

**Outworking's from Consultation on
Mid Ulster District Council's
Performance Improvement
Objectives
2020-2021 to 2021-2022**

May 2020

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 the 6th March 2020 to the 1st May 2020 and focused on our proposed objectives for 2020/2021 to 2021/2022. 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 exercise was promoted via a variety of communication channels including social media, internal staff meetings, our Council website, e-mail and press releases in local newspapers.

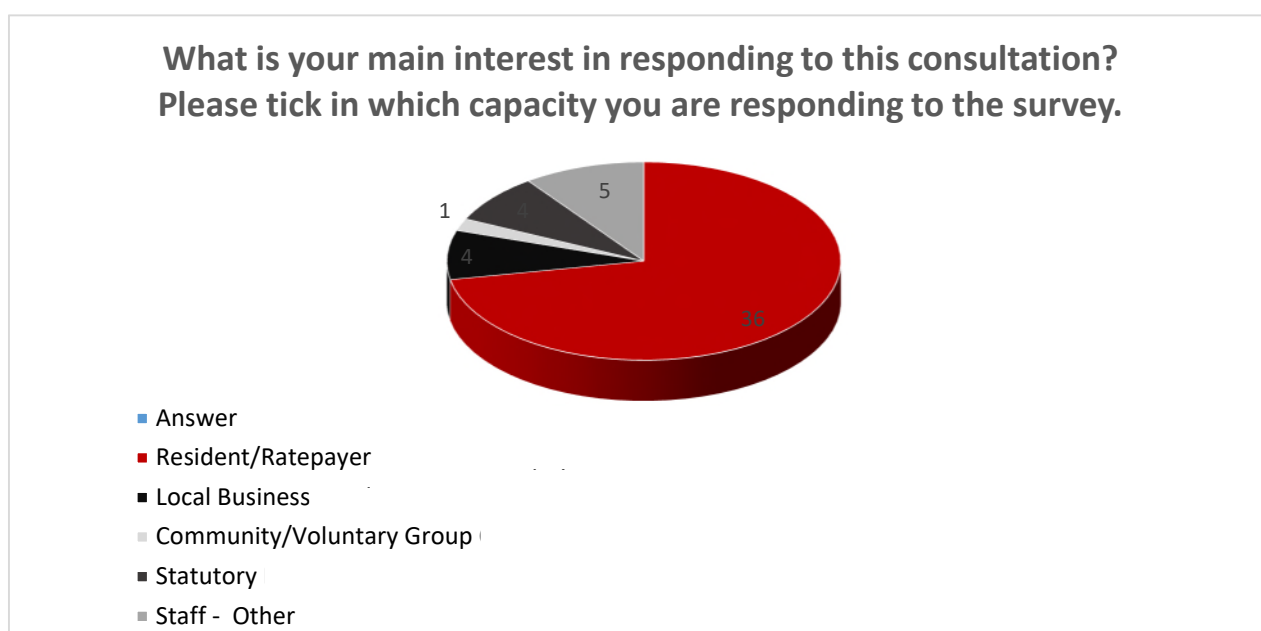
The consultation regarding the Council's improvement objectives spanned the fast pace of Governments all around the world placing their citizens and economies into "lockdown", in response to the Covid-19 pandemic during the months of March and April 2020. The social and economic disruption of COVID-19 will have a significant impact on our District, our citizens, the services we provide and the way we provide them. As lockdown restrictions ease, social distancing measures are enacted into the workplace and service provision gradually recovers, transitions and adapts to the next normal; the Council must consider the impact of COVID-19 on the plans which are currently being developed at all levels of the Service Planning and Performance Management Framework. How well we plan ahead now will determine how well we adapt to the challenges and opportunities within the post COVID-19 environment.

Responses to Improvement Objectives Consultation Questionnaire 2020-2021

QUESTION 1

What is your main interest in responding to this consultation? - refer to figure 1.0

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



Capacity in which responding to survey	Numbers (completed)
Citizen/Ratepayer	36
Local Business	4
Community /Voluntary Group	1
Statutory Sector	4
Other	5 (all staff)
Total	50

QUESTION 2 -

Number of consultees who provided contact details – (optional)

Number of Consultees provided details	19	38%
Number of Consultees did not provide details	31	62%

QUESTION 3 -

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

Please indicate if you agree or disagree, 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.**

Why we are doing it?

Climate change has been recognised internationally as the most important environmental challenge that we currently face it is a large scale, long-term shift in the Earth's weather patterns and average temperatures. Scientific consensus recognises human activity¹ as a major cause of recent unprecedented warming and climate projections, show that past, current and future gas emissions will influence the climate for decades. The Climate Change Act, passed in 2008, committed the UK to reducing greenhouse gas emissions by at least 80% by 2050 when compared to 1990 levels. This approach has now been used as a model for action across the world, and is mirrored by the United Nations' Paris Agreement.

The intergovernmental panel on climate change predicts increases in extreme weather events over the twenty first century and attributes this to a result of greenhouse emissions and rising surface temperatures. The latest U.K Climate Change projections (UKC P18)² predict that Northern Ireland will experience warmer, wetter winters and hotter drier summers by the 2050's, with extreme weather events becoming more frequent³.

We recognise the key role and contribution that the Council has in supporting and promoting local actions and local people, businesses and partners in the move to a low carbon future. Taking action to protect the environment for future generations is a priority for Mid Ulster and is recognised in the Districts Community Plan and Corporate Plan. We care about the environment and understand our legal duty to protect it. We seek to minimize the environmental impacts of our own Council activities and work with other partners and stakeholder to protect and enhance our local environment. Subject to procurement regulations, we can also choose to buy local produce which not only supports our local economy, it also reduces carbon emissions from freight transport and travel. Climate change is a collective issue and we can all make changes to our lifestyles to reduce the impact on the environment.

