

A BETTER FUTURE TOGETHER

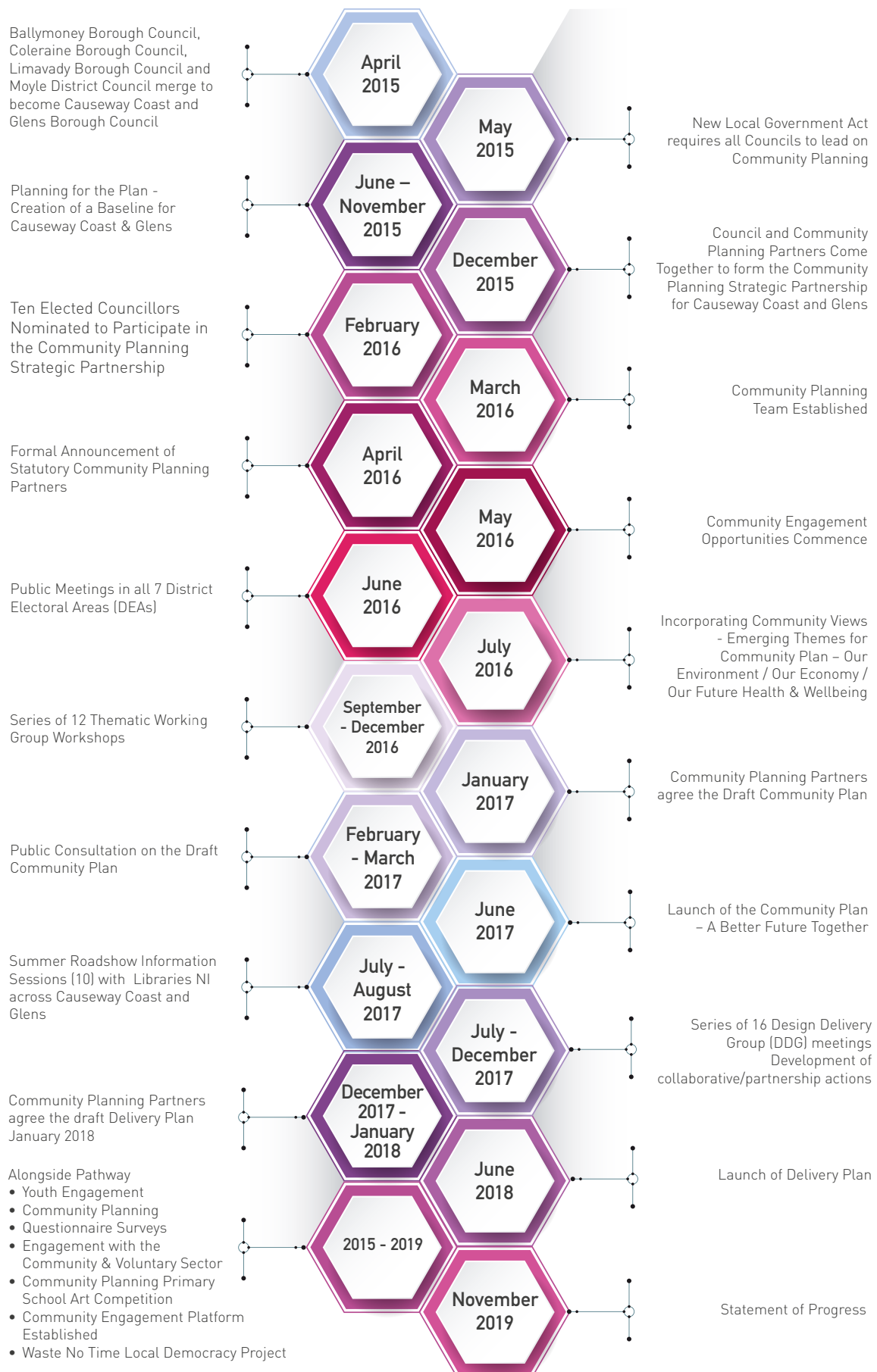
Statement of Progress

November 2019



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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FOREWORD

This is the first public 'Statement of Progress' presented by the Causeway Coast and Glens Community Planning Strategic Partnership following its formation in December 2015 as a result of the Local Government Act (Northern Ireland) 2014.

In June 2017, the Partnership provided a Community Planning framework for the Causeway Coast and Glens area to build upon the collective strengths of our statutory and community partners in order to address locally identified issues. This phase of work was progressed through the creation of our 'Delivery Plan' in June 2018. During the past two years we have been actively pursuing better outcomes for everyone within the Causeway Coast and Glens area. This has been achieved through the careful crafting and delivery of forty four 'Actions'.

Our 'Statement of Progress' provides an outline of the range of 'Actions' which have led to an array of positive outcomes having been achieved in a short space of time. Since our formation we have embraced a collaborative/partnership approach to making positive change for everyone within the Causeway Coast and Glens area.

The monitoring and reporting process we undertook has been significant to this evolving process and we are pleased to present our successful findings at this time. We are committed to continuing to make positive change and to further develop our Community Plan in making 'A Better Future Together'. We acknowledge the excellent work which has already taken place and we look forward to building upon our established foundations.

Alderman George Duddy - Chair
Trisha Ward (Libraries NI) Vice-chair
Causeway Coast and Glens Community Planning Strategic Partnership
November 2019

INTRODUCTION

The purpose of this 'Statement of Progress' is to provide the public with a published statement highlighting progress on the outcomes and actions taken by the Causeway Coast and Glens Community Planning Strategic Partnership in delivering the Community Plan for the Causeway Coast and Glens area.

A collaborative/partnership approach was undertaken by the Partnership in order to create a comprehensive range of forty four actions to help address identified needs within the Causeway Coast and Glens area. This document provides an evidence-based review of the Outcomes achieved to date by our statutory and community supporting partners in helping to deliver better services to improve the lives of everyone within the Causeway Coast and Glens area.

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 & Social Wellbeing, Economy and Environment – whose members drawn from the community & voluntary, private and statutory sectors and residents of the Borough, 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		Area based recorded crime rates	% of active volunteers	Investment in our natural & built landscapes	% of premises with broadband at or above 30Mbps
	Prescription rates for mood and anxiety disorder drugs	% of children in care at 19 are in education, training or employment		Police recorded road traffic collision casualties		% of Blue Flag for Beaches and Resort Seaside Awards	House Condition Surveys
	% of population in poverty before housing costs					Annual litter offences / no. of fly-tipping incidents	Availability of 'Supported Housing'
						Greenways, walking routes, canoe trails and cycle paths	

KEY

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



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	No. of available Early Years places
% 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				Export activity		

Community Planning Data Analysis Baseline Report Update 2019 can be accessed via the following link:

www.tiny.cc/3udaez



GOOD NEWS STORIES

A HEALTHY SAFE COMMUNITY

DEMENTIA FRIENDLY EVENTS AT FLOWERFIELD ARTS CENTRE

Working together through the Community Planning Health and Culture Working Group, Flowerfield Arts Centre and the Northern Health and Social Care Trust organised two Dementia Friendly Tea Dances which took place in March 2019.

'Over The Hill Collective', a group from Belfast who were specifically formed to cater for older musicians within the creative industries provided the music for the dances. The set list included music from the 1940s through to the 1970s and although featuring some classic songs, it also tapped into some less popular numbers which sparked memories and reminiscences. 'Over the Hill Collective' who have delivered many partnership projects for people with dementia, special needs and various abilities, provided some dressing up props and percussion instruments so everyone could get fully involved.

There was a capacity audience of 60 people from across the Causeway Coast and Glens Borough at each dance and engagement with a wide range of individuals including older people, carers and people with dementia and adults with learning disabilities.



A HEALTHY SAFE COMMUNITY

COMMUNITY HEALTH LITERACY WORKSHOP

In May 2019, Community Planning partners hosted a workshop to consider the importance of health literacy and its effect on health inequalities in the local area.

Thirty two participants attended from the statutory, community and voluntary sectors. The programme included a range of health literacy experts who spoke of the risks to health and wellbeing of poor health literacy and, more positively, examples of good practice that could inform local action. Presentations were followed by wide ranging group discussions on how best to promote future action to improve health literacy.

Ten key messages emerged from the workshop including:

- Health Literacy is everyone's business;
- Partnership and collaborative working is key to success;
- Make the system work for the person / patient and not the converse.

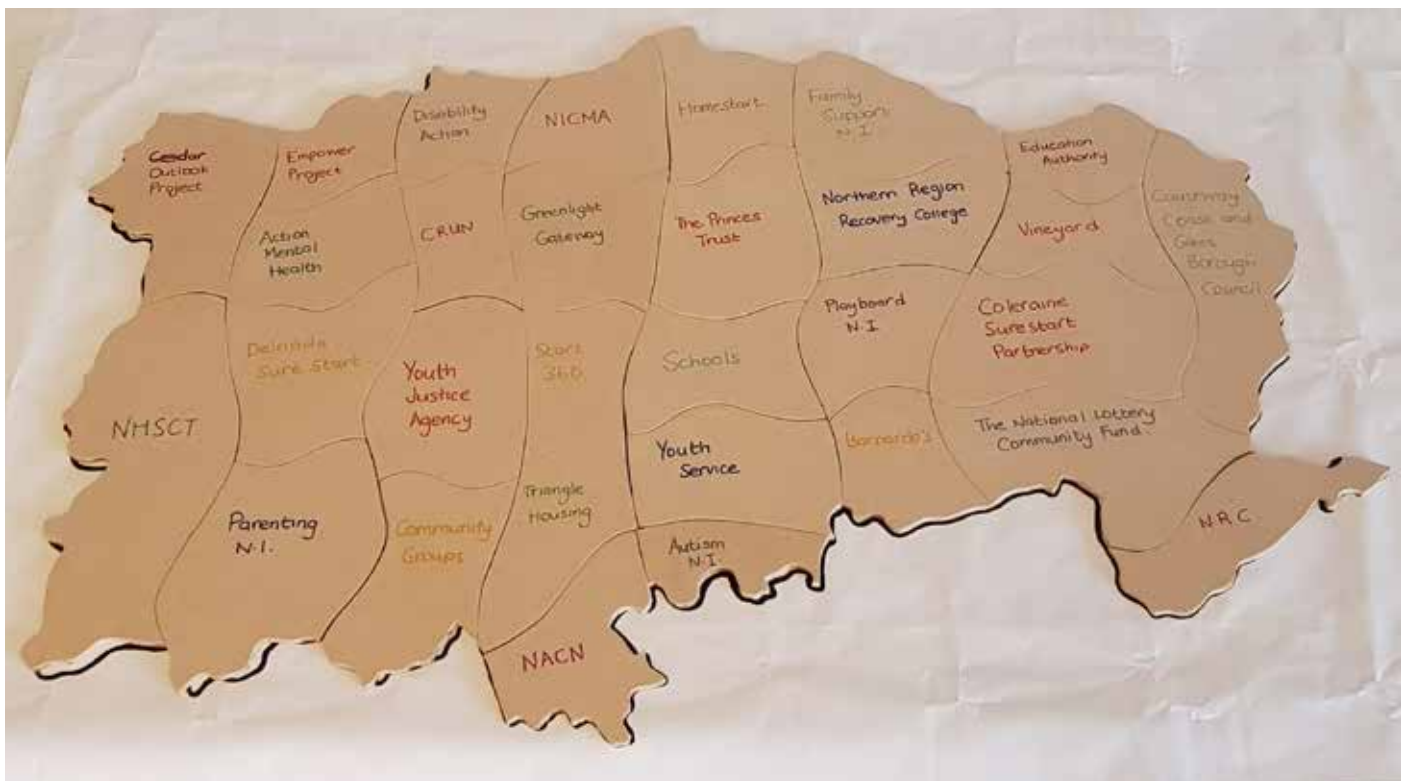
Work is currently underway to develop and implement with partners a number of actions to address identified issues



A HEALTHY SAFE COMMUNITY

CONNECTING CHILDREN & YOUNG PEOPLE

A networking connections event was held in February 2019 in The Royal Court, Portrush bringing together organisations that provide services for children and young people. In excess of 20 organisations provided information on the day regarding their services, with over 80 individuals attending. On the day photographs were taken of new connections that were made, and a 6 month follow up will be completed to explore whether these connections have continued and whether any links have been made to work in partnership.



A HEALTHY SAFE COMMUNITY

PARTICIPATION IN PHYSICAL ACTIVITY

RESTORATIVE YOGA

A client from Ballycastle, was diagnosed with fibromyalgia and clinical depression 3 years ago. As a result of the fibromyalgia and depression, along with medication, she gained 7 stone in weight and was then diagnosed clinically obese. Through her GP she was referred to the scheme at the Sheskburn Recreation Centre in Causeway Coast and Glens Borough Council, where she participated in regular gym sessions. It was felt that she would benefit from restorative yoga which is a practice that mainly involves slowing down and opening your body through passive stretching. Restorative classes are very mellow, making them a good complement to more active practices and an excellent antidote to stress.

