

Annual Performance Report 2019/20

1 April 2019 to 31 March 2020



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



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Performance Score Card 2019/20

Improvement Objectives

IO1

We will increase uptake of Council provided leisure and recreation opportunities and improve provision of information to support citizens in making healthier choices

IO2

We will encourage a growth in entrepreneurship and new business starts, including amongst under-represented groups

IO3

We will support our local town centre economy by making it easier for residents and visitors to access car parking when visiting our key towns and service centres

IO4

We will continue to invest in environmental programmes which will reduce waste going to landfill and improve recycling efforts

IO5

We will make it easier to communicate and do business with the Council

Self Assessment Performance Key

The key below outlines how we have evaluated progress against our objectives or activities:

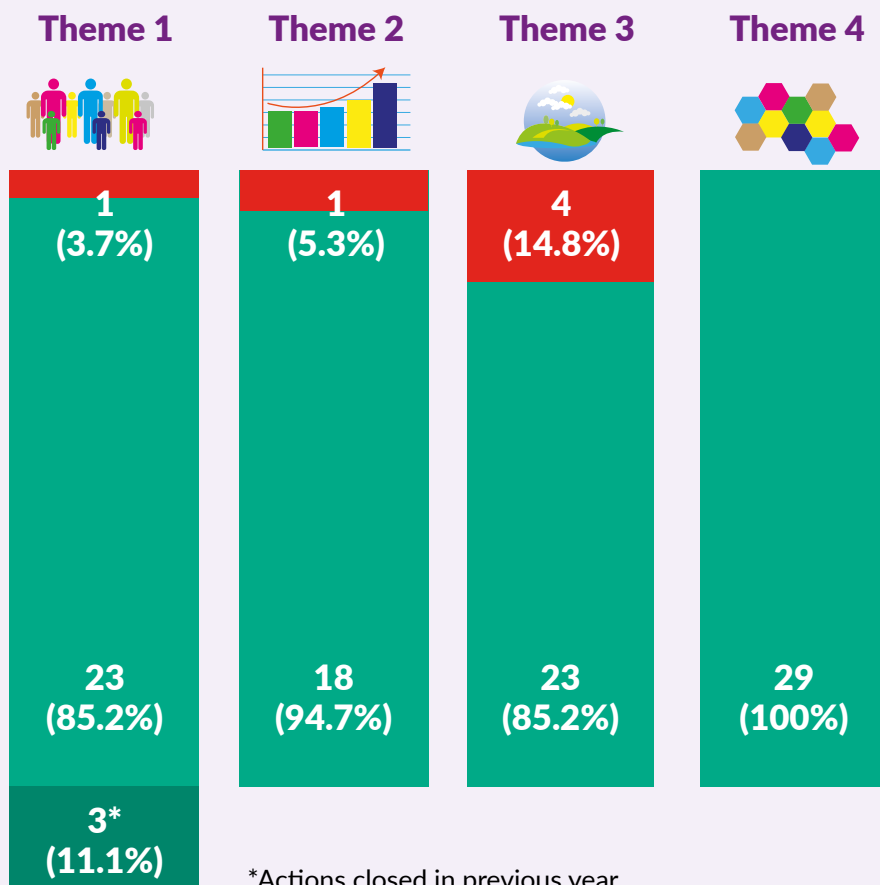
Green	Objective/Action achieved/on track
Amber	Objective/Action partially achieved/likely to be achieved
Red	Objective/Action not achieved/unlikely to be achieved
White	Data not yet available

Statutory Indicators

ED1: The number of jobs promoted through business start-up activity	Target: 170 Achieved: 172
P1: The average processing time of major planning applications	Target: 30 weeks Achieved: 23.4 weeks
P2: The average processing time of local planning applications	Target: 15 weeks Achieved: 10.6 weeks
P3: The percentage of enforcement cases processed within 39 weeks	Target: 70% Achieved: 81.1%
W1: The percentage of household waste collected by district councils that is sent for recycling (including waste prepared for reuse).	Achieved: 49.1%*
W2: The amount (tonnage) of biodegradable Local Authority Collected Municipal Waste that is landfilled.	Target: 13,781 Achieved: 13,478*
W3: The amount (tonnage) of Local Authority Collected Municipal Waste Arisings	Baseline 18/19: 55,931 Achieved: 55,233*

* figures provided are based on 'unverified' information.

Corporate Plan Actions



*Actions closed in previous year

Improvement Objectives' Performance Measures - Score Card

Improvement Objective	Measures	2018/19 Status OR Target	Current Status (2019/20)
IO1 We will increase uptake of Council provided leisure and recreation opportunities and improve provision of information to support citizens in making healthier choices	Number of customers using leisure facilities both indoor and outdoor (throughput)	1,862,334	1,950,905
	Level of customer satisfaction with leisure service (average across 4 centres)	89.3%	87.7%
	Total participants from the Everybody Active Programme	6,747	7,125
	% of sustained participants from Everybody Active Programme	2,387	3,077
	Number of service users across arts/heritage (including Geopark) venues and events/festivals	503,891	665,683
	Level of customer satisfaction with arts/culture/heritage (including Geopark) service	N/A	95%
	N.B. previous baseline not directly applicable as a revised methodology has been introduced during 19/20. This will act as a baseline for future comparisons.		New methodology applied this year with target of 95%
	Numbers of businesses who have achieved broad compliance with Scores on Doors (Food Hygiene Rating Scheme)	99.02%	98.6%
IO2 We will encourage a growth in entrepreneurship and new business starts, including amongst under-represented groups	Number of jobs promoted through Business Start Up activity	Target- 170	172
		Baseline 18/19-170	172
	Numbers of (i) social entrepreneurs; (ii) young entrepreneurs; (iii) female entrepreneurs, supported through Business Start Up activity	Target- 220	172
		Baseline 18/19-203	172
	Numbers of participants in Social Economy Support Project	Target- 20	24
		Baseline 18/19-6	24
	Numbers of participants in Female Entrepreneur activities	Target- 150	198
		Baseline 18/19-148	198
	Numbers of participants in Young Entrepreneur activities	Target- 50	145
		Baseline 18/19-39	145

IO3 We will support our local town centre economy by making it easier for residents and visitors to access car parking when visiting our key towns and service centres	Number of additional accessible car parking spaces (off street car parks only)	70	82 Increase of 12	
	Number of additional Coach Parking spaces within the towns (both on-street and off-street)	4	0	
	Turnover rates in car parks	Typical Occupancy in all Council Charged Car Parks:	Ekn - 74% Omagh - 67%	Ekn - 71% Omagh - 79%
		Typical occupancy in Premium charged Car Parks:	Ekn - 66% Omagh - 69%	Ekn - 62% Omagh - 66%
		Average Proportion of Long Stay Parkers in all Council Car Parks:	Ekn - 56% Omagh - 57%	Ekn - 55% Omagh - 55%
Average Weekday Long Stay Parking Volumes in the Council's Premium Car Parks following Tariff change:		Ekn - 50 spaces Omagh - 30 spaces	Ekn - 33 spaces Omagh - 57 spaces	
IO4 We will continue to invest in environmental programmes which will reduce waste going to landfill and improve recycling efforts	W1: Percentage of household waste collected by district councils that is sent for recycling (including waste prepared for reuse)	48.75%	49.1%	
	W2: The amount (tonnage) of biodegradable Local Authority Collected Municipal Waste that is landfilled	Target- 13,781	13,478	
		18/19 baseline- 13,677		
	W3: The amount (tonnage) of Local Authority Collected Municipal Waste Arisings	55,931	55,233	
	No of additional food caddies delivered/homes serviced	22,000	+1950 (23,950 total)	
	Increases in food waste tonnages collected- Brown bin collection	18/19 baseline- 5,111	+198 (5,309 total)	
	Increases in food waste tonnages collected- Separate food waste collection	18/19 baseline- 1,511	-12 (1,499 total)	
	Number of recycling champions identified	0	5	
Number of communication/engagement activities undertaken	52	71		
IO5 We will make it easier to communicate and do business with the Council	Customer satisfaction levels at Connect Centres. (Connect Centre in Enniskillen opened in February 2020).	90.1% (Kiosk)	Connect Centre Omagh: 94% (Kiosk)	
	Improvement in complaint resolution times	100% within time frame	100% within time frame (information only held for stages 2 and 3)	
	Increasing numbers of social media followers	Facebook - 10,316 Twitter - 3,552	Facebook- 12,843 Twitter- 4,613	
	Progress in opening Connect Centres progressing in line with Project Plan	N/A	Opened Enniskillen Connect Centre in February 2020	
	Online booking system progressing in line with project plan; (ultimately) increase in no of online bookings and improved customer satisfaction	N/A	Average online booking increase of 7.5% across 8 facilities	

1 Introduction

The Council's Annual Performance Report is a statutory document which gives an overview and a self-assessment of the performance of the Council during the previous financial year against the priorities we set. It sets out:

(i) Progress against our Corporate Plan priorities and actions

The Council's Corporate Plan sets out its priorities for the 2015-19 Council term (NB: our Corporate Plan was updated for the 2017-19 period to ensure alignment with the Community Plan for the district - this was extended to cover the 2019/20 year as the new Corporate Plan was being developed). The Corporate Plan relates to all Council functions and services. By demonstrating and reporting progress towards our corporate priorities and actions, relating to all Council functions and services, the Council is providing evidence of its progress in meeting the General Duty placed upon it to secure continuous improvement in the exercise of its functions [The Local Government Act (NI) 2014 Part 12 - General Duty to Improve].

(ii) Progress against our Improvement Objectives and supporting projects/actions

Each year, the Council identifies, consults upon and publishes a set of improvement objectives which set out what we will do in the year ahead to deliver on our statutory duty to secure continuous improvement. The Improvement Objectives for 2019-20 were published in our Performance Improvement Plan 2019/20, a copy of which is available on the Council's website www.fermanaghomagham.com.

(iii) Information on how we performed against a range of statutory and self-imposed performance indicators/measures

A set of seven statutory indicators have been set for Local Government via the Local Government (Performance Indicators and Standards) Order (NI) 2015. These relate to three Council functions, i.e., waste management, economic development and planning. In addition, the Council has a performance management framework in place which includes a range of corporate and service level performance measures as well as measures relating to each of its identified Improvement Objectives. These are referred to as 'self-imposed' performance measures. Information on progress against this range of measures is included in this report.

(iv) Financial overview

The financial overview is a summary financial statement extracted from the unaudited accounts of the Council. The final audited Statement of Accounts will be available on the Council website from 1 January 2021 at www.fermanaghomagham.com

As the Council stood up its Emergency Plan in March 2020 in response to the Covid-19 Pandemic, our performance was significantly impacted during the final month of 2019/20. Specific information on those impacts is included throughout this report. Further significant impacts continued into the 2020/21 financial year with the continuation of lockdown measures and social distancing restrictions; these will be reported upon in our Annual Performance Report 2020/21 which will be published in September 2021.

