

ANNUAL SELF-ASSESSMENT REPORT

Armagh City, Banbridge & Craigavon Borough Council

2020-2021

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1 // FOREWORD

This year has been like no other. The COVID-19 virus has had a significant impact across all areas of life in our Borough, including a significant personal toll for those who have lost loved ones. Our sincere thanks to everyone who has played their part and especially our partners in the NHS and across the Health and Social Care and Public Health family.

As a Council, our main role over this past year has been to support our people, communities and businesses through one of the most challenging times that we all have experienced. As ever, Council colleagues have responded brilliantly and selflessly; changing ways of working to ensure the continuation of vital front line services and the smooth running of the organisation, delivering new community and business support services whilst all the time working to keep communities and each other safe. My sincere thanks goes to all our Council staff, who did whatever was asked of them, in very trying circumstances and demonstrated what public service is all about.

Not only have we managed to respond to the challenges of the past year, but we have also managed to keep our agenda for improving our Borough and our organisation on track. Our South Lake Leisure Centre opened, a regionally significant asset, which has revitalised the

entire surrounding area, it has acted as a hub for people wanting to improve their health and wellbeing. It is also a symbol of partnership, acting as the main vaccination centre for the area.

We worked hard to minimise the impact of the pandemic on our ratepayers, putting in place mitigations that identified efficiencies and allowed us to minimise any rates increase. We also used the year to plan for further service improvements with a significant programme of asset development and community programming. During the year, we made significant progress with our partners in the Mid-South West Partnership to secure a Growth Deal for the area through which we hope to invest in essential economic infrastructure that will lever further investment, retain, and create jobs.

We will build on the foundation of experience, knowledge, skills, partnership and relationships on which our local pandemic response was based to support inclusive, sustainable growth for our Borough going forward.

The experience of the pandemic and its impact, particularly on the most vulnerable in society, will long be with us. However, with the rollout of the vaccination programme there is hope of a gradual return to normal life.

At this crucial time, we must come together and work at scale wherever this is most effective, but always keep the focus on local places in the Borough. We will continue our work in town centres and continue to work with local people to shape places in a way that brings out their uniqueness as well as their connection to others.

This year's Annual Self-Assessment Report 2020/21 is an important document. It looks back through the events of the last year and focuses on what Council has helped achieve. It also looks to the future and what we can build on and improve.

It provides an overview of Armagh City, Banbridge and Craigavon Borough Council's financial performance for 2020 - 21 and details our progress on delivering on the 30 commitments to the citizens of the Borough, as outlined in the Corporate Plan 2018-2023.

The Corporate Plan is our blueprint that presents our ambitious aims for the Borough and outlines our ongoing commitment to provide high quality, efficient and effective public services, facilities, projects and programmes. It sets out our strategic direction, outlining how we will promote the Borough on a local, regional, national and global stage to attract investment to the area.

A copy of the Corporate Plan 2018 - 23, can be found on our website at [armaghbanbridgecraigavon.gov.uk](https://www.armaghbanbridgecraigavon.gov.uk)

We will work to ensure that all our services continually improve their performance to ensure we provide, value for money services that meet the needs of our customers, building customer satisfaction and enhancing the overall customer experience.

We hope that you find this report informative and that it provides you with a sense of how we are working on your behalf, to deliver strong community and civic leadership, to manage our finances well, be accountable to the people we serve and to engage effectively with our communities.

I would like to thank all of our elected members, Council employees and partners for their hard work and dedication over the past year and for their continued commitment in helping us continuously improve and deliver our vision and values.



Roger Wilson, Chief Executive,
Armagh City Banbridge & Craigavon
Borough Council

2 \\ EXECUTIVE SUMMARY

This report provides an insight into the wide-ranging responsibilities Council has, having to make strategically important decisions that will affect future generations. Council is acutely aware of the external environment - in particular, the challenges of recovery and the ever changing economic climate, so members and officers have been working even harder to deliver improved essential services and projects for local communities.

Through careful management, the Council has implemented a significant investment programme across a variety of targeted projects. It has also worked towards delivering continued support for rural areas and carried out a number of environmental improvement schemes in towns and villages throughout the Borough. This is in addition to securing funding for improved digital connectivity to enable greater business growth; to support peace and reconciliation and promote social and economic stability and funding to enhance and regenerate town centres. Council also continued to provide financial assistance to various community groups through the Financial Assistance Policy and last year for the first time in 2021 through a Participatory Budgeting Project.

Having successfully tackled major changes over the last few years, the Council is ready to tackle the next period of important change locally, regionally and nationally. The Council's Corporate Plan reflects the organisation's commitment to the long-term outcomes identified in the Community Planning

process, as well as the work that will be undertaken to ensure continued efforts to provide high quality services for local ratepayers.

When we review and analyse our service delivery during 2020/21 - we committed to 212 strategic actions with 316 associated performance indicators within our 15 Departmental Business Plans. Council met or exceeded 62% of targets/standards associated with the performance indicators, 21% fell slightly short/behind schedule at year-end and 17% of targets/standards were not achieved/missed.

A detailed overview on performance during 2020/21 is provided in sections 5 and 6 of this report.

3 \ \ OUR VISION

It is our Vision that we will create **“A HEALTHY, HAPPY AND CONNECTED COMMUNITY, A VIBRANT AND SUSTAINABLE ECONOMY AND APPEALING PLACES FOR LIVING, WORKING AND LEARNING.”**

Our corporate plan is underpinned by a set of core values which will guide the work of the Council and inform our standards of conduct and behaviour.

Actions speak louder than words and you will see our values in actions every day. **SERVE PASSIONATELY, ENGAGE POSITIVELY, DELIVER CONSISTENTLY...BECAUSE WE CARE.**

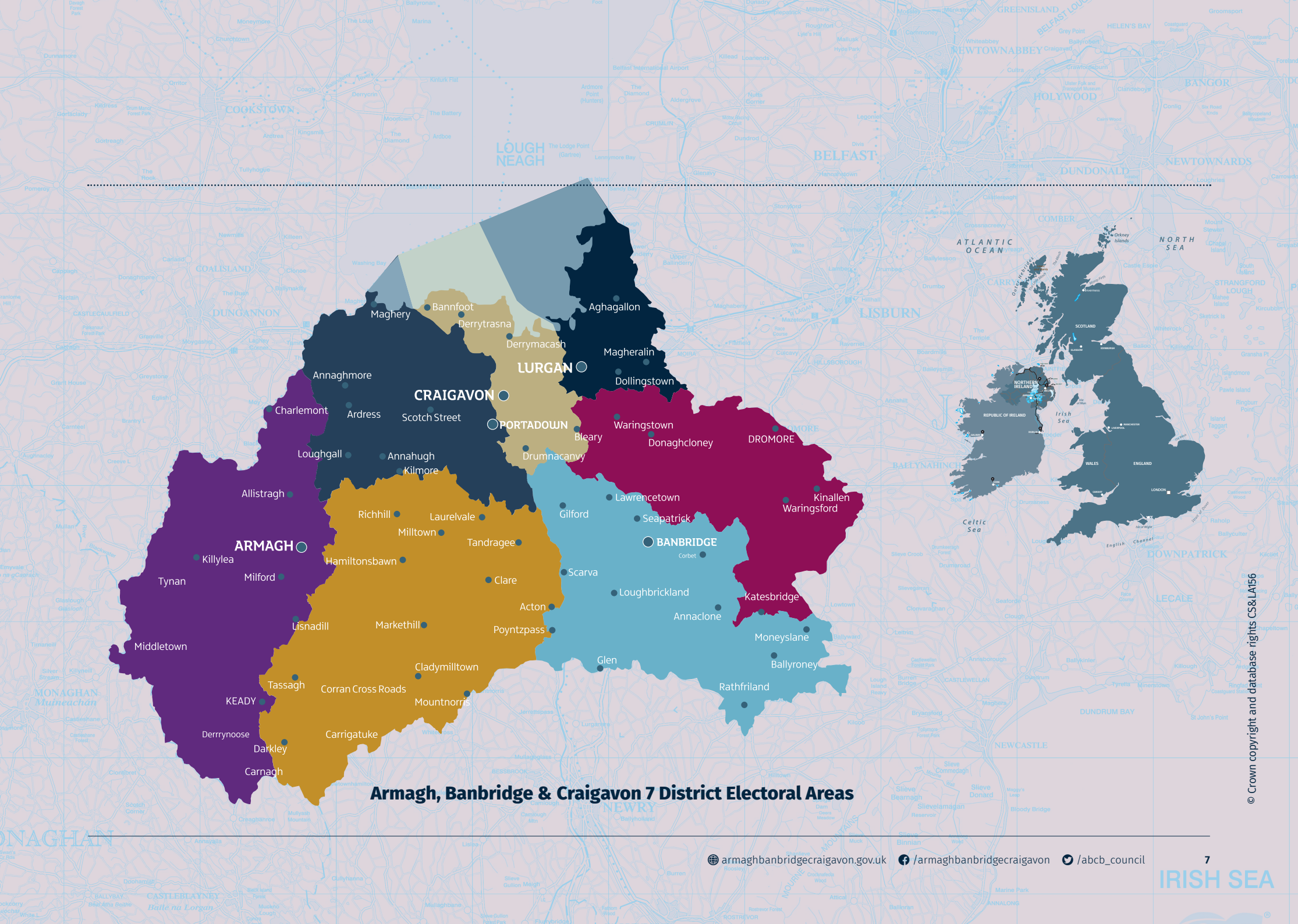
4 // GOVERNANCE

Armagh City, Banbridge and Craigavon Borough Council has 41 democratically elected members, representing 7 District Electoral Areas.

