



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

# Annual Performance Report

1 April 2022 – 31 March 2023

Looking Back, Moving Forward:  
Our Recovery Journey continues.

# Some of the positive Customer Feedback in 2022/2023...

“

Amazing Night.  
My sides are still  
sore from laughing.  
Thanks for  
bringing the joy to  
Enniskillen



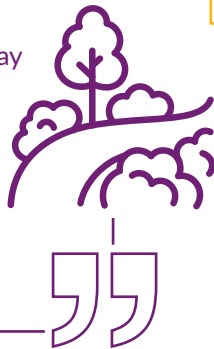
“

Well done to those who are responsible  
for all the beautiful flowers around  
Omagh. A really lovely selection of flower  
beds and hanging baskets. Thank you



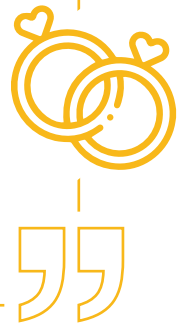
“

I just wanted to compliment the council on  
the huge improvement made on the pathway  
around the lough in recent times, money  
really well spent. The walk is an invaluable  
resource which is used by young and old  
alike. It is a great place to exercise both  
body and mind. It also is a great place for  
meeting and chatting to people, something  
rural country areas don't have much off.



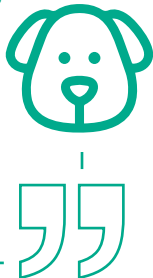
“

Hazel was  
very helpful &  
welcoming when  
we met her &  
also the day of  
our wedding.  
We couldn't  
fault the service  
or the staff.  
Many thanks.



“

I just want to  
say that the dog  
park you have  
in Omagh is  
fantastic! Such  
a great idea -  
other councils  
need to do the  
same!



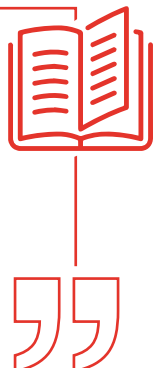
“

Had a lovely  
relaxing  
evening  
painting my  
ceramic  
birdbox.  
Looking forward  
to next week.  
Thank you.



“

This was by  
far the best  
Happy at Home  
booklet. It was  
fun, interesting  
and informative.  
I just love  
getting the  
booklet.



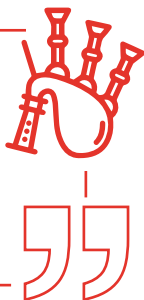
“

Massive thanks to Jackie our registrar who officiated at our special day. Her professional, relaxed & friendly manner added to making our day extra special -Thanks for being part of it!



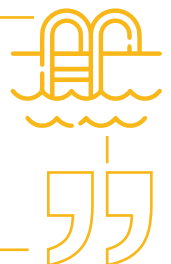
“

I and my family thoroughly enjoyed  
the show, the entertainment was  
fantastic but also the learning was  
so important to reach out to those  
that didn't know much about Burns  
and Ulster Scots culture.



“

The swimming coach Ben  
has a wonderful manner with  
kids. He took time to give  
kids individual feedback in a  
positive and encouraging.



“ Couch to 5K was great! Our coach Marty was fantastic, he kept us all on track motivating us and having the craic. I loved it and would recommend it to others ”



“ Great service now that you can send all information over via email leaving the appointment much shorter and convenient for a mum with a new baby ”



“ I had a great day.. the guide Joshua was really lovely and took his time with a little boy in the group, lovely to see. Will definitely be back in better weather to see more. ”



“ Our son has SEN including autism. He loves machinery & vehicles, he has made a habit of being at the window to wave at the FODC lorry. The driver & operatives make the effort to give him a wave. Our son loves routine & processes & that they acknowledge his fascination, this is a much appreciated kindness to our wee boy ”



“ My girls had a fantastic time at the summer camp. They enjoyed making new friends, trying new activities and having some summer fun. Special thanks to the leaders who were great. ”



“ Thank you so much. I am a keen open water swimmer but recently have lost my confidence. The two sessions at Muckross have been great challenging me to overcome my fears and meet new swimming buddies as a bonus. ”



“ I requested contrast to be added to the steps that go from Campsie over the bridge and into the leisure centre grounds. This was promptly acted upon and much appreciated. I wanted to say the changes to these steps and the surrounding area has been incredible. The railings are now clear and painted in a good contrast colour. The steps are detectable and the edges contrast really well. Thank you to everyone who contributed to the changes in this area. It is greatly appreciated. It makes learning routes for people with a visual impairment so much easier. ”



“ Gortin Glen Park was excellent, some of it was inclusive for children with disabilities. We will definitely return next summer. You keep a great park. Well done & thank you. ”





# Joint foreword from the Chair and Chief Executive



We welcome this opportunity to present the Annual Report 2022-2023 for Fermanagh and Omagh District Council. The Council is seeking to continually improve its systems and services, supporting, and empowering our communities, and responding to external conditions in a way that inspires hope and creates opportunity for all.

Just like our citizens and businesses across the District, the Council and the local government sector continue to face significant challenges. Cost-of-living and inflationary pressures, adverse climate and ecological changes, alongside new and increasing demands on Council services have dominated the past year, at a time when recovery from the Covid-19 pandemic remained a significant priority. We hope our Annual Report shows some of the ways in which we have made progress to deliver upon our shared values, shared vision and six long term outcomes across the social, economic and environmental pillars.

Our Council is focused on progress and improvement and we have demonstrated the ability to adapt to local and national challenges while harnessing opportunities as they arise. This ability to be resilient and agile also allows the Council to lay the foundations for future proposals which centre on enhancing and support our district and its citizens.

We are particularly proud of our work over the last 12 months to protect our most vulnerable and support our communities.

In looking ahead to the future, we have taken a long view, to a regenerated district with better quality jobs, vibrant communities living healthy lives, enhanced green spaces, local economic growth, fair distribution of opportunity and access to public services fit to meet the challenges of the future.

Amongst many other achievements we have launched our Visitor Development Experience Plan, developed place-based urban regeneration place shaping plans for Omagh and Enniskillen and secured £20m levelling-up funding for the redevelopment of the Lakeland Forum as a world class building that will encourage improved health and wellbeing for the local people. We were also the first of the eleven Councils to adopt its own Local Development Plan 2030 Plan Strategy.

Our Corporate Plan and Community Plan Strategic Vision for 2030 continues to be our roadmap to a thriving, resilient, successful, connected, healthier, and inclusive Fermanagh and Omagh.

As a Council, all Members have played a key role in the delivery of our achievements over the last year and we're delighted that this year, for a second year in succession, the Council was awarded the prestigious Royal Town Planning Institute (RTPI) Northern Ireland Awards for Planning Excellence, for the transformation of the Workhouse Enniskillen; a joint project with South West College and funding from the National Lottery Heritage Fund. This award and others we have achieved, serve as a platform to acknowledge outstanding plans, projects, and individuals and it is very satisfying that Fermanagh Omagh District Council has been recognised in this way.

We are pleased to be able to reflect in this report how we continue to develop and grow as a Council, how we continue to support our residents and how responsive we are, adapting to and embracing often difficult external factors. As we continue to focus on our shared values and outcomes, we are confident that the Council will continue to do its best for the district and the people it serves.

Cllr Thomas O'Reilly  
Chair, Fermanagh and Omagh District Council

Alison McCullagh  
Chief Executive

# Contents

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Overall Performance 2022- 2023 at a glance: Are we on track?	6 - 20
1.0 About Us	21 - 23
1.1 Introduction to Annual Report 2022- 2023	24
2.0 Strategic Planning and a Shared Vision	25 - 27
3.0 Ensuring Continuous Improvement	28 - 31
3.1 Internal Audit and Risk Management	32
4.0 Delivering Sustainable Change Together 2020-2024 progress update	33 - 46
4.1 Improvement Objectives 2022-2023 progress update	47 - 52
5.0 Monitoring Performance using data	53
5.1 Statutory Indicators	53 - 57
5.2 Self-Imposed Performance Measures	58 - 61
6.0 Financial Overview	62 - 63
7.0 Rural Proofing our Plans and Policies	64 - 65
8.0 How YOU can get involved?	67

# Overall Performance 2022-2023 at a glance: Are we on track?

This is a summary of our performance from 1 April 2022 until 31 March 2023 for:

- Corporate Plan “Delivering Sustainable Change Together” 2020-2024 (25 Actions with 140 Performance Measures)
- 7 Statutory Indicators
- Performance Improvement Plan “Sustainable Approach to Recovery” 2022-2023 (71 Performance Measures)

## Corporate Plan 2020-2024 (25 Actions and 140 Performance Measures)

**Self-assessment and performance measures trend analysis:** The colour key below outlines how we have evaluated progress against our **Actions and Performance Measures in the Corporate Plan “Delivering Sustainable Change Together” 2020-2024 for the period 1 April 2022 until 31 March 2023.**

*\*Note actions N1, N2 were completed in 2020-2022 and are not included in this update*

Actions: Self-Assessment	
Green	Delivery is in line with timeline identified, best ideas are making satisfactory progress or on schedule to commence, complete or be developed and performance measures are identified in place and data has been presented.
Amber	There are some emerging issues which are affecting progress, data collation or some elements of the best ideas are causing difficulty (This could be where a data source is being developed but has not yet commenced and therefore data is not yet available or may be best ideas progressing but not in line with timeframes identified or if partners/ identified task owner in some sections of the report card are not contributing; if this is the case this should be clearly outlined as to which best idea has impacted on progress or which partner not participating or the issue in general)
Red	Significant issues have arisen which have stopped or significantly impacted on progress. (This would include where performance measure data has not been inserted, where data sources are not in place and where best ideas are not progressing)
Grey	Action phased and not yet commenced

Performance Measures: Trend Analysis	
Green	The data reported is moving in the desired direction by greater than $\pm 3\%$ from the baseline figure
Amber	The data reported is moving by less than $\pm 3\%$ from the baseline figure
Red	The data reported is moving in an undesired direction by greater than $\pm 3\%$ from the baseline figure
Grey	There is a lack of data to analyse a trend, or the baseline was only established in 2022/23.

Corporate Business Plan 'Delivering Sustainable Change Together'	Directorate Lead and Action reference	PM*	Green	Amber	Red	Grey
Community and Wellbeing Directorate	CW 6 (10,11,12,13, 14,16)	33	Actions: 6/100% PM 18/55%	Actions: - PM 3/9%	Actions: - PM 3/9%	Actions: - PM 9/27%
Chief Executives and Corporate Services and Governance Directorate	CS&G 7 (3,4,5,8,9)	18	Actions: 7/100% PM 6/33%	Actions: - PM 5/27%	Actions: - PM 5/27%	Actions: - PM 2/13%
Environment and Place Directorate	EP 4 (15,23,24,25)	31	Actions: 4/100% PM 15/48%	Actions: - PM 0/0 %	Actions: - PM 6/20%	Actions: - PM 10/ 32%
Regeneration and Planning Directorate	RP 10 (1,2,6,7,17, 18, 19,20,21,22)	58	Actions: 9/100% PM 19/33%	Actions: - PM 11/19%	Actions: - PM 16/ 27%	Actions: - PM 12/21%
Overall total:	25	140	Actions: 24/96% PM 58/42%	Actions: 1/4% PM 19/14%	Actions: 0/0% PM 30/21%	Actions: - PM 33/23%
96 % of Corporate Plan actions are moving in right direction			58% of Performance Measures report data is moving in the right direction		77% of Performance Measures have an established data baseline	

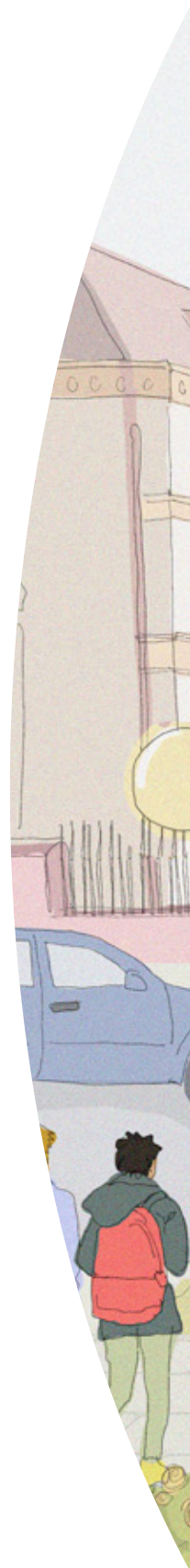
\* Performance Measures

## Statutory Indicators (7)

ED1: The number of jobs promoted through business start-up activity	Target: 170 Achieved: 186	N/A
P1: The average processing time of major planning applications	Target: 30 weeks Achieved: 64.2 weeks	Unvalidated statistics, whilst the statutory target has not been met there has been significant improvement from 21/22.
P2: The average processing time of local planning applications	Target: 15 weeks Achieved: 13.2	Statutory target has been met despite the roll out and implementation of the new regional planning IT system.
P3: The percentage of enforcement cases processed within 39 weeks	Target: 70% Achieved: N/A	Statistics currently unavailable due to data extraction issues with the new regional planning IT system
W1: The percentage of household waste collected by district councils that is sent for recycling (including waste prepared for reuse).	Target: 50% by 2020 Achieved: 47.4%*	The impact of industrial action for 1 week from the 21 March 2022 and for 2 weeks from 25 April 2022 will also have had an impact on the recycling figures.
W2: The amount (tonnage) of biodegradable Local Authority Collected Municipal Waste that is landfilled.	Target: <13,781 tonnes Achieved: 13,586 tonnes*	N/A
W3: The amount (tonnage) of Local Authority Collected Municipal Waste Arisings	Baseline 21/22: 58,108 tonnes Achieved: 55,362 tonnes*	N/A

\* Figures provided are based on 'unverified' information at time of publication by Department of Environment and Rural Affairs (DEARA); these figures will be updated in next year's Annual Report 2023-2024

57% (4/7) of the statutory indicators were met in 2023-2024 compared with (1/7) in 2021-2022. This is a 43% improvement.





“Towns have the capability of providing something for everybody, only because, and only when, they are created by everybody.”

JANE JACOBS, The Center for the Living City  
Omagh Place Shaping Plan 2035





# Performance Improvement Plan “Sustainable Approach to Recovery” 2022-2023 (71 Performance Measures)

**Self-assessment and performance measures trend analysis key:** The colour key below outlines how we have evaluated progress against our best ideas and performance measures in the Performance Improvement Plan 2022-2023.

- Overall, **85% of 98 best ideas were on target** and delivered in line with timeline/ cost/ deliverables identified.
- Overall, **61% of 71 performance measures have a positive data trend** in comparison with available baseline 2021-2022.

*\*Note Performance measures 1, 2 and 3 are unverified by the DEARA at time of publishing. This information will be updated when made available.*

Improvement objective	Performance Measures Description	Baseline 2021-2022 (if available)	Comments	Analysis at year end
<b>Improvement Objective 1</b>  <b>We will protect the environment and improve its sustainability</b>	1. % of household waste collected by district councils that is sent for recycling (including waste prepared for reuse) <b>(statutory measure)</b>	47.7% (This is a 21/22 figure released on 1 Dec 2022)	The impact of industrial action for 1 week from the 21 March 2022 and for 2 weeks from 25 April 2022 will also have had an impact on the recycling figures.	47.4%* of household waste sent for recycling over the year.
	2. # Amount (tonnage) of biodegradable Local Authority Collected Municipal Waste that is landfilled <b>(statutory measure)</b>	14,026 tonnes (This is a 21/22 figure released on 1 Dec 2022)		13,586* tonnes
	3. # Amount (tonnage) of Local Authority Collected Municipal Waste Arisings <b>(statutory measure)</b>	58,211 tonnes (This is a 21/22 figure released on 1 Dec 2022)		55,362* tonnes
	4. # of social media engagement (reach, clicks and comments)	101 social media posts	Reduction in posts due to staff vacancy. Team restructuring completed Q4 2022-23.	88 posts over year 251,498 engagements over the year.
	5. # of people, schools and community groups involved in 'environmental activities'	N/A	Reduction in Council led biodiversity outreach as staff were delivering priority projects (Killyfole, tree planting)	4,399 people, schools and community groups involved in environmental activities (this will be the baseline for monitoring progress)



Improvement objective	Performance Measures Description	Baseline 2021-2022 (if available)	Comments	Analysis at year end
<b>Improvement Objective 1</b>  <b>We will protect the environment and improve its sustainability</b>	6. # of people, schools and community groups involved in 'environmental activities' through events, school visits, community talks etc. that report improved knowledge/changed behaviour as a result of interaction	Zero baseline	New approach on measuring 'improved knowledge' only, to be adopted to all outreach activities in 2023-24.	New approach adopted in PIP 2023-2024 with revised PM
	7. % of jot form submissions across the organisation by building managers	Range 13% to 39%	(Staff redeployment in several service areas has resulted in readings delay)  <b>Priority 1 =99%</b> Jan=100% Feb=96% Mar=100%  Staff have been trained across multiple service areas to assist with meter readings. Monthly percentages should rise significantly in Q2 2023/24 due to new staff appointment.	Increased to an average of 46% over the year which is an overall improvement but acknowledge new processes will support further improvement.
	8. % of Display Energy Certificate (DEC) ratings 'C' or better.	80% of the existing 30no. DEC buildings	No further update provided this quarter.	Data incomplete. Based on Q1/2 the % of DEC ratings reduced by 7% this year from 80% to 73%. A focus on priority one listed buildings will be established in PIP 2023-2024.
	9. Reduction in energy consumption of council's 30no. DEC buildings (kWh per m2)	172 kWh per m2 in year 2020/2021	No further update provided this quarter.	Data incomplete. Based on info available, Usage has increased this year by 33 KWhper m2.
	10. #/% council assets identified with adaptations commenced	Zero baseline	1. Grange Park 2. Killyfole Reservoir 3. Todds Field Playpark 4. Gortin Glens MTB Trail	4 assets have been identified this year and adaptations commenced.
	11. Area of land managed for Biodiversity	11.5 Ha managed for meadows	No further update this quarter.	Data incomplete but Area maintained for meadows increased by 2.1Ha from 2021-2022 year