After 3 years of attending the yoga classes, supported by the Every Body Active 2020 programme, the client maintains that they are a weekly part of her routine. As well as noticing physical health benefits, she praises the restorative yoga classes for the improvement on her mental well-being, which she values an important aspect in life. *“Without the input from members of staff and my regular restorative yoga, I don’t believe that I’d be as healthy as what I am today”.*

JUMP INTO GYMNASTICS

In September 2018 British Gymnastics launched their Jump into Gymnastics project in Dungiven Sports Centre as part of the Every Body Active 2020 programme. The aim of the project was to create structured training as part of a long term gymnastics development programme. With 44 girls and 4 boys taking part, the age ranged from 5 to 12 year olds. The target was to fill 40 places by the end of 2018, the success of the programme was seen when this target was achieved by September 2018 with 25 children on a waiting list. By September 2019 the aim is to have 80 places available in the Dungiven centre. The long term goal for the programme is to sustain participation.

CAUSEWAY COAST & GLENS RUGBY INITIATIVE

In partnership with Ulster Rugby & IRFU the Causeway Coast and Glens Borough Council delivered a partner project with the aim to develop Rugby within the Causeway area. The project has a focus on non-traditional Rugby primary schools and specifically target people living with a disability and young girls. The project encourages participation in the sport of rugby and provides links to the Peace VI Out of School Initiative.



A HEALTHY SAFE COMMUNITY

CAUSEWAY COAST AND GLENS MULTI-AGENCY SUPPORT HUB

Vulnerable people living across the Causeway Coast and Glens area are benefiting from a new multi-agency support hub launched in February 2018; the Support Hub encourages an ethos of working together to provide appropriate assistance to those in need. The initiative which involves Causeway Coast and Glens Borough Council, the Department of Justice, PSNI, Housing Executive, Health Trust, Northern Ireland Fire and Rescue Service and other statutory agencies, was developed as part of the Community Plan for the area which provides a long-term vision for the future based on needs, priorities and opportunities.

The multi-agency approach of the Support Hub helps to create a fuller picture around the person or family unit allowing for early interventions to reduce vulnerability and improve well-being. Information sharing between the partners means individuals and groups are getting the right help for their particular circumstances.

Since February 2018, 35 people have been helped in a number of ways. Some have been supported directly by 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 now looking to partner with other groups throughout the Causeway Coast and Glens area in order to help as many people as possible.



A HEALTHY SAFE COMMUNITY

CYBERSAFE

Over 1000 pupils from across the Causeway Coast and Glens area received important lessons about online safety at the 'Don't Worry Be #appy' Internet Resilience and Safety conference held at the Ulster University in Coleraine.

The Conference was the first of its kind for the area. It was organised by Causeway Coast and Glens Policing and Community Safety Partnership (PCSP) in partnership with the NSPCC, Western Health and Social Care Trust, Northern Health and Social Care Trust and the Education Authority.

The aim of the conference was to help educate young people about how to keep safe, well and healthy online whilst also respecting that the digital world is important to them, their lives and future careers.

The day ended with an insightful talk from ChildLine vlogger Maja who provided information on how to keep yourself healthy online and the support measures which are available.

Speaking about the project, PCSP Chairperson, Councillor Margaret Anne McKillop said: *"The internet is a wonderful world to be part of. We recognise that there are many exciting opportunities for young people online, including recreation, learning, careers and education. However we also know that there can be real dangers and it is important to make our young people aware of this. Through projects like this, Causeway Coast and Glens PCSP is committed to help protect young people from the worst the digital world has to offer by providing them with the tools they need to keep them safe online and build resilience. We are delighted that over 1000 post-primary pupils have benefitted from today's conference."*



A SUSTAINABLE ACCESSIBLE ENVIRONMENT

THE 'DON'T MOW LET IT GROW' CAMPAIGN

Causeway Coast and Glens Borough Council in collaboration with Department for Infrastructure (DFI) Roads Service identified a number of sites which would be suitable to promote a more bio-diverse method of grass management. These included grass verges and a number of Causeway Coast and Glens Borough Council owned sites throughout the Borough. The intention was to reduce grass cutting saving time and cost by allowing nature to flourish for the benefit of our insect and bird life.

DFI and Causeway Coast and Glens Borough Council both agreed on verges which would not impact on sight lines if allowed to grow and flourish. By cutting once in September and removing the cuttings, this has promoted the re-establishment of native species wild flowers.

This approach has worked as we are now seeing orchids and other wild flowers starting to re-establish themselves where there used to be no flowers. This has added benefit to insects and other pollinators who can flourish through having greater food supplies.



Orchids, Buttercups & Clover,
Drumcroone Road



Knapweed at Portaneevy



Cuckoo flowers at
Greysteel Glen

A SUSTAINABLE ACCESSIBLE ENVIRONMENT

LEADING THE WAY WITH INCLUSIVE CAR-PARKING

Dunluce Avenue car park in Portrush has been awarded not only the Disabled Parking Accreditation (DPA) award but also the Park Mark Safer Parking Award.

This Disabled Parking Accreditation award recognises off-street car parks that are accessible to disabled people. It is an independent not-for-profit scheme run by Disabled Motoring UK and managed by the British Parking Association. The DPA aims to provide parking for disabled motorists and reduce the abuse of disabled bays. Car Parks that achieve the DPA will be demonstrating to their customers that they are committed to creating high quality parking facilities for disabled people.

The Safer Parking Scheme is administered by the British Parking Association and is a national standard for UK car parks that have low crime and measures in place to ensure the safety of people and vehicles.

A Park Mark is awarded to each car park that achieves the challenging standards. The distinctive Park Mark signage helps drivers find car parks where they can confidently leave their vehicle, knowing the environment is safer.

Whilst there are other private facilities in Northern Ireland which hold these awards, Causeway Coast and Glens and Borough Council now hold the distinction of being the first and only local authority in Northern Ireland to gain these prestigious Awards.



A SUSTAINABLE ACCESSIBLE ENVIRONMENT

CAUSEWAY COMMUNITY FRIDGE NETWORK

Community Fridges originated in Europe and the concept has now arrived in the UK. In summary, Community Fridges are spaces where people and businesses can share food that would otherwise be landfilled. Following discussions with Hubbub, Cloughmills Community Action Team (supported by Causeway Coast and Glens Borough Council, Sainsbury's and Bosch) introduced the first Community Fridge into Northern Ireland.

The Cloughmills Fridge is located at the Old Mill, Cloughmills and forms part of the wider community food project at the site. The fridge opened in August 2017 and in 2018 3.1 tonnes of food was diverted from landfill and used by a wide cross section of people across the community. Food is now left in the fridge space by local shops and retail outlets as well as members of the public. When more unusual or greater quantities of some foods are available volunteers have developed recipes to encourage the use of these items. The Community Action Team also shares harvest gluts from their polytunnels and community garden through the Community Fridge.

Encouraged by this example a group of individuals in Dungiven approached Council with a view to establishing a Community Fridge there. This has been operational since October 2018 and although smaller in scale it is well supported by enthusiastic local shops and the community. A third Community Fridge in the Causeway Coast and Glens area is now being developed as part of the Cornfield Project in Coleraine and supported by Focus on Family and Millburn Community Association.

Community Fridges are spaces where people not only can donate or take food but also where conversations around food waste happen. Some visitors report that they feel good about leaving food knowing it will not go to waste while others say they feel like they are actively doing something to prevent waste by taking food. The Causeway Community Fridge Network is growing and communities supported by Council are taking the initiative in developing sustainable waste prevention activities at the local level.



A THRIVING ECONOMY

OUTCOMES FOR ALCHEMY 2018-2019

The Alchemy Programme aims to stimulate economic growth by providing up to 5 days FREE bespoke mentoring support and skills development to ambitious indigenous businesses in the Causeway Coast and Glens area.

In the financial year 2018-2019 ...

- 337 businesses registered on the programme (Were engaged with by providing info, signposting, attending events/workshops, mentoring)
- 187 went on to receive one-to-one mentoring support
- 82 referrals were made to partner support organisations (For funding, business programmes, innovation vouchers etc.)
- 74.5 jobs were created (from 28 different businesses)

ALCHEMY BUSINESS CASE STUDY

One business in particular which shows the success of the programme and the impact of support is Coastal Core (Training & Ambulance Service) based in Limavady. Alchemy supported them to develop a strategic growth plan to move the business forward, design their HR framework, policies, etc., and assisted them to apply to Invest NI for further support and financial assistance.

The outcomes from the support given to the business are:-

- 40%+ business growth
- 3 more ambulances added to the fleet
- Successful tender for NHS non-emergency ambulance service contract
- Creation of 18 jobs



A THRIVING ECONOMY

THE DIGITAL CITIZEN PROJECT: GET ONLINE, STAY CONNECTED

The Digital Citizen project is delivered by Libraries NI and funded by the Northern Ireland Department for Communities. (Life Opportunities) and Department for Agriculture, Environment and Rural Affairs. The project tackles the serious digital skills deficit by delivering digital learning opportunities across the Libraries NI network and in community settings.

A Digital Citizen has the skills required to use digital technology purposefully and confidently to communicate, find information, purchase goods/services, problem solve and create content. There are ten public libraries in the Causeway Coast and Glens area where classes and workshops were delivered.

In addition there was training delivered in the community for example in Armoy Community Association, Kilrea Fold, Ballykelly Men's Shed, and the Diamond Club Garvagh.

A team of six trainers delivered free tailored training programmes, group sessions and one-to-one support, promoted as eClinics covering:

- eClinics: phone settings, e-mail, password help
- Group Sessions: introduction to the iPad, scam awareness
- Short Courses: taking and editing photos on an iPad, keeping yourself and your children safe online – privacy and security settings

In the Causeway Coast and Glens area 201 learning opportunities were delivered between September 2018 and April 2019.

DUNGIVEN *"Entire course has been very beneficial and I find I have gained lots of confidence in using iPads and tablets. Excellent course and extremely well delivered by tutor. This has really changed the way I will live and has opened doors to the digital world."*

PORTRUSH *"I am now familiar with Libby & PayPal and will incorporate these skills into my everyday life as well as helping my husband because I am now familiar with Libby."*

GARVAGH *"I feel much more confident about using my iPad whereas before I was afraid to try things"*

A THRIVING ECONOMY

THE OPEN RETURNS TO PORTRUSH

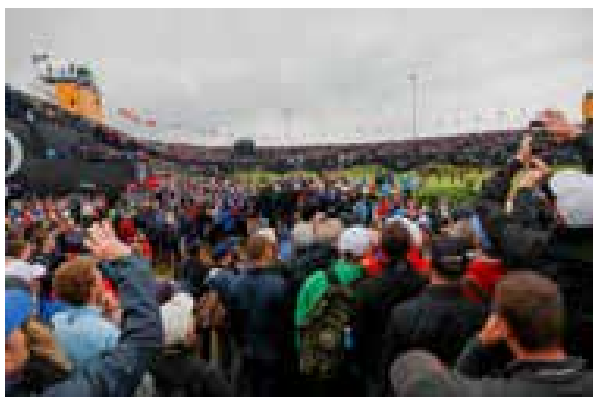
Following a gap of 68 years, the return of The Open to Northern Ireland, posed huge challenges and offered significant opportunities for the Causeway Coast and Glens area. It is now considered to be the most successful Open ever, with tickets completely sold out in 8 weeks. The economic benefit to Northern Ireland is predicted to exceed £80m.

The event had the biggest attendance for an Open (outside St Andrews in 2000), attracting 237,500 spectators from 75 different countries. Research shows that over 70% of those who attended The Open will return to the destination.

During Championship Week, the town became an extension to the event with 'Live At The 148th Open'. Antrim Gardens was transformed into a golf experience zone and also hosted a wonderful 'history of golf' exhibition curated by Portrush Heritage Group. Station Square became a platform for a local artisan market and further down Kerr Street a 'headline' act took to the stage each evening with a range of musical styles including traditional, folk, jazz and opera. Also in the mix, we had BBC NI broadcasting from Kerr Street Green with guest appearances and pre-recorded pieces with a focus on local people and stories.

The 148th Open was viewed in over 100 million households worldwide, with an audience of over 600 million viewers across the world. The coverage showed panoramic images of our dramatic coastline and iconic attractions to a global audience. The media value of this coverage for our destination is immeasurable.

