



1. INTRODUCTION

The Consultation on Fermanagh and Omagh District Council’s **Draft Corporate Improvement Objectives** for 2018/19 closed on **16 April 2018**. The Improvement Objectives and associated projects consulted upon were:

Improvement Objective/Initiative	Related Council Actions
<p>1. We will increase uptake of leisure and recreation opportunities and provision of information to support healthier choices</p>	<ul style="list-style-type: none"> (i) Continue to deliver, expand upon and promote sports and recreation activities/programmes (including inclusive programmes) with the aim of increasing numbers attending leisure centres and taking up wider activity programmes offered through sports coaching activities; (ii) Continue to deliver, expand upon and promote arts/culture/heritage activities/programmes/events (including inclusive programmes) with the aim of increasing uptake of opportunities; (iii) Continue to work with food businesses through the Environmental Health Service to make information available/accessible in terms of food hygiene standards, ie, Scores on Doors; introduce the MenuCal Scheme which will provide calorie information on menus to inform decision making; (iv) Use a range of opportunities across facilities and publications to promote and distribute health promotion information, eg, Leisure Centre Notice Boards, Residents Newsletter, Council website, Social Media
<p>2. We will aim to promote economic growth by supporting an inclusive approach to entrepreneurship and business starts</p>	<ul style="list-style-type: none"> (i) Continue to deliver entrepreneurship programmes/Business start up programme; (ii) Undertake activities aimed at encouraging increased involvement of women and young people in entrepreneurship/Business Start Up Programme; (iii) Undertake activities aimed at promoting opportunities for social entrepreneurship
<p>3. We will support our local town centre economy by making it easier for residents and visitors to access car parking when visiting our key towns and service centres</p>	<ul style="list-style-type: none"> (i) Agree a Car Parking Strategy and commence delivery of the Action Plan, including improving/introducing better signage so that shoppers, service users, visitors can more easily access town centres and services in those areas. (ii) Review and increase number of accessible parking bays in car parks in line with the roll out of the Refurbishment Programme (where practical). (iii) Undertake an Occupancy rate survey to ascertain turnover rates.

<p>4. We will continue to invest in environmental programmes which will reduce waste going to landfill and improve recycling efforts</p>	<ul style="list-style-type: none"> (i) Continued roll out and promotion of food waste collection service - ongoing from last year's plan with a particular focus on extending service to hard to reach properties; (ii) Identification of recycling champions (Community Plan action 7.1); (iii) Programme of reuse/recycling promotional activities
<p>5. We will continue to develop better relationships with service users and suppliers through ongoing improvements to our services and the supporting systems/processes</p>	<ul style="list-style-type: none"> (i) Ongoing roll out of customer services improvements through Project Citizen and Connect Centres aimed at addressing queries, as far as possible, at the first point of contact; (ii) Progress delivery of customer Services Action Plan; (iii) Progress delivery of Communications Strategy/action plan; (iv) Lean Review of complaints system/procedures and implementation of resultant action plan; (v) Ongoing delivery of improvements to turnaround times for creditor payments; (vi) Delivery of project re online booking system for leisure and arts in line with project timeframe; (vii) Continuation of review of grant processing through pilot project

Consultation responses could be submitted in writing (either by email, letter or the online comment facility on the Council website – performance improvement page) or via the online survey. Social Media analytics indicate that a reach of 8,900 users was achieved via Facebook with 2,422 Twitter impressions. Specific meetings were held with the Community and Voluntary Sector Forum, Omagh Youth Council and the Access and Inclusion Group (Omagh and Enniskillen). At the close of consultation, a total of 23 responses were received and a range of comments had been drawn from the meetings outlined above which were attended by 39 people in total as well as some comments from social media.

