



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

Directorate Delivery Plan 2020/21

Health & Community

Derry City and Strabane District Council

Contents

Section One: Directorate Profile/Summary

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

Section Two: Achievements 2019/20

- 2.1 Highlights
- 2.2 Progress Update

Section Three: Improvement Planning and Service Delivery

- 3.1 2020/21 Directorate Improvement Objectives
- 3.2 Outcome Improvement Objective
- 3.3 Mainstreaming the Equality and Disability Duties
- 3.4 Improvement Delivery Plan
- 3.5 Measures of Success and Performance

Section Four: Risk Management

- 4.1 Risk Register

Section Five: Key Contacts

Health & Community

Service Delivery Plan 2020/21

Section One: Directorate Profile / Summary

1.1 Purpose of Directorate

The Health and Community Directorate comprising the Community Development and Leisure and Health and Community Wellbeing services is responsible for the following outcomes:

- Promoting and protecting the health of the public and the environment through enforcement and advisory activities
- Placing health and social wellbeing at the core of service delivery and community development taking an integrated approach to environmental health, health promotion and protection
- Working with leading cross sector partnerships to address the underlying causes of poor health and reducing health inequalities
- Develop more cohesive, safe, confident, engaged and sustainable communities and tackling area based disadvantage and reducing health inequalities through close working and support of the community and voluntary sector
- Provision of integrated, citizen focused statutory and community services and facilities and promoting and embedding good relations in collaboration and partnership with government departments and agencies, local groups and communities
- Increased participation and engagement in leisure through high quality services provision and sports development and health programmes delivered in well managed, modern, fit for purpose, sustainable facilities
- Leading on all aspects of social and community regeneration and wellbeing and contributing to the shared and interlinked objectives of economic development and environmental wellbeing and regeneration in partnership with other Directorates, external partners and relevant stakeholders

Our planned service programme is based on the context of Derry City and Strabane District Strategic Inclusive Growth Plan 2017 – 2032. This plan sets a vision of a **'thriving, prosperous and sustainable city and district with equality of opportunity for all'**. Our service delivery must therefore

contribute to the delivery of that vision and meet the needs of our 149,500 residents across the City, Strabane and our rural areas and improve the social, economic and environmental wellbeing of all citizens and to do so in a sustainable way.

The social pillar of the plan sets out the challenges that our service delivery must respond to: a changing age profile with a projected 66% increase in our over 65 age group and a 12% reduction in the under 16 age group by 2039; along with a continued trend of health inequalities in comparison to the NI average; significant issues with drug and alcohol addiction; higher levels of deprivation in our urban and rural areas; the legacy of the conflict and continued community tensions.

The strategic community planning outcomes are to ensure:

Community Plan Outcome	Actions
<p>Community Development</p> <p>We live in a shared, equal and safe community</p>	<ul style="list-style-type: none"> • We are more actively engaged and can influence decisions which affect us. • We have safer communities • We have access to quality facilities and services • Our community and voluntary sector is more resilient and sustainable
<p>Health and Wellbeing</p> <p>We live long, healthy and fulfilling lives</p>	<ul style="list-style-type: none"> • We have improved physical and mental health • Health inequalities are reduced • We are more physically active • We are active and more independent
<p>Children and young people</p> <p>Our Children and Young People have the best start in life</p>	<ul style="list-style-type: none"> • Our children and young People are safer, healthier, more respected and included • Our children and young people are better able to fully realize their potential and become active, responsible citizens.

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

<https://www.derrystرابane.com/Subsites/Community-Planning/An-Update-on-Our-Community-Plan/Statement-of-progress>

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



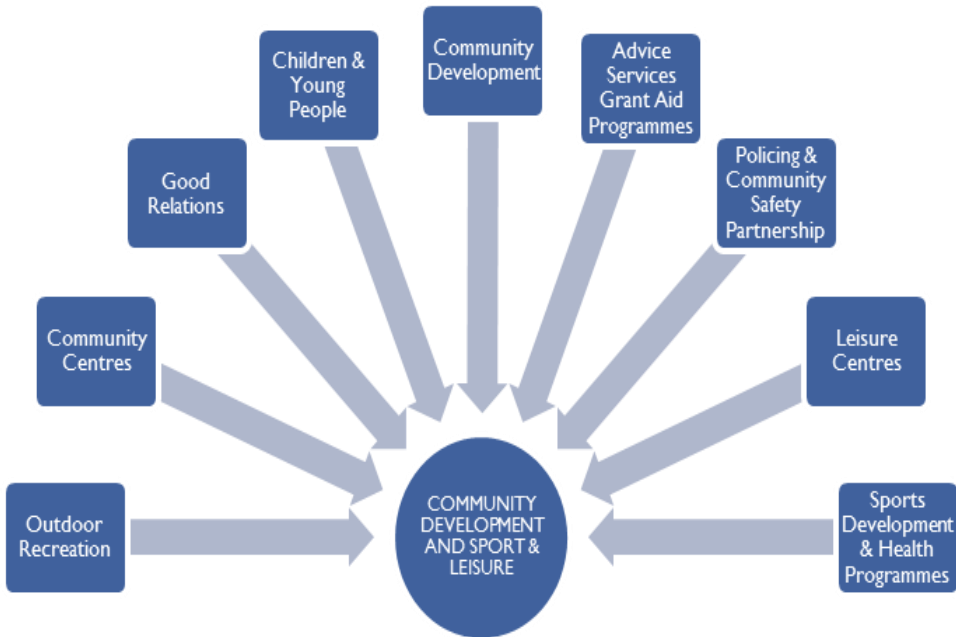
Progress towards achieving outcomes include investment in Stage 2 design and business cases for the new £60m strategic leisure facilities; increase in user visits to leisure centres and sports programmes; delivery of interventions to increase physical activity such as Macmillan Cancer, Everybody Active, Healthy Cities initiatives to develop age friendly, deliver affordable warmth, safer homes, tobacco control, monitor calories and improve on air quality.

