



MINUTES OF THE PROCEEDINGS OF THE MEETING OF THE POLICY AND GOVERNANCE COMMITTEE HELD IN ANTRIM CIVIC CENTRE ON TUESDAY 2 OCTOBER 2018 AT 6.30PM

In the Chair: Alderman P Barr

Members Present: Alderman – F Agnew, W DeCourcy
Councillors – J Bingham, T Girvan, P Hamill, P Dunlop,
R Lynch, N McClelland, V McWilliam, M Magill and M
Maguire

Officers Present: Director of Finance & Governance – S Cole
Director or Organisation Development – A McCooke
Head of Communication & Customer Services – T White
Head of Transformation
Borough Lawyer – P Casey
ICT Change Officer – A Cole
Members Services Manager – V Lisk

CHAIRPERSON'S REMARKS

The Chairperson welcomed everyone to the October Meeting of the Policy and Governance Committee, in particular Councillor Dunlop to his first Committee Meeting, and reminded all present of recording requirements.

1. APOLOGIES

Councillor Webb

2. DECLARATIONS OF INTEREST

None

3. ITEMS FOR DECISION

Members noted there were no items for decision.

4. ITEMS FOR INFORMATION

4.1 G/HSWB/4 REGISTRATION OF COUNCIL DEFIBRILLATORS WITH NIAS

The Community Resuscitation Strategy for Northern Ireland states that Cardiopulmonary resuscitation (CPR) and early defibrillation are the two critical interventions that are required for a person to survive an out-of-hospital cardiac arrest. CPR is the act of providing the rescue breaths and/or chest compressions that can keep the person alive until professional help arrives.

Northern Ireland had one of the highest death rates from ischaemic heart disease (IHD). IHD is caused by a reduced blood supply to the heart muscle, usually due to coronary heart disease, and in adults is the predominant cause of cardiac arrest.

To assist in improving access to defibrillators across the Borough, all defibrillators in Council premises provided for the first aid needs of those in the buildings have been registered with Northern Ireland Ambulance Service (NIAS). The 14 building locations were listed below:

- Theatre @ The Mill
- Mossley Mill
- Ballyearl Arts & Leisure
- Valley Leisure Centre
- Valley Pavilion (V36)
- Sixmile Leisure Centre
- Foundry Lane Ballyclare
- Antrim Civic Centre
- Antrim Forum
- Antrim Castle Gardens & Clotworthy House
- Allen Park
- Crumlin Leisure Centre
- The Old Courthouse
- Greystone Community Centre

Having these registered would allow NIAS to direct anyone calling 999 for assistance to a Council premises, should it be the nearest to the emergency.

Councillor Lynch congratulated staff for their work in relation to this initiative.

Proposed by Councillor Maguire

Seconded by Councillor Lynch and agreed that

Members note the registration of Council defibrillators with NIAS to aid any member of the public in need and that the Barista Coffee Shop at Loughshore Park, Jordanstown, be included.

ACTION BY: Elaine Girvan, Corporate Health and Safety Manager

4.2 G/MSMO/27 MEMBER DEVELOPMENT WORKING GROUP

Members were advised that a meeting of the Member Development Working Group took place on Monday 3 September 2018 and a copy of the Minutes of the meeting were circulated for Members' information.

Proposed by Councillor Maguire
Seconded by Councillor McWilliam and agreed that

the Minutes of the Member Development Working Group Meeting held on Monday 3 September 2018 be noted and the membership of the Group be kept under review to support ongoing attendance.

ACTION BY: Andrea McCooke, Director of Organisation Development

4.3 G/BCEP/3 MULTI - AGENCY SEVERE WEATHER PLAN

Members recalled the Northern Emergency Preparedness Group Multi-Agency Flood Plan noted by Policy and Governance Committee 9th May 2017.

A Multi-Agency Severe Weather Plan (circulated) had recently been produced to replace the existing Multi-Agency Flood Plan. This revised plan takes account of flooding in addition to other forms of Severe Weather including snow and ice.

