

ANNUAL
REPORT

2018-19

CONTENTS

04	Foreword
06	Our Vision
06	Mission Statement
08	Corporate Values
09	Our Council
10	Elected Members
12	PLACE
30	PEOPLE
44	PROSPERITY
56	PERFORMANCE





Welcome to our Annual Report for 2018-19 which highlights the successes of Antrim and Newtownabbey Borough Council during the past year.

The report emphasises the high level of service delivery that the Council continues to deliver. This year's performance is the result of dedicated and forward thinking Elected Members, staff and partners who strive to deliver for all residents of the Borough.

Thorough consultation with residents, communities, local businesses and stakeholders has been vital in providing the Council an insight into the needs and aspirations of our residents and provides us with a solid foundation on which to build our shared, progressive vision for the future.

I am very proud and fortunate to represent this Borough and I look forward to serving all of you as Mayor of Antrim and Newtownabbey in the year ahead. I hope you enjoy the report.

ALDERMAN JOHN SMYTH
Mayor of Antrim and Newtownabbey
Borough Council





Welcome to Antrim and Newtownabbey Borough Council's Annual Report on our performance for the year 2018-19.

The Annual Report provides an overview of the progress made in terms of the four strategic pillars as set out in the Corporate Plan 2015-30. It also includes an overview of the Council's financial performance for 2018-19.

The Council has a statutory duty under Part 12 of the Local Government Act (Northern Ireland) 2014 to set improvement objectives and have arrangements in place to secure their achievement. A number of performance targets are also set by Central Government departments, in respect of job creation, planning and waste management. This report serves to outline the progress the Council has made in the delivery of these objectives and performance targets. This year has continued the trend of the Council's progression and achievements.

This publication, alongside the Corporate Improvement Plan Performance Report 2018-19 ([available here http://antrimandnewtownabbey.gov.uk/performance/](http://antrimandnewtownabbey.gov.uk/performance/)) fulfils the statutory requirements under Part 12, Section 92 of the Act.

We continue to consult openly with our residents and stakeholders, and are aware that while continuing to deliver quality services, there are always areas we can target for improvement. We are eager to take any feedback on-board to assist us in providing future innovation and improvements throughout the Borough.

I would like to thank all of our Elected Members, staff and partners for their hard work over the past year. We wish to continue our partnership approach with residents, local businesses, communities, statutory partners and other organisations to build upon our successful achievements.

JACQUI DIXON BSC MBA
Chief Executive



OUR VISION

**A PROGRESSIVE, SMART AND
PROSPEROUS BOROUGH.
INSPIRED BY OUR PEOPLE.
DRIVEN BY AMBITION.**

MISSION STATEMENT

**TO MEET AND EXCEED THE NEEDS AND
ASPIRATIONS OF OUR PEOPLE AND BE
RECOGNISED FOR LEADERSHIP AND
EXCELLENCE BOTH LOCALLY AND BEYOND.**



Place

A place where people take pride in their surroundings.

A place where people feel safe.

A place where we protect and enhance, where possible, our natural habitats and built heritage.

We have vibrant and welcoming towns, villages, neighbourhoods, and rural areas and an efficient planning process that promotes positive development.

A place where people choose to reuse or recycle their waste.

People

Our communities will have access to high quality Council services and facilities. The support we provide will lead to a more active, healthy and empowered community.

Communities and agencies work together to plan and deliver better services, address disadvantage and improve the quality of life for everyone.

Our community is inclusive and supportive and encourages a culture of tolerance, diversity and respect.

We communicate clearly with our residents, listen to their feedback and respond to their needs. We will achieve excellence in customer and service quality standards and this will be recognised through accreditation schemes.

Prosperity

We identify and support entrepreneurship, have a strong competitive business advantage and are a centre of excellence for leading edge companies.

We have a world class infrastructure which attracts inward investment and supports productivity, exports and business growth.

We stimulate business activity to sustain existing jobs and create new employment opportunities.

We maximise tourism opportunities and have a strong arts and cultural economy.

Performance and Community Planning

CORPORATE VALUES

EXCELLENCE

We take pride in organisational and service excellence, delivering the highest quality services to customers through a professional, motivated and highly valued workforce. We use technology and innovation to improve our services and promote a proactive and modern approach to the development of our Borough.

**PROACTIVE
RESPONSIVE**

**MODERN
PROFESSIONAL**

INTEGRITY

We serve our Borough with integrity, honesty and fairness and treat all of our residents, visitors, stakeholders and employees with respect. We allocate our resources and provide our services in a fair and equitable way.

**RESPECT
FAIRNESS**

**HONESTY
CONSISTENCY**

COMMITMENT

We are committed to placing the customer at the heart of everything we do, achieving value for money and positive outcomes through high quality services and community empowerment. We demonstrate leadership and team work, engaging with the public to understand their needs and exceed their expectations.

**CITIZEN CENTRED
POSITIVE LEADERSHIP**

**HIGH QUALITY SERVICES
VALUE FOR MONEY**

RESPONSIBILITY

We make responsible decisions and are accountable, consistent and transparent in all our actions and behaviours. We strive for economic, social and environmental sustainability.

TRANSPARENT

ACCOUNTABLE

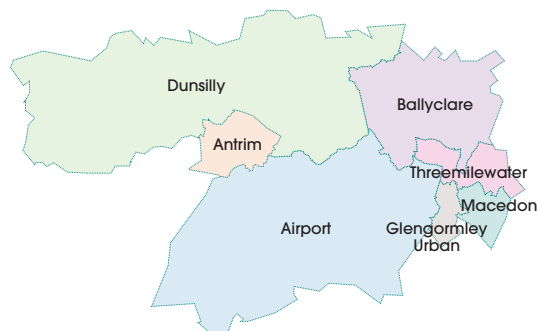
ECONOMIC, SOCIAL AND ENVIRONMENTAL SUSTAINABILITY



ELECTED MEMBERS 2019-20

KEY ABBREVIATIONS

DUP Democratic Unionist Party
IND Independent
SDLP Social Democratic and Labour Party
UUP Ulster Unionist Party



Following the Local Government election in May 2019 we have included new Elected Members.

Airport District Electoral Area (DEA)

COVERS ALDERGROVE, CLADY, CRULIN, MALLUSK AND TEMPLEPATRICK AND CONSISTS OF 5 MEMBERS.

DEPUTY MAYOR



THOMAS BURNS
SDLP

T. 07803 535094
E. thomas.burns@
antrimandnewtown
abbey.gov.uk



ANNE MARIE LOGUE
SINN FÉIN

T. 07533 353610
E. annemarie.logue@
antrimandnewtown
abbey.gov.uk



MATTHEW MAGILL
DUP

T. 07825 374019
E. matthew.magill@
antrimandnewtown
abbey.gov.uk



VICTORIA MCAULEY
ALLIANCE

T. 07775 756466
E. victoria.mcauley@
antrimandnewtown
abbey.gov.uk



PAUL MICHAEL
UUP

T. 07587 657120
E. paul.michael@
antrimandnewtown
abbey.gov.uk

Antrim District Electoral Area (DEA)

COVERS ANTRIM CENTRE, FOUNTAIN HILL, GREYSTONE, SPRINGFARM, STEEPLE AND STILES AND CONSISTS OF 6 MEMBERS.

