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**Derry City & Strabane**  
District Council

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Comhairle  
**Chathair Dhoire &  
Cheantar an tSratha Báin**

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**Derry Cittie & Stràbane**  
Destrìck Cooncil

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# Annual Performance Report 2021/22

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# **Performance Report 2021/22**

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## **1. Introduction**

### **Performance Improvement under the Local Government Act 2014**

Part 12 of the Local Government Act (NI) 2014 puts in place a framework to support continuous improvement in the delivery of council services, in the context of strategic objectives and issues that are important to those who receive those services. Councils are required to gather information to assess improvements in their services and to issue a report annually on their performance against indicators which they have either set themselves or that have been set by Government Departments.

The Act also places a responsibility on councils to make arrangements to secure continuous improvement in the exercise of their functions.

#### **What is Improvement?**

'Improvement' means more than just gains in service output or efficiency, or the internal effectiveness of the Council. It is about activity that enhances the sustainable quality of life and environment for ratepayers and communities. Derry City and Strabane District Council is committed to ensuring that our improvement objectives are relevant, that the best arrangements for delivering them are in place, and that we can understand and demonstrate the impact on the outcomes for citizens.

In our 2021-22 Corporate and Improvement Plan, Derry City and Strabane District Council set out a number of improvement objectives/commitments under the headings of:

- Business and Culture
- Environment and Regeneration
- Health and Communities
- Cross functional Support Services;

and identified a number of local improvement indicators as well as the seven statutory performance indicators/standards.

#### **Recording and reporting progress**

Section 90 of the Act requires each council to collect information which will allow it to assess its performance in achieving its improvement objectives and to measure its performance against performance indicators or standards set by the Department or any other indicators or standards which the council chooses to use.

Accordingly, Derry City and Strabane District Council collects evidence of progress in achieving our improvement objectives during the year. Evidence may include one or more of the following:

- performance indicators, both those set by the Council and by Government Departments;

- qualitative information such as citizen satisfaction surveys conducted by the Council or by other bodies;
- progress in introducing or completing programmes, facilities or ways of working which contribute to the attainment of improvement objectives;
- the outcome of governance or scrutiny enquiries and other evidence from Members; and
- any other sources of evidence, (including Council's annual governance, value for money and sustainability statements etc., that appear to be relevant.

Derry City and Strabane District Council will use this information to determine if action is required to improve performance by assessing, where appropriate, its performance against:

- a previous year's performance; and
- as far as is practicable, with the performance of other councils in the exercise of the same or similar functions.

The Council will publish the assessment and comparison information, where appropriate, relating to its performance before 30th September immediately following the financial year to which it relates.

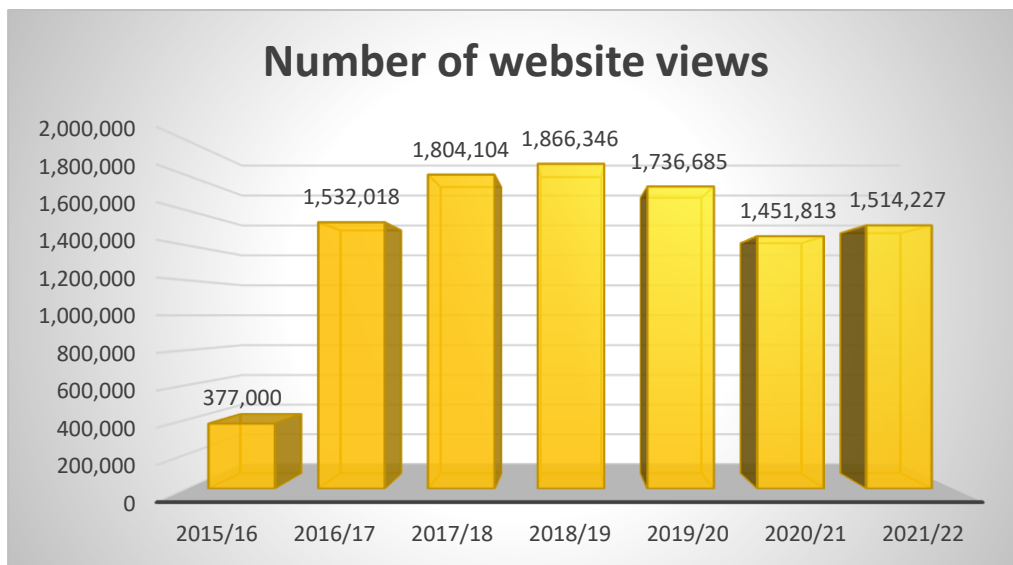
## **Engaging Our Stakeholders**

The Council is committed to engaging with our stakeholders, including seeking views and keeping people informed about our services and initiatives. During 2021/22, we undertook consultations on a number of issues, including:

- Derry Strabane Enterprise Week 2021
- Projected uptake of electric vehicles
- Poverty Study – Support Provider Organisations
- Promoting Lifelong Learning Across Communities
- The Alley Theatre Feedback Survey
- HALLOWEEN 2021
- Pre Scheme Business Survey – Carlisle Road
- City Deal/Inclusive Future Fund – Strabane Town Centre Regeneration Project
- City Deal/Inclusive Future Fund Strabane Town Centre Regeneration Project User Survey
- Derry City Centre Business Improvement (BID) Survey 2022
- Be Connected Feedback Survey
- PHA Equality Monitoring
- Feedback survey for our Chatbot
- Illuminate 2022
- Homeground Competition

- Seirbhísí Gaeilge Chomhairle Chathair Dhoire agus Cheantar an tSratha Báin
- Leisure Survey 2022
- Review of the Derry City & Strabane Strategic Growth Plan- Our Community Plan
- Consultation on Performance Improvement Objectives 2021/22
- Cemetery Management Guidance Consultation
- Proposed Amendment to Leisure Pricing Policy
- Draft Play Plan 2021-2036

In addition, the Council used its website and social media channels to keep citizens informed.



## 2. Planning, Improvement and Performance Review Framework

The Council has many plans at strategic and operational levels, some of which are based on local needs and others that are required as a result of legislation.

The highest level plan is the community plan, entitled the “Inclusive Strategic Growth Plan 2017-2032” for the Derry City and Strabane District Council area. This strategy recognises that community planning is about people and organisations working together to improve services and to bring about sustainable improvements in the quality of life of local citizens, businesses and other stakeholders. As well as the Council, the Inclusive Strategic Growth Plan 2017-2032 also involves the commitment and resources of multi-agency partnerships whose purpose is to deliver the community plan objectives. Delivery of the vision and objectives set out in the Inclusive Strategic Growth Plan 2017-2032 will be supported through the expression of

objectives, priorities and actions in the Corporate Plan of Derry City and Strabane District Council (and the corporate plans of other stakeholder organisations).

Pending the completion of the Inclusive Strategic Growth Plan 2017-2032, the Council agreed a Corporate Plan for 2015/16 following a wide ranging engagement process. The Corporate Plan 2021/22 continued to reflect the mission and objectives set out in the Corporate Plan 2015/16.

As we did last year, annual Directorate Delivery Plans have been prepared to help ensure that those priorities set out at a corporate level are cascaded to the rest of the organisation and actioned.

The Council also prepares an annual Improvement Plan containing improvement objectives, and monitors its performance throughout the year. Progress on the achievement against these objectives is set out in this report and is made available publically.

In addition to these corporate management plans, plans will also continue to be developed in relation to thematic/service specific issues, for example, in relation to our capital development programme. Furthermore, the Local Development Plan (LDP) will guide the future use of land in the Council area and inform developers, members of the general public, communities, government, public bodies, representative organisations and other interests, of the policy framework that is used to determine development proposals.

The LDP will take account of the Council's Community Plan, providing a spatial expression to the community plan and thereby linking public and private sector investment through the land use planning system.

The planning and improvement framework outlined above comprising the Inclusive Strategic Growth Plan 2017-2032, Corporate Plan and Performance Improvement Plan and Directorate Plans is augmented by a performance review framework which includes:

- At a district wide level – a two yearly Area Performance Report which measures the district's performance against the shared outcomes set out in the Strategic Community Plan
- At a Council level, an Annual Performance Report which sets out what we have achieved in the previous year and how we have met our performance improvement duty.
- At a directorate level, six monthly progress reports and directorate service delivery plans provide information on how we are performing.
- At an individual level, annual personal development and appraisal reviews.

The diagram below shows the key elements of the planning, improvement and performance review framework. The highlighted box represents this document – the Annual Performance Report.

## Corporate Planning, Improvement and Performance Review Framework

### Derry City and Strabane District Council Area: Plans and Performance Review

“Inclusive Strategic Growth Plan 2017-2032”. The District’s integrated plan captures the shared outcomes for the area.

Derry City and Strabane District – 2 yearly Area Performance Report. Measures the district’s performance against the shared outcomes set out in the “Inclusive Strategic Growth Plan 2017-2032”.

### Council: Plans and Performance Review

#### Derry City and Strabane District Council – Corporate Plan

The Corporate Plan captures the Council’s contribution to the “Inclusive Strategic Growth Plan 2017-2032”.  
The resources required are reflected in the Annual Rates Estimates.

#### Annual Improvement Plan 2022/23

Improvement Objectives 2021/22 for the forthcoming year

#### Annual Performance Report 2021/22 (this report)

Sets out what we have achieved in the previous year and how we have met our performance improvement duty.

### Directorate: Plans and Performance Review

#### Annual Directorate Delivery Plans

Directorate delivery plans demonstrate how the Corporate Plan will be delivered and contains details about the work of the Directorate, its resources and how it is performing. Supported by six monthly progress reports.

### Individual: Development Plans and Performance Review

This captures the individual’s contribution to Directorate and team plans.



### 3. How we have performed - Review of Performance for 2021/22

This section sets out details of how the Council has performed in 2021/22, in five areas:

- Progress in delivering our Improvement Objectives
- Financial performance for 2021/22
- Key achievements in delivering our Corporate Plan Objectives;
- Community Plan – Inclusive Growth Plan: Statement of Progress
- The Rural Needs Act (Northern Ireland) 2016
- Progress in relation to performance improvement areas/criteria
- Information is also provided on how we have responded and adapted to the challenges of the Covid-19 pandemic

#### **Improvement Objectives - Performance 2021/22**

In our Improvement Plan 2021/22 we set ourselves four Improvement Objectives. At the time when these objectives were set, the Covid-19 pandemic continued to impact on our district and on the delivery of the Council's services. Many of our services continued to be affected and demand from citizens for some of our services also changed. This had a considerable impact on the achievement of our Improvement Objectives. This applied particularly to the normal planned work of the Health and Community Wellbeing Service. The teams adapted to the significant health challenges posed by the pandemic and had to enforce legal provisions introduced by the Health Protection (Coronavirus Restrictions) Regulations (Northern Ireland) 2020. They continued to deliver critical services, carry out compliance visits to essential premises and to provide support and advice to all business within the Council's enforcement sector.

Details of each of these objectives, what we aimed to achieve and the progress we made during 2021/22 are set out below.

## Improvement Objective 1

**To increase employment opportunities and economic growth through a range of measures including creating new business start-ups, supporting existing business and delivering visitor growth as a destination of choice.**

### Sub Objectives:

- To continue to develop and deliver a range of initiatives to mitigate the impacts of Covid19 and support economic growth
- To promote jobs through the NIBSUP and the Business Boost Programme
- Create jobs through the Rural Business Investment Scheme
- To deliver high quality festival and events growing our visitor numbers
- Actively engage in the promotion and delivery of skills academies

The improvement objective is a broad strategic goal, which, although grounded in consultation, will only be delivered with the co-ordination and support of key partners such as INI, TNI and Tourism Ireland. Consequently, subjects which are directly in the control of Derry City and Strabane District Council and can be measured, but flow from the main objective are as follows:

- a) To promote jobs through the NIBSUP and other programmes
- b) Create jobs through the Rural Business Investment Scheme
- c) To deliver high quality festival and events growing our visitor numbers
- d) Actively engage in the promotion and delivery of skills academies

## Why we selected this as an Improvement Objective

As part of the reform of local government, Councils were required to complete a Community Plan. This plan had to embody the entire community, voluntary, statutory and private sectors. Derry City and Strabane District Council embarked on this process in June 2015 and have completed over 5000 engagements. Statements of progress on the plan were published in November 2019 and November 2021.

The plan is separated into three pillars:

- Social Wellbeing
- Economic Wellbeing
- Environmental Wellbeing

In turn each pillar has a number of themes, eight in total across the three pillars.

The focus on the need for employment opportunities came through very strongly throughout the consultation process.

This year we decided to concentrate on all programmes that would support and deliver increased employment opportunities and/or economic growth in the city and district.

There are several supporting outcomes that have been agreed through the consultation process, namely:

- Meaningful and rewarding employment is available to everyone.
- We are more entrepreneurial, creative and business ready and have grown our economic base.
- Our economy is better connected and more prosperous
- We are more specialised and innovative and have competitive advantage.

These supporting outcomes are required in order to put in context the main outcome.

The main challenges that have been identified are:

- Lack of activity to encourage entrepreneurial spirit within young people at 1st, 2nd and 3rd level education.
- Marketing/rebranding exercise required at a City/Regional level and at event level.
- Lack of promotion of B2B, B2C opportunities.
- Lack of promotion of entrepreneurs & culture/city in general.

Covid19 has presented new and unprecedented challenges in addressing existing economic limitations.

Opportunities:

- More engagement with local schools, colleges and university
- Having a society that makes entrepreneurship possible
- Encouraging motivation for entrepreneurship and embedding it within the culture of the education curriculum.
- Providing strong awareness within the youth of what being an entrepreneur involves.
- Requirement for a specialist forum for exchange and development and progression of new business ideas for potential entrepreneurs.

In our Improvement Plan for 2021/22 and the Business & Culture Directorate Delivery Plan 2021/22, we set ourselves a number of target outcomes in respect of this Improvement Objective.

The outcomes areas that Council is directly responsible for are as follows:

- Total jobs promoted
- Business Innovation and Growth Programme
- Rural Business Investment Scheme
- Visitor Numbers

An overview of what we have done / achieved is set out in the table below:

What did we aim to achieve? Target Outcomes	Performance 2018-19	Performance 2019-20	Performance 2020-21	2021-22 Target	What we achieved in 2021-22	Delivered?
<b>Business Start Up – No. Jobs promoted</b>	139	133	113	<b>Statutory Target 140</b>	143	Yes
<b>Go For It Programme</b>				<b>152</b>	143	No
<b>Business Innovation &amp; Growth Programme</b>	N/A	N/A	243	<b>200</b>	200	Yes
<b>Rural Development inc. Investment Scheme</b>						
• <b>£ value of funding committed</b>	£2.721m	£2.391m	£347,488	<b>£120,000</b>	£916,538	Yes
• <b>No. of new jobs created</b>	24	86	100.5	<b>120</b>	114	No
<b>Visitor Numbers</b>						
• <b>No. of visitors to heritage venues supported by heritage animation fund</b>	144,800	161,700	12,400	<b>15,000</b>	25,925	Yes

What did we aim to achieve? Target Outcomes	Performance 2018-19	Performance 2019-20	Performance 2020-21	2021-22 Target	What we achieved in 2021-22	Delivered?
• <b>No. visitors to Guildhall</b>	376,367	399,240	40,658	<b>43,000</b>	159,970	Yes
• <b>Festivals &amp; Events No. attendees (incl Tier 1)</b>	558,624	304,446	788,870 online views	<b>500,000</b>	246,800	No

Further information on the work progressed in 2021-22 is contained in the Business and Culture Directorate Delivery Plan for 2022-23 which is available on our website at:

<https://pdf.browsealoud.com/PDFViewer/Desktop/viewer.aspx?file=https://pdf.browsealoud.com/StreamingProxy.ashx?url=https://www.derrystrabane.com/getattachment/Council/Corporate-and-Improvement-Plan/Delivery-Plans/HC-Service-Plan.pdf&opts=www.derrystrabane.com#langidsrc=en-gb&locale=en-gb&dom=www.derrystrabane.com>

### Overview / Assessment

Targets were adjusted to take into consideration the potential impacts of Covid, although it was accepted that actual outcomes would be unpredictable.

Efforts were concentrated on delivering services within the restrictions imposed and delivering programmes to assist businesses to survive and to maintain their operations in the changed circumstances. Where possible, services were delivered online and this proved to be a success in terms of delivery while promoting health and safety.

Despite the uncertainties, changes in patterns of demand and the impacts on businesses, the majority of targets were met and there were improvements in 2020/21 performance, including the statutory target in relation to the number of jobs promoted.

**Overall Trend/ Assessment:  
Recovering and Improving**

## Example initiatives taken forward in 2021/22 related to this Improvement Objective

### Investors and industry pros announced as LEVELUP start-up pitch judges

9 April 2021

A judging panel of industry professionals and investors will decide which local start-up businesses will receive up to £2,000 in cash prizes when the LEVELUp Start-up Pitch Competition takes place later this month.

LEVELUP, delivered by Startacus, takes place during Derry and Strabane Enterprise Week and will examine the changes that businesses can make and the opportunities that exist to thrive in our new economy – whether as individuals, organisations or regions.

## LEVELUP set to inspire real life opportunity in post pandemic world



### Benefits of Apprenticeship option to be highlighted in week of events

23 April 2021

Derry City and Strabane District Council is supporting Apprenticeship Week, a Northern Ireland wide initiative that seeks to demonstrate how apprenticeships work for individuals, businesses, communities and the wider economy.

As part of the week, Derry and Strabane Council will launch a new Apprenticeship Website <http://getapprenticeships.me/> and feature a number of videos showcasing local employers, training providers and apprentices.

## **Derry and Strabane businesses offered free workshop in perfecting their pitch 03 June 2021**

Businesses in the Derry and Strabane Council area are being offered the opportunity to learn more about presenting their business proposition to potential investors in a free online workshop.

Selling skills workshop 'Perfecting Your Pitch' will be held virtually on Thursday June 17<sup>th</sup> from 10am – 12.30pm. The workshop forms part of the DCSDC Business Innovation and Growth Programme



## **Strabane BID receives successful YES vote for second term 24 September 2021**

Strabane BID will continue to assist and promote local businesses in the town centre and support the local economy after achieving a second term following a successful yes vote in a ballot of businesses. Mayor of Derry City and Strabane District Council, Alderman Graham Warke, said the result was fantastic news for Strabane town at a crucial time.



**Northern Ireland's budding entrepreneurs to access online bitesize business support**

**28 July 2021**

Individuals who are exploring the idea of creating their own business in Northern Ireland are to be offered access to a free online business bitesize support service following an agreement by all 11 of its local councils.

Rebel on Demand, an online support service for people who are exploring the idea of setting up their own business, is now available to everyone who is thinking of starting up.

**Rebel On Demand**



**Council on recruitment drive to deliver City Deal projects**

**01 September 2021**

Derry City and Strabane District Council is embarking on a recruitment drive for a number of professional positions to assist in the delivery of its transformative £250m City Deal regeneration and innovation investment as well as a range of exciting and ambitious Council strategic and community projects including the development of



new leisure facilities, community centres and parks and greenways across the Council District.

## City Deal



### **Local entrepreneurs awarded £20,000 for pitch perfect start-ups 23 November 2021**

Two local entrepreneurs have just scooped £10,000 in business support as part of a Council led initiative geared towards empowering new businesses.

The Start Up Launch Pad North West package offered the opportunity for new businesses to avail of a fantastic start up business support bundle to help them get their idea off the ground.



### **Devine Scent success thanks to Council's innovation programme**

### **11 November 2021**

Jenna Devine is the owner of Devine Scents Ltd in Derry and is one of Derry City & Strabane's District Council's Business Innovation & Growth programme's success stories.

Jenna credits the Council's Business Innovation & Growth programme for helping her grow her business and is encouraging other businesses to get on board.



### **Easing of restrictions paves way for Walled City Market to return**

#### **28 May 2021**

The Walled City Market is set to make a welcome return to Guildhall Square on Saturday June 5th following the latest easing of restrictions by the Northern Ireland Executive. All the traders have signed up to and been issued Council's COVID Reassurance Mark and Mayor of Derry City and Strabane District Council, Councillor Brian Tierney stressed that the main focus would be on the health and safety of both traders and shoppers.



## Improvement Objective 2

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

### **Sub Objectives:**

- To re-engage and achieve user numbers of the Council's leisure facilities 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 underrepresented groups through inclusive leisure, sport and physical activity participation to lead more active lives.
- Maintain current high levels of customer satisfaction/net promoter score
- To target participation rates for those living in deprived areas

### **Why we selected this as an Improvement 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 Derry City and Strabane District Council and NI population, 2028 and 2041 is detailed below:**

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

Source: NISRA Population Projections (2016 based)

- The population of Derry City and Strabane District Council 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 Derry City and Strabane District Council 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 local 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 Derry City and Strabane District Council 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 Derry City and Strabane District Council 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 Derry City and Strabane District Council analysis which combines data across more than 1 year indicates that:

- 53% of residents had participated in sport within the last 12 months; this is however lower than the NI average of 54%
- 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 Derry City and Strabane District Council 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 Derry City and Strabane District Council 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%
<b>Total</b>	<b>100%</b>

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 Derry City and Strabane District Council 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 150 minutes of physical activity per week as included with in Data from NI Health Survey (not available at LGD level).

