

ANNUAL REPORT ON PERFORMANCE 2024/25

Self-Assessment



Contents

1 	Foreword and Introduction	3- 8
2 	Performance Improvement Duty and Objectives	9-16
3 	Self-Assessment of Performance 2024/25	17-122
	3a. Statutory performance improvement indicators and standards	
	3b. Self-imposed corporate performance improvement indicators	
	3c. Self-imposed performance improvement indicators	
4 	Overall Assessment of Performance	123-127
5 	Arrangements to Secure Continuous Improvement	128-137



1 | Foreword and Introduction

Welcome to Antrim and Newtownabbey Borough Council's Annual Report on Performance 2024/25 Self-Assessment.

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

- Its assessment of its performance during a financial year.
- The statutory performance indicators and self-imposed indicators for 2024/25.
- Its assessment of its performance in exercising its functions during 2024/25 as compared with:
 - A. Its performance in previous financial years.
 - B. So far as is reasonably practicable, the performance during that and previous financial years of other Councils.

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

In June 2024 the Council produced an annual Corporate Performance and Improvement Plan 2024/25. This Performance and Improvement Plan sets out Council's Performance Objectives and Key Performance Indicator targets for the year 2024/25. The Plan specified corporate indicators and actions to improve Council services, along with statutory indicators set by the relevant Government Departments.

Council continued to measure and monitor the performance of the indicators set out in the Plan throughout the year to demonstrate performance against targets and improvement of services during 2024/25.

The current economic climate, necessitates prudent budgeting, we have worked in partnership to deliver focused, sustainable and inclusive services. We ensured that essential services continued to be delivered to a high standard as well as delivering a portfolio of key support services to businesses in the Borough.

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

We acknowledge the significant support of key partners and businesses in the Borough and importantly our citizens who helped renew and improve our services during 2024/25. We will continue to take your feedback on-board and use this to provide further improvements to service delivery.

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

Richard Baker GM Chief Executive



1 | Introduction & Summary

Overall, in 2024/25:

- **Achieved 80.1%** of indicators were, achieved or principally achieved*. In addition, there was seven indicators which although Not Achieved the performance was outside of Council's control due to adverse weather or the performance of external agencies.
- These results demonstrate that **effective arrangements are in place** for exercising general responsibilities in the delivery of services, and the improvement and regeneration of the Borough.



*Of the 109 performance improvement indicators set in 2024/25, comparative with 2024/24 data was available for 95 of them. Of these 95, 63 performed at the same standard or better than the 2023/24 figures (66.3%).

1 | Introduction - Achievements and Awards

In September 2024, Antrim and Newtownabbey Borough Council was declared the APSE UK Council of the Year. This was the first time a Northern Ireland Council has been awarded such an accolade. The Council has won numerous Awards throughout 2024/25, and Community and Residents Groups have been recognised for their dedication and hard work.



2024/25 Achievements | AWARDS

During 2024/25, the Council won or was nominated for numerous awards, demonstrating community achievements and excellence in customer and service quality standards.

- ✓ **Ballyearl Leisure Centre won the Regional and National Centre of the Year UK Active Awards**
- ✓ **The Bereavement Team won Best Service Team of the Year the APSE (Association of Public Service Excellence) Awards**
- ✓ **Achieved NILGA Charter Plus Award for Elected Member Development**
- ✓ **Winner of the Best Learning and Development Initiative for the iLead Employee Development Programme at the CIPD NI Awards**
- ✓ **Winner of the Royal Town Planning Institute Planning Excellence 2025 – Planning Authority of the Year**
- ✓ **Winner of the NILGA Award for the Service Innovation & Improvement Award – The Transformation and Modernisation into a U.K. Award Winning Leisure Service.**
- ✓ **Finalist in the NILGA Awards –**
 - ✓ **Innovation and Planning for the Future Award – iLead Employee Development Programme**
 - ✓ **Best Initiative by a Councillor Award – Alderman Julian McGrath – Anti Poverty Strategy**
 - ✓ **Best Initiative by a Councilor Award – Councillor Mark Cooper BEM – Transformative Leadership**
- ✓ **Finalist in the LGC Awards – Small Team of the Year for Ballyearl Leisure Centre.**



2024/25 Achievements | AWARDS

We are proud to **support our town and villages**, who achieved the following awards and recognition in 2024/25:

- ✓ **At the Northern Ireland's Best Kept Awards**
 - ✓ Randalstown was crowned **Best of the Best** by lifting the **Overall Best Kept Award** and the **Best Kept Small Town**.
 - ✓ Ballynure village, was runner up in the **Best Kept Small Village**.
 - ✓ Antrim received runner up in the **Best Kept Large Town** category.
 - ✓ Merville Garden Village was recognised as the **Best Kept Large Housing Area**
- ✓ **At the Britain in Bloom Awards** Randalstown was awarded a **Gold Gilt medal** at the **RHS** finals for its **Gardening** and **biodiversity** initiatives.
- ✓ **Achieved Gold** in the **NI Benchmarking Survey** for measures taken by Council to improve our **environmental impact**.
- ✓ **Kings Award for Voluntary Service Recognition** for
 - ✓ **Queens Park Women's Group**
 - ✓ **The Breakaways**
 - ✓ **All About Us – ASD Teens**
 - ✓ **Monkstown Village**
 - ✓ **Randalstown Ulster Scots Cultural Society**
- ✓ **Countryside Custodians** and **Antrim Community Fridge** recognised at **Live Here Love Here Awards**
- ✓ **Hold a Total of 29 Green Flags:**
 - ✓ 23 Green Flag Awards – Council Sites
 - ✓ 4 Community Spaces Green Flag Awards
 - ✓ 2 Special Green Flag Heritage Awards

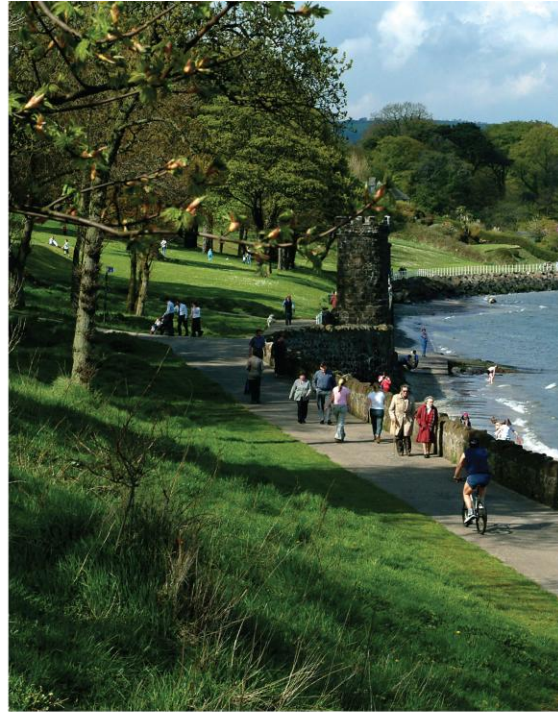


2024/25 Achievements | AWARDS & ACCREDITATIONS

During 2024/25, the Council achieved or retained a number of awards and accreditations, demonstrating community achievements and excellence in customer and service quality standards.

- ✓ **Council signed up to The Deaf Charter**
- ✓ **Council is AccessAble Accredited and holds the Autism Impact Award**
- ✓ **White Ribbon Charter Commitment**
- ✓ **ONUS Platinum Award In the Workplace Charter on Domestic Violence**
- ✓ **Safe Borough Status Recognition**
- ✓ **Leading Northern Ireland Council for processing major and local planning applications**
- ✓ **One of two Councils to achieve target for processing both major and local applications**
- ✓ **All six of our Leisure Centres are Quest Certified**
- ✓ **Launched the Domestic and Sexual Abuse Toolkit in partnership with PSNI, and Antrim and Newtownabbey Policing and Community Safety Partnership (PCSP)**
- ✓ **Launched our Commitment to Ending Violence Against Women and Girls.**





2

Performance Improvement Duty and Objectives





2 | Performance Improvement Duty and Objectives

Performance Improvement under the Local Government Act 2014

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

The General Duty of Improvement

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

What is Improvement?

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

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

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

Improvement objectives

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

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

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

Corporate Performance and Improvement Plan 2024/25

During 2024/25, the Council committed to ensuring that the Borough continued to develop, improve, grow and be a place where people choose to invest, learn, work, visit and live in.

The Council put in place arrangements to support performance management and improvement, a **Corporate Performance and Improvement Plan 2024/25** was developed. This set out an ambitious plan, focusing on public safety, maintaining service standards and maximising opportunities for community capacity building and investment in the regeneration of our towns and villages.

The Corporate Performance and Improvement Plan 2024/25 supports the revival of the local economy, working with partners and stakeholders to build an inclusive, green, digital future. Within the Plan targets were set for improvement. Members agreed that performance would be measured and monitored against the indicators set out in the Plan.

Progress against the corporate, statutory and self-imposed performance indicators were monitored and reported on a quarterly basis.





Measuring Performance and Improvement

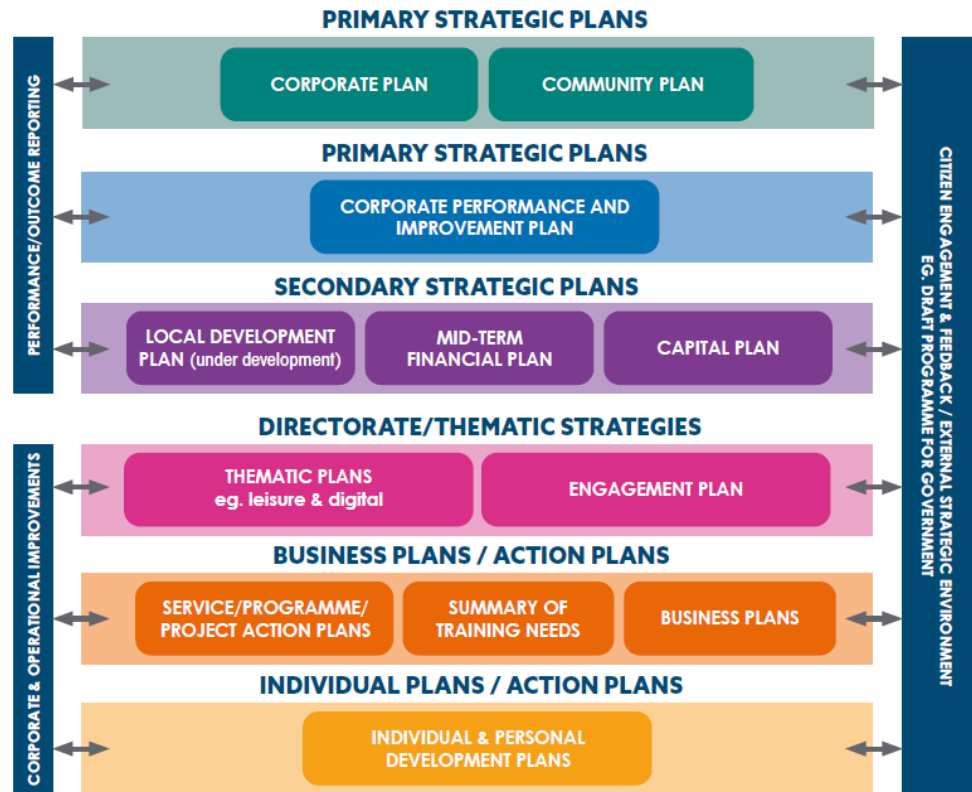
The Council continues to implement and embed arrangements to secure continuous improvement through:

- Quarterly progress reports are submitted to the Corporate Leadership Team and relevant Committee for scrutiny, challenge and approval, followed by the Audit and Risk Committee for noting. Performance is reviewed using a range of qualitative and quantitative measures.
- Operational improvement objectives and indicators are set for all service areas. These are reported quarterly to the Corporate Leadership Team.
- The Performance Improvement Policy has been adopted, providing the context for mainstreaming the Business Planning and Performance Management Framework across the organisation.
- The Council carries out data verification on a range of non-statutory performance indicators to ensure that they meet internal and external inspection standards to provide assurance that the information generated is robust.
- The Council commissions internal audit to undertake a review of different aspects of performance improvement on an annual basis. These have all been rated 'satisfactory'.
- The Council uses the information it gathers about its performance to compare against other Councils.
- The Council uses a range of methods of benchmarking performance, including seeking out regional, national and international organisations with whom we can compare performance. In addition, the Council is a member of the Association of Public Service Excellence (APSE), including its Performance Network, which is a public sector benchmarking organisation. This assists the Council in improving our ability to compare our performance across a wide range of services and activities.
- The Council also use a wide range of awards, accreditations, organisation development frameworks, and best practice organisations to benchmark performance. The following bodies issue reports which form the basis for reviewing comparative performance during 2024/25;
 - *Go Succeed I Start Initiative) - business dashboards, circulated by the Regional Project Management Office.*
 - *Department for Infrastructure – quarterly and annual planning reports.*
 - *Department of Agriculture, Environment and Rural Affairs – quarterly and annual waste and recycling reports.*
 - *Department for Communities – quarterly reports of prompt payments.*
 - *NIAO – annual Local Government Auditor report.*

Strategic Performance Framework

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

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



Governance Framework & Structure

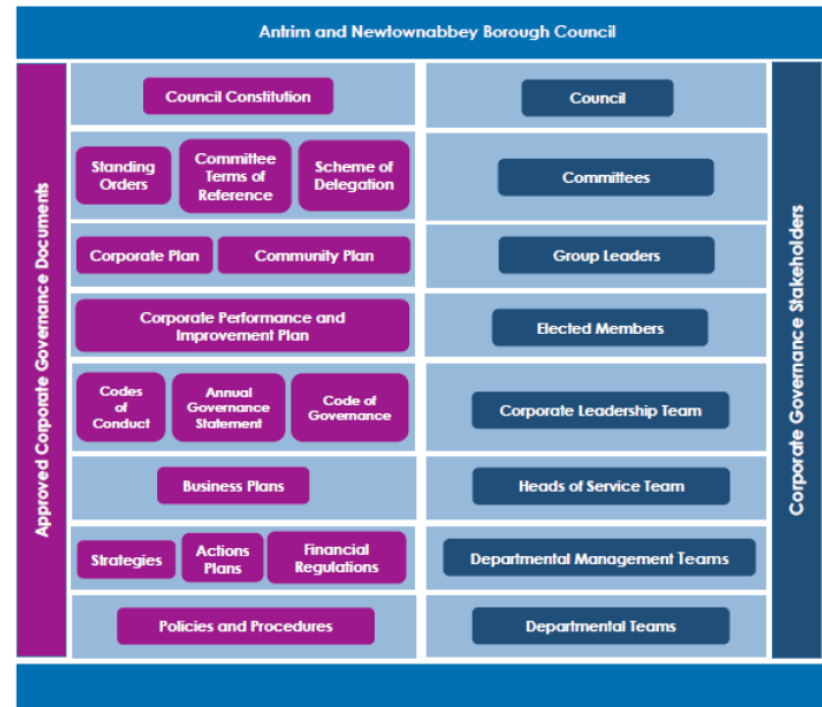
The Council is responsible for ensuring that its business is conducted in accordance with the law, and proper standards and that public money is properly accounted for, used economically, efficiently and effectively.

In discharging this overall responsibility, the Council has put in place proper arrangements for the governance of its affairs, facilitating the effective exercise of its functions, which include arrangements for the management of risks.

The enclosed diagrams illustrate the Council's **Governance Framework & Structure**.

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

This Governance structure was updated in 2024/25 to reflect how the Council currently ensures it is discharging its overall duty responsibly.





Relevancy of Improvement Objectives & Consultation

Relevancy of Improvement Objectives

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

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

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

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

Consultation

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

Significant consultation and engagement has been undertaken throughout the community planning process to identify and understand community needs and priorities and to align these to community planning outcomes. In addition, throughout 2024/25, 52 consultations have been carried out with 6,799 respondents.

Both the Corporate Performance and Improvement Plan 2024/25 and the Corporate Performance and Improvement Plan 2025/26 were brought to Members for consideration in February 2024 and February 2025 respectively. Consultation exercises were conducted to encourage feedback from Elected Members; Residents and Stakeholders; Local Businesses; Statutory and other community planning partners; and other bodies where collaborative working is taking place or is being planned.

Taking on board the key stakeholder's comments and feedback, the plans were subsequently approved in June 2024 and June 2025.

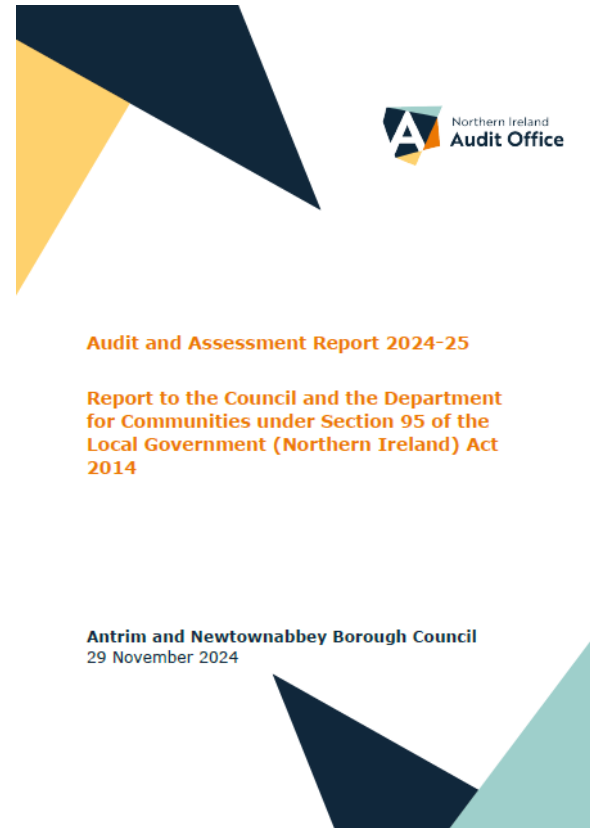
Annual Performance Improvement Audit

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

The Local Government Auditor (LGA) incorporates the outcomes of this audit into an Annual Performance Improvement Report which is publicly published on an annual basis, with the most recent report published in March 2025.

Northern Ireland Councils undertake an external audit for the 2023/24 period. The LGA certifies that: "the performance arrangements with an unqualified audit opinion, without modification." She certifies, "an improvement audit and improvement assessment has been conducted." The LGA also states that, as a result, she "believes that Antrim and Newtownabbey Borough Council has discharged its performance improvement and reporting duties, including its assessment of performance for 2023/24 and its 2024/25 Improvement Plan, and has acted in accordance with the Guidance."

In addition to an external audit, the Council carried out an **internal audit** to review and assess the processes in place to provide assurance in respect to the quality and validity of the performance improvement information for 2024/25. A *satisfactory* level of assurance was reported.



<https://www.niauditoffice.gov.uk/publications/html-document/annual-performance-improvement-report-antrim-and-newtownabbey-borough>



3

Self Assessment of Performance 2024/25





3 | Self-Assessment of Performance 2024/25

Self-Assessment

This section will review and give a progress commentary on the following 116 performance indicators and standards:

3a. Statutory performance improvement indicators and standards

- For 2024/25, 7 statutory indicators and standards were set by Central Government departments

3b. Self-imposed corporate performance and improvement indicators:

- For 2024/25, 26 self-imposed areas of performance improvement were set by the Council. These were based on the six Corporate Performance Improvement Objectives

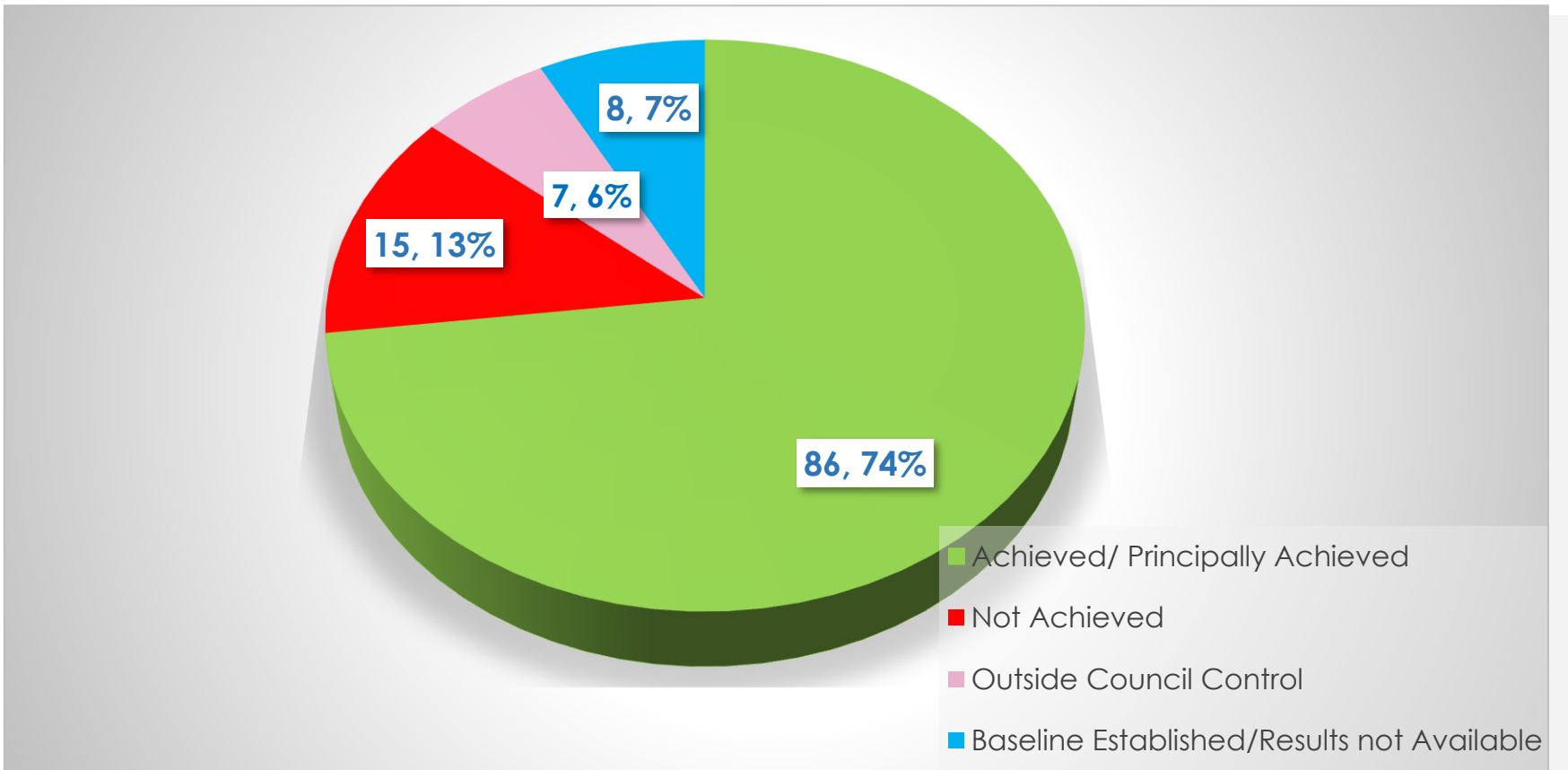
3c. Self-imposed performance and improvement indicators:

- For 2024/25, 83 self-imposed areas of performance improvement were set by the Council.

3 | Self-Assessment of Performance 2024/25

Section 3

This section will review and give a progress commentary on the following 116 performance indicators and standards:





3 | Self-Assessment of Performance 2024/25

Self-Assessment

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

3a. Statutory performance improvement indicators and standards

For 2024/25, **7** statutory indicators and standards were set by Central Government departments:

Economic Development (1)

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

Planning (3)

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

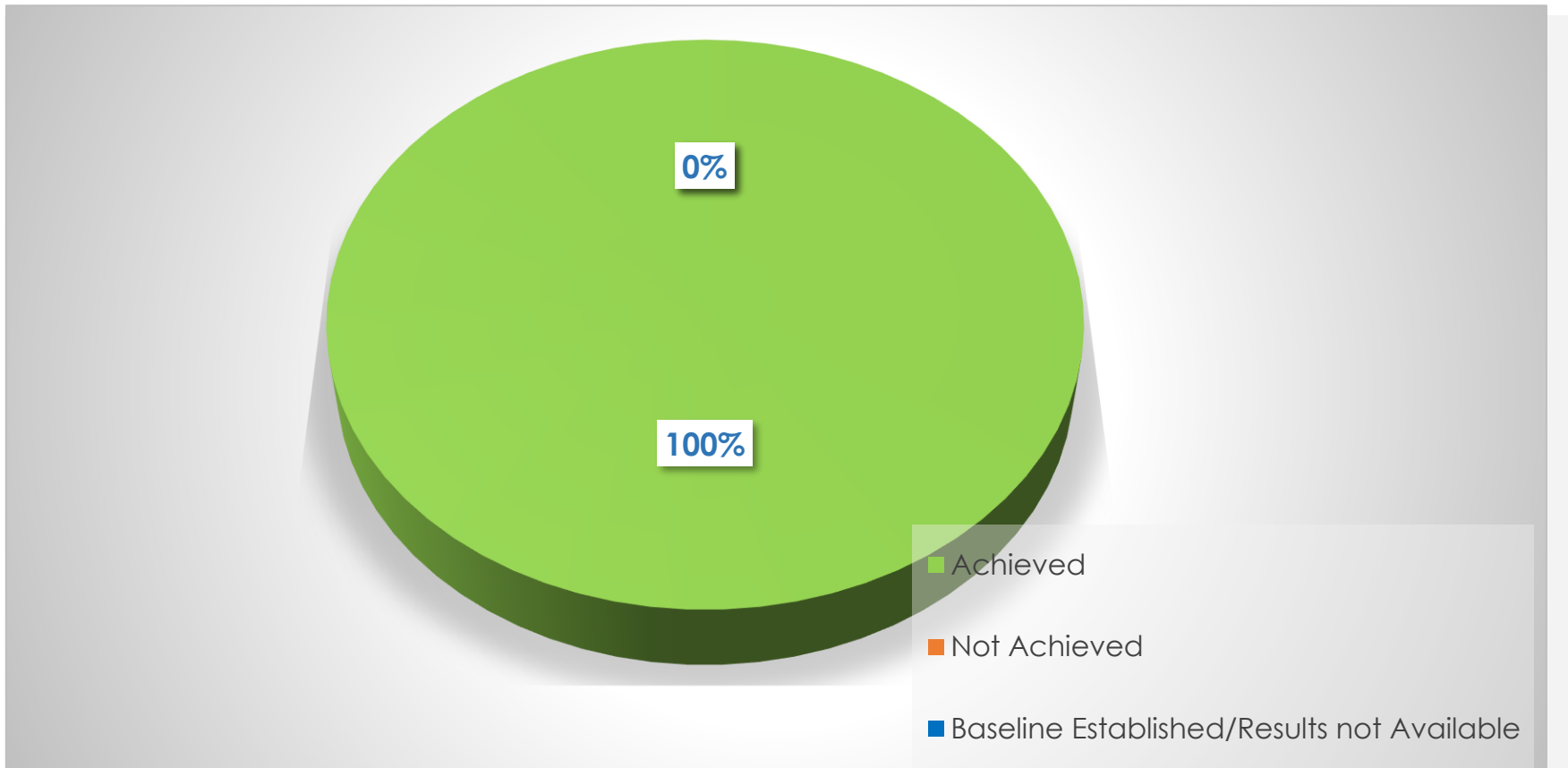
Waste Management (3)

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

3 | Self-Assessment of Performance 2024/25

Section 3b

This section will review and give a progress commentary on the following 7 statutory performance indicators and standards:





3 | Self-Assessment of Performance 2024/25

3b. Self-imposed corporate performance and improvement indicators:

For 2024/25, 26 self-imposed areas of performance improvement were set by the Council. These were based on the six Corporate Performance Improvement Objectives

- We will support our residents through the Cost-of-Living Crisis
- We will protect and improve the environment, supporting Antrim and Newtownabbey to become a sustainable and climate-resilient Borough
- We will achieve high levels of customer satisfaction
- We will maintain staff attendance levels across the Council
- We will increase the speed with which we pay suppliers
- We will encourage a healthy community by increasing the number of visitors across service areas to include pitch bookings, visitor attractions, theatre community centres and parks

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

The Council **continue to measure and monitor our performance**, which is reviewed quarterly by the relevant Council Committees with further consideration by the Audit and Risk Committee.

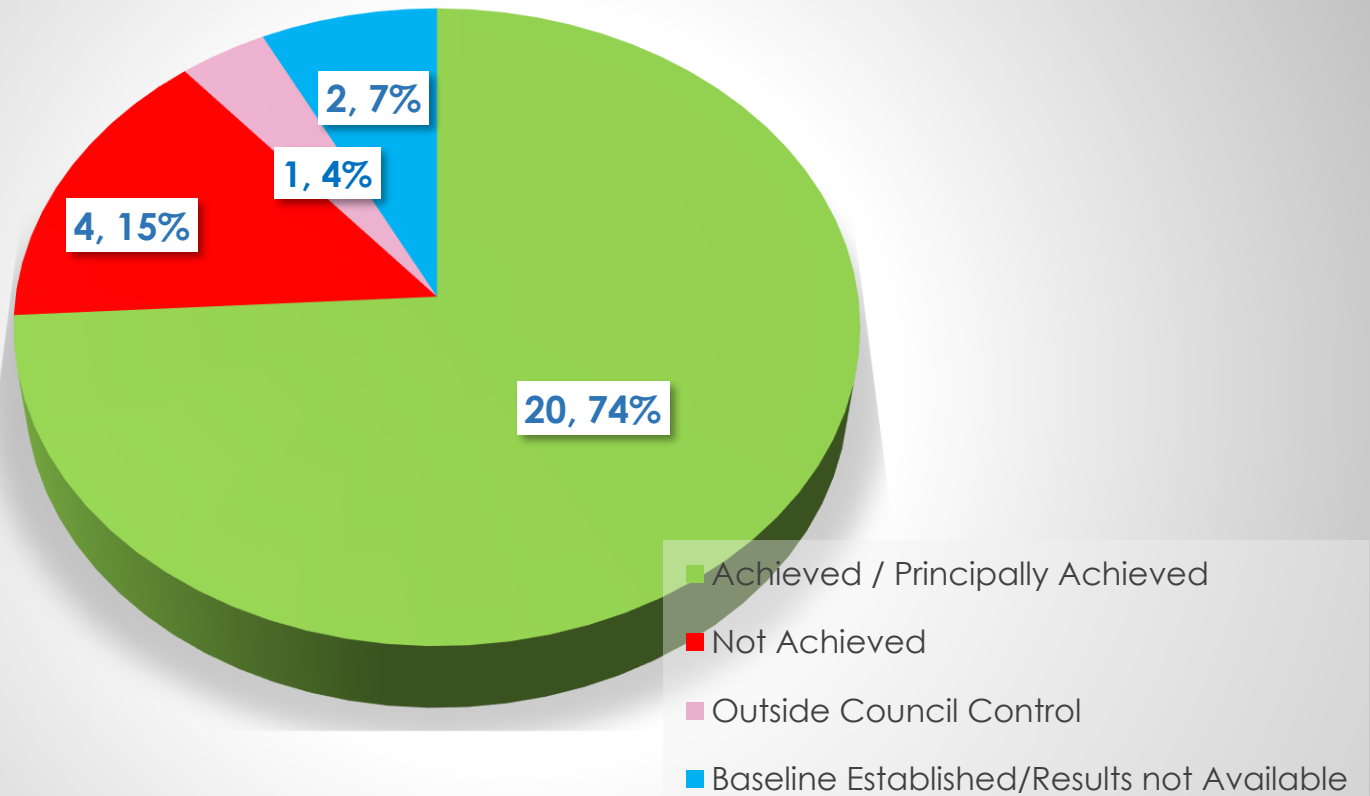
Council's historical performance was impacted by the Covid-19 pandemic, and this has to be borne in mind when comparing data across other time periods.

