

# A BETTER FUTURE TOGETHER

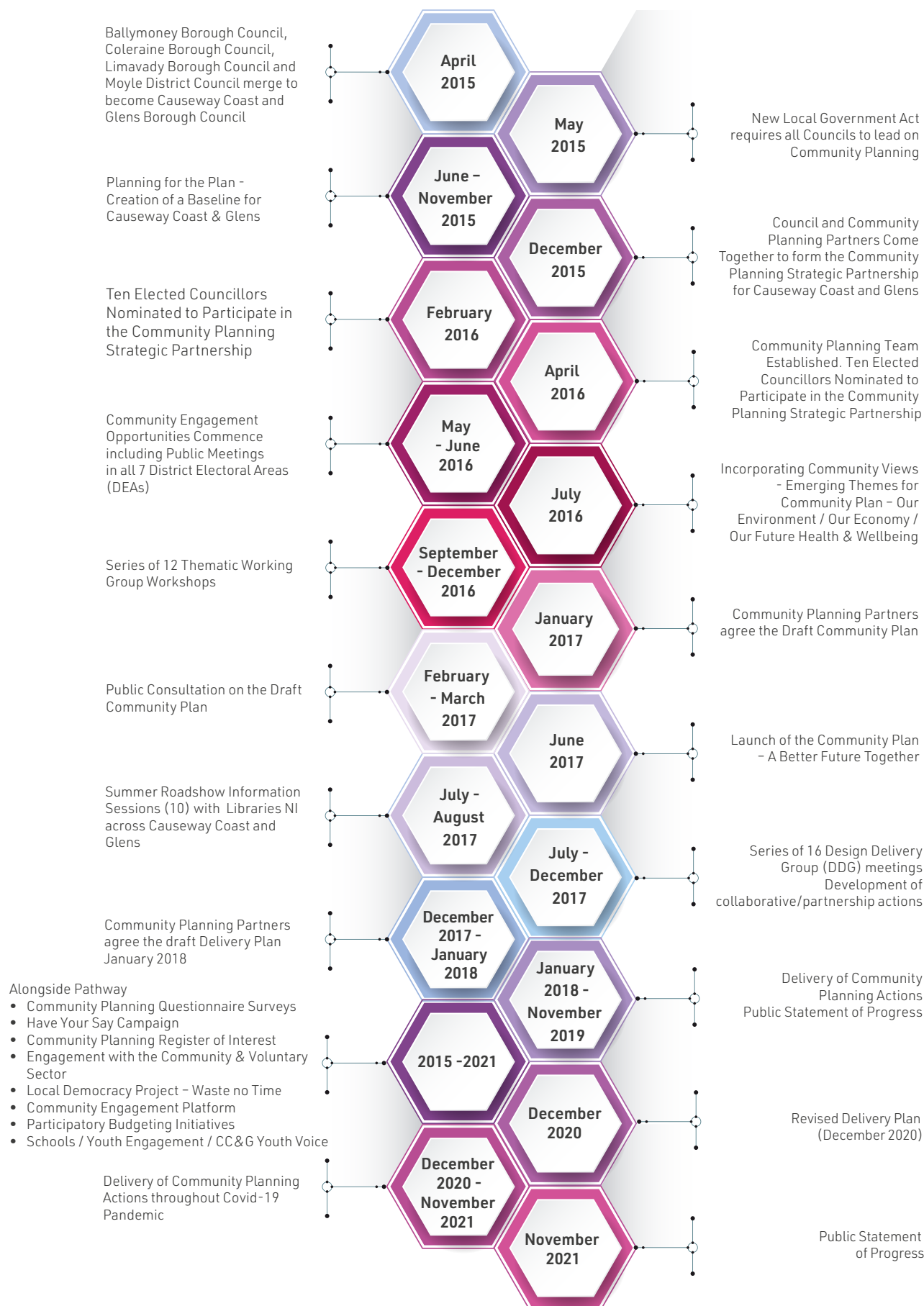
## Statement of Progress

November 2021



# COMMUNITY ENGAGEMENT PATHWAY

The Engagement Process used in the Development of the Community Plan to ensure people could have their say and get involved



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# CONTACT

The Causeway Coast and Glens Community Plan can be obtained from the council offices in Ballymoney, Ballycastle, Coleraine or Limavady as a paper copy or it can be downloaded from the Council's website. All requests for the document in another format or language will be considered. If you would like a copy in an alternative format, please contact the Community Planning Team.

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## FOREWORD

A very warm welcome to the second Statement of Progress from Causeway Coast and Glens Community Planning Partnership.

In June 2017 the Community Planning Partnership presented its Strategic Framework for a Community Plan for the Causeway Coast and Glens area. This Framework aimed to build on the strengths of the statutory and community partners involved in the community planning process to try and collectively address the needs and issues identified in an extensive community engagement process during the development of the Strategic Framework.

To make practical things happen a Delivery Plan was put in place which included a range of actions to address the needs and issues in this area. These actions would be taken forward on a collaborative and “added value” basis by those involved in the community planning process.

A review of this Delivery Plan took place in 2020 to ensure that it continued to be fit for purpose and meet the challenges within the Causeway Coast and Glens area. The Partnership felt this was particularly important given the impacts of Covid-19 on the economic, social and health and well-being of people in Causeway Coast and Glens.

This Statement of Progress is our update to you on where we are currently with our Community Plan and we hope you will be encouraged by the progress made. The aim of the Community Planning Partnership has always been to bring forward positive change for everyone in this area and we are committed to continue with this work even with the major challenges we have faced recently and may face into the future.

We would like to thank all those organisations and people who have been involved in our community planning work and we hope the good news stories included in this document will illustrate the many and varied successful projects that have been driven forward by community planning over the last two years.

**Alderman Thomas McKeown**  
**Chair of the Community Planning Partnership**

**Mr Des Gartland (Invest NI)**  
**Vice Chair of the Community Planning Partnership**

**November 2021**

## INTRODUCTION

Following on from our first ‘Statement of Progress’ published in November 2019, the Causeway Coast and Glens Community Planning Strategic Partnership have continued to drive and deliver on our actions in order to achieve better outcomes for this area. The challenges have been many and especially in terms of the impact which the Covid-19 pandemic presented to everyone.

The purpose of this new ‘Statement of Progress 2021’ is to provide the public with an overview of the thirty-four actions contained within the Delivery Plan and the achievements to date. Since our last update the Strategic Partnership have completed a review of the Delivery Plan (Dec 2020) and also an Interim review of the Community Plan (2017-2030) in May 2021. This document provides an evidence-based review of the achievements accomplished throughout the Causeway Coast and Glens area by our Statutory Partners and those within the Community and Voluntary sectors with collaboration and partnership working being a central focus.



# SECTION 1 - OUR VISION

# A BETTER FUTURE TOGETHER

## OUR VALUES AND UNDERPINNING PRINCIPLES

Our Causeway Coast and Glens Community Planning Strategic Partnership continues to work to meet the needs of the people who live, work and visit our area. Our values and underpinning principles are the driving force behind the changes in services required over the coming years to successfully deliver better outcomes for all.

Our Partnership treats the principles as a single set of shared values which, taken together as a whole, will span every activity contained within our Community Plan.

## VALUES

Our Partnership is committed to achieving better outcomes and we will demonstrate this through the following values:

**RESPECT** - WE WILL ENCOURAGE FAIRNESS, MAKING DECISIONS BASED ON EVIDENCE, NEED AND EQUALITY.

**PARTICIPATION** - WE WILL INVOLVE AND ENGAGE ALL OUR COMMUNITY, BUILDING RELATIONSHIPS AND CONNECTIONS, PARTNERSHIP WORKING, CO-OPERATION AND COLLECTIVE OWNERSHIP OF THE COMMUNITY PLAN.

**INNOVATION** - WE WILL BE AMBITIOUS AND IMAGINATIVE IN ALL THAT WE DO.

**INTEGRITY** - WE WILL BE OPEN, TRANSPARENT AND ACCOUNTABLE IN OUR ACTIVITIES AND IN OUR DECISION MAKING.

**SUSTAINABILITY** - WE WILL PROMOTE RESPECT FOR OUR ENVIRONMENT, A PROSPEROUS ECONOMY AND A RESILIENT COMMUNITY WITHOUT COMPROMISING THE ABILITY OF FUTURE GENERATIONS TO MEET THEIR OWN NEEDS.

  
**A SUSTAINABLE ACCESSIBLE ENVIRONMENT**

  
**A HEALTHY SAFE COMMUNITY**

  
**A THRIVING ECONOMY**





## SECTION 2 - COMMUNITY PLAN OUTCOMES

### OUR OUTCOMES

Our Community Plan, like the Programme for Government (PfG), has been developed using an outcomes based approach. It focuses on achieving real outcomes for all who live, work and visit Causeway Coast and Glens and sets out a framework around which to achieve them.

The Plan has three overarching long term strategic population outcomes leading to twelve intermediate outcomes. These were identified

and agreed through the work of three Thematic Working Groups – Health and Social Wellbeing, Economy, and the Environment – whose members were drawn from the community & voluntary sector, private and statutory sectors and residents of the Borough. They supported the Community Planning Partners in the development of our Community Plan. Participation in these groups was widely promoted and open to all.



These overarching outcomes are interlinked. Achieving a good positive outcome in one area will lead to further positive outcomes – communities that value and benefit from a diverse and accessible environment will enjoy the outdoors, be more active and subsequently benefit in terms of their overall health and wellbeing.



# TWELVE INTERMEDIATE OUTCOMES

## A HEALTHY SAFE COMMUNITY

- 1 All people of the Causeway Coast and Glens benefit from improved physical health and mental wellbeing
- 2 Our children and young people will have the very best start in life
- 3 All people of the Causeway Coast and Glens can live independently as far as possible and access support services when they need it
- 4 The Causeway Coast and Glens area feels safe
- 5 The Causeway Coast and Glens area promotes and supports positive relationships

## A SUSTAINABLE ACCESSIBLE ENVIRONMENT

- 6 The Causeway Coast and Glens area is widely recognised and celebrated for its unique natural and built landscapes
- 7 The Causeway Coast and Glens area has physical structures and facilities that further growth, access and connections
- 8 The Causeway Coast and Glens has a sustainably managed natural and built environment

## A THRIVING ECONOMY

- 9 The Causeway Coast and Glens area provides opportunities for all to contribute to and engage in a more prosperous and fair economy
- 10 The Causeway Coast and Glens area attracts and grows more profitable businesses
- 11 The Causeway Coast and Glens area drives entrepreneurship and fosters innovation
- 12 All people of the Causeway Coast and Glens will be knowledgeable and skilled



# INDICATORS AT A GLANCE

	HEALTHY SAFE COMMUNITY					SUSTAINABLE	
Outcomes	Improved physical health and mental wellbeing	Children and young people will have the best start in life	Independent living and access to support services	Causeway Coast and Glens area feels safe	Area promotes and supports positive relationships	Area is celebrated for its unique natural & built landscapes	Structures and facilities that further growth, access and connections
Indicators	No. of preventable deaths of the population	% of children at Year 1 who are obese	% of population aged 75 or older living in own home	% of people reporting fear of crime has minimal impact on quality of life	Respect Index	% of total NI visitors to visit	% of journeys by walking, cycling or public transport
	% of people who participate in sport/physical activity	% of babies born at low birth-weight	No. of adults receiving personal care	No. of accidental dwelling fires	% of population that think public areas are 'shared and open'	Expenditure per visitor	Housing and household growth
	% of population engaging in leisure / arts / cultural activities	% of school leavers achieving Level 2 or above	% of homeless acceptances	Area based recorded crime rates	% of active volunteers	% of Blue Flag for Beaches and Resort Seaside Awards	% of premises with broadband at or above 30Mbps
	Prescription rates for mood and anxiety disorder drugs			Police recorded road traffic collision casualties		Annual litter offences / no. of fly tipping incidents	House Condition Surveys
	% of population in poverty before housing costs					LEAMS Cleanliness score	Availability of 'Supported Housing'
	% of frequency of loneliness						Greenways, walking routes, canoe trails and cycle paths

## KEY

- POSITIVE CHANGE
- NO CHANGE
- NEGATIVE CHANGE
- NO UPDATE
- NO DATA





**ACCESSIBLE ENVIRONMENT**

**THRIVING ECONOMY**

Causeway Coast and Glens area is a sustainable environment		Causeway Coast and Glens area provides opportunities for all to contribute to and engage in a more prosperous and fair economy		Area attracts and grows more profitable businesses	Area drives entrepreneurship and fosters innovation	All people of the area will be knowledgeable and skilled
% of household waste that is reused, recycled or composted	% of water bodies at 'good/high' status	Employment rate	Earnings	Total Entrepreneurial Activity (TEA)	Total Entrepreneurial Activity (TEA)	Qualification Levels
Air quality	No. and condition of protected / listed built heritage	Jobs by sector	Better jobs index	Approx. GVA per employee	Rate of innovation activity	% of school leavers achieving Level 2 or above
Air quality monitoring statistics	No. and condition of Environmental Designations	No of businesses by industry group	% of total NI visitors to visit	No. of PAYE / VAT registered businesses	Business survival rates	
% of low carbon homes	Amount of leisure time spent outdoors	Expenditure per visitor	Town centre vacancy rates	Business start-up rates	Business start-up rates	
Greenhouse Gas Emissions		Better Job Index		Export activity		



## GOOD NEWS STORIES

### A HEALTHY SAFE COMMUNITY

#### CONNECTED - THE LONELINESS NETWORK

Loneliness is becoming a growing public health issue across all of society and research suggests that “Individuals who are socially isolated are between two and five times more likely than those who have strong social ties to die prematurely.” Michael Marmot (2010) – Fair Society, Healthy Lives (The Marmot Review). For a range of reasons, we are not as connected as we once were - greater geographical mobility, reduced intergenerational living, less cohesive communities and less face-to-face contacts to name but a few. Loneliness often occurs at a time of transition, for instance changing schools, starting university, becoming a carer, retirement or the impact of chronic disease.

Restrictions imposed by the Covid19 pandemic have exacerbated the situation greatly. The health implications of loneliness and the potential risk of a mental health crisis make this an issue. Causeway Loneliness Network formed in December 2019 to help address the growing numbers of people of all ages and from all walks of life who feel lonely and isolated. Network members from the voluntary community and statutory sectors have been especially busy during the Coronavirus pandemic, a time when research indicated feelings of loneliness have more than doubled, especially for those aged 16-24 years and those over 75years (NISRA, 2020).

Recognising that loneliness impacts on people of all ages, Causeway Loneliness Network, working collaboratively, were able to make available a range of resources - arts & crafts packs, Christmas gifts for older people, self-care packs, afternoon tea packs, salad growing kits, emotional wellbeing boxes for young people, walking groups, photography projects - to help support and connect with over 1,000 people living in the local community. Their work in the community can be viewed here :- <https://www.youtube.com/watch?v=uABXbHkFYBY>



## A HEALTHY SAFE COMMUNITY

### GLENS HEALTHY PLACES – WORKING IN PARTNERSHIP TO IMPROVE HEALTH AND WELLBEING

Healthy Places was developed as ‘a cross-cutting demonstration programme’ that aimed to improve health and wellbeing and reduce health inequalities in the Glens District Electoral Area (DEA). Funding for the work was provided by central government departments through the Public Health Agency and commenced just prior to lockdown.

Four different strands were progressed across the Glens District Electoral Area. These were: Glens Men, which aimed to address loneliness and isolation among men; a Participatory Budgeting initiative in Armoy village; a Small Grants programme led by Northern Area Community Network, where community projects addressed health and wellbeing; and Fresh Little Minds, which supported the mental health and emotional wellbeing of primary school children across the area.