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

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
<b>Belfast</b>	53%
<b>Northern</b>	55%
<b>South Eastern</b>	60%
<b>Southern</b>	56%
<b>Western</b>	49%
<b>Total</b>	<b>55%</b>

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:

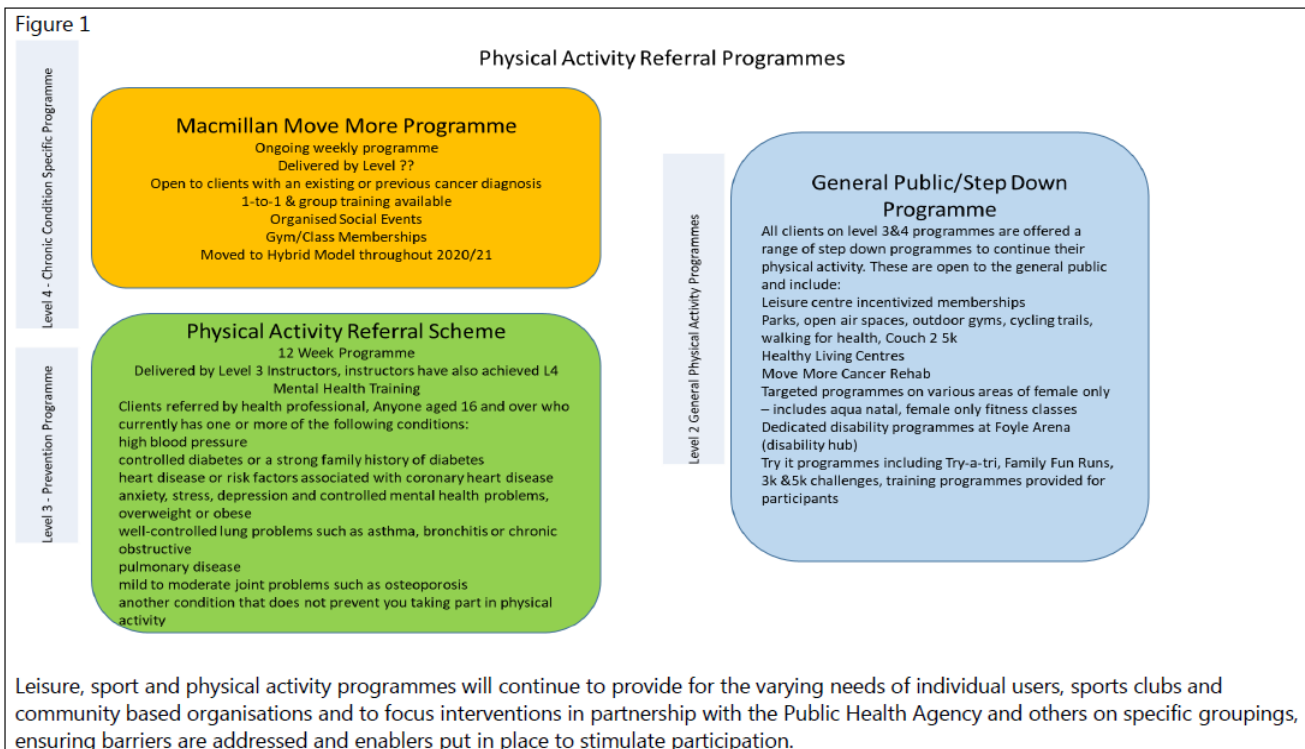
- 57% of respondents feel they will use the centre the same as before
- 76% of respondents feel they will value it more
- 75% of respondents felt that participating in physical activity improves general, physical, mental and specific medical conditions
- 72% of respondents are prepared to commit more 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



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.

## Delivery / Achievements

In our Improvement Plan and in our Health and Community Directorate Delivery Plan for 2021/22, we set ourselves a number of target outcomes in respect of this Improvement Objective. An overview of what we have done / achieved is set out in the table below:

What did we aim to achieve? Target Outcomes	Performance 2018-19	Performance 2019-20	Performance 2020-21	2021-22 Target	What we achieved in 2021-22	Delivered?
Increased opportunities to participate in sport, leisure and healthy living activities						
<b>Increase leisure user visitor</b>	1,219,434	1,239,355	28,379	<b>500,000</b>	542,733	Yes



What did we aim to achieve? Target Outcomes	Performance 2018-19	Performance 2019-20	Performance 2020-21	2021-22 Target	What we achieved in 2021-22	Delivered?
numbers (paid visits)						
Number of participants per year for sports development targeted programmes	N/A	N/A	N/A	<b>5,000</b>	5,000	Yes
Number of participants in MacMillan Move More Programme	N/A	215	47	<b>100</b>	92	No
Number of athletes enrolled in the Elite Athlete Membership Scheme	N/A	85	49	<b>60</b>	71	Yes
Number of participants in the Coach Education Programme and CPD Courses to support Coach and Club development	N/A	32	0	<b>100</b>	160	Yes
User satisfaction/net promoter score	N/A	50	50	<b>50</b>	0	Not carried out due to Covid

<b>What did we aim to achieve? Target Outcomes</b>	<b>Performance 2018-19</b>	<b>Performance 2019-20</b>	<b>Performance 2020-21</b>	<b>2021-22 Target</b>	<b>What we achieved in 2021-22</b>	<b>Delivered?</b>
<b>Average quarterly mystery visit score across all leisure facilities</b>	N/A	85%	0	<b>85%</b>	0	Not carried out due to Covid
Improvements in health and well-being						
<b>% leisure service users that believe that participating in a physical activity has improved their physical and mental well-being</b>	55%	100%	-	N/A	61%	N/A
<b>% non-users who believe that participating in a physical activity would improve their mental and physical health</b>	78%	87%	-	N/A	61%	N/A

Further information on the work progressed in 2021-22 is contained in the Health and Community Directorate Delivery Plan for 2022-23 which is available on our website at:

<https://pdf.browsealoud.com/PDFViewer/Desktop/viewer.aspx?file=https://pdf.browsealoud.com/StreamingProxy.ashx?url=https://www.derrystrabane.com/getattachment/>

[Council/Corporate-and-Improvement-Plan/Delivery-Plans/HC-Service-Plan.pdf&opts=www.derrystrabane.com#langidsrc=en-gb&locale=en-gb&dom=www.derrystrabane.com](https://www.derrystrabane.com/#langidsrc=en-gb&locale=en-gb&dom=www.derrystrabane.com)

### **Overview / Assessment**

It is essential for all residents to have access to a range of quality leisure facilities and opportunities to achieve our performance objective. Our approach will be to work with partners and to focus on certain groups, including women and girls, disabled people, older people, and those from lower socio economic groups, who are significantly less likely to play sport and be physically active than the ageing population in general.

User visits across Council Leisure sites have shown growth across a number of years prior to the pandemic:

2016/17: **918,256**

2017/18: **940,009**

2018/19: **1,129,434**

2019/20: **1,293,355**

2020/21: **28,379**

2021/22: **542,733**

It is noted that in 2021/22, although leisure centres were open, there were significant limits on user numbers due to Covid-19 restrictions. There is evidence that demand has begun to increase as services have opened up / restrictions lifted and consumer confidence is being re-established.

In terms of tailored/dedicated programmes, the Council saw improvements on the 2020/21 year, although participation was generally lower than in the pre-Covid period.

Where services were provided, the Council met the majority of its targets.

**Overall Trend/ Assessment:  
Recovery continuing. Improvement on 2020/21 year.**

## **Example initiatives taken forward in 2021-22 related to this Improvement Objective**

### **Council resumes bookings for outdoor pitches**

**9 April 2021**

In line with new guidance issued by the Northern Ireland Executive relating to exercising at outdoor sports facilities from Monday, 12 April, the following Derry City and Strabane District Council owned grass surface facilities will be available for bookings from 12th April – the Foyle Arena; Melvin Sports Complex; Ryan McBride Brandywell Stadium; Templemore Sports Complex; Brooke Park; Bishop's Field; Caw 3G and all Council owned grass pitches across the Council area.

### **Mayor visits local leisure centres as training resumes under new restrictions**

**7 May 2021**

With the gradual easing of lockdown restrictions, local people have once again been turning their attentions to fitness and engaging in a range of new outdoor and indoor sessions on offer through Council's extended programme of activities. Mayor of Derry and Strabane, Councillor Brian Tierney, has been paying a visit this week to some of the centres, to see for himself the provisions that have been made to ensure visitors have a safe and enjoyable experience as they return to training in line with the current restrictions.

### **Warm welcome for opening of Top of the Hill community centre**

**19 July 2021**

There was another major boost for community relations in the Waterside area today with the official opening of the eagerly awaited Top of the Hill community centre. The £2.3m facility is the result of a £1.3m investment by Derry City and Strabane District Council, and £1m from the Department for Communities, and the Mayor of Derry and Strabane, Alderman Graham Warke, was joined by the Communities Minister Deirdre Hargey and community representatives, on site for the opening event. The building will comprise of a split level facility incorporating space for Hillcrest Trust, Jack & Jill Pre-school, a youth club, a 220m<sup>2</sup> sports hall as well as Car parking on site.



**New £635,000 play area opened in Magheramason  
26 August 2021**

Mayor of Derry City and Strabane District Council, Alderman Graham Warke, has officially opened a new, state-of-the-art play area in Magheramason. The playground and free-play Multi Use Games Area (MUGA) is located on the site of the old play area on the Mason Road in the village and has been fully funded by Derry City and Strabane District Council at a cost of £635,000. Equipment includes a wheelchair accessible ground flush roundabout, an eight-metre high space net, a zip line, two multi-units with towers for younger and older children, climbing nets and slides, and a variety of swings with adapted swing seats catering for different ages and abilities.



**Steps to Health Programme boosts Ciara's bid to make sporting history  
17 September 2021**

Commonwealth Games history will be made in Birmingham next year when Wheelchair Basketball is contested for the first time and, on the gym floor of Templemore Sports

Complex, Derry girl Ciara McChrystal is quietly putting the hours in to stake her claim to be part of it.

Four years ago the Queen's Psychology graduate who is now studying for a Counselling and Therapeutic Communication Masters at UU Jordanstown, was diagnosed with Multiple Sclerosis. "My strength was so low after lockdown that I couldn't even do a press-up but through the Steps to Health Programme with Derry City and Strabane District Council GP Referral Co-ordinator Colleen Brown I have made significant progress since I have come back" said Ciara.



### **Council running Couch to 5K as part of Age Friendly activities**

**25 January 2022**

People across the district are being encouraged to dust off their running shoes as Derry City and Strabane District Council begins a Couch to 5K as part of its Age Friendly programme.

The nine-week course is open to any person aged 50 or over in the Council area and will see experienced coaches guide participants from beginner level to being able to run a 5km route by the end of the two months.

### **Steps to Health group bounce into 2022 by completing Active January challenge**

**03 February 2022**

A group taking part in Derry City and Strabane District Council's Step to Health programme have said they are bouncing in 2022 with a spring in their step after completing a challenge to be active for every day of January.

GP Referral Coach at Council, Colleen Brown, set the target for the group who signed up to the programme to become healthier and fitter through physical activity.

The programme is an eight week course where candidates are guided through a tailored training regime to improve their overall well-being and fitness.



### Improvement Objective 3

#### To create a greener, cleaner more attractive district

##### Sub Objectives:

- To protect and promote our natural and built assets
- To protect and enhance our environment

#### Why we selected this as an Improvement Objective

This improvement objective relates directly to the Strategic Growth Plan objective that we live sustainably – protecting the environment, under the theme of Physical and Environmental Regeneration. This was a key theme that emerged during the significant engagement process carried out as part of the development of the Strategic Growth Plan. The improvement objective will allow us to pull together the actions that will demonstrate that we are protecting and enhancing our local environment and the partnership approach that we have taken to maximise effect.

#### Delivery / Achievements

In our Environment and Regeneration Directorate Delivery Plan for 2021/22 we set ourselves a number of target outcomes in respect of this Improvement Objective. An overview of what we have done / achieved is set out in the table below:

What did we aim to achieve? Target Outcomes	Performance 2018-19	Performance 2019-20	Performance 2020-21	2021-22 Target	What we achieved in 2021-22	Delivered?
<b>An enhanced public realm and built environment</b>						
• Value of capital projects completed on site	£7m	£9m	£11.6m	<b>£10m</b>	£10m	Yes
• Total number of applications processed by Building Control	4,679	4,386	3,439	<b>Demand Led</b>	4,194	N/A
• % of streets achieving high	88.5%	94.7%	90%	<b>85%</b>	51%	No



What did we aim to achieve? Target Outcomes	Performance 2018-19	Performance 2019-20	Performance 2020-21	2021-22 Target	What we achieved in 2021-22	Delivered?
<ul style="list-style-type: none"> <li>cleanliness levels</li> <li>• Number of communities supported in community clean-ups/environmental improvement schemes</li> </ul>	20	20	25	<b>Demand Led</b>	25	N/A
<ul style="list-style-type: none"> <li>• Total number of planning applications received</li> </ul>	857	838	952	<b>Demand Led</b>	1,061	N/A
<ul style="list-style-type: none"> <li>• Average processing time of major planning applications</li> </ul>	154.2 weeks	96 weeks	65.2 weeks	<b>30 weeks</b>	51.6 weeks	No
<ul style="list-style-type: none"> <li>• Average processing time for local planning applications</li> </ul>	16.2 weeks	14.1 weeks	14 weeks	<b>15 weeks</b>	15.6 weeks	No
<ul style="list-style-type: none"> <li>• % Enforcement cases processed within 39 weeks</li> </ul>	71%	53.5%	78.1%	<b>70%</b>	77.9%	Yes
Increased opportunities for play				-		

What did we aim to achieve? Target Outcomes	Performance 2018-19	Performance 2019-20	Performance 2020-21	2021-22 Target	What we achieved in 2021-22	Delivered?
<ul style="list-style-type: none"> <li>£ value of new/upgraded play provision</li> </ul>	£1.75m	£1.75m	£1.68m		£546k	n/a
<b>Increased access to sustainable transport</b> <ul style="list-style-type: none"> <li>KM increase in provision of cycle path/greenway development</li> <li>Capital value of greenways delivered</li> </ul>	0km  £0	6.0km  £1.5m	6.4km  £2.0m	-  -	0.4  £1.32m	n/a  n/a
<b>More sustainable management of waste</b> <ul style="list-style-type: none"> <li>% household waste recycled/composted (W1)</li> </ul>	43.3%	44.3%	44%	50%	*44.7%	No

\* subject to verification

Further information on the work progressed in 2020/21 is provided in the Environment and Regeneration Directorate Delivery Plan for 2021/22 which is available on our website at:

<https://pdf.browsealoud.com/PDFViewer/Desktop/viewer.aspx?file=https://pdf.browsealoud.com/StreamingProxy.ashx?url=https://www.derrystrabane.com/getattachment/Council/Corporate-and-Improvement-Plan/Delivery-Plans/Appendix-1-Service-Delivery-Plan-2022-23.pdf&opts=www.derrystrabane.com#langidsrc=en-gb&locale=en-gb&dom=www.derrystrabane.com>

## Overview / Assessment

The 2021/22 year, saw significant increases in the level of building control and planning service applications processed. Indeed, planning applications exceeded pre pandemic levels and the service delivered an improvement in the time taken to process major planning applications.

Whilst the statutory target not met, the Council was the third highest performing local authority in NI for processing local planning applications

Council has continued to provide waste management services during the Covid pandemic with the figures reflecting both the regional and national position in terms of recycling rates. Recycling figures have in the main been impacted negatively through service disruptions

Council also continued to deliver on a multi-million pound capital programme and to expand/ develop its parks and greenways ((Castleberg Greenway, Phase II)) infrastructure.

**Overall Trend/ Assessment:  
Recovery continuing. Improvements on 2020/21 year.**

**Example initiatives taken forward in 2021/22 related to this Improvement Objective:**

**New food project gets a welcome boost from recycling firm**

**8 April 2021**

There was a warm welcome for news this week that a new sustainable food project involving over 250 local families will receive a major boost thanks to Ireland's largest organics recycling firm.

Natural World Products (NWP), processes household food and garden waste from local authorities across Northern Ireland – including Derry City and Strabane District Council - converting it to organic, peat-free compost. The company has agreed to support the 'I Can Grow' project by donating all the compost needed to support the initiative.



**Council's grass cutting campaign aims to nurture local bee population  
4 May 2021**

Derry City and Strabane District Council are on a drive to nurture and increase the local bee population with the relaunch of a successful grass cutting campaign. The Don't Mow, Let it Grow initiative will see reduced grass cutting in some areas of local parks and cemeteries over the summer months while free wildflower seed packets will be distributed to the public to encourage them to do the same in their homes. The aim of the campaign is to increase places for pollinators like bees and butterflies to live and feed off.



### **Official opening of Mourne play-park takes place**

**17 February 2022**

The Mayor of Derry City and Strabane District Council, Alderman Graham Warke, was joined in Newtownstewart by DAERA Minister Edwin Poots, for the official opening of a new play park in the village.

The park is a £347,000 project which is located at a site adjacent to Mourne Park and Mourne Walk, and has been delivered by Derry City and Strabane District Council with support from funding allocated by Derry and Strabane Rural Partnership under Priority 6 (LEADER) of the Northern Ireland Rural Development Programme 2014-2020.



**Council to host summit on becoming sustainable food region  
24 February 2022**

Next Thursday, 3rd March, Derry City and Strabane District Council will host a 'food summit' in the Guildhall as part of the collective commitment to becoming a sustainable food region. The event will explore district-wide, holistic approaches to changing our food system in order to improve health, reduce food insecurity, build community resilience and reduce our impact on the environment.

Mayor of Derry City and Strabane District Council, Alderman Graham Warke, said it was a great opportunity to explore the wider impact that the food system can have.



## **Construction of Strathfoyle Greenway gets underway**

**4 March 2022**

Work has begun on the construction of the long-awaited Strathfoyle Greenway. The Greenway will run from the end of the Waterside Greenway at Foyle Bridge to Stradowen Drive in Strathfoyle, a distance of 2.7km. It will be set within a green corridor of meadows, hedges and woodlands, and will have spectacular views of the River Foyle and the City. Mayor of Derry City and Strabane District Council, Alderman Graham Warke, said he was delighted to see this major project finally reaching the construction stage. Council is launching a new webpage - <https://www.derrystrabane.com/strathfoylegreenway> - to keep the community informed about the progress of the project.



## Improvement Objective 4

**To deliver improved customer satisfaction by improving customer support services and processes**

### Why we selected this as an Improvement Objective

The Council's mission is to deliver improved social, economic and environmental outcomes for everyone. This is supported by corporate values, including to be a centre of excellence and innovation with a clear focus on outcomes and delivery.

In delivering on these aspirations, Derry City and Strabane District Council recognises that today's citizens and stakeholders expect a high level of services and to be able to deal with the Council across a multitude of communications channels, including phone, e-mail, the Web, mobile devices, social media, as well as in person at our offices.

Citizens and customers are at the heart of what we do as a public service organisation. Consequently, we need to continuously strive to provide more-responsive services, better collaboration with customers, increased transparency to the general public, and more-proactive efforts to improve customer satisfaction.

