



**MINUTES OF THE PROCEEDINGS OF THE MEETING OF THE POLICY AND GOVERNANCE COMMITTEE HELD IN ANTRIM CIVIC CENTRE ON TUESDAY 10 OCTOBER 2017 AT 6.30PM**

**In the Chair:** Councillor N Kells

**Members Present:** Aldermen – F Agnew, W DeCourcy,  
Councillors – B Duffin, T Girvan, M Goodman, P Hamill, D Hollis, T Hogg, M Maguire, P Michael, N McClelland, B Webb

**Non-Committee Members Present:** Alderman – J Smyth  
Councillors – D Arthurs

**Officers Present:** Director of Organisation Development – Ms A McCooke  
Director of Finance and Governance – Ms C Archer  
Head of Communications & Customer Services – Mrs T White  
Legal Advisor – Mr P Casey  
ICT Officer – Mr C Bell  
Member Services Officer – Mrs V Lisk

**CHAIRPERSON'S REMARKS**

The Chairperson welcomed everyone to the October Meeting of the Policy and Governance Committee and reminded all present of recording requirements. The Chairperson reminded Members that it was World Mental Health Day and encouraged them to continue to raise awareness and combat the stigma surrounding mental health.

**1. APOLOGIES**

Councillors – J Bingham, A Logue,

**2. DECLARATIONS OF INTEREST**

None.

### **3. REPORT ON BUSINESS TO BE CONSIDERED**

#### **3.1 CE/GEN/4 DISABLED PARKING BAYS**

Correspondence had been received from Transport NI, copies of which were circulated, requesting a letter from the Council confirming that it is in agreement with disabled parking bays being provided in the following places.

- To the front of [REDACTED] Islay Street, Antrim
- To the front of [REDACTED] Craighfad Drive, Antrim

Proposed by Councillor McClelland  
Seconded by Councillor Duffin and agreed that

**Transport NI be informed that the Council is in agreement with the provision of disabled parking bays at [REDACTED] Islay Street, Antrim and [REDACTED] Craighfad Drive, Antrim.**

*ACTION BY: Member Services*

#### **3.2 CCS/CPRM/5 EXTERNAL COMMUNICATIONS AND MARKETING: DIGITAL MARKETING ROADMAP**

The Council's Digital Transformation Strategy outlines action to ensure that the Borough as a whole benefits from advances in digital technology and opportunities.

The Council's Communications and Consultation Strategy, agreed in January 2017, provides a framework to ensure that the Council communicates and consults using a coordinated and responsive approach.

An integrated approach is also key to protect and enhance the Council's reputation and to help the Council achieve its core objectives. The effective use of digital communications and social media is essential to improving engagement and targeting audiences with relevant and timely information.

To this end, further work had been completed and the circulated Digital Communications and Marketing Roadmap outlined how we would engage with our customers and residents about our services, key events etc., using a range of digital channels. The Roadmap outlined how we would increase choice for customers and residents by offering a variety of channels for interaction. Our ultimate aim is to connect, using mobile applications, to better serve their needs and expectations.

The development of our digital communications and marketing capability is vital to supporting the achievement of the Council's ambitions, and the Roadmap is a practical summary of progress to date and the remaining milestones.

#### **PROGRESS TO DATE**

Members were advised that work had been ongoing in relation to the use and development of digital communications/marketing, including progress in the following areas:

- Facebook and Twitter channels are showing a growing number of followers and are increasingly used to make customer service requests.
- The website is attracting growing numbers of users and new transactions such as the new leisure membership sign up, are being introduced.
- A more interactive approach is being developed with our customers/residents to create channel shift opportunities e.g. through the promotion of our digital version of Borough Life.
- Working with other partners to signpost and direct customers to online services.
- Digital publications continue to be developed and promoted with the aim of further rationalisation of print in the longer-term, leading to cost savings.
- Video production skills are being enhanced to provide greater in-house capacity to produce video clips for social media and e marketing.
- The marketing campaign for the new leisure memberships has been developed in-house and is an integrated campaign across digital and traditional channels, including direct targeted marketing.
- Residents/Customers receive information across a variety of channels for events e.g. Garden Show Ireland, Spooktacular, Enchanted Winter Garden. The social media channels are indicating good levels of engagement and this area has potential for further significant development.
- New monitoring/evaluation reports are being established to evaluate progress which will inform the communication and e-marketing planning schedule.

Members requested that the provision of computers for use by residents/customers within community centres be explored.

Members thanked and commended staff for their work on digital marketing.

Proposed by Councillor Webb

Seconded by Councillor Hogg and agreed that

**the Council's Digital Communications and Marketing Roadmap be approved and that a report analysing all advertising spend be brought to the next Committee meeting.**

*ACTION BY: Tracey White, Head of Communication and Customer Services/John Balmer, Head of Finance/ Graham Smyth, Head of IT*

### **3.3 HR/ER/2/VOL 2 LOCAL GOVERNMENT STAFF COMMISSION – CONTINUING OPERATIONS 2017/18**

Members were reminded that in May 2017 approval was given for payment of £13,472 representing 50% of the payment for the Council's apportioned funding for 2017/18 to the Local Government Staff Commission (LGSC).

It was reported that if the Commission remained operational at 30 September 2017, it was to carry out a budget review at the half yearly stage with a view to reducing the amount payable by Councils for the second half yearly period. Officers undertook to make a further report on the matter in due course.

Recent correspondence received from the LGSC (circulated) had indicated that following a mid-year review the Commission had achieved savings and revised the payment due for the second half of 2017/18 down to £9,800 (a saving of £3,672 on the original amount requested). An invoice for this sum had been received for payment.

The LGSC continues to primarily provide support to Councils on matters relating to recruitment and selection and equality and diversity, and there is budgetary provision for this service.

Proposed by Councillor Girvan  
Seconded by Councillor Duffin and agreed that

**a payment of £9,800 be made to the Local Government Staff Commission in respect of funding for the second half of 2017/18.**

*ACTION BY: Joan Cowan, Head of Human Resources*

#### **3.4 OA/G/136 LOCAL GOVERNMENT TRAINING GROUP – BUDGET FOR THE FINANCIAL YEAR 2017/18**

Linked to the eventual dissolution of the Local Government Staff Commission, and as an interim arrangement, the functions of the Local Government Training Group (LGTG) are being managed by the Board of the LGTG and administered by Lisburn and Castlereagh City Council for the twelve month period up to 31 March 2018. A review would be undertaken following this period and a further report would be made to Members in due course.

A temporary Service Level Agreement for the period 2017/18 is in place and the membership fees for 2017/18 for Antrim and Newtownabbey Borough Council are £16,122 as calculated by the LGTG Board.

This is based on the Council's percentage rateable value in relation to all rate payers across Northern Ireland and applied to the total amount agreed to run the LGTG up to March 2018. There is budgetary provision for the LGTG services.

Proposed by Councillor Duffin  
Seconded by Councillor Hogg and agreed

**that a payment of £16,122 be made to Lisburn and Castlereagh City Council in respect of the fees for the Local Government Training Group for 2017/18 and the possibility of an Officer representing the Council on the Group be explored.**

*ACTION BY: Joan Cowan, Head of Human Resources*

**3.5 PROPOSED SUB-STATION AT BALLYEARL, NEWTOWNABBEY**

Members were advised that this report was deferred to Council meeting.

**ITEMS FOR INFORMATION**

**3.6 G/GEN/1 POST OFFICE**

Correspondence had been received, a copy of which was circulated, advising that a new Post Office would be opened in Spar Stores, 91 Templepatrick Road, Ballyclare on Thursday 2 November 2017 at 1pm.

Proposed by Councillor Michael  
Seconded by Councillor Girvan and agreed that

**that the report be noted**

*NO ACTION*

**3.7 CE/GEN/40 CORPORATE IMPROVEMENT PROJECTS – PROGRESS REPORT**

Members were reminded that Part 12 of the Local Government Act (Northern Ireland) 2014 puts in place a new framework to support the continuous improvement of Council services. The Council's Corporate Improvement Plan 2017/18 was approved in June 2017 with seven identified improvement objectives.

A second quarter progress report was circulated for Members' attention.

Proposed by Councillor Webb  
Seconded by Councillor Hogg and agreed that

**the Corporate Improvement Plan progress report be noted.**

*ACTION BY: Helen Hall, Head of Performance and Transformation*

**3.8 CE/GE/40 ANNUAL REPORT 2016-17 AND CORPORATE IMPROVEMENT PLAN PERFORMANCE REPORT 2016-17**

Members were reminded that the Annual Report 2016-17 and the Corporate Improvement Plan Performance Report 2016-17 were approved at the Council meeting in September.

