



**MINUTES OF THE PROCEEDINGS OF THE MEETING OF THE POLICY AND GOVERNANCE
COMMITTEE HELD AT ANTRIM CIVIC CENTRE ON TUESDAY 6 DECEMBER 2022
AT 6.30 PM**

In the Chair: Councillor M Magill

**Members Present:
(In person)** Alderman M Girvan
Councillors – H Cushinan, N Ramsay, B Webb, R Wilson

**Members Present:
(Remote)** Alderman P Michael
Councillors – S Flanagan, R Foster, M Goodman,
A McAuley, B Mallon, V Robinson

Officers Present: Director of Finance & Governance – S Cole
Director of Organisation Development – D Rogers
Deputy Director of Finance – J Balmer
Head of Communications and Customer Services –
N McCullough
ICT Helpdesk Officer – J Wilson
Member Services Manager – AM Duffy
Member Services Officer – C McIntyre

CHAIRPERSON'S REMARKS

The Chairperson welcomed everyone to the December Meeting of the Policy and Governance Committee, and reminded all present of recording requirements.

Although the COVID restrictions had been relaxed, to manage numbers and minimise risk, members of the public and press could continue to access those parts of the Council meetings which they are entitled to attend through the livestream on the Council's website.

1 APOLOGIES

None

2 DECLARATIONS OF INTEREST

None

3 INTRODUCTION OF NEW STAFF

None

4 ITEMS FOR DECISION

4.1 F1/FIN/10 AMENDMENT TO FINANCIAL REGULATIONS

Members were reminded that Council regularly reviewed the Financial Regulations to ensure a high level of governance was in place in relation to financial activity; amendments to the Financial Regulations were approved in September 2021.

The Financial Regulations provide a framework through which the Chief Executive could be satisfied that proper financial administration is being achieved. The aim of these Regulations was to help ensure that high standards of propriety and best value were achieved. All the Council's Members and employees have a duty to promote these aims, not just by following Financial Regulations, but in their general approach.

Following review, a number of amendments had been drafted and summarised below;

Section	Amendment
Section 6	Updated guidance from the Department of Finance replacing the 'NI Guide to Economic Appraisal and Evaluation' with 'Better Business Cases NI'
Section 6	Specific requirement on need for 'Post Project Evaluation'
Section 22	Clarification on disposal of land and buildings and approved by Committee
All sections	Updates to job titles, legislative references and Codes of Best Practice as required.

A copy of the proposed updated Financial Regulations was circulated for approval.

Proposed by Councillor Wilson
Seconded by Councillor Webb and agreed that

the updated Financial Regulations be approved.

ACTION BY: John Balmer, Deputy Director of Finance & Capital

4.2 **CCS/EDP/10 DISABILITY ACCREDITATIONS – JAMCARD AND AUTISM IMPACT AWARD AND NORTHERN HEALTH AND SOCIAL CARE TRUST (NHSCT) AUTISM BUS**

The below disability accreditations were directly linked to achieving the actions within the Council Disability Action Plan (DAP) 2020 – 2025.

JAM Card (Just A Minute)

The Council successfully achieved JAM Card Friendly status in 2018. The JAM Card enabled disabled individuals, or those with social difficulty, to present their need for more patience in social situations. This status was due to expire and required renewal on a JAM Card Partner basis.

The partnership was for **three years** and would include the following:

- Access to the JAM Card e-Learning course for all staff
- A dedicated client account manager
- A JAM Card welcome pack which includes marketing materials
- Quarterly data report on JAM Card app reviews
- Access to free tool kit training
- Opportunities to co-design existing and new products/services
- Opportunities for bespoke training on an ad-hoc basis.

Autism Impact Award

The Council successfully achieved the Autism Impact Award in 2019. This status was due for renewal. The Autism Impact Award, supported by Autism NI, ensured that the Council upholds their work as an Autism Friendly Council.

The award was for **three years** and would include the following:

- Front-line staff throughout the Council would complete a training course in the Fundamentals of Autism
- Autism Champions based at each of our venues to help make them more welcoming and accessible to those with autism and their families.
- Autism Action Plans would be designed specifically for each venue to ensure we did our best to support those with autism and their families.