Section 3b. highlights our **performance and improvement achievements 2024/25**.

3 | Self-Assessment of Performance 2024/25

Section 3b

This section will review and give a progress commentary on the following 27 corporate performance indicators and standards:





3 | Self-Assessment of Performance 2024/25

3c. Self-imposed performance and improvement indicators:

For 2024/25, 83 self-imposed areas of performance improvement were set by the Council.

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

The Council **continue to measure and monitor our performance**, which is reviewed quarterly by Council and the relevant Council Committees with further consideration by the Audit and Risk Committee.

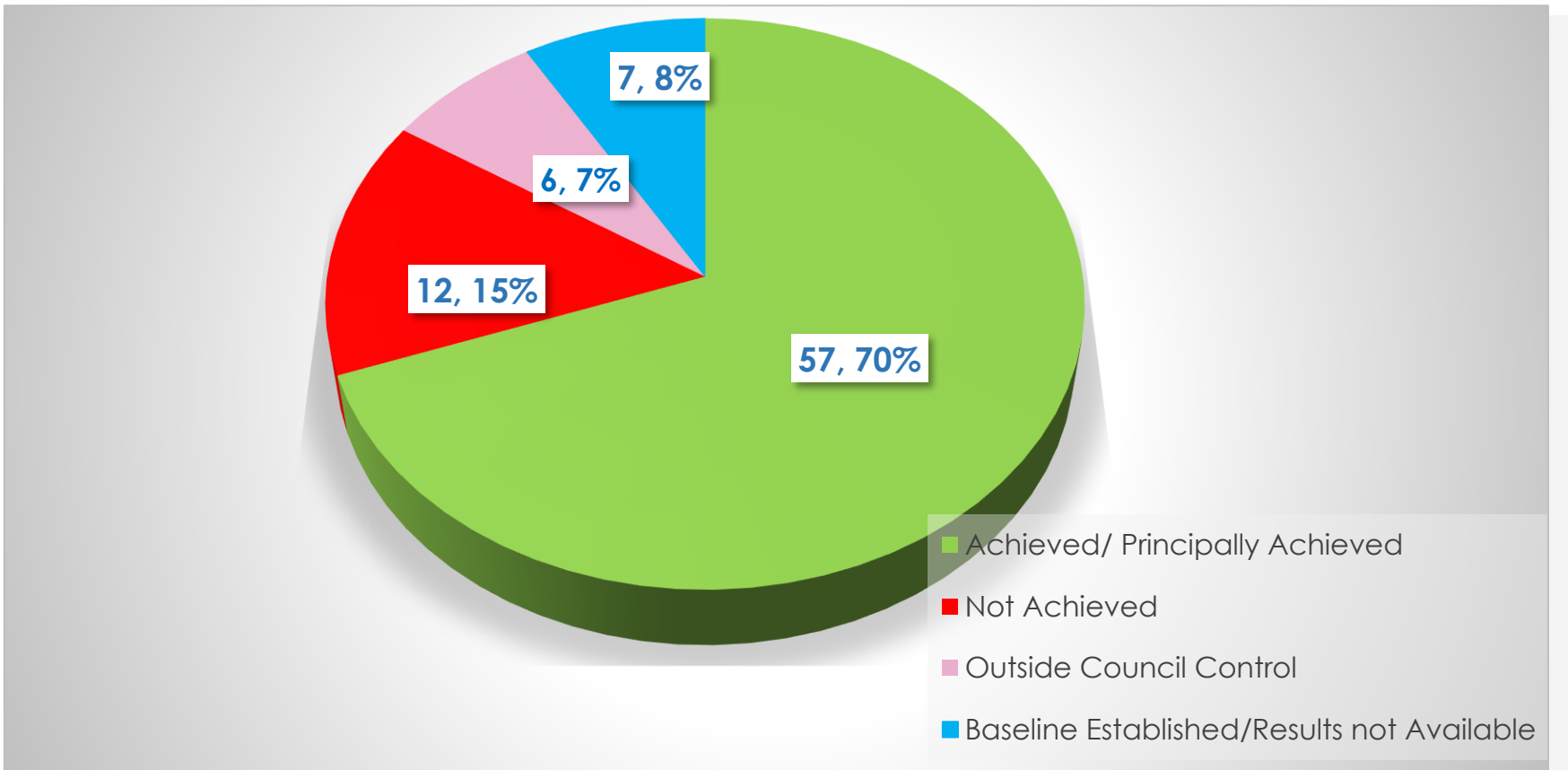
Council's historical performance was impacted by the Covid-19 pandemic, and this has to be borne in mind when comparing data across other time periods.

Section 3c. highlights our **performance and improvement achievements 2024/25**.

3 | Self-Assessment of Performance 2024/25

Self-Assessment

This section will review and give a progress commentary on the following 82 self imposed performance indicators and standards:





3a

Statutory performance improvement indicators and standards



3a | Statutory performance improvement indicators and standards

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

This section of the report details how the Council performed against these **statutory indicators** and illustrates comparisons against previous years from 2019-20, and where available how Antrim and Newtownabbey has performed in relation to other Northern Ireland Councils.

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

The achievement status of each indicator is explained below:

Status	Definition
Achieved	Target is likely to be achieved or has been achieved
Principally Achieved	Target is close to being achieved (within 5%)
Not Achieved	Target has not been achieved
Not Achieved Outside Council Control	Target has not been achieved due to external factors outside of Council control, such as adverse weather or the performance of external agencies.
Results not available Baseline Established	Results/actions are measured annually and will not be available until after Q4, or information is not available, or in development.



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

Standard to be met (annually)	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	Status
(Go Succeed programme Statutory target 80)	106 133% target	84 105% target	97 122% target	106 133% target	42 52% target	134* 168% target	Achieved
	NI average 106% target	NI average 88% target	NI average 115% target	NI average 113% target	NI Average 42% target	NI Average 94% target	

What has been achieved

The Regional Start Up Initiative Go For It Programme ceased on 30 September 2023. It was replaced on 1st November by the Go Succeed programme. The delays in the change in programme negatively affected the performance outcome in 2023/24.

The Go Succeed Regional Project Management Office (PMO) monitor targets and reports monthly to Councils on progress regarding performance levels and targets at each Council level.

The Go Succeed Programme data is based on the number of Business Plans, Enterprise Action Plans and Advanced Business Plans received multiplied by a factor of 0.6 to create the figure of actual jobs promoted / created.

Source: Business dashboards, supplied by Lisburn & Castlereagh City Council. Source NIBSUP2 Final Evaluation October 2023 and Go Succeed Regional Project Management Office (PMO)

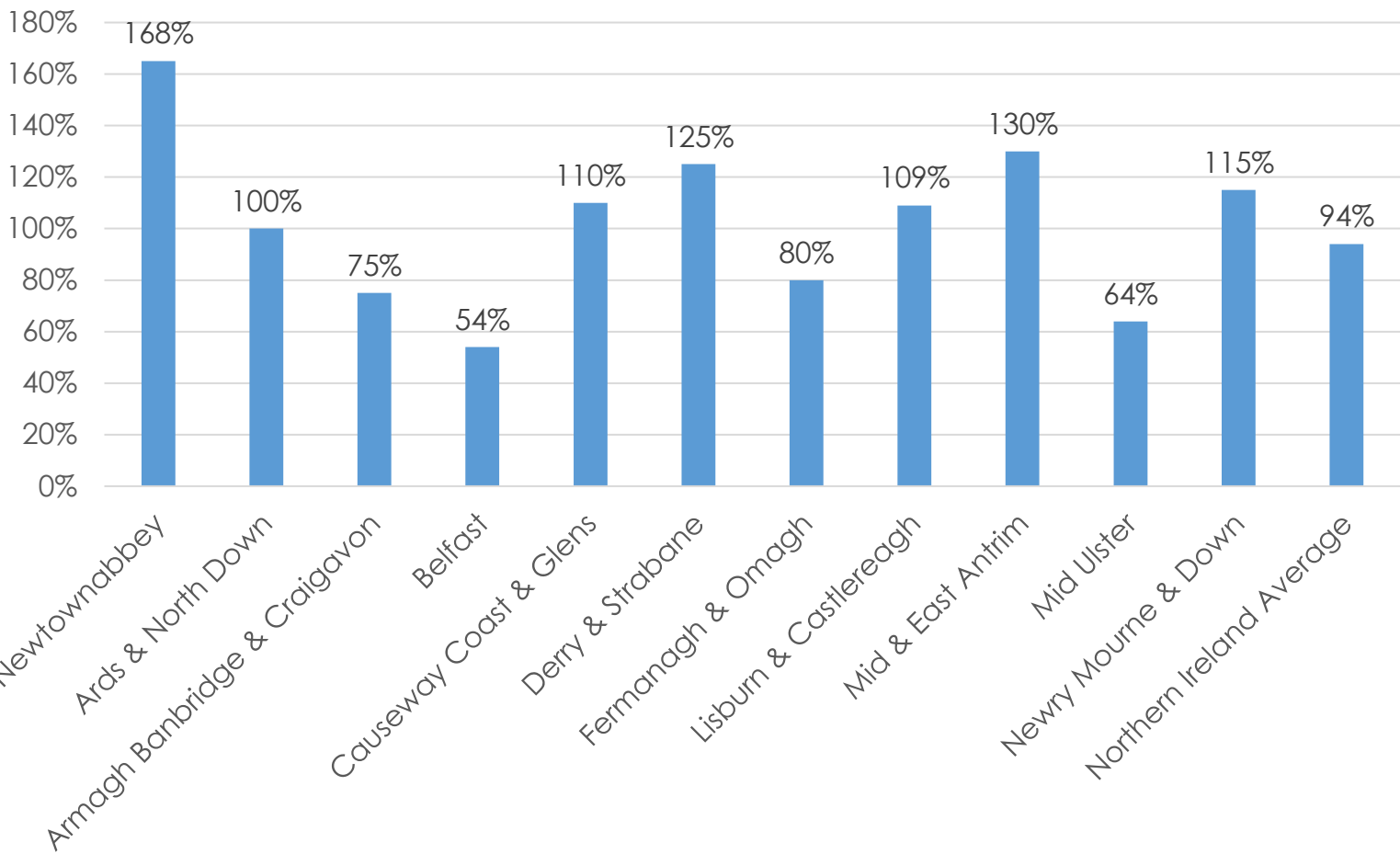
*Verified data for 2024/25 received from Department for the Economy 3 December 2025

Jobs Promoted (Go For It / Go Succeed) 2019/25 : % of statutory target

	2019/20		2020/21		2021/22		2022/23		2023/24		2024/25	
Antrim & Newtownabbey	106	133%	84	105%	97	122%	106	122%	42	52%	134	168%
Ards & North Down	105	124%	101	119%	128	151%	101	119%	42	49%	123	100%
Armagh City, Banbridge & Craigavon	229	139%	190	115%	233	141%	216	131%	85	52%	137	75%
Belfast	258	79%	210	65%	311	96%	293	90%	133	41%	174	54%
Causeway Coast & Glens	120	96%	133	106%	154	123%	131	123%	55	51%	128	110%
Derry City & Strabane	133	95%	113	81%	143	102%	150	107%	55	39%	175	125%
Fermanagh & Omagh	171	101%	101	60%	186	109%	186	109%	88	51%	136	80%
Lisburn & Castlereagh	112	132%	106	125%	129	152%	113	133%	55	62%	126	109%
Mid & East Antrim	122	144%	94	111%	109	128%	124	146%	57	67%	144	130%
Mid Ulster	185	88%	132	63%	163	103%	169	107%	69	44%	98	64%
Newry, Mourne & Down	183	118%	164	106%	215	139%	187	121%	76	49%	199	115%
All Councils (total)	1,725	106%	1,429	88%	1,868	119%	1,777	113%	757	48%	1,597	94%

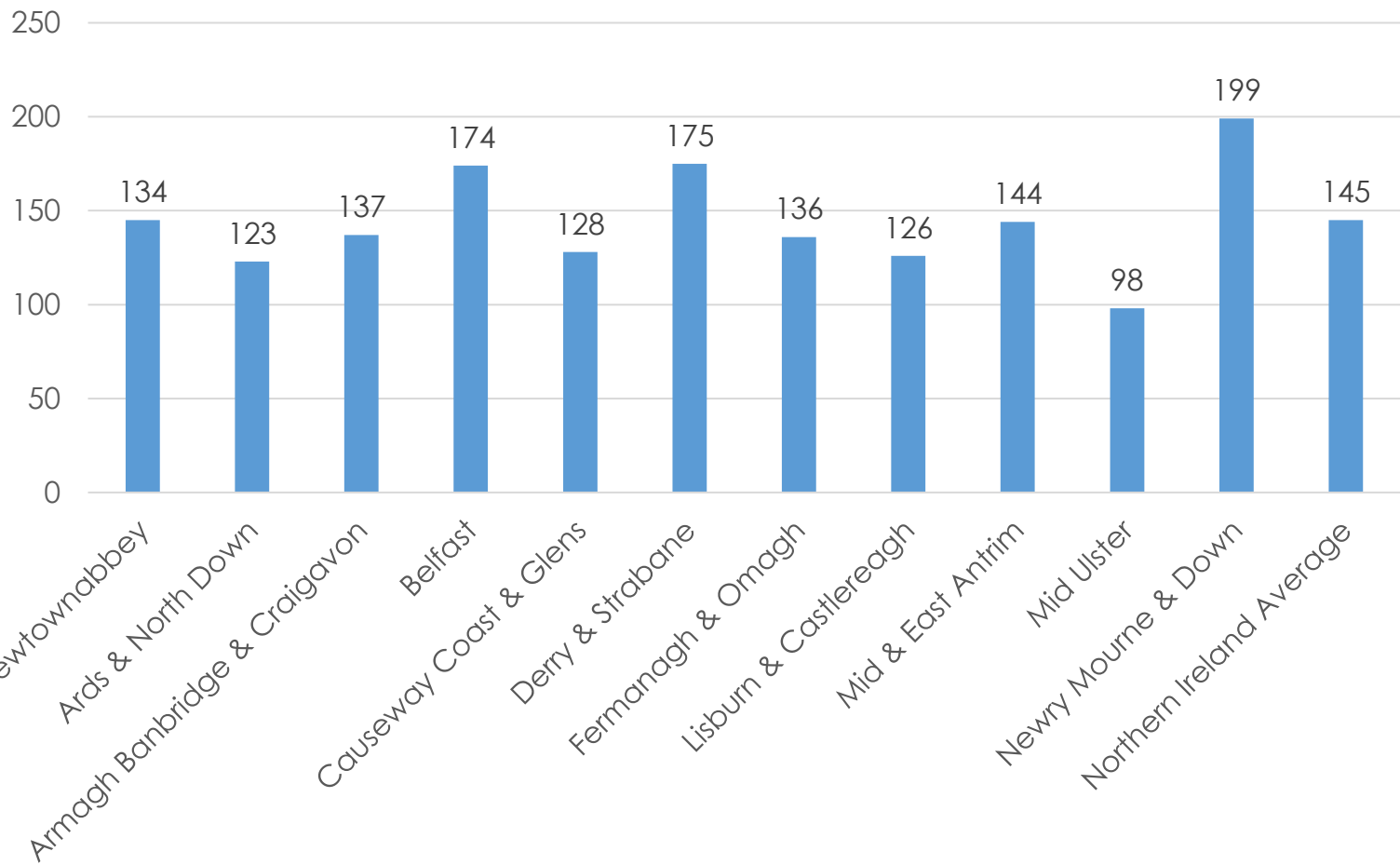
Source: Business dashboards, supplied by Lisburn & Castlereagh City Council. Source for 2023/24 data NIBSUP Final Evaluation report October 2023 and Go Succeed Regional Programme Management Office . Verified data for 2024/25 received from Department for the Economy 3 December 2025.

The number of Jobs Promoted through Go Succeed : % of target 2024/25



Source: Business dashboards, supplied by Lisburn & Castlereagh City Council. Source for 2023/24 data NIBSUP Final Evaluation report October 2023, and the Go Succeed Regional Project Management Office. Verified data for 2024/25 received from Department for the Economy 3 December 2025

The number of Jobs Promoted through Go Succeed in 2024/25



Source: Business dashboards, supplied by Lisburn & Castlereagh City Council. Source for 2023/24 data NIBSUP Final Evaluation report October 2023, and the Go Succeed Regional Project Management Office. Verified data for 2024/25 received from the Department for the Economy 3 December 2025.

PLANNING

The Northern Ireland Planning Statistics 2024/25 Annual Statistical Bulletin, is published annually by the Department for Infrastructure's Analysis, Statistics and Research Branch.

The report stated:

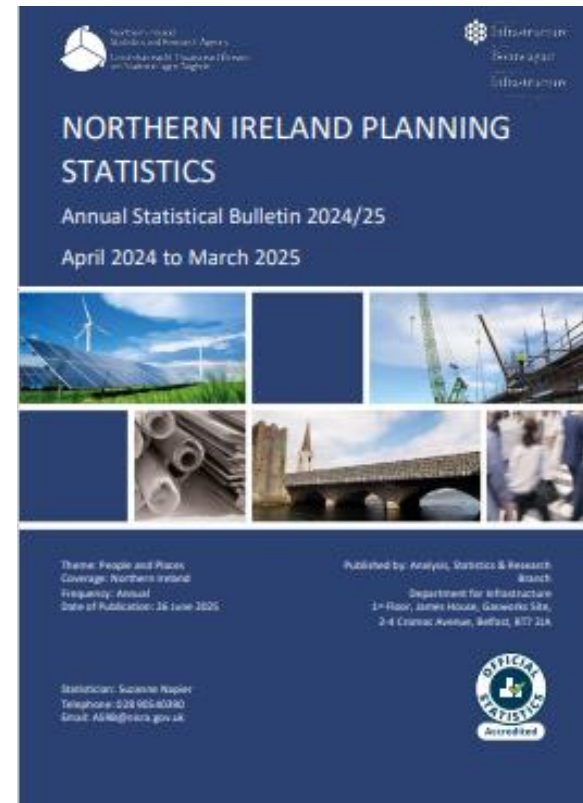
" In 2022 , new planning portals were introduced; the Northern Ireland Portal for 10 Councils and the Department for Infrastructure, and the Mid Ulster planning portal. The transfer to the planning portals will have impacted on planning activity and processing performance, and this should be borne in mind when making comparisons with other time periods."

"Planning activity has continued to decline in 2024/25 with the volume of planning applications received and processed the lowest since the series began in 2002/03. Overall the number of planning applications received in Northern Ireland in 2024/25 was 9,716 which was a 3.1% decrease on 2023/24 figures. The number of enforcement cases opened and closed during 2024/25 was the lowest annual figures recorded since 2015/16."

In relation to performance against targets the Department for Infrastructure (DfI) figures show that the Council met the statutory targets in 2024/25 for major & local applications, one of only two Councils do so.

The Council continues to rank amongst the top two of the eleven Councils in Northern Ireland on three of the four statutory planning performance indicators. The Council are ranked first in the processing of major planning applications, in terms of number of weeks it takes to process applications, and second for the processing of local planning applications in 2024/25.

Figures for the Enforcement Conclusion Times show the Antrim and Newtownabbey are first out of the eleven Councils for processing these cases. Overall Antrim, and Newtownabbey has maintained its position as the leading Council for the processing of Planning Applications





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

Standard to be met (annually)	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	Status
% processing times for major planning applications processed within the 30-week target (Target 50%)	58.3% (3rd of 11)	40% (2nd of 11)	62.5% (1st of 11)	31.3% (1st of 11)	70% (3rd of 11)	70.6% (2nd of 11)	Achieved
Average processing times in weeks for major planning applications processed within the 30-week target	24.6 weeks (2nd of 11)	113.4 weeks (11th of 11)	25.1 weeks (1st of 11)	52.1 weeks (1st of 11)	21.1 weeks (1st of 11)	21.8 weeks (2nd of 11)	Achieved

What has been achieved

The year 2024/25 was the first full reporting year since the introduction of the new Planning Portal in December 2022. In 2024/25 the planning, for major projects, took on average 21.8 weeks to process and decide Major planning applications against the target of 30 weeks against a NI average of 39.6 weeks. This placed Antrim and Newtownabbey **second out of the eleven** Councils for processing time and was inline with 2023/24 performance. In 2024/25 the percentage number of major planning applications processed with 30 weeks increased to 70.6% against a target of 50%. This figure led to Antrim and Newtownabbey Borough Council being **ranked second of the eleven Councils** against a NI average of 42.6%. This keeps Antrim and Newtownabbey as one of the leading Councils for processing Major planning applications. In 2024/25 there were 12 Major planning applications received, 16 Major planning applications were approved and none were withdrawn. In total across the eleven Northern Ireland Councils 161 Major planning applications were received.



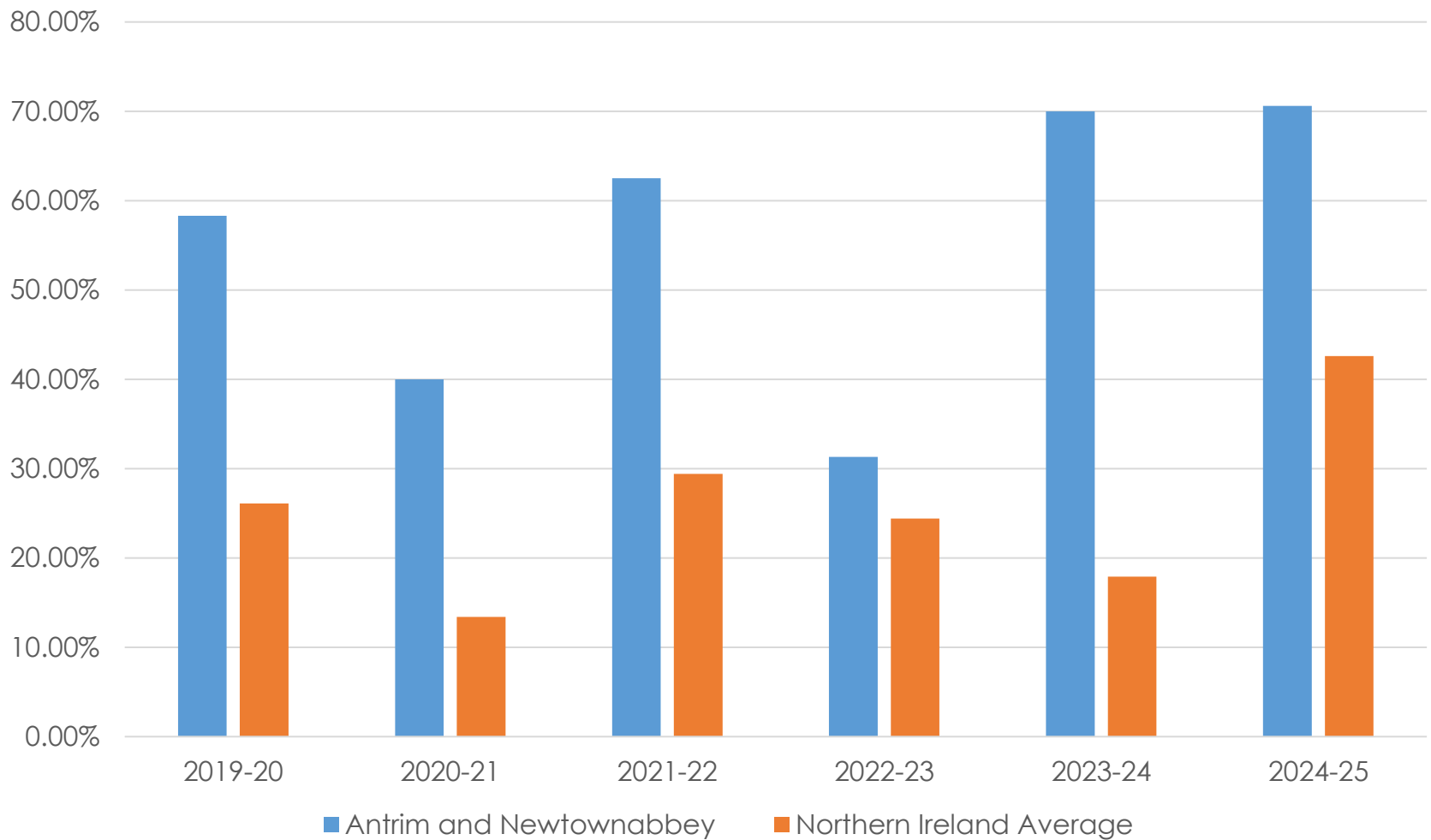
Major Planning Performance 2019-25

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

	2019/20		2020/21		2021/22		2022/23		2023/24		2024/25	
Antrim & Newtownabbey	58.3%	24.6 weeks	40.0%	113.4 weeks	62.5%	25.1 weeks	31.3%	52.1 weeks	70.0%	21.1 weeks	70.6%	21.8 weeks
Ards & North Down	0.0%	97.0 weeks	11.1%	57.0 weeks	0.0%	110.8 weeks	25%	104.5 weeks	33.3%	84.7 weeks	20%	76.6 weeks
Armagh City, Banbridge & Craigavon	21.4%	45.2 weeks	13.3%	54.4 weeks	46.2%	31.6 weeks	11.8%	47.0 weeks	72.7%	27.6 weeks	84.2%	17.8 weeks
Belfast	34.5%	37.0 weeks	20.0%	44.2 weeks	48.1%	31.0 weeks	25.9%	57.2 weeks	27.6%	64.4 weeks	26.3%	53.2 weeks
Causeway Coast & Glens	15.0%	74.5 weeks	7.7%	86.2 weeks	6.3%	54.6 weeks	29.4%	44.4 weeks	45.5%	54.2 weeks	52.9%	25.2 weeks
Derry City & Strabane	0.0%	96.0 weeks	0.0%	65.2 weeks	29.4%	51.6 weeks	25.0%	78.0 weeks	5.9%	68.6 weeks	30.8%	55.0 weeks
Fermanagh & Omagh	100%	23.4 weeks	33.3%	58.6 weeks	25%	110.2 weeks	16.7%	78.0 weeks	75.0%	22.9 weeks	59.1%	24.5 weeks
Lisburn & Castlereagh	16.7%	55.2 weeks	10.0%	79.7 weeks	12.5%	106.8 weeks	10.0%	87.2 weeks	16.7%	56.4 weeks	18.2%	59.2 Weeks
Mid & East Antrim	37.5%	42.4 weeks	0.0%	39.2 weeks	37.5%	34.7 weeks	22.2%	47.6 weeks	11.1%	67.4 weeks	20.0%	45.2 weeks
Mid Ulster	0.0%	73.2 weeks	0.0%	74.1 weeks	15.4%	88.0 weeks	28.6%	68.1 weeks	18.8%	64.0 weeks	11.1%	71.4 weeks
Newry, Mourne & Down	13.3%	94.0 weeks	14.3%	64.6 weeks	0.0%	44.3 weeks	9.1%	89.0 weeks	14.3%	154.8 weeks	53.8%	29.6 weeks
All Councils	26.1%	52.8 weeks	13.4%	61.4 weeks	29.4%	49.8 weeks	22.4%	57.8 weeks	36.8%	46.5 weeks	42.6%	39.6 weeks

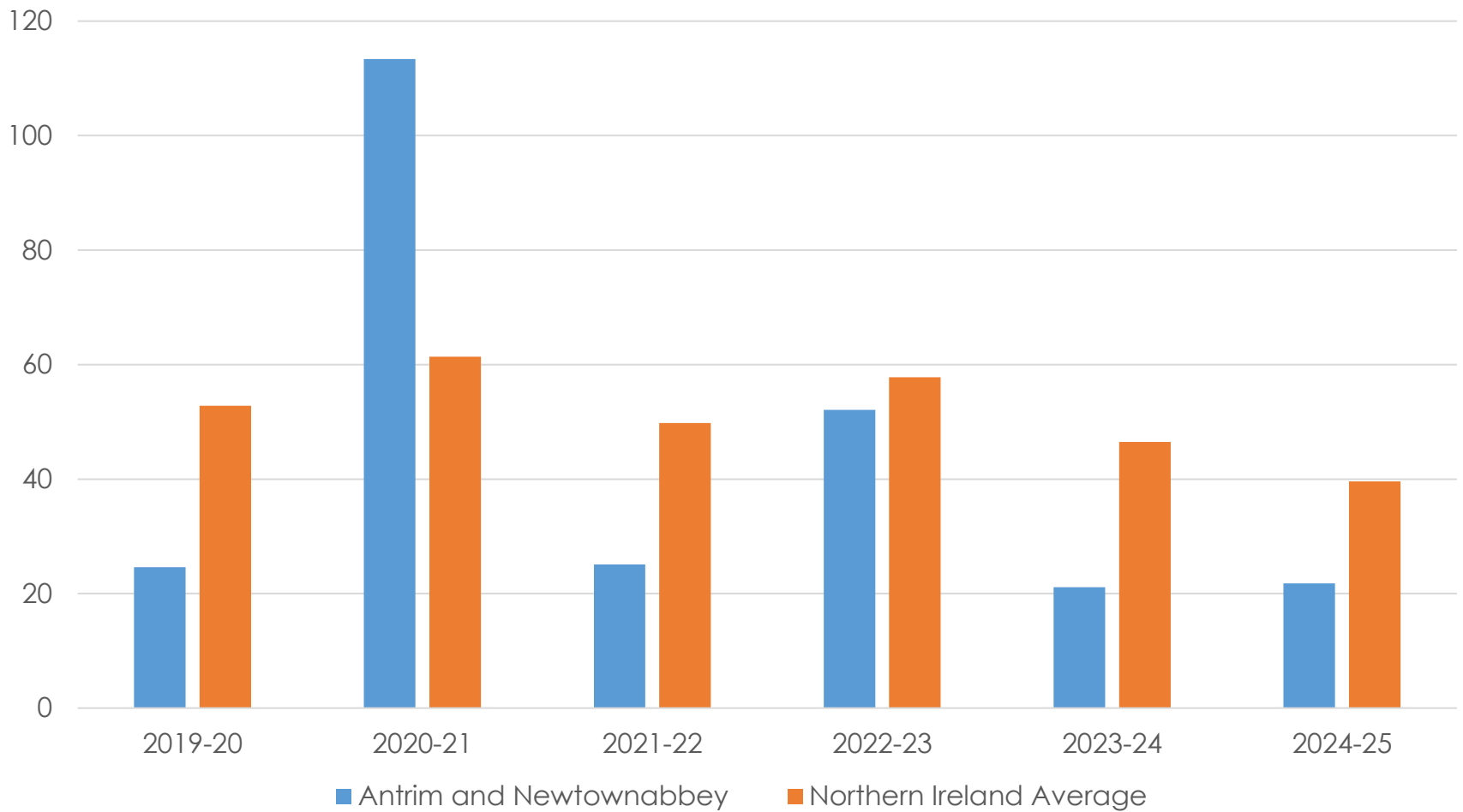
Source: Department for Infrastructure.

