

LISBURN & CASTLEREAGH CITY COUNCIL

Minutes of the Meeting of the Governance and Audit Committee held in the Island Civic Centre, The Island, Lisburn, on Thursday, 13 June, 2019 at 6:00 pm

PRESENT: Councillor S Eastwood (Acting Chairman)

Aldermen J Baird, S P Porter and S Martin

Councillors S Carson, A P Ewing, A Gowan, S Hughes,
S Lee, G McCleave, John Palmer and N Trimble

IN ATTENDANCE: Chief Executive
Head of Audit and Risk
Audit and Risk Manager
Performance Improvement Officer
Member Services Officer

Commencement of the Meeting

In the absence of the Chairman, Councillor J Gallen, the Vice-Chairman, Councillor S Eastwood, took the chair and conducted the business on the agenda.

The Acting Chairman, Councillor S Eastwood, welcomed those present to the meeting and proceeded to outline the evacuation procedures in the case of an emergency.

1. **Apologies**

It was agreed to accept apologies for non-attendance at the meeting on behalf of the Chairman, Councillor J Gallen, The Right Worshipful the Mayor, Councillor A Givan, Councillors A Grehan and J Laverty, the Policy Officer, the Risk Officer and Ms C Kane, Northern Ireland Audit Office (NIAO).

2. **Declarations of Interest**

There were no declarations of interest.

3. **Report from Performance Improvement Officer**

3.1 **Performance Improvement Objectives and Associated KPIs
– 4th Quarter Review**

Members were provided with a copy of:

- (a) a quarterly monitoring document, which was an update on all the projects that would demonstrate improvement against the 2018/19 Performance Improvement Objectives (KPIs) and covered the period January to March 2019 inclusive; and

3.1 Performance Improvement Objectives and Associated KPIs
– 4th Quarter Review (Contd)

- (b) a report taken from the 'Performance Manager' System (Dashboard) detailing KPIs for each service within the organisation. This was in summary format and detailed the KPI results for the period January to March 2019 inclusive.

It was proposed by Alderman J Baird, seconded by Councillor N Trimble and agreed to recommend that the above reports be approved.

3.2 Complaints Report

Members were provided with a copy of a comparative report taken from the Council's Customer Care System detailing the number of comments, complaints and compliments in Quarters 3 and 4 of 2018/19, together with a copy of the annual complaints report comparing 2018/19 with 2017/18. It was proposed by Alderman S Martin, seconded by Councillor S Carson and agreed to recommend that these reports be approved.

3.3 Performance Improvement Plan 2019/20

Members were provided with a copy of the full version of the Performance Improvement Plan for 2019/20, as well as the Summary of Performance Improvement Plan for 2019/10.

In response to a Member's comments regarding the possibility of producing a holistic 'Council App' that would incorporate all Council Departments, the Chief Executive confirmed that this matter featured strongly in the Council's Digital Transformation Programme.

In relation to comments regarding the measures associated with the proposed Improvement Plan objectives, the Performance Improvement Officer stated that a report would be presented in September 2019 outlining progress for Quarter 1. This report would illustrate outturn to date against comparable 2018/19 baseline data, where this existed, but that for some of the proposed outcomes there would be no comparable data, eg. Vitality Membership Programme, as this was a new initiative.

It was proposed by Councillor N Trimble, seconded by Councillor A P Ewing and agreed to recommend that the full version and summary version of the Performance Improvement Plan for 2019/20 be approved.

3.4 Consultation Report on Performance Improvement Plan 2019/20

Councillor S Lee left the meeting during consideration of this item of business (6.29 pm).

Members were provided with a copy of the consultation report on the Performance Improvement Plan for 2019/20.

3.4 Consultation Report on Performance Improvement Plan 2019/20
(Contd)

In response to comments regarding the importance of increasing the level of engagement with the public, the Chief Executive advised that consideration was being given to initiatives such as the Council taking a stand at local community gala days, having a free prize draw, etc. The Chief Executive took note of comments in relation to Elected Members taking a leadership role in finding out how their constituents felt about Council services.

The Performance Improvement Officer advised that she had been involved earlier in the day with the Customer Service Excellence Assessment for Sports Services and the Assessor, having had sight of extracts from the Consultation Report on the Performance Improvement Plan for 2019/20 and the Complaints Report (as referred to in item 3.2), had been very complimentary of both reports, the information gathered and how the Council was engaging with its customers.

It was proposed by Alderman S Martin, seconded by Councillor G McCleave and agreed to recommend that the Consultation Report on the Performance Improvement Plan for 2019/20 be approved.

3.5 Northern Ireland Audit Office Proposals for Improvement Tracker

Members having been provided with a copy of the NIAO Proposals for Improvement Tracker, it was proposed by Alderman J Baird, seconded by Councillor N Trimble and agreed to recommend that it be approved.

The Performance Improvement Officer left the meeting at this point (6.40 pm).

4. Report from Risk Officer

In the absence of the Risk Officer, her report was presented by the Head of Audit and Risk.