Northern Area Community Network (NACN) led the programme locally, in partnership with Causeway Coast and Glens Borough Council Community Development and Community Planning, Northern Health & Social Care Trust, Public Health Agency, Participatory Budgeting (PB) Works and local PB Facilitators.

Please select link below for Glens Healthy Places video <https://www.youtube.com/watch?v=H0gcdAw4bVQ&&feature=youtu.be>

The value of this place-based approach to health; brought together collective expertise across a range of sectors and highlights the potential of such initiatives to work beyond the confines of a pilot programme. The evaluation of the work also revealed a commitment to social innovation by drawing on community assets to tackle health challenges around men, children and emotional wellbeing. The value of community infrastructure and the capacity to mobilise local resources especially in the context and impact of the Coronavirus pandemic was also recognised.

An Independent Evaluation of Glens Healthy Places Programme documents the work in detail. A copy of the Report is available here . <https://nacn.org/wp/2020/07/28/healthy-places/>



## A HEALTHY SAFE COMMUNITY

### POP-UP VACCINATION CENTRE SET UP IN BALLYALLY, COLERAINE

In early Summer of 2021, with the help of the local community and voluntary sector, Causeway Coast and Glens Borough Council worked in partnership with Community Partners to facilitate one of the first pop-up COVID-19 vaccination clinics at Ballyally Youth and Community Centre in Coleraine.

The joint effort between Council and Community Pharmacy staff, the Public Health Agency and the Northern Health and Social Care Trust saw 315 people receive their first vaccinations, with arrangements in place to deliver second doses. This initiative provided a 'good practice' model of influence on subsequent vaccine outreach across the region.

Jennifer Welsh, Chief Executive of the Northern Health and Social Care Trust stated at the time: "The success of the vaccination programme relies on a significant proportion of the community being vaccinated so we're keen to do all we can to increase uptake among those willing to be vaccinated. "We would like to place on record our sincere thanks to our partners in Causeway Coast and Glens Council, the local Pharmacy and the Public Health Agency who worked with our staff to ensure the pop-up clinic ran smoothly and in a safe and organised manner.

"This was a true partnership approach to benefit the community and we were delighted that over 300 people were vaccinated as a result."

Further details available to view at the following video link

<https://vimeo.com/558934824/7c7cada2b4>

# A HEALTHY SAFE COMMUNITY

## CAUSEWAY COAST AND GLENS YOUTH VOICE

Causeway Coast and Glens Borough Council has established Youth Voice to represent the voices of young people across Causeway Coast and Glens.

The initial two-year programme is managed by Council in Partnership with our Community Planning Partner – the Education Authority through their Youth Service provision.

Youth Voice provides young people with the opportunity to:

- Engage with key decision makers
- Have their say on local issues
- Meet new friends
- Be a representative voice for young people in their area
- Be involved and pro-actively engaged with local decision-making processes

Causeway Coast and Glens Youth Voice meets on a regular basis to identify and take forward common issues relating to young people in the local area along with opportunities for residentials and to participate in study visits.

This two year Timeline illustrates the programme for the Causeway Coast and Glens Youth Voice programme. [https://www.causewaycoastandglens.gov.uk/uploads/general/Youth\\_Voice\\_Timeline\\_for\\_Causeway\\_Coast\\_and\\_Glens.pdf](https://www.causewaycoastandglens.gov.uk/uploads/general/Youth_Voice_Timeline_for_Causeway_Coast_and_Glens.pdf) Timeline

Meet some of the young people involved in Causeway Coast and Glens Youth Voice at the following video link <https://youtu.be/IyLUCir415Y>



## A HEALTHY SAFE COMMUNITY

### CAUSEWAY COAST AND GLENS POLICING AND COMMUNITY SAFETY PARTNERSHIP (PCSP)

Causeway Coast and Glens Policing and Community Safety Partnership (PCSP) developed a series of animation videos highlighting a range of Internet Safety topics to keep young people safe online. The Partnership worked alongside their partners the National Society for Prevention of Cruelty to Children (NSPCC), Health & Social Care providers and the Education Authority taking advice on the most relevant topics. Causeway Coast and Glens PCSP then managed and produced five, one minute long internet safety videos. A video campaign ran for a 5-week period with a different video being released each week, coinciding with the start of Internet Safety Week in 9th February 2021.

The videos can be viewed at the following links:-

Mental Health - [https://youtu.be/j\\_Hm9LwNbv0](https://youtu.be/j_Hm9LwNbv0)

Online Bullying - <https://youtu.be/2tadhuupplU>

Gaming and Gambling - <https://youtu.be/10a-P5uMJB4>

Inappropriate Images - <https://youtu.be/q4mjCmtFufs>

Where to get support - <https://youtu.be/AbAzRjCS1fs>

The campaign/resource was shared by all the schools in Causeway Coast and Glens, both primary and post through their social media pages, school websites as well as, where appropriate, shared through google classroom; also shared by a range of partner organisations, community groups, the PSNI and a number of other PCSPs throughout Northern Ireland. The resources continue to be distributed to parents, teachers and organisations to educate young people about how to stay safe in the online world.

The campaign attracted over 10,000 views and has received very positive feedback from the schools and their pupils, in addition to the local community and agencies working within this area.



# A HEALTHY SAFE COMMUNITY

## ANTI-POVERTY INTERVENTIONS

One of the challenges of the emergency response to the Covid-19 pandemic was ensuring that there was a joined-up response to supporting people in need. In order to create a collaborative and co-ordinated approach to supporting people experiencing financial difficulties in the Borough, Causeway Coast and Glens Borough Council established an Anti-Poverty Stakeholder Steering Group.

Partners around the table in the Steering Group include: Community Advice Causeway; Limavady Advice Centre; Vineyard Compassion (incorporating Causeway Foodbank and Reset Social Supermarket); Limavady Community Development Initiative (incorporating Roe Valley Community Foodbank and Limavady Social Supermarket); Ballycastle Foodbank; Ballymoney Foodbank; St Vincent de Paul and Salvation Army as well as representation from Limavady Neighbourhood Renewal Partnership; Coleraine Neighbourhood Renewal Partnership; Department for Communities; Northern and Western Health & Social Care Trusts; Public Health Agency; Education Authority; Causeway Coast and Glens Workforce Development Forum and Council's Community Development, Community Planning and Environmental Health Departments.

The partners on the Steering Group developed an Action Plan which was shaped by wider engagement through a series of focus groups with both statutory and voluntary and community stakeholders and an online survey.

### WRAPAROUND SUPPORT SERVICE

One of the projects in the Action Plan was a pilot Wraparound Support Programme where a holistic service was put in place to support the immediate crisis needs of people experiencing financial difficulty as well helping them back to a position of financial stability. The project was delivered by a consortium of community partners including established foodbanks, social supermarkets and advice centres. Partners receiving referrals carried out an assessment of support needs and put in place a personalised support plan, tailored to address the specific needs of the individual.

During the 3 month pilot between January to March 2021 143 people receiving foodbank support were supported to access other linked services including social supermarket and advice including budgeting and money management, debt advice and benefits checks. A digital referral platform was put in place to allow ease of referrals and recording of individual pathways of support.

### WHERE TO TURN CAMPAIGN

'Where to Turn', a mixed media communications campaign was delivered to raise awareness about vital support services for those facing financial difficulties. The campaign was rolled out through social media as well as bus shelter advertisements and pdf and hard copy leaflets were distributed. Partners in the

# A HEALTHY SAFE COMMUNITY

Steering Group also held a webinar to raise awareness of their services and to share good practice principles for empowering people to become more financially independent in the longer term.

## COVID-19 COMMUNITY GRANT PROGRAMMES

Seven grant programmes were delivered with funding from Department for Communities which funded 137 local community and voluntary organisations to deliver 294 projects targeting food insecurity, fuel poverty and isolation and loneliness with 37,488 beneficiaries.

As a result of the direct interventions and grant programmes there was:

- Increased direct food and essential items provision to vulnerable people
- More people in fuel poverty had access to support for fuel over the winter
- People are less isolated, emotionally supported and connected into their community with relevant supports
- Improved food infrastructure
- Peer support to voluntary service deliverers
- Increased collaborations/partnerships that will continue to provide holistic outcomes for people in food need
- Increased awareness of local services

"I just found it so difficult to fill out the forms and I was embarrassed to say so. When the foodbank contacted the Advice team for me it just made it so much easier. They helped me to complete the form and explained what would happen next. I am really pleased at how easily the foodbank people made for me to get the advice and support I needed." .....a foodbank service user

"It has been invaluable to be part of a network and partnership where we feel supported and encouraged to deal with the pressures of this last year. The unprecedented need in our community has challenged us all. The regular meetings, while virtual, have been an excellent way to keep in touch and share with the other partners how we are all dealing with these new ways of working under pressure and increased workloads." .....Ballycastle Foodbank





# A HEALTHY SAFE COMMUNITY

## PARTICIPATORY BUDGETING (PB) GOES FROM STRENGTH TO STRENGTH IN CAUSEWAY COAST AND GLENS

Participatory Budgeting is an innovative approach to local community funding. It focuses on community engagement and supporting those that may normally be excluded from traditional and more bureaucratic means of accessing financial support, whilst enabling local people to decide on issues that matter to them. Causeway Coast and Glens Borough Council was the first Council in Northern Ireland to try out Participatory Budgeting in a local neighbourhood setting.

Health and wellbeing outcomes are influenced by the characteristics of the places and communities in which people live – the local built and natural environment, living conditions, access to healthy food, employment, services and transport, opportunities for physical activity, sports, arts and other leisure activities. In addition, the social networks to which people belong have a significant impact on health and wellbeing and health inequalities. Reduced fear of crime and good relations within and across communities are also essential to building safe, thriving and confident places.

Social capital promotes resilience and participation in communities can provide people with added control over their lives. These wider determinants of health and social wellbeing require partnership working to create the conditions for individuals, families and communities to be enabled and supported to lead healthy lives.

Some photographs from the busy and successful Voting Night of Armoy Open Pot – a Participatory Budgeting initiative under Glens Healthy Places funded through our Community Planning Partner, the Public Health Agency (PHA) facilitated by Karin Eybin and Noeleen Diver and supported by partners Causeway Coast and Glens Borough Council, Northern Health and Social Care Trust and Northern Area Community Network.

In early 2019 and prior to lockdown, the Health Minister, Mr Robin Swann took time out to visit Armoy, when the local community enthusiastically came out to vote from a choice of thirty-six project bids presented by local groups and individuals.

The community themselves decided which 14 projects would receive £500 each to make their ideas 'Make Life Even Better for People in Armoy'.



# A HEALTHY SAFE COMMUNITY

## INITIATIVE FOR CHILDREN AND YOUNG PEOPLE

The Northern Health & Social Care Trust (NHSCT), the NSPCC, Public Health Agency (PHA) and Causeway Children and Young People's Strategic Partnership (CYPSP) Causeway Locality Group worked together in 2020-2021 to roll out the PANTS campaign across the Causeway area to empower parents and professionals to have simple age-appropriate conversations with children aged 4-8 years old to help protect them from sexual abuse.

The PANTS tools and resources give adults simple ways to open these conversations in a clear and child-friendly way to give children confidence and knowledge. The key messages are:

P – Privates are privates.

A – Always remember your body belongs to you.

N – No means no.

T – Talk about secrets that upset you.

S – Speak up, someone can help.

To date the agencies have delivered PANTS Training to school staff, staff & volunteers from Causeway Homestart, Dalriada & Coleraine Surestart teams, Public Health Nursing staff and a wide range of community & voluntary staff working with children from across the Causeway Coast and Glens.

All schools have received a sample copy of the resources and all three-year olds receive a resource pack at their health review carried out by Public Health Nurses.



# A HEALTHY SAFE COMMUNITY

## POSITIVE MENTAL HEALTH INITIATIVE - TAKE 5 BUSINESS

In March 2021, Focus on Family based in Coleraine became the first business to launch as a Take 5 Business in the Causeway Coast and Glens Council area. Staff from Focus on Family worked throughout the pandemic, often having to deliver their services in a very different way to continue to meet the needs of the families they support while also keeping everyone safe.

Take 5 Steps to Wellbeing is an evidence based public health message aimed at improving wellbeing. Developed by the New Economics Foundation (NEF), these simple 5 steps contribute to improving wellbeing in its fullest sense, both physically and emotionally, where people can feel good and function well.

Evidence suggests that it is individuals who practice all '5 steps' who have the highest level of wellbeing. The 5 Steps to Wellbeing are:



The Take 5 Business Model was developed by the Take 5 Working Group, a partnership-based Community Planning group which works collaboratively throughout the Northern Health & Social Care Trust area to promote the Take 5 Steps to Wellbeing in schools, the workplace and community settings.

For further information on incorporating the Take Five Steps to Wellbeing into your business, contact:

[selena.ramsey@northerntrust.hscni.net](mailto:selena.ramsey@northerntrust.hscni.net)

## A SUSTAINABLE ACCESSIBLE ENVIRONMENT

### GIANT'S CAUSEWAY AND CAUSEWAY COAST WORLD HERITAGE SITE

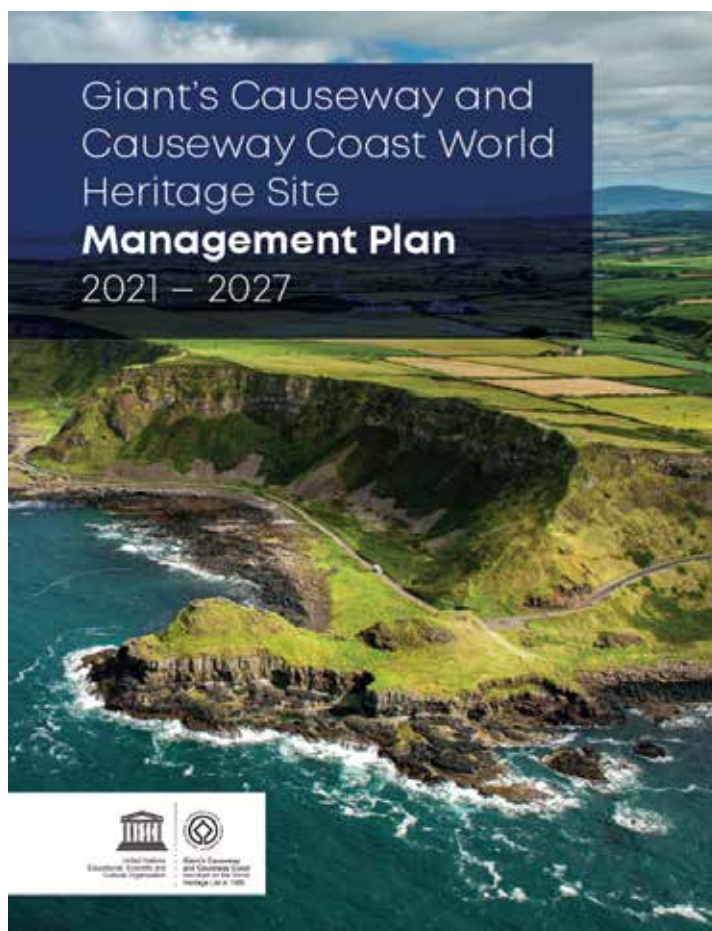
A new Management and Action Plan for the Giant's Causeway and Causeway Coast UNESCO World Heritage Site was launched in early summer 2021. These Plans help to shape effective conservation management at this world-renowned spot, one of the most famous places on the island of Ireland, NI's premier tourist attraction and key location in the Borough.