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

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

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

1.2 Services Provided



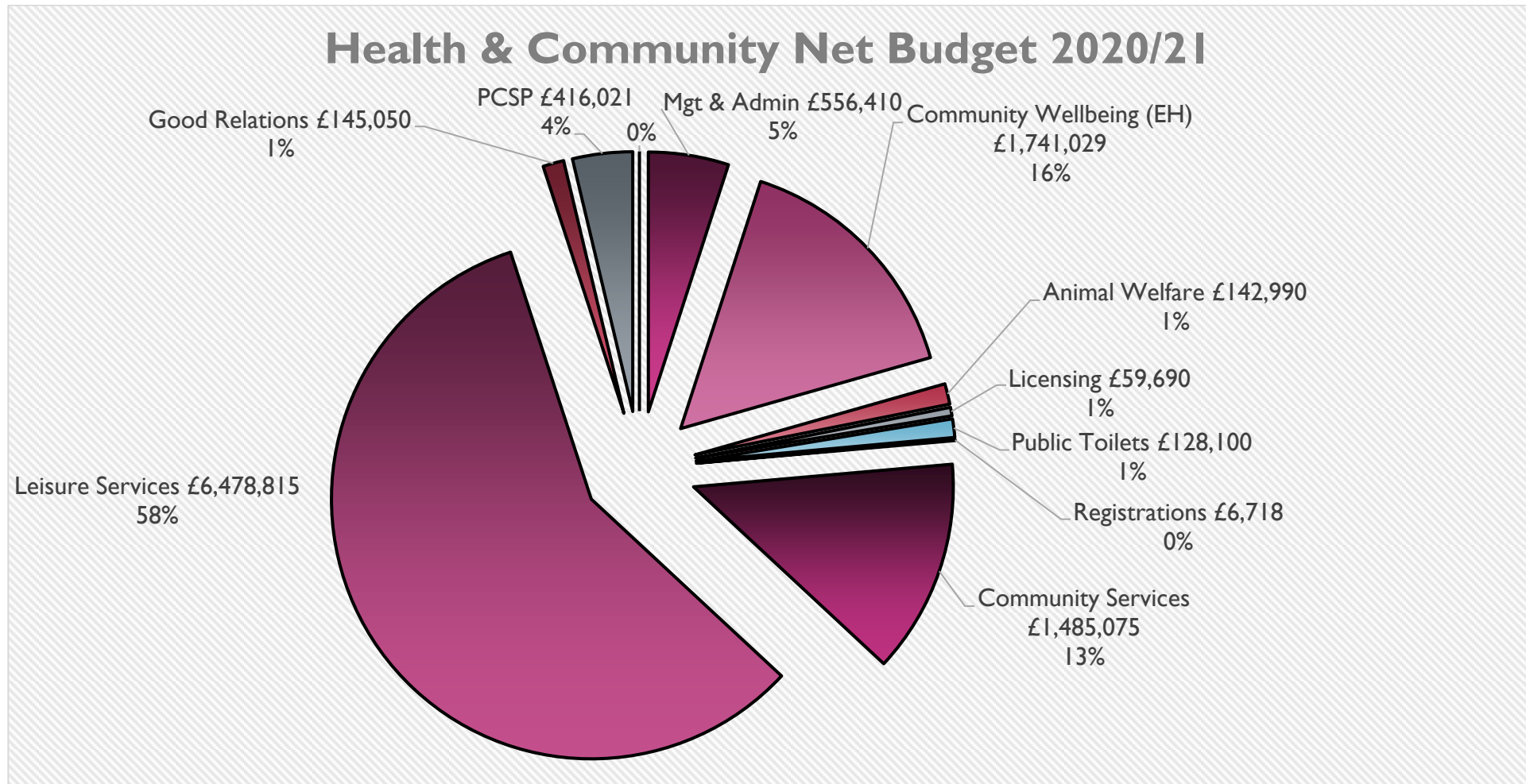
The functions and services provided by the Directorate are outlined below:

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

1.3 Summary of Resources

Financial Resources

The Directorate has a net budget of £11,159,898 representing 17.5% of the Council's overall net expenditure budget of £63,870.667 for the 2020/21 year. A breakdown of these resources by service area is provided in the diagram below.



Staff and Other Resources

The staff resources attached to the Directorate is 415 employees. Of these 327 work within community development and leisure and 88 within health and community wellbeing.

There are 86 premises managed by the Directorate including 9 leisure facilities and a football stadium, 16 community centres, 30 grass pitches, 26 MUGA's and football pavilions, a dog kennel and public conveniences.

Section Two: Achievements 2019/20

2.1 Highlights

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 Castlederg 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 DCSDC 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 supported. (Dec 19)
- 13 RAPID Drugs bins installed with over 30,000 tablets/capsules removed, recorded and destroyed. (Dec 19)
- 558 homes fitted with additional home security equipment. (Dec 19)
- 12,489 patrols carried out by Community Safety Wardens. (Jan 20)
- Received and actioned over 1,551 Anti-Social Behaviour Referrals to Community Safety Wardens. (Jan 20)

Leisure & Sport Service

- Multi sports hub at Melvin Sports Complex successfully progressed to Stage 2.
- Completion of new boxing facilities at Riverdale Leisure Centre

- On target to achieve over 1.1million users through our leisure and sports facilities (based on 9-month outturn figures).
- 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 - 154 new participants (Dec 2019).
- 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

- 3562 Environmental Health service requests investigated and actioned in accordance with Council enforcement policies.

Food Safety (estimated figures to March 2020)

- Successful implementation of the mandatory Food Hygiene Rating Scheme with 93% of all premises having a 4 or 5 rating.
- Provided support and guidance to 130 new food business operators.
- Conducted 650 Food Hygiene inspections and 300 Food Standards Inspections.
- Conducted 300 inspections for Allergen Compliance Initiative.
- Investigated 600 service requests.
- Investigated 40 notifications of Infectious Diseases.
- Procured 220 chemical food samples and 380 micro food samples including participation in 8 National surveys.
- Undertook BREXIT planning work, meetings with DAERA in planning for No Deal, Data capture exercises undertaken.

- Allergen seminars delivered to 170 Food businesses.
- Chinese Food Hygiene Course delivered to 30 food businesses.
- Calorie Wise Awards provided to 3 Food Businesses.

Health & Safety/Consumer Protection (estimated up to March 2020)

- 670 planned health and safety inspections carried out of which 220 were advisory/compliance visits.
- 159 service requests were received including 44 workplace complaints and 50 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.
- 196 homes referred to NIHE under the Affordable Warmth Scheme during 2019-20 and 753 enquiries dealt with (up to 31/01/20) and on target to meet the 275 referrals required to meet the service level agreement.
- 608 Home Safety visits undertaken up to 18/02/20 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 (estimated figures to March 2020)

- 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 (estimated figures to March 2020)

- 8,495 dog licences issued (including 36 block licences) achieving £44,227 income.
- 92 dogs Rehomed.
- Over 1,500 children from 27 schools participated in a schools' educational programme.
- 37 Fixed Penalty Notices (FPN) issued for no Dog licence.
- 37 Fixed Penalty Notices issued for dog straying/fouling.
- £1,350 in total payments (Fixed Penalty Notices) received until 05/03/19.
- Dog control service delivery plan and enforcement policy ongoing.

Animal Welfare (estimated figures to March 2020)

- Animal welfare service through lead Council Fermanagh and Omagh District Council (FODC) ongoing.
- Approximately 309 animal welfare cases investigated with 514 visits, 10 Improvement Notices and 1 Caution issued. There were 2 Prosecutions in the Derry City and Strabane District Council area.

Registration Service (estimated figures up to March 2020)

- 2080 births registered within the District
- 1237 deaths have been registered
- 593 Marriages have been registered
- Administration of legal preliminaries to 392 Religious Marriages
- Officiated at 201 Civil Marriage Ceremonies
- 8 Civil Partnership Ceremonies have taken place
- 8 Approved Marriage/Civil Partnership venues inspected

Licensing/Safety Advisory Group (SAG) for events (estimated figures up to March 2020)

- 11 SAG meetings held with 36 delegations presenting their proposals.
- Provision of guidance in support of 60 public events.
- 356 Licences/permit applications received.
- 327 licences/permits issued.
- 318 Licensing inspections and During Performance Inspections (DPIs) carried out.
- Amusement Permit Policy introduced.
- Street Trading Policy introduced.

2.2 Progress Update

The 2019/20 covalent summary report for quarter 3 detailing period 9 updates is attached at Appendix A. These will be updated to reflect year-end figures post 31st March 2020.