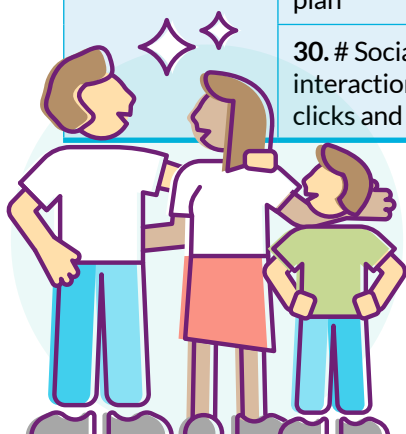
Improvement objective	Performance Measures Description	Baseline 2021-2022 (if available)	Comments	Analysis at year end
<b>Improvement Objective 1</b>  <b>We will protect the environment and improve its sustainability</b>	12. #Trees planted on FODC managed estate (and External Partners listed on internal Data Records)	10706 trees planted 2021/2022	Total yearly no. of trees planted = 4219. No of trees planted is proportional to area of land available for planting.  2021/22 baseline figure included circa 7000 trees planted in Ecclesville so net number was circa 4000 trees in FY.	Although there has been a reduction in the no of trees planted in 22/23 compared with 21/22, the overall baseline has increased by 4219 additional trees planted.
	13. Invasive Alien Species treatment site numbers recorded on GIS as site location	21 sites treated	1 site at Castle Archdale, Rhododendron Control  1 site at Ecclesville Forest complete	There has been a reduction in the number of sites treated from 21 last year to 19 sites treated this year as fewer sites needed treated for Japanese knotweed, showing success in treatment plans.
	14. # of social media engagement (reach, clicks and comments)	Zero baseline	10 Social Media Posts 76,161 reaches in Q4.	80 social media posts with 838,461 engagements over the year including reach, clicks and comments
<b>Improvement Objective 2</b>  <b>We will work in partnership to tackle disadvantage, with a focus on reducing poverty to ensure our people have equal access to opportunities</b>	15. # Rural Affairs Sub-Committee meetings and % attendance at meetings	5 /74%	1 meeting took place and attendance rate was 76% for quarter 4.  The attendance rate for the year was 70%.	3 meetings took place with an attendance rate at year end of 70%
	16. % Strategic Actions within the Strategic Workplan which have a green rag status	Zero baseline	78% at year end	78% of actions progressed.
	17. # Additional postcodes added to the Project Stratum Intervention Area (within FODC)	2828	Progress has been made with additional postcodes added to the Project Stratum intervention area.  Project Stratum is now heading towards completion with no further opportunities to alter the intervention area.  Project Gigabit is a forthcoming DfE intervention to further support Broadband rollout in hard-to-reach areas.	A further 267 premises in the FODC area deemed eligible for Project Stratum through DSR. Information has not been made available on no of postcodes but overall trend in the right direction.



Improvement objective	Performance Measures Description	Baseline 2021-2022 (if available)	Comments	Analysis at year end
<b>Improvement Objective 2</b>  <b>We will work in partnership to tackle disadvantage, with a focus on reducing poverty to ensure our people have equal access to opportunities</b>	18. % Uptake of Project Stratum broadband in district	Not available	<p>An additional 744 orders placed in reporting period.</p> <p>There has been an increase in the uptake of FIBRUS Broadband across the FODC area.</p> <p>This is likely to continue as the network (and thus availability) continues to get rolled out.</p>	Uptake continues to rise with 2420 orders placed at year end.
	19. # People participating in the slow cooker project	110	128 people participated in the Slow Cooker Programme across Fermanagh and Omagh.	128 people participated in the slow cooker programme at year end which is an increase of 18 people from baseline.
	20. # People participating in sustainable food projects (i.e. grow your own etc)	Zero baseline	Funding provided as a set-up however no on-going project.	783 Children availed of food provision at Council summer schemes at year end.
	21. # People supported to access healthy food choices	Zero baseline	12,778 (number of people through social media posts)	23,558 (Total reach/ impressions for the year)
	22. # of referrals made which were accepted by referral organisations	277 referrals	4 out of 6 foodbanks reported onward referrals in this qtr. The total of 426 referrals includes 382 from one foodbank that now signposts each individual/ household supported to budgeting advice.	622 onward referrals made by foodbanks at year end to other agencies including advice services.
	23. #£ of additional money secured in FODC by advice services in relation to all type benefits	£2,021,932.71	Reduction on previous quarter noted.	£1,800,939.05 additional money secured in FODC by advice services in relation to all type benefit advice at year end
	24. Amount of all type debt dealt with	Zero baseline		£3,708,008 all type debt dealt with by advice services at year end.



Improvement objective	Performance Measures Description	Baseline 2021-2022 (if available)	Comments	Analysis at year end
<b>Improvement Objective 2</b>  We will work in partnership to tackle disadvantage, with a focus on reducing poverty to ensure our people have equal access to opportunities	25. # Key strategies reviewed (local and regional levels)	Zero baseline	1. Recommendations for an Anti-Poverty Strategy - Report of the Expert Advisory Panel  2. Recommendations on the development of an Anti-Poverty Strategy for Northern Ireland - a position paper from members of the Anti-Poverty Strategy Co-design group  3. Poverty in Northern Ireland 2022 – Joseph Rowntree Foundation  4. UK Strategy for Financial Wellbeing - Delivery Plan for Northern Ireland  5. Cash or food? Exploring effective responses to destitution	5 key strategies reviewed at year end
	26. # People who responded to the lived experience poverty consultation	Zero baseline	To be reviewed for next reporting period	N/A
	27. # of respondents that agree to be continuously involved through the Anti-Poverty Working Group	Zero baseline	To be reviewed for next reporting period	N/A
	28. % of responses received that agree with recommendations	Zero baseline	To be reviewed for next reporting period	N/A
	29. # Additional actions considered following consultation in final plan	Zero baseline	To be reviewed for next reporting period	N/A
	30. # Social media interactions (likes, clicks and comments)	Zero baseline	To be reviewed for next reporting period	N/A



Improvement objective	Performance Measures Description	Baseline 2021-2022 (if available)	Comments	Analysis at year end
<b>Improvement Objective 3</b>  <b>We will increase participation in Council led health, wellbeing and cultural activities</b>	31. # Leisure Centre Users (across all 4)	183,152 for April – September 2021/22 (as per PRC)  366,304	775,254  Total leisure centre users at year end is 775,254.	Total leisure centre users at year end is 775,254.
	32. Usage at key outdoor recreation sites	500,909	307,419  Killyfole = 449 (only reinstalled 6 April 23') Bessy Bell = 894 Smith's Strand, Lisnaskea = 2320 Ecclesville, Fintona = 8399 Topped Mt = 2409 (despite site being closed) Cuilcagh / Boardwalk (ped) = 11959 Castle Caldwell (veh) = 2642 x2 5284 Castle Caldwell (ped) = 4109 Castle Archdale (ped) = 3381 Claddagh Glen (from MAC) = 1887 Gortin Glen (veh) = 32556 x 2 =65,112	340,777 Usage at key outdoor recreation sites
	33. # of programmes undertaken at a local level outside of leisure centres	Zero baseline	36 Reduction on previous quarter.  Programme delivery impacted by reduced number of Community Wellbeing Coordinators (CWC)	179 physical activities provided at local level outside leisure centres at year end by CW officers. Baseline created.
	34. # Young people involved in Healthy Places Programmes	Zero baseline	229 Reduction on previous quarter.  Programme delivery impacted by reduced number of Community Wellbeing Coordinators (CWC) and some seasonal activity	1,874 young people involved in Health Places Programme at year end. Baseline created.
	35. # Participants increase in areas from underrepresented groups and disadvantaged areas	Zero baseline	19 Reduction on previous quarter Programme delivery impacted by reduced number of Community Wellbeing Coordinators (CWC)	827 participants from underrepresented groups and disadvantaged areas at year end. Baseline created.

Improvement objective	Performance Measures Description	Baseline 2021-2022 (if available)	Comments	Analysis at year end
<b>Improvement Objective 3</b>  <b>We will increase participation in Council led health, wellbeing and cultural activities</b>	36. # opportunities to engage with Geopark and Outdoor Recreation (events & activities)	30	Events and activities are key component of the Geopark Development Plan 2031, activities delivered by Geopark staff and Guides.	132 opportunities to engage with Geopark and Outdoor Recreation at year end.
	37. # Inclusive/ accessible programmes delivered	19	Reduced by 26 on previous quarter. Programme delivery impacted by reduced number of Community Wellbeing Coordinators (CWC)	54 inclusive/ accessible programmes delivered at year end.
	38. % Increase on memberships across all 4 leisure centres	Overall: 2230 Corporate 384 Individual 1846	858 increase on previous quarter rolling figure.	31% Increase on 19/20 baseline
<b>Improvement Objective 4</b>  <b>We will work to accelerate economic recovery and job creation, enhancing skills and providing opportunities for sustained employment</b>	39. % of employers confirm they are better informed and confident in disability employment (Employer-led Disability Inclusion Programme)	N/A	Programme to be completed by 30 June 2023 and performance measures to be monitored for six months	N/A
	40. % of participants successfully move into work (Employer-led Disability Inclusion Programme)	0	Programme to be completed by 30 June 2023 and performance measures to be monitored for six months	N/A
	41. % Participants developed personal confidence and business skills (Female Entrepreneur Programme)	0	Programme to be completed by 30 June 2023 and performance measures to be monitored for six months	N/A
	42. # Companies now employing # economically inactive people (Flexi-work Employer Engagement programme)	0	Due to reduced budget, this programme was deprioritised and did not proceed.	N/A





Improvement objective	Performance Measures Description	Baseline 2021-2022 (if available)	Comments	Analysis at year end
<b>Improvement Objective 4</b>  <b>We will work to accelerate economic recovery and job creation, enhancing skills and providing opportunities</b>	43. # FODC residents successfully enrolled in an apprenticeship ( <i>Online Apprenticeship Brokerage Programme</i> )	0	Due to reduced budget, this programme was deprioritised and did not proceed.	N/A
	44. # Social entrepreneurs supported (new and existing)	20	Support was made available to support 15 Social Economy Enterprises in 2022/23 FY. Supported all Social Economy Enterprises that requested support	12 social entrepreneurs supported at year end
	45. # % of returned business surveys completed	Zero	Further Business Surveys to be issued for mentoring completed in Q4.	8 returned business surveys at year end.
	46. # Of people in the district supported through the Verve programme	35	Programme has overachieved with numbers exceeding the 35 participants set out in the baseline	59 people in the district supported through the Verve programme at year end.
	47. # Participants moving into employment upon leaving the programme	10	Programme has overachieved with numbers exceeding the 10 participants set out in the baseline	26 participants moving into employment upon leaving the programme at year end.
	48. # of jobs promoted through Business Start Up activity (statutory measure - annual target set externally)	170	Increased by 16 on previous quarter. Statutory job creation target of 170 succeeded. 186 jobs created.	186 jobs created through business start up at year end.
	49. # of completed business plans that are approved	307	Increase of 25 on previous quarter.	310 business plans approved for 2022/2023
	50. # Participants in Young Entrepreneur activities	150	Note that we cannot ask for participants age/date of birth, so advisors have completed date range on the applications shown	342 participants in young entrepreneur activities at year end.
	51. Average processing time of major planning applications (statutory measure - annual target set externally) <b>(Statutory measure)</b>	110.2 weeks	Unvalidated statistics would indicate significant improvement has been achieved from baseline. However statutory target not met. Issues with new planning portal and consultees contributing factor.	

Improvement objective	Performance Measures Description	Baseline 2021-2022 (if available)	Comments	Analysis at year end
<b>Improvement Objective 4</b>  <b>We will work to accelerate economic recovery and job creation, enhancing skills and providing opportunities</b>	<b>52.</b> Average processing time of local planning applications (statutory measure - annual target set externally) <b>(Statutory measure)</b>	16.4 weeks	Unvalidated statistics would indicate that the statutory target has been met despite issues with new planning portal and consultees	
	<b>53.</b> % of enforcement cases processed within 39 weeks (statutory measure - annual target set externally) <b>(Statutory measure)</b>	60.6%	Unvalidated statistics would indicate that the statutory target has been met despite issues with new planning portal.	
	<b>54.</b> # Tasks assigned to local level that were reported back on	Zero baseline	All actions completed on time	All actions completed on time at year end 15/15
	<b>55.</b> # of people trained, and that self-report improved knowledge of new planning portal and processes/ Digital Safeguarding Strategy usefulness in Land Use Planning	Zero baseline	High level of engagement and feedback of increased knowledge and awareness.	277 people trained that reported improved knowledge at year end in new planning portal and processes / digital safeguarding strategy usefulness and in land use planning.
<b>Improvement Objective 5</b>  <b>We will work to maximise the opportunities for the Fermanagh and Omagh District as a leading tourist destination</b>	<b>56.</b> # People engaged in the consultation process	Zero baseline	Reported in Q3	131 people engaged at year end
	<b>57.</b> # Actions assigned to relevant stakeholder workplans and in progress	Zero baseline	Actions will be shared at the next partnership meeting	N/A
	<b>58.</b> # Funding invested to develop Place Shaping Plans	£6,743.55	£101,153.25 at year end	£101,153.25 invested in Place shaping plans at year end



Improvement objective	Performance Measures Description	Baseline 2021-2022 (if available)	Comments	Analysis at year end
<b>Improvement Objective 5</b>  <b>We will work to maximise the opportunities for the Fermanagh and Omagh District as a leading tourist destination</b>	<b>59.</b> # Meetings of steering group and overall average % of attendance rate of identified partners at each meeting	Zero baseline	7 meetings held with overall average of 68%	7 meetings held with overall average of 68% in place shaping from a wide range of partners at year end.
	<b>60.</b> # % Participative engagement (Broken down into S75 groups)	Zero baseline	2295 overall	2295 people engaged in place shaping consultations
	<b>61.</b> # of ambassadors	Zero baseline	Ref to Geopark Ambassadors	17 Geo Park ambassadors recruited at year end
	<b>62.</b> # Social media post (clicks, reach and comments)	Zero baseline	Increased reach on previous quarter.	319 posts (968,359 combined engagement at year end.
	<b>63.</b> # People at events	Zero baseline	Increase of 141 on previous quarter.	5,032 people at events at year end.
	<b>64.</b> # Businesses engaging	372	Number of businesses subscribed to received updates from Tourism Development section	461 subscribed to received updates from Tourism Development section at year end
	<b>65.</b> # Events sponsored that are tourist related	8	No applications were received in Q4.	8 events sponsored that are tourist related at year end by Council
<b>Improvement Objective 6</b>  <b>We will encourage and empower communities to participate in Council engagement structures and initiatives</b>	<b>66.</b> # Tourism businesses in receipt of mentoring	15	Demand for mentoring is reducing. A reduction of 7 businesses on previous quarter.	13 Tourism businesses were in receipt of mentoring at year end.
	<b>67.</b> % of a) consultations and b) engagement exercises that were identified in schedule that were carried out overall by FODC	Zero baseline	Data not available	
	<b>68.</b> % of Section 75 groups participating with considered feedback, benchmarked against community baseline for each consultation and engagement undertaken	Zero baseline	Benchmarking document has been completed; however, further analysis is needed of info for all closed consultations regarding collection and analysis of Section 75 data.	
	<b>69.</b> % Residents satisfied by Section 75 (benchmarked against FODC district population)	Zero baseline	No resident's survey has been conducted in 22/23 due to budget restraints	

Improvement objective	Performance Measures Description	Baseline 2021-2022 (if available)	Comments	Analysis at year end
<b>Improvement Objective 6</b>  <b>We will encourage and empower communities to participate in Council engagement structures and initiatives</b>	70. # of children and young people involved in consultation	Zero baseline	25 -3 consultations took place with Youth Voice (25 participants) 443 Children and Young People were directly engaged in developing Enniskillen Place Shaping Plan 65 Children and Young people were directly engaged in developing Omagh Place Shaping Plan	558 children and young people involved in 13 separate consultation exercises
	71. #/% of those consulted/engaged, with considered feedback given, are young people and children, proportionate to % demographics within Council area	Zero baseline	Data will be available moving forward in line with newly agreed Engagement Strategy	





# 1.0 About Us



Fermanagh and Omagh District Council (FODC) covers an area of 2,829 square kilometres in the southwest of the North of Ireland which represents approximately 20% of the total land mass of Northern Ireland. The district is the largest, geographically, of the 11 Council areas, however it has the smallest population with 119,867 people. As a result, the population density of approximately 41 people per km<sup>2</sup> is the sparsest in NI. This is a key feature of the region but also a challenge in relation to how the Council delivers services.

