



Derry City & Strabane
District Council
Comhairle
Chathair Dhoire &
Cheantar an tSratha Báin
Derry Cittie & Strábane
Destrict Cooncil

Directorate Delivery Plan 2019/20

Health and Community

Derry City and Strabane District Council

Contents

Section One: Directorate Profile/Summary

- 1.1 Purpose of Directorate
- 1.2 Services Provided
- 1.3 Summary of Resources

Section Two: Achievements 2018/19

- 2.1 Highlights
- 2.2 Progress Update

Section Three: Improvement Planning and Service Delivery

- 3.1 2019/20 Directorate Improvement Objectives
- 3.2 Outcome Improvement Objective
- 3.3 Mainstreaming the Equality and Disability Duties
- 3.4 Improvement Delivery Plan – Community Development & Leisure
 - 3.4(a) Measures of Success and Performance
- 3.5 Improvement Delivery Plan – Health & Community Wellbeing
 - 3.5(a) Measures of Success and Performance

Section Four: Risk Management

- 4.1 Risk Register

Section Five: Key Contacts

Health & Community

Service Delivery Plan 2019/20

Section One: Directorate Profile / Summary

1.1 Purpose of Directorate

An ambitious programme of work for the Health and Community Directorate is outlined and will be delivered with partners and communities in alignment with the Corporate and Strategic Growth Plan.

The shared vision and objectives of the Strategic Inclusive Growth Plan 2017-2032 is of a 'thriving, prosperous and sustainable City and District with equality of opportunity for all.' Our service delivery must therefore contribute to the delivery of that vision and meet the needs of our 149,500 residents across the City, Strabane and our rural areas. It must also respond to and address the changing age profile with a projected increase of 66% in the over 65 age group and a 12% reduction in under 16's by 2039; along with the continued trend of health inequalities in comparison to the NI average; significant issues with drug and alcohol addiction; higher levels of deprivation in our urban and rural areas; the legacy of the conflict and continued community tensions.

Within the social pillar of the plan, to which the Health and Community Directorate aligns, identifies the strategic planning outcomes:

Community Development: We live in a shared, equal and safe community
<ul style="list-style-type: none">• We are more actively engaged and can influence decisions which affect us• We have safer communities• We have access to quality facilities and services• Our community and voluntary sector is more resilient and sustainable

Health and Wellbeing: We live long, healthy and fulfilling lives

- We have improved physical and mental health
- Health Inequalities are reduced
- We are more physically active
- We are active and more independent

Children and Young People: Our children and young people have the best start in life

- Our children and young people are safer, healthier, more respected and included
- Our children and young people are better able to fully realise their potential and become active responsible citizens

The Derry City and Strabane District Council corporate mission to 'deliver improved social, economic and environmental outcomes for everyone' is supported by the following objectives:

- Protect our environment and deliver physical regeneration
- Promote healthy communities

The Health and Community Directorate delivers services through two key service areas:

- Community Development and Leisure
- Health and Community Wellbeing

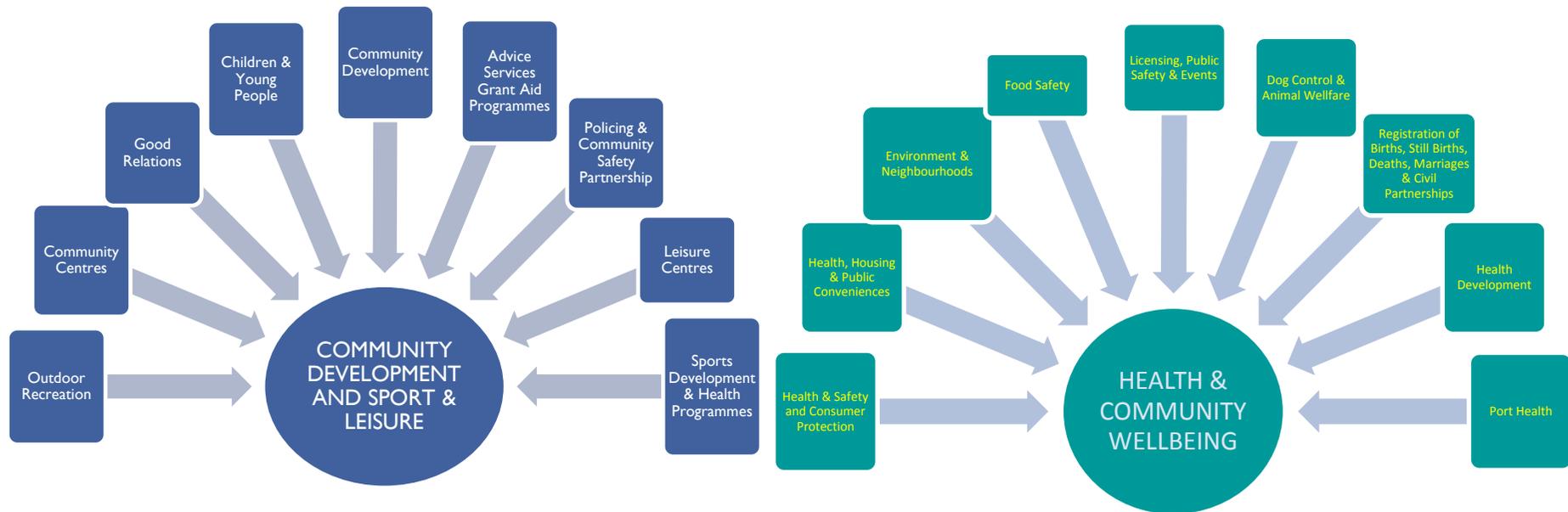
The service delivery focus will be:

- Promoting and protecting the health of the public and the environment through enforcement and advisory activities
- Placing health and social wellbeing at the core of service delivery and community development through an integrated approach
- Working with leading cross sector partnerships to address the underlying causes of poor health and reducing health inequalities

- Developing more cohesive, safe, confident, engaged and sustainable communities and tackling area based disadvantage and reducing health inequalities through close working with the community and voluntary sector
- Provision of citizen focused statutory and community services and facilities, promoting and embedding good relations in collaboration and partnership with government departments and agencies, local groups and communities
- Increased participation and engagement in leisure through high quality services provision and sports development and health programmes delivered in well managed, modern facilities
- Leading on social and community regeneration and wellbeing and contributing to the shared and interlinked objectives of economic development and environmental wellbeing and regeneration

The major factors in the delivery of the plan will be the challenging financial situation arising from continued Central Government cutbacks, Brexit implications, and the community expectation in relation to the delivery of key outcomes within the Council Corporate Plan and the Strategic Inclusive Growth Plan.

