



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

# Annual Performance Report

1 April 2023 – 31 March 2024

Looking Back, Moving Forward:  
Achieving Sustainable Change Together

# Joint foreword from the Chair and Chief Executive



We are pleased to present this year's Assessment of Performance for the financial year 2023-2024. In common with many across the District, the Council has experienced another challenging year, particularly in relation to the cost-of-living and cost of doing business crises. Despite these challenges, our resilience and adaptability as an organisation shone through, and the Council has worked tirelessly over the past year to deliver high quality services, to improve the lives and wellbeing of our communities and to provide the best possible experience for those who visit our district.

The Assessment of Performance provides an opportunity to reflect on our work for the past year; it takes account of our achievements and the areas for improvement we need to continue to focus on and highlights where progress has been made.

In a significant achievement for the Council, our Planning Department was awarded the prestigious 'Northern Ireland Planning Authority of the Year' by the Royal Town Planning Institute earlier this year, highlighting the contribution planning makes to our local communities. This recognition is a testament to the commitment of staff and the promotion of innovation in delivery within this service area. In addition, we also met all three of our statutory planning targets this year, with significant improvements noted across each indicator.

Shared prosperity remained a key priority for us and through a range of economic development programmes over the course of the year, the Council supported the creation of 197 approved business plans and 117 jobs through business startups.

Creating the conditions for everyone to live well has also been a longstanding priority for this Council. Ensuring access to, and opportunities for physical activity, arts, and cultural experiences as well as promoting good relations and supporting our residents to improve their wellbeing is of major importance to this Council. Examples of initiatives undertaken in support of this aim are included in Section 5.

Within this Annual Report, we have also provided an update on the key achievements throughout the period of the Council's Corporate Plan for 2020-2024, Delivering Sustainable Change Together. Highlights included seeing more than two million and 1.3 million users at our leisure centres and outdoor recreational facilities respectively; demonstrating the scale and scope of leisure and recreation service provision available within the district. While more people than ever connected with the natural beauty of the district with 950,000 users visiting at Council outdoor recreation and heritage sites.

Through our grants scheme, the Council continued to support community groups by awarding over £1 million of funding, ensuring that resources were directed to initiatives and programmes to meet the ongoing and ever changing needs of residents within the district, particularly those impacted by poverty. The importance of this support cannot be underestimated, and you will find details of some of the innovative approaches taken by the Council later in this document.

The Council recently launched its new Corporate Plan 2024-2028 'Our Council, Our Plan' which demonstrates our dedication to ensuring we continue to improve outcomes for all and prioritise our resources. Our Corporate Plan affirms the Council's commitment to deliver on our shared vision for the district and sets out the Council's key priorities, and associated actions, for the next four years.

Through the Corporate Plan 2024-2028 and Performance Improvement Plan 2024-2025, the Council will focus on what matters most to you – continuing to strive to improve the quality of life for all our residents and local communities and building a district of which we can all be proud.

Councillor John McClaughry  
Chair, Fermanagh and Omagh District Council

Alison McCullagh  
Chief Executive



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# Overall Performance 2023-2024: Are we on track?

This is a summary of our performance from 1 April 2023 until 31 March 2024 for:

- Our Corporate Plan 'Delivering Sustainable Change Together' 2020-2024 (25 Actions with 140 Performance Measures)
- Performance Improvement Plan 'Sustainable Approach to Recovery: A Whole System Approach' 2023-2024 (48 Performance Measures)
- Statutory Indicators for planning, waste management and economic development which are identified in legislation.

## Corporate Plan 2020-2024 (25 Actions and 143 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 2023 until 31 March 2024.

*\*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 delayed 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 2023-2024

Corporate Business Plan 'Delivering Sustainable Change Together'	Directorate Lead and Action reference	PM*	Green	Amber	Red	Grey
Community and Wellbeing Directorate	6 (10,11,12,13, 14,16)	36	Actions: 6/100% PM 19/53%	Actions: - PM 2/5%	Actions: - PM 9/25%	Actions: - PM 6/17%
Chief Executives and Corporate Services and Governance Directorate	CS&G 5 (3,4,5,8,9)	19	Actions: 5/100% PM 9/47%	Actions: - PM 4/21%	Actions: - PM 4/21%	Actions: - PM 2/11%
Environment and Place Directorate	EP 4 (15,23,24,25)	34	Actions: 4/100% PM 14/41%	Actions: - PM 4/12%	Actions: - PM 6/18%	Actions: - PM 10/29%
Regeneration and Planning Directorate	RP 10 (1,2,6,7,17, 18,19,20,21, 22)	54	Actions: 10/100% PM 21/39%	Actions: - PM 2/4%	Actions: - PM 13/24%	Actions: - PM 18/33%
Overall total:	25	143	Actions: 143/100% PM 63/44.05%	Actions: PM 12/8.39%	Actions: PM 32/22.37%	Actions: - PM 36/25.1%
100% of Corporate Plan actions reported a green rag status at end of reporting Period 6 which indicates they were achieved, progressed and or complete			63 Performance measures demonstrated a positive trend at year end, indicating service delivery was contributing to outcomes positively			

\*Performance Measures

\*Note two actions from the Chief Executive Department (N1: Ensure that all services have up to date Recovery Plans and revised Business Continuity Plans in place to build on the use of innovative/agile ways of working; to ensure a continuing and responsive approach to emergency situations and the delivery of essential services to our communities is achieved and N2: Conduct a review of our existing 2020-2021 Budget and planning projections to focus resource on recovery, to ensure financial sustainability of the Council and to ensure that financial resources in the short term are allocated to Council priorities) were completed in 2021 and reported on in Annual Report 2020-2021.

## Statutory Indicators (7)

ED1: The number of jobs promoted through business start-up activity	Target: 170 Achieved: 117	During the 2023-2024 financial year there was a change to the delivery mechanism for business start-up activity. The first six months were delivered under the Go for It programme and exceeded its target by two jobs. However, the new programme to support job creation was scheduled to commence in October 2023, however, was delayed until November 2023. A soft approach was taken initially to market the service to ensure that all systems were embedded in and allow time to take corrective action. Considering Christmas and the late start the programme did not fully commence until early in the new year. Since then, engagement with the programme has been significant with many participants only seeing their diagnostics completed in February and March 2024 to allow them to progress to business plan stage. It is expected that these figures will begin to rise sharply in the 2024-2025 period.
P1: The average processing time of major planning applications	Target: 30 weeks Achieved: 22.9 weeks	N/A
P2: The average processing time of local planning applications	Target: 15 weeks Achieved: 13.2	N/A
P3: The percentage of enforcement cases processed within 39 weeks	Target: 70% Achieved: 79.40%	N/A
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: * 46.7%	The figures for 2023-2024 are currently unvalidated. The figure (46.7%) is slightly down on the 2022-2023 figure (47.5%). The longer-term impacts of how people work and live because of Covid will continue to have an impact on recycling figures. Refuse collection service disruptions may also have had an impact on this figure.
W2: The amount (tonnage) of biodegradable Local Authority Collected Municipal Waste that is landfilled.	Target: <13,781 tonnes Achieved: *14,773 tonnes	The figures for 2023-2024 are currently unvalidated. The amount of biodegradable LAC municipal waste to landfill in 2023-2024 (14,773 tonnes) is slightly up on the two previous years (13,579 tonnes in 2022-2023 and 14,026 tonnes in 21-22). This difference between 2023-2024 and 2022-2023 tonnage figures is partly explained by the amount of waste diverted to RDF in 2022-2023.
W3: The amount (tonnage) of Local Authority Collected Municipal Waste Arisings	Baseline 21/22: 58,108 tonnes Achieved: *56,521 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 2024-2025

57% (4/7) of the statutory indicators were met in 2023-2024, this is the same when compared with performance in the previous year.



## Performance Improvement Plan “Sustainable Approach to Recovery: A Whole System Approach” 2023-2024 (50 Performance Measures)

- Overall, 86% of 37 best ideas were on target and delivered in line with timeline/cost/deliverables identified.
- Overall, 60% of 50 performance measures have a positive data trend in comparison with available baselines identified.

You can view all performance detail in full at the [Taking Stock Report 2023-2024](#).

### Performance Improvement Plan

1 April 2023 – 31 March 2024

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



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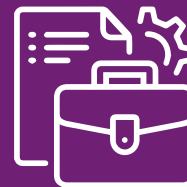
# About us: Some Key Facts and Figures about Fermanagh and Omagh District and Council



Population:  
116,812



Households:  
45,715



8,575  
VAT or  
PAYE  
registered  
businesses



404  
Accommodation  
Providers



133 Areas  
of Special  
Scientific  
Interest



4 Leisure  
Centres



Approximately  
54,290 jobs in  
the district



15  
Recycling  
Centres



1 Area of  
Outstanding  
Natural  
Beauty



104 Council  
managed  
playparks



1,438  
Food and  
drink  
providers in  
the district



45  
Off-street  
Car Parks



$\frac{1}{3}$  of all woodland in NI  
is located in FO



20 Special areas of  
conservation





Average Wage:  
£23,155



3 Local  
Nature  
Reserves



Almost 50%  
of school  
leavers for to  
university



86% of school leavers  
achieve at least 5 GCSE's A\*-C  
inc. English and Maths



Member of WHO's Global  
Network of Age- Friendly  
Cities and Communities



12 National  
Nature Reserves



13.6ha of  
land managed  
for biodiversity



79%  
report good/  
very good  
health



10 Community Centres  
supported by FODC



74.8% of those aged  
between 16-64 are  
economically active



20% of those  
living here are  
retired



1  
UNESCO  
Global  
Geopark



8  
Ramsar areas

Note: Data accurate July 2024

# 1.0 Introduction to Annual Report 2023-2024

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 2023-2024 will report progress on the following:

- (i) **Progress against the Corporate Business Plan [Delivering Sustainable Change Together 2020-2024](#): Year four from 01 April until 31 March 2024.**

This document identified 25 actions which cut across all service areas 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. This document demonstrates the Council's commitment to partnership working and progression of enhanced communication between service areas during challenging financial times.

- (ii) **Progress against our three Improvement Objectives 2023-2024 and seven supporting actions, 37 best ideas, and 50 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 2023-2024 were published in our Improvement Plan [Sustainable Approach to Recovery: Part 2 2023-2024](#).

- (iii) **An update on how the Council performed against the seven statutory indicators 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 Plan 2020-2024. 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 2023-2024.

- (iv) **A financial overview extracted from the audited accounts of the Council.**

The audited Statement of Accounts will be available on the Council website on or before the 30 September 2024 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. We are pleased to advise that the auditor, determined that the Council, in their opinion, is likely to discharge its duties in respect of Part 12 of the Act during 2023-2024 and has demonstrated a track record of improvement. During the audit and assessment no issues were identified requiring a formal statutory recommendation under the Act and no proposals for improvement were made.*

*The Auditor found that the Fermanagh and Omagh District Council (the Council) 'has discharged its performance improvement and reporting duties, including its assessment of performance for 2022-23 and its 2023-24 improvement plan, and has acted in accordance with the Guidance.'*

## 2.0 A Shared Vision and Strategic Planning Framework



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 was published on 30 November 2023](#).

The [Corporate Plan](#) sets the strategic direction for Fermanagh and Omagh District Council. It does not capture everything we do as a Council, but instead provides a framework for the decisions we take in short and medium term and supports how we prioritise and allocate the resources we have available. The Corporate Plan adopts the Community Plan's 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. This is the last year of the current Corporate Plan 'Delivering Sustainable Change Together 2020-2024' and this Annual Report focuses on reporting against the content of this document.

However, as the Council approached the end of the Corporate Plan - 'Delivering Sustainable Change Together 2020-2024' work began to develop a new Corporate Plan for the district for the next four-year period. The new plan, ['Our Council, Our Plan 2024-2028'](#) was launched formally in July 2024. Its development involved a process of co-design over a period of 12-18 months and sets out how the Council aims to deliver on its ambition for the people of Fermanagh and Omagh. A review of progress against the current Corporate Plan, analysis of relevant data at population and performance level, consultation with staff, residents and key stakeholders as well as assessment of budget constraints and prioritisation informed the plan. An extensive engagement process involving elected members, council staff, community planning partners, community and voluntary sector organisations, residents, and service users was undertaken.

The Shared Vision and the Council's Mission remain unchanged and 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

To work in partnership to improve the lives and wellbeing of our communities and to provide the best quality experience for those who visit our district.

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' and [Our Council, Our Plan 2024-2028](#) were updated in November 2022 by the Community Planning Partnership as part of a wider review and are outlined below:



### SOCIAL

#### Theme 1: People and Communities

##### Outcomes:

1. Our people are healthy and well – physically, mentally and emotionally.
2. Older people lead more independent, engaged and socially connected lives.
3. Our communities are inclusive, safe, resilient and empowered.
4. Our children and young people have the best start in life.