2. OVERVIEW OF RESPONSES

A. What is your main interest in responding to this consultation? *(Tick all that apply)*

Citizen/ ratepayer	14
Local business	5
Community group	8
Statutory sector	0
Voluntary sector	2

(Drawn from online survey only)

B. Levels of Support for Improvement Objectives and Actions (drawn from online survey):

Consultation Question (Online Survey)	Agree	Disagree

2. Did you find the draft Corporate Improvement Objectives easy to understand?	80%	20%
3. Do you think that the proposed Improvement Objectives detailed are appropriate for our district?		
3.1 Improvement Objective 1 (health and leisure)	83%	17%
3.2 Improvement Objective 2 (entrepreneurship_)	89%	11%
3.3 Improvement Objective 3 (off street car parking)	75%	25%
3.4 Improvement Objective 4 (waste/recycling)	94%	6%
3.5 Improvement Objective 5 (improving customer service and other systems and processes)	94%	6%
4. Do you think that the proposed Improvement Actions, aligned to the objectives, are appropriate for our district?		
4.1 Continue to deliver, expand upon and promote sports and recreation activities/programmes (including inclusive programmes) with the aim of increasing numbers attending leisure centres and taking up wider activity programmes offered through sports coaching activities (Improvement Objective 1)	78%	22%
4.2 Continue to deliver, expand upon and promote arts/culture/heritage activities/programmes/events (including inclusive programmes) with the aim of increasing uptake of opportunities; (Improvement Objective 1)	94%	6%
4.3 Continue to work with food businesses through the Environmental Health Service to make information available/accessible in terms of food hygiene standards, ie, Scores on Doors; introduce the Menucal Scheme which will provide calorie information on menus to inform decision making; (Improvement Objective 1)	100%	
4.4 Use a range of opportunities across facilities and publications to promote and distribute health promotion information, eg, Leisure Centre Notice Boards, Residents Newsletter, Council website, Social Media (Improvement Objective 1)	93%	7%
4.5 Continue to deliver entrepreneurship programmes/Business start up programme (Improvement Objective 2)	94%	6%
4.6 Undertake activities aimed at encouraging increased involvement of women and young people in entrepreneurship/Business Start Up Programme (Improvement Objective 2)	93%	7%
4.7 Undertake activities aimed at promoting opportunities for social entrepreneurship (Improvement Objective 2)	89%	11%
4.8 Agree a Car Parking Strategy and commence delivery of the Action Plan, including improving/introducing better signage so that shoppers, service users, visitors can more easily access town centres and services in those areas. (Improvement Objective 3)	86%	14%
4.9 Review and increase number of accessible parking bays in car parks in line with the roll out of the Refurbishment Programme (where practical). (Improvement Objective 3)	73%	27%

4.10 Undertake an Occupancy rate survey to ascertain turnover rates. (Improvement Objective 3)	73%	27%
4.11 Continued roll out and promotion of food waste collection service - ongoing from last year's plan with a particular focus on extending service to hard to reach properties (Improvement Objective 4)	93%	7%
4.12 Identification of recycling champions (Community Plan action 7.1) (Improvement Objective 4)	100%	
4.13 Programme of reuse/recycling promotional activities (Improvement Objective 4)	100%	
4.14 Ongoing roll out of customer services improvements through Project Citizen and Connect Centres aimed at addressing queries, as far as possible, at the first point of contact (Improvement Objective 5)	94%	6%
4.15 Progress delivery of customer Services Action Plan (Improvement Objective 5)	88%	12%
4.16 Progress delivery of Communications Strategy/action plan (Improvement Objective 5)	81%	19%
4.17 Lean Review of complaints system/procedures and implementation of resultant action plan (Improvement Objective 5)	94%	6%
4.18 Ongoing delivery of improvements to turnaround times for creditor payments (Improvement Objective 5)	93%	7%
4.19 Delivery of project re online booking system for leisure and arts in line with project timeframe (Improvement Objective 5)	86%	14%
4.20 Continuation of review of grant process through pilot project (Improvement Objective 5)	100%	

C. Related Comments and Suggested Responses:

The following specific comments were received in relation to the proposed Improvement Objectives and related actions through both the online survey and other consultation events.

