

Causeway Coast & Glens Borough Council

CITIZENS' NEWSLETTER



The Garvagh Pyramid

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Win a reusable cup
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**Causeway
Coast & Glens
Borough Council**

Contact Us

Sheskburn House, Ballycastle
028 2076 2225

Riada House, Ballymoney
028 2766 0200

Cloonavin, Coleraine
028 7034 7034

Connell Street, Limavady
028 7772 2226

Planning (located in Cloonavin)
028 7034 7100

Useful Numbers

Advice Services:
COVID-19 Community Helpline / 0808 802 0020

Community Advice Causeway
Coleraine, Ballymoney and Moyle:
advice@advicecauseway.com / 028 703 44817

Limavady Community Development Initiative (LCDI):
advice@lcdi.co.uk / 028 777 65438

Free, confidential and impartial advice on:
Benefits, debt, housing, employment,
discrimination, consumer, immigration, family
and relationships, education, health, tax.

Electricity faults and emergencies:
(24 hours) 03457 643 643

Gas emergency response:
(24 hours) 0800 002 001

DfI Roads

- Cut roadside trees, grass verges, fallen trees: 0300 200 7891
- Flooding (roadway, footpath) and blocked gullies: 0300 2000 100
- Road repairs: 0300 200 7891
- Street lighting faults: 0300 200 7899
- Road salting (Northern Division): 0300 200 7891

Flooding Incident Line

(24 hours) 0300 2000 100

Flooding emergency: 999

Burst water mains / blocked sewers:
(24 hours) 0345 744 0088

Water Pollution Hotline: 0800 80 70 60

Get in touch

Please let us know if you would prefer to receive an electronic version of the newsletter, or no copy at all. It's also available in alternative formats on request. Please email citizensnewsletter@causewaycoastandglens.gov.uk

A message from the Mayor

As we approach the end of 2020, there can be no doubt that this has been one of the most challenging years in a generation.

As a Council we have had to quickly react to the health crisis, and excellent work continues across the Borough to maintain the overall wellbeing of our residents. Our voluntary sector has never been more important and as Mayor I want to take this opportunity to applaud our local communities for the resilience they have demonstrated amid the challenges we have faced. We must recognise that this crisis is not over yet, and it's essential that we continue to adhere to current public health advice. We must come together, do what is asked of us now and look forward to better days.



Mayor Alderman Mark Fielding

Alongside the demands of the pandemic, Council's work carries on and I hope this newsletter helps to demonstrate our commitment to improving the lives of those who live here.

Looking ahead to next year, the borough is set to play its part in Northern Ireland's centenary year. A programme is being developed to mark this significant occasion and I hope you all get involved to help showcase what is great about our area and our people.

Mark Fielding

Census 2021 is coming to Causeway Coast and Glens

The census happens only once every 10 years and gives us a picture of all the people and households in Northern Ireland. The last census was in 2011 and counted 1,810,900 people living here. There were 53,722 households in Causeway Coast & Glens made up of 140,877 people.

It will be the first census run predominantly online although paper questionnaires will still be available on request. Census data is used to help make decisions about how vital services such as education, transport and health are

planned and funded including how millions of pounds are invested across the Causeway Coast & Glens Borough Council area.

Census day will be on March 21st, but households across Northern Ireland will receive letters with online codes allowing them to take part from the beginning of March 2021.

For more information, visit census.gov.uk/ni or follow us on Facebook and Twitter @NICensus2021

The Mayor's charity

Alzheimer's Society has been selected as the Mayor's official charity for the year ahead.

Alderman Mark Fielding's choice was inspired by the experiences of his father, who developed dementia later in life.

As the UK's leading dementia charity, Alzheimer's Society campaigns for change and funds vital research, while supporting people living with the condition and carers. Across Causeway Coast and Glens, the charity plays an important role in the community by providing a range of services for those in need.

To find out more contact Aoife McMaster on **028 7035 8887 / 07710379947** or email causeway@alzheimers.org.uk.

Further information is also available by visiting alzheimers.org.uk or call the Dementia Connect support line on **0333 150 3456** for information, advice and support from a trained Dementia Adviser.



