

New Council 2011-2015

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ANNUAL REPORT

2010-2011



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Introduction by Mayor 2010-2011

I was pleased and proud to be elected as the First Citizen of the Borough of Craigavon in June 2010 and am even more proud when I look back over 2010-2011 and see what Council has achieved in this time. This Annual Report showcases those achievements and is a testament to the hard work of Elected Members and staff and all those in the community working for the good of others.

From an economic point of view, it has been a hard year for everyone. We have all faced cuts, particularly in the public sector, but as local representatives we are always aware of the impact of the recession on the householder. For this reason, we are particularly proud of the efforts that have been made to keep the district rate increase for 2011-12 below the rate of inflation. Work has been ongoing all year to identify where savings can be made, with over £740,000 worth identified for the coming year. At the same time we are working to continually improve our service provision and I think this is illustrated by our new capital projects such as

our planned new £30m indoor leisure provision and the nearly completed Brownlow Community Hub.

Looking back over the year there have been so many highlights. One of my very first engagements as Mayor was the Inaugural Craigavon Business Awards ceremony – a tremendous evening for Craigavon's business community. The Lurgan 400 celebrations, the completion of the Public Realm Works in Lurgan and Portadown, the annual Mayor's Awards ceremony where we recognise the many unsung heroes in the Borough who do so much good through their voluntary work – these are just a few.

There have been sad times as well. The funeral of Lieutenant Neal Turkington in Portadown in August was a poignant occasion and I am glad to say that during my time in office I have helped with the fundraising for the Neal Turkington Nepal Project set up by his family and friends with the Gurkha Welfare Trust to fund a school project in Nepal. Indeed, throughout my year in office I have made it a personal aim to try to help those who

are less well off and those suffering from illness. I am delighted that the total amount raised for charities from events that I hosted over the year totalled £5,394 with monies being distributed to Love for Life, Prostate Cancer, Charlene's Project, MS NI Society, New Tribes Mission for Paul and Marina Briggs and Help for Heroes. This money will be put to very good use.

It has been an honour and a privilege to represent the citizens of the Borough in 2010-2011. The role of Mayor has now passed to Councillor Alan Carson and I am sure that he will find it challenging – no one really appreciates the number of engagements a Mayor has until they are in the chair. But it also offers wonderful opportunities to meet people from across the Borough and from across the world. The new Mayor will continue to promote our Borough at all levels and within all communities and I wish him well.

**Mayor of Craigavon 2010-2011
Alderman Stephen Moutray MLA**



Craigavon Borough Council's Chief Executive Dr Theresa Donaldson (centre) with the Corporate Management Team. (l-r) Brona Slevin, (Director of Corporate Services), Olga Murtagh (Director of Development), Lorraine Crawford (Director of Environmental Services), Raymond Donnelly (Head of Human Resources), Robert Colvin (Director of Building Control Services) and Stephen Fraser (Director of Leisure Services).

Chief Executive's Introduction

It was only in December 2010 that I took up the role of Chief Executive with Craigavon Borough Council and so much has happened over these short months. I was immediately thrown into the deep end with the problems caused by the heavy snow and then the water crisis caused by the ensuing thaw. I am glad to say that the Council pulled out the stops to get the Borough through with minimal disruption.

It is a challenging time for local government. The economic climate means that we all have to make the extra effort to keep cost increases to a minimum and yet still maintain and improve our service delivery. More for less is becoming our mantra and customer focus is a major theme in our new Corporate Plan for 2011-15. In focusing on the needs of our customers we must ensure equality for all sections of our community and we are developing our new Equality Scheme in parallel with our corporate planning process.

A great deal of work has been done in recent years in preparation for the

reform of local government. We are currently awaiting an announcement to restart this process. This will be a challenge and an opportunity and I am confident that Members and staff will rise to meet that challenge.

