

# ANNUAL REPORT ON PERFORMANCE 2025/26

Self-Assessment

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# 1 | Foreword and Introduction

Welcome to Antrim and Newtownabbey Borough Council's Annual Report on Performance 2025/26 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 2025/26.
- Its assessment of its performance in exercising its functions during 2025/26 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 2025 the Council produced an annual Corporate Performance and Improvement Plan 2025/26. This Performance and Improvement Plan sets out Council's Performance Objectives and Key Performance Indicator targets for the year 2025/26. 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 2025/26.

Given the current economic climate and the need for 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 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 have endeavoured to reduce our impact on the planet's environment through the introduction of resource efficiency measures.

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 2025/26. We will continue to take your feedback on-board and use this to provide further improvements to service delivery.

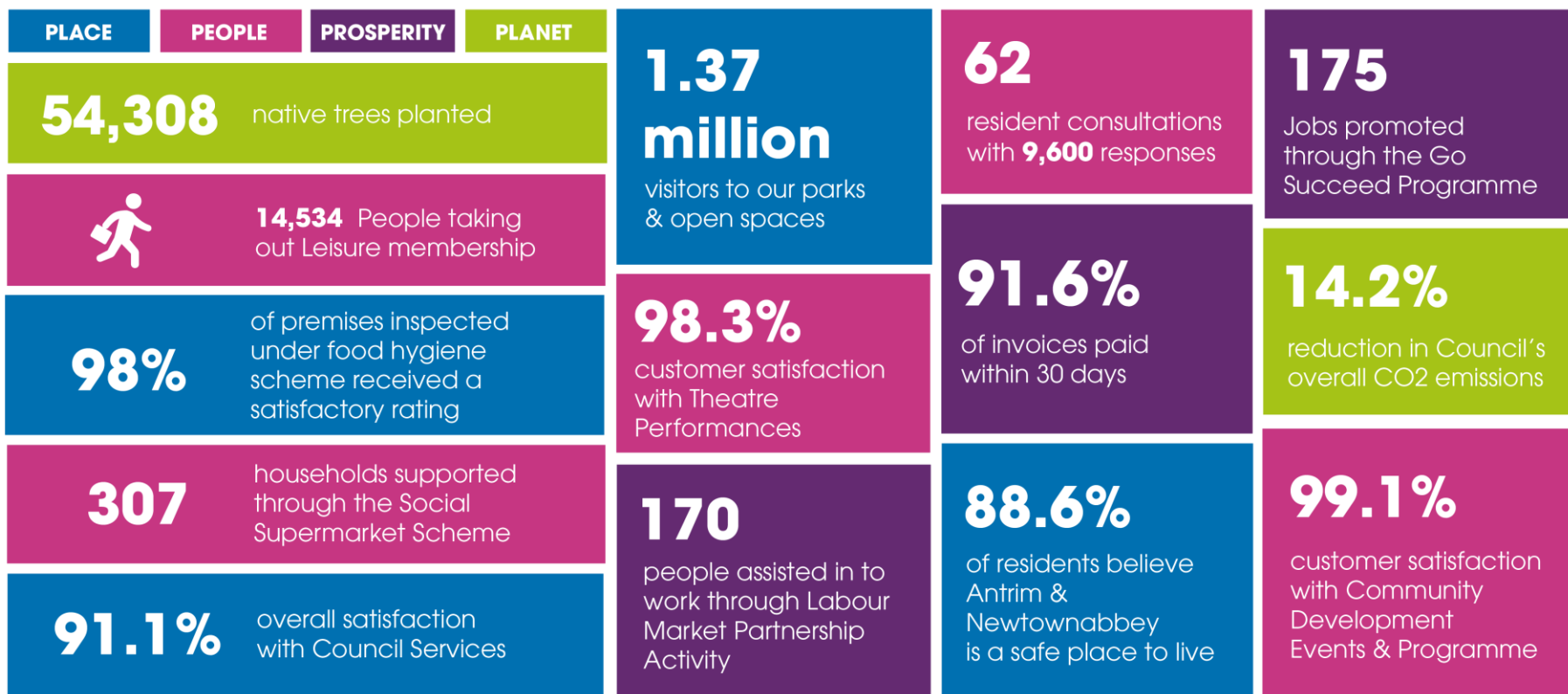
We would like to thank all of our Elected Members, staff and partners for their hard work over the past year. We will maintain our partnership approach with residents, local businesses, communities, statutory partners and other organisations to build upon these achievements in order to continue to improve 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 2025/26, of the 40 Corporate and Statutory Indicators, 35 or 87.5% were achieved. Additionally, there were 4 indicators which were not achieved and 1 indicator where the results could not be measured and reported. These results demonstrate improvement on the 80.1% indicators that were achieved in 2024/25 and that effective arrangements are in place for exercising general responsibilities in the delivery of services, the improvement and regeneration of the Borough, providing the best-in-class customer service, whilst protecting our environment and ensuring Antrim and Newtownabbey Borough Council is a transparent and trusted organisation.



Of the 246 self imposed performance improvement indicators contained in the 2025/26 Directorate Business Plans, 226 or 91.8% were achieved or principally achieved. In comparison with 2024/25, data available for 90 performance indicators, 59 performed at the same standard or better than the 2024/25 figures (65.6%).

# 1 | Introduction - Achievements and Awards

In September 2025, Antrim and Newtownabbey Borough Council was a finalist in the APSE UK Council of the Year Award, following its success in winning the UK Council of the Year Award the previous year. Throughout 2025/26, the Council received numerous awards and accolades, while local community and residents' groups were also recognised for their dedication, commitment, and hard work in supporting their communities.



# 2025/26 Achievements | AWARDS

During 2025/26, the Council won or was nominated for numerous awards, demonstrating community achievements and excellence in customer service and quality standards.

- ✓ **Arlene McMinn won Physical Activity Hero Award at the UK Active Awards**
- ✓ **Antrim Forum and Ballyearl Arts and Leisure Centre finalists in Regional Centre of the Year**
- ✓ **Antrim and Newtownabbey Borough Council finalist in the Healthy Communities Award**
- ✓ **The Leisure Team won Best Service Team of the Year at the APSE (Association of Public Service Excellence) Awards**
- ✓ **Achieved NILGA Charter Plus Award for Elected Member Development**
- ✓ **Winner of the Royal Town Planning Institute Planning Excellence 2025 – Planning Authority of the Year**
- ✓ **Finalist in the MJ Awards**
  - **Winners: Transforming Lives – Health Intervention Team**
  - **Local Government Finance Team of the Year**
  - **Best Council Services Team – Health & Wellbeing Team**
- ✓ **Finalist in the APSE Service Awards**
- ✓ **Council has achieved the Autism Impact Award**



# 2025/26 Achievements | AWARDS

We are proud to **support our town and villages**, who achieved the following awards and recognition in 2025/26:

- ✓ **At the all Ireland Best Kept Awards:**
  - Antrim was the Best Kept Large Town
  - Ballynure village was runner up in the Best Kept Small Village
  - Merville Garden Village was recognised as the Best Kept Large Housing Area
  - Neillsbrook Fold received the Best Kept Sheltered Housing Area
- ✓ **Rathenraw Youth Scheme was runner up in the Pride of Place Awards in the Community Youth category**
- ✓ **Achieved Platinum in the NI Benchmarking Survey for measures taken by Council to improve our environmental impact**
- ✓ **Kings Award for Voluntary Service Recognition for:**
  - Antrim and Newtownabbey Community Relations Forum
  - Mallusk Community Action Group
  - Sensory Kids
- ✓ **Hold a Total of 32 Green Flags:**
  - 25 Green Flag Awards (Council Sites)
  - 4 Community Spaces Green Flag Awards
  - 2 Special Green Flag Heritage Awards



# 2025/26 Achievements | AWARDS & ACCREDITATIONS

During 2025/26, the Council achieved or retained several awards and accreditations, demonstrating commitment to excellence for our residents:

- ✓ 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
- ✓ 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
- ✓ Antrim and Newtownabbey Borough nominated as one of the top ten business growth hotspots in the UK in the Growth Flag report Growth Outlook 2026.





# 2025/26 Achievements | PLACE

Our 4 themes of **Place**, **Prosperity**, **People** and **Planet**, are underpinned by **Performance** and **Profile**. We have continued to monitor our Performance improvement throughout 2025/26, and are pleased to report the following successes:

**87.7%** of residents who were surveyed were satisfied with the attractiveness with Council Parks & Open Spaces (2024/25 79.8%))

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 attractive tree-lined avenues
- A major Roundabout improvement scheme supported by £100,000 through the Levelling Up Fund, which has enabled upgrades to several key junctions
- Six Buddy Benches were installed across the Borough to encourage social interaction and help reduce loneliness

People counters have been installed across seven of the Council's Parks and Open Spaces. These accurately track foot traffic and since their installation a total of **1,369,592 visits** have been recorded in 2025/26, with Jordanstown Lough Shore recording the most visits with **375,199**.

Investments in our Parks and Open Spaces include the installation of a new Play Park in Mallusk, along with the Play Parks in the Diamond Rathcoole and Kings Park redeveloped to allow for improved accessibility. There have been further improvements to the riverside walk in Burnside via the Small Settlement Scheme. Hazelbank Play Park has also been reopened following extensive refurbishment.

Our 'Support in Kind' scheme helped to complete **122** community clean ups (131 in 2024/25). The Support in Kind scheme has evolved to allow community groups permanent access to Council equipment and support.

Our Towns and Villages continue to win awards. At the all Ireland **Best Kept Town Awards**, **Antrim won the Best Kept Town**. Other winners were:

- Merville Garden Village - Best Kept Large Housing
- Neillsbrook Fold - Best Kept Sheltered Housing
- Ballynure Village - Runner up in Best Kept Village

Via the LAMS (Land Asset Management Survey)app there was **292** random inspections of streets and roads with **93.2%** of those inspections graded as satisfactory. The **6.8%** found to be below standard generated **20** proactive works orders.

There were **453** Fly Tipping incidents per year (down on 2024/25 figure of 489).

The Waste Operations team responded to **1,599 cleansing requests** with an average completion time of 2.6 days.

**13,919** bulky waste collections were made at an average **6.58** days. (16,803 collections with an average of 6.7 days in 2024/25)

Overall satisfaction of the Council's Waste & Recycling services was **83.2%** from 561 responses.

The net cost of waste collection service per household was **£72.05** (£73.05 in 2024/25 and a target of £84.64).

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



# 2025/26 Achievements | PLACE

We increased the number of **Green Flag** accreditation across Council sites to **32** flags (29 flags in 2024/25).

Planted **54,308 native trees** in 2025/26 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 **340** warning signs erected for littering, dog fouling and illegal dumping offences (240 in 2024/25).
- **42** fixed penalty notices issued for dog fouling and litter (9 in 2024/25)
- **800,000** dog waste bags distributed (840,000 in 2024/25).
- **2888** enforcement patrols undertaken throughout the Borough (2173 in 2024/25)
- **350** leaflets delivered to hotspots areas
- **18** dog fouling stencils placed
- **233** stray dogs impounded / found / returned to owners
- **284** illegal dumping inspections and **229** abandoned vehicles inspected
- **571** instances of dog control advice given to dog walkers.

Our Environmental Health team responded to **4,666** service requests of which **99.4%** were responded to within 3 days, with an average time of **1 day**.

**98%** of the **3934** premises inspected by Environmental Health officers received a rating of 3 or above under the scope of the Food Hygiene Scheme.

Investment of **£2.96million** through Capital Development which delivered 4 projects.

**75%** of projects completed within the budget approved at construction stage (80% in 2024/25).

**297** domestic full planning applications received. **98.12%** of which assessed with a substantive response sent within 21 days of validation (301 received with response rate of 94.45% in 2024/25).

**116** non-domestic full planning applications were received. **96%** of which assessed with a substantive response sent within 35 days of validation (89 received with a response rate of 94% in 2024/25).

**531** planning resubmissions received with **94.14%** receiving a substantive response within 14 days (496 received with a response rate of 91.1% in 2024/25).

There were **12** reports of dangerous structures, all of which were responded to within 24 hours.

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



# 2025/26 Achievements | PROSPERITY

There were **292** applications for the **Go Succeed 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 **175** jobs promoted via the Go Succeed Programme.

**261** businesses were assisted to develop/expand their operations through Council operated/funded programmes (362 in 2024/25).

**170** people were assisted in to work from Council operated/funded employability and career development programmes (271 in 2024/25).

**992** businesses supported through the Council's suite of programmes and events (784 in 2024/25).

**£3.875 Million** funding secured from ANBC Town Centre Marketing, Town Centre Shop Front and Small Area Revitalisation Programme. This included £2.87 million from Department for the Economy to deliver the Local Economic Partnership.

**40% of the Masterplan Framework** projects delivered Borough Wide through Masterplan consultations. There are currently 287 actions contained within the Framework.

Continuing efforts towards our **Business Engagement** strategy. The Council provided support to attract the creation of **45** jobs.

**SPACE**, a flexible, modern workspace opened in Antrim Town Centre, with occupancy at 100%. The SPACE Glengormley site development has commenced with delivery due in Spring 2028.

Additionally, **7.8K sq ft** of workspace was created through the Council Workspace Development Fund, awarding **£200K** in grant funding to businesses.

Headline for investment secured over the financial year 2025/26 include:

- **£1M** development of a new warehouse extension in Randalstown by Contract Marketing
- **£23M logistics hub** at Nutt's Corner for Sysco

An Investment Showcase event held at the Houses of Parliament attended by **120 investors with 100 Hectares of Employment Land Ready for Investment**.

Antrim and Newtownabbey named as one of the **UK's most promising places for business growth** according to Growth Flag the UK data intelligence platform.

Launch of the Welding Skills Academy, Welding and Forklift Academy at Northern Regional College through the Local Market Partnership.

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
- VE Day

Creation of dedicated **tourism brand and website** in line with Tourism NI brand

Our two Caravan Parks, Antrim Sixmile Water and Lough Shore Jordanstown, enjoyed an occupancy rate of **46%**.

Launched the second stage of the Local Development Plan.



# 2025/26 Achievements | PEOPLE

**51,399** people attended performances within our theatres (47,502 2024/25) and satisfaction was rated at **98.3%** (98.2 % in 2024/25).

The Enchanted Winter Garden had **90,499** people attending with **10,400** visiting Garden Show Ireland. Due to adverse weather, attendance numbers at these flagship events were reduced.

Overall satisfaction with Council run large scale events was **85.1%** (83.5% in 2024/25).

Successfully delivered many events including the Party in the Park, Six Mile Festival, Spinning Yarns, Halloween in the Borough, St Patrick's Day Celebrations and Christmas Lights Switch Ons. Attracting **166,632** visitors in 2025/26 (225,170 in 2024/25 which included Armed Forces Day).

In 2025/26 there were **624,580** visitors to our Culture and Heritage venues, including Antrim Castle Gardens, The Gateway and Pogues Entry. (628,992 in 2024/25).

Income from Arts and Culture activities was **£2,633,663** (£2,357,311 in 2024/25).

The Council continues to support and provide funding to Community Advice Antrim and Newtownabbey. During 2025/26 **46,571** clients were supported (39,313 in 2024/25).

Total number of Home Accident Assessments held in 2025/26 was **300** (197 in 2024/25).

The support of the Public Health Agency enabled us to issue **340** Keep Warm packs to vulnerable people.

**1,974** Community Safety Warden patrols on our streets.

**£130,500** 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**.

**Over 8,000** items donated and **1,180** families supported through the School Uniform Scheme and Christmas Toy re-use schemes.

As part of the Community Capacity building Programme **460** volunteers, from **84** active groups, received **£926K** of community grant aid, and **65** accredited qualifications were gained.

The Social Supermarket has supported **321** households, with **70%** of those families supported from households with a disability.

Secured confirmation of **£4.4 million** in PEACEPLUS funding.

Hosted the "Pathways to Protection" event bringing together 140 professional safeguarding experts, funded through the Executive Office via the Ending Violence Against Women and Girls Momentum Fund.

Renewed the Council's commitment to Ending Violence Against Women and Girls by signing the White Ribbon Charter.



# 2025/26 Achievements | PEOPLE

Over **1800** P7 pupils from 47 primary schools took part in the **Bee Safe** programme as part of Antrim and Newtownabbey's Community Safety Partnership, helping to educate young people with essential safety knowledge.

**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 interpreters at events, building adaptations, Language Line available at Council sites.

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

Developed several play parks to include a range of **inclusive play equipment**.

As part of the commitment to be an **Age Friendly Borough** the Council has launched a new **Dementia Safeguarding Scheme**.

To help local communities grow stronger and work together for a stronger future, Council has launched WEAVE, supported by PEACEPLUS and Special EU Programmes Body (SEUPB).

The number of online transactions rose to **803,289** (705,592 in 2024/25).

Our ANBorough Residents App had **16,451** downloads increasing numbers of residents accessing Council services digitally in 2025/26 to **76,822**.

The number of users at our leisure centres was **2,512,127** in 2025/26 (2.35 million in 2024/25).

The number of paying leisure members rose by **175** in 2025/26 to **14,534**.

Customer satisfaction with the Council's Leisure facilities was **90.3%**.

The subsidy per leisure centre visit was **£0.68** in 2025/26 the subsidy in 2024/25 was £0.65.

**33 Areas at Risk Projects** delivered, with **10,599 beneficiaries** from the programme.

**88.6%** of residents believe Antrim and Newtownabbey is a safe place to live with **82.9%** believing relations are good within the Borough.

There was **88.4%** compliance with statutory Environmental Health regulations from 1,262 inspections (94.25% in 2024/25).

Our Wellbeing team launched and implemented Age Friendly Borough initiatives including:

- Men's Sheds in Antrim
- Newtownabbey Seniors Forum
- International Men's Day
- Talks delivered to groups promoting Age Friendly and Nutrition for older people



# 2025/26 Achievements | PLANET

Maintained high level of recycling rates of **55.92%** from both collected household waste and Household Recycling Centres. The introduction of the waste harmonisation project across the Borough will increase this recycling rate going forward.

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 **320,803** trees have been planted (An increase in 2025/26 of **54,308** on 2024/25).

Council approved the trial use of Hydrogenated Vegetable Oil (HVO) in fleet operational vehicles. This reduced CO2 emissions by **30.5%** in 2024/25. The success of the trial resulted in the expanded use of HVO across all suitable vehicles and the electrification of suitable fleet vehicles has resulted in a further reduction in vehicle CO2 emissions in 2025/26 of **12.6%**.

The introduction of two mandatory modules on the iLearn employee learning portal, Environmental Awareness at Work and The Importance of Environmental Sustainability, has resulted in an increase in the percentage of staff trained in climate change from 41% in 2024/25 to **68%** in 2025/26.

The Council has adopted the Sustainable NI baseline year of 2019/20 for the measurement of CO2 emissions. Calculations have indicated that in 2025/26 Council emitted **14.2% less CO2** than the 2024/25 figure. This is through the introduction of heat efficiency measures at Mossley Mill and extensive use of biomass boilers. A new solar panel project at Mossley Mill in 2026, will further reduce CO2 emissions.

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 **16.8%** across the Council despite the introduction of the free water stations. The 2025 volume was **73,881 cubic metres** (2024 volume 88,860 cubic metres).

The Parks team has calculated the percentage of the Borough's parks and open spaces which is assigned for biodiversity projects as **19.3%**.

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

New Swift nesting boxes have been installed, creating long term nesting spaces for the Bird of the Borough, the Common Swift.

Our Estate Services have implemented measures which are designed to reduce the energy use across all Council buildings. This has resulted in a **6.9%** reduction in energy use in 2025/26.



# 2025/26 Achievements | PERFORMANCE

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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 2026).

The 2025/26 **Annual Accounts** were prepared (audit opinion pending November 2026).

**17** Internal Audits (19 in 2024/25) delivered **93%** of the annual audit plan. **94%** of Internal Audit recommendations were implemented by completion date with **81%** of Audits completed within targeted days.

**98.4%** of Freedom of Information Requests were responded to within the deadline (94.1% in 2024/25).

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

**91.5%** of accident report forms met the five-day deadline.

The average number of long-term absence days lost per employee was **5.15 days** against 11.68 days in 2024/25.

**75%** of Council employees have participated in a Council training and development programmes. With **873** training participations recording an average of **1.4** training days per employee.

**98.45%** of employees believe Council is making positive efforts to communicate and engage with them and **94.6%** believe the Council recognises achievement.

The cost of the waste management service per household was **£72.05** based on 73,761 households within the Borough (£73.05 in 2024/25).

**29** grant funding programmes have been processed with funding secured from 4 programmes outside the traditional funding streams.

**81%** of the 21,330 creditor invoices processed within 10 working days and **91.6%** within 30 calendar days.

Average time to fill job vacancies was **50.5** days.



# 2025/26 Achievements | PROFILE

Satisfaction with overall Council services of those surveyed in 2025/26 was **91.1%** (90.1% in 2024/25).

The number of followers on Social Media Platforms rose by **3,868** to **65,701** (65,701 in 2024/25). With overall Corporate Social Accounts followers at 163,571.

In 2025/26 the number of telephone calls increased by **11.6%** to **190,865** with **11.8%** of calls abandoned.

Live Chat functionality has been enhanced with AI Chat Bot providing information to users. The configuration change has resulted in complexity in the obtaining of data.

**62** Consultations and surveys were carried out in 2025/26 with **9,599** respondents (52 consultations in 2024/25 with 6,799 respondents)

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

Investment Showcase event held at the Houses of Parliament attended by 120 investors.

Antrim and Newtownabbey named as one of the UK's most promising places for business growth according to **Growth Flag** the UK data intelligence platform.

There was a **92.1%** satisfaction rating with the Borough Life Magazine (77.9% in 2024/25). Publication reduced from four editions to two per annum.

There was **1.965 Million** recorded visits to the Council's corporate website with **86.0%** satisfaction with the quality of information on the site (81.5% in 2024/25).

Our Marketing, Communications and PR team issued **173** press releases and **3,599** social media posts.

The social media interaction rate measuring the consumption by the audience of the Council's social media content is **5.1%** against an average for local government content of 1.6%

The Council maintained the **Charter Plus** Standard for Elected Member Development.

**71.5%** of complaints received were responded to within the agreed timescale.



# 2025/26 Achievements | BENCHMARKING

Antrim and Newtownabbey Borough Council is a member of the Association of Public Service Excellence (APSE). The Council submits data to the Performance Networks, Northern Ireland Core Indicator benchmarking project. This allows the Council to benchmark performance against a set of fifteen core indicators which have been agreed by other Northern Ireland APSE member Councils. Of the fifteen Core Performance Indicators (External and Internal) Antrim and Newtownabbey Borough Council is ranked first or second in eight.

| Performance Indicator (External)                                                                | Number in Service | Antrim and Newtownabbey Score | Northern Ireland Average | Standing in Service |
|-------------------------------------------------------------------------------------------------|-------------------|-------------------------------|--------------------------|---------------------|
| Number of public/ stakeholder users registered to corporate social media per head of population | 6                 | 1.11                          | 0.48                     | 1                   |
| The percentage of household waste collected by Council that is sent for recycling (Unverified)  | 6                 | 55.92%                        | 52.30%                   | 2                   |
| Customer satisfaction with parks, open spaces & horticultural services                          | 4                 | 87.7%                         | 86.37%                   | 2                   |
| Percentage of undisputed creditor invoices paid on time with 10 working days                    | 6                 | 81.15%                        | 69.83%                   | 2                   |
| Percentage of undisputed creditor invoices paid on time with 30 calendar days                   | 6                 | 91.64%                        | 92.35%                   | 4                   |



# 2025/26 Achievements | BENCHMARKING



| Performance Indicator (Internal)                                                    | Number in Service | Antrim and Newtownabbey Score | Northern Ireland Average | Standing in Service |
|-------------------------------------------------------------------------------------|-------------------|-------------------------------|--------------------------|---------------------|
| Staff leaving as a percentage of average staff (excluding voluntary severance)      | 6                 | 10.68%                        | 8.22%                    | 6                   |
| New starters as a percentage of average total staff (excluding voluntary severance) | 6                 | 8.98%                         | 10.08%                   | 4                   |
| Days staff absence per employee – short term                                        | 6                 | 11.68 days                    | 4.81 days                | 6                   |
| Days staff absence per employee – long term                                         | 6                 | 5.15 days                     | 13.75 days               | 1                   |
| Percentage of staff that have no incidences of sickness in the year                 | 6                 | 55.8%                         | 56.25%                   | 3                   |
| Number of days per employee spent on training                                       | 5                 | 1.41 days                     | 1.93 days                | 4                   |
| Percentage customer satisfaction with the overall service provided by the Council   | 4                 | 91.1%                         | 70.97%                   | 1                   |
| Net cost of Council service per head of population                                  | 5                 | £429.65                       | £405.36                  | 4                   |
| Percentage of Stage 1 complaints rectified with target time (5 days)                | 6                 | 71.47%                        | 74.2%                    | 4                   |
| Percentage of Stage 2 complaints rectified with target time (20 days)               | 6                 | 75.0%                         | 75.1%                    | 4                   |
| Percentage change in greenhouse gas emissions from base year to current year        | 3                 | -29.39%                       | -30.75%                  | 2                   |
| Percentage of service requests responded to within 3 days                           | 4                 | 99.44%                        | 96.53%                   | 1                   |



## 2

### Performance Improvement Duty and Objectives





## 2 | Performance Improvement Duty and Objectives

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### **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 2025/26

During 2025/26, 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, the **Corporate Performance and Improvement Plan 2025/26** 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 2025/26 supports the revival of the local economy, working with partners and stakeholders to build an inclusive, sustainable and digitally ready future. Within the Plan, targets were set for improvement. Members agreed that performance would be measured and monitored against the indicators set out the 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

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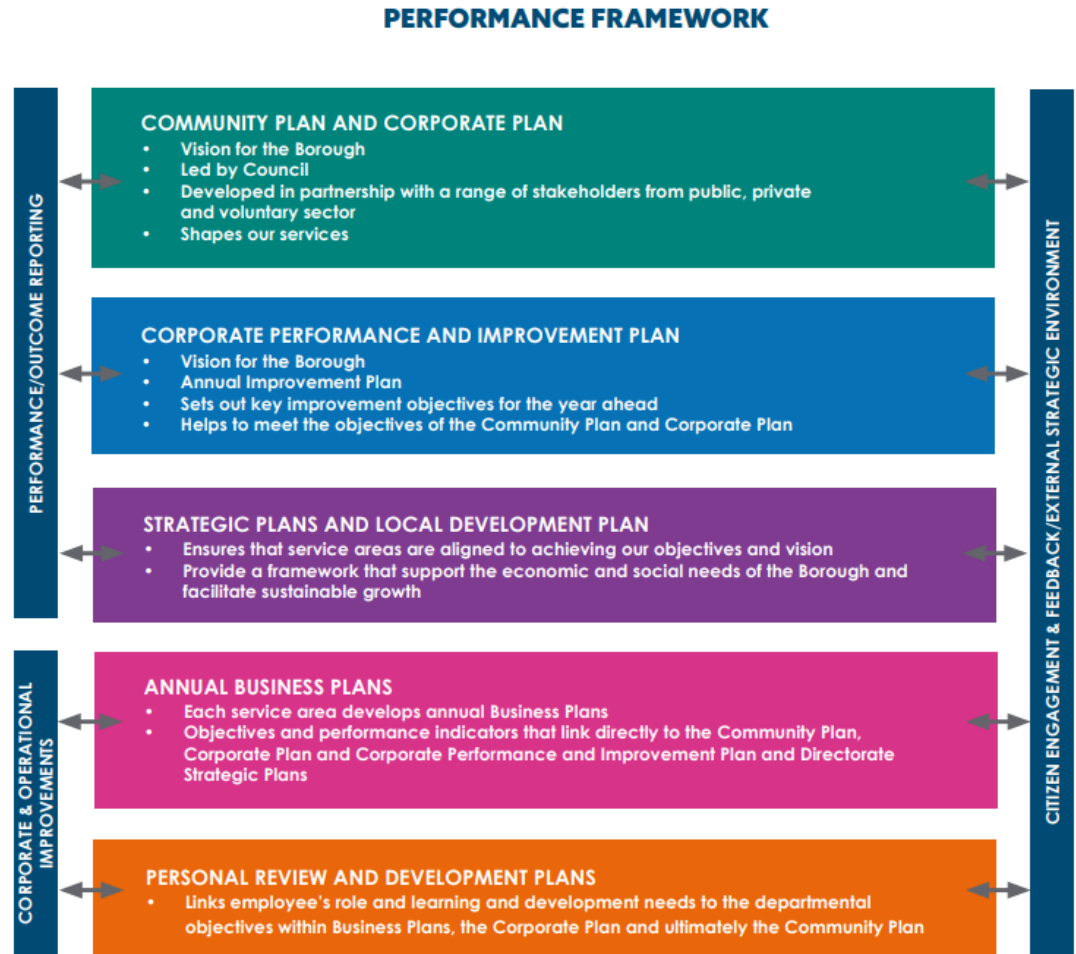
## **The Council continues to implement and embed arrangements to secure continuous improvement through:**

- Quarterly progress reports submitted to the Corporate Leadership Team and relevant Committees 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 Directorate Business Plans containing improvement objectives and indicators are set for all service areas. These are reported quarterly to the Corporate Leadership Team and bi-annually to relevant committee.
- 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 helps the Council compare performance across a wide range of services and activities more effectively.
- 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 2025/26;
  - *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

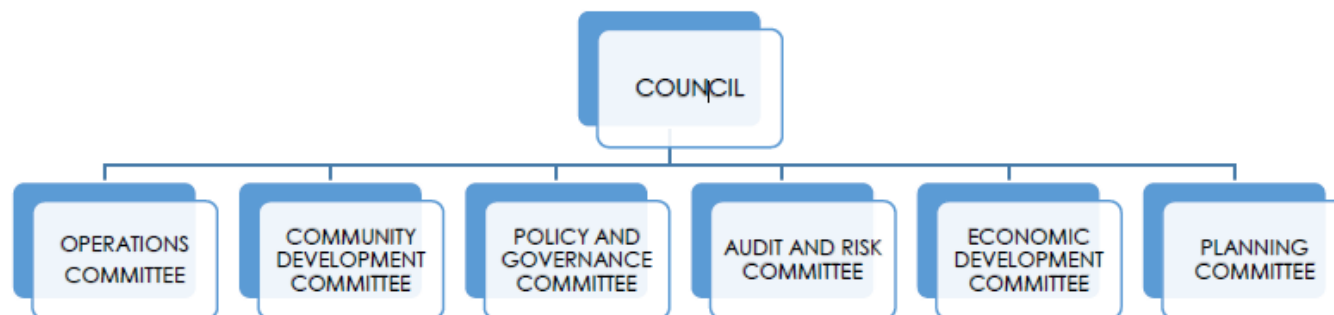
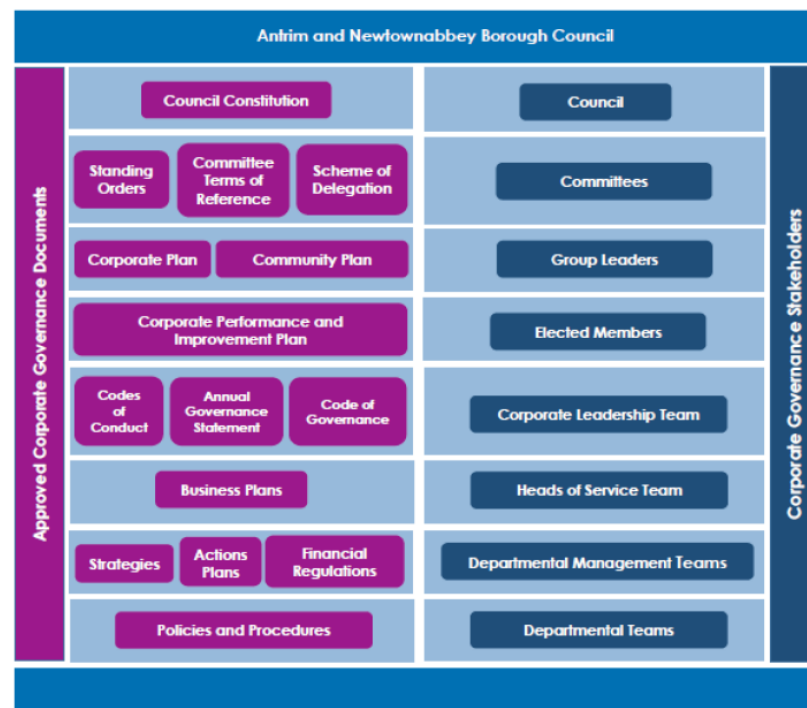
The Council is responsible for ensuring that its business is conducted in accordance with the law, and proper standards and that public money is properly accounted for, used economically, efficiently and effectively.

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

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## 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 Workshops, 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 2025/26, 62 consultations have been carried out with 9,599 respondents.

Both the Corporate Performance and Improvement Plan 2025/26 and the Corporate Performance and Improvement Plan 2026/27 were brought to Members for consideration in February 2025 and February 2026 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 2025 and June 2026.

# 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 2026.

Northern Ireland Councils undertake an external audit for the 2024/25 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 2024/25 and its 2025/26 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 2025/26. A *satisfactory* level of assurance was reported.



## Audit and Assessment Report 2025-26

Report to the Council and the Department for Communities under Section 95 of the Local Government (Northern Ireland) Act 2014

Antrim and Newtownabbey Borough Council  
29 November 2025



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



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## Self Assessment of Performance 2025/26





## 3 | Self-Assessment of Performance 2025/26

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### Self-Assessment

This section will review and give a progress commentary on the following 40 performance indicators and standards:

#### 3a. Statutory performance improvement indicators and standards

- For 2025/26, 10 statutory indicators and standards were set by Central Government departments

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

- For 2025/26, 30 self-imposed areas of performance improvement were set by the Council. These were based on the six Corporate Performance Improvement Objectives

#### 3c. Directorate Business Plans performance and improvement indicators:

- For 2025/26, 246 self-imposed areas of performance improvement were set by the Council as part of the Directorate Business Plans.

## 3 | Self-Assessment of Performance 2025/26

### 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 2025/26, **10** statutory indicators and standards were set by Central Government departments:

##### Economic Development (1)

- **The number of jobs promoted through business start-up activity (Go Succeed Programme)**

##### Planning (6)

- **The average number of weeks taken to process major planning applications**
- **% of major planning applications processed within the 30-week target**
- **The average number of weeks taken to process local planning applications**
- **% of local planning applications processed within the 15-week target**
- **The average number of weeks taken to process enforcement planning cases**
- **% enforcement cases concluded within 39 weeks**

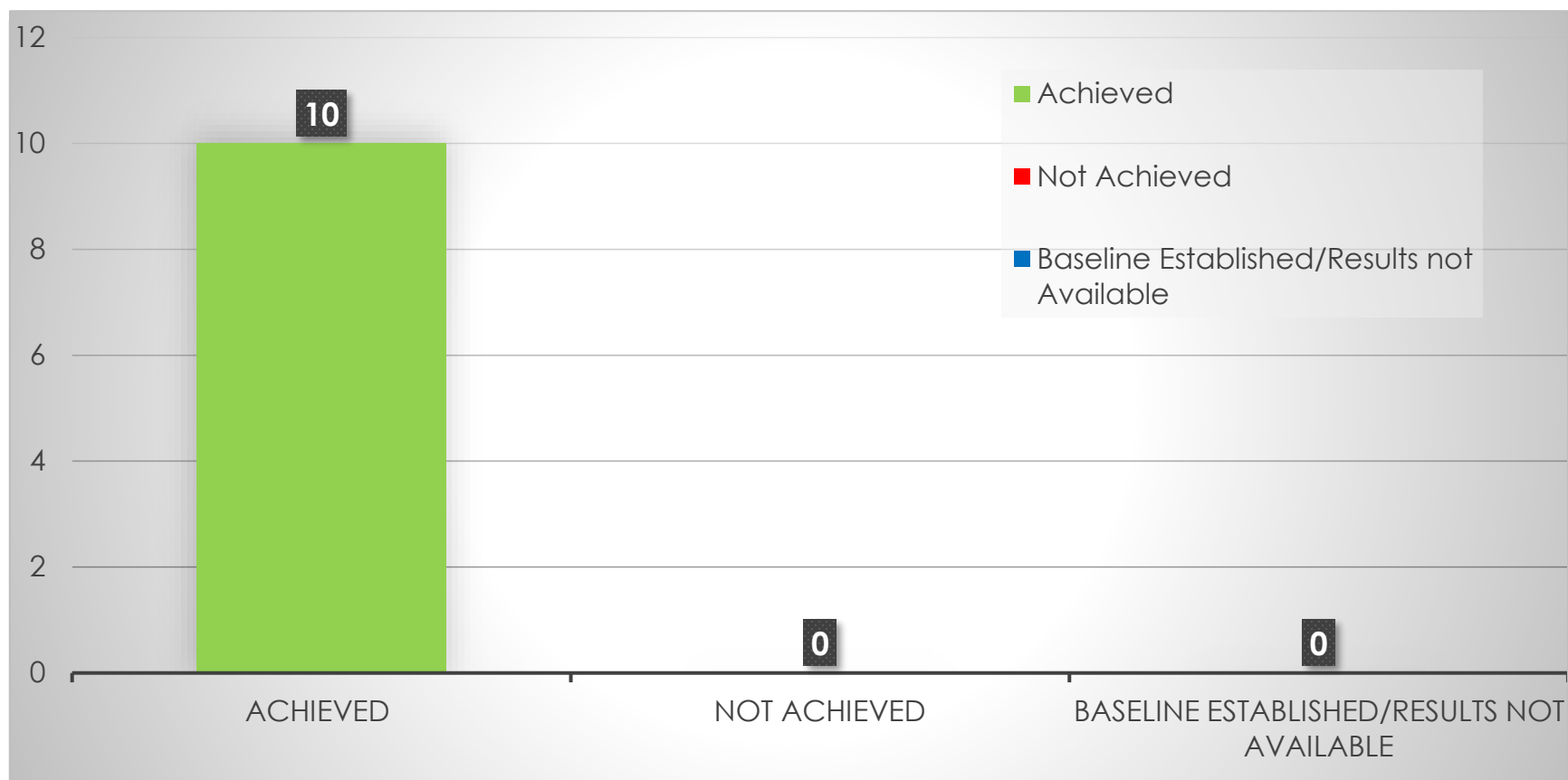
##### Waste Management (3)

- **% 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 2025/26

### Section 3a

This section will review and give a progress commentary on the following 10 statutory performance indicators and standards:





## 3 | Self-Assessment of Performance 2025/26

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

For 2025/26, 30 self-imposed areas of performance improvement were set by the Council. These were based on the six Corporate Performance Improvement Objectives:

- 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.
- We will protect and improve the 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.
- 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.
- 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.
- We will grow the local economy by supporting development of existing businesses securing new investment, creating jobs, provide training and upskilling people into work.
- 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 increase the speed with which we pay suppliers.