Our work is scrutinised by the Northern Ireland Audit Office and annual Audit Reports will be available to view on our website.

Our Vision & Strategic Priorities

2

Our shared Community Planning and Corporate **Vision** is central to our approach to performance management and improvement.

“Our Vision is of a welcoming, shared and inclusive Fermanagh and Omagh district, where people and places are healthy, safe, connected and prosperous, and where our outstanding natural, built and cultural heritage is cherished and sustainably managed”.

Fermanagh and Omagh District Council has identified its **mission** or core purpose as:

“Leading and serving our community, working with others to promote quality of life, quality places and quality services for all”.

Our strategic priorities are based around the following themes and outcomes:

People and Communities 	Economy, Infrastructure and Skills 	Environment 	Supporting Service Delivery 
<ol style="list-style-type: none"> 1. Our people are healthy and well – physically, mentally and emotionally 2. Older people lead more independent, engaged and socially connected lives 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 	<ol style="list-style-type: none"> 5. Our economy is thriving, expanding and outward looking 6. Our district is a connected place 	<ol style="list-style-type: none"> 7. Our outstanding natural environment and built and cultural heritage is sustainably managed and, where possible, enhanced 8. Our district is an attractive and accessible place 	<ol style="list-style-type: none"> 9. We are a proactive, effective and well governed organisation providing strong civic and community leadership

Our Values and Principles underpin all that we do:

Values - our ideas / beliefs

- Showing **respect for all** through commitments to equality, inclusivity and diversity
- **Addressing deprivation** and supporting the most vulnerable
- **Working sustainably** to ensure our actions do not compromise the ability of future generations to meet their own needs
- **Continuously improving** our service to our citizens

Principles - how we do business

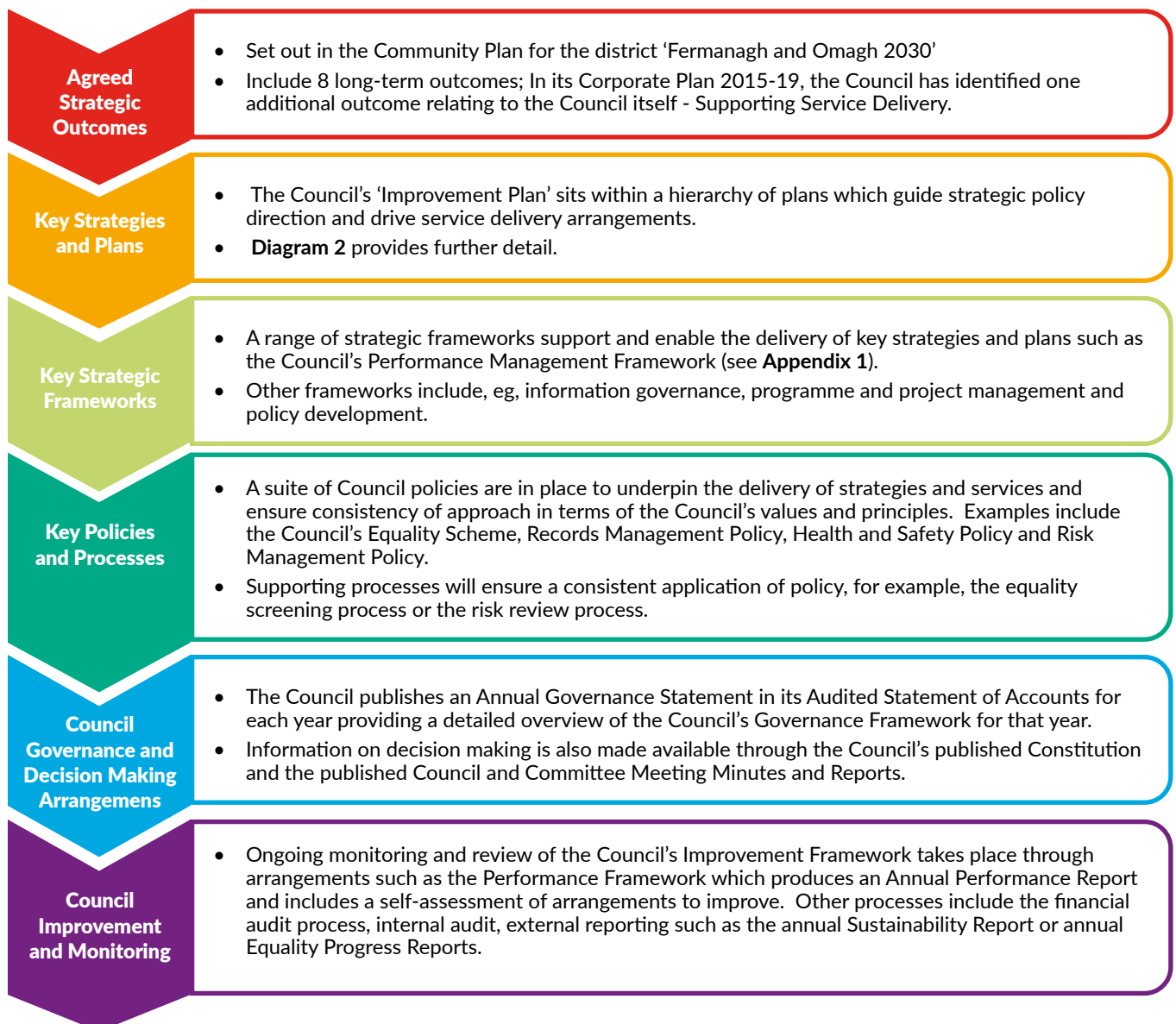
- We will be **open and transparent** in all that we do
- We will ensure effective **accountability** through our governance arrangements
- We will aim to take a **preventative or early intervention** approach
- We will ensure decision making is **informed by evidence**
- We will undertake effective **engagement and consultation** with local people
- We will **work collaboratively** to achieve the best outcomes and make the best possible use of resources

3 Achieving Continuous Improvement

The Council's accepted definition of improvement is taken from statutory guidance and states that "improvement is...more than just quantifiable gains in service output or efficiency, or the internal effectiveness of an organisation. Improvement for Councils should mean activity that enhances the sustainable quality of life and environment for ratepayers and communities". Essentially, we see improvement as being about making things better with continuous improvement focusing on ensuring sustainable, ongoing improvements to the way we work and deliver services.

In order to manage the identification and delivery of continuous improvement, the Council has a number of systems and processes in place which work together to ensure that we have the best opportunity to achieve success. This Framework is outlined below in Diagram 1: Improvement Framework.

Diagram 1: Improvement Framework



A hierarchy of strategies and plans is in place to guide our strategic policy direction and our service delivery arrangements as outlined below in **Diagram 2:**

Diagram 2: Hierarchy of Strategies and Plans

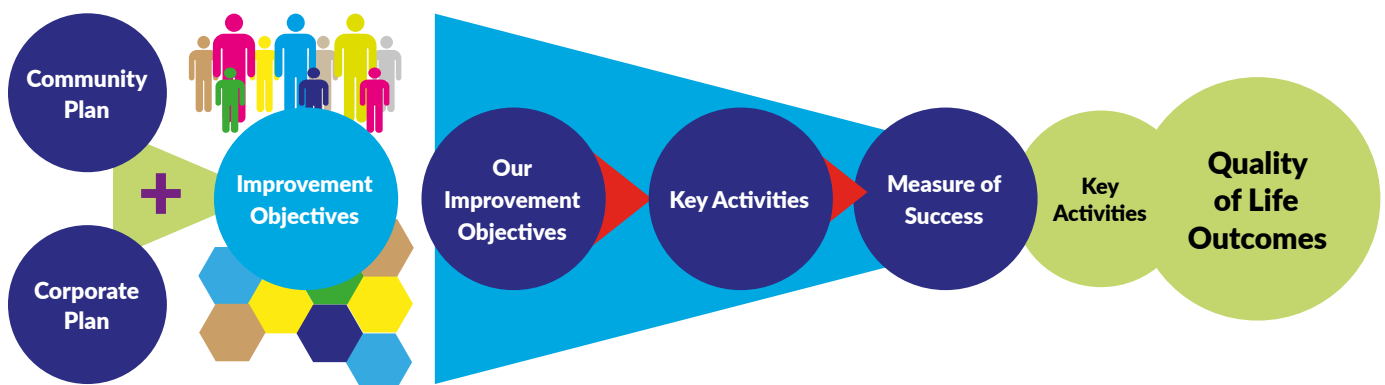


While the Council has identified specific Improvement Objectives it continues to work to improve all its services. The Council has put in place systems and processes to support performance management and improvement by driving and providing assurance that we are delivering on our Vision, shared outcomes, improvement objectives and service level priorities across all services.

We recognise that an effective approach to performance will achieve a shared understanding across the organisation about what is to be achieved and an approach to leading and developing people which will ensure that it is achieved.

Diagram 3 illustrates how the Community Plan and Corporate Plan link to Improvement Objectives and to quality of life outcomes.

Diagram 3: Linking Strategic Plans to Improvement Objectives and Quality of Life Outcomes



3

Independent scrutiny is provided through the Council's Audit Panel and the Northern Ireland Audit Office.

Fermanagh and Omagh District Council has responsibility for conducting, at least annually, a review of the effectiveness of its governance framework, including the system of internal control and arrangements for performance management and improvement. The Council has taken steps to strengthen its governance processes, including the establishment of a Transformation Programme and Working Group and a Brexit Committee in light of the significant risks to our district posed by Brexit. Our risk management processes have also been updated in light of this risk. The review of effectiveness is informed by the work of the senior managers within Fermanagh and Omagh District Council who have responsibility for the development and maintenance of the governance environment, the Head of Internal Audit's Annual Report and also by any relevant comments made by the external auditors.

Internal Audit is responsible for monitoring the quality and effectiveness of systems of internal control. During 2019/20, Internal Audit assignments were carried out in accordance with the Annual Internal Audit Plan agreed by the Audit Panel. Any weaknesses identified in internal control procedures were considered by senior management and reported to the Audit Panel with actions agreed to strengthen the internal control environment. All internal audit reports included an overall assurance on the quality and effectiveness of internal control within the areas audited.

Internal Audit, on the basis of the systems reviewed and reported on during the year, has considered that the overall control environment within the Council is of a good standard and should be categorised as Satisfactory.

The assurance framework requires Directors and Heads of Service to consider annually the adequacy of risk management arrangements, internal controls and wider governance issues within their service areas. It also provides information on the level of compliance with the various elements of the Council's Governance Framework. The Heads of Services and Directors are required to monitor, and keep under review, the operation of internal controls, within their area, and to implement changes, where deemed necessary.