Training

Staff throughout the Council would complete the e-learning training for JAM Card. In addition to this, two sessions of bespoke training for front-line staff would be provided. Training opportunities would be available to both staff and Elected Members.

Costs

JAM Card e-learning/partnership had an annual cost of £750 for three years. The bespoke training for JAM Card was £400 per session, with two proposed. The total cost for the JAM Card accreditation was £3,050.

The Autism Impact Award re-accreditation was a total one-off cost of £2,015 for three years.

Northern Health and Social Care Trust (NHSCT) Autism Bus

The Council had been invited by the Northern Health and Social Care Trust (NHSCT) to host the Autism Bus.

The Autism Bus provided an autism reality experience and was an innovative, immersive and hands-on training which had been developed to give non-autistic people an experience of the sensory, processing difficulties faced by people on the autism spectrum.

The Autism Bus would be hosted in a Council-owned location for one day (date to be confirmed) week commencing 24 April 2023.

There would be 12 spaces available throughout the day for staff and Elected Members on an expression of interest basis. The other spaces would be allocated to community organisations and other agencies such as the PSNI. If additional spaces were available these would be added to the Council's allocation. There would be no cost incurred by Council.

In response to a Member's question, the Director of Organisation Development agreed to investigate the possibility of hosting the Autism Bus for a day each in a location in both Antrim and Newtownabbey.

Proposed by Councillor Wilson

Seconded by Councillor Webb and agreed that

- (i) the JAM Card Friendly accreditation be approved at a total cost of £3,050**
- (ii) the Autism Impact Award accreditation be approved at a total cost of £2,015**
- (iii) approval was given for Officers to proceed to make arrangements to host the NHSCT Autism Bus for a day each in a location in both Antrim and Newtownabbey**

*ACTION BY: Debbie Rogers, Director of Organisation Development
Ellen Boyd, Accessibility and Customer Services Officer*

5 ITEMS FOR INFORMATION

5.1 FI/FIN/4 BUDGET REPORT – OCTOBER 2022 – Period 07

A budget report for October 2022 – Period 07 was circulated for Members' information.

The Council's financial position at the end of October 2022 showed an adverse variance on Net Cost of Services of £200k.

Proposed by Councillor Robinson

Seconded by Councillor McAuley and agreed that

the report be noted.

NO ACTION

5.2 FC/FA/8 MID-YEAR REVIEW OF PRUDENTIAL INDICATORS & TREASURY MANAGEMENT 2022/23

Members were reminded that the Council had approved the Prudential Indicators for 2022/2023 to 2024/2025 and the Treasury Management Strategies for 2022/23 in January 2022.

Under the Prudential Code and the Code of Practice on Treasury Management in the Public Services, the Council was required to monitor and review its prudential indicators. The key objective of which was to ensure that, within a clear framework, the capital investment plans of the Council were affordable, prudent and sustainable and that treasury management decisions were taken in accordance with good professional practice.

The Council's Treasury Management Policy required a mid-year review of treasury management activities.

This report provided an update on the Prudential Indicators and a mid-year review of the Council's borrowing and investment activities. A copy of the report was circulated for Members' information.

Proposed by Councillor Cllr Webb
Seconded by Councillor Cllr Wilson and agreed that

the report be noted.

