

# Outworking's from the Public Consultation on

## Mid Ulster District Council's Performance Improvement Objectives 2024-2025

April 2024

## **Background**

As required under Section 84 of the Local Government (NI) Act 2014 (hereafter referred to as 'The Act'), the Council is placed under a general duty to make arrangements to secure continuous improvement in the exercise of its functions.

Part 12 of the Act sets out a series of provisions which the Council should be mindful of in "making arrangements to secure continuous improvement", under section 85, the Council is to identify and set itself corporate level performance Improvement Objective(s) for improving the exercise of its functions and to have arrangements in place to achieve these objectives. Under section 87 of the Act, the Council is also required to consult on our improvement objectives.

This year the consultation exercise ran from Monday 26<sup>th</sup> February to Friday 19<sup>th</sup> April at 12 noon and focused on our proposed objectives for 2024/2025.

Under each improvement objective the Council asked whether respondents agreed with the objective or disagreed with the objective. Respondents were also asked to provide any related commentary they had regarding the proposed improvement objectives.

The consultation survey also asked respondents to outline any improvements the council should consider in the future. The final question asked respondents to provide any further comments relating to the draft Improvement objectives.

The consultation involved a survey made available for completion and submission online and or by post to the council. The engagement process was promoted through a variety of communication channels including: social media outlets, video message from the Chair of P & R committee, the council's main website (listing in the main on the website front page), press releases, mailing lists, e-mails, staff intranet and internal staff meetings. In total, there were 28 respondents to the Mid Ulster District's Performance Improvement Objectives 2024-2025 consultation.

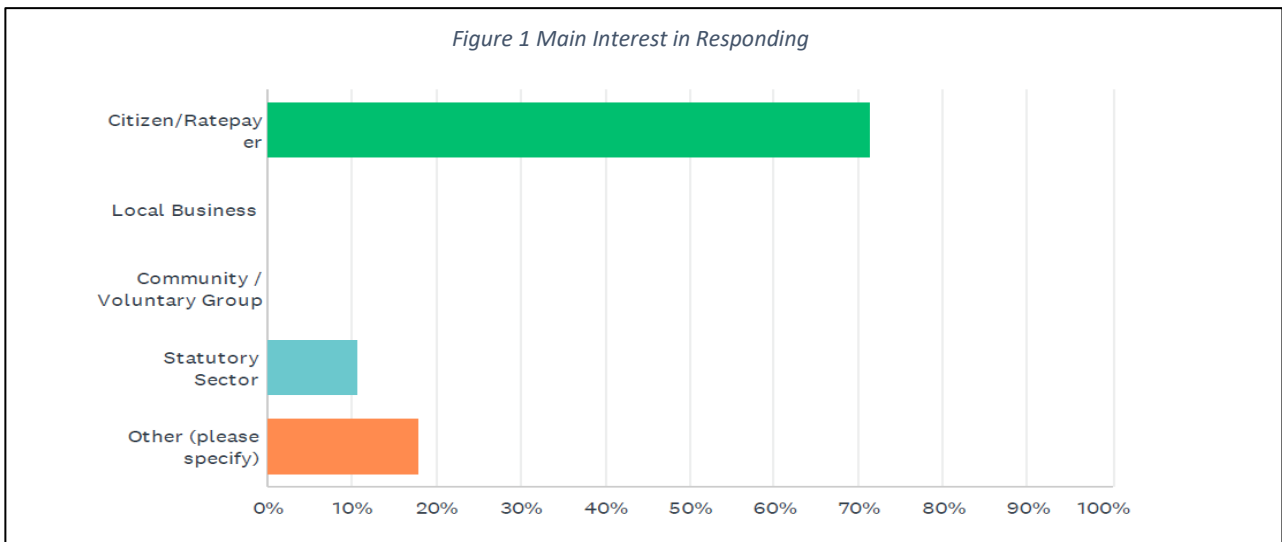
# Responses to Improvement Objectives Consultation Questionnaire 2024-2025

## QUESTION 1

Consultees were asked what was their main interest in responding to this consultation.

**Table 1.0- What is your main interest in responding to the consultation?**

Capacity in which responding to survey	Percentage Responses
Citizen/Ratepayer	71.43%
Local Business	0.00%
Community /Voluntary Group	0.00%
Statutory Sector	10.71%
Other	17.86% (employees)



