments or suggestions on how we might improve any of our Council services.

Please use one of the following ways to contact us with your feedback/views:

Website: <https://www.armaghbanbridgecraigavon.gov.uk/contact-us/>

Email: performance@armaghbanbridgecraigavon.gov.uk

Telephone: 0300 0300 900 Ext 61688 / 61691

In writing: Strategy & Performance Department
Armagh City, Banbridge and Craigavon Borough Council
Armagh Old City Hospital
Abbey Street
Armagh
BT61 7DY

This document is available in a range of formats upon request using the contact details above.

PERFORMANCE SELF - ASSESSMENT REPORT

INTRODUCTION

This section of the report provides details for the statutory self-assessment of the performance of Armagh City, Banbridge and Craigavon 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 our performance improvement arrangements.

It sets out the self-assessment against the following three requirements:

1. **Statutory performance indicators and standards** for the functions of Economic Development, Planning and Waste including comparison with the previous years ¹
2. **Performance improvement objectives** as set out in the Performance Improvement Plan
3. **Self-imposed indicators and standards**

By publishing this information, the Council fulfils our statutory requirement under Part 12, Section 92 of the Act.

The Northern Ireland Audit Office (NIAO) will undertake an audit of how Council has implemented the statutory performance improvement duties and will produce an independent audit report, which will be available on the Council website when received usually before 30 November 2023. Previous reports can be viewed at the following link:

<https://www.armaghbanbridgecraigavon.gov.uk/council/performance-improvement>

Throughout the Performance Self-Assessment Report, we have referenced statistical evidence and supporting narratives to demonstrate how we performed in 2022/23 against a set of targets/standards, as well as bench marking with previous years and other councils where appropriate. This provides evidence of how as a Council we are implementing our performance framework and have put in place performance improvement arrangements.

Each Business Plan contains specific self-imposed indicators. As part of Council's Performance Management Framework, review and monitoring of all business plans and associated performance measures are reported quarterly to the Executive Management Team and 6-monthly and annually to Council.

In December 2022 the Performance & Audit Committee received a summary business plan progress report as part of the 2022/23 Mid-Year Performance Report. In June 2023 service committees received detailed annual progress reports for each of the relevant business plans. Please refer to Minutes section of Council's website for further information: [Armagh City Banbridge and Craigavon Borough Council - Meetings \(public-minutes.com\)](https://www.armaghbanbridgecraigavon.gov.uk/council/minutes)

In our 2022-23 Performance Improvement Plan, we identified specific areas we wanted to improve. We have reviewed, monitored and assessed how we have performed on these. This Self-Assessment Report 2022-23 (in compliance with Local Government Performance Improvement Guidance) gives detail on issues identified, as well as reference to any

¹ contained within The Local Government (Performance Indicators and Standards) Order (NI) 2015

planned/implemented improvements. In line with Guidance and as part of good governance, more emphasis and due consideration continues to be given to this area in our future Corporate Performance Improvement Planning.

Since 2015, Council has continued to show progress in several areas including achievement towards our statutory Indicators and an upward trend in delivery of actions contributing to performance improvement objectives. For those actions that fell behind target, this report includes an accompanying narrative.

The Self-Assessment Report is sub-divided into three key areas where we have assessed our performance.

STATUTORY PERFORMANCE INDICATORS AND STANDARDS

Under the Local Government (Performance Indicators and Standards) Order (Northern Ireland) 2015, a number of performance indicators and standards are set for each of the 11 Northern Ireland councils. These indicators and standards will continue to apply until an amending order or new order is enacted and include Economic Development, Planning and Waste Management functions.

The aim of the performance measures is to promote the consistency and improvement of service delivery in these three service areas across all councils.

Economic Development

The Department of Economy set the Economic Development indicators and standards as part of the governance and performance management arrangements for the Economic Development functions. Information on the 11 Councils performance for 2022/23 is set out in Appendix C.

Planning

The Department of Infrastructure set the Planning indicators and standards as part of the governance and performance management arrangements for Planning functions. The Department publishes performance by council area on a quarterly basis through the NI Planning Statistics Report. Information may be accessed using the following link: [Northern Ireland planning statistics April 2022 - March 2023 | Department for Infrastructure \(infrastructure-ni.gov.uk\)](https://www.infrastructure-ni.gov.uk/infrastructure-ni/planning-statistics)

Waste Management

The Department of Agriculture, Environment and Rural Affairs (DEARA) set the Waste Management indicators and standards. The Department publishes performance by council area on a quarterly basis through the NI Local Authority Collected Municipal Waste Management Statistics report. Information may be accessed using the following links: [Northern Ireland local authority collected municipal waste management statistics | Department of Agriculture, Environment and Rural Affairs \(daera-ni.gov.uk\)](https://www.daera-ni.gov.uk/daera-ni/local-authority-collected-municipal-waste-management-statistics)
[Northern Ireland Local Authority Collected Waste Statistics \(nisra.gov.uk\)](https://www.nisra.gov.uk/nisra/nisra-local-authority-collected-waste-statistics)

This section of the report details how our Council has performed over a 7-year period (2016/17 – 2022/23) in relation to the statutory performance indicators for Economic Development, Planning and Waste Management. The accompanying narrative provides a rationale and an analysis of the activity within each area.

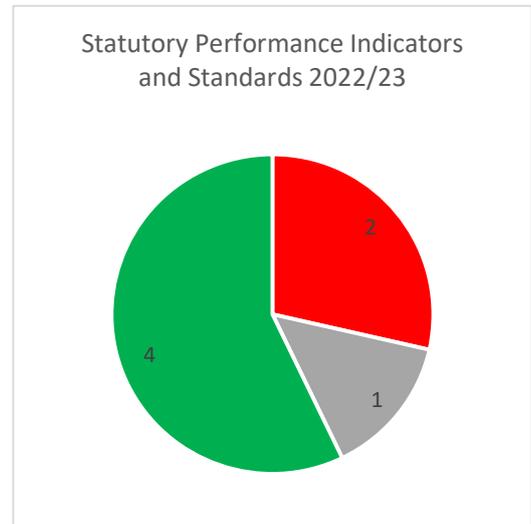
From the pie chart you can see Council's overall performance in relation to the 7 statutory indicators:

2 Red = Standards/targets not achieved /missed

4 Green = Standards/target on track/ being met/exceeded

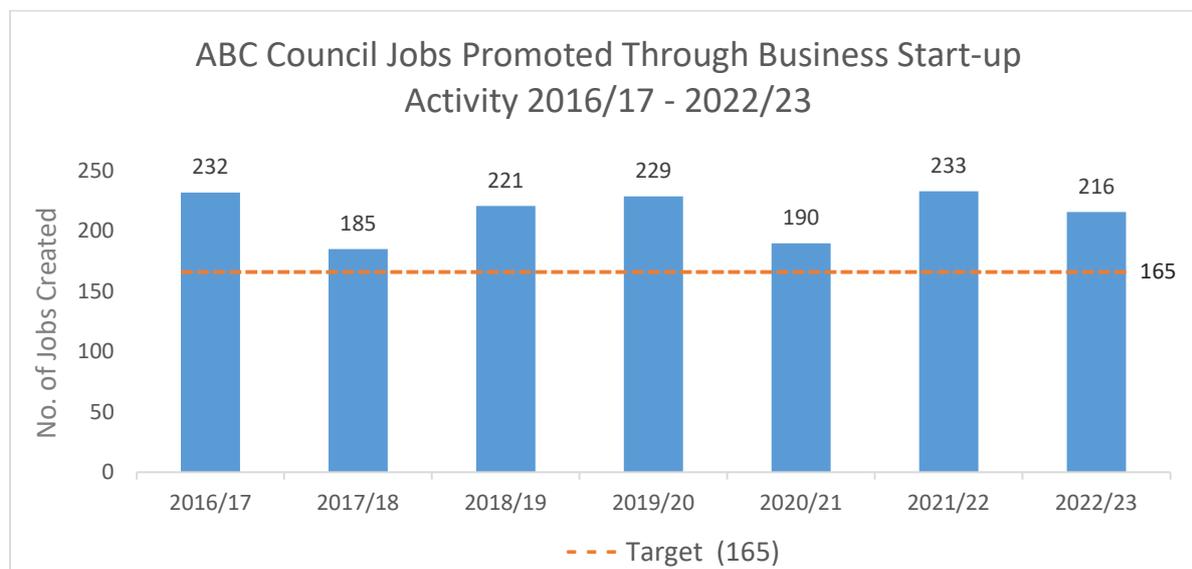
1 Grey = Information was not formally available from the relevant body at the time of publishing.

A further detailed summary table of the Council's performance in these three areas can be referred to in Appendix B.



ECONOMIC DEVELOPMENT

This indicator relates to the number of jobs promoted by Council through business start-up activity².



There were 216 jobs promoted through business start-up activity in 2022/23. This represents a decrease of 17 jobs on 2021/22 however this is still well above the statutory target of 165. Armagh City, Banbridge & Craigavon Borough Council continues to perform well in terms of job creation figures in the NI Business Start Up Programme. Our job creation target slightly fell this year due to the ongoing impacts of the return to global normality post Covid. However, we continue to remain second on the league table in NI and our continued high start-up rate reinforces the Borough's reputation as one of the most entrepreneurial regions in NI.

As one of the 11 local Councils in NI we work collaboratively on a regional basis to continuously improve the service offered through the programme, to improve the early-stage entrepreneurial activity (TEA) across NI.

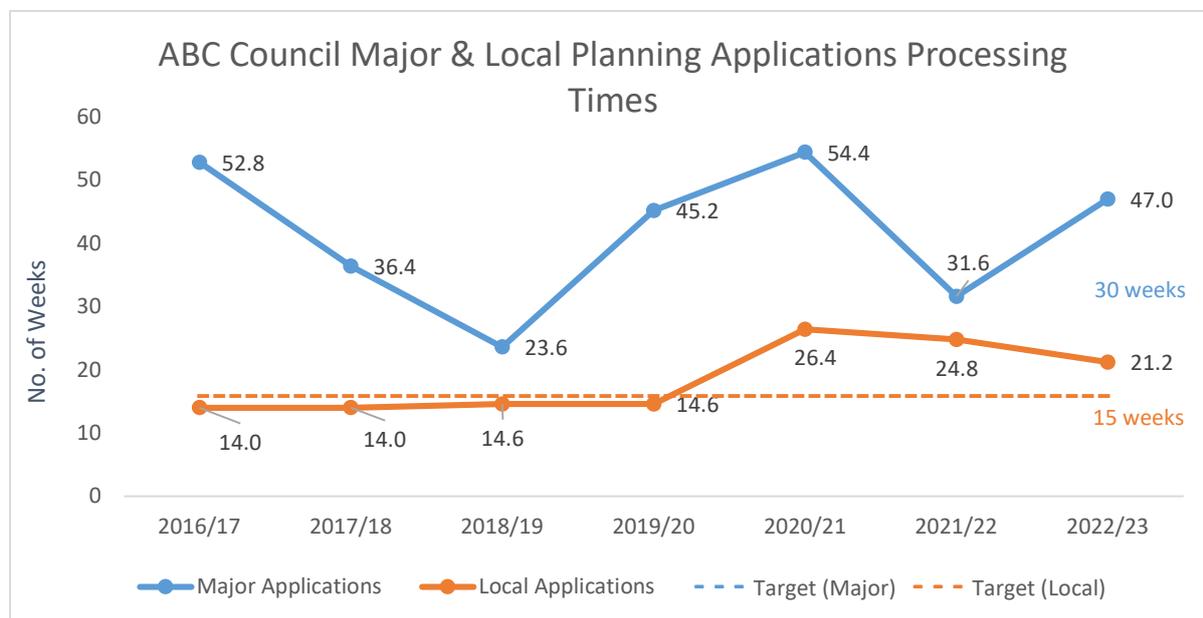
Locally we continue to work with a range of enterprise support partners including our local enterprise agencies, local colleges, schools, social economy networks and stakeholders to ensure that the programme is promoted widely and made accessible to the whole community. Fostering an entrepreneurial culture leading to business start-up and growth continues to be a key corporate objective of our Council.

As a Council we continue to work with the Department for the Economy and Department for Communities to continually set new performance targets that are regularly reviewed, and Draft legislation is in place to increase the target number of jobs created in each council area. The 'Go For It' programme continues to fit in with ambitions articulated in the Department for Economy's "10x Economy Vision" that highlight the importance of fostering a culture of entrepreneurship and supporting new business development in driving place-based growth in NI decade of innovation.

² Business start-up activity means the delivery of completed client-led business plans under the Department of Enterprise, Trade and Investment's Regional Start Initiative or its successor programmes

PLANNING

Planning activity and processing performance during 2022 - 2023 was impacted by a number of key events which include the work involved in preparing for implementation of the new Planning Portal (including User Acceptance Testing and Training) and the closure of the IT system (for four weeks) to facilitate the change from the old system to the new.



During 2022-2023, the average processing time for Council to decide major planning applications was 47 weeks, which is 17 weeks longer than the 30-week statutory target, but significantly better than the NI average of 57.8 weeks. This represents an increase of 15.4 weeks on 2021-2022 (31.6 weeks). During 2022-2023, none of the 11 Councils met the statutory target of 30 weeks.

The average processing time for the Council to decide local applications during 2022-2023 was 21.2 weeks, which is still outside the 15-week statutory target but an improvement on the 24.8 weeks processing times for local planning applications during 2021/22. The 2022/23 processing times in the Borough are higher than the NI average of 19 weeks. However, just 3 of the 11 Councils achieved the statutory target of 15 weeks.

It should also be noted that the Department for Infrastructure has reported that the number of planning applications received across Northern Ireland was 18% down on the previous financial year. In our Borough the number was down by just under 19%. The following factors should be borne in mind when interpreting the data below and when making comparisons with other time periods.

During 2022-2023:

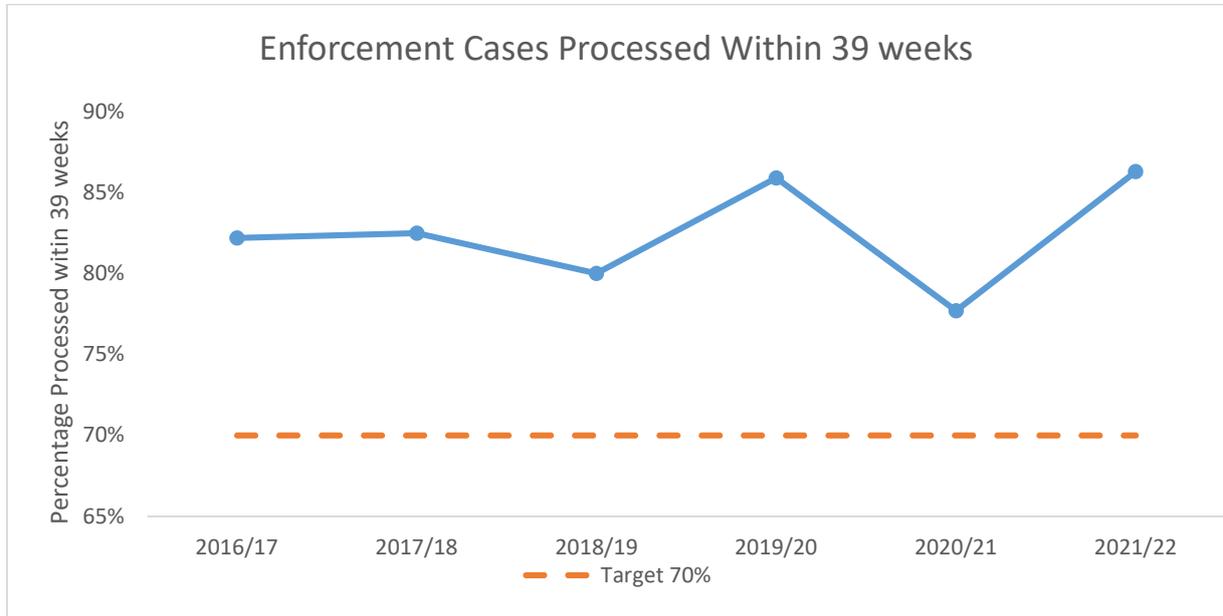
- 1,065 applications were received (5th highest across Northern Ireland).
- 1,041 applications were decided (4th highest across Northern Ireland).
- 432 enforcement cases were closed (the highest across Northern Ireland) – an increase of 139 on the previous financial year.

The number of major applications received in 2022-2023 was 12 applications. These included:

- 1 major agricultural development
- 4 major industrial developments
- 1 major retail developments

- 4 large scale residential developments
- 1 mixed use developments
- 1 major leisure development

The applications above represent not only major investment into the regeneration of the Borough, but extensive work from our Planning Department.



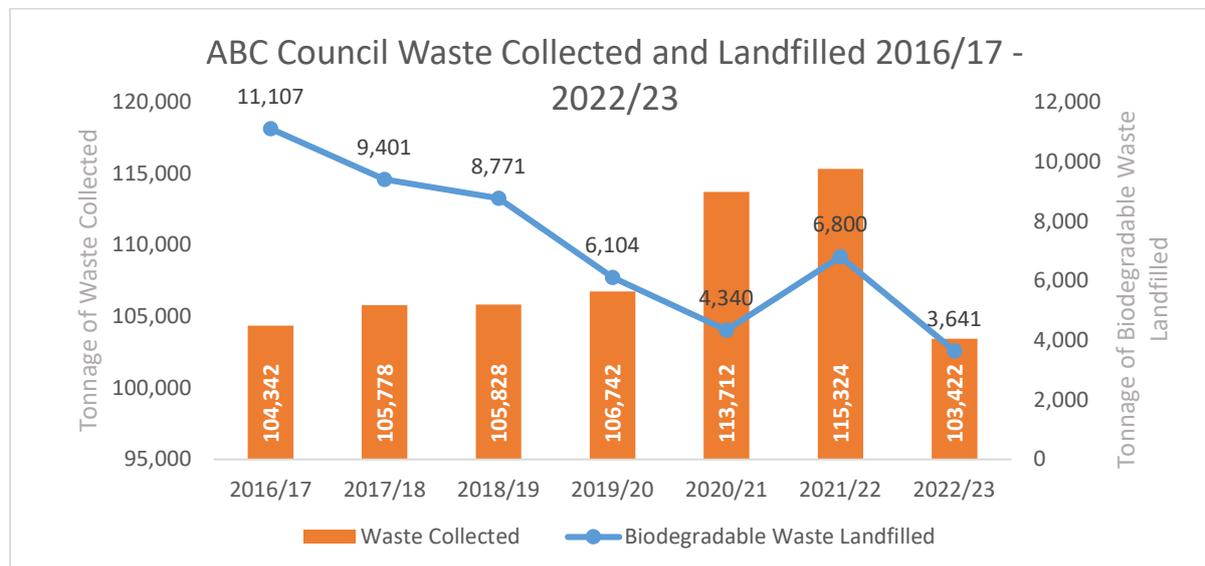
The number of enforcement cases concluded, and the corresponding processing times have not been published by the Department for Infrastructure for 2022 – 2023 as this information is currently under development and is therefore not included in the corresponding graphic. From our records Council closed 432 enforcement cases during 2022/23 which is an increase of 139 on the previous year. It is however noted that the Council's Planning Department has not been successful in meeting the two remaining statutory targets relating to the processing of Local and Major applications. Average processing times fell behind for major and local planning applications due to the operational challenges outlined above.

WASTE MANAGEMENT

Council is currently meeting the 2020 statutory target with recycling figures continuing to sit above the current target of 50%.



The current unverified figures for 2022-23 show the percentage of household waste sent for recycling at 54.2% during the year which is an increase of 0.3% on 2021-22 figures. Council is still well placed to achieve the proposed new statutory target of 55% recycling by 2025.



Art time of publication waste management figures remain unverified by DEARA.*

The total amount/tonnage of waste collected had been increasing since 2016-17, reaching a high of 115,324 tonnes in 2021/22. However, in 2022/23, the total amount/tonnage of waste collected fell to 103,422 tonnes which is the lowest of the years presented.

