

Derry City and Strabane District Council

Annual Performance Report 2022/23

www.derrystrabane.com

Performance Report 2022/23

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Appendices:

- **Appendix 1- Information to be compiled by Public Authorities under Section 3(1)(a) of the Rural Needs Act (NI) 2016.**
- **Appendix 2- Performance Indicators – comparative figures**

1 Introduction

1.1 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.

1.2 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 2022-23 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.

1.3 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.

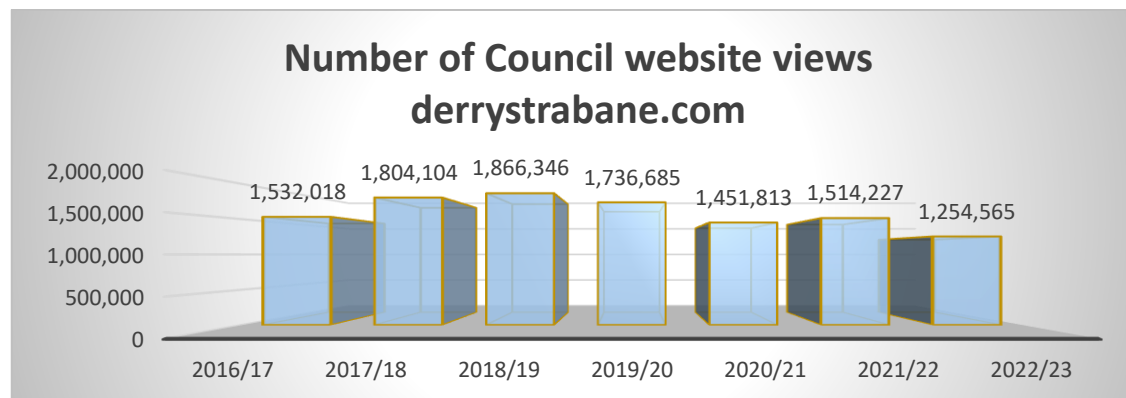
1.4 Engaging Our Stakeholders

The Council is committed to engaging with our stakeholders, including seeking views and keeping people informed about our services and initiatives. During 2022/23, we undertook consultations on a number of issues, including:

- Feedback survey for our Chatbot, RIA

- Derry Strabane Enterprise Week 2022
- Annual Staff Engagement Event 2022
- LegenDerry- London Trip Feedback
- North West Angling Fair 2022
- Strategic Growth Plan - My Community Plan 2022 Review
- Derry and Strabane Lifelong Learning Festival
- Consultation on Performance Improvement Objectives 2022/2023
- Be Connected feedback survey
- COLMCILLE 1500 Survey
- Questionnaire for Businesses - Covid
- Riverine Masterplan
- Sperrins and Killeter Walking Festival Evaluation
- Consultation on Ferryquay St
- Proposed Cemetery at Mullennan
- Age Friendly Strategy & Plan
- Public views on constitutional change

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



It is noted that the Council also has a number of campaign sites which attracted digital traffic.

2022/23 figures :

Website	Pageviews
Council	1,254,565
Leisure	1,391,281
Halloween	318,130
TOTAL Page Views	2,963,976

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 because 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).

The Council agreed a Corporate Plan for 2015/16 following a wide-ranging engagement process. The Corporate Plan 2022/23 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 the rest of the organisation 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 publicly.

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 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:

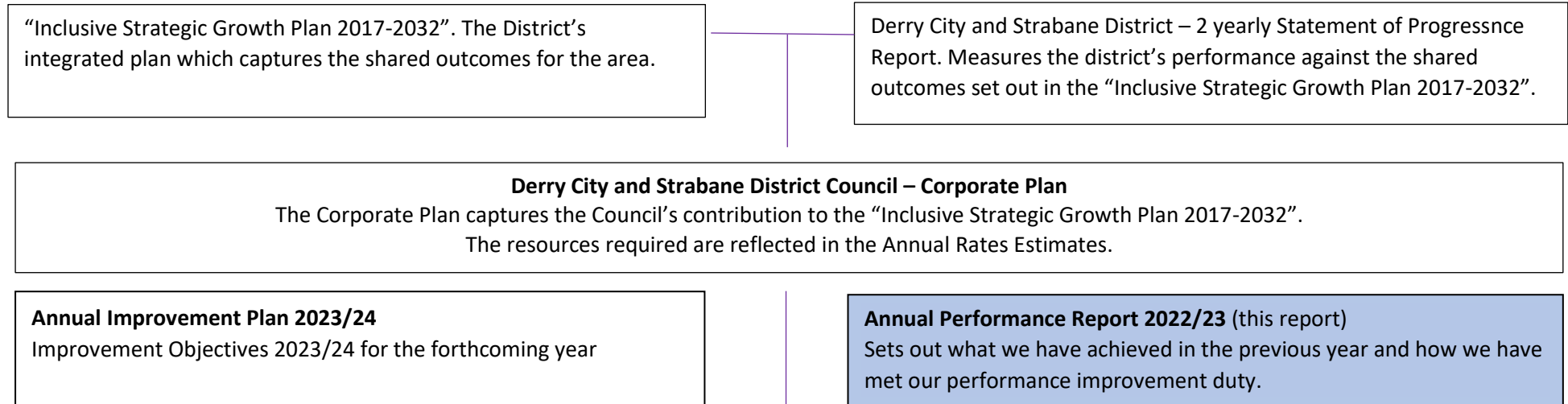
- At a district wide level – a two yearly Statement of Progress Report which measures the district's performance against the shared outcomes set out in the Strategic Community Plan
- At a Council level, an Annual Performance Report which sets out what we have achieved in the previous year and how we 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.

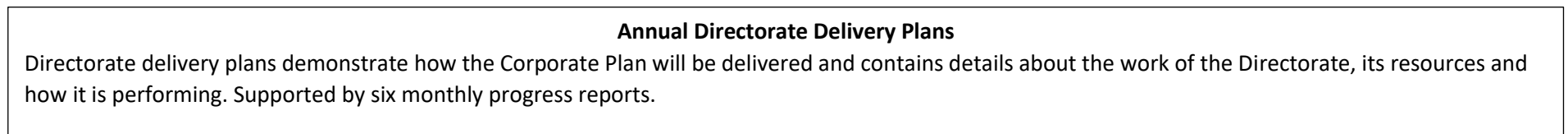
Corporate Planning, Improvement and Performance Review Framework

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

Council: Plans and Performance Review



Directorate: Plans and Performance Review



Individual: Development Plans and Performance Review

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

3 How we have performed - Review of Performance for 2022/23

This section sets out details of how the Council has performed in 2022/23, in five areas:

- Progress in delivering our Improvement Objectives
- Financial performance for 2022/23
- Key achievements in delivering our Corporate Plan Objectives
- Community Plan – Inclusive Growth Plan: Statement of Progress
- The Rural Needs Act (Northern Ireland) 2016
- Progress in relation to performance improvement areas/criteria

3.1 Improvement Objectives - Performance 2022/23

In our Improvement Plan 2022/23 we set ourselves four Improvement Objectives.

Details of each of these objectives, what we aimed to achieve and the progress we made during 2022/23 are set out below:

3.1.1 Improvement Objective 1

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.

Sub Objectives:

- To continue to develop and deliver a range of initiatives to mitigate the impacts of Covid19 and support economic growth
- To promote jobs through the Northern Ireland Business Start Up Programme and the Business Innovation and Growth Programme
- To assist companies seeking to take advantage of dual market access in both GB and EU
- To deliver high quality festival and events growing our visitor numbers
- Develop and deliver the Labour Market Partnership action plan.

The improvement objective is a broad strategic goal, which, although grounded in consultation, will only be delivered with the co-ordination and support of key partners such as INI, TNI and Tourism Ireland. Consequently, subjects which are directly in the control of Derry City and Strabane District Council and can be measured, but flow from the main objective are as follows:

- a) To promote jobs through the Northern Ireland Business Start Up Programme and the Business Innovation and Growth Programme
- b) Create jobs through the Rural Business Investment Scheme
- c) To deliver high quality festival and events growing our visitor numbers
- d) Actively engage in the promotion and delivery of skills academies

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. Derry City and Strabane District Council embarked on this process in June 2015 and have completed over 5000 community engagements and consultations as part of the development of the Strategic Growth Plan to 2032. Statements of progress on the plan were published in November 2019 and November 2021.

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.

This year 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

As our economy emerges from the pandemic, we will face new and unprecedented challenges in addressing existing economic limitations, in particular, a skills shortage in many of our key sectors.

Delivery / Achievements

In our Improvement Plan for 2022/23 and Directorate Delivery Plan 2022/23, we set ourselves a number of target outcomes in respect of this Improvement Objective.

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

- Total jobs promoted
- Go for It Programme
- Business Innovation and Growth Programme
- Skills Academies delivered in line with market demand
- Rural Business Investment Scheme
- Increasing Visitor Numbers

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

What did we aim to achieve? Target Outcomes	Performance 2019-20	Performance 2020-21	Performance 2021-22	2022-23 Target	What we achieved in 2022-23	Target Delivered?
Business Start Up – No. Jobs promoted	133	113	113	Statutory Target 140	150	✓
- Business Start Up Plans Approved	217	184	239	236	250	✓
Business Innovation and Growth Programme						
- Number of jobs promoted		243	200	230	217	
Rural Business Capital Grant Scheme						
• Business recruited	12	60	32	14	41	✓
• Funding allocated	£44,173	£197,716	£118,386	£70,000	£120,046	✓
Visitor Numbers						
• Number of visitors to heritage venues supported by heritage animation fund	161,700	12,400	25,925	70,000	92,091	✓
• Number of visitors to Guildhall	399,240	40,658	159,970	299,430	329,729	✓
• Festivals & Events No. attendees (Tier 1)	304,446	788,870 online views	246,800	400,000	440,910	✓
• Income from Museum & Visitor Services	£203,949	£15,431	£95,410	£152,960	£224,650	✓

Key Achievements 2022/23

There were a number of key achievements which supported our Improvement Objective relating to Employment Opportunities and Economic Growth. These included:

Entrepreneurship, Business Support & Growth

NI Business Start Up Programme

- 250 Business Plans approved.
- Statutory jobs target:140; actual jobs promoted 150

Start Up Accelerator Programme (delivered from December 21 – June 22)

- 50 new businesses recruited.
- 50 Needs Analysis Assessments conducted to form 50 Acceleration Action Plans.
- 50 Clients receiving 25 hours of 1:1 Mentoring Support.
- 2 Incubation hubs established 2 in Derry, Skeoge (Cityside) and Ebrington (Waterside) and 1 in Strabane, with 10 dedicated workstations in total.
- 36 new businesses established and registered with HMRC.
- 9 participants have created new jobs for 15 staff as a result of the programme.
- 27 unique products or services established.

Devise Project

- Development of a 'Digital Transformation Action Plan' for the Derry and Strabane Region
- The project reached its target of a 14% increase in SMEs supported on their digital transformation journey across business support programmes.

Digital Surge Programme

- The programme has reached its target participant registrations of No. 18 SMEs supported. DCSDC is only one of 3 NI Councils to meet this target to date.

Rural Start Up and Business Event Grant

- 20 no. £500 Covid Recovery Business Start Up grants issued to new businesses in the Sperrin & Derg areas
- 6 no. business event grants issued to the value of £10,000.

DAERA TRIPSI Programme

- 39 Applications approved at a value of £144,107.88.

Walled City Market

- Walled City Market was awarded Local Attraction of the Year 2022 for Northern Ireland, UK – Travel & Hospitality Awards.
- Walled City Market was the focus of BBC NI 'Food Fest' TV series that aired in February 2023.
- 185 Trading Opportunities across 9 Walled City Markets.
- Winterland Market delivered 23 trading opportunities over 3 days.
- 80 Trading Opportunities at events delivered including Jazz Festival, Foyle Maritime Festival, Summer Jamm in Strabane & Halloween.

Enterprise Week

The 11th annual Enterprise Week 2022 took place between 6-10th March 2023

- 16 large scale events across the City and District.

Employment, Skills, and Labour Market Partnership

- Match funding awarded to seven ESF projects - USEL, Conservation Volunteers, Job Directions, Rapid, Enterprise NI, Now & Bytes. These projects have all exceeded their 'into employment/into FE/HE' targets.
- Acted as Secretariat to Education & Skills Delivery Partnership established to deliver on the Strategic Growth Plan.
- Progressed actions for the Subgroups of the Education & Skills Delivery Partnership through virtual meetings:
 - Digital, Creative & Financial Services Technologies Subgroup
 - Advanced Manufacturing & Engineering Collaborative Network
 - Learning City Network
 - Apprenticeship Forum
 - ESF Local Forum
- Established the Labour Market Partnership and progressed the year two Action Plan.
- In conjunction with the Apprenticeship Forum, we delivered two apprenticeship marketing campaigns 'Get Paid, Get Qualified, Get Ahead'; added new content to our website www.getapprenticeships.me; hosted an Apprenticeship Fair in October 2022 and participated in the NI Apprenticeship Week 6-10 February 2022 – 12 events held.
- Delivered second UNESCO Learning Festival (25-29 April 2022). Over 130 learning events were delivered during the 5-day event.
- In collaboration with the Local Community Growth Partnerships (LCGP), 35 free learning events were delivered across the city and district via funding from the Community Innovation Fund.
- Derry City and Strabane Learning City and Cork Learning City were successful in receiving €128,607 from the Shared Island Local Authority Development Funding Scheme awards.

- The council and NWRC successfully delivered the sixth Software Fundamental Skills Academy at level 4 for 13 participants, who all secured employment. The seventh course has commenced with 16 participants.
- Delivered two Job Fairs – Derry had 400 attendees, 47 employers and 7 support organisations; Strabane – had 195 attendees, 22 employers and 9 support organisations.
- Hosted two Career Fairs for the post primary sector - Derry had 1450 attendees and Strabane had 470 attendees.

Investment & Opportunity

- Hosted 9 inward visits raising profile of city region and strengthening economic and cultural ties with City of London and European countries.
- Developed 11 investment propositions for potential investors from NI, GB, and US companies across medtech, healthtech, fintech and professional services.
- Supported 4 investor visits to city and district across medtech, health tech, fintech and financial services.
- Coordinated the Ireland Northwest Trade & Investment Mission to Boston and Philadelphia supporting 6 local companies to trade in North America.
- 2 investor forums hosted providing aftercare support to new and existing investors.
- Development of marketing proposition for the NW City Region and sales pitch document for each priority sector identified in the NW City Region Investment Strategy.
- Delivered 2 Promotional events to raise the profile of the NW City Region in key markets of US and Dublin.
- Secured and delivered Joining the Dots March 28-30 March 2023 with FCDO and Connected Places Catapult.
- Come Home to Us Digital campaign delivered.

Strabane BID/Town Centre Management

- Corporate rebrand developed and designed incorporating places of interest specific to Strabane making it more relatable, due for launch March / April 2023.
- Strabane Gift Card rebrand developed, designed, and launched in September 2022. New card is eco-friendly, fully compostable and recyclable.

- New 'Love Strabane' strapline adopted for promotion and marketing, seen as a uniting ethos that all businesses can identify with.
- Gift card contract renegotiated with Miconex.
- Gift card sales exceeded £150,000 since inception representing £150,000 locked into Strabane's economy.
- 11 new businesses recruited onto the gift card significantly exceeding the target of 3.
- Increased engagement with businesses.
- Increased involvement of businesses in events and marketing activities.
- Engagement with businesses to complete the required business baseline surveys for the Strabane Regeneration Project as part of the City Deal and the updated business baseline surveys for the Public Realm project. 60% required return rate exceeded, 66% return rate achieved.
- Working in partnership with Council's Regeneration team to develop and maintain a vacancy audit in Strabane town centre.
- Consulting with businesses and working in partnership with Council to deliver Summer Jamm, Halloween, and Christmas events in a way that maximises benefit to the business community.
- Delivery of a Love Strabane event alongside Summer Jamm showcasing exclusive business offers with the aim of converting additional footfall into trade.
- Investment in new festive lighting purchased for Strabane including a new 30ft pre-decorated Christmas tree, bespoke 'Merry Christmas Love Strabane' street crossing and new bespoke light up photo frame.
- New Strabane Christmas video commissioned and created as part of the festive campaign showcasing 13 local businesses.
- Lobbying on behalf of the business community for permanent opening of Canal Basin car park.
- Increased social media performance and engagement resulting in an increase to 8,421.

Arts and Culture

- Ongoing facilitation of the Co Delivery group to oversee the roll out of the Arts & Culture Strategy including:
 - NW Cultural Exchange Annual Symposium– Cross Border Arts & Culture Audience Development
 - Securing of resources for the delivery of sub actions within the A&C Strategy including the Collaborative Resilience Programme, Cultural Branding initiative and Built Heritage Consortium.
- Delivery of Audience Development Plan for the NW including Families and Older People's programmes including:

- Joint cross border project working with older people in Residential homes/Day care centres offering musical entertainment/ artist residencies celebrating Bealtaine Festival across the two districts. Also the development of Older Peoples Forum and link with the Age Friendly Officers to input into their Strategies.
 - Ongoing development of Happy Days Northwest platforms and associated materials.
- Delivery of Culture Night 2022
- Programming of Arts and Cultural activities to add value to DCSDC yearly programming in Derry and Strabane events
- Secured external funding for Heart of the Sperrins an Arts Council NI funded Older Peoples project - Round 1 ran for 10 months- September 22 across three rural wards Faughan, Sperrins and Derg capturing 130 participants through 16 workshops which included 4 Day Care facilities Newtownstewart, Strabane, Castlederg and Ardlough to engage older nonparticipant age 60yrs+ in arts and cultural activities. Successful targets achieved across the rural area with showcase Step back in Time at the Strabane Summer Jamm 600 audience visiting the music & craft activities /exhibitions.
- Successfully secured funding for 2nd application to ACNI for Heart of the Sperrins received in September for Round 2 in partnership with the DCSDC Museum services- Project commenced Dec 2022.
- Delivery of annual events programme and continuous improvement actions for Alley Theatre including:
 - Installed solar PV and battery storage enabling the use of energy as it's generated, the storage of energy to be used at a later time and the trading of energy to potentially generate a revenue stream.
 - Grade B achieved in efficiency ratings for Alley Theatre building
 - 144 programmed activity for auditorium
 - 11 exhibitions hosted in Gallery
- Delivery of the annual plan for the Access & Inclusion Programme including:
 - Delivery of Access Grant Aid Programme for Cultural Venues with 4 venues successfully receiving funding to make improvements to their premises to improve accessibility for pan-disability community
 - Securing of external funding from the Department of Communities (DfC) for the delivery of access improvements to cultural assets within DCSDC including £27,000 investment for 14 cultural venues to receive a digital visual and audio tour in the form of a short film, giving service users the opportunity to experience in advance what they can expect when they visit a venue highlighting accessibility measures that have been put in place.
 - Working in partnership with the business team to promote the AIM Toolkit to businesses and showcasing during Enterprise week the advantages to embedding best practice access and inclusion into your business.

- Promoting JAM Card to local businesses and working towards making DCSDC a JAM Card friendly city and district.
- Collaborative delivery of Disability Awareness Week including International Day for People with Disabilities in partnership with FODC to provide programming which showcases the ongoing innovation and developments within the disability arts.
- Work in partnership with Western Trust and FODC for the delivery of Autism Cafés in Derry and Strabane. The café is set up to invite parents and carers of children of all ages, who have an autism diagnosis, are waiting on assessment or are displaying early indicators (suggesting their child may be neurodiverse) to attend our next Autism Social Café with local support groups, information stalls and short informal talks/workshops.
- Work in partnership with Western Trust and FODC to deliver a project that will bring the Autism Bus to DCSDC – the Autism bus provides users with a reality experience of people with Autism.
- Delivery of 2 events in DCSDC as part of the Bounce Festival - The Bounce Arts Festival as it is one of the most diverse and inclusive arts events in Northern Ireland and it reflects our own commitment to access to and inclusion in the arts. This year is the 10-year anniversary of the Bounce Festival and the festival organisers University of Atypical approached DCSDC and FODC to partner with them by delivering some programming for the Bounce Festival in each of our cities and districts. There were 2 events hosted by DCSDC.
- Delivery of Disability Awareness Training to over 55 front of house staff members from 12 cultural venues within DCSDC. Training delivered over 3 sessions by The Cedar Foundation. Servicing of the MF and NWCI SLA.
- Ongoing oversight of the public artwork portfolio including contribution to creation of new artworks.
- Delivery of the Cultural Organisation Fund, Access Improvement Fund and Artist & Cultural Practitioner Fund.

Festival and Events

- Returned to a full complement of live events including City of Derry Jazz and Big Band Festival, Derry and Strabane Halloween, Foyle Maritime Festival, North West Angling Fair, Strabane Lifford Half Marathon, Waterside Half Marathon, Summer Jamm, Craft Fair, Christmas Switch On Derry and Strabane, St Patricks Day Derry and Strabane.
- Held the Foyle Maritime Festival with over 175,000 attendees across 8 days and evenings with attendee numbers and occupancy on a par with previous events.
- Total event attendees 441,020.

- Supported the Mayor's first Supercar event in 2022 held in May with all proceeds in aid of the Mayor's charity.
- Waterside Half Marathon became the NI and Ulster half marathon championship half marathon.
- Advised and enabled a series of external events including Unboxed 'About Us' and 'Our Place in Space' and the Bloody 50th anniversary commemoration events.
- Managed Headline and Community Festival funds with a total of £116,000 awarded through Community Festivals Funding and £205,000 awarded through Headline Events funding.
- Secured in 2022 £243,000 through Tourism Northern Ireland for funding for, Foyle Maritime Festival, Derry Halloween, and the Jazz festival.
- Led the development of a business engagement programme, working in collaboration with teams across Business and Culture.
- Worked with Donegal County Council on joint cultural programme to mark the 1500th Anniversary of the birth of Colmcille/Columba June 2022.

Marketing Achievements 2022/23

- Designed, developed, delivered, and supported 188 marketing campaigns for Council services, festival & events, funded programmes, and cross cutting projects across 3 directorates and strategic support units. A 37% increase from 2021/22.
- Achieved an increase in our overall online community size across all social media platforms (Facebook, Twitter, Instagram & LinkedIn) resulting in a total combined audience size of 360,076.
- Secured a total of £136,000 of funding from:
 - TNI funding for Guildhall and Tower for domestic and international campaigns, delivered in partnership with Visit Derry, £7,500
 - TNI funding for The Alley Theatre marketing campaigns, £10,500
 - TNI funding for marketing Foyle Maritime Festival marketing, £35,000
 - TNI funding for marketing Halloween, £58,000
 - Secured £25,000 sponsorship from Diageo for the City of Derry Jazz Festival
- Following the successful delivery of the marketing and communications service for the Go For It programme, further funding was secured to extend the second Go For It programme running from 1st April 2021 until 31st March 2023. DCSDC continues

to successfully deliver the marketing services for the 11 Council programme through the creation and implementation of regional and local marketing communications plans.

