

1. INTRODUCTION

The Consultation on Fermanagh and Omagh District Council’s **Draft Improvement Plan** for 2019/20 closed on **19 March 2019**. The Improvement Objectives and associated projects consulted upon were:

Improvement Objective/Initiative	Related Council Actions
<p>1. We will increase uptake of Council provided leisure and recreation opportunities and improve provision of information to support citizens in making healthier choices</p>	<ul style="list-style-type: none"> (i) Consult upon, agree and commence delivery of a long-term Leisure Strategy for Fermanagh and Omagh ‘Active Together’ (ii) Continue to deliver, expand upon and promote sports and recreation activities/programmes (including inclusive programmes) with the aim of increasing numbers attending leisure centre activities and taking up wider activity programmes offered through sports coaching activities (iii) Progress opportunities for partnership working in relation to activity programmes, e.g., Macmillan Cancer (iv) Continue to deliver, expand upon and promote arts/culture/heritage (including Geopark) activities/programmes/events (including inclusive programmes) with the aim of increasing uptake of opportunities (v) Continue to work with food businesses through the Environmental Health Service to make information available/accessible re food hygiene standards (Food Hygiene Rating Scheme); continue to roll out the Calorie Wise Scheme which will provide calorie information on menus to inform decision making (vi) Use a range of opportunities to promote and distribute health improvement information
<p>2. We will encourage a growth in entrepreneurship and new business starts, including amongst under-represented groups</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 programmes (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) Keep tariffs in Omagh and Enniskillen under review; promote season/quarterly tickets and review the effectiveness of these (ii) Continue to work through options with partners to increase coach parking and drop-off provision in Omagh and Enniskillen, particularly on-street provision (iii) Review and, where possible, increase the number of accessible parking bays in car parks in Omagh and Enniskillen in line with the roll out of the refurbishment programme (iv) Monitor occupancy to ascertain turnover rates.

4. We will continue to invest in environmental programmes which will reduce waste going to landfill and improve recycling efforts	<ul style="list-style-type: none"> (i) Continued embedding and promotion of food waste collection service, including hard to reach properties (ii) Analyse data in relation to specific routes to identify areas where recycling rates could be improved (iii) Programme of reuse/recycling promotional activities, including identification of recycling champions (iv) Promotion and improvement of household recycling centres to target separation of waste for recycling and reuse
5. We will make it easier to communicate and do business with the Council	<ul style="list-style-type: none"> (i) Ongoing roll out of customer service improvements through Project Citizen and establishment of Connect Centres (ii) Progress delivery of Customer Services Action Plan (iii) Progress delivery of Marketing and Communications Strategy/Action Plan, including raising awareness of Council services (iv) Progress actions arising from complaints system review (v) Continue to progress and embed project re online booking system for leisure and arts

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 **5,195** users was achieved via Facebook with **1,016** Twitter impressions. Specific meetings/ sessions 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 **29** responses were received and a range of comments had been drawn from the meetings outlined above which were attended by **98** 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	18
Local business	0
Community group	9
Statutory sector	1
Voluntary sector	2
Total	30

(Drawn from online survey only)