Alderman Mark Fielding and his wife Phyllis pictured at Cloonavin with local Dementia Support Worker Aoife McMaster.

COVID-19: HELP SAVE LIVES



WASH YOUR HANDS



KEEP YOUR DISTANCE



WEAR A FACE COVERING*



DOWNLOAD Stop COVID NI

WE ALL MUST DO IT TO GET THROUGH IT

STAY SAFE SAVE LIVES

* CERTAIN FACE COVERING EXEMPTIONS APPLY

COVID-19 public health advice appeal

We want to appeal to all our residents to collectively do all they can to stop the spread of coronavirus.

In the midst of the winter flu season adherence to public health advice has never been more important.

The past number of months have created unprecedented challenges which have affected all aspects of life across the Borough.

None of us have experienced anything like this before and the impact on our daily lives has been unimaginable in many ways.

As the pandemic continues please remember to wear a face covering where required, maintain an appropriate social distance, wash your hands regularly and download the StopCOVID NI app.

We must all do it to get through it.

To keep up to date with all the latest announcements go to www.causewaycoastandglens.gov.uk/covid19 and make sure to follow us on Facebook and Twitter.

Artwork brings new colour to town centres

Local artists have brought colourful creativity to Dungiven and Limavady with the installation of new banners which tell the story of the area and promote the importance of ‘Shop Eat Enjoy Local’.

Winning designs were selected following a public competition which was enthusiastically embraced in both areas.

In Limavady, 116 entries were received from a wide range of participants, including Cub Scouts, NWRC students, Men's Shed members, and pupils from Limavady Grammar School and Limavady High School.

In Dungiven, despite the competition being launched at the height of COVID-19 restrictions, there was 53 entries from local artists ranging in age from 10 to 60+, thanks to the efforts of Dungiven Regeneration Club.

The scheme follow a successful pilot project in Ballycastle last year and Council Officers are now making plans to extend it to Ballymoney and Coleraine.



Thank you from Taste Causeway

Taste Causeway wants to say a big thank you to all those households who ordered local produce deliveries or restaurant takeaways during the past number of months.

With traditional sales channels and customers wiped out by restrictions, businesses had to quickly find new ways to reach customers.

Communication and working together was critical to this, and the Taste Causeway Collaborative Network set up digital support avenues while Invest NI mentors worked closely with Council's Business Support team to initiate an Emergency Crisis Response programme.

Local companies reacted swiftly to address a rising customer need for fresh local food and drink deliveries while many Taste Causeway restaurants devised home delivery options and menu kits.

If this has piqued your interest, Taste Causeway's website now offers even more opportunities to buy award winning local products or book a food experience.

Check out www.tastecauseway.com or follow @tastecauseway on social media and make sure that you enjoy a taste of what our region has to offer.



Despite the economic crisis, there's also been a recent emergence of new food and drink businesses:

- Mussenden Sea Salt – locally harvested sea salt for cooking and cocktails
- Kracken Fish Bar at Landsdowne Crescent Portrush
- Native Seafood and Scrán at Coleraine Marina – online fishmongers and restaurant
- The Chocolate Manor - Chocolate Shop & Artisan Food Emporium.
- Butterfly and Bear meal home delivery service
- Chestnutt Farms Milk Hut
- Seaview Farm speciality pork
- Artisan Pumpkin Spice Company

Causeway Coast & Glens Gift Card

Shop, Eat, Enjoy Local

The Causeway Coast & Glens Gift Card can be spent in over 180 registered outlets across the Borough, helping to ensure that your money is spent locally.



It's been a difficult year so it's never been more important to choose local and support our towns and villages.

Recipients can spend the value in one of our participating supermarkets, family butchers or artisan providers. You might decide to save it for something special or treat someone you love to a meal in one of the Borough's fantastic eateries. For something a little different, why not use it to try an experiential activity or an overnight staycation? The possibilities are endless!

If you want to support our local business community then this is the gift card for you.

To purchase a card and for full details about where it can be spent go to:
www.causewaycoastandglensgiftcard.co.uk

They're also on sale in Ballycastle, Limavady and Portrush Visitor Information Centres.

For businesses, it's free to register so please contact: catrina.mcneill@causewaycoastandglens.gov.uk or ring 07517 988161 to find out how to get involved.

