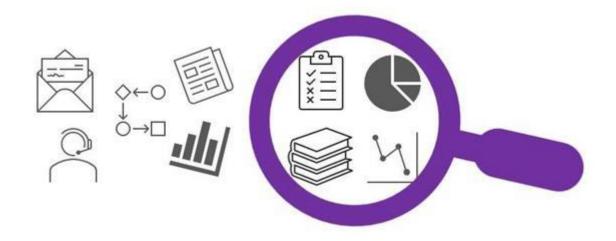


# You Said, We Listened

Analysis of Responses to inform the development of the Performance and Improvement Plan 2022-2023



## **Key findings**

The responses received were largely in agreement with the improvement objectives identified. Key findings include:

- Improving our Environmental Behaviours of all residents must be included as a priority;
- Need to raise communities' awareness of Place Shaping concept;
- Desire for investment in town centres and in rural communities;
- Desire for improved active travel opportunities.

The final Performance Improvement Plan 2022-23 will be launched on or before 30 June 2022 on the council's web site, social media platforms and in the local press.

We would like to thank everyone that took the time to respond.

www.fermanaghomagh.com

# FODC Performance Improvement 22/23 consultation findings

Key findings from public responses received in relation to the development of the Performance Improvement Plan 2022-2023 for Fermanagh and Omagh District Council

## 33 responses received











#### 1.0 Introduction

The Consultation process to support the identification of improvement objectives for Fermanagh and Omagh District Council's **Performance Improvement Plan 2022- 20233** took a participative and diverse approach.

A range of consultation methods were adopted, key target groups were identified to maximise involvement and a diverse 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 commencing on **28 March 2022** until **23 May 2022**. Consultation responses could be submitted in writing (either by email or letter), online survey or by contacting a council official to discuss. This consultation was conducted in line with GDPR and Data Protection legislation.

Ta	Table one: Copy of Consultation methods and evidence where applicable						
Method		etail	Impact	Supporting Evidence			
1	Staff	Consultation with FODC Staff through dissemination of staff survey.	44 responses received from staff	Staff Overview report available on request			
2	Local Newspapers	Notice of 8-week consultation from the 28 <sup>th</sup> March 2022 until 16 <sup>th</sup> April 2022 will be advertised in all 4x local newspapers to promote awareness.	All newspapers include editorial alongside paid adverb.	Appendix A			
3	Social Media Platforms	Utilisation of FODC Social media platforms 24 Facebook posts over 8 weeks 24 Twitter posts over 8-week period 24 LinkedIn posts over 8-week period	Facebook (reach 14,188, 355 link clicks) Twitter (282 impressions, 2 engagements) LinkedIn xxx	Appendix B			

4	Email Campaign	Internal/External Databases targeted (inc. Partners data bases on Community Plan Partnership)	Over 17,000 on identified data bases circulated	Appendix C
5	External	Circulated to all Council staff for sharing with their own networks		

At the closing date, 33 responses were received from the public consultation survey and 44 from staff. An overall total of 77 responses were received. This is a 57% increase on responses received last year. This feedback directly informed the content of the Performance Improvement Plan 2022 -2023.