The Audit Panel provides independent assurance to the Council on the adequacy of the Council's risk management framework and associated control environment. It also provides an independent scrutiny of the Council's financial and non-financial performance to the extent that it exposes it to risk and weakens the control environment. The Audit Panel met four times during 2019/20 and satisfactorily discharged its programme of work and therefore is satisfied that the governance arrangements in place are effective and continue to be fit for purpose.

The Council's Emergency Management Team stood up on 13/03/20 in response to Covid-19. Emergency plans have been implemented and the Emergency Management Team has been managing the risks associated with that. The financial and ongoing concern implications of the current Covid-19 situation and actions to mitigate against losses is being progressed.

All of these processes combine to ensure that we effectively manage performance and that we take all possible steps to meet the General Duty placed on us to secure continuous improvement in the exercise of our functions. The Council's Annual Review of Governance can be viewed on the Council's website at www.fermanaghomagh.com, alongside the audited accounts for 2019/20 (which will be available in January 2021).

Self-Assessment/Performance Key:

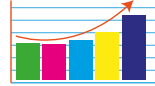
The key below outlines how we have evaluated progress against our objectives or activities:

Green	Objective/Action achieved/on track
Amber	Objective/Action partially achieved/likely to be achieved
Red	Objective/Action not achieved/unlikely to be achieved
White	Data not yet available

Performance against Performance Indicators or Measures is evaluated using the key below:

Green	Performance indicator/measure has been maintained or improved since the previous year
Red	Performance indicator/measure has declined since the previous year
White	Data not yet available

Corporate Plan Achievements 2019/20



4

The Council's Corporate Plan 2015-19, and subsequent Corporate Plan Update 2017-19, set out the key priorities and actions to be progressed across all Council functions and services during that Council four-year term. The following sections provide an assessment of our progress towards delivering these corporate priorities and actions in the 2019-20 year, i.e. from 1 April 2019 to 31 March 2020.

Overall, good progress has been achieved across all 4 themes with 91% of actions progressing satisfactorily. A number of actions have achieved an amber or red status (see performance key – section 3 above), many of which will be further progressed in the 2020/21 year, as we take forward the Corporate Plan 2020-24 (agreed in February 2020).

Corporate actions are progressed through the annual Service Delivery and Improvement Plans (SDIPs). We have 17 SDIPs in place each year – one for each Council service. Progress reports on delivery of corporate actions are prepared on a six-monthly basis and are reported to the Council's Senior Management Team, the Policy and Resources Committee and independent scrutiny is provided through the Council's Audit Panel.

This section, alongside the outline of our performance framework in section 3, fulfils our obligation to provide a clear and transparent self-assessment of performance in relation to the General Duty to improve as required under Part 12 of the Local Government Act (Northern Ireland) 2014. Sections 4.1 to 4.4 below provide information on Corporate Actions and achievements.





Theme 1: People and Communities



Aim: To improve the wellbeing of our citizens and develop thriving rural and urban communities

Outcomes:

1. Our people are healthy and well – physically, mentally and emotionally
2. Older people lead more independent, engaged and socially connected lives
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

Actions:

There are 27 corporate actions outlined in our Corporate Plan for this theme. During 2019-20, three actions were closed from the previous year, we made good progress on 23 actions (85%), with one action (3.7%) not progressing satisfactorily.

Some Key Facts and Figures:

- 2 community Hubs established at Carrybridge and Belleek to deliver rowing project.
- Cardiac programme Hearts and Minds (SWAH) completed first year in OLC and FLF.
- NSCIT (cycling) programme had 73 participants.
- Inclusive Walk programme had 200 participants.
- Move More (MacMillan) programme exceeded target (100 clients)- achieved 164.
- 184 clients referred by GP's onto the PARS programme.
- Every Body Active supported 1,195 Participants across the District. Fermanagh and Omagh exceeded the target for overall participation numbers for 2019/2020 by 37.2%. Also achieved the greatest increase in proportion of its population living in areas of high social need by 14.1%
- Leisure Fitness Membership- 2,780.
- Leisure Centres Customer Satisfaction level- 87.7%.
- New Activities- Archery: 73 participants.
- 1195 attended activities organised by Sports Development, for example: Nursery programme- 413; outdoor gyms- 44; Aqua legends- 61; Ladies activities- 133; Couch to 5K- 92
- 71 Neighbourhood Watch schemes supported.
- Environmental Health follow up consultations with clients who received a home safety visit have proven beneficial, highlighting that 89% found the visit excellent, 78% felt their home safety knowledge had improved, and 90% felt safer as a result of the visit.



4.2 Theme 2: Economy, Infrastructure and Skills

4



Aim: to improve employment opportunities for all by supporting the development and growth of a more sustainable local economy and better-connected area.

Outcomes:

5. Our economy is thriving, expanding and outward looking

6. Our district is a connected place.

Actions:

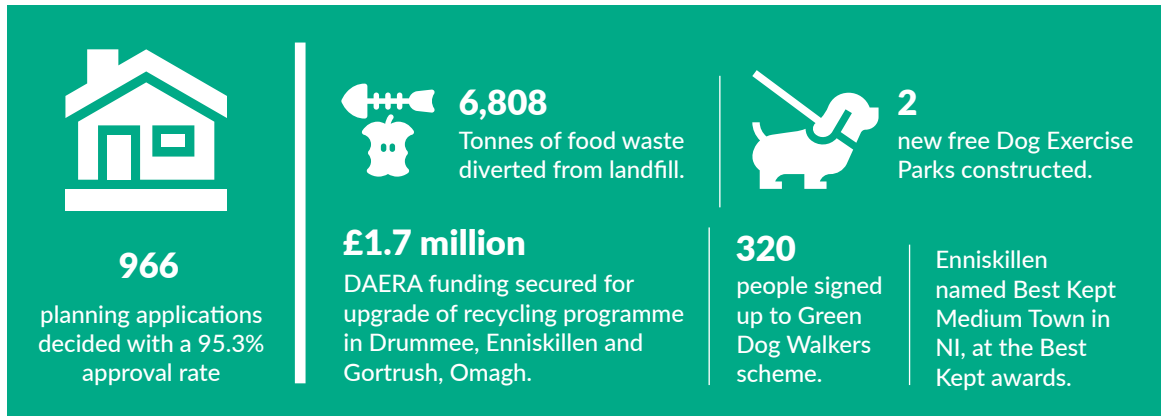
There are 19 corporate actions outlined in our Corporate Plan for this theme. During 2019-20, we made good progress on 18 actions (95%), with one action (5%) not progressing satisfactorily.

Some Key Facts and Figures:

- Delivered a suite of free Business Support Programmes, providing mentoring and support to small businesses across the region, including the Digital Support programme.
- Delivered 30 business events across the District for Enterprise month in March 2020.
- Secured £2.1 million funding from the National Lottery for Enniskillen Workhouse project to create a business development hub and heritage space.
- Commenced onsite works towards the £5.2 million Enniskillen Public Realm Scheme in February 2020.
- Secured investment of £277,000 from DfC for regeneration schemes in High Street, Market Street, and Georges Street, Omagh.
- 770 participants supported through Aspire, with 61% going into employment
- The implementation of aspects of the Parking Strategy appears to have had the desired impact in that long stay usage in premium car parks has decreased and space availability has increased:
- 5% increase in the number of accessible car parking spaces during the refurbishment of 2 car parks in 2019/20. This is in line with DCAN 11 – Access for All Disabled Parking Provision guidelines.



4.3 Theme 3: Environment



Aim: To promote positive action on climate change, sustainable management and enhancement of the natural, built and cultural environment

Outcomes:

7. Our outstanding natural environment and built and cultural heritage is sustainably managed and, where possible, enhanced.
8. Our district is an attractive and accessible place.

Actions:

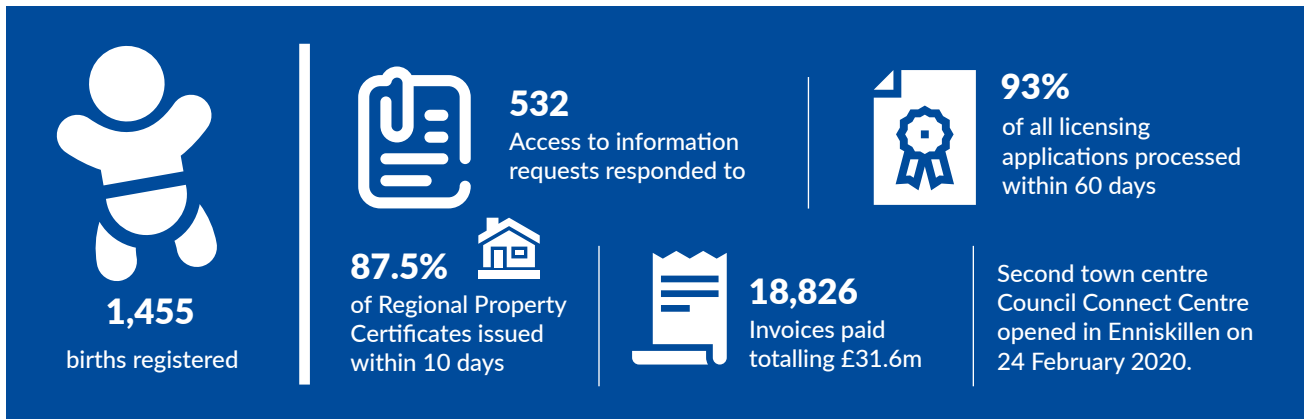
There are 27 corporate actions outlined in our Corporate Plan for this theme. During 2019-20, we made good progress on 23 actions (85%), with four actions (15%) not progressing satisfactorily.

Some Key Facts and Figures:

- Food waste collection service embedded for 22,000 households. The service has been extended to 1,950 rural properties in the summer of 2019.
- Recycling rates increased from 48.75% to 49.1%.
- Weekly online Biodiversity Campaign launched to get families identifying or helping wildlife close to them.
- Over 100 heritage apple trees planted across the District for National Tree week in conjunction with local schools.
- Green Flag Awards secured for Grange Park, Omagh and Broadmeadow, Enniskillen.
- Bat Conservation Ireland supported through hosting of 2 bat nights in preparation for the All Ireland Daubenton's Bat Waterway Survey.
- 232 survey respondents to Dog Order & Dog Park consultation.
- 3 new Dog Control Orders approved by Council.
- 3,122 viewed social media Christmas campaign by Dog Control service that "Dogs not just for Christmas".
- 596 complaints investigated by the Animal Welfare service.
- Significant work carried out by the Environmental Health Planning team, who (supported by other Councils) took the lead role in a significant Planning Public Inquiry on proposals for the largest wind farm in NI.

4.4 Theme 4: Supporting Service Delivery

5



Aim: To promote the ongoing development of a well-governed and continuously improving organisation which achieves excellence in service delivery

Outcome:

9. We are a proactive, effective and well governed organisation providing strong civic and community leadership

Actions:

There are 29 corporate actions outlined in our Corporate Plan for this theme. During 2019-20, we made good progress on all 29 actions (100%).

