



Civic Headquarters
Lagan Valley Island
Lisburn BT27 4RL
Tel: 028 9250 9250
www.lisburncastlereagh.gov.uk



LISBURN & CASTLEREAGH CITY COUNCIL

Island Civic Centre
The Island
LISBURN
BT27 4RL

9 February, 2017

Chairman: Councillor T Mitchell

Vice-Chairman: Alderman M Henderson MBE

Aldermen: W A Leathem, G Rice MBE and J Tinsley

Councillors: J Baird, S Carson, P Catney, D J Craig, J Gallen, A Girvin,
A Grehan, B Hanvey, V Kamble and A Redpath

Ex Officio The Right Worshipful the Mayor, Councillor B Bloomfield MBE
Deputy Mayor, Alderman S Martin

The Monthly Meeting of the **Governance and Audit Committee** will be held in the **Cherry Room, Island Civic Centre, The Island, Lisburn, on Tuesday, 14 February, 2017 at 5.30 pm** for the transaction of business on the undernoted Agenda.

Hot food will be available from 5.00 pm in Lighters Restaurant.

You are requested to attend.

DR THERESA DONALDSON
Chief Executive
Lisburn & Castlereagh City Council

AGENDA

1. Apologies
2. Declarations of Interest
3. Minutes – Meeting of Committee held on 10 January, 2017 (copy attached)
4. Report by Chief Executive
 1. Requests for Changes to Service Provision
 2. Lisburn & Castlereagh City Council Corporate Plan 2017
 3. Datahub Future Plans
 4. Council’s Standing Orders – Continuing Effect of Schedule 3 to the Local Government (Transitional, Supplementary, Incidental Provisions and Modifications) Regulations (Northern Ireland) 2014
 5. Corporate Risk Register – Review Process and Update
 6. APSE Performance Networks
 7. Performance Manager
 8. Performance Improvement Plan Update
 9. Draft Community Plan Consultation
5. Confidential Business – “In Committee”
 1. Internal Audit Function (confidential due to containing information relating to the financial or business affairs of any particular person (including the Council holding that information))
 2. Retrospective Reporting of Redundancies (confidential due to containing information which is likely to reveal the identity of an individual)
 3. List of Purchase Order Signatories (confidential due to containing information relating to any individual)

Members are requested to go to the Confidential Folder to access the Governance and Audit Committee confidential report

6. Any Other Business

To: Members of Lisburn & Castlereagh City Council

LISBURN & CASTLEREAGH CITY COUNCIL

Minutes of the Meeting of the Governance and Audit Committee held in the Island Civic Centre, The Island, Lisburn, on Tuesday, 10 January, 2017 at 5:30 pm

PRESENT:

Alderman M Henderson MBE (Acting Chairman)

The Right Worshipful the Mayor
Councillor R B Bloomfield MBE

Deputy Mayor
Alderman S Martin

Aldermen G Rice MBE and J Tinsley

Councillors J Baird, S Carson, P Catney, D J Craig,
J Gallen, A Girvin, A Grehan, B Hanvey, V Kamble and
A Redpath

OTHER MEMBERS:

Councillor T Morrow

IN ATTENDANCE:

Chief Executive
Director of Corporate Services
Director of Environmental Services
Head of Finance & IT
Head of Marketing & Communications – Mrs C Bethel
Transition Manager
Community Planning Manager
Audit and Risk Manager
Performance Development Officer
Policy Officer
Internal Audit Assistant
Member Services Officer

Northern Ireland Audit Office

Ms C Kane, Director

Capita Business Services Limited

Mr A Rotherham

Chairman

In the absence of the Chairman, Councillor T Mitchell, the Vice-Chairman, Alderman M Henderson, took the chair. Alderman Henderson having advised Members that Councillor Mitchell's father had passed away the previous weekend, the Committee expressed its condolences to Councillor Mitchell and his family.

