



Your Voice, Our Commitment

Analysis of Responses to inform the development of the
Performance and Improvement Plan 2024-2025

Key findings at a glance:

Key findings for Performance Improvement Plan 2024-2025			
86% agreed that improvement objective 'tackling disadvantage' was the highest priority.	78% agreed improvement objective 'inclusive economy and shared prosperity' was a key priority	75% agreed improvement objective 'advancing councils' digital capabilities' was a key priority	69% agreed improvement objective 'prioritise progressing towards Net Zero' was a key priority
86% of respondents agreed the action 'providing immediate support for people living in poverty' was important.	81% of respondents agreed the action 'to reduce the Council's fleet emissions using sustainable fuels' was important.	81% of respondents agreed the action 'Develop and agree an Inclusive Economy Action Plan and Network' was important.	134 responses to staff survey consultation 36 online survey responses received

Overall, the responses received supported the Improvement Objectives identified.

Further to the consultation responses, one additional action, ie **"Undertake a comprehensive assessment of Leisure Services booking systems to optimise and streamline the booking process for enhanced effectiveness and efficiency"**, has been recommended for consideration under Improvement Objective two.

The final Performance Improvement Plan 2024-25 will be launched on or before 30 June 2024 on the Council's website, social media platforms and in the local press. We would like to thank everyone who took the time to respond. www.fermanaghmagh.com

1.0 Introduction

In preparing their annual Performance Improvement Plans, there is a duty on councils under Section 87 of the Local Government Act (Northern Ireland) 2014 to consult with residents, rate payers and those with an interest in the area. The consultation process to support the identification of Improvement Objectives for Fermanagh and Omagh District Council's Performance Improvement Plan 2024-2025 included a period of public consultation from 6th March until 24 April 2024. Consultation responses could be submitted in writing (either by email or letter), online survey or by contacting a council official to discuss.

2.0 Communications Plan

A range of consultation and engagement methods were adopted to maximise opportunities for participation and ensuring all Section 75 categories had an equitable opportunity to be involved (Appendix 1).

An overview of the methods used and evidence to support demonstrating impact is outlined in Table One below.

Table one: Consultation methods and evidence				
Method	Detail	Impact	Supporting Evidence	
1	Staff Consultation	Consultation with FODC Staff through dissemination of consultation survey in 'What's New Wednesday' on Staff Hub. Attendance at Directorate Heads of Service meetings. An additional online workshop was held with Elected Representatives.	32 views	Screen shot
2	Social Media Platforms	Utilisation of FODC Social media platforms <ul style="list-style-type: none"> • 5 Facebook posts over 7-week period • 5 LinkedIn posts over 7-week period 	Facebook (reach 8,839 inc. comments)	Appendix 2 sample post and breakdown of social media insights

			Linkedin (856 impressions including comments)	
3	Email Campaign	<p>Internal/External Databases targeted (inc. Partner databases on Community Planning Partnership)</p> <ul style="list-style-type: none"> • Community and Voluntary Sector database • Business Sector database (inc. Town Centre Recovery Data base) • Access and Inclusion Group • Community and Voluntary Sector Forum • Internal Climate Change Working Group • Community Planning Partners • Place Shaping Steering Groups • Schools Primary and Secondary (on Climate Change theme through KNIB, Eco School Community Planning Partner) • FODC Consultee list. 	Over 1500 on identified data bases contacted	Appendix 3
4	External	<p>Circulated to Council staff for sharing with their own networks.</p> <p>Newspaper Notices in all local papers (4) on week commencing 04 March 2024.</p>		Example of newspaper notice Appendix 4

36 responses were received from the public consultation and 134 responses from staff. Public consultation confirmed a high level of support for Improvement Objectives. This feedback directly informs the content of the Performance Improvement Plan 2024-2025.