## 3 | Self-Assessment of Performance 2025/26

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

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 (APSE).

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.

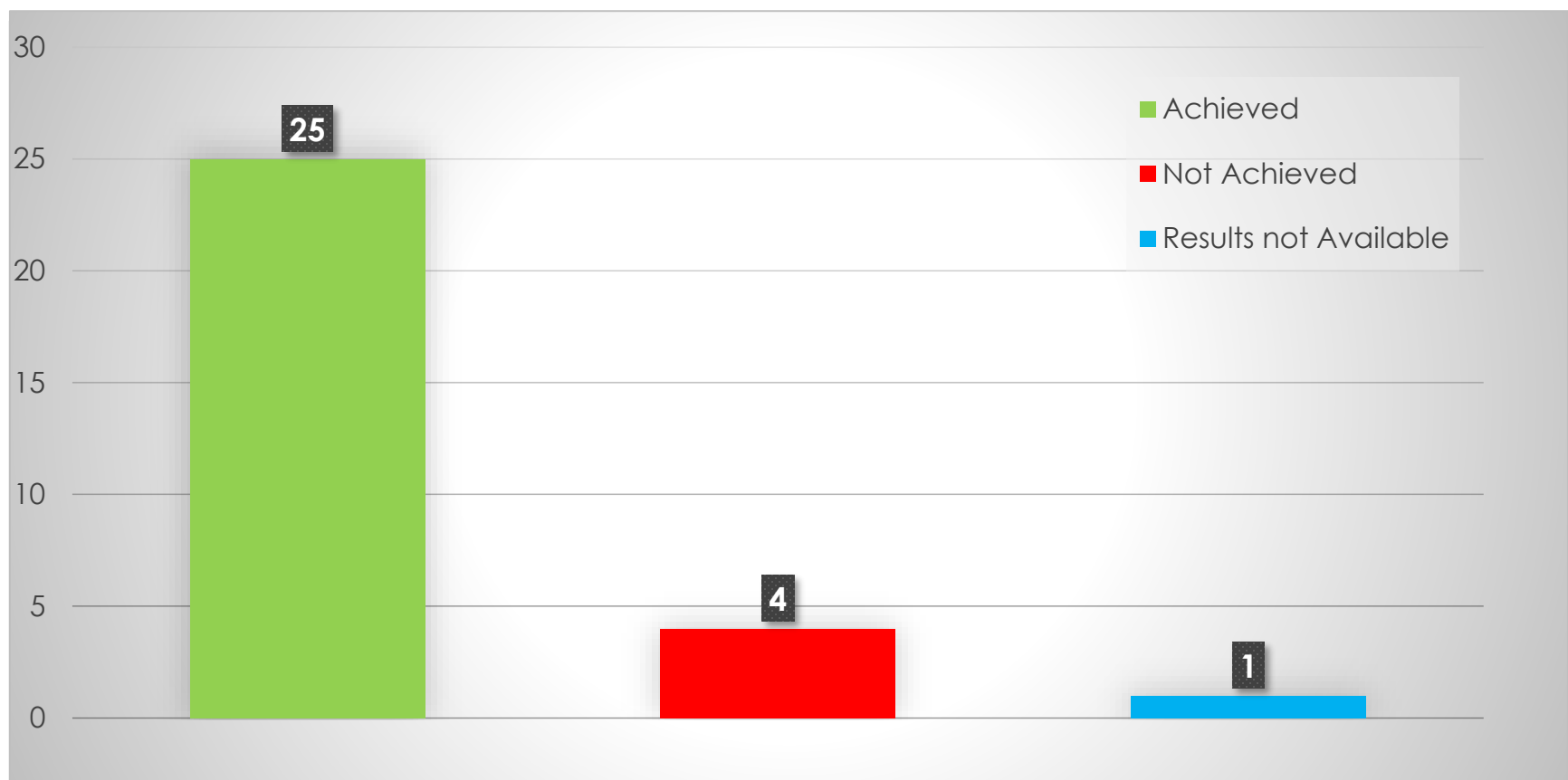
Council's historical performance was impacted by the Covid-19 pandemic, and this must be borne in mind when comparing data across other time periods.

Section 3b. highlights our **performance and improvement achievements 2025/26**.

## 3 | Self-Assessment of Performance 2025/26

### Section 3b

This section will review and give a progress commentary on the following 30 corporate performance indicators and standards:



## 3 | Self-Assessment of Performance 2025/26

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### 3c. Directorate Business Plans Operational Self-imposed performance and improvement indicators:

For 2025/26, 246 self-imposed areas of performance improvement were set by the Council as part of Directorate Business Plans.

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

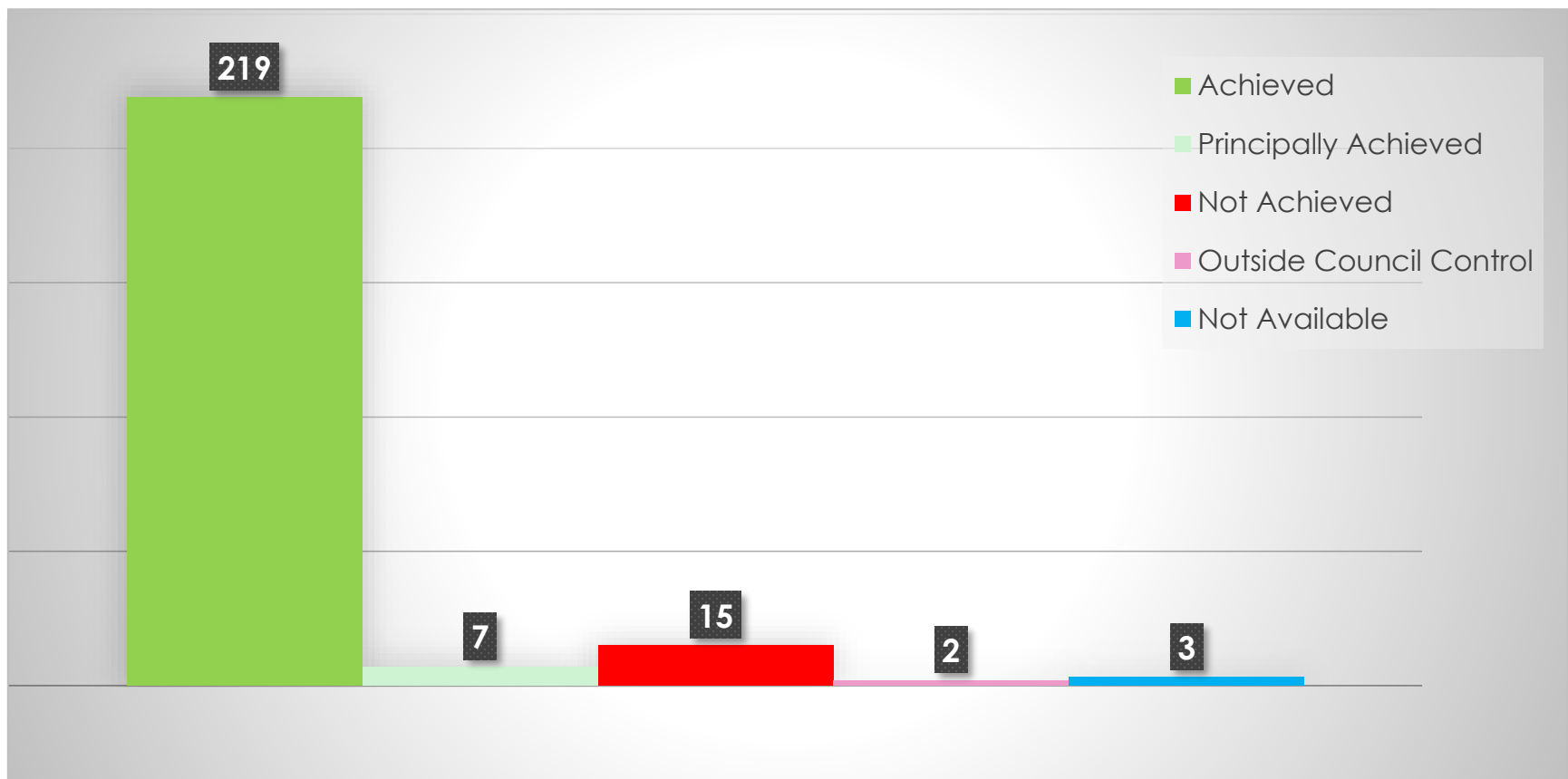
Council's historical performance was impacted by the Covid-19 pandemic, and this has to be borne in mind when comparing data across other time periods.

Section 3c. highlights our **performance and improvement achievements 2025/26**.

## 3 | Self-Assessment of Performance 2025/26

### Self-Assessment of Performance – Directorate Business Plans

This section will review and give a progress commentary on the following 246 self imposed performance indicators and standards as set out in Directorate Business Plans:





# 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 2020-26, 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                                                                                                                                        |
|-------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Achieved</b>                                       | Target is likely to be achieved or has been achieved                                                                                              |
| <b>Principally Achieved</b>                           | Target is close to being achieved (within 5%)                                                                                                     |
| <b>Not Achieved</b>                                   | Target has not been achieved                                                                                                                      |
| <b>Not Achieved Outside Council Control</b>           | Target has not been achieved due to external factors outside of Council control, such as adverse weather or the performance of external agencies. |
| <b>Results not available<br/>Baseline Established</b> | 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)              | 2020/21           | 2021/22           | 2022/23            | 2023/24          | 2024/25            | 2025/26            | Status   |
|--------------------------------------------|-------------------|-------------------|--------------------|------------------|--------------------|--------------------|----------|
| (Go Succeed programme Statutory target 80) | 84<br>105% target | 97<br>122% target | 106<br>133% target | 42<br>52% target | 145<br>168% target | 175<br>219% target | Achieved |
|                                            | NI average        | NI average        | NI average         | NI average       | NI Average         | NI Average         |          |
|                                            | 88% target        | 115% target       | 113% target        | 42% target       | 94% target         | 125% target        |          |

### What has been achieved

The Regional Start Up Initiative Go For It Programme ceased on 30 September 2023. It was replaced on 1<sup>st</sup> 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.

In 2025/26 the Council's Go Succeed programme received 292 plans which it is calculated created 175 jobs created which was ahead of the statutory target of 80 by 219% which is well above the Northern Ireland Council wide average and the next highest percentage of 142% of target.

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

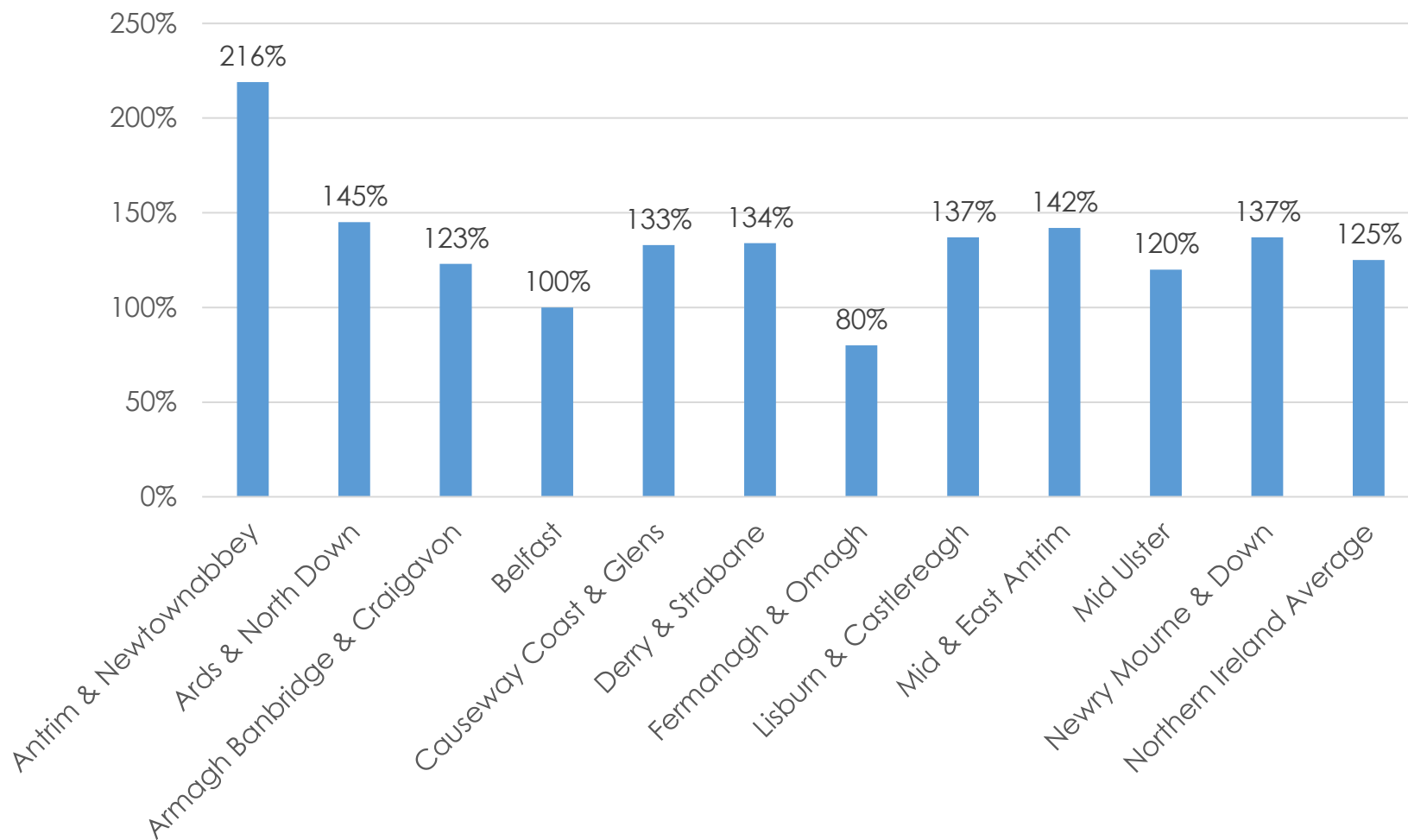


## Jobs Promoted (Go For It / Go Succeed) 2020/26 : % of statutory target

|                                    | 2020/21   |             | 2021/22   |             | 2022/23    |             | 2023/24   |            | 2024/25    |             | 2025/26    |             |
|------------------------------------|-----------|-------------|-----------|-------------|------------|-------------|-----------|------------|------------|-------------|------------|-------------|
| <b>Antrim &amp; Newtownabbey</b>   | <b>84</b> | <b>105%</b> | <b>97</b> | <b>122%</b> | <b>106</b> | <b>132%</b> | <b>42</b> | <b>52%</b> | <b>134</b> | <b>168%</b> | <b>175</b> | <b>219%</b> |
| Ards & North Down                  | 101       | 119%        | 128       | 151%        | 101        | 119%        | 42        | 49%        | 123        | 100%        | 178        | 145%        |
| Armagh City, Banbridge & Craigavon | 190       | 115%        | 233       | 141%        | 216        | 131%        | 85        | 52%        | 137        | 75%         | 224        | 123%        |
| Belfast                            | 210       | 65%         | 311       | 96%         | 293        | 90%         | 133       | 41%        | 174        | 54%         | 326        | 100%        |
| Causeway Coast & Glens             | 133       | 106%        | 154       | 123%        | 131        | 103%        | 55        | 51%        | 128        | 110%        | 170        | 133%        |
| Derry City & Strabane              | 113       | 81%         | 143       | 102%        | 150        | 107%        | 55        | 39%        | 175        | 125%        | 188        | 134%        |
| Fermanagh & Omagh                  | 101       | 60%         | 186       | 109%        | 186        | 109%        | 117       | 69%        | 136        | 80%         | 136        | 80%         |
| Lisburn & Castlereagh              | 106       | 125%        | 129       | 152%        | 113        | 133%        | 55        | 62%        | 126        | 109%        | 158        | 137%        |
| Mid & East Antrim                  | 94        | 111%        | 109       | 128%        | 124        | 146%        | 57        | 67%        | 144        | 130%        | 157        | 142%        |
| Mid Ulster                         | 132       | 63%         | 163       | 103%        | 169        | 107%        | 69        | 44%        | 98         | 64%         | 184        | 120%        |
| Newry, Mourne & Down               | 164       | 106%        | 215       | 139%        | 187        | 121%        | 76        | 49%        | 199        | 115%        | 236        | 137%        |
| All Councils (total)               | 1,429     | 88%         | 1,868     | 119%        | 1,777      | 113%        | 757       | 48%        | 1597       | 94%         | 2134       | 125%        |

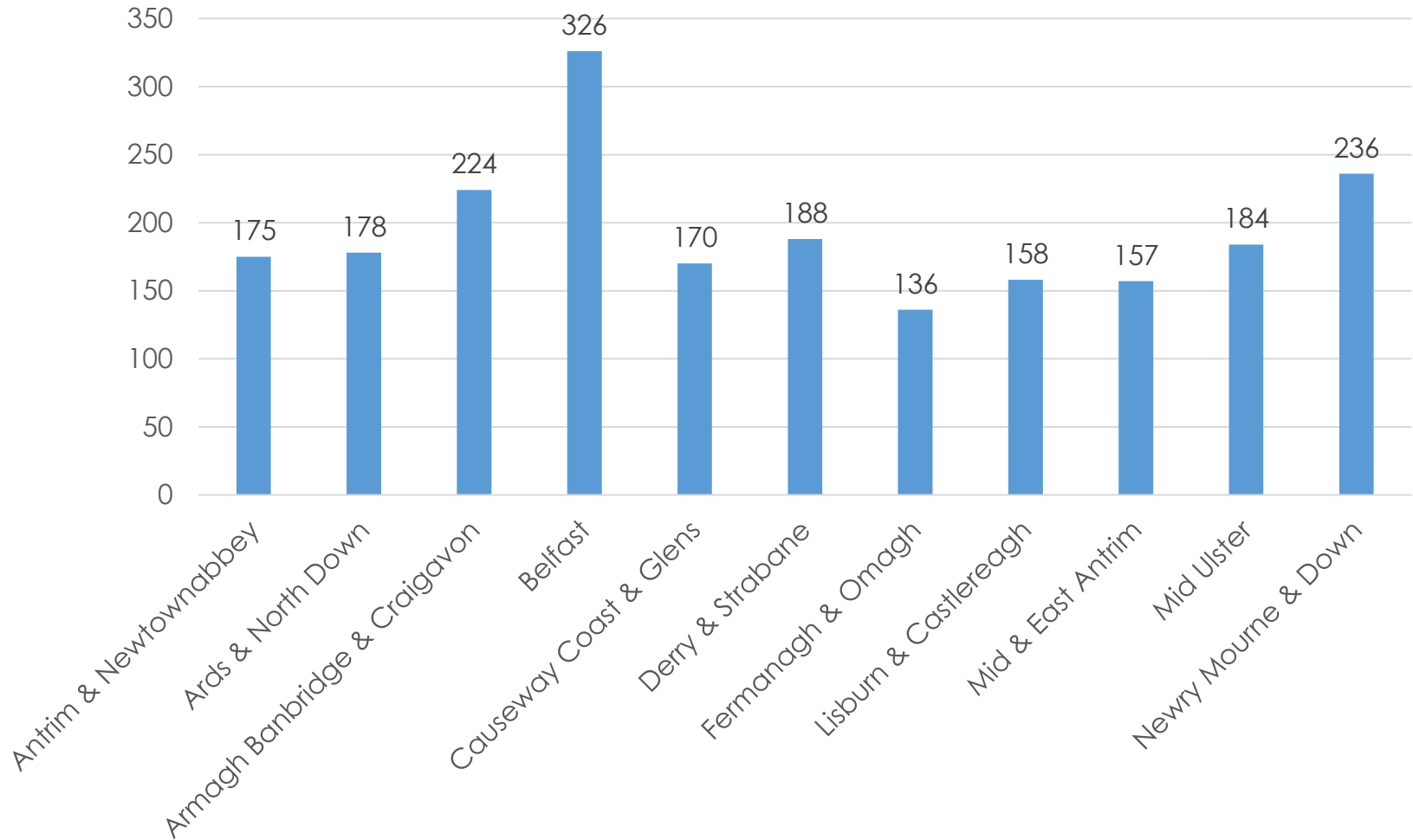
Source: Business dashboards, supplied by Lisburn & Castlereagh City Council. Source for 2023/24 data NIBSUP Final Evaluation report October 2023 and Go Succeed Regional Programme Management Office . Verified data for 2024/25 received from Department for the Economy 3 December 2025.

## The number of Jobs Promoted through Go Succeed : % of target 2025/26



Source: Business dashboards, supplied by the Go Succeed Regional Project Management Office.

## The number of Jobs Promoted through Go Succeed in 2025/26



Source: Business dashboards, supplied by the Go Succeed Regional Project Management Office.

## PLANNING

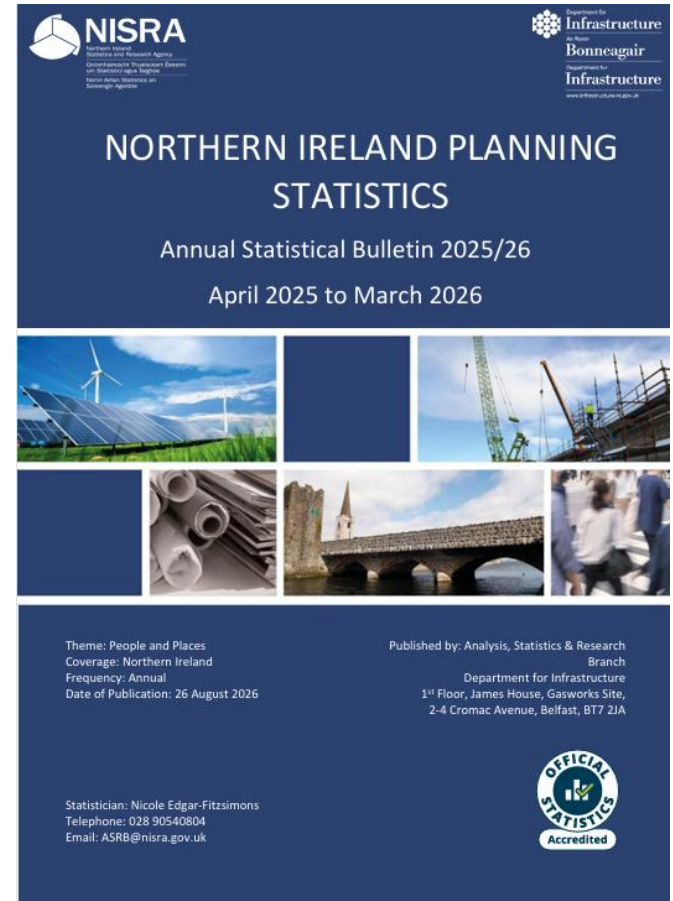
The Northern Ireland Planning Statistics 2025/26 Annual Statistical Bulletin, is published annually by the Department for Infrastructure's Analysis, Statistics and Research Branch. The report stated:

"In 2022 , two 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 2025/26 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 2025/26 was 9,642 which was a similar figure to 2024/25. The number of enforcement cases opened was the highest since 2019/20, but cases closed during 2024/25 was the lowest annual figures recorded since the series began."

In relation to performance against targets the Department for Infrastructure (DfI) figures show that the Council met the statutory targets in 2025/26 for major & local applications, the only Northern Ireland Councils do so.

The Council continues to rank amongst the top three of the eleven Councils in Northern Ireland on 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 third for the processing of local planning applications in 2025/26. 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<br>(annually)                                                                      | 2020/21                                 | 2021/22                               | 2022/23                               | 2023/24                               | 2024/25                               | 2025/26                               | Status          |
|-------------------------------------------------------------------------------------------------------|-----------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|-----------------|
| % processing times for major planning applications processed within the 30-week target (Target 50%)   | 40%<br>(2 <sup>nd</sup> of 11)          | 62.5%<br>(1 <sup>st</sup> of 11)      | 31.3%<br>(1 <sup>st</sup> of 11)      | 70%<br>(3 <sup>rd</sup> of 11)        | 70.6%<br>(2 <sup>nd</sup> of 11)      | 90.9%<br>(1 <sup>st</sup> of 11)      | <b>Achieved</b> |
| Average processing times in weeks for major planning applications processed within the 30-week target | 113.4 weeks<br>(11 <sup>th</sup> of 11) | 25.1 weeks<br>(1 <sup>st</sup> of 11) | 52.1 weeks<br>(1 <sup>st</sup> of 11) | 21.1 weeks<br>(1 <sup>st</sup> of 11) | 21.8 weeks<br>(2 <sup>nd</sup> of 11) | 26.0 weeks<br>(1 <sup>st</sup> of 11) | <b>Achieved</b> |

### What has been achieved

In 2025/26 the planning, for major projects, it took on average 26.0 weeks to process and decide Major planning applications against the target of 30 weeks against a NI average of 41.4 weeks. This placed Antrim and Newtownabbey **first out of the eleven** Councils for processing time and was slightly longer when compared with 2024/25 performance. In 2025/26 the percentage number of major planning applications processed with 30 weeks increased to 90.9% against a target of 50%. This figure led to Antrim and Newtownabbey Borough Council being **ranked first of the eleven Councils** against a NI average of 40.3%. This keeps Antrim and Newtownabbey as the leading Councils for processing Major planning applications. In 2025/26 there were 14 Major planning applications received, 10 Major planning applications were approved, and none were withdrawn. In total across the eleven Northern Ireland Councils 165 Major planning applications were received, four more than 2024/25.



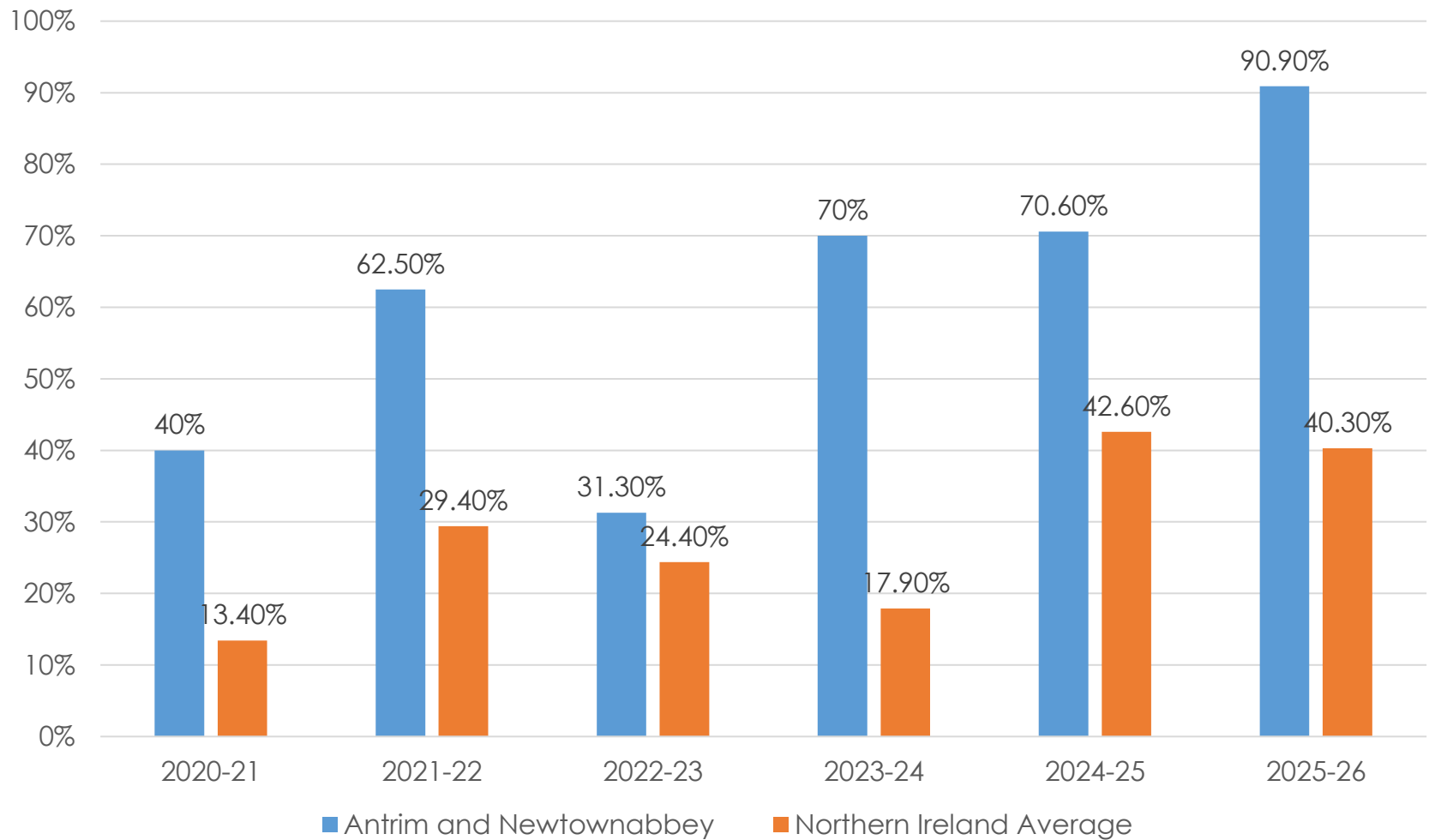
## Major Planning Performance 2020-26

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

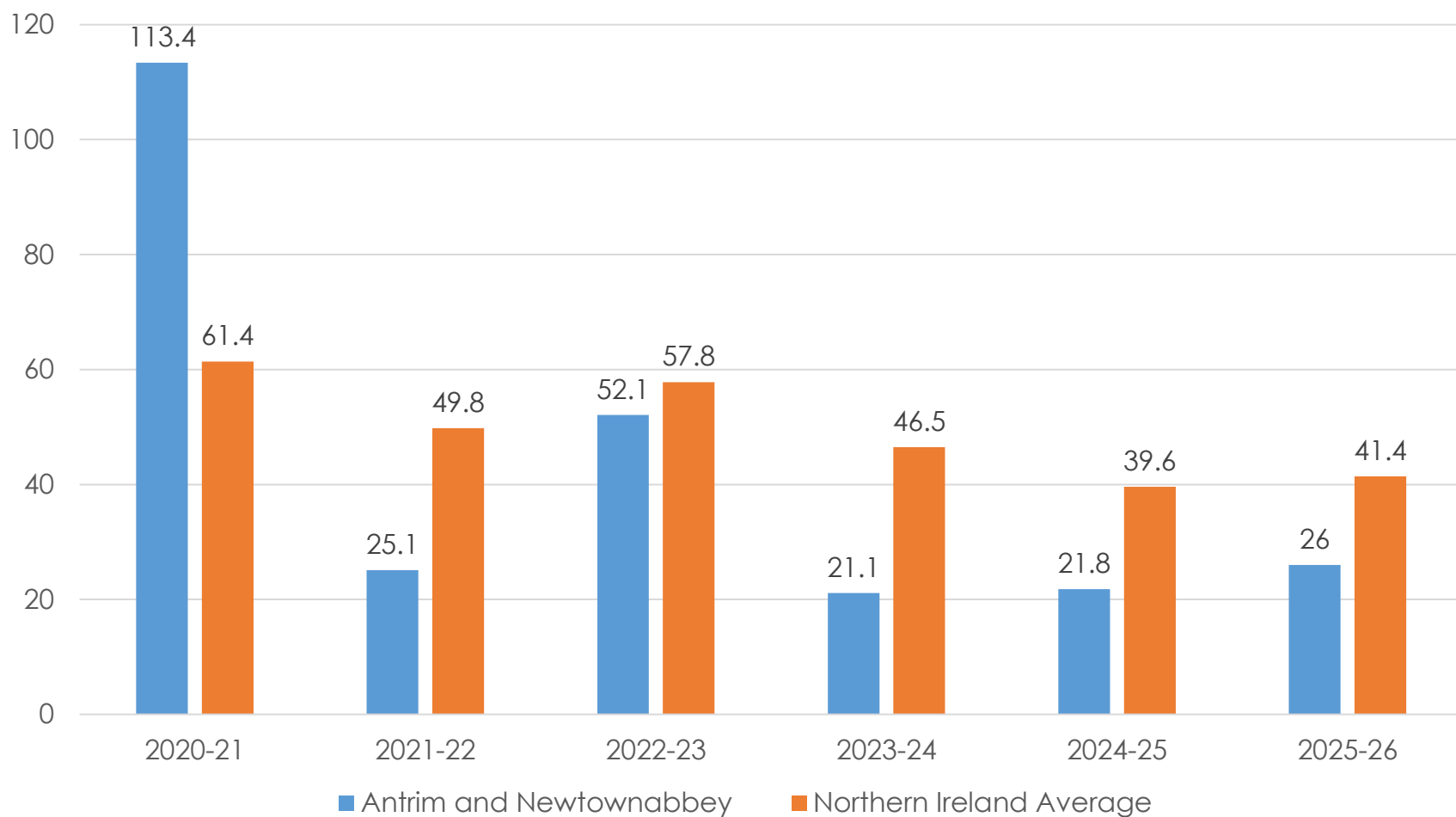
|                                    | 2020/21    |                    | 2021/22      |                   | 2022/23      |                   | 2023/24    |                   | 2024/25      |                   | 2025/26      |                   |
|------------------------------------|------------|--------------------|--------------|-------------------|--------------|-------------------|------------|-------------------|--------------|-------------------|--------------|-------------------|
| <b>Antrim &amp; Newtownabbey</b>   | <b>40%</b> | <b>113.4 weeks</b> | <b>62.5%</b> | <b>25.1 weeks</b> | <b>31.3%</b> | <b>51.1 weeks</b> | <b>70%</b> | <b>21.1 weeks</b> | <b>70.6%</b> | <b>21.8 weeks</b> | <b>90.9%</b> | <b>26.0 weeks</b> |
| Ards & North Down                  | 11.1%      | 57 weeks           | 0%           | 110.8 weeks       | 25%          | 104.5 weeks       | 33.3%      | 84.7 weeks        | 20%          | 76.6 weeks        | 0%           | 202.8 weeks       |
| Armagh City, Banbridge & Craigavon | 13.3%      | 54.4 weeks         | 46.3%        | 31.6 weeks        | 11.8%        | 47.0 weeks        | 72.7%      | 27.6 weeks        | 84.2%        | 17.8 weeks        | 43.8%        | 37.4 weeks        |
| Belfast                            | 20%        | 44.2 weeks         | 48.1%        | 31.0 weeks        | 25.9%        | 57.2 weeks        | 27.6%      | 64.4 weeks        | 26.3%        | 53.2 weeks        | 30%          | 53.0 weeks        |
| Causeway Coast & Glens             | 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        | 60%          | 26.1 weeks        |
| Derry City & Strabane              | 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        | 33.3%        | 39.7 weeks        |
| Fermanagh & Omagh                  | 33.3%      | 58.6 weeks         | 25%          | 110.2 weeks       | 16.7%        | 78.0 weeks        | 75.0%      | 22.9 weeks        | 59.1%        | 24.5 weeks        | 45.5%        | 37.4 weeks        |
| Lisburn & Castlereagh              | 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        | 33.3%        | 62.4 weeks        |
| Mid & East Antrim                  | 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        | 50%          | 47.7 weeks        |
| Mid Ulster                         | 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        | 25%          | 45.9 weeks        |
| Newry, Mourne & Down               | 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        | 14.3%        | 58.8 weeks        |
| All Councils                       | 13.4%      | 61.4 weeks         | 269.4%       | 49.8 weeks        | 22.4%        | 57.8 weeks        | 36.8%      | 46.5 weeks        | 42.6%        | 39.6 weeks        | 40.3%        | 41.4 weeks        |

Source: Department for Infrastructure.