Section Three: Improvement Planning and Performance

The Directorate has set a number of improvement objectives for 2020/21 which aim to bring about improvement in one or more of the following improvement criteria:

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

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

An overview of these objectives and the work we will be undertaking in 2020/21 is set out in paragraphs 3.1 – 3.3 below, under the headings of:

- 2020/21 Directorate Improvement Objectives
- Outcome Improvement Objective
- Mainstreaming the Equality and Disability Duties

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

In doing so the service will focus on how we support the core corporate values.

3.1 2020/21 Directorate Improvement Objectives

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

Community/Corporate Plan Objective	Directorate Outcome / Service Improvement Objective 2020/21	Link to Improvement Criteria **
<p>Social Wellbeing pillar Community Plan priority outcome areas:</p> <ul style="list-style-type: none"> • Community Development – We live in a shared, equal and safe community; • More actively engaged and can influence the decisions that affect us; • Have safer Communities; • Have Access to quality facilities and services; • Community and voluntary sector is more resilient and sustainable. <p>Corporate Plan objectives:</p> <ul style="list-style-type: none"> • Promote healthy outcomes 	<p>To increase participation in local planning, engagement and communication processes by developing collaborative approaches.</p> <p>To create opportunities to improve, extend and maximise access to facilities and services which deliver increased safety and cohesion within the community.</p> <p>Establish innovative practices which develop more sustainable rural communities and increase the capacity to engage rural, disengaged and excluded communities.</p>	<p>SE, F, SA, SI</p> <p>F, SQ, SA, I</p> <p>I, F, SA, SQ</p>
<p>Social Wellbeing pillar Community Plan:</p> <ul style="list-style-type: none"> • Health and Wellbeing – We live long healthy and fulfilling lives; • We age actively and more independently; • Health inequalities are reduced; • We are more physically active; • We have improved physical and mental health. 	<p>Outcome Performance Objective</p> <p>To assist develop healthy lifestyles through increased participation in high quality, leisure and sports activities:</p> <ul style="list-style-type: none"> • To increase users in the Council’s leisure facilities (HC1A); • To improve health and wellbeing in targeted and underrepresented groups through leisure and sport opportunities that enables everyone in DCSDC to lead full and active lives (HC1B); • Maintain current high levels of customer satisfaction/net promoter 	<p>SA, SQ, E, F, I</p>

<p>Corporate Plan objectives:</p> <ul style="list-style-type: none"> Promote healthy outcomes 	<p>score (HC1D);</p> <ul style="list-style-type: none"> To improve participation rates for those living in deprived areas (HC1E). <p>To promote health, safety and wellbeing and safeguard the environment by supporting communities and businesses.</p>	<p>SQ, SA, SE, F</p>
<p>Social and Wellbeing pillar Community Plan</p> <p>Children and Young People – Our children and young people have the best start in life; our children and young people are safer, healthier, more respected and included; our children and young people are better able to fully realise their potential and become active, responsible citizens.</p> <p>Corporate Plan objectives:</p> <ul style="list-style-type: none"> Promote healthy outcomes. 	<p>Improve services for children and young people by embedding a child’s rights based approach across partnership structures, creating structures and informal opportunities where CYP can be involved in decisions which affect them.</p>	<p>F, SQ, SA, E1</p>
<p>Cross cutting Community Plan and Corporate Plan themes:</p> <ul style="list-style-type: none"> Addressing inequality and promoting inclusive growth; Good Relations; Sustainability; Rural Development. 	<p>Make effective arrangements for the delivery of cross cutting community planning and corporate plan themes.</p>	<p>F, I, E, S</p>
<p>Improved customer satisfaction</p>	<p>Increase the cost effectiveness and corporate compliance of services.</p>	<p>E, SE</p>

3.2 Outcome Improvement Objective

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

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

Rationale for Selection

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

The 2019/20 user survey was used to confirm satisfaction with the performance improvement objective. 77% of users agreed that Council 'adopt and develop healthy lifestyles through increased participation in high quality leisure, sport and healthy living activities'. Non-users were also asked this question and 52% agreed with the objective.

Why we selected this objective

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

- Plans for the development of a new regional sport and leisure facilities at Templemore and in Strabane
- New facility developments at Brandywell Stadium, Melvin Sports Arena, Prehen Boathouse, Leafair and Corrody Road

- Need to build the capacity of local sports and recreational clubs to become more sustainable and encourage higher levels of participation and proficiency
- Intervention needs for sports and physical activities programmes to promote greater activity by people with a disability, women, girls, older people and those living in areas of higher social need
- Opportunities presented by partner organisations to engage in pilot initiatives using physical activity to deliver health benefits

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

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

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

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

Source: NISRA, Population Projections (2016 based)

- ❖ The population of DCSDC is projected to get older by 2028 and through to 2041.
 - ❖ By 2041, it is projected that the number of those aged under 16 will fall to 28,040 (19.2%), down from 32,806 (21.8%) in 2016.
 - ❖ The numbers of residents in the age bands, 25-44 and 45-64, are also projected to fall as well as making up proportionately less of the DCSDC population.
 - ❖ By 2041, the number of people aged 65 and over is expected to increase to 35,150 resulting in this age category making up nearly a quarter (24.1%) of the DCSDC population.
- The area exhibits life expectancy levels on a par with NI but on closer inspection the urban deprived super output areas have levels far below those in affluent or rural areas. Health outcomes were worse in the most deprived areas than in the DCSDC as a whole across all 26 indicators
 - Some 30,925 people (21%) live in areas defined as deprived. Analysis of super output data suggests there are forty output areas, almost half in rural areas, that contain deep pockets of multiple deprivation.
 - Within DCSDC all health and wellbeing indicators were worse than the NI average with the exception of the standardised admission rate for circulatory disease
 - Cancer rates, prescriptions for anti-depressants, admission rates to A&E for residents from the most deprived areas are all multiples of the rates for NI in non-deprived areas

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

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

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

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

The Young Persons Behaviour and Attitude Survey for NI assessed the no of school children who participate in physical activity 3 times per week.

Respondents were asked how many days participation in sport, physical activity, or active play which made them out of breath they undertook over a 7 day period.

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

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

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

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

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

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

Source: Health Survey Northern Ireland
 Respondents aged 19+

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

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

Source: Health Survey Northern Ireland
 Respondents aged 19+

Leisure centres and sports programmes play an important role in increasing participation. User visits across all Council Leisure sites is increasing year on year: 917,735 in 2016/17; 940,000 in 2017/18; 1,129,254 in 2018/19 and with the current 19/20 9 month out-turn figure reaching 1.1m with the expectation that this will reach 1.2m by the end of the financial year. Opportunities exist for developing a more focused approach to assessing the impact on the general health and wellbeing of participants through the annual user survey.

