



Derry City & Strabane
District Council
Comhairle
Chathair Dhoire &
Cheantar an tSraitha Báin
Derry Citty & Strábane
Destríck Council

Directorate Delivery Plan 2021/22

Health & 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 2020/21

- 2.1 Highlights
- 2.2 Progress Update

Section Three: Improvement Planning and Service Delivery

- 3.1 2021/22 Directorate Improvement Objectives
- 3.2 Outcome Improvement Objective
- 3.3 Mainstreaming the Equality and Disability Duties
- 3.4 Improvement Delivery Plan
- 3.5 Measures of Success and Performance

Section Four: Risk Management

- 4.1 Risk Register

Section Five: Key Contacts

Health & Community

Service Delivery Plan 2021/2022

Section One: Directorate Profile / Summary

1.1 Purpose of Directorate

The Health and Community Directorate comprising the Community Development and Leisure and Health and Community Wellbeing services is responsible for working collaboratively with partners across the Government, Statutory and Third sector to support and develop core service delivery to include:

- 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 using cross sectoral and inclusive community development approaches across Directorate services.
- Leading and supporting partnership approaches to address the underlying causes of poor health and reduced health inequalities.
- Developing more resilient, engaged and sustainable communities who are supported and resourced to address disadvantage and inequalities.
- Provision of people focused services and facilities which sustain vibrant communities through quality community services including embedding provision for good relations, community safety, children and young people's activities.
- Supporting collaborative working and partnership to ensure the benefits that arise from community planning are realised and opportunities for local engagement in shaping these outcomes is maximised.

- Sustaining and increasing participation opportunities for sport and physical activity by ensuring places and spaces are increased, modernised and of sufficient quality to maximise the delivery of sports and physical activity programmes for performance and participation to achieve wider societal and cross sectoral benefits.
- Leading on all aspects of social, community regeneration and wellbeing initiatives to support the shared and interlinked objectives of economic development and environment and regeneration across the Council and with wider external stakeholders.

The context of Derry City and Strabane District Strategic Inclusive Growth Plan 2017 – 2032 sets out the vision 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 and District to improve the social, economic and environmental wellbeing outcomes for all residents.

The social pillar of the plan sets out the challenges that our service delivery must respond to: a changing age profile with a projected 66% increase in our over 65 age group and a 12% reduction in the under 16 age group by 2039; along with a 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. These challenges will of course be impacted further by the new emerging impacts of the COVID pandemic which will create both short term and potentially sustained demands on future service delivery. The Directorate has begun to respond in part to this through its active role in the COVID response and recovery phases alongside Local Growth Partnerships and Neighbourhood Renewal Partnerships and participation in the newly established poverty and rural working groups.

The strategic community planning outcomes and associated actions provide the strategic focus for service delivery:

Community Plan Outcome	Actions
Community Development	<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

We live in a shared, equal and safe community	<ul style="list-style-type: none"> • Our community and voluntary sector is more resilient and sustainable
Health and Wellbeing We live long, healthy and fulfilling lives	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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

Progress towards achieving outcomes at a strategic level is set out in the statement of progress for the Inclusive Strategic Growth Plan 2017-32.

<https://growderrystrabane.com/statement-of-progress/>

Overall the indicative change in population indicators by social wellbeing domain show:

Social Wellbeing



The Directorate outcomes will also support the delivery of the Council's Corporate Mission:

'Deliver improved social, economic and environmental outcomes for everyone' and the fulfilment of the aligned objectives:

- Grow our business and facilitate cultural development
- Protect our environment and deliver physical regeneration
- Promote healthy communities
- Provide effective and facilitative cross functional support services

1.2 Services Provided



There are currently 323 staff employed within Community Development and Leisure

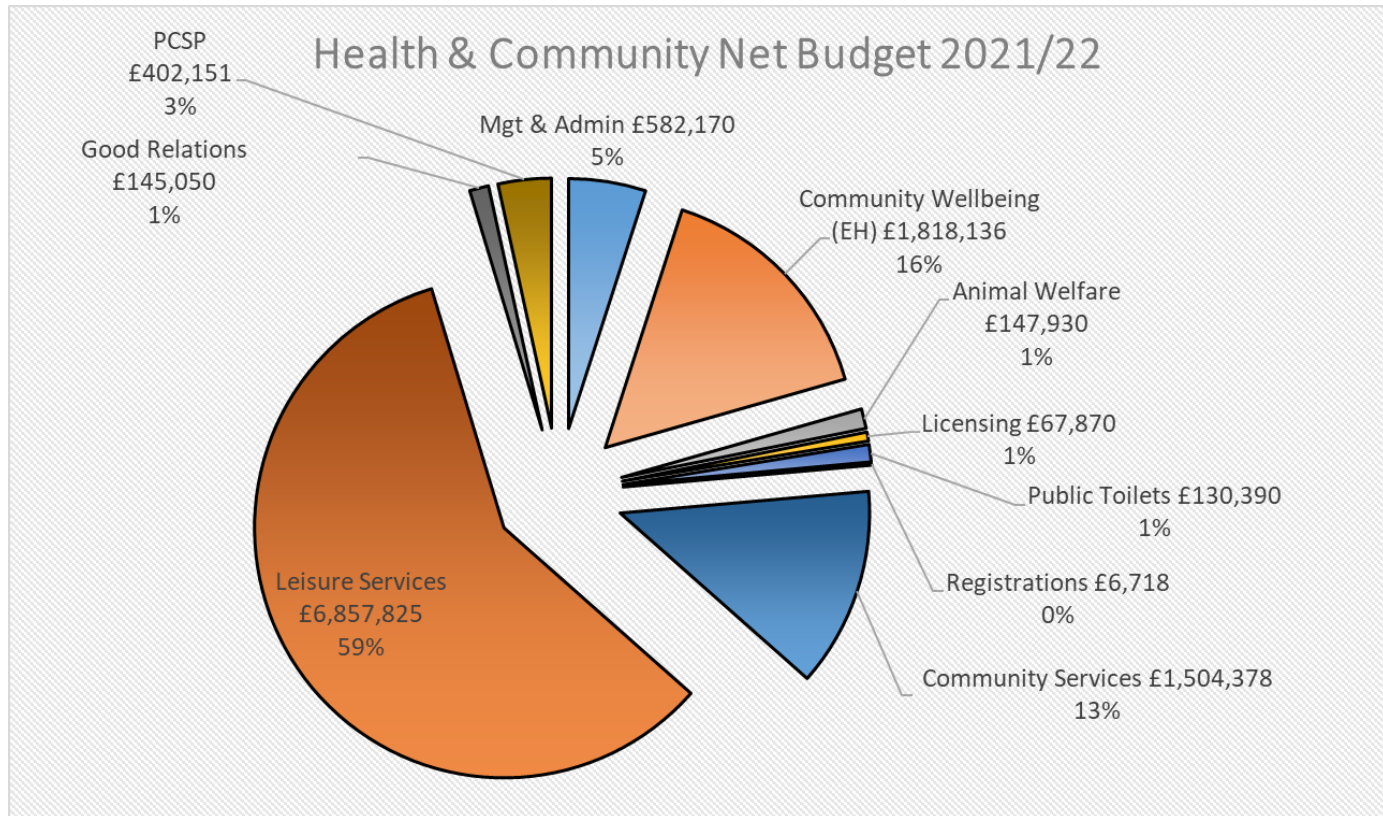


There are currently 57 staff employed within Health & Community Wellbeing

1.3 Summary of Resources

The Directorate has a net budget of £11,662,618 representing 17.7% of the Council's overall net expenditure budget of £65,845,803 for the 2021/22 year.

A breakdown of these resources by service area is provided in the diagram below.



