

Our Borough

Your Vision

2015-2030





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Foreword



JACQUI DIXON

Welcome to Antrim and Newtownabbey Borough Council's new Corporate Plan.

This Plan sets out the Council's vision for the Borough and identifies what we need to do between now and 2030 to achieve this.

We have tried to be very clear and specific about what the Council can deliver directly to our residents and customers. However, we recognise that a number of objectives can only be delivered through effective partnership working with other organisations and the local community. We see the community planning process as a great opportunity to achieve this and we are therefore committed to working with our partners to streamline service delivery and share resources.

We are ambitious for the Borough and aim to improve our environment and encourage and support economic growth. We want to engage and empower local communities and improve the lifestyles of our residents. We will introduce new ways of connecting with, and listening to our residents, customers, businesses and visitors to ensure we are making a positive difference in the Borough. These ambitions are underpinned by a culture of performance and by ensuring the highest standards of governance.

The Plan is supported by a portfolio of strategies and actions, which will be reviewed every year to track our progress and respond to emerging opportunities and challenges.

We want Antrim and Newtownabbey Borough Council to become a prosperous place and as we work through the changes ahead we will be driven by this ambition and inspired by our people to make this a reality.

I look forward to working with you to deliver corporate plan successfully.

A handwritten signature in black ink that reads "Jacqui Dixon".

JACQUI DIXON BSC MBA
Chief Executive of Antrim and
Newtownabbey Borough Council



A prosperous place
Inspired by our people
Driven by ambition



Our Vision

A prosperous place. Inspired by our people. Driven by ambition.

Antrim and Newtownabbey Borough Council

Place

- A place where people take pride in their surroundings.
- A place where people feel safe.
- A place where we protect and enhance, where possible, our natural habitats and built heritage.
- We have vibrant and welcoming towns, villages, neighbourhoods, and rural areas and an efficient planning process that promotes positive development.
- A place where people choose to reuse or recycle their waste.

People

- Our communities will have access to high quality Council services and facilities. The support we provide will lead to a more active, healthy and empowered community.
- Communities and agencies work together to plan and deliver better services, address disadvantage and improve the quality of life for everyone.
- Our community is inclusive and supportive and encourages a culture of tolerance, diversity and respect.
- We communicate clearly with our residents, listen to their feedback and respond to their needs.
- We will achieve excellence in customer and service quality standards and this will be recognised through accreditation schemes.

Prosperity

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

Performance &
Community Planning

The background image is a scenic landscape. On the left, there are stone ruins, including a tall, square tower with a crenellated top. The ruins are surrounded by lush green trees and a well-maintained lawn. In the foreground, a calm body of water reflects the scene, showing the tower and the surrounding foliage. The sky is blue with some light clouds. The text 'Mission Statement' is overlaid on the right side of the image, in a white, serif font.

Mission Statement

To meet and exceed the needs and aspirations of our people and be recognised for leadership and excellence both locally and beyond.

Corporate Values

Excellence

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

Commitment

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

Integrity

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

Responsibility

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



Excellence

Proactive
Modern
Responsive
Professional



Integrity

Respect
Honesty
Fairness
Consistency



Commitment

Citizen centred
High quality services
Positive leadership
Value for money



Responsibility

Transparent
Accountable
Economic, Social and
Environmental Sustainability

Elected Members

Airport District Electoral Area (DEA) covers Aldergrove, Clady, Crumlin, Mallusk and Templepatrick and consists of 5 members.



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Antrim District Electoral Area (DEA) covers Antrim Centre, Fountain Hill, Greystone, Springfarm, Steeple and Stiles and consists of 6 members.



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Ballyclare District Electoral Area (DEA) covers Ballyclare East, Ballyclare West, Ballynure, Ballyrobert and Doagh and consists of 5 members.



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Key abbreviations

DUP - Democratic Unionist Party

SDLP - Social Democratic and Labour Party

UUP - Ulster Unionist Party

TUV - Traditional Unionist Voice

Dunsilly District Electoral Area (DEA) covers Cranfield, Parkgate, Randalstown, Shilvodan and Toome and consists of 5 members.



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Glengormley Urban Electoral Area (DEA) covers Ballyhenry, Burnthill, Carnmoney, Collinbridge, Glebe, Glengormley and Hightown and consists of 7 members.



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Macedon District Electoral Area (DEA) covers Abbey, Carnmoney Hill, O'Neill, Rathcoole, Valley and Whitehouse and consists of 6 members.