1. Apologies

It was agreed to accept apologies for non-attendance at the meeting on behalf of the Chairman, Councillor T Mitchell, and Alderman W A Leathem.

2. Declarations of Interest

There were no declarations of interest expressed at the meeting; however, a declaration of interest form was submitted after the meeting from Councillor D J Craig in respect of item 5.4.3 "Letter to Sharon O'Connor, Chair of Education Board", given that Councillor Craig was a member of the Education Authority.

3. Minutes

It was proposed by Councillor J Baird, seconded by Alderman J Tinsley and agreed that the minutes of the meeting of the Governance and Audit Committee held on 13 December, 2016, as adopted at the meeting of Council held on 20 December, 2016, be confirmed and signed. In the absence of the Chairman, Councillor T Mitchell, it was agreed that signing of the minutes would take place later in the month.

It was agreed that the confidential business would be considered at this point in the meeting.

4. Confidential Business

It was agreed that the reports and recommendations of the Chief Executive be adopted, subject to any decisions recorded below.

The matters contained in the confidential report would be dealt with "In Committee" due to containing information relating to the financial or business affairs of any particular person (including the Council holding that information).

"In Committee"

It was proposed by Councillor A Redpath, seconded by Alderman J Tinsley and agreed that the following matters be considered "in committee", in the absence of members of the press and public being present.

4.1 Northern Ireland Audit Office – Final Report to Those Charged with Governance

The Acting Chairman, Alderman M Henderson, welcomed to the meeting Ms C Kane, Director, Northern Ireland Audit Office.

Members had been provided with a copy of the final Report to Those Charged with Governance and Ms Kane made a verbal presentation in relation to the document.

4.1 Northern Ireland Audit Office – Final Report to Those Charged with Governance (Contd)

It was proposed by Alderman J Tinsley, seconded by Councillor A Grehan and agreed to recommend that the final Report to Those Charged with Governance be accepted.

The Acting Chairman, Alderman M Henderson, thanked Ms Kane for her attendance and she left the meeting (5.36 pm).

The Deputy Mayor, Alderman S Martin, arrived to the meeting at this point (5.36 pm).

4.2 Draft Estimates 2017/18

Councillor D J Craig arrived to the meeting during consideration of this item of business (5.37 pm).

Members had been provided with a copy of the draft estimates for Governance and Audit for 2017/18. It was proposed by Alderman J Tinsley, seconded by Councillor A Grehan and agreed to recommend that the draft estimates be agreed and submitted into the overall estimates for the Council for the year commencing 1 April, 2017.

4.3 Elected Member Management and Governance Structure for Key Investment Projects (See Council minute of 24.01.17 where the decision on this item was amended – it was agreed that the Members Advisory Board consist of 14 Members)

Further to consideration of this matter at previous meetings of Council, when it had been agreed that 'Option 3 – Governance with a Members Advisory Board' would be pursued as the accepted form of governance structure for taking forward the Council's capital projects, Members were provided with a copy of (a) a summary of legal opinion; (b) Schedule 2 of the Local Government Act (NI) 2014, as referred to in the legal opinion, to explain the system off selecting Members to Committees; and (c) the result of using the calculation for 8, 9 and 10 Committee Members.

The Chief Executive answered several queries raised by Members in relation to membership of the Members Advisory Board.

It was proposed by Councillor A Redpath and seconded by Councillor A Grehan that the Members Advisory Board would consist of 9 Members (4 DUP, 2 UUP, 2 APNI and 1 SDLP), with Members being nominated by Party Group Leaders and the Chairman and Vice-Chairman being nominated by the Advisory Board from within its membership. The proposal by Councillor Redpath was put to the meeting and, on a vote being taken, was declared 'carried', the voting being 9 in favour of and 3 against the proposal.

Alderman J Tinsley having suggested that, in order to fully avail of the expertise of Elected Members in taking forward the Council's capital projects, the Members Advisory Board should comprise of a greater number, it was agreed that the Chief Executive would circulate to Members the following day, the result of using

4.3 Elected Member Management and Governance Structure for Key Investment Projects (Contd)

the calculation for up to 15 Committee Members. This would also be included in the Chief Executive's report to Council on 24 January for Members' further consideration.