Section Two: Achievements 2020/21

2.1 Highlights

Community Development

- Community Centre Venues fund – 22 Venues provided with £215,500 with £102,875 paid in advance to support cashflow.
- Community Support Fund – 85 community organisations provided with £315,713.74 with 50% paid in advance.
- Good Relations – 49 community organisations provided with £200,000 with 50% paid in advance.
- Advice Services – Generalist Voluntary Advice £705,292; Tribunal/Appeals £91,078; Welfare Reform £112,300.24; Covid-19 Additional Funding £22,293.
- Pilot Consensual Grant Making - £120,000 project re-profiled to ensure deliverability as a result of the Covid-19 restrictions.
- Peace One Community Programme – due to end March 2021.
- Local Community Planning Partnerships continued to operate with a main focus on Covid 19 C&V sector response. Officers continue to work closely with each of the LCGPB's to progress actions in relation to community development within the 8 local plans.
- Rural Support – SLA in place with Rapid to support rural groups. Findings from the rural priorities report show a need for paid human resources support in the 3 rural DEA's.
- 8 Community Resilience Plans developed for each of the LCP areas with a budget of £216,000 to provide an initial immediate Covid response March/April 2020. Provided support towards food, fuel, PPE, publicity campaigns, volunteering expenses, health & wellbeing activity packs for older people and children with additional needs, befriending services, etc.
- 8 Community Recovery Plans developed in October/November 2020 for each of the LCP areas with a budget of £160,000, to assist with digital access, PPE, Winter Warm and activity packs, supporting emotional wellbeing and resilience programmes, neighbourhood app's, Fuel Poverty Schemes & Healthy Kids programmes with schools.
- Distribution of funds on behalf of DfC in late 2020 and early 2021
 - Access to Food Tranche One - £82,944
 - Access to Food Tranche Two £350,595
 - Access to Food Tranche Two Additional Funding (Food & Fuel) £104,000

- Support to Sperrin & Derg DEAs re. Food Pallet Scheme £20,000
- Financial Inclusion Funding to Advice Sector £80,085
- Connectivity Programme – Connect £294,000
- Volunteering Programme - £55,264
- Warm, Well & Connected Programme £60,331

Policing & Community Safety Partnership

- Financial Leverage Ratio of over 1.6:1:£674,442 of external funding secured.
- Project Support Funding of £209,530 awarded for 32 local community safety projects.
- 42 Neighbourhood Watch Schemes supported covering over 2,500 homes (Jan '21)
- 14 RAPID Drug bins installed with over 43,000 tablets/capsules removed, recorded and destroyed (Jan '21)
- 61 homes fitted with additional home security equipment (Jan '21)
- 13,795 patrols carried out by the Community Safety Wardens (Jan'21)
- Received and actioned 1,664 Anti-Social Behaviour referrals to Community Safety Wardens (Jan'21)
- 7 responses provided to Department of Justice consultations.
- 52 new referrals dealt with by the Support Hub between April 2020 and January 2021.

Leisure Services

- Multi-sports hub at Melvin Sports Complex successfully progressed to Final Stage.
- Facilitated Covid-19 vaccination clinics at Foyle Arena and Templemore Sports Complex.
- Facilitated Covid-19 testing sites at various leisure facilities across the Council area.
- Delivery of online exercise classes, receiving 100,000 views.
- Successful redeployment of leisure staff to key frontline Council services.
- Maximisation of furlough scheme for leisure staff.
- Successful adaptation of leisure facilities to allow Covid safe delivery of exercise opportunities.

Sports Development

- Continued delivery of EBA 2020 online including Family 1K, Couch to 5K/8K, Santa Run, Fit February, Summer Scheme and fitness initiatives.
- GP Referral Programme maintained to deliver on outputs using a hybrid model of remote classes via online platform and face to face when guidelines permitted.
- MacMillan Move More Programme delivered via an online model, continuing to assist people living with, and beyond cancer through various online challenges.
- £211,520 works approved to improve the standard of Council pitches and pavilions.
- Melvin Multi Sport passed 2nd assessment stage and progress to Business Case stage and developed an initial concept for final assessment by Sport NI.
- 15 athletes assisted through Athlete Support Scheme despite restrictions imposed on competitions as a result of Covid 19.
- 36 clubs and 132 coaches engaged via Peace IV funded 'United Communities through Sport'.
- Successful redeployment of sports development staff to key frontline Council services, including Cemeteries and street cleansing during pandemic.

Health and Community Wellbeing General

COVID 19 Response –

- The Covid pandemic has had a significant impact on the normal planned work of the Health and Community Wellbeing Services. The teams have adapted to the significant health challenges posed by the pandemic and had to enforce legal provisions introduced by the Health Protection (Coronavirus, Restrictions Regulations (NI) 2020. The teams continued to deliver critical services and carry out compliance visits to essential premises and provide support and advice to all business within the Council's enforcement sector.

- Close engagement and communication with Councils Emergency Preparedness Group, Department of Health (DoH) and Public Health Agency(PHA) regarding community transmission, testing and tracing during the pandemic.
- Guidance prepared for a range of business sectors on the Coronavirus regulations and guidance.
- Enforcement of the Health Protection (Coronavirus Restrictions) Regulations (Northern Ireland) 2020 (Restriction Regulations) with respect to business closures and restrictions during the emergency period.
- Engagement with businesses, stakeholders and partners in relation to messaging, advice and support.
- Amended policies, procedures and improved IT systems in order to interface with customers and support businesses adhere to statutory requirements during covid recovery.
- Business Continuity Plans reviewed and new operational procedures and Safe Systems of Work implemented to mitigate risk and assist staff carry out their statutory inspections and investigations.

BREXIT planning –

- Engagement with Food Business Operators (FBO's), DAERA and the FSA to prepare for the Transition Period on 31st December 2020 and the establishment of a Border Control Post (BCP) at Foyle Port.

Service Delivery

- 6,793 Environmental Health service requests investigated and actioned in accordance with Council enforcement policies (up to March 2021).

Health & Safety/Consumer Protection (up to March 2021)

The Covid pandemic has had a significant impact on the normal planned work of the Health and Safety and Consumer Protection Team. The team had to adapt to the significant health challenges posed by the coronavirus and had to enforce legal provisions introduced by the Health Protection (Coronavirus, Restrictions Regulations (NI) 2020. The team continued to carry out compliance visits to essential premises and provided support and advice to all business within the Council's enforcement sector as below:

- 2,461 health and safety inspections/visits carried out of which 2,317 were Coronavirus related advisory/compliance visits.
- 1,218 complaints and requests for service were received. This is an increase of 648% compared to 19/20 due to the team's key role regarding the coronavirus pandemic and enforcing coronavirus business restrictions requirements. 31 workplace accident notifications were received. An additional 88 CP Requests for service were received.
- 1,951 local businesses were provided with direct support and advice on the coronavirus restriction regulations.
- Ongoing programme of compliance monitoring visits to premises across the district regarding coronavirus management in workplaces and compliance with business closures and restrictions in line with the requirements of the Coronavirus regulations.
- Worked closely with Council's Business Team to develop the DCSDC Covid Re-Assurance Mark. The stated aim of the Re-Assurance Mark is to support local, economic recovery and revitalisation, whilst respecting the public health controls needed to maintain public health and minimise community transmission of Coronavirus.
- Produced a wide range of sector specific guidance in order to assist businesses in understanding coronavirus related requirements and control measures, including for essential businesses, takeaways, bars, restaurants, hotels, retailers, car dealerships and close contact services such as hairdressers, barbers and beauticians.
- Utilised Council's social media channels to signpost businesses to the sector specific guidance developed by our team and to help inform of other government guidance aimed at tackling the coronavirus pandemic.
- Working closely with the other ten Councils via the Health and Safety Liaison Group to ensure consistency and a joined up approach regarding the team's efforts with respect to dealing with the coronavirus pandemic.
- Continued to liaise closely with the Office of Product Safety and Standards (OPSS) regarding the end of the Brexit Transition period.
- Worked with the Tobacco Compliance Officer, to ensure information on underage sales of cigarette lighter refills (butane) was also included in written correspondence sent to premises, regarding underage sales of cigarettes.