Causeway Coast and Glens Heritage Trust developed these plans on behalf of DAERA NIEA and through consultation with local communities and the World Heritage Site Steering Group to identify issues facing the area's exceptional natural environment, to enhance conservation and protection, and to help ensure that everyone can learn from and enjoy the place sustainably.

By working together with local groups and other key partners, we aim to support both the World Heritage Site and our local communities.

Giant's Causeway and Causeway Coast World Heritage Site Management Plan 2021-2027 can be downloaded <https://ccght.org/wp-content/uploads/2021/07/WHS-Management-Plan-FINAL-compressed.pdf>

Giant's Causeway and Causeway Coast World Heritage Site Action Plan 2021-2023 can be downloaded <https://ccght.org/wp-content/uploads/2021/07/WHS-Action-Plan-FINAL-compressed.pdf>



# A SUSTAINABLE ACCESSIBLE ENVIRONMENT

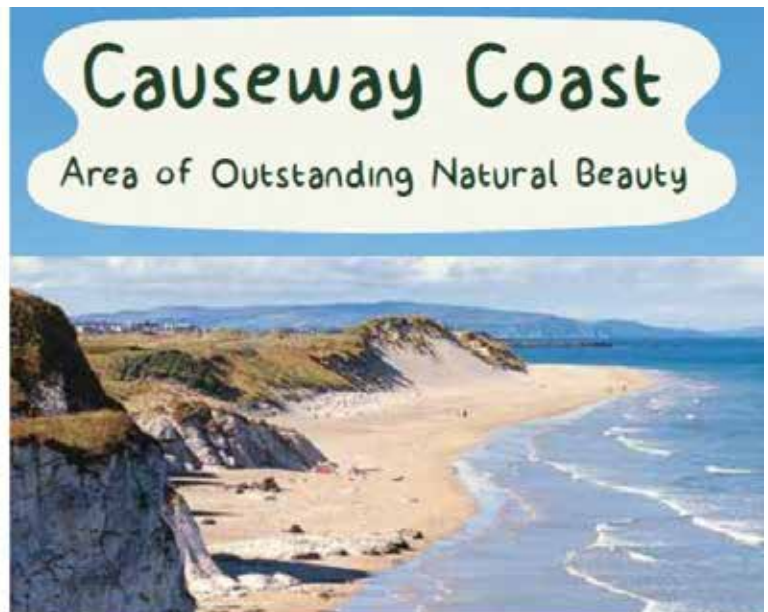
## SIGN LANGUAGE & AUDIO DESCRIPTION VIDEO LAUNCHED

During Deaf Awareness Week, May 2021, Causeway Coast and Glens Heritage Trust launched Sign Language and Audio Description versions of popular heritage booklets. These videos bring the stories of our landscapes and heritage to audiences with hearing and sight impairment. The 12 videos launched on CCGHT's Youtube channel.

Local actors presented the Audio Description videos, giving an authentic voice to the scripts.

Nikki Maguire, Project Manager with CCGHT, spoke about the new videos on the RINB radio channel letting the audience know what they are about and where to find them.

## Sign Language Video



# A SUSTAINABLE ACCESSIBLE ENVIRONMENT

## IMPROVING ACCESS

Causeway Coast and Glens Heritage Trust (CCGHT) are improving working practices and access to the special landscapes of the Causeway Coast and Glens area with help from consultants Direct Access and local communities.

As part of the commitment to ensure the Areas of Outstanding Natural Beauty are accessible and enjoyable for all, a three-month consultation programme with deaf and disabled people ran from late 2020 to early 2021 to identify key locations within the three Areas of Outstanding Natural Beauty (AONB) that would be suitable for accessibility enhancement works. Promoted on Facebook, CCGHTs website and in newspapers many responses were received. A shortlist of 9 locations were chosen for on site access audit, completed August 2021:

- Downhill Estate
- Ballycastle Visitor Centre
- Dunluce Castle
- Armoy playing Fields
- Cushendall Beach Front
- Waterfoot Beach Front
- Cushendun Village Walks and Glenmona House Grounds
- Ballycastle Memorial
- Portrush East Strand changing facilities

The audits will support landowners and site managers to improve accessibility across our landscapes. CCGHT will support at least one site to implement any improvements identified through funding secured from the Northern Ireland Environment Agency (DAERA).



# A SUSTAINABLE ACCESSIBLE ENVIRONMENT

## HOUSING SCHEMES

The Housing Executive manages the Social Housing Development Programme which provides social housing in Northern Ireland. It is managed by the Housing Executive's Development Programme Group (DPG), on a 3-year rolling basis. DPG provides grant funding to housing associations, so that they can build or buy new social housing.

In the case of Foreglen Road and Beresford Avenue, both within the Causeway Coast and Glens Council area, the new build schemes were funded and supported by the Housing Executive, and this shows an example of rural and urban delivery.



## A SUSTAINABLE ACCESSIBLE ENVIRONMENT

### BIODIVERSITY IN ACTION - WILDFLOWER SEEDS HARVESTING IN COLERAINE

You may have noticed over the past few seasons, across the Causeway Coast and Glens Borough Council area, the appearance of colourful wildflowers, in locations where annual bedding plants, used to be planted.

The Causeway Coast and Glens Borough Council team have added special mixes, of high intensity and colourful wildflowers, to the annual planting regime and these have allowed the encouragement of a more biodiversity rich environment, whilst at the same time, reducing the requirement, for labour intensive annual bedding plants.

Wildflowers are on display from June to November giving an abundance of colour across the borough. In November the seeds are harvested from the wildflower areas and dried for use the following year. This allows the re-seeding of varieties of plants that are great for bees, butterflies and all kinds of other bugs and creatures. This also significantly reduces the cost of providing colourful flowers across the borough. This work is planned and carried out by the Biodiversity Officer and Nursery team and next year we are looking forward to expanding the wildflower planting to other locations, using seeds grown in the borough the previous year.

Many businesses across the borough, are beginning to get involved, in supporting Biodiversity and there appears to be a special interest in locations, where the special mixes of high intensity and colourful wildflowers are now being planted.



**Support  
Biodiversity**



# A THRIVING ECONOMY

## TOURISM EXCELLENCE PROGRAMME

Back in December 2020, as part of Council's tourism recovery programme, tourism businesses were invited to participate in the Tourism Excellence Programme (terms and conditions applied), to "recalibrate and reimagine" their business for the 2021 season. Eight successful applications were received from Ballyeamon Barn, Carnalbanagh House, Causeway Boats, Causeway Ramblings, Dunfin Farm, Pulse Fitness Adventures, The Old Bushmills Barn and Thornfield Farm.

Overall, the programme has been deemed to be a resounding success and has enabled businesses in a variety of ways including capitalising on trends, helping to breathe new life back into the business, gaining new key skills, digital growth, gaining knowledge and industry contacts, with one business experiencing growth to the point that they were able to employ an additional member of staff for the 2021 season.

The Tourism Excellence Programme was a collaboration between Causeway Coast and Glens Tourism and Business Support teams, using Alchemy and Digital Causeway mentors. Delivery was through a series of one-to-many workshops as well as one-to-one mentoring.

"When I walked through that open door of opportunity on this programme, I didn't slam it shut behind me. Instead, I held it open, I enjoyed every moment of the course and I have gained so much in doing so' Heather Nicholl, Pulse Fitness Adventures"



**Causeway  
Coast & Glens  
Tourism**



**DIGITAL  
CAUSEWAY**



**ALCHEMY**  
SUPPORTING BUSINESS GROWTH

# A THRIVING ECONOMY

## VISITOR INFORMATION CENTRE'S COLLABORATION PROJECTS

VIC's are traditionally the first point of contact for thousands of visitors who rely on them for up-to-date information and advice on what to see and do whilst visiting a destination. They also support local business to share their offers, updates, and reasons to visit. In CCAG, the VIC's are working with 19 experience providers offering the visitor a direct booking service to over 40 different experiences operating within the destination. This direct booking service is a 'win win' for visitors and local businesses, the VIC promotes the experience and makes the booking on behalf of the business and is able to offer a personalised, 'real time' service to the visitor. The VIC's are also the 'shop window' for over 100 local artisan craft providers, food producers and authors from within the Destination. The success of these collaborations has seen businesses flourish.

Shauna McFall, speaking on behalf of Naturally North Coast and Glens Artisan Market "This new project between Seasons of the Glens, Taste Causeway and Causeway Coast and Glens Borough Council's Visitor Information Centres is a perfect opportunity to showcase the fantastic food producers we have within the CCAG and wider area. We have some of the best produce in the world here, whether you're local to the area or a visitor, the VIC's are a fantastic point of contact to find out what's happening and now you can also experience and purchase some of our finest local produce."

The VIC's will continue to engage with the local businesses to increase the number of experiences and craft on offer and in turn continue to be an important and reliable source for informing and educating visitors about local areas and tourism products.

Yolande from Yolande Shannon Design

"I have worked with the Visitor Information Centres now for over five years and am excited in the knowledge that my craft has been bought and taken around the world"



Charles from Kintra

"I only started my boat trips last year and have been so delighted with how the staff have worked with me to help sell on my boat trips with their direct booking service, their support has been invaluable"

# A THRIVING ECONOMY

## LAUNCH OF 'PICTURE THIS' RURAL TOURISM TRAIL

The launch of 'Picture This' took place in September 2021. This innovative tourism trail features eight (instagrammable) frames at scenic locations off the beaten path within the Borough. The frames are located at Burnfoot, Swann's Bridge, Tunnel Brae - Castlerock, Camus, Garvagh Forest, Portneal - Kilrea, Altarichard and Red Bay - Cushendall.

The idea for the initiative was borrowed from a similar project in Estonia that has proved very successful. The aim of this rural trail is to encourage residents and visitors to explore more of the destination, to see and experience sights and activities that sometimes do not feature in their normal travel plans. The aim of the project is to increase tourism footfall in these rural locations that will provide a boost to local businesses and contribute to the sustainability of communities

The marketing agency appointed to brand and promote the trail was successful in attracting many businesses located near the frames from food and drink, activity, and accommodation providers to feature as part of the trail. A marketing programme including outdoor advertising, social media activity and a new website was created to support the launch.

This project was part funded under Priority 6 (LEADER) of the Northern Ireland Rural Development Programme 2014-2020 by the Department of Agriculture, Environment and Rural Affairs and the European Union.



## A THRIVING ECONOMY

### LAUNCH OF PORTANEEVEY AND MAGHERACROSS SCENIC VIEWPOINTS

Portaneevey and Magheracross scenic viewing points were launched in July 2021.

These two major infrastructure projects at spectacular coastal locations has transformed the visitor experience through the creation of viewing platforms, improved vehicle access and parking, along with landscaping and provision of enhanced signage, interpretation panels and furniture which showcase the area's unrivalled natural assets.

The Portaneevey development is part of a series of significant tourism projects invested in by Council with support and funding from DAERA's Rural Development Programme. The project at Magheracross is also funded by the Rural Development Programme under the Rural Tourism Scheme along with further part funding from the Landfill Communities Fund.



# ECONOMIC ACTIONS UPDATE

- 335 Full time Jobs & 56 Part time Jobs
- 4,292 Businesses engaged with social media
- 136 Business Support e-zines issued
- 3.5yr Alchemy Growth Programme finished 6mths ahead of schedule
- 364 businesses supported through EU funded Alchemy Growth Programme
- Business Start – 133 jobs created via business plan approval
- Exploring Enterprise – Delay due to Covid-19 however most of programme delivered in last 6mths
- Learn to Earn – 4-year programme impacted by Covid-19
- Rural Business Development Grant Scheme (supported by DAERA) 159 applications budget of £158,021.27
- Enterprise Fund – 39 applications – 12 businesses funded totalling £97,514.93
- Digital Youth Programme – 8 Schools & 1,228 pupils participated
- Digital Causeway Programme – 3-year programme delivered throughout pandemic
- Taste Causeway – Impacted by Covid-19 – Dedicated 'What's App' group with 97 hospitality sector businesses
- 70 Businesses completed and awarded Safe & Alert accreditation for hospitality sector
- New Economic Strategy completed and agreed by CCGBC

## BUSINESS DEVELOPMENT

- DFC & DAERA Town/Village Covid-19 Recovery Revitalisation Grant Programme successfully completed. 487 businesses received a letter of grant offer totalling £447,374.25
- Causeway Speciality Market – Impacted by Covid-19 however when possible 7 markets held
- Causeway Coast & Glens Gift Card – 631 gift cards sold
- Retail Development Programme delivered to 92 individuals
- Town Centre Promotion work concentrated on 'Shop, Eat & Enjoy Local' brand developed
- Dungiven lamp-post banner project completed

## TOWN & VILLAGE MANAGEMENT

- Growth Deal – 6 Themes & 28 Projects
- Workforce Development Forum – supported 6 initiatives & developing new Labour Market Partnership for the area
- Continued roll-out of full fibre network across the area by Fibrus
- Sale of Dunluce – 6 proposals received by CCGBC
- Digital Strategy completed in Nov 2020
- Girona Project at Phase 2 of Invest NI's Collaboration Growth Programme launched in October 2020

## STRATEGIC PROJECTS

- Town & Village Management Staff rolled out DFE & DAERA Town & Village Covid-19 Recovery Revitalisation Grant Programme
- Portrush Regeneration Programme - Impact Study completed
- Revitalise Shop Front Scheme – impacted by Covid-19
- Village Renewal Projects – Ongoing with 22 village plans completed. Capital projects across 17 villages completed
- Bushmills Branding Project completed. 5 branded signage points installed with 3 branded wall art installations installed.

## PHYSICAL REGENERATION

## STATUTORY PARTNERS

The Community Planning Statutory partners currently represented on the Causeway Coast and Glens Community Planning Strategic Partnership are

- **Causeway Coast and Glens Borough Council**
- **Council for Catholic Maintained Schools (CCMS)**
- **Education Authority for NI,**
- **Health and Social Care Board**
- **Housing Executive NI**
- **Invest NI**
- **Libraries NI**
- **Northern Health and Social Care Trust,**
- **NI Fire and Rescue Service**
- **Police Service for NI**
- **Public Health Agency**
- **Sport NI**
- **Tourism NI**
- **Western Health and Social Care Trust**

Collaboration and partnership working has been at the core of developing our Community Plan. In a concerted effort to deliver better services to improve the lives of everyone within the Causeway Coast and Glens area we further developed a Revised Delivery Plan in December 2020 containing thirty-four actions and completed an Interim Review of the Community Plan in May 2021. Our statutory partners have created the necessary foundations by actively participating in planning, delivering and monitoring the Plan and we continue to build on these important connections into the future. The enormity of the challenge is recognised as we endeavour to build upon the contributions to the process from our statutory partners and Government Departments and in recognition of the further challenges presented by the Covid-19 pandemic.

The collaboration and partnership approach has grown since our last Statement of Progress in November 2019 and continues to break new ground with fresh thinking on how best to deliver and enhance our service delivery within the Causeway Coast and Glens area. This collective approach has been further enhanced through additional community support partners who have been active in helping to deliver on our agreed actions. Our aim is to further develop and build on these partnership relationships to ensure that the voices of our businesses and community are clearly heard through our programme of engagement.



# COMMUNITY INVOLVEMENT AND ENGAGEMENT

The Local Government (NI) Act 2014 (Part 10, Section 73) states that Council and all other Community Planning Partners must ensure community involvement in the development, implementation and review of the Community Plan. The Covid-19 pandemic has been an unprecedented and shocking event in our lifetimes, with regrettably very serious negative impacts for many individuals and families. All Community Planning Partners had to adapt quickly to a new way of working and reaching out to communities. In line with official advice on social-distancing, there were no face-to-face meetings or events – many were working remotely from their homes – with the challenges of keeping in touch and on top of progress through telephone calls, e-mail communication, conference calls and virtual meetings.