1. <https://climate.nasa.gov/scientific-consensus/>

2. <https://www.metoffice.gov.uk/research/approach/collaboration/ukcp/download-data>

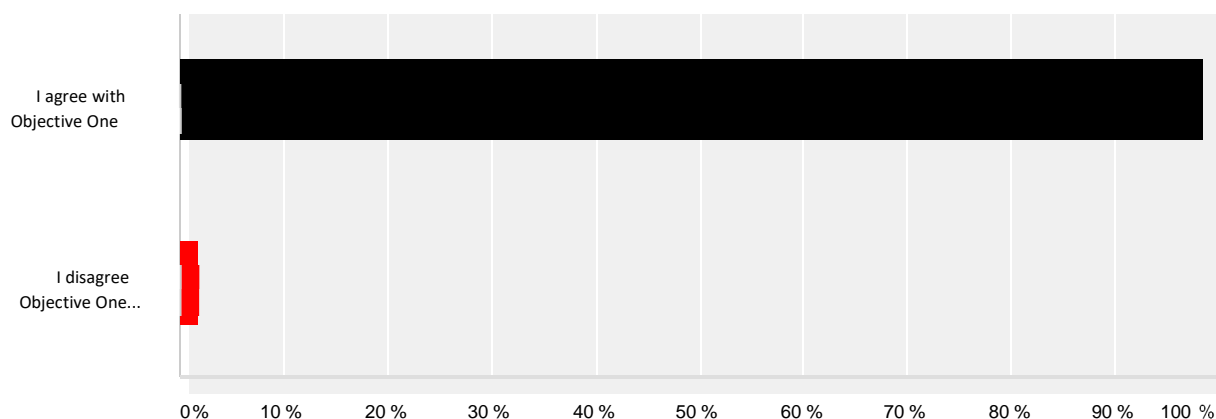
3. <https://www.theccc.org.uk/wp-content/uploads/2016/07/UK-CCRA-2017-Northern-Ireland-National-Summary.pdf>

Improvement Objective One:

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 though local action.

Number of Consultees agreed with objective one	49	98 %
Number of Consultees disagreed with objective one	1	2 %

Answered: 50 Skipped: 0



Objective One:	
Consultee commentary: - There were 19 comments in total	
Hard copy	
	NONE
Electronic	
# 4	Really pleased to see the environment at the top of the list. It should be broadened out and made even stronger e.g. Council will only engage in support or support activity which contributes positively to achieving UN Sustainable Development Goals.
# 5	Absolutely, please add more public green spaces provision to this objective.
# 6	I agree that the Council has a strong focus on the separation of waste and recycling. I think that more can be done in this aspect.
# 7	No indication of long term thinking is expressed in what is a noble objective. The town has been converted to a dormitory town for the main industrial heartland around Belfast by the new dualling of the main road to the M2/22. This is likely to lead to an exponential growth of the town. The problem is that a master plan for the area should include the parkland,

	<p>wetlands (flood plains) and natural areas for habitat conservation in a linked plan. Towns like Stevenage are models. The internal combustion engine will be illegal in 12 years and in 6 years new internal combustion petrol or diesel cars will be 'stranded assets', purchased for £50k a vehicle, depreciated to zero and with no market within months of purchase. Provision for (wind and solar generated) electric charging points for every parked car would be required. I note the generation cost of electricity is falling precipitously towards 1p a kWh in every country in Europe including Ireland and the UK. This is because wind turbines that pay for themselves in five years have been over-engineered and are lasting 25-40 years so 20-35 years of their output is provided at the cost of maintenance which has also reduced due to the invention of remote drone monitoring and advances in computer monitoring. The effect of this will be to radically transform the movement of people from diesel jeeps to electric cars, electric bikes and autonomous vehicles for delivery of goods. The impact on the environment will be positive but the movement to electric bikes and light vehicles travelling at 15mph (including school traffic) will require a network of maintained cycle tracks in a series of linear spokes from the town centre hubs. They should ideally travel through parkland, sculpture exhibits, picnic areas and green spaces that are supported by the recycling activities of the council. The area of the master plan should include lough neagh edges, Ballynahone bog, wetlands and flood storage areas for salmonid streams, Castledawson, Ballyronan and Moneymore, Toblermore and Draperstown. Exponential Growth means visualising doubling the population at a doubling time - it used to be about 10 years but accelerating this to 5 years or less (excluding Climate Change inward migration) puts a town for 10,000 people up to 80,000 people in three doublings and 160,000 in four doublings. Unless space is allocated for recreation and green living early, the town will become overburdened, congested and that will lead to city centre rot.</p>
# 8	<p>I was shocked to be told that safety of pedestrians on Coalisland Road on leaving the shopping centre where there are 7 businesses is down to those businesses. I thought lights and a pedestrian crossings would be a matter for council since we pay rates. The main Coalisland Road has an extremely high volume of traffic. The lights on this road below exit of White City does not allow the length of a car after turning onto main road with the result that a car is almost on top of crossing when turning. Humans are I think part of the environment</p>
# 9	<p>Yes hopefully this extends to ensuring that wind farms and fracking etc. are not permitted in areas where residents and the environment and areas of outstanding natural beauty will be affected</p>
# 10	<p>This needs to be specific and authentic objective, with measureable outcomes. What qualifies environmental impact?</p>
# 12	<p>With increasing CO2 emissions and rising temperatures, this is a global issue for us all and I am glad the Council is focusing efforts relating to how we all impact on the environment. We can all do our bit to help the planet.</p>
# 13	<p>If the Council stalls and is afraid of investing in future assets, like buildings, vans lorries etc. of using alternative fuels, heat and building supplies and we</p>