Major Planning Applications 2019-25 : % Cases processed within 30 weeks

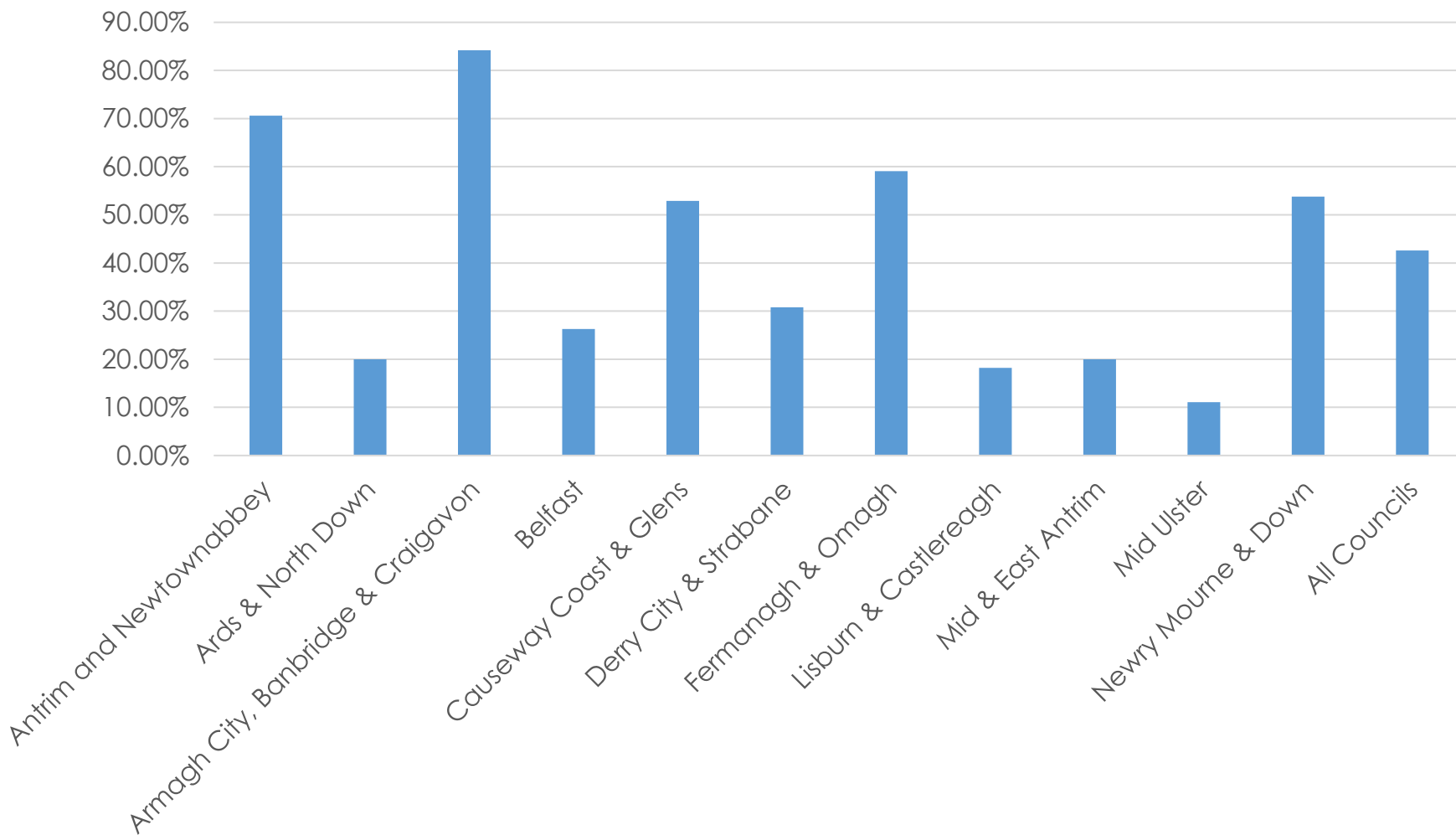




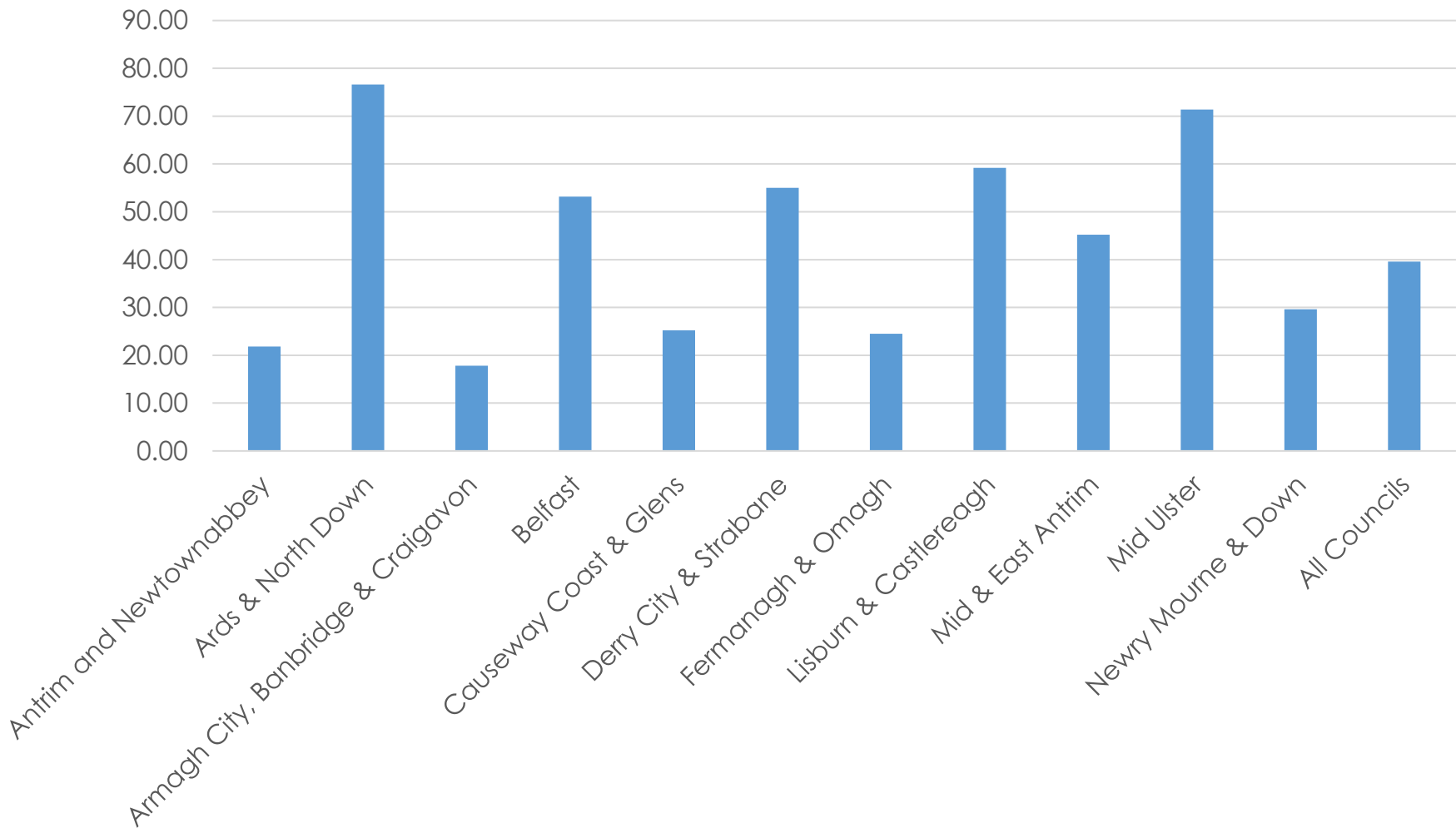
Major Planning Applications 2019-25 : Average Processing Time in weeks



Major Planning Applications 2024/25 : % of cases processed within 30 weeks



Major Planning Applications 2024/25 : Average Processing Times in Weeks





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

Standard to be met (annually)	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	Status
50% processing times for local planning applications within the 15-week target	80.3% (1st of 11)	64.3% (2nd of 11)	58.4% (2nd of 11)	59.6% (2nd of 11)	61.5% (2nd of 11)	60.8% (3rd of 11)	Achieved
Average processing times in weeks for local planning applications within the 15-week target	9.4 Weeks (2nd of 11)	12.4 weeks (2nd of 11)	13.2 weeks (2nd of 11)	13.4 weeks (3rd of 11)	13.0 weeks (2nd of 11)	12.8 weeks (3rd of 11)	Achieved

What has been achieved

The Department of Infrastructure figures show that the Council took on average 12.8 weeks to process and decide Local planning applications during 2024/25 against the target of 15 weeks. This performance represents a decrease in average processing time against previous years, it again **ranked third out of the 11** Councils, where an average processing time of 19.0 weeks across all Councils has been recorded.

In relation to the proportion of cases processed within target the Council also **ranked third out of all 11** Councils with 60.8% of cases processed within 15 weeks against an average of 42.1% across all Councils.



Local Planning Performance 2019-25

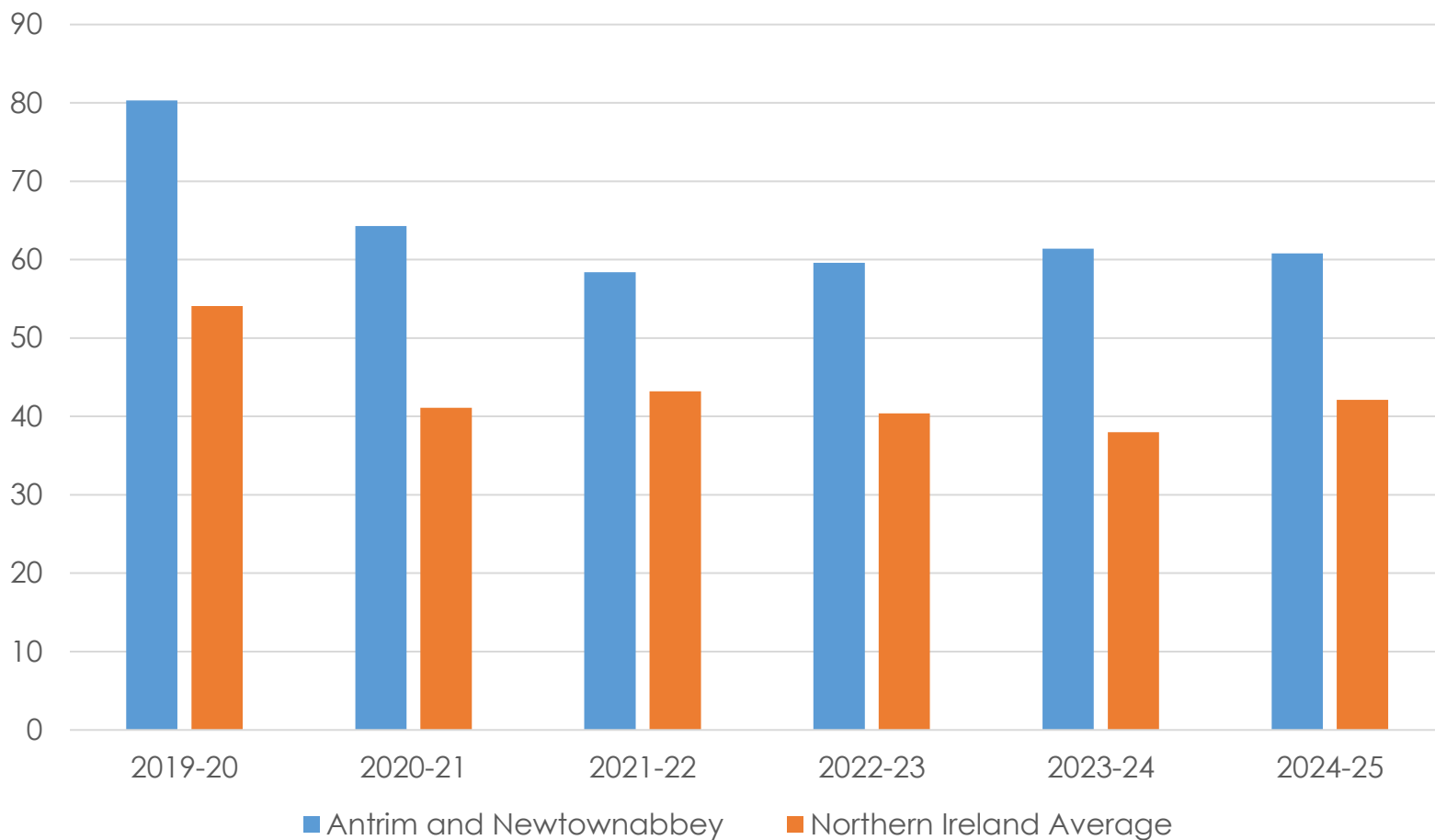
% of cases processed within 15 weeks & average processing times (weeks)

	2019/20		2020/21		2021/22		2022/23		2023/24		2024/25	
Antrim & Newtownabbey	80.3%	9.4 weeks	64.3%	12.4 weeks	58.4%	13.2 weeks	59.6%	13.4 weeks	61.4%	13.0 weeks	60.8%	12.8 weeks
Ards & North Down	48.8%	15.8 weeks	46.2%	16.8 weeks	31.8%	22.4 weeks	31.8%	22.4 weeks	48.4%	16.0 weeks	44.8%	17.0 weeks
Armagh City, Banbridge & Craigavon	52.3%	14.6 weeks	13.3%	26.4 weeks	24.0%	24.8 weeks	35.1%	21.2 weeks	30.2%	24.6 weeks	41.5%	19.4 weeks
Belfast	54.9%	14.0 weeks	34.7%	19.2 weeks	43.3%	17.0 weeks	36.3%	19.8 weeks	33.6%	20.6 weeks	46.1%	17.3 weeks
Causeway Coast & Glens	40.8%	20.0 weeks	33.9%	20.8 weeks	37.6%	18.8 weeks	38.9%	21.2 weeks	20.7%	31.4 weeks	32.2%	23.0 weeks
Derry City & Strabane	53.0%	14.0 weeks	53.2%	14.2 weeks	48.9%	15.6 weeks	38.6%	21.0 weeks	36.9%	23.4 weeks	36.8%	20.7 weeks
Fermanagh & Omagh	72.1%	10.6 weeks	41.1%	15.6 weeks	44.8%	16.4 weeks	56.3%	13.0 weeks	55.6%	13.2 weeks	66.1%	10.2 weeks
Lisburn & Castlereagh	45.6%	16.6 weeks	29.9%	23.8 weeks	47.2%	16.2 weeks	26.5%	37.2 weeks	9.1%	42.4 weeks	24.2%	38.8 weeks
Mid & East Antrim	78.3%	7.6 weeks	71.7%	10.4 weeks	78.5%	9.6 weeks	76.4%	8.6 weeks	72.9%	9.4 Weeks	83.2%	5.8 weeks
Mid Ulster	59.3%	12.5 weeks	45.2%	16.0 weeks	45.5%	16.6 weeks	29.4%	21.6 weeks	48.0%	16.1 weeks	44.1%	16.5 weeks
Newry, Mourne & Down	33.7%	20.6 weeks	34.8%	19.0 weeks	34.8%	18.8 weeks	28.3%	21.6 weeks	10.0%	33.7 weeks	4.4%	45.2 weeks
All Councils	54.1%	14.0 weeks	41.1%	17.8 weeks	43.2%	17.2 weeks	40.4%	19.0 weeks	38.0%	20.8 weeks	42.1%	19.0 weeks

Source: Department for Infrastructure.

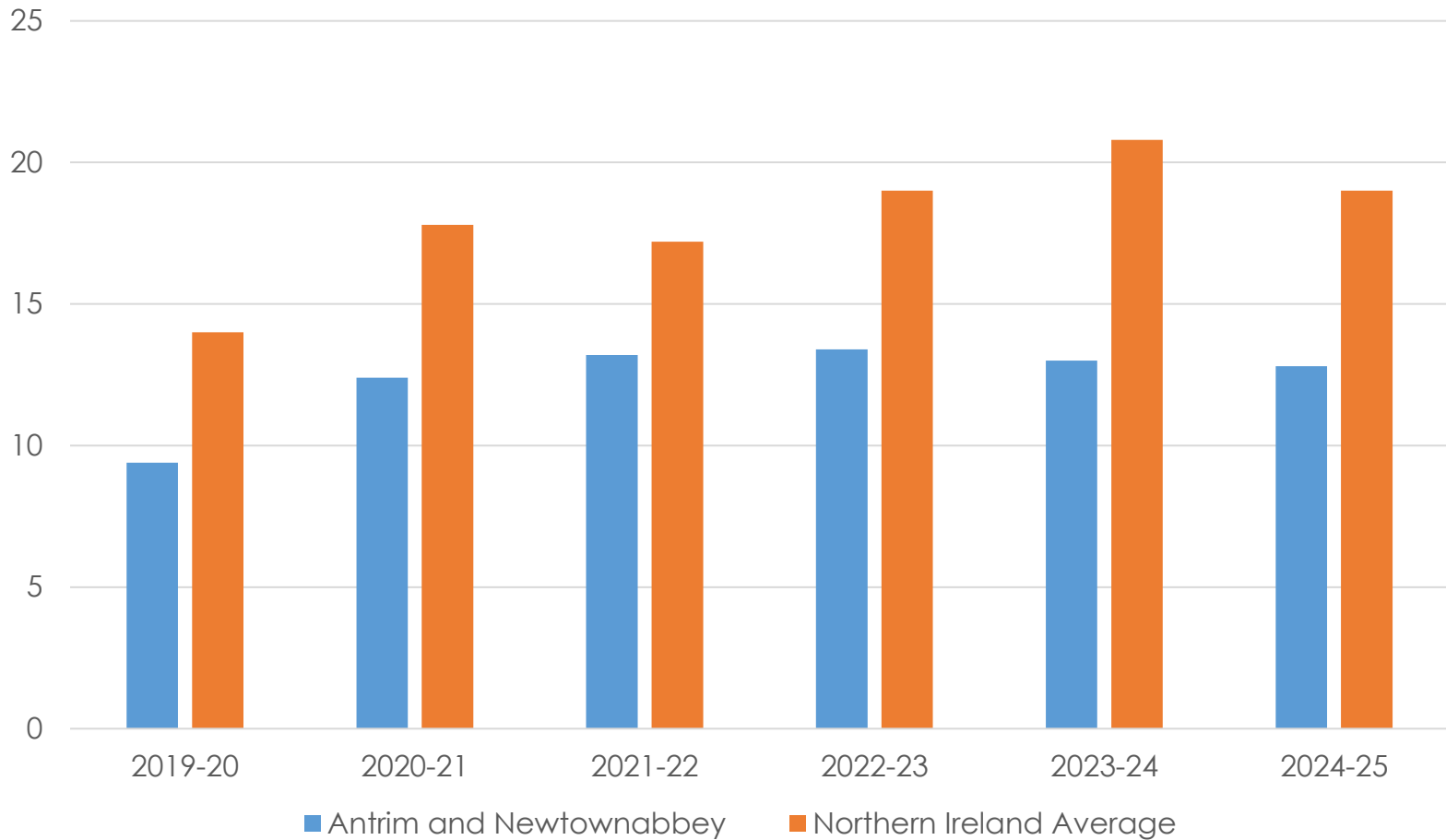


Local Planning Applications 2019-25 : % of cases processed within 15 weeks

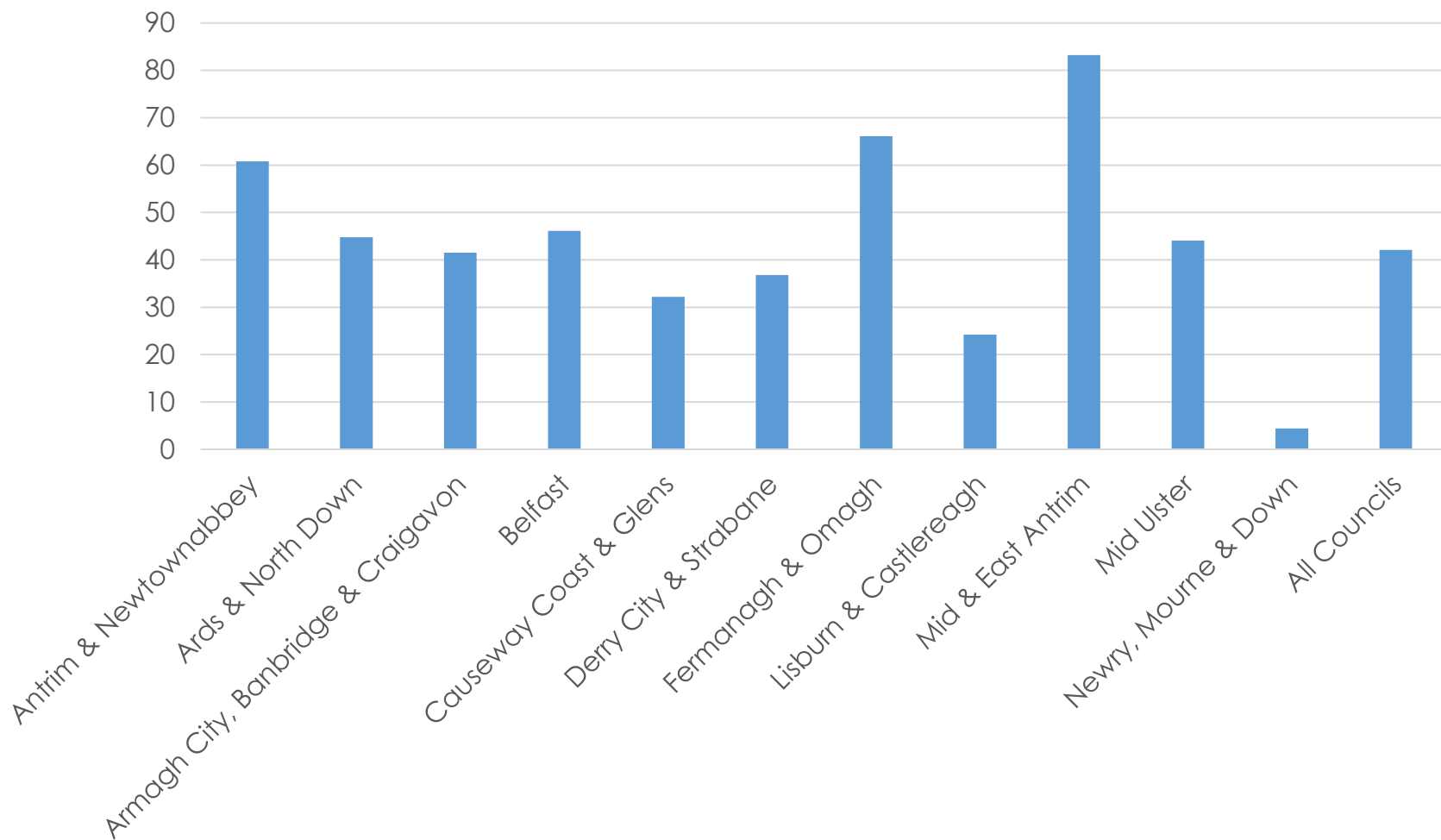




Local Planning Applications 2019/25 : Average Processing Time in weeks

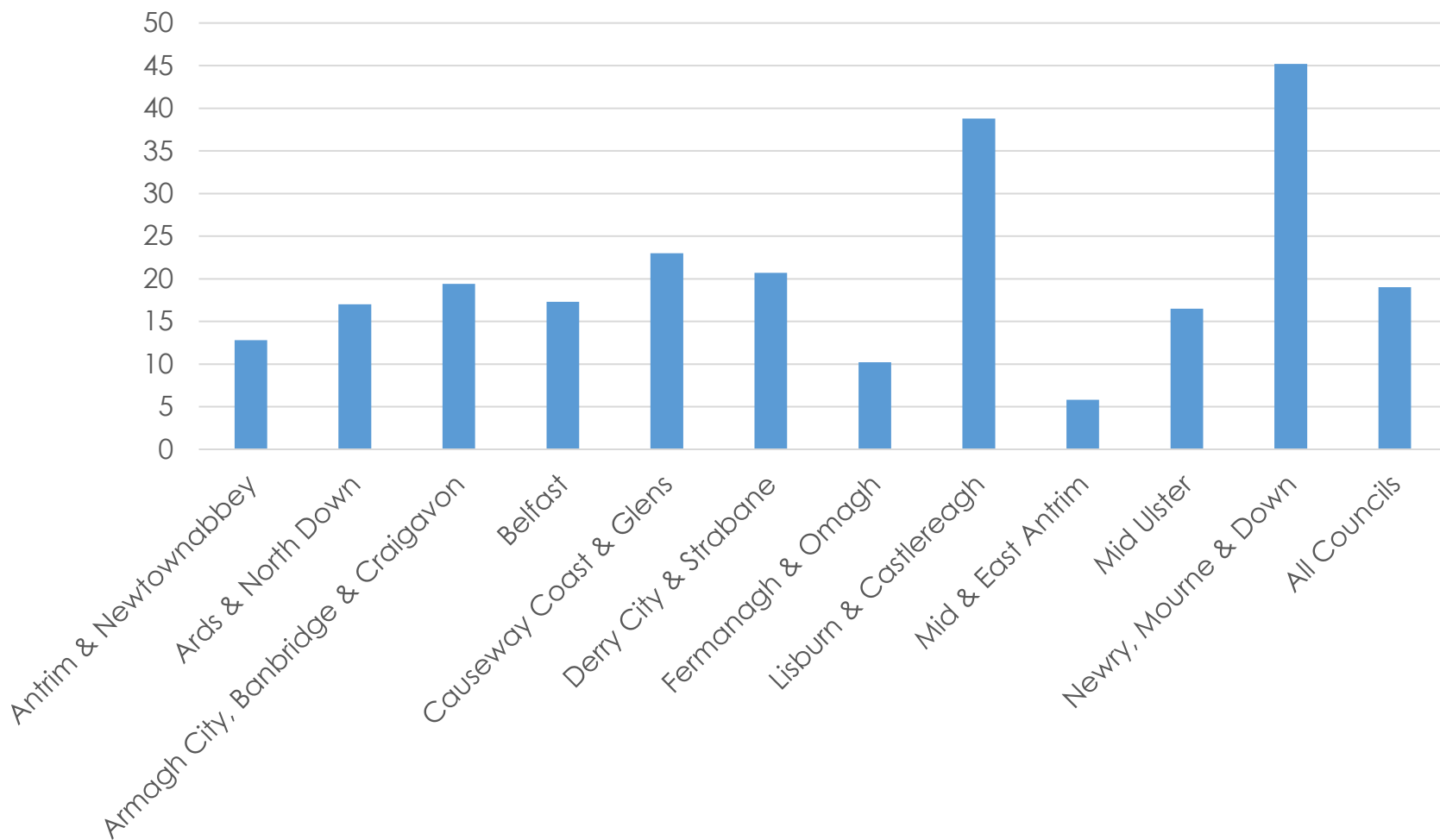


Local Planning Applications 2024/25 : % of Cases Processed within 15 weeks



Source: Department for Infrastructure.

Local Planning Applications 2024/25 : Average Processing Time in Weeks



Source: Department for Infrastructure.



PLANNING: % enforcement cases concluded within 39 weeks

Standard to be met (annually)	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	Status
70% processing times for enforcement planning cases within the 39-week target	98.7% (1 st of 11)	90.8% (1 st of 11)	78.1% (6 th of 11)	91.2% (1 st of 11)	96.0% (1 st of 11)	97.3% (1 st of 11)	Achieved
Average processing times in weeks for enforcement planning cases within the 39-week target	24.4 weeks (1 st of 11)	28.2 weeks (1 st of 11)	12.0 weeks (4 th of 11)	12.6 weeks (2 nd of 11)	12.6 weeks (1 st of 11)	10.7 weeks (1 st of 11)	Achieved

What has been achieved

The Department for Infrastructure figures show for 2024/25 the Council concluded 97.3% of its enforcement cases within the 39-week target, with an average processing time of 10.7 weeks.

In 2024/25 the Department's data indicates Council ranked as first for the processing of enforcement planning cases both in terms of the percentage processed within the 39-week target and the average number of weeks to process these enforcement cases.