### Delivery / Achievements

In our Improvement and Directorate Delivery Plans for 2021/22 we set ourselves a number of target outcomes in respect of this Improvement Objective. An overview of what we have done / achieved is set out in the table below:

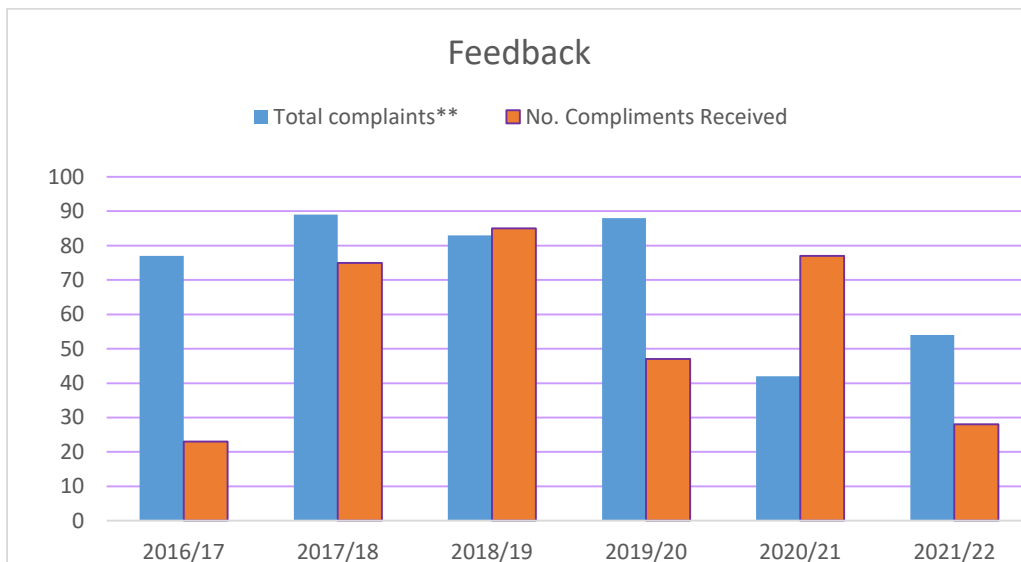


What did we aim to achieve? Target Outcomes	Performance 2018-19	Performance 2019-20	Performance 2020-21	2021-22 Target	What we achieved in 2021-22	Delivered?
<b>Analysis of complaints and feedback</b> <ul style="list-style-type: none"> <li>• <b>Number of formal complaints received**</b></li> <li>• <b>Number of compliments received</b></li> </ul>	83	88	42	<b>Data only</b>	54	N/A
	85	47	77	<b>Data only</b>	28	N/A
<b>Call handling performance statistics</b> <ul style="list-style-type: none"> <li>• <b>Average time to answer external calls</b></li> <li>• <b>% abandoned external calls</b></li> </ul>	10.2	17	17	<b>10</b>	27.3	No
	4.7%	5.2%	7.8%	<b>5%</b>	5.4%	No
<b>% access support requests facilitated for Council run meetings / events met</b>	100%	100%	100%	<b>100%</b>	100%	Yes
<ul style="list-style-type: none"> <li>• <b>FOI response times</b></li> <li>• <b>EIR response times</b></li> <li>• <b>SAR response times</b></li> </ul>	87.7%	91.3%	92.9%	<b>90%</b>	92.8%	Yes
	85.8%	89.1%	95.9%	<b>90%</b>	92%	Yes
	100%	87.5%	91.5%	<b>90%</b>	100%	Yes

\*\* revised definition

<b>2021/22 Performance</b>	
<p><b>Results of customer satisfaction survey(s)</b></p> <p>–</p> <ul style="list-style-type: none"> <li><b>Evidence of high customer satisfaction</b></li> </ul>	<ul style="list-style-type: none"> <li>• % satisfaction with <u>Irish language services</u> – target 95% Actual: 94% %</li> <li>• % <u>Member satisfaction</u> – target 90%. Actual: 99%</li> <li>• <u>North West Angling Fair</u> 100% of participants found the location to be Good, Very Good or Excellent 100% of participants found the event to be either well, very well or extremely well organised</li> <li>• <u>Illuminate Festival</u> 83% of participants found the festival to be good or extremely good</li> <li>• <u>Halloween Festival</u> 74% of respondents found the festival to be good or extremely good</li> <li>• <u>Derry Strabane Enterprise Week</u> 100% of respondents found the event to be either very good or excellent</li> <li>• <u>Covid 19 Business Survey</u> 86% of respondents were satisfied or very satisfied with the measures taken in response to Covid19</li> <li>• <u>Alley Theatre</u> 100% of respondents found the service provided by theatre staff to be either good or excellent</li> <li>• A leisure user survey was undertaken in March 2022 to ascertain users’ opinions on current and future leisure provision</li> </ul>
<p><b>Changes to systems and processes that facilitate customer service</b></p>	<ul style="list-style-type: none"> <li>• As a result of the pandemic Council continued to roll out new or reconfigured services to meet the needs of local citizens and communities. This included the launch of apps / digital tools and enhanced webpages to promote online access to services such as recycling. Delivery of services were also delivered online in terms of administrative processes, statutory enforcement and inspection functions.</li> <li>• Council also delivered some services in a hybrid format (e.g. council meetings), as necessary to promote access / participation.</li> <li>• The Council’s social media channels and website were used extensively to communicate information to citizens on how services would be delivered during the pandemic and deliver public health guidance.</li> </ul>

	<ul style="list-style-type: none"> <li>• The Council issued Covid Guidance for specific sectors.</li> <li>• The Council continued to support the business and community sectors through tailored programmes and enhance the public realm.</li> <li>• A Video Relay System that allows hearing and Deaf people to communicate via the telephone came into operation in Strand Road offices, Derry Road offices, Foyle Arena and the Alley Theatre in April 2021</li> </ul>
<b>Greater staff awareness of policies relating to customer care</b>	<ul style="list-style-type: none"> <li>• Advice and guidance provided throughout the year as an alternative to physical training sessions.</li> <li>• Work progressed on digital training tools</li> <li>• Continued to facilitate meetings of the Safeguarding Working Group which provides guidance to staff in relation to safeguarding customers using Council facilities and services.</li> </ul>



Further information on the work progressed in 2021/22 is provided in the Strategic Planning and Support Services Directorate Delivery Plan for 2022/23 which is available on our website at:

[https://pdf.browsealoud.com/PDFViewer/\\_Desktop/viewer.aspx?file=https://pdf.browsealoud.com/StreamingProxy.ashx?url=https://www.derrystrabane.com/getattachment/Council/Corporate-and-Improvement-Plan/Delivery-Plans/App1\\_-DirectorateDelivery-](https://pdf.browsealoud.com/PDFViewer/_Desktop/viewer.aspx?file=https://pdf.browsealoud.com/StreamingProxy.ashx?url=https://www.derrystrabane.com/getattachment/Council/Corporate-and-Improvement-Plan/Delivery-Plans/App1_-DirectorateDelivery-)

## **Overview/Assessment**

In identifying this Improvement Objective, the Council set out a target outcome of having evidence of high customer satisfaction. Results of survey work carried out in 2021/22 indicate high satisfaction in respect of a number of service areas.

Work also continued to improve access to services online and via the use of digital tools and to identify customer needs.

**Overall Trend/ Assessment:  
Recovery ongoing. Performance generally being maintained with evidence of  
high customer satisfaction levels.**

## **Example initiatives taken forward in 2021/22 related to this Improvement Objective:**

### **Countdown on for special virtual 20th Jazz Festival**

**29 April 2021**

Get ready for another special bank holiday weekend as jazz fever arrives for the 20th edition of the City of Derry Jazz and Big Band festival. The festival will take place from Friday to Sunday and will see plenty of virtual performances from fan favourites and local students. One of the highlights will include 'Gigs from the Guildhall' which will see nine acts performing virtually across three stages on each day of the festival, streamed live for everyone to enjoy from their own homes.



## **Council introduces sign language service to customers in line with Deaf Awareness Week**

**4 May 2021**

Derry City and Strabane District Council has partnered with SignVideo to provide a Video Relay Service (VRS) to allow deaf people to independently communicate with Council in British Sign Language (BSL) and Irish Sign Language (ISL).

The news comes as the Council celebrates being part of Deaf Awareness Week that takes place from 3rd to 9th May 2021. The SignVideo service allows customers to make BSL and ISL interpreted video calls via their tablet, smartphone, computer or laptop. The company's professional interpreter will relay the call in English to a member of Council's staff in real time on a video relay system.

## **New online booking system for vans at recycling centres**

**19 May 2021**

Derry City and Strabane District Council is to introduce an online booking system for large vans at its main recycling centres at Pennyburn, Strathfoyle and Strahans Road, from next week in an effort to improve accessibility to its services. The new system will come into force from Monday 24 May and, in addition to facilitating large vans, cars and small vans can also be booked via the online system for the Glendermott Road and Eglinton recycling facilities.

## **Council App to bring City Walls to Life**

**14 July 2021**

Derry City and Strabane District Council, in partnership with Visit Derry, has launched an Augmented Reality experience aimed at bringing the Historic City Walls to life through augmented reality helping heritage venues within and around the walls to enhance their tourism offering. Users will now be able to experience the story of Derry ~ Londonderry's historic past, and more contemporary history through the use of Digital Technology. Augmented reality, an authentic location and story will be combined to tell a story relating to the contested history that the City Walls represent.



## **Council set to celebrate Ulster-Scots Language Week 2021 with online programme of events**

**12 November 2021**

Derry City and Strabane District Council is set to host a series of online events to mark Ulster-Scots Language Week, which takes place later this month. The week-long programme of digital events runs from 22nd to 26th November 2021 and aims to promote awareness of the Ulster-Scots language and to showcase the rich tradition of Ulster-Scots in the local area.



## **Derry City and Strabane District Council recognised for local government excellence**

**27 January 2022**

Derry City and Strabane District Council has been recognised for its excellence in personal and professional elected member development. The Council has been successful in achieving the NILGA Councillor Development Charter Plus accreditation, which was awarded at the Guildhall on 25 January 2022.

It was agreed that the Council had rigorously applied the structure of the Charter Plus framework in terms of political and managerial commitment; it was led by the members themselves and connected to the strategic context within which council delivers; and impactful with impressive and innovative outward facing collaborative learning and development, in partnership with community groups.



**One-stop shop for all recycling needs as Council launch new app  
30 March 2022**

Derry City and Strabane District Council have launched a new, free recycling app with lots of handy features and information on waste and recycling needs. It has been created as part of the EU-funded project, EMERGREEN, which aims to improve technology to help people live more sustainably and will replace the Bin-ovation app which currently exists. The app will cover a range of issues and topics, including reminders about which bin to leave out each week, information on what can be recycled, and all the details on opening times for Council's recycling centres.





## **Improvement Objective:**

**To develop and implement a dynamic recovery plan that provides a proactive response to the challenges presented by Covid19 and which supports and enhances social, economic and environmental well-being in the Council area**

## **Why we selected this as an Improvement Objective**

The Covid pandemic has resulted in significant economic, social and environmental impacts on our citizens and the curtailment of or changes to the delivery of Council services continued during the 2021/22 year. The pandemic remains as a feature of our everyday lives and the work of the council in serving our communities and working with stakeholders. Interventions are necessary to ensure effective public messaging, reduce infection, facilitate recovery and mitigate adverse impacts.

Through this improvement objective we aimed to provide effective, safe and resilient Council services and to maximise social, economic and environmental outcomes for our residents.

## **Delivery/Achievements**

This is a cross-cutting improvement objective which involved all of the Council directorates and support services.

A dynamic Plan was prepared, and Covid measures were reviewed regularly at Senior Leadership Team meetings and briefings provided, as enquired to Elected Members.

Example actions and achievements relevant to this objective are described below:

### **Business & Culture Directorate**

- £165,221.73 of Covid Recovery & Revitalisation Grants was awarded to 55 businesses
- 20 £500 Covid Recovery Start Up Grants were issued to new businesses
- A Digital Transformation During Covid-19 Workshop was held on 10<sup>th</sup> March 2022
- The Food Network supported 70 businesses with Covid recovery planning
- Covid-safe Mayor's receptions were reinstated in August 2021
- Covid-safe music events were reinstated in the Guildhall
- Covid-safe conference/events (Ambassador Circle, Food Summit, NWRDG) recommended in March 2022

- The “Want to Retrain” programme was offered to assist those whose employment was impacted by Covid and additional funding was allocated for upskilling at level 1 and beyond in the community/voluntary sector

### **Health & Community Directorate**

- There was close engagement and communication with Council’s Emergency Preparedness Group, Department of Health (DoH) and Public Health Agency(PHA) regarding community transmission, testing and tracing during the pandemic
- The Council provided premises for Covid testing facilities at Melvin and Templemore Sports Complexes, as well as providing Foyle Arena for the Covid vaccination programme
- The Health & Community Wellbeing teams were responsible for enforcement of the Health Protections (Coronavirus Restrictions) Regulations (Northern Ireland) 2020 (Restriction Regulations) with respect to business closures and restrictions during the emergency period
- Engagement was undertaken with businesses, stakeholders and partners in relation to messaging, advice and support
- Specific guidance was prepared for a range of business sectors on the Coronavirus regulations and guidance
- Business Continuity Plans were reviewed and new operational procedures and Safe Systems of Work were implemented to mitigate risk and assist staff carry out their statutory inspections and investigations
- Amended policies, procedures and improved IT systems were introduced in order to interface with customers and support businesses during Covid recovery
- The Council rolled out the Covid Reassurance Scheme to support local businesses with boosting customer confidence to return to town centres and villages. After following the scheme, successful applicants were awarded the Covid Reassurance Mark

### **Environment & Regeneration Directorate**

- The directorate continued to deliver the DfC/DAERA//DfI funded Covid-19 Recovery Revitalisation Scheme in Derry City and Strabane Town Centres:
  - Derry - Phase I: Ferryquay Street/Diamond Environmental Improvement Scheme completed; Phase II - Bishop Street Parklets at tender stage; Phase III Environmental Improvement Schemes at Waterloo Place and Riverside – contractor appointed and on site
  - Strabane - Castle Street Environmental Improvement Scheme contractor appointed; Abercorn Square EI scheme completed; Environmental

Improvement Works & lighting to 'Let the Dance Begin' art installation (Tinnies)

- Delivery of the DfC-funded (£225k) Strabane Revitalisation Shopfront Enhancement Scheme 17 properties completed and enhanced
- Derry City Centre Revitalisation Shopfront Enhancement Scheme - total of £1.2m of DfC funding secured and contractors appointed to deliver schemes on Carlisle Rd (56 Properties) & Spencer Rd (68 Properties)
- Covid Recovery Rural Small Settlements Programme - £2.24m of DfC/DAERA/DfI funding was secured to design and deliver a series of physical regeneration and active travel interventions within 9 rural settlements within the DCSDC area

### **Strategic Planning and Support Units**

- The Assurance section played a key role in the Local Government co-ordination of the Covid-19 pandemic
- The communications team took a proactive role in getting public health messaging around Covid out to the public, key stakeholders and elected members using various media platforms including social media
- The Strategic Finance and Funding section collected economic data through use of counters across the district to inform Covid recovery and business support plans
- The Human Resources section provided support in terms of adapting to the continuation of remote working and supported managers and employees returning to the workplace following a period of furlough

## **Delivery / Achievements**

### **Overview/Assessment**

The Council developed and rolled out a dynamic recovery plan and continued to take a proactive leadership approach to managing services and providing support in dealing with Covid19, throughout the year. There are numerous examples of innovation and commitment to supporting and enhancing social, economic and environmental well-being in the Council area, as well as continued service delivery despite the challenging operating conditions.

This ongoing commitment is reflected in the decision to mainstream ongoing recovery activities, within the normal business planning process for 2022/23.

**Overall Trend/ Assessment:**

**Proactive approach to dealing with Covid 19 continued. Recovery ongoing with service demand increasing and rollout of mitigation and service enhancement measures.**

**Example initiatives taken forward in 2021/22 related to this Improvement Objective:**

**Plans confirmed to enhance Strabane town centre**

**21 June 2021**

Designs have been unveiled this week for a new environmental regeneration scheme in the Castle Street area of Strabane aimed at improving the character of the area and helping to support local businesses as they begin the process of recovery following the easing of lockdown restrictions. The Recovery and Revitalisation programme of work is being carried out by Derry City and Strabane District Council with support from the Department for Communities through its Covid19 Recovery Revitalisation Programme.



**Councils launch new and exciting Programme to help tourism sector recover**  
**12 April 2021**

A new and exciting Tourism Programme is being launched this Spring by Derry City and Strabane District Council and Donegal County Council to support local tourism and hospitality businesses to explore the potential of developing new collaborative products that will help with the recovery of the tourism industry in the region. 30 businesses from across the North West City Region will be in a position to avail of this free programme which will see businesses supported to collaborate with other businesses to develop strong product offerings that will enhance the visitor experiences in the region, increase dwell time and encourage visitors to travel around the region.

## **Official Sightseeing Visitor Pass Launched to boost tourism as the city enters Covid Recovery Phase**

**23 June 2021**

Visitors and locals alike can now enhance their experience of the city through a new innovative digital visitor pass developed by Derry City and Strabane District Council in partnership with Visit Derry, and part funded by Tourism Northern Ireland.

The Visit Derry Pass is the first of its kind in Northern Ireland and will provide discounted entry to ten of the most-loved attractions and activities across the city.

The digital solution already operates in Edinburgh, York and Manchester and Visit Derry is delighted to launch first in Northern Ireland.



## **Customers to benefit from Craft Village Covid improvements**

**6 August 2021**

A group of local City Centre businesses are enjoying the benefits of a special scheme aimed at meeting the needs of companies adjusting to changes to the trading environment since lockdown. The Department for Communities' Covid-19 Recovery Grant is available through Derry City and Strabane District Council, and offers businesses support with putting in place the measures needed to adapt to the new health and safety requirements post Covid.



## **Strabane businesses collaborate to overcome Covid challenges**

**3 September 2021**

A group of Strabane businesses have joined forces to successfully apply for a special £25,000 grant aimed at supporting local businesses as they continue on the road to recovery after the Covid lockdown. The Covid Recovery Grant is available through Council's Covid Recovery and Revitalisation Scheme which is funded by the Department for Communities, the Department of Agriculture, Environment and Rural Affairs and the Department for Infrastructure.



### **New campaign to help older people Reconnect after COVID pandemic 21 March 2022**

A new campaign aimed at breaking down the barriers between the generations and promoting inclusivity has been launched in Derry and Strabane. The Reconnecting Again campaign is part of the wider Age Friendly initiative being rolled out by Derry City and Strabane District Council (DCSDC) working in partnership with the Public Health Agency (PHA), which aims to reduce social isolation and loneliness in the over 50's age group. The Reconnecting Again campaign will raise awareness, using a range of tools including social media, to highlight opportunities to connect and re-engage, particularly as COVID-19 restrictions ease further and it becomes possible to socialise safely.





## Financial Performance 2021/22 (unaudited)

For the year 31st March 2022, Council approved an overall gross expenditure budget of £76.52m and associated funding sources as follows:-

Details	£	%
Staff	36,833,145	48.14%
Establishment	2,653,692	3.47%
Premises	3,630,870	4.75%
Supplies & Services	4,803,440	6.28%
Waste contracts	8,282,500	10.82%
Airport (inc capital)	3,445,000	4.50%
Capital (Strategic/ Community/ Fleet)	8,804,169	11.51%
Programme	8,062,428	10.54%
<b>Total expenditure</b>	<b>76,515,244</b>	<b>100.00%</b>
Domestic rates	30,087,084	39.32%
Non domestic rates inc DRG (less £450k provision)	31,547,754	41.23%
Service income	6,920,087	9.04%
Grants (inc RSG £2.952M and TFG £361k)	7,510,319	9.82%
Reserves	450,000	0.59%
<b>Total funds</b>	<b>76,515,244</b>	<b>100.00%</b>

Finances for the 2021/22 financial year have been very significantly impacted by COVID with numerous services not operating or operating at minimal/ significantly reduced levels and staff either on furlough or working from home. The key financial pressures faced by the Council were as follows:

- Loss of income from services and facilities (primarily leisure, planning, building control, commercial refuse, museums and culture facilities and off street car parking);
- Exceptional expenditure eg health and safety costs, costs associated with new working arrangements, cemetery costs, communications, IT costs to enable homeworking and costs associated with re-opening facilities
- Ratebase impact- almost 80% of Council's gross expenditure budget is funded from rates income (domestic 39.32% and non-domestic (including de-rating grant) 41.23%). The economic impact of the pandemic will potentially have a very significant impact particularly on non-domestic ratebase income as a result of increased vacancies and higher risk of defaults and irrecoverable debt. Due to Government reliefs during 2020/21 and 2021/22, this risk has been mitigated in the short term but remains a significant medium term risk. The risk of appeals against non-domestic valuations also remains a significant risk. Appeals against the 2015 reval resulted in a 2% impact on Council's nondomestic rates income with a number of appeals still to conclude. A new reval process has just completed in 2020 and this is likely to give rise to further appeals and risk for Council. Currently 25% of Council's non-domestic rating list is under appeal.
- Waste management costs- the pandemic has seen a significant increase in black and blue bin waste streams, security costs at recycling centres, contract pressures, and an increase in transfer station costs.
- Hardship/ Cost of living and pay pressures- Following on from the pandemic, significant new financial pressures are continuing to emerge for Council with increasing utility costs and inflation, potential increases in employer pension costs and staff pay pressures associated with strike action.

The significant financial risks associated with the pandemic have been fully mitigated for 2021/22 by the significant Central Government support received resulting in an overall surplus £68k. The key factors to note are as follows:-

- Surplus £1,063k in services net expenditure- variances are significant due to the impact of the pandemic on income and expenditure with Council's main focus during the year to ensure that all losses are recouped through Government funding. £1.516m of COVID income losses and waste costs have been fully recouped from DFC COVID reserve (£1.048m), DAERA grant funding (£232k) and leisure furlough claims earlier in year (£236k). Key issues contributing to the positive variance include corporate and council overhead savings due to working and meetings from home, additional grants received in environmental health and energy, programme expenditure savings in festivals, business, museums and marketing as well as planning income and building control income being ahead of budget by £115k and £132k respectively.
- Surplus £458k relating to positive rates and de-rating grant finalisations due to temporary reduction in bad-debt write-offs by LPS and significant rates relief provided by Government to business associated with pandemic during 2021/22.
- Deficit £1,003k relating to other costs (£119k required increase in insurance claims provision, £667k voluntary severance costs which have enabled significant recurrent savings as part of the 2022/23 rates process and £150k rural capacity funding for Local Growth partnerships set aside in reserves for 2022/23 as agreed during recent rates estimates process). £791k and £124k of COVID exceptional expenditure has been fully recouped from DFC COVID reserve and DAERA grant funding respectively.
- Deficit £450k relating to Reserves funding- Updated reserves reduction policy agreed during 2022/23 rates process requires £450k to be carried forward to 2022/23 to minimise rates implications.