	don't see them looking at these issues now then are they truly being leaders in sustainability and reducing carbon emissions?
# 18	The actions we take now will have significant impact not on us but future generations so it is important we do as much as we can now
# 19	I would like to see less reliance on petrol and diesel powered machinery and more electric equipment, including mowing and cleansing machinery
# 31	The reduction in travel, due to Covid, has shown that there are improvements to the environment already – I think it is a great time to continue with this and grasp this opportunity
# 33	I think this is a very important objective for the council as we should be leading by example. We can aim to reduce the environmental impacts of our own activities, whether that be by way of 'greener' vehicles or by using sustainable urban drainage systems (suds) in our capital projects, or taking a more sustainable approach in the design of our council buildings. It may even be through our approach to other operational day-to-day activities such as a progression away from the use of paper in everything we do; perhaps make planning applications online and the use of technology to have meetings, thereby negating the need to travel.
# 38	The Council must lead by example - there should be clear concise realistic, specific, measurable, time based, achievable outcomes with regard to this first objective. Clarification of the terminology is important. Define the phrases: * Environmental Impacts - which ones, how, who, where and when? * Local Action - when, where, who and how? * What activities - define them, list them and provide methodology / action plan on how this will be implemented, measured, managed and maintained. One quick and easy way to reduce the environmental impacts is through consistent, continuous, managed and monitored maintenance of all Council buildings and structures - the importance of cleaning, building maintenance and management of public places (open spaces / parks / gardens) are essential services and must be given priority including sufficient resources in terms of time, staff and funding. COVID-19 Lockdown: access to public services during emergency situations is key. Reliable, consistent and continuous accurate information, communication and updates on what the council is doing is a top priority. This enforced emergency situation should be used as a learning exercise on how to communicate better with the local community, residents and internally between Departments. Cross-departmental / directors co-operation, co-ordination and communication is vital to managing, maintaining and monitoring the efficiency and effectiveness of the Council
# 40	Increased use of renewable energy would be beneficial in the Council Buildings as well as the fleet vehicles.
# 44	There are very few rubbish bins leading to littering of the environment
# 45	I agree with this objective but think it should not be the top priority. See point below for 3rd objective
# 46	Yes, I would be in agreement with this as being a focus of Council activities but not just for the incoming year but future years. The council should work towards becoming a leader on this type of activity within the district with perhaps working with the local College (South west College) to look at some good practice around this stuff and creating a conversation locally
# 50	We need to clean our hedge ways across the area

QUESTION 4 -

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

Please indicate if you agree or disagree, 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.**

Why we are doing it?

Digital technology is transforming the way people live their lives – from the way we communicate, to the way we purchase goods and services and highlights how we are becoming increasingly reliant on digital devices. The increasingly pervasive growth of online shopping, mobile device use, social media and ultra-fast broadband presents many opportunities and it is connecting us in ways that were unimaginable just a few generations ago. Research by Steria¹ found that 83% of people want to access public services via digital channels and they increasingly expect a user experience that is intuitive and similar to what they get from their bank, supermarket or utility company.

We want to harness the potential of digital design, data and technology to work efficiently, transform the relationship between residents and the Council, and make Mid Ulster a leading destination for growth, opportunity and quality of life. To embrace such opportunities we are developing a roadmap to define how our future use of technology and human resources will be optimized to enable the efficient delivery of our business and community priorities to the businesses and citizens of Mid Ulster. Technology is only an enabler, transformation involves changing how we work, how we organise ourselves and how we serve our citizens. We will have real opportunities to radically rethink, and redesign our services, as we move towards being a more agile and flexible organisation, with staff able to work from any location as we make more efficient use of physical space and mobile technology. More of our high volume, low contacts that we deal with, should be completed at our customer's convenience, enabling Council staff to focus on more completed and sensitive enquiries that benefit from the human touch. All of this can help us manage the rising cost and demand pressures the Council is facing.

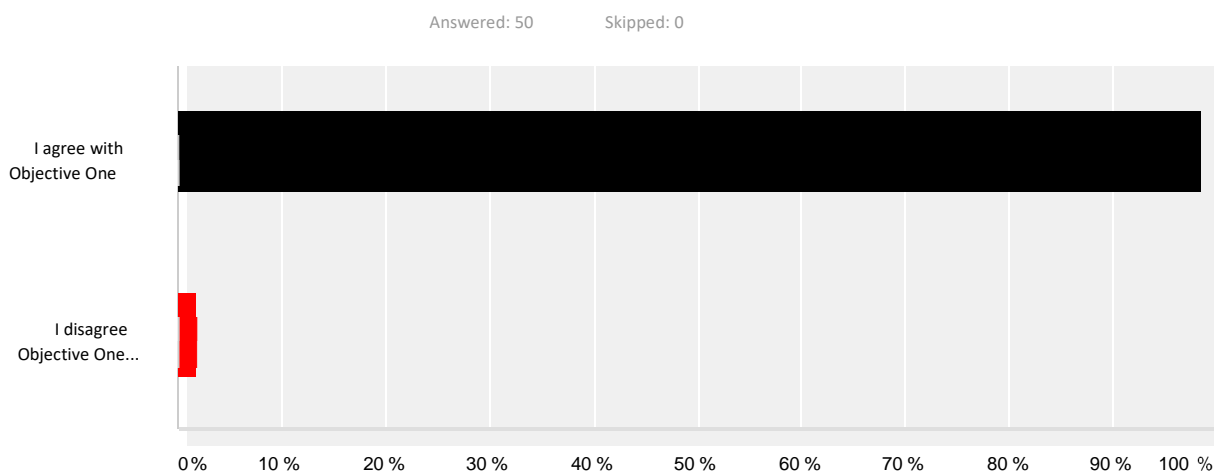
Whilst we want everyone to become digital citizens, we recognise that not all residents have the means or skills to take up digital. The council aims to grow and develop its digital inclusion work to provide skills and confidence in this area for staff, and our customers will always be able to speak to a person when they need to, and the person they speak to will be able to provide improved customer service. We will not leave anyone behind, however, we must continue to maximise technology to drive better services and lower delivery costs. As a Council, we already offer online access in a number of areas, however we need to push further, faster with our digital approaches, data and technology, to ensure the district thrives through the fourth industrial revolution.

