



Derry City & Strabane  
District Council  
Comhairle  
Chathair Dhoire &  
Cheantar an tSraitha Bain  
Derry Cittie & Strabane  
Destrack Council

## Annual Performance Report 2019/20

[www.derrystrabane.com](http://www.derrystrabane.com)

# **Performance Report 2019-20**

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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 2019/20 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**

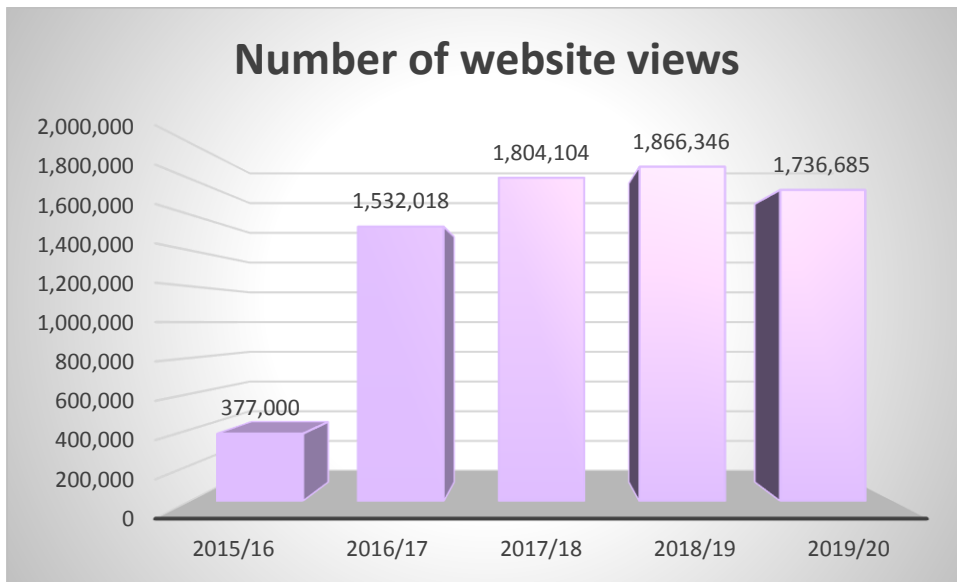
The Council is committed to engaging with our stakeholders, including seeking views and keeping people informed about our services and initiatives. During 2019/20, we undertook consultations on a number of issues, including:

- Alley Theatre Customer Service
- Council Connect Magazine
- Covid 19 Business Support
- Cultural Grant Aid Programme
- Festival Name for Summer Jamm and Strajamba
- General Event Feedback
- Jazz Festival 2019
- LegenDerry Food Festival 2019
- LegenDerry Halloween Festival 2019
- Rewire 2019

- Riverine Masterplan
- Slow Food Festival 2019
- Winterland Markets 2019

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

**2019-20 Figures:**



**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 2019/20 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” -Strategic Community Plan. 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 Strategic Community Plan

**Council: Plans and Performance Review**

**Derry City and Strabane District Council – Corporate Plan 2019/20**  
The Corporate Plan captures the council’s contribution to the ‘Inclusive Strategic Growth Plan 2017-2032’ -Strategic Community Plan. The resources required are reflected in the Annual Rates Estimates.

**Improvement Plan 2019/20**  
Improvement Objectives 201920 for the forthcoming year

**Annual Performance Report 2019/20 (this document)**  
Sets out what we have achieved in the previous year and how we have met our performance improvement duty.

**Directorate: Plans and Performance Review**

**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**

**Personal Performance and Development Reviews**  
This captures the individual’s contribution to Directorate and team plans.

### 3. How we have performed - Review of Performance for 2019/20

This section sets out details of how the Council has performed in 2019/20, in five areas:

- Progress in delivering our Improvement Objectives identified on our Improvement Plan 2019/20
- Financial performance for 2019/20
- 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

#### **Improvement Objectives - Performance 2019/20**

In our Improvement Plan 2019/20 we set ourselves four Improvement Objectives. Details of each of these objectives, what we aimed to achieve and the progress we made during 2019/20 are set out below:



## **Improvement Objective**

**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 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 the Business Boost Programme
- 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 15000 engagements. A statement of progress on the plan was published in November 2019.

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.

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.

## **Delivery / Achievements**

In our Improvement Plan for 2019/20 and Directorate Delivery Plan 2019/20, 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 Boost Programme
- Skills Academics
- 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?	Performance 2016/17	Performance 2017/18	Performance 2018/19	Target Outcomes 2019/20	What we achieved in 2019/20	Delivered
Business Start Up – No. Jobs Promoted	140	139	139	<b>Statutory Target -140</b>	133	
Business Boost Programme – No. jobs promoted	0	272	215	<b>100</b>	331	
Rural Development inc Investment Scheme						
• £ value of funding committed:	£0.322m	£1.028m	£2.721m	<b>£3m</b>	£2.39m	
• No. new jobs created:	16	48	39	<b>27</b>	50	
• Skills Academies	1 no. Software Fundamentals - 20 participants	2 Software Fundamentals - 20 participants 1 Welding - 10 participants	1 Training academy supported – Software Fundamentals – 20 participants	<b>n/a</b>	0 (Delivery funding transferred to NWRC by DfE)	
Visitor Numbers						
• No. visitors who attended food events	40,000	42,000	40,000	<b>45,000</b>	40,000	
• No. visitors to heritage venues supported by heritage animation fund	99,655	106,000	144,800	<b>147,000</b>	161,700	
• No. visitors to Guildhall	335,430	341,909	376,367	<b>380,000</b>	399,240	

• Festivals & Events: No. attendees (inc Tier 1)	395,686	290,769	558,624*	<b>320,000</b>	304,446*
• No. visitor attractions**	19 (2016)	24 (2017)	30 (2018)	<b>n/a</b>	Not available
• No. visitors**	1,088,000 (2016)	2,075,208 (2017)	2,308,829 (2018)	<b>n/a</b>	Not available

Source: 2019/20 Business and Culture Directorate Delivery Plan

\*to be confirmed ;

\*\* Source: NISRA/ Tourism NI

### Overview / Assessment

Work is ongoing in terms of increasing employment opportunities and economic growth and the year saw major progress being made in respect of the delivery of a City Deal for the council area, enhanced partnerships through the ongoing implementation of the Inclusive Growth Plan and international links.

2019/20 saw a notable increase in jobs promoted via Business Boost and the Rural Development Investment Scheme. Also up was the number of visitors to the Council's premier attraction – the Guildhall.

The NIBSUP programme has faced challenges in delivery over the last number of years. It is a demand driven programme – the evidence demonstrates that the market demand has not been as buoyant.

The COVID pandemic impacted on the final month of delivery for the programme. Effectively delivery of the programme was suspended from 12 March.

**Overall Trend/ Assessment: Improving**

Example initiatives taken forward in 2019/20 related to this Improvement Objective:

#### **Significant City Deal and Economic Growth Funding Package confirmed for Derry and Strabane**

**07 May 2019**

The announcement of a £105M economic package by the UK Government in the Derry City and Strabane City Region has been widely welcomed by City and District

partners with the Mayor saying it will be “a significant catalyst for change and economic growth” for the Derry City and Strabane District and the wider North West and expressed his delight that it has been secured during his Mayoral year as a key priority.

The investment package announced comprises a £50M ‘City Deal’ and a £55M ‘Inclusive Future Fund’ and is the culmination of a long period of engagement with Government in relation to advancing priority projects and initiatives within the City and District’s Inclusive Strategic Growth Plan and City Deal proposals.

The investment package will enable planning and business case development to proceed on proposals for a significant landmark riverfront university medical education and innovation hub, comprising a graduate entry medical college and centres of innovation, research and teaching excellence in data-driven personalised medicine, cognitive analytics and robotics and automation, eventually delivering over 200 new posts/research assistants at the City’s university and upwards of 2,000 additional students.



### **Strabane hosts International Appalachian Trail Outdoor Economy Event**

**07 June 2019**

A special forum has taken place in Strabane focusing on developing the tourism potential of the International Appalachian Trail (IAT) Ulster Ireland, a cross border long distance walking trail that takes in locations running from west Donegal, through the Sperrin Mountains, the North Coast, and the Glens of Antrim before finishing at Larne.

### **Derry Halloween scoops prestigious NI Tourism Award**

**05 June 2019**

Derry’s reputation for hosting unrivalled Halloween celebrations continues after it received the Best International Event Experience title at the 2019 Northern Ireland Tourism Awards at the Palace Demesne in Armagh.



The Festival was also highly commended in the Best Digital Marketing Campaign section in the awards that seek to recognise and reward outstanding performers in the tourism industry from across the country over the last twelve months.



## **Mayor says Pelosi visit is a vote of confidence in bringing about positive change for City Region**

**18 April 2019**

The Mayor of Derry City and Strabane District Council Cllr John Boyle said the visit today by the Speaker of the US House of Representatives Nancy Pelosi was a huge honour for the city and a significant vote of confidence in the work being done to bring about real and positive change for the citizens of the City region.

Speaking at a reception in the city's Guildhall today, Mayor Boyle spoke about the strong historic, business and political links between the City region and the United States and the strong determination and ambition to further build and develop those links.

## **Local companies say trade mission key to tapping into US markets**

**29 May 2019**

Two locally based brewing companies, who travelled to Philadelphia last week to showcase their award winning craft products to key influencers in the US drinks industry, have hailed the trip a huge success.



## **City welcomes high-level delegation from China**

**31 May 2019**

A high-level delegation of London-based Chinese business and media groups met with the Mayor of Derry City and Strabane District Council and city stakeholders during a visit to Derry, to build on the strong working relationship that exists between the City and District and China.

The visit, led by the Consul General of the People's Republic of China in Belfast, Mme Meifang Zhang is part of a three-day programme of engagements in NI coordinated by The Executive Office in conjunction with NI Chinese Consulate, Councils, UU, QUB and key government agencies.

## **Mayor backs 'get paid, get qualified, get ahead' apprenticeship campaign**

**13 June 2019**

Mayor of Derry City and Strabane District Council, Cllr Michaela Boyle has given her backing to the apprenticeship programme which the local council is continuing to support in partnership with training organisations across the North West.





## **North West City Region takes the spotlight in Dublin**

**21 June 2019**

Civic leaders from both Donegal County Council and Derry City and Strabane District Council took the opportunity to highlight the substantial progress being made in the North West City Region on achieving the region's priorities for growth, at a meeting with senior government officials in Dublin Castle on Wednesday.

The meeting of the North West Strategic Growth Partnership which is made up of senior officials from Government Departments in both the Republic of Ireland and Northern Ireland with a special focus on the Letterkenny, Derry, Strabane City region heard first-hand how the strong collaborative regional approach is driving forward growth and development in this cross-border region.

## **Hundreds of secondary school students learn about future opportunities at Careers Fair**

**08 November 2019**

Derry secondary school pupils took advantage of the opportunity to learn more about their future opportunities locally at a specially arranged careers fair in the Foyle Arena this week.

The event was organised by Derry City and Strabane District Council in direct partnership with local schools to give Year 10 students the chance to engage with businesses from all sectors.

Hundreds of schoolchildren from across the City and District took part in the interactive event that aimed to showcase local industry growth sectors, connect their learning with their future job aspirations and give them a realistic insight into their career prospects locally.



## **Funding support now available for rural businesses**

12 November 2019

A scheme aimed at supporting rural businesses has been launched, offering capital support to assist with projects that contribute to sustaining rural communities.

The Rural Business Development Grant Pilot Scheme is funded under the Department of Agriculture, Environment and Rural Affairs Tackling Rural Poverty and Social Isolation (TRPSI) Programme, and will be delivered by Derry City and Strabane District Council.

## **Ireland NW delegation discuss development of Ulster section of International Appalachian Trail**

14 November 2019

Members of the Ireland North West delegation have met with officials from the Appalachian Mountain Club (AMC), the Appalachian Trail Conservancy (ATC) and the International Appalachian Trail (IAT) in Boston to discuss ongoing development of the Ulster Ireland section of the International Appalachian Trail.



The Ulster Ireland International Appalachian Trail is one of eighteen chapters which share a common geological heritage, the Appalachian-Caledonian Mountains, which formed more than 250 Million years ago during the Paleozoic Era, when the earth's plates collided to form the supercontinent Pangea.

The Ulster Ireland section of the trail measures a distance of 302 Miles (485KM).



## **Phase II of Get Your Business Online workshops 05 December 2019**

Following the huge success of the first phase of the Get Your Business Online programme, Strabane businesses are being encouraged to participate in the second phase of the programme to further assist their companies to step up their online presence.

The new programme, which is funded by the Department for Communities aims to help entrepreneurs 'tell their story' by informing people about their products and services and reinforcing their brand through the online market.

The first phase of the project was a huge success with participants from a range of sectors including interior design, fitness, fashion design, food and entertainment as well as beauty and well-being, taking part.

To help build the momentum of the programme, the second phase is being launched to encourage more businesses to attend a series of bespoke information sessions and workshops that are taking place early next year to assist develop their online presence.



## **Improvement Objective**

**To assist develop healthy lifestyles through increased participation in high quality leisure and sports activities**

### **Sub Objectives:**

- To increase users in the Council's leisure facilities
- To improve health and wellbeing in targeted and underrepresented groups through leisure and sport opportunities that enables everyone in Derry City And Strabane District Council to lead full and active lives.
- Maintain current high levels of customer satisfaction/net promoter score
- To improve 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 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).

<b>All</b>	<b>2016/17</b>
<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:

<b>All</b>	<b>2016/17</b>
<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+

## **Delivery / Achievements**

In our Improvement Plan for 2019/20, 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 2016-17	Performance 2017-18	Performance 2018-19	2019-20 Target	What we achieved in 2019-20	Delivered
Increased opportunities to participate in sport, leisure and healthy living activities						
Increase leisure user visitor numbers (paid visits)	918,256	940,009	1,129,434	<b>1,000,000</b>	1,293,355	✔
• Achieve Everybody Active targets of 12,000 participants per year for targeted programmes	11,900	11,230	11,931	<b>12,000</b>	12,345	✔
• Achieve 450 participation completion rate for Physical Activity Referral Programme (PARP) targeting designated special populations	512	385	498	<b>450</b>	546	✔
Improvements in health and well-being						
• % leisure service users that believe that participating in a physical activity has improved their physical and mental well-being			55%		100%	
• % non-users who believe that participating in a physical activity would improve their mental and physical health			78%		87%	

Further information on the work progressed in 2019-20 is contained in the Health and Community Directorate Delivery Plan for 2020-21 which is available on our

website at: <https://www.derrystرابane.com/Council/Corporate-and-Improvement-Plan/Delivery-Plans>

## 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 all Council Leisure sites has shown growth across a number of years:

2016/17: **918,256**

2017/18: **940,009**

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

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

Our Leisure Centre user visit performance in 2019/20 exceeded the target figure of 1,000,000 visits by 293,355.

A baseline user/non user survey was conducted on key leisure centre sites to establish a 2019/20 showing that 100% of users and 87% of non-users believed that participating in physical activity improved their physical and mental health. Positively 53% of existing users meet the CMO guidance for participation; however, in non-users some 28% do not take part in any physical activity at all. The focus on achieving participation from the inactive and those with health issues is reflected in the performance achieved through the EBA programme. This establishes overall participation figures, with women and girls, people with a disability and those from high areas of social need being recorded. This is reflected as follows:

EBA 16/17	Total participants	Women/girls	People with a disability	High social need	Sustained participants 2016/17
Derry City and Strabane targets	12,763	7,147	1,914	4,084	3,729
Total achieved	11,900	7,350	1,500	6,000	5,400
EBA 17/18	Total participants	Women/girls	People with a disability	High social need	Sustained participants 2017/18
Derry City and Strabane targets	12,763	7,274	2042	4,211	3,828
Total achieved	11,232	6,783	1,232	5,830	4,277

<b>EBA 18/19</b>	<b>Total participants</b>	<b>Women/girls</b>	<b>People with a disability</b>	<b>High social need</b>	<b>Sustained participants 2018/19</b>
<b>Derry City and Strabane targets</b>	12,763	7,402	2,170	4,339	3,957
<b>Total achieved</b>	11,931	7,155	1,360	6,464	5,463
<b>EBA 19/20</b>	<b>Total participants</b>	<b>Women/girls</b>	<b>People with A disability</b>	<b>High social need</b>	<b>Sustained participants</b>
<b>Derry City and Strabane targets</b>	12,000	5,500	2,000	4,500	4,084
<b>Total achieved</b>	12,345	7,316	1,325	6,791	5,173

A further programme, the Physical Activity GP referral programme shows an increase with participation numbers across the designated special populations (diabetes, obesity and musculoskeletal) reaching 546 in 2019/20. The scheme demonstrated an 81% retention rate, well above the NI average for participation in the PARPS programme. 296, equalling 59% of participants availed of the discounted four-month fitness suite membership offer following the programme. The scheme is currently at full capacity with a waiting list now in operation.