MAYOR



PAUL DUNLOP
DUP

T. 07771 554652
E. paul.dunlop@
antrimandnewtown
abbey.gov.uk



NEIL KELLY
ALLIANCE

T. 07545 992615
E. neil.kelly@
antrimandnewtown
abbey.gov.uk



ROISIN LYNCH
SDLP

T. 07827 276840
E. roisin.lynch@
antrimandnewtown
abbey.gov.uk



JIM MONTGOMERY
UUP

T. 07471 147666
E. jim.montgomery@
antrimandnewtown
abbey.gov.uk



JOHN SMYTH
DUP

T. 07436 582180
E. john.smyth@
antrimandnewtown
abbey.gov.uk



LEAH SMYTH
UUP

T. 07984 030867
E. leah.smyth@
antrimandnewtown
abbey.gov.uk

Ballyclare District Electoral Area (DEA)

COVERS BALLYCLARE EAST, BALLYCLARE WEST, BALLYNURE, BALLYROBERT AND DOAGH AND CONSISTS OF 5 MEMBERS.



JEANNIE ARCHIBALD
DUP

T. 07715 392229
E. jeannie.archibald@
antrimandnewtown
abbey.gov.uk



MANDY GIRVAN
DUP

T. 07912 028945
E. mandy.girvan@
antrimandnewtown
abbey.gov.uk



DANNY KINAHAN
UUP

T. 07802 644228
E. danny.kinahan@
antrimandnewtown
abbey.gov.uk



VERA MCWILLIAM
UUP

T. 07792 477050
E. vera.mcwilliam@
antrimandnewtown
abbey.gov.uk



MICHAEL STEWART
IND

T. 07810 868522
E. michael.stewart@
antrimandnewtown
abbey.gov.uk

Dunsilly District Electoral Area (DEA)

COVERS CRANFIELD, PARKGATE, RANDALSTOWN, SHILVODAN AND TOOME AND CONSISTS OF 5 MEMBERS.



LINDA CLARKE
DUP

T. 07803 132601
E. linda.clarke@antrimandnewtownabbey.gov.uk



HENRY CUSHINAN
SINN FÉIN

T. 07871 229810
E. henry.cushinan@antrimandnewtownabbey.gov.uk



GLENN FINLAY
ALLIANCE

T. 07904 412040
E. glenn.finlay@antrimandnewtownabbey.gov.uk



RODERICK SWANN
UUP

T. 07423 457376
E. roderick.swann@antrimandnewtownabbey.gov.uk



RYAN WILSON
SDLP

T. 07733 453883
E. ryan.wilson@antrimandnewtownabbey.gov.uk

Glengormley Urban Electoral Area (DEA)

COVERS BALLYHENRY, BURNTHILL, CARNMONEY, COLLINBRIDGE, GLEBE, GLENGORMLEY AND HIGHTOWN AND CONSISTS OF 7 MEMBERS.



ALISON BENNINGTON
DUP

T. 07741 241011
E. alison.bennington@antrimandnewtownabbey.gov.uk



PHILLIP BRETT
DUP

T. 07971 538685
E. phillip.brett@antrimandnewtownabbey.gov.uk



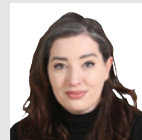
MARK COSGROVE
UUP

T. 07584 857897
E. mark.cosgrove@antrimandnewtownabbey.gov.uk



MICHAEL GOODMAN
SINN FÉIN

T. 07827 818500
E. michael.goodman@antrimandnewtownabbey.gov.uk



ROSIE KINNEAR
SINN FÉIN

T. 07771 544248
E. rosie.kinnear@antrimandnewtownabbey.gov.uk



NOREEN MCCLELLAND
SDLP

T. 07789 208157
E. noreen.mcclelland@antrimandnewtownabbey.gov.uk



JULIAN MCGRATH
ALLIANCE

T. 07920 029033
E. julian.mcgrath@antrimandnewtownabbey.gov.uk

Macedon District Electoral Area (DEA)

COVERS ABBEY, CARNMONEY HILL, O'NEILL, RATHCOOLE, VALLEY AND WHITEHOUSE AND CONSISTS OF 6 MEMBERS.



ROBERT FOSTER
UUP

T. 07846 084545
E. robert.foster@antrimandnewtownabbey.gov.uk



PAUL HAMILL
DUP

T. 07803 186008
E. paul.hamill@antrimandnewtownabbey.gov.uk



THOMAS HOGG MBE
DUP

T. 07792 891572
E. thomas.hogg@antrimandnewtownabbey.gov.uk



DEAN MCCULLOUGH
DUP

T. 07904 985272
E. dean.mccullough@antrimandnewtownabbey.gov.uk



TAYLOR MCGRANN
SINN FÉIN

T. 07436 548081
E. taylor.mcgrann@antrimandnewtownabbey.gov.uk



BILLY WEBB MBE JP
ALLIANCE

T. 07799 866876
E. billy.webb@antrimandnewtownabbey.gov.uk

Threemilewater District Electoral Area (DEA)

COVERS BALLYDUFF, FAIRVIEW, JORDANSTOWN, MONKSTOWN, MOSSLEY AND ROSTULLA AND CONSISTS OF 6 MEMBERS.



FRASER AGNEW MBE
UUP

T. 07711 135267
E. fraser.agnew@antrimandnewtownabbey.gov.uk



TOM CAMPBELL
ALLIANCE

T. 07595 978690
E. tom.campbell@antrimandnewtownabbey.gov.uk



MARK COOPER
DUP

T. 07771 332108
E. mark.cooper@antrimandnewtownabbey.gov.uk



JULIE GILMOUR
ALLIANCE

T. 07796 950825
E. julie.gilmour@antrimandnewtownabbey.gov.uk



SAM FLANAGAN
DUP

T. 07984 037509
E. sam.flanagan@antrimandnewtownabbey.gov.uk



STEPHEN ROSS
DUP

T. 07713 946038
E. stephen.ross@antrimandnewtownabbey.gov.uk

PLACE



The Council understands that in order for communities to be safer, stronger and sustainable that there needs to be local involvement in the planning and management of the places where we live and work.

The Council's commitment to 'PLACE' as identified in the Corporate Plan demonstrates the emphasis on local involvement when it states that 'From a civic leadership perspective, the community planning process and the Local Development Plan will enable us to plan positively for the future of our Borough.'

We will ensure that lands are appropriately zoned and that our infrastructure is enhanced to develop the Borough for future generations.

We will support sustainable communities by empowering residents to take responsibility for their environment.'

Examples of how we have delivered under this theme are outlined overleaf.

