



Derry City & Strabane
District Council

Comhairle Chathair
Dhoire & Cheantar
an tSrátha Báin

Derry Cittyie & Strábane
Destríck Cooncil

Derry City and Strabane District Council

Annual Performance Report 2018/19

Performance Report 2018/19

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1. Introduction

Performance Improvement under the Local Government Act 2014

Part 12 of the Local Government Act (NI) 2014 puts in place a framework to support continuous improvement in the delivery of council services, in the context of strategic objectives and issues that are important to those who receive those services. Councils are required to gather information to assess improvements in their services and to issue a report annually on their performance against indicators which they have either set themselves or that have been set by Government Departments.

The Act also places a responsibility on councils to make arrangements to secure continuous improvement in the exercise of their functions.

What is Improvement?

‘Improvement’ means more than just gains in service output or efficiency, or the internal effectiveness of the Council. It is about activity that enhances the sustainable quality of life and environment for ratepayers and communities. Derry City and Strabane District Council is committed to ensuring that our improvement objectives are relevant, that the best arrangements for delivering them are in place, and that we can understand and demonstrate the impact on the outcomes for citizens.

In our 2018/19 Corporate and Improvement Plan, Derry City and Strabane District Council set out a number of improvement objectives/commitments under the headings of:

- Business and Culture
- Environment and Regeneration
- Health and Communities
- Cross functional Support Services;

and identified a number of local improvement indicators as well as the seven statutory performance indicators/standards.

Recording and reporting progress

Section 90 of the Act requires each council to collect information which will allow it to assess its performance in achieving its improvement objectives and to measure its performance against performance indicators or standards set by the Department or any other indicators or standards which the council chooses to use.

Accordingly, Derry City and Strabane District Council collects evidence of progress in achieving our improvement objectives during the year. Evidence may include one or more of the following:

- performance indicators, both those set by the Council and by Government Departments;
- qualitative information such as citizen satisfaction surveys conducted by the Council or by other bodies;

- progress in introducing or completing programmes, facilities or ways of working which contribute to the attainment of improvement objectives;
- the outcome of governance or scrutiny enquiries and other evidence from Members; and
- any other sources of evidence, (including Council's annual governance, value for money and sustainability statements etc., that appear to be relevant.

Derry City and Strabane District Council will use this information to determine if action is required to improve performance by assessing, where appropriate, its performance against:

- a previous year's performance; and
- as far as is practicable, with the performance of other councils in the exercise of the same or similar functions.

The Council will publish the assessment and comparison information, where appropriate, relating to its performance before 30th September immediately following the financial year to which it relates.

Engaging Our Stakeholders

The Council is committed to engaging with our stakeholders, including seeking views and keeping people informed about our services and initiatives. During 2018/19, we undertook consultations on a number of issues, including:

Youth 19 Ideas
 Melvin 3G Pitch
 Brandywell Naming
 Amusement Permit Policy
 Stardust Stakeholder and Citizen Engagement
 Performance Improvement Objectives
 LegenDerry Food Festival 2018 Exhibitor Feedback
 Jazz Festival 2018 feedback
 Brandywell Consult
 Foyle Maritime festival Spectator Survey
 Smart Cities
 Lincoln Courts Community Centre Regeneration - Residents Survey
 Slow Food Festival 2018 Exhibitor Feedback
 Halloween Spectator Survey
 Tullyally Community Partnership
 Survey - LegenDerry Food Network
 BeWell Evaluation Survey
 Business Travel Survey

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

2018/19 figures



2. Planning, Improvement and Performance Review Framework

The Council has many plans at strategic and operational levels, some of which are based on local needs and others that are required as a result of legislation.

The highest level plan, is the community plan, entitled the “Inclusive Strategic Growth Plan 2017-2032” for the Derry City and Strabane District Council area. This strategy recognises that community planning is about people and organisations working together to improve services and to bring about sustainable improvements in the quality of life of local citizens, businesses and other stakeholders. As well as the Council, the “Inclusive Strategic Growth Plan 2017-2032” also involves the commitment and resources of multi-agency partnerships whose purpose is to deliver the community plan objectives. Delivery of the vision and objectives set out in the “Inclusive Strategic Growth Plan 2017-2032” will be supported through the expression of objectives, priorities and actions in the Corporate Plan of Derry City and Strabane District Council (and the corporate plans of other stakeholder organisations).

Pending the completion of the Inclusive Strategic Growth Plan 2017-2032, the Council agreed a Corporate Plan for 2015/16 following a wide ranging engagement process. The Corporate Plan 2018/19 continued to reflect the mission and objectives set out in the Corporate Plan 2015/16.

As we did last year, annual Directorate Delivery Plans have been prepared to help ensure that those priorities set out at a corporate level are cascaded to and actioned.

The Council also prepares an annual Improvement Plan containing improvement objectives, and monitors its performance throughout the year. Progress on the achievement against these objectives is set out in this report and is made available publically.

In addition to these corporate management plans, plans will also continue to be developed in relation to thematic/service specific issues, for example, in relation to our capital development programme. Furthermore, the Local Development Plan (LDP) will guide the future use of land in the Council area and inform developers, members of the general public, communities, government, public bodies, representative organisations and other interests of the policy framework that is used to determine development proposals.

The LDP will take account of the Council’s Community Plan, providing a spatial expression to the community plan and thereby linking public and private sector investment through the land use planning system.

The planning and improvement framework outlined above comprising the “Inclusive Strategic Growth Plan 2017-2032”, Corporate Plan and Performance Improvement Plan and Directorate Plans is augmented by a performance review framework which includes:

- At a district wide level – a two yearly Area Performance Report which measures the district’s performance against the shared outcomes set out in the Strategic Community Plan

- At a Council level, an Annual Performance Report which sets out what we have achieved in the previous year and how we have met our performance improvement duty.
- At a directorate level, six monthly progress reports and directorate service delivery plans provide information on how we are performing.
- At an individual level, annual personal development and appraisal reviews.

The diagram below shows the key elements of the planning, improvement and performance review framework. The highlighted box represents this document – the Annual Performance Report.

Corporate Planning, Improvement and Performance Review Framework (2019/20)

Derry City and Strabane District Council Area: Plans and Performance Review

“Inclusive Strategic Growth Plan 2017-2032”. The District’s integrated plan captures the shared outcomes for the area.

Derry City and Strabane District – 2 yearly Area Performance Report. Measures the district’s performance against the shared outcomes set out in the “Inclusive Strategic Growth Plan 2017-2032”.

Council: Plans and Performance Review

Derry City and Strabane District Council – Corporate Plan 2019/20

The Corporate Plan captures the Council’s contribution to the “Inclusive Strategic Growth Plan 2017-2032”. The resources required are reflected in the Annual Rates Estimates.

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

Annual Performance Report 2018/19 (this report)
Sets out what we have achieved in the previous year and how we have met our performance improvement duty.

Directorate: Plans and Performance Review

Directorate Delivery Plans

Directorate delivery plans demonstrate how the Corporate Plan will be delivered and contains details about the work of the Directorate, its resources and how it is performing. Supported by six monthly progress reports.

Personal Performance and Development Reviews

This captures the individual’s contribution to Directorate and team plans.

3. How we have performed - Review of Performance for 2018/19

This section sets out details of how the Council has performed in 2018/19, in five areas:

- Progress in delivering our Improvement Objectives identified on our Improvement Plan 2018/19
- Financial performance for 2018/19
- Key achievements in delivering our Corporate Plan Objectives;
- The Rural Needs Act (Northern Ireland) 2016
- Progress in relation to performance improvement areas/ criteria

Improvement Objectives - Performance 2018/19

In our Improvement Plan 2018/19 we set ourselves four Improvement Objectives. Details of each of these objectives, what we aimed to achieve and the progress we made during 2018/19 are set out below:

Improvement Objective 2018/19

To increase employment opportunities and economic growth through a range of measures including creating new business start-ups, supporting existing business and delivering visitor growth as a destination of choice.

Why we selected this as an Improvement Objective

As part of the reform of local government, Councils were required to complete a Community Plan. This plan had to embody the entire community, voluntary, statutory and private sectors. DCSDC embarked on this process in June 2015 and to date have completed over 5000 community engagements..

The plan is separated into three pillars:-

- Social Wellbeing
- Economic Wellbeing
- Environmental Wellbeing

In turn each pillar has a number of themes, eight in total across the three pillars.

The focus on the need for employment opportunities came through very strongly throughout the consultation process.

We decided to concentrate on all programmes that will support and deliver increased employment opportunities and/or economic growth in the city and district.

There are several supporting outcomes that have been agreed through the consultation process, namely:-

- Meaningful and rewarding employment is available to everyone.
- We are more entrepreneurial, creative and business ready and have grown our economic base.
- Our economy is better connected and more prosperous
- We are more specialised and innovative and have competitive advantage.

These supporting outcomes are required in order to put in context the main outcome.

The main challenges that have been identified are:-

- Lack of activity to encourage entrepreneurial spirit within young people at 1st, 2nd and 3rd level education.

- Marketing/rebranding exercise required at a City/Regional level and at event level.
- Lack of promotion of B2B, B2C opportunities.
- Lack of promotion of entrepreneurs & culture/city in general.

Opportunities:

- More engagement with local schools, colleges and university
- Having a society that makes entrepreneurship possible
- Encouraging motivation for entrepreneurship and embedding it within the culture of the education curriculum.
- Providing strong awareness within the youth of what being an entrepreneur involves.

Requirement for a specialist forum for exchange and development and progression of new business ideas for potential entrepreneurs.



Delivery / Achievements





In our Improvement Plan for 2018/19 and Directorate Delivery Plan 2018/19, we set ourselves a number of target outcomes in respect of this Improvement Objective.

The outcomes areas that Council will be directly responsible for are as follows:

- Total jobs promoted
- Business Boost Programme
- Skills Academies
- Rural Business Investment Scheme
- Visitor Numbers

An overview of what we have done / achieved is set out in the table below:

What did we aim to achieve?	Performance 2016/17	Performance 2017/18	Target Outcomes 2018/19	What we achieved in 2018/19	Delivered
Business Start Up – No. Jobs Promoted	140	139	Statutory Target -140*	139	
Business Boost Programme – No. jobs promoted	0	272	130*	215	
Rural Development inc Investment Scheme					
<ul style="list-style-type: none"> • No. cluster village plans completed: 			15*	15	

<ul style="list-style-type: none"> • No. Village Renewal capital projects progressed: 			13*	13	
<ul style="list-style-type: none"> • £ value of funding committed: 	£0.322 m	£1.028 m	£1.2 m*	£2.721	
<ul style="list-style-type: none"> • No. letters of offer issued: 	9	29	30*	48	
<ul style="list-style-type: none"> • No. new jobs created: 	16	48	45*	39	
<ul style="list-style-type: none"> • Skills Academies 	1 no. Software Fundamentals- 20 participants	2 no. Software Fundamentals- 20 participants 1 no. Welding - 10 participants	1 no. Software Fundamentals- 20 participants	1 no. Training academy supported – Software Fundamentals – 20 participants	
Visitor Numbers					
<ul style="list-style-type: none"> • No. visitors who attended food events 	40,000	42,000	55,000*	40,000 **	
<ul style="list-style-type: none"> • No. visitors to heritage venues supported by heritage animation fund 	99,655	106,000	147,000*	144,800 **	
<ul style="list-style-type: none"> • No. visitors to Guildhall 	335,430	341,909	380,000	360,000**	
<ul style="list-style-type: none"> • Festivals & Events: No. attendees (inc Tier 1) 	395,686	258,600	420,000*	419,400**	
<ul style="list-style-type: none"> • No. visitor attractions*** 	19 (2016)	24 (2017)	-	30 (2018)	
<ul style="list-style-type: none"> • No. visitors*** 	1,088,771 (2016)	2,075,208 (2017)	-	2,308,829 (2018)	

Source : *2018/19 Business and Culture Directorate Delivery Plan

**2019/20 Business and Culture Directorate Plan

*** Local Government District Tourism Statistics 25/7/19

Further information on the work progressed in 2018/19 is provided in the Business and Culture Directorate Delivery Plan for 2019/20 which is available on our website at : <https://www.derrystrabane.com/getattachment/Council/Corporate-and-Improvement-Plan/Home/B-C-Service-Plan-2019-2020.pdf>.

Overview / Assessment

Work is ongoing in terms of increasing employment opportunities and economic growth. By focussing on job creation as our Improvement Objective, we are ensuring that this key issue is addressed. Improvements are being made each year and there has been an increase in the net jobs being created in the Council area.

Overall Trend/ Assessment: Improving

Example initiatives taken forward in 2018/19 related to this Improvement Objective

Council invite local rural companies to Business Engagement Event

18 April 2018

Derry City and Strabane District Council are hosting a special event next month to allow local companies in the rural area to learn more about the support programmes and initiatives available to them.

The Business Engagement Event will be hosted at Artigarvan Community Hall on Wednesday May 2nd and will feature presentations from a number of officers from Council's Business and Culture directorate.

flybmi celebrates successful first year between City of Derry Airport and London Stansted

03 May 2018

flybmi marks the first anniversary of its successful City of Derry Airport to London Stansted route and is celebrating by offering flights from just £45 one way in May. The service, which was the fastest selling in the airline's history before it had even started, has gone from strength to strength over the past year.

flybmi commenced the route from Stansted to Derry last year, offering two flights daily. This has allowed business travellers to make the round trip to and from Derry to London in a day, without the need for costly overnight stays, and flybmi believes it to have been a key factor in increasing the route's popularity.

Council celebrate Go For It 200th Business Plan milestone

09 July 2018

Derry City and Strabane District Council's Go For It programme are celebrating a significant milestone after helping its 200th new local business to compile a business plan.

Go For It is part funded by Invest Northern Ireland and the European Regional Development Fund under the Investment for Growth & Jobs Northern Ireland (2014-2020) Programme.

The scheme provides advice and support to anyone wishing to start their own business by taking them through every step of the process of creating a business plan.

The Brewery at the Baronscourt Estate are one of the most recent local businesses to complete the programme and Mayor of Derry City and Strabane District Council, Councillor John Boyle, visited the Newtown Stewart venue this week to mark the milestone.

Derry signs formal Co-operative City Agreement with Dalian in China

16 May 2018

A Friendly Co-operative City Agreement to formally acknowledge the strong working relationship between Derry City and Strabane District and the City of Dalian was one of the key highlights of the North West delegation visit to China last week.

New business support directory now available

21 June 2018

Local enterprises can quickly access all the information they need to assist them in running their business thanks to a new directory being produced by Derry City and Strabane District Council.

The Business Support Directory will provide access to all the contacts needed to provide the advice and support to help navigate a path to success.

Apprenticeships to offer young people the chance to upskill by learning on the job

01 August 2018

Derry City and Strabane District Council are encouraging young people from the age of 16 to consider undertaking an Apprenticeship as an educational pathway after leaving school.

Through the Apprenticeship NI programme they will work full time and gain an industry recognised qualification, a win-win solution to learning.

As the slogan Council are using to promote apprenticeships states, they will Get Paid, Get Qualified and Get Ahead with a real paid job and real work experience.

Award winning Slow Food Festival returns for two-day celebration of the best of the North West

03 September 2018

Thousands of food lovers are set to descend on Guildhall Square on Saturday 29th and Sunday 30th September for the Slow Food Festival - a two day celebration of the best of local artisan produce from across the North West.

The event, organised by Derry City and Strabane District Council, is the only one of its kind in Northern Ireland and attracts tens of thousands of visitors to the city centre each year.

Local businesses connect with Clipper's global partners at networking event

19 July 2018

Derry City and Strabane District Council have hosted a special networking event in association with Clipper Ventures and Londonderry Chamber of Commerce to allow local businesses to connect with the Clipper Round the World race's global partners.

The event was part of the worldwide Clipper Connect Business Series which aims to build an international community around the race to share ideas and provide a platform for business people to build their own personal and professional networks.

Time running out for local start-ups to avail of £10k Business Challenge

09 January 2019

Business start-ups in the Derry City and Strabane District are being encouraged to avail of a unique opportunity for financial and business support as part of its £10k Business Challenge. The competition, which closes for entries on Monday 4th February, is aimed at those thinking of starting a new business or who have started a new business and have not yet registered on the 'Go for It' programme.

The Challenge, now in its third year, has been a huge success in rewarding and acknowledging the creativity and innovation shown by local enterprises. The Challenge is aimed at new businesses and those who have participated in the 'Go For It' programme.