The preparation of this Annual Report has been a positive experience. The range and scope of Council achievements is amazing and therefore I would firstly like to thank staff for their sterling effort and commitment. I would like to pay tribute to our many partners in the projects highlighted in these pages (and point out that these are only a select few of the many projects, schemes and events undertaken over the year). Thank you to our funders, thank you to our partners in delivering joint initiatives and a big thank you to all those in the local community who have worked with us to bring these projects to fruition.

I have already formed strong working relationships with Members, my senior management team and with all the staff. Through our corporate planning process we have established a clear

strategic vision of where we want to be in 2015 and will be rolling this forward year by year at operational level through our organisational business plan. With the Assembly and local government elections behind us, it is critical that our plans for the future capture the momentum and maximize this window of opportunity to further secure Craigavon's position as a lead Council.

**Chief Executive
Dr Theresa Donaldson**

Corporate Review 2010-2011



"The Corporate Plan is our key strategic document which will give direction to all our activities and outline how we will rise to the challenge in the current economic climate. Council is determined to continue to make Craigavon Borough the place of choice for people to live, work, play and invest"

Dr Theresa Donaldson
Chief Executive
Craigavon Borough Council

Corporate Plan 2011-2015

Work has been ongoing throughout the year on the development of our new Corporate Plan for 2011-15. Work on this key strategic document has been driven from the start by the Elected Members with significant input from all members of staff. The following key priorities have been identified as the focus for the next 4 years:

- Customer focus
- Growing the economy
- Open and effective leadership
- Promoting well-being and
- Protecting our environment

Following a period of consultation, the new plan will be published in early autumn 2011.



Promoting Equality

In 2009 the Council made a commitment to the implementation of an Employment Equality Action Plan (EEAP), developed in conjunction with the Equality Commission, in order to make improvements to employment systems and practices. The Action Plan encompassed all employment related practices; recruitment and selection; training and development; equality related policy development and general employment policy implementation. After a considerable amount of work throughout the year, the Commission carried out a follow-up audit of the Council's employment practices with a satisfactory outcome.

During the year, three 'Disability Champions' were appointed for Craigavon Borough Council, one at Elected Member level and two at officer level. The aim of the initiative is to promote greater disability equality in local government and to create a network of "Disability Champions" across Northern Ireland. These champions will have the role of actively promoting the equality agenda

for people with disabilities, both in employment and access to services.

Preliminary work has begun on the development of a new Equality Scheme for Council. We are currently conducting an inequalities audit of key services and the new scheme will incorporate an action plan to address any inequalities identified. The deadline for the new Scheme is February 2012.

Absence

Last year nearly half (46%) of Council staff had no absence at all. For the same period total absence in the Council was 5.25% - equivalent to 12.5 days lost per each employee (whether absent or not). This meant that we came under our end of year target of 5.5% which is the local government average for Northern Ireland. This was a notable achievement for Craigavon, given our absence pattern of the past number of years. We hope to continue to improve with a target of 4% absence (9.8 days lost per employee) for the 2011/12 year.

Rates

In February 2011, Council agreed to strike a district rate of 3.4% - below the inflation rate of 4.00%. Council staff identified efficiency savings of over £740,000 for the incoming financial year which have gone a long way to keep the increase down. The 3.4% increase means a rise of 38p per week for the average domestic ratepayer and £4.69 per week for the non-domestic ratepayer. Departmental budgets have been cut by 2% in real terms despite pressures continuing to drive budgets upwards such as the need to improve waste management and recycling with landfill tax rising at another £8 per tonne annually, increasing energy costs and pension provisions.

Investors in People

Craigavon Borough Council has held the Investors in People Award since 2005. As part of the process, organisations must undergo re-assessment to ensure that the IIP standards are continuing to be met. Council went through this re-assessment process in May 2010 and was able to retain its Investors in People accreditation. Through this we have been able to ensure that our processes are effective in meeting the challenging needs of the business and it has allowed us to effectively equip our staff with the correct skills and competencies to perform their jobs to the highest level.