1

A place where
people take
pride in their
surroundings

2

A place where
people choose
to reuse or recycle
their waste

WHAT WE WANT TO **ACHIEVE** **BY 2030**

We have vibrant
and welcoming towns,
villages, neighbourhoods
and rural areas and
an efficient planning
process that promotes
positive development

3

4

A place
where people
feel safe

5

A place where we
protect and enhance
our natural habitats
and built heritage

PLACE - *at a glance*

1 79% **of residents** feel proud in their surroundings
(2017-18: 67%)

2 85% **of residents** are satisfied with the Council's Waste and Recycling Service (2017-18: 79%)

3 £801,165 **of grant assistance** through the NI Rural Development Programme (2017-18: £455,000)

4 88% **of residents** believe that the borough is a safe place to live (2017-18: 82%)

5 ISO 14001 **The Council has retained** the standard ISO 14001



A place where people take pride in their surroundings

The Council continues to work towards delivering a space that all our residents are proud of. We worked in conjunction with local residents on key areas that helped improve the sense of pride in the Borough.

- 79% of residents surveyed feel proud in their surroundings (2017-18: 67%).
- Over 475 warning signs were erected for littering, dog fouling and illegal dumping offences as part of the environmental awareness education programme (2017-18: 300).
- Fixed penalty notices for dog fouling has increased to 164 this year (2017-18: 65). The amount of dog waste bags distributed has increased to approximately 185,000 which is a 760% increase on last year.
- 2,879 enforcement patrols throughout the Borough (2017-18: 2,000).



A place where people feel safe

The Council are aware that feeling safe in their own homes and neighbourhoods is of paramount importance to residents, and as such we have numerous structures in place to improve the safety of residents throughout the Borough.

- 88% of residents surveyed believe that Antrim and Newtownabbey is a safe place to live (2017-18: 82%).
- The Health and Safety team carried out proactive inspections in 62% of premises in the Borough (2017-18: 26%).
- 98% of businesses in the Borough have a Food Hygiene rating of between 3 and 5 (2017-18: 98%).

GREEN FLAG AWARDS

We now have 17 Green Flag sites in our Borough.



SENTRY HILL



CASTLE GARDENS



BALLYEASTON CHURCH RUIN



MALLUSK CEMETERY



LOUGHSHORE SCULPTURE



SHORE LINE FROM HAZELBANK



VALLEY PARK

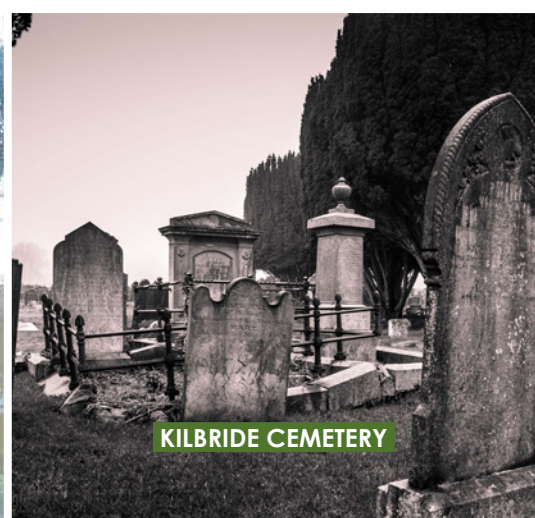
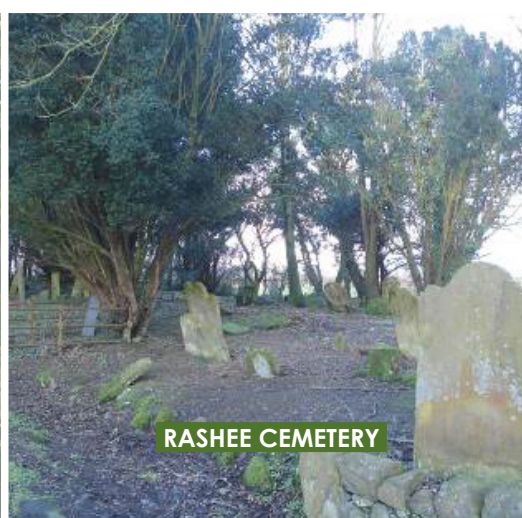
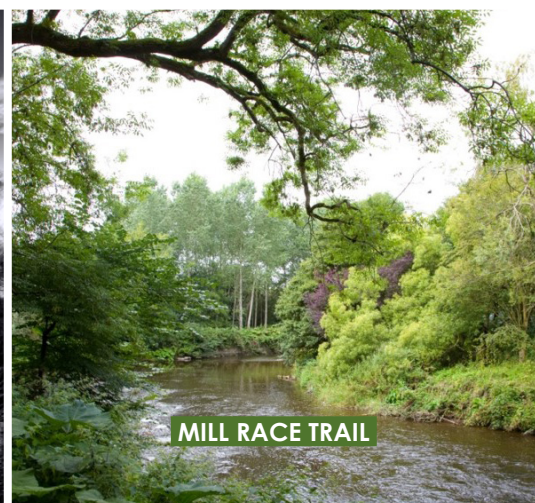
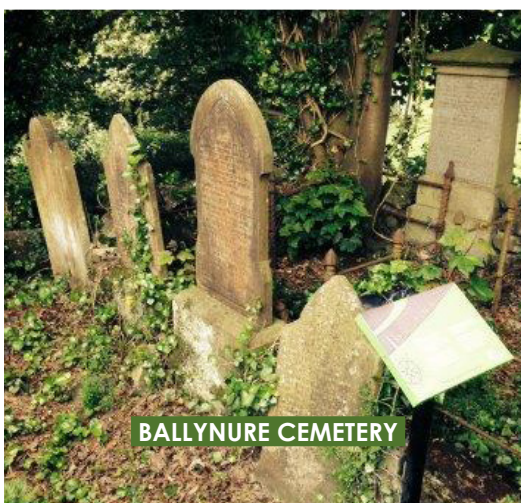


WALLACE PARK

Belmont Cemetery in Antrim, was awarded a Green Flag for the first time with Antrim Castle Gardens and Sentry Hill both gaining their third Green Heritage Award.

Community Green Flags have been awarded to Toome Linear Walk, Rathfern Social Activity Centre and Ballyeaston Ruin. The Community Green Flag Award highlights the efforts of volunteers at each of these sites.

Jordanstown Loughshore Park, including Hazelbank Park and Gideon's Green, as well as Mill Race Trail, Valley Park, Wallace Park, Ballynure Cemetery, Kilbride Cemetery, Mallusk Cemetery, Rashee Cemetery, Lilian Bland Community Park, Newtownabbey Way and Sixmilewater Park, all retained their Green Flag Award for another year.



A place where we protect and enhance our natural habitats and built heritage

It is more important than ever to care for our green spaces and protect our local wildlife. The Council supports various schemes designed to enhance our natural habitat which is a benefit to all residents and visitors to the Borough alike.

- The Council is committed to the enhancement of biodiversity and incorporates biodiversity sites within all major Parks and Open Spaces. This ensures we safeguard wildlife and provide opportunities to understand the importance of habitats within our Parks and Open Spaces.
- The Council continues to take Environmental Management seriously and has retained the standard ISO 14001.