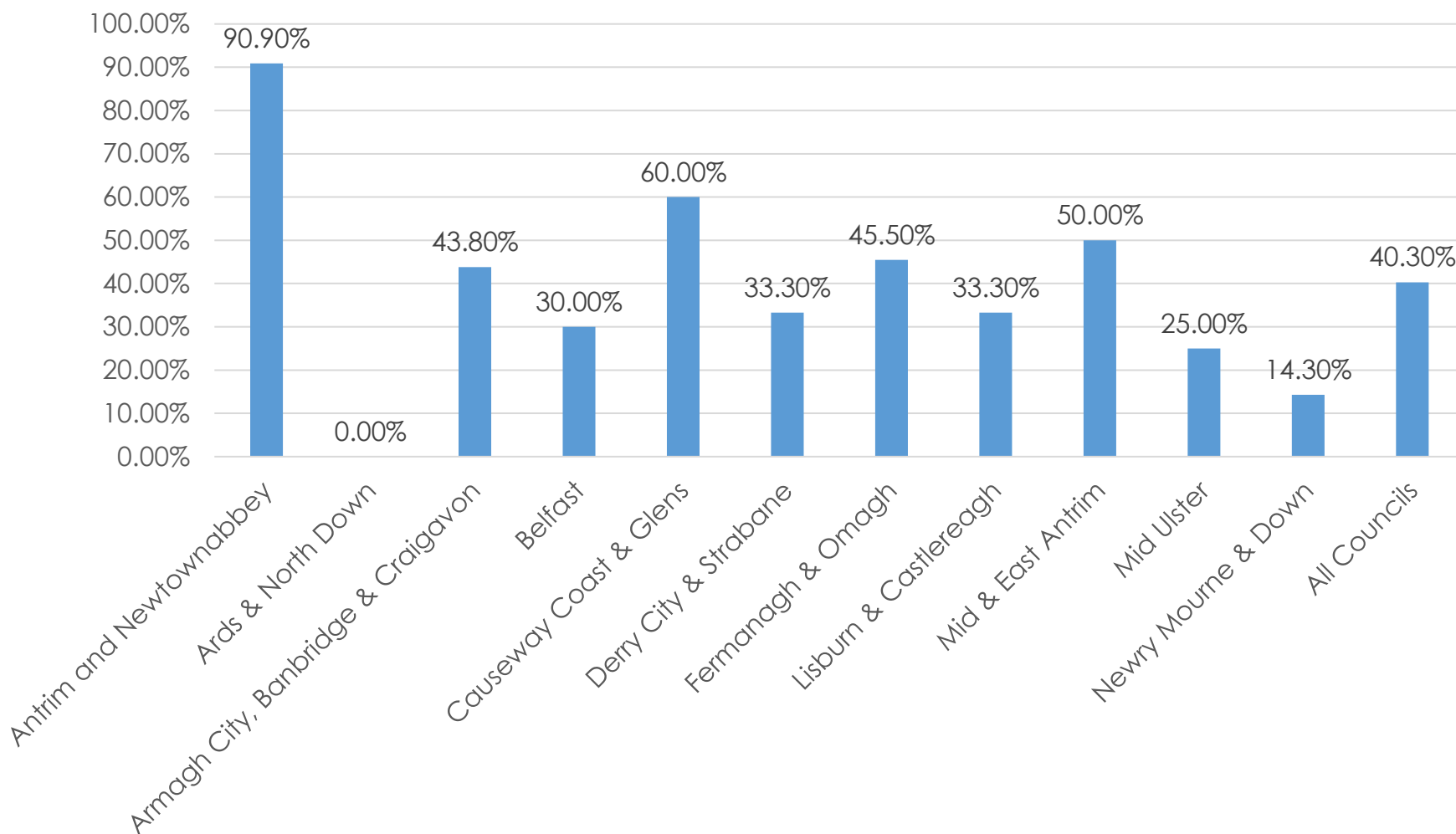
## Major Planning Applications 2020-26 : % Cases processed within 30 weeks



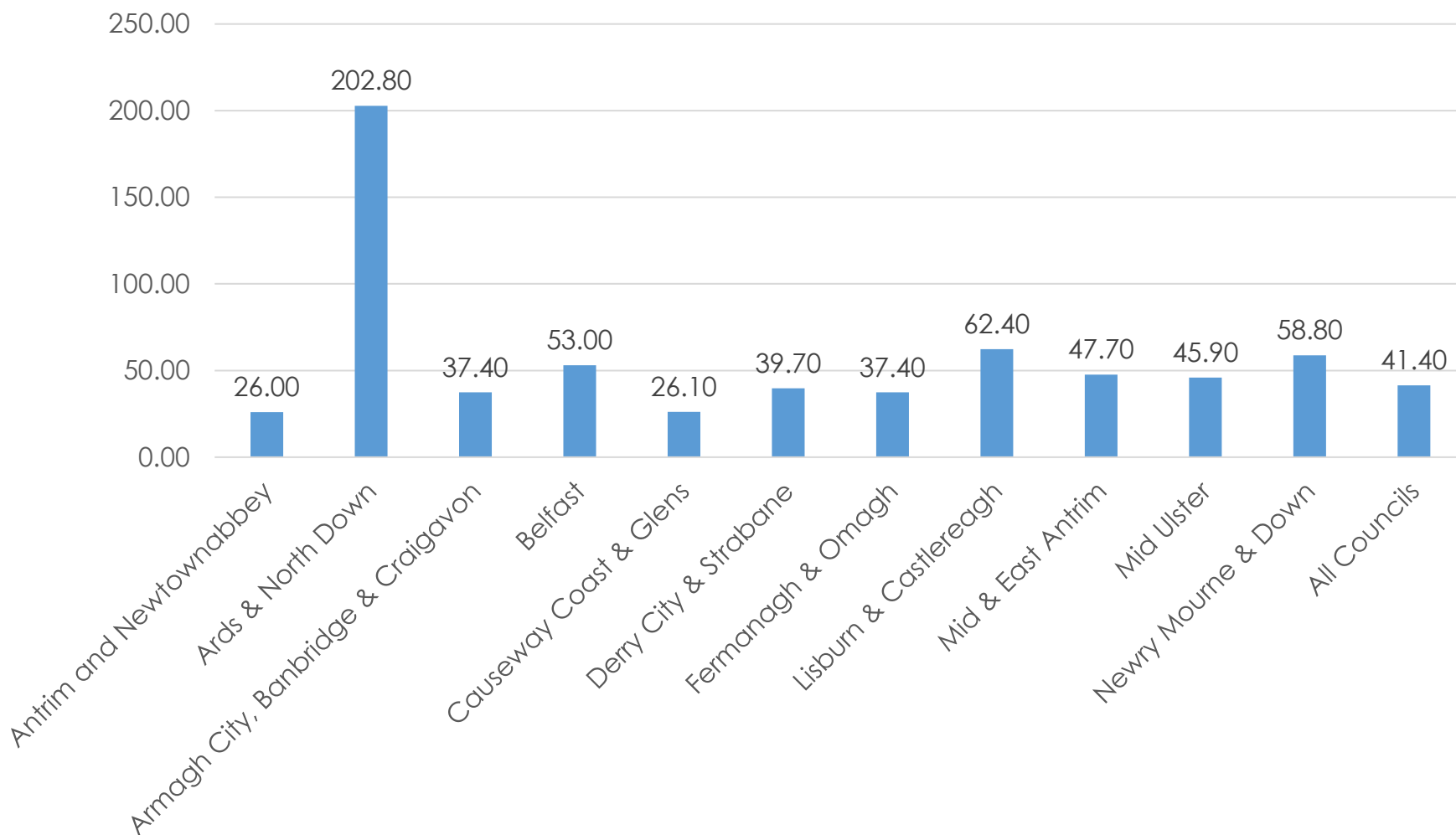
## Major Planning Applications 2020-26 : Average Processing Time in weeks



## Major Planning Applications 2025/26 : % of cases processed within 30 weeks



## Major Planning Applications 2025/26 : Average Processing Times in Weeks



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

| Standard to be met (annually)                                                               | 2020/21                   | 2021/22                    | 2022/23                   | 2023/24                               | 2024/25                   | 2025/26                                | Status          |
|---------------------------------------------------------------------------------------------|---------------------------|----------------------------|---------------------------|---------------------------------------|---------------------------|----------------------------------------|-----------------|
| 50% processing times for local planning applications within the 15-week target              | 64.3%<br>(2nd of 11)      | 58.4%<br>(2nd of 11)       | 59.6%<br>(2nd of 11)      | 61.5%<br>(2 <sup>nd</sup> of 11)      | 60.8%<br>(2nd of 11)      | 59.3%<br>( 3 <sup>rd</sup> of 11)      | <b>Achieved</b> |
| Average processing times in weeks for local planning applications within the 15-week target | 12.4 Weeks<br>(2nd of 11) | 13.2 weeks<br>( 2nd of 11) | 13.4 weeks<br>(3rd of 11) | 13.0 weeks<br>(2 <sup>nd</sup> of 11) | 12.8 weeks<br>(3rd of 11) | 13.0 weeks<br>( 3 <sup>rd</sup> of 11) | <b>Achieved</b> |

### What has been achieved

The Department of Infrastructure figures show that the Council took on average 13.0 weeks to process and decide Local planning applications during 2025/26 against the target of 15 weeks. This performance is on par with average processing time against previous years, it again **ranked third out of the 11** Councils, where an average processing time of 19.6 weeks across all Northern Ireland 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 59.3% of cases processed within 15 weeks against an average of 40.7% across all Councils.

In 2025/26 the Council received 623 local planning applications of these 561 received a decision from the Council 526 of which approved, and 22 were withdrawn .



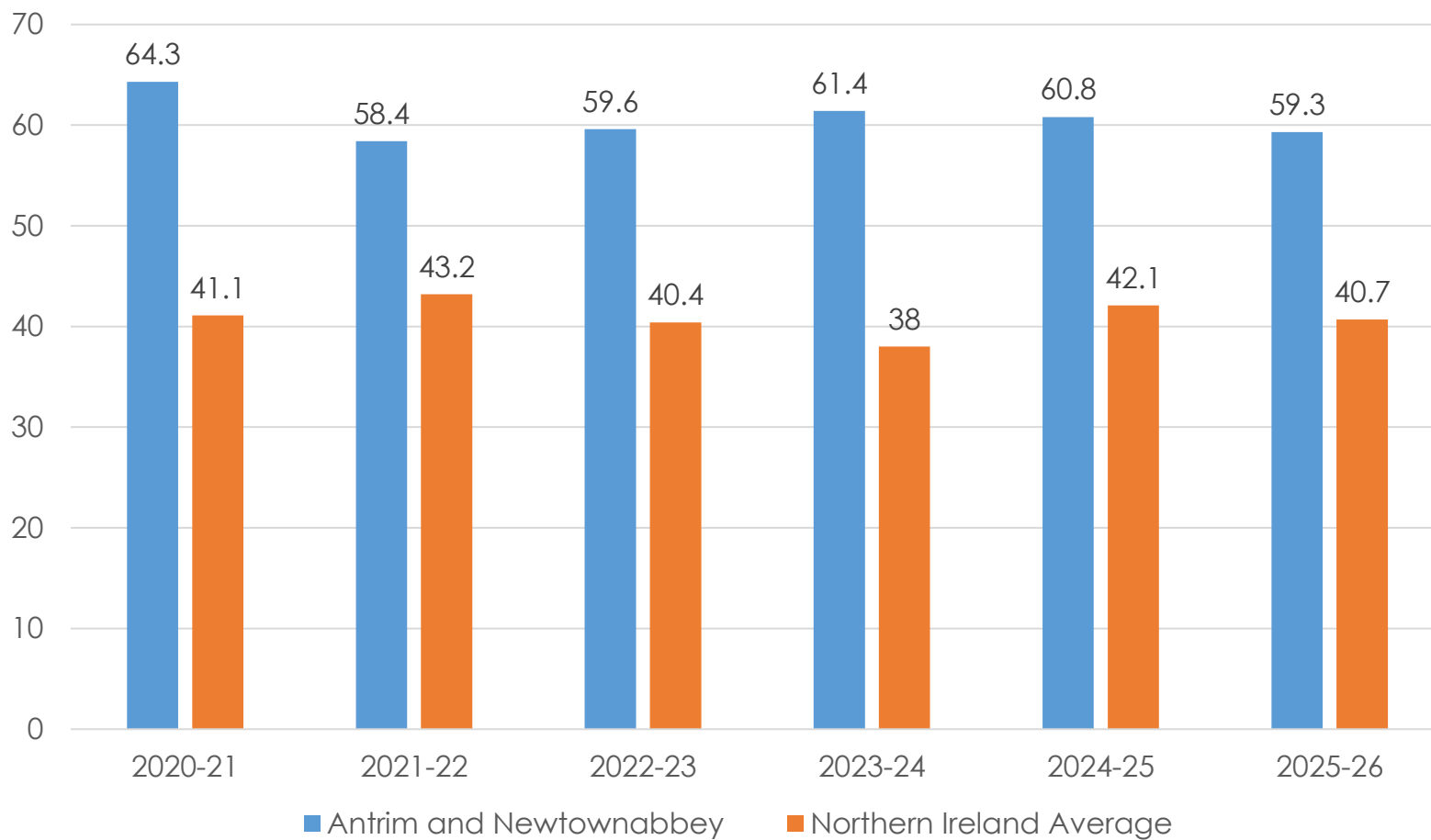
## Local Planning Performance 2020-26

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

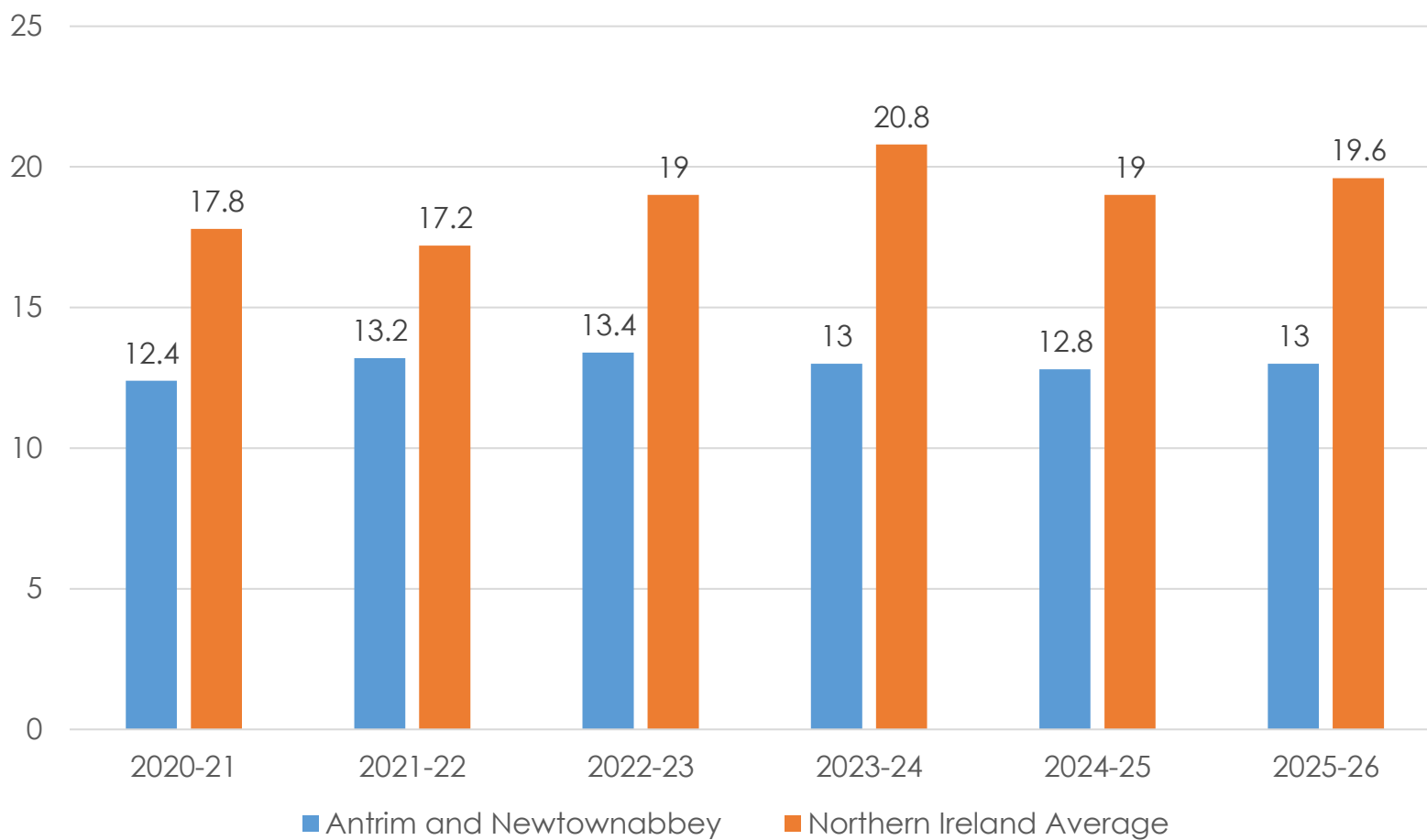
|                                    | 2020/21      |                   | 2021/22      |                   | 2022/23      |                   | 2023/24      |                   | 2024/25      |                   | 2025/26      |                   |
|------------------------------------|--------------|-------------------|--------------|-------------------|--------------|-------------------|--------------|-------------------|--------------|-------------------|--------------|-------------------|
| <b>Antrim &amp; Newtownabbey</b>   | <b>64.3%</b> | <b>12.4 weeks</b> | <b>58.4%</b> | <b>13.2 weeks</b> | <b>59.6%</b> | <b>13.4 weeks</b> | <b>61.4%</b> | <b>13.0 weeks</b> | <b>60.8%</b> | <b>12.8 weeks</b> | <b>59.3%</b> | <b>13.0 weeks</b> |
| Ards & North Down                  | 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        | 46.6%        | 16.3 weeks        |
| Armagh City, Banbridge & Craigavon | 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        | 31.5%        | 21.8 weeks        |
| Belfast                            | 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        | 40.3%        | 18.1 weeks        |
| Causeway Coast & Glens             | 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        | 43.7%        | 18.2 weeks        |
| Derry City & Strabane              | 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        | 36.4%        | 25.2 weeks        |
| Fermanagh & Omagh                  | 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        | 74.3%        | 7.6 weeks         |
| Lisburn & Castlereagh              | 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        | 28.7%        | 29.4 weeks        |
| Mid & East Antrim                  | 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         | 79.3%        | 7.6 weeks         |
| Mid Ulster                         | 42.5%        | 16.0 weeks        | 45.5%        | 16.6 weeks        | 29.4%        | 21.6 weeks        | 48.0%        | 16.1 weeks        | 44.1%        | 16.5 weeks        | 34.2%        | 22.4 weeks        |
| Newry, Mourne & Down               | 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        | 5.1%         | 45.8 weeks        |
| All Councils                       | 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        | 40.7%        | 19.6 weeks        |

Source: Department for Infrastructure.

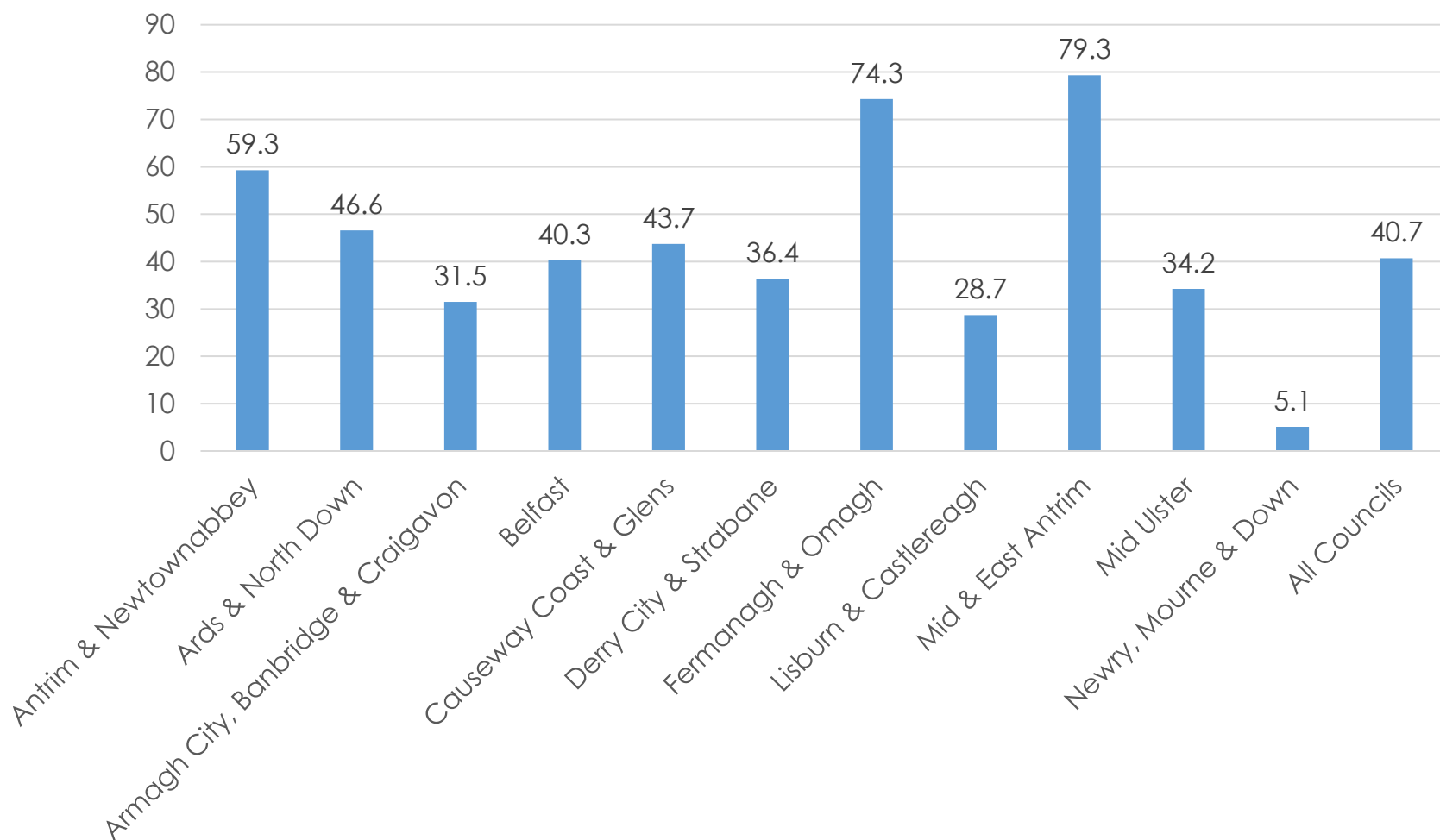
## Local Planning Applications 2020-26 : % of cases processed within 15 weeks



## Local Planning Applications 2020/26 : Average Processing Time in weeks

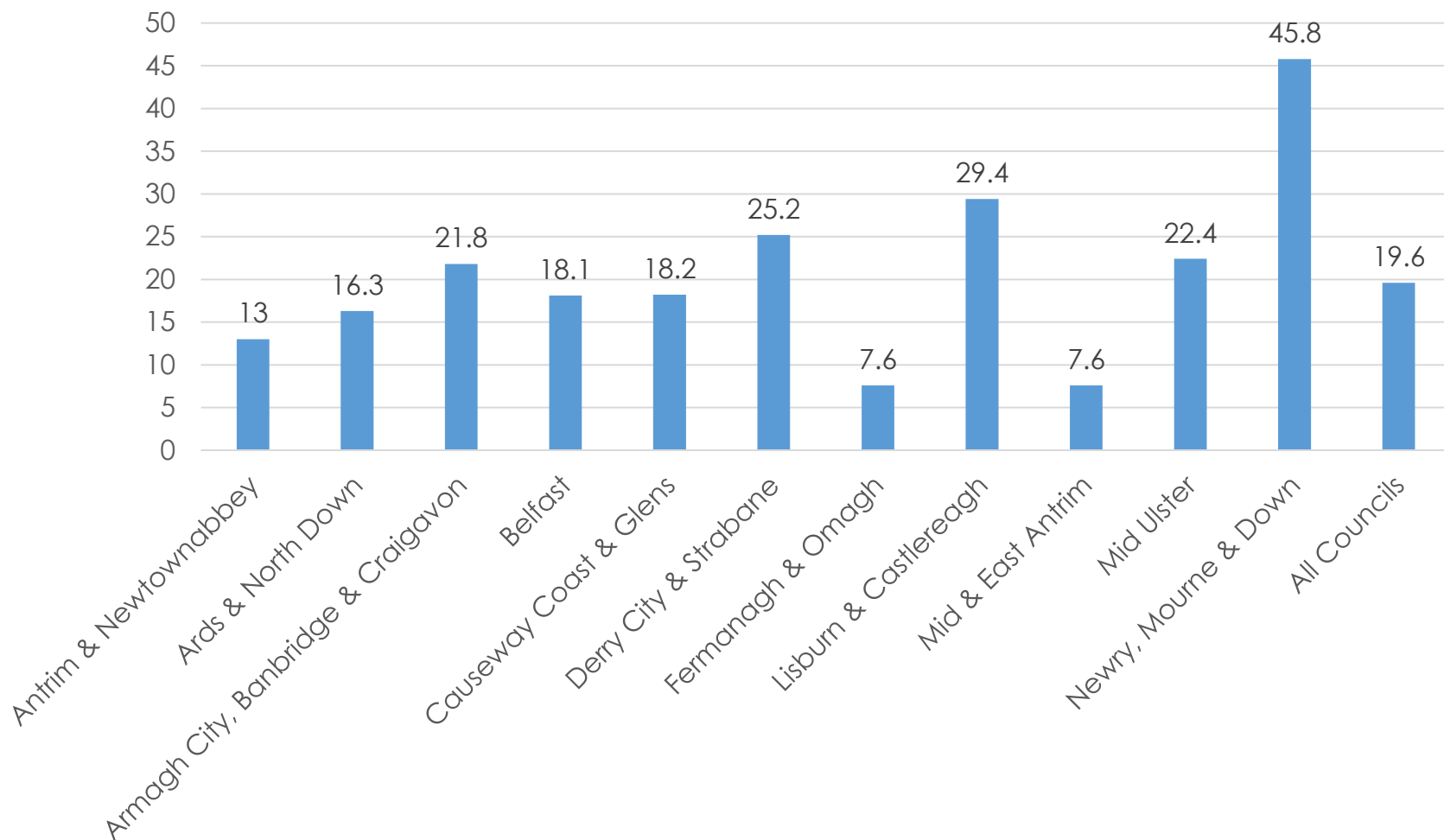


## Local Planning Applications 2025/26 : % of Cases Processed within 15 weeks



Source: Department for Infrastructure.

## Local Planning Applications 2025/26 : Average Processing Time in Weeks



Source: Department for Infrastructure.

## PLANNING: % enforcement cases concluded within 39 weeks

| Standard to be met (annually)                                                              | 2020/21                               | 2021/22                               | 2022/23                               | 2023/24                               | 2024/25                               | 2025/26                                | Status          |
|--------------------------------------------------------------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|----------------------------------------|-----------------|
| 70% processing times for enforcement planning cases within the 39-week target              | 90.8%<br>(1 <sup>st</sup> of 11)      | 78.1%<br>(6 <sup>th</sup> of 11)      | 91.25%<br>(1 <sup>st</sup> of 11)     | 96.0%<br>(1 <sup>st</sup> of 11)      | 97.3%<br>(1 <sup>st</sup> of 11)      | 93.7%<br>( 1 <sup>st</sup> of 11)      | <b>Achieved</b> |
| Average processing times in weeks for enforcement planning cases within the 39-week target | 28.2 weeks<br>(1 <sup>st</sup> of 11) | 12.0 weeks<br>(4 <sup>th</sup> of 11) | 12.6 weeks<br>(2 <sup>nd</sup> of 11) | 12.6 weeks<br>(1 <sup>st</sup> of 11) | 10.7 weeks<br>(1 <sup>st</sup> of 11) | 15.3 weeks<br>( 1 <sup>st</sup> of 11) | <b>Achieved</b> |

### What has been achieved

The Department for Infrastructure figures show for 2025/26 the Council concluded 93.7% of its enforcement cases within the 39-week target, with an average processing time of 15.3 weeks.

In 2025/26 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.

In 2025/26 the Council opened 332 enforcement cases and closed 316 cases.

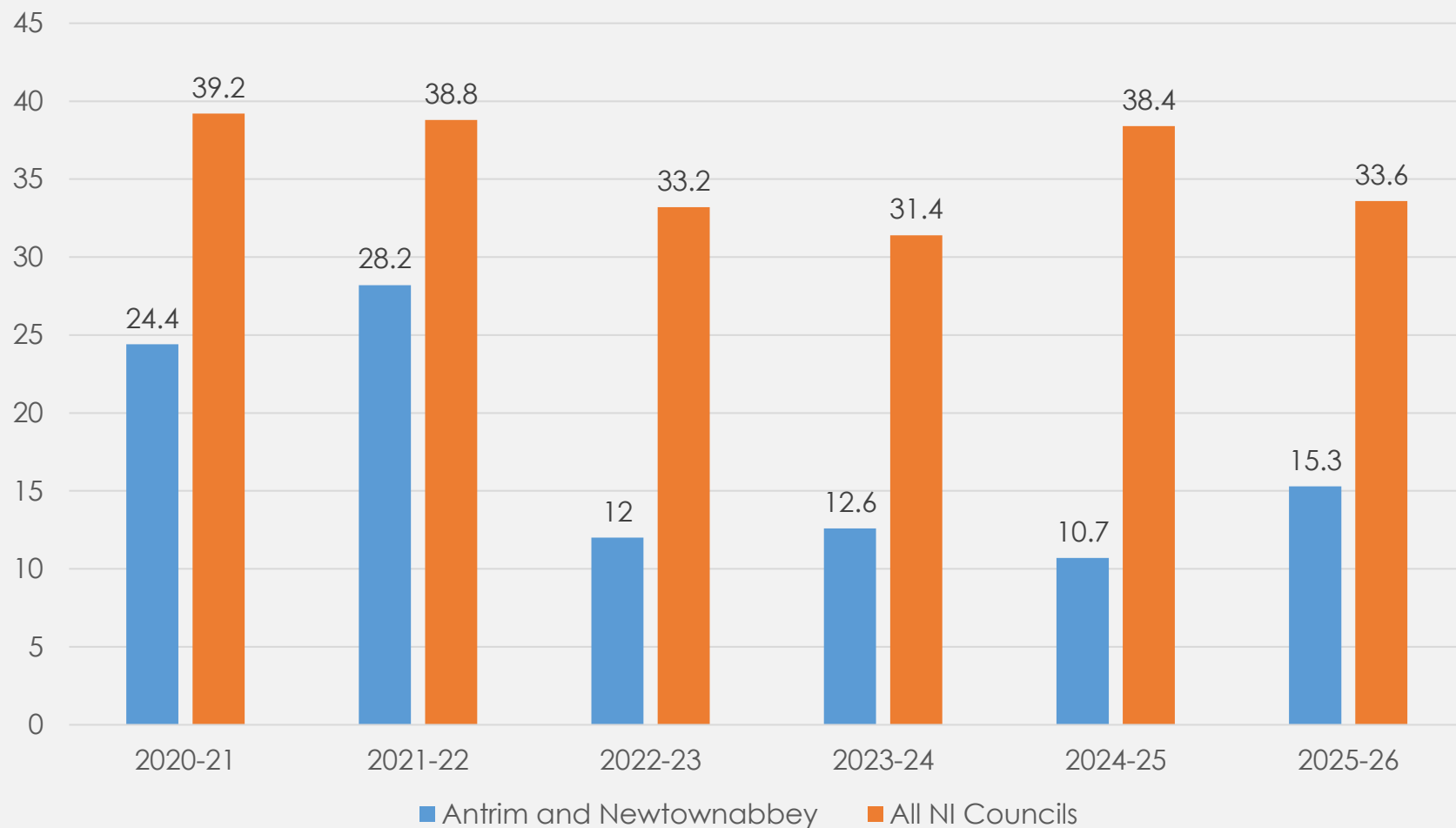
## Planning Enforcement Performance 2020-25

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

|                                    | 2020/21      |                   | 2021/22      |                   | 2022/23      |                   | 2023/24      |                   | 2024/25      |                   | 2025/26      |                   |
|------------------------------------|--------------|-------------------|--------------|-------------------|--------------|-------------------|--------------|-------------------|--------------|-------------------|--------------|-------------------|
| <b>Antrim &amp; Newtownabbey</b>   | <b>90.8%</b> | <b>24.4 weeks</b> | <b>78.1%</b> | <b>28.2 weeks</b> | <b>91.2%</b> | <b>12.0 weeks</b> | <b>96.0%</b> | <b>12.6 weeks</b> | <b>97.3%</b> | <b>10.7 weeks</b> | <b>93.7%</b> | <b>15.3 weeks</b> |
| Ards & North Down                  | 62.0%        | 50.7 weeks        | 41.0%        | 76.0 weeks        | 62.9%        | 43.8 weeks        | 55.7%        | 71.2 weeks        | 51.5%        | 67.9 weeks        | 57.8%        | 58.5 weeks        |
| Armagh City, Banbridge & Craigavon | 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        | 79.6%        | 31.1 weeks        |
| Belfast                            | 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        | 86%          | 25.2 weeks        |
| Causeway Coast & Glens             | 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        | 71.4%        | 37.4 weeks        |
| Derry City & Strabane              | 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        | 72.5%        | 34.5 weeks        |
| Fermanagh & Omagh                  | 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        | 82.5%        | 27.2 weeks        |
| Lisburn & Castlereagh              | 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        | 68.3%        | 42.2 weeks        |
| Mid & East Antrim                  | 82.6%        | 22.5 weeks        | 90.6%        | 10.0 weeks        | 89.5%        | 10.3 weeks        | 87.3%        | 14.9 weeks        | 81.3%        | 26.3 weeks        | 73.3%        | 36.8 weeks        |
| Mid Ulster                         | 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        | 59.4%        | 55.4 weeks        |
| Newry, Mourne & Down               | 40.9%        | 121.9 weeks       | 48.5%        | 108.6 weeks       | 58.6%        | 63.7 weeks        | 60.0%        | 75 weeks          | 47.6%        | 125.3 weeks       | 58.0%        | 96.7 weeks        |
| All Councils                       | 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        | 75.1%        | 33.6 weeks        |

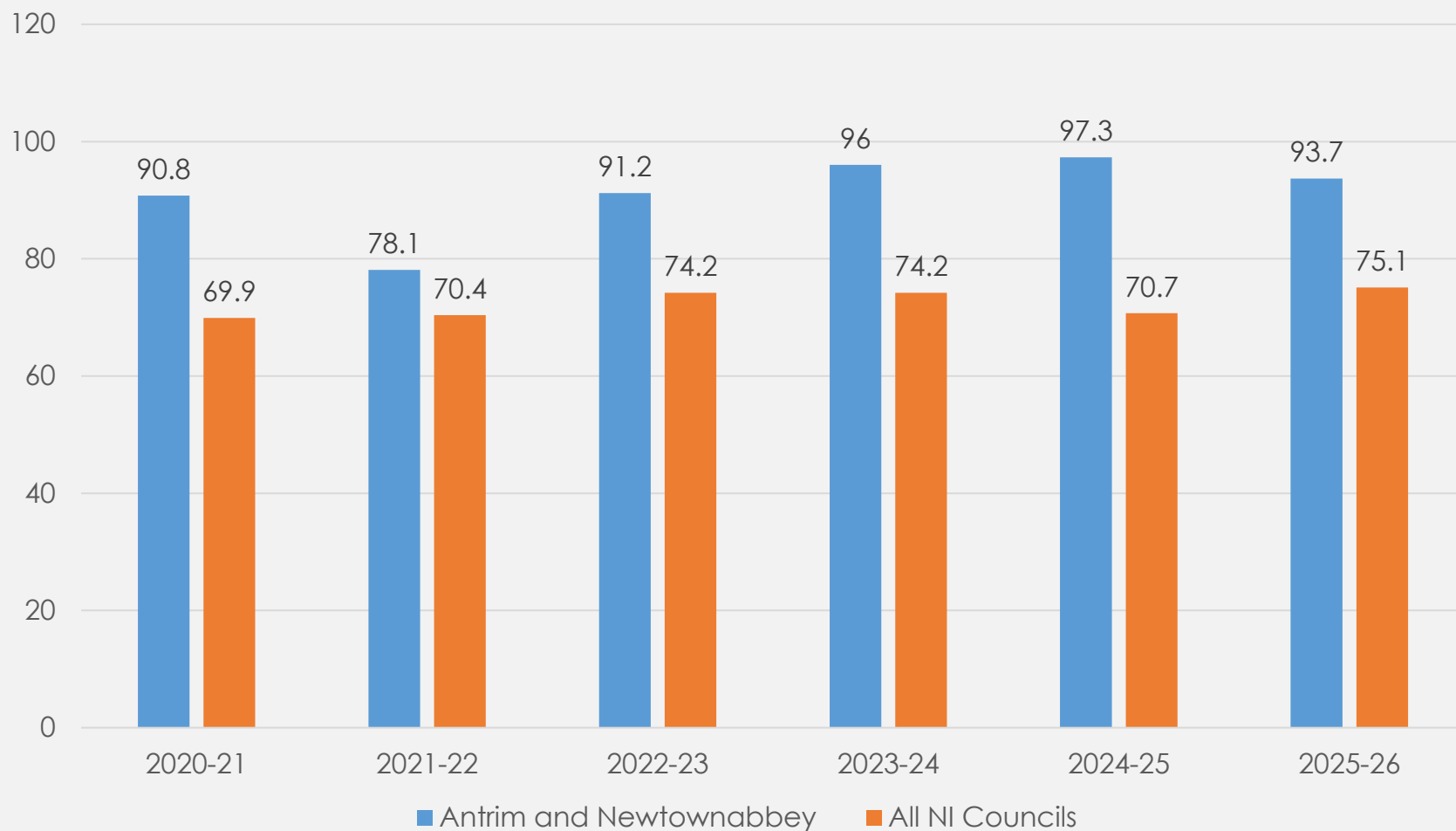
Source: Department for Infrastructure.