### ECONOMIC

#### Theme 2: Economy, Infrastructure and Skills

##### Outcome:

5. Our economy is thriving, expanding and outward looking.



### ENVIRONMENT

#### Theme 3: Environment

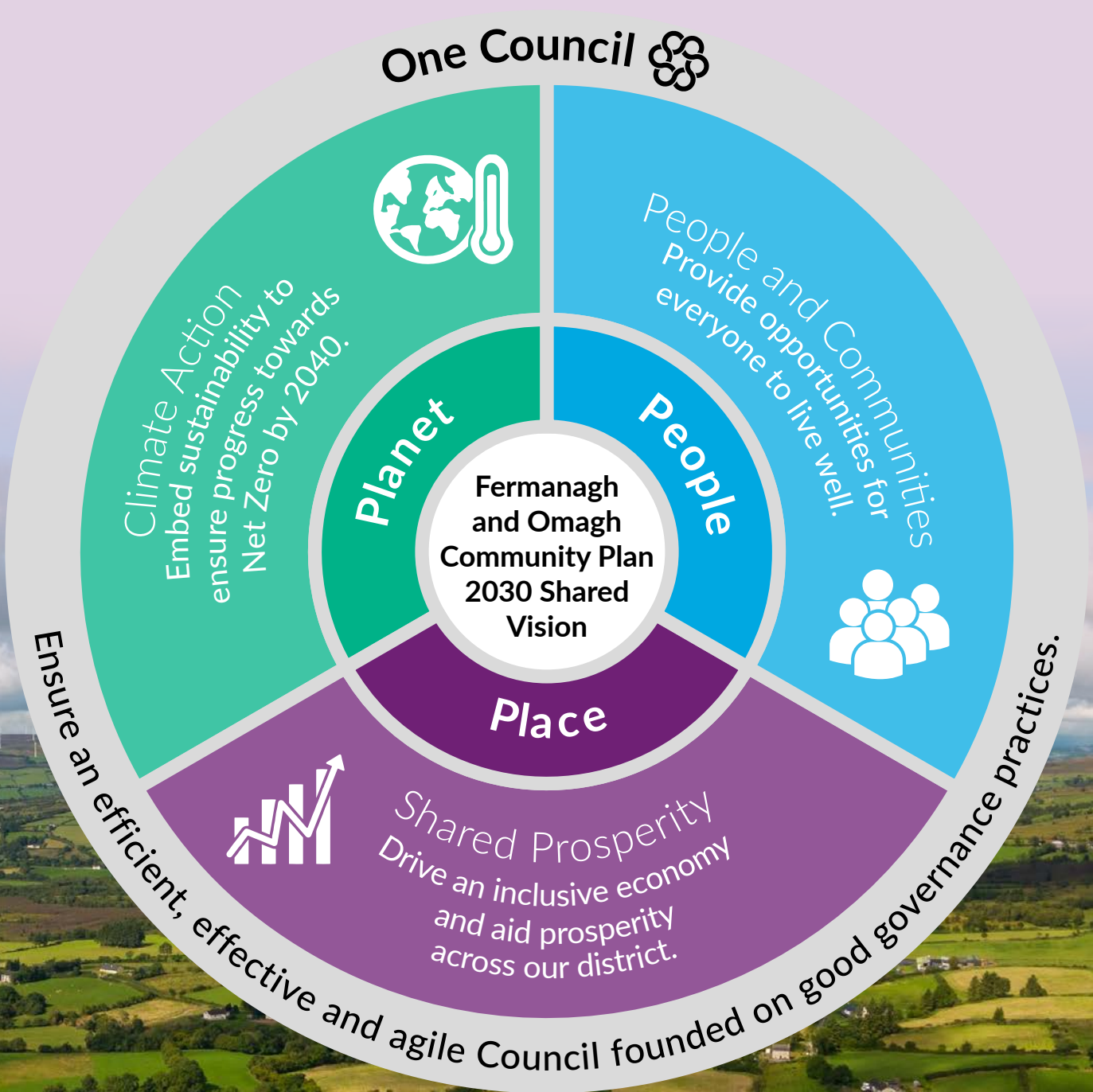
##### Outcome:

6. Our outstanding natural and built heritage is sustainably managed and where possible, enhanced.

**Cross cutting priority: Partnership and Governance**



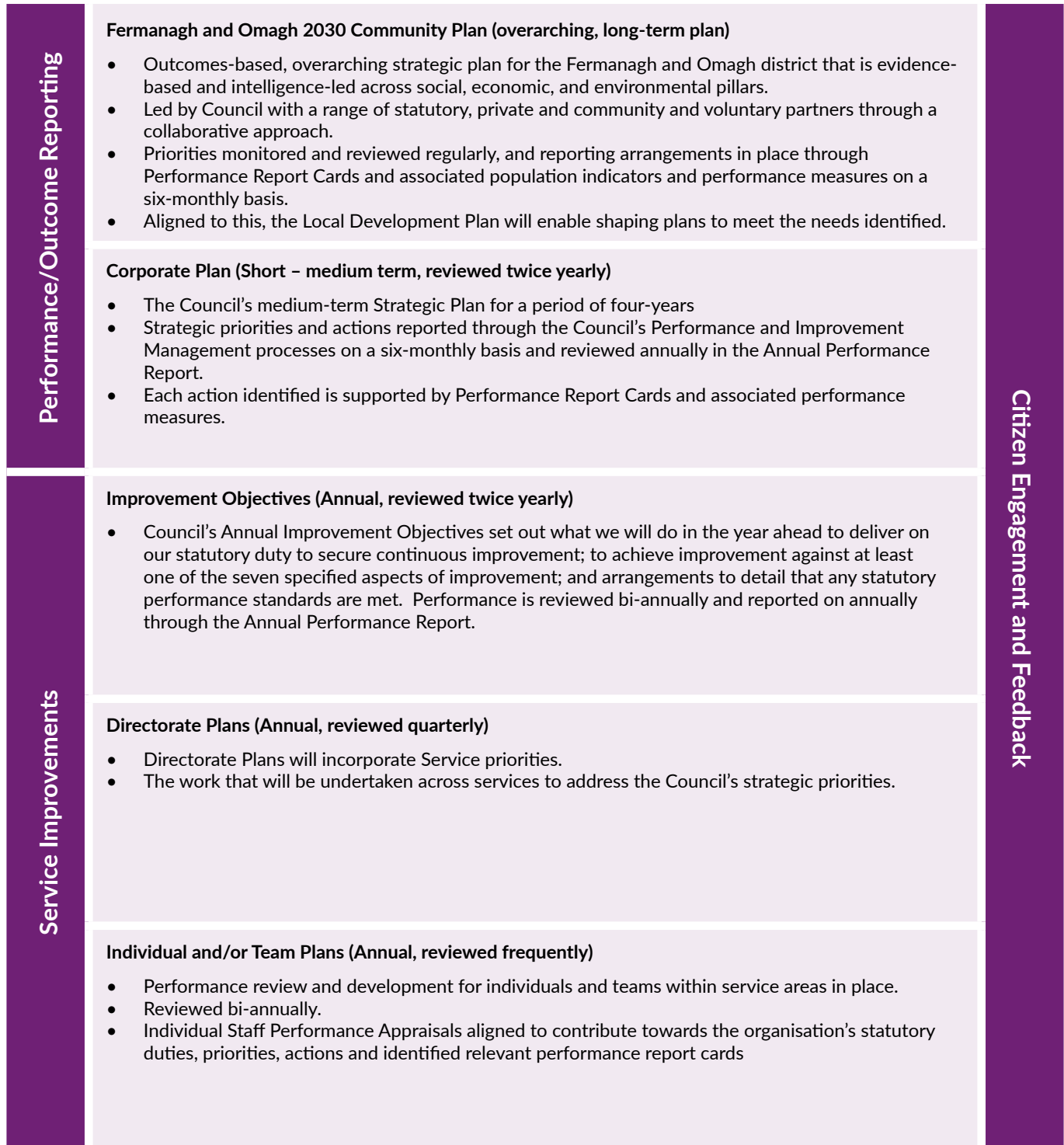
The diagram below illustrates the four corporate priorities identified:



## 2.1 Our Strategic Planning Framework

The Strategic Planning Framework sets out the various components of the planning framework bringing together specific priorities, aims and ambitions of the Council. It seeks to link the overarching Council commitment to service and individual work plans, making clear the contribution individuals make towards achieving outcomes.

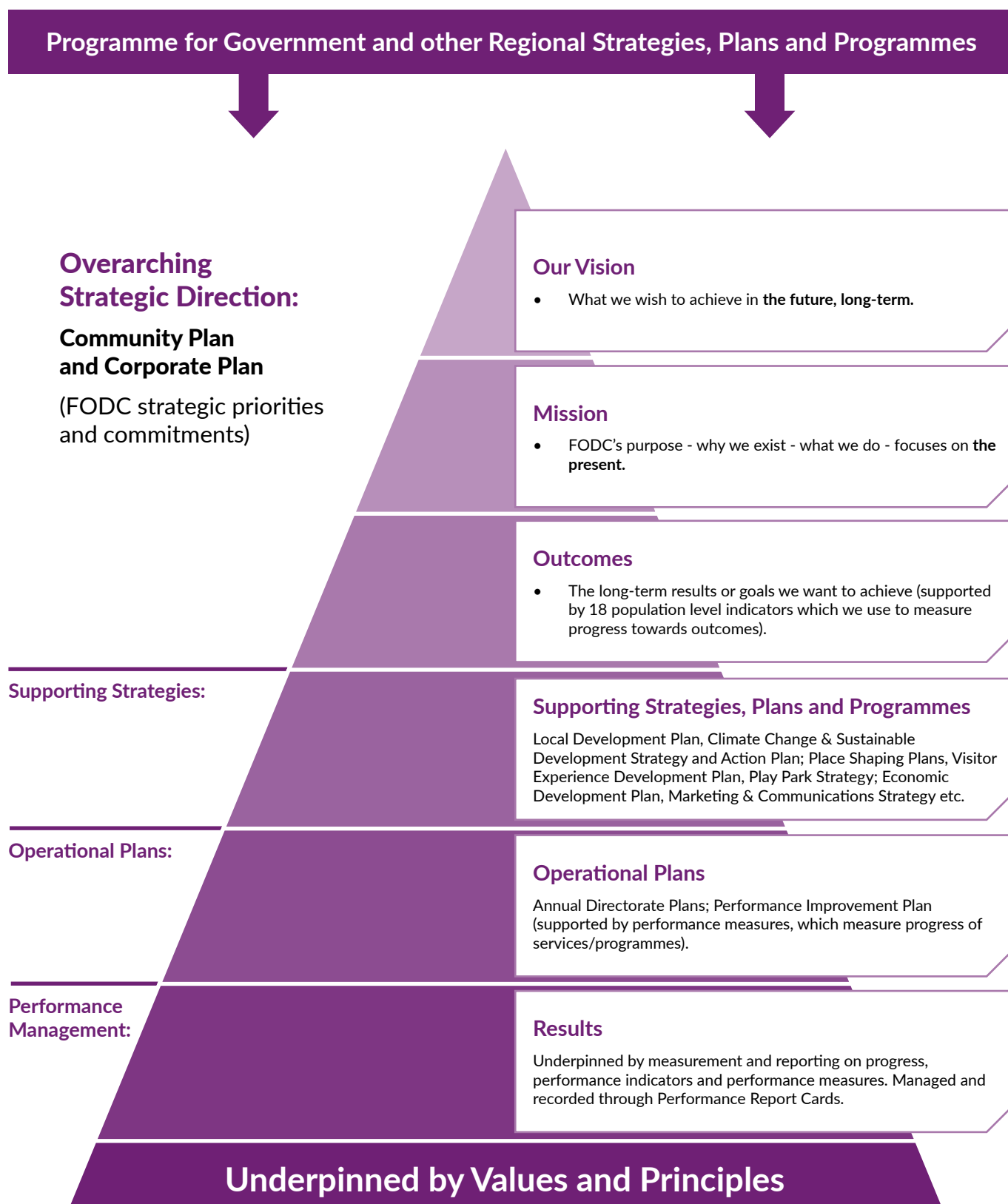
The diagram below summarises the Strategic Planning Framework.



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 are in place and will continue to guide the Council's strategic policy direction and its service delivery arrangements as outlined in the 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 below.



## 2.2 Our Values

The Council adopted the following values – abbreviated to **LIAISE** – to guide our behaviour in the workplace and how we relate to our work colleagues, our customers, 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 tackled financial uncertainty, geopolitical instability, and ongoing demands for increased service provision as the cost-of-living crisis worsened. In the Corporate Plan 2020-2024, 19 Performance Measures were identified, which underpin the Values Framework and demonstrates their impact. Section 4 of this document provides an overview of how we have performed against these. The Values remain unchanged in the new Corporate Plan '**Our Council, Our Plan 2024-2028**'.

	<b>Leadership</b>	Effectively representing the needs of our district and all its people; building strong leadership at all levels of the organisation and using evidence to determine priorities and focus on what matters most.
	<b>Integrity</b>	Acting with honesty and impartiality, treating all in an equitable and respectful manner.
	<b>Accountability</b>	Acting in an open and transparent manner, providing clear and accessible information on decisions and performance.
	<b>Innovation</b>	Achieving excellence through identifying new ways of working to continuously improve services and deliver on our priorities.
	<b>Sustainability</b>	Taking decisions which are in the long-term interests of our district and its people, supporting vibrant urban and rural communities and always mindful of our resources.
	<b>Engagement and Involvement</b>	Listening to, understanding and putting the evidence-based needs of our people, across our urban and rural communities at the heart of what we do to create solutions together.

## 2.3 Embedding Sustainable Development Goals (SDGs)



The Council sought to align its services and activities with 15 of the 17 related United Nations 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 2020-2024 an assessment was completed on the relevance of the actions to the SDGs and 15 were identified. Each of the 25 actions identified in the Corporate Plan 2020-2024, as well as our annual Improvement Objectives identifies which SDGs they will contribute to progressing in associated six-monthly performance reports cards. You can view the Performance Report Cards for Corporate Plan and Performance Reports for Improvement Objectives for the year 2023-2024 at [www.fermanaghomagham.com](http://www.fermanaghomagham.com).