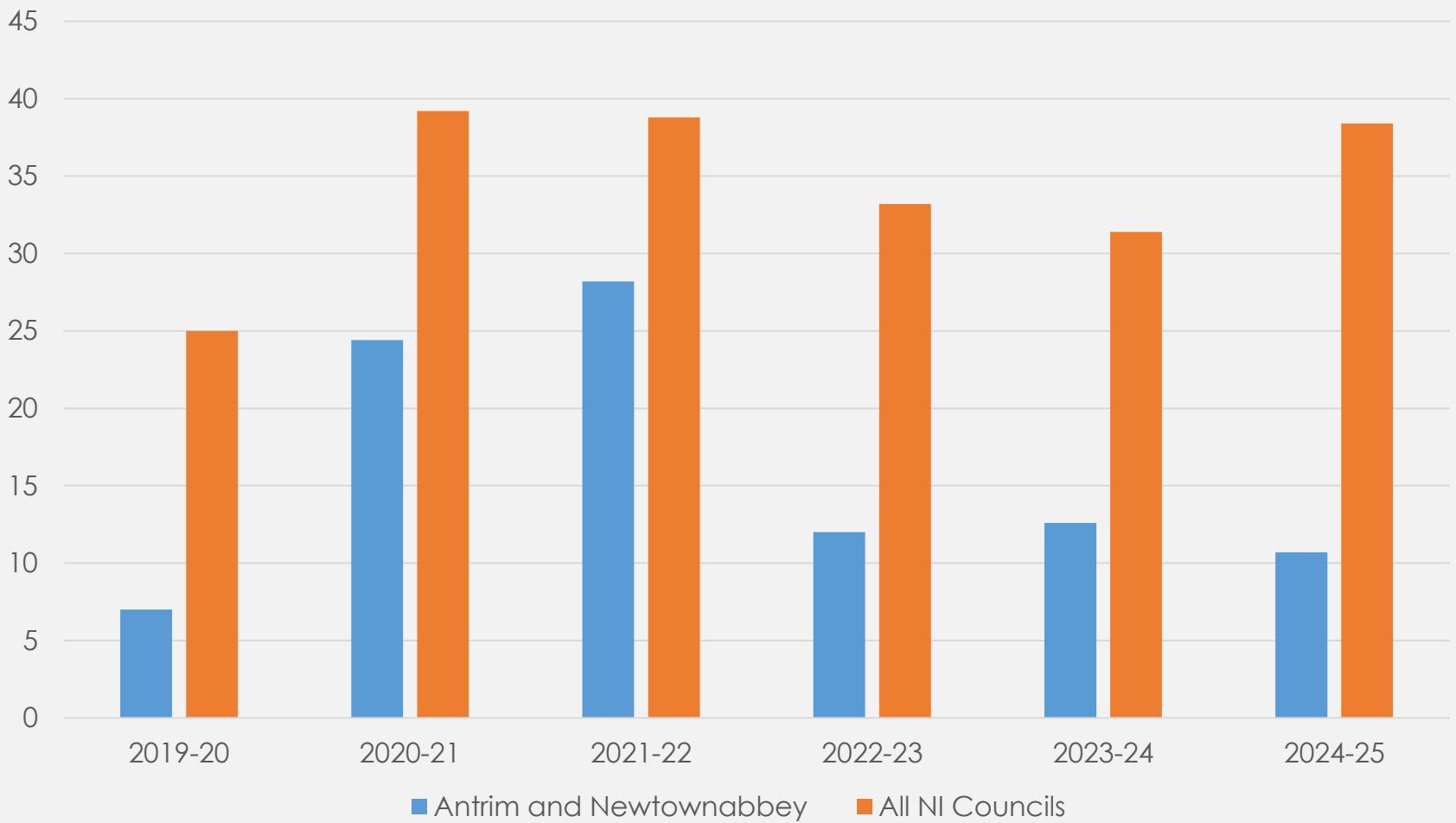
Planning Enforcement Performance 2019-25

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

	2019/20		2020/21		2021/22		2022/23		2023/24		2024/25	
Antrim & Newtownabbey	98.7%	7.0 weeks	90.8%	24.4 weeks	78.1%	28.2 weeks	91.2%	12.0 weeks	96.0%	12.6 weeks	97.3%	10.7 weeks
Ards & North Down	81.1%	25.3 weeks	62.0%	50.7 weeks	41.0%	76.0 weeks	62.9%	43.8 weeks	55.7%	71.2 weeks	51.4%	67.9 weeks
Armagh City, Banbridge & Craigavon	85.9%	20.2 weeks	77.7%	28.9 weeks	86.3%	30.6 weeks	70.6%	38.5 weeks	82.7%	24.6 weeks	80.2%	27.7 weeks
Belfast	93.2%	17.4 weeks	66.2%	43.2 weeks	83.0%	23.6 weeks	88.8%	18.0 weeks	88.6%	22.2 weeks	76.8%	35.2 weeks
Causeway Coast & Glens	87.6%	28.0 weeks	66.5%	43.0 weeks	78.8%	35.6 weeks	67.7%	46.3 weeks	58.7%	56.0 weeks	69.0%	41.8 weeks
Derry City & Strabane	78.1%	30.6 weeks	73.3%	37.4 weeks	77.9%	33.3 weeks	74.9%	33.8 weeks	75.0%	29.1 weeks	83.3%	24.8 weeks
Fermanagh & Omagh	81.1%	28.1 weeks	56.6%	48.4 weeks	60.6%	48.9 weeks	74.1%	36.2 weeks	79.6%	35.6 weeks	83.3%	27.4 weeks
Lisburn & Castlereagh	84.5%	22.7 weeks	83.6%	22.7 weeks	83.9%	25.8 weeks	80.0%	26.8 weeks	83.2%	30.9 weeks	69.6%	39.5 weeks
Mid & East Antrim	88.8%	18.0 weeks	82.6%	22.5 weeks	90.5%	10.0 weeks	89.5%	10.3 weeks	87.3%	14.9 weeks	81.3%	26.3 weeks
Mid Ulster	90.1%	27.3 weeks	88.6%	30.3 weeks	75.2%	34.8 weeks	46.4%	61.8 weeks	58.8%	68.6 weeks	51.3%	68.1 weeks
Newry, Mourne & Down	36.2%	143.8 weeks	40.9%	121.9 weeks	48.5%	108.6 weeks	58.6%	63.7 weeks	60.0%	75.0 weeks	47.6%	125.3 weeks
All Councils	81.4%	25.0 weeks	69.9%	39.2 weeks	70.4%	38.8 weeks	74.2%	33.2 weeks	74.2%	31.4 weeks	70.7%	38.4 weeks

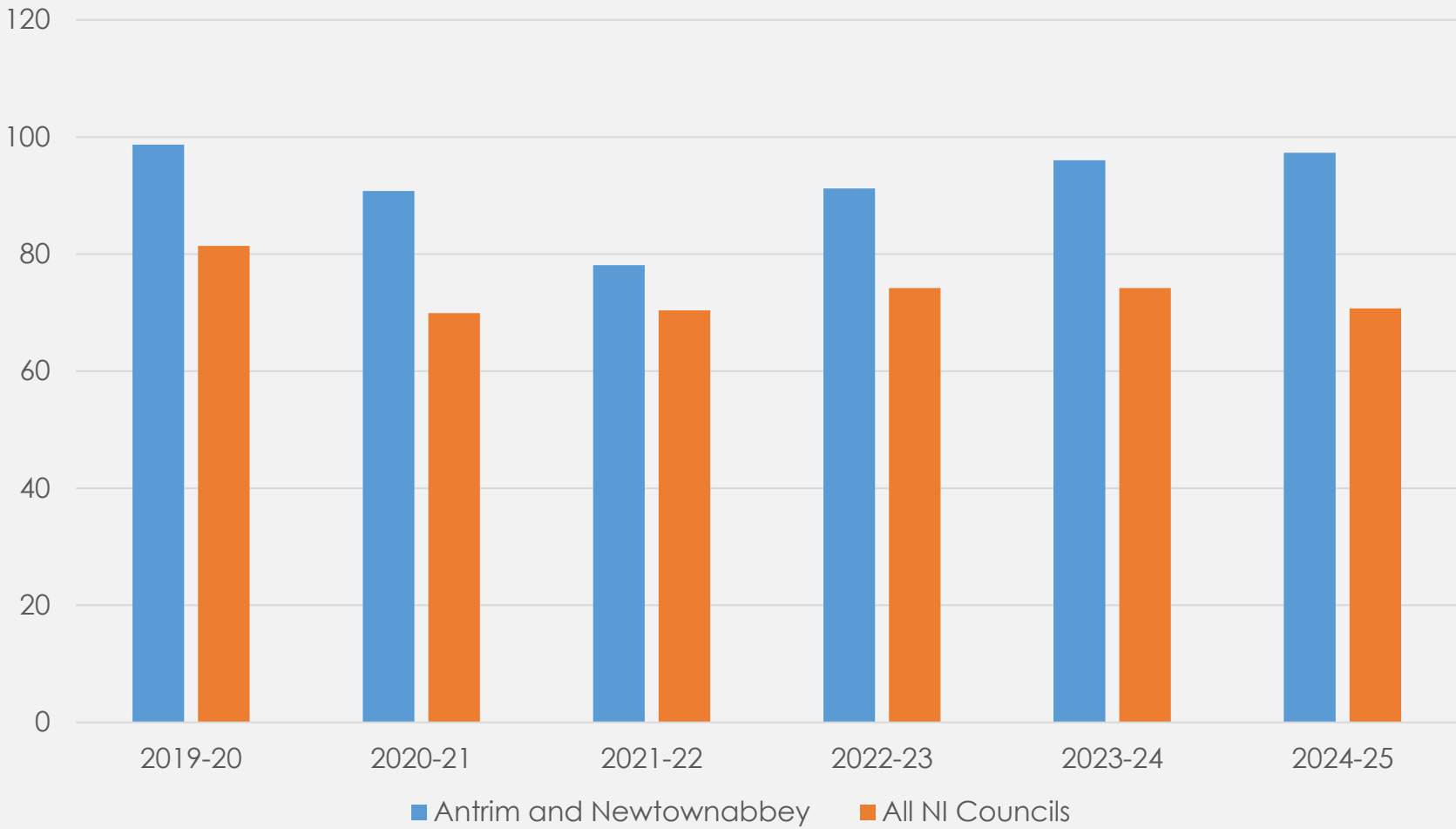
Source: Department for Infrastructure.

Enforcement 2019-25 : 70% conclusion times (weeks)



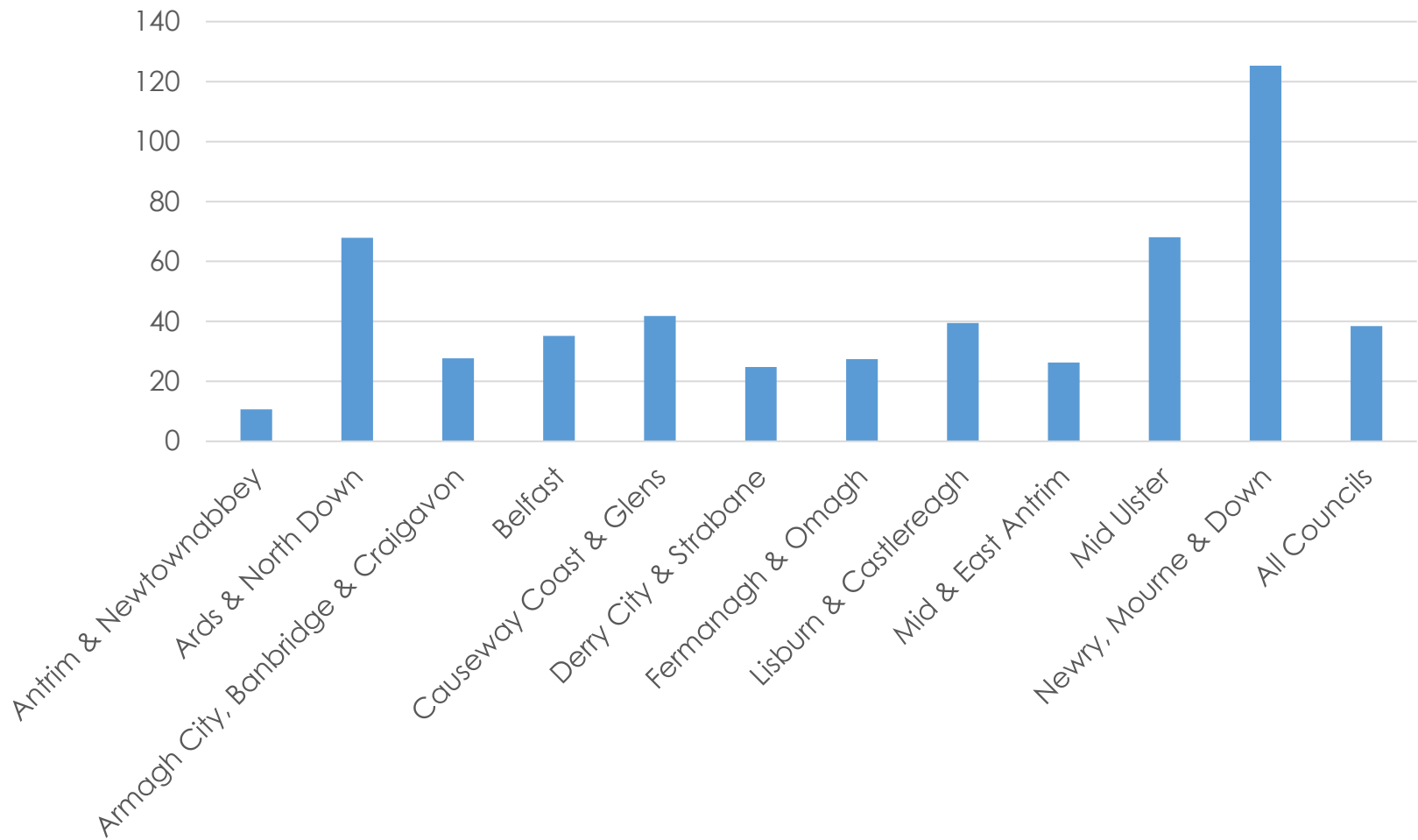
Source: Department for Infrastructure.

Enforcement 2019-25 : % of cases concluded within 39 weeks



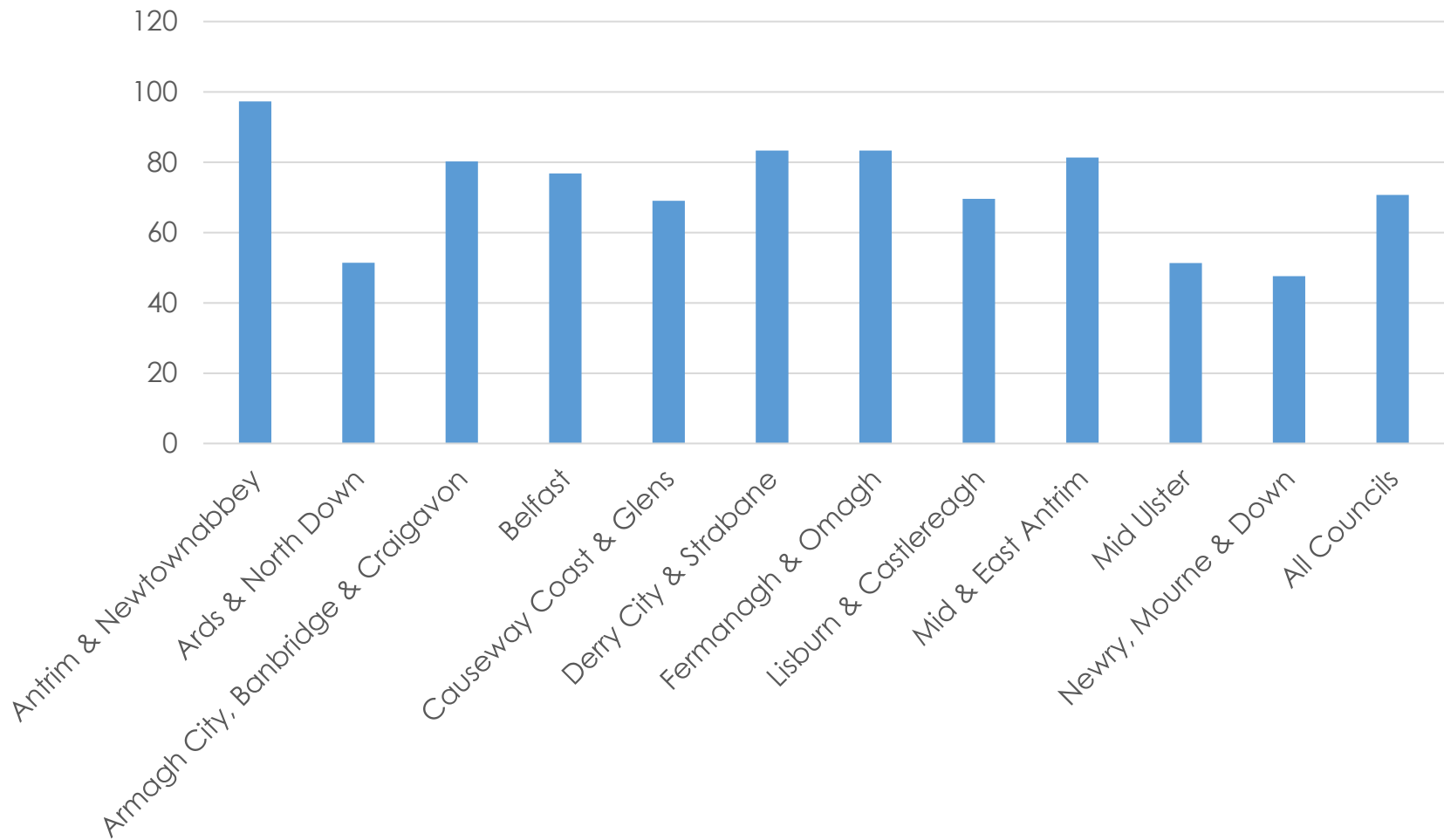
Source: Department for Infrastructure.

Enforcement 2024/25 : 70% conclusion times (weeks)



Source: Department for Infrastructure.

Enforcement 2024/25 : % of cases concluded with 39 weeks



Source: Department for Infrastructure.



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

Standard to be met (annually)	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	Status
Within the NI Landfill Allowance Scheme (Statutory Target 55%)	57.3% (2nd of 11) NI Average 51.9%	54.5% (2nd of 11) NI Average 50.7%	59.9% (1 st of 11) NI Average 50.5 %	60.03% (1 st of 11) NI Average 50.7%	62.2% (1 st of 11) NI Average 51.9%	56.42%* (2nd of 11) NI Average 51.2%	Achieved

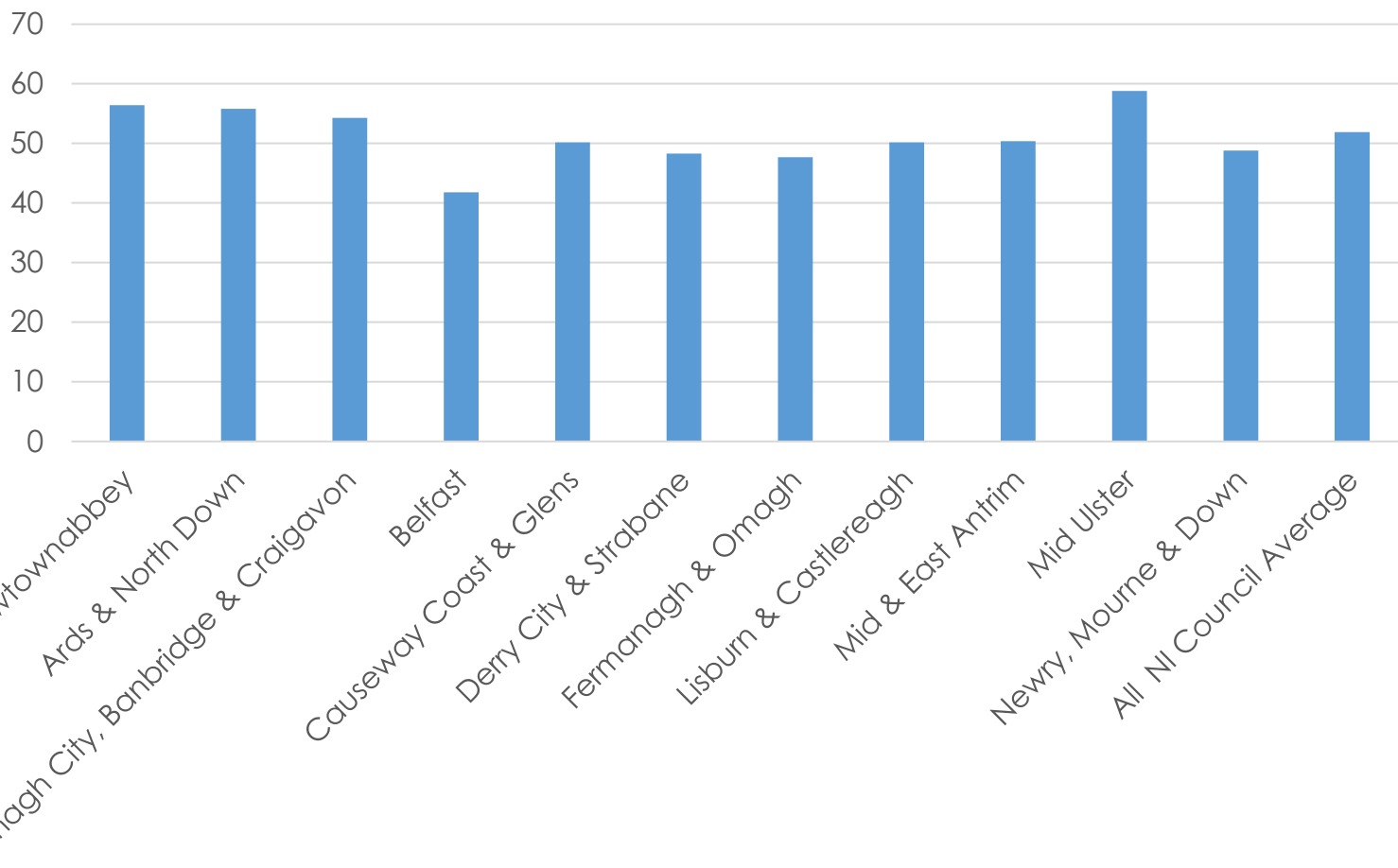
What has been achieved

The percentage recycling rate for household waste has decreased in 2024/25 from 62.2% in 2023/24 to 56.42%. This is as a result of a reduction in the tonnage of waste arising and a much-reduced market for hard plastics and mattresses in the second half of 2024/25. Council has **maintained an above average level of performance**, with the 11 Council average 51.2% in 2024/25 which has risen slightly from 2023/24. **The Council, ranks second among the 11 Councils for recycling.**

*Source: Waste Data Flow unvalidated survey data September 2025.

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2025.

% Household waste arisings sent for recycling, composting or prepared for reuse 2024/25

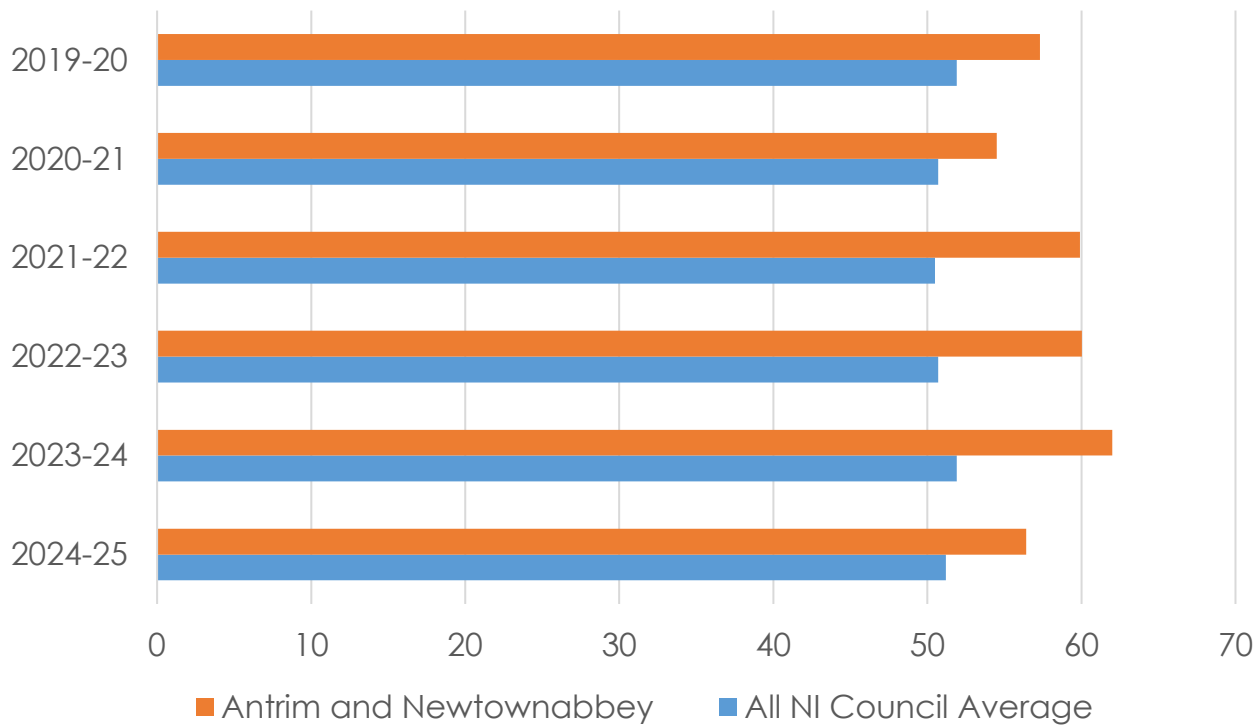


*Source: Waste Data Flow unvalidated survey data September 2025.

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2025.



% Household waste arisings sent for recycling, composting or prepared for reuse 2019-25



*Source: Waste Data Flow unvalidated survey data September 2025.
The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2025.



% Household waste arisings sent for preparing for reuse and recycling (inc. composting) 2019-25

	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Antrim & Newtownabbey	57.3%	54.5%	59.9%	60.03%	62.2%	56.42%*
Ards & North Down	54.7%	51.1%	47.9%	51.55%	55.4%	55.8%
Armagh City, Banbridge & Craigavon	54.8%	54.2%	54.2%	54.3%	54.9%	54.3%
Belfast	45.4%	43.1%	40.7%	40.52%	38.8%	41.8%
Causeway Coast & Glens	53.8%	53.5%	51.9%	52.23%	48.5%	50.2%
Derry City & Strabane	44.2%	46.1%	44.8%	45.7%	49.8%	48.3%
Fermanagh & Omagh	49.1%	47.0%	47.6%	47.42%	44.4%	47.7%
Lisburn & Castlereagh	50.8%	50.3%	49.5%	50.28%	51.3%	50.2%
Mid & East Antrim	51.4%	50.5%	51.6%	51.39%	49.1%	50.4%
Mid Ulster	58.8%	58.8%	57.7%	57.76%	56.7%	58.8%
Newry, Mourne & Down	53.7%	52.7%	49.2%	50.3%	48.9%	48.8%
All Councils (average)	51.9%	50.7%	50.5%	50.7%	50.5%	51.2%

*Source: Waste Data Flow unvalidated survey data September 2025.

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2025.



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

Standard to be met (annually)	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	Status
Within the NI Landfill Allowance Scheme (16,788 tonnes)	10,988 tonnes (Landfill allowance 16,788) 65.45% of allowance NI average 57.4% of allowance	11,688 tonnes (Landfill allowance 16,788) 69.6% of allowance	12,369 tonnes (Landfill allowance 16,788) 73.7% of allowance	12,161 tonnes (Landfill allowance 16,788) 72.4% of allowance	11,458 tonnes (Landfill allowance 16,788 tonnes) 68.25% of allowance	11,574 tonnes* (Landfill allowance 16,788 tonnes) 68.9% of allowance	Achieved

What has been achieved

The Northern Ireland Landfill Allowance Scheme (NILAS) has set targets up to 2019-20, and whilst the scheme is no longer operational, the Council will continue to monitor and report to NIEA the levels of biodegradable waste sent to landfill. The Council aims to record a reduction in this figure however in 2024/25 there was a slight increase.

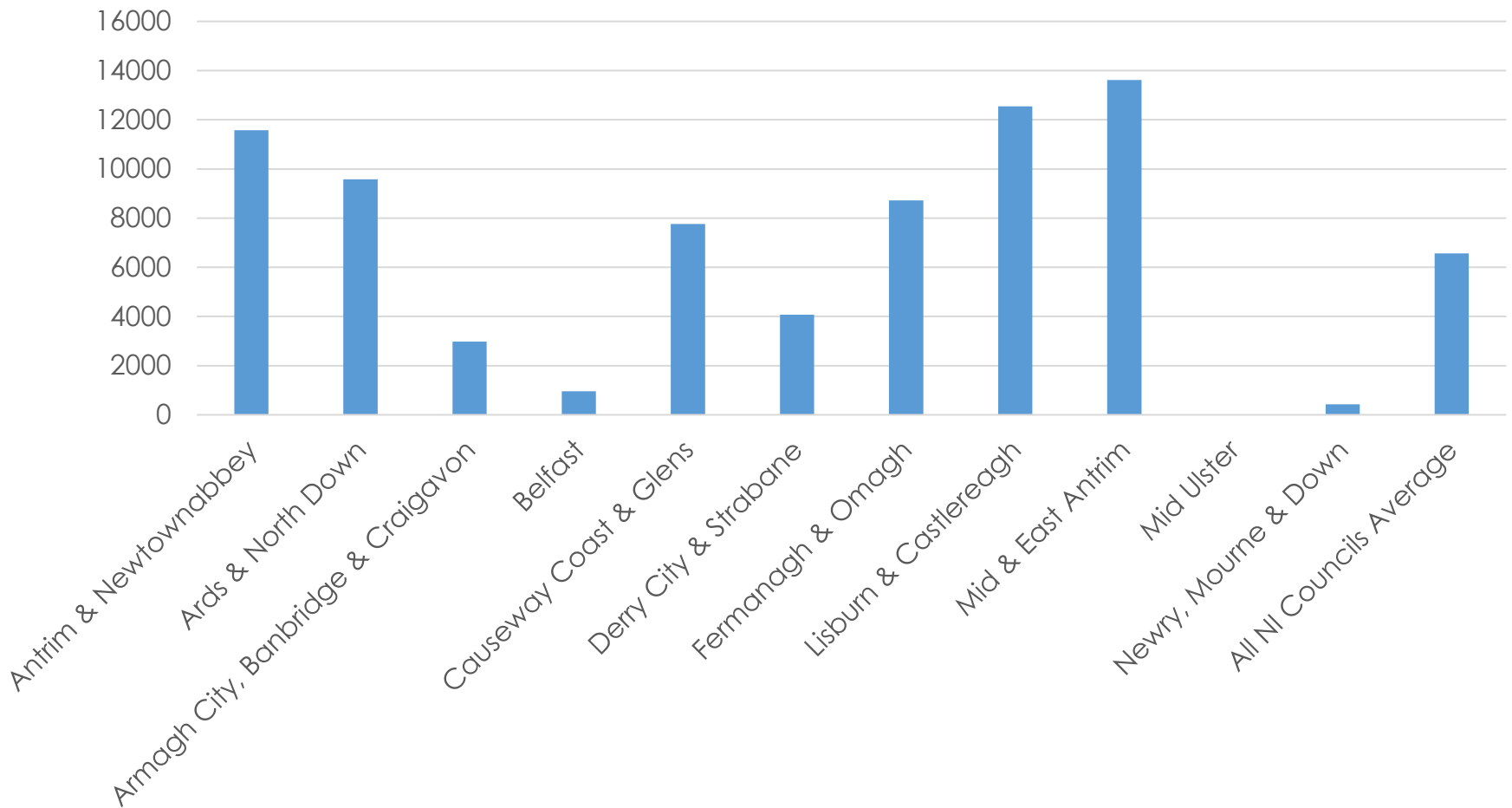
During 2024/25, the amount of biodegradable waste slightly increased on the tonnage for 2023/24. This can be attributed to a delay in the implementation of the renewed residual waste contract. The Council continues the promotion of our recycling services.

**Source: Waste Data Flow unvalidated survey data September 2025.*

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2025.