# 2.0 Improvement objective and actions outlined

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

Improvement Objective/Initiative	Related Council Actions (Improvement Actions)
1.We will protect the environment and improve sustainability	<ul> <li>1.1 Implementation of Climate Change Action Plan</li> <li>1.2 Implementation of Biodiversity Action Plan</li> <li>1.3 Develop and implement programme of activities aimed at increasing environmental awareness and encouraging behaviour change</li> <li>1.4 Develop and implement an Action Plan to support energy management of Council facilities</li> <li>1.5 Promote sustainable solutions for business and communities to reduce food waste</li> </ul>
2. We will enhance access to health and leisure programmes to promote positive physical and mental health and wellbeing	<ul> <li>2.1 Deliver the Active Together Strategy Action Plan promoting access to programmes across all DEAs, including for the most vulnerable</li> <li>2.2 Enhance our Parks and Open Spaces</li> <li>2.3 Promote increased participation in physical activity and sport for children and young people</li> </ul>
3. We will work to accelerate economic recovery and job creation, enhancing skills and providing opportunities for sustained employment	<ul> <li>3.1 Progress the implementation of the Labour Market Partnership Action Plan</li> <li>3.2 Identify and implement opportunities to enhance support for social enterprises</li> <li>3.3 Promote increased entrepreneurship and business start-up activity</li> <li>3.4 Progress the implementation of the new Planning Portal and improve processing times for major and local applications.</li> </ul>
4.We will promote the Fermanagh and Omagh district as a leading tourism destination	<ul> <li>4.1Agree and progress implementation of the Visitor Experience Development Plan</li> <li>4.2 Agree and progress delivery of Place Shaping Plans for Omagh and Enniskillen</li> <li>4.3 Invest in and promote our key tourism products and activities</li> </ul>
5.We will work in partnership to tackle poverty to ensure our people have equal access to opportunities	<ul><li>5.1 Promote increased access to services in the most rural areas of our district</li><li>5.2 Implement targeted interventions to support the most vulnerable in our society (eg, social supermarkets, training academy approaches)</li><li>5.3 Explore and scope the opportunity to establish an Anti-Poverty Commission for the district</li></ul>

6.We will encourage and empower
communities to participate in
Council engagement

- 6.1 Explore opportunities to enhance a corporate approach to community engagement and involvement in decision making
- 6.2 Invest in the development of engagement with younger and older people through related structures such as a Youth Panel and Older Peoples Commission

#### 3.0 Overview of 33 public response received

3.1 Statistical overview of those that agreed or disagreed.

Consultation Question (Online Survey)	Agree	Disagree
1.0 Did you find the draft Corporate Improvement Objectives easy to understand?	69%	31%

#### **Overview of comments:**

While the vast majority of respondents agreed that the objectives were easy to understand, a small number of comments were received as follows:

- 1. The objectives are too generic and broad in topic
- 2. Detail needed on how to deliver and who will deliver and assurances that all rate payers' monies are spent on these objectives within the FODC area
- 3. There are no details of what regions in the council area will be improved.
- 4. Clarity on whether these objectives are realisable given the limited power of councils?

#### **Overall response to comments:**

Improvement objectives will be supported by the identification of performance measures which will help to identify target geographies, communities of interest/place and improve awareness of the objectives associated actions.

geographies, communities of interest/place and improve awareness of the objectives associated actions.		
2.0 Do you think that the proposed Improvement Objectives are the most appropriate priorities for our		
Council for the incoming year?		
Improvement Objective 1 (Environment)	64%	36%
Improvement Objective 2 (Health and Wellbeing)	76%	24%
Improvement Objective 3 (Economic Recovery)	76%	24%
Improvement Objective 4 (Tourism)	82%	18%
Improvement Objective 5 (Poverty)	73%	27%
Improvement Objective 6 (Council Engagement)	70%	30%