## 3.0 Ensuring Continuous Improvement

'The Local Government Act (Northern Ireland) 2014' outlines the roles and responsibilities of Councils and orders 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 Council 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. Progress is reported every six months through the relevant Committee Structures.

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.

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.



## 4.0 Internal Audit and Risk Management

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 services and industrial relations; and climate change.

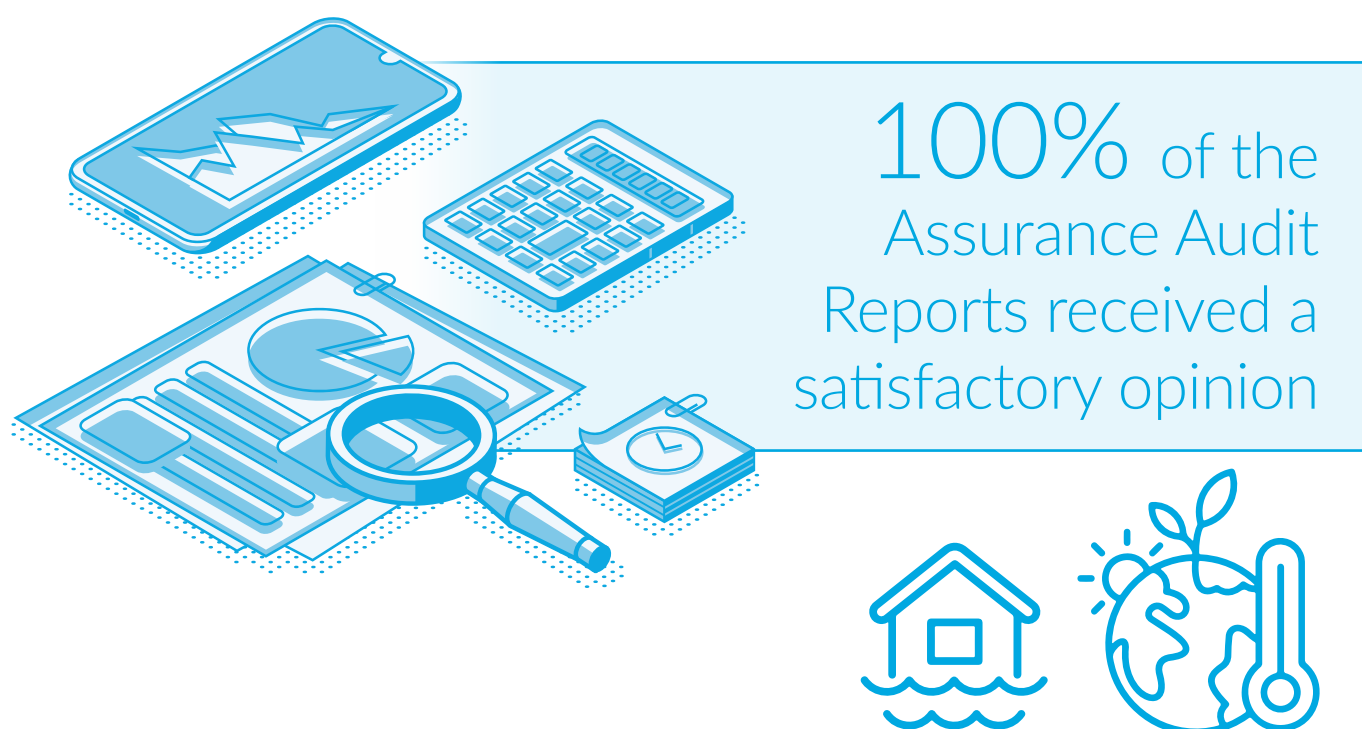
The Audit Panel considers and approves any updates to the associated Risk Management Policy and Risk Appetite Statement, considers the effectiveness of the Council's risk management arrangements, and seeks assurances that action has been taken on risk related issues identified by External and Internal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

The Council has an Assurance Framework in place that 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.

Internal Audit is responsible for monitoring the quality and effectiveness of systems of internal control and reports to the Council's Audit Panel. As part of the reporting cycle, the Internal Audit function presented an Annual Report and an overall Assurance Statement for the year ended 31 March 2024. Ten Assurance Audit Reports (all received a Satisfactory Opinion) were completed.

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 2023-2024 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 Assurance Statement is included within the Council's Annual Statement of Accounts which can be viewed on the [Council's website](#) (which will be available by the 30 of September 2024).



## 5.0 Delivering Sustainable Change Together 2020-2024

As we document the conclusion of the Council's Corporate Plan 2020-2024, "Delivering Sustainable Change Together," we reflect on a period marked by unprecedented challenges. The past four years saw us navigate through the COVID-19 pandemic, a cost-of-living crisis, significant political instability at both regional and national levels, a national pay dispute, ongoing budget constraints and cuts, and the far-reaching impacts of conflict in Europe and the Middle East. Despite these formidable obstacles, the Council demonstrated agility, resilience, and an ability to rapidly respond as evident through the continued delivery of high-quality services, specifically for the most vulnerable in our communities during this period. This resilience not only highlights our ability to manage and respond to crises but also reinforces our core mission of fostering sustainable change and improving the lives of our residents.

The following sections 5.1-5.3 outline some key achievements over the last financial year 2023-2024; but also reflects on the milestones and achievements over the lifetime of the Corporate Plan 2020-2024. This is not a full account but only a snapshot and if you would like to view all achievements in more detail you can access the most recent 25 Performance Report Cards [here](#).



2020-2021



2021-2022














2022-2023



## 5.1 Community and Wellbeing

### Promoting and Supporting Health and Wellbeing and Tackling Disadvantage

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

 <b>2M+</b> users in our leisure centres from 2020-2024	<b>2,000</b> JAM Card e-learning sessions made available for staff and small businesses/ community groups 	Extensive research with Ulster University to determine areas most at risk of co-poverties 
 <b>Over 1.3M</b> visits to our outdoor recreational facilities from 2020-2024	 Almost <b>1,500</b> participants benefited from the Physical Activity Referral Scheme and Move More Programmes from 2020-2024	
 Over <b>£1M</b> of grants awarded through the various grant aid calls from 2020-2024	 Over <b>30K</b> inspections conducted by Building Control Surveyors	<b>925</b> survey responses received to inform the new Age Friendly Strategy in the year 2023-2024
<b>25K+</b> participants taking part in leisure programmes outside of leisure centres from 2020-2024	 <b>38K+</b> general advice enquiries from 2020-2024	Over <b>900K</b> people attended Museums and Arts Centres from 2020-2024
 <b>75K+</b> young people participating in/attending our leisure and cultural facilities from 2020-2024	 Over <b>650</b> Affordable Warmth grants referred to Northern Ireland Housing Executive from 2020-2024	
<b>550+</b> referrals made to support partner organisations from 2020-2024	 Omagh and Enniskillen Towns both retained Purple Flag Status	<b>2,690</b> groups/ volunteers taking part in activities that promote pride of place from 2020-2024



Some of the good news stories across the Community and Wellbeing theme include:

## Tackling Food insecurity through the Schools Food Programme —



Fermanagh and Omagh District Council, with the support of funding from the Department of Communities, allocated over £70,000 to primary and secondary schools in the district for additional food provision, aimed at alleviating food insecurity for the pupil population. Over 80 schools participated in the initiative with each school deciding how their allocation could be utilised based on the needs of the children. A diverse range of support was provided to over 20,000 pupils including the establishment of breakfast and cookery clubs, free fruit available at break times, food packs and activity programmes which also provided fruit and water. A participating school said:

“

“We are delighted to be involved in this initiative and can already see the benefits of it. Thanks to the funding received from Fermanagh and Omagh District Council, many children are sampling new fruits which they hadn’t previously experienced and are now encouraging their parents to buy fruit for them as a snack during the week. We are also noticing children are drinking more water. The entire pupil population and their parents benefitted from this scheme, regardless of circumstances. This inclusive approach has had positive impact on the pupils and parents”.

”



Fermanagh and Omagh District Council with the support of funding from Department for Communities, appointed a consortium of local community and voluntary sector organisations to deliver an eight-week personalised and diverse plan of support for households in the district experiencing or at risk of food poverty. Through the Western Response and Action on Poverty (WRAP) Programme, households in need were engaged with through face-to-face contact, often in the comfort of their home, and an eight-week personalised plan of holistic support was developed. To help households improve their lifestyles and sustain changes, the support that was provided aimed to maximise income, reduce household costs and deal with issues such as debt, housing and fuel poverty, as well as promote opportunities in education, training and employability skills, healthy eating and positive physical and mental health practices. Through £45,000 of financial support via shopping vouchers along with various practical support initiatives, specific to the needs of the client, WRAP helped a total of 143 households comprising of 411 individuals across the Fermanagh and Omagh district.

“

“I feel very blessed to have the vouchers to buy food over the last eight-weeks. The scheme took the pressure off, and I really appreciated the help and support of the staff. The staff were fantastic and did not make me feel like a charity case; I was treated as a human being”.

”

## Sport NI Initiative



Fermanagh and Omagh District Council was successful in a bid to SPORT NI to support the delivery of a sport and physical activity programme across the district. The programme aimed to create pathways into sports and lead to improved health outcomes for targeted participants, including residents with a disability, women, girls, children, young people, ethnic minorities, rural dwellers and those living in an area of disadvantage. Activities were delivered within the Community and across Council leisure centres with Officers from within Community Services and Leisure working collectively to maximise the benefit of this programme across the district. Activities included archery, badminton, basketball, boccia, boxercise, canoeing, chair-based exercise, circuits, cricket, dance, football, gymnastics, handball, multisport, old-time dance, sailing, volleyball and yoga within community settings and netball, pickleball and swimming at Council leisure centres.

**Programme targets were exceeded with 1,502 people participating in community-based programmes and 404 within leisure centres.**

## Everybody Belongs

Fermanagh and Omagh District Council Good Relations in partnership with ERANO (Empowering Refugees and Newcomer Organisation) successfully delivered a pilot “Intensive Conversational English Course” to participants from the Newcomer Communities within the Enniskillen area. The eighteen-hour intensive language course is designed to achieve the maximum level of proficiency in a dynamic communicative environment. The programme, which provided a true reflection of our new diverse community, attracted participation from a wide range of Newcomer Communities within the Enniskillen area including Syrian, Ukrainian, Afghan, Brazilian, Peruvian, Guatemalan, French, and Venezuelan.



The course is a part of Fermanagh and Omagh District Council Good Relations Strategy “Everybody Belongs”, which is concentrated not just on the cultural expression of BAME people but integration into the civic and political life of the district.

“Very positive and useful event! I hope to continue.  
The tutors are very professional. Thanks a lot!”

## Irish Language Promoted

Fermanagh and Omagh District Council recognises that Irish language forms a valuable part of our district's shared cultural heritage and celebrates the linguistic traditions that have helped to shape the history of this area. The book, ‘Three Stories from the Mid Tyrone Gaeltacht’, which was supported by the Council, recounted three of the best folktales from Sgéalta Mhuintir Luinigh compiled by Professor Éamonn Ó Tuathail following his visits to Muintir Luinigh and Tearmann Mhig Uirc districts of Tyrone between 1929 and 1932.

The stories are presented as found in Ó Tuathail's original edition with a parallel revised edition that uses for its spelling system a loose version of An Caighdeán Oifigiúil (The Official Standard) making the stories as accessible as possible to the modern reader while staying true to the voices of the Tyrone Irish-speakers who recounted them.

The editorial notes from Dr Peadar Mac Gabhann contextualise the stories within the once vibrant language community in which they flourished.



