

RECOVERY PLAN

2021-23

EXECUTIVE SUMMARY

INTRODUCTION

In response to the pandemic, the Council produced a Corporate Recovery Plan 2021-23 (<https://antrimandnewtownabbey.gov.uk/council/corporate,-financial-performance/>) which was approved in August 2021. This serves to ensure the recovery of our services and meets the requirements of our statutory duties.

The Council normally produces an annual Corporate Improvement Plan, however, given the uncertainty in the short term about recovery, we are unable to set targets for improvement. The performance objectives set out in the Recovery Plan reflect a new position for 2021-22, where services need to be brought back to pre Covid-19 levels. The Plan also illustrates a number of key areas for performance improvement and demonstrates what we will do to deliver against the statutory aspects of improvement.

Our vision to be, “A progressive, smart and prosperous Borough. Inspired by our people. Driven by ambition” remains our guiding principle and we recognise that we must work in collaboration with others, particularly our Community Planning partners under the framework of our Love Living Here Community Plan to achieve this.

We will continue to measure and monitor our performance during this period of uncertainty. We are open to operating differently in the future and look forward to receiving your feedback on our Plan. We will review the Plan on a regular basis in line with the resources available to the Council and to make sure that it meets the needs of our residents, visitors, business and investors and reflects the priorities of the Northern Ireland Executive.

This Recovery Plan is our roadmap, to make sure we rejuvenate our places, support our people and re-build for prosperity.



**COUNCILLOR
BILLY WEBB MBE JP**

*Mayor of Antrim and
Newtownabbey
Borough Council*



**JACQUI DIXON
BSC MBA**

Chief Executive



RECOVERY PLAN OBJECTIVES

Recovery Objective	Delivering against statutory aspects of improvement	Associated Community Planning Framework Outcome	Associated Corporate Plan 2019-2030 Objectives	Why has this objective been chosen
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Place

We will improve the attractiveness of our Borough.

Strategic Effectiveness
Service Quality
Service Availability
Fairness
Sustainability
Efficiency
Innovation

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

Our citizens enjoy good health and well-being.

- People take pride in their surroundings.
- People feel safe.
- Our environment, natural habitats and built heritage are protected and enhanced.
- We have vibrant and welcoming towns, villages, neighbourhoods and rural areas.
- People choose to reuse or recycle their waste.
- We have an efficient planning process that promotes positive development and sustainable growth.

We want to ensure that our Borough is an attractive place for residents, visitors and investors.

The Council is mindful that people have changed their behaviours in the way that they shop and travel and the impact on our environment.



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Prosperity

We aim to accelerate our economic recovery and attract investment.

Strategic Effectiveness
Service Quality
Service Availability
Fairness
Sustainability
Efficiency
Innovation

Our citizens benefit from economic prosperity.

Our citizens enjoy good health and well-being.

- We have a world class infrastructure which supports the expansion of indigenous businesses, attracts investment and supports productivity, exports and business growth and acts as a centre of excellence for global companies.
- We will identify and support entrepreneurs and have a strong competitive business advantage which sustains existing jobs and creates new employment opportunities.
- We have an attractive tourism offer and have maximised the benefits to our Borough.
- We have a strong arts and culture brand which enhances the image and reputation of the Council.
- We have an efficient planning process that promotes positive development and sustainable growth.

Businesses have been hugely disrupted by the COVID-19 pandemic. The Council recognises the challenges they are facing and will continue to provide support through a comprehensive portfolio of advice and funding.

The Council understands the need to engage with Central Government Departments, the private sector and other stakeholders to accelerate our economic recovery and attract investment in key employment locations to ensure that our infrastructure can attract sustainable investment and create new job opportunities.

We appreciate the need to support our existing businesses to protect existing jobs and create new employment opportunities to assist, upskill and reskill our residents to make sure that they can take advantage of the employment opportunities that we will create.

RECOVERY PLAN OBJECTIVES

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People

The Council will take steps to ensure an inclusive recovery which will address the economic and social needs of our residents.

Strategic Effectiveness
Service Quality
Service Availability
Fairness
Sustainability
Efficiency
Innovation

Our citizens enjoy good health and wellbeing.

Our citizens achieve their full potential.

Our vulnerable people are supported.

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

- We deliver high quality Council services and improve access for people, communities and businesses in the Borough.
- The support we provide will lead to a more active, healthy and empowered community.
- Communities and agencies work together to plan and deliver better services, address disadvantage and improve the quality of life for everyone.
- Our community is inclusive and supportive and encourages a culture of equity, diversity and respect.
- We communicate clearly with our residents, listen to their feedback and respond to their needs. Customers increasingly use the Council's digital platforms and can self-serve a wider range of council services.
- We achieve excellence in customer and service quality standards and this will be recognised through accreditation schemes and awards.
- People choose to reuse or recycle their waste.
- We have an attractive tourism offer and have maximised the benefits to our Borough.

Our communities and residents have been most impacted by COVID-19 and we recognise the challenges and opportunities we need to address in the future.

| FURTHER INFORMATION

For further details or information, please contact:

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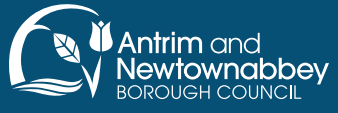
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For information on alternative formats, please contact:

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