¹<https://www.soprasteria.co.uk/newsroom/publication/citizen-view-digital-transformation-government>

Improvement Objective Two:

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.

Number of Consultees agreed with objective one	49	98 %
Number of Consultees disagreed with objective one	1	2 %



Objective Two	
Consultee Commentary: - There were 19 responses in total	
Hard Copy	
	NONE
Electronic	
# 2	Hi, you need to ensure that we get competition in local broadband market by encouraging cable companies to invest in our towns - big and small. We are reliant on BT who don't invest unless under competition. Get someone like virgin media in the area please.
# 5	Mobile signal and quicker broadband in certain areas would help
# 6	I think it's needed to keep up with modern times and use of technology in our favour. As a rural area we need to think in people who are isolated and getting to places is more difficult
# 7	I live less than three miles from the Rainey School. I know this because our claim for a subsidised bus for the children was declined for this reason. However, I am apparently too far away from the Internet Cabinet in the Post Office to be able to get a decent internet service. My internet speed is 0.02 to 1.0 Mb/s - it takes all night to download a single programme from the BBC. I am told new technologies demand a minimum of 4 and work

	better at 40 Mb/s. I would happily accept 3 Mb/s but we are apparently 'rural'. We also do not have a mobile phone service - not one provider operates inside our house 'mast to phone'. A text message can be sent from outside our house if I stand in the rain for long enough. Connecting council services electronically is predicated on there being a communication link between every household and the internet.
# 8	Are we talking about less contact to a human and more fill in on line or leave your message hopefully not while technology is good for some reasons not always good for older generations.
# 10	How will this be implemented?
# 12	As a customer or consumer if I have a query or want to pay for anything I prefer to do this digitally in the first instance and be able to do it on a 24/7 basis, the more services that are online and use of digital devices instead of using paper surely would also help the environment. I am aware that people can have the potential to be digitally excluded and hope that the Council takes this in to consideration.
# 13	Again will councils in the future be big buildings, you highlight agile working for your staff and digital services, however to do this takes immense effort, innovation, budgets and ripping up old ways of doing things. I think you should start with how to manage call handling when I have tried to get help with some services, I was passed around a lot between different people, as the answer were not on the web site and I needed to talk to a person. When you contact the likes of local electricity firms everything is self-automated and I can still get through to people who can deal quickly with my queries can't you learn something from this?
# 20	The Covid 19 situation has demonstrated that appropriate technologies, especially to facilitate remote working, coupled with appropriate ways of working are essential to the continued delivery of local government services, maintaining economic activity generally, and supporting local and other communities. In addition, the public will now have an even greater expectation of services, etc being available via online channels Finally, in the medium term it is likely that one of the legacies of the Covid 19 outbreak will be an increased pressure to reduce costs and become more efficient and effective. New technologies and ways of working that empower citizens to get the best services that matter to them should help to both reduce costs and deliver more effective and efficient services.
# 29	I agree but I think we need to collaborate better with other councils/bodies throughout NI (following this pandemic) and look at new ways of working and providing services and encouraging supporting local suppliers etc.
# 31	Now more than ever during Covid outbreak there is a need for improved technologies
# 33	The covid19 situation has brought into focus how important it is that we try to provide more of our services online. There is of course a need to ensure that everyone has access to our services and there will be those in our communities who neither have nor can afford internet access. This is perhaps something that the council can look at in connection with local community groups who could help provide support to those who need

	internet access but cannot afford it themselves - perhaps by way community hubs where people can get internet access and training on how to use it.
# 37	Cart before the horse we have one of the poorest served broadband areas in the UK
# 38	COVID-19 Lockdown has highlighted the need for alternative ways of working using new technologies - the Council should learn from this imposed situation and utilise the ability to be flexible in terms of homeworking, remote working and use of digital technologies. It has highlighted the importance of providing reliable internet connections and telecommunications, which should be a top priority going forward. It has also through necessity clearly highlighted the essential services within the council, key vital public services are: * waste management, monitoring and maintenance, bin collections, recycling depots. * Registration services (births, deaths, marriages). * Graveyard maintenance, management and monitoring. * Public realm cleaning, road sweeps, maintenance / management and monitoring of public spaces. Consideration should be given to 'best services' once the official lock down is removed; a detailed review of operational procedures and processes will be needed as priorities for the public will have changed. Key priority areas shall be: * Equal access to health care facilities within MUDC - health care hub centres are key to providing consistent and continuous public health services, social services and mental health care / wellbeing.
# 40	Improved broadband to the rural community is essential
# 44	Decent broadband and telephone lines in the countryside should be a priority
# 45	But this should not be limited to towns! Rural areas should also be prioritised
# 46	Yes, the council definitely focus on this. The coronavirus outbreak has made this more important than ever, with the social distancing measures in place looking like it will become the new norm for the foreseeable future. It will be important that until such times (which could be years) as everyone has robust connectivity/broadband connection various ways of transacting business should be in place with alternative means being introduced through a phased approach
# 50	Can we get better broadband into the area. Sick of bad service from current monopoly provider in the region. Can't home school or use video conferencing services. We need someone like virgin or 5g services

QUESTION 5 -

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

Please indicate if you agree or disagree, add comments where applicable.

