A

Minutes of Meeting of Policy and Resources Committee of Mid Ulster District Council held on Thursday 7 July 2016 in the Council Offices, Burn Road, Cookstown

Members Present	Councillor Gildernew, Chair Councillors Ashton, Bateson (7.12 pm), Buchanan, Cuddy (7.02 pm), Elattar (7.15 pm), S McGuigan, McKinney, McPeake, Molloy, M Quinn
Officers in Attendance	Mr A Tohill, Chief Executive Mrs Campbell, Director of Culture and Leisure Mrs Canavan, Director of Organisational Development Mr Moffett, Head of Democratic Services Mr JJ Tohill, Director of Finance Miss Thompson, Committee Services Officer

The meeting commenced at 7.00 pm.

PR136/16 Apologies

Councillors Mallaghan, McLean, T Quinn and Totten.

PR137/16 Declaration of Interest

The Chair reminded members of their responsibility with regard to declarations of interest.

PR138/16 Chair's Business

None.

PR139/16 Receive and confirm minutes of the Policy and Resources Committee meeting held on Thursday 9 June 2016

Proposed by Councillor McPeake
Seconded by Councillor S McGuigan and

Resolved That the minutes of the meeting of the Policy & Resources Committee held on Thursday 9 June 2016 (PR118/16 – PR128/16 and PR135/16) were considered and signed as accurate and correct.

Matters for Decision

PR140/16 Ulster Scots EQIA

The Director of Culture and Leisure presented previously circulated report which advised Members of progress in respect of the Ulster Scots Policy assessment of

equality impacts and public consultation and to consider the recommendations of the EQIA Decision Report.

Councillor Cuddy entered the meeting at 7.01 pm during presentation of the report.

Councillor Ashton referred to feedback received to EQIA in which there seemed to be a greater demand for funding of cultural aspects of Ulster Scots rather than promotion of the language. Councillor Ashton felt discussion was required on how funds are allocated to address the wishes of the community.

Councillor McPeake also referred to the somewhat negative responses received to the EQIA and felt there was a misconception that the Irish language and Ulster Scots were equitable. Councillor McPeake agreed that there needed to be funding for Ulster Scots but that this funding should not come out of a languages budget, the Councillor referred to other funding avenues for Ulster Scots such as the arts budget.

Councillor Cuddy felt that the District could probably be split with 60% of the population having an interest in the Irish language and 40% in Ulster Scots. The Councillor stated that Council needed to find a balance to accommodate everyone within the District.

Councillor S McGuigan also felt that the responses received had been negative and that responders had looked at the policy from the wrong perspective. The Councillor felt that there needed to be a cultural focus for Ulster Scots and that Irish and Ulster Scots should not be set off against one another.

Councillor Cuddy stated that Council needed to strive to move forward together and that everyone in the community was entitled to get something back from the Council.

The Chair, Councillor Gildernew advised that as there was a demand for cultural promotion of Ulster Scots it was unfair that funding for this should come from the languages budget.

Councillor Cuddy stated he accepted this but that the split in funding needed to be equal.

Councillor McPeake felt that spend on culture and languages should be dictated by demand.

Councillor Molloy felt that culture and language needed to be dealt with separately.

Councillor Cuddy stated that the Mid Ulster District held a Nationalist majority population but that he wanted to feed back to the Unionist community that they were getting a fair return.

The Chair, Councillor Gildernew again referred to the EQIA responses which expressed a desire for cultural promotion of Ulster Scots and that to support this out of a languages budget would be wrong.

Councillor Bateson entered the meeting at 7.12 pm.

Councillor Ashton stated she did not see how this Ulster Scots policy was going to address the demand for cultural promotion of Ulster Scots.

The Director of Culture and Leisure advised that Council is currently developing a Culture and Arts Strategy and is in the process of identifying need/demand for Ulster Scots. The Director advised that Council already deliver some events and activities which support the Ulster Scots culture and that discussions are ongoing as to how to develop an Ulster Scots programme.

Councillor Elattar entered the meeting at 7.15 pm.

Councillor Cuddy again referred to the 40% of the population of the District who would like to see greater promotion of the Ulster Scots culture and did not see how this policy would make this happen.