At the outset of lockdown in March 2020, one of the Community Planning Officers, was redeployed to the Causeway Coast and Glens Covid-19 Community Response Initiative, working closely with Council's Community Development colleagues and local community and voluntary groups to help coordinate and support groups on the ground across each of Council's seven District Electoral Areas (DEA). Early days were spent finding out what all was happening at local level, as very many local community organisations very quickly organised volunteers and resources to muster support - lots of telephone calls to known community contacts, scanning social media and websites, mapping community responses – and bringing this information into one coherent accessible map on Council's website was an early priority. Local volunteers from across a wide spectrum including community groups, sports

groups, youth groups and churches stepped up to address the impact of coronavirus by providing essential services at a local level. By May 2020, almost one hundred community response initiatives were registered on Council's website offering practical support to individuals in need. The extraordinary community spirit was wonderful to witness.

A Covid-19 Co-ordination Hub was quickly set up in the Council Flowerfield Arts Centre, with the aim of assisting the voluntary response to the ongoing pandemic. A principal role of the Hub was to meet the ongoing needs of those most vulnerable in our community and support ranged from providing social contact to assisting with fuel or medication needs and the distribution of food /care parcels – approximately 650 food parcels were distributed weekly at that time with the help of local volunteer community groups. The Hub received referrals of vulnerable individuals working in partnership with the Northern and Western Health and Social Care Trusts – by mid-May of 2020, the Hub had dealt with over 1,000 individual referrals.

Relationships with other agencies and collaborations brought about and established through the local Community Planning process and in particular, with local Health Services and the Department for Communities, undoubtedly helped mobilise and boost cooperation across the sectors, helping to identify those most vulnerable in our communities and taking action alongside community-based groups and volunteers to meet their immediate needs. Opportunities and challenges for the future will include taking the lessons learned from these unique times forward in a positive way.

Throughout the pandemic, there has been an extraordinary demonstration of community spirit all across Causeway Coast and Glens, with volunteers and community workers providing a crucial lifeline during this challenging time. Individuals and groups have acted together to reduce isolation and vulnerability of residents of the Borough ensuring that vulnerable people remain connected to the outside world, particularly those living alone and those living in rural areas.

There have been and continue to be many excellent and committed community responses on the ground and examples of support made quickly available from agencies providing connections and resources often across traditional boundaries. There are many examples of groups of people coming together to take care of their communities in their own unique ways. The emergency highlighted the importance of developing a strong culture of inter-organisational and cross-sector working to achieve sustainable wellbeing outcomes

for everyone in our society as we move forward.

It also shows the importance of maintaining and supporting 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, in order to organise timely and meaningful actions at a local level – a true lesson for everyone involved in Community Planning and those who have a role to play in the planning and delivery of services to improve the lives of everyone in the Causeway Coast and Glens area.

Community Planning has a unique role to play in building relationships across the system which in turn builds resilience within our society. Continuing to engage directly with communities and individual citizens will be essential for future wellbeing as part of our recovery from Covid-19.



Meeting pre-Covid-19 pandemic





## SECTION 3 - LIST OF DELIVERY PLAN ACTIONS

### A Healthy Safe Community

Health & Wellbeing Actions 1 - 8	34 - 51
Community/Community Safety Actions 9 -16	52 - 63

### A Sustainable Accessible Environment

Infrastructure/Environment Actions 17 - 22	64 - 73
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### A Thriving Economy

Economic/Education/Tourism Actions 23 - 34	74 - 87
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## IMPROVE 'A HEALTHY SAFE COMMUNITY' HEALTH & WELLBEING ACTIONS 1-8

### ACTION 1

#### WHAT DID WE SAY WE WOULD DO? - ACTION 1

**To increase opportunities (both indoor and outdoor) for Participation in Physical Activity and Wellbeing initiatives and to promote enjoyment of the natural environment of Causeway Coast and Glens.**

#### HOW MUCH DID WE DO?

In the earlier part of lockdown due to the pandemic and associated ongoing restrictions it was not possible to deliver the majority of participation programmes.

Sessions were very well received once initial Covid recovery plans became operational Spring / Summer of 2021.

- 3,352 participants from April to September 21
- 527 women and girls
- 51 participants with a disability
- 330 participants from areas of greatest need
- 197 sustained participants

#### Programmes of Activity:

34 courses delivered across borough as part of Summer Recreation Programme totalling 170 Sessions. Included football, hockey, tennis, judo, athletics, gymnastics, open water swimming and netball amongst other sports.

#### HOW WELL DID WE DO IT?

Throughout lockdown a series of virtual online exercise sessions were delivered in Pilates, Yoga, Chair Yoga, Restorative Yoga and Dance Fit with a total of 327 participants - all female.

- 100% increase in participation numbers from March 2021 (due to pandemic)
- Newly created Nordic Walking programme targeting female older adults (Covid recovery – new outdoor activity)
- Newly established partnership programme with Irish FA – Shooting Stars (girls only football programme)
- Introduction of Inclusive cycling in special schools and associated groups to promote inclusive cycling disability hub based at Joey Dunlop Leisure Centre.
- Re-established Friendship League offering competitive football and linking local communities again, partnering with Mayor to promote Alzheimer's Society Charity.
- Dander Football, Bannside Strollers and Over 35s football sessions.
- 2 School Test events delivered successfully as part of school leaver programme

**WHO IS BETTER OFF?**

All sessions provided participants with content to promote healthier lifestyles and to get active again following lockdown.

**ACTION 2**

**WHAT DID WE SAY WE WOULD DO? - ACTION 2**

**To develop and deliver an Age Friendly Charter and programme of actions for the benefit of the resident population of Causeway Coast and Glens.**

**HOW MUCH DID WE DO?**

- Application to World Health Organisation approved. Age-Friendly Causeway now a member of the World Health Organisation (WHO) Global Network for Age-Friendly Cities and Communities and a member of the UK network.
- Publicity launch of Age-Friendly Charter with Mayor of Causeway Coast and Glens BC.
- Stakeholder meetings with proposed membership of Age-Friendly Forum and Age-Friendly Alliance underway to form Alliance.
- Baseline mapping process established to progress – work towards action planning.
- Age-Friendly Coordinator linking to other relevant Actions within the Community Plan - Causeway Loneliness Network, Dementia Action Group and Transport Working Group.

**HOW WELL DID WE DO IT?**

Age Friendly Programme in Causeway Coast and Glens is currently at Stage 1 of the programme cycle.

Development and delivery of appropriate health initiatives and actions will mostly be undertaken from Stage 3 of the programme onward. This will involve mapping and co-production approaches to explore potential opportunities to encourage and facilitate residents to participate in the development of 3-year Age Friendly Action Plan as per WHO model, for Causeway Coast and Glens. Production of an Age Friendly Strategy and 3-year Age Friendly Action Plan.



### **WHO IS BETTER OFF?**

- Age Friendly Charter for the Borough for the benefit of residents of Causeway Coast and Glens now established, leading to extensive mapping of local baseline/existing Age Friendly assets against the eight WHO Age Friendly themes/domains.
- Establishment of an Age Friendly Alliance with relevant partners across Causeway Coast and Glens.
- Explore all options/opportunities to consult with older people in Year 2 for process and potential priorities for the development of Age Friendly Strategy in Year 2.
- In respect of all of the above, act to ensure that any specific issues relating to people with Dementia are taken into account and acted upon. Dementia Action Group continues to meet to share information and progress actions pertaining to the needs of people living with Dementia in Causeway Coast and Glens.

**ACTION 3**

**WHAT DID WE SAY WE WOULD DO? - ACTION 3**

**To establish a Loneliness Network for Causeway Coast and Glens to work together to increase opportunities for socialisation and to reduce the risk of and tackle isolation across the generations.**

**HOW MUCH DID WE DO?**

Growing membership from establishment early 2020.

45 Network Members (Organisations); Service Users also involved.

Regular bimonthly Loneliness Network meetings established with relevant speakers on specific relevant services.

Forum of Loneliness Networks in the Northern area set up.

Availability of funding stream c/o NHSCT has enabled more projects and services. Typical projects included:

- Distribution of 300+ Seasonal Activity Packs e.g. Connected Christmas for older people
- Targeted distribution of 75+ Care Packs via Parish Nursing
- Virtual craft activity sessions with 38 participating
- Emotional Resilience training for young people – 10 completed
- Walking group established – 10 participants
- Volunteers supported
- Chatty Bench initiative
- Commissioner for Young People's Webinar on Loneliness in Young People promotion - 92 Attended

Planning underway for a Digital Inclusion pilot project in partnership with the Community Navigator Project for 50 years+ with 8 participants.

Young people's project progressing with 20 participants from the Simon Community, Mae Murray Foundation and the YEAR Project participating.

**HOW WELL DID WE DO IT?**

- Enhanced partnership working and increased networking opportunities through regular meetings.
- Regular signposting and promotion of support established.

Resulting in:

- Increased feelings of support
- Friendships formed
- Reduction in feelings of isolation for people that engaged in projects
- Better connectedness to community for participants
- Better connections to services
- Improvement in connectivity for participants

**WHO IS BETTER OFF?**

Bringing together of voluntary community and statutory organisations to tackle loneliness across all age groups.

Increased awareness and knowledge of loneliness across Causeway Loneliness Network group members and increased knowledge including access to current research, webinars etc.

Organisations have increased access to information, services, activities and training for their service users.

Causeway Loneliness Network provides a supportive environment for members and increased confidence to source information/services.

When asked, project participants largely felt that they were better off.

*'The lockdown has been very hard upon everyone and this connection to others via Zoom was great, as my husband and I do not have even one family member living in Northern Ireland.'*

**ACTION 4****WHAT DID WE SAY WE WOULD DO? - ACTION 4**

**Anti-Poverty Initiatives - develop, lead, implement and support interventions which tackle poverty, including food, fuel and financial poverty and respond to local need with a particular emphasis on vulnerable communities in the Causeway Coast and Glens.**

**HOW MUCH DID WE DO?**

Anti-poverty Stakeholder Steering Group established with 10 community and voluntary sector partners and 8 statutory agencies meeting monthly.

Anti-Poverty Action Plan produced with 5 overarching strategic aims and a series of timebound collaborative actions

5 collaborative projects undertaken from Action Plan

- i. Pilot Wraparound Support Service
  - ii. Digital Referral platform in place
  - iii. Mixed media Communications campaign delivered – bus shelters, pdf leaflet, hard copy leaflet, social media campaign
  - iv. Sharing good practice and ‘Where to turn’ webinar
  - v. Wraparound Support Project with Collaboration Agreement in place between established foodbanks, social supermarkets and advice centres
- 143 people receiving foodbank support were signposted or provided with other linked services around financial education and resilience (advice services incl money management, budgeting, debt advice, benefits checks etc and social supermarket).
  - 7 grant programmes delivered which funded 137 community and voluntary organisations to deliver 294 projects targeting food insecurity, fuel poverty and isolation and loneliness with 37,488 beneficiaries

	No. of projects funded	Value of projects funded
Community Support Fund Tranche 1	50	£84,017.98
Community Support Fund Tranche 2	48	£129,952.79
Community Support Fund Tranche 3	51	£187,590.80
Food Partnership Fund	4	£20,000
Food & Essential Items Fund	53	£101,420.25
Volunteering Support Fund	72	£32,305
Warm Well & Connected Fund	16	£32,000
<b>TOTAL</b>	<b>294</b>	<b>£587,287</b>



New grant programme developed Sustainable Food & Essential Supplies Grant Programme – launched in September 2021 with budget of £76K for und with the purpose of supporting a more sustainable approach to tackling food insecurity and access to other essential supplies as a follow up to the emergency funds last financial year.

Procurement is underway for Wraparound Support Service has been commissioned over the winter period until 31st March 2022.

#### HOW WELL DID WE DO IT?

- 100% of community partnerships established within agreed timescales
- 100% of stakeholders reporting that they were satisfied with the quality of the engagement by the partnership–
- 93% of people who were provided with information on financial wellbeing services that were satisfied with the information
- 95% of people who were provided with information on financial wellbeing services that felt they were treated well
- 91% of people who were provided with information on financial wellbeing services that felt the advice helped them

#### WHO IS BETTER OFF?

As a result of the direct interventions and grant programmes there was:

- Increased direct food and essential items provision to vulnerable people
- More people in fuel poverty had access to support for fuel over the winter
- People are less isolated, emotionally supported and connected into their community and relevant supports
- Improved food infrastructure

As a result of the collaborative approach there is improved:

- Peer support to voluntary service deliverers
- Increased collaborations/partnerships that will continue to provide holistic outcomes for those vulnerable in food need
- Increased awareness of local services
- Increased quality and recognition of volunteering during the COVID pandemic response
- Improved data collection to inform the local community/strategic planning

#### Wraparound Support Pilot Project

- 95% of clients reported that they were making better financial decisions as a direct result of the intervention
- 94% of clients reported that they felt more in control of their finances as a direct result of the intervention
- 98% of clients reported that they had improved budgeting skills as a direct result of the intervention

**ACTION 4**

- 100% of clients reported that they now had more disposable income as a direct result of the intervention
- 94% of people reported feeling better connected after engaging with the Social Supermarket
- 92% of people reported feeling better supported after engaging with the Social Supermarket
- 90% of people felt more resilient after engaging with the social supermarket
- 96% of people felt that they had increased their capacity (skills, knowledge and/or confidence) after engaging with the social supermarket

**Case Study - Causeway Foodbank**

‘Causeway Foodbank has always recognised that the provision of emergency food to people in financial crisis must be accompanied with support services that deal with the underlying root issues of food poverty. The CC&G Wrap Around Pilot has developed an effective collaborative partnership where Foodbanks refer clients to specialist support services with confidence that they will get the help they need....’

**Case Study – a foodbank service user**

“I just found it so difficult to fill out the forms and I was embarrassed to say so. When the foodbank contacted the Advice team for me it just made it so much easier. Someone rang me back and helped me to complete the form and explained what would happen next. I am really pleased at how easily the foodbank people made for me to get the advice and support I needed.”

**Case Study - Limavady Volunteer Centre**

“The pilot has allowed the Limavady Volunteer Centre and the Limavady Social supermarket to develop a new supported volunteer scheme. This means that as part of the person’s transition from membership of the social supermarket members can choose to join a supported volunteer programmes within the Volunteer Centre. The incentive of continued access to the social supermarket is enough of an incentive to encourage members to sign up to this additional programme which ensures that the client and their family group continue to receive developmental support as they find their new path. So far three of the supported volunteers who migrated to the supported volunteer scheme from the Social Supermarket have gained employment for the first time....”

**Case Study - Ballycastle Foodbank**

“As a co-ordinator of a small foodbank in Ballycastle it has been invaluable to be part of a network and partnership where we feel supported and encouraged to deal with the pressures this last year. The unprecedented need in our community has challenged us all with. The regular meetings, while virtual, have been an excellent way to keep in touch and

share with the other partners how we are all dealing with these new ways of working under pressure and increased workloads. Ballycastle Foodbank has benefited greatly from this partnership and trust that it can continue as we all strive to help those in food poverty in our local communities.”

**ACTION 5**

**WHAT DID WE SAY WE WOULD DO? - ACTION 5**

**Collaborative working and locality planning across statutory and voluntary sectors for the benefit of Children & Young People of Causeway Coast and Glens.**

**HOW MUCH DID WE DO?**

Regular bimonthly partnership meetings taking place virtually with membership of 20+ organisational representatives working with children and young people.