Resumption of Normal Business

It was proposed by Councillor J Baird, seconded by Councillor P Catney and agreed to come out of committee and normal business was resumed.

Councillor J Gallen left the meeting at this point (5.56 pm).

5. Report from Chief Executive

It was agreed that the report and recommendations of the Chief Executive be adopted, subject to any decisions recorded below.

Items for Decision

5.1 Volunteers Supporting Delivery of Public Service Conference
8 February, 2017 – Crumlin Road Gaol

Members were provided with a copy of information regarding the above conference, the registration fee for which was £75.00. In order to avail of the early bird discount of two places for £125.00, two places had been booked for the conference. It was proposed by Councillor A Girvin, seconded by Councillor P Catney and agreed to recommend that the Chairman and Vice-Chairman, or their nominees, attend the conference.

5.2 Education in Northern Ireland – Improving Attainment and Reducing Inequalities
4 April, 2017 – Belfast

Members having been provided with a copy of information regarding the above conference, the estimated cost of a Member's attendance at which was £223.00, it was proposed by Councillor J Baird, seconded by Councillor P Catney and agreed to recommend that the Chairman and Vice-Chairman, or their nominees, attend the conference.

5.3 Report from Audit and Risk Manager

Members were provided with a copy of a report prepared by the Audit and Risk Manager containing the following matters:

5.3.1 Capita Business Services Ltd – Presentation of Internal Audit Reports

Alderman J Tinsley left, and returned to, the meeting during consideration of this item of business (6.06 pm and 6.15 pm respectively).

The Acting Chairman, Alderman M Henderson, welcomed to the meeting Mr A Rotherham from Capita Business Services Ltd.

Members had been provided with a copy of (a) Bank Reconciliation Audit (Satisfactory Assurance); (b) Creditors Audit (Satisfactory Assurance) and (c) Review of ICT Systems.

Mr Rotherham made a verbal report in respect of the above documents and several queries raised by Members were addressed by both Mr Rotherham and Officers present. During discussion, it was agreed to recommend that:

- (a) Members be provided with a list of those Officers authorised to sign official purchase orders; and
- (b) in light of difficulties she had experienced in accessing her reports, Alderman G Rice would, in future, receive hard copies of any Capita Reports being presented to the Committee.

Members were assured that recommendations contained in the above audits would be included in future Recommendation Tracker Reports.

Councillor P Catney commended Officers for the amount of work that had gone into carrying out the above audits and review and stated that he was satisfied with the reports provided.

It was proposed by Councillor P Catney, seconded by Alderman J Tinsley and agreed to recommend that the Capita Reports be accepted.

The Acting Chairman, Alderman M Henderson, thanked Mr A Rotherham for his attendance and he left the meeting (6.21 pm).

5.3.2 Internal Audit Summary Reports

Members were provided with a copy of the following Internal Audit Summary Reports:

- (a) Departmental Year End Stocks as at 31 March, 2016 for Corporate Services, Leisure and Community Services, Environmental Services and Economic Development;
- (b) Procurement Audit 2015/16;
- (c) PCSP 2015/16;
- (d) Off-Street Car Parking; and
- (e) Fleet Usage Policy & Processes

All of the above internal audits having received a satisfactory assurance, it was agreed to recommend that the reports be accepted.

5.3.2 Internal Audit Summary Reports (Contd)

Members noted from the Audit and Risk Manager's report, an update in respect of the following audits that were currently in progress:

- (i) Safeguarding Audit
- (ii) Economic Development Audit
- (iii) Cemetery Audit
- (iv) Golf Courses Audit

5.3.3 Recommendation Tracker

Members having been provided with a copy of an Audit Recommendation Tracker for the Department of Environmental Services, it was agreed to recommend that the report be approved.