Shane Lowry, Champion Golfer of The Year described The 148th Open, as the best Open he has ever played. Whilst the golf course played a huge part in the events success, we must not under play our role in putting Portrush on the world stage.



A THRIVING ECONOMY

VISITOR CENTRE COLLABORATION

TOURS & ACTIVITIES

The Visitor Information Centres (VIC) currently work with twenty-seven attraction and tour providers to offer a direct booking service to visitors.

This allows a visitor to arrive in any of our centres and see live availability for a number of walking tours, food tours, boat trips and activities and book directly with the VIC. In the 2018/19 financial year a total value of £26,208.00 of tickets/tours were sold.

ARTISAN CRAFT & FOOD PRODUCERS

The Visitor Information Centres also showcase local artisan craft and food producers with £20,145 worth of local craft sold across the centres in 2018/19. Currently 66 local crafters/ artisan food producers are showcased in the Visitor Information Centres with an additional 20 locally published books and maps also showcased.

The visitor servicing team actively advise and recruit new local crafters and artisan food producers and tour providers to use the Visitor Information Centres as an outlet for their products. Working collaboratively with the businesses through offering these two services assists the businesses in showcasing their products or tours to the visitors to our area, earning a commission and economic return figures for the information centres whilst allowing the trade to earn an income they may not previously have earned through their own/ other channels.

Richard from Aquaholics *"We have found the direct booking service through the Visitor Information Centres very helpful in securing additional sales for our boat trips. The knowledge of VIC staff and ease of booking ensured the visitor stayed longer in the area and left with a unique experience"*

Gerard from Taisie Craft *"We have secured additional sales thanks to our presence in the VICs in the Borough and we are delighted to have the opportunity to sell at the various locations"*



A THRIVING ECONOMY

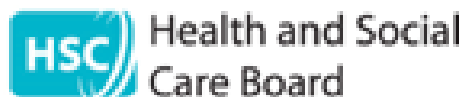
PUPILS ON THEIR WAY TO A HEALTHY FUTURE

HEALTH AND SOCIAL CARE CAREERS FAIR

Approximately 1500 Key Stage 3 pupils from schools across the Causeway Area Learning Community Forum participated in a Health and Social Care (HSC) Careers Fair held in the Diamond Building, Ulster University, Coleraine, on Tuesday 15th October.

As well as providing the young participants with a stimulating and enriching learning experience, it raised the profile of the wide ranges of careers across the HSC Sector all of which are so essential to the health and well-being of our communities.

The event was organised by Careers Departments in schools across the Ballymoney Area Learning Community, Coleraine Area Learning Community (CALP) and the Roe Valley Learning Community (RVLC) in collaboration with personnel from Causeway Coast and Glens Borough Council, the HSC's Strategic Resourcing Innovation Forum (SRIF) and the Provost and administrative staff from the Ulster University, Coleraine.



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 Delivery Plan in June 2018 containing forty four actions. 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.

The collaboration and partnership approach has grown over this period 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 business and community are clearly heard through our programme of engagement.



COMMUNITY INVOLVEMENT AND ENGAGEMENT

The Local Government (NI) Act 2014 (Part 10, Section 73) outlines that Council and partners must ensure community involvement in the development, implementation and review of the Community Plan.

Throughout the Community Planning process our approach to community involvement has been open and inclusive. To date well over 1,000 people have directly engaged in our community planning process and over 100 have registered their interest to be included on a Community Planning Register to participate in an ongoing continuous engagement process regarding the Community Plan. From the outset we wanted everyone to feel that they have an opportunity to 'Have their Say' and many individuals and community based groups took up the opportunities offered at the initial consultation phase, through attendance at public meetings across the seven District Electoral Areas (DEAs) of Causeway Coast and Glens Borough Council and a series of Thematic Working Group Workshops, participation in specific group engagement and activities, completing and submitting the Community Planning Questionnaire, making online/offline written submissions and indicating an interest to be kept informed and involved in the process.

In addition to these methods, we held an area wide arts based Community Planning project with primary school aged children. We hosted a lively and informative participative engagement event for our special interest groups with young people from Compass Advocacy Network, Building Communities Resource Centre Disability Development Programme and

Mencap. We participated in a range of localised community planning initiatives including the Northern Ireland Executive's Rathlin Island Policy and Ministerial Forum Review. We heard the voices of young people from our four Youth Councils of Causeway Coast and Glens – Ballymoney, Coleraine, Limavady and Moyle when they presented their views to Causeway Coast and Glens Borough Council's Youth Champion. We visited older people's groups, engaged with Council's Equality Forum, spoke to local business owners, rural development groups, community networks, church groups, special interest groups - just some of the many ways we engaged with communities across the area.

Following extensive consultation with communities across the wider Causeway Coast and Glens area and in response to a call for better connections, both across the community and voluntary sector of the area and to statutory agencies who sit on the Community Planning Strategic Partnership, an action was agreed within the Community Planning Delivery Plan (Action 15) to establish a Borough wide Community Engagement Platform for ongoing consultation and engagement with the community and voluntary sector. The Platform is facilitated by Causeway Coast and Glens Borough Council and meets regularly at different venues around the borough. Participation is open to any interested individual active in the local community and voluntary sector of Causeway Coast and Glens.

The Platform nominates two individuals on an annual basis, as representative roles of

choice to sit on the Causeway Coast and Glens Community Planning Strategic Partnership as Support Partners for Community Planning.

The Platform provides an opportunity to build relationships and connect more voices to local public services and decision making bodies, not only to highlight the collective interests of the local community and voluntary sector but also to act as a borough wide support for Community Planning Partners and others to consult and engage with the sector.

Alongside these initiatives, we are grateful to all involved in the Waste No Time project, an interactive community democracy project running across the Causeway Coast and Glens area and providing alternative, innovative and fun ways for citizens to engage and put across their ideas on delivery of public services.

In the summer of 2017 Council's Community Planning Team joined the Waste No Time Steering Group to participate in a collaborative project to test out Participatory Budgeting at a local level. We were keen to explore how communities can be motivated to take part in democratic decision-making, find new ways of engaging with communities, to further our partnership working with bodies external to Council and to share these opportunities with our Community Planning Partners.¹

Two areas of the Borough participated in this exciting approach entitled 'The Big Dish Out', with individuals and groups in Cushendall in the Glens and Harpur's Hill in Coleraine generating project ideas to improve the wellbeing of local citizens. A Voting Night was held in each area with local people themselves voting to decide

which projects should receive funds. Over 100 people participated in both Voting Nights with sixteen projects in each area putting themselves forward for democratic selection. These projects ranged from reducing the speed limit in a local housing estate, sustaining red squirrel populations, music and dancing initiatives, a Cheer Leaders Club, growing good mental and physical health through gardening, youth drop-in facilities, reducing isolation for young parents and the over 50s, improving men's wellbeing, story-telling, supporting families with autism, growing good inter-generational relationships and celebrating cultural heritage and traditions.

Causeway Coast and Glens Community Planning Partnership continues to be open to exploring new ways to engage with citizens across the area. Through our engagement to date, we have heard many enthusiastic voices of all ages and backgrounds who are proud of where they live and want to see key attributes of their lifestyle and place that are important to them now, preserved into the future – the beauty of our natural surroundings, our remarkable scenic landscapes and coastline, the vibrancy and warmth of our people. These iconic characteristics of the Causeway Coast and Glens area will continue with all of our help.



1 WNoT is a partnership project delivered by Beyond Skin, Building Communities Resource Centre, Corrymeela, Rural Community Network & Charo Lanao-Madden and supported by Building Change Trust. Further information and the outcomes of their engagement including Participatory Budgeting can be found at <https://www.facebook.com/wastenotimeproject/>



SECTION 3 - LIST OF DELIVERY PLAN ACTIONS

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IMPROVE 'A HEALTHY SAFE COMMUNITY' HEALTH & WELLBEING ACTIONS 1-10

ACTION 1

WHAT DID WE SAY WE WOULD DO? - ACTION 1

To increase opportunities for participation in Physical Activity and Wellbeing Initiatives of traditionally under-represented groupings. Every Body Active (EBA) 2020 Strand 1/ Strand 4.

HOW MUCH DID WE DO?

(EBA Strand 1) Total investment = £85,750 for 2018/19

4,928 participants engaged in the programme in the Causeway Coast and Glens area.

- 2,981 Women and girls.
- 906 participants with a disability.
- 927 participants from areas of greatest need.

1,679 participants engaged in sustained activities (11 activities or more over the reported year)

(EBA Strand 4) Total investment = £42,936 for 2018/19

2,705 participants engaged in the programme in the Causeway Coast and Glens area.

- 1,950 Women and girls.
- 258 participants with a disability.
- 1,591 participants from areas of greatest need.

HOW WELL DID WE DO IT?

Target for total participants (5,361) was 92% in Year 3 (2018/19).

Actual%	Participant Group	Target%
92%	4,928 Total (Unique) Participants	100% 5,361
61%	2,981 Women & Girls	58%
18%	906 Disability	17%
19%	927 Living in areas of greatest need (top 25%)	34%
34%	1,679 Sustained (11 times+)	31%

Target exceeded for total participants (1,355) in 2018/19. Total achieved was (200%).

The table below shows, the Council's performance against set targets.

Actual%	Participant Group	Target%
60%	Women & Girls	50%
13%	Disability	15%
50%	Living in areas of greatest need (top 25%)	30%

2018/19

A total of 56 applications were received. Of these, 54 applications were noted as eligible (96%).

A total of 39 applications were funded (70%). Awards made by council ranged between £320 and £1000.

WHO IS BETTER OFF?

Case Study Hands that Talk – Pilates Project - £800 awarded

Hands that Talk was established in 2000, to address a gap in service provision for deaf and hard of hearing people living in North West.

- The organisation aims to improve the quality of life of deaf and hard of hearing people. They also aim to promote active inclusion.
- The project worked within the Dungiven area which is known to be in the top 20% of the NI deprivation index.
- Areas such as unemployment compound issues for people living with deafness or hearing difficulty, increasing marginalisation and isolation.
- The group ran a 10 week Pilates course in a new community hub.
- The project was made available to all adults both hearing, and non-hearing, along with the provision of an interpreter.

It was noted that participation was increased to a traditionally under-represented group, improving health and wellbeing of participants, and promoting both integration and social inclusion, within a mainly rural area. Awards made by council ranged between £320 and £1000.

ACTION 2

WHAT DID WE SAY WE WOULD DO? - ACTION 2

To develop initiatives which improve the range of Outdoor Activities, encourage physical participation and increase opportunities to enjoy the natural environment of Causeway Coast and Glens. To develop facilities to support physical activity and play opportunities in the natural and green environment. Every Body Active (EBA) 2020 Strand 3.

HOW MUCH DID WE DO?

- Strand 3 Application on-going part-funding identified.
- Draft Play Investment Strategy (Indicative Council Approval) September 2018, 12 week consultation.
- Phase 1 Benone Inclusive Beach Project completed.
- Inclusive Family Cycling Days established, 10 sessions delivered at Disability Hub, Joey Dunlop Leisure Centre, Ballymoney between March-September 2019.
- 12 Walking Clubs developed and weekly walks facilitated in 2018.

HOW WELL DID WE DO IT?

- Complete Stage 3 Application EBA 2020 Outdoor Spaces, Garvagh Forest Project.
- Recommendations include Outdoor & Non-fixed play.
- Five Playshaper Workshops identified & delivered September 2018 - March 2019.
- Funding secured for Phase 1 through Sport NI Capital Grants Programme. Application for Phase 2 in progress, funding identified.
- The resounding success of the Inclusive Family Cycling Days has further highlighted the identified need to provide an accessible provision similar to specialist bike rental schemes within other areas. Council did not have a pedestrianised area, with footpaths which would enable the specialist bikes. Plans are at an advanced stage, funding identified to link the Disability Hub Project at the Joey Dunlop Leisure Centre with the footpaths at the Riverside Park, Ballymoney. A Rental scheme will be initiated, accessible during Leisure Centre opening Hours (November 2019).
- Walking Festival established in conjunction with Northern Public Health Agency (PHA) 20 walks delivered across various sites within the borough during August 2018 in conjunction with Dementia Friendly Groups.