3.0 Please indicate if you agree or disagree with these actions		
1.1 Implementation of Climate Change Action Plan	82%	18%
(Improvement Objective 1)	0270	1070
1.2 Implementation of Biodiversity Action Plan	82%	18%
(Improvement Objective 1)	02 /0	1076
1.3 Develop and implement programme of activities aimed at increasing environmental awareness and	85%	15%
encouraging behaviour change (Improvement Objective 1)	05/6	1576
1.4 Develop and implement an Action Plan to support energy management of Council facilities	88%	12%
(Improvement Objective 1)		
1.5 Promote sustainable solutions for business and communities to reduce food waste	88%	12%
(Improvement Objective 1)		
2.1 Deliver the Active Together Strategy Action Plan promoting access to programmes across all DEAs,	81%	19%
including for the most vulnerable (Improvement Objective 2)		
2.2 Enhance our Parks and Open Spaces	88%	12%
(Improvement Objective 2)		
2.3 Promote increased participation in physical activity and sport for children and young people	76%	24%
(Improvement Objective 2)		
3.1 Progress the implementation of the Labour Market Partnership Action Plan	79%	21%
(Improvement Objective 3)		
3.2 Identify and implement opportunities to enhance support for social enterprises	94%	6%
(Improvement Objective 3)		
3.3 Promote increased entrepreneurship and business start-up activity	85%	15%
(Improvement Objective 3)		
3.4 Progress the implementation of the new Planning Portal and improve processing times for major and	94%	6%
local applications		
(Improvement Objective 3)		
4.1 Agree and progress implementation of the Visitor Experience Development Plan	79%	21%
(Improvement Objective 4)		
4.2 Agree and progress delivery of Place Shaping Plans for Omagh and Enniskillen	73%	27%
(Improvement Objective 4)		
4.3 Invest in and promote our key tourism products and activities	82%	18%
(Improvement Objective 4)		
5.1 Promote increased access to services in the most rural areas of our district	94%	6%
(Improvement Objective 5)		
• • •		

5.2 Implement targeted interventions to support the most vulnerable in our society (eg, social supermarkets,	88%	12%
training academy approaches) (Improvement Objective 5)		
5.3 Explore and scope the opportunity to establish an Anti-Poverty Commission for the district	79%	21%
(Improvement Objective 5)		
6.1 Explore opportunities to enhance a corporate approach to community engagement and involvement in	76%	24%
decision making		
(Improvement Objective 6)		
6.2 Invest in the development of engagement with younger and older people through related structures such	85%	15%
as a Youth Panel and Older Peoples Commission (Improvement Objective 6)		

# 3.2 Analysis of consultation responses

The following specific comments were received in relation to the proposed Improvement Objectives and related actions

Improvement Objective	Overview of Comments Received	FODC Response	Included in PIP, Not Included in PIP or added /not applicable
We will protect     the environment     and improve     sustainability  (19 comments	<ul> <li>(i) Refuse collection – lack of bins, more action on littering</li> <li>(ii) Concerns at pollution in rivers and lakes</li> </ul>	The Climate Change Action Plan includes action on environmental behaviour campaigns and addressing littering and water quality. NI Water and DfI are responsible for investment in water and wastewater infrastructure.	Included 101 Action 1.
received)	(iii) Infrastructure – roads/potholes, sustainable transport options, help for disabled to access environment.	DFI are responsible for roads/potholes, and we will refer this on through Community Planning.  Work to make the environment more accessible is ongoing through the Council's play park strategy and improvements to a range of Council assets	Not applicable Included IO2 Action 1 Included IO1
			Action 4

		(v) E	ree planting – Ecclesville dentified. Education required on environmental responsibility.	The Biodiversity Plan seeks to increase tree planting across the council estate and with relevant statutory partners through Community planning.  The FODC Climate Change Action Plan includes action on working to positively change environmental behaviours.	Included in IO1 Action 5 and FODC 2030 Community outcome 6 associated actions.
2.	We will enhance access to health and leisure	(i)	Concerns ref pollution of local rivers and lakes.	Comment noted. Responsibility of NI Water and Dfl.	
	programmes to promote positive physical and	(ii)	Provision required in larger towns across the district	Outreach programmes underway and being further developed.	Included in 102 Action 1
	mental health and wellbeing	(iii)	Park 'Play' like Park Run, wooden obstacles in Arleston Park to encourage	This will be referred on to officers implementing the Play Park Strategy and Action Plan and considered in the	
	(21 comments received)		activity.	Improvement Plan associated tasks.	
	ŕ	(iv)	Opening times in leisure Centres should be reviewed; access to children's swimming lessons in OLC an issue	Comments will be referred on to leisure services for further consideration.	
		(v)	Should address social health and should include inequality	Plan has been subject to equality screening;	Included in all IO1 -6.

