

CORPORATE PERFORMANCE AND IMPROVEMENT PLAN 2026/27

Draft for Consultation

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| FOREWORD

We are delighted to present our Corporate Performance and Improvement Plan for the year 2026/27, outlining our steadfast commitment to the wellbeing of our residents, protecting our environment, the prosperity of the Borough and the seamless delivery of our services.

We have reviewed our Corporate Plan for 2024-2030 ensuring it continues to be aligned with our Community Plan. Our dedication to the delivery of exceptional services to our residents, enhancing their quality of life remains.

The Council's Vision as set out in our Corporate Plan remains to be an "ambitious Council working towards a prosperous, inclusive and sustainable Borough" Our Mission is "to meet and exceed the needs and aspirations of all our people and to be recognised for dynamic leadership and excellence locally, nationally and internationally."

To achieve Our Vision, the Council recognises the need to collaborate with a broad spectrum of stakeholders. This includes our Community Development partners through our Love Living Here Community Plan, and Local Development Plan, as well as ongoing engagement with our residents, businesses, stakeholders, dedicated staff and trade unions.

The Corporate Performance and Improvement Plan highlights the good work and performance achievements for the past year, building upon our efforts of previous years, recognised with our status as APSE UK Council of the year in 2024 and finalist in 2025. It illustrates how

we have focused on supporting the residents and businesses of the Borough, maintained essential services, maximised community capacity building, invested in the regeneration of our towns and villages and protected our environment.

In the Plan the Council has set out six Performance Improvement Objectives focusing on supporting the Health & Wellbeing of our residents, listening to and learning from, our customers, improving the attractiveness of the Borough, engaging our staff, supporting local businesses, promoting sustainability and upholding the highest standards of governance. To drive progress in these areas, Council strives to meet these Performance Objectives the Plan sets out a range of ambitious targets, detailed on pages 26 to 47.

The Corporate Performance and Improvement Plan 2026/27 identifies six Guiding Principles that underpin our approach to continuous improvement:

- **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 the Financial Sustainability and ensure we are a Trusted Organisation**

Our Performance Improvement Objectives and linked improvement indicators will be scrutinised by the Northern Ireland Audit Office under Part 12 of the Local Government Act (Northern Ireland) 2014. We are also subject to a number of Statutory Performance Targets set through the Local Government (Performance Indicator Standards) Order (Northern Ireland) 2015.

We will review the Plan on a regular basis in line with the resources available to the Council and to make sure that it meets the needs of our residents, visitors, businesses and investors and reflects the priorities of the Northern Ireland Executive. It will be supported by robust Performance Governance Arrangements and detailed departmental Business Plans. The outcomes, of which, will be reported in our annual self-assessment, scheduled for publication in September 2027.

The Corporate Performance and Improvement Plan, along with its Performance Objectives and Indicators, are the drivers to ensure that as a Council we reinvigorate our Place, support our People, build Prosperity whilst safeguarding our Planet.



A handwritten signature in black ink that reads "Leah Kirkpatrick".

COUNCILLOR LEAH KIRKPATRICK
Mayor of Antrim and
Newtownabbey



A handwritten signature in black ink that reads "Richard Baker".

RICHARD BAKER GM MSc
Chief Executive

| 2025/26 PERFORMANCE ACHIEVEMENTS

PLACE

32
**GREEN
FLAGS**



93.2%
**OF ROADS
SURVEYED
GRADED AS
SATISFACTORY**

88.2%
**OVERALL SATISFACTION WITH THE
COUNCIL'S WASTE & RECYCLING
SERVICES**

PEOPLE

UK
active
**AWARDS
WINNER 2024**
**UK ACTIVE
NATIONAL**
PHYSICAL ACTIVITY
HERO AWARD
(ARLENE MCMINN)

91.8%
**OVERALL
SATISFACTION WITH
COUNCIL
SERVICES**

42 **GROUPS PARTICIPATING IN
COMMUNITY CAPACITY BUILDING
PROGRAMMES**

PROSPERITY

**COUNCIL
NAMED AS
PLANNING
AUTHORITY
OF THE YEAR
RTPI
NORTHERN
IRELAND
AWARDS**

362
**EXISTING
BUSINESSES
ASSISTED
TO DEVELOP
THROUGH
BUSINESS
SUPPORT**

93.4%
**OF CREDITOR INVOICES PAID
WITHIN 30 DAYS**

PLANET

266.4K
**TREES
PLANTED
SINCE 2021**

19.3%
**OF PARKS
ASSIGNED
FOR
BIODIVERSITY**

27%
**DECREASE IN IN COUNCIL'S CARBON
FOOTPRINT**



 Antrim and Newtownabbey BOROUGH COUNCIL

UK OVERALL COUNCIL OF THE YEAR

— FINALIST —

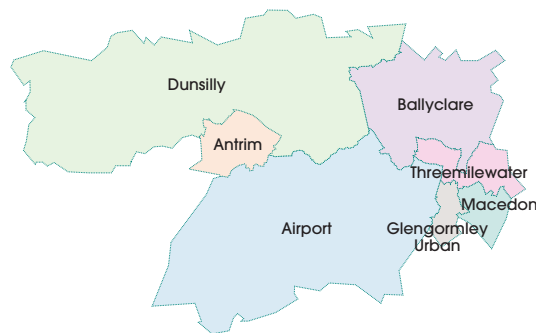
 SERVICE AWARDS 2025 | UK OVERALL COUNCIL OF THE YEAR FINALIST



YOUR COUNCILLORS

KEY ABBREVIATIONS

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



Airport District Electoral Area (DEA)

COVERS ALDERGROVE, CLADY, CRUMLIN, MALLUSK AND TEMPLEPATRICK.



ANNE MARIE LOGUE
SINN FÉIN
T. 07533 353610
E. annemarie.logue@antrimandnewtownabbey.gov.uk



MATTHEW MAGILL
DUP
T. 07825 374019
E. matthew.magill@antrimandnewtownabbey.gov.uk



ANDREW MCAULEY
ALLIANCE
T. 07775 756466
E. andrew.mcauley@antrimandnewtownabbey.gov.uk



PAUL MICHAEL BEM
IND
T. 07587 657120
E. paul.michael@antrimandnewtownabbey.gov.uk



MAIGHRÉAD NÍ CHONGHAILE
SINN FÉIN
T. 07827 286768
E. maighread.nichonghaile@antrimandnewtownabbey.gov.uk

Antrim District Electoral Area (DEA)

COVERS ANTRIM CENTRE, FOUNTAIN HILL, GREYSTONE, SPRINGFARM, STEEPLE AND STILES.



PAUL DUNLOP BEM
DUP
T. 07771 554652
E. paul.dunlop@antrimandnewtownabbey.gov.uk



NEIL KELLY
ALLIANCE
T. 07545 992615
E. neil.kelly@antrimandnewtownabbey.gov.uk



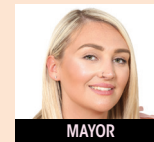
ROISIN LYNCH
SDLP
T. 07827 276840
E. roisin.lynch@antrimandnewtownabbey.gov.uk



LUCILLE O'HAGAN
SINN FÉIN
T. 07827 286769
E. lucille.ohagan@antrimandnewtownabbey.gov.uk



JOHN SMYTH
DUP
T. 07436 582180
E. john.smyth@antrimandnewtownabbey.gov.uk



LEAH KIRKPATRICK
UUP
T. 07984 030867
E. leah.smyth@antrimandnewtownabbey.gov.uk

MAJOR

Ballyclare District Electoral Area (DEA)

COVERS BALLYCLARE EAST, BALLYCLARE WEST, BALLYNURE, BALLYROBERT AND DOAGH.



JEANNIE ARCHIBALD-BROWN
DUP
T. 07715 392229
E. jeannie.archibald-brown@antrimandnewtownabbey.gov.uk



LEWIS BOYLE
ALLIANCE
T. 07827 286771
E. lewis.boyle@antrimandnewtownabbey.gov.uk



HELEN MAGILL
DUP
T. 07827 287163
E. helen.magill@antrimandnewtownabbey.gov.uk



VERA MCWILLIAM
UUP
T. 07792 477050
E. vera.mcwilliam@antrimandnewtownabbey.gov.uk



MICHAEL STEWART
IND
T. 07810 868522
E. michael.stewart@antrimandnewtownabbey.gov.uk

Dunsilly District Electoral Area (DEA)

COVERS CRANFIELD, PARKGATE, RANDALSTOWN, SHILVODAN AND TOOME.