The Council meets once a month to discuss, oversee and ratify decisions taken by Committees. It has 5 Committees that meet monthly and a Performance and Audit Committee that meets quarterly. An Annual General Meeting is held each year when a Lord Mayor and Deputy Lord Mayor are elected. Chairs and Vice-Chairs of Committees are also elected at the Annual General Meeting.

The six committees that report to full council meetings are shown in the diagram opposite.





Armagh, Banbridge & Craigavon 7 District Electoral Areas

4 \\ GOVERNANCE

4.1 OPERATIONAL MODEL

The Council undertook a high level structural review in 2020/21 which is being implemented in 2021/22. During 2020/21 the Council operated under four separate directorates, namely: Place; People; Position; Performance. The Council's key operational activities within each directorate were as follows;



PLACE

- ECONOMIC DEVELOPMENT
- TOURISM, ARTS & CULTURE
- REGENERATION

PEOPLE

- ENVIRONMENTAL SERVICES
- ENVIRONMENTAL HEALTH
- HEALTH & RECREATION
- COMMUNITY DEVELOPMENT

POSITION

- PLANNING
- BUILDING CONTROL
- ESTATES & ASSETS MANAGEMENT
- COMMUNITY PLANNING

PERFORMANCE

- FINANCE, ICT & PROCUREMENT
- HUMAN RESOURCES & ORGANISATIONAL DEVELOPMENT
- GOVERNANCE & DEMOCRATIC SERVICES
- PERFORMANCE & AUDIT

4.2 MEDIUM TERM RECOVERY PLAN

During the past year, a core principle of the Council's approach to the pandemic has been to follow regional guidance and advice to inform its response, and to act quickly in the best interests of employees, residents and businesses.

From its inception the Council was involved in the Northern Ireland Hub, part of the Regional C3 (Command, Control, Co-Ordination) stood up to coordinate the regional response to the crisis situation.

The impact of the coronavirus pandemic caused unprecedented disruption to service delivery and income generation in 2020/21 causing a significant impact on budgets for 2021/22 and uncertainty for future years.

Council reacted rapidly as the impact of the pandemic increased. This included the Council developing a process for redeploying employees from across the organisation into critical frontline services in order to maintain service delivery and improve employees' resilience.

The Council commenced implementation of a Medium Term Recovery Plan (MTR) whilst still managing the uncertainty going forward and will continue to refine its business continuity processes and build resilience to protect essential service delivery.

4 \ \ GOVERNANCE

4.3 CORPORATE PRIORITIES 2020-21

Our corporate plan is one of a suite of strategic documents, which the Council uses to manage its business effectively. As well as the corporate plan and community plan, the Council has developed and continues to implement a number of key strategies to improve the lives of everyone in the area. Examples include - Regeneration and Development Strategy (2015-2020), 'Transform' Tourism Strategy (2017-2022) and the Recovery & Growth Framework (launched in February 2021). Strategies also form a part of our day-to-day business and some actions associated with them are contained within our Departmental Business Plans.

These plans help to identify how services, departments, teams and individual members of staff work to deliver our shared outcomes for the benefit of customers, residents and communities.

In our corporate plan, we made 30 commitments as set out in the table on the next page. To make it happen, council delivered services and activities across four main themes.

The first theme focuses on the Council itself: Committed Council.

Within this part of our corporate plan we outline the importance of ensuring our Council is 'fit for purpose', ensuring we deliver quality services and become more efficient and effective in everything we do.

The remaining three themes complement the Community Plan: Economy, Community and Place, and are aligned to its 9 long term outcomes.

We are clear about what we are here to do, what we want to achieve, and how we want to achieve it.

COMMITTED COUNCIL	COMMITMENT	COMMITMENT	COMMITMENT
	<ul style="list-style-type: none"> ✓ Take a one council approach with clear, robust and accountable processes. 	<ul style="list-style-type: none"> ✓ Staff and elected members are ambassadors promoting the values and ambition of the organisation. 	<ul style="list-style-type: none"> ✓ Increased customer satisfaction with council services.
ECONOMY	ENTERPRISING	SKILLED	TOURISM
	<ul style="list-style-type: none"> ✓ Business Start-up and growth. ✓ Efficient connections. ✓ Provide information, services and programmes. 	<ul style="list-style-type: none"> ✓ Employability skills and training. ✓ Apprenticeships, work experience, volunteering. ✓ Up to date skills and learning. 	<ul style="list-style-type: none"> ✓ Understanding visitors. ✓ Create and develop a unique visitor proposition and brand. ✓ Quality visitor experiences through places, accommodation & attractions.
COMMUNITY	CONFIDENT	HEALTHY	WELCOMING
	<ul style="list-style-type: none"> ✓ Empower communities to contribute to decisions. ✓ Community activities and events. ✓ Safe, accessible and welcoming facilities. 	<ul style="list-style-type: none"> ✓ Work with partners to reduce inequalities in health. ✓ Provide a range of quality opportunities for everyone to be active and healthy. ✓ Health protection and safety. 	<ul style="list-style-type: none"> ✓ Empower communities to respect each other, build relationships, grow together. ✓ Shape and design places that value diversity. ✓ Include everyone in community life.
PLACE	ENHANCED	CREATIVE	REVITALISED
	<ul style="list-style-type: none"> ✓ Increased understanding and respect of environment. ✓ Develop and enhance our assets in sustainable way. ✓ Promote civic pride and access to our local places. 	<ul style="list-style-type: none"> ✓ Seek investment to preserve uniqueness of our heritage. ✓ Increase participation in arts and culture. ✓ Improve accessibility to creative experiences. 	<ul style="list-style-type: none"> ✓ Tackle physical and social deprivation. ✓ Secure investment in infrastructure and connectivity. ✓ Attractive, healthier, safer, cleaner neighbourhoods.

4.4 PERFORMANCE IMPROVEMENT OBJECTIVES

It should be noted in light of the impact of Covid 19, the Department for Communities (DfC) confirmed by letter on 25 August 2020 that councils were not required to produce Performance Improvement Plans for 2020/21.

DfC continue to liaise with Councils to look at performance requirements going forward and on changes to the performance planning arrangements for 2020/21 and beyond.

5 \ \ PERFORMANCE OVERVIEW

We collect information on our performance for two reasons:

- 1. So we know how we are doing and how we can improve what we do.**
- 2. To keep us accountable to the people of the Council area and others with an interest in the Council.**

Our elected members represent the interest of their constituents and ensure the views of local people are reflected in the decisions that the Council take. Council is tasked with making strategically important decisions that will affect future generations. Integral to that decision making is the use of performance data and how it plays an increasing role in designing, delivering and transforming public services to improve outcomes and drive efficiencies.

We must continue to learn from our previous performance and delivery - essentially, making things better and focusing on ensuring sustainable, continuous improvements to the way we as a Council work and deliver our services.

The self-assessment section of the report in part 6 below, provides further detail on the key areas where we have assessed our performance in 2020/21.

Performance Key

Our Self-Assessment Report 2020-21 uses a traffic light rating system as a visual cue to performance. The key below provides definitions for the three Red, Amber, Green status levels which have been chosen to measure progress.

RATING:

- GREEN** [Standards/targets on track/being met/exceeded]
- AMBER** [Standards/targets fallen slightly short/behind schedule]
- RED** [Standards/targets not achieved/missed]

6 \\ SELF-ASSESSMENT

This section of the report includes a self-assessment of the performance of Armagh City, Banbridge and Craigavon 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.

As already mentioned above there was no requirement to produce a Performance Improvement Plan for 2020/21.