Improvement Objective Three

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

Why we are doing it?

We all use public spaces every time we leave home. These include the footpaths and streets we walk or drive along each day, the parks our children play in and the outdoor areas we go to exercise or relax in. Many of our daily decisions and activities are influenced by our perceptions of the quality and cleanliness of the public areas we encounter. The importance of clean, green and blue (our rivers, canals, loughs etc.) spaces, parks, cannot be underestimated. Many benefits derive from a pleasant environment. The following are seen as particularly valuable and complement some of the wider aims of the Council and link to some of or other areas of work.

Good quality parks and attractive open space contribute economic benefits to towns and villages. As Mid Ulster competes with others to attract growth, tourism and inward investment a clean, green and pleasant environment plays an important role in marketing the District as a place to live in, move to and visit. Businesses are drawn to places with good quality environment as this in turn attracts customers, employees and services into the local area. In addition well maintained towns and villages has a positive impact on commercial and domestic property values.

Regionally and locally increases in obesity, are linked to more sedentary lifestyles including lower levels of outdoor activity. Patterns of exercise in adults are set early in life, so obesity and inactivity in childhood can led to poor health in later years. Good quality public open space is required to encourage healthier lifestyles by providing opportunities for walking, cycling and other outdoor pursuits, as well as being beneficial to mental well-being. Clean and well maintained play areas, parks and open space provide important beneficial opportunities for children to learn and develop (their social and emotional development) and stay healthy

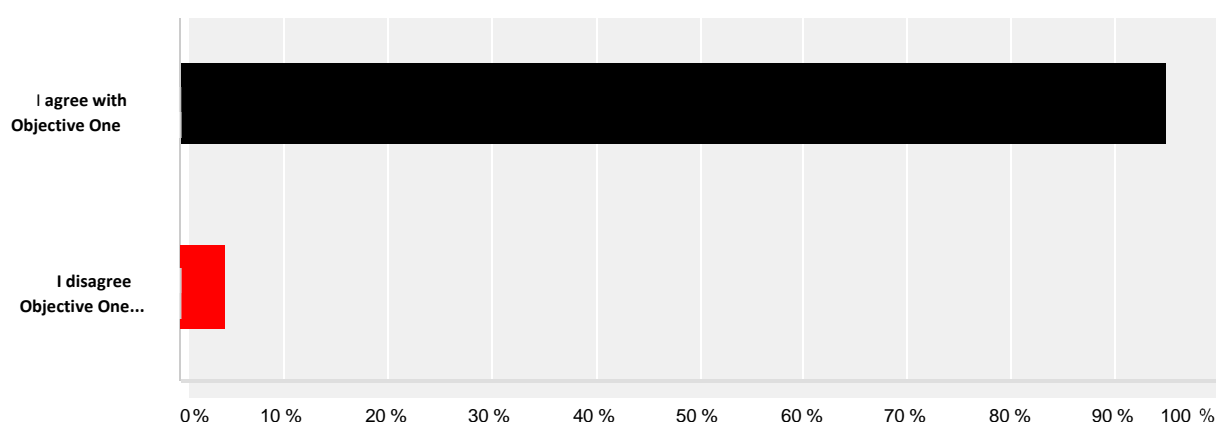
Clean neighbourhoods engender social pride, add vibrancy, reduce crime and anti-social behaviour all of which are essential to the development of strong prosperous neighbourhoods. Anti-social behaviour can be seen through dog fouling, littering, abandoning vehicles, graffiti, and fly tipping etc. We are very much aware that many of our clean and green services are demand led, whilst much of this demand is inevitable, it is also clear some of it is avoidable. We want to be clear about our service promises, standards, and the response times we aim to achieve to ensure our communities understand what levels of service they can expect. On its own the Council cannot deliver a cleaner and greener environment for residents. We want to work collaboratively, with residents, communities, visitors and businesses and through active citizenship we hope to see reduced demands on our services and more residents taking greater pride in and ownership of their local environment. This is more necessary then ever as overall public sector expenditure reduces at an unprecedented rate.

Improvement Objective Three:

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

Number of Consultees agreed with objective one	47	94 %
Number of Consultees disagreed with objective one	3	6 %

Answered: 50 Skipped: 0



Objective Three	
Consultee Commentary: - There were 22 responses in total	
Hard Copy	
	NONE
Electronic	
# 1	Included in "their waste" is dog fouling
# 2	More blue bin collection rather than black bin. Black bin should be monthly
# 5	More enforcements for those littering
# 6	We should be more committee with our community and working on composting our waste more, using allotments and shopping locally. Business who have a green attitude should be rewarded and encouraged.
# 7	We have a problem with people throwing trash out of car windows onto the country lanes. A big problem.
# 8	Does this mean council can wash their hands of fly tipping rubbish collection I think most people are taking responsibility for waste
# 9	However 'where everyone takes responsibility for their waste' sounds like the council relinquishing responsibility and we continue to pay ever increasing rates.
# 10	How are people being encouraged to be involved?