The 2019/20 user survey (partial analysis) indicates:

- 70% visit leisure centres several days per week
- 53% were 'active' – exercising 2-5 hours per week
- All believed that physical activity improved their mental and/or physical health
- Most favourite activity was the gym – 49%

The 2019/20 non-user survey (partial analysis) indicates:

- 47% exercise 2-4 days per week
- 44% were 'active' – exercising 2-5 hours per week
- 87% believed that physical activity improved their mental and/or physical health
- Most favourite activity was walking – 52%

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

Example

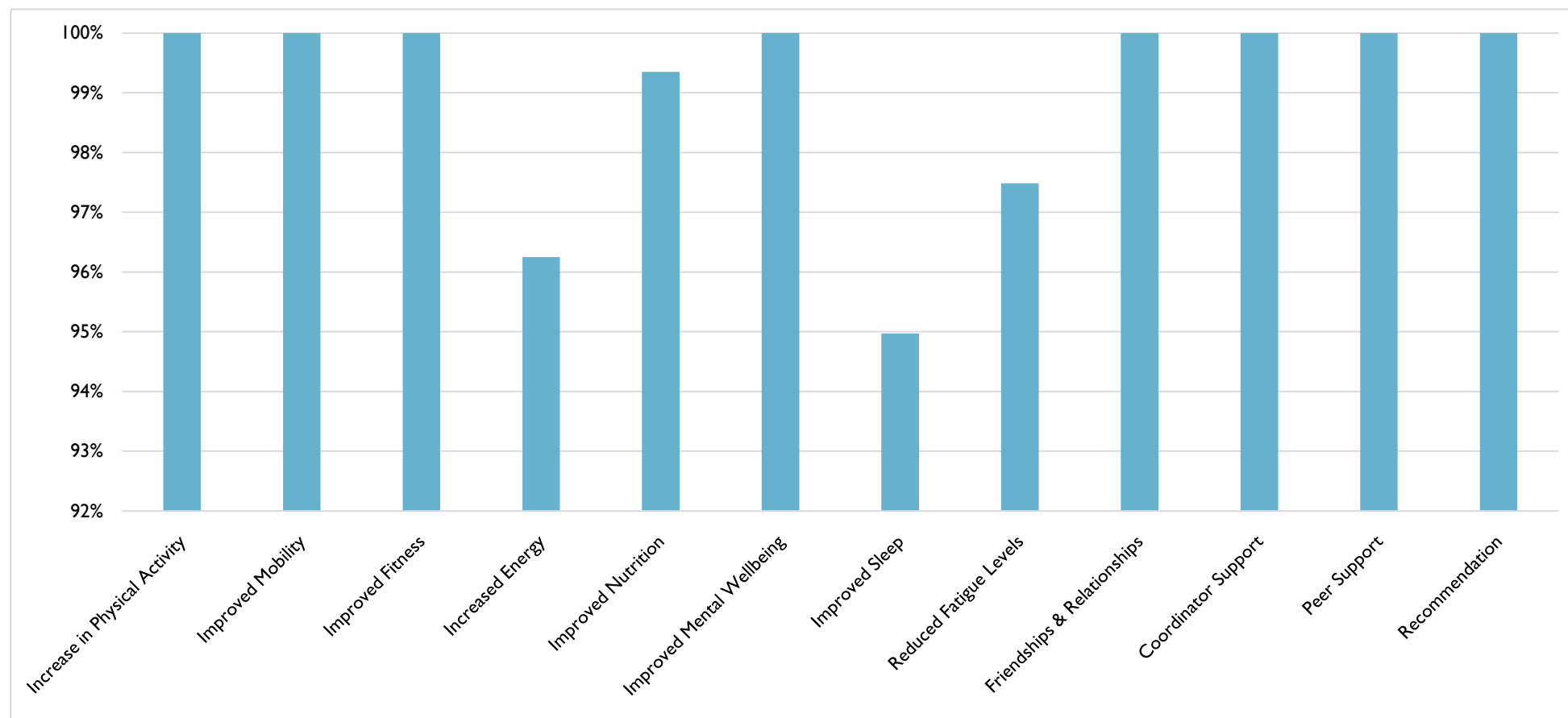
The **Everybody Active (EBA)** programme, a participatory based programme funded by Sport NI targets specific under-represented groups.

This programme targets 12,000 new participants per annum with the 9 monthly 2019/20 report presented below:

Derry & Strabane	Total Participants	Women & Girls	Disability	Greatest Need	Sustained
EBA Y4 Targets	12,763	7,530	2,297	4,467	4,084
Year 4 Q3	7,506	7,506	4,457	742	3,967

Example

The **Macmillan Cancer** programme, targeting 100 new participants per annum assesses the impact of physical activity on fatigue, tiredness, energy, self-care, amount of exercise undertaken before the programme and overall support for the programme. The analysis below presents the impacts across a number of quality of life factors.



Example

A 6 monthly analysis of the **physical activity referral** programme which targets 241 participants per annum - special designated populations to include: obesity, musculoskeletal, diabetes and mild/moderate mental health. Participants' net health score improved by 70% by completion of the programme (PARP Pre and Post Survey Results). Detailed results are set out below:

Obesity	BMI (25-40)
Retention rate	86%
Client follow on to gym membership	129 clients or 53%
Increase in general health and feeling	74.6%
Increase in physical activity level	82%
Increase in quality of life and wellbeing	69%
Increase in confidence levels	66%
Increase in mood	50%
Increase in quality of sleep	83%

Example

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

Get Out Get Active Derry City and Strabane District Council

The Get Out Get Active Programme, funded by Spirit of 2012, was launched in Derry City and Strabane District Council Area in 2016. In partnership with the council, Kieran Coyle, Active Recreation Officer has worked hard to reach the least active disabled and non-disabled people to encourage participation in inclusive and fun activities together.



A significant number of GOGA participants have accessed Council facilities independently to enjoy other activities. One GOGA user of Foyle Arena said "It's fantastic that all this is on our doorstep and I never knew about it before".



The Monday Club is an inclusive multi-activity club for people with a disability to try a range of different activities. The club has gone from strength to strength and now has over 100 regular participants. This club, developed by Kieran, Active Recreation Officer for GOGA, has now been passed on to the council's Every Body Active Team and provides a regular income to the council of approximately £200 per week.



"I recently had a baby and found it hard to fit exercise in because I had to get a babysitter, the social aspect of this class is great for my mental and physical health."
Buggy Fit Participant

Positive Change and Lasting Impact

According to research conducted by GOGA: 15 months into the GOGA programme, across the UK, those who were very inactive prior to GOGA were doing an extra 24 minutes of activity per day.

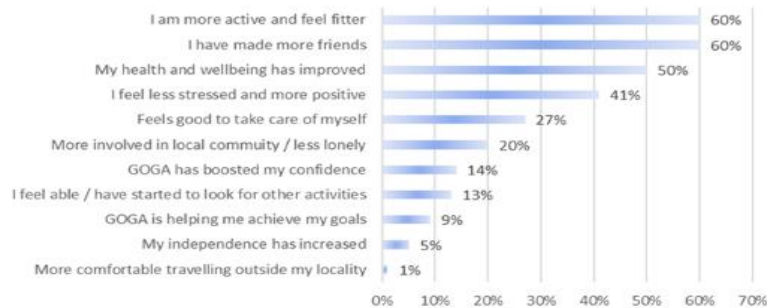
GOGA Disability Wall Climbing Programme



Monday Multi-Activity Club



How GOGA is making a difference



*GOGA Women's Insight Survey

Volunteers

The GOGA Programme has engaged 46 volunteers with 9 supporting regular programmes.

