



Performance Report Card

Submitted by CF

06.11.19

1. Action:	3.2. Investigate initiatives and develop programmes to deliver early warning communications aimed at preventing incidents of crime Please note this action now incorporates actions listed in the Community Plan Action Plan 3.1, 3.2, 3.3, 3.5.										
1a. Customer/s:	1. Older people over age 65+ 2. Victims of hate crime 3. School age children and young people										
1b. Timeframe:	Short – Medium Term (2 - 6 years)										
1c. Overarching Action Lead:	PCSP, Carol Follis and PSNI, Scott Fallis										
2. Outcome(s) & Indicator(s) contribution:	Outcome(s) Our communities are inclusive, safe, resilient and empowered	Indicator(s) 3a. # of incidents of any crime 2d. # of crimes directed against people aged 60+									
3. Performance Measures & Performance Data:	<p>Data Source: PCSP Action Plan 2019-2020 1-6; PSNI Quarterly reports on overall crime statistics reference data development SECTION (5)</p> <table border="1" data-bbox="438 1205 1513 2022"> <thead> <tr> <th data-bbox="438 1205 555 1417">Measure Number</th> <th data-bbox="555 1205 1002 1417">Measure Description</th> <th data-bbox="1002 1205 1305 1417">Data for period 1st October 2018 until 31st March 2019)</th> <th data-bbox="1305 1205 1513 1417">Data for period 1st April 2019 until 30th September 2019</th> </tr> </thead> <tbody> <tr> <td data-bbox="438 1417 555 2022">1</td> <td data-bbox="555 1417 1002 2022"> #/% neighbourhood watch coordinators feeling supported, confident and equipped in their role (ATTITUDE/OPINION/SKILLS) Neighbourhood Watch Next Door </td> <td data-bbox="1002 1417 1305 2022"> Gathered in the annual survey of NHW co-ordinators undertaken in March each year by the PCSP Data for 2018/19 • Of the 34 co-ordinators who answered this question in the survey 25 (74%) felt supported, confident and equipped to deliver NW schemes. 9 </td> <td data-bbox="1305 1417 1513 2022"> Fermanagh event June 2019 Of the 29 co-ordinators who completed the survey 23 (79.3%) felt supported, confident and equipped in their role. </td> </tr> </tbody> </table>			Measure Number	Measure Description	Data for period 1 st October 2018 until 31 st March 2019)	Data for period 1 st April 2019 until 30 th September 2019	1	#/% neighbourhood watch coordinators feeling supported, confident and equipped in their role (ATTITUDE/OPINION/SKILLS) Neighbourhood Watch Next Door	Gathered in the annual survey of NHW co-ordinators undertaken in March each year by the PCSP Data for 2018/19 • Of the 34 co-ordinators who answered this question in the survey 25 (74%) felt supported, confident and equipped to deliver NW schemes. 9	Fermanagh event June 2019 Of the 29 co-ordinators who completed the survey 23 (79.3%) felt supported, confident and equipped in their role.
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			(26%) did not feel confident in this regard.	Omagh event June 2019 Of the 10 co-ordinators who completed the survey 8 (80%) felt supported, confident and equipped in their role.
2	#/% of recipients with increased positive perception of the emergency services (ATTITUDE/OPINION) Bee Safe Youth Academy		Gathered by post event survey. No data available	No date available Bee Safe due to take place February 2020
3	#/% of people reporting increase sense of security (ATTITUDE/OPINION) Social Alarm Scheme		Gathered by the external provider for the social alarm scheme and presented to the PCSP in March each year Data for 2018/19 <ul style="list-style-type: none"> 53 (98%) recipients reporting increased sense of security 	Data not available – project being delivered
4	#/% people reporting, they believe the community a safer place (ATTITUDE/OPINION) Community Safety Warden Scheme		Gathered by the annual survey undertaken in March each year by the PCSP Data for 2018/19 <ul style="list-style-type: none"> 25 (33%) of the 76 survey respondents reporting they believe the community is a safer place to live 	Data not available.

			as a result of the scheme	
	5	#/% participants reporting improved knowledge of digital safety awareness (KNOWLEDGE) Digital Safety	Gathered by post event survey following events/presentations by the PCSP. Statistics available following each event/presentation. Data for 2018/19 <ul style="list-style-type: none"> 139 (93%) of participants reporting improved knowledge of digital safety awareness 	59 (97%) of participants reporting improved knowledge of digital safety awareness
	6	#/% participants in YCRP having not reoffended within 6 months of completion	Gathered by PSNI from crime statistics. Available quarterly.	

3a: Progress: (Self-Assessment)

Red Amber Green

4. The Story behind the Baselines:

1. Neighbourhood Watch
Engaging with and helping communities to protect themselves and their property to help reduce fear of crime, foster community spirit and improve local environments.
Feedback received from survey undertaken in March 2019 revealed the desire from co-ordinators for more engagement with PSNI officers. The lack of NPTs makes this difficult to make this a reality. The survey also found that some schemes prefer smaller cluster meetings – this is yet to be actioned. Considering hosting a half day conference in October for the district. A previous event for the district held in Irvinestown was not well supported so will have to consider choice of venue carefully and the option to provide transport. NW events for Enniskillen and Omagh planned for June.

2. Digital Safety
Develop/extend initiatives to raise awareness of digital safety to include scams awareness presentations
Continuing to deliver scams awareness presentations ensuring that they are refreshed regularly. Requests for the presentation coming in from a range of groups and the presentation is altered to suit the audience e.g. groups with learning disability, older people etc. Working with the Western Digital Safeguarding Steering Group to identify appropriate projects to implement. Several ideas to discuss at next meeting in June. Work ongoing to further develop Digital Champions in all post primary schools in the district.

3. Social Alarm Scheme

Deliver a social alarm scheme to vulnerable people through a referral and assessment process.

RFQ issued to source an external provider. This is the earliest that this has been issued so should give more delivery time and timebound to 31 March 2020. Unlike previous years waiting list is in place so that start to deliver the scheme as soon as possible on appointment. During the referral process PCSP Officers provide as much information as possible on other supports available and make referrals to other agencies. To date this has not been captured so will need to devise a mechanism to do this as it adds value to the scheme but not being recognised.

4. Community Safety Warden Scheme

Engage, support and listen to the needs of local communities and in doing so act as a deterrent and help reduce low level crime and asb.

Insight Solutions was commissioned to undertake an external evaluation of the scheme and delivered a series of recommendations around how the scheme could be enhanced. Delivery of the recommendations to be reported to the PCSP at September meeting. One area where it is proving difficult to make an impact is in people believing the community is a safer place as a result of the scheme. The wardens work 18hrs a week (evenings and weekends) so limited opportunity for public recognition and engagement. Seeking to address this through Wardens attending more PCSP community events, social media presence and more targeted patrols to reduce travel time across the district.

5. Next Door

App based on neighbourhood area to share information.

This is a proposal to replace the Text Alert scheme that ceased at 30 April 2019. The PSNI is exploring how this operates with a view to piloting it with selected NHW schemes. Any text alert type scheme will need to be carefully managed to ensure that it is only appropriate information that is being sent out. In the last 3 months PSNI have promoted the use of Next Door with NHW Co-ordinators, and membership has risen from just under 200 to 864 members as of 06/11/19, which is encouraging. Considerations are now being made of how best to utilise and increase this service to the community.

6. YCRP

Low level resolution programme for young people under 18 years who have been involved in low level criminal activity such as shop lifting, underage drinking, possession of drugs etc. Programme includes parental involvement and delivered by PSNI and Youth Justice Agency. Programme well received with low level of reoffending c.14% reoffending rate.

7. Bee Safe

Aimed at primary school pupils (P6&7) Bee Safe is designed to equip pupils with the skills and knowledge to stay safe and to cope effectively should they find themselves in a potentially dangerous situation.

