



1 June 2018

Committee Chair: Councillor D Ritchie

Committee Vice-Chair: Councillor J Greer

Committee Members: Aldermen – W Ball, T Burns, M Girvan, J Smyth
Councillors – A Ball, J Blair, L Clarke, R Foster, N Kelly, A Logue, J
Montgomery, N McClelland and M Rea

Dear Member

MEETING OF THE OPERATIONS COMMITTEE

A meeting of the Operations Committee will be held in the **Round Tower Chamber, Antrim Civic Centre on Wednesday 6 June 2018 at 6.30pm.**

You are requested to attend.

Yours sincerely

A handwritten signature in black ink that reads 'Jacqui Dixon'.

Jacqui Dixon, BSc MBA
Chief Executive, Antrim & Newtownabbey Borough Council

For any queries please contact Member Services:

Tel: 028 9034 0098 / 028 9448 1301 memberservices@antrimandnewtownabbey.gov.uk

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**REPORT ON BUSINESS TO BE CONSIDERED AT THE
OPERATIONS COMMITTEE MEETING ON
WEDNESDAY 6 JUNE 2018**

PRESENTATIONS

**3.1 L/LEI/00/10 DISABILITY SPORT NORTHERN IRELAND – ACTIVE LIVING 2021,
DISABILITY SPORTS HUB PROJECT**

As agreed in September, a representative from Disability Sports NI (DSNI) has been invited to make a presentation. Disability Sport NI is Northern Ireland's main disability sports charity working to improve the health and wellbeing of people with disabilities through sport and active recreation, and have worked closely with Council for a number of years.

Aubrey Bingham, Community Sport Manager will be in attendance, whose remit includes the District Councils Hub Programme as well as overseeing our Regional Every Body Active, GOGA, Inclusive Sport & Leisure projects and our Inclusive Sports Facility Accreditation scheme.

RECOMMENDATION: that the presentation be noted.

Prepared by: Vicki Kyles, Executive Assistant to Director of Operations

Approved by: Geraldine Girvan, Director of Operations

ITEMS FOR DECISION

ARTS AND CULTURE

3.2 AC/EV/3 GARDEN SHOW IRELAND 2018 AND BEYOND

Members are reminded that Garden Show Ireland 2018 was held in Antrim Castle Gardens from Friday 4 to Sunday 6 May 2018 10am to 6pm daily. This was the fifth hosting of this show in the Borough and the last year of a three-year partnership agreement between Garden Show Ireland and the Council to host the event in Antrim Castle Gardens for which Council has supported with £25,000 annually.

Tourism NI have also provided support for the organisers of the event since 2009 and using their expertise of evaluating metrics of events they have estimated that the total direct economic impact from Garden Show Ireland in 2018 is £469,910, much of this coming to the Borough in the form of additional retail, hospitality and accommodation expenditure.

A post show evaluation report has been completed by Garden Show Ireland and is **enclosed** for members' information. In terms of the impacts of the 2018 show the following outcomes are highlighted:

- 27,100 attendances to the event over the three days, which is the second highest number in the history show. This is slightly down on 2017 when the exceptional weather in the lead up to and over the course of the show really drove sales. In contrast the weeks leading up to the 2018 event, including the eve of the show, saw dreadful weather conditions with sustained heavy rain including hail. This had a detrimental impact on sales in advance of the show in particularly in last few days prior to opening.
- Castle Mall reporting an increase in footfall of 3% over first two days of the show and 15% on the Sunday
- Footfall to the Town Centre increased on both weekend days of the show by 30% and 16% on the Saturday and Sunday respectively
- Highest ever level of online tickets sales, up 10% on the previous year
- Media provided 5,800,000 opportunities to see/hear about the show and the Gardens.
- A record of 38 schools participating in the Show as well as a record 11 community entries to the Team Challenge, 6 of which were from the local area.

It was reported to the committee in February that Garden Show Ireland had been discussing their plans beyond 2018 and would very much like to keep the show in the Borough at Antrim Castle Gardens for at least a further two years to 2020. They have been pleased to see the development of the relationship with the local community over the five years to date and would like to build upon these relationships as well as continuing to impact positively on the local economy in a number of ways.

It was agreed at this meeting that the Council welcomes the Garden Show Ireland event for the next two years and that officers meet with organisers with a

view to discussing meeting some of the additional costs, with a further report to come back to committee.

Within the 2018 Post Show Evaluation report as enclosed Garden Show Ireland have highlighted a range of areas, which they would like to develop further including

- Continue to improve the quality and quantity of the Show Garden element and 'wow' factor of the event.
- Build on the involvement of artists throughout the Show.
- Continue to develop the local food content of the Show.
- Further increase local community involvement.
- Further increase the number of Craft producers creating handmade craft produce.
- Continue to develop event marketing to increase online ticket sales and to promote the Show to a wider geographic audience, particularly to ROI.

The organisers have requested that Council consider providing an additional £10,000 in funding which would bring the total support to £35,000. An increase in the investment in the event by the Council could contribute significantly to the achievement of further developing the event in a number of ways and in doing so achieve greater economic impacts from the event within the Borough. It is proposed to provide an additional £10,000 of support to Garden Show Ireland, bringing the total support package to £35,000 in return for an agreement with Garden Show Ireland to host the event in Antrim Castle Gardens in 2019 and 2020.

RECOMMENDATION: that an increase of £10,000 in the financial support to Garden Show Ireland for delivery of the event in Antrim Castle Gardens in 2019 and 2020, be approved, being a total of £35,000 in financial support.

Prepared by: Ursula Fay, Head of Arts & Culture, Operations Department

Agreed by: Geraldine Girvan, Director of Operations

3.3 AC/HE/18 BARBICAN GATE ACCESS FOR ANTRIM CASTLE GARDENS

Following agreement in June 2017 to open and promote Barbican Gate as a pedestrian access to Antrim Castle Gardens on a pilot basis from 1 July to 31 August 2017, the pilot exercise has proved successful and no issues or incidents of concern have occurred.

In addition, Members will recall that the 2017 Enchanted Winter Garden event was reorientated so that the Barbican Gate acted as the entrance to the event, providing both an attractive and dramatic entrance point but also convenient access to the event from the ample town centre car parks providing free car parking.

Given both, the successful summer 2017 pilot and the further success of using the Gate for access during the Enchanted Winter Garden event, it is proposed that the opening of the Barbican Gate for pedestrian access to the Gardens commences once again from July and runs to the end September. It is further proposed that seasonal opening of the Gate from 1 April to 30 September annually commences in 2019 so that the Gate is available for access throughout the peak visitor season and in line with commencement of the Council's events programme including Antrim Live. The Gate will be opened daily at 8am and closed each evening at 6pm by the security contractor with the Gardens Park Ranger team continuing to carry out patrols in this area and monitor and incidents of concern.

RECOMMENDATION: that the opening of the Barbican Gate, as a pedestrian access to Antrim Castle Gardens be approved; from 1 July to 30 September 2018, annually 1 April to 30 September and, for the duration of the Enchanted Winter Garden event annually.