Eamon, Volunteer for the GOGA Programme



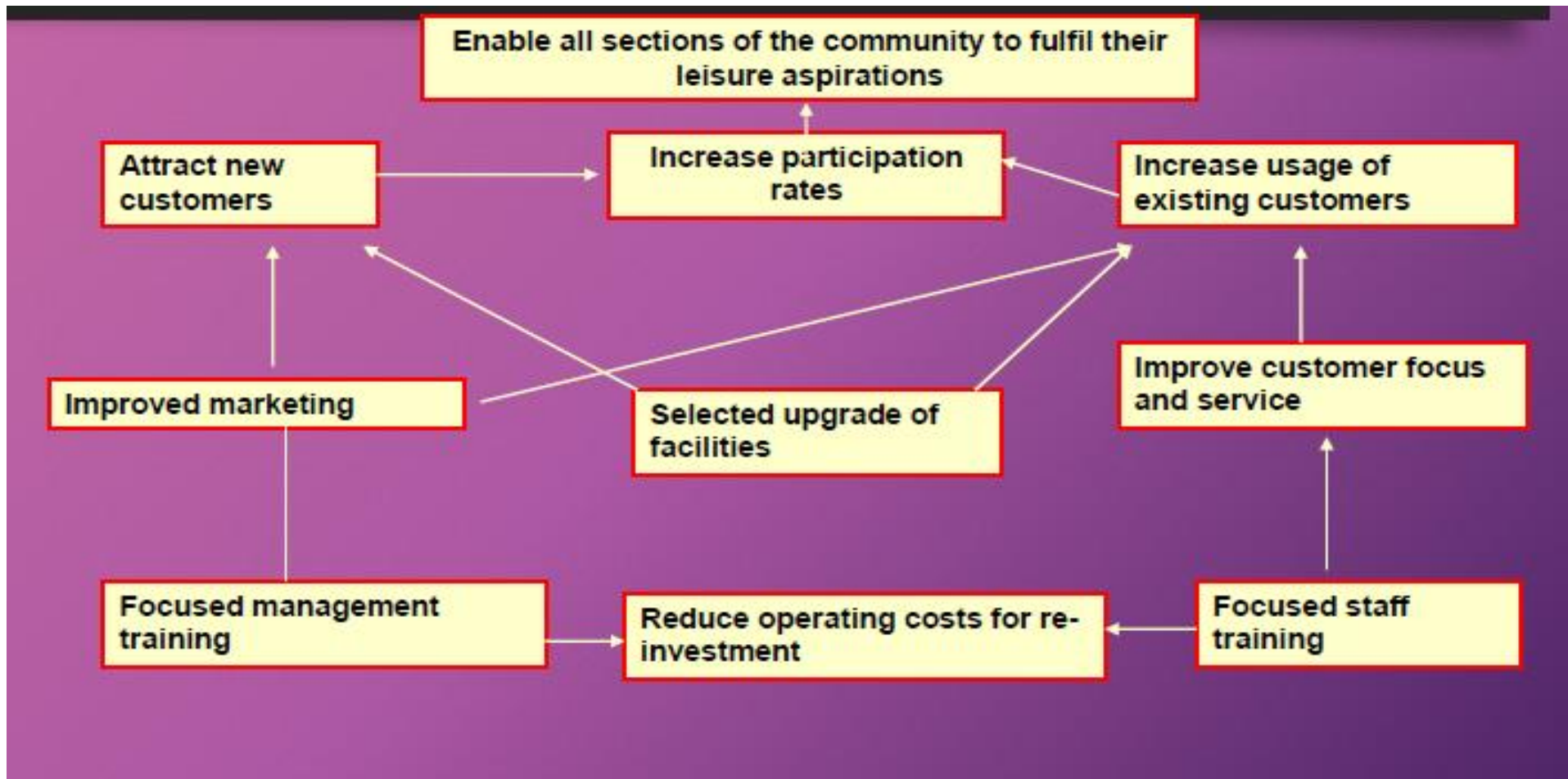
"Eamon has been an outstanding volunteer, I remember shy Eamon who doesn't exist anymore as he has progressed on to new ventures both within and outside of GOGA" - Kieran Coyle, GOGA Active Recreation Officer

Eamon has continued on his GOGA volunteer journey and still supports and attends several of the regular GOGA sessions. Volunteering has introduced Eamon to new activities and people and he is no longer isolated. He engages with his local community daily (both through GOGA and independently) and Eamon's story is a great example of the positive difference the GOGA programme (and the strong community and statutory links it has developed) is making to people's mental health and wellbeing in Derry and Strabane, through inclusive physical activity.

"GOGA has been priceless, I don't know how else to describe it. We can't go back to how things were before. Our service users now come to Foyle Arena 3 times a week and the centre has become a part of their life now." Local day centre staff member



Strategy Map: How we will deliver our Outcome Improvement Objective



3.3 Mainstreaming the Equality and Disability Duties

The Directorate will support the Council's commitment to promoting equality and opportunity as outlined in Section 75 of the NI

Act 1998. This will account for people of different religious belief, political opinion, racial group, age, marital status, sexual orientation, gender and people with and without a disability and people with and without dependants as specifically is outlined in the equality scheme:

- All policies will be screened and Equality Impact assessments undertaken as required. Policy considerations in 2020/21 include the sports facilities strategy, pricing policy; local community plans; children and young people action plan; sport, leisure and outdoor recreation strategy; PCSP plan.
- Through our programme of activities and in particular good relations we will engage with those of different religious backgrounds, political opinion, racial groups, ages and the LGBT community. A good relations working group and ethnic minority forum will be supported as key mechanisms for engaging with, providing information to and consulting with these groups. The promotion of good relations week will provide a high level corporate focus on this activity.
- The disability scheme places a duty on public authorities when carrying out their function to have regard to the need to promote positive attitudes towards disabled people and encourage participation by disabled people in public life. Due consideration will be given to the needs of the disabled and there will be targeted programme interventions within the leisure and sports programmes and actions to support inclusion and engagement in consultation events. Facility planning for new developments accounts for the needs of those with disabilities and ensuring service provision addresses issues raised through the disability forum.

3.4 Improvement Delivery Plan

In order to deliver our Directorate outcome and/or service improvement objectives we have identified a number of key activities, as set out below. These actions represent part of the work that will be progressed by the Directorate during 2020/21.

Ref	Directorate Outcome/ Service Improvement Objective	Key Activities/Actions/Sub-actions/milestones	Target Date	Lead Officer
1	To help people to adopt and develop healthy lifestyles through increased participation in high quality leisure, sport and healthy living activities (HC1)	<p>Develop a sport, physical activity and wellbeing plan.</p> <p>Deliver Healthy Towns programme.</p> <p>Deliver McMillan Move More Support programme – 100 participants living with or beyond cancer.</p> <p>Roll out of Peace 4 Sports Development Programme.</p> <p>Roll out of Coach Education Programme</p> <p>Delivery of 6 seasonal district wide sports camps with 250 participants.</p> <p>Complete a user survey at leisure centres to include both customer satisfaction and focused impact of health benefits and maintain net promoter score of 50.</p> <p>Lead business case planning and design process for:</p> <ul style="list-style-type: none"> • Strabane Leisure Centre to Design Stage 4 • Templemore Sports Complex to Design Stage 4 • Daisyfield/Brandywell Sports Centre Development to Design Stage 4 	<p>March 2021</p> <p>March 2021</p> <p>March 2021</p> <p>March 2021</p> <p>March 2021</p> <p>March 2021</p> <p>March 2021</p> <p>March 2021</p>	

