



Fermanagh & Omagh  
District Council  
Comhairle Ceantair  
Fhear Manach agus na hÓmaí

# You Said, We Listened

Analysis of Responses to inform the development of the  
Performance and Improvement Plan 2023-2024

**Sustainable Approach to Recovery: A Whole System Approach**



## Key findings

The responses received strongly supported the improvement objectives identified. Key priorities include:

- Addressing the **Climate Change Emergency**
- Developing and implementing an **Anti-Poverty Strategy** and Action Plan
- Promotion of **increased entrepreneurship and business start-up activity**
- Implementing **targeted interventions** to support the most vulnerable.

<p><b>79%</b> said they found the Improvement Objectives easy to understand.</p> <p>↑ 10% increase on last year</p>	<p>Over <b>80%</b> support for all 8 actions identified</p>	<p>Highest support</p> <p><b>91%</b> of respondents agreed that addressing the <b>Climate Change Emergency</b> is a priority.</p>
<p><b>Highest support for Actions:</b> Implementing targeted interventions to support the most vulnerable is a priority.</p> <p><b>91%</b></p>	<p><b>Highest support for Actions:</b> - promotion of increased entrepreneurship and business start-up activity should be progressed</p> <p><b>91%</b></p>	<p><b>Highest support for Actions:</b> Developing and implementing an <b>Anti-Poverty Strategy and Action Plan</b> is a priority.</p> <p><b>88%</b></p>

The final Performance Improvement

Plan 2023-24 will be launched on or before 30 June 2023 on the Council's website, social media platforms and in the local press. We would like to thank everyone who took the time to respond.

[www.fermanaghomagh.com](http://www.fermanaghomagh.com)

## 1.0 Introduction

The consultation process to support the identification of Improvement Objectives for Fermanagh and Omagh District Council's **Performance Improvement Plan 2023- 2024** took a participative and varied approach.

A range of consultation methods were adopted, key target groups were identified to maximise involvement and a varied range of engagement methods deployed, maximising technology, and ensuring all Section 75 categories had an opportunity to respond. An overview of the methods used, and evidence to support demonstrating impact is outlined in Table One below.

The public consultation ran for a period of eight weeks from 8 March until 5 April 2023. Consultation responses could be submitted in writing (either by email or letter), online survey or by contacting a council official to discuss.

**Table one: Copy of Consultation methods and evidence where applicable**

Method	Detail	Impact	Supporting Evidence
1	Staff Consultation with FODC Staff through dissemination of staff survey and meetings with all four Directorates Heads of Service.	56 responses received from staff	Staff Overview report available on request
2	Social Media Platforms Utilisation of FODC Social media platforms <ul style="list-style-type: none"> <li>• 24 Facebook posts over 8-week period</li> <li>• 24 Instagram posts over 8-week period</li> </ul>	Facebook (reach 18,102 inc. comments) Instagram (reach 2,090 inc. comment)	<i>Appendix A</i> sample post and breakdown of social media insights
3	Email Campaign Internal/External Databases targeted (inc. Partner databases on Community Plan Partnership) <ul style="list-style-type: none"> <li>• Community and Voluntary Sector database</li> <li>• Business Sector database (inc.</li> </ul>	Over 17,000 on identified data bases circulated	Appendix C

		Town Centre Recovery Data base) <ul style="list-style-type: none"> <li>• Access and Inclusion Group</li> <li>• Community and Voluntary Sector Forum</li> <li>• Internal Climate Change Working Group</li> <li>• Community Planning Partners</li> <li>• Place Shaping Steering Groups</li> <li>• Schools Primary and Secondary (on Climate Change theme through KNIB, Eco School Community Planning Partner)</li> <li>• FODC Consultee list</li> </ul>		
4	External	Circulated to Council staff for sharing with their own networks		

Thirty-three responses were received from the public consultation and fifty-six from staff. An overall total of eighty nine responses were received. This is an increase of twelve from last year. Public consultation confirmed a high level of support for Improvement Objectives. This feedback directly informs the content of the Performance Improvement Plan 2023-2024.