The report sets out an assessment of the Council's performance in the following areas:

- Business planning
- Financial performance
- Covid-19 response
- Statutory performance improvement indicators and standards for the functions of Economic Development, Planning and Waste for 2020-21, including comparison with the previous year ¹
- Self-imposed indicators and standards collected during 2020-21 and the previous year(s) (in addition to those included in business plans)
- Rural Needs Annual Monitoring

By publishing this annual self-assessment report, the Council fulfils in part the statutory requirement under Part 12, Section 92 of the Act.

The Northern Ireland Audit Office (NIAO) will undertake an audit of how Council has implemented the statutory performance improvement duties and will produce an independent audit report, which will be available on the Council website armaghbanbridgecraigavon.gov.uk/council/performance-improvement

Throughout this report, we have referenced statistical evidence and supporting narratives to demonstrate how we performed in 2020-21 against a number of statutory and non-statutory set targets/standards, as well as bench marking with previous years and other councils where appropriate. This provides evidence of how we are implementing our performance framework and have put in place performance improvement arrangements.

In compliance with Local Government Performance Improvement Guidance the report gives details on issues identified through monitoring and review as well as reference to the current pandemic and future outlook

Since 2015, Council has continued to show progress in a number of areas including consistently high performance in achieving some of our statutory targets.

¹ contained within The Local Government (Performance Indicators and Standards) Order (NI) 2015

6 \\ SELF ASSESSMENT

6.1 BUSINESS PLANNING

As a result of the Covid pandemic, during 2020-21 in many cases resources were diverted to different/priority/responsive tasks- therefore impacting on the delivery of ‘normal business’ planned within departmental business plans. It is commendable however, the level at which departments were able to continue to deliver, despite the pandemic. Organisational resilience has been demonstrated and the lessons learnt for ongoing and future service delivery will be taken into account.

In October 2020, Members gave their agreement to a revised approach to 2020-21 departmental business plans as follows:

1. 2020-21 business plans will be kept under ongoing review by HoD and SDs.
2. That Strategic Directors will take responsibility for ensuring that they are in line with developing efficiency and recovery plans as agreed with Members.
3. Normal internal management and monitoring of business plans will remain in place for the remaining two quarters of the year.
4. An end of year report will be brought to committees on what has been delivered.

A high level corporate performance summary on service delivery in this unprecedented year seen **15 departments committed to 316 performance indicators** that were set against **212 actions**. Annual progress reports for 2020-21 for all 15 Departments were reported to Council.



Council **met or exceeded 62% of targets/standards** associated with the performance indicators, compared with **66% the previous year**, **21% fell slightly short/behind schedule** at year end compared with **25% the previous year** and **17% of targets/standards were not achieved/missed** compared with **9% the previous year**.

Below is a summary of how each directorate met or exceeded performance indicator targets/standards

PERFORMANCE DIRECTORATE:

Summary Report illustrates:



PEOPLE DIRECTORATE:

Summary Report illustrates:



POSITION DIRECTORATE:

Summary Report illustrates:



PLACE DIRECTORATE:

Summary Report illustrates:



The following section gives more detail on each theme within our business plans and the actions delivered.

6 // SELF ASSESSMENT

COMMITTED COUNCIL

In 2020-21 there were **150 actions** that contributed to the committed council theme which recognise the need to lead on issues that matter to local people and the priority of customer care. This theme has positively influenced our efficiency and effectiveness to deliver services. Here are examples of what has been achieved.



Internal Audit review of effectiveness completed



ICT completed
10,137 helpdesk calls nearly 3000 more calls than in the previous year



Identified a method & built a system to stream
75 council meetings

Enabled approximately **500 users** to access the network remotely from Council laptops



526 FOI requests received of which 75% were responded to within 20 days

12.4 days Average time taken to make payments to creditors



Annual Self-assessment Report completed **Sept 20**



Rural Needs Annual Monitoring Report **approved & submitted to DAERA**

Approved and Published an audited set of accounts



2020/21 Staff Training Plan delivered and in budget

Capital plan considered and approved by Council in March 2021



Geographical Information Systems Strategy 2021 - 2025 Developed

The **reaccreditation of the Charter Plus Status** was confirmed by NILGA





SPEED

EFFICIENCY

COST

QUALITY



6 // SELF ASSESSMENT

COMMUNITY

53 actions contributed to our community theme, working closely with local communities and other parties we are striving to improve the quality of life and wellbeing of everyone. Below are examples of what has been achieved.

26,192 enquiries
11,861 clients

utilising the 3 Advice Service providers



100 people

benefited from social support programmes

Over 200 referrals

since the Helpline was established early September 2020



818

Financial Assistance Programme applications processed of which 80% were successful

501 additional

Financial Assistance Policy applications offered to Community Groups to support Food/ Financial & Connectivity projects totalling **£566,543.75**



120

tourism businesses registered for Good to Go Scheme

Participatory Budgeting pilot project

£32,874.18

delivered to 66 successful groups



Community Sports programmes were successfully delivered

35 tailored webinars throughout 20/21 with over **160 participants**



In conjunction with ART & DART

3246 journeys were completed

delivering essential food parcels & transporting vulnerable people for COVID vaccinations

Gosford Phase 2 project complete



287 participants Get Out Get Active programme

262 participants Inclusive Sport & Leisure programme

Dromore Community Centre project complete

150 virtual meet the buyer appointments were facilitated



St Patrick's Banbridge Pitch project complete

150 one to one calls to businesses were completed

201 participants Macmillan Move More programme

541 participants Sport in the Community programme

6 // SELF ASSESSMENT

ECONOMY

31 actions contributed to our economy theme, we are working to help create a strong vibrant economy with a range of employment opportunities. Our tourism sector is an important and growing part of this. Below are examples of what has been achieved.



69

Businesses Supported
since Business Support
Programme Inception



11

**Complimentary
Education Initiatives**
completed to date using
virtual platforms



190 Jobs

created though the
Go For It programme

**2 town centre
public realm schemes**
IN DROMORE AND CRAIGAVON







6 // SELF ASSESSMENT

PLACE

50 actions contributed to the place theme, we are working to enhance and revitalise the city and borough. Making it a place people want to live, work, visit and live in. Here are some examples of what have been achieved.

1,340

planning applications received (4th Highest NI)



First
2



Townscape Heritage projects commenced



54.6%

of household waste sent to recycling

£1.16m
funding obtained

for Catchment Care benefiting the local environment



£1.3m

secured from DfC for investments in Urban Towns & Cities



ISO 14001
(achieved 2015)

Accreditation retained

£290k

funding support from DAERA administered to businesses in rural areas to respond to COVID-19 restrictions



Commencement of the
COVID-19
Recovery Plan
for the urban & rural areas

£579k

from DfI secured to support the development of key infrastructural projects including cycling infrastructure, gateway enhancements and key pedestrian routes in urban centres



Building Control Assessed

within 21 days | 85.1% of Domestic Full Plan Applications
within 35 days | 72.8% of Non Domestic Full Plan Applications
within 14 days | 89.6% of Domestic & Non Domestic resubmissions
within 56 days | 99.6% of Domestic Full Plan Applications
within 56 days | 86% of Non Domestic Applications

10

Green Flag Awards maintained



6 \\ SELF ASSESSMENT

6.2 FINANCIAL PERFORMANCE

For the year ended 31 March 2021, there was an increase in the Council's total usable reserves from £26.7m to £40m. The Council's approved net budget of £74.1m was supplemented by £2.2m in year finalisation payment of district rates and additional one-off grant funding of £15.2m. The total Net Operating Expenditure reported in the CIES is £93.7m (this includes amounts for depreciation, impairments and other non-budget accountancy adjustments).

Capital expenditure during the year amounted to £9.8m. This included expenditure on a number of projects and initiatives including the completion of the new South Lake Leisure Centre (£2.9m), expenditure on Play Parks across the Borough (£1.2m), Vehicles & Equipment (£0.5m), Outdoor Leisure facilities (£1.4m) and Council Buildings and land (£3.8m).

The Council's financial accounts for the year ended 31st March 2021 will be set out in the Annual Statement of Accounts and will consist of:

- The Comprehensive Income and Expenditure Statement - the Council's main revenue account covering income and expenditure on all services.
- The Movement in Reserves Statement - this shows the movement in and the accumulated balances of reserves held by the Council at the year end. These are categorised as either 'Usable' (i.e. consideration can be given regarding utilising these amounts) or 'Unusable' (i.e. resources for which a decision has already been made by Council regarding how these are to be used e.g. the creation of specific reserves or funding towards one-off projects).
- The Balance Sheet - which sets out the Council's assets and liabilities at the year end.
- The Cash Flow Statement - this includes information regarding inflows and outflows of cash arising from transactions for both revenue and capital.
- Notes to the Accounts.