3.	We will work to accelerate economic recovery and job creation,	(i) (ii)	Lack of awareness/clarity around Labour Market Partnership Action Plan Business start-up programmes	Implementation of the Labour Market Strategy Action Plan includes a marketing campaign. This is a new regional initiative supported by local plans.	Included in IO4 Action 1
	enhancing skills and providing opportunities for sustained employment		should be more tailored to individual needs	This is the final year of delivery of the current suite of programmes and work is underway to develop and seek funding towards a new approach which will be more tailored to individual needs.	Included in 104 Actions 1 -3
	(9 comments received)	(iii)	Concerns at roads infrastructure locally	The quality of our districts roads is the responsibility of DFI.	
		(iv)	Better quality jobs required locally	The council have identified this as a priority in the Corporate Plan 'Delivering Sustainable Change together 2020-2024' and is also working through the Mid South West region to grow the local economy and encourage growth of new and emerging sectors.	Referred to Regeneration and Planning
4.	We will promote the Fermanagh and Omagh district as a	(i)	Lack of awareness/clarity about place shaping	Place Shaping is relatively new to FODC and work to raise awareness is noted and will be carried over to the tasks associated with IO4 S2.	Add in reference to raising awareness of Place Shaping
	leading tourism destination	(ii)	Promote local towns/villages alongside Omagh and Enniskillen. Ask communities	The Council is working to develop a Visitor Experience Development Plan for the district which aims to ensure visitor dispersal across	concept.
	(17 comments received)		what they would like to see promoted towards tourism.	the area benefitting local communities. Further public engagement will be undertaken in this regard.	Action 2.
		(iii)	Facilities such as coach drop off point in Omagh; mountain bike	For ongoing consideration as part of VEDP.	

			trails in Fermanagh, promotion of road cycling		
5.	We will work in partnership to tackle poverty to ensure our people have equal access to opportunities	(v)	Concern that social supermarkets will distort competition and close businesses Need for an inclusive and accessible approach	Social supermarket models target clients that are experiencing poverty and struggling to acquire basic needs.  The analysis of data and evidence associated to deprivation is used to ensure those most in need are specifically targeted through interventions developed.	Refereed to Community Services to raise awareness of Social Supermarket models
	(11 comments received)	(vi)	Access to childcare and afterschool provision is key to lifting community from poverty	Childcare provision has been identified in research as a key contributing factor in the district which is preventing access to employment for many.	This will be considered further in the development of the FODC Anti-Poverty Action Plan and the Labour Market Partnership Action Plan.
6.	We will encourage and empower communities to participate in Council engagement  (12 comments received)	(i) (ii) (iii) (iv)	to participate	All comments received will be referred to Corporate Services and Governance as the strand lead to support the development of the Corporate Engagement and Involvement Strategy.	Referred to Corporate Services and Governance and included in IO6 Actions 1-2

and influence communities can have.	

#### 3.3 Additional comments received

The following section outlines a range of comments received which were not specifically directed to an identified Improvement Objective:

Overview of Additional comments:	FODC response
Active travel - encourage alternatives to our reliance on cars including pathways, cycle paths. Improved cycle parking facilities.	This will be reviewed in the development of Omagh and Enniskillen Place Shaping Plans and through the Council's Capital Programme which includes investment in paths, trails and greenways.
Improvements needed in terms of advertising/ marketing / communication of activities and events run by the council.	Referred to Corporate Services and Governance Directorate
Need to support development of villages including through identified Council Officers	The Council has a range of Community Services Officers and a Rural Regeneration Officer who works with rural groups across the district to support development of villages and places.
Reference to car parking in towns and for additional free car parking spaces	The Council's Car Parking Strategy confirms that sufficient car parking, in terms of both free and paid spaces, is available to meet current need
Need for investment in facilities and range of activities at Fermanagh Lakeland Forum for all ages	Council is currently developing proposals for significant investment in Fermanagh Lakeland Forum
Tourism - addition of activities to promote use of the lakes	This will be reviewed in the development of the Visitor Experience Development Plan and Enniskillen Place Shaping Plan
Ensure that feedback is provided following engagement activities and surveys.	This will be considered in the development of associated actions under improvement objective 6
Review Council assets across Omagh and Enniskillen and reduce duplication of facilities.	As the largest geographical district of all 11 Councils, FODC provides a range of services across the district's two main towns to provide appropriate access to communities. Council assets are reviewed regularly through the Council's Estates Strategy and Asset Management Plan.
Reference to health services including lack of GPs, community care, services at SWAH.	Noted that these services are not the responsibility of FODC but that the Council continues to engage with all levels of Government and other agencies to lobby for investment and improved services for the district.