5.3.4 Annual Theft and Fraud Report 2015/16

Members were provided with, and noted the contents of, a copy of the Department of Finance's Annual Theft and Fraud Report 2015/16.

The Audit and Risk Manager drew Members' attention to the report's reference to the National Fraud Initiative (NFI) – Data Matching, in which the Council was a participant. The fifth NFI exercise in Northern Ireland had commenced in October 2016 and the matches therefrom would be released in January 2017 for the Council to review and investigate. The Council would take account of the trends and examples of cases highlighted in the report and the findings of investigation work would be provided to the Committee when completed.

The Director of Corporate Services, Director of Environmental Services, Head of Finance & IT and Councillor T Morrow left the meeting at this point (6.26 pm).

Items for Noting

5.4 Community Planning

Members were provided with a copy of an update report by the Community Planning Manager containing the following matters:

5.4.1 Draft Community Plan

Members were provided with a copy of the final draft Community Plan, as presented to the Strategic Community Planning Partnership in later December 2016 in advance of its next meeting on 5 January, 2017. It was noted that the version provided to the Governance and Audit Committee had taken account of comments by Members, Council Officers and partners.

Members commended the Community Planning Manager and other Officers involved in the production of the draft Community Plan.

5.4.2 Communication Plan for Community Plan

Members were provided with, and noted the contents of, a draft Communications Plan for the draft Community Plan consultation, as agreed by the Strategic Community Planning Partnership on 5 January, 2017.

The Community Planning Manager advised that six community/voluntary organisation public workshops had been arranged and these would be advertised the following week.

5.4.3 Letter to Sharon O'Connor, Chair of Education Board

Members were reminded that the Education Authority, as a named statutory partner, had not been engaging in the community planning process in any meaningful way. Members were provided with a copy of (a) a letter dated 21 December, 2016 from the Education Authority regarding 'Education Authority and Council for Catholic Maintained Schools Statutory Responsibilities to Support Community Planning Partnerships' and (b) a Position Paper on Community Planning by the Education Authority and Council for Catholic Maintained Schools.

It was noted that, as a result of the above correspondence, a letter, agreed with the Chair of the Strategic Partnership, would be drafted and sent to Sharon O'Connor, Chair of the Education Board, to highlight concerns and ask for involvement, as much of what the Partnership was hoping to achieve centred on children and young people. The response would be reported to the Governance and Audit Committee when received.

It was proposed by Councillor J Baird, seconded by Alderman J Tinsley and agreed to recommend that the letter to Sharon O'Connor be copied to the Minister for Education.

The Chief Executive advised that this matter would also be raised by Alderman W A Leatham at the Partnership Panel meeting at the end of January.

5.4.4 Letter to Lord Justice Gillen re Lisburn Courthouse

Members were reminded that it had previously been agreed to send a letter to Lord Justice Gillen regarding his consultation on the civil and family justice system in Northern Ireland given that many of his recommendations reflected what the Council was trying to achieve through the multi-agency work on Lisburn Courthouse. It was noted that this letter had been sent, with input from Janice Spence, local solicitor, seeking a meeting with the Lord Justice early in the New Year. The response would be reported to the Governance and Audit Committee when received.

5.5 Guidance for Handling Petitions – Further Requested Information

At the last meeting of the Committee, it had been agreed to accept the guidance presented in relation to handling petitions, subject to a minor amendment, and

5.5 Guidance for Handling Petitions – Further Requested Information (Contd)

further information was requested on the management of e-petitions in the UK Parliament and NI Assembly. This information was provided to, and noted by, the Committee.

Verbal Item

5.6 NAC Councillor Development Network Meeting
9 February, 2017 – Preston

The Chief Executive reported receipt of a request from the National Association of Councillors (NAC) that, as a nominated NAC Northern Ireland delegate to the NAC Councillor Development Network Meeting on 9 February, 2017 in Preston, Alderman M Henderson's attendance would be classed as official Council business and he would, therefore, receive reimbursement of expenses from the Council. It was agreed to recommend, on a proposal by Alderman J Tinsley, that Alderman Henderson' attendance at the above meeting be approved and that the Council reimburse expenses.