Some Key Facts and Figures:

- Delivery of the 2019 Local Government Elections in accordance with the Electoral Law Act (Northern Ireland) 1962 and within budget.
- Completion and Publication of 2018/19 Unqualified Annual Report and Financial Statement in advance of statutory deadlines.
- 72 formal and 25 informal Council/Committee meetings serviced, including 1 remote meeting:
 - 100% adherence to legislative requirements for posting/summoning of meetings agenda and associated documentation;
 - 90% accuracy of minutes: 93% provision of audio recording of meetings in accordance with legislative requirements
 - Remote meeting(s) arranged in accordance with the Local Government (Coronavirus) (Flexibility of District Council Meetings) Regulations (NI) 2020
- 100% of internal audits reports received a satisfactory rating.
- 18,826 invoices paid totalling £31.6m. 17,715 (94%) invoices paid within 30 calendar days target. 15,332 (81%) invoices paid within 10 working days target. 1,111 invoices outside of the 30-day target. Average number of days taken to pay suppliers during the year was 13 days.
- 86% of all Local Authority Property Certificates issued within 10 days.
- 99% of all Domestic and Non-Domestic full plans Building Regulation applications assessed within the statutory 56 days from date of validation.
- 1,455 births registered, 184 marriage ceremonies conducted plus 3 Civil Partnerships, 594 Marriages registered, and 1,001 deaths registered.
- Completed all Equal Opportunities returns in accordance with legislation.
- Effectively operated within budget and enhanced Council financial reserve position
- New Byelaws for Hairdressers and Barbers completed September 2019 and issued to 165 registered Hairdressers & Barbers.

5 Improvement Objectives 2019/20

5.1 Improvement Objectives' Overview and Evaluation

We commenced the process of identifying Improvement Objectives for the 2019/20 year in the Autumn of 2018. This process took account of the emerging priorities through the community planning process, the Council's own corporate priorities as set out in its Corporate Plan, progress of the previous year's Improvement Objectives and available information on service priorities as well as performance information from a range of corporate and service performance indicators/measures.

The table below sets out the five Improvement Objectives and associated improvement actions which were identified and progressed during 2019/20, alongside our self-assessment of the overall activity status for each objective at 31 March 2020:

Improvement Objective and associated improvement actions	Related Community Planning Outcome and Council Corporate Actions	Overall Activity Status (as at 31/3/20)
<p>1. We will increase uptake of Council provided leisure and recreation opportunities and improve provision of information to support citizens in making healthier choices</p> <p>This objective was progressed in 2019/20 through: the long-term Leisure Strategy for Fermanagh and Omagh 'Active Together'; delivery of sports and recreation activities/ programmes; partnership working on activity programmes, promoting arts/ culture/ heritage activities/ programmes/ events; working with food businesses through the Environmental Health Service to make information available/ accessible; and using opportunities to promote health improvement information.</p>	<p>Outcome:</p> <p>1. Our people are healthy and well – physically, mentally and emotionally</p> <p>Corporate Action(s):</p> <p>1.2, 1.3, 1.4, 1.5, 1.6</p>	<p>The majority of performance measures have shown improvement. The measures that have not shown improvement have only decreased slightly on the previous year. All strands of work have been progressed</p>
<p>2. We will encourage a growth in entrepreneurship and new business starts, including amongst under-represented groups</p> <p>This objective was progressed in 2019/20 through: the delivery of entrepreneurship programmes/ Business start-up programme; activities to increase involvement of women and young people in entrepreneurship/ Business start-up programme; and activities to promote social entrepreneurship.</p>	<p>Outcome:</p> <p>5. Our economy is thriving, expanding and outward looking</p> <p>Corporate Action(s):</p> <p>5.1</p>	<p>All of the programmes of work were progressed and delivered, and good performance was achieved with high levels of participation across the full range of programmes. The performance measure for the NI Business Start Up Programme did not fully meet the target set, however, this does not reflect the overall scale of participation across the range of programmes delivered by the Council.</p>

Improvement Objective and associated improvement actions	Related Community Planning Outcome and Council Corporate Actions	Overall Activity Status (as at 31/3/20)
<p>3. We will support our local town centre economy by making it easier for residents and visitors to access car parking when visiting our key towns and service centres</p> <p>This objective was progressed in 2019/20 through: keeping tariffs in Omagh and Enniskillen under review; working through options with partners to increase coach parking; review accessible parking bays with a view to increase where possible; and monitor occupancy to ascertain turnover rates.</p>	<p>Outcomes:</p> <p>5. Our economy is thriving, expanding and outward looking</p> <p>8. Our district is an attractive and accessible place</p> <p>Corporate Action(s):</p> <p>5.7, 8.4, 8.7</p>	<p>All of the programmes of work have been or are being progressed and the majority of performance measures have shown improvement, with increases in accessible parking and in parking turnover rates in both Enniskillen and Omagh.</p>
<p>4. We will continue to invest in environmental programmes which will reduce waste going to landfill and improve recycling efforts</p> <p>This objective was progressed in 2019/20 through: the embedding and promotion of the food waste collection service; analysing data for routes to improve recycling rates; programme of recycling promotional activities; and promotion of household recycling centres to target separation of waste.</p>	<p>Outcomes: :</p> <p>7. Our outstanding natural environment and built and cultural heritage is sustainably managed and, where possible, enhanced</p> <p>8. Our district is an attractive and accessible place</p> <p>Corporate Action(s): 7.8</p>	<p>Good progress has been made across the planned actions. Performance measures demonstrate good improvement from the previous year. Hard to reach areas are now being serviced and recycling champions have been identified.</p>
<p>5. We will make it easier to communicate and do business with the Council</p> <p>This objective was progressed in 2019/20 through: ongoing roll out of customer service improvements; delivery of Customer Services Action Plan; delivery of Marketing and Communications Strategy/ Action Plan; progress actions from complaints system review; and progress of online booking system for leisure and arts.</p>	<p>Outcomes: :</p> <p>9. We are a proactive, effective and well governed organisation providing strong civic and community leadership</p> <p>Corporate Action(s):</p> <p>9.2, 9.13, 9.17</p>	<p>All strands of work were completed and all but one of the performance measures have shown improvement.</p>

The following sections provide more detail in relation to progress of each of the Improvement Objectives:

5

5.2 Improvement Objective 1:

We will increase uptake of Council provided leisure and recreation opportunities and improve provision of information to support citizens in making healthier choices

The Council identified this objective as an area to focus its improvement activity as the district's Community Plan 'Fermanagh and Omagh 2030' identifies a number of significant issues relating to the health of the local population, including that hypertension and obesity are the most prevalent health issues in our district. Additionally, there are high levels of anti-depressant prescribing within the district and we have a growing ageing population.

The Council has developed an 'Active Together' Strategy, which recognises that physical inactivity is one of the biggest challenges to achieving wellbeing. This drew on a range of evidence, including the Council's first Residents Survey, undertaken in 2018, which identified that 32% of residents are not active at all in any given week and only 22% of our population regularly take part in local groups or community activities.

Throughout 2019/20, FODC provided a wide range of physical activity programmes across its 4 leisure centres and in an outreach capacity with increasing levels of participation. A wide range of Arts/ Culture/ Heritage activities and events were also delivered, with increasing levels of uptake and involvement. This is despite a lockdown enforced in mid-March due to the Covid-19 pandemic, during which all activities in leisure centres, theatres/ arts centres and in terms of events was ceased. In terms of food businesses, there was an increase in the achievement of the Calorie Wise Award but a minimal decrease of 0.42% in respect of broad compliance with the food hygiene rating scheme. Both of these measures were impacted adversely by the Covid-19 restrictions introduced in March 2020.

5.2.1 End of Year Self-Evaluation: Good

The number of customers using leisure facilities has continued to increase, with almost 100,000 more than the previous year. Alongside this, we have seen a substantial increase in the amount of service users in Arts and Heritage. Both measures will have been adversely affected by the Covid-19 Emergency, therefore, the increase in users is very positive. The number of businesses who have achieved broad compliance with the food hygiene rating scheme has decreased slightly, however this is likely due to the inability to carry out other planned assessments in March 2020, as a result of the Covid-19 Emergency. The 'Calorie Wise' award has been achieved by a further 3 businesses this year, which is an improvement on the previous year and demonstrates that the initiative is gaining momentum.

5.2.2 How did we measure success?

The table below details the identified performance measures (i.e. how we will measure success) and associated improvements achieved

Performance Measure	Baseline Position at 31 March 2019	Measure at 31 March 20	Comments	Measure Status
Continue to deliver, expand upon and promote sports and recreation activities/ programmes (including inclusive programmes) with the aim of increasing numbers attending leisure centres and taking up wider activity programmes offered through sports coaching activities				

Number of customers using leisure facilities (both indoor and outdoor) – 4 centres	1,862,334	1,950,905	Increase of 88,571	
Level of customer satisfaction with leisure service (average across 4 centres)	89.3%	87.7%	Decrease of 1.6%	
Number of participants in Everybody Active Programme	18/19 = 6,747 19/20 target = 5,031	7,030	Increase of 283 on previous year Increase of 1,999 on target	
% of sustained participants from Everybody Active Programme	2,387	3,077	Increase of 690 participants	

Performance Measure	Baseline Position at 31 March 2019	Measure at 31 March 20	Comments	Measure Status
Continue to deliver, expand upon and promote arts/culture/heritage (including Geopark) activities/programmes/events (including inclusive programmes) with the aim of increasing uptake of opportunities				
Number of service users across arts/heritage (including Geopark) venues and events/festivals	503,891	665,683	Increase of 161,792	
Level of customer satisfaction with arts/culture/heritage service *New methodology for measuring customer satisfaction has been introduced in 19/20	Baseline to be established 19/20	92% Attendee Satisfaction at Events and Festivals 95% Participant Satisfaction at Venues	Consistently delivering high quality services	

Performance Measure	Baseline Position at 31 March 2019	Measure at 31 March 20	Comments	Measure Status
Continue to work with food businesses through the Environmental Health Service - deliver workshops, assist businesses in working towards achieving awards, provide information, facilitate the achievement of award, achieve the award in minimum of 2 Council catering facilities (Calorie Wise Award)				

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Number of businesses who have achieved broad compliance within the Food Hygiene Rating Scheme	99.02%	98.6%	Decrease of 0.42%. Due to Covid-19 restrictions officers from the EHS service were unable to carry out requested revisits from non-broadly compliant businesses prior to 31st March 2020, this has likely impacted on the end of year percentage.	
Achievement of target number of business participants in Calorie Wise	2	3 further food establishments have achieved the Calorie Wise award	Due to Covid-19 restrictions in place prior to 31st March 2020, it was not possible to complete the remaining assessments. However, work is ongoing with a view to achieving the award during 2020/21 within 2 Council catering establishments.	

