

# APSE NI Seminar



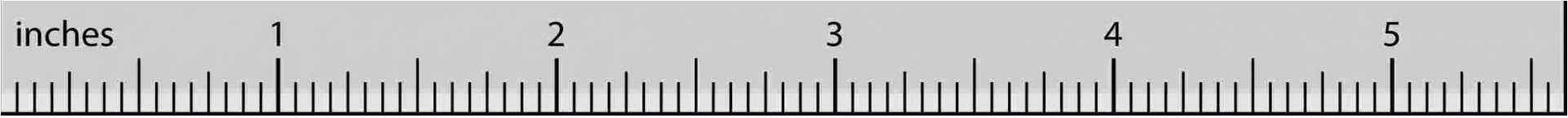
## Clean and Green Neighbourhoods-

Working towards  
Environmental Quality

**Ryan Tracey**  
Performance Improvement

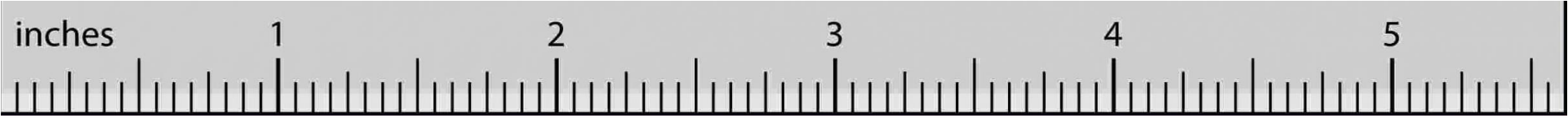


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# What are the key indicators that measure success?

- APSE Indicators
- Service Specific Measures
- Community Planning Indicators and Measures
- Statutory Indicators
- Improvement Objective measures



- Number of incidents of fly tipping
- Number of litter offence notices issued
- Cost of refuse collection service per household
- Hectares of maintained public open space per 1,000 head of population

#### Statutory Indicators

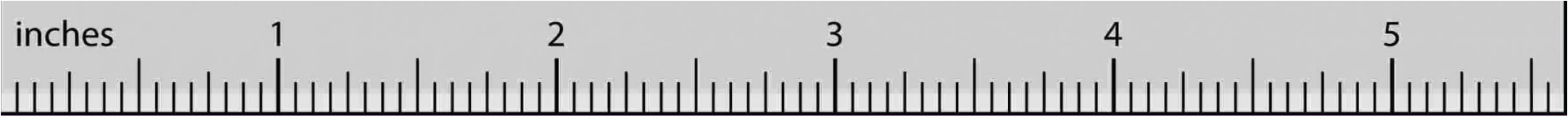
- The percentage of household waste collected by the Council that is sent for recycling

#### Improvement Objective Measures (from FODC 2018/19 Improvement Plan)

- Increases in food waste tonnages collected
- Number of recycling champions identified
- Number of communication/ engagement activities undertaken

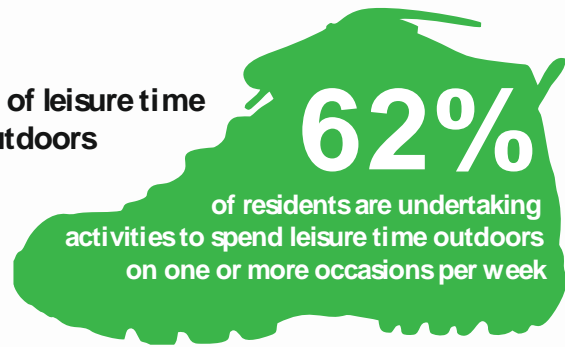
#### Service Specific Measures (from 2018/19 SDIP's)

- % of capital contracts completed in accordance with annual capital plan
- Deliver Food waste service to hard to access properties
- Tidy NI cleanliness index (CI) score



# Community Planning Indicators- Environment Theme

Amount of leisure time spent outdoors



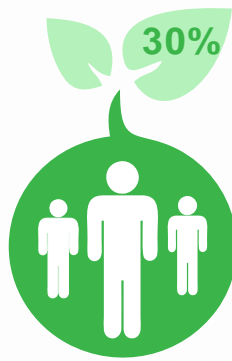
Source: Continuous Household Survey

Usage of quality listed walkways and cycle paths in the district



Source: Fermanagh and Omagh District Council

Number of people having a positive impact on the environment



30% of the people are actively making changes to have a positive impact on the environment, such as re-using plastic bags, buying organic food or giving a gift certificate instead of a product

Source: Continuous Household Survey

Number of fly tipping incidents across the district



Source: Fermanagh and Omagh District Council



## Using the data

What is the data  
telling us?