The amount of biodegradable waste being landfilled had been decreasing year on year until 2021/22 when the amount of biodegradable waste being landfilled increased from 4,340

tonnes in 2020/21 to 6,800 tonnes in 2021/22. In 2022/23, this fell again by more than 46% to reach a low of 3,641 tonnes of biodegradable waste being landfilled. No new targets have been set for the landfilling of municipal waste, (NILAS Scheme ended in 2020).

It is fair to state that the period of extended industrial action had a direct impact on the waste collected in 2022/23. However, the Environmental Services Department continues to offer innovative, effective waste management and recycling systems to help achieve all statutory targets and be an exemplar for sustainable waste management.

PERFORMANCE IMPROVEMENT OBJECTIVES 2021-2022

In September 2022, the Council published its Performance Improvement Plan for 2022-2023. The Plan contained six performance improvement objectives as set out below.

- **Performance Improvement Objective 1 (PIO1):**
We will improve the availability of more inclusive services for those with Autism and their carers.
- **Performance Improvement Objective 2 (PIO2):**
We will increase the number of people participating in sport and physical activity from groups least likely to participate and maintain or increase the number of quality accreditations for outdoor places and indoor spaces.
- **Performance Improvement Objective 3 (PIO3):**
We will reduce the average number of days' sickness absence lost per employee.
- **Performance Improvement Objective 4 (PIO4):**
We will increase the information available to the public on Council's agreed service standards and how well we are performing.
- **Performance Improvement Objective 5 (PIO5):**
We will implement recommendations from the Building Control and Planning Service Reviews and improve processing times for building control and planning applications.
- **Performance Improvement Objective 6 (PIO6):**
We will improve our understanding of Council's carbon footprint, energy and resource consumption to inform the development of a Sustainable Development and Climate Change Strategy.

In agreeing the above Objectives, Council identified key actions and associated performance measures to ensure achievement of the objectives and improvements that benefit residents, businesses and other stakeholders.

This section of the self-assessment report therefore provides information on how the performance objectives have been achieved or progressed, using a range of statutory and non-statutory performance indicators and standards/targets.

Gathering data from across all departments, an analysis of the progress of the Performance Improvement Objectives agreed for 2022-23 showed that we were successful in achieving 3 (PIO1, PIO2 and PIO4) of the 6 improvement objectives whilst falling slightly short/behind schedule in the achievement of 3 improvement objectives (PIO3, PIO5 and PIO6).

The section below contains detailed information and narrative on the achievement of these objectives during this period. Reference to performance data from previous years (were relevant) has also been included to identify trends in continuous improvement.

PERFORMANCE IMPROVEMENT OBJECTIVES 2022-23

Improvement Objective 1: We will improve the availability of more inclusive services for those with autism and their carers.

 <p>Why</p>	<ul style="list-style-type: none"> To adapt Council's environment to support customers and reduce barriers to participation for people with autism and their carers Statutory Duty to promote Equality of Opportunity Response to Council Notice of Motion To equip staff to better understand customer needs
 <p>What Action will we take</p>	<ul style="list-style-type: none"> Continue to implement the Autism Friendly Action Plan Deliver general autism awareness training to relevant staff
 <p>How we will measure progress</p>	<ul style="list-style-type: none"> Reviewed Autism Action Plan being implemented with all planned actions achieved Progress reports by the Autism Friendly Working Group Training to be continually delivered to priority Departments to achieve module certification. Maintain Autism Impact Award for Market Place Theatre and Navan Centre
 <p>Progress STATUS GREEN</p>	<ul style="list-style-type: none"> Consultation/engagement on review of Autism Action plan. 45% of actions completed, 45% falling slightly behind target, 10% targets missed. Regular meetings of the Autism Friendly Working Group took place. Mid-year and final year progress reports were presented to Committee Autism Awareness Training delivered face-to-face and via E-Modules Market Place Theatre and Navan Centre continue to provide relevant adjustments to ensure Autism Impact award is maintained.
 <p>Benefits to you</p>	<ul style="list-style-type: none"> Better access to Council services More inclusive service delivery Improved customer satisfaction
 <p>Who is responsible</p>	<ul style="list-style-type: none"> The Senior Responsible Officer (SRO) for this Objective is the Strategic Director of Strategy & Performance

HOW DID WE PERFORM?

During 2022/23, ongoing engagement and discussions were had with the Autism Working Group surrounding current / proposed measures for inclusion within the Action Plan. The action plan focussed on 5 themes. A significant amount of work was undertaken to deliver successful and meaningful outcomes across all themes.

Examples of the outcomes are illustrated below:

Theme 1: Increase understanding of Autism

- 20% of staff within the Health and Recreation and Estates and Asset Management departments have completed the training.
- A total of 203 employees have completed Autism Awareness Training which includes staff that have completed the e-learning module.
- This number is significantly lower than the 80% target set. All staff were advised via the newsletter on 27 February 2023 to complete the module. Heads of Department were presented with a report in April 2023 asking them to encourage staff to complete the necessary Autism related training modules.

Theme 2: Accessible Services and Facilities

- The inclusive section of the Council's Corporate website is being maintained with relevant information continuing to be uploaded.
- 23 pre-visit guides are currently up to date and available.
- 30 Sports Development Programmes were delivered. 8 of 8 of the Autism Programmes were delivered.
- 12 staff were trained in an accredited training programme specifically for swimming teachers working with children with Autism. 15 staff have Autism Swim Licences.
- 4 Inclusive Gym Induction programmes were delivered, 8 inclusive/relaxed sessions per week, 3 inclusive gymnastics sessions 24 spaces provided weekly at South Lake Leisure Centre and 1 open water safety session was delivered.

Theme 3: Promote Inclusive and Targeted Initiatives, Activities and Services

- Work is ongoing to ensure that information about inclusive programmes and events are made available across Council's online presence. Collaborative work with Health and Recreation and Tourism, Arts and Culture ensures information is directed from social media channels to the inclusive page.

Theme 4: Partnership Working

- Our working group representative from the Economic Development Services Department met with the Chamber of Commerce and it was agreed that businesses would like to receive information on disability access generally. This will be explored further, in partnership with the Equality Commission
- The Annual 'Autism in Sport' course for sports coaches was delivered on 30th November 2022 and was attended by 14 people.

Theme 5: Community Engagement

- The Policy & Diversity Officer attended the Autism Spectrum Disorder Forum in October 2022. She engaged with the members on the work undertaken by Council and the Action Plan.
- Feedback is regularly obtained on the effectiveness of Council's autism inclusive events and programmes. There was positive engagement with 13 carers and 12 young people at Autism Focus Groups which were held on 2 March in South Lake Leisure Centre. These sessions were jointly facilitated by Council officers and representatives from IncredAble. We received a range of customer feedback, and this has been shared with relevant departments for action. The opportunity was also taken to raise awareness of Council's services and activities.

In May 2023 the Autism Friendly Working Group extended its remit and became the Inclusive ABC Working Group with new terms of reference. This Group which includes a representative from the SH&SCT will assist with updating the Council's Disability Action Plan which will incorporate any outstanding or developing actions to further improve the availability of more inclusive services for those with autism and their carers.

Given the extensive work undertaken within this Performance Improvement Objective over the past 2 years it has not been carried forward as an improvement objective for 2023/34 however will continue to be captured as part of the Council's Disability Action Plan as referenced above.

Improvement Objective 2: We will increase the number of people participating in sport and physical activity from groups least likely to participate and maintain or increase the number of quality accreditations for outdoor places and indoor spaces.

 <p>Why?</p>	<ul style="list-style-type: none"> To reduce inactivity of people within the Borough Develop more positive attitudes towards physical activity. It directly links to our ABC Get Moving Framework (2020-2030) which is a collective plan to positively impact the health of people in the Borough. Council is committed to providing a range of quality, welcoming, inclusive and safe facilities.
 <p>What Action will we take?</p>	<ul style="list-style-type: none"> Develop a Get Moving ABC Communication & and Marketing Plan Deliver a broad range of programmes for people least likely to participate in sport and physical activity. Establish a process for engaging new Get Moving ABC partners.
 <p>How we will measure progress?</p>	<ul style="list-style-type: none"> Communication and Marketing Plan agreed and being delivered. 502 programmes delivered aimed at groups least likely to participate in sport and physical activity. Process established for engaging new Get Moving ABC partners. 17 outdoor places and indoor spaces with quality accreditations. <i>(i.e. Target = 10 Green Flags and Target: 7 Health & Recreation centre accreditations)</i>
 <p>Progress STATUS GREEN</p>	<ul style="list-style-type: none"> Get Moving ABC Communication & Marketing Plan developed and in operation. 573 programmes for people least likely to participate in sport and physical activity have been delivered. Process established and new partners engaged from the key settings starting with 'Businesses'. 8 Parks and open spaces have achieved Green Flag Status. 8 Indoor Leisure facilities successfully achieved Quest Accreditation.
 <p>Benefits to you</p>	<ul style="list-style-type: none"> A positive impact on the health and well-being of people using our facilities. Opportunities for those who are least likely to participate to attend a range of physical activity interventions. Clear consistent messaging on benefits of Get Moving. Confidence in the quality of our outdoor places and indoor spaces.
 <p>Who is responsible?</p>	<ul style="list-style-type: none"> The Senior Responsible (SRO) for this objective is the Strategic Director of Neighbourhood Services

HOW DID WE PERFORM?

Get Moving ABC is a Borough wide targeted initiative, with a collective effort by a range of local organisations and groups to motivate and support as many people as possible to work

towards and achieve the recommended physical activity levels. Get Moving Programmes focus on the key priorities identified through the Get Moving ABC Framework 2020 – 2030. The Implementation of the Get Moving ABC Framework has seen 573 programmes delivered aimed at people least likely to participate in sport and physical activity. This represents a 22% increase compared to the previous year. Examples of new initiatives are detailed below:

- Senior's Dance
- Kids Dance
- Bat & Chat
- Girls Get Moving
- South Lake Learning Disability Summer Scheme
- Inclusive Snowtubing
- Summer Orienteering
- Black Paths Tours
- Let's Fish
- Urban Sports
- Additional Ward at Bluestone
- Separate Junior & Senior Disability Summer Schemes
- Couch 2 Kilos
- Couch 2 3K
- Diabetes Programme
- Cedar Foundation Walking Football
- Sessions for Chest, Heart & Stroke NI & the Dementia Care
- CAHMS Programme

Regular updates on the Get Moving ABC are reported to the relevant service committee. For further information [Get Moving – Get Active ABC](#).

This year Officers within the Sports Development Team have also spent time designing a process that will actively and positively engage stakeholders from key settings within the borough. It is important that Council demonstrate the value to groups in participating in the partnership approach towards delivery the Get Moving Framework. New partners from 'Businesses' have been invited to get involved.

Given the extensive work undertaken within this Performance Improvement Objective over the past 2 years it has not been carried forward as an improvement objective for 2023/34 however Council Officers will continue to monitor and report through existing channels within Council.

Improvement Objective 3: We will reduce the average number of days' sickness absence lost per employee.

 <p>Why?</p>	<ul style="list-style-type: none"> • Council's staff absenteeism figures remain high in terms of the number of days lost per employee • Short term absences remain a challenge • High priority for management and Council to ensure business continuity
 <p>What Action will we take?</p>	<ul style="list-style-type: none"> • Continue to manage absence closely • Deliver employee engagement and well-being initiatives • Review Absence Management Policy to ensure it remains effective for the organisation. • Implement and deliver training on revised absence management policy to all managers
 <p>How we will measure progress?</p>	<ul style="list-style-type: none"> • The average number of days sickness absence lost per employee = 16 days or lower • The average rate of short term absences = 1.4% or lower • The average rate of long term absences = 5% or lower • Deliver 4 employee engagement and well-being initiatives • Absence Management Policy reviewed and being implemented • 100% of managers have attended training
 <p>Progress STATUS AMBER</p>	<ul style="list-style-type: none"> • Number of days' sickness absence lost per employee = 19.91 days for 12 month period • Average rate of short term absences = 4.32 days/1.39% absence rate • Average rate of long term absences = 15.59 days/5.01% absence rate • Continued delivery of Employee engagement and well-being initiatives • Absence Management Policy and refresher training continued to be rolled out • 100% of managers have attended training.
 <p>Benefits to you</p>	<ul style="list-style-type: none"> • Majority of employees live in the Borough • Contribute to overall health and well-being of our staff and Borough • Better continuity of service delivery
 <p>Who is responsible?</p>	<ul style="list-style-type: none"> • The Senior Responsible (SRO) for this objective is the Deputy Chief Executive

HOW DID WE PERFORM?

The overall lost time rate or absenteeism percentage decreased from 6.72% in 2021/22 to 6.4% in 2022/23. This is against an annual organisational target of 6.4%.

The average days lost per employee has also decreased from 20.51 days in 2021/22 to 19.91 days in 2022/23. This is against an annual target of 16 days. Approximately 40% of employees had no absence during this period.

The three main reasons for absence continue to be Chest & Respiratory, Stress and Musculoskeletal. We experienced a significant rise in Chest & Respiratory illnesses in 2021/22 as a result of Covid and this continues to be a contributory factor, albeit we have seen a decline in the number of incidents in 2022/23. Attendance is monitored and employees are progressed appropriately through the Attendance Management Policy.

HR have prioritised other work in order to increase their support to line managers and are also attending management team meetings, particularly in front line areas, to ensure absence continues to be a priority. It has also been important to focus resources on the area of absence that can be managed most effectively i.e., short term and to this end we have seen a decline in the lost time rate.

The dedicated lead officer will remain in place as this has greatly improved the co-ordination of activity and has provided targeted guidance and support to line managers. This officer was instrumental in the roll out of the absence policy training.

Council recognises the importance of employee wellbeing and have run a number of targeted initiatives through its Health & Wellbeing Committee. These have included a range of get active programmes, mental health awareness and promoted our Staywell Information Hub. We have also increased the number of inhouse Mental Health First Aiders.

Absence will continue to be a focus for the organisation and therefore this improvement objective will be carried over into the performance improvement plan for 2023/24. The incoming year will see the introduction of a Quality Management System that will incorporate regular data giving departments more visibility and ownership of their staff absence. Improvement targets will be allocated to each department giving more accountability and focus the attention on continuous improvement in this area.

Improvement Objective 4: We will increase the information available to the public on Council’s agreed service standards and how well we are performing.

 <p>Why?</p>	<ul style="list-style-type: none"> • Our Medium Term Recovery Plan sets out actions to support the recovery of the organisation and Borough, including how we improve service delivery. • The Service Standards were developed and agreed in 2021/22 and we believe that customers/service users should be informed of our performance
 <p>What Action will we take?</p>	<ul style="list-style-type: none"> • Review the service standards developed in 2021/22 and identify any gaps where service standards are required • Continue to monitor, report and publish performance of our service standards
 <p>How we will measure progress?</p>	<ul style="list-style-type: none"> • An increase in the number of service areas with service standards by March 2023 • Performance reports produced for Elected Members, customers, service users, residents & rate payers
 <p>Progress STATUS GREEN</p>	<ul style="list-style-type: none"> • During 2022/23, the agreed set of service standards have been monitored and reported on. Internally quarterly reports were reviewed, analysed and presented to senior leadership team. • A year end review of Service Standards was conducted, May/June 2023. This was presented to senior leadership for consideration and included a number of recommendations, including identifying gaps where service standards are required. • Performance reports for 6 month (April-Sept 2022) was presented to relevant Service Committees: December 2022. These are also available online. • Reporting on Service Standards will also form part of Council’s Annual Performance report and will be published online, 30th Sept.
 <p>Benefits to you</p>	<ul style="list-style-type: none"> • Customers and citizens will be more informed about Council service standards and how well we are performing • There will be a better evidence base available to inform future improvement objectives
 <p>Who is responsible?</p>	<ul style="list-style-type: none"> • The Senior Responsible (SRO) for this objective is the Strategic Director of Strategy and Performance

HOW DID WE PERFORM?

Council’s Medium Term Recovery Plan 2021-23, Performance Improvement Plan 2022/23 and the Customer Care Action Plan 2022/23 outlines Council’s commitment to develop a set of service standards.

In March 2022 Members gave approval to a series of service standards (both corporate and service specific) and proposed reporting arrangements.

Throughout this year, regular quarterly reporting and review of performance were presented to the Senior Leadership Team.

The review of service standards provided the opportunity to reflect on annual performance and consider the relevance, quality and accuracy of data being reported. It was important to identify gaps in data and understand why this information was not available taking into consideration data capture methods and responsibilities.

A performance summary on the suite of service standards is illustrated as follows:

8 RED	Standards met ≤ 74% of the time
11 AMBER	Standards met ≥ 75 % and ≤ 89% of the time
27 GREEN	Standards met ≥ 90% of the time
9 BLACK	Incomplete dataset
3 GREY	Service Standard not tested

More detail on service standards for the year ending 22/23 is attached in Appendix G.

Discussions and feedback from departments provided clear and comprehensive justifications as to why some service standards fell below target, examples of which are outlined below.

- Human resource issues including staff absences, long term sickness, recruitment timeframes and vacancy control impacted on service delivery.
- Industrial action and redeployment of staff from other areas having a significant impact particularly in the first 6 months.
- Recognition by Department /service area that the target setting needs to be realistic and having reliable baseline data to benchmark against. This learning will be taken into consideration when reviewing and revising service standards.
- Specifically, within Building Control there was a high volume of domestic applications received prior to an upcoming change in regulations; and within Planning department the portal was closed for a several weeks impacting on corresponding responses.
- Within Parks and Open spaces initial reporting on quarterly progress did not account for seasonal trends, for example no grass cutting in winter months was impacting on the quarterly performance. This will be reflected in reporting going forward.

Three of the Service standards did not receive **complaints/requests** and therefore were not tested, and performance could not be assessed against them. Two of these were within the generic business unit service area of processing of equality complaints as no complaints were received in the reporting year. The third was within Economic Development, in relation to redundancy support for larger employers as there were no requests for assistance in the reporting year.

As part of ongoing performance management practice and in the context of continuous improvement, a number of recommendations were proposed for consideration in relation to service standards development going forward.

Council recognise that this improvement objective has been achieved in that service standards have been embedded and this will be reporting on going forward. For this reason, this objective has not been carried forward into the Performance Improvement Plan 2023/24.

Improvement Objective 5: We will implement recommendations from the Building Control and Planning Service Reviews and improve processing times for building control and planning applications.

 <p>Why?</p>	<ul style="list-style-type: none"> • Service Reviews were carried out by Planning and Building Control Departments in 2018. • Action Plan identified short, medium, long term actions • This objective has been carried forward from 2021/22 to continue to complete delivery of action plan.
 <p>What Action will we take?</p>	<ul style="list-style-type: none"> • Implement recommendations from Building Control Service Review • Implement recommendations from Planning Service Review
 <p>How we will measure progress?</p>	<p>Building Control</p> <ul style="list-style-type: none"> • 50% of recommendations for Building Control are implemented by March 2023 • 62% of Building Control Domestic Full Plan Applications assessed within 21 days • 54% of Building Control Non- Domestic Full Plan Applications assessed within 21 days • 75% of Building Control Domestic & Non-Domestic resubmissions assessed within 14 days <p>Planning</p> <ul style="list-style-type: none"> • 95% of recommendations for Planning are implemented by March 2023 • *Average processing time for Major planning applications 30 weeks • * Average processing time for Local planning applications 15 weeks • *70% of all planning enforcement cases progressed to conclusion within 39 weeks.
 <p>Progress STATUS AMBER</p>	<p>Building Control</p> <ul style="list-style-type: none"> • 84.23% of recommendations for Building Control have been implemented • 47.3% of Building Control Domestic Full Plan Applications assessed within 21 days • 54.39% of Building Control Non- Domestic Full Plan Applications assessed within 35 days • 86.97% of Building Control Domestic & Non-Domestic resubmissions assessed within 14 days <p>Planning</p> <ul style="list-style-type: none"> • 75% of recommendations for Planning have been implemented. • Average processing time for Major planning application 47 weeks • Average processing time for Local planning applications 21.2 weeks

	<ul style="list-style-type: none"> • The Enforcement performance statistics are still under development and currently unavailable
 <p>Benefits to you</p>	<ul style="list-style-type: none"> - Improved building control application processes - Improved processing times for building control and planning applications - Improved understanding of the processes involved - Improved Customer Satisfaction with the processes involved in building control and planning applications
 <p>Who is responsible?</p>	<ul style="list-style-type: none"> • The Senior Responsible Officer (SRO) for this Objective is the Strategic Director for Community & Growth

**Statutory Performance Indicators and standards*

HOW DID WE PERFORM?