Food Safety (figures to March 2021)

Due to Covid Pandemic much of the Food team's planned work could not take place due to restrictions and Food Businesses not being permitted to open. Adaptations to work-plans had to be developed as shown below :-

- Covid Guidance Prepared and sent to many sectors:-
 - Food Businesses on many aspects of their food businesses including deliveries, cleaning, FAQ for FBO's RE Covid 19
 - Volunteers advice for assisting with home deliveries
 - Taxi drivers assisting with food deliveries
 - Community groups doing deliveries and meals
 - Covid advice for the general public.
- Over 600 Food Businesses contacted by telephone and email to provide advice and assistance in first week of Pandemic, to Home Caterers, Manufacturers and Approved Premises.
- Provided support and guidance to 120 new food business operators.
- Contacted all FH Rated 0, 1, 2 premises with relevant info sent, info obtained on any change to their activities and advice given.
- Contacted 609 Food Businesses with Re-opening Guidance and advice.
- Adhered to and complied with FSA Guidance to DC's for Food Control Work during the Pandemic, namely 133 Remote Assessments undertaken when onsite inspections could not be conducted.
- Prioritisation of Premises when Onsite Inspections recommenced- High Risk, New, Low FH Rated, FH rating requested revisits.
- Utilised Council's social media channels to signpost businesses to the sector specific guidance developed by our team and to help inform of other government guidance aimed at tackling the coronavirus pandemic.
- Updated Council website regularly with DCSDC bespoke Covid Guidance and other Government agencies' advice and guidance.
- Assisted H&S team with 235 Covid related compliance and advisory visits.
- Successful operation of the mandatory Food Hygiene Rating Scheme with 96% of all premises having a 4 or 5 rating.

- Conducted 200 Food Hygiene inspections and 170 Food Standards Inspections - Unable to do full programme of planned inspections due to Covid Pandemic restrictions.
- Conducted 60 inspections for Allergen Compliance Initiative.
- Investigated 900 Requests for service, 54% increase from previous years.
- Investigated 20 notifications of Infectious Diseases.
- Procured 103 chemical food samples and 215 micro food samples including participation in 2 national surveys.
- Calorie Wise Awards initiated in 5 Food Businesses, halted due to pandemic.
- Undertook BREXIT planning work, meetings with DAERA, FSA in planning for end of Transition Period on 31st December 2020
- Engaged with FBO's to provide information re. Health Marks, export and import of Products of Animal Origin.
- Undertook 5 data capture exercises undertaken with Food Businesses.
- Participated in Border Control Post (BCP) planning work with, DAERA, FSA, Planners, Foyle Port in application to EU for designation of Foyle Port as a BCP for importation of frozen fishery products, at end of Transition Period.
- Undertook first Organics SPS checks at Foyle BCP when it was designated by EU as BCP in February 21 for Importation of Organics.

Health Development

- Council has demonstrated its commitment to address ill health and poor wellbeing by:
 - Co-ordinated 20 meetings of the Multi-agency Community Crisis Intervention Service Steering Group and secured additional funding to retain the service.
 - Age Friendly Coordinator employed and Age Friendly Project initiated.
 - A Community Toilet Scheme for the Council area has been implemented.
 - 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.

- Member-led task and finish group established and a response to the DoH Mental Health Strategy 2021-2031 Consultation prepared.
- £179,204.80 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.

Housing

- Participated on the Houses in Multiple Occupation (HMO) Regional Monitoring Group regarding the delivery of the HMO function.
- 51 No. HMO's licensed in the DCSDC area to date.
- 233 homes referred to NIHE under the Affordable Warmth Scheme up to 31/01/21 and on target to meet the 280 referrals required to meet the service level agreement for 2020/21.
- 104 Home Safety visits undertaken.

Environment and Neighbourhoods (figures to March 2021)

- Continued monitoring of local 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. Calibrations undertaken in accordance with Technical Guidance to achieve data capture of 90%.
- Air Quality Progress Report completed on Local Air Quality recommending revocation of Spencer Road Air Quality Management Area declared for Nitrogen Dioxide – still awaiting feedback from DAERA.
- £33,439.68 funding offered from DAERA to support Council's Air Quality duties.
- Response drafted for elected members in relation to Public Discussion Document on Clean Air Strategy for Northern Ireland.
- Continued response to service requests in relation to noise and air quality during Covid-19 pandemic.

- Planned inspections of Local Air Pollution Prevention and Control (LAPPC) permitted installations limited during Covid-19 pandemic. 43 installations permitted with associated annual subsistence fee income totalling £36,220.47. One application for permit refused.
- 530 planning consultation responses received.
- Continued delivery of 'Life Project' (tree sapling to be planted for each life event) through Registration Service. During Covid-19 pandemic supply of saplings restricted to births and marriages. Local oak sapling growing initiative with North West Regional College Horticultural Unit based in Strabane continues.

Port Health

- Inspection of vessels on request for Ship Sanitation Certificates as required under the Public Health (Ships) Regulations (NI) 2008.
- Engagement with the Public Health Agency on the implementation of their Port Health Plan during the ongoing COVID-19 (coronavirus) outbreak and monitoring Maritime Declarations of Health submitted by vessels arriving at Foyle Port.

Dog Control Service (figures to March 2021)

- 8,495 dog licences issued (including 36 block licences) achieving £44,227 income.
- 98 dogs Rehomed.
- Schools' education programme suspended due to Covid pandemic.
- £1,100 Fixed Penalty payments (Dog Licensing/straying/fouling) received until 05/03/19.
- Cross departmental Dog Fouling Initiative implemented.
- 3 Dog Control Orders implemented (Dogs on Leads; Dogs on Leads by Direction; Dog Exclusion).

Animal Welfare (figures to March 2021)

- Animal welfare service through lead Council Fermanagh and Omagh District Council (FODC) ongoing.
- Approximately 279 animal welfare cases investigated with 353 visits, 9 Improvement Notices and 1 Formal Caution issued. There was 1 Prosecution in the Derry City and Strabane District Council area.

Registration Service (figures up to March 2021)

- 1,628 births registered within the District
- 6 stillbirths registered
- 1,079 deaths have been registered
- 196 Marriages have been registered – religious 103 and civil 93
- Administration of legal preliminaries of 300 Marriage Notices – religious 170 and civil 130
- Officiated at 93 Civil Marriage Ceremonies
- 2 Civil Partnership Ceremonies have been registered
- 3 Approved Marriage/Civil Partnership venues inspected

Licensing/Safety Advisory Group (SAG) for events (figures up to March 2021)

- Liaison with Public Health Agency and PSNI in relation to Covid-19 implications for events
- Provision of guidance in support of 30 planned events
- Pavement café licensing procedure introduced
- 111 Licences/permit applications received
- 56 licences/permits issued
- Pavement Café licence procedure implemented to support the hospitality sector operate in accordance with public health regulations and guidance during the Covid-19 pandemic

2.2 Progress Update

The COVID 19 impacted significantly on service delivery throughout 2020/21 and in some areas created unprecedented impact and the need to refocus staff teams. The main challenges are outlined below:

- The immediate challenge of delivering education, awareness and enforcement functions and responding to changing regulations and easements and implementing new legislative functions
- Providing accurate and timely information to a spectrum of service users across the Directorate and the increased levels of demand for same
- The refocusing of community teams to support community based responses and the delivery of food boxes and essential goods and services and the challenge for officers supporting rural communities in delivering some of this role directly
- Establishing quick responsive delivery arrangements for increased DfC funds circa £1.6m
- Supporting Department led advisory groups around emergency planning, public health, sport and regulations
- Temporary closure of all organised sports activity and a subsequent regulated phased return to sport, resulting in a challenge to closure of facilities both indoor and outdoor followed by a series of subsequent reopenings and closures
- The impact of furlough and defurlough requirements on staff and the challenge of maintaining motivation, commitment and training delivery and supporting wellbeing in the fluctuating open/shut and homeworking environments
- Member retention, particularly in terms of gym membership with a total of 48% membership cancellations and the remaining 42% frozen
- Understanding the sport and physical activity needs post the return to sport through a survey attracting 1,017 responses
- Refocusing the use of leisure facilities to accommodate COVID test centres, Trust and GP led vaccination centres
- Delivery of services moving to online in terms of administrative processes, statutory enforcement and inspection functions, delivery of sports and physical activity programmes and initiatives
- Increased service pressures arising from societal changes including increased use of outdoor spaces such as dog fouling, messaging around social distancing
- Ongoing health and safety reviews to ensure safe and regulation compliant environments for staff and users and audit and financial reviews resulting from increased costs and reduced revenues

The covalent 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 2021.