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Threemilewater District Electoral Area (DEA) covers Ballyduff, Fairview, Jordanstown, Monkstown, Mossley and Rostulla and consists of 6 members.



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PLACE

Our commitment

From a civic leadership perspective, the community planning process and the preparation of a Local Development Plan will enable us to plan positively for the future of our Borough. We will ensure that lands are appropriately zoned and that our infrastructure is enhanced to develop the Borough for future generations.

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

What we want to achieve by 2030

- | A place where people take pride in their surroundings.
- | A place where people feel safe.
- | A place where we protect and enhance, where possible, our natural habitats and built heritage.
- | We have vibrant and welcoming towns, villages, neighbourhoods, and rural areas and an efficient planning process that promotes positive development.
- | A place where people choose to reuse or recycle their waste.

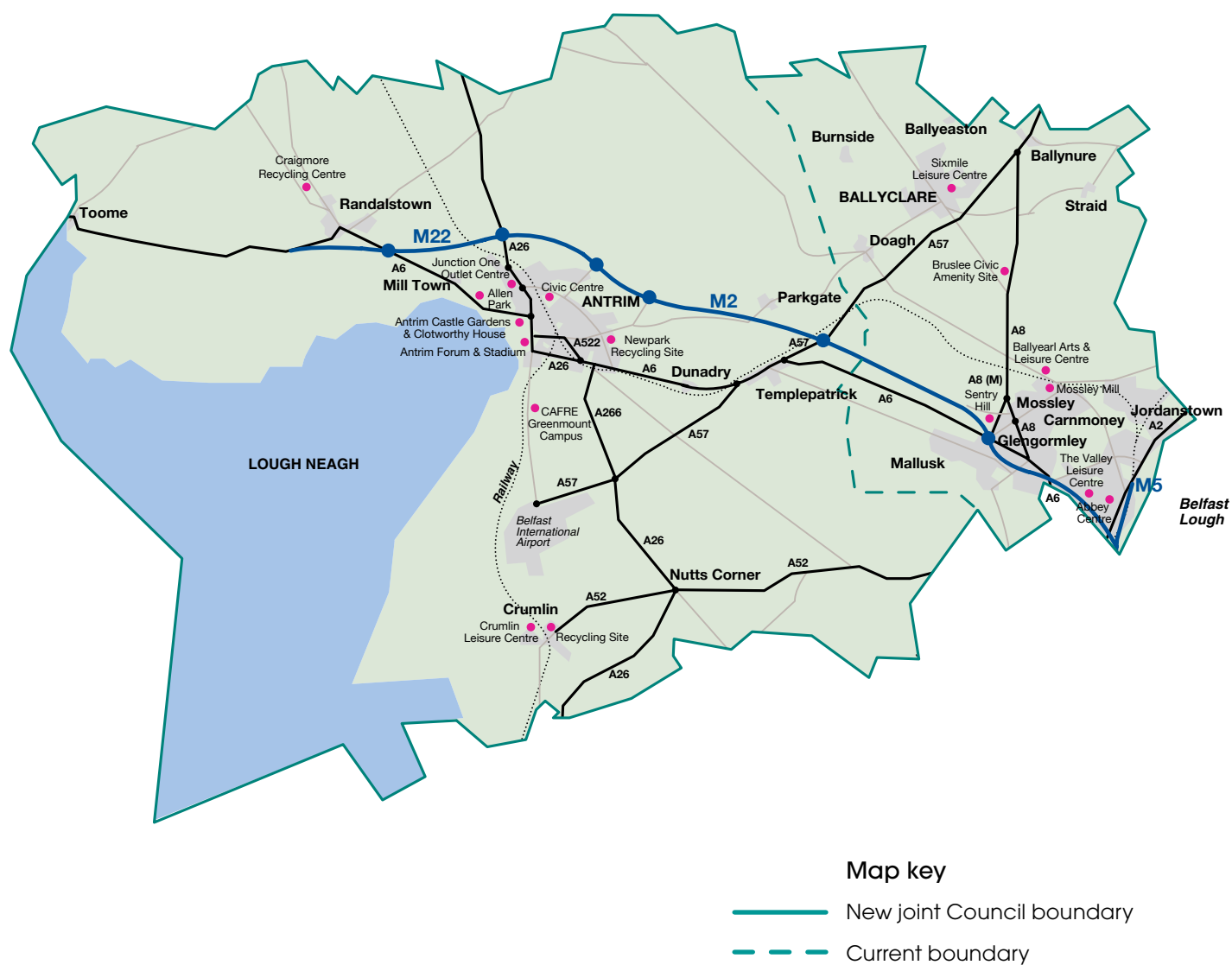
We will measure this by

- | Residents surveyed who feel proud in their surroundings.
- | Resident satisfaction with Council parks and open spaces.
- | Residents report an improvement in street and environmental cleanliness (i.e. less graffiti, litter, dog fouling and fly-tipping).
- | Levels of Enforcement of environmental cleanliness.
- | Achievement of Green Flag Accreditation across Council sites.
- | Residents believe that Antrim and Newtownabbey is a safe place to live.
- | Level of reported crime.
- | Levels of anti-social behaviour.
- | Compliance with statutory Environmental Health regulations.
- | Performance under the Food Standards Agency audit.
- | Number of environmental health inspections carried out.
- | A Biodiversity Implementation Plan is developed and actioned.
- | Numbers participating in biodiversity training and events.
- | Achievement of environmental management standard (ISO 140001).



- | Level of CO2 emissions.
