



**MINUTES OF THE PROCEEDINGS OF THE MEETING OF THE POLICY AND GOVERNANCE
COMMITTEE HELD AT ANTRIM CIVIC CENTRE ON
TUESDAY 7 FEBRUARY 2023 AT 6.30 PM**

In the Chair:	Councillor M Magill
Members Present: (In person)	Alderman M Girvan Councillors – N Ramsay, V Robinson and B Webb
Members Present: (Remote)	Aldermen T Burns and P Michael Councillors – H Cushinan, S Flanagan, R Foster, M Goodman, B Mallon, A McAuley and R Wilson
Non Committee Members: (In person)	Councillor R Lynch
In Attendance: (Remote)	Mr G Humphrey, Land & Property Services, Department of of Finance
Officers Present:	Director of Finance & Governance – S Cole Director of Organisation Development – D Rogers Deputy Director of Governance – L Johnston Deputy Director of Finance – J Balmer Head of Communications and Customer Services – N McCullough Head of Finance – R Murray Head of Human Resources – J Close Digital Marketing Manager – E McConville ICT Systems Support Officers – D Mason and J Wilson Member Services Officer – C McIntyre

CHAIRPERSON'S REMARKS

The Chairperson welcomed everyone to the February Meeting of the Policy and Governance Committee, and reminded all present of the audio recording procedures.

1. APOLOGIES

None.

2. DECLARATIONS OF INTEREST

None.

3. INTRODUCTION OF NEW STAFF

Colin Lordan, Health Safety & Resilience Officer.

4. PRESENTATION

4.1 NI REVAL 2023 PRESENTATION

A representative from the Valuation Services Directorate, Land & Property Services of the Department of Finance, Gary Humphrey, provided his presentation remotely; a copy of the presentation had been circulated for Members' information.

NO ACTION

5. ITEMS FOR DECISION

5.1 FI/FA/5 FI/FA/6 FI/FA/7 FI/FA/8 FI/FA/9 LOCAL GOVERNMENT FINANCE ACT (NORTHERN IRELAND) 2011

Members were reminded that under the requirements of the Local Government Finance Act (Northern Ireland) 2011 and the Prudential Code, the Council was required to have regard to a number of reports and to approve a range of indicators and strategies prior to the prescribed date for striking the rates on 15 February 2023.

(a) FI/FA/6 Minimum Revenue Provision Policy 2023/24

Under Regulation 6 of the Local Government (Capital Finance and Accounting) Regulations (Northern Ireland) 2011, councils had a statutory requirement to charge to their general fund an amount of Minimum Revenue Provision (MRP) which it considered to be 'prudent' in respect of the financing of capital expenditure.

A copy of the Council's MRP Policy 2023/24 had been circulated.

(b) FI/FA/7 Medium Term Financial Plan 2023/24 to 2025/26

The Prudential Code required the council to develop three-year revenue forecasts and three-year capital expenditure plans. These were shown in the Medium Term Financial Plan 2023/24 to 2025/26, a copy of which had been circulated.

(c) FI/FA/8 Treasury Management Strategy

The Local Government Finance Act (Northern Ireland) 2011 and the Local Government (Capital Finance and Accounting) Regulations (Northern Ireland) 2011 required the council, in carrying out its capital finance functions, to have regard to the current editions of the CIPFA Treasury Management in the Public Services: Code of Practice and Cross-Sectoral Guidance Notes and the Prudential Code.

The council was therefore required to set out its Treasury Management Policy and Strategy and to prepare an Annual Investment Strategy which would set out the council's policies for managing its investments and for giving priority to the security and liquidity of those investments.

Copies of the above policy and strategies had been circulated.

(d) FI/FA/9 Report by the Chief Financial Officer on the Robustness of the Estimates and Adequacy of Reserves

Section 4 and 6 of the Local Government Finance Act (Northern Ireland) 2011 required the Council to have regard to a report, a copy of which had been circulated, from the Chief Financial Officer on the robustness of the estimates and adequacy of reserves when considering the estimates for the next financial year.

(e) FI/FA/5 Capital Strategy

The Prudential Code required the Council to develop a Capital Strategy which provided a high-level overview of the long-term context of capital expenditure and investment decisions and their associated risks and rewards along with an overview of how risk is managed for future financial sustainability.

A copy of the Capital strategy was circulated.