1.2 Services Provided



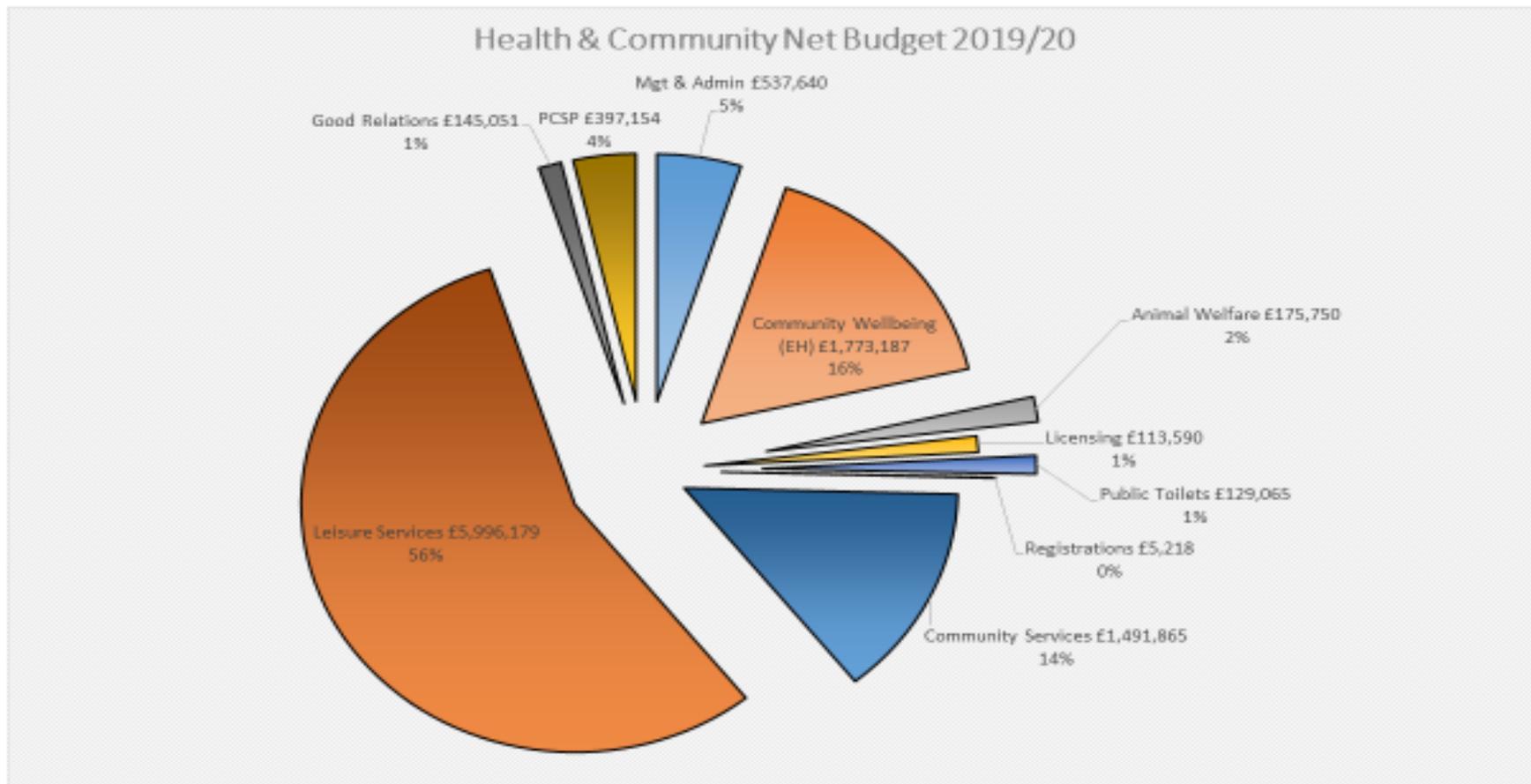
The functions and services provided by the Directorate are outlined below:

Health and Community Wellbeing	Community Development and Leisure
Public Health Protection and Housing	Leisure Services
Environmental Protection	Community Development & Local Community Planning
Health Development including home accident prevention, tobacco control and affordable warmth	Sports Development and Health Programmes
Consumer protection/construction products	Community Centres
Animal Welfare and Dog Control	Sports Pitches, Bowling Greens, Tennis Courts and Stadia
Health and Safety	Advice Services
Food Safety and Standards	Children and Young People
Public Conveniences	Good Relations
Registration of Births Deaths and Marriages	Policing and Community Safety
Licensing and Public Event Safety	Outdoor Recreation
	Grant Aid Programmes

1.3 Summary of Resources

1.3.1 Financial Resources

The Directorate has a net budget of £10,764,699 representing 17.4% of the Council's overall net expenditure budget of £61,864,718 for the 2019/20 year. A breakdown of these resources by service area is provided in the diagram below.



1.3.2 Staff and Other Resources

The staff resources attached to the Directorate is 381 employees. Of these 321 work within community development and leisure and 60 within health and community wellbeing.

There are 86 premises managed by the Directorate including 8 leisure facilities, a football stadium and dog track, 14 community centres, 26 MUGA's and football pavilions, a dog kennel and public conveniences.

Section Two: Achievements 2018/19

2.1 Highlights

2.1.1 Community Development and Leisure

Community Development

- Advice Services: £740,977 Awarded to Generalist Advice providers.
- Community Development Grant Aid Programme: £214,499 awarded.
- Good Relations Grant Aid Programme: £200,000 Awarded.
- Community Centre venue fund £215,000 awarded.
- Waterside Shared Space Programme funding approval - SEUPB (8.057million euro).
- Member led interagency forum established to address the bonfire issues at a Strategic Level and implement the bonfire policy using a partnership approach.
- Construction commenced on the new Community Centre for Top of the Hill.
- Lincoln Court Community Centre – Construction commenced.

- Setting up a Community Development Outcome Delivery Partnership to support the Strategic Growth Partnership in the operational delivery and monitoring of outcomes, indicators and actions.
- Local Community Growth Partnerships – Targeted Open Call for Community Representatives completed and partnerships establishing
- 8 draft Local Community Plans completed for each of the 7 DEAs and Strabane Town.
- Economic Appraisals approved by Department for Communities for Top of the Hill, Galliagh and Shantallow Community Centres.
- One Community Programme – 11 Good Relations projects developed in the 7 DEAs and Strabane Town.
- Officer representation on the 5 NR Partnership boards.
- Supporting rural groups to access external funding including the RDP.
- Change Something Fund Grant awarded to 26 projects.
- Unicef Child Friendly Cities and Communities Programme successfully launched. 30 Partners involved in pre-discovery day.
- PEACE IV Youth Participation and Democracy: steering group established with 20 young people participating for 1 year
- Youth Council proposals in consultation phase with commencement planned for April 2019.
- Youth 19 successfully launched with ongoing engagement in programme.

Policing & Community Safety Partnership

- Financial Leverage Ratio of over 2:1: £803,998.51 of External Funding Secured.
- Project Support Funding of £348,454.36 awarded for local community safety projects.
- 41 Neighbourhood Watch Schemes supported.
- Over 500 homes fitted with additional home security equipment.
- Over 13,000 patrols carried out by Community Safety Wardens.
- Received and actioned over 1,100 Anti-Social Behaviour Referrals to Community Safety Wardens.

Leisure & Sports Service

- Opening of 3G pitch at Melvin Sports Complex.
- Refurbishment at Riversdale LC of changing rooms.
- Investment of £100k for new indoor spinning bikes and £190k for fitness equipment at Templemore SC.
- Improved provision for rugby in the Strabane area with the establishment of the grass pitch at the Meadows.
- Achievement of over 1million users through our leisure and sports facilities.
- Distribution of £160,040 sports development grant aid funding.
- Successful launch of Macmillan Move More Programme to support cancer patients.
- Successful launch of £250,00 cross border North West Sports Partnership
- Establishment of Melvin Arena and Foyle waterways Networking Groups.
- Enhanced delivery of summer multi skills camps.

2.1.2 Health and Community Wellbeing

General

- 3204 Environmental Health service requests investigated and actioned in accordance with Council enforcement policies
- Carried out all statutory functions in accordance with council scheme of delegation and enforcement policies

Food Safety

- Successful implementation of the mandatory Food Hygiene Rating Scheme with 93% of all premises having a 4 or 5 rating.
- Provided support and guidance to 270 new food business operators.
- Conducted 700 Food Hygiene inspections and 373 Food Standards Inspections.
- Conducted 406 inspections for Allergen Compliance Initiative

- Investigated 610 service requests.
- Investigated 54 notifications of Infectious Diseases.
- Procured 379 food samples including participation in 4 National surveys
- Food Analyst is appointed to carry out examinations and analyses of food samples.
- Participated in a Waste and Resources Action Programme (WRAP) food waste pilot project

Health & Safety/Consumer Protection

- 780 planned health and safety inspections carried out of which 285 were advisory/compliance visits;
- 245 new health and safety premises were registered;
- 148 service requests were received;
- 49 work related accidents reports received;
- 484 new premises were registered for consumer protection;
- Test purchase exercises for underage sales of sunbeds and cigarette lighter refills undertaken with 100% compliance in premises visited.
- Production of guidance/advisory leaflets on health and safety and consumer protection for local businesses including translations to minority languages.
- Working with Sport NI and local sporting organisations/clubs to ensure the highest level of spectator safety at our main sports grounds.
- Achievement of HSENI/DC Joint Strategy targets for Better Regulation with regard to fireworks safety, sports grounds safety, sunbeds safety, and slips & trips initiative.
- New consolidated byelaws implemented relating to acupuncture, tattooing, semi-permanent skin colouring, and cosmetic piercing.

Health Development

Council has demonstrated its commitment to address ill health and poor wellbeing by:

- Health and Wellbeing Outcome Delivery Partnership established to support the Strategic Growth Partnership in the operational delivery and monitoring of outcomes, indicators and actions.