	<p>Complete Prehen pontoon and changing/storage facility.</p>	March 2021	
	<p>Progress Melvin Multi-Sport Hub Development to Design Stage 4 and identify funding opportunities.</p>	March 2021	
	<p>Increase leisure user visitor numbers (paid visits) to 1,100,000 visits per year, including:</p> <ul style="list-style-type: none"> • 5,000 participants in centre-based learn to swim programme. • 3,000 children achieving the schools swimming standard as set in the National Key 2 curriculum. • 12,000 participants in fitness classes. • Deliver 30 health improvement initiatives in conjunction with Health Trust and community organisations. 	March 2021	
	<p>Deliver a health and wellbeing event to encourage partnership working with Health Trust and community organisations.</p>	March 2021	
	<p>Increase membership base through promotion of household membership and all-inclusive fitness packages.</p>	March 2021	
	<p>Deliver a range of programmes to encourage people of all ages and abilities to participate in regular physical activity, sustaining good physical and mental health, with emphasis on children and younger people.</p>	March 2021	
	<p>Achieve Everybody Active targets of 12,000 participants per year for targeted programmes, including</p>	March	

		<ul style="list-style-type: none"> • 2k Disability Participants • 5.5k Female Participants • 4.5k Area of High Social Need Participants <p>Achieve 550 participation completion rate for Physical Activity Referral Programme (PARP) targeting those with health risks relating to obesity, diabetes or musculoskeletal conditions.</p> <p>Achieve Athlete Support Membership of target of 60 participants.</p> <p>Hold 6 Active Travel Sessions to make staff aware of initiative and encourage active travel choices and assess at year end.</p> <p>Waterside Shared Village – contractor to be appointed.</p> <p>Ballymagroarty/Hazelbank – Design Stage 4 Technical Design to be completed.</p> <p>Culmore CC - Design Stage 4 Technical design to be completed.</p> <p>Glenview CC – Design team appointed and design stage 2 completed.</p> <p>Top of the Hill – construction work completed and building operational.</p> <p>Galliagh CC – Construction to be completed.</p>	<p>2021</p> <p>March 2021</p> <p>March 2021</p> <p>March 2021</p> <p>Sept 2020</p> <p>March 2021</p> <p>March 2021</p> <p>March 2021</p> <p>March 2021</p> <p>March</p>	
--	--	--	---	--

		Shantallow CC – Construction to be completed.	2021 March 2021	
2	To increase participation in local planning, engagement and communication processes by developing collaboration processes (HC2)	<p>Delivery of Pilot Consensual Grant Making model in Partnership with Local Growth Partnerships.</p> <p>Secretariat support to be provided to 3 Rural DEAs by external facilitator.</p> <p>Cross departmental representation on Local Community Growth Partnership Boards</p> <p>Deliver PCSP Action Plan for 2020/21 with the following outcomes:</p> <ul style="list-style-type: none"> • Provide PCSP support to community based forums • Provide a PSCP Small Project Support Fund for each of the 7 DEAs and Strabane Town <p>To improve community confidence in policing by delivering joint awareness/engagement activities with PSNI through the following activities:</p> <ul style="list-style-type: none"> • Road Safety Initiatives • Youth Engagement Initiatives • Marking Initiatives – Bikes/trailers/farm equipment • Joint anti-burglary awareness campaigns • PCSP Policing Committee Meetings, Support Local Community Safety Forums • Monthly Support Hub Meetings. 	<p>March 2021</p> <p>March 2021</p> <p>March 2021</p> <p>March 2021</p> <p>March 2021</p> <p>June 2020</p> <p>March 2021</p>	

		<p>Deliver 10 District Wide Sports Forum meetings.</p> <p>L&S Pricing Policy EQIA, ongoing consultation and annual reviews.</p> <p>Complete 200 Leisure and Sport Customer Satisfaction Surveys and maintain a net promoter score of over 50.</p>	<p>March 2021</p> <p>March 2021</p> <p>March 2021</p>	
3	<p>Improve services for Children and Young People (CYP) by embedding a Child Rights based approach across partnership structures; creating formal structures and informal opportunities where CYP can be supported to be involved in decisions which affect them. (HC3)</p>	<p>Continue support for Youth Council</p> <p>Deliver the Child Rights Partner Programme in partnership with the WAOG and Unicef, to include;</p> <ul style="list-style-type: none"> • Discovery phase • Development and delivery <p>Continue to deliver an inclusive and participatory Youth 19 programme for young people ages 12 – 24.</p> <p>Develop and Deliver a PCSP small project support programme with a focus on youth engagement promoting respect for the law and for each other.</p>	<p>March 2021</p> <p>March 2021</p> <p>Dec 2020</p> <p>March 2021</p>	
4	<p>To create opportunities to improve, extend and maximise access to facilities and services which deliver increased safety and cohesion within the community (HC4)</p>	<p>Implement the Council's bonfire action plan.</p> <p>Deliver a £200,000 Good Relations Grant Aid Programme.</p> <p>Deliver the Community Safety Warden Programme around reducing Anti-Social Behaviour (ASB) and its impact on our community.</p>	<p>March 2021</p> <p>March 2021</p> <p>March 2021</p>	

		Allocate £718,299 to Advice Services Programme to deliver generalist Advice Services in the Council area.	March 2021	
		Extend pilot of Tribunal/Appears Programme with funding of £88,678.	March 2021	
		Carry out a quality control audit on all funded advice providers.	January 2021	
		Sports Grant Aid funding of £135,000 to be allocated groups/clubs, subject to Sport NI investment.	March 2021	
6	Increase the cost effectiveness and corporate compliance of services (HC7)	Continue to maintain ISO 45001 at all Council Owned Community Facilities and ISO 45001 at all Leisure Sites.	March 2021	
		Secure match funding from a range of partners to ensure delivery of the PCSP Action Plan, co-finance CCTV and the Community Safety Wardens.	September 2020	
		Achievement net budget for Leisure, Sports Development and Pitches/Pavilions of £6,478,815	March 2021	
		Implementation of L&S Pricing Policy	March 2021	

Improvement Delivery Plan – Health & Community Wellbeing

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

Ref	Directorate Outcome/ Service Improvement Objective	Key Activities/Actions/Sub-actions/milestones	Target Date	Lead Officer
-----	--	---	-------------	--------------

1	Promote health, safety and well-being, and safeguard the environment by supporting communities and businesses through education and enforcement	Continue to promote/support and participate in range of health and wellbeing initiatives linked to collaborative actions identified within the Strategic Growth Plan (2017-2032), Health 2020 and the Making Life Better Strategy (2013-2023).	March 2021	HHCW
2		Support the continued delivery of the Community Crisis Intervention Service and liaise with Government Departments and partner agencies to help sustain the service going forward.	March 2021	HHCW
3		Support the local economy and businesses through clear advice, guidance & good regulation.	March 2021	HHCW
4		Work with stakeholders to monitor, manage and improve Local Air Quality working towards meeting national air quality objectives and the Northern Ireland Executive's draft Programme for Government indicator on air quality	March 2021	HHCW

5		Promote and support responsible dog ownership through the balanced use of education and enforcement initiatives supported by Dog Control Orders.	March 2021	HHCW
6		Provide quality statutory functions promoting compliance through risk based inspection and sampling programmes and where necessary carry out enforcement activities in accordance with statutory provisions and council policies.	March 2021	HHCW
7		Provide high quality and accessible registration services within legislative framework and Council policies.	March 2021	HHCW
8		Contribute to the development of the Local Development Plan and respond to planning consultations to ensure sustainable development.	March 2021	HHCW
9		Support develop an Age Friendly City and District by supporting Active Ageing Strategy 2016-2021 and the 8 World Health Organisation key themes.	March 2021	HHCW
10		Undertake BREXIT Preparedness activities in collaboration with DAERA, FSA and OPSS.	March 2021	HHCW
11		Support the delivery of the European policy framework Health 2020 by using a WHO Healthy City Network approach.	March 2021	HHCW