Prepared by: Ursula Fay, Head of Arts and Culture

Agreed by: Geraldine Girvan, Director of Operations

3.4 AC/TH/4 HOMESPUN YOUTH DRAMA BURSARY

Background and Introduction

Members are reminded that it was agreed in April to develop a Homespun Youth Drama Bursary Scheme for the new term in September 2018 on the following basis:

- The Bursary Scheme would offer direct assistance to children and young people who live in the Borough in the form of fee waiver for a years attendance at one of the Homespun Youth Drama Groups.
- Eight bursaries to be available in total representing an investment of £2,160, to be funded from within the existing Arts and Culture Grant Aid budget.
- Places made available through these bursaries would be available equally across both groups and age categories.
- If approved, an application process based on the existing Arts and Cultural Grant Aid Programme would be developed taking on board suggestions from the Arts Panel as well as researching best practice in this area.
- A further report outlining the proposed bursary application and selection process would be brought to the committee in June for consideration with a view to opening up the scheme to potential applicants in the summer.
- The Bursary Scheme would be available to fund places in the Homespun Youth Drama Groups from September 2018.
- A review would be carried out after the first year and reported to Committee.

Homespun Youth Bursary Application and Selection Process

Having consulted the Borough Arts and Cultural Advisory Panel and researched best practice the following application process, including essential criteria for applicants, as well as selection process is proposed for consideration:

1. Application Criteria:

To be eligible to apply for a Homepsun Youth Bursary applicants must meet the following essential criteria:

- a) Be resident in the Borough.
- b) Be in full time education.
- c) Be able to provide a supporting statement from any of the following – school teacher, school principal, social worker, health care professional.
- d) Parents or guardians of the young person must be able to provide proof that they are in receipt of income support or equivalent – providing evidence of benefits received within last two months.

2. Application process:

To apply applicants must use the Council's online Grant Manager electronic application process, which can be accessed through the web site.

A public call for applications will be made on Monday 11th June with a closing date of Wednesday 11th July 2018. Applicants will be required to complete a short online application form (a copy of which is enclosed for Members' information). Applicants can choose to upload a 2-minute film showing them performing and must also do the following:

- a) Provide proof of residency and school attendance
- b) Provide proof of their age
- c) Provide proof of low income status
- d) Provide a supporting statement from one of the professionals above
- e) Provide a summary of how the bursary will be of benefit to them.

It is proposed that:

- Any applications submitted without the required supporting documentation will be rejected.
- Any applications submitted after the closing date will not be accepted.
- All applicants will be notified of the outcome of their application.

3. Selection Process:

A Selection Panel made up of officers and members of the Councils Arts and Cultural Advisory Panel will assess the applications based on the above criteria, with representatives of the Arts Panel to be nominated at the June meeting of the Panel.

Call for Applicants

If applications for bursaries exceeds the number of places available, then applicants will be invited to audition before the Selection Panel with a scoring system used to rank all applicants and select eight bursary recipients.

If the application and selection process outlined above is approved it is proposed to make a call for applicants in advance of opening the Bursary Scheme on Thursday 28 June 2018 and closing it on Wednesday 11 July after which applicants will be assessed. The opportunity will be promoted through the Council's usual communications channels including social media.

Members are reminded that there is a statutory obligation on the Council under the Section 75 Northern Ireland Act (1998) to undertake a screening of each new policy or programme to establish if an Equality Impact Assessment (EQIA) is required. The screening exercise has concluded that, as this programme will have no adverse impact on any of the Section 75 categories, a full equality impact assessment is not required. The screening form for the above policies is **enclosed.**

RECOMENDATION : that the proposed application and selection process for award of the eight Homespun Youth Drama Bursaries be approved together with the Equality Impact Assessment.

Prepared by: Ursula Fay, Head of Arts & Culture, Operations Department

Agreed by: Geraldine Girvan, Director of Operations

3.5 AC/EV/17 ARTS AND CULTURE ARTISAN MARKETS

Members are advised that the Arts and Culture Service has included the delivery of an annual Christmas Craft Market in The Courtyard Theatre Ballyearl as part of its Christmas programme for many years with an admission charge of £2 applying given the limited capacity of the venue. Complimentary family activities including Santa's Grotto are also available to support the event. Income generated by stallholder fees and tickets covered all cost associated with staging the event.

The popularity of Artisan Markets as part of the Arts and Culture offer has been demonstrated by inclusion of this element within Antrim Live in 2017 and 2018. In addition, a Farmers Market was held last August in the Civic Square Mossley Mill as a pilot to establish if there was an audience. This event attracted 2,431 visitors from 10am to 4pm, who enjoyed the market content and supporting family entertainment including inflatables, storytelling and music. The income generated from stallholder fees covered some of the costs of organising the event with the net cost coming in at £939. The benefit of the Civic Square as a venue for this type of family event, is that event infrastructure and therefore costs of the event are minimal as the museum and theatre facilities provide necessary amenities as well as a poor weather option.

It is proposed to hold a further two Artisan Market events in the Civic Square Mossley Mill on Saturday 23 June and Saturday 18 August from 10am until 4pm. The markets will include a range of local food and drinks as well as indigenous craft and novelty products with promotion of local produce and craft a priority and be complimented once again by family entertainment in the form of music, arts, children's entertainment and inflatables.

The introduction of an admission charge of £2 per person (with Under 16's free) will ensure that all costs associated with the event are covered, whilst also providing a effective mechanism for dealing with limited on site capacity through introduction of an advance booking facility.

It is also proposed to explore the potential of expanding this programme element to include Sentry Hill having firstly given consideration how to effectively manage the limited onsite parking. A report will be brought back to Committee in due course.

RECOMMENDATION: that the delivery of an Artisan market in the Civic Square Mossley Mill on Saturday 23 June and Saturday 18 August from 10am to 4pm, with an admission charge of £2 per person and Under 16's free, be approved.

Prepared by: Ursula Fay, Head of Arts & Culture, Operations Department

Agreed by: Geraldine Girvan, Director of Operations

3.6 AC/GEN/27 DARKNESS INTO LIGHT CHARITY WALK – ORGANISNIG COMMITTEE

Members are reminded that it first agreed in December 2015 to participate in the Darkness Into Light charity walk/run with the first event held in May 2016 in V36 at The Valley. Darkness Into Light is a unique international event which is held in 115 locations worldwide when thousands of people come together at dawn to walk from darkness into the light in memory of loved ones lost to suicide and/or to promote the message of suicide prevention and hope.

On Saturday 12 May the third Council's Darkness Into Light event was held in V36 at The Valley with several hundred turning out again to support this cause. Pieta House, the Suicide and Self Harm Crisis Centre, based in Dublin started the Darkness Into Light concept in 2009 and have supported the hosting of one of these walks in the Borough since 2016 having been approached by a local resident who had lost her 18-year-old son to suicide in May 2015. In addition to raising funds and supporting the services of Pieta House, each of the Darkness Into Light events held in the Borough have also supported local suicide prevention and crisis services including Lighthouse and Focus.