Council launches City Deal bid proposal at gala event in London

27 September 2018

A delegation from Derry City and Strabane District Council travelled to London on Wednesday to launch the Derry-Londonderry Vision and Outline Bid Proposal Document, at a prestigious event in London's Guildhall.

The proposal is the next step in progressing plans for a City Deal for the region, and the delegation met with senior government officials from the NI Office and the Ministry for Housing, Communities and Local Government, to discuss the need to enter formal negotiations around the bid following the invitation from the

Business leaders discuss City Region talent pipeline

10 September 2018

Leading local figures in business and education gathered at the North West Regional College today to hear from industry leaders about ways we should be developing the City Region's talent pipeline in order to meet the growing demands of industry.

Collaboration was the dominant theme and the need to further develop a cohesive strategy for growth across all sectors and between industry and education. The event was part of a high level City Region Economic Summit taking place in the city led by Derry City and Strabane District Council, and was also attended by the Lord Mayor of the City of London, Alderman Charles Bowman and senior representatives from the City of London Corporation. They had the opportunity to hear more about the drive here to improve skills and education and the commitment to young people to create more opportunities for the future through a range of pathways.

City gears up for two-day heritage conference

19 September 2018

With just three weeks to go, the Inner City Building Preservation Trust, Derry City and Strabane District Council and the Department for Communities are putting the final touches to the two-day heritage conference they are holding in Derry – Londonderry. Entitled "*Unlocking prosperity through heritage-led regeneration*", the event will take place in the Guildhall, October 11th and 12th.

Enterprise Week to help companies target export opportunities

11 February 2019

Local businesses who are interested in finding out more about how to bring their products and services to new markets are invited to attend a special event geared towards supporting companies in identifying new opportunities.

The event is taking place as part of Enterprise Week, on Wednesday March 6th in the Guildhall, and will bring together a special panel of speakers who have already embarked on the journey and can share their own experiences and expertise.

LegenDerry Food Experience event hosts Food Strategy launch

28 February 2019

The Walled City Brewery's "LegenDerry Food Experience" showcase event last night was the perfect setting for Derry City and Strabane District Council to announce details of its ambitious plans to build on the city and district's unique food offering in order to position Derry~Londonderry as the number one food destination on the island of Ireland by 2025.

The Local Food and Drink Strategy Action Plan for 2019-2025 was officially launched at a local food showcase event that saw over 70 guests including food stakeholders from across the island of Ireland gather to celebrate and promote the city's food offering.

Improvement Objective 2018/19

To help people develop long, healthy and fulfilling lives by increasing participation in high quality leisure, sport and healthy living activity.

Why we selected this as an Improvement Objective

Derry City and Strabane District Council area faces specific challenges with higher than average and increasing health inequalities, significant deprivation, an increasing older population and lower levels of life expectancy particularly in the deprived areas. Through making high quality sport and physical activity opportunities available to all and increasing the levels of usage of our leisure facilities and developing activities that target those not actively engaged through collaboration with our partners we aim to make a difference to people's lives.

Creating an active community has increased importance as we face an ageing population and a range of health challenges across the life course, including rising obesity among children and adults, and the increase in long term conditions such as diabetes.

Sport and physical activity plays a key role in improving the health and wellbeing of our residents, as well as developing stronger and safer communities, contributing to economic prosperity, increasing skills, reducing our carbon footprint and increasing personal confidence and self-esteem.

To inform the Directorate performance improvement objective, User and non-user consultation, research reviews into the correlation between health, physical activity, diet and nutrition, and evaluation of programme activity undertaken by Council and partners. Additionally, the community plan equality impact assessment has been reviewed to ensure the targeting of resources to address inequalities and participation by underrepresented groups.

The Directorate's strategic performance objective is therefore:
"To help people develop long, healthy and fulfilling lives by increasing participation in high quality leisure, sport and healthy living activity."

Emerging community planning strategic and supporting outcomes provide key focus areas for health and well-being creating the opportunity to tailor the delivery of leisure, sport and healthy living activities to address these:

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

An analysis of population and health indicators for the Council area illustrates the health status of the area:

- Projections up to 2037 show an ageing population which peaks at 150,525, with an additional 12,000 over 70's and 5,400 fewer under 19's.
- The area exhibits life expectancy levels on a par with NI but on closer inspection the urban deprived super output areas have levels far below those in affluent or rural areas. Health outcomes were worse in the most deprived areas than in the DCSDC as a whole across all 26 indicators.
- Some 30,925 people (21%) live in areas defined as deprived. Analysis of super output data suggests there are forty output areas, almost half in rural areas, that contain deep pockets of multiple deprivation.
- Within DCSDC all health and wellbeing indicators were worse than the NI average with the exception of the standardised admission rate for circulatory disease.
- Cancer rates, prescriptions for anti-depressants, admission rates to A&E for residents from the most deprived areas are all multiples of the rates for NI in non-deprived areas.

The NISRA continuous household survey 2015/16 considers the levels of engagement in culture, arts and leisure by adults in NI. The DCSDC analysis which combines data across more than 1 year indicates that:

- 44% of residents had participated in sport within the last 12 months; this is however lower than the NI average of 53%.
- 47% of residents who engaged in sport and physical activity participated at least once a week.
- At a NI level the rate of participation between deprived and non-deprived areas varies from 46% in the most deprived and increases to 65% in less deprived areas.

The Citizen survey (2015) undertaken within the DCSDC area based on a random sample of 1,400 households across the district during May to July 2015 identified the following:

- The average rating for satisfaction with leisure facilities is between fair and good: 6% poor; 13% fair; 17% good; 42% very good.
- Given their location in larger urban areas the most frequently used facilities were Templemore (23%); Lisnagelvin (21%); Riversdale (27%) and Melvin 18%.
- User satisfaction (satisfied or very satisfied) ranged from 61% at City Baths to 90% at Melvin Park Sports Complex.
- User satisfaction with Sports pitches was rated as 5% very poor; 10% poor; 20% fair; 46% good; 19% very good.
- The frequency of use of leisure facilities ranged from 4% using facilities most days; 11% using facilities once a week; 13% using facilities a few times a year; 19% not using facilities; to 12% who have never used facilities.

The 5-year evaluation of the Active Communities sports development programme supported jointly by Sport NI and DCSDC identified:

- 10,295 unique participants were involved in the programme 2014/15.
- 21.3% of the consortia's population and 22.5% of participants are in the most deprived cohort compared to 9.1% nationally.
- 64.8% of participants came from the super output areas falling within the 3 highest populations, compared to 28.8% of NI's population.

The compelling body of research which demonstrates the value of sport and physical activity is articulated in summary by the Chief Medical Officer recommendations for exercise. 75 minutes or more of vigorous activity or a combination of both moderate and vigorous activity per week is recommended. However, the NI health survey (2013) identified that only 53% met recommended levels. Of those 73% reported participation in moderate intensity aerobic activities and 40% in vigorous intensity activities.



The baseline health and participation indicators suggests that the overall situation is not improving and given the nature of the outcomes a long term approach is required to generate the level of behavioural change required. This will require a collaborative approach with a range of stakeholders not least with the wider health family. The community plan highlights this aspiration of developing long, healthy and fulfilling lives. The Council commitment to doing so includes the development of strategic leisure provision within the West bank of Derry and in Strabane with the development of new leisure centre facilities valued at circa £50m and the development of sports and healthy living activity.

A sports facility strategy has been developed in alignment with the NI strategy. Detailed consultation with partners, governing bodies and sports clubs to inform the emerging options for new facility development to meet future needs has completed with a further playing pitch strategy currently being defined.

A number of Council led programmes have been established through partnership funding which focus on the local health improvement agenda including Everybody Active 2020, Get Out Get Active Disability programme, Physical activity referral programme, MacMillan Cancer, Healthy Towns. All of these programmes have in built cyclical monitoring arrangements and are pilot programmes to address sedentary behaviours through participation based initiatives for health related conditions such as obesity and chronic heart disease through GP referral; and family support programmes involving diet, nutrition and exercise; support for cancer survivors to become physically active. Evaluation studies in measuring a range of wellbeing, confidence and health indicators have been completed highlighting the health and wellbeing benefits to participants. Additional social cohesion benefits will also be delivered through Peace funded programmes for sports development and cross border activity.

Delivery / Achievements

In our Improvement Plan for 2018/19, we set ourselves a number of target outcomes in respect of this Improvement Objective. An overview of what we have done / achieved is set out in the table below:

What did we aim to achieve? Target Outcomes	Performance 2016/17	Performance 2017/18	2018/19 Target	What we achieved in 2018/19	Delivered
Increased opportunities to participate in sport, leisure and healthy living activities					
<ul style="list-style-type: none"> • Increase Leisure user visitor numbers (paid visits) by 32,200 visits per year. 	918,256	940,009	972,00	1,129,434	
<ul style="list-style-type: none"> • Achieve Everybody Active targets of 12,000 participants per year for targeted programmes. 	11,900	11,230	12,000	11,931	Participation was up by 703 when compared to the previous year, with an increased focus required on increasing the participation of the disabled sector to achieve the overall target in 2019/20.
<ul style="list-style-type: none"> • Achieve 450 participation completion rate for Physical Activity Referral Programme (PARP) targeting designated special populations. 	N/A	385	400	498	
Improvements in health and well-being					
<ul style="list-style-type: none"> • % leisure service users that believe that participating in a physical activity has improved their 				55%	

<p>physical and mental well-being¹</p> <ul style="list-style-type: none"> % non-users who believe that participating in a physical activity would improve their mental and physical health 				78%	
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Further information on the work progressed in 2018/19 is provided in the Health and Community Directorate Delivery Plan for 2019/20 which is available on our website at: <https://www.derrystrabane.com/getattachment/Council/Corporate-and-Improvement-Plan/Home/H-C-Service-Plan-2019-2020.pdf>.

Overview / Assessment

It is essential for all residents to have access to a range of quality leisure facilities and opportunities to achieve our performance objective. Our approach will be to work with partners and to focus on certain groups, including women and girls, disabled people, older people, and those from lower socio economic groups, who are significantly less likely to play sport and be physically active than the ageing population in general. User visits across all Council Leisure sites has shown growth across a number of years:

2016/17:	918,256,
2017/18:	940,009
2018/19:	1,129,434

Our Leisure Centre user visit performance in 2018/19 exceeded the target figure of 972,000 visits by 16.2 %.

A baseline user/non user survey was conducted on key leisure centre sites to establish a 2018/19 showing that 55% of users and 78% of non-users believed that participating in physical activity has improved their physical and mental health. Positively 55% of existing users meet the CMO guidance for participation; however, in non-users some 30% do not take part in any physical activity at all.

The focus on achieving participation from the inactive and those with health issues is reflected in the performance achieved through the EBA programme. This establishes overall

¹ Executive Summary Report Derry Strabane Leisure Centres, Customer and Non Customer Surveys 10th May 2019

participation figures, with women and girls, people with a disability and those from high areas of social need being recorded. This is reflected as follows:

EBA 16/17	Total participants	Women/girls	People with a disability	High social need	Sustained participants 2016/17
Derry City and Strabane targets	12,763	7,147	1,914	4,084	3,729
Total achieved	11,900	7,350	1,500	6,000	5,400
EBA 17/18	Total participants	Women/girls	People with a disability	High social need	Sustained participants 2016/17
Derry City and Strabane targets	12,763	7,274	2,042	4,211	3,828
Total achieved	11,232	6,783	1,232	5,830	4,277
EBA 18/19	Total participants	Women/girls	People with a disability	High social need	Sustained participants 2016/17
Derry City and Strabane targets	12,763	7,402	2,170	4,339	3,957
Total achieved	11,931	7,155	1,360	6,464	5,463

A further programme, the Physical Activity GP referral programme shows an increase with participation numbers across the designated special populations (diabetes, obesity and musculoskeletal) reaching 498 in 2018/19. The scheme demonstrated an 86% retention rate well above the NI average for participation in the PARPS programme. 296 equalling 59% of participants availed of the discounted four-month fitness suite membership offer following the programme. The scheme is currently at full capacity and additional resources are being secured to meet this demand.

The first evaluation of the MacMillan Cancer programme is due to be completed in June 2019; this will provide a further analysis of the health related benefits of sport and physical activity.

Overall Trend/ Assessment:

The Council will continue to have an important leadership role to play in bringing schools, sports clubs, National governing bodies, health organisations and the private sector together to work together to unblock barriers to participation and improve the local delivery of sport. The delivery vision for this will be reflected in the sport and physical activity strategy due to complete in 2019/20 which will set out outcomes and a focused delivery plan.

A continued trend of increased visits to leisure sites is set to continue, a 26.2% increase in 2018/19; and based on partnership working to target resources and deliver programmes focused on the inactive and those with health issues more can be achieved in delivering wider health and social outcomes. New partnerships will be explored to build upon these outcomes allowing for good practice within EBA, PARPS and MacMillan Cancer to be built on.

The continued Council facility investment programme including for example the newly refurbished Brandywell stadium, Melvin 3G multi-sport pitch, commencement of Leafair and Corrody Road pitches and the upgraded Fitness suite facilities at Templemore create quality sites for the delivery of innovative programmes. The roll out of planned facilities and those in detailed design stages, including new strategic leisure provision, are reflected in the 2019/20 service plan showing the ongoing path for developing the infrastructure to support future outcome delivery.

The current trends will shape the delivery of our service going forward. Establishing creative and innovative ways to make a difference through sport and physical activity is aligned both at national level and within the Strategic inclusive growth plan. To deliver on this we will create flexible, attractive and sustainable opportunities; reach out to local communities, especially the inactive and disadvantaged, to influence behaviours and encourage greater activity participation levels; become more focused on measuring the success of our efforts; and widen the appeal of participation by raising the profile of physical activity throughout the community.

Example initiatives taken forward in 2018/19 related to this Improvement Objective

Crowds flock to Melvin for 2018 North West Angling Fair

09 April 2018

Record numbers attended the Melvin Sports Complex in Strabane at the weekend as some of the biggest names in world fishing took part in the 2018 North West Angling Fair.

Hundreds of people took advantage of the warmest temperatures of the year so far to take in a wide range of demonstrations, talks and exhibitors at the sports centre and along the nearby Mourne River.

Strabane and Castlederg kids realising their athletic potential with EBA

07 June 2018

Hundreds of local youngsters aged 6 up to 11 years old have been discovering the joy of athletics over the last year through the newly formed Junior Athletics Club at the Melvin Sports Complex and Derg Valley Leisure Centre.

The club is part of Derry City and Strabane District Council and Sport NI's Everybody Active 2020 programme, an initiative that seeks to reach out to sections of the community who wouldn't traditionally take part in physical activity to get them 'more active more often'.

The club is the brainchild of Everybody Active Coach for the Strabane area Mark Connolly who wanted to give local young people the best possible chance of realising their potential by giving them a grounding in the disciplines of athletics at an early age.

Council selected to take part in special Wellbeing project

12 June 2018

Derry City and Strabane District Council has been announced as one of three local Councils selected by the Carnegie UK Trust to take part in a special project aimed at supporting and promoting wellbeing through the Community Planning Process.

Mayor supports Mental Health Awareness Week 2018

15 May 2018

Mayor of Derry City and Strabane District Council, Councillor Maoliosa McHugh is supporting Mental Health Awareness Week 2018 (14 to 20 May) and is encouraging people to seek the advice and support they may need to manage stress in their daily lives.

The theme for this year's Mental Health Awareness Week is about stress and how we're all coping with it. Mayor McHugh has led a number of initiatives during his term in office aimed at raising awareness about mental health issues and overcoming the challenges faced by people across Derry and Strabane

Council's Move More Co-Ordinator to host Macmillan Coffee Morning event

17 September 2018

Derry City and Strabane District Council are inviting the public to a 'Macmillan's World's Biggest Coffee Morning' event on Friday September 28th in Foyle Arena from 10:30am to 1:00pm.

Macmillan Move Co-ordinator Sean Hargan, who has recently been appointed to the role as a result of funding secured by Council's Sports Development Department, will help host the event.

The World's Biggest Coffee Morning is Macmillan's biggest fundraising event and has raised tens of millions of pounds to help provide support to people living with cancer.

Early morning opening for Riversdale Leisure Centre

04 September 2018

The Riversdale Leisure Centre in Strabane has extended its opening hours to facilitate early morning swimming, gym and class users.

The leisure centre will, from this week, open from 6.30am every Monday, Wednesday and Friday morning in response to the increase in demand for early morning activities.