JAY BURBANK
ALLIANCE
T. 07826 513279
E. jay.burbank@antrimandnewtownabbey.gov.uk



LINDA CLARKE
DUP
T. 07803 132601
E. linda.clarke@antrimandnewtownabbey.gov.uk



HENRY CUSHINAN
SINN FÉIN
T. 07871 229810
E. henry.cushinan@antrimandnewtownabbey.gov.uk



ANNIE O'LONE
SINN FÉIN
T. 07827 286772
E. annie.olone@antrimandnewtownabbey.gov.uk



STEWART WILSON
UUP
T. 07827 286774
E. stewart.wilson@antrimandnewtownabbey.gov.uk

Glengormley Urban Electoral Area (DEA)

COVERS BALLYHENRY, BURNTHILL, CARNMONEY, COLLINBRIDGE, GLEBE, GLENGORMLEY AND HIGHTOWN.



ALISON BENNINGTON
DUP
T. 07741 241011
E. alison.bennington@antrimandnewtownabbey.gov.uk



PAULA BRADLEY
DUP
T. 07500 870323
E. paula.bradley@antrimandnewtownabbey.gov.uk



MARK COSGROVE
UUP
T. 07555 650015
E. mark.cosgrove@antrimandnewtownabbey.gov.uk



MICHAEL GOODMAN
SINN FÉIN
T. 07827 818500
E. michael.goodman@antrimandnewtownabbey.gov.uk



ROSIE KINNEAR
SINN FÉIN
T. 07771 544248
E. rosie.kinnear@antrimandnewtownabbey.gov.uk



JULIAN MCGRATH
ALLIANCE
T. 07920 029033
E. julian.mcgrath@antrimandnewtownabbey.gov.uk



EAMONN MCLAUGHLIN
SINN FÉIN
T. 07827 286775
E. eamonn.mclaughlin@antrimandnewtownabbey.gov.uk

Macedon District Electoral Area (DEA)

COVERS ABBEY, CARNMONEY HILL, O'NEILL, RATHCOOLE, VALLEY AND WHITEHOUSE.



MATTHEW BRADY
DUP
T. 07833 105351
E. matthew.brady@antrimandnewtownabbey.gov.uk



ROBERT FOSTER
UUP
T. 07342 064510
E. robert.foster@antrimandnewtownabbey.gov.uk



BEN MALLON
DUP
T. 07719 652057
E. ben.mallon@antrimandnewtownabbey.gov.uk



TAYLOR MCGRANN
SINN FÉIN
T. 07436 548081
E. taylor.mcgrann@antrimandnewtownabbey.gov.uk



STAFFORD WARD
IND
T. 07827 286776
E. stafford.ward@antrimandnewtownabbey.gov.uk



BILLY WEBB MBE JP
ALLIANCE
T. 07799 866876
E. billy.webb@antrimandnewtownabbey.gov.uk

Threemilewater District Electoral Area (DEA)

COVERS BALLYDUFF, FAIRVIEW, JORDANSTOWN, MONKSTOWN, MOSSLEY AND ROSTULLA.



TOM CAMPBELL
ALLIANCE
T. 07595 978690
E. tom.campbell@antrimandnewtownabbey.gov.uk



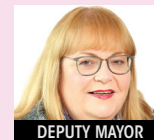
MARK COOPER BEM
DUP
T. 07771 332108
E. mark.cooper@antrimandnewtownabbey.gov.uk



STEPHEN COSGROVE
UUP
T. 07909 531742
E. stephen.cosgrove@antrimandnewtownabbey.gov.uk



SAM FLANAGAN
DUP
T. 07984 037509
E. sam.flanagan@antrimandnewtownabbey.gov.uk



DEPUTY MAYOR
JULIE GILMOUR
ALLIANCE
T. 07796 950825
E. julie.gilmour@antrimandnewtownabbey.gov.uk



STEPHEN ROSS
DUP
T. 07713 946038
E. stephen.ross@antrimandnewtownabbey.gov.uk

| OUR GUIDING PRINCIPLES

We will implement key guiding principles that will improve the health & wellbeing of our residents, protect our planet's environment, proactively enhance the attractiveness of our towns, villages, parks and managed open spaces, provide best-in-class customer services and encourage economic growth within Antrim and Newtownabbey to ensure that it continues to be a place to invest, work, visit and live in. To ensure our principles are rooted within the Council and fully benefit all parts of our Borough, we will attract and retain talent, foster dynamic leadership and protect the wellbeing of our staff. We will embed best in practice governance arrangements to maintain our financial sustainability and protect our profile and ensure we comply with our legislative and regulatory obligations. We will continue to engage collectively with stakeholders to ensure a focused, sustainable and inclusive Borough for everyone.



To Improve the Health & Wellbeing of our Residents,

We will:

- Provide civic leadership and work with our partners to improve the quality of life for all our residents.
- Improve our Leisure, Parks, Community Programmes, Culture and Heritage sites to encourage resident engagement and support their Health & Wellbeing.
- Ensure through community engagement, we will maximise the uptake of Council support and wellbeing initiatives.
- Proactively enhance the attractiveness of our Borough.
- Ensure the health of residents by ensuring compliance with the highest standards of Environmental Health regulations.



To Protect Our Planet's Environment,

We will:

- Continue to demonstrate our commitment to improve the environment by reducing our carbon emissions and water usage, through the implementation of our Climate Change Action Plan.
- Protect and enhance our environment, conserving and restoring the biodiversity of our open spaces.
- Promote responsibility through climate and sustainability education and awareness programmes.



To Provide the Best-in-Class Customer Service Experience,

We will:

- Improve our customer experience through a variety of digital and traditional communication channels.
- Encourage open communication with residents.
- Utilise the newest technology to enhance the customer experience journey.



To Improve our Employee Experience,

We will:

- Foster dynamic leadership, promote diversity and inclusion, drive innovation and excellence to support succession planning and the development of our staff.
- Enhance the employee experience and strengthen our employee value proposition.
- Develop best practice staff development and training programmes.
- Support our staff through proactive and reactive wellbeing programmes.



To Encourage Economic Growth within the Borough,

We will:

- Engage with Central Government Departments, the private sector and other stakeholders to accelerate growth in our economy.
- Attract investment by promoting key employment locations within the Borough, ensuring that our infrastructure can attract sustainable well paid career opportunities.
- Support our existing businesses to protect existing jobs and expand their operations.
- Assist, upskill and reskill our residents to make sure that they can take advantage of the employment opportunities that we will create.
- Revitalise our Town Centres, Villages, Parks and Open Spaces by ensuring they are welcoming, safe, vibrant and connected places.

- Continue to implement an investment programme to improve Council facilities.
- Maximise levels of external funding available to the Borough to support our strategic actions.



To Maintain our Financial Sustainability and ensure we are a Trusted Organisation,

We will:

- Ensure our finances are managed in accordance with all relevant legislation.
- Ensure we comply with all our regulatory and legislative obligations.
- Maintain the financial sustainability of the Council and protect its reputation through transparency and best practice Governance arrangements.
- Continue to fully engage with external assessment and audit arrangements.
- Continue our Elected Member development programme.
- Ensure we pay our suppliers promptly.

OUR PARTNERSHIPS

We acknowledge the importance of collaboration and understand the necessity to partner with a diverse array of stakeholders. Through joint efforts, we aim to co-design solutions utilising both established and innovative structures.

This collaborative approach seeks to maximise results by harnessing all available resources and policy initiatives to support our communities and invigorate our economy.

Understanding local issues and needs is vital to ensuring that no-one is left behind, particularly in the current economic climate. Within our diverse network of collaborations, the Community Development process serves as a pivotal mechanism for collective engagement. Our steadfast commitment lies in optimising the efficiency of services across public sector delivery and fostering resource-sharing. This dedication ensures that our support for the community remains robust and cohesive.

The Community Planning Partnership has sought to respond to the current challenges faced by our residents to review and revise the Love Living Here Delivery Plan. The Community Planning Partnership will continue to monitor the progress of the delivery plan using the outcomes-based approach.

We are committed to extensive collaboration across all government sectors, working diligently to surpass economic forecasts. Our aim is to generate new employment opportunities while safeguarding existing ones, fostering a resilient and thriving job market.

OUR RESOURCES

We are committed to advocating for and securing additional funding to implement the priorities outlined in this Plan, aligning these efforts with other strategic funds and opportunities to amplify impact.