Given the success of this charity walk to date and the important cause it is supporting it is proposed to establish the Darkness Into Light Charity Walk in V36 at The Valley as an annual event giving residents of the Borough the opportunity to join the 110,000 worldwide who participate in this charity walk.

Following the advice of Pieta House when planning the initial event an Organising Committee of officers and community volunteers was first established in January 2016 to plan and deliver the event. The committee consisted of residents of the Borough touched by suicide, local suicide prevention charity representatives, a Pieta House representative and officers along with statutory agencies including the PSNI and Fire Service attending when required with voluntary membership of the committee fluctuating over the last three years. A former Mayor, John Scott became involved in the group due to an interest in suicide prevention.

The Darkness Into Light Organising Committee meets monthly from September to May, with an increased frequency in the lead up to the event and its role is to plan, coordinate and promote all aspects of the event. If the Darkness Into Light event is to be approved as an annual event in the Borough it is proposed that membership of the committee is reviewed annually after the event in May with recommendations for membership of the organising committee for the following years event reported to the September Operations Committee.

RECOMMENDATION: that the Darkness into Light Charity Walk at V36 is established as an annual event and that Member representation on the organising Committee be considered.

Prepared by: Ursula Fay, Head of Arts & Culture, Operations Department
Matt Mc Dowell, Head of Leisure, Operations Department

Agreed by: Geraldine Girvan, Director of Operations

3.7 AC/GEN/062 SENTRY HILL COMMUNITY GARDEN

Members are advised that Sentry Hill Historic House has been owned and operated by the Council since 2005, having been acquired by the legacy Newtownabbey Borough Council in 1997 and developed with the support of an investment of £416,000 in Heritage Lottery funding.

In 2006, a section of Sentry Hill land was developed as a community garden allowing local community groups to lease raised beds for a small cost and to grow a range of crops and flowers. 'Sewing Seeds', a social economy enterprise established in Newtownabbey in 2006, took on responsibility for management of the garden. Their aim was to produce and sell locally made products from arts and crafts items to home grown flowers, fruit and vegetables with all proceeds being reinvested for the benefit of the community business.

In 2008, the 'Sewing Seeds' Directors recognised that the garden's viability as a social economy enterprise was limited. The Company was subsequently dissolved and a Community Garden User's Forum established in its place. This was made up of individual plot holders who paid an annual license fee to maintain and cultivate their allocated raised beds.

In 2017, these plot holders established the Sentry Hill Community Garden Group as a formally constituted group that has successfully applied for funding from Community Services for the 2018/19 period. The aim of the group is to 'provide an educational and recreational resource in the form of a community garden where members can cultivate their own produce in an effort to promote social wellbeing and improve their quality of life'. The Sentry Hill Community Garden has proved to be an important social resource, which has helped build social cohesion and inclusion and has become an integral part of the Sentry Hill Education Programme and indeed of the whole Sentry Hill visitor experience. The Culture and Heritage Service plans to further develop this positive working relationship with the Group as part of the continuous development of Sentry Hill itself.

In order to agree the management arrangements formally and to guide the future working relationship between the Council and the Garden Group, a Service Management Agreement has been drafted and is enclosed for Members' consideration. There will be no cost to Council.

RECOMMENDATION: approve the draft Service Management Agreement between the Council and the Sentry Hill Community Garden Group.

Prepared by: Samantha Curry, Culture and Heritage Manager and Ursula Fay, Head of Arts and Culture

Agreed by: Geraldine Girvan, Director of Operations

3.8 AC/GEN/06 THRIVE COMMUNITY FESTIVALS FUND PILOT PROJECT

Members are advised that Thrive Audience Development was launched in the Autumn of 2017, trading as Thrive having been rebranded from Audiences NI the audience development agency for Northern Ireland.

Thrive offers the arts and cultural sector a wide range of services, audience insight and resources to ensure all arts and cultural organisations can get access to the support to help them develop their audiences and increase sustainability.

Correspondence has been received (**enclosed**) from Thrive seeking to recruit 5 Councils willing to participate in a pilot project. The total cost of the project is £40,000 and £30,000 is in place. Each participating Council is being asked to contribute £2,000 to help meet the costs which reviews the Department of Communities Community Festival Fund with a view to improving access to funding for community arts organisations. The aim of the projects is to identify and co-design shared outcomes and a performance measures framework for the fund by working with the Department, Councils and the arts organisations funded.

It is proposed that the Council participates in this pilot for which an investment of £2,000 is required as the outcome of the project is that arts organisations throughout the Borough are likely to be better equipped to access this funding. The project is scheduled to commence in the near future and be completed by January 2019.

Thrive has requested that officers from the Culture and Community teams with responsibility for grant programmes represent the Council on the pilot. It is proposed that the Head of Arts and Culture, and the Head of Community Planning represent the Council on this pilot with a report to be brought back to the Community, Planning and Regeneration Committee once the pilot is complete in early 2019 and the Council's new Departmental structure is in place.

RECOMMENDATIONS: that

- (a) The Councils participation in the Thrive Community Festivals Fund Outcomes Project, including a consultation fee of £2,000 be approved, and,**
- (b) The Head of Arts and Culture and Head of Community Planning represent the Council with a report on the project outcomes to be brought to a future Community Planning and Regeneration Committee meeting upon completion of the project in 2019.**

Prepared by: Ursula Fay, Head of Arts & Culture

Agreed by: Geraldine Girvan, Director of Operations

ENVIRONMENTAL HEALTH

3.9 EH/EHS/FC/8 PUBLIC ANALYST SERVICES

Members are reminded that a contract to provide Public Analyst services had been awarded to Public Analyst Scientific Services (Northern Ireland) Ltd in June 2016.

Article 27 (1) of the Food Safety (Northern Ireland) Order 1991 requires that one or more Public Analyst(s) are appointed and individually named to act as Analyst(s) for the Council.

Following Council approval of named individuals in 2016, there has been a change to the staff working for the Company and as a result the analyst named below requires formal appointment by Council.

Michelle Evans BSc, MChemA, MRSC

Having met the qualifications required by Public Analysts as set out in the Food Safety (Sampling and Qualifications) Regulations (Northern Ireland) 2013, the above named person can be appointed to act as a Public Analyst for Antrim and Newtownabbey Borough Council.

RECOMMENDATION: that Michelle Evans be appointed to act as a Public Analyst for Antrim and Newtownabbey Borough Council.

Prepared by: Colin Kelly, Environmental Health Manager
(Commercial)

Approved by: Clifford Todd, Head of Environmental Health

Agreed by: Geraldine Girvan, Director of Operations

3.10 EH/EHS/LR/11 SCHEME OF DELEGATION

Members are advised that due to the revision of legislation for which Environmental Health has responsibility, it is necessary to update the Scheme of Delegated Functions for the Director of Operations and the Head of Environmental Health. Copies of the revised Schedules are **enclosed**.