8. Youth Volunteer Academy

YVA is run in partnership with PSNI, NIAS, & EA with involvement with NIFRS. It offers young people exciting behind the scenes experiences of the emergency services, promotes both good citizenship and understanding of all the emergency services, the criminal justice system and wider public services. Previous

	programmes were found to be challenging and work is underway to introduce a YVA programme for younger primary school age children.	
5. Data Development Agenda:	#/% of digital crime (including offences against the person and fraud statistics) PSNI to work on extracting relevant information from current overall crime statistic to indicate level of problem	
6. Partners	Victim Support NI. PSNI. PCSP. NIHE (ASB task force officers). CPO. Fermanagh Women's Aid Manager and Omagh Women's Aid Manager. Nexus Manager. Schools (Parent Teacher Associations) Education Authority, Council for Catholic Maintained Schools, NICIE, South West College, Community and Voluntary Sector, Western Digital Safeguarding Steering Group, Youth Justice Agency	
7. Best Ideas to Improve Performance		Key Support Partner
	1. Neighbourhood Watch Explore opportunities for more regular and meaningful engagement with co-ordinators. Possible introduction of cluster meetings and one annual conference.	PSNI
	2. Digital Safety Continually refresh information provided to ensure that it is on trend with current scams etc. Further training in the area of digital resilience. Explore opportunities to develop and implement projects with WDSG across the district.	Western Digital Safeguarding Steering Group
	3. Social Alarm Scheme Ensure the RFQ is issued as quickly as possible following receipt of LoO and that all the information is provided to minimise clarifications. Consider how to capture other advice/support offered to clients.	External provider FODC
	4. Community Safety Warden Scheme Ensure that where possible recommendations in the external evaluation are actioned and reported to the PCSP on a quarterly basis.	NIHE/PSNI/FODC
	5. Next Door App Explore how the app can be used to assist with communication of relevant community safety information. Consider a trial with NHW co-ordinators in the first instance. Consider how best to increase members.	PSNI
	6. YCRP Encourage more referrals from PSNI officers to divert from criminal justice pathway.	PSNI, YJA
	7. Bee Safe Offer the event to Willowbridge and Arvalee Schools.	PSNI, NIFRS, RNLI, NEA, Translink, NIE
	8. Youth Volunteer Academy Previous programmes were found to be challenging and work is underway to introduce a YVA programme for younger primary school age children.	PSNI, NIFRS, NIAS, EA



Performance Report Card

Updated on:
12th November
2019 SM/CW

1. Action:	3.4 Increase awareness of and work to improve/increase capacity to support those at risk of domestic and sexual abuse	
1a. Customer:	<ol style="list-style-type: none"> 1. Victims not reporting 2. Victims of sexual offences 3. Children (child abuse victims) 4. Victims of domestic abuse 5. Practitioners (frontline; medical; other service providers) 6. Perpetrators 	
1b. Timeframe:	Short-Medium Term (2 – 6 years) and Medium-Long Term (6+ years)	
1c. Action Lead:	Western Domestic and Sexual Violence Partnership	
2. Outcome(s) & Indicator(s) contribution:	<p style="text-align: center;">Outcome(s)</p> <p style="text-align: center;">Our communities are inclusive, safe, resilient and empowered</p>	<p style="text-align: center;">Indicator(s)</p> <p>3a: Number of incidents of any crime</p>
3. Performance Measures & Performance Data:	<p><i>Crime statistics PSNI; Referral and use of schemes that increase access to support for Victims' e.g. MARAC; Referrals to SARC; Requests for Disclosures DVADs and Child Protection Disclosures; Partnership records including progress report [Attached Return on surveys)</i></p>	

Measure Number	Measure Description	Data for period 1 st October 2018 until 31 st March 2019)	Data for period 1 st April 2019 until 30 th September 2019
1	# participants reporting (frontline service providers) improved knowledge on domestic and sexual violence (implementation date required)	Zero baseline	28 (May 19)
2.	# % of partner organisations reporting policies updated in last 12 months (starting 1 st April 2019)	Zero baseline	0
3	#/% domestic abuse crimes	448	Not published until 28 th November 2019
4	#/% sexual crimes	105	103
5	#/% of domestic abuse incidents	981	Not published 28 th November 2019
6	#/% of prosecutions	15% of sexual abuse prosecutions had a positive outcome	To be collated
7a	#/% of targeted activities	3	(6)100%
7b	#/% of partners	16	(21) 33%
7c	#/% of interagency seminars	Zero baseline	5/100%
7d	# of people trained	Zero baseline	28
8	#/% participants (local media) reporting working practice towards domestic and sexual violence will be improved	Zero baseline	0
9a	#/% Domestic violence disclosures – (Child protection disclosures)	49 DVADs 8 live	96 DVADs 5 live

			51%
3a: Progress: (Self-Assessment)	<p>Red <input type="checkbox"/> Amber <input type="checkbox"/> Green <input checked="" type="checkbox"/></p> <p>Justification:</p>		
4. The Story behind the Baselines:	<p>There has been significant progress in the presence and participation of the WDSVP at regional levels to share the work on the rural context of domestic and sexual violence. In addition, the Partnership has shared information on its ongoing development of the OBA within the context of its strategic priorities and actions. This has resulted in the Partnership Support card being amended to reflect better the need to report on specific measures and indicators, This is an ongoing work in progress. Progress is also being made albeit slowly in specific indicators such as the workplace policies review and targeted initiatives.</p> <p>However, the challenge remains in working to agree and gather evidence that accurately reflects the performance measures undertaken directly by the Partnership and indicator descriptions and data collation available to the Partnership with the knowledge that as a Partnership it is not a frontline service provider. It is the member organisations that do this work. The performance measures in Section 3 are accurate. It is the measure descriptors and data development agenda that impact upon ease of reporting.</p> <p>There has been a significant increase in the number of new partners from cross sectoral organisations based on the WDSVP planning priorities. Priorities now include 2 specific regional actions. One related to workplace policies; the other to a survey on the presence of healthy relationships training within the Council areas</p> <p>The WDSVP has also presented their briefing paper on domestic and sexual violence in rural areas at the regional Strategic Assurance Group for lead agencies and Government Departments.</p> <p>It has informed one of the other Partnerships to take forward training on this aspect in their own area and to be introduced to the All-Party Group in Stormont for their Autumn agenda presentation.</p> <p>For the first time in the September meeting the Partnership report was amended to reflect the indicators and performance measures from our strategic plan which also reflect the performance Card as Action Lead.</p> <p>Re the workplace policy we have just carried out a survey as to who has a policy and when they were last reviewed. This is ongoing work for the Partnership and the sub group which will undoubtedly move from 0 between now and end March 2020.</p>		

	<p>We have also had a presentation at the last partnership meeting from the SWAH A&E Consultation who has now joined the Partnership and is working with Fermanagh Women’s Aid and the PSNI to progress the work Screening work set out below.</p> <p>A task group is being set up within the Protection and Justice subgroup not only to look at the information which is being gathered e.g. MARAC SARC; DVADS but considering how best we use the information that we have to inform the actions of the Partnership e.g. gaps in service; need for specific actions. It might be useful for Kim to join that Task and Finish Group to assist the Partnership during this piece of work?</p> <p>The challenge with completing this card is undoubtedly the difficulties of aligning the performance measure indicators listed below with the performance measure in section 3. Section 3 is more easily measured and monitored and is a direct impact/ result of the WDSVP work.</p> <p>We have added the performance measures for customer group 5 i.e. practitioners as that is more likely to be something which we influence. and target. The customers of “victims of domestic and sexual violence and abuse and the perpetrators” are the direct customers of front-line service providers such as the police; Trust staff; Nexus; Women’s Aid; MAN; Map etc.</p>	
<p>5. Data Development Agenda:</p>	<p>As above. need further work on aligning descriptors and data collection with performance measures particular to the Partnership. in addition, the Partnership covers another Council area Derry and Strabane with members working specifically in that area not included below e.g. La Dolce Vita Derr; Foyle Womens Aid.</p>	
<p>6. Partners</p>	<p>Fermanagh Women’s Aid/Omagh Women’s Aid, Western Health and Social Care Trust across Directorates, GPs, Policing and Community Safety Partnership, Police Service of NI, Youth Justice Agency; Community and Voluntary Sector reps, Probation Board NI, Northern Ireland Housing Executive, Rainbow Project, Nexus NI, Education Authority, Man NI, Victim Support, Map NI, NSPCC, NWMF, Emergency Department Staff at the South West Acute Hospital.</p>	
<p>7. Best Ideas to Improve Performance</p>	<p>1. Target frontline staff to raise awareness of domestic and sexual violence through targeted activities</p>	<p>Key support Partner Women’s Aid [all groups] ; Nexus ; Mao ; MAN; Prevention sub group</p>
	<p>2. Domestic abuse and sexual violence Policies updated and adequately implemented in practitioner organisations to support capacity building and awareness raising</p>	<p>WDSVP Training and Development sub group</p>

	3. Work to improve collaborations between key partner organisations and stakeholders to optimise resources required to tackle domestic and sexual violence collectively	WDSVP
	4. Facilitate opportunities to discuss, plan and deliver collaborative actions to improve/increase capacity to support those at risk of domestic and sexual abuse	WDSVP
	5. Increase the capacity of policy makers and key influencers, in understanding the context of domestic and sexual abuse in rural settings	WDSVP
	6. Work with the local media to develop best practice and encourage ethnical reporting	Women's Aid (Fermanagh and Omagh)
	7. Awareness raising on Domestic Violence Disclosure Scheme and (child protection disclosure scheme)	PSNI and NSPCC
	8. Investigate potential for screening procedure in A&E / Emergency Department	PSNI & SWAH (Lorraine Mc Cutchenson & Dr Alison Little)