Proposed by Councillor Webb

Seconded by Councillor Robinson and agreed that

- (i) the MRP Policy 2023/24 be approved;**
- (ii) the Medium Term Financial Plan 2023/24 to 2025/26 be noted;**
- (iii) the Treasury Management Policy be approved;**
- (iv) the Treasury Management Strategy 2023/24 be approved;**
- (v) the Annual Investment Strategy 2023/24 be approved;**
- (vi) the Report by the Chief Financial Officer on the Robustness of the Estimates and Adequacy of the Reserves be noted.**
- (vii) the Capital Strategy 2023/24 be approved.**

ACTION BY: Sandra Cole, Director of Finance & Governance

5.2 G/IG/7 REVIEW OF SECURE DESK POLICY

The Secure Desk Policy has been reviewed in accordance with the agreed Policy Framework and schedule. The Policy was last reviewed in January 2021 (two year review cycle).

The review had identified a number of minor amendments as being required:

- update regarding changes in organisational structure;
- inclusion of Rural Needs and Data Protection Impact Assessment statements in accordance with the Policy Framework template;
- version control table added.

The amendments to the policy had been approved by CLT. The draft policy with the amendments incorporated had been circulated.

Proposed by Councillor Ramsay

Seconded by Councillor Goodman and agreed that

the reviewed Secure Desk Policy be approved.

ACTION BY: Helen McBride, Information Governance Manager

5.3 G/MSMO/1 SCHEME OF ALLOWANCES PAYABLE TO COUNCILLORS 2022-23

Members were reminded that the Council was required under the Local Government (Payments to Councillors) Regulations (Northern Ireland) 2019 to make a scheme for the payment of allowances to councillors and committee members in respect of each year.

Circular LG 03/2023 Consolidated Councillor Allowances – Updated January 2023 (circulated) had been received from the Department for Communities reflecting an increase in the maximum rates for Basic and Special Responsibility Allowance from 1 April 2022 and an increase in the maximum rates for Dependants' Carers' Allowance applicable from 1 April 2023. The Council's Scheme of Allowances Payable to Councillors had been updated (circulated) to show the new maximum rates applied from the valid dates.

All previously agreed Special Responsibility Allowances had been increased by 4.00% in line with the increase in the Basic Allowance.

Any future notifications from the Department for Communities in relation to changes to the allowances payable for the 2022-23 financial year would be reported to Members for their approval.

Proposed by Councillor Webb

Seconded by Councillor Foster and agreed that

the Scheme of Allowances Payable to Councillors for 2022-23 be approved with the option for Members to opt out of accepting any increase if they so wished.

Councillor Wilson wished to be noted as being against the proposal.

ACTION BY: Richard Murray, Head of Finance

5.4 CCS/CPRM/010 WEBSITE REPORT

Antrim and Newtownabbey Borough Council's key corporate website www.antrimandnewtownabbey.gov.uk had been operating since January 2019. Below is a breakdown of the analytics of the site since its launch.

Period	Hits <i>(no of pages viewed)</i>	Sessions <i>(No of visits to website)</i>	Users <i>(No of different users visiting)</i>
Jan 2019 – Dec 2022 <i>Total since launch of site</i>	10M	4.2M	2M
2019-20	2.7M	1.1M	506k
2020-21	2.5M	1.1M	485k
2021-22	2.8M	1.25M	630k

The corporate website was a central site. It provided centralised information and linked to seven other specialised transactional sites/software platforms which enabled digital customer transactions as outlined in the table below.

Software System	Purpose	Data Managed By
Legend	Leisure bookings and membership management	Leisure
Spektrix	Theatres and event booking system	Arts & Culture
Tascomi	Dog licencing, building applications, and property certificates	Environmental Health
Eventbrite	Business courses, leisure and community	Marketing/Customer Service
Goss	<p>Waste services - management of bulky collections, bin/composter orders, service requests, and street cleansing.</p> <p>Customer Services - Complaints management and general enquiries</p> <p>Environmental Health - Pest noise concerns, dog fouling and fly tipping reporting, Training Courses, consumer reporting, animal welfare and dog concerns.</p> <p>Parks - commemorative Bench requests, maintenance requests for parks, grass/trees, cemeteries and reporting non-native invasive species</p>	<p>Waste</p> <p>Customer Services</p> <p>Environmental Health</p> <p>Parks</p>

Citizen Space/ Consultation Portal	Consultation and survey portal	Customer Services
Grant Manager	For grants in all areas in council	Community Services
GetGot	Recruitment	HR

These platforms were not embedded into the website and whilst the user may not be aware of this, the user actually left the corporate website to complete their transaction. Each individual software package was managed by the relevant department as outlined.

In addition, the Council operated eight further websites (listed below), each with their own purpose and objectives (circulated), which were listed below.