- Co-designing and securing funding to procure a pilot Community Crisis Intervention Service (CCIS) to assist in reducing the incidence of self-harm and suicide, resulting in wide-ranging societal benefits (operational from January 2019).
- A Community Toilet Scheme for the Council area has been implemented
- Health promotion and home safety advice are offered as part of the Registration Service
- Derry City and Strabane Civic Forum (Alcohol, Drugs, Mental Health and Emotional Wellbeing and Homelessness) brings together a range of organisations to collaborate and share best practice, map current services and develop the scope of services, which may be required to support communities.
- Completion of Phase VI (2014-2018) of the World Health Organisation (WHO) European Healthy Cities Network has been successfully completed.
- Adopted the Copenhagen Consensus of Mayors, Healthier and Happier Cities for All in 2018
- Supporting the delivery of the European policy framework Health 2020
- Council has submitted an expression of interest through the Mayor's Office in becoming a Phase VII (2019-2024) Healthy City Network member and work towards achieving the following three overarching goals of Phase VII:
 - Supporting implementation of WHO strategic priorities.
- £168,347.69 external funding secured to support Affordable Warmth, Home Safety and Tobacco Control programmes
- Council Promotes the Food Standard Agencies Calorie Wise Award Scheme and MenuCal tool to encourage the display of calories in food businesses.
- Contributed to Interagency Protocols designed to support the search process for missing persons in the River Foyle.

Housing

- Participated on the Regional programme Board NI and prepared for the transfer of the Houses of Multiple Occupation (HMO) function from the NIHE to Councils on 01 April 2019.
- 337 homes referred to NIHE under the Affordable Warmth Scheme during 2018-19 and 705 enquiries dealt with (up to 7/2/19)
- 1,118 Home Safety visits undertaken

- Ongoing engagement with the NIHE and the Northern Ireland Human Rights Commission in order to implement recommendations outlined in the Commission's report "Out of Sight, Out of Mind": Travellers' Accommodation in NI.
- Delivery of the Affordable Warmth Scheme in partnership with NIHE on behalf of the Department for Communities (DFC)

Environment and Neighbourhoods

- Monitored air quality throughout the Council district as part of Local Air Quality Management framework which includes 5 continuous air monitoring sites and 50 fixed diffusion tubes
- Undertook of a fuel use survey of domestic premises across the district to inform decisions on Local Air Quality Management.
- £50,524.48 funding received from DAERA to support Councils Air Quality duties.
- 62 Local Air Pollution Prevention and Control (LAPPC) inspections completed based on risk.
- 641 completed planning consultation responses issued to the Planning Department
- Continued delivery of 'Life Project' (tree sapling to be planted for each life event) through Registration Service including a community planting day.

Dog Control Service

- 189 dogs Rehomed
- Over 1,500 children from 27 schools participated in a schools' educational programme
- 8278 dog licences issued (including 222 block licences)
- 637 Fixed Penalty Notices(FPN) issued for no Dog licence
- 34 Fixed Penalty Notices issued for dog straying/fouling
- £43,557 income from dog licensing.
- £4925 in total payments (Fixed Penalty Notices) received until 05/03/19
- Dog control service delivery plan and enforcement policy implemented

Animal Welfare

- Animal welfare service through lead Council Fermanagh and Omagh District Council (FODC) ongoing.
- Approximately 298 animal welfare cases investigated with 504 visits, 6 Improvement Notices and 1 Caution issued.

Registration Service

- 12 Approved Marriage/Civil Partnership venues inspected
- New appointment system implemented in Derry office alongside call-in system
- 164 civil marriage/civil partnership ceremonies carried out within District
- Over 10,000 visitors/customers attending the registration office with 2996 Births, Deaths, Marriages and Civil Partnerships registered

• **Licensing/Safety Advisory Group (SAG)**

- 15 SAG meetings held with 74 delegations presenting their proposals
- Supported 60 public events with an attendance of approximately 233,710 people
- 12 Interagency Licensing Forum meetings delivered
- 350 Licences/permits received
- 288 licences/permit applications processed
- 242 licences/permits issued
- 404 Planned Licensing inspections/During Performance Inspections carried out
- Amusement Permit Policy drafted and public consultation exercise being carried out
- Street Trading Policy drafted and public consultation exercise being carried out
- Procedure implemented for rescinding or varying of designating resolutions in relation to street trading legislation.
- Developed a Hearing protocol to deal with 'Representations' made in relation to Entertainment License applications
- Implemented Roads Closure legislation and prepared a protocol to be followed during hearings to deal with 'Representations' made in relation to proposed road closures at Special Events on Public Roads.

2.2 Progress Update

The 2018/19 covalent summary report summary report for quarter 3 detailing period 9 updates is attached at Appendix A. These will be updated to reflect year-end figures post 31st March 2019.

Section Three: Improvement Planning and Performance

The Directorate has set a number of improvement objectives for 2019/20 which aim to bring about improvement in one or more of the following improvement criteria:

- Strategic effectiveness (SE) Fairness (F) Innovation (I) Service quality (SQ)
- Sustainability (S) Efficiency (E) Service availability (SA)

These improvement objectives relate to improving the quality of life of our citizens (**outcome improvements**) and/or **service improvements** that will help bring about the delivery of more effective, quality and customer focussed services.

An overview of these objectives and the work we will be undertaking in 2019/20 is set out in paragraphs 3.1 – 3.3 below, under the headings of:

- 2019/20 Directorate Improvement Objectives
- Outcome Improvement Objective
- Mainstreaming the Equality and Disability Duties

Details of how we will deliver these commitments and monitor and measure progress/success are set out in paragraphs 3.4 and 3.5.

In doing so the services will focus on how we support the core corporate values:

- A unified Council with the needs of local communities and businesses at the core of what we do.

- A centre of excellence and innovation with a clear focus on outcomes and delivery.
- Working in partnership with statutory and community sectors to achieve economic, social and environmental regeneration.
- Driven forward by effective and ethical leadership and highly motivated and valued staff who have clear sense of purpose and place.
- Balancing urban and rural needs.
- Committed to clear and timely communication and celebrating our achievements.

3.1 2019/20 Directorate Improvement Objectives

An overview of the outcome and/or service improvement objectives and how they relate to the Community/Corporate Plan is set out in the table below.

Community/Corporate Plan Objective	Directorate Outcome / Service Improvement Objective 2019/20	Link to Improvement Criteria **
Social Wellbeing pillar Community Plan priority outcome areas: Community Development – We live in a shared equal and safe community : <ul style="list-style-type: none"> • More actively engaged and can influence the decisions that affect us; • Have safer communities; • Have access to quality facilities and services 	To increase participation in local planning, engagement and communication processes by developing collaborative approaches To create opportunities to improve, extend and maximise access to facilities and services which deliver increased safety and cohesion within the community Establish innovative practices which develop more sustainable rural communities and increase the capacity to engage rural, disengaged and excluded communities	SE, F , SA, SI F, SQ, SA, I I, F, SA, SQ

<ul style="list-style-type: none"> Community and voluntary sector is more resilient and sustainable <p>Corporate plan objectives:</p> <ul style="list-style-type: none"> Promote healthy outcomes 		
<p>Social wellbeing pillar community plan:</p> <p>Health and Wellbeing – We live long Healthy and Fulfilling lives:</p> <ul style="list-style-type: none"> We age actively and more independently; Health inequalities are reduced; We are more physically active; We have improved physical and mental health <p>Corporate plan objectives:</p> <ul style="list-style-type: none"> Promote healthy outcomes 	<p>Outcome Performance Objective:</p> <p>To assist develop healthy lifestyles through increased participation in high quality, leisure and sports activities:</p> <ul style="list-style-type: none"> To increase users in the Council’s leisure facilities (HC1A) To improve health and wellbeing in targeted and underrepresented groups through leisure and sport opportunities that enables everyone in DCSDC to lead full and active lives. (HC1B) Maintain current high levels of customer satisfaction/net promoter score (HC1D) To improve participation rates for those living in deprived areas (HC1E) <p>To promote health safety and wellbeing and safeguard the environment by supporting communities and businesses</p>	<p>SA,SQ,E,F,I</p> <p>SQ,SA, SE, F</p>
<p>Social and Wellbeing pillar community plan:</p> <p>Children and young People – Our children and young people have the best start in life Our children and young people are safer, healthier, more respected and included; Our children and young people are better able to</p>	<p>Improve services for children and young people by embedding a child’s rights based approach across partnership structures, creating structures and informal opportunities where CYP can be involved in decisions which affect them</p>	<p>F, SQ, SA, E1</p>

<p>fully realise their potential and become active, responsible citizens</p> <p>Corporate plan objectives:</p> <ul style="list-style-type: none"> Promote Healthy Outcomes 		
<p>Cross Cutting community plan and Corporate plan themes:</p> <ul style="list-style-type: none"> Addressing inequality and promoting inclusive growth Good Relations Sustainability Rural Development 	<p>Make effective arrangements for the delivery of cross cutting community planning and corporate plan themes</p>	<p>F, I, E,S</p>
<p>Improved customer satisfaction</p>	<p>Increase the cost effectiveness and corporate compliance of services</p>	<p>E, SE</p>

3.2 Outcome Improvement Objective

To assist develop healthy lifestyles through increased participation in high quality leisure and sports activities (HC1)

- To increase users in the Council's leisure facilities (HC1A)
- To improve health and wellbeing in targeted and underrepresented groups through leisure and sport opportunities that enables everyone in DCSDC to lead full and active lives. (HC1B)
- Maintain current high levels of customer satisfaction/net promoter score (HC1D)
- To improve participation rates for those living in deprived areas (HC1E)

Rationale for Selection

A review of strategic policy for health and wellbeing was undertaken through the community planning process. This included a combination of stakeholder consultation; research reviews into the correlation between health, physical activity, diet and nutrition, and evaluation of programme activity undertaken by Council and partner organisations. Additionally the community plan equality impact assessment has been reviewed to ensure the targeting of resources to address inequalities and participation by underrepresented groups. This has informed the development of the Directorate's strategic performance objective:

To assist develop healthy lifestyles through increased participation in high quality leisure and sports activity.