 - | Compliance with Energy Performance of Building Directive.
 - | Level of energy consumption by Council facility.
 - | Number of regeneration projects delivered to improve our towns and villages.
 - | Number of commercial properties enhanced.
 - | Processing times for planning and building control applications.
 - | The percentage of planning appeals allowed against the Authority's decision to refuse planning applications.
 - | The supply of land available for housing development (estimated number of years) measured against the Housing Growth Indicator contained in the Regional Development Strategy.
 - | Number of Building Regulation inspections carried out.
 - | Recycling rates.
 - | Waste going to landfill.
-

Council boundary





PEOPLE

Our Commitment

To be an area where people choose to live and where residents enjoy a high quality of life. Through the Community Planning process we are committed to working with our partners to streamline service delivery and share resources.

A place where our people will work together to encourage a culture of tolerance, diversity and respect. We will support, and enrich the knowledge and skills of the community and voluntary sector to address disadvantage and promote opportunities.

What we want to achieve by 2030

- | Our communities will have access to high quality Council services and facilities. The support we provide will lead to a more active, healthy and empowered community.
- | Communities and agencies work together to plan and deliver better services, address disadvantage and improve the quality of life for everyone.
- | Our community is inclusive and supportive and encourages a culture of tolerance, diversity and respect.
- | We communicate clearly with our residents, listen to their feedback and respond to their needs. Customers will increasingly use the Council's website for its convenience and ease of use to order, pay for and request services.
- | We will achieve excellence in customer and service quality standards and this will be recognised through accreditation schemes.