12		<p>Support/contribute to the planning of Health and Wellbeing programmes and appropriate health information to encourage positive change in lifestyles.</p> <p>Develop Health and Wellbeing information to support:</p> <ul style="list-style-type: none"> a. Families who register life events (Births, Deaths, Marriages) b. Healthy Nightlife Environments 	March 2021	HHCW
13		<p>Support community, voluntary, statutory and business partners tackle issues affecting vulnerable members of our society through the Civic Forum (Alcohol, Drugs, Mental Health, Emotional Wellbeing, Suicide Prevention and Homelessness) which is led by the Mayor.</p>	March 2021	HHCW
14		<p>Support Foyle Hospice with the implementation of the Compassionate Communities Charter</p>	March 2021	HHCW

3.5 Measures of Success and Performance

During 2020/21, we will continue our work to establish baseline and benchmarking information in order to promote continuous improvement. The following performance indicators/measures and targets have been identified for 2020/21.

Outcome / Service Improvement Objective Reference	Performance Measure/Indicator	Baseline Performance	2017/18 Performance	2018/19 Performance	2019/20 Performance (As at end of Q3)	2020/21 Target
HC1A	Leisure user visitor numbers (paid visits) by 50,000 visits per year		940,000	1,129,254	1,096,683	1,200,000
HC1B	Number of Everybody Active participants per year for targeted programmes	12,000	12,000	12,000	8,421	12,000
HC1B	Number of completed Physical Activity Referral Programme (PARP) targeting designated special populations – those with obesity, diabetes or musculoskeletal condition	450	450	450	416	550
HC1B	Number of participants in Macmillan Move More Programme % of participants reporting improvement against indicators of fatigue, tiredness, energy, self-care, amount of exercise before programme and support for the programme				122 98%	100
HC1B	Number of participants in NW Sporting				264	50

	Pathways programme					
HC1B	Number of athletes enrolled in the Elite Athlete Membership Scheme				68	70
HC1B	Number of participants in the Coach Education programme and CPD Courses to support Coach and Club development				32	140
HC1B	Number of participants through Sport NI and EBA 2020 Grant Aid Programme				Not available	4,200
HC1D	User satisfaction/Net promotor score				50	50
HC1D	Average Quarterly Mystery Visit Score across all leisure facilities				85%	85%

Measures of Success and Performance – Health & Community Wellbeing

During 2020/21, we will continue to work to establish baseline and benchmarking information in order to promote continuous improvement. The following performance indicators/measures and targets have been identified for 2020/21.

Outcome / Service Improvement Objective Reference	Performance Measure/Indicator	Baseline Performance	2017/18 Performance	2018/19 Performance	2019/20 Performance	2020/21 Target
HC6 (1)	<p>Continue to promote/support and participate in range of health and wellbeing initiatives linked to collaborative actions identified within the Strategic Growth Plan (2017-2032), Health 2020 and the Making Life Better Strategy (2013-2023).</p> <ul style="list-style-type: none"> Participate in the Health and Wellbeing Outcome Delivery Partnership and facilitate and support any partnership groups and / or agency, to deliver on the collaborative actions identified. Support develop an Age Friendly City and District by supporting Active Ageing Strategy 2016-2021. 		N/A	Meet 4 times per year	4 meetings held	Meet 4 times per year Develop Age Friendly Strategy for DCSDC area.

	<ul style="list-style-type: none"> • Support community, voluntary, statutory and business partners tackle issues affecting vulnerable members of our society through the Civic Forum (Alcohol, Drugs, Mental Health, Emotional Wellbeing, Suicide Prevention and Homelessness) which is led by the Mayor. <ul style="list-style-type: none"> ▪ Hold 4 Civic Forum (Alcohol, Drugs, Mental Health, Emotional Wellbeing and Homelessness) meetings/year 		2	2	3	4
	<ul style="list-style-type: none"> • Continue to promote/support and participate in range of health and wellbeing initiatives linked to Making Life Better Strategy:- <ul style="list-style-type: none"> ▪ Home Safety ▪ Affordable Warmth ▪ Smoke Free/Tobacco Control ▪ Air Quality 		8 1	8 1	119 2	8 1 2 Clean Air Day/Community Planting) 25

	<ul style="list-style-type: none"> ▪ Nutrition ▪ Obesity/Health at Work <ul style="list-style-type: none"> • Work towards obtaining Compassionate Communities Cities Charter-develop and support the 13 social changes within the action plan • Achieve the targets set by HSENI/DC Joint Strategy to help reduce accidents and ill health within specific service sectors/activities. • Implementation of a Community Toilet Scheme 		<p>24 events participated in</p> <p>Steering group established and action plan developed</p> <p>Achieved 82.4% inspections</p>	<p>55 events participated in</p> <p>Action plan delivered</p> <p>Achieved 60% inspections</p> <p>Community Toilet Scheme Launched</p>	<p>Support provided to steering group</p> <p>Achieved 82% inspections.</p> <p>Community toilet scheme in place (20 premises)</p>	<p>Deliver 2 Calorie Wise seminars</p> <p>Continue to support the social changes</p> <p>50% of premises inspected to be targeted as per initiative</p> <p>Continue to deliver scheme</p>
--	---	--	--	---	--	--

	<ul style="list-style-type: none"> • Increase focus on Food Standards as a result of Food Fraud- <ul style="list-style-type: none"> ○ Alcohol Sampling in Licensed Premises ○ No of premises inspected for Food Standards 		20	21	22	20
	<ul style="list-style-type: none"> ○ Participate in Allergen Compliance Initiative- No of FS focused Inspections 		474	373	550	450
			270	406	290	250
(2)	<ul style="list-style-type: none"> • Support the delivery of the Community Crisis Intervention Service and liaise with Government Departments and partner agencies to sustain the service going forward. 		Procurement of CCIS initiated	Pilot Crisis Intervention Service in place	Pilot Crisis Intervention Service in place	Secure funding to continue service

	<ul style="list-style-type: none"> Deliver affordable warmth scheme and promote other schemes to reduce fuel poverty within district. 		Service delivered in line with DfC SLA	Service delivered in line with DfC SLA	Service delivered in line with DfC SLA	Service delivered in line with DfC SLA
(3)	Support the local economy and businesses through clear advice, guidance & good regulation					
	<ul style="list-style-type: none"> Ensure new food, health and safety and consumer protection businesses receive advice and guidance upon registration. 		100%	100%	100%	100%
	<ul style="list-style-type: none"> Produce bespoke guidance document to be used by business and/or consumer addressing specific initiatives as identified within Departmental service plans. 		100%	100%	100%	100%
<ul style="list-style-type: none"> Promote high standard of health and safety and well-being at public events, through the holding of Safety Advisory Group meetings to encourage event organisers/promoters to implement good practice 						
<ul style="list-style-type: none"> No of SAG meetings attended 		15	12	11	4 (Quarterly meeting schedule)	