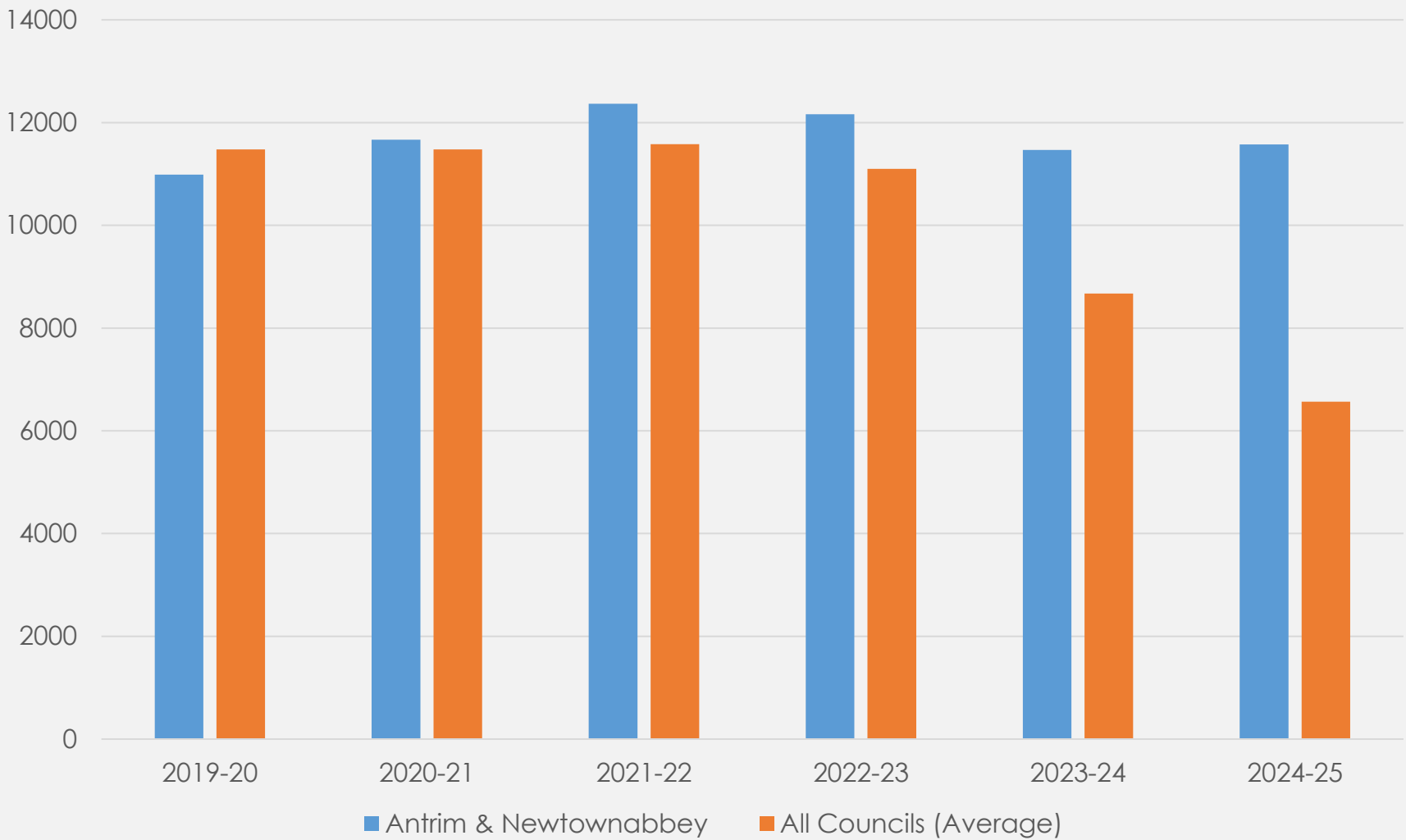
Biodegradable waste sent to landfill (tonnes) 2024/25



*Source: Waste Data Flow unvalidated survey data September 2025.

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2025.

Biodegradable waste sent to landfill (tonnes) 2019-25



**Source: Waste Data Flow unvalidated survey data September 2025.
The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2025.*



The amount of biodegradable waste that is landfilled (tonnes) 2019-25

	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Antrim & Newtownabbey	10,988	11,668	12,369	12,161	11,467	11574*
Ards & North Down	15,762	19,873	20,262	17,124	14,413	9581
Armagh City, Banbridge & Craigavon	6,104	4,340	6,829	3,641	2,580	2979
Belfast	30,299	30,071	35,786	28,420	7,036	961
Causeway Coast & Glens	10,004	5,861	10,278	9,418	10,418	7760
Derry City & Strabane	7,964	4,802	8,298	5,310	4,076	4070
Fermanagh & Omagh	13,473	14,410	14,025	13,586	14,773	8721
Lisburn & Castlereagh	14,373	15,967	14,745	14,240	14,099	12547
Mid & East Antrim	13,684	14,508	14,495	14,595	15,262	13614
Mid Ulster	1,505	1,482	1,536	1,286	369	11
Newry, Mourne & Down	2,131	2,494	2,685	2,315	932	429
All Councils (average)	11,480	11,480	11,582	11,099	8,675	6568

*Source: Waste Data Flow unvalidated survey data September 2025.

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2025.



WASTE MANAGEMENT: The amount municipal waste arisings (tonnes)

Standard to be met (annually)	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	Status
In line with the Northern Ireland Landfill Allowance Scheme	102,267 tonnes (3 rd out of 11)	91,582 tonnes (4 th out of 11)	106,804 tonnes (3 rd out of 11)	100,075 tonnes (3 rd out of 11)	106,040 tonnes (3 rd out of 11)	109,028 tonnes (3 rd out of 11)	Achieved

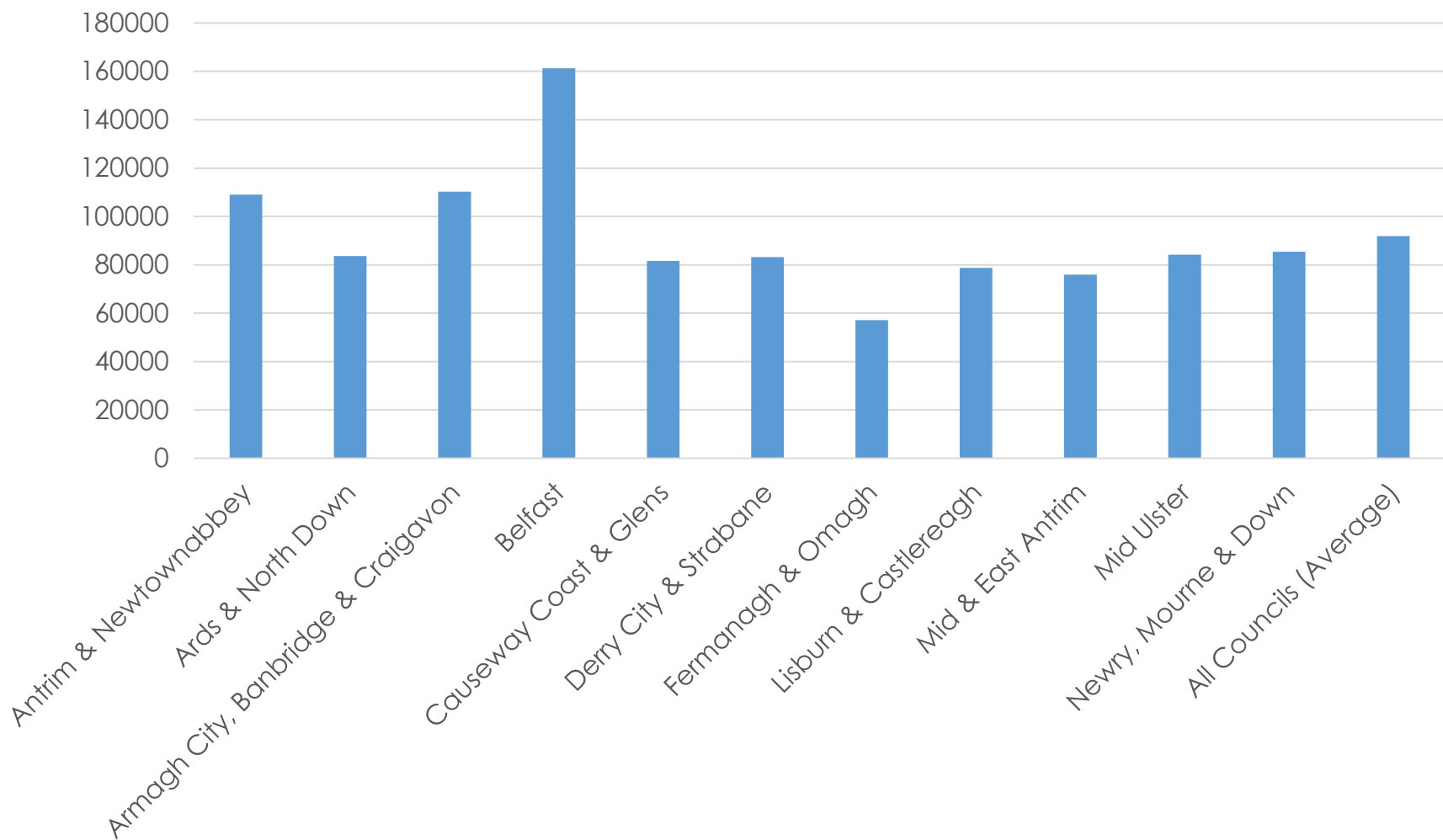
What has been achieved

During 2024/25, the amount of municipal waste collected by the Council increased relative to the previous years. This can be attributed to an increase in the level of business activity and an increase in the number of residents living in the Borough. The average across all NI Councils increased in 9 out of 11 Councils when compared with 2023/24. There was a slight decrease in incidents of fly tipping in terms of numbers 489 in 2024/25 compared with 543 in 2023/24 . There was also a slight increase in the number of Bulky collections to 16,803 in 2024/25, from 15,787 in 2023/24.

**Source: Waste Data Flow unvalidated survey data September 2025.*

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2025.

Local Authority Collected Municipal Waste Arisings (tonnes) 2024/25

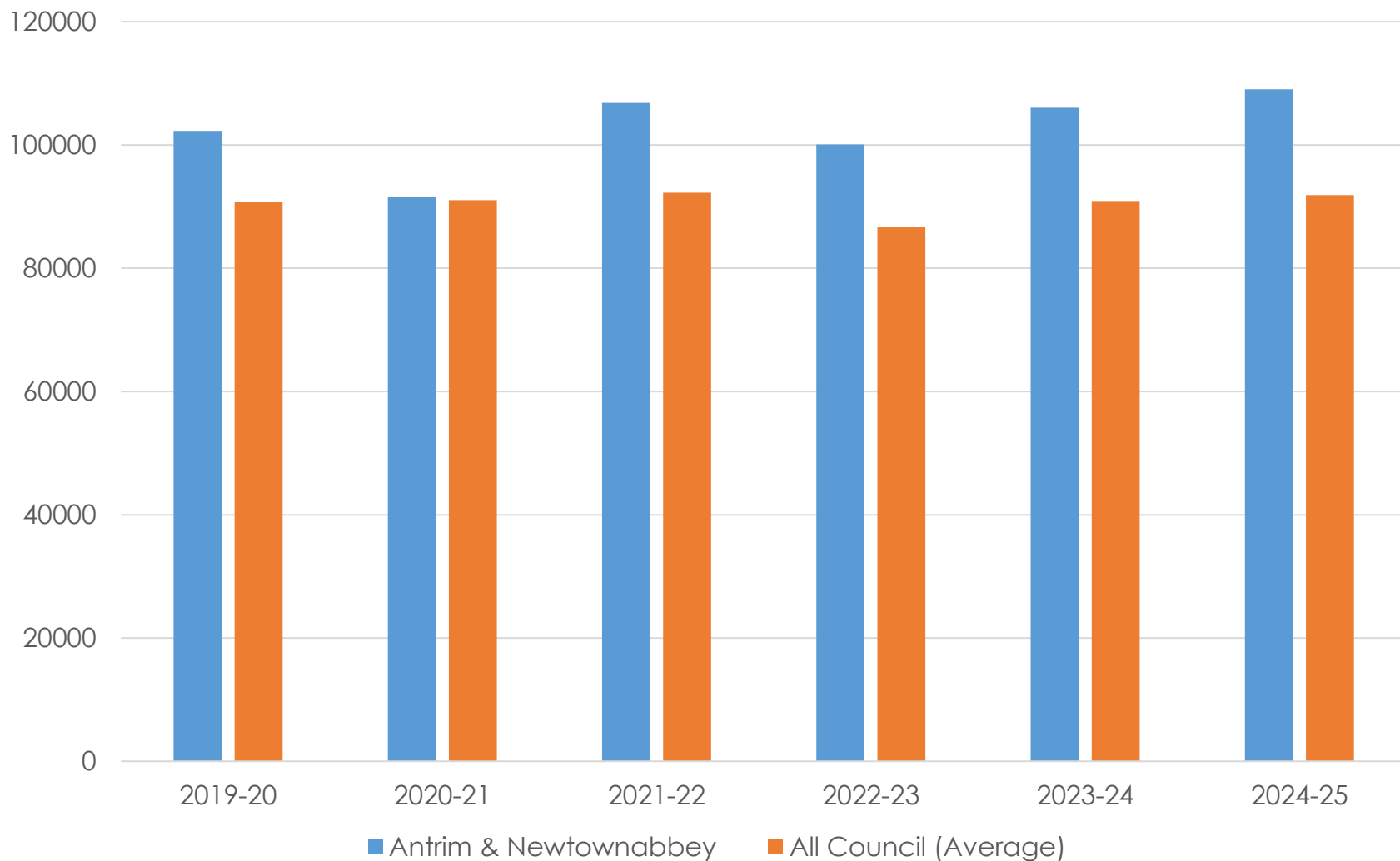


*Source: Waste Data Flow unvalidated survey data September 2025.

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2025.



Local Authority Collected Municipal Waste Arisings (tonnes) 2024/25



*Source: Waste Data Flow unvalidated survey data September 2025.
The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2025.



Local Authority Collected Municipal Waste Arisings (tonnes) 2019-25

	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Antrim & Newtownabbey	102,267	91,582	106,804	100,075	106,040	109,028*
Ards & North Down	86,698	92,287	91,424	85,976	83,895	83,605
Armagh City, Banbridge & Craigavon	106,742	110,616	115,323	103,422	112,335	110,210
Belfast	168,515	166,657	167,988	157,892	161,097	161,263
Causeway Coast & Glens	81,279	79,419	80,883	81,500	80,596	81,645
Derry City & Strabane	81,304	81,449	83,540	79,113	81,027	83,236
Fermanagh & Omagh	55,224	56,457	58,209	55,361	56,521	57,135
Lisburn & Castlereagh	78,905	79,261	80,229	74,211	77,617	78,740
Mid & East Antrim	73,707	77,667	76,688	73,433	74,842	75,900
Mid Ulster	79,645	83,675	86,085	78,588	82,075	84,182
Newry, Mourne & Down	84,610	85,299	67,698	63,511	84,636	85,383
All Councils (average)	90,817	91,036	92,267	86,643	90,901	91,847

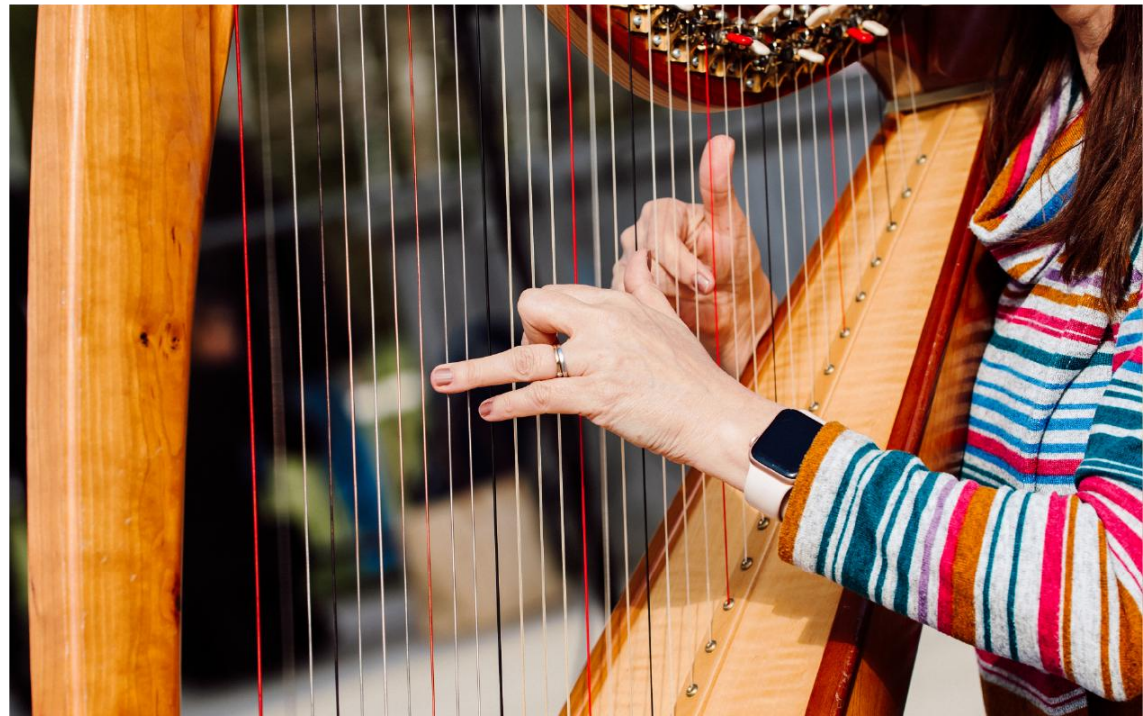
*Source: Waste Data Flow unvalidated survey data September 2025.

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2025.



3b

Self-imposed
corporate
performance
improvement
indicators



Performance and Community Planning Themes

The Council is proud of the way in which we performed and responded during 2024/25 to ensure that the Borough not only supported our residents during the challenging economic climate, but that it continued to develop, grow, and to be a place where people choose to invest, work, visit, learn and live.

During this time, the Council focused on rejuvenating our places, supporting our people building for prosperity. Whilst being aware of our impact on the planet.

Our performance and improvement framework is centred on four themes of:

- Place
- People
- Prosperity
- Planet

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

The following section of this self-assessment report, outlines progress during 2024/25, towards the strategic objectives and measures which are outlined in the Corporate Performance and Improvement Plan 2024/25, and the Corporate Plan for 2024-2030.

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

OUR STRATEGIC PERFORMANCE MODEL





3b | Self-Assessment of Performance 2024/25

3b. Self-imposed corporate performance and improvement indicators:

For 2024/25, 26 self-imposed areas of performance were set by the Council. Of these Council identified and developed a range of performance improvement objectives and self-imposed Corporate Performance Indicators.

The six Improvement Objectives identified by Council to focus on supporting our residents listening to our customers, engaging our staff, supporting our local businesses and creating a more sustainable Borough .

- We will support our residents through the Cost-of-Living Crisis.
- We will protect and improve the environment supporting Antrim and Newtownabbey to become a sustainable, and climate-resilient Borough.
- We will achieve high levels of customer satisfaction.
- We will maintain staff attendance levels across the Council.
- We will increase the speed with which we pay suppliers.
- We will encourage a healthy community by increasing the number of visitors across service areas to include pitch bookings, visitor attractions, theatres, community centres and parks.

Section 3b. highlights our **performance improvement achievements for 2024/25.**



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

Standard to be met (annually)	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	Status
80% of undisputed creditor invoices paid on time within 10 working days	70%	75%	65%	57.6%	69.3%	81.4%	Achieved
90% of undisputed creditor invoices paid on time within 30 calendar days	86%	89%	80%	79.5%	83.7%	91.8%	Achieved

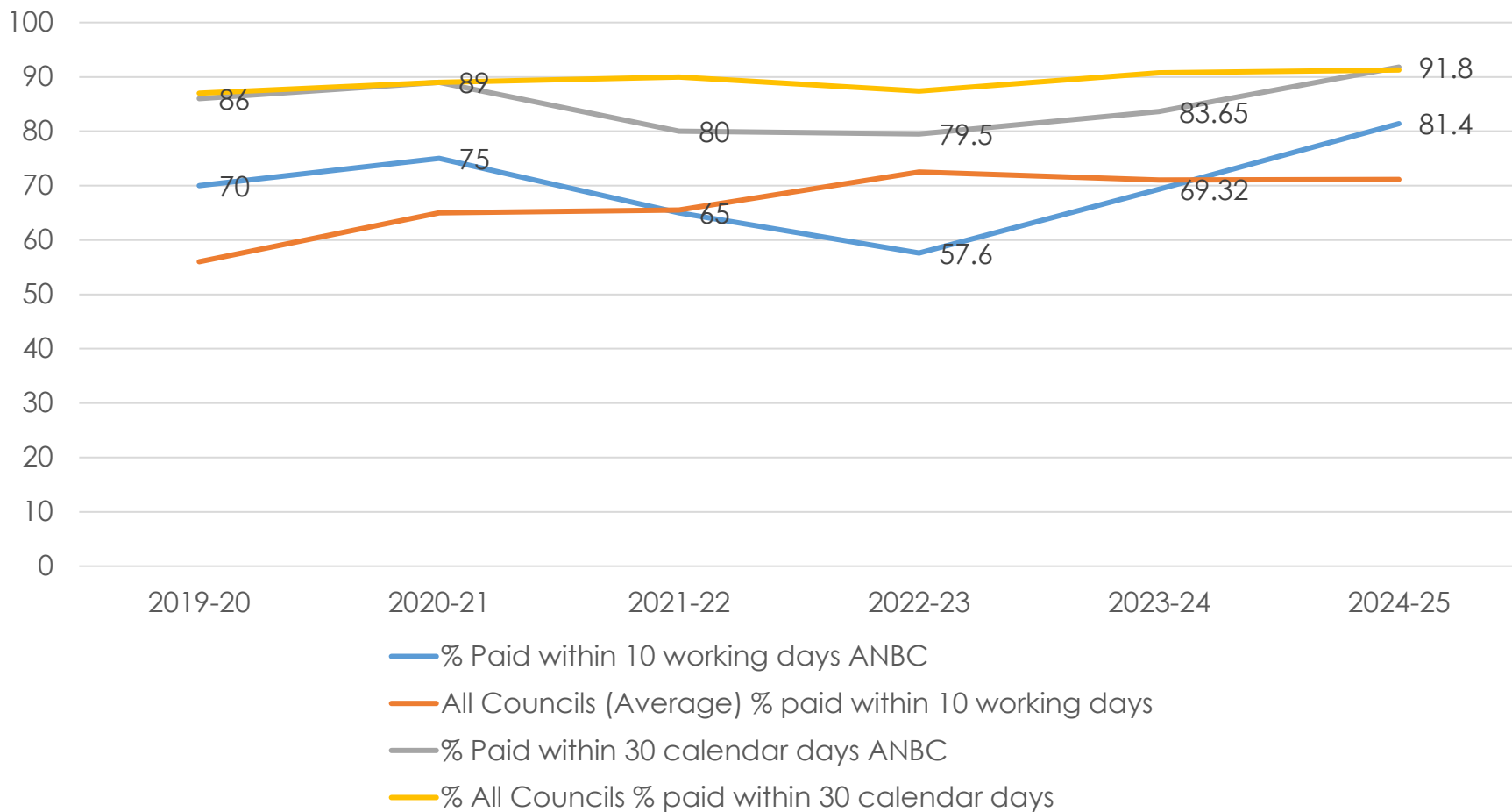
What has been achieved

The Council continues to strive to improve performance in terms of prompt payments. A performance improvement project was implemented, and Council is progressing against the targets of 80% of undisputed creditors to be paid within 10 working days and 90% within 30 calendar days. During 2024/25, 81.4% of invoices were paid within 10 working days compared with 69.3% in 2024/25. The percentage of invoices paid within 30 calendar days increased from 83.7% in 2023/24 to 91.8% of invoices in 2024/25.

This improvement in the Council's performance resulted in the achieving the targets for the processing of creditor invoices for the first time since the formation of the Council. The improved performance in 2024/25 can be attributed to the improved communication with those responsible for the processing and receipting of invoices. When benchmarked against the other NI Councils, for the processing within 10 working days, Council ranks 3rd out of the 11 and 7th for the processing of invoices within 30 calendar days. The Finance team have worked with other operational departments to speed up overall processing times.

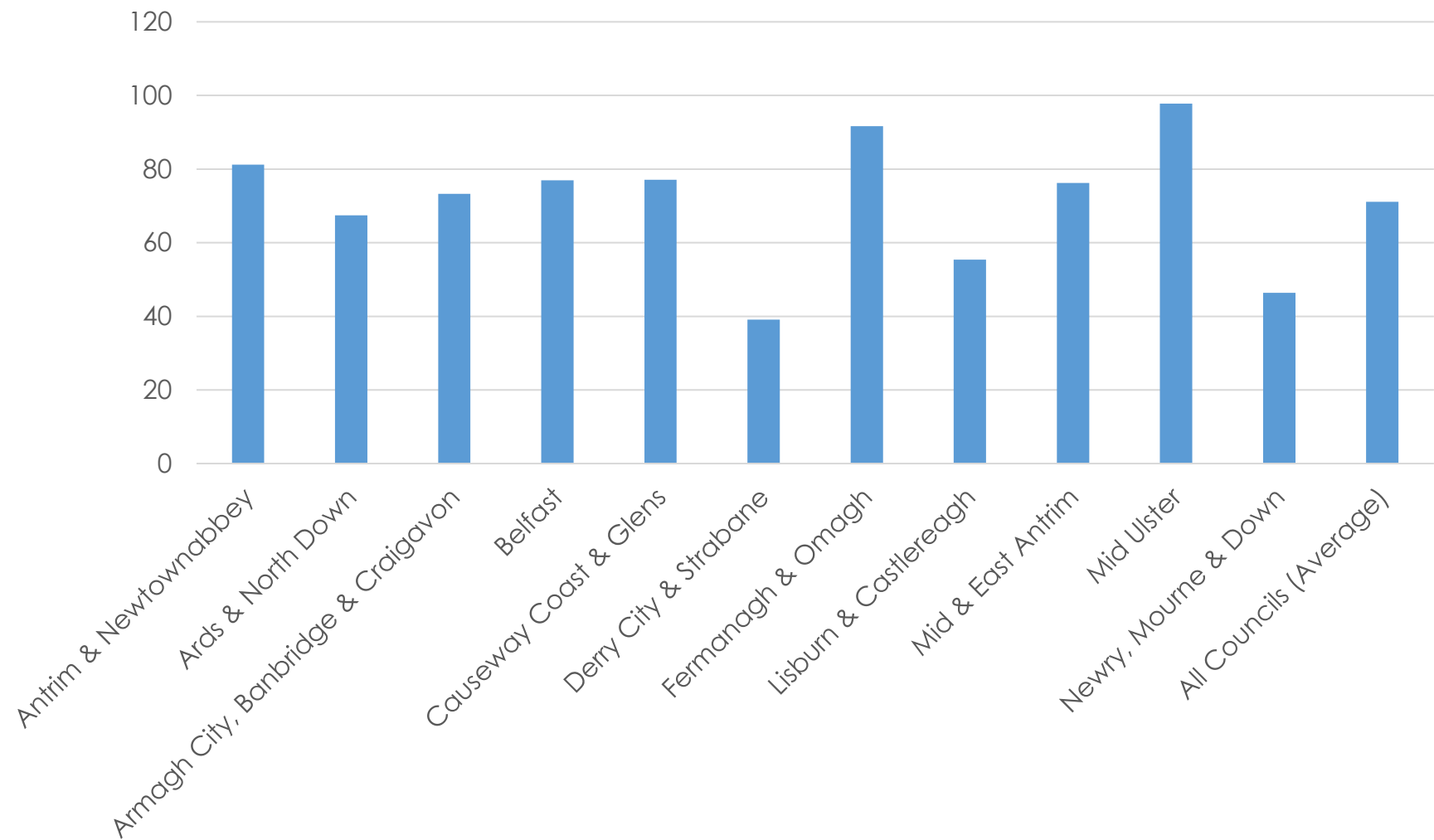


Prompt Payment Performance 2019-25 : Benchmarked against other Northern Ireland Councils



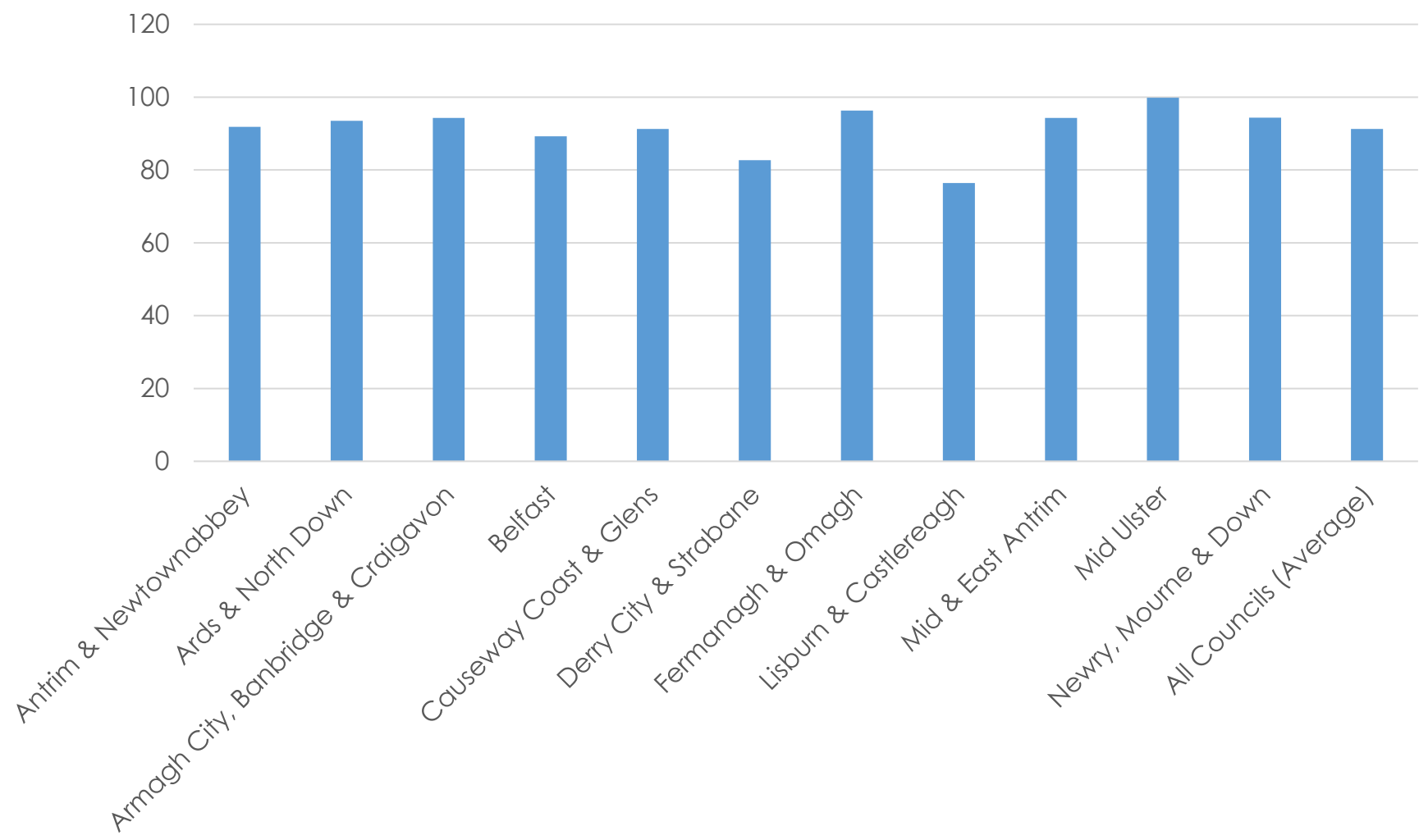
Source: Unaudited data from Department for Communities quarterly publications.

