



27 November 2025

Committee Chairperson: Councillor B Webb

Committee Vice-Chairperson: Councillor H Magill

Committee Members: Aldermen – P Bradley, L Clarke and M Cosgrove

Councillors – J Burbank, S Cosgrove, H Cushinan,
P Dunlop, M Goodman, N Kelly, A McAuley,
T McGrann V McWilliam and A O'Lone

Dear Member

MEETING OF THE POLICY AND GOVERNANCE COMMITTEE

A meeting of the Policy and Governance Committee will be held in the **Round Tower Chamber, Antrim Civic Centre on Tuesday 2 December 2025 at 6.30pm.**

You are requested to attend.

Yours sincerely

Richard Baker, GM MSc
Chief Executive, Antrim & Newtownabbey Borough Council

PLEASE NOTE: Refreshments will be available in the Café from 5.20pm

For any queries, please contact Member Services:
Tel: 028 9448 1301/028 9034 0107
memberservices@antrimandnewtownabbey.gov.uk

A G E N D A

1 APOLOGIES

2 DECLARATIONS OF INTEREST

3 ITEMS FOR DECISION

- 3.1 Corporate Performance and Improvement Plan 2025/26, Performance Progress Report Quarter 2
- 3.2 Business Plan 2025/26, Performance Reporting Template Quarter 2
- 3.3 Request to Change the Name of an Address
- 3.4 Code of Governance (November 2025)

4 ITEMS FOR NOTING

- 4.1 Work Smart Pilot – Feedback Results
- 4.2 Leadership Conference 2026
- 4.3 Dissolution of the Local Government Staff Commission
- 4.4 Customer Services Update Quarter 2 Update
- 4.5 Quarterly Screening Report Section 75 and Rural Screening
- 4.6 Dual Language Street Sign Applications
- 4.7 Managing Attendance Update Quarter 2 July 2025 - September 2025

5 ANY OTHER RELEVANT BUSINESS

6 ITEM IN CONFIDENCE

- 6.1 Elected Member Development – Continuous Professional Development Application

**REPORT ON BUSINESS TO BE CONSIDERED AT THE
POLICY AND GOVERNANCE COMMITTEE MEETING ON
TUESDAY 2 DECEMBER 2025**

3 ITEMS FOR DECISION

**3.1 PT/CI/066 CORPORATE PERFORMANCE AND IMPROVEMENT PLAN 2025/26,
PERFORMANCE PROGRESS REPORT QUARTER 2**

1. Purpose

The purpose of this report is to recommend to Members to approve the Corporate Performance and Improvement Plan 2025/26, Quarter 2 Performance Progress Report.

2. Background

Members are reminded that Part 12 of the Local Government Act (Northern Ireland) 2014 puts in place a framework to support the continuous improvement of Council services.

3. Previous Decision of Council

The Council's Corporate Performance and Improvement Plan 2025/26 was approved in June 2025. This set out a range of robust performance targets, along with identified improvement objectives and several Statutory Performance Targets.

4. Performance Progress Reports

Second Quarter Performance Progress Report is **enclosed** for Members' information.

5. Governance

Quarterly performance progress reports are reported to relevant Committees.

6. Recommendation

It is recommended that the Quarter 2 Performance Progress Report be approved.

Prepared by: Allen Templeton, Performance Improvement Officer

Approved by: Helen Hall, Director of Organisation Development (Interim)

3.2 PT/CI/066 BUSINESS PLAN 2025/26, PERFORMANCE REPORTING TEMPLATE QUARTER 2

1. Purpose

The purpose of this report is to recommend to Members to approve the Business Plan 2025/26, Performance Reporting Template for Organisation Development and Finance and Governance.

2. Background

Members are reminded that Part 12 of the Local Government Act (Northern Ireland) 2014 puts in place a framework to support the continuous improvement of Council services.

Specifically, the duties in the Act relate to Section 84(1), 85(2) and 85(9) whereby the Council has a statutory duty to make arrangements to:

- Secure continuous improvement
- Secure achievement of its improvement objectives
- Exercise its functions so that any Departmental specified standards are met.