## 2.0 Improvement Objectives and Actions

The Improvement Objectives and associated actions which were consulted on are outlined below:

Improvement Objective	Actions
<b>1 We will protect the environment and improve sustainability</b>	1.1 Implementation of Climate Change Action Plan. 1.2 Implementation of Biodiversity Action Plan. 1.3 Develop and implement a programme of activities aimed at increasing environmental awareness and encouraging behaviour change.

	1.4 Develop and implement an Action Plan to support energy management of Council facilities. 1.5 Promote sustainable solutions for business and communities to reduce food waste.
<b>2 We will work in partnership to tackle disadvantage, with a focus on reducing poverty to ensure our people have equal access to opportunities</b>	2.1 Progress the development and implementation of an Anti-Poverty Strategy 2.2 Implement targeted interventions to support the most vulnerable in our society
<b>3 We will work to accelerate economic recovery and job creation, enhancing skills and providing opportunities for sustained employment</b>	3.1 Progress the implementation of the Labour Market Partnership Action Plan. 3.2 Identify and implement opportunities to enhance support for social enterprises. 3.3 Promote increased entrepreneurship and business start-up activity. 3.4 Progress the implementation of the new Planning Portal and improve processing times for major and local applications.

### 3.0 Analysis of Responses received

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

Consultation Question (Online Survey)	Agree	Disagree
1. Did you find the draft Corporate Improvement Objectives easy to understand?	79%	21%
<b><i>While most respondents agreed that the objectives were easy to understand, a small number of comments were received as follows:</i></b> (10 received) related to the wording of the Improvement Objectives with a comment that they were not written in plain English.		
<b>Overall response to comments:</b>  Improvement Objectives are supported by more detailed actions and the identification of performance measures which clarify the intent/focus of the objective and identify target geographies, communities of interest/place and improve awareness.		

2. Do you think that the proposed Improvement Objectives are the most appropriate priorities for our Council for the incoming year?		
2.1 Improvement Objective 1 (Environment)	91%	9%
2.2 Improvement Objective 2 (Tackle Disadvantage)	84%	16%
2.3 Improvement Objective 3 (Economic Recovery)	87%	13%
3. Please indicate if you agree or disagree with these actions		
1.1 Implementation of Climate Change and Sustainable Development Action Plan 2021-2024: <u>Restore Revive Thrive</u> (Improvement Objective 1)	81%	19%
1.2 Implement an action plan to support Energy management. (Improvement Objective 1)	84%	16%
a. Implementation of Fermanagh and Omagh District Council <u>Biodiversity Action Plan</u> (Improvement Objective 1)	84%	16%
2.1 Progress the development and implementation of an Anti-Poverty Strategy (Improvement Objective 2)	88%	12%
2.2 Implement targeted interventions to support the most vulnerable in our society. (Improvement Objective 2)	91%	9%
3.1 Progress the implementation of the Labour Market Partnership (LMP) Action Plan (Improvement Objective 3)	81%	19%
3.2 Promote increased entrepreneurship and business start-up activity. (Improvement Objective 3)	91%	9%
3.3 Progress the implementation of the new Planning Portal and improve processing times for major and local applications. (Improvement Objective 3)	82%	18%

### 3.1 Related Comments and Suggested Responses:

The following specific comments were received in relation to the proposed Improvement Objectives and related actions (through the online survey)

Improvement Objective	Overview of Comments Received	FODC Response	Included in PIP, Not Included in PIP or added /not applicable
<b>1. We will protect the environment and improve sustainability</b>	Key points from engagement:	(i) Both energy management and biodiversity are identified as key strands within the Council's Climate Change Action Plan. The Improvement Objective focuses on particular work relating to both and it is accepted that	Included in Improvement Objective, Action 1 /Action 2