The revision includes some new provisions and clarification on existing legislation.

RECOMMENDATION: that the Schedule of Delegated Functions for the Director of Operations, Geraldine Girvan and Head of Environmental Health, Clifford Todd are adopted.

Prepared by: Clifford Todd, Head of Environmental Health

Agreed by: Geraldine Girvan, Director of Operations

**3.11 EH/EHS/18 FOOD SERVICE DELIVERY PLAN 2018-2019
REVIEW OF FOOD SERVICE DELIVERY PLAN 2017-2018**

The Council is required to produce an annual plan showing how it intends to fulfil its statutory duties and deliver Food Control services.

Copies of the Food Service Delivery Plan 2018/2019 and the review of the Food Service Delivery Plan 2017/2018 are **enclosed**.

RECOMMENDATION: that

- (a) The Food Service Delivery Plan 2018/2019 be approved.**
- (b) The review of the Food Service Delivery Plan 2017-2018 be noted.**

Prepared by: Clifford Todd, Head of Environmental Health

Agreed by: Geraldine Girvan, Director of Operations

3.12 EH/EHS/9 HOUSES IN MULTIPLE OCCUPATION (HMO)

Members are reminded that the Houses in Multiple Occupation Act (Northern Ireland) 2016 received Royal Assent on 12 May 2016. This legislation transfers the regulation of Houses in Multiple Occupation (HMO) from the Northern Ireland Housing Executive to local councils.

The programme for the transfer of the HMO function is being overseen by a Regional Board in NI consisting of officers from the Department for Communities, Northern Ireland Housing Executive and the three lead Councils - Belfast City Council, Causeway Coast and Glens Borough Council, and Derry City and Strabane District Council.

Members are reminded that the legislation will introduce:

- a new HMO definition;
- a licensing scheme;
- a fit and proper person test;
- new enforcement powers;
- new powers to issue a prohibition notice; and
- powers to open statutory information sharing gateways to assist in the identification and regulation of HMOs.

An economic appraisal commissioned by the Department for Communities considered a number of delivery options for the new service. The appraisal included financial and option modelling.

This appraisal recognised that whilst an 11 council model was the most desirable it would mean that full cost recovery for councils would prove difficult and would create a potential rate base burden on councils, as the service would have to be provided within existing resources. It was considered that the only way to negate these risks, and provide a cost neutral and fit for purpose service was to cluster councils and provide the new regime via a shared service.

The proposed model for service delivery is to cluster councils on a geographical basis, the cluster leads being those areas with the largest number of Houses in Multiple Occupation i.e. Belfast, Causeway Coast and Glens, and Derry City and Strabane. It also reflects the location of existing staff. Council is in the Causeway Coast and Glens cluster.

Fee Setting Process

The new regulatory regime comes with a number of additional powers and the financial modelling included in the economic appraisal forecasts that an uplift in fees will most likely be required to allow for full cost recovery. Derry City and Strabane District Council is in the process of appointing a consultant to undertake the next step in the fee setting process on behalf of all Councils. The cost of the consultant will be funded by the Department for Communities as a transition cost.

ICT

It is envisaged that a new ICT system will be required to support the transferring function. The current system does not provide a public interface, provides

limited ability to make online payments and applications, and does not provide for mobile working for technical officers undertaking site visits and inspections.

Belfast City Council on behalf of all Councils will shortly undertake to procure new ICT systems required for the new scheme. To underpin this work, a collaboration agreement between Belfast City Council and the 10 other councils is required (enclosed). This agreement sets out that Belfast City Council will act as our agent for the procurement of the ICT system to facilitate management of the HMO function. It also details the reciprocal arrangements that will be required by the ICT provider and Council further to the initial procurement process.

A non-disclosure agreement (enclosed) is also required for the duration of the procurement process. This will provide detail on how Belfast City Council will carry out this process on behalf of the other councils. This agreement sets out Belfast City Council's agreement that data obtained relating to our Council's information will be treated confidentially and solely for the purposes agreed. This will facilitate the HMO and Licencing scheme on to the ICT system.

RECOMMENDATION: that the collaboration agreement between Belfast City Council and Antrim and Newtownabbey Borough Council for the procurement exercise for new ICT for transfer of Houses in Multiple Occupation and licensing scheme be approved.

Prepared by: Clifford Todd, Head of Environmental Health

Agreed by: Geraldine Girvan, Director of Operations

**3.13 EH/EHS/11 HEALTH AND SAFETY SERVICE DELIVERY PLAN 2018-2019
REVIEW OF THE HEALTH AND SAFETY SERVICE DELIVERY PLAN 2017-2018**

Monitoring guidance issued by the Health and Safety Executive Northern Ireland (HSENI) under Article 20 of the Health and Safety at Work Northern Ireland Order 1978 requires the Council to establish and maintain a planned Health and Safety activity programme on an annual basis.

Copies of the Health and Safety Service Delivery Plan 2018-2019 and the review of the Health and Safety Service Delivery plan 2017-2018 are **enclosed.**

RECOMMENDATION: that

- (a) The Health and Safety Service Delivery Plan 2018-2019 be approved.**
- (b) The review of the Health and Safety Service Delivery Plan 2017-2018 be noted.**

Prepared by: Clifford Todd, Head of Environmental Health

Agreed by: Geraldine Girvan, Director of Operations

**3.14 EH/EHS/CP/1 CONSUMER PROTECTION SERVICE DELIVERY PLAN 2018-2019
REVIEW OF THE CONSUMER PROTECTION SERVICE DELIVERY PLAN
2017-2018**

An annual plan has been prepared showing how Council will fulfil its statutory duties and deliver services under consumer protection legislation.

Copies of the Consumer Protection Service Delivery Plan 2018-2019 and the review of the Consumer Protection Service Delivery Plan 2017-2018 are enclosed.

RECOMMENDATION: that

- (a) The Consumer Protection Service Delivery Plan 2018/2019 be approved.**
- (b) The review of the Consumer Protection Service Delivery Plan 2017-2018 be noted.**

Prepared by: Clifford Todd, Head of Environmental Health

Agreed by: Geraldine Girvan, Director of Operations

LEISURE

3.15 L/LEI/001: PRIVATE SWIMMING LESSONS

Further to the report at April Operations Committee regarding the proposals for private swimming teaching, Officers have recently conducted consultation meetings with private swimming teachers from both Sixmile and Valley Leisure Centres. The result from these consultations was the agreement to form a small working group made up of representations from private swimming instructors at Sixmile, Valley, and Antrim Forum who will meet to discuss options for a standardised delivery of private swimming lessons across the Borough, before bringing a recommendation to Committee for consideration in September 2018. The working group will be made up of Council Officers and two representatives from Antrim Forum, Sixmile, and Valley Leisure Centres. There was a request from an elected member to attend working group meetings.