During 2020/21 the gross expenditure incurred by Council on Continuing Operations amounts to approximately £108.5m (2019/20 £103.7m). This was supplemented by income from various sources including service users and grants of £18.8m (2019/20 £23.4m) resulting in Net Expenditure of £89.8m (2019/20 £80.3m). Service expenditure and income is summarised in the following table:

Service Expenditure	Gross Expenditure	Gross Income	Net Expenditure
	£'000	£'000	£'000
Place Directorate	13,335	(2,764)	10,571
People Directorate	69,593	(9,854)	59,739
Position Directorate	12,673	(2,888)	9,785
Performance Directorate	8,878	(286)	8,592
Other Services	4,053	(2,964)	1,089
Continuing Operations	108,532	(18,756)	89,776

During the annual Estimates Process, each year the Council has to ensure that it has adequate resources to deliver the services expected by the local community, both business and non-business alike. To this end in 2020/21 the Council projected a requirement of net funding in the amount of £74.1m of which £67.0m was to be raised by way of Rates Income along with total projected Central Government grant funding of approximately £6.9m (i.e. Rates Support Grant, Transferred Functions Grants and De-Rating Grant) and a balance applied of £0.2m.

In February 2020 the Council approved budgets for the four Directorates.

- Performance Directorate: - £8.9m
- People Directorate: - £38.5m
- Place Directorate: - £6.7m
- Position Directorate: - £7.3m

The Council also budgeted for various capital projects across Council and set aside approximately £12.7m capital financing for this. Based on these figures, the Council set the District Rate and combined with the Central Government Regional rate, are used to calculate the Borough Rates bills.

6.3 COVID - 19 RESPONSE

As referenced a number of times above since March 2020, the Borough has faced immense Covid-related challenges, with the Council area having for long period's high rates of Covid infection. Against this backdrop, Council departments and teams have rallied to support local residents, communities, and businesses and have delivered some really innovative and ambitious programmes of support, with fantastic work emanating from every corner of our organisation.

Working Together to Deliver Remotely

Something we have seen across the sector is the phenomenal job that the Council workforce has done to keep disruption to a minimum, despite working from home becoming the new normal.

Our staff adapted brilliantly through a combination of communication platforms, finding ways to work together despite being apart, something we can be proud off.

Skilling People up Online

While we were forced to cancel all face-to-face training back in March 2020, our team adapted magnificently, and worked with HR and all our course leaders to ensure the disruption didn't last long and people took advantage of online training courses.

Advice/Help Service for Communities & Foodbanks

Between March and August 2020, a strong team of redeployed Council staff embraced Covid helplines/referrals during the pandemic and assisted foodbanks ensuring daily deliveries to residents who could not venture out to buy food and drink and had no other means of support.

6 \\ SELF ASSESSMENT

We secured additional Covid funding from DfC totalling £1,165,962.65. This funding enabled us to deliver numerous programmes for communities based on Financial/ Food & Fuel / Essentials / Combating Social Isolation / Debt Management / On-line Training / Educational Packs and much more.

A staggering 11,400 people were provided with food, amounting to over 48 tonnes of food being delivered.

- **13,468** Food parcels delivered during the Covid pandemic lockdown March to August 2020
- **1237** Covid Support/Helpline referrals during the pandemic
- **3246** essential transport journeys funded to support access to food and essential services
- **926** people benefited from fuel support

Keeping Employees and Visitors Safe

Whilst most of the work of Council during the pandemic has been to support and ensure the safety and wellbeing of our residents, the focus for the Council's Health and Safety and Facilities Management Teams was to ensure the safety and wellbeing of our employees too. To do this the teams ensured that all Council buildings were Covid-secure, both for employees and visitors.

Community Engagement

The Council's Communication Strategy was both broad and targeted, reaching out to many sectors so that everyone in the community got the right messaging. To ensure the right messages and advice was offered and adhered to by local communities, schools, young people, and local businesses, Council launched its Coronavirus Information, Support and Advice web page as well as

providing a constant stream of informative messaging on our own services and sign posting to other services and messaging via our social media platforms.

Partnership Working

Strong local partnerships between the Council, businesses, and the Community & Voluntary Sector has enabled the Council and partners to quickly mobilise a Covid response plan to pool and steer Council resources and provide a focus for delivery.

- **5,844** Community Engagement Hub - website visits
- **105** Groups registered on the Councils online support directory
- **47** local Community organisations signed up to support with food during lockdown

Events

Council's Arts, Culture and Heritage facilities continued to engage with audiences with on line and digital programmes. The Market Place Theatre delivered online workshop programmes and streamed live music events. Armagh County Museum made its collections accessible on line through Flick and Art UK. Covid safe versions of Signature Tourism Events: Food and Cider Festival, Georgian Festival and Home of St Patricks Festival were delivered.

Testing & Vaccination Sites

The speed at which testing sites were identified and deployed is an achievement for the hard-working teams in the PHA and Council. A comprehensive network of testing sites was established for our residents, providing them with pre-booked and walk-up testing options. Once the potential delivery of a vaccine was announced, we worked with the PHA to identify a mass vaccination site at the South Lake Leisure Centre.

Volunteering

60 residents signed up to the good morning scheme. They provided a weekly call to people across the Borough who have little or no contact with others to check on their wellbeing and support needs.

Support for Business

Despite the pandemic, support was given to local business on a range of areas such as information on financial advice and grant support available, information on e-commerce support and grants, Covid restrictions reopening advice and options including click and collect and Brexit advice relating to transporting goods.

- **1,990** local businesses received support from the Council's Business Support Hub
- **214** businesses have also received more than 1670 hours of individual mentoring support

Service Delivery

It is worth noting that the kerbside collection of waste did not stop at any point during 2020-21, with over 118 staff redeployed to assist with frontline duties and 80 staff into Environmental Services to assist with Waste Management.

6.4 Statutory Performance Indicators and Standards

Under the Local Government (Performance Indicators and Standards) Order (Northern Ireland) 2015, a number of performance indicators and standards are set for each of the 11 Northern Ireland Councils. The aim of the performance measures is to promote the improvement of service delivery in these three service areas. A summary table of the Councils performance in these three areas can be referred to in Appendix A.

These indicators and standards will continue to apply until an amending order or new order is enacted and include the functions of:

Economic Development:

The Department of Economy set the Economic Development indicators and standards as part of the governance and performance management arrangements for the Economic Development functions. Information on the 11 Councils performance for 2020-2021 is set out in Appendix B.

Planning:

The Department of Infrastructure set the planning indicators and standards as part of the governance and performance management arrangements for the planning functions transferred to local councils. The Department publishes performance by council area on a quarterly basis through the NI Planning Statistics Report. Information may be accessed using the following link:

infrastructure-ni.gov.uk/publications/northern-ireland-planning-statistics-april-2020-march-2021

6 // SELF ASSESSMENT

Waste Management:

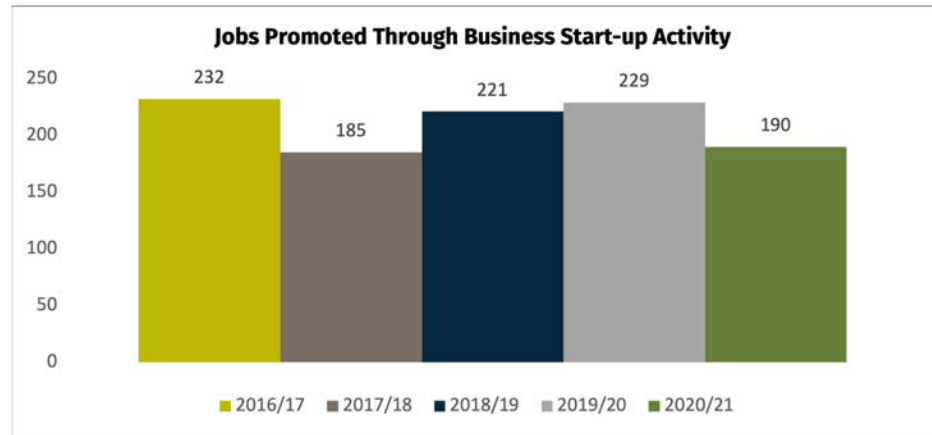
The Department of Agriculture, Environment and Rural Affairs (DEARA) set the Waste Management indicators and standards. The Department publishes performance by council area on a quarterly basis through the NI Local Authority Collected Municipal Waste Management Statistics report. Information may be accessed using the following link daera-ni.gov.uk/articles/northern-ireland-local-authority-collected-municipal-waste-management-statistics

This section of the report details how Council has performed over the 5 year period (2016/17 - 2020/21) in relation to the statutory performance indicators for Economic Development, Planning and Waste Management. The accompanying narrative provides a rationale and an analysis of the activity within each area.