Record numbers explore the majesty of Sperrins and Killeter at Walking Festival

25 September 2018

Hundreds of people put their hiking boots on and headed into the local countryside at the weekend for the 2018 Sperrins and Killeter Walking Festival.

A number of new routes added to the public interest this year including a Brexit themed Beyond Borders walk and The Bright and Beautiful Walk which celebrated the birth of world famous hymn writer and former Killeter resident Mrs CF Alexander.

The festival, hosted by Derry City and Strabane District Council in conjunction with adventure specialists Far and Wild, hosted a total of six walks over the two days while hospitality and entertainment was laid on by local people in both Killeter and Plumbridge.

Move More programme for people living with cancer launched in Council area

25 October 2018

Derry and Strabane District Council is the latest council area in Northern Ireland to establish an empowering physical activity project to improve the lives of local people living with cancer.

Move More NI is delivered in partnership with Macmillan Cancer Support and was launched this week at the Foyle Arena followed by a walk for more than 100 Move More participants from all over NI along the Peace Bridge and Derry Walls.

Youth 19 launch free judo classes for young people

21 February 2019

Young people in the Derry City and Strabane District Council area aged 12-24 are being offered the chance to try the sport of judo for a week's free trial.

The initiative is part of the programme for Youth 19, a year dedicated to local young people and is being hosted as a competition legacy project of the Northern Ireland Judo Open which is being hosted in the city next month.

The free trial is open to newly registered members of Foyle Arena Judo Club, St Columb's Park Judo Club and Shori Judo Club on the week of February 25th and March 3rd 2019.

Work has begun on the Clooney Greenway project, a shared walking and cycling facility linking Nelson

14 February 2019

Work has begun on the Clooney Greenway project, a shared walking and cycling facility linking Nelson Drive to Clooney via the Foyle College and Ebrington Primary school campus.

The greenway will enhance off-road connectivity for all in the Waterside area and will be of particular benefit to school children accessing the new school campus on foot or by bike from Nelson Drive and Clooney, facilitating active travel and benefiting the environment of the area through increasing modal shift.

Improvement Objective 2018/19



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


Why we selected this as an Improvement Objective


This improvement objective relates directly to the Strategic Growth Plan objective that we live sustainably – protecting the environment, under the theme of Physical and Environmental Regeneration. This was a key theme that emerged during the significant engagement process carried out as part of the development of the Strategic Growth Plan. The improvement objective will allow us to pull together the actions that will demonstrate that we are protecting and enhancing our local environment and the partnership approach that we have taken to maximise effect.


Delivery / Achievements


In our Improvement Plan for 2018/19 and Environment & Regeneration Directorate Delivery Plan 2018/19, we set ourselves a number of target outcomes in respect of this Improvement Objective. An overview of what we have done / achieved is set out in the table below:

What did we aim to achieve? Target Outcomes	Performance 2016/17	Performance 2017/18	2018/19 Target	What we achieved in 2018/19	Delivered
An enhanced public realm and built environment					
• Value of capital projects completed on site	£15,750,000	£13,570,000	£12,000,000	£13,840,000*	
• Total number of applications processed by Building Control	3822	4585	n/a – demand led	4625*	
• % streets achieving high cleanliness levels	88%	90%	85%	88%	
• Number of communities supported in community clean-ups/environmental improvement schemes	20	20	n/a – demand led	20	
• Ave. processing time of major planning applications	304.8 wks	63.2 wks	30 wks	154.2 wks*	

<ul style="list-style-type: none"> Ave. processing time for local planning applications 	19.1 wks	16.2 wks	15 wks	14.1 wks*	
<ul style="list-style-type: none"> % enforcement cases processed within 39 wks 	75.9%	71%	70%	53.6%*	

Increased opportunities for play					
<ul style="list-style-type: none"> £ value of new / upgraded play provision 	£960k	£1.75m	£1.75m	£1.75m	

Increased access to sustainable transport					
<ul style="list-style-type: none"> KM increase in provision of cycle path/greenway development 			0.5	6km	
<ul style="list-style-type: none"> Capital value of greenways delivered 				£1.5m	

More sustainable management of waste					
<ul style="list-style-type: none"> % household waste recycled/composted – target(W1) 	40.5%	43.3%	50%	44.3%*	
<ul style="list-style-type: none"> Volume & % municipal waste landfilled 	13,242 (61.82%)	12,074 (59.6%)	19,093	10,974*	

*Subject to verification

Further information on the work progressed in 2018/19 is provided in the Environment and Regeneration Directorate Delivery Plan for 2019/20 which is available on our website at : [https://www.derrystرابane.com/getattachment/Council/Corporate-and-Improvement-Plan/Home/E-R-Service-Plan-2019-2020-\(1\).pdf](https://www.derrystرابane.com/getattachment/Council/Corporate-and-Improvement-Plan/Home/E-R-Service-Plan-2019-2020-(1).pdf)

Overview / Assessment

This improvement objective relates directly to the Strategic Growth Plan objective that we live sustainably protecting and enhancing the environment. Protecting and enhancing our environment are the key objectives for the Environment and Regeneration Directorate. During the year we again significantly increased levels of household recycling and reduced the amount of waste sent to landfill. We continued to supported the provision of quality housing in sustainable urban and rural neighbourhoods. We improved the opportunity for active travel and modal shift by progressing a number of greenway projects including the Clooney Greenway, Kilfennan Greenway, Multi-Modal Transport Hub

Greenway and the North West Greenways Project. We increased the opportunity for outdoor play by delivery of a further 5 new play parks. We supported a large number of communities by the completion of a new £1.5m combined soccer, rugby and Gaelic football pitch facility and substantial refurbishment of a further existing community centre, and commencing development on a further three new centres and by engaging in environmental stewardship through community clean-ups and environmental improvement schemes.

The achievement in projects progressed and in improvements in performance demonstrates that Council are moving positively towards its improvement objective to protect and enhance the environment through creating and supporting a culture of environmental stewardship, through protecting and enhancing our natural and built assets and protecting and enhancing our environment.

Overall Trend/ Assessment: Improving

Example initiatives taken forward in 2018/19 related to this Improvement Objective

Council steps up waste clean-up and enforcement at William Street

25 May 2018

Cleansing and enforcement teams from Derry City and Strabane District Council have been working proactively to address the ongoing issue of commercial waste being dumped at a private laneway at William Street.

Council has been working very closely with its partners the Northern Ireland Environment Agency, the government agency with responsibility to ensure commercial waste is disposed of in accordance with legislation, to highlight the issue and to proactively encourage businesses to take their responsibility seriously in relation to this issue.

Public urged to get behind big greenway clean up

24 May 2018

Derry City and Strabane District Council are calling for volunteers to look after their local environment by taking part in a special clean-up of one of the oldest greenway routes in Europe next weekend.

The clean-up takes place on Saturday June 2nd, leaving from Foyle Valley Railway Station and covering the area Out the Line along Foyle Road.

The event is being organised during Keep Northern Ireland Beautiful's Clean Coasts week, which aims to encourage people to clean up their local areas in a bid to improve the local environment.

Free bagged compost for locals from food recycling

08 May 2018

People in Derry City and Strabane can pick up free compost at local Recycling Centres for one week from this Bank Holiday Monday as a result of Council's food waste recycling drive.

The compost, which has been created from the food waste collected in residents' brown bin caddies and garden waste, is a high quality product suitable for a wide range of garden uses.

Since the local authority introduced food waste caddies in 2015, almost 24,000 tonnes of food and garden waste has been diverted from landfill and recycled into compost.

The scheme is running in conjunction with International Compost Awareness Week which runs from 7-13 May 2018.

Eco-friendly Brooke Park awarded prestigious 'Green Flag'

30 July 2018

The regeneration of Brooke Park by Derry City and Strabane District Council has been awarded the prestigious 'Green Flag' status for a second year running by environmental charity 'Keep Northern Ireland Beautiful' at a recent ceremony in the Hill of the O'Neill, Dungannon.

The Green Flag is a worldwide award to recognise publicly accessible parks and green spaces that meet strict, benchmarked criteria including maintenance, sustainability, safety and community involvement.

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

Council steps up street cleaning efforts in Strabane area

18 July 2018

Derry City and Strabane District Council has invested almost £125,000 in an additional road sweeper lorry for Strabane town in an effort to step up street cleaning in the area.

This brings the total number of road sweepers for Strabane town and District area to three, enabling teams to reach more areas for mechanical clean-up. The new vehicle has additional brushes to do specific work on roundabouts, traffic islands and other road structures.

Council leading the way on tackling Climate change

23 August 2018

Derry City and Strabane District Council has announced that it is the first Council in N. Ireland to introduce a Climate Adaptation Plan, one year on from the devastating floods which caused widespread damage across the district last August.

The Plan is part of an EU funded project titled Climate which is supported through the Northern Periphery and Arctic Programme. Through the project Council hopes to develop an international best practice adaptation planning model to devise effective plans and actions for the City and District to tackle the effects of Climate Change.

'Recycling Matters' – Council host range of activities to mark 'Recycle Week 2018'

18 September 2018

Derry City and Strabane District Council are supporting 'Recycle Week 2018' which runs from 23-30 September by hosting a number of activities focused on boosting the recycling of everyday items such as plastics, cans and household waste.

Council is urging people to embrace recycling in all its forms as we approach Recycle Week 2018. This year's theme "We do. Because it matters" aims to make recycling a normal, everyday occurrence for householders throughout the city and district and increase awareness of good recycling practice.

Delight for Derry as City retains Ulster in Bloom title

21 September 2018

Derry City and Strabane District Council's Ground Maintenance and Street Cleansing teams continued Derry's reputation as the best kept city in Northern Ireland when they retained their 'City' category title at the 40th annual Translink Ulster in Bloom awards this week.

The awards which aim to encourage cities, towns and villages across Northern Ireland to look their best, boosting civic pride through beautiful plant and floral displays.

The 2018 edition of the awards attracted 121 entries from all 11 local council areas.

Council to host 'Nappuccino' event showcasing benefits of reusable nappies & baby wipes

15 November 2018

Derry City and Strabane District Council are to host a 'Nappuccino' event at the Foyle Arena on Tuesday 20 November from 9:30am–12:30pm which will provide parents with information and advice on reusable nappies, wipes and sanitary items.

The local authority, which is one of the first in Europe to adopt a Zero Waste Circular Economy Strategy, is aiming to raise awareness of ways in which we can all reduce waste and live more sustainably.

Volunteers sought to help plant 1,000 saplings for Community Planting Day

19 November 2018

Derry City and Strabane District Council are seeking volunteers to help with a tree planting day being held at Drumahoe District Park on Saturday November 24th from 10am to midday.

The session is being held to mark the start of National Tree Week and will see 1,000 sapling trees being planted as part of the Life Project - a joint initiative between Council, the Public Health Agency and the North West Regional College where a new tree is planted to mark the registration of significant life events in the Council area.

NW Greenway Network design proposals to go on display

19 November 2018

Plans for new a greenway/shared cycling and walking facility will go on public display next week in Hollybush Primary School and Muff Community Hall.

The emerging design proposals for the planned cycling and walking route that will link Derry~Londonderry to Muff in County Donegal will go on display on 28 and 29 November. The two local authorities are planning to construct a greenway and cycle path to facilitate cyclists and walkers. From the route corridors published in May 2018 and following an appraisal exercise, the chosen route is a mixture of the 'red' and 'green' route corridor options. The main route is as follows:

Public reminded of Smoke Control Areas in Council area

30 November 2018

Derry City and Strabane District Council are reminding the public who live in Smoke Control Areas of Strabane, Castlederg and Newtonstewart, that emitting smoke from their chimneys could result in a fine of up to £1000.

Smoke Control Areas are zones where it is not permissible to release smoke, where authorised fuels are in use, from the chimneys of commercial and domestic buildings to protect the public's health and the environment, apart from a lighting up period of 10-20 minutes.

Derry to host first NI Climate Change Conference

14 January 2019

Derry City and Strabane District Council is leading the way in the battle against climate change by hosting the first ever Green Infrastructure and Climate Change Conference in Northern Ireland this Spring.

The Guildhall will provide the stage on March 12th for a range of global climate change and green space experts who will share their knowledge on the benefits of developing our green infrastructure. The event will highlight the Council's pioneering climate adaptation and green infrastructure plans - also a first across Northern Ireland - and will explore the benefits of green infrastructure and the issue of climate action at a local authority level.

Draft Green Infrastructure plan consultation launched at the Green Infrastructure & Climate change

13 March 2019

Derry City & Strabane District Council and its Green Infrastructure (GI) Partners this week formally announced details of an ambitious and forward thinking Green Infrastructure Plan 2019 – 2032 for the City and District.

Improvement Objective 2018/19

To deliver improved customer satisfaction by improving customer support services and processes.

Why we selected this as an Improvement Objective

The Council's mission is to deliver improved social, economic and environmental outcomes for everyone. This is supported by corporate values, including to be a centre of excellence and innovation with a clear focus on outcomes and delivery.



In delivering on these aspirations, Derry City and Strabane District Council recognises that today's citizens and stakeholders expect a high level of services and to be able to deal with the Council across a multitude of communications channels, including phone, e-mail, the Web, mobile devices, social media, as well as in person at our offices.

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

Delivery / Achievements

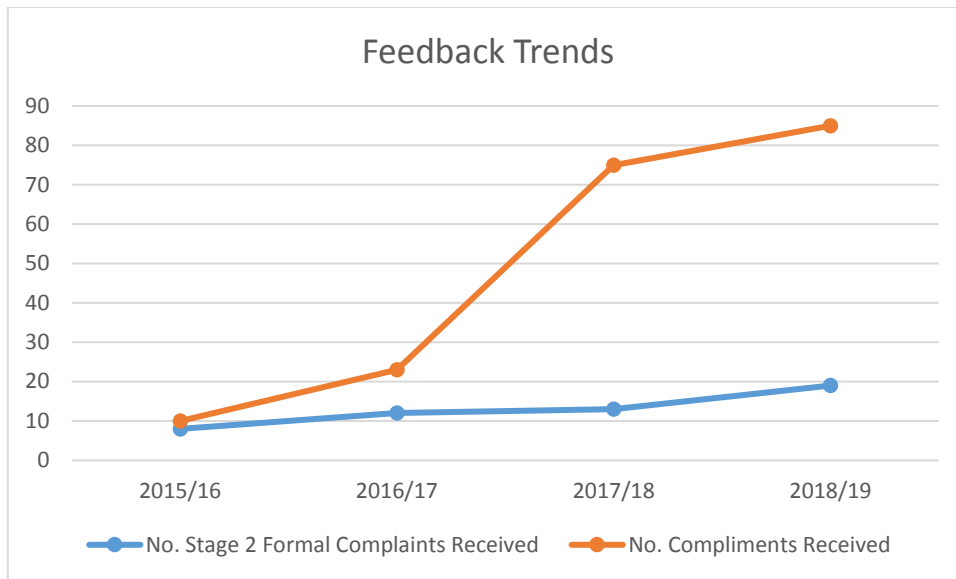
In our Improvement Plan for 2018/19, we set ourselves a number of target outcomes in respect of this Improvement Objective. An overview of what we have done / achieved is set out in the table below:

What did we aim to achieve? Target Outcomes	Performance 2016/17	Performance 2017/18	2018/19 Target	What we achieved in 2018/19	Delivered
Analysis of complaints and feedback					
• Number of formal complaints received	12	13	n/a – data only	19	
• Number of compliments received	23	75	n/a –data only	85	

Call handling performance statistics <ul style="list-style-type: none"> • Average time to answer external calls • % abandoned external calls 	-	10	10 seconds	10.17 Seconds	
	-	6%	5%	4.68%	

2018/19 performance

Results of customer satisfaction survey(s) - <ul style="list-style-type: none"> • Evidence of high customer satisfaction 	<ul style="list-style-type: none"> • % satisfaction with Irish language services – target 95%. Actual: 84% • % Member Satisfaction – target 90%. Actual: 100% • % of visitors who indicated that they were satisfied with their experience of visiting the council offices- target 60%. Actual: 93% • Leisure: % users who feel that facilities are adequate for use : 84% • Leisure: % users who scored staff friendliness and helpfulness as either excellent or above average : 89%
Changes to systems and processes that facilitate customer service	<ul style="list-style-type: none"> • Implemented an Autism Impact Action Plan in Council Offices • Policy Officer (Equality) and Autism Impact Champion delivered Autism awareness training to staff within the Council offices • Just A Minute initiative has been adopted by Council • Provided training to Marketing and Communications staff on Code of Practice on Producing Information • Provided training to Marketing and Communications staff on Code of Practice on Organising Accessible Events • Developed Positive Action Statement, Policy and Guidelines for Managers on Employing People with a Disability
Greater staff awareness of policies relating to customer care	<p>Improved staff awareness of policies relating to customer care. (Staff who attended training courses in relation to customer services, customer care and telephone services reported having improved their knowledge / understanding)</p>



Further information on the work progressed in 2018/19 is provided in the Strategic Planning and Support Services Directorate Delivery Plan for 2019/20 which is available on our website at :

<https://www.derrystرابane.com/getattachment/Council/Corporate-and-Improvement-Plan/Home/SSU-Service-Plan-2019-2020.pdf>.