Section Three: Improvement Planning and Service Delivery

The Directorate has set a number of improvement objectives for 2021/22 including refocusing the lead performance improvement objective in the context of supporting a return to sport and physical activity in the post covid context and provide the cornerstones to improved healthy lifestyles for users. These will focus on improvement in one or more of the following improvement criteria:

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

These improvement objectives may 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 focused services.

An overview of these objectives and the work we will be undertaking in 2021/22 is set out in paragraphs 3.1 – 3.3 below, under the headings of:

- 2021/22 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.

3.1 2021/22 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 2021/22	Link to Improvement Criteria **
<p>Social Wellbeing pillar Community Plan priority outcome areas:</p> <ul style="list-style-type: none"> • Community Development – We live in a shared, equal and safe community; • More actively engaged and can influence the decisions that affect us; • Have safer Communities; • Have Access to quality facilities and services; • Community and voluntary sector is more resilient and sustainable. 	<p>To increase participation in local planning, engagement and communication processes by developing collaborative approaches.</p> <p>To create opportunities to improve, extend and maximise access to facilities and services which deliver increased safety and cohesion within the community.</p> <p>Establish innovative practices which develop more sustainable rural communities and increase the capacity to engage rural, disengaged and excluded communities.</p>	<p>SE, F, SA, SI</p> <p>F, SQ, SA, I</p> <p>I, F, SA, SQ</p>

<p>Corporate Plan objectives:</p> <ul style="list-style-type: none"> Promote healthy outcomes 		
<p>Social Wellbeing pillar Community Plan:</p> <ul style="list-style-type: none"> Health and Wellbeing – We live long healthy and fulfilling lives; 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 a return to healthy lifestyles through regrowing participation in high quality, leisure sports and physical activity:</p> <ul style="list-style-type: none"> To re-engage and achieve user numbers of the Council’s leisure facilities (HC1A) with a target of at least 50% of baseline user numbers and through retention and growth strategies achieve 60% of gym membership; To target under represented groups through inclusive leisure, sport and physical activity participation to lead more 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 fully realise their potential and become active, responsible citizens.</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>

Corporate Plan objectives: <ul style="list-style-type: none"> Promote healthy outcomes. 		
Cross cutting Community Plan and Corporate Plan themes: <ul style="list-style-type: none"> Addressing inequality and promoting inclusive growth; Good Relations; Sustainability; Rural Development. 	Make effective arrangements for the delivery of cross cutting community planning and corporate plan themes.	F, I, E, S
Improved customer satisfaction	Increase the cost effectiveness and corporate compliance of services.	E, SE

3.2 Outcome Improvement Objective

To assist a return to healthy lifestyles through regrowing participation in high quality leisure, sports and physical activity(HC1)

- To re-engage and achieve user numbers of the Council’s leisure facilities (HC1A) with a target of at least 50% of baseline user numbers and through retention and growth strategies achieve 60% of gym membership capacity
- To target under represented groups through inclusive leisure, sport and physical activity participation to lead more active lives (HC1B);
 - Maintain current high levels of customer satisfaction/net promoter score (HC1D)
 - To target participation by those living in deprived areas (HC1E)

As the COVID restrictions continue to ease, delivery against the lead performance indicator will be impacted by both challenges and opportunities as identified by Sport NI and these are reflected below:

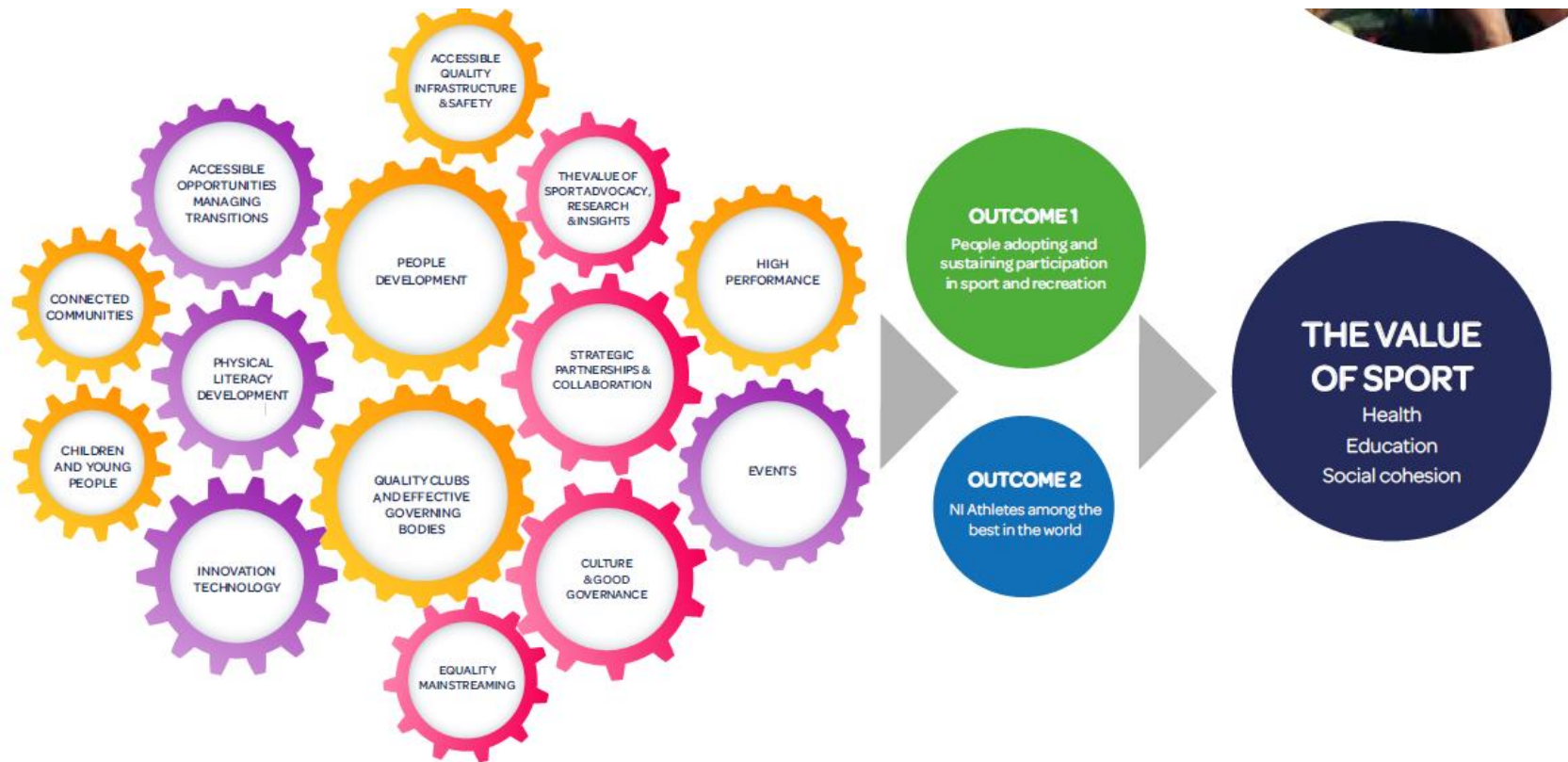
- The temporary closure and subsequent regulated opening of sports and leisure facilities and participation programmes
- Societal and lifestyle changes which have led to a growing trend in individual participation or in other cases to social isolation and inactivity
- Isolated and time bound sporting interventions have a limited impact in sustaining participation in sport and physical activity without effective transition management
- The decline in childrens experience of and participation in physical activity including physical literacy
- Risk of drop out at key life points