The first evaluation of the MacMillan Cancer programme was completed in June 2019; this provided a further analysis of the health related benefits of sport and physical activity. The benefits reported by participants were as follows:

Increase in Physical Activity	100.0%
Improved Mobility	100.0%
Improved Fitness	100.0%
Increased Energy	96.3%
Improved Nutrition	99.4%
Improved Mental Wellbeing	100.0%
Improved Sleep	95.0%
Reduced Fatigue Levels	97.5%
Friendships & Relationships	100.0%
Coordinator Support	100.0%
Peer Support	100.0%

**Overall Trend/ Assessment: Improving**

## **Example initiatives taken forward in 2019-20 related to this Improvement Objective**

### **Castlederg proves perfect host for NW Angling Fair**

**08 April 2019**

A host of the UK and Ireland's top fly-dressers, casters and anglers were in Castlederg Castle as hundreds of visitors attended the 2019 North West Angling Fair.

Derry City and Strabane District Council hosted the two day event in Castlederg for the first time with demonstrations and tuition on the Derg River and a wide range of exhibitors on dry land.



### **Council launches new online cycling map**

**11 June 2019**

Local cycling enthusiasts can check out the growing network of routes across Derry and Strabane thanks to a new online map just launched by Council marking International Bike Week.

The map marks out all local cycling routes and will enable locals and visitors to explore the network, plan new routes and locate handy facilities useful to cyclists.

Launching the new online resource, Mayor of Derry City and Strabane District, Councillor Michaela Boyle, said it would be a really valuable guide for cyclists, especially those new to the area. "I'm delighted to see the launch of the online map which offers quick and easy access to the latest information on all our local greenways, park cycle paths, shared use paths and on road cycle lanes in our District," she declared.

### **Young people invited to try wide range of Leisure Activities for £1**

**04 July 2019**

Derry City and Strabane District Council's Leisure Centres offered local young people an extra incentive to get out and active during the school holidays with the return of its popular £1 Summer initiative.



The deal offers a range of activities including swimming, squash, table tennis, badminton, five a side football and basketball for just £1 per session for under-18s in the months of July and August.

Mayor of Derry City and Strabane District Council, Councillor Michaela Boyle, encouraged parents to check what activities are available in their areas.





## **Local Councillors join forces to run Waterside Half Marathon for Mayor's Charities**

**29 August 2019**

Just three months after successfully running for election, three local politicians did a different form of running in a bid to raise funds for the Mayor's Charities at the Waterside Half Marathon.

Derry City and Strabane District Councillors Phillip McKinney (Alliance), Christopher Jackson (Sinn Fein) and Mary Durkan (SDLP) will put party loyalties to one side to form a relay team to take on the 13.1 mile course on Sunday September 1st.

All sponsorship money went directly to the Mayor's Charities; Foyle Women's Aid and the Koram Centre, Strabane.

## **Experiences for all the family at Sperrins and Killeter Walking Festival**

**09 September 2019**

The Sperrins and Killeter Walking Festival encouraged families to consider a day out in the flora and fauna of the local hinterland when the popular event returned.



Six walks were scheduled over two days on Saturday 14<sup>th</sup> and Sunday 15<sup>th</sup> September and The festival hosted two 5-6km walks rated as 'easy' which are considered suitable for families.



## **Ready, set, go for National Fitness Day!**

**20 September 2019**

Mayor of Derry City and Strabane District Council Michaela Boyle invited the public to pull on their trainers and join in on National Fitness Day.

To celebrate the event, there were two free 45 minutes Tabata Style classes in Riversdale Leisure Centre at 6pm and Templemore Sports Complex at 7pm.

Mayor Boyle said the campaign was one that everyone could get behind, with health and fitness such a fundamental, but often forgotten, part of our daily lifestyle.

## **Butch and Sundance at the Alley for Positive Ageing Month 20 September 2019**

To celebrate Positive Ageing Month, the Alley Theatre hosted a special vintage screening of the 1969 classic 'Butch Cassidy and the Sundance Kid'.



Positive Ageing Month is a month-long festival of events and activities for older people all across the country. It celebrates the contribution older people make to their communities.

## **Mayor unveils exciting new plans for local communities 26 September 2019**



The Mayor of Derry City and Strabane District, Councillor Michaela Boyle, joined with community representatives to celebrate the launch of eight new strategies for positive development across Derry and Strabane.

The Local Community Plans – or Growth Plans - are the result of extensive public engagement and lay out the priorities for progress identified within the seven local District Electoral Areas and Strabane town. The bespoke strategies have been developed as part of the wider Community Planning process for the City and District and hand power back to local communities in terms of addressing areas of greatest need and identifying and implementing effective strategies for change.

## **Civic Forum hosts successful youth mental health event in Foyle Arena**

14 October 2019

A special event aimed at supporting young people and their teachers in improving their health and wellbeing and increasing resilience has been hailed a success by Mayor of Derry City and Strabane District Council, Councillor Michaela Boyle.



The Building Resilience Youth Event at the Foyle Arena on Friday October 11th was attended by hundreds of young people, accompanied by a number of teachers from schools across the City and District.

They learned more about dealing with stress and building resilience by taking part in a series of activities organised by the Civic Forum for the Council area.

The Forum is led by the Mayor and brings together a range of local agencies responsible for dealing with issues relating to alcohol, drugs, mental health, emotional wellbeing, suicide prevention and homelessness.



### **Macmillan Move More programme participants to paint the town red in Derry Halloween parade**

24 October 2019

Participants in Derry City and Strabane District Council's Macmillan Move More programme putting the finishing touches to their costumes before they took part in the world famous Derry Halloween parade on Thursday October 31st.

The theme of the carnival included the exploration of climate change in today's world and the Macmillan Move More participants part of a section dressed in red, representing the rising and warming seas.

The Macmillan Physical Activity Behaviour Change Care Pathway programme provides people living with cancer in the Council area with support and encouragement to develop and sustain an active lifestyle, offering a diverse menu of appropriate and high quality physical activity opportunities.

### **Mayor officially opens Leafair Well-Being Village**

26 November 2019

A new pavilion in Leafair, offering office and recreational space for local community and sporting organisations and four new changing rooms for the existing 3G and grass pitches, was officially opened.



The Leafair Well-Being Village was delivered by Derry City and Strabane District Council and the Leafair Community Association with supporting funding from the Social Investment Fund(SIF). The Mayor, Councillor Michaela Boyle, performed the official opening where she thanked everyone involved in delivering the key community asset.



### **Athletes invited to hear from industry experts at NW Sporting Pathways seminars**

29 January 2020

The North West Sporting Pathways Programme offered local athletes the opportunity to expand their knowledge and tailor their approach to training and personal development by hearing from sports industry experts at a series of free seminars.

The programme, delivered by Derry City and Strabane District Council and the Donegal Sports Partnership and funded by the North West Regional Development Group in conjunction with the Executive Office and the Irish Government, aimed to fortify the pathway for athletes from grassroots participation to elite level competition.

The three 'Raise Your Performance' seminars took place on Saturday mornings in the Foyle Arena in Derry and Letterkenny IT and were facilitated by world level sports stars.

## Improvement Objective:

**To protect and enhance the environment through creating and supporting a culture of environmental stewardship.**

### 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 Improvement Plan for 2019/20 and in our Environment & Regeneration Directorate Delivery Plan 2019/20, 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 2016-17	Performance 2017-18	Performance 2018-19	2019-20 Target	What we achieved in 2019-20	Delivered
An enhanced public realm and built environment						
• Value of capital projects completed on site	£15.75m	£13.57m	£7m	<b>£11.5m</b>	£9m	
• Total number of applications processed by Building Control	3,822	4,585	4,625	<b>n/a demand led</b>	4,327	
• % streets achieving high cleanliness levels	88%	87%	88.5%	<b>85%</b>	94.7%**	 on target

<ul style="list-style-type: none"> <li>Number of communities supported in community clean-ups/environmental improvement schemes</li> </ul>	20	20	20	<b>n/a demand led</b>	25	
<ul style="list-style-type: none"> <li>Total number of planning applications received</li> </ul>	1,028	1,052	857	<b>n/a demand led</b>	838	
<ul style="list-style-type: none"> <li>Average processing time of major planning applications</li> </ul>	304.8 weeks	63.2 weeks	154.2 weeks	<b>30 weeks</b>	96 weeks	
<ul style="list-style-type: none"> <li>Ave. processing time for local planning applications</li> </ul>	19.1 weeks	16.2 weeks	14.1 weeks	<b>15 weeks</b>	14 weeks	
<ul style="list-style-type: none"> <li>% enforcement cases processed within 39 weeks</li> </ul>	75.9%	71%	53.6%	<b>70%</b>	78.1%	
Increased opportunities for play <ul style="list-style-type: none"> <li>£ value of new / upgraded play provision</li> </ul>	£960k	£1.75m	£1.75m	<b>n/a</b>	£1.68m	
Increased access to sustainable transport <ul style="list-style-type: none"> <li>KM increase in provision of cycle path/greenway development</li> </ul>	0.5 km	0 km	6.0 km	<b>2.2 km</b>	6.4 km	
<ul style="list-style-type: none"> <li>Capital value of greenways delivered</li> </ul>	£150k	£0	£1.5m	<b>n/a</b>	£2.0m	
More sustainable management of waste <ul style="list-style-type: none"> <li>% household waste recycled/composted – target (W1)</li> </ul>	40.5%	43.3%	44.3%	<b>50% by end 2020</b>	44%**	
<ul style="list-style-type: none"> <li>Volume &amp; % municipal waste landfilled</li> </ul>	13,242 (61.82%)	12,074 (59.6%)	10,974 (57.5%)	<b>&lt;17929 tonnes</b>	9,633** (53.7%)	 on target

\*Subject to verification; \*\*Based on quarter 3 statistics

## Overview / Assessment

2019/20 has seen continued high levels of investment in infrastructure including enhancements to play and greenway facilities, and the delivery of services to support improvements in the built environment. Our commitment to enhancing the environment is further evidenced by the delivery of enhanced waste and energy initiatives, promotional / public awareness campaigns, local development planning and the delivery of high levels of environmental cleanliness and design excellence. The Council has been at the forefront of developing new best practice approaches to climate change, circular economy, and sustainability.

**Overall Trend/ Assessment: Improving**

Example initiatives taken forward in 2019/20 related to this Improvement Objective:



### **Council launches new sort and separate campaign 14 May 2019**

Derry City and Strabane District Council launched a new initiative encouraging local people to sort and separate their rubbish before attending recycling centres to assist with the recycling process.

### **Council aiming to raise awareness of Air Pollution through Clean Air Day 03 June 2019**

The public were encouraged to get involved in Clean Air Day on Thursday June 20<sup>th</sup> by finding out more about air pollution, sharing information with colleagues, schools and communities and helping make the air cleaner and healthier for everyone.

Mayor of Derry City and Strabane District Council, Councillor Michaela Boyle, urged people to use the day to learn more about how their actions can have an impact on air pollution levels.



### **Council extends mixed waste scheme to rural areas 24 June 2019**

Derry City and Strabane District Council announced the extension of their mixed garden and food waste scheme to a number of new locations in rural areas.

The scheme is part of the wider recycling drive taking place across the City and District and follows on from a successful pilot of the scheme in Strabane where over 8,000 homes use the mixed waste bins.

“Recycling food is so good for our environment as we turn your peelings into compost for local parks, roundabouts and cemeteries helping plants and flowers grow. We also giveaway this compost to local community groups, schools and the public throughout the year as a thank you for taking the time to recycle. It costs a lot less as this waste is being diverted from landfill meaning this money can be used for other things like keeping our streets clean and improving local services and events.”

### **€8.96 Million of EU Funding for Riverine development**

**14 June 2019**

€8.96 million of EU PEACE IV funding has been offered for a new shared space project that will reach across Lifford and Strabane. Called ‘Riverine,’ the project will create thirty acres of new cross-border community park space and infrastructure, designed to help bring people together.

The ‘Riverine’ project will encompass a number of unique elements all designed to encourage greater levels of positive cross-community contact. These elements will include: a pavilion building (for various cultural and heritage events); outdoor wetland and park space (for recreation and environmental education activities); a family fun space (comprising of a toddler and junior adventure play area); cross-border pathways and greenways (to accommodate leisure and recreation activities); and a newly constructed pedestrian footbridge (that will symbolically connect the space across the River Foyle).

### **Council to further progress Circular Economy Strategy by applying to join Zero Waste Europe**

**11 July 2019**

Derry City and Strabane District Council’s Environment and Regeneration Committee have endorsed Council’s bid for membership of Zero Waste Europe - a network of communities across the continent where learning and experiences of reducing waste and improving recycling rates are shared.

The application is the latest move in Council’s adoption of a Circular Economy / Zero Waste Strategy in December 2017 which aims to keep resources and products in use for as long as possible, extracting maximum value before recovering and regenerating them at the end of their life cycle.

Zero Waste Europe have developed a Masterplan that incorporates a toolkit and a set of roadmaps setting out the actions that communities should take in order to achieve zero waste status.



## **Council improves energy efficiency with SECURE project**

**22 July 2019**

Derry City and Strabane District Council has improved energy efficiency and increased its usage of renewable solutions across its buildings through its participation in SECURE (Smarter Energy Communities in Northern and Arctic Regions).



SECURE is a European Funded project to transfer and implement innovative energy solutions through transnational co-operation in the partner regions of Ireland, Northern Ireland, the Faroe Islands and Sweden with a budget of €1.8M to promote energy efficiency and renewable energy solutions across five partner regions

The implementation of pilot projects in SECURE, has achieved savings of approximately £50k and reduced carbon emissions by 180 tonnes of CO<sub>2</sub>



## **Derry to host special sustainability conference**

**23 September 2019**

Derry City and Strabane District Council, in support of actions to protect and enhance the environment, hosted a special conference focusing on sustainability.

The event is part of a European project entitled EMERGREEN aimed at helping remote communities become greener through use of improved technology, funded under the Northern Periphery and Arctic Programme 2014-2020.

The interregional project involves partners from Sweden, Finland, the Faroe Islands, Galway, Donegal, Derry and Strabane who met for the two-day gathering at St Columb's Park House.

## **St Columb's Park Walled Garden officially opened**

**23 September 2019**

Mayor of Derry City and Strabane District Council, Councillor Michaela Boyle, has performed the official opening of the stunning St Columb's Park Shared Space Walled Garden project.



The extensive restoration project to the rear of St Columb's Park House will be used as a shared space by the whole community.

The project is identified as a priority in Derry City and Strabane District Council's Parks Development Programme and the Strategic Growth Plan that commits to protect and promote our natural and built heritage assets and develop local parks

and green spaces. The project was delivered in close collaboration between Council, St Columb's Park House and the Acorn Fund.



**Brooke Park wins prestigious 'Green Flag' for third year in a row**  
**24 July 2019**

The regeneration of Brooke Park by Derry City and Strabane District Council has been awarded the prestigious 'Green Flag' status for the third year in a row by environmental charity 'Keep Northern Ireland Beautiful'.

Brooke Park has also received the much coveted, additional 'Green Heritage Site Accreditation' for the management of its historic features – including the new Gatelodge exhibition charting the history of the Victorian Park from its first opening in 1839 when it was the site of Gwyn's Orphanage for Boys.

Brooke Park was reopened to the public in September 2016 following an extensive £5.6m regeneration of this historic landscape.

**Major Waterside housing plans move a step closer**

03 October 2019

Formal outline planning permission has been granted by Derry City and Strabane District Council for approximately 750 new homes at Ballyoan.



The Mayor of Derry City and Strabane District, Councillor Michaela Boyle, has signed the Section 76 legal agreement that will pave the way for the delivery of a major private residential development in the City.



**Council launch pioneering Green Infrastructure Plan**  
**19 November 2019**

Derry City and Strabane District Council have launched a pioneering new plan to develop new parks, green spaces and rivers at an event in St Columb's Park House.

The Green Infrastructure Plan 2019 - 2030 follows an extensive consultation process with local people, organisations and experts.

It is linked to the Local Development Plan and the Strategic Growth Plan and aims to deliver benefits to the public, the local economy and the environment.

Green Infrastructure is an interconnected network of multi-functional green and blue spaces, which provide multiple environmental, economic and social benefits.

It is mostly comprised of green spaces that are vegetated (woodlands, public parks

and allotments) and blue spaces that are our waterways (rivers, canals, reservoirs and lakes).

