



2 September 2021

Committee Chair: Alderman P Michael

Committee Vice-Chair: Councillor T McGrann

Committee Members: Councillors – M Cooper, H Cushinan, G Finlay, R Foster, S Flanagan, P Hamill, N Kelly, A McAuley, M Magill, N Ramsay, V Robinson, M Stewart and R Wilson

Dear Member

MEETING OF THE POLICY & GOVERNANCE COMMITTEE

A meeting of the Policy & Governance Committee will be held in the **Chamber, Mossley Mill on Tuesday 7 September 2021 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 0048 / 028 9448 1301

memberservices@antrimandnewtownabbey.gov.uk

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**REPORT ON BUSINESS TO BE CONSIDERED AT THE
POLICY AND GOVERNANCE COMMITTEE MEETING ON
TUESDAY 7 SEPTEMBER 2021**

3. PRESENTATION

3.1 PERFORMANCE AND TRANSFORMATION – SUPPORTING CORPORATE RECOVERY

Members are advised that Officers will make a presentation at the meeting.

4. ITEMS FOR DECISION

4.1 G/IG/7 SURVEILLANCE CAMERA POLICY

The purpose of the Policy is to regulate the management, operation and use of surveillance camera systems that are operated by Antrim and Newtownabbey Borough Council. Systems in use include:

- CCTV cameras on Council owned buildings and facilities
- Town Centre CCTV cameras
- In vehicle all round vision cameras
- Body Worn Video (BWV)

The existing policy has been revised to reflect ICO guidance and new applications. CCTV systems at Council assets and Town Centre are currently under review and this policy will be amended to reflect the outcome of the review.

The following CCTV works have been progressed to date following the March 2021 Council decision to progress complete replacement of the CCTV Infrastructure over a 6 year period and monitoring of Town Centre cameras and key sites at Mossley Mill:

1. Officers have appointed a suitably qualified and experienced CCTV design team to prepare and manage the procurement process with respect to the modernisation of the software platform and the installation of associated hardware. Officers met the design team week beginning 23rd August and agreed a programme and timelines for the completion of the works.
2. Due to minor faults with some Town Centre Cameras in Glengormley an order has been placed to replace 8 of the 11 cameras in the Town at present. These works are not abortive with respect to the overall scheme, as they will mesh into the new modernisation works when these are progressed. The replacement of these cameras will be completed by the end of September 2021 and the remaining 3cameras will be replaced before the end of 2021.

The following changes have been made to the policy:

Previous CCTV Policy	Surveillance Camera Policy
Covered CCTV systems at Council assets and in town centre	Includes other surveillance cameras such as in vehicle all round vision cameras and body worn video
All internal requests for footage were approved by the relevant Head of Service or Director	All internal requests for footage are to be approved by the relevant Head of Service/Deputy Director and Deputy Chief Executive

<p>Typographical error in section 5.11.1 – stated that images should not be retained for longer than 30 days unless required for evidential purposes but later in the paragraph referred to 31 days</p>	<p>Typographical error amended to state 30 days</p>
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The policy (**enclosed**) will ensure that the Council complies with the Data Protection Act 2018 and GDPR 2016, Human Rights Act 1998, Freedom of Information Act 2000 and the Regulation of Investigatory Powers Act 2000. The policy has been produced in line with the Information Commissioner's Code of Practice "In the Picture: A data protection code of practice for surveillance cameras and personal information".

RECOMMENDATION: that the Surveillance Camera Policy be approved.

Prepared by: Helen McBride, Information Governance Manager

Agreed by: Liz, Johnston, Head of Governance

Approved by: Sandra Cole, Deputy Chief Executive of Finance and Governance

4.2 CCS/CS/004 NEW COUNCIL COMPLAINTS PROCEDURE

The Council's Complaints Procedure enables the Council to effectively process informal and formal complaints from members of the public. An effective complaints procedure should both resolve customer complaints in as effective and simple a way as possible, and enable the Council to learn from complaints and improve services as a result.