Why we selected this objective

Derry City and Strabane's Inclusive Strategic Growth Plan 2017- 2032 sets out the strategic community planning partnership's vision for health and wellbeing and the overall outcome to support people live long, healthy and fulfilling lives. Four key areas for improvement have been identified: active ageing and more independent living; reduced health inequalities; increased physical activity; improved mental health. Related considerations which informed the development of the Directorate's performance improvement objective include:

- Plans for the development of a new regional sport and leisure facilities at Templemore and in Strabane
- New facility developments at Brandywell Stadium, Melvin Sports Arena, Prehen Boathouse, Leafair and Corrody Road
- Need to build the capacity of local sports and recreational clubs to become more sustainable and encourage higher levels of participation and proficiency
- Intervention needs for sports and physical activities programmes to promote greater activity by people with a disability, women, girls, older people and those living in areas of higher social need
- Opportunities presented by partner organisations to engage in pilot initiatives using physical activity to deliver health benefits

The key focus areas for health and well-being improvement will be to address key issues identified within the community plan through leisure, sport and healthy living activities:

- Physical and mental wellbeing
- Reduced health inequalities including addressing chronic conditions
- Increased physical activity
- Ageing actively and independently
- Making the most of the physical environment
- Strengthening collaboration for health and wellbeing

The Projected age profile of DCSDC and NI population, 2028 and 2041 is detailed below:

Age band	2028			2041		
	DCSDC	NI		DCSDC	NI	
0-15	31,050	20.7%	19.6%	28,040	19.2%	18.2%
16-24	17,000	11.3%	11.2%	15,640	10.7%	10.5%
25-44	35,300	23.5%	24.1%	32,550	22.3%	23.0%
45-64	38,360	25.6%	25.1%	34,480	23.6%	23.7%
65+	28,310	18.9%	20.1%	35,150	24.1%	24.5%
Total	150,010	100%	100%	145,850	100%	100%

Source: NISRA, Population Projections (2016 based)

- ❖ The population of DCSDC is projected to get older by 2028 and through to 2041.
- ❖ By 2041, it is projected that the number of those aged under 16 will fall to 28,040 (19.2%), down from 32,806 (21.8%) in 2016.
- ❖ The numbers of residents in the age bands, 25-44 and 45-64, are also projected to fall as well as making up proportionately less of the DCSDC population.
- ❖ By 2041, the number of people aged 65 and over is expected to increase to 35,150 resulting in this age category making up nearly a quarter (24.1%) of the DCSDC population.

- The area exhibits life expectancy levels on a par with NI but on closer inspection the urban deprived super output areas have levels far below those in affluent or rural areas. Health outcomes were worse in the most deprived areas than in the DCSDC as a whole across all 26 indicators
- Some 30,925 people (21%) live in areas defined as deprived. Analysis of super output data suggests there are forty output areas, almost half in rural areas, that contain deep pockets of multiple deprivation.
- Within DCSDC all health and wellbeing indicators were worse than the NI average with the exception of the standardised admission rate for circulatory disease
- Cancer rates, prescriptions for anti-depressants, admission rates to A&E for residents from the most deprived areas are all multiples of the rates for NI in non-deprived areas

Appendix B sets out the health statistical plan for the Derry City and Strabane District council area to include population growth, age profile, numbers of people in good health, numbers of people with health problems, disability, mental health /isolation adult and childhood obesity frequency of physical activity participation for children and adults.

The NISRA continuous household survey 2017/18 considers the levels of engagement in culture, arts and leisure by adults in NI. The DCSDC analysis which combines data across more than 1 year indicates that:

- 54% of residents had participated in sport within the last 12 months; this is however lower than the NI average of 53%
- 49% of residents who engaged in sport and physical activity participated at least once a week
- 23% were members of a sports club

The NI Life and Times survey 2015 records the attitudes of 16 year olds on a range of issues including sport:

- 48% of DCSDC respondents take part in a sports club or a gym outside of school (NI average is 52%)
- 21% of respondents never spend time doing sport (NI average is 12%)
- In 2015, 80% of DCSDC respondents would like to do more sports or physical activity

The Young Persons Behaviour and Attitude Survey for NI assessed the no of school children who participate in physical activity 3 times per week. Respondents were asked how many days participation in sport, physical activity, or active play which made them out of breath they undertook over a 7 day period.

All	2016
No days	7.6%
1 day	9.3%
2 days	14.3%
3 days	17.1%
4 days	16.0%
5 days	14.5%
6 days	8.6%
7 days	12.7%
Total	100%

Source: Young Persons Behaviour and Attitude Survey
Respondents aged 11-16

Whilst not a direct comparator the NI kids Life and Times survey 2015/16 of P7 children in NI indicates that:

- 9% of DCSDC respondents never played sports or did any physical activity (NI average is 7%) and 31% spend 60 minutes a day up to 4 times a week playing sports or doing physical activity and 47% spent at least 60 minutes 4-7 times a week

The overall levels of physical activity within Northern Ireland remain lower than UK averages, with the population of the Western Trust figures indicating that only 49% of the population meet the recommended Chief Medical Officer guidance of 150mins of physical activity per week as included with in Data from NI Health Survey (not available at LGD level).

All	2016/17
Meets recommendations	55%
Some activity	13%
Low activity	6%
Inactive	26%
Total	100%

Source: Health Survey Northern Ireland
 Respondents aged 19+

The number of Respondents meeting physical activity guidelines by Health & Social Care Trust is:

All	2016/17
Belfast	53%
Northern	55%
South Eastern	60%
Southern	56%
Western	49%
Total	55%

Source: Health Survey Northern Ireland
 Respondents aged 19+

The Citizen survey (2015) undertaken within the DCSDC area based on a random sample of 1,400 households across the district during May to July 2015 identified the following:

- Given their location in larger urban areas the most frequently used facilities were Templemore (23%); Lisnagelvin (21%); Riversdale (27%) and Melvin 18%.
- User satisfaction (satisfied or very satisfied) ranged from 61% at City Baths to 90% at Melvin Park Sports Complex.
- The frequency of use of leisure facilities ranged from 4% using facilities most days; 11% using facilities once a week; 13% using facilities a few times a year; 19% not using facilities; to 12% who have never used facilities
- 27% of DCSDC respondents do not spend any time per week on moderate intensity aerobic activities (e.g. cycling, fact walking/hiking, pushing a lawnmower etc.) whereas 58% spend 30 minutes or more on these activities
- 60% of DCSDC respondents do not spend any time per week on vigorous – intensity aerobic activities (e.g. jogging/running, games of single tennis, football. rugby, hockey, martial arts), whereas 31% spend 30 minutes or more on these activities.

Leisure centres and sports programmes play an important role in increasing participation. User visits across all Council Leisure sites is increasing year on year: 917,735 in 2016/17 to 940,000 in 2017, 18 and with the current 19/20 9 month out-turn figure reaching 775,978 with the expectation that this will reach £1m by the end of the financial year. Opportunities exist for developing a more focused approach to assessing the impact on the general health and wellbeing of participants through the annual user survey. For 2018/19 this will capture the frequency of attendance, progress against the 150 minutes of physical activity per week, impact of participation on health and adequacy of facilities.