## QUESTION 2 –

Percentage of consultees who provided contact details 46.42%

### QUESTION 3 -

**Do you agree that the proposed Performance Improvement Objectives are appropriate for our district?**

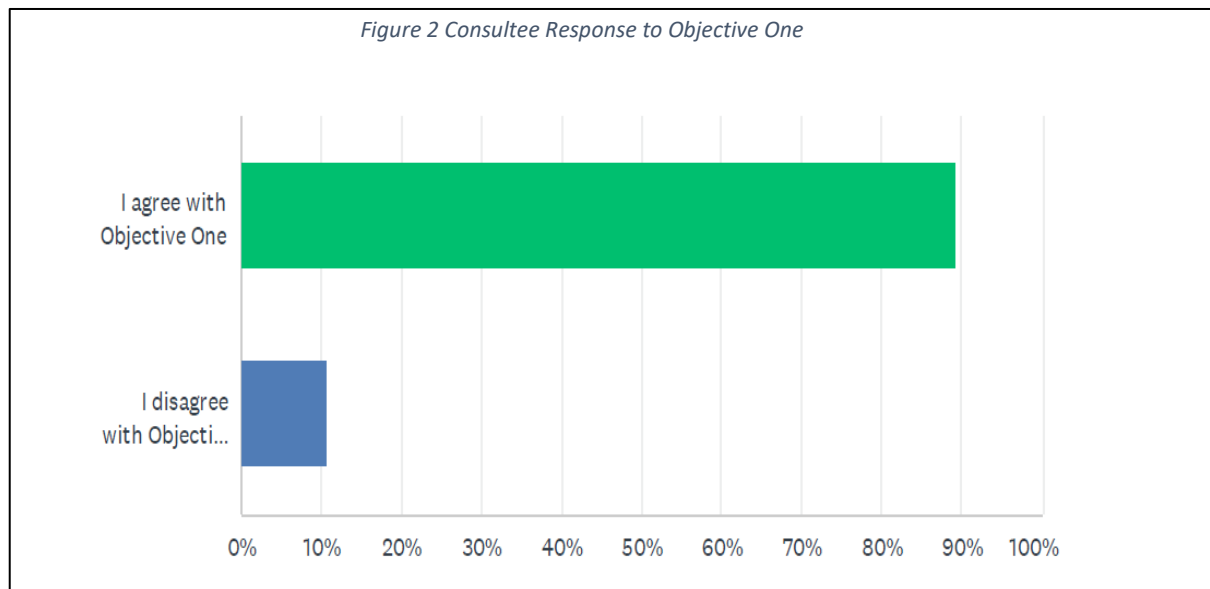
Consultees were asked to indicate if they agreed or disagreed with objective one, and to add comments where applicable

#### **Improvement Objective One**

- 1. Mid Ulster District Council will seek to reduce the environmental impacts of our own activities and will contribute to the improvement of the wider environment through local action.**

Table 1.1 Percentage of Consultees who agreed or disagreed with objective one.

	<b>Percentage</b>
<b>Number of Consultees agreed with objective one</b>	<b>89.29%</b>
<b>Number of Consultees disagreed with objective one</b>	<b>10.71%</b>



Outlined below are the consultees' commentary in relation to objective one. There were 10 comments received in total.

#03	Broadly agree with this objective. However, caution must be sought around the amount of public money spent implementing climate measures. MUDC officers must prioritise key areas affecting citizens before throwing thousands of pounds at certain PR stunts. There is also an argument that via Objective 3, MUDC should really focus on getting the basics right when it comes to the environment, i.e. litter, which is a severe issue across the District.
#04	I think we can achieve this through reducing the vehicles on the roads and providing bicycles for hire would be a great idea too.
#07	Yes leading by example and complements Climate Action Plan
#16	This should certainly be a performance Improvement objective. Targets should be set for each department to ensure all departments take action.
#19	<p>The council should be congratulated on the objective to seek to reduce their environmental impacts and contribute to improving the wider environment. In addition to obligations under international, national and regional legislation, there is a moral obligation for local authorities to protect and enhance the wider environment for both nature and the wellbeing of residents. This has been recognised through this objective. However, in the explanation on this objective - "Why we are doing it?" reference is only made to climate change (with links to The Climate Change Act, and supporting links, all relating to climate change). There does not appear to have been any consideration given to other relevant aspects (and legislation) that should be included if the council are committed to "...the improvement of the wider environment..." For example, The Wildlife and Natural Environment Act (NI) 2011, places a Biodiversity Duty on all Public Bodies to "...further the conservation of biodiversity...". Fulfilling obligations under this duty would certainly contribute to the improvement of the wider environment. However, this legal obligation appears to have been omitted from this Objective. Would it not be appropriate to reference this relevant legislation in addition to the Climate Change Act? While climate change is certainly one of the main factors influencing our environment, it cannot be taken in isolation. For any objective to protect and enhance the environment to be effective, a joined-up approach across a range of different areas is required. The main aspects (and the interrelationships between them) that need to be considered are:</p> <ul style="list-style-type: none"> <li>• Climate change</li> <li>• Biodiversity Loss</li> <li>• Habitat destruction and fragmentation</li> <li>• Non-native Invasive Species</li> </ul> <p>Climate change is undoubtedly having an impact on our natural environment and society. A worldwide issue, it requires a worldwide approach. However, even individuals can undertake actions to make a contribution to reducing climate change. Reducing carbon emissions is a 'must', and the</p>