Need to encourage pride of place in areas where littering etc is having a detrimental impact	This comment has been referred to Environment and Place service area. It will also be included in improvement objective one in promotion of changing environmental behaviours.
Need to encourage investment in town centres in Omagh and Enniskillen	This will be reviewed in the development of Omagh and Enniskillen Place Shaping Plans. The Council is also currently delivering a 'Vacant to Occupied' scheme to encourage investment in empty/vacant commercial properties.
Need for investment in local roads infrastructure and connections to and from the district	Investment in roads is the responsibility of the Department for Infrastructure.
Concerns at anti-social behaviour in respect of speeding cars and activities at car parks	This comment will be referred to the FO Policing and Community Safety Partnership for consideration and review.
Should encourage volunteering.	Volunteering is a critical aspect of service delivery in the community and voluntary sector, and this is identified in both the FO 2030 Community Plan and FO Corporate Plan 'Delivering Sustainable Change Together'. The Council currently promotes a range of volunteer opportunities.

#### 3.4 Breakdown of respondents per category

The majority of responses received were from citizens/ratepayers. 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:

- 1. Hold a focus group discussion with CPP partners on the development of Performance Improvement Plan 2023-2024.
- 2. Utilise the Labour Market Partnership as a catalyst to engage with the sector, specifically on the actions identified on business start up activity and mentoring support, as well as tourism.

Table 2: Breakdown of Respondents			
	Percentage		
Citizen/ ratepayer	96%		
Local business	0%		
Community group	3%		
Statutory sector	0%		
Voluntary sector	3%		
Total	100%		

The final Performance Improvement Plan 2023-2024 will be launched on or before 30 June 2022 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.../

Wednesday, March 30, 2022

# Enniskillen workhouse is set to be completed this summer

The Enniskillen Workhouse is set to be complete in August this year and will provide tours, accommodate school visits, and enable people to look up records of people that went through the workhouse.

The building is steeped in history. It meroniumg is steeped in history, it and finished it 1843, a year before the famine broke out in 1845 to help people as there was no National Health Service. During the famine South West Ulster was hardest hit with 29 percent of the Permanagh to the steep of the ste was commissioned to be built in 1841

Skills co-ordinator for the project said, 'There is a number of projects running alongside this such as bur-sary holders who will gain a level 3 NVQ qualification in heritage skills, we have a level 3 award which is a two day course for construction people day course for construction people that want to know more about regular that want to know more about regular that want to know more about regular that want to the proper that the construction of the properties of the properties of the properties that on the Saturday, and then people attend on Saturday, and the people attend on Sat people attend on saturday, and then we are working with the schools to we are working with the schools to we are working with the schools to guildication for people going forward upon the school of heritage, protecting these buildings and read we have a few public events about saving these buildings and restoration. The school of the sc









FERMANAGH and Omagh District Council is seeking your views on its draft Improvement Objectives for the year ahead and is commencing an 8-Monday 28th March 2022 until

Monday 23rd May 2022. Each year the Council publishes a

which sets out the key aims for the year ahead through the delivery of continuous improvement initiatives. Essentially, improvement is about making things better and the Council's focus is on how to deliver better services for the benefit of all residents and service users in the

being, job creation, tourism potential, being, job creation, tourism potential, tackling disadvantage and Council engagement. Commenting on the draft improvement objectives consul-tation, Chairman of Fermanagh and Omagh District Council, Councillor

making Fermanagh and Omagh dis-trict an even better place to live, work, visit and invest in. This is a work, visit and invest in. This is a great opportunity for all residents, businesses, and partners to have real influence and jointly shape our ap-proach to improving services. 12 FERMANAGH HERALD

#### **Boating equipment worth** £100k stolen in Belnaleck

FERMANAGH police have issued an appeal for information following the theft of around £100,000 in boat equipment earlier this month.