Show your support for our tourism sector

Tourism is hugely important to the borough's economic well-being, accounting for 1 in 8 jobs and generating nearly £200m in income revenue per annum.

COVID-19 has had a massive impact on the sector but it has shown true resilience by quickly adapting to the pandemic's challenges.

A number of new businesses have opened in the past number of months including food producers, accommodation (McNaughton Guestrooms, Cushendall; The Oat Box Glamping, Coleraine to name a few) and attractions (Kintra Boat Tours, Ballycastle; Blackheath Pottery, Coleraine).

It's so important that the tourism product in our area survives and thrives and we would encourage all our citizens to get out and be a 'backyard tourist'.

One of the best ways to give local businesses a boost is by booking a staycation close to home Or why not order a takeaway from your favourite restaurant, drop in to a café or even grab a coffee to enjoy al fresco as you explore the outdoors. (Subject to current public health regulations).



Looking ahead to Christmas, please support our local artists and crafters who have so much to offer. You could also choose to give a voucher from one of our many tourism and hospitality businesses or a Causeway Coast and Glens gift card. See Page 4 for more on this.

For inspiration and ideas on outdoor walks and adventures contact your local Visitor Information Centre or go to www.visitcausewaycoastandglens.com

Five chances to win a reusable cup

Our cafés and coffee shops had been actively promoting reusable cups prior to the pandemic but in the last six months there's been a huge increase in single use and disposable plastics. According to research we have nothing to fear from reusable items as long as we take appropriate precautions like washing our hands and the products we use regularly.

To encourage people to reconsider reusable cups, we have teamed up with zero waste and plastic free shop The Balanced Pantry in Ballymoney to offer residents a chance to win one of five reusable cups.

You could be the proud owner of a Huskee cup made from waste coffee husks or a glass Neon Kactus cup by answering this simple question:

What are Huskee coffee cups made from?

To find out more
Please email your answer, choice of cup and your name and address to recycle@causewaycoastandglens.gov.uk or post to:

Environmental Resource Officer Team
Riada House
14 Charles Street
Ballymoney
BT53 6DZ

The closing date for entries is Friday 11th December 2020. Please note, this competition is only open to residents of the Causeway Coast and Glens Borough Council area.

Are you ClimateSmart?



Andrew MacUait, the ecopreneur behind the venture, is committed to providing a high quality camping/glamping experience while minimising its impacts on the environment.

Some of these actions include:

Planting in excess of 250 trees and allowing wild areas to flourish and attract wildlife

Installing solar panels which generate most of the site's electricity, using biogas to heat water, treating waste water so that it can be discharged safely into the river, which is an important habitat for a variety of wildlife, including trout, kingfishers, herons and even the occasional otter.

Repurposing lorry containers to make toilet and shower blocks and using reclaimed timber to make cabins and other site structures. Disposable barbeques aren't allowed and bamboo cutlery is provided at a very low cost to ensure disposable plastic cutlery isn't used.

Waste is separated and recycled and visitors are encouraged to leave no trace.

Engaging with the local community ensuring goods and services are sourced as locally as possible.

If you're interested in becoming involved you'll find more information on our website:
www.causewaycoastandglens.gov.uk/live/bins-and-recycling/climatesmart

An important message for our residents

We want to thank all our residents who have carried on recycling in spite of the challenges we've faced this year.

Your actions have shown that small but powerful actions can still enact positive change on the world around us.

During lockdown, blue bin recycling increased by almost 20% in the Borough while overall household recycling and composting has increased from 47.72% in 2018-19 to 54.40% in 2019-20.

We also want to thank our staff who have remained on the frontline throughout it all, ensuring that our bins were always emptied.

The public's support has been evident and this has been gratefully received.

Let's keep up the good work and continue to recycle as much as we can.



LitterSmart in Action

LitterSmart aims to support our residents in their endeavours to reduce litter in their communities.

Individuals and groups are encouraged to actively reduce the blight of litter through local litter picks.

Council supports this with the loan of pickers and bags. Bagged litter is then removed by council staff prior to sorting for recycling.

Despite the ongoing pandemic, many people continue to give their time and energy to tidy up their local environment.