The current procedure has been reviewed and updated to ensure it is more efficient and better meets the needs of our customers. In considering how to improve the procedure we have taken account of the following:

- Examples from other NI and UK local authorities;
- Discussions with the office of the Northern Ireland Public Service Ombudsman (NIPSO) regarding it bringing forward a new complaints process for public bodies. the proposed changes outlined in this report are in line with the early indications of NIPSO's new anticipated model (as referred to in a report also at this meeting); and
- The need to reduce the time taken to handle a complaint and make things as easy as possible for the customer – resulting in a revised procedure which moves from a three stage process to two stages.

For Members reference the current three stage procedure is enclosed as Appendix 1 and the new proposed Complaints Procedure as Appendix 2. If the proposed new procedure is approved then staff involved in dealing with complaints will receive support in using the new procedure.

What are the benefits of the new proposed procedure and how does it differ from the current procedure?

Giving greater emphasis to resolving complaints informally.

It is to everyone's benefit if an issue can be resolved informally, as this often means that issues are resolved quickly and the need for a formal procedure is avoided. The new procedure gives greater emphasis to trying to resolve issues informally through either telephone or face to face contact.

Moving from a three stage process to a two stage process.

Moving from a three stage to a two stage procedure will simplify and shorten the process and make it more efficient. In considering complaints and in practice there is often little material difference between the responses received at the end of Stages 2 and Stages 3. The revised process makes things simpler and quicker for customers, and aims to avoid duplication.

The process would continue to reduce the time required for a complaint to be processed, and if a resolution was not possible, would allow the complainant to access the NI Public Services Ombudsman (NIPSO) earlier.

The maximum total time under the current process for a complaint to be fully processed from date of first receipt is 59 days. Moving to the two stage process below would improve that time to a maximum of 36 days, whilst at

the same time giving officers enough time to fully investigate and consider complaints.

Asking the customer what they see as a resolution.

A central premise of NIPSO's suggested new process, currently out for consultation, is that they ask the complainant what (in the complainant's view) represents a remedy or solution to the issue. By introducing this element to the Council's procedure it would place the customer's need and their views closer to the centre of the process. This will help officers to be more informed from the outset of the customer's understanding of how a resolution might be reached.

Requiring additional detail for moving to Stage 2.

This involves asking the complainant, what additional information the Council should consider as part of the escalation to Stage 2. It is to prompt them to properly consider Council's Stage 1 response, and reflect on any points they feel the Council has missed in its response, or to provide any additional information they believe to be relevant. These actions are in place to try and discourage a simple re-hearing of the matter, based on the previously available facts.

Managing Vexatious Complainants

The Council has experienced behavior in the past from a small number of complainants which may be considered vexatious and take up considerable resources. NIPSO's guidance is helpful and the revised procedures includes reference to vexatious complainants using NIPSO's definition of vexatious complainants and what actions should be taken.

If Council officers consider a complaint to be vexatious in nature under this definition it could, if required, impose conditions on how a vexatious complainant must engage with the Council for the proper processing of their complaint.

RECOMMENDATION: that the revised Council Complaints Procedure be approved and implemented via supported training.

Prepared by: Ellen Boyd, Accessibility and Customer Services Officer

Approved by: Simon Hope, Interim Director of Communications and Customers

4.3 CCS/CS/004 COUNCIL RESPONSE TO NORTHERN IRELAND PUBLIC SERVICES OMBUDSMAN (NIPSO) CONSULTATION ON STANDARDISING COMPLAINTS HANDLING BY PUBLIC BODIES

The office of the Northern Ireland Public Services Ombudsman (NIPSO) has issued a key stakeholder consultation, comprising proposals for a set of principles and procedures aimed at standardising complaints handling across public bodies in Northern Ireland.

The intention is to adopt this new procedure, once agreed, for all public bodies, but this may take a couple of years to implement across the five sectors identified (local government, health and social care, government departments, education, and housing).