6. Any Other Business

There was no other business.

Conclusion of the Meeting

At the conclusion of the meeting, the Acting Chairman, Alderman M Henderson, having wished those present a Happy New Year, advised that the Transition Manager, Mr R Lawther, had tendered his resignation from the Council and this was the last meeting of the Governance and Audit Committee at which he would be in attendance. Alderman Henderson thanked Mr Lawther for the help and guidance he had given to Members during the transition period and stated that it had been a pleasure working with him. The Chief Executive also referred to Mr Lawther's assistance in respect of the Robinson Centre.

There being no further business, the meeting was terminated at 6.34 pm.

Mayor/Chairman

LISBURN & CASTLEREAGH CITY COUNCIL
MEETING OF GOVERNANCE AND AUDIT COMMITTEE – 14 FEBRUARY, 2017

REPORT BY DR THERESA DONALDSON, CHIEF EXECUTIVE

PURPOSE AND BACKGROUND

The purpose of this report is to set out for Members' consideration, a number of recommendations relating to the operation of the Council.

The following decisions are required:

To approve improvements to the Council's Customer Care system so that requests for changes to service provision can be better received and addressed at a cost of £1,100

To approve expenditure of up to £8,000 for consultancy assistance in consulting, collecting, developing and analysing data in support of the plan, if required, and that these costs be met from the Continuous Improvement budget

To note information in relation to future plans for the Datahub

To note information in relation to a potential requirement for a change to the Council's Standing Orders

To note the potential impact of activities listed in the report on the Council's Corporate Risk Register

To note information in relation to Performance Manager

To note information regarding the Performance Improvement Plan Update

To note information on the continuing Draft Community Plan engagement process

ITEMS FOR DECISION

1. REQUESTS FOR CHANGES TO SERVICE PROVISION

Attached, under **Appendix 1**, is a copy of a report on Requests for Changes to Service Provision.

Recommendation

It is recommended that the recommendations contained in the attached report are approved.

2. LISBURN & CASTLEREAGH CITY COUNCIL CORPORATE PLAN 2017

The current LCCC Corporate Plan 2015/2017 was developed to cover the transformation period and lay the foundations for the first two years of operation of the Council. It was noted that the plan would be reviewed in 2017.

Following from the Corporate Managers Discussion Forum on 1 February, Officers have now begun to scope the work required for the new Plan and its possible content. This may require some consultancy assistance to pull the new Plan together and assist with the consultation phase.

It is estimated that this may cost up to £8,000. Competitive quotations will be sought and it is considered that it may be possible to reduce the estimated cost in this manner.

Elected Members are considered crucial to the planning process and will be involved heavily once the initial scoping and data collection works are carried out.

Recommendation

It is recommended that Members consider approving this expenditure, if required. It is further recommended that Members approve that these costs be met from the Continuous Improvement budget, which is part of the Chief Executive's budget.

ITEMS FOR NOTING

3. DATAHUB FUTURE PLANS

Members will recall that the Council agreed to work with Newry, Mourne and Down District Council to develop a Datahub to present information about the Council area on maps to build a picture of trends or issues which could be addressed through the Council's service delivery or through collaboration with the Community Planning Partnership. The Council had agreed a budget for the Datahub of £28,500 per year for 4 years but has not paid anything to date as there has been nothing of use presented to the Council as yet. In the discussion at the time when the Datahub was first suggested, the Members were clear that it would only be pursued if it is clearly showing value for money.

In the meantime, the NISRA statistician has become embedded in the Council and has carried out many projects for different departments and sections, although the majority of the work has been with Community Planning and the Local Development Plan team. In the last few weeks the Council has entered an agreement with LPS to employ a GIS (Geographical Information Systems) officer who has been working on a number of projects since January of this year with the statistician to analyse and evaluate information specific to Lisburn and Castlereagh.