LitterSmart offers everyone an opportunity to join a collective action to improve the places we live. You can play a part in this by simply lifting some litter when and where it is safe to do so.

To find out more
Email recycle@causewaycoastandglens.gov.uk or ring 028 2766 0248 and we'll be glad to help.



Plastic Pollution

A top from a tube of Smarties was recently found by a family out walking on Runkerry Beach. After some research they found that the lid was at least 30 years old. While it was still intact, tiny fragments of plastic had eroded off and entered the ocean food chain. This is one example of how long plastics can remain in our environment if they are not properly disposed.

Stay connected and book online

The Environmental Resources team wants to stay connected with you despite current social restrictions.

Online channels have been introduced to replace face-to-face meetings and these forums have proven to be an effective way to promote our recycling messages.

Through our LiveSmart initiative, there are lots of ways you can continue to reduce, reuse and recycle and we are here to help.

If you want to organise a virtual meeting email recycle@causewaycoastandglens.gov.uk or phone the Recycling Helpline on 028 2766 0248.

You must book in advance before you visit your local Household Recycling Centre.

This can be easily done online at <https://hrc-bookings.ccgbcapps.com/> or ring us:

Dungiven, Garvagh, Kilrea, Limavady:
07925 358 326

Castlerock, Coleraine, Portrush, Portstewart:
07925 358 327

Ballycastle, Ballymoney, Crosstagherty:
07925 358 328

Kitchen caddy liners

If you who need compostable liners for your kitchen caddy please tie a liner to the handle of your brown bin when it's left out for collection.

- If you have no liners left, please tie a plastic bag instead.
- A new roll will be left by a crew member.

Help provide equality for all

We are committed to providing equal services for everyone. But more needs to be done and we need your help. There are two ways to get involved:

1. As a local group(s) equality representative as part of our Equality Forum which normally meets in person each quarter;
2. As a consultee who receives emails, completes surveys or keeps an eye on our website and comments on new proposals and projected changes to our practices.

To find out more please email
Equality@causewaycoastandglens.gov.uk

Read on for a glimpse of what we've been doing recently to achieve equality for all.

Improved access to services and digital communications

- SignVideo made available and an Accessible Heritage Guide created.
- 340 facility audits undertaken using the Every Customer Counts process.
- Leisure Services survey including equality and accessibility questions completed by over 1000 users.
- Specific Inclusive Events for Section 75 groups including weekly group/club meetings to promote exercise, socialization and inclusion.
- A fully accessible changing places facility opened in Coleraine Leisure Centre.
- A number of sports initiatives took place to support inclusion at the Disability Hub (Joey Dunlop Leisure Centre).
- Completion of a major project enhancing access at Ballycastle, Benone Strand, Castlerock, Runkerry and White Rocks.
- Environmental Resource Officers provided support and advice around home safety, hazards, energy efficiency and fuel poverty.
- Provision of social inclusion grants to local community and voluntary organisations.

Raise awareness of equalities issues and tackle prejudices, both internally and externally

- On-going equality education process to improve staff understanding.



Greg and Lilia McClements enjoy an inclusive cycling event.

- Good Relations programmes explored cultural diversity, historical impacts on the present, sharing spaces and reducing hate crime.
- Disability friendly JAM Card initiative rolled out for local businesses to provide excellent customer service for all.
- Mayoral engagements held with a diverse range of individuals and groups representing some of the protected categories.
- Improving the way we communicate and consult with residents in writing, face-to-face and on-line.



New boardwalk at Ballycastle Beach.

A better future together

A revised Community Planning Delivery Plan (2020) has been developed which looks at the needs of our communities and the impacts of COVID-19.

There have been many excellent community responses on the ground coupled with efficient support from agencies, providing connections and resources often across traditional boundaries.

The situation has highlighted the importance of developing a strong culture of partnership working to achieve sustainable wellbeing outcomes.

Relationships with other agencies and collaborations brought about and established through the local Community Planning process has undoubtedly helped mobilise and support this response. In addition, guidance was provided to over 400 businesses through the Alchemy and Digital programmes.

The updated document will focus on achieving real outcomes for all who live, work and visit Causeway Coast and Glens based on collaboration.