3. Previous Decision of Council

In June 2025 the Council approved a strategic performance framework as part of the Corporate Performance and Improvement Plan 2025/26.

4. Business Planning

Business planning plays a vital role in the Council's performance management and delivery processes. It offers a more efficient and cohesive approach to monitoring and evaluating performance while improving overall visibility.

The purpose of the Directorate Business Plans is to:

- Demonstrate how each of the Directorates are supporting and achieving Council's priorities.
- Provide a clear sense of purpose of the Directorate and the challenges it faces.
- Illustrate how it is aligning its resources to meet the challenges ahead.
- Measure performance and hold ourselves to account to ensure we deliver for the Council and its residents.

Business Plans Quarter 2 Performance Reporting Templates for; Organisation Development and Finance & Governance Directorates 2025/26 are **enclosed** at Appendix 1 and Appendix 2 for approval.

5. Financial Position / Implications

As agreed, as part of the Council's rate setting process

6. Recommendation

It is recommended that the Business Plan 20225/26 Quarter 2 Performance Reporting Template for Organisation Development and Finance and Governance be approved.

Prepared by: Allen Templeton, Performance Improvement Officer

Approved by: Helen Hall, Director of Organisation Development (Interim)

3.3 G-LEG-18-45 REQUEST TO CHANGE THE NAME OF AN ADDRESS

1. Purpose

Officers received a request to change the spelling of an address of a housing development at Marion Hill, Toomebridge, Antrim to Marian Hill, Toomebridge, Antrim.

Officers conducted a number of land searches on the housing development at Maria(o)n Hill. The results show that the spelling of Marian/Marion Hill varied even relating to the same property, for example, one property lists different spellings on different documents, and another property appears to have amended the spelling on their documentation by hand from an 'o' to an 'a'.

It appears the spelling has been interchangeable.

The requester believes that the correct spelling for the address is Marian Hill (i.e. with an 'a') as he stated that the housing development was built in 1954 which was a 'Marian year' hence the name. The term 'Marian year' of 1954 has religious historical origins.

The Council does not have a specific policy in relation to changing the names of addresses in this instance.

2. Legislation

The statutory basis for the Councils powers in relation to the provision of street names and the numbering of buildings in Northern Ireland is contained within Article 11 of the Local Government (Miscellaneous Provisions) (Northern Ireland) Order 1995.

Therefore, the Council has the power to make the change to the address as requested. However, as per the 1995 Order referred to above a Council shall have regard to any views on the matter expressed by the occupiers of premises in that street.

3. Suggested Process

As the change in the spelling of an address can have an effect on the details contained on, for example, passports, driving licences, title deeds, bank details etc., Officers recommend in this instance that only where 100% of those affected by the change in the spelling of the address agree, that Members should consider to proceed to change the spelling of the address as requested.

If Members are minded to proceed with the request, Officers recommend that Officers canvass by post all of those appearing on the current Electoral Register of the affected addresses seeking their views on the request. Officers will also canvass the Northern Ireland Housing Executive who own some of the properties.

Those affected will be informed of the following: that 100% agreement of all affected is required; the potential consequences in relation to certain documents which contain an address; to seek their own legal advice in respect of the matter; and that the Council will not be responsible for any liability whatsoever and howsoever caused if the Council changes of the name of the address if there is 100% agreement.

Those canvassed will be given 4 weeks to respond in writing from the date of the letter being issued by the Council.

If there are some no responses and or responses stating, they do not agree then Officers would recommend that Members do not make the change to the address.

Officers will bring a report back to Members providing an update regarding the responses received.

4. Recommendation

Members' instructions are requested.

Prepared and Approved by: Paul Casey, Borough Lawyer

3.4 G/GEN/019 CODE OF GOVERNANCE (NOVEMBER 2025)

1. Purpose

The purpose of this report is to seek Members' approval of the Code of Governance (November 2025).

2. Introduction

Antrim and Newtownabbey Borough Council is committed to the principles of good governance and has a Code of Governance to reflect this.