Economic Development

There were 190 jobs promoted through business start-up activity in 2020-21. This was 39 less than 2019-20 because of the negative economic impact of the Covid-19 pandemic. Despite this reduction, Council has maintained its overall ranking as the second best performing council area within Northern Ireland.

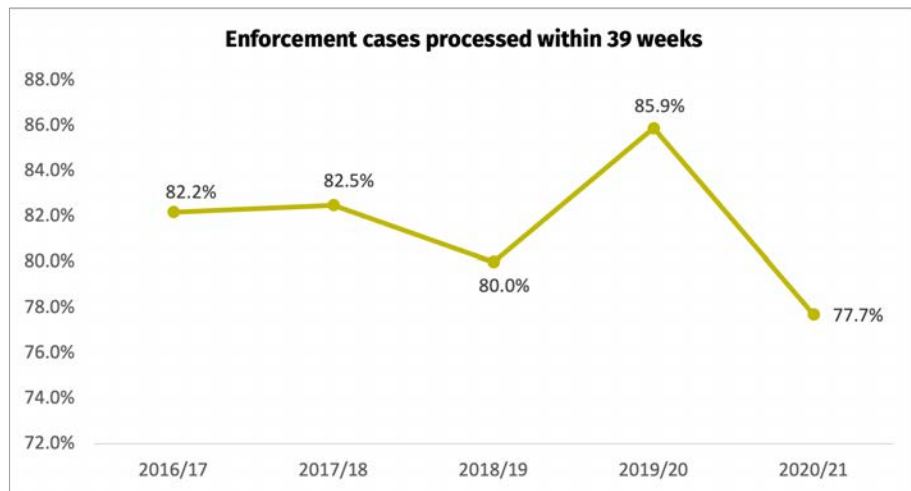
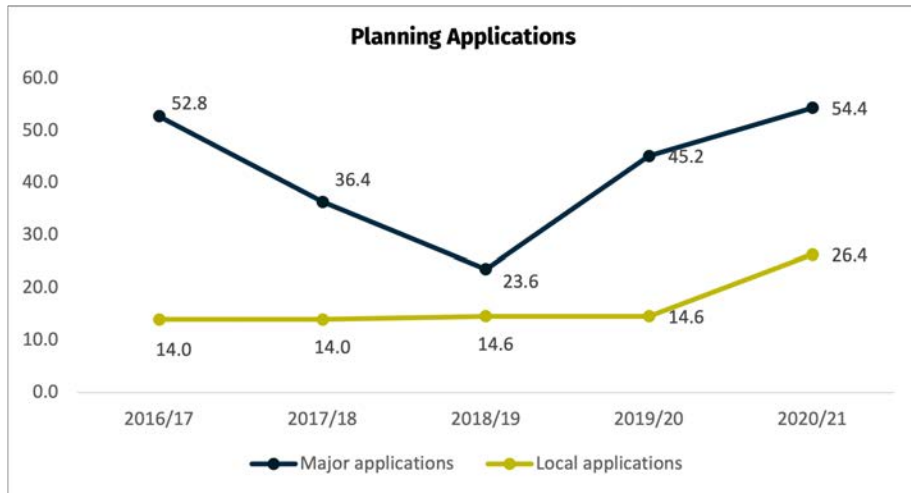
It is noted the Business Start-up Programme statutory target of 165 jobs is a historic target imposed by the Department for Economy. Armagh City, Banbridge & Craigavon Council have continued to exceed this target each year. Through the NI Regional working group, all Councils provide feedback to the Department on realistic target setting, the value of measurement alongside the outcomes for citizens. At the time of this report, there is currently a new programme under development. A new statutory target of 182 jobs per year has been approved by Council and remains under consideration by the Department.



Planning

During 2020-21, the average processing time for the Council to decide major planning applications was 54.4 weeks, which is outside the 30 week statutory target, but significantly better than the NI average of 61.4 weeks. This represents an increase of 9.2 weeks on 2019/20 (45.2 weeks). During 2020/21, none of the 11 councils managed to meet the statutory target of 30 weeks.

The average processing time for the Council to decide local applications during 2020-21 was 26.4 weeks, which is outside the 15 week statutory target and higher than the NI average of 17.8 weeks. Only 3 of the 11 councils achieved the statutory target of 15 weeks. The percentage of enforcement cases processed to a conclusion across NI within 39 weeks was 69.9%. The percentage processed to a conclusion by this Council within 39 weeks was 77.7%. This is 8.2 percentage points lower than in 2019/20 (85.9%) but significantly above the 70% target and significantly better than the NI average. Of the 11 councils, this Council was one of 6 to meet the target.



During 2020-21:

- 1,340² applications were received (4th highest across Northern Ireland) - an increase of 6% on the previous year.
- 926 decisions on local development applications (4th highest across Northern Ireland) were made.
- 10 Major applications were received (19 in 2019/20).
- 368 enforcement cases were concluded - a decrease of just over 7% on the previous financial year. This represents the 3rd highest number of cases across Northern Ireland. 77.7% of cases concluded were within 39 weeks.

It is noted that Council's Planning Department has been successful in meeting 1 out of 3 of its standards during the financial year. We fell behind in meeting the average processing times for major and local planning applications, this was due to a number of factors - primarily the operational challenges presented by the pandemic and the increase in the number of planning applications received.

The number of major applications received decreased in 2020/21 by 9 to a total of 10 applications. These included:

- 1 major agricultural development
- 2 major industrial developments
- 2 major retail developments
- 2 large scale housing developments
- 1 mixed use development
- 1 tourism development
- 1 Greenway development

The applications above represent not only major investment into the regeneration of the Borough, but extensive work from our Planning Department.

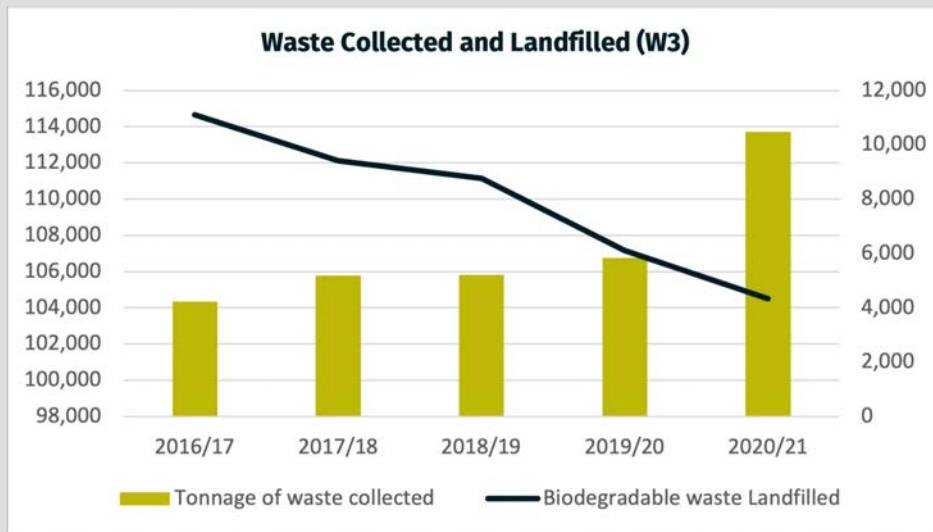
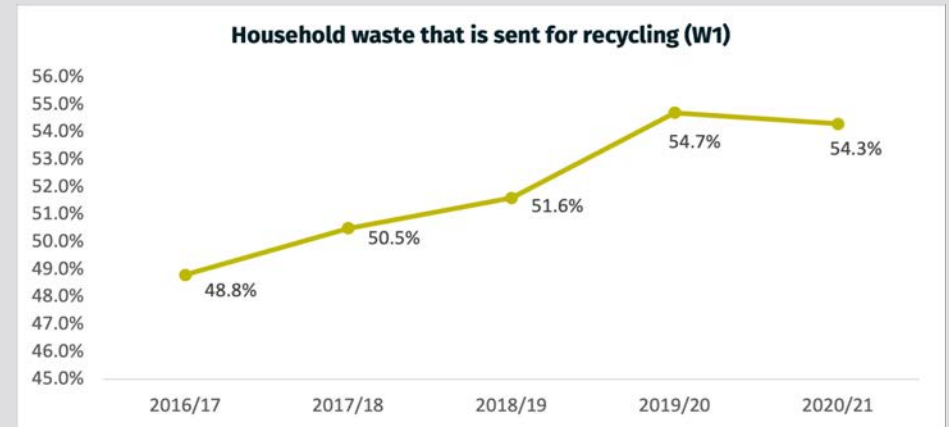
² The number of planning applications received in Northern Ireland in 2020-21 was 12,833, an increase of nearly 5% on the previous year. Armagh City Banbridge and Craigavon Borough Council processed just over 10% of the overall number of applications received which was the fourth highest of the 11 councils.