Overview / Assessment

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

During 2018/19 the Council has introduced a number of initiatives to improve customer care and associated processes, details of which are summarised above. At a service level, there is evidence of high customer satisfaction levels and work will be ongoing to determine trends and key issues in addressing our customer needs. Page 4/5 illustrates some of the approaches we have used to identify these needs.

The feedback trends indicate increased levels of compliments and complaints. This can be attributable to a range of factors including better reporting/recording, greater visibility of the Council's feedback processes and/or more engagement between the Council and its stakeholders. Further work will be taken forward to improve the effectiveness of how we are dealing with feedback and the outcomes achieved.

Overall Trend/ Assessment: Performance Improving

Example initiatives taken forward in 2018/19 related to this Improvement Objective

Tower Museum staff receive Autism Impact Award

28 June 2018

Staff at the Tower Museum have been officially accredited for their work in making the facility Autism friendly, being presented today with an Autism Impact Award from Autism NI.

Mayor launches free 'Park and Ride' shuttle service for Foyle Maritime Festival

09 July 2018

Mayor of Derry City and Strabane District Council, Cllr John Boyle has launched a free 'Park and Ride' shuttle service which will be provided by Translink at peak times during this year's Foyle Maritime Festival (14-22 July 2018).

The free service will operate on the two weekends of the festival – Saturday 14 & Sunday 15 July, and Friday 20, Saturday 21 & Sunday 22 July.

Launch of bilingual book of Japanese folklore

30 November 2018

A unique bilingual (Irish-English) book of Japanese folklore and ghost stories – *Sayonara* - will be launched by The North West Japanese Cultural Group in Derry on Saturday 8th December at a special event hosted by the Mayor of Derry City and Strabane District Council, Councillor John Boyle.

Sayonara consists of twenty-three Japanese folk stories and ghost stories collected by Irish-Greek writer Patrick Lafcadio Hearn, and includes a selection of essays written by the author and presented in a dual language, Irish-English format.

Council produces new bi-lingual workplace safety leaflet

12 December 2018

The Mayor of Derry and Strabane, Councillor John Boyle, today launched a special workplace safety advisory leaflet to help assist Chinese businesses in the catering sector, produced in Chinese.

The resource has been developed by Derry City and Strabane District Council's Health and Safety & Consumer Protection team, working in partnership with the Sai Pak Chinese Community Association, Migrant Centre NI and Foyle Race Equality Forum.

Derry and Strabane strike gold in Britain in Bloom Awards

23 October 2018

Derry City and Strabane District Council's Grounds Maintenance teams have earned yet more recognition after they received the Gold award in the small city category at the Royal Horticultural Society's 2018 Britain in Bloom Awards in Belfast at the weekend.

The local authority were chosen as one of the Councils to represent Northern Ireland following their success in last year's Translink Ulster in Bloom awards.

Council's Move More Programme scoops prestigious UK coaching award

14 December 2018

Derry City and Strabane District Council's Move More Coordinator Sean Hargan is celebrating a UK wide award after Macmillan's Move More NI team claimed the Coaching for an Active Life Award at the prestigious UK Coaching Awards in London.

Council scoops 3 top accolades at NILGA awards

12 October 2018

Derry City and Strabane District Council has scooped three of the nine Local Government awards at the annual NILGA Awards ceremony in Armagh last night.

Paying tribute to the Council on its success, Mayor of Derry City and Strabane District Council Cllr John Boyle said it was evidence of how the Council is leading the way on good practice, leadership and creativity.

Among the awards secured by Derry City and Strabane District Council was the Local Government Award for Excellence in Environmental Sustainability for its Environmental Stewardship programme, the Best Local Authority Elected Member Development Initiative, while the Employee of the Year Award was won by Human Resources Officer Deynah Doherty in recognition of her work in setting up the Council Choir, as part of the BeWell initiative.

The Council was also runners-up in the best local authority tourism initiative for its annual Halloween celebrations.

Public invited to have their say online on Melvin Complex redevelopment

19 March 2019

Derry City and Strabane District Council are inviting the public to take part in an online survey to have their say on the proposed redevelopment of the Melvin Arena Pitch at Melvin Sports Complex.

The project proposes to enhance the arena pitch, running track, jumping and throwing areas at the Complex.

Initial improvements are likely to include, provision of spectator welfare facilities, spectator entrance/s to include turnstile/s, provision of covered spectator seating, boundary fencing and dugouts, floodlighting to the athletics track.

Council seek public's feedback on leisure facilities

21 March 2019

Derry City and Strabane District Council are inviting the public to have their say on its leisure services through an online survey.

The surveys seek to gauge the services' performance by gathering customer feedback on a range of aspects including the quality of facilities, value for money, cleanliness and customer service.

Financial Performance 2018/19

For the year ended 31st March 2019, Council approved a net expenditure budget as part of the rates process of £58,540,947.

The sources of funding were as follows:-

	£
Rates income (including de-rating grant)	54,564,512
Rates Support Grant	3,325,833
Transferred Functions Grant	350,602
Reserves (Forecast loss)	300,000
Total expenditure budget	58,540,947

As set out in the table below, the Council has delivered** a surplus of £871K in 2018/19 as compared to a budget loss of £300k (£1,171k ahead of budget).

Area Budget	Revised Annual Budget	Net Expenditure	Surplus
Cross Cutting Corporate Services			
Governance, Finance & Legal	2,000,800	1,963,694	37,106
Chief Executive (including Legacy & Comms)	917,509	790,786	126,724
Human Resources	749,600	745,950	3,650
Performance & Improvement	1,728,785	1,726,051	2,734
Council	1,292,900	1,267,934	24,966
	6,689,594	6,494,415	195,180
Health & Community			
Director of Health & Community	527,200	454,831	72,369
Health & Community wellbeing	2,139,411	1,990,351	149,060
Community Development & Leisure	7,706,129	7,528,952	177,177
	10,372,740	9,974,134	398,606
Business & Culture			
Director of Business Culture	244,200	266,947	(22,747)
Off street car parking	(753,000)	(876,762)	123,762
Business	2,026,278	1,970,613	55,665
Culture	6,455,165	6,500,974	(45,809)
	7,972,643	7,861,772	110,871
Environment & Regeneration			
Director of Environment & Regeneration	507,275	497,921	9,354
Planning	1,326,387	1,230,326	96,061
Capital Development & Building Control	1,033,184	833,202	199,982
Environment	20,368,645	20,905,436	(536,791)

	23,235,491	23,466,885	(231,394)
Capital and loans	6,318,712	5,454,924	863,788
City of Derry Airport (incl. Capital)	4,105,554	4,079,282	26,271
Sundry	(1,001,096)	1,625,459	(2,626,555)
Transfers to Reserves	847,310	847,310	0
Total net expenditure	58,540,947	59,804,180	(1,263,233)
Rates Support Grant	(3,325,833)	(4,434,568)	1,108,735
Rates (incl. derating grant)	(54,564,512)	(55,889,964)	1,325,452
Transferring Functions Grant	(350,602)	(350,602)	0
Total Funding	(58,240,947)	(60,675,134)	2,434,187
Total	300,000	(870,954)	1,170,954

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

Savings Details	£000
Directorate service outturn:-	
Cross cutting corporate services - mainly due to unfilled posts, salary recoupment, savings on programme budgets and building energy savings and prudent financial management. This has been offset by £33k of costs in relation to Sick Cover for Staff and £7k for reduced Legal Income from Insurance Claims.	170
Council - savings on phone costs, travel costs and conferences. Efficiencies have been identified and removed as part of 2018/19 rates process and Council's efficiency plan.	25
Health & Community - mainly due to Environmental Health staff savings and additional Income for Licencing. There is also an underspend of £177k in Community Development & Leisure. This is due to additional Community Development Grant (£25k), reduced staffing costs and increased Income for Leisure Centres (£85k), unbudgeted Sports Grant Income (£38k) and savings in Community Centre running costs (£23k). £100k has been set aside for replacing the Pool Filters in City Baths and £60k for a new maintenance programme within Sports Development.	398
Business & Culture - Surplus in Off Street car parking of £124k due to increased income (28k) and savings in gritting costs (£53k) and Contracts costs (17k). Savings of £56k in Business due to unfilled post and PEACE match funding savings. Overspend in Culture of £68k due to Festivals overrun (£24k), costs not recouped in 1-3 Waterloo Place (£22k) and projects not allowed for in the Rates Estimates 2019/20 but which are set aside for in Reserves (£52k).	111

Environment & Regeneration- Savings in Planning £96k due to increased income (£24k) and Administration savings (£72k). Building Control income has continued to increase and has exceeded budget by £175k. In Environment, Waste Disposal savings have been offset by overspends in Street Cleansing & Refuse Collection (£466k) due to sickness costs, Christmas Lights overspend (£40k) and increased Maintenance costs as a result of H&S (111K).	(231)
Total Directorate Savings	473
Other areas:-	
Capital and loan charges and other costs- normally savings arise due to budget not yet being fully committed and projects committed from budget which will not be complete until subsequent years. In this year these funds and those arising from Directorate Savings have been allocated through this Committee to cover severance costs (£2,350k), Local Development Plan Staff costs (246k), ESF Match Funding (£200k), Bonfires Action Plan (£70k), Election costs (£70k).	(1,736)
Positive rates and de-rating grant finalisation as advised by Land & Property Services	2,434
Total Council Saving as Compared to Budgeted Loss £300k	1,171

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

It is noted that the combined picture of Council's positive rates finalisation (£1.325m), planning income exceeding budget (£24k) and building control income exceeding budget (£175k) indicates positive growth and development activity in the Council area, which is key to delivering the objectives set out in the Strategic Inclusive Growth Plan.

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

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

Opening District Fund balance	4,796
Surplus	324
	—
Closing District Fund	<u>5,120</u>

Earmarked to fund 2019/20 rates £600k,2020/21 £450k, 2021/22 £300k and 2022/23 rates £150k	(1,500)
Available District Fund	<u>3,620</u>
Net expenditure per 2019/20 Rates Estimates	61,865
District Fund %	5.85%

** This outturn is subject to external audit with the final accounts being presented by NIAO to Audit Committee by 30th September 2019.

Corporate Plan Objectives - Key Achievements 2018/19

Our Corporate Plan 2018/19 identified four strategic objectives:

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

These corporate objectives align to the three pillars of the “Inclusive Strategic Growth Plan 2017-2032”, namely environmental wellbeing, economic wellbeing and social wellbeing. Key achievements, under each of the Corporate Plan Objectives are highlighted below:

Objective: **Protect our environment and deliver physical regeneration**

Delivery of Capital Projects

Capital Projects Completed on Site

- Completion of new £1.5 combined soccer, rugby and gaelic football 3G pitch facility at Melvin Sports Centre.
- Completion of new £1.3m regional play park at Drumahoe.
- Completion of £1.0m play provision, synthetic pitch and changing pavilion at Kilfennan Country Park.
- Completion of £915k play provision, synthetic pitch and changing pavilion at Ballymagroarty.
- Completion of £600K play provision at Ballyarnett Country Park
- Completion £500K play provision at the Brandywell
- Completion of £160k Irish Street Community Centre (Phase 2).

Capital Projects Commenced on Site

- Commencement on site of new £2.3m community centre, Top of the Hill.
- Commencement on site of £2.24m worth of new SIF funded community sports facilities at the Top of the Hill and Leafair.
- Commencement on site of new £860k community centre, Lincoln Courts.
- Commencement on site of the new £26m North West Multimodal Transport Hub, incorporating new off-road greenway linking the Hub directly to Ebrington and the Peace Bridge (£400k of funding for which secured from DfC.
- Commencement on site of £300k of repairs to flood damaged MUGAs at Donemana and Plumbridge, including the replacement of a flood damaged changing pavilion.
- Commencement on site of £320k contract to restore entrance gates and avenue from Browning Drive to St Columb’s Park House
- Commencement on site of £230k replacement MUGA at Lettershandoney community centre.
- Commencement on site of £620k upgrade of greenways within Kilfennan Country Park.

- Commencement on site of new £440k off road greenway linking the Clooney estate to the new Foyle College, Ebrington Primary School and Nelson Drive estate, Waterside.
- Commencement on site £300K Walled Garden project at St Columb's Park

Capital Projects Attaining Design Milestones

- Complete design of new £11.35m maritime themed DNA Museum at Ebrington.
- Complete RIBA Stage 2 concept designs and business case for new £45m strategic sports and leisure centre at Templemore.
- Complete RIBA Stage 2 concept designs and business case for new £17m strategic sports centre at Canal Basin site.
- Planning approval secured for £2.5m refurbished and extended Shantallow Community Centre and project taken to tender for construction.
- Planning approval secured for new £1.6m Galliagh Community Centre and project taken to tender for construction.
- European funding secured to proceed with design of new £6.5m shared space community sports facility at Irish Street/Top of the Hill, to tender and construction on site.
- Appointment of consultant team to produce a concept recreation themed masterplan for the former Carricklee landfill site, with RIBA Stage 1 report completed.
- Appointment of consultant team to produce a heritage themed masterplan for Sion Mills village, with RIBA Stage 1 report completed.
- Appointment of specialist consultant team to assess suitability of preferred site for new strategic cemetery on the west bank of Derry.
- Appointment of consultant team to take forward design of new £635k play provision and MUGA at Magheramason.
- Appointment of specialist consultant team to undertake a regulatory inspection of the two reservoirs at Creggan Country Park, recommend any essential remedial works on site and develop a 10 year planned maintenance programme for the reservoirs.
- Appointment of conservation architect led consultant team to produce a conservation master plan for the Boom Hall estate and buildings.
- Appointment of consultant team to take forward design of new £460k natural grass soccer pitch at Artigarvan.
- Appointment of consultant team to take forward design of £300k of soccer and gaelic football pitch improvement works Castlederg, as a Shared Space project.
- Appointment of consultant team to take forward designs of £1m worth of Village Renewal projects including a new play provision at Newtown Stewart, access improvements at Newbuildings community centre, a new play provision in Sion Mills and access improvements at Castlederg Castle.
- Submission of planning applications for two of the three routes for the SEUPB funded £16.3m Northwest Greenways project, linking Strabane and Derry with Donegal.

- Production of a comprehensive, integrated capital works design and marketing manual for use by DCSDC and four other councils to deliver access improvement works and enhanced wayfinding and interpretation along the 280 mile length of the International Appalachian Trail from west Donegal to east Antrim, via counties Tyrone and Derry.

Energy

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

Planning:

- The number of live applications exceeding 12 months has decreased
- The number of legacy applications has decreased from 525 inherited in April 2015 to less than 15 currently.
- There is a current 98.9% approval rate for planning applications.
- Total number of residential units (private/public) approved – approximately 530 private housing, 54 apartments, 273 social housing in addition to those outlined below:
 - Significant residential developments:
 - Residential development of 241 no dwellings comprising a mix of 102 detached; 124 semi-detached and 15 apartments, associated domestic garages, new right hand turn lane; public open space including equipped children's play area; all associated landscaping and site and access works at The Beeches, Drumahoe (H25 in Derry Area Plan 2011).
 - 12 No. Houses (8 No. 3 person / 2 Bedroom Semi Detached; 2 No. 5 person / 3 Bedroom Semi Detached; 2 No. 5 person / 3 Bedroom Semi Detached at Galliagh, south of Skeoge Link.
 - Erection of 48 dwellings (30 no. detached dwellings and 18 no. semi-detached) with detached garages, reduction in housing density, provision of public open space, cycle paths and footpaths, Crescent Link, Waterside.
 - 9 No. dwellings comprising detached and semi-detached dwellings, landscaping, car parking and all other associated site works at Culmore Road.
 - 2 No 3 bed semi-detached houses, 8 No 4 bed semi-detached houses and 6 No 4 bed semi-detached houses, 16 No houses in total at Fir Road, Ballyarnett.