Prompt Payment Performance 2024/25 : % Paid within 10 working days: Benchmarked against other Northern Ireland Councils



Source: Unaudited data from Department for Communities quarterly publications.

Prompt Payment Performance 2024/25 : % Paid within 30 calendar days: Benchmarked against other Northern Ireland Councils



Source: Unaudited data from Department for Communities quarterly publications.



Prompt Payment Performance 2019-25

% Paid within 10 working days

	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Antrim & Newtownabbey	70%	75%	65%	57.6%	69.3%	81.2%
Ards & North Down	67%	80%	84.5%	77.4%	72.68%	67.4%
Armagh City, Banbridge & Craigavon	19%	49%	55%	68%	79.9%	73.3%
Belfast	75%	77%	81%	84%	81.05%	76.95%
Causeway Coast & Glens	40%	69%	68.5%	67.7%	72.78%	77.12%
Derry City & Strabane	45%	36%	26%	34.4%	38.19%	39.08%
Fermanagh & Omagh	81%	86%	85%	87.1%	88.85%	91.63%
Lisburn & Castlereagh	65%	71%	79.5%	75.7%	64.35%	55.42%
Mid & East Antrim	50%	57.5%	67.5%	74.4%	65.51%	76.22%
Mid Ulster	83%	81%	93%	97.5%	98.87%	97.78%
Newry, Mourne & Down	17%	11%	17.5%	42.1%	49.9%	46.38%
All Councils (average)	56%	65%	65.5%	72.5%	71.03%	71.13%

Source: Unaudited data from Department for Communities quarterly publications.



Prompt Payment Performance 2019-25

% Paid within 30 calendar days

	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Antrim & Newtownabbey	86%	89%	80%	79.5%	83.65%	91.83%
Ards & North Down	93%	96%	98%	96.5%	96.37%	93.52%
Armagh City, Banbridge & Craigavon	67%	91%	95%	94.7%	96.25%	94.28%
Belfast	93%	93%	94%	91.8%	93.16%	89.25%
Causeway Coast & Glens	79%	87%	92%	90.6%	87.32%	91.28%
Derry City & Strabane	81%	79%	65%	73.5%	82.26%	82.68%
Fermanagh & Omagh	94%	94%	94%	95.7%	94.52%	96.3%
Lisburn & Castlereagh	91%	87%	91.5%	87.2%	88.72%	76.40%
Mid & East Antrim	86%	84%	95%	86.8%	81.44%	94.3%
Mid Ulster	94%	95%	98.5%	99.4%	99.78%	99.87%
Newry, Mourne & Down	90%	86%	88.5%	86%	94.99%	94.37%
All Councils (average)	87%	89%	90%	87.4%	90.77%	91.27%

Source: Unaudited data from Department for Communities quarterly publications.



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

Standard to be met (annually)	2019/20 against target	2020/21	2021/22	2022/23	2023/24	2024/25	Status
Average number of days lost per employee	12.41 target 13	7.87*	14.70*	15.51* target 12	13.59 target 12	14.31 Target 12	Not Achieved
Percentage of staff with 100% attendance	59% target 53%	83%	63%	60% target 60%	55% target 60%	55% target 60%	Not Achieved

What has been achieved

The Council has a strong commitment to effectively manage attendance, through a review of procedures, addressing complex formal case reviews and implementing necessary improvements to reduce days lost due to absence and foster a culture of health and wellbeing, and promote regular attendance at work. There is a Strategic Focus on attendance and actions taken during 2024/25 include:

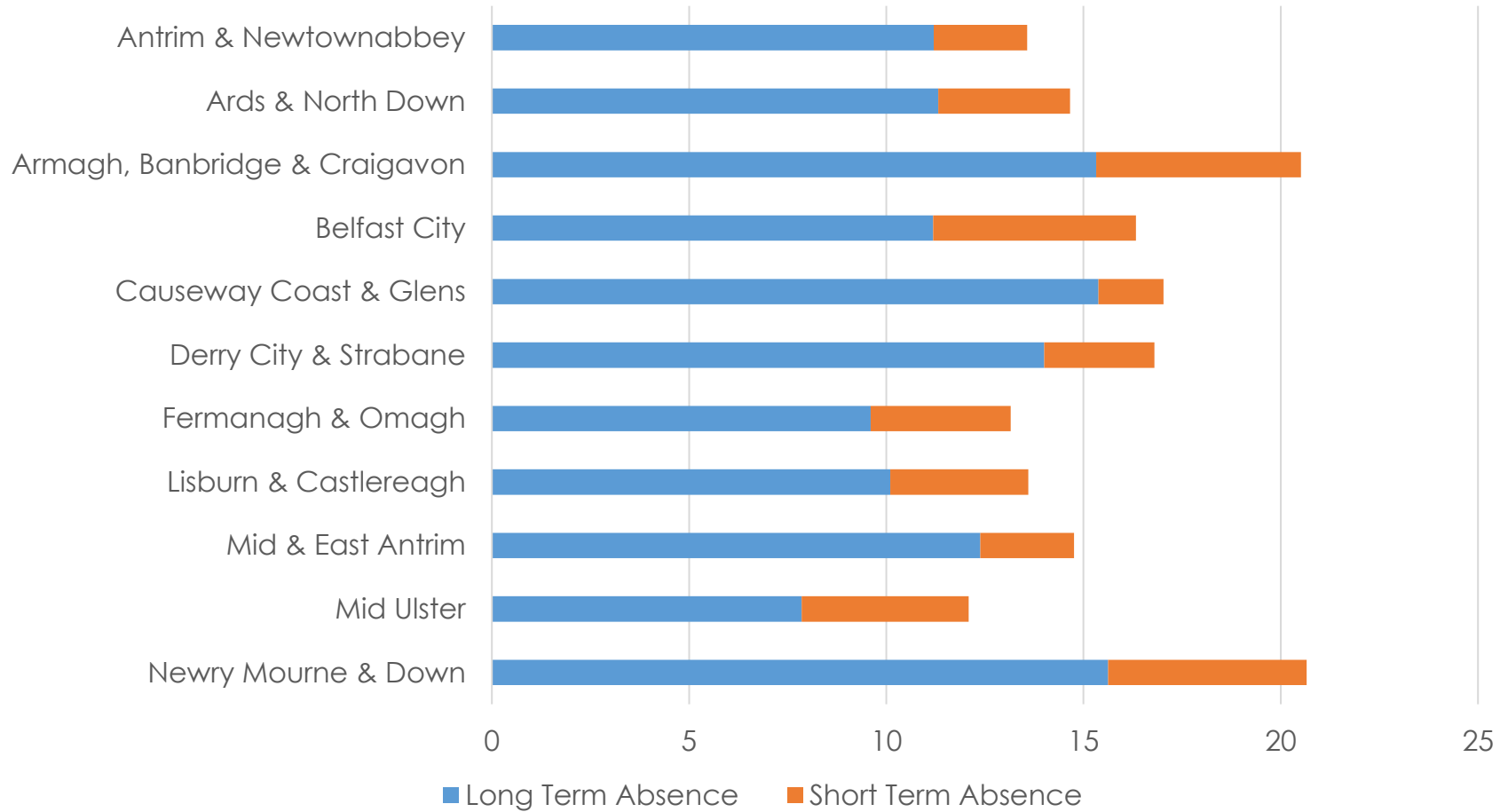
- Development of an Attendance Management Policy
- Creation of a Manager toolkit to support and train line managers with regards to attendance management
- Employee Health & Wellbeing support Action Plan
- The monitoring and reporting of absence performance with HR, Directors and Heads of Service
- Digital absence management process introduced
- Workforce flexibility initiatives.

When compared to other Councils, Antrim and Newtownabbey has outperformed the Northern Ireland average. In the 2023/24 period, we ranked third among the 11 councils in Northern Ireland, with an average 13.59 days lost per employee. This figure was notably lower than the Northern Ireland Council-wide average of 16.49 days.

In 2024/25 there was a slight increase in the average number of days lost up from 13.59 days to 14.31 days.

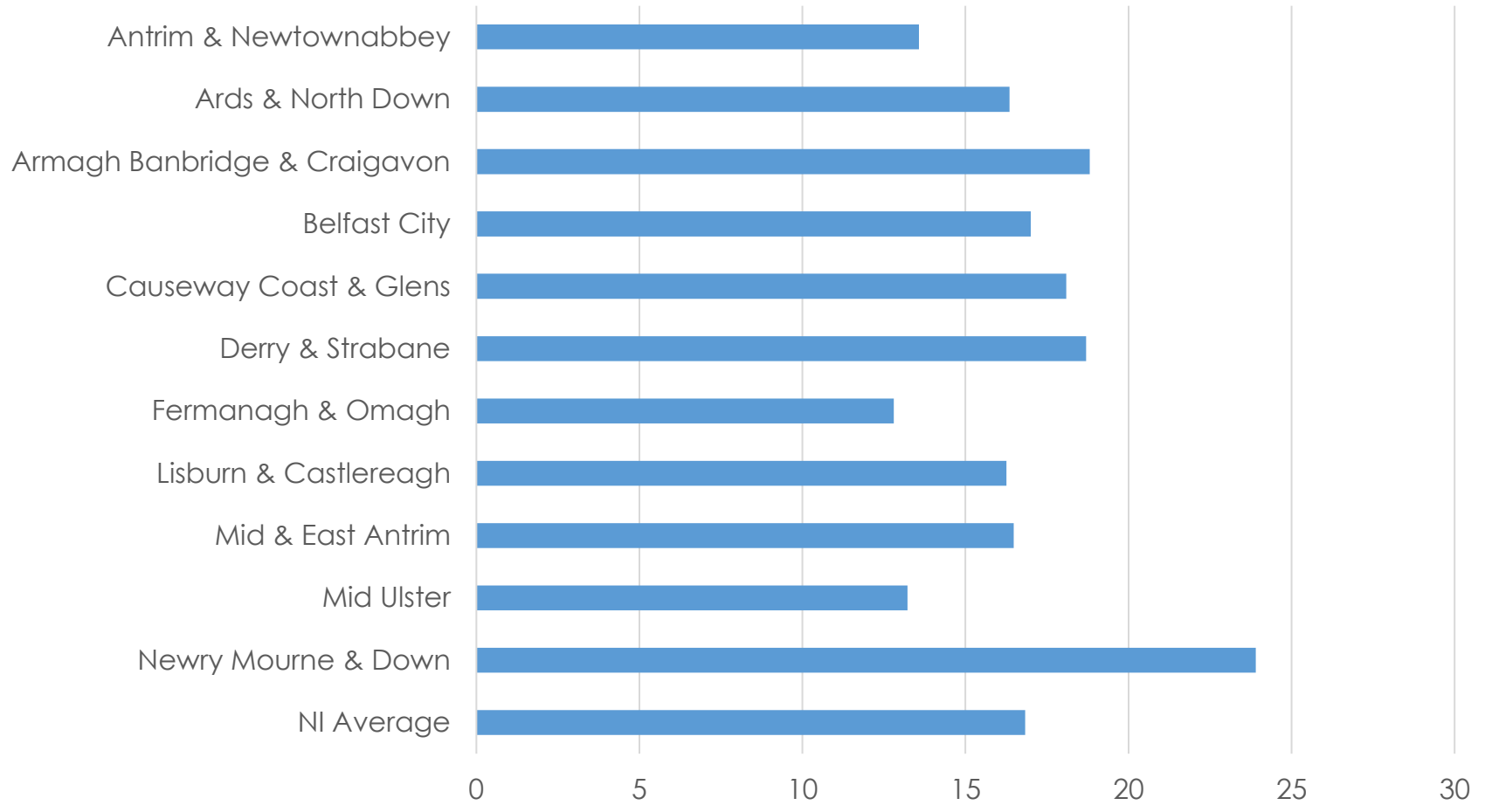
Benchmarked against other Councils	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Average number of days lost per employee - All Councils (Average)*	12.61	10.62	15.84	16.49	16.83	

Staff Absence Performance 2023/24



Source: Local Government Performance Improvement Group.
 2024-25 figures not yet available for all Council areas.

Staff Absence Performance 2023/24

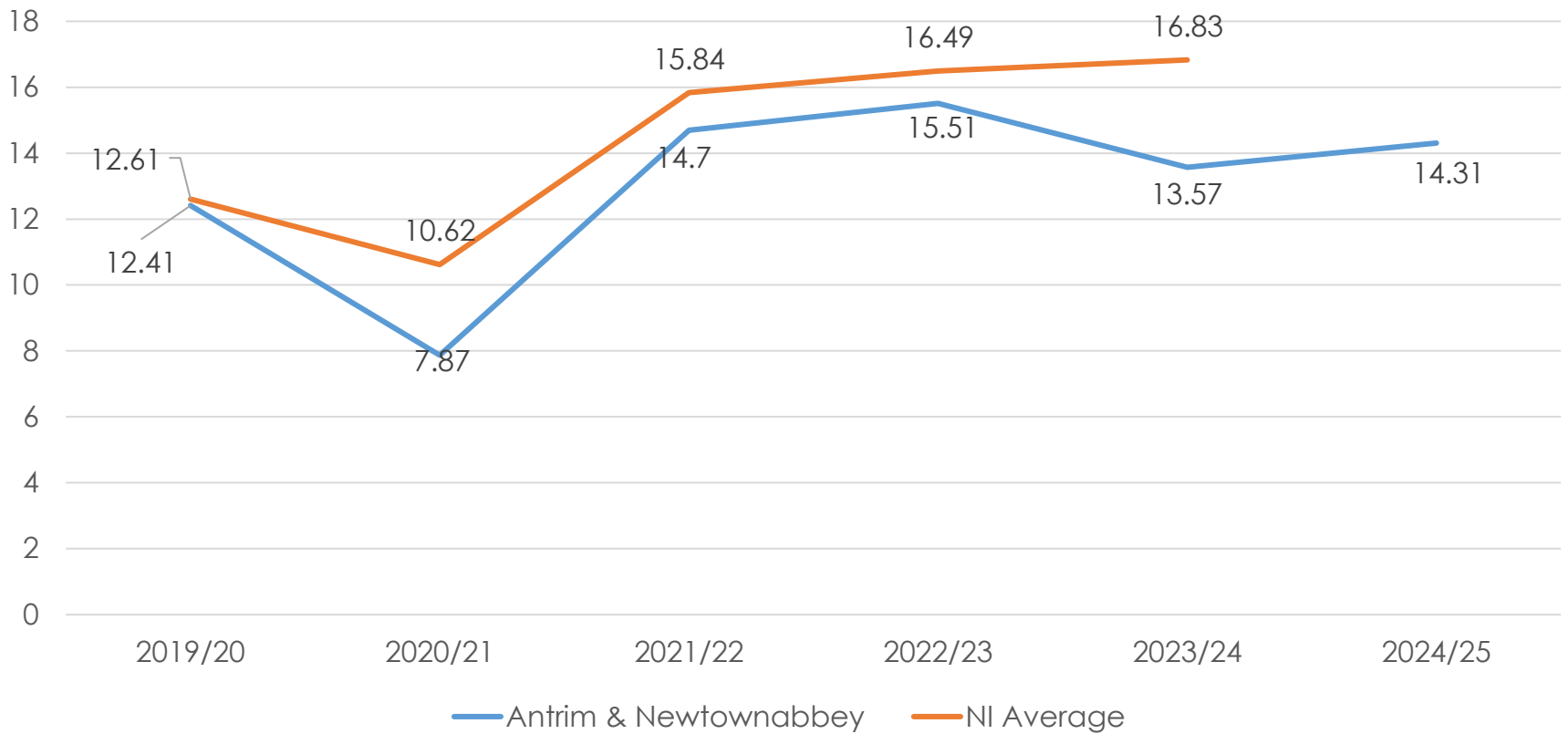


Source: Local Government Performance Improvement Group.
2023/24 figures not yet available for all Council areas.



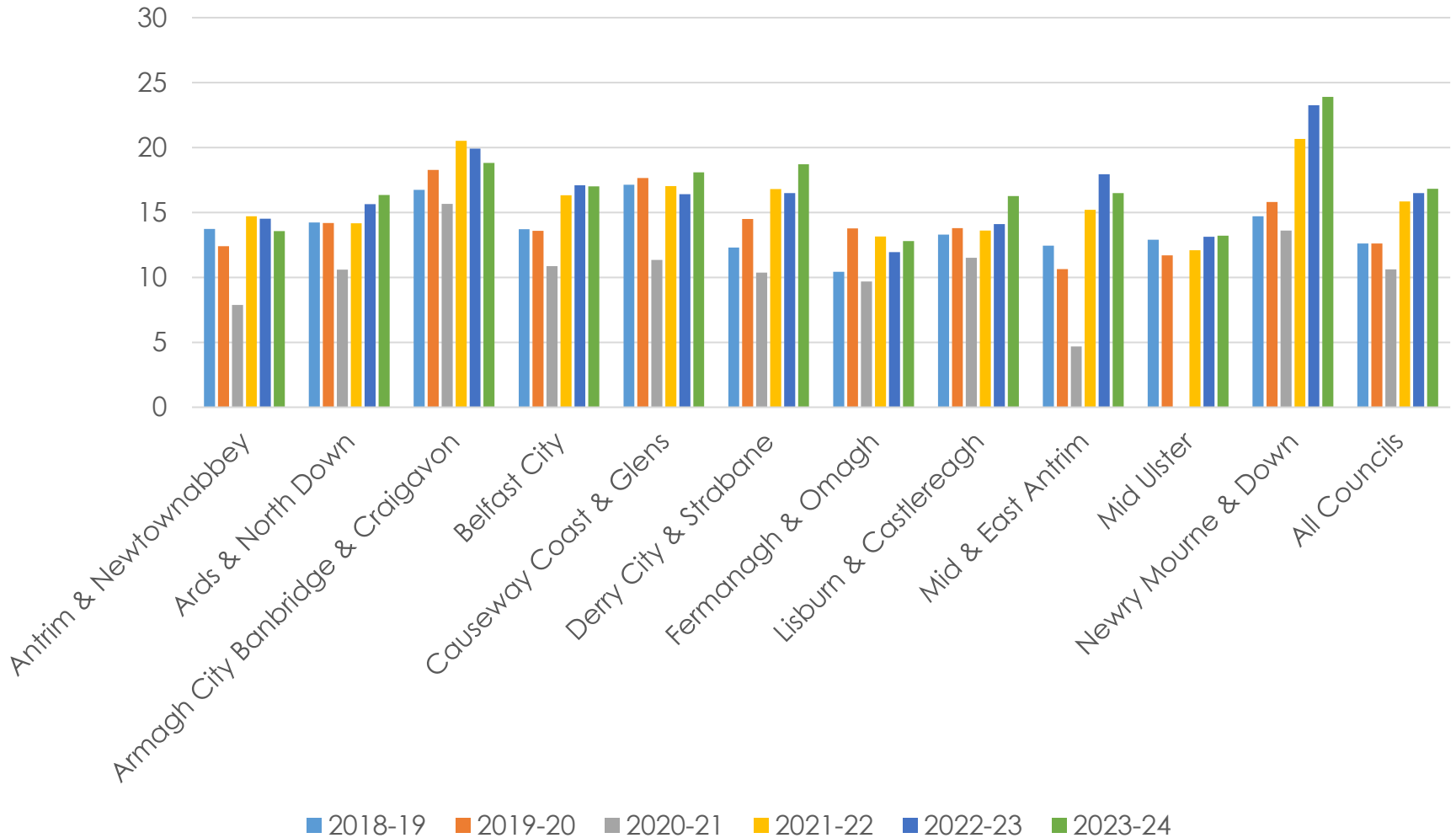
Absence rates for 2019/24 (days) : Benchmarked against other Northern Ireland Councils

Staff Absence (Days)



Source: Northern Ireland Audit Office. 2024/25 figures not yet available.

Absence rates for 2018/24 (days) : Benchmarked against other Northern Ireland Councils



Source: Northern Ireland Audit Office . 2024/25 figures not yet available.



Staff Absence 2018-24 Benchmarked against other NI Councils

	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
Antrim & Newtownabbey	13.73	12.41	7.87	14.7	14.51	13.57
Ards & North Down	14.23	14.19	10.59	14.17	15.63	16.35
Armagh City, Banbridge & Craigavon	16.73	18.28	15.67	20.51	19.91	18.81
Belfast	13.71	13.58	10.86	16.33	17.09	17.00
Causeway Coast & Glens	17.13	17.66	11.34	17.03	16.40	18.09
Derry City & Strabane	12.3	14.5	10.37	16.8	16.5	18.7
Fermanagh & Omagh	10.44	13.77	9.69	13.15	11.94	12.8
Lisburn & Castlereagh	13.3	13.8	11.5	13.6	14.11	16.26
Mid & East Antrim	12.45	10.64	4.69	15.21	17.94	16.48
Mid Ulster	12.9	11.7	N/A	12.09	13.13	13.22
Newry, Mourne & Down	14.7	15.8	13.6	20.66	23.26	23.9
All Councils (average)	13.78	14.21	10.62	15.84	16.40	16.83

Source: Unaudited data from Department for Communities quarterly publications.
2024/25 Data not yet available.



Objective 1. We will support our residents through the Cost-of-Living Crisis

Standard to be met	2023/24	Target 2024/25	2024/25	Status
We have supported 30K clients through the Community Advice Antrim and Newtownabbey	42,323	30,000	39,313	Achieved
£6M of benefits are taken up as a result of advice provided by Community Advice Antrim and Newtownabbey	£8.63M	£6.0M	£7.935M	Achieved
£600K of grant funding is supported through Community Planning Grant Aid	£577,646	£600K	£733,593	Achieved
12,000 hours are booked in Community Centres (used as Keep Warm and Welcome hubs)	16,000	12,000	14,349	Achieved
We maintain and ideally increase ticket sales for performance and events	366,488	347,000	388,007	Achieved

What has been achieved

- The Council continues to support the residents during the challenging times caused by the Cost-of-Living crisis. Community Advice Antrim and Newtownabbey has supported 39,313 clients in 2024/25 slightly down on the 2023/24 level of 42,323. The value of benefits taken up as result of the advice provided was £7.93 Million slightly down from £8.63 Million in 2023/24.
- The Community Planning team secured £733,593 of Grant Aid to support community projects. This was significantly increased when compared with the £577,646 in 2023/24.
- The Community Centres accommodated 14,349 hours of community activities creating a warm safe environment for groups to meet, socialize, learn and support each other. Whilst this was down slightly on the 2023/24 number of 16,000 hours it was still well above target.
- There was 388,007 attendees at Council run events both free and paid, these events include Enchanted Winter Garden, Theatre, Armed Forces Day, Ballyclare May Fair, Spinning Yarns, Party in the Park, Spooked Out, Tea Dances and St Patrick's Day.



Objective 2. We will protect and improve the environment, supporting Antrim and Newtownabbey to become a sustainable and climate-resilient Borough

Standard to be met	2023/24	Target 2024/25	2024/25	Status
Reduce total annual energy consumption by 2%	1% increase	2% decrease	5% decrease	Achieved
Limit the increase in total annual water consumption by <5%	22% increase	5% decrease	5.1% decrease	Achieved
5% reduction in the amount of carbon emissions from Council Operational Fleet	14.9% decrease	5% reduction	30.5% reduction	Achieved
We complete stage 3&4 of the NI Climate Adaption Planning Cycle	In line with legislation will be delivered in December 2024	To be completed	In line with legislation, it was delivered in December 2024	Achieved
We will compile a report highlighting Council's Carbon Footprint	n/a	To be calculated	Baseline year established	Baseline Year Established as 2019/20
60% of waste is sent for recycling (Statutory Target)	62.2%	60%	56.42%	Not Achieved
14.5K items re-used as part of community School Uniform and Christmas Toy re-use schemes (New Indicator)	15,492 items	14,500 items	12,385 items	Not Achieved
% of staff trained in Climate Change (New Indicator)	30%	30%	42%	Achieved



Objective 2. We will protect and improve the environment, supporting Antrim and Newtownabbey to become a green, sustainable and climate-resilient Borough IN

What has been achieved

In 2023/24 our Estate Services team established new, comprehensive methodology to record and measure energy usage across all Council sites. When compared with 2023/24 figures Council's energy consumption decreased by 5% which can be attributed to improved energy management initiatives and control systems. Water consumption data is calculated based on calendar year, the volume of water used by Council in 2024 was 88,930 cubic metres this was a 5.1% decrease in usage on the 2023 volume of 93,431 cubic metres.

Sustainable NI has agreed with all participating Councils that the established baseline year for all measurements with regards to energy usage, Carbon emissions and water consumption baseline year will be 2019/20. When compared with this baseline year CO2 emissions have been reduced by 40% and 1% against 2023/24. This is as a result of the investment in the Council's energy infrastructure including new Gas CHP and Biomass boilers. A proactive measurement of consumption is reported to CLT monthly with dashboards.

In 2024 Council approved the use of HVO fuel in all compatible fleet vehicles. This resulted in 2024/25 of a 30.5% reduction of CO2 emissions from the Council's Operational Fleet against a target of 5%.

Council continues to be one of the leading recycler of domestic waste across all 11 NI Councils. Due to an increase in the amount of municipal waste arising, and a reduced demand for hard plastics and mattresses in the global recycling market, recycling rate has decreased from 62.2% in 2023/24 to 56.42% in 2024/25, this is still ahead of the statutory target of 55%.

In 2024/25 through the community School Uniform and Christmas Toy re-use scheme, 12,385 items were donated and 1,950 families were supported. The decrease in items donated was a result of the initiation of schools in house uniform reuse schemes. There was a 22% increase in the number of families supported through the school uniform and Christmas toy scheme.

To ensure, the issue of sustainability is embedded within the Council staff undergo training in the effects of climate change and actions to be taken to reduce our impact on the planet. A target of 30% of staff was set for 2024/25, this was more than achieved with 42% of staff undertaking training on Climate Change.



Objective 3. We will achieve high levels of customer satisfaction

Standard to be met	2023/24	Target 2024/25	2024/25	Status
We achieve at least 80% satisfaction with overall Council services.	90.7%	80%	90.1%	Achieved
The percentage of abandoned calls will be 6.5% (or less)	5.6%	<6.5%	5.9%	Achieved
The percentage of abandoned Live Chats will be 8% or less	13.4%	<8%	3.4%	Achieved
We have achieved at least 650,000 online transactions	705,592	650,000	803,289	Achieved
There are at least 9,000 downloads of the Residents App	16,095	9,000	16,451	Achieved

What has been achieved

The Council continues to strive to deliver high quality services and improve access for people, communities and businesses in the Borough. Council will continue to communicate with our citizens through Borough Life, Website, Resident's App and Live Chat. We will regularly seek and act on feedback from residents, visitors and local businesses through an enhanced programme of consultation and engagement. In 2024/25 we carried out 52 consultations and received 6799 responses, this represented an increase in the 2023/24 consultations figure of 38 and 3,240 respondents.

In 2024/25 the overall satisfaction with Council services decreased slightly to 90.1% against a target of 80%.

In 2024/25, 168,668 calls were received of these 9,943 were missed or abandoned, the percentage of abandoned calls increased slightly from 5.6% to 5.9% but within the target of 6.5%. There was 19,256 Live Chats received of which 886 were missed by an agent. This represents 3.4% of the Live Chats received which is an improvement on the 2023/24 level of 13.4%.

There were 803,289 online transaction and 16,451 downloads of the Resident's App which contributed to the enhancement of the digital services provided to citizens improving the level of service by allowing access to Council at convenient times for residents.



Objective 4. We will maintain staff attendance levels across the Council

Standard to be met	2023/24	Target 2024/25	2024/25	Status
The average number of days lost per employee will not exceed 12 days	13.57 days	<12 days	14.31 days	Not Achieved
At least 60% of employees have full (100%) attendance	56%	>60%	55%	Not Achieved
The average number of long-term absence days lost per employee will not exceed 13 days	n/a	<13 days	11.68 days	Achieved

What has been achieved

In 2024/25 the average staff absence figure slightly increased from 13.57 days to 14.31 days, which was outside the target figure of less than 12 days. The average number of long-term absence days increased slightly from 11.2 days to 11.68 days but was within the target of less than 13 days.

The percentage of staff who have full (100%) attendance decrease slightly from 56% to 55% and was below the target figure of 60%.

Staff absence has been identified as a key Council wide project to reduce absence levels and increase the number of people with 100% attendance. An Attendance Management Action Plan has been agreed which includes line manager training, Employee Health & Wellbeing Support, Workforce Flexibility and Engagement, Monitoring Performance and improvement to the management and reporting of staff absence.



Objective 5. We will increase the speed with which we pay suppliers

Standard to be met	2023/24	Target 2024/25	2024/25	Status
80% of undisputed invoices are paid within 10 working days	69.3%	80%	81.4%	Achieved
90% of undisputed invoices are paid within 30 calendar days	83.7%	90%	91.8%	Achieved

What has been achieved

In 2024/25 both the targets for the payment of undisputed invoices were met. This represents the first time the Council has achieved the Prompt Payment targets since its formation.

In 2024/25 there was 22,040 invoices received of which 17,931 were paid within 10 working days and 20,223 within 30 calendar days.



Objective 6. We will encourage a healthy community by increasing the number of visitors across service areas to include pitch bookings, visitor attractions, theatres, community centres and parks.

Standard to be met	2023/24	Target 2024/25	2024/25	Status
We attract 922,000 visitors to our arts, culture and heritage sites	970,304	922,000	1,016,999	Achieved
We attract visits to our parks and open spaces	n/a	Baseline to be established	615,618	Baseline Established
We increase the number of bookings to our community centres to 12,000 hours and encourage pitch bookings	16,000 hours	12,000 hours	14,349 hours	Achieved
We maintain the number of visits to our leisure centres at 2.6 million	2,250,506	2,600,000	2,360,507	Not Achieved

What has been achieved

In 2024/25 there was an increase of 46,695 visitors to our arts, culture and heritage sites. This includes Antrim Castle Gardens, Gateway Centre, our theatres, and events. This increase in visitor numbers was in spite of reduced numbers attending Garden Show Ireland and Enchanted Winter Garden which were both affected by adverse weather.

New people counters have been installed at entrances to the parks across the Borough. This recorded a baseline of 615,618 visits which can be used to measure performance for 2025/26

The number of hours booked to our community centres was 1651 less than 2023/24 however the 14,349 hours was still above the target of 12,000 hours. A new online booking process was introduced and this account for over 70% of bookings.

The 2024/25 figure of 2,360,507 visits to our leisure centres represents an increase of 110,000 visits on the previous year but still below the target figure of 2.6 million.



3c

Self-imposed performance improvement indicators



3c | Self-Assessment of Performance 2024/25

3c. Self-imposed performance and improvement indicators:

For 2024/25, 83 self-imposed areas of performance were set by the Council. Of these Council identified and developed a range of self-imposed performance improvement objectives and Corporate Performance Indicators.

We continued to monitor internally all service areas, striving to achieve high performance against our ambitious self-imposed targets. These indicators have been reviewed and reported quarterly to Committee / Council, however they do not form part of the Council's legislative duty (except as indicated as per the key).