# 12	Having worked in and around different parts of the Province, unkept streets with litter is extremely off putting. Litter louts and those who fly tip should face penalties through fines etc., however I am aware that catching the perpetrators is difficult.
# 13	Like many public authorities, is lip service being paid to conservation and enhancing biodiversity? While the council does have lovely parks I'm not sure of the part they play in other valuable landscapes. Yes I agree we all have our part to play in clean neighbourhoods and this is about changing behaviours in all ages so hopefully the Council is working with schools and colleges, voluntary community sectors in relation to curriculum delivery and awareness raising
# 19	I would like to see the Council promote more landscaping and planting and encourage local groups and individuals to keep their own areas clean and tidy. Every road and grass verge is used as a litter bin and the attitude needs to be challenged and reversed. Schools should become involved where children can learn from an early age that it is wrong to throw out litter and that it should be dealt with responsibly.
# 20	The more the public accept responsibility for waste and their environment, the greater the impact that will be delivered by Council in these areas. In addition, if local communities are energised and incentivised to play their part in establishing and maintaining cleaner neighbourhoods, the more affordable and sustainable will be Council's investments in these areas.
# 31	Dog fouling, litter is a problem in my local area therefore I am happy to see this as an objective
# 33	While I agree with this objective I feel that the wording could be amended to explain what we are going to do as a council - how are we going to create cleaner neighbourhoods? I also question whether there is overlap between this objective and objective one.
# 36	Does this not tie in with objective one?
# 38	COVID-19 Lock down: Impact of mandatory lock down The lock down has clearly highlighted the social, economic and environmental inequalities within MUDC. Practical solutions and changes in council priorities is needed - objectives three is vital. The need for maintaining, managing and monitoring our spaces, places and public areas is vital. However, the public have an important role to play - we must take responsibility for our own actions, how our actions have an impact on the place we live, work or play. Consideration should be given to specific educational programmes for schools, nursery to secondary on why it is vital we as residents and future generations look after our environment by thinking about how we act - link between our actions and consequences to the provision of public services need to be clearly articulated. Simple messages on MUDC website linking service provision to costs and why bin collections cost £ amount of money * Direct public access to green, natural, open spaces and places within the public realm particularly
# 40	Increasing monitoring/enforcement of relevant legislation

# 42	I don't disagree with the objective per se however I feel this objective would be better combined with objective 1 into an overall environmental themed objective as many of the actions, for example litter and waste, will be similar and overlap (thus avoiding duplication of recording and reporting)
# 45	The objective should be number 1 as surely it helps meet the current number one objective. Helping to minimise waste and increase recycling will help improve the environment and provide us all with a better neighbourhood to live in
# 46	Yes, greater emphasis should be on generating a greater emphasis on civic pride within neighbourhoods/communities to take share ownership in the cleanliness of their localities.
# 48	Highly agree with this one, I live in the countryside BT45 & we have a huge problem with people coming out of the town and dumping their rubbish along the road, not only food wrappers etc. but even paint pots and small business rubbish. Absolute disgusting!
# 50	Fine people for litter, open recycling centres later.

QUESTION 6 -

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

Please indicate if you agree or disagree, add comments where applicable

Improvement Objective Four

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

Why we are doing it?

Regeneration is a long term process and is delivered through a wide range of projects, programmes, partnerships, initiatives. Since the late 1990s, policymakers have recognised the wider social factors that affect the success of regeneration schemes, but this is even more vital in the current economic climate. Making the most of existing social capital and providing opportunities for local people to be involved in regeneration is a vital part of making the best use of limited resources.

As a Council we support locally developed place based regeneration projects, we continue to invest in Mid Ulster, as well as providing essential services paid by your rates. Our Capital investment programme is our commitment to addressing the economic downturn and making the District a better place to live, work and invest. The programme includes major schemes to boost the economy, create jobs and improve the quality of life for our citizens.

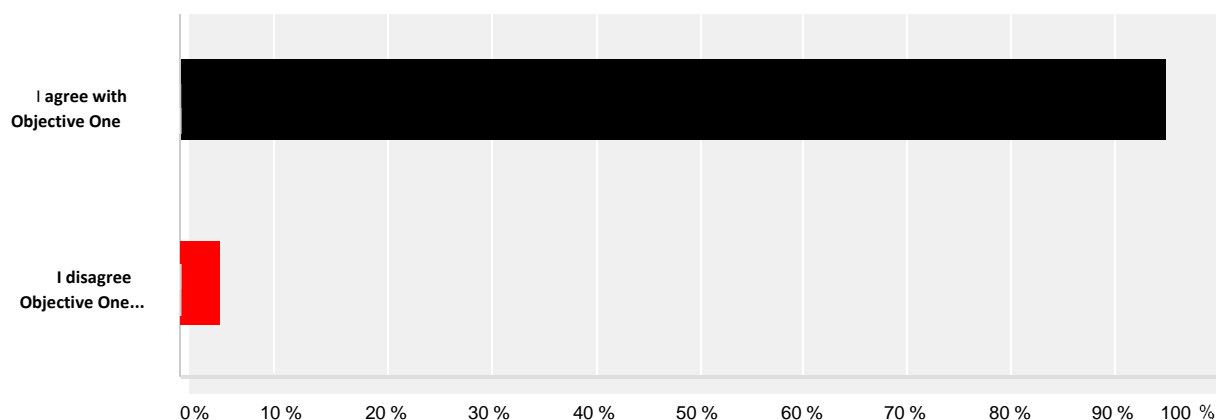
Quality of place matters in economic, social, cultural and emotional terms. A sense of place helps establish strong social infrastructure which supports people to improve their prospects and maximize their potential. We are taking a "Whole District" approach creating places that are attractive, well-designed and well managed. Our approach focuses on tailored solutions for settlements within the District and also business locations. We recognise our major assets as those that have the potential to deliver the greatest impact. Building on and investing in these assets alongside complementary interventions will release the District's potential for growth and connect areas of growth with deprived places in need of regeneration. By following a planned phased approach across the District we will be able to deliver greater impact for each locality, using the resources available to best effect.