RECOMMENDATION: Committee's instructions are requested regarding elected Members' representation on the working group for private swimming teaching.

Prepared by: Matt McDowell, Head of Leisure

Agreed by: Geraldine Girvan, Director of Operations

PARKS

3.16 PK/CEM/004/VOL2 REQUEST FOR A VICTORIA CROSS (PAVEMENT STONE) MEMORIAL

At the March Operations Committee, Members were appraised of a request to erect a memorial stone to recognise Major Hugh Colvin VC, who received a Victoria Cross medal at the battle of Passchendaele, and is buried at Carnmoney Cemetery.

Contact has been made with the Ministry of Housing, Communities and Local Government in London who oversee the VC Commemorative Pavement Programme to ensure that any memorial is consistent with the National programme. An example of how the pavement stone would be presented is enclosed. The pavement stone would be mounted on a separate granite stone as illustrated. The cost for the installation and delivery would be in the region of £1,000 to £1,500.

The guidelines for VC pavement installation indicate that the pavement stone should preferably be laid at the location of birth of the recipient however, should be at least sited where they are visible to members of the public. On this basis agreement has been reached with the Department for the memorial to be sited at Carnmoney Cemetery.

The location of the pavement stone would be agreed on site in the context of works planned to enclose the Cross of Sacrifice at Carnmoney Cemetery (which is currently being designed and costed.) This was agreed in March following discussion at Committee.

Members also requested that a list of all VC recipients in the Borough would be developed. The Arts and Culture Team are currently working on this and will report in due course.

Consideration will be given to arrangements for unveiling of the pavement stone.

RECOMMENDATION: That approval is given to install a replica VC pavement stone and mounting in memory of Major Hugh Colvin VC in Carnmoney Cemetery near the Cross of Remembrance at an estimated cost of up to £1,500.

Prepared by: Ivor McMullan, Head of Parks, Operations Department

Agreed by: Geraldine Girvan, Director of Operations

3.17 PK/GEN/035/VOL2 GRASS MANAGEMENT

The grass management sub group met on Wednesday 9th February 2018, and officers updated Members on a range of issues. In summary, Members were updated on roundabout improvements, urban grass cutting and weeding schedule (DfI Roads), requests for floral displays, seasonal planting proposals and action plans for Glengormley, Ballyclare, Straid, Randalstown and Antrim.

Details of the promotion of the Ribbon of Poppies initiative in the Borough, a request by the Mallusk Community Group for assistance with establishment of a community garden on Northern Ireland Housing Executive land and an update on the Best Kept Garden Competition were circulated at the meeting for discussion.

Minutes of the meeting are **enclosed**.

RECOMMENDATION: that the minutes of the Grass Management sub group are approved.

Prepared by: Ivor McMullan, Head of Parks

Agreed by: Geraldine Girvan, Director of Operations

3.18 PK/GEN/103 DAERA: FOREST SERVICE NI

Introduction:

Correspondence has been received from Forest Service indicating that it is currently consulting about scoping a new forestry plan for Antrim forests and woodland. Due to late notification the consultation deadline has been extended and Forest Service advised of Council's governance process and timetable. The link to the consultation is

<https://consultations.nidirect.gov.uk/daera-forest-service/scoping-a-new-forestry-plan-for-antrim-fpa>

Council has been invited, as a stakeholder, to express comment on the opportunities presented in the scoping document which is also **enclosed** for convenience. All stakeholder comments will be taken into consideration in the preparation of a draft Antrim Forestry Plan (2017-2022).

The plan will focus on the management of Forest Service (FS) forests, taking into account neighbouring woodland, and will consider their sustainable management.

Forest Service's Recreation Strategy (2009), identified that under the Review of Public Administration (RPA), Councils would assume new powers of community planning and wellbeing that would influence their role in the delivery of forest recreation and social use. They also suggest that the new responsibilities in relation to landscape, flood risk mitigation and water quality, are all directly relevant to forestry planning.

Within the Borough, the key forest assets are; Rea's Wood, Randalstown Forest and Tardree Forest.

Proposed Response:

Council welcomes the recognition by Forest Service of the importance of addressing the following key areas:-

- enhancing landscapes - by modifying the shape of felling boundaries and carefully designed regeneration of felled areas;
- improving water quality and the aquatic environment of rivers and lakes - by increasing the extent of riparian woodland by colonisation or planting, to intercept and trap pollutants;
- promoting afforestation and sustainable forestry as a way of increasing biodiversity - by reviewing harvesting plans and regenerating land after felling with the planting of native broadleaved trees and the leaving of areas of open ground;
- minimising the use of artificial pesticides and fertiliser, with applications taking place without affecting local water courses.

However, there are two key areas relevant to the Borough Council which need further consideration:-

(i) Enabling Enjoyment of Forests by Local People and Visitors

The Forestry Act (NI) 2010 promotes and encourages the use of Forest Service land by the public, including a right of pedestrian access, and promotes the social benefits of other woodland. Furthermore, extensive use is made of Forest

Service owned forests and woodland for walking close to towns (e.g. Rea's Wood in Antrim). However, access is limited on foot (bikes are prohibited without a licence). The Act limits local people and visitors enjoyment of the sites to their full potential; for example, existing trails are limited in terms of their width, gradients and surfacing. As Forest Service is a significant public land owner in the Borough, and could contribute to Council's Community Plan - Our Citizens Enjoy Good Health and Wellbeing while ensuring that the key principles of the Plan (equality, sustainability and inclusivity) are met. It is recommended that Forest Service is requested to improve access arrangements to the sites in the Borough through investing in widening and resurfacing paths for example and adjusting gradients to maximise accessibility and responsible use of the site by locals and visitors alike both pedestrians and where possible, cyclists.

(ii) Invasive Species:

However, Forest Service has only identified the control of rhododendron and laurel as a priority in the Plan. This fails to address the detrimental role of further non-native invasive species such as Himalayan Balsam, Giant Hogweed and Japanese Knotweed. These species limit safe access and negatively impact upon local biodiversity. This is particularly evident in designated sites such as Rea's Wood Special Area of Conservation. It is therefore recommended that control of non native species is included in the Plan and that forest service work in partnership with other landowners where appropriate.

Finally, it is recommended that Forest Service increases community engagement and the development of volunteer programmes, to encourage responsible recreational use of their forests.

RECOMMENDATION: that Council responds to the Forest Service consultation on scoping a new forestry plan for Antrim forests and woodland as set out above.

Prepared by: Elaine Upton, Countryside Officer

Approved by: Ivor McMullan, Head of Parks

Agreed by: Geraldine Girvan, Director of Operations

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3.19 WM/WM/33 REQUEST FOR ECO-SCHOOLS SUPPORT 2018/2019

Keep Northern Ireland Beautiful (KNIB) has submitted a funding request for the Eco-Schools Programme for 2018/2019. KNIB, formerly Tidy Northern Ireland, is an environmental charity with their stated aim of making Northern Ireland a cleaner and more pleasant place in which to live. One of the programmes that they co-ordinate is the Eco-Schools scheme, which aims to combine pupils learning with action on improving the environmental performance of the school.