## Draft Summary Outturn Report for 2021/22

Area	Annual Budget (£000) adjusted for reserves transfers	Actual Net expenditure (£000)	Surplus/ (Deficit) (£000)	Summary Surplus/ (Deficit) (£000)	Category
Cross Cutting Corporate Services	6,950	6,540	410	1,063	Services
Health & Community	11,243	11,060	183		
Business & Culture	8,191	8,021	170		
Environment & Regeneration	26,661	26,361	300		
Capital and loan charges	6,448	6,448	0	(1,003)	Capital/ Other costs
Other costs- Appendix 2	(323)	672	(995)		
City of Derry Airport (inc capital)	4,390	4,398	(8)		
Transfers to/ (from) Reserves- Appendix 3	3,412	3,412	0		
<b>Funded by:-</b>					
Rates income (inc DRG)	(62,082)	(62,540)	458	458	Rates and associated Government Grants
Rates Support Grant	(4,079)	(4,079)	0		
Transferred Functions Grant	(361)	(361)	0		
Funding from Reserves- District Fund	(450)		(450)	(450)	Reserves
<b>Total</b>	<b>0</b>	<b>(68)</b>	<b>68</b>	<b>68</b>	

## Corporate Plan Objectives - Key Achievements 2021/22

Our Corporate Plan 2021/22 identified four strategic objectives:

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

These corporate objectives align to the three pillars of the “Inclusive Strategic Growth Plan 2017-2032”, namely environmental wellbeing, economic wellbeing and social wellbeing. Key achievements, under each of the Corporate Plan Objectives are highlighted below:

### Objective: **Protect our environment and deliver physical regeneration**

#### **Capital Projects Completed or Nearing Completion on Site (approx. £10.5M value of contracts)**

- Completion of new £1.6m DCSDC/DfC funded Galliagh Community Centre, Derry
- Completion of new £300k play park at Eglinton
- Nearing completion of new £6.1m SEUPB/DCSDC funded shared space community sports facility at Irish Street/Top of the Hill, Derry
- Nearing completion of new £800k DDA compliant river access pontoon at Prehen slipway
- Nearing completion of new £600k Route 2 Muff to Border of the £16.3m Northwest Greenways project
- Completion of over £1.0m of new rural village community access, play and leisure facilities at Newtownstewart, Sion Mills, Newbuildings and Castlederg.
- Completed construction approx. £100k of temporary accommodation and boat storage facilities at Prehen Boat House

#### **Capital Projects Commenced on Site (approx. £10.5Mm value of contracts)**

- Commenced construction of new £3.2m DfI/DCSDC funded Strathfoyle Greenway, Derry
- Commenced construction of new £2.4m Urban Village funded New Gate Theatre & Cultural Hub in the Fountain estate, Derry
- Commenced construction of new £1.7m extension to City Cemetery, Derry
- Commenced construction of new £2m tourism sculpture trail in the Sperrins

- Commenced construction £350k of three new Covid Recovery parklets along riverfront and Waterloo Place, Derry
- Commenced construction of £230k new car park and pedestrian access from Ebrington to St Columb's Park, Derry
- Commenced second phase of £600k Clooney Masterplan with environmental improvement works at Nelson Drive and form Ebrington PS site

**Capital Projects Attaining Design Milestones (approx. £180m value of projects progressed)**

- Appointed design team and developed a draft concept place-making masterplan for the £60m Central River & Walled City Regeneration Programme of the Derry~Strabane City Deal
- Appointed design team and developed a draft concept place-making masterplan for the £78m Strabane Regeneration Programme of the Derry~Strabane City Deal
- Resecured planning permission for £12m City Deal funded maritime themed DNA Museum at Ebrington, Derry
- Secured planning approval for £3.5m NI Section of North West Greenways - Route 2 Muff to Pennyburn
- Secured planning permission for £300k new gatelodge at St Columb's Park, Derry
- Submitted planning applications for the £6.8m PEACE IV cross community Riverine Project, Strabane~Lifford
- Completed RIBA Stage 4 technical design of a £6.2m public realm scheme within Strabane town centre
- Commenced procurement of contractor for new £4.6m Daisy Fields Community Sports Hub, Brandywell, Derry
- Commenced site preparation for new £6.2m Levelling Up Funded Acorn Farm development at St Columb's Park, Derry
- Completed RIBA Stage 3 design for new £1.5m DCSDC/SNI funded multi-sports centre, Melvin Leisure Centre, Strabane
- Completed RIBA Stage 3 design for new £1m community allotments and play park at Ballynagard, Derry
- Completed RIBA Stage 4 concept design for new £2m Urban Villages funded Gasyard interpretive visitor centre, Derry
- Selected artist for new £1.0m+ public realm and Factory Girls artwork, Harbour Square, Derry
- Completed RIBA Stage 4 design for new £1.0m DfI/DCSDC funded Strabane North Greenway, Ballymagorry
- Completed RIBA Stage 3 concept design for design of £185k replacement 'Foot Stick' pedestrian footbridge, Larmount, Park, County Derry
- Developed RIBA Stage 3 concept design for new strategic cemetery at Mullenan Road, Derry

- Design team appointed for the £2m Urban Villages Realm Project connecting the Bogside/Fountain areas in Derry
- Commenced procurement of design team for £6.5 LUF funded Derg Active Sports and Parks programme of projects

### **Building Control**

- Full plan applications processed, including sub sites = 1,077
- Building Notice applications processed = 2,678
- Regularisation applications processed = 386
- Site inspections undertaken = 9,000
- Property Certificates processed = 2,491

### **Postal Numbering & Street Naming**

- Total number of new postal number requests processed = 699
- Total number of Land & Property Services queries dealt with = 82
- Total number of residents consulted, as part of 55 bilingual street name requests = 2068
- Total number on new or replacement street signs = 172

### **Energy**

- Completion of the second phase of a council wide programme to install real-time monitoring of energy usage of all council's buildings. Second phase completed and commissioned on schedule
- Installation of an innovative energy control system, HEATBOSS in Harbour House to optimise comfort conditions in individual rooms. Project formed part of a pan European learning partnership funded by the EU (SMARTRenew Project). - Heatboss system installed, commissioned and training given to local staff
- Continued with the process of attaining a council wide third party certified ISO50001 Energy Management Standard through regular monthly meetings with Building Managers and Maintenance Department; this is an ongoing process with regular monthly meetings taking place with individual premise managers
- Completion of the Regional Energy Strategy in conjunction with Donegal County Council –completed and developing a Regional Energy Agency to deliver the strategy

### **Planning**

#### **Major/Strategic**

Council have issued 15 major applications in 2021/22 including the following approx

#### **Residential**



- Proposed residential development of 131 No. apartments, 229m<sup>2</sup> of community floor space (including cafe, library, hair salon & gym), 44 No. parking spaces, communal amenity space and other facilities at Tillie & Henderson site, Derry City.
- Development of 55 no. apartments 41 no. units within 4 no. new build blocks and the refurbishments of no's 117 (GradeB2 listed building) and 118 Ebrington Barracks to provide 14 no. units) including, access road, associated car parking and landscaped communal areas at Ebrington, Limavady Road.
- Proposed development of 444 No. dwellings comprising a mix of 138 No. detached, 208 No. semi-detached, 37 No. townhouses, 61 No. apartments; associated domestic garages; public open space including landscaping, new equipped children's play area; SuDS pond; Local Neighbourhood Centre comprising 2 No. retail units, creche, business space and gym; along with all associated site and access works at Lands situated to the South East of the A2 Clooney Road, (lands forming part of the H30 Housing Zoning in the Derry Area Plan 2011)
- Redevelopment of former school site to provide proposed retirement development to incorporate: retention of existing buildings at site frontage to provide a community hub building, Community Services Buildings and site warden building; demolition and redevelopment of remaining buildings to provide 57 No. bed care home and 53No. Semi-independent living units within the existing built footprint; remodel former school tennis courts to provide residents amenity/allotment area; remodel former tarmacked hardstanding to provide formal landscape area; remodel site path network; and all associated access, parking, drainage and landscape enhancement works at former Thornhill College site, Culmore Road
- Proposed residential development comprising 60 dwellings and 10 apartments with associated private amenity space, landscaping, public open space, site works and access arrangements from Mount Carmel Heights (70 social housing units in total) at Evisk Road/Mount Carmel Heights, Strabane

## **Community**

- Proposed Greenway - construction of a 3m wide shared pedestrian and cyclist Greenway Path from Bay Park as far as Culmore Country Park. The greenway is a mix of shared use (carriageway/greenway) and new greenway path construction. Proposals also include landscaping, new path lighting, adjustments to existing road lighting and boundary treatments

## **Education**

- Erection of new school for Ardnashee School and College with associated playgrounds, ball courts, car parking, landscaping and site works at Northland Road

### **Minerals**

- Sand and gravel quarry including internal haul road and associated site works at Longland Road, Donemana
- Proposed sand and gravel quarry operations. Approx. 230m SSE of 193 Lisnaragh Road Donemana Tyrone

### **Commercial/Industrial**

- Proposed erection of pre-cast concrete production unit including four proposed pre-casting beds [in addition to two existing/insitu to be retained], yard and 2.4M. palisade fence. Cross Concrete Flooring Ltd 15 Fawney Road Derry

### **Retail Developments**

- Redevelopment of site involving the demolition of existing buildings and erection of supermarket and retail units, access, landscaping and associated site works at Strabane Retail Park, Strabane.

### **Other significant application approved include:**

- Extension of the existing cemetery by construction of an additional 950 No. plots, with an associated access road extended from the existing cemetery site at Derry City
- Extension to and reconfiguration of building to accommodate arts and culture centre comprising performance space, multi-use, art & tuition rooms, dance studio, offices, cafe & ancillary spaces and associated site works at Hawkin Street, Derry

### **Local Development Management**

Council have issued approximately 950 local planning applications in 2021/22 including the following approvals:

#### **Ebrington**

- Proposed change of use from former officers' mess to office accommodation along with internal alterations, addition of lift shaft and flat roof extension at Building 85 & 85a Ebrington, Limavady Road, Londonderry, BT47 6HH
- Change of use, refurbishment, remodelling and extension of existing guard house building No.10 at Ebrington Square and minor elevational works to building No.10A Ebrington Square to provide office accommodation incorporating meeting rooms and associated facilities at building No.10 Ebrington Square, Ebrington, Derry at Building 10 and 10a Ebrington Square, Ebrington, Derry, BT47 6GZ

- Alterations and Extension of former military building to provide a bar/restaurant, landscaping and associated works at Building 40 Ebrington Square, Ebrington, Derry, BT47 6FA

### **Local Development Plan**

- Completed 11 Topic-based Papers and held 4 sessions with Senior Officers to consider LDP Representations & Counter Reps
- Completed 10 Topic-based Round Table Discussion (RTD) Meetings with Members and Planning Committee (& NIHE CEx) to consider, resolve issues and agree responses to LDP Representations & Counter Reps, between April and October 2021
- Prepared a formal document: Schedule of Proposed Changes to LDP draft Plan Strategy (dPS)
- Prepared 4 formal Assessment Addendae documents: Sustainability Appraisal(SA), Habitat Regulations Assessment (HRA), Equality (EQIA) and Rural Needs (RNIA)
- Held a formal Consultation on the above 5 documents, between December 2021 and February 2022
- Officer Assessment of all Comments received in relation to the Proposed Changes Consultation, reported to Planning Committee
- Prepared / updated 100+ documents, ready for formal Submission of the LDP dPS to DfI Planning and PAC
- Undertook 3 Monitor projects - of Housing, Economic Development Land and City / Town Centres Occupancy
- Prepared and Published a Revised Statement of Community Involvement (SCI) in October 2021
- Prepared and Published a Revised LDP Timetable document in November 2021
- 3 x Tree Preservation Orders (TPOs) issued and 133 tree-related queries dealt-with

### **Regeneration**

- Continued delivery of the DfC/DAERA/DfI-funded Covid-19 Recovery Revitalisation Scheme in Derry City & Strabane Town
- Centres.:
  - Derry - Phase I: Ferryquay Street/Diamond Environmental Improvement Scheme completed; Phase II - Bishop Street Parklets at tender stage; Phase III Environmental Improvement Schemes at Waterloo Place & Riverside – contractor appointed & on site
  - Strabane – Castle Street Environmental Improvement Scheme contractor appointed; Abercorn Square EI scheme completed; Environmental Improvement Works & lighting to ‘Let the Dance Begin’ art installation (Tinnies)

- Delivery of the DfC-funded (£225k) Strabane Revitalisation Shopfront Enhancement Scheme 17 properties completed & enhanced
- Derry City Centre Revitalisation Shopfront Enhancement Scheme total of £1.2m of DfC funding secured & contractors appointed to deliver schemes on Carlisle Rd (56 Properties) & Spencer Rd (68 Properties)

### **Environment**

- Uninterrupted delivery of Refuse Collection including Bulky Waste Collection throughout pandemic with Health and Safety adjustments made ensuring the safety of all operatives.
- Ongoing promotional activity in terms of Covid 19 implications across all service areas, anti – litter and fly tipping promotions, greenways, play, waste and recycling etc
- Completed the purchase of lands at Mullennan for the development of a new Municipal Cemetery
- Secured Planning Permission for extension to City Cemetery
- Ensured that Council properties and facilities remained in full compliance with statutory requirements e.g. EICR, Fire, Legionella Management etc
- 27 Fixed Penalty Notices issued for littering / indiscriminate dumping
- 2299 incidents of fly tipping reported and investigated
- Completed installation of toilet disposal unit at Foyle Rd for use by visiting camper vans
- Completed refurbishment works at Victoria Bridge community centre
- Health and Safety improvements to six number play area
- Repairs to disabled angling access platform at Vaughans Holm
- Resurfacing and installation of paths to facilitate extension to burial capacity at Mountcastle Cemetery
- Repainting of street furniture within Derry and Strabane.
- Building Improvements to Derry Road Offices
- Installation of LED lighting and improvements to pathways at Let The Dance Begin (Tinneys)
- New Festive Lighting installations installed at Derry and Strabane town centres, additional installations erected across the district
- Winner of Ulster in Bloom – City Category
- Replacement riverside fence at Prehen Walkway
- Painting of 14 sports pavilions
- Refurbishment of 4 pavilions at Prehen, St Columbs Park, Strathfoyle and Leafair
- Internal painting at Foyle Arena

Objective: **Grow our business and facilitate cultural development**

## **Entrepreneurship, Business Start and Growth Support**

### **Northern Ireland Business Start Up Programme**

- 239 Business Plans Approved
- 143 Jobs Promoted

### **Start Up Accelerator Programme (December 21 – June 22)**

- The Business Team secured £240K to fast track businesses on the road to success.
- 19 clients have been recruited by end of March from a target of 50 selected via an application process
- 25 Needs Analysis Assessments carried out leading to a process to identify current strengths, areas of improvement needed and key actions identified for individual AAP (Acceleration Action Plan).
- 1:1 Mentoring for all recruited clients underway (25 hours per client x 50)
- Target: establish 2 incubation hubs. Actual 3 incubation hubs have been established - 2 in Derry, Skeoge (Cityside) and Ebrington (Waterside) and 1 in Strabane, with 10 dedicated work stations in total

### **DAERA TRIPSI Programme**

- 56 Applications received
- 32 Applications approved at a value of £118,385.70 (the original funding secured from DAERA was £70k however due to unprecedented demand for support this was increased)

### **Business Innovation & Growth Programme** 327 businesses recruited

- 728 jobs projected from the 327 recruited
- 618 mentoring days allocated to participants, 512 mentoring days delivered
- 153 Digital Action Plans completed
- 11 workshops delivered to 122 participants
- 4 themed programmes delivered to 78 participants – 1 Social Enterprise, 2 Export, 1 Procurement

### **Devise**

- Immersive Technology Virtual Boot camp for Tourism SMEs – 15/06/21
- 1st Thematic Workshop – Digital Transformation during COVID-19 - 10th March 2022

### **Covid Recovery Start Up Grants**

- 250 £500 Covid Recovery Business Start Up grants issued to new businesses equating to £10,000

## **Covid Recovery & Revitalisation Grants**

- Awarded £165,221.73 to 55 businesses

## **Walled City Market**

Walled City Market was awarded Local Attraction of the Year 2022 for Northern Ireland, UK – Travel & Hospitality Awards

- 80 Trading Opportunities across 2021/22 during COVID disrupted trading
- Christmas Market (achieved in 2021 to 2022)
- 40 Trading Opportunities delivered
- Rural Markets (achieved in 2021 to 2022)
  - Eglinton 13th March 2022 – 13 traders
  - Castleberg 26th March 2022 – 13 traders
- Events
- Halloween 29 to 31 October 2021 – 14 traders

## **Enterprise Week**

**The tenth annual Enterprise Week took place between 7<sup>th</sup> – 11<sup>th</sup> March 2022**

- 23 events across the Derry and Strabane region. This year's programme adopted a hybrid format with a mix of in-person and online events to support local entrepreneurs and offer an opportunity to refocus post pandemic.
- 936 in person/ online attendees (1312 including on demand catch up services)

## **Strabane BID/Town Centre Management**

- Renewal Ballot, 69% Yes vote achieved from local businesses securing a second 5-year term from 2021-2026
- Full in-depth consultation conducted with BID members
- £42,973 In Strabane gift cards sold in 2021
- £100,000 gift card sales target achieved on 3rd December 2021
- Levy collection target exceeded by £9,000
- £7,500 redirected back into businesses via increased engagement, window competitions and Flower of Sweet Strabane planting initiative
- Upgrade of tree at The Tinnies to 30ft pre-decorated artificial, festive music playing in town and positioning of 3 no. 3D light up gift boxes in the town centre
- Strabane's first Christmas video commissioned and created as part of the festive campaign showcasing 10 local businesses
- Increased social media performance and engagement resulting in an increase to 7,800 social media followers

## **Investment & Opportunity**

- Derry City and Strabane City Region Raising ranked second in the FDI European Cities in the FDI European Cities of the Future 2022 category (fDi Intelligence division of the FT)
- Ireland North West investment strategy and action plan completed identifying sectors and investable opportunities for the cross border city region
- Hosting 7 no. inward investment visits to the city
- Securing 2 no. new investment projects for the city & district
- Supporting the creation of 57 new jobs in the city & district
- Commissioning of cross-border talent solutions project
- Delivering 'Come Home to Us' talent attraction campaign incorporating video collateral

### **Employment, Training and Skills**

- Match funding awarded to five ESF projects - Women's Centre, Triax, USEL, Conservation Volunteers & Job Directions. These projects have secured a total £2.5m EU funding per year for 4 years and have all exceeded their into employment, into FE/HE targets
- Acted as Secretariat virtually to Education & Skills Delivery Partnership established to deliver on the Strategic Growth Plan
- Progressed actions for the Sub groups of the Education & Skills Delivery Partnership through virtual meetings:
  - Digital, Creative & Financial Services Technologies Sub Group
  - Advanced Manufacturing & Engineering Collaborative Network
  - Learning City Network
  - ESF Local Forum
- Set up the Interim Labour Market Partnership and progressed the year one Action Plan
- In conjunction with our Apprenticeship Forum we delivered our third apprenticeship marketing campaign 'Get Paid, Get Qualified, Get Ahead'; produced an additional five new videos for our website [www.getapprenticeships.me](http://www.getapprenticeships.me) and participated in the NI Apprenticeship Week 7-11 February 2022 – 13 events held
- Launched [www.homeground.me](http://www.homeground.me) as part of Enterprise Week. A website designed to encourage and educate post primary young people about career pathways into the Digital, Creative & Financial Technologies sectors
- Commissioned a Marketing Campaign designed to support the Learning City Network priorities which will run from Oct 21 – Apr 22 and will culminate in a week long Lifelong Learning Festival.
- Submitted the Biennial Progress Report for UNESCO to maintain Derry and Strabane Learning City status.
- Celebrated in the Guildhall with the City of London the successful delivery of the Chartered Institute for Securities and Investment (CISI) Level 2 Award in the

Fundamentals of Financial Services, the first professional qualification delivered in Northern Ireland to our post-primary sector, 94% pass rate achieved.