Building Control

During the reporting period, the Building Control Department can report out of the 11 councils, Armagh City, Banbridge and Craigavon Borough Council is currently ranked in the top 3 for delivery of new dwellings according to LPS Statistics.

The Department has made significant contributions to the development and implementation of New Building Regulations (June 2022) and training of Council officers, and the construction industry also took place during the first half of 2022/23. There has also been significant progress in implementing the service review recommendations with an 84.23% achievement rate against an original target of 50%.

It is acknowledged that some performance targets and elements of the Building Control Service Review have not been met. This has been due to an exceptionally high volume of applications received in advance of the introduction of the new Building Regulations as well as a number of vacant posts and long term sickness absence within the Department. The statutory target for domestic applications assessed within 21 days was not met, however the department worked hard to make up ground and ensured that all targets were met for applications received in the last quarter.

Planning

Planning activity and processing performance during 2022 - 2023 was impacted by a number of key events which include the work involved in preparing for implementation of the new IT system (including User Acceptance Testing and Training) and the closure of the IT system (for four weeks) to facilitate the change from the old system to the new.

It is noted that the Council's Planning Department has not been successful in meeting the two remaining statutory targets relating to the processing of Local and Major applications. Average processing times fell behind for major and local planning applications due to several factors including the operational challenges outlined above and a number of key staff shortages.

The number of enforcement cases concluded, and the corresponding processing times had not been published by the Department for Infrastructure for 2022 – 2023 at the time of writing.

At the end of Q3 approximately 75% of the actions had been implemented. No advancement was made on this during Q4 because it was necessary for the Business Support Officer to continue to be redeployed to assist with the delivery of the training programme for new Northern Ireland Regional Planning IT System and to assist the Change Lead role in the delivery of the Northern Ireland Regional IT System at a local level. This had an adverse impact on delivery of the Service Improvement Plan during Q4.

It is acknowledged that despite the quantity and complexity of the work that is carried out by the Building Control and Planning Departments there is still scope for improvement in relation to processing times for applications. Therefore, this performance improvement objective will be reviewed and carried forward into the performance improvement plan for 2023/24.

Improvement Objective 6: We will improve our understanding of Council’s carbon footprint, energy and resource consumption to inform the development of a Sustainable Development and Climate Change Strategy.

 <p>Why?</p>	<ul style="list-style-type: none"> • Currently we are/will be required to comply with a number of existing and emerging statutory duties in relation to waste, sustainable development, energy and climate. • In July 2019 Council declared a Climate Emergency. • We want to reduce our carbon footprint in recognising our corporate and civic responsibility as a large employer and as community leaders
 <p>What Action will we take?</p>	<ul style="list-style-type: none"> • Develop a Sustainable Development & Climate Change Strategy (<i>entitled Net Zero Carbon Roadmap</i>) • Develop an Action Plan following adoption of the Strategy • Undertake an Independent Validation of Council’s Carbon footprint
 <p>How we will measure progress</p>	<ul style="list-style-type: none"> • Strategy developed • Action Plan developed • Carbon footprint validated
 <p>Progress</p> <p><u>STATUS AMBER</u></p>	<ul style="list-style-type: none"> • ABC Net Zero Carbon Roadmap currently in final draft • Draft Action Plan linked to the analysis due in Autumn 2023 • 14 Staff member received Carbon Literacy Training with 6 Staff members certified Carbon Literate
 <p>Benefits to you</p>	<ul style="list-style-type: none"> • Better evidence base available to inform the Councils Sustainable Development & Climate Change Strategy. • This will help us set meaningful targets for the reduction of energy and resource consumption from 2023 onwards. • Long term positive impact on the health and well-being of our citizens
 <p>Who is responsible?</p>	<ul style="list-style-type: none"> • The Senior Responsible (SRO) for this objective is the Strategic Director of Neighbourhood Services

HOW DID WE PERFORM?

The Climate Agenda is a key priority for Council and is a new focus of Council’s Transformation Agenda. Through the development and implementation of a Net Zero Carbon Strategy (Roadmap), Council aims to improve and complement existing sustainable development

activity and tackle climate change over the next decade. This includes bringing social, economic and environmental resources together for the benefit of the Borough.

The Net Zero Carbon Strategy (Roadmap) is currently in its final draft, and it is anticipated that this will be approved in the coming months.

The associated action plan is in development stages and is due to be presented for approval in Autumn 2023 with a view to implementation in 2024. The action plan will cover the following 3 themes:

- Council Responsibilities
- Supporting Businesses and Communities
- Climate Opportunities

Through these themes Council will identify and deliver projects that address our own areas of improvement in relation to carbon emissions, supporting businesses and communities to decarbonise and assist businesses with the identification of appropriate innovative technologies.

The Action plan will facilitate the verification and validation of Council's carbon footprint. This is a significant project that requires the analysis of complex data, a specific skill set and technologies to guarantee accuracy.

Whilst it is recognised there has been slippage in terms of the actions around this performance improvement objective, this has been due to the complexity of the work, the level of financial investment and specialised skill set that is required. We acknowledge that this area is something that will be further developed in coming years and will be a long term commitment for our Council. For these reasons this performance improvement objective will be carried over into the next year.

SELF-IMPOSED PERFORMANCE INDICATORS & STANDARDS 2022-23

Further information on Council performance in relation to self-imposed indicators and standards can be found within Section 2.0 Performance Overview, page 4.

BENCHMARKING

Understanding current levels of performance is a prerequisite to understanding what improvements might be possible in the future. Benchmarking is one approach that can be used to identify both efficient and inefficient activities in the public sector. Understandably given the changing priorities, need for recovery and challenging circumstances local and central government have faced throughout the last few years, the proposed work to explore the development of an NI Regional benchmarking framework has been delayed.

In compliance with the Statutory Guidance on the General Duty, benchmarking/ comparison information forms part of our assessment report.

As such, we have included comparisons with other Councils relating to the statutory indicators and standards, and comparisons on prompt payment and staff absenteeism data. These are attached in accompanying appendices.

It is noted that Staff Absenteeism was also identified as Performance Improvement Objectives (PIO3) along with supporting narrative.

Appendix D and E provides information on Prompt Payment and Staff Absenteeism figures for our Council alongside figures for other Councils across Northern Ireland.

RURAL NEEDS MONITORING 2022-23

The Rural Needs Act (Northern Ireland) 2016 (The Act) came into operation for government departments and district Councils on 1 June 2017. The Act requires policy makers and public authorities to have due regard to rural needs when developing and implementing policies and when designing and delivering public services.

In order to fulfil its obligations under section 1 of the Act, policymakers within the Council completed 22 Rural Needs Impact Assessments for the year 2022/23. This information is attached in Appendix F.

During this period, the Council provided further training on the rural needs duty to Heads of Department and Senior Managers. This training includes some of the training materials that were provided by DAERA. Guidance for developing Council policy and the Framework for developing a Strategy includes advice for Officers on the Rural Needs Act and the duty to rural needs impact assess policies/strategies. These guides together with relevant rural statistics and the Guide to the Rural Needs Act provided by DAERA are made available on the Council's Intranet. Rural Needs Impact Assessments are placed on the policy section of the website alongside the equality screening exercises.

During this period 4 Council policies were relevant to rural needs and evidence of the due regard duty was detailed in the rural needs impact assessment. This information is summarised in the template attached.

The Council's Statistical Data Analysis Officer has assisted policy makers in collating relevant rural statistics in order to complete the Rural Needs Impact Assessments.

The Council's Annual Rural Needs Report for 2022-23 was completed and submitted to the Department of Agriculture and Environment and Rural Affairs (DEARA) for inclusion in their Rural Needs Annual Monitoring Report in June 2023. It has been include das an appendix to this Annual Report as required by DEARA.

COMMITTED TO CONTINUOUS IMPROVEMENT AND GENERAL DUTY TO IMPROVE

The Council wants to assure all residents, businesses and all other stakeholders that it is fully committed to using its best endeavours to deliver services that are efficient, economical and of an exemplary standard. Council looks forward to working with residents, local businesses, our statutory partners and all other stakeholders to ensure that this happens.

As the second largest Council in Northern Ireland, we are now expected by Elected Members, local residents, businesses and other stakeholders to provide services which are better, more efficient and effective than they were before Local Government Reform in 2015, as we continue on our transformation journey.

As we continue with our transformation and reform journey, we continue to ensure that all our services continually improve their performance in relation to what they do, how they do it and the cost involved. During the past year there have been many economic challenges for our Council and residents and it is vital we provide the right services in the right way to meet the needs of our customers and to improve customer experience and satisfaction. An example of how Council have reacted and realigned resources to provide essential services at a time that mattered was evidenced through the delivery of essential food, advice and support in relation to the cost of living crisis.

In terms of continuous improvement and our General Duty to improve, Council acknowledges the importance of setting meaningful performance measures, realistic but ambitious targets. This will be integral and taken on board as part of our annual Business Planning processes.

Officers continue to develop the ways in which performance and quality management data is collated and monitored internally by Senior Managers and how best it can be used to focus resources where needed to ensure continuous improvement.

During the latter part of the current year, we will have developed and consulted on a new draft corporate plan for this new Council term. A copy of the Council's Corporate Plan is available to view using the following link:

<https://www.armaghbanbridgecraigavon.gov.uk/download/45/corporate-publications/29788/corporate-plan-2018-2023-2.pdf>

Council performance related documents are also available to view on our website using the following link: <https://www.armaghbanbridgecraigavon.gov.uk/council/performance-improvement/>

APPENDIX B

Summary Table: Statutory performance improvement indicators and standards for the functions of Economic Development, Planning and Waste.

Ref.	Statutory Performance Indicators	Standards/ Targets 2018/19	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	Performance Key (RAG)
ED1	Number of jobs promoted through business start-up activity. <i>(Business start-up activity means the delivery of completed client-led business plans under Department of Enterprise, Trade and Investment's Regional Start Initiative or its successor programmes)</i> *ABC Go for It programme target for 2022/23 is 165	165	232	185	221	229	190	233	216	
P1	Average processing time of major planning applications. <i>(An application in the category of major development within the meaning of the Planning (Development Management) Regulations (NI) 2015 (a))</i>	Major applications processed from date valid to decision or withdrawn within an average of 30 weeks.	52.8 weeks	36.4 weeks	23.6 weeks	45.2 weeks	54.4 weeks	33 weeks	47 Weeks	
P2	Average processing time of local planning applications <i>(An application in the category of local development within the meaning of the Planning (Development Management) Regulations (NI) 2015, and other applications for approval or consent under the Planning Act (NI))</i>	Local applications processed from date valid to decision or withdrawn within an average of 15 weeks.	14 weeks	14 weeks	14.6 weeks	14.6 weeks	26.4 weeks	24.8 weeks	21.2 Weeks	

	2011 or any Regulations made under the Act)										
P3	Percentage of planning enforcement cases processed within 39 weeks. (Enforcement cases are investigations into alleged breaches of planning control under Part 5 of the Planning Act (NI) 2011 or any Regulations made under the Act)	70% of all enforcement cases progressed to target conclusion within 39 weeks of receipt of complaint.	82.2%	82.5%	80%	85.9%	77.7%	86.3%	TBC*		
W1	Percentage of household waste collected by district councils that is sent for recycling (including waste prepared for reuse).	NI Landfill Allowance Scheme (50% by 2020)	48.8%	50.5%	51.6%	54.7%	54.3 %	54.4%	54.18%		
W2	Amount (tonnage) of biodegradable Local Authority Collected Municipal Waste that is landfilled. (Targets set via NILAS)	NI Landfill Allowance Scheme 2015/16: (30,759 tonnes) 2016/17: (29,173 tonnes) 2017/18: (27,588 tonnes) 2018/19: (26,002 tonnes) 2019/20: (24,417 tonnes) 2020/21: (End of NILAS, no more additional targets)	11,107 tonnes	9,401 tonnes	8,771 tonnes	6,104 tonnes	4340 tonnes	6,800 tonnes	3641 tonnes		

W3	Amount (tonnage) of biodegradable Local Authority Collected Municipal Waste arising (the total amount of waste collected).	No statutory standard has been set	104,342 tonnes	105,778 tonnes	105,828 tonnes	106,742 tonnes	113,712 tonnes	115,324 tonnes	103,422 tonnes	
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*The Enforcement performance statistics are currently unavailable and DfI have stated the following in their statistical bulletin for 2022/23

'This publication incorporates all planning statistics published in previous bulletins by the Department for Infrastructure with exception of the data relating to the number of enforcements concluded and processing times for these, which will be published at a later date. Users will be notified when this information becomes available.'

APPENDIX C

Economic Development

Statutory Indicators and Standards Performance: 11 Councils April 2021-March 2023

	Total 2022 - 23 Actual Financial Year				
	Actual BPA* to Year End	Actual Jobs Year End	Statutory Jobs Target	Overdelivery versus Statutory	% Jobs Vs Statutory Target
Antrim & Newtownabbey	176	106	80	26	133%
Ards & North Down	169	101	85	16	119%
Armagh Banbridge & Craigavon	360	216	165	51	131%
Belfast	489	293	325	-32	90%
Causeway Coast & Glens	219	131	125	6	105%
Derry & Strabane	250	150	140	10	107%
Fermanagh & Omagh	310	186	170	16	109%
Lisburn & Castlereagh	189	113	85	28	133%
Mid & East Antrim	207	124	85	39	146%
Mid Ulster	282	169	158	11	107%
Newry Mourne & Down	311	187	155	32	121%
Total 2022 -23 (Financial Year)	2,962	1,777	1,573	204	113%

*BPA = Business Plan Approvals

Appendix D

PROMPT PAYMENTS

Council Name	16/17			17/18			18/19			19/20			20/21			21/22		
	within 10 days	within 30 days	outside 30 days	within 10 days	within 30 days	outside 30 days	within 10 days	within 30 days	outside 30 days	within 10 days	within 30 days	outside 30 days	within 10 days	within 30 days	outside 30 days	within 10 days	within 30 days	outside 30 days
<i>Antrim and Newtownabbey</i>	13,433	22,573	4,546	18,320	22,505	3,772	17083	21799	4924	18390	22760	3810	12,792	15,284	1,817	13,855	17,101	4,232
<i>Ards and North Down</i>	10657	18347	4134	9575	17478	4047	6931	13731	8194	14560	20174	1414	10,576	12,706	549	13,649	15,826	329
<i>Armagh City, Banbridge and Craigavon Borough Council</i>	6,611	21,555	8,057	5,200	18,352	12,282	6,504	25,201	5,547	5,713	20,105	10,120	9,272	17,204	1,766	11,957	20,659	1,053
<i>Belfast City</i>	43898	53600	7492	39355	51403	6916	44240	5223	9592	50885	63385	4425	39,959	48,218	3,375	57,882	66,649	4,553
<i>Causeway Coast and Glens</i>	11314	21624	3923	11964	23430	5056	10219	18403	4022	12066	23786	6216	14,614	18,361	2,705	17,823	23,839	2,117
<i>Derry City and Strabane</i>	8234	18024	6070	12584	18163	4005	9049	19585	6078	12078	21643	4979	6,305	13,894	3,755	5,375	13,311	7,273
<i>Fermanagh and Omagh</i>	9914	16487	2395	10692	15935	2367	8836	13900	2679	15332	17715	1111	14,888	16,183	1,048	14,553	16,077	1,095
<i>Lisburn and Castlereagh</i>	10742	20383	4869	11864	20685	6440	10204	18651	3405	13957	19570	1888	9,842	12,045	1,768	13,898	16,006	1,491
<i>Mid and East Antrim</i>	12227	22563	3050	8597	21194	4015	12491	21517	3690	13082	22550	3609	16,368	23,808	4,660	27,210	38,164	2,120
<i>Mid Ulster</i>	15979	18554	271	16676	19275	469	10714	15785	221	15148	17141	1025	10,931	12,873	635	14,249	15,360	259
<i>Newry, Mourne and Down</i>	2081	19086	3214	1979	21554	3653	1967	14443	7527	8320	21647	2447	1,676	13,098	2,125	3,042	15,442	1,998
	145,090	252,796	48,021	146,806	249,974	53,022	161668	268,777	40,875	179531	270476	41044	147,223	203,674	24,203	193,493	258,434	26,520
		300,817			302,996			309,652			311,520			227,877			284,954	

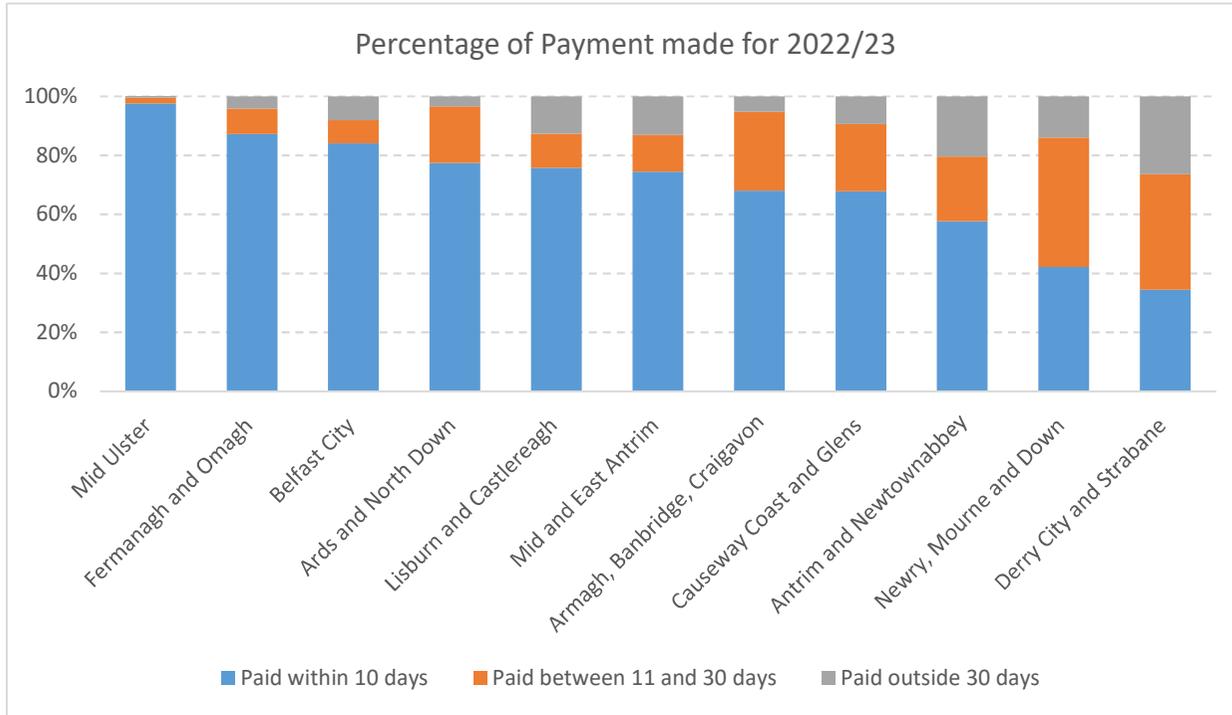
Council Name	16/17			17/18			18/19			19/20			2020/21			2021/22		
	within 10 days	within 30 days	outside 30 days	within 10 days	within 30 days	outside 30 days	within 10 days	within 30 days	outside 30 days	within 10 days	within 30 days	outside 30 days	within 10 days	within 30 days	outside 30 days	within 10 days	within 30 days	outside 30 days
<i>Armagh City, Banbridge and Craigavon Borough Council</i>	6,611	21,555	8,057	5,200	18,352	12,282	6,504	25,201	5,547	5,713	20,105	10,120	9,272	17,204	1,766	11,957	20,659	1,053
			29,612			30,634			30,748			30,225			18,970			21,712
	22.3%	72.8%	27.2%	17.0%	59.9%	40.1%	21.2%	82.0%	18.0%	18.9%	66.5%	33.5%	48.9%	90.7%	9.3%	55.1%	95.2%	4.9%