Re- engaging users in both leisure, sport and physical activity has become an increasing priority at both National, Governing body and local level. The Department for Communities is developing a new 10 year Sport and Physical Activity Strategy for Northern Ireland which will build on the foundations of Sport Matters which was published in 2009 and which continues to guide Government policy until the new strategy is put in place. It is anticipated that a sport and physical activity outcome will be contained within the new Programme for Government given the cross departmental linkages between sport and physical activity and other policies of the Executive, such as physical and mental health and wellbeing, education, transport, urban and rural regeneration, good relations, community safety, social inclusion and economic and social equality. This strategy is now open for consultation and includes themes relating to delivery on the 'lifelong involvement in physical activity and sport leads to an active, healthy, resilient and inclusive society which recognises and values both participation and excellence.' :

- Recovery from the impact of the pandemic on sport and physical activity
- Promoting participation, inclusion and community engagement
- Promoting excellence in sport
- The importance of partnership and integration
- Providing inclusive and shared spaces and places
- Promoting the benefits of sport and physical activity

The Departmental proposed cross cutting themes of anti-poverty, wellbeing and inclusion, sustainability and inclusive growth and agility and innovation.

Sport NI is consulting on a new Corporate Strategy with an acknowledgement that the value of sport individually and societally has become so much more apparent as a result of COVID. The emotional, mental, physical wellbeing from participating in sport at all levels is an important cornerstone to supporting communities throughout the COVID recovery. Furthermore they state that the case for investment in sport to address the ongoing mental health and physical health issues in society is becoming stronger, particularly with the sharp focus on giving young people the best start and including groups who find it hard to access. The diagram below summarises this outcome based approach:



In February 2021 a public survey was undertaken across the Council area to establish views on participation in sport and physical activity as part of the COVID recovery plan including confirming satisfaction with the performance improvement objective. Some 57% agreed that Council's performance improvement objective to 'adopt and develop healthy lifestyles through increased participation in high quality leisure, sport and healthy living activities' when asked if they felt Council had been able to achieve this by changing the delivery model of services during closures to a hybrid model. This survey was also used to establish the views of the public including members on the post covid return to sport. Some 66.89% of respondents for example indicated their intention to return to gym based activities when the restrictions eased; 21.15% to continue to exercise using a mixture of indoor and outdoor activities such as walking, cycling, running; 2.38% to exclusively exercising at outdoor facilities; and the remaining 3.58% to a mixture of virtual online activities, the gym and the pool. Additionally some 71.66% of respondents stated they were prepared to allocate more time to their health; 28.1% to allocate the same time and 0.13% less time. These are important indicators of the local demand for sport and physical activity services.

Various research studies have been undertaken during COVID with most determining that sport and physical activity contribute to individual emotional, mental and physical wellbeing. Participation provides essential capabilities such as growth mindset, higher levels of physical literacy, improved emotional states and a sense of belonging and connection. The societal benefit to health, wellbeing, educational attainment, community cohesion and economic impact are well understood. Public Health England has identified major themes to consider as key actions to address inequalities in physical activity including identifying the enablers, barriers and opportunities; community consultation engagement and partnership development; and the need for a holistic approach for specific groupings such as children and young people, older adults, ethnic communities, LGBT, socio economic groups, disability, long-term conditions, mental health and women. Commissioners and providers of sport and physical activity are encouraged to plan for inclusive programming around these sectoral needs.

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) hasn't been updated, review on 2018 but no breakdown of Council areas by age

- ❖ 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.

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
- 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: no updated survey since 2015.

- 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 number 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: no updated survey since this

- 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+

Leisure centres and sports programmes play an important role in increasing participation. User visits across all Council Leisure sites increased year on year: 917,735 in 2016/17; 940,000 in 2017/18; 1,129,254 in 2018/19. Due to the Covid-19 Pandemic, leisure facilities closed from 13 March 2020. Opportunities exist for developing a more focused approach to assessing the impact on the general health and wellbeing of participants through the public survey.

The 2020/21 survey (partial analysis) was refocused to assess the interest in returning to council facilities and programmes, changes in physical activity levels, changes in sports and physical activity patterns and views on how the return could be undertaken safely:

- 47% respondents exercise 2-4 days per week
- When leisure centres are open, 52% of respondents intend to use the facilities several times per week
- Swimming (33%) and Gym (42%) were the most popular activities
- 77% of users travel to the leisure facilities by car

A range of questions were asked as to how users would value leisure facilities once they reopen and what they have been doing since lockdown:

- 57% of respondents feel they will use the centre the same as before
- 76% of respondents feel they will value it more
- 75% of respondents felt that participating in physical activity improves general, physical, mental and specific medical conditions
- 72% of respondents are prepared to commit more time to health and wellbeing through sport and physical activity
- 37% of respondents have felt they are less active since lockdown and 39% significantly less active
- While centres were closed, 60% of users stated they enjoyed walking

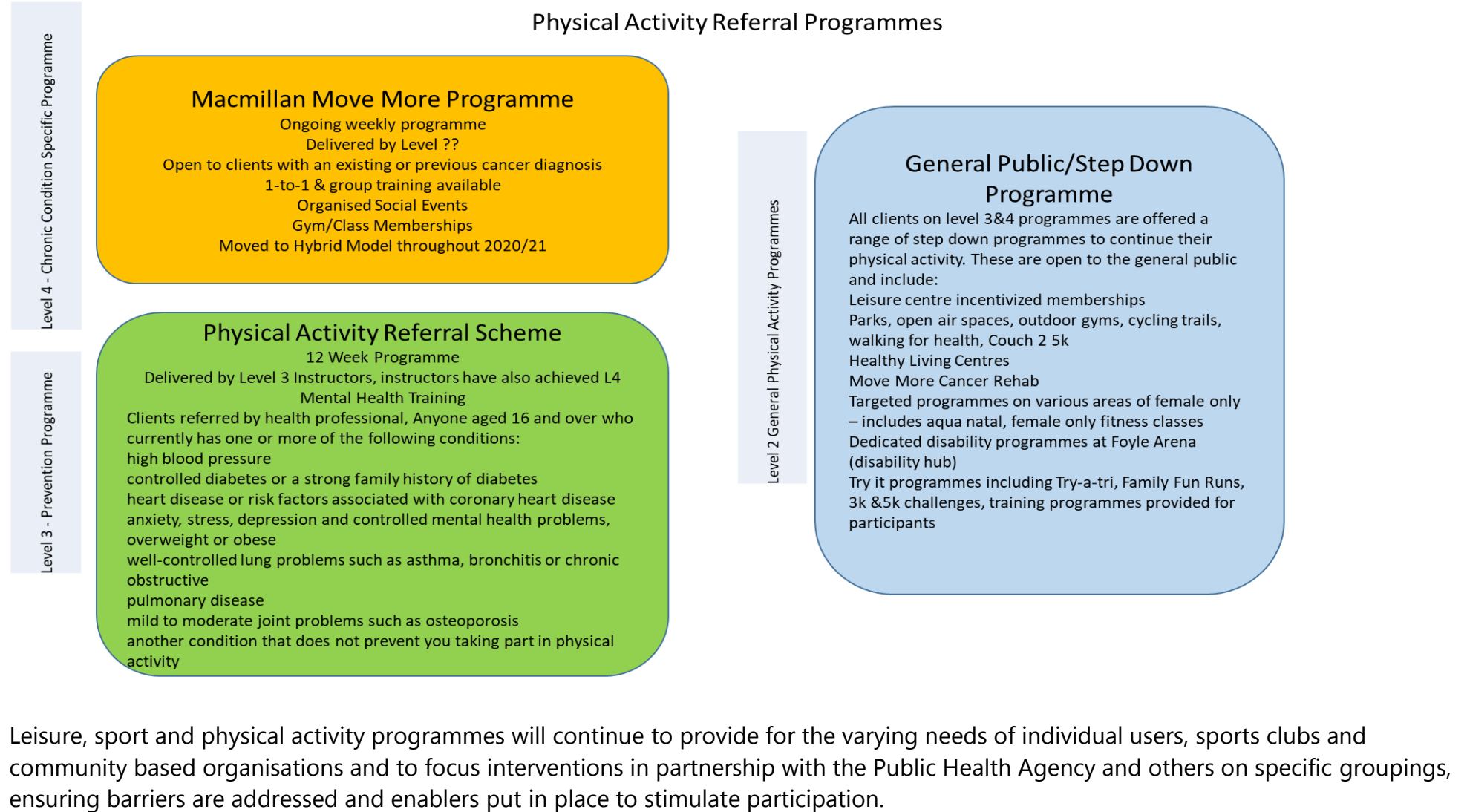
In terms of a safe return, cleanliness (82%) and friendliness of staff (61%) are important factors to consider when reopening.