- Housing development comprising of 10 No. semi-detached dwellings, 6 No. detached two storey dwellings and one single storey dwelling at Carmel Heights.
 - Private housing development consisting of 24 semi-detached dwellings and associated roads at former hospital site, Derry Road, Strabane.
 - Outline Planning Permission was granted for a new residential neighbourhood development to include: mix of house types, local community facilities, open space, pedestrian and vehicular access, primary school, drainage and other infrastructure showing a concept plan for up to 3,500 dwellings on H2 lands, Bunrana Road, Coshquin.
 - Redevelopment of former Thornhill School site to provide proposed retirement development to incorporate: retention of existing buildings at site frontage to provide a Community Hub Building, Community Services Building and Site Warden Building; demolition and redevelopment of remaining buildings to provide a 65No.bed Care Home and 68No. Semi Independent Living Units within the existing built footprint; remodel former school tennis courts to provide a multi-use games area and allotments; remodel former tarmacked hardstanding to provide formal landscape gardens; remodel site path network; and all associated access, parking, drainage and landscape enhancement works.
 - Housing development: 91 Units, comprising of detached, semi detached, terrace, 1 and 2 storey dwellings, shop units with 4 apartments over and associated green spaces. parking and access and existing roads/access improvements to Lettershendony avenue and Tirbracken Road.
 - Outline Planning Permission for Housing development of approximately 700 dwellings on H30 zoned housing land as defined by the Derry Area plan 2011 at Clooney Road, Waterside.
 - Development of 64 no social housing units (40 no. new builds and 24 no. general needs apartments) with associated landscaping at Nazareth House, Bishop Street.
 - Development of 149 no. dwellings; consisting of 12 x 6 Person/4Bed houses, 53x 5Person/3Bed houses, 42x 3Person/2Bed houses, 5x 5Person/3Bed complex needs houses, 20x 3Person/2Bed duplex apartments, 13 x 2Person/1Bed apartments, 4x 3Person/2Bed complex needs apartments & 2x 2Person/1Bed complex needs apartments at Skeoge Link.
- Commercial developments:
 - Refurbishment, re-use, re-build and extension and change of use of Listed Buildings, Ebrington Barracks, to create 152 bed hotel with associated leisure, function, meeting room, restaurant and bar facilities together with ancillary areas.

- Change of use from former Barracks building to provide convenience store, with minor alterations to include ATM and proposed shop front at Ebrington Barracks.
 - Restoration and internal alterations to The Cunningham Building, for office for KWG, Ebrington.
 - Removal of existing gravel surface and replacement with exposed aggregate concrete and grass at Parade Ground, Ebrington.
 - 2 storey light industrial building (class B2) with ancillary office accommodation, boundary fence, generator store, transformer station, smoking shelter, cycle shelter, car parking, landscaping and associated works at Elagh Business Park.
 - Factory Unit to manufacture modular buildings, Strabane Business Park.
 - Change of use, extension and alterations involving partial demolition of rear return to 33 Waterloo Street and 14 Harvey Street, providing new public bar at ground floor level and connected to the adjoining licensed premises at 27-31 Waterloo Street.
 - A new build community facility to include access and car parking at 1 Fairview Road, Galliagh.
 - Change of Use of former school canteen and dining hall to children's indoor soft play area, café and associated existing on-site parking and single storey extension to dining hall to enlarge play area at Former St. Eugene's High School, Cavan Road, Castlederg.
- Regeneration schemes:
 - Medical Building (totalling 6,901 gross sq m) with car parking in a semi-basement, Superstore (totalling 5,574 gross sq m) associated car parking, Restaurant, Self Service Filling Station, servicing and landscaping with access/egress via Pennyburn Pass and Pennyburn Industrial Estate Road
 - Refurbishment and restoration of a vacant listed building (former convent) as a drop-in Justice Advice Centre, with part demolition to rear. A new build addition of ancillary conference and exhibition spaces to the rear with external amenity areas, and 14 No. supported apartments, plus the restoration of the detached former laundry as a café.
 - Single ancillary building unit for community use for St Columb's Park House, including pathways, landscaping; a new formal garden; new railings, entrance gates and pillars.
- Renewable energy:
 - Development of solar farm, Curryfree Wind Farm Site, approximately 400m west of 53 Curly Hill Road, Strabane
 - Construction of a 2 No. turbine extension to the existing Monnaboy Wind Farm along the Monnaboy Road, Greysteel and the Dunlade Road at Monnaboy Wind Farm, Greysteel

- Infrastructure projects:
 - Park and ride site for car parking and bus manoeuvres. Site will contain surface car parking, lighting and drainage, Glenshane Road.
 - Planning Application approval for refurbishment of existing Grade B Listed Former Railway Station to provide accommodation for an Active Transport Hub for Translink including passenger facilities, café, retail space, staff facilities and office accommodation at Waterside Railway Station, Duke Street.

- Local Development Plan
 - Stage 2A of the preparation of the LDP Draft Plan Strategy is ongoing. This includes an extensive programme of evidence based research on all Planning topics and Policies, engagement with stakeholders, procurement and completion of a substantial study on Retailing & City/Town Centres and Design/Place-Making studies for Derry, Strabane and Local Towns. A new integrated plan-making process has involved 13 LDP Discussion Meetings held with Members resulting in partial approval in place in advance of the local elections of 2019.

Environment

- Completion and opening of SIF play projects at Kilfennan, Ballyarnett, Brandywell and Ballymagroarty
- Completion of District Play Park at Drumahoe
- Installation of new Christmas Light schemes at Plumbridge, Newbuildings, Magheramason,
- Ulster in Bloom – Winner City Category (Regional award)
- Britain in Bloom – Gold Award (National award)
- NILGA Awards – Winner, Local Government Award for Excellence in Environmental Sustainability (Regional award)
- Live Here, Love Here Awards – Bio Diversity on Your Doorstep (Regional award)
- Northern Ireland Amenity Council – Best Kept City and Community Achievers Award (Regional award)
- Introduction of food waste collection service to an additional 2500 properties.
- Appointment of Tree Officer
- Brooke Park – Green Flag Award
- £100K funding secured from RDP to appoint a team to develop 4 strategic rural projects
- Planning permission secured to the £6m regeneration of St Columb's Park

Regeneration

- Coordination and resubmission of the PEACE IV Riverine Project application to SEUPB with a value of €9.5m (decision pending)
- £500k of external funding from Urban Villages Programme secured to deliver a Revitalisation (Façade Improvement) Project targeting commercial and residential properties on Abercorn Road

- £80k of external funding from Department for Communities secured to deliver a painting/decoration scheme of key heritage buildings in Derry's Historic Walled City Conservation Area
- £20k of external funding from Department for Communities secured to commence the design work as first stage implementation of a proposed Revitalisation Project in Strabane Town Centre
- £150k of external funding from Department for Communities secured to design and deliver the restoration of the City Walls plinth
- Completion of the final stage of Phase II Townscape Heritage Initiative programme in Derry in terms of the regeneration of the 4 final properties with a total externally funded capital development value for the 2018/19 period amounting to £1.1m
- Completion of a technical and business feasibility study for the regeneration of the Strabane Canal Basin site and preparation of a Strategic Outline Case to support the City Deals submission
- Appointment of consultants to complete the condition report, details of stabilisation works and conservation management plan for the Boom Hall Estate
- Completion of Stage I report of the Sion Mills Regeneration Masterplan including the delivery of dedicated internal and external stakeholder groups and a public consultation event
- Delivery of a two-day international heritage regeneration conference in Derry in October 2018 attracting 140 delegates
- Separate procurement processes initiated for the appointment of integrated consultancy teams to prepare; (a) a regeneration masterplan for the former Faughan Valley Secondary School site; and (b) a public realm concept masterplan for the environs adjacent to the multi-modal hub at Duke Street.
- Continued coordination in the development of the proposed social housing & community recreation facility at Ballynagard lands, Culmore
- Delivery of a series of actions as part of Council's ongoing Heritage Development Programme (in conjunction with DfC Historic Environment Division) to include; (a) The establishment of a dedicated DCSDC Interdepartmental Heritage Working Group; (b) Completion of the Cross-border Columban Heritage Audit; (c) Delivery of the regional NI heat of the Heritage Angels Awards in conjunction with UAHS
- Submission of a funding application to Department for Communities for an environmental improvement scheme to the key boundaries of Bishop Street Car Park valued at £250k

Objective: Grow our business and facilitate cultural development

Economic Development & Job Creation

- Northern Ireland Business Start Up Programme
 - 139 jobs promoted

- Business Boost
 - 218 full time jobs promoted
 - More than 500 Mentoring days delivered
 - Referrals to Invest NI resulting in more than £295,000 towards £1.09m of additional investment into the region with the aim of promoting: £1.4m of external sales (outside NI including GB) ;£1.06m export sales (outside the UK).

- Delivery of Enterprise Week 2018 (5th – 9th March)
 - 28 Events
 - Over 900 Attendees
 - 97% of respondents rated Enterprise Week as excellent or good

- Delivery of Fashion Fest 2018 (13th October)
 - 350 attendees
 - 19 designers participating

- Delivery of Christmas Business Programme including:
 - Winterland Market 14th-17th December 2018:
 - 29 traders
 - Over 65,000 visitors to Guildhall Square over duration of Christmas Market, this represents an increase of 24% from the previous week (52,865)
 - The busiest day of the market was Friday 14th December with 18,671 people through Guildhall Square
 - Strabane Christmas Fayre:
 - 29 traders
 - 1,800 footfall
 - Rural Business Christmas Programme:
 - 34 business participants re. Rural Towns
 - 12 no. businesses receiving £250 marketing funding (£3,000)

- 290 no. Strabane BID Gift Card sales over Christmas period at a value of £9,353

- Secured €110,495 funding re. Devise Project (Interreg Europe)

- DCSDC selected by European Union to participate in the Digital Cities Challenge

- City Start:
 - 10 no. businesses recruited
 - £15,000 funding allocated

- Provided £10k to 7no. Businesses through £10K Business Start Up Challenge

- Designer Start Up Programme:
 - 8 no. designers showcasing at Pure London

Employment, Skills & Training

- Designed, delivered and joint funded with NWRC 2 x Software Fundamentals courses with 10 local ICT companies x 40 participants
- Match funding awarded to five ESF projects - Women's Centre, Triax, USEL, Conservation Volunteers & Job Directions The projects have secured a total £2.5m EU funding per year for 4 years
- Apprenticeship marketing campaign 'GET PAID, GET QUALIFIED, GET AHEAD' rolled out with NWRC, Careers Service and Private Training Organisations (PTOs)
- Acted as Secretariat to Education & Skills Delivery Partnership established to deliver on Strategic Growth Plan
- Education & Skills Delivery Partnership infrastructure established:
 - Digital & Creative Technologies Sub Group
 - Advanced Manufacturing & Engineering Sub Group
 - Hospitality & Tourism Sub Group
 - Learning City Sub Group
 - ESF Local Forum
- Appointment of Learning City & Region Co-ordinator
- STEM features in Belfast Telegraph, Irish News and Newsletter
- Supported Conservation Volunteers to run a pilot health & well-being Level 2 Certificate in Work-based Horticulture in Brooke Park
- Supported Foyle Sail Training Voyages in conjunction with the Loughs Agency for a vocational training programme as part of the Maritime Festival
- Hosted a Meet the Buyer event for the new build Strabane Academy
- Hosted Jobs Fair for construction sector.

City & Regional Investment & Opportunity

- Council leading Ireland Northwest Trade and Investment Mission to Philadelphia and Boston in partnership with Donegal County Council
- Led two investment missions to Dalian, China resulting in signing of Friendly Cities Agreement.
- Hosted Derry & Strabane Economic Summit in conjunction with Lord Mayor of City of London Corporation's Visit
- Led Investment Summit in City of London Corporation
- Developing export potential of 10 local companies DCSDC area having secured their participation in the trade mission to Philadelphia and Boston
- Regional investment proposition for Ireland Northwest enhanced and supporting collateral refreshed in collaboration with Donegal County Council
- DCSD ranked in Top 10 Best European Small City for FDI Strategy Award (fDi Magazine's European Cities and Regions of the Future Awards 2018/19)
- Supported city secure MEGUK 2019 conference
- Hosting senior level corporate and government delegations to the City and District including Lord Mayor City of London, US Irish International Business Network, State of Pennsylvania and City of Philadelphia.

Rural Development Programme

- Total funding allocated of £2.8M (69 grants) across four funding schemes – £1.6M of this allocated in 2018/2019 across 34 grants
- Rural Business Investment Scheme (RBIS) - opening of Calls 4 & 5 and approval of 13 grants totaling £466,117 (up until end Jan 2019). This brings total RBIS funding allocated up to £1.6M.
- Rural Basic Services Scheme - opening of Calls 2 & 3 and approval of 33 grants totaling £1M including 4 Large Grants
- Village Renewal Scheme – completion of 15 cluster village plans covering all 49 rural settlements in the Council area. Of 13 selected capital projects, 12 progressed to design stage and 1 project complete
- Rural Broadband Scheme – opening of Expression of Interest process for scheme. Re-profiling of Broadband budget into the Basic Services Scheme following progression of the 'Project Stratum' £150M Government Broadband scheme
- Rural Cooperation Scheme – 3 cooperation projects scoped or progressed including the International Appalachian Trail (Derry-Strabane as lead partner), Rivers Access & Recreation Project (Causeway Coast & Glens as lead partner) and National Geographic Yellow Frames 'Hidden Treasures' project
- Total of 33 pre-application workshops and other events (800 attendees) held in 2018/2019 as well as 9 marketing campaigns and new RDP promotional film at www.derrystrabane.com/Rural.

PEACE IV Programme

- Successful ongoing management of projects (approximately 57) including tendered, council led and small grants interventions.
- 1,936 participants registered by end of 2018 on PEACE IV local programmes.
- November 2018 securing of additional £739,316 to bring total funded to £6,749,330 from the Special EU Programmes Body
- Issue of 6 additional Cross-Community youth and Children's tendered contracts to a total of £307,680 across the district.
- Issue of 4 additional Shared Space tendered contracts to a total of £201,775 to communities across the district.
- Issue of 1 additional Building Positive Relations contract for £39,000 for work around diversity in Advice Services.
- Issue of up to 6 additional small grants to a total value of c.£160,000 to community projects across the city and district.
- Significant input into the Riverine Capital Bid to assist with Cross-Community engagement and reconciliation content.
- Successful functioning of the web based expression of interest and application process for PEACE IV Small Grants.
- Successful ongoing usage of the i-Pad/App based equality monitoring and baseline attitudinal evaluation system.

- Submission of quarterly reporting and financial claims 8-11 to SEUPB and completion of re-bid approved changes on SEUPB's eMS (Electronic Monitoring System). Drawdown of £1,908,251 funding from SEUPB to end December 2018.
- Submission of Annual Equality Return in January 2019.
- Significant pro-active work to ensure the required cross-community balance is achieved. (2018 Statistics: Religion - 54% Catholic / 29% Protestant / 18% Other. Community Brought Up In – 58% Catholic / 34% Protestant / 8% Other. Ethnicity: 96% White / 1% Black / 2% Asian / 2% Mixed or Other Ethnic Group.)
- Delivery of 3 PEACE IV local programme networking events with all funded projects including collaboration across councils with Donegal County Council and Causeway Coast and Glens Borough Council.
- Continuation of Communications systems including website, monthly e-bulletins (302 subscribers) and bi-annual magazine (3000 distributed).
- Creation/Sustaining of 20 new jobs (4 in secretariat, 6 within wider council services and 10 within local community and voluntary sector) and injection of significant funding into local economy/self-employment through facilitation, consultancy and other services.

Digital Services

- Rationalised phone lines and saved costs on phone bills
- Airport hardware refresh project complete
- Brandywell WI-FI, Phones, CCTV and ICT kit all deployed for opening
- Super-connected network removed from unused centres and renewed in bigger busier centres saving costs as project has finished funding
- New council website tender process has started
- New security and digital service policies implemented
- Network Security upgraded
- Patch management system implementation complete
- Software access management implementation complete
- Agresso upgrade near completion
- City deal expression of interest complete for digital and smart city
- Smart City report
- Partial GIS implementation
- Server uptime 98%
- Network uptime 98%
- Web and systems Development.

Marketing

- Delivery of a full range of marketing services such as; design, print collateral, media campaigns and digital activities to over 22 council services and cross cutting projects across 3 directorates and strategic support units.
- Designed, developed and delivered marketing campaigns for over 16 festivals and events across Council. Extensive marketing campaigns were successfully delivered for the 2018 Foyle Maritime and Halloween festivals, which saw increases across all marketing objectives.