The document consolidates the key governance practices within the Council, demonstrating the Council's governance structures are consistent with the core and supporting principles contained in the Delivering Good Governance in Local Government Framework (April 2016).

3. Key Points

The Code of Governance (**enclosed**), once approved, will be uploaded to the Council website to provide details of Council's existing processes and documentation to demonstrate compliance with the framework.

4. Recommendation

It is recommended that the Code of Governance (November 2025) be approved.

Prepared by: Liz Johnston, Deputy Director Governance

Approved by: Sandra Cole, Director Finance and Governance

4 ITEMS FOR NOTING

4.1 OD/OD/006 WORK SMART PILOT - FEEDBACK RESULTS

1. Purpose

The purpose of this report is to recommend that Members note the feedback results from both Line Managers and Employees regarding the Work Smart Pilot.

2. Previous Council Decision

Members are reminded that in March 2025 it was agreed that a one-year pilot of the Work Smart Scheme would commence on 1 April 2025. During this pilot, eligible employees can avail of one day of home working per week, or occasional location flexibility.

3. Survey Approach

Two surveys were conducted with eligible employees (total of 149 responses were received):

- Line Manager Survey: issued to managers overseeing staff participating in the pilot, focusing on performance, communication, wellbeing and service continuity.
- User Pulse Survey: issued to all participating employees to understand their experience to date.

4. Key Findings

a) Line Manager Feedback

The survey highlights strongly positive outcomes, with Work Smart supporting:

- Enhanced morale, engagement and wellbeing
- Increased focus and capacity for complex tasks
- Greater autonomy and ownership of performance
- Sustained delivery standards and productivity levels

88.89% of managers reported feeling confident in managing team performance under Work Smart.

80.56% confirmed a positive impact on their own wellbeing, with reduced commuting and fewer distractions contributing to more effective working.

b) User Pulse Survey Feedback

Overall Experience

- **91%** rated their experience as Positive Impact on Work and Wellbeing

Statement	Agree/ Strongly Agree
I continue to do my job effectively	96%
Work Smart has had a positive impact on my wellbeing	94%
Team communication and collaboration remain effective	96%
My manager supports Work Smart arrangements	94%

What Is Working Well

- Improved focus and productivity due to fewer interruptions.
- Better work-life balance, particularly through reduced commuting.
- Wellbeing benefits, including reduced stress and improved energy.
- Business continuity, especially during adverse weather or appointments.
- Positive environmental impact through reduced travel.

5. Next Steps

- Additional surveys will be carried out throughout the pilot period.
- Findings will continue to be reviewed by OD and reported to the appropriate Committee ahead of pilot conclusion.
- Work will continue to support consistency of support and application where feasible and appropriate.

6. Recommendation

It is recommended that the feedback results from both Line Managers and Employees regarding the Work Smart Pilot be noted.

Prepared by: Sarah Fenton, Organisation Development Officer

Agreed by: Katherine Young, Organisation Development Officer and Employee Engagement Manager

Approved by: Helen Hall, Director of Organisation Development (Interim)

4.2 OD/OD/004 LEADERSHIP CONFERENCE 2026

1. Purpose

The purpose of this report is to provide an update and invite Members to 'hold the date' - Tuesday, 11 February 2026 - for the in-house joint Elected Member and Officer Leadership Conference.

2. Introduction

Following on from the success of last year's Leadership Conference, this year's event has been shaped around the evolving issues that continue to influence leadership today and into the future. With a focus on digital transformation, wellbeing, and the shifting expectations placed on leaders, the conference – *Connect, Inspire, Lead: People, Purpose and Digital Evolution* – brings together insight, innovation, and practical learning to support leaders in navigating a rapidly changing landscape.