5.2.3 How did we improve our service to citizens?

A number of 'improvements which citizens can expect' were identified in relation to this objective and work programme and further information on each of these is provided below:

What improvements did we say citizens could expect?	What was achieved:	Activity Status (at 31/3/20)
A focus on building awareness of the benefits of physical and social activity both in terms of physical and mental health	<p>Ongoing communications via a range of channels including press, social media, website, print, residents and staff magazines in relation to keeping active and its benefits. This included continued partnership working with the PHA in particular. Other joint communications with a range of external partners including for example Macmillan Cancer, WHSCT and internally, working with the Council's Community, Health and Leisure Directorate and the various service/venue specific communication channels to promote the benefits of keeping active and connected to help make informed and better choices. Council communications also highlighted various awareness days / weeks through press and social media campaign activity and communications around lighting up Council buildings in support of a good cause.</p> <p>Leisure Services has worked on improving its online presence with Facebook/Twitter and its own websites.</p>	

What improvements did we say citizens could expect?	What was achieved:	Activity Status (at 31/3/20)
<p>Opportunities to take part in a range of activities across the district</p>	<p>A wide range of activities and programmes across the 4 Leisure Centres and Sports Development and Countryside Recreation was delivered across the district, both rural and urban.</p> <p>Partnerships with both IFA and GAA has improved the delivery of programmes across the district, which has the potential to be developed going forward.</p>	
<p>Opportunities which allow citizens to build and maintain social networks, thereby combating loneliness and isolation which can be a factor contributing to poor mental and emotional health and wellbeing. This is particularly relevant in rural areas where communities and individuals can become isolated.</p>	<p>Healthy Towns, Every Body Active and seasonal activities ensured that we were able to allow citizens the opportunity to participate in social activities and build up new friendships. Chair-based activities, Social Rowing, Sailability and social classes like Art are good examples of this.</p> <p>A range of programmes were undertaken with Lakeland Community Care, and there was increased Disability provision with the development of hubs in both Omagh Leisure Centre and Fermanagh Lakeland Forum.</p>	
<p>Accessible customer information available through food businesses so that citizens can make informed choices in relation to food safety and calorie content.</p>	<p>The Food Hygiene Rating scheme and 'Calorie Wise' were promoted locally. Business premises were checked for display of rating.</p> <p>There has been ongoing work with eligible businesses re Calorie Wise.</p> <p>Through promotion of both schemes, citizens are more informed to make decisions on where they want to eat and to make healthier choices.</p>	

5.2.4 What's next?

Our new Corporate Plan (2020-2024) identifies 5 Priority Improvement areas. The priority area 'Promoting and Supporting health and wellbeing' will ensure that further work building on this Improvement Objective will be undertaken.

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5.3 Improvement Objective 2:**We will encourage a growth in entrepreneurship and new business starts amongst under-represented groups**

FODC has set out its commitment to developing the local economy through the Community Plan and its Corporate Plan. This includes increasing the number of local, sustainable jobs. Data shows that employment levels decreased following the 2007/08 crash and have only returned to 2007 levels in 2017 (i.e. 10 years later). However, the nature of employment has changed, with perceived higher levels of part time working, including 'zero hours contracts'. Economic inactivity has also decreased marginally since 2009, however, remains stubbornly high at 30% and consistently ahead of the NI average (27%).

Maintaining and encouraging the high levels of entrepreneurship and business start up in the District is key to our ongoing economic recovery and it is also recognised that there is an opportunity to build the social economy through supporting social entrepreneurship.

Towards the end of 2019/20 with the introduction of lockdown as a result of the Covid-19 pandemic, the Fermanagh and Omagh economy was forecast to contract by 11.9% in the year, with the national and global economies reaching an unprecedented crisis, the full impacts of which continue to unfold. (Source: UUEPC)

5.3.1 End of Year Self-Evaluation: Good

All of the identified programmes were delivered as planned. The majority of performance measures demonstrate improvement from the previous year. One performance measure only has shown a decrease- numbers of participants supported through Business Start Up activity, however, this does not reflect the full range of programmes delivered.

5.3.2 How did we measure success?

The table below details the identified performance measures (i.e. how we will measure success) and associated improvements achieved:

Performance Measure	Baseline Position at 31 March 2019	Measure at 31 March 2020	Comments	Measure Status
Number of jobs promoted through Business Start Up activity	Target- 170	172	Increase of 2	
	Baseline 18/19- 170	172		
Numbers of (i) social entrepreneurs; (ii) young entrepreneurs; (iii) female entrepreneurs, supported through Business Start Up activity	Target- 220	172	Decrease of 48	
	Baseline 18/19- 203	172	Decrease of 29	
Numbers of participants in Social Economy Support Project	Target- 20	24	Increase of 4	
	Baseline 18/19- 6	24	Increase of 18	
Numbers of participants in Female Entrepreneur activities	Target- 150	198	Increase of 48	
	Baseline 18/19- 148	198	Increase of 50	
Numbers of participants in Young Entrepreneur activities	Target- 50	145	Increase of 95	
	Baseline 18/19- 39	145	Increase of 106	

5.3.3 How did we improve our service to citizens?

A number of 'improvements which citizens can expect' were identified in relation to this objective and the work programme and further information on each of these is provided below:

What improvements did we say citizens could expect?	What was achieved:	Activity Status (at 31/3/20)
Ongoing availability of support for those interested in starting or growing a business with more identifiable and inclusive support available to social entrepreneurs, young entrepreneurs and female entrepreneurs	Over 2019-2020, 279 business plans prepared, resulting in the creation of 172 jobs (2 above the statutory target). In addition, the Council has supported 16 participants through the Social Economy project NOW, and worked in partnership with the South West College on a youth entrepreneur initiative and continues to work with the other 10 Councils on a female entrepreneur programme, supporting over 117 women	
Potential for new jobs to be created providing additional employment opportunities within the district	Kick Start- 24 jobs Advancing Business Growth- 34.5 jobs Tender for Success- 37.5 jobs Digital Support Programme- 11.5 jobs The requirement to participate on the four programmes was the ability to create jobs	

5.3.4 What's next?

Our new Corporate Plan (2020-2024) identifies 5 Priority Improvement areas. The priority area 'Jobs and the Local Economy' will ensure that further work building on this Improvement Objective will take place.



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5.4 Improvement Objective 3:**We will support our local town centre economy by making it easier for residents and visitors to access car parking when visiting our key towns and service centres**

Responsibility for the 39 off-street car parks in the district transferred to Fermanagh and Omagh District Council on 1 April 2015 via the Reform of Local Government Programme. The Council was also aware of concerns regarding a perceived lack of parking in the two main towns, i.e. Omagh and Enniskillen, alongside requests for improved coach parking to support tourism. The Council commissioned a 5-year Off-Street Car Parking Strategy to consider this issue and identify a way forward for the service and a Strategy and Action Plan was adopted by the Council in July 2018.

The Council continues to work towards delivery of the Car Parking Action Plan aiming to support the local economy and balance the different needs of shoppers, tourists and businesses in achieving vibrant town centres.

5.4.1 End of Year Self-Evaluation: Good

Good progress has been achieved overall, however there is some evidence of increasing occupancy and long stay levels in Omagh Car Parks. The introduction of premium tariffs continues to have the desired impact in that overall turnover has increased; this is a key support measure to the local town centre economy in both towns. The promotional campaign for Season Ticket holders was successful (10 additional season tickets in Enniskillen and Omagh) and going forward this will be built upon. Additional and on-going work is required with partner agencies to review level of demand on drop off provision re coach car parking.

5.4.2 How did we measure success? The table below details the identified performance measures (i.e. how we will measure success) and associated improvements achieved:

Performance Measure	Baseline Position at 31 March 2019	Measure at 31 March 2020	Comments	Measure Status
Number of additional accessible car parking spaces	163	169	Increase of 6 Eden Street – (+2) 8 of 145 spaces accessible (5%) Johnston Street – (+4) 9 of 175 spaces accessible (5%)	
Number of additional Coach Parking spaces	4	0	No additional spaces identified in 2019/20	
Turnover rates in car parks				
1. Typical occupancy in all Council Charged Car Parks	Enniskillen – 74% Omagh – 67%	Enniskillen – 71% Omagh – 79%	Occupancy in Enniskillen car parks has reduced by 3%, in Omagh it has increased by 12%	Ekn Omagh
2. Typical occupancy in Premium Charged Car Parks	Enniskillen – 66% Omagh – 69%	Enniskillen – 62% Omagh – 66%	Turnover of car parking spaces has increased in both main towns	
3. Average weekday Long Stay Parking Volumes in the Council's Premium Car Parks	Enniskillen – 50 spaces Omagh – 30 spaces	Enniskillen – 33 spaces Omagh – 57 spaces	Volumes of long stay parking in premium car parks has reduced in Enniskillen and increased in Omagh	Ekn Omagh

5.4.3 How did we improve our service to citizens?

The table below outlines the planned deliverables (i.e., the visible improvements which citizens can expect) and how they compare to the actual deliverables at 31 March 2020.

What improvements did we say citizens could expect?	What was achieved:	Activity Status (at 31/3/20)
An appropriate level of parking to support the economic vitality of Omagh and Enniskillen	<p>The implementation of the Parking Strategy appears to have had the desired impact in that turnover of spaces in premium car parks has increased.</p> <p>Enniskillen 88 more spaces available during the weekday and 13 at the weekend in the premium tariff car parks, when compared with previous year (18/19).</p> <p>Omagh 82 more spaces available during the weekday and 13 at the weekend in the premium tariff car parks, when compared with previous year (18/19).</p> <p>Overall occupancy volumes at both council and privately owned car parks demonstrate sufficient parking provision and additional capacity in both Enniskillen and Omagh.</p> <p>Survey data collected for On-Street Parking Usage demonstrates that in the town centres of both Enniskillen and Omagh there is reasonable on-street spare capacity.</p>	
Availability of inclusive parking for all types of users	<p>Accessible space complement increased by 5% in two car parks:</p> <p>Eden Street, Enniskillen (+2) 8 of 145 spaces accessible</p> <p>Johnston Street, Omagh (+4) 9 of 175 spaces accessible.</p> <p>All future car park refurbishments will have an allocation of 5% accessible parking spaces.</p>	
Assurance that parking will take place in appropriate locations	<p>The following conclusions were derived from the September 2019 surveys:</p> <p>Some of the vehicles that were previously parked in the premium tariff car parks now appear to be parked in adjacent and peripheral councils' sites with non-premium / free parking provision, and;</p> <p>Those users who have been impacted by the introduction of premium parking tariffs appear to be parking in other non-premium and free car parks.</p>	
Efforts to ensure that parking supports tourism	<p>Tourists often consider where to park when planning their journey therefore we have provided an interactive map of all 39 off-street car park locations on our website.</p> <p>Regular car park inspections are undertaken to ensure that car parks are adequately maintained and raising any remedial actions required.</p> <p>New signage agreed for all P&D car parks. In conjunction with DFI / Translink / Public Realm Scheme on-going investigation carried out as to the requirement for improvement of Coach Drop-off provision in both towns.</p>	

5.4.4 What's next?

The Council's Environment and Place Directorate will continue to work towards delivery of the Car Parking Strategy and Action Plan.