Performance

Report Card

Updated on:
10th November
2019, HS

1. Action:	3.6 Explore further opportunities to support/deliver programmes of inclusive activity promoting equality and celebrating diversity			
1a. Customer:	<ol style="list-style-type: none"> 1. Scoping Exercise: BME communities in FODC 2. Communications: BME communities, participants 3. Baseline data: Schools (pre, primary and post) 4. Pilot Programme: Primary School children, Secondary School children and Community Groups 			
1b. Timeframe:	Short-Medium Term (2 – 6 years)			
1c. Overarching Action Lead:	FODC, Community Services, Helen Sheils			
2. Outcome(s) & Indicator(s) contribution:	Outcome(s) Our communities are inclusive, safe, resilient and empowered	Indicator(s) 3a: The number of incidents of crime 3b: % who believe their cultural identity is respected by society 3d: % who feel they can influence local decision making		
3. Performance Measures & Performance Data:	Data Source: (1, 2) FODC Partner survey carried out on a six-monthly basis (April/October) FODC (3,4) Participant Surveys completed regularly after each event, activity or engagement. Copies of surveys to be used attached at appendix one and two for Strategic Partnership Board.			
	Measure Number	Measure Description	Data for reporting period 1 st October until 31 st March 2019	Data for Reporting period 1 st Oct – 31 st March 2019
	1.	#/% of partners (including schools and community groups) self-reporting they are effectively engaged in activity	Zero baseline	No data available
	2	#/% participants aware of or value other cultures	Zero baseline	No data available
	3.	#/% partners feeling supported, confident and equipped to deliver their objectives	Zero baseline	No data available
	4	#/% partners reporting increased ability to engage with wider community	Zero baseline	No data available
	5	#/% of Young Participants (under 18) self-reporting improved personal resilience as a result of the programme	Zero baseline	No data available

	6	#/% of social media post engagements (interactions)	Zero baseline	No data available
3a: Progress: (Self-Assessment)	<p> Red  Amber  Green  </p> <p> Justification: A workshop arranged for 12 October to review this report card was postponed due a poor response. The focus of this action is currently around BME communities and this will be reviewed at a Turning the Curve workshop on 23 January 2020 where discussion will take place around inclusivity and activity promoting equality in a broader sense. The workshop will explore whether there is a need to develop the action to include other groupings. As part of the reporting requirements for the Executive Office who fund the Council Good Relations Programme all participants are surveyed pre and post engagement. However, the information gathered does not correlate with the performance data in 3A. Further work with all partners is required to identify measurable information that can be gathered going forward. The best ideas to improve performance will also require review as the ideas initially agreed have largely been delivered and will continue to inform priorities within the Good Relations Action Plan. </p>			
4. The Story behind the Baselines:	<p>Information that is currently gathered pre and post participation and that can be used to monitor performance includes: -</p> <ul style="list-style-type: none"> • No of participants who feel their cultural identity is respected • Number of participants who think that the culture and traditions of different ethnic backgrounds add to the richness and diversity of Northern Ireland • Number of participants who think town centres are safe and welcoming places for people from all walks of life and • Number of participants who feel a sense of belong to my neighbourhood • Number of BME Groups actively involved in Community Development and Good Relations Programmes 			

	<ul style="list-style-type: none"> • Number of schools delivering BME cultural awareness programmes. <p>Best ideas listed on this card have been delivered as part of the Fermanagh and Omagh District Council Good Relations Plan 2018 -2021 as outlined below.</p> <ol style="list-style-type: none"> 1. The scoping exercise has identified that there are 6 constituted BME groups within the area and actively involved in Community Development and Good Relations activity. 2. All of the BME groups are registered to receive the Councils Community Support Newsletter. A Fermanagh BMET Forum has been established since September 2019 as a gap had been identified in an partnership approach in the Fermanagh area with over 12 partner agencies engaging. The Omagh Ethnic Community Support Group continue to meet in the Omagh area. Communication is also ongoing with new Syrian Communities in Omagh and Enniskillen including provision of language classes and signposting services. Council officers attend The Interagency Travellers Action Group and Interfaith Meetings which are attended by BME members representing various minority religious traditions. 3. During the period April to September 11 programmes with a focus on BME culture have been delivered through the Councils Good Relations Action Plan in preschool, primary schools and post primary schools. Further analysis of other providers to this sector is ongoing. 4. A multi-cultural photography project 'From Around the World' is currently being delivered. The project involves both young people and adults and aim to celebrate the diversity of culture within the district. The project will be exhibited in early 2020. 	
<p>5. Data Development Agenda:</p>	<p>All measures listed in 3a are 'Is anyone better of 'measures. This requires development of specific methods to collate data through implementation of pre and post surveys. This process of data collation will be commenced when measurable data is agreed by the Action Group.</p>	
	<p>Northern Ireland Housing Executive, Schools/Education Authority/Council for Catholic Maintained Schools/NICIE, Omagh Volunteer Centre, Volunteer Now Enniskillen, Omagh Ethnic Communities Support Group, Community and Voluntary Sector, Churches, Department for Communities, Libraries NI, Ulster American Folk Park, Sport NI</p>	
	<p>Best Ideas</p>	<p>Key support Partner</p>
<p>7. Best Ideas to Improve Performance</p>	<ol style="list-style-type: none"> 1. Carry out a scoping exercise of the BME Infrastructure across the district and work to address any gaps identified. (audit the current mixture of support groups both district wide and small local voluntary groups-are these sufficient? do they meet the needs of the current BME population, refer to the FODC BME audit carried out in 2015) 	<p>FODC Community Services in partnership with other stakeholders.</p>

	<p><i>BME infrastructure</i> – groups and organisations that enable the BME community to be actively engaged in policy and community service development.</p>	
	<p>2. Establish a communication network to effectively share information regarding existing provision for BME communities. Establish how many BME groups are signed up for the Community Newsletter-does this work or do we need a more specific communication method/translation? This will also involve feedback from ‘Cohesion’ and Informal multi ethnic forum meetings.</p>	FODC Community Services
	<p>3. Establish a baseline of cultural diversity programmes currently offered within early years, primary and post primary schools, further discussion to follow to identify any gaps in programme provision within schools / age groups.</p>	FODC Community Services
	<p>4. Deliver a BMET Programme which includes the following projects: a Young People’s Cultural Education Project (Primary Schools), a Promoting BMET Youth Resilience Project (Secondary Schools) and a BME Cultural Talks Project. (Schools and Community Groups)</p>	FODC Community Services

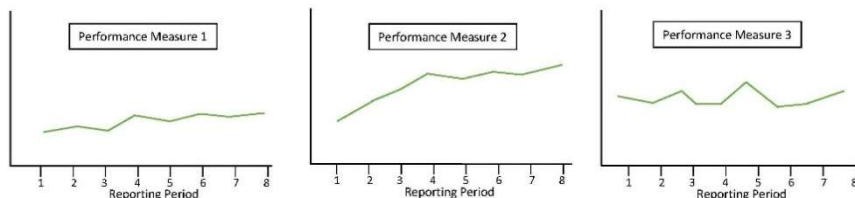
Guidance Notes:

1:	1: The Action: The term ‘Action’ means a specific, definable and measurable activity, project, service, initiative or intervention delivered or commissioned to contribute to turning the curve on a whole population outcome. Indicate the action title and a very brief (one sentence) description of the action.
1a:	The Customer: For the purposes of the scorecard, the customer is defined as the people whose lives will change (for better or for worse) as a result of the action. Customers could also be described as beneficiaries, service users, clients, patients etc.