- Installation of regional dressing scheme across new expansion sites consisting of 360 lamppost banners and 28 large flags. Subsequent to previous schemes the concept explored themes of 'welcome' and 'place'. The designs depict familiar city, townscape, and regional landmarks with playful references to the citizen interacting and enjoying their locales. The dressing offers the visitor a welcome theme with bold cohesive schemes that visually animate key public areas.
- Marketing activities for the Alley Theatre have directly contributed to a successful recovery year with 16,000 tickets being sold and receiving Grade 4 TNI Grading.
- Processed and published 291 public notice ads as part of Council's annual advertising schedule.
- Completed corporate signage schemes across 140 sites for dog control orders along with exterior schemes implemented in Brooke Park, Waterside Shared Village, Council Pitches and Prehen Pontoon.
- Development and launch of a new website dedicated to Waste and Recycling along with bespoke App and integrated Chatbot called RIA.
- Working in collaboration with Digital Services to procure, redesign and implement a new Corporate website that will greatly improve online user experience and interaction with Council services.
- Successful integration of a new online consultation software, to facilitate citizen engagement along with incorporating tools to allow for easy analysis of data.

Museum & Visitor Services

- Delivery of the Museum Service annual programme which included a series of six exhibitions and displays in both Tower Museum, Guildhall and Alley Theatre:
 - Strabane Hidden Heritage display
 - Amelia Earhart display and online lecture in association with the Smithsonian Museum
 - The Battle of Knockavoe Exhibition
 - Climate Change Our People's Story Exhibition
 - Peace Heroines Exhibition
 - John Hume Peace Prizes Collection display and launch

- Delivery of a series of successful in-house and large-scale engagement events including:
 - DNA Engagement/Foyle Maritime Festival and launch of Tide VR
 - HED/European Heritage Open Days 'Behind the Scenes' Tour Museum Stores
 - 'Crisis of Urban Order' Conference in association with Irish Commission for Historic Towns 2022 and Irish Historic Towns Atlas workshop event
 - Culture Night – Tide VR & Climate Change exhibition
 - Lecture to launch 250th anniversary of the Derry Journal
 - 2 Book launches – Captain Kokeritz and 17th century Londonderry Militia
 - 20 events - online, onsite and off-site Archive & Genealogy sessions with a range of community groups, partners and heritage organisations
- Delivery and roll out of Learning & Community Engagement programme targeted at Youth, Family & Older generation including:
 - 3 Intergenerational Easter themed workshops in the Tower Museum highlighting traditional heritage with 86 participants
 - 3 Children's Story Telling Corner sessions (NIMC funded) for P2 classes with 182 participants
 - 4 Storytelling for Older People: A 4 week programme on Shirt Factories, Showbands, Home Life and the 1950s with 60 participants
 - 2 Live Well Outreach Programmes: A 6-week programme with 50+ in community centres featuring Archive & Genealogy, Reminiscence, Sensory Engagement (Aromatherapy), Button Art (Shirt Factories) and museum visits with 163 participants
 - 7 School Workshops including topics such as Civil Rights & Social Justice, The Battle of Knockavoe, Amelia Earhart, Tide VR and First and Second World War Histories with 198 participants
 - Participation and engagement with 8 schools/200 participants in Civil Rights & Social Justice Schools Conference Programme
- Successful applications to funding programmes including the following:
 - Additional VR experiences for TIDE project through Interreg AA (€97,650)
 - TNI funding for Derry Girls Exhibition (£71,000)
 - Peace + funding for Cemetery Project focusing on 6 rural cemeteries - joint application with Regeneration (£250,000)

- Completion of 2-year Digitisation Programme with 7 collections digitised:
 - Cemetery records
 - Maxwell Diaries
 - Rural Cemetery audits
 - John Noah Gossett Art
 - Trade Union records
- Staffing & Visitor Services achievements with completion of staff training, support for other venues and awards
 - All Visitor Services staff trained in Age Friendly awareness
 - 4* TNI grading attained in Guildhall and Tower Museum
 - Successful operational delivery of programme of events – BBC Comedy Awards, Music Capital events, Choir events, Imbolc etc.
 - Recovery from COVID on track (with NI average) at 75% of 2019 figures
 - Successful recruitment and development of staff throughout the year
 - Green Visitor Services working group established
 - Delivery of Collections Management Programme – including audits and in-house training for collections management software
 - Participation in PRONI Forum Board and ARA/National Archives Record at Risk Board

Tourism

- Food Network maintained supporting 87 businesses with ongoing capacity building, training, and promotion
- Delivery of over 20 food events/experiences as part of the Love LegenDerry Food month February 2023
- Facilitated screen related queries
- Ongoing support for Walls Experience & DNA City Deal Projects
- Delivery of the Walls Animation programme in partnership with The Honourable Irish Society
- Support for the product development for in 5 key heritage venues
- Delivery of the Northwest Development Programme, event delivery, marketing and signage project
- 6 venues supported through the Heritage Animation & Visitor Servicing Fund

- Working with 11 various heritage venues across the city and district as part of the National Lottery Heritage Fund Phase 2 Heritage Collaboration and Resilience Programme
- Secured £71,000 from Tourism Northern Ireland from the Market led product development programme to deliver the Derry Girls pilot exhibition in the Tower Museum in partnership with Visit Derry
- Lead on DCSD participation in the Sperrin Partnership and other partner Councils, supported by project officer and administrative resource employed by DCSDC
- Ongoing support for maintenance and promotion of the International Appalachian Trail Ulster Ireland Development Project
- Development and installation of Sperrins Sculpture Trail artworks completed with DAERA Rural Development Funding (multi council partner initiative funded through the Rural Tourism Scheme and with a value of approximately £1,897,000)
– Official launch to follow in 2023
- Launch of the Strabane Town Heritage Trail experience and ongoing support for local history and heritage groups developing product.

Other activities

PEACE PLUS

- Establishment of PEACEPLUS Partnership Board in March 2022.
- Completion of Stage 1 Co-Design: 15 publicly advertised workshops (including at least one in each DEA, 2 Section 75/Thematic, one online workshop and 3 youth workshops at a range of times and locations) from May – August 2022. Approximately 130 organisations, 186 adults and 75 young people engaged. Generating ideas and engagement.
- Section 75 / Priority groups: 30 targeted meetings (estimate 70 people) with local organisations most relevant to this funding stream in summer 2022.

- Concept Forms: July – August 2022. 95 Forms were received in total from 62 different organisations.
- Completion of Stage 2 Co-Design: 9 public workshops (Across 8 DEA areas and 1 Section 75/Thematic workshop) to further discuss and prioritise ideas in September. Conducting prioritisation of ideas.
- Scoping and Decision Making: October 2022 – January 2023 the PEACE team scoped detailed content and the PEACE Board took decisions on Management, Communications, and the project content of the 3 thematic areas of the bid. All Projects had to fit SEUPB criteria and thematic parameters, be achievable in scale for available budgets and participant targets; be viable for tendering / competitive procurement; meet community priorities; avoid duplication and enhance collaboration.
- Public Survey: A survey to allow final public engagement ran in December and January. Over 1200 responses were received and considered in the final bid.
- Detailed building of a bid including 58 projects with geographic impact across our 8 local growth areas (50% of the total bid) and thematically at a district level (50% of the total bid). Meeting SEUPB allocations across the three themes of Community Regeneration and Transformation (CRT Minimum 30%-40% of bid); Thriving and Peaceful Communities (TPC 30%-40% of bid) and Building Respect for Cultural Identity (BRCI Minimum 20% of bid). Completion of EQIA.
- Continued engagement with SEUPB and with DCSDC appointed consultant, Fearon Consulting, to submit the bid at the earliest opportunity.
- Performance Indicator 1: 9 Board Meetings held in 2022-23 (Target 9. 100%)
- Performance Indicator 2: % of PEACEPLUS Consultation and Co-Design Process Achieved. Fully achieved. Bid submission planned for April 2023 as soon as SEUPB open the call.

Further information on the work progressed in 2022-23 is contained in the Business and Culture Directorate Delivery Plan for 2023-24 which is available on our website at: <https://www.derrystrobane.com/getmedia/ee5ef5c7-885a-4fbb-9489-9456f55351a0/Business-Culture-Service-Plan-23-24.pdf>

Overview / Assessment –

The Council's statutory target for the number of jobs promoted was exceeded by 7% and performance was up by almost 33% on the 21/22 year.

There were also positive performance results in terms of the other indicators associated with this improvement objective, with all key targets having been met.

Overall Trend/ Assessment: Improving

Example initiatives taken forward in 2022/23 related to this Improvement Objective

Heritage Venue Animation Programme aims to increase visitor numbers and spend 04 October 2022

Derry City and Strabane District Council have launched a new support programme to help local heritage venues to continue to develop their offering as they recover from the impact of the Covid pandemic.

The Heritage Venue Animation Programme is being delivered with £100,000 of financial support from The National Lottery Heritage Fund.

It will provide expert knowledge and support to venues to improve their organisational resilience and allow them to work collaboratively to develop the overall visitor experience within the sector.



The project aims to build on the success of the Heritage Mentoring Programme that seven local heritage venues completed.

Mayor launches exciting programme for Enterprise Week 2023

31 January 2023

The Mayor of Derry and Strabane, Councillor Sandra Duffy, today unveiled this year's Enterprise Week programme, packed full of essential advice and information for anyone keen to fast track their way on the path to success.

With events and activities geared towards both budding and established entrepreneurs, this year's programme will run from March 6th-10th at locations across both Derry and Strabane.

The theme for the week will be 'Seeds of Change' examining the business lifecycle from ideation through to realisation, and charting the success of the Micro-Businesses and SMEs across the North West who have grown and developed in recent years.

The 2023 programme will offer a broad spectrum of expert advice and provide practical workshops, panel discussions and networking opportunities, led by some of the most successful local industry leaders.



Local companies in sales pitch to US

17 November 2022

Six companies from the North West City Region are this year participating in the 2022 Trade Mission to Boston and Philadelphia, in the United States. The companies, representing technology, biotech, food and drink, creative industries and sportswear manufacturing, are part of a delegation led by Derry City and Strabane District Council and Donegal County Council.

The purpose of the visit is to strengthen existing and build new relationships, promote the North West City region as a good place for investment and to sell priority sector opportunities and develop transatlantic innovation partnerships to drive mutually beneficial opportunities. For the participating companies, the trip is a fantastic opportunity to help them generate new business opportunities in the United States market.



Discover how you can learn and earn at Apprenticeship Fair

03 October 2022

Find out more about how you can learn, gain a qualification and get paid at a special event taking place in October, aimed at setting people on the path to an apprenticeship.

The event is not just aimed at school leavers, but anyone who is hoping to change direction or seeking some inspiration regarding the next steps to take on their career path. With the added bonus of earning while you learn, apprenticeships offer a more practical approach to trying out a new career.

The Fair is open to everyone interested in taking on a new challenge through an apprenticeship in a wide range of industries and you can talk face to face on the day with the apprenticeship providers in attendance, including 21 Training, Craft Training, Rutledge Training, People First and North West Regional College.

Cross border skills and talent map aimed at driving job creation across NW

06 July 2022

Derry City and Strabane District Council and Donegal County Council have teamed up to launch details of an innovative new cross-border initiative that will map skills and drive job creation and secure investment across the North West City Region.

The purpose of the new project entitled “North West City Region Talent Solutions” is to promote local skills to employers across the region and to highlight to the wider public how they can map their skills and help showcase the wealth of talent and employability that exists in the North West.



Derry and Strabane Job Fairs to offer wide range of career opportunities

26 August 2022

Local job seekers and those thinking about their next career move will have the opportunity to speak directly with a wide range of employers at Job Fairs planned for Derry and Strabane in September. The events in Strabane's Alley Theatre and Derry's Millennium Forum will allow individuals the opportunity to chat to employers, discover an extensive range of job vacancies and improve their employment prospects through practical advice and support.

Rural Development Grant scheme offers businesses opportunity to gain competitive edge

03 May 2022

Small rural businesses in the Derry City and Strabane District Council area are being encouraged to stake their claim for development grant funding worth up to £4999.00.

The Tackling Rural Poverty and Social Isolation Programme's (TRPSI) Rural Business Development Grant Scheme opens this week and aims to support the sustainability, recovery and development of rural micro-businesses across Northern Ireland.

The programme is funded by the Department of Agriculture, Environment and Rural Affairs, and this grant Programme is administered and managed by local Councils.



3.1.2 Improvement Objective 2

To assist a return to healthy lifestyles through regrowing participation in high quality leisure, sports and physical activity

Sub Objectives:

- To re-engage and achieve user numbers of the Council's leisure facilities with a target of pre-Covid baseline user numbers and through retention and growth strategies achieve pre-Covid gym membership capacity
- To target underrepresented groups through inclusive leisure, sport and physical activity participation to lead more active lives.
- Maintain current high levels of customer satisfaction/net promoter score
- To target participation rates for those living in deprived areas

Why we selected this as an Improvement Objective

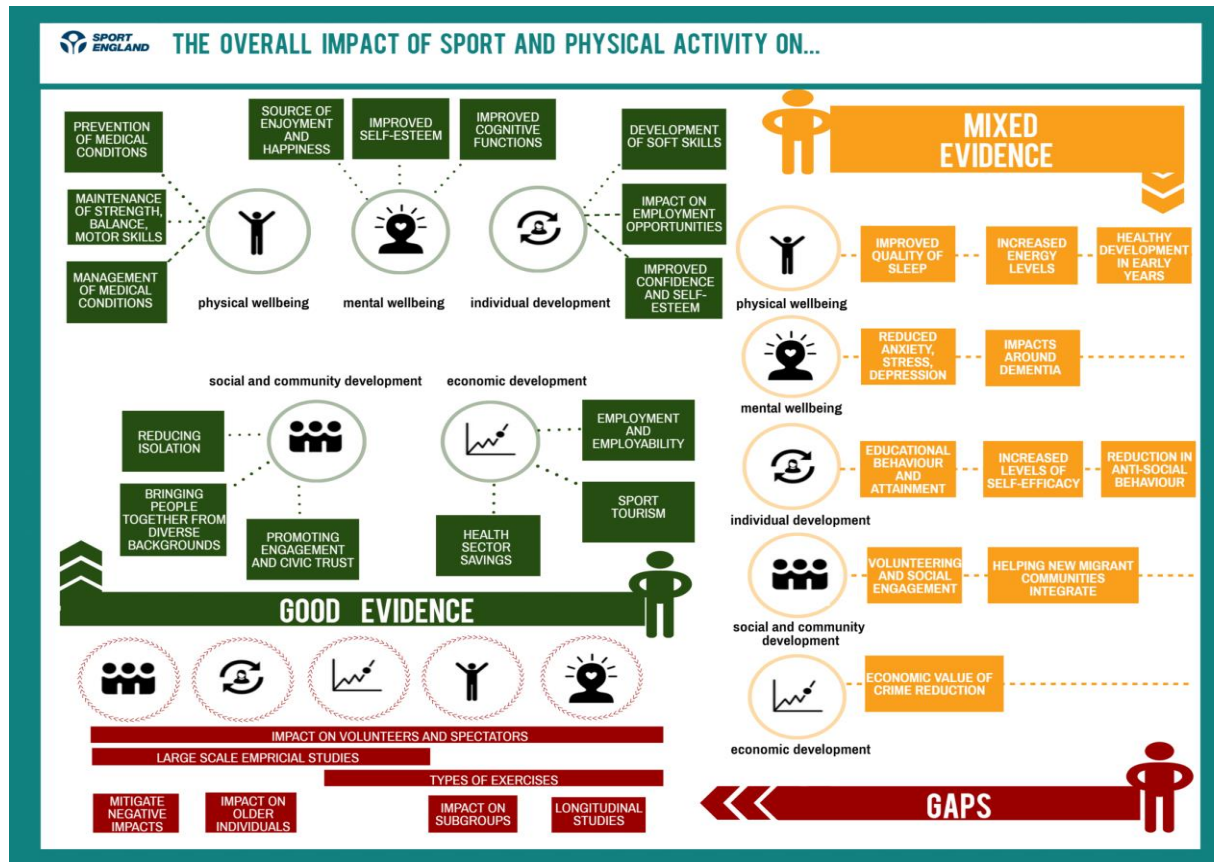
Derry City and Strabane's Inclusive Strategic Growth Plan 2017- 2032 sets out the strategic community planning partnership's vision for health and wellbeing and the overall outcome to support people live long, healthy and fulfilling lives. Four key areas for improvement have been identified: active ageing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

Engaging users in leisure, sport and physical activity has become an increasing priority at World, National, Governing body and local level. Notably at a Northern Ireland level both the Department for Communities and Sport NI have published new strategy documents and in addition APSE has published a report on Securing the Future of Public Sport and Leisure Services. All of these confirm the need for increased physical activity levels in order to address individual and societal health and wellbeing benefits.

The **World Health Organisation** (WHO) strategy paper sets out a global action plan which includes a focus on physical activity as a leading factor in health and wellbeing in the European Region, with particular attention to the burden of non-communicable diseases (NCD) associated with insufficient activity levels and sedentary behaviour. The global action plan More Active People For A Healthier World 2018-30 provides a framework for a whole of society approach. It aims to cover all forms of physical activity throughout the life course. The WHO recognise that physical activity is proven to help and prevent NCD's such as heart disease, stroke, diabetes and breast and colon cancer. It also helps hypertension, overweight and obesity and can improve mental health, quality of life and wellbeing. The key target is to reduce world physical inactivity by 10% by 2025 and 15% by 2030 through delivery themes of Active Societies to achieve a shift in both supporting and valuing all people being regularly active, according to ability and across the life course; Active Environments; Active People; and Active Systems.

The four pillars of the WHO guidance are reflected in the International Society for Physical Activity and Health (ISPAH) "Eight Investments that Work for Physical Activity" which can be used to clearly show potential interventions and touch points within which public sport and leisure services can play an important role, e.g. Sport and recreation for all, community wide programmes, whole out of school programmes, public education, including mass media. Importantly the guidance underlines that there is no single simple way of driving up physical activity levels. Instead it recognises the complex interrelationship of factors that often cut across areas of responsibility and accountability between statutory partners, with a very strong emphasis on collaboration.

The UK Chief Medical Officers Physical Activity Guidelines have been updated and draw upon global evidence to present guidelines for different age groups covering the volume, duration, frequency and type of physical activity required across the life course to achieve health benefits. Evidence supporting the health benefits of regular physical activity has become more compelling and the report sets out the overall impact on the health, social, environmental and economic benefits for communities and wider society: as detailed below:



The **Department for Communities** has published the 10-year Sport and Physical Activity Strategy, 'Active Living' – More People, More Active, More of the Time' which sets out the framework for Northern Ireland. It seeks to promote:

'Lifelong involvement in sport and physical activity will deliver an active, healthy, resilient and inclusive society which recognises and values both participation and excellence.'

The key themes and goals of this Strategy build upon the work the Sport Matters Strategy has delivered between 2009-2019 and sets a direction for Sport and Physical Activity that is based around inclusion, engagement, community, excellence, partnership, collaboration, and shared spaces that collectively maximise the benefits of more people, being more active, more of the time. The Strategy reflects the significant impact that the COVID-19 pandemic has had and will continue to have on society and the importance of ensuring that there is a focus on recovery in terms of both the wider sport sector and the role the sector can play to help communities recover. That includes the role sport and physical activity will play in the collective effort to manage the physical and mental health challenges that the COVID-19 pandemic has created and exacerbated.

Additionally, it recognises the inter-related nature of physical literacy and lifelong involvement in sport and physical activity at all levels. The focus on physical activity emphasises the importance of being active for social, health and recreational purposes as well as for competitive involvement.

The benefit of having a more physically active society is significant given the positive impacts it has on the health and well-being of our communities. It will also contribute to the challenges society in general faces when tackling matters such as obesity prevention, healthy lifestyles to guard against critical illness and to the promotion of good mental health.

The Sport and Physical Activity Framework

Programme for Government Outcomes and Indicators

VISION

‘Lifelong involvement in sport and physical activity will deliver an active, healthy, resilient and inclusive society which recognises and values both participation and excellence’

KEY THEMES



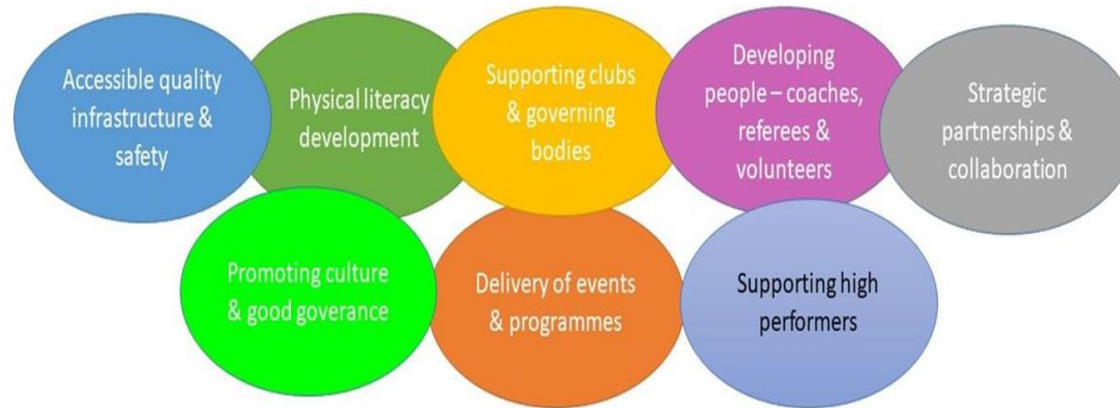
CROSS-CUTTING PRINCIPLES



DEPARTMENTAL CROSS - CUTTING THEMES



Sport NI has published a new corporate strategy which acknowledges that the value of sport individually and societally has become so much more apparent as a result of Covid. The emotional, mental, physical wellbeing derived from participating in sport is seen as an important element of Covid recovery and regrowth. The value of sport including health, education and social cohesion can be achieved through people participating and sustaining participants in sport and recreation. Councils’ partnership working with SportNI and others can support the delivery vision:



The **APSE** report concludes that:

‘Although the word leisure can conjure up images of optional activities, public sports and leisure services are in fact a service that fundamentally supports the health of the nation, enabling people to live longer, prevent or manage health conditions and boost mental health. The more deprived an area is the more dependant the community are on public sports and leisure provision.’