## Turning the Tide on Poverty

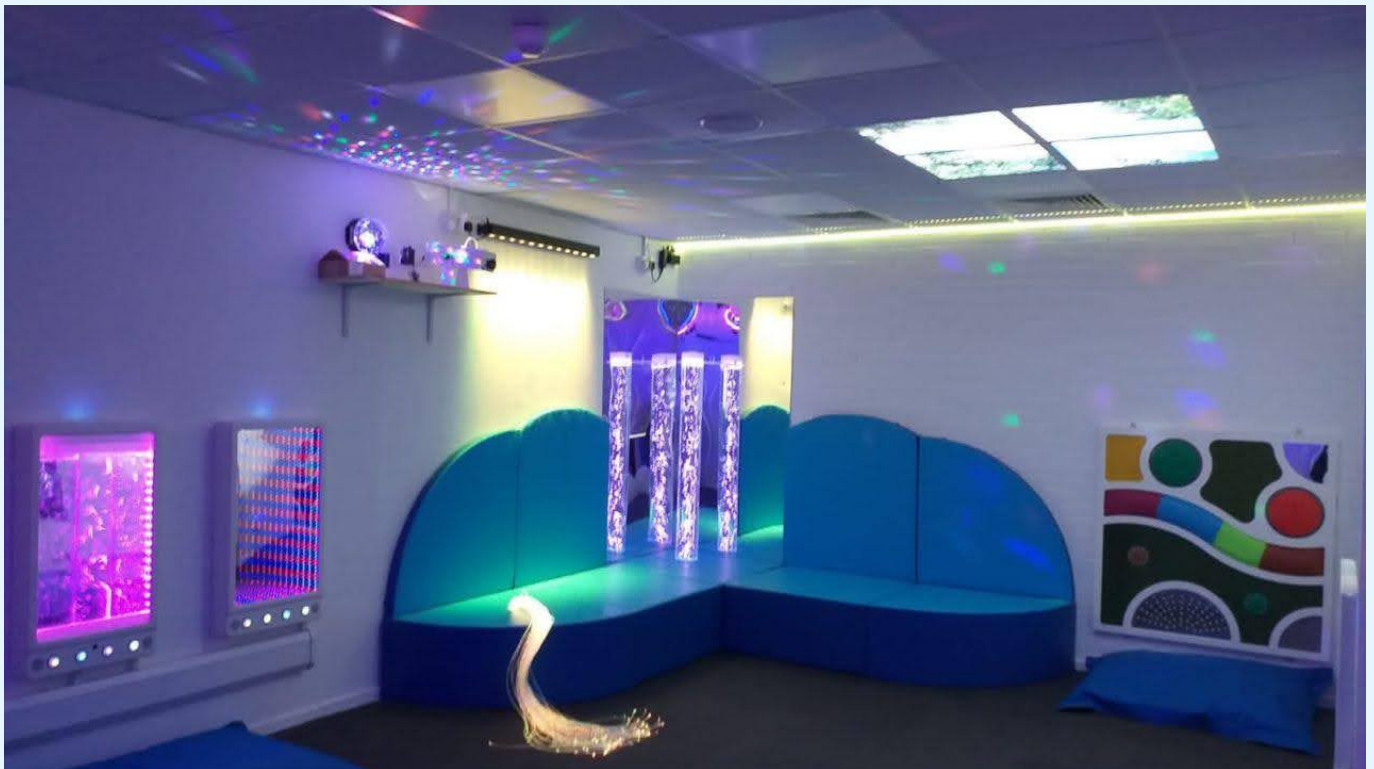
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Throughout the duration of the 2020-2024 Corporate Plan, the Council have made a concerted effort to support those residents within the district who need it the most. By providing clear leadership and effective decision making during unprecedented challenges, the Council have ensured that resources have been directed to initiatives and programmes to meet the ongoing and everchanging needs of lower income residents. Working alongside statutory partners and the Community and Voluntary Sector, significant advances have been made.

New and innovative programmes have been developed to support those, at the heart of our communities, who are often hard to reach, to access services to improve their incomes, health and wellbeing. The strong tradition of partnership working within our district has been a significant strength and has resulted in this Council area emerging as one of the leading lights in tackling disadvantage within Northern Ireland.

## Wellbeing for Everyone Progressed

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Creating the conditions for everyone to live well has been a longstanding priority for the Council. Ensuring access to, and opportunities for physical activity, arts and cultural experiences, both promoting good relations and supporting our residents to improve their wellbeing. In addition, through services such as Environmental Health and Building Control, we have ensured that the local places available to our residents are safe for all to enjoy.










Working alongside our communities has allowed residents to have direct input into the activities delivered in their areas. The development of **Community Wellbeing Plans** has been instrumental and has allowed for innovative collaboration and delivery. The wellbeing of our residents will continue to be at the forefront of our service delivery, with programmes being delivered to suit the needs and requirements of all those who consider Fermanagh and Omagh home.



# 5.2 Environment and Place

## Positive Climate Change

(Actions 15, 23, 24, 25)

<b>7k+</b> people, schools and community groups involved in environmental activities from 2020-2024	We developed and continue to implement our <b>Fleet Strategy</b> to ensure efficiency	 <b>30+ha</b> of land is managed for biodiversity
Recruited <b>450+</b> Litter Champions 	Grange Park and Broadmeadow have received the prestigious <b>Green Flag Award.</b>	<b>14</b> Council owned sites have been treated for invasive species
<b>17.77%</b> reduction in CO2e from FODC built estate at March 2024 	 <b>18,674</b> trees planted from 2020-2024	<b>250</b> nuisance vehicles reported and dealt with from 2020-2024 
<b>2,690</b> groups/volunteers taking part in activities that promote Pride of Place from 2020-2024	<b>1M+</b> users recorded using outdoor recreational facilities where monitoring is in place over the 2020-2024 period	<b>56</b> Play Parks (60%) offer at least one activity which is accessible for a child with a disability 
 <b>691</b> litter offences issued from 2020-2024	We implemented a Play Park Strategy from 2020-2024 that has improved our outdoor parks and open spaces throughout the district 	Over <b>25,000</b> trees have been planted 

<b>10,419</b> litres of water was dispensed from Council Water Refill Stations in 4 locations  Equalling <b>20,838</b> 500ml bottles saved 	<b>Sustainable Food Partnership</b> established to promote local food systems, foster community resilience, and address environmental sustainability challenges 
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## Aliens on the Lough

Fermanagh and Omagh District Council, in partnership with Lough Erne Landscape Partnership, is marking the end of the Aliens on the Lough Project with the launch of a [‘Guide to Invasive Species’ video](#).

An invasive alien species (IAS) is categorised as any non-native animal or plant which can spread and cause damage to local biodiversity, the economy and health. The Council’s Invasive Species project, which was supported by the Lough Erne Landscape Partnership through funding from The National Lottery Heritage Fund, achieved a number of successes since it started in 2019. These included the delivery of Lantra accredited training on Invasive Species to over 50 people, awareness raising and engagement to over 500 people, production of over 17,000 Invasive species guides which are distributed at events and workshops and direct control of Invasive Species at eight sites in the Lough Erne area.

Fermanagh and Omagh District Council, using the legacy of the partnership project with LELP, will continue to lead on the identification and control of key Invasive Species on Council Estate, sharing information on Invasive Species to communities and the public and exploring opportunities to tackle Invasive Species throughout the District.



## Engaging with Young People for the Environment

Fermanagh and Omagh District Council, in conjunction with the Education Authority Youth Service and Fermanagh and Omagh Youth Voice, held an event at the end of 2023 to engage with young people from the district and empower them to act against the climate and nature crisis.

Approximately 50 pupils from Drumragh Integrated College, Loreto Grammar School, Omagh Academy and St John’s Business and Enterprise College, participated in the event which was held in Omagh Youth Centre.

The young people participated in four workshops throughout the day, which were led by the Council’s Climate Team, Northern Ireland Water, Keep Northern Ireland Beautiful and Ulster Wildlife.

Following the workshops, the young people came together for an action planning session. Led by Fermanagh and Omagh Youth Voice representatives, the young people identified positive steps they could take and lead on to encourage others to act for the benefit of our environment.



## 5.3 Corporate Services and Governance

### Our Values Framework and Sustainable Development Goals

(Actions 3, 4, 5, 8, 9)



**5,595**

births registered  
from 2020-2024

**96%**

of employees  
were confirmed in  
post after six months'  
probation in 2023-2024

Unqualified Audit opinion

on **Statement  
of Accounts**

**149**

leaders from across  
the Council  
undertook the  
Leadership  
Development  
Programme



**71%**

of staff have  
completed some form of  
training/capacity  
building in the  
last six months  
in 2023-2024



**60**

services are  
now accessible online  
at March 2024

(Note: 71 services are  
available electronically).



**568**

children and  
young people  
actively engaged  
with Council from  
2020-2024

Unqualified Audit Opinion on

**Performance  
Statement**

The Council have  
responded to

**70**

consultations  
from 2020-2024



**100%**

of minutes  
of Council meetings were  
published  
online within  
statutory  
timeframe



**2,200**

marriages,  
including civil  
ceremonies  
facilitated from  
2020- 2024

**884**

staff in  
employment  
(as at 31  
March 2024)



**95%**

of customers  
were satisfied  
with webchat  
function at  
March 2024



**47**

Apprenticeships  
and graduate placements  
provided by FODC

**95%**

of invoices  
received paid in 30  
days in 2023-2024  
amounting to

**£55.2M**



## From Graduate to Employee: Reece England's Journey

As part of the Corporate Plan 2020-2024, Fermanagh and Omagh District Council successfully facilitated 22 placement students, providing them with invaluable opportunities to gain hands-on experience across various departments. Among these students was Reece England, who joined the Council through the graduate scheme in September 2021, fresh out of university and eager to apply his academic knowledge in a practical setting.

Reece's journey began with the Grounds Maintenance and Horticulture team, where he developed foundational skills in environmental management. He then transitioned to the Data Science and Intelligence team, where he focused on GIS mapping, and later to the Biodiversity team, where his passion for environmental conservation flourished. Throughout these placements, Reece gained not only technical expertise but also confidence in project development and community outreach.

In April 2023, Reece's dedication and growth within the Council led to his successful application for a permanent position as a Climate Education Officer. In this role, he is committed to engaging with the community on critical climate issues, using the skills and experiences gained during his time in the graduate scheme.

Reece's story is a testament to the success of the Council's graduate program, which has been instrumental in launching the careers of many young professionals by offering a supportive and enriching environment for growth and exploration.



## Investing in Our Staff: Leadership Development Programme Awards

In 2022, the Council introduced the Leadership Development Programme: The Leadership Code: A Roadmap to Success. This initiative was designed to cultivate and enhance the skills of managers at all levels, thereby strengthening the Council's leadership culture, behaviour, and practices.

Co-designed and delivered by Heads Together, the programme targeted three tiers of leaders: Tier two - Game Changing Leaders, Tier three - Leading Together, and Tier four - Emerging Leaders. Additionally, aspiring leaders were encouraged to participate upon their request. A total of 149 leaders from across the Council successfully completed the programme, culminating in an awards ceremony held in December 2023.

This programme underscores the Councils' commitment to developing strong leadership within the Council, ensuring that managers are equipped with the skills and knowledge necessary to drive success and innovation.



“

“The Leadership Code was a valuable and enjoyable experience that helped me reflect on my leadership journey, recognising my role as a culture creator and emphasising the importance of enabling others - I feel I am a better leader because of it”.








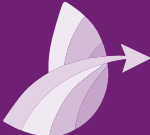
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## 5.4 Regeneration and Planning

### Developing our Tourism Potential, Jobs, and Local Economy

(Actions 1, 2, 6, 7, 17, 18, 19, 20, 21, 22)

 <b>800K+</b> visitors to the Marble Arch Caves, Enniskillen Museum and Gortin Glen Forest Park 2020-2024	<b>592</b> jobs created as result of support through European Regional Development Fund programmes.	 Completed the delivery of the Capital Programme for 2023-2024 year, the estimated spend to date is <b>+£8.5M</b>
<b>931</b> business start-ups between 2020-2024	 <b>15M+</b> Town centre footfall in Enniskillen and Omagh	 Enniskillen and Omagh Place Shaping Plans progressing and informing policy decisions
 <b>532</b> people gained qualifications through the ASPIRE and REAP programmes from 2020-2024	<b>£27.7M</b> funding secured to progress the A4 Southern Bypass in Enniskillen from Mid South West Growth Deal and Department for Infrastructure	<b>101</b> tourism businesses in receipt of mentoring at March 2024.
<b>100%</b> Contracts awarded for Capital Programmes included a social value clause	Through Council's participation in the Sperrin's Partnership, <b>£100K</b> funding has been secured from the Environment Fund to develop a 5-year Management Plan for Sperrin Area of Outstanding Natural Beauty (AONB)	 <b>51</b> businesses across Mid-Southwest availed of <b>£3,000</b> Innovation Vouchers from UKCRF during the scheme
Tourism Business Networks established across the district involving up to <b>40 businesses</b>	 <b>1,425</b> food and drink providers in the district at March 2024	<b>63</b> partnership projects/ actions underway at March 2024
<b>441</b> accommodation providers in the district at March 2024	<b>16</b> programmes delivered by the Labour Market Partnership from it launched in 2021	<b>600+</b> participants have engaged in Labor Market Partnership initiatives with approximately <b>150</b> commencing employment from it launched in 2021
 <b>REAP 156 participants registered,</b> <b>80</b> people completed the programme and <b>55%</b> progressed into either further education or employment.		<b>2236 participants have been enrolled on the ASPIRE programme</b> <b>1,011</b> participants have moved into paid employment, <b>442</b> have progressed into education or training and a further participants have achieved at least one qualification



In March 2023, Fermanagh and Omagh District Council became the first Council in Northern Ireland to adopt and implement a Local Development Plan - Plan Strategy.

The Plan Strategy is the first of two development plan documents which will comprise our Local Development Plan. It provides a plan-led framework for making decisions to help the Council deliver sustainable growth and development including future housing, employment, retail and infrastructure across the district until 2030 and beyond.

Following adoption and to assist with the transition to a new policy framework, and to improve the quality of public engagement, the Planning team engaged in a series of online training and capacity building workshops with the public and agents, which have been well attended. The slides and recording are uploaded to the Council's website and made available to all, like a podcast. This is a new way of communicating and building capacity, feedback has been exceptional.

A public survey with agents was undertaken and feedback was positive and constructive, in relation to engagement, quality and timelessness of decisions, which some felt was far beyond any service delivered by other planning authorities.

The Council have commenced the second part of the Local Development Plan, the Local Policies Plan (LPP). The LPP affords the Council the opportunity, for the first time, to shape our District to reflect the needs of local communities while ensuring effective stewardship of our outstanding built and natural heritage. The Council is committed to continuing to engage with community and wider stakeholders to enable the sustainable development of the District and to meet our current challenges, maximise opportunities and to ensure the protection of the environment for future generations.

The efforts and success of the team have been recognised recently in being declared Local Planning Authority of the Year for 2024 in the Royal Town Planning Institute's (Northern Ireland) annual recognition awards.



The [Enniskillen Place Shaping Plan 2035](#) was officially launched in September 2023. The comprehensive plan maps out an ambitious yet feasible roadmap that will steer the Enniskillen's strategies, activities, and investments over the next decade and beyond.