WHO IS BETTER OFF?**Case Study - Benone Inclusive Beach Project**

- As NI's first inclusive beach, Council, Sport NI, Rural Development Programme and Mae Murray agreed that Benone Beach required adequate storage facilities for the specialised equipment stored and used on site, coupled with compliant access ramp and footpath to link the facilities with the parking bays and beach.
- The first phase of the Benone Inclusive Beach Project has been completed and provides a new stand-alone storage facility which will provide excellent storage space for the beach mobility equipment in close proximity to the Ark building and the adjacent disabled parking bays. The siting of the proposed new store will minimise conflict between users of the beach equipment and other users of the toilet and showering facilities and the coffee dock in The Ark building.
- The new purpose-built compliant access ramp will provide safe, convenient access for all users of The Ark complex, but especially those making use of the beach mobility equipment. The ramp will link the storage facility with the parking bays located adjacent to the Ark building, ensuring a satisfactory transition between the two for restricted mobility users.
- The second phase of the project scheduled for 2020-21 will provide a compliant access ramp and footpath to link the facilities with the parking bays and raised pedestrian area to enable safe access for service users to the beach.

Case Study - Inclusive Cycling Project

- Causeway Coast and Glens Borough Council hosted the first Inclusive Cycling Session in January 2019 at the Joey Dunlop Leisure Centre, Ballymoney as part of the Disability Hub Initiative.
- The session delivered by EBA 2020 Coaches provided an opportunity for people of all abilities from across the Borough to come and experience the Disability Hub equipment based in Causeway for the first time.
- 30 Young people and their families experienced the use of the specialist cycles for the first time.
- 8 further Sessions were immediately delivered in conjunction with local cycling clubs.
- Parents have indicated an increase in the confidence of their children on using the specialist cycles -many experiencing cycling for the first time.

Is Anyone Better off?

- One parent in particular said "that this was the first time that their child had ever experienced the sensation of moving the pedals when cycling." This was enabled as a result of the child being able to clip their feet into the pedals while using the hand cycle".
- "This is the first time I have ever taken part in an inclusive cycling session and I cannot wait for the next opportunity". Adult Participant

ACTION 3

WHAT DID WE SAY WE WOULD DO? - ACTION 3

To develop and deliver a rolling programme of joint Health and Wellbeing initiatives in partnership with Community Planning partners and others to increase access to culture, arts and heritage by socially excluded groups including S75 groups.

HOW MUCH DID WE DO?

- The Health & Culture Working Group (H&CWG) has been established
- 4 meetings have taken place
- 3 direct partnership initiatives have taken place as a result of H&CWG as follows:-
- 2 festive willow workshops for Carers – 6 attendances at each workshop with half attending both.
- 6 week art therapy for people living with and beyond cancer – 10 participants who attended all sessions
- Dementia Friendly Tea Dances x 2 - 60 attendances at each (capacity)
- Total 152 participants
- Range of Activities – 3 (crafts, music & dance)

HOW WELL DID WE DO IT?

- 100% of participants to date are from socially excluded groups.
- 75% of identified potential Partner Organisations represented on the newly established Health & Culture. Working Group with 67% attendance by partners

WHO IS BETTER OFF?

- 2 Festive Willow Workshops for Carers held in Ballymoney Town Hall and Flowerfield Arts Centre (NHSCT / Causeway Coast and Glens BC) – 12 attendances.
- “Thank you so much for a fabulous event! I really enjoyed the whole experience, from meeting you all to actually making something lasting and personal to take home with me”
- “An opportunity to share experiences with people in a similar position and gain support from each other”.
- “I have already put my reindeer up on the mantelpiece and smile each time I walk past. I REALLY enjoyed my day. Thanks!”
- 6 week Art Therapy Group for people living with and beyond cancer at Flowerfield Arts Centre began in January 2019 (NHSCT, Cancer Focus & Causeway Coast and Glens BC). Feedback from 10 participants was very positive.

Impacts were described as follows:

- “I loved the space to relax and focus on creative activities, enjoyed chat and laughs with others”
- “To learn different ways to use Art in healing...just to meet people who are going through similar things to myself ...got me mixing again”
- Two dementia friendly Tea Dances which aimed to combat loneliness and aid mobility and memory among older people were held in Flowerfield Arts Centre in March 2019.
- Approximately 45 people attended each dance with many who had participated in the first registering for the second. There was very positive feedback on the level of enjoyment experienced from participants and staff commented on the positive welcoming atmosphere created and the enjoyment provided for clients with learning disabilities.

ACTION 4

WHAT DID WE SAY WE WOULD DO? - ACTION 4

Health and Wellbeing Action 4 - Develop, lead, implement and support interventions which tackle poverty (including fuel, food and financial poverty) and respond to local need, including a particular emphasis on vulnerable communities, in order to tackle health inequalities for those most at risk within the Causeway Coast and Glens area.

HOW MUCH DID WE DO?

- Developed a training needs analysis
- Developed and delivered training
- Launch and evaluation of Cooking with Toddlers
- Undertake research
- Two Food Forum meetings
- Three Warm Homes meetings
- One fact finding visit
- Provision of seed funding
- Support for Four projects to tackle food poverty in rural areas
- Purchase of promotional materials
- Development of an area wide campaign

HOW WELL DID WE DO IT?

- A comprehensive training needs analysis has been completed with Food Forum members and local foodbanks.
- One session of Good Food Toolkit Training was delivered to Food Forum members.
- Four launch events have been held and evaluation forms have been issued to all groups who received a resource pack.
- Support has been provided to research being undertaken by Ulster University into food affordability
- Wide range of members and partners in attendance and very enthusiastic engagement.
- Visit incorporated a range of good practice models.
- Four Batch Cooking projects have been funded.
- Two Grow Your Own projects have been funded.
- Four Improving Wellbeing through Food small grants have been supported.
- Promotional materials have been purchased to support the work of the Energy Efficiency Advice service and the Warm Homes Group.
- A Food Drive has been held which encouraged Council staff to donate one item of food each Friday for redistribution to promote this work. This was very well supported.

WHO IS BETTER OFF?

Feedback from partner organisations who participate and contribute at regular Food Forum and Warm Homes meetings indicates that there has been significant increases in knowledge around the issues of poverty and resulting impact in the borough and that behaviour changes are taking place.

ACTION 5

WHAT DID WE SAY WE WOULD DO? - ACTION 5

To ensure that children have good parenting and positive early life experiences to enable the achievement of best potential later life outcomes including health and wellbeing.

HOW MUCH DID WE DO?

Evidence Based Parenting Programmes

- 6 schools delivering on Roots of Empathy ROE programme over the last 2 school years with 100% completing programme, and hope of them continuing in the new school year 19/20
- 4 group leaders supported with Incredible Years accreditation (Baby) with 100% completing accreditation.
- 4 organisations provided with training and capacity building in relation to Incredible Years, with 100% delivering programmes to their parents.
- 8 evidence based and evidence informed parenting programme provided in area by a range of different providers including Homestart, Surestart, Millburn, Children's Early Intervention Service (NHSCT), Parenting NI, Health & Wellbeing, NHSCT
- Incredible Years –Baby /Toddler / School Readiness / Pre-school, basic / Autism, Speech & Language Delay
- Parents Plus suite of programmes
- Parenting Your Teen, Parenting NI
- Strengthening Families
- 5 organisations provided with training and capacity building in relation to Incredible Years
- 12 parents provided with Incredible Years ASLD (Autism Speech and Language delay) programme
- 5 families complete Strengthening Families programme focused on 10-14 year olds
- 1 Lets Read Dad programme rolled out across Causeway pre-school with a total of 28 organisations and 923 children taking part.

Causeway Children & Young People's Strategic Partnership (CYPSP) Locality Planning

- Causeway Connections event held in February 2019. In excess of 20 organisations attended on the day, with 80 individuals
- Exploration meeting/ action planning involving current members of the CYPSP held including representation from Causeway Locality planning with the outcome of a move towards more collaborative working within Causeway Cost and Glens to achieve better outcomes for children and families.

HOW WELL DID WE DO IT?

Evidence Based Parenting Programmes

- 100% completed Roots of Empathy (ROE) programme across 6 schools delivering on ROE programme over the last 2 school years, with the hope of them continuing in the new school year 19/20
- 100% group leaders completing Incredible Years accreditation (Baby)
- 100% of organisations provided with training and capacity building in relation to Incredible Years, now delivering programmes to their parents.
- Range of providers of evidence informed parenting programmes across the Causeway Coast and Glens area.
- Causeway Children & Young People's Strategic Partnership (CYPSP) Locality Planning and members in agreement to align community plans with CYPSP locality work within Causeway Coast and Glens moving forward.
- Alignment of core objectives under; Take 5 Steps to Wellbeing and Aspirations all of which tie into achieve better outcomes for children and families.

WHO IS BETTER OFF?

- Children who grow up in a positive, loving, safe, consistent and low conflict environment with clear boundaries and limits are better adjusted and are more likely to succeed at school, in relationships and in life. Inconsistent parenting increases the risk of children developing conduct problems, depression and anxiety as well as increases the risk of engaging in youth crime and in dangerous behaviours such as drug and alcohol abuse and risky sexual behaviour.

ACTION 6

WHAT DID WE SAY WE WOULD DO? - ACTION 6

To increase uptake of Obesity Prevention programmes and identify and implement new ways to encourage active participation by school aged children. In addition to Every Body Active (EBA) Strand 1 & 4 school based programmes, the action incorporates Fire Fitness – youth fitness programme led by NI Fire & Rescue Service. Beneficiaries participating in the DfC Open Legacy Primary School Golf Programme (April – June 2019).

HOW MUCH DID WE DO?

- EBA Coaches deliver opportunities to participate in physical activity during pre-school, lunch time and after schools clubs.
- Several Community & Voluntary Sector organisations, including PTAs have secured funding to increase participation in physical activity within their community facilities through the EBA (Strand 4) Grants Programme.
- The Open Legacy Primary School Golf Programme has been initiated & delivered April-June 2019.

HOW WELL DID WE DO IT?

- EBA Coaches have delivered 6-12 Sessions in 65 Primary, Post Primary & Special Schools within the Causeway Coast and Glens area since the inception of the programme.
- In total 39 Beneficiaries secured funding from the EBA Grant programme range included: Community (12), Disability (5), PTAs (6), (16) Clubs including Hands that Talk, Mae Murray Foundation, Focus on Family Nurturing & Development Centre, Building Ballysally Together, Ballykelly Men's Shed and Cairde na Scoile, Gaelscoil Leim an Mhadaiah PTA in 2018-19.
- EBA Coaches in conjunction with PGA Club Professionals delivered 120 Short Golf Sessions within 24 Identified Primary Schools (5 per School) April-June 2019.

WHO IS BETTER OFF?

The Open Legacy Primary School Golf Programme has provided the following:

- 24 identified Primary Schools were engaged in programme
- 6 Local Golf Clubs were be Engaged to lead the coaching in schools and provide exit routes for longer term involvement.
- Each school participated in a taster session and an additional four sessions of after school Golf coaching, delivered by local Club PGA Coaches and Every Body Active 2020 Coaches (trained by Golf Union of Ireland).
- 2 Teachers from each school received training and instruction (by the Golfing Union of Ireland) to deliver the 'Short Golf' Initiative, plus age appropriate Short Golf equipment and resource pack was provided to enable the delivery of Fun Golf activities long term within 24 identified schools across the borough.
- The Teacher training plus Short Golf Equipment will enable 3 sessions P5. P6 & P7 per week x 12 weeks = 36 sessions x 24 schools = 864
- Golf Union of Ireland training & instruction will enable teachers to provide a fun introduction to the basics of Golf within the school environment on a regular basis.
- The benefits of increased participation in sport & physical activity is well documented. Golf is inclusive as it will enable children of all abilities to participate and benefit from increased health & wellbeing outcomes.
- More people will take part in sport & physical recreation on a regular basis especially among those that do not normally participate.

ACTION 7

WHAT DID WE SAY WE WOULD DO? - ACTION 7

To develop and deliver the Peace IV Out of School Project, a diverse programme providing opportunities for participation in traditional sports, outdoor coastal activities and arts, cultural & heritage projects promoting positive relations characterised by respect, where cultural diversity is celebrated and young people can live, learn and socialise together, free from prejudice, hate and intolerance.

HOW MUCH DID WE DO?

Sports and Wellbeing

- 467 Primary (245) & Post Primary School (222) children from the 10 identified schools participated in a Water Activities Programme delivered May-June 2018.
- 231 Primary School children took part in an Activity Programme delivered in conjunction with National Governing Bodies and EBA Coaches in June 2018.
- 240 P6/7 Primary School Children from the 10 designated schools attended the Friendship 4 Ice Hockey Tournament at the SSE Arena Belfast November 2018.
- 220 School Children from the 10 identified Post Primary schools attended the Ireland v USA Rugby International at the Aviva Stadium Dublin. November 2018 this will finalise the 2018 Programme.
- Primary & Post Primary Schools' Inflata-Park Trip at We Are Vertigo. 418 Children attended.