The Eco-Schools Programme is extremely popular in Borough with all schools in the Borough registered in the scheme, and approximately 16 currently holding Green Flag accreditation. In the past, three schools, Loanends Primary School, Fairview Primary School and Ballycraigy Primary School, have held Ambassador Eco-Schools status, which identifies them as exemplar Eco-Schools.

In order to maintain the Eco-Schools programme, KNIB has requested funding support from Councils. Council's contribution is £1,500 for 2017/2018, the same level of funding was approved last year.

The funding is required for programme admin support and will allow Keep Northern Ireland Beautiful staff to provide assistance to schools for meetings, media requests, and the provision of the monthly Eco-Schools newsletter and website.

RECOMMENDATION: that Council approves the request for £1,500 of financial support for Keep Northern Ireland Beautiful's Eco-Schools Programme in 2018/2019.

Prepared by: Michael Laverty, Head of Waste Management

Approved by: Geraldine Girvan, Director of Operations

3.20 WM/WM/33 REQUEST FOR LIVE HERE LOVE HERE SUPPORT 2018-19

Keep Northern Ireland Beautiful (KNIB) has submitted a funding request for the Live Here Love Here (LHLH) Programme for 2018-19. KNIB, formerly Tidy Northern Ireland, is an environmental charity with the stated aim of making Northern Ireland a cleaner and more pleasant place in which to live. One of the programmes that they co-ordinate is the LHLH Programme, which is described as "a positive, people powered campaign focused on improving our local environment and building a sense of pride in our local communities".

Council has financially supported the Programme, in the amount of £21,000, for the last three years, with local groups benefiting from LHLH small grants scheme to improve their local communities to an approximate value of 10,000 per annum. Groups supported include:

- Ballycraigy Primary School & Muckamore Pre-School Playgroup – environmental improvements to their grounds;
- Ballynure and District Community Association – environmental improvements to the village;
- Ballyearl Improvement Group – biodiversity and improvement works at Carnfall Corners;
- Rotary Club of Newtownabbey – supply of bulb planting kits to local school;
- Parkgate and District Community Group – provision of window boxes for the village;
- TIDAL – enhancement of local environment;
- Tir na Nog Primary School – development of a sustainable eco-garden;
- Monkstown Village Initiatives – development of an interactive sensory space.

LHLH also run extensive advertising campaigns in the Borough and across Northern Ireland on issues like littering and dog fouling which raise public awareness and aid Council cleansing operations.

In order to maintain the LHLH programme in the Borough, KNIB has requested continued funding support from Councils. Council's contribution is £21,000 for 2018/19, the same level of funding was approved last year.

RECOMMENDATION: that Council approves the request for £21,000 of financial support for Keep Northern Ireland Beautiful's Live Here Love Here Programme in 2018/19.

Prepared by: Michael Laverty, Head of Waste Management

Approved by: Geraldine Girvan, Director of Operations

3.21 WM/WM/37 REVIEW OF WASTE COLLECTION POLICY

The Waste Collection Policy has been in place since February 2015 and is reviewed on an annual basis and updated if required. The Policy provides a framework for the collection of waste in the Borough and is required to ensure the effective and efficient delivery of the service.

Following review, the following changes are proposed:

- In order to encourage greater recycling in schools and increase awareness of recycling for pupils, it is proposed that schools will be supplied with caddy liners free of charge for use in the classroom. Previously, schools had to purchase the liners like other commercial customers or encourage pupils to bring them in from home. It is envisaged that the cost of the change will be minimal (approximately £500 per annum). Charges for the provision of liners for school kitchens will remain in place;
- In line with the Waste Management's Business Plan, the aim will be to complete all bulky collections within 5 days of the residents request rather than 10 days as previously stated;
- Simplification of the "bulky waste collections" section of the Policy to state that a bulky collection will become chargeable if it takes longer than 15 minutes for the staff to collect the waste. Previously the Policy stated that the bulky collection would be chargeable if it took "*more than 15 minutes to carry out collection OR over 15 bags of waste OR over the approx. volume of a small "builders" skip*". It is not envisaged that there will be any additional cost incurred as a result of the change, but it will improve customer service as the statement is easier to understand.

A copy of the draft Waste Collection Policy (**enclosed**) is included for approval with the amendments highlighted.

RECOMMENDATION: that Council approves the proposed Waste Collection Policy 2018.

Prepared by: Michael Laverty, Head of Waste Management

Agreed by: Geraldine Girvan, Director of Operations

ITEMS FOR INFORMATION

3.22 AC/GEN/39 THE JOHN HEWITT INTERNATIONAL SUMMER SCHOOL

Members are reminded that it was agreed to award two bursaries of £350 each to residents of the Borough for attendance at the 2017 John Hewitt International Summer School and that reports from bursary recipients on their experience of the 2017 John Hewitt International Summer School were reported to the committee in December when it was agreed to provide another two bursaries for residents to attend the 2018 Summer School.

The annual John Hewitt International Summer School is held in the Market Place Theatre every summer and is a cross community festival celebrating culture and creativity through literature and creative writing. A significant part of the society's ethos is to encourage attendance from those who would not normally attend, or whose socio-economic circumstances would not allow them to attend. The John Hewitt International Summer School provides challenging and informed ideas, discussion and learning a safe environment and by participation in the school has the potential to have benefits for residents and the Borough. More information on the society and programmes for previous years can be viewed at www.johnhewittsociety.org

Members are advised that the 2018 Summer School is being held from Monday 23 July until Saturday 28 July in the Market Place Theatre Armagh and that the bursary opportunities have been advertised with the outcome of the application process to be reported to the June meeting of the Council.

RECOMMENDATION: that the report be noted.

Prepared by: Ursula Fay, Head of Arts & Culture, Operations Department

Agreed by: Geraldine Girvan, Director of Operations

3.23 AC/ACG/016 NORTHERN IRELAND TOURISM AWARDS 2018

Members are reminded that an entry to the Northern Ireland Tourism Awards 2018 in the category of NI Tourism Heritage Property of the Year was submitted in January for Antrim Castle Gardens and that this entry was successfully shortlisted. The other finalists in this category were Crumlin Road Gaol and Blessingbourne Manor and Country Estate.

The Northern Ireland Tourism Awards 2018 celebrated their 40th anniversary with a black tie Gala Event in the Europa Hotel Belfast on Thursday 24th May 2018. Tourism NI advised that there was a significant interest in the 2018 Awards making them highly competitive with one of the largest numbers of entries to date received, particularly in the Heritage Property category.

Members are advised that Antrim Castle Gardens was Highly Commended in the category NI Tourism Heritage Property of the Year with Crumlin Road Gaol taking the top prize. This category seeks to recognise the hard work involved in managing historical buildings, but also highlights the importance of built heritage to maintaining a unique sense of place for visitors.