The Enniskillen Place Shaping Plan is dedicated to crafting a better, more sustainable, and attractive town. Its focus is to bolster the local community's resilience and the economy by fostering an inclusive, accessible, regenerative and health-conscious urban environment.

Based on intensive research and collaborative engagement, the plan envisions a revitalized island town, described as a "restorative reset." This transformative ambition seeks to revive Enniskillen's Island charm, seamlessly linked with the waterscape. Collaborative investments with key partners will propel Enniskillen as a vibrant, healthy, and interconnected hub, serving as a nucleus for community, enterprise, and regenerative tourism in Fermanagh.

"Place Shaping is a collaborative approach to planning and designing public spaces, in order to create places where people want to live, work, play and invest".



## Elevating Visitor Experiences for Tourists

Fermanagh and Omagh District Council, in collaboration with Tourism NI and Waterways Ireland, launched the **Visitor Experience Development Plan (VEDP)** for Fermanagh Lakelands & Omagh and The Sperrins in June 2023.

The VEDP aims to enhance local tourism and elevate the visitor experience across the region with a people and community centred approach, delivering on a strategic vision for the next ten years. The plan has a strong emphasis on regenerative approaches and sustainable growth in the tourism sector.



The VEDP partnership includes representation from Tourism Ireland, Fáilte Ireland, DAERA, Cuilcagh Lakelands Geopark, Department for Communities, Fermanagh Lakeland Tourism, Loughs Agency, National Trust, South West College, Sperrins Partnership Project, National Museums NI and Invest NI. Since the launch of the VEDP the Partnership has met four times to discuss progress on the actions identified within the plan.

## Participation in Investment in Productive Places Campaign



Fermanagh and Omagh District Council was the only Northern Ireland Council to be selected by The Productivity Institute (TPI) to participate in their nationwide 'Investment in Productive Places Campaign (IPPC)'. This campaign aligns with the goals of the Levelling Up White Paper, focusing on addressing regional variations and inequalities to enhance productivity and economic and social conditions, ultimately aiming for greater prosperity.

As part of the campaign TPI will conduct comprehensive qualitative and quantitative analysis of the region, resulting in an evidence-based report. This report will provide valuable insights and recommendations, helping Fermanagh and Omagh shape effective policy options and seize opportunities for growth and development. This initiative underscores the Council's commitment to fostering economic resilience and improving the quality of life for all residents.

## Go Succeed and Digital Transformation Flexible Fund initiatives

In November 2023, Fermanagh and Omagh District Council launched two new business support initiatives at a Business Breakfast hosted by the Council Chair, Councillor Thomas O'Reilly.

The Go Succeed and Digital Transformation Flexible Fund initiatives provide help to local established and aspiring businesses to grow and thrive. The Go Succeed support service, funded by the UK Government's Levelling Up Fund, provides expert business advice for entrepreneurs just starting out on their journey and existing businesses that are aiming to grow and expand. The Digital Transformation Flexible Fund supports small and micro businesses, including those in rural areas, to be active in digital transformation and support inclusive growth. The programme provides financial assistance for capital investment in advanced digital technology and tools to help the business to transform. The Digital Transformation Flexible Fund is part funded by the NI Executive, UK Government, Department of Agriculture, Environment and Rural Affairs (DAERA) and all local authorities in Northern Ireland and supported by Invest NI.



## Rural Economic Accelerator Programme (REAP) Launched

The Rural Economic Accelerator Programme (REAP) was launched in October 2023. The programme is led by South West College (SWC) and in partnership with Fermanagh and Omagh District Council (FODC), First Step Women's Centre (FSWC) and South Tyrone Empowerment Programme (STEP).

The new £2.8m employability programme is funded through the Department for Levelling Up, Housing and Communities (DLUHC) as part of the UK Shared Prosperity Fund (UKSPF) under the Northern Ireland People and Skills strand.



REAP aims to engage 1,340 economically inactive beneficiaries from the Mid Ulster and Fermanagh and Omagh District Council areas, moving at least 20% into employment using an innovative three phase employability model. The programme aims to engage participants across five strands (NEET young people, 50+, Health conditions, Ethnic minorities and Women) to support them in gaining new skills, building their confidence and helping them further develop their career path either into employment, education or training.

Since its launch in October 2023 to the end of March 2024, the programme had 156 participants registered, 80 people completing the programme and 55% of these progressing into either further education or employment.

## The Impact of ASPIRE Programme on People's Lives

Over the lifetime of the ASPIRE Programme which concluded on 31 March 2023, 2,236 participants have been enrolled on the programme. 1,011 participants have moved into paid employment, 442 have progressed into education or training and a further 283 participants have achieved at least one qualification. Other positive participant outcomes this year have included 165 level 1 qualifications awarded, 415 industry specific qualifications awarded and 53 participants have gained valuable work experience.

ASPIRE exceeded all of their performance targets over the years with the team achieving the highest outcome from an Educational Training Inspectorate evaluation in 2022 and the ASPIRE team have been recognised for their work and commitment to the programme, achieving a Recognition Award as a finalist in the Fermanagh and Omagh District Council team of the year.

In Aspire Call three from April 2022 to March 2023, 323 participants were enrolled. 129, (40%) moved into paid employment, 50, (15%) progressed into education or training a further 86 (27%) of participants achieved at least one qualification. Other positive participant outcomes included 165 level one qualifications awarded, 415 industry specific qualifications awarded and 53 participants gained valuable work experience.

“I am so grateful to all at ASPIRE who helped me gain my confidence back through all their support, the courses, especially CV Building workshops and most importantly placement in Fermanagh and Omagh District Council. My time was well spent. I have since found employment”.

# Some of the Positive Customer Feedback 2020-2024...


“We are all missing our weekly exercise sessions and seeing people, the gentle exercise classes on a Monday morning via Zoom are a great way to keep active and in touch. Thank you.”




“A friend has a child with disabilities and the light show was so easy to go and watch without issue.”




“Loved the webinar today, plenty of food for thought and delivered in a way that was easy to understand. Thank you.”




“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.”



“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 really found the childcare skills academy most useful and beneficial. The learning has given me the courage to start my business more informed.”



“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.”




“Only for the food parcel I received today I would not have been able to feed my two children.”



“Thank you so much for supporting us through the Multimedia Support Programme. Some of our footage even made it into the recent Explore Omagh and the Sperrins TV ad on UTV which would never have been achievable for us.”



“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.”



“The staff I spoke to were very helpful and professional yet compassionate which is so important at a time like this, Thank-you.”



“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.”



“So proud of myself this week. Always wanted to learn how to swim. It was on my bucket list. Thank you to Margaret for a wonderful week of training – couldn't have done it without her. All I have to do now is practice. Remember you can achieve anything in this world – just keep moving forward.”



“From the outset of our first contact in County Buildings to our wedding at the Grange everyone was helpful and welcoming. They all created a lovely atmosphere around our special day.”



“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.”



“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 welcoming, pleasant and made the experience and appointment very seamless and joyous. It was lovely to be asked about my other kids. Thank you for showing an actual interest in my newborn baby. It was a very happy appointment.”



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



## 6.0 Improvement Objectives 2023-2024 overview and evaluation

The Council proceeded to identify Improvement Objectives for the 2023-2024 year in the Autumn of 2022 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 responses received strongly supported the improvement objectives identified. Key priorities included:



Addressing the Climate Change Emergency.

Developing and implementing an Anti-Poverty Strategy and Action Plan.



Promotion of Increased Entrepreneurship and Business Start-Up Activity.

Implementing targeted interventions to support the most vulnerable.



The [‘You said, we listened’](#) engagement report provides an analysis of responses that informed the development of the Performance and Improvement Plan 2023-2024.

The table below sets out the three improvement objectives identified, their relevance to outcomes and the Corporate Plan priority area. It also identifies the seven improvement actions progressed in 2023-2024, alongside a self-assessment of the progress for each improvement objective at year end. This progress report was approved by the Corporate Leadership Team, Regeneration and Communities Committee, Full Council and Audit Panel. For a detailed overview please see [Taking Stock Report 2023-2024](#).

Seven actions aligned to the three Improvement Objectives with 37 best ideas and 50 performance measures. 32 best ideas (86%) progressed in line with the identified schedule and work plan for the related improvement objectives. The impact improvement objectives have made over the year can be viewed in the report at pages 19-27 with information provided for 50 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.



Related Community Plan theme, Outcome/s and Corporate Plan priority area	Improvement Objectives	Actions	End of year overview (to support content in PIP 2024-2025)
<p><b>Theme:</b> Environment</p> <p><b>Outcome:</b> 6 Our outstanding natural and built environment is sustainably managed and, where possible, enhanced</p> <p><b>Priority:</b> Climate Change</p>	<p>IO1 We will protect the environment and improve its sustainability</p>	<p>IO1A1 Implementation of Climate Change Action Plan Restore, Revive, Thrive</p> <p>IO1A2 Develop and implement an Action Plan to support Energy Management</p>	<p>Progress has been achieved towards this Improvement Objective during the 2023-2024 year across both agreed actions. The publication by DAERA of Public Body Reporting Technical Guidance in relation to the requirements of the Climate Act (NI) 2022 was delayed and this strand of work has therefore been carried forward to the 2024-25 year.</p> <p>Development and implementation of the Energy Management Plan has enabled Council to better understand and work towards reduced energy consumption, embedding sustainable behavioural change. The focus in 2024-2025 will be to progress towards further implementation and more widespread ownership of the necessary changes.</p> <p>Climate Action has been identified as a key priority in the new Corporate Plan 2024- 2028 and a related Improvement Objective will carry over to the 2024-2025 financial year with a focus on waste transformation, energy management of our estate and changing environmental behaviours.</p>





Related Community Plan theme, Outcome/s and Corporate Plan priority area	Improvement Objectives	Actions	End of year overview (to support content in PIP 2024-2025)
<p><b>Theme:</b> People and Communities</p> <p><b>Outcome 3:</b> Our communities are inclusive, safe, resilient, and empowered</p> <p><b>Outcome 4:</b> Our children and young people have the best start in life.</p> <p><b>Priorities:</b> Tackling Disadvantage</p>	<p>IO2 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>IO2 A3 Progress the development and implementation of an Anti-Poverty Strategy and Action Plan</p> <p>IO2 A4 Implement targeted interventions to support the most vulnerable in our society</p>	<p>During the 2023-2024 financial year, work on development of an Anti-Poverty Strategy and Action Plan continued through the establishment of a Working Group and engagement with those with lived experiences locally. A draft Strategy has been developed and it is anticipated that this will be finalised and agreed following consultation early in 2024-2025, although significant work on delivery of anti-poverty actions was completed in year. For example, in December 2023 FODC appointed a consortium of local organisations to deliver a programme of wraparound and financial support for households in the district experiencing, or at risk of, food poverty.</p> <p>Tackling poverty and disadvantage is a priority identified in the new Corporate Plan 2024-2028 and will be carried forward to the Improvement Plan 2024-2025. The cost-of living crisis continues to affect many, and there is an increasing issue with debt as our residents' struggle to deal with rising costs. The focus in 2024-2025 will be to progress further with the strategic approach to tackle poverty and ensure targeted interventions are progressed.</p>























Related Community Plan theme, Outcome/s and Corporate Plan priority area	Improvement Objectives	Actions	End of year overview (to support content in PIP 2024-2025)
<p><b>Theme:</b> Economy, infrastructure, and skills</p> <p><b>Outcome 5:</b> Our economy is thriving, expanding, and outward looking</p> <p><b>Priority:</b> Jobs and the Local Economy</p>	<p>IO3 We will work to accelerate economic recovery and job creating, enhancing skills and providing opportunities for sustained employment</p>	<p>IO3 A5 Promote uptake of entrepreneurship and business start-up activity</p> <p>IO3 A6 Embed the implementation of the new Planning Portal and improve processing times for major and local applications</p> <p>IO3 A7 Establish the new Rural Economic Accelerator Programme (REAP) to support economically inactive people across the districts of Fermanagh and Omagh</p>	<p>Some elements of this Improvement Objective have been carried over into next year as it is recognised that the historically high levels of economic inactivity continue to be a challenge for the district and this has been identified as a priority in the new Corporate Plan 2024-2028.</p> <p>The Northern Ireland Business Start Up Programme (NIBSUP) ended in September 2023 and was replaced with the NI Entrepreneurship Support Service (NIESS) marketed as 'Go Succeed'. Targets were achieved in the period April to September on the NIBSUP prior to its completion.</p> <p>In land use planning, the new Planning Portal is now operational and processing times for major and local applications have improved throughout 2023/2024, with targets for local and major applications of 15 and 30 weeks being met in the latter quarters of the year.</p> <p>The new Rural Economic Accelerator Programme (REAP) was launched on 05 October 2023 and is starting to have an impact with improving participant numbers. This work has been carried over into the new PIP 2024-2025 in terms of a continuing focus on improving employability levels in the district.</p>





## 6.1 Key achievements across all three improvement objectives

The PIP 2023-2024 identified three improvement objectives, all of which have been reworded to align to the new Corporate Plan 'Our Council, Our Plan 2024-2028' and are included in the new Improvement Plan for 2024-2025. A snap shot of the key achievements for 2023-2024 is illustrated in the tables below, however you can view the Progress Report 'Taking Stock: 2023-2024' in full [here](#).