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

Consultation Question (Online Survey)	Agree	Disagree
3. Did you find the draft Corporate Improvement Objectives easy to understand?	90%	10%
4. Do you think that the proposed Improvement Objectives detailed are appropriate for our district?		
4.1 Improvement Objective 1 (health and leisure)	100%	0%
4.2 Improvement Objective 2 (entrepreneurship)	93%	7%
4.3 Improvement Objective 3 (off street car parking)	76%	24%
4.4 Improvement Objective 4 (waste/recycling)	90%	10%
4.5 Improvement Objective 5 (easier to communicate and do business with the Council)	97%	3%
5. Do you think that the proposed Improvement Actions, aligned to the objectives, are appropriate for our district?		
5.1 Consult upon, agree and commence delivery of a long-term Leisure Strategy for Fermanagh and Omagh 'Active Together' (Improvement Objective 1)	100%	0%
5.2 Continue to deliver, expand upon and promote sports and recreation activities/programmes (including inclusive programmes) with the aim of increasing numbers attending leisure centre activities and taking up wider activity programmes offered through sports coaching activities (Improvement Objective 1)	100%	0%
5.3 Progress opportunities for partnership working in relation to activity programmes, e.g., Macmillan Cancer (Improvement Objective 1)	97%	3%
5.4 Continue to deliver, expand upon and promote arts/culture/heritage (including Geopark) activities/programmes/events (including inclusive programmes) with the aim of increasing uptake of opportunities (Improvement Objective 1)	86%	14%
5.5 Continue to work with food businesses through the Environmental Health Service to make information available/accessible re food hygiene standards (Food Hygiene Rating Scheme); continue to roll out the Calorie Wise Scheme which will provide calorie information on menus to inform decision making (Improvement Objective 1)	83%	17%
5.6 Use a range of opportunities to promote and distribute health improvement information (Improvement Objective 1)	90%	10%
5.7 Continue to deliver entrepreneurship programmes/Business start-up programme (Improvement Objective 2)	93%	7%
5.8 Undertake activities aimed at encouraging increased involvement of women and young people in entrepreneurship/Business start-up programmes (Improvement Objective 2)	93%	7%
5.9 Undertake activities aimed at promoting opportunities for social entrepreneurship (Improvement Objective 2)	93%	7%
5.10 Keep tariffs in Omagh and Enniskillen under review; promote season/quarterly tickets and review the effectiveness of these (Improvement Objective 3)	86%	14%
5.11 Continue to work through options with partners to increase coach parking and drop-off provision in Omagh and Enniskillen, particularly on-street provision (Improvement Objective 3)	93%	7%

5.12 Review and, where possible, increase the number of accessible parking bays in car parks in Omagh and Enniskillen in line with the roll out of the refurbishment programme (Improvement Objective 3)	79%	21%
5.13 Monitor occupancy to ascertain turnover rates. (Improvement Objective 3)	90%	10%
5.14 Continued embedding and promotion of food waste collection service, including hard to reach properties (Improvement Objective 4)	90%	10%
5.15 Analyse data in relation to specific routes to identify areas where recycling rates could be improved (Improvement Objective 4)	93%	7%
5.16 Programme of reuse/recycling promotional activities, including identification of recycling champions (Improvement Objective 4)	86%	14%
5.17 Promotion and improvement of household recycling centres to target separation of waste for recycling and reuse (Improvement Objective 4)	93%	7%
5.18 Ongoing roll out of customer service improvements through Project Citizen and establishment of Connect Centres (Improvement Objective 5)	97%	3%
5.19 Progress delivery of Customer Services Action Plan (Improvement Objective 5)	93%	7%
5.20 Progress delivery of Marketing and Communications Strategy/Action Plan, including raising awareness of Council services (Improvement Objective 5)	97%	3%
5.21 Progress actions arising from complaints system review (Improvement Objective 5)	97%	3%
5.22 Continue to progress and embed project re online booking system for leisure and arts (Improvement Objective 5)	97%	3%

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 Council provided leisure and recreation opportunities and improve provision of information to support citizens	(i) Need to be able to demonstrate benefits of exercise to encourage people to increase their uptake of physical activity	(i) -	The Active Together Strategy includes a communications theme aimed at promoting benefits of physical activity A review of play provision for children and young people is ongoing Noted. These will be considered through implementation of the Active Together Strategy
	(ii) Improve information availability and publicity for organised events and programmes	(ii)	
	(iii) Lack of provision for older children/teenagers	(iii)	
	(iv) Leisure centres make a significant contribution to achieving a thriving, active town	(iv)	
	(v) Should review pricing – needs to be as cheap as possible to increase uptake	(v)- (viii)	