PROMPT PAYMENTS Cont.**Appendix D cont.****Compliance with prompt payment 2022/23**

	Paid within 10 days		Paid between 11 and 30 days		Paid outside 30 days	
	No.	%	No.	%	No.	%
<i>Antrim and Newtownabbey</i>	12,999	57.61%	4,939	21.89%	4,625	20.50%
<i>Ards and North Down</i>	13,997	77.36%	3,471	19.18%	626	3.46%
<i>Armagh, Banbridge, Craigavon</i>	15,408	67.98%	6,049	26.69%	1,209	5.33%
<i>Belfast City</i>	70,303	81.31%	9,075	10.5%	7,081	8.19%
<i>Causeway Coast and Glens</i>	17,367	67.73%	5,853	22.83%	2,421	9.44%
<i>Derry City and Strabane</i>	7,881	34.41%	8,957	39.11%	6,066	26.48%
<i>Fermanagh and Omagh</i>	15,431	87.14%	1,526	8.62%	751	4.24%
<i>Lisburn and Castlereagh</i>	13,338	75.67%	2,042	11.58%	2,247	12.75%
<i>Mid and East Antrim</i>	29,230	74.37%	4,900	12.47%	5,171	13.16%
<i>Mid Ulster</i>	17,668	97.48%	356	1.96%	100	0.55%
<i>Newry, Mourne and Down</i>	6,730	42.09%	7,016	43.88%	2,243	14.03%

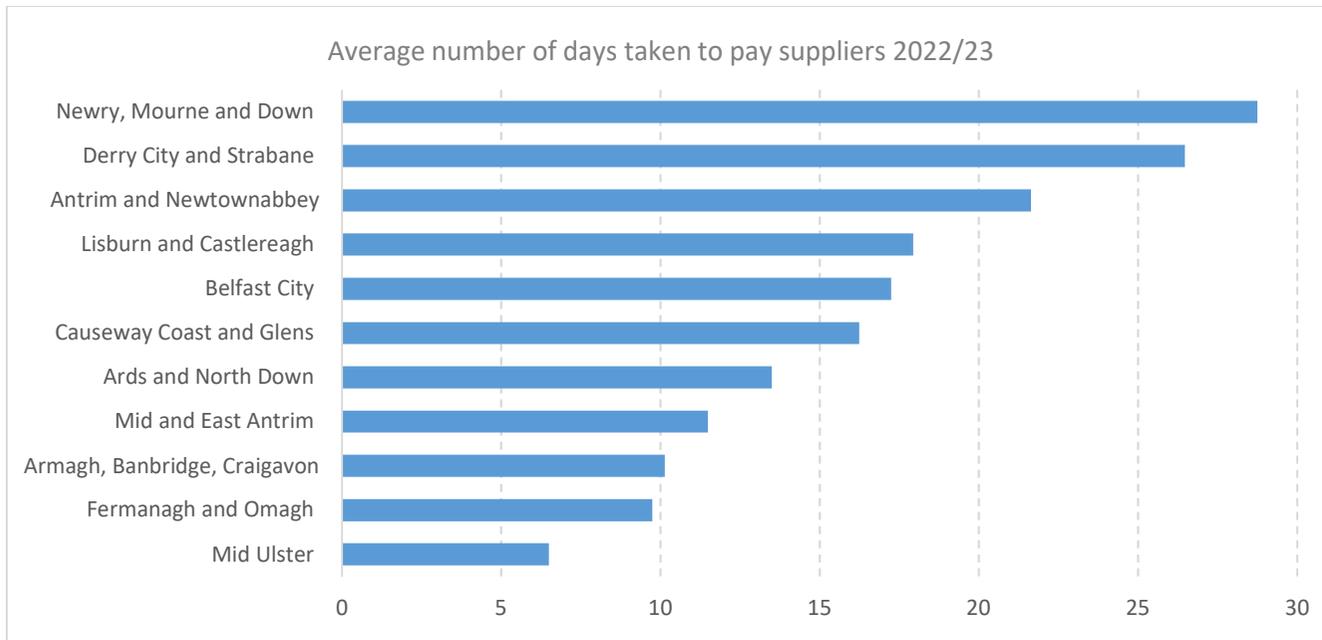
Armagh, Banbridge and Craigavon process and pay almost 68% of their payments within 10 days with just 5.33% of the payments being made outside of 30 days. When compared to the other councils, Armagh is ranked in 7th place for prompt payments for the financial year 2022/23.

Percentage of payment made for 2022/23

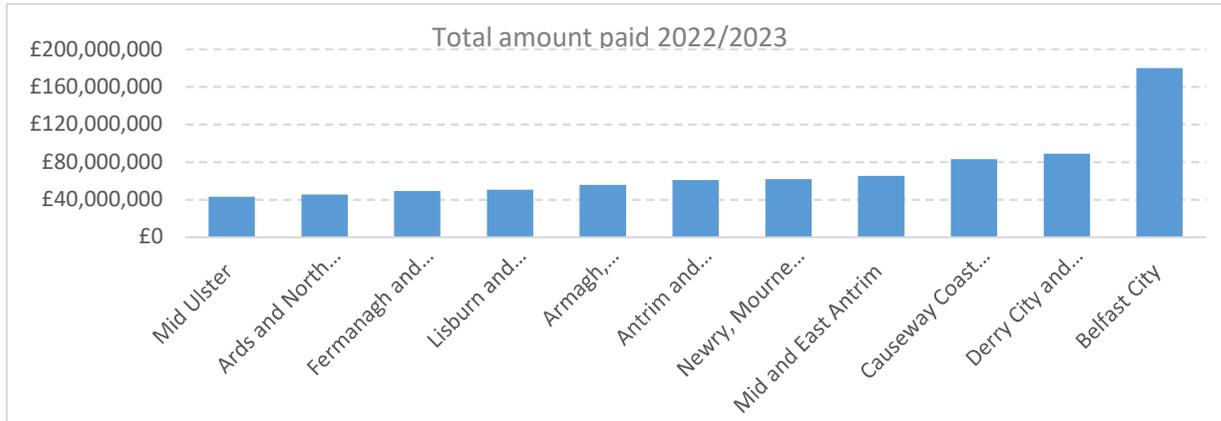


Average number of days taken to pay suppliers 2022/23

During 2022/23, the average number of days taken to pay suppliers ranged from 6.5 days in Mid Ulster to 28.75 days in Newry, Mourne and Down. Armagh, Banbridge and Craigavon took approximately 10.14 days to pay suppliers during 2022/23 which is a slight improvement on the previous year.

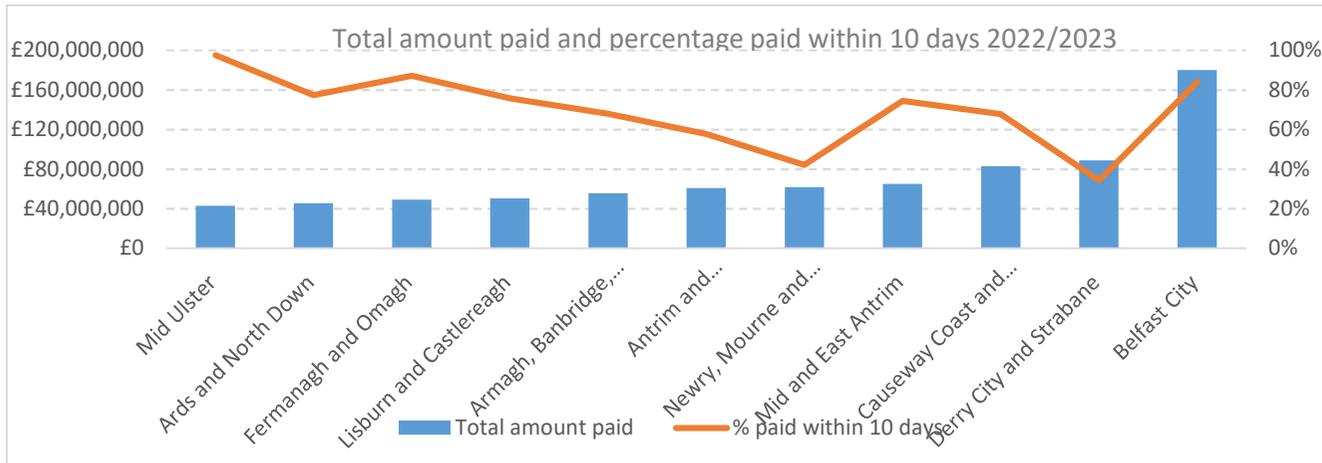


Total amount paid 2022/23



The total amount paid per council area in 2022/23 is presented in the chart above. Belfast City council made payments to the value of £180m during 2022/23 compared to Mid Ulster who paid out approximately £42.8m. Armagh, Banbridge and Craigavon had the seventh highest amount paid out at £55.5m during 2022/23.

The chart below shows the total amount paid out during 2022/23 and the percentage of payments made within 10 days. Those councils with lower annual payments typically had a higher percentage of their payments made within 10 days and as the total annual amount paid out increased, the percentage of payments made within 10 days decreased however this was not the case for all council areas.



Appendix E

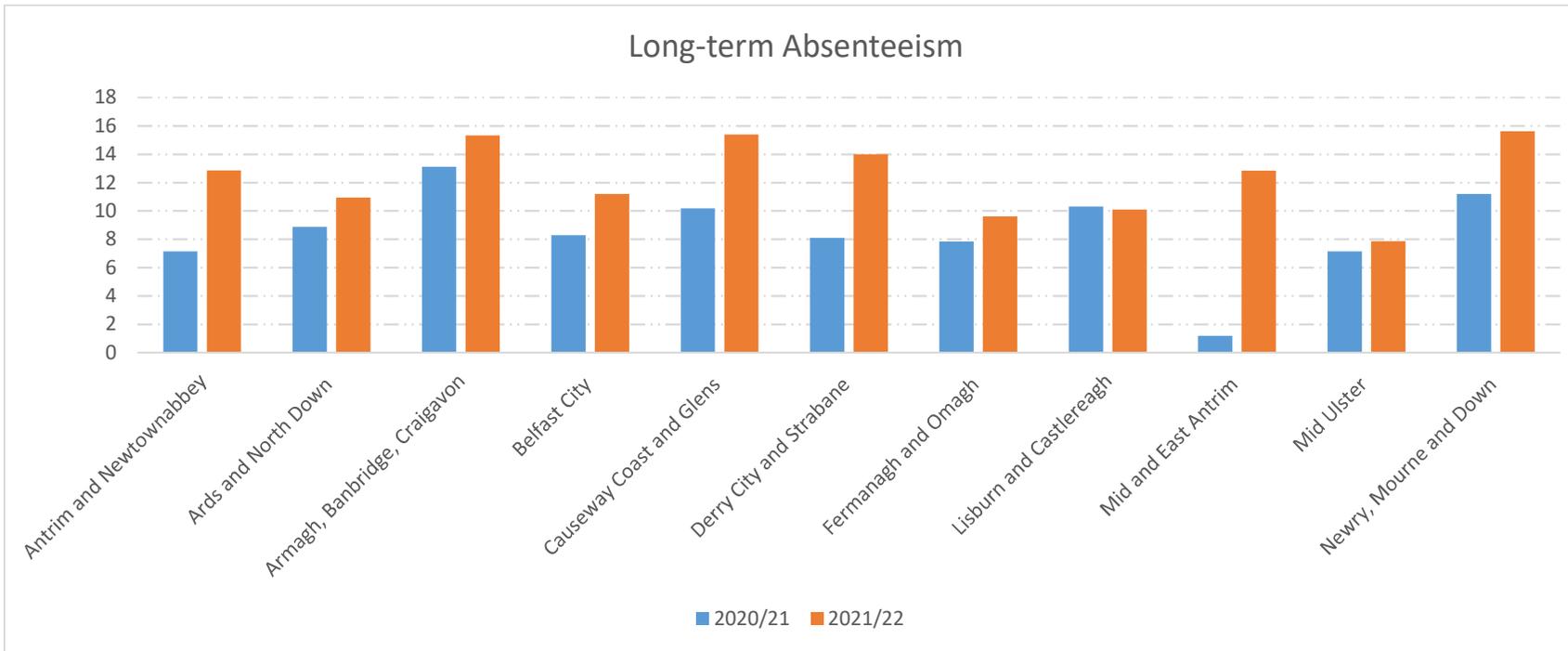
STAFF ABSENCES

At time of reporting ABC data remains unverified by NIAO. Data for other ten councils in 2022/23 is unavailable as not yet verified therefore the comparison with other councils is for 2020/21 and 2021/22.

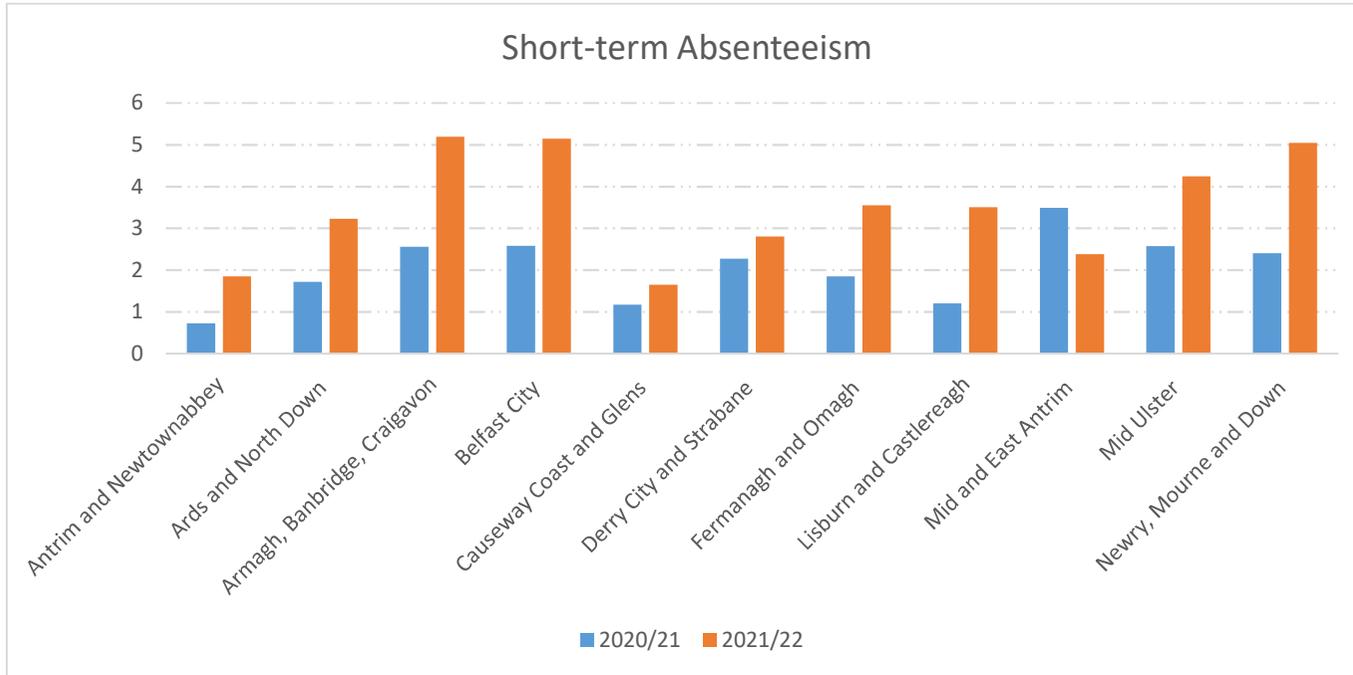
	2022/23			2021/22			2020/21			2019/20		
Council	Long-term absenteeism	Short-term absenteeism	Total									
<i>Antrim and Newtownabbey</i>				12.85	1.85	14.7	7.15	0.72	7.87	9.56	2.85	12.41
<i>Ards and North Down</i>				10.94	3.23	14.17	8.87	1.72	10.59	10.48	3.71	14.19
<i>Armagh, Banbridge, Craigavon</i>	15.59	4.32	19.91	15.32	5.19	20.51	13.11	2.56	15.67	14.72	3.56	18.28
<i>Belfast City</i>				11.19	5.14	16.33	8.28	2.58	10.86	8.95	4.63	13.58
<i>Causeway Coast and Glens</i>				15.38	1.65	17.03	10.17	1.17	11.34	15.11	2.55	17.66
<i>Derry City and Strabane</i>				14	2.8	16.8	8.1	2.27	10.37	9.4	5.1	14.5
<i>Fermanagh and Omagh</i>				9.6	3.55	13.15	7.84	1.85	9.69	10.47	3.3	13.77
<i>Lisburn and Castlereagh</i>				10.1	3.5	13.6	10.3	1.2	11.5	11.6	2.2	13.8
<i>Mid and East Antrim</i>				12.83	2.38	15.21	1.19	3.49	4.68	8.11	2.53	10.64
<i>Mid Ulster</i>				7.85	4.24	12.09	7.15	2.57	9.72	7.84	3.86	11.7
<i>Newry, Mourne and Down</i>				15.62	5.04	20.66	11.2	2.4	13.6	11.7	4.1	15.8
Average sickness absence				12.33	3.51	15.84	8.49	2.05	10.54	10.72	3.49	14.21

	2018/19			2017/18		
Council	Long-term absenteeism	Short-term absenteeism	Total	Long-term absenteeism	Short-term absenteeism	Total
<i>Antrim and Newtownabbey</i>	11	2.73	13.73	8.89	2.99	11.88
<i>Ards and North Down</i>	10.53	3.7	14.23	12.16	4	16.16
<i>Armagh, Banbridge, Craigavon</i>	13.11	3.62	16.73	12.22	3.84	16.06
<i>Belfast City</i>	9.25	4.46	13.71	8.81	4.91	13.72
<i>Causeway Coast and Glens</i>	14.91	2.22	17.13	12.92	2.87	15.79
<i>Derry City and Strabane</i>	9.1	3.2	12.3	11.3	2.7	14
<i>Fermanagh and Omagh</i>	7.41	3.03	10.44	8.88	3.99	12.87
<i>Lisburn and Castlereagh</i>	11.2	2.1	13.3	14.2	2.5	16.7
<i>Mid and East Antrim</i>	10.87	3.18	14.05	13.96	3.12	17.08
<i>Mid Ulster</i>	8.73	4.17	12.9	8.1	4.27	12.37
<i>Newry, Mourne and Down</i>	10.97	3.73	14.7	12.58	4.58	17.16
Average sickness absence	10.64	3.29	13.93	11.27	3.62	14.89

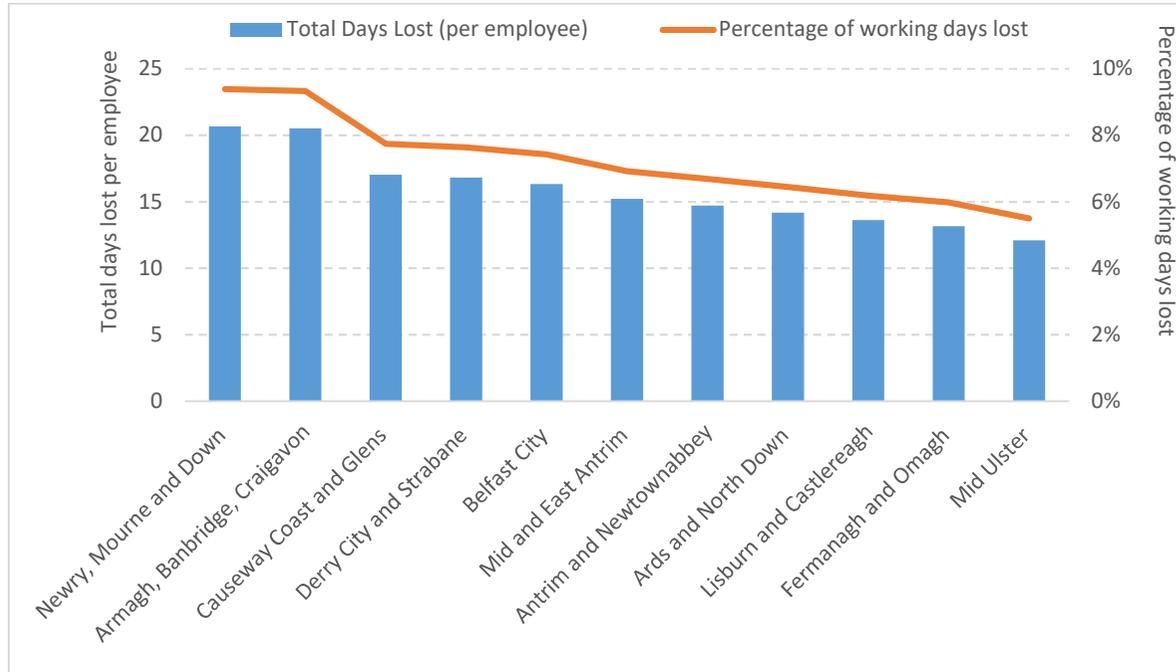
Long-term Absenteeism



Long-term absenteeism has increased for all councils except Lisburn and Castlereagh between 2020-21 and 2021-22. Long-term absenteeism remains a significant issue for Armagh City, Banbridge and Craigavon Borough Council with the average days lost per employee on long-term absenteeism at 15.32 in 2021-22. This is the third highest of all councils in Northern Ireland. Mid and East Antrim experienced the largest increase in long-term absenteeism having increased from just 1.19 days per employee in 2020/21 to 12.83 days per employee in 2021/22.