Current Chair of the Community Planning Strategic Partnership, Councillor Brenda Chivers said: "The many wonderful examples of support show the importance of having formal and informal community and business networks, partnerships and structures with the means to relay local needs to statutory agencies, particularly the needs of those who are disconnected in our society. We are committed to continuing our partnership working to make positive change for everyone in Causeway Coast and Glens."

The Community Plan 'A Better Future Together' was launched in June 2017.

Since then, members have worked with a wide range of partners to deliver on a range of actions around three strategic themes:

- A Healthy Safe Community
- A Sustainable Accessible Environment
- A Thriving Economy

Current Partners

Causeway Coast and Glens Borough Council
Council for Catholic Maintained Schools (CCMS)
Education Authority Northern Ireland (EANI)
Health and Social Care Board (HSCB)
Housing Executive
Invest NI
Libraries NI
Northern Health and Social Care Trust (NHSCT)
Northern Ireland Fire & Rescue Service (NIFRS)
Police Service of Northern Ireland (PSNI)
Public Health Agency (PHA)
Tourism NI
Sport NI
Western Health and Social Care Trust (WHSC)
Community Engagement Platform for Causeway Coast and Glens

For further details go to
www.causewaycoastandglens.gov.uk/council/community-planning

Get Christmas wrapped up at Causeway Speciality Market



November 28th | December 12th | December 19th

An array of fabulous food, craft and art is on offer at Causeway Speciality Market as it sets out its stall with extra dates in the run up to Christmas.

Held in The Diamond in Coleraine, this successful market brings a unique vibrancy to the town centre with local producers who offer a fantastic range of high quality goods.

While traders have had a difficult year due to the pandemic, the market has seen a surge in interest since it returned in July, with more and more traders signing up and shoppers enjoying its local offering.

Whether it's a well-deserved treat, a unique gift, or the incredible selection of fabulous food and drink created by local producers, Causeway Speciality Market is the perfect way to enjoy a taste of the gorgeous goods created by award winning artisans across Causeway Coast and Glens.

You can visit the market on **November 28th** and **December 12th & 19th** (weather dependent).

Visit www.facebook.com/CausewayMarkets for the latest news or email csm@causewaycoastandglens.gov.uk.

Causeway Coast and Glens Local Action Group (LAG) manages the delivery of the current Northern Ireland Rural Development Programme for this Borough. The main aims of the LAG are to assist in stimulating the local economy and support its rural communities through job creation and reducing rural isolation. The LAG has now made offers of funding of over £5.97 million to businesses and community groups within the Borough. Further funding worth over £1.94 million has also been allocated to the Council to enhance villages and for tourism projects. This means the LAG has agreed £7.9 million of funding to various projects in the Borough.

Rural Business Investment Scheme at 30th September 2020

- **Over £3.33 million** commitment in Letters of Offer to local businesses
- **Over £2.9 million** spend
- **113** new full-time jobs created within Borough
- **91** Rural Businesses Supported
- **What sort of things were funded?** Websites, buildings, CNC machines, glamping pods, pressbrakes, IT equipment, feasibility studies, band saws, mini diggers and excavators, a portable sawmill, mobile stage and marquees, flatbed printers, plasma machines, a depollution system, a static mixer, a spray foam rig, and an embroidery machine.

Cooperation Scheme at 30th September 2020

- **Over £978,217** commitment in Letters of Offer to enhance tourism projects
- **Over £119,190** spend
- Working in **partnership** with **38 other LAGs** to deliver projects
- **9** Cooperation Projects Supported
- **What sort of things have been funded?** Boardwalks and signage at some of our beaches, our part of a walking trail from the Donegal area to the Antrim area, river-based infrastructure.

Rural Basic Services Scheme at 30th September 2020

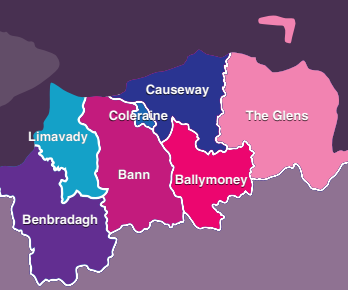
- **Over £2.64 million** commitment in Letters of Offer to local community and voluntary groups
- **Over £2 million** spend
- **17 groups** supported within Borough
- **15,000** residents to benefit from improved services
- **What sort of things were funded?** Buildings, gyms, walking paths, feasibility studies, and playpark equipment for children with special needs.