Arts

- No of young people participating in the programme - 361.
- No of projects/workshops - 37.
- Range of projects/workshops (art-forms) –12 .
- Pottery, crafts, dance, willow making, circus skills, mosaic, glass, silver jewellery, t-shirt art, street art, DJ skills, street dance.

HOW WELL DID WE DO IT?

Sports and Wellbeing

- 672 Primary School Children participated in the programme.
- 600 Post Primary School Children have participated in the programme.
- 1272 children from across the community participated in the programme.
- The contact time identified has been established with 2 further programmes remaining for Oct 2019 & Mar 2020.
- 674 girls & 598 boys participated in the programme.

Arts

- 259 (72%) of young people participating who took part in more than one project/workshop.
- 228 young people surveyed. 244 (98%) enjoyed taking part in an arts activity.

WHO IS BETTER OFF?**Sports and Wellbeing**

- The feedback from the schools, children, parents and Peace IV representatives has been very positive. All participants are asked to complete attitudinal feedback forms at the end of the programme.
- The programme provided over 110 hours of sustained, memorable and meaningful cross community engagement for children and young people in Causeway Coast and Glens.
- Through the programme the children and young people developed a respect for their own culture and that of others; respect for diversity; breaking down traditional barriers to cross community engagement; creating lasting relationships that they otherwise may not have established and developing a fuller understanding of others from different community and cultural backgrounds.

Arts

- 228 young people surveyed.
- 185 young people (81%) participating who mixed with children from different schools.
- 216 young people (95%) who learned a new skill.

Some feedback from participating young people and teachers/assistants:

- “I found it very enjoyable and the instructors were very easy to work with and informative. I am very pleased with the items that I have made during these courses and have found it very helpful. As I head towards the world of work it has shown me options I would not have thought of before. Overall it was very helpful and I thoroughly enjoyed myself”. (Teenage Pupil, Silver Jewellery Workshop)
- “All those who attended seemed to get an enormous amount out of the sessions. It was fantastic to see the kids grow in confidence over the few sessions I was with them. I’ve no doubt if any of these children meet up outside school, it will be a positive experience having shared this great time together”. (Classroom assistant, Circus Skills Workshops for primary schools)
- “I learned things I never thought I would learn”. (Primary School Pupil, Circus Workshop)
- “She is loving the course and will miss it when it’s over. She brought a few pieces home today and they were great. She has really enjoyed it and has made new friends. Thank you so much for giving her the opportunity”. (Parent of Teenage Pupil, Glass Art Workshop.)

ACTION 8

WHAT DID WE SAY WE WOULD DO? - ACTION 8

To develop and implement a model to meet local Health Literacy needs in relation to vulnerable / target groups and to support people and communities to have a more informed understanding to make use of information and services and to make positive health and wellbeing choices.

HOW MUCH DID WE DO?

- 14 partners engaged in process.
- A Health Literacy workshop with 32 attendees was held in May 2019. The programme included a range of health literacy experts who explained the risks to health and wellbeing of poor health literacy and highlighted examples of good practice and evidence – based remedial action.

HOW WELL DID WE DO IT?

- 86% partners aware of health literacy
- Ten key messages emerged from the Health Literacy workshop including:
- Health Literacy is everyone's business;
- Partnership and collaborative working is key to success;
- Make the system work for the person / patient and not the converse.

WHO IS BETTER OFF?

- Increased awareness of health literacy among partners and increased collaboration to engage with local people and communities to identify health literacy needs.
- Work underway to develop and implement with partners a number of actions to address identified issues. For example: Northern and Western Health and Social Care Trust community planning partners are undertaking focus groups with service users and surveying community networks and others to develop user- friendly, key health literacy messages;
- A month-long, health literacy awareness raising campaign held in October 2019.

ACTION 9

WHAT DID WE SAY WE WOULD DO? - ACTION 9

To enhance inter-agency work around Homelessness Prevention and meeting needs of those vulnerable including health, addiction and complex need issues. To enhance local response and provision for those who are homeless.

HOW MUCH DID WE DO?

- Formation of Causeway Homelessness Group.
- Publication of first Interagency Homelessness Action Plan for the Causeway Area.
- No. of homeless presenters and those awarded Full Duty Applicant FDA Status (i.e. statutorily accepted as homeless) for 2018/19.
- 1,001 homeless presenters.
- 689 awarded FDA status.

HOW WELL DID WE DO IT?

- Proactive prevention of homelessness through provision of Housing Solutions interviews
- Awareness raising of Homelessness across key partner organisations and agencies
- Increased collaboration between NI Housing Executive (NIHE) and Housing Support Services and provider organisations
- More partnership working between NIHE and Housing Associations to deliver new social housing in the Causeway Coast and Glens area to address social housing need.

WHO IS BETTER OFF?

- The main reason for homelessness acceptances was due to accommodation not being reasonable. Other significant reasons include loss of rented accommodation and sharing breakdown/family dispute.

Homelessness in the Causeway area

- The number of households presenting as homeless has remained fairly static between March 2018/2019 with 1,001 at March 2019 compared to 1,002 in 2017/18. There has been a small decrease in applicants being awarded 'Full Duty Applicant' status over the same period – 689 in 2018/19 compared with 716 in 2017/18.
- The local Housing Executive Area Manager leads the Causeway Homelessness Group which comprises statutory and voluntary sector partner organisations.
- This group has developed the first Interagency Homelessness Action Plan for the Causeway Area published in 2018 and brings together a range of agencies with one common goal - "To prevent households from becoming homeless where possible and to seek to ensure that any household that experiences homelessness is supported through that journey to a sustainable solution as quickly as possible."

ACTION 10

WHAT DID WE SAY WE WOULD DO? - ACTION 10

To develop Dementia Friendly Communities and initiatives which enable people with dementia to lead more socially connected lives

HOW MUCH DID WE DO?

- 5 Meetings of the Community Planning Dementia Action Group have taken place
- 10 members attend representing voluntary and statutory organisations
- 3 Dementia Friendly training sessions have been undertaken with 3 community groups
- 4 Dementia Friendly Church Services
- 2 Dementia Friendly audits of local businesses

HOW WELL DID WE DO IT?

- Membership of the group has recently expanded to include PSNI, Sport NI and Causeway Coast and Glens Borough Council.
- Further dementia friendly training in the community is planned.
- Feedback from Church Services has been very positive with most people staying afterwards for tea/coffee and the opportunity to discuss issues.
- People from outside the area have come to the Church services with a view to adopting the model in their area.
- The business audits resulted in further information about how to improve the environment being provided and requests for further training.

WHO IS BETTER OFF?

- The group is providing a forum to discuss issues affecting people with dementia and to share good practice.
- Representatives from the statutory services such as PSNI, Sport NI and Causeway Coast and Glens Borough Council Cultural Services are all using information shared at the meetings to enhance the services they provide to people with dementia.
- The PSNI Support Hub staff have an increased awareness of the needs of people with dementia.
- Sport NI has introduced a Love to Move programme for people with dementia.
- Causeway Coast and Glens Borough Council Cultural Services programmed a specific Dementia friendly film event.
- People with dementia and their carers have been supported to attend church.

COMMUNITY/COMMUNITY SAFETY ACTIONS 11-19

ACTION 11

WHAT DID WE SAY WE WOULD DO? - ACTION 11

To establish and facilitate 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.

HOW MUCH DID WE DO?

- 10 Support Hub meetings.
- 35 referrals, 15 accepted.
- 9 not accepted & signed posted elsewhere (11 already receiving support).

HOW WELL DID WE DO IT?

- 17 open actions or interventions now completed (PSNI).
- 21 actions or interventions now completed (Partners).

WHO IS BETTER OFF?

- 67% of persons of concern show a decrease in incidents involving them since accepted into the Hub.
- Since February 2018, 35 people have been helped in a number of ways. Some have been supported directly by 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 gaining access to vulnerable individuals.

ACTION 12

WHAT DID WE SAY WE WOULD DO? - ACTION 12

To identify and prioritise local need through a Cyber-Safe Partnership and to develop digital resistance and deliver initiatives to safeguard and address community concerns identified around cyber-bullying, grooming, scamming etc.

HOW MUCH DID WE DO?

- Online Safety Conference held February 2019 - 13 post primary schools took up the offer to participate with over 1000 attendees.
- 9 digital champions trained via Digi-PAL.

HOW WELL DID WE DO IT?

- 50 % teachers satisfied with the quality of the event
- 80% platform visitors who found it useful (70)
- 100% Champions feeling training was useful (70)

WHO IS BETTER OFF?

- 76.0% students surveyed said they felt extremely confident and 22.1% said they felt very confident staying safe online (80)
- 100% of platform visitors felt better equipped to address online bullying or abuse (70).
- The work of Causeway Coast and Glens Policing and Community Safety Partnership (PCSP) was recognised at the first ever PCSP Community Safety Awards (2019). The Partnership received an Award for Excellence in Collaboration for their recent 'Don't Worry Be #appy' project which brought together over one thousand young people at a conference about online safety.

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

Accidental Fire Prevention – intense targeted activity based on risk identification of specific areas at more risk than others.

HOW MUCH DID WE DO?

- Delivered 123 Safety Team presentations to children in Primary 5-7 reaching 2,920 children.
- 6,510 premises visited over a three year period. All residents offered a free home fire safety check or directed as to where they enquire about one.
- People at risk (60+) offered a free Home Fire Safety Check from NI Fire & Rescue Service to receive advice and guidance and establish any requirements from partner agencies.
- Carried out 1403 Home Fire Safety Checks.
- Installed 1,699 smoke alarms.

HOW WELL DID WE DO IT?

- All paper work generated is checked by a supervisory officer.
- All staff are trained in how to carry out these inspections by a supervisory officer.
- All data is recorded centrally in NI Fire & Rescue Service HQ.

WHO IS BETTER OFF?

- 6,510 premises offered and potentially receive valuable advice about making their home safe from fire. Those premises that house residents that could benefit from partner agencies are referred.
- Between 2014/15 and 2018/19 the number of accidental dwelling fires in Causeway Coast & Glens has ranged between 60 and 69. The number of accidental dwelling fires in 2018/19 (66 fires) is 4% (3 fires) lower than 2014/15 (69 fires). The number of accidental dwelling fires in NI (2018/19) has decreased by 10% since (2013/14), from 898 to 809.

ACTION 14

WHAT DID WE SAY WE WOULD DO? - ACTION 14

Joint initiative between NI Fire & Rescue Service (NIFRS) & Royal National Lifeboat Institution (RNLI) to develop and deliver school based fire and water sessions for Primary School aged children across Causeway Coast & Glens area.

HOW MUCH DID WE DO?

- 50 schools within Coleraine, Portstewart, Portrush, Ballymoney, Ballycastle & Rathlin received Safety Team talks. Those in Portrush received joint talks with NIFRS & RNLI.
- 145 pupils received the joint NIFRS / RNLI talk about water as a life saver and life taker.
- 1,064 pupils received talks about fire safety in the home.

HOW WELL DID WE DO IT?

- Annual inspection by a supervisory officer to ensure quality of delivery and content.
- The amount of times both NIFRS and RNLI can deliver joint talks and compare to previous years with the aim to improve each year.
- Talks by NIFRS and RNLI personnel together have a greater impact when carried out jointly and take up less time.

WHO IS BETTER OFF?

- Over 1000 Primary School aged children in Causeway Coast and Glens now more aware of the dangers of fire in the home and hazards of open water.

ACTION 15

WHAT DID WE SAY WE WOULD DO? - ACTION 15

To establish a Community Engagement Platform representative of Community & Voluntary sector and geographical coverage of borough to act as an engagement forum and conduit for communities to Council and other Community Planning statutory partners.

HOW MUCH DID WE DO?

- 4 sessions held since establishment (Oct 2018) in different District Electoral Area (DEA) locations – Coleraine, Ballymoney and Limavady with 148 attendances in total. Next session planned to take place in The Glens DEA.
- 70 groups represented and participating across 4 sessions
- 4 Statutory Agencies engaged:- Causeway Coast and Glens Borough Council, PSNI, Health & Social Care Board, Sport NI.
- 2 Co-Chairs appointed by Community & Voluntary sector to represent sector on the Causeway Coast and Glens Community Planning Strategic Partnership

HOW WELL DID WE DO IT?

Below listed is % individuals participating from each DEA for most recent session held in Limavady. All DEAs represented.

- 19% Coleraine
- 19% The Glens
- 16% Benbradagh
- 13% Causeway
- 13% Limavady
- 10% Bann
- 10% Ballymoney

% of repeat attenders -

- 16% of individuals attending did so on two or more times across 4 sessions

% of groups represented according to category/theme

- 23% Social Inclusion
- 20% Community Development / Social Enterprise
- 20% Young People
- 17% Health
- 9% Environment
- 6% Networking
- 4% Heritage/Arts
- 1% Sports

- 29% of Community Planning Statutory Organisations engaged in CEP
- 100% attendance by Community & Voluntary representation to Community Planning Partnership meeting to date.