100%
Energy Performance
Certificate
(2017-18: 95%)

IN 2018-19
Our 'Support in
Kind' scheme
facilitated
(2017-18: 32)

62
Clean Ups

- Display Energy Certificate Compliance 78% (2017-18: 93%).
- The Council used a total of 24,095,971 kWh of energy across all sites in 2018-19 (2017-18: 24,741,478 kWh).





We have vibrant and welcoming towns, villages, neighbourhoods and rural areas and an efficient planning process that promotes positive development

Investment is key to insuring a prosperous future for residents and businesses within the Borough. It allows regeneration and helps attract new jobs, infrastructure and residents to the area.

£948,000

Worth of Completed Capital Projects

(2017-18: 2.89m)

5

Village improvement schemes

(2017-18: 2)

- £801,165 of grant assistance offered through the NI Rural Development Programme (2017-18:£455,000).
- Secured £96,665 (2017-18: £26,718) for village improvements.
- Carried out 10,278 building control inspections (2017-18: 9,348).



Planning delivers positive outcomes

Planning is about shaping the future of our Borough and achieving the right development in the right place at the right time. When planning powers transferred to Councils in April 2015, the Council's aim was to ensure that Antrim and Newtownabbey would have an efficient planning process that promotes positive development and sustainable growth.

Our results over the last four years show that we are delivering for businesses and our citizens and indeed the Council continues to set the standard across Northern Ireland.

Performance

In 2018-19 the Council's Planning Section met all the statutory performance targets for planning – one of only three Councils to achieve such success.

- 743 decisions on planning applications were issued during the year with an overall approval rate of 94.5%.
- Over 100 decisions were taken by the Planning Committee itself, which equates to almost 15% of the total.
- Over 70% of local planning applications were processed within target, ranking second of all Councils. Progress was also maintained in reducing the number of older planning applications in the system with the Section recording the lowest proportion of cases over 12 months across all Councils.



- 13 major development applications were approved by the Council's Planning Committee. The Council area already has a unique offering for investment with excellent communications links, a strong portfolio of employment sites and access to high speed digital communications.
- Combined with our speedy and efficient delivery through the planning process, this highlights the Borough's attraction for new businesses.



Amongst the major investment schemes successfully delivered on time during the year were the new Lidl supermarket in Antrim, the redevelopment of Colemans Garden Centre in Templepatrick, a hotel and office park development at Church Road, Newtownabbey, the proposed Omniplex cinema at the Abbeycentre, a caravan holiday park at Shane's Castle and the new Premier Inn at Belfast International Airport.

It is estimated that these schemes alone will deliver over £25 million of investment into the Borough and provide up to 300 new full and part-time jobs.

Once again the Council recorded the strongest performance across all Councils in processing enforcement cases. As part of this work, the Planning Committee agreed to take formal enforcement action in 5 cases during the year.

During 2018-19 the Planning Appeals Commission decided 21 appeals against planning decisions taken by the Council. The Commission allowed 7 appeals and upheld the Council's decision in 14 cases.

Planning ahead

The Council's annual monitor of housing land indicates that there is at least a 15 year supply of land available for housing development across the Borough.

Significant progress was made during 2018-19 in the delivery of the Council's new Local Development Plan (LDP). The Council agreed the first LDP document, known as the draft Plan Strategy, in April 2019 and it was formally launched on 28 June 2019.

The draft Plan Strategy contains a clear vision promoting Antrim and Newtownabbey as a Place of Economic Opportunity, a Place that is Vibrant and Liveable and a Place with a Sustainable Future.

The document sets out the Council's ambitions and policies for employment, infrastructure, housing and sustainable growth and follows extensive consultation with residents, businesses and statutory partners.



Performance against statutory targets

MAJOR APPLICATIONS

The Council processed 14 major applications to conclusion, 13 of which were approved, with an average processing time of 24.2 weeks which met the statutory target.

This marked a continued improvement on performance in 2017-18 (40 weeks) and overall the Council's average processing time ranked third amongst all Councils.

LOCAL APPLICATIONS

The Council processed 729 local applications to conclusion with an average processing time of 12.4 weeks, which met the statutory target and compares favourably with previous years.

The Council was ranked third among all Councils in relation to the average processing time for local applications.

ENFORCEMENT CASES

The Council opened 488 new cases during the year, an increase of almost 20% over the period 2017-18, and concluded 514 cases during the year. In total, 94% of cases were concluded within the statutory target with an average processing time of 11.8 weeks.

For the third year running the Council's performance in planning enforcement, as regards both the proportion of cases concluded within target and average processing time, ranked first amongst all Councils.



A place where people choose to reuse or recycle their waste

Recycling is the most effective way for every resident to have a positive impact on our environment. Reducing landfill is hugely beneficial for the environment and the Council is striving to ensure we achieve our challenging targets in relation to waste.

DID YOU KNOW...



- 85% of residents were satisfied with the Council's Waste and Recycling Service (2017-18: 79%)
- Our household recycling rate was 56.15% (unverified) for 2018-19 (2017-18: 52.21%). This is waste collected from the bins at households and recycling is made up of blue bins, kerbside boxes and brown bins. This is the highest of all 11 Councils.
- 97,554 (unverified) tonnes of municipal waste was collected during 2018-19. This is an increase of 4,531 tonnes on the previous year (2017-18: 93,023).
- The Council has landfilled 11,217 (unverified) tonnes of biodegradable waste in 2018-19 (2017-18: 14,235) leaving over one quarter of the landfill allowance unused.





A bloomingly beautiful Randalstown was recently selected for the 2018 Ireland's Best Kept Town competition, in the Small Town Category.



Our
#iRecycleRight
campaign was
launched.



Our award-winning
Antrim Castle Gardens
have been rated as
'Excellent' by



PEOPLE





The Council's commitment to 'OUR PEOPLE' as identified in the Corporate Plan is 'to be an area where people choose to live and where residents enjoy a high quality of life.'

Through championing the Community Plan we work with our partners to plan strategically and share resources. We have approached this in several ways including encouraging people to take part in shaping their local area through District Electoral Area (DEA) action plans and Place Shaping Forums.

Bringing people together and providing the basis for them to work together benefits the whole community and allows us to create and build strong, vibrant areas.

We strive to encourage a shared vision through conversation, consensus and collaboration to ensure there is a culture of tolerance, diversity and respect. As well as this we have invested in offering high quality, accessible services and facilities.

We have and will continue to invest in our facilities. In particular the Council has been working to improve its website and online services so that people can choose how they engage with our services.

Examples of how we have delivered under this theme are outlined overleaf.



The infographic features a central orange circle with the title 'WHAT WE WANT TO ACHIEVE BY 2030'. Surrounding this are five dark blue circles with orange borders, each containing a number and a goal. The background is a faded image of a woman and a child, with orange geometric shapes overlaid.