<p>easier for residents and visitors to access car parking when visiting our key towns and service centres</p>	<p>(ii) Need more accessible parking spaces around the James St area; town centres; better enforcement re misuse of disabled parking; mother and child parking spaces No consideration given to rural town and village economies and the need to access carparking</p> <p>(iii) Query re need for additional coach/ bus car parking within the area</p> <p>(iv) Consider different ways to paying for parking such as seasonal tickets, special rates for workers, and maybe special rates for bus journeys to get people to work by public transport and reduce the need for workers car parking. Or even special rates of workers who car share!! Maybe apps would help action these ideas!!</p> <p>(v) Comment re cost of monitoring/enforcement and need to reduce business rates</p> <p>(vi) Should encourage more walking and cycling to reduce car usage and traffic congestion</p> <p>(vii) Also need to consider pedestrian access – gritting pavements in icy weather</p>	<p>(vi)</p> <p>(vii)</p>	<p>https://www.fermanaghomagh.com/residential-services/off-street-car-parking/</p> <p>This will be taken up through Active Together Strategy</p> <p>This comment will be referred to the Head of Parks and Open Spaces.</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) A Waste Management Strategy is needed to deliver reduced waste costs</p> <p>(ii) Focus on recycling in households; why do we continue to get our bins collected every 2 weeks when we now have a food waste bin that also gets collected</p> <p>(iii) Is analysing the data necessary? - recycling is positive everyone knows this already - now start producing plastic free zones and reduce the waste further; encourage businesses to go plastic free etc</p> <p>(iv) With specific thought to fly - tipping. Potential for cross border programme to highlight the issue and potentially introduce fines.</p> <p>(v) Not sure the recycling champions would encourage recycling. Look at initiatives such as working with groups to recycle items from the recycling centre - groups could get money to run courses on upcycling and then funding to push the training into people taking up the idea and even selling the upcycled items. Align to arts and recreation strategies. Give residents incentives to recycle</p>	<p>(iii)</p>	<p>Comments will be forwarded to the Director for Environment and Place. This will be taken forward through the Council's Transformation Programme which will have a Waste Management Strand.</p> <p>Analysis of waste collected will help us to identify if there are particular areas where high levels of recyclable material is still being sent to landfill so that we can target promotional and enforcement activity</p>

	<p>(vi) Support improved recycling centres so long as these are not located in only the main towns, would have an issue around accessibility for rural areas</p> <p>(vii) One anti gold mining comment</p>		
5. We will make it easier to communicate and do business with the Council	<p>(i) Comment requesting reduction in business rates</p> <p>(ii) Concern re number of charity shops and that they do not pay rates</p> <p>(iii) Reduce council printed promotional materials to households</p> <p>(iv) Support online booking for leisure activities -I do not want to have to ring to book into a fitness class</p>	<p>(i)</p> <p>(ii)</p> <p>(iii)</p> <p>(iv)</p>	<p>Information on Council rates can be found on our website; FODC has the lowest level of business rates across the 11 councils https://www.fermanaghomagh.com/your-council/your-rates/rates-2018-19/</p> <p>Rules on rates for charity shops are not within the Council's remit</p> <p>Within the Residents Survey 2019 the preferred methods of communication were letters, leaflets, and newsletters</p> <p>Noted.</p>

D. Suggestions for Future Improvements:

1. What improvements would you like to see Fermanagh and Omagh District Council make in the future? (associated list of Council services provided)
2. Further Comment? Please use the following space to provide any further feedback relating to the Draft Corporate Improvement Objectives or future priorities for improvement which you feel should be considered

NB: these are drawn from the online survey, responses received via consultation meetings and Facebook comments.