Improvement Objective 1	Improvement Objective 2	Improvement Objective 3
<b>4,370</b> of people, schools, and community groups involved in environmental activities 	<b>25,035</b> people supported through the hardship fund in total 	<b>197</b> completed business plans were approved 
<b>17.77%</b> reduction in CO2e from FODC built estate 	<b>411</b> people from <b>143</b> households were supported by wraparound services 	<b>117</b> jobs promoted through Business Start Up activity 
<b>67</b> partner organisations involved in the development of the sustainable food action plan 	<b>Anti-Poverty Strategy:</b> 51 Stakeholders engaged in development process 	<b>£250k+</b> funding secured to deliver Enterprise Support Services 
<b>Hydrogenated Vegetable Oil</b> Fuel pilot commenced which mitigated <b>23,447Kg</b> CO2 production from Council fleet. 	<b>807</b> outward referrals made by organisation(s) appointed to deliver district wide approach to tackling poverty 	<b>22.9 weeks:</b> the average processing time of major planning applications reduced 
<b>22</b> people trained on water usage efficiency 	<b>11</b> participants from the 20% most deprived SOAs in the District participated in water-based activities 	<b>13.2 weeks:</b> the average processing time of local planning applications reduced 
<b>5</b> Energy Audits completed in Council Buildings 	Action for Children Discretionary Support: <b>150 households</b> supported with grocery vouchers totalling 374 individuals 	<b>80 participants completed 177 courses</b>  New Rural Economic Accelerator Programme (REAP) to support economically inactive people establish and promoted
	Older Peoples Food Provision <b>170 people/1394</b> meals provided 	<b>REAP: 13 Participants</b> out of 31 leavers have moved into employment 



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## 6.2 Key challenges identified for the year ahead

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### Progressing to Net Zero

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Climate Change is essentially the most significant challenge we face in the next ten years, globally. This objective has been retained from the Performance Improvement Plan 2023-2024 as it is a key priority in the Green Growth and Sustainability Outcome in the NI Executive's Recovery Plan and it is the focus of implementation of the Council's Climate Change Action Plan 'Restore, Revive and Thrive'.

The Climate Act (NI) 2022 brings a new legislative remit that all public bodies and businesses must implement and report on in Northern Ireland. It sets out a clear policy direction to reduce carbon emissions alongside our work to meet our target to become a Net Zero Council by 2040 and a Net Zero District by 2042. It is still unclear how regional government will support local councils to meet Net Zero targets at local level through its central budget allocation, however, climate change is central to all our activities, and we plan to lead the Council and community to carbon-neutrality while acknowledging the financial constraints we are working within.

The Council wants to ensure that it has in place all the necessary processes and support mechanisms to capitalise on opportunities and meet its new legislative responsibilities. A priority of the new Corporate Plan 2024-2028 is to progress as an organisation towards Net Zero. The Council is currently seeking ways to do this and has identified its estate, fleet, and amount of waste to landfill as key areas of focus in the financial year 2024-2025 (however ongoing work in other areas will also be progressed).



### Tackling Disadvantage and Poverty

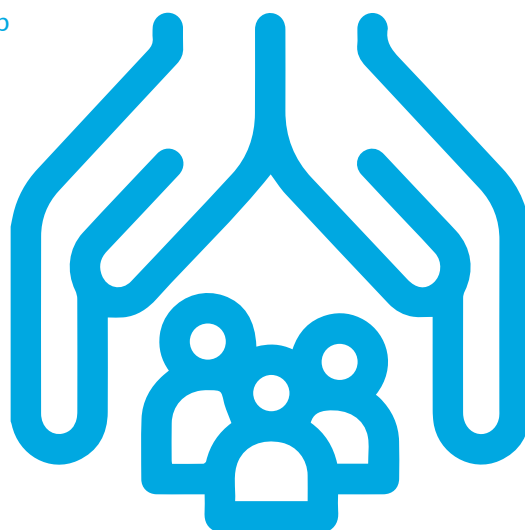
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Poverty within Fermanagh and Omagh has been a longstanding, deep rooted issue. The Fermanagh and Omagh District Council locality claims almost one tenth of the 10% most income deprived Super Output Areas (SOAs) in NI. Poverty rates in FO are higher than the Northern Ireland average and a fifth of children here currently live in poverty. Fermanagh and Omagh specific research highlighted that there are areas where co-poverties exist, namely fuel, food and transport poverty and concluded that:

- 157 Small Areas (59%) are high-risk clusters for either fuel, food or transport poverty
- 52 Small Areas (33%) experience at least two types of poverty
- 4 Small Areas experience all three types of poverty (fuel, food and transport)

The cost-of-living crisis continues to affect many, and there is an increasing issue with debt as our resident's struggle to deal with rising costs. However, wages are increasing in the district, and the gap between Fermanagh and Omagh and Northern Ireland is narrowing.

The development of an Anti-Poverty Strategy for Fermanagh and Omagh, Pathways out of Poverty 2024-2034, demonstrates the unwavering commitment of the Council together with statutory, community and voluntary sector partners within the district. The establishment of the Fermanagh and Omagh Anti-Poverty Network will support collaborative planning to address key priorities to mitigate, reduce and prevent poverty within Fermanagh and Omagh.



## Ensuring a more Inclusive Society and Shared Prosperity

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Productivity, measured as GVA per filled job, in the FODC area was £48k, which is 4% below the Northern Ireland average. In turn productivity in Northern Ireland is 17% below the UK average, which is in turn 29% below the Republic of Ireland average. There is therefore a continued need for investment in local business supports that effectively increase productivity among the existing workforce (from investment in skills through to capital investment in new equipment and technologies that can enhance productivity). There is also a need to encourage growth among micro, small and medium sized businesses operating within higher value-adding sectors, such as manufacturing and engineering, technology and life and health sciences.

Fermanagh and Omagh District Council has the highest proportion of micro-sized businesses with a turnover less than £50k, 42% of all businesses in FODC have a turnover less than £50k, Fermanagh and Omagh District Council makes up 17% of NI businesses with £50k or less. Lack of access to workers and/or access to workers with the right skills acts as a major barrier to economic growth in Fermanagh and Omagh District Council. Evidence highlights a tight labour market and high intensity of demand for jobs in key sectors of the local economy.

There is therefore a need to ensure that collaborative working between industry and the education sector delivers a strong pipeline of workers with the necessary skills to drive economic growth, including directing young people to higher level apprentice opportunities, and that the district is promoted as a destination for inward flow of workers. Fermanagh and Omagh District Council faces the challenge of low wages, with average wages typically fluctuating between 10% and 15% lower than Northern Ireland.

This wage disparity poses significant potential socio-economic implications for the district. Lower wages can lead to reduced disposable income, impacting local consumer spending and economic growth. It may also contribute to a lower standard of living for residents and difficulties in attracting and retaining skilled workers. The comparison to Belfast, where wages are 17% higher, further highlights the wage gap and potential disparities in opportunities between the regions. Addressing the issue of low wages requires targeted efforts such as promoting economic development, attracting higher-paying industries, improving skills and education, and encouraging entrepreneurship. By raising wages and improving overall economic prosperity, Fermanagh and Omagh can enhance the quality of life for its residents and create a more sustainable and inclusive local economy. Evidence shows increasing levels of dynamism within the local economy, reflected in a narrowing gap between local business birth rates and the NI average in recent years. However, analysis of private investment data shows that despite accounting for more than one third of NI businesses, the district accounts for just 0.5% of private investment in innovative businesses.

The Fermanagh and Omagh District Council area is home to ten companies that have received external grants or private investment to support their growth. This represents just under one sixth of the total number of grant and investment raising companies in Northern Ireland (3%, 10 out of 334). The total value of private investment raised by companies in NI since 2007 is £675m, with a median value of £300k. By comparison, FODC investment raising companies have secured a total of just £3.4m since 2011 (just 0.5% of the Northern Ireland total), with a median value of £200k. Considerable focus is therefore required on linking high-potential businesses, particularly within high-value adding sectors, to existing sources of funding that can accelerate growth.



## 7.0 Monitoring Performance Using Data

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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 2023-2024.

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### 7.1 Statutory Indicators

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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

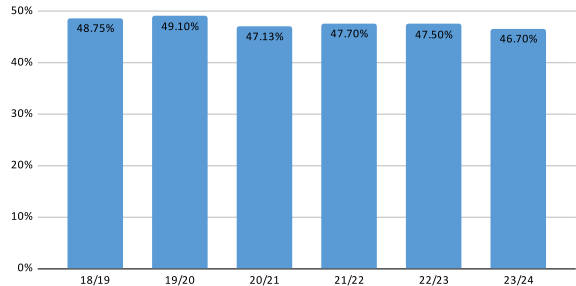
The aim of statutory indicators is to promote improvement of service delivery and provide comparison against other councils in NI. The information is currently collated by the Department for the Economy, Department for Infrastructure and Department for Agriculture, Environment and Rural Affairs, respectively 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 (57%), which is the same as last year, when we met 4 of the 7 targets.**

Statutory Indicator	2018-2019		2019-2020		2020-2021		2021-2022		2022-2023		2023-2024		RAG Status	Comparison with other Councils														
	Target	Actual	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	170	117		0 out of 11 Councils met their targets this year due to changes in the funding landscape and the late start of the Go Succeed programme.														
<b>Performance Analysis:</b> During the Financial Year 2023-2024, there was a change to the delivery mechanism of the programme. The first six months were delivered via Go for It, which exceeded its target by two jobs. The new Go Succeed Programme to support job creation was due to commence late September 2023/early October 2023, however, did not commence until mid-November. A soft approach was taken initially to market the service to ensure that all systems were embedded in and allow time to take corrective action. Considering Christmas and the late start the programme did not fully commence until early in the new year. Since then, engagement with the programme has been significant with many participants only seeing their diagnostics completed in February and March 2024 to allow them to progress to business plan stage. It is expected that these figures will begin to rise sharply in the 2024-2025 period.									<b>ED1: The number of jobs promoted through business start-up activity</b> <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><tr><td>23/24</td><td>117</td></tr></tbody></table>						Financial Year	Actual	18/19	170	19/20	172	20/21	101	21/22	186	22/23	186	23/24	117
Financial Year	Actual																											
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23/24	117																											
<b>We will 'continue to' improve by:</b>	<ul style="list-style-type: none"><li>Engagement with the programme has been significant since it has started. Many participants only seen their diagnostics completed in February and March 2024 to allow them to progress to business plan stage. These figures are expected to rise sharply in the 2024-2025 period.</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	30 weeks	22.9 weeks		FODC are ranked 3rd out of 11 Councils with 22.9 weeks. The lowest was 154.8 weeks the highest was 21.1 weeks and the overall average for all Councils was 46.5 weeks.														
<b>Performance Analysis:</b> A significant and ambitious Local Planning Improvement Plan (LPIP) has been taken forward, and this is currently moving into stage three. The LPIP has been led and overseen by the Council's Planning Committee and this has delivered significant improvement in the Council's performance, with the Council now meeting all three statutory targets. The LPIP has focused on reviewing and streamlining processes and procedures locally, in conjunction with the introduction of the new Regional Planning IT System. The Council's key operating procedures have been reviewed and updated and a number of other policies and guidance documents have been published, including the 'Validation Checklist' and 'Pre-Application Advice and Guidance'. Central to all this has been delivery of sustained engagement and collaboration with planning agents alongside significant training and capacity building delivered across various topic areas for all stakeholders. In recognition of this work, the Council's Planning Team has been awarded Planning Authority of the Year in Northern Ireland at the recent Royal Town Planning Institute Awards.									<b>P1: The average processing time of major planning applications</b> <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</td></tr><tr><td>23/24</td><td>22.9</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	23/24	22.9
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<b>We will maintain / improve performance by:</b>	<ul style="list-style-type: none"><li>Further improvements to be achieved when actions have embedded, and further actions to be investigated in phase three of the local planning improvement plan.</li></ul>																											