We will measure this by

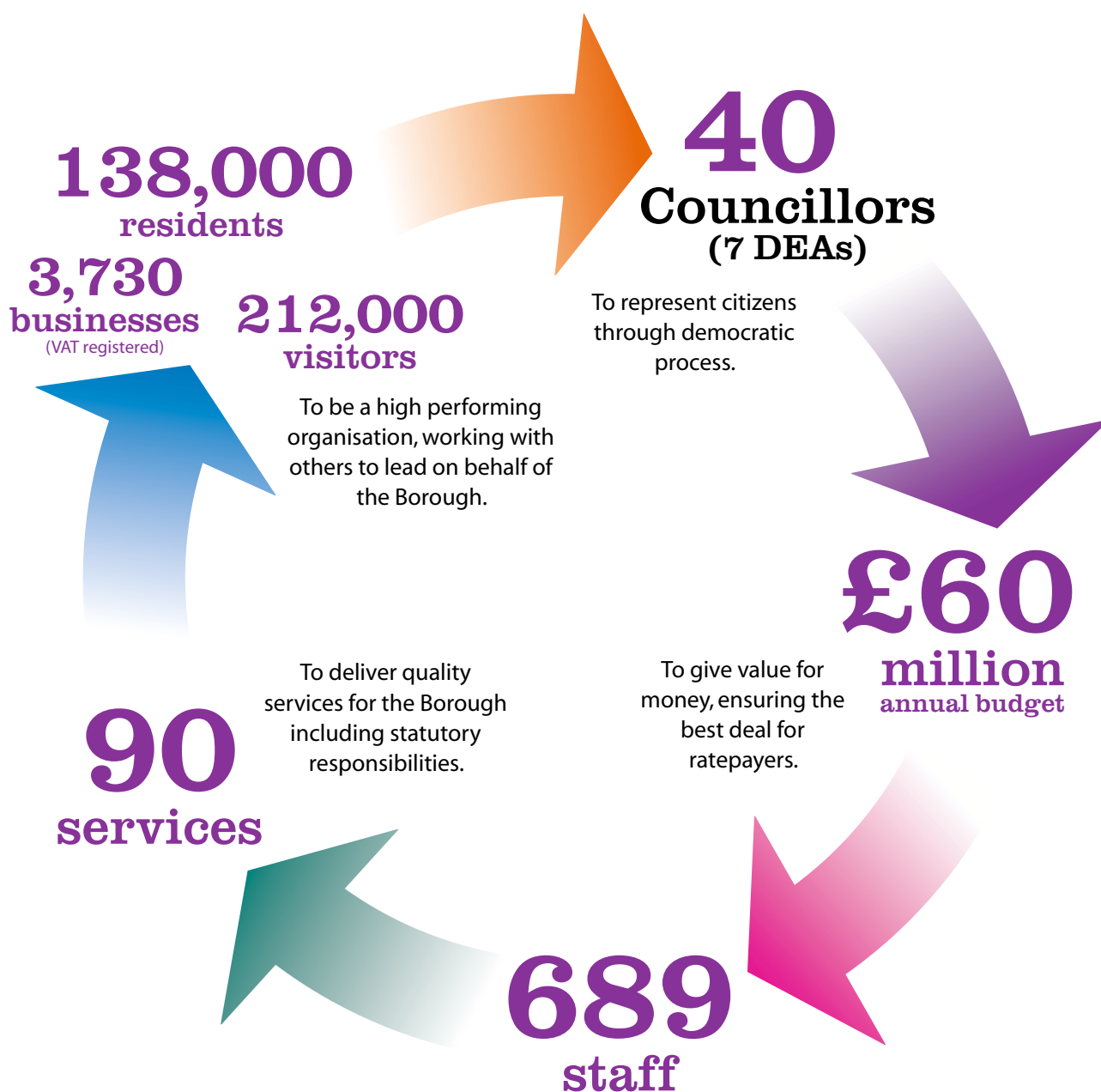
- | Level of capacity within our community groups.
- | Numbers taking part in active communities programmes.
- | Numbers referred through the Exercise Referral Scheme.
- | Numbers availing of the Oil stamps scheme.
- | Usage levels of sports, leisure and community facilities.
- | Customer satisfaction with sports, leisure and community facilities.
- | Funding awarded through Council sports grants.
- | Provision of sufficient burial space and appropriate alternatives.
- | We have engaged with our community and partners to develop a Community Plan and achievement of priority goals..
- | Numbers participating in Consultations and Community Engagement exercises.
- | Number of clients supported through an advice service.



- | Client satisfaction with advice service provision in the Borough.
- | Value of benefits up taken as a result of advice service provided.
- | Funding awarded through Council community grants.
- | Percentage of residents who state that community relations have improved.
- | Customer satisfaction with Council services.
- | Customer satisfaction with how Council communicates with them.
- | Number of complaints and compliments received.
- | Number of online bookings and transactions for Council services.
- | Number of website visits per head of population (rolling year).
- | Retain existing and achieve additional external accreditations/awards.



Our Borough 2015





PROSPERITY

Our Commitment

Through the community planning process, we will encourage and support economic growth in our Borough to create a vibrant and prosperous economy which is attractive to new and existing businesses. We will encourage innovation and support skills development to meet the future needs of local businesses.

We will support the physical regeneration of our Borough and make it attractive for residents, investors and visitors. We will build on the strengths of our area to maximise tourism opportunities.

What we want to achieve by 2030

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

We will measure this by

- | Number of unemployed people assisted into work from Council operated/funded employability programmes.
- | Number of businesses assisted to develop/expand their operations through Council operated/funded programmes.
- | New jobs promoted and/or existing jobs sustained as a result of participation in the Regional Start Initiative.
- | Levels of unemployment in the Borough.
- | Our district attracts visitors from all over the world.
- | Level of Invest NI support in the Borough.
- | Property vacancy rates in town centres.
- | Number of VAT-registered businesses.
- | Numbers attending theatre performances.
- | Customer satisfaction with theatre performances and events.
- | Number of external events attracted to our Borough which receive support from Council.
- | Overnight stays in the Borough.
- | Visitor spending in the Borough.
- | Usage of caravan parks and analysis of where visitors come from.
- | Customer satisfaction with our caravan parks.

PERFORMANCE

Our Commitment

To be a Council renowned for excellence in service delivery. We will do this by ensuring that our culture is constructive and provides employees with opportunities to reach their potential whilst achieving community outcomes. We will be recognised for excellence in governance and our commitment to using a best practice approach to accountable decision making.