The district is a place of outstanding natural beauty, with a unique mix of tranquil Lakelands, heather clad mountains, ancient boglands, forest parks, historic towns and villages, and a rich cultural heritage. The Council continues to invest in its outstanding natural heritage within and bordering the district year on year; the award winning Gortin Glen Forest Park and the Sperrin Sculpture trail are amongst some of these projects in which residents and visitors can immerse themselves.

The Council has responsibility for a number of statutory and regulatory functions, including Registration of Births, Deaths, Marriages, and Civil Partnerships; Building Control; Community and land use Planning; Environmental Health; Off Streetcar Parking and Licensing. It also delivers a range of other public services including waste management and recycling, street cleansing, recreation, sport and leisure services, management of parks, open spaces and water recreation sites, culture and arts facilities and events, tourism and local economic development and regeneration, as well as community and good relations support.

## Winning entry to Enniskillen Place Shaping Creative Competition

Enniskillen – What a lovely place to be,  
When I go to the town, I feel very free.

I go in Winter, Autumn,  
Summer and Spring,  
I watch buskers play and hear singers sing.

People are friendly and say  
‘Hi! How do you do?’  
As they walk down the street.  
I say ‘Good, how are you?’

I would never want to live in another place  
than our lovely green land,  
far from the rat race,  
with swans, ducks and geese and water all round.  
You can sit in peace and not hear a sound.

So, come to visit us in our beautiful town.  
Bring a smile on your face – we don’t want a frown.

*By Cal Fallis - Aged 8  
(Irvinestown Controlled Primary School)*



# Fermanagh and Omagh District at a Glance...



**116,812** people  
living in **45,715**  
households



Healthy life  
expectancy  
for males in  
Fermanagh and  
Omagh is 63.3  
years and 61.7  
years for female

**22**  
Activity  
providers



**1** Area of  
Outstanding Natural  
Beauty (Omagh and  
the Sperrins) largest  
in NI



**18%** of the  
population  
is 65+



There are approx.  
**53,800** jobs



**20%**  
of the population is  
under 15



**19**  
GP Practices

Accredited with  
WHO Age Friendly  
Status in 2019



**56%**  
of the population  
aged 16+ are  
economically active



**26** Dental  
Practices



**133** Areas of  
Special Scientific  
Interest (ASSI)



Home of **1**  
UNESCO  
Global Geopark

**0.4** people per hectare



**86%** of households have  
access to a car

**46**  
Community  
Pharmacists



**7**  
Fire  
Stations



**2** Hospitals - Omagh Hospital  
and Primary Care Complex and  
South West Acute Hospital



On average  
**21.5** tonnes of CO<sub>2</sub>e  
emitted per resident



**98%** of the population live within 5  
miles of a bank branch or Post Office

*Figures accurate at March 2023*



6%  
of landmass  
is water

14%  
of landmass  
is Forestry



Almost **1/3**  
of residents  
have a level  
4 or above  
qualification

3 local  
nature  
reserves



8455+  
registered  
businesses



8% of households have at  
least 1 renewable energy  
system



20 Special  
Areas of  
Conversation



70%  
of residents live in  
rural areas, 30%  
live in urban areas



1677  
food and  
drink  
providers



393  
operational  
accommodation  
providers



Single person  
households are most  
common, accounting for  
**31%** of all households



Average filled job contributes  
approx. **£51,000** to the  
economy per annum



**86%** of school leavers  
achieve at least 5 GCSEs  
A\*-C

- Activity Providers: Number of activity providers across the district open to the public and bookable
- Special Area of Conservation: Special Areas of Conservation (SACs) are those which have been given greater protection under the Conservation (Natural Habitats, etc.) Regulations 1995 (Northern Ireland) (as amended)
- Area of Outstanding Natural Beauty: Area of Outstanding Natural Beauty is an area of countryside in Northern Ireland, that has been designated for conservation due to its significant landscape value
- UNESCO: A World Heritage Site is a landmark or area with legal protection by an international convention administered by the United Nations Educational, Scientific and Cultural Organization (UNESCO). World Heritage Sites are designated by UNESCO for having cultural, historical, scientific, or other forms of significance. The sites are judged to contain "cultural and natural heritage around the world considered to be of outstanding value to humanity"

# 1.1 Introduction to Annual Report 2022-2023

Challenging financial times  
yet partnership working  
strengthened



The Council's Annual Performance Report is a statutory document which gives an overview and self-assessment on the performance of the Council during the previous financial year against the priorities set. This Annual Report 2022-2023 will report progress on the following:

**(i) Progress against the Corporate Business Plan Delivering Sustainable Change Together 2020-2024 in year 1 April 2022 until 31 March 2023.**

This document includes 25 actions which are cross cutting across all service departments and require a collaborative approach to delivery. Each of the Council's Directorates (Community and Wellbeing, Corporate Services and Governance, Regeneration and Planning, and Environment and Place) were assigned several actions to lead, coordinate and to report progress on, however most required collective support from across the organisation. This document demonstrates the Council's commitment to partnership working and progression of enhanced communication between service areas during challenging financial times. Agility in approach was key to its execution. Clarity of purpose facilitated effective decision-making; utilising data and intelligence to ensure efficient service delivery and interventions targeted at those most need.

**(ii) Progress against our Improvement Objectives 2022-2023 and supporting actions, best ideas, and performance measures..**

Each year the Council identifies, consults upon, and publishes improvement objectives which identify priorities the Council will demonstrate continuous improvement against in the year ahead. The Improvement Objectives for 2022 -2023 were published in our Improvement Plan [Sustainable Approach to Recovery 2022-2023](#).

**(iii) Information on how the Council performed against a range of statutory and self-imposed performance indicators and measures.**

Seven statutory indicators have been set for Local Government via the Local Government (Performance Indicators and Standards) Order (NI) 2015. These relate to three Council functions, waste management, economic development and planning. In addition, the Council has a performance management framework in place which includes a range of corporate and service level performance measures to support delivery of the *Corporate Business and Recovery Plan 2020-2022*. These are referred to as self-imposed performance measures. Information on progress against this range of measures is included in this report and, where possible, performance benchmarking provided against other councils in Northern Ireland using APSE data 2021-2022.

**(iv) Financial overview**

The financial overview is a summary financial statement extracted from the audited accounts of the Council. The audited Statement of Accounts will be available on the Council website by 30 September 2023 at [www.fermanaghmagh.com](http://www.fermanaghmagh.com).

**Our work is scrutinised by the Northern Ireland Audit Office and annual Audit Reports are available to view. The latest report is available [here](#).**



## 2.0 Strategic Planning: A Shared Vision

### Good governance and transparency



Community Planning is a statutory duty placed on the Council as outlined in the [Local Government Act \(Northern Ireland\) 2014](#) which states the Council must 'lead in bringing together partner organisations including statutory, business and community and voluntary sector organisations operating to agree priorities for the District'. The Community Plan for the district, [FO 2030 Community Plan](#) is the overarching outcomes based, long-term strategy for the area, developed through a process of co-design with the community and partners. It is based on a thorough analysis of the district's needs and priorities through the collation of relevant data and intelligence, supported with local knowledge through participative engagement and consultation with its people. Legislation requires that Community Planning Partnerships report to the public, publishing on 30 November, every two years, a Statement of Progress outlining progress towards the six identified

outcomes, updated population indicator data trends and actions progressed. The Council's most recent Statement of Progress can be viewed at [Statement Progress 2021](#). The next Statement of Progress will be available by 30 November 2023 on the Council's website [www.fermanaghmagh.com](http://www.fermanaghmagh.com).

The intention of the Corporate Plan is not to capture everything we do as a Council. Instead, it provides a framework for the decisions we take in short and medium term – supports how we prioritise and allocate the resources we have available. It describes our most important aims and priority actions. The Community Plan and the Corporate Plan have adopted a shared vision. This demonstrates the significance placed on improving outcomes for people through strategic alignment, partnership working and a commitment to improving quality of life for our residents. The shared vision and the Council's mission are outlined below:

### Shared Vision

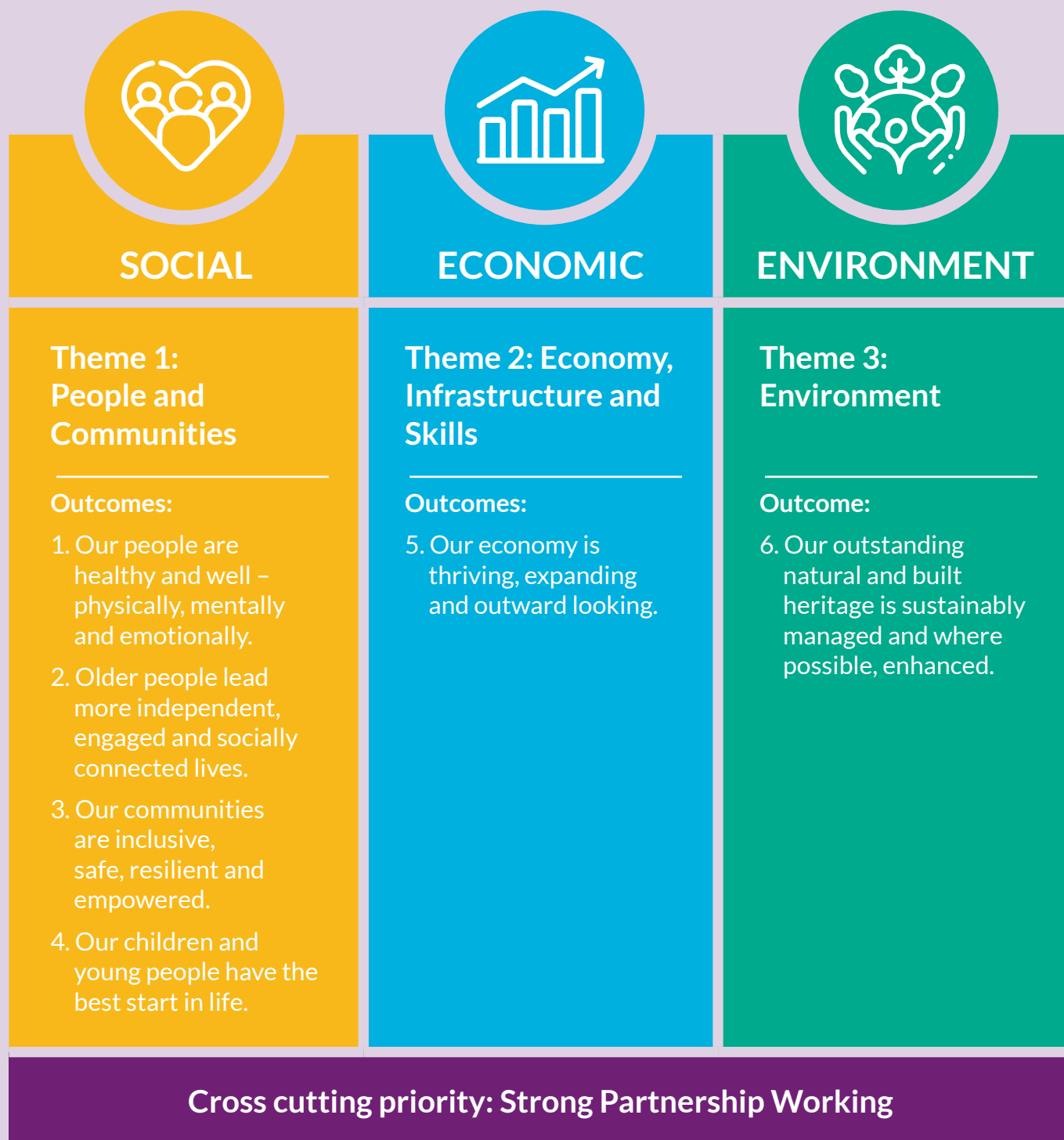
Our Vision is of a welcoming, shared, and inclusive Fermanagh and Omagh district, where people and places are healthy, safe, connected, and prosperous, and where our outstanding natural, built, and cultural heritage is sustainably managed.

The Council has defined its core purpose as:

## Mission

We work in partnership to improve the lives and wellbeing of our communities.

The three identified themes and six long-term outcomes set out in the 'Fermanagh Omagh 2030 Community Plan and Corporate Plan 'Delivering Sustainable Change Together 2020-2024' updated in November 2022 by the Community Planning Partnership as part of a wider review are outlined below:



\*Note the six outcomes were refreshed in September 2022 by the Community Planning Partnership and have been updated above.

## Our Values



The Council has adopted these values to guide our behaviour in the workplace and how we relate to our work colleagues, our communities, and our partners.

The Values Framework highlights the importance of promoting compassionate, collective, transparent, and decisive leadership as the organisation reconfigures teams, re-thinks how resources are deployed and re-engineers' longstanding practices and processes to meet new demands as we tackle huge financial uncertainty, geopolitical instability, and ongoing demands for increased service provisions as the cost-of-living crisis worsens. In the Corporate Plan we have identified 19 Performance Measures which underpin the Values Framework and demonstrates their impact. Section 4 of this document provides a progress report on these.

## Embedding Sustainable Development Goals

The Council has also sought to align its services and activities with 15 of the 17 related UN Sustainable Development Goals (SDGs): The guidance for local councils recommends prioritising the SDGs upon which the greatest impact can be made at a local level. When developing the Corporate Plan an assessment was completed of the relevance of the actions to the SDGs and 15 were identified.

Each of the 25 actions identified in the Corporate Plan and 6 Improvement Objectives outlines which SDGs they will contribute to in the specific performance reports cards. You can view the Performance Report Cards for Corporate Plan and Performance Reports for Improvement Objectives for the year 2022-2023 on the website ([fermanaghomagh.com](http://fermanaghomagh.com)). It is the Council's intention to continue to enhance the on-going work commenced to embed the SDGs into new and existing Corporate Strategies (e.g., Procurement, Climate Action Strategy, Biodiversity Strategy and Action Plan) and Directorate Plans. Work to establish a baseline by identifying what indicators can be used to monitor progress against the SDGs will be progressed in the coming months and inform the development of the new Corporate Performance Management Framework as we reach the end of the life of the Corporate Plan in March 2024.



## 3.0 Ensuring Continuous Improvement

### *Plan, Act, Check, Do*

'[The Local Government Act \(Northern Ireland\) 2014](#)' outlines the roles and responsibilities of Councils and prescribes that achieving continuous improvement in how a Council delivers its services must be prioritised. The Outcomes Based Accountability (OBA) approach to managing performance has been embedded throughout the organisation and supported by the implementation of the Performance Management Framework since 2020. This process has supported the Council to detail its ambitions and expectations for corporate performance and identify how it proposes to continuously improve on performance year on year through the identification of outcomes, population indicators, actions, best ideas, and performance measures.

The Council's accepted definition of improvement is taken from the statutory guidance and states that:

“Improvement is...more than just quantifiable gains in service output or efficiency, or the internal effectiveness of an organisation. Improvement for Councils should mean activity that enhances the sustainable quality of life and environment for ratepayers and communities”.

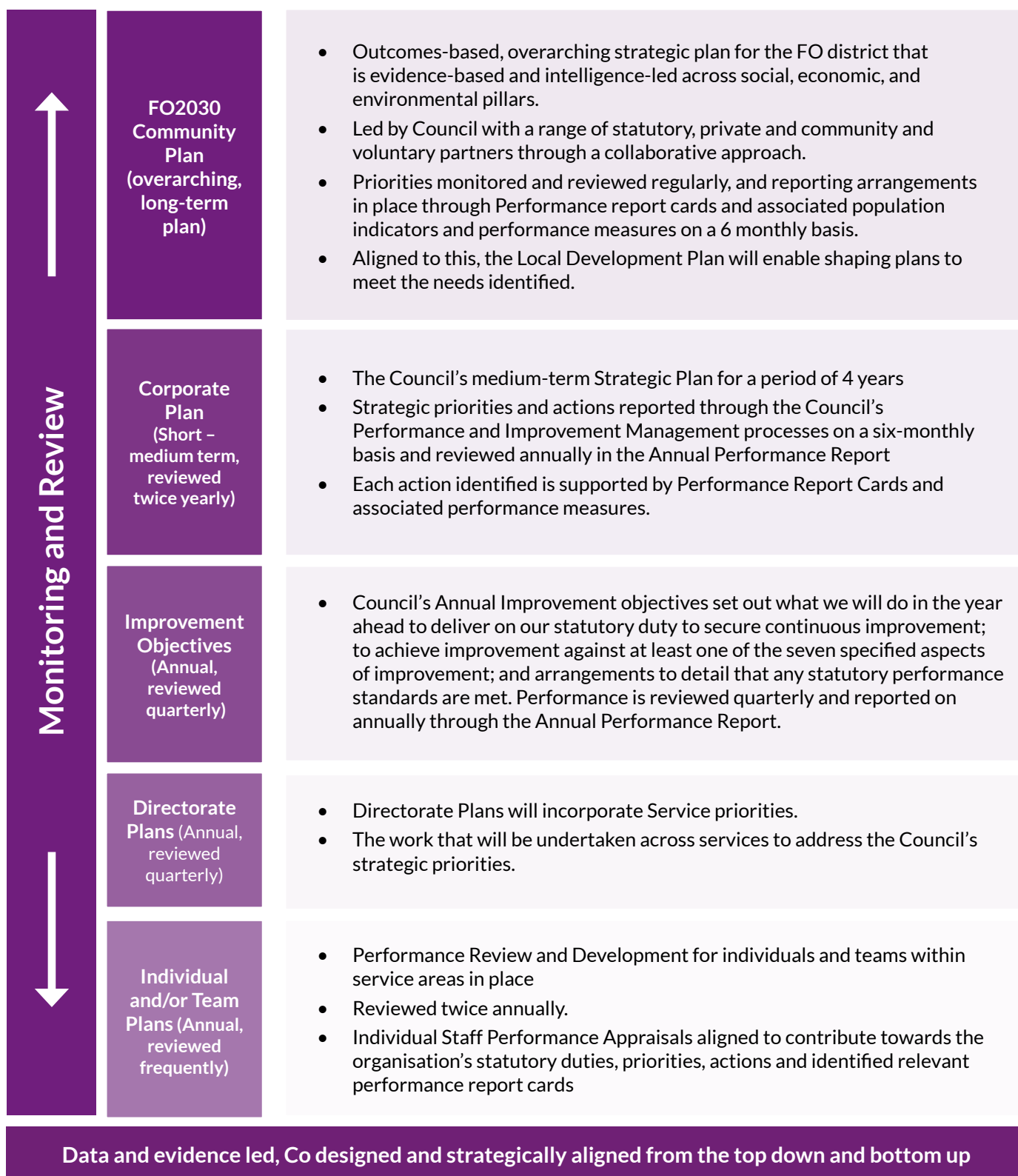
The legislation states that the Council “must have regard to the need to improve the exercise of its functions in terms of”:



Striving to achieve continuous improvement is vital to how the Council works with its partners and delivers services on an ongoing basis. The Council continues to work to deliver responsive services in the places they are needed most, and this will be maximised further in the future through intelligence arising from utilisation of robust data and evidence at national, regional and local level. In section 4 we outline some new local evidence we have progressed in terms of transport, food and fuel poverty.