Council has a specific role in providing a range of publicly accessible, universal, and targeted services and activities. Nine key sites provide for a breadth of activities which offer opportunities for participation across the district. The range of facilities include 3 swimming pools, 7 sports centres, athletics tracks, tennis courts, sports pitches, multi-use games area, pontoon, and a variety of














community infrastructure. In addition, Council works in partnership with local sports clubs who provide opportunities along the sporting pathway from grassroots participation to elite athletes; engagement and inclusion including participation by vulnerable groups, women, children, and young people, disabled and ethnic minorities; improved physical and mental health. Some 200+ clubs are active across the Council area.

Public sport and leisure are integral to Covid recovery and are essential to expanding the reach of services and helping to address health inequalities. Opportunities to develop the services needed by the community will be delivered through partnership and collaboration with WHSCT, PHA, Sport NI and DfC including those which enhance the preventative offer for physical and mental health.

Securing the future of public sport and leisure services (published on behalf of APSE, CLOA, LGS) highlights the range of activity across the life span which can actively contribute to better health and the UK Chief Medical Officers Activity guidelines sets out an exemplar on how commonly delivered sports and physical activity can improve muscle function, bone health and balance as detailed in the diagrams below:



Table: Types of activities that can help maintain or improve aerobic capacity, strength, balance, and bone health and contribute to meeting the physical activity guidelines

Type of sport, physical activity or exercise	 Improvement in muscle function	 Improvement in bone health	 Improvement in balance
 Running	★	★★	★
 Resistance Training	★★★	★★★	★★
 Aerobics, circuit training	★★★	★★★	★★
 Ball Games	★★	★★★	★★★
 Racquet Sports	★★	★★★	★★★
 Yoga, Tai Chi	★	★	★
 Dance	★	★★	★
 Walking	★	★	☆
 Nordic Walking	★★	?	★★
 Cycling	★	★	★

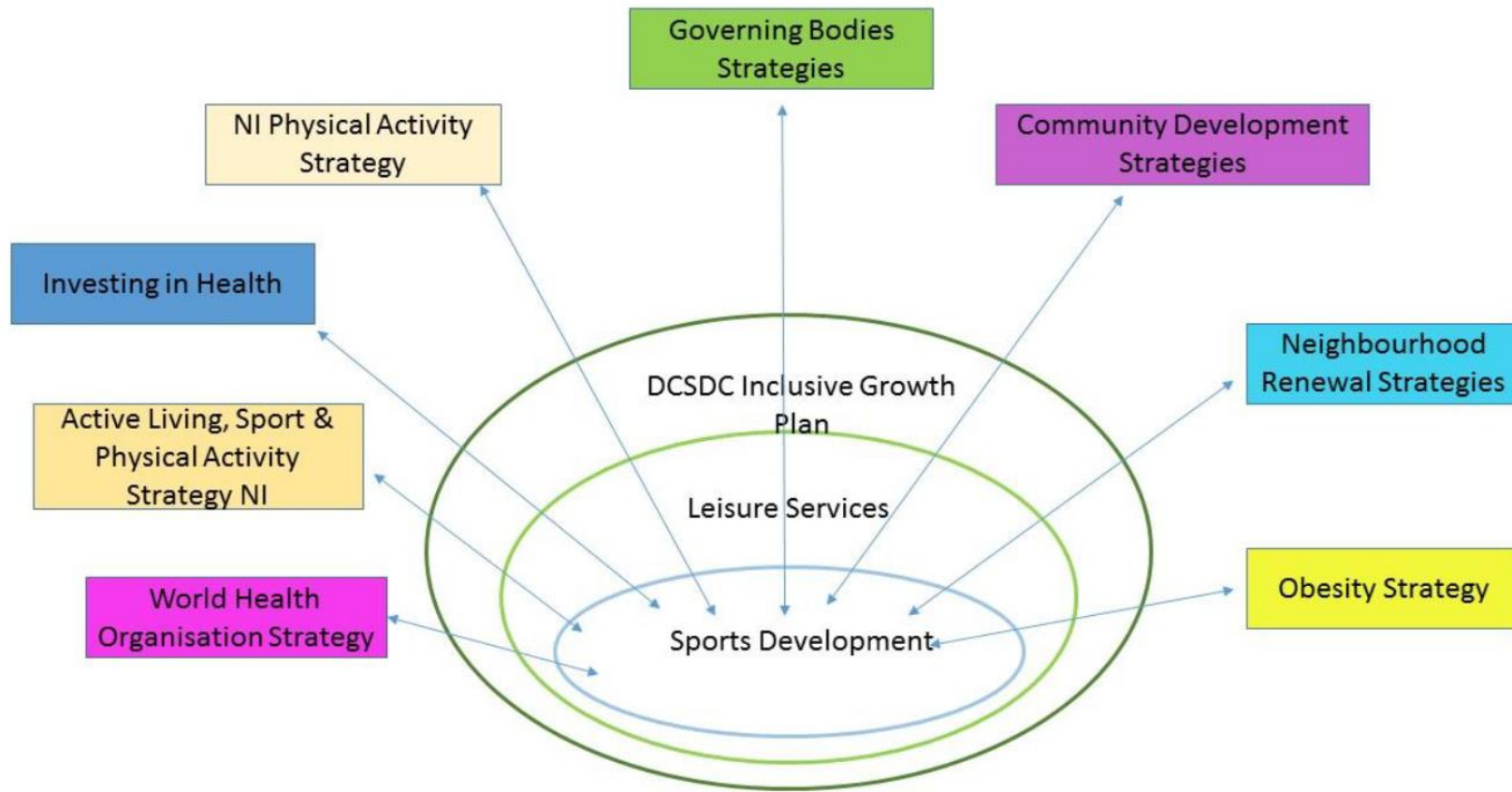
★★★ Strong effect ★★ Medium effect ★ Low effect ☆ No effect ? Not known

Examples of the types of targeted programmes in addition to universal open participation at key leisure and sports sites delivered by Council which can contribute to these wider outcomes include:

- MacMillan – Prehabilitation Model
- Water Safety and Activity Programme
- Cross Border Sports Programme
- Disability Hub at Foyle Arena
- NW Sporting Pathways
- Fundamental gymnastics programme
- School swimming programme
- Virtual Challenges
- NW Rugby programme
- Active Citizens programme

In February 2022 a public survey was undertaken across the council area to establish views on participation in sport and physical activity:

- 93.5% agreed there is a need for investment in Council facilities.
- In terms of the impact on users 55-60% of users identified positive benefits across the categories of general health, physical health, and mental health and 7.16% identifying improvement to a specific medical condition.
- Swimming, gym use and sports e.g., football remain the most popular activity.
- Walking remains the highest other physical activity participated in with 57.83%, followed by jogging and running at 14.46% and cycling at 6.63%.
- Participation trends vary from 9.94% inactive, 50.29% fairly active and 39.77% active.
- The top 3 health and wellbeing objectives identified for 2022: 45.88% wanting to improve general health, 31.18% wanting to lose weight, 8.82% wanting to improve mental health.
- 86.47% identified as very or quite important the encouragement and support given by staff to assist meet health and wellbeing objectives.
- Some 76.47% were prepared to allocate more time to health and wellbeing through sport, exercise and being active.



Delivery / Achievements

In our Improvement Plan for 2022/23, 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 2019-20	Performance 2020-21	Performance 2021-22	2022-23 Target	What we achieved in 2022-23	Target Delivered?
Increased opportunities to participate in sport, leisure and healthy living activities						
Increase leisure user visitor numbers (paid visits)	1,239,355	28,379	542,733	1,100,000	1,350,144	☑
Achieve 450 participation completion rate for Physical Activity Referral Programme (PARP) targeting designated special populations	546	349	494	550	605	☑
Number of participants per year for sports development targeted programmes				5,000	5235	☑
Number of participants in	215	47	92	100	103	☑

What did we aim to achieve? Target Outcomes	Performance 2019-20	Performance 2020-21	Performance 2021-22	2022-23 Target	What we achieved in 2022-23	Target Delivered?
Macmillan Move More Programme						
Number of athletes enrolled in the Elite Athlete Membership Scheme	85	49	71	60	63	☑
Number of participants in the Coach Education Programme and CPD Courses to support Coach and Club development	32	0	160	100	100	☑
User satisfaction/net promoter score	50	50	Not carried out due to Covid	50	50	☑
Average quarterly mystery visit score across all leisure facilities	85%		Not carried out due to Covid	85%	Not carried out, commenced in 2023/24	

Further information on the work progressed in 2022-23 is contained in the Health and Community Directorate Delivery Plan for 2023-24 which is available on our website at <https://www.derrystrabane.com/about-council/corporate-services/corporate,-directorate-and-improvement-plans>

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 have shown growth across a number of years. In 2022/23, the overall number of users exceeded pre Covid levels.

Year	Attendances
2016/17	918,256
2017/18	940,009
2018/19	1,129,434
2019/20	1,293,355
2020/21	28,379
2021/22	542,733
2022/23	1,350,144

Participation levels In terms of tailored/dedicated programmes, is consistent with targets identified.

Overall Trend/ Assessment: Improving

Example initiatives taken forward in 2022-23 related to this Improvement Objective

Get fit for free this September with Council leisure offer

02 September 2022

If you need some extra motivation to get back to the gym, then you'll be delighted to hear that Council is offering the chance to sign up for free at all its facilities this September. Anyone who becomes an all-inclusive leisure member can enjoy access to a wide range of activities and classes across all Council's leisure sites in Derry and Strabane – and pay absolutely nothing until October 1st. It's a fantastic opportunity to take on a new challenge and sample the diversity of fitness programmes and classes currently on offer.

Sign up for free in September*

*Offer available on All-Inclusive Memberships

Brooke Park Leisure Centre • Foyle Arena •
Templemore Sports Complex • Melvin Sports Complex •
Riversdale Leisure Centre • Derg Valley Leisure Centre •

PROMOCODE: SEPT22

derrystrabaneleisure.com
*Terms & Conditions apply

Sign up for free in September*

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Brooke Park Leisure Centre • Foyle Arena •
Templemore Sports Complex • Melvin Sports Complex •
Riversdale Leisure Centre • Derg Valley Leisure Centre •

PROMOCODE: SEPT22

derrystrabaneleisure.com
*Terms & Conditions apply

Riversdale launches exciting new autumn programme

05 September 2022

Riversdale Leisure Centre has just unveiled a new look fitness programme for the autumn season, guaranteed to appeal to fitness fans of all ages and abilities. The new programme kicks off on Monday September 5th, with a diverse range of activities and classes available to both casual and all-inclusive members. Try out Aquafit, Yoga, Circuits, Studio Cycling, and a whole host of other fun fitness sessions, or why not join the Fit50+ Club which meets up twice a week?

Cream of Northern Ireland Judo return to Foyle Arena

06 April 2022

The top Judo players in Northern Ireland and a host of international talent will return to the North West this weekend as the 2022 Northern Ireland Judo Open takes place in the Foyle Arena on Saturday 9th and Sunday 10th April and is sponsored by The City of Derry Airport. The event will be taking place for the first time since 2019 when hundreds of judoka in 11 categories competed at the Waterside venue.



Fun in the sun as Council summer camps open for booking

08 June 2022

Parents will be delighted to hear that there are plenty of fun activities planned to keep kids active and amused this summer, with the launch of Council's summer leisure programme.

The Summer Sports Camp programme will open for bookings next week, alongside a wide range of sports and leisure activities for all ages and abilities. A packed programme will be hosted at the Foyle Arena, Templemore Sports Complex and Melvin Sports Complex over a six-week period throughout July and August.

Over the course of the summer Council will also be running intensive swim lessons, climbing courses and National Pool Lifeguard courses. Fitness enthusiasts can also avail of an additional all-inclusive package with the £60 for 60 Days promotion which is currently live.

3.1.3 Improvement Objective 3

To create a greener, cleaner more attractive district

Sub Objectives:


- To protect and promote our natural and built assets
- To protect and enhance our environment


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 2022/23 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 2019-20	Performance 2020-21	Performance 2021-22	2022-23 Target	What we achieved in 2022-23	Target Delivered?
An enhanced public realm and built environment						
• Value of capital projects completed on site	£9m	£11.6m	£10m	£10m	£11.374m	
• Total number of applications processed by Building Control	4,386	3,439	4,195	Demand Led	4,196	N/A
• Number of communities supported in community clean-ups/environmental improvement schemes	20	25	25	Demand Led	23	N/a
• Total number of local and major planning applications received	838	952	1,065	Demand Led	802	N/a
• Average processing time of major planning applications	96 weeks	65.2 weeks	51.6 weeks	30 weeks	78.0	No
• Average processing time for local planning applications	14.1 weeks	14.2 weeks	15.6 weeks	15 weeks	21.0	No
• % Enforcement cases processed within 39 weeks	53.5%	78.1%	77.9%	70%	Not available at time of writing	n/a

What did we aim to achieve? Target Outcomes	Performance 2019-20	Performance 2020-21	Performance 2021-22	2022-23 Target	What we achieved in 2022-23	Target Delivered?
Increased opportunities for play <ul style="list-style-type: none"> £ value of new/upgraded play provision 	£1.75m	£1.68m	£546k	Data only	£300k	n/a
Increased access to sustainable transport <ul style="list-style-type: none"> KM increase in provision of cycle path/greenway development Capital value of greenways delivered 	6.0km £1.5m	6.4km £2.0m	0.4 £1.32m	Data only Data only	0.3 c£100k	n/a n/a
More sustainable management of waste <ul style="list-style-type: none"> % household waste recycled/composted (W1) Biodegradable LAC waste sent to landfill (tonnes) Total amount of local authority collected waste 	44.3%	46.1% 4,802 83,989	45.1% 8,299 83,540	50% Reduce Data only	47.22* 8138.4* 79114*	  n/a

*Subject to verification

Further information on the work progressed in 2022/23 is provided in the Environment and Regeneration Directorate Delivery Plan for 2023/24 which is available on our website at: https://www.derrystrabane.com/getmedia/437656b0-0023-406f-a6f2-06aaf3496b66/Annual-Service-Plan-202324-Environment-Regeneration-Directorate_1.pdf

Details of Capital Development / built environment Initiatives progressed during 2022/23

Capital Projects Completed or Nearing Completion on Site (approx. £18.2M value of contracts)

- Completion of new £6.1m SEUPB/DCSDC funded shared space community sports facility at Irish Street/Top of the Hill, Derry
- Completion of new £3.5m DfI/DEARA/DfC/DCSDC funded Strathfoyle Greenway, Derry.
- Completion of new £1.4m extension to City Cemetery, Derry
- Completion of new £800k SNI/DCSDC funded DDA compliant river access pontoon at Prehen slipway.
- Completion of new £600k SEUPB funded Route 2 Muff to Border of the £16.3m Northwest Greenways project.
- Completion of three new Covid Recovery parklets along riverfront and Waterloo Place, Derry (at £350k)
- Completion of new £230k DfC/TEO/DCSDC funded car park and pedestrian access from Ebrington to St Columb's Park , Derry
- Completed construction approx. £110k of temporary accommodation and boat storage facilities at Prehen Boat House
- Completion of site clearance works for new £6.3m LUF funded Acorn Farm development at St Columb's Park, Derry.
- Nearing completion of new £2.5m Urban Village funded New Gate Theatre & Cultural Hub in the Fountain estate, Derry.
- Nearing completion of new £2m tourism sculpture trail in the Sperrins.
- Nearing completion of £600k Clooney Masterplan – Phase 2 environmental improvement works at Nelson Drive and former Ebrington Primary School site.

Capital Projects Commenced on Site (approx. £11.0M value of contracts)

- Commenced construction of new £4.6m LUF/DCSDC funded Daisyfield Community Hub and Pitches, Derry
- Commenced construction of new £3.5m SEUPB funded North West Greenways (NI) - Route 2 Pennyburn to border at Muff
- Commenced construction of new £2.8m Urban Villages funded Gasyard interpretive visitor centre, Derry.
- Commenced construction of £80k of pitch facilities upgrade, Oakfield Park, Creggan, Derry

Capital Projects Attaining Key Delivery Milestones

- Commenced procurement of contractor for new £1.0m DfI/DCSDC funded Strabane North Greenway, Ballymagorry.
- Completed RIBA Stage 4 design and will submit OBC shortly for departmental approval for £12m City Deal funded maritime themed DNA Museum at Ebrington, Derry.

- Completed RIBA Stage 4 design and will submit OBC shortly for departmental approval for new £7.3m public realm scheme within Strabane town centre.
- Completed RIBA Stage 4 design for new £2.1m Ballymagroarty Community Centre
- Completed RIBA Stage 4 design for new £1m community allotments and play park at Ballynagard, Derry
- Completed RIBA Stage 4 design and secured planning permission for new £185k replacement 'Foot Stick' pedestrian footbridge, Learmount, Park, County Derry.
- Completed RIBA Stage 4 design of three new Rural Covid Recovery projects in Claudy, Learmount and Newtownstewart (at £1m)
- Completed RIBA Stage 3 design for new £2.7m Glenview Community Centre
- Completed RIBA Stage 3 design for new £1.8m Culmore Community Centre
- Completed RIBA Stage 4 design for new £1.5m DCSDC/SNI funded multi-sports centre, Melvin Leisure Centre, Strabane.
- Completed RIBA Stage 3 design and submitted planning application for new £1.0m public realm and Factory Girls artwork, Harbour Square, Derry.
- Recommended RIBA Stage 3 design for new £25m Leisure Centre, Canal Basin, Strabane
- Updated costs and concept design for new £75m Templemore Sports Complex, Derry
- Commenced planning process for new strategic cemetery at Mullenan Road, Derry
- Completed concept place-making masterplan for the £60m Central River & Walled City Regeneration Programme of the Derry~Strabane City Deal
- Completed concept place-making masterplan for the £78m Strabane Regeneration Programme of the Derry~Strabane City Deal and preparing OBC for departmental approval.
- Appointed two design teams for new £6.5 LUF funded Derg Active programme of projects (i.e. Mitchell Park, Castlepark and public realm) and preparing OBC for departmental approval.
- Appointed design team for new £5.9m LUF funded Acorn farm project at St Columb's Park, Derry
- Appointed design team for new £625k Springhill Community Pavilion, Strabane
- Appointed design team for new £400k LUF funded gate lodge at St Columb's Park, Derry and commenced procurement of contractor

Overview / Assessment -

The 2022/23 year, saw the continuance in the level of building control applications and a reduction in planning service applications. The Planning Service also encountered a number of operational challenges due to recruitment difficulties and the regional rollout of

the new Planning Portal. It is noted that across all councils there was an increase in the times taken to process local and major planning applications.

Regional unverified data indicates that the Council increased its levels of household waste recycled by 5% from the previous year, reduced the amount of waste landfilled and there was a reduction in the amount of waste collected by the Council.

Council also continued to deliver on a multi-million pound capital programme and to expand/ develop its parks and greenways, and the built environment.

Overall Trend/ Assessment: Evidence of performance improvement

Example initiatives taken forward in 2022/23 related to this Improvement Objective:

Community to have their say on Castledearg regeneration

14 February 2023

Members of Derry City and Strabane District Council’s Environment and Regeneration Committee have approved plans to embark on a stakeholder and community consultation for the Diamond Regeneration element of the Derg Active Project in Castledearg.

This drop in event will also be used as an opportunity to share the emerging plans for Mitchell Park, which will see the creation of a new 3g Floodlight Sports Pitch which is also being funded through the UK Levelling Up Fund.

Back in October 2021, Derry City and Strabane District Council secured £5,823,090 from the UK Levelling Up Fund to deliver the Derg Active Project. The funding was part of an overall £15.5m funding pot secured by the Council from UK Government’s Levelling Up Fund to deliver on three strategic projects across the Council. A core element of the Derg Active Project is to deliver a high-quality public realm at the Diamond in the centre of the Village.



The poster for the Castledearg Diamond Regeneration Consultation features a blue and green color scheme. At the top, it reads 'Castledearg Diamond' in large blue letters, followed by 'Regeneration Consultation' in green. Below this, it specifies the location as 'Derg Valley Leisure Centre'. A circular badge on the right side of the poster indicates '2 Consultation Workshops Available'. The event schedule is listed in two numbered items: '1 Thursday 23rd February 2023 11am-2pm & 4pm-8pm' and '2 Saturday 25th February 2023 10am-2pm'. At the bottom, it states 'Registration required at www.eventbrite.co.uk'. On the right side of the poster, there is a small architectural rendering of the Diamond area.



Mayor welcomes over £100k in Levelling Up funding for Strathfoyle Greenway

17 February 2023

Mayor of Derry City and Strabane District Council, Councillor Sandra Duffy, has welcomed news that the Strathfoyle Greenway will benefit to the tune of over £100,000 from the UK Government's Levelling Up Fund.

The Strathfoyle Greenway project is a 2.7km long greenway that will link up the area with the rest of the city's greenway network. The project includes street lighting controlled by a smart system to minimise energy consumption and impacts on wildlife.

Derry City and Strabane District Council, alongside community steering groups, have been working on this project since around 2012 and the project is expected to be completed later this year. The £2.64m greenway is being developed by Derry and Strabane Council in partnership with the Depts. of Communities, Infrastructure, Agriculture and Environment, and Rural Affairs.

Council teams with Probation Board for New Graffiti Removal Service

11 July 2022

Derry City & Strabane District Council has joined with the Probation Board for Northern Ireland to offer a new service for the removal of non-contentious graffiti across the city. The new service will see people undertaking community service orders employed to remove non-contentious graffiti from walls, buildings or wherever else it may appear.



Derry and Strabane are top Council in NI for recycling rates and user satisfaction

29 July 2022

Derry City and Strabane District Council recycling services have scored the highest satisfaction rating in Northern Ireland in a newly released poll. They are the top local authority in the North with 88% of householders expressing satisfaction with how they are asked to recycle – an increase of 5% since the poll was last conducted in 2019. The high satisfaction rating correlates with the Council area boasting the highest rate of household recycling per capita.

Praise for positive eco impact of Foyle Maritime Festival

02 August 2022

While the activities, entertainment and food from the Foyle Maritime Festival proved a massive hit with the thousands of visitors, the strong eco focus of the five-day event has also produced some impressive and thought-provoking results.

The festival returned to the city's Quay for the first time since 2018 and this year brought several sustainability-driven additions and initiatives to encourage positive environmental action, and which also saw Derry City and Strabane District Council launch its 'Big Plastic Pledge'.



Planning approved for Acorn Farm development at St Columb's Park

08 September 2022

Derry City and Strabane District Council's Planning Committee have approved the capital development proposals for the Acorn Farm growing space project at St Columb's Park. The plans include domes and an annex building, a glasshouse, sheds, vegetable gardens, service area, parking and access road for the urban farm.