combination with protecting and developing 'carbon sinks' are positive actions. Biodiversity Loss: As throughout the rest of the world, Northern Ireland is undergoing biodiversity loss. In an assessment of the Biodiversity Intactness Index (BII) published in 2020 by the Natural History Museum and the RSPB, Northern Ireland sits 12th worst in the world for biodiversity loss out of the 240 countries surveyed. The evidence of this is clear to see, with many once familiar species and habitats becoming increasingly rare, and a few now even extinct from Northern Ireland. Worldwide, some scientists are terming the current loss of biodiversity as the services 'gifted' to us by the natural environment include; purification of air and water, mitigation of floods and droughts, pollination of crops, generation and renewal of soil, as well as the sense of wellbeing provided by nature. Most significant threats to our biodiversity are often caused by human activity. Fortunately, this means we are in a position to adapt our behaviour to manage and enhance our natural environment to safeguard our biodiversity for future generations. Any actions undertaken by the council to improve the natural environment will help fulfil legal obligations to "...further the conservation of biodiversity..."(Wildlife and Natural Environment Act (NI) 2011).

Habitat Destruction and Fragmentation: Habitat loss is the greatest threat to biodiversity worldwide. All habitats are under threat from loss, damage or fragmentation. The effects of the complete loss of habitats are obvious, but the effects of damage and fragmentation which can sometimes be overlooked, must also be considered. As natural habitats become degraded, their ability to function and provide eco-system services (clean air and water, flood mitigation, etc.) becomes degraded, as well as their ability to maintain viable species populations. For example, wetlands are subject to damaging activities such as drainage, conversion or abandonment. Upland areas are under threat from overgrazing and unsustainable recreation, leading to peat erosion and disturbance to ground nesting birds. Housing and commercial development can lead to habitat destruction and fragmentation. Fragmentation restricts the movement of species across our landscape, leaving them isolated and more vulnerable to extinction in the area.

Non-native Invasive Species: Non-native invasive species can have a detrimental impact on our local environment through competition for resources, predation, alteration of habitats and food webs, disease, etc. They also have a negative economic impact on agriculture, forestry, development, ecosystem services, etc. This has been recognized, with legislation introduced through The Invasive Alien Species (Enforcement and Permitting) Order (Northern Ireland) 2019. The control of non-native invasive species in Northern Ireland is a huge undertaking and will require cooperation between a range of statutory and non-statutory organisations and individual landowners. In summary: While Climate Change is certainly having an impact on our environment, if the council are committed to "...the improvement of the wider environment..." as stated in this objective, the council must look beyond just climate change and incorporate actions against biodiversity loss, habitat "sixth mass extinction in Earth's history", with the rate of species extinction as high as

	<p>it has been since the dinosaurs died out 65 million years ago. This loss of biodiversity impacts the way we live. The ecosystem services 'gifted' to us by the natural environment include; purification of air and water, mitigation of floods and droughts, pollination of crops, generation and renewal of soil, as well as the sense of wellbeing provided by nature. Most significant threats to our biodiversity are often caused by human activity. Fortunately, this means we are in a position to adapt our behaviour to manage and enhance our natural environment to safeguard our biodiversity for future generations. Any actions undertaken by the council to improve the natural environment will help fulfil legal obligations to "...further the conservation of biodiversity..."(Wildlife and Natural Environment Act (NI) 2011). Habitat Destruction and Fragmentation: Habitat loss is the greatest threat to biodiversity worldwide. All habitats are under threat from loss, damage or fragmentation. The effects of the complete loss of habitats are obvious, but the effects of damage and fragmentation which can sometimes be overlooked, must also be considered. As natural habitats become degraded, their ability to function and provide eco-system services (clean air and water, flood mitigation, etc.) becomes degraded, as well as their ability to maintain viable species populations. For example, wetlands are subject to damaging activities such as drainage, conversion or abandonment. Upland areas are under threat from overgrazing and unsustainable recreation, leading to peat erosion and disturbance to ground nesting birds. Housing and commercial development can lead to habitat destruction and fragmentation. Fragmentation restricts the movement of species across our landscape, leaving them isolated and more vulnerable to extinction in the area. Non-native Invasive Species: Non-native invasive species can have a detrimental impact on our local environment through competition for resources, predation, alteration of habitats and food webs, disease, etc. They also have a negative economic impact on agriculture, forestry, development, ecosystem services, etc. This has been recognized, with legislation introduced through The Invasive Alien Species (Enforcement and Permitting) Order (Northern Ireland) 2019. The control of non-native invasive species in Northern Ireland is a huge and will require cooperation between a range of statutory and non-statutory organisations and individual landowners. In summary: While Climate Change is certainly having an impact on our environment, if the council are committed to "...the improvement of the wider environment..." as stated in this objective, the council must look beyond just climate change and incorporate actions against biodiversity loss, habitat ecosystem</p>
#22	<p>Has the Council published a Climate Change Action Plan, if so, where is it? What period does it cover? What outcomes are being measured? How is the action plan to be managed? Who will monitor it? How and who will provide annual or quarterly updates on progress? How will it be implemented and delivered in practice? Are the Council going to adopt renewable energy sources such as solar panels for main offices or other operational buildings? Clarify the second point - how will the Council</p>