4.1 Corporate Risk Register Update

Members were provided with an extract from the Corporate Risk Register, it being noted that a copy of the full Register, along with all risk action plans, was available on SharePoint. It was proposed by Councillor S Carson, seconded by Alderman S P Porter and agreed to recommend that this be noted.

5. 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 proposed by Alderman S P Porter, seconded by Councillor A P Ewing and agreed that the following matters be considered “in committee”, in the absence of members of the press and public being present.

5.1 Report from Policy Officer

In the absence of the Policy Officer, his report was presented by the Head of Audit and Risk.

5.1.1 Acceptance of the Six Monthly Statements of Assurance

Members having been provided with a copy of the Six Monthly Statements of Assurance for the Environmental Services Directorate, Leisure and Community Wellbeing Directorate, Service Support Directorate and Service Transformation Directorate, it was proposed by Councillor A P Ewing, seconded by Councillor N Trimble and agreed to recommend that they be approved.

5.2 Report from Audit and Risk Manager

5.2.1 Final Internal Audit Report on Purchase Processes/Orders

Councillor A Gowan left the meeting during consideration of this item of business (6.47 pm).

Members having been provided with a copy of the Final Internal Audit Report on Purchase Processes/Orders, it was proposed by Alderman S Martin, seconded by Alderman J Baird and agreed to recommend that it be approved.

5.2.2 Final Internal Audit Report on Policing and Community Safety Partnership

Members having been provided with a copy of the Final Internal Audit Report on the Policing and Community Safety Partnership (PCSP), it was proposed by Alderman J Baird, seconded by Councillor N Trimble and agreed to recommend that it be approved.

5.2.3 Draft Internal Audit Report on Procurement (Agreed in Principle)

Members having been provided with a copy of the Draft Internal Audit Report on Procurement (agreed in principle), it was proposed by Alderman S P Porter, seconded by Councillor G McCleave and agreed to recommend that it be approved.

5.2.4 Recommendations Tracker Follow-Up Report

Members having been provided with a copy of the Recommendations Tracker Follow-Up Report, it was proposed by Councillor N Trimble, seconded by Alderman S Martin and agreed to recommend that it be approved.

5.2.5 Annual Report and Audit Opinion

Members having been provided with a copy of the Annual Report and Audit Opinion, it was proposed by Councillor A P Ewing, seconded by Councillor N Trimble and agreed to recommend that it be approved.

The Audit and Risk Manager acknowledged the co-operation shown by the Senior Management Team, Council Officers and Members of the Governance and Audit Committee throughout the year, which had assisted in this piece of work being carried out. Members also commended staff for the amount of work that had gone into producing the Annual Report and Audit Opinion.

5.2.6 Terms of Reference for Governance and Audit Committee and Schedule of Meetings for 2019/20

Members having been provided with a copy of the Terms of Reference for the Governance and Audit Committee, together with a schedule of meetings for 2019/20, it was proposed by Alderman J Baird, seconded by Councillor G McCleave and agreed to recommend that they be approved.

5.2.7 Internal Audit Charter

Members having been provided with a copy of the Internal Audit Charter, it was proposed by Alderman S Martin, seconded by Councillor S Hughes and agreed to recommend that it be approved.

5.2.8 Internal Audit Strategy and Internal Audit Plan

Members having been provided with a copy of the Internal Audit Strategy and Internal Audit Plan, it was proposed by Alderman S Martin, seconded by Alderman J Baird and agreed to recommend that it be approved.

5.2.9 Job Role for Independent Member of Governance and Audit Committee

Members were provided with an extract of the minutes approving the appointment of an Independent Member to the Governance and Audit Committee, together with a copy of a job role for this post.

It was proposed by Alderman S Martin, seconded by Alderman J Baird and agreed to recommend that this appointment be noted, subject to normal recruitment procedures; however, Members referred to the wording of the third bullet point under Conditions for Application, 'Applicants should have no current connection with any political group' and considered that there could be a definitional issue around that. The Chief Executive agreed to refer this matter back to HR in order that a more relevant wording could be identified prior to advertising the post.

In response to Members' concerns regarding the Independent Member being present at meetings during consideration of both audit and governance matters, the Head of Audit and Risk confirmed that that was the case for the Independent Member in all other 10 councils.

Resumption of Normal Business

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

6. Any Other Business

6.1 Chairman, Councillor J Gallen
Councillor N Trimble

At the request of Councillor N Trimble, the Chief Executive updated Members in respect of the Chairman, Councillor J Gallen's recent ill health.

6.2 Alderman W J Dillon
Alderman S P Porter

At the request of Alderman S P Porter, Councillor John Palmer updated Members in relation to Alderman W J Dillon's recent ill health.

Conclusion of the Meeting

At the conclusion of the meeting, the Acting Chairman, Councillor S Eastwood, thanked those present for their attendance.

There being no further business, the meeting was terminated at 7.22 pm.

Mayor/Chairman