Furthermore, our dedication extends to ensuring the wellbeing of our Elected Members and Staff. We will foster a collaborative environment, actively working to support their health, safety, and welfare, with the overarching goal of nurturing our people people, providing them with the skills to drive our collective success.

OUR INVESTMENTS

Our focus remains steadfast on maximising opportunities for our Borough, particularly through strategic investments and collaborations in major interventions like the Belfast Region City Deal, UK Treasury, and Shared Prosperity Funds.

In tandem, we are committed to ongoing investments in our facilities and services. This commitment is driven by our goal to provide high-quality Council facilities and enhance accessibility for individuals, communities, and businesses within the Borough.

Furthermore, we are dedicated to delivering value for money in all expenditure. This includes supporting local suppliers through timely payments and facilitating their access to procurement networks. We aim to provide local companies with opportunities to bid for public sector procurement contracts, fostering economic growth within our Borough.

OUR COMMUNICATION

We are committed to maintaining regular and transparent communication with our residents. Utilising a diverse range of channels such as local press, Borough Life Magazine, our website, Citizens App, social

media, and our dedicated Customer Service Agents, utilising new technology, we aim to keep our community. Inclusivity is a key priority, and we will ensure that information is provided in accessible formats. Additionally, we recognise the importance of linguistic diversity and commit to offering information in minority languages to meet the diverse needs of everyone in our community.

OUR DIGITAL PLAN

Our commitment to being transformative and at the forefront of digital solutions remains unwavering. Through strategic partnerships, we will actively invest in enhancing our digital infrastructure. This investment is designed to not only facilitate job creation but also to attract new investment and entrepreneurs to our Borough. By staying on the cutting edge of technology, we aim to create an environment that fosters innovation and economic growth.

OUR SUSTAINABILITY

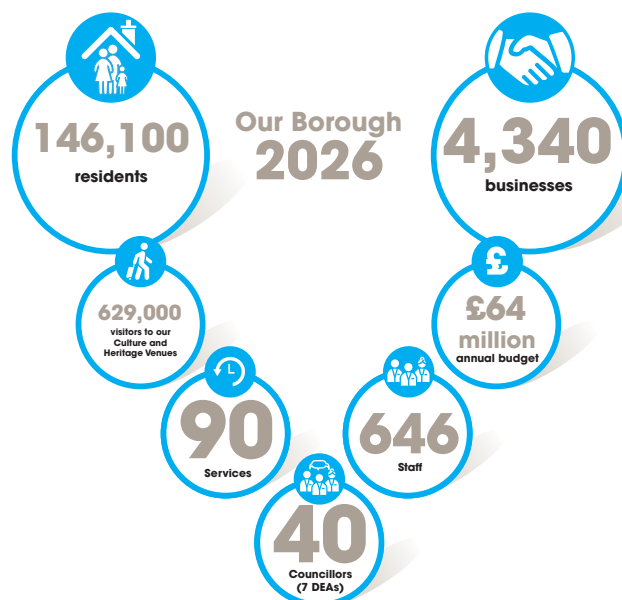
We are dedicated to weaving sustainability into the fabric of our strategic priorities. This commitment involves actively monitoring the Council's environmental impacts and incorporating sustainability principles into our daily service delivery.

Furthermore, we pledge to safeguard and improve our open spaces and environment. To validate and measure our efforts, we will seek recognition through respected accreditations, aiming to set benchmarks for our work in enhancing and preserving the environment.

OUR GOVERNANCE

We are committed to upholding the highest standards of governance, steadfastly maintaining oversight structures within the Council. Fulfilling all statutory duties for audit and accountability remains a paramount focus.

Our Governance Framework is designed to guarantee the realisation of improvements outlined in this Plan. Reporting through our Business Plans will provide additional support for delivery. Integral to this Governance Framework are our Elected Members, who play a crucial role in ensuring progress against various performance indicators. Their responsibility is central to the overall success and accountability of our initiatives.



I PERFORMANCE AND IMPROVEMENT

The Council's Performance and Improvement Plan sets out how we will continue to be a high performing Council and also addresses how we will 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, whereby the Council has a statutory responsibility to make arrangements to:

- secure continuous improvement;
- secure achievement of its improvement objectives; and
- exercise its functions so that any Departmental specified standards are met.

Specifically, the Plan provides a rationale for why we have chosen our improvement objectives and details the expected outcomes.

Each objective has been developed so as 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.

The Corporate Improvement Objectives for 2026/27 cover a broad range of business areas and will contribute to the sustainable, social, economic and environmental wellbeing of the residents of Antrim and Newtownabbey Borough, delivering improvements for our citizens and ratepayers.



I ARRANGEMENTS TO SECURE CONTINUOUS IMPROVEMENT

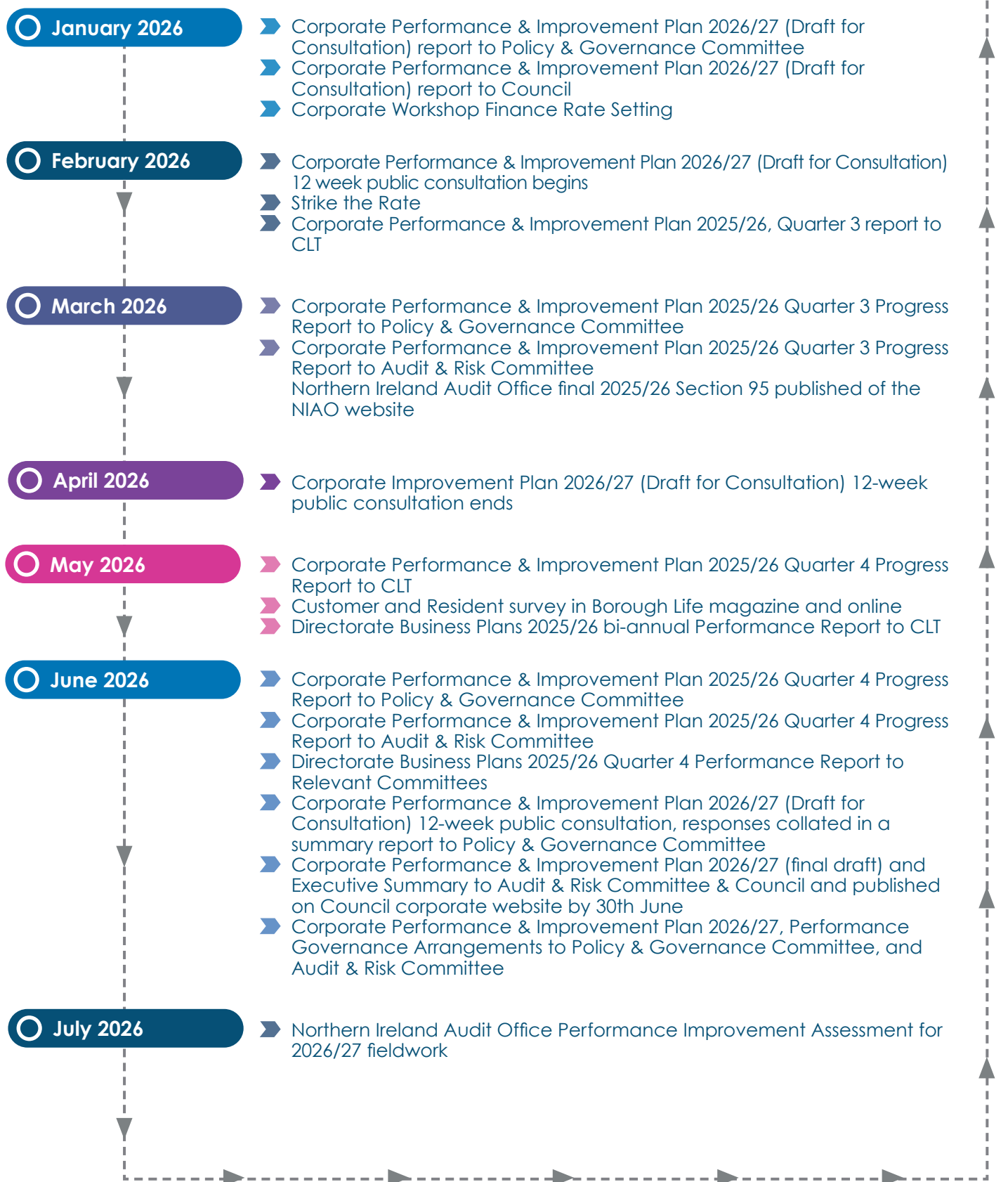
The Council has put in place arrangements to facilitate performance management and improvement. These structures are designed to both drive and provide assurance that we are effectively delivering on our vision, shared outcomes, and improvement objectives. Acknowledging the importance of an effective performance approach, the Council recognises that it fosters a shared understanding across the organisation regarding what needs to be achieved.