Website	No of Hits* in 2021-22
Tourism Website visitantrimandnewtownabbey.com	200k
Theatre at the Mill theatreatthemill.com	110k
The Old Courthouse theoldcourhousetheatre.com	10.5k
The Courtyard Theatre thecourtyardtheatre.com	4.9k
enchantedwintergarden.com	331k
Garden Show Ireland gardenshowireland.com	New website - Jan 23
Spinning Yarns spinningyarnsfestival.com	New website - May 23

1. Website Contract and Support

The Corporate website was built by Simply Zesty in 2018 to Council's custom specifications which included a bespoke homepage, section pages, bin checker, page templates and a selection of banners and notifications bars. Simply Zesty managed the site via a Support Contract which included hosting of the site and media/document library, ensuring the site was live and protected at all times, fixed any technical errors, provided updates and made minor changes and enhancements in order to optimise the customer journey.

The contract currently runs until October 2023 and may be extended for a maximum of one further year before a re-tender would be required.

2. Website Reviews and Customer Feedback

In 2022 a number of external reviews were carried out of the Council's main corporate website (using 2021 data) which provided further analytical, expert and customer feedback.

a. Analytics

During 2021, the corporate website had over 1.2 million visits, from 602,000 users, 74% of which were new to the website. Most users viewed two pages and stayed on the website for around 1 minute 41 seconds. Total pages viewed exceeded 2.7 million.

User data was monitored by the Digital Marketing Team via Hotjar and Google Analytics. This data provided real time feedback on the customer journey and potential difficulties encountered by customers as they navigated through the website.

The website was designed to be mobile first, this meant that it was primarily designed to respond to a mobile device, narrowing and stacking sections so that users could scroll through the page, menus were stacked/drop down and removed or edited imagery where appropriate to allow for speedy uploads. This was important given that 84% of our users visited the website on a mobile device.

In March 2022, an external agency, KP Digital Marketing, was commissioned to perform a usability review of the Antrim and Newtownabbey Borough Council corporate website: antrimandnewtownabbey.gov.uk. The report included:

- Review of statistics, including page views, using Google Analytics
- Review of heat maps, identifying user patterns, using HotJar
- Review of videos, analysing user behaviours, using HotJar
- Review of search traffic & performance terms, using Search Console

During 2021, the top visited page on the website was Leisure (due to COVID, only one page was live during this time, rather than a full section), followed by the homepage, O'Neill Road Recycling Centre and the Bin Checker.

Most visitors land directly into these pages which indicated that they had been driven there as the result of a search engine (e.g. Google search) or direct link (e.g. from social media). These pages also had high percentage exit rates, which indicated that they found what they were looking for and then left the website. This would be supported by the statistic that the average number of pages visited on the site was 2.4 and the length of time 1 minute and 41seconds.

Analysis of the website search tool showed that 1.9% of users used the search function on the website (where a search results page was returned) and using the CMS we could see that there had been over 75,700 searches carried out on the site. This was a very low percentage of users (industry average stated that 30% of users used a website search box). This suggested that users could

find the information they were looking for easily, or that they had landed directly to the page they were looking for, as the result of a search engine (e.g. Google search) or direct link (e.g. from social media). Top searches for the site included; golf, recycling, planning, swimming, bin collection, building control, Allen Park and Leisure. To optimise the search feature further, popular content with suggested search terms appearing was planned for 2023.

The findings of the review indicated that the website had performed well and met the expectations for the majority of users and that minor amendments could be made to enhance the journey for those who do have frustrations or find it difficult to navigate.

This normal quick-visit to the website indicated by the analytics meant that the website was serving the customer's purpose but it was noted there are sections of the website that did not experience large volumes of traffic but which do support the delivery and messaging of the Council's key corporate priorities (e.g. climate change).

b. Customer Feedback - Mystery shop report

This review was completed in October 2022. The review commissioned six individuals of varying age and digital ability to carry out 11 of the most frequently used tasks on Council's website and to feed back on their experience.

The report has suggested a number of learnings that proved easily implemented on the current site and which have been actioned (see below).

A number of issues have been identified with the third party systems customer journey.

Actions implemented from the Mystery shopper report:

- Worked with Arts & Culture to add a description of what the tokens are used for when booking Enchanted Winter Garden on Ticketsolve software.
- Worked with Simply Zesty to develop a way to push our events to Google Listings.
- When users clicked the Bryson Collection Dates link on our website it sent them to an old page on their website (Bryson updated their site). This has now been edited and users are sent from our site to the correct page on Bryson.
- Out of date information was removed.
- All Ticketsolve feedback was been provided to Arts & Culture for consideration now and for when migrating to Spektrix.
- All Legend feedback was provided to Leisure for consideration and optimisation of the user journey.

A summary report (circulated) outlined the detailed recommendations and actions taken.

c. External Review - MCE Communications Report

MCE, an independent public relations company, reviewed the website as part of a wider communications project. A summary of the relevant website findings and recommendations was circulated.

The review found that the website loaded quickly, reformatted well for mobile browsing and created a welcoming, great first impression.