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 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.

The benefits of Physical Activity are well documented by the Public Health Agency in the prevention of NCDs and improvements in psychological wellbeing, meaning the provision of physical activity programmes are essential. Physical activity will help to support those in these groups, this is delivered through the Physical Activity Programme and the Move More Programme within Council.

Figure 1

Physical Activity Referral Programmes



Leisure, sport and physical activity programmes will continue to provide for the varying needs of individual users, sports clubs and community based organisations and to focus interventions in partnership with the Public Health Agency and others on specific groupings, ensuring barriers are addressed and enablers put in place to stimulate participation.

3.3 Mainstreaming the Equality and Disability Duties, Rural Need

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 2021/22 include the conclusion of the EQIA of the playing pitches strategy, sport and physical activity strategy, pricing policy. 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. The good relations panel, equality forum, poverty and rural working groups will be the 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.

The Directorate is also committed to following the 2018 guidance issued by the Department of Agriculture and Environment and Rural affairs to assist public authorities in understanding their statutory duties under the Rural Needs Act and in fulfilling their obligations under this Act.

This will ensure a commitment that everyone has access to quality sports and physical activity opportunities and nobody gets left behind. The groups expected to benefit from service delivery will include individual users, sports club and their members, community based organisations, schools and young people, and sector specific groups. Interventions will be targeted towards men and specifically women,

BAME community, younger people, older people and ages at risk of drop off, single parents and families, LGBTQ, people with a disability and carers.

3.4 Improvement Delivery Plan

Impact of Covid-19 Pandemic

The delivery of services within the Health and Community Directorate over the period 2020/21 has been impacted on significantly by the issues, challenges and not least restrictions arising from the Covid pandemic. Resultantly, services have been required to reshape delivery in response to both community and service user needs.

Leisure and Sports Services

The emergence of the pandemic resulted in the closure of Leisure Centres and restrictions on sports development activity from mid-March 2020 until a phased reopening of facilities and activities was introduced in August 2020. Facilities were then closed again in December 2020 and have yet to open (subject to NI Executive guidance). Initially, tier one Centres: Foyle Arena, Riversdale Leisure Centre and Templemore Sports Complex and to enhance rural provision Derg Valley Leisure Centre reopened, along with outdoor facilities and a small scale summer sports programme. This reopening phase required significant updates of risk assessments, safe systems of work, member communication and support for clubs and user groups returning to sport in Council facilities. Initially centres reopened with gyms and fitness classes and outdoor sports activities, although each of these were limited by regulations. User visits equated to 28,379, only some 2.6% of projected user visit uptake for this period.

In tandem financial impact, although recoverable through the Scheme of Emergency Financial Assistance (SEFA), was significant with income to centres and sports development programmes significantly reduced due to centre closures and limited face to face programme delivery.

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 2021/22.

Ref	Directorate Outcome/ Service Improvement Objective	Key Activities/Actions/Sub-actions/milestones	Target Date	Lead Officer
1	To assist a return to healthy lifestyles through regrowing participation in high quality leisure, sport and physical activity (HC1)	<p>Develop a sport, physical activity and wellbeing plan.</p> <p>Deliver 'Healthy Town's Programme'</p> <p>Deliver 'MacMillan Move More Support Programme' – 100 participants living with, or beyond cancer.</p> <p>Roll out of 'Coach Education Programme'.</p> <p>Deliver a range of programmes to encourage people of all ages and abilities to participate in regular physical activity, sustaining good physical and mental health, with emphasis on children and younger people.</p> <p>Achieve Sport & Physical Activity targets of 5,000 participants per year for targeted programmes including</p> <ul style="list-style-type: none"> • 500 'Disability' participants • 2,500 'Female' participants • 2,000 'Area of High Social Need' participants. 	<p>March 2022</p> <p>March 2022</p> <p>December 2021</p> <p>March 2022</p> <p>March 2022</p> <p>March 2022</p>	

	Achieve 550 participation completion rate for 'Physical Activity Referral Programme' (PARP) targeting those with health risks relating to obesity, diabetes or musculoskeletal conditions	March 2022	
	Achieve 'Athlete Support Membership' target of 60 participants.	March 2022	
	Complete a user survey at leisure centres to include both customer satisfaction and focused impact of health benefits and maintain a net promoter score of 50	March 2022	
	Lead business case planning and design process for: <ul style="list-style-type: none"> • Strabane Leisure Centre to Design Stage 4 • Templemore Sports Complex to Design Stage 4 	March 2022	
	Daisyfield/Brandywell Sports Centre Development – contractor to be appointed.	March 2022	
	Complete Prehen pontoon and changing/storage facility.	March 2022	
	Progress Melvin Multi-Sport Hub Development to Design Stage 4 and identify funding opportunities.	March 2022	
	Implement and deliver a new model of swimming lesson provision under and NGB model of delivery.	March 2022	

	<p>Achieve new Covid-19 adjusted leisure user visitor numbers (paid visits) of 500,000 visits per year, including:</p> <ul style="list-style-type: none"> • 2,500 participants in centre-based 'Learn to Swim' programme. • 1,500 children achieving the school's swimming standard as set out in the National Key 2 Curriculum. • 6,000 participants in fitness classes. • Deliver 15 health improvement initiatives in conjunction with Health Trust and community organisations. 	March 2022	
	Retain 60% membership base through promotion of a hybrid model of delivery, including virtual classes, outdoor classes and individual training sessions.	March 2022	
	Procure external virtual online exercise classes to enable delivery of a hybrid membership package.	March 2022	
	Complete Melvin Arena upgrade construction works.	March 2022	
	Waterside Shared Village – construction to be completed.	March 2022	
	Ballymagroarty/Hazelbank – Contractor to be appointed.	March 2022	

		Culmore CC – Planning approved and technical design completed.	March 2022	
		Glenview CC – planning approved and design stage 3 completed.	March 2022	
2	To Increase participation in local planning, engagement and communications processes by developing collaboration processes (HC2)	Cross departmental representation on Local Community Growth Partnership Boards.	March 2022	
		Deliver 10 district wide ‘Sports Forum’ meetings.	March 2022	
		L&S Pricing Policy EQIA, ongoing consultation and annual reviews.	March 2022	
		Deliver PCSP Action Plan for 2021/22 with the following outcomes: <ul style="list-style-type: none"> • Provide PCSP support to community based forums • Provide a PCSP Small Project Support Fund for each of the 7 DEAs and Strabane Town. 	March 2022	
		To improve community confidence in policing by delivering joint awareness/engagement activities with PSNI through the following activities: <ul style="list-style-type: none"> • Road safety initiatives • Youth engagement initiatives • Marking initiatives – bikes/trailers/farm equipment • Joint anti-burglary awareness campaigns 	March 2022	