5

5.5 Improvement Objective 4:**We will continue to invest in environmental programmes which will reduce waste going to landfill and improve recycling efforts**

Our planet is facing significant environmental changes and we know that our climate is changing. We can all make changes to our lifestyle to reduce our impact on the environment and this improvement objective has focused on one important element- reducing our waste and increasing recycling.

Reducing waste sent to landfill, especially biodegradable waste, has a positive impact on the environment through reducing production of greenhouse gases which contribute to climate change. Through the EU Landfill Directive, the Council has a duty to continue to work to reduce levels of waste to landfill and failure to meet targets can result in significant fines. Reducing waste to landfill and improving reuse and recycling levels is a strategic priority for the Council as reflected through the Community Plan and the Corporate Plan.

5.5.1 End of Year Self-Evaluation - Good

Efforts to increase the recycling rate have been continued with steady success and there has been an overall decrease in the level of waste arisings across the district. The statutory performance measure has been met. The Council has set an ambition of increasing its recycling rate by 1% per annum, however, this has not been met. The Council is, however, optimistic that it will achieve a 50% recycling rate by the end of 2020. With regard to the food waste collection service, progress has been made and all hard to reach properties are now being serviced. Recycling Champions have been identified and this is planned to continue.



5.5.2 How did we measure success?

The table below details the identified performance measures (i.e. how we will measure success) and associated improvements achieved:

Performance Measure	Baseline Position at 31 March 2019	Measure at 31 March 2020	Comments	Measure Status
W1: Percentage of household waste collected by district councils that is sent for recycling (including waste prepared for reuse)	48.75%	49.1%	Increase of 0.35%	
	48.75%	49.1%	FODC internal ambition-increase by 1% pa	
W2: The amount (tonnage) of biodegradable Local Authority Collected Municipal Waste that is landfilled	Target- 13,781	13,478	Decrease of 303	
	Baseline- 13,677		Decrease of 199	
W3: The amount (tonnage) of Local Authority Collected Municipal Waste Arisings	55,931	55,233	Decrease of 698	
No of additional food caddies delivered/homes serviced	22,000	23,950	Increase of 1,950	
Food waste tonnages collected: Brown Bin collection	5,111	5,309	Increase of 198 tonnes	
Food waste tonnages collected: Separate food waste collection	1,511	1,499	Decrease of 12 tonnes	
Number of recycling champions identified	0	5	Increase of 5	
Number of communication/engagement activities undertaken	52	71	Increase of 19	

5 5.5.3 How did we improve our service to citizens?

The table below outlines the planned deliverables (i.e., the visible improvements which citizens can expect) and how they compare to the actual deliverables at 31 March 2020.

What improvements did we say citizens could expect?	What was achieved:	Activity Status (at 31/3/20)
Access to a food waste collection service across the district	All residents now have access with the outstanding 1,950 rural properties from the previous year now receiving the service	
Confidence that efforts are being made to ensure environmental sustainability through reductions in the amount of waste being landfilled and reductions in the generation of associated greenhouse gases	Communication and promotion of landfill diversion continues. The amount of waste landfilled reduced in this year by 199 tonnes which will have achieved significant reductions in associated CO2 emissions.	
Identification of and access to recycling champions	During the year there were 5 'Recycler of the month' awards presented	
Communications providing clear information on recycling and reuse	Landfill bins are labelled to indicate that food waste is restricted. Local media utilised to promote clear messages such as local radio and papers. The 'Bin-ovation' App also helped promote information, as did the Corporate Website and Council Social Media platforms.	

5.5.4 What's next?

Our new Corporate Plan (2020-2024) identifies 5 Priority Improvement areas. The priority area 'Positive Climate Action' will ensure that further work within this Improvement Objective will take place. The Council has developed and consulted upon a draft Climate Change and Sustainable Development Strategy 2020-2030, setting out practical steps we can take over the coming years to minimise climate change impacts on our daily lives and to suggest ways in which we can counter the severity of the climate emergency.

5.6 Improvement Objective 5:

We will make it easier to communicate and do business with the Council

The Council works to put its Citizens at the centre of service delivery through its Customer Services Strategy and Action Plan and aims to improve and increase choice in when and where service users access our services. It also aims to ensure that we provide consistent, professional and co-ordinated services, as far as possible at the first point of contact and customer service standards have been introduced across the organisation. Ultimately, it is intended that this will increase overall customer satisfaction.

Where citizens feel that our service has fallen short of the standard expected, the Council is also working to improve its performance in relation to complaint turnaround times so that issues can be resolved as soon as possible.

5.6.1 End of Year Self-Evaluation: Good

All actions have been completed and the vast majority of performance measures have shown improvement. Good progress has been made in the increase of followers on social media, there have also been additional platforms added- Instagram and LinkedIn. The Council's Enniskillen Connect Centre opened in February 2020 in County Buildings, following a refurbishment project. Online booking has been progressed in both Leisure and Arts, with the capability for online booking now in place. Promotion of this initiative should realise further improvement in the volume of online bookings.

5.6.2 How did we measure success?

The table below details the identified performance measures (i.e. how we will measure success) and associated improvements achieved:

Performance Measure	Baseline Position at 31 March 2019	Measure at 31 March 2020	Comments	Measure Status
Customer satisfaction levels at Connect Centres	90.1% (Kiosk)	Connect Centre Omagh: Excellent/Good -94% (Kiosk)	Increase of 3.9% in Connect Centre Omagh. (Connect Centre Enniskillen opened in February 2020).	
Improvement in complaint resolution times	100% within time frame	No information held for Stage 1 complaints. Stages 2 and 3 100% compliance	Complaints process scheduled for review pending guidance from Ombudsman	
Increasing numbers of social media followers	Facebook - 10,316	Facebook- 12,843	Increase of 2,527	
	Twitter - 3,552	Twitter- 4,613	Increase of 1,061	
Progress in opening Connect Centres progressing in line with project plan	N/A	Opened Enniskillen Connect Centre in February 2020	Enniskillen Connect Centre opened in line with time frame	
Online booking system progressing in line with project plan; (ultimately) increase in no of online bookings and improved customer satisfaction	N/A	Average increase of 7.5% across 8 facilities in leisure and arts	All centres have the capacity for online bookings and are set up for them	

5 5.6.3 How did we improve our service to citizens?

The table below outlines the planned deliverables (i.e., the visible improvements which citizens can expect) and how they compare to the actual deliverables at 31 March 2020.

What improvements did we say citizens could expect?	What was achieved:	Activity Status (at 31/3/20)
Establishment of a dedicated customer support team	<p>Team of 4 Customer Service Advisors, including Team Leader in place within 2 Connect Centres.</p> <p>Customer Satisfaction levels indicate customer support team is effective (85-94% excellent/good ratings)</p>	
Availability and accessibility of Connect Centres in Omagh and Enniskillen	2 Connect Centres operational. Connect Centre in County Buildings opened in February 2020, following building refurbishment	
Clear communication of how and where to access Council services	Social Media channels and website utilised. InFo Residents Magazine. A-Z Council Services. Signposting to services via website/social media. Increase in Facebook and Twitter followers, increased followers on Instagram and LinkedIn now established for disseminating economic and tourism information. Campaign on council services delivered through social media, website and 2 editions of InFo magazine (46,000 households)	
Clear and accessible information about Council services, including through social media	<p>Social Media channels and website utilised: InFo Residents Magazine: Screens in foyer areas of buildings providing information: Customer Service Assistants providing telephone, email and face to face information.</p> <p>A project around 'A Day in the Life of the Council' delivered through a video, which was commissioned and used to promote Council services. This and other information used on foyer screens. Customer Services data all positive.</p>	
Quicker resolution of complaints	Lean review on complaints handling undertaken. Awaiting regional review and guidance on complaints handling best practice.	
Availability and uptake of online booking for leisure and arts services	Online booking is in place. There are some issues with functionality for online booking on the Leisure software (Legend). These are being worked through. An action plan has been developed to address issues. Likewise, with the Arts and Tourism, issues are being addressed through an action plan. Further training in 20/21 will help progress online booking for these areas.	

5.6.4 What's next?

The Council will continue to work across all its services to improve Customer Service and to embed our agreed Customer Service standards. These will continue to be reported on through our Annual Reports.

5.7 Impacts of Covid-19

The Council's Emergency Management Team stood up on 13/03/20 in response to Covid-19. Emergency plans were enacted, and the Emergency Management Team was actively involved in managing the risks associated with the unprecedented crisis arising from the Covid-19 pandemic.

This had a significant impact on activity planned for the latter half of March 2020 and on our plans for the 2020/21 financial year, with efforts focused on critical services and on supporting our communities, particularly those most vulnerable during the early part of the year.

As a result, the Department for Communities has advised that a Performance Improvement Plan is not required for 2020/21, with Councils focusing their activities on Business and Service Recovery Plans. This is likely to form the focus of our Annual Performance Report for the 2020/21 year.



6 Statutory Indicators

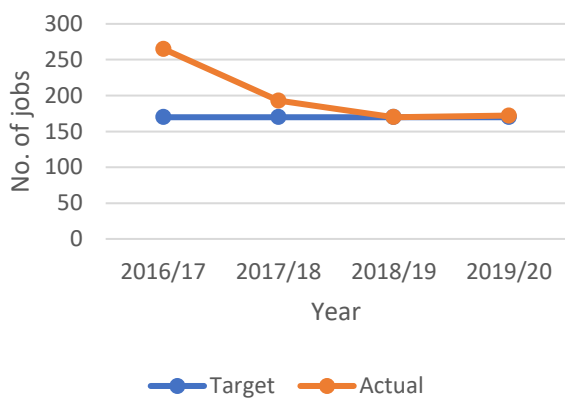
Statutory indicators and standards/targets have been set by the former Department of the Environment (now Department for Communities) as part of the performance improvement arrangements for district councils. Performance measures have been specified for the functions of economic development, planning and waste management. The aim of these is to promote the improvement of service delivery for the functions specified. Fermanagh and Omagh District Council ensures, through its performance management framework, that arrangements are in place across the relevant services to effectively deliver these services and to work to meet the standards set. The arrangements within each service are documented annually through the service's Service Delivery and Improvement Plan and quarterly reports on each of the following statutory indicators are presented to the relevant Council Committee.