The Chief Executive advised that Council had a budget in place for regional minority languages.

Councillor S McGuigan felt that the 60/40 split in population referred to was misleading and stated that Mid Ulster was the fastest growing Irish language area and that Council needed to reflect this.

Councillor Cuddy stated there was a need to find a reasonable balance in relation to languages and culture.

The Director of Culture and Leisure explained that the Irish language is already more developed within the District but that cultural arts grants are available for everyone. The Director advised that work on Ulster Scots needed to start from the ground up and that officers are researching the development of Ulster Scots in Mid Ulster.

Councillor Cuddy expressed a feeling that there was nothing in Mid Ulster which supported Ulster Scots and that some extra funding may be needed.

Councillor McPeake advised that there were no barriers to funding as schemes were open to all. The Councillor stated that he wanted to see an expansive culture and arts programme for Mid Ulster.

Councillor Bateson felt there was a difference between cultural development and language which was difficult to measure.

The Director of Culture and Leisure reassured Members that officers are working on the development of Ulster Scots.

Proposed by Councillor McPeake
Seconded by Councillor Molloy and

Resolved That it be recommended to Council that –

(I) The recommendations of the EQIA Decision Report be approved.

(II) The Draft Ulster-Scots Language Policy be referred to the Good Relations Working Group for consideration and mitigation.

Councillor Ashton left the meeting at 7.24 pm

PR141/16 Response to Draft Programme for Government

The Chief Executive presented previously circulated report which advised Members of Council's response to consultation on Draft Programme for Government.

Councillor Ashton returned to the meeting at 7.26 pm and Councillor M Quinn left the meeting at 7.27 pm and returned at 7.29 pm during the Chief Executive's presentation of the report.

Councillor Gildernew stated he would like to see future development of Ulster Canal mentioned within the document.

The Chief Executive clarified that priorities listed within the document were not in order of preference.

In response to Councillor S McGuigan's question in relation to bypass for Dungannon the Chief Executive advised that comment on this was included within the response paper.

Councillor Cuddy stated that a lot of work still had to be done with regard to getting a bypass for Dungannon.

The Chief Executive advised that preparation work in relation to a bypass would be carried out by Roads Service.

Councillor McPeake felt that funding for the capital works listed under Priority 4 – Education should not be constrained to those schools mentioned but rather left open to include other capital works schemes. Councillor McPeake also felt comment should made under Priority 11 – Brexit on the effect an exit from the EU will have on agriculture and the agri food sector.

Councillor Molloy referred to Priority 9 – Utilities and felt that comment should be included to stress the importance of getting the North/South Interconnector in place. Councillor Molloy stated that some companies throughout Mid Ulster are in urgent need of an improved electricity supply otherwise they may have to move out of the District.

Councillor McKinney expressed the need for an acute hospital in Mid Ulster and that comment should be included in response to reflect this.

Councillor Molloy stated that Mid Ulster had the fastest growing population across Northern Ireland which will need to be catered for by hospital provision.

Councillors Ashton and Elattar concurred with comments in relation to potential for hospital provision within Mid Ulster.

Councillor S McGuigan referred to recent press article which stated that Moy Park were making plans following the decision to exit the EU which includes new headquarters in the Republic of Ireland.

The Chief Executive advised that amendments would be made to the response document which were reflective of tonight's discussion following which the document would be submitted prior to deadline of 22 July 2016.

Proposed by Councillor McKinney
Seconded by Councillor Molloy and

Resolved That it be recommended to Council to submit the Mid Ulster District Council response to the Draft Programme for Government Framework 2016-2021 as circulated and incorporating the comments as discussed above.

PR142/16 Internet Use Policy

The Director of Finance presented previously circulated report which sought approval for the Draft Internet Use Policy, it was noted however that as some Members use a personal email account the policy may need to be amended to accommodate for this.

Councillor McPeake asked if the adoption of the policy meant that Members could no longer use personal email accounts.

The Director of Finance advised that the policy will be amended to reflect that some Members use a personal email account and that those Members can continue to use their own account. Members were advised that using a council device can be subject to monitoring.

