



05 January 2023

Committee Chair: Councillor M Magill

Committee Vice-Chair: Alderman M Girvan

Committee Members: Aldermen – T Burns and P Michael

Councillors – H Cushinan, S Flanagan, R Foster,
M Goodman, B Mallon, A McAuley, T McGrann,
N Ramsay, V Robinson, B Webb and R Wilson

Dear Member

MEETING OF THE POLICY AND GOVERNANCE COMMITTEE

A meeting of the Policy and Governance Committee will be held in the **Round Tower Chamber, Antrim Civic Centre on 10 January 2023 at 6.30 pm.**

You are requested to attend.

Yours sincerely

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

Jacqui Dixon, BSc MBA

Chief Executive, Antrim & Newtownabbey Borough Council

PLEASE NOTE: Refreshments will be available in the Café from 5.20

For any queries please contact Member Services:

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A G E N D A

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2 DECLARATIONS OF INTEREST

3 INTRODUCTION OF NEW STAFF

4 PRESENTATIONS

4.1 Project Stratum Presentation by Fibrus (via Zoom)

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5.2 All Party Sustainability Working Group December 2022 Meeting Minutes

5.3 All Party Group on Reducing Harm Related to Gambling - Public Health Inquiry Call for Evidence

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**REPORT ON BUSINESS TO BE CONSIDERED AT THE
POLICY AND GOVERNANCE COMMITTEE MEETING ON
10 JANUARY 2023**

4 PRESENTATIONS

4.1 G/MSMO/007/VOL5 PROJECT STRATUM PRESENTATION BY FIBRUS

Members previously approved a request from Fibrus to make a presentation on Project Stratum and Full Fibre Broadband availability. Fibrus representatives Stephen McCartney and Julian Simpson will give this presentation via Zoom. A copy of the presentation is **enclosed** for Members' information.

RECOMMENDATION: that the presentation be noted.

4.2 FI/FIN/11 DRAFT RATES ESIMATE UPDATE 2023/24

An update on the 2023/24 Estimates for the Finance & Governance Department will be presented at the meeting.

RECOMMENDATION: that the presentation be noted.

Prepared by: Richard Murray, Head of Finance

Agreed by: John Balmer, Deputy Director of Finance

Approved by: Sandra Cole, Director of Finance & Governance

5 ITEMS FOR DECISION

5.1 PT/CI/038 RECOVERY AND IMPROVEMENT PLAN – PERFORMANCE PROGRESS REPORT QUARTER 2

Members are reminded that Part 12 of the Local Government Act (Northern Ireland) 2014 puts in place a framework to support the continuous improvement of Council services.

The Council's Corporate Recovery and Improvement Plan 2022-23 was approved in June 2022. This set out a range of challenging performance targets, along with four identified improvement objectives and a number of Statutory Performance Targets.

A second quarter progress report is **enclosed** for Members' approval. This was noted by the Audit & Risk Committee on 13th December 2022.

RECOMMENDATION: that the Corporate Recovery and Improvement Plan 2022-23 Quarter 2 progress report be approved.

Prepared by: Allen Templeton, Performance and Transformation Officer

Agreed by: Liz Johnston, Deputy Director of Performance and Governance (Interim)

Approved by: Sandra Cole, Director of Finance and Governance

5.2 G/BCEP/006 ALL PARTY SUSTAINABILITY WORKING GROUP DECEMBER 2022 MEETING MINUTES

The All Party Sustainability Working Group meet quarterly to draw on expert external advice and provide informed policy input and practical suggestions on issues that the Council can and should be addressing going forward to champion Sustainability.

The minutes of the December 2022 meeting are enclosed for approval. At the meeting the group was provided with an update on Property and Building Services, revised Climate Change Action Plan and detail on Sustainable Procurement.

RECOMMENDATION: that the minutes of the December 2022 Sustainability Working Group be approved.

Prepared by: Elaine Girvan, Head of Resilience and Sustainability

Agreed by: Liz Johnston, Deputy Director of Performance and Governance (Interim)

Approved by: Sandra Cole, Director of Finance and Governance

5.3 FI/GEN/020 ALL PARTY GROUP ON REDUCING HARM RELATED TO GAMBLING - PUBLIC HEALTH INQUIRY CALL FOR EVIDENCE

Members are advised that correspondence **enclosed** has been received from the NI Assembly's All Party Group on Reducing Harm Related to Gambling which invites individuals/groups to make a written submission to its inquiry into public health approaches to gambling-related harms in Northern Ireland.