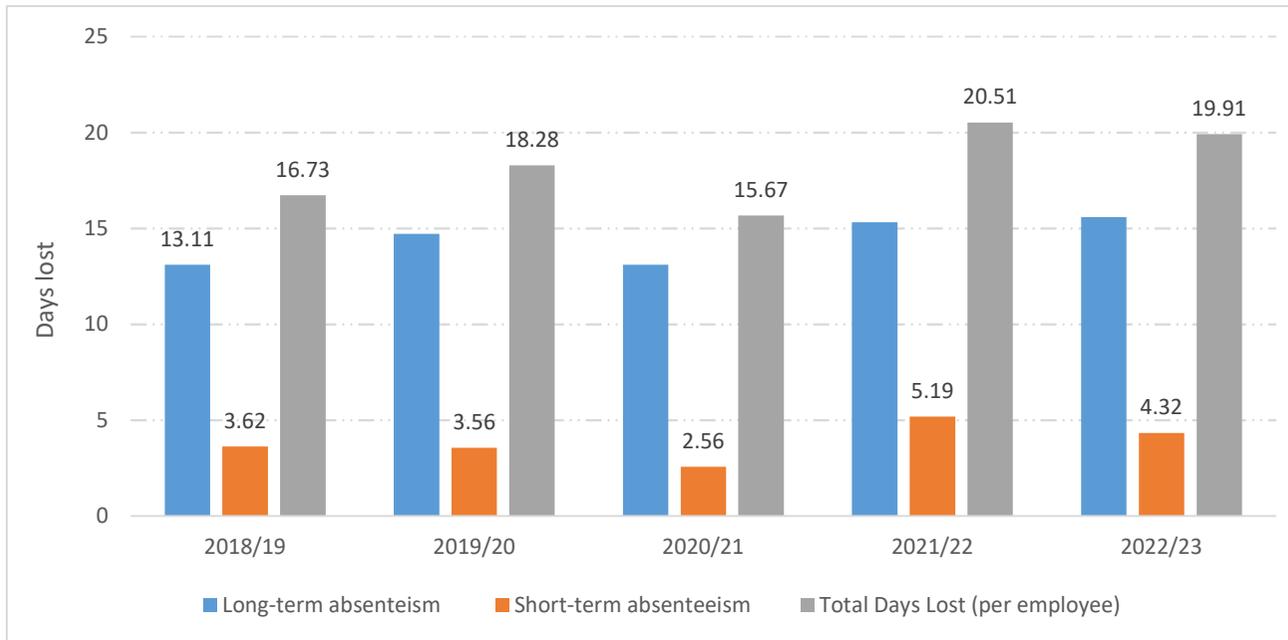


In terms of short-term absenteeism, the number of days lost has increased in all councils except Mid and East Antrim. In 2020-21 in Armagh City, Banbridge and Craigavon, the number of days lost due to short-term absenteeism was, on average, 2.56 days per employee. This has increased to 5.19 days per employee in 2021-22 which means Armagh City, Banbridge and Craigavon had the highest rate of short-term absenteeism of all LGD's in 2021/22. Causeway Coast and Glens had the lowest rate of short-term absenteeism with an average of 1.65 days per employee.



In 2021-22, Armagh City, Banbridge and Craigavon Borough Council had the second highest number of total days lost at 20.51 days per employee which equates to a rate of 9.32% of working days lost³. This is just 0.15 days less than Newry, Mourne and Down which had the highest number of days lost per employee and 3.48 days more per employee than the next highest council, Causeway Coast and Glens which had a total of 17.03 days lost per employee.

³ Based on an estimated 220 working days per annum.



Following the increase in days lost in 2021/22, 2022/23 figures for Armagh City, Banbridge and Craigavon show a slight increase in days lost for long-term absenteeism and a decrease in days lost for short-term absenteeism resulting in an overall decrease in the total days lost per employee from 20.51 in 2021-22 to 19.91 days per employee in 2022-23. However, it is important to note that at the time of reporting, 2022/23 figures had not yet been verified by NIAO.

Appendix F

Armagh City, Banbridge & Craigavon Borough Council Rural Needs Annual Report 2022-23

Information to be compiled by Public Authorities under Section 3(1)(a) of the Rural Needs Act (NI) 2016.

(To be completed and included in public authorities' own annual reports and submitted to DAERA for inclusion in the Rural Needs Annual Monitoring Report).

Name of Public Authority: Armagh City, Banbridge and Craigavon Borough Council

Reporting Period: April 20 22 to March 20 23

The following information should be compiled in respect of each policy, strategy and plan which has been developed, adopted, implemented or revised and each public service which has been designed or delivered by the public authority during the reporting period.

<i>Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016¹.</i>	<i>The rural policy area(s) which the activity relates to².</i>	<i>Describe how the public authority has had due regard to rural needs when developing, adopting, implementing or revising the policy, strategy or plan or when designing or delivering the public service³.</i>
4C UR Future Live Event	Event held in Council Facility	This was an event organised for schools in the Borough. No rural needs were identified
Age Friendly Strategy & Action Plan 2022-2025	Cross Cutting – Broadband or Mobile Communications,	This is the first ABC Age Friendly Strategy and Action Plan developed in response to our ageing population to promote physical and social environments that support

	<p>Transport Services or Infrastructure, Health or Social Care</p>	<p>healthy and active ageing and a good quality of life for older people in the Borough.</p> <p>The Strategy was influenced by the following rural needs:</p> <p>Digital Inclusion - Connect older people and prospective volunteers to training and support to improve digital inclusion for older people</p> <p>Transport Issues - Explore partnership initiatives to expose and support older people to access public and community transport</p> <p>Loneliness and isolation - Support and promote the work of the Armagh, Banbridge and Craigavon Loneliness Network, to encourage people to connect with each other</p> <p>Access to services: Map existing activities and services Work to ensure that individuals know where to go to get advice, and information on social activities and training and learning opportunities Connect our older people to services that will enable them to live independently for longer in their own homes</p> <p>Mental health Action Plan Scope and collaborate to promote good mental health and wellbeing. There will also be actions to promote the uptake of mental health programmes including for those in rural hard to reach areas.</p>
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Armagh Palace Demesne Public Park – TJ McElmeel Cross Country Event	Event held in Council Park	This was an event held at the Armagh Palace Demesne Public Park. No rural needs were identified
Armagh Palace Demesne Public Park- Ulster Cyclocross League 9 Race Event	Event held in Council Park	This was an event held at the Armagh Palace Demesne Public Park. No rural needs were identified.
Armagh Palace Demesne Public Park – Ulster Secondary Schools Association District D Cross Country Race Event	Event held in Council Park	This was an event held at the Armagh Palace Demesne Public Park. No rural needs were identified.
Armed Forces Day Community Event	Council Event	Community Event held in respect of Armed Forces Day. No rural needs were identified
Banbridge Baptist Church – Praise in the Park Event	Event held in Council Park	This was an event held in Solitude Park. No rural needs were identified
Banbridge Town Dressing Project	A project designed to enhance the gateways and approaches to the town centre	This is an innovative project which aims to encourage pride in the Banbridge area, even though it is urban based it will have a positive effect on the surrounding rural hinterland.
Brownstown Park Football Tournament	Event held in Council Park	This was an event held at Brownstown Park. No rural needs were identified
Casual Usage Policy	Internal	No rural needs were identified
Corporate Health and Safety Policy	Internal	No rural needs were identified
Domestic Abuse and Sexual Violence Policy	Internal	No rural needs were identified
Financial Regulations	Internal	No rural needs were identified
Loughgall Country Park – Request from the Royal Black Institution to hold an Event	Event held in Council Park	This was an event held at Loughgall Country Park. No rural needs were identified
Lurgan Baptist Church- Praise in the Park Event	Event held in Council Park	This was an event held at Lurgan Park. No rural needs were identified.
Lurgan Park Funfair	Event held in Council Park	This was an event held at Lurgan Park. No rural needs were identified
Lurgan Park – Request from the County Armagh Kennel Club to host their Annual Dog Championships	Event held in Council Park	This was an event held at Lurgan Park. No rural needs were identified.

<p>Park Events 2023 (15)</p> <p>These rural needs impact assessments are available on request.</p> <p>International Ultra Event Emmanuel Church, Easter Funday PIPs Darkness into Light Walk Portadown Canine Association Bells Fun Fair Huhtamaki Staff Fun day Lurgan Show Craigavon Pipe Championship Craigavon Cup Football Festival B Positive 24 hour charity walk St. Peters Half Marathon NI Hyatt Ltd Football Tournament Country Comes to Town TJ McElmeel Cross Country Event Square Wheels Cyclo Cross Event</p>	<p>Events held in Council Parks</p>	<p>These are events held in Council Parks. No rural needs were identified</p>
<p>Play Strategy 2018-2026 – Non-Fixed Play</p>	<p>Cross Cutting – Rural Tourism, Deprivation in Rural Areas and Rural Development</p>	<p>Residents in rural areas have the right to enjoy a healthy lifestyle so it is important they have access to non-fixed play programmes. Criteria are used to inform non-fixed play programmes across the Borough. This takes into account the needs of residents in rural areas.</p>
<p>Quality Management Policy</p>	<p>Internal Policy</p>	<p>No rural needs were identified</p>
<p>Small Settlement Business Support Grant Scheme</p>	<p>Cross Cutting – Rural Businesses, Rural Tourism and Rural Development</p>	<p>This is an innovative grant scheme which aims to encourage owners and tenants to invest in their buildings. The grant scheme has two tiers aimed at supporting businesses located within small settlements with a population between 1000 and 4999. It will have</p>

		a positive impact on the following rural settlements – Tandragee, Keady, Richhill, Rathfriland, Dollingstown, Gilford, Donaghcloney, Markethill, Magheralin, Laurelvale/Mullavilly, Aghagallon and Bleary
Work Experience and Placement Procedure	Internal Policy	No rural needs were identified

Link to Council Policies

[Policies - Armagh City, Banbridge and Craigavon Borough Council \(armaghbanbridgecraigavon.gov.uk\)](http://armaghbanbridgecraigavon.gov.uk)

NOTES

1. This information should normally be contained in section 1B of the RNIA Template completed in respect of the activity.
2. This information should normally be contained in section 2D of the RNIA Template completed in respect of the activity.
3. The information contained in sections 3D, 4A & 5B of the RNIA Template should be considered when completing this section.

Appendix G**ARMAGH CITY, BANBRIDGE & CRAIGAVON BOROUGH COUNCIL****SERVICE STANDARDS MARCH 2022****GENERIC SERVICE STANDARDS (i.e., apply to all Council Departments)**

Business Unit	Service Area	Service Standard
All business units	Freedom of Information Requests & Environmental Information Regulations	100% of Freedom of Information Requests and Environmental Information Requests responded to within 20 working days
All business units	Subject Access Requests	100% of Subject Access Requests within 1 calendar month
All business units	Processing Corporate Complaints	100% Stage 1, 2 and 3 corporate complaints acknowledged within 3 working days
All business units	Processing Corporate Complaints	100% Stage 1 corporate complaint response issued within 15 working days
All business units	Processing Corporate Complaints	100% Stage 2 corporate complaint response issued within 15 working days
All business units	Processing Corporate Complaints	100% Stage 3 corporate complaint response issued within 20 working day
All business units	Processing Equality Complaints	100 % of Equality Complaints acknowledged within 3 working days
All business units	Processing Equality Complaints	100% Equality Complaints responded to within 20 working days

Service Standards Specific to Departments

CHIEF EXECUTIVE & DEPUTY CHIEF EXECUTIVE

Business Unit	Service Area	Service Standard
Internal Audit	Internal audits and consultancy reports	100% of draft audit reports issued within 14 working days of fieldwork completion
Financial Services	Paying suppliers	90 % of invoices will be paid within 30 days
ICT (internal service standard)	Standard Helpdesk Call	100% of Service desk call allocated and responded to within 1 day for Customer calls and 2 days for Infrastructure calls
ICT (internal service standard)	New User Request -Account creation	100% of Requests completed within 4 days of receipt of New User Form.
ICT (internal service standard)	New User Request- Users Setup completion,	100% on User Start Date or date request by Line Manger*
ICT (internal service standard)	New Application or Utility Software Request	100% of Software ordered within seven working days of receipt of software request and subject to Privacy impact assessment.
ICT (internal service standard)	New Application or Utility Software Request	100% of Software installed within five working days of receipt of software licence or media.
ICT (internal service standard)	New Network Connection	100% of new network connections within existing networked sites delivered within one working week assuming structured cabling in place.

STRATEGY & PERFORMANCE DIRECTORATE

Business Unit	Service Area	Service Standard
Performance	Handling complaints@ emails	95% of emails to complaints@ are acknowledged within 1 working day
Information Governance	Access to Information requests	All requests for information should be acknowledged and logged within 3 working days

NEIGHBOURHOOD SERVICES DIRECTORATE

Environmental Services Department

Business Unit	Service Area	Service Standard
Waste Management	Household Bin Collection	99% of all household bins collected on scheduled day
Waste Management	Bin Collections	99% missed bins collected within 7 days
Waste Management	Commercial bin Collection	99% Commercial bins collected on scheduled day
Waste Management	Bulky collection	99% Bulky waste collections confirmed within 5 working days of enquiry
Waste Management	Bulky Waste Collection	99% Bulky waste collections completed within 10 working days of order
Waste Management	Bin Delivery	99% of new bins delivered within 10 working days of order
Street Cleansing	Street Sweepers	50% Sweeper routes completed within 10 working days of schedule
Business Unit	Service Area	Service Standard
Street Cleansing	Request to clear litter	90% of littering requests cleared within 5 working days of log

Street Cleansing	Cart routes	50% of Cart Routes completed within 10 working days of schedule
Street Cleansing	Street bins	90% Street bins emptied within 5 working days of schedule
Parks & Open Spaces	Grass Cutting -Council owned lands	99% Council owned land maintained to agreed grass cutting Standard
Parks & Open Spaces	Grass cutting Non-Council maintained land	90% Non-Council lands maintained to the agreed cutting Standard
Waste Management	Cleansing of Public Toilets	99% of Council maintained public toilets cleaned as per schedule

COMMUNITY & GROWTH DIRECTORATE

Building Control Department

Business Unit	Service Area	Service Standard
Building Regulations Enforcement	Processing of Non –domestic Building Control Applications	58% of non-domestic applications assessed within 35 days
Building Regulations Enforcement	Processing of Domestic and non-domestic resubmission Building Control applications	76% of domestic and non-domestic resubmissions assessed within 14 days

Planning Department

Business Unit	Service Area	Service Standard
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Planning Development Management Planning	Processing of local Planning applications	Average processing time of local Planning applications 15 weeks
Planning Development Management Planning	Processing of major Planning applications	Average processing time of Major Planning applications 30 weeks
Planning Enforcement	Processing of Planning enforcement Cases	Conclude 70% of enforcement cases within 39 weeks
Planning Enforcement	Processing of Planning enforcement Cases	Sites inspect 90% of high priority cases within 3 working days from receipt of complaint
Planning Enforcement	Processing of Planning enforcement Cases	Sites inspect 100% of high priority cases, for example Listed Buildings, Tree Preservation Orders, within 5 working
Planning Department	Planning	Return telephone calls before end of the following working day.
Planning Department	Replying to Planning correspondence	Respond to non FOI correspondence cases within 15 working days
Planning Administration	Processing Property Certificates by Planning	Complete responses to property Certificate enquiries within 5 working days
Planning Administration	Requests for Planning Documents	Respond to non-FOI requests for copies of documents within 20 working days

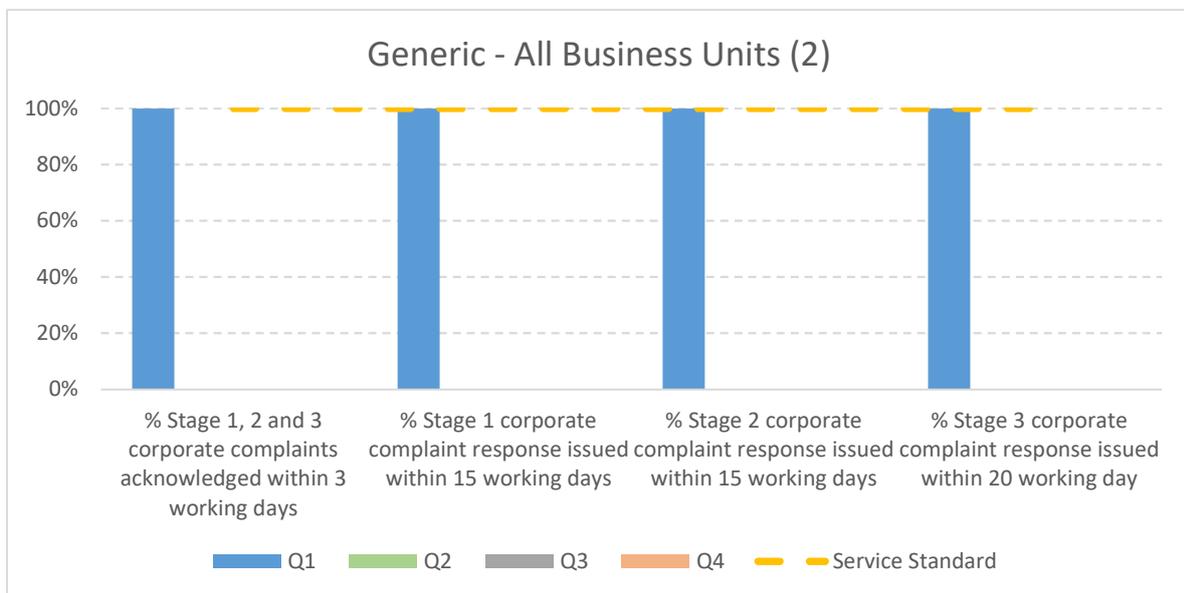
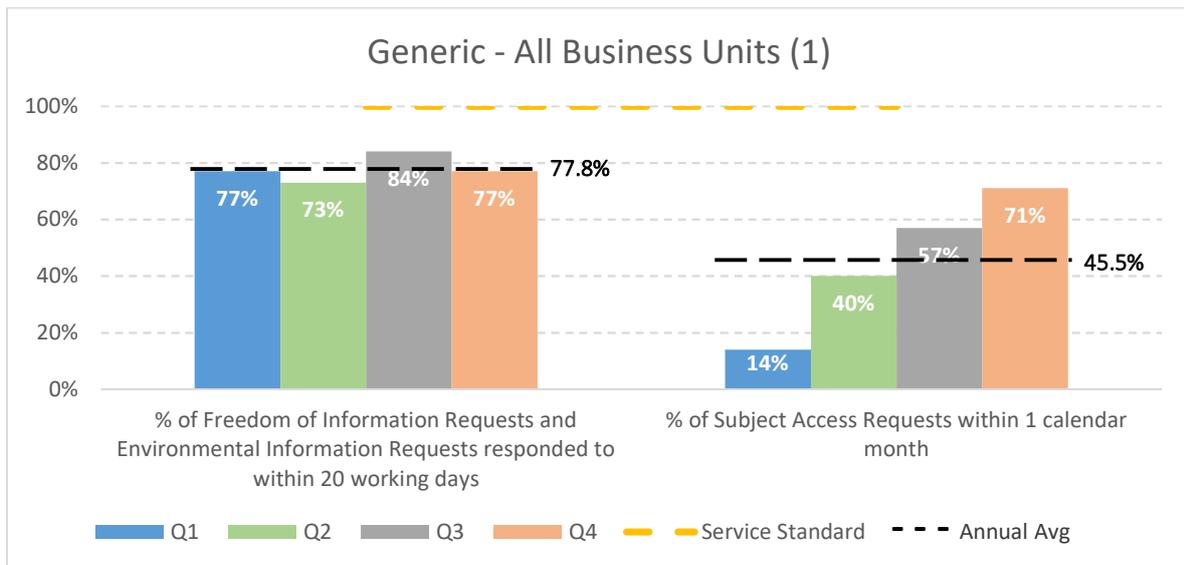
Economic Development Services Department

Business Unit	Service Area	Service Standard
Enterprise Development	Redundancy Support for larger employers	Make initial contact with 100% of businesses by the end of next working day of receipt of notification from Invest NI.