	<p>improve the 'wider environment' - what does this term mean to the Council and what is 'local action'?</p> <p>The Council has several corporate documents published online; when will these documents be updated to take into account NI Climate Change Act and emerging Regulations? Has the Council had regard to the many NI Executive Departmental Climate Change Action Plans already published? Is there a legal requirement for the Council to consider existing Departmental Climate Change Plans? And any other local district council plan i.e. cross-district / cross-boarder.</p> <p>In terms of staff resources, have the Council engaged / employed the appropriately qualified and accredited professionals to enable the proactive management, monitoring and review of the Councils Climate Change Action Plan? E.g. Ecologist, "Arboriculturalist"?</p>
#23	<p>This objective has been in place since 2020/21 and many actions have been delivered under it since. However the Council now has a Sustainability Strategy and Climate Change Action Plan for 2024 to 2028 which captures these and other actions. Therefore the retention of this objective would be a duplication of work/effort for Council staff.</p>
#25	<p>Having lived overseas was used to local councils developing Green and Blue ways which included respecting the landscape, encouraging local biodiversity and sustainability, which would like to see council doing. We have really distinct local landscapes of forests, uplands, bogs, waterways and urban and rural areas all elements that contribute to our sense of place of home, we need to act as communities to protect and enhance them now and for our children's legacy, we collectively need to be better custodians. Also as a family we are looking to perhaps purchase an EV car but are being put off by the lack of charging stations locally. If I want to go to the local leisure centre for example they don't have any, can the Council work with others to open up more charging points, this included neighbouring council areas as well.</p>
#27	<p>Good primary objective providing it is realistically promulgated and all impacts considered and balanced.</p>
#28	<p>I would question if this objective is required given the Council will meet the same aims through its Sustainability Strategy and Climate Action Plan.</p>



## QUESTION 4 -

**Do you agree that the proposed Performance Improvement Objectives are appropriate for our district?**

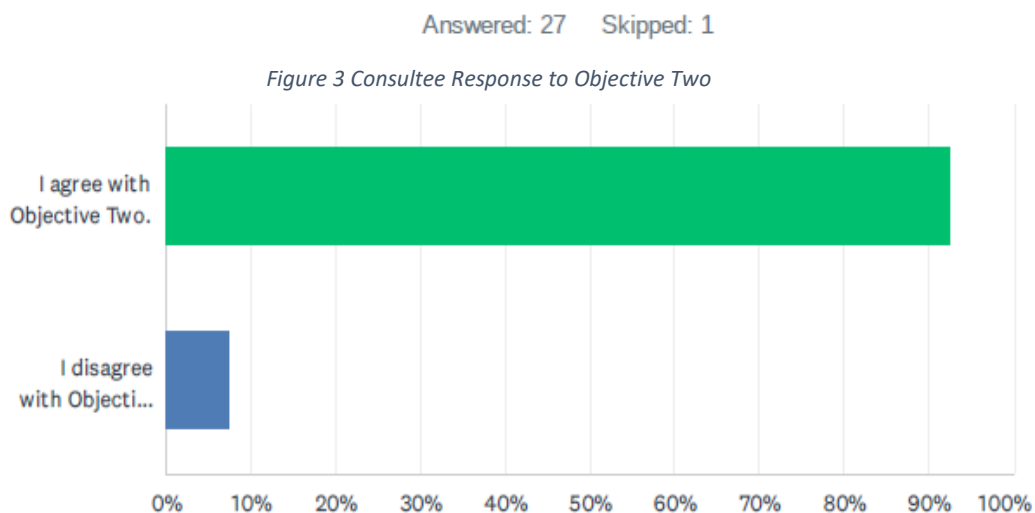
Consultees were asked to indicate if they agreed or disagreed with objective two, and to add comments where applicable.

### Improvement Objective Two

**2. We will ensure a more connected Mid Ulster where new technologies and ways of working, empower citizens to get the best services that matter to them.**

Table 1.2 – Percentage of consultees who agreed or disagreed with objective two.

	Percentage
<b>Number of Consultees agreed with objective two</b>	<b>92.59%</b>
<b>Number of Consultees disagreed with objective two</b>	<b>7.41%</b>



Outlined below are the consultees' commentary in relation to objective two. There were 9 comments received in total.