Health and Safety

Council's commitment to health and safety was demonstrated by the fact

that 53 training courses were delivered for a total of 417 staff and Elected Members during the year. These included health and safety induction training, risk assessment training, manual handling, first aid, fire warden, personal safety, legionella and asbestos awareness. As a result, no enforcement actions were taken against Council during the year (i.e. Improvement Notices, Prohibition Notices and Prosecutions).

Recognition of Excellence

Council passed its latest ISO 14001 audit with flying colours- this means that our environmental performance is meeting international standards.

Cascades Indoor Leisure Centre achieved Quest accreditation in February 2011. Quest is the system for continuous improvement within the leisure industry to help managers enhance, improve and continue to improve the quality of service provided to customers, prescribing systematic control of activities to ensure that the needs and expectations of customers are met.

Southern Group Building Control also successfully retained its ISO 9001



accreditation. Craigavon Borough Council is the employer Council for the Southern Group (Building Control) Committee which is, in effect, a statutory partnership between the Councils of Armagh, Banbridge, Craigavon and Newry and Mourne. The group is ideally placed to develop good practice models of collaboration between constituent Councils. It also holds Investors in People (IIP).

Reform of Local Government

Members of the NI Executive were unable to reach an agreement following talks on the date and a way forward for the local government reform programme. In the absence of this agreement reform did not proceed on its original designated date of May 2011 and the new scheduled date is likely to be 2015. Armagh, Craigavon and Banbridge Councils have worked closely together and made significant progress in many areas. We fully intend to ensure that this good work will not go to waste through a continued process of joint co-operation, collaboration and communication. Local government is entering a very challenging period where financial resources are going to be extremely limited. We will have to re-examine the ways in which we operate to ensure continued high levels of service delivery whilst achieving operational efficiencies. We firmly believe that collaborative working and co-operation is the only way forward for local government. To this end, Council is fully supportive of the ICE programme (Improvement, Collaboration, Efficiency) designed by local government for local government.

Our Flagship Projects



Indoor Leisure Provision

New Indoor Leisure Provision

In April 2010 Council decided to replace the three current leisure centres (Cascades, Waves and Craigavon Leisure Centre) with one new purpose built super leisure centre on a site adjacent to the Craigavon Lakes. This decision was taken following an extensive needs analysis and consultation process. The £30m new centre is due to be ready by 2015 and as one of the largest leisure centres in Northern Ireland, this flagship project will contribute significantly to the development of Craigavon.

Public Realm Works

2010-11 saw massive investment in Lurgan and Portadown town centres via our Public Realm Works. The Portadown town centre £5.3m scheme completed in October provided wider pavements, better civic spaces, increased café culture and better



Launch of the Craigavon Integrated Development Framework (CIDF)

access from the car parks to the town centres. The £2.7m investment in Lurgan town centre included the provision of new granite pavements, increased parking spaces and loading bays, new street furniture and new trees. The work took some considerable time over the year and required a great deal of patience on the part of local retailers, drivers and pedestrians, but the completed works are something to be proud of.

Craigavon Integrated Development Framework

July saw the launch of the Craigavon Integrated Development Framework (CIDF) at Craigavon Civic and Conference Centre, attended by Social Development Minister, Alex Attwood MLA. A joint initiative between the Development Department, the Department for Social Development and the Roads Service, this document envisages how the urban agenda of the Borough will develop over the

next 20 years. The document identifies the unique strengths of Lurgan, Portadown and Central Craigavon and outlines the actions needed to establish Craigavon as a location for investment, business and leisure.

New Community Hub for Brownlow

July saw work beginning on the new £3m Community Hub in Brownlow. After 14 months of research, Council agreed to consolidate community provision in Ardowen, Drumgor and Moyraverty into one state of the art new centre, which will cater for people living in the area for the next 25 years. The new building is due to open in autumn 2011 and will boast a main hall, which seats 300 people, dedicated childcare space, various multi-purpose rooms, a large kitchen which can be used for catering and training/teaching purposes and hot-desking facilities for local community groups.