2.1 Improvement Objectives and Actions

The Improvement Objectives and associated actions which were consulted on are outlined below:

Improvement Objective	Actions
1 We will prioritise the Council progressing towards Net Zero	1.1 Determine the Energy Performance Rating (EPC) of our estate to improve our energy management and efficiency. 1.2 Increase the % of household waste preparing for reuse, recycling or composting. 1.3 Reduce the Council's fleet emissions using sustainable fuels.
2 We will work in partnership to tackle disadvantage to ensure our people have access to opportunities	2.1 Provide immediate support for people living in poverty. 2.2 Increase participation in physical activity among targeted groups.
3 We will work in partnership to achieve a more inclusive economy and to promote shared prosperity across our district	3.1 Develop and agree an Inclusive Economy Action Plan and establish an Inclusive Economy Network. 3.2 Support entrepreneurs to start a business. 3.3 Support micro/small businesses to develop and grow. 3.4 Create opportunities for those furthest from the labour market to secure quality local jobs.

4 We will seek to innovate and advance our governance and digital capabilities to improve the quality of our services and the effectiveness and efficiency of the Council	4.1 Implement improved processes for recording, analysing and monitoring of complaints.
	4.2 Maximise the capability of the Council's IT system to improve processes for talent management, succession planning and training and development of employees.
	4.3 Enhance digital connectivity across Council facilities to enable new technology enabled services and support for residents.

3.0 Analysis of Responses

3.1 Levels of Support for Improvement Objectives

IO2 Tackling disadvantage to ensure people have access to opportunities received the highest support at 86%; IO3 Working in partnership to achieve a more inclusive economy and promote shared prosperity received the next highest support at 78%.

Consultation Question (Online Survey)	Agree	Disagree	Not Sure
1. Do you agree with us pursuing these Improvement Objectives for the next four years?			
IO1. We will prioritise the Council progressing towards Net Zero.	69.4%	11.1%	19.4%
IO2. We will work in partnership to tackle disadvantage to ensure our people have access to opportunities.	86.1%	2.8%	11.1%
IO3. We will work in partnership to achieve a more inclusive economy and promote shared prosperity across our district.	77.8%	13.9%	8.3%
IO4. We will seek to innovate and advance our governance and digital capabilities to improve the quality of our services and the effectiveness and efficiency of the Council.	75%	16.7%	8.3%
Additional relevant comments from those who did not agree (9 respondents and 14 additional comments) included:			
<ul style="list-style-type: none"> • Digital accessibility and literacy levels were highlighted as a potential barrier to innovation and advancing digital technology use. • Improvements needed to waste collection services. • Need to consider the most viable technological solutions and associated cost implications when progressing towards net-zero. • Revitalisation of town centres is a concern. • Interventions to support those affected by poverty must also target the working poor. • Lack of facilities for motorhomes in proximity to town centre locations. • Improvements are required to the Leisure Centre booking system. 			

- Ongoing efforts needed to reduce levels of rate increases.

Noted: that a number of the points raised related to services for which the Council is not responsible, eg, roads maintenance and on-street car parking (Dfl Roads) and there is a continuing need to inform the public of the Council's responsibilities and those of other public bodies.

RECOMMENDATION: in light of the overall high level of support, retain the Improvement Objectives as identified.

3.2 Levels of Support for the 12 actions identified under the three improvement objectives.

2.1 Provide immediate support for people living in poverty received the highest support at 86% and 1.2 Increase the % of household waste preparing for reuse, recycling or composting at 86%.

Consultation Question (Online Survey)	Agree	Disagree	Not Sure
2. Do you agree with the actions identified under each Improvement Objective for the year 2024-2025?			
1.1 Determine the Energy Performance Rating (EPC) of our estate to improve our energy management and efficiency.	75%	13.9%	11.1%
1.2. Increase the % of household waste preparing for reuse, recycling or composting.	86.1%	8.3%	5.6%
1.3. Reduce the Council's fleet emissions using sustainable fuels.	80.6%	13.9%	5.6%
2.1. Provide immediate support for people living in poverty.	86.1%	8.3%	5.6%
2.2. Increase participation in physical activity among targeted groups.	80.6%	13.9%	5.6%
3.1. Develop and agree an Inclusive Economy Action Plan and establish an Inclusive Economy Network.	80.6%	11.1%	8.3%
3.2. Support entrepreneurs to start a business.	72.2%	8.3%	19.4%
3.3. Support micro/small businesses to develop and grow.	77.8%	8.3%	13.9%
3.4. Create opportunities for those furthest from the labour market to secure quality local jobs.	77.8%	2.8%	19.4%
4.1. Implement improved processes for recording, analysing and monitoring of complaints.	75%	8.3%	16.7%
4.2 Maximise the capability of the Council's IT system to improve processes for talent management, succession planning and training and development of employees.	69.4%	13.9%	16.7%
4.3. Enhance digital connectivity across Council facilities to enable new technology enabled services and support residents.	77.8%	11.1%	11.1%