The site of the project is on lands opposite Ebrington barracks and was previously used as a helicopter pad for the military and has recently been cleared of asphalt hardstanding, concrete bases, footings, redundant underground services and sundry items.

Derry secures top spot in Ulster in Bloom awards

30 September 2022

Mayor of Derry City and Strabane District Council Cllr Sandra Duffy has praised the Grounds Maintenance and Street Cleansing teams at Council after they once again secured the top prize in the 'City' category of the Translink Ulster in Bloom awards.

The annual horticultural competition aims to encourage cities, towns and villages across Northern Ireland to look their best, boosting civic pride through beautiful plant and floral displays.



Hikes to suit all levels and interests as Sperrins and Killeter Walking Fest returns

01 July 2022

The Sperrins and Killeter Walking Festival are looking forward to welcoming the public back to Plumbridge and Killeter this September with a varied weekend of walks incorporating history, photography and nature.

The Festival, hosted by Derry and Strabane District Council in partnership with Far and Wild, will feature a trio of walks leaving from the two venues on the weekend of Saturday September 17th and Sunday September 18th.

Council unveils new heritage plan for Derry and Strabane

23 September 2022

A new strategy aimed at celebrating and promoting the City and District's unique built heritage was launched this week by the Chair of Derry City and Strabane District Council's Environment and Regeneration Committee, Alderman Keith Kerrigan, at a special event held in the historic Sion Stables in Sion Mills.

The Heritage Plan sets out the Council's vision for how the District's built heritage can be protected, promoted and sustainably developed over the next five years through a series of proposed actions and working in partnership with a range of key heritage stakeholders. It aims to encourage best practice in the care of heritage assets and encourage community pride and participation in caring for our historic environment.



Newtownstewart Town Centre Regeneration Framework

Consultation

Thursday 16th February 2023

Newtownstewart 2000 Centre: 2pm-4pm

Mellon Inn: 7pm-9pm

Registration required at www.eventbrite.co.uk

2
Consultation
Workshops
Available

Public Invited to Input to Newtownstewart Town Centre Regeneration Framework

08 December 2022

Members of the public are being invited to give their views on the future regeneration of Newtownstewart as part of the preparation of a Town Centre Regeneration Framework being developed by Derry City and Strabane District Council.

The Regeneration Framework will be a focused document setting out the regeneration vision and objectives for the town centre including opportunities, key challenges, and a series of proposed actions over the short, medium and long term. Whilst not exhaustive, the Framework will cover themes such as traffic management, parking, pedestrian/cycle infrastructure & connectivity, streetscape/public realm, built heritage, green infrastructure, business development, tourism etc.

Glen residents urged to engage in Creggan Burn Park consultation

29 July 2022

Derry City and Strabane District Council is calling on residents of the Glen area of the city to give their views on the future development of Creggan Burn Park.

Working in partnership with the Glen Development Initiative (GDI), proposals for the site include an upgrade of the zig-zag steps, better greenway connectivity, additional lighting, tree planting and a new community centre within the park.



Derry City & Strabane District Council
Local Development Plan
(LDP) 2032
Draft Plan Strategy

Local Development Plan (LDP) is submitted to DFI

31 May 2022

The draft Plan Strategy for the Local Development Plan (LDP 2032) for Derry City and Strabane District Council has been submitted to the Department for Infrastructure, as a key stage towards the Independent Examination process.

Council's Local Development Plan Team submitted the LDP draft Plan Strategy (dPS) along with the supporting documents to the Department on 20th May 2022, following several periods of public consultation.

3.1.4 Improvement Objective 4

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 2022/23 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 2019-20	Performance 2020-21	Performance 2021-22	2022-23 Target	What we achieved in 2022-23	Target Delivered?
Analysis of complaints and feedback <ul style="list-style-type: none"> • Number of formal complaints received • Number of compliments received 	27	23	30	Data only	42	N/A
	47	77	28	Data only	35	N/A
Call handling performance statistics <ul style="list-style-type: none"> • Average time to answer external calls • % abandoned external calls 	17	17	27.3**	10 sec	8 ***	☑
	5.2%	7.8%	5.4%	5%	5.49%***	
% access support requests facilitated for Council run meetings / events met	100%	100%	100%	100%	100%	☑
<ul style="list-style-type: none"> • FOI response times • EIR response times • SAR response times 	91.3%	92.9%	92.8%	90%	91.8%	☑
	86.7%	93.7%	100%	90%	91.3%	☑
	100%	87.5%	91.5%	90%	81.2%	

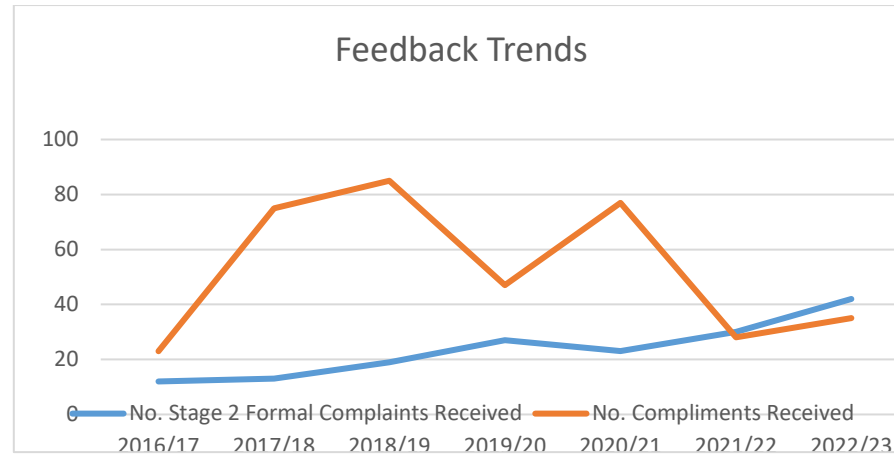
What did we aim to achieve? Target Outcomes	Performance 2019-20	Performance 2020-21	Performance 2021-22	2022-23 Target	What we achieved in 2022-23	Target Delivered?
Number of requests for information in alternative formats responded to	27	28	80	Data only	62	n/a

** includes internal transfer data

*** Main switchboard data

2022/23 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: 94% % % Member satisfaction – target 90%. Actual: 99% Participant ratings for NW Angling Fair : 100% rated very good / excellent Business innovation and growth programme- 78.6% indicated that they were somewhat satisfied/ very satisfied with the programme
Changes to systems and processes that facilitate customer service	<ul style="list-style-type: none"> Delivery of Audience Development Plan for the NW including Families’ and Older People’s programmes Delivery of Access Grant Aid Programme for Cultural Venues with 4 venues successfully receiving funding to make improvements to their premises to improve accessibility for pan-disability community Promoting JAM Card to local businesses and working towards making DCSDC a JAM Card friendly city and district Welcome pack for newly arrived refugees was translated into Ukrainian, Arabic, Russian, Tigrinya Somali and Farsi.

	<ul style="list-style-type: none"> • Secured in excess of 5,500 media placements across a wide range of media platforms including print, online, broadcast media to the value of £25.5m in free PR coverage that showcases all Council services, initiatives, and events. • Created and published training on Telephone Etiquette for staff; trained Leisure Centre Staff on dealing with Difficult Customers
<p>Greater staff awareness of policies relating to customer care</p>	<ul style="list-style-type: none"> • Disability Awareness training was delivered to over 55 front of house staff members from 12 cultural venues within the Council • Deaf Awareness training, ISL and BSL training was offered to staff and elected members • Prepared draft action plan to deliver on user feedback as part of the achievement of the British/Irish Sign Language Charter • Continued to facilitate meetings of the Safeguarding Working Group which provided guidance to staff in relation to safeguarding customers using Council facilities and services. • All current GDPR and Customer Care documentation has been uploaded to the Council intranet for reference by staff • Awareness sessions on Freedom of Information Requests, Environmental Information Requests, and Subject Access Requests were delivered to 76 front line staff • Complaint handling training was delivered to 76 front line staff • Post training surveys carried out showed an increase from average to very good understanding of Freedom of Information Requests, Environmental Information Requests, Subject Access Requests and Complaints Awareness • Two briefings were provided to reception staff on Council section functions and services



Further information on the work progressed in 2022/23 is provided in the Strategic Planning and Support Services Directorate Delivery Plan for 2023/24 which is available on our website at: <https://www.derrystrabane.com/getmedia/3a7c3c02-33a9-46fc-99f8-67fc3c8b07d0/App1-ServiceDeliveryPlan.pdf>

Overview/Assessment

This year saw a focus on providing training so as to promote internal awareness and rollout of customer related policies. Additionally, a number of initiatives were taken forward to promote the accessibility and inclusivity of council services. Such initiatives included families, older people, younger people, people with disabilities and of different ethnic backgrounds.

There was evidence of high customer satisfaction in surveyed services and high levels of PR coverage showcasing all Council services, initiatives, and events.

There were increases in both the numbers of complaints and compliments received by the Council. Complaints monitoring arrangements are currently being reviewed in light of the introduction of the NIPSO Model Complaints Handling Process in the 2023/24 year.

The roll out of this new approach will be accompanied by a programme of awareness and capacity building in respect of customer care and complaints handling.

The majority of targets identified were achieved.

Overall Trend/ Assessment: Evidence of improvement

Example initiatives taken forward in 2022/23 related to this Improvement Objective:

Council to launch dedicated Chatbot as part of European Week for Waste Reduction Week 18 November 2022

Derry City and Strabane District Council is encouraging everyone across the city and district to support European Week for Waste Reduction (19th-27th November) with a special focus on the textile sector. For the 14th edition, European Week for Waste Reduction (EWWR) explores the topic of Circular and Sustainable Textiles, analysing the impact that the textile sector has on our planet and society. Council will host a number of events throughout the week on waste reduction, with a focus on clothing and textiles, as well as launch their own dedicated Waste and Recycling Chatbot, called Ria. Ria stands for Recycling Information Assistant, which is an automatic virtual assistant designed to answer all your waste and recycling queries. Ria can be found at www.derrystrabane.com/recycling.





Public buildings throughout Northern Ireland get connectivity boost through full fibre scheme

17 November 2022

An event has taken place at the Canal Court Hotel in Newry to celebrate the success of the Local Full Fibre Network (LFFN) and Rural Gigabit Connectivity (RGC) projects, funded by the Department for Digital, Culture, Media and Sport (DCMS).

The event on Wednesday November 16th, marks the completion of one of the largest broadband initiatives delivered by multiple public sector organisations across the North as part of the UK Government's Levelling Up strategy.

Council aiming to build on success of Heart of the Sperrins project

20 December 2022

Over the year Derry City and Strabane District Council have rolled out an arts and cultural programme to engage with older people living in the most rural communities areas across the District.

The Heart of the Sperrins project aims to address the under representation in the arts by over 60-year-olds and is set to be developed further during 2023.

The programme attempts to highlight challenges and address issues affecting older people which were highlighted in the North West Audience Development Project Research Report carried out by Thrive in 2021.

It is part of the Arts and Older People Programme, jointly funded by the Arts Council of Northern Ireland, Public Health Agency and the Baring Foundation.



Council set to celebrate Ulster-Scots Language Week 2022



11 November 2022

Derry City and Strabane District Council is set to host a week-long programme of events to mark Ulster-Scots Language Week which runs from 21st to 25th November 2022.

Ulster-Scots Language Week or 'Leid Week', provides us with a unique opportunity to learn more about the rich tradition of Ulster-Scots in the local area. This year, Council is partnering with the Ulster-Scots Agency to offer a diverse programme of events which includes poetry, storytelling, short film, creative writing workshops, lectures, language learning opportunities and a unique project which blends electronic dance music and the spoken word.

Council to host Access and Inclusion Events as part of Bounce Festival

21 September 2022

Derry City and Strabane District Council's Access and Inclusion Project are teaming up with the University of Atypical to host two special events as part of this year's Bounce Arts Festival.

Bounce is celebrating its 10th anniversary when it returns from Friday 7th to Sunday 9th of October and is the only festival in Ireland solely dedicated to the celebration and showcasing of arts created by d/Deaf, disabled and neurodiverse creatives.



3.2 Financial Performance 2022/23

For the year ended 31st March 2023, Council approved a net expenditure budget as part of the rates process of £67.964m.

The sources of funding were as follows:

Domestic rates	£31.764m
Non-domestic rates (including de-rating grant)	£33.207m
Rates Support Grant	£2.268m
Transferred Functions Grant	£0.374m
Council reserves/ District Fund	£0.350m
Total net expenditure budget	£67.964m

As noted in the report to the Council's Governance and Strategic Planning Committee, 2022/23 has been an incredibly difficult financial year for Council with a number of key financial pressures arising after the rates for the year were agreed back in February 2022 as follows:

- Global cost of living pressures such as rising fuel and utility costs. Inflation has been running at over 10% for much of the year which has had significant implications for Council budgets.
- Construction inflation created major challenges for Council capital projects.
- Council faces significant unbudgeted costs as a result of recent pay negotiations for 2021/22 and the recently agreed outcome of national pay negotiations for 2022/23 which had not been fully budgeted for.

- The COVID pandemic continued to pose challenges for service delivery for some of the financial year. For some of the year, service income levels in leisure, licensing and car parking continued to lag behind pre- COVID levels and exceptional expenditure was incurred (e.g., health and safety costs, security costs at recycling centres, staffing challenges) although this has now reduced significantly.
- As noted above, Council relies heavily on rates income to fund its services. The economic impact of the pandemic and the global cost of living crisis have seen rating debt levels increase and the risk of appeals against non-domestic valuations remains significant. Appeals against the 2015 Reval resulted in a 2% impact on Council's non-domestic rates income. A new Reval process completed in 2020 has already resulted in a further 0.5% erosion in Council rates income. Furthermore, 16.11% of Council's non-domestic list remains under appeal (mostly schools) which will likely result in a further reduction in Council rates income as appeals are concluded.

Council had forecast all these issues in detail and has had contingency reserves in place in the current financial year to mitigate all unbudgeted pressures.

A summary outturn report for 2022/23 is set out in the table below:

Area	Annual Budget (£000) adjusted for reserves transfers	Actual Net expenditure (£000)	Surplus/ (Deficit) (£000)
Cross Cutting Corporate Services	8,411	8,547	(136)
Health & Community	12,429	13,630	(1,201)
Business & Culture	9,279	9,342	(63)
Environment & Regeneration	26,869	29,057	(2,188)
Capital and loan charges	5,898	6,553	(655)
Other costs	404	2,448	(2,044)
City of Derry Airport (inc capital)	1,792	1,792	0
Transfers to/ (from) Reserves	2,482	2,482	0
Funded by:-			
Rates income (inc DRG)	(64,572)	(66,259)	1,687
Rates Support Grant	(2,268)	(1,698)	(570)
Transferred Functions Grant	(374)	(374)	0
Funding from Reserves- District Fund	(350)	1,000	(1,350)
Total	0	6,520	(6,520)

It is noted that the overspend position of £6.52m (pre-application of Council contingency reserves), has been mitigated as a result of Council having its £12.8m financial contingency reserve in place.

3.3 Corporate Plan Objectives - Key Achievements 2022/23

Our Corporate Plan 2022/23 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**

Environment and Building Control

Building Control

- Full plan applications processed, including sub sites = 1,875
- Building Notice applications processed = 1,967
- Regularisation applications processed = 316
- Site inspections undertaken = 11,421
- Property Certificates processed = 2,008

Postal Numbering & Street Naming

- Total number of new postal number requests processed = 667

- Total number of Land & Property Services queries dealt with = 840
- Total number of residents consulted, as part of 39 bilingual street name requests = 1684
- Total number on new or replacement street signs = 234 (62% dual language)

Energy

- Completion of the second phase of a council wide programme to install real-time monitoring of energy usage of all council's buildings. - Second phase completed and commissioned on schedule. The Acorn Farm project team has expressed interest in adopting this system for properties within the site which includes St Columbs Park House.
- Installation of an innovative energy control system, HEATBOSS in Harbour House to optimise comfort conditions in individual rooms. Project formed part of a pan European learning partnership funded by the EU (SMARTRenew Project). – Heatboss system installed, commissioned and training given to local staff. (Energy savings in the region of predicted 30% heating bills have been maintained – levels of thermal comfort improved.)
- Continued with the process of attaining a council wide third party certified ISO50001 Energy Management Standard through regular monthly meetings with Building Managers and Maintenance Department. - This is an on-going process with regular monthly meeting taking place with individual premise managers. (This project has evolved into work with NW Regional Energy Strategy)
- Completion of the Regional Energy Strategy in conjunction with Donegal County Council. - completed and developing a Regional Energy Agency to deliver the strategy
- EUCF feasibility studies focusing on Housing Retrofits / EV Charging /Heat pumps in commercial and domestic buildings which will develop a pipeline of investment concepts facilitating a further application for funding streams.
- Shared Island Funding for the Decarbonisation of Exemplar Public Buildings within two decarbonisation zones – Castlederg and Ebrington – Funding provided for a series of energy audits identifying retrofit potential, energy saving and renewable energy opportunities which will lead to the provision of business case and economic assessments for projects.
- Completion of the Smarctic Interreg Project – Virtual Power Plant feasibility study completed and dashboard for a council VPP developed. Alley Theatre installed a Smart Battery Storage system which optimises the power generated by solar photovoltaics. The Trend Building Management System was upgraded to IQ Vision allowing premises managers to adjust operational settings remotely.

- City Deal SMART Derry Strabane - Working with Business Development team on an OBC for a Smart Energy Hub within the Canal Basin Strabane. The project aligns with the five key thematic pillars of the NW Regional Energy Strategy.(Low Carbon Heating / Transport / Renewables and Storage / Smart Energy / Energy Efficiency)
- DCSDC leading the NI council's EV consortium. The consortium received funding for the 1st round of ORCS funding "On Street Residential Charge Point Scheme" which facilitates the roll out of 124 EV charge points across NI with 14 allocated to DCSDC. The consortium are currently applying for a second round of ORCS funding.
- Associate Partner in the FASTER project (EU Interreg VA programme) facilitates funding for the installation of 2 Rapid charge points in the council area.
- Exploring the opportunities for Peace Plus funding for a Geothermal Energy Capital Project with DCSDC acting as the lead partner. Concept note currently being drafted.

Regeneration

- Covid Recovery Small Settlements Programme - External design team appointed, technical surveys completed of 8 rural settlements and initial procurement exercise initiated for Phase II capital works.
- Strabane Town Centre Commercial Façade Painting Scheme – 41 commercial properties on Derry Road, Market Street and Church Street completed.
- Spencer Road & Carlisle Road Revitalisation Shopfront Enhancement Schemes – Contractor appointed and improvement works to c.80 commercial properties underway and substantially completed.
- Covid Recovery Revitalisation Programme – 4 streetscape environmental improvement schemes delivered and completed in both Strabane Town Centre (Castle Street, Abercorn Square) and Derry City Centre (Waterloo Place, Bishop Street and Derry Riverside)
- District Built Heritage Plan (2022-27) completed and launched
- Commencement of Newtown Stewart Town Centre Regeneration Framework
- Sion Mills Masterplan (implementation phase) – statutory stakeholder delivery group established
- Derry City Centre Visitor/Pedestrian Orientation & Interpretation Strategy and Design Toolkit completed
- Inner Waterside Public Realm Audit & Action Plan – urban design consultants appointed
- Clooney Terrace Cannon Site Environmental Improvement Scheme – funding secured, designs complete, planning permission secured and contractor appointed

Green Infrastructure

GI regeneration

- Completion of new £3.5m DfI/DEARA/DfC/DCSDC funded Strathfoyle Greenway, Derry
- Commencement of the £2.5million Culmore Greenway, funded by INTERREG VA
- Secure a revised letter of offer from SEUPB for the Northwest Greenway from E14.8m to £23.9m and all lands and planning permission secured for NI sections
- Planning Permission secured for a £2million Bay Road Bridge and Greenway project with funding from INTERREG VA
- Progress design development of the GI elements of Derg Active with the appointed ICT, GM Design.
- Completion of new £230k DfC/TEO/DCSDC funded car park and pedestrian access from Ebrington to St Columb's Park, Derry
- Completion of site clearance works for new £6.2m UKLUF funded Acorn Farm development at St Columb's Park, Derry.
- Completion of £600k Clooney Masterplan with DfC funding –at Nelson Drive and former Ebrington Primary School site.
- Funding secured for procurement of contractor for new £800k from DfI/DCSDC funded Strabane North Greenway, Ballymagorry.
- Project Sponsor for new £185k replacement „Foot Stick“ pedestrian footbridge, Learmount, Park, County Derry.
- Project Sponsor for leading three new Rural Covid Recovery projects in Claudy, Learmount and Newtownstewart (at £1m)
- Funding secured for appointed of a design team for new £5.9m UKLUF funded Acorn Farm project at St Columb's Park, Derry
- Funding secured for the appointed of a design team for new £400k UKLUF funded gatelodge at St Columb's Park, Derry and commenced procurement of contractor
- ICT appointed to assist in the design development for the Glendermott Valley Peace + Projects
- £105k secured for UK Shared Prosperity Fund for Strathfoyle Greenway (Phase 2)
- £50k St Columbs Park Walled Garden Access & Inclusion Outdoor classroom
- £30k Access & Inclusion funding for Strathfoyle Play Park
- £300k Eglinton Play Area regenerated.

GI Climate Action

- Appointed Whole Life Carbon Assessment & Energy Modelling Team – Acorn Farm Project
- Completion of Derry & Strabane Net Zero Carbon Roadmap
- Delivery of GAA Green Club Programme

- Secured funding and delivered Northern Ireland Museums Council – Climate Change Peoples Story Project, exhibitions & Carbon Literacy Training for Heritage & Museum Sector (£20,000)
- Developed and secured inclusion of Peace Plus Green Club Programme in DCSDC bid (£300,000)
- Submitted returns for Council Climate Commitments: Covenant of Mayors, ICLEA/ CDP/ Race to Zero/ Race to Resilience
- Submitted consultation responses and contributed to development of: NI Climate Change Bill, NI Green Growth Strategy, Public Body Reporting, NILGA Climate Programme.
- Participated in partner projects: TaLX, Artitude, Transboundary Climate Risk
- Stakeholder Engagement: All Ireland Climate Conference (Co-operation Ireland, UU- School of Nursing Emergency Planning Conference, Local Democracy Week, Community resilience meetings, regeneration planning)
- Senior Leadership Team Carbon Literacy Training
- Ongoing management and delivery of Climate Adaptation Plan

GI Management

-
- Brooke Park – Green Flag Award
- Brooke Park – Academy of Urbanism Finalist
- Partner in £1.7m Lottery Fund successful bid Funding secured from LUF for Acorn Farm revenue programme
- Appoint Sustainable Food Co-Ordinator and established Acorn Food Network/ Climate Action Project
- Food Summit in Guildhall (spring 2022) – 100 participants
- £30k Access & Inclusion Funding secured from UK Lottery Climate Action Fund for DDA compliant seating
- Acorn Farm programme ongoing partnership support and delivery (£1.7m Lottery Programme)

Capital Projects Completed or Nearing Completion on Site (approx. £18.2M value of contracts)

- Completion of new £6.1m SEUPB/DCSDC funded shared space community sports facility at Irish Street/Top of the Hill, Derry
- Completion of new £3.5m DfI/DEARA/DfC/DCSDC funded Strathfoyle Greenway, Derry.
- Completion of new £1.4m extension to City Cemetery, Derry
- Completion of new £800k SNI/DCSDC funded DDA compliant river access pontoon at Prehen slipway.
- Completion of new £600k SEUPB funded Route 2 Muff to Border of the £16.3m Northwest Greenways project.