The call for written evidence opened on Tuesday, 13 December 2022 and will close on **Friday, 3 February 2023**. The full Terms of Reference for the inquiry can be viewed through the following link [Terms of Reference](#).

Members may wish to respond on a corporate, individual or party political basis.

Members' instructions are requested.

Prepared by: Denise Lynn, PA to the Director of Finance and Governance

Agreed by: Sandra Cole, Director of Finance and Governance

6 ITEMS FOR NOTING

6.1 HR/GEN/004 THE CORONATION OF HIS MAJESTY KING CHARLES III – ADDITIONAL BANK HOLIDAY

The National Joint Council for Local Government Services has notified the Council of an additional bank holiday to celebrate the Coronation of His Majesty King Charles III (circular **enclosed**).

The additional bank holiday will fall on the day of the Coronation on Monday 8 May 2023. In accordance with Part 2 Para 7.1 of the Green Book, all employees will be entitled to a holiday with a normal day's pay on the additional bank holiday (pro-rata for part-time employees).

RECOMMENDATION: that the report be noted.

Prepared by: Victoria Stewart, HR Systems and Data Analyst

Approved by: Debbie Rogers, Director of Organisation Development

6.2 FI/FIN/4 BUDGET REPORT – NOVEMBER 2022 – Period 08

A budget report for November 2022 – Period 08 is enclosed for Members' information. The Council's financial position at the end of November 2022 shows an adverse variance on Net Cost of Services of £864k.

RECOMMENDATION: that the report be noted.

Prepared by: Richard Murray, Head of Finance

Agreed by: John Balmer, Deputy Director of Finance and Capital

Approved by: Sandra Cole, Director of Finance & Governance

6.3 G/MSMO/27 ELECTED MEMBER DEVELOPMENT WORKING GROUP MINUTES

Members are advised that a meeting of the Elected Member Development Working Group took place on Monday 7 December 2022.

A copy of the minutes are **enclosed** for Members' information.

RECOMMENDATION:

that the minutes of the Elected Member Development Working Group meeting held on Monday 7 December 2022 be noted.

Prepared by: Sarah Fenton, Organisation Development Officer

Agreed by: Debbie Rogers, Director of Organisation Development

6.4 HR/HR/019 AGENCY STAFF UPDATE

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
- Seasonal Events

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

Current Agency staff

The table **enclosed** at Appendix 1 provides an update for Members on the use of agency staff in November 2022 compared to November 2019 (pre covid-19). It excludes limited ad-hoc agency cover, which is necessary to provide operational cover, at short notice (see Appendix 1). Given the exceptional nature of 2020/21; 2019/20 agency figures have been used for comparison.

In reviewing the number of agency workers it should be noted that:

- In November 2022 we increased to 103 agency workers – 44 are temporary to support the Enchanted Winter Garden event from 18 November – 20 December 2022. These agency workers end on 20 December 2022.
- Seasonal Grounds Maintenance Operatives who usually end in October each year have been retained for further cover this year due to vacancies and operational requirements within Parks; 18 had been extended from October.

Cost of Agency

Appendix 2 **enclosed** sets out the expenditure on agency workers in November 2022.

The cost of agency staff from 1 April 2022 to 30 November 2022 has remained the same for the same period in 2019/2020 (pre-covid) at 7% of all staffing costs.

The costs have been impacted by:

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

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

In 2022/2023

Current recruitment:

Following recent recruitment exercises within Finance 4 posts that have been covered by agency have been recruited and are offered, including Accounts Assistant (2 posts), Accounts Supervisor and Financial Performance Assistant. We anticipate the new employees will be in post in early January 2023 and further recruitment exercises are ongoing to fill the remaining posts in Finance that are covered through agencies.

We will continue to reduce the number of agency workers as we recruit to fill vacant positions directly with agency being utilised for more ad hoc, seasonal, temporary cover when required.

RECOMMENDATION: that the report be noted.

Prepared by: Kirsty Clarke, Human Resources Advisor (Systems)

Agreed by: Pauline Greer, Human Resources Manager

Approved by: Debbie Rogers, Director of Organisation Development

6.5 HR/GEN/019 MANAGING ATTENDANCE

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

ABSENCE – 1 APRIL 2022 TO 30 NOVEMBER 2022

Members are advised that absence at the end of November was above target by 1.99 days with 10.2 average days lost per employee against a target of 8.21 days. Covid absence is not included in the reported figures.