## Enforcement 2020-26 : 70% conclusion times (weeks)



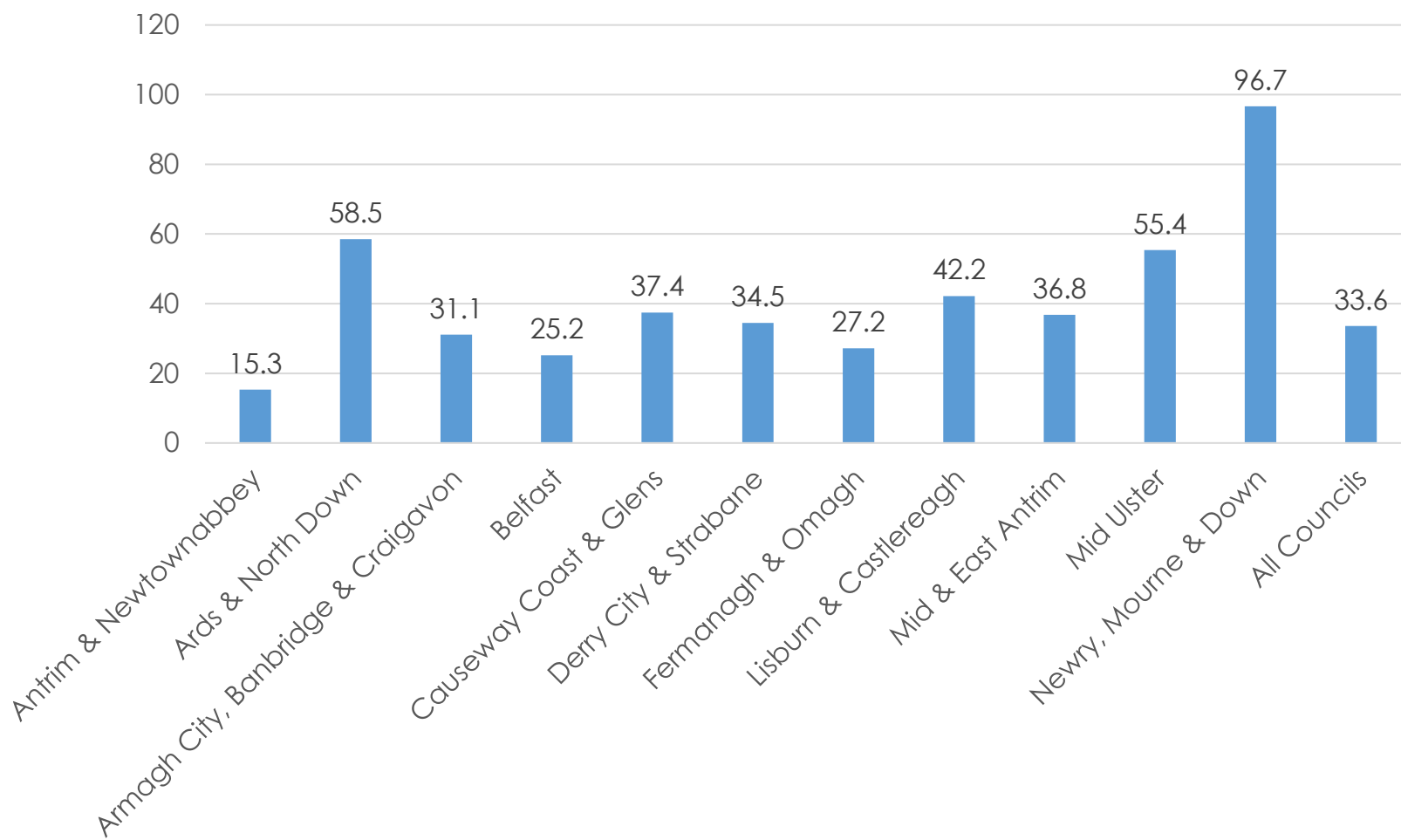
Source: Department for Infrastructure.

## Enforcement 2020-26 : % of cases concluded within 39 weeks



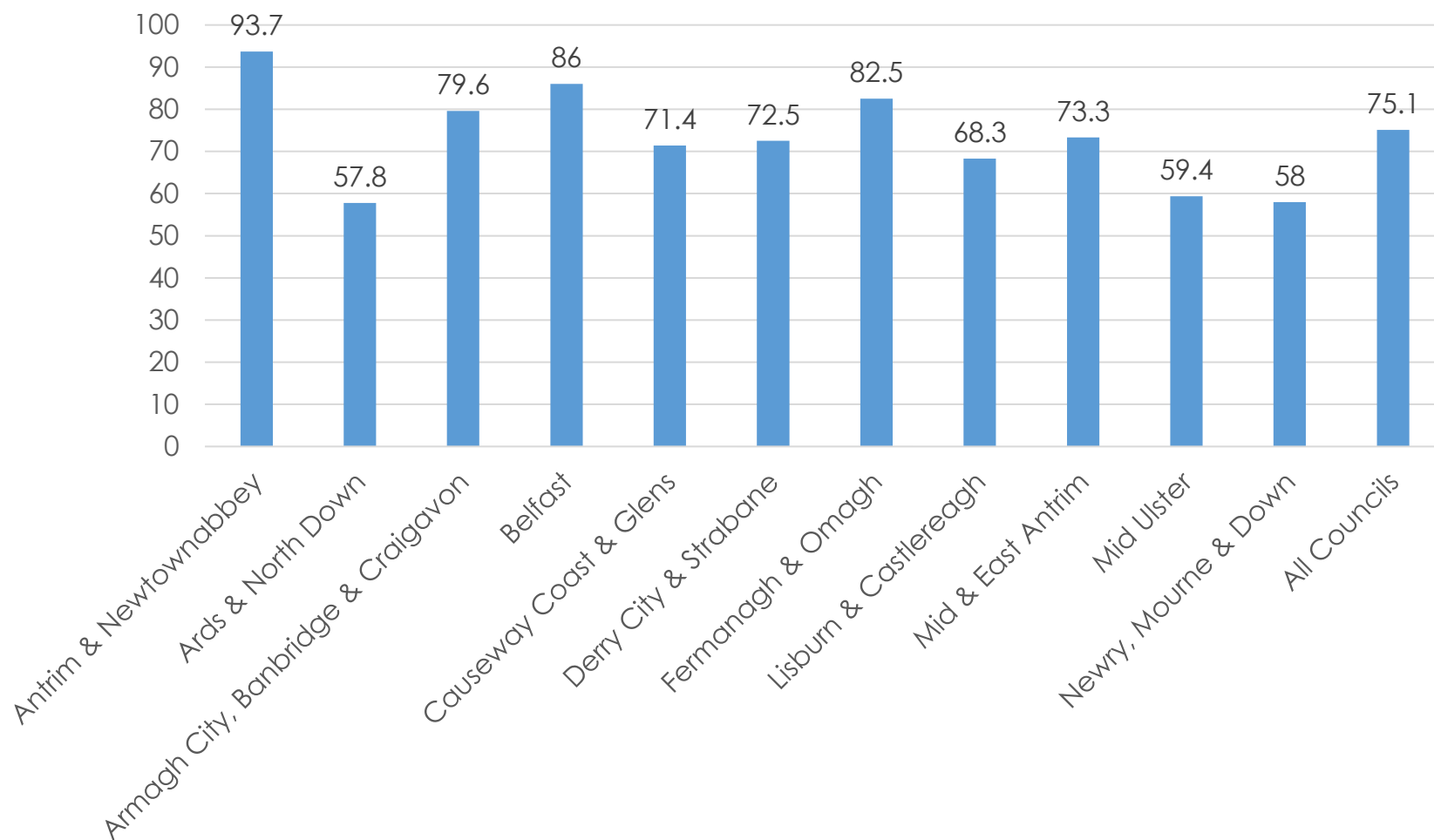
Source: Department for Infrastructure.

## Enforcement 2025/26 : 70% conclusion times (weeks)



Source: Department for Infrastructure.

## Enforcement 2025/26 : % 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)                                  | 2020/21                                      | 2021/22                                                  | 2022/23                                                    | 2023/24                                                  | 2024/25                                       | 2025/26                                                   | Status          |
|----------------------------------------------------------------|----------------------------------------------|----------------------------------------------------------|------------------------------------------------------------|----------------------------------------------------------|-----------------------------------------------|-----------------------------------------------------------|-----------------|
| Within the NI Landfill Allowance Scheme (Statutory Target 55%) | 54.5%<br>(2nd of 11)<br><br>NI Average 50.7% | 59.9%<br>(1 <sup>st</sup> of 11)<br><br>NI Average 50.5% | 60.03%<br>(1 <sup>st</sup> of 11)<br><br>NI Average 50.7 % | 62.3%<br>(1 <sup>st</sup> of 11)<br><br>NI Average 51.9% | 56.9%<br>(2nd of 11)<br><br>NI Average 51.25% | 55.0%*<br>(3 <sup>rd</sup> of 11)<br><br>NI Average 51.3% | <b>Achieved</b> |

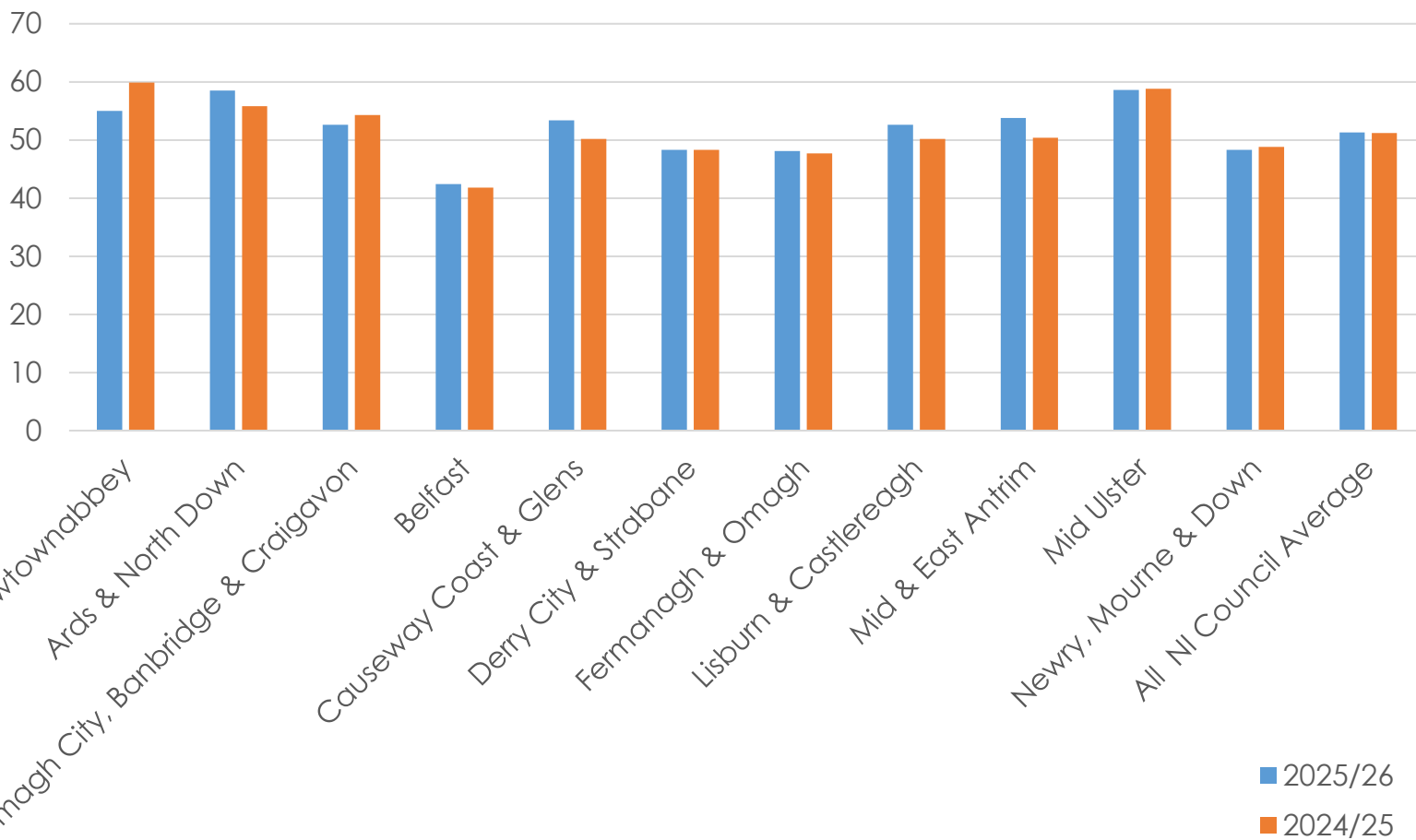
### What has been achieved

The percentage recycling rate for household waste has decreased in 2025/26 from 56.9% in 2024/25 to 55.0%. 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 2024/25 and first half 2025/26. A new contract has been negotiated and this combined with the bin harmonization across the Borough, it is anticipated the recycling rate in 2026/27 will increase. Council has **maintained an above average level of performance**, with the 11 Council average 51.3% in 2025/26 which has risen slightly from 2024/25. **The Council, ranks third among the 11 Councils for the recycling of household waste.**

\*Source: Waste Data Flow unvalidated survey data August 2026.

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2026.

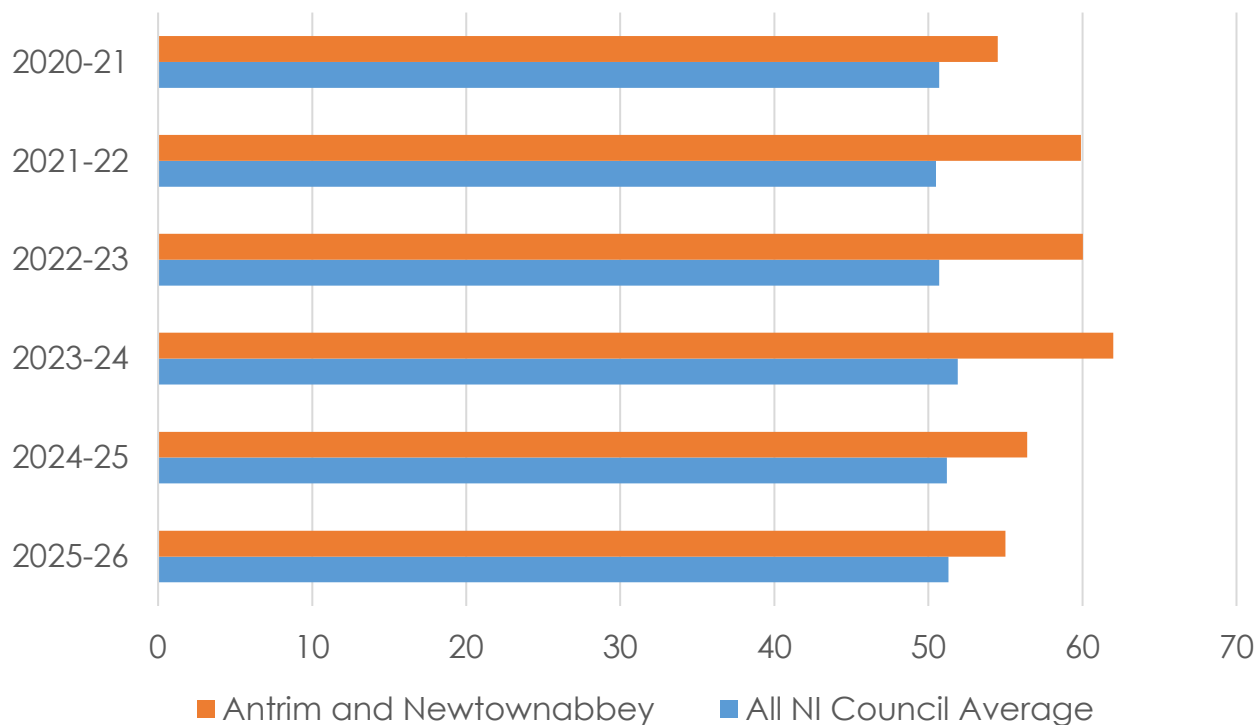
## % Household waste arisings sent for recycling, composting or prepared for reuse 2025/26



\*Source: Waste Data Flow unvalidated survey data August 2026.

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 2020-26



\*Source: Waste Data Flow unvalidated survey data August 2026.

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2026.



## % Household waste arisings sent for preparing for reuse and recycling (inc. composting) 2020-26

|                                    | 2020/21      | 2021/22      | 2022/23       | 2023/24      | 2024/25      | 2025/26       |
|------------------------------------|--------------|--------------|---------------|--------------|--------------|---------------|
| <b>Antrim &amp; Newtownabbey</b>   | <b>54.5%</b> | <b>59.9%</b> | <b>60.03%</b> | <b>62.2%</b> | <b>56.9%</b> | <b>55.9%*</b> |
| Ards & North Down                  | 51.1%        | 47.9%        | 51.55%        | 55.4%        | 55.8%        | 58.5%         |
| Armagh City, Banbridge & Craigavon | 54.2%        | 54.2%        | 54.3%         | 54.9%        | 54.3%        | 52.6%         |
| Belfast                            | 43.1%        | 40.7%        | 40.52%        | 38.8%        | 41.8%        | 42.4%         |
| Causeway Coast & Glens             | 53.5%        | 51.9%        | 52.23%        | 48.5%        | 50.2%        | 53.4%         |
| Derry City & Strabane              | 46.1%        | 44.8%        | 45.7%         | 49.8%        | 48.3%        | 48.3%         |
| Fermanagh & Omagh                  | 47.0%        | 47.6%        | 47.42%        | 44.4%        | 47.7%        | 48.1%         |
| Lisburn & Castlereagh              | 50.3%        | 49.5%        | 50.28%        | 51.3%        | 50.2%        | 52.6%         |
| Mid & East Antrim                  | 50.5%        | 51.6%        | 51.39%        | 49.1%        | 50.4%        | 53.8%         |
| Mid Ulster                         | 58.8%        | 57.7%        | 57.76%        | 56.7%        | 58.8%        | 58.6%         |
| Newry, Mourne & Down               | 52.7%        | 49.2%        | 50.3%         | 48.9%        | 48.8%        | 48.3%         |
| All Councils (average)             | 50.7%        | 50.5%        | 50.7%         | 50.5%        | 51.2%        | 51.3%         |

\*Source: Waste Data Flow unvalidated survey data September 2026.

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2026.



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

| Standard to be met (annually)                           | 2020/21                                                            | 2021/22                                                            | 2022/23                                                            | 2023/24                                                             | 2024/25                                                                   | 2025/26                                                                   | Status          |
|---------------------------------------------------------|--------------------------------------------------------------------|--------------------------------------------------------------------|--------------------------------------------------------------------|---------------------------------------------------------------------|---------------------------------------------------------------------------|---------------------------------------------------------------------------|-----------------|
| Within the NI Landfill Allowance Scheme (16,788 tonnes) | 11,688 tonnes<br>(Landfill allowance 16,788)<br>69.69 of allowance | 12,369 tonnes<br>(Landfill allowance 16,788)<br>73.7% of allowance | 12,161 tonnes<br>(Landfill allowance 16,788)<br>72.4% of allowance | 11,458 tonnes<br>(Landfill allowance 16,788)<br>68.25% of allowance | 11,218 tonnes<br>(Landfill allowance 16,788 tonnes)<br>68.9% of allowance | 5,244 tonnes*<br>(Landfill allowance 16,788 tonnes)<br>31.2% of allowance | <b>Achieved</b> |

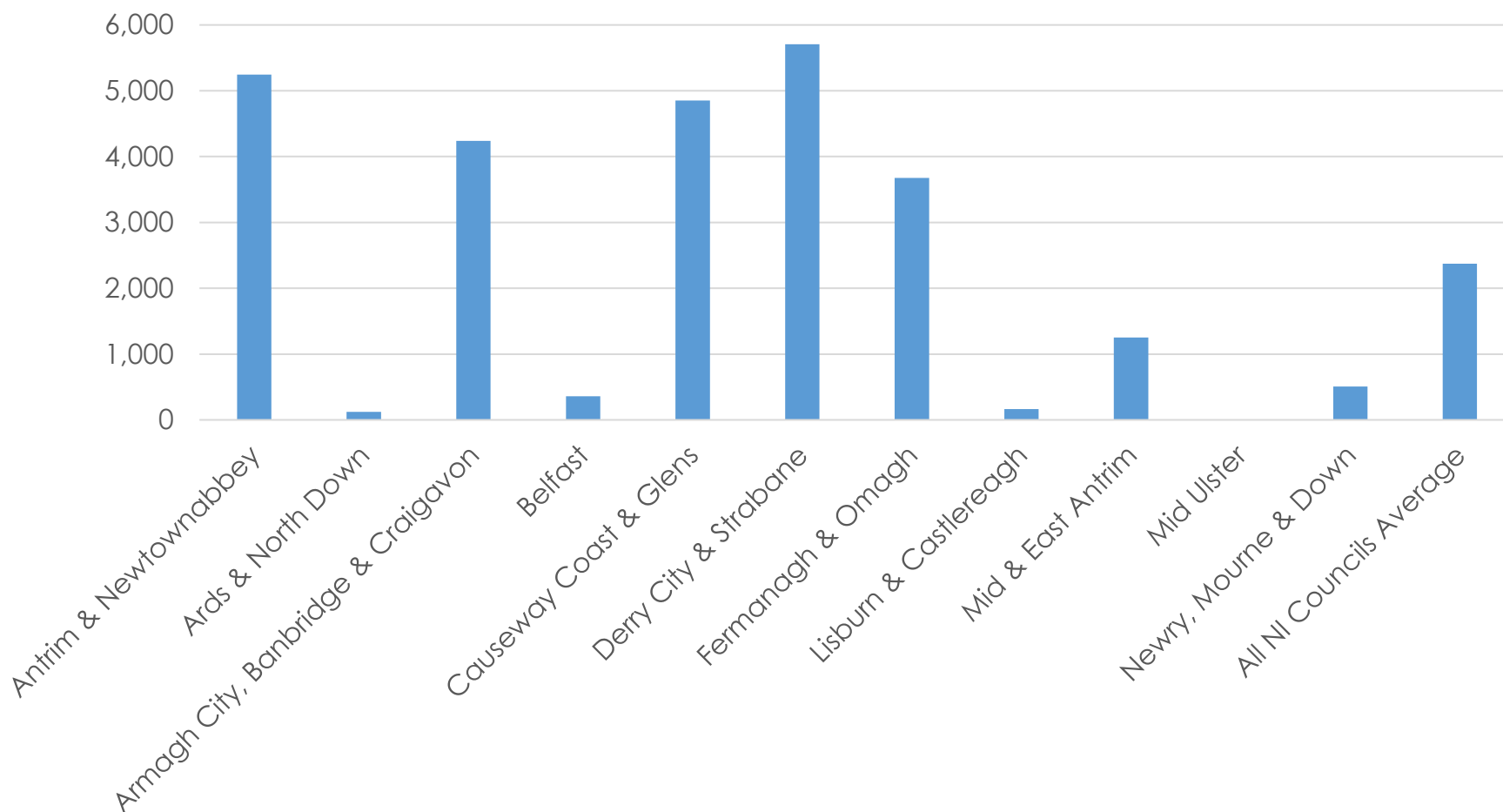
### What has been achieved

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 annually, in 2025/26 there was a considerable decrease of 5,974 tonnes. The reduction in 2025/26 is due to a new residual waste treatment contract which has resulted in a reduction in waste which is directly landfilled.

*\*Source: Waste Data Flow unvalidated survey data August 2026.*

*The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2026.*

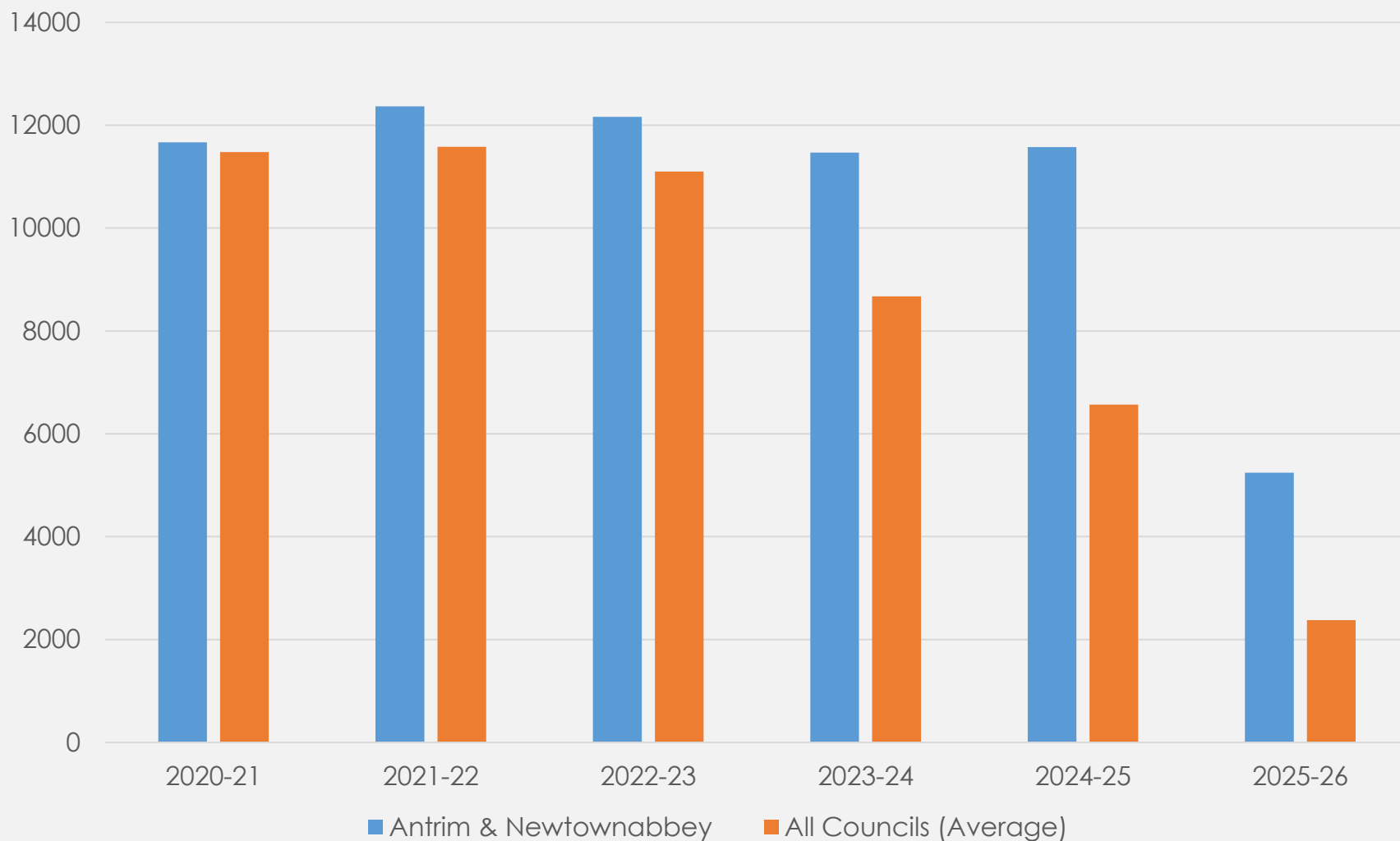
## Biodegradable waste sent to landfill (tonnes) 2025/26



\*Source: Waste Data Flow unvalidated survey data August 2026.

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2026.

## Biodegradable waste sent to landfill (tonnes) 2020-26



\*Source: Waste Data Flow unvalidated survey data August 2026.

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2026.



## The amount of biodegradable waste that is landfilled (tonnes) 2020-26

|                                    | 2020/21       | 2020/21       | 2022/23       | 2023/24       | 2024/25       | 2025/26      |
|------------------------------------|---------------|---------------|---------------|---------------|---------------|--------------|
| <b>Antrim &amp; Newtownabbey</b>   | <b>11,668</b> | <b>12,369</b> | <b>12,161</b> | <b>11,467</b> | <b>11,218</b> | <b>5,244</b> |
| Ards & North Down                  | 19,873        | 20,262        | 17,124        | 14,413        | 9,581         | 121          |
| Armagh City, Banbridge & Craigavon | 4,340         | 6,829         | 3,641         | 2,580         | 2,979         | 4,238        |
| Belfast                            | 30,071        | 35,786        | 28,420        | 7,036         | 7961          | 357          |
| Causeway Coast & Glens             | 5,861         | 10,278        | 9,418         | 10,418        | 7,760         | 4,852        |
| Derry City & Strabane              | 4,802         | 8,298         | 5,310         | 4,076         | 4,070         | 5,707        |
| Fermanagh & Omagh                  | 14,410        | 14,025        | 13,586        | 14,773        | 8,721         | 3,676        |
| Lisburn & Castlereagh              | 15,967        | 14,745        | 14,240        | 14,099        | 12,614        | 164          |
| Mid & East Antrim                  | 14,508        | 14,495        | 14,595        | 15,262        | 13,614        | 1,250        |
| Mid Ulster                         | 1,482         | 1,536         | 1,286         | 369           | 11            | 5            |
| Newry, Mourne & Down               | 2,494         | 2,685         | 2,315         | 932           | 429           | 509          |
| All Councils (average)             | 11,480        | 11,582        | 11,099        | 8,675         | 6,568         | 2,375        |

\*Source: Waste Data Flow unvalidated survey data August 2026.

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2026.



## WASTE MANAGEMENT: The amount municipal waste arisings (tonnes)

| Standard to be met (annually)                               | 2020/21                          | 2021/22                           | 2022/23                           | 2023/24                                       | 2024/25                                       | 2025/26                            | Status          |
|-------------------------------------------------------------|----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------------------|-----------------------------------------------|------------------------------------|-----------------|
| In line with the Northern Ireland Landfill Allowance Scheme | 91,582 tonnes<br>(4th out of 11) | 106,804 tonnes<br>(3rd out of 11) | 100,075 tonnes<br>(3rd out of 11) | 106,040 tonnes<br>(3 <sup>rd</sup> out of 11) | 109,028 tonnes<br>(3 <sup>rd</sup> out of 11) | 108,264 tonnes<br>( 3rd out of 11) | <b>Achieved</b> |

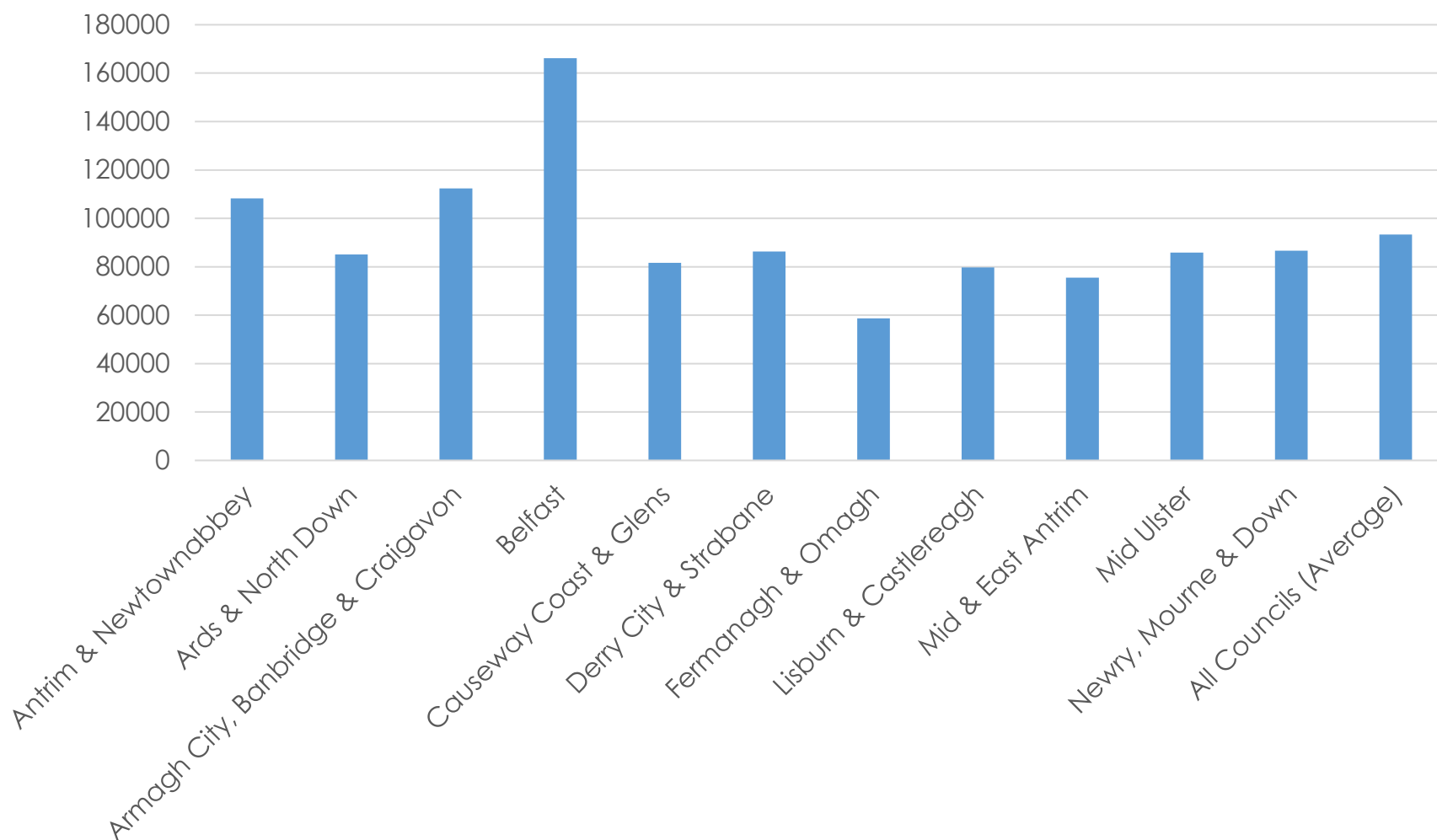
### What has been achieved

During 2025/26, the amount of municipal waste collected by the Council decreased slightly relative to the previous years. This in line with previous years data and despite an increase in the level of business activity and an increase in the number of residents living in the Borough. This small reduction of 764 tonnes is attributed to lower levels of green waste collected, which is reflected across all Northern Ireland Councils. The average across all NI Councils increased in 9 out of 11 Councils when compared with 2024/25. There was a slight decrease in incidents of fly tipping in terms of numbers 453 in 2025/26 compared with 489 in 2024/25 . There was also a decrease in the number of Bulky collections to 13,919 in 2025/26, from 16,803 in 2024/25.

*\*Source: Waste Data Flow unvalidated survey data August 2026.*

*The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2026.*

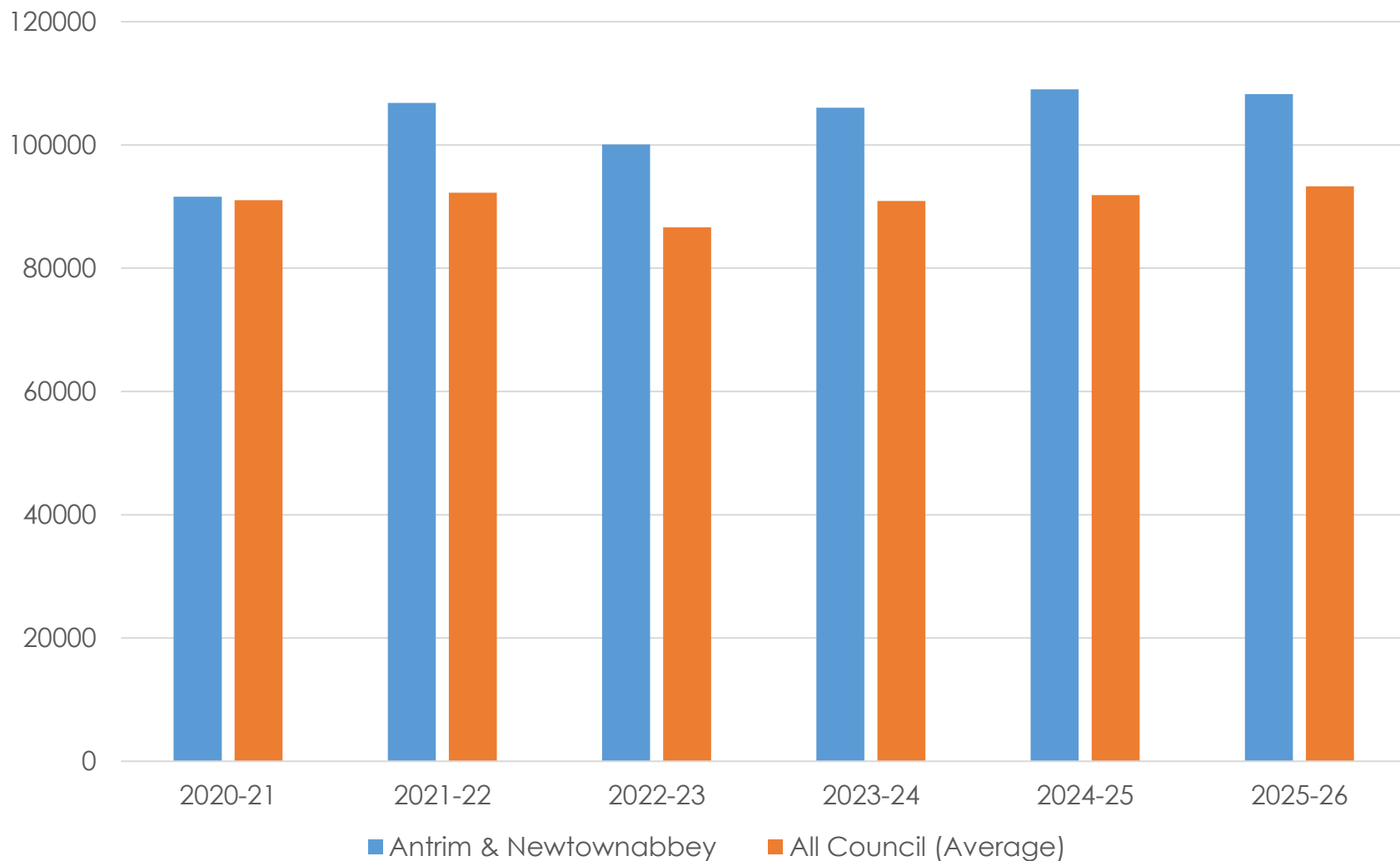
## Local Authority Collected Municipal Waste Arisings (tonnes) 2025/26



\*Source: Waste Data Flow unvalidated survey data August 2026.