#02	This objective is too vague, what does it actually mean?
#03	Good objective in principle, however I worry that this will not be approached with the right expertise, leading to expensive technology which fails to work. A prime example is in Dungannon Leisure Centre. X amount of pounds was spent installing turnstiles at the reception area, with the accompanying software, however these have never been operational since installation due to software issues. This is embarrassing, and as a Council, there should have been better research into vendors and contractors before paying out for the turnstiles. Also, with new technologies as mentioned by this objective, I do believe MUDC must consult citizens before tendering for new tech. Such consultations must be advertised appropriately too, leveraging all possible and relevant mediums to reach citizens. Only by consulting residents, can MUDC truly understand whether or not a piece of proposed tech is actually wanted by citizens here. On a similar vein, it would be good for MUDC to tap into the knowledge, experience and skills of the citizens here by hosting tech sessions, perhaps to showcase plans, work on ideation or seek feedback on proposals. Such sessions should be open to anybody in the district and not just certain companies.
#07	Yes helps to reduce rural isolation and upskill
#10	New technologies are an excellent way for our rural citizens to access our services without the cost of travel/parking etc. They also represent opportunities for people with various types of disabilities to access council services in virtual ways, that accessing services physically could perhaps mean facing physical barriers to access and participation.
#16	A more connected Mid Ulster is to everyone's advantage but this focuses on tech and communications. I consider that transport links such as rail to be more important to focus on.
#22	How will this objective be measured? It isn't specific, what' new technologies'? What about public infrastructure for Electric Charging Points to assist in transfer to renewable energy within the District. Does the term new technologies take into account renewable energy technology and infrastructure? Or is this solely telecommunication technology? How does this sit in terms of the first Objective and need to reduce Mid Ulster's carbon footprint by investing in the existing structures and infrastructure already in situ? In terms of providing public services – the Council has recently reduced the number and locations of public toilets; access and availability has been reduced to the detriment of citizens and local communities. It would be helpful to the public and to visitors to have a list of locations that a public toilet can be accessed and

	<p>is available including opening times and type of public accessibility? An online map viewer would be useful within the Tourism section of the Council's website. It would also be helpful if the Council could confirm and clarify by the publication of advice and guidance on its legal responsibilities specific to availability and access to public toilets. The same applies to recycling centres, waste management etc. Another key public service is local capacity for water and sewerage systems - although this is not necessarily the remit of the Council it would be useful to publish / signpost citizens in terms of remaining capacity of existing sewerage system infrastructure for each existing settlement within the District and same for clean drinking water. This relates to the wider issue of Lough Neagh's 'algae bloom' that is fully expected to occur again this summer and into the future given the change in Northern Ireland's weather patterns.</p>
#24	The ways of working need to involve non-techie people being able to access services and in a way that suits how we are in Mid Ulster
#25	Family owns several local businesses it would be great more support for small businesses in moving to Omni channels for their businesses and widening purchase/shopping opportunities with short how to sessions, updates on being social media savvy. Can the council through its partners in other sectors look at how they dispose of their IT technical equipment as this has potential for reuse among community groups?
#27	All sounds good but depends on the spread. Must demonstrate that the objective is developed to visibly empower ALL citizens

## QUESTION 5 -

**Do you agree that the proposed Performance Improvement Objectives are appropriate for our district?**

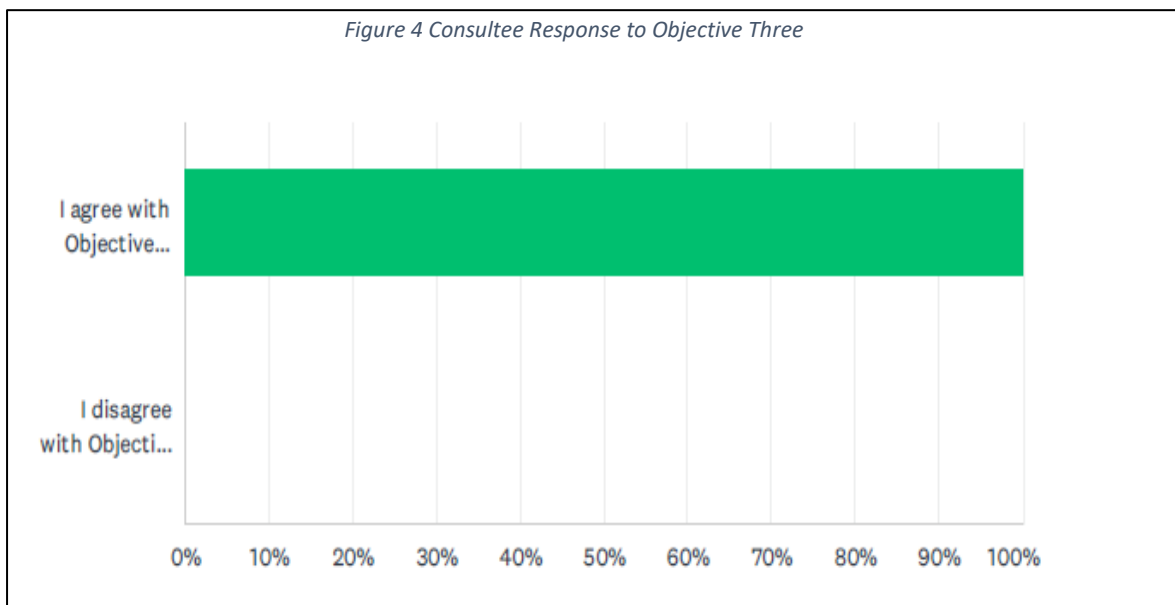
Consultees were asked to indicate if they agreed or disagreed with objective three, and to add comments where applicable.