The Chair, Councillor Gildernew advised that Dungannon Council had in the past paid for cost of internet connection and that this was now costing him £60 per month. Councillor Gildernew felt that Mid Ulster Council should offer some reimbursement for internet charges.

The Director of Finance stated that the issue raised by Councillor Gildernew was different to the matter being tabled which was to consider the management of council devices on council property.

In response to Councillor Elattar's question the Director of Finance advised that the purpose of the policy was to try to control internet access for the protection of both a Councillor/employee and the Council. The Director stated he understood there appeared to be some conflict in relation to Members use of personal email accounts and that this would be amended.

Councillor Ashton proposed that the policy be amended to reflect that some Members use a personal email account.

Councillor M Quinn stated that search results which he uses on his own home device also appears in the search history of his council device.

Proposed by Councillor Ashton
Seconded by Councillor McKinney and

Resolved That it be recommended to Council to adopt the Internet Use Policy subject to amendment which takes into consideration some Members who use a personal email account.

PR143/16 Elected Member Development Charter

The Head of Democratic Services presented previously circulated report which gave consideration as to whether Council should sign up to and commit to the achievement of an Elected Member Development Charter.

Councillor McPeake declared interest in this item.

Proposed by Councillor Molloy
Seconded by Councillor M Quinn and

Resolved That it be recommended to Council to commit to working towards achieving the Elected Member Development Charter at a cost of £1935.

Matters for Information

PR144/16 Public Service Commission

The Head of Democratic Services presented previously circulated report which updated Members on the winding up of the Public Service Commission (PSC) which ceased with effect from 31 March 2016.

Members noted the content of the report.

PR145/16 Elected Member Development Steering Group

The Head of Democratic Services presented previously circulated report which provided Members with the Report and Action Notes of the most recent Elected Member Development Steering Group (EMDSG) meeting to provide an update on regional activities being progressed.

Members noted the content of the report.

PR146/16 Audit of Inequalities

The Head of Democratic Services presented previously circulated report on the Audit of Inequalities relevant to the function of Mid Ulster District Council in line with the Section 75 categories as listed in the Northern Ireland Act 1998.

Members noted the report.

Confidential Business

Proposed by Councillor Molloy
Seconded by Councillor M Quinn and

Resolved That items PR147/16 to PR151/16 be taken as confidential business.

PR152/16 Duration of Meeting

The meeting was called for 7 pm and ended at 8.08 pm.

CHAIR _____

DATE _____

B

Subject	Request to Illuminate Council Property
Reporting Officer	P Moffett, Head of Democratic Services

1	**Purpose of Report**
1.1	To consider request from Help 4 Noel (on behalf of Pancreatic Cancer Action) and Pancreatic Cancer UK to light up Council buildings to mark World Pancreatic Cancer Day. The month of November is pancreatic cancer awareness month.

2	**Background**
2.1	Help 4 Noel (on behalf of Pancreatic Cancer Action) and Pancreatic Cancer UK have made requests to light up council buildings to promote and raise awareness of the condition, as follows. • *Help 4 Noel* – light up Ranfurly House, Burnavon and Bridewell Centre on Thursday 17th November • *Pancreatic Cancer UK* - light up the Burnavon the week commencing 14th November
2.2.	The Council has a Policy in place on illuminating/ lighting up council properties. This policy requires that all requests be considered by the Policy and Resources Committee and subsequently approved by Council.

3	**Key Issues**
3.1	The requests meet the conditions of council policy in that it is from a charitable organisation to create awareness of their charitable cause, work and messages. No other requests have been received and approved for these dates.
3.2	The requests make reference to lighting up council property which are within scope of the policy. It is therefore proposed that the properties noted within the policy be illuminated, namely Ranfurly Arts & Visitor Centre, the Bridewell and Burnavon Arts & Cultural Centre subject to committee approval.
3.3	That the properties be illuminated from the evenings of Monday 14th November to Friday 18th November. The period requested is within scope of the Council policy.