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

If days lost to employees who were not in receipt of sick pay were not included in the absence figures, the average days lost per employee at the end of November 2022 would have been 8.73 days.

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

Long term absence

- Accounts for 88% of the absence figures compared to 89% in the previous month indicating a continued reduction in long term absence.
- The main reason for long term absence has changed to the 'Personal stress' category" of absence.
- 36% of these long term cases are more challenging to manage including hospital procedures, disability related illness, broken bones, road traffic accidents and heart attacks.
- 6 long term cases have exhausted their sick pay entitlement. An additional 'no pay' case has returned to work whilst there are two cases that have now been confirmed for ill health and this will be realised in the December 2022 report.
- A further 3 long term cases returned in November resulting in the total to date of 40 long term cases that have returned to work.

Formal Case Reviews

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

Completed to date

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

In progress

- 2 FCRs are at appeal stage.
- A further 6 absence cases are at Formal Case Review stage as follows:
 - 1 in progress,
 - 3 exploring ill health retirement

- 2 to be progressed as the outcome of Employee Relations cases have been concluded.

Short term absence

- Accounts for 12% of the absence figures with the increase closely linked to the minor illnesses typical of the season.
- The main reasons for absence are
 - Other - Cold/flu, stomach bug
 - Stress Depression, Mental Health
 - Chest and respiratory issues
 - Musculoskeletal problems
 - Back and neck problems
 - Infection

It is noted that absence related to stress (including work related stress) has reduced from 45% to 36% of the overall absence (both long term and short term). This is potentially attributed to the return of 2 long term cases from this category of absence. The Council remains focused on encouraging health and wellbeing in the workplace, and continues to promote the Mental Health and Wellbeing through STAYWELL, the promotion of the Northern Region Recovery College courses and the Employee Assistance Programme through Inspire offering 24/7 confidential support in addition to training of over 40 mental health champions to support across the organisation.

100% attendance

For the period 1 April 2022 to November 2022, 71% of employees had full attendance an increase from 68% for the same period in 2022/2023.

Ongoing actions

- The HR Business Partnership team continues to work closely with Managers and Occupational Health on an individual case management basis, encouraging prompt action from Managers is prioritised to keep absences within target.
- The Head of HR and HR Manager continue 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 attend. These meetings cover in depth analysis of absence cases and the associated reasons, to agree next steps for complex cases and to schedule formal case reviews where appropriate. Following the recent conclusion of two employee relations cases, these formal case reviews will be progressed. General feedback remains positive with the targeted focus valued.
- Monthly case management discussion meetings are scheduled to review complex cases with an Occupational Health consultant. Case managers attend these sessions to ensure effective use of the Occupational Health service and to support earlier returns to work where possible.

- Several training sessions have taken place for managers within Parks on how to effectively manage their absence caseloads. Absence management toolkits are also under development to further assist managers.
- Development continues for an online training module on the importance of attending work. This will be rolled out to new staff initially and then across the wider organisation in 2023.
- Continued delivery of the Wellbeing Calendar. In November staff were encouraged to complete the 'Understanding Stress' online module on STAYWELL. There was particular focus on promoting Men's Health initiatives, and during Money week there was a mixture of in person and Webinar's information sessions delivered. Staff Pilates classes also recommenced in Antrim Civic Centre.
- The weekly STAY MORE CONNECTED communication is being used to share and promote information to staff on up and coming Wellness events and courses and to target initiatives linked to the top five reasons for absence.
- Continued provision of physiotherapy services for appropriate cases (back and musculoskeletal related absence).

RECOMMENDATION: that the report be noted.

Prepared by: Jennifer Close, Head of Human Resources

Approved by: Debbie Rogers, Director of Organisation Development

6.6 CCS/EDP/020 CUSTOMER CONSULTATION AND SURVEY REPORT

The Council actively seeks feedback through surveys and consultations throughout the year. Consultations offer a formal approach to gaining constructive feedback on a specific project and surveys are used to inform service improvements. The feedback we receive through consultation and surveys enables our residents to shape how we deliver our services.

Consultations and surveys can take different formats and are mainly anchored around a data collection software package called Citizen Space, which is accessed through the Council's website. To obtain direct feedback from our leisure customers we utilise the Listen 360 integrated software which provides real time feedback on any aspect of the leisure experience. This provides analytical tools to support the collation and interpretation of the data for individual services.