The Consultation document seeks the views of stakeholders on proposals which largely related to the following:

- **The Statement of Principles**

The draft Statement of Principles (SOP) consists of six basic principles that NIPSO believe all public bodies should follow when handling a complaint.

1. Start off right
2. Fix it early
3. Focus on what matters
4. Be fair
5. Be honest
6. Learn and improve

For each of the six principles above, NIPSO detailed what it expects public bodies to do when they receive a complaint. These include acknowledging mistakes at the earliest opportunity, providing clear reasons for decisions, investigating complaints fairly and using complaints as an opportunity for improvement.

- **A Model Complaints Handling Procedure**

The draft model complaints handling procedure (MCHP) is designed to make sure complaints to public bodies are dealt with in a straightforward and simple way. It includes a general complaints handling procedure that all public bodies will broadly follow, where complaints are resolved early and, where this is not possible, complaints are then thoroughly investigated. The draft MCHP also makes it easier for public bodies to analyse and learn from the complaints they receive.

The consultation is supported by a range of documents, which can be accessed via the following link

<https://nipso.org.uk/nipso/publications/complaints-handling-consultation/>

The draft Antrim and Newtownabbey Borough Council response to the consultation is **enclosed** for Member's consideration (Appendix 1). In summary, it largely agrees with the NIPSO principles and proposals, but we

have different views on some of the timescales involved. The public consultation closes on the 30th September 2021.

Following the end of the consultation, we will look at the final procedures produced by NIPSO, and then take the decision about whether or not to adopt them.

In the meantime, in line with the proposed main elements of the NIPSO Statement of Principles and the MCHP, and the wish to streamline and simplify our current complaints procedure to make things easier for customers, we have reviewed our internal procedures to reflect these changes.

Members are advised that a new draft Complaints Procedure for Council will be considered separately at the P&G meeting.

RECOMMENDATION: that the Councils Draft Consultation response be approved.

Prepared by: Ellen Boyd, Accessibility and Customer Services Officer

Approved by: Simon Hope, Interim Director of Communications and Customers (Consultant)

4.4 G/MSMO/023 CENTENARY COMMEMORATION OF THE OPENING OF THE ULSTER TOWER

Members may be aware that an event commemorating the Centenary of the opening of the Ulster Tower on the Somme battlefields will take place on 19 November 2021 at the grounds of the Tower.

A travel company are offering a 4 day fully escorted tour with Specialist Guides for this event from 18-21 November 2021 and a copy of the programme is **enclosed** for Members' consideration.

The cost is £700 per person.

The Council's instructions are requested.

Prepared by: Member Services

Agreed by: Liz Johnston, Head of Governance

Approved by: Sandra Cole, Deputy Chief Executive of Finance and Governance

4.5 CS/EQ/42 LANGUAGELINE INSIGHT VIDEO INTERPRETING

Members are reminded that the Council utilises the LanguageLine telephone interpretation service to help communicate effectively with our residents and visitors who are limited or non-English speakers. This service is widely available through our front line Council facilities and services and enhances the customer experience and meets the Council's equality obligations. To use the service, an Officer connects by telephone or mobile phone with the LanguageLine representative who then translates in the chosen language and English.

To further improve our service we propose introducing LanguageLine insight video interpreting. This provides enhanced access to Council services for the Deaf, Hard-of-Hearing and those for whom English isn't their first language.

This service operates face to face by tablet or computer and the customer can speak, type or sign (using video) to the LanguageLine relay representative who then speaks the words to an officer. The LanguageLine relay representative then speaks or signs the reply back to the deaf person or the limited-English speaker.

Locations

It is proposed that the service is piloted at the following front line services:

- Antrim Civic Centre
- Mossley Mill
- Valley Leisure Centre
- Sixmile Leisure Centre
- Ballyearl Leisure Centre
- Antrim Forum Leisure Centre
- Crumlin Leisure Centre
- Allen Park Leisure Centre
- Registration Antrim Civic Centre
- Registration Mossley Mill
- Antrim Castle Gardens
- Gateway Centre

Budget

The equipment used will be a tablet or desktop computer which is already in place in the pilot sites so this won't incur additional costs. The costs of service usage are £1.75 per min for BSL and £1.60 per min for spoken language interpretation. These costs will be met from the Equality and Diversity budget.