4	**Resources**
4.1 4.2 4.3 4.4	**<u>Financial</u> -** it has been confirmed that it will be a nominal cost to facilitate the request **<u>Human</u>** – N/A **<u>Basis for Professional/ Consultancy Support</u>** – N/A **<u>Other</u>** – N/A

5	**Other Considerations**
5.1	N/A

6	**Recommendations**
6.1	That the Committee considers for approval the requests to light up Ranfurly House, the Burnavon and the Bridewell on the week commencing 14 November 2016 as part of Pancreatic Cancer Awareness month.

7	**List of Documents Attached**
7.1	N/A

C

Comhairle Ceantair Lár Uladh
Mid Ulster District Council

Subject	Publication Scheme Amendment
Reporting Officer	Philip Moffett, Head of Democratic Services

1	**Purpose of Report**
1.1	To consider an amendment to Mid Ulster District Council's Publication Scheme to include the availability of Freedom of Information (FoI) and Environmental Information (EIR) requests submitted with council and responses made.

2	**Background**
2.1	The committee previously considered a Publication Scheme for council in December 2015. The Scheme was subsequently approved by the Council.
2.2	The Publication Scheme forms part of the Council's governance framework and commits the Council to make information available as part of its on-going and routine business activities under the Classes of Information as detailed in the Scheme. The Classes of Information are taken from the Information Commissioner's Office (ICO) Model Publication Scheme around which the council has developed its scheme.
2.3	An amendment is proposed to the Publication Scheme which will commit the Council to publish FoI and EIR Requests received and responses provided. It is proposed that once the process for doing so has been developed and deployed this will be undertaken on a monthly basis to allow for transparency on the processing and management of these requests. It would also be prudent to make provision for a review of the information available approximately biannually to ensure that outdated information is taken down.
2.4	This will require FoI and EIR Requests to be included under one of the Classes of Information listed in the council Publication Scheme.

3	**Key Issues**
3.1	It is proposed that, subject to advice being received from the ICO on whether the Council can; (i) amend its scheme to include the said information on it's website; and (ii) the ICO approves the modification, if required

	that the council amends its Publication Scheme to include FoI and EIR requests received and responses issued.
3.2	To ensure Council is compliant with Data Protection Regulations and the Freedom of Information Act full roll out on the council's website may be dictated upon an IT solution being deployed and new processes developed to avoid the risk of personal information and other information exempt from public release, under the Data Protection and Freedom of Information Acts, being uploaded to the council website.
3.3	Members are asked to note that any changes to the Publication Scheme of the nature proposed would not be able to go "live" immediately and a phased or interim solution may have to be used.

4	**Resources**
4.1 4.2	**Financial** – subject to requirement of an IT solution to enable full deployment, as referenced in 3.2 above
4.3	**Human** - N/A
4.4	**Basis for Professional/ Consultancy Support -** N/A **Other** - N/A

5	**Other Considerations**
5.1	The Publication Scheme forms part of the Council Constitution at Part 3, which is accessible at www.midulstercouncil.org

6	**Recommendations**
6.1	That committee consider inclusion of the FoI and EIR Requests and council responses within the Publication Scheme, subject to feedback from the Information Commissioner's Office

7	**List of Documents Attached**
7.1	Not Applicable

D

Comhairle Ceantair Lár Uladh
Mid Ulster District Council

Subject	Lease of Lands at Gulladuff Road, Bellaghy for Car Parking
Reporting Officer	Claire McNally

1	**Purpose of Report**
1.1	To seek Members' approval for the Council to enter into a Lease for further car parking facilities for Seamus Heaney HomePlace.

2	**Background**
2.1	Car parking provision is required for Bellaghy village and Seamus Heaney HomePlace. Two potential sites were identified, both providing a similar number of spaces.
2.2	One site (Site B) is more central to the village, however, both the sale price (c. £125k) and the rental price (£5k pa) that the landowner was asking for, were significantly in excess of the alternative site.
2.3	The alternative site (Site A) is a strip of land, which conveniently follows on from the layby/parking area at the junction of the Gulladuff Road and Main Street. The landowner is willing to grant the Council a Lease for car parking use for this site. Subject to planning permission, Site A will allow for the development of twenty five bays, which is in addition to the existing car parking adjacent to Site A.
2.4	At the Council meeting in August, Council resolved to delegate to this Policy & Resources Committee to approve the Lease at Appendix A for execution.