Consultations & Surveys Year to Date 2022-23

Detailed below are the completed key public consultations and surveys which have been carried out since 1 April 2022 and 19 December 2022, with 2,921 respondents. These consultations have now closed.

Consultations April-November 2022	Number of Responses
Corporate Recovery and Improvement Plan 2022-23	35
Antrim and Newtownabbey Borough Integrated Masterplan Consultation	113
Glengormley Environmental Improvement Scheme Feedback	24
	182
Surveys April–November 2022	Number of Responses
Borough Life - Our Beautiful Borough	175
Borough Life – Council's Digital Services	180
Borough Life – Feeling safe in our Borough`	214
Garden Show Ireland 2022	1,267
Balmoral Show 2022 - Business and Traders Survey	6
Balmoral Show 2022 - Visitors to our stand	89
Ballyclare May Fair 2022	12
Theatre Experience - Theatre at the Mill	60
Theatre Experience - The Old Courthouse	14
Summer Scheme 2022 Feedback	122
Inclusive Summer Schemes 2022 Feedback	11
Tourism Accommodation Providers	14
Sixmile Leisure Centre Fitness Suite Feedback	31
Halloween Events Feedback	509
Christmas Switch On Events	35
	2,739

Officers receive a detailed report from each consultation or survey, which contains a summary of comments, and actions are developed as a response to feedback.

Key Information from recent consultations and surveys:

Antrim and Newtownabbey Borough Integrated Masterplan for Town Centres Consultation

The Integrated Masterplans for the five towns in the Borough were consulted on from 26 September to 5 December, receiving 113 responses. The consultation was comprised of a mixture of online and outreach events within each town. This was a follow-up to similar engagements in each of the towns last summer.

- 52.2% agreed with the proposals set out in the Masterplan for Town Centres with 25.7% neither agreeing or disagreeing, and 22.1% disagreeing
- When asked about the proposals for Economic Nodes, 46% agreed with the set out projects and areas for development, 41.6% neither agreed or disagreed, and 12.4% disagreed.

Analysis of the consultation is currently being reviewed and will inform the draft action plans. These plans will be reported to Council through Economic Development.

Glengormley Environmental Improvement Scheme Consultation

24 residents responded to Glengormley Environmental Improvement Scheme.

Below are some key results:

- 92% of respondents are Residents, 4% are from a Community group and 4% are Visitors
 - The most popular method of awareness about the proposals was Social Media
 - 91.6% of respondents supported the principle of an Environmental Improvement Scheme within Glengormley town centre, focusing on the Antrim Road, Ballyclare Road, and Farmley Road
 - 83.3% of respondents believed the proposals will enhance the public realm creating an attractive and welcoming environment for residents, businesses, and visitors
 - 79.2% felt this consultation process has enhanced their understanding of the Glengormley Environmental Improvement Scheme
- Comments included:

"I think the proposals are a great plan for Glengormley. It's such a great town with lovely people, the town deserves the improvements. A redesign of the road layouts, traffic lights, filter lights & pedestrian crossings is needed to address the congestion and reduce the risk of RTAs"

Halloween Events Feedback

509 residents responded to the Halloween events survey. Below are some key results:

- 88.2% of respondents were satisfied with the Halloween events
- 95% of respondents were satisfied with the ticket booking system
- 88.4% of respondents felt that they would revisit or recommend future Council events
- 87.5% indicated they were satisfied with the accessibility options at the events
- 93% indicated that they were overall extremely satisfied or satisfied with all the services Council provide

Comments included:

"I thought overall the events were very well run and the ticketing was easy to purchase and would recommend again"

"My brother has autism and learning difficulties, he looks forward to the fireworks every year and they bring him such joy. It really makes his Halloween - thank you!"