<p>Additional relevant comments from those who did not agree (8 respondents and 13 additional comments) included:</p> <ul style="list-style-type: none"> • A need to clearly identify what is meant when referring to ‘those in poverty’ as there is a perception that this does not include those in work and on low incomes. • Issues raised about usability of the booking system for swimming lessons. • Increase opportunities for targeted groups (particularly women noted) to access sporting facilities e.g. hockey pitches. <p>RECOMMENDATION: in light of the overall high level of support, retain the actions identified with the addition of the following action under Improvement Objective 2:</p> <ul style="list-style-type: none"> • Undertake a comprehensive assessment of Leisure Services booking systems to optimise and streamline the booking process for enhanced effectiveness and efficiency. 	
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3.3 Improvements respondents would like to see Fermanagh and Omagh District Council make in the future?

Respondents were asked to list any other improvements they would like to see in the future. 18 additional comments were made. A summary of the relevant suggestions identified is outlined below:

- Increase car parking spaces for parents/carers and those with disabilities at key facilities.
- Encourage food growing in parks through the planting of fruit trees.
- Increase opportunities for participation in physical activity for low-income parents.
- Improvements to waste collection services including collection of compostable waste in rural areas.
- Measures to tackle dog fouling within the district with priority being given to areas near play facilities.

3.4 Breakdown of respondents per category

The majority of responses (63.9%) were received were from citizens/ratepayers with 11% of responses received from community groups. There were 11.1% and 8.3%

Breakdown of Respondents	
	Percentage
Citizen/ ratepayer	64%%
Local business	11%
Community group	11%
Statutory sector	8%
Voluntary sector	6%
Total	100%

responses from local businesses and statutory sector organisations respectively.

The Performance Improvement Plan 2024-2025 will be launched on or before 30 June 2024 on the Council's website and social media platforms.

How to contact us:

For further information or to request this document in an alternative format please contact the Strategic Planning and Performance Team

You can get in touch by:

Phone 0300 303 1777

Text Phone: 028 8225 6216


Email: info@fermanaghmagh.com

SignVideo for people who are deaf or are hard of hearing.

Live web chat available on our website during office hours, Mon-Fri, 9am-5pm

End.../

Appendix 1: Examples of Communication Methods

 Fermanagh & Omagh District Council
Comhairle Ceantair Fhear Manach agus na hÓmaí

Public Consultation on Draft Performance Improvement Plan 2024/2025

Fermanagh and Omagh District Council is seeking your views on its draft Corporate Improvement Objectives 2024/2025. The consultation will run from 06th March to 24th April 2024.

The objectives include.

1. We will prioritise the Council progressing towards Net Zero.
2. We will work in partnership to tackle disadvantage to ensure our people have access to opportunities.
3. We will work in partnership to achieve a more inclusive economy and to promote shared prosperity across our district.
4. We will seek to innovate and advance our governance and digital capabilities to improve the quality of our services and the effectiveness and efficiency of the Council.

You can take part in this public consultation exercise by completing an online survey on our website, www.fermanaghomagh.com or by getting in touch with us using the contact information provided below.

The document is available in different formats upon request. In our commitment to reducing our carbon footprint, we have refrained from printing this document. However, you can obtain or request it in an alternative format through:

Website: www.fermanaghomagh.com
Telephone: 0300 303 1777
Textphone: 028 8225 6216
Email: info@fermanaghomagh.com
Sign Video: For people who are deaf or are hard of hearing.
Live web chat: Available on our website during office hours, Mon- Fri 9-5pm.
Alison McCullagh, Chief Executive

 Fermanagh and Omagh District Council
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#FODC, in line with its statutory duty, has launched a consultation on its Improvement Objectives for the year ahead.