On the back of Northern CYPSP C&YP and parents' survey, funding secured through NHSCT Children's Services to meet identified needs addressing top priorities – Mental Health & Emotional Wellbeing (MHEW) and physical activity:

Information service – 200+ emails sent to members informing of training/funding/events/information of interest to parents, children & young people.

Supporting Children's Art week by co-ordinating dissemination of Family Learning Booklets filled with creative activities to inspire, encourage creativity and connection promoting mental health & emotional wellbeing. 182 delivered in the Causeway area.

Continue to deliver practice sharing events to encourage re-engagement and delivery of the evidence based parenting programmes.

On-line survey developed and circulated for children and their parents. Further online survey currently ongoing to capture parenting programmes data in NHSCT - delivery of programmes, gaps, challenges and support requirements.

**HOW WELL DID WE DO IT?**

**Mental Health & Emotional Wellbeing**

- Aware NI: MHFA- 25 people registered for summer sessions (9 from Causeway area)
- Action Mental Health sessions- 44 attended staff sessions
- 41 attended parents' sessions
- Fresh Minds Education Relax and Regulate- 10 people completed training

**Physical Activity**

Secured funding for a range of Community Sports Network programmes delivered in partnership to CYP of various ages and needs promoting physical activity and healthy nutrition as well as leadership programmes. In Causeway 3 organisations took part – older young people/young carers/young people living in residential care.

5 week Teen Wellness Programme for Causeway Young Carers – 7 young people completed the course.

PANTS training delivered to 13 Causeway based staff from the Public Health Nursing Team. Training to empower parents and professionals to have simple age-appropriate conversations with children aged 4-8 years old to help protect them from sexual abuse.

Action Mental Health Bitesize Healthy Me workshops for P7 – 2 schools in the Causeway area participated.

Three Incredible Year Accredited Parent/Group leaders from the Causeway area have been nominated for Peer Coaching with Dr Caroline White. Incredible Years NI Parent Programme Support Calendar.



### WHO IS BETTER OFF?

Statutory and voluntary sector organisations working with children & young people within the Causeway area are better connected and informed of events /training/research informing their work.

The top three identified needs of Children, Young People & Parents

- emotional wellbeing
- physical activity
- educational needs.

**ACTION 6****WHAT DID WE SAY WE WOULD DO? - ACTION 6**

**To increase uptake of Obesity Prevention programmes and encourage active participation by school aged children in Causeway Coast and Glens.**

**HOW MUCH DID WE DO?**

Physical programme activities were impossible throughout early stages of the pandemic due to necessary restrictions. Partnership activities recommenced Summer 2021 with adjustments for health & safety of all involved. To date two schools from Causeway Coast and Glens have now participated in the Programme for Obesity Prevention Training and taken up resources. Schools were selected for this initiative by Public Health Nursing and Take 5 Schools.

**Energise**

Northern Healthy Lifestyles Partnership (NHLP) funded Community Sports Network (CSN) to provide training and resources to targeted schools on incorporating nutritional health messages with physical activity

**HOW WELL DID WE DO IT?**

The **Fit 4 Fun** resource was distributed to up to 125 pupils across 6 Primary Schools in the Causeway locality.

Resources including beanbags, cones, rackets, balls, skipping ropes etc. The aim of initiative - to support children to be more active outside school and meet the recommended guideline of 60 minutes physical activity per day.

**Animation Videos**

Nutritional videos for distribution and provision of wrap around support across CC&G schools network in preparation stages.

**Training Available**

Nutrition Awareness training and 'Raising the Issue' of obesity workshops for adults working with children and young people aged 11-18 years

### **WHO IS BETTER OFF?**

Identified as a priority for action within the Sport & Wellbeing and Northern Healthy Lifestyles Partnership (NHLP) Action Plans. Initiatives and intervention actions involves delivery within Primary School / Community settings. Establishment of a Schools' Obesity Prevention programme for Primary School aged children in Causeway Coast and Glens. A Healthy Lifestyle programme in partnership i.e. Sport & Wellbeing / Community Development / Environmental Services / Sport NI / NHLP / local schools; based upon sport, activity, and nutrition attributes e.g. healthy breaks, daily mile, healthy lunches boxes, cycling to school etc.

**ACTION 7**

**WHAT DID WE SAY WE WOULD DO? - ACTION 7**

**Positive Mental Health - Active participation in the Northern Health & Social Care Trust (NHSCT) wide Take Five Working Group – positive mental health initiatives to span schools, workplaces and the community sector.**

**HOW MUCH DID WE DO?**

Promote and encourage Positive Mental Health through participation in the Take 5 Steps to Wellbeing initiative - a self-care approach to maintaining positive wellbeing:

- Connect with at least four people every day
- Keep Learning something new every day
- Be Active at least one hour per day
- Take Notice of our screen time and try to get outdoors more
- Give a random act of kindness everyday

Working throughout the pandemic has caused delays and challenges due to school life and working life looking very different to normal.

As a partnership the Take 5 Working Group has adapted to meet changing demands to allow the work to progress.

**Workplace:**

Focus on Family, Coleraine launched as a Take 5 Business in January 2021.

**HOW WELL DID WE DO IT?**

Many schools from across Causeway Coast and Glens have linked into online services throughout the pandemic - Trauma Informed Schools Training, Mental Health First Aid Training and other positive Mental Health training, including First Response. This includes a mix of support for participants' own mental health and also to increase individuals' skills to support children in their care.

Successful Making Life Better – 34 grants awarded to community groups/ nurseries that focus on taking Five Steps to Wellbeing. All successful groups were offered Take 5 bundles of resources.

Two schools took part in an engagement workshop for the development of Take 5 animations.

**Workplace:**

100% staff/ volunteers completing Take 5 session or linked in with information pack.  
Increase in knowledge regarding Take 5 steps and self-care - 87% improvement.



### WHO IS BETTER OFF?

Number of schools becoming Take 5 Schools:

- 1 Post Primary school achieving Level 3 status
- 1 Primary School achieving level 1 status
- 300 + staff in post Primary completed training in Take 5 initiatives
- >85% of staff involved
- 30 pupil Take 5 Champions in place - 14 in post primary and 6 in primary settings.

Animations: 100% of the Key Stage 2 groups gave overall positive feedback for the scripts.

Scripts are due to be created into animations in the next quarter.

All staff also offered additional support through gardening and exercise programmes.

**ACTION 8**

**WHAT DID WE SAY WE WOULD DO? - ACTION 8**

**To enhance interagency cooperation to address and respond to the needs of those experiencing Chronic Homelessness in Causeway Coast and Glens.**

*Chronic homelessness is defined as “a group of individuals with very pronounced and complex support needs who find it difficult to exit from homelessness”. (Homelessness Strategy 2017-22 for NI ‘Ending Homelessness Together’)*

**HOW MUCH DID WE DO?**

2020/21 baseline of homelessness established.

Number of homelessness presenting and awarded Full Duty Applicant (FDA) reported and monitored quarterly.

Number identified as chronic homeless – data capture tested.

Number of repeat homelessness (see below)

Extent of appropriate signposting activity – Housing Solutions (HSST) implemented locally (see below)

**The following indicators are used in Assessing Chronic Homelessness:**

- An individual with more than one episode of homelessness in the last 12 months: OR
- An individual with multiple (3 or more) placements/exclusions from temporary accommodation during the last 12 months.

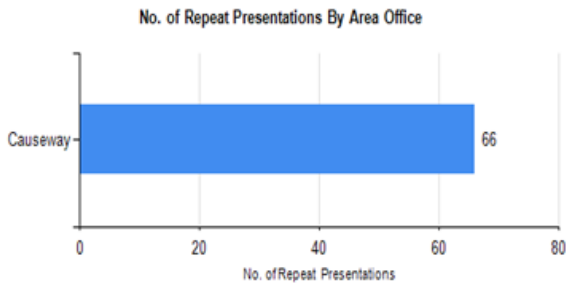
**And two or more of the following indicators:**

- An individual with mental health problems
- An individual with addictions
- An individual that has engaged in street activity, including rough sleeping, street drinking or begging within the last 3 months
- An individual who has experienced or is at risk of violence/abuse (including domestic abuse) – risk to self, to others or from others.
- An individual who has left prison or youth custody within the last 12 months
- An individual who was defined as a looked after child (residential and non-residential care)

**Repeat Homelessness**

Number of Homeless cases who have had more than one episode of homelessness in the last 12 months. For 2020/21 year this figure was 66.

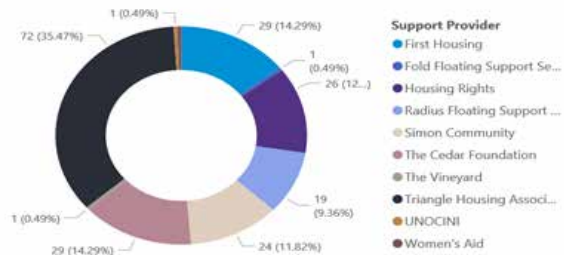
**Repeat Homelessness Causeway**  
01/04/20 to 31/03/21



**Signposting to Support Services**  
Number of referrals of Homeless cases to Support Providers 2020/21  
Causeway Housing Solutions Team - 188 Support Referrals 2020/21 – breakdown diagram below:

**Support Referrals**

Count of Case ID by Support Provider



**HOW WELL DID WE DO IT?**

Chronic Homelessness Report available in draft form.  
Tracking system underdevelopment to allow reporting on repeat / chronic homelessness.

**Data now available:**

- Key indicator of Chronic Homelessness - the number of cases of individuals who have had more than one episode of homelessness during the previous 12 months.
- Signposting activity for homeless cases

**WHO IS BETTER OFF?**

Chronic Homelessness Report:-

- Percentage of those who presented as homeless who had more than one episode of homelessness during the previous 12 months (1.5%)
- Percentage of those who presented as homeless who were signposted/ referred to support services (21%)
- Percentage of those identified as chronically homeless who have not repeat presented within 1 year of Housing solutions intervention (data under development )

## COMMUNITY/COMMUNITY SAFETY ACTIONS 9-16

### ACTION 9

#### WHAT DID WE SAY WE WOULD DO? - ACTION 9

**Multi-Agency Support Hub to facilitate an interagency approach to reduce risks for vulnerable individuals within our society.**

#### HOW MUCH DID WE DO?

Facilitation of a Multi-Agency Support Hub to monitor and evaluate effective information sharing, enable focused decision making for early intervention and appropriate actions to reduce vulnerability of individuals and the risk for victims and their families and as a result increase public safety in the Causeway Coast and Glens area.

- Regular Support Hub meetings/interventions happening involving a range of statutory partners
- Additional referrals ongoing and accepted
- Some referrals not accepted & sign-posted to relevant support

#### HOW WELL DID WE DO IT?

Since February 2018, 72 people have been helped in a number of ways. Some have been supported directly by partner agencies in the Support Hub, others have been signposted to local support groups. In some cases, the statutory bodies have worked together to prevent perpetrators from getting access to vulnerable individuals. The Support Hub is partnering, where appropriate, with other groups throughout Causeway Coast and Glens in order to help as many people as possible.

- 34 open actions or interventions now completed (PSNI)
- 138 actions or interventions now completed (other Partners)

#### WHO IS BETTER OFF?

68% of persons of concern who show a decrease in incidents involving them since accepted into the Hub

**ACTION 10****WHAT DID WE SAY WE WOULD DO? - ACTION 10**

**Cyber-Safety Partnership - Based on the success of previous partnership working on cyber safety initiatives - to plan and deliver programme of talks and information concerning cyber safety including the dangers of sexting, grooming, cyber bullying, scams (financial, romantic and emotional) to increase knowledge of the support that is available.**

**HOW MUCH DID WE DO?**

**Cyber Safe** - Information and awareness raising via various platforms and events specific to the target groups need. Due to COVID in 2020/21 programme was delayed.

We had to rethink how we would deliver our programme under restrictions. Once a way of delivering training was identified webinars took place throughout Causeway Coast & Glens area. To support this a Cyber Campaign highlighting 'Internet Safety' was developed and launched. Five animated short films produced on a range of topics; 'Suicide and Mental Health', 'Cyber Bullying', 'Gaming and Gambling', 'Sending and receiving inappropriate images' and 'Where to go to for support'. With Covid-19 restrictions easing the Cyber Working group continues to meet virtually to plan and develop for the year ahead. Training for teachers, parents and statutory agencies around Cyber Safety continues through webinars and zoom platforms. A larger plan is currently under development in the hope that access to schools will soon be allowed but at this point we are looking at a number of different possibilities to progress.

**HOW WELL DID WE DO IT?**

Continue to target audiences such as primary school children, post primary school children, 18-30s age group, 30 – 60 years old 60+, and disability groups.

- 10 x training sessions offered online
- 6 x face-to-face workshops and training events (Covid restricted)
- 10,000 views to the Digital website to date

Digital website is currently being revamped and updated and it is hoped that this will be used by the Health & Social Care agencies across NI as a one stop shop for services. Meetings continue with regards developing and progressing this. For benefit not only of communities within the Causeway Coast and Glens but also communities right across NI.

**WHO IS BETTER OFF?**

- Internet Safety Campaign - animated films used and shared throughout N.I.
- A number of campaigns on social media, radio as well as partner organisations' platforms such as; NSPCC, NHSCT, WHSCT and the Education Authority.
- 100% positive feedback from all sectors including 100 schools in the Causeway Coast & Glens area.
- 100% of those who received the training or watched the animated messages felt they were very informative and useful.

**ACTION 11**

**WHAT DID WE SAY WE WOULD DO? - ACTION 11**

**Community Engagement Platform - Provision of Borough wide inclusive participative engagement platform to connect more voices to local decision-making bodies, including Youth Voice. Also, a link for service providers to engage widely and regularly across the whole of Causeway Coast and Glens, and provide the means for those ‘who live, work and visit’ the area to ‘have their say’.**

**HOW MUCH DID WE DO?**

**Community Engagement**

- Due to Covid-19 restrictions, engagement with the community & voluntary (C&V) sector through virtual methods – regular information emails, website news, telephone contact, survey distribution and invitations to Zoom meetings / workshops / Webinar opportunities.
- Ongoing cooperation, engagement and partnership working between Council, Department for Communities and other statutory Community Planning Partners and the sector in terms of flexible and responsive community & voluntary response initiatives for the benefit of vulnerable people within the Borough.
- 1 Co-Chair (CEP) providing continued representation for C&V sector on the CC&G Community Planning Strategic Partnership

**Youth Engagement**

- Project Board for Causeway Youth Voice established and meeting bimonthly - virtual meetings continue.
- 5 Community Planning Partners represented on Project Board and also including 2 Youth Champions (Elected Members Causeway Coast and Glens BC) and C&V sector (youth).
- Weekly virtual Causeway Youth Voice young people’s meetings established led by Education Authority Youth Services.
- Including commencement of face-to-face meetings / and 1 residential camping trip (North Coast).

**HOW WELL DID WE DO IT?**

**Community Engagement**

- Reaching out to local C&V sector to become involved in relevant Community Planning actions/delivery.
- % of sector groupings represented in Survey Responses for Review of CC&G Community Planning Delivery Plan 2020.

SECTOR	% per Sector
Citizen	12.50%
Government Department	4.17%
Statutory Agency	6.67%
Community & Voluntary	58.33%
Business	4.17%
Other (Sporting)	4.17%

- 75% C&V representation in CC&G Community Planning / Action Delivery Partnerships for H&W and Community Themes as listed below.