		<ul style="list-style-type: none"> • Neighbourhood Watch meetings and support • PCSP Policing Committee meetings, support Local Community Safety Forums. • Monthly Support Hub meetings. <p>Continuation of secretariat support to be provided to 3 Rural DEAs by external facilitator.</p> <p>Continued engagement with, including officer representation on all 8 Local Community Growth Partnership Boards.</p>	<p>March 2022</p> <p>March 2022</p>	
3	Increase the cost effectiveness and corporate compliance of services. (HC7)	<p>Continue to maintain ISO 45001 at all Council owned community facilities and at all leisure and sport sites.</p> <p>Achieve a net budget for Leisure, Sports Development and Pitches/pavilions.</p> <p>Implementation of L&S Pricing Policy.</p> <p>Secure match funding from a range of partners to ensure delivery of the PCSP Action Plan, co-finance CCTV and the Community Safety Wardens.</p>	<p>March 2022</p> <p>March 2022</p> <p>March 2022</p> <p>March 2022</p>	
4		<p>Support the continued delivery of the Community Crisis Intervention Service and liaise with Government Departments and partner agencies to help sustain a crisis service going forward.</p>	<p>March 2022</p>	HHCW

5		Support the local economy and businesses through clear advice, guidance & good regulation.	March 2022	HHCW
6		Work with stakeholders to monitor, manage and improve Local Air Quality working towards meeting national air quality objectives, the Northern Ireland Executive's draft Programme for Government indicator on air quality and forthcoming Clean Air Strategy for Northern Ireland.	March 2022	HHCW
7		Promote and support responsible dog ownership through the balanced use of education and enforcement initiatives supported by Dog Control Orders.	March 2022	HHCW
8		Provide quality Environmental Health 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 2022	HHCW
9		Provide high quality and accessible registration services within legislative framework and Council policies.	March 2022	HHCW
10		Contribute to the development of the Local Development Plan and respond to planning	March 2022	HHCW

		consultations to ensure sustainable development.		
11		Support and develop an Age Friendly City and District by supporting Active Ageing Strategy 2016-2022 and the 8 World Health Organisation key themes.	March 2022	HHCW
12		Undertake activities in collaboration with DAERA, FSA and OPSS to support businesses post BREXIT adhere to the EU/UK NI Protocol.	March 2022	HHCW
13		Support the delivery of the European policy framework Health 2020.	March 2022	HHCW
14	s	Support/contribute to the planning of Health and Wellbeing programmes and appropriate health information to encourage positive change in lifestyles. Develop Health and Wellbeing information to support: a. Families who register life events (Births, Deaths, Marriages) b. Healthy Nightlife Environments	March 2022	HHCW
15		Support community, voluntary, statutory and business partners tackle issues affecting vulnerable members of our society through the Civic Forum (Alcohol,	March 2022	HHCW

		Drugs, Mental Health, Emotional Wellbeing, Suicide Prevention and Homelessness) which is led by the Mayor.		
--	--	--	--	--

3.5 Measures of Success and Performance

During 2021/22, we will continue our work to establish baseline and benchmarking information in order to promote continuous improvement. The following performance indicators/measures and targets have been identified for 2021/22.

Outcome / Service Improvement Objective Reference	Performance Measure/Indicator	2017/18 Performance	2018/19 Performance	2019/20 Performance	2020/21 Performance	Target 2021/22
HC1A	Leisure user visitor numbers (paid visits) by 50,000 visits per year	940,000	1,129,254	1,096,683		500,000
HC1B	No of participants per year for sports development targeted programmes	N/A	N/A	N/A		5,000
HC1B	Number of completed Physical Activity Referral Programme (PARP) targeting designated special populations – those with obesity, diabetes or musculoskeletal conditions	450	450	416		550
HC1B	Number of participants in MacMillan Move More Programme %of participants reporting improvement against indicators of fatigue, tiredness,			122		100

	energy, self-care, amount of exercise before programme and support for the programme			98%		
HC1B	Number of athletes enrolled in the Elite Athlete Membership Scheme			68		60
HC1B	Number of participants in the Coach Education Programme and CPD Courses to support Coach and Club development			32		100
HC1D	User satisfaction/net promoter score			50		50
HC1D	Average Quarterly Myster Visit Score across all leisure facilities			85%		85%

Measures of Success and Performance – Health & Community Wellbeing

During 2020/21, we will 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 2020/21.

Outcome / Service Improvement Objective Reference	Performance Measure/Indicator	Baseline Performance	2017/18 Performance	2018/19 Performance	2019/20 Performance	2020/21 Performance (to end of Q3)	2021/22 Target (subject to Covid-19 regulations and guidance)

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. 		N/A	Meet 4 times per year	4 meetings held	No Meetings held due to Covid-19	Meet 4 times per year
---------	--	--	-----	-----------------------	-----------------	----------------------------------	-----------------------

	<ul style="list-style-type: none"> Support/develop an Age Friendly City and District by supporting Active Ageing Strategy 2016-2022 					Age Friendly Project underway from April	Develop Age Friendly Strategy for DCSDC area
	<ul style="list-style-type: none"> Support community, voluntary, statutory and business partners tackle issues affecting vulnerable members of our society through the Civic Forum (Alcohol, Drugs, Mental Health, Emotional Wellbeing, Suicide Prevention and Homelessness) which is led by the Mayor. <ul style="list-style-type: none"> Hold 4 Civic Forum (Alcohol, Drugs, Mental Health, Emotional Wellbeing and Homelessness) meetings/year 		2	2	3	No meetings held due to Covid 19	3

	<ul style="list-style-type: none"> 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 						
		8	8	119	1	8	
		1	1	2	1	1	
		2	2		1	1	
					2 Clean Air Day/Community Planting)		
					25		

	<ul style="list-style-type: none"> ▪ Nutrition ▪ Obesity/Health at Work 		24 events participated in	55 events participated in		Deliver 2 Calorie Wise seminars	Award 5 Calorie Wise Awards
	<ul style="list-style-type: none"> • Work towards obtaining Compassionate Communities Cities Charter-develop and support the 13 social changes within the action plan 		Steering group established and action plan developed	Action plan delivered	Support provided to steering group	Continue to support the social changes	Continue to support the social changes
	<ul style="list-style-type: none"> • Work in collaboration with the Health and Safety Liaison Group (HSLG) regarding Covid and Business Restrictions related priorities as identified by HSLG 		Achieved 82.4% inspections	Achieved 60% inspections	Achieved 82% inspections.		Continue to deliver on-going Covid and Restrictions priorities as identified by HSLG

	<ul style="list-style-type: none"> Implementation of a Community Toilet Scheme 			Community Toilet Scheme Launched	Community toilet scheme in place (20 premises)	Continue to deliver scheme	Continue to deliver scheme
	<ul style="list-style-type: none"> 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 Standards 		20	21	22	None taken due to Covid Pandemic	20 – if premises are open
	<ul style="list-style-type: none"> Participate in Allergen Compliance Initiative- No of FS focused Inspections 		270	406	290	93-due to Covid Pandemic	300 – if premises are open
						29 – due to Covid Pandemic	200 – if premises are open

(2)	<ul style="list-style-type: none"> Support the delivery of the Community Crisis Intervention Service and liaise with Government Departments and partner agencies to sustain the service going forward. 		Procurement of CCIS initiated	Pilot Crisis Intervention Service in place	Pilot Crisis Intervention Service in place	Funding secured to continue service to July 2021	Continue service to July 21 & identify funding for crisis mental health services in DCSDC area.
	<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	Service delivered in line with DfC SLA

<p>(3) 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 bespoke guidance document to be used by business and/or consumer addressing specific initiatives as identified within Departmental service plans. • Promote high standard of health and safety and well-being at public events, through the holding of Safety Advisory Group meetings to encourage event organisers/promoters to implement good practice <p>○ No of SAG meetings attended</p>		100%	100%	100%	100%	100%
		100%	100%	100%	100%	Produce 4 documents
		15	12	11	4 (Quarterly meeting schedule)	4