## **Local Development Plan (LDP) draft Plan Strategy for DCSDC is launched by Mayor**

**02 December 2019**

The Mayor of Derry City and Strabane District, Councillor Michaela Boyle, launched the draft Plan Strategy for one of the most significant policy documents to be produced by Council, the Local Development Plan (LDP).



The Plan is huge in its scope, addressing all issues of Planning, guiding land use and setting out the policies and proposals for the use, development and protection of our settlements and countryside. It has the capacity to help Council achieve some of its key priorities including mitigating against Climate change, celebrating and conserving our rich built heritage, and meeting social housing demand.

The LDP is closely aligned to the Strategic Growth Plan (Community Plan) and its aim to deliver 9,000 new, quality homes by 2032 at sustainable locations with all the necessary infrastructure, services and facilities. A public consultation on the draft Plan Strategy began in December, and local people were invited to give their views on how the future of Planning policy will develop.

## **Members get sight of final draft of Sion Mills Masterplan**

12 March 2020

Members of Derry City and Strabane District Council's Environment and Regeneration Committee endorsed the final draft of the Sion Mills Regeneration Masterplan when it was presented at the monthly meeting. The Masterplan is aimed at shaping the village's redevelopment and regeneration over the next 10-15 years and is based on key priorities for the village moving forward.

Members were informed that the Masterplan includes the findings of a detailed technical analysis and survey to support the preparation of the masterplan as well as the vision, objectives and eight distinctive themes that will align with the proposed actions.



## Improvement Objective:

**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

What did we aim to achieve? Target Outcomes	Performance 2016/17	Performance 2017/18	Performance 2018/19	2019/20 Target	What we achieved in 2019/20	Delivered
<b>Analysis of complaints and feedback</b>						
• Number of formal complaints received	12	13	19	n/a – data only	27	
• Number of compliments received	23	75	85	n/a –data only	47	
<b>Call handling performance statistics</b>						
• Average time to answer external calls	-	10	10.17	<b>10 seconds</b>	17 seconds	
• % abandoned external calls	-	6%	4.68%	<b>5%</b>	5.15%	
<b>Accessible services</b>						
• % access support requests facilitated	-	100%	100%	100%	100%	
• No. Alternative Format Requests Responded To	-	4	7	n/a - demand led	27	

<ul style="list-style-type: none"> <li>No. engaging with language services</li> <li>% FOI responded to within 20 days</li> <li>% EIR responded to within 20 days</li> <li>% SAR responded to within one month</li> </ul>			1000	as above	2500	✔
	92.9%	91.8%	87.7%	90%	91.25%	
	86.8%	87%	85.8%	90%	89.08%	
	100%	94%	100%	90%	87.5%	

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.

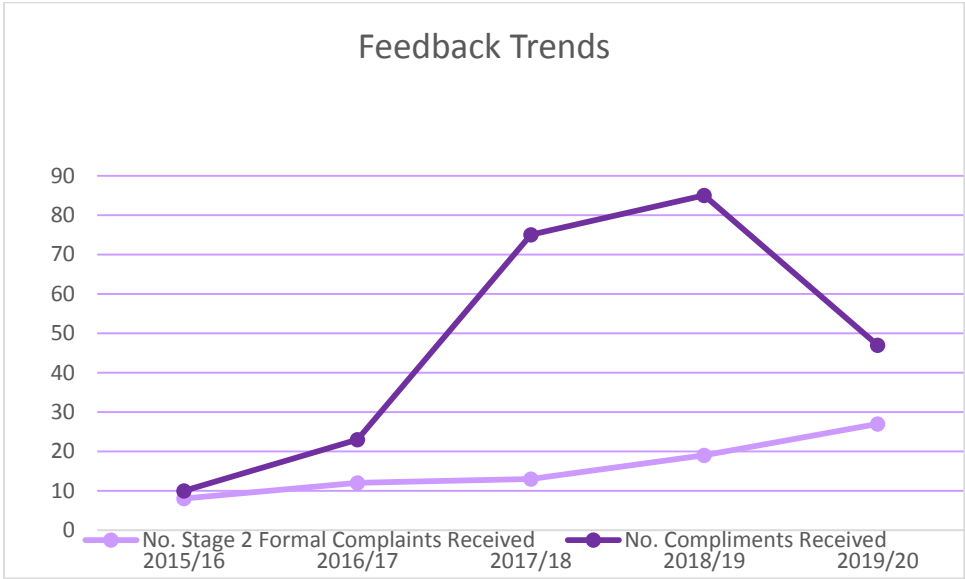
Citizens and customers are at the heart of what we do as a public service organisation. Consequently, we need to continuously strive to provide more-responsive services, better collaboration with customers, increased transparency to the general public, and more-proactive efforts to improve customer satisfaction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

### Delivery / Achievements

In our Improvement Plan for 2019/20, 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:

2019/20 performance	
<b>Results of customer satisfaction survey(s) -</b> <ul style="list-style-type: none"> <li>Evidence of high customer satisfaction</li> </ul>	<ul style="list-style-type: none"> <li>% satisfaction with Irish language services – target 95%. Actual: 92%. This is up from 84% in 2018/19</li> <li>% Member Satisfaction – target 90%. Actual: 98%</li> <li>Leisure: % of users who scored staff friendliness and helpfulness as either excellent or above average: 86%</li> <li>Leisure: % of users who feel that facilities are adequate for use: 79%</li> </ul>
<b>Changes to systems and processes that facilitate customer service</b>	<ul style="list-style-type: none"> <li>Initial work progressed on ISL/BSL Charter</li> <li>Implemented an Autism Impact Action Plan in Council Offices</li> <li>Autism awareness training to staff within the Council offices (scheduled training postponed due to Covid 19)</li> <li>Just A Minute initiative - continued rollout of online training – 45 staff completed training</li> </ul>

	<ul style="list-style-type: none"> <li>• Provided training to Marketing and Communications staff on Code of Practice on Producing Information – 2 sessions</li> <li>• Provided training to Marketing and Communications staff on Code of Practice on Organising Accessible Events – 3 sessions</li> <li>• Developed Positive Action Statement, Policy and Guidelines for Managers on Employing People with a Disability – documentation and recruitment process completed. Covid inhibited successful candidates being placed in post.</li> <li>• Provided Language Awareness training to Councils staff and to Elected Members</li> <li>• Briefings provided to Reception staff in Civic Buildings on services provided by Refuse, Affordable Warmth and Home Safety sections</li> </ul>
<p><b>Greater staff awareness of policies relating to customer care</b></p>	<p>Staff who attended training courses in relation to customer services, customer care and telephone services reported having improved their knowledge / understanding</p> <p>Continued to facilitate meetings of the Safeguarding Working Group which provides guidance to staff in relation to safeguarding customers using Council facilities and services</p>



Further information on the work progressed in 2019/20 is provided in the Strategic Planning and Support Services Directorate Delivery Plan for 2020/21 which is available on our website at: <https://www.derrystrabane.com/Council/Corporate-and-Improvement-Plan/Delivery-Plans>

## **Overview / Assessment**

In identifying this Improvement Objective, the Council set out a target outcome of having evidence of high customer satisfaction.

During 2019/20 the Council has introduced a number of initiatives to improve customer care and associated processes, details of which are summarised above. At a service level, there is evidence of high customer satisfaction levels and work will be ongoing to determine trends and key issues in addressing our customer needs. Page 3/4 illustrates some of the approaches we have used to identify these needs.

Almost 446,00 calls were received by the Council in 2019/ 20 and whilst we continue to strive to achieve good practice call handling targets, there have been high performance levels in respect of how we have responded to requests by the public e.g. FOI , EIR and SAR and indeed quarter 1 of 2020/21 has seen improved performance in each of these areas.

2019/20 also saw positive trends in the numbers engaging with the Council through different formats, language and facilitated arrangements.

**Overall Trend/ Assessment: Improving**

### **Example initiatives taken forward in 2019/20 related to this Improvement Objective:**

#### **Weekly BID drop-in sessions for Strabane businesses**

**23 July 2019**

Businesses in Strabane found out more about the benefits of Strabane BID thanks to the efforts of the Council business team who were available one day a week at the Alley Theatre to offer advice and assistance.

In an effort to step up participation in the scheme and heighten awareness of BID, the business team hosted a weekly drop-in session for local businesses to come and meet the BID team to discuss their concerns and to give advice and assistance.

## **Tower Museum to host enchanting Japanese children’s storytelling event**

**12 September 2019**

The Tower Museum hosted an enchanting multimedia Japanese storytelling event for children and families during this year’s Culture Night celebrations on Friday September 20<sup>th</sup>.

‘Sayonara’ which featured stories from the Irish-English language story book of folklore and ghost stories of the same name by Patrick Lafcadio Hearn complimented by music and Kamishibai (paper play).



## **Council encourages community to take part in Ulster-Scots Language Week**

09 October 2019

Derry City and Strabane District Council participated in the first Ulster-Scots Language Week.

This is an exciting new initiative being led by the Ulster-Scots Agency to promote awareness and appreciation of the Ulster-Scots language, and took place from Monday 25<sup>th</sup> – Saturday 30<sup>th</sup> November.

## **Mayor officially launches North West Ministry of Youth**

25 October 2019

The new youth voice for the Derry City and Strabane District Council area has been officially launched by the Mayor, Councillor Michaela Boyle.



The North West Ministry of Youth is made up of 35 Youth Councillors who have the opportunity to become leaders in promoting equality and tackling discrimination.

Youth Councillors will vote on the allocation of a £24,000 budget to deliver their Youth Manifesto which prioritises what young people have put forward as important to them.





### **Council invites views on development of new Play Plan 05 November 2019**

A special consultation was launched allowing local people to give their views on the development of future play park provision across Derry and Strabane.

The consultation is part of Derry City and Strabane District Council's Play Plan strategy to improve facilities for local children giving them access to open spaces and high quality play equipment.

A series of meetings took place to engage community groups, local politicians, and the public to seek their views on how the strategy should be shaped.

### **Strabane continues successful work towards becoming JAM Card Friendly**

26 November 2019

Strabane Town Businesses have made a successful start to their bid to support people with a learning difficulty, autism or a communication barrier by becoming the first place in the UK and Ireland to become a JAM Card Friendly town.



Carriers of a JAM (Just A Minute) Card or app with communication difficulties can show it to trained members of staff at local businesses as a discrete and easy way of telling them they may have special requirements and may need a little extra time.

The initiative is part of Derry City and Strabane District Council's Access and Inclusion project in partnership with the Public Health Agency.

### **Council to host annual international celebration of persons with disabilities**

29 November 2019

Derry City and Strabane District Council in partnership with Public Health Agency are led a week-long festival to celebrate Persons with Disability Day on Tuesday 3rd December 2019.

International Celebration of Persons with Disabilities Week showcased and recognised the Council area's commitment to access and inclusion including innovative initiatives such as the AWOL project and Strabane's bid to become the first Jam Card friendly town in the UK and Ireland.

### **Works set to commence on new Visitor Information Centre**

20 December 2019

Derry City and Strabane District Council has appointed contractors to carry out refurbishment works on the proposed new visitor information centre at Waterloo Place.



The works will comprise a full fit-out of the internal commercial unit on the ground floor units.

Welcoming the announcement, Mayor of Derry City and Strabane District Council Cllr Michaela Boyle said it was fantastic news for the city and region.

### **Council takes proactive approach to COVID-19 mitigation**

12 March 2020

Elected members of Derry City and Strabane District Council met at the Guildhall with senior officials for a briefing on the Council's state of preparedness on COVID-19 to provide vital Council services in the coming days and weeks.

Mayor of Derry City and Strabane District Council Cllr Michaela Boyle reassured the public that Council is taking a very proactive role in its contingency planning to mitigate against the impact of COVID-19.

## Financial Performance 2019/20

For the year ended 31st March 2020, Council approved a net expenditure budget as part of the rates process of £61,864,718.

The sources of funding were as follows:

	£
Rates income (including de-rating grant)	57,668,705
Rates Support Grant	3,233,276
Transferred Functions Grant	362,737
Reserves (Forecast loss)	600,000
Total expenditure budget	61,864,718

As set out in the table below, the Council has delivered a surplus of £864K in 2019/20 as compared to a budget loss of £600k (£1,464k ahead of budget).

Area Budget	Revised Annual Budget	Net Expenditure	Surplus
Cross Cutting Corporate Services			
Governance, Finance & Legal	2,122,983	1,965,890	157,093
Chief Executive (including Legacy & Comms)	1,396,067	1,352,650	43,417
Human Resources	764,400	756,583	7,817
Performance & Improvement	1,796,285	1,846,354	(50,069)
Council	1,606,238	1,514,714	91,524
	<b>7,685,973</b>	<b>7,436,191</b>	<b>249,782</b>
Health & Community			
Director of Health & Community	533,947	443,742	90,205
Health & Community wellbeing	2,145,956	1,870,333	275,623
Community Development & Leisure	7,915,439	8,108,255	(192,816)
	<b>10,595,342</b>	<b>10,422,330</b>	<b>173,012</b>
Business & Culture			
Director of Business Culture	172,700	173,498	(798)
Off street car parking	(704,140)	(795,436)	91,296
Business	2,005,741	1,940,390	65,351
Culture	6,614,751	6,640,075	(25,324)
	<b>8,089,052</b>	<b>7,958,527</b>	<b>130,525</b>

Environment & Regeneration			
Director of Environment & Regeneration	457,700	429,498	28,202
Planning	1,457,793	1,307,654	150,139
Capital Development & Building Control	1,009,800	876,667	133,133
Environment	21,553,170	21,969,291	(416,121)
	<b>24,478,463</b>	<b>24,583,110</b>	<b>(104,647)</b>
Capital and loans	7,484,862	4,813,330	2,671,532
City of Derry Airport (incl. Capital)	3,728,117	3,722,544	5,573
Other Costs	(796,401)	1,793,358	(2,589,759)
Transfers to Reserves	534,310	534,310	0
Total net expenditure	<b>61,799,718</b>	<b>61,263,700</b>	<b>536,018</b>
Rates Support Grant	(3,168,276)	(3,168,202)	(74)
Rates (incl. Derating Grant)	(57,668,705)	(58,597,086)	928,381
Transferring Functions Grant	(362,737)	(362,736)	(1)
Total Funding	<b>(61,199,718)</b>	<b>(62,128,024)</b>	<b>928,306</b>
Total	<b>600,000</b>	<b>(864,324)</b>	<b>1,464,324</b>

A breakdown of the savings is set out in the table below:

Savings Details	£000
Directorate service outturn:-	
<b>Cross cutting corporate services-</b> mainly due to unfilled posts, savings on Programme Budgets, IT Maintenance Budgets, Training Budgets, additional Grant Income, reduced by increased Maintenance and Heat & Light costs for the Council Offices buildings	158
<b>Council-</b> savings on Travel, Conferences, Phone Costs and Ombudsman Fees for the 12 months	92
<b>Health &amp; Community</b> - Savings from H&C Project Coordinator and Administration Post (£90k), additional Grant Income for FSA EU Exit work (£61k), WHEAP (£68K), Tobacco Control (£54k) and Air Quality (£12k), saving on Dog Control post and operational costs (£50k). Overall overspend of £193k in Community Development & Leisure. This is due to increased Leisure Heat & Light, Maintenance and Health & Safety costs (£322k), offset by increased Leisure Income of £204k and additional Sports Development Grants of £140k. As agreed by Committee a sum of £216k has also been set aside in Reserves to cover Leisure Reinvestment (£57k), Rates & Legionella	173

pressures (£100k), Pitches Repairs (£30k), Leafair Catch Nets (£9k) and Feasibility Studies for Prehen, Melvin and Daisyfield (£20k).	
<b>Business &amp; Culture</b> - Surplus in Off Street car parking of £91k due to increased income (12k) and savings in gritting costs (£53k) and Equipment costs (40k). Savings of £65k in Business due to Programme and PEACE IV match funding savings. Overspend in Culture of £25k due to Visitor Attractions Staff Regrading and Overtime & Shift Allowance buyouts (£130k), offset by savings in Tourism, Culture and Marketing Programmes (£82k)	130
<b>Environment &amp; Regeneration</b> - Savings in Planning £150k due to increased income (£73k) and Administration savings (£130k), offset by Legal costs of £70k for ongoing challenges and appeals. Building Control income has continued to increase and has exceeded budget by £124k, against which there are additional staff costs of £73k to manage the increased workload. In Environment, increased Cemetery Income (£62k), savings in Parks Development (£116k) and Grounds Maintenance (£62k) have been offset by overspends in Refuse Collection and Recycling Centres (£300k) due to increased service and sickness costs, Fuel Cost (£58k), Property Maintenance and Health & Safety costs (£180k) and purchase of bags for Food Bins (£95k).	(105)
<b>Total Directorate Savings</b>	448
<b>Other areas:-</b>	
<b>Capital and loan charges and other costs</b> - normally savings arise due to budget not yet being fully committed and projects committed from budget which will not be complete until subsequent years. In this year these funds and those arising from Directorate Savings have been allocated through this Committee to cover severance costs (£461k), Harmonisation costs (£165k), Judicial Review mineral prospecting licences (£268k), CODA Underwrite to 31 <sup>st</sup> March 2021 (£749k), Local Development Plan Staff costs (246k), ESF Match Funding (£200k), Bonfires Action Plan (£70k), Community COVID Response Fund (£246k).	88
Positive rates and de-rating grant finalisation as advised by Land & Property Services	928
<b>Total Council Saving as Compared to Budgeted Loss £600k</b>	<b>1,464</b>

During the year, the Council has adopted a prudent financial management approach with a focus on driving efficiencies to fund Councils' growth ambitions as identified in the Strategic Inclusive Growth Plan (Community Plan) and Council's capital plan.