The local PSNI issued

the appeal at the weekend following the theft from a yard in Bellanaleck on Sunday, March 20th, into the early hours of Monday, March 21st. A total of eight Mer-

cruiser and Volvo Penta outdrivers - which are the boat's outboard en-

the boat's outboard en-gines – were taken in the incident.

"We are asking for anyone who saw any sus-picious activity in the Bellanaleck area around the time to contact 101

Fermanagh & Omagh District Council Countries Council Photo Managh was as

WE WANT TO HEAR FROM YOU

e document is available in different form

Our Improvement Objectives for 2022-2023

The Council recognises the importance of consultation in all aspects of the nplementation of its statutory duties and invites you get involved and

3. Emailing the Council at community planning@fermanaghomagh.com
Vou can provide feebooks through the various methods below the Vous can provide feebooks through the various methods below the Vous can provide feebooks.

Letter: The Grange, Mountipy Road, Lisnanualland, Omagh, County Tyrone. BT79 7BL
Email: community planning@fermanaghomagh.com
Telephone: 0300 303 1777

Telephone: 0300 302 1777

Testphone: 1205 8222 6215

**MAHON'S HOTEL** 

A CONTRACTOR OF THE PARTY OF TH

2 Courses = £13.95

A Mercruiser outdrive, similar to those stolen in Bellanaleck last week. a Fermanagh PSNI

spokesman. Thefts from boats is gines—were taken in the
incidence asking the
incide

railers," a spokesman

"it's hard to imagine any property more vul-nerable to theft and van-dalism than a boat left on a mooring, likely unvis-ited for long periods of time. If you own a boat of whatever description it is a possible target for the criminal."

# Planning underway for new Enniskillen Civil Service hub

PLANNING is underway for a new Civil Service hub in Enniskillen, which is aimed at bringing jobs that would have previously beer



Wednesday, March 30, 2022

"If they have the opportunity to "If they have the opportunity to be based in Enniskillen for two or three days a week, that may in-crease the interest in people from across County Fernmangah and other border areas applying for jobs within the Civil Service, which is all to the good it changes the dy-namic, and it introduces more rural and border dwellers, which is a good thing."

Minister Murphy said his de-Minister Murphy said his de-

### Speeding woman detected at 112 mph is fined and banned

AK Emissillen woman was detected traveling along received a 'distressing' call from her busband and was the Ab between Ballygawkey and Omagh at 112 miles per hour. The speed limit for that stretch of road in 60mph horever Diama Kalikannova (33) of Moseynove Park.

At Omagh Magistrates Court the was dispusibled from driving for three months and fined £20.

At Changh Magistrates Court the was dispusibled from driving for three months and fined £20.

At Changh Magistrates Court the was dispusibled from driving for three months and fined £20.

It is a very very high speed, Luckly nothing hup-thee vetter of the speed she could not be defered a fixed of season which was the was speeding.

penalty.