Suggestions received- Q1	FODC Comment
(i) Provision of dog parks	Dogs can be walked in existing parks and open spaces within the District. For more information on Green Dog Walkers visit our website https://www.fermanaghomagh.com/services/do-it-online/dog-licensing/green-dog-walkers/ Comment will be forwarded to the Head of Service for Parks and Open Space.
(i) Summer schemes in rural areas during school holidays	A programme of Summer Schemes is delivered by Community Services. The summer schemes are just one part of the Council's annual multi-sports and summer activity programme for children and young people which operates across the Fermanagh and Omagh District. https://www.fermanaghomagh.com/article/hundreds-enjoy-community-centre-summer-schemes/
(ii) Utilise the beautiful scenery of the town - e.g. carpark can spoil the lake view. Build promenades with features in	Comment will be forwarded to the Director for Regeneration and Planning.

	town like Pikkie Park in Bangor. You should be encouraged/ able to sit/ walk around the whole town by the lake and enjoy the views all around us - this may encourage more businesses to set up	
(iii)	Waste and Recycling: Providing information to householders on the recycling / disposal of items that cannot be put in household bins: light bulbs, broken phones, used ink cartridges, plastic bags etc.	Information available through the Binnovation App and on our website- https://www.fermanaghomagh.com/services/environment-and-waste/recycling-centres/
(iv)	Provision of a 50m pool	The Active Together strategy looks extensively at current provision and will inform capital development needs around new leisure facilities.
(v)	More events e.g. car rallies with roads closed , Concerts, car demos.	Council is developing an Events and Festivals Plan. An extensive range of events is currently held throughout the year. See Events section of our website- https://www.fermanaghomagh.com/events/
(vi)	Concerns re poor quality food available in shops	Any concerns re food safety should be referred to the Council's Environmental Health service
(vii)	Improvements to business support	Any specific <i>suggestions should be forwarded to the Council's Local Economic Development team</i>
(viii)	improve leisure centre order e.g. lines on way in being separated to cater for all not just groups etc	Comments will be forwarded to the Head of Service for Leisure, Recreation and Sport respectively
(ix)	Don't forget the roads	Council does not have responsibility for roads; this is the responsibility of DfI Roads Service - https://www.nidirect.gov.uk/contacts/dfi-roads
(x)	Schools should have better recycling systems and should be better educated on what can be divided into each bin.	The Recycling, Education and Grants Officer is responsible for education in schools. A programme of education around recycling is delivered to schools throughout the District
(xi)	There should be more transparency between consumers and food providers in terms of hygiene.	The Food Hygiene Rating Scheme provides information on the hygiene levels of a food business- https://www.fermanaghomagh.com/services/community/environmental-health/food-safety/food-hygiene-rating-scheme-fhrs/
(xii)	More promotion on what Environmental Health's role is e.g. they are responsible for dog barking complaints, Noise complaints etc.	Information available on the Council website at https://www.fermanaghomagh.com/services/community/environmental-health/
(xiii)	Food waste bins too small for 2-week collection.	Comment will be forwarded to the Head of Service for Waste and Recycling
Suggestions received- Q2		FODC Comment
(i)	Change laws re what can be sold in shops and implement them	Council does not have responsibility for this
(ii)	Cut the expenditure on health service etc	Council does not have responsibility for this
(iii)	Too much crime, fraud etc in the town	Council is working in partnership with PSNI through community planning and the Policing and Community Safety Partnership to prevent crime

(iv) General comment re building safety	Any specific concerns about building safety should be forwarded to the Head of Service for Building Control and Licensing as they have responsibility for dangerous structures.
(v) I think it would be worthwhile for the council to consider residential houses, folds etc and make sure that they are included in all these areas as people are living longer and staying at home	This comment will be referred to the Council's Head of Planning in respect of the Local Development Plan. Council does not have responsibility for housing but is committed to working in partnership to make Fermanagh and Omagh an Age Friendly district. https://www.fermanaghomagh.com/article/plan-for-age-friendly-fermanagh-and-omagh-launched/
(vi) Query as to whether the Council employs a Tree Officer	The Council does not currently directly employ a Tree Officer. Services are procured as required.
(vii) Drainage and new access at Grange Park. Move play area and keep the avenue of trees in the middle	Works are planned to the Grange Park in the near future.

RECOMMENDATIONS:

- (i) **RECOMMENDED:** in light of the high level of support for the five proposed Improvement Objectives for 2019/20 that these are agreed as outlined in the consultation
- (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 or Head of Service 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 2020/21.