The Council has systems and processes in place which work intrinsically together to support achieving success and ensuring continuous improvement. Its integrated Strategic Planning Framework supports the Council to deliver efficiently, manage operational risks, and align programmes with the evolving data needs of the district. It is a composite reflection of long, medium- and short-term plans across the organisation and encourages a collaborative approach to service delivery that works from the bottom up and vice versa.

# Our Strategic Planning Framework



The linkages across all plans at strategic, operational, and individual levels is paramount as the Council develops a culture that embodies shared responsibility and supports effective communication at all levels of the organisation, whilst promoting the use of data and evidence to demonstrate need and targeted interventions. A hierarchy of strategies and plans is in place and will continue to guide the Council's strategic policy direction and its service delivery arrangements as outlined in Diagram: Hierarchy of Strategies and Plans on the next page.



# Hierarchy of Strategies and Plans

Managing and improving performance is not something that should be seen as additional to the day job. It is everyone's responsibility, forming part of everyday effective management, forward planning and working practice in every area of the Council. This is supported using an outcomes-based accountability performance management framework which the Council has adopted, outlined in the diagram opposite.



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# Outcomes Based Approach = Forward Planning and Effective Management

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Independent scrutiny is provided through the Council's Audit Panel and the Northern Ireland Audit Office.



## 3.1 Internal Audit and Risk Management

### *Good governance at the heart of all we do*

The Council has responsibility for conducting, at least annually, a review of the effectiveness of its governance framework, including the system of internal control and arrangements for performance management and improvement.

During this period of reporting the most significant risks relate to financial uncertainties and resilience, cyber security and digital services, legal issues, Climate Change and Industrial Relations.

The Audit Panel considers and approves any updates to the associated Risk Management Policy and Risk Appetite Statement, considers the effectiveness of the Council's risk management arrangements, and seeks assurances that action has been taken on risk related issues identified by External and Internal Audit. The minutes of the Audit Panel are reported through the Policy and Resources Committee to the Council.

Internal Audit is responsible for monitoring the quality and effectiveness of systems of internal control. As part of the Council's shared internal audit service, the Internal Audit function presents the Annual Report and overall Assurance Statement for the year ended 31 March 2023. The Internal Audit function met four times during the financial year. Twelve Assurance Audit Report were completed (10 received a Satisfactory Opinion and 2 received a Limited Opinion)

The assurance framework requires Directors and Heads of Service to consider annually the adequacy of risk management arrangements, internal controls, and wider governance issues within their service areas. It also provides information on the level of compliance with the various elements of the Council's Governance Framework. The Directors and Heads of Services are required to monitor and keep under review the operation of internal controls within their area, and to implement changes, where deemed necessary.

The Audit Panel provides independent assurance to the Council on the adequacy of the Council's risk management framework and associated control environment. It also provides independent scrutiny of the Council's financial and non-financial performance. The Audit Panel met four times during 2022/23 and satisfactorily discharged its programme of work and is satisfied that the governance arrangements in place are effective and continue to be fit for purpose.

All these processes combine to ensure that the Council effectively manages performance and takes all possible steps to meet the General Duty placed on it to secure continuous improvement in the exercise of its functions. The Council's Annual Review of Governance can be viewed on the Council's website at [www.fermanaghomagh.com](http://www.fermanaghomagh.com), alongside the audited accounts for 2022/2023 (which will be available by the 30 September 2023).



12 Assurance Audit Reports  
were completed by internal  
audit in 2022-2023

<sup>1</sup> **Satisfactory opinion:** Overall there is a satisfactory system of governance, risk management and control. While there may be some residual risk identified this should not significantly impact on the achievement of system objectives.

<sup>2</sup> **Limited opinion:** There are significant weaknesses within the governance, risk management and control framework which, if not addressed, could lead to the system objectives not being achieved.

<sup>3</sup> **Unacceptable Assurance Evaluation opinion:** The system of governance, risk management and control has failed or there is a real and substantial risk that the system will fail to meet its objectives.

## 4.0 Corporate Business and Recovery Plan Progress Update 2022-2023

Rag Status	Green	Action achieved/on track to be achieved
	Amber	Action experiencing some issues which are causing delays
	Red	Action not achieved/unlikely to be achieved
	Grey	Data not yet available or best idea phased and not yet commenced

Corporate Business Plan 'Delivering Sustainable Change Together'	Directorate Lead and Action reference	PM*	Green	Amber	Red	Grey
Community and Wellbeing Directorate	CW 6 (10,11,12,13, 14,16)	33	Actions: 6/100% PM 18/55%	Actions: - PM 3/9%	Actions: - PM 3/9%	Actions: - PM 9/27%
Chief Executives and Corporate Services and Governance Directorate	CS&G 7 (3,4,5,8,9)	18	Actions: 7/100% PM 6/33%	Actions: - PM 5/27%	Actions: - PM 5/27%	Actions: - PM 2/13%
Environment and Place Directorate	EP 4 (15,23,24,25)	31	Actions: 4/100% PM 15/48%	Actions: - PM 0/0 %	Actions: - PM 6/20%	Actions: - PM 10/ 32%
Regeneration and Planning Directorate	RP 10 (1,2,6,7,17, 18, 19,20,21,22)	58	Actions: 9/100% PM 19/33%	Actions: - PM 11/19%	Actions: - PM 16/ 27%	Actions: - PM 12/21%
<b>Overall total:</b>	<b>25</b>	<b>140</b>	Actions: 24/96% PM 58/42%	Actions: 1/4% PM 19/14%	Actions: 0/0% PM 30/21%	Actions: - PM 33/23%
96 % of Corporate Plan actions are moving in right direction			58% of Performance Measures report data is moving in the right direction		77% of Performance Measures have an established data baseline	

\* Performance Measures

There are 25 actions within the Corporate Plan which are led and co-ordinated across the four Directorates in Council:

- Community and Wellbeing Directorate
- Environment and Place
- Corporate Service and Governance
- Regeneration and Planning











All current 25 actions require a collaborative approach to delivery which enhances communication amongst staff throughout the organisation. All actions are reported on every six months using performance report cards with associated performance measures identified. The most recent update was provided for reporting period 1 October 2022 until 31 March 2023 and can be viewed in full on the Council's website at [www.fermanaghmagh.com](http://www.fermanaghmagh.com).

An annual overview of progress against all 25 actions is outlined in the table above using the traffic light system (i.e., red, amber, green). The four priorities are identified below alongside the 25 actions and key performance measure updates and milestones achieved in this specific financial year 2022-2023'.

# Community and Wellbeing

Promoting and Supporting Health and Wellbeing and tackling disadvantage

(10,11,12,13,14,16)

	Almost <b>700k</b> Leisure centre users	<b>30</b> people attended first meeting of New self-help community group established to support those that have had 'Child loss'	
		Appointed <b>Anti-Poverty Officer</b>	
	<b>770</b> older people taking part in projects and courses from Age Friendly Action Plan	 <b>618</b> letters of offer issued to community groups for council grant funding	Almost <b>500k</b> users at outdoor recreational facilities
<b>£38k+</b> funding provided to support South West Age Partnership (SWAP)	 <b>2169</b> people engaged with Policing and Community Safety Partnership	 <b>13</b> new community groups established	
Omagh and Enniskillen Towns both retained <b>Purple Flag status</b>			
	<b>11,934</b> generalist advice enquiries	 <b>833</b> children took part in Summer Schemes across the district	<b>570</b> businesses that were checked for the food hygiene rating
<b>91</b> opportunities provided to engage with Geopark and outdoor recreation (events and activities)		<b>4275</b> participants took part in good relations programmes	 Almost <b>£520k</b> awarded through various grant and bursaries.
<b>282</b> noise nuisance complaints dealt with		 <b>777</b> community support group contacts	
<b>488</b> PARS and Move More participants	<b>573</b> used the sensory room in Lakeland Forum		<b>7,762</b> Taking part in leisure programmes outside leisure centres
<b>8</b> Groups applied for project development grants	<b>161</b> projects developed targeted children and young people	<b>17,334</b> children and young people participated in projects.	<b>30,075</b> participated in leisure and cultural facilities
<b>173</b> referrals to support partner organisations	<b>94%</b> of older people surveyed feel positive about getting older		



## Food, Transport and Fuel Poverty research

Officers from FODC worked with academics at Ulster University to map the scale of fuel, transport, and food poverty in the FODC District. All research was undertaken at a small area level, utilising Census data and the collection of primary data regarding the availability and cost of a healthy food basket. The three individual aspects of poverty were mapped, then brought together to identify small areas at risk of co-poverties. The results shows that fifty-two small areas are at risk of at least two of the three aspects of poverty, and four small areas are at risk of all three. This provides a fresh approach to space-based poverty analysis in Fermanagh and Omagh, using more up-to-date data than the commonly used NI Multiple Deprivation Measure. This analysis is being used to influence the location of interventions to alleviate the impacts of poverty by both the Council and the Community Planning Partnership.



More information: [Read the report in full here](#)

## Summer Scheme Success



Summer Schemes took place in various locations across the district enabling **833** children to have the opportunity to get active, make new friends and learn new skills. The variety of activities available included sports and activity sessions and guaranteed children and young people had a summer to remember with lots of fun. A participant's mum told us,



‘My five-year-old son attended the FODC Summer Scheme on Derrygonnelly. I cannot praise the staff enough. He thoroughly enjoyed all the chats, fun and activities with them. I really feel his confidence grew as he tackled new activities, acquired new skills, and dealt with unknown leaders and children. It boosted his morale. According to my son the leaders always showed energy and enthusiasm. Well done to them’.



## Physical Activity Referral Scheme (PARS) to improve wellbeing of targeted groups



Fermanagh and Omagh District Council in partnership with the Public Health Agency (PHA) facilitate the Physical Activity Referral Scheme (PARS). Sessions which operate weekly at each Council Leisure Centre:

- Bawnacre Centre, Irvinestown,
- Castle Park Leisure Centre, Lisnaskea,
- Fermanagh Lakeland Forum, Enniskillen
- Omagh Leisure Complex.

PARS operates for 12-weeks, and while participation is free, eligibility criteria apply. Referrals are made by GPs or other health professionals. One of our participants told us:

“I had a serious road accident several years ago. Since commencing the PARS programme with Aoife in OLC I have gained several benefits. I feel my mobility is greatly improved. I am walking better, and my energy levels have increased. I have gained a lot more confidence in myself and look forward to attending the programme twice a week. This improvement has greatly helped me with my activities of daily living and is something I will continue to do long-term”.

## Move More programme

Move More is a physical activity support program in partnership between Fermanagh and Omagh District Council and Macmillan Cancer Support.

Physical activity before, during and after cancer treatment can help prevent and manage the effects of treatment, such as fatigue, depression, and risks to heart health. The Move More program offers free and tailored support with protective and restorative measures included to help people living with cancer to become and remain active at a level that is right for them. Activities are suitable for everyone, regardless of type of cancer, where someone may be in their cancer journey, and when they received their diagnosis.

The project also provides an opportunity to meet other people on their own cancer journey, reducing loneliness and isolation and just offering a chance to talk to people who understand what it's like living with cancer. The physical activity opportunities can be group-based or individually tailored depending on needs. It can be anything from going to the gym, walking, sports classes, gardening, swimming, or anything that gets people moving more. People living with Cancer can be referred on to Move More by a healthcare professional or can self-refer onto the project.



“

“the Move More programme not only helped me get back to physical activity but also supported me to adapt to living with a diagnosis of cancer, giving me the opportunity to talk with other people who understand what it is like to live with cancer. I really appreciated your support throughout this time in my recovery. The Move More programme is of huge value - Thank you for all that you do, it makes a genuine difference!”

”

## Celebrating our Emergency Services



An Emergency Services Day, which celebrates the work of the Emergency Services in the Fermanagh and Omagh District and allows the public to see the type of work these services carry out on a daily basis, took place at **Fermanagh Lakeland Forum, Enniskillen**.




The free event was organised by Fermanagh and Omagh Policing and Community Safety Partnership (PCSP) in partnership with key emergency services providers. The main purpose of this special event is to engage with the local community by highlighting and celebrating the fantastic work and dedication of the emergency services across the district.

There were in excess of 2,500 visitors to the event who availed of the opportunity to see at close quarters, the tremendous work undertaken by the emergency services in the district with demonstrations from the Royal National Lifeboat Institution, North West Mountain Rescue Team, the Northern Ireland Fire and Rescue Service, Northern Ireland Ambulance Service Trust, the Northern Ireland Prison Service and a special display by the Police Service of Northern Ireland's canine display team. Visitors on the day were also able to try out the PCSP Crash Car simulator and the Northern Ireland Prison Service brought along one of their custody vehicles, which proved to be a very popular attraction on the day. Representatives from the Northern Ireland Blood Transfusion Service were also on site to boost blood donor numbers locally.

To finish off a fun-packed day, there was an exciting helicopter exercise by the Police Service of Northern Ireland's Air Support Unit who regularly work in partnership with the Coastguard, Northern Ireland Ambulance Service, Northern Ireland Fire Service and other volunteer search and rescue organisations to ensure everyone's safety.

## Corporate Services and Governance

### Our Values Framework and Sustainable Development Goals (3,4,5,8,9)

<b>95%</b> of customers reported satisfaction with interaction on council website	 Almost <b>10m</b> reach on all social media platforms	<b>85%</b> of council improvement objectives assessed as successful
<b>100%</b> of minutes of council and committee meetings published online within statutory timeframe	<b>14</b> of consultations which the council have responded to	 <b>95%</b> customers were satisfied with web chat function
 <b>1420</b> Number of births registered	 <b>346</b> employees had 100% attendance Our People Plan 2022-2027 launched	<b>1,233</b> employees attended training events
<b>99%</b> of employees were confirmed in post after 6 months' probation	<b>60%</b> of staff have completed some form of training/ capacity building in the last 6 months	 <b>864</b> Number of marriage and civil ceremonies
<b>58</b> Council services are now accessible online	 Leadership Development Programme rolled out	<b>56</b> elected representatives attended training
Unqualified Audit Opinion on Statement of Accounts	<b>6</b> Employee Engagement events held	<b>+£38 Million</b> invested in service provision

'A.I.M. for Better Access' Toolkit developed to help make services more accessible

<b>132</b> front facing staff have completed JAM Card training	<b>17,708</b> invoices paid amounting to £48.9m	<b>96%</b> of invoices received paid within 30 days	Almost <b>800</b> staff employed
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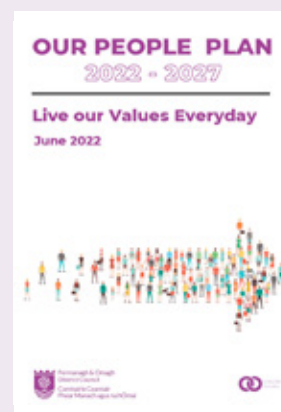
JAM Card allows people with a hidden disability like autism or communication barrier tell others they need 'Just A Minute' discreetly and easily



## Our People Plan 2022- 2027 Launched

In June 2022 we launched Our People Plan 2022 - 2027 recognising the importance of our employees and their part in continuing to operate as a successful organisation where every employee has an important role to play.