Tourism NI have offered feedback to all applicants and it is proposed to make arrangements to receive this feedback in the near future to inform another entry to the Heritage Property Category in the 2019 Tourism NI Awards for Antrim Castle Gardens and also Sentry Hill History House.

RECOMMENDATION: that the report be noted.

Prepared by: Ursula Fay, Head of Arts & Culture, Operations Department

Agreed by: Geraldine Girvan, Director of Operations

3.24 AC/ACG/15 QUEENS ROYAL GUN SALUTE

Members are reminded that it was reported to the Committee in February that at the request of the 38 (Irish) Brigade a Queens Royal Gun Salute was being held at Antrim Castle Gardens on Saturday 21st April 2018. There are six such events held annually which usually take place at Hillsborough Castle but it being closed for refurbishment presented an opportunity to bring these events out to other venues where the public could access and enjoy the occasion. It is estimated that between 500 and 750 spectators attended the event on 21 April.

The Medical Reserve units in Northern Ireland also hosted a reception to tie in with the Royal Gun Salute with around 120 guests attending, including elected members. The Lord Lieutenant of County Antrim Mrs Joan Christie CVO OBE hosted the Gun Salute accompanied by the Mayor Councillor Paul Hamill.

Correspondence has been received from the High Sheriff of County Antrim Lieutenant Colonel Gillian M Bingham, a copy of which is enclosed for members' information, conveying thanks to the Council, including the elected members, for hosting the event.

RECOMMENDATION: that the report be noted.

Prepared by: Ursula Fay, Head of Arts & Culture, Operations Department

Agreed by: Geraldine Girvan, Director of Operations

3.25 EH/PHWB/3 AFFORDABLE WARMTH 2017-2018 PERFORMANCE REPORT

Members are reminded that the Affordable Warmth Scheme is delivered by Council in partnership with the Department for Communities and the Northern Ireland Housing Executive.

Affordable Warmth is the Department for Communities' primary scheme for tackling fuel poverty. The scheme targets low income households that have been identified as part of the survey and delivers energy efficiency measures.

In the last financial year, Council received £73,305 from the Department for Communities with a target to transfer 405 completed surveys to the Northern Ireland Housing Executive.

From 1 April 2017 until 31 March 2018, Affordable Warmth staff completed 1,525 visits to households in the Borough. From these visits, the Council met the target for 2017/18 and transferred 405 completed surveys to the Northern Ireland Housing Executive.

A total of 381 homes received 669 energy efficiency measures, including cavity, loft and solid wall insulation and new heating systems, at a value of £1,200,000. The figures for the Borough are comparable to those Councils with similar population levels and an urban/rural split.

Full details of the 2017/18 performance for the last financial year are **enclosed**.

RECOMMENDATION: that the report be noted.

Prepared by: Wendy Brolly, Environmental Health Manager
(Health and Wellbeing)

Approved by: Clifford Todd, Head of Environmental Health

Agreed by: Geraldine Girvan, Director of Operations

3.26 EH/PHWB/2 HOME ACCIDENT PREVENTION – BEE SAFE 2018

The Council's annual Bee Safe event took place in April at All Saints Parish Centre, Antrim and the Movie House Cinema, Newtownabbey. Over 1,600 Year 7 pupils from 48 primary schools across the Borough attended the event.

Bee Safe is a multi-agency community safety initiative specifically aimed at children who are about to transfer from primary to post-primary education. Bee Safe is a creative way of teaching Year 7 pupils how to prevent everyday accidents and dangerous situations and how to deal with them safely and effectively should they occur.

Pupils move around in small groups visiting all of the seven scenarios, each with its own safety theme. The initiative was delivered by agencies including:

- Police and Community Safety Partnership
- Police Service of Northern Ireland
- Antrim and Newtownabbey Borough Council
- Northern Ireland Fire and Rescue Service
- Translink
- INEQE Group Ltd (Internet Safety)
- Antrim Youth Information and Counselling Centre (Drugs & Alcohol).

As part of the event, Environmental Health staff delivered a Home Accident Prevention Scenario where pupils had the opportunity to identify potential hazards within the home and were given advice on how to stay safe.

RECOMMENDATION: that the report be noted.

Prepared by: Tom Durrant, Home Safety Officer

Approved by: Clifford Todd, Head of Environmental Health

Agreed by: Geraldine Girvan, Director of Operations

3.27 EH/EHS/FC/8 PUBLIC ANALYST APPOINTMENT – CONTRACT EXTENSION

Members are reminded that Armagh City, Banbridge and Craigavon Borough Council conducted a tendering process on behalf of the eleven Councils in Northern Ireland, for a Public Analyst Service. The tender which was awarded to Public Analyst Scientific Services (Northern Ireland) Ltd in June 2016, for a two year period with the possibility of an extension.

The contract was due to expire on 6th June 2018 but a 12 month extension has been agreed by Armagh City, Banbridge and Craigavon Borough Council.

Following this period, a further extension of one year is possible under the terms of the contract.

RECOMMENDATION: that the report be noted.

Prepared by: Colin Kelly, Environmental Health Manager
(Commercial)

Approved by: Clifford Todd, Head of Environmental Health

Agreed by: Geraldine Girvan, Director of Operations

3.28 EH/EHS/CP/003 CONSUMER PROTECTION INITIATIVES

Despite a reduction in the cost of new budget tyres there is a continued demand for cheaper part worn tyres particularly in difficult financial times. It is important to ensure that these tyres meet the minimum standards detailed within the Regulations. For this reason, a consumer safety market surveillance test purchasing exercise was carried out on part worn tyres in 2018 (enclosed).

This particular exercise was initiated as a follow up to the province-wide initiative conducted by Environmental Health Officers, which took place in October 2014 when 35% of part-worn tyres examined were found to have serious faults which would potentially affect their safety.

The results at that time from the two legacy Councils were not as high as 35%, though 20% were non-compliant in relation to safety matters and 40% were non-compliant in relation failure to mark tyres as part worn.

As four years had passed since that surveillance exercise had been carried out and local intelligence indicated that eleven premises were selling part worn tyres in the borough another market surveillance exercise was carried out in March 2018.

A total of eleven premises were visited without prior notification and nine part worn tyres were purchased and fitted to rims. Due to the quality of tyres obtained and officer competency in assessing compliance, a consultant was not required to carry out examinations of the tyres.

There were no issues of non-compliance with safety requirements which is a 100% improvement from the previous exercise. However, while none of the tyres were marked as 'Part Worn' which is a technical breach of the regulations no further formal action was taken, but all businesses selling part worn tyres have been written to and reminded of their duties.

As a result of the improvement in the quality of part worn tyres on sale in the borough and the levels of compliance in relation to safety, market surveillance of this product will not be carried out again in the near future unless local intelligence indicates a need or levels of complaints increase. Also despite the assumptions in relation to demand for this product many retailers advised that they did not intend to replenish current stocks of part worn tyres as demand had decreased significantly and some businesses are likely to cease selling them once stocks had depleted.