WHAT WE WANT TO **ACHIEVE** **BY 2030**

1

We will achieve excellence in customer and service quality standards and this will be recognised through accreditation schemes

2

Communities and agencies work together to plan and deliver better services, address disadvantage and improve the quality of life for everyone

3

Our community is inclusive and supportive and encourages a culture of tolerance, diversity and respect

5

Our communities will have access to high quality council services and facilities and the support we provide will lead to a more active, healthy and empowered community

We communicate clearly with our residents, listen to their feedback and respond to their needs. Customers will increasingly use the councils website for its convenience and ease of use to order, pay and request services

4

PEOPLE - *at a glance*

1 14

Awards and Accreditations

achieved and retained in customer excellence and quality standards

2 104

Participants in capacity building programmes

(2017-18: 85)

3 £419,094

PEACE IV

programme expenditure

(2017-18: £93,323)

4 27

Online services available to customers

(2017-18: 23)

5 1,803,616

Number of Visits

to our leisure centres

(2017-18: 1,333,900)

Our communities will have access to high quality Council services and facilities and the support we provide will lead to a more active, healthy and empowered community

The health benefits from exercise are well documented, and as such the Council set the Corporate Improvement Objective: 'We will increase the number of people who use our leisure centres'. Successes include:

- An increase in the uptake of leisure memberships to 9,045 (2017-18: 7,178).
- 1,803,616 visits to our leisure centres (2017-18: 1,333,900).
- 6,013 took part in Everybody Active (2017-18: 8,573).
- 139 patients supported through Macmillan Move (2017-18: 96).
- 120,013 users of Community Centres (2017-18: 99,040).





Communities and agencies work together to plan and deliver better services, address disadvantage and improve the quality of life for everyone

- 104 participants in capacity building programmes (2017-18: 85).

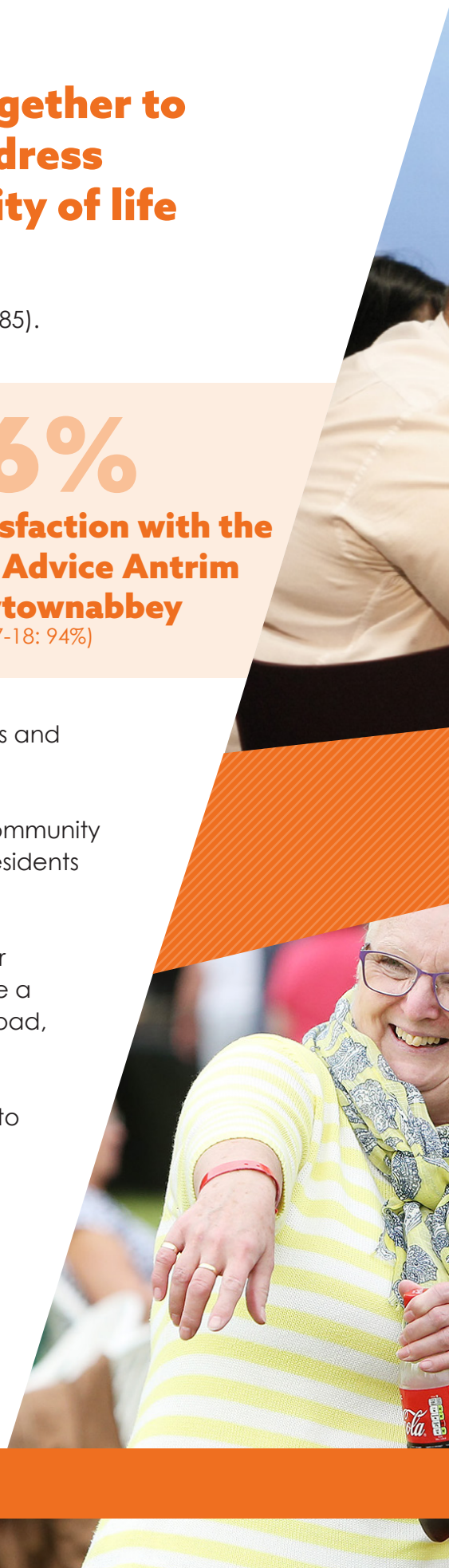
£279,982

Community Grant Scheme
(2017-18: £276,668)

96%

**Customer satisfaction with the
Community Advice Antrim
and Newtownabbey**
(2017-18: 94%)

- A total of £168,700 was spent on 102 local individuals, groups and governing bodies, including 14 elite athlete bursaries.
- The Council continues to support and provide funding to Community Advice Antrim and Newtownabbey and in 2018-19 28,163 residents were supported (2017-18: 25,291).
- The Council has continued to monitor and review options for cemetery provision throughout the Borough and have made a full planning application for a crematorium on the Doagh Road, Newtownabbey.
- GROW funding was secured for 12 speed indicator devices to assist with our community speed indicator initiative, with the Council funding a further one. This is designed to help in improving road safety across the Borough.





Our community is inclusive and supportive and encourages a culture of tolerance, diversity and respect

The Council have worked to provide more accessible leisure areas and disability hubs at leisure centres. This includes a Wheelchair Accessible Swing, Wheelchair Roundabout and Sensory Play Elements at our V36 play park in Newtownabbey, and a Wheelchair Accessible Boat, Swing and Roundabout at Antrim Loughshore Park.

Our three theatres are designed to ensure all residents can enjoy these locations including Wheelchair access, hearing and visually impaired facilities, babies in arms policy and accessible parking. Accessible space was also reserved at Christmas events for people with disabilities and sign language was provided.

- The development of a new website designed specifically with accessibility in mind.
- Council publications are using more pictorial information and text can be provided in a range of formats and languages.
- The continued roll-out of the Disability Action Plan.

Total PEACE IV Programme

expenditure in 2018-19 was £419,094
(2017-18 - £93,323).

The Council is also committed to ensuring its staff, services and facilities recognise the importance of equality and are inclusive.



The Council's Good Relations Programme reflects our commitment to improving community relations, a more united and shared society and promoting good relations between people from different community, religious and racial backgrounds.

The Council runs a series of programmes, activities, events and a small grants programme to help support the development of good relations for all age groups including a Holocaust Memorial Day and the Together Building a United Community (T:BUC) Strategy.

We also had an 'Evening of Inclusive Enchantment' which offers a relaxed environment to enjoy the Enchanted Winter Garden



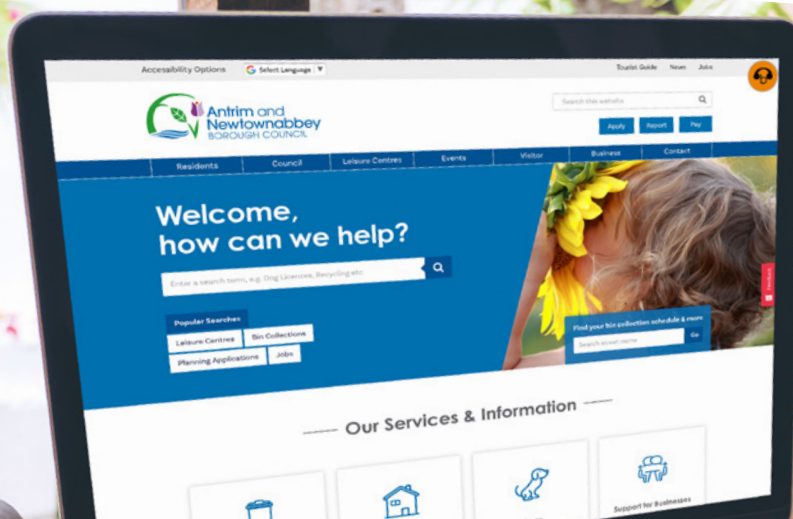
We communicate clearly with our residents, listen to their feedback and respond to their needs. Customers will increasingly use the Council's website for its convenience and ease of use to order, pay and request services

The Council is committed to ensuring its communication and consultation with residents is clear and informative. It is seen as an ongoing process of listening and engagement and includes the full range of stakeholders affected.