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2026.

## Local Authority Collected Municipal Waste Arisings (tonnes) 2025/26



\*Source: Waste Data Flow unvalidated survey data August 2026.

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2026.

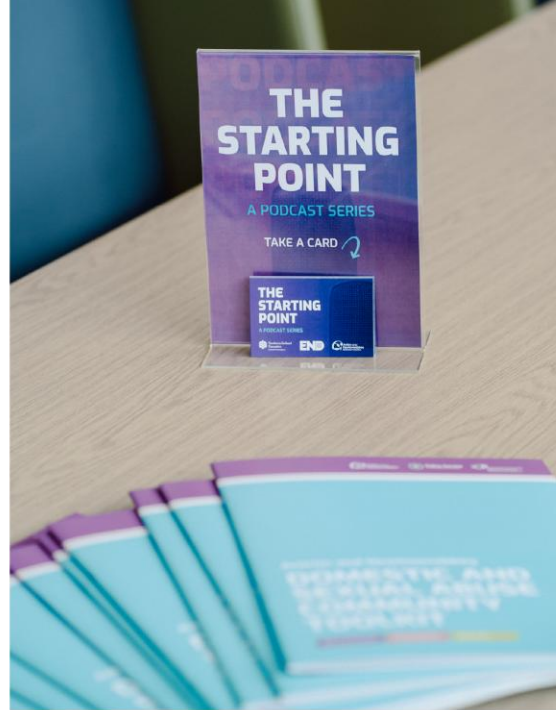


## Local Authority Collected Municipal Waste Arisings (tonnes) 2020-26

|                                    | 2020/21       | 2021/22        | 2022/23        | 2023/24        | 2024/25        | 2025/26         |
|------------------------------------|---------------|----------------|----------------|----------------|----------------|-----------------|
| <b>Antrim &amp; Newtownabbey</b>   | <b>91,582</b> | <b>106,804</b> | <b>100,075</b> | <b>106,040</b> | <b>109,028</b> | <b>108,262*</b> |
| Ards & North Down                  | 92,287        | 91,424         | 85,976         | 83,894         | 83,605         | 85,062          |
| Armagh City, Banbridge & Craigavon | 110,616       | 115,323        | 103,422        | 112,335        | 110,210        | 112,409         |
| Belfast                            | 166,657       | 167,988        | 157,892        | 161,097        | 161,263        | 166,149         |
| Causeway Coast & Glens             | 79,419        | 80,883         | 81,500         | 80,596         | 81,645         | 81,668          |
| Derry City & Strabane              | 81,449        | 83,540         | 79,113         | 81,027         | 83,236         | 86,343          |
| Fermanagh & Omagh                  | 56,457        | 58,209         | 55,361         | 56,521         | 57,135         | 58,735          |
| Lisburn & Castlereagh              | 79,261        | 80,229         | 74,211         | 77,617         | 78,135         | 79,704          |
| Mid & East Antrim                  | 77,667        | 76,688         | 73,433         | 74,842         | 75,900         | 75,521          |
| Mid Ulster                         | 83,675        | 86,085         | 78,588         | 82,075         | 84,182         | 85,830          |
| Newry, Mourne & Down               | 85,299        | 67,698         | 63,511         | 84,636         | 85,383         | 86,635          |
| All Councils (average)             | 91,036        | 92,267         | 86,643         | 90,901         | 91,847         | 93,303          |

\*Source: Waste Data Flow unvalidated survey data August 2026.

The Department of Agriculture, Environment and Rural Affairs, will publish a validated annual report in November 2026.



# 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 2025/26 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 2025/26, towards the strategic objectives and measures which are outlined in the Corporate Performance and Improvement Plan 2025/26, 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 2025/26

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

For 2025/26, 30 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 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.
- 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 environment conservation efforts.
- 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 experience.
- 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.
- We will grow the local economy by supporting the development of existing businesses securing new investment, creating jobs, providing training and upskilling people into work.
- 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 increase the speed with which we pay suppliers.

Section 3b. highlights our **performance improvement achievements for 2025/26.**



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

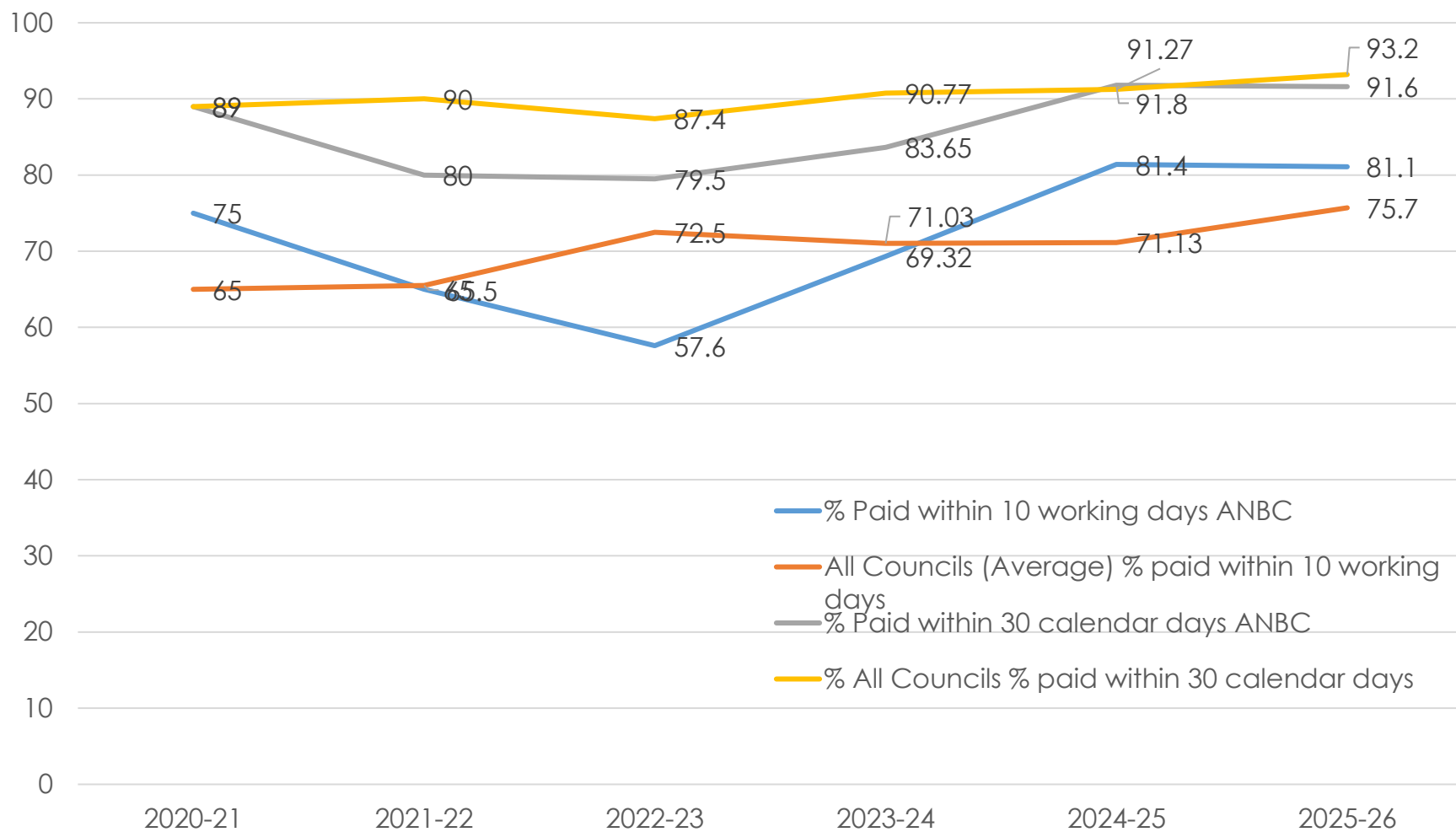
| Standard to be met (annually)                                            | 2020/21 | 2021/22 | 2022/23 | 2023/24 | 2024/25 | 2025/26 | Status   |
|--------------------------------------------------------------------------|---------|---------|---------|---------|---------|---------|----------|
| 80% of undisputed creditor invoices paid on time within 10 working days  | 75%     | 65%     | 57.6%   | 69.3%   | 81.4%   | 81.1%   | Achieved |
| 90% of undisputed creditor invoices paid on time within 30 calendar days | 89%     | 80%     | 79.5%   | 83.7%   | 91.8%   | 91.6%   | 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 2025/26, the Council received and processed 21,330 invoices 81.1% of which were paid within 10 working days compared with 81.4% in 2024/25. The percentage of invoices paid within 30 calendar days remained static with 91.6% in 2025/26 compared with 91.8% of invoices in 2024/25.

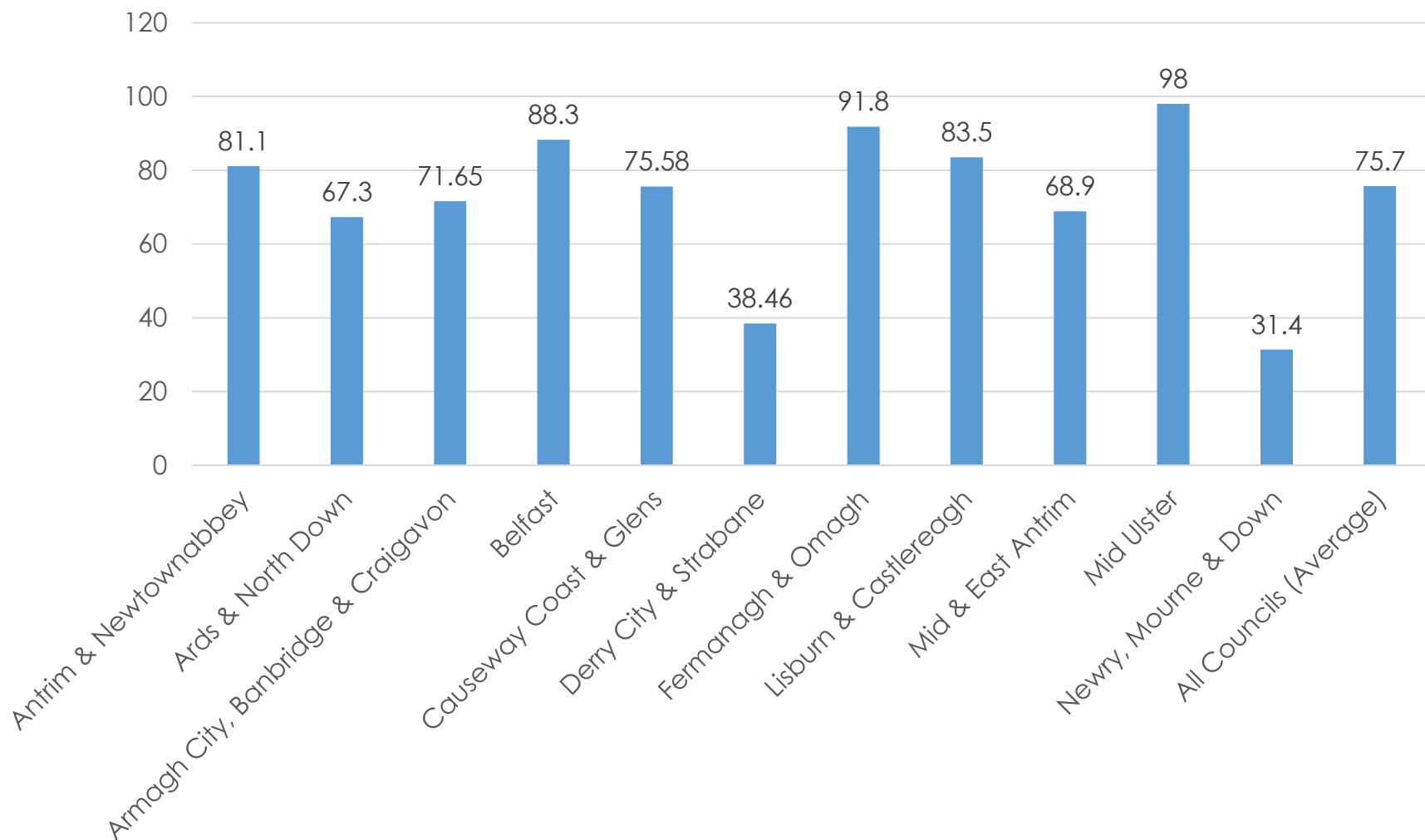
The Council's performance resulted in achieving the targets for the processing of creditor invoices. The continuing improved performance in 2025/26 can be attributed to the improved communication with those responsible for the processing and receipting of invoices. When benchmarked against the other NI Councils, for the processing within 10 working days, Council ranks 5th out of the 11 and 8th for the processing of invoices within 30 calendar days. The Finance team continue to work with other operational departments to speed up overall processing times.

## Prompt Payment Performance 2020-26 : Benchmarked against other Northern Ireland Councils



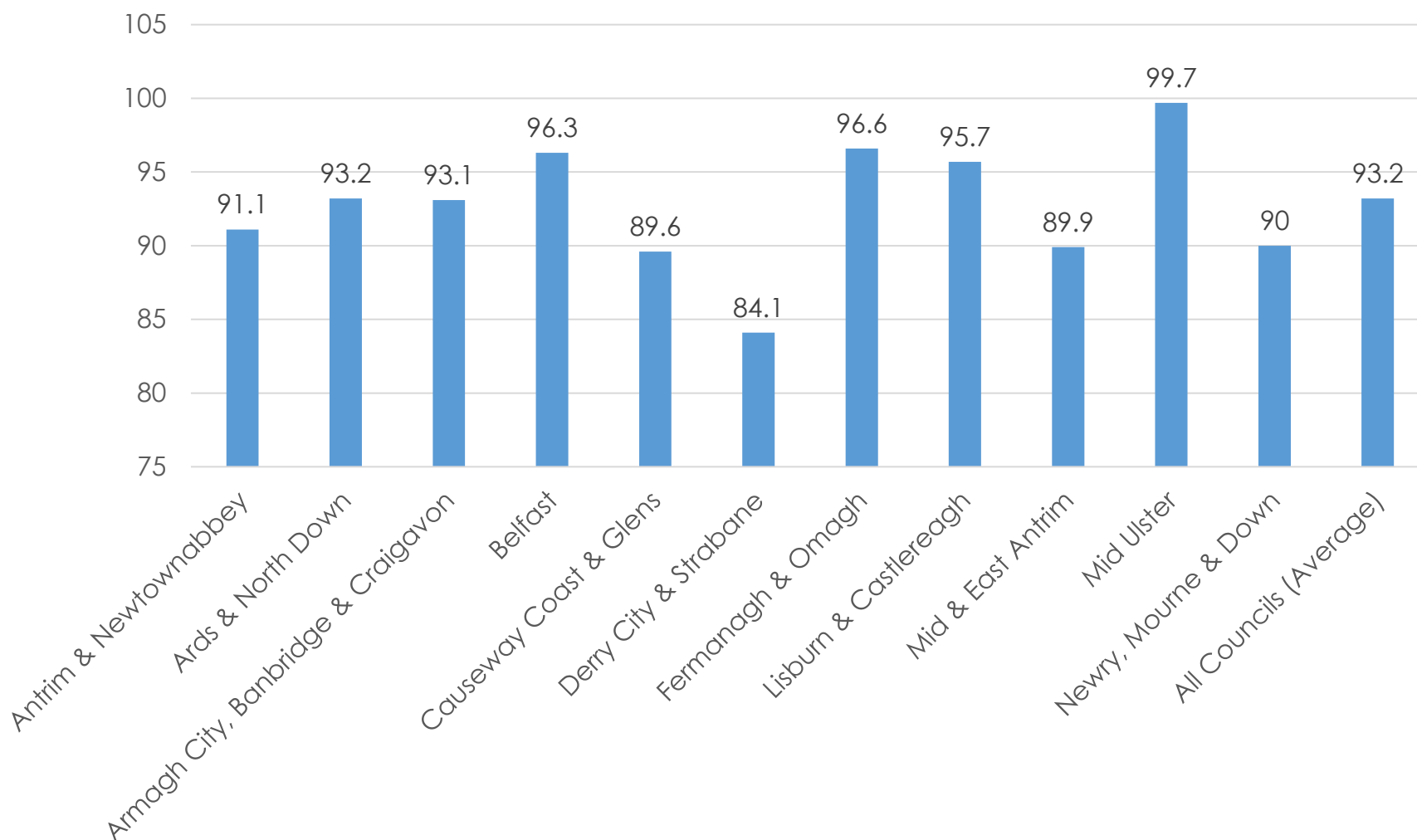
Source: Unaudited data from Department for Communities quarterly publications.

## Prompt Payment Performance 2025/26 : % Paid within 10 working days: Benchmarked against other Northern Ireland Councils



Source: Unaudited data from Department for Communities quarterly publications.

## Prompt Payment Performance 2025/26 : % Paid within 30 calendar days: Benchmarked against other Northern Ireland Councils



Source: Unaudited data from Department for Communities quarterly publications.

## Prompt Payment Performance 2020-26

### % Paid within 10 working days

|                                    | 2020/21    | 2021/22    | 2022/23      | 2023/24      | 2024/25      | 2025/26      |
|------------------------------------|------------|------------|--------------|--------------|--------------|--------------|
| <b>Antrim &amp; Newtownabbey</b>   | <b>75%</b> | <b>65%</b> | <b>57.6%</b> | <b>69.3%</b> | <b>81.4%</b> | <b>81.1%</b> |
| Ards & North Down                  | 80%        | 84.5%      | 77.4%        | 72.68%       | 67.4%        | 67.31%       |
| Armagh City, Banbridge & Craigavon | 49%        | 55%        | 68%          | 79.9%        | 73.3%        | 71.65%       |
| Belfast                            | 77%        | 81%        | 84%          | 81.05%       | 76.95%       | 88.32%       |
| Causeway Coast & Glens             | 69%        | 68.5%      | 67.7%        | 72.78%       | 77.12%       | 75.58%       |
| Derry City & Strabane              | 36%        | 26%        | 34.4%        | 38.19%       | 39.08%       | 38.46%       |
| Fermanagh & Omagh                  | 86%        | 85%        | 87.1%        | 88.85%       | 91.63%       | 91.85%       |
| Lisburn & Castlereagh              | 71%        | 79.5%      | 75.7%        | 64.35%       | 55.42%       | 83.41%       |
| Mid & East Antrim                  | 57.5%      | 67.5%      | 74.4%        | 65.51%       | 76.22%       | 31.39%       |
| Mid Ulster                         | 81%        | 93%        | 97.5%        | 98.87%       | 97.78%       | 98.06%       |
| Newry, Mourne & Down               | 11%        | 17.5%      | 42.1%        | 49.9%        | 46.38%       | 89.99%       |
| All Councils (average)             | 65%        | 65.5%      | 72.5%        | 71.03%       | 71.13%       | 75.7%        |

Source: Unaudited data from Department for Communities quarterly publications.



## Prompt Payment Performance 2020-26

### % Paid within 30 calendar days

|                                    | 2020/21    | 2021/22    | 2022/23      | 2023/24       | 2024/25      | 2025/26      |
|------------------------------------|------------|------------|--------------|---------------|--------------|--------------|
| <b>Antrim &amp; Newtownabbey</b>   | <b>89%</b> | <b>80%</b> | <b>79.5%</b> | <b>83.65%</b> | <b>91.8%</b> | <b>91.6%</b> |
| Ards & North Down                  | 96%        | 98%        | 96.5%        | 96.37%        | 93.52%       | 93.18%       |
| Armagh City, Banbridge & Craigavon | 91%        | 95%        | 94.7%        | 96.25%        | 94.28%       | 93.08%       |
| Belfast                            | 93%        | 94%        | 91.8%        | 93.16%        | 89.25%       | 96.28%       |
| Causeway Coast & Glens             | 92%        | 90.6%      | 87.32%       | 87.5%         | 91.28%       | 89.55%       |
| Derry City & Strabane              | 79%        | 65%        | 73.5%        | 82.26%        | 82.68%       | 84.12%       |
| Fermanagh & Omagh                  | 94%        | 94%        | 95.7%        | 94.52%        | 96.3%        | 96.64%       |
| Lisburn & Castlereagh              | 87%        | 91.5%      | 87.2%        | 88.72%        | 76.4%        | 95.7%        |
| Mid & East Antrim                  | 84%        | 95%        | 86.8%        | 81.44%        | 94.3%        | 89.9%        |
| Mid Ulster                         | 94%        | 98.5%      | 99.4%        | 99.7%         | 99.87%       | 99.7%        |
| Newry, Mourne & Down               | 86%        | 88.5%      | 86%          | 95%           | 94.37%       | 90%          |
| All Councils (average)             | 89%        | 90%        | 87.4%        | 90.77%        | 91.27%       | 93.2%        |

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)            | 2020/21          | 2021/22          | 2022/23                        | 2023/24                        | 2024/25                        | 2025/26                         | Status              |
|------------------------------------------|------------------|------------------|--------------------------------|--------------------------------|--------------------------------|---------------------------------|---------------------|
| Average number of days lost per employee | <b>7.87 days</b> | <b>14.7 days</b> | <b>15.51 days</b><br>Target 12 | <b>13.59 days</b><br>target 12 | <b>14.31 days</b><br>target 12 | <b>16.92 days</b><br>Target <14 | <b>Not Achieved</b> |
| Percentage of staff with 100% attendance | <b>83%</b>       | <b>63%</b>       | <b>60%</b><br>target 60%       | <b>55%</b><br>target 60%       | <b>55%</b><br>target 60%       | <b>55.8%</b><br>target 55%      | <b>Achieved</b>     |

### What has been achieved

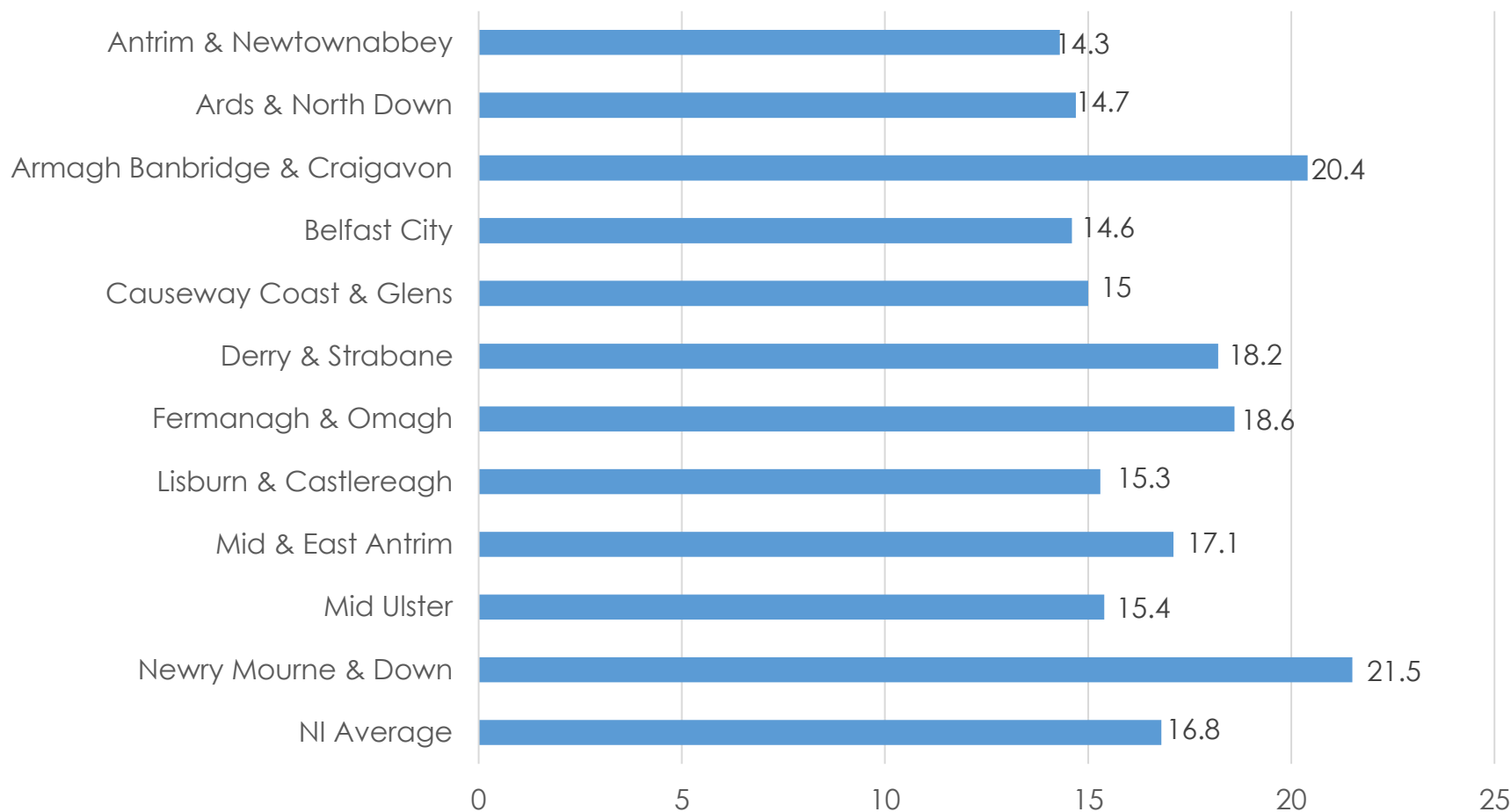
The Council has a strong commitment to effectively manage attendance, through a review of procedures, addressing complex formal case reviews and implementing necessary improvements to reduce days lost due to absence and foster a culture of health and wellbeing, and promote regular attendance at work. There is a Strategic Focus on attendance and actions taken during 2025/26 include:

- 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 with other Councils, Antrim and Newtownabbey has outperformed the Northern Ireland average. In the 2024/25 period, we ranked first among the 11 councils in Northern Ireland, with an average 14.31 days lost per employee. This figure was notably lower than the Northern Ireland Council-wide average of 16.8 days.

In 2025/26 there was an increase in the average number of days lost up from 14.31 days to 16.92 days. This can be attributed to an increase in short term absence up from 2.63 to 11.77 days caused by a high level of seasonal ailments. A focus on long term absence has reduced this from 11.67 days to 5.44 days. There was a slight increase in the percentage of staff with full attendance up from 55% to 55.8%.

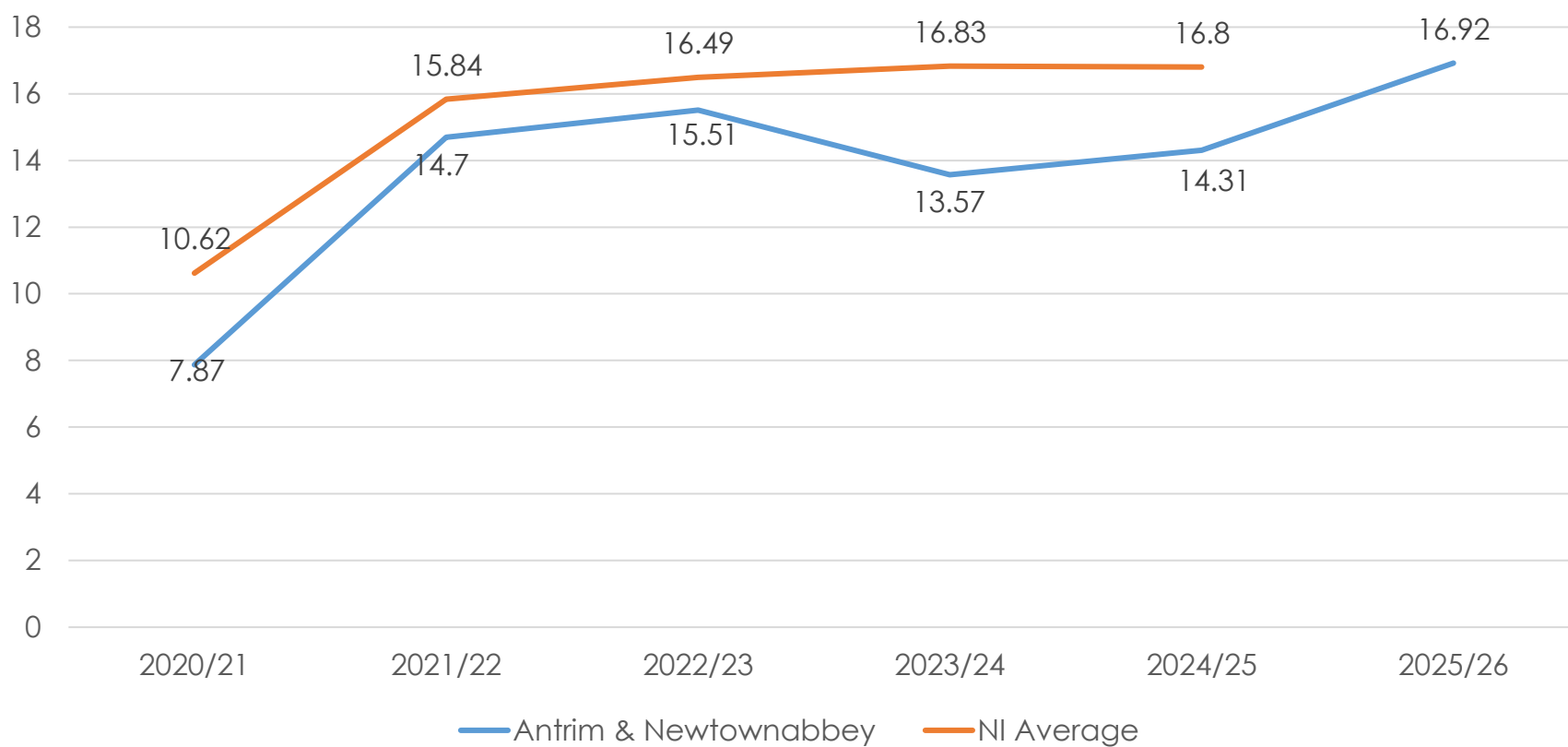
## Staff Absence Performance 2024/25



Source: Local Government Performance Improvement Group.  
2025/26 figures not yet available for all Council areas.

## Absence rates for 2020/26 (days) : Benchmarked against other Northern Ireland Councils

### Staff Absence (Days)



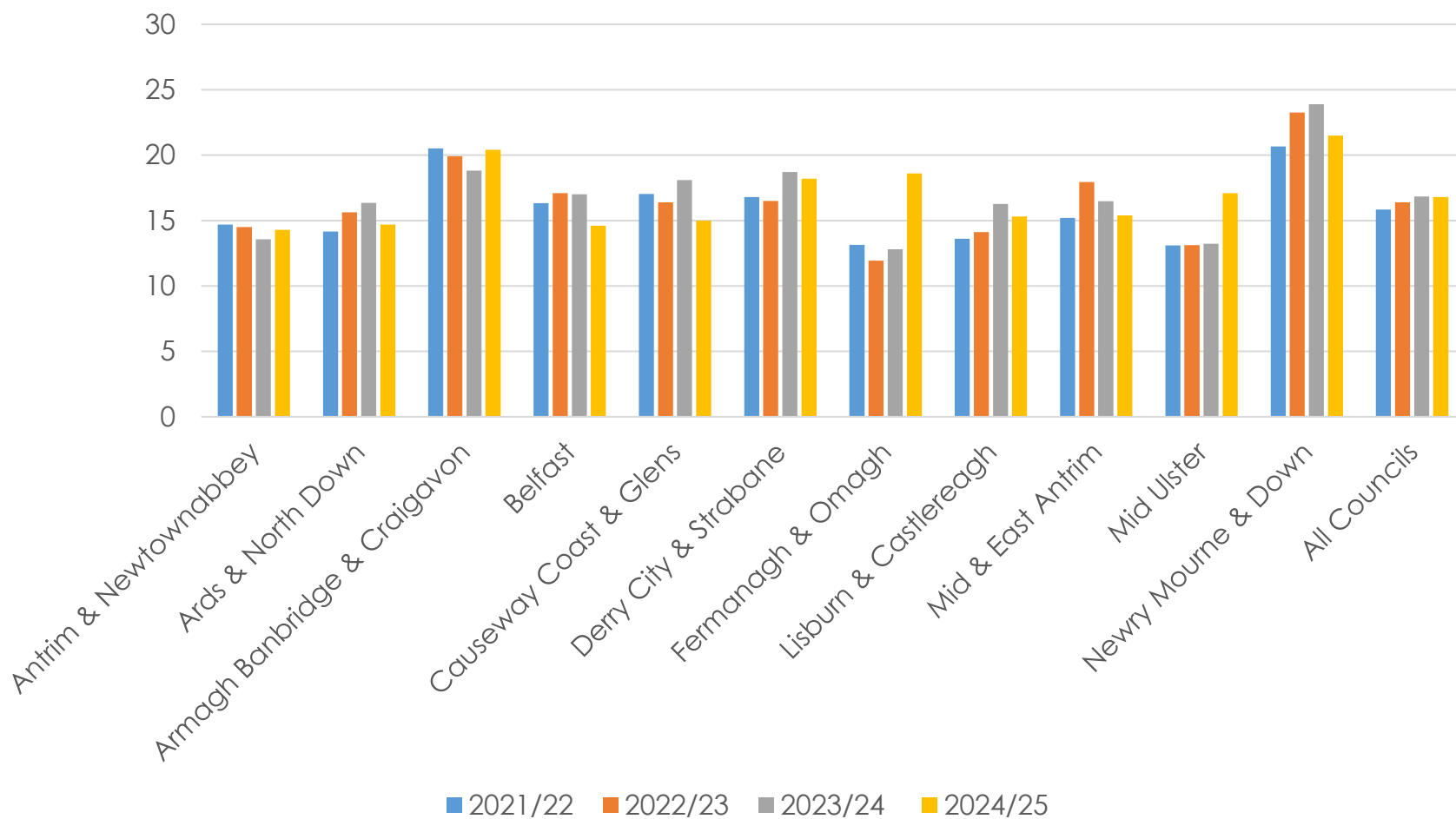
Source: Northern Ireland Audit Office. 2025/26 figures not yet available.

## Staff Absence 2019-25 Benchmarked against other NI Councils

|                                    | 2019/20      | 2020/21     | 2021/22     | 2022/23      | 2023/24      | 2024/25     |
|------------------------------------|--------------|-------------|-------------|--------------|--------------|-------------|
| <b>Antrim &amp; Newtownabbey</b>   | <b>12.41</b> | <b>7.87</b> | <b>14.7</b> | <b>14.51</b> | <b>13.57</b> | <b>14.3</b> |
| Ards & North Down                  | 14.19        | 10.59       | 14.17       | 15.63        | 16.35        | 14.7        |
| Armagh City, Banbridge & Craigavon | 18.28        | 15.67       | 20.51       | 19.91        | 18.81        | 20.4        |
| Belfast                            | 13.58        | 10.86       | 16.33       | 17.09        | 17.00        | 14.6        |
| Causeway Coast & Glens             | 17.66        | 11.34       | 17.03       | 16.40        | 18.09        | 15.0        |
| Derry City & Strabane              | 14.5         | 10.37       | 16.8        | 16.5         | 18.7         | 18.2        |
| Fermanagh & Omagh                  | 13.77        | 9.69        | 13.15       | 11.94        | 12.8         | 18.6        |
| Lisburn & Castlereagh              | 13.8         | 11.5        | 13.6        | 14.11        | 16.26        | 15.3        |
| Mid & East Antrim                  | 10.64        | 4.69        | 15.21       | 17.94        | 16.48        | 15.4        |
| Mid Ulster                         | 11.7         | N/A         | 13.09       | 13.13        | 13.22        | 17.1        |
| Newry, Mourne & Down               | 15.8         | 13.6        | 20.66       | 23.26        | 23.9         | 21.5        |
| All Councils (average)             | 14.21        | 10.62       | 15.84       | 16.40        | 16.83        | 16.80       |

Source: Data from Northern Ireland Audit Office Local Government Auditors Report 2026 for the financial year 2024/25.  
2025/26 Data not yet available.

## Absence rates for 2021/25 (days) : Benchmarked against other Northern Ireland Councils



Source: Northern Ireland Audit Office . 2025/26 figures not yet available.