At this stage it appears that Newry, Mourne and Down District Council is experiencing some internal difficulties which may also be diverting attention away from the development of the Datahub.

The Chief Executive will be contacting the Chief Executive of Newry, Mourne and Down District Council and a further update will be provided. No expenditure has been incurred at this stage.

Recommendation

It is recommended that the above information be noted.

4. **COUNCIL'S STANDING ORDERS – CONTINUING EFFECT OF SCHEDULE 3 TO THE LOCAL GOVERNMENT (TRANSITIONAL, SUPPLEMENTARY, INCIDENTAL PROVISIONS AND MODIFICATIONS) REGULATIONS (NORTHERN IRELAND) 2014**

The Chief Executive is in receipt of a letter from the Department for Communities which deals with draft and existing governance legislation. This is currently being investigated and a legal opinion has been requested.

A report on the matter will be made available to Members for the March Committee meeting.

It is possible that there may be a requirement for a change to be made to the Council's Standing Orders as a result.

Recommendation

It is recommended that the above information be noted.

5. **CORPORATE RISK REGISTER – REVIEW PROCESS AND UPDATE**

Members had previously agreed that the Council's Corporate Risk Register is reviewed and presented to the Committee on a quarterly basis.

The latest presentation of the Corporate Risks to the Governance and Audit Committee was made in October 2016. Since October 2016, the following activity has impacted on the risk environment and will influence the Council's Corporate Risks:

Financial Services completion of Internal Audits:

- Final Internal Audit Report on Creditors System issued in November 2016 with 7 recommendations and resulting in a Satisfactory Assurance
 - Final Internal Audit Report on Bank Reconciliations issued in December 2016 with 6 recommendations and resulting in a Satisfactory Assurance
- IT systems – Review of IT:**
- Review of ICT Systems Report issued in November 2016 with 13 recommendations

Community Planning:

- Issue of Draft Community Plan – February 2017

Performance Improvement:

- APSE Performance Networks Training provided to all Heads of Service on the 30th January 2017
- Performance Manager system operating well as a Management Information System (MIS) for all relevant Departments and Services

Currently senior managers (Risk Owners) are being asked to review the risks within their service area whilst having regard to the above activities that have taken place in the interim period from October 2016.

It is anticipated that all reviews will be completed and presented to the Corporate Management Team before the end of February 2017.

The fully reviewed and updated Corporate Risk Register will be presented to the March Governance & Audit Committee meeting.

Recommendation

It is recommended that Members note the above activities and the potential for impacting the Council's Corporate Risk Register that is due for presentation in March 2017.

6. APSE PERFORMANCE NETWORKS

As Members are aware, the Council joined APSE Performance Networks during the summer of 2016. There are now 9 out of the 11 Northern Ireland Councils that are members of Performance Networks. The only councils that have not joined as yet are Causeway Coast and Glens and Mid Ulster.

Members will also be aware that the NI Local Government Act (NI) 2014 legislates that councils must demonstrate benchmarking within the sector during 2017/18, it is hoped that Performance Networks will help facilitate this.

Performance Networks Training was provided by APSE to all Heads of Service on Monday 30th January to enable them to collect data for their individual service area. Retrospective data for 2015/16 will be reported to APSE for the end of February using the Council's 2015/16 audited data and this will be considered a 'pilot exercise'.

The normal timescales for compiling the Performance Networks data will be during the summer, annually, and the data is always reported a year retrospectively. Following this 'pilot' the Council will then fall back into the normal timetable for reporting the 2016/17 data.

There is also a NI Performance Networks working group that is hoping to meet in March. This will be the forum to influence changing any of the KPIs. The appropriate Head of Service and the Performance Improvement Officer will attend this working group.

Recommendation

It is recommended that Members note the above information.