1b:	Time Frame: How long you envisage the action will last for (e.g. one-off activity; short – medium term (2-6 years) and medium to long term is 6+ years).						
1c:	Overarching Action Lead: The organisation and lead contact accountable for the performance of the action						
2:	Outcome(s) Contribution: This is about aligning your action to the relevant outcomes and indicators from the Community Plan. Indicate the whole population outcome or outcomes and indicator (s) from the Community Plan that your action is aimed at contributing towards.						
3:	<p>Performance Measures: The measures you will use to monitor the performance of the action:</p> <p>How Much: Measures that quantify the amount of activity in terms of:</p> <ul style="list-style-type: none"> a) Number of customers, i.e. the people who will be affected (for better or worse) by the activity (e.g. participants, service users, patients etc.) This will usually include a demographic analysis of customers, e.g. by age, gender, religion, national identity, ethnicity, disability etc. as is proportionate and relevant to the size of the activity b) The quantity of activities, e.g. number of training workshops, number of information guides printed, number of consultations etc. <p>How Well: The measures you will use to quantify the quality of the action in terms of:</p> <ul style="list-style-type: none"> a) The activity carried out (e.g. customer satisfaction surveys; % of actions meeting defined quality standards; % customers completing activity; response times etc.) b) Common measures: Measures that relate to the quality of the delivery organisation (e.g. staff/volunteer qualifications and training; achievement of recognised quality standards; staff/volunteer turnover rate etc.) <p>Quality measures will usually be expressed as percentages, e.g. % customers responding ‘Good’ or ‘Excellent’ to a customer satisfaction survey; % participants reporting they were treated well; % participants completing a training course; etc.)</p> <p>Better Off: The measures you will use to demonstrate the number and percentage of customers that will be better off as a result of the activity (i.e. the impact of the activity or customer outcome). Better off measures will fall under four general headings:</p> <ul style="list-style-type: none"> a) Skills and Knowledge: (e.g. test scores, customer questionnaires, qualifications, accreditations etc.) b) Attitude or Opinion: (e.g. customer survey results on increased aspiration; ability to respect or tolerate different opinions; customers reporting the activity helped them with their problems etc.) c) Behaviour: (e.g. participants not re-offending; children attending school; participants changing diet or exercising regularly etc.) d) Circumstances: (e.g. participants into paid employment; moving into stable housing; recognising full benefit entitlement etc.) <p>The focus should be on choosing ‘Better Off’ measures that say most about the action’s contribution towards the whole population outcome(s) cited in Question 2.</p>						
3a:	<p>Performance Data: Here, report on the statistics for no more than five of the most important measures that say most about the action’s contribution towards the whole population outcomes. These will be ideally be “Better Off” measures but may include “Quality” measures.</p> <p>For short term or one-off projects, present the measures as a table as per the example below which is based on a crime & community safety awareness programme consisting of four workshops:</p> <table border="1" data-bbox="169 1890 1270 1989"> <thead> <tr> <th data-bbox="169 1890 304 1951">Measure Number</th> <th data-bbox="304 1890 1083 1951">Measure Description</th> <th data-bbox="1083 1890 1270 1951">Data</th> </tr> </thead> <tbody> <tr> <td data-bbox="169 1951 304 1989">1</td> <td data-bbox="304 1951 1083 1989">#/% participants demonstrating increased knowledge</td> <td data-bbox="1083 1951 1270 1989">35/78%</td> </tr> </tbody> </table>	Measure Number	Measure Description	Data	1	#/% participants demonstrating increased knowledge	35/78%
Measure Number	Measure Description	Data					
1	#/% participants demonstrating increased knowledge	35/78%					

2	#/ % participants scoring at least 4 out of 5 in a post programme questionnaire to 'How safe do you now feel in your community?'	27/61%
3	#/% able to demonstrate action taken to improve their personal security as a result of the programme	21/48%

For longer term projects, include graphs showing the performance data trend over the reporting periods for each chosen measure, e.g.



NB: Ensure the data you report on is based on your Customer Population, i.e. the people who you have attempted to engage in the activity.

- 3b: Progress:** This is a self-assessment of how you feel the action is progressing where:
- Red:** Significant issues have arisen which have stopped or significantly impacted on progress.
 - Amber:** There are some emerging issues which are affecting progress
 - Green:** Delivery is in line with agreed outcomes and progress is being made.

4: Story Behind the Baseline: An honest appraisal of the performance to date to justify your self-assessment rating on progress. Take the credit for what's working well but be honest about what isn't. What have you learned about the activity so far? What factors are impacting on performance that you feel are outside of your control? How can you get more control over external factors – do you have good working relationship with the people and organisations who can help you improve outcomes for your customers?

5: Data Development Agenda: Identify here where you need new or better-quality data or information to help you better understand the story behind the baseline.

6: Partners: List here all the partners you are working with on the activity and also identify any that are missing. Are you working effectively with your customer groups to help you improve performance? You could include here any examples of good practice in partnership working and collaboration as well as surfacing challenges.

7: Best ideas: Here, list all the actions you intend to take to improve your performance, considering the story behind the baseline and any challenges identified in engaging with partners and customers. The actions will derive from your best ideas on what it will take to Turn the Curve on Performance.



Performance Report Card

Update Date:

5th November 2019

<p>1. Action:</p>	<p>3.7 Develop and implement projects aimed at alleviating the impact of poverty</p> <p>Support and improve the life opportunities of those living in poverty in Fermanagh and Omagh through enhanced partnership approaches</p> <p>*** Reword** include long term and address causes not just symptoms but will be discussed and agreed at next Poverty Working Group meeting on the 15th November 2019 ***</p>	
<p>1a. Customer:</p>	<ol style="list-style-type: none"> 1. Children under 5 2. People over 65 living in poverty 3. Families in poverty including the working poor 4. Welfare Claimants including potential claimants 5. Lone Parents 6. Single Households 	
<p>1b. Timeframe:</p>	<p>Short-Medium Term (2 – 6 years)</p>	
<p>1c. Action Lead:</p>	<p>Fermanagh and Omagh District Council Kim McLaughlin and Fiona Douglas</p>	
<p>2. Outcome(s) & Indicator(s) contribution:</p>	<p style="text-align: center;">Outcomes</p> <ol style="list-style-type: none"> 1. Our people are healthy and well – physically, mentally and emotionally 3. Our communities are inclusive, safe, resilient and empowered 4. Our people have the best start in life with lifelong opportunities to fulfil their potential 5. Our economy is thriving, expanding and outward looking 	<p style="text-align: center;">Indicator(s)</p> <p>1a: The gap in life expectancy between the most and least deprived areas</p> <p>1e: The number of residents suffering from hypertension and/or obesity</p> <p>3c: % of people living in poverty</p> <p>3f: Community Safety – Numbers of road traffic accidents and accidental dwelling fires</p> <p>3d: % who feel they can influence local decision making</p> <p>4d. % children (P1&Y8) who are obese</p> <p>5b. % of the population who are economically inactive</p> <p>** Add Child Poverty statistic**</p>

3. Performance Measures & Performance Data:

Data Source and frequency:
 (1) Post visit survey
 (2) Aggregated data collected as part of FODC WHEAP (every quarter) and SS.ms.
 (3) Data collected as part of FODC WHEAP and SSm (every quarter)
 (4) Aggregated data
 (5) Fairshare (to be confirmed)
 (6,7) SS,m (to be confirmed)

Measure Number	Measure Description	Data for period 1 st October 2018 until 31 st March 2019)	Data for period 1 st April 2019 until 30 th September 2019
1	#/% of clients reporting a changed attitude towards home safety	-	40/ 65%
2	#/% of increased uptake of benefits (aggregate data from WHEAP, SSm)	Data not yet available	
3	# referrals to partner agencies (aggregate from WHEAP, SSm)	167	480
4	KG of surplus food supplied and redistributed	Not agreed	Not agreed
5	# / % of those presenting in 'chronic risk category that meet membership criteria for 12-month period	Not agreed	Not agreed
6	#/% of members moving into full time employment	Not agreed	Not agreed
7	# / % members increasing disposal income per day (aggregate data from WHEAP, SSm)	Not agreed	Not agreed

3a: Progress: (Self-Assessment)

Red Amber Green

Justification: Addressing fuel poverty is being addressed through implementation of the WHEAP Project is currently operational but subject to funding in the next reporting period. The transition of food banks into a similar model to current SS,m are being considered as part of the work in the working group established. Good practice aligned to services already in operation is being assessed to ensure the partnership nurtures and enhances projects already on the ground tackling food poverty.

4. The Story behind the Baselines:

Heat Visits, Home Assessments, Fuel Poverty and Fear of Crime

1. The Health Improvement Team aims to reduce home accidents, fuel poverty and fear of crime in addition to improving the physical and mental health and wellbeing of residents in our district by linking them to a range of services available within their local communities. This is delivered via

the Home Safety Check Service, Home Energy Advisory Team (HEAT) and onward referrals to partner agencies.

- The overall aim of the home safety check service is to reduce risk of unintentional injuries and premature, preventable deaths in the home amongst vulnerable populations (i.e. families with children under the age of 5 years and older people aged 65+), by supporting households to identify and remove the cause or reduce exposure to the cause.
- The overall aim of the Home Energy Advisory Team (HEAT) is to “Tackle Fuel Poverty, via the delivery of supportive home energy advice and interventions.” This includes accessing energy efficiency grants and maximising household income via the benefit advisory service.

2. In agreement with partners (10/4/18 & 2/5/18), it was considered that the programme be open to the target groups from across the whole district, however officers will also focus on the areas identified by the NI Multiple Deprivation Measures (NIMDM 2017) and the FODC fuel poverty risk maps (University of Ulster)

3. The Fuel Poverty risk maps have been used to plot against the 3 areas of highest multiple deprivation, these maps will assist with targeting resources in the future, depending on the resource available within the Health Improvement Team.