The People Plan sets out the Council's strategic goals and ambitions for the development of employees over the next 5 years within a changing organisational context of the Council. It sets out the actions that are required to ensure that we continue to grow and develop our people to ensure the Council is continually fit for purpose, lives its values, and delivers its objectives. It seeks to develop an engaged and resilient workforce with the necessary knowledge, skills, experience, and attitudes to deliver excellent services across our district with high standards of leadership in an organisation where diversity and inclusion are valued. The key priorities are:



<b>Leadership Development</b>	Developing leaders at all levels to support changing models of working and to provide enhanced support to the Council.
<b>Talent Management and Succession Planning</b>	Attracting, recruiting, developing and retaining employees for today and upskilling and building their capacity for the future.
<b>Employee Engagement</b>	Involving employees in decision-making and setting the strategic direction of the Council.
<b>Continuous Learning and Development</b>	Investing in the continuous training and development of our employees to do their job to the best of their ability and provide the highest quality local government service to our district
<b>Technology and New Ways of Working</b>	Maximising the use of technology to support new and innovative ways of working.

## Key Statistics and Data webpage progressed for FO



The Council's Data Science and Intelligence service launched the Key Statistics and Data webpages in 2022. These pages, published within the Council's website, include dashboards of information combined from various sources covering themes in the FO 2030 Community Plan. These dashboards and supporting information should make data more accessible to staff and residents alike, ensuring the Council is an organisation with a vibrant, evidence led culture, where insights are derived from data, successfully used and openly shared.

The webpages are available to view at [www.fermanaghomagh.com/your-council/keystatisticsanddata](http://www.fermanaghomagh.com/your-council/keystatisticsanddata)

## FODC Officer crowned local government employee of the year.



Council officer Tracey McCallan was crowned Local Government Employee of the Year in 2023. Audience development and marketing manager, Tracey McCallan was awarded the prestigious accolade after a competitive judging process. Having worked for the Council for over 12 years, Tracey has been part of the Wellbeing and Culture Service and works across a number of key areas including business development, strategic initiatives, customer experience, and communications. She was commended by judges for her drive and determination to deliver on behalf of the people of Fermanagh and Omagh and her work during Covid-19 on town centre recovery programmes across Omagh and Enniskillen. We are very proud of Tracey's achievements.

# Environment and Place

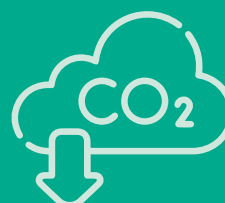
## Positive Climate Change

(15,23,24,25)



**59%** of playparks have one accessible, inclusive piece of equipment

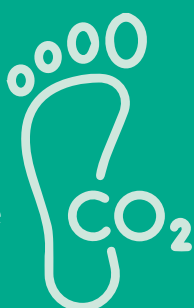
**55** of our play parks encourage sensory, explorative, and interactive play



**1,628** reductions in carbon emissions from council fleet

**1,276**

tonnage reductions of the carbon footprint of the council DEC buildings



**650**

litter offences issued



**759**

people took part in activities that promote pride of place

**85%**

Cleanliness Index of our District

**111**

incidents of fly tipping /illegal dumping

**61**

nuisance vehicles reported and dealt with

**330k**

users at outdoor recreational heritage sites

Biodiversity Strategy and Action Plan launched

**13.6** hectares of land maintained for biodiversity



**4219**

trees were planted across Council Area land

**5,637**

tonnages increase in food waste collected in brown bins and separate food waste



**13**

dog fouling notices issued



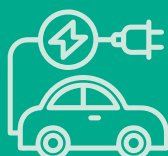
Waste Transformation Project commenced to tackle waste to landfill

**30**

schools engaged in the Forest Schools Programme

**£176K+**

awarded by the Office for Zero Emission Vehicles (OZEV) for installation of 12 EV charge points



Sustainable Food Places funding secured to develop a Sustainable Food network.



Significant investment has been made in the playparks across the district, with twelve receiving an upgrade throughout 2022/23, these included Fintona, Belcoo, Garrison, Maguirebridge, Lisnarick and Trory. A major transformation took place of the Grange playpark, now a state-of-the-art, inclusive destination play park and represents another stepping stone in the Council's ambitious Play Park Strategy for the district. The upgraded play park has been redeveloped around the theme of 'bridges and spires', reflecting the landscape and heritage of Omagh and also includes specialised inclusive play equipment, as well as a sensory garden.



Two play parks (Garrison and Belcoo) were transformed to community 'Green Space' which now provides quality public spaces for the entire community in the form of seating, benches and planted areas. Currently there are fifty-five playparks within the district that offer at least one activity which is accessible for a child with a disability.

More information read our [Play Park Strategy here](#).

“

It is a great job. Well Done. 🙌

”

“

Amazing 😍 well done... Money well spent 🙌

”

“

It is absolutely wonderful to get to the park today with the school. The children (and adults 😊) had a fabulous time. The park is amazing and when the toilets are added it will be in the words of some of our children...  
“the best park ever!”

”





Two Climate Change engagement events were held to identify ways in which we can co-design a movement to change behaviours for the benefit of our environment. The two events had 28 participants of different ages and from various backgrounds. Group discussions on key themes including biodiversity, litter, education and education and outreach took place. The information highlights ways in which residents and groups can be more engaged with the Council so they are empowered to drive change in their community. Young people, through Fermanagh Omagh Youth Voice were a main contributor at both events.

Building on previous engagement with St Kevin's College (Lisnaskea) and the Education Authority, FODC hosted two Net Zero workshops in conjunction with QUB & Smart Grid Ireland to explore potential net zero energy solutions for the local area. The workshops brought together participants from local businesses, some with a global footprint, schools and community representatives and will help to inform future development and funding proposals.

**Tackling Climate Change Together:** Carbon literacy training courses were delivered by Climate NI for council staff. A total of 32 staff attended the 2 courses. The training equips Council staff with the information they need to understand climate change and take adaption and mitigation actions within their department.



**Water Dispensers:** A Marine Litter Grant provided by DAERA, through the collaborative Keep Northern Ireland Beautiful partnership enabled the Council to install four Refill Water Stations, six Litter Picking Stations and a Solar Powered Compactor bin throughout the district.

**Move to Electric:** In line with FODC target of a Net zero fleet by 2031, a further 3 Electric Maxus vans were procured for use in Street cleansing during 2022.

More information: read our [Climate Change Strategy](#) and Action [here](#).

## Biodiversity Strategy

Fermanagh and Omagh District Council launched an ambitious new Biodiversity Strategy in July 22 to enable more people to connect with nature and protect and enhance our local biodiversity.

The Biodiversity Strategy is a tangible response to the impacts of Climate Change and the need to restore ecosystems and sets out the Council's commitments over the next 5 years. The Strategy focusses on evidence-based needs across seven key themes and our shared responsibility to protect, maintain, enhance, restore, and promote understanding of our natural environment and biodiversity.

It is important to recognise that a global biodiversity crisis can also have an impact locally. Therefore, together we must act now to reverse this.







## Transport Poverty research at local level

Analysis was undertaken of public transport data, primarily focussed on the proportion of residents who could get to/from a hospital or GP practice within 2 hours using only public transport or walking. The figures suggest a maximum of 28% of residents can reach a hospital within 2 hours (SWAH, Tuesday mornings, outbound). The analysis demonstrated that there are no residents living in FODC who can get to a major Belfast hospital within 2 hours using only public transport and/or walking. This project was co-led by Fermanagh Community Transport and Easilink Community Transport.

More Information: [Fermanagh Omagh Transport Poverty Research](#)

## Planning Applications Validation Checklist

As part of the ongoing local improvement programme for planning, the Council agreed in October 2022 to the adoption and rollout of a Validation Checklist for Planning Applications. The checklist was updated in April 2023 following the adoption of the Council's Local Development Plan 2030: Plan Strategy. Staff facilitated a number of workshops with our local planning agent group to outline the changes and requirements and ensure a smooth transition to the new requirements. This checklist builds upon the Council's Applicant/Agent Protocol – A Good Practice Guide for Processing Planning Applications.

The checklist is a useful tool to help applicants and agents identify the information which is required with their planning application. The Validation Checklist will improve the quality of applications entering the system and will reduce the number of times that new information is required which can result on a significant burden to both applicant and Council.

The new checklist supports a better quality, more effective and efficient development management process, which processes better quality applications quicker, will offer greater certainty to the public, developers, and investors. This will also help deliver better quality developments across the district and allow resources to be prioritised to those more complex applications with greater economic, environmental and social significance.

The checklist has contributed to the Council achieving significant improvement against the three statutory targets for major development applications, local development applications and enforcement cases in the 22/23 reporting year.



## ASPIRE Employability Programme



The ASPIRE Programme concluded on 31 March 2023.

ASPIRE provided a personalised package of support to help local unemployed, underemployed, and economically inactive people overcome their barriers to employment. The ASPIRE Programme adopted and established a strong partnership with the Western Health and Social

The Fermanagh and Omagh District Council led ASPIRE Employability Programme has supported people into paid employment since it commenced in 2015. It was part funded by the Northern Ireland European Social Fund Programme (ESF) 2014-2020 and the Department for the Economy, with the overarching aim of combatting poverty and enhancing social inclusion, by reducing economic inactivity and increasing the skills base of those currently in work and the future

Care Trust and the Education Authority (Western Region) and delivery partner Fermanagh Rural Community Initiative (FRCI), a well-established training provider in Fermanagh.

The ASPIRE Programme worked with over 2,200 participants from across the Fermanagh and Omagh district area with 50% year on year moving into paid employment. The programme also supported an additional 20% to progress to further/higher education and training. Participants achieved job relevant qualifications and skills development, alongside work placements, mentoring and coaching to ensure job readiness. The programme also offered a range of innovative health and wellbeing provision that ran in parallel with the more traditional aspects of the employability programme.

ASPIRE received three successful visits from the Education Training Inspectorate team over the 8 years and were recognised for their work and commitment to the programme. The team were also commended within Council over the eight years as a finalist and winner in the FODC Team of the Year.

The Council are pleased to confirm that this vital work will continue having submitted a successful collaborative bid with South West College to the UK Shared Prosperity Fund to deliver the Rural Economic Accelerator Programme (REAP). Further information can be acquired by contacting the REAP staff in the Council and Fermanagh Rural Community Initiative.

“

I have really enjoyed the courses I completed with ASPIRE. The staff have been very helpful and supported me every step of the way. After completing the courses, I am delighted that I have now gained employment and I am so thankful to everyone in ASPIRE for all of their help and encouragement.

”

“

I have gained so much from ASPIRE and I have had such a positive experience. It has been great to have the opportunity to access these courses and ASPIRE is an amazing service that has helped me gain qualifications in childcare that I will have for life. I am so grateful and so happy that I made the decision to enrol on these courses. I have met so many people and not only gained qualifications but also friends.

”

“

The ASPIRE programme has been really beneficial to my art career. The elements of the course such as autism awareness, first aid and child protection were vital skills needed to run my art classes in the community. the open and relaxed atmosphere encouraged individual development and helped me build my self esteem and to pursue my career aspirations. I would fully recommend ASPIRE to anyone seeking a pathway to employment.

”



## Enniskillen Workhouse Wins Award for Planning Excellence

The Fermanagh and Omagh District Council's restoration and renovation project of The Workhouse in Enniskillen was shortlisted for the prestigious Royal Town Planning Institute (RTPI) Northern Ireland Award for Planning Excellence for Heritage and Culture 2023. The awards highlight exceptional examples of how planning and planners have a positive impact on the quality of life in creating exceptional places and protecting the environment. The

Workhouse fought off strong competition with Game of Thrones Studio Tour and Supplementary Planning Guidance by Antrim and Newtownabbey Borough Council, the other two projects shortlisted.

The Council purchased the former Workhouse Entrance Block building in May 2015, it had been vacant for some time and was in a poor state of repair. The building is grade B2 listed and was on the Built Heritage at Risk Northern Ireland Register.

The Workhouse was sympathetically restored and brought back to life to create flexible and dynamic workspaces, while ensuring the story of the Workhouse and the lives of those associated with it are preserved and retold. The project was driven by community involvement and community need, with all parties working together to ensure the best possible scheme could be delivered.

The project was made possible by funding received from the National Lottery Heritage Fund, together with match funding contributions from Fermanagh and Omagh District Council and South West College and the hard work and dedication of a remarkable project team.

## 4.1 Improvement Objectives 2022-2023 overview and evaluation

The Council proceeded to identify Improvement Objectives for the 2022-2023 year in the Autumn of 2021 when an all-staff survey was distributed and evaluated, further engagement with Heads of Services and Directors took place through various mediums and a review of data and evidence at both population and performance level was analysed. The emerging priorities presented by Community Planning post pandemic; (Emerging from Crisis Review 2020) included the climate emergency, rising cost of living and the need to pursue economic recovery. The Council's own corporate priorities as set out in its Corporate Plan were reviewed. The responses received strongly supported the improvement objectives identified. Key priorities included:



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 'You Said, We Listened' engagement report provides an analysis of responses that informed the development of the Performance and Improvement Plan 2022-2023 which you can read it in full [here](#).

The table below sets out the six Improvement Objectives identified, relevance to outcomes and corporate actions, identifies the associated improvement actions progressed in 2022-2023, alongside a self-assessment of the progress for each objective at year end, approved by Senior Management Team, Regeneration and Communities Committee and Audit Panel. For a composite overview please see [Taking Stock Progress Report 2022-2023](#)

There were 18 actions aligned to the six Improvement Objectives with 98 best ideas and 71 performance measures. 83 best ideas (85%) progressed in line with the identified schedule and work plan for the related improvement objectives. The impact objectives have made over the year can be viewed in the report at pages 44-54 with information provided for 71 performance measures. Each performance measure provides analysis of the statistics and trends using comparison with annual data provided from the previous year (where available). Where no comparable data is available 'no baseline' is recorded and when a whole year data has been verified a baseline will be adopted in the next reporting period.

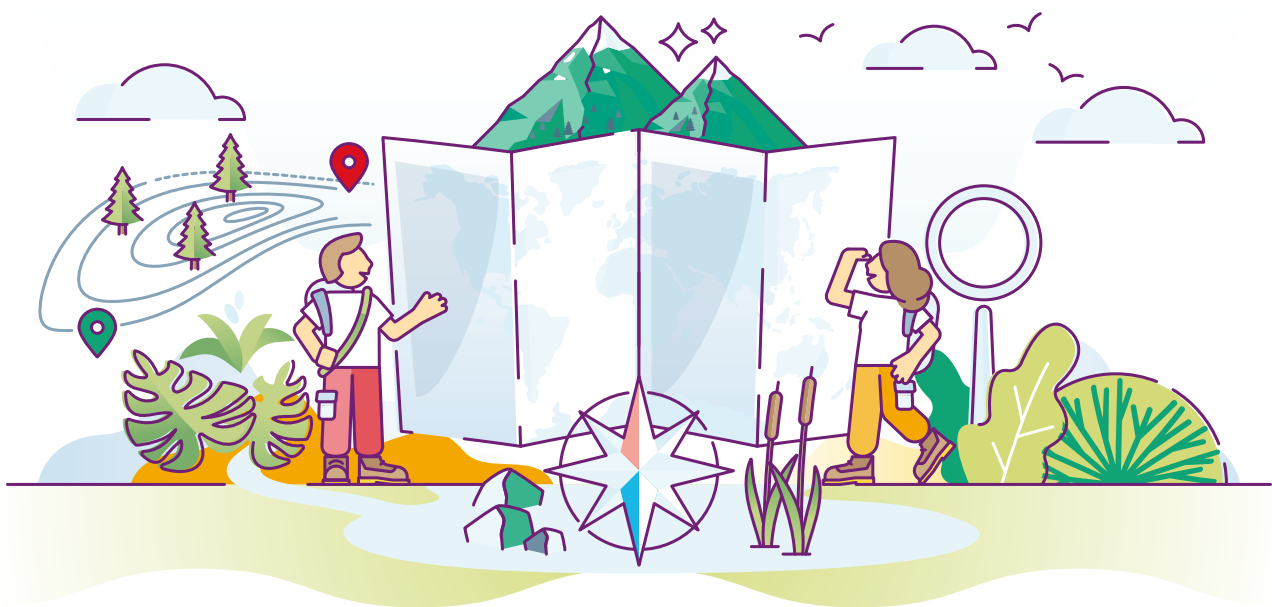


Related Outcome and Corporate Plan action	Improvement Objectives	Actions	End of year overview (to support content in PIP 2023-2024)
<p><b>Outcome 6:</b> Our outstanding and culturally rich environment is cherished, sustainably managed and appropriately accessible.</p> <p><b>Corporate Action 23.</b> Commit to a Climate Change Agenda which will reduce our carbon emissions through: Enhancement and promotion of biodiversity</p>	<p><b>Improvement Objective 1</b></p> <p>We will protect the environment and improve its sustainability</p>	<p><b>A1</b> Implementation of Climate Change Action Plan</p> <p><b>A2</b> Develop and implement an action plan to support Energy management.</p> <p><b>A3</b> Implementation of Fermanagh and Omagh District Council Biodiversity Action Plan</p>	<p>This Improvement Objective has been carried over to PIP 2023-2024 and is related to the new legislative requirements that will be placed on Council following the introduction of the Climate Change Act (NI) 2022. Climate Change is identified as a key priority in the Corporate Plan. The Council has declared a Climate Emergency and continues to work towards embedding a sustainable approach across the organisation to tackling the emergency.</p> <p>The Energy Management Plan is currently in draft format and the focus in the incoming year will be to agree the plan and progress to further implementation.</p> <p>The Biodiversity Strategy and Action Plan has a governance and reporting structure in place and aligns to the Climate Change Action Plan. The focus will be on delivery of key actions.</p>
<p><b>Outcome 1:</b> Our people are healthy and well – physically, mentally, and emotionally.</p> <p><b>Outcome 2:</b> people lead more independent, engaged and socially connected lives.</p> <p><b>Corporate Action 10.</b> Support people, across all life stages, to maintain health and well-being through provision of inclusive and accessible facilities, services, and opportunities to participate in leisure activities.</p>	<p><b>Improvement Objective 2</b></p> <p>We will work in partnership to tackle disadvantage, with a focus on reducing poverty to ensure our people have equal access to opportunities</p>	<p><b>A1</b> Work to develop the evidence base at a local level to target and promote increased access to services in the most rural areas of our district.</p> <p><b>A2</b> Implement targeted interventions to support the most vulnerable in our society.</p> <p><b>A3</b> Progress the development and implementation of an Anti-Poverty Action Plan</p>	<p>This Improvement Objective has been carried over to PIP 2023-2024 and continues to focus on the impact of the cost-of-living crisis across our district.</p> <p>Tackling poverty and disadvantage is a priority identified in the Corporate Plan. During the 2022/23 financial year, work on the development of an Anti-Poverty Strategy and Action Plan was delayed due to the resource requirements needed to roll out key actions to mitigate against the cost-of-living impacts on the most vulnerable residents and service users.</p> <p>A substantial amount of additional funding was provided by DfC to deliver specific initiatives, and this impacted on the availability of resources to progress the agreed best ideas in the PIP. It is evident from the number of vulnerable people supported to access food and fuel support in a time of crisis that the initiatives undertaken improved quality of life for those most in need during very challenging periods.</p>