158,665
Total online transactions
(2017-18: 106,718)

27
Online services available to customers
(2017-18: 23)

- 7,788 Twitter followers (2017-18: 6,828).
- 84% of residents stated that they were satisfied/very satisfied with Council services (2017-18: 70%).
- 16,089 Facebook followers (2017-18: 10,259).
- 2,680 Social Media Notifications (2017-18: 2,507).



We will achieve excellence in customer and service quality standards and this will be recognised through accreditation schemes

During 2018-19 we achieved or retained a number of awards and accreditations, demonstrating community achievements and excellence in customer and service quality standards.



Accessible Accreditation



Best Kept Small Town Winner - Randalstown

Best of the Best Winner - Randalstown



Nutritionist or Dietitian of the Year



Local Government Workplace Wellbeing Winner



Enchanted Winter Gardens (Silver award)
Best photography or design in an app - Shortlisted



NI Environmental Benchmarking Survey - Platinum



Antrim Forum
Crumlin Leisure Centre



ISO 14001 - Maintained



Investors in People (IIP) - NI - Silver Award



Change Management - Shortlisted
Health & Well-Being - Shortlisted
Learning & Development Initiative - Shortlisted
Team of the Year - Shortlisted



Large Town Winner – Antrim town
Large Village Joint 3rd – Ballynure
Small Town Winner - Randalstown



12 Green Flag Awards
3 Community Green Flag Awards
2 Green Heritage Awards



Member Development



Certificate of Excellence
Antrim Castle Gardens



A total of 11 sites were used across the Borough to host various summer schemes through July - August 2018.



£25,000 was offered to special schools to deliver summer schemes.





We are on our way to achieving the Autism Impact Award to help us become an autism friendly Council.



just a minute

In 2018 we introduced the JAM card initiative throughout our facilities.



PROSPERITY





The Council is committed to delivering and promoting economic growth. The vision was set out in the Council's Corporate Plan stating the objective is to

'Encourage and support economic growth in our Borough to create a vibrant and prosperous economy which is attractive to new and existing businesses.'

It highlights the important work to be carried out in the physical regeneration of the Borough by stating 'We will support the physical regeneration of our Borough and make it attractive for residents, investors and visitors.'

It also recognises that we have a strong tourism and arts offer in the Borough and it sets out that we 'will build on the strengths of our area and maximise tourism opportunities.'

Examples of how we have delivered under this theme are outlined overleaf.

WHAT WE WANT TO **ACHIEVE** **BY 2030**

We maximise
tourism opportunities
and have a
strong arts and
cultural economy

1

2

We identify and support entrepreneurship, have a strong competitive business advantage and are a centre of excellence for leading edge companies.

We have a world class infrastructure which attracts inward investment, supports productivity, exports, and business growth. We stimulate business activity to sustain existing jobs and create new employment opportunities

PROSPERITY - *at a glance*

1a **521,616** **Visitors to our**
Arts and Culture heritage sites
(2017-18: 522,683)

1b **4.5/5** **Overall satisfaction with**
Council run events
(2017-18: 4 out of 5)

2a **105** **Jobs created through the**
Go For It programme

2b **42M** **Private Sector Strategic**
Investments creating 375 jobs

We identify and support entrepreneurship, have a strong competitive business advantage and are a centre of excellence for leading edge companies. We have a world class infrastructure which attracts inward investment, supports productivity, exports, and business growth. We stimulate business activity to sustain existing jobs and create new employment opportunities.

Funding of £1.42m to our rural businesses through the GROW Rural Development Programme has been committed to 46 business projects, expected to create 104 new full-time equivalent jobs within the next 2 years.

Private sector strategic investments in excess of £42m have created 375 jobs.

We will receive a share of £15m UK Government funding to upgrade the broadband connectivity of public sector buildings by March 2021.

Financial match-funding to local employability, skills and careers programmes (ESF) has helped create 91 jobs.

Outward trade delegation to our Sister City in Gilbert, Arizona in November 2018 identified potential investments of \$1m in contracts. The programme supported 7 business participants.

We have secured and committed over half a million pounds from the European Regional Development Fund and Invest NI to support business start-up and growth activity.

We have invested over £2.5m into the development of the Gateway Visitor Centre and Antrim Lough Shore Park.

Central Government investment in Parkhall College of £16.5 million has supported much needed investment in our education infrastructure.

The Borough has some of the best road, rail and air transportation links in Northern Ireland. There are accessible points of entry to the Borough such as Belfast Harbour, the Port of Larne, Belfast International Airport or George Best City Airport and it is a short journey to Dublin.

The Belfast Region City Deal on which we are one of six partner Councils will be a legacy of further transformation with a collective goal of securing £1 billion of co-investment from a range of sources for implementation of digital, tourism-led regeneration and infrastructure development projects.

DUNNES
STORES

next

We maximise tourism opportunities and have a strong arts and cultural economy

- In the calendar year 2018, visitor spending in the Borough reached £27.7m (2017: £32.8m) and there were 525,432 overnight stays recorded in the Borough (2017: 727,596).

60,736

Visitors to the Enchanted Winter Garden

(2017-18: 60,071)

521,616

Visitors to our Arts and Culture heritage sites

(2017-18: 522,683)

- A total of 437,917 visitors to Antrim Castle Gardens (2017-18: 445,240).
- We sold 61,100 tickets to our theatre performances in Theatre at the Mill, Ballyearl Arts Centre and Antrim Old Courthouse (2017-18: 57,390). Our theatregoers rated their satisfaction at 4.27 out of 5 (2017-18: 4.52).
- Overall satisfaction with Council run events was 4.5 out of 5 (2017-18: 4 out of 5).
- Our Caravan Parks had 3,876 bookings and 9,479 visitors (2017-18: 4,057 bookings and 9,675 visitors). The quality of facilities offered at our caravan parks was reviewed by customers and 97% rated them 3 stars or above (2017-18: 99%).



A photograph of two young children, a girl with blonde hair and a boy with red hair, both smiling. They are surrounded by colorful balloons in shades of orange, green, and blue, and many bubbles are floating in the air.

BALLYCLARE MAY FAIR – THE WEEK-LONG FESTIVAL PACKED WITH ACTIVITIES AND EVENTS

A photograph of four children in school uniforms standing behind two large terracotta pots filled with yellow daffodils. One boy on the left is holding a small green watering can, and another boy in the background is holding a larger silver watering can.