Each section of the website was analysed and the overall feedback outlined that there was a lot of information on the site, the menus clear and the search function on the top right was strategically placed and worked well. The reviewer was not always aware of leaving the site to perform tasks and although generally positive, the summary of findings has identified opportunities for improvement.

3. Improvements

There are recommendations across the three reports including many of a technical nature, which continue to be progressed. On a wider scale the following steps are proposed:

- Review the current corporate website to refresh in line with external feedback and the current contract and recommendations to include:
 - Continue to improve navigation paths that engage the customer to find more priority content, attract users with additional information, including special offers, testimonials, reports, case studies, promotion of Council objectives
 - Updated and modern responsive visual design that is tightly integrated with social media, which showcase services and drives usage/hits
 - Increased audience engagement and promote digital interaction and conversation, enabling more online conversation and direct feedback
 - Drive hits to support key corporate activity, e.g. 1 million trees, climate change, cost of living.
- Review all websites and agree Council requirements in line with new Corporate Strategy and scope/cost proposals for required updates in 2024/25.
- Scope migration to one content management system supplier in 2024/25 to enable integration of all/more of agreed Council websites and ensure an improved customer journey.
- Agree workflows and required training for each site to permit agreed sections to carry out their own updates.
- A new tender required to meet procurement requirements.

Proposed by Councillor Webb
Seconded by Councillor Wilson and agreed that

the following be approved:

- (i) **Two replacement microsites are built internally to facilitate 2023 event requirements.**
- (ii) **A scoping review is conducted through the appointment of an external contractor to improve navigation and streamlining of content to make the customer journey easier and more relaxed at an approximate cost of £3,000.**
- (iii) **The internal development of new content/sections of the website are scheduled for key Council developments including Crematorium and Bereavement Services, King's Coronation and One Million Trees.**
- (iv) **A programme of internal content review is carried out along with the delivery of the Improvement Action Plan as circulated.**
- (v) **Improvements are implemented for the cross marketing of social media sites on all areas of the website through the change in templates and where appropriate integration of social media platforms and links to the Residents App. This will require developer time at an approximate cost of £1,500 - £1,800.**
- (vi) **New tender requirements are scoped to include all of the Council's website presence including a pre-market engagement exercise. A further update to be brought to Council with proposed costs and timelines following the scoping exercise.**
- (vii) **A presentation is brought to a future Committee regarding the ongoing activity of Council across its various digital platforms.**

ACTION BY: Emma McConville, Digital Marketing Manager

6. ITEMS FOR NOTING

6.1 FI/FIN/4 BUDGET REPORT – DECEMBER 2022 – Period 09

A budget report for December 2022 – Period 09 was circulated for Members' information.

The Council's financial position at the end of December 2022 showed an adverse variance on Net Cost of Services of £1.2m.

Proposed by Councillor Ramsay
Seconded by Councillor Goodman and agreed that

the report be noted.

NO ACTION

6.2 HR/HR/019 AGENCY STAFF UPDATE

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

- Maternity leave
- Secondments
- Sickness absence
- Vacant posts
- Seasonal Events

The use of agency staff was subject to a rigorous approval process, which required the approval of the Corporate Leadership Team and there was budgetary provision for the majority of posts filled via departmental salary budgets, salary contingency and grant funding.

Current Agency staff

The circulated table provided an update for Members on the use of agency staff in December 2022 compared to December 2019 (pre covid-19). It excluded limited ad-hoc agency cover, which was necessary to provide operational cover, at short notice. Given the exceptional nature of 2020/21, 2019/20 agency figures had been used for comparison.

In reviewing the number of agency workers it was noted that:

- In December 2022 we reduced to 97 agency workers – 44 were temporary to support the Enchanted Winter Garden event from 18 November – 20 December 2022; these agency workers ended on 20 December 2022.
- Seasonal Grounds Maintenance Operatives who usually end in October each year had been retained for further cover this year due to vacancies and operational demands within Parks; the number reduced from 17 to 5 in early December 2022.

Cost of Agency

Expenditure on agency workers in December 2022 was circulated.

The cost of agency staff from 1 April 2022 to December 2022 had reduced for the same period in 2019/2020 (pre-covid) from 6.4% to 6% of all staffing costs.

The costs had been impacted by:

- The 1.75% NJC pay increase for the 2021 financial year,
- The increase in National Insurance of 1.25% from 6 April 2022; this had been reversed effective from 5 November 2022.

Costs would be impacted going forward following the agreement of the 2022 NJC pay award and subsequent trade union negotiations.

Recruitment exercises were ongoing to fill remaining posts in Finance that were covered through agencies. We would continue to reduce the number of agency workers as we recruit to fill vacant positions directly with agency being utilised for more ad hoc, seasonal, temporary cover when required.