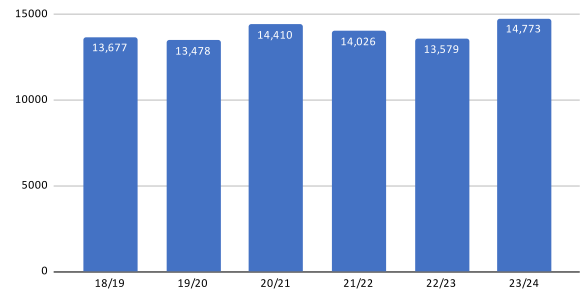
Statutory Indicator	2018-2019		2019-2020		2020-2021		2021-2022		2022-2023		2023-2024		RAG Status	Comparison with other Councils
	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual		
P2: The average processing time of local planning applications	15 weeks	12.2 weeks	15 weeks	10.6 weeks	15 weeks	15.6 weeks	15 weeks	16.4 weeks	15 weeks	13 weeks	15 weeks	13.2 weeks		FODC are ranked 3rd out of 11 councils with 13.2 weeks. The highest was 9.4 weeks and the lowest was 42.4 weeks and the overall average was 20.8 weeks.
<p><b>Performance Analysis:</b></p> <p>A significant and ambitious Local Planning Improvement Plan (LPIP) has been taken forward, and this is currently moving into stage three. The LPIP has been led and overseen by the Council's Planning Committee and this has delivered significant improvement in the Council's performance, with the Council now meeting all three statutory targets.</p> <p>The LPIP has focused on reviewing and streamlining processes and procedures locally, in conjunction with the introduction of the new Regional Planning IT System. The Council's key operating procedures have been reviewed and updated and a number of other policies and guidance documents have been published, including the 'Validation Checklist' and 'Pre-Application Advice and Guidance'. Central to all this has been delivery of sustained engagement and collaboration with planning agents alongside significant training and capacity building delivered across various topic areas for all stakeholders.</p> <p>In recognition of this work, the Council's Planning Team has been awarded Planning Authority of the Year in Northern Ireland at the recent Royal Town Planning Institute Awards.</p>														
<b>We will maintain/improve performance by:</b>		<ul style="list-style-type: none"><li>Further improvements to be achieved when actions have embedded, and further actions to be investigated in phase 3 of the local planning improvement plan.</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%	73.7%	70%	79.4%		FODC are ranked 7th out of 11 councils with 79.6% processed in 39 weeks. The highest was 96% and the lowest was 55.7% and the overall average was 76.4%.
<p><b>Performance Analysis:</b></p> <p>A significant and ambitious Local Planning Improvement Plan (LPIP) has been taken forward, and this is currently moving into stage three. The LPIP has been led and overseen by the Council's Planning Committee and this has delivered significant improvement in the Council's performance, with the Council now meeting all three statutory targets.</p> <p>The LPIP has focused on reviewing and streamlining processes and procedures locally, in conjunction with the introduction of the new Regional Planning IT System. The Council's key operating procedures have been reviewed and updated and a number of other policies and guidance documents have been published, including the 'Validation Checklist' and 'Pre-Application Advice and Guidance'. Central to all this has been delivery of sustained engagement and collaboration with planning agents alongside significant training and capacity building delivered across various topic areas for all stakeholders.</p> <p>In recognition of this work, the Council's Planning Team has been awarded Planning Authority of the Year in Northern Ireland at the recent Royal Town Planning Institute Awards.</p>														
<b>We will maintain / improve performance by:</b>		<ul style="list-style-type: none"><li>Phase three of the local planning improvement plan will include a review of the Council's Enforcement Strategy and enforcement functions.</li></ul>												

Statutory Indicator	2018-2019		2019-2020		2020-2021		2021-2022		2022-2023		2023-2024		RAG Status	Comparison with other Councils
	Target	Actual	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%	50% by 2020  (FODC target set of min of 1% increase pa)	47.7%	50% by 2020	47.5%	50%	*46.7% *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 2024-2025)		FODC ranked 10 out of 11 councils with 46.7% The highest was 60.9% the lowest was 41.1% and the overall average was 51.1% across all councils.
<p><b>Performance Analysis:</b></p> <p>The figures for 2023-2024 are currently unvalidated. The figure (46.7%) is slightly down on the 2022-2023 figure (47.5%). Refuse collection service disruptions may also have had an impact on this figure.</p>									<p>W1: The % of household waste collected by district councils that is sent for recycling (including waste prepared for reuse)</p> 					
We will improve by:	<ul style="list-style-type: none"><li>Continue to progress Waste Transformation Project to deliver an efficient and effective waste management service.</li><li>Progress Phase Two of Small Business Research Institute (SBRI) pilot on further development and testing of suppliers' persuasive technology solutions involving engagement with communities within three Council areas (including FODC) to demonstrate and validate the efficacy and potential impact of their solution to increase amount and quality of waste recycled.</li><li>Continue to promote 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 Re-Use scheme, including expansion of our community sector engagement.</li><li>Progress direct consultation with waste contractors on Addendum to FODC (joint) Waste Management Plan.</li><li>Continue to engage with Department for Agriculture, Environment and Rural Affairs (DAERA) on outcome of 'Rethinking Our Resources' Consultation.</li><li>DAERA has now indicated intention to publish a draft Waste Strategy for consultation Summer 2024. The Waste Strategy 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	13,579	<13,781 tonnes	14,773 tonnes  (The figure for 2023-2024 is unvalidated. The validated annual report will be available in November 2024)		FODC ranked 10 out of 11 councils with 14,773 tonnes. The highest tonnage was 15,239 tonnes and the lowest tonnage was 369 tonnes.

#### Performance Analysis:

The figures for 2023-2024 are currently unvalidated. The amount of biodegradable LAC municipal waste to landfill in 2023-2024 (14,773 tonnes) is slightly up on the two previous years (13,579 tonnes in 2022-2023 and 14,026 tonnes in 2021-2022). This difference between 2023-2024 and 2022-2023 tonnage figures is partly explained by the amount of waste diverted to RDF in 2022-2023.

W2: The amount (tonnage) of biodegradable Local Authority Collected Municipal Waste that is landfilled



#### We will improve by:

- Continue to progress Waste Transformation Project to deliver an efficient and effective waste management service.
- Continue work to develop new Waste Transfer Station at Drummee and to close council landfill at Drummee in Q3/Q4 of 2024.
- Continue promotion of Reduce, Reuse, Recycle and promote campaigns such as Love Food Hate Waste.
- Progress direct consultation with waste contractors on Addendum to FODC (joint) Waste Management Plan.
- Continue to engage with Department for Agriculture, Environment and Rural Affairs (DAERA) on outcome of 'Rethinking Our Resources' Consultation.
- DAERA has now indicated intention to publish a draft Waste Strategy for consultation Summer 2024. The Waste Strategy is essential in supporting delivery of effective and efficient waste management across Northern Ireland.

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

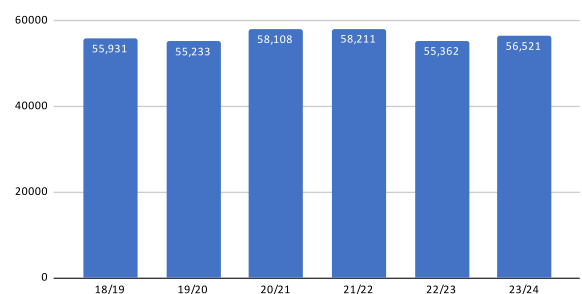
N/A	55,931 tonnes	N/A	55,233 tonnes	N/A	58,108 tonnes	Base-line 21/22: 58,108 tonnes	58,211 tonnes	Base-line 21/22: 58,108 tonnes	55,362 Tonnes	Base-line 21/22: 58,108 tonnes	56,521 tonnes
											(This figure is unvalidated. The validated annual report will be available November 2024).

FODC had the lowest tonnage out of all 11 councils with 56,521 tonnes. The highest tonnage was 160,282 tonnes and the lowest was 56,521 tonnes.

#### Performance Analysis:

The figures for 2023-2024 are currently unvalidated. The amount of LAC collected waste arisings in 2023-2024 (56,521 tonnes) is slightly up on 2022-2023 (55,362 tonnes) and down on the 2021-2022 figure (58,211 tonnes). Although the proportion of waste collected by each council broadly reflects the population within each council, an increase in household numbers in FODC over the two-year period may in part explain the slight increase.

W3: The amount (tonnage) of Local Authority Collected Municipal Waste Arisings



#### We will improve by:

- Continue to progress Waste Transformation Project to deliver an efficient and effective waste management service.
- Continue work to develop new Waste Transfer Station at Drummee and to close council landfill at Drummee in Q3/Q4 of 2024.
- Progress Phase Two of Small Business Research Institute (SBRI) pilot on further development and testing of suppliers' persuasive technology solutions involving engagement with communities within three Council areas (including FODC) to demonstrate and validate the efficacy and potential impact of their solution to increase amount and quality of waste recycled.
- Continue promotion of Reduce, Reuse, Recycle and promote campaigns such as European Week for Waste Reduction.
- Progress direct consultation with waste contractors on Addendum to FODC (joint) Waste Management Plan.
- Continue to engage with Department for Agriculture, Environment and Rural Affairs (DAERA) on outcome of 'Rethinking Our Resources' Consultation.
- DAERA has now indicated intention to publish a draft Waste Strategy for consultation Summer 2024. The Waste Strategy is essential in supporting delivery of effective and efficient waste management across Northern Ireland.

## 7.2 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 2025.

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

FODC Self Imposed Performance Measure	2020-2021		2021-2022		2022-2023		2023-2024		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 £333.77	£321.09*	< or = estimated cost of £342.32	£306.10	< or = estimated cost of £352.32 (correct budgeted figure. The figure £342.32 used last year was actual spend on previous year which is incorrect). This has been updated accordingly.	£345.63	< or = estimated cost of £382.96	£351.42		APSE indicate that FODC ranks 2nd out of 5 with the highest cost £416.44, average £362.76 and the lowest £331.90.
C2: % of net expenditure v budget (include transfers)	Within budget	96.20%	Within budget	83.42%	Within budget	94.02%	Within budget	92.7%		±
C3: Residents' overall satisfaction	n/a	84%	n/a	n/a	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	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	Improve on previous year	10.25 long term 2.55 short term		APSE indicate that FODC has the lowest number of days lost for long-term sickness out of 4 Councils with the highest 16.36 and the average 13.32.  APSE indicate that FODC ranks 3rd for short-term sickness out of 5 Councils with the highest 3.34, average 2.66 and the lowest 1.70.
PSS 1.3 Number of Access to Information requests granted within timeframe as % of those received	93%	92%	Maintain or improve on 92%	91.5%	Maintain or improve on 91.5%	100%	Maintain 100%	100%		APSE indicate that FODC were the only Council to submit data.
P130a: % of undisputed creditor invoices paid within ten days	Maintain/improve on 80%	80.18%	Maintain/improve on 80%	84.75%	Maintain/improve on 85%	87.14%	Maintain/improve on 87%	88.85%		APSE indicate that FODC ranked highest out of 5 councils that submitted data with the average score 75.06% and the lowest 49.90%.



FODC Self Imposed Performance Measure	2020-2021		2021-2022		2022-2023		2023-2024		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%	95.76%	Maintain/improve on 94%	94.52%		APSE indicate that FODC ranked 3rd out of 5 councils that submitted data with highest 96.25%, average 88.44% and the lowest 72.78%
CS(PI)2: Total number of advice client contacts	Maintain/improve on 24,545	11,923	Maintain/improve on 11,923	12,596	Maintain/improve on 12,596	21,862 (this figure was misprinted).  The correct figure is below: *17,555. This would not have changed the rag status at year end.	Maintain/improve on 17,555	21,318		±
FI(PI)1: Number of grants and bursaries issued	Maintain/improve on 600	648 grants No bursaries	Maintain/improve on 648	630 grants No bursaries	Maintain/improve on 630	788 grants and bursaries ( 170 bursaries and 618 grants)	Maintain/improve on 788	782 (692 grants and 90 bursaries)		±
LRS(PI)1: Number of customers using leisure facilities (indoor and outdoor across four centres)	Maintain/improve on previous year	119,270	Maintain/improve on previous year	1.057,600m	Maintain/improve on previous year	775,254	Maintain/improve on previous year	872,115		±
LRS(PI)2: Level of customer satisfaction with Leisure Service	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.	Maintain/improve on previous year	93%		±
PI04a Active Participants in Arts events per head of population	Maintain/improve on previous year	0.1	Maintain/Improve on previous year	0.02	Maintain/Improve on previous year	0.02	Maintain/improve on previous year	0.01		APSE indicate that of 3 Councils that submitted data FODC has ranked lowest with the highest 0.3, and average 0.18.
PI04b Active Participants in Heritage events per head of population	Maintain/improve on previous year	0.1	Maintain/Improve on previous year	0.1	Maintain/Improve on previous year	0.14	Maintain/improve on previous year	0.22		APSE indicate that of 3 Councils that submitted data FODC has ranked highest the average 0.09, 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	50.8%	Maintain / Improve	60%	Maintain / Improve	70.64%	Maintain/improve	72.06%		APSE indicate that of 4 Councils that submitted data FODC has ranked highest, the average 53.21%, and the lowest 36.52%.

FODC Self Imposed Performance Measure	2020-2021		2021-2022		2022-2023		2023-2024		RAG Status	Comparison with other Councils
	Target	Actual	Target	Actual	Target	Actual	Target	Actual		
BCL(PI)1: % of domestic full plans applications receiving Building Control assessment within 21 working days from date of receipt	80%	84%	72.97% 2020-2021 NI APSE Average	78.45%	72.97% 2020-2021 NI APSE Average	75.90%	72.97% 2020-2021 NI APSE average	85.03%		APSE indicate that of 3 councils that submitted data FODC ranked 2nd with the highest 96.11%, average 87.84% and the lowest 82.39%.
BCL(PI) 02: % of Valid non-domestic full plan applications assessed with a substantive response sent within 35 days of validation	75%	76.86%	72.97% (2020-2021 NI APSE Average)	69.23%	72.97% (2020-2021 NI APSE Average)	76.72%	72.97% (2020-2021 NI APSE Average)	79.82%		APSE indicate that of 3 councils that submitted data FODC is ranked lowest with the highest 92.13%, average 86.13%.
BCL(PI)5: % of licensing applications processed within 60 days from receipt of completed applications	80%	89.47%	80%	80.33 %	80%	79.35%	80%	100%		±
BCL(PI)8: % responses to dog attacks within one working day	95%	98.47%	95%	96.2%	95%	95.2%	95%	100%		
BCL(PI)9: Animal Welfare Service - % of priority 1 calls met within one working day	100%	100%	100%	100%	100%	100%	100%	100%		±
PI01b: % of Environmental Health service requests responded to within three days	Maintain/ Improve on previous year	94%	Maintain/ Improve	98.53%	Maintain/ Improve on previous year	89.01%	Maintain/ improve on previous year	99.93%		APSE indicate that of 4 councils that submitted data FODC ranked highest with the lowest 87.23% and the average 95.03%.
PI02c: Net cost of five core Environmental Health functions per head of population	Maintain / Improve	£9.53	Maintain/ Improve	£8.31	Maintain/ Improve	£6.57	Maintain/ improve	£9.60		APSE indicate that of 4 councils that submitted data FODC ranked 3rd with the highest £13.84, the average £8.81 and the lowest £5.71.
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%	100% within 1 day (0.5 day for E. coli notif's)		±
PI07a: Local Authority and Community Playgrounds per 1000 children under 14	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	To align to/ exceed the average no within annual APSE returns	4.13		APSE indicate that of 2 councils that submitted data FODC has achieved the highest output score with the average 2.70 and the lowest 1.26.
PI09a Tidy NI cleanliness index (CI) score	Maintain	N/A	Maintain	74.00	Maintain	N/A	Maintain	N/A		

## Explanatory notes

for measures where performance was below target or fell below the 2022-2023 standard:

C1

**Net cost of Council services per head of population:** The figure £342.32 used last year was actual spend on previous year which was incorrect. The target for 2022-2023 should have been £352.32, this is the estimated budgeted figure. This has been updated accordingly. This would not have changed the rag status.