Other specific programmes with in- built monitoring arrangements are being run on a pilot basis to address sedentary behaviours with programmes for specific health related conditions such as obesity and diabetes through GP referral; and family support programmes involving diet, nutrition and exercise and Cancer. A number of evaluation studies in respect of these have been completed highlighting the health and wellbeing benefits to be gained through physical activity.

Example

The **Sport NI Everybody Active (EBA)** (June 18) evaluation undertook surveys with 4,950 (aged 4-11) participants across the 11 Council areas, with 2,109 children completing the survey. Of the Everybody Active participants 47.3% take part in/play sport 3+ times a week, 24.2% have other things to do and 33.2% prefer to do other things rather than sport and physical activity; some 56% were also members of a sports team.

The EBA young people (aged 12-17) before taking part in the EBA programme only 44% took part in sport or physical activity; however following their participation 50.7% had increased the frequency with which they took part. Post the programme 93.4% stated they would like to continue sports participation and 65.9% said that taking part in EBA had a positive impact on their health and fitness. Barriers to participation included homework and time, with notably 24.4% stating that nothing prevents them from participating.

Adults engaged in the EBA programme (18+) stated that 95.6% would like to continue participating in sport or physical activity with 82.1% saying EBA has had a positive impact on their health and fitness. Barriers to participation in sport and physical activity were identified as time and not feeling fit enough, with notably 22.7% saying nothing prevents them participating.

This programme targets 12,000 new participants per annum.

Example

The **Macmillan Cancer** programme, targeting 100 new participants per annum, will complete the first operational year in June 2019 will be assessing the impact of physical activity on fatigue, tiredness, energy, self-care, amount of exercise undertaken before the programme and overall support for the programme. Impact assessed based on a 10% increase in participants improved 'quality of life' (Macmillan QOL Pre and Post 13 point survey).

Example

The **physical activity referral** programme targets 450 participants' per annum special designated populations to include: obesity, musculoskeletal and diabetes. Improve participants net health score by 20% by completion of the programme (PARP Pre and Post Survey Results)

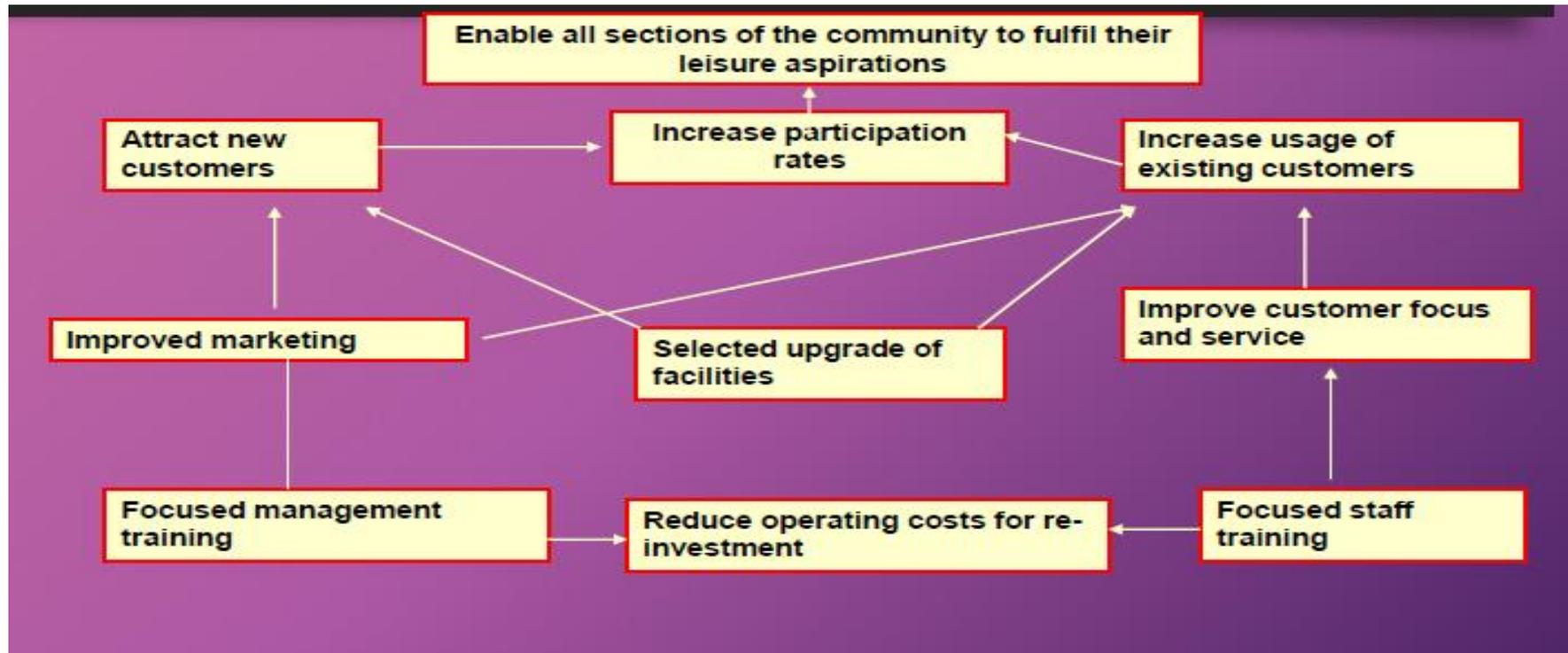
Example

The 'Get Out Get Active' (GOGA) is designed to help physically inactive members of the local community, who need encouragement and support, to take those first steps towards a more active, healthy lifestyle. The Programme specifically aims to providing both sport and physical activity opportunities for people with a disability in a bid to encourage less active people of all ages and abilities to be more physically active. Impact measured on participant opportunities created and follow up questionnaires, surveys, case studies.

The accumulative impact of facility development, targeted programme initiatives and more focused impact analysis requires a longitudinal approach. On this basis it is proposed that the performance improvement objective is retained for a further period of 2 years. The overall NI baseline for physical activity has remained relatively static over a number of years and given the nature of the outcomes a long term approach is required to generate the level of behavioural change required. This will require a collaborative approach with a range of stakeholders not least with the wider health family. The community plan highlights this aspiration of developing long, healthy and fulfilling lives.

The Council has committed to improving the quality of its leisure and sports facilities with an agreed programme of capital works for leisure centre development, pitch and changing facilities, pontoon access. This will be the catalyst for stimulating increased participation and for the delivery of programmes which target key participant groups including disadvantaged, Older people, women, and children, those with a disability and those with specific health conditions.

Strategy Map: How we will deliver our Outcome Improvement Objective



3.3 Mainstreaming the Equality and Disability Duties

The Directorate will support the Council's commitment to promoting equality and opportunity as outlined in Section 75 of the NI Act 1998. This will account for people of different religious belief, political opinion, racial group, age, marital status, sexual orientation, gender and people with and without a disability and people with and without dependants as specifically is outlined in the equality scheme:

- All policies will be screened and Equality Impact assessments undertaken as required. Policy considerations in 2018/19 include the sports facilities strategy, pricing policy; local community plans; children and young people action plan; sport, leisure and outdoor recreation strategy; PCSP plan.
- Through our programme of activities and in particular good relations we will engage with those of different religious backgrounds, political opinion, racial groups, ages and the LGBT community. A good relations working group and ethnic minority forum will be supported as key mechanisms for engaging with, providing information to and consulting with these groups. The promotion of good relations week will provide a high level corporate focus on this activity.
- The disability scheme places a duty on public authorities when carrying out their function to have regard to the need to promote positive attitudes towards disabled people and encourage participation by disabled people in public life. Due consideration will be given to the needs of the disabled and there will be targeted programme interventions within the leisure and sports programmes and actions to support inclusion and engagement in consultation events. Facility planning for new developments accounts for the needs of those with disabilities and ensuring service provision addresses issues raised through the disability forum.

3.4 Improvement Delivery Plan – Community Development & Leisure

In order to deliver our Directorate outcome and/or service improvement objectives we have identified a number of key activities, as set out below. These actions represent part of the work that will be progressed by the Directorate during 2019/20.