Artist impression of the Community Hub

Community Centre Provision in Portadown Area - Options Appraisal

As a result of Council agreeing to undertake an independent options appraisal of community centre provision in the Portadown area - Council approved a £2.5m investment for Killicomaine and Brownstown Park Community Centres. A Project Manager was appointed to make the project become a reality. The end result will be extensions and refurbishments to both community centres and a 3G football pitch will

also be part of the scheme at the Brownstown Park site.

Carn Depot Workshop Facility

The Council has constructed a new state of the art vehicle workshop facility at Carn Depot at a cost of £650,000. This new facility replaces an existing 30 year old workshop and gives the vehicle maintenance team the ability to carry out in-house brake testing, suspension checks, headlight alignment, shock absorber tests and complete pre-MOT systems checks.



Carn Depot workshop



Inside of the Community Hub

"Moyraverty Pre-School Playgroup staff and Committee wish to thank Council for making it possible for our playgroup to continue its work in the new Community Hub. We're delighted with the excellent facilities on offer in our own dedicated childcare space and look forward to continuing to offer this much needed and valued service"

Annette May, Moyraverty Pre-School Playgroup leader

The team also have additional lifters which allow the mechanics to lift specialised grounds maintenance machinery for the first time. The new vehicle maintenance garage allows the Council to meet current health and safety requirements and meet the vehicle maintenance needs of Operator's Licensing which will be introduced next year.



Public Realm, Lurgan



Special Olympics at Craigavon Golf Ski Centre

"Council's Grant Aid Scheme enabled us to hire a venue to meet and pay for insurance cover. This meant that members of the Polish community living in the Borough could network more effectively and plan events and projects for the future."

The Polish Craigavon Community Network

[A Year in Review]

Many of our projects involve contributions across Council so we have not attempted to review the year by department, nor is there room to list everything we have done over the year. We simply provide highlights across the year of just some of our key achievements. We must also, of course, recognise the ongoing work of day to day service provision – the lifting of the bins, the running of the leisure centres, the paying of invoices etc – without which we could not function. A big thank you to all our staff for their work over the year.

SPRING

Retail Advance Programme

20 retailers took part in a tailored business mentoring programme and developed essential business skills and industry specific knowledge such as strategic business planning, staff recruitment, pricing and costing, marketing, atmospherics, customer service and e-commerce.

Special Olympics Golf

In May Special Olympic athletes from across NI took part in the 2010 Ulster Special Olympics Golf competition at Craigavon Golf Ski Centre. Over 40 athletes of varying ability competed at 4 levels at the event organised by Special Olympics Ulster.

Barge Restoration

The Enterprize Barge Restoration Project undertaken by Craigavon Museum Services opened to the public in April 2010. This Lough Neagh sand barge was built around 1900 and work officially started on the restoration in November 2009. Work is continuing to transform the inside of the barge into a permanent exhibition space telling the history of the barge through objects, artefacts and panels. The restoration was funded by DCAL, the Heritage Council, NITB Tourism Development Scheme and Council.

New Landing Stages

May 2010 saw a new landing stage on the Newry Canal launched at Moneypenny's Lockhouse which means that for the first time there is

now direct access to the Lockhouse and Bothy from the Newry Canal. The scheme was initiated as part of a wider plan to encourage more people to enjoy using our inland waterways for recreation and was fully funded by DCAL and Entrust.

New Health & Care Centre

Spring 2011 witnessed the opening of the new £16m Portadown Health & Care Centre. This development was made possible by Council entering into a land exchange with the Health Trust and Council was represented at officer level on the project board. This state of the art health facility showcases public sector bodies working together for the benefit of the community.



Enterprize Barge



Craigavon Business Awards



Landing stages at the Newry Canal

SUMMER

Support for Local Community Groups

In May/June the Council, with support from the Department for Social Development awarded just over £250,000 to support local community groups and provide voluntary advice services in the Borough.

New Taghnevan Sports Complex

In June, Social Development Minister Alex Attwood MLA officially opened new facilities at the Taghnevan Sports Complex – the £543,000 project was funded by a £473,000 grant from the Department for Social Development Neighbourhood Renewal Investment Fund with Council covering the balance.