Environmental Health Department

Business Unit	Service Area	Service Standard
All EH Business Units	Requests for service	85% of requests for service/complaints acknowledged within 3 working days
Public Safety & Protection	Animal Welfare Service	100% of Priority 1 Animal Welfare complaints responded to within 1 working day.
Public Safety & Protection	Dog Control	100% of dog attack requests for service responded to within 1 working day
Public Safety & Protection	Health and Safety	100% of fatal and major accident notifications responded to within 1 working day
Public Safety & Protection	Health and Safety	100% accident notifications responded to within 3 working days
Public Safety & Protection	Licensing	Process and administer all full and complete licence applications and where no objections received within 1 month of receipt
Food Control	Inspection of new premises	80% of New Premises inspected within 28 days of registration or opening
Neighbourhood Services	Public Health and Housing	85% of requests for service responded to within 3 working days
Neighbourhood Services	Public Health and Housing	Respond to 100% of complaints of harassment/illegal eviction within 1 working day
Neighbourhood Services	Public Health and Housing	Complete 50% of Private Tenancies Order Applications within 12 weeks of receipt

All Business Units



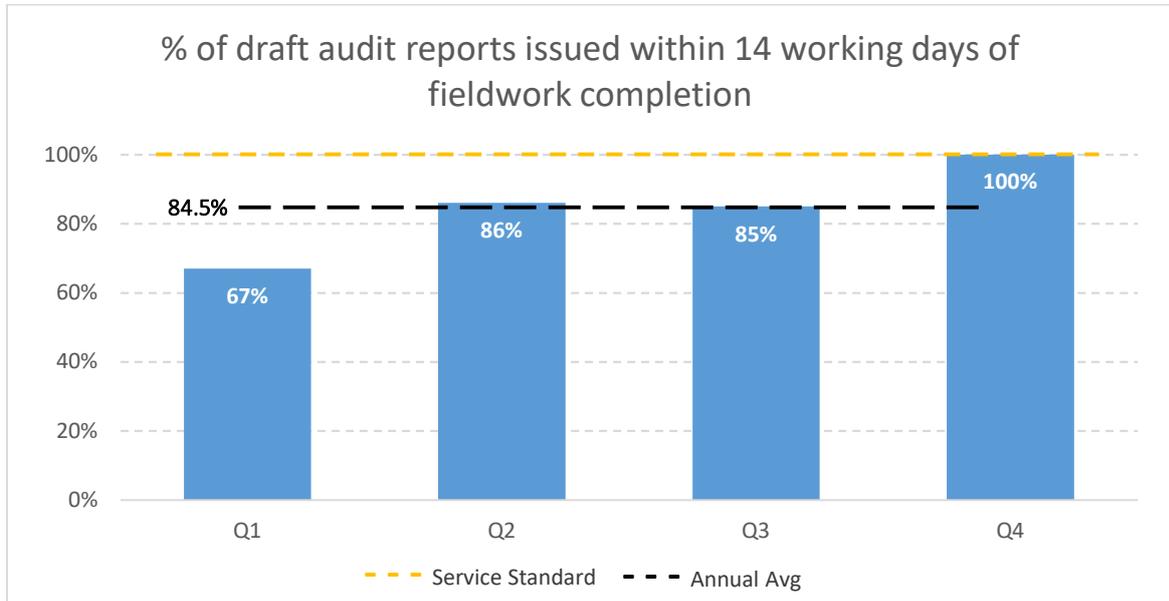
Note: Corporate complaint information is not available for Q2, Q3 or Q4

Service Standards

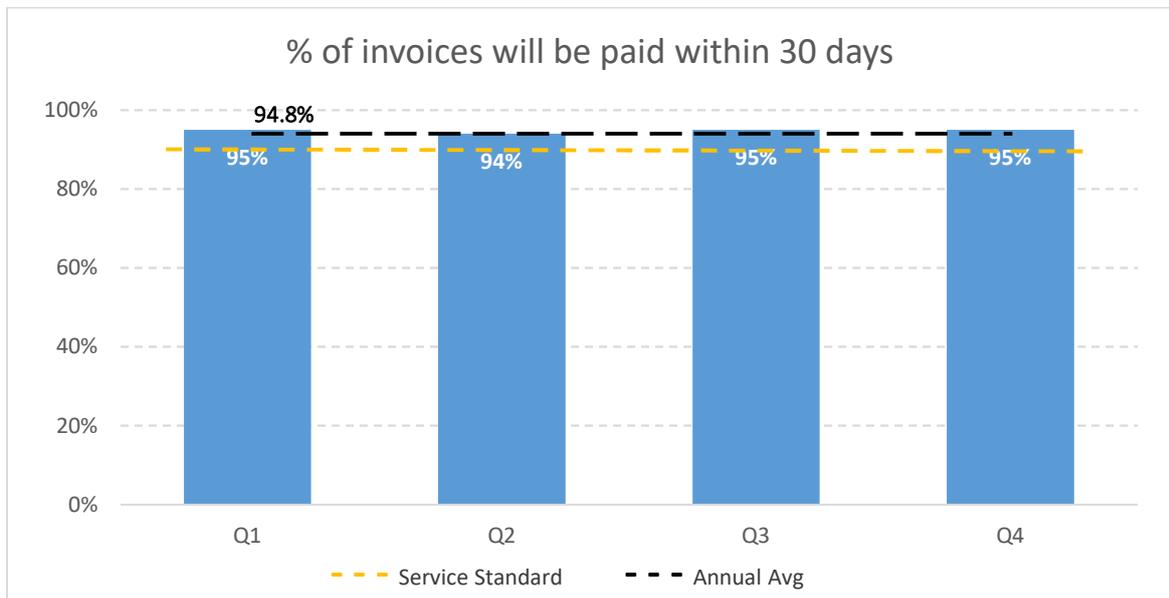
	Service Standard	Q1	Q2	Q3	Q4
100% of Equality Complaints acknowledged within 3 working days	100%	No complaints received	No complaints received	No complaints received	100%
100% of Equality Complaints responded to within 20 working days	100%	No complaints received	No complaints received	No complaints received	100%

Chief Executive & Deputy Chief Executive Office

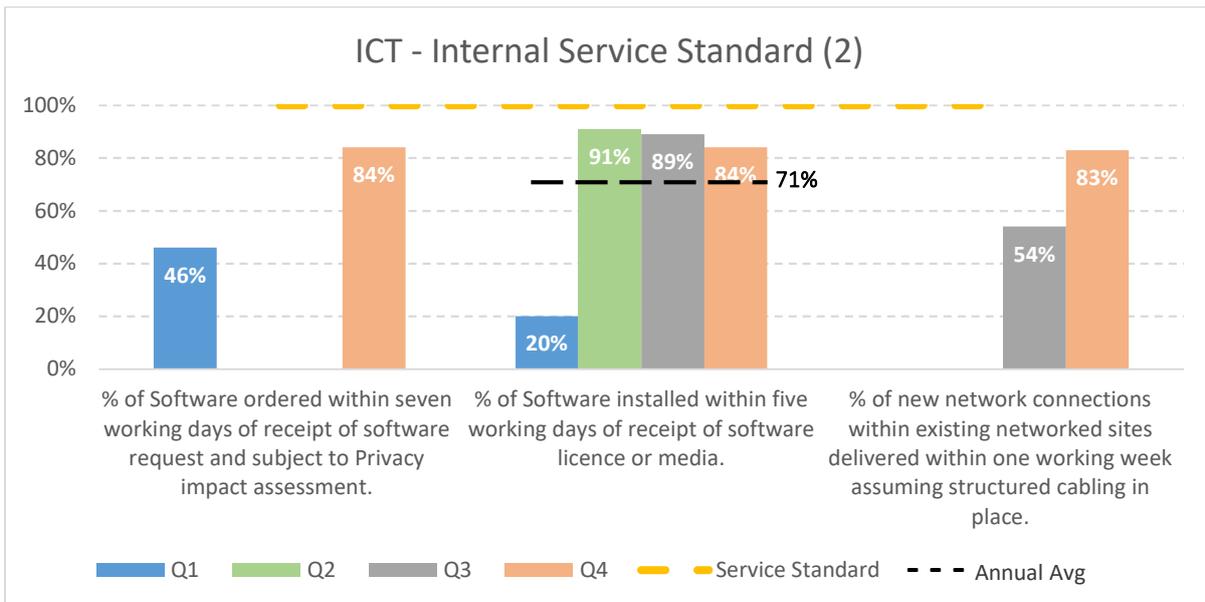
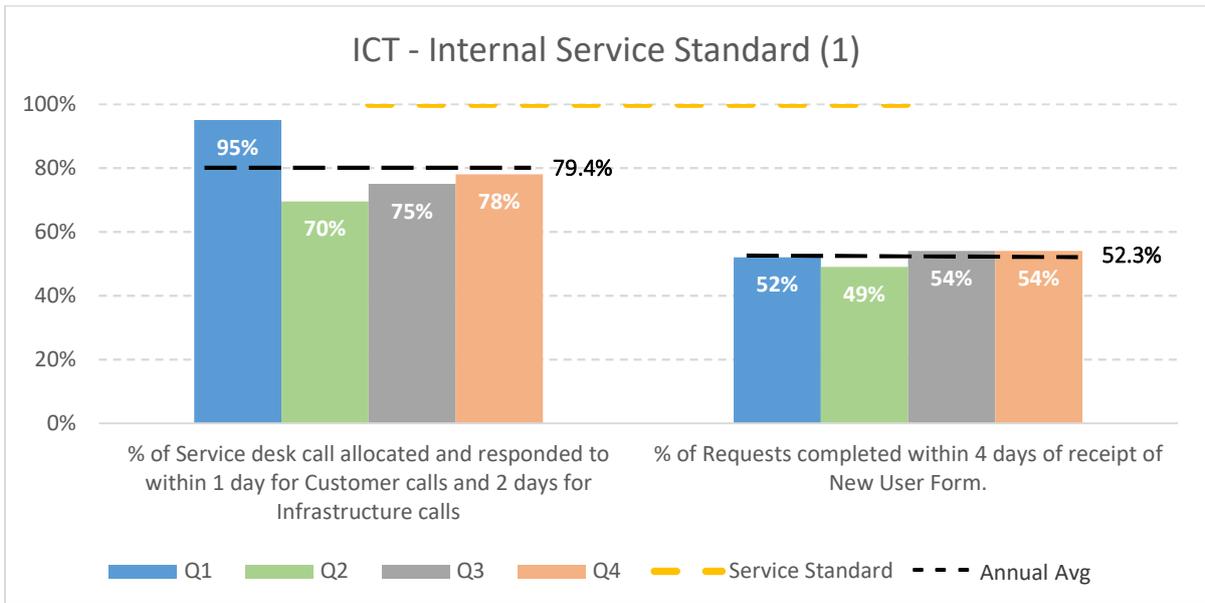
Internal Audit



Financial Services



ICT – Internal Service Standard

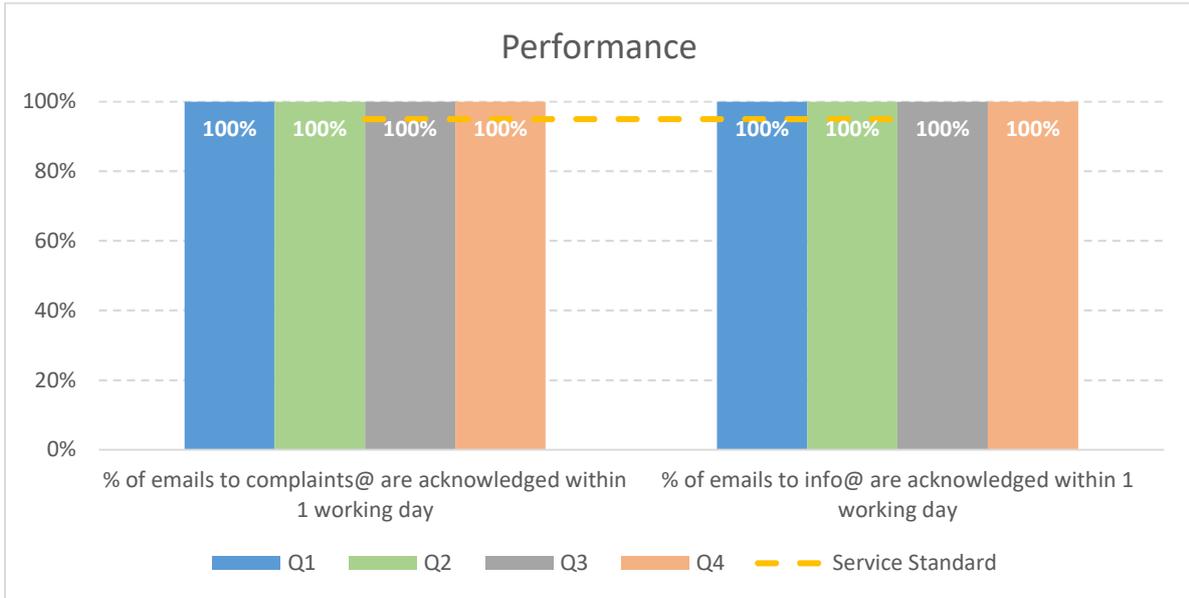


Note: Annual Average included only for those indicators with complete quarterly data.

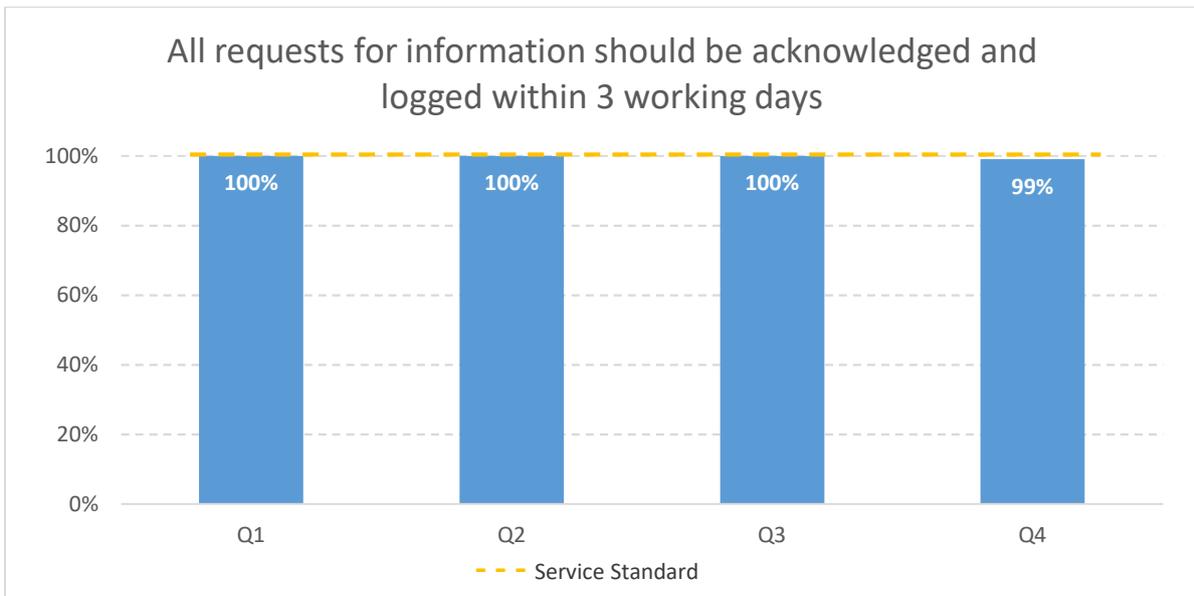
	Service Standard	Q1	Q2	Q3	Q4
100% on User Start Date or date request by Line Manger	100%	Not available/ measured	Not available/ measured	Not available/ measured	54%