Ref	Directorate Outcome/ Service Improvement Objective	Key Activities/Actions/Sub-actions/milestones	Target Date	Lead Officer
1	To assist develop healthy lifestyles through increased participation in high quality leisure and sports activity (HC1)	<p>Develop a sport, physical activity and wellbeing plan.</p> <p>Deliver Healthy Towns programme.</p> <p>Deliver McMillan Move More Support programme – 100 participants living with or beyond cancer.</p> <p>Roll out of Peace 4 Sports Development Programme.</p> <p>Delivery of Cross Border Sports Development Programme developed and funding secured £250k.</p> <p>Delivery of 6 seasonal district wide sports camps with 250 participants.</p> <p>Roll out of Athlete Support Membership allocating and renewing 60 memberships.</p> <p>Implement a user survey at leisure centres to include both customer satisfaction and focused impact of health benefits.</p> <p>3,000 children participating in structured swimming programme.</p>	<p>March 2020</p>	

	<p>Lead business case planning and design process for: Strabane Leisure Centre to Design Stage 4 Templemore Sports Complex to Design Stage 4 Prehen Pontoon Development to Design Stage 4 Daisyfield/Brandywell Sports Centre Development to Design Stage 4</p>	March 2020	
	<p>Completion of 2 SIF Pitch Projects (Leafair and Corrody Road)</p>	July 2019	
	<p>Progress Melvin Multi-Sport Hub Development to Design Stage 4 and identify funding opportunities.</p>	March 2020	
	<p>Increase leisure user visitor numbers (paid visits) to 1,000,000 visits per year –</p>	March 2020	
	<p>Achieve Everybody Active targets of 12,000 participants per year for targeted programmes - 2k Disability Participants 5.5k Female Participants 4.5k Area of High Social Need Participants</p>	March 2020	
	<p>Achieve 450 participation completion rate for Physical Activity Referral Programme (PARP) targeting those with health risks relating to obesity, diabetes or musculoskeletal conditions.</p>	March 2020	

		Achieve Athlete Support Membership of target of 60 participants.	March 2020	
		Contractor appointed for Waterside Shared Village Project.	March 2020	
		Progress design and development of Council's Strategic Community Centre Investment Programme: Ballymagoarty/Hazelbank - Design Stage 4 Culmore CC - Design Stage 4 Top of the Hill – construction work completed Lincoln Courts - construction work completed Glenview CC – options appraisal and business case completed	March 2020	
		Letter of Offer received and procurement of contractor commenced Gallaigh CC Shantallow CC	March 2020	
2	To increase participation in local planning, engagement and communication processes by developing collaboration processes (HC2)	Local Plans to be agreed and handed over to the Local Community Growth Partnership Boards for launch	September 2019	
		8 Local Community Growth Partnership Boards to be operational.	September 2019	
		Tailor and align governance arrangements for CYP theme within Local Community Planning with the locality planning structures.	June 2019	

		<p>Deliver PCSP Action Plan for 2019/20 with the following outcomes:</p> <ul style="list-style-type: none"> - Provide PCSP support to community based forums - Provide a PSCP Small Project Support Fund for each of the 8 Local Community Planning areas. <p>To improve community confidence in policing by delivering joint awareness/engagement activities with PSNI through the following activities:</p> <ul style="list-style-type: none"> - Road Safety Initiatives - Retail Safety Initiatives - Marking Initiatives – Bikes/trailers/farm equipment - Joint anti-burglary awareness campaigns - PCSP Policing Committee Meetings, Support Local Community Safety Forums - Monthly Concern Hub Meetings. <p>Deliver 5 District Wide Sports Forum meetings.</p> <p>L&S Pricing Policy EQIA, ongoing consultation and annual reviews.</p> <p>Complete 200 Leisure and Sport Customer Satisfaction Surveys and maintain a net promoter score of over 50.</p>	<p>March 2020 June 2019</p> <p>March 2020</p> <p>March 2020 March 2020</p> <p>March 2020</p>	
3	Improve services for Children and Young People (CYP) by embedding a Child Rights	Establish the PEACE IV District Wide Youth Council.	May 2019	

	<p>based approach across partnership structures; creating formal structures and informal opportunities where CYP can be supported to be involved in decisions which affect them. (HC3)</p>	<p>Deliver the Child Rights Partner Programme in partnership with the WAOG and Unicef, to include;</p> <ul style="list-style-type: none"> • Discovery phase • Development and delivery <p>Deliver an inclusive and participatory Youth 19 programme for young people ages 12 – 24.</p> <p>Develop and Deliver a PCSP small project support programme with a focus on youth engagement promoting respect for the law and for each other.</p> <p>Refer Children and Young people to EBA Programmes – summer camps & leisure centre usage statistics which include learn to swim programmes, gymnastics and a variety of children/youth initiatives.</p>	<p>March 2020</p> <p>March 2020</p> <p>March 2020</p>	
4	<p>To create opportunities to improve, extend and maximise access to facilities and services which deliver increased safety and cohesion within the community (HC4)</p>	<p>Implement the Good Relations Action Plan.</p> <p>Implement the Council's bonfire action plan.</p> <p>Deliver a £200,000 Good Relations Grant Aid Programme.</p> <p>Deliver the Community Safety Warden Programme around reducing Anti-Social Behaviour (ASB) and its impact on our community.</p>	<p>March 2020</p> <p>March 2020</p> <p>March 2020</p> <p>March 2020</p>	

		Enhance home protection for victims of crime, elderly and vulnerable residents.	March 2020	
		Manage the CCTV contract and enhance the CCTV footprint for the city and district.	March 2020	
		Implement Independent Mystery Visit Reports at all 8 Leisure sites, maintaining an average score of 85%.	March 2020	
		Leisure watch maintained at all sites.	March 2020	
5	Establish innovative practices which develop more sustainable and resilient communities and increase the capacity to engage rural, disengaged and excluded communities (HC5)	Ongoing Community Development and Good Relations Support to the 8 local community planning areas through the allocation of Community Development Co-ordinators and Good Relations Officers.	March 2020	
		Ongoing community development support to the 3 Rural DEA's through the appointment of a Rural Support Service Contract	March 2020	
		Progress with the development of community development provision at Springhill as highlighted in the Community Centre review.	March 2020	
		Allocate £214,500 Community Support Fund Grant Aid funding to 8 Local Community Planning areas.	March 2020	
		Deliver a Community Venues Fund (£215,500) to fund 22 community facilities.	March 2020	

		Allocate £718,299 to Advice Services Programme to deliver generalist Advice Services in the Council area.	March 2020	
		Carry out a quality control audit on all funded advice providers.	January 2020	
		Sports Grant Aid funding of £96,466.79 to be allocated groups/clubs Subject to Sport NI investment.	March 2020	
6	Increase the cost effectiveness and corporate compliance of services (HC7)	Continue to maintain ISO 18001 at all Council Owned Community Facilities and ISO 45001 at all Leisure Sites.	March 2020	HCDL
		Secure match funding from a range of partners to ensure delivery of the PCSP Action Plan, co-finance CCTV and the Community Safety Wardens.	September 2019	HCDL
		Achievement of L&S net budget of £5,767,894	March 2020	HCDL
		Implementation of L&S Pricing Policy	March 2020	HCDL

3.4(a) Measures of Success and Performance – Community Development & Leisure

During 2019/20, we will be continue to work to establish baseline and benchmarking information in order to promote continuous improvement. The following performance indicators/measures and targets have been identified for 2019/20.

Outcome / Service Improvement Objective Reference	Performance Measure/Indicator	Baseline Performance	2016/17 Performance	2017/18 Performance	2018/19 Performance	2019/20 Target
HC1						
HC1A	Leisure user visitor numbers (paid visits) by 50,000 visits per year.		917,735	940,000	775,978 (Period 9 Out turn)	Total 1,000,000
HC1B	Number of Everybody Active participants per year for targeted programmes.	12,000	10,158	12,000	12,000	Total 12,000 2,000 Disabled 5,500 Female 4,500 Area of High Social Need
HC1B	Number of completed Physical Activity Referral Programme (PARP) targeting designated special populations – those with obesity, diabetes or musculoskeletal condition	450	408	450	450	450
HC1B	Number of participants in Macmillan Move More Programme % of participants reporting improvement against indicators of fatigue, tiredness, energy, self-care, amount of exercise before programme and support for the programme					100 Baseline to be undertaken in June 2019

HC1B	Number of participants in NW Sporting Pathways programme					700
HC1B	Number of athletes enrolled in the Elite Athlete Membership Scheme					60
HC1B	Number of participants in the Coach Education programme and CPD Courses to support Coach and Club development					300
HC1B	Number of participants through Sport NI and EBA 2020 grant aid programme					2550
HC1D	User satisfaction/Net promoter score					50
HC1D	Average Quarterly Mystery Visit Score across all leisure facilities					85%
	Leisure Centre User assessment of impact on: General health Physical health Mental Health Specific medical condition CMO guidelines of 150 minutes per week Adequacy of facilities				Baseline being undertaken in March 2019	tbc

The APSE Leisure and Community Development performance indicators are presented at Appendix C.