Our strategic performance framework demonstrating how the Council's strategic objectives are cascaded throughout the organisation.

PERFORMANCE FRAMEWORK



I CORPORATE PERFORMANCE AND IMPROVEMENT PLAN 2026/27 PERFORMANCE MANAGEMENT TIMETABLE



August 2026

- Annual report on performance 2025/26 self-assessment report to CLT
- Corporate Performance & Improvement Plan 2026/27 Quarter 1 Progress Report to CLT
- Directorate Business Plans 2026/27 Quarter 1 Performance Report to CLT

September 2026

- Corporate Performance & Improvement Plan 2026/27 Quarter 1 Progress Report to Policy & Governance Committee
- Annual report on performance 2025/26 self-assessment to Policy & Governance Committee, Audit & Risk Committee and Council
- Annual report on performance 2025/26 self-assessment published on Council corporate website by 30th September
- Corporate Performance & Improvement Plan 2026/27 Quarter 1 Progress Report to Audit & Risk Committee

November 2026

- Corporate Performance & Improvement Plan 2026/27 Quarter 2 Progress Report to CLT
- Directorate Business Plans 2026/27 Quarter 2 Performance Report to CLT
- Northern Ireland Audit Office Performance Improvement Assessment for 2025/26 Section 95 report published and reported to CLT with draft action plan
- Customer and Resident survey in Borough Life magazine and online

December 2026

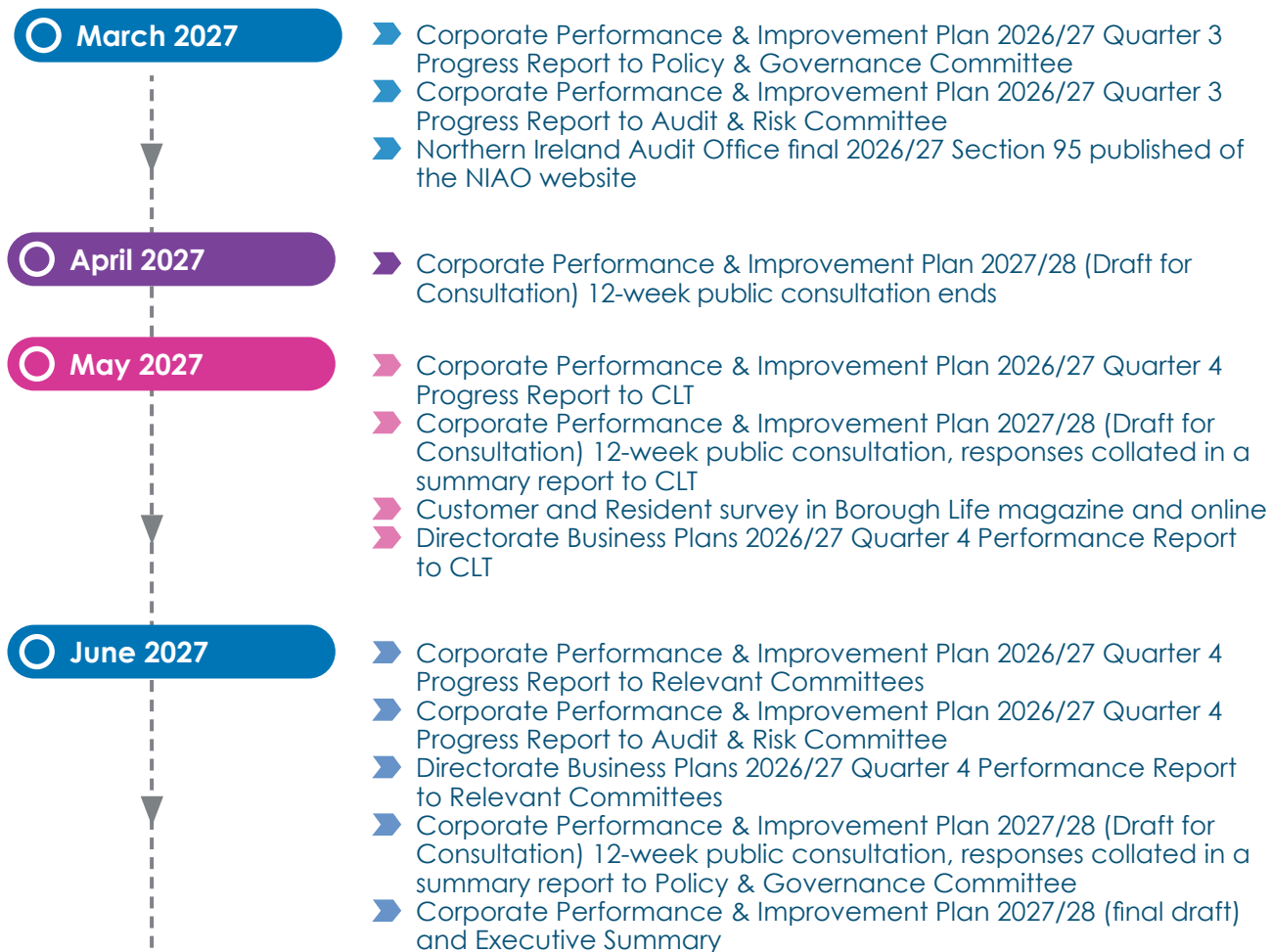
- Corporate Performance & Improvement Plan 2026/27 Quarter 2 Progress Report to Relevant Committees
- Corporate Performance & Improvement Plan 2026/27 Quarter 2 Progress Report to Audit & Risk Committee
- Directorate Business Plans 2026/27 Quarter 2 Performance Report to Relevant Committees
- Northern Ireland Audit Office Performance Improvement Assessment Report 2026/27 to Audit & Risk Committee with draft Action Plan
- Corporate Performance & Improvement Plan 2027/28 (Draft for Consultation) report to CLT

January 2027

- Corporate Performance & Improvement Plan 2027/28 (Draft for Consultation) report to Policy & Governance Committee
- Corporate Performance & Improvement Plan 2026/27 (Draft for Consultation) report to Council

February 2027

- Corporate Performance & Improvement Plan 2027/28 (Draft for Consultation) 12-week public consultation begins
- Strike the Rate
- Corporate Performance & Improvement Plan 2026/27 Quarter 3 Progress Report to CLT
- Directorate Business Plans 2027/28 Quarter 3 Performance Report to CLT





VISION AND MISSION

OUR VISION

“Our ambitious Council working towards a prosperous, inclusive and sustainable Borough.”

OUR MISSION

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

Our performance and improvement framework is centred on four themes of

- Place
- People
- Prosperity
- Planet

OUR STRATEGIC PERFORMANCE MODEL





I GOVERNANCE FRAMEWORK AND PERFORMANCE REPORTING

A Performance and Improvement Framework has been developed to ensure that the commissioning, delivery, problem solving and monitoring of identified objectives are achieved. Elected Members are a key part of this governance framework.

REPORTING ARRANGEMENTS

Formal reporting arrangements are in place to ensure the effective delivery of the Corporate Performance and Improvement Plan 2026/27. Progress is monitored and reported on a quarterly basis to the Corporate Leadership Team and the relevant Committees.

An annual self-assessment of the improvement and statutory targets for each financial year is published on the Council's website by 30 September of each year.

In addition, the Council commissions an internal audit annually to undertake a review of different aspects of performance improvement which reports to the Audit and Risk Committee.

Directorate Business Plans containing self-imposed key performance indicators which align budgets and risks, will be reported to relevant Committees.

The Northern Ireland Audit Office also reviews the processes and arrangements as part of the annual Performance Improvement Audit, which will assess compliance with legislative obligations within the Local Government Act (Northern Ireland) 2014, which also requires the Local Government Auditor to publicly publish their assessment annually.

Individual roles and responsibilities are as follows:

COUNCIL & COMMITTEES

The Council provides overall approval for the Corporate Performance and Improvement Plan. Reports are forwarded to relevant Committees, on a quarterly basis for monitoring the progress, appropriate scrutiny, challenge and evaluation. Both Council and Committees play a crucial role in promoting innovation by challenging the status quo and encouraging different ways of thinking and options for delivery.