Related Outcome and Corporate Plan action	Improvement Objectives	Actions	End of year overview (to support content in PIP 2023-2024)
<p><b>Outcome: 1</b> Our people are healthy and well – physically, mentally, and emotionally</p> <p><b>Outcome 3:</b> Our communities are inclusive, safe, resilient, and empowered Priority: Promoting and Supporting Health and Wellbeing</p> <p><b>Corporate Action 16:</b> Provide positive, inclusive and accessible opportunities, working alongside our partners, for children and young people to participate in sports and other leisure and cultural activities.</p> <p><b>Corporate Action 24:</b> Conserve and promote the natural, built and cultural heritage of our district.</p>	<p><b>Improvement Objective 3</b></p> <p>We will increase participation in Council led health, wellbeing and cultural activities</p>	<p><b>A1</b> Update and deliver the Active Together Strategy and Action Plan</p> <p><b>A2</b> Enhance our Parks and Open Spaces</p> <p><b>A3</b> Promote participation in physical activity and sport for children and young people through clubs, leisure facilities and inclusive opportunities for children and young people</p>	<p>The review of the Active Together Strategy and Action Plan was not in itself completed but significant work to redesign how services are delivered has progressed alongside securing funding of £20m through the Levelling Up fund to support the development of a leisure and wellbeing hub in Enniskillen. A significant amount of time was invested in collating the relevant information and processing the application form and associated business case.</p> <p>A Transformation Manager has also been appointed to support the alignment of processes and service delivery across all four leisure centres in the district which will be a key aspect of the review of the Active Together Action Plan. This work has been complemented by the work completed to engage all DEAs to support the development of Community Wellbeing Plans in each DEA which looks at providing a diverse range of activities for a broad range of people of all abilities in the community. This work will be embedded in the corporate plan actions under physical health and wellbeing moving forward.</p> <p>The review of play parks and open space work continues to progress in line with agreed processes. Significant progress has been identified across all works carried out in this financial year.</p> <p>This Improvement Objective has not been carried over to PIP 2023-2024 and will be progressed further within the core work plans of relevant Directorate/Services.</p>
<p><b>Outcome 3:</b> Our communities are inclusive, safe, resilient, and empowered.</p> <p><b>Outcome 5:</b> Our economy is thriving, expanding, and outward looking.</p> <p><b>Corporate action 19:</b> Economic Recovery - Workforce Development and Skills, Reach those people whose employment or potential for employment has been adversely impacted by Covid-19, Provide employability and re-skilling opportunities to enable participants return to the workforce.</p>	<p><b>Improvement Objective 4</b></p> <p>We will work to accelerate economic recovery and job creation, enhancing skills and providing opportunities for sustained employment.</p>	<p><b>A1.</b> Progress the implementation of the Labour Market Partnership (LMP) Action Plan</p> <p><b>A2</b> Identify and implement opportunities to enhance support for social enterprises.</p> <p><b>A3</b> Promote increased entrepreneurship and business start-up activity.</p> <p><b>A4</b> Progress the implementation of the new Planning Portal and improve processing times for major and local applications</p>	<p>This Improvement Objective has been carried over to PIP 2023-2024. This is related to the need to tackle the root causes impacting poverty levels and unemployment in the district. This is a priority in the Corporate Plan.</p> <p>The Labour Market Partnership was identified as a mechanism to support progressing this Improvement Objective, however, in May 2023 DfC advised that funding for LMPs for 2023-2024 had been paused. As a result, this element of this Improvement Objective will not progress next year and has therefore had to be removed.</p> <p>The implementation of the new Planning Portal continues to be progressed alongside wider improvements to planning processes.</p>

Related Outcome and Corporate Plan action	Improvement Objectives	Actions	End of year overview (to support content in PIP 2023-2024)
<p><b>Outcome 3:</b> Our communities are inclusive, safe, resilient, and empowered.</p> <p><b>Outcome 5:</b> Our economy is thriving, expanding, and outward looking</p> <p><b>Corporate action:</b> <b>18</b> Grow our Local Tourism Economy</p>	<p><b>Improvement Objective 5</b></p> <p>We will work to maximise the opportunities for the Fermanagh and Omagh District as a leading tourist destination</p>	<p><b>A1</b> Agree and progress implementation of a Visitor Experience Development Plan</p> <p><b>A2</b> Agree and progress delivery of Place Shaping Plans for Omagh and Enniskillen</p> <p><b>A3</b> Invest in and promote our key tourism products and activities</p>	<p>The Visitor Development Experience Plan (VEDP) has been developed and agreed with a new VEDP Delivery Partnership established to manage its progress.</p> <p>The Place Shaping Plans for Omagh and Enniskillen have both been developed, launched and a review of Community Planning is underway which will support the establishment of clear governance processes to manage implementation of actions arising from these plans.</p> <p>This Improvement Objective has not been carried over to PIP 2023-2024 and will be progressed further within the core work plans of relevant Directorate/Services</p>
<p><b>Outcome 3.</b> Our communities are inclusive, safe, resilient, and empowered.</p> <p><b>Corporate Shared Value:</b> Engagement</p>	<p><b>Improvement Objective 6</b></p> <p>We will encourage and empower communities to participate in Council engagement structures and initiatives</p>	<p><b>A1</b> Explore opportunities to enhance a corporate approach to community engagement and involvement in decision making.</p> <p><b>A2</b> Invest in the development of engagement with younger people through related structures such as a Youth Panel</p>	<p>In 2023-2024 significant work was undertaken to address the challenges faced by many Directorates to embed good practice in how we engage and consult with the community to help shape service design and delivery.</p> <p>A Draft Corporate Engagement Plan and good practice guidance has been developed and will be agreed in May 2023. This document will be presented to the new Council in June for approval and will inform service delivery at corporate level moving forward.</p> <p>This Improvement Objective has not been carried over to PIP 2023-2024 and will be progressed further within the core work plans of relevant Directorate/Services.</p>



## Key achievements across all Six Improvement Objectives

The PiP 2022-2023 identified six improvement objectives. Three have been reconfigured and are included in the plan for 2023-2024. A snapshot of some of the key achievements for 2022-2023 is illustrated in Key achievements 2022-2023 below, however you can view the Progress Report 'Taking Stock: 2022-2023' in full at: [Taking Stock Progress Report 2022-2023](#)





## Responding to the Climate Emergency

Climate Change is essentially the most significant global and local challenge we face. It is widely accepted that the climate has reached crisis point and FODC has recognised this by declaring a Climate Emergency in 2021 and launching its first ever Climate Change and Sustainable Development Strategy and Action Plan in 2022. This objective has been retained from the Performance and Improvement Plan 2022-2023 as it is a key priority in the Green Growth and Sustainability Outcome in the Executive's Recovery Plan and the Council's Climate Change Action Plan 'Restore, Revive and Thrive'. The Climate Act (NI) 2022 received royal assent on 6 June 2022 and brings a new legislative remit that all public bodies and businesses will have to implement and report on in NI. It has given us a clearer policy direction and will support the FO Community Plan 2030, through collaborative practice, to reduce carbon emissions in the District and work towards a net zero target with our partners. The Council aims to ensure that it has in place all the necessary processes and support mechanisms to capitalise on opportunities and meet its new legislative responsibilities. The Council recruited a Lead Climate and Sustainable Development Officer in 2022 and continues to invest in its staff resources to support the corporate approach and commitment to the Climate Strategy and Action Plan. The Fermanagh and Omagh District is a large, predominantly rural district with a beautiful and diverse natural environment and valuable built heritage. Sustainably managing the environment.



## Supporting the most vulnerable in our society

There is an urgent need in the FO district to respond to the growing numbers of people affected by deepening poverty. FODC recognises that this cannot just be about mitigating the impact of this severe hardship but must include activity aimed at tackling the root causes. The Covid 19 Pandemic and cost of living crisis has hit people on low incomes hard in the FO district and exacerbated the symptoms associated with living in poverty, including accessing services and basic needs not being met, eg, access to food and heat. This has led to greater demand for services which is contrasted against significant funding cuts at regional level for many of the support programmes that have been a lifeline for affected individuals and families.



## Promote economic prosperity and respond to the rising inflation

From a labour market perspective, trends in Fermanagh and Omagh have followed the same path as in NI, which reflect changes in the wider economy. Since 2011 employment has increased from 50,300 to 53,800 in 2020 albeit with fluctuations in between. Retail and health and social work are the two largest sectors within the council area providing just under a third of total employment opportunities. The district offers significantly more employment in agriculture and construction than the rest of NI however it lacks opportunities in ICT and professional services. Although the number of business births is lower in Fermanagh and Omagh compared to NI (8.8% vs. 10.4%) the rate of business deaths is also lower (7.7% vs. 9.0%) meaning that a higher proportion of businesses continue to trade. These businesses were primarily concentrated within the agriculture and construction sectors. Fermanagh & Omagh has a higher proportion of microbusinesses (94%) and businesses with under £50k turnover (45%) than NI (89% and 25% respectively). Total exports in Fermanagh and Omagh have grown significantly since 2015 from £220million to £533 million in 2019. Simultaneously, the share of NI total exports has increased from 3.7% to 4.6%.



## 5.0 Monitoring Performance using Data

The Performance Management Framework of the Council is underpinned by the provision and interpretation of intelligence which supports evidence-based decision making in the development of all plans and associated service delivery, actions and interventions identified in the Corporate Plan 'Delivering Sustainable Change Together 2020-2024'. The Council's commitment to the adoption of an intelligence culture has been key in developing a robust performance ethos during the pandemic and during the recovery phase; it has underpinned transparent and successful decision-making processes that are targeted and benefit those most in need during these challenging times. It has also ensured that service provision is monitored and continuously improved upon where necessary and where new challenges emerge.

Performance monitoring is essential to understand how the Council is doing in relation to its indicators and performance measures that have been assigned by regional government and set by the Council itself. The following sections outlines progress against statutory indicators and self-imposed performance measures (APSE data source) for the financial year 2022-2023.

### 5.1 Statutory Indicators

Under the Local Government (Performance Indicators and Standards Order (Northern Ireland) 2015, statutory performance indicators and standards have been set as part of the performance improvement arrangements for district councils. Performance measures have been specified for the functions of:



Economic  
Development



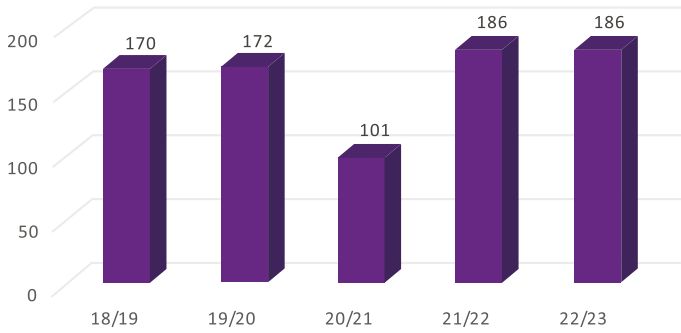
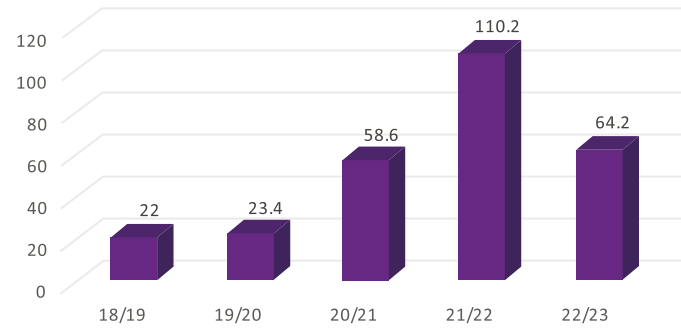
Planning

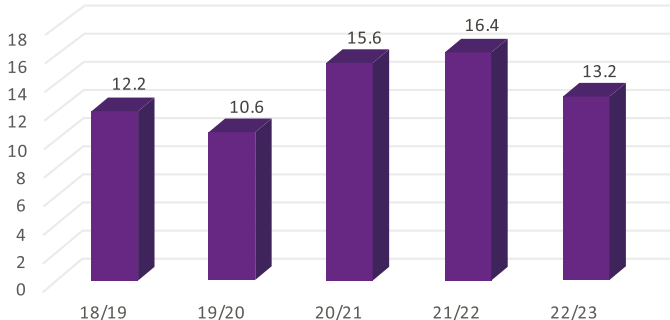
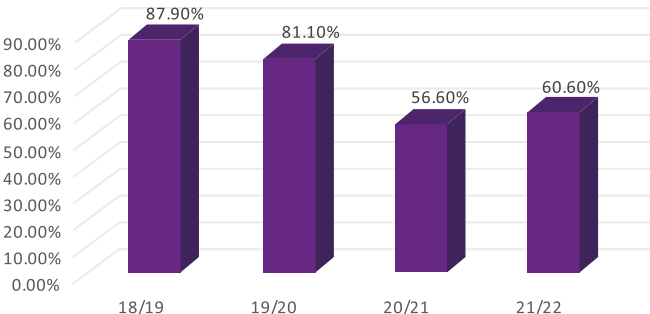


Waste  
management

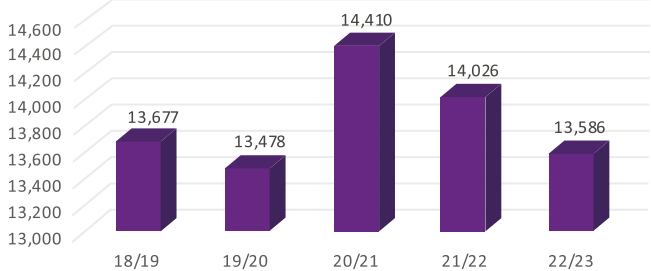
The aim of statutory indicators is to promote improvement of service delivery and provide comparison against other councils in NI. The information is currently collated by the Department for the Economy, Department for Infrastructure and Department for Agriculture, Environment and Rural Affairs, respectively and published on their websites. Once released to Council, this information is published for citizens and other stakeholders to assess Council's performance in these areas. Fermanagh and Omagh District Council's performance against these indicators (progress and direction of travel) is outlined in the following tables, also included is performance benchmarking data in comparison with the other 10 Councils in NI where information is available.

This year we have met 4 of the 7 targets set achieving a 43% improvement on last year when we met 14% (1/7) of the targets. Significant improvement has been made in the two that have not been met from last year.