3. Conference Overview

Conference Details: Diary invites to follow
Date: Tuesday 11 February 2026
Venues: Theatre at The Mill and Mossley Mill
Time: 9:30 AM – 4:30 PM

Content Highlights: -

- Inspirational and thought-provoking keynote speaker
- Practical workshops:
 - The Future Leader's Toolkit – Coaching Conversations that Drive Performance
 - AI Literacy at Work – Using Technology Safely, Ethically and Effectively
 - Building Psychological Safety and Trust in Teams
- Networking and shared learning opportunities

By the end of the conference, participants will be able to:

- Understand the evolving leadership landscape, including key trends influencing current and future leadership practice.
- Recognise the impact of digital transformation on organisational culture, service delivery, and leadership behaviours.
- Apply practical strategies to enhance wellbeing—both personally and within their teams—to build resilient, high-performing environments.
- Strengthen their ability to lead with purpose, aligning people, values, and organisational priorities in times of change.

4. Recommendation

It is recommended that Members note the update and 'hold the date' - Tuesday, 11 February 2026 - for the in-house joint Elected Member and Officer Leadership Conference (diary invites to follow).

Prepared by: Sarah Fenton, Organisation Development Officer

Approved by: Helen Hall, Director of Organisation Development (Interim)

4.3 HR/ER/002 DISSOLUTION OF THE LOCAL GOVERNMENT STAFF COMMISSION

1. Purpose

The purpose of this report is to recommend to Members to note the correspondence received from the Department for Communities, Minister Gordon Lyons MLA regarding the Dissolution of the Local Government Staff Commission.

2. Correspondence from Minister Gordon Lyons MLA

The Minister for Communities has formally advised Council Chief Executives of the decision to dissolve the Local Government Staff Commission (LGSC) with effect from 31 March 2027 (enclosed).

This follows the Executive's original decision in 2014 to dissolve the Commission, based on consultation outcomes at that time, though implementation was delayed for various reasons.

A subsequent consultation in 2021 reaffirmed broad support for the 2014 decision. The matter was deferred during the suspension of the Assembly in 2022, and the dissolution date was later provisionally extended to 2027.

After reviewing the Commission's current role, statutory functions, and previous consultation outcomes, as well as the Commission's May 2024 position paper, the Minister has now confirmed his decision to proceed, with the Executive's agreement. He acknowledged the Commission's valuable service to local government over the past 50 years but noted that legislative and organisational developments have significantly reduced the need for such a statutory body.

To oversee the process, the Minister has instructed officials to re-establish the Local Government Staff Commission Dissolution Board (originally formed in 2015) to review the transfer or cessation of the Commission's functions and address any related issues.

The report is presented for Members' information and noting.

3. Recommendation

It is recommended that the correspondence received from the Department for Communities, Minister Gordon Lyons MLA regarding the Dissolution of the Local Government Staff Commission be noted.

Prepared and Agreed by: Helen Hall, Director of Organisation Development (Interim)

4.4 CCS/CS/011 CUSTOMER SERVICES QUARTER 2 UPDATE

1. Purpose

The purpose of this report is to note the Quarter 2 Customer Service report for the period July to September 2025

2. Introduction/Background

The Corporate Performance and Improvement Plan 2025-26 sets out the performance improvement objective; *'We will provide best-in-class services for our residents and make them feel valued and engaged. By fostering trust, engagement and increased satisfaction, we are committed to elevating the customer service experience.'*

Four indicators are set as measures of success and the Customer Services Report for Quarter 2 2025-26 (**enclosed**) provides an update on performance.

In addition, there is an update on key consultations to serve the Plan, and the performance of the Complaints Handling Procedure, during the period July to September 2025.

3. Recommendation

It is recommended that the Quarter 2 Customer Service report for the period July to September 2025 be noted.

Prepared by: James Porter, Customer Services Manager

Approved by: Helen Hall, Director of Organisation Development (Interim)

4.5 CCS/EDP/7 QUARTERLY SCREENING REPORT SECTION 75 AND RURAL SCREENING

1. Purpose

The purpose of this report is to recommend to Members to note the quarterly Section 75 and Rural screenings which have taken place within the period of August and October 2025.