7. PERFORMANCE MANAGER

As Members are aware, the Council purchased a bespoke Performance Management System called Performance Manager. This system was implemented during the summer of 2016 and captures a small 'basket' of KPIs (Key Performance Indicators) for each service area within the Council.

The majority of KPIs are collected quarterly and Heads of Service have just updated the system with the third quarter's data. Performance Manager is primarily a dashboard system on all Heads of Service and Directors' computers and is proving to be a beneficial Management Information System.

It is planned to populate the system with the APSE Performance Network's Key Performance Indicators so that information is being collected in one central location.

Recommendation

It is recommended that Members note the above information.

8. PERFORMANCE IMPROVEMENT PLAN UPDATE

As Members are aware, the Council must have a Performance Improvement Plan in order to meet the requirements of the Local Government Act (NI) 2014. Work has started on the Performance Improvement Plan for 2017/18, with questions around Performance Improvement Objectives included in the current Community Plan consultation.

A further update will be provided at the next Committee meeting.

Recommendation

It is recommended that Members note the above information.

9. DRAFT COMMUNITY PLAN CONSULTATION

Members will recall that the consultation for the Draft Community Plan is ongoing. It commenced on 16 January and will run to 13 March, 2017 and has been promoted through a wide-ranging campaign developed by MCU. The Plan has been promoted through Facebook, Twitter, newspaper articles, an AgendaNI article and partner agencies. There is also an online survey accessed through the Council's website (25 responses so far). A pop-up stand, copies of the Plan with accompanying comment sheets and a suggestion box have been located at Lagan Valley LeisurePlex, Dundonald International Ice Bowl, Bradford

Court, Lisburn Civic Centre, the Irish Linen Centre and the Bridge Community Centre. Eight Community Conversations have been arranged and are listed below:

- **Thursday 2nd February, 2.00pm – 4.00pm**
Chestnut Suite, Lagan Valley Island, Lisburn, BT27 4RL
- **Thursday 2nd February, 7.00pm – 9.00pm**
Chestnut Suite, Lagan Valley Island, Lisburn, BT27 4RL
- **Tuesday 7th February, 2.00pm – 4.00pm**
Function Suite, Bradford Court, Upper Galwally, Belfast, BT8 6RB
- **Tuesday 7th February, 7.00pm – 9.00pm**
Function Suite, Bradford Court, Upper Galwally, Belfast, BT8 6RB
- **Thursday 9th February, 7.00pm – 9.00pm**
Committee Room, Lough Moss Leisure Centre, Hillsborough Road, Carryduff, BT8 8HT
- **Wednesday 15th February, 7.00pm – 9.00pm**
Main Hall, Enler Community Centre, 9 Craicleigh Drive, Dundonald, BT16 2QP
- **Wednesday 22nd February, 7.00pm – 9.00pm**
Function Room, Maghaberry Community Centre, Maghaberry Road, Maghaberry, BT67 0JG
- **Wednesday 1st March, 7.00pm – 9.00pm**
Hillsborough Village Centre, 7 Ballynahinch Road, Hillsborough, BT26 6AR

Attendance at the meetings has been mixed, ranging from 40 at one meeting to 8 at another, each facilitated by Council and partner officers. The conversations have been informed and lively and, in the most part, have agreed with the themes and outcomes in the Draft Plan.

A number of the statutory and support partners have also been promoting the consultation process:

- SERC has a pop-up stand, copies of the Draft Plan with accompanying comment sheets and a suggestion box;
- Libraries NI has a pop-up stand, copies of the Draft Plan with accompanying comment sheets and a suggestion box in the Lisburn Library and copies of the Plan in each of the other libraries;
- the Health and Social Care Board has promoted the Draft Plan through the media;
- Education Authority NI, NIHE, NIFRS and Translink have promoted the Draft Plan within their own agencies; NIFRS has tweeted about the consultation period publicly and Translink has copies of the Draft Plan in the Bus Station in Lisburn; and
- Atlas Women's Centre has copies of the Draft Plan to distribute and is using the IT classes to fill in the online survey while teaching computer literacy skills.