Training

A short training session will be arranged to ensure all relevant Officers are trained and confident with assisting our Customers.

RECOMMENDATION: that the Languageline insight video interpreting service pilot be approved and reviewed annually.

Prepared by: Ellen Boyd, Accessibility and Customer Services Officer

Agreed by: Nicola McCullough, Communications and Customer Services Manager

Approved by: Simon Hope, Interim Director of Communications and Customer Services

5. ITEMS FOR INFORMATION

5.1 G/DPFI/2 QUARTERLY REPORT ON FOI/EIR/DPA REQUESTS

A report has been prepared on requests received in the first quarter of the year (1 April to 30 June 2021) under the Freedom of Information Act (FOI), Environmental Information Regulations (EIR) and the Data Protection Act (DPA) and this is **enclosed**.

A summary of the quarter's statistics is as follows:

- There was a 105% increase in the number of requests on the same period the previous year (in the previous year there was a significant reduction in this period due to COVID 19).
- Of the 78 requests received, 59 were under FOI, 15 under EIR and 4 under DPA.
- 71 requests were completed within the quarter.
- 99% of the requests were completed within the legislative deadlines of 20 days for FOI and EIR requests and a calendar month for requests made under DPA.
- The sections that received the most requests in the quarter were Finance (19), Environmental Health (18), Communications and Customer Services (16) and Governance (10).
- One appeal was received during the quarter relating to the tender for the provision of dog pound facilities and related services. The Council had withheld some information due to its commercial sensitivity and the original response was upheld on internal appeal.
- No complaints to the ICO were notified within the quarter.

RECOMMENDATION: that the report be noted.

Prepared by: Helen McBride, Information Governance Manager

Agreed by: Liz Johnston, Head of Governance

Approved by: Sandra Cole, Deputy Chief Executive of Finance and Governance

5.2 FI/GEN/037 SOCIAL VALUE' IN COUNCIL CONTRACTS

'Social Value' within procurement contracts refers to the wider impacts on the well-being of individuals, communities and the environment that the contract may have.

Unlike mainland UK, no specific legislation exists for Northern Ireland that requires public bodies to consider 'social value' in the commissioning of public contracts.

Minister Murphy announced on 5 July 2021 a new policy to introduce mandatory scoring of social value within public procurement contracts.

Previously, social value consideration had been a matter of 'best practice' which Council has followed for many years. Examples of contract conditions currently used include:

- Payment by contractor of national minimum wage
- Equality of employment,
- Stipulation of required environmental criteria e.g. ISO 14001 standard for Environmental Management
- Health and Safety minimum requirements

From 1st June 2022 government departments must explicitly score social value as an award criterion together with cost and quality.

REVISED CRITERION

From 1 June 2022, tenders must include a minimum of 10% of the total award criterion to score social value.

This 10% minimum will apply to;

- Service contracts greater than £122,976
- Construction constructions greater than £4,733,252

Following review of the impact of the new award criterion it is expected that the criterion will increase to 20% minimum from June 2023.

The lead-in time to June 2022 will allow for training of staff involved in contract commissioning and suppliers likely to be impacted.

Some social value measures will also be mandatory, especially regarding compliance with relevant employment, equality and human rights standards and fair work practices. These criteria will be mandatory from 1 September 2021.

Payment of the 'Living Wage' must be included as a contract condition for all tenders from June 2022.

COUNCIL BEST PRACTICE

It is unclear whether the measures announced apply only to central government. Council has however historically applied central government

best practice to Councils own procurements and will seek to mirror the timetable of actions outlined above.

A basket of measures that could be introduced depending on the contract include;

1. Increasing secure employment and skills through;
 - o New employment or training opportunities
 - o Workforce education and skills development
 - o Increased opportunities for disabled people
 - o Opportunities for entrepreneurs and new small organisations or businesses.