Proposed by Councillor Robinson
Seconded by Councillor Ramsay and agreed that

the report be noted.

NO ACTION

6.3 HR/GEN/019 MANAGING ATTENDANCE

The purpose of this report is to update Members on the management of attendance from April 2022 – December 2022 (summary circulated).

ABSENCE – 1 APRIL 2022 TO 31 DECEMBER 2022

Members were advised that absence at the end of December was above target by 2.45 days with 11.67 average days lost per employee against a target of 9.22 days. Covid absence was not included in the reported figures.

A number of long term absence cases had resulted in employees exhausting their sick pay entitlement and although no additional cost was incurred by the Council during the 'no pay' periods – these days lost are still included in the absence figures.

If days lost to employees who were not in receipt of sick pay were not included in the absence figures, the average days lost per employee at the end of December 2022 would have been 9.82 days.

Analysis of this month's absence figures had highlighted the following:

Long term absence

- Accounted for 87% of the absence figures compared to 88% in the previous month indicating a continued reduction in long term absence.
- The main reason for long term absence had changed to the 'Other' category" of absence.
- 41% of these long term cases were more challenging to manage including hospital procedures, disability related illness, broken bones and road traffic accidents.
- 4 long term cases had exhausted their sick pay entitlement. This reduction was realised following the confirmation of two cases being eligible for ill health.
- A further 3 long term cases returned in December resulting in the total to date of 43 long term cases that had returned to work.

Formal Case Reviews

Formal Case reviews (FCRs) were normally held where all possible steps had been taken and had failed to secure the employee's return to work within a maximum of 9 months.

Completed to date

- From 1 April 2022 to date, 5 Formal Case Reviews had been concluded through either a return to work or having left the organisation.

In progress

- 2 FCRs were at appeal stage.
- A further 6 absence cases were at Formal Case Review stage as follows:
 - 1 in progress,
 - 3 exploring ill health retirement
 - 2 to be progressed as the outcome of Employee Relations cases had been concluded.

Short term absence

- Accounted for 13% of the absence figures with the increase closely linked to the minor illnesses typical of the season.
- The main reasons for absence were
 - Cold/flu, stomach bug – accounting for 53% of short term absence
 - Stress Depression, Mental Health
 - Chest and respiratory issues
 - Musculoskeletal problems
 - Back and neck problems
 - Infection

It was noted that absence related to stress (including work related stress) had increased from 36% to 44% of the overall absence (both long term and short term). The Council remained focused on encouraging health and wellbeing in the workplace, and continued to promote the Mental Health and Wellbeing through STAYWELL, the promotion of the Northern Region Recovery College courses and the Employee Assistance Programme through Inspire offering 24/7 confidential support in addition to training of over 40 mental health champions to support across the organisation.

100% attendance

For the period 1 April 2022 to December 2022, 66% of employees had full attendance.

Ongoing actions

- The HR Business Partnership team continued to work closely with Managers and Occupational Health on an individual case management basis, which encouraged priority of prompt action from Managers to keep absences within target.
- The Head of HR and HR Manager continued to hold bi-monthly meetings with the directorates with the highest levels of absence, namely Parks & Leisure, Waste Operations and Community Planning. The relevant Directors, Deputy Directors & Heads of Service attended. These meetings cover in-depth analysis of absence cases and the associated reasons, to agree next steps for complex cases and to schedule formal case reviews where appropriate. Following the recent conclusion of two employee relations cases, these formal case reviews would be progressed. General feedback remained positive with the targeted focus valued.
- Monthly case management discussion meetings were scheduled to review complex cases with an Occupational Health consultant. Case managers attended these sessions to ensure effective use of the Occupational Health service and to support earlier returns to work where possible.
- Several training sessions had taken place for managers within Parks on how to effectively manage their absence caseloads. Absence management toolkits were also under development to further assist managers.
- Development continued for an online training module on the importance of attending work. These would be rolled out to new staff initially and then across the wider organisation in 2023.
- Continued delivery of the Wellbeing Calendar.
- The weekly STAY MORE CONNECTED communication was being used to share and promote information to staff on up and coming Wellness events and courses and to target initiatives linked to the top five reasons for absence.
- Continued provision of physiotherapy services for appropriate cases (back and musculoskeletal related absence).

Proposed by Councillor Robinson

Seconded by Councillor Goodman and agreed that

the report be noted.

NO ACTION

6.4 CCS/EDP/7 QUARTERLY SCREENING REPORT AND RURAL SCREENING

Members were 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 gave 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.

SECTION 75 AND RURAL SCREENINGS

The policies noted below had been screened between October to December 2022.