Action 1: Sport & Wellbeing/Northern Healthy Living Partnership

Action 2: Age Friendly Alliance for CC&G

Action 3: Causeway Loneliness Network

Action 4: Anti-Poverty Stakeholder Steering Group

Action 5: Children & Young People's Strategic Partnership (CYPSP) – Causeway Locality Group

Action 6: Sport & Wellbeing/Northern Healthy Living Partnership

Action 7: Take 5 (Positive Mental Health) Working Group

Action 8: Interagency Tackling Homelessness Group for CC&G

Action 9: Multi-Agency Support Hub

Action 10: Cyber-Safe Partnership c/o PCSP

Action 11: Community Engagement Platform / Causeway Youth Voice

Action 12: Statutory Cohesion Group (Public Shared Spaces)

Action 13: Partnership for Community Development & Community Support Network Organisations in CC&G

Action 14: Causeway Primary Care Multidisciplinary Team Community & Voluntary Steering Group (MDT)

Action 15: Road Safety Partnerships c/o NI F&RS and PSNI

Action 16: Accidental Fire Safety Partnerships – NI F&RS and community collaboration

### Youth Voice

- Leadership, citizenship & communication activities have included:
- Meet the Project Board – virtual 'Get to Know You' session based on break out rooms when 15 young people and 11 x Project Board members had small group introductory discussions.
- Meet the Councillor Event - virtual session when 9 young people and 6 x local Councillors had introductory discussions.
- Migrant & Refugee Small World event c/o Good Relations Team CC&G BC – 13 young people attended.
- 2 youth representatives on the co-design group for the Green Growth Strategy.
- 1 consultation session carried out with Sport NI -
- Sport and Physical Activity Strategy.

### WHO IS BETTER OFF?

#### Community Engagement

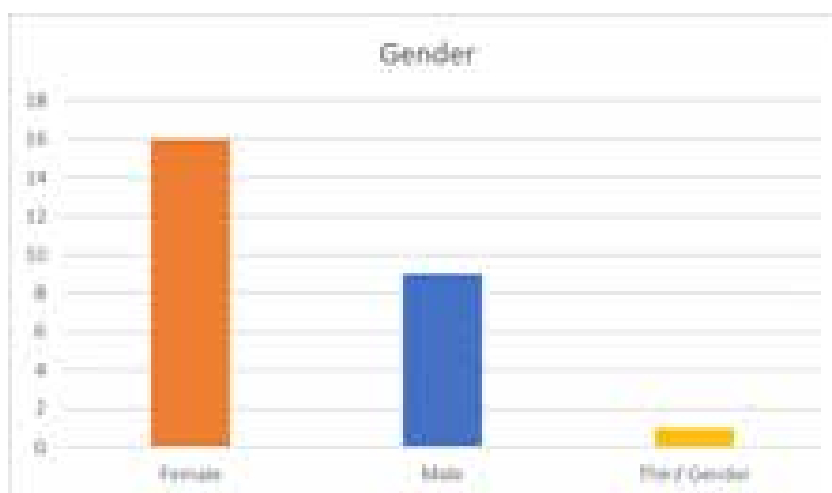
Generally community comments received as part of the Review of Community Planning/Delivery Plan were positive in terms of planning commendable and ambitious interventions and actions working in partnership in the circumstances and in terms of capturing the concerns and challenges presented by Covid 19.

**ACTION 11 CONTINUED**

**WHO IS BETTER OFF?**

**Youth Voice**

- Project Board members have been impressed by recruitment uptake particularly considering the challenging circumstances due to lockdown restrictions. EA Youth Service staff reports to Causeway Youth Voice Project Board describe a very enthusiastic group of young people ready to engage fully in the project.
- 41 young people expressed initial interest – 26 young people committed to Causeway Youth Voice – Disability categories represented (15%) – 16 female / 9 male / 1 third gender



Regular weekly participation of young people with representation from all 7 DEAs to Causeway Youth Voice.

Below listed is % individuals participating in Youth Voice from each CC&G DEA for introductory session held virtually.

All DEAs represented.

- 16% Coleraine
- 30% The Glens
- 2% Benbradagh
- 23% Causeway
- 06% Limavady
- 2% Bann
- 21% Ballymoney

60 % average attendance of young people at weekly meetings

Feedback from young people indicated that they are satisfied with the process thus far and are excited about more face-face events.



*“We have been working online for so long and I’m glad to be doing more face-face and planning for events as we have missed out on so much due to restrictions”.*

*(Youth Voice member).*

*“My son struggles with online engagement and he was delighted to be able to take part in all the activities at the Outdoor Learning Centre. He has learning difficulties and felt a part of the group and really enjoyed and benefitted from the activity day”.*

*(Parent).*

*“It is great to see so many members from Youth Voice attending the Local Advisory Group meeting and engaging so positively and articulating their needs and understanding of the area plan. This will be important going forward”.*

*(Senior Youth Officer for CC&G).*

## ACTION 12

### WHAT DID WE SAY WE WOULD DO? - ACTION 12

**Agencies working in partnership to promote and establish Shared Public Spaces across Causeway Coast and Glens.**

### HOW MUCH DID WE DO?

- Facilitation of statutory Cohesion Group made up of a range of relevant agencies to work together in partnership to identify, monitor and proactively plan and address issues in areas where there may be heightened tensions in public or shared spaces throughout the Causeway Coast and Glens Borough.
- Regular Statutory Cohesion Meetings taking place with minimum of 10 statutory agency representatives in attendance.
- Multi-agency monitoring site visits to 15 bonfire sites over 2 days.
- Community engagement and agreement to remove unwanted materials / tyres from some sites.
- Bonfire Safety and Marshalling training - 26 participants attending with 2 x cohorts; 3 x workshops for each cohort -total 6 workshops.
- NIF&RS - Coleraine District turned out to calls relating to community bonfires on 3 occasions during the 12th July period 2021.
- Council's Environmental Services Team removed 1,230 tyres from bonfire sites across the CC&G BC area. This meant that the number of tyres dropped off for burning in bonfires was significantly reduced and therefore less impact on the local environment.
- Ongoing communication and updates via email across the Cohesion Group to deal with emerging issues.

### HOW WELL DID WE DO IT?

- Increase in collaborative working to address issues in relations to bonfires. Safety measures agreed and put in place as a collaborative response to issues identified.
- Increased collaborative work with NI Education Authority and Council for removal of tyres. Most tyres removed from Causeway area came about due to the relationship between Council and NI EA established via the partnership forum.
- Collaboration enabled quick responses to emerging and area specific issues.
- Three areas engaged with Council and replaced their traditional bonfire with a Beacon. An increase from previous years.
- One area took ownership of their bonfire and cleaned up their own area themselves afterwards helping to reduce clean-up for Council.

### WHO IS BETTER OFF?

- Bonfire Safety and Marshalling Training
- 100% of training participants had never participated in Good Relations related training previously.
- 38% were aged between 19 – 35 years and 62% were aged between 36 – 64 years.
- On completion of the training 81% said they had a positive attitudinal change towards people of different religious background, whilst 19% said they had no change of attitude towards people of a different religious background.
- 92 % said they were more likely to attend an event in an area associated with another community whilst 4% said they had no change and 4% said they were less likely.
- 100% said they felt participating on the training programme helped to increase their confidence.
- 100% said they felt that participating on the training had increased their skills.

## ACTION 13

### WHAT DID WE SAY WE WOULD DO? - ACTION 13

**Organisations working collaboratively to provide development opportunities and Support to the Community & Voluntary Sector (C&V) on a borough wide basis.**

### HOW MUCH DID WE DO?

- Collaborative actions to support and strengthen the community and voluntary sector in Causeway Coast and Glens. Facilitation of partnership working of community network / volunteer support organisations and others to work together to identify and meet ongoing support needs of the community and voluntary sector.
- Monthly meetings established with Council Community Development attending to ensure collaborative approach to providing support across Causeway Coast and Glens.
- Six online Funding Clinics held with 16 groups participating
- Six networking events with 30 groups participating, including a networking session to discuss and share issues and needs of voluntary organisations providing youth services.

### HOW WELL DID WE DO IT?

- Targeted actions to strengthen the capability of the community and voluntary sector including provision of training, networking and sharing of good practice opportunities.
- Volunteering Support Fund administered to 72 different C&V Covid Response Initiatives in partnership with Council and Volunteer Centres with volunteer needs assessments undertaken.
- 24 networking, training and information sessions provided on series of issues including funding, Covid risk assessments, reopening community facilities etc.
- Collaborative project undertaken with Volunteer Centres to celebrate efforts of volunteers during Covid response as part of Volunteers Week 2021. 74 community and voluntary groups received volunteer cream tea packs and 42 groups participated in virtual celebration event – feedback from recipients indicated that groups appreciated and enjoyed the event.

### WHO IS BETTER OFF?

#### Impacts of working in partnership:

- Positive collaborative experiences
- Sharing of resources
- Sharing good practices

#### Funding Clinics

- Confidence levels of C&V groups completing application forms raised
- 100% of participants advised that they found the Funding Clinics useful
- Increased value of funding levered into CC&G
- More projects can be delivered due to the support provided

**ACTION 14****WHAT DID WE SAY WE WOULD DO? - ACTION 14**

**Volunteering Models for Health & Wellbeing - action to develop partnership working across primary health care providers, statutory agencies and communities and volunteers for the benefit of all.**

**HOW MUCH DID WE DO?**

- The Causeway Primary Care Multidisciplinary Team (MDT) Community and Voluntary Steering Group works collaboratively in the Causeway area. The group which involves the community and voluntary sector, statutory sector and local GPs supports partnership working between primary health care and the voluntary and community sector to maximise opportunities to support the local community. In working to agree priorities of need and identifying gaps in available support, the group aims to provide innovative responses which will involve the local community.
- Multi-Disciplinary Teams (MDT) commenced 2019/20 and the associated partnership group of statutory agencies, health professionals and community & voluntary organisations first met just as the Covid 19 pandemic was emerging. Group meetings and information sharing have taken place virtually since then.
- Approximately 15 voluntary and community organisations have engaged with statutory organisations and members of the MDTs in the partnership. This has resulted in these organisations, their members and those to whom they provide a service being informed about the work of the MDT and the MDT members becoming informed about the work undertaken by the voluntary and community sector in their areas.

**HOW WELL DID WE DO IT?**

Group rolled out Causeway Winter Wellbeing Initiative - invited applications for innovative and creative initiatives from community/ voluntary sector organisations that would provide for improved outcomes for the local population in relation to:

- improved mental health and well-being;
  - reducing loneliness and isolation;
  - addressing issues and poor health outcomes that come with living in poverty and deprivation.
- In addition, range of relevant health messages addressing poor health outcomes shared - typical information shared with members relates to:
- Tackling Loneliness Initiatives
  - Befriending initiatives
  - Anti-poverty Initiatives, including the opportunity to participate in a focus group to identify priorities
  - Family Support Hubs
  - Mental Health & Wellbeing

**WHO IS BETTER OFF?**

Virtual meetings have enabled participants to become better informed about the work of their respective organisations with respect to meeting the health needs of communities and individuals and to share information as noted.

**ACTION 15**

**WHAT DID WE SAY WE WOULD DO? - ACTION 15**

**Road Safety Partnerships to work together with schools and communities to target those identified as most at risk of road traffic collisions and to deliver the 'Your Choice' Road Safety Programme.**

**HOW MUCH DID WE DO?**

Your Choice programmes were suspended throughout the reporting period due to COVID 19 restrictions on NI Fire & Rescue Service (NIFRS) and schools.

**HOW WELL DID WE DO IT?**

Road Safety initiatives – Physical Road Traffic Collisions (RTC) demonstrations at schools in Causeway Coast and Glens area are in planning stages for Autumn of 2021.

**WHO IS BETTER OFF?**

NIFRS working with Causeway Coast and Glens Borough Council, Policing & Community Safety Partnership (PCSP) and PSNI partners in planning and execution.

**ACTION 16**

**WHAT DID WE SAY WE WOULD DO? - ACTION 16**

**Accidental Fire Prevention – targeted activity to individual dwellings across identified areas at more risk than others**

**HOW MUCH DID WE DO?**

Strategic Targeting of Areas at Risk (STAR) initiative targets the delivery of fire safety advice in the Super Output Areas (SOAs) of Northern Ireland identified as being at a greater risk from fire.

STAR areas have been identified from an analysis of operational risk data, an index of multiple deprivation, census data of people at risk descriptors and the response time of the nearest fire appliance.

**HOW WELL DID WE DO IT?**

No STAR initiatives were completed in the reporting period due to COVID 19 restrictions regarding access to individual dwellings.

**WHO IS BETTER OFF?**

Planning in place to recommence Autumn 2021.

Carnmoon and Dunseverick areas will be targeted for STAR in CC&G/ N2 District area. 876 houses are listed in the Carnmoon & Dunseverick areas.

## IMPROVE 'A SUSTAINABLE ACCESSIBLE ENVIRONMENT' INFRASTRUCTURE/ENVIRONMENT ACTIONS 17-22

### ACTION 17

#### WHAT DID WE SAY WE WOULD DO? - ACTION 17

**To create opportunities to explore, develop and maintain public spaces with a focus on people, wildlife and outdoor recreation across the Causeway Coast and Glens area.**

#### HOW MUCH DID WE DO?

- Continued high levels of visitors to outdoor recreation sites.
- Roll out of trail infrastructure as part of IAT project
- Commencement of projects under umbrella of Binevenagh Landscape Partnership
- Further roll out of Inclusive Beach Programme at East Strand, Portrush
- Retention of Blue Flag and Seaside Awards

#### HOW WELL DID WE DO IT?

- Continued to be reactive in approach because of COVID restrictions
- Progressing with some trail upgrade works complete
- Project planning and preparation for delivery ongoing.
- Refurbishment works at East Strand for Changing Places standard complete in July 2021 with roll out of programme imminent.
- Retention of existing Blue Flag beaches and addition of Castlerock as a Blue Flag beach

#### WHO IS BETTER OFF?

- Continued to be reactive in approach because of COVID restrictions
- Progressing with some trail upgrade works complete
- Project planning and preparation for delivery ongoing.
- Refurbishment works at East Strand for Changing Places standard complete in July 2021 with roll out of programme imminent.
- Retention of existing Blue Flag beaches and addition of Castlerock as a Blue Flag beach



**ACTION 18****WHAT DID WE SAY WE WOULD DO? - ACTION 18****To meet local social housing need and provide suitable accommodation.**

The Housing Executive will work with rural communities and community planning partners to identify hidden or 'latent' housing need rural locations through rural housing needs tests.

**HOW MUCH DID WE DO?**

- Produce annual Housing Investment Plan for CC&Gs and present to Council in 5th October 2021
- Carry out the annual social housing need assessment across settlements in the CC&Gs area to identify unmet need
- Produce Commissioning Prospectus which is accessed online and highlights need
- Carry out 3 rural needs tests across the Causeway area in 2021/22 to identify hidden demand. Monitor impact of tests on the social housing waiting list.
- One consultation: Present to Community Planning Partnership on 13th October at Council a programme for rural housing needs tests in Causeway in 2021/22
- Site identification studies for settlements with persistent unmet social housing need
- Deliver the social housing development programme (SHDP).

**HOW WELL DID WE DO IT?**

- Collaboration between NIHE and CCGBC on housing provision and land allocation
- Collaboration with Community Planning partners on the Rural Housing Needs tests
- Detailed housing market research to better understand cross tenure trends
- Partnership working between NIHE and Housing Associations to deliver new social housing in the Borough to address social housing need
- Number of schemes programmed as a result of SIS's

**WHO IS BETTER OFF?**

- Better understanding of the scale of social housing need in both urban and rural locations
- Delivery of the social housing programme to meet identified need

## ACTION 19

### WHAT DID WE SAY WE WOULD DO? - ACTION 19

**Engage with individuals, partners, and the wider community to promote and deliver sustainability as part of the LiveSmart strategy in a safe and socially distanced manner to reflect the ongoing Covid-19 guidance and regulations.**

### HOW MUCH DID WE DO?

Council approval received in May 2021 for the roll-out of LiveSmart Community Environmental Grant Programme. This will be run initially on a pilot basis in 2021-22. The purpose of the programme is to provide small grants up to a maximum of £500 to local community and voluntary organisations. The grants are to allow groups to (1) improve general cleanliness in local area (2) promote recycling, reuse and waste reduction and/or (3) look at ways reducing carbon footprint by taking simple, practical actions such as planting.