	<ul style="list-style-type: none"> Acknowledgement of applications for registrations, licences and permits to be sent to applicants within 5 working days of receipt 					80%	90%
	<ul style="list-style-type: none"> Percentage of licences, registrations and permits issued within approved target timescales 		N/A	N/A	N/A	N/A	90%
	<ul style="list-style-type: none"> Improve accessibility to online services, leading to a 10% increase in the number of valid applications for registrations, licences and permits made online 		N/A	N/A	N/A	10%	10%
	<ul style="list-style-type: none"> Provide Port Health Service and Develop Service plan 		Service available on request	Service Plan completed. Become Corporate member of APHA. Arrange ship inspection training for staff.	Service in place	Inspection of vessels on request	Inspection of vessels on request

(4) Work with stakeholders to monitor, manage and Improve Local Air Quality.	<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 ○ 4 Air Quality Monitoring Stations and diffusion tube network maintained (24 sites) ○ Air Quality Action Plan /Progress reports ○ PPC Inspections 		(NO2 Levels as PfG indicator)	(NO2 Levels as PfG indicator)	(NO2 Levels as PfG indicator)	(NO2 Levels as PfG indicator)	Limited inspections during Covid-19
			1	1	1	1	
			4	4	4	5	
			1	1	1	1	
			94%	100%	100%	100%	

<p>(5) Promote and support responsible dog ownership</p> <ul style="list-style-type: none"> Investigate straying complaints Implement rehoming policy 		100%	100%	100%	100%	100%
	<ul style="list-style-type: none"> Dog attacks investigated within 1 day Dog Control Orders created by cross departmental/multi-agency working group 	100%	100%	100%	100%	100%
	<ul style="list-style-type: none"> Education talks – Schools/Community Groups Increase number of new dog licences 	30	30	30	30	30 subject to Covid-19 restrictions
		20% increase (8162)	20% increase (8278)	20% increase (8500)	10% increase	9000 licences issued

following Service Level Agreements
with statutory partners:

- DfC Affordable Warmth

100%

100%

100%

100%

100%

	<ul style="list-style-type: none"> • PHA – Home Safety • PHA Tobacco Control/Smoke Free • NIEA – Drinking Water Inspectorate • DoJ – Storage of fireworks and explosives • Achieve the performance targets as set out in the Health and Safety and Consumer Protection service plan. • Participate in test purchase exercise in at least 25% of premises offering the use of selected products as identified in the H&S and CP service plan. 		<p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>82.4%</p> <p>13 premises visited = 46%</p>	<p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>60%</p> <p>12 premises 43% premises</p>	<p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>82%</p> <p>11 premises visited = 39%</p>	<p>11.5%</p> <p>48%</p> <p>100%</p> <p>100%</p> <p>100% achievement of targets as set out in H&S and CP service plan.</p> <p>25% of premises</p>	<p>100%</p> <p>100%</p> <p>100%</p>
--	--	--	---	--	---	--	-------------------------------------

	<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 ○ % of Planned consistency exercises undertaken 						
		100%	94%	100%	100%	100%	100%
		100%	100%	100%	100%	100%	100%
		2	2	2	0 as none planned in NI	N/A	100%

<p>(7) 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>8</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>(8) 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 Environment and Regeneration Directorate on strategic planning and the development of the Local Development Plan • Improve response times to planning:- <ul style="list-style-type: none"> ○ 15 working days response time for local applications 		33%	43%	78%	78%	85%
---	--	-----	-----	-----	-----	-----

Section Four: Risk Management

4.1 Risk Register

A summary of the Directorate's Risk Register has been attached at Appendix B.

Section Five – Contact Details

5.1 Staff Contacts

Director

Karen McFarland – Director of Health and Community

Email: karen.mcfarland@derrystrabane.com

Work Direct Line: 028 7138 1319

Work Mobile No: 07912 120 850

Lorraine Shields – PA to Director of Health and Community

Email: lorraine.shields@derrystrabane.com

Tel No. 028 71 253 253 ext 4291 or 6401

Work Direct Line: 028 7138 1319

Heads of Services

Barry O'Hagan – Head of Community Development and Leisure

Email: barry.ohagan@derrystrabane.com

Tel No. 028 7125 3253

Work Mobile: 07709 457 730

Hazel Best

Business Services Officer

Email: hazel.best@derrystrabane.com

Tel No 028 7125 3253 ext 6989

Seamus Donaghy – Head of Health and Community Wellbeing

Email: seamus.donaghy@derrystrabane.com

Tel No. 028 71 253253

Work Mobile: 07824469500

Caroline McKittrick

Business Services Officer

Email: caroline.mckittrick@derrystrabane.com

Tel No 028 7125 3253 ext 4441 or 6952

Service Managers & Officers (Community Development and Leisure)

Susan Mullan – Service Manager – Community Development
Email: susan.mullan@derrystrabane.com
Telephone: 028 7125 3253

Dermot Harrigan – Service Manager - PCSP
Email: dermot.harrigan@derrystrabane.com
Tel No. 028 7125 3253

Community Services - Good Relations, Grant Aid, Advice Services, Children and Young People

Patrick O'Doherty
Community Development Officer
Email: patrick.odoherty@derrystrabane.com
Tel No. 028 7125 3253

Community Services- Local Community Planning, Community Centres

Teresa Bradley
Community Development Officer
Email: teresa.bradley@derrystrabane.com
Tel No. 028 7125 3253

Claire Lynch
Children & Young People's Co-ordinator
Email: claire.lynch@derrystrabane.com
Tel No. 028 7125 3253

Principal Officers (Health and Community Wellbeing)

Food Control and Infectious Diseases

Genevieve McWilliams
Email: genevieve.mcwilliams@derrystrabane.com
Tel No. 028 71 253253

Environmental Protection & Neighbourhoods

Paul McSwiggan
Email: paul.mcswiggan@derrystrabane.com
Tel No. 028 71253253

Health & Safety and Consumer Protection

Barry Doherty
Email: barry.doherty@derrystrabane.com
Tel No. 028 71 253253

Licensing & Public Events Safety

Paul Rafferty
Email: paul.rafferty@derrystrabane.com
Tel No. 028 71 253253

Health, Housing and Public Conveniences

Alan Haire
Email: alan.haire@derrystrabane.com
Tel No. 028 71 253253

PCSP

Vanessa Russell

PCSP Officer

Email: vanessa.russell@derrystrabane.com

Tel No. 028 7125 3253

Sports & Leisure

Rachel McCay

Leisure Quality Assurance Officer

Email rachel.mccay@derrystrabane.com

Tel No. 028 7138 2660

Steve Setterfield

Area Manager – Leisure

Email: steve.setterfield@derrystrabane.com

Tel No. 028 7137 6555

Cathy Farren

Area Manager – Leisure

Email: cathy.farren@derrystrabane.com

Tel No. 028 7137 6585

James Moore

Area Manager – Leisure

Email: james.moore@derrystrabane.com

Tel No 028 7138 2672

Dog Control & Port Health

Enda Cummins

Email: enda.cummins@derrystrabane.com

Tel No. 028 71 253253

Registrar

Michelle Duddy

Email: michelle.duddy@derrystrabane.com

Tel No. 028 71 253253

Ryan Deighan
Area Manager - Sport
Email: ryan.deighan@derrystrabane.com
Tel No. 028 7137 6555

Sports Development

Ryan Porter
Sports Development Manager
Email: ryan.porter@derrystrabane.com
Tel No. 028 7125 3253

Aiden Lynch
Sports Development Manager
Email: aiden.lynch@derrystrabane.com
Tel No. 028 7125 3253

Keith Thompson
Sports Development Co-Ordinator
Email: keith.thompson@derrystrabane.com
Tel No. 028 7125 3253