2. Background

Members are advised that in line with the Council's Equality Scheme, it was agreed to provide quarterly updates on the screening of policies under Section 75. Within the Scheme, the Council made a commitment to apply screening methodology to all new and revised policies. Where necessary and appropriate, these new policies would be subject to further equality impact assessment.

3. Section 75 and Rural Screenings

The policies noted below have been screened between August and October 2025.

POLICY	SCREENING DECISION
Update on Local Development Plan 2030	1
Bonfire Management Programme	1
Light Up Civic Buildings Policy	1
25/26 Good relations Action Plan	1
Age Friendly "Silver Summer Scheme"	1
ASK Mentoring Pilot Capital Grants and Tender Appointment	1
Glengormley Public Realm Scheme	1
Review of Standing orders – Use of a Language Other than English at Council Meetings	1

- (1) Screened with no mitigation
- (2) Screened with mitigation
- (3) Screened and EQIA required

4. Recommendation

It is recommended that the quarterly screening report for August - October 2025 be noted.

Prepared by: Claire Webb, Accessibility and Inclusion Officer

Agreed by: Liz Johnston, Deputy Director of Governance

Approved by: Helen Hall, Director of Organisation Development (Interim)

4.6 CCS/EDP/025 DUAL LANGUAGE STREET SIGN APPLICATIONS

1. Purpose

The purpose of this report is to approve and note the Dual Language Street Sign applications as follows:

Stage 1

- No applications be noted

Stage 2

- Arthur Crescent, Newtownabbey, BT36 7AL be noted

Stage 3

- No applications be noted

2. Background

Members are reminded that in accordance with the Dual Language Street Sign Policy, adopted by Council on 30 May 2022 (**enclosed**), the following update outlines the current status of applications received.

3. Application Update

STAGE 1: PETITION VERIFICATION - there are no applications at Stage 1.

STAGE 2: RESIDENTS CANVASS - there is one application at Stage 2.

1. ARTHUR CRESCENT, BT36 7AL

Canvass letters have been issued to residents of the above street, and the outcome will be reported to Members.

STAGE 3: STREET SIGN INSTALLATION – there are no applications at Stage 3.

Maps and costs are **enclosed** for information.

4. Recommendation

It is recommended that the Dual Language Street Sign applications at:

Stage 1

- No applications be noted.

Stage 2

- Arthur Crescent, Newtownabbey, BT36 7AL be noted

Stage 3

- No applications be noted.

Prepared by: Claire Webb, Accessibility and Inclusion Officer

Approved by: Helen Hall, Director of Organisation Development (Interim)

4.7 HR/GEN/019 MANAGING ATTENDANCE QUARTER 2 JULY 2025 – SEPTEMBER 2025

1. Purpose

The purpose of this report is to provide Members with a Managing Attendance update report for the period July 2025 to September 2025 (Quarter 2) and associated Action Plan for 2025/26.

2. Attendance management performance against other NI Councils 2023-24

Members are advised that the Northern Ireland Audit Office recently provided benchmarking data illustrating the 'number of days lost to sickness absence per year'. In the 2023-24 year the Council ranked 3rd with 13.6 days against a NI average of 17 days.

3. Managing Attendance Quarter 2 update

Overall absence at the end of Quarter 2 2025/26 was above the set target of 7.01 days per employee for quarter 2, sitting at 7.37 days per employee.

Short term absence has risen; however the average long-term days lost per employee is notably reduced sitting at 1.96 against a target of 5.82.

A comprehensive action plan is in place to manage absence, with further details provided in the **enclosed** Managing Absence Report and updated Attendance Management Action Plan.

4. Recommendation

It is recommended that the Quarter 2 Managing Attendance update for the period of July 2025 to September 2025, and associated Action Plan for 2025/26 be noted.

Prepared by: Gary Gardner, HR Manager & Victoria Stewart, HR Systems & Analytical Manager

Agreed by: Jane Clarke, Head of Human Resources

Approved by: Helen Hall, Director of Organisation Development (Interim)

5 ANY OTHER RELEVANT BUSINESS

Any Other Relevant Business (AORB) may be taken at this point.