



MINUTES OF THE PROCEEDINGS OF THE MEETING OF THE POLICY AND GOVERNANCE COMMITTEE HELD IN ANTRIM CIVIC CENTRE ON TUESDAY 7 NOVEMBER 2017 AT 6.30PM

In the Chair: Councillor N Kells

Members Present: Aldermen – F Agnew, W DeCourcy,
Councillors – J Bingham, B Duffin, M Goodman, P Hamill, D Hollis, T Hogg, A Logue, M Maguire, P Michael, N McClelland,

Non-Committee Members Present: Alderman – J Smyth

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
Borough Lawyer – Mr P Casey
ICT Officer – Mr C Bell
Member Services Officer – Mrs V Lisk

CHAIRPERSON'S REMARKS

The Chairperson welcomed everyone to the November Meeting of the Policy and Governance Committee and reminded all present of recording requirements. A minute's silence was held for, and sympathies conveyed to the families of, Jack Irvine, Matthew Bradley and Mervyn Millar.

1. APOLOGIES

Apologies were recorded for Councillors B Webb and T Girvan.

2. DECLARATIONS OF INTEREST

None.

3. REPORT ON BUSINESS TO BE CONSIDERED

3.1 CCS/EDP/11 EQUALITY ACTION PLAN 2017-2021

Members were reminded that Section 75 of the Northern Ireland Act 1998 requires the Council, when carrying out its functions in relation to Northern Ireland, to have due regard to the need to promote equality of opportunity between the nine categories of persons noted within the legislative framework. The Council must also have regard to the desirability of promoting good relations between persons of different religious belief, political opinion or racial group.

The Council's Equality Scheme describes certain arrangements that as a public authority Council must set-up and is obliged to apply and follow as a means of fulfilling the statutory requirements of Section 75.

This includes arrangements for training staff, assessing and consulting on the likely impact of policies adopted or proposed to be adopted by the authority on the promotion of equality of opportunity, and monitoring any adverse impact of these.

On an annual basis Council must provide a progress report to the Equality Commission to outline how those arrangements have been applied and to assess how effective they have been in supporting the Council to comply with the Section 75 duties. The last progress report was made in September 2017.

The draft Equality Action Plan 2017-2021 was issued for consultation for 12 weeks from 24 July to 16 October 2017 including consultation and promotion via social media before the consultation closed.

A total of 3 respondents participated in the consultation and agreed with the overall actions set out in the draft Equality Action Plan 2017-2021. Consultation feedback and responses were detailed in Appendix 1 (circulated).

The final Equality Action Plan for 2017-2021 was circulated at Appendix 2 and is recommended for approval.

Proposed by Councillor Duffin
Seconded by Councillor Bingham and agreed that

the Equality Action Plan be approved.

ACTION BY: Tracey White, Head of Communications & Customer Services

ITEMS FOR INFORMATION

3.2 CCS/EDP/7 QUARTERLY SCREENING REPORT

Members were reminded that under the Council's Equality Scheme a quarterly update is provided noting 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 and where necessary and appropriate, policies would be subject to further equality impact assessment.

The policy noted below was screened between July and September 2017.

Performance and Transformation

POLICY/ITEM	SCREENING DECISION
Leisure Strategy 2017-2030 (includes Leisure Pricing)	1

1 Screened with no mitigation 2 Screened with mitigation 3 Screened and EQIA required

Proposed by Councillor Duffin
 Seconded by Councillor Hogg and agreed that

the report be noted.

NO ACTION

3.3 FI/FIN/9 PROMPT PAYMENT PERFORMANCE

Members were reminded the Department for Communities (DfC) issued revised guidance (Local Government Circular 19/2016) on prompt payments and the recording of invoice payments in November 2016. This guidance requested councils to record specific performance targets of 10 working days and 30 calendar days and continue a cycle of quarterly reporting on prompt payment performance by councils to the DfC and its publication on their website.

The Council's prompt payment performance for the period 1 July 2017 to 30 September 2017 is set out below:

The default target for paying invoices, where no other terms are agreed, is 30 days.

(N.B. 30 days target is 30 calendar days and 10 days is 10 working days).

During the above period, the Council paid 5,980 invoices totalling £12,790,868

The Council paid 5,180 invoices within the 30 day target. (87%)

The Council paid 4,126 invoices within the 10 day target. (69%)

The Council paid 800 invoices outside of the 30 day target. (13%)

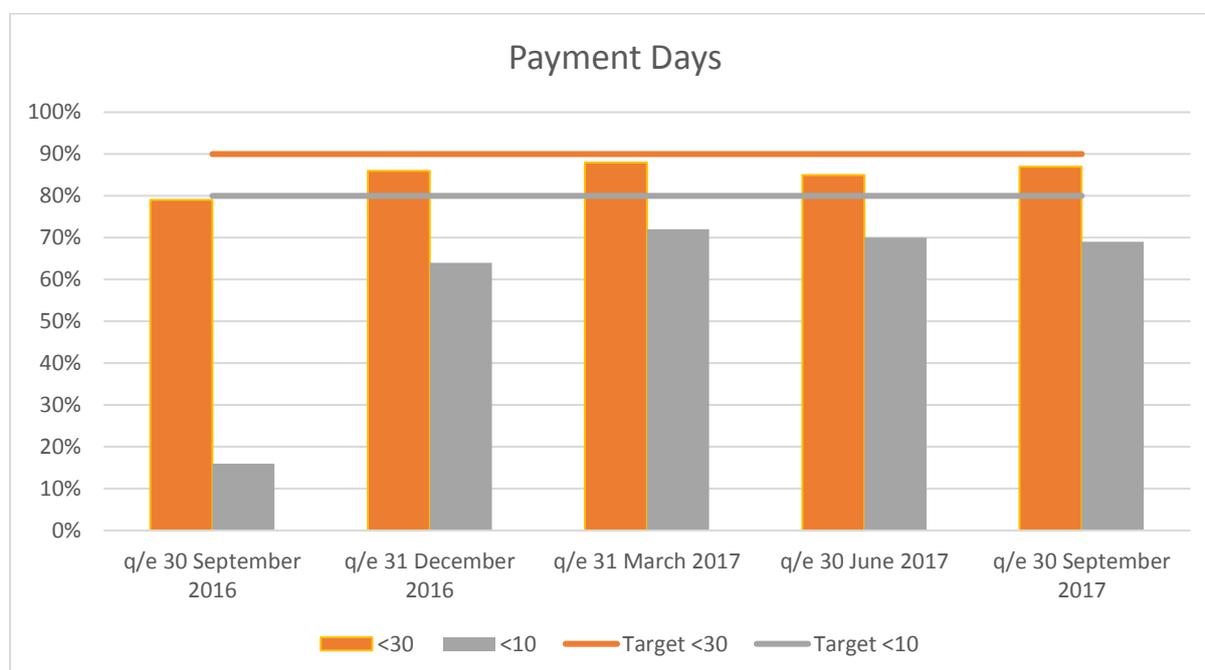
The Council has set a target of paying 90% of invoices within 30 days and 80% within 10 days.

The results for the last 3 quarters of 2016/17 and the first 2 quarters of 2017/18 were as follows:

Period	Total Number of Invoices Paid	% Paid Within 30 Days	% Paid Within 10 Days
Target		90%	80%
2016/17			
q/e 30 Sept 2016	7,192	79%	16%
q/e 31 Dec 2016	8,160	86%	64%
q/e 31 March 2017	6,494	88%	72%
2017/18			
q/e 30 June 2017	6,384	85%	70%
q/e 30 Sept 2017	5,980	87%	69%

The performance presented graphically highlights the improvement made over the last 15 months.

For quarter 2 of 2017/18 the performance against the 30 day target improved by 2% to 87%; for the 10 day target there was a slight drop in performance of 1% to 69%, relative to Quarter 1.



The Council recognises the importance of paying its suppliers promptly. As previously reported, to improve performance the Optical Character Recognition (OCR) software implemented in quarter 4 of 2016/17 is now well embedded. The aim is to register 60% of invoices received via OCR by 31

March 2018, for the month of September 2017 we registered 49% of invoices received via OCR.

We had recently communicated with our suppliers to advise them on the importance of following the Council's Terms & Conditions of Contract for the payment of invoices and we continue to proactively work with budget holders to process invoices efficiently.

Procedures and performance would continue to be kept under review and performance updates will be provided to Members.

Proposed by Councillor Hamill
Seconded by Councillor Duffin and agreed that

the report be noted.

NO ACTION

3.4 FC/FA/8 MID-YEAR REVIEW OF PRUDENTIAL INDICATORS & TREASURY MANAGEMENT

Members were reminded that the Council approved the Prudential Indicators for 2017/2018 to 2019/2020 and the Treasury Management Strategies for 2017/18 on 30 January 2017.

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

The Council's Treasury Management Policy requires 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 Logue
Seconded by Councillor McClelland and agreed that

the report be noted.

NO ACTION

3.5 CCS/CPRM/7 CHARTERED INSTITUTE OF PUBLIC RELATIONS (CIPR), NORTHERN IRELAND PRIDE AWARDS 2017

Members were reminded that the Council was shortlisted for six awards in the Chartered Institute of Public Relations (CIPR) Pride Awards 2017.

The CIPR Pride Awards recognise outstanding work in public relations across the United Kingdom, in both the public and private sectors.

The six award categories the Council was shortlisted for were:

1. Internal Communications Campaign (Launch of the Staff App iConnect)
2. Best Use of Photography or Design (It's In Our Nature Tourism Campaign)
3. Best Publication (Borough Life)
4. Best Event (Enchanted Winter Garden)
5. Public Sector Team of the Year
6. Outstanding In-House Public Relations Team

At the award ceremony, held on Friday 13 October 2017, the Council won the Public Sector Team of the Year and Outstanding In-House Public Relations Team. The Council also received silver awards for Internal Communications Campaign (Launch of the Staff App iConnect) and Best Publication (Borough Life).

Members congratulated the Head of Communication and Customer Service and her Team for their achievements and for their endeavours to enhance the Council's communications.

Proposed by Councillor McClelland
Seconded by Councillor Logue and agreed that

the report be noted.

NO ACTION

3.6 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 September 2017 as compared to September 2016.

Reason for Agency Worker	Sep 2017	Position Covered	Sept 2016	Comments
Additional Resource	44	32 x Seasonal Grounds Maintenance Ops Cleaner, Sentry Hill Waste Mgt Assistant *Receptionist Antrim Forum *9 x On Call Recreation Assistant/Leisure Attendant *Sunday opening Antrim Forum	41	
Filling Funded Posts	4	2 x Affordable Warmth Project Officer Grange Community Project Officer PCSP Support Officer (PT)	6	Decrease in cover for Affordable Warmth.
Covering Sickness/ Maternity Leave	6	4 x Waste Operative, ESD Technical Officer Building Control Surveyor	3	
Covering vacancies until structures filled	32	Conferencing & Cultural Events Manager Arts Technician (2 PT – 1FTE) Front of House Sales Assistant, Old Court House Receptionist (Clotworthy) Tackling Deprivation Officer Clerical (Building Control) Systems Support Assistant Payroll Manager HR Officer HR Assistants 1.5 FTE Activity Coach – Disability 2 x Recreation Attendants Pavilion Attendant (Lilian Bland Pavilion) Team Leader Parks CSD 4 x Grounds Maintenance Operative 2 x Planning Assistants Caravan Park Attendant (JLSP) Central Services Supervisor 4 x Waste Operatives, CSD 3 x Waste Operatives, ESD	13	Increase of 19 due to vacant posts
Covering career breaks/ secondments	7	Systems Support Assistant E Communications Officer Clerical Officer Leisure Grounds Maintenance Operative Museums Assistant Waste Operative Clerical Officer Waste	4	Additional Secondments/Career Breaks
TOTAL	93		67	

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

Appendix one (circulated) set out expenditure on agency workers in September 2017. The cost of agency staff for the period 1 April 2017 to 30 September 2017 was 7.76% of all staffing costs compared to 6.57% for the same period last year.

Proposed by Councillor Duffin
Seconded by Councillor Hamill and agreed that

the report be noted.

NO ACTION

3.7 CS/MK/157 SOCIAL MEDIA POLICY

Members were reminded that it was agreed that a report would be provided to give clarity on staff guidance in relation to the Council's Social Media Policy.

A Social Media Policy was agreed by Council in February 2016, following consultation with Trade Unions. The Policy was designed to regulate and manage the use of social media and to provide a safeguard to both the Council and its employees. A copy of the Policy was circulated for Members' information.

The aim of the policy is to ensure that:

- Employees and third parties are fully aware of their responsibilities to the Council whether using social media in a work related and/or personal capacity.
- Council information remains secure and is not compromised through the use of social media.
- A consistent and corporate approach is adopted and maintained by Council in the use of social media so that the Council's reputation is not damaged or adversely affected.

The Social Media Policy was implemented and supported by a programme of training delivered to employees across all Council Departments. The Policy document, training, supporting advice and guidance all make explicit reference to the need for employees to be aware of their social media activities to ensure compliance with Code of Conduct for Local Government Employees.

Practical guidance was provided during the Social Media training and the Short Guide to Understanding the Employee Code of Conduct was also issued to staff and included guidance on Social Media use. A revised Short Guide was circulated and now provides further information and clarity in relation to employee use of Social Media.

The Guide also provides clarification as to when employees can properly contact Members about issues they may have. The guidance on this point outlines that employees, who are local residents and have a constituency issue, may contact Members about the issue in a strictly private and personal capacity and not by virtue of employment at the Council. Raising/discussing issues that are employment related would not be appropriate e.g. concerns about their job, career, projects that would directly benefit them or management matters and would lead to breaching the Employee Code of Conduct.

Specific to the use of social media and in order to maintain a good balance between professional and working life, staff are advised not to send or accept friend requests on personal accounts from Members on Facebook or similar social media platforms. This advice is provided to make employees aware of how social media activities (and the associated risks) could relate to their compliance with the Employee Code of Conduct i.e. the requirement to ensure that employees' private interests must not be such as to have the potential for allegations of impropriety or partiality to be sustained thereby bringing the Council into disrepute (this includes standards of behavior outside the working environment and in the use of social media in relation to elected members, fellow officers and the general public). This advice is a matter for each employee to consider and decide.

Work is currently ongoing to provide refresher training to employees on the use of Social Media and to provide Social Media training for Members.

Proposed by Councillor Logue

Seconded by Councillor Duffin and agreed that

the report be noted.

NO ACTION

3.8 CCS/CPRM/5 EXTERNAL COMMUNICATIONS AND MARKETING: ADVERTISING UPDATE

Background

Members receive regular updates on the Council's External Communications and Marketing Plan. Significant progress had been made in this area including the reduction of advertising expenditure, which featured as a core objective within the operational plan.

Borough Life is published 6 times annually and is therefore used to advertise and promote to residents all our keys messages, events, leisure packages etc.

External advertising is also used when necessary and generally falls into four categories: i.e. Planning, Public Notices, Recruitment and Events.

Planning

The need for press notices for planning applications flows from legislative requirements set out in Article 8 of the Planning (General Development Procedure) Order (NI) 2015. This legislation requires the Council to 'publish notice of the application in at least one newspaper circulating in the locality in which the land to which the application relates is situated'.

The purpose of publicising a planning application is to inform people living in the vicinity of the site of the substance of what is proposed and to give them an opportunity of following the matter up and making representations. There are additional advertising requirements for applications accompanied by an Environmental Statement and again the Council is required by the Environmental Impact Assessment Regulations to insert certain notices in the Press (the same will follow for the Local Development Plan, which is also covered in the Council's published Statement of Community Involvement).

By way of background, the Department for Environment had previously advertised planning notices for each Council area using both local and regional newspapers. These arrangements meant that the Antrim area applications were formerly advertised with the Ballymena, Moyle, Carrick and Ballymoney areas. These adverts were placed in Antrim Guardian, Ballymena Chronicle, Ballymena Guardian, Ballymena and Antrim Times. Newtownabbey applications, alongside the Belfast and Castlereagh areas, were formerly in the Belfast Telegraph, Irish News, Newsletter, Andersonstown News, North Belfast News and South Belfast News.

The Council has taken a stepped approach to refining the advertising of planning notices. After considering various options, the Council's Shadow Planning Committee in December 2014 agreed to use two local newspapers: the Antrim Guardian and the Newtownabbey Times, with planning notices placed weekly in these newspapers and on the Council's website.

A review of the Council's advertising expenditure was completed and reported to Members in December 2016. Subsequently, in February 2017, the content of the planning advertisements was refined geographically for each specific newspaper. This reduced the size of the advertisements required and subsequently the costs. This approach is still in use.

Currently the Council advertises the weekly and other specific planning notices on its website and in one local newspaper, with the exception of applications within the Airport District Electoral Area, which are for geographical reasons advertised in two local newspapers.

Public Notices

This category of advertising includes, calls for funding, notification of public meetings/consultations and publication of the annual accounts. These are placed in line with statutory requirements.

Recruitment advertising

When requires some vacancies are advertised externally and form part of a composite advertisement for local government vacancies co-ordinated by

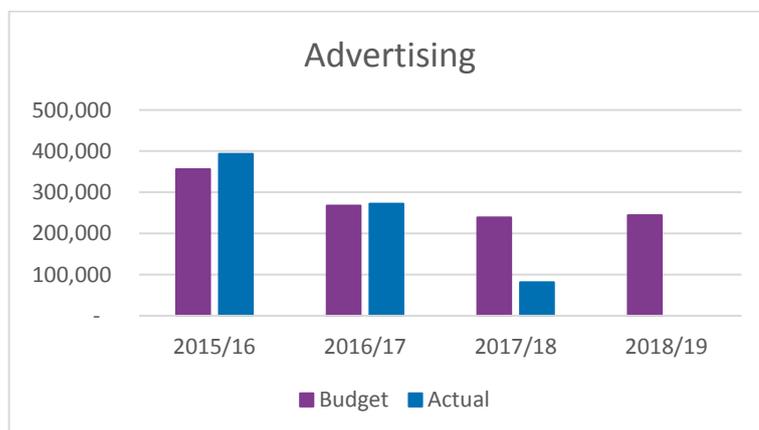
Belfast City Council for the region and placed in the Belfast Telegraph. Our vacancies are also advertised online and via the Council's social media platforms.

Event advertising

Events are promoted through a range of channels as part of the Council's integrated approach to external communications and marketing. Channels such as Borough Life, billboards, online marketing and social media target appropriate audiences. Advertisement in other press is by exception only, on an individual business case basis, and with Director approval.

A breakdown of the advertising budgets and expenditure over the past three years is noted below along with the budget estimate for 2018/19:

Advertising				
	2015/16	2016/17	2017/18	2018/19
Budget	355,933	267,804	238,532	190,000
Actual	393,207	272,195	81,422	



Members welcomed the reduction in advertising costs and the resultant savings to ratepayers.

Proposed by Councillor Hogg
 Seconded by Councillor Duffin and agreed that

the report be noted.

NO ACTION

3.9 HR/LD/10 DEVELOPMENT PROGRAMME FOR YOUNG PEOPLE 2017 UPDATE OCTOBER 2017

Members were reminded that in March 2017, Council approved a programme for Developing Young People, consisting of three strands:

1. Youth Justice Volunteer Programme
2. Entry to Management Programme
3. Community Youth Placement Programme

The purpose of this report was to provide a short progress report.

The Young Justice Agency (YJA)

The YJA identified one young person who was placed at the Valley Leisure Centre as a trainee leisure attendant attending 2 days per week for 2 months. A key objective was to develop the placement through the provision of experience and National Pool Lifeguard Qualification (NPLQ) training, and whilst the experience was provided the NPLQ training qualification was not achieved due to the hours of attendance required.

Feedback from the YJA placement was positive and we have learned that more information on a career path within leisure would be useful, to encourage young people into a career in leisure. This could be easily developed and used at various settings, e.g., school career days, placement trawls etc.

Entry to Management Programme

Following a selection process through South Eastern Regional College (SERC), 3 graduates started in early October in ICT, HR and Economic Development, working 30 hours a week and attending SERC one evening a week. Business Improvement Projects have been identified for completion during the placement period and a further update will be provided in March 2018.

Community Youth Placement Programme

Four young people started in July for a 6-week placement period with a view to supporting them to achieve a GCSE in horticulture and workplace training/experience.

Whilst the placement students did not continue with horticulture studies, the evaluation feedback noted the young people mostly learnt about self and work discipline, teamwork and organisation skills. Also rated highly was the practical experience of using tools and equipment.

Feedback from the Community Worker noted an interest in apprenticeship schemes and the provision of information on a career path within horticulture as something that would be useful, to encourage young people into a career in horticulture.

A key learning and success factor for these programmes is the careful placement of the young clients in the right environment with the right mentors and link workers, working closely throughout the placement programme.

Following contact with Probation Board Northern Ireland (PBNI) regarding work based placements, over the coming month, Officers will be exploring with the PBNI opportunities to provide their clients with work placements as part of their young client's rehabilitation.

A further report would be made to provide an update on the PBNI placements and the entry to management programme placements. Future options would also be reported in relation to supporting the development of young people in the Borough.

Proposed by Councillor Duffin
Seconded by Councillor Goodman and agreed that

the report be noted, and that any future proposals relating to this programme would be informed by the related work streams under the Community Plan.

NO ACTION

PROPOSAL TO PROCEED 'IN CONFIDENCE'

Proposed by Councillor Maguire
Seconded by Councillor Duffin 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

3.10 IN CONFIDENCE FI/PRO/TEN/158 CITIZENS APP

The (circulated) Economic Appraisal set out a summary of the options open to Council for the delivery of a Citizen App.

The Citizen App would benefit both Council and our Citizens, providing a modern and mobile channel for customer engagement and service delivery. A pre-market questionnaire exercise was carried out in August, with the results indicating that a capital budget of c. £[REDACTED] with an annual support budget of £[REDACTED] should be allowed for this project.

The use of an app to shift customer contact away from traditional channels such as telephony could realise a significant financial benefit for Council. It is estimated that online customer contact is 97% less expensive when compared to a standard telephone service.

A number of other benefits also exist:

Convenient Services – The Citizen App would provide a range of services at a time and place convenient to our Citizens. No longer would a service be bound by normal office hours.

Personalised Information – The Citizen App would provide up to date information, based on the registration address entered during sign up. Useful information, such as bin collection days specific to the user would be available at the touch of a button, at any time or place.

Push Notification – Council would have the ability to communicate directly with citizens. Weather warnings, service disruption etc. could all be communicated preventing the need for further Council contact.

Meeting Demand – by a shift from our citizens towards the use of an app to communicate with us, Council increases, its ability to absorb increased service demands without incurring further costs.

Digital Strategy – Clear delivery around one of the four pillars of our Digital Strategy – Digital Customer Service.

Summary

It was recognised that this project requires significant capital investment, however the benefits to our citizens with the development of a Citizen App providing easy, mobile access to many of our services, should not be underestimated.

The potential savings to be made around shifting customers away from telephony and towards a more self-service, online model, would also suggest the Citizen App is worthy of investment.

Proposed by Councillor Hogg
Seconded by Councillor Duffin and agreed that

Council approves the circulated business case.

ACTION BY: Graham Smyth, Head of ICT

3.11 FI/ICT/16 IN CONFIDENCE MOBILE VOICE AND DATA CONTRACT

Background

The current mobile telephony contract was awarded via the Crown Commercial Services (CCS) Public Services Network (PSN) Framework Agreement on 28th August 2015. The PSN Framework has since been replaced with the Network Services Framework (NSF).

The Council is now outside the minimum two-year contract term with the current provider Vodafone, affording us the opportunity to explore the market to ensure Council is benefitting from the most cost effective mobile voice and data solution.

Council remains under a 30-day rolling contract with Vodafone bound by the Public Service Network terms and conditions.

This paper sets out the options for the procurement of a new contract.

Options

The Council has three different procurement options available as a route to market to secure a new contract. Analysis has been carried out on all options and the findings are presented below:

- Option 1: Public Tender
- Option 2: Further Competition within the Network Services Framework
- Option 3: Direct Award via the Network Services Framework

These are explored in further detail below.

Please note that the tariffs costed below are considered All Inclusive meaning that the following services are included:

- Unlimited standard UK Calls
- Unlimited standard UK SMS
- Unlimited calls to UK numbers while roaming within the EU
- Unlimited SMS to UK numbers while roaming within the EU
- *In allowance** mobile data roaming while in the EU

*Should a user go outside of their data allowance, additional costs would be due.

Option 1: Public Tender

An open competition would be carried out via the e-sourcing portal allowing all interested providers to submit a bid. Council would likely receive responses from all the major telecoms providers directly, as well as from the smaller independent operations.

The major drawback of this option is that providers would be unable to offer us the heavily discounted tariffs available from the CCS NSF, instead offering standard corporate tariffs.

By way of comparison, the table below highlights the cost difference that Vodafone would offer using the two different pricing models.

Vodafone NSF: Pricing via CCS Network Services Framework

Vodafone Corporate: Standard corporate tariffs.

	Number Connections	Vodafone NSF		Vs	Vodafone Corporate	
		Unit Cost	Monthly Cost		Unit Cost	Monthly Cost
Voice Only	█	£█	█		£█	█
2 GB Data	█	£█	█		£█	█
4 GB Data	█	£█	█		£█	█
Data Only	█	£█	█		£█	█
			£█			£█
1 Year			£█			£█
2 Years			£█			£█

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Option 2: Further Competition within the Network Services Framework

A further competition would be carried out via the Network Services Framework consisting of Vodafone, █.

The framework pricing for each telecom provider is publicly available and has been used in the table below:

	Number Connections	Vodafone		Vs	█		Vs	█	
		Unit Cost	Monthly Cost		Unit Cost	Monthly Cost		Unit Cost	Monthly Cost
Voice Only	█	£█	£█		£█	£█		£█	£█
2 GB Data	█	£█	£█		£█	£█		£█	£█
4 GB Data	█	£█	£█		£█	£█		£█	£█
Data Only	█	£█	£█		£█	£█		£█	£█
			£█			£█			£█
1 Year			£█			£█			£█
2 Years			£█			£█			£█

Vodafone offer the lowest cost tariffs and would therefore come out of the competition exercise as the preferred and most cost effective mobile voice and data provider for Council.

Option 3: Direct Award to Vodafone via the Network Services Framework

As Vodafone have been identified as being the most economically advantageous provider, Council has the option to make a direct award using the NSF.

Summary

Analysis carried out clearly indicates that the tariffs offered via the Network Services Framework offer Council the most cost effective route to providing mobile voice and data. The comparison exercise has identified Vodafone as the lowest cost option.

Data Allowances (for Members)

Under the current Vodafone contract that the Council has in place, the current monthly data allowance (inclusive in contract) is 2GB per month. This costs £■■■■ per Member per month. If a Member exceeds this 2GB inclusive allowance, they are liable for the additional charges incurred.

The new Framework agreement offers larger data tariff allowances at more attractive financial terms versus the outgoing Framework:

Current Framework: 4GB per month = £■■■■ per month
New Framework: 4GB per month = £■■■■ per month

We would propose to move the Member's connections to the new 4GB tariff under the new Framework; therefore giving a much larger monthly data allowance with the increase in cost (from the current arrangement) being £■■■■ per month per Member or £■■■■ per annum (based on the 26 Members who current avail of a Council provided mobile phone).

Council Contribution to Personal Contracts

Based on the above change in the tariff, we would propose that the Council contribution to Members with a personal mobile phone contract be increased accordingly from the current £■■■ per month to £■■■■ per month to bring the contribution in line with the new tariff. This equates to £■■■■ per annum.

Proposed by Councillor McClelland
Seconded by Councillor Hamill and agreed that

- 1. Council make a direct award to Vodafone via the CCS Network Services Framework. The new contract will be for 24 months with the option of a 12-month extension.**
- 2. Data allowances for Members are increased from 2GB to 4GB**
- 3. Council's contribution to Personal Phone contracts are increased from £■■■ to £■■■■.**

ACTION BY: Paul Allan, ICT Manager

3.12 **IN CONFIDENCE** CCS/CPRM/10 NEW COUNCIL WEBSITE

During the Shadow Council period, Officers worked to develop a new single website for the convergence date of 1 April 2015. With ever-changing customer expectations and digital needs, and linked to the Council's Digital Strategy, it was proposed to now develop a new Council website that was more responsive to mobile devices and customer interaction.

To meet the needs of our customers the new website must have improved functionality, be easier to navigate and accessible on all mobile devices.

Over 50% of our customers access our website via mobile technology and therefore it is essential we introduce digital applications that are compatible with mobile devices as we work towards our digital goals. As we develop our social media channels and our customer engagement grows, there will be increased traffic driven towards the website.

Linked to the website redesign, it is proposed to create a new tourism micro site within the web platform. This section will have specific functionality for visitors and residents and will be structured so that it can have its own unique URL/web address to enable the incorporation of tourism promotional literature.

As part of this project we will improve the following:

- The quality of the customer experience by producing a website that is designed more intuitively (e.g. looks better and will require less clicks to access information)
- Increase the use of online transactions by improving the range of on line transactions (e.g. on line bookings for theatres/leisure classes/events etc.)
- Administrative transaction costs because these will reduce and therefore more efficiencies will be achieved (e.g. estimated average cost of digital transactions is 9p in comparison to telephone and face-to-face costs of £2.59 and £8.21 respectively) [Figures from Public Sector Executive source Socitim 2016]
- Marketing capacity because of the use of mini sites for tourism /campaigns/key events.

Officers had completed an economic appraisal (circulated) for website development, and the options and related estimated costs were summarised as follows:

Option 1 - Do nothing - Ongoing maintenance costs for the existing site met from Communications revenue budgets

The overall impact of this option is that we will have a website which will become increasingly limited. The current Content Management System has limitations and has a direct impact on the pace at which we can internally change/remove/amend/design website content. We will struggle to support our digital ambitions and none of the above improvements would be achievable.

Virtual Dedicated Hosting – Website	£ [REDACTED]
Annual Maintenance/ Support of Website	£ [REDACTED]
Annual Maintenance/ Support of intranet	£ [REDACTED]
Total Costs (from Communications Revenue Budgets)	£ [REDACTED]

Option 2 - Upgrade of existing website with current provider, (based on a preliminary enquiry/quote from current provider).

The cost may be lower than replacing the entire website, however we have been with the current supplier for over 4 years and a full procurement exercise is required to test a fast changing market in terms of value for money.

This option would enable the achievement of the above improvements, within a shorter timeframe since the current supplier already has all our current website content, and this (in the main) would require updating only. However, as indicated, tendering exercise is required under procurement procedures and it will provide a better insight into the website design market for comparison purposes in terms of quality and value for money.

Redevelopment of Current Site	£ [REDACTED]
Additional Campaign Development	£ [REDACTED]
Costs of development	£ [REDACTED]
Costs for annual hosting & support (not including intranet)	£ [REDACTED]
Total Costs (development & annual maintenance)	£ [REDACTED]

Option 3 - Redevelopment of website with new provider

This would provide us with the opportunity to test the market, explore a range of modern, customer focused and integrated websites with easy to use Content Management Systems.

This option would enable the achievement of the above improvements, albeit within a longer timeframe since a new supplier would need to input all our website content and it would initially be more internally resource intensive as familiarisation with a new content management system would be required. However the tendering exercise will provide a better insight into the website design market for comparison purposes in terms of quality and value for money.

Development of new site including campaign sites	£ [REDACTED]- £ [REDACTED]
Costs for annual hosting & support (not including intranet)	£ [REDACTED]
Total Costs (development & annual maintenance)	£ [REDACTED]- £ [REDACTED]

It is proposed that the Council proceed with option 3 to develop the website.

Summary

A strategically developed website and on line presence provides us with the opportunity to provide an excellent customer service on a 24/7 basis, and at the same time realise efficiencies through channel shift to the website. Option 1 would not enable website development and whilst option 2 would provide an upgrade to develop the existing website within a shorter timescale, the procurement policy requires us to conduct a tendering exercise which will fully test the website design market for quality and cost comparison purposes, and therefore Option 3 is recommended.

Proposed by Councillor Duffin
Seconded by Councillor Hogg and agreed that

Option 3 be approved and a new website be procured through the normal tender process.

ACTION BY: Nicola McCullough, Media and Marketing Manager

PROPOSAL TO MOVE OUT OF 'IN CONFIDENCE'

Proposed by Councillor Duffin
Seconded by Councillor Maguire and agreed that

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

4. ANY OTHER RELEVANT BUSINESS

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 6:46 pm.

Mayor

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