Strategy & Performance

Performance

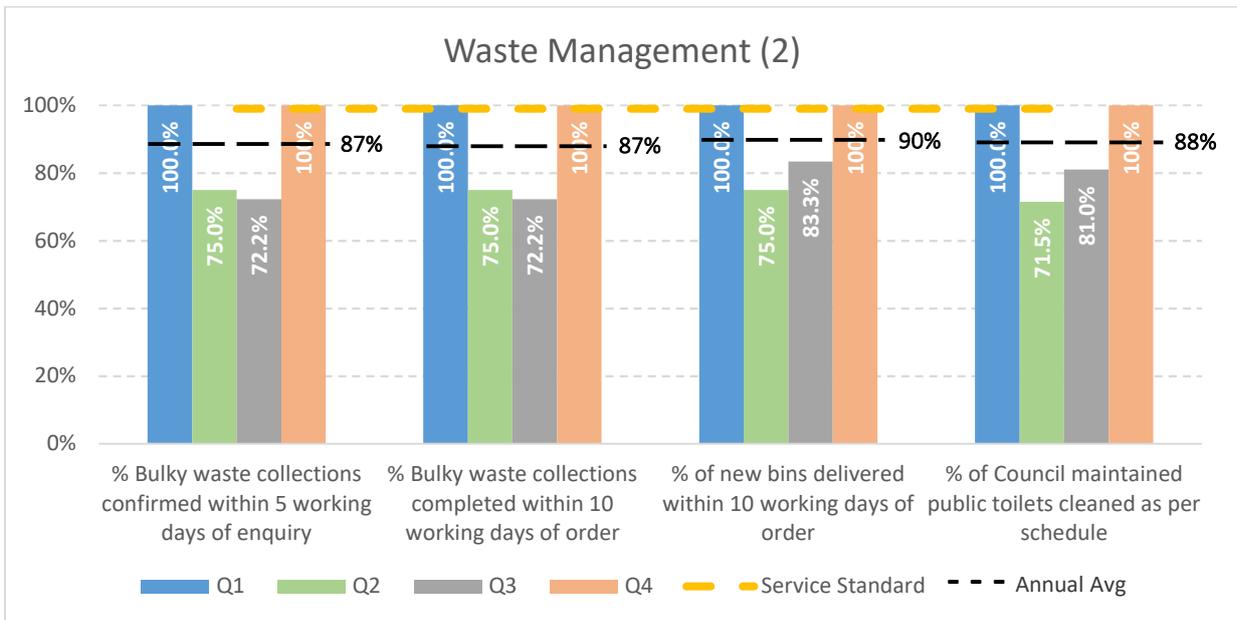
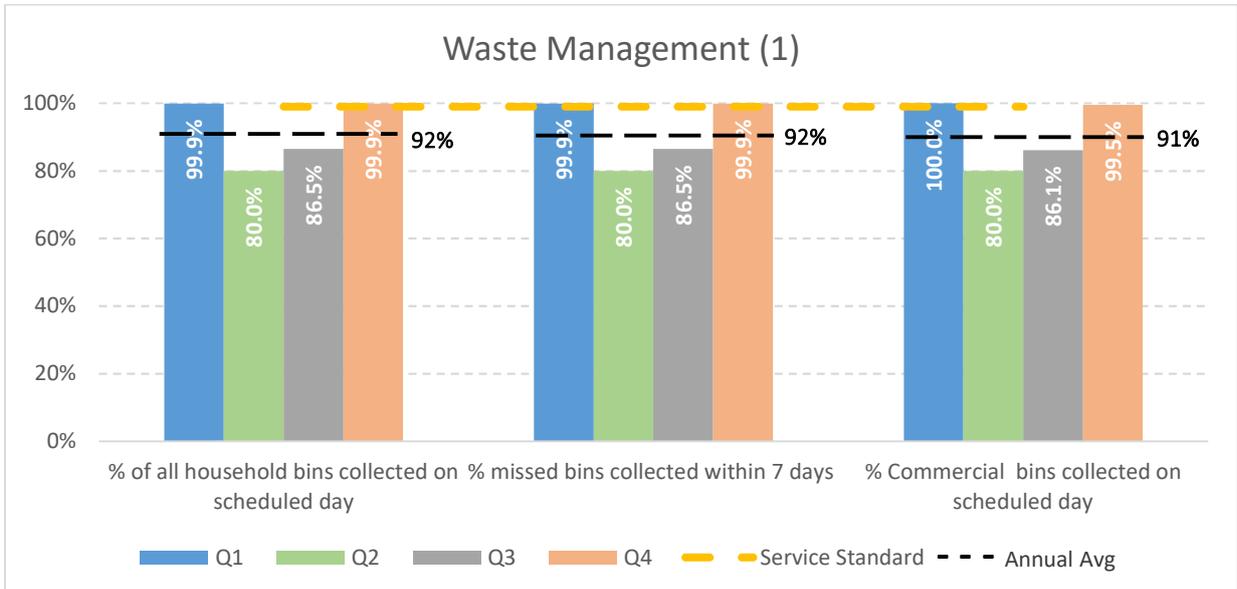


Information Governance



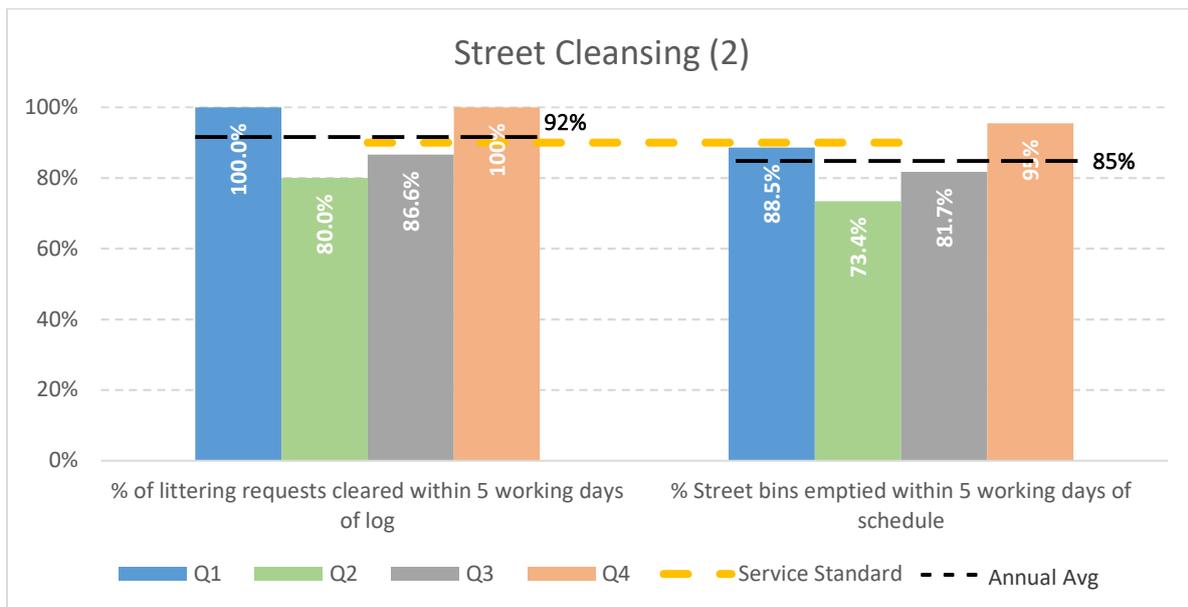
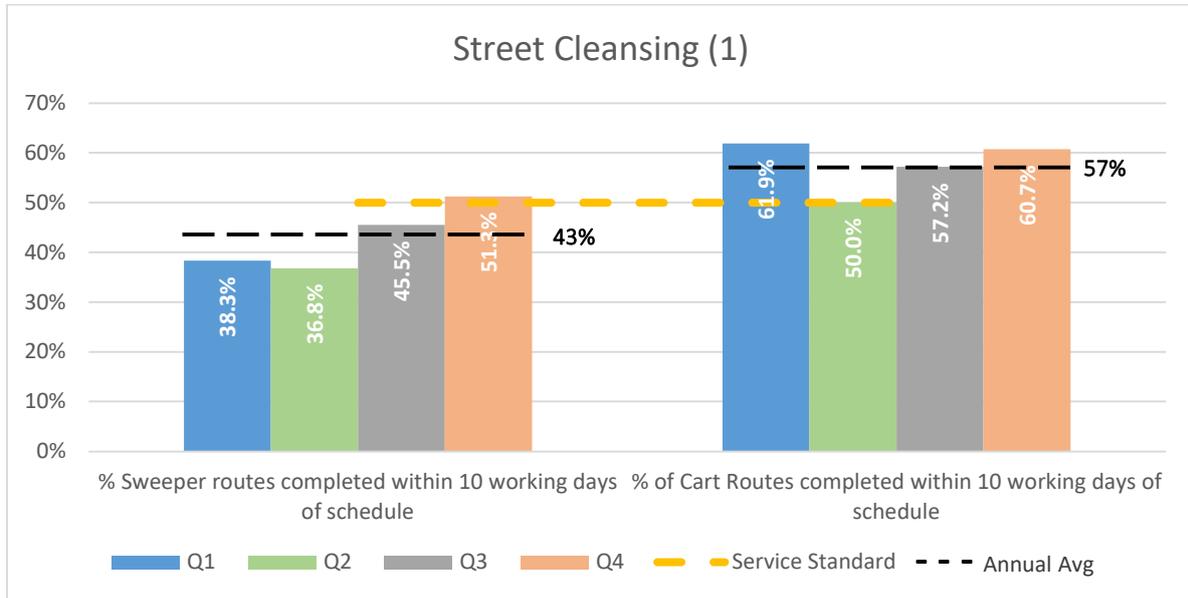
Environmental Services

Waste Management

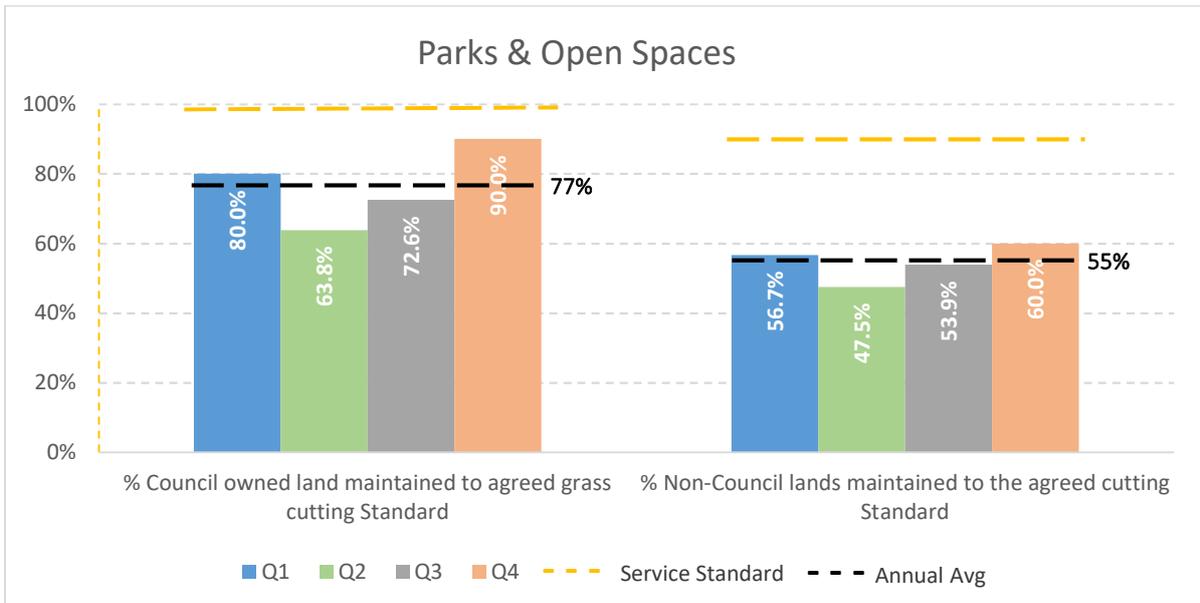


Environmental Services

Street Cleansing

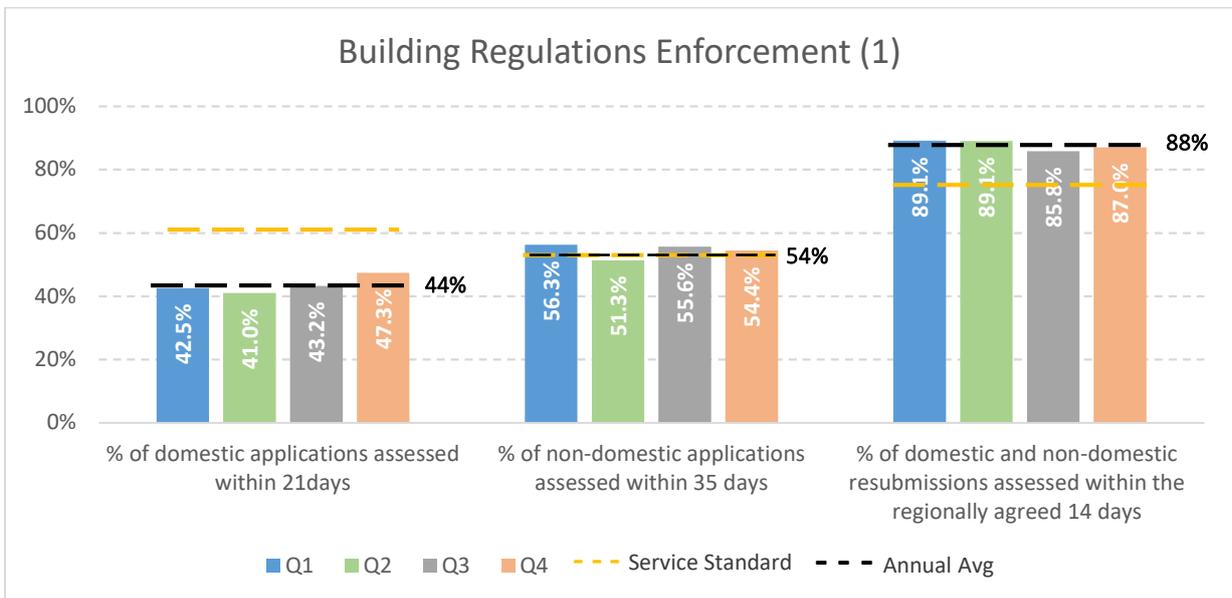


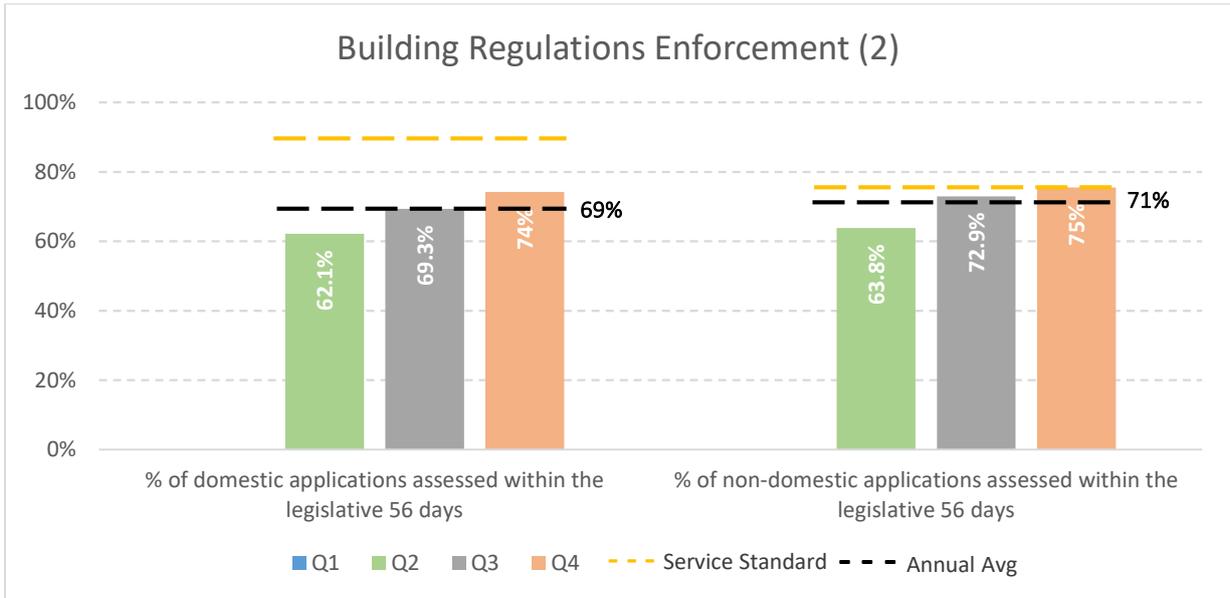
Parks & Open Spaces



Building Control

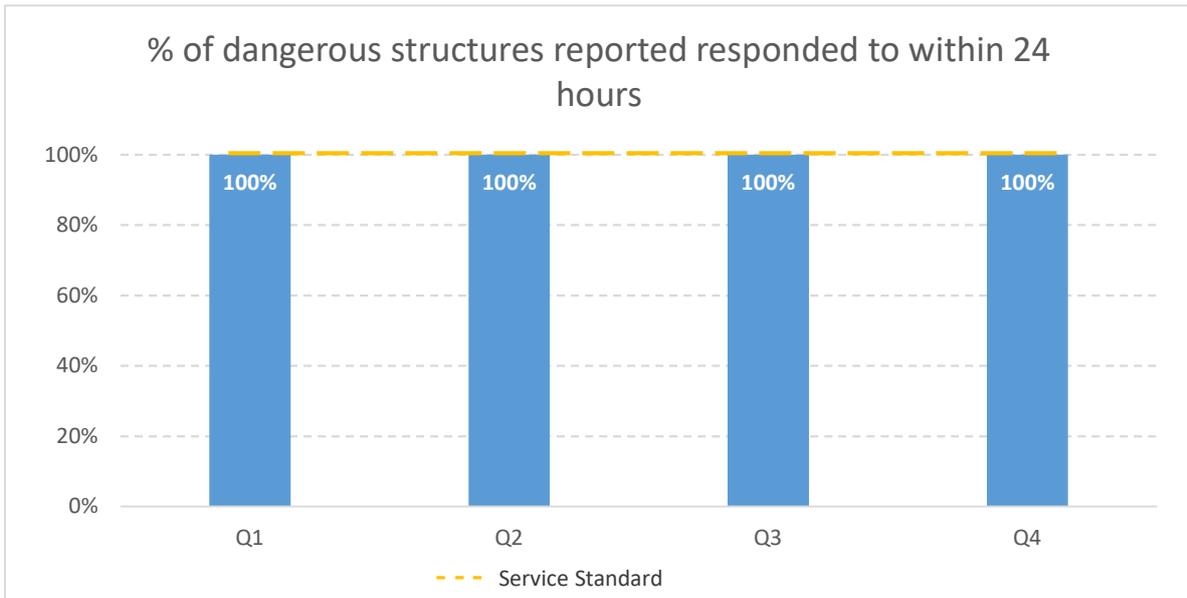
Building Regulations Enforcement



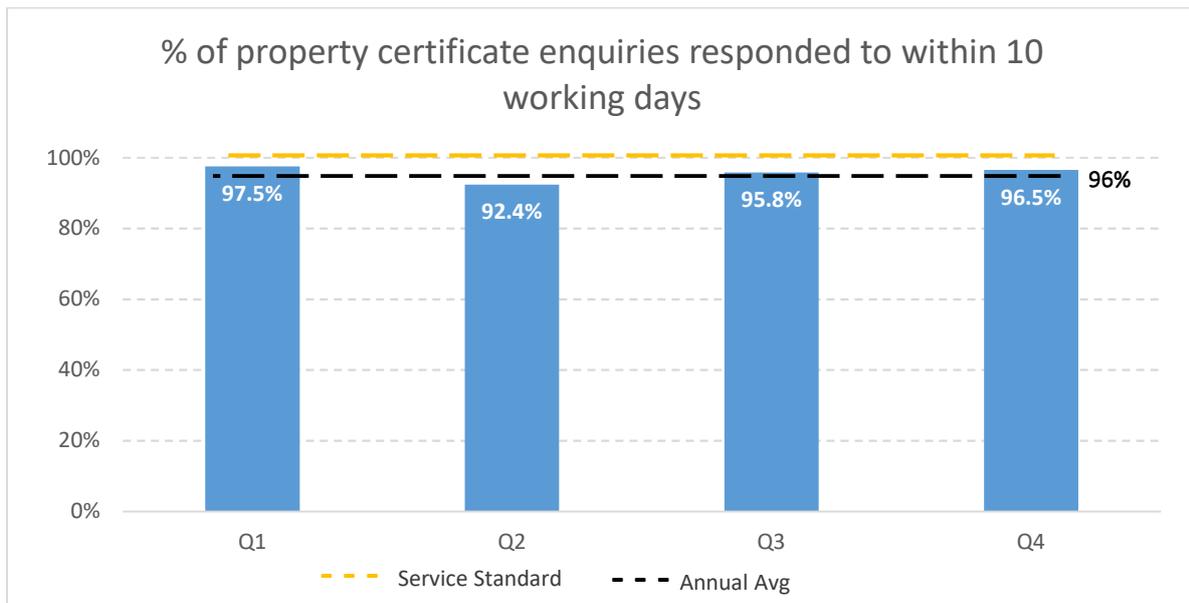


Note: As Quarter 1 information was not available the annual average is calculated as the average of the 3 quarters provided.