AUDIT & RISK COMMITTEE

The Audit and Risk Committee is responsible for reviewing the adequacy and suitability of the arrangements in place to secure continuous improvement of Council functions, providing assurance that such arrangements are operating effectively. It also considers the quarterly progress updates on the achievement of the Corporate Improvement Objectives, using a range of qualitative and quantitative measures, and where possible comparing to appropriate benchmarks.

COMMUNITY PLANNING

The Council has established a Community Development Partnership and 'Support' Partners have also been appointed to reflect the priorities of the Corporate Performance and Improvement Plan 2026/27. The Community Development Partnership has reviewed and revised the Love Living Here Plan and will continue to monitor the progress of the Plan against four thematic areas:

- People
- Place
- Prosperity
- Planet

The Community Development Partnership meets on a bi-annual basis, with minutes noted at the Community Planning Committee.

To support the delivery of the Corporate Performance and Improvement Plan 2026/27, Elected Members and officers have roles within seven District Elected Member Engagement Groups. Meetings are held three times annually.

The Community Development Partnership, and DEA Engagement Groups are embedded in the Council's Corporate Performance and Improvement Plan.

CORPORATE LEADERSHIP TEAM

The Corporate Leadership Team (CLT) oversee delivery of the Corporate Performance and Improvement Plan 2026/27, whilst quality assuring any proposals and resolving corporate issues as they arise. CLT report progress to Council/Committee and seek policy direction as required. Directors and or Heads of Service act as DEA Leads and have strategic influence throughout the organisation to ensure that the officers involved in the delivery

of the improvement objectives obtain the necessary resources – HR, Finance & IT etc. to ensure ultimate success.

The Council Leadership Team are responsible for the delivery and reporting of the self-imposed indicators found in Directorate Business Plans. These will be reported bi-annually to the relevant Committees.

PERFORMANCE IMPROVEMENT TEAM

The Performance Improvement team provide support for the performance management system and the recording, measurement and reporting of the results of the Corporate Performance and Improvement Plan.

BENCHMARKING

The Council is an active member of the Association for Public Service Excellence (APSE), which works with over 300 councils throughout the UK to promote public sector excellence. This includes participation in the Performance Network, enabling the Council to compare our performance across a wide range of services and activities.

Council Officers will continue to work with the Local Government Performance Improvement Working Group, Department for Communities and the Northern Ireland Audit Office to progress a benchmarking approach.

In addition to this, Council Officers, benchmark and review best practice as part of the continuous improvement process.

I CONSULTATION

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.

Throughout 2025/26 to date 34 consultations were carried out with 6045 respondents.

This work has helped to inform the identification of Corporate Performance Indicators and Performance Improvement Targets for 2026/27, along with their associated implementation plans. Alongside this, the Council provides a facility through its website for the submission of comments in relation to potential improvements.

The draft Corporate Performance and Improvement Plan 2026/27 has been reviewed and agreed by Elected Members who, through their local representative role, can test the relevance of the improvement objectives against local needs.

Public consultation on the draft Plan will take place from 2 February to 27 April 2026.

In order to provide your feedback on our plans, or to make additional suggestions, you can do so by completing the public consultation in the following ways:

- Copies of the Corporate Performance and Improvement Plan 2026/27 (Draft) for Consultation and the consultation document are available at the reception of both Mossley Mill and Antrim Civic Centre.
- Online at antrimandnewtownabbey.gov.uk/consultations.
- By emailing performance@antrimandnewtownabbey.gov.uk to request copies of both documents.

- Digitally accessing both documents via the QR Code.



- Or by attending one of consultation events details of which can be accessed on our website.

If you would like a response to any comment / issue you raise during the consultation please provide your contact details and indicate that you wish to be contacted by opting to do so when selecting the communication option.

A summary of the comments will be reported to the Policy & Governance Committee and Council, with the final version of the Corporate Performance and Improvement Plan 2026/27 brought to the Council in June 2026.

| FEEDBACK

YOUR OPINION MATTERS

The Council is committed to improving our 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.

If you have any comments, or would like any further information, or to request a copy of this Plan, please contact:

Performance Improvement Team
Antrim and Newtownabbey Borough Council
Antrim Civic Centre,
50 Stiles Way,
Antrim
BT41 2UB

T. 0300 123 4568

E. performance@antrimandnewtownabbey.gov.uk

ALTERNATIVE FORMATS

To ensure the equality of opportunity in accessing information, we provide alternative formats upon request, where reasonably practical. If the exact request cannot be met, we will ensure a reasonable alternative is provided.

Alternative formats may include Easy Read, Braille, large print, audio formats (CD, mp3 or DAISY) or minority languages to meet the needs of those for whom English is not their first language.

For information in alternative formats, or to discuss any aspect of accessibility, please contact:

Accessibility and Inclusion Officer
Antrim and Newtownabbey Borough Council
Antrim Civic Centre,
50 Stiles Way,
Antrim
BT41 2UB

T. 0300 123 4568

E. accessibility@antrimandnewtownabbey.gov.uk

APPENDIX 1 - CORPORATE PERFORMANCE IMPROVEMENT OBJECTIVES 2026/27

This year's Improvement Objectives continue to focus on supporting the health & wellbeing of our residents, listening to our customers, improving the attractiveness of our Borough, supporting our local businesses, creating a more sustainable Borough and ensuring the highest standards of Governance.

We have retained five out of the six improvement objectives from 2025/26, and we include one new 2026/27 improvement objective. These objectives seek to develop growth in the local economy by supporting existing businesses, encouraging investment and creating jobs, and encourage transparent, robust and best practice Governance Arrangements to ensure the financial sustainability of the Council and protect the services we provide. Please see an outline of each improvement objective below:

IMPROVEMENT 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 programmes and initiatives.

Which of the 7 statutory aspects of improvement will this objective aim to deliver against?

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

Associated Community Plan Framework Outcome:

"Our citizens enjoy good Health & Wellbeing."

Associated 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."

Associated Corporate Plan 2024-2030 Theme:

Our People, Our Planet, Our Place

Why has this been retained as an improvement objective for 2026/27

We strive to be an area where people choose to locate and where residents enjoy a high quality of life. Through our leisure and community provisions and other commitments we will continue to support initiatives to improve the health & wellbeing of our citizens. We are committed to working in partnership with all key stakeholders to plan and deliver better services, address disadvantages and improve the quality of life for everyone.

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 visits to our leisure centres
 - Implement a programme of initiatives that help to support our residents health & wellbeing
 - Ensure compliance with Environmental Health regulations
 - Continue to improve the way we interact with our customers
- Continue to promote and fulfil our responsibilities through a review of our Disability and Equality Scheme Action Plans
 - Promote Antrim and Newtownabbey as an Age Friendly Borough

We will have succeeded in 2026/27 if:

- £1.5m grant funding is supported through Community and Culture Grant Aid
- We attract 575,000 visitors to our arts, culture and heritage sites and 1.3m 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 Community and Wellbeing initiatives across the Borough



IMPROVEMENT OBJECTIVE 2

We will protect and improve our planet's 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 engagement in environmental conservation efforts.

Which of the 7 statutory aspects of improvement will this objective aim to deliver against?

Strategic Effectiveness; Sustainability; Efficiency and Innovation

Associated Community Plan Framework Outcome:

"Our citizens live in connected, safe, clean and vibrant places."

Associated 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 positive sustainable development and growth."

Associated Corporate Plan 2024-2030 Theme:

Our Planet, Our Place

Why has this been retained as an improvement objective for 2026/27

We recognise that our activities and services can have positive and negative impacts upon the environment, and that we need to manage them to improve our performance and manage risks. We are committed to protecting the environment by minimising any adverse environmental impact, while creating opportunities for enhancing positive environmental effects to improve the quality of life for people. We have established an all-party Sustainability Working Group which will steer the development of our Sustainability Action Plan. Our Action Plan reflects the UN Sustainability Development Goals we can influence both directly and indirectly. We aim to inspire others by continuously improving the environmental performance of our operations, and continue to promote to reduce, reuse and recycle to create a healthier more sustainable community for current and future generations.

What will we do?