Early feedback from the engagement has shown that there is broad agreement with the vision, the mission and the five themes and accompanying outcomes. There has been discussion on the use of appropriate language in the Plan and the wording of some of the supporting outcomes. For example, it was suggested that Theme 4 'Where we live' should be renamed 'Our Environment' and that the associated outcome should be reworded to be easier to understand such as 'We live in attractive, welcoming and self-sufficient places.' All of the feedback from the Conversations along with the online survey and other submissions will be assessed and reported to Governance and Audit Committee and the Community Planning Partnership.

Recommendation

It is recommended that the continuing Draft Community Plan engagement process be noted.

DR THERESA DONALDSON
CHIEF EXECUTIVE
9 February, 2017

REPORT

Meeting: Governance & Audit Committee

Meeting Date: 14th February 2017

Subject: Requests for Changes to Service Provision

Responsible Officer: Head of Sports Services / Performance Improvement Officer

Background

Arising out of a request from C.M.T. a Head of Service team has been convened to consider how best Lisburn & Castlereagh City Council can receive and address requests for Changes to Service provision.

This request arose from a complaint which originated from a request in relation to an additional service to be provided at Lagan Valley LeisurePlex and an external investigation subsequently initiated by Lisburn & Castlereagh City Council.

The Head of Service Team consisted of:

- Brendan Courtney (Lead Officer)
- Tom Cousins
- Ryan Black
- Ross Gillanders

& Kerrie Anne McKibbin (Performance Improvement Officer)

Proposed Way Forward

At present Lisburn & Castlereagh City Council has a fit for purpose Customer Care System dealing with 4 main areas of resident interaction:

- Complaints
- Comments
- Compliments
- Service requests

The system is currently administered by the Chief Executive's Office who log, track and close all calls raised. Residents have a variety of ways in which they can access the system including Council web site, public leaflets available in Council facilities, in writing, by telephone or in person and by Email.

When a complaint, comment or compliment is received the Chief Executive's Office log it accordingly and then formally delegate it to the appropriate Head of Service for it to progress in the normal way. A benefit of the system, is that it can be used to maintain a comprehensive audit trail of the processing of the request and the outcome.

It is therefore proposed that we introduce another category to the Customer Care System to cover "Changes to Service Provision" with residents able to access the system in exactly the same way as the other integral elements. When the notification is logged by the Chief Executive's Office it will then be passed to the relevant Head of Service who will consider the issue on its individual merits.

Dependent upon the nature of the request the Head of Service will decide on how best to progress. It could be a relatively straight forward operational decision which can be dealt with in a prompt manner and the Customer Care System could then be updated accordingly or alternatively it may be a more complex matter requiring discussion with other Heads of Service, Director and if required relevant Council Committee.

As with the existing Customer Care System if the resident who makes the request for a 'Change to Service Provision' is not happy with the notified outcome they can make a formal complaint which will be dealt with in line with existing policies. Since the Head of Service would be the point of contact for the 'Change to Service Provision' a complaint would have to proceed to stage 2 i.e. Director level as it would not be appropriate to start at stage 1 – Head of Service.

The proposed way forward, if approved, will ensure a uniform approach across all relevant Council services. In order to ensure consistency it is proposed this matter is included as an Agenda item for the next HOST meeting when it can be demonstrated to all Heads of Service.

The software provider of the Customer Care System can make the necessary adaptations to the system at a cost of £1100.

Recommendation

It is recommended that Governance & Audit Committee approve that the existing Lisburn & Castlereagh City Council Customer Care System is adapted to include a feature to facilitate a 'Change to Service Provision' request by a local resident. The request will be logged by the Chief Executive's Office before being delegated to the relevant Head of Service for appropriate action.

It is also recommended that Governance & Audit Committee approve that the cost of the necessary adaptations to the system are met from the 'Continuous Improvement' budget which is part of the Chief Executive's budget.