Craigavon Business Awards

The inaugural Craigavon Business Awards – organised by Council with Portadown Chamber of Commerce-

were presented at a gala ceremony on June 10. With 12 award categories, the highlight was the presentation of the Sir Allen McClay Young Business Person of the Year Award (founder of Almac). Sponsored by Almac, Portadown Chamber of Commerce, CIDO, Health & Safety Services, Southern Regional College, Invest NI, DSD, ML Design and Management, Ulster Bank and Firmus Energy.

"Racism Ruins Lives" Award

Just one of the groundbreaking publicity campaigns developed by the Craigavon Community Safety Partnership, DPP Good Relations Team and the Communications Team – the hard hitting DVD "Racism Ruins Lives" picked up a prestigious award at the first ever Intercultural Achievement Awards held at Stormont.

Annual Bird Fair

In August 2010 the 16th annual Bird Fair event was held at Tannaghmore Gardens, attracting some 4000 people

from all across Ireland. Attractions included a wide range of sporting activities, such as archery and trial golf, animal attractions from cage birds to rare breeds and the chance to watch sheep dog trials.

Multi-Use Games Areas

In August 2010 Craigavon Borough Council successfully developed and installed an additional 4 Multi-Use Games Areas (MUGAs) across the Borough. The completion of these facilities now brings Council's total MUGAs to 8. The installation of the MUGAs is as a result of partnership working between all Council Departments, the Department for Social Development and the local Neighbourhood Renewal Partnerships.

People's Park Festival

A multi cultural festival held in Portadown Peoples Park in August 2010 was part of the long term plan to regenerate the Park and make it more user friendly for all sections of the



Community Development



Community Development

community. Funded through Peace III and organised by Arts Development, this event showcased the many cultures living in the Craigavon Area. Foods, native arts and crafts, live music and dance from various countries attracted more than 3,000 visitors.

Active Communities Programme

August saw the launch of the Active Communities Programme – a programme that will create over 100,000 opportunities to participate in sport and physical activity over the next 4 years by Craigavon in partnership with Armagh and Banbridge Councils. This new Sport Northern Ireland funded programme will promote participation in sport and physical activity by increasing the number of full-time and part-time coaches working



People's Festival in Portadown Park

with schools, clubs and community groups in the region. The programme particularly aims to increase participation amongst under-represented groups including females, people with a disability and older people.

Shine Disability Summer Scheme

The Shine Disability summer scheme has been developed specifically for young people with a disability. Taking place each year at Craigavon Leisure Centre, 35+ children with learning, physical and sensory disabilities and their siblings have the opportunity to attend the scheme, participating in a wide range of sports activities, as well as arts, drama and DJ sessions. The scheme is jointly delivered with Mencap and supported by the Southern Health and Social Care Trust.



Community Development 'Citizen 21' Programme

This is just one of many schemes organised by the Sports Development section to open sporting activities to everyone in the community.

Northern Ireland Healthier Eating Award

During 2010/11 Craigavon's Environmental Health Department participated in the Northern Ireland pilot for a Healthier Eating Award Scheme. The scheme is a partnership initiative involving District Councils, the Food Standards Agency, Public Health Agency & Chartered Institute of Environmental Health.

The purpose for the scheme is to improve consumer food choices by increasing accessibility to healthy, tasty food and to reward caterers who participate. The scheme offers catering establishments that are broadly compliant for food hygiene a 3 tier award structure of Gold, Silver & Bronze.

As part of the pilot, Craigavon's Environmental Health Officers administered the application & assessment of 10 awards and provided nutrition related training to catering staff in local businesses. One business achieved a gold award, seven received silver and one received bronze.



Green Flag award for Lurgan Park

AUTUMN

Lurgan 400

2010 saw the 400th anniversary of Lurgan with a year long range of events. The highlight of the celebrations was the free concert in Lurgan Park on 4th September, attended by some 5,000 people. Hosted by Eamonn Holmes and Ruth Langford, with a range of top names taking part, the night ended with a spectacular firework display.