2. Sourcing strategies that;
 - o Build ethical and resilient supply chains,
 - o Promote ethical supply chains,
 - o Promote collaboration,
 - o Manage the risk of modern slavery,
 - o Manage fraud risk,

3. Promoting 'Zero' carbon supply chains that;
 - o Require environmental benefits in the performance of the contract
 - o Use companies that minimise or are working towards zero-carbon practices

4. Promoting 'Wellbeing';
 - o By sourcing companies that support health and well-being, including physical and mental health of the contract workforce
 - o By sourcing companies that influence the wellbeing of their suppliers, customer and communities

A further update report will be brought to the Committee when the impacts of scoring social value is known with more certainty.

RECOMMENDATION: that the report be noted.

Prepared by: John Balmer, Deputy Director of Finance

Approved by: Sandra Cole, Deputy Chief Executive of Finance and Governance

5.3 FI/FIN/045 2022/23 ESTIMATES

Under the Local Government Finance Act Northern Ireland 2011, District Councils are obliged to set the estimates of rates before 15 February each year. District Councils are also obliged under the Rates Regulations (Northern Ireland) 2007 to set both domestic and non-domestic district rates no later than this date.

A timetable outlining key stages in the process is **enclosed**.

In order to set the estimates and the district rates for 2022/23 the Council faces a number of challenges:

Expenditure

- Employee Costs – finalisation of new structures and projected cost of living increases for employees and elected members.
- The timing of “Borough Recovery” contributions and expenditure.
- Cash flow pressures due to increased capital expenditure, Borough Recovery expenditure and Council expenditure returning to normal levels.

Income

- Council service income received as a result of return to normal service levels; in particular Leisure, Arts, Building Control and Planning.
- Removal of Covid-19 specific grants e.g. HMRC Job Retention (Furlough) Scheme.

Funding

- There may be losses in rates income which have not yet materialised due to Central Government “Rates Holidays” for businesses.
- A number of businesses are appealing their revised valuation assessed by Land and Property Services as part of Revaluation 2020.
- The outcome of these losses and appeals may not be known by the time the Council sets the District Rates.

Use of Reserves

- In the 2020/21 financial year Council made contributions to reserves in respect of Rates Appeals, Strategic Projects, Covid Losses, and Revaluation 2020. The value of these reserves could be used to offset any losses arising from the challenges (above).

RECOMMENDATION: that the report be noted.

Prepared by: Richard Murray, Head of Finance (interim)

Agreed by: John Balmer, Deputy Director of Finance and Capital (interim)

Approved by: Sandra Cole, Deputy Chief Executive of Finance and Governance

5.4 CE/OA/043 NORTHERN IRELAND AUDIT OFFICE SURVEY OF AUDITED BODIES 2021 RESULTS

In May 2021 the Northern Ireland Audit Office issued their second auditee survey. The basis of this exercise was to seek feedback on auditees' experiences in working with the Northern Ireland Audit Office. Council provided a response to the survey on 2 June 2021 through survey monkey.

Members are advised that correspondence has been received from the Northern Ireland Audit Office in relation to the results of the Survey of Audited Bodies 2021 and is **enclosed** for information.

Overall the survey indicates a 98% level of satisfaction in relation to the provision of a high quality and professional service provided by NIAO audit staff.

RECOMMENDATION: that the report be noted.

Prepared by: Denise Lynn, PA to Deputy Chief Executive of Finance and Governance

Approved by: Sandra Cole, Deputy Chief Executive of Finance and Governance

5.5 HR/HR/30 FLU VACCINE 2021

Members are reminded that for the last three years Council has offered the Flu vaccine to all staff and Elected Members. The average uptake over the last 3 years has been 106 per year.

In 2019 and 2020 all flu vaccines were successfully administered via Independent Occupational Health by a nurse on site.