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

| Standard to be met                                                               | 2024/25  | Target 2025/26 | 2025/26   | Status          |
|----------------------------------------------------------------------------------|----------|----------------|-----------|-----------------|
| Level of Grant Funding supported through Community Development Grant Aid         | £733,593 | £870,000       | £926,211  | <b>Achieved</b> |
| We attract 575,000 visitors to our arts culture and heritage sites               | 628,992  | 575,000        | 624,580   | <b>Achieved</b> |
| We attract 650,000 visitors to our parks and open spaces                         | 615,618  | 650,000        | 1,369,592 | <b>Achieved</b> |
| We maintain the number of people with MORE Leisure memberships                   | 14,359   | 14,500         | 14,534    | <b>Achieved</b> |
| Compliance with Environmental Health regulations                                 | 94.25%   | 85%            | 88.4%     | <b>Achieved</b> |
| Customer and Resident satisfaction with wellbeing initiatives across the Borough | n/a      | 80%            | 96%       | <b>Achieved</b> |

### What has been achieved

The Council's Community Development team and Grant Funding Unit, continues to seek sources of funding which is allocated to suitable community projects and groups, to support the residents of Antrim and Newtownabbey. In 2025/26 the level of funding secured and distributed increase by £192,618 and was £56,211 ahead of the target.

The Arts, Culture, Heritage & Events Team, and the Parks teams have worked hard to create attractive, accessible and interesting open spaces for residents and visitors to enjoy. The number of visitors to our culture and heritage sites (Antrim Castle Gardens and Gateway) was inline with 2024/25 levels and ahead of target by nearly 50,000.

The Parks team maintains 36 parks, the number of recorded visitors to our parks and open spaces was 1,369,592. This increase can be attributed to additional data captured from people counters installed at park entrances.

The benefits of regular exercise are well known for both physical and mental health. The MORE leisure membership allows residents to access our award-winning leisure centers at an affordable cost. Membership levels have been maintained above the 14,500 target which is deemed as the saturation membership. Improvements and investment continues to ensure the members enjoys access to a high level of facilities and classes.

Our Environmental Health service protects residents through ensuring business comply with all relevant regulations. In 2025/26 the compliance rate out of the 1,262 inspections was 88.4%, which was above the target of 85%. The Environmental Health Wellbeing team provide several initiatives to promote the health and wellbeing of residents and satisfaction with these initiatives was 96%.



**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.**

| Standard to be met                                                                                                  | 2024/25         | Target 2025/26    | 2025/26         | Status              |
|---------------------------------------------------------------------------------------------------------------------|-----------------|-------------------|-----------------|---------------------|
| % of household waste that is sent for recycling                                                                     | 56.42%          | 62.5%             | 55.9%           | <b>Not Achieved</b> |
| Reduce the Council's annual water consumption                                                                       | 5.1% reduction  | >2% reduction     | 16.8% reduction | <b>Achieved</b>     |
| Reduce the amount of carbon emissions from the Council's operational fleet                                          | 30.5% reduction | >2.5% reduction   | 12.6% reduction | <b>Achieved</b>     |
| We have demonstrated a reduction in the Council's Carbon Footprint                                                  | N/A             | >1% reduction     | 14.2% reduction | <b>Achieved</b>     |
| We have established the percentage of Council of Council's parks and open spaces assigned for biodiversity projects | N/A             | To be Established | 19.3%           | <b>Achieved</b>     |

## What has been achieved

In 2023/24 our Estate Services team established new, comprehensive methodology to record and measure the carbon dioxide emissions and water usage across Council sites. When compared with 2024/25 figures Council's CO2 emissions decreased by 14.2% which can be attributed to improved energy management initiatives and heat efficiency measures. Water consumption data is calculated based on calendar year, the volume of water used by Council in 2025 was 73,881 cubic metres this was a 16.8% decrease in usage on the 2024 volume of 88,345 cubic metres. This is due to continued monitoring of usage across sites to identify faults and leaks.



**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.**

### **What has been achieved (contd.)**

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%. This reduction in CO2 emissions continued in 2025/26 with a further reduction of 12.6%

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 continued to decrease from 56.42% in 2024/25 to 55% in 2025/26, this is still on track for the statutory target of 55%. It is hoped that a new contract for recycled hard plastics and mattresses combined with the harmonisation of waste recycling collections will increase the recycle rates back to previous years and in line with the new statutory target of 60%

The parks team manage 486 hectares of open spaces throughout the Borough. To improve the biodiversity within the 36 parks a system of reduced grass cutting and rewilding projects has been implemented to increase non mown areas wildflower growth and native tree planting. This has been measured through the Council's GIS system and calculated as 19.3% of the land assigned for these projects with a commitment to maintain and where possible increase this percentage.

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 60% of staff was set for 2025/26, this was more than achieved with 67% of staff undertaking training on Climate Change. The Council continues to take **Environmental Management** seriously and has improved to achieve **Platinum standard** in the **Northern Ireland Benchmarking Survey** and is currently developing a Local Biodiversity Action Plan.



### 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.

| Standard to be met                                                  | 2024/25                              | Target 2025/26                         | 2025/26                              | Status                |
|---------------------------------------------------------------------|--------------------------------------|----------------------------------------|--------------------------------------|-----------------------|
| We achieve at least 80% satisfaction with overall Council services. | 90.1%                                | 80%                                    | 91.1%                                | Achieved              |
| The percentage of abandoned calls will be 6.5% (or less)            | 5.9%                                 | <6.5%                                  | 11.8%                                | Not Achieved          |
| The percentage of abandoned Live Chats will be 8 % (or less)        | 3.4%                                 | <8%                                    | N/A                                  | Results not Available |
| We will increase the number of consultations and responses          | 52 Consultations and 6,799 responses | >52 Consultations and >6,799 responses | 62 consultations and 9,599 responses | 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 Live Chat and Social Media channels. We will regularly seek and act on feedback from residents, visitors and local businesses through an enhanced programme of consultation and engagement. In 2025/26 we carried out 62 consultations and received 9,599 responses, this represented an increase on the 2024/25 consultations figure of 52 and 6,799 respondents.

In 2025/26 the overall satisfaction with Council services increase to 91.1% against a target of 80%. This is from 646 responses, 581 of which were positive.

In 2025/26, 190,805 calls were received of these 22,527 were missed or abandoned, the percentage of abandoned calls increased from 5.9% to 11.8%, and outside the target of 6.5%. The number of calls increased by 22,137 and number abandoned by 12,584. This can be attributed to an increase of calls for Waste following the roll out of the bin harmonisation project with Bryson. There was a configuration change to the Council's Live system and the Chat Bot. This has resulted in the data produced becoming more complex and we are currently working with the supplier to ensure the 2026/27 data can be accurately interpreted and reported.



#### 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.

| Standard to be met                                                                 | 2024/25    | Target 2025/26 | 2025/26          | Status       |
|------------------------------------------------------------------------------------|------------|----------------|------------------|--------------|
| We will reduce the average number of days lost per employee.                       | 14.41 days | <14 days       | 16.92 days       | Not Achieved |
| We will strive to increase the number of employees who have full (100%) attendance | 55%        | 55%            | 55.8% cumulative | Achieved     |
| We will strive to create a positive employee experience and encourage feedback     | N/A        | 80%            | 90.7%            | Achieved     |

#### What has been achieved

In 2025/26 the average staff absence figure increased from 14.41 days to 16.92 days, which was outside the target figure of less than 14 days. The HR Team has placed a focus on reducing the average number of long-term absence days, which has decreased from 11.68 days to 5.44 days. There was an increase in short term absence from 2.63 days in 2024/25 to 11.77 days caused by high levels of seasonal illnesses negatively affecting staff attendance.

The percentage of staff who have full (100%) attendance increase slightly from 55% to 55.8% and was above the target figure of 55%. 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 reporting on absence performance to senior leaders.

The Organisation Development Team have introduced measures to enhance the Council's employee experience culture. Work is ongoing to embed corporate values and behaviours, as well as, continuing to develop the award-winning ILM accredited staff development programme – iLearn, increase communication and develop a framework that supports the employee journey. This has resulted in a 90.7% satisfaction response from staff with regards to the creation of a positive employee experience.

## 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.

| Standard to be met                                                                                                | 2024/25 | Target 2025/26 | 2025/26 | Status       |
|-------------------------------------------------------------------------------------------------------------------|---------|----------------|---------|--------------|
| 250 existing businesses are assisted to develop/ expand their operations through businesses support programmes    | 362     | 250            | 261     | Achieved     |
| 150 people are assisted in to work through local labour market partnership and related activity                   | 271     | 150            | 170     | Achieved     |
| 50 new jobs are created through the Council's investment promotion fund                                           | 56      | 50             | 45      | Not Achieved |
| 500 businesses have availed of/ engaged with/ been supported through the Council's suite of programmes and events | 784     | 500            | 992     | Achieved     |

### What has been achieved

The Council's Economic Development Team continues to champion the Borough as a place to live, work and invest. An Investment Showcase was held in the Houses of Parliament with 120 potential investors attending. Growth Flag the UK Data Intelligence Platform recognised Antrim and Newtownabbey as a leading place to invest.

Through the efforts of the team, 261 business were assisted to develop or expand, 170 people were assisted in to work through local labour market partnership activity, and 992 business have availed of or have been supported through the Council's programme of events. These indicators have achieved the target for 2025/26. The number of new jobs created through the Council's investment fund was 45 which is slightly below target and below the 2024/25 level of 56. This was due to delays in business investment decisions; however, it is anticipated this targeted will be achieved is 2026/27.

**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 increase the speed with which we pay suppliers.**

| Standard to be met                                                                                                                                                                            | 2024/25       | Target 2025/26 | 2025/26          | Status          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|----------------|------------------|-----------------|
| We maintain the Council's general reserves as per policy                                                                                                                                      | As per Policy | As per Policy  | As per Policy    | <b>Achieved</b> |
| The annual Governance Statement is reported                                                                                                                                                   | Achieved      | Achieved       | Achieved         | <b>Achieved</b> |
| We achieve the Certification of Compliance from the Northern Ireland Audit Office (NIAO) under Section 95 of the Local Government (Northern Ireland) 2014 Act                                 | Achieved      | Achieved       | Achieved         | <b>Achieved</b> |
| 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         | <b>Achieved</b> |
| We maintain the Charter Plus Award for Elected Member development                                                                                                                             | Maintained    | Maintained     | Still Maintained | <b>Achieved</b> |
| 95% of Freedom of Information Requests are responded to within agreed timescales (20 working days)                                                                                            | 94.1%         | 95%            | 98.4%            | <b>Achieved</b> |
| 80% of invoices are paid within 10 working days                                                                                                                                               | 81.4%         | 80%            | 81.1%            | <b>Achieved</b> |
| 90% of invoices are paid within 30 calendar days                                                                                                                                              | 91.8%         | 90%            | 91.6%            | <b>Achieved</b> |

**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 increase the speed with which we pay suppliers.**

## What has been achieved

The Council is determined to be a high-performing organisation, whilst demonstrating best practice governance, financial stability and improving the effectiveness of our Elected Members.

The Council has ensured it has maintained its reserves within the agreed policy, thus ensuring all financial situations are mitigated. The Council issued its Annual Governance Statement which was reported to the Audit and Risk Committee in September 2025.

Under the Northern Ireland Local Government Act 2014, the Council's financial statements and arrangements to secure performance improvement are audited annually by the Northern Ireland Audit Offices (NIAO). The NIAO issued certificates for both these legislative functions confirming compliance.

To ensure our Elected Members effectively represent the residents of the Borough, they have access to a range of learning opportunities. We currently maintain the NILGA (Northern Ireland Local Government Association) Charter Plus Award for Elected Member development. This is due for review in 2026/27, and the Council has already started this process to ensure the Charter Plus award is retained.

In 2025/26 the Council received 563 Freedom of Information (FOI) requests which is an increase of 156 on 2024/25. The Governance Team has a target 95% of these requests responded to with 20 working days. In 2025/26 of these 563 FOI requests, 98.4% were responded to within the agreed timescales.

The Council aims to be a good customer and understands the importance of cash flow to small businesses. To ensure it complies with this targets of 80% of invoices are paid within 10 working days and 90% within 30 calendar days are in place. In 2025/26 the Council processed 21,330 supplier invoices of which 17,309 (81.1%) were processed within 10 working days and 19,547 (91.6%) processed within 30 calendar days. This represents similar performance to 2024/25.



# 3c

Self-imposed  
performance  
improvement  
indicators





## 3c | Self-Assessment of Performance 2025/26

### 3c. Directorate Business Plans Operational, Self-imposed performance and improvement indicators:

For 2025/26, **246** 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 2025/26**, in line with our Corporate Plan Pillars; **Place**, **Prosperity**, **People** and **Planet** underpinned by **Performance** and **Profile**. We use the following status key to measure our self-imposed indicators:

| Status                                            | Definition                                                                                                                                        |
|---------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Achieved / On Track to be Achieved</b>         | The target has been achieved or is progressing as planned, with no significant concerns regarding delivery within the agreed timeframe.           |
| <b>Principally Achieved</b>                       | Target is close to being achieved (within 5%)                                                                                                     |
| <b>Not Achieved</b>                               | Target may not be achieved or has not been achieved                                                                                               |
| <b>Not Achieved (Outside Council Control)</b>     | Target has not been achieved due to external factors outside of Council control, such as adverse weather or the performance of external agencies. |
| <b>Results not available Baseline Established</b> | Results/actions are measured annually and will not be available until after Q4, or information is not available, or in development.               |



# Place



# 2025/26 Achievements | PLACE

## Parks

| Development of Parks & Open Spaces strategy in line with Nature for Town and Cities Scheme |                |         |          |                                                                                                                |
|--------------------------------------------------------------------------------------------|----------------|---------|----------|----------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                  | 2025/26 Target | 2025/26 | Status   | Notes                                                                                                          |
| % Resident satisfaction with Council Parks & Open Spaces                                   | 80%            | 87.7%   | Achieved | Total of 675 positive responses from 770 surveys                                                               |
| Number of Green Flags                                                                      | <29            | 32      | Achieved | Additional Green Flags awarded to Ballyclare Cemetery, Neilsbrook Fold and Monkstown Village Community Garden. |

| Complete an operational review of Parks Services to include: <ul style="list-style-type: none"><li>Operational Staffing Structure</li><li>External contract review</li><li>Automate work planning and work processes</li></ul> |                             |                             |                         |                                                                                                                                                                                                 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-----------------------------|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                                                                                                                                                      | 2025/26 Target              | 2025/26                     | Status                  | Notes                                                                                                                                                                                           |
| Complete and implement a new staffing structure                                                                                                                                                                                | New structure to be created | In progress to be completed | On Track to be Achieved | The draft structure has now been completed and has been costed with HR. Following this, consultation will be scheduled with trade unions to review and formally progress to consultation phase. |
| Complete an audit of grass cutting contract                                                                                                                                                                                    | Complete audit              | Audit of all sites complete | Achieved                | GIS mapping of all sites completed with an ongoing monitoring of the new contract based on the mapping data.                                                                                    |
| Move all work plans and work processes to TechnologyOne System                                                                                                                                                                 | Finalise TechOne Programme  | In Progress                 | On Track to be Achieved | Good progress has been made to finalise the programming and associated training with completion due in 2026/27                                                                                  |

# 2025/26 Achievements | PLACE

## Parks

| Complete operational review of Bereavement Services to include: <ul style="list-style-type: none"> <li>Integrate Cemetery Operatives with Bereavement Service structure</li> <li>Implementation of ICCM recommendation for cemetery operations</li> <li>Development and roll out of standardised operating procedures</li> </ul> |                        |           |          |                                                                                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|-----------|----------|-------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                                                                                                                                                                                                                                                        | 2025/26 Target         | 2025/26   | Status   | Notes                                                                                                                               |
| 90% Funeral Director satisfaction with Council's Bereavement Services                                                                                                                                                                                                                                                            | 90%                    | 100%      | Achieved | Survey with Funeral Directors carried out in September 2025. Results 23 out of 23 satisfied with the Council's Bereavement Service. |
| Develop a comprehensive training manual for Bereavement Services                                                                                                                                                                                                                                                                 | To complete manual     | Completed | Achieved | A new draft training manual has been completed                                                                                      |
| Development and roll out of standardised operating procedures                                                                                                                                                                                                                                                                    | To complete procedures | Completed | Achieved | New draft Standard Operating Procedures completed. Rolled out in September 2025                                                     |

| Assist with the development and operational handover of approved capital projects relating to Parks & Bereavement Services |                     |                               |          |                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------------|---------------------|-------------------------------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                                                  | 2025/26 Target      | 2025/26                       | Status   | Notes                                                                                                                                                                                                                                          |
| New Cemetery provision in Urban, Newtownabbey                                                                              | Assess feasibility  | Site surveys undertaken       | Achieved | Surveys are currently being undertaken on site to assess the feasibility of the proposed works. A report is expected to be completed by the end of June or early July 2026, which will determine the site's suitability for use as a cemetery. |
| Drainage scheme at Ballyearl driving range                                                                                 | To commence project | Project feasibility completed | Achieved | Work commenced on site on the 2 June 2026 and is scheduled to run for 10 weeks followed by an 8-week recovery period.                                                                                                                          |

# 2025/26 Achievements | PLACE

## Parks

| Increase resident's satisfaction and measuring the popularity of the Council's Parks & Open Spaces locations |                                 |                     |          |                                                                                          |
|--------------------------------------------------------------------------------------------------------------|---------------------------------|---------------------|----------|------------------------------------------------------------------------------------------|
| Indicator                                                                                                    | 2025/26 Target                  | 2025/26             | Status   | Notes                                                                                    |
| Activating Council's Parks through a programme of events                                                     | Initiate annual event programme | Programme commenced | Achieved | A summer programme of events commenced across the Borough                                |
| Attract 650,000 visitors to our Parks & Open Spaces                                                          | 650,000                         | 1,269,592           | Achieved | Quarter 1 – 434,972<br>Quarter 2 – 412,274<br>Quarter 3 – 292,976<br>Quarter 4 – 229,370 |

| Work collaboratively with the Department for Infrastructure and other relevant organisations to develop active travel initiatives, including active travel and greenway routes and cycle paths |                                                   |                            |          |                                                                                                                                                      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|----------------------------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                                                                                                                      | 2025/26 Target                                    | 2025/26                    | Status   | Notes                                                                                                                                                |
| Total increase (square metres) of Active Travel Routes, to include the new Active Travel path at Valley Park.                                                                                  | Confirmation of Active Travel Path at Valley Park | Valley Park path confirmed | Achieved | Works are planned for 2026/27 as Department for Infrastructure has confirmed funding will be extended to complete these works by the end of 2026/27. |



# 2025/26 Achievements | PLACE

## Leisure

| Assist with the delivery and operational handover of approved capital projects relating to Leisure Services |                  |             |                         |                                                                                                                                                                     |
|-------------------------------------------------------------------------------------------------------------|------------------|-------------|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                                   | 2025/26 Target   | 2025/26     | Status                  | Notes                                                                                                                                                               |
| The Cloughan Project                                                                                        | Progress Project | In Progress | On Track to be Achieved | The project has received planning approval.                                                                                                                         |
| Abbey College 3G Pitch                                                                                      | Progress Project | In Progress | On Track to be Achieved | Funding has been secured and received with the handover is completed on 20 <sup>th</sup> March 2026. The completion for the pavilion is scheduled for November 2026 |
| Undercroft and roof at the Valley Leisure Centre                                                            | Progress Project | In Progress | On Track to be Achieved | A consultant's report has been received and is under review                                                                                                         |
| Urban Sports Park, Antrim Forum                                                                             | Progress Project | In Progress | On Track to be Achieved | Project Initiation Document and SOC approved By the Council in May 2026.                                                                                            |

| Transfer of Mossley Pavilion                                                          |                   |                                  |          |                                                                     |
|---------------------------------------------------------------------------------------|-------------------|----------------------------------|----------|---------------------------------------------------------------------|
| Indicator                                                                             | 2025/26 Target    | 2025/26                          | Status   | Notes                                                               |
| Transfer of the management of Mossley Pavillion from Community Development to Leisure | Complete transfer | Transfer completed in April 2025 | Achieved | Transfer of service completed with baseline date to be established. |



# 2025/26 Achievements | PLACE

## Environmental Health and Wellbeing

| Ensure the delivery of the different functions of Environmental Health through individual service plans |                |                    |          |                                                                                                                                                                                       |
|---------------------------------------------------------------------------------------------------------|----------------|--------------------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                               | 2025/26 Target | 2025/26            | Status   | Notes                                                                                                                                                                                 |
| Net cost of service per head of population (excluding central establishment charges) £22.63 or less     | <£22.63        | £20.99             | Achieved | Based on whole cost and fixed population of 144,485                                                                                                                                   |
| 90% of agreed actions in the service plan are achieved                                                  | 90% of actions | 94.15% of actions  | Achieved | Food safety and health & safety – planned inspections<br>Planning – consultations within 21 days<br>Commercial/ industrial services requests 3-day deadline<br>Projects & initiatives |
| 85% Compliance with statutory Environmental Health regulations                                          | 85%            | 88.4%              | Achieved | Inspections Completed <ul style="list-style-type: none"><li>• Food Hygiene – 547</li><li>• Food Standard – 384</li><li>• Health &amp; Safety – 322</li><li>• Total – 1,262</li></ul>  |
| Number of days to respond to service requests                                                           | <3 days        | Average time 1 day | Achieved | 4,666 service requests made in 2025/26 with 4,640 responded to, (99.4%) within 3 days with an average of 1 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   | 90%            | 98%                | Achieved | In 2025/26 there was 3934 premises assessed with regards to the Food Hygiene Standard of which 3855 were assessed to be Good or Very Good                                             |



# 2025/26 Achievements | PLACE

## Waste Operations

| Complete a review and optimisation to improve the effectiveness and efficiency of Waste Operations |                 |                     |              |                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------|-----------------|---------------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                          | 2025/26 Target  | 2025/26             | Status       | Notes                                                                                                                                                                                                                                                                                                                                          |
| 80% Satisfaction with the level of attractiveness of our Borough                                   | 80%             | 86.1%               | Achieved     | Of the 281 responses received 223 were positive. In 2024/25 – 72.5% satisfaction rating                                                                                                                                                                                                                                                        |
| 140 community clean-ups completed                                                                  | 140             | 122                 | Not Achieved | In addition to the 122 Community Clean Ups supported, the Support in Kind (SIK) scheme has evolved to allow several community groups and individuals to permanently retain and regularly use Council provided clean up equipment, rather than the groups submitting repeated SIK requests. This has impacted the number of clean ups recorded. |
| 90 % of roads & streets inspected are graded at a satisfactory standard (A or B)                   | 90%             | 93.2%               | Achieved     | Ahead of target. Potential hotspot areas are targeted for improvement. Year to Date there has been 292 surveys of which 272 reported Grade A or B.                                                                                                                                                                                             |
| Introduction of the Randomiser feature to the LAMS App                                             | To be Completed | Completed June 2025 | Achieved     | New functionality introduced will improve the objectivity of inspections and reduce bias in grading. Monitoring effectiveness and inspector feedback                                                                                                                                                                                           |
| Average number of days for the collection of bulky waste                                           | 5 days          | 6.7 days            | Not Achieved | There was 16,803 bulky requests raised in 2025/26 which was 1001 more than 2024/25. The Waste Operations section has experienced high levels of absence throughout the year which adversely impacted response times.                                                                                                                           |
| Complete Cleansing requests within 48 hours of notification                                        | <48 hours       | 62.67 hours         | Not Achieved | <ul style="list-style-type: none"><li>Dog Fouling – 264</li><li>Street Cleansing – 882</li><li>Fly Tipping – 453</li></ul>                                                                                                                                                                                                                     |



# 2025/26 Achievements | PLACE

## Waste Operations

| Implement new operating practices at the Household Recycling Centres to reduce the levels of accepted waste |                |         |          |                                                                                                          |
|-------------------------------------------------------------------------------------------------------------|----------------|---------|----------|----------------------------------------------------------------------------------------------------------|
| Indicator                                                                                                   | 2025/26 Target | 2025/26 | Status   | Notes                                                                                                    |
| 80% overall satisfaction with the Council's Waste & Recycling services                                      | 80%            | 83.2%   | Achieved | Based on Have Your Say Survey and Bulky Waste Feedback throughout the year – 561 responses 467 positive. |

## Building Control

| Dangerous Structures Management                                 |                |         |          |                                                       |
|-----------------------------------------------------------------|----------------|---------|----------|-------------------------------------------------------|
| Indicator                                                       | 2025/26 Target | 2025/26 | Status   | Notes                                                 |
| 85% of dangerous structures responses delivered within 24 hours | 85%            | 100%    | Achieved | 12 reports received all responded to within 24 hours. |



# 2025/26 Achievements | PLACE

## Waste Strategy and Sustainability

| Implementation of the harmonised waste collection service                                                          |                                  |               |              |                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------|----------------------------------|---------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                                          | 2025/26 Target                   | 2025/26       | Status       | Notes                                                                                                                                                                                                                                                                                                                                                                |
| New waste collection service operational in the Antrim area in 2025/26, following notification of funding received | Service Successfully implemented | Implemented   | Achieved     | Project Implementation commenced September 2025 and was completed by December 2025.                                                                                                                                                                                                                                                                                  |
| 62.5% of municipal waste collected is sent for recycling (Statutory Target 55%)                                    | 62.5%                            | 55.9%         | Not Achieved | Unvalidated Quarter 4 data 53.2%, received in July 2026.<br>1% less than 2024/25 – Reduction in markets for hard plastics and mattresses have reduced the recycling rates, the Council has secured new recycling treatment contracts for both and It is anticipated this alongside the new bin harmonisation project will have a positive impact on recycling rates. |
| 107,000 tonnes of the waste collected, municipal waste arising (Statutory Target)                                  | 107,000 tonnes                   | 83,891 tonnes | On Track     | Quarter 3 figure 25,056 tonnes which was 325 tonnes more than Quarter 3 2024/25 and 718 tonnes less Year to Date. Final validated data to be confirmed November 2026.                                                                                                                                                                                                |
| 16,788 tonnes, the amount of biodegradable municipal waste that is landfilled (Statutory Target)                   | 16,788 tonnes                    | 3,632 tonnes  | On Track     | Unvalidated data at Quarter 3. Final validated data to be confirmed November 2026.                                                                                                                                                                                                                                                                                   |



Prosperity



# 2025/26 Achievements | PROSPERITY

## Economic Development

**Business Start-Up – Provide a comprehensive portfolio of advice, support and funding which meets the needs of local businesses to expand and create new employment opportunities to include:**

- Go Succeed

| Indicator                                                                                | 2025/26 Target | 2025/26 | Status   | Notes                                                   |
|------------------------------------------------------------------------------------------|----------------|---------|----------|---------------------------------------------------------|
| We have achieved a 90% satisfaction rating from participants on the Go Succeed Programme | 90%            | 93.2%   | Achieved | 59 Responses received from A&N Grow; A&N Start and FWB. |

**External Funding Opportunities – Regular review of external funding opportunities. To include:**

- Shared Prosperity Fund
- UK Government and All Island Funds
- PEACEPLUS Programmes (Smart Rural Hubs to deliver services to isolated communities)
- DfC Town Centre Regeneration

| Indicator                                                                                                           | 2025/26 Target | 2025/26    | Status   | Notes                                                                                                                                                                               |
|---------------------------------------------------------------------------------------------------------------------|----------------|------------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A minimum of £500,000 external funding secured annually for the achievement of projects across a variety of sources | £500,000       | £3,875,000 | Achieved | Vacancy Funding -£183,000<br>Shop Frontage Fund - £183,000<br>LMP - £400,000<br>Department for the Economy - £2,868,000 to deliver the Local Economic Partnership over three years. |



# 2025/26 Achievements | PROSPERITY

## Economic Development

Maximise the benefits of the City Deal investment for the Borough and work in partnership to deliver projects which will drive and foster prosperity. This will be achieved through delivery of the following projects:

| Indicator                                                                                                               | 2025/26 Target                            | 2025/26     | Status                  | Notes                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|-------------|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Advanced Manufacturing Innovation Centre (AMIC) at Global Point                                                         | Project Delivery                          | In Progress | On Track to be Achieved | 100% of the agreed actions for 2025/26 to progress the BRCD projects have been implemented. Construction is progressing well on site with completion scheduled in Autumn 2026                                                                                                                                                                                                                                       |
| Transport projects e.g. Glider Extension (lobbying and partnership pursue the Glider becoming available in the Borough) | Secure Commitment from Central Government | In Progress | On Track to be Achieved | In 2025 a Ministerial decision outlined that due to the limited funding available for the BRT2 scheme it is challenging to extend the service into Glengormley. The Minister outlined that further work will be commissioned to determine if a viable option exists in the area. The Minister outlined that an additional £13 million from the Department was allocated to deliver a park and ride on O'Neill Road. |
| Maximise the opportunities of the Digital Pillar (£50 million) as part of BRCD                                          | Deliver Digital Led Projects              | In Progress | On Track to be Achieved | Several projects progressed throughout 2025/26, including AI Public Sector workshop series, 5G Innovation Grant Fund, and 5G Demonstrator Projects. Digital-led projects to be delivered throughout 2026                                                                                                                                                                                                            |
| Participation with regional partners on employability and skills programmes                                             | Participate with Programme                | In Progress | On Track to be Achieved | Participation with regional partners is ongoing including through the LMP, Go Succeed, LEP and PEACEPLUS programmes.                                                                                                                                                                                                                                                                                                |
| 100% of the agreed actions for 2025/26 to progress the BRCD projects implemented                                        | Agreed Actions to be progressed           | In Progress | On Track to be Achieved | Agreed actions continue to be progressed. SBRI project continues to develop with partnership working across areas, Overall Council projects to take forward still to be identified.                                                                                                                                                                                                                                 |



# 2025/26 Achievements | PROSPERITY

## Economic Development

**Masterplan Framework – Continue to deliver the comprehensive regeneration of the Borough through the progression of a range of projects to improve the overall attractiveness of the Borough as a place to work, live and invest. To include the advancement of:**

- Glengormley Public Realm/ Environment Improvement Scheme
- Glengormley Farmley Car Park/ Glenwell Connectivity Scheme
- Scope and design Whiteabbey and Crumlin Public Realm/ Environmental Improvement Schemes

| Indicator                                                                                    | 2025/26 Target       | 2025/26        | Status                  | Notes                                                                                                                                                                                                                                                                                                                                                               |
|----------------------------------------------------------------------------------------------|----------------------|----------------|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Continue operation of Antrim Workspace capita scheme – 16,000 sq ft workspace available      | Successful Operation | 100% Occupancy | Achieved                | Space Antrim became operational in summer 2024 and was officially opened on 08 November 2024. Office space is now almost 100% occupied (one office unoccupied) Focus has now shifted to booking meeting rooms and maximizing use of the event space, in co-ordination with the new CEO of Antrim and Enterprise Agency and the full-time member of staff appointed. |
| Completion of Glengormley capital scheme – 16,000 sq ft which is currently under development | Deliver Project      | In Progress    | Not Achieved            | Glengormley scheme at risk due to programme delays resulting in it not being delivered within agreed timescale. Completion expected in Spring 2028.                                                                                                                                                                                                                 |
| Proactive marketing campaign based on agreed branding                                        | Develop Campaign     | Completed      | Achieved                | Enhanced Space website was launched in November 2025 with new brand photography and videography.<br>New Antrim Enterprise Agency Communications team and CEO meeting with Council Comms and Marketing team on 19 June 2026 to discuss strategy and alignment,                                                                                                       |
| Progress the refurbishment of Foundry House as part of the network of office space           | Progress Project     | In Progress    | On Track to be Achieved | Additional funding committed to the project by Council, with the project completion now extended until 31 August 2026.                                                                                                                                                                                                                                              |
| 40% of projects delivered / completed from the Borough wide Masterplan Frameworks            | 40%                  | 40%            | Achieved                | Currently 287 actions are contained within the Masterplan Framework.                                                                                                                                                                                                                                                                                                |



# 2025/26 Achievements | PROSPERITY

## Economic Development

**Regeneration Projects – Continue to invest in the future of our towns and villages through the delivery of a range of regeneration projects to create better places to live and work while protecting and enhancing the Borough to include the delivery of the:**

| Indicator                        | 2025/26 Target              | 2025/26     | Status                  | Notes                                                                                                                                                                                                                                                                                                                                                                          |
|----------------------------------|-----------------------------|-------------|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Shopfront Scheme                 | Continue Investment         | In Progress | Achieved                | <b>Town Centre Shopfronts:</b> 139 Letters of Offer were issued to successful applicants with a combined grant value of £469,000. To date, £347,000 has been drawn down by applicants. On track for completion in Q2 FY26/27<br><b>Out of Town Centre Shopfronts;</b> With a budget of £250,000, this programme is being implemented in stages over the Council term 2023-2027 |
| Living over the Shops Scheme     | Secure Applications         | In Progress | Achieved                | 14 applications received in the first Application Stage. 9 applications currently have active Heads of Terms and are progressing through planning and Application Stage 2. ED Committee approval has been obtained for the issue of 3 Letters of Offer subject to assessment at a value of £462,500.                                                                           |
| CCTV Scheme (Phase 2)            | Secure Applications         | In Progress | Achieved                | 29 applications approved for funding by Economic Development Committee Scheme closed in April 2026                                                                                                                                                                                                                                                                             |
| Small Settlements Programme      | Secure Business for Support | In progress | Achieved                | <b>Shopfront Revitalisation Scheme</b> – Completed, with 17 businesses supported.<br><b>Illumination Scheme</b> – Successfully completed, illuminating several key landmarks in Templepatrick.<br><b>Environmental Improvement Scheme</b>                                                                                                                                      |
| Revitalise Small Areas Programme | Deliver Programme           | In progress | On Track to be Achieved | Officers are currently undertaking all required technical surveys and preparatory work.                                                                                                                                                                                                                                                                                        |



# 2025/26 Achievements | PROSPERITY

## Planning

| Local Development Plan and Planning Improvement Programme                     |                               |                   |          |                                                                                                                                                |
|-------------------------------------------------------------------------------|-------------------------------|-------------------|----------|------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                     | 2025/26 Target                | 2025/26           | Status   | Notes                                                                                                                                          |
| 100% of the agreed actions are completed in accordance with the LDP timetable | Plan Adopted                  | Adopted July 2025 | Achieved | Local Development Plan formally adopted 3 July 2025.                                                                                           |
| Deliver agreed improvement actions to the Planning System                     | Improvement Actions Delivered | Pilot Completed   | Achieved | Draft Extended Validation Checklist pilot currently ongoing.<br>Estimate Consultation re-proposal October 2025 / formal adoption in April 2026 |



# 2025/26 Achievements | PROSPERITY

## Building Control

| Indicator                                                                                                                           | 2025/26 Target | 2025/26         | Status   | Notes                                                                                      |
|-------------------------------------------------------------------------------------------------------------------------------------|----------------|-----------------|----------|--------------------------------------------------------------------------------------------|
| Number of domestic full plan applications received and % assessed with a substantive response sent within 21 days of validation     | 85%            | 98.12%<br>(297) | Achieved | There was 4 less domestic full plan applications processed in 2025/26 than in 2024/25      |
| Number of non-domestic full plan applications received and % assessed with a substantive response sent within 35 days of validation | 85%            | 96%<br>(116)    | Achieved | There was 19 more non-domestic full plan applications processed in 2025/26 than in 2024/25 |
| Number of resubmissions received and % substantive response issued within 14 days                                                   | 85%            | 94.14%<br>(531) | Achieved | There was 35 more resubmissions processed in 2025/26 than 2024/25                          |



# People

# 2025/26 Achievements | PEOPLE

## Arts, Culture, Tourism & Events

Curate a differentiated, creative and financially sustainable theatre programme for the Borough's theatres, that offers a wide variety of high-quality production and is attractive to residents and visitors alike

| Indicator                                               | 2025/26 Target | 2025/26  | Status   | Notes                                                                                                                                                                 |
|---------------------------------------------------------|----------------|----------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Numbers attending theatre performances                  | 45,000         | 51,399   | Achieved | This represents an increase of 3,897 in the number of attendees at our theatre performances.                                                                          |
| Theatre Ticket Income                                   | £725,000       | £972,023 | Achieved | The theatre income is £80,740 more than in 2024/25.                                                                                                                   |
| % occupancy at theatre performance                      | 55%            | 62%      | Achieved | The 2024/25 theatre occupancy rate was 55.21%                                                                                                                         |
| Customer satisfaction with Council theatre performances | 90%            | 98.3%    | Achieved | Positive satisfaction statistics, target exceeded for the year, 599 responses received of which 589 were positive. This is the same satisfaction figure as last year. |

Develop a programme of operational efficiencies and standard operating procedures for the Borough's theatres – Review Council's event programme

| Indicator                                            | 2025/26 Target | 2025/26 | Status   | Notes                                                                                                                                                                                                                                         |
|------------------------------------------------------|----------------|---------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 70% of theatre contracts are in place                | 70%            | 70%     | Achieved | Target currently exceeded                                                                                                                                                                                                                     |
| 90% of shows are settled according to contract terms | 90%            | 90%     | Achieved | Contract Completion Rate: Percentage of scheduled theatre events with fully executed contracts in place prior to event date<br>Contract Settlement Compliance: Percentage of theatre events settled in accordance with agreed contract terms. |