Award for Lurgan Park

In 2010 Lurgan Park retained its prestigious Green Flag award – a means of recognising and rewarding the best green spaces in the UK. Lurgan Park also achieved a top five finish for the UK as a whole in the People's Choice Awards run under the prestigious scheme – the only Park in Northern Ireland to reach the top ten.

Mounted Games

The Mounted Games held at Silverwood arena in October attracted over 120 competitors from England, Scotland, Wales and the USA. Staged in partnership with the NI Mounted

Games Association, the event provided an opportunity to showcase the Silverwood Equestrian Centre as the venue for next year's European Mounted Games Championships.

Halloween Fireworks

The Council's annual fireworks extravaganza and carnival parade on 28th October attracted record crowds. Artists and The Armagh Rhymers worked with children and young people at creative workshops throughout the month to design floats and displays with an extra-terrestrial theme.

New Local Nature Reserve

On 6th October, local community and nature enthusiasts were invited to Craigavon Lakes to launch their new local Nature Reserve. Designed to bring people closer to nature and to provide an inspiring walk for the people of Craigavon, the Nature Reserve hosts a colony of the rare Bee Orchid and an important population of the Real's Wood White Butterfly.

Product Transfer Programme

In October, Enterprise Minister Arlene Foster MLA launched a new Product Transfer Programme to help support and accelerate the growth of

"Lurgan 400 Live was a great evening of music and magic with everyone's favourite songs from the movies showcased on the night!"

Charlie Gardiner,
Lurgan Chamber of Commerce.

businesses in the Craigavon Area. This programme will allow small to medium size businesses to source products and services from outside Northern Ireland and assist local companies in establishing connections with other businesses.

Citizen 21 Programme

In November, Minister for Social Development Alex Attwood MLA, called on residents to take part in a new community development training programme. The Citizen 21 programme (£23,000 funded by the Department for Social Development through the Neighbourhood Renewal Investment Scheme) was developed by the Development Department to empower residents to make a difference through providing training and support to help them develop initiatives and projects specific to their area.

Business Breakfast

In November, Belfast entrepreneur and Formula One expert Mark Gallagher was keynote speaker at a business breakfast held at the Civic Centre as part of Global Entrepreneurship Week.



Environmental Health promoting home safety

Green Apple Award

In November the Environmental Services innovative “Love Food, Hate Waste” campaign beat stiff competition to win a gold award at the prestigious Green Apple Awards in London, which recognise environmental best practice.

WINTER

Dunkirk Spirit

Who can forget the winter of 2010? Refuse collectors had to abandon their rounds because of the treacherous conditions and then pulled out all the stops to clear the backlogs. For the first time, Council agreed to grit footpaths in the commercial centres. Workers hit streets at 5am to help clear the deluge of snow. As the Mayor said, “there was a real Dunkirk spirit all round” and traders and shoppers alike voiced their gratitude.

Concern was raised regarding the impact of the freezing conditions on local food business and the potential for burst pipes and lack of water supply. Environmental Health Officers contacted all major food manufacturers, hotels, residential

homes, larger restaurants as well as certain pubs and retailers to check conditions and offer advice. A number of homes in Lurgan suffered flooding as a result of the freeze/thaw and Council officers visited the affected homes and held site meetings with Elected Members, representatives from NI Water and residents to identify action required.

New Appointments

December saw the appointment of Dr Theresa Donaldson as the new Chief Executive for Council and Mr Stephen Fraser was appointed as the new Director of Leisure Services.

Home Safety

In February and March 2011, the Home Safety Officer held two information events within the Borough to raise awareness of the dangers of carbon monoxide poisoning from home heating appliances.

Pest Control

The Environmental Health section secured funding from the Department for Social Development for the

“I’ve been delighted with the professional way the Product Transfer programme helped us and the way that the Council is prepared to invest in the future of its small businesses”

David Van Scoy
Van Scoy Jewellers, Portadown

provision of a pest control treatment service within the Council’s 3 Neighbourhood Renewal Areas (NRAs). This complements the services provided by the Northern Ireland Housing Executive, Housing Associations and the public health work carried out by the Environmental Health Department. The project was launched in December 2010 and has since been extended until 30th September 2012.