### Improvement Objective Three.

- To create cleaner neighbourhoods, where everyone takes responsibility for their waste and the environment.**

Table 1.3 – Percentage of consultees who agreed or disagreed with objective three.

	Percentage
<b>Number of Consultees agreed with objective three</b>	<b>100%</b>
<b>Number of Consultees disagreed with objective three</b>	<b>0%</b>



Outlined below are the consultees' commentary in relation to objective three. There were 10 comments received in total.

#03	<p>Absolutely agree, however, I struggle to see how this will be implemented in practice, in a successful way (i.e. that delivers a reduction in littering etc.). Whilst targeting activities and programs towards children is beneficial, and should be done, there is a wider issue with adults themselves littering in residential areas and the town centres. If I think about my own area of Dungannon, there is a severe litter problem, which in-turn has attracted unwanted anti-social behaviour, and has brought down the overall standard of area in which I live. MUDC must also produce literature targeting every demographic and nationality in the town, East-Timorese, Eastern Europeans, Irish, British and everyone else in-between as people from every nationality contribute to the litter problem here. I believe there needs to be better use of advertising in town centre areas, leveraging boards, on-street campaigns, and social media, in various languages too, emphasising the need for everyone to look after the area they live and work in. Obviously this objective won't fully address the problem, as there will always be ignorant people out there, but I believe by implementing some of the aforementioned steps, we can reduce the amount of litter, and improve the image of the district. I would also suggest and encourage MUDC to consider establishing a volunteer force of litter pickers, to aid and assist the existing staff. As a young person, I'd be more than happy to contribute some voluntary hours to cleaning up the local area and I am sure there are others with a similar belief.</p>
#04	<p>This is a good idea and I am all for recycling I used to have my three bins but have been reduced to one black bin due to any social, behaviour of some people. Firstly back in July I got both my blue and brown bins burned when I put them out to be emptied. I eventually got them replaced only to have them stolen. I refuse to pay for new bins as I didn't steal or arrange to have bin bins stolen and I won't waste money to buy new bins for someone to come along and steal, them.</p>
#05	<p>The roads in the area are a disgrace with litter, something needs to be done urgently.</p>
#07	<p>Yes given the climate emergency we all need to be more involved in this and take responsibility also it will reflect well on impressions/experiences for visitors.</p>
#11	<p>Whilst I agreed with the objective I would advise that waste collection continues to be an issue in my local area. Due to the new automated bin collection service, waste from bins, especially blue bins continues to escape from refuse collection lorries and litter our local roads. Just today 26<sup>th</sup> March 24 I have had to go out and lift rubbish outside my house that has come from the collection of a blue bin. I have raised the issue</p>

	<p>previously with colleagues who work in mid ulster dc and they did advise that the problem was addressed but it appears to still be an issue. I understand that another Council area looked at a similar system for collection and found that they had to follow refuse lorries in another van to lift rubbish that came back out of the vehicles and decided that such a system was not viable.</p>
#16	<p>I agree however in connection with objective 1, MUDC need to improve on the waste handling from our own activates firstly.</p>
#22	<p>How will this be measured, managed and monitored? Why has the Council outsourced or contracted out public's services such as - Dog fouling, littering, parking etc. These are fundamentally public services and a good source of revenue in terms of fines for the Council, yet instead of upskilling existing staff to take on these roles and engage additional staff, the Council choose to outsource these public services (same goes for access and availability to public toilets).</p> <p>It would be very helpful to citizens if the Council as a corporate body could clearly and transparently set out what waste and environmental services the Council provide directly (Council Staff) and those provided via a contractor / outsourced operator (3rd Party) and provide information on how, why and through which Directorate are these outsourced contractors are managed, monitored and reviewed.</p> <p>How will the Council Enforce and fund a 'cleaner neighbourhoods imitative' for each existing settlement?</p>
#25	<p>Having caring responsibilities I am and have been somewhat put off in actually being able to access some local facilities. The amenities are important and need to be clean as I think this is a major determinant of whether I would plan a rerun visit or even recommend tourist or leisure spots to friends and family. I usually look at web pages or social media for local amenity information first before making any journey, sometimes relevant info isn't available.</p>
#27	<p>Target roadside litter throughout the Council area. Our roadsides are a disgrace and the litter must be a negative impact to selling the area for any and all purposes. Collecting litter is fine but education on 'taking it home' and ' binning it' has to be the crucial message. Pride in the area!</p>
#28	<p>This should read where everyone ensures they do not litter.</p>