Dangerous Structures Enforcement Legislation

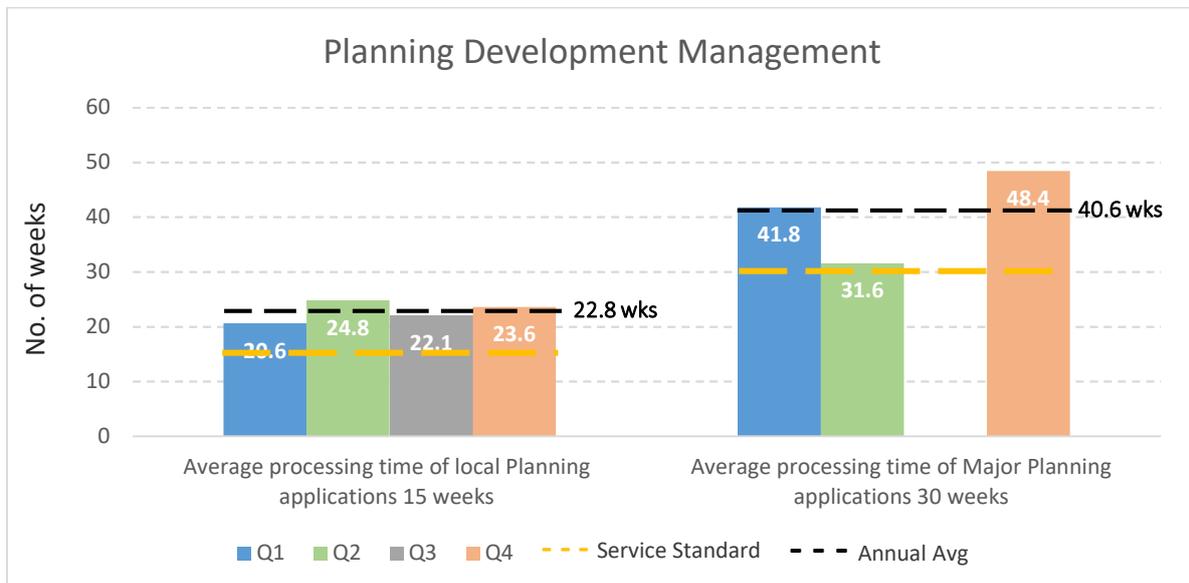


Council Property Certificates Function



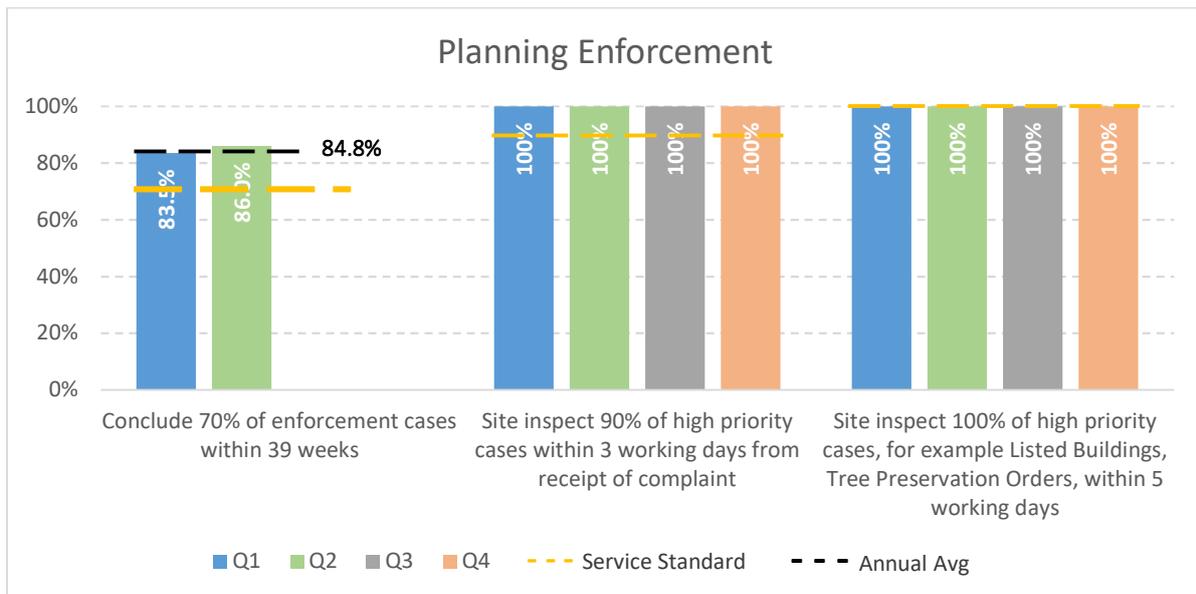
Planning Department

Planning Development Management



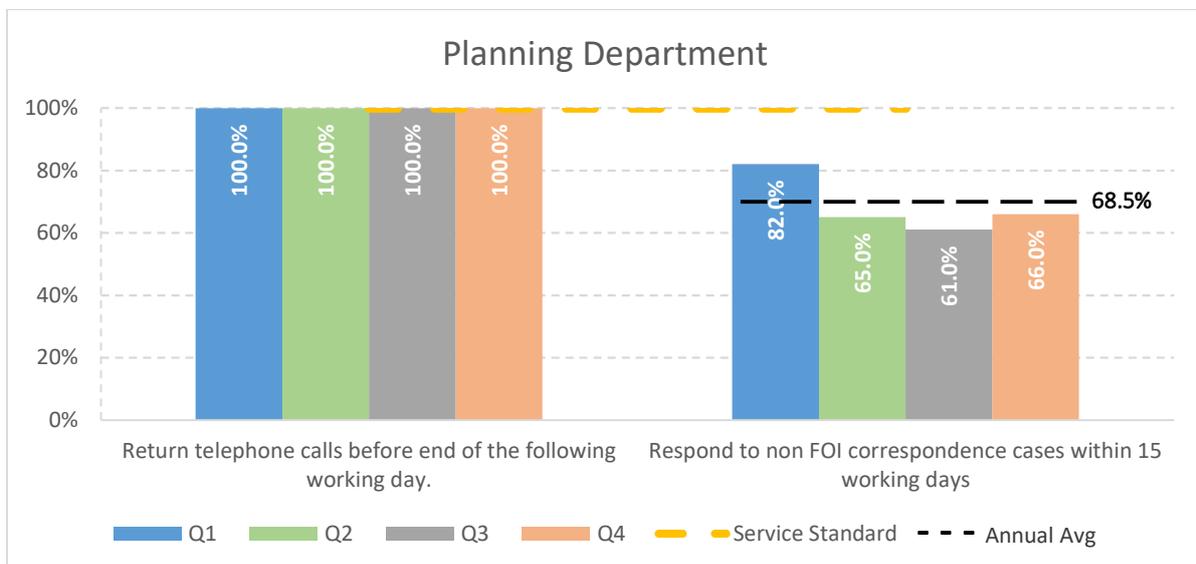
Note: As Quarter 3 information was not available for the average processing time of major planning applications, the annual average is calculated as the average of the 3 quarters provided.

Planning Enforcement

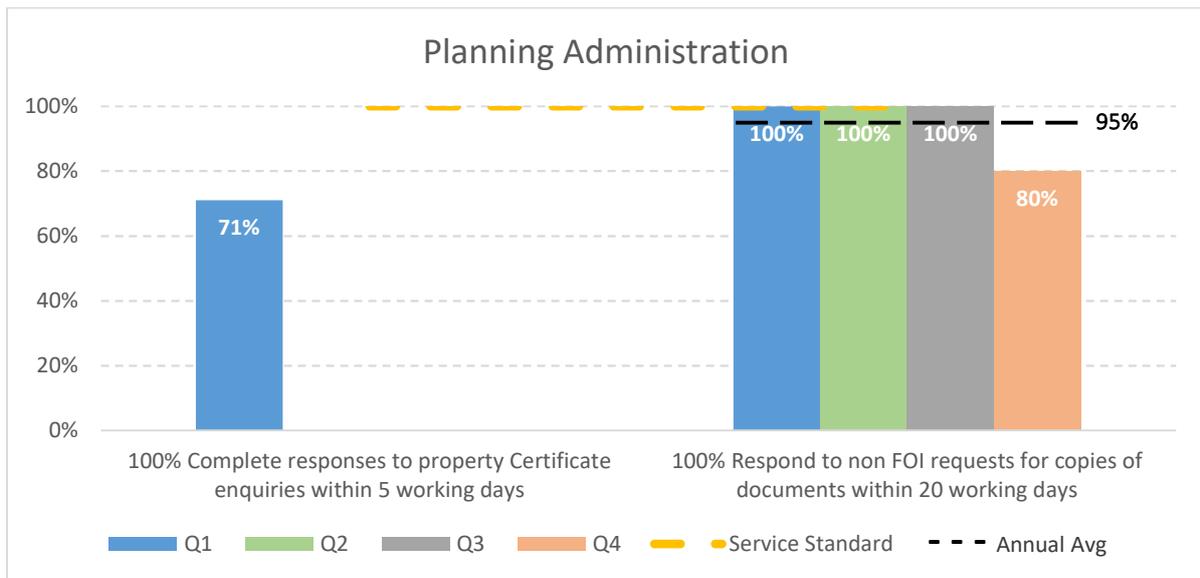


Note: As Quarter 3 & 4 information was not available for the average processing time of major planning applications, the annual average is calculated as the average of the 2 quarters provided.

Planning Department

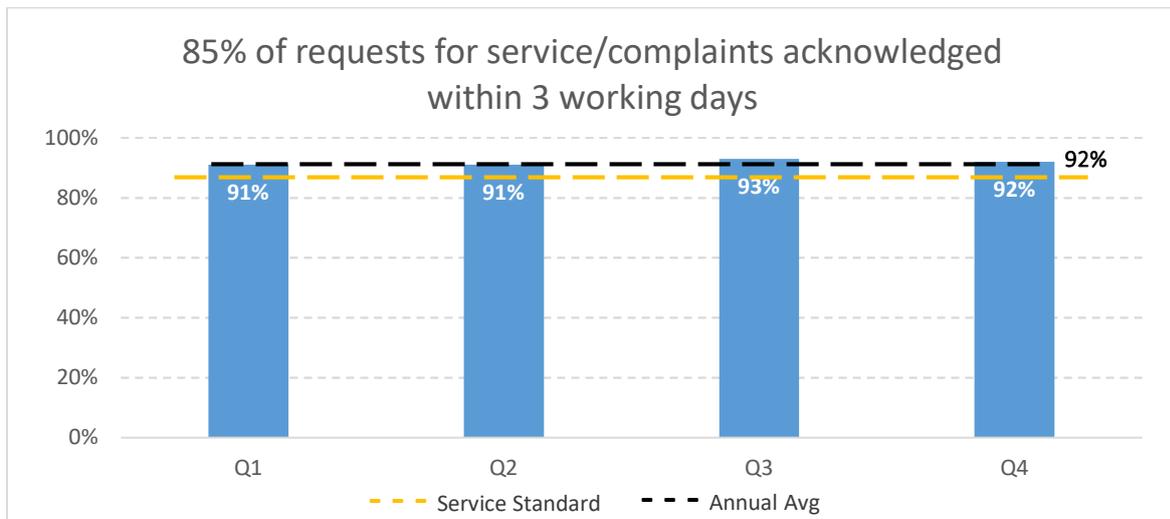


Planning Administration

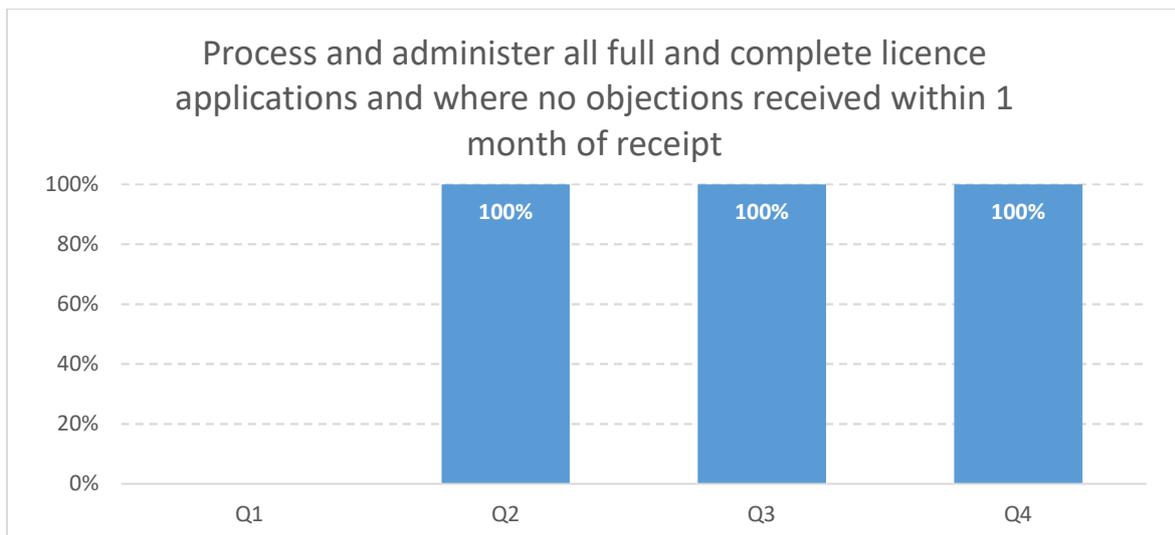
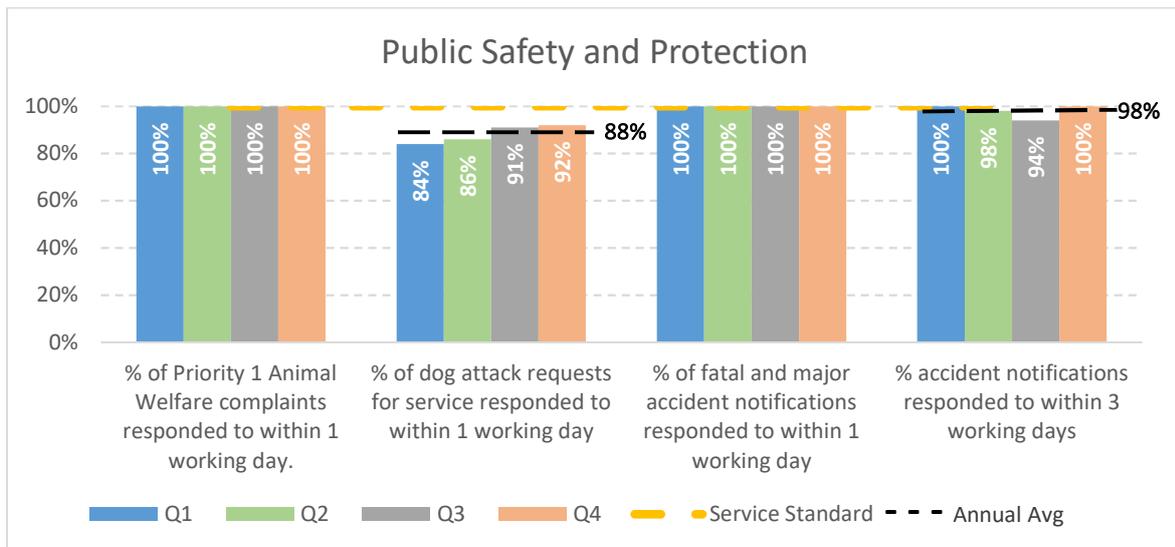


Environmental Health

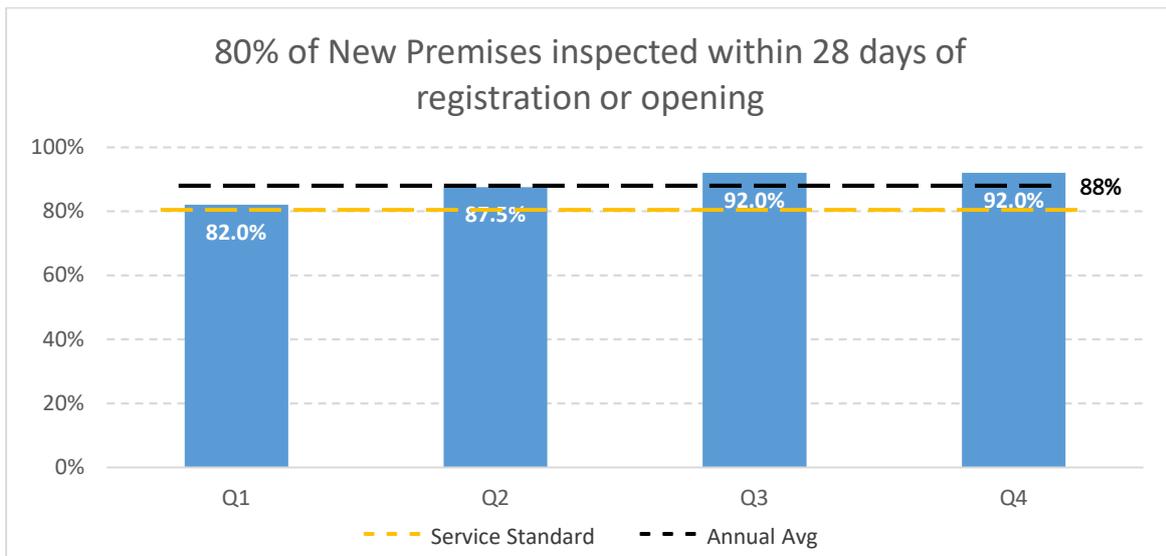
All Environmental Health



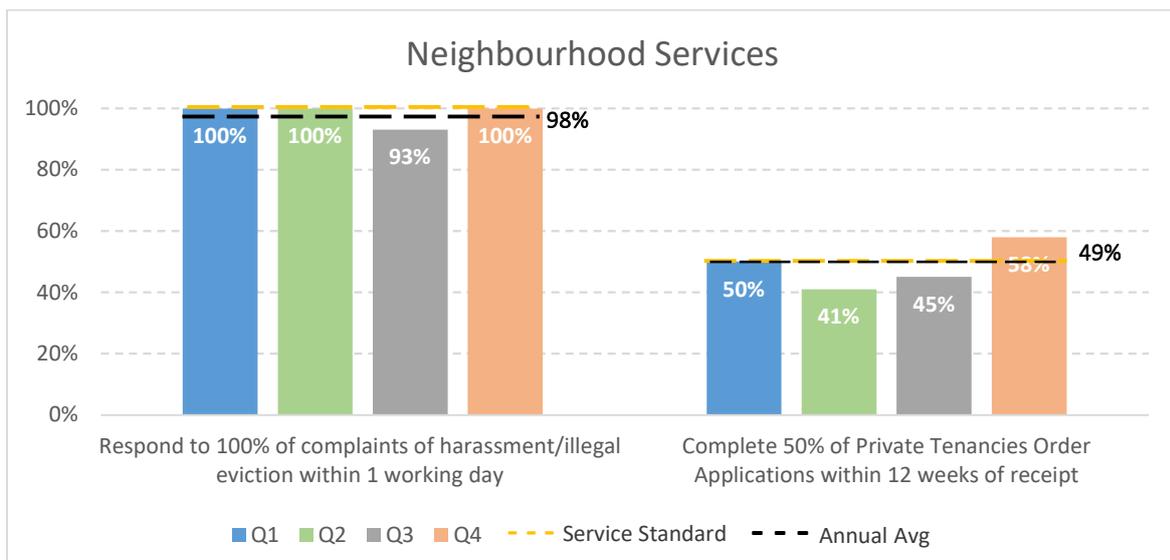
Public Safety and Protection



Food Control



Neighbourhood Services



Economic Development

Enterprise Development

	Service Standard	Q1	Q2	Q3	Q4
Make initial contact with 100% of businesses by the end of next working day of receipt of notification from Invest NI.	100%	No requests received	No requests received	No requests received	100%