- Council and NWRC successfully delivered the fifth Software Fundamental Skills Academy at level 4 for 16 participants, who all secured employment
- Delivered a Hospitality Jobs Fair and a Virtual Jobs Fair
- Participated in and formally responded to the Review of Education and the Review of the Education Authority

### **PEACE IV/PEACE Plus**

- £6.7 million PEACE IV Programme fully closed with submission of quarterly reporting, financial claims and thematic end reports. Exception of time-lag on audits by SEUPB and their Managing Authority. Very successful low audit rating maintained
- 6994 local people engaged in the PEACE IV Programme with 5887 successfully completing sustained cross-community engagement of a minimum of 6 months / 26 hours on peace and reconciliation programmes. This represents 121% of the contracted target figure overall i.e. Significant overachievement
- PEACEPLUS Pre-consultation awareness raising with an estimated 300 people and 40 meetings including Local Growth Partnerships, service areas within DCSDC, statutory agencies and public meetings from July 2021 – March 2022
- Establishment of PEACEPLUS Partnership Board in March 2022

### **Rural Development Programme**

- A total of £144,948 allocated for new projects in 2021/2022, bringing cumulative allocation for the entire Programme to 111 grants across 4 funding schemes totalling £6.18 million.
- The 111 projects delivered were a mix of:
  - Financial interventions directly with local, rural businesses [£2.5m]
  - Investment in community organisations [£1.7m]
  - Commitment to village improvements [£1.6m]
  - Development of rural cooperation across districts [£0.4m]
  - New FTE jobs projected - 130.5
    - New FTE created to 31/03/22 – 114 (98 F/T and 32 P/T [16 FTEs]) Target exceeded by 67% to date
    - Evaluation noted that 114 new FTE jobs assuming the median salary in DCSDC of £26,250 would be a gross of £2.35 million of additional salaries per annum and associated disposable income

### **Digital Services**

- VMWare upgraded
- New online AV solution deployed
- Cybersecurity updates on all systems
- Firewall upgrades



- 2 factor authentication rolled out to all remote workers
- Cybersecurity Training for all staff moved to BoxPhish
- FFNI project Complete
- Roll out of 100's of laptops to enable homeworking
- Roll out of 100's of new mobile phones
- Recycling app tendered and implemented
- Participation in the planning portal working groups at both local and regional levels
- Server uptime 90%
- Network uptime 90%
- Continued to support all users via the Helpdesk, 7613 tickets between 1st April 21 and 1st April 22
- Web and systems Development
- Continue support and update of multiple council website
- Leisure app launched
- Grant Aid online portal
- New website ender complete, Implementation of new site ongoing for launch June 22
  
- **Marketing**
- Designed, developed and delivered and supported 128 marketing campaigns for Council services, festival & events, Covid-19, funded programmes and cross cutting projects across 3 directorates and strategic support units. A 40 % increase from 2020/21
- Achieved a 23% increase in our overall online community size across all social media platforms (Facebook, Twitter, Instagram & LinkedIn) resulting in a total combined audience size of 303,701.
- Secured a total of £98,650 of funding from:
  - TNI funding for Guildhall and Tower for domestic and international campaigns, delivered in partnership with Visit Derry, £70,000
  - TNI funding for The Alley marketing campaign, £26,000
  - WRAP funding for Recycling Calendars - £2,650
- Delivered funded recovery campaign with £80,000 DfC funding
- Following the successful 3½ year delivery of the marketing and communications service for the Go For It programme, DCSDC has secured a further 2 years marketing and communications service delivery lead on behalf of 11 Councils in NI for the new Go For It programme that commenced 1st April 2021
- Delivered EMERGREEN Project using technology to improve citizen access to information and services about living more sustainably and enhancing our public service offering. This included the development of 3 key technologies:
  - New Waste & Recycling website with online booking system for RCs & e-commerce functionality

- Bespoke Chatbot creation and integration onto website
- Customised Derry & Strabane Recycling App
- Extended City Dressing scheme successfully implemented on 15 new sites across Derry City and Strabane town centre

## **Tourism**

- Food Network maintained supporting 70 businesses with Covid recovery planning
- Secured £37,500 to deliver a Rural Tourism Experience Programme and marketing programme, supporting and developing 12 new experiences.
- Supported 12 businesses through a Urban Experience programme to develop 5 new experiences.
- 2 x City Deal Project approved – Walls Experience & DNA
- Secured €216,000 from European Travel Commission to promote Slow Adventure Experiences in US market
- Delivered North West Development Programme, product development supporting 15 businesses, grant aid programme, marketing and signage project
- 6 venues supported through the Heritage Animation & Visitor Servicing fund
- Secured £100,000 from Heritage Lottery Fund to deliver phase 2 of the Heritage Collaboration and Resilience Programme
- Secured £496,000 from Tourism Northern Ireland from the Market led product development programme which funded Illuminate, supported Spring Carnival and a Halloween experience at the VIC.
- Assisted in the delivery of the COVID 19 Recovery Revitalisation Business Grant Scheme supporting 212 businesses
- Continued work of Sperrin Partnership with partner Council and secured three-year funding to continue the project led by project officer and administrative resource employed by DCSDC
- Completion of DCSDC element of the International Appalachian Trail Ulster Ireland Development Project (Capital Works & Marketing Activity Total Value: £352,939 with £243, 221 funding received from DAERA's NI Rural Development Programme)
- Commencement of contracted works for the Sperrins Sculpture Trail multi council partner initiative (Project Value: Approximately £1,897,000), completion of phase one, and move to phase two and construction (Estimated completion date May 31st 2022)
- Design and print of a Strabane Town Heritage Trail experience

## **Arts and Culture**

- Ongoing facilitation of the Co Delivery group to oversee the roll out of the Arts & Culture Strategy

- Securing of resources for the delivery of sub actions within the A&C Strategy including the Collaborative Resilience Programme, Cultural Branding initiative and Built Heritage Consortium.
- Delivery of Audience Development Plan for the NW including Families and Older People's programmes - Summer in the North West arts and culture digital marketing campaign, Summer Commissions NW Touring programme, Bealtaine and Positive Aging Month, Happy Days North West
- Delivery of Culture Night 21
- Pilot area based Business and Cultural sector collaboration addressing Covid challenges and supporting DfC Recovery programme. Including delivery of Cathedral Quarter Weekend festival.
- Grade B achieved in efficiency ratings for Alley Theatre building
- Delivery of first live performance spring programme for Alley Theatre since 2019 attracting 6,354 patrons since reopening 23rd October 2021 to 31st March 2022 with 47 shows attracting 50% average capacity (Average capacity post Covid is 37% across NI - ref: Thrive)
- Delivery of the annual plan for the Access & Inclusion Programme including:
  - Delivery of Accessibility Audit training regionally to all 11 councils using online and face to face training sessions
  - Delivery and promotion of AIM toolkit to businesses in DCSDC, providing free training and online support and guidance to support improved access to services for the pan disability community
  - Collaborative delivery of Disability Awareness Week including International day for People with Disabilities in partnership with FODC to provide programming which showcases the ongoing innovation and developments within the disability arts
  - Develop and deliver in partnership with Western Trust Reconnect Events, Care for Carers programme and celebration of Autism Day using arts and culture activities and online workshops to provide a space and encourage people from the pan disability community and their carers to reconnect and come together post lockdown
  - Supported Council in the achievement of the British/Irish Sign Language Charter by procuring Deaf Awareness Training and ISL/BSL for front of house staff within Arts and Culture Venues
  - Delivery of a pilot project to deliver Makaton Training Level 1 to Arts and Culture Venues
- Securing of external funding from the Department for Communities (DfC) for the delivery of access improvements to cultural assets within Derry City and Strabane District Council including £27,000 investment for dual screen TV units within the Alley Theatre
- Servicing of the MF and NWCI SLA arrangements including board representation and strategy development with regards to the latter

- Ongoing oversight of the public artwork portfolio including contribution to creation of new artworks
- Delivery of the Cultural Organisation Fund, Access Improvement Fund and Artist & Cultural Practitioner Fund

### **Festivals and Events**

- Unable to deliver full programme of events due to Covid restrictions but produced a blended mix of online and physical events for City of Derry Jazz and Big Band Festival, Cathedral Quarter, Summer Jamm, Halloween Derry and Strabane, Christmas Switch On Derry and Strabane, St Patricks Day Derry and Strabane
- Delivered in conjunction with the Tourism and Arts and Culture teams a new festival called Illuminate in February 2022. Advised and assisted the Unboxed Event About Us in March 2022.
- Total event attendees 246,800 and Online views 780,000.
- Delivered an innovative Inside Out Animation Programme across three weekends in June and July 2021 when guidance permitted
- Managed Headline and Community Festival funds with a total of £116,000 awarded through Community Festivals Funding and £205,000 awarded through Headline Events funding. Devised a flexible system of draw down due to Covid which saw most of the organisations avail of some funding.
- Secured in 2021 £130,000 through Tourism Northern Ireland International Event Funding for Halloween.
- Training to upskill the team in NEBOSH Occupational Health and Safety.
- Lead the development of a business engagement programme, working in collaboration with teams across Business and Culture, for Derry and Strabane town as part of the wider Business recovery programme.
- Supported the development and managed the administration requirements for the Business Recovery Programme Grant aid initial application stage.
- Renegotiated the partnership with Clipper Ventures race after the event was cancelled in July 2020. The race is due to return now in 2022 as part of the Foyle Maritime Festival.
- Worked with Donegal County Council on joint cultural programme to mark the 1500th Anniversary of the birth of Colmcille/Columba

### **Museum and Visitor Services**

- Delivery of the following exhibitions and events:
  - Jazz Festival recorded sessions (April / May 2021)
  - Workers' Rights & Social Justice Week 2021 (26 April – 1 May 2021)
  - Dividing Ireland travelling exhibition (July 2021 - May 2022) to following venues:
    - The Burnavon, Cookstown,
    - Enniskillen Castle, Fermanagh County Museum

- The Strule, Omagh
  - Colmcille Man & Myth (22 April – 5 Sept 2021/Tower Museum) – travelled to Donegal County Museum (Sept 2021 – April 2022).
  - An Introduction to Flann O’Brien – A Man of Mystery (May 2021 – Feb 2022/Alley Theatre)
  - Shirts, Singers & Sewing – A Shirt Factory Exhibition of the North West (1 May – 5 September 2021/Tower Museum) – travelled to Fashion & Textile Design Centre (Sept 2021-June 2022)
  - Borderlands Exhibition (26th July – 19 August 2021/Alley Theatre)
  - Return of Covid safe Mayors receptions (August 2021)
  - Historical Urbanism Exhibition (17 September 2021 – 23 January 2022/Tower Museum)
  - Virtual European Heritage Open Days and Culture Night (September 2021)
  - Halloween Family events 7 Organ recital (October 2021)
  - Derry Girls filming (November 2021)
  - Board of Trade event (November 2021)
  - Bloody Sunday 50th Anniversary Lecture & White Handkerchief Production (January 2022)
  - Return to Covid safe music events in Main Hall – Hot House Flowers x 2, Luminare music events, Lore (February / March 2022)
  - Return to Covid safe conference / events – Ambassador Circle, Food Summit, NWRDG (March 2022)
- Digitisation of following collections
  - Derry Trades Council (CC-TUC 1-6)
  - Strabane Cemetery volumes
  - JN Gosset artwork
  - Second World War posters
  - U-boat Book
- New partnership development with family history NGO Ireland Reaching Out <https://towermuseumcollections.com/genealogy/> to coordinate NI volunteers in assisting answering queries to the message board, adding guides (Genealogy Guides, Surname Histories, Passenger Lists for example) and profiling relevant collections and engagement programmes.
- New partnership development with 'My House of European History' (the Irish Language Unit) to profile the 'A Day in the Life' collections. <https://towermuseumcollections.com/a-day-in-the-life/>
- Additional art work (JN Gossett collection) added to the Art UK portal for research and print purchase <https://towermuseumcollections.com/artuk/>
- Successful grant funding from the National Archives Covid 19 Grant Programme, a programme for collections considered to be at risk – Northland Broadcast Audio-Visual collection

- Successful grant funding from the Northern Ireland Museums Council for Climate Change Exhibition
- Selected to take part in a BBC Radio4 series 'The Museums That Make Us' profiling the shirt factory heritage of the city  
<https://www.bbc.co.uk/programmes/m001549w>
- 3D Tour of Guildhall and Tower Museum created and ready for release
- Completion of new Guildhall website [www.guildhallderry.com](http://www.guildhallderry.com)
- 4\* TNI Grading for both Guildhall and Tower Museum
- Tower Museum and Harbour House licenced as wedding ceremony venues. 88 wedding ceremonies took place April 2021 – March 22 in GH, TM, HH
- 60 guest compliments received April 2021 – March 2022

Objective: **Promote healthy communities**

### **Community Development**

- £2,758,540 for the delivery of Community Development and Advice Services programmes
- Community Centre Venues fund supported 30 Venues with £287,400 grant aid
- 81 Community & Voluntary Sector groups provided with £307,747 community support grant aid
- Good Relations Action Plan consists of 18 programmes supported by £371,000 across 4 themes:
  - Children and Young People
  - Shared Community
  - Safe Community
  - Cultural Expression
- 49 groups supported with Core and Programme Support of £187,479
- Good Relations week – promoted in September 2021
- Rural Youth Audit funded to identify the gaps in service provision within the Sperrin, Derg and Faughan DEAs
- Consultation to support the development of Good Relations Action Plan and Strategy for 2022 to 2025
- BAME project which provides support and programmes to ethnic minority communities including Irish Travellers and the Ubuntu Festival
- Training programme for staff, Elected Members and the community with an event delivered on the conflict in Bosnia and general Good Relations
- Advice Services budget £1,060,503 – breakdown supporting Generalist Voluntary Advice £732,811; Tribunal/Appeals £91,078; Welfare Reform

£112,300; Financial Inclusion £12,292; CSP Fair Funding Salary uplift £89,054; Welfare Reform Fair Funding Salary Uplift £9,959; Quality Mark £13,007

- Transition Fund of £165,792 supporting 11 Community & Voluntary groups to exit from the Access to Food programme with the aim of providing a longer term more sustainable approach to tackling food poverty / food insecurity
- Grass-roots Covid Support Fund of £136,619 allocated to 50 Community & Voluntary Sector groups to support community-led community development and advice
- Social Supermarket funding of £112,424 allocated to support the co-design and partnership approach to developing a sustainable social supermarket model
- Local Community Planning Partnerships continued to operate with a main focus on Covid 19 Community & Voluntary sector response with Consensual Grant Making of £120,000 to the 7 DEAs and Strabane Town
- Key Strategic SLA's in place to the total value of £147,500 per year
- Rural Support – £70,000 SLA in place to support rural group
- Foyle Search & Rescue -£15,000 – A crisis intervention service focused on preservation of life in and around the River Foyle, delivering effective education and training programmes, training volunteers, promoting safety on the River Foyle, maintaining lifebelts along the walkways
- Air Ambulance - £10,000 SLA in place with the Air Ambulance, in partnership with the NI Ambulance Service to provide Helicopter Emergency Medical Service
- Developing Healthy Communities - £15,000 SLA – key objective to broaden and deepen engagement with the World Health Organisation Designation Healthy Cities across DCSDC area
- Newtownstewart 2000 Centre - £37,500 SLA – to provide Leisure and Community facilities and programmes
- Active Citizenship Through Sport programme - £49,552.04 – 5 Urban DEAs receive funding to deliver a range of accredited sports and generic coaching courses which allows local people to deliver and add value to new or existing coaching, physical activity and exercise programmes in the five Urban NR areas
- Community Centre Capital Builds – Two new state of the art Community Centres Completed, Shantallow Community Centre (£2,212,574) completed 26th June 2021 and Galliagh Community Centre (approx £1.35million) completed 28th June 2022
- Pride of Place Awards – three Community groups from the DCSDC area nominated under the following headings:
  - Cities Competition – Community Wellbeing Initiative; Liberty Consortium – the Playtrail
  - Cities Competition – Community Youth Led Initiative; Glen Development Initiative – Party People Youth Social Enterprise
  - Main Competition – Community Resilience; The Drummond Centre Project Ltd, Donemana

- Age Friendly –3-year Age Friendly Strategy and Action Plan for the area inclusive of persons aged 50+ years
- Positive Ageing Month, with events and activities for Older People, celebrating the contribution that older people make to their communities
- Donegal County Council and DCSDC have established joint working to explore options for further cross border Age Friendly initiatives across the North West Region
- Waterside Shared Village (WSV) – the Official Launch was held on 12th May 2021. Estimated completion by June 2022. A transformative shared space which is iconic in nature, not for its design, but that in bringing two interface communities together to develop a shared community space, rather than duplicate facilities within their respective areas. It is intended that the WSV will act as an exemplar of good relations and peace and reconciliation development across the region
- Completion of a Rural Issues Priority Report for the three Rural DEAs of Sperrin, Derg and Faughan DEAs

### **Children and Young People**

- New cross departmental and organisational governance arrangements in place with buy in from key services
- 22 Active members recruited to Youth Council
- Ten meetings of Youth Council and three participation events delivered. Young people represented on Local Action Group and EA Grants Panel
- Consultation on draft UNICEF Action Plan complete with final Action Plan due to be submitted by end of April 2022

### **Policing & Community Safety Partnership**

- Financial Leverage Ratio of over 1.6:1: £672,759 of external funding secured
- Project Support Funding of £181,752 awarded for 26 local community safety projects
- Support Funding of £43,132 awarded to the Local Growth Partnerships in Sperrin, Derg, Foyleside, Moor, Derg and Strabane town
- 46 Neighbourhood Watch Schemes supported covering over 3,300 homes
- 21 RAPID Drug bins installed with over 60,000 tablets/capsules removed, recorded and destroyed
- 214 homes fitted with additional home security equipment
- 16,519 patrols carried out by the Community Safety Wardens
- Received and actioned 2,299 Anti-Social Behaviour referrals to Community Safety Wardens
- 52 new referrals dealt with by the Support Hub
- 6 Speed Indicator Devices deployed at speeding hotspots across the district

### **Leisure Services**



- Melvin Arena reopened after redevelopment works providing for premier intermediate league standard games through the addition of stadium seating and changing areas
- Completion of re-branding and roll out of Ryan McBride Brandywell Stadium
- NIFL Ladies Premier League returned to Melvin Sports Complex
- Covid testing facilities hosted at Melvin Sports Complex and Templemore Sports Complex
- Covid Vaccination Programme delivered at Foyle Arena
- Ulster Schools GAA football hosted
- First Rugby Junior blitz hosted at Melvin Sports Complex
- Successful reintroduction of Learn to Swim and schools swim programme
- Achieved 80% retention (across all leisure sites) of recurring membership revenue (pre-Covid)

### **Sports Development**

- Development of a district wide Physical Activity, Wellbeing and Sport Strategy ongoing
- Healthy towns partnership programme across the district with 35 groups involved in programme delivery and 22 walk/cycle programme leaders trained.
- Couch to 5K/8K, cycling initiatives, Junior Sports programmes, Santa Run, Fit February, Summer Scheme and various fitness initiatives
- Grant Aid - 4 separate funding programmes for clubs totalling £350,000
- GP Referral Programme using a hybrid model of outdoor classes and face to face sessions when guidelines permitted
- MacMillan Move More Programme to assist people living with, and beyond cancer delivered via online challenges. Extension to funding secured for a further 27 months up until April 2024
- £443K investment in sports and an additional £351K secured to improve the standard of Council pitches and pavilions
- Melvin Multi Sport Hub - Conditional letter of offer from Sport NI to progress to planning and design stage
- Coach education and CPD courses with 170 participants. • Athlete Support Scheme supports 47 coaches
- 36 clubs and 106 coaches engaged via Peace IV funded 'United Communities through Sport'
- Prehen Pontoon including provision of a disability hoist due for completion – end of April 2022.
- District Sports Committee meetings held virtually although face to face meetings are proposed for the near future
- Delivery of Active Citizenship funding to 5 NRAs, this included sport and activity programmes, targeting children, older people and small scale programmes

### **Health and Community Wellbeing Covid-19 Response**

- 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 Protections (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 Work**

- Undertook BREXIT implementation work, meetings with DAERA, FSA, Defra
- Participated in Border Control Post (BCP) planning Work with, DAERA, FSA, Planners and Foyle Port in application to EU for designation of Foyle Port as a BCP for importation of frozen fishery products
- Undertook 13 Certificate of Inspection (COIs) Organic SPS checks at Foyle BCP when it was designated by EU as BCP in Feb 21 for Importation of Organics
- Engaged with FBO's to provide information re changes to Health Marks, export and import of Products of Animal Origin
- Responded to all verification queries from DAERA regarding Approved Premises

### **Service Delivery**

- 5,241 Environmental Health service requests investigated and actioned in accordance with Council enforcement policies

### **Health & Safety/Consumer Protection**

- 2,513 health and safety inspections/visits carried out of which 2,395 were Coronavirus related advisory/compliance visits. The coronavirus visits involved a programme of compliance monitoring visits to premises across the district focusing on coronavirus management in the workplaces and well as checking compliance with business closures and restrictions in line with the current Coronavirus Restriction Regulations
- 721 complaints and requests for service were received. This is an increase of 670% compared to a comparable period prior to the pandemic
- 44 workplace accident notifications were received and investigated in accordance with relevant guidance

- An additional 198 consumer protection requests for service were received and responded to by the team
- 6,375 emails and letters were sent to local businesses providing direct support and advice on the coronavirus restriction regulations
- A range of Health and Safety guidance was also made available for accessing on the council website and promoted via council social media channels
- A bespoke Guidance booklet regarding Health and Safety and Covid 19 was produced by the team to support Chinese catering businesses; this guidance was also translated into Mandarin to help address communication barriers. The initiative was supported by local PR and launched by the Mayor. The booklets were distributed to relevant premises throughout the district
- As part of an 11 council wide initiative focused on sunbeds, the team produced a bespoke guidance leaflet and Covid checklist for sunbed premises operators, this guidance was distributed over the summer period during visits to 27 sunbed premises
- Work continued with Cancer Focus NI and the PHA regarding the Be UV Aware Campaign – Sun Safe for Outdoor Workers with: the display of awareness posters in Council buildings, the Council website was updated, an E-learning module was added to the Council’s E-learning Hub and a large range of outdoor activity premises were sent Be UV Aware information
- Funding of £49,541.66 was secured from the Office of Product safety and Standards (OPSS) for the period 21/22 for product safety work to help proactively support businesses within the district regarding the NI Protocol with respect to product safety, market surveillance and EU withdrawal
- The above funding allowed the team to provide 920 businesses with supported and product safety guidance via email and letter, including working with council’s business team to reach businesses. The Council website and social media platforms were also used to promote the relevant OPSS guidance and initiatives
- A number of consumer product safety Market Surveillance projects in conjunction with the other 10 councils and OPSS were undertaken focusing on the supply of small high power magnets, Halloween costumes, cosmetic products and fancy dresses.
- A range of non-compliant consumer products were withdrawn from retail sale and officer assistance and guidance was provided to these businesses to enable them to gain compliance with relevant consumer product legislation. The products ranged from non-compliant toys, costumes, cosmetic products to e-cigarettes.
- 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.
- Further funding of £10k was secured from OPSS to undertake a data gathering exercise regarding construction products. Currently 165 businesses that manufacture, import or distribute construction products have been contacted and

offered advice and guidance on placing construction products on the market in Northern Ireland

## **Food Safety**

Due to Covid pandemic, some 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:

- Provided support and guidance to 100% of all new food registered premises i.e., 180 new food business operators, before they opened
- Contacted all Food Hygiene Rated 0, 1, 2 premises with relevant information sent, information obtained on any change to their activities and advice given
- Adhered to and complied with FSA Guidance to DC's for Food Control Work during the Pandemic, namely the Local Authority (LA) Recovery Plan issued in June 2021. This plan covers the period June 2021- March 2023/24
- Completed 3 update returns to the FSA on team's progress in achieving compliance with the LA Recovery Plan
- 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 425 Covid related compliance and advisory visits.
- Successful operation of the mandatory Food Hygiene Rating Scheme with 95% of all premises having a 4 or 5 rating
- Conducted 470 Food Hygiene inspections and 260 Food Standards Inspections - Unable to do full programme of planned inspections due to Covid Pandemic restrictions
- 100 New Premises inspected for Food Hygiene and Food Standards
- Conducted 240 inspections for Allergen Compliance Initiative
- Disseminated Prepacked For Direct Sale (PPDS) information on Natasha's Law to Food Business Operators, 350 emails sent out to relevant food businesses
- Investigated 930 requests for service
- Investigated 43 notifications of infectious diseases
- Procured 140 chemical food samples and 280 micro food samples including participation in 2 national surveys
- Calorie Wise Awards initiated in 5 Food Businesses, halted due to pandemic.
- Undertook National FHRS Consistency exercise.
- Investigated 2 food allergen incidents resulting in the issuing of 2 formal cautions.
- Undertook cross-departmental work with Business section in planning and operation of Halloween carnival.