## QUESTION 6 -

**Do you agree that the proposed Performance Improvement Objectives are appropriate for our district?**

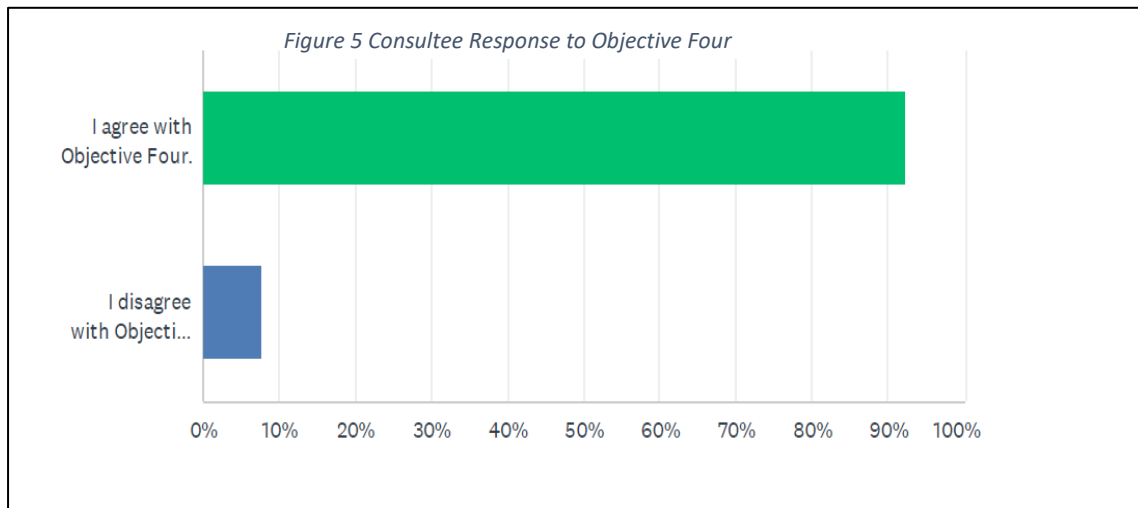
Consultees were asked to indicate if they agreed or disagreed with objective four, and to add comments where applicable.

### Improvement Objective Four

- We will contribute to the ongoing regeneration of our district by delivering a capital investment programme, enhancing facilities and opportunities for local people.**

Table 1.4 – Percentage of consultees who agreed or disagreed with objective four.

	Percentage
<b>Number of Consultees agreed with objective four.</b>	<b>92.31%</b>
<b>Number of Consultees disagreed with objective four.</b>	<b>7.69%</b>



Outlined below are the consultees' commentary in relation to objective four. There were 9 comments received in total.

#03	Agreed and welcome. However given the state of towns in the district, particularly Dungannon town, and the amount of vacant properties, aging facilities etc., I am pessimistic that this objective will be met. The quality of facilities in Dungannon is not at a good standard compared to other towns in the country, we have had a record number of vacant premises over the past year, and there is virtually nothing for younger people (teenage and young adult) to do in the town. With respect to those staff who have and do work in the existing sector, I believe MUDC have adopted the wrong focus over many years now, neglecting local young people, driving us to leave for Belfast and further afield.
#05	Perhaps consider putting the money into capital investment rather than wasting it on fireworks displays etc.
#07	Yes always good to encourage ongoing upgrades.
#10	Delivering a capital investment programme, enhancing facilities and opportunities for local people provides the opportunities for the Council to enhance the accessibility of facilities through the District, thus future proofing for an ageing population and expanding the footfall to facilities that can increase their level of appeal via implementing accessible practices within the built environment.
#12	The council need to engage and support more on a localised basis with community groups and sports clubs who have been asking for help, guidance and support with the development of facilities. There are strategies after strategies being completed i.e. Pitches Strategy for example but no allocation of substantial funding is given towards them to implement the proposals so why they do????
#22	How will this objective be measured, managed, monitored and reviewed - what is the time frame? Is this objective referring to public service facilities? Which Directorate is responsible for the implementation and delivery of a capital investment programme? What are the current capital investment programmes? What is the eligibility criteria? Has the Council published evidence of public needs that are taken into consideration? How is a settlement selected? Details of existing and proposed capital investment programmes should be published to comply with good governance, transparent and accountability requirements? Citizens should have easy access to and information on all completed capital investment programmes (since 2015), current capital investment programmes and proposed capital investment programmes alongside details on how /when public consultation took place or will take place. Is there a flowchart on procedures and processes for a capital investment programme to ensure