Section 3c. highlights our **performance and improvement achievements 2024/25**, in line with our Corporate Plan Pillars; **Place**, **Prosperity**, **People** and **Planet** underpinned by **Performance**. We use the following status key to measure our self-imposed indicators:

Status	Definition
Achieved	Target is likely to be achieved or has been achieved
Principally Achieved	Target is close to being achieved (within 5%)
Not Achieved	Target may not be achieved or has not been achieved
Not Achieved Outside Council Control	Target has not been achieved due to external factors outside of Council control, such as adverse weather or the performance of external agencies.
Results not available Baseline Established	Results/actions are measured annually and will not be available until after Q4, or information is not available, or in development.



Place

2024/25 Achievements | PLACE

Parks

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
% Resident satisfaction with Council Parks & Open Spaces	91.9%	90%	79.8%	Not Achieved	Total of 725 positive responses from 909 surveys
Number of Green Flags	26	28	29	Achieved	Additional Green Flags awarded to Duneane Community Allotments and Cranfield Church, Holywell site
To maintain the % occupancy rate for the Caravan Parks	42.74%	45%	53.75%	Achieved	

Leisure

Indicator	2022/23	2023/24 Target	2023/24	Status	Notes
The number of people taking out leisure memberships	14,032 1468 new member	14,500	14,359 (327 new member)	Principally Achieved	There was 327 new memberships added in 2024/25
Subsidy per visit	£1.29	£0.75	£0.65	Achieved	

2024/25 Achievements | PLACE

Environmental Health and Wellbeing

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
Net cost of service per head of population (excluding central establishment charges)	£17.98	£19.81	£19.52	Achieved	Based on whole cost and fixed population of 144,485
% of general planning applications processed within 15 days of receipt	98.5%	85%	99.6%	Achieved	475 plans received of which 473 were processed within the 15 days of receipt
Compliance with statutory Environmental Health regulations	72.75%	85%	94.25%	Achieved	Inspections Completed <ul style="list-style-type: none"> • Food Hygiene – 529 • Food Standard – 211 • Health & Safety - 487
Number of days to respond to service requests	n/a	<3 days	1.32 days	Achieved	4,286 service requests made in 2024/25, with an average of 1.32 days to respond to these requests
% of premises within the scope of the Food Hygiene Scheme that meet the standard of good or very good	95.2%	90%	98.3%	Achieved	In 2024/25 there was 3874 premises assessed with regards to the Food Hygiene Standard of which 3811 were assessed to be Good or Very Good

2024/25 Achievements | PLACE

Waste Operations

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
Satisfaction with the level of attractiveness of our Borough	79.5%	80%	69.6%	Not Achieved	231 positive responses from 332 surveys. This is 3 times the 106 responses received in 2023/24
Number of community clean-ups	186	160	131	Not Achieved	Community demand led. A number of community groups and individuals permanently retain equipment. Waste operations service ad hoc litter picks by arrangement
% of roads & streets inspected are graded at a satisfactory standard (A or B)	90.3%	90%	91.1%	Achieved	350 Surveys in 2024/25 of which 319 were graded A or B
Average number of days for the collection of bulky waste	8.0 days	5 days	6.7 days	Not Achieved	There was 16,803 bulky requests raised in 2024/25 which was 1001 more than 2023/24
Complete Cleansing requests within 48 hours of notification	n/a	<48 hours	40 hours	Achieved	<ul style="list-style-type: none"> • Dog Fouling – 280 • Street Cleansing – 779 • Fly Tipping – 489 • Litter Bins - 229

2024/25 Achievements | PLACE

Waste Management

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
We minimise the amount (tonnage) of waste sent to landfill	19,533 tonnes	22,500 tonnes	19,533 tonnes	Achieved	
% Overall Customer satisfaction with the Council's Waste and Recycling Service	85%	90%	77.8%	Not Achieved	396 positives out of out of 509 responses this represents 3.8 times the number of responses received in 2023/24
Cost of service per household (excluding landfill tax and waste disposal and excluding central establishment charges)	£78.22	<£84.64	£73.05	Achieved	The cost of waste management is £5.17 less than 2023/24. Based on the number of households 73,761



2024/25 Achievements | PLACE

In addition to our self-imposed corporate indicators, we are pleased to report the following successes:

79.8% of residents who were surveyed were satisfied with the attractiveness with Council Parks & Open Spaces.(Target 80%)

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

- New sustainable wildflower planting areas and the creation of seven new tree-lined avenues
- Roundabout improvement scheme
- 6 Buddy Benches installed throughout the Borough to help address loneliness

New people counters installed across seven of the Council's Parks and open spaces. These accurately track foot traffic and since their installation a total of **654,940 visits** have been recorded with Jordanstown Lough Shore recording the most visits with 167,228

Investments in our Parks and Open Spaces include the installation of a new Play Park in Mallusk the Play Park in the Steeple Antrim has been redeveloped and the riverside walk in Burnside has been extended and improved.

Our Towns and Villages continue to win awards, at the Ulster in Bloom Awards the following were recognised

- Best Small Town – Randalstown, 1st Place
- Best Large Village – Ballynure, 2nd Place
- Best Small Village – Ballyeaston, 1st Place with Killead 3rd

Our 'Support in Kind' scheme helped to complete **131** community clean ups.

There was **489** Fly Tipping incidents per year (down on 2023/24 figure of 543)

16,803 bulky waste collections were made at an average **6.7** days. (15,802 collections with an average of 8.0 days in 2023/24)

The net cost of waste collection service per household was **£73.05** (£78.22 in 2023/24 and a Target of £84.64)

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

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

2024/25 Achievements | PLACE

We increased the number of **Green Flag** accreditation across Council sites to **29** flags (26 flags in 2023/24).

Planted **32,780 native trees** in 2024/25 as part of the One Million Trees Project. (266,375 native trees planted since the start of the Project).

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

- An additional **270** warning signs were erected for littering, dog fouling and illegal dumping offences (333 : 2023/24).
- **9** fixed penalty notices were issued for dog fouling and litter (14 : 2023/24)
- **840,000** dog waste bags were distributed (850,000 : 2022/23).
- **2173** enforcement patrols were undertaken throughout the Borough (3,360 : 2022/23).
- CCTV Cameras installed in **9** "hotspot" areas to identify illegal dumping.
- **420** leaflets delivered to hotspots areas.
- **140** dog fouling stencils placed.
- Presentations to **8** Community Groups
- **145** stray dogs impounded, **43** stray dogs found and returned to owners and **61** unwanted dogs collected
- **260** illegal dumping inspections and **162** abandoned vehicles inspected
- **1495** dog control advice given to dog walkers.

Capital development investment of **£ million** which delivered **10** projects.

80% of projects completed within the budget approved at construction stage (95.25% in 2023/24)

301 domestic full planning applications received with **94.45%** assessed with a substantive response sent within 21 days of validation. (283 received with response rate of 96.9% in 2023/24)

89 non-domestic full planning applications were received with **94%** assessed with a substantive response sent within 35 days of validation. (74 received with a response rate of 94% in 2023/24)

496 planning resubmissions received with **91.1%** receiving a substantive response within 14 days. (409 received with a response rate of 92.3% in 2023/24)

The Bereavement and Crematorium service received a satisfaction rating of 100% received from Funeral Directors.



Prosperity

2024/25 Achievements | PROSPERITY

Economic Development

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
We have achieved a 90% satisfaction rating from participants on the Go Succeed Programme	89%	90%	100%	Achieved	Results from Northern Ireland wide participation survey.
Number of existing businesses assisted to develop/expand their operations through entrepreneurship support programmes.	103	250	362	Achieved	Including 216 businesses supported through Go Succeed Foundation, Growth and Scaling pillars with one-to-one mentoring 34 grants awarded.
Number of unemployed people assisted in to work through local labour market partnership activity (DFC & Council funded initiatives)	396	150	271	Achieved	Activity includes: <ul style="list-style-type: none"> LMP Academies 95 vacancies filled at Newtownabbey JBO Fair The Junction Wellbeing and Employability Event with Antrim JBO
The % of projects delivered/completed from the Borough-wide Masterplan Frameworks	n/a	35%	38.4%	Achieved	156 actions contained within the Borough Masterplan approved by Council in January 2023. To date 60 actions have been completed 39 in 2023/24 and 21 in 2024/25.
The amount of regeneration grant funding secured for the achievement of projects across a variety of sources including The Levelling Up Fund, DFC Urban Regeneration and DFC Small Settlements Scheme	£1.7M	£0.5M	£798,600	Achieved	Funding received from: <ul style="list-style-type: none"> ANBC Town Centre Marketing- £50K Town Centre Shop Front Improvement Programme - £390K Small Areas Revitalisation Programme - £358K One application currently being processed for Town Centre Street Furniture - £240K

2024/25 Achievements | PROSPERITY

Economic Development

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
Number of forecast jobs created through the Council investment promotion fund	182	50	56	Achieved	Applications approved: <ul style="list-style-type: none"> • Ashdale Engineering and TTS – 37 jobs combined • PING Group – 13 FTE Jobs • Contract Marketing – 6 FTE Jobs
Number of businesses availing of / engaging with / supported through the Council's suite of programmes and events	554	500	839	Achieved	<ul style="list-style-type: none"> • 65 businesses attended International Women's Day event • 11 attendees at Green for Business breakfast event • 51 businesses engaged with Embrace Your Town campaign

2024/25 Achievements | PROSPERITY

Building Control

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
Number of domestic full plan applications received and % assessed with a substantive response sent within 21 days of validation	96.9% (210)	85%	94.45% (301)	Achieved	There was 91 more domestic full plan applications processed in 2024/25 than in 2023/24
Number of non-domestic full plan applications received and % assessed with a substantive response sent within 35 days of validation	94% (74)	85%	84.45% (97)	Achieved	There was 23 more non-domestic full plan applications processed in 2024/25 than in 2023/24
Number of resubmissions received and % substantive response issued within 14 days	92.3% (409)	85%	91.1% (496)	Achieved	There was 87 more resubmissions processed in 2024/25 than 2023/24



2024/25 Achievements | PROSPERITY

In addition to our self-imposed corporate indicators, we are pleased to report the following successes:

There were **241** applications for the new **Go Succeed Programme** replacement for the Go For It programme. The Go Succeed Programme provides expert business advice to both new start up and established businesses. It offers small grants up to the value of £4,000. The 241 applications translates to **145** jobs promoted via the Go Succeed Programme.

362 businesses were assisted to develop/expand their operations through Council operated/funded programmes (103 in 2023/24).

271 people were assisted in to work from Council operated/ funded employability and career development programmes (396 in 2023/24)

839 businesses supported through the Council's suite of programmes and events (554 in 2023/24)

£798,600 funding secured from ANBC Town Centre Marketing, Town Centre Shop Front and Small Area Revitalisation Programme

38.4% of the Masterplan Framework projects delivered Borough Wide as a result of Masterplan consultations.

Continuing efforts towards our **Business Engagement** strategy, the Council provided support to attract the forecast creation of **56** jobs

SPACE flexible, modern workspace opened in Antrim Town Centre, and the SPACE site started in Glengormley.

Headline for investment secured over the financial year 2023/24

- **£5.5M** development of a new Premier Inn Hotel at Belfast International Airport.
- **£22.1M** distribution facility in Nutt's Corner for the Hannon Group
- **£14M** extension to the Kingfisher Country Estate
- **£143M** development of the New Birch Hill Centre for Mental Health
- Redevelopment CAFRE Greenmount Campus

Individual projects, focused on **arts, culture tourism and visitor experiences** delivered, including,

- Garden Show Ireland
- Enchanted Winter Garden
- Sixmile Festival
- Spinning Yarns
- Ballyclare May Fair
- Arm Forces Day

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

Our two Caravan Parks, Antrim Six Mile Water and Lough Shore Jordanstown increased occupancy to **54%**



People

2024/25 Achievements | PEOPLE

Arts, Culture, Tourism & Events

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
Numbers attending theatre performances	37,670	40,000	47,502	Achieved	New theatre management team in place The numbers attending theatre performances has increased by 9,832.
Theatre Ticket Income	£473,627	£434,000	£891,283	Achieved	Income from the theatres increased by £417,656.
% occupancy at theatre performance	52.4%	52%	55.21%	Achieved	
Customer satisfaction with Council theatre performances	97%	90%	98.2%	Achieved	In 2024/25 there was 554 positive responses received from 564 surveys.
Attendees at Enchanted Winter Garden % of attendee at Enchanted Winter gardens from outside the Borough*	113,856 70%	120,000 70%	98,119 64%	Not Achieved (Outside Council Control)	Storms caused two days to be cancelled which had a negative impact on numbers attending by an estimated 15,000.
Total number of visitors to Culture and Heritage venues	603,816	575,000	628,992	Achieved	Data taken from people counters at Antrim Castle Gardens and The Gateway.
Arts and Culture Total Income	£1,786,709	£2.03M	£2,357,311	Achieved	In 2024/25 the achieved income exceeded the target by £327,311 and was £570,602 ahead of the 2023/24 income.
Total number of attendees at all Council run events	190,060	165,000	225,170	Achieved	Figures taken from, Armed Forces Day, Ballyclare May Fair, Garden Show Ireland, Party in the Park, Spinning Yarns, Party in the Park, Spooked Out, Enchanted Winter Garden & St Patricks Day.

2024/25 Achievements | PEOPLE

Arts, Culture, Tourism & Events

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
Customer satisfaction with large scale Council events	81.5%	80%	83.8%	Achieved	A total of 893 positive responses from 1066 surveys taken at Ballyclare May Fair, Spring Plant Fair, Armed Forces Day, Six Mile Festival. Spinning Yarns, Halloween, Christmas Lights, Enchanted Winter Garden and St Patricks events.
Number of attendees at Garden Show Ireland	24,902	22,000	17,216	Not Achieved (Outside Council Control)	Garden Show Ireland impacted by poor weather during the event
Net cost per attendee at Council Flagship events (Garden Show Ireland & Enchanted Winter Garden)	£0.32 Surplus	£0.50 Surplus	£0.64 net cost	Not Achieved (Outside Council Control)	Reduced attendance due to poor weather at both events reduced revenue.
Total available hotels rooms and % occupancy rate	Results not Available	629 rooms 60% occupancy	50.5% room occupancy	Results not Available	Limited data available from NISRA Report – January – June 2024 no data available between June 2024 until February 2025.
Level of satisfaction with Councils services from tourism stakeholders	85.7%	90%	100%	Achieved	Results taken from an Annual Survey carried out by Tourism Team. Six responses received all positive.

2024/25 Achievements | PEOPLE

Community Development

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
% of residents that believe Antrim and Newtownabbey is a safe place to live	90%	88%	81.9%	Not Achieved	From the 1200 surveys taken at Safe and Welcoming Borough, Halloween events, Christmas Switch, Have Your Say and Enchanted Winter Garden, 983 responses were positive.
% of grant awards issued within 30 days of closing date	99.5%	90%	99.5%	Achieved	99.5% of letters of Offer were delivered within 30 days. 8 Grant Funding Workshops held.
% of residents that believe that Relations are good (positive) within the Borough	86.4%	80%	73.7%	Not Achieved	From the 1176 surveys taken at Safe and Welcoming Borough, Halloween events, Christmas Switch, Have Your Say and Enchanted Winter Garden, 867 responses were positive.
Net Cost Per booking at Community Centres	£36.05	£38.00	£31.52	Achieved	Reduction in the net cost per booking of £4.53 compared with 2023/24.
% Customer Satisfaction with Community Development Events & Programmes	98%	80%	93.33%	Achieved	Satisfaction surveys measured at the Christmas Light Switch On and with Community Groups.
Number of volunteers involved in Council supported community projects	n/a	Baseline to be Established	7,407	Baseline Established	
Number of participants using Community Centres and Pitch bookings	n/a	Baseline to be Established	5,532	Baseline Established	
% of Community Centre bookings made online	n/a	80%	72.9%	Not Achieved (Outside Council Control)	Target for 2025/26 to be reduced to 75%. Bookings are received from external bodies such as health trusts, charities and church groups which cannot be made online, due to payment issues.

2024/25 Achievements | PEOPLE

Marketing, Communications and PR

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
% satisfaction with the quality of information on the Council's website	86.3%	80%	81.5%	Achieved	For the year 2024/25 a total of 365 positive responses were received from 448 surveys.
% satisfaction with Borough Life	93.5%	90%	77.9%	Not Achieved	For the year 2024/25 a total of 275 positive responses received from 353 surveys. In 2024/25 Borough Life was reduced to two editions.
Number of recorded visits (hits) to Council's corporate website during the year*	2,082,220	1.8M	2,245,186	Achieved	162,966 more visits than in 2023/24 and 445,186 ahead of target.
Number of followers on social media platforms	60,446	59,000	64,418	Achieved	Facebook 45,033, X (Twitter) 10,298, LinkedIn 3,361, Instagram 4,444, TikTok 1,633, YouTube 632.

2024/25 Achievements | PEOPLE

Customer Services

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
Percentage of complaints responded to within published timescales	83.7%	87%	90.6%	Achieved	In 2024/25 there was 225 stage 1 and 25 stage 2 complaints responded to. Of these 250 complaints 231 (92.4%) were responded to within the target time of 5 working days for stage 1 and 20 working days for stage 2.

Leisure

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
Number of people participating in the Council's Health Intervention Action Plan	n/a	Baseline to be Established	25,494 participant visits	Baseline Established	There was 25,494 visits to the Council's Health Intervention Action Plan



2024/25 Achievements | PEOPLE

In addition to our self-imposed corporate indicators, we are pleased to report the following successes:

47,502 people attended performances within our theatres (37,670 : 2023/24) and satisfaction was rated at **98.2%** (96.85 % in 2023/24).

The Enchanted Winter Garden had **98,119** people attending (113,856 in 2023/24). Reduction due to adverse weather with two days lost due to storm Darragh.

Overall satisfaction with Council run large scale events was **83.5%** (81.5% in 2023/24).

Successfully delivered a large number of events including the Party in the Park, Six Mile Festival, Spinning Yarns, Armed Forces Day, Halloween, St Patricks and Christmas Lights Switch On. Attracting **225,170** visitors in 2024/25 (190,060 in 2023/24)

In 2024/25 there was **628,992** visitors to our Culture and Heritage venues. (603,816 in 2023/24)

Income from Arts and Culture activities in 2024/25 was **£2,357,311** (£1,786,709 in 2023/24)

The Council held **20** DEA Forums in 2023/24. None were held in June 2023 due to the Council elections. (21 in 2022/23)

The Council continues to support and provide funding to Community Advice Antrim and Newtownabbey during 2024/25 **39,313** clients were supported (42,323 in 2023/24) with **£7,935,609 million** worth of benefits taken up as a result of advice (£8.63m in 2023/24)

Total number of Home Accident Assessments held in 2024/25 **197**, (210 in 2023/24)

The support of the Public Health Agency enabled us to issue **740** Keep Warm packs to vulnerable people (510 in 2023/24)

4,941 Community Safety Warden patrols on our streets (4,380 in 2023/24) with **7,556** people engaged and **40** incidents reported.

£137,500 of oil stamp sales

Supporting our community through the challenging economic times via; **School uniform** exchange scheme, **social supermarket** initiative and **Christmas Community toy** scheme

14,743 items donated and **1,950** families supported through the School Uniform Scheme and Christmas Toy re-use schemes

As part of the Community Capacity building Programme **482** volunteers, from **115** active groups, **£734K** community grant aid dispersed, and 150 Accredited Qualifications gained.

The Social Supermarket has supported **321** households, **385** adults and **176** children.

Confirmation of award of **£4.4 million** of PEACEPLUS funding



2024/25 Achievements | PEOPLE

Satisfaction with overall Council services of those surveyed in 2024/25 was **90.1%** (90.7% in 2023/24)

The Council website users reported **81.5%** satisfaction with the quality of information on the site. (86.3% in 2023/24)

There was a **77.9%** satisfaction rating with the Borough Life Magazine (93.5% in 2022/23). Publication reduced from 4 editions to 2 per annum.

There was **2,245,186** recorded visits to the Council's corporate website (2,080,220 in 2023/24)

In 2024/25 only **5.9%** of telephone calls and **3.4%** of Live Chats to the Council were abandoned (5.6% and 13.4% 2023/24)

43 Consultations and surveys were carried out in 2024/25 with **5,445** respondents (38 in 2023/24 with 3,240 respondents)

The number of followers on Social Media Platforms rose **5,261** to **65,701** (60,446 in 2023/24).

19,256 live chats and **168,668** external calls to customer hubs. (10.4K live chats and 175K calls in 2023/24)

50 Referrals for the Energy Advice Line

17 residents availing of the Heater Lending Scheme

Tailored our **services to be accessible** e.g. Sign language staff training and interpreter, Building adaptations, Language line interpreters .

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

Developed a number of play parks to include a range of **inclusive play equipment** creation of **three sensory gardens**

The number of users at our leisure centres was **2,350,507** in 2024/25 (2.25 million in 2023/24)

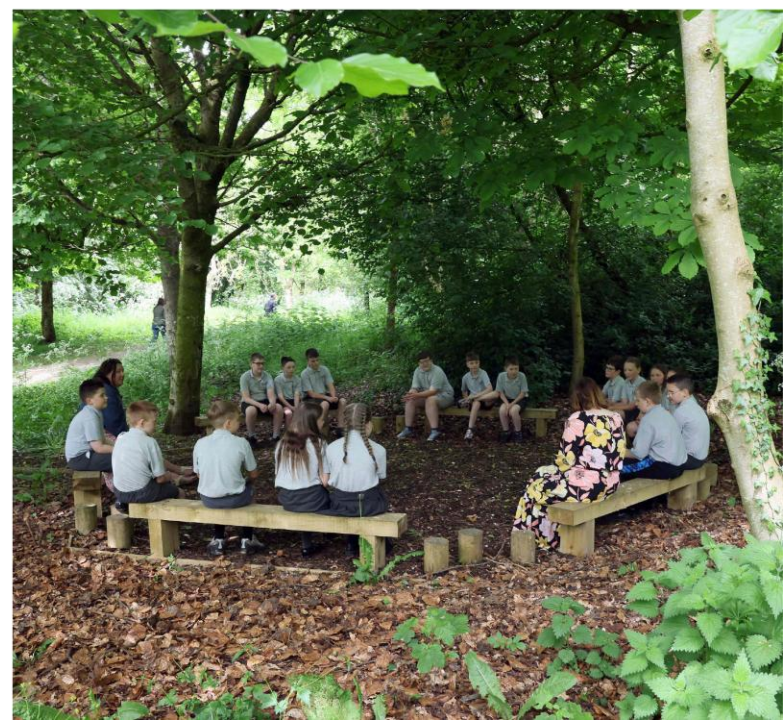
The number of paying leisure members reached rose by **327** in 2024/25 to **14,359**

Customer satisfaction with the Council's Leisure facilities was **89.3%**

The subsidy per leisure centre visit was **£0.65** in 2024/25 the subsidy in 2023/24 was £1.29

The number of online transactions rose to **803,289** (705,592 in 2023/24)

Our ANBorough Residents App had **16,451** downloads increasing numbers of residents accessing Council services digitally in 2024/25 to **76,822**.



Planet

2024/25 Achievements | PLANET

Sustainability

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
% of household waste collected that is sent for recycling	62.2%	60%	56.42%	Not Achieved	Statutory target 55%. The 62.5% was an internal target. The drop in performance is due to a reduced demand for recyclable hard plastics and mattresses.
Maintain Environmental Management accreditation level of Benchmarking Survey.	Platinum	Platinum	Gold	Not Achieved	Gold status achieved following audit. Performance achieved at the same standard as 2023/24 however platinum level required demonstrable improvement.
% reduction of the amount of carbon emissions from Council Operational Fleet	14.9%	5% reduction	30.5% reduction	Achieved	Reduction due to the purchase of 4 electric vans, and the continued roll out of HVO for suitable vehicles.
% of staff trained in climate change	30%	30%	42%	Achieved	New mandatory modules on iLearn portal: Environmental Awareness at Work The Importance of Environmental Sustainability
Calculate the Council's Carbon Footprint	n/a	Baseline to be established	Baseline Established	Baseline Established	Baseline year now agreed as 2019/20 in line with Sustainable NI. Current calculations indicate there has been a reduction of 25% in CO2 emissions from the baseline 2019/20 year and 1% against 2023/24.

2024/25 Achievements | PLANET

Parks

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
Increase in amount of new native trees planted in the Borough.	233,575 end of February 2024	10% increase	14% increase to 266,375	Achieved	In the 2024/25 planting season there was 32,780 trees planted which represented a 14% increase the number of trees planted as part of the 1 million tree programme.
Number of Green Flags	26	28	29	Achieved	New Green Flags awarded to Duneane Community Allotments, Cranfield Church and Holywell site.
Reduction in the annual summer bedding in favour of sustainable planting	n/a	Baseline to be established	11.9%	Achieved	11.9% reduction calculated based on 2023/24 figures. In 2023/24 Council purchased 166,965 plants this was reduced to 147,128 in 2024/25.

Estate Services

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
To reduce total annual energy consumption (kilowatt/hour) per square metre	1% increase against 2022/23	2% decrease against 2023/24	5% reduction against 2023/24	Achieved	Further improvements to energy control systems, profiles and strategies have resulted in a reduction in energy usage
To limit the increase in total annual water consumption (cubic metre) per square metre	22% reduction	5% decrease against 2023/24	5.1% decrease in 2024	Achieved	In 2024 volume of water consumption was 88,860 cubic metres this was 5.1% less than the 2023 volume of 93,431 cubic metres.



2024/25 Achievements | PLANET

Community Development

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
Number of items re-used as part of the community school uniform and Christmas toy re-use schemes.	15,492 items with 1600+ families assisted	14,500 plus 1500 families assisted	9,625 items of school uniform and Christmas Toys re-used with 1,950 families assisted	Not Achieved (Outside Council Control)	Figures impacted by school inhouse re-use schemes and the growth in online reselling apps. The donation of 14,743 items of school uniform and toys, all of which suitable for re-use has removed 6,978kg from landfill



2024/25 Achievements | PLANET

In addition to our self-imposed corporate indicators, we are pleased to report the following successes:

There has been 8 Contactless Water Refill Stations installed across the Borough. Figures taken in October 2024, from installation usage indicates approximately **54,595** single use plastic bottles have been prevented from entering the waste stream.

Maintained high level of recycling rates from both collected household waste and Household Recycling Centres.

Proactively introduced planting schemes to reduce the level of summer bedding plants required by **11.9%**

The Council has engaged with local businesses, community groups, schools and keen gardeners to promote the ambitious plan to plant one million native trees across the Borough. To date **266,375** trees have been planted and increase in 2024/25 of **32,780** on 2023/24.

Council approved the trial use of Hydrogenated Vegetable Oil (HVO) in fleet operational vehicles. This reduced CO2 emissions by 14.9% in 2023/24. The success of the trial resulted in the use of HVO across all suitable vehicles which has resulted in a further reduction in CO2 emissions in 2024/25 of **30.5%**

The introduction of two new mandatory modules on the iLearn employee development platform

- Environmental Awareness at Work
- The Importance of Environmental Sustainability

Has resulted in an increase in the percentage of staff trained in climate change from 30% in 2023/24 to **41%** in 2024/25

The Council has adopted the Sustainable NI baseline year of 2019/20 for the measurement of CO2 emissions. Calculations have indicated that in 2024/25 Council emitted **25% less CO2** than the baseline year and there was a **1% reduction** on the 2023/24 figure.

Our Estate Services have implemented measures which are designed to reduce the energy use across all Council buildings. This has resulted in a **5%** reduction in energy use in 2024/25.

The Estates Services team have put procedures in place to monitor water use in Council buildings to quickly highlight excessive use and possible leaks. This has ensured water usage has reduced by **5.1%** across the Council despite the introduction of the free water stations. The 2024 volume was **88,860 cubic metres** (2023 volume 93,431 cubic metres).

Through the **School uniform** exchange and **Christmas Community toy** scheme **14,743** items donated and **1,950** families supported this is equivalent to **6.9 tonnes** of material removed from possible landfill.



Performance

2024/25 Achievements | PERFORMANCE

Finance

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
Councils' general reserves as per policy	As per policy	As per policy	As per policy	Achieved	The Council's reserves are currently within policy. This will be kept under review going forward.

Performance Improvement

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
Certificate of compliance from the Northern Ireland Audit Office	Achieved	Achieved	Achieved	Achieved	Draft Report received from NIAO in November 2024 no recommendations for improvement. Final report published by NIAO in March 2025
Project Evaluation Report provided to CLT and Audit & Risk Committee Annually	PPE report submitted to December Audit & Risk Committee	Report to be sent to CLT and Audit & Risk by Quarter 3	Reporting process currently under review	Results not Available	

2024/25 Achievements | PERFORMANCE

Capital Development

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
% of projects completed on the programme at construction award stage	63.6%	75%	50%	Not Achieved	Ten projects delivered in 2024/25. Five projects delivered on programme <ul style="list-style-type: none"> • Antrim Courthouse Café • Randalstown viaduct • Steeple and Mallusk play park • Monkstown 3G training pitch • Small settlements
% of projects completed within the budget approved at construction stage	95.2%	75%	80%	Achieved	Ten projects delivered in 2024/25, eight of which were delivered on budget <ul style="list-style-type: none"> • Sixmile Footbridge • Antrim Courthouse Café • Office Space Antrim & Furniture • Monkstown 3G Pitch • Randalstown Viaduct • Steeple Play Park
% overall end-user satisfaction rating with the capital development programme	91%	75%	92%	Achieved	687 survey responses received from the users of the newly refurbished Antrim Forum gym. Of these 632 were positive
To achieve a minimum rating of "excellent" under BREEAM (Building Research Establishment Environmental Assessment Method) for relevant capital schemes	Very Good	Very Good	n/a	Results not Available	Four projects currently ongoing which will be assessed for BREEAM Very Good Standard <ul style="list-style-type: none"> • Crematorium • Space Glengormley Offices post completion • Cloughan project • Glengormley public realm post completion All substantial projects designed within BREEAM guidelines.

2024/25 Achievements | PERFORMANCE

Internal Audit

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
Completion of Annual Audit Plan (by 30 June 2025)	100%	90%	100%	Achieved	
Implementation of internal audit recommendations	100%	100%	95%	Principally Achieved	
Completion of Audit engagements within budgeted days. % of audits completed within budgeted days within the approved Internal Audit plan	80%	80%	100%	Achieved	

ICT

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
Number of services provided digitally	42	42	42	Achieved	
*% customer satisfaction with digital services	94.3%	96%	84.6%	Not Achieved	For the year 261 positive responses received from 326 surveys.

2024/25 Achievements | PERFORMANCE

Governance

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
Annual Governance Statement reported	Achieved	Achieved	Achieved	Achieved	Reported to Audit & Risk Committee in September 2024
% of Freedom of Information requests responded to within deadline	93%	100%	94.1%	Not Achieved	407 requests were received in the year. Of which 383 were completed within the 20 days. ICO Comment that a figure more than 90% is to be commended.
% ratio of insurance cases settled attributed to the Council	57.25%	<60%	52.15%	Achieved	
% of minutes and audio recordings of Council and Committee meetings uploaded to the Corporate website within agreed timelines	100%	100%	100%	Achieved	
% of accident report forms that have met the 5 day deadline	91.25%	100%	87%	Not Achieved	For the year 755 incidents were reported of which 98 were outside the 5-day deadline.