## **Health Development**

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

- Co-ordinated 5 meetings of the Multi-Agency Community Crisis Intervention Service Steering Group and secured additional funding to retain the service which is a key action within the Derry City & Strabane District's Inclusive Strategic Growth Plan 2017-2032
- A Community Toilet Scheme for the Council area has been implemented
- 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
- Member Led Working Group established and a council response to the DoH Mental Health Strategy 2021-2031 Consultation
- £170,073.82 external funding secured to support Affordable Warmth, Home Safety and Tobacco Control programmes
- Council promoted the Food Standard Agencies Calorie Wise Award Scheme and MenuCal tool to encourage the display of calories in food businesses
- Partnership Agreement in place with Northern Ireland Fire & Rescue Service and 38 eligible households referred for a Home Safety Fire check and to have smoke detectors installed where necessary

## **Housing**

- Participated on the Houses in Multiple Occupation (HMO) Regional Monitoring Group regarding the delivery of the HMO function
- 283 HMOs licensed in the DCSDC area
- 360 homes referred to NIHE under the Affordable Warmth Scheme in line with the service level agreement for 2021/22 with 7,264 related actions to enable the applications to be referred to NIHE successfully and 531 onward referrals for ineligible applicants to Northern Ireland Sustainable Energy Programme (NISEP), Boiler Replacement Allowance and NI Energy Advice Line
- 196 Home Safety visits undertaken with a resultant 100 sign postings to other schemes/services, and 100 referrals to other services such as PCSP, NIFRS, Social Services, Occupational Therapy and assisted bin lift in council
- 185 service requests related to the private rented sector investigated and 1,852 related actions taken in response
- Service Level Agreement in place with the Drinking Water Inspectorate for Northern Ireland in relation to private water supplies. Samples and risk assessments of registered supplies undertaken in accordance with the SLA
- Data Sharing Agreement in place with the Make the Call Team in DfC to enable referrals to be made to Make the Call and for Make the Call to refer into the Home Safety and Affordable Warmth teams

## **Environment and Neighbourhoods**

- 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%.
- Presentation to local Councillors on current air quality issues including air quality action planning and future implications of Clean Air Quality Strategy for Northern Ireland
- Feedback received on Air Quality Progress Report completed on Local Air Quality recommending revocation of Spencer Road Air Quality Management Area declared for Nitrogen Dioxide – still awaiting response from DAERA
- £98,7476.65 funding offered including for staff costs from DAERA to support Councils Air Quality duties. Included funding for 3 new PM10 and PM2.5 monitors at Newtownstewart, Strathfoyle and Springhill. New Sulphur Dioxide monitor funded and installed at Springhill Air Monitoring Station
- 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. One application for permit received
- Discussion with NIEA on Industrial Pollution Control transformation which is reviewing how Local Air Pollution Prevention and Control is regulated in Northern Ireland
- Continued engagement with NIEA on the remediation of the Mobuoy Road illegal waste site and assessment of tarry waste sites in the Council area
- Engaged with NIEA on a regulatory Chemical and Pesticides Forum
- 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 and Creggan Country Park continues. Two community planting days completed in December 2021
- Continued to support Northern Ireland radiation monitoring networks including environmental sampling
- Assisted H&S team with Covid related compliance and advisory visits including GIS mapping of inspections and cases by post code

## **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

- Assisted Foyle Port in the development of their Contingency Plan for the return of cruise operations in 2021

### **Dog Control Service**

- 8,129 dog licences issued (including 41 block licences) achieving £45,614.50 income
- Schools' education programme suspended due to Covid pandemic
- £ Fixed Penalty payments (Dog Licensing/straying/fouling) received until 29/03/22
- Cross departmental Dog Fouling Initiative implemented
- 3 Dog Control Orders implemented (Dogs on Leads; Dogs on Leads by Direction; Dog Exclusion)

### **Animal Welfare**

- Animal welfare service through lead Council Fermanagh and Omagh District Council (FODC) ongoing
- Approximately 330 animal welfare cases investigated with 1,569 visits, 13 Improvement Notices and 6 Formal Cautions issued. There was 1 Prosecution in the Derry City and Strabane District Council area

### **Registration Service**

- 1,765 births registered within the District
- 6 stillbirths registered
- 1,245 deaths have been registered
- 603 Marriages have been registered – religious 381, civil 206, belief 16
- Officiated at 206 Civil Marriage Ceremonies
- 617 Marriage Notices administered
- 0 Civil Partnership Ceremonies have been registered (new legislation introduced same sex Marriage and opposite sex Civil Partnership)
- 14 Approved Marriage/Civil Partnership venues inspected

### **Licensing/Safety Advisory Group for Events**

- Continued partnership working with the Public Health Agency and PSNI in relation to Covid-19 implications for public event safety
- Provision of guidance in support of 60 planned events.
- 168 Licences/permit applications received

Objective: **Provide effective and facilitative cross functional support services**

Our strategic support services have also made significant progress during the year and we have delivered the following:

**Assurance**

- Continuation of Service Delivery during the COVID 19 Pandemic
- Continuously reviewed & updated all Health & Safety Risk Assessments and Safe Systems of Work to ensure that staff and members of the public feel safe using Council premises and facilities
- Ensured that Council premises and facilities were COVID ready
- Ensured that Council premises and facilities were able to be opened and closed safely and securely in line with Government advice and guidance
- Played a key role in the Local Government Coordination of the COVID 19 Pandemic
- Continued to ensure that all employees were paid in a timely manner despite the COVID 19 Pandemic
- Successfully managed all claims in relation to the Coronavirus Job Retention Scheme.
- Maintained ISO 45001 Health & Safety Management Accreditation
- Completion of planned audit work based on the approved audit plan and completion of unplanned work as required in order to provide appropriate levels of assurance to the Chief Executive, the Assurance, Audit & Risk Committee and the Northern Ireland Audit Office
- Delivered Audit Committee Training to Members
- All audit recommendations accepted by management
- All Final Audit Reports issued within 2 weeks of receipt of management response
- Continued management of Council's Self-Insurance Programme.
- Review of Corporate Risk Register and prioritised review of Service Risk Registers across Council to provide assurance in relation to risks associated with Covid-19 pandemic
- All tenders now processed via E Tenders NI
- Suppliers continued to be paid during the COVID 19 Pandemic
- Audit Committee training, Emergency Planning training and Health & Safety training delivered to Elected Members

**Business Support and Strategic Partnerships**

- Successful completion of participation in the Carnegie UK Trust (CUKT) "Embedding Wellbeing in Northern Ireland", a 3-year programme which included the administration of £70,000 of funding to a number of wellbeing



initiatives across the council area as detailed in the CUKT published report "Working Together for Wellbeing: The report of the Northern Ireland Embedding Wellbeing in Local Government Programme. "

- Published the second Strategic Growth Plan "Statement of Progress" which showed progress made in the implementation of the Community Plan - demonstrating of all actions detailed within the plan 11% are already complete and 76% on track to be delivered as planned. An associated review of the Population Indicators aligned to the Community Plan shows that of the 49 indicators, 32 showed improvement from the baseline data recorded at the beginning of Plan (2017).
- Initiated a review of the Strategic Growth Plan and undertook a significant stakeholder consultation and engagement exercise (300+ engagements) with citizens, partner's organisations and businesses to identify key areas of focus to be considered as part of the review process and priority actions moving forward
- Hosted 6 NW Partnership meetings, including 2 NW Strategic Growth Partnership meetings in July and November 2021
- Submission of joint proposition paper (NW Built Heritage & Archaeological Climate Adaptation Opportunities) to Heritage Division of Department of Housing, Local Government and Heritage (Ireland) in June 21
- NWRDG Submission to Rural Policy Framework NI in September 21
- Approval of funding from the NW Development Fund for a further 2 projects
- Working with Project Partners to deliver planned project activity for April 21 to March 22 period and have developed quarterly monitoring of spend profiles
- 100% of the €5m NW Development Fund committed
- Attended 2 Accountability meetings with The Executive Office
- Confirmation of approval of €1million continuation funding from Irish Government
- Submission of 2 claims to The Executive Office and met LoO spend target of £241k
- Compilation of Claim 7 for ROI funding

### **Communications and PR**

- Successfully secured in the region of 5,000 media placements across a wide range of media platforms including print, online, broadcast and social media to secure over in excess of £125m worth of free PR coverage promoting Council services, initiatives and events
- During this period the team dealt with over 1,10 press queries from various media outlets during the 2021-22 period. The team created and issued 800 press releases mainly around Council services and initiatives as well as communicating information on the impact the COVID 19 pandemic had on Council services

- The team took a proactive role in getting proactive public health messaging around COVID out to the public, key stakeholders and elected members using various media platforms
- The team continued to create regular video messages and increasing social media content on the Council corporate platforms to assist get information out to a wider audience
- During this period the team created over 13,000 social media posts and saw wider engagement across all of our social media platforms
- The team continued to work closely with our media contacts to build on relationships to secure placement and active coverage across the Council area and wider NI region
- The team successfully produced two staff newsletters.

### **Democratic Services and Improvement**

- Continued to ensure business/service continuity throughout the period of the pandemic;
- Continued to adapt our events programme for digital audiences including Culture Night, the Island Voices Autumn Lecture Series, Ulster-Scots Language Week and Irish Language Week. In 2021, we were approached by the Ulster-Scots Agency for the first time, to enter into a funding and partnership arrangement to deliver Ulster-Scots Language Week 2021
- Continued to grow and develop our digital engagement with Irish/Ulster-Scots audiences; our Irish Language Facebook platform Fóram Phobal na Gaeilge now has 2,559 followers and our Irish language Twitter presence @foramphobal has 849 followers. Our Ulster-Scots language promotion page on Twitter @fairfaaye currently has 314 followers
- Entered into a partnership with Donegal County Council with funding from the NW Regional Development Group to appoint a research team to oversee cross-border research to identify a range of options to maximise the impact the Irish language can have on the social, cultural, educational, economic and environmental wellbeing of the wider North West region. An application to undertake a similar cross-border research project into Ulster-Scots language and heritage has also been approved
- Revised the Safeguarding Policy (October 2021)
- Developed video training on safeguarding topics for all staff, including Photography Protocol and Reporting an Incident
- Developed a Policy Code of Practice
- Developed a Policy repository
- Council signed the British/Irish Sign Language Charter
- Council's Video Relay System was launched during Deaf Awareness Week (3rd to 9th May 2021)
- Special information booklet translated into Mandarin for Chinese catering businesses setting out the health and safety guidelines around Coronavirus

- 8 policies were screened and 1 EQIA completed in 2021/22 reporting period
- A new integrated assessment process was introduced in June 2021 to look at Equality, Rural Needs and Climate Change impacts of all Council policies and services
- Virtual training modules on Equality Impact Assessments and Code of Practice for Producing Information have been prepared to allow for training to continue during COVID in the absence of physical training sessions
- A draft Audit of Inequalities was prepared
- 2 meetings were held with the Equality Assurance and Oversight Group
- The annual Equality Progress Report was submitted within the deadline to the Equality Commission
- The annual return of Rural Needs Assessment Summary to DAERA was completed and submitted on time
- Continued to work with other Councils on best practice approaches to Safeguarding via the Local Government Safeguarding Network
- Developed a range of support materials for staff and members of the public including an easy-read "Safeguarding Guide for Staff" and a "Safeguarding Guide for Members of the Public"
- Established a new Safeguarding web-page and generic safeguarding email address to facilitate information-sharing and disclosure/report submissions
- Delivered targeted policy training sessions for staff in key areas
- Advanced plans on an ongoing piece of work to develop an e-learning module for Safeguarding for use by staff
- Successful in reassessment for the NI Charter Plus Councillor Development Award
- Provided uninterrupted central Switchboard cover throughout the pandemic
- Raised significant funds for the Mayor's charity in a restricted pandemic year
- Provision of a hybrid car for Mayoral work; complementing Council's commitment to the protection of the environment
- Annual improvement plan and performance reports produced within deadlines
- Unqualified audit in respect of Improvement Duty

### **Human Resources**

HR Service adapted to the challenges presented by Covid-19. This included

- Support to the organisation in terms of adapting to the continuation of remote working
- Support to managers and employees returning to the workplace following a period of furlough
- The continuation of mandatory training which was adapted to virtual provision
- The continuation of health and wellbeing support through BeWell, which included the development and roll out of a new employee app "BeConnected"

## **Legacy**

- The Rural Issues Group has considered an extensive range of issues through cross sectoral discussions and has contributed to policy consultations from a rural perspective. It hosted a rural symposium which focussed on best practice for effective rural integration and provided an opportunity to collate a response to the review of the Strategic Inclusive Growth Plan
- The Anti-Poverty Task and Finish Group overseen the completion of detailed research on the levels of poverty within the Derry City and Strabane District Council area. The findings of this research has disseminated both a local and regional level as a basis of influencing policy development and spending priorities

## **Legal Services**

- Delivery of training to members on governance and standing orders
- Represented Council in judicial review proceedings.
- Represented Northern Ireland Councils in relation to the drafting of Covid legislation
- Represented Northern Ireland Councils in meetings in relation to Covid enforcement including drafting and maintenance of service level agreements in relation to Covid enforcement
- Review of planning protocol and standing orders to reflect changes/clarifications arising from judicial decisions
- First phase digitisation of council's property portfolio

## **Strategic Finance and Funding**

- Strategic outline cases for all City Deal and Inclusive Future Fund prioritised projects completed and signed off by Government following extensive engagement with relevant stakeholders.
- Signing of Heads of Terms for £250m City Deal and Inclusive Future Fund investment in February.
- Regular updates provided to Council on key growth indicators and statistics.
- Collection of economic data through use of counters across District to inform COVID recovery and business support plans.
- Completion of comprehensive consultation response on relocation of University of Ulster Allied Health Professional students to Magee campus contributing to positive outcome.
- Year-end accounts for 2020/21 completed and audited in line with required timeframe with no Priority 1 audit recommendations
- Rolling revaluation of all Council properties completed as part of year-end accounts.
- Rates estimates and finance training delivered for new Elected Members

- Rates estimates for 2022/23 completed by statutory deadline of 15<sup>th</sup> February 2022 resulting in a 3.44% District rates increase and 1.81% overall rates increase for ratepayers in the District
- Worked closely with Directorates as part of the rates process to secure a further £230k recurrent efficiency savings and achieve a 0.36% positive impact on 2022/23 rates and bringing total efficiencies realised by the new Council to over £4.1m
- Led on regional bids to Government through ALGFO and SOLACE for financial losses support associated with the COVID pandemic resulting in over £102.3m of support provided to NI Councils including £6.5m for this Council and ensuring all losses covered up to 31<sup>st</sup> March 2023
- Development and agreement of capital strategy as part of rates estimates process
- Capital funding in place for delivery of £74m of community capital projects over next 5-year period along with revenue provision for associated projects
- 3 successful applications to Phase 1 Levelling Up Fund securing over £16m in funding for 3 major capital projects (Derg Active, Acorn Farm and Brandywell Sports Centre)
- Approval of new treasury management policy and loans now being issued to other Councils to provide security of Council investment
- Loan interest savings of £299k generated during 2020/21 through utilisation of short-term surplus cash (generated from revenue working capital and surpluses and in-year capital savings) to replace the need to borrow
- Utilising revenue surpluses (generated from Directorate savings and in-year capital savings) to fully finance completed capital projects which Council had previously planned to borrow for resulting in a loan interest saving of £1.55m over the life of these assets
- City Deal governance arrangements agreed and operational and outline business case development progressing
- Regular updates provided to Council on key growth indicators and statistics
- Collection of economic data through use of counters across District to inform COVID recovery and business support plans

### **City of Derry Airport**

- Ongoing liaison with the Department of Transport to ensure the successful delivery of and drawdown of £4.3m funds for the Public Service Obligation route
- Submission of business plan for ongoing operational subvention report from Government to reduce Council funding burden

### **Overview / Assessment**

## Corporate Plan Objectives - 2021/22

In overall terms, there is evidence of Council investment, activity, and positive progress in 2021/22 in working towards its Mission of **“Delivering improved social, economic and environmental outcomes for everyone”**.

### **Inclusive Growth Plan**

The second Statement of Progress for the Inclusive Strategic Growth Plan for Derry and Strabane was produced in November 2021 and highlighted advances to date in achieving the outcomes set out in the strategy. The Statement is the second significant milestone in the Community Planning process, and comprises a detailed report on all progress based on a series of economic, social and environmental indicators. It aims to provide transparency around the business of Community Planning and the performance of the statutory and support partners tasked with its delivery.

The Statement, which was ratified at a meeting of the Strategic Growth Partnership, contains positive indications that positive change is occurring in six out of the eight outcome areas prioritised in the plan, with progress occurring at a faster rate than expected despite the challenges presented by the pandemic.

Full details are available at: <https://growderrystrabane.com/statement-of-progress/>

In accordance with the Local Government (Northern Ireland) Act 2014 the plan has recently completed a formal review. A refreshed Inclusive Strategic Growth Plan was published in October 2022.

## **The Rural Needs Act (Northern Ireland) 2016**

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

In fulfilling these obligations, the Council has taken rural needs into consideration during 2021/22 in respect of the:

- Internal Audit Strategy
- Cemeteries Management Policy
- Play Plan
- Mayoral Gifts and Hospitality Policy
- Rainbow Crossing
- Corporate Performance and improvement Plan 2021/22
- Code of Practice on Producing Information
- Review of Safeguarding Policy (Children and Adults at Risk)
- Review of Street Trading Policy
- Local Development Plan - draft Plan Strategy Schedule of Proposed Changes

A core dimension of these initiatives has been ensuring that engagement processes have specifically included rural stakeholders in co-design processes.

The Council is committed to ensuring that due regard is given to rural needs when developing and implementing policies and when designing and delivering public services and in this context, work is continuing to be advanced in terms of:

- embedding rural needs impact assessment with the Council's decision making processes
- developing training programmes and policy guidance / templates;
- identifying and sharing best practice and
- improving the monitoring of services and outcomes.

Further information on how the Council has had due regard to rural needs when developing, adopting, implementing or revising the policy, strategy or plan or when designing or delivering the public service is provided in Appendix 1.