- Undertake a full review of energy usage across operations
- Reduce waste and minimise water and 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 2026/27 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 maintain the percentage of Council parks and open spaces assigned for biodiversity projects at >19.3%



IMPROVEMENT OBJECTIVE 3

We will provide best-in-class services for our residents and make them feel valued and engaged. By fostering trust, engagement, through attracting and retaining talent, developing dynamic leadership and ensuring the wellbeing of our colleagues, we are committed to elevating the customer experience and increasing the satisfaction with the services the Council provides.

Which of the 7 statutory aspects of improvement will this objective aim to deliver against?

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

Associated Community Plan Framework Outcome:

"Our citizens live in safe, connected, safe and vibrant places."

Associated Corporate Plan 2024-2030 Objective:

"We deliver high quality Council services and improve access for people, communities and businesses in the Borough."

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

Associated Corporate Plan 2024-2030 Theme:

Our People

Why has this been retained and enhanced as an improvement objective for 2026/27?

The Council continues to put our customers at the heart of our service delivery, which is why we have kept high Customer Satisfaction as an Improvement Objective. We continue to promote and improve live chat functionality and customer hubs, in addition to expanding the number of services available through our digital platform.

We want to better understand the needs of our customers and utilise the development of a customer engagement framework to promote the customer voice by engaging with our citizens, to achieve excellence in customer and service quality standards. We will use several different data sources to build a rich picture of our customers and use this information to tailor our services.

The Council recognises that investing in employee wellbeing can lead to better employee engagement, reduce sickness absence and higher performance. We will continue to enhance the employee experience and strengthen our employee value proposition. We aim to improve employee satisfaction, retention and reduce absence. We will continue to deliver a comprehensive wellbeing programme and work collaboratively to manage attendance closely, review relevant procedures and improve service delivery.

What will we do?

- We will continue to improve our communication with our citizens utilising both digital and traditional methods including our enhanced live chat functionality, website, Residents App, social media channels, Borough Life magazine and review our customer service system to integrate the latest technology to be the best in class.
- We will regularly seek and act on feedback from residents, visitors and local businesses through a programme of consultation and engagement
- 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 provide customer services training to all frontline staff
- Through staff training and wellbeing initiatives we will improve our effectiveness in delivering services

We will have succeeded in 2026/27 if:

- We achieve at least 80% satisfaction with overall Council services
- The percentage of abandoned calls will be 6% (or less)
- The percentage of abandoned live chats will be 6% (or less)
- We will continue to improve our customer engagement through increasing our consultation response

- We will increase our following on Council social media platforms
- We will increase the average number of staff training days
- 80% of employees report a positive employee experience



IMPROVEMENT OBJECTIVE 4

We will improve the attractiveness of the Borough through proactively improving the cleanliness of our streets, town and village centres, parks and open spaces. We will engage with other partner agencies to improve the perceived safety of our residents within the Borough. Working collaboratively to make Antrim and Newtownabbey a place where people want to live, work and visit.

Which of the 7 statutory aspects of improvement will this objective aim to deliver against?

Strategic Effectiveness, Service Quality, Fairness, Sustainability, and Efficiency

Associated Community Plan Framework Outcome:

"Our citizens enjoy good Health & Wellbeing."

Associated Corporate Plan 2024-2030 Objective:

"To be a place where people take pride in their surroundings"

"Have vibrant and welcoming towns, villages neighbourhoods and rural areas"

"Work in partnership to plan and deliver better services, address disadvantage, and improve the quality of life for everyone"

Associated Corporate Plan 2024-2030 Theme:

Our Place, Our People, Our Prosperity, Our Profile

Why has this been added as a new improvement objective for 2026/27?

The Council strives to make Antrim and Newtownabbey an attractive, welcoming and safe Borough for all, and to make it a better place for residents, businesses and visitors to live, work and visit. This is why we have introduced this as an improvement objective for 2026/27. We will survey our towns, villages, parks and open spaces to proactively identify and address areas of improvement. We will work with partner agencies to improve the safety of the Borough and to campaign to end violence against women and girls.

What will we do?

- Through the use of specialised applications carry out regular inspections of streets, roads, parks, playparks and cemeteries.
- Continue to support a wide range of organisations across our community to raise awareness and help end violence against women and girls across Antrim and Newtownabbey
- Work with other agencies to make the Borough a safer place to live
- Tirelessly work to End Violence Against Women and Girls
- Respond promptly to cleansing requests
- Provide a range of family friendly events for residents and visitors to enjoy.
- Continue to promote Antrim and Newtownabbey as a place to live, work and visit.

We will have succeeded in 2026/27 if:

- The total number of attendees at all Council run events exceeds 165,000
- The percentage of residents that believe Antrim and Newtownabbey is a safe place to live exceeds 80%
- Streets and Roads inspected via the LAMS randomiser application achieve a satisfactory (A or B) rating exceeds 90%
- The satisfaction with the cleanliness of the Borough exceeds 80%
- Cleansing requests are responded to within less than 48hrs of notification
- Residents' satisfaction with Parks and Open spaces exceeds 80%



IMPROVEMENT OBJECTIVE 5

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

Which of the 7 statutory aspects of improvement will this objective aim to deliver against?

Strategic Effectiveness; Service Quality and Efficiency

Associated Community Plan Framework Outcome:

"Our citizens benefit from economic prosperity."

Associated Corporate Plan 2024-2030 Objective:

"We will 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."

Associated Corporate Plan 2024-2030 Theme:

Our Prosperity, Our Performance

Why we have chosen to retain this as an improvement objective for 2026/27

We are an ambitious Council and want to take advantage of all opportunities to encourage people to live, work and invest in the Borough.

We have a Borough of real opportunity and have much to offer investors and businesses. We will work collaboratively with all stakeholders to maximise the economic prosperity in the Borough.

What will we do?

- Nurture our entrepreneurial base, creating an environment for new and existing businesses to succeed, providing upskilling opportunities, 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 training to staff.

We will have succeeded in 2026/27 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
- Secure a minimum of £500,000 external funding for the achievement of projects across a variety of sources.



IMPROVEMENT 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 obligation both regulatory and legislative.

Which of the 7 statutory aspects of improvement will this objective aim to deliver against?

Strategic Effectiveness; Service Quality; Service Availability; and Efficiency

Associated Community Plan Framework Outcome:

"Our citizens live in connected, safe clean and vibrant places."

Associated Corporate Plan 2024-2030 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."

Associated Corporate Plan 2024-2030 Theme:

Our Performance, Our Profile

Why we have chosen to retain this as an improvement objective for 2026/27

We want to ensure that as a Council we are financially sustainable and deliver value for money. We will review and refine our services to ensure that they are being delivered in an efficient and effective manner. We have a responsibility to apply good governance and to use our statutory powers of environmental health, planning and building control to improve the health, safety and wellbeing of those living and working in the Borough.

The Council needs to ensure there are robust and regulatory arrangements in place to support performance management and improvement which drive and provide assurance that we are delivering on our vision, shared outcomes and improvement objectives.

As a key procurer of goods and services in the Borough, the Council is aware of the importance of cash flow to businesses, particularly small businesses, and will continue to review its processes to ensure that suppliers receive payments quickly.

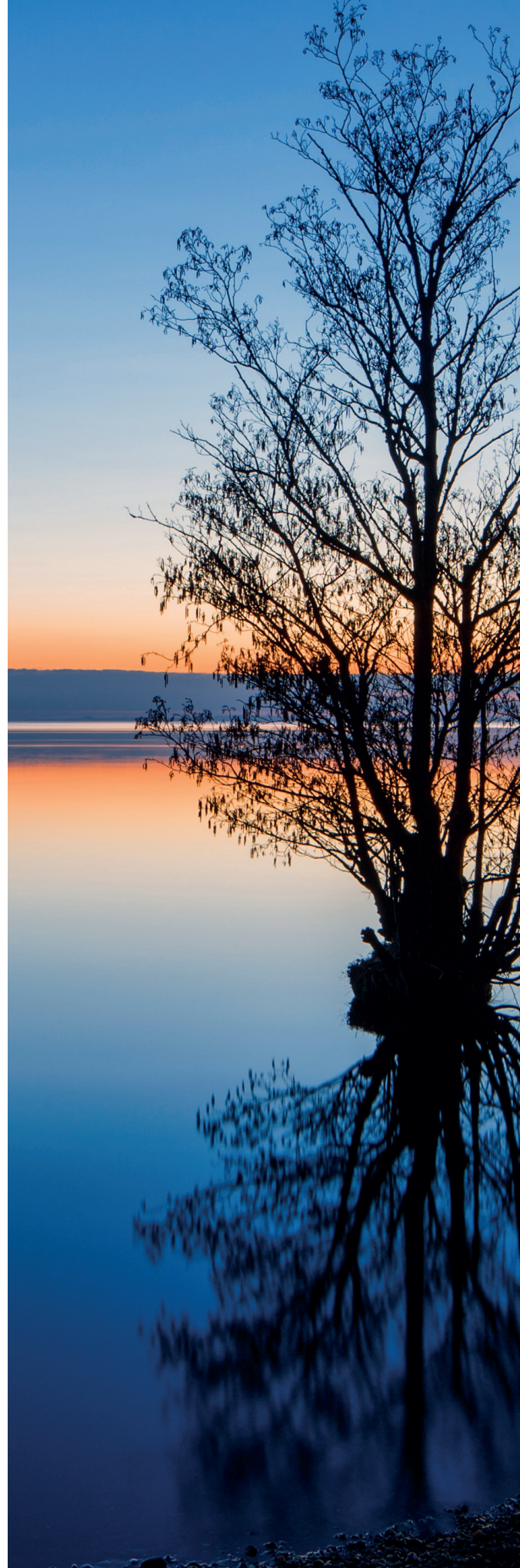
Improving our systems and processes to ensure the Council is consistently meeting its quarterly target is important to the Council and businesses in the Borough.