It is noted that the combined picture of Council's positive rates finalisation (£927k), planning income exceeding budget (£73k) and building control income exceeding budget (£124k) indicates positive growth and development activity in the Council area, which is key to delivering the objectives set out in the Strategic Inclusive Growth Plan, although the impact that the ongoing COVID 19 pandemic may have on future growth has yet to be fully seen.

In addition, whilst a number of significant savings have been realised, there a number of known commitments and priorities, to the value of £2,626k, which have been identified. These have either been paid during the year or provided for in Reserves and the remaining surplus of £324k will be carried into the Council's District Fund. This will ensure that the Council has a District Fund within the recommended threshold of between 5% and 7.5% of net expenditure. Because of this a sum of £850k has been put into Reserves from the reported surplus of £864k to address any future financial impact that the Council faces.

This will result in the following District Fund balance being carried forward:

Opening District Fund balance	5,119
Surplus	14
	—
Closing District Fund	<u>5,133</u>
Earmarked to fund 2020/21 rates £450k, 2021/22 £300k and 2022/23 rates £150k	<u>(900)</u>
Available District Fund	4,233
Net expenditure per 2020/21 Rates Estimates	63,871
District Fund %	6.63%

\*\* This outturn is subject to external audit with the final accounts being presented by NIAO to Audit Committee by 31st December 2020.

## Corporate Plan Objectives - Key Achievements 2019/20

Our Corporate Plan 2019/20 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**

#### **Delivery of Capital Projects**

##### **Capital Projects Completed on Site**

- Completion of new SIF funded Community Sports Pavilion & Offices, Leafair, Derry
- Completion of new SIF funded natural grass, floodlit Gaelic football pitch, floodlit training pitch and changing facilities at Top of the Hill, Derry.
- Completion of new Derry City and Strabane District Council /DfC funded community centre, Top of the Hill, Derry.
- Completion of new Derry City and Strabane District Council /DfC funded Lincoln Courts Community Centre, Waterside, Derry.
- Completion of first phase of the new SEUPB/DfI/Derry City and Strabane District Council funded North West Transport Hub, incorporating new off-road greenway linking the Hub directly to Ebrington and the Peace Bridge.
- Completion of Derry City and Strabane District Council /DfC upgrade of entrance gates and avenue from Browning Drive to St Columb’s Park House, Derry.
- Completion of new DAERA funded replacement MUGA at Lettershandoney Community Centre.
- Completion of new upgrade of greenways within Kilfennan Country Park, Derry.
- Commencement on site of new off road greenway linking the Clooney estate to the new Foyle College, Ebrington Primary School and Nelson Drive estate, Waterside, Derry.
- Completion of HLF/Derry City and Strabane District Council funded restoration Walled Garden at St Columb’s Park, Waterside Derry

### **Capital Projects Commenced on Site**

- Commencement on site of Derry City and Strabane District Council /DfC funded refurbishment and extension of Shantallow Community Centre.
- Commencement on site of new Derry City and Strabane District Council /DfC funded Galliagh Community Centre
- Commencement on site of new Derry City and Strabane District Council funded play provision and MUGA at Magheramason.
- Commencement on site of new Derry City and Strabane District Council funded natural grass soccer pitch at Artigarvan.
- Commencement on site of worth of Village Renewal projects including a play provision at Newtownstewart, access improvements at Newbuildings community centre, a new play provision in Sion Mills and access improvements at Castlederg Castle.
- Commencement on site for first sections of two of the three routes for the SEUPB funded Northwest Greenways project, linking Strabane and Derry with Donegal.
- Completion of a comprehensive, integrated capital works design and marketing manual for use by Derry City and Strabane District Council and four other councils to deliver access improvement works and enhanced wayfinding and interpretation along the 280-mile length of the International Appalachian Trail from west Donegal to east Antrim, via counties Tyrone and Derry. Commencement on site of section of IAT improvement within the Derry City and Strabane District Council area.

### **Capital Projects Attaining Design Milestones**

- Complete design of new £11.35m maritime themed DNA Museum at Ebrington, Derry.
- Complete RIBA Stage 2 concept designs and business case for new £45m strategic sports and leisure centre at Templemore, Derry.
- Complete RIBA Stage 2 concept designs and business case for new £17m strategic sports centre at Canal Basin site, Strabane town centre.
- Detailed design completed and works tendered for new £6.5m SEUPB/Derry City and Strabane District Council funded shared space community sports facility at Irish Street/Top of the Hill, Derry to tender and construction on site.
- Masterplan completed for the possible restoration of former Carricklee landfill site, Strabane.
- Completion of RIBA Design Stage 2 for a heritage themed masterplan for Sion Mills village.
- Preliminary due diligence completed on preferred site for new strategic cemetery on the west bank of Derry.



- Completion of inspection and condition reports by specialist consultant team of the two reservoirs at Creggan Country Park, including costed recommendations for essential remedial works on site and the development of a preliminary 10 year planned maintenance programme for the reservoirs.
- Completion of the Conservation Management Plan for the Boom Hall estate and associated historic buildings and walled garden.
- Appointment of consultant team to take forward design of £300k of soccer and Gaelic football pitch improvement works Castlederg, as a Shared Space project.

### **Building Control**

- Full plan applications processed, including sub sites = 1188
- Building Notice applications processed = 2766
- Regularisation applications processed = 373
- Site inspections undertaken = 10,186
- Property Certificates processed = 2,230

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

- Total number of new postal number requests processed = 721
- Total number of Land & Property Services queries dealt with = 133
- Total number of residents addresses consulted, as part of 15 bilingual street name requests = 911

### **Energy**

- Completion of the first phase of a council wide programme to install real-time monitoring of energy usage of all council's buildings.
- Installation of an innovative energy conservation system at Irish Street Community Centre, consisting of Battery Storage apparatus linked to PV Panel Generation. Project formed part of a pan European learning partnership funded by the EU (i.e. SECURE Project).
- Commenced process of attaining a council wide third party certified ISO50001 Energy Management Standard. Derry City and Strabane District Council is thought to be the only council in NI pursuing this prestigious standard.

### **Planning**

Average Processing Time for Local Applications is currently 14 weeks against the DfI Statutory KPI Target of 15 weeks.

The number of legacy cases has decreased from 525 inherited in April 2015 to 6 currently.

### **Significant Residential Developments**

- Outline permission with Concept Master Plan and Section 76 Legal Agreement granted for H30 housing zoning at Ballyowen for approximately 700 dwellings.

- Full permission granted for residential development of 362 No. dwellings comprising a mix of 61 No. detached; 248 No. semi-detached, 32 No Quad bungalows and 21 No. Apartments, associated domestic garages, public open space including equipped children's play area and all associated landscaping and site and access works at Housing Zoning H25 Drumahoe.
- Construction of 49no. residential units with associated landscape and access works on the site of the former Ebrington Primary School, Limavady Road, Derry.
- Housing development comprising of 26no detached two storey dwellings and 118 no semi-detached dwellings & 1 No proposed shop and apartment over and retention of 30no semi-detached 2 storey dwellings and 8no detached 2 storey dwellings with associated access roads and proposed link road to Evish Road at Mount Carmel Heights, Strabane.
- New build social housing development of 24 units overall at Letterkenny Road, Derry.
- Short term break accommodation for up to 7 residents with associated staff provision at 11 Curlyhill Strabane.
- Creation of 7 new residential units comprising of, renovation and extension of existing courtyard buildings to create 2 no. 1bed self-contained supported living units. Demolition of garage and construction of 5 no. new build C1(b) supported living units incorporating 3 no. 2 bed units, 2 no. 1bed units, staff provision and shared communal workshop for social activities. Renovation and adaption of existing dwelling (including partial demolition and extension) to provide C1(b) supported living provision for 6 residents. The proposals include replacement of a number of TPO trees and realignment of boundary wall along Curlyhill Road to improve access to the site and facilitate development at Curlyhill, Strabane.
- Erection of 17 no. dwellings at Douglas Bridge.
- The replacement of existing hall and the erection of new building to provide a social housing development consisting of 17 apartments at Victoria Hall, Spencer Road, Waterside, Derry.
- Demolition of existing buildings on site and erection of three storey apartment complex (9 units) at 12 Main St Eglinton.
- Demolition of existing buildings on site and construction of 27 No. Apartments together with associated site works and landscaping at Mimosa Court.

### **Commercial developments**

- Portal framed building to provide assembly area for recycling machinery - class B3 General Industrial at Campsie, Derry.
- New fresh fruit and vegetable processing and distribution facility/premises, together with associated ancillary accommodation, parking and site works at Season Harvest, Baranailt Road, Claudy.

- Change of use and renovation of existing office building to provide 2 no. creche, 1 no. baby room, meeting rooms, offices, ancillary accommodation and associated works at Ebrington, Derry.
- Internal alterations to provide toilet facilities within existing building (The Keep) and change of use to proposed coffee shop, including external seating area and bike hire at Ebrington Square, Derry.
- Alterations & extension (300m<sup>2</sup>) to the 4th floor to provide an additional 39 bedrooms at Strand Road Hotel, Derry.
- Replacement convenience store with 2Nr. Hot food lettable units, Petrol Filling Station forecourt, ATM and associated development at Crescent Link, Derry.
- Extensions to existing cinema complex to provide 2 No cinema screens at Brunswick Moviebowl.
- Refurbishment of building to provide Visitor Information Centre and associated signage at 1-3 Waterloo Place, Derry.
- External storage of RDF bales and 4no. storage bays for glass, wood and construction and demolition waste + variation of conditions 3. of A/2004/0978/F to permit the external storage of waste at Maydown, Derry.
- Change of use of Building A approved for waste storage under A/2004/0978/F to be used as a materials recycling facility + variation of condition 4 of A/2004/0978/F to permit the processing element of the operation proposed at Maydown, Derry.

### **Regenerations Schemes**

- Reinstatement and upgrade of former play area including new play equipment, landscaping, signage on Seein Road Sion Mills.
- Shared pedestrian and cyclist greenway at Strabane bypass (A5) and widening of existing path infrastructure at Derry Road, Canal Basin, John Wesley St and Main St Strabane to provide 3m wide greenway.
- Public Realm Improvement scheme for Strabane Town Centre.
- Improvement works at Royal Bastion, The Walls (Plinth restoration to include steam cleaning of ashlar walling and paving, stone repairs to existing piers and railing wall, repainting of existing boundary wall railings, new replacement railings to top of plinth, new cast iron type spiral staircase and guarding. Reposition of existing plinth entrance door to elevation facing Butchers Gate. Electric cables from plinth to mini pillar, corner of Palace Street & Society Street to be renewed to provide light and power).

### **Infrastructure Projects**

- Park and ride site for car parking and bus manoeuvres. Site will contain site surface car parking, lighting and drainage at Baranailt Road, Claudy.

### **Local Development Plan**

- Stage 2A of the preparation of the LDP Draft Plan Strategy has been completed as per the LDP Timetable. This has included an extensive programme of evidence-based research on all Planning topics and Policies and engagement with stakeholders, in a new integrated plan-making process, resulting in 6 LDP Discussion Meetings being held with Members and 4 Planning Committees to agree the Planning topics before Full Council approval being achieved in October. The LDP draft Plan Strategy was published in December 2019 along with Sustainability Appraisal reports, Habitats Regulations report, Equality Assessment, Rural Needs Report and 44 related Evidence Base Papers. Public consultation and events were held in December 2019 and January 2020, over 100 Representations were received. Their detailed consideration, as well as further consultation for Counter Representations, is ongoing as at March 2020 - all in line with the LDP process and Timetable.

### **Regeneration**

- SEUPB funding secured to the value of €8.96m for the delivery of the Riverine PEACE IV Project for Strabane & Lifford
- Secured external funding (DfC - £220k), completed designs & appointed contractor for the Bishop Street Car Park Environmental Improvement Scheme
- Secured external funding (DfC - £187k), completed designs & appointed contractor to deliver the Strabane Revitalisation Scheme at Butcher Street & Church Street
- Secured external funding (DfC -£47k & appointed external design team to undertake Phase I designs for the Carlisle Road & Spencer Road Revitalisation schemes
- Secured external funding (RDP - £140k & appointed external design team, completed designs & appointment of contractor for the delivery of the RDP Rural Village Enhancement Schemes (small capital element) for Park, Clady, Killeter and Claudy
- Completion of Heritage Regeneration Masterplan for Sion Mills Village
- Completion of the Boom Hall Conservation Management Plan & Associated Structural Condition Surveys
- Continued delivery of the joint Derry City and Strabane District Council -DfC HED Heritage Development Programme in terms of; development of draft built heritage plan; establishment of the external Heritage Delivery Partnership; delivery of Heritage Property Maintenance Week; coordination of the Derry City and Strabane District Council internal built heritage steering group
- Appointment of urban design consultants to undertake a regeneration masterplan for the Faughan Valley School site at Drumahoe

- Completion of the £500k Urban Villages-funded 'Abercorn Road Revitalisation Project'
- Commencement of procurement process to appoint external urban design consultants to prepare a public realm audit & proposals for the area surrounding the North West Multi-Modal Transport Hub at Duke Street
- Completion of the externally funded (DfC £155k) restoration of the City Walls Plinth Restoration Project
- Continued development of a regeneration framework for the Strabane Canal Basin Regeneration Site
- Delivery of a conservation study and animation programme City Walls cannons
- Continued facilitation of third-party development agreements/conveyance of lands for the Ballynagard social housing & community recreation project
- Secured funding and appointment of specialist consultants to undertake an audit and design toolkit of orientation/way-finding pedestrian signage in Derry City Centre
- Funding from the North West Development Fund (£190k) towards a programme of cross border activity to mark 1500<sup>th</sup> anniversary of Colm Cille 2020-2021
- Appointment of urban design consultants to develop concept plans for an environmental improvement scheme at the Clooney Terrace cannon site & environs

### **Environment**

- Completed roll out of 12,000 green waste bins
- Progressed with procurement / development of a new west bank cemetery
- Completed an additional 4.4 kilometres of greenway at Ebrington, Clooney, Kilfennan
- Secured funding and commenced works on new play area at Newtownstewart
- Completed realignment of drive way at St Columb's Park Completed works at Walled Garden at St Columb's Park House
- Achieved Gold Award at Britain in Bloom
- Achieved City Award at Ulster in Bloom
- Secured additional funding to roll out a further 20,000 green waste bins
- Appointed consultants to progress with the Play Plan
- Launch completed public consultation, launched the Green Infrastructure Plan (2019-2032) and Council approved the Green Infrastructure Action Plan 2019 – 2032
- Worked with Carnegie UK Trust & Community Plan Partners to develop and launch a Natural Capital Account of Council's greenspaces
- Council's Pollinator Plan approved by Council.
- Progressed with actions related to Climate Change including establishing a number of Working Groups

- All Party Climate Emergency Working Group
- Multi Agency Climate Emergency Working Group
- Appointed consultants to progress Climate Change Risk & Opportunities Assessments for Derry City Centre Central Riverfront & Strabane Town Centre Regeneration Project
- Continued to lead on the NPA funded CLIMATE Programme, managing project delivery, finances and coordination of 2 international conferences (Sweden June 2019 / Iceland November 2019)
- Secured funding through North West Development Fund towards the North West Climate Action Plan & appointed North West Climate Action GIS Officer to undertake a North West Climate Change Nature Based Solutions Study
- Draft Climate Adaptation Plan and Action Plan produced