Refurbishment at Animal Farm

Another Council facility currently enjoying the benefits of drawing down funding is Tannaghmore Animal Farm. The Farm has undergone refurbishment work to upgrade the paddocks, paths, fences and new toilet and handwashing facilities. This £100,000 refurbishment, part funded by SOAR (Southern Organisation for Action in Rural Areas), reopened in April 2011.

Working with Local Developers

The Building Control Department has been working closely with developers in providing advice on building regulations. This is particularly relevant in projects using fire engineering



SOAR grant



Leisure Activities



Lurgan Park



Love Food Hate Waste



New gates at Tannaghmore Gardens

solutions or ‘signature designs’ that are innovative and not contained within the usual guidance and building codes. Building Control has been involved in many major projects in the Borough including retail outlets, extensions to the hospital, manufacturing premises and office accommodation. The new Community Eco-Hub represents an example of innovation in relation to energy conservation which is encouraged within the Building Regulations.

You Can Develop It

In February 2011, Minister of Enterprise, Trade and Investment, Arlene Foster MLA, launched the new “You Can

Develop It” programme at Craigavon Civic and Conference Centre. The Council’s Development Department secured funding of over £250,000 from the European Regional Development Fund under the European Sustainable Competitiveness Programme for Northern Ireland 2007-13. The aim of the programme is to help local businesses achieve growth through becoming more innovative and competitive via the development of new products and services. Sixteen businesses across Craigavon are to benefit from this innovative and ground breaking new research and development programme.

Sports Personality Awards

March 2011 saw the prestigious Sports Personality of the Year Awards, organised by Craigavon Sports Advisory Council (CSAC). CSAC was set up by Craigavon Borough Council and its membership is made up of volunteers from the local sporting community. The popular Senior Sports Awards are now in their 29th year and is the most prestigious event in the Craigavon sporting calendar. This year’s winners included former Irish cricket star Kyle McCallan, Ballyvally archer Joanne Walker, World Aquathlon Champion Conor Murphy and the Lurgan Golf Club Senior Team. The Junior Awards take place in September.



Arts Development



Craigavon Civic and Conference Centre



Launch of the Product Transfer programme

Financial Report

Despite yet another challenging year - Craigavon has been able to strike a rate of **3.4%**, below that of inflation of 4%. The 3.4% increase means a rise of £0.38p per week or £1.63 per month for the average domestic rate payer and £4.69 per week or £20.31 per month for the non domestic rate payer.

Council staff have identified efficiency savings of £740,000 for the incoming financial year which has gone a long way in keeping the increase below inflation.

Regional & District

The regional rate (set by the NI Executive) accounts for approximately 50% of your rate bill while the district rate (set by us) makes up the remainder. When the NI Executive sets the regional rate, it is combined with the district rate by the Lands & Property Services. They send out your rates bill and collect your payment.

The total budget of £26 million for the Council means that 3.4% rate protects the major capital investment projects and service improvements for the Borough. We are ever mindful of our ratepayers when setting the rates. Departmental budgets have been cut by 2% in real terms despite increasing costs. This means that over the last three years Council has made efficiency savings worth £2.4million.