The plan had been produced at a Regional level, in consultation with representatives from Agency partners who have key roles in the response to and recovery from Severe Weather, including the Emergency services, Drainage agencies, Voluntary sector and Local Government.

The plan provides a structure for responding to and recovering from a Severe Weather event for all multi-agency partners. The objectives of the plan are to:

- Identify activation triggers for responding to a severe weather warning;
- Document the actions to be taken on receipt of a severe weather warning;
- Set out the process for a co-ordinated response including the graduated incident management of a potential or actual severe weather event;
- Ensure a common understanding of the potential impacts of a severe weather event regionally or in the EPG area (sub-regional) and act as a reference document for all the agencies involved to provide a pre-planned response at various levels of risk;
- Detail areas most at risk from severe weather;
- Detail organisational information relating to role, responsibility and response for severe weather.

The plan outlines the Council's role in event of weather warnings at different stages. The Council's preparedness exceeds the measures noted.

Emergency planning staff had considered the internal severe weather response arrangements for this Council accordingly and were confident, as the Council's current preparedness exceeds the measures noted, that suitable arrangements are in place to fulfil Council's role within the Multi-Agency Severe Weather Plan.

In response to queries from Members, the Director of Finance and Governance provided clarification in relation to the actions taken to enhance communication during an incident.

Proposed by Councillor Hamill
Seconded by Councillor Bingham and agreed that

Members note the Multi-Agency Severe Weather Plan and are reassured that Severe Weather preparedness has been considered by Multi-Agency partners.

Officers to consider feedback in relation to the provision of the refuse service during high wind weather warning periods, liaising with the local Rapid Relief Team in relation to future incidences of severe weather and providing a specific point of contact for Members.

ACTION BY: Elaine Girvan, Corporate Health and Safety Manager

4.4 HR/HR/019 AGENCY STAFF

Members were reminded that agency staff are used across the Council to provide temporary cover for absence such as:

- Maternity leave
- Secondments
- Sickness absence
- Vacant posts

The use of agency staff is subject to a rigorous approval process, which requires the approval of the Corporate Leadership Team.

There is budgetary provision for the majority of posts filled via departmental salary budgets, salary contingency and grant funding.

The table below provided an update for Members on the use of agency staff as at August 2018 as compared to August 2017.

Reason for Agency Worker	Aug 2018	Position Covered	Aug 2017	Comments
Additional Resource	6	2 x Waste Management Operatives	13	Reduction in additional

		Cleaner, Sentry Hill (Recruitment to commence in September) 2 x On Call Recreation Assistant/Leisure Attendant, Sixmile Receptionist, VLC		resource requirement
Seasonal Work	78	36 x Seasonal Grounds Maintenance Operative 40 x Summer Scheme Leaders Caravan Park Attendant Youth Intervention Coordinator	85	Reduction in seasonal cover
Filling Funded Posts	4	3 x Affordable Warmth Project Officer Grange Community Project Officer	4	
Covering Sickness/Leave/ Maternity Leave/ Shared Parental Leave	4	Community Planning and Development Officer 2 x Household Recycling Attendant Heritage Gardener	10	Reduced requirement for cover in this category
Covering vacancies until structures filled	27	Receptionist, Clotworthy 2 x Team Leader Parks, CSD 2 x Grounds Maintenance Operative Greenkeeper, Parks Central Services Supervisor Waste Management Operative, CSD 4 x Waste Management Operatives, ESD 4 x Waste Management Op/Driver, ESD 2 x Driver Site Operatives, Recycling 2 x HGV Refuse Collection Driver 2 x Conferencing Administrator Arts Development Officer Parks Ranger Graphic Designer Waste Management Assistant Grounds Maintenance Operative, ESD	28	Small reduction in requirement within this category. Ongoing cover due to categorisation

Covering career breaks/ secondments	10	Driver Site Operative, Recycling 2 x Grounds Maintenance Operative Clerical Officer, Waste Capital Projects Officer Admin Assistant, Planning PCSP Administration Officer 2 x Tackling Deprivation Officer (Job share) HR Officer	4	Increase of 6 due to current secondment arrangements
TOTAL	129		144	

The table above excludes limited ad-hoc agency cover, which is necessary to provide operational cover, at short notice.