- Completed a successful first year delivery of the regional and local marketing and communications campaigns for the NIBSUP on behalf of 11 Councils.
- Acquired total media savings of over £40k by strategic bulk buying of media and negotiating best value.
- Successfully procured and currently integrating digital asset management (DAM) software.
- Marketing officers completed a 6-day advanced digital marketing course and have are now accredited with an 'Advanced Certificate in Digital Marketing for Public Sector'. On the back of which we have been asked to be a keynote speaker at the digital marketing submit in Dublin this June.
- First issue of the Council magazine published and delivered to 72,000 households directly and areas of high footfall within the Council area.

Arts & Culture

- Securing of Quest accreditation, Disability Equality Charter of excellence, Autism Friendly Venue status for the Alley Arts & Conference Centre
- Completion of the DCSDC Arts & Culture Strategy including proposed Co Delivery mechanism
- Ongoing delivery of the Alley 5-year Strategy
- Delivery of the Cultural Venues Fund, Access Improvement Fund and Youth 19 Arts Festival Fund
- Securing additional £220,520 from external funders to supplement delivery of the Access Improvement Programme for Cultural Assets
- Completion of 14 disability access audits for DCSDC cultural venues
- Ongoing delivery of the ACNI Challenge Fund (Youth Arts Development, Festivals Engagement, Audience Development, Visual Arts Engagement) and Arts & Older People Programmes
- Delivery of Culture Night.

Tourism

- Developed & launched the Tourism Strategy 'A New Level of Ambition' for the region and established Tourism Strategic Group to support with implementation
- Developed & launched Food & Drink Strategy & Action plan for the region, Strategic Food Group established to support with implementation. Food Network developed with 90 members engaged.
- Delivered two food events - Slow Food Festival - secured £8280 in funding, supported 30 local businesses, attracted 25,000 visitors, hotel occupancy of 89% Taste of LegenDerry – industry event attracting 75 local businesses and journalists.
- £500k secured from TNI Funding and £240k applications submitted DFC to support relocation of Visitor Information Centre to Waterloo Place.
- Venues supported through the Heritage Animation & Visitor Servicing fund. Capacity building programme (£35k) delivered with 7 venues
- Walls 400 programme developed, £18k externally secured to support additional events & £50k secured to deliver Walls Alive - Augment Reality Project

- Delivered Peace Tourism Project – 1 x project steering group established. Delivery of Summer 2018 animation programme, secured £35k and delivered community tourism development programme with 50 participants
- Deliver of legacy activity supporting the Slow Adventure in Northern Territories Project including 1 x international marketing campaign of £100,00 value secured. 1 X cluster development programme secured in partnership with Tourism NI
- £50K secured to scope Sperrins Sculpture project
- Production of a Sperrins Future Search action plan and cross council funding secured for delivery of actions beginning 2019/2020
- Record hotel occupancy of 70%, 5% growth in revenue spend, 1% growth in overnights.

Festival and Events

- Delivery of 18 tier one events including the largest ever Halloween celebration, Foyle Maritime Festival, City of Derry Jazz Festival, Strabane Lifford Half Marathon, Waterside Half Marathon and Summer Jamm Events
- Achieved for the first time International Tourism Level of funding of £95000 for the Halloween event, and received Foyle Maritime Festival £150000 from the fund
- Won Best Tourism/ Event Initiative Award for Halloween 2018, Highly commended for Halloween at the Nilga Awards 2018
- Ongoing delivery of the Community Festival Fund and the Headline Events Fund. Awarded 30 events funding
- Increased the amount of partnerships, business engagement and private sector involved in council core events
- Delivered Event Safety Training for staff in Event Safety and CCTV operator training.

Museum and Heritage Service

- 5% increase in visitor numbers for Guildhall from 341,909 to 360,000 (Estimate)
- Minimum 5% increase in visitor income in Museum & Visitor Services from £154,176 to £171,000 (Estimate)
- Guildhall Bar income increased from £13.5k 2017/18 to £22.5k 2018/19 (to date)
- New @GuildhallDerry Instagram account created in September 2018 has received 1000+ followers within the first 6 months
- Guildhall staff now managing @Guildhall Facebook account for day to day posts and engagement, with Marketing team managing events coverage. Distribution of Facebook interactions increased from 1.9k in 2017/18 to 4.0k in 2018/19.
- Profile of Guildhall raised with television broadcasts; Channel 5 Britain by bike with Larry & George Lamb, BBC2 Newsnight live broadcast, Channel 4 Derry Girls filming and after party, RTE Pat Kenny Show and Miriam O'Callaghan Show.
- Delivered Curious Collections and Peace 4/Creative Centenaries Making History Exhibitions
- Delivery of key events including Annie Russell Maunder Blue Plaque Launch, U Boat Surrender Anniversary, DNA Foyle Voyages Maritime Festival, EHOD, Culture Night, Museum Lates – Dark Tower, Battles Over and Guildhall Beats Festival.

- Completion and delivery of Esmee Fairbairn funded project - Speeches, Strikes & Struggles
- Launch of City Cemetery Records Project and special commendation at Heritage Angel Awards
- Ongoing Mabel Colhoun Cataloguing Project with West Inishowen History & Heritage Society

Objective: **Promote healthy communities**

Community Development

- Advice Services: £740,977 Awarded to Generalist Advice providers.
- Community Development Grant Aid Programme: £214,499 awarded.
- Good Relations Grant Aid Programme: £200,000 Awarded.
- Community Centre venue fund £215,000 awarded.
- Waterside Shared Space Programme funding approval - SEUPB (8.057million euro).
- Member led interagency forum established to address the bonfire issues at a Strategic Level and implement the bonfire policy using a partnership approach.
- Construction commenced on the new Community Centre for Top of the Hill.
- Lincoln Court Community Centre – Construction commenced.
- Setting up a Community Development Outcome Delivery Partnership to support the Strategic Growth Partnership in the operational delivery and monitoring of outcomes, indicators and actions.
- Local Community Growth Partnerships – Targeted Open Call for Community Representatives completed and partnerships establishing
- 8 draft Local Community Plans completed for each of the 7 DEAs and Strabane Town.
- Economic Appraisals approved by Department for Communities for Top of the Hill, Galliagh and Shantallow Community Centres.
- One Community Programme – 11 Good Relations projects developed in the 7 DEAs and Strabane Town.
- Officer representation on the 5 NR Partnership boards.
- Supporting rural groups to access external funding including the RDP.
- Change Something Fund Grant awarded to 26 projects.
- Unicef Child Friendly Cities and Communities Programme successfully launched. 30 Partners involved in pre-discovery day.
- PEACE IV Youth Participation and Democracy: steering group established with 20 young people participating for 1 year
- Youth Council proposals in consultation phase with commencement planned for April 2019.
- Youth 19 successfully launched with ongoing engagement in programme.

Policing & Community Safety Partnership

- Financial Leverage Ratio of over 2:1: £803,998.51 of External Funding Secured.
- Project Support Funding of £348,454.36 awarded for local community safety projects.
- 41 Neighbourhood Watch Schemes supported.
- Over 500 homes fitted with additional home security equipment.
- Over 13,000 patrols carried out by Community Safety Wardens.
- Received and actioned over 1,100 Anti-Social Behaviour Referrals to Community Safety Wardens.

Leisure & Sports Service

- Opening of 3G pitch at Melvin Sports Complex.
- Refurbishment at Riversdale LC of changing rooms.
- Investment of £100k for new indoor spinning bikes and £190k for fitness equipment at Templemore SC.
- Improved provision for rugby in the Strabane area with the establishment of the grass pitch at the Meadows.
- Achievement of over 1million users through our leisure and sports facilities.
- Distribution of £160,040 sports development grant aid funding.
- Successful launch of Macmillan Move More Programme to support cancer patients.
- Successful launch of £250,00 cross border North West Sports Partnership
- Establishment of Melvin Arena and Foyle waterways Networking Groups.
- Enhanced delivery of summer multi skills camps.

Health & Community Wellbeing -General

- More than 3000 Environmental Health service requests investigated and actioned in accordance with Council enforcement policies
- Carried out all statutory functions in accordance with council scheme of delegation and enforcement policies

Food Safety

- Successful implementation of the mandatory Food Hygiene Rating Scheme with 93% of all premises having a 4 or 5 rating.
- Provided support and guidance to 270 new food business operators.
- Conducted more than 700 Food Hygiene inspections and 373 Food Standards Inspections, as well as 406 inspections for Allergen Compliance Initiative
- Food Analyst is appointed to carry out examinations and analyses of food samples.
- Participated in a Waste and Resources Action Programme (WRAP) food waste pilot project

Health & Safety/Consumer Protection

- 780 planned health and safety inspections carried out of which 285 were advisory/compliance visits;
- 245 new health and safety premises were registered;
- 148 service requests were received;
- 49 work related accidents reports received;
- 484 new premises were registered for consumer protection;
- Test purchase exercises for underage sales of sunbeds and cigarette lighter refills undertaken with 100% compliance in premises visited.
- Production of guidance/advisory leaflets on health and safety and consumer protection for local businesses including translations to minority languages.
- Working with Sport NI and local sporting organisations/clubs to ensure the highest level of spectator safety at our main sports grounds.
- Achievement of HSENI/DC Joint Strategy targets for Better Regulation with regard to fireworks safety, sports grounds safety, sunbeds safety, and slips & trips initiative.

- New consolidated byelaws implemented relating to acupuncture, tattooing, semi-permanent skin colouring, and cosmetic piercing.

Health Development

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

- Health and Wellbeing Outcome Delivery Partnership established to support the Strategic Growth Partnership in the operational delivery and monitoring of outcomes, indicators and actions.
- Co-designing and securing funding to procure a pilot Community Crisis Intervention Service (CCIS) to assist in reducing the incidence of self-harm and suicide, resulting in wide-ranging societal benefits (operational from January 2019).
- A Community Toilet Scheme for the Council area has been implemented
- Health promotion and home safety advice are offered as part of the Registration Service
- Derry City and Strabane Civic Forum (Alcohol, Drugs, Mental Health and Emotional Wellbeing and Homelessness) brings together a range of organisations to collaborate and share best practice, map current services and develop the scope of services, which may be required to support communities.
- Completion of Phase VI (2014-2018) of the World Health Organisation (WHO) European Healthy Cities Network has been successfully completed.
- Adopted the Copenhagen Consensus of Mayors, Healthier and Happier Cities for All in 2018
- Supporting the delivery of the European policy framework Health 2020
- Council has submitted an expression of interest through the Mayor's Office in becoming a Phase VII (2019-2024) Healthy City Network member and work towards achieving the following three overarching goals of Phase VII:
- Supporting implementation of WHO strategic priorities.
- £168,347.69 external funding secured to support Affordable Warmth, Home Safety and Tobacco Control programmes
- Council Promotes the Food Standard Agencies Calorie Wise Award Scheme and MenuCal tool to encourage the display of calories in food businesses.
- Contributed to Interagency Protocols designed to support the search process for missing persons in the River Foyle.

Housing

- Participated on the Regional programme Board NI and prepared for the transfer of the Houses of Multiple Occupation (HMO) function from the NIHE to Councils on 01 April 2019.
- 337 homes referred to NIHE under the Affordable Warmth Scheme during 2018-19 and 705 enquiries dealt with (up to 7/2/19)
- 1,118 Home Safety visits undertaken
- Ongoing engagement with the NIHE and the Northern Ireland Human Rights Commission in order to implement recommendations outlined in the Commission's report "Out of Sight, Out of Mind": Travellers' Accommodation in NI.
- Delivery of the Affordable Warmth Scheme in partnership with NIHE on behalf of the Department for Communities (DFC)

Environment and Neighbourhoods

- Monitored air quality throughout the Council district as part of Local Air Quality Management framework which includes 5 continuous air monitoring sites and 50 fixed diffusion tubes
- Undertook of a fuel use survey of domestic premises across the district to inform decisions on Local Air Quality Management.
- £50,524.48 funding received from DAERA to support Councils Air Quality duties.
- 62 Local Air Pollution Prevention and Control (LAPPC) inspections completed based on risk.
- 641 completed planning consultation responses issued to the Planning Department
- Continued delivery of 'Life Project' (tree sapling to be planted for each life event) through Registration Service including a community planting day.

Dog Control Service

- 189 dogs Rehomed
- Over 1,500 children from 27 schools participated in a schools' educational programme
- £4925 in total payments (Fixed Penalty Notices) received until 05/03/19
- Dog control service delivery plan and enforcement policy implemented

Animal Welfare

- Animal welfare service through lead Council Fermanagh and Omagh District Council (FODC) ongoing.
- Approximately 298 animal welfare cases investigated with 504 visits, 6 Improvement Notices and 1 Caution issued.

Registration Service

- 12 Approved Marriage/Civil Partnership venues inspected
- New appointment system implemented in Derry office alongside call-in system
- 164 civil marriage/civil partnership ceremonies carried out within District
- Over 10,000 visitors/customers attending the registration office with 2996 Births, Deaths, Marriages and Civil Partnerships registered

Licensing/Safety Advisory Group (SAG)

- 15 SAG meetings held with 74 delegations presenting their proposals
- Supported 60 public events with an attendance of approximately 233,710 people
- 12 Interagency Licensing Forum meetings delivered
- 350 Licences/permits received
- 288 licences/permit applications processed
- 242 licences/permits issued
- 404 Planned Licensing inspections/During Performance Inspections carried out
- Amusement Permit Policy drafted and public consultation exercise being carried out
- Street Trading Policy drafted and public consultation exercise being carried out
- Procedure implemented for rescinding or varying of designating resolutions in relation to street trading legislation.

- Developed a Hearing protocol to deal with ‘Representations’ made in relation to Entertainment License applications
- Implemented Roads Closure legislation and prepared a protocol to be followed during hearings to deal with ‘Representations’ made in relation to proposed road closures at Special Events on Public Roads.

Objective: **Provide effective and facilitative cross functional support services**

Our strategic support services have also made significant progress during the year and we have delivered the following:

Assurance

- Completion of a scoping project/gap analysis to review information held to ensure compliance with the requirements of the GDPR regulations
- Completion of planned audit work based on the approved audit plan and completion of unplanned work as required in order to provide appropriate levels of assurance to the Chief Executive, the Assurance, Audit & Risk Committee and the Northern Ireland Audit Office
- Completion of Audit Plan for CODA Operations Ltd
- Delivered fleet safety awareness training for Council drivers in partnership with Council’s Insurers and Council Legal Services team
- Worked with Council Motor Insurers to identify areas for training/expert reviews to improve Risk Management and Claims defensibility
- Accident Investigation Training delivered to relevant Council Staff
- Continued savings realised in the very successful self-insurance programme
- Insurance Valuations for Council Heritage Assets and Artworks reviewed and updated
- Retention of the Health & Safety OHSAS 18001 accreditation
- OHSAS 18001 procedures and templates reviewed and updated
- Continuous work to ensure that Asset Management System is up to date
- Establish a programme for health surveillance, with the support of Human Resources, to ensure legal compliance
- Continue to review and report on RIDDOR trends on a quarterly basis
- Delivery of mandatory Health & Safety training to Elected Members
- Payroll statutory reporting deadlines met and all staff paid correctly in accordance with agreed pay scales
- Percentage of employees receiving pay slips via email increased to 73%
- Review of Integrated Emergency Plan and Protocols.
- Emergency Planning training delivered to Elected Members.
- Smooth transition from the Western to the Northern Emergency Planning Group.