Why is this the case?

What are the next  
steps to  
improvement?



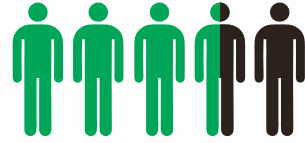
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# How do we determine what matters to our Communities?

- Consultation- Corporate Plan, Improvement Plan, Community Plan
- Residents Survey
- Proposals for Improvement
- APSE Customer Satisfaction Surveys



# Residents Survey



**70%**

Residents satisfied with the Council



**96%**

Residents satisfied with Council Recycling Centres



with Fermanagh and Omagh as a place to live



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# Residents Survey

## Support for Community Planning Outcomes

**2<sup>nd</sup>** most Important

Attractiveness and accessibility are key assets and sustainability is promoted

**3<sup>rd</sup>** most Important

The outstanding natural environment and built and cultural heritage is sustainably managed and, where possible, enhanced

## Importance of different Council Services



Bin Collection



Street Cleansing



Recycling Centres



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# Customer Satisfaction Surveys



## Sports & leisure customer satisfaction surveys

PIN 9753

### Performance rating ( non weighted)

	No of responses	Average score	Percentage Score
<b>Staff and information</b>			
Friendliness of staff	27	4.59	91.85%
Helpfulness of staff	27	4.44	88.89%
Knowledge of staff	26	4.27	85.38%
Information provided	27	4.26	85.19%
Prices clearly displayed	25	3.92	78.40%
<b>Facility presentation</b>			
Cleanliness of main building	27	4.22	84.44%
Cleanliness of changing rooms / toilets	27	4.07	81.48%
Temperature / quality of pool water (if applicable)	27	3.67	73.33%
Disabled access	24	4.21	84.17%
Feeling of a safe environment	27	4.22	84.44%
Quality of fitness / gym equipment (if applicable)	25	4.36	87.20%
Quality of other equipment used	23	4.35	86.96%
<b>Value for money</b>			
Enjoyment of the activity	27	4.33	86.67%
Value for money from the activity	26	4.31	86.15%
Catering / vending value for money	20	3.35	67.00%
<b>Quality</b>			
Quality of the catering	19	3.26	65.26%
Quality of programmes/courses etc	24	4.25	85.00%
Quality of coaches	25	4.48	89.60%

For 'Sectional' and 'Overall' customer satisfaction survey scores please see graphical report  
Responses exclude "Don't know / not applicable"

## Leisure

## Street Cleansing



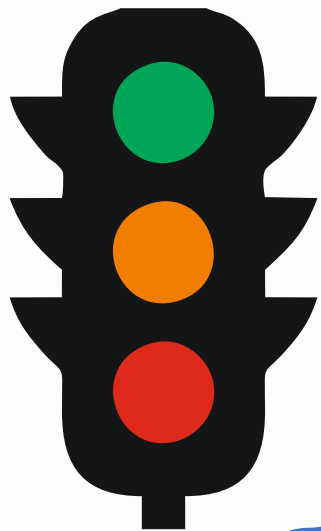
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# Engaging Communities in improving performance within neighbourhoods?

- Community Planning Action Plan
- Involvement in groups- Community Planning (C&V Forum)
- Schools- Eco Warriors
- Improvement Objectives- Recycling Champions
- Communication campaigns



# Moving towards understanding and measuring impact



How much did we do?

How well did we do it?

Is anyone better off?

People report better understanding of measuring impact

People feel neighbourhoods are cleaner and more cared for



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# Questions



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