- Completion of three new Covid Recovery parklets along riverfront and Waterloo Place, Derry (at £350k)
- Completion of new £230k DfC/TEO/DCSDC funded car park and pedestrian access from Ebrington to St Columb's Park , Derry
- Completed construction approx. £110k of temporary accommodation and boat storage facilities at Prehen Boat House
- Completion of site clearance works for new £6.3m LUF funded Acorn Farm development at St Columb's Park, Derry.
- Nearing completion of new £2.5m Urban Village funded New Gate Theatre & Cultural Hub in the Fountain estate, Derry.
- Nearing completion of new £2m tourism sculpture trail in the Sperrins.
- Nearing completion of £600k Clooney Masterplan – Phase 2 environmental improvement works at Nelson Drive and former Ebrington Primary School site.

Capital Projects Commenced on Site (approx. £11.0M value of contracts)

- Commenced construction of new £4.6m LUF/DCSDC funded Daisyfield Community Hub and Pitches, Derry
- Commenced construction of new £3.5m SEUPB funded North West Greenways (NI) - Route 2 Pennyburn to border at Muff
- Commenced construction of new £2.8m Urban Villages funded Gasyard interpretive visitor centre, Derry.
- Commenced construction of £80k of pitch facilities upgrade, Oakfield Park, Creggan, Derry

Capital Projects Attaining Key Delivery Milestones

- Commenced procurement of contractor for new £1.0m DfI/DCSDC funded Strabane North Greenway, Ballymagorry.
- Completed RIBA Stage 4 design and will submit OBC shortly for departmental approval for £12m City Deal funded maritime themed DNA Museum at Ebrington, Derry.
- Completed RIBA Stage 4 design and will submit OBC shortly for departmental approval for new £7.3m public realm scheme within Strabane town centre.
- Completed RIBA Stage 4 design for new £2.1m Ballymagroarty Community Centre
- Completed RIBA Stage 4 design for new £1m community allotments and play park at Ballynagard, Derry
- Completed RIBA Stage 4 design and secured planning permission for new £185k replacement 'Foot Stick' pedestrian footbridge, Learmount, Park, County Derry.
- Completed RIBA Stage 4 design of three new Rural Covid Recovery projects in Claudy, Learmount and Newtown Stewart (at £1m)
- Completed RIBA Stage 3 design for new £2.7m Glenview Community Centre
- Completed RIBA Stage 3 design for new £1.8m Culmore Community Centre
- Completed RIBA Stage 4 design for new £1.5m DCSDC/SNI funded multi-sports centre, Melvin Leisure Centre, Strabane.

- Completed RIBA Stage 3 design and submitted planning application for new £1.0m public realm and Factory Girls artwork, Harbour Square, Derry.
- Recommended RIBA Stage 3 design for new £25m Leisure Centre, Canal Basin, Strabane
- Updated costs and concept design for new £75m Templemore Sports Complex, Derry
- Commenced planning process for new strategic cemetery at Mullenan Road, Derry
- Completed concept place-making masterplan for the £60m Central River & Walled City Regeneration Programme of the Derry~Strabane City Deal
- Completed concept place-making masterplan for the £78m Strabane Regeneration Programme of the Derry~Strabane City Deal and preparing OBC for departmental approval.
- Appointed two design teams for new £6.5 LUF funded Derg Active programme of projects (i.e. Mitchell Park, Castlepark and public realm) and preparing OBC for departmental approval.
- Appointed design team for new £5.9m LUF funded Acorn farm project at St Columb's Park, Derry
- Appointed design team for new £625k Springhill Community Pavilion, Strabane
- Appointed design team for new £400k LUF funded gate lodge at St Columb's Park, Derry and commenced procurement of contractor

Objective: **Grow our business and facilitate cultural development**

Entrepreneurship, Business Start and Growth Support

NI Business Start Up Programme

- 250 business Plans approved
- Statutory Jobs Target: 140 – Actual jobs promoted: 150

Start Up Accelerator Programme (delivered from December 2021 – June 2022)

- 50 new businesses recruited
- 50 Needs Analysis Assessment's conducted to form 50 Acceleration Action Plan's

- 50 Clients receiving 25 hours of 1:1 Mentoring Support
- 2 Incubation hubs established 2 in Derry, Skeoge (Cityside) and Ebrington (Waterside) and 1 in Strabane, with 10 dedicated work stations in total.
- 36 new businesses established and registered with HMRC.
- 9 participants have created new jobs for 15 staff as a result of the programme.
- 27 unique products or services established.

Business Innovation & Growth Programme

- 345 businesses recruited;
- 616 Jobs projected from the 345 recruited
- 812 Mentoring days allocated to participants; mentoring days delivered
- 7 Workshops delivered to 119 participants
- 4 Themed Programmes delivered to 92 participants –
- 77 business referrals to other business support organisations including 1 £10K POC from Techstart and 3 Invest NI referrals

Devise Project

- Development of a 'Digital Transformation Action Plan' for the Derry and Strabane Region
- The project reached its target of 14% increase in SMEs supported on their digital transformation journey across business support programmes.

Digital Surge Programme

- The programme has reached its target participant registrations of 18 SMEs supported. DCSDC is only one of 3 NI Councils to meet this target to date.

Rural Start Up and Business Event Grant

- 20 £500 Covid Recovery Business Start Up grants issued to new businesses in the Sperrin & Derg areas.
- 6 business event grants issued to the value of £10,000.

DAERA TRIPSI Programme

- 39 Applications approved at a value of £144,107.88.

Walled City Market

- Walled City Market was awarded Local Attraction of the Year 2022 for Northern Ireland, UK – Travel & Hospitality Awards
- Walled City Market was the focus of BBC NI 'Food Fest' TV series that aired in February 2023
- 185 Trading Opportunities across 9 Walled City Markets
- Winterland Market delivered 23 trading opportunities over 3 days
- 80 Trading Opportunities at events delivered including Jazz Festival, Foyle Maritime Festival, Summer Jamm in Strabane & Halloween

Enterprise Week

The 11th annual Enterprise Week 2022 took place between 6th – 10th March 2023

- 16 large scale events across the City and District

Employment, Skills and Labour Market Partnership

- Match funding awarded to seven ESF projects - USEL, Conservation Volunteers, Job Directions, Rapid, Enterprise NI, Now & Bytes. These projects have all exceeded their 'into employment/into FE/HE' targets.
- Acted as Secretariat to Education & Skills Delivery Partnership established to deliver on the Strategic Growth Plan
- Progressed actions for the Subgroups of the Education & Skills Delivery Partnership through virtual meetings:
 - Digital, Creative & Financial Services Technologies Subgroup
 - Advanced Manufacturing & Engineering Collaborative Network
 - Learning City Network
 - Apprenticeship Forum
 - ESF Local Forum
- Established the Labour Market Partnership and progressed the year two Action Plan

- In conjunction with the Apprenticeship Forum we delivered two apprenticeship marketing campaigns 'Get Paid, Get Qualified, Get Ahead'; added new content to our website www.getapprenticeships.me; hosted an Apprenticeship Fair in October 2022 and participated in the NI Apprenticeship Week 6-10 February 2022 – 12 events held.
- Delivered second UNESCO Learning Festival (25-29 April 2022). Over 130 learning events were delivered during the 5-day event.
- In collaboration with the Local Community Growth Partnerships (LCGP), 35 free learning events were delivered across the city and district via funding from the Community Innovation Fund.
- Derry City and Strabane Learning City and Cork Learning City were successful in receiving €128,607 from the Shared Island Local Authority Development Funding Scheme awards.
- Council and NWRC successfully delivered the sixth Software Fundamental Skills Academy at level 4 for 13 participants, who all secured employment. Seventh course has commenced with 16 participants.
- Delivered two Job Fairs – Derry had 400 attendees, 47 employers and 7 support organisations; Strabane – had 195 attendees, 22 employers and 9 support organisations.
- Hosted two Career Fairs for the post primary sector - Derry had 1450 attendees and Strabane had 470 attendees.

Investment & Opportunity

- Hosted 9 inward visits raising profile of city region and strengthening economic and cultural ties with City of London and European countries
- Developed 11 investment propositions for potential investors from NI, GB and US companies across medtech, healthtech, fintech and professional services
- Supported 4 investor visits to city and district across medtech, health tech, fintech and financial services
- Coordinated the Ireland Northwest Trade & Investment Mission to Boston and Philadelphia supporting 6 Local companies to trade in North America
- 2 investor forums hosted providing aftercare support to new and existing investors
- Development of marketing proposition for the NW City Region and sales pitch document for each priority sector identified in the NW City Region Investment Strategy
- Delivered 2 Promotional events to raise the profile of the NW City Region in key markets of US and Dublin
- Secured and delivered Joining the Dots March 28-30 March 2023 with FCDO and Connected Places Catapult

- Come Home to Us Digital campaign delivered.

Strabane BID/Town Centre Management

- Corporate rebrand developed and designed incorporating places of interest specific to Strabane making it more relatable, due for launch March / April 2023.
- Strabane Gift Card rebrand developed, designed, and launched in September 2022. New card is eco-friendly, fully compostable and recyclable.
- New 'Love Strabane' strapline adopted for promotion and marketing, seen as a uniting ethos that all businesses can identify with.
- Gift card contract renegotiated with Miconex.
- Gift card sales exceeded £150,000 since inception representing £150,000 locked into Strabane's economy.
- 11 new businesses recruited onto the gift card significantly exceeding the target of 3.
- Increased engagement with businesses.
- Increased involvement of businesses in events and marketing activities.
- Engagement with businesses to complete the required business baseline surveys for the Strabane Regeneration Project as part of the City Deal and the updated business baseline surveys for the Public Realm project. 60% required return rate exceeded, 66% return rate achieved.
- Working in partnership with Council's Regeneration team to develop and maintain a vacancy audit in Strabane town centre.
- Consulting with businesses and working in partnership with Council to deliver Summer Jamm, Halloween and Christmas events in a way that maximises benefit to the business community.
- Delivery of a Love Strabane event alongside Summer Jamm showcasing exclusive business offers with the aim of converting additional footfall into trade.
- Investment in new festive lighting purchased for Strabane including a new 30ft pre-decorated Christmas tree, bespoke 'Merry Christmas Love Strabane' street crossing and new bespoke light up photo frame.
- New Strabane Christmas video commissioned and created as part of the festive campaign showcasing 13 local businesses.
- Lobbying on behalf of the business community for permanent opening of Canal Basin car park.
- Increased social media performance and engagement resulting in an increase to 8,421.

PEACE PLUS

- Establishment of PEACEPLUS Partnership Board in March 2022.
- Completion of Stage 1 Co-Design: 15 publicly advertised workshops (including at least one in each DEA, 2 Section 75/Thematic, one online workshop and 3 youth workshops at a range of times and locations) from May – August 2022. Approximately 130 organisations, 186 adults and 75 young people engaged. Generating ideas and engagement.
- Section 75 / Priority groups: 30 targeted meetings (estimate 70 people) with local organisations most relevant to this funding stream in summer 2022.
- Concept Forms: July – August 2022. 95 Forms were received in total from 62 different organisations.
- Completion of Stage 2 Co-Design: 9 public workshops (Across 8 DEA areas and 1 Section 75/Thematic workshop) to further discuss and prioritise ideas in September. Conducting prioritisation of ideas.
- Scoping and Decision Making: October 2022 – January 2023 the PEACE team scoped detailed content and the PEACE Board took decisions on Management, Communications, and the project content of the 3 thematic areas of the bid. All Projects had to fit SEUPB criteria and thematic parameters, be achievable in scale for available budgets and participant targets; be viable for tendering / competitive procurement; meet community priorities; avoid duplication and enhance collaboration.
- Public Survey: A survey to allow final public engagement ran in December and January. Over 1200 responses were received and considered in the final bid.
- Detailed building of a bid including 58 projects with geographic impact across our 8 local growth areas (50% of the total bid) and thematically at a district level (50% of the total bid). Meeting SEUPB allocations across the three themes of Community Regeneration and Transformation (CRT Minimum 30%-40% of bid); Thriving and Peaceful Communities (TPC 30%-40% of bid) and Building Respect for Cultural Identity (BRCI Minimum 20% of bid). Completion of EQIA.
- Continued engagement with SEUPB and with DCSDC appointed consultant, Fearon Consulting, to submit the bid at the earliest opportunity.
Performance Indicator 1: 9 Board Meetings held in 2022-23 (Target 9 = 100%)
Performance Indicator 2: % of PEACEPLUS Consultation and Co-Design Process achieved. Fully Achieved. Bid submission planned for April 2023 as soon as SEUPB open the call.

Digital Services

- Migration of 800 Staff and 40 councillors to Office365

- New Planning Portal implemented
- Replacement of Windows 7 devices with new windows 10 and 11 laptops
- Roll out of 100's of new mobile phones
- Upgrade of NTD system to include fire evacuation staff list
- Completed Assure Cyber Audit for City of Derry Airport
- Completion of upgrade of the Strabane Chamber AV to allow hybrid meetings
- Continue to support Hybrid meetings
- Server uptime 90%
- Network uptime 90%
- Continued to support all users via the Helpdesk, 7430 tickets between 1st April 22 and 1st April 23
- Web and systems Development
 - Continue support and update of multiple council website
 - New Grant Aid online portal live and multiple funding programmes run and completed
 - Implementation of new site ongoing for launch March 23

Arts and Culture

- Ongoing facilitation of the Co Delivery group to oversee the roll out of the Arts & Culture Strategy including:
 - NW Cultural Exchange Annual Symposium– Cross Border Arts & Culture Audience Development
 - Securing of resources for the delivery of sub actions within the A&C Strategy including the Collaborative Resilience Programme, Cultural Branding initiative and Built Heritage Consortium.
- Delivery of Audience Development Plan for the NW including Families and Older People's programmes including:
 - Joint cross border project working with older people in Residential homes/Daycare centres offering musical entertainment/ artist residencies celebrating Bealtaine Festival across the two districts. Also the development of Older Peoples Forum and link with the Age Friendly Officers to input into their Strategies.
 - Ongoing development of Happy Days Northwest platforms and associated materials
- Delivery of Culture Night 2022
- Programming of Arts and Cultural activities to add value to DCSDC yearly programming in Derry and Strabane events

- Secured external funding for Heart of the Sperrins an Arts Council NI funded Older Peoples project - Round 1 ran for 10 months- September 22 across three rural wards Faughan, Sperrins and Derg capturing 130 participants through 16 workshops which included 4 Day Care facilities Newtownstewart, Strabane, Castlederg and Ardlough to engage older nonparticipant age 60yrs+ in arts and cultural activities. Successful targets achieved across the rural area with showcase Step back in Time at the Strabane Summer Jamm 600 audience visiting the music & craft activities /exhibitions.
- Successfully secured funding for 2nd application to ACNI for Heart of the Sperrins received in September for Round 2 in partnership with the DCSDC Museum services- Project commenced Dec 2022
- Delivery of annual events programme and continuous improvement actions for Alley Theatre including:
 - Installed solar PV and battery storage enabling the use of energy as it's generated, the storage of energy to be used at a later time and the trading of energy to potentially generate a revenue stream.
 - Grade B achieved in efficiency ratings for Alley Theatre building
 - 144 programmed activity for auditorium
 - 11 exhibitions hosted in Gallery
- Delivery of the annual plan for the Access & Inclusion Programme including:
 - Delivery of Access Grant Aid Programme for Cultural Venues with 4 venues successfully receiving funding to make improvements to their premises to improve accessibility for pan-disability community
 - Securing of external funding from the Department of Communities (DfC) for the delivery of access improvements to cultural assets within DCSDC including £27,000 investment for 14 cultural venues to receive a digital visual and audio tour in the form of a short film, giving service users the opportunity to experience in advance what they can expect when they visit a venue highlighting accessibility measures that have been put in place.
 - Working in partnership with the business team to promote the AIM Toolkit to businesses and showcasing during Enterprise week the advantages to embedding best practise access & inclusion into your business.
 - Promoting JAM Card to local businesses and working towards making DCSDC a JAM Card friendly city and district.
 - Collaborative delivery of Disability Awareness Week including International Day for People with Disabilities in partnership with FODC to provide programming which showcases the ongoing innovation and developments within the disability arts.
 - Work in partnership with Western Trust and FODC for the delivery of Autism Café's in Derry and Strabane. The café is set up to invite parents and carers of children of all ages, who have an autism diagnosis, are waiting on assessment or

- are displaying early indicators (suggesting their child may be neurodiverse) to attend our next Autism Social Café with local support groups, information stalls and short informal talks/workshops.
- Work in partnership with Western Trust and FODC to deliver a project that will bring the Autism Bus to DCSDC – the Autism bus provides users with a reality experience of people with Autism.
- Delivery of 2 events in DCSDC as part of the Bounce Festival - The Bounce Arts Festival as it is one of the most diverse and inclusive arts events in Northern Ireland and it reflects our own commitment to access to and inclusion in the arts. This year is the 10-year anniversary of the Bounce Festival and the festival organisers University of Atypical approached DCSDC and FODC to partner with them by delivering some programming for the Bounce Festival in each of our cities and districts. There were 2 events hosted by DCSDC.
- Delivery of Disability Awareness Training to over 55 front of house staff members from 12 cultural venues within DCSDC. Training delivered over 3 sessions by The Cedar Foundation. Servicing of the MF and NWCI SLA arrangements including board representation and strategy development with regards to the latter.
- Ongoing oversight of the public artwork portfolio including contribution to creation of new artworks
- Delivery of the Cultural Organisation Fund, Access Improvement Fund and Artist & Cultural Practitioner Fund

Festivals and Events

- Returned to a full complement of live events including City of Derry Jazz and Big Band Festival, Derry and Strabane Halloween, Foyle Maritime Festival, NorthWest Angling Fair, Strabane Lifford Half Marathon, Waterside Half Marathon, Summer Jamm, Craft Fair, Christmas Switch On Derry and Strabane, St Patricks Day Derry and Strabane.
- Held the Foyle Maritime Festival with over 175,000 attendees across 8 days and evenings with attendee numbers and occupancy on a par with previous events.
- Total event attendees to date over 370,000 attendees (February 2023).
- Supported the Mayors first Supercar event in 2022 held in May with all proceeds in aid of the Mayor's charity.
- Waterside Half Marathon became the NI and Ulster half marathon championship half marathon
- Advised and enabled a series of external events including Unboxed 'About Us' and 'Our place in Space' and the Bloody 50th anniversary commemoration events.
- Managed Headline and Community Festival funds with a total of £116,000 awarded through Community Festivals Funding and £205,000 awarded through Headline Events funding.

- Secured in 2022 £243,000 through Tourism Northern Ireland for funding for, Foyle Maritime Festival, Derry Halloween and the Jazz festival.
- Led the development of a business engagement programme, working in collaboration with teams across Business and Culture.
- Worked with Donegal County Council on joint cultural programme to mark the 1500th Anniversary of the birth of Colmcille/Columba June 2022.

Marketing Achievements 2022/23

- Designed, developed, delivered, and supported 188 marketing campaigns for Council services, festival & events, funded programmes, and cross cutting projects across 3 directorates and strategic support units. A 37% increase from 2021/22.
- Achieved a 10% increase in our overall online community size across all social media platforms (Facebook, Twitter, Instagram & LinkedIn) resulting in a total combined audience size of 360,076.
- Secured a total of £136,000 of funding from:
 - TNI funding for Guildhall and Tower for domestic and international campaigns, delivered in partnership with Visit Derry, £7,500
 - TNI funding for The Alley Theatre marketing campaigns, £10,500
 - TNI funding for marketing Foyle Maritime Festival marketing, £35,000
 - TNI funding for marketing Halloween, £58,000
 - Secured £25,000 sponsorship from Diageo for the City of Derry Jazz Festival
- Following the successful delivery of the marketing and communications service for the Go For It programme, further funding was secured to extend the second Go For It programme running from 1st April 2021 until 31st March 2023. DCSDC continues to successfully deliver the marketing services for the 11 Council programme through the creation and implementation of regional and local marketing communications plans.
- Installation of regional dressing scheme across new expansion sites consisting of 360 lamppost banners and 28 large flags. Subsequent to previous schemes the concept explored themes of 'welcome' and 'place'. The designs depict familiar city, townscape, and regional landmarks with playful references to the citizen interacting and enjoying their locale's. The dressing offers the visitor a welcome theme with bold cohesive schemes that visually animate key public areas.

- Marketing activities for the Alley Theatre has directly contributed to a successful recovery year with 16,000 tickets being sold and receiving Grade 4 TNI Grading
- Processed and published 291 public notice ads as part of Councils annual advertising schedule.
- Completed corporate signage schemes across 140 sites for dog control orders along with exterior schemes implemented in Brooke Park, Waterside Shared Village, Council Pitches and Prehen Pontoon.
- Development and launch of a new website dedicated to Waste and Recycling along with bespoke App and integrated Chatbot called RIA.
- Working in collaboration with Digital Services to procure, redesign and implement a new Corporate website that will greatly improve online user experience and interaction with Council services.
- Successful integration of a new online consultation software, to facilitate citizen engagement along with incorporating tools to allow for easy analysis of data.