## Performance Improvement Areas / Criteria

The Local Government Act (Northern Ireland) 2014 requires that councils make arrangements to secure continuous improvement in the carrying out of its activities and highlights the following improvement areas /criteria:

- **Strategic effectiveness**
- **Service quality**
- **Service availability**
- **Fairness**
- **Sustainability,**
- **Efficiency, and**
- **Innovation.**

Work is currently being progressed, in liaison with other Councils and the Association for Public Sector Excellence to identify relevant indicators for performance measurement and benchmarking purposes, in relation to service delivery and improvement criteria, as appropriate, including identifying and quantifying customer views. Work is also being progressed in terms of linking corporate and service indicators to the outcomes set out in the community plan.

Performance indicators are also identified within our annual Directorate Plans and whilst our performance measurement approaches, data collection and analysis systems are evolving and baselines are being established, there is initial evidence of quantifiable improvements being made across a number of areas.

Examples of the indicators that we collect and performance trend details are provided in the table below.

Improvement Area	Performance Indicator	2019-20 Performance	2020-21 Performance	2021-22 Target	2021-22 Performance	Trend
<b>Strategic effectiveness</b>	Number of leisure users	1,293,355	28,379	<b>500,000</b>	542,733	↑
<b>Service quality</b>	% Elected member satisfaction with support services	98%	96%	<b>90%</b>	99%	↑
	% Streets achieving grade B or above	94.7%	90%	<b>85%</b>	51%	↓



<b>Service availability</b>	Number of house inspections carried out under the Private Tenancies Order	20	0 carried out due to Covid	n/a demand led	2 (reduced due to Covid)	↔
	Total number of applications processed by Building Control	4,385,100 %	3,439	n/a demand led	4,194	↑
	% dog attacks investigated within 1 day	91.3%	100%	100%	100%	↔
	% FOI responded to within 20 days		92.9%	90%	92.8%	↔
<b>Sustainability</b>	Enterprise Week – No. attendees	830	0 (Covid restrictions)	1,000	936	↑
	Match fund ESF projects	5	5	5	5	↔
<b>Efficiency</b>	% of staff receiving payslips via email	81%	84%	100%	87%	↑
	% of staff receiving payslips via email	97%	97%	97%	90%	↓
	% server uptime					
<b>Innovation</b>	Number of national and international markets activated	4	2	3	3	↔
	Trade mission – local companies recruited	12	0 due to Covid restrictions	10	0	↓

Key to Trend

↑ Performance improving/demand increasing

↓ Performance declining/demand decreasing

↔ Performance/demand trend unclear or no change

Further information on performance indicators can be found in the Directorate Delivery Plans.

## 4. Statutory Indicators:

### Introduction

In September 2015, under the Local Government (Performance Indicators and Standards Order (Northern Ireland) 2015, statutory performance indicators and standards have been set as part of the performance improvement arrangements for district councils. Performance measures have been specified for the functions of economic development, planning and waste management. The aim of the performance measures is to promote the improvement of service delivery.

### Statutory Performance Indicators and Standards

The statutory performance indicators and standards have been set by the relevant Central Government Department. In order to ensure consistency and reliability of performance data, reporting on these performance indicators and standards will be carried out centrally so as to allow for accurate comparison between councils across performance indicators and standards. Central reporting will also ensure that the relevant Department continues to meet its statutory obligations under the Code of Practice for Official Statistics when reporting performance at the Regional level.

Derry City and Strabane District Council is committed to meeting the following seven statutory performance indicators / standards.

Ref	Statutory Indicator	Standard to be met (annually), where applicable
ED1	The number of jobs promoted through business start-up activity (Business start-up activity means the delivery of completed client led business plans under the Department of Enterprise, Trade and Investment's Regional Start Initiative or its successor programmes.)	140
P1	The average processing time of major planning applications. [An application in the category of major development within the meaning of the Planning (Development Management) Regulations (Northern Ireland) 2015(a)]	Major applications processed from date valid to decision or withdrawal within

<p><b>P2</b></p> <p><b>P3</b></p>	<p>The average processing time of local planning applications. [Local applications means an application in the category of local development within the meaning of the Planning (Development Management) Regulations (Northern Ireland) 2015, and any other applications for approval or consent under the Planning Act (Northern Ireland) 2011 (or any orders or regulations made under that Act)]</p> <p>The percentage of enforcement cases processed within 39 weeks. [Enforcement cases are investigations into alleged breaches of planning control under Part 5 of the Planning Act (Northern Ireland) 2011 (or under any orders or regulations made under that Act). (b).]</p>	<p>an average of 30 weeks.</p> <p>Local applications processed from date valid to decision or withdrawal within an average of 15 weeks.</p> <p>70% of all enforcement cases progressed to target conclusion within 39 weeks of receipt of complaint</p>
<p><b>W1</b></p>	<p>The percentage of household waste collected by district councils that is sent for recycling (including waste prepared for reuse). [Household waste is as defined in Article 2 of the Waste and Contaminated Land (Northern Ireland) Order 1997(a) and the Controlled Waste and Duty of Care Regulations (Northern Ireland) 2013(b)]</p>	<p>50% by the end of 2020 No targets set after this date</p>
<p><b>W2</b></p>	<p>The amount (tonnage) of biodegradable Local Authority Collected Municipal Waste that is landfilled. [Local authority collected municipal waste is as defined in section 21 of the Waste and Emissions Trading Act 2003(c)]</p>	<p>&lt;17,929 tonnes in 2019-20 No further targets set</p>
<p><b>W3</b></p>	<p>The amount (tonnage) of Local Authority Collected Municipal Waste arisings. [Local authority collected municipal waste arisings is the total amount of local authority collected municipal waste which has been collected by a district council]</p>	

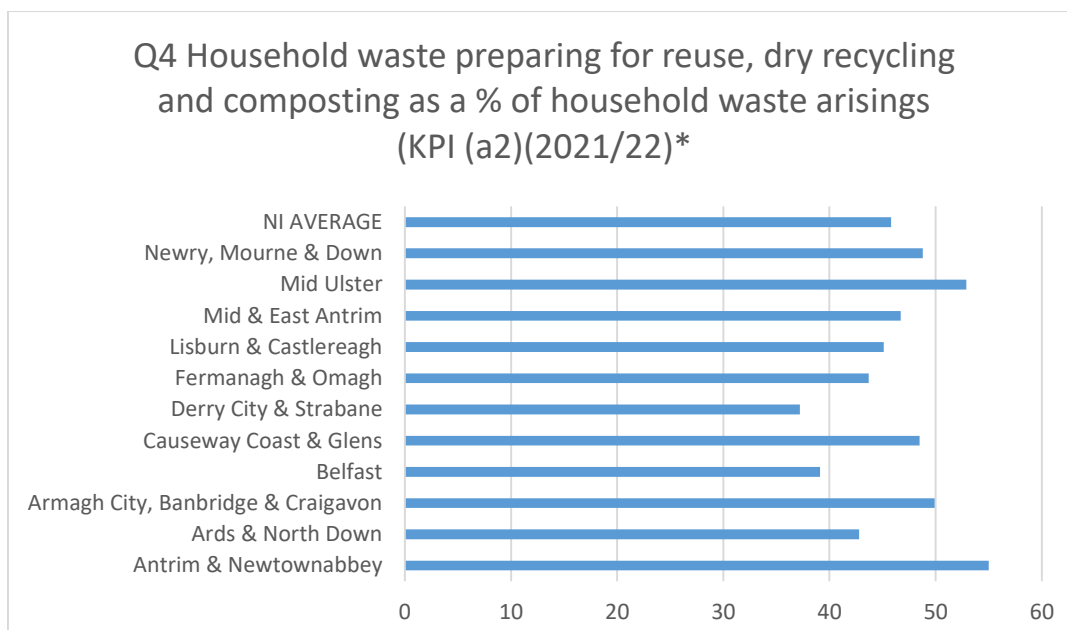
## 2021/22 Performance – Statutory Indicators

### Waste Management

Performance Indicator & Target						
<b>W1 The percentage of household waste collected by District Councils that is sent for recycling (preparing for reuse, dry recycling and composting) (KPI (a2). Target: 50% by end 2020</b>						
<b>What this indicator shows</b>	The % of household waste that has been sent for recycling, composting or reuse					
<b>Why this is important</b>	Councils have been set a recycling target of 50% household waste by 2020					
<b>Our Performance and how we Compare</b>	<b>Comparator</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>	<b>Are we Improving?</b>
	Derry City & Strabane District Council	44.3%	44.2%	46.1%	44.7*	Council have continued to provide services during the Covid pandemic with the figures reflecting both the regional and national position in terms of recycling rates. Recycling figures have in the main
	NI Average	50.0%	51.9%	50.9%	Unavailable at present	

						<p>been impacted negatively through service disruptions – closure of recycling centres etc during the period.</p> <p><b>Statutory target achieved? – no</b></p>
<b>What we have done to improve</b>	<p>Additional promotional activities and service improvements have been undertaken during this period to reflect the change in behaviours and where waste arises – working from home etc. Council has developed an in house app and recently revamped the waste and recycling web content.</p>					
<b>Future actions we will be taking to improve</b>	<p>Council will continue to push waste reduction messaging and encouraging greater waste segregation and disposal to reinforce behavioural change.</p>					

\*Subject to verification



\*Subject to verification

**Source:** <https://www.daera-ni.gov.uk/publications/northern-ireland-local-authority-collected-municipal-waste-management-statistics-time-series-data>

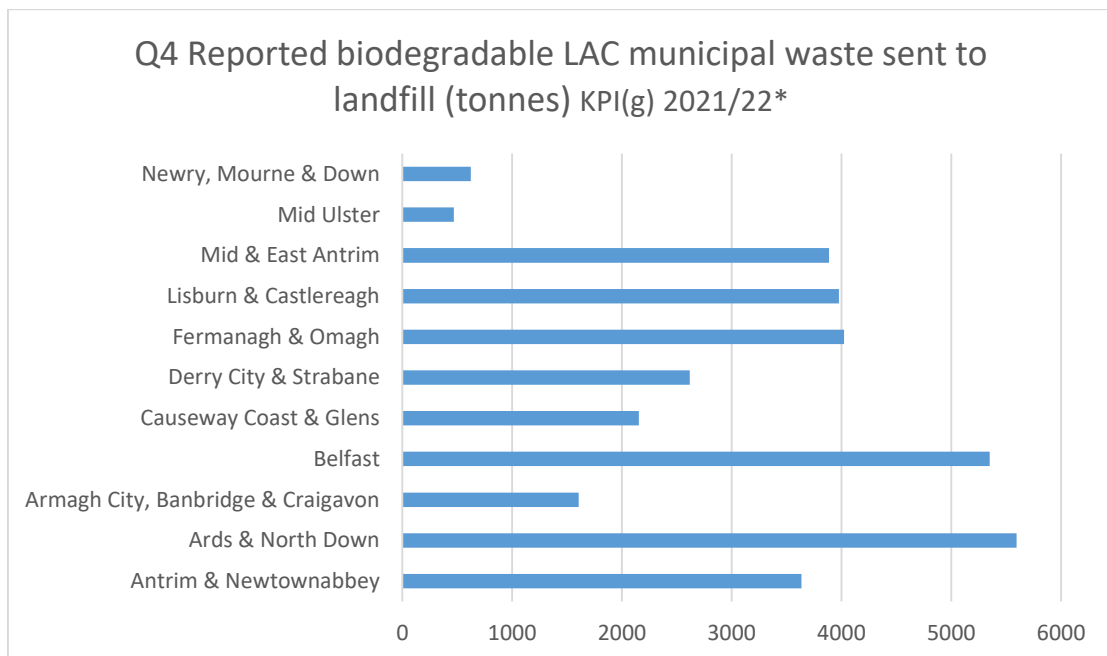
Q4 tables

PI & Target						
<b>W2 The amount (tonnage) of biodegradable Local Authority Collected Municipal Waste (BMW) that is landfilled (KPI(g))</b>						
<b>Target: less than 17,920 tonnes in 2019/20. No target for 2021/22</b>						
<b>What this indicator shows</b>	The volume of Biodegradable Municipal Waste (BMW) landfilled					
<b>Why this is important</b>	Councils are under direction to reduce the volumes of BMW going to landfill in consideration of Northern Ireland Landfill Allowance Scheme and EU Landfill Directive targets					
<b>Our Performance and how we Compare</b>	<b>Comparator</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>	<b>Are we improving? Statutory Target met?</b>

Derry City & Strabane District Council	10,974	7,964	4,802	10,718*	Council has continued with the introduction to bio waste collections to all properties across the City and District further reducing the volumes of BMW to landfill
NI Average	13,938	11,480	11,491	Unavailable at present	<b>Statutory Target achieved? n/a (no target for 2021/22)</b>

<b>What we have done to improve</b>	Additional media and awareness campaigns were carried out through the period to promote the use of blue and brown bins
<b>Future actions we will be taking to improve</b>	Further media and awareness campaigns to include prohibition of bio wastes in residual collection are planned over coming months.

\*Subject to verification



**Source:** <https://www.daera-ni.gov.uk/publications/northern-ireland-local-authority-collected-municipal-waste-management-statistics-time-series-data>

\*Q4 tables



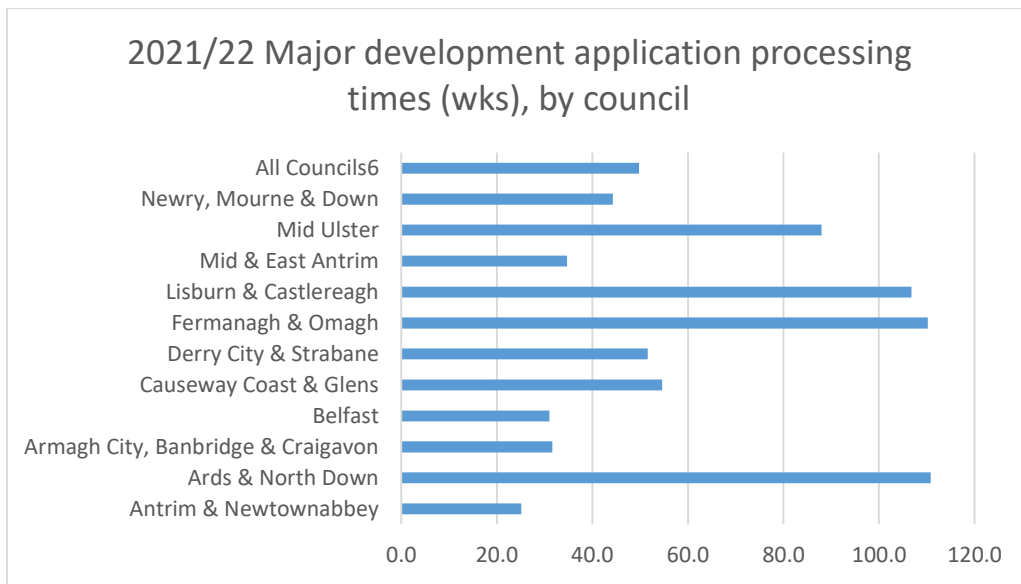
PI & Target						
<b>W3 The amount (tonnage) of Local Authority Collected Municipal Waste Arisings (LACMW) (KPI (j))</b>						
<b>What this indicator shows</b>	This indicator shows the total amount of local authority collected municipal waste which has been collected by the Council and includes both household and commercial wastes.					
<b>Why this is important</b>	In keeping within our improvement objective, we aim to reduce this figure over time, however, as economic activity increases, the population expands, new housing developed etc. waste arisings may also increase and our actions will minimise this as much as possible. For this reason, Council is committed to putting in place programmes to encourage consumers to reduce waste at source.					
<b>Our Performance and how we Compare</b>	<b>Comparator</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>	<b>Are we improving?</b>
	Derry City & Strabane District Council	78,660	81,304	83,989	83,540*	Council continues to promote waste reduction messaging and the circular economy approach to sustainability.
	Ni Average	90,021	90,817	93,743	Unavailable at present	



<b>PI &amp; Target</b> <b>PI The average processing time of major planning applications. Target: less than 30 weeks.</b>						
<b>What this indicator shows</b>	This indicator shows how quickly major planning applications are processed.					
<b>Why this is important</b>	Effective processing of planning applications can have a positive impact on investment and regeneration activity in the Council area which in turn may lead to positive outcomes with regard to job creation/employment.					
<b>Our Performance and how we Compare</b>	<b>Comparator</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>	<b>Are we Improving? Statutory Target met?</b>
	Derry City & Strabane District Council	154.2 weeks (Legacy cases 208.8 weeks)	96.0 weeks (Legacy cases 337.3 weeks)	65.2 weeks Not available	51.6 weeks (Legacy cases 372.4 weeks)	Whilst the statutory target of 30 weeks to conclude major applications has not been achieved, we continue to improve our processing times year on year. Improvement of 13.6 weeks from 2020/21 to 21/22 and improvement of 102.6 weeks on 2018/19
	NI Average	59.0 weeks	52.8 weeks	61.4 weeks	49.8 weeks	
<b>Why we have not achieved our statutory target</b>	A total of 14 major applications were decided in 2021/22. These are complex applications, the majority of which were for significant housing developments in the District which involved a significant number of statutory consultees and requests for additional information/amended plans from the agent/applicant which delays processing of the applications.					
<b>What we have done to improve</b>	Focus on major applications which are discussed on a regular basis with PPTO and/or HOP. Regular group meetings and direct liaison with statutory consultees, in particular DFI Roads.					

**Future actions we will be taking to improve**

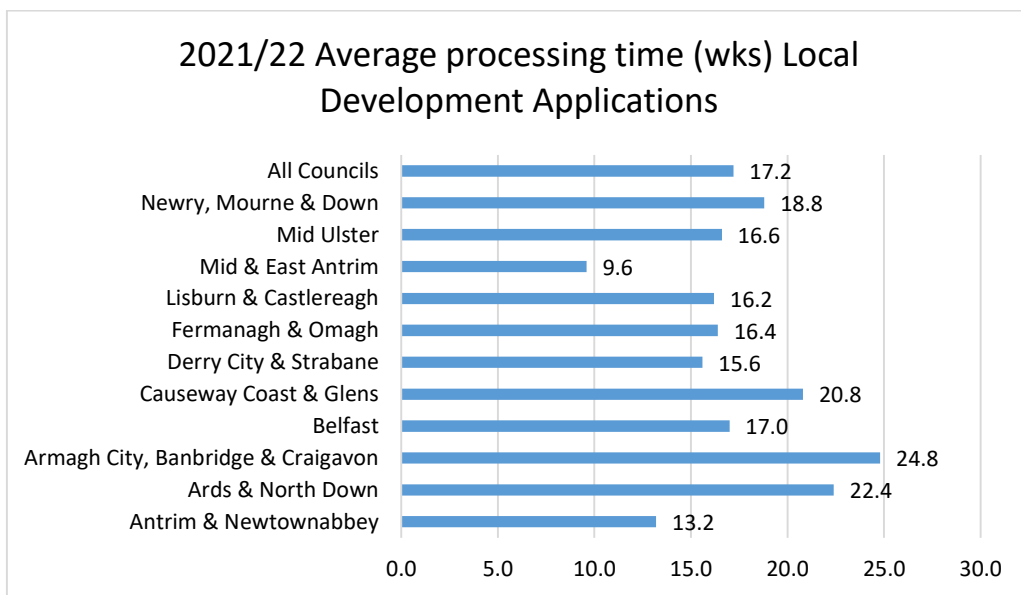
All major applications have been allocated and will be processed by Senior Planning officers again to aid close monitoring within the strategic team. Officers will continue to encourage submission of pre-application Discussions (PADs) from agents with regards to potential major applications being submitted within the Council area. A pilot project to improve the quality of submissions will be carried out in this financial year to coincide with upcoming DFI legislative changes.