GARDEN SHOW IRELAND - 4-6TH MAY 2018 AT ANTRIM CASTLE GARDENS

A photograph of two children in Halloween costumes at night. One child is wearing a shiny, metallic, foil-like costume, and the other is wearing a lion's mane costume. They are standing in front of a background of colorful, out-of-focus lights.

HALLOWEEN EVENTS AT V36 AND THE JUNCTION

EVENTS AROUND

THE BOROUGH




THE ULSTER PIPE BAND CHAMPIONSHIPS
– 23RD JULY 2018 IN ANTRIM CASTLE GARDENS



SHORELINE FESTIVAL – THE LAST WEEKEND IN
AUGUST AT JORDANSTOWN LOUGHSHORE PARK



JOBS AND CAREERS FAIR – 6TH JUNE 2018
ANTRIM FORUM



Planning permission was recently granted for a major new £8 million development comprising a multi-screen cinema and café/restaurant units on a disused brown field site at Old Church Road, Newtownabbey.



HBO announced their intention to secure the legacy of Game of Thrones in Northern Ireland. They are opening up four of the existing film sets as visitor experiences, including the Winterfell Castle in Moneyglass.



Our Borough was chosen as one of the locations for the filming of 'Normal People', a romantic drama starring Academy Award nominees Liam Neeson and Lesley Manville.

Our Enchanted Winter Garden event attracted an impressive 60,736 visitors in 2018



PERFORMANCE





The Council has a duty to provide a framework to ensure that it delivers best practice and accountability in all areas. It does this in several ways including adherence to financial regulations, promoting a culture of good governance and assessing and reporting openly on its performance through the Corporate Improvement Plan.

This is underlined in the Council's commitment to 'PERFORMANCE' as identified in the Corporate Plan - to be a Council renowned for excellence in service delivery: 'We will do this by ensuring that our culture is constructive and provides employees with opportunities to reach their potential whilst achieving community outcomes. We will be recognised for excellence in governance and our commitment to using a best practice approach to accountable decision making.'

Part 12 of the Local Government Act (NI) 2014 sets out a General Duty of Improvement in that 'a Council must make arrangements to secure continuous improvement in the exercise of its functions'. As part of this the Council publishes information annually as to its performance and sets itself self-imposed Corporate Improvement Objectives based on its performance which are assessed annually by the Local Government Auditor.

Examples of how we have delivered under this theme are outlined overleaf.

4

We respect the welfare and safety of our staff and customers and deliver an effective emergency planning response

1

Charter Plus for Member Development
Charter Plus
fMD

WHAT WE WANT TO **ACHIEVE** **BY 2030**

3

We are innovative and results focused, aiming to make the best use of resources available to us. We will deliver savings and improvement programmes across a range of services and we are committed to paying our suppliers promptly

2

To be at the forefront of good governance. The Council's decision making process will be conducted in an open and transparent manner

PERFORMANCE - *at a glance*

1

The Council successfully achieved
the Charter Plus award for Elected Member Development

2

13

Internal Audits
which delivered the Annual Audit Plan in full

3

82%

Of Invoices
were paid within 30 calendar days (2017-18: 86%)

4

57%

Of Staff had 100% attendance (2017-18: 53%)

To be at the forefront of good governance. The Council's decision making process will be conducted in an open and transparent manner.

- Received a Certificate of Compliance from the NI Audit Office for the Council's Performance Duty.
- Recorded 101 days of training for Members through the Member Development Working Group's Training and Development Action Plan.

87%

**Of Internal Audit
recommendations implemented
by completion date**

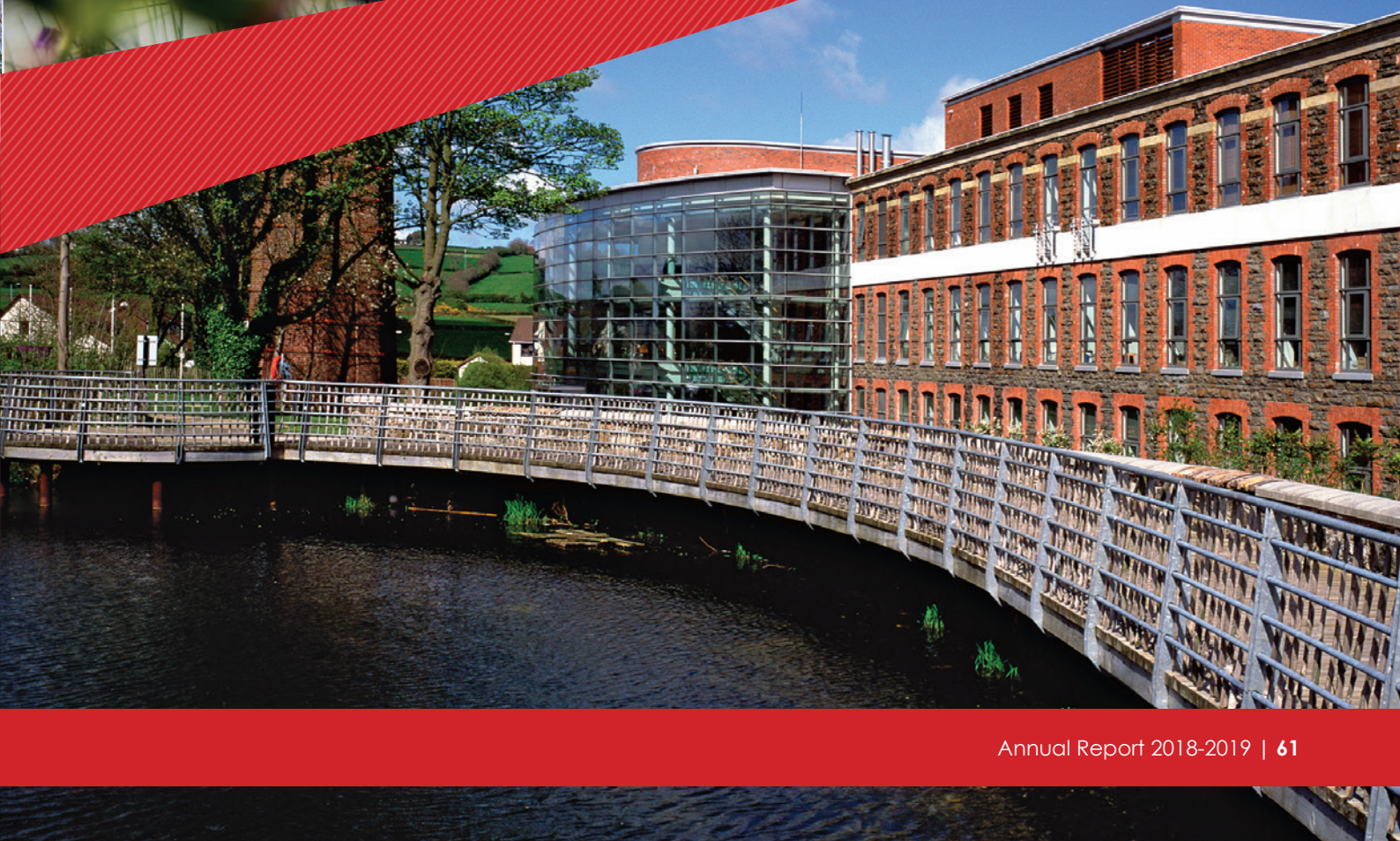
(2017-18: 100%)

13

**Internal Audits
which delivered the annual audit
plan in full**

- 100% of minutes and audio recordings of Council were uploaded to the corporate website within agreed timescales (2017-18: 100%).
- The Council successfully achieved the Charter Plus award for Elected Member development.