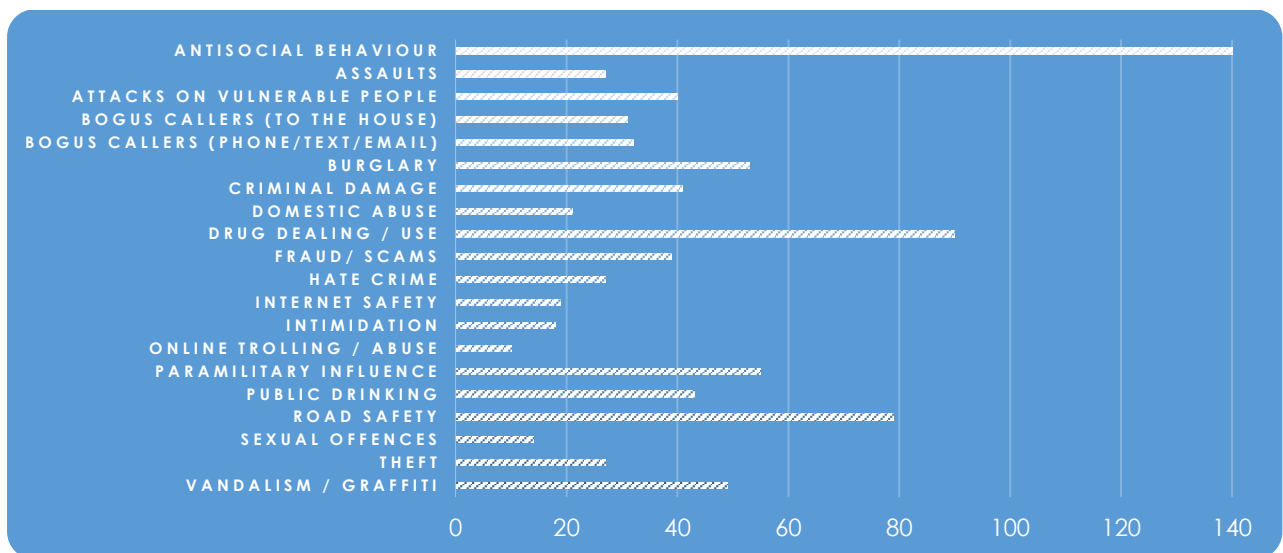
Comments and feedback will be used to shape the Council's Halloween 2023 event programme.

Feeling safe in our Borough Survey – Borough Life

This survey, within the Borough Life magazine with follow up social media and ran from 1 October to 9 November 2022. This survey received 214 responses.

- 80.8% of respondents believe that Antrim and Newtownabbey is a safe place to live
- 57% stated they were aware of the Antrim and Newtownabbey Policing and Community Safety Partnership
- 81.8% of respondents would be prepared to contact the PCSP regarding crime, local policing or community safety issues
- 71% were confident in policing in their area
- 81.3% of respondents believed that Community Relations are good within the Borough
- 83.6% stated their belief that the Borough is diverse and welcoming to people from different backgrounds
- 87.4% of respondents were satisfied with all services provided by the Council

Respondents were also asked to indicate their top four areas of concern regarding community safety within the Borough.



Respondents provided a range of comments and feedback, which informed the 2023 Action Plan presented to the PCSP partnership at their November planning meeting.

Christmas Switch-On Events Survey

Attendees at the Council Christmas Switch-On Events were surveyed online from 1 to 17 December, and there were 35 responses. Respondents were asked about their level of satisfaction with key elements of each switch-on event:

- 77.1% were satisfied with the festive entertainment on stage
- 54.3% were satisfied with the Christmas market, although 25.7% were neither satisfied nor dissatisfied
- 48.6% were satisfied with the Switch-On, and 14.3% were neither satisfied nor dissatisfied
- 8.6% watched a virtual live stream, and commented favourably on the quality of the stream
- 85.7% rated as good, the accessibility to Council facilities, events and services

Feedback is being reviewed in relation to the timings of events, Christmas Markets and programme content, and will be reported by Community Planning in January.

Listen 360 Leisure

Listen360 is a digital customer engagement platform, used to survey leisure customers for their feedback on their recent interactions at Council's Leisure Centres. Customers are sent a communication following a recent visit, being asked to score their visit out of 10 and then asked the reason for the score. This is known as a net promoter score system which provides a key metric in measuring customer loyalty, as well as key insights into customer's views of their leisure centres.

The current rolling score for leisure is 64 against a UK leisure standard of 34. Please note that the Net Promoter Score is a current Corporate Performance Indicator for the Leisure Service. (Usage/Membership and Subsidy per visit)

Some key annual statistics relating to our daily surveys are as follows:

- Total survey requests: 11,247
- Total responses: 3,204
- Staff, Facilities and Courtesy remain consistently the top 3 responses/mentions from customers over the past 12 months
- Staff and Facilities were the most frequently mentioned
- Crumlin LC, Ballyearl Arts and Leisure and Antrim Forum show the highest upward trend in positive comments
- Allen Park (78) and Ballyearl Arts and Leisure (76) have the highest scores across the centres

Open Consultations and Surveys

The following consultations and survey are currently open.