Statutory Indicator	2018/19		2019/20		2020/21		2021/2022		2022/2023		RAG Status	Comparison with other Councils												
	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual														
Business start-up activity means the delivery of completed client led business plans under the Department for the Economy Regional Start Initiative or its successor programmes																								
ED1: The number of jobs promoted through business start-up activity	170	170	170	172	170	101	170	186	170	*186		10 of the 11 councils met their targets this year.												
<b>Performance Analysis:</b> The statutory target was met for the second consecutive year.					 <table><thead><tr><th>Financial Year</th><th>Actual</th></tr></thead><tbody><tr><td>18/19</td><td>170</td></tr><tr><td>19/20</td><td>172</td></tr><tr><td>20/21</td><td>101</td></tr><tr><td>21/22</td><td>186</td></tr><tr><td>22/23</td><td>186</td></tr></tbody></table>								Financial Year	Actual	18/19	170	19/20	172	20/21	101	21/22	186	22/23	186
Financial Year	Actual																							
18/19	170																							
19/20	172																							
20/21	101																							
21/22	186																							
22/23	186																							
<b>We will 'continue to improve by:</b>		<ul style="list-style-type: none"><li>Progressing a new service with the other 10 Local Authorities, expect to be operational quarter 2023-24.</li></ul>																						
An application in the category of major development within the meaning of the Planning [Development Management Regulations (NI) 2015(a)]																								
P1: The average processing time of major planning applications	30 weeks	22 weeks	30 weeks	23.4 weeks	30 weeks	58.6 weeks	30 weeks	110.2 weeks	30 weeks	64 weeks		FODC is ranked 6 out of 11 Councils with the highest at 104.5 weeks and the lowest at 46.4 weeks. However, it should be noted that FODC had the greatest decrease from 110.2 weeks to 64 weeks. No councils were within the 30 weeks target.												
<b>Performance Analysis:</b> Whilst the statutory target has not been met there has been significant improvement from 21/22. Timeframes are also impacted by the roll out and implementation of the new regional planning IT system and the performance of statutory consultees					 <table><thead><tr><th>Financial Year</th><th>Actual</th></tr></thead><tbody><tr><td>18/19</td><td>22</td></tr><tr><td>19/20</td><td>23.4</td></tr><tr><td>20/21</td><td>58.6</td></tr><tr><td>21/22</td><td>110.2</td></tr><tr><td>22/23</td><td>64.2</td></tr></tbody></table>								Financial Year	Actual	18/19	22	19/20	23.4	20/21	58.6	21/22	110.2	22/23	64.2
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21/22	110.2																							
22/23	64.2																							
<b>We will improve by:</b>		<ul style="list-style-type: none"><li>Progress and implement regional and local improvement projects.</li><li>Continue to work with supplier and governance structures to resolve issues with regional IT system.</li><li>Progress training and capacity building programme with officers, members, and planning agents.</li></ul>																						

Statutory Indicator	2018/19		2019/20		2020/21		2021/2022		2022/2023		RAG Status	Comparison with other Councils												
	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual														
Local applications mean an application in the category of local development within the meaning of the Planning (Development Management) Regulations (NI) 2015, and any other applications for approval or consent under the Planning Act (NI) 2011 (or any orders or regulations made under that Act)																								
P2: The average processing time of local planning applications	15 weeks	12.2 weeks	15 weeks	10.6 weeks	15 weeks	15.6 weeks	15 weeks	16.4 weeks	15 weeks	13 weeks		FODC is ranked 2nd out of 11 Councils. The average for all Councils was 19 weeks with the highest 32.7 weeks and the lowest 8.6 weeks.												
<b>Performance Analysis:</b> Statutory target has been met despite the roll out and implementation of the new regional planning IT system. Timeframes are also impacted by the roll out and implementation of the new regional planning IT system and the performance of statutory consultees.					 <table><thead><tr><th>Year</th><th>Actual</th></tr></thead><tbody><tr><td>18/19</td><td>12.2</td></tr><tr><td>19/20</td><td>10.6</td></tr><tr><td>20/21</td><td>15.6</td></tr><tr><td>21/22</td><td>16.4</td></tr><tr><td>22/23</td><td>13.2</td></tr></tbody></table>								Year	Actual	18/19	12.2	19/20	10.6	20/21	15.6	21/22	16.4	22/23	13.2
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We will continue to improve by:	<ul style="list-style-type: none"><li>Progress and implement regional and local improvement projects.</li><li>Continue to work with supplier and governance structures to resolve issues with regional IT system.</li><li>Progress training and capacity building programme with officers, members, and planning agent.</li></ul>																							
Enforcement cases are investigations into alleged breaches of planning control under Part 5 of the Planning Act (NI) 2011 (or under any orders or regulations made under that Act)																								
P3: The percentage of enforcement cases processed within 39 weeks	70%	84.9%	70%	81.1%	70%	56.6%	70%	60.6%	70%	No statistics available for this due to the new planning portal.		No Councils were able to supply this information in 2022/2023 so no comparison can be made.												
<b>Performance Analysis:</b> Statistics currently unavailable due to data extraction issues with the new regional planning IT system					 <table><thead><tr><th>Year</th><th>Actual</th></tr></thead><tbody><tr><td>18/19</td><td>87.90%</td></tr><tr><td>19/20</td><td>81.10%</td></tr><tr><td>20/21</td><td>56.60%</td></tr><tr><td>21/22</td><td>60.60%</td></tr></tbody></table>								Year	Actual	18/19	87.90%	19/20	81.10%	20/21	56.60%	21/22	60.60%		
Year	Actual																							
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Statutory Indicator	2018/19		2019/20		2020/21		2021/2022		2022/2023		RAG Status	Comparison with other Councils												
	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual														
Household waste is as defined in Article 2 of the Waste and Contaminated Land (NI) Order 1997(a) and the Controlled Waste and Duty of Care Regulations (NI) 2013(b)																								
W1: The % of household waste collected by district councils that is sent for recycling (including waste prepared for reuse).	50% by 2020  (FODC target set of min of 1% increase pa)	48.75%	50% by 2020  (FODC target set of min of 1% increase pa)	49.1%	50% by 2020  (FODC target set of min of 1% increase pa)	47.13%  This figure has not been validated by the Department	50% by 2020  (FODC target set of min of 1% increase pa)	47.7%  This figure has not been validated by the Department	50% by 2020	47.4%  This figure has not been validated by the Department		Based on the provisional figures FODC is ranked 9th out of 11 councils. The provisional average for Northern Ireland is 50.7%.												
<b>Performance Analysis:</b> The figures for 22/23 are currently unvalidated. The statutory target of 50% by 2020 has not been met. The figure (47.4%) is slightly down on the 21/22 figure (47.7%). The longer-term impacts of how people work and live as a result of Covid will continue to have an impact on recycling figures. The impact of industrial action for 1 week on the 21 March 2022 and for 2 weeks from 25 April 2022 also have had an impact on the recycling figures.						<table><thead><tr><th>Year</th><th>Actual %</th></tr></thead><tbody><tr><td>18/19</td><td>48.75</td></tr><tr><td>19/20</td><td>49.1</td></tr><tr><td>20/21</td><td>47.13</td></tr><tr><td>21/22</td><td>47.7</td></tr><tr><td>22/23</td><td>47.4</td></tr></tbody></table>							Year	Actual %	18/19	48.75	19/20	49.1	20/21	47.13	21/22	47.7	22/23	47.4
Year	Actual %																							
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We will improve by:	<ul style="list-style-type: none"><li>Progress a Waste Transformation Project to transform Council waste services from a current state to a future desired (more efficient, effective, and impactful) state with key outcome of sustainable waste management services that contribute to net zero Council operations by 2040 and a net zero District by 2042.</li><li>Continue to promote our Clean, Dry, Empty, Flat (CDEF) Campaign through social media channels, InFo Magazine and livery on our council fleet.</li><li>Continue promotion of Reduce, Reuse, Recycle and promote campaigns such as the annual Recycle Week.</li><li>Continue to upgrade work at household recycling centres, including completion of redevelopment of Lisnaskea HRC.</li><li>Continue to promote our re-use scheme including expansion of our community sector engagement.</li><li>Complete work on Addendum to FODC (joint) Waste Management Plan.</li><li>Continue to engage with DAERA and WRAP on Common Household Collection guidance.</li><li>DAERA have indicated that they intend to publish a draft Waste Strategy for consultation in 2023. It is essential to provide support in improving recycling rates across Northern Ireland.</li></ul>																							
Local Authority collected municipal waste is as defined in section 21 of the Waste and Emissions Trading Act 2003(c)																								
W2: The amount (tonnage) of biodegradable Local Authority Collected Municipal Waste that is landfilled.	< 14,675 tonnes	13,677 Tonnes	< 13,781 tonnes	13,478 Tonnes	< 13,781 tonnes	14,410 tonnes	< 13,781 tonnes	14,026 tonnes	< 13,781 tonnes	* 13,586  This figure has not been validated by the Department		Based on the provisional figures FODC is ranked 5th out of 11 councils. 4 Councils reported more bio gradable to landfill.												
<b>Performance Analysis:</b> The figures for 22/23 are currently unvalidated. The amount of biodegradable LAC municipal waste to landfill in 22/23 is down on the two previous years. The impact of industrial action for 1 week on the 21 March 2022 and for 2 weeks from 25 April 2022 have had an impact on the figures.						<table><thead><tr><th>Year</th><th>Actual (tonnes)</th></tr></thead><tbody><tr><td>18/19</td><td>13,677</td></tr><tr><td>19/20</td><td>13,478</td></tr><tr><td>20/21</td><td>14,410</td></tr><tr><td>21/22</td><td>14,026</td></tr><tr><td>22/23</td><td>13,586</td></tr></tbody></table>							Year	Actual (tonnes)	18/19	13,677	19/20	13,478	20/21	14,410	21/22	14,026	22/23	13,586
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Statutory Indicator	2018/19		2019/20		2020/21		2021/2022		2022/2023		RAG Status	Comparison with other Councils												
	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual														
Local Authority collected municipal waste arisings is the total amount of local authority collected municipal waste which has been collected by a district council																								
W3: The amount (tonnage) of Local Authority Collected Municipal Waste Arisings	N/A	55,931 tonnes	N/A	55,233 tonnes	N/A	58,108 tonnes	N/A	58,211 tonnes	N/A	55,362 tonnes <i>This figure has not been validated by the Department</i>		Based on the provisional figures for all local councils, FODC had the lowest waste arisings in 2022/2023 for the second consecutive year												
<b>Performance Analysis:</b> The figures for 22/23 are currently unvalidated. The amount of LAC collected waste arisings in 22/23 is down on the two previous years. The impact of industrial action for 1 week on the 21 March 2022 and for 2 weeks from 25 April 2022 have had an impact on the figures.					 <table><caption>Local Authority Collected Municipal Waste Arisings (tonnes)</caption><thead><tr><th>Year</th><th>Actual (tonnes)</th></tr></thead><tbody><tr><td>18/19</td><td>13,677</td></tr><tr><td>19/20</td><td>13,478</td></tr><tr><td>20/21</td><td>14,410</td></tr><tr><td>21/22</td><td>14,026</td></tr><tr><td>22/23</td><td>13,586</td></tr></tbody></table>								Year	Actual (tonnes)	18/19	13,677	19/20	13,478	20/21	14,410	21/22	14,026	22/23	13,586
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## 5.2 Self Imposed Performance Measures

Performance measures are drawn from two sources of information, i.e., APSE (Association of Public Service Excellence) (**denoted by black text**); and internal FODC indicators; (**denoted by blue text**) in the table below. APSE figures provided remain subject to change as work is ongoing across the sector to update these in second round reporting in January 2024.

(NB: ± denotes that information is not directly comparable or N/A that it is not available/ applicable)

FODC Self Imposed Performance Measure	2019/20		2020/21		2021/2022		2022/2023		RAG Status	Comparison with other Councils
	Target	Actual	Target	Actual	Target	Actual	Target	Actual		
C1: Net cost of Council services per head of population	< or = estimated cost of £325.75	£318.99*	< or = estimated cost of £333.77	£321.09*	< or = estimated cost of £342.32	£306.10	< or = estimated cost of £342.32	£345.63		APSE indicate that FODC ranks 2nd out of 3 with the highest cost £418.40, average £361.19 and the lowest £319.53.
C2: % of net expenditure v budget (include transfers)	Within budget	97.92%*	Within budget	96.20%*	Within budget	83.42%	Within budget	94.02%		±
C3: Residents' overall satisfaction	N/A	N/A	N/A	84%	N/A	N/A	N/A	N/A		Due to budget constraints a resident's survey was not completed in this financial year.
C4: Average number of working days per employee lost due to absence	Improve on previous year	13.77	Improve on previous year	9.69	Improve on previous year	9.73 days long term 3.42 short term	Improve on previous year	9.61 long term 2.33 Short term		APSE indicate that FODC has the lowest number of days lost for long-term sickness out of 5 with the highest 15.59 and the average 13.37.  APSE indicate that FODC ranks 3rd for short-term sickness out of 6 with the highest 5.02, average 3.03 and the lowest 1.38.
PSS 1.3 Number of Access to Information requests granted within timeframe as % of those received	95%	92.8%	93%	92%	Maintain or improve on 92%	91.5%	Maintain or improve on 91.5%	100%		APSE indicate that FODC ranks 1st out of 3 Councils that submitted data with the average score 91.35% and the lowest 76.6%.
P130a: % of undisputed creditor invoices paid within 10 days	Maintain/improve on 80%	81%	Maintain/improve on 80%	80.18%	Maintain/improve on 80%	84.75%	Maintain/improve on 85%	87.14%		APSE indicate that FODC ranked highest out of 4 councils that submitted data with the average score 63.71% and the lowest 42.09%.

FODC Self Imposed Performance Measure	2019/20		2020/21		2021/2022		2022/2023		RAG Status	Comparison with other Councils
	Target	Actual	Target	Actual	Target	Actual	Target	Actual		
FN: % of undisputed creditor invoices paid within 30 days	Maintain/improve on 94%	94%	Maintain/improve on 94%	94%	Maintain/improve on 94%	94%	Maintain/improve on 94%	95.76%		APSE indicate that FODC ranked highest out of 4 councils with the average score 88.98% and the lowest 79.50%
CS(PI)2: Total number of advice client contacts	Maintain/improve on 31,391	24,545	Maintain/improve on 24,545	11,923	Maintain/improve on 11,923	12,596	Maintain/improve on 12,596	21,862		±
FI(PI)1: Number of grants and bursaries issued	Maintain/improve on 620	600 (513 grants + 87 bursaries)	Maintain/improve on 600 No bursaries	648 grants	Maintain/improve on 648	630 grants No bursaries	Maintain/improve on 630	788 grants and bursaries (170 bursaries and 618 grants)		±
LRS(PI)1: Number of customers using leisure facilities (indoor and outdoor across 4 centres)	Maintain/improve on previous year	1.95m	Maintain/improve on previous year	119,270	Maintain/improve on previous year	1,057,600 m	Maintain/improve on previous year	775,254		±
LRS(PI)2: Level of customer satisfaction with Leisure Service	Maintain/improve on previous year	87.7%	Maintain/improve on previous year	No Customer satisfaction survey completed due to the service being closed for most of the year	Maintain/improve on previous year	This will be developed in parallel with the locally based Healthy Places initiative and approach.	Maintain/improve on previous year	Not progressed due to transformation project for all leisure services. Will be progressed as part of ongoing transformation.		±
PI04a Active Participants in Arts events per head of population	Maintain/improve on previous year	0.03	Maintain/improve on previous year	0.1	Maintain/Improve on previous year	0.02	Maintain/Improve on previous year	0.02		APSE indicate that of 5 Councils that submitted data FODC has ranked lowest with the highest 0.47, and average 0.19.
PI04b Active Participants in Heritage events per head of population	Maintain/improve on previous year	0.22	Maintain/improve on previous year	0.1	Maintain/Improve on previous year	0.1	Maintain/Improve on previous year	0.14		APSE indicate that of 4 Councils that submitted data FODC has ranked highest the average 0.05, and the lowest 0.02.
PI02c % of business plan applications approved for a 'business start-up' against number of business start-up enquiries made within the financial year	Maintain/improve	69.58%	Maintain/improve	50.8%	Maintain/Improve	60%	Maintain/Improve	70.64%		APSE indicate that of 5 Councils that submitted data FODC has ranked highest, the average 58.52%, and the lowest 50.57%.
BCL(PI)1: % of domestic full plans applications receiving Building Control assessment within 21 working days from date of receipt	80%	87%	80%	84%	72.97%	84%	72.97% 2020/21 NI APSE Average	78.45%		APSE indicate that of 5 councils that submitted data FODC ranked 3rd with the highest 94.30%, average 68.89% and the lowest 32.73%.

FODC Self Imposed Performance Measure	2019/20		2020/21		2021/2022		2022/2023		RAG Status	Comparison with other Councils
	Target	Actual	Target	Actual	Target	Actual	Target	Actual		
BCL(PI) 02: % of Valid non-domestic full plan applications assessed with a substantive response sent within 35 days of validation.	75%	78%	75%	76.86%	72.97%	76.86%	72.97% (2020/21 NI APSE Average)	69.23%		APSE indicate that of 5 councils that submitted data FODC is ranked 3rd with the highest 94.68%, average 76.96% and the lowest 55.26%.
BCL(PI)5: % of licensing applications processed within 60 days from receipt of completed applications	80%	86%	80%	89.47%	80%	80.33 %	80%	79.35%		±
BCL(PI)8: % responses to dog attacks within 1 working day	95%	97%	95%	98.47%	95%	96.2%	95%	95.2%		±
BCL(PI)9: Animal Welfare Service - % of priority 1 calls met within 1 working day	100%	100%	100%	100%	100%	100%	100%	100%		±
PI01b: % of Environmental Health service requests responded to within 3 days	Maintain/ Improve on previous year	86.99%	Maintain/ Improve on previous year	94%	Maintain/ Improve	98.53%	Maintain/ Improve on previous year	89.01%		APSE indicate that of 5 councils that submitted data FODC ranked 4th with the highest 98.45% the average 92.35% and lowest 84.30%.
PI02c: Net cost of 5 core Environmental Health functions per head of population	Maintain / Improve	£8.87	Maintain / Improve	£9.53	Maintain/ Improve	£8.31	Maintain/ Improve	£6.57		APSE indicate that of 4 councils that submitted data FODC ranked 2nd with the highest £11.32, the average £7.91 and the lowest £6.10.
EH(PI)10: Response times to all communicable disease notifications from PHA	100% within 1 day (0.5 day for E. coli notif's)	100%	100% within 1 day (0.5 day for E. coli notif's)	100%	100% within 1 day (0.5 day for E. coli notif's)	100%	100% within 1 day (0.5 day for E. coli notif's)	100%		±
PI07a: Local Authority and Community Playgrounds per 1000 children under 14	Maintain/ Improve	4.59	Maintain/ Improve	4.59	To align to/exceed the average no within annual APSE returns	4.34	To align to/exceed the average no within annual APSE returns	4.26		APSE indicate that of 3 councils that submitted data FODC has achieved the highest output score with the average 2.69 and the lowest 1.26.
PI09a Tidy NI cleanliness index (CI) score	Maintain	N/A	Maintain	N/A	Maintain	74.00	Maintain	N/A		*Completed but scores have not been released so unable to assess.