Museum and Visitor Services

- Delivery of the Museum Service annual programme which included a series of six exhibitions and displays in both Tower Museum, Guildhall and Alley Theatre:
 - Strabane Hidden Heritage display
 - Amelia Earhart display and online lecture in association with the Smithsonian Museum
 - The Battle of Knockavoe Exhibition
 - Climate Change Our Peoples Story Exhibition
 - Peace Heroines Exhibition
 - John Hume Peace Prizes Collection display and launch
- Delivery of a series of successful in-house and large-scale engagement events including:
 - DNA Engagement/Foyle Maritime Festival and launch of Tide VR
 - HED/European Heritage Open Days 'Behind the Scenes' Tour Museum Stores
 - 'Crisis of Urban Order' Conference in association with Irish Commission for Historic Towns 2022 and Irish Historic Towns Atlas workshop event
 - Culture Night – Tide VR & Climate Change exhibition
 - Lecture to launch 250th anniversary of the Derry Journal

- 2 Book launches – Captain Kokeritz and 17th century Londonderry Militia
- 20 events - online, onsite, and off-site Archive & Genealogy sessions with a range of community groups, partners and heritage organisations
- Delivery and roll out of Learning & Community Engagement programme targeted at Youth, Family & Older generation including:
 - 3 Intergenerational Easter themed workshops in the Tower Museum highlighting traditional heritage with 86 participants
 - 3 Children’s Story Telling Corner sessions (NIMC funded) for P2 classes with 182 participants
 - 4 Storytelling for Older People: A 4 week programme on Shirt Factories, Showbands, Home Life and the 1950’s with 60 participants
 - 2 Live Well Outreach Programmes: A 6-week programme with 50+ in community centres featuring Archive & Genealogy, Reminiscence, Sensory Engagement (Aromatherapy), Button Art (Shirt Factories) and museum visits with 163 participants
 - 7 School Workshops including topics such as Civil Rights & Social Justice, The Battle of Knockavoe, Amelia Earhart, Tide VR and First and Second World War Histories with 198 participants
 - Participation and engagement with 8 schools/200 participants in Civil Rights & Social Justice Schools Conference Programme
- Successful applications to funding programmes including the following:
 - Additional VR experiences for TIDE project through Interreg AA (€97,650)
 - TNI funding for Derry Girls Exhibition (£71,000)
 - Peace + funding for Cemetery Project focusing on 6 rural cemeteries - joint application with Regeneration (£250,000)
- Completion of 2-year Digitisation Programme with 7 collections digitised:
 - Cemetery records
 - Maxwell Diaries
 - Rural Cemetery audits
 - John Noah Gossett Art
 - Trade Union Records
- Staffing & Visitor services achievements with completion of staff training, support for other venues and awards

- All Visitor Services staff trained in Age Friendly awareness
- 4* TNI grading attained in Guildhall and Tower Museum
- Successful operational delivery of programme of events – BBC Comedy Awards, Music Capital events, Choir events, Imbolc etc.
- Recovery from COVID on track (with NI average) at 75% of 2019 figures
- Successful recruitment and development of staff throughout the year
- Green Visitor Services working group established
- Delivery of Collections Management Programme – including audits and in-house training for collections management software
- Participation in PRONI Forum Board and ARA/National Archives Record at Risk Board

Tourism

- Food Network maintained supporting 87 businesses with ongoing capacity building, training and promotion
- Delivery of over 20 food events/experiences as part of the Love LegenDerry Food month February 2023
- Facilitated screen related queries
- Ongoing support for Walls Experience & DNA City Deal Projects
- Delivery of the Walls Animation programme in partnership with The Honourable Irish Society
- Support for the product development for in 5 key heritage venues
- Delivery of the Northwest Development Programme, event delivery, marketing, and signage project
- 6 venues supported through the Heritage Animation & Visitor Servicing Fund
- Working with 11 various heritage venues across the city and district as part of the National Lottery Heritage Fund Phase 2 Heritage Collaboration and Resilience Programme
- Secured £71,000 from Tourism Northern Ireland from the Market led product development programme to deliver the Derry Girls pilot exhibition in the Tower Museum in partnership with Visit Derry
- Lead on DCSD participation in the Sperrin Partnership and other partner Councils, supported by project officer and administrative resource employed by DCSDC
- Ongoing support for maintenance and promotion of the International Appalachian Trail Ulster Ireland Development Project
- Development and installation of Sperrins Sculpture Trail artworks completed with DAERA Rural Development Funding (multi

council partner initiative funded through the Rural Tourism Scheme and with a value of approximately £1,897,000) - Official launch to follow in 2023

- Launch of the Strabane Town Heritage Trail experience and ongoing support for local history and heritage groups developing product.

Objective: **Promote healthy communities**

Community Development

- Community Centre Venues fund supported 17 Venues with investment of £195,000 .
- 58 Community & Voluntary Sector groups provided with £214,499 of grants for Community Support .
- Good Relations Action Plan supported 18 programmes with £427,791 across the themes of Children and young people; Shared Community; Safe Community; Cultural expression
- 53 groups supported with Good Relations Core and Programme Support of £194,458
- Good Relations week – promoted in September 2022
- Consultation and Good Relations audit carried out to inform the development of the Good Relations Action Plan and Strategy for 2022 - 2025
- BAME project delivered programmes to ethnic minority communities including Irish Travellers and the Ubuntu Festival
- Training programme for staff, Elected Members, and the community on general Good Relations
- Advice Services budget £973,646 supporting Generalist Voluntary Advice £763,265.65; Tribunal/Appeals £94,353 and Welfare Reform £116,027
- Food & Essential Items Transition Fund of £129,096 was awarded to the 8 Local Community Growth Partnerships
- Social Supermarket funding of £107,051 allocated to support the co-design and partnership approach to developing a sustainable social supermarket model for the Council area. Consultation process with stakeholders to develop an outcomes-based framework and a 3-year action plan for Food Support including a Wraparound Service Model
- Consensual Grant Making - £120,000 allocated to the 8 Local Community Growth Partnerships to deliver on actions / needs emanating from the Local Community Growth Plans.

- Key Strategic SLAs in place to the total value of £147,500 per year.
- Rural Support – £70,000 SLA in place to support rural groups.
- Foyle Search & Rescue -£15,000 – A crisis intervention service focused on preservation of life in and around the River Foyle, delivering education and training programmes, promoting safety on the River Foyle, maintaining lifelbelts along the walkways.
- Air Ambulance - £10,000 SLA in place with the Air Ambulance, in partnership with the NI Ambulance Service to provide Helicopter Emergency Medical Service.
- Developing Healthy Communities - £15,000 SLA – key objective to broaden and deepen engagement with the World Healthy Cities Designation
- Newtownstewart 2000 Centre - £37,500 SLA – to provide Leisure and Community facilities and programmes.
- Active Citizenship Through Sport programme - £49,562 allocated to 5 Urban DEAs to deliver a range of accredited sports and generic coaching courses
- Community Centre Capital Build – New state of the art Community Centre Completed - Galliagh Community Centre (approximately £1.35million) completed 28th June 2022
- Waterside Shared Village (WSV) – has been completed in June 2022. A transformative shared space which is iconic in nature, not for its design, but in bringing two interface communities together to develop a shared community space, rather than duplicate facilities within their respective areas
- Pride of Place Awards – All Island Competition nominations successful:
- Cities Competition – Community Wellbeing Initiative; Waterside Neighbourhood Partnership – Minding Mum Project
- Main Competition – Community Resilience; Sion Mills Community Forum
- Age Friendly Strategy and Action Plan inclusive of persons aged 50+ years co designed and published with Public Consultation during February 2023.
- A total of £8,000 has been allocated to the 8 Local Community Growth Partnership Boards as a Pilot to support a specific project programme for older people
- Positive Ageing Month, with events and activities for Older People, celebrating the contribution that older people make to their communities.
- Donegal County Council and DCSDC have established joint working to explore options for further cross border Age Friendly initiatives across the North West Region.

Children and Young People

- UNICEF Child Friendly Cities and Communities Multi Agency Action Plan
- Budget secured for delivery of Councils revenue elements of the UNICEF CFC Delivery Plan -£112,835 until March 2025
- 18 Governance meetings complete – successfully engaging in a range of partners to co-design final actions, impact measures and start delivery of multi-agency action plan
 - Cross departmental working groups launched in 3 lead organisations (Education Authority Youth Service, Western Health and Social Care Trust and Council)
 - 4 cross departmental co-design workshops
 - 7 cross departmental working group meetings in Council with strong representation from all services engaged with plan
 - 3 Political Champions meetings with strong representation from multi-agency partnership structures
 - 4 Youth Participation Board meetings with strong engagement from multi-agency partnership structures
- Programme of Child Rights Training for Council Staff, External Partners, Elected Members and Children and Young People delivered
- Workforce development plan drafted for upskilling workforces and multi-agency partnership structures across the district over the next 2 years
- UNICEF CFC Short Series Webinars delivered with attendance by local professionals.
 - Informed Consent
 - Creative Consultation and Engagement
 - Youth Justice
 - Story of Change – capturing evidence
 - Road to Recognition
 - Developing Child Friendly Resources
 - Child Friendly Budgeting
- Child Rights Defenders Pilot commenced in partnership with NICCY (Northern Ireland Commission for Children and Young People)

- Child Rights Pilot with Northwest Regional College (NWRC) commenced in January 2023
- Funding confirmed for Child Rights pilot with Youth Justice Experienced Young People
- NW Ministry of Youth
 - Partnership arrangement with EA Youth Service sustained
 - 15 members + 2 ambassadors with co-design plan for future recruitment campaign
 - Bi-weekly meetings – resumed in Council Chamber once a month since December 2022
 - Ongoing engagement and consultations e.g. Climate Adaptation Plan, Peace Plus Action Plan, EA Small Grants Panel
 - 100% of those attending key events and meetings feel they have had an influence over decisions
- Cross Community Schools Programme in progress with co-designed programme drafted for future delivery
- Local Democracy Week Events delivered, and World Children’s Day supported and promoted locally
- Good Practice / Strategic Links
 - UNICEF CFC programme presented at the Regional Youth Participation Forum as an example of good practice (Chaired by the Northern Ireland Commissioner for Children and Young People)
 - Scoping in initial phase for partnership between Belfast (Queens University Child Rights Centre), Cork County Council and DCSDC
 - Ongoing engagement with the Western Area Outcomes Groups (WHSCT led) and Local advisory Board (EA led)
- Youth 19 Cross Border – A total of £278,805.60 funding accessed for sustainment of delivery beyond the initial £150,000 investment
- Children Services Cooperation Act reporting complete in line with duties under the Children’s Services Cooperation Act

Policing & Community Safety Partnership Achievements

- Financial leverage of almost 1.8/1 with £700,022 of external funding support secured. For every £1 provided to PCSP by Council an additional £1.80 was levered in
- £204,158 of Small Project Support allocated to 32 local groups to enhance the community safety of the city and district
- 7 Speed Indicator Devices (SIDs) deployed at speeding hotspots across the district to raise awareness of speeding
- 186 homes fitted with additional home security equipment under the Safer Homes Initiative during 2022/23
- Support for 42 Neighbourhood Watch schemes covering approximately 3500 homes

- 12 Multi-Agency Support Hub meetings held with 296 referrals of the most vulnerable individuals from our community referred into the Hub since August 2-016 (to December 2022)
- 18,789 anti-social behaviour (ASB) hotspot patrols carried out by the Community Safety Wardens during 2022/23
- Community Safety Wardens received and actioned 2939 ASB referrals during 2022/23
- 95 CCTV cameras monitored independently dealing with 578 missing person reports, 170 attempted suicides and 378 general welfare concerns during 2022/23
- CCTV Tender advertised, assessed, and awarded for another 5-year term
- 21 RAPID (Remove All Prescription and Illegal Drugs) Bins installed across the district with 24,112 tablets/pills removed from the bins during 2022/23 and subsequently destroyed.

Leisure & Sport Services

- Healthy towns partnership programme delivered across the district
- Gymnastics, Disability sport coaching, Couch to 5K/8K, cycling initiatives, Junior Sports programmes, Summer Scheme and various fitness initiatives delivered across Council
- Grant Aid - 2 separate funding programmes for clubs totalling £120,000.
- £30k secured from Irish FA / DCMS Multi-Sport Grassroots Facilities Investment Fund
- GP Referral Programme - 605 participants
- MacMillan Move More Programme to assist people living with, and beyond cancer delivered 103 participants
- £351K works ongoing to improve the standard of Council pitches and pavilions.
- Coach education and CPD courses rolled out across the district
- Prehen Pontoon including provision of a disability hoist completed.
- Delivery of Active Citizenship funding to 5 Neighbourhood Renewal Areas, this included sport and activity programmes, targeting children, older people and small scale programmes.
- Ongoing delivery of "Get Wet" water safety programme
- Physical Activity, Wellbeing and Sport Strategy, 'Be Active' at final consultation stage
- Derg Active funding secured via Levelling Up Fund – to include a 4g multi-purpose pitch in Castlederg along with town centre environmental improvements
- Brandywell/Daisyfield funding secured via Levelling Up funding – to include a community hub and sports facilities

- Ongoing pitch and pavilion upgrade programme

Health and Community Wellbeing Covid-19 Response

EU Exit and the Northern Ireland Protocol Activities

- Undertook EU Exit implementation work, meetings with DAERA, FSA, Defra.
- Participated in Border Control Post (BCP) planning Work with, DAERA, FSA, Planners and Foyle Port in application to EU for designation of Foyle Port as a BCP for importation of frozen fishery products.
- Undertook 13 Certificate of Inspection (COI's) Organic SPS checks at Foyle BCP when it was designated by EU as BCP in Feb 21 for Importation of Organics.
- Engaged with Food Business Operator's to provide info re changes to Health Marks, export and import of Products of Animal Origin.
- Responded to all verification queries from DAERA regarding Approved Premises.

Service Delivery

- 4646 Environmental Health service requests investigated and actioned in accordance with Council enforcement policies

Health & Safety/Consumer Protection

The team continue to carry out compliance visits and provided support and advice to all business within the Council's enforcement sector as below;

- 787 health and safety inspections/visits carried out.
- 327 health and safety complaints and requests for service were received.
- 47 workplace accident notifications were received and investigated in accordance with relevant guidance.
- An additional 171 consumer protection requests for service were received and responded to by the team.
- As part of the regional Gas Wise initiative officers have carried out 150 visits to premises that use gas, most premises were found to be compliant with up to date Gas Safe certificates.
- A range of Health and Safety guidance was also made available for accessing on the council website and promoted via council social media channels.

- All childcare premises within the Council area were provided with guidance and resources on potential strangulation hazards within such premises, such as blind cords, button batteries and small high powered magnets.
- A test purchase exercise was carried out in 50% of sunbed premises within the Council area and all premises were found to be compliant
- A butane test (lighter refills) purchase exercise was also undertaken and 219 premises were written to about the exercise and their duties if they supply lighter refills, 25% of premises were visited, 2 premises made sales to a minor. A Formal Caution was accepted by and administered to each of the 2 premises concerned.
- The Sports Ground Safety Certificates for Brandywell and Celtic Park were reviewed and reissued.
- 10 local manufacturers of candles and wax melts were written to and provided with guidance on product safety requirements.
- Work continued with Cancer Focus NI and the PHA regarding the Be UV Aware Campaign focusing this year on the proper selection and use of sun cream. Information was provided on a regular basis via the Council website and social media platforms including YouTube links on how to select and apply sun creams.
- During Sun Awareness Week 84 childcare premises were provided guidance on the selection and use of sun creams as well as general health and safety guidance on risk assessments.
- A range of non-compliant consumer products were withdrawn from retail sale and officers then provided assistance and guidance to these businesses to enable them to gain compliance with relevant consumer product legislation. The products ranged from e-cigarettes, cosmetics, children's costumes, and toys.
- Businesses that supplied Dihydroxyacetone (DHA) tanning products in a strength greater than 10% were provided guidance on the EU ban on this product due to its carcinogenic properties. 92 beauticians, 59 chemists and 6 manufacturers were provided guidance.
- The team continued to liaise closely with the Office of Product Safety and Standards (OPSS) regarding the provision of safe consumer products.
- The Department participated in the OPSS campaign Nil by Mouth by inspecting premises and providing regular social media updates on the dangers associated with button batteries and small high powered magnets.
- Currently 165 businesses that manufacture, import, or distribute construction products have been contacted and offered advice and guidance on placing construction products on the market in Northern Ireland.
- 136 businesses were contacted following an urgent warning issued by OPSS regarding baby self-feed pillows and devices which gave rise to a choking risk if the child was left unsupervised.

- The Team dealt with a range of applications for firework displays across the district in conjunction with the Department of Justice (DoJ), including monitoring health and safety at displays as required.
- The team provided emergency assistance to the Public Health and Housing Team during incidents of serious flooding with visits completed to affected households.
- Following a serious accident that occurred in the Mid and East Antrim Borough Council area, 900 businesses were written to remind them of the need to ensure that all external signage, lighting, awnings, and decorations are checked by a competent person as necessary to ensure they are securely fixed and regularly and adequately maintained.
- Proactively worked with councils Business Team, Safety Advisory Group, and other agencies in relations to advising and supporting businesses regarding their consumer protection and health and safety obligations during key carnivals, festivals and events and large concerts throughout this period.

Food Safety

- Provided support and guidance to 100% of all new food registered premises i.e. 157 new food business operators, before they opened.
- Adhered to and complied with FSA Guidance to District Council's for Food Control Work during the Pandemic, namely the Local Authority (LA) Recovery Plan which covers the period June 2021-March 2023/24
- (LA) Recovery Plan issued in June 2021. This plan covers the period June 2021- March 2023/24.
- Participated in FSA Audit of 2 Councils in NI into the Implementation of the FSA Recovery Plan by Local Authorities in NI
- Achieved highest level outcome of FSA – no recommendations were made.
- Completed 3 update returns to the FSA on team's progress in achieving compliance with the LA recovery Plan
- Completed end of year return to the FSA on the work of the food team for April 2022 – March 2023.
- Completed trials on behalf of FSA for introduction of new reporting system on work of LAs in NI
- Utilised council's social media channels to signpost businesses to the sector specific guidance developed by team on Allergen advice and other Food Safety messages
- Updated Council website regularly with bespoke Covid Guidance and other Government agencies' advice and guidance.
- Successful operation of the mandatory Food Hygiene Rating Scheme with 95% of all premises having a 4 or 5 rating.
- Conducted 961 Food Hygiene inspections and 658 Food Standards Inspections
- 179 New Premises inspected for Food Hygiene and Food Standards

- Conducted 100% of all requested revisits under Food Hygiene Rating Scheme.
- Disseminated Prepacked For Direct Sale (PPDS) info on Natasha's Law to Food Business Operators, 106 leaflets on PPDS provided to businesses. to relevant food businesses
- Investigated 725 Requests for Service.
- Investigated 30 notifications of Infectious Diseases.
- Procured 214 chemical food samples and 362 micro food samples including participation in 25 national sampling surveys.
- Calorie Wise Awards initiated in 5 Food Businesses.
- Undertook National Food Hygiene Rating Scheme Consistency exercises
- Investigated 1 food allergen incidents resulting in the issuing of 1 formal caution.
- Undertook cross-departmental work with Business section in planning and operation of Clipper Festival, Legenderry, Halloween carnival and Christmas Markets.
- Undertook 69 Food Safety Inspections at Clipper festival and Legenderry Food festival and 22 inspections at Halloween and Christmas events.
- Assisted colleagues in PH team during flooding incidents in Council area.
- Participated in FSA new Achieving Business Compliance (ABC) work regarding the new Food Standards Delivery model.
- Represented NI on ABC working group on data validation for the entire UK.

Brexit Work

- Undertook BREXIT implementation work, meetings with DAERA, FSA, Defra.
- Participated in Border Control Post (BCP) planning Work with, DAERA, FSA, Planners and Foyle Port in application to EU for designation of Foyle Port as a BCP for importation of frozen fishery products.
- Undertook 14 Certificate of Inspection (COI's) Organic SPS checks at Foyle BCP. Foyle Port has been designated by EU as BCP for Importation of Organics.
- Engaged with FBO's to provide info re changes to Health Marks, export and import of Products of Animal Origin.
- Responded to all verification queries from DAERA regarding Approved Premises

Health Development

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

- 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. 2 Meetings held to 31 March 2023 and Homelessness Heroes Awards Ceremony held in December 2022.
- Member Led Working Group established and a council response to the DoH Mental Health Strategy 2021-2031 Consultation.
- £107,215 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.
- Partnership Agreement in place with Northern Ireland Fire & Rescue Service and 37 eligible households referred for a Home Safety Fire check and to have smoke detectors installed where necessary.
- The Home Safety Service attended the schools' education programme - Youths Educated in Safety (YES) Programme 15-17th November 2022 and 31st January to 2nd February 2023: 22 Primary Schools – 1,024 P6-P7 pupils and 97 school staff members in attendance.

Housing

- Participated on the Houses in Multiple Occupation (HMO) Regional Monitoring Group regarding the delivery of the HMO function.
- 169 HMOs licenced in the DCSDC area to date.
- 260 homes referred to NIHE under the Affordable Warmth Scheme in line with the service level agreement for 2022/23 with 16671 related actions to enable the applications to be referred to NIHE successfully and 398 onward referrals for ineligible applicants to Northern Ireland Sustainable Energy Programme (NISEP), Boiler Replacement Allowance and NI Energy Advice Line.
- 435 Home Safety visits undertaken with a resultant 156 sign postings to other schemes/services, and referrals to other services such as PCSP, NIFRS, Social Services, Occupational Therapy and assisted bin lift in council.
- 263 service requests related to the private rented sector investigated and 3565 related actions taken in response.
- Service Level Agreement in place with the Drinking Water Inspectorate for Northern Ireland in relation to private water supplies. Samples and risk assessments of registered supplies undertaken in accordance with the SLA.

- Data Sharing Agreement in place with the Make the Call Team in DfC to enable referrals to be made to Make the Call and for Make the Call to refer into the Home Safety and Affordable Warmth teams.
- Response to flooding incidents and assessment of homes in accordance with the Department for Communities Scheme of Emergency Financial Assistance.

Environment and Neighbourhoods

- Continued monitoring of local air quality throughout the Council district as part of Local Air Quality Management framework which includes 5 continuous air monitoring sites and 50 fixed diffusion tubes. Calibrations undertaken in accordance with Technical Guidance to achieve data capture of 90%.
- Implementation of Council Motions on Air Quality including the provision of air quality monitoring equipment at Jon Clifford Bull Park and operational practice introduced so that for anyone facing fuel poverty, the fines to control domestic particulate emissions in smoke control areas will be waived.
- Information provided to solid fossil fuel retailers and suppliers in smoke control areas on their legal obligations.
- Media response to high air pollution alert in the Council area in December 2022.
- Feedback on 2020 Progress Report, 2021 Updating and Screening Assessment and 2022 Progress Report received from DAERA and amendments made to the report. Recommendation accepted to revoke Spencer Road Air Quality Monitoring Area.
- £31,050 funding offered including for staff costs from DAERA to support Councils Air Quality duties. Included funding for continued maintenance of air quality monitoring stations at Brooke Park, Dales Corner, Newtownstewart, Strathfoyle and Springhill.
- Continue to support the Northern Ireland Radiation Monitoring Group's (NIRMG) continuous Argus gamma monitoring network and environmental radiation sampling programme.
- Continued response to service requests in relation to noise and air quality from commercial and industrial premises.
- Planned inspections of Local Air Pollution Prevention and Control (LAPPC). 43 installations permitted with associated annual subsistence fee income. Four applications for permits being considered.
- 576 planning consultation responses received between 1st April 2022 and 31st March 2023 prior to the introduction of the new Consultee hub on the planning portal.