We are innovative and results focused, aiming to make the best use of resources available to us. We will deliver savings and improvement programmes across a range of services and we are committed to paying our suppliers promptly.

- During 2018-19, on average 64% of invoices were paid within 10 working days (2017-18: 70%).

82%

Of invoices were paid within 30 calendar days

(2017-18: 86%)

2.38M

Of external funding for the Borough

(2017-18: 2.48m)

- Managed our finances in accordance with the requirements of the Local Government Finance Act (NI) 2011 and the Prudential Code.
- Subjected the 2018-19 annual accounts to an unqualified audit opinion.
- We have controlled our net costs of services to come within budget with a draft surplus for 2018-19 of approximately £325,000. This is before allocation to specific reserves or additional provisions (2017-18: surplus £2.3m).





We respect the welfare and safety of our staff and customers and deliver an effective emergency planning response.

- 643 jobs on new structures have been filled (2017-18: 303).
- The welfare of our staff is paramount and the Council recognises that it needs to manage staff absence and deliver well-being initiatives to reduce levels of staff absence. During 2017-18 the Council:
- Achieved 13.73 average number of days lost per employee against a target of 13 (2017-18: 11.88).

57%

Of staff had 100% attendance
(2017-18: 53%)

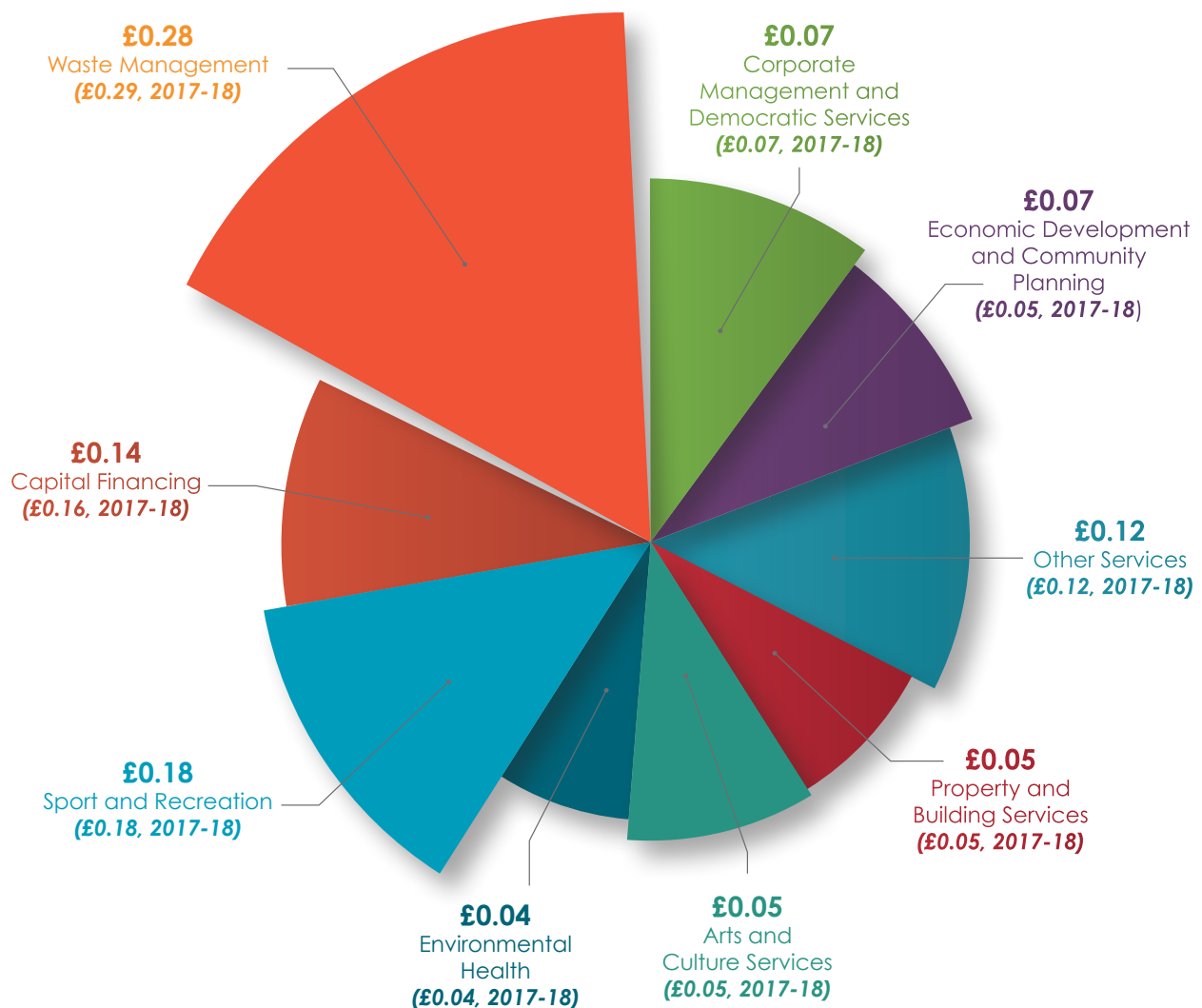
84%

Employee engagement
(Last recorded 2016-17: 40%)

- Managed absence closely and provided our employees with many supportive interventions to enable their return to work, for example;
 - Free confidential counselling services on a 24/7 basis
 - WRAP (Wellness Recovery Action Plans)
 - Referrals to Occupational Health, physiotherapy
 - Phased returns
 - Redeployment in some cases.
- Recorded 1,314 days spent on employee training (2017-18: 1,997).
- Obtained £7,500 of funding to deliver Leadership Development training to 31 participants.
- Engagement with our employees was recorded at 84% in 2018-19, an impressive increase from 40% when last recorded in 2016-17.

THE FINANCIAL EFFICIENCY OF THE ORGANISATION IS VITALLY IMPORTANT.

The Council kept expenditure within budget in 2018-19.
For every pound raised through your rates,
this is how it is spent. . .





At a Special Council Meeting on 11 February, the Council agreed its District Rates, which came into effect on 1st April 2019.

We struck a rate for 2019-20 of

0.99%

covering both commercial and domestic rate payers.



A large white semi-truck with red and black graphics. The side of the trailer features the 'Action Cancer' logo in large blue letters, with 'The Big Bus' written in red script below it. The website 'www.actioncancer.org' and phone number '028 9080 3344' are also visible. The truck is parked on a paved surface under a clear blue sky.

Council wins Wellbeing Award

The Council has won the Excellence in Local Government Workplace Wellbeing Award at the Inaugural Inspire Workplace Wellbeing Awards.





antrimandnewtownabbey.gov.uk