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

### **Business Development**

- NIBSUP – 133 Jobs created; 217 business plans delivered
- 245 jobs created by 110 business who received mentoring (up to Dec 19)<sup>1</sup>
- Secured £657,000 funding from Invest NI and ERDF to deliver Business Innovation & Growth Programme
- Secured £30,220 from DfC for the Enhancing Strabane Town Centre Programme
- £20,000 sales re. Strabane Gift Card
- 10 Websites developed though the Get Your Business Online Programme (Strabane).
- BID Website launched
- Allocated £44,183.03 DAERA funding to 12 no. businesses
- Allocated £8,738 in micro grants to 18 no. new business starts within Strabane
- Enterprise Week
  - Over 30 events
  - Over 1200 registrations
  - Over 20 contributing partners
  - £6,500 sponsorship secured
  - Marketing spend of £5,280 which leveraged Advertising Value Equivalent (AVE) of £79,725.25

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<sup>1</sup> Subject to review/ confirmation

- Over 180 market trading opportunities facilitated at monthly markets and large scale events (Halloween, Strajamba, Strabane Christmas Fayre and Winterland Market)
- 16 markets held across Derry and Strabane (monthly and large scale events)
- Designer Start Up Programme – Showcase Ireland Trade Show
  - 8 Designers attended
  - £10k in sales at the event
  - New sales leads secured for export markets including ROI, Japan, Canada, USA, Germany and France
  - 3 designers have been approached to apply for Scéal (which can lead to permanent stocking in Kilkenny Stores)
- Fashion Fest
  - 17 designers participated in fashion Show
  - 350 attendees at Sold Out Fashion Show

### **Investment Service**

- US FDI lead generation pipeline developed securing 1 inward visit for NW
- Assisted 4 FDI investment projects
- 22 property location searches conducted for companies looking to expand in/locate in Derry City and Strabane District Council
- Delivery of 2 cross-border trade and investment missions to the USA in partnership with Donegal County Council and civic stakeholders
- 9 NW companies assisted to participate on USA trade missions and develop their export potential
- 3 in-market visits coordinated to USA and City of London promoting the city region as an investment location
- 21 international inward visits from key markets hosted in the City and District
- Delivery of Cross-border Export Programme:
  - 5 no. export insight workshops delivered with 60 no. of participants
  - Export readiness assessments of 46 companies
  - Export development programme delivered to 18 NW companies with 18 export plans completed (wave 1)
  - 20 NW companies recruited for wave 2
- Strabane Employers Network established for main Strabane employers
- Parking strategy (final draft) completed for Derry City and Strabane District's off-street car-parks

### **Employment, Skills & Training**

- Match funding awarded to five ESF projects - Women's Centre, Triax, USEL, Conservation Volunteers & Job Directions The projects have secured a total £2.5m EU funding per year for 4 years

- Apprenticeship marketing campaign year 2 'GET PAID, GET QUALIFIED, GET AHEAD' rolled out with NWRC, Careers Service and Private Training Organisations (PTOs)
- Delivered North West Cross Border Job Fair held in the City Hotel on 19 June, in partnership with the Department of Communities (DfC), Eures Cross Border Partnership and Department for Employment and Social Protection (DEASP)
- Acted as Secretariat to Education & Skills Delivery Partnership established to deliver on Strategic Growth Plan
- Education & Skills Delivery Partnership infrastructure established:
  - Digital, Creative & Financial Services Technologies Sub Group
  - Advanced Manufacturing & Engineering Sub Group
  - Hospitality & Tourism Sub Group
  - Learning City Sub Group
  - ESF Local Forum
- Delivered two careers fairs in Derry and Strabane on 07th November at the Foyle Arena and 19th November at Melvin Hall respectively. Allstate & Seagate provided sponsorship for the events. Over 400 students from year 10 in 3 schools within the DMLC attended the Melvin Hall 'Unlock Your Future' event and 1400 year 10/11 students across all 12 schools within the FLC partook in the Foyle Arena event
- Joint project funding registration/exam fees with NWRC to progress unemployed/economically inactive from level 1 to level 2 courses to increase employability
- UNESCO Learning City status secured and officially announced at the Guildhall in January 2020
- All Ireland Learning City Network Created (Belfast, Cork, Dublin, Limerick)
- Branding/Logo created for the Learning Cities project
- Launched pilot project with The Chartered Institute for Securities & Investment to deliver Fundamentals of Financial Services to post primary sector

### **Rural Development Programme**

- A total of £2.39M allocated in 2019/2020, bringing cumulative allocation for programme up to 101 grants across 4 funding schemes totaling £5.8 million (60 of these projects now complete).
- Rural Business Investment Scheme (RBIS):
  - Assessment of final Call and approval of 18 grants totaling £992,683;
  - This brings final RBIS allocation up to £2.6M for 55 grants creating a projected 134 new jobs (86 of these have been created to date);
  - RBIS targets for funding allocated and actual jobs created met and exceeded.
- Rural Basic Services Scheme (RBSS):



- Approval of final grants bringing total allocation up to £1.74M for 34 grants (19 feasibility studies & 15 capital grants).
  - RBSS targets for funding allocated and projects supported met.
- Village Renewal Scheme:
  - 15 cluster village plans covering all 49 rural settlements jointly launched alongside the Local Growth Plans in September 2019;
  - Of 13 selected capital projects (4 large & 9 small), 1 complete, 1 underway, 7 approved and 4 pending approval. Projects include for example, new play parks in Sion Mills and Newtownstewart and new greenway provision in Castledearg.
- Rural Cooperation Scheme – 2 cooperation projects approved with grants totaling £383,729 including:
  - International Appalachian Trail - including capital works and marketing (Derry-Strabane is lead partner for project covering all of Ulster-Ireland section of international trail);
  - Rivers Access & Recreation Project - including capital works at Strabane Canal and Gribben Quay.
- Animation during 2019-2020– 10 events as well as 8 marketing campaigns, 8 case studies and related short films

### **PEACE Programme**

- Successful ongoing management of 65 projects including tendered, council led and small grants interventions
- 5041 participants registered by February 2020 on PEACE IV local programmes. i.e. target of 4868 is now fully achieved
- £6.7 million PEACE IV Programme is now fully contracted
- Drawdown of £3,693.680 funding to date from SEUPB to end December 2019. Very successful low audit rating maintained.
- Design of comparative start/end evaluation reporting to evidence strong peace and reconciliation impact of local projects. Clear evidence now coming through from projects that PEACE IV funding is significantly helping engagement, wellbeing and reconciliation.
- Focused role in securing of Riverine Capital Bid funding around Cross-Community engagement and reconciliation content.
- Creation/Sustaining of at least 26 new jobs (4 in secretariat, 6 within wider council services and 16 within local community and voluntary sector) and injection of significant funding into local economy/self-employment through facilitation, consultancy and other services.
- Two PEACE IV funded projects (Youth 19 and Bonfires/Alternatives shortlisted for NILGA Awards 2020).
- Launch of St. Columb's Park Walled Garden Shared Space in September 2019.
- Publications produced by 3 projects: From Patriarchy to Gender Justice, Valued Voices, We All Belong (anti-prejudice campaign).

- 'Don't Shoot My Wane, Shoot Me!' PEACE IV Arts project by GSCA had significant profile locally, generating key dialogue.
- Co-ordination and submission of detailed response to PEACE PLUS consultation.
- Successful ongoing usage of the i-Pad/App based equality monitoring and baseline attitudinal evaluation system.
- Submission of quarterly reporting and financial claims 12-15 to SEUPB via eMS. (Electronic Monitoring System).
- Submission of Annual Equality Return in January 2020.
- Successful business case negotiation to change cross-community balance target with SEUPB. Revised cross-community balance now achieved after pro-active work. 2019 Statistics: Religion - 51% Catholic / 28% Protestant / 21% Other. Community Brought Up In – 57% Catholic / 33% Protestant / 10% Other. Ethnicity: 97% White / 1% Black / 1% Asian / 1% Mixed or Other Ethnic Group.)
- Delivery of 3 PEACE IV local programme networking events with all funded projects including collaboration across councils with Donegal County Council and Causeway Coast and Glens Borough Council.
- Continuation of Communications systems including website, monthly e-bulletins (311 subscribers) and bi-annual magazine (3000).

## **Tourism**

- Developed & launched the Food & Drink Strategy & Action plan for the region, maintained the Strategic Food Group to support with implementation and established the LegenDerry Food Network. 12 committee members and 140 wider sector engaged
- Delivered two food events - Slow Food Festival - secured £8280 in funding, supported 40 local businesses, attracted 22,000 visitors, hotel occupancy of 89%. LegenDerry Street Food Festival – secured £15,000 in funding, supported 15 local businesses, attracted 20,000 and 98% hotel occupancy
- £7400k secured to support relocation of Visitor Information Centre to Waterloo Place. Project developed and to open in Spring 2020
- 1 X SOC developed for City Deal Project
- 4 venues supported through the Heritage Animation & Visitor Servicing fund. Capacity building programme (£35k) delivered with 7 venues
- Walls 400 programme developed – 600+ events. £18k externally secured to support additional events & £50k secured to deliver Walls Alive - Augment Reality Project.
- Delivered Peace Tourism Project – Secured £35k and delivered community tourism capacity programme with 50 participants
- Rural Tourism – 5 new experiences developed. 1 x international marketing campaign of €216,000 value secured to commence in Spring 2020

- £50K secured to scope Sperrins Sculpture project
- Production of a Sperrins Future Search action plan and cross council funding secured for delivery of actions beginning 2019/2020
- 3 x screen production companies supported (Dec-March)
- On-going capital works on Visit Derry relocation to 1-2 Waterloo Place, due to open September 2021

### **Festival and Events**

- Delivery of 17 tier one events including the largest ever Halloween celebration, City of Derry Jazz Festival, Strabane Lifford Half Marathon, Waterside Half Marathon and Summer Jamm Events
- Achieved for the first time International Tourism Level of funding of £130,000 for the Halloween event, and received £18000 for the Jazz Festival 2019.
- Delivered a series of events and festivals for young people through Youth 19. Highlight event included Rewire festival in July 2019.
- Won Best Tourism/ Event Initiative Award for Halloween 2019
- Continue to make efficiency savings of around 5% on Production costs which was directly placed into programme budgets
- Ongoing delivery of the Community Festival Fund and the Headline Events Fund. Awarded 30 events funding
- Increased the amount of partnerships, business engagement and private sector involved in council core events

### **Marketing**

- Provided full design and corporate branding service for Council will updated City & District dressing scheme.
- Developed and distributed a bi-annual Council Magazine.
- Developed and delivered key strategic marketing campaigns including Youth 19 and Walls 400.
- Delivered marketing programme for NI Business Start Up Programme
- Delivered marketing campaigns for full Festival and Events programme that saw a total of 307,946 attendees.
- Increased social media reach across all platforms to 254,280, total community size (target 36,288)
- Increased digital and social media on all campaigns to 1,736, 686 hits (target 536,574)

### **Arts & Culture**

- Ongoing delivery and co-design of the Arts & Culture Strategy and facilitation of the co-design process
- Ongoing delivery of the PHA funded Access and Inclusion project across Council services
- Initiation and delivery of the North West Funded Audience Development Project including impact development and baseline survey.
- Completed review and adjustment of cultural grant aid programmes in line with Arts and Culture Strategy.
- Ongoing delivery of 5-year strategy for the Alley Arts and Conference Centre.
- Delivery of a Year of Youth Arts Festival in June 2019.

### **Museum & Visitor Services**

- Museum Accreditation for Tower Museum
- Northern Ireland Museums Council Dementia Friendly Award
- Delivered Collecting Art and Walls 400 Exhibitions in Tower Museum and Shadows on Glass and Collecting Art in the Alley Theatre
- Implemented the Paddy Gillespie display in the Alley Theatre
- Implemented a travelling exhibition programme
- Delivery of key events including DNA Foyle Voyages Maritime Festival, EHOD, Culture Night, Museum Lates – Dark Tower
- Establishment of Strabane History & Heritage Advisory Group
- Phase two implemented for the City Cemetery Records Project
- Ongoing Mabel Colhoun Cataloguing Project with Volunteers from West Inishowen History & Heritage Society
- Establishment of Volunteers for the Mapping Project & Building Controls Archives
- Phase 3 of the Pennyburn Stores project completed and held multiple visits for other organisations to view
- Exceeded the participation and Engagement target of 22,816. Projected 24,000 +5% on target and +10% on previous year actual 21,675
- Exceeded visitor numbers target of 376,367 (+5%yr/yr) in Guildhall. Projected Year End is 415,000 +10%yr/yr
- Fantastic increase in visitor numbers for Tower Museum from 21,115 to projected 27k +28%
- 6% increase in visitor income from £200k to £212k
- Achieved 31 visitor compliments
- 4\* grading achieved in Guildhall
- Attained 100% TNI Mystery Visitor Score
- 20% increase in event bookings from 492 to 600

Objective: **Promote healthy communities**

### **Community Development**

- Advice Services: £730,299 Awarded to Generalist Advice providers.
- Pilot Tribunal/Appeals project developed and delivered at a cost of £88,678.
- Community Development Grant Aid Programme: £214,499 awarded.
- Good Relations Grant Aid Programme: £200,000 Awarded.
- Community Centre venue fund £215,000 awarded.
- Waterside Shared Space Programme progressing on schedule and staff appointed.
- Member led interagency forum established to address the bonfire issues at a Strategic Level and implement the bonfire policy in a partnership approach.
- Transformational change – a number of bonfires have moved away from burning toxic materials. Galliagh and Castledearg areas saw the move to putting alternatives in place.
- Construction commenced on the new Community Centres for Top of the Hill and Shantallow.
- Lincoln Court Community Centre – capital build complete.
- Local Community Growth Partnerships established and operational with 8 local growth plans approved and launched.
- Pilot Consensual Grant Making Programme established and aligned to the Local Community Growth Plans with an overall budget of £120,000.
- One Community Programme – delivery ongoing of Good Relations projects developed in the 7 DEAs and Strabane Town.
- Supporting rural groups to access external funding including the RDP.
- Change Something Fund delivered 26 youth projects.
- UNICEF Child Friendly Cities and Communities Programme – 131 participants attended Discovery event held in the Guildhall.
- PEACE IV Youth Participation and Democracy: steering group targets met (20 young people for 1 year sustained participation).
- Youth Council successfully established and meeting regularly.
- Youth 19 successfully delivered and continued into 2020.
- Rural Pilot Project initiated with DAERA, DfC and Derry City and Strabane District Council to explore potential models of support.
- 3 Community initiatives shortlisted for NILGA 2020 Awards – Youth 19, Elected Member-Led Bonfire Working Group and Support Hub.

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

- Financial Leverage Ratio of over 2:1: £682,253 of External Funding Secured.
- Project Support Funding of £220,000 awarded for 32 local community safety projects.

- 42 Neighbourhood Watch Schemes covering over 2,500 homes
- 13 RAPID Drugs bins installed with over 20,504 tablets/capsules removed, recorded and destroyed.
- 727 homes fitted with additional home security equipment.
- 15,000 patrols carried out by Community Safety Wardens.
- Received and actioned over 1,813 Anti-Social Behaviour Referrals to Community Safety Wardens.

### **Leisure & Sport Service**

- Multi sports hub at Melvin Sports Complex successfully progressed to Stage 2
- Completion of new boxing facilities at Riverdale Leisure Centre
- Achieved 1,293,355 users through our leisure and sports facilities
- Increased fitness memberships by 15%
- Launch of new Household Membership
- Increase in Corporate Fitness Memberships across local businesses increased by 37% to 579 new membership
- Appointment of Active Travel Champions
- Completed Accessibility Audit Training
- Distribution of £135,000 grant aid funding through Every Body Active Support for Sport
- MacMillan Move More Programme - 215 new participants
- Roll out of the North West Sporting Pathways programme funded through the North West Regional Development Group
- Club Maintenance Fund - £51,691.16 awarded to sports clubs who manage and maintain their own facilities
- Completion of Leafair Wellbeing Village and Corrody Road GAA pitch through the Social Investment Fund "Playing Pitches" project

### **Health and Community Wellbeing**

#### **General**

- 3928 Environmental Health service requests investigated and actioned in accordance with Council enforcement policies

#### **Food Safety**

- Successful implementation of the mandatory Food Hygiene Rating Scheme with 94% of all premises having a 4 or 5 rating.
- Provided support and guidance to 125 new food business operators.
- Conducted 688 Food Hygiene inspections and 388 Food Standards Inspections.
- Conducted 394 inspections for Allergen Compliance Initiative.
- Investigated 584 service requests.
- Investigated 30 notifications of Infectious Diseases.

- Procured 175 chemical food samples and 325 micro food samples including participation in 4 National surveys.
- Undertook extensive BREXIT planning work, meetings with DAERA in planning for No Deal, Data capture exercises undertaken, requiring contact with 61 food manufacturing businesses, reviewing returned information
- Allergen seminars delivered to 300 participants from over 150 Food businesses.
- Chinese Food Hygiene Course organised for 35 food businesses for 30 and 31<sup>st</sup> March 2020, but cancelled due to Covid 19 pandemic.
- Calorie Wise Awards being assessed and processed for 3 Food Businesses but cancelled due to Covid 19 pandemic.