4. The programme commenced in January 2019, during this initial period essential benefit advisory training was provided to officers to enable them to carry out their role competently and effectively. Limited information is available at this point on reporting of the above measures Officers commenced Adviser NI - Level 4 Certificate in Providing Social Security Advice, in October 2019. It is due to finish in December. Information will be collected in Q4 on uptake of benefits through follow-up telephone surveys.

5. 104 winter warm packs were distributed during programmed visits from January 2019 to October 2019. The packs included protective clothing to help keep warm, particularly over the winter period. The distribution of winter warm packs aims to provide support for those most at risk that are unable to adequately heat their homes, including older people, children, and those with chronic illnesses or disabilities made worse in cold weather.

6. There have been 480 onward referrals to a range of statutory and community / voluntary organisations that can provide an additional benefit / service from January 2019 to October 2019

7. A questionnaire has been trialled to gather information in relation to the first measure at 3a above. Residents who had received a visit from 1 April 2019 to 30 September were contacted.

8. The Health Improvement Team has had a significant reduction in funding from 1st April 2019. This has impacted on the number of visits that have been carried out in 19/20 to date. The Health Improvement Co-ordinator post is has been vacant since 1 July 2019 however in year

funding has been secured to fill the post from November to end March 2020. The recruitment and selection process have commenced. Funding for an additional HAO to carry out visits has also been secured and it is hoped the post will be filled before the end of November 2019.

9. Following the first Poverty Working Grp meeting on 2nd October further contacts have been made with various agencies in relation to onward referral mechanisms.

10. Meetings have also taken place to progress a Handy Man Service in partnership with SWAP and to facilitate the introduction of a Fairshare pilot to the area through schools and various community projects. Work is being progressed in these two areas.

2. Tackling Food Poverty

Many residents of Fermanagh and Omagh continue to face issues of job insecurity; temporary contracts; zero-hour contracts and being under-employed and not able to work enough hours to earn a decent living. The area remains a relatively low wage economy with the average full-time weekly wage £365 in comparison to £410 in NI. A significant proportion of households are earning less than the average weekly wage; the 66% of residents whom are economically active earn less than £19,000 in comparison to the NI average of £22,000. It remains that the increasing cost of living is affecting growing numbers and is more prevalent in some geographies in Fermanagh and Omagh than others these including for example 17% of pensioners living in poverty in Rosslea; 16% in Kesh, Ederney and Lack, ranking 4th and 5th in NI respectively. 46% of children are living in households in poverty in Lisanelly_1; 29% in Devenish; 26% in Lisnarrick. The impact that this has and what poverty means for our residents is vast. Food poverty has become a significant issue.

In this reporting period a working group has been set up under the Community Planning Partnership to discuss the sharing of resources amongst all partner organisations, to which the Council is a member. The working group met for the first time on the 2nd October. It was agreed at this meeting that work to assess the projects already on the ground would be identified and further enhanced to meet the needs and priorities of those identified as most in need.

Match funding sources will be sought at the second meeting of the Poverty Working Group scheduled to take place on the 15th November 2019 from amongst partner organisations.

Part funding from the Council to support the development and implementation of a Social Supermarket Model linked to action 3.7 in the FO 2030 Community Plan to alleviate the impacts of poverty in the district, i.e. food poverty has been secured (£10,000) and an expression of interest document is being prepared by Community Planning Officer and will be presented to the working group at the next meeting. The funding will facilitate current community and voluntary organisations providing a service to support people in food poverty to transition to a SSm. The expression of interest will support the Department of Communities Pilot Social Supermarket Models already in operation.

A Social Supermarket Model provides clients with access to food whilst requiring them to access a wraparound of services with the aim of

providing a holistic approach to a transition out of poverty. There is currently no provision for this service in the area (the only district in NI not delivering this service provision). A Social Supermarket model would provide people with a pathway out of poverty that goes beyond that offered by Foodbanks by recognising that access to affordable food is only one factor and that access to and uptake of a wraparound service to address advice needs, training, skills, healthy eating etc. may provide a more holistic approach to a transition out of poverty. Core elements of existing Social Supermarket models are access criteria, support for a time limited period alongside a financial transaction to avail of the Social Supermarket support and that access to food is dependent on the uptake of wraparound services to address the underlying cause of the individual's need.

A statistical overview of uptake of FSME over a 40% threshold of all post and primary schools in the FO district was carried out by Community Planning Team there were 5 identified including:

1. **Christ the King Primary School (61%)**
2. **Langfield Primary School (48%)**
3. **Beleek Primary School (44%)**
4. **Jones Memorial Primary School (44%)**
5. **Newtownbutler Primary School (41%)**

Christ the King Primary School was identified as having the highest level of FSME which correlates to the wards (Lisanelly 1 and 2) that have been identified as the most deprived in the FO district. Work with the primary school, afterschool club in Strathroy and the Fareshare is being supported through Community planning to try and get access to Fareshare in the primary school for breakfast and healthy break. This would mean children on FSME would be able to access breakfast and healthy break for no cost. A meeting to facilitate discussion and logistics of accessing the surplus food has been set up for the 8th November 2019.

3. Local Poverty Action Plan

A Poverty Interagency group will be established to share best practice and information's amongst practitioners. This recommendation will be made to the Strategic Poverty Working Group at the next meeting on the 15th November 2019.

4. NI Wide Poverty Conference

Community Planning have secured £15,000 from FO District Council to deliver a high-profile NI wide Poverty Conference on the 24th February 2020 in the Strule Arts Centre Omagh and facilitated by BBC News Reporter Louise Cullen. The Conference will focus on show casing solution based best practice from across UK and ROI to encourage the Community and Voluntary Sector and Statutory service providers to implement / further support those identified in the FO district in priority need.

5. Data Development Agenda:

*Additional work needs to be undertaken to quantify the amount in £s that each client receives as a result of referral via the HEAT.
To be discussed with A Mitchell.*

6. Partners	Police Service of NI, Northern Ireland Fire and Rescue Service, Public Health Agency, Western Health and Social Care Trust, Community and Voluntary Sector, Northern Ireland Housing Executive, Employers for childcare, Make the Call Team, (DFC), Food Bank provides, Salvation Army, BBC Children in Need, Omagh Independent Advice Services, St Vincent De Paul, Housing Associations, Government Executive Office, Fairshare, Community Pharmacy, SWAP	
7. Best Ideas to Improve Performance		Key support Partner
	1. Tackling Fuel Poverty: Implement the Home Assessments & HEAT visits to reduce home accidents, fuel poverty and fear of crime.	Marcella Kinsella/ F Douglas
	2. Tackling food poverty: Address issues of food poverty and implement a Social Supermarket Pilot Project which encompasses a wraparound service provision for those in poverty (2019-2020) for a 12-month period	Kim McLaughlin, Community Planning / Fiona Douglas/Marcella Kinsella
	3. Local Poverty Action Plan: Develop a local Poverty Action Plan for the District	Helen Shiels, FODC & Community Planning Team
	4. NI Poverty Conference: Host a NI wide Poverty Conference focused on 'solution-based interventions' entitled 'The Struggle is Real'	Community Planning Team and Action Leads



Performance Report Card

Updated on:
10th November
2019 KMCL/FM/OD

1. Action:	3.8 Identify and introduce more interactive and joined up processes to communicate and engage with service users																											
1a. Customer:	<ol style="list-style-type: none"> 1. Community Planning Statutory Partners (including all staff members) 2. Community Voluntary Sector organisations 3. Section 75 categories 																											
1b. Timeframe:	Short-Medium Term (2 – 6 years)																											
1c. Action Lead:	Fermanagh and Omagh District Council (Kim McLaughlin)																											
2. Outcome(s) & Indicator(s) contribution:	<p style="text-align: center;">Outcomes</p> 3. Our communities are inclusive, safe, resilient and empowered		<p style="text-align: center;">Indicator(s)</p> 3d: % who feel they can influence local decision making																									
3. Performance Measures & Performance Data:	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">Measure Number</th> <th style="width: 50%;">Measure Description</th> <th style="width: 20%;">Reporting data period 31st October 2019 until 31st March 2019</th> <th style="width: 20%;">Reporting data period 1st April 2019 until 30th September 2019</th> </tr> </thead> <tbody> <tr> <td>1</td> <td># % of statutory partner consultations hosted on shared platform</td> <td>Zero baseline</td> <td>2</td> </tr> <tr> <td>2</td> <td>#/ % increase in council consultations participation per section 75 category</td> <td>Zero baseline</td> <td>Not available until next reporting cycle</td> </tr> <tr> <td>3</td> <td>#/% of community groups /individuals applying for participatory budgeting funding and being successful</td> <td>Zero baseline</td> <td>85/48%</td> </tr> <tr> <td>4</td> <td>#/% of actions on the Communications Plan that have been successfully completed</td> <td>Zero baseline</td> <td>8/67%</td> </tr> <tr> <td>5</td> <td># % consultations viewed on agreed 'platform'</td> <td>Zero baseline</td> <td>IT are sourcing</td> </tr> </tbody> </table> <p style="text-align: right; margin-top: 10px;"><i>Data Source: FODC internal</i></p>				Measure Number	Measure Description	Reporting data period 31 st October 2019 until 31 st March 2019	Reporting data period 1 st April 2019 until 30 th September 2019	1	# % of statutory partner consultations hosted on shared platform	Zero baseline	2	2	#/ % increase in council consultations participation per section 75 category	Zero baseline	Not available until next reporting cycle	3	#/% of community groups /individuals applying for participatory budgeting funding and being successful	Zero baseline	85/48%	4	#/% of actions on the Communications Plan that have been successfully completed	Zero baseline	8/67%	5	# % consultations viewed on agreed 'platform'	Zero baseline	IT are sourcing
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3a: Progress:	Red <input type="checkbox"/>	Amber <input type="checkbox"/>	Green <input checked="" type="checkbox"/>																									