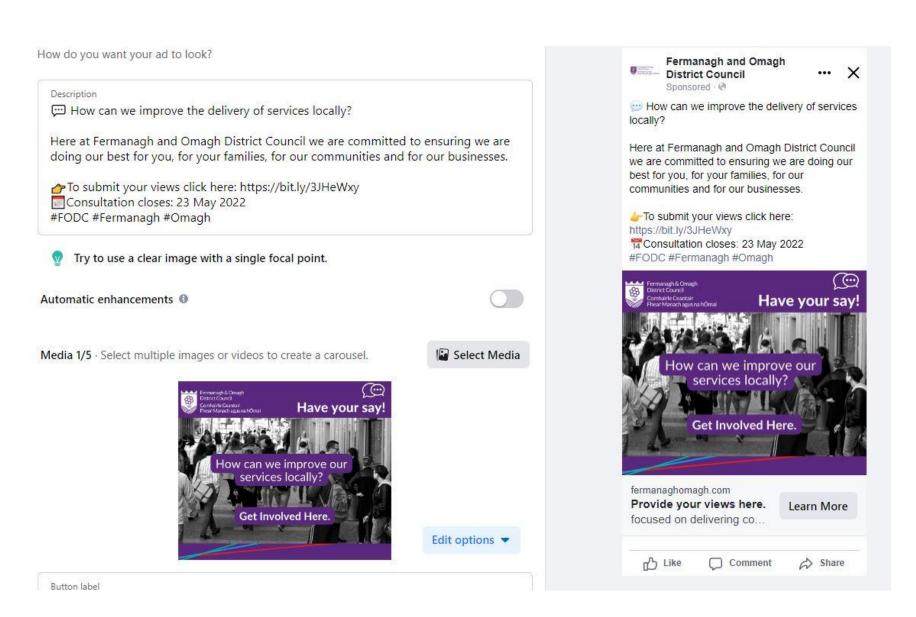
Defence solicitor Peter Canavan told the court she

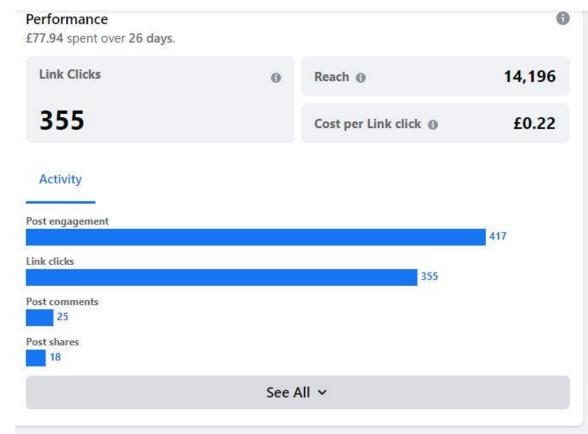
choice than to disqualify".

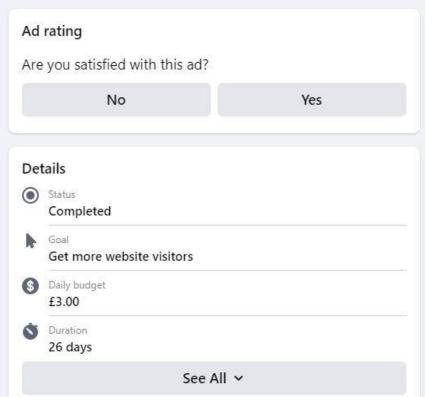
# Have your say on key local issues for the year ahead!

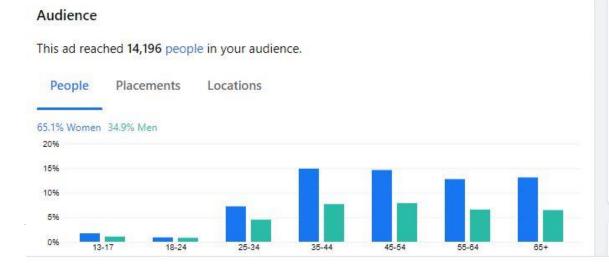
proving our local area for the benefit of all. We want to work collectively with all stakeholders, and I would encourage everyone to take part in the public consultation, to ensure that we continue to meet the needs of our district by making it safer, stronger and

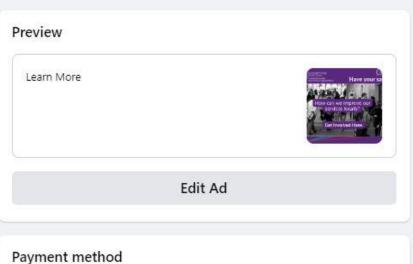
### **Appendix B:**











### **Appendix C:**