6 // SELF ASSESSMENT

Waste Management



The percentage of household waste sent for recycling (W1) has been increasing year on year, however, there was a slight decrease in performance during 2020-21 with figures dropping from 54.7% during 2019/20 to 54.3% in 2020-21. Whilst residents did not reduce recycling efforts during this period, the recycling figures are offset by the fact that we collected more waste overall during 2020-21, with more people being at home during the pandemic.

The total amount of waste collected (W3) has increased by 6.4% (6,970 t) in 2020-21 compared to 2019-20, again, this is reflective of changed domestic arrangements during these unusual times. Looking forward to 2021-22 we hope to finalise the roll out of wheeled bins for the collection of mixed dry recyclables in the Armagh area along with the provision of an additional 8,000 brown bins for organic waste.



6.5 Self-Imposed Performance Indicators & Standards 2020-2021

In addition to the Corporate Performance and self-imposed indicators contained within Departmental Business Plans, Council measured 2 further self-imposed standards/targets. In 2020/21 Council improved on the time it takes to pay suppliers and has reduced times for a 5th consecutive year. There were 75% of all FOI and EIR requests responded to within 20 working days.

Self-Imposed Indicators	Standards/Targets 2020/21	2016 -2017	2017-2018	2018 - 2019	2019-2020	2020-2021	How did we do? (RAG)
Average number of calendar days to pay suppliers	19 days	28.5 days	24.8 days	21 days	19.26 days	12.4 days	
Percentage Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests responded to within 20 working days.	100% within 20 working days (or agreed appropriate timescale).	79%	68%	78%	76%	75%	

6 \\ SELF ASSESSMENT

Council's Finance Department has made significant progress on reducing the average time it takes the Council to pay invoices. At 31st March 2021 the average days was reduced to 12.4 days, below the target set of 19 days and at a decreased rate of over 7 days from the previous year (2019-20). This will be reported in our annual accounts.

Prompt Payment information is published on the Council's website and details for the 2020/21 financial year can be found at:

communities-ni.gov.uk/publications/topic/10290?search=%22prompt%20payments%22&sort_by=field_published_date

During 2020/21 Council received 552 request for information. The Information Requests database and associated admin processes is under review and is being updated to enhance reporting functionality and harmonise techniques to ensure consistency of approach. In October 2020 mandatory awareness training was provided to all staff to ensure that they have a better understanding of the legislation and associated timescales. In November 2020 guidance was issued to all staff on how to identify and process an FOI request.

Each of the 15 Departmental Business Plans contain bespoke self-imposed indicators and standards relative to the delivery of their service area. Each Department reported their Annual Progress to Council in June 2020. This is available to view using the following link: abc.public-minutes.com

6.6 Rural Needs Monitoring

The Rural Needs Act (NI) 2016 Monitoring Return Summary 2020-2021

The Rural Needs Act (Northern Ireland) 2016 (The Act) came into operation for government departments and district councils on 1 June 2017. The Act requires policy makers and public authorities to have due regard to rural needs when developing and implementing policies and when designing and delivering public services.

In order to fulfil its obligations under section 1 of the Act, policymakers within the Council completed 21 Rural Needs Impact Assessments for the year 2020/21. This information is attached in Appendix E.

During this period, the Council provided further training on the rural needs duty to Heads of Department and Senior Managers. This training was amended to include some of the updated training materials that were provided by DAERA. Guidance for developing Council policy which includes advice for Officers on the Rural Needs Act and the duty to rural needs impact assess policies together with relevant rural statistics are made available on the Council's Intranet. Rural Needs Impact Assessments are placed on the policy section of the website alongside the equality screening exercises.

During 2020/21 6 Council policies were relevant to rural needs and evidence of the due regard duty as detailed in the Rural Needs Impact Assessment.

The Council's statistician assisted policy makers in collating relevant rural statistics in order to complete the Rural Needs Impact Assessments.

7 \\ BENCHMARKING

Understanding current levels of performance is a prerequisite to understanding what improvements might be possible in the future. Benchmarking is one approach that can be used to identify both efficient and inefficient activities in the public sector. During 2019-20, a regional multi-stakeholder Performance Group consisting of representatives from the 11 Northern Ireland Councils, the Department for Communities and the Northern Ireland Audit Office was established to work on terms of reference for the development of an NI Regional benchmarking framework. Unfortunately that has not been further progressed during 2020-21.

In compliance with the Statutory Guidance on the General Duty, benchmarking/ comparison information forms part of our self-assessment.

As such, we have included comparisons with other Councils relating to the statutory indicators and standards, and comparisons on prompt payment, and staff absenteeism data. These are attached in Appendices C and D.

Appendix C shows detailed Staff Absenteeism figures for our Council in comparison with all Councils across Northern Ireland. As we progress into 2021-22, Absence will continue to be a focus for the organisation.

Our dedicated lead officer will remain in place as this has greatly improved the co-ordination of activity and has provided targeted guidance and support to line managers. The officer has also been instrumental in the roll out of the new absence policy training.

We are stepping up proactive and wellbeing measures and are launching a wellbeing staff survey to help us tailor our wellbeing activities. We will also

continue to roll out appropriate wellbeing training particularly in the areas of improving mental health and resilience. We will also be making use of our Mental Health Champions.

Appendix D shows The Council's prompt payment performance has improved since the introduction of a 'No Purchase Order No Payment' policy - something that was introduced to ensure minimal delays in paying suppliers. In 2020-21 the average payment time for the Council to process and make a payment was just over 12 days.

To maintain this level of performance it is important that businesses that work closely with the Council ensuring they obtain a purchase order before undertaking any service or supplying goods to Council. Departments across Council are aware of these arrangements and they have been encouraged to work closely with suppliers to make the payment process as streamlined as possible.

8 \\ FUTURE OUTLOOK

The on-going context of the global Coronavirus pandemic and its impact on the health and wellbeing of local communities, will continue to provide the biggest challenge to local councils. The ever-changing economic climate continues to provide some uncertainty for local businesses and communities within the Borough, which in turn may have a direct impact on council income.

As we complete out on the necessary actions from our initial recovery plan we look to the medium term and how we will continue to support the recovery of our organisation and the wider Borough as well as delivering on our corporate vision over the next two years.

We acknowledge that we need to maintain the ability and resources to continue to react to the ongoing Covid pandemic. We will continue to support recovery and focus on strategic transformation, taking a strategic approach to developing and implementing the core agendas of inclusive growth and tackling climate change, as agreed through engagement with senior managers and elected members.

Actions under these programmes must not only meet the emerging needs of our communities as we recover from the pandemic but also contribute to our long-term vision and commitments as detailed in our Community and Corporate

plans. We will also continue to work closely with Community Planning partners to ensure that joint actions are included in the Partnerships Joint Recovery Plan and that our actions contribute to this plan as agreed.

Recovery and growth are key to our Borough's success, through our Medium Term Recovery Strategy, our investment plans and our work to secure a Mid-South West Growth Deal we will continue to work to attract investment, create jobs and connect as many people as possible to the opportunities that are created.

The wider public sector is also facing funding challenges and this in turn could have direct repercussions for the Council as it receives grant funding on an annual basis from central government.

However, despite these challenges, the Council continues to provide value for money to local ratepayers whilst developing strategies and plans for further enhancement to the Borough which are affordable and effective.

It is vital we provide the right services in the right way to meet the needs of our customers and to improve customer experience and satisfaction and a number of transformation projects will continue to be undertaken/progressed in 2021-22, supported by our Programme Management Office .

The proposed investment and enhanced service delivery will be funded from a number of measures including efficiencies, transformation, effective treasury management and financial management. Current plans and strategies of the Council for the future are deemed affordable. However, we will refresh our Medium Term Financial Plan to reflect our new operating environment and the challenges that it brings.

8 \\ FUTURE OUTLOOK

As mentioned Council commenced a review of its organisational structure, as part of our ongoing transformation work, this will be implemented during 2021-22 to make sure our organisation has the skills and capacity it needs to lead growth for the Borough, meet the needs of people and communities and to transform our services to meet new challenges.

The Council continues to progress the new Local Development Plan for the Borough which when finalised will facilitate the future growth of our Borough for housing, employment and services, whilst protecting our unique environment.

Stage one of this process has been completed with the publication of the Draft Plan timetable and Preferred Options Paper and officers are now working towards the completion of stage two - the adoption of the Draft Plan Strategy. The Plan Strategy will set out the Council's strategic objectives and the strategic policies for managing and facilitating development along with a spatial growth strategy for achieving the vision of our new Local Development Plan.