(Self-Assessment)

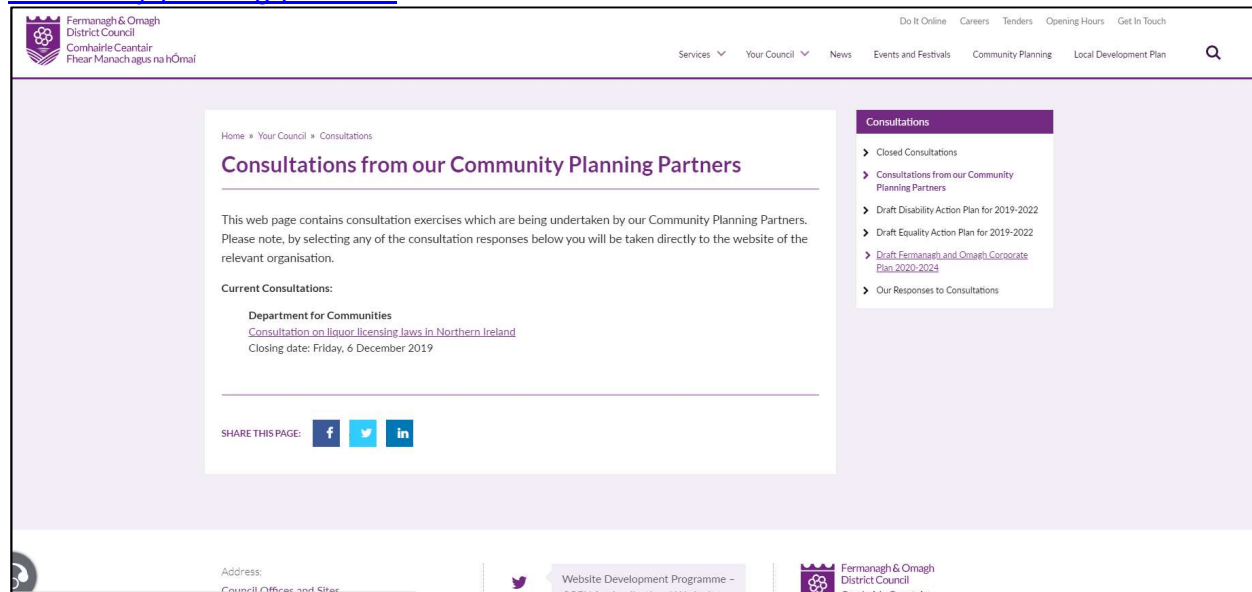
Justification:

4. The Story behind the Baselines:

- 1. Develop a shared repository for people to access information on current consultations relevant to the area (of all statutory partners on the Strategic Community Planning Partnership Board SPB)**

Consultations – Shared Platform

A new webpage on the Council’s website has been created to host consultation processes that are being undertaken by our Community Planning partners. This webpage can be found here: <https://www.fermanaghomagh.com/your-council/consultations/consultations-from-our-community-planning-partners/>



Number of Statutory Partner consultations that have been hosted on this webpage

To date, there have been two consultations hosted on this webpage:

- **Chronic Homelessness Action Plan** (Northern Ireland Housing Executive).
- **Consultation on the Liquor Licensing Laws in Northern Ireland** (Department for Communities).

Increase in Council consultation participation

In terms of the reporting period (up to 30 September 2019) we only had one consultation type activity – the Bi-Annual Publication of our Equality Screening Reports. The last publication took March 2019 and there were no responses.

Before this FO District Council published an Equality Screening Report in October 2018, and again there were no responses. For the next reporting period – there will be data available on the consultation process draft Disability Action Plan and draft Equality Action Plan for 2019 to 2022. This process didn’t conclude until 25 October 2019. The response rate was:

- Draft Disability Action Plan - 14 responses. (In 2017, we received four responses).
- Draft Equality Action Plan – 8 responses. (in 2017, we received three responses).

- 2. Look at potential for CVS to conduct consultation on behalf of statutory and other organisations**

	<p>Not progressed.</p> <p>3. Look at potential to introduce a participatory budgeting pilot in Fermanagh and Omagh as a means of directly involving communities in decisions which affect them and rolling out to other areas if successful.</p> <p>Last round of Community Cash.</p> <p>5 voting events in the 5 DEAS (excluding Erne East and Mid Tyrone) took place in this reporting period,</p> <p>£20,000 funding was disseminated. 85 applications were applications were received; 41 projects funded were successful in receiving funding up to £500. Average attendance at voting events 120 people.</p> <p>4. Develop and agree a Communications Plan incorporating a Partnership Consultation & Engagement Protocol and ask all partners to sign up to this</p> <p>The Partnership agreed a Communications Plan 2019-21, incorporating a Partnership Consultation and Engagement Protocol, at its meeting in February 2019. This was in recognition of the requirement placed upon the Council and its community planning partners, through the legislation and associated guidance, to ensure that community involvement is an integral part of the full community planning process. This includes demonstrating the benefits of the collaborative approach of community planning, and how it assists with delivering better outcomes for citizens and more efficient and effective service delivery. There is also a requirement to encourage local people and organisations to become involved in the community planning process.</p> <p>5. Implement the Community Planning Partnership Communications Plan/Consultation & Engagement Protocol Action Plan.</p> <p>The Communications and Engagement Action Plan is being delivered with 8/12 (66.6%) progressing with a green status and 4/12 (33.3%) currently with amber status.</p> <p>6. Follow up with Erne North through focus group discussions to better understand residents survey findings</p> <p>A focus group was conducted in Erne North in August 2019. The key issue emerging was the perception that the larger towns of Enniskillen and Omagh receive better Council services and that Erne North is 'forgotten about'. Local issues, such as uncertainty over the Necarne Estate, lack of investment in the Bawnacre and the failure to deliver a play park in the DEA were cited. (It should be noted that the play park cited is a community-based project and not something the Council is responsible for). See appendix 1: Fermanagh and Omagh District Council: Focus Group Findings (2019).</p>
<p>5. Data Development Agenda:</p>	<p>Work with partners to progress section 75 information for participation in consultations.</p>
<p>6. Partners</p>	<p>Northern Ireland Housing Executive, Education Authority, Council for Catholic Maintained Schools, Public Health Agency, Western Health and Social Care Trust, Health and Social Care Board, Tourism NI, Invest NI, Police Service of NI, NI Fire & Rescue Service, Libraries NI, Sport NI, Business Community, Department for Communities, Department of Education, Department</p>

	for Infrastructure, Department of Agriculture, Environment and Rural Affairs, Community and Voluntary Sector – consider a youth representative also	
7. Best Ideas to Improve Performance		Key support Partner
	(1) Develop a shared repository for people to access information on current consultations relevant to the area (of all statutory partners on the Strategic Community Planning Partnership Board SPB)	Margaret McMahon / Finbar Maguire
	(2) Look at potential for CVS to conduct consultation on behalf of statutory and other organisations	Community and Voluntary Sector Forum
	(3) Look at potential to introduce a participatory budgeting pilot in Fermanagh and Omagh as a means of directly involving communities in decisions which affect them and rolling out to other areas if successful.	Carol Follis, PCSP, NIHE
	(4) Develop and agree a Communications Plan incorporating a Partnership Consultation & Engagement Protocol and ask all partners to sign up to this	Kim McLaughlin / Oonagh Donnelly
	(5) Implement the Community Planning Partnership Communications Plan/Consultation & Engagement Protocol Action Plan.	Oonagh Donnelly
	(6) Follow up with Erne North through focus group discussions to better understand residents survey findings	Alan Mitchell