WHO IS BETTER OFF?

- The fourth session held in Limavady took the form of a lively Speed Networking event where those attending also had the opportunity to comment on their experiences of the Community Engagement Platform through a Talking Wall.
- Participants reported about being more informed / listened to regarding local issues with stories about connections made / benefits to be gained:
- ‘Impressed by range of community and voluntary organisations across the Borough – everyone passionate about their causes.’
- ‘Met new people – lovely to see how much wonderful things all these groups can do for their communities.’

Feeling more connected across to service providers:

- ‘I realise that there is support within the different statutory agencies to develop the Community Engagement Platform.’
- ‘This is helping communities to collaborate and address issues and bring them to the fore.’

ACTION 16

WHAT DID WE SAY WE WOULD DO? - ACTION 16

To establish a Multi-Agency statutory Group to work together to identify and monitor areas where there may be heightened tensions in public or shared spaces in the Causeway Coast and Glens area. The group will work collaboratively to ensure that public spaces across Causeway Coast and Glens are shared and accessible to all.

HOW MUCH DID WE DO?

- At least 10 interagency meetings take place each year.
- Information sharing agreement in place.
- 7 statutory agencies on board. All necessary agencies attend meeting and areas throughout the borough represented.
- Pilot projects delivered in 2 areas.
- Diversionary projects delivered in 1 area.
- Training delivered to 7 areas – 48 people participated.

HOW WELL DID WE DO IT?

- Increase in the number of representatives from statutory agencies attending meetings.
- Increase in statutory agencies represented on a regular basis.
- Questionnaire feedback from training:
- 89.6% of participants said they found the training useful.
- 95.8% of participants said they have more knowledge after participating on the training programme.

WHO IS BETTER OFF?

- Increased collaboration between statutory agencies.
- Increased community engagement with relevant statutory agencies.
- Reduction in community tensions particularly around bonfires.
- Safer more manageable bonfires.
- Massive reduction in the number of bonfires that had tyres on them compared to last year.
- positive media stories - beacons.

How people felt about improvements:

- Organisation works well.
- I've always found this group very useful. A multi-agency approach to bonfires and other cohesion issues. Some positive outcomes over the past number of years. Reduction of tyres, installation of beacons is an example of improvements.
- Very positive, very useful joined up approach.
- Increases collaborative problem solving opportunities.
- Partnership working will and has worked.
- I found the bonfire working group joint visits to the bonfire sites to be invaluable this year.

ACTION 17

WHAT DID WE SAY WE WOULD DO? - ACTION 17

To deliver a range of collaborative targeted actions to strengthen individual communities' capacity around community cohesion, sustainability and resilience issues with focus on jointly agreed prioritised needs.

HOW MUCH DID WE DO?

- Quarterly meetings held between Community Network Organisations –Causeway Rural & Urban Network (CRUN), Northern Area Community Network (NACN), Building Communities Resource Centre (BCRC) and Council's Community Development section.
- Joint financial governance training session x 3 venues offered.
- 20 community groups availed of training.
- 1 area identified to take a collaborative approach to support.

HOW WELL DID WE DO IT?

- Meetings well attended and 100% attendance from networks represented at 4 meetings
- 100% of groups that attended training felt they had increased knowledge to put new/ improved procedures in place.

WHO IS BETTER OFF?

- Better co-ordination of programmes and events and training calendars
- Training need identified with local groups – financial governance – practical training was provided with usable templates and practices of groups improved as a result.
- Relationships further developed between community development support providers in the Borough – workshop

ACTION 18

WHAT DID WE SAY WE WOULD DO? - ACTION 18

Undertake a full scoping study of public spaces, buildings, halls and centres in each of the 71 designated settlements in the Causeway Coast and Glens area to discover which are open and accessible to all, which communities are well served and those in need of further assistance.

HOW MUCH DID WE DO?

- Community facilities mapped in 71 settlements across CCG
 - 366 community facilities contacted to participate in survey
 - 279 community facilities surveyed
 - Interactive map produced that is available for public viewing
 - * Interactive map produced that is available for public viewing.
- Link to live interactive map <https://tinyurl.com/y4wbyhaa>

HOW WELL DID WE DO IT?

- 76% of community facility providers contacted participated in survey
- Community facilities mapped in 100% of settlements in CCG.

WHO IS BETTER OFF?

- 279 community facilities have availed of the opportunity to promote their community facility and booking arrangements on Council's website, thus improving the promotion of their facility and increasing community benefit from local facilities.
- Support needs of a wider range of community facility providers have been identified and Council and other support programmes can better tailor for their needs.
- Increased types of community facilities (aside from traditional community centres e.g. Sports clubs, institutions, churches etc.) are more aware of and able to avail of support.
- A resource is now available for Council and other decision makers to ensure informed localised decision making in relation to provision of community facilities.

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

To identify and raise awareness of volunteering models of good practice within the community and voluntary sector that involve collaborative working. Living Well Moyle under the banner of Dalriada Pathfinder Partnership – a Social Prescribing Model which is dependent on volunteers and local groups linking with individuals who require support.

HOW MUCH DID WE DO?

- Volunteer sub group established and met 3 times.
- 20 volunteers recruited.
- Approximately 160 referrals of people requiring an input from Living Well Moyle from October 2016 to September 2019.
- Over 60 people currently on the caseload.

HOW WELL DID WE DO IT?

- Focus group held in February 2019 with 10 volunteers:
- 100% reported being well supported and prepared for the role.
- 100% said they would recommend the role to others.

WHO IS BETTER OFF?

A tool was used to identify change in levels of mental wellbeing with a small number of volunteers:

- 50% of volunteers experienced a meaningful change in their mental wellbeing and 75% experienced improved mental wellbeing.
- Having increased the number of volunteers to 20 has enabled Living Well Moyle to support people living in the local community who would otherwise be isolated and experiencing associated health and wellbeing challenges.

ACTIONS TO IMPROVE 'A SUSTAINABLE ACCESSIBLE ENVIRONMENT' INFRASTRUCTURE/ENVIRONMENT ACTIONS 20-28

ACTION 20

WHAT DID WE SAY WE WOULD DO? - ACTION 20

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?

- 2.5million Sq.m of grass cut.
- 361 Recorded Fly-tipping & Littering incidents for period April 2018 to March 2019.
- 291 Recorded Dog Fouling incidents for period April 2018 to March 2019.
- 8no. locations set aside for natural habitation.

HOW WELL DID WE DO IT?

- 100% of total cut on regular basis.
- 23 fines issued for Littering & Dog Fouling for period April 2018 to March 2019.
- 2% Increase in number of recorded incidents of Fly-tipping & Littering since (2017-18).
- 100% of targeted bio-diversity areas complete.

WHO IS BETTER OFF?

No formal feedback has been sought but anecdotally people are expressing positive opinions on litter/fly tipping issues, on the general presentation of the area and reduction in people dropping litter.

Bio-diversity (public perception 2016-2018) 1043 responses.

- 98% felt it is important to manage areas for wildlife.
- 83% preferred long grass.
- 96% felt it is important to increase public understanding of native plants and wildlife.
- 81% felt the quality of greenspace influenced decision to visit an area.
- 52% of respondents are not happy with the current amount and quality of greenspace in their local area.
- Enhanced planting programme for 'The Open'.

ACTION 21

WHAT DID WE SAY WE WOULD DO? - ACTION 21

To explore and develop creative public spaces offering a network of vehicle free walking and cycling routes (including Greenways) across the Causeway Coast and Glens area.

HOW MUCH DID WE DO?

- Trail development on Causeway Coast Way and Ulster Way to improve existing walking product. Establishment of Causeway Coast Way Steering Group.
- Improvement of facilities at Benone Strand and East Strand to create inclusive beaches with Mae Murray Foundation.
- Binevenagh & Coastal Lowlands Landscape Partnership Scheme.

HOW WELL DID WE DO IT?

Garvagh Forest Trails

Increase of:

- 13 kms walking trail.
- 10 kms mountain bike trail.
- Trails designed and constructed by respected contractor.
- Anecdotal evidence shows high levels of use, this will be backed up by data from Visitor Monitoring equipment which allows a bench mark to be set for monitoring.
- Waiting to confirm secured funding. Preferred routes and types of trail furniture identified.
- Work completed at Benone Strand (phase 1) through the Rural Development Plan and Sport NI Funding. Considering phase 2 to provide segregated, safe access to beach.
- Development stage complete supported by new research documentation around outdoor recreation provision.
- Application for delivery phase to be submitted.

WHO IS BETTER OFF?

- Garvagh Forest Trails - Local school children were invited to the project launch to ride the trails. Parents commented how they couldn't get their children out of the forest for all the right reasons because of the trails.
- Trail development – enhance trail provision, high quality, attractive trails that are a quality visitor experience is the goal.
- Improvement of facilities at Benone Strand – appropriate access to facilitate buggies/ wheelchairs between the beach and adjacent facilities. Allows for greater use of accessible beach equipment.
- Binevenagh Landscape Partnership – Raised awareness of the outdoor recreation and heritage product in the area. Spatial masterplans completed for areas that host outdoor recreation. Projects identified and worked up for delivery that will compliment and add to the project area.

ACTION 22

WHAT DID WE SAY WE WOULD DO? - ACTION 22

To develop a parking strategy to ensure adequate parking provision within the Causeway Coast and Glens area.

HOW MUCH DID WE DO?

Approximately 1,602 charged parking spaces across the Borough.

From what occupancy data we hold plus anecdotal evidence suggests car parks on average are 80% occupied.

Number of transactions in each Pay & Display car park per town between 1st April 2018 to 31st March 2019;

- Ballycastle: 70,550
- Ballymoney: 136,415
- Limavady: 206,773
- Coleraine: 787,991
- Total: 1,201,729

HOW WELL DID WE DO IT?

- A total of 6 car parks have benefited from extensive refurbishment.
- Funding secured to provide 5 mobile Variable Message Signage (VMS) signs to use across the Borough and car park real-time occupancy monitoring for Portrush.

WHO IS BETTER OFF?

As we identify car parks in need of refurbishment we will endeavour to provide parking for all user types and introduce the appropriate number of disabled parking bays.

Car Parks with refurbishment works carried out to date include;

- The Mall.
- Abbey Street.
- Railway Road (Upper & Lower).
- Long Commons.
- Harbour, Ballintoy.
- Dunluce Avenue - Dunluce Avenue car park has received both the disabled parking accreditation and the Park Mark safer parking award. Other car parks have been assessed and awaiting the results.

Quotation – Tom Porter, Senior Area manager, British Parking Association.

“I am delighted that Dunluce Avenue Car Park has achieved both the Park Mark Safer Parking and Disabled Parking Accreditation awards. Great credit must go to Causeway Coast and Glens Borough Council for the investment they have made in this facility which has ensured it meets the criteria for these awards. They have shown a real commitment to creating a safe environment for the public and whilst there are other private facilities in Northern Ireland which hold the award, Causeway Coast and Glens and Borough Council now hold the distinction of being the first and only local authority in Northern Ireland to gain both these prestigious awards. A fantastic achievement.”

ACTION 23

WHAT DID WE SAY WE WOULD DO? - ACTION 23

To meet local housing need and provide suitable accommodation.

HOW MUCH DID WE DO?

- Number of social housing unit completions.
- 2018/19 - 94 units completed.
- Number of upgrades to poorly heated/ insulated social homes.
- 2018/19 - 348 heating installations to HE stock.
- 2018/19 - 323 Improvements to private sector properties under the Affordable Warmth Scheme.
- Number of site Identification studies Site Identification Studies (SIS) completed.
- 2018/19 - 2 SIS completed.

HOW WELL DID WE DO IT?

- Collaboration between the Northern Ireland Housing Executive and Causeway Coast and Glens Borough Council re housing provision and land allocation.
- 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 programed as a result of SIS's.

WHO IS BETTER OFF?

- Volume of social housing allocations i.e. people who were registered on the social housing waiting list who have been rehoused.
- Volume of social homes that have had heating systems replaced and/or double glazing installed with the result of improved energy efficiency and fuel affordability for tenants of those properties.

ACTION 24

WHAT DID WE SAY WE WOULD DO? - ACTION 24

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

HOW MUCH DID WE DO?

Apr 2018- March 2019

- 6x Coleraine Town Team [CTT] meetings attended.
- 6x Limavady Town Team [LTT] meetings attended.
- 13x Local Chamber meetings attended – Causeway [6], Ballymoney [3], Ballycastle [2], Limavady[2].
- 4x 148th OPEN business engagement meetings.
- 4x Lets Talk Town Centres Open meetings Ballycastle, Ballymoney, Coleraine, Limavady.