Source: <https://www.infrastructure-ni.gov.uk/publications/northern-ireland-planning-statistics-april-2021-march-2022>

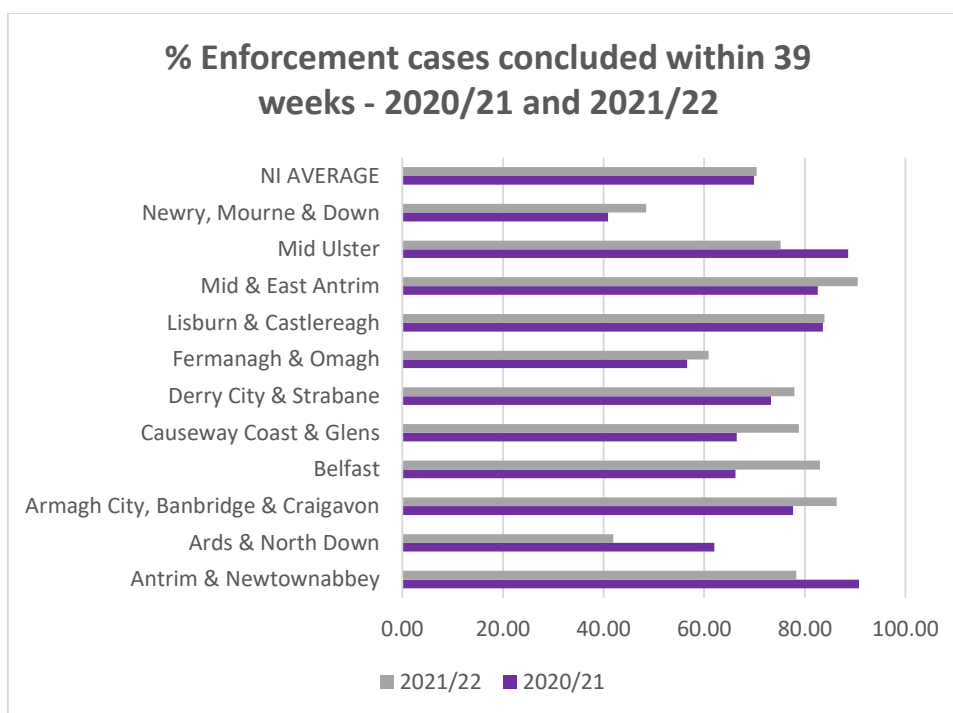
PI & Target						
P2 The average processing time of local planning applications. Target: less than 15 weeks						
What this indicator shows	This indicator shows how quickly local planning applications are processed.					
Why this is important	Effective processing of planning applications can have a positive impact on investment and regeneration activity in the Council area which in turn may lead to positive outcomes with regard to job creation/employment.					
Our Performance and how we Compare	Comparator	2018/19	2016/20	2020/21	2021/22	Are we Improving? Statutory Target met?
	Derry City & Strabane District Council	14.1 weeks  (Legacy cases 230.6 weeks)  (Council received cases 14.1 weeks)	14.0 weeks  (Legacy cases 255.6 weeks)  (Council received cases 14.0 weeks)	14.2 weeks  (Legacy cases 255.6 weeks)  (Council received cases 14.8 weeks)	15.6 weeks  Not available  (Council received cases 15.6 weeks)	Target not met however DCSDC was the third highest performing local authority in NI for processing local planning applications.  Statutory target not met due to high staff absence in December due to Covid.  The planning portal was unavailable for the majority of January and February due to technical issues with the back office system maintained by Dfl. This reduced the number of applications decided and consequently cases went out of target.
	NI Average	15.2 weeks	14.8 weeks	14 weeks	17.8 weeks	<b>Statutory Target achieved? No</b>

<b>Why we have not achieved our statutory target</b>	External factors, Covid and Computer System problems.  DCSDC third highest performance in processing local applications. NI average 2.6 weeks higher. Only two Councils met the KPI of 15 weeks.
<b>What we have done to improve</b>	Review processes to improve efficiency
<b>Future actions we will be taking to improve</b>	New planning portal going live 17 <sup>th</sup> October  Maintain and improve group meetings and earlier recommendations to decision, if applications are not being progressed satisfactorily and proactively by agents.



**Source:** <https://www.infrastructure-ni.gov.uk/publications/northern-ireland-planning-statistics-april-2021-march-2022>

PI & Target						
<b>P3 The percentage of enforcement cases processed within 39 weeks. Target: 70%</b>						
<b>What this indicator shows</b>	This indicator shows how quickly Enforcement cases are concluded.					
<b>Why this is important</b>	To ensure the Council's Planning Department takes appropriate and proportionate action in dealing with alleged breaches of planning control.					
<b>Our Performance and how we Compare</b>	<b>Comparator</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>	<b>Are we Improving? Statutory Target met?</b>
	Derry City & Strabane District Council	53.6%	78.1%	73.3%	77.9%	Met and exceeded the target and improved from 20/21 year
	NI Average	77%	81.4%	69.9%	70.4%	<b>Statutory Target achieved? Yes</b>
<b>Why we have not achieved our statutory target</b>	N/A					
<b>What we have done to improve</b>	More efficient case load management					
<b>Future actions we will be taking to improve</b>	Continue more efficient case load management					



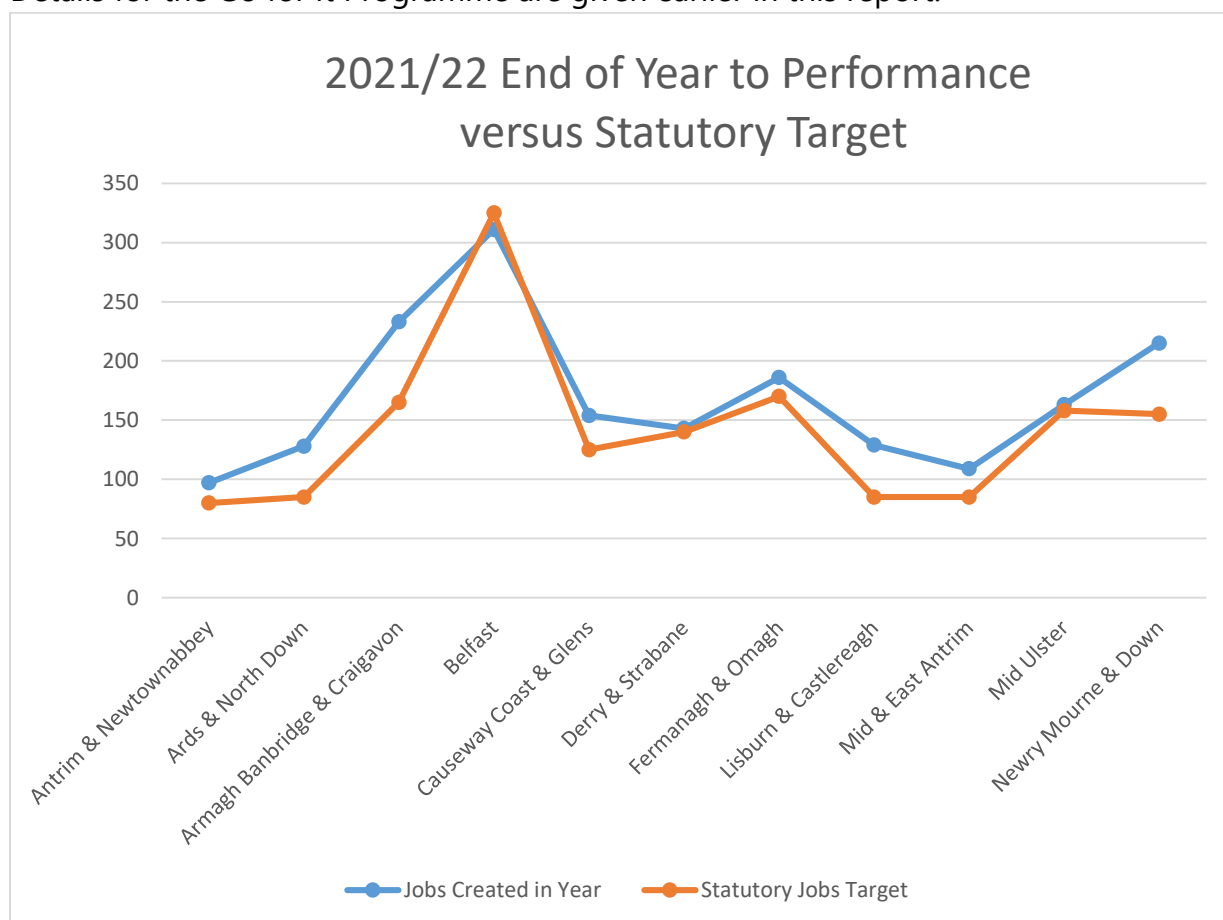
Source: <https://www.infrastructure-ni.gov.uk/publications/northern-ireland-planning-statistics-april-2021-march-2022>

PI & Target						
ED1 The number of jobs promoted through business start-up activity. Target 140 jobs						
<b>What this indicator shows</b>	Number of Business Plans delivered and Jobs Promoted					
<b>Why this is important</b>	Job promotion is key to improving economic activity in the Council area. This indicator illustrates the support provided to new business starts.					
<b>Our Performance and how we Compare</b>	<b>Comparator</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>	<b>Are we Improving? Statutory Target met?</b>
	Derry City & Strabane District council	139	133	112	143	The target was met
	NI Average	164	157	129		<b>Statutory Target achieved? Yes</b>
<b>Why we have not achieved our statutory target</b>	n/a					



<b>What we have done to improve</b>	The target was met – significant additional resources were employed to try to ensure that the target was met. The Start Up Accelerator programme with the availability of a £1000 grant has assisted the programme to attract new participants. DCSDC Business Team has worked across its networks to ensure visibility of the programme.
<b>Future actions we will be taking to improve</b>	There is no guarantee that the programme targets will be met – the SUAP programme was completed on 31 <sup>st</sup> August 2022. Council will try to ensure alignment with other Entrepreneurship Activities to add value and augment the visibility of the NIBSUP programme.

Details for the Go for It Programme are given earlier in this report.



## **5. Overall Assessment in relation to Performance Duty**

**The Council is committed to and has worked to discharge its general duty to secure continuous improvement in 2021/22**

## **6. Publishing our Performance**

Our Annual Performance Report 2021/2022 will be published on the Council's website at [www.derrystrabane.com](http://www.derrystrabane.com) as soon as is practical and by 30<sup>th</sup> September 2022 in line with statutory requirements. Members of the public will also be able to access this information at the Council's offices and can comment on our Performance Report by emailing us at: [improvement@derrystrabane.com](mailto:improvement@derrystrabane.com).

A summary version of this report will also be made available, later in the year.

## **7. How to get involved**

We are keen to get your feedback on any of the issues covered in this document. You can also propose new Improvement Objectives, or make comments on the existing ones by emailing the Council at: [improvement@derrystrabane.com](mailto:improvement@derrystrabane.com).

We also have a dedicated Equality Assurance and Oversight Group which provides the opportunity to engage directly with council officers regarding the Council's activities. If you have any queries or would like to become a member, please email: [equality@derrystrabane.com](mailto:equality@derrystrabane.com) or simply contact the Policy Officer (Equality) on 028 71 253 253, Ext 6705.

The consultation web pages publish all current consultation being undertaken by the Council, and give information about how people can participate.

## Appendix 1

### Information to be compiled by Public Authorities under Section 3(1)(a) of the Rural Needs Act (NI) 2016.

*(To be completed and included in public authorities' own annual reports and submitted to DAERA for inclusion in the Rural Needs Annual Monitoring Report).*

Name of Public Authority:

**Derry City and Strabane District Council**

Reporting Period:

April 20

21

to March

20

22

The following information should be compiled in respect of each policy, strategy and plan which has been developed, adopted, implemented or revised and each public service which has been designed or delivered by the public authority during the reporting period.

<i>Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016<sup>1</sup></i>	<i>The rural policy area(s) which the activity relates to<sup>2</sup></i>	<i>Describe how the public authority has had due regard to rural needs when developing, adopting, implementing or revising the policy, strategy or plan or when designing or delivering the public service<sup>3</sup></i>
<b>Internal Audit Strategy</b>	Other – governance of Council services	Strategy is an internal document designed to provide an independent assurance and advisory service, which will help the Council achieve its objectives and improve the effectiveness of its risk management, control and

<p><i>Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016<sup>1</sup></i></p>	<p><i>The rural policy area(s) which the activity relates to<sup>2</sup></i></p>	<p><i>Describe how the public authority has had due regard to rural needs when developing, adopting, implementing or revising the policy, strategy or plan or when designing or delivering the public service<sup>3</sup></i></p>
		<p>governance processes – All Council services within the rural areas will be subject to same level of governance.</p>
<p><b>Cemeteries Management Policy</b></p>	<p>Other – operational management of a council service</p>	<p>The cemeteries guidance is an operational handbook on how Council cemeteries will be run. This will be applied universally across all cemeteries within Council control without exception regardless of its location.</p>
<p><b>Play Plan</b></p>	<p>Rural community development</p>	<p>After predevelopment consultation and audit of provision Council, in seeking to ensure that the play needs of children and young people living in more dispersed rural locations are met, has included a number of approaches In the Play Plan to meeting play need. These are:-</p> <p><b>Approach 1: Dual Fixed Development in Primary School Grounds</b></p> <p>Within rural areas, primary schools provide a focal point within rural areas and often have land associated which could facilitate fixed play development.</p>

<p><i>Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016<sup>1</sup></i></p>	<p><i>The rural policy area(s) which the activity relates to<sup>2</sup></i></p>	<p><i>Describe how the public authority has had due regard to rural needs when developing, adopting, implementing or revising the policy, strategy or plan or when designing or delivering the public service<sup>3</sup></i></p>
		<p>Under approach 1, Council would seek to establish a partnership with an identified primary school with a view to developing a dual access fixed play area on school grounds. Using a dual gate system, the play area would be accessible to the school and the community during the week, with community access also facilitated during evening and weekends when the school is closed. Within such play areas a focus would be placed on incorporating play-based educational components which could be used as part of outdoor learning by the school.</p> <p>From the perspective of capital investment in play and levels of facility use, the development of fixed play within a school location means that levels of usage are likely to be high with the facility open to pupils and wider community members</p>

<p><i>Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016<sup>1</sup></i></p>	<p><i>The rural policy area(s) which the activity relates to<sup>2</sup></i></p>	<p><i>Describe how the public authority has had due regard to rural needs when developing, adopting, implementing or revising the policy, strategy or plan or when designing or delivering the public service<sup>3</sup></i></p>
		<p><b>Approach 2: Dual Fixed Play Development with Sport Clubs</b></p> <p>Similar to primary schools, sports clubs often provide a focal point for the community within rural areas and have land associated which could facilitate fixed play development.</p> <p>Under approach 2, Council would seek to establish a partnership with an identified sports club with a view to developing dual access fixed play within the club's grounds. As with approach 1, a dual gate system would ensure that the play area was accessible to those using the sports club and the wider community.</p> <p>From an investment perspective, the location of fixed play at a sports club is likely to result in high levels of usage with the play equipment accessible to children</p>

<p><i>Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016<sup>1</sup></i></p>	<p><i>The rural policy area(s) which the activity relates to<sup>2</sup></i></p>	<p><i>Describe how the public authority has had due regard to rural needs when developing, adopting, implementing or revising the policy, strategy or plan or when designing or delivering the public service<sup>3</sup></i></p>
		<p>attending coaching etc. as well as the wider community.</p> <p>From an investment perspective, the location of fixed play at a sports club is likely to result in high levels of usage with the play equipment accessible to children attending coaching etc. as well as the wider community.</p> <p><b>Approach 3: Dual Fixed Play Development with Statutory Partners utilising Land banks</b></p> <p>Under approach 3, Council will work in partnership with other statutory organisations to complete a review of accessible, publicly owned land which could facilitate fixed play development.</p> <p>Should land be identified, Council will work with the statutory landowner to negotiate access and development of the site for community play purposes.</p>

<p><i>Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016<sup>1</sup></i></p>	<p><i>The rural policy area(s) which the activity relates to<sup>2</sup></i></p>	<p><i>Describe how the public authority has had due regard to rural needs when developing, adopting, implementing or revising the policy, strategy or plan or when designing or delivering the public service<sup>3</sup></i></p>
		<p><b>Approach 4: Private Land Purchase</b>  In the absence of an alternative approach, where a need for fixed play has been identified within a rural area, Council will review potential land purchase options within a location.</p>
<p><b>Mayoral gifts and Hospitality Policy</b></p>	<p>N/A</p>	<p>This policy sets out the circumstances in which Mayoral / civic hospitality and/or civic or corporate gifts are provided and sets down guidance on the nature of such hospitality/gifts – The guidance refers to all decisions around the allocation of gifts and hospitality regardless of location of recipient.</p>
<p><b>Rainbow Crossing</b></p>	<p>N/A</p>	<p>This policy proposal is related to increasing the visibility and displaying support for the LGBTQI+ community - it is also intended to be a visitor attraction and tourist landmark which may increase economic activity in the chosen location. However, as the majority of</p>



<p><i>Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016<sup>1</sup></i></p>	<p><i>The rural policy area(s) which the activity relates to<sup>2</sup></i></p>	<p><i>Describe how the public authority has had due regard to rural needs when developing, adopting, implementing or revising the policy, strategy or plan or when designing or delivering the public service<sup>3</sup></i></p>
		<p>the LGBTQI+ community are in the urban area of the Council district so it could be determined that there will be no adverse impact on the economic or social needs of this community in rural areas.</p>
<p><b>Corporate &amp; Improvement Plan 2021/22</b></p>	<p>Other – Improving wellbeing for users of Council services</p>	<p>Examples of Improvement Objectives inserted following consultation to contribute to economic and social wellbeing:</p> <ul style="list-style-type: none"> <li>• To increase employment opportunities and economic growth through a range of measures including creating new business start-ups, supporting existing business and delivering visitor growth as a destination of choice.</li> </ul> <p style="padding-left: 40px;"><b>Sub Objectives:</b></p> <ul style="list-style-type: none"> <li>o Create jobs through the Rural Business Investment Scheme</li> </ul> <ul style="list-style-type: none"> <li>• To assist develop healthy lifestyles through increased</li> </ul> <p style="text-align: right;"><b>Sub Objectives:</b></p>

<p><i>Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016<sup>1</sup></i></p>	<p><i>The rural policy area(s) which the activity relates to<sup>2</sup></i></p>	<p><i>Describe how the public authority has had due regard to rural needs when developing, adopting, implementing or revising the policy, strategy or plan or when designing or delivering the public service<sup>3</sup></i></p>
		<p>o 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.</p>
<p><b>Code of Practice on Producing Information</b></p>	<p>Other – Communicating with Council</p>	<p>The Code of Practice on Producing Information aims to make all information emanating from Council accessible. The new video Relay System which has been introduced will contribute to the making Council more accessible to members of our d/Deaf community regardless of their location.</p>
<p><b>Review of Safeguarding (Children and Adults at Risk)</b></p>	<p>Other – Protection of children and adults at risk who use Council facilities</p>	<p>This policy has not been influenced by assessing rural need as this policy does not distinguish between rural and urban areas. It is a council wide policy that’s purpose is to promote safe experiences for all within the City and District.</p>

<p><i>Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016<sup>1</sup></i></p>	<p><i>The rural policy area(s) which the activity relates to<sup>2</sup></i></p>	<p><i>Describe how the public authority has had due regard to rural needs when developing, adopting, implementing or revising the policy, strategy or plan or when designing or delivering the public service<sup>3</sup></i></p>
<p><b>Review of Street Trading Policy</b></p>		<p>This policy deals with applications for street trading - Every decision will be made on a case by case basis and when considering applications Licensing Officers will assess all relevant positive and negative impacts of allowing street trading to take place and take all factors into account. This will be implemented in the same way regardless of where the location of the street trading is.</p>
<p><b>Local Development Plan – draft Plan Strategy Schedule of Proposed Changes</b></p>		<p>The assessment which has informed this Addendum has determined, that the proposed changes do not materially alter the aims or influence of the policies or strategies to which the proposed changes relate; nor have any of the proposed changes impacted on the overall ‘Vision’ for Derry City and Strabane District Council as set out in the LDP draft Plan Strategy. The majority of the proposed changes have been screened out as having no differential</p>

<p><i>Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016<sup>1</sup></i></p>	<p><i>The rural policy area(s) which the activity relates to<sup>2</sup></i></p>	<p><i>Describe how the public authority has had due regard to rural needs when developing, adopting, implementing or revising the policy, strategy or plan or when designing or delivering the public service<sup>3</sup></i></p>
		<p>impact on the rural community and are not considered further in this Addendum.</p> <p>The assessment did identify that proposed changes to ODC 1 and ED 4 could have a differential impact on rural needs as the proposed changes would address an omission in the previous policies to clarify what types of development are allowed in the countryside. The change of impact would be overall beneficial, providing clarity for developers and ensuring sustainable development in the countryside.</p> <p>In reassessing the outcomes of the original Rural Needs Impact Assessment with regard to the proposed changes, it is considered that those outcomes are unchanged from the original assessment.</p> <p>Therefore, it is considered that the proposed changes do not alter the likely impact of the LDP draft Plan Strategy policies and strategies on the rural community.</p>

**Notes**

1. This information should normally be contained in section 1B of the RNIA Template completed in respect of the activity.
2. This information should normally be contained in section 2D of the RNIA Template completed in respect of the activity.
3. The information contained in sections 3D, 4A & 5B of the RNIA Template should be considered when completing this section.

## Appendix 2

### Performance Indicators – comparative figures

This list contains details of further performance indicator information that is collated as well as Northern Ireland comparative information. Comparative information is also available in relation to the Statutory Indicators in Section 4.

<b>Performance Indicator</b>	<b>Performance 2018/19</b>	<b>Performance 2019/20</b>	<b>Performance 2020/21</b>	<b>Performance 2021/22</b>
Number of dog licences issued	7,848 NI Average 12,851	8,207 NI Average 12,628	7,626 NI Average 12,895	7,841 NI Average 12,632
Number of complaints in relation to stray dogs	757 NI Average 651	1190 NI Average 652	619 NI Average 388	256 NI Average 383
Number of fixed penalties imposed – dog control	687 NI Average 251	90 NI Average 167	20 NI Average 51	67 NI Average 114
Number of successful prosecutions – dog control	0 NI Average 17	2 NI Average 18	0 NI Average 5	0 NI Average 11
Total noise control complaints received	532 NI Average 1069	597	541	687
Notices served per 100 noise complaints	0	0.17	0.0	0.14
Average number of days absenteeism per FTE employee	12.3	14.5	10.37	tbc
% Invoices paid within 10 days	42.8%	45%	37.5%	26.1%
% Invoices paid within 30 days	78.7%	81.5%	78.4%	64.7%