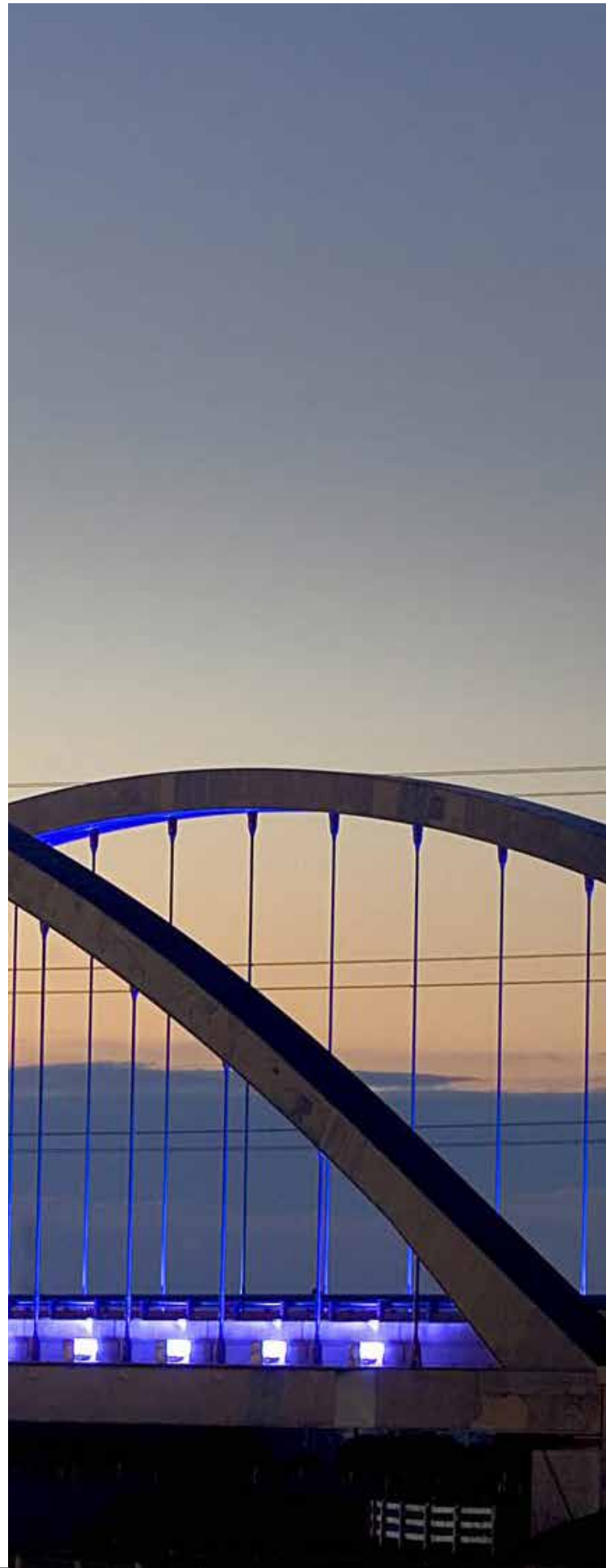
What we want to achieve by 2030

- | To be at the forefront of good governance. The Council's decision making process will be conducted in an open and transparent manner.
- | We are innovative and results focused, aiming to make the best use of resources available to us. We will deliver savings and improvement programmes across a range of services and we are committed to paying our suppliers promptly.
- | We respect the welfare and safety of our staff and customers and deliver an effective emergency planning response.

We will measure this by

- | Our finances are managed in accordance with the requirements of the Local Government Finance Act (NI) 2011 and the Prudential Code.
 - | There have been no substantiated breaches by Councillors or employees of their respective Codes of Conduct.
 - | Annual accounts are prepared in accordance with financial reporting requirements and subject to unqualified audit opinion.
 - | Employee and Councillor compliance with Council Procedures.
 - | Achievement of governance accreditations.
 - | We have controlled our net cost of service provision within the agreed annual budgets.
 - | All employees participating in the Council's business planning and performance appraisal scheme.
-

- | Employee satisfaction levels.
- | Number of employee training days.
- | Monitoring of payment timescales against 10 day and 30 day targets. Payment performance will be published quarterly.
- | Amount of external funding secured for our Borough.
- | Timely and effective response to emergency incidents.
- | The number of reportable health and safety incidents within the Council.
- | Number of working days lost to sickness absence per full-time equivalent.





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