Apr 2019 - Sept 2019

- 1x Ballymoney town centre masterplan review meeting.
- 1x Coleraine Town Centre masterplan review meeting.
- 4x vacancy counts conducted per annum in 4 towns.

HOW WELL DID WE DO IT?

- Report on activity was prepared with Initial town centre meetings held 18th – 21st Feb to communicate to town centre stakeholders on the role of the Town & Village management function and to establish initial views from the stakeholders on the current positives and issues prevalent in each of the four towns of Ballycastle, Ballymoney, Coleraine and Limavady.
- Total number of businesses represented 72; Ballycastle[15], Ballymoney[10], Coleraine[26], Limavady[21].
- Three consultation meetings facilitated by ARUP – Business, council officers, councillors. Responses to be collated by ARUP Consultancy and review to be reported back to DfC & Council.
- Vacancy counts – taken on a quarterly basis in the 4 main towns. Provided a trend analysis of available properties within the retail core of each town.

WHO IS BETTER OFF?

The engagement meetings that are conducted provide a communication channel for stakeholders within a town centre to engage with the Town & Village Management team. Stakeholders are therefore better informed on the activities of Prosperity & Place team and any issues that Council influence are forwarded to the relevant department for action.

TVM officers gather information from these engagements to develop future business plans for the department.

ACTION 25

WHAT DID WE SAY WE WOULD DO? - ACTION 25

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.

HOW MUCH DID WE DO?

- Establish Working Group.
- Agree terms of reference.
- No of working group meetings.
- Gather evidence base, establish key findings and report back to Community Planning Partnership Board.

HOW WELL DID WE DO IT?

The objective of the working group as outlined in the terms of reference is to provide feedback in the form of a report to the Causeway Coast and Glens Community Planning Partnership Board by April 2020.

WHO IS BETTER OFF?

The evidence and key findings, which will form 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 26

WHAT DID WE SAY WE WOULD DO? - ACTION 26

To develop more green spaces within urban areas and maintain and enhance existing green areas for people and wildlife

HOW MUCH DID WE DO?

- Beach management plan development.
- Coast & Duneland access and protection.
- Village renewal programme through Rural Development Plan (RDP) identifying recreational opportunities.
- Binevenagh and Coastal Lowlands Landscape Partnership Scheme.

HOW WELL DID WE DO IT?

- Skeleton plans developed for Benone Strand, Downhill & Castlerock with Causeway Coast and Glens Heritage Trust and Ulster University.
- Enhanced beach access and facilities at Ballycastle, Benone Strand, Castlerock, White Rocks and Runkerry.
- Engagement with communities identified connection and value on local green space.
- Development stage complete supported by new research documentation around outdoor recreation provision.
- Application for delivery phase to be submitted.

WHO IS BETTER OFF?

Beach management plan development

- Coordinated approach to management of sites considering conservation, recreation and year round use Coast & Duneland access and protection
- Enabling visitors to enjoy coastal sites without impacting negatively.

Village renewal programme through the Rural Development Plan (RDP) identifying recreational opportunities

- Community involved in suggesting what provision they would like to see

Binevenagh Landscape Partnership Scheme (LPS)

- Raised awareness of the outdoor recreation and heritage product in the area. Spatial masterplans completed for areas that host outdoor recreation. Projects identified and worked up for delivery that will compliment and add to the project area.

ACTION 27

WHAT DID WE SAY WE WOULD DO? - ACTION 27

To implement initiatives on protected natural heritage areas in Causeway Coast and Glens to support the recovery and maintenance of the site's special features.

HOW MUCH DID WE DO?

- The Causeway Coast and Glens area contains the following designated areas: 4 Areas of Outstanding Natural Beauty (AONBs), 14 Special Area of Conversations (SACs), 3 Special Protection Areas (SPAs), 3 Ramsars, 1 World Heritage Site, 12 National Nature Reserves (NNRs), and 63 Area of Special Scientific Interest (ASSIs).
- Conservation Management Plans have been initiated for 12 SACs.
- Three tranches of the Environmental Farming Scheme have been opened – 2017, 2018 and 2019.
- Reviews of the Giants' Causeway and Causeway Coast Management Plan and Antrim Coast and Glens AONB are underway, along with the World Heritage Site Plan.
- Causeway Coast and Glens Borough Council have consulted on Preferred Options Paper for its Local Development Plan 2030.

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.

Developmental and review work has also progressed which should in future enable more informed decision making on aspects that could negatively impact sites.

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.

ACTION 28

WHAT DID WE SAY WE WOULD DO? - ACTION 28

Identify and address waste management issues by implementing a community focused waste management strategy.

HOW MUCH DID WE DO?

- Over 80% of residents participating in council recycling services.
- Target 100% of residents with advice and guidance on waste and recycling options provided by council.
- Complete waste audits at 80 businesses as part of Live Smart initiative.
- Engage 85% of local schools in Eco-schools programme.
- Requirement to achieve 50% recycling household waste by 2020.

HOW WELL DID WE DO IT?

- More than 65% of residents participating in council recycling services as of March 2019.
- 100% of residents communicated with regarding recycling services via direct mail drops and Council Citizens Newsletter.
- 24 audits (30%) business waste audits conducted as of March 2019.
- 65% of local schools participating in Eco-schools programme as of June 2019.
- During 2019/20 achieved over 50% household waste recycling.

WHO IS BETTER OFF?

Behaviour – customers engaging in council recycling services and sustainable waste management practice.

- Roll-out of kerbside food and garden waste collection service to all residents completed in 2018. This complements the kerbside mixed recyclables collection service.
- Businesses benefiting economically and environmentally from waste audits.
- Enhanced awareness of single use plastic reduction/elimination through local community initiatives.
- Stay Smart initiative assisting local holiday accommodation providers introduce sustainable environmental practices.
- Funding acquired to enhance local household recycling centre provision.
- Residents, visitors, businesses, schools, community and voluntary sector supported by Environmental Resource Officer outreach programme.

Example: A project developed by Cloughmills Community Action Team in 2018 with support from council has been named as the first ever Northern Ireland winner of a prestigious Europe-wide award.

The 'Library of Things' scheme, where people can borrow DIY, household and gardening items instead of having to buy them, was selected in the Association/NGO category at the annual European Week for Waste Reduction (EWWR) awards ceremony, triumphing against thousands of other entries.

EWWR is coordinated in Northern Ireland by the Waste and Resources Action Programme (WRAP). Dr Ian Garner from WRAP said: *'We congratulate Cloughmills Community Action Team on their innovative and award-winning Library of Things. We hope Cloughmills' success will inspire individuals, schools, businesses and community groups in Northern Ireland to register their waste reduction action as part of EWWR 2019.'*

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

ACTION 29

WHAT DID WE SAY WE WOULD DO? - ACTION 29

To establish a high-level solution driven 'Economic Advisory Group' (EAG) to focus on developing and delivering collaborative projects for the economic benefit of the Causeway Coast and Glens Borough Council area.

HOW MUCH DID WE DO?

- EAG established in November 2017.
- Four meetings with stakeholders identifying opportunities for collaboration.
- One facilitated workshop to develop a strategy for going forward.

HOW WELL DID WE DO IT?

- EAG made-up of 8 key economic stakeholders across the borough.
- One Action Plan completed identifying next steps and 7 actions.

WHO IS BETTER OFF?

General feedback to date is that collaboration is key to ensure 'full buy-in' to deliver upon the 7 key actions identified within the Action Plan.

ACTION 30

WHAT DID WE SAY WE WOULD DO? - ACTION 30

Develop an integrated cross-sectoral destination management approach, driving the visitor economy for the benefit of the whole community

HOW MUCH DID WE DO?

- Total Overnight trips.
- Total Spend.
- Average no of nights.
- Total number of jobs in tourism characteristic industry.
- Total nights.
- Average spend per trip.
- International domestic visitor.

HOW WELL DID WE DO IT?

- 1 million overnight trips (20% of NI total).
- £172 million spend (18% of NI total).
- 3.2 average number of nights.
- 5,006 jobs (12% of NI total).
- 3.2 million nights (19% of NI total).
- £54.24 spend per night.
- 63% domestic v 37% International.

WHO IS BETTER OFF?

Have a well-supported tourism industry that works in partnership to develop and sustain the region as a high quality and competitive visitor destination.

ACTION 31

WHAT DID WE SAY WE WOULD DO? - ACTION 31

To develop an Inward Investment proposition for the promotion of the Borough (Branding).

HOW MUCH DID WE DO?

- One 'Invest in Our Lifestyle' brochure' published.
- One 'Invest in Our Lifestyle' website launched.
- 500+ copies of investment brochures circulated via engagement events across the Borough.
- Attendance at 4 trade fayres/conferences to date.

HOW WELL DID WE DO IT?

- Investment brochure and website fully aligned to Invest NI's 10-key investment messages.
- 100% of Invest NI International offices in receipt of Invest Brochure.

WHO IS BETTER OFF?

- Increase in the number of investment enquiries from private investors via professional property agents;
- Positive feedback from professional property agents regards investment opportunities;
- Increase in traffic to the website since its soft launch in summer 2019.

ACTION 32

WHAT DID WE SAY WE WOULD DO? - ACTION 32

To develop an Energy Strategy/ Project within the Causeway Coast and Glens area.

HOW MUCH DID WE DO?

- 1 Phase One Girona Collaborative Growth Programme completed.
- 4 lobbying actions with Department of Business, Energy, & Industrial Strategy (BEIS) and Innovate UK regards eligible energy funding opportunities.
- Development of a £3m Girona funding application to BEIS/ Innovate UK.

HOW WELL DID WE DO IT?

- Successful completion of Girona Phase One – progressing to Phase Two.
- Visit from the Head of BEIS's Energy Division to Coleraine.
- Submission of a £3m Girona funding application to BEIS.

WHO IS BETTER OFF?

- Successful completion of Girona Phase One – progressing to Phase Two.
- Visit from the Head of BEIS's Energy Division to Coleraine.
- Submission of a £3m Girona funding application to BEIS.

ACTION 33

WHAT DID WE SAY WE WOULD DO? - ACTION 33

To develop and implement a 'Rural Development Strategy' within the Causeway Coast and Glens area

HOW MUCH DID WE DO?

(The figures in this column are targets set by the Local Area Group(LAG) in the Strategy).

Rural Business Investment Scheme

- 91 Full Time Employment (FTE).
- 39 businesses supported.
- 4 people completing bespoke training.
- 65 people receiving capital grants for their business.
- 3 businesses supported for e-business.
- 3 businesses starting to export.

Rural Basic Services Scheme

- 1,300 people benefitting from improved services.
- 13 projects supported for investments in local basic services.

Village Renewal Scheme

- 650 people benefitting from Village Renewal.
- 22 Villages supported for plans.
- 7 projects supported for investment in village development.
- 7 vacant properties brought back into use.

Cooperation Scheme

- 7% of budget allocated to Cooperation projects.
- At least 2 Cooperation projects developed.

HOW WELL DID WE DO IT?

(The figures in this column are actual achieved and are not based on targets within Letters of Offer (LoOs) issued).

Rural Business Investment Scheme

- 42 FTE jobs created (46%).
- 46 businesses supported (118%).
- 28 people completing bespoke training (700%).
- 77 people receiving capital grants for their business (118%).
- 3 businesses supported for e-business (100%).
- 1 business starting to export (33%).

Rural Basic Services Scheme

- 455 people benefitting from improved services (35%).
- 11 projects supported for investments in local basic services (85%).



Village Renewal Scheme

- 0 people benefitting from Village Renewal (0%).
- 22 Villages supported for plans (100%).
- 0 projects supported for investment in village development (0%).
- 0 vacant properties brought back into use (0%).

Cooperation Scheme

- 0.035% of total budget allocated to Cooperation projects.
- 0 Cooperation projects developed.

WHO IS BETTER OFF?**Circumstances**

- FTE jobs created.
- Businesses/people supported.
- People completing bespoke training.
- People benefitting from improved services.
- Basic services projects supported.
- People benefitting from village renewal.
- Villages supported with plans.
- Projects/investment in village development.