NB: ± denotes that information is not directly comparable or n/a that it is not available/applicable.

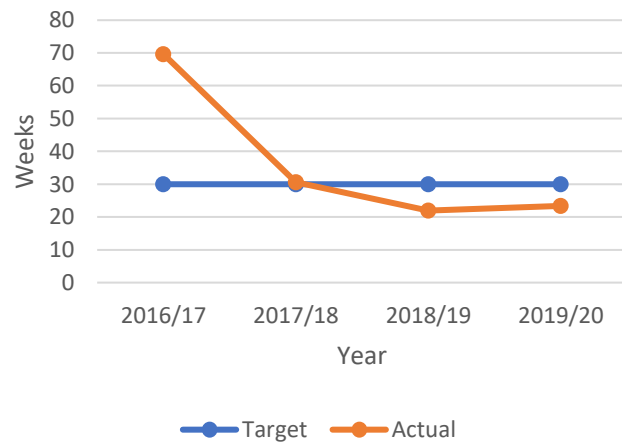
Statutory Indicator	2017/18		2018/19		2019/20		RAG Status	Comparison with other Councils
	Target	Actual	Target	Actual	Target	Actual		
ED1: The number of jobs promoted through business start-up activity	170	193	170	170	170	172	✓	7th of 11
P1: The average processing time of major planning applications	30 weeks	30.6 weeks	30 weeks	22 weeks	30 weeks	23.4 weeks	✓	1st of 11 NI Average 52.8 weeks
P2: The average processing time of local planning applications	15 weeks	12.4 weeks	15 weeks	12.2 weeks	15 weeks	10.6 weeks	✓	3rd of 11 NI average 14 weeks
P3: The percentage of enforcement cases processed within 39 weeks	70%	79.2%	70%	84.9%	70%	81.1%	✓	Joint 8th of 11 NI average 81.4%
W1: The % of household waste collected by district councils that is sent for recycling (including waste prepared for reuse).	50% by 2020 (FODC target set of min of 1% increase pa)	46.23%	50% by 2020 (FODC target set of min of 1% increase pa)	48.75%	50% by 2020 (FODC target set of min of 1% increase pa)	49.1%	✓	±
W2: The amount (tonnage) of biodegradable Local Authority Collected Municipal Waste that is landfilled.	< 15,570 tonnes	15,443	< 14,675 tonnes	13,677	< 13,781 tonnes	13,478	✓	±

Statutory Indicator	2017/18		2018/19		2019/20		RAG Status	Comparison with other Councils
	Target	Actual	Target	Actual	Target	Actual		
W3: The amount (tonnage) of Local Authority Collected Municipal Waste Arisings	n/a	53,829 tonnes	n/a	55,931 tonnes	n/a	55,233	✓	±

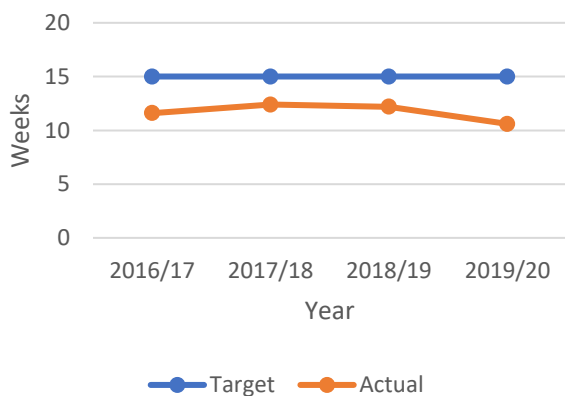
ED1: The Number of jobs promoted through business start-up activity



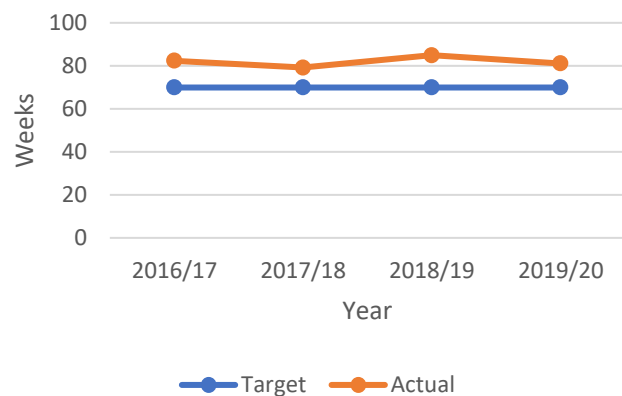
P1: The average processing time of major planning applications



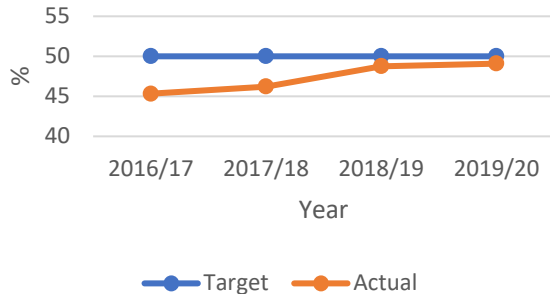
P2: The average processing time of local planning applications



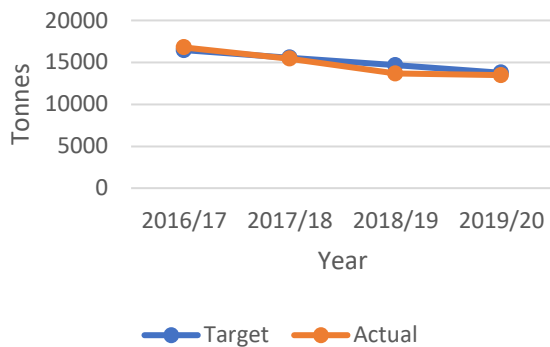
P3: The percentage of enforcement cases processed within 39 weeks



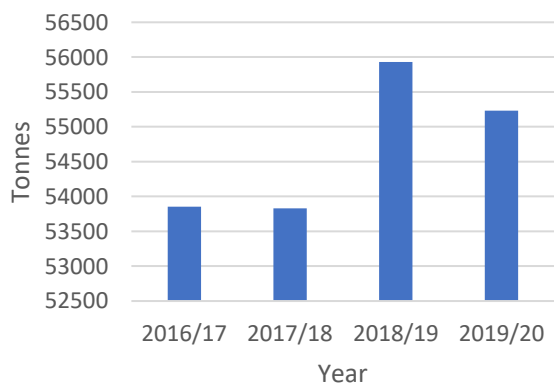
W1: The % of household waste collected by district councils that is sent for recycling (including waste prepared for reuse)



W2: The amount (tonnage) of biodegradable Local Authority Collected Municipal Waste that is landfilled



W3: The amount (tonnage) of Local Authority Collected Municipal Waste Arisings



Notes:

ED1: Business start-up activity means the delivery of completed client led business plans under the Department for the Economy Regional Start Initiative or its successor programmes

P1: An application in the category of major development within the meaning of the Planning [Development Management Regulations (NI) 2015(a)]

P2: Local applications means an application in the category of local development within the meaning of the Planning (Development Management) Regulations (NI) 2015, and any other applications for approval or consent under the Planning Act (NI) 2011 (or any orders or regulations made under that Act)

P3: Enforcement cases are investigations into alleged breaches of planning control under Part 5 of the Planning Act (NI) 2011 (or under any orders or regulations made under that Act)

Fermanagh and Omagh is one of only 3 of the 11 Councils to have met all three planning statutory indicators. This has been achieved despite an increase in workload across all 3 of the indicator areas, i.e., major and local applications and enforcement activity.

W1: Household waste is as defined in Article 2 of the Waste and Contaminated Land (NI) Order 1997(a) and the Controlled Waste and Duty of Care Regulations (NI) 2013(b)

W2: Local Authority collected municipal waste is as defined in section 21 of the Waste and Emissions Trading Act 2003(c)

W3: Local Authority collected municipal waste arisings is the total amount of local authority collected municipal waste which has been collected by a district council

Self Imposed Performance Measures

Section 5 of this document includes and reports on a series of performance measures related to the Improvement Objectives for 2019/20 which have been gathered across a range of service areas and functions. In addition to those measures, the Council is committed to publishing performance information in relation to a range of corporate and service areas on an annual basis. These are documented in the table below (NB: ± denotes that information is not directly comparable or n/a that it is not available/ applicable) :

NB: performance measures are drawn from 2 sources, i.e. APSE (Association of Public Service Excellence) – denoted by black text; or internal FODC indicators – denoted by blue text

Performance Measure	2017/18		2018/19		2019/20		RAG Status	Comparison with other Councils
	Target	Actual	Target	Actual	Target	Actual		
C1: Net cost of Council services per head of population	< or = estimated cost of £303.03	£298.66	< or = estimated cost of £316.29	£314.61	< or = estimated cost of £325.75	£318.99*	✓	Fermanagh and Omagh District Council has the lowest non-domestic rate of all 11 Councils and the sixth lowest domestic rate for 2020/21.
C2: % of net expenditure v budget (incl transfers)	Within budget	98.56%	Within budget	99.47%	Within budget	97.92%*	✓	±
* all financial figures are based on 'Unaudited' information.								
C3: Residents' overall satisfaction	N/A	N/A	N/A	70%	N/A	N/A	N/A	GB average= 65% Residents' Survey to be repeated in 2020/21
C4: Average number of working days per employee lost due to absence	No more than 10.5 days per employee	12.87 days	No more than 10.5 days per employee	10.42 days	No more than 10.5 days per employee	13.77	✗	The latest comparative data available is for 2017/18 when the average across all 11 Councils was 14.89 days. Fermanagh and Omagh Council had the 3rd lowest level of absence
PSS 1.3 Number of Access to Information requests granted within timeframe as % of those received	96.5%	96.3%	96.5%	93%	95%	92.8%	✗	±

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Performance Measure	2017/18		2018/19		2019/20		RAG Status	Comparison with other Councils
	Target	Actual	Target	Actual	Target	Actual		
FN: % of undisputed creditor invoices paid within 10 days	Maintain/improve on 53%	58%	Maintain/improve on 58%	80%	Maintain/improve on 80%	81%	✓	2nd of 11 (average 57.18%)
FN: % of undisputed creditor invoices paid within 30 days	Maintain/improve on 87%	87%	Maintain/improve on 87%	94%	Maintain/improve on 94%	94%	✓	1st with 1 other Council out of 11 (average 86.72%)
CS(PI)2: Total number of advice client contacts	Maintain/improve on 18,831	22,520	Maintain/improve on 22,520	31,391	Maintain/improve on 31,391	24,545	✗	±
					19/20 Target=17,500	24,545	✓	
FI(PI)1: Number of grants and bursaries issued	Maintain/improve on 644	543	Maintain/improve on 543	620 (524 grants + 96 bursaries)	Maintain/improve on 620	600 (513 grants + 87 bursaries)	✗	±
LRS(PI)1: Number of customers using leisure facilities (indoor and outdoor across 4 centres)	Maintain/improve on previous year	1.47m	Maintain/improve on previous year	1.86m	Maintain/improve on previous year	1.95m	✓	±
LRS(PI)2: Level of customer satisfaction with Leisure Service	Maintain/improve on previous year	89.05%	Maintain/improve on previous year	89.3%	Maintain/improve on previous year	87.7%	✗	±
PI04a Active Participants in Arts events per head of population	n/a	0.06	Maintain/improve on previous year	0.03	Maintain/improve on previous year	0.03	✓	± FODC were the only Council to submit data
PI04b Active Participants in Heritage events per head of population	n/a	n/a	n/a	0.18	n/a	0.22	✓	± FODC were the only Council to submit data
PI02c % of business plan applications approved for a 'business start up' against number of business start-up enquiries made within the financial year	n/a	n/a	n/a	54.4%	n/a	69.58%	✓	1st of 6 who submitted data (average 40.24%)