Appendix 1 (circulated) set out expenditure on agency workers in August 2018. The cost of agency staff had reduced for the period of 1 April 2018 to 31 August 2018 at 4.66% of all staffing costs compared to 6.96% for the same period last year.

The Director of Organisation Development agreed to provide information to Councillor Maguire in relation to the posts recently advertised and how they relate to the agency staff report.

Proposed by Councillor McWilliam
Seconded by Councillor Magill and agreed that

the report be noted.

ACTION BY: Andrea McCooke, Director of Organisation Development

4.5 CCS/CPRM/018 COMMUNICATION SURVEY REPORT

Introduction

The Council regularly engages with its residents through our Communication and Consultation Strategy to continuously improve service delivery.

The feedback provided allows us to measure performance and enables reporting against Key Performance Indicators which is essential for reporting on the progress of the Corporate Improvement Plan and the Corporate Plan.

A series of 'Have your Say survey's are included within the Council's yearly Consultation Schedule.

A 'Have your Say - Communication' Survey was published in the New Year edition of Borough Life and was also available for online completion via the Council's digital consultation platform, Citizen Space. The survey focused on

Council communication about service updates, events, special offers, leisure classes and courses, weather updates and news about Council services in general.

A total of 308 responses were returned, and the two further key consultations outlined in the Council's Communication and Consultation Strategy have also been completed:

- 'Your Borough' (which includes Good Relations)
- 'Cleanliness of the Borough'

The results and related action plans would be reported to Community Planning and Regeneration Committee and Operations Committee in October.

Communication Survey - Key Findings

This report summarises the key points from the survey and outlines the actions to further improve the Council's Communications.

Means of finding out information about Council events and services.

Residents are largely reliant on Borough Life and social media for Council information, as shown by the figures in the table below. The website and word of mouth are also key sources (word of mouth could emanate from the information shared in Borough Life, Social media and our website).

How do you hear about Council services, events, offers, leisure classes and courses, weather and news updates?

	March 2018
Council Residents' Magazine – Borough Life	76%
Social Media e.g. Twitter, Facebook	57%
Council Website	36%
Word of Mouth (family or friends)	30%
Newspapers	19%
Leaflet	15%

There is a move away from citizens obtaining information through traditional print, with only 19% and 15% relying on newspapers and leaflets for information about Council.

This feedback reinforces our digital strategy approach and the current communications activity across our own social media channels and the emphasis we place on Borough Life as a key communication tool. Both the website and Borough Life continue to perform well in terms of user satisfaction and the awareness of Facebook is high given its launch in 2017.

Age profile and communication channels

With regard to the age profile of the 308 survey respondents, almost two-thirds (64%) were over 45 years of age.

Age

16 to 24 years	2%
25 to 44 years	34%
45 to 64 years	38%
65+ years	26%

26% of respondents were senior citizens, which is noted along with the social media awareness of our Facebook being at 80%.

As part of the Council's Age Friendly initiatives linked to the Community Plan, further consideration will be given to ways to increase digital awareness within our older citizens category.

Popular uses of our social media

Respondents (68%) stated they used social media for event information and updates on Council services (46%).

Whilst there is a constant stream of service requests received daily via Twitter and Facebook, the volume is still relatively small given the channel audiences. 12% using social media do so to report a problem and the Report All App usage is higher than our social channels for reporting service requests.

The new Citizen's App would be promoted as the primary method to be used for service requests of reporting when launched.

19% rely on the weather warning information shared on our social media. This has been a recent improvement as the social media activity helps those impacted by signposting support available, including the Department for Communities and the Emergency Financial Assistance Scheme.

Actions agreed

In summary the consultation had provided useful information to inform the Council's communication plans and new digital developments.

A range of actions had been identified to further improve our Communications, based on the findings of this consultation (circulated).

Councillor Lynch thanked Officers for the evidence based feedback and related action plan.