Improvement Objective	Overview of Comments Received	FODC Response
1. We will increase uptake of leisure and recreation opportunities and provision of information to support healthier choices	<p>(i) Does this relate only to Council leisure and recreation opportunities?</p> <p>(ii) Improve interaction with other sporting clubs/groups (links to rural areas); consider other activities eg mountain biking</p> <p>(iii) Need to give more consideration to inclusive activity eg swimming classes for people with additional needs and promotion of these</p>	<p>(i) Amend to clarify that this refers to Council provision</p> <p>(ii) The Council is developing a new Leisure Strategy which will consider this</p> <p>(iii) Wide range of inclusive activities being provided and promoted and this will continue to develop</p> <p>(iv) Will refer to Head of Service for consideration as part of Leisure</p>

	<ul style="list-style-type: none"> (iv) Should consider partnership options with private sector coaches to improve the offer to service users (v) More investment needed in arts – should be on equal standing with leisure (vi) Scores on doors is one of most successful campaigns by Council; should have information about breakdown of scores (vii) More focus needed on provision of initiatives not information (viii) It would be mutually beneficial for both leisure centre members and council staff if there were user groups set up to meet with the management of the various centres and give an overview of their experiences. It would mean giving active members of the leisure facilities a voice and ownership of public facilities which dovetails with community planning. (ix) Redevelop boating lake facility to provide something for young people eg skate park (x) Running track at FLF requires upgrade (xi) Safe open space required in Irvinestown for kids to play football 	<ul style="list-style-type: none"> (v) Strategy development FODC invests significantly in arts through the venues across the district and the range of programmes provided (vi) Noted. (vii) This is a combined approach in terms of providing opportunities for healthy activities alongside better information (viii) Refer to Head of Service for consideration in terms of leisure strategy development – points raised at (ix) – (xi) will also be considered in this process
<p>2. We will aim to promote economic growth by supporting an inclusive approach to entrepreneurship and business starts</p>	<ul style="list-style-type: none"> (i) Support needed also for existing small businesses to help them to grow (ii) Too much jargon (iii) Business starts need to focus on areas such as IT and code writing; need investment in IT infrastructure 	<ul style="list-style-type: none"> (i) As well as the programmes identified in the Improvement Objective, there are a range of programmes available to existing small businesses eg mentoring

	<p>(iv) High rates of unemployment amongst people with a disability – reference to a scheme in Derry City and Strabane district to improve this</p> <p>(v) Specific comments from young people as to the need to increase programmes and awareness of business start up/entrepreneurship through schools</p>	<p>support, local sourcing initiative, support for innovation, clustering support.</p> <p>(ii) Noted – revised wording proposed</p> <p>(iii) Noted. This point is picked up in FODC’s Economic Development Plan.</p> <p>(iv) Will refer to Head of Service for follow up</p> <p>(v) Will refer to Head of Service for follow up; Some actions in the Community Plan relate to this.</p>
<p>3. We will support our local town centre economy by making it easier for residents and visitors to access car parking when visiting our key towns and service centres</p>	<p>(i) General comments that parking is limited and over-priced</p> <p>(ii) Support for improvements in provision of disabled car parking bays</p> <p>(iii) Calls for other specialist parking provision eg parent and baby bays, R plate parking bays</p>	<p>(i) FODC car parking strategy to outline approach to car parking drawing on data/evidence.</p> <p>(ii) Noted.</p> <p>(iii) See (i) above</p>
<p>4. We will continue to invest in environmental programmes which will reduce waste going to landfill and improve recycling efforts</p>	<p>(i) Focus also needed on prevention of littering</p> <p>(ii) Should consider promotion of ‘waste eaters’ in households to shred/blend food waste into liquid which is disposed of through waste water system</p> <p>(iii) Concern re implication of Brexit for waste policy</p> <p>(iv) Ability to access waste bags outside 9-5</p> <p>(v) Council should produce less literature – lead by example.</p>	<p>(i) This is being addressed through the Community Plan</p> <p>(ii) Refer to Head of Service for review</p> <p>(iii) Noted</p> <p>(iv) New ‘Connect Centres’ will provide these and have longer opening hours</p> <p>(v) Focus on having literature available in online format, however, some residents prefer hard copy format.</p>
<p>5. We will continue to develop better relationships with service users and suppliers through ongoing</p>	<p>(i) Too much jargon – needs to be in plain english.</p> <p>(ii) Comment re difficulties with current telephone system</p>	<p>(i) Amend to ‘we will make it easier to communicate and do business with the council’</p>

improvements to our services and the supporting systems/processes	(iii)	Support for improvements to booking events at Strule Arts Centre	(ii)	FODC has been working with the provider to improve issues with telephony
	(iv)	Note that online and social media communication will not suit everyone	(iii)	This is included in the work outlined
			(iv)	Communications Plan addresses a range of different methods.