POLICY	SCREENING DECISION
Garden of Remembrance Sixmile Cemetery	1
Commemoration of Her Majesty Queen Elizabeth II and Coronation of His Majesty King Charles III	1

RETROSPECTIVE SCREENINGS

POLICY	SCREENING DECISION
Local Biodiversity Action Plan (LBAP)	1

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

Proposed by Councillor Webb
Seconded by Councillor Ramsay and agreed that

the report be noted.

NO ACTION

6.5 CCS/CS/006 COMMUNICATIONS & CUSTOMER CHANNELS REPORT

Members were reminded that the Corporate Recovery & Improvement Plan for 2022-23 set out the following Performance Improvement Target, "We will achieve high levels of customer satisfaction".

The purpose of this report was to provide an update on the indicators that the Plan set out as measurements of progress towards this target covering the period 1 April to 31 December 2022.

We achieve at least 80% satisfaction with overall Council services:

Each issue of the Borough Life magazine had a specific, themed survey, and within each one, residents were asked to rate their satisfaction with Council services.

The October issue of Borough Life contained a "Feeling Safe in our Borough" survey, with **87.4%** satisfaction rating from respondents. During November, the Halloween events survey also gathered responses from residents, returning **95.8%** satisfaction.

The cumulative satisfaction figure for 2022-23 is **92.7%**.

Further surveys during quarter four would include a targeted consultation of residents attending the Enchanted Winter Garden, feedback on the Council's Corporate Plan, and within January's issue of Borough Life, "Cleanliness of the Borough".

2021-22	Target 2022-23	Quarter 1	Quarter 2	Quarter 3
87.5%	80%	N/A	89.8%	93.2%

The percentage of abandoned calls will be 6.5% (or less):

A total of **45,337** calls were presented during quarter three, a decrease of **2.6%** compared to **46,544** in quarter two, with a total of **135,356** calls during the year to date. There were **173,660** calls during 2021-22.

The overall percentage for abandoned calls for the year was **5.1%**.

2021-22	Target 2022-23	Quarter 1	Quarter 2	Quarter 3
6.0%	6.5%	5.0%	4.7%	5.5%

We have achieved at least 600,000 online transactions:

Officers continued to promote and monitor the shift of transactions to an online basis, where practical and beneficial. For the purposes of maintaining consistency with previous benchmarks, this indicator focused upon the number of online transactions including:

- Caravan bookings
- Online theatre and events bookings
- Leisure bookings
- Dog licensing applications
- Bulky waste bookings

By the end of December 2022, there had been **620,918** online transactions, which was **3.5%** above target for the year. There was an increase in online theatre and events bookings with the release of Enchanted Winter Garden tickets during quarters two and three.

2021-22	Target 2022-2023	Quarter 1	Quarter 2	Quarter 3
652,593	600,000	176,882	235,715	208,321

There were at least 5,062 downloads of the Residents App:

Downloads of the ANBorough App are measured through official app stores (Google and Apple) and total **9,910** in 2022-23, this was **95.8%** above target for the year.

2021-22	Target 2022-23	Quarter 1	Quarter 2	October
14,481	5,062	3,475	3,531	2,904

The performance of the Corporate Recovery and Improvement Policy 2022-23 would be reported on a quarterly basis to the Policy and Governance and Audit Risk Committees, and within the Annual Report on Performance 2022-23 (Self-Assessment), which would be reviewed by Council and published on the Council's website by 30 September 2023.

Proposed by Councillor Goodman
 Seconded by Councillor Robinson and agreed that

the report be noted with actual figures to be incorporated within future reports for Members' information.

ACTION BY: Nicola McCullough, Head of Communications and Customers

6.6 G/MSMO/41 MEMBERS' ATTENDANCE AT MEETINGS

Members were advised that during the previous term of Council, it was agreed that attendance records for each of the Council and Committee meetings would be summarised on a six monthly basis and published on the Council's website.

A summary sheet had been prepared showing the total attendance for the period June 2022 to November 2022 and was circulated for Members' information prior to publication on the Council's website.

Proposed by Councillor Goodman
 Seconded by Councillor Webb and agreed that

the summary sheet recording Members' attendance for each of the Council meetings, and Committee Member attendance for each of the Committee meetings for the period from June 2022 to November 2022, be noted.

ACTION BY: Member Services

6.7 G/DOFI/2 QUARTERLY REPORT ON FOI/EIR/DPA REQUESTS

A report had been prepared on requests received in the third quarter of the year (1 October to 31 December 2022) under the Freedom of Information Act (FOI), Environmental Information Regulations (EIR) and the Data Protection Act (DPA) (circulated).

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

- The number of requests received was equivalent to the number in the same period the previous year.
- Of the 71 requests received, 57 were under FOI, 12 under EIR and 2 under DPA.