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 2026/27 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 responded to within agreed timescales.
- 80% of invoices are paid within 10 working days
- 90% of invoices are paid within 30 calendar days



APPENDIX 2 – CORPORATE PERFORMANCE INDICATORS 2026/27

Introduction

The list of performance indicators enclosed are made up of:

- Statutory Indicators
- Performance Improvement Indicators

The Statutory Indicators and the proposed Performance Improvement Indicators will be featured in the Corporate Performance and Improvement Plan (CPIP) and will be reported quarterly to the relevant Committee.

Indicator key:

The Statutory Indicators are highlighted as The proposed New Performance Indicators for 2026/27 are highlighted as

COMMUNITY AND CULTURE

ARTS, CULTURE, TOURISM AND EVENTS

INDICATOR	2024/25	2025/26 Target	2025/26 YTD	2026/27 Target
Total number of visitors at Culture and Heritage venues	628,992	575,000	331,116	575,000
The total number of attendees at all Council run events exceeds 165,000	225,170	165,000	68,133	>165,000

COMMUNITY DEVELOPMENT

INDICATOR	2024/25	2025/26 Target	2025/26 YTD	2026/27 Target
The amount (£) of grant funding supported through Community Planning Grant Aid	£733,593	£870,000	£669,513	£1.5 million
Customer and Resident satisfaction with Wellbeing initiatives across the Borough	N/A	80%	100%	80%
The percentage of residents that believe Antrim and Newtownabbey is a safe place to live	81.9%	88%	90.2%	80%

MARKETING, COMMUNICATIONS AND PR

INDICATOR	2024/25	2025/26 Target	2025/26 YTD	2026/27 Target
We will increase our following on Council social media platforms	140,355	N/A	132,497	141,000

ECONOMIC DEVELOPMENT AND PLANNING

ECONOMIC DEVELOPMENT

INDICATOR	2024/25	2025/26 Target	2025/26 YTD	2026/27 Target
Number of jobs promoted through start up activity via the Go Succeed Programme	145	88	87	88
Number of existing businesses assisted to develop / expand their operations through business support programmes	362	250	114	250
Number of people assisted in to work through local labour market partnership activity (DfC & Council funded initiatives)	271	150	84	150
Number of forecast jobs created through the Council investment promotion fund	56	50	14	50
Number of businesses availing of/ engaging with/ supported through the Council's suite of programmes and events	784	500	416	500
Secure a minimum of £500,000 external funding for the achievement of projects across a variety of sources	£798,600	£500,000	£1,007,000	£500,000

PLANNING

INDICATOR	2024/25	2025/26 Target	2025/26 YTD	2026/27 Target
Major - % processing times for major planning applications within the 30-week target (CIP Statutory Target)	70.6%	>50%	100%	>50%
Major – Average processing times for major planning applications processed within the 30-week target (CIP Statutory Target)	21.8 weeks	<30 weeks	20 weeks	<30 weeks
Local - % processing times for local planning applications within the 15-week target (CIP Statutory Target)	60.8%	>50%	59.13%	61.6%
Local – Average processing times in weeks for local planning applications within the 15-week target (CIP Statutory Target)	12.8 weeks	<15 weeks	14.1 weeks	13.0 weeks
Enforcement - % processing times for enforcement planning cases within the 39-week target (CIP Statutory Target)	97.3%	>70%	97.6%	97.5%
Enforcement – Average processing times in weeks for enforcement planning cases within the 39-week target (CIP Statutory Target)	10.7 weeks	<39 weeks	7.3 weeks	11.6 weeks

FINANCE

FINANCE

INDICATOR	2024/25	2025/26 Target	2025/26 YTD	2026/27 Target
% of undisputed creditor invoices paid on time within 10 working days	81.4%	80%	82%	80%
% of undisputed creditor invoices paid on time with 30 calendar days	91.8%	90%	93.4%	90%
We maintain Council's general reserves as per policy	As per policy	As per policy	As per policy	As per policy
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	Achieved	Achieved	Achieved	Achieved

GOVERNANCE

GOVERNANCE

INDICATOR	2024/25	2025/26 Target	2025/26 YTD	2026/27 Target
The annual Governance Statement is reported	Achieved	Achieved	Achieved	Achieved
95% of Freedom of Information Requests are responded to within agreed timescales (20 working days)	94.1%	95%	100%	95%

ESTATES & RECREATION

PARKS

INDICATOR	2024/25	2025/26 Target	2025/26 YTD	2026/27 Target
We attract 1.3 million visitors to our parks and open spaces	615,618	650,000	847,246	1.3 million
We have maintained the percentage of Council's parks and open spaces assigned for biodiversity projects at >19.3%	N/A	To be established	19.3%	>19.3%
Residents' satisfaction with Parks and Open spaces exceeds 80%	79.8%	80%	78.5%	>80%

LEISURE

INDICATOR	2024/25	2025/26 Target	2025/26 YTD	2026/27 Target
We maintain the number of people with MORE Leisure memberships	14,359	14,500	14,510	14,500

ESTATE SERVICES

INDICATOR	2024/25	2025/26 Target	2025/26 YTD	2026/27 Target
To reduce the total annual water consumption (cubic metre) per square metre	5.1% reduction	2.5% reduction		2.5% reduction

FLEET

INDICATOR	2024/25	2025/26 Target	2025/26 YTD	2026/27 Target
Reduce the amount of carbon emissions from the Council's operational fleet	30.5%	2.5% reduction	13.7% reduction	2.5% reduction

PEOPLE AND ORGANISATIONAL TRANSFORMATION

ORGANISATION DEVELOPMENT

INDICATOR	2024/25	2025/26 Target	2025/26 YTD	2026/27 Target
We will strive to create a positive employee experience and encourage feedback	N/A	80%	94%	80%
We maintain the Charter Plus Award for Elected Member development	N/A	Achieved	Maintained	Maintained
We will increase the average number of staff training days	1.39 days	N/A	0.69 days	1.4 days

CUSTOMER SERVICES

INDICATOR	2024/25	2025/26 Target	2025/26 YTD	2026/27 Target
We have achieved at least 80% satisfaction with overall Council services	90.1%	80%	92.1%	80%
We will minimise the percentage of abandoned telephone calls	5.9%	6.5%	6.1%	6%
We will minimise the percentage of abandoned live chats	3.4%	8%	2.7%	6%
We will increase the number of consultations and responses	52 Consultations and 6,799 responses	>52 Consultations and >6,799 responses	34 Consultations and 6,045 responses	>50 Consultations and >8,000 responses

PERFORMANCE IMPROVEMENT

INDICATOR	2024/25	2025/26 Target	2025/26 YTD	2026/27 Target
We achieve the Certificate of Compliance from the Northern Ireland Audit Office (NIAO) under Section 95 of the Local Government (Northern Ireland) 2014 Act	Achieved	Achieved	Achieved	Achieved