# 2025/26 Achievements | PEOPLE

## Arts, Culture, Tourism & Events

| Manage large scale Council events to ensure customer expectations are met or exceeded<br>(Garden Show Ireland, Six Mile Festival, Spooked Out, Enchanted Winter Garden, Ballyclare May Fair and Shoreline Festival) |                |                |          |                                                                                                                                                                                                                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|----------------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                                                                                                                                           | 2025/26 Target | 2025/26        | Status   | Notes                                                                                                                                                                                                                    |
| Customer satisfaction with large scale Council events                                                                                                                                                               | 80%            | 85.1%          | Achieved | For the year 959 responses received post event of which 816 were positive.                                                                                                                                               |
| Attract 165,000 to Council run events                                                                                                                                                                               | 165,000        | 166,632        | Achieved | Ballyclare May Fair, Garden Show Ireland, Summer Sunday Music, Brighter Nights, Whiteabbey Festival.<br>98,499 attended the Councils Winter programme October - December 2025, (Spooked Out and Enchanted Winter Garden) |
| £5.00 net cost per attendee at the Enchanted Winter Garden and Garden Show Ireland                                                                                                                                  | £5.00 net cost | £1.84 net cost | Achieved | Net Cost per Attendee<br>Garden Show Ireland - £3.54<br>(Cost £37,166 Attendees 10,500)<br>Enchanted Winter Garden - £1.64<br>(Cost £148,824 Attendees 90,502)<br>Overall - £1.84<br>(Cost £185,990, Attendees 101,002)  |

# 2025/26 Achievements | PEOPLE

## Arts, Culture, Tourism & Events

| Continue to develop Enchanted Winter Garden and Garden Show Ireland as two of the biggest and most successful annual events in Northern Ireland |                |               |                                        |                                                                                                                                                                            |
|-------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------------|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                                                                       | 2025/26 Target | 2025/26       | Status                                 | Notes                                                                                                                                                                      |
| Attendees at Enchanted Winter Garden<br>% of attendee at Enchanted Winter gardens from outside the Borough*                                     | 120,000<br>70% | 90,499<br>62% | Not Achieved                           | This represents 7,620 less visitors than 2024 and 29,501 below target. Although visitor numbers were down, the event income was up by £204,858 (24%) on the previous year. |
| £880,000 of ticket income for Enchanted Winter Garden                                                                                           | £880,000       | £862,395      | Principally Achieved                   | Income generated is £214,005 more than the 2024 figure of £644,319, but £17,605 below target.                                                                              |
| 22,000 visitors to Garden Show Ireland                                                                                                          | 22,000         | 10,500        | Not Achieved (Outside Council Control) | Adverse weather conditions had a significant impact on attendees at Garden Show.                                                                                           |

# 2025/26 Achievements | PEOPLE

## Arts, Culture, Tourism & Events

| Develop a comprehensive marketing programme to encourage visitor numbers to the Borough's key heritage sites. To include AR trails in Antrim Castle Gardens and Jordanstown Loughshore Park |                |            |          |                                                                                                                                       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|------------|----------|---------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                                                                                                                   | 2025/26 Target | 2025/26    | Status   | Notes                                                                                                                                 |
| 575,000 visitors at Cultural and Heritage site                                                                                                                                              | 575,000        | 624,580    | Achieved | Total of 624,580 is 4,412 less than 2024/25                                                                                           |
| Maximising income from all Arts, Culture and Tourism Activities at £1.8 million                                                                                                             | £1.8M          | £2,633,663 | Achieved | Total Income £2,633,663 which is an increase of £276,352 on the 2024/25 income.                                                       |
| To maintain the % occupancy rate for the Caravan Parks                                                                                                                                      | 45%            | 46%        | Achieved | Quarter 1 - 56.5%<br>Quarter 2 - 58%<br>Quarter 3 - 47%<br>Quarter 4 - 22.5%<br>Ongoing issues in Quarter 4 with unauthorized access. |

| In partnership with Tour Guides NI, develop a comprehensive and creative suite of approved tours throughout the Borough which will attract new visitors and contribute to the local economy, supported by accredited tour guides. |                |                         |          |                                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-------------------------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                                                                                                                                                         | 2025/26 Target | 2025/26                 | Status   | Notes                                                                                                                                         |
| Four new tour itineraries on offer by the end of the year                                                                                                                                                                         | Four           | Four New Itineraries    | Achieved | New itineraries have been successfully introduced at Antrim Castle Gardens                                                                    |
| 40 tours are delivered in 2025/26                                                                                                                                                                                                 | 40             | 41 Tours delivered      | Achieved | New itineraries have been successfully introduced at Antrim Castle Gardens                                                                    |
| 12 tour guides are in place                                                                                                                                                                                                       | 12             | 12 Tour Guides in Place | Achieved | Tour guide training to be funded via PeacePlus scheme – roll out to be scheduled *PeacePlus once funding is in place to fulfil the programme. |

# 2025/26 Achievements | PEOPLE

## Community Development

| Continue to resource and financially support Community / Voluntary Groups, to include the delivery of Community Development Grant financial assistance and funding support clinics |                   |                                                                        |          |                                                                                                                                            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------------------------------------------------------------------------|----------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                                                                                                          | 2025/26 Target    | 2025/26                                                                | Status   | Notes                                                                                                                                      |
| £870,000 grant funding supported through Community Planning Grant Aid                                                                                                              | £870,000          | £926,211 grant funding supported through Community Planning Grant Aid. | Achieved | This is £192,618 more than 2024/25.                                                                                                        |
| % of grant awards issued within 30 days of closing date                                                                                                                            | 90%               | 100%                                                                   | Achieved | All grants have been issued within 30 days of closing date.                                                                                |
| Design and commence delivery o the "Our Shared Borough" PEACEPLUS programme                                                                                                        |                   |                                                                        |          |                                                                                                                                            |
| Indicator                                                                                                                                                                          | 2025/26 Target    | 2025/26                                                                | Status   | Notes                                                                                                                                      |
| Develop a 3-year Community Capacity Building Programme Delivery Plan                                                                                                               | Develop Plan      | 3-year plan developed                                                  | Achieved | 3-year Community Capacity Building Programme Delivery Plan developed and approved by Council June 2025. This is part of the PEACEPLUS Plan |
| Develop a Community & Voluntary Sector Mentor Programme                                                                                                                            | Develop Programme | Approved June 2025                                                     | Achieved | 3-year Community Capacity Building Programme Delivery Plan developed and approved by Council June 2025. This is part of the PEACEPLUS Plan |



# 2025/26 Achievements | PEOPLE

## Community Development

| Deliver capacity building skills in the Community and Voluntary Sector          |                   |                   |          |                                                                                                                                                                                                                                                                                                                                                                              |
|---------------------------------------------------------------------------------|-------------------|-------------------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                       | 2025/26 Target    | 2025/26           | Status   | Notes                                                                                                                                                                                                                                                                                                                                                                        |
| 30 groups participating in Community Capacity Building Programmes               | 30 Groups         | 84 groups         | Achieved | Q1: Total 35 groups engaged<br>Q2: Total 7 groups engaged<br>Q3: Total 31 Community Groups<br>Q4: Total of 11 Groups                                                                                                                                                                                                                                                         |
| 120 individuals participating in Community Capacity Building Programmes         | 120 individuals   | 460 individuals   | Achieved | Q1: Total Individuals engaged – 66 (Training and Development)<br>Q2: Total individuals engaged- 49 (Training and Development / Bonfire Management)<br>Q3: 120 individuals registered and attended the WEAVE Launch plus other capacity building initiatives.<br>Q4: 225 individuals participated in the 7 DEA Community Forum Consultations and associated training courses. |
| 35 Accredited Qualifications gained                                             | 35 Qualifications | 65 qualifications | Achieved | Q: Food Safety Level 2 - 16<br>Q2: Nil return<br>Q3. Safeguarding Training BTH – 25<br>Q4. 24 Qualifications gained                                                                                                                                                                                                                                                          |
| 90% Customer Satisfaction with Community Capacity Building Programmes delivered | 90%               | 100%              | Achieved | 100% Customer Satisfaction with Community Capacity Building Programmes delivered                                                                                                                                                                                                                                                                                             |



# 2025/26 Achievements | PEOPLE

## Community Development

| Continued Development of Community Programmes and Events to include volunteering         |                       |                                                         |                                               |                                                                                                                                         |
|------------------------------------------------------------------------------------------|-----------------------|---------------------------------------------------------|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                | 2025/26 Target        | 2025/26                                                 | Status                                        | Notes                                                                                                                                   |
| 12,000 individuals attending the Christmas Light Switch on Events                        | 12,000                | 11,100                                                  | <b>Not Achieved (Outside Council Control)</b> | Poor wet weather at the Randalstown and V36 Christmas Lights events caused reduced numbers.                                             |
| 24 Groups signed up to the Bonfire Management Programme                                  | 24 Groups             | 23 Groups signed up to the Bonfire Management Programme | <b>Principally Achieved</b>                   | Mallusk Gardens site did not sign up to the BMP                                                                                         |
| 275 participants attending Community Recognition and Celebration Events                  | 275                   | 298                                                     | <b>Achieved</b>                               | Community Recognition Events to include King's Award for Voluntary Service, Spirit of Christmas Awards, IPB Pride of Place, Mossley WI. |
| 20 Young people signed up to the Duke of Edinburgh Legacy Bursary Scheme                 | 20                    | 21 Young People Signed Up                               | <b>Achieved</b>                               | 21 Young people signed up to the Duke of Edinburgh Legacy Bursary Scheme.                                                               |
| 2 Young volunteers & organisations recognised in the Joan Christie Legacy Bursary Scheme | 2                     | 2 Young Volunteers                                      | <b>Achieved</b>                               | 2 Young volunteers & organisations recognised in the Joan Christie Legacy Bursary Scheme                                                |
| Participants complete Women in Leadership Programme                                      | Confirm Participation | 42 women graduated in the programme                     | <b>Achieved</b>                               | 42 women successfully graduated and 70 women have engaged with the programme in 2025/26.                                                |
| 80% Customer Satisfaction with Community Development Programmes                          | 80%                   | 100%                                                    | <b>Achieved</b>                               | 100% Customer Satisfaction with Community Development Programmes.                                                                       |



# 2025/26 Achievements | PEOPLE

## Community Development

| Develop participation programmes to increase Community Facilities usage to include programming and product development, birthday party product development and online bookings |                    |                                 |          |                                                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------------------------------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                                                                                                      | 2025/26 Target     | 2025/26                         | Status   | Notes                                                                                                                                                                        |
| 70% of Community Centre bookings are made online                                                                                                                               | 70%                | 77%                             | Achieved | 77% of Community Centre bookings made via online system. Some charities and Government Agencies unable to, due to policies and procedures linked with access to credit cards |
| 13,000 hours booked in Community Centre                                                                                                                                        | 13,000             | 13,437 hours booked for 2025/26 | Achieved | Total – 13,437 hours which is 912 hours less than in 2024/25, but still ahead of target.                                                                                     |
| 4,400 participants using online Community Centres and Pitch bookings                                                                                                           | 4,400 participants | 5,391 participants in 2025/26   | Achieved | Total – 5,391 participants recorded which is 991 ahead of target.                                                                                                            |



# 2025/26 Achievements | PEOPLE

## Community Development

| Delivery of Anti-Poverty & Hardship Schemes and implementation of Anti-Poverty Strategies    |                |                                     |                             |                                                                                                                                                                                                                                                                                                                       |
|----------------------------------------------------------------------------------------------|----------------|-------------------------------------|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                    | 2025/26 Target | 2025/26                             | Status                      | Notes                                                                                                                                                                                                                                                                                                                 |
| 300 households are supported through the Social Supermarket Scheme                           | 300 households | 307 Households supported in 2025/26 | <b>Achieved</b>             | The Family Support & Social Supermarket Scheme is a collaboration between Council, Northern Health, Save the Children and Community Advice Antrim & Newtownabbey. It aims to reduce the impact of poverty on children's lives to alleviate financial pressures with a long-term aim of improving children's outcomes. |
| 120 families are supported through the family support programme                              | 120 families   | 124 families supported              | <b>Achieved</b>             | Contract approved at the end of 2025. Delivered in Q.3-4, by Community Advice Antrim and Newtownabbey who provide a holistic people centred approach to address poverty and improve outcomes for local residents                                                                                                      |
| 50% of those families supported are households with a reported disability / health condition | 50%            | 70%                                 | <b>Achieved</b>             | 70% of those families support through the Family Support & Social Supermarket Scheme are households with a family member either with a disability or health condition                                                                                                                                                 |
| 9,000 items reused as part of the community school uniform and Christmas Toy reuse scheme    | 9,000 items    | 8,000 plus items                    | <b>Principally Achieved</b> | Community Connect Event completed promoting the school uniform reuse schemes. There were more than 8,000 donations received. The rise of selling apps and school inhouse schemes has reduced the number of uniform items donated.                                                                                     |



# 2025/26 Achievements | PEOPLE

## Community Development

Continue to support areas of risk across the Borough through the delivery of the Areas at Risk Funding Programme

| Indicator                                           | 2025/26 Target | 2025/26                    | Status   | Notes                                                                                                                 |
|-----------------------------------------------------|----------------|----------------------------|----------|-----------------------------------------------------------------------------------------------------------------------|
| Number of Area at Risk Projects delivered           | To be recorded | 33                         | Achieved | 33 projects delivered                                                                                                 |
| Total number of beneficiaries to the programme      | To be recorded | 10,599 beneficiaries       | Achieved | 10,599 beneficiaries of the programme.                                                                                |
| Review eligibility, need purpose and delivery model | To be reviewed | Programmed Review Complete | Achieved | Programme eligibility and delivery model reviewed. This is completed and has now become the Elevate Grants programme. |

Continue to deliver Neighbourhood Renewal Programmes to our support our communities to include community, economic, social and physical renewal

| Indicator                                    | 2025/26 Target | 2025/26 | Status   | Notes                                                              |
|----------------------------------------------|----------------|---------|----------|--------------------------------------------------------------------|
| 10 Neighborhood Renewal programmes delivered | 10             | 15      | Achieved | Bi-annual reporting. First Report in Q4 – 15 programmes delivered. |



# 2025/26 Achievements | PEOPLE

## Community Development

To continue to successfully deliver the functions of the Policing and Community Safety Partnership, aiming to improve community safety by tackling crime and anti-social behaviour and support community confidence in policing

| Indicator                                                                        | 2025/26 Target | 2025/26                       | Status   | Notes                                                                                                                         |
|----------------------------------------------------------------------------------|----------------|-------------------------------|----------|-------------------------------------------------------------------------------------------------------------------------------|
| 100% of the agreed actions in the PCSP Action Plan are delivered and reported on | 100%           | 100%                          | Achieved | Action Plan Progress is reported and monitored quarterly at the Operational Delivery meetings.                                |
| 4 x Full Partnership Meetings held per year                                      | 4 meetings     | 4 x Full Partnership Meetings | Achieved | 4 Full partnership meetings final meeting to place on 25 March 2026.<br>4 x Operational Meetings per year<br>12 MASH per year |

Deliver a programme of Community Safety aiming to improve safety by prioritising and addressing local community safety issues to include:

- Tackling crime and anti-social behaviour
- Drugs Substance Misuse and Dealing
- Road Safety
- Crime Involving Vulnerable People including EVAWG

| Indicator                                                                      | 2025/26 Target | 2025/26 | Status   | Notes                                                                           |
|--------------------------------------------------------------------------------|----------------|---------|----------|---------------------------------------------------------------------------------|
| 80% of residents believe Antrim and Newtownabbey is a safe place to live       | 80%            | 88.6%   | Achieved | <b>For the Year</b> there was 898 responses of which 796 were positive (88.6%). |
| 80% of residents that believe relations are good (positive) within the Borough | 80%            | 82.9%   | Achieved | <b>For the Year</b> there was 854 responses of which 708 were positive (82.9%). |



# 2025/26 Achievements | PEOPLE

## Community Development

| Continue to develop and lead the Ending Violence Against Women and Girls and Education Campaign |                |                                |          |                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------------------------------------------------------|----------------|--------------------------------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                       | 2025/26 Target | 2025/26                        | Status   | Notes                                                                                                                                                                                                                                                                                   |
| £110K of grant funding supported through Community Planning / PCSP Grant Aid                    | £110,000       | £110,000 allocated to 7 groups | Achieved | £110,000 allocated to 7 groups through the Change Fund                                                                                                                                                                                                                                  |
| 1 annual event to highlight EVAWG awareness and education                                       | 1 event held   | 1 event held                   | Achieved | Celebration Event held at Glengormley Movie House with 100 attendees.                                                                                                                                                                                                                   |
| Relevant staff and community partners trained on EVAWG                                          | Staff trained  | 260 plus trained               | Achieved | Change Fund Celebration Event held on 26 March to raise awareness of EVAWG<br>"Pathways to Protection" event held in Dunadry Inn Hotel on 4 February for staff and statutory partners 130+ attendees.<br>Rowan Event – 150 attendees<br>Domestic and Sexual Abuse Training 80 attendees |



# 2025/26 Achievements | PEOPLE

## Community Development

Deliver the Good Relations Programme aiming to support local solutions to local good relations issues through the delivery of agreed outcome focused good relations projects to include:

- Children and Young People
- Shared Community
- Safe Community
- Cultural Expression

| Indicator                                            | 2025/26 Target         | 2025/26      | Status   | Notes                                                                                                                               |
|------------------------------------------------------|------------------------|--------------|----------|-------------------------------------------------------------------------------------------------------------------------------------|
| 100% delivery of the agreed Good Relations Programme | 100%                   | 100%         | Achieved |                                                                                                                                     |
| 7 Children and Young People programmes delivered     | 7 programmes delivered | 9 delivered  | Achieved | <b>Children and Young People Programmes</b><br>Youth Voice: 9 programmes delivered with 2,358 participants.                         |
| 4 Shared Community Programmes delivered              | 4                      | 14 delivered | Achieved | <b>Shared Community:</b><br>- Programmes delivered: 14 (Target: 4) – Exceeded<br>- Participants: 13,613+                            |
| 4 Safe Community Programmer delivered                | 4                      | 7 delivered  | Achieved | <b>Safe Community Programmes: Bee Safe 2025:</b><br>- Programmes delivered: 7 (Target: 4) – Exceeded<br>- Participants: 263         |
| 3 Cultural Expression programmes delivered           | 3                      | 6 delivered  | Achieved | <b>Cultural Expressions</b><br>- Programmes delivered: 6 (Target: 3) – Exceeded<br>- Participants: 8,844                            |
| 6 Newcomer Support Programmes delivered              | 6                      | 11 delivered | Achieved | <b>Newcomer Support</b><br>Programmes delivered: 11 (Target: 6) – Exceeded<br>(Includes 4 integration hubs and 7 programme strands) |

# 2025/26 Achievements | PEOPLE

## Community Development

| Continue to develop and lead the Ending Violence Against Women and Girls and Education Campaign |                         |                             |          |                                                                                                                                                                                                        |
|-------------------------------------------------------------------------------------------------|-------------------------|-----------------------------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                       | 2025/26 Target          | 2025/26                     | Status   | Notes                                                                                                                                                                                                  |
| Local Community Action Plan to be delivered                                                     | Created and in Progress | Created and in Progress     | Achieved | The 9 PEACEPLUS programmes in the Local Community Action Plan are currently at various stages of development and delivery and all are in line with their delivery target of delivery by December 2028. |
| 4 x Full Partnership Meetings held per year                                                     | 4 meetings              | 4 Partnership Meetings held | Achieved | PEACEPLUS Partnership Meetings held on:<br>1 April 2025<br>17 June 2025<br>14 October 2025<br>20 January 2026                                                                                          |

# 2025/26 Achievements | PEOPLE

## Leisure

| Review of leisure centre programmes across all age and demographics |                    |                         |                      |                                                                   |
|---------------------------------------------------------------------|--------------------|-------------------------|----------------------|-------------------------------------------------------------------|
| Indicator                                                           | 2025/26 Target     | 2025/26                 | Status               | Notes                                                             |
| Record 2.6 million visits to our leisure centres                    | 2.6 million visits | 2,512,127               | Principally Achieved | For the year 2025/26 there were 161,620 more visits than 2024/25. |
| Maintain 14,500 active MORE Leisure memberships                     | 14,500             | 14,534 (175 new member) | Achieved             | There was 175 new memberships added in 2025/26                    |
| Subsidy per visit at £0.77                                          | £0.77              | £0.68                   | Achieved             | This figure is £0.03 per visit more than in 2024/25               |

| Complete a comprehensive review of Leisure Booking Policy |                        |                                                          |          |                                                                                                                                           |
|-----------------------------------------------------------|------------------------|----------------------------------------------------------|----------|-------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                 | 2025/26 Target         | 2025/26                                                  | Status   | Notes                                                                                                                                     |
| Review of the Leisure Booking Policy                      | Review to be completed | Working Group established- MORE Team and Centre Managers | Achieved | Review completed in October 2025, including a review of Terms and Conditions, Pricing Policy and updated schedule of Charges for 2026/27. |



# 2025/26 Achievements | PEOPLE

## Environmental Health

Wellbeing – Improve the Health and Wellbeing of residents in the Borough, through a range of collaborative programmes including GIS mapping for age friendly assets, obesity initiatives & community resuscitation action plans

| Indicator                                                                        | 2024/25 Target                    | 2024/25          | Status   | Notes                                                                                                                    |
|----------------------------------------------------------------------------------|-----------------------------------|------------------|----------|--------------------------------------------------------------------------------------------------------------------------|
| Implementation of Age Friendly Borough initiatives                               | Launch and Implements Action Plan | Progress ongoing | Achieved | Launch of over 50s Council to aid implementation of Age Friendly Action Plan. 11 events held during positive aging month |
| Customer and resident satisfaction with wellbeing initiatives across the Borough | 90%                               | 96%              | Achieved | Positive Ageing Month<br>Food Nutrition Programme<br>Mums on the Move<br>Total of 379 of which 367 were satisfied        |



# 2025/26 Achievements | PEOPLE

## Customer Services

| Improve our Customer Experience by: <ul style="list-style-type: none"><li>• Shaping the Direction of a Central Customer Hub</li><li>• Embedding the new Consultation and Engagement Strategy developed in 2024/25</li><li>• Implementing a new Consultation and Engagement Platform</li><li>• Develop a culture of competent and effective complaint handling</li></ul> |                                       |                                      |              |                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|--------------------------------------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                                                                                                                                                                                                                                                                                               | 2025/26 Target                        | 2025/26                              | Status       | Notes                                                                                                                                                                                                                                                                                                                                                                    |
| Percentage of complaints responded to within published timescales                                                                                                                                                                                                                                                                                                       | 80%                                   | 71.5%                                | Not Achieved | <p>Year to Date there were 687 complaints received of which 491 were responded to within the required timescales.</p> <p>In 2024/25 we received 251 complaints. In 2025/26 we received <b>436</b> more complaints than previous year.</p> <p>The majority of complaints were received in Quarter 4 and were linked to the roll out of the bin harmonisation project.</p> |
| We have increased the number of consultations and responses                                                                                                                                                                                                                                                                                                             | >52 consultations and 6,799 responses | 62 consultations and 9,599 responses | Achieved     | <p>In Quarter 1 we carried out 15 consultations and received 5,264 responses.</p> <p>In Quarter 2 we carried out 19 consultations and received 781 responses</p> <p>In Quarter 3 we carried out 17 consultations and received 2,422 responses</p> <p>In Quarter 4 we carried out 11 consultations and received 1,092 responses</p>                                       |



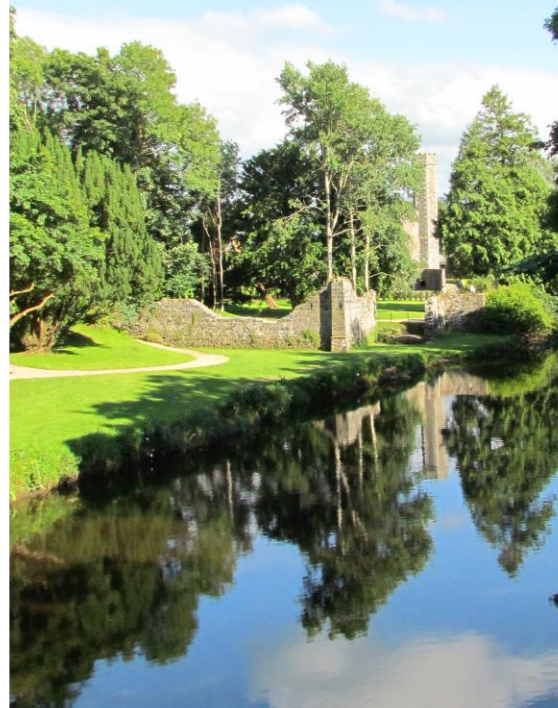
# 2025/26 Achievements | PEOPLE

## Accessibility & Inclusion

Ensure we have an Accessible and Inclusive Council by:

- Extending the Disability Action Plan to 2026 and delivering agreed 2025/26 actions
- Delivering the Equality Scheme and Action Plan actions for 2025/26
- Developing and consulting on New Disability Action Plan and Equality Action Plan for April 2026 launch
- Embedding and organisational culture of Accessibility and Inclusion by streamlining processes creating staff guides, training and communications
- Development of an overarching Council Equality and Diversity Plan

| Indicator                                                                                                | 2025/26 Target          | 2025/26                  | Status          | Notes                                                                                                                                                  |
|----------------------------------------------------------------------------------------------------------|-------------------------|--------------------------|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| Delivery of the agreed actions from the Disability and Equality Action Plans                             | Actions to be Completed | Agreed actions completed | <b>Achieved</b> | Work continued throughout 25/26 to embed the Plans and the associated actions across the Council, including attaining the Autism Impact Award.         |
| New Disability Action Plan and Equality Action Plan developed, consulted on and approved for 2026 launch | Develop Plan            | Plan Developed           | <b>Achieved</b> | New draft Disability Action Plan and Equality Action Plan developed. Following consultation, final publications reported to Committee in September 26. |
| 80% of employees feel confident that Accessibility and Inclusion is built into internal practice         | 80%                     | 90.63%                   | <b>Achieved</b> | Taken from the Leadership Conference 58 out of 64 responses agreed.                                                                                    |



# Planet



# 2025/26 Achievements | PLANET

## Waste Strategy & Sustainability

| Delivery of a Climate Adoption Plan                                           |                 |           |          |                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------------|-----------------|-----------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                     | 2025/26 Target  | 2025/26   | Status   | Notes                                                                                                                                                                                                                                                                                                                                                                        |
| Publication of a Climate Mitigation Plan to be submitted by October 2025.     | To be completed | Completed | Achieved | Portal opened 5 September. Report being presented to CLT and Operations Committee for approval before it was submitted on 31 October.                                                                                                                                                                                                                                        |
| Completion of 100% of the required 2025/26 actions within the Plan            | 100%            | 100%      | Achieved | Baseline work and governance arrangements completed providing a solid foundation for delivery. Revised SMART targets have been identified to strengthen performance monitoring for 2026/27. Actions remain ongoing, with progress monitored to ensure delivery against the Climate, Action Plan. Statutory adaption and mitigation reporting for 2025/26 has been completed. |
| 30% of staff trained in climate change                                        | 30%             | Achieved  | Achieved | Percentage of staff have completed the mandatory modules <ul style="list-style-type: none"><li>67.5% Environmental Awareness at Work</li><li>68.6% Importance of Environmental Sustainability</li></ul>                                                                                                                                                                      |
| Maintain Environmental Management accreditation level of Benchmarking Survey. | Gold            | Platinum  | Achieved | Platinum status achieved following audit. Standard achieved indicates demonstrable improvement on 2024/25.                                                                                                                                                                                                                                                                   |



# 2025/26 Achievements | PLANET

## Waste Strategy & Sustainability

| Implementation of the Council's Decarbonisation Plan     |                |                 |          |                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------------------------------------|----------------|-----------------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                | 2025/26 Target | 2025/26         | Status   | Notes                                                                                                                                                                                                                                                                                                                                                                        |
| We have a 1% reduction in the Council's Carbon Footprint | 1% reduction   | 14.2% reduction | Achieved | In 2024/25 it is estimated Council was responsible for the emission of 2,874,518Kg of CO2. For the same period 2025/26 the emission figure has been reduced to 2,465,462 Kg of CO2. This is through the introduction of heat efficiency measures in Mossley Mill and extensive biomass use at Sixmile Leisure Centre. This represents a reduction of 14.2% in CO2 emissions. |



# 2025/26 Achievements | PLANET

## Parks

Continue to actively contribute to the Council's Sustainability Action Plan through:

- The One Million Trees initiative
- Increase in the use of sustainable bedding plants
- Increase the rewilding throughout Council's parks and open spaces

| Indicator                                                                                    | 2025/26 Target    | 2025/26              | Status   | Notes                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------|-------------------|----------------------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Plant 10,000 new native trees across Parks & Open Spaces                                     | 10,000 trees      | 54,308 trees planted | Achieved | During 2025/26 planting season there was 54,308 new native trees planted bringing the overall total to 320,803 trees from the inception of the one million trees project             |
| 10% reduction in the annual summer bedding in favour of sustainable planting                 | 10% reduction     | 8.8% reduction       | Achieved | There has been a reduction of 8.8% in 2025/26 which represents a reduction of 13.6% over the past two summers                                                                        |
| Establish the percentage of Council Parks and Open Spaces assigned for biodiversity projects | To be established | 19.3%                | Achieved | All sites have been mapped by GIS and based on the data meadow managed areas has been calculated at 19.3% of Council parks and open spaces assigned to biodiversity focused projects |



# 2025/26 Achievements | PLANET

## Estate Services

| Energy – Complete a review of the current of Energy Management across the Council estate                                                                                                                                                                                                                                                                                                |                                       |                                                 |          |                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|-------------------------------------------------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                                                                                                                                                                                                                                                                                                               | 2025/26 Target                        | 2025/26                                         | Status   | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 5% reduction in energy consumption across the Estate                                                                                                                                                                                                                                                                                                                                    | >5% decrease against 2024/25          | 6.9% reduction against 2024/25                  | Achieved | Energy consumption has reduced in 2025/26 from 22,482,974 KwHr in 2024/25 to 20,942,558 which represents a reduction of 1,540,416 KwHr. This is due to newly installed control systems and improved site configuration.                                                                                                                                                                                                                     |
| Projects to be completed in 2025/26 <ul style="list-style-type: none"> <li>• CHP at Sixmile Leisure Centre</li> <li>• Biomass replacement / refurbishment at Sixmile Leisure Centre</li> <li>• Solar array installation at Mossley Mill</li> <li>• Replacement of boilers at Mossley Mill</li> <li>• Wind Turbine installation at Mossley Mill</li> <li>• EV Charging at ESD</li> </ul> | Project to be completed               | All projects initiated and reviewed             | Achieved | <b>Sile Mile Leisure Centre:</b> Initial feasibility study complete. Current refurbished Biomass boilers performance under review prior to initiation of CHP project<br><b>Solar Array at Mossley Mill:</b> G99 Licence approved tender documents with procurement Installation due by March 2026<br><b>ESD Wind Turbine, Solar array and EV Charging</b> Procurement completed in October 2025 with installation scheduled for March 2026. |
| Frameworks to be procured for consultation feasibility studies for: <ul style="list-style-type: none"> <li>• Solar installation and solar canopies</li> <li>• Wind Turbine installation</li> <li>• Air / Ground heat pump installation</li> </ul>                                                                                                                                       | 100% of each framework to be in place | Contract framework in place for all disciplines | Achieved | Estate services are using the Mechanical framework contract for feasibility, design and procurement exercises. Some sites already in progress.                                                                                                                                                                                                                                                                                              |
| Water Management                                                                                                                                                                                                                                                                                                                                                                        |                                       |                                                 |          |                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Indicator                                                                                                                                                                                                                                                                                                                                                                               | 2025/26 Target                        | 2025/26                                         | Status   | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Reduce the total annual water consumption by >2%                                                                                                                                                                                                                                                                                                                                        | >2% reduction                         | Water consumption reduction of 16.8%            | Achieved | Water consumption figures for 2025 were 73,881 m3 compared with 88,860 m3 in 2024. This represents a reduction in water consumption of 14,979 m3 of 16.8%                                                                                                                                                                                                                                                                                   |



# 2025/26 Achievements | PLANET

## Estate Services

| Implementation of the Council's Fleet Decarbonisation Plan            |                    |                                     |          |                                                                                                                                                                                                                                                                                  |
|-----------------------------------------------------------------------|--------------------|-------------------------------------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                             | 2025/26 Target     | 2025/26                             | Status   | Notes                                                                                                                                                                                                                                                                            |
| 2.5% reduction in the amount of carbon from Council Operational Fleet | Reduction of >2.5% | Reduction in CO2 emissions of 12.6% | Achieved | In 2024/25 the Council was responsible for the emission of 372,786 Kg of CO2 this combined with 85,345kg from grey fleet. In 2025/26 this figure was reduced to 323,586 and 76,721 Kg. This is as a result of the introduction of Goil and HVO fuels to suitable fleet vehicles. |



# Performance



# 2025/26 Achievements | PERFORMANCE

## Finance

| Ensure of Finances are managed in accordance with the requirements of all relevant legislation, policies and guidance                                                                     |                        |                                                |          |                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------------------------------------------------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                                                                                                                 | 2025/26 Target         | 2025/26                                        | Status   | Notes                                                                                                                                                                                                                                            |
| Councils' general reserves 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.                                                                                                                                                |
| Receive NIAO certificate concluding that the financial statements have been prepared according to LG (Accounts & Audit) Regulation (NI) 2015 and the Department of Communities directions | Receipt of Certificate | Certificate Received                           | Achieved | Certificate Received and Reported in September 2025                                                                                                                                                                                              |
| Forecasting the longer-term financial health                                                                                                                                              | Updates to be provided | Periodic updates provided throughout the year. | Achieved | The forecast module was demonstrated to CLT in Quarter 2: The forecasting module was reviewed periodically through the 2025/26 financial year and updated with the assumptions for the financial year.                                           |
| Provision of financial advice to support the rate setting process                                                                                                                         |                        |                                                |          |                                                                                                                                                                                                                                                  |
| Indicator                                                                                                                                                                                 | 2025/26 Target         | 2025/26                                        | Status   | Notes                                                                                                                                                                                                                                            |
| Provision of financial advice to support the rate setting process                                                                                                                         | Finance data reported  | Reported to Heads of Service                   | Achieved | Budget reports for 2025/26 to date have been provided to Heads of Service and Officers. Further guidance and financial information for the 2026/27 rates setting process provided to Officers in August / September. Rates set in February 2026. |



# 2025/26 Achievements | PERFORMANCE

## Finance

| Continue to support the improvement of Prompt Payments of suppliers to achieve regional targets |                |         |          |                                                                                      |
|-------------------------------------------------------------------------------------------------|----------------|---------|----------|--------------------------------------------------------------------------------------|
| Indicator                                                                                       | 2025/26 Target | 2025/26 | Status   | Notes                                                                                |
| 80% of undisputed creditor invoices paid on time within 10 working days (CPIP)                  | 80%            | 81.1%   | Achieved | For the Year 2025/26 17,309 out of 21,330 invoices were paid within 10 working days. |
| 90% of undisputed creditor invoices paid on time within 30 calendar days (CPIP)                 | 90%            | 91.6%   | Achieved | For the Year 2025/26 19,547 out of 21,330 invoices were paid within 30 calendar days |

| Maintain the efficiency, integrity and equality of all Council procurement in line with the Procurement Act 2023 |                            |                 |          |                            |
|------------------------------------------------------------------------------------------------------------------|----------------------------|-----------------|----------|----------------------------|
| Indicator                                                                                                        | 2025/26 Target             | 2025/26         | Status   | Notes                      |
| No successful procurement challenges                                                                             | Zero Successful Challenges | Zero Challenges | Achieved | No Challenges for the year |

# 2025/26 Achievements | PERFORMANCE

## Finance

### The delivery of an efficient and effective payroll function

| Indicator                                                                                          | 2025/26 Target          | 2025/26                          | Status   | Notes                                                                                                                                                                                                                              |
|----------------------------------------------------------------------------------------------------|-------------------------|----------------------------------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 100% of monthly payrolls are completed as per the agreed timelines                                 | 100%                    | 100% completed                   | Achieved | All payrolls completed to agreed timescales                                                                                                                                                                                        |
| Satisfactory level of compliance with payroll processes as determined by internal / external audit | Satisfactory Conclusion | Audits Completed to Satisfaction | Achieved | Payroll was subject to review by External Audit during the audit of the 2024/25 Statement of Accounts, with no significant issues identified. An Internal Audit review was carried out during 2025/26 with a satisfactory opinion. |

### Integrate the Grant Funding Unit into the Finance Team

| Indicator                                                                   | 2025/26 Target                        | 2025/26           | Status   | Notes                                                                                           |
|-----------------------------------------------------------------------------|---------------------------------------|-------------------|----------|-------------------------------------------------------------------------------------------------|
| Number of grant funding programmes                                          | Record number of programmes available | 29 Programmes     | Achieved | 29 programmes have been processed by the Grant Funding Unit in 2025/26.                         |
| Access to Council funding programmes outside of traditional funding streams | Record new number of funding streams  | 7 Funding Streams | Achieved | Income from 4 funding programmes received: Research into additional funding streams is ongoing. |



# 2025/26 Achievements | PERFORMANCE

## Capital Development

Deliver a quality, professional Capital Development service to client sections, ensuring that all projects are completed to client requirements within approved budget, timely and at specified quality.