CS(PI)2

**Total number of advice client contacts:** The figure reported in this table last year was 21,862 which was misprinted and should have been 17, 555. This was due to interpretation of the measure description including generalist advice enquiries and welfare reform enquiries. This has been updated to reflect the inaccuracy reported in 2022-2023 in this reporting period 2023-2024 and a consistent approach to the figures provided for 2023-2024 has been provided.

C4

**Average number of working days per employee lost due to absence:** The Council is experiencing an increase in employee sickness absence levels - both long and short term and this is attributed to high levels of sickness absence in the categories of stress, depression and mental health illness, musco-skeletal and other absence reasons. In general, staff who are ill are waiting longer to access general and specialist medical care and treatment which in turn leads to more sickness absence from work.

FI(PI)1

**Number of grants and bursaries issued:** Community grant and bursary funding for the year 2023-2024 has been fully allocated. Total application numbers were down six from the previous year, i.e. 782 down from 788, which demonstrates consistency. The six is representative of less than 1% (0.76) of applications for the year. In grant terms the 2023-2024 scheme has been successful as it has reached applicants across the district and all funding has been allocated.

PI04a

**Active Participants in Arts events per head of population:** The reported figure of 0.01 active participants in arts events per head of population for the 2023-2024 period fell short of the target of 0.02. This decrease can be attributed primarily to the slowdown in activities at one of the Council's arts venues, ahead of a planned refurbishment which has since been delayed. The resulting reduction in participatory events and workshops impacted the overall participation figures. Additionally, the Council's strategic shift towards supporting community-led activities, rather than directly delivering arts participatory events, also contributed to the lower participation rate. It's important to highlight that participation at the Strule Arts Centre increased during this period, and overall participation in arts and heritage activities has shown an upward trend. These positive developments indicate that although the specific target was not met, broader engagement in arts and heritage remains strong.

PI02c

**Net cost of 5 core Environmental Health functions per head of population:** For consistency purposes the methodology across participating councils in APSE was aligned to include management and admin costs for this indicator which was not included in figures prior to this year. The change in methodology has resulted in a higher cost output.

## 8.0 Financial Overview

### Financial Report and Summary Financial Statements 2023/2024 (Audited)

The Audited Statement of Accounts for the year ended 31 March 2024 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 2024 will be published on the [Council's website](#) by 30th September 2024.

A summary of the Income and Expenditure for 2023/24, compared with the Estimates for the year, alongside the Balance Sheet at 31 March 2024, extracted from the Annual Statement of Accounts for the year ended 31 March 2024, are included in the tables below:

Table 1 – Audited Net Income and Expenditure – 2023/24

	2023/24		
	Actual (£)	Estimated (£)	Variance (£)
<b>Net Income and Expenditure *</b>	<b>39,482,962</b>	<b>43,306,789</b>	<b>3,823,827</b>
Exceptional Income	(3,173,500)	-	3,173,500
Transfers to/from Reserves	4,677,000	1,100,000	(3,577,000)
Transfers to/from Reserves Exceptional Income	3,173,500	-	(3,173,500)
Transfer from Covid Contingency Reserve	(1,900,000)	(1,600,000)	300,000
Total Transfer to/from	5,950,500	(500,000)	(6,450,500)
Financing of Capital Expenditure			
Minimum Revenue Provision	1,127,708	1,101,888	(25,820)
Loan interest	192,806	198,112	5,306
Direct Revenue Financing	1,247,953	700,000	(547,953)
<b>Total net expenditure to be funded</b>	<b>44,828,429</b>	<b>44,806,789</b>	<b>(21,640)</b>
Central government grant support *	3,405,588	3,596,357	190,769
Rates income	41,492,001	41,210,432	(281,569)
<b>Total Grant and Rates Income</b>	<b>44,897,589</b>	<b>44,806,789</b>	<b>(90,800)</b>
Surplus for the year	69,160	-	(69,160)

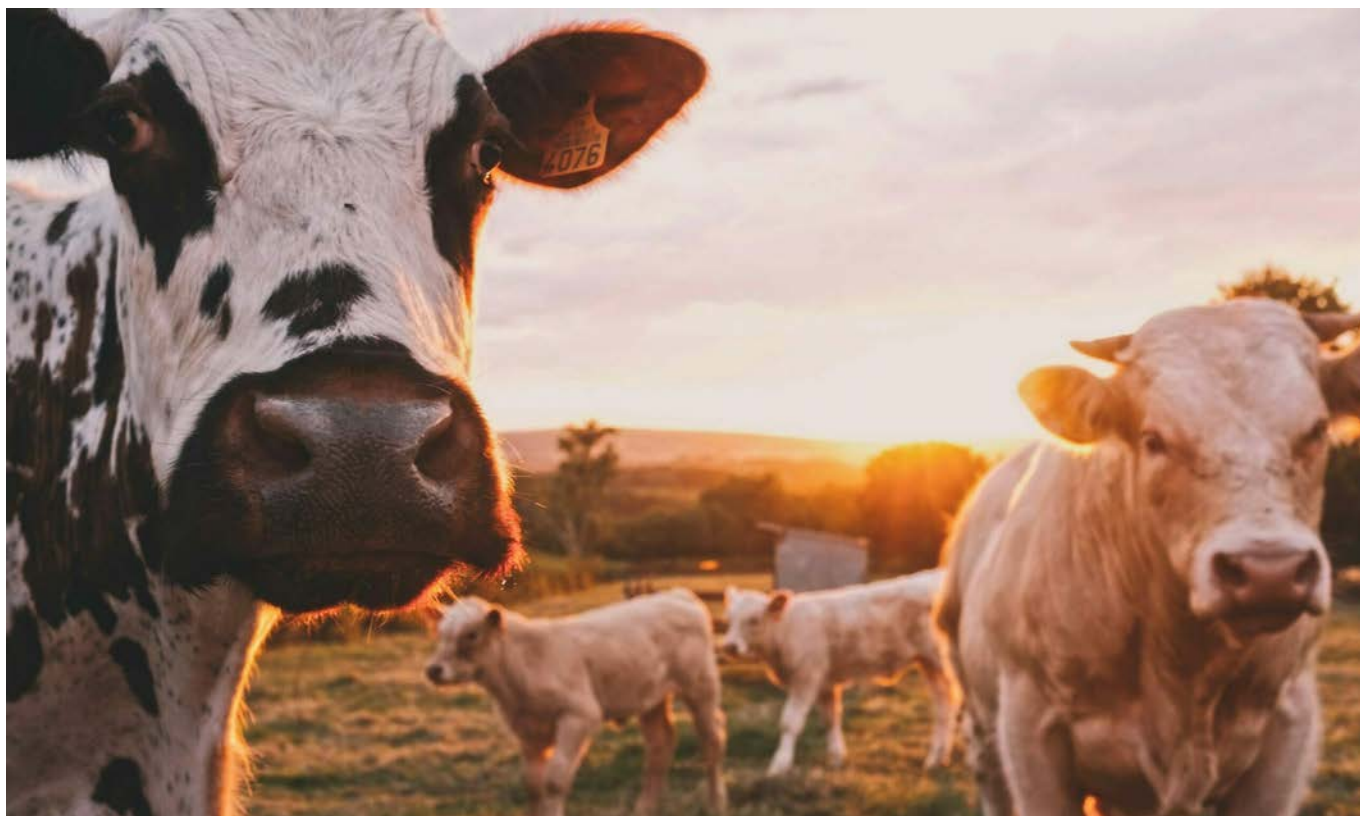


Table 2 – Balance Sheet as at 31 March 2024

	31 March 2024	31 March 2023
	£	£
Fixed Assets	149,002,080	143,769,154
Intangible Assets	120,000	120,000
Investment Properties	10,027,000	10,013,000
Long-Term Debtors	17,784,743	1,470,394
Other Long-Term Assets	-	1,010,000
<b>LONG-TERM ASSETS</b>	<b>176,933,823</b>	<b>156,382,548</b>
Inventories	468,273	484,879
Short-Term Debtors	11,199,643	6,297,082
Short-Term Investments	6,000,000	2,000,000
Cash and Cash Equivalents	17,801,388	27,309,455
Assets Held for Sale	286,655	722,328
<b>CURRENT ASSETS</b>	<b>35,755,959</b>	<b>36,813,744</b>
Short-Term Borrowing	592,081	622,269
Short-Term Creditors	7,443,443	11,294,828
Provisions	286,431	75,145
<b>CURRENT LIABILITIES</b>	<b>8,321,955</b>	<b>11,992,242</b>
Provisions	4,127,084	4,118,262
Long-Term Borrowing	2,645,842	3,237,908
Other Long-Term Liabilities	245,000	-
<b>LONG-TERM LIABILITIES</b>	<b>7,017,926</b>	<b>7,356,170</b>
<b>NET ASSETS</b>	<b>197,349,901</b>	<b>173,847,880</b>
<b>USABLE RESERVES</b>		
Capital Receipts Reserve	1,113,493	756,334
Capital Grants Unapplied Account	18,922,419	367,287
Capital Fund	8,516,261	3,772,761
Renewal and Repairs Fund	2,198,610	3,339,610
Other Balances and Reserves	6,993,748	10,572,193
General Fund	4,386,088	4,316,928
	<b>42,130,619</b>	<b>23,125,113</b>
<b>UNUSABLE RESERVES</b>		
Capital Adjustment Account	91,741,081	89,383,672
Revaluation Reserve	62,953,367	59,602,237
Pensions Reserve	(245,000)	1,010,000
Capital Receipts Deferred Account	1,531,921	1,530,394
Accumulated Absences Account	(1,213,189)	(1,156,605)
Provisions Discount Rate Reserve	451,102	353,069
	<b>155,219,282</b>	<b>150,722,767</b>
<b>NET WORTH</b>	<b>197,349,901</b>	<b>173,847,880</b>

## 9.0 Rural Proofing our Plans and Policies

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Fermanagh and Omagh is a predominantly rural district except for the two main towns of Enniskillen and Omagh. The Council area is home to 117,337 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.

### 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 in delivering better outcomes for rural dwellers, ensuring that a formal process is in place in developing, adopting, implementing, and revising policies, strategies, and plans, and designing and delivering public services that considers rural data and evidence in 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 considering 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. It also 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 resource implications of the recommendation.

## How much did we do?

In fulfilling the Council's obligations under Section 1 of the Act, six Rural Needs Impact Assessments have been completed by officers within Fermanagh and Omagh District Council for the year 2023-2024. A summary of the activities is provided in the table below. [The Rural Needs Annual Monitoring Report 2023-2024](#) has been published on the Council's website.










	Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016	The rural policy area(s) which the activity relates to	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
1.	Events and Festivals Strategy and Action Plan 2020-2025	Cross Cutting	The Council has not considered issues in relation to the social and economic needs of people in rural areas as the Public Service will not impact differently on people in rural areas compared to those in urban areas.
2.	Fermanagh & Omagh Labour Market Partnership 2023-2024 Action Plan	Cross Cutting	The Council has not considered issues in relation to the social and economic needs of people in rural areas as the Public Service will not impact differently on people in rural areas compared to those in urban areas.
3.	Revised Bye Laws for Pleasure Grounds	Cross Cutting	The Council has not considered issues in relation to the social and economic needs of people in rural areas as the Public Service will not impact differently on people in rural areas compared to those in urban areas.
4.	Northern Ireland Enterprise Support Service (NIESS)	Cross Cutting	The Council has not considered issues in relation to the social and economic needs of people in rural areas as the Public Service will not impact differently on people in rural areas compared to those in urban areas.
5.	Corporate Plan 2024-2028	Cross Cutting	An overview of the social and economic issues has been considered for the district as a whole and while the rurality acknowledged, we have 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.
6.	Proposed Vehicle Entry Charging to Gortin Glen Forest Park	Cross Cutting	The Council has not considered issues in relation to the social and economic needs of people in rural areas as the Public Service will not impact differently on people in rural areas compared to those in urban areas.

# 10.0 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, County Tyrone, BT79 7BL United Kingdom
	<b>Telephone</b>	<u><a href="tel:03003031777">0300 303 1777</a></u>
	<b>Email</b>	<u><a href="mailto:info@fermanaghomagh.com">info@fermanaghomagh.com</a></u>
	<b>For people who are deaf or are hard of hearing</b>	<u><a href="#">SignVideo</a></u>
	<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 <u><a href="http://www.fermanaghomagh.com/your-council/councillors/">www.fermanaghomagh.com/your-council/councillors/</a></u>

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