ENVIRONMENTAL SERVICES & SUSTAINABILITY

WASTE MANAGEMENT

INDICATOR	2024/25	2025/26 Target	2025/26 YTD	2026/27 Target
% of household waste collected that is sent for recycling (statutory target 55%)	56.42%	62.5%	58.8%	62.5%
The amount (tonnage) of collected municipal waste arising	109,028 tonnes	107,000 tonnes	29,338 tonnes	tbc
The amount (tonnage) of biodegradable municipal waste that is landfilled	11,574 tonnes	tbc	1,162 tonnes	tbc

WASTE OPERATIONS

INDICATOR	2024/25	2025/26 Target	2025/26 YTD	2026/27 Target
The percentage of streets & roads inspected via the LAMS app that achieve a satisfactory (A or B) rating	91.1%	90%	93.2%	90%
Resident satisfaction with the cleanliness of the Borough	69.6%	80%	79.2%	80%
Cleansing requests are responded to within less than 48 hours of notification	40 hours	<48 hours	46.08 hours	<48 hours

SUSTAINABILITY

INDICATOR	2024/25	2025/26 Target	2025/26 YTD	2026/27 Target
We have demonstrated a reduction in the Council's Carbon Footprint	N/A	1% reduction	27% reduction	1% reduction

ENVIRONMENTAL HEALTH

INDICATOR	2024/25	2025/26 Target	2025/26 YTD	2026/27 Target
Compliance with Environmental Health regulations	94.25%	85%	86.5%	85%



I APPENDIX 3 – STATUTORY PERFORMANCE MEASURES

A set of seven performance measures are in place for Local Government through the Local Government (Performance Indicators and Standards) Order (NI) 2015, relating to three distinct services within the Council, as set out below.

WASTE AND RECYCLING

W1: The percentage of household waste collected by Councils that is sent for recycling (including waste prepared for reuse)

Household waste is as defined in Article 2 of the Waste and Contaminated Land (NI) Order 1997(a) and the Controlled Waste and Duty of Care Regulations (NI) 2013(b).

W2: The amount (tonnage) of biodegradable Local Authority Collected Municipal Waste that is landfilled.

[Local Authority collected municipal waste is as defined in section 21 of the Waste and Emissions Trading Act 2003(c)].

W3: The amount (tonnage) of Local Authority Collected Municipal Waste arisings

Local Authority collected municipal waste arisings is the total amount of local authority collected municipal waste which has been collected by a district Council.

Statutory indicators have been set by the former Department of the Environment for Waste Management Functions of Councils to ensure consistency and reliability of data and to facilitate accurate comparison between Councils. This is aimed at providing Ministerial and public assurance over the performance of the local authority collected waste management system.

Central reporting also ensures that the Department (now DAERA) continues to meet its statutory obligations under the Code of Practice for Official Statistics when reporting at a regional level. Each of the 11 Councils has access to a web-based system for local authority collected municipal waste reporting known as Waste Data Flow (WDF). This facilitates reporting from local government to central government and data is based on returns made to WDF by Councils, within two months of the end of each quarter.

Quarterly data reports are provisional and may change when all returns have undergone validation. The fully validated figures that are published in the annual report have undergone audit by the Northern Ireland Environment Agency (NIEA) and further validation by Statistics and Analytical Services Branch (SASB).

Targets for household recycling, have been superseded by the Waste (Circular Economy) (Amendment) Regulations (Northern Ireland). There will be an interim target of 55% for the recycling of municipal waste by 2025, which will increase by 2035 to 65%.

Targets for biodegradable waste that is sent to landfill, were set within the Northern Ireland Landfill Allowance Scheme (NILAS) which remain set at the level set for Council in 2019/20,

due to the scheme no longer being in place. Future targets are expected to be set at 10% of the total amount of generated municipal waste by 2035, which is also subject to the enactment of the Waste (Circular Economy) (Amendment) Regulations (Northern Ireland). Performance against Waste and Recycling targets, and the standards to be achieved for 2026/27 are:

INDICATOR	2024/25	2025/26 Target	2025/26 YTD	2026/27 Target
% of household waste collected that is sent for recycling (statutory target 55%)	56.42%	55%	58.8%	55%
The amount (tonnage) of collected municipal waste arising	109,028 tonnes	107,000 tonnes	29,338 tonnes	tbc
The amount (tonnage) of biodegradable municipal waste that is landfilled	11,574 tonnes	tbc	1,162 tonnes	tbc

*There is no statutory target for the amount of collected municipal waste.

ECONOMIC DEVELOPMENT

ED1: The number of jobs promoted through business start-up activity

Business start-up activity means the delivery of completed client led business plans under the Department for the Economy and additional supports available through the Enterprise Support Service, now branded as Go Succeed Northern Ireland.

The Council's Economic Development Service is responsible for managing the Go Succeed service for the Borough alongside other economic development and regeneration programmes and initiatives. Go Succeed, only one part of the Council's economic development service, launched in November 2023 and is funded by the UK Government and powered by the government's Levelling Up Fund. The Service replaces previous regional Start-Up and European-funded programmes and represents a multi-million-pound investment in local entrepreneurs and businesses across all 11 Councils.

The Department for the Economy (DfE) and Department for Communities (DfC) seek to amend the standards set out in the Local Government (Performance Indicators and Standards) Order (NI) 2015 to align with the programme targets in operation for Go Succeed for 2023 to 2025. The DfC and Northern Ireland Audit Office (NIAO) have agreed that the Council should reference both its statutory target (80) and its Go Succeed target (87) within this Plan. Whilst the statutory target is 80, Council is seeking to achieve 87 based on the Go Succeed Engage & Foundation target set out in the 2026/27 Annual Service Plan.

INDICATOR	2024/25	2025/26 Target	2025/26 YTD	2026/27 Target
Number of jobs promoted through start up activity via the Go Succeed Programme	145	88	87	88

PLANNING

P1: The average processing time of major planning applications

An application in the category of major development within the meaning of the Planning (Development Management) Regulations (NI) 2015(a).

P2: The average processing time of local planning applications

Local applications means an application in the category of local development within the meaning of the Planning (Development Management) Regulations (NI) 2015, and any other applications for approval or consent under the Planning Act (NI) 2011 (or any orders or regulations made under that Act).

P3: The percentage of enforcement cases processed within 39 weeks

Enforcement cases are investigations into alleged breaches of planning control under Part 5 of the Planning Act (NI) 2011 (or any orders or regulations made under that Act).

The Council's Planning Service is responsible for:

- Receiving and making decisions on the majority of planning applications
- Enforcing breaches of planning permission
- Making tree preservation orders
- Protecting and preserving built heritage
- Producing a Local Development Plan outlining how land should be used and developed in the future.

The Planning function transferred to local government from the former Department of the Environment on 1 April 2015 and the statutory indicators were introduced at that time to ensure that the planning functions were carried out in a clear, fair and consistent manner.

Quarterly reports are produced by the Department for Infrastructure (DfI) based on information available through the Planning Portal, i.e. a regional website where you can track all planning applications. Every application received, across all 11 Councils and by

the Dfl (i.e. regionally significant applications), is entered onto the Planning Portal.

The quarterly statistical reports are compiled by Dfl and provided to each of the Councils. The reports are also available through the Dfl website.

Council Planning Officers also have the ability to produce management reports from the Planning Portal to monitor application processing.

Performance against Planning targets, and the standards to be achieved for 2026/27 are:

INDICATOR	2024/25	2025/26 Target	2025/26 YTD	2026/27 Target
Major - % processing times for major planning applications within the 30-week target (CIP Statutory Target)	70.6%	>50%	100%	>50%
Major – Average processing times for major planning applications processed within the 30-week target (CIP Statutory Target)	21.8 weeks	<30 weeks	20 weeks	<30 weeks
Local - % processing times for local planning applications within the 15-week target (CIP Statutory Target)	60.8%	>50%	59.13%	61.6%
Local – Average processing times in weeks for local planning applications within the 15-week target (CIP Statutory Target)	12.8 weeks	<15 weeks	14.1 weeks	13.0 weeks
Enforcement - % processing times for enforcement planning cases within the 39-week target (CIP Statutory Target)	97.3%	>70%	97.6%	97.5%
Enforcement – Average processing times in weeks for enforcement planning cases within the 39-week target (CIP Statutory Target)	10.7 weeks	<39 weeks	7.3 weeks	11.6 weeks



ANTRIM CIVIC CENTRE
50 Stiles Way, Antrim BT41 2UB

MOSSLEY MILL
Carnmoney Road North, Newtownabbey BT36 5QA

T. 0300 123 4568
antrimandnewtownabbey.gov.uk

 **ANBorough**