2024/25 Achievements | PERFORMANCE

Waste Management

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
Cost of service per household (excluding landfill tax and waste disposal and central establishment charges)	£78.22	£84.64	£73.05	Achieved	

Environmental Health

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
Net cost of service per head of population (excluding central establishment charges)	£17.98	£19.81	£19.52	Achieved	Based on population figure of 144,485



2024/25 Achievements | PERFORMANCE

Human Resources

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
Average number of long-term absence days lost per employee	n/a	13 days	11.86 days	Achieved	Proactive action plan to promote a positive attendance culture was implemented

Customer Services

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
% satisfaction with overall Council services	90.7%	80%	90.1%	Achieved	

2024/25 Achievements | PERFORMANCE

Organisation Development

Indicator	2023/24	2024/25 Target	2024/25	Status	Notes
% of employees who have a Personal Review & Development Plan	Under Review	75%	77%	Achieved	In the year 2024/25 – 434 members of staff have received a PRDP with 132 outstanding.
% of employees who are registered /participating in a Council training and development programmes	77%	75%	75.96%	Achieved	Cumulative total for the year – 515 staff participated in a training and development programme out of 678 employees.
% of employees who believe the Council is making positive efforts to communicate and engage with them	92.9%	80%	93%	Achieved	Surveys at Corporate Induction and iLead launch. There was 343 responses received of which 296 were positive.
% of employees surveyed who believe that the Council recognises achievement	94%	80%	95.65%	Achieved	In 2024/25 there was 65 responses of which 62 were positive.
% of employees who feel satisfied that the Council supports their health and wellbeing	Under Review	80%	90.3%	Achieved	

2024/25 Achievements | PERFORMANCE

Our 4 themes of **Place**, **Prosperity**, **People** and **Planet**, are underpinned by **Performance**. We have continued to monitor our Performance improvement throughout 2024/25, and are pleased to report the following successes:

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

The Council received a **Certificate of Compliance** from the NI Audit Office for the Council's Performance Duty with no recommendations for improvement (issued March 2025)

The 2024/25 **annual accounts** were prepared (audit opinion pending November 2025)

19 Internal Audits (17 in 2023/24) delivered **100%** of the annual audit plan (100% in 2023/24) and **95%** of Internal Audit recommendations were implemented by completion date (100% in 2023/24). **100%** of Audits completed within budgeted days (80% in 2023/24)

94.1% of Freedom of Information Requests were responded to within the deadline (93% in 2023/24)

A ratio of **52.15%** of insurance cases settled were attributed to the Council (57.25% in 2023/24)

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

87% of accident report forms met the five-day deadline

The net cost per head of population for the Environmental Health Service in 2024/25 was **£19.58** (£17.98 in 2023/24)

Council confirmed as finalists for **six categories** at the APSE Service Awards. The Council's **Bereavement Service was awarded Team of the Year**, and the Council was named as **UK Council of the Year**

99.6% of general planning applications were processed within 15 days of receipt (2023/24 it was 98.5%)

There was a **94.25%** compliance with statutory Environmental Health regulations in 2023/24 (72.75% in 2023/24)

The average number of long-term absence days lost per employee in 2024/25 was **11.68 days** against a target of 13 days

77% of employees have received a Personal Review & Development Plan, and **76%** have participated in a Council training and development programme.

93% of employees believe Council is making positive efforts to communicate and engage with them and **95%** believe the Council recognises achievement.

The cost of the waste management service per household was **£73.05** based on 73,761 households within the Borough (£78.22 in 2023/24)

2024/25 Achievements | PERFORMANCE

Complaints Handling Procedure

The Council welcomes, and proactively seeks feedback from residents, visitors, stakeholders and local businesses as part of our commitment to provide high-quality services. Complaints form a key part of this, enabling us to review the performance of our services and to identify and deliver continuous improvement.

A new Complaints Handling Procedure was approved by Council in November 2023, based upon the Model Complaints Handling Procedure published on 1 July 2023 by the Northern Ireland Public Sector Ombudsman (NIPSO).

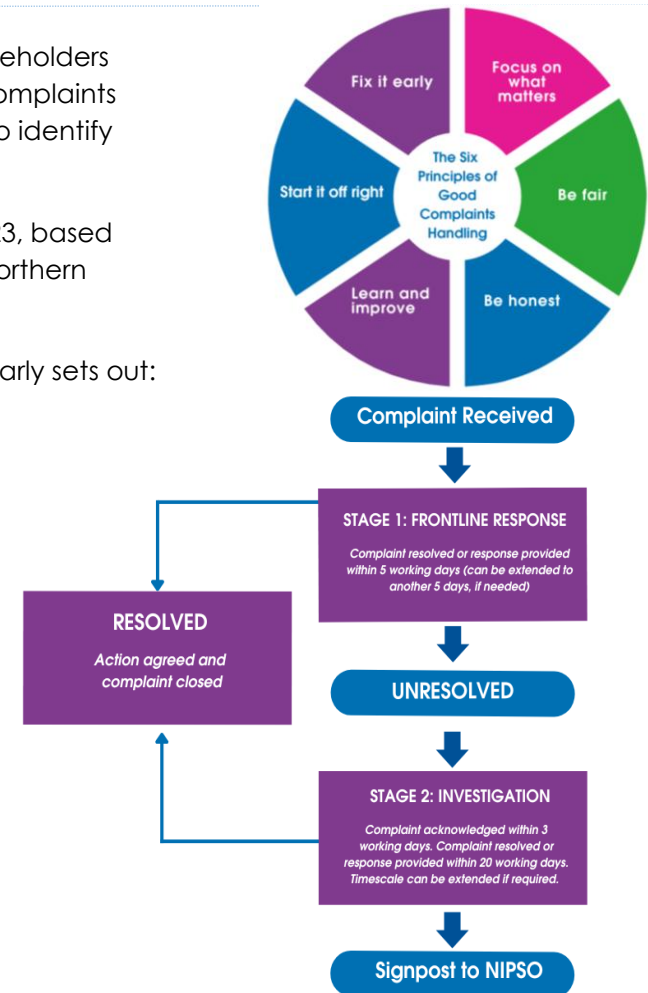
The procedure is based on the Six Principles of Good Complaints Handling, and clearly sets out:

- How to complain to the Council
- The definition of what is, and what is not a complaint
- The two stages of the procedure, along with timelines for responses
- How to refer complaints to NIPSO
- The process for reporting and learning from complaints

Antrim and Newtownabbey Borough Council's definition of a complaint is:

'An expression of dissatisfaction by one or more members of the public about the Council's action or lack of action, or about the standard of service provided by or on behalf of the Council.'

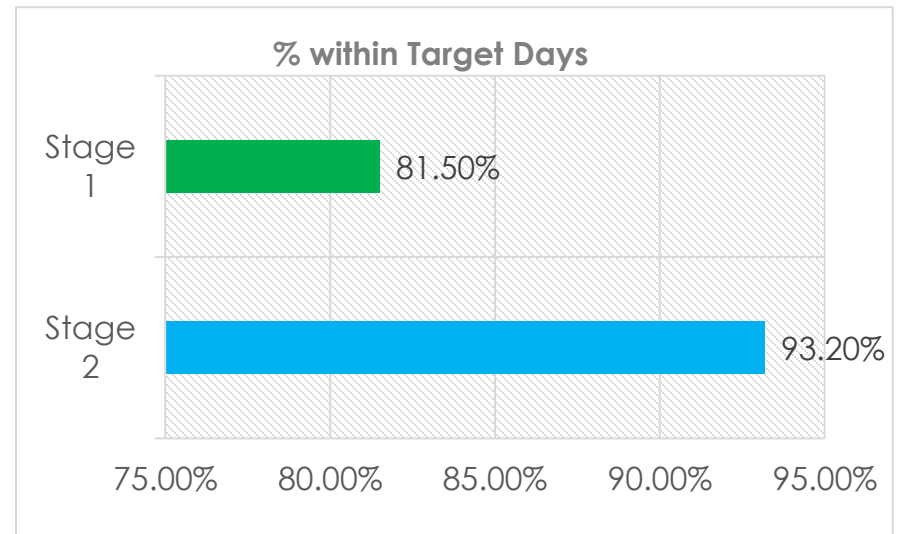
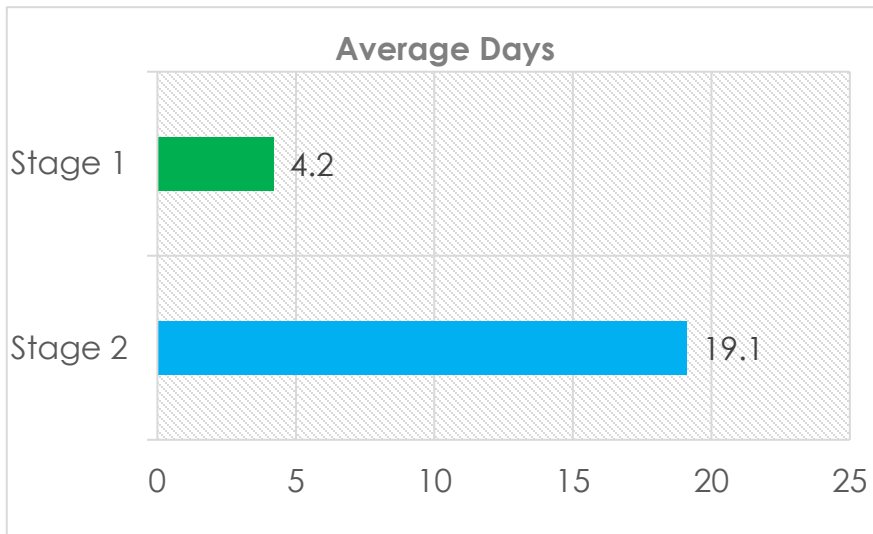
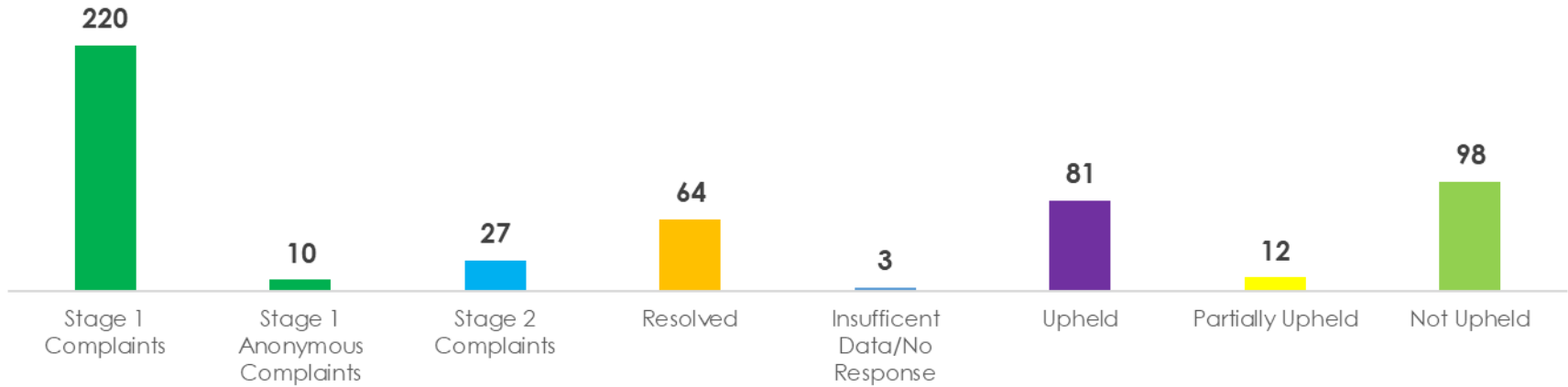
The procedure sets out a target of five working days for a stage one response and twenty working days for stage two.



2024/25 Achievements | PERFORMANCE

Complaints Handling 2024/25

During 2024/25 Council received 220 Stage 1 complaints of these complaints 27 were progressed to Stage 2.





4

Overall Assessment of Performance 2024/25



4 | Overall Assessment of Performance

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

The Council continues to deliver a wide range of economic development initiatives and programmes for existing and new businesses in the Borough. The Go for It Programme ceased in September 2023 to be replaced by Go Succeed in November 2023. The target of 80 jobs remained delays with the implementation of Go Succeed affected the outcome in 2023/24. The new calculation factor was agreed for 2024/25 Go Succeed data.

	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Jobs Promoted via start up activity	106	84	97	106	55	134

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

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

There was an improvement in the performance in the processing time for major applications in 2024/25, the previous issues caused by the introduction of a new Planning Portal, have been resolved. The Council was **ranked second on this measure out of the 11 Councils**, in terms of percentage of cases processed within 30 days and **ranked second** for the average number of weeks. The achieved figures are a significant improvement on the Northern Ireland Average of **42.6% and 39.6 weeks**.

	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
% of cases processed within 30 weeks	58.3%	40%	62.5%	31.3%	70%	70.6%
Average processing times (weeks) for applications processed within 30 weeks	24.6 weeks	113.4 weeks	25.1 weeks	52.3 weeks	21.1 weeks	21.8weeks

4 | Overall Assessment of Performance

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

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

There was a slight increase in the percentage of cases processed within 15 weeks, and a small increase in the average time to process. **The Council ranked third in both measurements out of the 11 Councils and exceeded both targets.** The achieved figures are a significant improvement on the Northern Ireland Average of **42.1% and 19 weeks**.

	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
% of cases processed within 15 weeks	80.3%	64.3%	58.4%	59.6%	61.4%	60.8%
Average processing times (weeks) for applications processed within 15 weeks	12.4 weeks	12.4 weeks	13.2 weeks	13.7 weeks	13.0 weeks	12.8 weeks

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

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

A new Planning Portal was introduced in the third quarter 2022-23. The issues within this portal for the reporting of Planning Enforcement have been resolved. In 2024/25. **The Council ranked first in both measurements out of the 11 Councils and exceeded both targets.** The achieved figures are a significant improvement on the Northern Ireland Average of **70.7% and 38.4 weeks**.

	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
% of cases processed within 39 weeks	98.7%	90.8 %	78.1%	91.2%	96.0%	97.3%
Average processing times (weeks) to process 70% of cases to conclusion	7.0 weeks	24.4 weeks	28.2 weeks	12.0 weeks	12.6 weeks	10.7 weeks

4 | Overall Assessment of Performance

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

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

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

The percentage of recycling failed to maintain the improvements of recent years, the unvalidated figure of **56.42% is second amongst Northern Ireland councils and above the average of 51.2%**. The Northern Ireland average decreased slightly in 2024/25, by **0.7%** whilst the Council's figure decreased by over 6%. This is a result of an increase in waste arisings and a reduction in market demand for hard plastics and mattress recycling. Antrim and Newtownabbey Borough is still one of the leading Councils in Northern Ireland for recycling and it is hoped the harmonization of recycling collections across the Borough will boost recycling rates.

The amount of Biodegradable waste that is sent for landfill decreased slightly as Council continued to promote the use of its recycling services.

Finally, the amount of municipal waste increased in 2024/25, this can be attributed to the increase in resident numbers and business activity in the Borough. There was a welcome decrease in fly tipping incidents in 2024/25, 489 reported incidents, down from the level of 2023/24 of 543.

	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
% of household waste collected that is sent for recycling	57.3%	54.5%	59.9%	60.03%	62.2%	56.42%*
The amount of biodegradable waste that is landfilled (tonnes)	10,988 tonnes	11,688 tonnes	12,369 tonnes	12,161 tonnes	11,467 tonnes	11,574* tonnes
The amount of municipal waste arising (tonnes)	98,224 tonnes	91,582 tonnes	106,804 tonnes	100,075 tonnes	106,040 tonnes	109,028* tonnes

*Source: Department of Agriculture, Environment and Rural Affairs, data unvalidated to November 2025.

4 | Overall Assessment of Performance

We will increase the speed with which we pay suppliers

The Council is aware of the importance of cash flow to businesses, particularly small businesses, and has continued to review processes to ensure that suppliers receive payments for approved invoices, on a timely basis.

The Council Finance Department identified the payment of suppliers as an improvement project. As a result of the additional focus the **average percentage of invoices paid within 10 working days**, and a **30-day performance** has improved over the last two years. The Finance Department is working with all departments to improve invoice processing times. This has resulted in a performance for 2024/25 which for the first time was on target for both payment within 10 working days and 30 calendar days.

	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
% paid within 10 working days	70%	75%	65%	58%	69.3%	81.4%
% paid within 30 calendar days	86%	89%	80%	80%	83.7%	91.8%

We will increase staff attendance levels across the Council

The Council has continued to work collaboratively to manage attendance closely, review procedures and make improvements where appropriate, through employee engagement, recognition and the delivery of well-being initiatives. The Council, when benchmarked against other Councils, **has consistently performed above average in terms of the number of days lost**. In 2024/25 Council's performance in terms of the average number of days lost, and the percentage of staff of staff who have 100% attendance declined.

	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Average number of days lost per employee	12.41	7.87	14.7	15.51	13.57	14.37
% staff with 100% attendance	59%	83%	63%	60%	56%	55%



5

Arrangements to Secure Continuous Improvement





Arrangements to secure continuous improvement

In 2025, the Council continued to strengthen and embed arrangements it had put in place to secure continuous improvement. Working closely with Elected Members, and through feedback from consultation surveys, 'listening' to our customers and citizens, in January 2025 **Corporate Performance and Improvement Plan 2025/26** was drafted to build on the Performance and Improvement Plan 2024/25. This draft was subject to a 12-week consultation process.

The Plan was formally approved in June 2025. This sets out what the Council will do in the year ahead to deliver on our statutory duty, as listed in Part 12 of the Local Government Act 2014.

These 'duties' relate to sections 84 (1), 85 (2) and 89 (5) of the Act. It identifies our commitments to support the continued improvement and growth of the Borough via fourteen key strategic actions, centred on the Strategic Performance Model as set out in the updated Corporate Plan 2024-2030 of Place, Prosperity, People and Planet.

The Corporate Performance and Improvement Plan 2025/26, includes a total of **30 corporate performance Indicators** and the 7 statutory performance targets>

The Corporate Performance and Improvement Plan 2025/26 focuses on six Guiding Principles; these will target areas for improvement and form the basis for the six performance objectives. The six guiding principles are to:

- Improve the Health & Wellbeing of our Residents
- Protect our Planet's Environment

- Provide the Best-in-Class Customer Service Experience
- Improve our Employee Experience
- Encourage Economic Growth within the Borough
- Maintain our Financial Sustainability and ensure we are a Trusted Organisation

- The **7 statutory performance indicators** and standards set by Central Government for the functions of Economic Development, Planning and Waste.
- The remaining **30 Corporate performance indicators** cover all service areas include targets relating to economic regeneration, social recovery, sustainability, parks and open spaces, environmental health and employee development.
- Council will continue to measure and report performance on a quarterly basis against these measures.
- In support of the Council's drive to provide the highest possible standard to services to its residents, businesses and visitors each service area has developed business plans which contain **327 operational performance indicators and targets.**

We continue to seek improvement across all service areas. A summary of 2025/26 Performance Indicators and Standards, against the 30 Corporate Performance Indicators is included.



Performance Improvement Targets 2025/26

Corporate Performance and Improvement Plan Objectives

Objective 1 – We will support the Health & Wellbeing of our residents through increasing the use of Council facilities, visits to our parks, culture and heritage sites, and availing of Council support and wellbeing initiatives.

Community Plan Outcome

“Our Citizens enjoy good health and wellbeing”

Corporate Plan 2024-2030 Objective

“Working in partnership to plan and deliver better services, address disadvantage and improve the quality of life for everyone”

“The facilities and support we provide will lead to a more active, healthy and sustainable community”

What will we do?

- Develop a single unit responsible for the administration and management of Grant Funding
- Work in partnership with Community Advice, services to ensure wraparound support for residents
- Encourage participation in arts, culture and heritage events
- Promote our Community Centres and hubs for community groups and events
- Measure the number of visitors to our award-winning parks and open spaces
- Maintain the number of visitors to our leisure centres
- Implement a programme of initiatives that help support our resident's health & wellbeing
- Ensure compliance with Environmental Health regulations
- Continue to improve the way we interact with our customers

We will have succeeded in 2025/26 if:

- £870K grant funding is supported through Community Development Grant Aid.
- We attract 575,000 visitors to our arts, culture and heritage sites and 650,000 to our parks and open spaces
- We will maintain the number of people with MORE Leisure membership at 14,500
- 85% compliance with statutory Environmental Health regulations
- 80% Customer and Resident satisfaction with Wellbeing initiatives across the Borough



Performance Improvement Targets 2025/26

Corporate Performance and Improvement Plan Objectives

Objective 2 – We will protect and improve our environment, through reducing the impact of our activities to make Antrim and Newtownabbey a sustainable and climate adapted Borough. This includes promoting renewable energy, improving waste management, encouraging sustainable transportation and fostering community awareness and engagements in environmental conservation efforts.

Community Plan Outcome

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

Corporate Plan 2024-2030 Objective

"We will work towards being environmentally sustainable and reducing the impact of Council services by improving our environmental performance and reducing our carbon footprint."

"We will maximise the tourism potential of the Borough by developing attractive and sustainable destinations and experiences."

"Operate a proactive and efficient planning service that promotes sustainable development and growth."

What Will We Do?

Undertake a full review of energy usage across operations.

Reduce waste and minimise water energy demand across Council buildings and services

Encourage the use of renewables and low-cost carbon energy

Protect and enhance our environments conserving and restoring them and the biodiversity they contain

Continue to invest in education and awareness programmes promoting responsible behaviours

We will have succeeded in 2025/26 if:

62.5% of household waste is sent for recycling (statutory target)

Reduce the total annual water consumption by >2%

2.5% reduction in the amount of carbon emissions from the Council operational fleet

We have a 1% reduction in the Council's Carbon Footprint

We establish the percentage of Council parks and open spaces assigned for biodiversity projects



Performance Improvement Targets 2025/26

Corporate Performance and Improvement Plan Objectives

Objective 3 – We will provide best-in-class services for our residents and make them feel valued and engaged. By fostering trust, engagement and increased satisfaction, we are committed to elevating the customer service experience.

Community Plan Outcome

“Our Citizens live in a safe, connected, safe and vibrant places”

Corporate Plan 2024-2030 Objective

“We deliver high quality Council services and improve access for people, communities and businesses on the Borough.”

“Promote the Customer voice by engaging with citizens, to achieve excellence in customer and service quality standards

What will we do?

We Continue to communicate with our citizens through Borough Life, Website, Residents App and Live Chat.

We will regularly seek and act on feedback from residents, visitors and local businesses through a programme of consultations and engagements

We will make customer interactions seamless, responsive and positive

We will reduce the number of abandoned calls

We will promote and improve our live chat functionality

We will implement a customer engagement framework

We will have succeeded in 2025/26 if:

We achieve at least 80% satisfaction with overall Council services.

The percentage of abandoned calls will be 6.5% or less.

The percentage of abandoned Live Chats will be 8% or less.

We have increased the number of consultations and responses.



Performance Improvement Targets 2025/26

Corporate Performance and Improvement Plan Objectives

Objective 4. We will attract and retain talent, foster dynamic leadership, promote development, diversity and inclusion and ensure the wellbeing of our colleagues. Our goal is to drive innovation and excellence in service delivery and strive to be a great place to work.

Community Plan Outcome

"Our citizens enjoy good health and wellbeing"

Corporate Plan 2024-30 Objective

"To be recognised for dynamic leadership and excellence locally, nationally and internationally."

" We will continue to build a resilient organisation culture by adopting best practice health safety and wellbeing practices."

What will we do?

Enhance our employee experience and strengthen our employee value proposition.

Report and review performance and proactively respond to emerging needs.

Develop innovative leadership programmes to support succession planning and the development of our people.

We will have succeeded in 2025/26 if:

We will reduce the average number of days lost per employee to less than 14.

At least 55% of employees have full (100%) attendance.

80% of employees report a positive employee experience.



Performance Improvement Targets 2025/26

Corporate Performance and Improvement Plan Objectives

Objective 5. We grow the local economy by supporting development of existing businesses, securing new investment, creating jobs, providing training and upskilling people into work.

Community Plan Outcome

"Our citizens benefit from economic prosperity"

Corporate Plan 2024-30 Outcome

"Nurture our entrepreneurial base, creating an environment for new and existing businesses to succeed, providing upskilling opportunities and increasing employment."

"We will continue to deliver regulatory services and implement efficient processes and improvement programmes across Council services."

What will we do?

Nurture our entrepreneurial base, creating an environment for new and existing businesses to succeed, providing upskilling opportunities and increasing employment.

Through responsive and efficient Planning and Economic Development support we will attract investment, support business growth and be a centre of excellence for global companies.

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

We will have succeeded in 2025/26 if:

250 existing businesses are assisted to develop / expand their operations through business support programmes.

150 people are assisted in to work through local labour market partnership and related activity

50 new jobs are created through the Council investment promotion fund

500 businesses have availed of / engaged with / been supported through the Council's suite of programmes and events.



Performance Improvement Targets 2025/26

Corporate Performance and Improvement Plan Objectives

Objective 6 – We will embed transparent, robust and best practice Governance Arrangements to maintain the financial sustainability of the Council, to protect the services we provide, and to ensure compliance with all our obligations both regulatory and legislative and increasing the speed with which we pay our suppliers.

Community Plan Outcome

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

Corporate Plan 2019-2030 Objective

"We will be at the forefront of good governance, optimise the resources available to us and ensure financial sustainability"

"Continue to deliver regulatory services and implement efficient processes and improvement programmes across Council services."

What Will We Do?

Maintain the financial health of the Council

Ensure our finances are managed in accordance with the requirements of all relevant legislation

Provide full assurance and good governance through the continued pursuit of internal and external assessment and audit arrangements

Continue to adopt a Councillor led strategic approach to Elected Member development and wellbeing

Monitor and publish our payment timescales ensuring we strive for excellence

We will have succeeded in 2025/26 if:

We maintain Council's general reserves as per policy

The annual Governance Statement is reported

We achieve the Certificate of Compliance from the Northern Ireland Audit Office under Section 95 of the Local Government (Northern Ireland) 2014 Act

We receive NIAO certificate concluding that the financial statements have been prepared according to LG (Accounts & Audit) Regulation (NI) 2015 and the Department for Communities directions

We maintain the Charter Plus Award for Elected Member Development

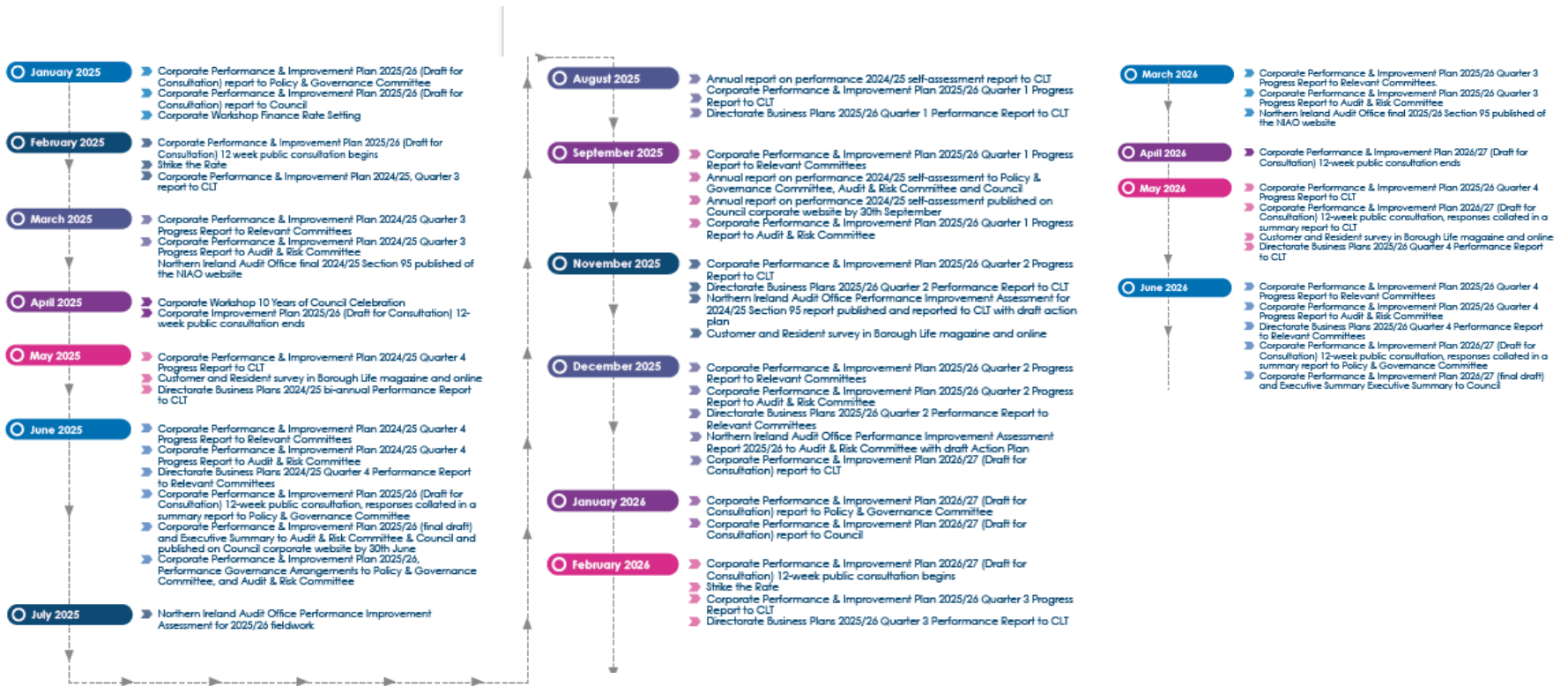
95% of Freedom of Information requests are responded to within agreed timescales

80% of creditor invoices are paid within 10 working days

90% of creditor invoices are paid with 30 calendar days

Arrangements to secure continuous improvement

Performance Management Timetable 2025/26





Your Opinion Matters

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

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

The Council has prepared a Corporate Performance and Improvement Plan 2025/26 which sets out the plans for renewal, focusing on public health and safety, maintaining service standards, and maximising opportunities for community capacity building and investment in the regeneration of our towns and villages.

The Plan reflects the key areas for performance improvement supporting the revival of the local economy, working with partners and stakeholders to build an inclusive, green, digital future and supporting residents during the current cost of living crisis.

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

Performance Improvement Team

Civic Centre

50 Stiles Way

Antrim

BT41 2UB

Telephone: 0300 123 4568

Email: performance@antrimandnewtownabbey.gov.uk

Our Vision

“Our Ambitious Council: Working Towards a Prosperous, Inclusive and Sustainable Borough.”

Our Mission

“To meet and exceed the needs and aspirations of our people and be recognised for dynamic leadership and excellence locally, nationally and internationally.”

ANTRIM CIVIC CENTRE

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 ANBorough