- All emergency situations responded to in an appropriate manner/
- Significant amount of work carried out with Communities to develop Community Resilience Plans
- Streamlining of procurement procedures and processes
- Tender documents reviewed and updated
- Use of Etenders NI for procurement activity under £30k is now underway
- Significant amount of work carried out in relation to implementation of the new upgraded Agresso Financial System
- Ongoing liaison with the Department of Transport to ensure the successful delivery of and drawdown of funds for the Public Service Obligation route from City of Derry Airport to London Stansted
- Ongoing liaison with the Department of Economy in relation to the release of funding for route development at City of Derry Airport
- Leading on the Council's preparation for a 'No-Deal' Brexit
- Selected as a finalist in the GO Awards NI for the PSO tender exercise

Business Support and Strategic Partnerships Section

- One of three Councils selected to participate in Carnegie UK Trust 'Embedding Wellbeing in NI' project and securing £350,000 funding over a three year period to assist with Community Planning. Hosted a two-day Carnegie Trust study visit to the City and District, represented at the 'International Seminar on Wellbeing in Northern Ireland' in New York in Oct 18 and attended a study visit and learning exchange to Wales in March 2019.
- Developed and launched '*Grow Derry/Strabane*' Website
- 15 Projects approved and £900k expenditure drawdown from North West Regional Development Fund
- Chairmanship and Policy Lead for the Society of Local Government Chief Executives in Northern Ireland May 2018- June 2020, hosting Permanent Secretary Group Meetings, Brexit Workshops, Planning IT Portal Workshops, Strategic Waste Workshops and hosting a regional conference in leadership in the public sector.
- Hosting, co-ordination and servicing 65 key strategic partnership meetings. 4 North West Regional Development Group Meetings, 2 North West Strategic Growth Partnership Meetings, 3 Strategic Growth Partnership Meetings, 2 Strategic Infrastructure Meetings. 3 DFC/DCSDC Joint meetings, 20 Senior Leadership Team Meetings, 11 Governance and Strategic Planning Committees, 14 SOLACE meetings and Co-ordination and input into 6 Outcome Delivery Partnership meetings.
- Attendance, participation and co-design of regional policies and strategies such as the Regional DfC Monitoring and Reporting Seminars, co-design of DfC Community Planning Programme of Support with SIB and HSCB Co-production Training and Development package.
- Representation at All Ireland Philanthropic Network and codesign of conference.
- Receiving World Host Customer Service Training and delivering effective and professional administration of Chief Executives Office
- Arranging official visits to City and District such as Michel Barnier from the European Commission, James Brokenshire and Co-operation Ireland's All Island Chief Executive's Forum

- Arranging the Chief Executive's international visits to Dalian, Philadelphia/Boston and London

Communications

- Secured over 4,400 media placements and dealt with almost 1800 press queries during the 2018/19 period
- Created and issued over 1100 press releases, and successfully led on a large number of success PR campaigns and events including Halloween, St Patrick's Day spring carnival, the City of Derry Jazz Festival, Enterprise Week and the NW angling fair, as well as a range of environmental initiatives, capital development projects, corporate initiatives and business initiatives
- Led on the communication with the public and stakeholders to encourage involvement in the Strategic Growth Plan process and to proactively promote the objectives set out in the plan to the wider public
- Successfully engaged with the public using our corporate social media platforms and have worked closely with our media contacts to build on relationships to secure placement and active coverage across a wider area
- Continued to improve on dealing with media queries to ensure deadlines were met, and liaised regularly with media and stakeholders to improve engagement and enhance services
- Delivered two staff newsletters and worked closely with marketing unit to deliver the first edition of the Council's residents newsletter that was distributed to homes across the Council area

Democratic Services and Improvement

- Provided GDPR training to 50% of staff across the organisation
- Introduced procedures and guidance for Privacy Notices and Privacy Impact Assessments
- Implemented a new Data Protection Policy and Website Privacy Policy
- Introduced a website customer contact point for GDPR queries and information
- Created the Corporate Information Register
- 976 subscribers and 1312 followers to Council's Irish Language Services and Information Page on Facebook
- Worked in partnership with organisations such as Libraries NI, British Red Cross, Foras na Gaeilge, Conradh na Gaeilge to develop specialist supplementary Irish medium education programmes
- Reached audience engagement numbers of 200+ for the Island Voices lecture series
- Undertook a Rural Community Language Awareness (Irish & Ulster-Scots) Engagement Programme
- Appointed full-time Irish Language Officer to take forward Action Plan for Irish language in the Council area in partnership with Foras na Gaeilge
- Programmed a number of special events to celebrate 2018 Year of the Irish language
- Represented Council at the Regional Irish Language Officer Network

- Delivered a successful Irish Language Week Programme which included events celebrating International Women's Day, World Book Day, St Patrick's Day and Walls 400
- The Policy unit delivered training sessions on the Safeguarding (Children and Vulnerable Adults) Policy to staff across the leisure and visitor attraction facilities
- Achieved Autism Impact Award for Strand Road building
- Became the first council in NI to achieve the NI Member Development Charter Plus
- Developed and implemented a protocol for staff working with the Mayor
- Approximately £20, 000 raised for the Mayor's charity
- Received and unqualified audit opinion from the Northern Ireland Audit Office in respect of the implementation Performance Improvement Duty
- Produced Annual Performance Improvement Plan and Annual Performance Report within target deadlines
- Contributing to the corporate Health & Safety ISO 18001 Certification
- Improved building cleaning standards

Human Resources

Organisational Design and effective resourcing

- Organisational structure complete across main areas
- Harmonisation of Terms and Conditions of Employment progressed
- Transfer to new online recruitment tool successfully completed

Healthy Workplace

- A range of Health & Wellbeing initiatives progressed through BeWell
- A range of team building events delivered through BeSocial including Strictly Come Dancing and other charitable events
- Absence lost time rate reduced to 5.5%
- 70% of employees with full attendance
- Workplace Alcohol & Drugs Policy developed and implemented

Employee Relations & Staff Engagement

- Annual Employee engagement event held in June 2018
- Staff recognition event held in December 2018
- NILGA Employee of the Year awarded to HR employee for establishing the Council Choir

Employment Policy

- Special Leave policy development and implemented
- Article 55 Review completed

Organisational Development

- 92% of new employees inducted within 3 days of starting
- Increased participation in compliance training following the development of a new process

- 25 employees approved for Post Entry Training

Strategic Finance and Funding

- Significant amount of work carried out in relation to implementation of the new upgraded Aggresso Financial System
- Development of Vision & Outline Bid Proposal and supporting economic analysis for Council's ambitious City Deal proposition contributing to announcement by the UK Government to enter into formal negotiations for a City Deal for the Derry~Londonderry and Strabane City Region
- Working closely with all relevant stakeholders to complete required strategic outline cases for all projects included within Council's ambitious City Deal proposition
- Establishment of monitoring and quality assurance system to inform and monitor progress against Strategic Growth Plan outcomes
- Completion of surveys to quantify social and economic impacts of events and other activities across Council service areas to inform policy and future funding applications
- Year-end accounts for 2017/18 completed in new "telling the story" format and audited in line with required timeframe.
- Rolling revaluation of all Council properties completed as part of year-end accounts
- Rates estimates for 2019/20 completed by statutory deadline of 15th February 2019 including benchmarking of service costs, penny product and growth comparisons and medium term financial plan
- Worked closely with Directorates to identify further efficiency savings of £819k as part of the rates estimates process bringing total efficiencies realised by the new Council to £3.108.
- Securing finance to achieve delivery of £120m of community projects since the inception of the new Council and a further £20m of funds identified during the rates process for Council's strategic capital projects and ambitious City Deal proposition
- Delivery of training to Elected Members on finance and rates setting
- Tight financial management and monitoring to identify £755k surplus at January 2019

City of Derry Airport

- Ongoing liaison with the Department of Transport to ensure the successful delivery of and drawdown of funds for the Public Service Obligation route from City of Derry Airport to London Stansted
- Ongoing liaison with the Department for Economy and Department for Transport to secure 100% funding for the London Public Service Obligation route for a further 2 year period from May 2019 to May 2021
- Successful completion of emergency tender exercise to secure a new operator for the London Stansted route following the collapse of FlyBMI
- Selected as a finalist in the GO Awards NI for the PSO tender exercise

Legal Services

- Delivery of training to members on governance and standing orders

- Completed review of standing orders
- Represented Council in Judicial Review Proceedings
- Excellent rating achieved in claims management

Overview / Assessment

Corporate Plan Objectives - 2018/19

In overall terms, the Council made positive progress in 2018/19 in working towards its Mission of “**Delivering improved social, economic and environmental outcomes for everyone**”.

The Rural Needs Act (Northern Ireland) 2016

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

In fulfilling these obligations, the Council has taken rural needs into consideration in respect of the:

- Development of the Derry City and Strabane District Council's Advice Strategy (2018-2021);
- Development of the Derry City and Strabane District Council's Special Leave Policy;
- Preparation of the Council's Amusement Permit Policy
- Implementation of the Council's Revised Dog Control Enforcement Policy;
- Revision of Derry City and Strabane District Council's Data Protection Policy in compliance with the General Data Protection Regulations;
- Ongoing development of the Derry City and Strabane District Council Food Service Plan 2018-2020; and
- Council's Workplace Drug and Alcohol Policy.

A core dimension of these initiatives has been ensuring that engagement processes have specifically included rural stakeholders in co-design processes.

The Council is committed to ensuring that due regard is given to rural needs when developing and implementing policies and when designing and delivering public services and in this context, work is continuing to be advanced in terms of:

- embedding rural needs impact assessment with the Council's decision making processes
- developing training programmes and policy guidance / templates;
- identifying and sharing best practice and
- improving the monitoring of services and outcomes.

In order to fulfil its obligations under Section 3 of the Act, the Council will submit information to the Department and include information on the Rural Needs Act in its Annual Performance Report.

Further information on how the Council has had due regard to rural needs when developing, adopting, implementing or revising the policy, strategy or plan or when designing or delivering the public service is provided in Appendix 1.

Performance Improvement Areas / Criteria

The Local Government Act (Northern Ireland) 2014 requires that councils make arrangements to secure continuous improvement in the carrying out of its activities and highlights the following improvement areas /criteria:

- **Strategic effectiveness**
- **Service quality**
- **Service availability**
- **Fairness**
- **Sustainability,**
- **Efficiency, and**
- **Innovation.**

Work is currently being progressed, in liaison with other Councils and the Association for Public Sector Excellence to identify relevant indicators for performance measurement and benchmarking purposes, in relation to service delivery and improvement criteria, as appropriate, including identifying and quantifying customer views. Work is also being progressed in terms of linking corporate and service indicators to the outcomes set out in the community plan.

Performance indicators are also identified within our annual Directorate Plans and whilst our performance measurement approaches, data collection and analysis systems are evolving and baselines are being established, there is initial evidence of quantifiable improvements being made across a number of areas.

Examples of the indicators that we collect and performance trend details are provided in the table below.

Improvement Area	Performance Indicator	2016/17 Performance	2017/18 Performance	2018/19 Performance	2019/20 Target	Trend
Strategic effectiveness	Number of leisure users	918,256	940,009	1,129,434	1,000,000	↑
Service quality	% Elected member satisfaction with support services	97%	100%	100%	90%	↔
	% Streets achieving grade B or above /	88%	90%	88%	85%	↔
Service availability	Number of house inspections carried out under the Private Tenancies Order	42	31	20	n/a	↓
	Total number of applications processed by Building Control	3822	4514	4625	n/a	↑

	% dog attacks investigated within 1 day	100%	100%	100%		↔
	% FOI responded to within 20 days	93.9%	91.8%	87.7%	90%	↔
Sustainability	Deliver monthly walled City market – no. traders	22	29	25	30	↓
	Enterprise Week – No. attendees	1600	786	900	950	↑
	Match fund ESF projects	3	3	5	1	↑
Efficiency	% of staff receiving payslips via email	42%	61%	72%	100%	↑
	% server uptime	97%	97%	97%	97%	↔
Innovation	Number of international markets activated	4	4	5	1	↑
	Trade mission – local companies recruited	5	7	12	12	↑

*Key to Trend



Performance improving / demand increasing



Performance declining / demand decreasing



Performance / demand trend unclear or no change

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

4. Statutory Indicators:

Introduction

In September 2015, under the Local Government (Performance Indicators and Standards Order (Northern Ireland) 2015, statutory performance indicators and standards have been set as part of the performance improvement arrangements for district councils.

Performance measures have been specified for the functions of economic development, planning and waste management. The aim of the performance measures is to promote the improvement of service delivery.

Statutory Performance Indicators and Standards

The statutory performance indicators and standards have been set by the relevant Central Government Department. In order to ensure consistency and reliability of performance data, reporting on these performance indicators and standards will be carried out centrally so as to allow for accurate comparison between councils across performance indicators and standards. Central reporting will also ensure that the relevant Department continues to meet its statutory obligations under the Code of Practice for Official Statistics when reporting performance at the Regional level.

Derry City and Strabane District Council is committed to meeting the following seven statutory performance indicators / standards.

Ref	Statutory Indicator	Standard to be met (annually), where applicable
ED1	The number of jobs promoted through business start-up activity (Business start-up activity means the delivery of completed client led business plans under the Department of Enterprise, Trade and Investment's Regional Start Initiative or its successor programmes.)	140
P1	The average processing time of major planning applications. [An application in the category of major development within the meaning of the Planning (Development Management) Regulations (Northern Ireland) 2015(a)]	Major applications processed from date valid to decision or withdrawal within an average of 30 weeks.
P2	The average processing time of local planning applications. [Local applications means an application in the category of local development within the meaning of the Planning (Development Management) Regulations (Northern Ireland) 2015, and any other applications for approval or consent under the Planning Act (Northern Ireland) 2011 (or any orders or regulations made under that Act)]	Local applications processed from date valid to decision or withdrawal within an average of 15 weeks.

P3	The percentage of enforcement cases processed within 39 weeks. [Enforcement cases are investigations into alleged breaches of planning control under Part 5 of the Planning Act (Northern Ireland) 2011 (or under any orders or regulations made under that Act). (b).]	70% of all enforcement cases progressed to target conclusion within 39 weeks of receipt of complaint
W1	The percentage of household waste collected by district councils that is sent for recycling (including waste prepared for reuse). [Household waste is as defined in Article 2 of the Waste and Contaminated Land (Northern Ireland) Order 1997(a) and the Controlled Waste and Duty of Care Regulations (Northern Ireland) 2013(b)]	
W2	The amount (tonnage) of biodegradable Local Authority Collected Municipal Waste that is landfilled. [Local authority collected municipal waste is as defined in section 21 of the Waste and Emissions Trading Act 2003(c)]	19,093 tonnes in 2018-19
W3	The amount (tonnage) of Local Authority Collected Municipal Waste arisings. [Local authority collected municipal waste arisings is the total amount of local authority collected municipal waste which has been collected by a district council]	

2018/19 Performance – Statutory Indicators

	Performance Indicator & Target W1 The percentage of household waste collected by District Councils that is sent for recycling (preparing for reuse, dry recycling and composting) (KPI (a2)). Target: 50% by end 2020.					
What this indicator shows	The % of household waste that has been sent for recycling, composting or reuse.					
Why this is important	Councils have been set a recycling target of 50% household waste by 2020.					
Our Performance and how we Compare	Comparator	2015/16	2016/17	2017/18	2018/19	Are we Improving?
	Derry City & Strabane District Council	33.30%	40.5%	43.3%	44.3%*	Yes, we are improving – the percentage of household waste that is being recycled is continuing to increase.
	NI Average	42.2%	44.4%	48.1%	50.0%*	
What we have done to improve	Council has continued to increase both recycling and composting rates. Additional food waste, green waste and combined waste bins have been issued across the district over the recent year adding to the growth in composting figures					
Future actions will we be taking to improve	Circular economy / Zero Waste strategy - Council will look to implement the actions identified within this strategy with key partners over coming years..					

* Subject to verification

PI & Target						
W2 The amount (tonnage) of biodegradable Local Authority Collected Municipal Waste that is landfilled (KPI(g)). Target: less than 19,093 tonnes in 2018/19						
What this indicator shows	The volume of Biodegradeable Municipal Waste (BMW) landfilled.					
Why this is important	Councils are under direction to reduce the volumes of BMW going to landfill in consideration of Northern Ireland Landfill Allowance Scheme and EU Landfill Directive targets.					
Our Performance and how we Compare	Comparator	2015/16	2016/17	2017/18	2018/19	Are we Improving? Statutory Target met?
	Derry City & Strabane District Council	13,429	13,242	12,074	10,974*	Yes, we are improving – the amount of biodegradable municipal waste that is being landfilled continues to reduce.
	NI Average	19,900	18,580	15,572	13,956*	Statutory Target achieved? Yes
What we have done to improve	Council has continued to decrease the volume of biodegradable waste to landfill following the continued rollout of food waste collections and introduction of green waste collections across the district.					
Future actions we will be taking to improve	Circular economy / Zero Waste strategy - Council will look to implement the actions identified within this strategy with key partners over coming years.					