	<ul style="list-style-type: none"> <li>• Climate Change encompasses energy management and biodiversity, they should not be separate entities.</li> <li>• Need to adopt a more aggressive approach on climate and green issues.</li> <li>• Important to be sustainable for future generations and to reduce landfill.</li> <li>• Inefficient approach when no regional and national framework in place relating to climate change.</li> <li>• Importance of native species planting.</li> <li>• Importance of resourcing these activities and services.</li> </ul>	<p>both make a positive contribution to climate change actions.</p> <p>(ii) Extensive consultation and engagement were facilitated when agreeing the content of the Climate Change Strategy and Local Development Plan and associated Draft Plan Strategy. The PIP approach is in line with the agreed direction.</p> <p>(iii) A waste transformation project is included in this improvement objective which seeks to reduce waste to landfill.</p> <p>(iv) The Climate Act NI (2022) received royal assent on the 6 June 2022 which provides a strategic direction and DAERA is leading work on regional reporting.</p> <p>(v) A Biodiversity Strategy and Action Plan are agreed and demonstrated progress has been made. The Council's Parks, Estates and Property Service will continue to keep resource needs under review.</p>	<p>Addressed in overall approach.</p> <p>Included in Improvement Objective 1, Action 3</p> <p>Not applicable</p> <p>Included in Improvement Objective 1, Action 1</p>
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<p><b>2. We will work in partnership to tackle disadvantage, with a focus on reducing poverty to ensure our people have equal access to opportunities.</b></p>	<p>Key points from engagement:</p> <ul style="list-style-type: none"> <li>• More specific detail should be provided in action section.</li> <li>• Support needed for working poor and single people who are not entitled to any benefits.</li> <li>• Lack of housing availability for young people.</li> <li>• Imperative that the Council supports local businesses.</li> <li>• Social prescribing is needed.</li> </ul>	<p>(i) The PIP includes actions and performance measures to demonstrate the specific detail of the work which will be progressed.</p> <p>(ii) The Council will continue to take an evidence based approach to ensure any support which can be delivered is provided to the most vulnerable.</p> <p>(iii) Comment ref housing availability will be referred to NIHE through the Community Planning Partnership.</p> <p>(iv) The Council continues to provide support to local businesses though a wide range of programmes with information available at <a href="https://www.fermanaghomagh.com/supporting-business-and-employment/">https://www.fermanaghomagh.com/supporting-business-and-employment/</a></p> <p>(v) The Community Planning Partnership is working to progress opportunities to support improved health and wellbeing. This comment will be referred to the relevant action lead.</p>	<p>Included in section 6 of PIP 2023 -2024 as best ideas and performance measures. Included in Improvement Objective 2</p> <p>Referred to NIHE.</p> <p>Included in Improvement Objective 3, Action 3</p> <p>Included in Improvement Objective 2</p>
<p><b>3. We will work to accelerate economic recovery and job creation, enhancing skills and providing opportunities for sustained employment</b></p>	<p>Key points from engagement:</p> <ul style="list-style-type: none"> <li>• Too many action plans and policies with no resource to drive forward.</li> <li>• Retain non-online methods for planning portal for those less tech savvy.</li> <li>• Poor transport infrastructure</li> </ul>	<p>(i) The Council, like all households and businesses, has been impacted by the current economic challenges and reductions in funding from central government and, consequently, continues to manage budgets carefully in a restrained environment. Resourcing levels will continue to be kept under review and there will be a focus on delivery of statutory/core services.</p> <p>(ii) The Council's Planning Service has moved to submission of online applications through the Planning Portal. Extensive engagement has taken place with planning agents who have welcomed the changes and staff are available to provide support upon request.</p>	<p>Not applicable</p> <p>Not applicable</p>



	<p>impacts business/industry likelihood of moving to district.</p> <ul style="list-style-type: none"> <li>• Lack of progression in Omagh when compared to Enniskillen and other similar sized towns – for retail, tourism, dining and entertainment.</li> <li>• More support for business start-ups/new ideas rather than those already in business. Especially important for young people and those with ideas but no collateral.</li> <li>• Planning portal emphasis should be on improving the quality of applications not measuring how fast a decision can be achieved.</li> </ul>	<p>(iii) The Council continues to lobby for investment in key infrastructure within the district. DfI will consult on an updated Regional Transport Strategy in 2023 and the Council will engage positively in that process. Work is also progressing on the development of a Transport Plan for Fermanagh and Omagh aligned to the new Local Development Plan. The Council continues to campaign for the A5 Western Transport Corridor and is actively working with DfI to progress the A4 Enniskillen Southern Relief Bypass through the Mid South West Growth Deal.</p> <p>(iv) In 2022 -2023 Place Shaping Plans for Omagh and Enniskillen were both developed and agreed and are currently progressing. This process outlines the vision for regeneration of both key towns.</p> <p>(v) The Council is working with the other NI Councils to seek funding to establish a new Entrepreneurship Support Service which will offer a wider and more tailored programme of support to start-ups and more established businesses.</p> <p>(vi) DfI has introduced statutory performance measures for all Councils relating to processing times of applications and all Councils are therefore required to gather and report on that data. At a local level, FODC has introduced a Validation Checklist for applications to ensure that these are front loaded with the relevant information to enable the application to be processed effectively and efficiently.</p>	<p>Referred to Director of R&amp;P</p> <p>Referred to Director of R&amp;P</p> <p>Referred to Director of R&amp;P</p> <p>Referred to Director of R&amp;P</p>
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### 3.2 Suggestions for Future Improvements (through the online survey):

What improvements would you like to see Fermanagh and Omagh District Council make in the future? (Associated list of Council services provided)

	Suggestions received- Future Improvements	FODC Comment
1	Families with children are not coming to live here - poor job opportunities, poor options for lifestyle, poor transport networks, poor investment in key anchors for this group.	Referred to Community Planning in review of Community Plan Action Plan 2023 for consideration.
2	Reduction in green bin days to encourage more recycling in the district. Council waste staff on the ground out promoting recycling in schools and local communities	Referred to Director of Environment & Place in relation to waste transformation.
3	Active travel for Council staff - the Council should be encouraging staff to set an example and providing appropriate facilities for changing.	Referred to HR.
4	Sustainable Tourism - Rating system for businesses engaging in this method.	The Council does not have responsibility for rating policy. This is a matter for DoF.
5	Reduction in on street parking - pedestrianisation of the town centre on Sundays	Omagh and Enniskillen Place Shaping Plans both identify that people friendly town centres should be explored.
9	More roadside litter collections, in rural areas as this is often neglected.	Referred to Director of Environment & Place.
10	Involve young people in service design.	<p>The Council has recently worked in partnership with the Education Authority to develop active Youth Voice panels in Enniskillen and Omagh. 25 young people are involved in both groups and have actively taken part in a wide range of engagement processes in 2022-2023.</p> <p>In the development of both Place Shaping Plans over 500 young people were involved in the process.</p>
11	Greater community services in rural areas	The Council has recently adopted a DEA approach to community service delivery. All DEAs currently have a Community Health and Wellbeing Officer assigned to each DEA geographic area.

12	Waste and recycling; I'm sure more work can be done in terms of education, working in partnership with schools and youth services	The Council continues to provide educational awareness in primary and post primary schools. The Council recruited an Educational Officer in 2023 who will build on the work to date within schools and communities.
13	Free parking in the town centre to encourage revenue being kept local and promotion of the town services to the surrounding county as easily accessible	There is no evidence to support a link between free parking and increased footfall in town centres. Both main towns are well served by accessible parking.
15	Omagh- One town for all people. Do we have a panel headed by a Council Employee, made up with 1 member of each recognized or understood major group here in the DC. The council person almost then an ombudsman type role for working between all the groups as a link to good shared and joined up relations, while also creating and facilitating events that forge stronger awareness and cross community works and relationships. These works are forward and ahead of the already good work through the DCGRP group, but all could be under the one same banner	Community Support Officers are in place for each of the DEAs and work closely with community and voluntary organisations in these areas. They also work as part of a wider team with Good Relations staff and with Neighbourhood Renewal staff as appropriate. Community Wellbeing Plans have been developed to support joined up working.
17	Better help for startup self-catering businesses	The Council supports business start-up through its Economic Development section for all business types. A new Entrepreneurship Support Service will be launched in 2023.
18	Address potholes and bumpy roads in numerous parts of town and street lights out	This is not a Council responsibility and will be referred to DfI.
19	A planning advisor to assist generically with online applications.	Planning staff are available to assist with online applications and facilities made available on request to support online application on site.
20	More leisure facilities for over 50's	The Council is currently reviewing its leisure services/provision.
21	Arts is not listed	The Council provide a diverse range of arts and culture activities through the Ardhowen and Strule Arts Centre.
22	More facilities in Council area where teenagers can go to. At minute in Omagh we have pubs, restaurants, and cinema. Any chance of a bowling alley or a skate park etc in the town. They need somewhere that they can hang out safely for a few hours in a controlled	Referred to Community & Wellbeing Director.

	environment. Kids have nowhere to go and it's pushing them towards pubs alcohol	
23	Leisure- Traffic free greenways in the town and surrounding area promoting greener travel.	Omagh and Enniskillen Place Shaping Plans agreed in 2022-2023 both identify green infrastructure as key priorities. The Council is working to progress a number of greenway projects.
24	Waste and recycling should try and encourage reuse of items thrown away, eg electronic items and furniture that could be fixed. Let general public take or buy for negligible sum. Keeps costs down by having to pay for less waste to be taken away. If landfill was sorted, even using a magnet just to take all metal thrown in by mistake would cut down on amount of landfill to dispose of. Have a council app, ratepayers could access all info and services and have chat function for queries	There are arrangements in place in both depots for retention of items which can be re-used through the community/charity sector. Extensive arrangements are in place for sorting and recycling of waste streams.  Referred to Environment & Place Director.
25	Climate change and sustainable development should underpin all decisions and put more emphasis on each of us to take personal responsibility for our own behaviours. That means households rethinking how they engage with recycling, Council introducing changes to how they provide the service (to support behaviour change) and more diligent enforcement of unacceptable behaviour such as littering and fly tipping. At a time when money is tight for everyone - including statutory bodies such as Council - need to rethink what we spend money on. Some things may be 'nice to do' (e.g. fireworks (!)) - but have to question if these are a good use of public funds when there is so much pressure on other parts of the Council budget. All decisions should be 'proofed' for adverse climate impacts - if it will increase CO2 footprint, why do it at a time when we already need to see such significant reductions	The Council is working towards a waste transformation project in conjunction with the other NI Councils and DAERA. Further information will be available in due course as the approach develops. Referred to Environment & Place Director.

26	Waste - it'd be great if waste and recycling emptied bins, it's at the point of being embarrassing currently, how often roads are not serviced by bin lorries, without explanation	The service is currently affected by resource pressures and is working to resolve these as quickly as possible. Referred to Environment & Place Director
27	Planning – lobby for mandatory time periods for consultees to issue responses to applications, if they aren't back in time it should be considered a de facto 'no objection' as per the Republic of Ireland	This decision would need be made by regional government and would require legislative change.
29	In terms of Community Services, the loss of ESF funding has had a significant impact upon voluntary mental health and special needs provision across the district. Could support be provided in these areas	The Council is currently experiencing significant budgetary pressures as a result of inflation, cost of living and reductions in Council funding from central government. A range of support is currently provided to the community and voluntary sector, and, at present, no additional funding is available.
30	Litter is an unbelievable problem. The general upkeep of the town needs to be better to make people want to go into it. Derelict buildings in the town should at least look as though they serve a purpose, and more biodiversity should be seen throughout. Cycle paths need connection and Greenway should be made use of. Upkeep and tasteful, classic design need to happen to sustain long-term benefits for Omagh	Comments ref litter referred to Environment & Place Director.  Council is working with DfC and other partners to identify funding to address the actions outlined in the Omagh Place Shaping Plan.
32	Reduce community grants and focus on litter and fly tipping. These issues are always ignored	The allocations to various services will be considered through the annual budget setting process.

### 3.4 Breakdown of respondents per category

70% majority of responses received were from citizens/ratepayers with 30% of responses received from community groups. Despite targeted engagement, no responses were received from local businesses or statutory partners. It is suggested that because of this outcome that a different approach to engaging with businesses and statutory partners be considered next year.

The following recommendations have been made:

- **Hold a focus group discussion with businesses on the development of Performance Improvement Plan 2024-2025 using Place Shaping and Economic Development contacts.**

The Performance Improvement Plan 2023-2024 will be launched on or before 30 June 2023 on the Council's website, social media platforms and in the local press.

**How to contact us:**

For further information or to request this document in an alternative format please contact the Strategic Planning and Performance Team

**You can get in touch by:**

**Phone** 0300 303 1777

**Text Phone:** 028 8225 6216

**Email:** info@fermanaghomagh.com

**SignVideo** for people who are deaf or are hard of hearing.

**Live web chat** available on our website during office hours, Mon-Fri, 9am-5pm

End.../

	Percentage
Citizen/ ratepayer	70%
Local business	0%
Community group	30%
Statutory sector	0%
Voluntary sector	0%
<b>Total</b>	<b>100%</b>

## Appendix one: Example Social Media Post

 **Fermanagh and Omagh District Council**  
Published by Hootsuite · 3 April at 16:02 · 🌐

🗨️ Get involved - closing Wednesday

We want to provide improved services in the Fermanagh and Omagh District Council area.

We are currently consulting on the proposed draft of our Performance and Improvement Plan 2023-24, Sustainable Approach to Recovery.

👉 To find out more & take part in this survey click > <https://bit.ly/draft-improvement-objectives>

Consultation closes: Wed 5 April 2023

#FODC #Fermanagh #Omagh #public #consultation

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# Public Consultation Draft Improvement Objectives 2023/24


We welcome your views on  
how we can deliver better.

**Closes: Wed 5 April 2023**

**Sign Up**




## Appendix 2: Example of Staff consultation



Fermanagh & Omagh  
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Statthub

### What's New Wednesday!


In this week's edition of What's New Wednesday, check out the new recycling bins which are being trialled in some offices, see how the Registration Team helped residents to celebrate St Valentine's Day and don't forget to have your say on the Performance Improvement Objectives for 2023-2024!



#### New office Recycling Bins

Have you seen the new recycling bins for the offices? New recycling bins are being trialled in some of the offices to help to encourage and improve waste separation and recycling. What items should we place in our new recycling bins? The following i...

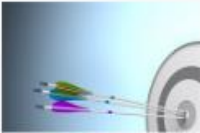
Leanne Lyttle  
4/15/2023  
2 views



#### St Valentine's Day with the Registration Team!

Sharing the love in Fermanagh and Omagh on St Valentine's Day! Our Registration were delighted to help some residents share their love on St Valentine's. They registered 10 births and issued marriage paperwork to 4 couples! Each of the customers r...

Leanne Lyttle  
4/15/2023  
3 views



#### Performance Improvement Objectives Consultation

Have your say on the 2023-2024 Performance Improvement objectives! As Fermanagh and Omagh District Council enters the final year of its current Corporate Plan which covers the period 2020-24, this Draft Performance Improvement Plan continues the app...

Leanne Lyttle  
4/15/2023  
2 views