- Ongoing discussions with NIEA on Industrial Pollution Control transformation which is reviewing how Local Air Pollution Prevention and Control is regulated in Northern Ireland.
- Continued engagement with NIEA on the remediation of the Mobuoy Road illegal waste site and assessment of quarry waste sites in the Council area.
- Engage with NIEA on regulatory Forums in relation to Pesticides and F-Gases
- Continued delivery of 'Life Project' (tree sapling to be planted for each life event) through Registration Service. Local oak sapling growing initiative with North West Regional College Horticultural Unit and Creggan Country Park continues.
- Assist the wider Environmental Health Service in relation to response to flooding incidents.

Port Health

- Inspection of vessels on request for Ship Sanitation Certificates as required under the Public Health (Ships) Regulations (NI) 2008.
- Checking the quality of water provided to and stored on ships.
- Engagement with the Public Health Agency on the implementation of their Port Health Plan and monitoring Maritime Declarations of Health submitted by vessels arriving at Foyle Port.
- Work with the Maritime and Coastguard Agency on mutual areas of interest so as to protect the welfare of crew and ensure vessels are safe.
- Provide training for additional staff to undertake or assist with inspections.

Dog Control Service

- 8,148 dog licences issued (including 154 block licences) achieving approximately £42,950 income.
- Schools' education programme - Youths Educated in Safety (YES) Programme 15-17th November 2022 and 31st January to 2nd February 2023: 22 Primary Schools – 1024 P6-P7 pupils and 97 school staff members in attendance
- £3,320 in Fixed Penalty payments (Dog Licensing/straying/fouling).
- Over 20,000 dog foul bags were issued to dog walkers during dog fouling patrols and during the Foyle Maritime Festival.
- Cross departmental Dog Control Working Group - including dog fouling Initiative implemented.
- 3 Dog Control Orders implemented (Dogs on Leads; Dogs on leads by direction; Dog exclusion) – all new signage installed throughout Council area with QR codes detailing areas and location of dog foul bins.

- 2,500 keyrings with QR code for new Dog Control Orders circulated during health initiatives, including schools education programme.

Animal Welfare

- Animal welfare service through lead Council Fermanagh and Omagh District Council (FODC) ongoing.
- Approximately 367 animal welfare cases investigated with 629 visits, 16 Improvement Notices, 2 Formal Cautions issued, and 4 cases with seizures in Derry City and Strabane District Council. There were no prosecutions in the Derry City and Strabane District Council area.

Registration Service

- 1863 births registered within the District
- 3 still births registered
- 1223 deaths have been registered
- 686 Marriages registered – religious 461, civil 222, civil partnerships 3
- Officiated at 224 Civil Marriage Ceremonies
- 1370 Marriage Notices and 3 Civil Partnership notice administered
- 0 Civil Partnership Ceremonies have taken place (new legislation introduced same sex Marriage and opposite sex Civil Partnership, most couples deciding to be married)
- 15 Approved Marriage/Civil Partnership venues inspected

Licensing/Safety Advisory Group for Events

- Provision of advice and guidance in support of 59 planned public events.
- 236 Licences/permit/registration applications received.
- 217 licences/permits/registrations issued.
- 365 responses to consultations under the Licensing (Northern Ireland) Order 1996 and Betting, Gaming, Lotteries & Amusements (Northern Ireland) Order 1985

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

- Continuation of Service Delivery as the organisation emerged from the COVID 19 Pandemic.
- Maintained ISO 45001 Health & Safety Management System Accreditation.
- Continuously reviewed & updated all Health & Safety Risk Assessments and Safe Systems of Work to ensure that staff and members of the public feel safe using Council premises and facilities.
- Played a key role in the Local Government Coordination and recovery from the COVID 19 Pandemic.
- Continued to respond effectively to all emergencies within the City & District; particularly the severe flooding in July 2022.
- Community Resilience Pilot Programme delivered across a wide range of community organisations in the City & District to develop and enhance Community Resilience Plans.
- Continued to ensure that all Employees and Elected Members were paid in a timely manner.
- Ensured that all Payroll statutory returns were completed and submitted within required deadlines.
- 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.
- Delivered Fraud Awareness Training to Staff.
- All audit recommendations accepted by management and presented to the Assurance, Audit & Risk Committee for review and assurance purposes
- All Final Audit Reports issued within 2 weeks of receipt of management response.
- Updated Audit Needs Assessment agreed with management and approved by the Assurance, Audit and Risk Committee.
- Completion of Annual Governance Statement and all associated governance documents.
- Continued management of Council's Self-Insurance Programme.

- Ongoing review of the Corporate Risk Register and Service Risk Registers across Council to provide assurance in relation to risks to meeting objectives.
- Led on the procurement process for a number of significant projects.
- All tenders now processed via E Tenders NI.
- Suppliers continued to be paid in accordance with agreed terms and conditions.
- Reviewed and updated Risk Management Strategy, Conflicts of Interest Policy, Gifts and Hospitality Policy and Purchasing Policy.
- Audit Committee training, Emergency Planning training and Health & Safety training delivered to Elected Members.
- Participation in multi-agency response in relation to Asylum Seekers and Refugees.

Business Support and Strategic Partnerships

- Completed and published a statutory review of Strategic Growth Plan following a comprehensive consultation and engagement process.
- Secured in excess of £1m in Shared Island Local Authority Development Funding
- Committed all of the £5m North West Development Fund
- Supported over 50 Strategic Partnership Meetings to further progress the Strategic Growth Plans
- Initiated 2 further Multiagency Partnership meetings - Rail Working Group and Enagh Lough

Communications and PR

- The section secured in excess of 5,500 media placements across a wide range of media platforms including print, online, broadcast media to the value of £ 25.5m in free PR coverage that showcases all Council services, initiatives and events.
- During this period the team dealt with over 1,400 press queries from various media outlets during the 9 month period. The team were responsible for developing over 600 press releases and editorial content and continued to work closely with strategic partners in terms of sharing post COVID recovery messaging.
- The team are responsible for creating creative video and social media content on the Council corporate platforms and worked closely with the Mayor's office to create bespoke content for the Mayoral social media platforms.

- During this nine month period the team created over 9,000 social media posts and saw wider engagement across all of our social media platforms. The team continued to work closely with its media contacts to build on those relationships to secure as many positive placements and proactive content across the Council area and wider NI region as possible.
- The team also produced a Staff newsletter.

Democratic Services and Improvement

- Prepared draft action plan to deliver on user feedback as part of the achievement of the British/Irish Sign Language Charter
- Welcome pack for newly arrived refugees was translated into Ukrainian, Arabic, Russian, Tigrinya Somali and Farsi
- 9 policies screened in 2022/23 reporting period
- Quarterly screening reports have been circulated to inform consultees of equality screening activity during 2022/23 year
- Virtual training modules on Equality Impact Assessments, Screening, Rural Needs and Code of Practice for Producing Information have been prepared
- Draft Audit of Inequalities prepared
- 2 meetings held with Equality Assurance and Oversight Group
- Annual Equality Progress Report submitted within deadline to Equality Commission
- Annual return of Rural Needs Assessment Summary to DAERA completed and submitted on time
- Deaf Awareness training, ISL and BSL training has been offered to staff and elected members
- Continued to work with other Councils on best practice approaches to Safeguarding via the Local Government Safeguarding Network
- Delivered targeted policy training sessions for staff in key areas
- Developed e-Learning training modules for staff
- Annual Corporate and Improvement Plan produced and submitted within statutory deadline
- Annual Performance Report produced and submitted within statutory deadline
- Received an unqualified audit report in respect of the statutory Performance Improvement duty
- Raised significant funds for the Mayors Charity
- Issued 949 letters arising from Council proposals and Motions at Council Meetings
- To enhance accessibility to Council business, all Council and Committee Meetings were broadcast to the Councils You Tube Channel

Human Resources

- Agreement reached on implementation of local pay award
- A range of health and wellbeing initiatives progressed to assist employees return to the workplace following Covid
- Hybrid working policy agreed and implemented
- Domestic Violence Policy agreed and implemented
- A range of capacity building programmes agreed for all levels of employees

Legacy

- The development of a Hardship Fund of £308,000
- The Co-design and delivery of an Emergency Fuel Support programme to support 2,405 households affected by the Cost of Living Crisis
- Ongoing engagement and support for the development of the Universal Basic Income Trials
- Further promotion of the findings from the poverty research
- Assisting the City Deal Team to embed inclusiveness and addressing poverty within the outline business cases
- Design and Implementation of Green Festival actions as a cross departmental project at the Foyle Maritime Festival and the Halloween Festivals which included a deposit return scheme for the licensed bar, eco champions for the promotions of segregated waste, curated circular economy content and working with hospitality outlets on elimination of single use materials
- Ongoing implementation of Circular Economy actions including for example collaborations with external partners on marketing videos, sustainable fashion and development of community fridges
- Support to the Rural Issues Groups and escalation of strategic issues on rural youth provision, rural education, rural health, and capacity building
- Appointment of external support to assist the three rural Local Growth Partnerships to design and submit collaborative youth and health to the Peace Plus programme
- Assisting the three rural Local Growth Partnership to identify and prioritise a number of capital projects which need technical assistance to get them to a stage of readiness for submission to external funding bodies.

Legal Services

- Delivery of training to members on governance and standing orders
- Represented Council in judicial review proceedings including in relation to checks on goods entering Northern Ireland and in relation to planning matters
- Represented Northern Ireland Councils in relation to the public inquiry into the Covid response
- Represented Council on the Law Society of Northern Ireland Climate Justice Group
- Review of planning protocol and standing orders to reflect changes/clarifications arising from judicial decisions.
- Second phase digitisation of council's property portfolio

Strategic Finance and Funding

- Year-end accounts for 2021/22 completed and audited in line with required timeframe with no Priority 1 audit recommendations identified.
- Rolling revaluation of all Council properties completed as part of year-end accounts.
- Rates estimates for 2023/24 completed and agreed by statutory deadline of 15th February 2023 resulting in 7.97% District rates increase for ratepayers in the District.
- Development and agreement of capital strategy as part of rates estimates process.
- Contingency fund developed and agreed to fund unbudgeted pressures during 2022/23 arising from local pay negotiations, unbudgeted costs associated with outcome of 2022/23 national pay negotiations, rates support grant cuts, hardship fund and utility cost increases.
- Additional rates investment secured to ensure capital funding fully in place for delivery of ongoing £90m of community capital projects over next 3/4 year period along with revenue provision for associated projects.
- 3 successful applications to Phase 1 Levelling Up Fund securing over £16m in funding for 3 major capital projects (Derg Active, Acorn Farm and Brandywell Sports Centre)
- Loan interest savings of £2.165m (over life of relevant assets) generated through revenue financing and utilisation of short-term surplus cash (generated from revenue working capital and surpluses and in-year capital savings) to replace the need to borrow over the 20/21 and 21/22 financial years.
- Approval of new treasury management policy and loans now being issued to other Councils to provide security of Council investment.

- Significant progress in development of City Deal and Inclusive Future Fund outline business cases despite challenges of construction inflation and cost of living on project costs.
- Regular updates provided to Council on key growth indicators and statistics.
- Collection of economic data through use of counters across District to inform COVID recovery and business support plans.
- Collation of economic information and census 2021 data for incorporation into new Council website.
- Background research and development of compendium of information in relation to Council Unity Motion for consideration by Council and other stakeholders..

City of Derry Airport

- Ongoing liaison with the Department of Transport to ensure the successful delivery of and drawdown of £4.3m funds for the Public Service Obligation route up to March 2023
- Ongoing liaison with Northern Ireland Departments regarding the submission of the business plan for ongoing operational subvention support from Government to reduce Council funding burden
- Completed procurement process for continuation of London PSO route beyond March 2023
- £3m of funding support secured towards airport subvention for year 1 of the business plan submitted to Government in April 2021 to reduce Council funding burden

Overview / Assessment

Corporate Plan Objectives - 2022/23

In overall terms, there is evidence of Council investment, activity. and positive progress in 2022/23 in working towards its Mission of “Delivering improved social, economic and environmental outcomes for everyone”.

3.4 Inclusive Growth Plan

In accordance with the Local Government (NI) Act 2014 a formal review of the Inclusive Strategic Growth Plan was carried out in 2022 and formally ratified by the Strategic Growth Partnership in October of that year. This followed a significant period of engagement with citizens, partner organisations and businesses. The review process identified the need for an additional eighth Outcome focussed specifically on Older People. A review of the actions detailed with the Plan was also conducted at this time and led to the identification of a number of prioritised actions aligned to each of the Plan's eight Outcomes.

Following previous '*Statements of Progress*' published in 2019 and 2021 a further (third) statement is currently in the process of being prepared, for publication in the Autumn of 2023. This Statement of Progress will provide an opportunity to track the social, economic and environmental progress achieved in the implementation of the Plan, measuring progress across the Plan's 49 Population Indicators and Priority Actions.

Further information on the Inclusive Strategic Growth Plan and the role and function of the Strategic Growth Partnership is available at www.growderrystrabane.com.

3.5 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 during 2022/23 in respect of the:

- Corporate & Improvement Plan 2022/23

- Hybrid Working Policy
- Council Meeting Arrangements
- Domestic Violence and Sexual Abuse Policy
- Risk Management Strategy
- Conflict of Interest Policy
- Gifts and Hospitality Policy
- Peace Plus Theme 1.1 Funding Bid
- Review of Code of Practice on Producing Information
- Fuel Poverty
- Rates Estimates 2023-24
- Litter/Dog Foul Bin Policy
- Review of Bulky Lift 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.

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.

3.6 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, benchmarking and process improvement purposes. 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, by improvement criteria, that we collect and performance trend details are provided in the table below.

Improvement Area	Performance Indicator	2019-20 Performance	2020-21 Performance	2021-22 Performance	2022-23 Target	2022-23 Performance	Trend
Strategic effectiveness	Number of leisure users	1,293,355	28,379	542,733	1,100,000	1,350,144	↑
Service availability	Total number of applications processed by Building Control	4,386	3,439	4,195	n/a demand led	4,196	↔
	% dog attacks investigated within 1 day	100%	100%	100%	100%	100%	↔
	% FOI responded to within 20 days	91.3%	92.9%	92.8%	90%	91.8%	↓
Sustainability	Business Innovation and Growth Programme – number of jobs promoted		243	200	230	217	↑
	Rural Business Capital Grant Scheme – funding allocated	£44,173	£197,716	£118,386	£70,000	£120,046	↑
Efficiency	% of staff receiving payslips via email	72%	76%	87.3%	95%	90.3%	↑
	% server uptime	97%	97%	90%	No longer a PI	90%	↔
Innovation	Number of international markets activated	4	2	3	3	2	↓

Improvement Area	Performance Indicator	2019-20 Performance	2020-21 Performance	2021-22 Performance	2022-23 Target	2022-23 Performance	Trend
	Trade mission – local companies recruited	12	0 due to Covid restrictions	0 due to Covid restrictions	10	tbc	

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:

4.1 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.

4.2 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	140

	(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.)	
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)]	50% by the end of 2020
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)]	<17,929 tonnes in 2019-20
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]	

4.3 2022/23 Performance – Statutory Indicators

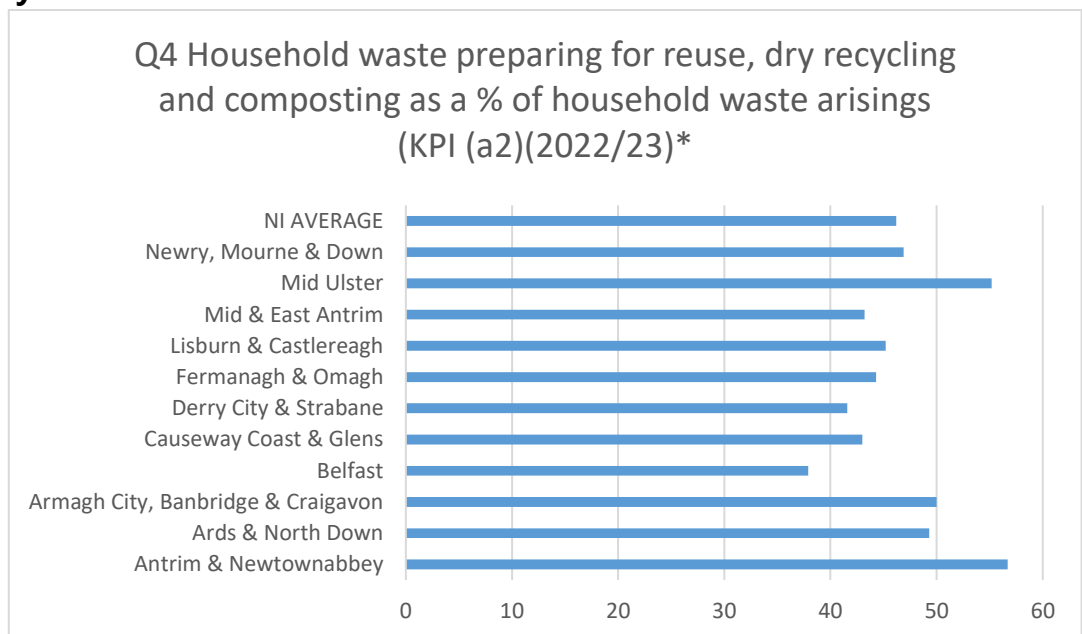
Waste Management

	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 were set a recycling target of 50% household waste by 2020						
Our Performance and how we Compare	Comparator	2018/19	2019/20	2020/21	2021/22	2022/23	Are we Improving?
	Derry City & Strabane District Council	44.3%	44.2%	46.1%	45.1%	47.22 *	yes
	NI Average	50.0%	51.9%	50.9%	50.1%	Unavailable at present	
What we have done to improve	Council have undertaken multiple marketing and social media campaigns highlighting benefits of recycling in terms of climate action, costs of living etc. Additional properties have been added to schemes increasing the volumes of waste diverted from landfill to recycling, composting etc.						

Future actions we will be taking to improve		Council will continue to push positive environmental messaging through social media and other channels promoting positive environmental behaviours. Council will work with all relevant statutory and non statutory stakeholders in driving forward circular economy and zero waste principles and benefits.
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*Subject to verification

Latest available statistics by council:



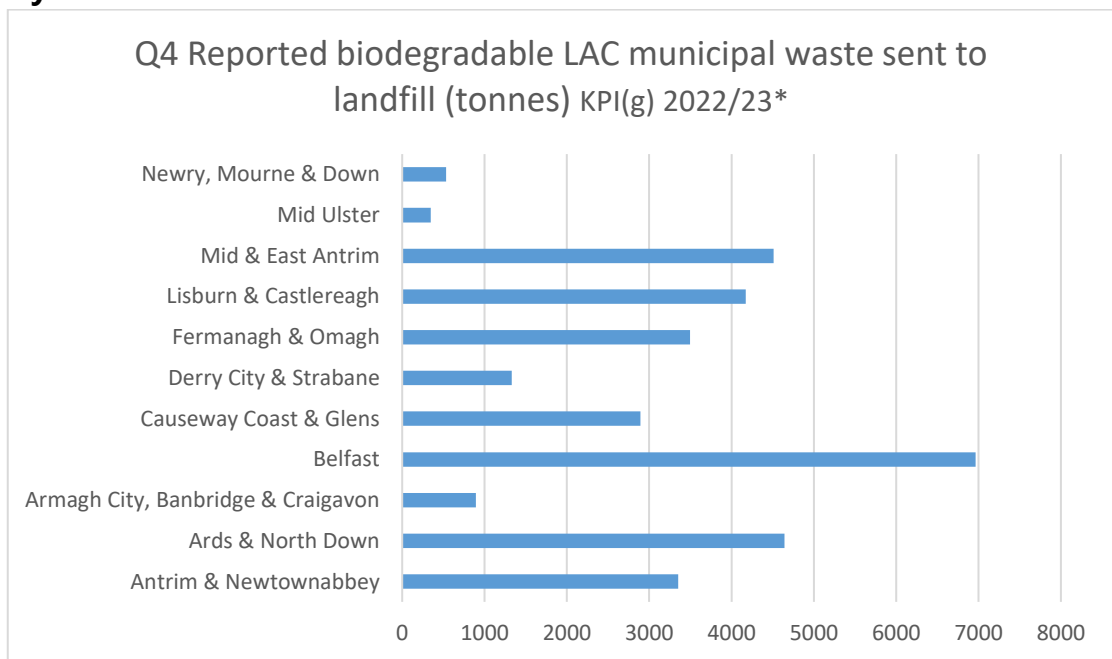
Source: <https://www.daera-ni.gov.uk/publications/northern-ireland-local-authority-collected-municipal-waste-management-statistics-january-march-2023>

	PI & Target W2 The amount (tonnage) of biodegradable Local Authority Collected Municipal Waste (BMW) that is landfilled (KPI(g)) Target: less than 17,920 tonnes in 2019/20. No target for 2022/23						
What this indicator shows	The volume of Biodegradable 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	2018/19	2019/20	2020/21	2021/22	2022/23	Are we improving? Statutory Target met?
	Derry City & Strabane District Council	10,974	7,964	4,802	8,299	8138.4*	Yes
	NI Average	13,938	11,480	11,491	12,846	Unavailable at present	Statutory Target achieved (no target for 2022/23)
What we have done to improve	Additional properties have been added to bio waste collection schemes across the district to increase the volumes of bio wastes collected for composting. Multiple marketing campaigns have been undertaken promoting sustainable waste management including affixing warning stickers to residual bins stating that bins may						

		not be emptied if they contain bio wastes that could be processed through 'brown' bin collections.
Future actions we will be taking to improve		Council will continue to push positive environmental messaging through social media and other channels promoting positive environmental behaviours. Council will work with all relevant statutory and non statutory stakeholders in driving forward circular economy and zero waste principles and benefits.