The Improvement Objectives have been carefully selected to demonstrate the Council's commitment to driving positive change for the benefit of residents and visitors to the District. The Improvement Objectives are:

▶ We will prioritise the Council progressing towards Net Zero.... [See more](#)

2024 - 2025
Improvement
Objectives

Public
Consultation

SCAN
ME




 Fermanagh & Omagh District Council
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Consultations

Consultations provide you with an opportunity to have your say. They also help us to find out what you think and to understand your priorities and concerns about our district.

In this section you will find information about all our current and previous consultations, as well as copies of our responses to consultations issued by other organisations.

If you wish to get in touch regarding consultations, please email us at consultations@fermanaghomagh.com or call us on 0300 303 1777.

Current consultations

1. Draft Improvement Objectives 2024 - 2025

Your chance to have your say on how we improve our services!

Fermanagh and Omagh District Council, in line with its statutory duty, is consulting on its Improvement Objectives for the year 2024-2025. The consultation will run from Wednesday 6th March until 24th April 2024.

[Improvement Objectives](#)

2. Corporate Plan 2024 - 2028 (Draft)

- > Closed Consultations
- > Consultation on the draft Biodiversity Strategy and Action Plan 2022 - 2027
- > Consultations from our Community Planning Partners
- > Draft Improvement Objectives 2023-2024 - Public Consultation
- > Draft Improvement Objectives 2024-2025
- > Our Responses to Consultations
- > Tackling Climate Change Together - Consultation

zendesk chat

Chat with us

Type your message here

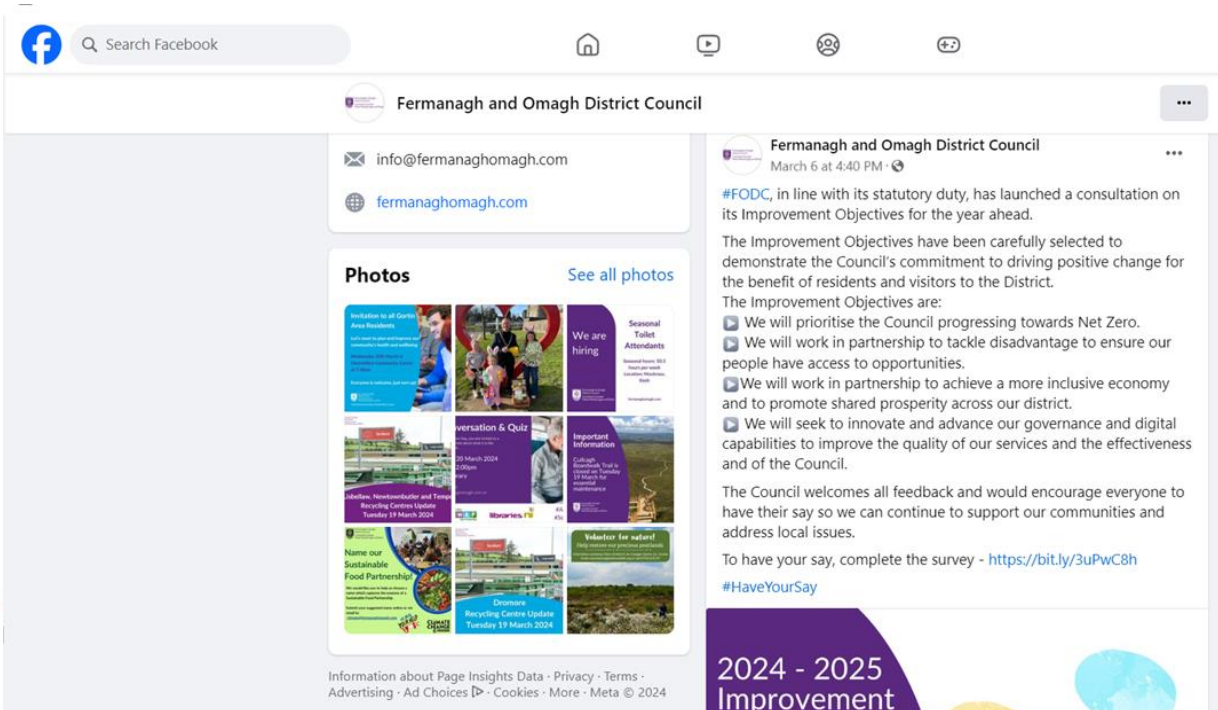
Appendix 2: Social Media



#FODC, in line with its statutory duty, has launched a consultation on its Improvement Objectives for the year ahead. The Improvement Objectives have been carefully selected to demonstrate the Council's commitment to driving positive change for the benefit of residents and visitors to the District. The Improvement Objectives are:

- ▶ We will prioritise the Council progressing towards Net Zero.
- ▶ We will work in partnership to tackle disadvantage to ensure our people have access to opportunities.
- ▶ We will work in partnership to achieve a more inclusive economy and to promote shared prosperity across our district.
- ▶ We will seek to innovate and advance our governance and digital capabilities to improve the quality of our services and the effectiveness and of the Council.

The Council welcomes all feedback and would encourage everyone to have their say so we can continue to support our communities and address local issues. To have your say, complete the survey - <https://bit.ly/3uPwC8h> **#HaveYourSay**



Facebook

Date	Impressions	Reach	Reactions	Comments	Link Clicks	Shares
22-Apr	766	785			1	1
18-Apr	1,847	1,784	1	1		2
29-Mar	3,142	2,936	5	1		3
22-Mar	2,424	2,258	4	3	2	2
06-Mar	1,130	1,076	1		2	
Total	9,309	8,839	11	5	5	8

Linkedin

Date	Impressions	Reach	Reactions	Comments	Link Clicks	Shares
22-Apr	70		1			
18-Apr	152		6		1	3
29-Mar	304		7		1	1
22-Mar	111		1	1	4	
06-Mar	219		7	1	6	1
Total	856	0	22	2	12	5


Appendix 3: Example of Staff consultation

What's New Wednesday

Leanne Lyttle <leanne.lyttle@fermanaghomagh.com>

Wed 13/03/2024 17:41

To:All Council Staff <AllCouncilStaff@fermanaghomagh.com>




Fermanagh & Omagh District Council
Comhairle Ceantair Fhear Manach agus na hÓmaí

Staffhub

What's New Wednesday

In this week's edition of What's New Wednesday, we bring you the next in the Spring Clean Data series, the consultation on the Draft Improvement Objectives 2024-2025 and a NI Business Survey on a new Mobile Action Plan. We are also inviting you to submit questions for the next Employee Q&A event.




Spring Data Clean Series #3

In this Spring Data Clean series we are focussing on the security of laptops and mobile devices as well as the importance of protecting your passwords. Laptops Mobile devices such as laptops and smartphones should not be left unattended i.e. in a ca...

Leanne Lyttle
3/13/2024


1 views



FODC Draft Improvement Objectives 2024-2025 - Have your say

Public Consultation on FODC Draft Improvement Objectives 2024-2025 The Council, in line with its statutory duty, is seeking the views of the public and staff on its Draft Improvement Objectives for 2024-2025 . The Improvement Objectives sets out wha...

Leanne Lyttle
3/13/2024




Fermanagh & Omagh District Council
Comhairle Ceantair Fhear Manach agus na hÓmaí

Staffhub

What's New Wednesday!

In this week's edition of What's New Wednesday, we bring you the March 2024 Marketing and Communications Report and a reminder about the consultation on the Council's Draft Performance Improvement Objectives and the Quiet Tours at the Marble Arch Caves in April!




Public Consultation on FODC Draft Improvement Objectives 2024-2025

Last chance to have your say! The Council, in line with its statutory duty, is seeking your views on its Draft Improvement Objectives for 2024-2025. The Improvement Objectives sets out what the Council will do in 2024-2025 to secure continuous impro...

Leanne Lyttle
4/17/2024

1 views



Monthly Communication Report

The Monthly Marketing and Communications Report for March 2024 is now available on the Marketing and Communications page on the StaffHub or by clicking on the images below.

Leanne Lyttle
4/17/2024

1 views

Appendix 4: Equality Monitoring Information

As with any exercise of this type, results cannot be considered fully representative of all Fermanagh and Omagh residents but are broadly representative. Demographic information was not requested from in person attendees but was part of the online survey questions and is reflected in the graphs below:

