



27 September 2018

Committee Chair: Alderman P Barr

Committee Vice-Chair: Councillor N McClelland

Committee Members: Aldermen – F Agnew, W DeCourcy
Councillors – J Bingham, T Girvan, M Goodman,
P Hamill, D Hollis, N Kells, R Lynch, M Magill, M Maguire,
V McWilliam, W Webb

Dear Member

MEETING OF THE POLICY & GOVERNANCE COMMITTEE

A meeting of the Policy & Governance Committee will be held in the **Round Tower Chamber, Antrim Civic Centre on Tuesday, 2 October 2018 at 6.30pm.**

You are requested to attend

An officer from the Finance Team will be available from 4.00 pm on the day of the meeting to meet with any Member who wishes to review the payments made over the previous month. If you wish to avail of this opportunity, please report to reception at Antrim Civic Centre who will contact Finance accordingly.

Yours sincerely

A handwritten signature in black ink that reads "Jacqui Dixon".

Jacqui Dixon, BSc MBA
Chief Executive, Antrim & Newtownabbey Borough Council

For any queries please contact Member Services:

Tel: 028 9034 0048 / 028 9448 1301 memberservices@antrimandnewtownabbey.gov.uk

A G E N D A

- 1 Apologies
- 2 Declaration of Interest

REPORT ON BUSINESS TO BE CONSIDERED:

3 ITEMS FOR DECISION:

There are no items for decision

4 ITEMS FOR NOTING:

- 4.1 Registration of Council Defibrillators with NIAS
- 4.2 Member Development Working Group
- 4.3 Multi-Agency Severe Weather Plan
- 4.4 Agency Staff
- 4.5 Communication Survey

5 ITEMS IN CONFIDENCE:

- 5.1 Digital Platform Business Case
- 5.2 Tender for Self-Drive Vehicle Hire Services

6 ANY OTHER RELEVANT BUSINESS

3. **ITEMS FOR DECISION**

There are no items for decision

4. ITEMS FOR INFORMATION

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

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

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

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

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

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

RECOMMENDATION: that Members note the registration of Council defibrillators with NIAS to aid any member of the public in need.

Prepared by: Elaine Girvan, Corporate Health and Safety Manager

Agreed by: Liz Johnston, Head of Governance

Approved by: Sandra Cole, Director of Finance and Governance

4.2 G/MSMO/27 MEMBER DEVELOPMENT WORKING GROUP

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

RECOMMENDATION: that the Minutes of the Member Development Working Group Meeting held on Monday 3 September 2018 be noted.

Prepared by: Fiona Gunning, Organisation Development Officer

Approved by: Andrea McCooke, Director of Organisation Development

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

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

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

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

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

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

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

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

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

Prepared by: Laura O'Boyle, Corporate Risk Officer

Agreed by: Liz Johnston, Head of Governance

Approved by: Sandra Cole, Director of Finance and Governance

4.4 HR/HR/019 AGENCY STAFF

Members are 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 provides an update for Members on the use of agency staff as at August 2018 as compared to August 2017.

Reason for Agency Worker	Aug 2018	Position Covered	Aug 2017	Comments
Additional Resource	6	2 x Waste Management Operatives Cleaner, Sentry Hill (Recruitment to commence in September) 2 x On Call Recreation Assistant/Leisure Attendant, Sixmile Receptionist, VLC	13	Reduction in additional resource requirement
Seasonal Work	78	36 x Seasonal Grounds Maintenance Operative 40 x Summer Scheme Leaders Caravan Park Attendant Youth Intervention Coordinator	85	Reduction in seasonal cover
Filling Funded Posts	4	3 x Affordable Warmth Project Officer Grange Community Project Officer	4	
Covering Sickness/Leave/ Maternity Leave/ Shared Parental Leave	4	Community Planning and Development Officer 2 x Household Recycling Attendant Heritage Gardener	10	Reduced requirement for cover in this category
Covering vacancies until structures filled	27	Receptionist, Clotworthy 2 x Team Leader Parks, CSD 2 x Grounds Maintenance Operative Greenkeeper, Parks Central Services Supervisor Waste Management Operative, CSD 4 x Waste Management Operatives, ESD 4 x Waste Management Op/Driver, ESD 2 x Driver Site Operatives, Recycling 2 x HGV Refuse Collection Driver	28	Small reduction in requirement within this category. Ongoing cover due to categorisation

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

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

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

RECOMMENDATION: that the report be noted.

Prepared by: Victoria Stewart, Human Resources Assistant

Reviewed by: Jennifer Buckley, Human Resources Manager

Approved by: Andrea McCooke, Director of Organisation Development

4.5 CCS/CPRM/018 COMMUNICATION SURVEY REPORT

Introduction

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

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

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

A 'Have your Say - Communication' Survey was published in the New Year edition of Borough Life and was also available for online completion via the Council's digital consultation platform, Citizen Space. The survey focused on Council communication about service updates, events, special offers, leisure classes and courses, weather updates and news about Council services in general.

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

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

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

Communication Survey - Key Findings

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

Means of finding out information about Council events and services.

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

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

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

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

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

Age profile and communication channels

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

Age

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

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

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

Popular uses of our social media

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

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

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

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

Actions agreed

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

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

RECOMMENDATION: that the report be noted.

Prepared by: Tracey White, Head of Communication and Customer Services

Approved by: Andrea McCooke, Director of Organisation Development