Proposed by Councillor Lynch
Seconded by Councillor Hamill and agreed that

the report be noted.

NO ACTION

PROPOSAL TO PROCEED 'IN CONFIDENCE'

Proposed by Councillor McWilliam

Seconded by Councillor Magill and agreed that

the following Committee business be taken In Confidence.

5. ITEMS IN CONFIDENCE

5.1. IN CONFIDENCE ICT/GEN/020 DIGITAL PLATFORM BUSINESS CASE

The Council's Digital Strategy was developed in early 2017 and identified a programme of 30 digital projects to be delivered. The current programme was due for completion by March 2019, therefore work must begin to consider the development route for phase 2 of our Digital Strategy.

Phase 2 of the Digital Strategy would focus on providing our customers with a range of transparent end-to-end services, accessible at a time and place convenient to them.

The platform proposed would allow customers to access Council services from a range of mobile devices through a standard gateway; with the functional services still being delivered through existing backend software packages currently in use by Council.

In order to best deliver end-to-end services, it would be vital to re-engineer some of our internal processes, which would generate considerable efficiency savings and would lead to salary savings.

The circulated economic appraisal set out the digital software options available to Council to deliver the next phase of our digital strategy.

Total revenue cost: £ ██████████

Proposed by Alderman Agnew

Seconded by Councillor Lynch and agreed that

Council authorises expenditure for Option 3 – Procure Digital Platform – delivering 'end-to-end' solutions.

ACTION BY: Graham Smyth, Head of ICT

5.2. IN CONFIDENCE FI/PRO/TEN/211 TENDER FOR SELF-DRIVE VEHICLE HIRE

Contract Period 5 November 2018 – 31 August 2020 (with an option by the Council to extend for up to a maximum of 24 months, subject to review and performance)

Eight tenders for the self-drive vehicle hire contract were opened via eTenders NI on 27 July 2018 and referred to the evaluation panel for assessment. The tenders were evaluated on a two-stage basis as follows:

STAGE 1 – SELECTION STAGE

One tender was deemed non-compliant and therefore did not proceed further in the process. The remaining seven tenders were evaluated on a pass/fail basis for tenderers' professional conduct, economic and financial standing, management systems and practices, previous relevant experience and declarations and form of tender. All seven tenders met the requirements of Stage 1 and proceeded to Stage 2. The tender was evaluated as follows:

STAGE 2 – AWARD STAGE

The remaining seven tenders proceeded to be evaluated on the basis of service delivery proposals (20%) and overall total cost per lot (80%). No bids were received for Lots 17, 22, 23, and 25.

The top three most economically advantageous tenderers for each lot (circulated) would be appointed to the framework for that lot for the term of the contract. The Council would 'call off' the framework as and when required without the need for further competition as follows:

The supplier identified through this tender process as the most economically advantageous for that lot (ranked 1st) will be approached initially to establish if they can, or are willing to, supply the vehicle. If they were unable to meet the requirement, the suppliers identified as the 2nd and 3rd most economically advantageous for that lot would be contacted in turn i.e. 2nd then 3rd.

Proposed by Councillor Lynch
Seconded by Alderman Agnew and agreed that

the tenders for self-drive vehicle hire services, detailed in Appendix 1, be approved in ranked order for the period 5 November 2018 – 31 March 2020 (with an option by the Council to extend for up to a maximum of 24 months, subject to review and performance) at the tendered rates.

ACTION BY: Melissa Kenning, Procurement

PROPOSAL TO PROCEED OUT OF 'IN CONFIDENCE'

Proposed by Councillor Magill
Seconded by Councillor Hamill and agreed that

the remainder of Committee business be taken in Open Session.

The Chairperson advised that audio-recording would recommence at this point.

6. ANY OTHER RELEVANT BUSINESS

There being no further business the Chairperson thanked the Members for attending and the meeting ended at 7.03 pm.

MAYOR

Council Minutes have been redacted in accordance with the Freedom of Information Act 2000, the Data Protection Act 2018, the General Data Protection Regulation, and legal advice.