- Continued support for Community Fridges in Cloughmills and Dungiven.
- Engaged with 5 households through NappySmart, the cloth nappy scheme.
- Working with a range of partner organisations and individuals to make Rathlin Island a ClimateSmart Island
- LitterSmart assistance given to a range of individuals and groups.
- Collaboration with Keep NI Beautiful in project to reduce cigarette butt litter.
- FoodSmart project with local schools.
- FoodSmart link up with the Food Community Network

### HOW WELL DID WE DO IT?

- 33 applications to grant programme received.
- Ongoing promotional and technical support given to both Community Fridge locations.
- 5 households have obtained support from Council to enable them to switch to cloth nappies
- Discussions have taken place via Zoom and telephone calls. Action plan in development.
- Over 600 individuals participated in Litter Smart activity during this period collecting approximately 850 bags of litter.
- Four trial locations chosen in Borough to erect cigarette butt ballot bins.
- Engaged with 3 primary schools in Limavady area to grow own food for school community.
- Participated in 'Family Cook It' workshops with Northern Health Trust and Fairshare.

### WHO IS BETTER OFF?

- 33 applications to grant programme received.
- Ongoing promotional and technical support given to both Community Fridge locations.
- 5 households have obtained support from Council to enable them to switch to cloth nappies
- Discussions have taken place via Zoom and telephone calls. Action plan in development.
- Over 600 individuals participated in Litter Smart activity during this period collecting approximately 850 bags of litter.
- Four trial locations chosen in Borough to erect cigarette butt ballot bins.
- Engaged with 3 primary schools in Limavady area to grow own food for school community.
- Participated in 'Family Cook It' workshops with Northern Health Trust and Fairshare.

**ACTION 20****WHAT DID WE SAY WE WOULD DO? - ACTION 20**

**To establish a Working Group to identify key local transport concerns around rural connectivity and access needs, and to consider/contribute to emerging proposals aimed at improving integration of transport services. Phase I of Action 20 has been completed. Work is now under way to examine the findings and the potential to move this action forward.**

**HOW MUCH DID WE DO?**

The Department for Infrastructure agreed to act as interim lead for this action. A working group was established which initially agreed terms of reference and the group has met on a regular basis.

The group has prioritised the gathering of evidence and data to inform discussion in relation to access and connectivity within the Causeway Coast and Glens area. A substantial amount of information has been gathered from stakeholders and the group was tasked to evaluate this data to draw out key points.

The Working Group presented the completed report to the CCGs Community Planning Strategic Partnership in July 2021 for consideration.

**HOW WELL DID WE DO IT?**

- The information the DfI holds for participation on PCPST remains unchanged as we are on year two of a three-year programme. Due to Covid 19 we were unable to complete all the activities.
- The information DfI has on the Active School Travel Programme also remained unchanged as being on year two of a three-year cycle. Again activities did not take place due to Covid 19 and school restrictions on visitors. Ten schools participated in CPS this year.
- In terms of cycling and walking, the most recent figures at Local Government District are for 2016-2018 and would suggest that for the Causeway Coast and Glens, 23% of journeys are made by walking, cycling and public transport. This report can be found <https://www.infrastructure-ni.gov.uk/publications/travel-survey-northern-ireland-depth-report-2016-2018>.
- More detail on the split between walking, cycling and public transport journeys is available from Table 3.5 of the Excel tables (also available at the link above).
- Bicycle journeys accounted for 1% of cycling journeys per person per year in Causeway Coast and Glens

**WHO IS BETTER OFF?**

The evidence and key findings, which formed the basis of the working group's report to the Community Planning Partnership, will better inform policy development and decision making in relation to access and connectivity concerns within Causeway Coast and Glens area.

## ACTION 21

### WHAT DID WE SAY WE WOULD DO? - ACTION 21

**To promote and encourage local residents and visitors to take pride and enhance the natural and built environment across the Causeway Coast and Glens area.**

### HOW MUCH DID WE DO?

A number of beds around main town centres have been transformed using wildflower mixes rather than bedding plants. These will be added/rotated year on year  
Work continues with Roads Service to convert their verges to encourage wildflowers in support of biodiversity.

### HOW WELL DID WE DO IT?

A significant number of positive comments continue to be received from the public

### WHO IS BETTER OFF?

Positive feedback suggests improved wellbeing as a result of introduction of wildflower beds

**ACTION 22**

**WHAT DID WE SAY WE WOULD DO? - ACTION 22**

**To implement initiatives on protected natural heritage areas in Causeway Coast and Glens to support the maintenance of the area's special features and sensitively manage the landscapes outside these special areas.**

**To improve where possible the condition of designated sites and encourage a sustainable and sensitive approach to all landscapes within the Council area.**

**HOW MUCH DID WE DO?**

- The Causeway Coast and Glens area contains the following designated areas: 4 AONBs (Area of Outstanding Beauty), 14 SACs (Special Area of Conservation), 3 SPAs (Special Protected Area), 3 Ramsars, 1 World Heritage Site, 12 NNRs (Natural Nature Reserve), and 63 ASSIs (Area of Special Scientific Interest).
- Conservation Management Plans have been initiated for 12 SACs.
- 5 no. tranches of the DAERA Environmental Farming Scheme (EFS) have been opened since 2017. With over 900 EFS Higher agreements (protected sites and priority habitats and species) covering over 50,000 hectares, an additional 4000 EFS wider agreements (wider countryside) covering just under 5000 hectares in NI. Tranche 5 closed 10/09/21.
- WHS Management and Action Plan 2020- 2027: Delivery by Causeway Coast and Glens Heritage Trust (CCGHT) on behalf of DAERA NIEA: Plans completed April 2021.
  - 113 (overall) and 31 (CCGHT) actions this year.
  - Steering Group meetings 19/04 and 11/05.
  - 4 x volunteer marine coastal clean-ups delivered in September. 10 volunteers per session to inaccessible parts of the coast. Rubbish collected and recycled where possible. CCGBC LiveSmart grant supported these activities.
- CC AONB Action Plan 2019-2023 delivered by CC&GHT. 87 actions (overall) and 48 (CCGHT) actions due this year. CCGHT ran a student project on Dark Skies. Report complete, provides information on light pollution and suggests mitigation options. Team will develop this report for NIEA and Council team's consideration.

**Antrim Coast and Glens**

- AONB Management Plan developed including engagement with 52 partners/ stakeholders.
- AC&G AONB MP/AP Delivery by CC&GHT on behalf of DAERA NIEA. Launched 25th May 2021.
- 3 AONBs (Causeway Coast, Binevenagh and Antrim Coast & Glens) participating in DAERA Fixed Point Photography Project. 4 seasonal photos/p.a.
- Monitoring of species and habitat condition assessment is continuing by DAERA NIEA NED Biodiversity and Conservation Science Team.
- CC&GBC Local Development Plan (LDP) 2035:

CCGHT/NIEA supported LIFE+ application, which was successful and project launched 8th September, CCGHT conducted door-to-door on Rathlin to address residents questions, and a primary school event day.

- 3 x 360 cameras located on 3 x ASSIs for continual land monitoring 5 years (Binevenagh Coastal Lowlands LP)
- Farm Resilience plans – 20 plans completed (Binevenagh Coastal Lowlands LP).
- Moors of Castlerock Conservation Grazing Scheme; 30 volunteers took part in bracken bashing. Clydesdale horse rolling of bracken. Stone wall repair and herbicide treatment at this site.
- Grassroots Challenge youth volunteer week (16-24 y.o.) – 17 youth participants took part 16th – 20th August run from Magilligan Field Centre.
- Curley Burn River Catchment Care: 6 x invasive species treatment days targeting Giant Hogweed: 2500 trees purchased to be planted.
- 13 videos for Deaf and blind audiences  
Sign Language and Audio Description Videos supplied to CCGBC Visitor Information Centres – dissemination and connection to target audiences.

### **Engagement with Community:**

CCGHT public events

- Invasive garden plant species online workshop: 6/07
- Moors of Castlerock moth morning Umbra 20/07
- Archaeological boat tour of River Bann 11/08
- Litter Pick with North Coast World Earth White Park Bay 12/08
- Clydesdale bracken crushing at the Moors on 21/08
- Pollinator walk White Park Bay 21/08
- Wild Flower Seed Collection Training – 22/09

### **HOW WELL DID WE DO IT?**

The draft Programme for Government includes a focus on achieving favourable management on designated sites. Progress to date has focused on developing site management plans for SACs; securing uptake of management on such lands through the Environmental Farming Scheme and through joint working with eNGOs, private and public land owners. Periodic reporting by UNESCO of World Heritage Site (WHS) through 'State of Conservation' Reports (last in 2016).

All designated areas to be kept in favourable condition. DAERA carry out a rolling monitoring programme of designated sites within their responsibility.

Farmland managed in an improved sustainable way.

Monitoring of Agri-environment schemes is being developed and use of Earth Observation techniques to provide data for decision makers on land cover and potential for tracking land cover and land condition change is being developed.

Some minor amendments have been made to the scheme for Tranche 5.

## ACTION 22 CONTINUED

DAERA report to DCMS on matters relating to the WHS. This may relate to planning applications that may affect the OUV of the WHS and status of the WHS Management and Action Plans. Management /Action Plans are developed to raise the quality of the landscape in a sustainable manner.

The 2019-2023 Action Plan identifies tasks required to meet the aim and objectives of the 2013-2023 Causeway Coast AONB Management Plan. All, actions are designed to raise the quality of the landscape.

Additional education and community engagement benefit.

The MP reflects statutory policies and plans and aims to direct stakeholder actions to protect the unique character of Antrim Coast and Glens AONB and its natural, built and cultural heritage. It presents a vision, aims and objectives for the AONB over the next 10 years.

Project commenced in 2018. Winter sets 2020-21 were not undertaken due to Covid 19 restrictions. Monitoring work is a research tool to consider if and when intervention is needed to maintain or improve the landscape quality. Summer FPP commenced 30/6/21: Autumn sets due.

Ongoing work by DAERA NIEA NED BCS Team. Priority Species and habitat management are assessed with a view to sustaining and improving species numbers and diversity where appropriate.

LDP Preferred Options Paper published in June 2018. Next step will be to publish the draft Plan Strategy in line with published LDP Timetable (subject to review).

Supporting an LIFE+ EU application on invasive species control for Rathlin Island. Various designations over Island. Work to be initiated in the future.

Landscape monitoring in order to further management of area:

- Camera fixed the Roe Estuary
- Camera and weather station installed Altikeeragh Bog ASSI bog.

Farmland managed an improved sustainable way.

Highlight benefits of conservation grazing.

Education and community engagement benefits

Invasive species eradication

Improved access to environmental resources and therefore inclusivity within AONB

Strong engagement with community through volunteers students and Community Groups.



**WHO IS BETTER OFF?**

The Causeway Coast and Glens area contains a significant number of designated areas, including 4 AONBs, 14 SACs, 3 SPAs, 3 Ramsars, 1 World heritage Site, 12 NNRs, and 63 ASSIs. These areas form the corner stone of nature and geo-conservation efforts in the area; these are achieved through regulatory protection activity, promotional and on-the-ground actions by land owners, land managers, citizens and other parties/organisations.

**(a) Skills and Knowledge**

Knowledge has been increased by engagement with the farming community, community groups, schools, universities on how to manage and further sustainable practice on the land and landscape. Also increase in disability resource access. No specific feedback.

**(b) Attitude**

No specific data based on surveys/questionnaires this quarter.

**(c) Behaviour**

It is hoped that the community will avail of the new trails in Binevenagh and thereby increase both physical and mental health but again no specific data. Covid has strongly affected access to the countryside.

**(d) Circumstances**

No data.

## IMPROVE 'A THRIVING ECONOMY' ECONOMIC/EDUCATION/TOURISM ACTIONS 29-44

### ACTION 23

#### WHAT DID WE SAY WE WOULD DO? - ACTION 23

Partners will work towards a post Covid-19 recovery in key business sectors using existing programmes and government interventions.

In conjunction with the development of a new Economic Development Strategy, a Recovery Plan to help those sectors in the area worst-affected by the COVID 19, to form part of a NI wide recovery plan.

#### HOW MUCH DID WE DO?

Programmes such as Alchemy and Digital Causeway continue to help existing businesses – see Action 31.

Collaboration between stakeholders will seek to support businesses so they can move forward – see Action 26.

#### HOW WELL DID WE DO IT?

Alchemy Business Support:

In terms of the quarterly target of 25,  
Businesses receiving mentoring = 152%

Digital Causeway Programme:

In terms of the quarterly target of 15, Businesses receiving mentoring = 140%

#### WHO IS BETTER OFF?

Nothing to report as yet.

**ACTION 24**

**WHAT DID WE SAY WE WOULD DO? - ACTION 24**

**Develop a new Economic Development Strategy for the region (2020 - 2035).**

**HOW MUCH DID WE DO?**

- One robust economic area profile to be developed
- Review all key regional and local strategic policies
- Conduct at least one consultation with key stakeholders
- Identify at least one new key strategic priority
- Examine all external funding opportunities
- Define roles of all key delivery partners

**HOW WELL DID WE DO IT?**

- 100% - Economic area profile completed by Grant Thornton
- 100% - All key local/regional strategic policies reviewed prior to development of EDS
- 100% - Consultations took place with all key stakeholders prior to development of EDS. Public Consultation took place on draft EDS.
- 100% - Growth Deal projects identified as key economic driver for next 10-15 years
- 100% - External funding opportunities has been identified including: Growth Deal, Complementary Fund, Levelling Up, Peace Plus
- 0% - Roles of delivery partners will be determined in line with project needs

**WHO IS BETTER OFF?**

EDS has been developed under two themes, Recovery and Renewal, with the aspiration of improving the lives of every citizen within the borough through:

Recovery – Labour Market Activation and Business Starts/ Survival

Renewal – Business Evolution, Connected Borough, Green Borough and Renewed Place

Further analysis of impact of EDS will be assessed in future reports.

## ACTION 25

### WHAT DID WE SAY WE WOULD DO? - ACTION 25

To promote the unique offer of the Atlantic Link Enterprise Campus (ALEC) located within the Causeway Coast and Glens area.

### HOW MUCH DID WE DO?

- Re-establish new ALEC Project Board
- Appoint new Property Agent to market the site.
- Develop a new market and communication plan.
- Revisit existing ALEC Development Brief

### HOW WELL DID WE DO IT?

- 100% - two Project Board meeting in Q1.
- Pending – Council currently tendering for a new Professional Property Framework
- 50% - new marketing and communication plan prepared.
- Pending – will being developed when new Property Agent appointed.
- Tax Brief procured and completed to evidence need for input from Department for Economy

### WHO IS BETTER OFF?

The current commercial property market within Northern Ireland is suffering from a lack of occupier and investor confidence because of COVID-19. In addition, the impact of Brexit has also resulted in a stagnant demand for property across NI.