D. Suggestions for Future Improvements:

What improvements would you like to see Fermanagh and Omagh District Council make in the future? (associated list of Council services provided) NB: these are drawn from the online survey and the other responses received via consultation meetings.

Suggestions received	FODC Comment
(i) Training for staff in Learning Disability Awareness; continued focus on inclusion of people with disabilities in work places; providing accessible communications for people with disabilities – eg, easy read versions. More reference to disability in the way that women have been mentioned.	Customer Services Action Plan includes an ongoing programme of learning and development for staff – this point will be shared with the relevant Head of Service. HR Service has processes and procedures in place to support applicants with disabilities All Council documents are available in other formats, eg, large print, upon request. Consideration will be given to how this can be improved. Where references have been made to ‘inclusive’ or ‘accessible’ activity/provision the intention is to improve provision for people with a disability – both Improvement Objectives 1 and 3 refer.
(ii) Improvements to on-street car parking	On-street car parking is not within the Council’s remit.
(iii) Improvements to natural heritage and cultural offering to attract visitors and enrich the lives of ratepayers (also comment re mountain biking provision)	FODC is currently working to develop a Heritage Strategy for the district and a Tourism Development Strategy is in place which includes a focus on tourism products and product development – this to include the heritage sector. Also picked up in Community Plan as this will involve partnership working.
(iv) More community events should be held to encourage local people to stay in town and attract others in	The Council’s Urban Regeneration Team works with the business community to identify a programme of events in support of

		town centres. This comment will be referred to the relevant Head of Service.
(v)	Lack of accessibility at outdoor spaces/tourist facilities (Marble Arch Caves/Cuilcaigh)	This comment will be referred to the relevant Head of Service.
(vi)	Free town centre wi-fi in Omagh	This comment will be referred to the relevant Head of Service
(vii)	Better use of community venues for events; better availability of Council facilities for community hire	These comments will be referred to the relevant Head of Service
(viii)	Footpaths in Omagh town centre not accessible for wheelchair users	This comment will be referred to the relevant agency
(ix)	Provision for young people – somewhere less formal to go	This comment will be referred to the Director for Community, Health and Leisure
(x)	Support for young people in finding work experience and better careers advice through job centres	This will be addressed through the Community Plan
(xi)	Mental health services – make these more accessible to young people; need more action alongside awareness raising;	Mental health issues are identified through the Community Plan – refer to partners.
(xii)	Advice and service provision for young people in relation to sexual health and awareness	Refer to Community Planning partners.

RECOMMENDATIONS:

- (i) **RECOMMENDED:** in light of the high level of support for the five proposed Improvement Objectives for 2018/19 that these are agreed subject to the following amendments to language to improve clarity and understanding (changes highlighted in red):
1. We will increase uptake of **Council provided** leisure and recreation opportunities and **improve** provision of information to support **citizens in making** healthier choices;
 2. **We will encourage a growth in entrepreneurship and new business starts amongst under-represented groups**
 3. We will support our local town centre economy by making it easier for residents and visitors to access car parking when visiting our key towns and service centres
 4. We will continue to invest in environmental programmes which will reduce waste going to landfill and improve recycling efforts
 5. **We will make it easier to communicate and do business with the Council.**
- (ii) **RECOMMENDED:** in light of the high levels of support, that the proposed actions are agreed as outlined in the consultation; that the FODC responses to the comments raised are noted and that, as appropriate, any specific comments are referred to the relevant Director, Head of Service or Community Planning Partner for consideration/attention.
- (iii) **RECOMMENDED:** that any suggestions in relation to potential future improvements are referred to the relevant Director and Head of Service for consideration in terms of identifying improvement objectives/projects for 2019/20.