Officers had identified that, as a result of the late adjustment to the Accounts arising from the rates refund due to Belfast International Airport, as notified by Land and Property Services, there was a line in both documents that was no

longer factually accurate. The wording was that we controlled our net costs of services with an underspend.

The reports had therefore been amended to replace the out of date text with the following:

We had controlled our net costs of services to come within budget, but for a late adjustment of £959,000, that we were notified of over five months after the year end. This late adjustment, which was completely outside of the control of the Council was as a consequence of notification by Land and Property Services that a ratepayer within the Borough had successfully appealed their rates' property valuation. This late adjustment resulted in Council recording a deficit of £483,000.

In addition, the Corporate Improvement Plan 2016-17, Performance Report had been amended to include explanations where improvement objectives and/or statutory or self-imposed objectives had not been delivered and detailed plans the Council has to rectify these going forward.

The revised Annual Report 2016-17 and the Corporate Improvement Plan Performance Report 2016-17 were circulated.

Proposed by Councillor Hamill  
Seconded by Councillor Duffin and agreed that

**the report be noted.**

*NO ACTION*

### **3.9 G/MSMO/2 APPOINTMENTS TO EXTERNAL BODIES BY THE DEMOCRATIC UNIONIST PARTY**

The Nominating Officer of the Democratic Union Party had advised of changes to membership of two external bodies as outlined below:

<b>External Body</b>	<b>Name</b>
arc21	Councillor Magill
NILGA	Councillor Greer

Proposed by Councillor McClelland  
Seconded by Councillor Webb and agreed that

**the changes to the membership of arc21 and NILGA by the Democratic Unionist Party be noted.**

*ACTION BY: Member Services*

### 3.10 ST/HS/207 AGENCY STAFF UPDATE

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 2017 as compared to August 2016.

Reason for Agency Worker	Aug 2017	Position Covered	August 2016	Comments
Additional Resource	98	32 x Seasonal Grounds Maintenance Ops Cleaner, Sentry Hill 4 x Waste Management Operatives ESD Receptionist Antrim Forum 7 x On Call Recreation Assistant/Leisure Attendant 45 x Summer Scheme Leader 6 x Assistant Youth Support Worker 2 x Youth Intervention Project Coordinator	*98	
Filling Funded Posts	4	2 x Affordable Warmth Project Officer Grange Community Project Officer 1 x PCSP Support Officer (PT)	4	
Covering Sickness/ Maternity Leave	10	2 x Recreation Attendant Arts Technician Grounds Maintenance Operative 4 x Waste Operative, ESD Technical Officer Building Control Surveyor	11	Decrease of 1
Covering vacancies until structures filled	28	IT Systems Assistant Pavilion Attendant (Lilian Bland Pavilion) Clerical (Cleansing) Clerical (Building Control) Receptionist (Clotworthy) Payroll Manager Activity Coach – Disability 4 x Grounds Maintenance Operative	6	Increase of 22 due to vacant posts

		Central Services Supervisor Conferencing & Cultural Events Manager Arts Technician Park Attendant (JLSP) 2 x Planning Assistants 4 x Waste Operatives, CSD 2 x waste Operatives, ESD 2 x Tackling Deprivation Officer (1FT, 1PT) Team Leader Parks CSD HR Officer Front of House Sales, Old Court House		
Covering career breaks/secondments	4	IT System Support Assistant E Communications Officer Clerical Officer Leisure Grounds Maintenance Operatives	7	Decrease of 3
<b>TOTAL</b>	<b>144</b>		<b>*126</b>	

\* Members were advised that the total number of agency staff as at August 2016 was 74 which omitted 52 Summer Scheme agency staff. The revised total of 126 now includes these.

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

Appendix one (circulated) sets out expenditure on agency workers in August 2017. The cost of agency staff for the period 1 April 2017 to 31 August 2017 is 6.96% of all staffing costs compared to 5.82% for the same period last year.

Proposed by Councillor Webb  
Seconded by Councillor Duffin and agreed that

**the report be noted.**

NO ACTION

### 3.11 TRADE UNION INDUSTRIAL RELATIONS UPDATE

Members were advised that this would be reported to Committee on receipt of all relevant information.

## PROPOSAL TO PROCEED 'IN CONFIDENCE'

Proposed by Councillor Duffin  
Seconded by Councillor Michael and agreed that

**the following Committee business be conducted 'In Confidence'.**

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

### ITEMS IN CONFIDENCE

#### 3.12 IN CONFIDENCE FI/PRO/TEN/79 TENDER FOR THE PROVISION OF TEMPORARY RECRUITMENT SERVICES

Members were reminded that the tender report regarding temporary recruitment was approved by Council in August 2017.

A final review of documentation prior to the dispatch of the award letters and contract initiation highlighted two procurement errors.

- A tender submitted by one of the bidders had been incorrectly excluded at the selection stage.

Having identified this error, the bidder's tender was subsequently assessed and scored. The scoring placed this bidder outside the top 5 in each of the three lots; thus not effecting the overall outcome.

- A tender submitted by one of the bidders was found to have been scored incorrectly. The corrected score caused this bidder's ranking to change from 4<sup>th</sup> position to 3<sup>rd</sup> in each of the three lots.

The revised scores for Lots 1, 2 and 3 are therefore as follows:

#### LOT 1

	Service Provider	Service Delivery Score (max. 60%)	Total % (Mark Up) Cost Score (max. 40%)	Total Score (max. 100%)
1	Premiere Employment Group Ltd.	████	████	████
2	Kennedy Recruitment Ltd.	████	████	████
3	Grafton Recruitment Ltd.	████	██████	██████
4	MPA Recruitment Ltd.	████	██████	██████
5	Brook Street Bureau Ltd.	████	████	████
6	████████████████████	████	██████	██████

7	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
8	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
9	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

LOT 2

	Service Provider	Service Delivery Score (max. 60%)	Total % (Mark Up) Cost Score (max. 40%)	Total Score (max. 100%)
1	Premiere Employment Group Ltd.	[REDACTED]	[REDACTED]	[REDACTED]
2	Kennedy Recruitment Ltd.	[REDACTED]	[REDACTED]	[REDACTED]
3	Grafton Recruitment Ltd.	[REDACTED]	[REDACTED]	[REDACTED]
4	MPA Recruitment Ltd.	[REDACTED]	[REDACTED]	[REDACTED]
5	Brook Street Bureau Ltd.	[REDACTED]	[REDACTED]	[REDACTED]
6	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
7	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
8	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
9	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

LOT 3

	Service Provider	Service Delivery Score (max. 60%)	Total % (Mark Up) Cost Score (max. 40%)	Total Score (max. 100%)
1	Premiere Employment Group Ltd.	[REDACTED]	[REDACTED]	[REDACTED]
2	Kennedy Recruitment Ltd.	[REDACTED]	[REDACTED]	[REDACTED]
3	Grafton Recruitment Ltd.	[REDACTED]	[REDACTED]	[REDACTED]
4	MPA Recruitment Ltd.	[REDACTED]	[REDACTED]	[REDACTED]
5	Brook Street Bureau Ltd.	[REDACTED]	[REDACTED]	[REDACTED]
6	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

7	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
8	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Proposed by Councillor Hogg  
 Seconded by Councillor Webb and agreed that

**approval be granted to make the necessary amendments to reflect the updated outcome. The five highest scoring tenderers in each Lot be appointed to the framework for the provision of temporary recruitment services for the period 13 November 2017 to 31 August 2018 (with an option to extend for a further 3 periods of 12 months, subject to review and performance).**

*ACTION BY: Alistair Mawhinney, Management Accountant*

**4. ANY OTHER RELEVANT BUSINESS**

Following discussion, Members requested that a report be made to clarify staff guidance in relation to the Council's Social Media Policy and guidance as to when employees can contact Members about constituency issues.

Proposed by Councillor Goodman  
 Seconded by Councillor Webb and agreed that

**a report would be provided to the next Policy and Governance Committee Meeting.**

*ACTION BY: Andrea McCooke, Director of Organisation Development*

**PROPOSAL TO MOVE OUT OF 'IN CONFIDENCE'**

Proposed by Councillor Duffin  
 Seconded by Councillor Hamill and agreed that

**any remaining Committee business be conducted in 'Open Session'.**

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

There being no further business the Chairperson thanked Members for attending and the meeting ended at 7.21 pm.

*Council Minutes have been redacted in accordance with the Freedom of Information Act 2000, the Data Protection Act 1998 and legal advice.*

