LISBURN & CASTLEREAGH CITY COUNCIL

Minutes of Meeting of the Governance and Audit Committee held in the Council Chamber and Remote Locations on Thursday, 10 September, 2026 at 6:00 pm

PRESENT IN CHAMBER:	Councillor M McKeever (Chair) Mr E Jardine (Independent Member and Vice-Chair) Aldermen O Gawith and A Grehan Councillors J Bamford, A P Ewing, B Magee, A Martin and R McLernon
PRESENT IN REMOTE LOCATION:	Councillors S Burns, J Gallen and D Lynch
IN ATTENDANCE:	Chief Executive (remote) Director of Organisation Development and Innovation Director of Finance & Corporate Services Director of Leisure & Community Wellbeing Director of Regeneration and Growth Head of Environmental Health, Risk and Emergency Planning Head of Human Resources and Organisation Development Internal Audit Manager (remote) Member Services Manager (Acting) Member Services Officer IT Officer Northern Ireland Audit Office Mr C McGeown (Remote) RBCA Mr B Stewart (Remote)

Commencement of the Meeting

The Chair, Councillor M McKeever, having welcomed those present to the September meeting of the Governance & Audit Committee, pointed out that, unless the item on the agenda was considered under confidential business, this meeting would be recorded. In accordance with the Protocol for Remote Meetings, the Chair asked that those attending via zoom ensure that the meeting could not be seen or heard by any other person at their remote location when confidential business was being considered.

The Chair asked that mobile phones be put on silent or switched off for the duration of the meeting following which the Director of Organisation Development & Innovation outlined the evacuation procedures in the case of an emergency.

1. Apologies

There were no apologies for non-attendance recorded.

2. Declarations of Interest

There were no declarations of interest declared at the meeting.

3 Report from the Head of Human Resources & Organisation Development

3.1 Customer Care Feedback – Q1 2026/27

Councillor D Lynch joined the meeting at 6.03 pm.

The Head of Human Resources & Organisation Development presented the report and provided a verbal update in connection with complaints escalated to stage 3 (NIPSO). The Head of Service advised that he had been informed the previous day that two complaints had since been escalated to NIPSO, the report having stated that there had been no complaints escalated to NIPSO during the first quarter. The Head of Service also reported that both cases had since been closed with no further action.

It was agreed by Members that the contents of the report be noted.

3.2 Q1 Performance Improvement Monitoring

Members were provided with a copy of:

(a) a quarterly monitoring document, including case studies of improvement for Quarter 1 of 2026/27 (April – June inclusive);

(b) details of Performance KPI results for Quarter 1 of 2026/27 which showed the progress of each KPI across the year;

(c) an overall summary of Performance KPI results for Quarter 1 of 2026/27; and

(d) details of Corporate Plan KPI results for Quarter 1 of 2026/27.

The Head of Human Resources & Organisation Development presented the report during which he drew Members' attention to an error in appendix 1 which should state that "proportion of invalid applications will be measured in Q3 & Q4," the wording in the report incorrectly stated, 'will not be measured.'

The Head of Service also undertook to investigate providing the previous quarter's figures in the Corporate Plan KPIs Detailed & Summary report (appendix 3 of the report).

The Committee agreed that the contents of the report be noted.

3.3 Performance Improvement Report 2025/26

The Head of Human Resources & Organisation Development presented the report to the Committee.

It was proposed by Alderman O Gawith, seconded by Councillor A P Ewing, and agreed to recommend that the Performance Improvement Report 2025/26 be approved.

4. Report by Head of Environmental Health, Risk and Emergency Planning

4.1 Corporate Risk Register

Members were provided with copies of the Corporate and Departmental Risk Registers.

The Head of Environmental Health, Risk and Emergency Planning presented the report and advised Members that all risks have clearly assigned ownership and established mitigation measures. The Head of Service reported that Cyber Security training was on-going and that the latest tranche of training had been concluded recently.

The Committee agreed that the report on the Corporate and Departmental Risk Registers be noted.

4.2 CRR 002 Emergency Planning Deep Dive Report

The Head of Environmental Health, Risk and Emergency Planning presented his report which outlined the background and key issues in connection with the ‘deep dive’ review of the Corporate Risk 002 Emergency Planning. A presentation on the Emergency Planning Deep Dive had been appended to the Officer’s report, and the Head of Service provided an overview of the presentation.

The Head of Service responded to questions from the Committee and the Committee agreed that the report be noted.

5. Report of the Internal Audit Manager

5.1 Draft Internal Audit Charter

A copy of the draft Internal Audit Charter had been appended to the Officer’s report.

The Internal Audit Manager responded to comments and questions from the Committee.

It was proposed by Councillor A P Ewing, seconded by Alderman O Gawith, and agreed to recommend that the Draft Internal Audit Charter be approved.

6. Any Other Business

At this stage in the meeting, the Chair, Councillor M McKeever asked if there was any other business of a non-confidential nature to discuss, however there was no other business to discuss.

The Director of Leisure & Community Wellbeing, the Head of Environmental Health, Risk and Emergency Planning and the Head of Human Resources and Organisation Development left the meeting at this stage (6.30 pm).

7. Confidential Business

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 agreed that the following matter be considered "in committee", in the absence of members of the press and public being present.

7.1 Confidential Report by the Internal Audit Manager

7.1.1 Internal Audit Progress Report
(Report will be made available following Council ratification)

The Internal Audit Manager elaborated on a number of key issues set out in the Internal Audit Progress Report which had been appended to the report.

The Internal Audit Manager responded to comments and questions from Members and undertook to provide further information at item 3.3.2 of the Internal Audit Progress Report.

The Committee agreed to note the contents of the report.

At this stage in the meeting, the Chair, Councillor M McKeever, asked if Members had any confidential items of Any Other Business to raise, which they did not.

Resumption of Normal Business

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

There being no further business, the meeting ended at 6.36 pm.

Mayor/Chairperson