* Subject to verification

PI & Target						
W3 The amount (tonnage) of Local Authority Collected Municipal Waste Arisings (LACMW) (KPI (j))						
What this indicator shows	This indicator shows the total amount of local authority collected municipal waste which has been collected by the Council and includes both household and commercial wastes.					
Why this is important	In keeping within our improvement objective, we aim to reduce this figure over time, however, as economic activity increases, the population expands, new housing developed etc waste arisings may also increase and our actions will minimise this as much as possible. For this reason, Council is committed to putting in place programmes to encourage consumers to reduce waste at source.					
Our Performance and how we Compare	Comparator	2015/16	2016/17	2017/18	2018/19	Are we Improving?
	Derry City & Strabane District Council	70,901	74,481	77,707	78,660*	As detailed above waste arisings have grown as a consequence of increased economic activity, new housing and population growth.
	NI Average	88,105	89,636	88,892	89,858*	Council remains below the NI average LA collected Municipal Waste Arisings.
What we have done to improve	Council has developed a ReUse Centre and actively encourages residents to donate unwanted items to this facility instead of more traditional disposal routes. Council has also promoted waste reduction activities encouraging residents and businesses to consider how they can prevent waste in the first instance. In addition Council has also recently adopted a Circular economy / Zero Waste strategy and will look to implement the actions identified within this strategy with key partners over the coming years.					
Future actions we will be taking to improve	Circular economy / Zero Waste strategy - Council will look to implement the actions identified within this strategy with key partners over coming years.					

* Subject to verification

PI & Target PI The average processing time of major applications. Target: less than 30 weeks.						
What this indicator shows	This indicator shows how quickly major planning applications are processed.					
Why this is important	Effective processing of planning applications can have a positive impact on investment and regeneration activity in the Council area which in turn may lead to positive outcomes with regard to job creation/employment.					
Our Performance and how we Compare	Comparator	2015/16	2016/17	2017/18	2018/19	Are we Improving? Statutory Target met?
	Derry City & Strabane District Council	53.5 weeks (Legacy cases 53.6 weeks) (Council received cases 32.6 weeks)	304.8 weeks (Legacy cases 375.8 weeks) (Council received cases 46.2 weeks)	63.2 weeks (Legacy cases 332.4 weeks) (Council received cases 42.3 weeks)	154.2* (Legacy cases 208.8* Weeks) (Council received cases 59.0* weeks)	Unfortunately performance did not improve from the previous year. However, this average figure is distorted by legacy cases. Processing times for legacy cases has improved from 332 weeks to 208 weeks.
	NI Average	46.4 weeks	68.6 weeks	50.2 weeks	59.0*	Statutory Target achieved? No
Why we have not achieved our statutory target	Council only applications processing times have not improved in the last 2 years from 42.3 to 59 weeks and now is 29 weeks from target and equivalent to the NI Average. New complex cases have been reallocated to strategic team from development management team in January 2019 which had a significant impact on workload. Staffing issues due to long-term sickness and recruitment of professional and technical staff completed in June 2019.					
What we have done to improve	Staffing structure has been completed. Focus on legacy cases has significantly reduced number of complex applications with only 10 legacy cases remaining. An extra member of staff has also been allocated and weekly caseloads and staff performance reviews have been carried out by PPTO and reviewed by HOP. Targeted monthly group meetings and focus on 12 month plus applications will assist improvement on processing times.					
Future actions we will be taking to improve	Future actions will include identifying key timelines for project management by use of traffic light reports and regular Group meetings. Ongoing review of staffing resources and numbers/types of applications which are being processed in strategic team.					

* Subject to verification

PI & Target						
P2 The average processing time of local planning applications. Target: less than 15 weeks						
What this indicator shows	This indicator shows how quickly local planning applications are processed.					
Why this is important	Effective processing of planning applications can have a positive impact on investment and regeneration activity in the Council area which in turn may lead to positive outcomes with regard to job creation/employment.					
Our Performance and how we Compare	Comparator	2015/16	2016/17	2017/18	2018/19	Are we Improving? Statutory Target met?
	Derry City & Strabane District Council	17.0 weeks (Legacy cases 29.8 weeks)	19.1 weeks (Legacy cases 114.6 weeks)	16.2 weeks (Legacy cases 155.6 weeks)	14.1* weeks (Legacy cases 230.6 weeks)*	Yes, our performance is improving. Processing times have improved in the last 2 years from 16.2 to 14.1 weeks and now is within target and below the NI Average. Processing times for all cases is 14.1 weeks.
	NI Average	19.4 weeks	16.2 weeks	15.2 weeks	14.8* weeks	
Why we have not achieved our statutory target	Statutory target has been met.					
What we have done to improve	Improvements have been made by prioritising applications with weekly caseload monitoring and staff performance by Senior Officers and reviewed by PPTOs and HOP. Regular monthly reviews are held with the Head of Planning and Principal Planning Officers.					
Future actions we will be taking to improve	Future actions include streamlining processes, applying a traffic light reporting system and holding regular Group meetings. Priority will be given to cases that are over 12 months, liaising strategically with consultees and agents. Monitoring validation and issuing targets for administration to be introduced.					

* Subject to verification

PI & Target P3 The percentage of enforcement cases processed within 39 weeks. Target: 70%						
What this indicator shows	This indicator shows how quickly Enforcement cases are concluded.					
Why this is important	To ensure the Council's Planning Department takes appropriate and proportionate action in dealing with alleged breaches of planning control.					
Our Performance and how we Compare	Comparator	2015/16	2016/17	2017/18	2018/19	Are we Improving? Statutory Target met?
	Derry City & Strabane District Council	77.1%	75.9%	71%	53.6%*	Statutory target has not be met.
	NI Average	77.2%	80.7%	77%	81.0%*	Statutory Target achieved? No
Why we have not achieved our statutory target	The Enforcement Team are serving more notices and involved in complex appeal and court cases.					
What we have done to improve	The gradual reduction is due to resources being re-allocated to Development Management in order to backfill for the LDP Team to produce the Local Development Plan.					
Future actions we will be taking to improve	Future actions will include the re-deployment of team members back to the Enforcement Team, the implementation of weekly Group meetings and quarterly project plans to target reduction of open cases. In the short-term Development Management staff are assisting the Enforcement Team in dealing with new cases, to reduce caseloads and meet the statutory targets.					

* Subject to verification

PI & Target ED1 The number of jobs promoted through business start-up activity. Target 140 jobs						
What this indicator shows	No. Business Plans delivered and Jobs Promoted (0.61472 rate)					
Why this is important	Job promotion is key to improving economic activity in the Council area. This indicator illustrates the support provided to new business starts.					
Our Performance and how we Compare	Comparator	2015/16	2016/17	2017/18	2018/19	Are we Improving? Statutory Target met?
	Derry City & Strabane District council	198	171	139	139*	The target was not met by 1 Job Promoted.
	NI Average	219	208	159	164*	Statutory Target achieved? No
Why we have not achieved our statutory target	The NIBSUP programme has faced challenges in delivery over the last number of years. It is a demand driven programme – the evidence demonstrates that the market demand has not been as buoyant. The programme has undergone a review in 2018/19 and a number of recommendations in relation to both programme content, delivery and promotion have been made and endorsed by the 11 Councils. .					
What we have done to improve	Introduction of enhanced business support programmes to improve performance of NIBSUP in DCSDC area including £10k Business Start Up Challenge ,City Start programme, cross referrals from Rural Development Programme, Export Development Programme, increased marketing and social media promotion. Concentrated effort was made in showcasing success stories and a greater integration between stakeholders to increase awareness of programme.					
Future actions we will be taking to improve	Implement recommendations from review of programme.					

*Subject to verification

5. Overall Assessment

This Performance Report highlights some of the significant work that Derry City and Strabane District Council has taken forward in 2018/19 in delivering its Mission and its Corporate Objectives which are linked to the Inclusive Strategic Growth Plan 2017-2032 (Our Community Plan).

Progress has also been delivered in achieving our Improvement Objectives which are again linked, as appropriate, to the Inclusive Strategic Growth Plan.

In respect of the Statutory Indicators, there is evidence of improvement and opportunities for further progress. Positive trends have also been identified in a number of areas where we currently collate performance data and the Council is committed to enhancing monitoring and reporting systems.

The Council has identified its arrangements for delivering its duty of continuous improvement and is continuing to enhance its Planning, Improvement and Performance Review Framework.

The Council is committed to and has worked to discharge its general duty to secure continuous improvement in 2018/19.

6. Publishing our Performance

Our Annual Performance Report 2018/19 will be published on the Council's website at www.derrystrabane.com as soon as is practical and by 30th September 2019 in line with statutory requirements. Members of the public will also be able to access this information at the Council's offices and can comment on our Performance Report by emailing us at: improvement@derrystrabane.com.

A summary version of this report will also be made available, later in the year.

7. How to get involved

We are keen to get your feedback on any of the issues covered in this document. You can also propose new Improvement Objectives, or make comments on the existing ones by emailing the Council at: improvement@derrystrabane.com.

We also have a dedicated Equality Assurance and Oversight Group which provides the opportunity to engage directly with council officers regarding the Council's activities. If you have any queries or would like to become a member, please email: equality@derrystrabane.com or simply contact the Equality Officer on 028 71 253 253, Ext 6705.

The consultation web pages publish all current consultation being undertaken by the Council, and give information about how people can participate.

Appendix 1

Information to be compiled by Public Authorities under Section 3(1)(a) of the Rural Needs Act (NI) 2016.

(To be completed and included in public authorities' own annual reports and submitted to DAERA for inclusion in the Rural Needs Annual Monitoring Report).

Name of Public Authority:

Derry City and Strabane District Council

Reporting Period:

April 20 18 to March 20 19

The following information should be compiled in respect of each policy, strategy and plan which has been developed, adopted, implemented or revised and each public service which has been designed or delivered by the public authority during the reporting period.

<p>Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016¹.</p>	<p>The rural policy area(s) which the activity relates to².</p>	<p>Describe how the public authority has had due regard to rural needs when developing, adopting, implementing or revising the policy, strategy or plan or when designing or delivering the public service³.</p>
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Advice Strategy 2018-2021	Social needs of persons in rural areas	People living in rural areas are not necessarily any more likely to need advice however a range of issues such as transport, proximity to service and different social networks may increase the need for access to voluntary advice provision. Regrettably, there is some evidence to suggest that rural people are often less likely to seek such advice as independence and self-reliance may be valued highly. It follows that any barriers to access to advice may prove more of a deterrent where such social norms are different. To address these factors consideration has to be given to how rural provision can reach those most in need. There may also be an argument for better promotion of advice to rural dwellers in an effort to break down any stigma that may exist.- The cost for the provision of generalist advice in rural areas is higher than in urban areas so advice providers in rural areas were given and extra 5% or 10% extra funding
Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016¹.	The rural policy area(s) which the activity relates to².	Describe how the public authority has had due regard to rural needs when developing, adopting, implementing or revising the policy, strategy or plan or when designing or delivering the public service³.
Special Leave Policy	Needs of staff who live in rural areas	Accommodation has been made within the policy to recognize the impact of the additional travel time required for medical appointments
Description of the activity undertaken by	The rural policy	Describe how the public authority has had due regard to rural needs when developing, adopting, implementing or revising

<p>the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016¹.</p>	<p>area(s) which the activity relates to².</p>	<p>the policy, strategy or plan or when designing or delivering the public service³.</p>
<p>Amusement Permit Policy</p>	<p>Rural Businesses</p>	<p>The policy has been assessed and following research and consultation it has been determined that it will have no adverse impact on people in rural areas.</p> <p>Five criteria within the policy will be used when assessing the suitability of a location for a proposed amusement arcade:</p> <ul style="list-style-type: none"> • Impact on the retail vitality and viability of Derry City and Strabane Town; • Impact on the image and profile of Council District; • Cumulative build-up of amusement arcades in a particular location; • Proximity to residential use; and • Proximity to schools, youth centres and residential institutions for vulnerable people. <p>The Rural Needs Act (Northern Ireland) 2016 received Royal Assent on 9 May 2016. The Act places a duty on central government and public authorities, including District Councils, to have due regard to rural needs when developing, adopting, implementing or revising policies, strategies and plans and designing and delivering public services. This plan has been screened to ensure that this strategic policy supports sustainable rural development in accordance with</p>

		this important statutory rule. Every application for an amusement permit will be carefully considered on its own individual merit.
Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016¹.	The rural policy area(s) which the activity relates to².	Describe how the public authority has had due regard to rural needs when developing, adopting, implementing or revising the policy, strategy or plan or when designing or delivering the public service³.
Dog Control Enforcement Policy	<ul style="list-style-type: none"> - Rural Businesses - Agri-Environment 	<p>The Enforcement Policy outlines action to be considered for first, second and recurring offences. Decisions will be made by Council Officers on whether to take no action; issue an informal warning; impose appropriate control conditions; issue a Fixed Penalty Notice (FPN); issue a simple caution; instigate legal proceedings for the offence or an appropriate combination of any of the foregoing in accordance with the scheme of delegated powers and authorisations approved by Council.</p> <p>In terms of rural needs this policy ensures compliance with Dogs (Northern Ireland) Order 1983 (as amended) including Article 28 (1), (2) and Article 29 (1), (2) - Dog attack on persons or livestock or certain other animals.</p>
GDPR Policy	<ul style="list-style-type: none"> - Rural Businesses - Rural Communities 	The policy is not deemed to have a disproportionate impact on people living in rural areas as it is intended to help to protect and promote equality of opportunity between those who share

		<p>protected characteristics and those who do not and helps to eliminate unlawful discrimination.</p> <p>The policy applies to all persons fairly and consistently.</p>
Food Service Plan 2018-2020	- Rural Businesses	<p>The plan is a requirement of law. The framework agreement requires Local Authorities to adopt a service plan to show how they enforce this law, the law is equally applicable to all food business operators. There is no disproportionate impact on food supply businesses in rural areas.</p> <p>The service is supported by specialist services including Department of Agriculture, Environment and Rural Affairs (DAERA)</p>
Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016¹.	The rural policy area(s) which the activity relates to².	Describe how the public authority has had due regard to rural needs when developing, adopting, implementing or revising the policy, strategy or plan or when designing or delivering the public service³.

Workplace Drug and Alcohol Policy	Needs of staff who live in rural areas	<p>The policy is not deemed to have a disproportionate impact on people living in rural areas as it is intended to contribute to a safe, healthy and productive work environment for all staff and service users regardless of whether they are in Council facilities in either rural or urban area with the purpose of achieving the following:</p> <ul style="list-style-type: none"> • To Increase knowledge and awareness of alcohol and drugs misuse • To Identify drug and alcohol problems at the earliest stage • To encourage and support employees who have or might have alcohol/drug related issues • To provide an effective and practical response for dealing with alcohol or drug related problems in the workplace • Improve the general health and welfare of our employees • Decrease absence levels and incident risk from alcohol and drug misuse.
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NOTES

1. This information should normally be contained in section 1B of the RNIA Template completed in respect of the activity.
2. This information should normally be contained in section 2D of the RNIA Template completed in respect of the activity.
3. The information contained in sections 3D, 4A & 5B of the RNIA Template should be considered when completing this section.

Appendix 2

Performance Indicators – comparative figures

This list contains details of further performance indicator information that is collated as well as Northern Ireland comparative information. These figures indicate notable improvements in terms of absenteeism. Comparative information is also available in relation to the Statutory Indicators in Section 4.

Information on all our indicators can be found in our Directorate Delivery Plans.

Performance Indicator	Performance 2015/16	Performance 2016/17	Performance 2017/18	Performance 2018/19
• No.dog licences issued			7849	7848 (NI Ave 12850)
• No. complaints in relation to strays			976	757 (NI Ave 651)
• No. of fixed penalties imposed (dog control)			937	687 (NI Ave 250)
• No. successful prosecutions (dog control)			2	2 (NI Ave 2.3)

• Total noise complaints received		554		
		(NI Ave 1100)		
• Notices served per 100 noise complaints		0.18		
		(NI Ave 4.68)		
• Food standards – total % of interventions achieved (premises rated A-C)			92.70	
			(NI Ave 86.4)	
• Food hygiene –total % of interventions achieved (premises rated A-E)			92.87	
			(NI Ave 87.3)	
• Ave no. days absenteeism per FTE employee	17	14.89	14.0	12.3*
		(NI Ave 14.95)	(NI Ave 14.89)	
• % Invoices paid within - 10 days	35.3	35.2	56.8	42.8*
	(NI Ave 45.7)	(NI Ave 48.2)	(NI Ave 48.5)	
• % Invoices paid within - 30 days	76.3	74.8	81.9	78*
	(NI Ave 79.0)	(NI Ave 84.0)	(NI Ave 82.5)	

*subject to verification