Major Capital Investment Projects

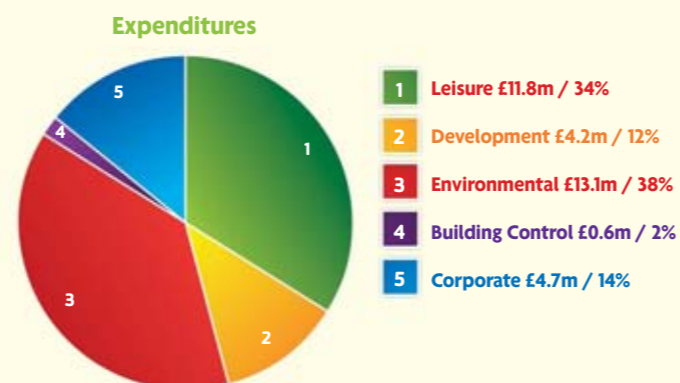
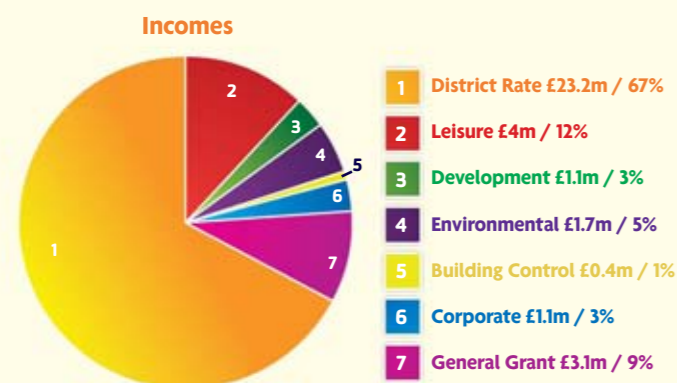
Please see previous pages on how Council is investing within the Borough.

- Indoor Leisure Provision
- New Community Hub
- New 3G Pitch in Portadown
- Refurbs to Killicomaine and Brownstown Park Community Centres

Where we get our money from

We get our money from three sources;

1. Rates – from householders and businesses
2. Grants – from central government
3. Fees & charges – money received from leisure centres, waste disposal and building control.



How your rate bill is calculated

Domestic rates are calculated as follows:-

Rateable capital value of your property X (regional rate + district rate) = rates payable.

The district rate (set by Craigavon)

The district rate goes towards all council services and facilities that we provide including:-

- Collecting & disposing of waste
- Cleaning the streets of Craigavon
- Indoor and outdoor leisure facilities
- Parks and open spaces
- Community development
- Economic development
- Tourism and arts
- Environmental Health
- Building Control

The regional rate (set by the NI Executive)

The regional rate is used to fund those regional public services which are delivered by the NI Executive.

These include:-

- Education
- Health
- Water and sewerage
- Roads
- Housing

Help with Your Rates Bill

Land & Property Services (LPS) is responsible for collecting your rates. If you have difficulty in paying your rates, you should contact LPS by telephoning 101 option 4.

They will review your circumstances and may be able to discuss alternative payment arrangements with you.

What do my rates pay for?

Here are just some of the things that Council spent its money on last year.

- Emptied some 2.5 million wheelie bins over the year
- Provided services for 895,913 users at our three indoor leisure facilities
- Provided services for 984 groups using our ten community centres and two town halls with a total number of 374,160 users
- Investigated 342 noise complaints
- Processed 890 Building Control applications, issuing 384 approvals and 981 completion certificates
- Planted 150,000 crocus bulbs and 50,000 snowdrops at Council sites
- Achieved a 37% recycling rate for household waste – exceeding the Government target of 35%. The recycling effort was assisted by the move to include food waste in the brown bin collection (publicised by the effective “Scrape your Plate” campaign over the summer) and local businesses have been offered a fortnightly recycling collection service at a reduced rate, providing savings for local businesses.
- Our Recycling Officer and Recycling Inspectors had direct contact with almost 14,000 people promoting recycling and waste minimisation. This included school presentations to 600 children, school visits to our recycling centres, evening talks for adults and promoting schemes such as Cash For Clobber whereby schools can raise money by collecting old clothes and textiles.
- 110 home safety assessments completed by the Home Safety Officer.
- Responded to 229 Freedom of Information requests.
- Delivered a range of 53 health and safety training courses to 417 persons.
- Issued 5,487 dog licences.
- Collected 701 stray dogs with a further 93 uplifted at the owners' request – of these 208 were reclaimed/returned and 319 sold. Our Dog Warden service also works in partnership with the Dogs Trust to deliver educational shows in local primary schools to promote responsible dog ownership from an early age.
- Managing over 100 hectares of land for Biodiversity.