Village Renewal Scheme at 30th September 2020

- **Over £970,644** commitment in Letters of Offer to enhance local villages
- **22 villages** receiving support within Borough
- **26,000** residents to benefit from improved services
- **What sort of things have been funded?** 22 Village Plans, Playparks, MUGAs, community gardens, polytunnels, rebound walls and courts, landscaping works, upgraded pathways, seating, sculptures and signage.



Causeway Coast and Glens Borough Council Elected Members

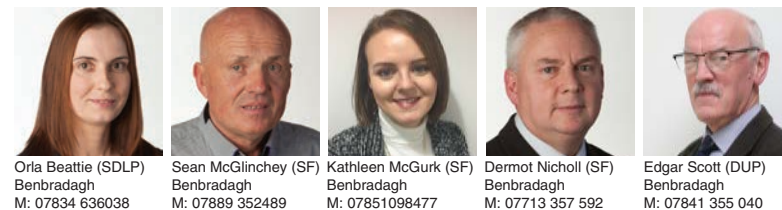


The area covers 2000 sq km from Lough Foyle to the Glens of Antrim and South to the Sperrins.

BALLYMONEY DEA



BENBRADAGH DEA



CAUSEWAY DEA



COLERAINE DEA



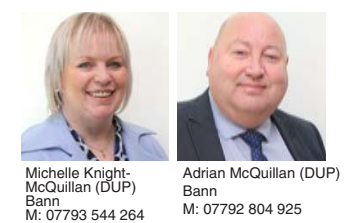
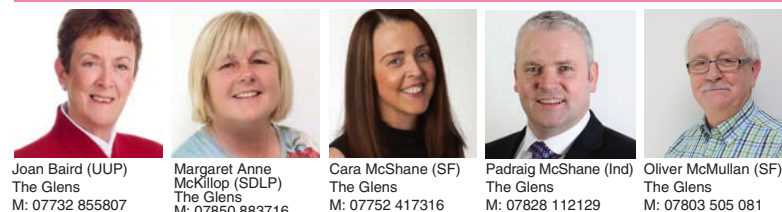
LIMAVADY DEA



BANN DEA



THE GLENS DEA



PARTY ABBREVIATIONS

ALL - Alliance Party • DUP - Democratic Unionist Party • Ind - Independent • SDLP - Social Democratic & Labour Party • SF - Sinn Féin • PUP - Progressive Unionist Party • UUP - Ulster Unionist Party

DEA - District Electoral Area

Every effort is made to ensure the information contained within this newsletter is correct at time of point

Supporting Business in Challenging & Changing Times

Since Causeway Coast and Glens Borough Council was established in 2015, we have helped hundreds of businesses, of all sizes and sectors, to identify opportunities and overcome challenges.

This has included programmes and advice on how to:

- Monitor cashflow and address cashflow concerns, both short and long term
- Develop staffing policies and other human resource procedures
- Apply for government loans, grants and subsidies
- Avail of funded training, upskilling and apprenticeships
- Identify energy and cost savings in daily operations
- Research and develop innovative ideas
- Reopen your business in a safe and lawful manner
- Adapt to the new normal in a COVID-19 world
- Capitalise on changing customer needs and wants
- Advertise and sell on online platforms
- Prepare for the practicalities of EU exit
- Trade in line with health and safety advice
- Be part of joint visitor marketing campaigns

We are here to help you start, grow or adapt your business.
There are lots of ways to access our support services.



Apply for Business Support
causewayalchemy.com



Email us
business@causewaycoastandglens.gov.uk



Apply for Start-up Support
goforitni.com



Visit our website / Receive our newsletter
causewaycoastandglens.gov.uk/business
Sign up to receive our newsletter so you'll never miss out on future funding, training, networking and collaborative marketing opportunities



Apply for Digital Support
digitalcauseway.org



Causeway Coast and
Glens Business
Support



@CCAGBusiness and
@CCAGTourismTeam



Causeway Coast and
Glens Borough
Council



causewaycoastandglens.gov.uk/business