3.5 Improvement Delivery Plan – Health & Community Wellbeing

In order to deliver our Directorate outcome and/or service improvement objectives we have identified a number of key activities, as set out below. These actions represent part of the work that will be progressed by the Directorate during 2019/20.

Ref	Directorate Outcome/ Service Improvement Objective	Key Activities/Actions/Sub-actions/milestones	Target Date	Lead Officer
1	Promote health, safety and well-being, and safeguard the environment by supporting communities and businesses through education and enforcement	Continue to promote/support and participate in range of health and wellbeing initiatives linked to collaborative actions identified within the Strategic Growth Plan (2017-2032), Health 2020 and the Making Life Better Strategy (2013-2023).	March 2020	HHCW
2		Continue to deliver the Community Crisis Intervention Service and establish if additional funding available to continue service beyond December 2020.	December 2019	HHCW
3		Work with partners to improve housing standards including those in the private rented sector and via the transfer of responsibility for HMO's to council from April 2019.	March 2020	HHCW
4		Support the local economy and businesses through clear advice, guidance & good regulation.	March 2020	HHCW
5		Work with stakeholders to monitor, manage and Improve Local Air Quality.	March 2020	HHCW

6		Promote and support responsible dog ownership through the balanced use of education and enforcement initiatives supported by Dog Control Orders.	March 2020	HHCW
7		Provide quality statutory functions promoting compliance through risk based inspection and sampling programmes and where necessary carry out enforcement activities in accordance with statutory provisions and council policies.	March 2020	HHCW
8		Provide high quality and accessible registration services within legislative framework and Council policies.	March 2020	HHCW
9		Continue to support businesses, community, voluntary groups, charitable groups and commercial event promoters ensuring they maximise their potential without negatively impacting on the social, economic and environmental benefits to the Council area.	March 2020	HHCW
10		Contribute to the development of the Local Development Plan and respond to planning consultations to ensure sustainable development.	March 2020	HHCW
11		Continue to promote/support and participate in range of health and wellbeing initiatives linked to collaborative actions identified within the Strategic		

		Growth Plan (2017-2032), Health 2020 and the Making Life Better Strategy (2013-2023)		
12		Continue to deliver the Community Crisis Intervention Service and establish if additional funding available to continue service beyond December 2020		
13		Work with partners to improve housing standards including those in the private rented sector and via the transfer of responsibility for HMO's to council from April 2019		
14		Support the local economy and businesses through clear advice, guidance & good regulation		
15		Work with stakeholders to monitor, manage and Improve Local Air Quality		
16		Promote and support responsible dog ownership through the balanced use of education and enforcement initiatives supported by Dog Control Orders		
17		Provide quality statutory functions promoting compliance through risk based inspection and sampling programmes and where necessary carry out enforcement activities in accordance with statutory provisions and council policies		

18		Provide high quality and accessible registration services within legislative framework and Council policies		
19		Continue to support businesses, community, voluntary groups, charitable groups and commercial event promoters ensuring they maximise their potential without negatively impacting on the social, economic and environmental benefits to the Council area		
20		Contribute to the development of the Local Development Plan and respond to planning consultations to ensure sustainable development		
21		Help Develop an age friendly city and district by supporting Active Ageing Strategy 2016-2021 and the 8 World Health Organisation key themes.		
22		<p>Support the delivery of the European policy framework Health 2020 by becoming a member of the WHO Healthy City Network and work towards achieving the following three overarching goals of Phase VII (2019-2024):</p> <ul style="list-style-type: none"> a. Fostering health and well-being for all and reducing health inequalities b. Leading by example nationally, regionally and globally 		

		c. Supporting implementation of WHO strategic priorities.		
23		Support/contribute to the planning of Health and Wellbeing programmes and appropriate health information to encourage positive change in lifestyles.		
24		Participate in CAWT INTERREG VA CoH-Sync Cross-Border Health & Well-Being Hub Implementation Group		
25		Civic Forum (Alcohol, Drugs, Mental Health, Emotional Wellbeing, Suicide Prevention and Homelessness)		
26		Compassionate Communities Charter		
27		Develop Health and Wellbeing information to support: <ul style="list-style-type: none"> a. Families who register life events (Births, Deaths, Marriages) b. Healthy Nightlife Environments c. Healthy workplaces 		

3.5(a) Measures of Success and Performance – Health & Community Wellbeing

During 2019/20, we will be continue to work to establish baseline and benchmarking information in order to promote continuous improvement. The following performance indicators/measures and targets have been identified for 2019/20.

Outcome / Service Improvement Objective Reference	Performance Measure/Indicator	Baseline Performance	2016/17 Performance	2017/18 Performance	2018/19 Performance	2019/20 Target
HC6 (1)	<p>Continue to promote/support and participate in range of health and wellbeing initiatives linked to collaborative actions identified within the Strategic Growth Plan (2017-2032), Health 2020 and the Making Life Better Strategy (2013-2023).</p> <ul style="list-style-type: none"> Participate in the Health and Wellbeing Outcome Delivery Partnership and facilitate and support any partnership groups and / or agency, to deliver on the collaborative actions identified. Demonstrate commitment to address ill health and poor wellbeing through multi-agency working by working 		N/A	N/A	Meet 4 times per year	Meet 4 times per year
			N/A	N/A	1 initiative for each priority area.	1 initiative delivered

	<p>towards the goals of the WHO European Healthy Cities Network and the Copenhagen Consensus.</p> <ul style="list-style-type: none"> • Lead and Provide direction of the Civic Forum to achieve agreed actions associated with alcohol/drugs/mental health/emotional wellbeing and homelessness- <ul style="list-style-type: none"> ○ At least 2 Civic Forum (Alcohol, Drugs, Mental Health, Emotional Wellbeing and Homelessness) meetings/year • Continue to promote/support and participate in range of health and wellbeing initiatives linked to Making Life Better Strategy:- <ul style="list-style-type: none"> ▪ Home Safety ▪ Affordable Warmth ▪ Smoke Free/Tobacco Control ▪ Air Quality ▪ Nutrition 		<p>2</p> <p>7</p> <p>N/A</p> <p>N/A</p>	<p>2</p> <p>8</p> <p>1</p> <p>2</p>	<p>2</p> <p>8</p> <p>1</p> <p>2</p>	<p>2</p> <p>8</p> <p>1</p> <p>25</p>
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	<ul style="list-style-type: none"> ▪ Obesity/Health at Work ▪ Home Accident Prevention 		47 events participated in	24 events participated in	55 events participated in	
	<ul style="list-style-type: none"> • Work towards obtaining Compassionate Communities Cities Charter-develop and support the 13 social changes within the action plan • Achieve the targets set by HSENI/DC Joint Strategy to help reduce accidents and ill health within specific service sectors/activities. • Implementation of a Community Toilet Scheme • Increase focus on Food Standards as a result of Food Fraud- <ul style="list-style-type: none"> ○ Alcohol Sampling in Licensed Premises ○ No of premises inspected for Food Safety 		N/A	Steering group established and action plan developed	Action plan delivered	Continue to support the social changes
			50% inspection target achieved	Target - 50% inspections; achieved 82.4% inspections	Target - 50% inspections; achieved 60% inspections	50% of premises inspected to be targeted as per initiative
					Community Toilet Scheme Launched	
		20	20	15	21	20
			474	433	373	448

	<ul style="list-style-type: none"> ○ Participate in Allergen Compliance Initiative- Number of FS focused inspections 		N/A	270	406	220
(2)	<p>Develop Community Crisis Intervention Service</p> <ul style="list-style-type: none"> • Commit to the procurement of a Community Crisis Intervention Service through a co-design and funding process. 		Working group established, Terms of Reference agreed	Procurement of CCIS initiated	Pilot Crisis Intervention Service in place	Secure funding to continue service
(3)	<p>Work with partners to improve housing standards including those in the private rented sector</p> <ul style="list-style-type: none"> • Provide regulation and education in relation to private rented sector including the preparation for the transfer of HMO's from NIHE to Council in 2019. <ul style="list-style-type: none"> ○ No of houses inspected under the PTO legislation ○ HMO transfer process complete 		Ongoing	Ongoing	Ongoing	
			42	31	31	30
			N/A	Process underway	Process complete by March 2019	HMO's transferred and service in place