Performance Report Card

Updated on: 06th
Nov 2019 HS

1. Action:	3.9 Explore opportunities to strengthen community capacity and resilience across rural and urban areas, including promotion and development of volunteering .																		
1a. Customer:	<ol style="list-style-type: none"> Community Groups that self-identify as needing support Volunteers of all ages 																		
1b. Timeframe:	Short-Medium Term (2 – 6 years)																		
1c. Overarching Action Lead:	Fermanagh and Omagh District Council (Helen Sheils)																		
2. Outcome(s) & Indicator(s) contribution:	<p style="text-align: center;">Outcome(s)</p> <p>Our communities are inclusive, safe, resilient and empowered</p>	<p style="text-align: center;">Indicator(s)</p> <p>3b: % who believe their cultural identity is respected by society 3c: % of people living in poverty 3d: % who feel they can influence local decision making 3e: % who are engaged in culture, arts and/or leisure activities</p>																	
3. Performance Measures & Performance Data:	<p>Data Source: (2) FODC Community Services customers surveyed by telephone annually. (3) FODC aggregated data collated based on training programme identified (4) FODC aggregated data based on training delivered (1) FODC Funding and Investment Team (5) Volunteer Now and Omagh Volunteer Sector aggregated data (6) FODC Communications and Engagement Team</p> <p>Copies of surveys to be used attached at appendix one and two for Strategic Partnership Board.</p> <table border="1" data-bbox="531 1435 1477 2016"> <thead> <tr> <th data-bbox="531 1435 659 1615">Measure Number</th> <th data-bbox="659 1435 1161 1615">Measure Description</th> <th data-bbox="1161 1435 1318 1615">Reporting period 1st April – 31st Sept 2019</th> <th data-bbox="1318 1435 1477 1615">Reporting period 1st April – 31st Sept 2019</th> </tr> </thead> <tbody> <tr> <td data-bbox="531 1615 659 1749">1.</td> <td data-bbox="659 1615 1161 1749"># /% of Community groups successfully applying for grant aid</td> <td data-bbox="1161 1615 1318 1749">Zero baseline</td> <td data-bbox="1318 1615 1477 1749">90.11% 237 out of 263 applications</td> </tr> <tr> <td data-bbox="531 1749 659 1850">2.</td> <td data-bbox="659 1749 1161 1850">#/% of new interventions or partnerships supported by local support officers</td> <td data-bbox="1161 1749 1318 1850">Zero baseline</td> <td data-bbox="1318 1749 1477 1850">Available at year end</td> </tr> <tr> <td data-bbox="531 1850 659 2016">3.</td> <td data-bbox="659 1850 1161 2016">#/ % increase in uptake of training identified by the community provided by Community Services/CVS Forum members.</td> <td data-bbox="1161 1850 1318 2016">Zero baseline</td> <td data-bbox="1318 1850 1477 2016">Not available</td> </tr> </tbody> </table>			Measure Number	Measure Description	Reporting period 1 st April – 31 st Sept 2019	Reporting period 1 st April – 31 st Sept 2019	1.	# /% of Community groups successfully applying for grant aid	Zero baseline	90.11% 237 out of 263 applications	2.	#/% of new interventions or partnerships supported by local support officers	Zero baseline	Available at year end	3.	#/ % increase in uptake of training identified by the community provided by Community Services/CVS Forum members.	Zero baseline	Not available
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4.	#/% increase of volunteers involved with groups accessing FODC grant aid	Funding and Investment	3542 mid-year (total 4122 18/19)
5.	#/% increase of people registering to become Volunteers in FODC	Omagh Volunteer Centre Volunteer Now	Baseline to be established
6.	# of resilience groups established in FODC area reporting increased levels of confidence in responding to flooding	Emergency Planning	4 (Clarify how many groups there are)

3a: Progress: (Self-Assessment)

Red Amber Green

Justification:

A turning the curve workshop was arranged for early October but postponed due to poor attendance. A review of partners will take place over the coming months and further workshop arranged for January.

4. The Story behind the Baselines:

There continues to be a high number of applications for Grant aid however the success rate has reduced from 95% for the 18/19 to 90% in the first 6 months of 19/20 this largely is due to groups applying for ineligible programmes.

The PCSP piloted a participatory budgeting process in October 2018 and delivered across the District in September 2019. Officers have shared the learning from this widely. A presentation on the pilot will be made to the next Action Group Meeting.

Four community resilience groups are active in the District receiving regular updates from the Regional Community Resilience Group. At this time no further groups have been established however monitoring of need is ongoing. A leaflet is being developed for all residents / communities around managing the consequences of adverse weather.

5. Data Development Agenda:

Breakdown of volunteers per age category.
Community Activity in each DEA should be measured at a Population level

Measures listed in 3a are 'Is anyone better of 'measures #2. This requires development of specific methods to collate data through implementation of telephone surveys. This process of data collation will be commenced in Sept 2019 moving forward.

6. Partners	Community and Voluntary Sector Forum Members, Northern Ireland Housing Executive, PCSP, Volunteer Now and Omagh Volunteer Centre, FODC Community Services and Good Relations teams, DAERA.	
7. Best Ideas to Improve Performance		Key support Partner
	1. Develop a GIS map of grant funding allocated by all statutory partners (including council grant funding) of the Community Planning Strategic Partnership Board to illustrate where funding is going in the District. This will be used as a proxy for identifying areas where community infrastructure may need prioritised.	FODC Community Services Team and GIS Officer
	2. To assess the support needed for community groups (based on groups input to the grant aid training requirements question) and develop and implement a training programme.	FODC Community Services Team
	3. To implement a Participatory Budget initiative to encourage communities to address local issues in 5 identified DEAs (two DEA's covered in previous pilot programmes 2019)	PCSP
	4. Establish better links with communities at a local level Forums to strengthen communities and promote volunteering in local areas, provide opportunities for increased partnership working and a platform to pilot new initiatives addressing community need, working with Community Planning partners.	FODC Community Services Team Community Planning Partners
	5. In partnership with CVS Forum members, plan market and run annual Funding Fairs and the CVS Convention-with a variety of speakers and workshops relevant to increasing knowledge within the community sector. 6. Continue to work with communities, where a need has been identified, to prepare for adverse weather conditions.	FODC Community Services Team CVS Forum Members FODC Community Services team and Emergency Planning team.

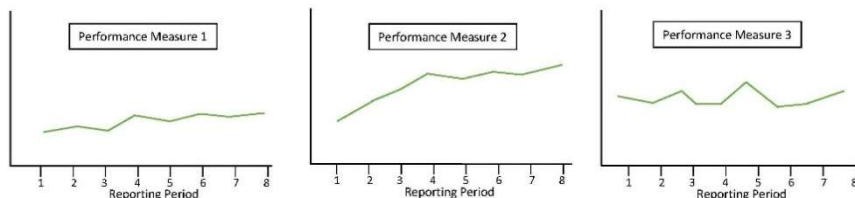
Guidance Notes:

1:	1: The Action: The term 'Action' means a specific, definable and measurable activity, project, service, initiative or intervention delivered or commissioned to contribute to turning the curve on a whole population outcome. Indicate the action title and a very brief (one sentence) description of the action.
1a:	The Customer: For the purposes of the scorecard, the customer is defined as the people whose lives will change (for better or for worse) as a result of the action. Customers could also be described as beneficiaries, service users, clients, patients etc.