Performance Measure	2017/18		2018/19		2019/20		RAG Status	Comparison with other Councils
	Target	Actual	Target	Actual	Target	Actual		
BCL(PI)1: % of domestic full plans applies receiving Building Control assessment within 15 working days from date of receipt	80%	53%	80%	78%	80%	87%	✓	±
BCL(PI)2: % of non-domestic full plans applies receiving Building Control assessment within 35 working days from receipt	75%	54%	75%	65%	75%	78%	✓	±
BCL(PI)5: % of licensing applications processed within 60 days from receipt of completed applications	80%	96%	80%	89%	80%	86%	✓	±
BCL(PI)8: % responses to dog attacks within 1 working day	95%	99%	95%	100%	95%	97%	✓	±
BCL(PI)9: Animal Welfare Service - % of priority 1 calls met within 1 working day	100%	95.8%	100%	100%	100%	100%	✓	±
PI01b: % of Environmental Health service requests responded to within 3 days	n/a	89.98%	Maintain/improve on previous year	85.96%	Maintain/improve on previous year	86.99%	✓	3rd of 3 who submitted data (average 95.31%)
PI02c: Net cost of 5 core Environmental Health functions per head of population	n/a	£7.39	Maintain/improve	£7.33	Maintain/improve	£8.87	✗	3rd of 3 who submitted data (average £7.65)
EH(PI)10: Response times to all communicable disease notifications from PHA	100% within 1 day (0.5 day for Ecoli notif's)	100%	100% within 1 day (0.5 day for Ecoli notif's)	100%	100% within 1 day (0.5 day for Ecoli notif's)	100%	✓	n/a

Performance Measure	2017/18		2018/19		2019/20		RAG Status	Comparison with other Councils
	Target	Actual	Target	Actual	Target	Actual		
PI07a: Local Authority and Community Playgrounds per 1000 children under 14	n/a	4.6	n/a	4.3	n/a	4.59	✓	1st of 4 who submitted data (average 2.59)
PI09a Tidy NI cleanliness index (CI) score	n/a	79.00	Maintain	75.00	Maintain	Data not yet available		Due to Covid-19 Emergency data unavailable at time of publishing. Data will be available later in the year.

Explanatory notes for performance measures where performance was below target or fell below the 2019/20 standard:

- (i) **C4-** The latest comparative data available is for 2017/18 when the average across all 11 Councils was 14.89 days. Whilst recent comparative data is not available the Council's performance against the previous year is poor. A range of measures have been implemented to help reduce sickness absence and it is hoped that this will help to ensure future performance improvements are achieved.
- (ii) **PSS1.3-** This target was narrowly missed due to the continued increase in the number of requests received, and the cross-cutting and complex nature of a number of the requests.
- (iii) **FI(PI)1-** Whilst the number of applications to the grants call has reduced slightly from 2018-19 there was no change to the overall process. As per the previous year there were two grants calls, one in January and another in late August. For each grants call we had two information sessions (one in Omagh and one in Enniskillen). Officers were available to support groups with their applications.
- (iv) **LRS(PI)2-** There has been a slight decrease in customer satisfaction, mainly with one of the small centres which has limited programmes available, and the facilities are scheduled for improvement.
- (v) **CS(PI)2-** The reduction of advice client contacts from 31,391 in 2018-19 to 24,545 in 2019-20 is down to two factors. In 2018-19 under Welfare Reform Personal Independence Payments (PIPs) were introduced and this led to an increase in advice client contacts initially as those receiving these benefits become familiar with the new system. This led to higher levels of client contacts in 2018-19. Also in 2019-20 Community Advice Fermanagh (formerly Fermanagh CAB) moved from CAB membership to Advice NI and adopting a new case recording system. It appears this new case (Advice Pro) recording system has resulted in a reduction due to the way advice client contacts are recorded under Advice Pro.
- (vi) **PI02C-** Costs for admin support staff have been included in this year's data. This, as well as an additional Environmental Health Officer being required for Service Delivery, has resulted in an increase in the cost of Environmental Health functions.

Financial Report and Summary Financial Statements 2019-20

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The Statement of Accounts for the year ended 31 March 2020 have been prepared in a form directed by the Department for Communities in accordance with Regulations 3(7) and (8) of the Local Government (Accounts and Audit) Regulations (Northern Ireland) 2015 (the Regulations) as amended by the Local Government (Accounts and Audit) Coronavirus (Amendment) Regulations (Northern Ireland) 2020 (Amended Regulations).

In compliance with the Amended Regulations the Statement of Accounts for the year ended 31 March 2020 will be published on the Council's website <https://www.fermanaghomagham.com/your-council/financial-statements/> no later than 31 December 2020.

9 Rural proofing

The Rural Needs Act (Northern Ireland) 2016

How has the Act been introduced?

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

In order to fulfil its obligations under Section 1 of the Act, fourteen Rural Needs Impact Assessments have been completed by officers within Fermanagh and Omagh District Council for the year 2019/20. These assessments are listed within the Rural Needs Annual Monitoring Report 2019/20 which can be viewed at <https://www.fermanaghomagh.com/your-council/policies/sustainable-development/>

The Council has delivered training to relevant staff across all departments. Resources have also been made available on the Council Intranet to support staff to effectively complete Rural Needs Impact Assessments. The Committee Report templates have been amended to ensure that Rural Needs are an integral part of the section which outlines the resource implications of the recommendation.

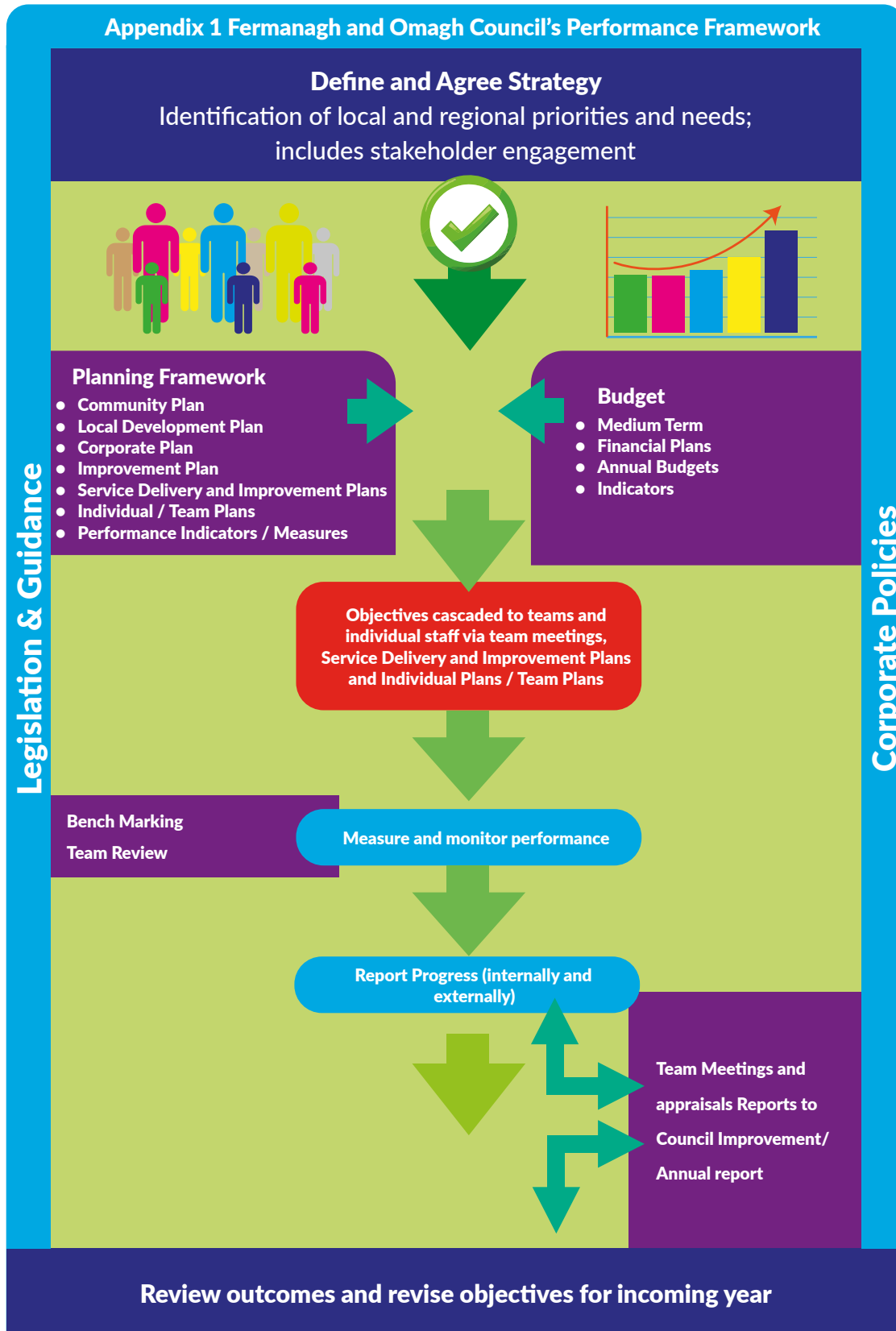
How has the Act helped to deliver better outcomes for rural dwellers?

Fermanagh and Omagh is a predominantly rural district with the exception of the two main towns of Enniskillen and Omagh. The Council area is home to 117,397 people, with some 70% of the population living in rural areas outside the two main towns. As a result, Fermanagh and Omagh District Council has always endeavoured to be mindful of the needs of residents living in rural areas and adapt and shape policies, plans and services accordingly.

The Act however has helped to further emphasise and document our commitment to delivering better outcomes for rural dwellers in the District by ensuring that a formal process is in place when developing, adopting, implementing or revising policies, strategies and plans, and when designing and delivering public services.

Appendix 1:

Fermanagh and Omagh District Council's Performance Management Framework





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