| Indicator                                                                                                                                              | 2025/26 Target | 2025/26                                 | Status                      | Notes                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-----------------------------------------|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| % of projects completed on the programme at construction award stage                                                                                   | 75%            | 50%                                     | <b>Not Achieved</b>         | Four projects delivered in 2025/26 <ul style="list-style-type: none"><li>• Allen Park Access (On Programme)</li><li>• Play Park Replacement Kings Park &amp; Rathcoole (Behind Programme – drainage issues at Rathcoole)</li><li>• Car Park refurbishment at Famley &amp; Glenwell Road (Behind Programme – Utilities delay of 18 weeks))</li><li>• Craigmore HRC (Behind Programme – collapsed drainage system)</li></ul> |
| % of projects completed within the budget approved at construction stage                                                                               | 75%            | 75%                                     | <b>Achieved</b>             | Four Projects delivered in 2025/26 <ul style="list-style-type: none"><li>• Allen Park Access (Under Budget)</li><li>• Play Park Replacement Kings Park &amp; Rathcoole (Under Budget)</li><li>• Car Park refurbishment at Famley &amp; Glenwell Road (Over Budget)</li><li>• Craigmore HRC (Under Budget)</li></ul>                                                                                                        |
| % overall end-user satisfaction rating with the capital development programme                                                                          | 75%            | 71%                                     | <b>Principally Achieved</b> | Results from surveys at:<br>Old Courthouse Theatre Antrim<br>Social Media survey of users of new and updated play parks at Mallusk, The Diamond, Rathcoole and King's Park.<br>User of SPACE Antrim                                                                                                                                                                                                                        |
| To achieve a minimum rating of "excellent" under BREEAM (Building Research Establishment Environmental Assessment Method) for relevant capital schemes | Very Good      | Crematorium BREEAM Assessment Very Good | <b>Achieved</b>             | Following assessment by BREEAM the Crematorium has achieved a rating of Very Good                                                                                                                                                                                                                                                                                                                                          |



# 2025/26 Achievements | PERFORMANCE

## Capital Development

| Maintain the highest standards of good governance around initiation design, procurement, award management and evaluation of capital projects |                        |                                         |          |                                                                                                                                                                                              |
|----------------------------------------------------------------------------------------------------------------------------------------------|------------------------|-----------------------------------------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                                                                    | 2025/26 Target         | 2025/26                                 | Status   | Notes                                                                                                                                                                                        |
| No successful legal challenges                                                                                                               | Zero                   | No Successful Legal Challenges to date. | Achieved | There have been a number of significant contractual legal matters in relation to Capital schemes that have arisen in the year which have remained unresolved and will continue into 2026/27. |
| Implementation / adoption of NEC4 Project management processes                                                                               | Implement NEC4 Project | Project in progress                     | Achieved | Adoption of NEC4 is being implemented in all new Professional Services and Works Contracts.                                                                                                  |

## Internal Audit

| Oversee the management of risk processes across the organisation and the provision of advice and guidance to assist in strengthening control environments |                     |                                            |          |                                                                                                           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|--------------------------------------------|----------|-----------------------------------------------------------------------------------------------------------|
| Indicator                                                                                                                                                 | 2025/26 Target      | 2025/26                                    | Status   | Notes                                                                                                     |
| NIAO statement of compliance with Governance                                                                                                              | Receive Certificate | Received Certificate Reported in Quarter 2 | Achieved | The draft Report To Those Charged With Governance was reported to the September Audit and Risk Committee. |



# 2025/26 Achievements | PERFORMANCE

## Internal Audit

| Completion of the Internal Audit Plan                    |                |                                                                             |          |                                                                                                      |
|----------------------------------------------------------|----------------|-----------------------------------------------------------------------------|----------|------------------------------------------------------------------------------------------------------|
| Indicator                                                | 2025/26 Target | 2024/25                                                                     | Status   | Notes                                                                                                |
| 90% Completion of Annual Audit Plan (by 30 June 2025)    | 90%            | 93% completed, 7% in progress                                               | Achieved | 90% to be completed by 30 June 2026. 93% completed, with 7% in progress.                             |
| 80% completion of Audit engagements within budgeted days | 80%            | 81%                                                                         | Achieved | 81% of audit engagements completed within budgeted days.                                             |
| Quarterly reporting to CLT and Committee                 | Complete       | Completed – quarterly reports to CLT and Quarterly Audit and Risk Committee | Achieved | Quarterly reports provided to CLT and Audit & Risk Committee in June, September, December and March. |

| Work with management to ensure the implementation of audit recommendations to develop and strengthen control of environments |                |         |          |                                                                                            |
|------------------------------------------------------------------------------------------------------------------------------|----------------|---------|----------|--------------------------------------------------------------------------------------------|
| Indicator                                                                                                                    | 2025/26 Target | 2025/26 | Status   | Notes                                                                                      |
| 90% implementation of internal audit recommendations                                                                         | 90%            | 98%     | Achieved | Collaborate working across the organisation with Internal Audit team and service managers. |



# 2025/26 Achievements | PERFORMANCE

## ICT

| Ongoing delivery of the Council's digital programme of work to improve our digital services offering to residents and citizens |                     |                      |          |                                                                                                                                               |
|--------------------------------------------------------------------------------------------------------------------------------|---------------------|----------------------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                                                      | 2025/26 Target      | 2025/26              | Status   | Notes                                                                                                                                         |
| Increase in the number of digital services using AI Technology                                                                 | Additional Services | 1 additional service | Achieved | AWS AI Bin Checker for Waste                                                                                                                  |
| 820,000 online transactions                                                                                                    | 820,000             | 823,409              | Achieved | For the year 2024/25 there was 803,289 Online Transactions: Theatre, Leisure, GOSS and HRC Bookings                                           |
| 9,000 downloads of the Residents App                                                                                           | 9,000               | 11,781               | Achieved | Downloads of the Residents app remain positive                                                                                                |
| *80% customer satisfaction with digital services                                                                               | 80%                 | 88.9%                | Achieved | For the year 2025/26 resident satisfaction with our services delivered digitally was 88.9% based on 262 responses of which 233 were positive. |



# 2025/26 Achievements | PERFORMANCE

## ICT

### Ensure ICT Service maintains a high level of Internal Customer Satisfaction

| Indicator                                                             | 2025/26 Target | 2025/26        | Status   | Notes                         |
|-----------------------------------------------------------------------|----------------|----------------|----------|-------------------------------|
| 100% completion of agreed actions in the ICT Infrastructure Work Plan | 100%           | 100% completed | Achieved | Current work plan is on track |

### Ensure the Council has robust Cyber Security arrangements and training in place (systems, data and infrastructure) and the Council is protected

| Indicator                                                                        | 2025/26 Target | 2025/26        | Status   | Notes                                                                     |
|----------------------------------------------------------------------------------|----------------|----------------|----------|---------------------------------------------------------------------------|
| Provision of Cyber Security report to Audit and Risk Committee                   | Complete       | 100% completed | Achieved | Report provided for September Audit & Risk Committee                      |
| Establish a Cyber Security training module through the Council's training portal | Complete       | Completed      | Achieved | Established a training module to be available on iConnect from Quarter 3. |

### Ensure ICT Business Continuity procedures are in place and regular testing is carried out

| Indicator                                                         | 2025/26 Target | 2025/26        | Status   | Notes          |
|-------------------------------------------------------------------|----------------|----------------|----------|----------------|
| 100% completion of the ICT Business Continuity Testing Programme. | 100%           | 100% completed | Achieved | 100% Achieved. |



# 2025/26 Achievements | PERFORMANCE

## Leisure

| Development of a Council wide “Customer Hub” piloting with Leisure and rolling out across other front-line services |                |         |              |                                                                                                                                                                                                                                                                                                                                                            |
|---------------------------------------------------------------------------------------------------------------------|----------------|---------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                                           | 2025/26 Target | 2025/26 | Status       | Notes                                                                                                                                                                                                                                                                                                                                                      |
| 90% customer satisfaction with Council Leisure facilities                                                           | >90%           | 90.3%   | Achieved     | CSAT Customer satisfaction survey completed in October / November 2025. 17,556 responses received of which 15,852 were positive. This was taken from CSAT survey and is based 11 questions and 1,923 respondents                                                                                                                                           |
| The percentage of abandoned phone calls will be 6.5%                                                                | <6.5%          | 6.0%    | Achieved     | For the year the Leisure team received 54,053 calls of which 3,266 (6%) were unanswered.                                                                                                                                                                                                                                                                   |
| The percentage of abandoned Live Chats will be 8% or less                                                           | <8%            | 10.6%   | Not Achieved | For the year Leisure agents received 3,758 live chats of which 398 (10.6%) were abandoned Issues with staff resources and new staff training in the use of Live Chat, the focus on the introduction of the new digital membership and booking system and a focus on the AI Chat Bot waste project resulted in a reduced performance from the Leisure team. |



# 2025/26 Achievements | PERFORMANCE

## Governance

| Delivery of an effective Governance Service, in compliance with the relevant legislation and best practice. |                  |                                        |          |                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------------------------------------------------------------------------------------------------|------------------|----------------------------------------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                                   | 2025/26 Target   | 2025/26                                | Status   | Notes                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Annual Governance Statement reported                                                                        | Achieved         | Achieved                               | Achieved | Draft (unaudited) Annual Governance Statement 2024/25 was presented at the June 2025 Audit and Risk Committee. The updated Annual Governance Statement 2024/25 was reported for approval to the September Audit and Risk Committee.                                                                                                                                                                                       |
| 95% of Freedom of Information requests responded to within deadline                                         | 95%              | 98.4%                                  | Achieved | Council has received 563 Requests of which 554 (98.4%) have been responded to within agreed timescales. This represents an increase of 156 FOI Requests on the 2024/25-year figure.                                                                                                                                                                                                                                       |
| No further action required by ICO in response to complaints received                                        | No Action        | No action required by ICO in Quarter 4 | Achieved | 1 complaint notified in Quarter 4 – 2024/25 closed by ICO in July - no further action required by Council<br>1 complaint notified in Quarter 1, guidelines- ICO decision notice asking Council to reconsider, Fresh search completed with no further information found. Complainant issued with an appropriate refusal notice. Council awaiting ICO response.<br>1 complaint notified in Quarter 2, awaiting ICO decision |
| Preparation for the introduction of the EDRMS digital file management system                                | Progress Project | Phased approach being taken            | Achieved | Review being undertaken of the Retention and Disposal Schedule to develop a regional RADS across all Councils. This will assist with the cleansing of both paper and electronic records.                                                                                                                                                                                                                                  |



# 2025/26 Achievements | PERFORMANCE

## Governance

| The affective management and delivery of Mayor and Member Services function.                                                     |                   |                   |          |                                                                                            |
|----------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------------|----------|--------------------------------------------------------------------------------------------|
| Indicator                                                                                                                        | 2025/26 Target    | 2025/26           | Status   | Notes                                                                                      |
| 100% of minutes and audio recordings of Council and Committee meetings uploaded to the Corporate Website within agreed timelines | 100%              | 100%              | Achieved | All Committee and Council minutes and audio recordings uploaded within agreed timelines    |
| Satisfactory feedback from the Mayor and Deputy Mayor                                                                            | 100% satisfaction | 100% satisfaction | Achieved | Review meetings held with Mayor and Deputy Mayor in Quarter 2. 100% satisfaction achieved. |

| The effective management and delivery of the Council's Health & Safety service in compliance with best practice, regulations and legislation. Delivery of effective Emergency Planning arrangements in compliance with the Civil Contingencies Framework NI. |                          |                        |          |                                                                                                                                                                                                                                                                   |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|------------------------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                                                                                                                                                                                    | 2025/26 Target           | 2025/26                | Status   | Notes                                                                                                                                                                                                                                                             |
| 90% of accident report forms meet the 5-day deadline                                                                                                                                                                                                         | 90%                      | 91.5%                  | Achieved |                                                                                                                                                                                                                                                                   |
| To put in place a targeted Action Plan for settled insurance claims attributable to Council                                                                                                                                                                  | Develop Action Plans     | Action plans developed | Achieved | Quarterly meetings held with Leisure, Parks, Waste and Estate Services to review claims with Insurance team and agree future mitigating actions. Targeted plans in place for Estates, Parks, Arts & Culture and Waste. Estates and Parks plans updated in January |
| Completion of an Emergency Planning Exercise                                                                                                                                                                                                                 | 100% of agreed exercises | Completed in Quarter 2 | Achieved | Emergency Planning Exercise completed on September 9                                                                                                                                                                                                              |
| Satisfactory review post emergency                                                                                                                                                                                                                           | Stakeholder satisfaction | Storm Amy Quarter 3    | Achieved | A satisfactory debrief following Storm Amy. The outcome has been shared with the Heads of Service. No emergencies in Quarter 4                                                                                                                                    |

# 2025/26 Achievements | PERFORMANCE

## Waste Management

| Manage a financial burden of participation of the arc 21 Waste Management Group                             |                |         |          |                                                                                                                                                                           |
|-------------------------------------------------------------------------------------------------------------|----------------|---------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                                   | 2025/26 Target | 2025/26 | Status   | Notes                                                                                                                                                                     |
| Cost of service per household (excluding landfill tax and waste disposal and central establishment charges) | <£84.64        | £72.05  | Achieved | Projected year end cost of service per household based on the cost less waste disposal and central establishment charges. This is £1.00 less than 2024/25 financial year. |



# 2025/26 Achievements | PERFORMANCE

## Human Resources

### Managing Attendance – Continued management of absence across the Human Resources Team including the implementation of the Absence Improvement Action Plan

| Indicator                                                                                                      | 2025/26 Target | 2025/26    | Status       | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------------------------------------------------------------------------------------------------------------|----------------|------------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reduce the average number of long-term absence days lost per employee                                          | >11.86 days    | 5.15 days  | Achieved     | Proactive action plan to promote a positive attendance culture was implemented. While overall absence increased, long-term absences reduced significantly compared to the previous year, reflecting continued focus on proactive attendance management arrangements including early welfare meetings, timely Occupational Health referrals and regular case review meetings. The long-term absence has been reduced from 11.68 days in 2024/25 to 5.15 days. |
| Reduce the average number of short-term absence days lost per employee by 10% from 2024/25 figure of 2.63 days | 2.37 days      | 11.68 days | Not Achieved | Average short-term absence during 2025/26 was 11.77 days per employee, above the target of 2.37 days and the 2024/25 figure of 2.63 days. Increased short-term absence levels were experienced across a range of minor and seasonal illnesses during the year.                                                                                                                                                                                               |

### Retention of Staff

| Indicator                                              | 2025/26 Target | 2025/26                     | Status   | Notes                                                                                                                                                                                                    |
|--------------------------------------------------------|----------------|-----------------------------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Leavers as a percentage of total staff (Based on FTE)  | 8-12%          | 10.65%                      | Achieved | The labour turnover rate is calculated as the number of leavers during the year as a percentage of the total workforce (FTE). This indicator helps monitor staff retention and organisational stability. |
| Starters as a percentage of total staff (Based on FTE) | 8-12%          | Leavers: 69<br>Starters: 58 | Achieved | Turnover for 2025/26 stands at 10.65% (FTE-based). This remains in line with typical local government benchmarks (8–12% annually).                                                                       |



# 2025/26 Achievements | PERFORMANCE

## Human Resources

| Recruitment and Selection – Continue to deliver an efficient and effective recruitment and selection service to all Council services |                |                   |                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------|----------------|-------------------|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                                                            | 2025/26 Target | 2025/26           | Status              | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 100% of recruitment and selection exercises are completed within the agreed timeline                                                 | 100%           | 86.4%             | <b>Not Achieved</b> | <p>During 2025/26, the Council continued to deliver recruitment and selection activity across all service areas, with 82% of recruitment exercises completed within the Council's self-imposed 60-day timeframe.</p> <p>Delays in some recruitment exercises arose primarily due to the development and consultation requirements associated with new or revised job descriptions, funded posts and wider organisational change activity. Additionally, with restructuring, the Council have since January 2026 advertised roles internally first prior to external recruitment.</p> |
| The average time to fill vacancies will not take longer than 60 days                                                                 | <60 days       | Average 50.5 days | <b>Achieved</b>     | <p>Ongoing monitoring and oversight arrangements remained in place through HR Dashboard meetings to support timely progression and identify areas requiring intervention.</p> <p>Recruitment performance and process improvement will continue to be a key focus area during 2026/27</p>                                                                                                                                                                                                                                                                                             |



# 2025/26 Achievements | PERFORMANCE

## Estate Services

| Reduction in Council vehicle accidents and improve driving performance              |                |                       |                     |                                                                                                                                                                                               |
|-------------------------------------------------------------------------------------|----------------|-----------------------|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                           | 2025/26 Target | 2025/26               | Status              | Notes                                                                                                                                                                                         |
| 90% of staff with driving duties to receive training in 2025/26                     | 90%            | No Training Completed | <b>Not Achieved</b> | No training was delivered to staff with driving duties in 2025/26. This shortfall will be addressed in the first half of 2026/27. Resource shortage caused this indicator to be not achieved. |
| Projects                                                                            |                |                       |                     |                                                                                                                                                                                               |
| 75% of play park sites refurbishment to cover 38 sites as per ROSPA recommendations | 75%            | 76%                   | <b>Achieved</b>     | Two replacement parks started in August 2025. Additional work added to the programme extending timeframe to June 2026                                                                         |



# 2025/26 Achievements | PERFORMANCE

## Organisation Development

| Indicator                                                                                               | 2025/26 Target | 2025/26               | Status                | Notes                                                                                                                                                                                                                                                                                                                                    |
|---------------------------------------------------------------------------------------------------------|----------------|-----------------------|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 75% of employees who have a Personal Review & Development Plan                                          | 75%            | Results not Available | Results Not Available | PRDP for CLT, Heads of Service and Managers to be completed by December 2026.                                                                                                                                                                                                                                                            |
| 75% of employees who are registered /participating in a Council training and development programmes     | 75%            | 75%                   | Achieved              | <ul style="list-style-type: none"><li>873 training participations recorded</li><li>0.93 training days per employee</li><li>5.1 training hours per participant</li></ul> This indicates there is strong workplace participation in Council training and development programmes, and meaningful engagement rather than one off attendance. |
| 80% of employees who believe the Council is making positive efforts to communicate and engage with them | 80%            | 98.5%                 | Achieved              | From Women in Business event, LENA Employee Assistance Programme and Leadership Conference.                                                                                                                                                                                                                                              |
| 80% of employees surveyed who believe that the Council recognises achievement                           | 80%            | 94.6%                 | Achieved              | From Women in Business event, LENA Employee Assistance Programme and Leadership Conference                                                                                                                                                                                                                                               |
| 80% of employees who feel satisfied that the Council supports their health and wellbeing                | 80%            | 90.7%                 | Achieved              | From Women in Business event LENA Employee Assistance Programme and Leadership Conference.                                                                                                                                                                                                                                               |
| 80% of employees report positive employee experience (CPIP)                                             | 80%            | 90.7%                 | Achieved              | Surveys taken at Women in Business and LENA events in Quarter 2 and from Work Smart feedback in Quarter 3. From these events there were 322 responses, 292 of which were positive.                                                                                                                                                       |



# 2025/26 Achievements | PERFORMANCE

## Organisation Development

| Implementation of the “Work Smart” Initiative                                                                                                                                                                                                                                                                                                                                  |                |            |          |                                                                                                                                                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|------------|----------|------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator                                                                                                                                                                                                                                                                                                                                                                      | 2025/26 Target | 2025/26    | Status   | Notes                                                                                                                                          |
| Work Smart initiative is implemented successfully with 80% of staff believing it is a positive step                                                                                                                                                                                                                                                                            | 80%            | 84.6%      | Achieved | Mid-point review survey launched in October 2025. From this survey 149 responses received of which 126 were positive.                          |
| <b>Delivery of the Elected Member Development Strategy to include:</b> <ul style="list-style-type: none"><li>• Deliver a programme of work which will contribute to the re-accreditation of the Charter Plus Award to include:</li><li>• Development and delivery of Elected Member core training programme</li><li>• Ongoing development of the E-Learning platform</li></ul> |                |            |          |                                                                                                                                                |
| Maintain Charter Plus Standard (CPIP)                                                                                                                                                                                                                                                                                                                                          | Maintained     | Maintained | Achieved | Ongoing work to ensure Charter Plus Standard is maintained. No review date confirmed from NILGA, as such the Charter Plus Award is maintained. |



# 2025/26 Achievements | PERFORMANCE

## Organisation Development

Enhance the Corporate Performance and Improvement Culture and Process to include:

- Development and Monitoring of the Corporate Performance and Improvement Plan 2025/26
- Manage CLT Corporate Projects and monitor performance
- Deliver performance improvement projects and post-project evaluations. Reported to the Audit and Risk Committee

| Indicator                                                            | 2025/26 Target  | 2025/26                            | Status   | Notes                                                                                                                                                                                                        |
|----------------------------------------------------------------------|-----------------|------------------------------------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project Evaluation Report provided to CLT and Audit & Risk Committee | Provide Report  | Reported to September Audit & Risk | Achieved | New progress developed and was reported to Audit & Risk in September.                                                                                                                                        |
| Embark on a People and Culture Accreditation framework               | Confirm process | Approval granted                   | Achieved | People and Culture frameworks agreed pilot to progress in January a scoping exercise has been completed to find the best fit for the organisation, work will commence in 2026/27 to secure an accreditation. |

# 2025/26 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).

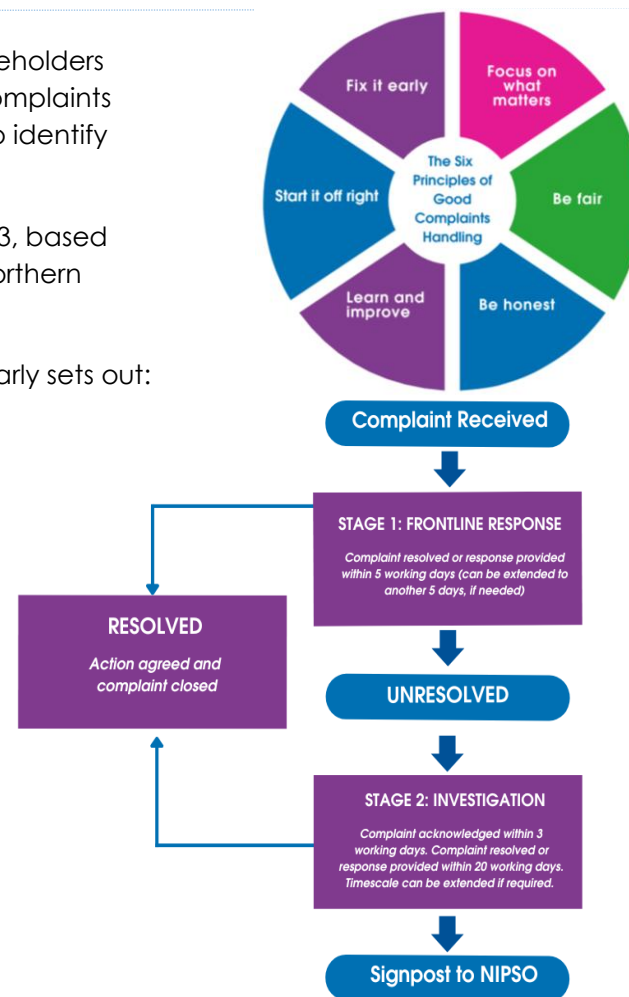
The procedure is based on the Six Principles of Good Complaints Handling, and clearly sets out:

- 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.



# 2025/26 Achievements | PERFORMANCE

## Complaints Performance 2025/26

(April 2025 – March 2026)

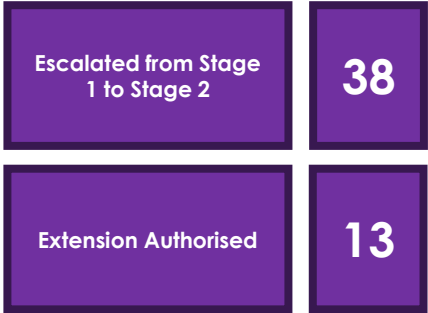
Further details on complaints, including case studies and additional reporting can be found at <https://antrimandnewtownabbey.gov.uk/contact/feedback/>



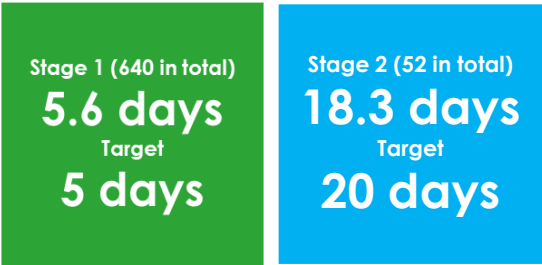
Complaints responded to  
Stage One 635  
Stage Two 52



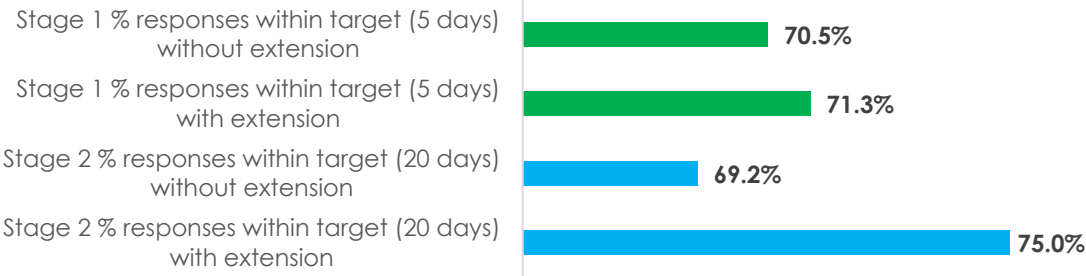
Within target response times  
Stage One – 5 working days  
Stage Two – 20 workings days

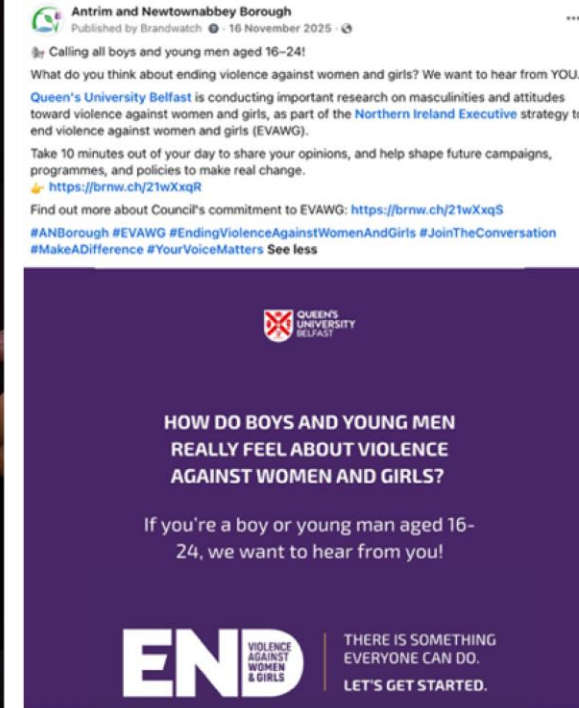
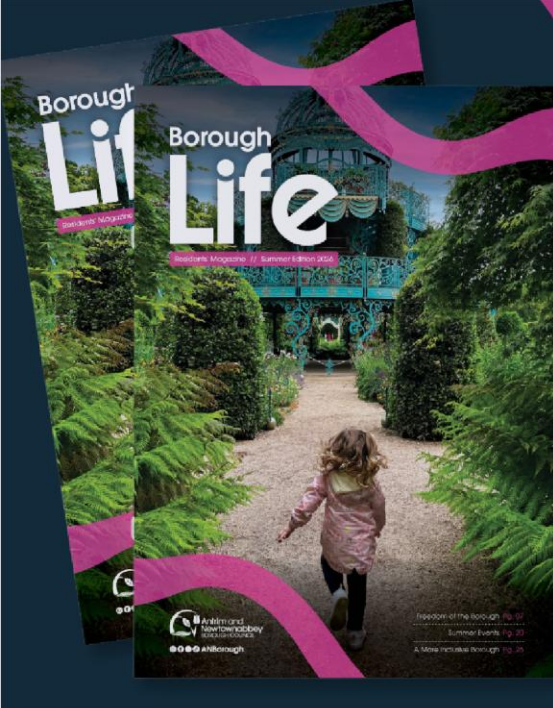


### Complaint average response times



### Complaint responses by stage percentage against target







# 2025/26 Achievements | PROFILE

## Marketing, Communications and PR

We will improve the way we communicate with our residents

| Indicator                                                                                         | 2025/26 Target             | 2025/26                                         | Status   | Notes                                                                                                                                                                                                                                                                                           |
|---------------------------------------------------------------------------------------------------|----------------------------|-------------------------------------------------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| % satisfaction with the quality of information on the Council's website                           | 80%                        | 86.0%                                           | Achieved | Year to date – 414 received of which 356 were positive                                                                                                                                                                                                                                          |
| % satisfaction with Borough Life                                                                  | 90%                        | 92.1%                                           | Achieved | For 2025/26 we received 290 responses of which 267 were positive                                                                                                                                                                                                                                |
| Number of recorded visits (hits) to Council's corporate website during the year*                  | 1.8M                       | 1,965,541 visits to the website                 | Achieved | Year on Year increase                                                                                                                                                                                                                                                                           |
| Number of followers on social media platforms                                                     | 59,000                     | 69,569 followers                                | Achieved | This represents a gain of 979 followers on the figure at the end of, 2024/25. Corporate Social Accounts 163,571 followers in total which is an increase of 30,665 on 2024/25 followers.                                                                                                         |
| Track the usage / open and click through rates to calculate the Social Media Interaction Rate >6% | Baseline to be established | Social Media Interaction Rate YTD: 5.1%         | Achieved | Interaction rate measures how much our audience consumes our content. As a lot of our messaging is awareness, this is more appropriate for our audience.<br><br><i>Industry Average for Government content: 1.6%</i><br><br>Highest Interaction rate per time of day: 10pm, 9pm, 8am, 5pm, 11pm |
| Measure the number of press releases, and social media posts                                      | Measure the number         | 173 press releases and 3,599 social media posts | Achieved | Year to date, there have been 135 Press Releases and 3,599 Social Media Posts. <i>Social Media Posts</i>                                                                                                                                                                                        |



# 2025/26 Achievements | PROFILE

## Marketing, Communications and PR

We will establish and build relationships with journalists & local media outlets to enhance the Council's reputation, foster trust and ensure a positive news coverage.

| Indicator                                                                                                                                              | 2025/26 Target | 2025/26                                                                                   | Status   | Notes                                                                                                                                                                                                                                                                       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-------------------------------------------------------------------------------------------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Measure the number of mentions in local, regional and national media outlets and increase our media placement                                          | 5,900 mentions | 5,800 mentions                                                                            | Achieved | NIMMS report calculates there was 5,800 media mentions 2025/26. In 2024/25 this figure was 5,900.                                                                                                                                                                           |
| Increase the Media reach and measure the size and demographics of the audience reached by media outlets that feature the Council's news.<br>YTD 780.4M | 1.1 Bn         | 1.5Bn                                                                                     | Achieved | NIMMS report calculates there was media 5,800mentions in 2025/26. In 2024/25 this figure was 7,500. The report indicates the media reach has increased from 1.1Bn in 2024/25 to 1.5Bn in 2025/26.                                                                           |
| Increase media engagement and public awareness                                                                                                         | 1.1 Bn         | Media reach increased from 1.1Bn 2024/25 to 1.5Bn in 2025/26 with no change in Sentiment. | Achieved | Our media reach has increased, Based on NIMMS Report:<br><b>2024/25:</b> 1.1 Bn<br><b>2025/26:</b> 1.5 Bn<br><b>Sentiment Analysis.</b><br><b>2024/25:</b><br>62% Positive<br>28% Neutral<br>10% Negative<br><b>2025/26:</b><br>62% Positive<br>28% Neutral<br>10% Negative |



# 4

## Arrangements to Secure Continuous Improvement



# Arrangements to secure continuous improvement

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In 2026, 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 2026 the **Corporate Performance and Improvement Plan 2026/27** was drafted to build on the Performance and Improvement Plan 2025/26. This draft was subject to a 12-week consultation process.

The Plan was formally approved in June 2026. 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 2026/27, includes a total of **37 corporate performance Indicators** and the 7 statutory performance targets.

The Corporate Performance and Improvement Plan 2026/27 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 **38 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 **6 Council Core Objectives and 199 operational performance indicators and targets**.

***We continue to seek improvement across all service areas. A summary of 2026/27 Performance Indicators and Standards, against the 38 Corporate Performance Indicators is included.***



# Performance Improvement Targets 2026/27

## 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

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:**

£1.3M grant funding is supported through Community Development Grant Aid.

We attract 600,000 visitors to our arts, culture and heritage sites and 1.3 million 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 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 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 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 will maintain the percentage of Council parks and open spaces assigned for biodiversity projects at >19.3%



# Performance Improvement Targets 2026/27

## 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 through attracting and retaining talent, developing dynamic leadership and ensuring the wellbeing of our colleagues, we are committed to elevating the customer service experience and increasing the satisfaction with the services the Council provides.**

### **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 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 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 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 continue to improve our customer engagement through increasing our consultation and response.

We increase our following on Council social media platforms to 141,000

We increase the average number of staff training days to 1.4 days

85% of employees report a positive employee experience



# Performance Improvement Targets 2026/27

## Corporate Performance and Improvement Plan Objectives

**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**

### **Community Plan Outcome**

"Our citizens enjoy good health and wellbeing"

### **Corporate Plan 2024-30 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."

### **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 organisation 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 48 hours of notification

Residents' satisfaction with Parks and Open spaces exceeds 80%



# Performance Improvement Targets 2026/27

## 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 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

We secure a minimum of £500,000 external funding for the achievement of projects across a variety of sources.



# Performance Improvement Targets 2026/27

## 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.**

### **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 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

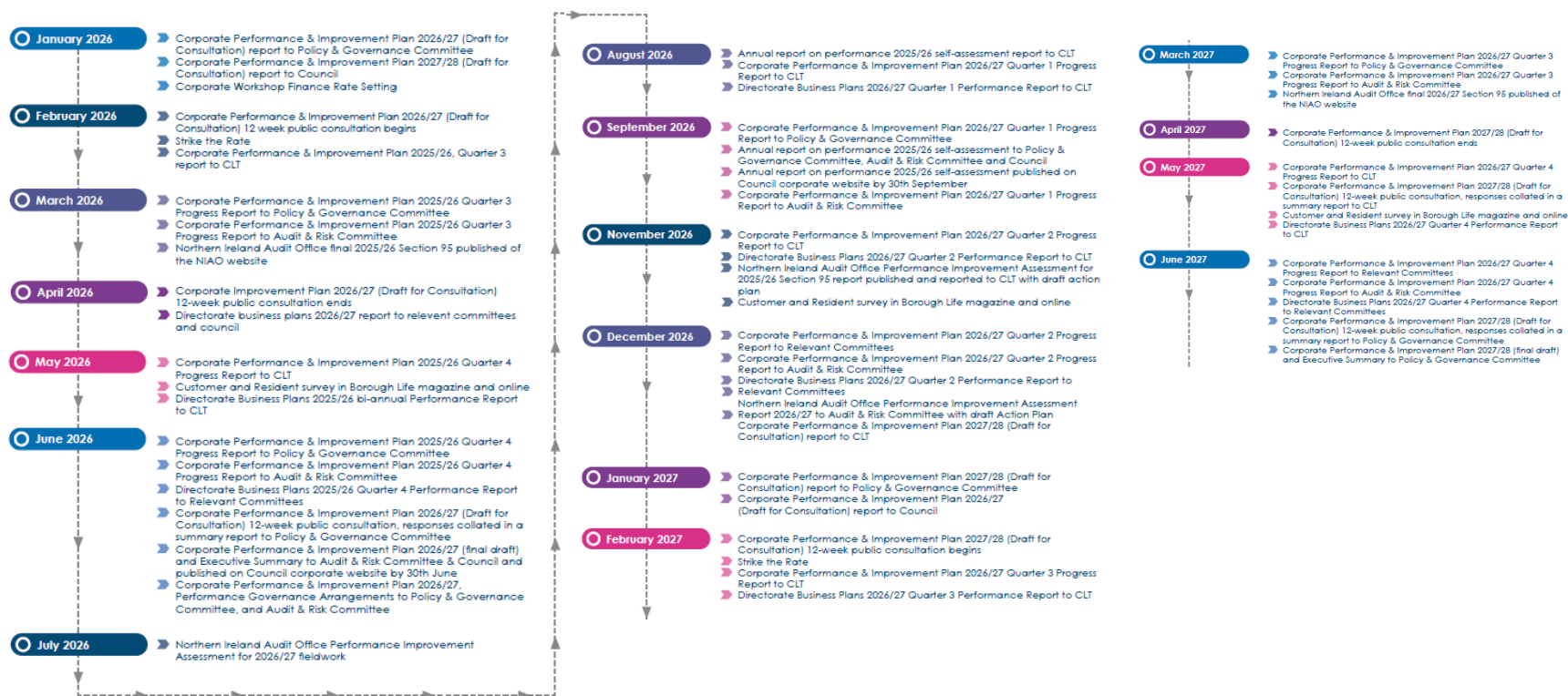
95% of Freedom of Information requests are responded to within agreed timescales

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 2026/27





# Your Opinion Matters

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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.

There are several ways in which to influence Council decision making. You can get involved and participate in consultations 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 2026/27 which sets out the plans for year, 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, sustainable, digitally ready future, whilst supporting residents during the ongoing cost of living challenges.

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**

Antrim Civic Centre  
50 Stiles Way  
Antrim  
BT41 2UB

**Telephone: 0300 123 4568**

**Email: [performance@antrimandnewtownabbey.gov.uk](mailto: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**

50 Stiles Way, Antrim BT41 2UB

### **MOSSLEY MILL**

Carnmoney Road North, Newtownabbey BT36 5QA

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