Live Consultations and Surveys	
Have your say – Corporate Plan 2023-2030	Ends March 2023
Neillsbrook Community Centre – Have your say	Ends December 2023
Enchanted Winter Garden	Ends January 2023
Christmas at our Theatres	Ends January 2023
PEACEPLUS Programme Consultation	December-March 2023

Planned Consultation and Surveys

Please see below the planned consultations, which may be subject to change. Outputs from the surveys will be reported through the appropriate Committee when complete.

Planned Consultations and Surveys	
Cleanliness of the Borough and Waste Services Survey (Borough Life)	January 2023
Equality Scheme and Action Plan Consultation	January 2023
Corporate Improvement Plan 2023 -2024 Consultation	March 2023

RECOMMENDATION: that the report be noted.

Prepared by: James Porter, Customer Services Manager

Reviewed by: Nicola McCullough, Head of Communications and Customers

Approved by: Debbie Rogers, Director of Organisation Development

6.7 CCS/CS/006 COMMUNICATIONS AND CUSTOMERS CHANNEL UPDATE

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

The purpose of this report is to provide an update on the indicators that the Plan set out as measurements of progress towards this target covering the period to November 2022.

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

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

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

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

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

2021-22	Target 2022-23	Quarter 1	Quarter 2	October	November
87.5%	80%	N/A	89.8%	87.4%	95.8%

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

A total of **15,666** calls were presented during November 2022, an increase of **11.6%** compared to **14,033** in October 2022, with a total of **121,580** calls presented from 1st April 2022.

The percentage of abandoned calls at the end of November is **5.6%** which is an increase from **5.2%** in October. The overall percentage for abandoned calls for the year, up to the end of November 2022, is **5%**.

2021-22	Target 2022-23	Quarter 1	Quarter 2	October	November
6.0%	6.5%	5.0%	4.7%	5.2%	5.6%

As we enter a busy period of events and service demands across the whole of the Council, the Customer Service team will continue to support sections with additional resources to maintain high levels of customer service.

We have achieved at least 600,000 online transactions:

Officers continue 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 focuses 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 November 2022, there had been **579,199** online transactions, which is **96.5%** of the target for the year. There was an increase in online theatre and events bookings with the release of Enchanted Winter Garden tickets during quarters two and three.

2021-22	Target 2022-23	Quarter 1	Quarter 2	October	November
652,593	600,000	176,882	235,715	97,153	69,449

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

Downloads of the ANBorough App are measured through official app stores (Google and Apple) and total **9,140** to date in 2022-23, this is **80.6%** above target for the year.

2021-22	Target 2022-23	Quarter 1	Quarter 2	October	November
14,481	5,062	3,475	3,531	1,094	1,040

The performance of the Corporate Recovery & Improvement Policy 2022-23 will 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 will be reviewed by Council and published on the Council's website by 30 September 2023.

RECOMMENDATION: that the report be noted.

Prepared by: James Porter, Customer Services Manager

Agreed by: Nicola McCullough, Head of Communications and Customers

Approved by: Debbie Rogers, Director of Organisation Development

6.8 HR/LD/020 iCONNECT LIVE, STAFF SURVEY FEEDBACK

Members are reminded that iConnect Live sessions for staff were launched in November 2022 with the aim of providing an opportunity for our teams from different departments across Council to get together and to share information about Council's key achievements, future plans and support employee engagement. The events were held in Mossley Mill and Antrim Civic Centre and were attended by 173 employees. Hosted by the Mayor and Chief Executive the events included icebreakers, presentations, a Q&A session, information on staff benefits and career opportunities as well as an opportunity to meet colleagues over lunch.

Enclosed for Members' information is a copy of the feedback received from employees who attended and as illustrated 93 % of those who attended where very/extremely satisfied with the event, 98% left the event feeling more informed about the Council and 97% believed that Council is making positive efforts to communicate and engage with staff.

Following feedback received on future locations and frequency, further events are now scheduled across January and February. Confirmed dates for January are detailed below.

17 January: ESD
19 January: ESD
24 January: Antrim Forum
31 January: ESD

Events to follow in Sixmile and Valley Leisure Centres as well as selected community centres in February.

RECOMMENDATION: it is recommended that the report be noted.

Prepared and Approved by: Debbie Rogers, Director of Organisation Development