*Subject to verification

Latest available statistics by council:

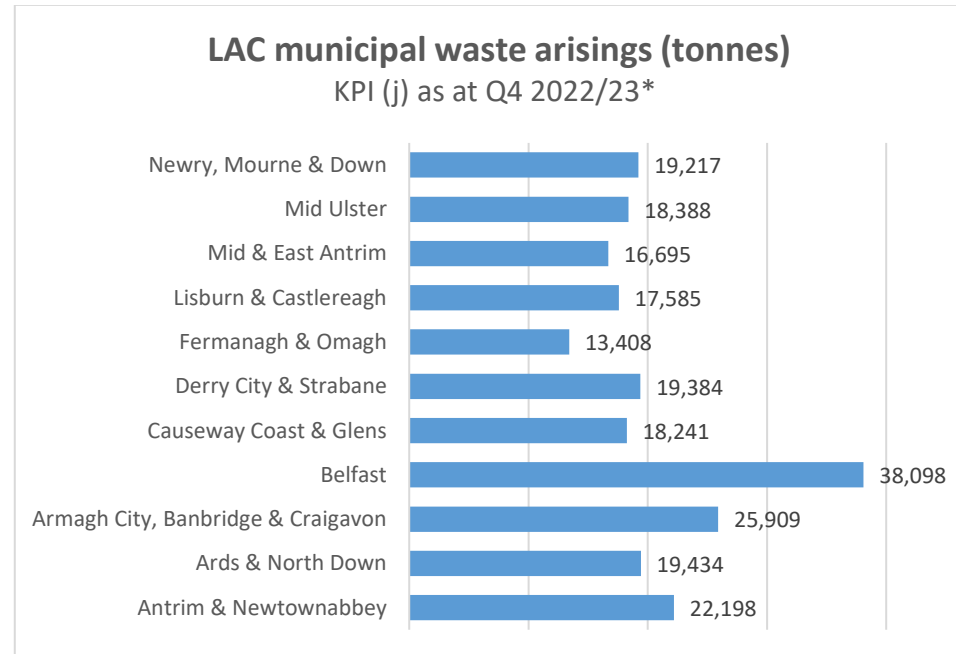


Source: <https://www.daera-ni.gov.uk/publications/northern-ireland-local-authority-collected-municipal-waste-management-statistics-january-march-2023>

	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	2018/19	2019/20	2020/21	2021/22	2022/23	Are we improving?
	Derry City & Strabane District Council	78,660	81,304	83,989	83,540	79114*	yes
	NI Average	90,021	90,817	93,743	94,058	Unavailable at present	
What we have done to improve	Council have undertaken multiple marketing and social media campaigns highlighting benefits of recycling in terms of climate action, costs of living etc. campaigns included focusing on waste reduction, reuse of materials and discarded items through the 4R's, Life Cycles, charity shops etc. in addition Council also supported upcycling workshops held across the city and district.						
Future actions we will be taking to improve	Council will continue to push positive environmental messaging through social media and other channels promoting positive environmental behaviours. Council will work with all relevant statutory and non statutory stakeholders in driving forward circular economy and zero waste principles and benefits.						

*Subject to verification

Latest available statistics by council:



Source: <https://www.daera-ni.gov.uk/publications/northern-ireland-local-authority-collected-municipal-waste-management-statistics-january-march-2023>

PI & Target PI The average processing time of major planning 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	2018/19	2019/20	2020/21	2021/22	2022/23	Are we Improving? Statutory Target met?
	Derry City & Strabane District Council	154.2 weeks (Legacy cases 208.8 weeks) (Council received cases 59.0 weeks)	96.0 weeks (Legacy cases 337.3 weeks) (Council received cases 73.7 weeks)	65.2 weeks Not available (Council received cases 65.2 weeks)	51.6 weeks (Legacy cases 372.4 weeks) (Council received cases 45.9 weeks)	78.0 (Legacy cases 565.9 weeks) (Council received cases 63 weeks)	No
	NI Average	59.0 weeks	52.8 weeks	61.4 weeks	49.8 weeks	51.6 Weeks	Statutory Target achieved? No

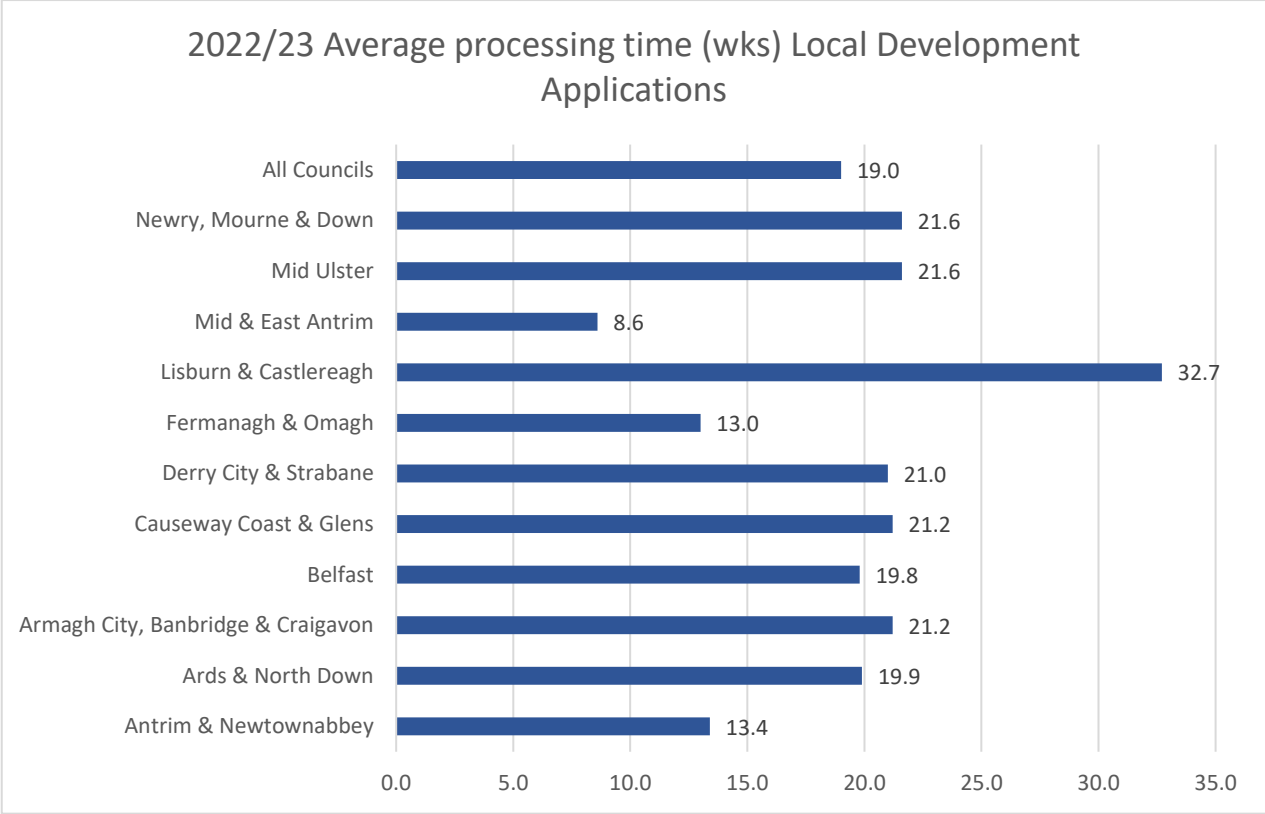
Why we have not achieved our statutory target	In 22/23 planning department issued 2 complex legacy applications (565 weeks) which are included in the overall end of year statistic. For council received cases again there were a number of complex major applications including application subject to JR and decision had to be re-taken and 3 applications which had to be referred to DFI which caused delays in concluding.	
What we have done to improve	Only 1 legacy application remains to be decided. Major applications carefully managed and progressed as quickly as possible.	
Future actions we will be taking to improve	Maintain staff resources and focus on applications for major development. Improve PAD engagement with potential applicants for major development.	



Source: <https://www.infrastructure-ni.gov.uk/news/northern-ireland-planning-statistics-202223-annual-statistical-bulletin-has-been-published-today>

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	2018/19	2016/20	2020/21	2021/22	2022/23	Are we Improving? Statutory Target met?
	Derry City & Strabane District Council	14.1 weeks (Legacy cases 230.6 weeks) (Council received cases 14.1 weeks)	14.0 weeks (Legacy cases 255.6 weeks) (Council received cases 14.0 weeks)	14.2 weeks (Legacy cases 255.6 weeks) (Council received cases 14.8 weeks)	15.6 weeks Not available (Council received cases 15.6 weeks)	21.0 weeks	No
	NI Average	15.2 weeks	14.8 weeks	14 weeks	17.8 weeks	19 weeks	Statutory Target achieved? No
Why we have not achieved our	Technical issues with the implementation of the new planning system, which transferred in December 2022, caused delays, (although						

statutory target	<p>anticipated), in processing all cases affecting qtr.3 and qtr. 4 significantly across N Ireland.</p> <p>Some staff shortages occurring simultaneously from March to date, particularly affecting Qtr.4 targets.</p>
What we have done to improve	<p>New Portal system now embedded for staff. Technical improvements in system/change requests ongoing.</p>
Future actions we will be taking to improve	<p>Reallocated resources to provide cover across teams and recruitment of temporary staff.</p>



Source: <https://www.infrastructure-ni.gov.uk/news/northern-ireland-planning-statistics-202223-annual-statistical-bulletin-has-been-published-today>

As noted in the DfI Northern Ireland Planning Statistics 2022/23 Statistical Bulletin – 2022/23 saw, across Northern Ireland, a 18% decrease in the number of planning applications received, a 17% decrease in the number of applications decided and a 16% decrease in the number of applications approved.

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	2018/19	2019/20	2020/21	2021/22	2022/23	Are we Improving? Statutory Target met?
	Derry City & Strabane District Council	53.6%	78.1%	73.3%	77.9%	not yet available	
	NI Average	77%	81.4%	69.9%	70.4%		
Why we have not achieved our statutory target	Information not available due to problems with planning portal recording the information						
What we have done to improve	At the moment we are awaiting the DFI planning portal team to provide us with the statistics						

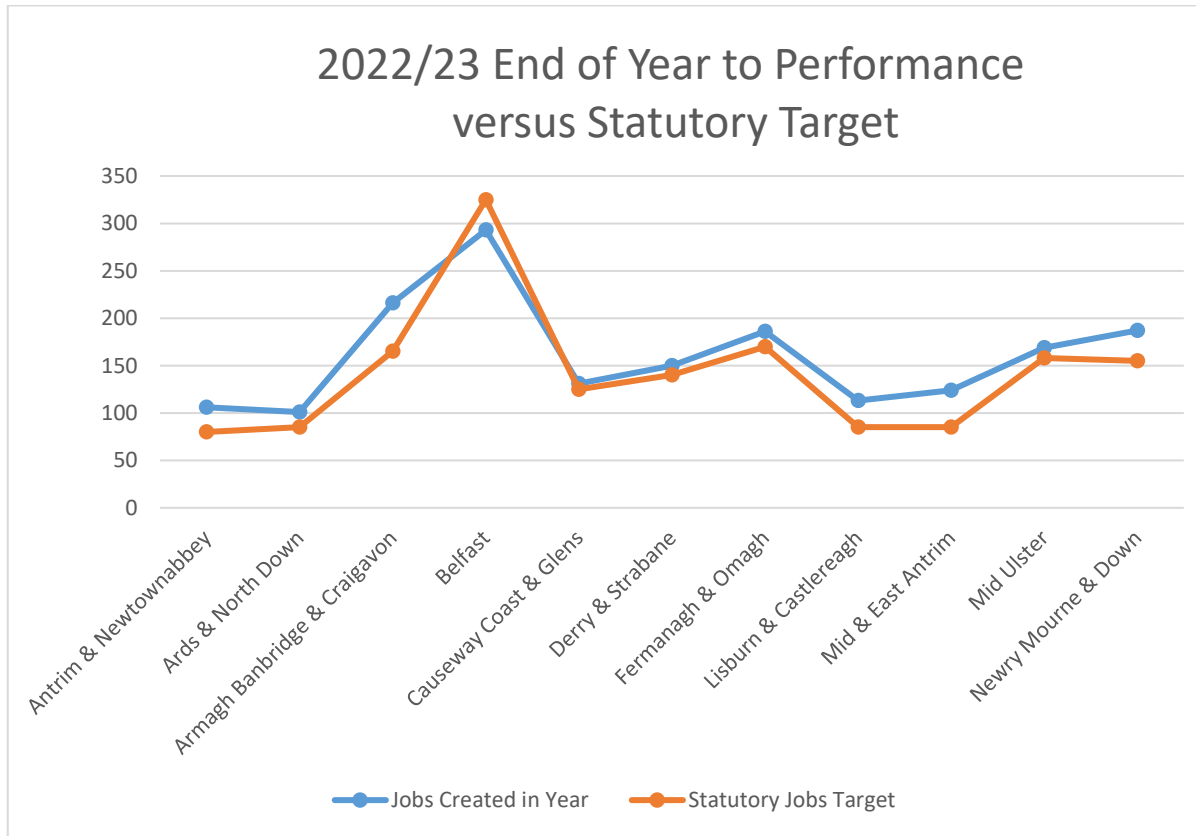
Future actions we will be taking to improve	Ongoing input from DCSDC enforcement staff and the DFI portal team on the management reporting required to capture the data in the new system	
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PI & Target ED1 The number of jobs promoted through business start-up activity. Target 140 jobs							
What this indicator shows	Number of Business Plans delivered and Jobs Promoted						
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.						
	Comparator	2018/19	2019/20	2020/21	2021/22	2022/23	Are we Improving? Statutory Target met?
Our Performance and how we Compare	Derry City & Strabane District council	139	133	112	143	150	
	NI Average	164	157	129	169	162	Statutory Target achieved? Yes
Why we have not achieved our statutory target	n/a						
What we have done to improve	Council's Business Team have developed an integrated approach to promoting Entrepreneurship. This has involved mainstreaming its activities across all areas of the Business and Economic Development Service. Linking Business Start Up with DAERA micro-grants, LMP activities and wider Business mentoring programmes has allowed for a more transparent and visible service. Working closely with the Enterprise agencies responsible for contract delivery is also key to ensuring a joined up service.						

Future actions we will be taking to improve

The new NIESS will launch in Autumn 2023 and will be further iteration of an integrated approach to Entrepreneurship support and promotion.

2022/23 Performance across NI Councils : Number of Jobs Promoted -actual and target



5 Overall Assessment in relation to Performance Duty

The Council is committed to and has worked to discharge its general duty to secure continuous improvement in 2022/23

6 Publishing our Performance

Our Annual Performance Report 2022/2023 will be published on the Council's website at www.derrystrabane.com as soon as is practical and by 30th September 2023 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 22 to March 20 23

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.

<i>Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016¹</i>	<i>The rural policy area(s) which the activity relates to²</i>	<i>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</i>
Corporate & Improvement Plan 2022/23	Other – Improving wellbeing for users of Council Services	<p>Examples of Improvement Objectives inserted following consultation to contribute to economic and social wellbeing:</p> <p style="text-align: center;">Draft Improvement Objectives</p> <ul style="list-style-type: none"> • 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. <p>Sub Objectives related to rural needs:</p> <ul style="list-style-type: none"> • Create jobs through the rural Business Investment Scheme • To assist develop healthy lifestyles through increased participation in high quality leisure and sports activities <p>Sub Objectives related to rural needs:</p> <ul style="list-style-type: none"> • To target under-represented groups through inclusive leisure, sport and physical activity participation to lead more active lives

<i>Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016¹</i>	<i>The rural policy area(s) which the activity relates to²</i>	<i>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</i>
		<ul style="list-style-type: none"> • To protect and enhance the environment through creating and supporting a culture of environmental stewardship. <p>Sub Objectives related to rural needs:</p> <ul style="list-style-type: none"> • To protect and promote our natural and built assets • To protect and enhance our environment
Hybrid Working Policy	Other - Working arrangements for Council staff	The hybrid working arrangements will be offered to all staff working in suitable service areas regardless of whether they live in rural or urban areas
Council Meeting Arrangements	N/A – Internal Policy	This proposal to hold hybrid Council meetings is about improving participation for all elected members however it is noted that members in rural areas may benefit more from virtual meetings through greater reductions in travel time, better time management where they can attend more meetings and better engagement with their electorate who are more dispersed in the rural areas.
Domestic Violence and Sexual Abuse Policy	N/A Internal Policy	This policy is applicable to all staff however staff from rural areas who experience abuse may be more inclined to use the support and help provided by

<i>Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016¹</i>	<i>The rural policy area(s) which the activity relates to²</i>	<i>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</i>
		Council due to the lack of support in rural areas in general
Risk Management Strategy	N/A – Internal Policy	This is a technical policy and therefore has no differential implications for any people in the rural areas as compared to people in urban areas.
Conflict of Interest Policy	N/A – Internal Policy	This is a technical policy and therefore has no differential implications for any people in the rural areas as compared to people in urban areas
Gifts and Hospitality Policy	N/A – Internal Policy	This is a technical policy and therefore has no differential implications for any people in the rural areas as compared to people in urban areas
Peace Plus Theme 1.1 Funding Bid	<ul style="list-style-type: none"> • Poverty in Rural Areas • Deprivation in rural Areas • Rural Development 	Through the co-design process which strongly engaged with rural communities in each of the 3 rural DEAs in our council area, the 16 projects were suggested, scoped, and selected for inclusion in the PEACEPLUS Local Co-Designed Action Plan
Review of Code of Practice o Producing Information	N/A – Internal Policy	This is a technical policy and therefore has no differential implications for any people in the rural areas as compared to people in urban areas

<i>Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016¹</i>	<i>The rural policy area(s) which the activity relates to²</i>	<i>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</i>
Fuel Poverty	Poverty in Rural Areas Deprivation in Rural Areas	Following dedicated meetings with the rural local growth partnerships to design ways to address the challenges of access to broadband and support services in the roll out of this initiative, the following measures have been agreed to reduce any barriers: <ul style="list-style-type: none"> • Identification of more trusted partners who could complete the forms on behalf of rural citizens • Circulation of the criteria and sections of the form in advance of the opening • Agreement to the acceptance of photographs of evidence and the application form which could be emailed from Trusted partners as well as individuals
Rates Estimates 2023-24	Other – Providing best services to all within the budget constraints	To set out the budgets for the 2023-24 year Delivery of the Council’s Corporate and Improvement Plan and implementation of the decisions of Council
Litter/Dog Foul Bin Policy	Other – maintaining a clean environment	Purpose of policy was to set out internal processes for the installation, emptying and maintaining of the litter and dog foul bins

<i>Description of the activity undertaken by the public authority which is subject to section 1(1) of the Rural Needs Act (NI) 2016¹</i>	<i>The rural policy area(s) which the activity relates to²</i>	<i>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</i>
Review of Bulky Lift Policy	Other – maintaining a clean environment	The Bulky Lift Policy is designed to provide a free service to all residents of the Derry City and Strabane Council area to allow them to dispose of unwanted large items in an environmentally friendly way

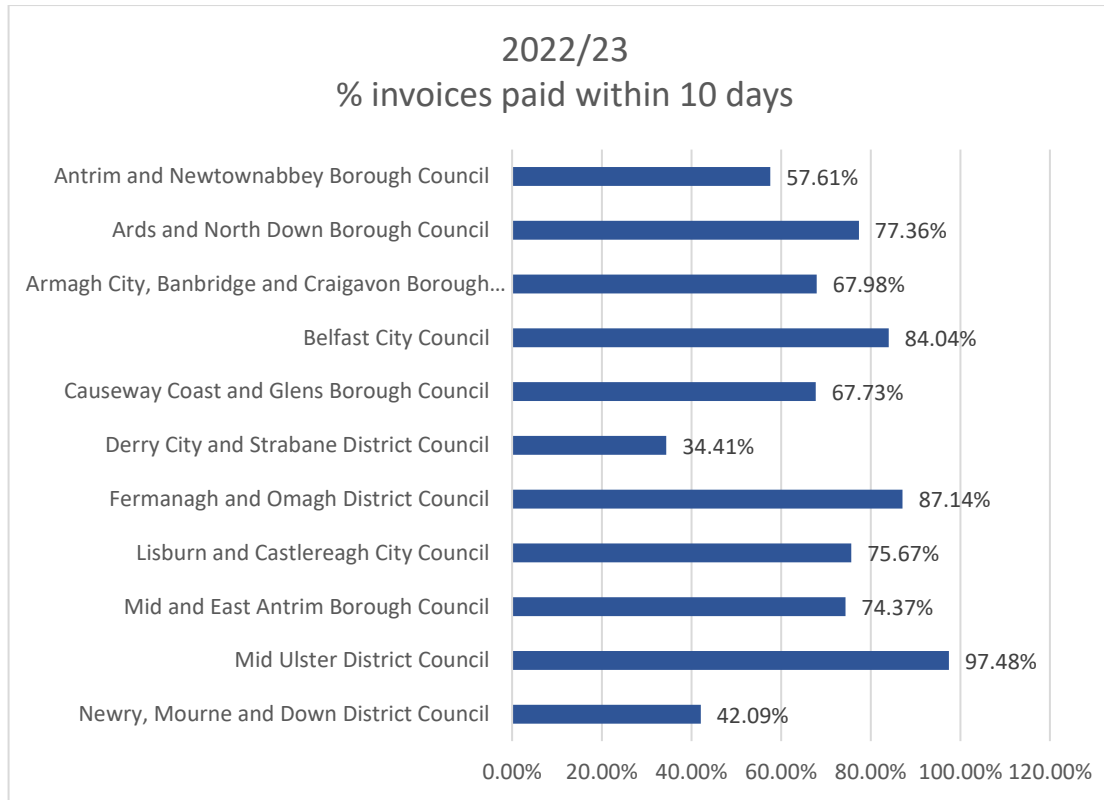
Appendix 2

Performance Indicators – comparative figures

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

Performance Indicator	Performance 2018/19	Performance 2019/20	Performance 2020/21	Performance 2021/22	Performance 2022/23
Number of dog licences issued	7,848 NI Average 12,851	8,207 NI Average 12,628	7,626 NI Average 12,895	7,841 NI Average 12,632	8,148
Number of complaints in relation to stray dogs	757 NI Average 651	1190 NI Average 652	619 NI Average 388	256 NI Average 383	270
Number of fixed penalties imposed – dog control	687 NI Average 251	90 NI Average 167	20 NI Average 51	67 NI Average 114	192
Number of successful prosecutions – dog control	0 NI Average 17	2 NI Average 18	0 NI Average 5	0 NI Average 2	3
Total noise control complaints received	532 NI Average 1069	597	541	687	556

Notices served per 100 noise complaints	0	0.17	0.0	0.14	0.18
Food standards – total of interventions achieved (premises rated A-C)	92.7 NI Average 86.4	82	80	86	97
Food hygiene – total of interventions achieved (premises rated A-E)	92.87 NI Average 87.3	92	91	84	80
Average number of days absenteeism per FTE employee	12.3	14.5	10.37	16.8	16.5
% Invoices paid within 10 days	42.8%	45%	37.5%	26.1%	34.4%
% Invoices paid within 30 days	78.7%	81.5%	78.4%	64.7%	73.5%



2022/23
% invoices paid within 30 days