The third and final stage of the LDP - the Local Policies Plan - will set out the Council's detailed policies and proposals (zonings and designations) regarding the future development of the Borough and will be prepared following the adoption of the Plan Strategy.

The Council wants to assure all residents, businesses and all other stakeholders that it is fully committed to delivering services that are efficient, economical and of an exemplary standard. It looks forward to working with residents, local businesses, our statutory partners and all other stakeholders to ensure that this happens.

9 \ \ CONTACT US

We welcome your ongoing feedback and comments or suggestions on how we might improve any of our Council services.

Further contact details on each elected members can be found at: armaghbanbridgecraigavon.gov.uk/councillors

Please use one of the following ways to contact us with your feedback/views:

Website: armaghbanbridgecraigavon.gov.uk/contact-us

Email: performance@armaghbanbridgecraigavon.gov.uk

Telephone: 0300 0300 900 ext 3355

In Writing: Strategy & Performance Department
Armagh City, Banbridge and Craigavon Borough Council
Armagh Old City Hospital
Abbey Street
Armagh
BT61 7DY

This document is available in a range of formats upon request using the contact details above.



Summary Table: Statutory performance improvement indicators and standards for the functions of Economic Development, Planning and Waste.

REF.	STATUTORY PERFORMANCE INDICATORS	STANDARDS/ TARGETS 2018/19	2016/17	2017/18	2018/19	2019/20	2020/21	PERFORMANCE KEY (RAG)
ED1	Number of jobs promoted through business start-up activity.	165	232	185	221	229	190	●
P1	Average processing time of major planning applications.	Major applications processed from date valid to decision or withdrawn within an average of 30 weeks.	52.8 weeks	36.4 weeks	23.6 weeks	45.2 weeks	54.4 weeks	●
P2	Average processing time of local planning applications	Local applications processed from date valid to decision or withdrawn within an average of 15 weeks.	14 weeks	14 weeks	14.6 weeks	14.6 weeks	26.4 weeks	●
P3	Percentage of planning enforcement cases processed within 39 weeks.	70% of all enforcement cases progressed to target conclusion within 39 weeks of receipt of complaint.	82.2%	82.5%	80%	85.9%	77.7%	●
W1	Percentage of household waste collected by district councils that is sent for recycling (including waste prepared for reuse).	NI Landfill Allowance Scheme (50% by 2020)	48.8%	50.5%	51.6%	54.7%	54.3 %	●
W2	Amount (tonnage) of biodegradable Local Authority Collected Municipal Waste that is landfilled.	NI Landfill Allowance Scheme 2015/16: (30,759 tonnes) 2016/17: (29,173 tonnes) 2017/18: (27,588 tonnes) 2018/19: (26,002 tonnes) 2019/20: (24,417 tonnes) 2020/21: (No target set)	11,107 tonnes	9,401 tonnes	8,771 tonnes	6,104 tonnes	4340 tonnes	
W3	Amount (tonnage) of biodegradable Local Authority Collected Municipal Waste arising (the total amount of waste collected).	No statutory standard has been set	104,342 tonnes	105,778 tonnes	105,828 tonnes	106,742 tonnes	113,712 tonnes	

Economic Development: Statutory Indicators & Standards Performance: 11 Councils April 2020 - March 2021

BUSINESS PLAN APPROVALS BY COUNCIL AREA

COUNCIL AREA	APR-20	MAY-20	JUN-20	JUL-20	AUG-20	SEP-20	OCT-20	NOV-20	DEC-20	JAN-21	FEB-21	MAR-21	TOTAL
Antrim & Newtownabbey	5	3	7	5	16	14	14	12	12	12	13	24	137
Ards & North Down	5	5	12	18	9	23	20	18	10	14	12	19	165
Armagh Banbridge & Craigavon	12	5	16	28	28	29	35	36	27	30	30	33	309
Belfast	12	16	24	33	29	36	32	42	21	30	29	38	342
Causeway Coast & Glens		3	14	21	12	29	26	17	16	17	28	33	216
Derry & Strabane		1	3	18	14	16	17	15	15	22	22	41	184
Fermanagh & Omagh	1	2	11	15	18	22	17	16	11	7	18	27	165
Lisburn & Castlereagh	4	13	7	7	11	20	21	19	14	12	18	27	173
Mid & East Antrim	7	3	7	12	12	14	17	18	11	16	11	25	153
Mid Ulster	12	11	12	17	18	16	20	17	12	11	20	48	214
Newry Mourne & Down	5	2	21	26	24	27	31	32	19	21	25	34	267
TOTAL	63	64	134	200	191	246	250	242	168	192	226	349	2,325

YEAR TO DATE PERFORMANCE

	BPA to Year End	Jobs Created Year to Date	Statutory Jobs Target	Balance of Jobs to be created	% Jobs Created Vs Statutory Target
Antrim & Newtownabbey	137	84	80		105%
Ards & North Down	165	101	85		119%
Armagh Banbridge & Craigavon	309	190	165		115%
Belfast	342	210	325	115	65%
Causeway Coast & Glens	216	133	125		106%
Derry & Strabane	184	113	140	27	81%
Fermanagh & Omagh	165	101	170	69	60%
Lisburn & Castlereagh	173	106	85		125%
Mid & East Antrim	153	94	85		111%
Mid Ulster	214	132	210	78	63%
Newry Mourne & Down	267	164	155		106%
Total 2019-20 (Financial Year)	2,325	1,429	1,625	289	88%

Staff Absences Report

	2020-21			2019-20			2018-19			2017-18		
COUNCIL ABSENTEEISM	LONG-TERM	SHORT-TERM	TOTAL	LONG-TERM	SHORT-TERM	TOTAL	LONG-TERM	SHORT-TERM	TOTAL	LONG-TERM	SHORT-TERM	TOTAL
Antrim and Newtownabbey				9.56	2.85	12.41	11.0	2.73	13.73	8.89	2.99	11.88
Ards and North Down				10.48	3.71	14.19	10.53	3.7	14.23	12.16	4	16.16
Armagh, Banbridge, Craigavon	13.11	2.56	15.67	14.72	3.56	18.28	13.11	3.62	16.73	12.22	3.84	16.06
Belfast City				8.95	4.63	13.58	9.25	4.46	13.71	8.81	4.91	13.72
Causeway Coast and Glens							14.91	2.22	17.13	12.92	2.87	15.79
Derry City and Strabane				9.40	5.10	14.50	9.10	3.20	12.30	11.3	2.7	14.00
Fermanagh and Omagh				10.47	3.30	13.77	7.41	3.03	10.44	8.88	3.99	12.87
Lisburn and Castlereagh				11.60	2.20	13.80	11.20	2.10	13.30	14.2	2.5	16.70
Mid and East Antrim				8.11	2.53	10.64	10.87	3.18	14.05	13.96	3.12	17.08
Mid Ulster				7.84	3.86	11.70	8.73	4.17	12.90	8.1	4.27	12.37
Newry, Mourne and Down				11.70	4.10	15.80	10.97	3.73	14.70	12.58	4.58	17.16
AVERAGE SICKNESS ABSENCE				9.56	2.85	12.41	11.0	2.73	13.73	8.89	2.99	11.88

Source: Unaudited data from Annual Audit Letters

Data for other ten councils in 2020/21 unavailable as not yet verified.

Quarterly Prompt Payment Reports

	2016/17			2017/18			2018/19			2019/20			2020/21		
Council Name	within 10 days	within 30 days	outside 30 days	within 10 days	within 30 days	outside 30 days	within 10 days	within 30 days	outside 30 days	within 10 days	within 30 days	outside 30 days	within 10 days	within 30 days	outside 30 days
Antrim and Newtownabbey	13,433	22,573	4,546	18,320	22,505	3,772	17083	21799	4924	18390	22760	3810	12,792	15,284	1,817
Ards and North Down	10657	18347	4134	9575	17478	4047	6931	13731	8194	14560	20174	1414	10,576	12,706	549
Armagh City, Banbridge & Craigavon	6,611	21,555	8,057	5,200	18,352	12,282	6,504	25,201	5,547	5,713	20,105	10,120	9,272	17,204	1,766
Belfast City	43898	53600	7492	39355	51403	6916	44240	5223	9592	50885	63385	4425	39,959	48,218	3,375
Causeway Coast and Gelns	11314	21624	3923	11964	23430	5056	10219	18403	4022	12066	23786	6216	14,614	18,361	2,705
Derry City and Strabane	8234	18024	6070	12584	18163	4005	9049	19585	6078	12078	21643	4979	6,305	13,894	3,755
Fermanagh and Omagh	9914	16487	2395	10692	15935	2367	8836	13900	2679	15332	17715	1111	14,888	16,183	1,048
Lisburn and Castlereagh	10742	20383	4869	11864	20685	6440	10204	18651	3405	13957	19570	1888	9,842	12,045	1,768
Mid and East Antrim	12227	22563	3050	8597	21194	4015	12491	21517	3690	13082	22550	3609	16,368	23,808	4,660
Mid Ulster	15979	18554	271	16676	19275	469	10714	15785	221	15148	17141	1025	10,931	12,873	635
Newry, Mourne and Down	2081	19086	3214	1979	21554	3653	1967	14443	7527	8320	21647	2447	1,676	13,098	2,125
Total	145,090	252,796	48,021	146,806	249,974	53,022	161668	268,777	40,875	179531	270476	41044	147,223	203,674	24,203
			300,817			302,996			309,652			311,520			227,877