During the Covid pandemic flu related absence has dropped significantly to 0.55% in the 2020-21 reporting period from 3.61% in 2019/2020. However, with a usual year on year average of flu related absence at 3.30% and the further easing of restrictions, it is anticipated that Council could see an increase in flu related absence coming into Autumn/Winter. The flu vaccination programme could provide a preventive measure to address this.

Proposed Programme

It is proposed that 90 flu vaccines are purchased with Independent Occupational Health delivering 45 vaccines at Mossley Mill and 45 vaccines at Antrim Civic Centre over two days in October 2021. This service will be available to staff and Elected Members.

The cost is £7.50 per vaccine (£6.95 last year). The charge for the nurse is £360 per day to administer 45. The total cost will be £1,395 +VAT.

RECOMMENDATION: that the report be noted.

Prepared by: Sarah Fenton, Organisation Development Officer

Approved by: Jennifer Close, Head of Human Resources

5.6 HR/GEN/019 MANAGING ATTENDANCE

The purpose of this report is to update Members on the management of attendance from April 2021 – July 2021 (summary enclosed).

April 2021 – July 2021 - Attendance Update

Excluding COVID-19 sickness absence, the average days' absence per employee was 4.39 against a target of 4.09 days, which represents 0.3 days above target.

Long term absence accounts for 90% of sickness absence. This currently represents 27 employees, with 18 of these receiving full pay, 7 on half pay and 2 on zero pay.

The number of employees with 100% attendance was 86% with the corporate target set this year at 60%.

Employee Engagement and Wellbeing Strategy

The Council's Employee Engagement and Wellbeing Strategy continues to support its management of attendance.

Members are reminded that, embedded within the Strategy is the clear understanding that health & wellbeing is about proactively avoiding illness, and optimising employees' physical and mental health. The Council has established a holistic approach, with a range of interventions across the organisation to include:

- Training for line managers on absence management
- Streamlining staff sickness reporting procedures
- Communication of occupational health service, employee assistance programmes and counselling
- Ongoing delivery of health events linked to the top three reasons for absence each year
- Monthly absence reporting to the Corporate Leadership Team
- Implementation of an online Wellbeing Hub in collaboration with the Staff Commission
- Using our established network of Mental Health Champions
- 100% attendees get a letter of recognition for full attendance from the Mayor and an additional days annual leave
- Low cost staff leisure membership
- On-site access to cancer screening via the Action Cancer 'Big Bus' twice yearly
- Provision of free flu vaccination for staff and Elected Members

HR Partners will continue to work with Heads of Service and Managers to monitor long term absence cases, to proactively accomplish employee health and wellbeing and improve the ongoing management of attendance.

RECOMMENDATION: that the report be noted.

Prepared by: Victoria Stewart, HR Systems and Data Analyst

Approved by: Jennifer Close, Head of Human Resources (Interim)

5.7 AWARENESS CAMPAIGNS – SOCIAL AND BEHAVIOURAL ISSUES

Members have previously highlighted, through Motions to Council or other channels, key social and behavioural issues across the Borough that could be publicised through a range of awareness campaigns. These issues include:

Domestic Violence
 Anti-social behaviour
 Burglary
 Animal Welfare
 Littering
 Recycling
 Hate Crime
 Personal Safety on the Road

As a result, a number of multi-channel campaigns have been, and will be, developed and implemented this year, beginning in March and running through to December. Some visuals of the campaigns which have run to date are enclosed with this report for information. Channels used for these campaigns have included billboards, Adshels, social media posts and adverts, media relations, and Borough Life.

These campaigns have all included strong messaging on each of the topics, along with signposting information, where relevant, of where and how residents can report or obtain further information on these issues.

A summary of the campaigns, messaging, channels used, and previous and planned activities is included in the table below.

The intention is to devise and implement further campaigns in future years. A report will be brought back to Members at a later date outlining plans for future campaigns.

In addition, a number of ongoing campaigns will also continue, including dog fouling, mental health, and COVID awareness.