NO ACTION

5.3 PBS/PS/001 UPDATE ON ENERGY COSTS AND EFFICIENCY MEASURES

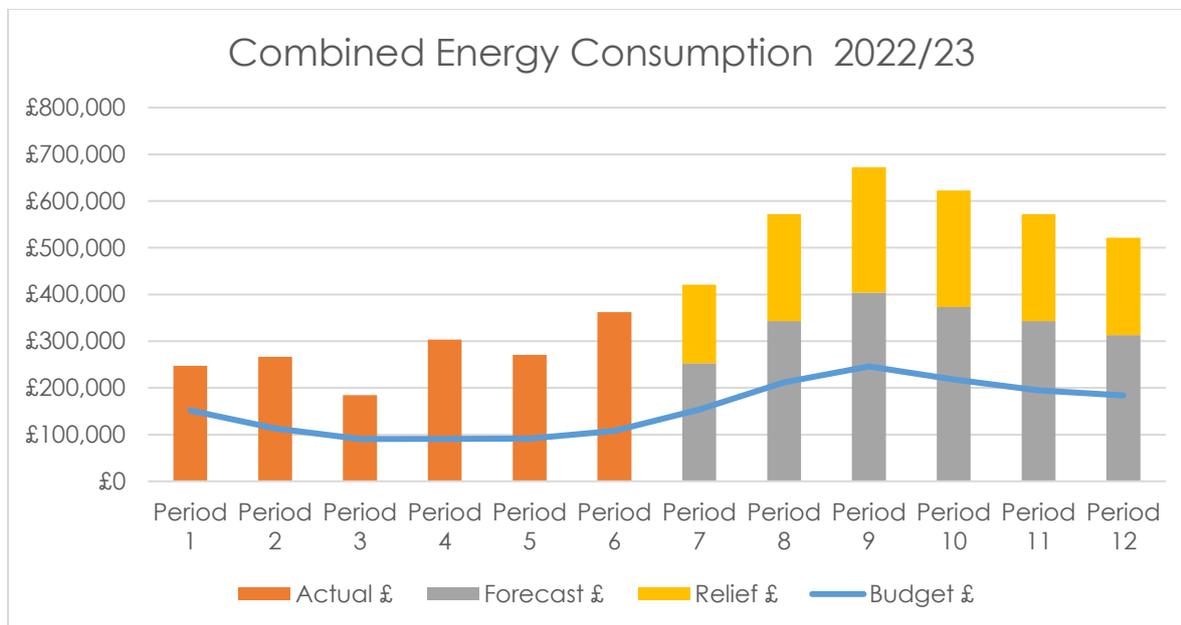
Members were reminded that an Energy Management Action Plan was approved in April 2022 and that the issue of energy use across the Council estate had become increasingly critical in view of the challenges presented by current energy market volatility. Council currently did not have a fixed tariff energy pricing contract since the previous contract expired in March 2022. Energy market conditions were preventing utility providers from entering into fixed term, fixed tariff energy pricing contracts that were favourable to Council at present. However, officers would continue to explore opportunities to tender collaboratively with the Councils and utility providers with the aim of providing greater price certainty to aid financial forecasts.

The report was presented under the following sections:

- Forecast Outlook for 22/23
- Analysis of Main Council Sites
- Energy Efficiency Measures
- Summary

Forecast Outlook for 22/23

Expenditure budgets had been profiled to reflect seasonal fluctuations for the main sources of energy i.e. gas and electricity. The greatest impacts would therefore be felt in the winter months as seen in the graph below:



The table below summarised the budget impact if current prices were sustained for 2022/23.

	Annual Budget	Forecast (after relief)	Forecast Variance	Estimated Relief
	£	£	£	£
Electricity	1,107,844	2,317,037	1,209,193	843,193
Gas	634,904	1,232,153	597,249	465,648
Biomass/Heating Oil	109,850	112,638	2,788	-
Total	1,852,598	3,661,828	1,809,230	1,308,841

The Energy Bill Relief Scheme for Northern Ireland came into effect on 1 October 2022 and would be in place until 31 March 2023 which would provide for a temporary reduction to electricity and gas prices.

The scheme would automatically be applied to bills by utility providers for all Council buildings.

The scheme would provide for a reduction in the estimated wholesale portion of the unit price. It would be important to note that this would not provide a fixed tariff for a six month period; prices would still be subject to fluctuation due to utility provider network charges and operating costs. Council would benefit from a reduction in electricity and gas costs but would only be able to approximate future costs due to a lack of price certainty.

At the time of writing, gas costs were expected to reduce by 50% on average. Electricity prices were also expected to reduce, but the level of reduction was still uncertain.

Analysis of Main Council Sites

As previously reported, the top 5 consumers of energy and therefore those with the biggest financial impact were: -

- Valley Leisure Centre,
- Mossley Mill,
- Antrim Forum,
- Sixmile Leisure Centre
- Antrim Civic Centre

In 2021/2022, these buildings equated to 67.5% of the Council's entire energy consumption and were responsible for 70.4% of the entire CO2 emissions output from our built assets.

The actual energy costs (i.e. gas, electricity and biomass) for these 5 buildings since the end of March 2022, had more than doubled in one year. In comparing the months April - September 2021 with April - September 2022, actual costs for the 5 properties had risen from £489,000 to £1,251,000 as set out below:

	Actual Cost for April-Sept 2021 (£)	Actual Cost for April-Sept 2022 (£)
Valley Leisure Centre	£151,386	£317,313
Antrim Forum	£95,914	£321,182
Mossley Mill	£98,707	£244,758
Six Mile Leisure Centre	£87,629	£231,802
Antrim Civic Centre	£54,918	£135,838
Total	£488,554	£1,250,893

The table below highlighted the actual changes in consumption within these buildings throughout April-September when comparing a pre-pandemic base year of 2018/19 with April - September 2022/23. Even though energy consumption levels had reduced in the past four years, primarily due to recent improvements to building management systems, costs had risen significantly this year due to soaring energy prices.

Site	Apr – Sep 18/19 Consumption (kWh)	Apr – Sep 22/23 Consumption (kWh)	% Difference	Apr – Sep 18/19 Cost	Apr – Sep 22/23 Cost	Difference
Antrim Civic Centre	650,072	562,898	-13%	£ 54,309	£ 135,838	+150%
Mossley Mill	1,130,012	1,037,668	-8%	£ 99,829	£ 244,758	+145%
Antrim Forum	1,611,182	1,412,117	-12%	£ 140,809	£ 321,182	+128%
Valley Leisure Centre	2,095,229	1,856,476	-11%	£ 110,870	£ 317,313	+186%
Six Mile Leisure Centre	1,832,673	1,263,488	-31%	£ 142,500	£ 231,802	+62%
Total	7,319,168	6,132,647	-16%	£ 548,319	£ 1,250,894	+128%

Energy Efficiency Measures

The Property Services team would continuously explore ways to mitigate Council's exposure to the increasing energy costs. Focusing on improvements in the top 5 energy using buildings was the priority and currently a number of feasibility studies and physical improvements were being undertaken/planned:

Feasibility

- Hydrogeological assessments had been completed for the three wet leisure sites – Valley Leisure Centre, Sixmile Leisure Centre and Antrim Forum – to assess the potential for geothermal energy to be used that could significantly reduce heating costs. Preliminary results were favourable and merited further investigation with test boreholes.
- The potential to use hydroelectric power at Mossley Mill was examined in a feasibility report in 2020. The team continued to review estimated costs set out in the report in order to be in a position to make recommendations to Committee.
- Feasibility studies were also in progress to determine the viability of solar energy at the Mossley Mill complex. Although site constraints which included listed building status and NIE connection limitations may impact on the extent of any installation. Designs were being progressed to initial costings stage for a rooftop installation together with researching other innovative options on the site.

Minor improvements to improve efficiency

In addition to the larger scale proposals under consideration for the top 5 energy consuming buildings, a series of other minor improvements were underway:

- The replacement of lighting systems in the Theatre at the Mill was progressing through initial costing stages. The current lighting systems had reached the end of their useful life and an energy efficient upgrade would provide for energy and cost savings.
- A comprehensive report on heating controls at Sixmile Leisure Centre had been completed which had identified a number of minor works that could be undertaken to improve the efficiency of the Centre. Works had commenced with contractors in liaison with the Leisure Services team on these improvements.
- Construction work had commenced at the Valley Leisure Centre to make the biomass heating system more efficient. Property Services were working with the leisure centre team and contractors to co-ordinate the necessary upgrades to the heating system.

Other

- Work was ongoing with specialist consultants, NIE and Council to maximise the efficiency of the recently installed Combined Heat and Power (CHP) unit at Antrim Forum and further reduce energy consumption and emissions.
- Condition reports for all heating installations across the Council's estate were being compiled. The findings to date had identified the need to replace a number of systems that were currently operating inefficiently and beyond their life expectancy, particularly the boiler installations at Mossley Mill and Valley Leisure Centre. Any proposals for upgrade or replacement would be based on return of investment principles and emissions awareness.
- The Property Services team was updating existing Building Management Systems across a number of key sites. The aim was to provide greater monitoring and control within buildings, improving the 'zoning' capability that allowed for focused energy use where needed.
- Property Services were actively benchmarking with others where possible to achieve best practice. Case studies were limited at present in Northern Ireland as organisations awaited the development of a decarbonisation funding framework from the Northern Ireland Executive. As a result, comparators had been sought from local authorities in England who had enjoyed access to the Public Sector Decarbonisation Scheme for a number of years. Communication with a number of local authorities was ongoing and had resulted in valuable insight from their experiences in retrofitting existing buildings.

- Discussions with the Department of Economy to explore the potential for funding for the installation of renewable technologies had stalled due to the withdrawal of their funding stream. It was hoped that discussions would resume during 2023/24. The collation of Council's comprehensive energy consumption database had proved to be of real value as this allowed for clear 'before' and 'after' comparisons; this would provide assurance to the Department on our readiness to benefit from investment.

The recently approved Capital Fund for Energy Efficiency in Council Properties would be used to meet the costs of the above measures. The energy efficiency initiatives varied in scale and scope but all required up-front investment – the resulting reduction in energy consumption, emissions and lower costs would bring benefits which were of greater significance. All investments would take into account the impact of maintenance and operating costs. In using this Return on Investment principle, the focus would be on reducing the amount of time required to repay the up-front investment.

Although implementing energy efficiency initiatives would produce savings in the medium to long term, exposure to increasing costs remains. Property Services would continue to ensure financial prudence, risk management, due diligence and compliance with all the relevant legislation and contract rules. However, implementation required timeframes that challenged the ability to react quickly to increasing energy costs in the short term.

Through the work of the Energy Performance Officer within the Property Services team, Council had realised savings of over £250,000 in energy and water bills by having a constant focus on energy use in the past twelve months.

To further supplement these initiatives, a Task and Finish Working Group had been convened to ensure that every employee was aware of the need to reduce unnecessary energy usage. This cultural shift would take time but would be worthwhile. It would be the responsibility of each employee to switch off lights and IT equipment when not in use. A number of energy champions would be appointed in key buildings and incentives given to drive down energy use in similar groups of properties such as leisure centres, community centres and household recycling centres.

Summary

In summary, officers continued to closely monitor the energy consumption at Council sites and were prioritising a programme of work to reduce consumption, reduce costs and reduce emissions.

Officers also continued to monitor future energy market prices and the uncertain political environment and would build these factors into both the current financial decision making and rates setting for 2023/24.

Further update reports on energy costs and the progress of energy efficiency initiatives would be presented to Committee for review.

Proposed by Councillor Foster
Seconded by Councillor Webb and agreed that

the report be noted.

NO ACTION

5.4 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

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

Current Agency staff

The table circulated provided an update for Members on the use of agency staff in October 2022 compared to October 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:

- the number of agency workers had reduced from 81 in October 2019 to 62 in October 2022
- there were less agency workers covering sickness absence and maternity leave
- there were less agency workers in Seasonal posts
- agency workers were used more to provide ad-hoc cover until structures were filled

Cost of Agency

The expenditure on agency workers in October 2022 was circulated.

The cost of agency staff had stayed the same for the period of 1 April 2022 to 31 October 2022 at 7% of all staffing costs compared to 7% for the same period in 2019/2020 (pre-covid).

The costs had been impacted by:

- the 1.75% NJC pay increase for the 2021 financial year
- increase in National Insurance of 1.25% from 6 April 2022

Costs would also be impacted going forward with the agreement of the 2022 NJC pay award and the subsequent reversal of the National Insurance increase.

In 2022/2023

While there were currently 19 Seasonal Grounds Maintenance operatives in place, all cover was anticipated to end in November 2022 and the reduction in numbers would be apparent in December's update report.

It continued to be challenging to fill roles through the agencies due to the current labour market and Council continued to monitor the use of agency workers across all sections.

Council continued to reduce the number of agency workers with usage for more ad hoc, seasonal, temporary cover when required.

In response to Members' queries the Director of Finance & Governance and Director of Organisation Development clarified that negotiations are ongoing, the entitlement of agency workers to back pay and the recent removal of the proposed increase in National Insurance by the Chancellor.

Proposed by Councillor Wilson
Seconded by Councillor Webb and agreed that

the report be noted.

NO ACTION

5.5 HR/GEN/019 MANAGING ATTENDANCE

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

ABSENCE – 1 APRIL 2022 TO 31 OCTOBER 2022

Members were advised that absence at the end of October was above target by 2.06 days with 9.26 average days lost per employee against a target of 7.2 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 were 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 October 2022 would have been 7.64 days.

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

Long term absence

- Long term absence had accounted for 89% of the absence figures compared to 91% in the previous month – this was the first notable reduction in long term absence since the beginning of the reporting year.
- The main reason for long term absence had changed to the 'Work related stress' category of absence.
- 45% of these long term cases were deemed unpreventable and therefore more challenging to manage including hospital procedures, broken bones, road traffic accidents and heart attacks.
- To date, 5 Formal Case Reviews had been concluded with 2 at appeal stage. This had left 5 absence cases at Formal Case Review stage with 1 in progress, 2 exploring ill health retirement and 2 to be progressed following outcome of Employee Relations cases.
- 6 long term cases had exhausted their sick pay entitlement. An additional 'no pay' case had returned to work whilst another had left the Council following formal case review.
- To date, 37 long term cases returned to work.

Short term absence

- Short term absences had accounted for 11% of the absence figures with the increase closely linked to the minor illnesses typical of the season.
- The main reasons for absence had been
 - Other - Cold/flu, stomach bug
 - 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) currently accounted for 45% of the overall absence (both long term and short term). This was a significant increase against 36% from the previous month and potentially attributed to ongoing employee relations casework. The Council remained focused on encouraging health and wellbeing in the workplace, and continued to promote the Employee

Assistance Programme through Inspire, offering 24/7 confidential support in addition to other wellbeing initiatives in place.

Ongoing actions

- 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 had attended. These meetings covered 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. 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 continues for an online training module on the importance of attending work. This would be rolled out to new staff initially and then across the wider organisation.
- Continued delivery of the Wellbeing Calendar.
- Continued provision of physiotherapy services for appropriate cases (back and musculoskeletal related absence).
- Inspire would be delivering a session on 'Coping with grief and loss' on 2 December 2022.
- 'An Introduction to Mindfulness' session would also be delivered by Inspire in December.

Following a request from a Member, the Director of Organisation Development agreed to provide details of the timeframe for completion of absence cases being managed by Inspire.

Proposed by Councillor Wilson

Seconded by Councillor Robinson and agreed that

the report be noted and that details be provided on the timeframe for completion of absence cases being managed by Inspire.

ACTION BY: Debbie Rogers, Director of Organisation Development

5.6 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 had given a commitment to apply screening methodology to all new and revised policies. Where necessary and appropriate, these new policies would be subject to a further equality impact assessment.

SECTION 75 AND RURAL SCREENINGS

The policies noted below had been screened between July to September 2022.

POLICY	SCREENING DECISION
3G Training Pitch, Cloyne Crescent, Monkstown	1

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

Proposed by Councillor Webb
Seconded by Councillor McAuley and agreed that

the report be noted.

NO ACTION

5.7 CCS/CS/006 COMMUNICATIONS & CUSTOMERS CHANNEL REPORT

Members were reminded that the Corporate Recovery & Improvement Plan for 2022-23 had 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 had set out as measurements of progress towards this target covering the first and second quarters of 2022-23.

We achieved 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 respondents responding with **87.4%** satisfaction. The cumulative figure for both surveys so far undertaken in 2022-23 was **88.3%**.

Further surveys would include a target consultation of residents attending the Enchanted Winter Garden and the next issue of Borough Life in the New Year.

2021-22	Target 2022-23	Quarter 1	Quarter 2	October
87.5%	80%	N/A	89.8%	87.4%

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

A total of 14,033 calls were presented during October 2022, a decrease of 8% compared to 15,254 in September 2022, with the total of 105,915 presented from 1st April 2022.

The percentage of abandoned calls at the end of October is **5.2%** which was an increase from **4.4%** in September. The overall percentage for abandoned calls for the year, up to the end of October 2022, was **4.9%**.

2021-22	Target 2022-23	Quarter 1	Quarter 2	October
6.0%	6.5%	5.0%	4.7%	5.2%

On having entered a busy period of events and service demands across the whole of the Council, the Customer Service team would continue to support sections with additional resources to maintain high levels of customer service.

We had 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 October 2022, there had been **509,750** online transactions, which was **85%** of the target for the year. There had been a sharp increase in online theatre and events bookings with the release of Enchanted Winter Garden tickets.

2021-22	Target 2022-23	Quarter 1	Quarter 2	October
652,593	600,000	176,882	235,715	97,153

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

Downloads of the ANBorough App through official app stores to date in 2022-23 totalled **8,100**, this was **60%** above target for the year.

Since the launch of the app in September 2019 a total of **38,038** downloads had been made across Android and Apple devices (to the end of October 2022).

2021-22	Target 2022-23	Quarter 1	Quarter 2	October
14,481	5,062	3,475	3,531	1,094

The performance of the Corporate Recovery & Improvement Policy 2022-23 would be reported on a quarterly basis to the Policy & 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 Webb
 Seconded by Councillor McAuley and agreed that

the report be noted.

NO ACTION

5.8 FI/FIN/01 ESTIMATES 2023/24

Members were reminded that the Estimates Timetable for 2023/24 had been noted by Members at the Policy and Governance Committee in September 2022.

Officers had been working according to the timetable to produce budgets for services in line with the Corporate Plan to deliver outcomes for ratepayers.

There had been a number of challenges in the year to the financial position for 2022/23 as outlined in the monthly budget reports that were tabled at Policy & Governance Committee. Some of those challenges would continue into 2023/24.

At the Corporate Workshop on 2nd December 2022 Members were updated on the 2022/23 Corporate Financial position and the challenges relating to Energy cost increases and staff cost increases. Officers were working through the predicted energy costs for 2023/24, the savings in consumption across Council estate and the impact of the Energy Bill Relief Scheme to produce a realistic estimate of energy costs.

The impact of the Cost of Living Crisis, the NJC scales increase and the current offer to the Trade Unions were also being assessed for recurrent elements that would carry forward into 2023/24 and 2024/25 payroll budgets.

As a result of the above, the planned presentation of draft revenue and capital estimates to individual committees was now delayed until January 2023 whenever Council could anticipate a clearer picture on both energy costs and staff costs to be in place, which would result in a more robust estimate.

The timetable for estimates 2023/24 had therefore been revised and circulated.

Proposed by Councillor Webb
Seconded by Councillor McAuley and agreed that

the update on the 2023/24 estimates process and timetable be noted.

NO ACTION

PROPOSAL TO PROCEED 'IN CONFIDENCE'

Proposed by Councillor Robinson
Seconded by Councillor Wilson and agreed that

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

6 ITEMS IN CONFIDENCE

6.1 IN CONFIDENCE FI/PRO/GEN/044 PROCUREMENT TENDER REPORT & AWARD OF CONTRACTS

Members were reminded that Council agreed in June 2021 the Council Scheme of Delegation was used for the award of contracts and that Members be updated retrospectively.

This process would allow service and project delivery to be expedited more efficiently and facilitate timely delivery of actions against the Council's Recovery plan.

A list of contracts approved by the Corporate Leadership Team and awarded in November 2022 was circulated.

Proposed by Alderman Michael
Seconded by Councillor Ramsey and agreed that

the report be noted.

NO ACTION

6.2 IN CONFIDENCE CD/GEN/005 CAPITAL PROJECTS PROGRESS REPORT TO 31ST OCTOBER 2022

Members recalled that it had agreed at the March Policy and Governance Committee to bring regular updates to Committee in relation to the progress of the Capital Projects within Council.

The circulated report updated Members on the progress of the delivery of the Capital programme for 2022/23.

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

In response to a query from a Member, the Director of Finance and Governance agreed to forward details of the process for assessing funding for proposed Capital Projects.

Proposed by Councillor Goodman
Seconded by Councillor Webb and agreed that

the report be noted and details of the process for assessing funding for proposed Capital Projects be forwarded.

ACTION BY: Sandra Cole, Director of Finance & Governance

PROPOSAL TO PROCEED OUT OF 'IN CONFIDENCE'

Proposed by Councillor Wilson
Seconded by Councillor Ramsey and agreed that

the remainder of Committee business be taken in Open Session.

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

There being no further Committee business, the Chairperson thanked everyone for their attendance and wished all a Happy Christmas and peaceful New Year. The meeting concluded at 6.48pm.

MAYOR