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

Number of Consultees agreed with objective one	47	94 %
Number of Consultees disagreed with objective one	2	4 %
Number of consultees skipped question	1	2%

Answered: 50 Skipped: 1



Objective Four	
Consultee Commentary: - There were 22 responses in total	
Hard Copy	
	NONE
Electronic	
# 4	Provided any investment contributes to UN Sustainable development
# 5	More public green spaces
# 6	Again as a rural area we should be supporting local people in terms of services
# 7	The town dies at night, we need to provide more provision for people to live above the shop, produce a craft in the shop and sell in the shop. People who own their own shops should be allowed to stay open at night selling records, musical instruments, selling clothes and recycled stuff, repairing bicycles, changing the batteries in electric vehicles, selling coffee etc. up to midnight. The car parks should be free but controlled and a festival spirit should permeate the town in the evenings at least some days of the week. Charging cars takes time and having activities, even sitting down and reading from an

	iPhone or eating an evening meal in town would make the action of charging a vehicle a profitable business for the town and for local people
# 8	I hope roads improvement and bus routes are at forefront. Parks for children and more care and facilities for the elderly of this idea
# 9	Regeneration is necessary. Capital investment is to be welcomed but normal recurrent spend is also required to ensure that shop fronts etc. are maintained and to encourage the use of shops/units in town centres there are too many empty units across the towns and this needs to be looked into. Small enterprises should be encouraged to have central offices/presence rather than additional capital spend on out of town business park settings, as much as possible. Town centre business start-up buildings and also short term rent office space/desk space for those who 'work from home ' and conference facilities/meeting facilities should be provided, particularly where central units are already sitting empty
# 10	As long as local people, and not just community groups, are encouraged and valued in their engagement and not just consulted as part of a tick box exercise
# 12	As we move into uncharted territory with the current coronavirus pandemic, delivering future capital projects will hopefully assist the economy, as a downturn may be on the cards.
# 13	This will assist in hopefully local construction industry jobs and the trickle effect of their supply chains hopefully being local.
# 18	Capital programmes in our towns and villages are very important as we see first-hand the impact it can have on the community. Simple walks and places to spend their leisure time within their own community is very important.
# 19	This can only be done with local buy in, please have a clear understanding of what it is the residents of an area want and do not try to force something on them that is not needed or wanted
# 20	I would suggest that the objective is reworded slightly to "...delivering and affordable capital investment programme..."
# 31	Happy to support this and the use of local companies to be contracted to carry out the work where possible
# 36	MUDC has invested recently in leisure throughout the district for the health and wellbeing of the local community
# 37	Towns are dead and nothing council can do about it blame online shopping
# 38	The provision of appropriate capital investment from the council is one of its key roles and responsibilities. However, the preparation of such potential capital investment and works programmes needs reviewed. There is a lack of clear concise specific measurable, sustainable, achievable, managed monitoring related to said delivery of investment programmes. The local people must be actively engaged from the beginning. A cross-directorate, multidisciplinary team is required when considering any proposed capital investment programmes / projects - physical proposals to enhance facilities need to be clearly backed up by published robust evidence base including established verifiable public need - the question should always be is this in the interest of the local community, the people, the whole? Suggested changes to inter-directorial communication: * Protocol agreed for inter-directorial communication on all capital investment programmes from initial proposal to delivery on the ground, management and monitoring; *Capital Works Projects / Programmes must clearly comply to all required statutory

	and mandatory legal requirements during preparation phase, construction phase and assessment / management and monitoring phase. * Multi-disciplined capital works teams - utilise existing staff expertise including actively engaging with biodiversity officers, environment and conservation teams, community planning team, local development plan team - robustly review, analysis and research any proposal with an adequate associated risk assessment from beginning to end
# 39	Investment is welcome, it is vital to ensure that this is tied in with a robust maintenance programme.
# 40	I agree subject to the ongoing running costs for staffing/heating being low or self-funding!
# 44	Money wasted on redoing things e.g. Dungannon Town Centre which is now a mess, planning department should be held to account for wasting taxpayer's money. Planning departments need to look ahead as "regeneration" schemes should not need to be done every few years
# 45	Yes but no more white elephants! Public/private partnerships should be explored. How about some capital investment for businesses. Develop world class business parks and attract jobs to the area!
# 46	Yes, in the context of the coronavirus outbreak the Council should be looking at a capital programme of projects and activities that will help the local economy when social distancing measures begin to be lifted by the government – and be phased to start as different intervals throughout your plan timeline
# 48	As someone who plans on starting their own business in the Mid Ulster area, this sounds like a positive step, in getting more people to visit our districts, and making more of an impact within the towns.

QUESTION 7.