- 58 requests were completed within the quarter.
- 90% 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 (16), HR (10), Governance (10), Planning (9), and Community Planning (9).
- Three appeals were received during the quarter. In two of these appeals the Council's original decision was upheld. In the third appeal the requester amended their request and so it was possible to provide the requested information.
- One complaint to the ICO was notified within the quarter. The Council responded to the complainant and the ICO within the timescale. The ICO had confirmed that no further action was required.

Proposed by Councillor Goodman
 Seconded by Councillor Webb and agreed that

the report be noted.

NO ACTION

The Chairperson advised that the 'open session' Supplementary item would be taken at this point.

6.8 HR/LD/029 ELECTED MEMBER DEVELOPMENT WORKING GROUP MEMBERSHIP CHANGE BY THE ALLIANCE PARTY

The Alliance Party Nominating Officer had advised of the following change in Membership to the Elected Member Development Working Group with immediate effect:

Working Group	Current Membership	New Membership
Elected Member Development Working Group	Alderman Tom Campbell	Councillor Billy Webb

Proposed by Councillor Robinson
 Seconded by Councillor Ramsay and agreed that

the report be noted.

ACTION BY: Debbie Rogers, Director of Organisation Development

PROPOSAL TO PROCEED 'IN CONFIDENCE'

Proposed by Councillor Goodman
Seconded by Councillor Foster and agreed

that the following Committee business be taken In Confidence and the livestream and audio recording would cease.

7 ITEMS IN CONFIDENCE

7.1 IN CONFIDENCE PT/CI/105 CORPORATE PLANNING WORKSHOP 2022

Members were reminded that the Corporate Planning Workshops were held on 4 November and 2 December 2022 in Mossley Mill Chamber and remotely via zoom.

Following the Policy and Governance Committee held on the on 10 January 2023, Elected Members agreed that the actions arising from the workshop were to be brought back to the relevant Committees:

The circulated actions were relevant to the Policy and Governance Committee.

Proposed by Councillor Webb
Seconded by Councillor Goodman and agreed that

the report be noted and actions arising from the Corporate Workshop be completed by the relevant assigned officers.

ACTION BY: Sandra Cole, Director Finance & Governance

Debbie Rogers, Director of Organisation Development

John Balmer, Deputy Director of Finance

Graham Smyth, Head of ICT

The Chairperson advised that the 'in confidence' Supplementary item would be taken at this point.

7.2 IN CONFIDENCE CD/GEN/005 CAPITAL PROJECTS PROGRESS REPORT TO 31ST JANUARY 2023

The purpose of this report was to update Members on the progress of Capital Projects within the built environment.

The report was presented under the following sections:

- Projects completed year to date
- Projects currently under construction
- Projects currently in design stage
- Projects currently in initiation stage

- Projects awaiting procurement
- Projects at inception stage

Projects Completed Year to Date

The table below lists the projects completed in the seven months to 31 January 2023. The value of these schemes total £3.7m and would be capitalised (added to Council's balance sheet) this financial year.

Project	Expenditure b/fwd £	22/23 Spend £	Total Spend £
Sculpture – Loughshore Park	████████	████████	████████
V36 Urban Sports Park	████████	████████	████████
Antrim Boardwalk Phase 1	████████	████████	████████
Carnmoney Cemetery – Resurfacing Ph 2	████████	-	████████
Valley LC Pitch Drainage	████████	████████	████████
Car Park Improvement Works - Harrier Way, Ballyclare	-	████████	████████
CCTV Assets	████████	████████	████████
Muckamore Community Centre - alterations	████████	████████	████████
Ballyclare Greenway Path – Phase 1	████████	████████	████████
Car Park Improvement Works – Bridge Street	-	████████	████████
Rathfern Community Centre Extension	-	████████	████████
Car Park Refurb – Central Antrim – Phase 2	-	████████	████████
Gateway – Balcony Refit	-	████████	████████
Total	1,042,750	2,492,543	3,535,293

Projects Currently Under Construction

Table 2 below lists all projects that are currently on-site or where contractor appointment had been made along with the anticipated completion date. The value of schemes currently under construction total £8.9m in value.

Project	Project Budget £	External Funding £	Estimated Cost to Council £	Expected Completion
Crematorium	████████	-	████████	Mar-23
Crumlin Allotments	████████	-	████████	Feb-23
Riverfront Regeneration Scheme	████████	████████	████████	Mar-23
Car Park Refurb - Portglenone Road, Randalstown	████████	-	████████	Feb-23
Glengormley Shopfront Scheme	████████	████████	████████	Feb-23
Antrim Forum- Gym refurbishment and essential mechanical and electrical upgrades	████████	-	████████	Nov-23
Total	8,968,692	466,688	8,502,004	

Projects Currently in Design Stage

Table 3 below lists projects that were at 'Design' stage i.e. schemes where the consultant team was working on the project but the main contractor has still to be appointed.