	Acknowledgement of applications for registrations, licences and permits to be sent to applicants within 5 days of receipt	N/A	N/A	N/A	N/A	80%
	Amusement, Places of Marriage, Petroleum, Street Trading, Societies and lotteries issued within 20 days of valid application	N/A	N/A	N/A	N/A	80%
	Entertainment, Special Events (Road Closures) issued within 40 days of valid application	N/A	N/A	N/A	N/A	80%
	<p>Improve accessibility to online services, leading to a 10% increase in the number of valid applications for registrations, licences and permits made online</p> <ul style="list-style-type: none"> Provide Port Health Service and Develop Service plan 	N/A	N/A	N/A	N/A	<p>10%</p> <p>Service Plan completed. Become Corporate member of APHA. Arrange ship inspection training for staff.</p> <p>Service available on request</p> <p>Service in place</p> <p>Inspection of vessels on request</p>

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

	<ul style="list-style-type: none"> • Implement rehoming policy 		100%	Review and Update policy		Policy implemented
	<ul style="list-style-type: none"> • Dog attacks investigated within 1 day 		100%	100%	100%	To be completed
	<ul style="list-style-type: none"> • Dog Control Orders created by cross departmental/multi-agency working group 		Cross departmental working group established	Create 3 Dog Control Orders	3 Dog Control Orders Developed	Implement Dog Control Orders
	<ul style="list-style-type: none"> • Education talks – Schools/Community Groups 		30	30	30	30
	<ul style="list-style-type: none"> • Increase number of new dog licences 		20% increase (8162)	20% increase (8278)	20% increase (8500)	10% increase
	Animal Welfare – 100% compliance with SLA					
	<ul style="list-style-type: none"> • Deliver on workplan targets that meet the Animal Welfare Project Board Strategy Objectives 		100%	100%	100%	100%

	<p>(6) Provide a quality statutory function promoting compliance through risk based inspection and sampling programmes and where necessary carry out enforcement activities in accordance with statutory provisions and council policies.</p> <ul style="list-style-type: none"> • 100% of programmed high risk premises inspected • 80% of service requests responded to within 3 working days. • 80% of accident notification responded to within response times. <p>Adhere to targets set out in the following Service Level Agreements with statutory partners:</p> <ul style="list-style-type: none"> • DfC Affordable Warmth 	100%	91%(H&S/CP) 100% (FH) 66% (PPC)	84%(H&S/CP) 100% (FH) 100% (PPC)	88% (H&S/CP) 81% (FH) 100% (PPC)	100% (H&S/CP) 100% (FH) 100% (PPC)
			85%	88%	92%	80%
		100%	100%	100%	100%	100%
		100%	100%	100%	100%	100%

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

	<ul style="list-style-type: none"> • Food Safety/Nutrition/Infectious Disease Control - Ensure the continued operation of the Mandatory FHRS in a fair, consistent and transparent manner:- <ul style="list-style-type: none"> ○ % of FHRS notifications sent out within 14 days ○ % of revisits undertaken ○ No of consistency exercises undertaken 	100%	94%	100%	100%	100%
		100%	100%	100%	100%	100%
		2	2	2	0 as none planned in NI	N/A

	<p>(8) Provide high quality and accessible registration services within legislative framework and Council policies.</p> <ul style="list-style-type: none"> • The publication of a new guide to the Registration of Marriage and Civil Partnership: <ul style="list-style-type: none"> ○ Number of local businesses making application for Approved Venue status ○ Service Delivery and Customer feedback from Funeral Director and bereaved family 		<p>100%</p> <p>8</p> <p>100%</p>	<p>100%</p> <p>8</p> <p>100%</p>	<p>100%</p> <p>8</p> <p>100%</p>	<p>100%</p> <p>8</p> <p>100%</p>
--	---	--	----------------------------------	----------------------------------	----------------------------------	----------------------------------

	<p>(9) Contribute to the development of the Local Development Plan and respond to planning consultations to ensure sustainable development.</p> <ul style="list-style-type: none"> • Engage with Environment and Regeneration Directorate on strategic planning and the development of the Local Development Plan • Improve response times to planning:- <ul style="list-style-type: none"> ○ 15 working days response time for local applications 	33%	43%	78%	78%	85%
--	---	-----	-----	-----	-----	-----

Section Four: Risk Management

4.1 Risk Register

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

Section Five - Contacts

Director

Karen McFarland – Director of Health and Community

Email: karen.mcfarland@derrystrabane.com

Work Direct Line: 028 7138 1319

Work Mobile No: 07912 120 850

Lorraine Shields – PA to Director of Health and Community

Email: lorraine.shields@derrystrabane.com

Tel No. 028 71 253 253 ext 4291 or 6401

Work Direct Line: 028 7138 1319

Heads of Services

Barry O'Hagan – Head of Community Development and Leisure

Email: barry.ohagan@derrystrabane.com

Tel No. 028 7125 3253

Work Mobile: 07709 457 730

Hazel Best

Business Services Officer

Email: hazel.best@derrystrabane.com

Tel No 028 7125 3253 ext 6989

Seamus Donaghy – Head of Health and Community Wellbeing

Email: seamus.donaghy@derrystrabane.com

Tel No. 028 71 253253

Work Mobile: 07824469500

Caroline McKittrick

Business Services Officer

Email: caroline.mckittrick@derrystrabane.com

Tel No 028 7125 3253 ext 4441 or 6952

Service Managers (Community Development and Leisure)

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

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

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

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

Community Services- Local Community Planning, Community Centres

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

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

Principal Officers (Health and Community Wellbeing)

Food Control and Infectious Diseases
Genevieve McWilliams
Email: genevieve.mcwilliams@derrystرابane.com
Tel No. 028 71 253253

Environmental Protection & Neighbourhoods
Paul McSwiggan
Email: paul.mcswiggan@derrystرابane.com
Tel No. 028 71253253

Health & Safety and Consumer Protection
Barry Doherty
Email: barry.doherty@derrystرابane.com
Tel No. 028 71 253253

Licensing & Public Events Safety
Paul Rafferty
Email: paul.rafferty@derrystرابane.com
Tel No. 028 71 253253

Health, Housing and Public Conveniences
Alan Haire
Email: alan.haire@derrystرابane.com
Tel No. 028 71 253253

Dog Control & Port Health

PCSP

Vanessa Russell

PCSP Officer

Email: vanessa.russell@derrystrabane.com

Tel No. 028 7125 3253

Sports & Leisure

Rachel McCay

Leisure Quality Assurance Officer

Email rachel.mccay@derrystrabane.com

Tel No. 028 7138 2662

Steve Setterfield

Area Manager – Leisure

Email: steve.setterfield@derrystrabane.com

Tel No. 028 7137 6555

Cathy Farren

Area Manager – Leisure

Email: cathy.farren@derrystrabane.com

Tel No. 028 7128 9200

James Moore

Area Manager – Leisure

Email: james.moore@derrystrabane.com

Tel No 028 7138 2672

Ryan Deighan

Enda Cummins

Email: enda.cummins@derrystrabane.com

Tel No. 028 71 253253

Registrar

Michelle Duddy

Email: michelle.duddy@derrystrabane.com

Tel No. 028 71 253253

Area Manager - Sport

Email: ryan.deighan@derrystrabane.com

Tel No. 028 7125 3253

Sports Development

Ryan Porter

Sports Development Manager

Email: ryan.porter@derrystrabane.com

Tel No. 028 7125 3253

Aiden Lynch

Sports Development Manager

Email: aiden.lynch@derrystrabane.com

Tel No. 028 7125 3253

Keith Thompson

Sports Development Co-Ordinator

Email: keith.thompson@derrystrabane.com

Tel No. 028 7125 3253