Campaign & Date	Messaging	Channels
Domestic Violence March 2021	<ul style="list-style-type: none"> • It can happen to anyone regardless of sex, ethnicity, background or age • There is no place in society for this behaviour • Signposting support services • How to report and identify 	<ul style="list-style-type: none"> • Billboards • Adshels • Social Media • Photocall and press release with partnerships <p>Sample of Artwork enclosed</p>
Anti Social Behaviour: Where is your Child Tonight? May / June 2021	Anti-Social Behaviour has been cause for major concern for communities, residents and statutory agencies throughout the	<ul style="list-style-type: none"> • Billboards • Adshels • Article in June Borough Life

	<p>COVID-19 pandemic. ASB has a serious detrimental impact on quality of life for residents and users of public spaces where this activity is taking place.</p> <ul style="list-style-type: none"> • Ensure our young people and the wider community feel confident to report crimes/incidents • Signposting to support services and youth activities • Positive imagery • Make young people aware of the impact, dangers and consequences of their behaviour; • Challenge that behaviour and encourage positive choices 	<ul style="list-style-type: none"> • Social Media <p>Sample of Artwork enclosed</p>
<p>Anti Burglary June / July 2021</p> <p>-</p>	<p>Promoting residents to lock up their properties securely when on holiday.</p> <ul style="list-style-type: none"> • Burglars don't take holidays • Keep a security light on if leaving property unattended • Don't post on social media about going on holiday • Don't leave property unsecured or windows opened etc • Use alarm at all times • Don't leave keys or valuables in easy view • Lock your car even if parked in driveway 	<ul style="list-style-type: none"> • Billboards • Adshels • Borough Life • PCSP Social Media <p>Sample of Artwork enclosed</p>
<p>Animal Welfare July/August/October/December 2021</p>	<p>Encouraging the public to report animal welfare concerns and how to report</p> <p>Encouraging residents to help put a stop to illegal puppy farming by researching before buying a puppy and reporting illegal breeding establishments.</p> <p>Reminding the public not to leave dogs in cars during spells of hot weather.</p>	<ul style="list-style-type: none"> • Billboards • Social Media Posts • Social Media Ads • Borough Life <p>Sample of Artwork enclosed</p>

Littering August/Sept 2021	Encouraging people to bin their rubbish and pick up after their dog. Partnership with Keep NI Beautiful.	<ul style="list-style-type: none"> • Billboards • Social Media <p>Sample of Artwork enclosed</p>
Recycling September 2021	Recycling Week - Focuses on recycling household items rather than sending to landfill / dumping	<ul style="list-style-type: none"> • Billboards <p>Artwork being produced</p>
Hate Crime October 2021	Developed by PCSP, Antrim and Newtownabbey Good Relations programme, PSNI and the Community Relations Forum the 'No Hate Here' campaign works to ensure that there is no place in today's society for any form of hate crime or discrimination. 'No Hate Here' endeavours to eliminate hate crime by continuing to work to maintain the Borough as a place where we can all live, work and play in safety and know that residents and visitors can do the same.	<ul style="list-style-type: none"> • Billboards • Adshels <p>Artwork being produced</p>
Be Safe Be Seen October 2021	Encouraging residents to wear reflective clothing while on bicycles, walking or on motorbikes	<ul style="list-style-type: none"> • Billboards • Adshels
Where is Your Child? November 2021	Aiming to address antisocial behaviour in the Borough by encouraging parents to know where their children are at night and what they are doing	<ul style="list-style-type: none"> • Billboards • Adshels • Social Media <p>Artwork being produced</p>
Anti Burglary December 2021	Promoting residents to lock up their properties securely over the Christmas period and to be aware of potential burglaries	<ul style="list-style-type: none"> • Billboards • Adshels <p>Artwork being produced</p>

RECOMMENDATION: that the report be noted.

Prepared by: Ashleigh Erwin, Lead Media & Marketing Officer

Agreed by: Nicola McCullough, Communications and Customers Manager

Approved by: Simon Hope, Interim Director of Communications & Customers