## Explanatory notes

for measures where performance was below target or fell below the 2021/22 standard:

C4

Net cost of Council services per head of population: Costs have risen due to cost of living and inflationary cost pressures. The cost per head of population reflects the service delivery plans of the Council part of which is impacted by the largest geographical area of the 11 Councils with the smallest population.

LRS(PI)1

Number of customers using leisure facilities (indoor and outdoor across 4 centres): Users at leisure centres have decreased in this financial year as data sources how information is collated has been done differently across the 4 leisure centres. The Council have recently recruited a Transition and Transformation Manager and work is ongoing to streamline processes in this regard. This will include confirmation of meta data across the council's performance improvement plan and corporate plan to ensure consistent recording in line with agreed parameters.

LRS(PI)2

Level of customer satisfaction with Leisure Service: Work to progress a satisfaction baseline across all council leisure centres is being progressed under the remit of the Transition and Transformation Manager who was recruited in January 2023. This is a priority that has been identified in Corporate Plan Action 10 'Support people, across all life stages, to maintain health and wellbeing through provision of inclusive and accessible facilities, services, and opportunities to participate in leisure activities' in 2023-2024 and it is expected a baseline will be available at the end of the financial year 2024.

BCL(PI)5

% of licensing applications processed within 60 days from receipt of completed applications: The target was not met by only 0.65% at a time when significant staff shortages in the service area during the year was experienced. It is anticipated that this will improve if recruitment of staff is progressed and retained in this financial year.

PIO1b

% of Environmental Health service requests responded to within 3 days: Performance in this financial year was almost 10% less than last year at 89%. However, staff changes and recruitment issues, combined with work pressures due to complex work matter have impacted on this target this year.

# 6.0 Financial Overview 2022/2023

## Financial Report and Summary Financial Statements 2022/2023 (audited)

The Statement of Accounts for the year ended 31 March 2023 have been prepared in a form directed by the Department for Communities in accordance with Regulations 3(7) and (8) of the Local Government (Accounts and Audit) Regulations (Northern Ireland) 2015 (the Regulations).

The Audited Statement of Accounts for the year ended 31 March 2023 will be published on the Council's website by 30th September 2023 at [www.fermanaghomagham.com/your-council/financial-statements/](http://www.fermanaghomagham.com/your-council/financial-statements/).

A summary of the audited actual Income and Expenditure for 2022/23 compared with the Estimates for the year, alongside a copy of the Balance Sheet is extracted in the tables below:

Table 1 - Income and Expenditure for 2022/23

	2022/23		
	Actual (£)	Estimated (£)	Variance (£)
<b>Net Income and Expenditure</b>	<b>38,748,259</b>	<b>41,774,815</b>	<b>(3,026,556)</b>
Transfers to/from Reserves	3,127,000	620,000	2,507,000
Transfer from Covid Contingency Reserve	(2,562,000)	(3,320,000)	758,000
Transfers to Reserves (future specified spend)			
	1,175,079	1,362,000	(186,921)
Financing of Capital Expenditure	231,548	238,000	(6,452)
Minimum Revenue Provision	1,105,702	700,000	405,702
Loan interest	41,825,588	41,374,815	450,773
Direct Revenue Financing	3,274,895	3,302,815	(27,920)
<b>Total net expenditure to be funded</b>	<b>38,837,636</b>	<b>38,072,000</b>	<b>765,636</b>
Central government grant support*	42,112,531	41,374,815	737,716
Rates income			
<b>Total Grant and Rates Income</b>	<b>286,943</b>	<b>-</b>	<b>286,943</b>
<b>Surplus for the year</b>	<b>42,422</b>	<b>-</b>	<b>42,422</b>

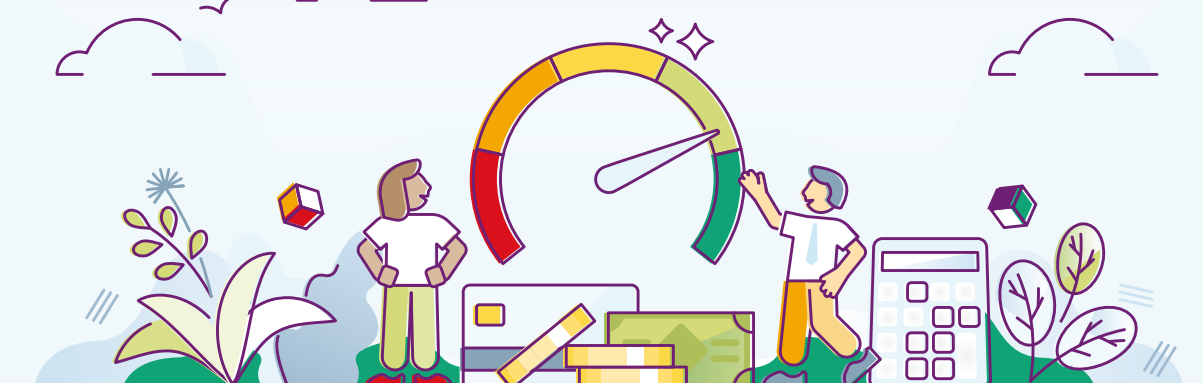




Table 2 - Audited Balance Sheet as of 31 March 2023

	31 March 2023	31 March 2022
	£	£
Fixed Assets	143,769,154	139,902,384
Intangible Assets	120,000	120,000
Investment Properties	10,013,000	9,227,851
Long-Term Debtors	1,470,394	1,486,262
Other Long-Term Assets	1,010,000	-
<b>LONG-TERM ASSETS</b>	<b>156,382,548</b>	<b>150,736,497</b>
Inventories	484,879	464,025
Short-Term Debtors	6,297,082	11,909,116
Short-Term Investments	2,000,000	2,000,000
Cash and Cash Equivalents	27,309,455	26,345,480
Assets Held for Sale	722,328	304,156
<b>CURRENT ASSETS</b>	<b>36,813,744</b>	<b>41,022,777</b>
Short-Term Borrowing	622,269	670,079
Short-Term Creditors	11,294,828	8,032,425
Provisions	75,145	40,557
<b>CURRENT LIABILITIES</b>	<b>11,992,242</b>	<b>8,743,061</b>
Provisions	4,118,262	4,872,368
Long-Term Borrowing	3,237,908	3,860,165
Other Long-Term Liabilities	-	41,034,000
<b>LONG-TERM LIABILITIES</b>	<b>7,356,170</b>	<b>49,766,533</b>
<b>NET ASSETS</b>	<b>173,847,880</b>	<b>133,249,680</b>
<b>USABLE RESERVES</b>		
Capital Receipts Reserve	756,334	666,626
Capital Grants Unapplied Account	367,287	2,348,725
Capital Fund	3,772,761	6,197,109
Renewal and Repairs Fund	3,339,610	4,358,941
Other Balances and Reserves	10,572,193	13,760,667
General Fund	4,316,928	4,029,985
	<b>23,125,113</b>	<b>31,362,053</b>
<b>UNUSABLE RESERVES</b>		
Capital Adjustment Account	89,383,672	90,828,116
Revaluation Reserve	59,602,237	52,065,441
Pensions Reserve	1,010,000	(41,034,000)
Capital Receipts Deferred Account	1,530,394	1,546,262
Accumulated Absences Account	(1,156,605)	(950,444)
Provisions Discount Rate Reserve	353,069	(567,748)
	<b>150,722,767</b>	<b>101,887,627</b>
<b>NET WORTH</b>	<b>173,847,880</b>	<b>133,249,680</b>

## 7.0 Rural Proofing our Plans and Policies



Fermanagh and Omagh is a predominantly rural district except for the two main towns of Enniskillen and Omagh. The Council area is home to 116,812 people, with approximately two thirds of the population living in rural areas. The Council acknowledges that rural living is a significant element of the district and ensures that plans, policies, and procedures developed and implemented take account of the needs of all its people and in doing so, supports rural living as much as reasonably practical in its approach.

70% of the population live in rural areas



### What is the Rural Needs Act (Northern Ireland) 2016?

The Rural Needs Act (Northern Ireland) 2016 (the Act) came into operation for government departments and district councils on 1 June 2017. The Act requires policy makers and public authorities to have due regard to rural needs when developing, adopting, implementing, or revising policies, strategies, and plans, and when designing and delivering public services.

### How has the Act supported better outcomes for rural dwellers?

The Act has helped to further highlight and document the Council's commitment and approach to delivering better outcomes for rural dwellers, ensuring that a formal process is in place when developing, adopting, implementing, and revising policies, strategies, and plans, and when designing and delivering public services. The completion of Rural Needs Impact Assessments means that data and evidence relevant to those based in rural areas is considered in the decision-making processes.

The Act has encouraged the need to further endorse the Council's evidence-based approach and to review data at local level in rural areas. This approach encourages the considerations of implications of policies and service provision on, for example, levels of deprivation, social isolation and/or poor health which can sometimes be masked by the lack of available data at district level. The Act has encouraged engagement with communities to gain additional information where data gaps may be present and local knowledge beneficial. The outcome is that tailored policies, plans, and services are delivered and reconfigured to meet actual demands.

The Council has delivered training to relevant staff across all departments to build their capacity and support the approach adopted. Resources have been compiled and made available on the Council Staff Hub to support staff to effectively complete Rural Needs Impact Assessments. Committee Report templates continue to ensure that Rural Needs are an integral part of the section which outlines the equality implications of the recommendation.

### How much did we do?

In fulfilling the Council's obligations under Section 1 of the Act, fourteen Rural Needs Impact Assessments have been completed by officers within Fermanagh and Omagh District Council for the year 2022/2023. A summary of the activities is provided in the table below. The Rural Needs Annual Monitoring Report 2022/2023 can also be viewed at [Rural Needs – Fermanagh & Omagh District Council](#).



## 14 Rural Needs assessments completed

	Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016 <sup>1</sup> .	The rural policy area(s) which the activity relates to <sup>2</sup> .	Describe how the public authority has had due regard to rural needs when developing, adopting, implementing or revising the policy, strategy or plan or when designing or delivering the public service <sup>3</sup> .
1.	Information and Communication Technology Policies & Procedures.	Internal	The Council has not considered issues in relation to the social and economic needs of staff in rural areas as the policy will not impact differently on staff based in rural areas compared to those in urban areas. The policy will be applied equally irrespective of location.
2.	Safe Driving at Work Policy.	Internal	The Council has not considered issues in relation to the social and economic needs of staff in rural areas as the policy will not impact differently on staff based in rural areas compared to those in urban areas. The policy will be applied equally irrespective of location.
3.	Visitor Experience Development Plan.	Cross-cutting	The Council has not considered issues in relation to the social and economic needs of people in rural areas as the Plan will not impact differently on people in rural areas compared to those in urban areas. The Plan will have the same positive impact on people in rural and urban areas.
4.	Enniskillen Place Shaping Plan.	Cross-cutting	<p>The actions identified in the plan have been informed through research and extensive engagement with key stakeholders (including the Department of Agriculture, Environment and Rural Affairs) with the goal of bringing tangible and effective change to Enniskillen. This will positively support growth and change throughout the district, providing more opportunity for economic growth, access to skilled workforce, improved digital infrastructure and other services.</p> <p>The Plan will have a positive impact for surrounding rural communities, thereby helping to sustain these areas. The Plan strongly advocates for the completion of the A4 Enniskillen Southern Bypass, which would also positively benefit surrounding rural communities by improving their connectivity and accessibility.</p>
5.	Omagh Place Shaping Plan.	Cross-cutting	<p>The actions identified in the plan have been informed by through research and extensive engagement with key stakeholders (including the Department of Agriculture, Environment and Rural Affairs) with the goal of bringing tangible and effective change to Omagh. This will positively support growth and change throughout the district, providing more opportunity for economic growth, access to skilled workforce, improved digital infrastructure and other services.</p> <p>The Plan will have a positive impact for surrounding rural communities, thereby helping to sustain these areas. The Plan strongly advocates for the completion of the A5 Western Transport Corridor, which would also positively benefit surrounding rural communities by improving their connectivity and accessibility.</p>
6.	Assisted Bin Lift and Additional Bin Collection Policy (including 360L recycling blue bin).	Access to Services	The Assisted Bin Lift, Additional Bin Collection and 360L Blue Recycling Bin Policy will have the same positive impact on people in rural and urban areas. Each application will be assessed on a case-by-case basis. The Policy will be applied equally irrespective of location.










	Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016 <sup>1</sup> .	The rural policy area(s) which the activity relates to <sup>2</sup> .	Describe how the public authority has had due regard to rural needs when developing, adopting, implementing or revising the policy, strategy or plan or when designing or delivering the public service <sup>3</sup> .
7.	Local Development Plan.	Cross-cutting	In January 2023, the Department for Infrastructure issued a Direction to the Council to adopt the Plan Strategy with modifications. The Department's Direction included two schedules. The first Schedule contains Recommended Amendments which reflect the Council's proposed changes (October 2020). The Council has already screened these proposed changes in the Rural Needs Impact Assessment Appraisal Addendum FODC114. The second schedule in the Direction included for screening purposes are those modifications which the Department for Infrastructure has directed as being necessary for the adoption of the Plan Strategy. It should be noted that of the 50 proposed modifications directed by the Department for Infrastructure, many of these consist of minor edits to proposed changes previously suggested by Fermanagh & Omagh District Council. Therefore, this further Rural Needs Impact Assessment addendum should be read in conjunction with the Rural Needs Impact Assessment FODC105 and the Rural Needs Impact Assessment Appraisal Addendum FODC114.
8.	Travel & Subsistence Policy.	Internal	The Travel and Subsistence Policy (for staff) will have the same positive impact on staff in rural and urban areas. The purpose of the Policy is to ensure a consistent approach to the full and prompt reimbursement of costs necessarily incurred by staff of Fermanagh and Omagh District Council in the course of their duties. The policy will not impact differently on staff in rural areas as it will be applied equally irrespective of location.
9.	Financial Reserves Policy.	Internal	The Financial Reserves Policy will have the same positive impact on people in rural and urban areas. The purpose of the Policy is to assist with the effective financial management of the Council by providing adequate cover for future financial liabilities or unexpected costs. The policy will not impact differently on people in rural areas as it will be applied equally to employees and the general public across the whole district, irrespective of location.
10.	Breastfeeding Policy.	Internal	The Council has not considered issues in relation to the social and economic needs of staff in rural areas on this occasion as the policy will not impact differently on staff in rural areas. The Policy will be applied equally irrespective of location.
11.	Maternity Leave Policy.	Internal	The Council has not considered issues in relation to the social and economic needs of staff in rural areas on this occasion as the policy will not impact differently on staff in rural areas. The Policy will be applied equally irrespective of location.
12.	Paternity Leave Policy.	Internal	The Council has not considered issues in relation to the social and economic needs of staff in rural areas on this occasion as the policy will not impact differently on staff in rural areas. The Policy will be applied equally irrespective of location.
13.	Parental Leave Policy.	Internal	The Council has not considered issues in relation to the social and economic needs of staff in rural areas on this occasion as the policy will not impact differently on staff in rural areas. The Policy will be applied equally irrespective of location.
14.	Shared Parental Leave Policy.	Internal	The Council has not considered issues in relation to the social and economic needs of staff in rural areas on this occasion as the policy will not impact differently on staff in rural areas. The Policy will be applied equally irrespective of location.

## 8.0 How YOU can get involved?

Fermanagh and Omagh Council is committed to continuously improving its services and listening to its customers. We welcome your comments or suggestions at any time of the year on any service area or policy decision.

You can get involved and participate in consultations being conducted by, or on behalf of the Council. Meetings of the Council and its Committees are open to the public, except for those times when sensitive or confidential issues need to be discussed. Or simply get in touch and tell us your issue, concern or when we have done well. We love to hear positive feedback too.

If you have any comments, would like any further information, or would like a copy of this plan in an alternative format please contact us using one of the methods outlined below:

	<b>In writing</b>	Community Planning Team: The Grange, Mountjoy Road, Lisnamallard, Omagh, Tyrone, BT79 7BL United Kingdom
	<b>Telephone</b>	0300 303 1777
	<b>Email</b>	Info@fermanaghomagh.com
	<b>For people who are deaf or are hard of hearing</b>	SignVideo
	<b>Live web chat</b>	Available on our website during office hours, Mon-Fri, 9am-5pm
	<b>Facebook</b>	@fermanaghomagh
	<b>Instagram</b>	fermanaghomaghdc
	<b>LinkedIn</b>	FODC
	<b>A Councillor</b>	Councillors contact details can be found at <a href="http://www.fermanaghomagh.com/your-council/councillors/">www.fermanaghomagh.com/your-council/councillors/</a>

For additional information on your Council, please visit our website [www.fermanaghomagh.com](http://www.fermanaghomagh.com).

This document is available in a range of other formats upon request. Please contact us with your requirements through one of the above methods.





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