**ACTION 26**

**WHAT DID WE SAY WE WOULD DO? - ACTION 26**

**To enhance the capability of businesses to enter and expand outside markets separate to NI; and the external businesses to see the region as a potential area to invest.**

**HOW MUCH DID WE DO?**

- Run pilot scheme – ‘New Exporters Partnership Initiative (with INI)

**HOW WELL DID WE DO IT?**

- 0% - Pilot scheme to be launched in Q3/4 2021/22.

**WHO IS BETTER OFF?**

Council seeks to raise awareness and activity of local businesses in external markets. Working in Partnership with Invest NI, the development of ‘New Exporters’ Partnership Initiative will provide valuable expertise and understanding to local businesses on how to approach exporting. This initiative is due to start in September 2021.

**ACTION 27**

**WHAT DID WE SAY WE WOULD DO? - ACTION 27**

**To increase the level of innovation in the Causeway Coast and Glens area.**

**HOW MUCH DID WE DO?**

Still too early to quantify. This has been compounded by the impact of the COVID-19 pandemic over the last 12 months.

Increasing the level of innovation will be a key priority to enable economic recovery and rebuild

**HOW WELL DID WE DO IT?**

Still too early to quantify.

## ACTION 27 CONTINUED

## WHO IS BETTER OFF?

- Still too early to determine. As previously noted, via the 'Growth Deal', the Economic Advisory Group (EAG) will oversee the delivery of emerging strategic investment projects that will increase the level of Innovation in the area.
- A high level Sub Group of relevant partners has been set up to review strategic projects relating to the Innovation pillar of the Growth Deal. First meeting was in April. An "Innovation Opportunities" Working Group has also been established to explore wider Strategic opportunities. Led by Invest NI Senior representatives from Council, Regional Colleges and University are involved.
- The following Strategic Projects are considered catalyst to improving the level of Innovation in the area and being progressed via the 'Growth Deal' funding mechanism:
  - Enterprise Zone Digital Innovation Hub.
  - School of Veterinary Medicine at UU;
  - Centre for Drug Discovery and Pharmaceutical Innovation.
  - Foodovation Centre at NWRC.
- An "Innovation Opportunities" Working Group has also been established to explore wider Strategic opportunities. Led by Invest NI Senior representatives from Council, Regional Colleges and University are involved.
- Operationally a partnership action plan has now been developed for the Borough. Key actions in this plan include;
  - Promotion of incentives to encourage businesses to innovate to respond to emerging market opportunities post COVID-19 and EU Exit e.g. competitive calls, Manufacturing 4.0 & 'Green Economy'. More generally, work in partnership to improve innovation activity in the CC&GBC area via the Innovation Accreditation Scheme / Innovation Vouchers etc.
  - Delivery of the Digital Infrastructure Strategy for the Causeway Coast and Glen's area. Specifically, support businesses to adopt and exploit digital technologies to improve competitiveness & business resilience.
  - Enhanced Digital Infrastructure in the Causeway Coast and Glen's area – Project Stratum etc...(May also align with Growth Deal project)
  - Working with partners to encourage and support businesses in a drive towards a Low Carbon 'Green' Economy
  - Re-engagement has commenced with Innovate NI to increase the levels of innovation diagnostics being undertaken and award accreditations. Base Awards presently at 20 per annum. A number of Promotional events starting with a Recognition event for those businesses accredited to date will commence during Quarter 3

**ACTION 28****WHAT DID WE SAY WE WOULD DO? - ACTION 28****Develop a Digital Infrastructure Strategy for the Causeway Coast and Glens area.****HOW MUCH DID WE DO?**

- Develop a Digital Infrastructure Strategy
- Appoint a specialist digital advisory team
- Identify innovative urban and rural connectivity schemes
- Implement connectivity schemes
- Roll out FFNI to 51 sites within borough
- Continue promotion of Gigabit Voucher Scheme

**HOW WELL DID WE DO IT?**

- 100% - Digital Infrastructure Strategy developed
- 100% - GreySky Consultancy appointed as specialist digital advisory team
- 100% - FFNI, Project Stratum, Gigabit Vouchers, WAN funding identified as innovative urban and rural connectivity schemes
- 50% - FFNI and Project Stratum have commenced implementation phases. Gigabit Voucher scheme re-launched in April 2021. Council seeking to apply for additional LFFN funds.
- 100% of Councils FFNI sites surveyed. 57% of Councils sites now FFNI fully installed.
- 50% Gigabit Voucher Scheme re-launched - Council is actively promoting.

**WHO IS BETTER OFF?**

Digital Infrastructure Strategy (DIS) outlines the approach Council will take to improve the lives of all citizens within the borough. The strategy has identified three key themes: Digital Infrastructure, Digital Skills and the Digital Sector. Detailed analysis of impacts will take place in future reports

## ACTION 29

### WHAT DID WE SAY WE WOULD DO? - ACTION 29

**Support in developing of the Causeway Workforce Development Forum supporting educational and skills initiatives within the Causeway Coast and Glens area.**

### HOW MUCH DID WE DO?

- Engage external consultant to develop a new Labour Market Partnership Action Plan by April 2021.
- Provide support to WDF related initiatives.
- Quarterly meeting of WDF

### HOW WELL DID WE DO IT?

- 100% - New Labour Market Partnership Strategy & Action Plan completed in Q1 2021/22.
- 100% - support provided to Causeway Up Programme.
- 100% - WDF met in May, July & Sept 2021.
- 100% support provided for Hospitality Upskilling course in July 2021

### WHO IS BETTER OFF?

Post September 2021 the WDF will be replaced by Causeway Labour Market Partnership (CLMP). The membership of the group will be revisited along with a clear programme of actions/activities identified for the 2021/22 period. The Partnership will work very closely with DfC and other NI Councils in the delivery of their respective Action Plans. The focus of the CLMP will focus on employability, skills and education initiatives.



**ACTION 30**

**WHAT DID WE SAY WE WOULD DO? - ACTION 30**

**Develop a new Energy Strategy for the Causeway Coast and Glens area.**

**HOW MUCH DID WE DO?**

- Identify commercial viability within energy markets
- Develop a TOR for Energy Strategy
- Appoint a specialist advisor/team
- Engage with local large scale energy users
- Engage in soft market sounding
- Develop a project plan outlining key milestones
- Form a local collaborative energy group
- Support a local energy initiative
- Develop an energy application for the borough (Innovate UK/ BEIS).

**HOW WELL DID WE DO IT?**

- 100% - Council considering energy projects as part of Growth Deal
- 0% - TOR for Energy Strategy to be developed
- 0% - Specialist advisor/team to be appointed
- 0% - No engagement with local large scale energy users this quarter
- 0% - No engagement in soft market sounding this quarter
- 0% Develop a project plan outlining key milestones
- 0% - Local collaborative energy group to be formed
- 100% - Council continuing to provide financial and promotional assistance for Girona Project
- 0% - Energy application for borough yet to be developed

**WHO IS BETTER OFF?**

Energy strategy will be developed following the outcome of DfE consultation on the new Northern Ireland Energy Strategy launched 31st March 2021. The consultation closed 2nd July 2021 and it is expected that DfE will publish final Energy Strategy in late autumn 2021

**ACTION 31**

**WHAT DID WE SAY WE WOULD DO? - ACTION 31**

**To increase the level of entrepreneurship and indigenous business growth in the Borough**

**HOW MUCH DID WE DO?**

**NI Business Start Up Programme:**

July – Sept 2021 has delivered

- 135 Business Plan Approvals which equates to 81 jobs.

**Alchemy Business Support:**

July – Sept 2021 has delivered

- 38 participants registered
- 38 receiving mentoring
- 1 client status referrals to Invest NI
- 7 business workshops delivered
- 5 referrals to other stakeholders' support initiatives

**Digital Causeway Programme:**

July – Sept 2021 has delivered

- 21 participants registered
- 431 hours of mentoring provided
- 2 businesses referred to other support

**Enterprise Fund:**

Council's Enterprise Fund for businesses less than 2 years old, opened for applications on Monday 12th April 2021 and closed at noon on Friday 14th May 2021. 34 applications were received and following scoring, 15 scored above the 65% threshold.

**Exploring Enterprise Programme:**

July – Sept 2021 has delivered

- Between 1st April - 30th September 2021, 1 course has been completed and another 2 are underway.

**Learn to Earn Programme:**

Annual report outstanding

**Digital Youth Programme:**

Council has commenced a procurement process for the appointment of a suitable organisation to deliver a Digital Youth Programme for Secondary Schools throughout the Borough.

**HOW WELL DID WE DO IT?**

**NI Business Start Up Programme:**

81 jobs = 64% of annual statutory target.

**Alchemy Business Support:**

In terms of the quarterly target of 25,  
Businesses receiving mentoring = 152%

**Digital Causeway Programme:**

In terms of the quarterly target of 15, Businesses receiving mentoring = 140%

**Enterprise Fund:**

Against an annual budget of £50,000, 15 businesses are being supported to the value of £62,382 = 124.8%

**Exploring Enterprise Programme:**

In terms of the annual target of 66, Between 1st April - 30th September 2021, 28 individuals had enrolled = 42.4%

**Learn to Earn Programme:**

Awaiting report from facilitator

**Digital Youth Programme:**

Nothing to report at this stage.

**WHO IS BETTER OFF?**

The final evaluation of the NI Business Start Up Programme that completed on 31st March 2021 should be completed by mid-October 2021 (this quarter saw the start of a follow-on programme that is effectively the same as the previous one). This evaluation will provide qualitative information from the programme participants.

Evaluations for other programmes are expected as follows:

Alchemy Growth – September 2021 and June 2023

Digital Causeway – mid-term evaluation in October 2021 and final evaluation in June 2023

Exploring Enterprise – Annual Report in July 2021 and final evaluation in June 2023

Learn to Earn – Annual Report in July 2021 and final evaluation in June 2023.

## ACTION 32

### WHAT DID WE SAY WE WOULD DO? - ACTION 32

**Enhance and develop economic opportunities for Individuals and businesses located within the Causeway Coast and Glens to establish a high level, solution-driven Causeway Town Management Advisory Group Network to focus on developing and delivering collaborative town centre management projects, addressing safe, clean and green ethos across the 4 main towns Ballycastle, Ballymoney, Coleraine and Limavady.**

**Working with partner organisations to provide synergy with developing infrastructure plans and action plans to address active transport initiatives, masterplan proposals and the renewal and transformation of our town centres as places to be.**

### HOW MUCH DID WE DO?

- Proposal to set up town forums for 6 towns within the Borough:
- Minimum of 2 gatherings per annum per town

#### Initial towns:

- Ballymoney
- Ballycastle
- Coleraine
- Limavady
- Portrush / Portstewart

### HOW WELL DID WE DO IT?

#### Town Forums will:

- Advise on place/town management
- Develop ideas based on feedback from town centre perception surveys
- Terms of reference for each Forum – participants will sign up
- Agenda for each Forum will be town specific

### WHO IS BETTER OFF?

Will be completed once town forums are established and evaluation feedback collected from participants

**ACTION 33**

**WHAT DID WE SAY WE WOULD DO? - ACTION 33**

To co-ordinate actions to increase skills within Causeway Coast and Glens area. It is envisaged that this will be in the form of the development of a learning partnership which will take forward a range of specific targeted actions to meet the local industry needs.

The overarching aim is to develop a coordinated plan focussing on developing literacy, numeracy, and IT skills.

**HOW MUCH DID WE DO?**

- No. of 16–64-year-olds attaining a Level 2 qualification in English and/or Maths per annum in the CC&GA
- No. of English and Maths programmes/courses offered per annum by associated partners

**HOW WELL DID WE DO IT?**

- 85% of participants/clients completing the course - Retention
- 50% of participants/clients attaining target qualification - Achievement
- Participant/client satisfaction rates - 100% of completing participants rating the provision as good or better

**WHO IS BETTER OFF?**

**Skills and knowledge** – the qualifications deficit of 1.7% in the CC&GA and NI average will decrease.

**Circumstances** – qualification levels from Level 2 and beyond will increase.

Measure Number	Measure Descriptor	Data
1	% CC&GA population attaining a Level 2 qualification in Literacy, Numeracy & ICT	TBC end Oct 2021
2	% increase in number of Literacy, Numeracy & ICT courses/programmes offered in the CC&GA area	TBC end Oct 2021
3	% decrease of population with no formal qualifications	NISRA data source?

- Data requirement necessary from NISRA or similar external data sources

**ACTION 34****WHAT DID WE SAY WE WOULD DO? - ACTION 34**

**Causeway Coast and Glens will benefit from a thriving and sustainable visitor economy. It will provide a welcoming, year-round, high quality visitor experience, generate opportunities for quality employment, protect its built and natural environment, and will aim to balance the growth of the economy without having a detrimental impact on the health and wellbeing of local communities.**

**HOW MUCH DID WE DO?**

Supporting the survival/recovery of tourism and hospitality businesses within the Borough which have been decimated by the Covid 19 pandemic has been the focus of work for the past 18 months.

- #open for business campaign 2021- Social media campaign offered to local businesses free of charge to help promote their reopening offers, new products etc
- VIC performance figures
- Social media figures
- New product launch
- 'Picture This' – rural tourism driving route
- Autumn/ winter training programme
- Tourism Excellence Programme

**HOW WELL DID WE DO IT?**

Total that have been published as of

- 01/09/ 2021: 106
- Total reach across published #OpenForBusiness posts: 1,201,495
- Average reach per post: 111,665
- Total comments for published #OpenForBusiness posts: 10,438
- Average comments per post: 101
- Total likes for published
- #OpenForBusiness posts: 10,604
- Average likes per post: 103
- Total link clicks for published #OpenForBusiness posts: 10,730
- Average clicks per post: 104
- The VIC's are working with 66 local crafters and 19 business offering 39 different experiences on our direct booking service.
- New collaboration with Taste Causeway and Naturally North Coast and Glens has seen the VIC's being the 'shop window' for over 100 local artisan craft providers, food producers and authors from within the Destination. The success of these collaborations has seen businesses flourish.

- Facebook: 32k to 42.6k page followers (33.1% increase)
- Instagram: 17.5k (9.4% increase)
- Twitter: 13.2k (includes both @visitcauseway and @ccagtourismteam) (32% increase) % increase since Mar 2021 – Sept 2021
- ‘Picture This’ is designed to offer visitors an alternative driving route through the CCAG away from the coastal ‘honeypots’. The route consists of eight structures that frame the local vista located at: Red Bay, Cushendall; Altarichard, Ballymoney; Portneal, Kilrea; Garvagh Forest, Garvagh; Camus Picnic Area, Coleraine; Tunnel Brae, Castlerock; Swann’s Bridge, Magilligan and Burnfoot, Dungiven. Alongside the frames, itineraries have been developed that promote activities and experiences adjacent to, and along the trail.
- Based on the needs of the trade identified in our recent survey, a training programme has been developed. The ‘taster sessions’ will take place between November and March.
- Following the success of the pilot TEP programme the Tourism team are running another programme for 21/22.
- Overall, the programme has been deemed to be a resounding success helping business in a variety of ways including capitalising on trends, helping to breathe new life back into the business, digital growth, gaining knowledge and industry contacts, with one business experiencing growth to the point that they were able to employ an additional member of staff for the 2021 season.
- The Tourism Excellence Programme was a collaboration between Causeway Coast and Glens Tourism and Business Support teams, using Alchemy and Digital Causeway mentors. Delivery was through a series of one-to-many workshops as well as one-to-one mentoring Industry signups.

#### WHO IS BETTER OFF?

This has been a very busy summer season and anecdotal evidence would imply the season was extremely busy with people taking staycations. There was a significant rise in the number of visitors from ROI.

The team are continuing to talk to our trade to ascertain what way we can assist with their recovery in relation to training and the recruitment of staff.