	good governance and accountability in terms of decision making? Where can citizens access such information?
#24	I think it's better to make sure the things that are open now are doing well before new things come along that aren't needed.
#25	Would like to see more culture led regeneration coordinated by the Council, to support better local cultural infrastructure and heritage, through repair and restoration. We are losing too many of our older buildings and facilities especially in towns/villages and brown field sites, while eating into more and more greenfield sites, The council can engage with local communities, local people and give them or their representatives a day in establishing and the development of regeneration plans.
#27	I disagree because the options are black or white. The objective at face value is fine but capital spend needs to be restricted in these economically stringent times.

## QUESTION 7.

**Consultees were asked to outline any improvements that they felt could be made by Mid Ulster Council in the future.**

**There were 16 responses received in total in relation to question 7.**

#01	More street cleaners needed
#02	With current financial constraints, giving the ratepayers value for money should be the number one priority. We constantly hear the council complaining about a lack of money, so why is there no objective around this issue? All the objectives are too vague, there is no measure of success outlined. Without this, objectives are mostly pointless as you cannot define if they have been achieved.
#03	Volunteer litter picking group to aid MUDC staff- Digital consultation forums for anyone across district- Focus on or develop a strategy for young people including young adults, looking at entertainment options/reasons to stay in Mid Ulster. - Better advertising for litter- Multi-language advertising for issues like litter- Investment in leisure facilities (fix leaking roof in Dungannon Leisure Centre, fix turnstiles software)- Better research into vendors for software.
#04	Bicycles for hire, Microchipping bins to prevent them being stolen. Providing more places that residents can go to use the internet. Providing somewhere that local homeless people can go and get a free meal esp. after six pm would save them going and stealing food from employee's

#05	stop wasting money on fireworks displays
#07	Happy with proposals
#10	It would be advantageous for Mid Ulster DC to implement condition specific action plans e.g. Autism Friendly Action Plan, Dementia Friendly Action Plan etc.
#11	See point 5 above. More needs to be done to remove discarded waste from our district
#12	More localized engagement with local community groups in each of the council's village supported by elected representatives from each of the areas.
#14	Under Objective 4 - ongoing regeneration of the district ... recommend some reference to wellbeing within the district in line with the Community Plan etc.
#16	More open forums of discussion from public and staff consultations
#21	I am aware that other Council areas have made strides in ensuring that their districts through the Council's lobbying and being actively involved with their local communities and stakeholders have looked at activities that have made their areas and raised awareness of how council areas can become more autism friendly, age friendly etc. We have a growing elderly population and it would be good to see something happening around this as well as looking at autism friendly practices. Age friendly environments foster healthy and active ageing, can't some type of strategy or action plan be developed through your community plan. I would have thought that Council could facilitate this, surely you want to be an equal and inclusive society through recognising the health and social care needs of an ageing population, disadvantage in terms of welfare and poverty etc. in both our rural and urban communities An example of autism awareness is how LIDL supermarkets have specific "autism aware" evenings across all its stores offering customers a calmer shopping environment and the security of knowing that additional assistance is available if necessary. I think it's an idea that these types of autism friendly practices could be gathered quickly by Council and placed on their web-site as a sign post etc. What do Council services do in relation to this i.e. in their own buildings and service provision - it's not really clear from the web-site or social media channels?
#22	It is vital that a Council provides regular, up-to-date information and data on its own projects and programmes. The need to be clear, transparent and open is part of good governance and accountability procedures and processes. Clarity on roles, remits and responsibility needs to be published to enable the public to know who to talk to if there is an issue or need for updates. It is not transparent from the existing content of

	MUDC website which Directorate is responsible for what and at which stage of, for example, a capital investment programme the responsible Directorate changes .In essence it would be very helpful and useful for clarity and flowcharts on the processes, procedures and accountability at each stage of a capital investment programme. From initial concept to implementation and delivery on the ground to continuous management, routine maintenance, monitoring and review.
#23	A Big Ideas project as currently in place at Belfast City Council should be considered. Also a public Q&A session as offered by Mid & East Antrim Council.
#26	Give better response to the public and when necessary give them the credit if there ideas are better than Mid Ulster District Council.
#27	A powerful and sustained anti-litter programme. Education backed up by enforcement.

## QUESTION 8

**Consultees were asked to use the space provided for any further comments relating to the draft Corporate Improvement objectives.**

**There was 1 response received in total relating to question 8.**

#01	More recycling bins around, possibly the plastic ones where u get a reward voucher for recycling so many items.
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