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

- 654 planned health and safety inspections carried out of which 217 were advisory/compliance visits.
- 170 service requests were received including 52 workplace complaints and 37 work related accidents reports.
- Met all the targets as set by the Joint Strategy between HSENI and District Councils for Better Regulation with regard to fireworks safety, sports grounds safety, sunbeds safety, and slips & trips initiative.
- Development of Ports and Airport Group with Office of Product Safety and Standards regarding Brexit preparedness.
- First prize in the BEIS Regulatory Excellence Awards 2019 for the Tooth Whitening Project's social media information video, this was a joint venture between the NI Consumer Protection Group, the British Dental Association and Trading Standards.
- Test purchase exercises for underage sales of sunbeds and cigarette lighter refills undertaken with 100% compliance in premises visited.
- Awareness raising initiatives with Cancer Focus NI on "care in the sun" for outdoor workers, event organisers and childcare premises.
- Launch of information pack on window blind cord safety during Child Safety Week at a press launch with the Mayor.
- First Council in NI to have consolidated byelaws on skin piercing approved by the Department of Health.

### **Health Development**

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

- Health and Wellbeing Outcome Delivery Partnership established to support the Strategic Growth Partnership in the operational delivery and monitoring of outcomes, indicators and actions.
- Co-designing and securing funding to procure a pilot Community Crisis Intervention Service (CCIS) to assist in reducing the incidence of self-harm and

suicide, resulting in wide-ranging societal benefits (operational from January 2019).

- A Coping with Stress event was held for all post primary schools in the district council area.
- 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.
- An expression of interest through the Mayor's Office in becoming a Phase VII (2019-2024) Healthy City Network member and work towards achieving the following three overarching goals of Phase VII has been submitted.
- £169,767.57 external funding secured to support Affordable Warmth, Home Safety and Tobacco Control programmes.
- Council Promotes the Food Standard Agencies Calorie Wise Award Scheme and MenuCal tool to encourage the display of calories in food businesses.
- Contributed to Interagency Protocols designed to support the search process for missing persons in the River Foyle.

## **Housing**

- Participated on the Regional Programme Board NI and delivered the Houses in Multiple Occupation (HMO) function since it transferred from NIHE to Councils on 01 April 2019.
- 272 homes referred to NIHE under the Affordable Warmth Scheme during 2019-20 and 809 enquiries dealt with and on target to meet the 275 referrals required to meet the service level agreement.
- 666 Home Safety visits undertaken and on target to meet the requirements of the Public Health Agency contract.
- Ongoing engagement with the NIHE and the Northern Ireland Human Rights Commission in order to implement recommendations outlined in the Commission's report "Out of Sight, Out of Mind": Travellers' Accommodation in NI.

## **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.
- Progress Report completed on Local Air Quality recommending revocation of Spencer Road Air Quality Management Area Management declared for Nitrogen Dioxide.
- £46,573.91 funding offered from DAERA to support Councils Air Quality duties.
- 680 service requests were received in relation to noise and air quality.



- First Council in Northern Ireland to work with local agencies and schools in the promotion of Clean Air Day on June 20th 2019.
- 67 planned inspections of Local Air Pollution Prevention and Control (LAPPC) permitted installations. 43 installations permitted with associated annual subsistence fee income totalling £35,695.
- 590 completed planning consultation responses issued to the Planning Department.
- Participation in the development of the draft Local Development Plan.
- Continued delivery of 'Life Project' (tree sapling to be planted for each life event) through Registration Service including a community planting day at Top of The Hill Park. Development of local oak sapling growing initiative with North West Regional College Horticultural Unit based in Strabane.
- 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.

### **Dog Control Service**

- 8,207 dog licences issued (including 36 block licences) achieving £43,627 income.
- 182 dogs rehomed.
- Over 1,500 children from 27 schools participated in a schools' educational programme.
- 42 Fixed Penalty Notices (FPN) issued for no Dog licence.
- 45 Fixed Penalty Notices issued for dog straying/fouling.
- £1,350 in total payments (Fixed Penalty Notices) received.
- Dog control service delivery plan and enforcement policy ongoing.

### **Animal Welfare**

- Animal welfare service through lead Council Fermanagh and Omagh District Council (FODC) ongoing.
- Approximately 348 animal welfare cases investigated with 565 visits, 11 Improvement Notices and 2 animals seized. There were 2 Prosecutions in the Derry City and Strabane District Council area.

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**

- Implementation of New Agresso

- Updated Purchasing Policy
- Commenced use of E Tenders NI for Electronic tenders
- Increase % of Invoices paid within 30 and 10 days
- Completion of planned audit work based on the approval 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
- Completion of Audit Plan for CODA Operations Ltd
- Completion of recruitment exercise for Independent Advisor for Assurance, Audit & Risk Committee
- Delivered sessions of Fraud Awareness Training
- Council's Building Insurance Valuations reviewed and updated (120 Building Assets with a total sum insured of £221m)
- Managing Safety Training delivered by Insurers
- Fleet Management Audit completed by Insurers
- Council Risk Management Strategy reviewed and updated
- Percentage of employees receiving pay slips via email increased to 80%
- Assimilation implemented October 2019 arrears paid February 2020
- Harmonisation Refuge implemented October 2019, arrears paid December 2019
- Review of Integrated Emergency Plan and Protocols
- Emergency Planning training delivered to Elected Members through Councils Adverse Weather Working Group
- Deliver Work plan of the Northern Emergency Planning Group
- All emergency situations responded to in an appropriate and proportionate manner
- Continuous work carried out with Communities to develop Community Resilience Plans
- Achieved accreditation to ISO45001 across all Council services
- All ISO45001 procedures and templates reviewed and updated
- Continuous work to ensure that Asset Management System is up to date
- Quarterly reviews and reports on RIDDOR trends
- Delivery of mandatory health and safety training to Elected Members

### **Business Support and Strategic Partnerships Section**

- Published a detailed, first Statement of Progress for the Strategic Growth Plan – demonstrating progress made in the implementation of the Community Plan in the first 2 years since it was first launched.
- Demonstrated progress on 7 out of 8 outcomes within the Strategic Growth Plan, improvement on 32 out of 54 indicators and provided detailed case studies on citizens who are 'better off'. Progress is more significant and visible than what would have been expected at this early stage.

- Undertaken a significant communications and marketing campaign in promotion of the Statement of Progress, including print media, online, outdoor and cinema marketing elements
- One of three Councils participating in the Carnegie UK Trust 'Embedding Wellbeing in NI' project and securing £350,000 funding over a three-year period to assist with Community Planning. In this reporting period, allocated funding to a Natural Capital Account in support of the implementation of the Derry City and Strabane District Council Green Infrastructure Plan 2019-2032.
- Hosted 5 North West Partnership meetings including a North West Strategic Growth Partnership meeting in Dublin Castle in June 2019. This was the first time the meeting was held outside the North West and the ROI's Minister for Education and Skills attended.
- Secured commitment in principle to the provision of further funding to the North West Development Fund through the New Decade, New Approach Deal.
- Approval of funding from the North West Development Fund for a further three projects, working with Project Partners to deliver planned project activity for April 19- March 20 period and have developed quarterly monitoring of spend profiles
- 86% of the €5m North West Development Fund committed.

## **Communications**

- Secured over 5,500 media placements securing over £190m worth of free PR coverage and dealt with almost 1200 press queries during the 2019/20 period
- Created and issued over 1000 press releases, and successfully led on a large number of successful PR campaigns and events including Halloween, St Patrick's Day Spring Carnival, the City of Derry Jazz Festival, Enterprise Week, Entrepreneurship Week and the NW angling fair, as well as a range of environmental initiatives, capital development projects, corporate initiatives and business initiatives.
- Led on the communication with the public and stakeholders to encourage involvement in the Strategic Growth Plan process and to proactively promote the objectives set out in the plan to the wider public
- Led on the communication for the cross border trade mission to the United States in which saw over 145 media placements including RTE with an AVE value of over £100,000.
- Successfully engaged with the public using our corporate social media platforms and have worked closely with our media contacts to build on relationships to secure placement and active coverage across a wider area
- Continued to improve on dealing with media queries to ensure deadlines were met, and liaised regularly with media and stakeholders to improve engagement and enhance services

- Delivered two staff newsletters and worked closely with marketing unit to deliver the Council's residents newsletter that was distributed to homes across the Council area.

### **Democratic Services and Improvement**

- 92% satisfaction rating with Council's Irish Language Services
- Ran a week-long programme of events to celebrate the inaugural Ulster-Scots Language Week 2019
- Secured UNESCO approval to brand a range of Council-led Irish language and Ulster-Scots events as part of their global language promotion campaign
- Worked in partnership with Seagate to pioneer the first Irish language STEM workshop for IME schools in the Council area
- Delivered training sessions on the Safeguarding (Children and Adults at Risk of Harm) Policy to staff across the organisation
- Received an unqualified audit opinion from the Northern Ireland Audit Office in respect of the implementation Performance Improvement Duty
- Produced the Annual Performance Improvement Plan and Annual Performance Report within target deadlines
- Implemented a Deputations Procedure
- Delivered a Comprehensive Induction Programme to Elected Members following the Local Government Election
- Application of D'Hondt for allocation of membership onto external bodies
- 82% Members participated in the PDP process
- Effective delivery of the Local Government Elections
- Target for amount to be raised for Mayors charities exceeded
- Successfully worked with HR in the development of policy and process for Council to provide meaningful employment for people with a disability – first recruitment took place in February 2020
- Hosted a celebratory event for Local Engagement Partnership to promote and raise awareness of services on offer as well as allowing the various stakeholders across the sectors the opportunity to learn about each other's work, how they can contribute more effectively to improving the lives of people with a learning disability.
- 9 policies subjected to the equality/rural needs screening process

### **Human Resources**

- Restructuring of Council Department and Harmonisation of terms and conditions of employment almost completed.
- A new pay spine agreed and employees assimilated accordingly
- Health and Wellbeing Hub developed on Council's intranet
- Shortlisted for PPMA National award for Council's BeWell programme
- Annual Staff Engagement and Staff Recognition event held
- Strictly Come Dancing event held

- First Council to develop and implement a Menopause Policy
- Disability Policy and initiative developed to attract and encourage those with a disability into the workplace
- Policy on the use of tobacco products and electronic cigarettes within the workplace developed
- Capacity building programme for line managers commenced
- Absence level maintained around 5.5%

### **Strategic Finance and Funding**

- Aggresso Financial System upgraded.
- Detailed report provided to Elected Members around key growth indicators and provision of statistical analysis to ratepayers on website.
- Quarterly monitoring reports measuring progress against achievement of OBA targets within Inclusive Strategic Growth Plan
- Completion and roll-out of pilot programme with TNI across NI to monitor visitor numbers and tourism patterns
- Completion of Scoping Study on North West Enterprise Zone
- Announcement of £105m UK Government funding in May 2019 for City Deal and Inclusive Future Fund.
- Strategic outline cases for all City Deal and Inclusive Future Fund prioritised projects completed and submitted to Government following extensive engagement with relevant stakeholders.
- Inclusive Future Fund prioritised projects agreed and bid submitted.
- Research and presentation delivered to Council identifying options for expansion of third level education in North West.
- 6 monthly monitoring reports prepared for Committee monitoring progress against Strategic Growth Plan outcomes
- Completion of surveys to quantify social and economic impacts of events and other activities across Council service areas to inform policy and future funding applications.
- Year-end accounts for 2018/19 completed and audited in line with required timeframe.
- Rolling revaluation of all Council properties completed as part of year-end accounts.
- Rates estimates for 2020/21 completed by statutory deadline of 15th February 2020 including benchmarking of service costs, penny product and growth comparisons and medium term financial plan.
- Delivery of training to Elected Members on finance and rates setting.
- Worked closely with Directorates to identify further efficiency savings of £172k as part of the rates estimates process bringing total efficiencies realised by the new Council to £3.281m.
- Securing finance to achieve delivery of £120m of community capital projects since the inception of the new Council and a further £25m of funds identified for Council's strategic capital projects and ambitious City Deal proposition.

This includes further investment of £2.36m in capital projects approved in November 2019.

- Tight financial management and monitoring to identify a surplus at March 2020.

### **City of Derry Airport**

- Successful completion of EU tender process to appoint Loganair as operator for the London Southend PSO service until March 2021.
- 100% funding secured from Department for Economy and Department for Transport for the London Public Service Obligation until March 2021.
- Ongoing liaison with the Department of Transport to ensure the successful delivery of and drawdown of funds for the Public Service Obligation route.

### **Legal Services**

- Delivery of training to members on governance and standing orders
- Commenced further review of standing orders
- Represented Council in judicial review proceedings
- Excellent rating achieved in claims management
- Completed review of scheme of delegation

## **Overview / Assessment**

### **Corporate Plan Objectives - 2019/20**

In overall terms, there evidence of Council investment, activity. and positive progress in 2019/20 in working towards its Mission of **“Delivering improved social, economic and environmental outcomes for everyone”**.

### **Inclusive Growth Plan**

The Inclusive Strategic Growth Plan for Derry and Strabane sets out the way forward for all economic, social and environmental growth for the City and District over the next 15 years.

The Growth Plan is the result of the biggest public consultation campaign to be held here in the North West, with workshops and engagement sessions held in all eight

District Electoral Areas and Strabane Town to fully gauge the hopes and aspirations of local people right across the District.

The final Plan was published on November 6<sup>th</sup> 2017, and identifies a range of outcomes and objectives which have been prioritised as essential drivers for delivering inclusive growth and equality here.

The first Statement of Progress for the Strategic Growth Plan for Derry and Strabane was produced in November 2019 and highlighted advances to date in achieving the outcomes set out in the strategy, The Statement is the first 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 change is already beginning to take effect in seven out of the eight outcome areas prioritised in the plan, with progress occurring at a faster rate than expected.

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

## **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 2019/20 in respect of the:

- Green Infrastructure Plan 2019-2032
- Risk Management Strategy
- Sponsorship, Advertising and Promotions policy
- Street Trading Policy
- Policy for the purchase of supplies and/or services, or using a panel of contractors
- Menopause Policy
- Asset Illumination Policy
- Counter Fraud, Whistleblowing and Anti-Bribery Policy

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	2017/18 Performance	2018/19 Performance	2019/20 Target	2019/20 Performance	Trend
<b>Strategic effectiveness</b>	Number of leisure users	940,009	1,129,434	<b>1,000,000</b>	1,293,355	↑
<b>Service quality</b>	% Elected member satisfaction with support services	100%	100%	<b>90%</b>	98%	↔
	% Streets achieving grade B or above	90%	88%	<b>85%</b>	94.7% <sup>2</sup>	↑
<b>Service availability</b>	Number of house inspections carried out	31	20	<b>n/a demanded</b>	12	

<sup>2</sup> Based on three quarters

	under the Private Tenancies Order					
	Total number of applications processed by Building Control	4,514	4,625	<b>n/a demand led</b>	4,185	
	% dog attacks investigated within 1 day	100%	100%	<b>100%</b>	100%	↑
	% FOI responded to within 20 days	91.8%	87.7%	<b>90%</b>	91.3%	↑
<b>Sustainability</b>	Deliver monthly walled City market – no. traders	29	25	<b>n/a</b>	22	
	Enterprise Week – No. attendees	786	900	<b>950</b>	830	↓
	Match fund ESF projects	3	5	<b>3</b>	5	↔
<b>Efficiency</b>	% of staff receiving payslips via email	61%	72%	<b>100%</b>	81%	↑
	% server uptime	97%	97%	<b>97%</b>	% <sup>3</sup>	↔
<b>Innovation</b>	Number of national and international markets activated	4	5	<b>4</b>	4	↓
	Trade mission – local companies recruited	7	12	<b>10</b>	9	↓

\*Key to Trend

- ↑ Performance improving / demand increasing
- ↓ Performance declining / demand decreasing
- ↔ Performance / demand trend unclear or no change

<sup>3</sup> To be confirmed

Further information on performance indicators can be found in the Directorate Delivery Plans and in Appendix 2.

## 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 an average of 30 weeks.
P2	The average processing time of local planning applications.	Local applications processed from date

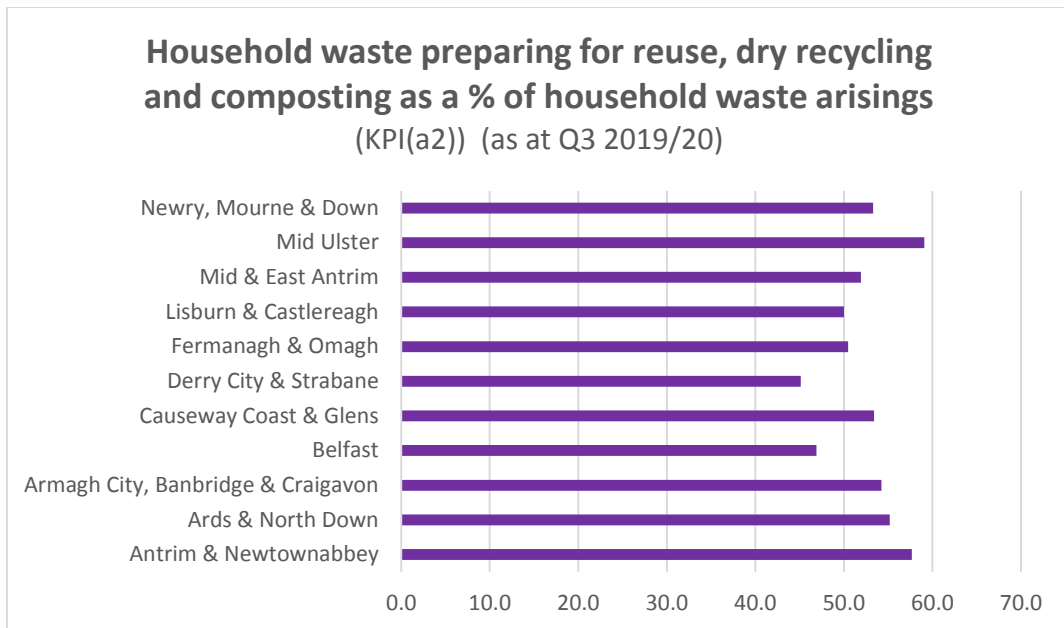
	[Local applications means an application in the category of local development within the meaning of the Planning (Development Management) Regulations (Northern Ireland) 2015, and any other applications for approval or consent under the Planning Act (Northern Ireland) 2011 (or any orders or regulations made under that Act)]	valid to decision or withdrawal within an average of 15 weeks.
<b>P3</b>	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).]	70% of all enforcement cases progressed to target conclusion within 39 weeks of receipt of complaint
<b>W1</b>	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)]	50% by the end of 2020
<b>W2</b>	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)]	<17,929 tonnes in 2019-120
<b>W3</b>	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]	

## 2019/20 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>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2020/19</b>	<b>Are we Improving?</b>
	Derry City & Strabane District Council	<b>40.5%</b>	<b>43.3%</b>	<b>44.3%</b>	<b>44.0%*</b>	Yes, Council has continued to improve on recycling and composting figures with the further roll out of services and marketing campaigns.
	NI Average	<b>44.4%</b>	<b>48.1%</b>	<b>50.0%</b>	<b>Not yet available %</b>	
<b>What we have done to improve</b>	Council has continued to increase both recycling and composting rates. Additional food waste, green waste and combined waste bins have been issued across the district over the recent year adding to the growth in composting figures.					
<b>Future actions will we be taking to improve</b>	Circular economy / Zero Waste strategy - Council will look to implement the actions identified within this strategy with key partners over coming years.					

\* Subject to verification

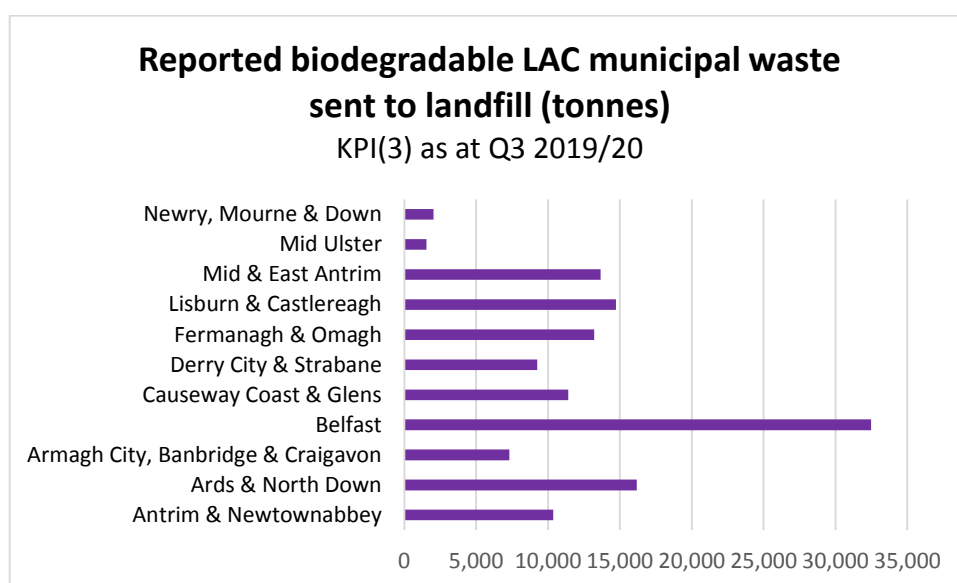


Source : <https://www.daera-ni.gov.uk/publications/northern-ireland-local-authority-collected-municipal-waste-management-statistics-october-december-2019>

PI & Target						
W2 The amount (tonnage) of biodegradable Local Authority Collected Municipal Waste (BMW) that is landfilled (KPI(g)).						
Target: less than 17,929 tonnes in 2019/20						
What this indicator shows	The volume of Biodegradable Municipal Waste (BMW) landfilled.					
Why this is important	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.					
Our Performance and how we Compare	Comparator	2016/17	2017/18	2018/19	2019/20	Are we Improving? Statutory Target met?
	Derry City & Strabane District Council	13,242	12,074	10,974	9,633*	Yes, BMW rates continue to decrease as further green and food waste bins are rolled out to residents. Council has not exceeded its landfill

						allowance rate over recent years.
	NI Average	<b>18,580</b>	<b>15,572</b>	<b>13,938</b>	<b>Not yet available</b>	<b>Statutory Target achieved? Yes</b>
<b>What we have done to improve</b>	Council has continued to decrease the volume of biodegradable waste to landfill following the continued rollout of food waste collections and introduction of green waste collections across the district.					
<b>Future actions we will be taking to improve</b>	Circular economy / Zero Waste strategy - Council will look to implement the actions identified within this strategy with key partners over coming years.					

\* Subject to verification



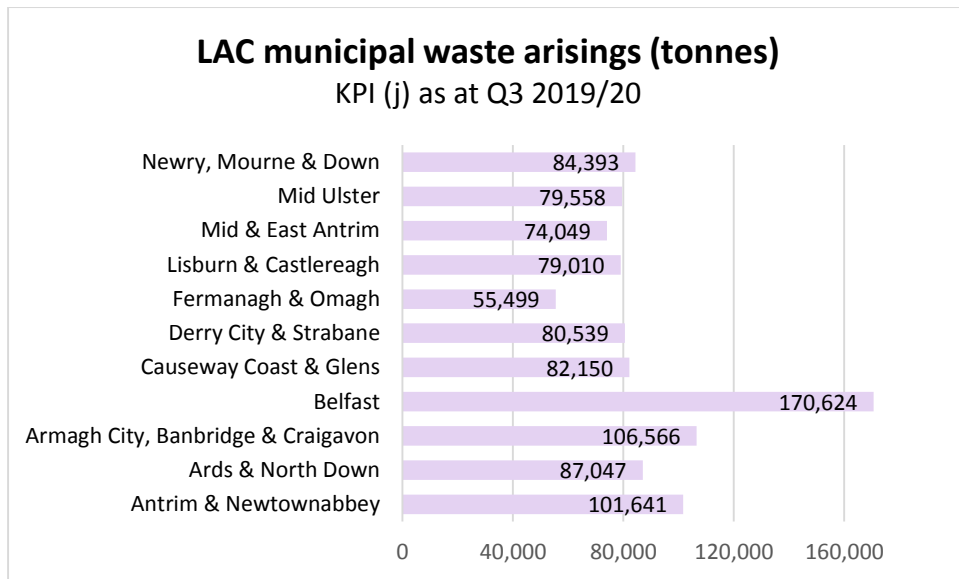
Source: <https://www.daera-ni.gov.uk/publications/northern-ireland-local-authority-collected-municipal-waste-management-statistics-october-december-2019>

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>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2018/19</b>	<b>Are we Improving?</b>
	Derry City & Strabane District Council	<b>74,471</b>	<b>77,707</b>	<b>78,660</b>	<b>81,297*</b>	As detailed above waste arisings have grown as a consequence of increased economic activity, new housing and population growth.
	NI Average	<b>89,636</b>	<b>88,892</b>	<b>90,021</b>	<b>Not yet available</b>	Council remains below the NI average LA collected Municipal Waste Arisings.
<b>What we have done to improve</b>	Council has developed a ReUse Centre and actively encourages residents to donate unwanted items to this facility instead of more traditional disposal routes. Council has also promoted waste reduction activities encouraging residents and businesses to consider how they can prevent waste in the first instance. In addition Council has adopted a Circular economy / Zero Waste strategy and will look to implement the actions identified within this strategy with key partners over the coming years.					
<b>Future actions we will be taking to improve</b>	Circular economy / Zero Waste strategy - Council will look to implement the actions identified within this strategy with key partners over coming years.					

\* Subject to verification

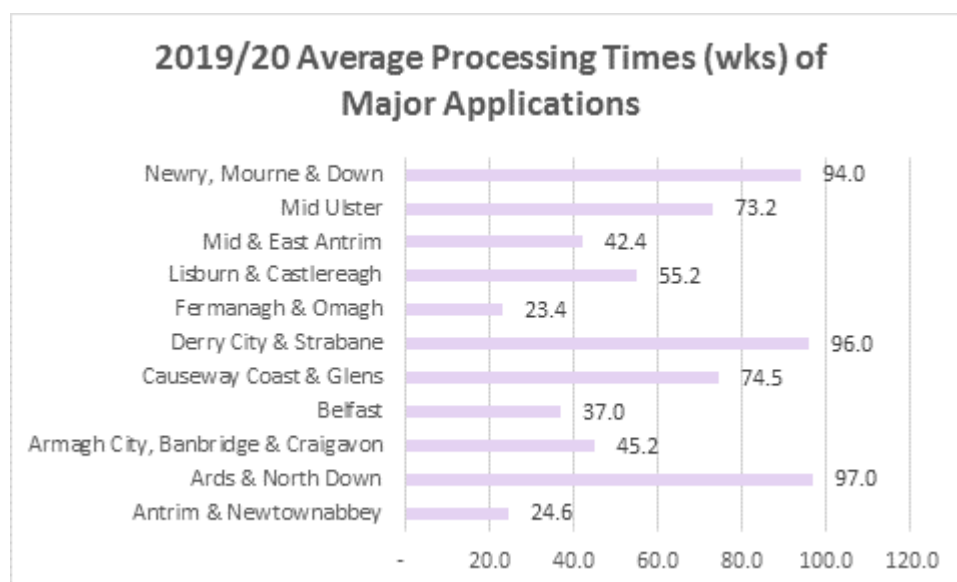


Source: <https://www.daera-ni.gov.uk/publications/northern-ireland-local-authority-collected-municipal-waste-management-statistics-october-december-2019>

## Planning

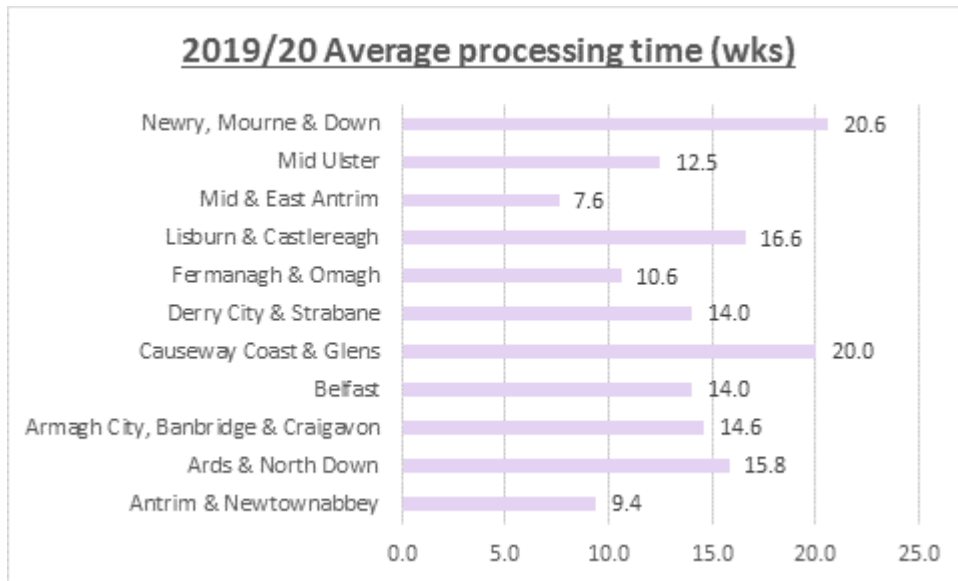
PI & Target						
PI The average processing time of major applications.						
Target: less than 30 weeks.						
<b>What this indicator shows</b>	This indicator shows how quickly major planning applications are processed.					
<b>Why this is important</b>	Effective processing of planning applications 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>	Comparator	2016/17	2017/18	2018/19	2019/20	Are we Improving? Statutory Target met?
	Derry City & Strabane District Council	304.8 weeks  (Legacy cases 375.86 weeks)  (Council received cases 46.2 weeks)	63.2 weeks  (Legacy cases 332.4 weeks)  (Council received cases 42.3 weeks)	154.2 weeks  (Legacy cases 208.8 weeks)  (Council received cases 59.0 weeks)	96.0 weeks  (Legacy cases 337.3 Weeks)  (Council received cases 63.6 weeks)	Whilst the statutory target has not been met for this year there has been improvement in processing times for all major applications from 154.2 weeks to 96 weeks
	NI Average	68.6 weeks	50.2 weeks	59.0 weeks	52.8 weeks	<b>Statutory Target achieved? No</b>
<b>Why we have not achieved our statutory target</b>	Council have processed and issued 11 major applications in 2019/20. Most of these were complex applications requiring Special meetings, Member Site visits, PDH's, Legal advice, expert specialist advice, supplementary documents such as EIA, TIA, etc and presentation to Committee for decision. Applications decided in this period included 4 major legacy applications including 2 wind farm developments. Other major complex applications included major housing developments with accompanying Section 76 legal agreements. Reduction					

	SPTO staff resource in strategic team has been on long term sick leave since start of quarter 4.
<b>What we have done to improve</b>	Focus on legacy cases has significantly reduced number of complex applications with only 5 major legacy cases remaining. Part redistribution of caseload to other officers outside of strategic team. Targeted monthly group meetings and focus on 12 month plus applications will assist improvement on processing times.
<b>Future actions we will be taking to improve</b>	Future actions will include identifying key timelines for project management by use of traffic light reports and regular Group meetings. Need to continue to progress Policy Refusal cases to Committee as early as possible in the process. Closer liaison and tightening of processes with consultees for priority cases to ensure public have access to information and avoid delays. Ongoing review of staffing resources and numbers/types of applications which are being processed in strategic team.

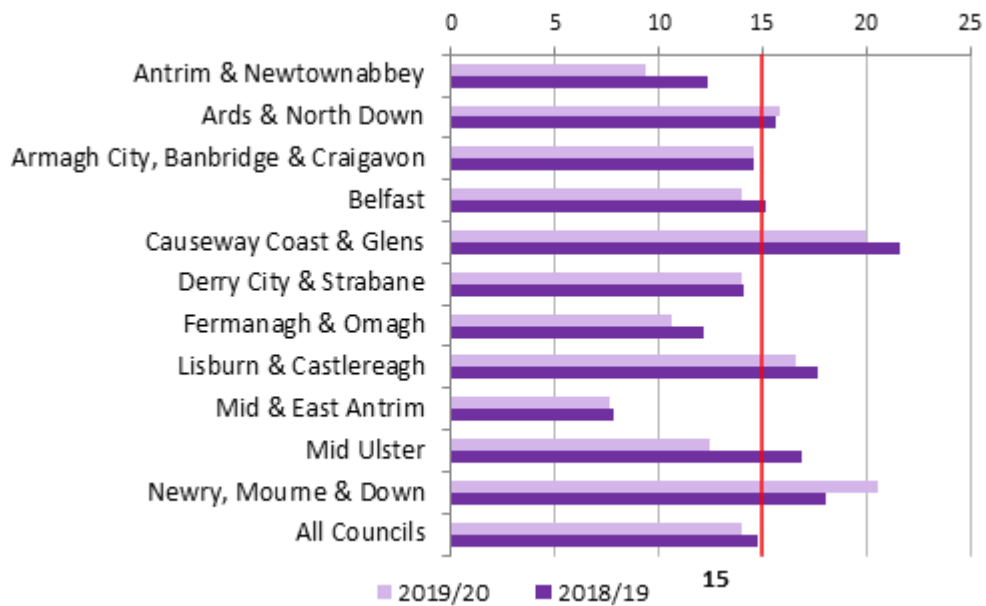


<b>PI &amp; Target</b>	
<b>P2 The average processing time of local planning applications.</b>	
<b>Target: less than 15 weeks</b>	
<b>What this indicator shows</b>	This indicator shows how quickly local planning applications are processed.
<b>Why this is important</b>	Effective processing of planning 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.

	Comparator	2016/17	2017/18	2018/19	2019/20	Are we Improving? Statutory Target met?
<b>Our Performance and how we Compare</b>	Derry City & Strabane District Council	19.1 weeks	16.2 weeks	14.1 weeks	14.0 weeks	Yes, our performance is improving. Processing times have improved in the last 3 years from 16.2 to 14.0 weeks and now is within target.
		(Legacy cases 114.6 weeks)	(Legacy cases 155.6 weeks)	(Legacy cases 230.6 weeks)	(Legacy cases 255.6 weeks)	
		(Council received cases 16.2 weeks)	(Council received cases 15.4 weeks)	(Council received cases 14.0 weeks)	(Council received cases 14.0 weeks)	
	NI Average	16.2 weeks	15.2 weeks	14.8 weeks	14 weeks	<b>Statutory Target achieved? Yes</b>
<b>Why we have not achieved our statutory target</b>	N/A - Statutory target has been met.					
<b>What we have done to improve</b>	Improvements have been made by prioritising applications with weekly caseload monitoring and staff performance by senior officers and reviewed by PPTOs and HOP. Regular monthly reviews are held with the Head of Planning and Principal Planning Officers. Management reporting resources are regularly checked and shared with staff at appropriate times of the month, including those relating to backlog and processing times.					
<b>Future actions we will be taking to improve</b>	Future actions include streamlining processes, applying a traffic light reporting system (Further communication with staff of upcoming deadlines through the sharing of management reports) and holding regular Group meetings. Priority will be given to cases that are over 12 months, liaising strategically with consultees and agents. Monitoring validation and issuing targets for administration to be introduced. Interim measures relating to Covid-19, such as an expanded delegated list may have contributed to the improvements by taking away the need to present some applications to Committee. Agreement with Committee to issue applications with lack of information as refusals will help both backlog and meeting Local targets.					



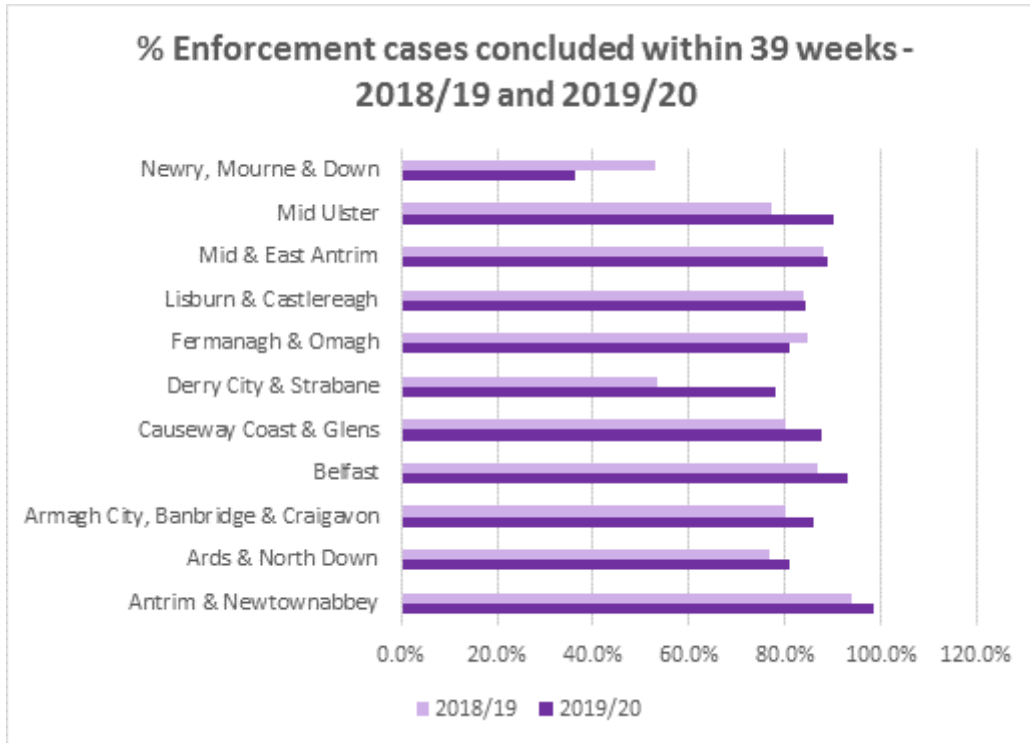
### Local Development average processing times by Council 2018/19 and 2019/20



<b>PI &amp; Target</b>						
<b>P3 The percentage of enforcement cases processed within 39 weeks.</b>						
<b>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>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2020/19</b>	<b>Are we Improving? Statutory Target met?</b>
	Derry City & Strabane District Council	75.9%	71%	53.6%	78.1%	Statutory target has been met.
	NI Average	80.7%	77%	81%	81.4%	<b>Statutory Target achieved? Yes</b>
<b>Why we have not achieved our statutory target</b>	n/a –statutory target achieved					
<b>What we have done to improve</b>	Improvements have been made by prioritising cases and weekly caseload monitoring by staff and Senior Officer. Cases for closure are discussed and actioned on a weekly basis to improve performance and meet statutory targets. Regular monthly reviews are held with Senior Officer to discuss and action all live cases to ensure they are being progressed to a conclusion, with older cases targeted for action. This has improved performance from 54.6% of cases being closed within 39 weeks in the 2018/19 business year to 78.1% of cases being closed within 39 weeks in the 2019/20 business year which is an improvement of 23.5%. This improvement in performance was achieved whilst the section also commenced work on the Mine and Waste Plan reviews and have also dealt with complex cases related to unauthorised EIA development.					
<b>Future actions we</b>	Future actions will include the redeployment of a member of the Development Management team to the Enforcement team to assist with the reduction of the overall numbers as the section has received a high					

**will be taking  
to improve**

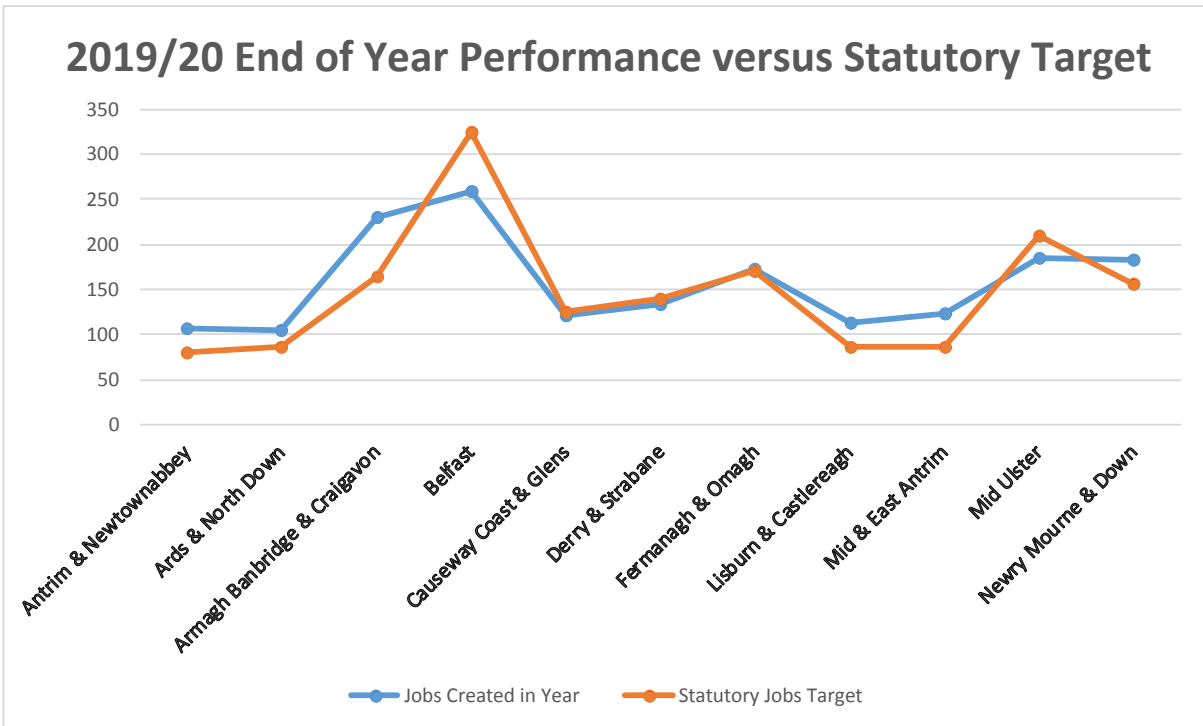
number of enforcement complaints during lockdown. This redeployment will also assist with the processing of complex unauthorised EIA development cases to a conclusion.





## Economic Development

PI & Target ED1 The number of jobs promoted through business start-up activity. Target 140 jobs						
<b>What this indicator shows</b>	No. 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>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>Are we Improving? Statutory Target met?</b>
	Derry City & Strabane District council	171	139	139	133	The target was not met by 7 Job Promoted.
	NI Average	208	159	164	157	<b>Statutory Target achieved? No</b>
<b>Why we have not achieved our statutory target</b>	<p>The NIBSUP programme has faced challenges in delivery over the last number of years. It is a demand driven programme – the evidence demonstrates that the market demand has not been as buoyant.</p> <p>The COVID pandemic impacted on the final month of delivery for the programme. Effectively delivery of the programme was suspended from 12 March.</p>					
<b>What we have done to improve</b>	<p>Introduction of enhanced business support programmes to improve performance of NIBSUP in Derry City and Strabane District Council area including £10k Business Start Up Challenge, City Start programme, cross referrals from Rural Development Programme, Export Development Programme, increased marketing and social media promotion. Concentrated effort was made in showcasing success stories and a greater integration between stakeholders to increase awareness of programme.</p> <p>Developed a virtual NIBSUP support programme and commenced virtual delivery from April 2020 onwards.</p>					
<b>Future actions we will be taking to improve</b>	Implement recommendations from review of programme.					



## 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 2019/20.**

## 6. Publishing our Performance

Our Annual Performance Report 2019/20 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 2020 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 Equality Officer 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 19 to March 20 20

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.

Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016 <sup>1</sup> .	The rural policy area(s) which the activity relates to <sup>2</sup> .	Describe how the public authority has had due regard to rural needs when developing, adopting, implementing or revising the policy, strategy or plan or when designing or delivering the public service <sup>3</sup> .
<b>Green Infrastructure Plan 2019-2032</b>	Sustainable rural development	Greenways could create a high quality destination for visitors and result in a multiplier effect, with social and economic regeneration in rural areas, which can increase visitor length and spend in the district. This has significant potential to attract a new profile of visitors in the medium to long term.  GI includes land in productive use in the countryside. Managing this land provides employment opportunities and investment to reinstate degraded land, which can restore ecosystems and reduce land management costs. Investment can provide new

		<p>opportunities for agricultural diversification for food and non-food crops, as well as providing the resource to generate renewable sources of energy, including growth of biomass and biofuels.</p> <p>Accredited training will be delivered for development of skills, guided walk leader, employability skills and rural diversification of farming</p>
<b>Risk Management Strategy</b>	Cross-cutting	<p>The Local Government (Accounts and Audit) (Amendment) Regulations (Northern Ireland) 2006 requires all local government bodies to have sound systems of control which includes arrangements for the management of risk. This is a technical policy and therefore has no differential implications for people living in a rural area as compared to people living in urban areas.</p>
<b>Sponsorship, Advertising and Promotions policy</b>	Rural Business	<p>Organisations across the city and district have the opportunity to raise awareness of their services and campaigns on an equal basis.</p>
<b>Street Trading Policy</b>	Rural Business	<p>This policy is designed to apply to the processing of applications and is designed to apply equally across the whole district, impacting equally on rural and urban areas. The policy is already designed to facilitate the satisfactory receipt and processing of applications from all persons, irrespective of whether they live in rural or urban areas.</p>
<b>Policy for the purchase of supplies and/or services, or using a panel of contractors</b>	Rural business	<p>Whilst this policy dictates a procurement process which is driven by legislation and therefore that not been influenced by rural needs. Council have been mindful of the potential of poor broadband in rural areas and therefore raises awareness of tendering opportunities in various media outlets as well as the internet and allows other means of submission outside of online. This policy dictates a procurement process which is</p>

		driven by legislation and therefore that not been influenced by rural needs
<b>Menopause Policy</b>	- Internal Staff Policy	This policy is for Council staff only and will be applied universally to all regardless of whether staff live in rural or urban areas.
<b>Asset Illumination Policy</b>	- Council Assets	The primary aim of the policy is to help promote awareness of causes/campaigns by lighting up Council assets - this is best served by lighting up buildings where there is maximum footfall e.g. Council Offices, Guildhall. It should be noted that this does not mean that requests for the illumination of facilities in rural areas would not be considered in special circumstances.
<b>Counter Fraud, Whistleblowing and Anti-Bribery Policy</b>	- Internal	This policy sets out how Council must ensure transparency and accountability in the delivery of its services –this is driven by legislation and therefore there has not been driven by urban or rural needs.

## 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

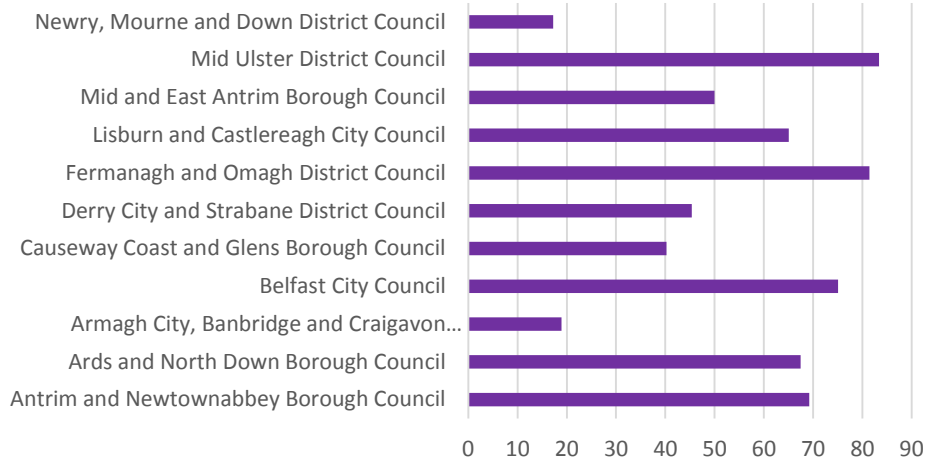
### Performance Indicators – comparative figures

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.

Performance Indicator	Performance 2016/17	Performance 2017/18	Performance 2018/19	Performance 2019-20
Number of dog licences issued		7,849 (NI Ave 12837)	7,848 (NI Ave 12851)	8,207 (NI Ave 12,628)
Number of complaints in relation to stray dogs		976 (NI Ave 742)	757 (NI Ave 651)	1190 (NI Ave 652)
Number of fixed penalties imposed – dog control		999 (NI Ave 265)	687 (NI Ave 250)	90 (NI Ave 167)
Number of successful prosecutions – dog control		9 (NI Ave 28)	0 (NI Ave 17)	2 (NI Ave 18)
Total noise control complaints received	554 NI Average 1,100	532 (NI Ave 1069)	597	489
Notices served per 100 noise complaints	0.18 NI Average 4.68	0.00 (NI Ave 5.16)	0.17	0.2
Food standards – total % of interventions achieved (premises rated A-C)		92.7 NI Average 86.4	82	80
Food hygiene – total % of interventions achieved (premises rated A-E)		92.87 NI Average 87.3	92	91
Average number of days absenteeism per FTE employee	14.89 NI Average 14.95	14 NI Average 14.89	12.3	12.9*
% Invoices paid within 10 days	35.2% (NI Average 48.2%)	56.8% (NI Average 48.5%)	41.3% (NI Average 52.21%)	45.4%* (NI Average 57.63%)
% Invoices paid within 30 days	74.8% (NI Average 84.0%)	81.9% (NI Average 82.5%)	77.6% (NI Average 86.8%)	81.3%* (NI Average 86.82%)

\*to be confirmed

### 2019/20 : % Invoices paid within 10 days



### 2019/20: % Invoices paid within 30 days