	<ul style="list-style-type: none"> Deliver affordable warmth scheme and promote other schemes to reduce fuel poverty within district. 		Service delivered in line with DfC SLA	Service delivered in line with DfC SLA	Service delivered in line with DfC SLA	Service delivered in line with DfC SLA
(4)	<p>Support the local economy and businesses through clear advice, guidance & good regulation</p> <ul style="list-style-type: none"> Ensure new food, health and safety and consumer protection businesses receive advice and guidance upon registration. Produce at least one guidance document to be used by business and/or consumer with support to minority communities as required. Promote high standard of health and safety and well-being at public events by encouraging event organisers/promoters to implement good practice- <ul style="list-style-type: none"> No of meetings attended Provide Port Health Service and Develop Service plan 		N/A	100%	100%	
			100%	100%	100%	
			24	15	12	
			Service available on request	Service available on request	Service Plan completed. Become Corporate	Implementation of Service Plan complete

					member of APHA. Arrange ship inspection training for staff.	
(5)	<p>Work with stakeholders to monitor, manage and Improve Local Air Quality.</p> <ul style="list-style-type: none"> • Improve Local Air Quality through continuance of Local Air Quality Monitoring/Action Plan and inspect permitted Industrial Installations enforced by Council – <ul style="list-style-type: none"> ○ 1 initiative ○ 5 Air Quality Monitoring Stations and diffusion tube network maintained (24 sites) ○ Air Quality Action Plan /Progress reports ○ PPC Inspections 		N/A	(NO2 Levels as PfG indicator)	(NO2 Levels as PfG indicator)	
			N/A	1	1	1
			5	5	4	5
			N/A	1	1	1
			81%	94%	100%	100%
(6)	<p>Promote and support responsible dog ownership</p> <ul style="list-style-type: none"> • Investigate straying complaints 		100%	100%	100%	100%

	<ul style="list-style-type: none"> • Implement rehoming policy • Dog attacks investigated within 1 day • Dog Control Orders created by cross departmental/multi-agency working group • Education talks – Schools/Community Groups • Increase number of new dog licences <p>Animal Welfare – 100% compliance with SLA</p> <ul style="list-style-type: none"> • Deliver on workplan targets that meet the Animal Welfare Project Board Strategy Objectives 		75%	100%	Review and Update policy	Policy implemented
			100%	100%	100%	To be completed
			Dog control (Fouling on lands) implemented	Cross departmental working group established	Create 3 Dog Control Orders	
			26	30	30	30
			20% increase (7029)	20% increase (8162)	8278	20% increase
			100%	100%	100%	100%
	<ul style="list-style-type: none"> • Improve response times to planning applications:- 					

	<ul style="list-style-type: none"> 15 days response time for local applications 		33%	43%	100%	
(7)	<p>Provide a quality statutory function promoting compliance through risk based inspection and sampling programmes and where necessary carry put enforcement activities in accordance with statutory provisions and council policies.</p> <ul style="list-style-type: none"> 100% of programmed high risk premises inspected 80% of service requests responded to within 3 working days <p>Adhere to targets set out in the following Service Level Agreements with statutory partners:</p> <ul style="list-style-type: none"> DfC Affordable Warmth DfC Landlord Register 	100%	87% (H&S/CP) 100% (FH) 33% (PPC)	91% (H&S/CP) 100% (FH) 66% (PPC)	84% (H&S/CP) 100% (FH) 100%	100% (H&S/CP) 100% (FH) 100% (PPC)
			92%	85%	88%	
			100%	100%	100%	
			100%	100%	100%	

	<ul style="list-style-type: none"> • PHA – Home Safety • PHA Tobacco Control/Smoke Free • NIHE – Housing Benefit & Housing Fitness • NIEA – Drinking Water Inspectorate • DoJ – Storage of fireworks and explosives • Work in partnership with HSENI through the joint strategy and with other regulators and stakeholders to implement sports ground safety legislation <ul style="list-style-type: none"> ○ Deliver joint initiatives in at least 50% of planned premises visits. 	100%	100%	100%	100%	50% of planned premises visits.
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	<ul style="list-style-type: none"> ○ Renew sports ground safety certificates annually with at least 2 during performance inspections. 		100%	100%	100%	Annual Review with 2 during performance visits.
	<ul style="list-style-type: none"> ● Consumer Safety – Participate in test purchase exercise in at least 25% of premises offering the use of selected products as identified in the Regional C.P. Sub Group Plan. 		14 premises visited = 50%	13 premises visited = 46%	12 premises 43% premises	25% of premises
	<ul style="list-style-type: none"> ● Food Safety/Nutrition/Infectious Disease Control - Ensure the continued operation of the Mandatory FHRS in a fair, consistent and transparent manner:- <ul style="list-style-type: none"> ○ % of FHRS notifications sent out within 14 days ○ % of revisits undertaken ○ No. of consistency exercises undertaken 	100%	92%	94%	100%	100%
		100%	100%	100%	100%	100%
		2	2	2	2	2

<p>(8)</p>	<p>Provide high quality and accessible registration services within legislative framework and Council policies.</p> <ul style="list-style-type: none"> • The publication of a new guide to the Registration of Marriage and Civil Partnership: <ul style="list-style-type: none"> ○ Number of local businesses making application for Approved Venue status ○ Service Delivery and Customer feedback from Funeral Director and bereaved family 		<p>100%</p> <p>12</p> <p>100%</p>	<p>100%</p> <p>8</p> <p>100%</p>	<p>100%</p> <p>8</p> <p>100%</p>	<p>100%</p> <p>8</p> <p>100%</p>
<p>(9)</p>	<p>Continue to support businesses, community groups, charitable groups and commercial event promoters ensuring they maximise their potential without negatively impacting on the social, economic and environmental benefits to the Council area.</p> <ul style="list-style-type: none"> • Develop and implement procedures for <ul style="list-style-type: none"> ○ Entertainment Licences 	<p>N/A</p>	<p>N/A</p>	<p>50%</p>	<p>100%</p>	

	<ul style="list-style-type: none"> ○ Petroleum Licences ○ Amusement Permits ○ Street Trading ○ Societies and Lotteries ○ Places of Marriage ○ Pavement Cafes ○ Special Events on Roads 	N/A	N/A	50%	100%	
		N/A	N/A	50%	100%	
		N/A	N/A	50%	100%	
		N/A	N/A	50%	100%	
		N/A	N/A	N/A	100%	
		N/A	N/A	N/A	100%	
	<ul style="list-style-type: none"> ● Implement new Pavement Café Legislative requirements. 	N/A	N/A	N/A(Awaiting D.F.I. Guidance)	100%	
	<ul style="list-style-type: none"> ● Implement Road Closure Legislative requirements <ul style="list-style-type: none"> ○ Produce Hearing Protocol and approved by Council 	N/A	N/A	100%	N/A	
				90%		
	<ul style="list-style-type: none"> ● Develop and Implement Street Trading Policy 	N/A	N/A	80%.	100%	
	<ul style="list-style-type: none"> ● Produce and Implement the new Amusement Permit Policy 	N/A	60%	100%	100%	

	<ul style="list-style-type: none"> Implement proactive planned inspection and During Performance Inspection programme (Entertainment, Petroleum, Places of Marriages, Amusement, Street Trading, Societies & Lotteries) 	N/A	N/A	50%	100%	
	<ul style="list-style-type: none"> Review management rules and licence conditions (Consultation with N.I. Licensing Forum) 	N/A	25%	100%	50%	
	Hold monthly multi-agency/Joint Licencing Meetings	100%	100%	100%	100%	
	Amusement, Places of Marriage, Petroleum, Street Trading, Societies and lotteries issued within 20 days of valid application	N/A	N/A	100%	100%	
	Entertainment, Special Events (Road Closures) issued within 40 days of valid application	N/A	N/A	100%	100%	

	<p>Safety Advisory Group</p> <ul style="list-style-type: none"> Provide monthly meetings for event organisers to present their proposed event and get advice on good practice from statutory agencies and key stakeholders 				100%	
(10)	<p>Contribute to the development of the Local Development Plan and respond to planning consultations to ensure sustainable development.</p> <ul style="list-style-type: none"> Engage with DfI and Environment and Regeneration Directorate on strategic planning and the development of the Local Development Plan:- <ul style="list-style-type: none"> No. of meetings attended re Local Development Plan Develop guidance for EH staff and specific guidance for applicants and agents Improve response times to planning:- <ul style="list-style-type: none"> 15 days response time for local applications 		1	2		
			N/A	1		
			33%	43%	100%	

The APSE Environmental Health Services performance indicators are presented at Appendix C.

Section Four: Risk Management

4.1 Risk Register

There are no high scoring risks with a residual score of 5 and above attached in the Risk Register at Appendix D.

Section Five: Contacts

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