Quotation 1 - Community *“The funding has enabled us to proceed with plans to extend our building, creating a state of the art Community Hub in Dungiven. We would like to express our appreciation to Causeway Coast and Glens Local Action Group and Department of Agriculture, Environment and Rural Affairs (DAERA) and for this. The project will have a massive impact on our members throughout the North West, and on the whole community of Dungiven. Our hope is that the building will bring everyone in the community together, both hearing and non-hearing, and therefore promote social inclusion and integration.”*

Quotation 2 - Business *“I am delighted that we have completed the project and are now operating with the use of our newly extended facilities. These facilities will greatly improve the company’s ability to compete in the market-place and achieve further growth. The contribution to this funding from the Local Action Group was invaluable. It is difficult for small rural businesses to cash-flow large-scale capital investment such as this and to receive this support was essential. I would implore local businesses to enquire about the scheme and avail of the help and guidance of the LAG’s staff prior to applying”.*

ACTION 34

WHAT DID WE SAY WE WOULD DO? - ACTION 34

To develop Public Realm Schemes within the Causeway Coast and Glens area. The schemes seek to create high quality streetscapes through sensitive landscaping, resurfaced footways, enhanced pedestrian access, and quality contemporary street furniture and enhanced street lighting in the following locations: Portrush, Ballymoney, and Ballycastle. The schemes optimise and enhance the public space made available with a long term perspective. This ensures the works provide a substantial and sustainable legacy within each community contributing significantly towards achieving positive change.

HOW MUCH DID WE DO?

- Implement 20,857m2 scheme prior to 2019 Open Golf Championship. Completed June 2019.
- The number of visitors to Portrush each year is unknown but has been requested from the Tourism Section on many occasions.
- Accurate information on bednights is also uncertain.
- In 2015 Portrush had 7 hotels; five graded 3* and two ungraded.
- There were 235 bedrooms.

HOW WELL DID WE DO IT?

The inclusive Project Team structure has largely resulted in a very low defects count at this stage. Portrush is situated on an exposed marine environment location and relevant issues will be monitored over the next 12 months.

Public Survey result completed August 2019 by Sproule Consulting:

- 98% of respondents described their overall perception of the new public realm area of Portrush as being either 'very good' (80%) or 'good' (18%); the remaining 2% felt that the area was average.
- 30% liked the seating the most, 9% liked the smooth paving the most (albeit other respondents described liking the paving along with other aspects of the project), whilst a further 9% liked the fact the area was tidier, neater, more presentable, cleaner and had a fresh appearance; 4% liked the modern design.
- 80% stated that there was nothing that they disliked about the work completed; 7% disliked the fact that more bins were needed, 3% disliked the lack of available parking, whilst 2% disliked the stains on paving, as it looked dirty.
- 76% confirmed that the main reason for their visit to Portrush was for tourism; 6% were there for work, 3% to use the services and 1% for shopping.

WHO IS BETTER OFF?

- While there has been strong community and media support for the finished scheme, quantified perception data will not be available until the end of 2019 as part of the annual independent Visitor Survey.
- The community will not experience the full benefits of the scheme until the winter months. For example, the introduction of high quality street lighting throughout the town centre.
- There has been an immediate private sector investment drive largely created by The Open 2019, but the public realm scheme is playing a valuable complementary function. For example, Atlantic Green (now apartments with active ground floor retail fully let), regeneration of the listed Danske Bank building.
- There are currently proposals for over 200 apartments within or through the planning process.

ACTION 35

WHAT DID WE SAY WE WOULD DO? - ACTION 35

To develop a Business Improvement Districts – (BIDs) Action for Causeway Coast and Glens area.

HOW MUCH DID WE DO?

- No. of BIDs established – target 1.

HOW WELL DID WE DO IT?

- Coleraine BID – Final Business Plan published and out for Ballot 1st August. Closing date for voting is 5pm 13th Sept. BID was declared on Friday 14th September with 81% by number and 90% by rateable value in favour of implementing the BID. The BID is now in place and will run for a 5 year term.
- An operating agreement [SLA] was put in place between Council and the Coleraine BID to collect the levy. Levy Bills were issued in November 2018.
- BID company has been established and registered in Companies house.
- Coleraine BID manager and Board established and in place January 2019.
- First year action plan is still under construction and awaiting input from the 3 groups Influence, Connect & Experience.
- Feasibility study on other towns. A successful EOI with Department of Communities for support in conducting a feasibility exercise for the other towns will be delayed and DfC informed verbally. The implementation milestone for this part of the action will therefore be moved in to the 2019/20 financial year due to workload.

WHO IS BETTER OFF?

- One Bid established in Coleraine with 612 businesses involved in the process in the defined BID area. 1 job created.
- BID has established new communication channel for 612 businesses to interact with other key stakeholders within the town as the BID is represented on the Coleraine Town Team.

ACTION 36

WHAT DID WE SAY WE WOULD DO? - ACTION 36

To develop a 'Digital Connectivity' action for the Causeway Coast and Glens area.

HOW MUCH DID WE DO?

- One Full Fibre FNI Operations Group established, representing 10 local authorities in NI.
- Delivery partner in Low Power Wireless Area Network Programme. Collaborating with Newry & Mourne Council in delivering Creative Technologies & Tourism Challenges.
- 3 lobbying actions for improved digital connectivity.
- Engagement with 3 local broadband providers to encourage greater uptake of broadband voucher scheme.

HOW WELL DID WE DO IT?

- Secured £15m from Local Full Fibre Networks Challenge Fund.
- Supported 2 Low Power Wireless Area Network (LPWAN) proposals in the CC&G area.
- Council represented on 3 various public and private sector lobby groups/forums lobbying for improved digital connectivity.
- Since October 2018, 15 residents successfully drew down the Gigabit Broadband Voucher Scheme; with 91 residents in the pipeline.

WHO IS BETTER OFF?

- Secured £15m from Local Full Fibre Networks Challenge Fund.
- Supported 2 Low Power Wireless Area Network (LPWAN) proposals in the Causeway Coast and Glens area.
- Represented on 3 public and private sector lobby groups/forums.
- Since October 2018, 15 residents successfully drew down the Gigabit Broadband Voucher Scheme; with 91 residents in the pipeline.

ACTION 37

WHAT DID WE SAY WE WOULD DO? - ACTION 37

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

HOW MUCH DID WE DO?

- ALEC Development Brief launched in February 2019.
- 8 regional/ national newspaper adverts taken out in 2019.
- 2 front cover page articles in both Agenda NI and Eolas.
- 6 ALEC information events/roadshows to explain the offering undertaken.
- 5,000+ developers/prospective tenants targeted via CBRE's international property networks.
- 1 new ALEC website launched in 2019.
- 4 stands at NI conferences/fayres since 2018.

HOW WELL DID WE DO IT?

- 70 people at launch of ALEC Development Brief.
- 500k+ readers targeted via regional/national newspapers.
- 17k+ decision-makers in the public, private and voluntary sectors across the island of Ireland targeted via leading business magazines i.e. Agenda NI and Eolas.
- Informal Eols received via CBRE's international property networks.
- 1,500 visits to new ALEC website.

WHO IS BETTER OFF?

CBRE have stated that *'The current commercial property market within Northern Ireland is suffering from a lack of occupier and investor confidence as a result of the wider political uncertainty. The threat of a "no deal Brexit" and the continued lack of government within Northern Ireland has resulted in a general decline in demand for property across the province'*.

ACTION 38

WHAT DID WE SAY WE WOULD DO? - ACTION 38

To increase the interest in starting your own business as an option for local citizens.

HOW MUCH DID WE DO?

NI Business Start Up Programme in 19/20 financial year has delivered to date:

- 67 Business Plan Approvals which equates to 41 jobs.

HOW WELL DID WE DO IT?

- 41 jobs = 33% of annual statutory target.

WHO IS BETTER OFF?

The evaluation of the 2nd year of the NI Business Start Up Programme will be completed by mid-October 2019. This will provide qualitative information from the programme participants. Subsequent evaluations will follow after the 3rd year (programme years run from September to August) and at programme completion (expected to be February 2021).

Annual evaluations for the associated programmes are due as follows:

- Exploring Enterprise – June 2020.
- Digital Youth – June 2020.
- Yes You Can – April 2020.

ACTION 39

WHAT DID WE SAY WE WOULD DO? - ACTION 39

To deliver the Alchemy Programme 2017-2021.

HOW MUCH DID WE DO?

In the 19/20 financial year to date, the following has been achieved;

- 33 participants have registered (cumulative total to date = 407).
- 16 receiving mentoring (230).
- 3 client status referral to Invest NI (13).
- 5 project referrals made for other INI support (32).
- 1 business workshop delivered (7).
- 31 jobs created (105.5).
- 20 referrals to other stakeholders' support initiatives (104).

HOW WELL DID WE DO IT?

In terms of the overall programme 2017-2021, Alchemy has achieved;

- Register and support businesses, 102%.
- Businesses receiving mentoring, 72%.
- Jobs created, 45%.
- Workshops to be held on topics of business interest, 86%.

WHO IS BETTER OFF?

- A mid-term evaluation is being carried out that will provide an indication of the impact on the participating businesses. It will be completed by the end of September 2019.
- A final programme evaluation will be carried out by 30 September 2023, i.e. 2 years after the support for businesses has ended in order to measure the longer term effects.

ACTION 40

WHAT DID WE SAY WE WOULD DO? - ACTION 40

To develop a plan to increase the level of innovation in the Causeway Coast and Glens area.

HOW MUCH DID WE DO?

- Research & Report on best practice innovation support systems completed.
- Invest NI Collaborative Growth Programme workshop delivered in the Causeway Coast and Glens area.

HOW WELL DID WE DO IT?

- Four potential projects emerging.

WHO IS BETTER OFF?

- General feedback from 18 participants at the workshop: *'Innovation is critical to the future prosperity of the Causeway Coast and Glens area as it drives Economic Growth. Businesses who are innovative create more jobs and grow their sales twice as fast as their non-innovating competitors'*.

ACTION 41

WHAT DID WE SAY WE WOULD DO? - ACTION 41

Establishment of Causeway Coast and Glens Export Programme to enhance the capability of businesses to enter and expand in markets outside of NI (dependent on availability of funding and eligibility of programme)

HOW MUCH DID WE DO?

To date, via the Alchemy Programme, 13 businesses within Causeway Coast and Glens have been referred to Invest NI for external market capability support. (Invest NI 'normal business' activities not included).

HOW WELL DID WE DO IT?

100% businesses referred are currently availing of Invest NI support.

WHO IS BETTER OFF?

Evaluation and review process will take place over the coming months and years.

ACTION 42

WHAT DID WE SAY WE WOULD DO? - ACTION 42

To deliver IT modules (Got IT and Go ON) and provide space and support for job clubs.

HOW MUCH DID WE DO?

127 Go On sessions have been delivered to 324 people in the Causeway Coast and Glens area since April 2018

as follows:

- 2018/19 92
- 2019/20 35

- 8 Job Assist sessions have been delivered in Coleraine Library by Jobs and Benefit agency staff since February 2019.

HOW WELL DID WE DO IT?

- Customer surveys are conducted prior to the IT session and after the session. There is a follow up evaluation survey six weeks after training.
- 82% of participants felt the course very useful and only 0.77% of people not finding the course useful. (NB Qualitative data is collected across a wider area than Causeway Coast and Glens and is subject to validation)

WHO IS BETTER OFF?

- Participants reporting an awareness of how to be safe online.
- Participants reporting an improvement in their skills.
- What benefits participants have experienced as a result of completing the course.



ACTION 43

WHAT DID WE SAY WE WOULD DO? - ACTION 43

To establish and promote a Workforce Development Group (WDG), as well as developing business and education linkages using existing groupings and new participants to develop increased interaction between the two sectors. The focus will be on new and emerging sectors, as well as assisting development of existing larger sectors, such as tourism and agriculture.

HOW MUCH DID WE DO?

- 1 WDG established in November 2018.
- 5 sectoral sub groups identified.
- 1 ToR for WDG completed.
- 1 sectoral analysis report completed.

HOW WELL DID WE DO IT?

- WDG made up of 14 key stakeholders.
- 3 of 5 sectoral groups established.
- 2 'quick-win' education and skills initiatives delivered to date.
- 150+ young people across the Borough participating on education and skills initiatives to date.

WHO IS BETTER OFF?

General feedback from participants on both WDG initiatives supported to date has been positive. In terms of the Hospitality Takeover Day, 87% of students stated that it was either 'well worth attending' or 'worth attending'. Similarly, the majority of teachers (95%) felt the WDG event had been 'well worth attending'.

ACTION 44

WHAT DID WE SAY WE WOULD DO? - ACTION 44

To develop a co-ordinated plan to address literacy, numeracy & ICT skills in the Causeway Coast and Glens population.

HOW MUCH DID WE DO?

- Number of 16-64 year olds attaining a Level 2 qualification in English and/or Maths per annum in the Causeway Coast and Glens area.
- Number 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 Causeway Coast and Glens area. and NI average will decrease.
- Circumstances – qualification levels from Level 2 and beyond will increase.