RECOMMENDATION: that the report be noted.

Prepared by: Colin Kelly, Environmental Health Manager (Commercial)

Approved by: Clifford Todd, Head of Environmental Health

Agreed by: Geraldine Girvan, Director of Operations

3.29 EH/PHWB/8 SYMPOSIUM ON COMMUNITY DEVELOPMENT AND HEALTH AND WELLBEING

In October 2016, "Health and Wellbeing 2026: Delivering Together" a ten year approach to transforming health and social care was launched. This plan was the response to the review of Health and Social care in Northern Ireland led by Professor Bengoa. A programme of work is underway to deliver the ambition set out in the plan and a number of Transformational Implementation Groups (TIG) have been set up. This includes a Community Development Work Stream, which has been tasked to share and grow effective community development practice to improve health and wellbeing and reduce inequalities.

The Community Development work stream team, chaired by Mary Black, Public Health Agency hosted a symposium for over 120 key stakeholders on Wednesday 21st February 2018, the purpose of which was to report on the outputs of the group and set out draft recommendations. One of the sessions at the symposium was to look at the relevance of the work stream to other Programme for Government Policy and Strategy areas.

The Local Government sector in Northern Ireland was represented by Alison Briggs, Principal Environmental Health Officer, who gave a presentation on the Co-production work in Duneane and Wendy Brolly, Environmental Health Manager (Health and Wellbeing, who presented on the links between the Community Development, Community Planning and Local Government.

The symposium report is **enclosed**.

RECOMMENDATION: that the report be noted.

Prepared by: Wendy Brolly, Environmental Health Manager
(Health and Wellbeing)

Approved by: Clifford Todd, Head of Environmental Health

Agreed by: Geraldine Girvan, Director of Operations

3.30 L/GEN/65 AQUA SLIDE – VALLEY LEISURE CENTRE

Members are reminded that following the postponement of repair works scheduled for December 2017 at the Valley due to contractor constraints on programme time, repair work has been ongoing since late March 2018 on the various elements that will facilitate the reopening of aqua-slide at the Valley Leisure Centre. The works are soon due to be complete with the Aqua Slide scheduled to reopen to the public in early June 2018. In addition to the Aqua Slide, several other features will be installed within the pool at programmed times to cater for all the family. This will include an inflatable obstacle course and additional features for younger children in the learner pool. All of the above will form part of the new “Aqua-splash” product which will be programmed into the pool at key times throughout the week that appeal to family users. Aqua-splash aims to increase programming for the 6,000+ family members currently subscribed to the “More” membership as well as attract new users from within out outside of the Borough. It is anticipated that this will be launched in June.

RECOMMENDATION: that the report be noted.

Prepared by: Matt McDowell, Head of Leisure

Agreed by: Geraldine Girvan, Director of Operations

3.31 L/GEN/34 LEISURE MANAGEMENT SYSTEM

Members are reminded that in September 2017 Council meeting it was agreed to procure a new Leisure Management System at a cost of £70,000 - £80,000. Officers viewed several software systems available in the marketplace through an "Expression of Interest" and a detailed specification was developed with key stakeholders throughout Council.

A 5 year contract was directly awarded to Legend Club Management Systems at an upfront capital cost of £34,000 through a procurement framework developed by local authorities which included Antrim and Newtownabbey Borough Council.

The new Leisure Management System is scheduled to launch on 26th June 2018 and will revolutionise how customers and staff engage with Council Leisure Services. Innovative features include self-service kiosks, a vastly improved customer journey through online and App booking, as well as the provision of detailed management information to Officers. In addition, a new customer satisfaction system called Listen 360 is to be integrated into the new Leisure Management System. Through ongoing and automated samples of the Leisure Service's customer base, a "Net Promoter Score" for each facility will be provided as well as real-time feedback allowing Officers to accurately measure customer satisfaction and quickly react to any issues raised. Members may recall that the presentation on Leisure performance included reference to the Net Promoter Score System.

Prior to the launch of the new Leisure Management system, staff roadshows have taken place where details are provided to all relevant staff on what to expect in areas such as training and customer communications. The system change will be supported by the software company. Staff are being trained and considerable work has been completed in setting up background information, and it is expected the handover should be relatively straight forward.

RECOMMENDATION: that the report be noted.

Prepared by: Matt McDowell, Head of Leisure

Agreed by: Geraldine Girvan, Director of Operations

3.32 L/LEI/SMW/005 SIXMILE LEISURE CENTRE COFFEE HUB

Members are reminded that in April 2018 Operations Committee it was agreed to proceed with the refurbishment of the Fitness Suite and replacement of Access Control at Sixmile Leisure Centre. In addition, a working group made up of centre staff was established to highlight areas and develop schemes that would continue to improve the service provision for customers using the centre. One such scheme was the development of a "Coffee Hub" in the existing reception area. The Coffee Hub which is scheduled to be launched in mid/late June will provide high end self-service hot drinks provision and snacks in a welcoming environment for all users of the centre.

RECOMMENDATION: that the report be noted.

Prepared by: Matt McDowell, Head of Leisure

Agreed by: Geraldine Girvan, Director of Operations

3.33 PK/GEN/105 DEVELOPMENT OF ORIENTEERING AT VALLEY PARK

Introduction:

In 2017, Officers appointed a consultant to produce short, medium and long orienteering courses for the Valley Park. The maps are now available for download and control points are put out on a request basis for organised groups.

Officers will increase awareness of this facility at the Park, by delivering a family taster event from 2pm to 4pm on Saturday 8 September 2018, in partnership with "Urban O Explorers Belfast". The group is affiliated to the national governing body (Northern Ireland Orienteering), and wish to develop orienteering opportunities further in the Greater Belfast area.

Following the event, Officers will monitor the uptake of the courses in the Park over a 12-month period, to gauge if there is sufficient demand for a permanent orienteering facility to be installed at this location. This would cost in the region of £3,000.

Members may wish to note that orienteering courses are already available in other parks and further locations are being explored e.g. Sixmile and Threemile Water Parks. A report on progress and further options will be brought in due course.

RECOMMENDATION: that the report be noted.

Prepared by: Elaine Upton, Countryside Officer

Approved by: Ivor McMullan, Head of Parks

Agreed by: Geraldine Girvan, Director of Operations

3.34 PK/GEN/087 REQUEST FOR AN ACCESSIBLE FISHING STAND

A request has been received from Randalstown Angling Club (**enclosed**) for an accessible fishing stand near Neilsbrook Community Centre on the River Maine.

Fishing stands have already been provided at a number of other Council locations including Loughshore Park Antrim, Sixmile Leisure Centre and Mossley Mill.

Officers are reviewing estimated costs and will provide a detailed report to Committee as soon as these are available.

RECOMMENDATION: that the report be noted.

Prepared by: Ivor McMullan, Head of Parks, Operations Department

Agreed by: Geraldine Girvan, Director of Operations