These schemes were at various stages of design e.g. scheme design, contractor appointment, statutory approvals being sought, etc. The value of schemes currently at 'Design' stage total £21.2m.

Project	Project Budget £	External Funding £	Est Cost to Council £	Expected On-Site	Expected Completion
Antrim Forum Stadium Track Refurbishment	████████	████████	████████	tbc	tbc
Rathcoole Allotments	████████	-	████████	tbc	tbc
Glengormley Office Block	████████	████████	████████	Jul-23	Sept-24
Glengormley Environmental Improvement Scheme	████████	████████	████████	Aug-23	Jul-25
Glenwell Road, New Road	████████	████████	████████	Apr-23	June-23
Illumination Schemes (8no.)	████████	-	████████	Jun-23	Aug-23

Manifestations Projects	████████	████████	████████	Mar-23	Sept-23
Development of Office / Workspace, Antrim	████████	████████	████████	Jun-23	Dec-23
3G Training pitch - Monkstown	████████	-	████████	Sept-23	Mar-24
Car Park Refurb - Farmley Road, Glengormley	████████	-	████████	Apr-23	June-23
Sixmile Leisure Centre footbridge, Ballyclare	████████	-	████████	Jun-23	Aug-23
Antrim Town Boardwalk – Phase 2	████████	████████	████████	Jul-23	Mar-24
Carmoney Cemetery - Columbarium and Welfare Facilities	████████	-	████████	Apr-23	Jul-23
Ulster Bar Corner	████████	████████	████████	Mar-23	Sept-23
Hazelbank Park – Phase 1 – Coronation Garden *	████████	tbc	████████	Mar-23	May-23
Hazelbank Park – Phase 2 – Pavilion and Visitor Facilities	████████	-	████████	tbc	tbc
Ballyclare Cemetery – Path Resurfacing	████████	-	████████	Mar-23	Mar-23
Total	21,213,037	8,223,861	12,989,176		

* Design and Construct Scheme through Direct Award (Dec22)

Projects Currently in Initiation Stage

Table 4 below lists projects where work had started on the main contract consultant appointment.

Project	Project Budget £	Expected On-site	Expected Completion	Notes
3G Pitch, The Diamond, Rathcoole and Community Hub Building	████████	Mar-24	Mar-25	PM / QS appointed.
Valley LC - Essential upgrading works	████████	tbc	tbc	Consultant ITT to be issued

Village Settlements Scheme Templepatrick, Doagh & Burnside	████████	Aug-23	Feb-24	Consultant appointed / Artist appointments out to tender
Antrim Courthouse Café Refurbishment	████████	tbc	tbc	Consultant PQQ to be issued
Castle Gardens Café Refurbishment	████████	tbc	tbc	Consultant PQQ to be issued
Cranfield Jetty	████████	tbc	tbc	Consultant PQQ issued

Projects Awaiting Procurement

Table 5 below lists projects where work had started on business cases, concept development or funding application had been made. These would not have started a procurement process.

Project	Project Budget £	Expected Completion	Notes
Steeple House & Gardens Refurbishment	tbc	tbc	Business case to be developed / Possible HLF funding
Jordanstown Loughshore Park café extension	████████	tbc	Concept drawings prepared
Queenspark Avenue, Glengormley	████████	tbc	In consultation with NIHE
Car Park Improvement Works – Packages 3 & 4	████████	Dec-23	Awaiting design
Whiteabbey Public Realm Scheme	tbc	tbc	Traffic survey complete
Mallusk Play Area	tbc	tbc	Concept drawings in preparation

Projects at Inception Stage

The table below lists projects awaiting development.

Project
Building C, Mossley Mill
Kingspark Primary School - land transfer
Play Parks Development
Randalstown 3G pitch
3G Pitch Ballyclare
Ballyearl LC - Phase 3 Refurb
Threemilewater Park Phase 3
Crumlin Glen Phase 2
Threemilewater Sports Pavilion
Neillsbrook Community Centre Improvements
Sixmile LC – Changing Area Refurbishment

Wet-Side LC – Village Changing Refurbishment
Crumlin HRC
Parks and Cemeteries Improvement Works
Peace Plus Community Projects

Proposed by Councillor Wilson
Seconded by Councillor Ramsay and agreed that

the January 2023 Capital Update be approved.

ACTION BY: John Balmer, Deputy Director of Finance

PROPOSAL TO PROCEED OUT OF 'IN CONFIDENCE'

Proposed by Councillor Foster
Seconded by Councillor Goodman and agreed

that the remainder of Committee business be taken in Open Session.

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

There being no further Committee business, the Chairperson thanked everyone for their attendance and the meeting concluded at 7.10pm.

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.