Please outline any improvements that you feel could be made by Mid Ulster Council in the future

Comments: - There were 17 responses in total	
Hard Copy	
	NONE
Electronic	
# 2	Better broadband and mobile coverage across regions – especially rural and semi-rural. Invest in fibre like Belfast has done with its full fibre networks.
# 4	Encouraging collaboration between business,. Making business and community support programmes more ambitious, more innovative, more flexible, less red tape...They are so unwieldy and over managed they lose all impact by the time they hit the ground. Involving young people in policy, find better ways to engage them using tech or events. More attention to natural resources, rivers, woodlands, etc. support landowners to increase access to biodiversity. Support farms to grow more local produce and people to buy it...Look at food assembly model, Honesty Trailer scheme etc. Model farms to

	demonstrate how farmers can transition away from just growing grass for animals. Get serious about the climate change, support businesses to make improvements, ban single use plastics in all Council venues, meat free Monday scheme in all Council venues, encourage this in schools, cafes restaurants.
# 5	Resident's lead improvements. Up to date projects. More focus on the environment. Teach your own staff about plastic and install mixed bins on your premises. More grants for environmental projects.
# 6	Embracing sustainable and eco-friendly policies. Promoting circular economy
# 7	The Council should refuse planning permission for houses that do not have provision for: 1. Off street electric charging 2. Domestic Roof solar panels primarily for hot water. The building standards in Magherafelt are some of the lowest in the world. In this day and age it is incomprehensible that builders are allowed to throw up structures that cost 250 thousand pounds and REQUIRE heating with fossil fuels. My passive solar house was built to my own design in 1995 and could be improved. It features what should be absolute minimum building standard for all new buildings in order to prevent fuel poverty in the district when fossil fuels are banned as the generation of Greta mature in 10 years. This includes 450mm insulation in the roof and the ground floor, 300mm of insulation in the walls, a sealed construction, an air to air heat exchanger, a south facing aspect for the main part of the roof. Solar panels for hot water fitted, provision of PV. Provision for Powerwall battery storage (you are paid to store electricity surpluses which can be used to run the house). Triple glazing equivalent glass fenestration. The exhaust air high in CO2 fed to a greenhouse for growing plants in a growth accelerating atmosphere. Provision for growing food in the garden or under artificial lights from the battery system in the shed.
# 8	I think I have made a few in the answers above and would love for some of them to be addressed.
# 9	As above
# 10	The above are mostly worthy aims. Objectives are specific and measurable. More openness and transparency in, not just the decision making process, but the development of many of these aims, with the communities being authentically front and centre
# 11	I have disagreed with all the objectives as I feel there is crossover between objective 1 and 3. I also feel that 2 and 4 could be combined. Increasingly "opportunities for people" are intrinsically linked to how connected they are. I believe that there should be one objective related to the environment (internal practices and how we promote the issue among citizens. 1 objective related to improving opportunities for local people including communication.
# 12	It is difficult to get through to the right Council department sometimes, is it an idea to use a service that is streamlined at the start when customers phone so that they can go directly to the department by pressing a number etc. like in the private sector?
# 13	Your initial contact points by telephone and finding the right person need re-visiting
# 36	Support and investment in local businesses given the economic crisis the District will be following Covid 19 Pandemic
# 38	* Consider a corporate management, maintenance and monitoring action plan, with deliverable annual SMART outcome focused results for council owned

	buildings, open spaces, parks, gardens, graveyards and public realm spaces: linked back to environmental objectives, social objectives and economic objectives. Monitoring could highlight specific problems of localised vandalism, costed out, emphasising the need for the public to take an active role and responsibility - i.e. it costed the council £ to maintain location for 12 months, key recurring issues = recurring costs = costs to resident / constituent in terms of rates etc. * Consider connectivity strategy focused on pedestrian/cycling access and connectivity (people first access not car first). Consider an audit on Pedestrian / Cycling accessibility within Cookstown, Dungannon and Magherafelt (initially); map out existing footpaths, cycling routes, pedestrian inter-connections within residential areas, between residential areas and access to the town centre / primary retail core / public health services / educational services / public realm spaces / public parks / leisure facilities / greenways / recreational activities / nature. How are the existing pedestrian and cycling infrastructure(s) used now, how could they be utilised better and where or what are the roadblocks
# 39	Improved maintenance of existing facilities
# 44	Better broadband. More facilities for rubbish in towns.
# 45	Stop duplication of services throughout the district. Still runs like three Councils in some areas! Ask planners to engage better with residents instead of sitting in their ivory tower and imposing stupid restrictions on applicants. Also get them to prioritise planning which will improve the district i.e. jobs! Stop wasting money on a silly business start-up scheme which gives a pathetic business plan and is more about ticking boxes than helping businesses. This money could be better spent in grant form. On another note the leisure centre facilities are being abused by the public and staff do not appear to care. People walk in through barriers and no one checks if they are members or if they need to pay? This only leads to an increase in our rates!
# 50	Area needs better broadband connections and in town WIFI. Magherafelt is embarrassing. Davagh Forest trails need upgrade and investment.

QUESTION 8

Please use the following space to provide any further comments relating to the draft Corporate Improvement objectives

Comments: - There were 8 responses	
Hard Copy	
#	NONE
Electronic	
# 2	Good idea. Can you share the output on the web-site when finished
# 7	There is much to be done by way of education in the Town and perhaps this is where the Council should start. You have examples of good practice and building but they are disconnected and with no long term plan. This needs not

	a top down approach but a community involvement and an organic growth of these and other ideas from the users of the services
# 9	The Council should also ensure that it provides opportunities for young people to gain work experience with it through work experience and apprenticeship programmes
# 10	The language of Council needs to be more accessible to citizens. Engagement is often discouraged due to the overtly bureaucratic descriptions of processes and policy. More checks and balances in decision making.
# 11	I also believe there should be an objective related to how the council can innovate, create efficiencies, modernise and promote new ways of working – Then link this to promoting innovative business in Mid Ulster including partnering with Invest NI who are currently failing the area
# 12	Some of the improvements are by their definition interconnected, so hopefully the activities associated with the objectives reflect this
# 29	I feel that is a gap – addressing mental well-being for people within our district.. Apart from that, it looks good and encouraging, thanks.
# 42	Given the current health crisis/pandemic at least one of the objectives should focus on the implications and plans for recovery