1b:	Time Frame: How long you envisage the action will last for (e.g. one-off activity; short – medium term (2-6 years) and medium to long term is 6+ years).						
1c:	Overarching Action Lead: The organisation and lead contact accountable for the performance of the action						
2:	Outcome(s) Contribution: This is about aligning your action to the relevant outcomes and indicators from the Community Plan. Indicate the whole population outcome or outcomes and indicator (s) from the Community Plan that your action is aimed at contributing towards.						
3:	<p>Performance Measures: The measures you will use to monitor the performance of the action:</p> <p>How Much: Measures that quantify the amount of activity in terms of:</p> <ul style="list-style-type: none"> c) Number of customers, i.e. the people who will be affected (for better or worse) by the activity (e.g. participants, service users, patients etc.) This will usually include a demographic analysis of customers, e.g. by age, gender, religion, national identity, ethnicity, disability etc. as is proportionate and relevant to the size of the activity d) The quantity of activities, e.g. number of training workshops, number of information guides printed, number of consultations etc. <p>How Well: The measures you will use to quantify the quality of the action in terms of:</p> <ul style="list-style-type: none"> c) The activity carried out (e.g. customer satisfaction surveys; % of actions meeting defined quality standards; % customers completing activity; response times etc.) d) Common measures: Measures that relate to the quality of the delivery organisation (e.g. staff/volunteer qualifications and training; achievement of recognised quality standards; staff/volunteer turnover rate etc.) <p>Quality measures will usually be expressed as percentages, e.g. % customers responding ‘Good’ or ‘Excellent’ to a customer satisfaction survey; % participants reporting they were treated well; % participants completing a training course; etc.)</p> <p>Better Off: The measures you will use to demonstrate the number and percentage of customers that will be better off as a result of the activity (i.e. the impact of the activity or customer outcome). Better off measures will fall under four general headings:</p> <ul style="list-style-type: none"> e) Skills and Knowledge: (e.g. test scores, customer questionnaires, qualifications, accreditations etc.) f) Attitude or Opinion: (e.g. customer survey results on increased aspiration; ability to respect or tolerate different opinions; customers reporting the activity helped them with their problems etc.) g) Behaviour: (e.g. participants not re-offending; children attending school; participants changing diet or exercising regularly etc.) h) Circumstances: (e.g. participants into paid employment; moving into stable housing; recognising full benefit entitlement etc.) <p>The focus should be on choosing ‘Better Off’ measures that say most about the action’s contribution towards the whole population outcome(s) cited in Question 2.</p>						
3a:	<p>Performance Data: Here, report on the statistics for no more than five of the most important measures that say most about the action’s contribution towards the whole population outcomes. These will be ideally be “Better Off” measures but may include “Quality” measures.</p> <p>For short term or one-off projects, present the measures as a table as per the example below which is based on a crime & community safety awareness programme consisting of four workshops:</p> <table border="1" data-bbox="172 1895 1273 1989"> <thead> <tr> <th data-bbox="172 1895 304 1951">Measure Number</th> <th data-bbox="304 1895 1086 1951">Measure Description</th> <th data-bbox="1086 1895 1273 1951">Data</th> </tr> </thead> <tbody> <tr> <td data-bbox="172 1951 304 1989">1</td> <td data-bbox="304 1951 1086 1989">#/% participants demonstrating increased knowledge</td> <td data-bbox="1086 1951 1273 1989">35/78%</td> </tr> </tbody> </table>	Measure Number	Measure Description	Data	1	#/% participants demonstrating increased knowledge	35/78%
Measure Number	Measure Description	Data					
1	#/% participants demonstrating increased knowledge	35/78%					

2	#/ % participants scoring at least 4 out of 5 in a post programme questionnaire to 'How safe do you now feel in your community?'	27/61%
3	#/% able to demonstrate action taken to improve their personal security as a result of the programme	21/48%

For longer term projects, include graphs showing the performance data trend over the reporting periods for each chosen measure, e.g.



NB: Ensure the data you report on is based on your Customer Population, i.e. the people who you have attempted to engage in the activity.

- 3b: Progress:** This is a self-assessment of how you feel the action is progressing where:
- Red:** Significant issues have arisen which have stopped or significantly impacted on progress.
 - Amber:** There are some emerging issues which are affecting progress
 - Green:** Delivery is in line with agreed outcomes and progress is being made.

4: Story Behind the Baseline: An honest appraisal of the performance to date to justify your self-assessment rating on progress. Take the credit for what's working well but be honest about what isn't. What have you learned about the activity so far? What factors are impacting on performance that you feel are outside of your control? How can you get more control over external factors – do you have good working relationship with the people and organisations who can help you improve outcomes for your customers?

5: Data Development Agenda: Identify here where you need new or better-quality data or information to help you better understand the story behind the baseline.

6: Partners: List here all the partners you are working with on the activity and also identify any that are missing. Are you working effectively with your customer groups to help you improve performance? You could include here any examples of good practice in partnership working and collaboration as well as surfacing challenges.

7: Best ideas: Here, list all the actions you intend to take to improve your performance, considering the story behind the baseline and any challenges identified in engaging with partners and customers. The actions will derive from your best ideas on what it will take to Turn the Curve on Performance.



Performance Report Card

Updated and
Submitted:
07.11.19 SF

1. Action:	3.11 Deliver road safety programmes (both safe driving and wider road safety) across a range of age groups																		
1a. Customer:	<ol style="list-style-type: none"> Speed indicator – Drivers (all ages) Your Choices & Consequences – Young Drivers 																		
1b. Timeframe:	Short-Medium Term (2 – 6 years)																		
1c. Overarching Action Lead:	Police Service of NI																		
2. Outcome(s) & Indicator(s) contribution:	Outcome(s) Our communities are inclusive, safe, resilient and empowered	Indicator(s) 3f: Numbers of road traffic collisions																	
3. Performance Measures & Performance Data:	<p><i>Data Source: PSNI Statistics (as discussed these would be the ones that is reported on only the bellwethers)</i></p> <table border="1"> <thead> <tr> <th>Measure Number</th> <th>Measure Description</th> <th>Data for period 1st October 2018 until 31st March 2019)</th> <th>Data for period 1st April 2019 until 31st August 2019</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>#/% Reduction in older people (age 65+) involved in Road Traffic Collisions</td> <td>2</td> <td>2/0%</td> </tr> <tr> <td>2</td> <td>#/% Reduction in serious Road Traffic Collisions involving young people (age 17-24)</td> <td>6</td> <td>4/ 32% reductions</td> </tr> <tr> <td>3</td> <td>#/% Participants reporting, improved knowledge of road safety</td> <td>Gathered by post event survey (YourChoices & Consequences)</td> <td>No data at present</td> </tr> </tbody> </table>			Measure Number	Measure Description	Data for period 1 st October 2018 until 31 st March 2019)	Data for period 1 st April 2019 until 31 st August 2019	1	#/% Reduction in older people (age 65+) involved in Road Traffic Collisions	2	2/0%	2	#/% Reduction in serious Road Traffic Collisions involving young people (age 17-24)	6	4/ 32% reductions	3	#/% Participants reporting, improved knowledge of road safety	Gathered by post event survey (YourChoices & Consequences)	No data at present
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3a: Progress: (Self-Assessment)	Red <input type="checkbox"/> Amber <input type="checkbox"/> Green <input checked="" type="checkbox"/>																		
4. The Story behind the Baselines:	Huge efforts are made year on year around the topic of road safety, the most recent figures show KSIs (Killed & Seriously Injured) for 17-24 year olds reducing from 6 in Oct-March 2019 to 4 in April-August 2019, and in the 65+ age group remaining at 2 in the two time periods. These numbers are relatively low given the number of journeys made each day across the District																		

	<p>1. Speed Indicator Device This is a device which will help educate the public about speeding in areas where there is a concern for Road Safety by changing driver behaviours and consequently reducing driver speeds. The device captures and monitors vehicle speeds at the location where the sign is deployed. The sign indicates the speed of the oncoming vehicle and issues a warning to drivers to slow down if the speed indicated exceeds the speed set on the device. This device is deployed regularly across the District, in line with speeding complaints/observations/collisions.</p> <p>Since May 2019 this has been deployed on 88 days in various locations identified as areas of risk.</p> <p>2. Your Choices & Consequences This is a new initiative where PSNI, NIFRS, NIAS and Emergency Department Consultants deliver a programme to Young Persons around safe driving, and the consequences of driving carelessly or with speed. It will encompass the Crash Car simulator, NIFRS 'Your Choice' interactive scenario, and Emergency Department demonstration.</p> <p>It was piloted initially with Young drivers in the Rossorry area of Enniskillen with 25 participants in attendance and its content is being reviewed to ensure it can be delivered to various groups of differing numbers. It is accepted that smaller group sizes will mean a more interactive programme can be delivered and this is being developed and will be progressed over the next 6 months.</p>	
<p>5. Data Development Agenda:</p>	<p># of people killed or seriously injured should be population indicator</p>	
<p>6. Partners</p>	<p>Northern Ireland Fire and Rescue Service, Northern Ireland Ambulance Service, WHSCT, Policing and Community Safety Partnership, Fermanagh and Omagh District Council, Community and Voluntary Sector, Schools/Education partners, South West Age Partnership, Department for Infrastructure</p>	
<p>7. Best Ideas to Improve Performance</p>		<p>Key support Partner</p>
	<p>1. <u>Speed Indicator Devices mobile throughout area</u> Increase coverage of District with device accompanied by appropriate message and/or enforcement if necessary</p>	<p>Rory Hoy PSNI/ Carol Follis PCSP</p>
	<p>2. <u>Your Choices & Consequences</u> Pilot initiative with small groups to ensure correct partners and material & when evaluated roll out to a wider audience</p>	<p>Micky Curran NIFRS/ Scott Fallis PSNI/ Carol Follis</p>

		PCSP/Dr Darren Lillis ED NIAS
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