	2016/17			2017/18			2018/19			2019/20			2020/21		
Council Name	within 10 days	within 30 days	outside 30 days	within 10 days	within 30 days	outside 30 days	within 10 days	within 30 days	outside 30 days	within 10 days	within 30 days	outside 30 days	within 10 days	within 30 days	outside 30 days
Armagh City, Banbridge & Craigavon	6,611	21,555	8,057	5,200	18,352	12,282	6,504	25,201	5,547	5,713	20,105	10,120	9,272	17,204	1,766
			36,223			35,834			37,252			35,938			28,242
	18.3%	59.5%	22.2%	14.5%	51.2%	34.3%	17.5%	67.7%	14.9%	15.9%	55.9%	28.2%	32.8%	61.0%	6.3%

Information to be compiled by Public Authorities under Section 3(1)(a) of the Rural Needs Act (NI) 2016.

(To be completed and included in public authorities' own annual reports and submitted to DAERA for inclusion in the Rural Needs Annual Monitoring Report).

Name of Public Authority:	Armagh City, Banbridge and Craigavon Borough Council
Reporting Period:	April 2020 - March 2021

The following information should be compiled in respect of each policy, strategy and plan which has been developed, adopted, implemented or revised and each public service which has been designed or delivered by the public authority during the reporting period.

Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016 ¹ .	The rural policy area(s) which the activity relates to ² .	Describe how the public authority has had due regard to rural needs when developing, adopting, implementing or revising the policy, strategy or plan or when designing or delivering the public service ³ .
Furlough Policy	Internal Policy	No rural needs were identified
Remote Meetings Protocol	Internal Policy	This Protocol enables both Staff and Members to participate in Council meetings remotely. The policy was not influenced by rural needs
Get Moving ABC Framework	Physical Activity	The Framework's vision is to 'Get Everyone Moving' and is a Borough-wide targeted and collective approach by a range of local organisations and groups. Residents in rural areas were consulted but no specific rural needs were identified.
ICT Acceptable Use Policy	Internal Policy	The policy was not influenced by rural needs
Implement a Participatory Budgeting Pilot	Health or Social Care	<p>The Community Engagement Strategy where the PB project is an action from states:</p> <p>"We acknowledge that good community engagement is at the heart of addressing inequality. Therefore, we will strive to enable and empower the full participation of all our community. We will make extra efforts to actively engage with those who are traditionally underrepresented or face barriers to inclusion including women, children and young people, people with disabilities and rural dwellers."</p> <p>The Community Planning Partnership includes a Community, Voluntary and Social Enterprise Panel to facilitate wider community engagement and to ensure that all communities have the opportunity to make their needs known to the community planning partnership. Nine out of 38 of the organisations on the panel are rural, including TADA, the rural network for the Borough.</p> <p>Access to digital infrastructure was considered.</p> <p>The Tak£500 working group have links across the whole borough. Officers have committed to ensuring that groups constituted and non constituted groups are supported to apply for this funding. As the funding pool will be split evenly across each of the DEA's rural areas will also benefit.</p>
Leave Entitlement Policy	Internal Policy	No rural needs were identified


Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016 ¹ .	The rural policy area(s) which the activity relates to ² .	Describe how the public authority has had due regard to rural needs when developing, adopting, implementing or revising the policy, strategy or plan or when designing or delivering the public service ³ .
Covid-19 Response and Recovery Plan	Cross Cutting Poverty/ Deprivation/ Rural Development	<p>The plan has been influenced by research and community engagement and as 49% of the borough's population live in rural areas, rural needs have helped influence the actions within the Connected response and recovery plan in particular actions in Part A of the action plan relate to:</p> <ul style="list-style-type: none"> • Address barriers to services and community support • Enhance coordination of food assistance and networks • Continue to engage with and listen to communities to ensure the partnership is responsive to needs <p>In part B of the plan there are actions that will tackle social isolation and loneliness and this will include a focus on Making and Enhancing Connections which will help create connections with groups that are socially isolated.</p> <p>The following issues were considered in relation to the needs of people in rural areas</p> <ul style="list-style-type: none"> Access to digital infrastructure Social isolation Mental health Access to services Poverty Loneliness Employment and Jobs
Severance and Redundancy Policy	Internal Policy	No rural needs were identified
Street Naming Policy	Internal Policy	No rural needs were identified
Flexible Working Hours Policy	Internal Policy	No rural needs were identified
Fraud and Corruption Policy	Internal Policy	No rural needs were identified
Gifts and Hospitality Policy	Internal Policy	No rural needs were identified
Tree Management Policy	Environmental Impacts	The policy was not influenced by rural needs
Commemorative Memorial Licence Application (including Cemeteries)	Internal Policy	No rural needs were identified
Play Park, Local, Neighbourhood and District	Ability to Enjoy Healthy Lifestyle	<p>Residents in rural areas have the right to enjoy a healthy lifestyle so it is important that they have access to play parks.</p> <p>Based on the designated Settlement Development Limits (SDL) classification (a statistical delineation of settlements in Northern Ireland defined by the Planning Service), the council area comprises a combination of rural and urban areas with the population located across a range of residential classifications including rural settlement based, dispersed rural living and urban residential. Key settlements identified within the SDL include:</p> <p>Armagh City, Keady, Banbridge, Magheralin, Craigavon Urban Area and Bleary, Markethill, Dollingstown, Rathfriland, Dromore, Richhill, Gilford and Waringstown.</p> <p>Due to differences in population spread, in particular the largely rural, dispersed nature of settlements and the population base in Northern Ireland, Council has sought to develop its own tailored categorisation for fixed play areas with associated distance criteria which relate more closely to existing local fixed play provision, underlying demographic patterns and local geography.</p>

Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016 ¹ .	The rural policy area(s) which the activity relates to ² .	Describe how the public authority has had due regard to rural needs when developing, adopting, implementing or revising the policy, strategy or plan or when designing or delivering the public service ³ .
Play Park, Oxford Island	Ability to Enjoy Healthy Lifestyle	<p>Residents in rural areas have the right to enjoy a healthy lifestyle so it is important that they have access to play parks.</p> <p>Based on the designated Settlement Development Limits (SDL) classification (a statistical delineation of settlements in Northern Ireland defined by the Planning Service), the council area comprises a combination of rural and urban areas with the population located across a range of residential classifications including rural settlement based, dispersed rural living and urban residential. Key settlements identified within the SDL include: Armagh City, Keady, Banbridge, Magheralin, Craigavon Urban Area and Bleary, Markethill, Dollingstown, Rathfriland, Dromore, Richhill, Gilford and Waringstown.</p> <p>Due to differences in population spread, in particular the largely rural, dispersed nature of settlements and the population base in Northern Ireland, Council has sought to develop its own tailored categorisation for fixed play areas with associated distance criteria which relate more closely to existing local fixed play provision, underlying demographic patterns and local geography.</p>
Recognition Proposal	Internal Policy	No rural needs were identified
Tandragee Public Realm	Rural Businesses, Rural Tourism	This is a Public Realm improvement scheme that is focused on Tandragee, but it has positive effects on the surrounding rural hinterland.
Urban Centres Identities Project	Urban Identities	No rural needs were identified
Waringstown Public Realm	Cross Cutting Rural Businesses, Rural Tourism	This is a Public Realm improvement scheme that is focused on Waringstown, but it has positive effects on the surrounding rural hinterland.
Whistleblowing Policy	Internal Policy	No rural needs were identified

Link to Council Policies armaghbanbridgecraigavon.gov.uk/council/policies

- 1 This information should normally be contained in section 1B of the RNIA Template completed in respect of the activity.
- 2 This information should normally be contained in section 2D of the RNIA Template completed in respect of the activity.
- 3 The information contained in sections 3D, 4A & 5B of the RNIA Template should be considered when completing this section.

For further information please contact
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