3	**Key Issues**
3.1	The proposed Lease is attached at Appendix A. This Lease will be for a term of 15 years.
3.2	The yearly rent is £1,000 per annum, with 5 yearly rent reviews based on Retail Price Index. LPS were asked to provide a valuation on the proposed site and they estimated it a value of £750 pa. Whilst the agreed price is slightly higher, the Council believes it can be justified in light of the need for the provision, the lack of supply and the alternative proposal at Site B.

3.3	Should the landowner wish to develop the rest of the lands behind Site A, it is a term of the Lease that the Council must comply with such reasonable requests such as a right of access and sightlines. However, if this were to ultimately lead to the car park becoming defunct or to the loss of more than four car park spaces, the Council reserves the right to terminate the Lease unilaterally and with immediate effect.

4	**Resources**
4.1	**Financial** The Council will be responsible for the payment of the Lessor's reasonable legal fees in respect of the Lease.
4.2	**Human** N/A
4.3	**Basis for Professional/ Consultancy Support** N/A
4.4	**Other** N/A

5	**Other Considerations**
5.1	N/A

6	**Recommendations**
6.1	Under delegated authority that the Members approve the contents of the Lease at Appendix A and resolve that the Council enters into same on the terms therein.

7	**List of Documents Attached**
7.1	Appendix A – Lease between Marguerite Lee and Mid Ulster District Council

Dated this Day of 2016

BETWEEN

Marguerite Lee

Lessor

AND

Mid Ulster District Council

Lessee

LEASE
Lands at Gulladuff Road
Bellaghy
Magherafelt
BT45 8LW

Comhairle Ceantair
Lár Uladh
Mid Ulster
District Council

THIS INDENTURE made the day of 2016 between MARGUERITE LEE of Rockmount, The Stell, Kirkcudbright, Scotland, DG6 4TH ("the Lessor") of the one part and MID ULSTER DISTRICT COUNCIL in care of 50 Ballyronan Road, Magherafelt, County Londonderry, BT45 6EN ("the Lessee") of the other part WITNESSETH as follows:-

1. IN CONSIDERATION of the rent hereinafter reserved and of the covenants on the part of the Lessee hereinafter contained THE LESSOR HEREBY DEMISES unto the Lessee ALL THAT premises situate at Gulladuff Road, Bellaghy, Magherafelt, County Londonderry, BT45 8LN more particularly delineated and edged red on the map thereof hereto attached ("the premises") TOGETHER WITH the easements rights and privileges set forth in Part 1 of the First Schedule hereto EXCEPTING AND RESERVING and subject to the exceptions and reservations set forth in Part 2 of the First Schedule hereto TO HOLD the same unto the Lessee from day of 2016 for the term of fifteen years ("the Term") PAYING THEREFOR (a) during the first five years of the said term the yearly rent of £1,000 payable yearly in advance on the day of 2016 and (b) thereafter such revised yearly rent as shall be agreed or determined in accordance with the Second Schedule hereto.

2. THE LESSEE HEREBY COVENANTS with the Lessor as follows:-

(a) to pay the said rent at the times and in the manner aforesaid;

(b) to pay all existing and future rates, charges and other outgoings attributable to the Lessee's use and occupation of the premises excluding any Value Added Tax;

(c) not without prior written consent of the Lessor (such consent not to be unreasonably withheld or delayed) to use the premises or any part thereof or permit the same to be used for any purpose other than for carparking;

(d) to furnish immediately to the Lessor a copy of any notice affecting the premises served on the Lessee under any statute or by any competent authority (or received by the Lessee from any other person) and to make or join in making such objections or requisitions against or in respect thereof as the Lessor may require;

(e) to permit the Lessor his agents and workmen at all reasonable times on due notice to enter the premises for the purpose of repairing or maintaining the Lessor's adjoining lands, the Lessor making good all damage occasioned to the premises thereby;

(f) not to use the premises or permit them to be used in any way which may be or become a nuisance or danger to the Lessor or to the owners or occupiers of adjoining

premises, or which may damage the premises or the Lessor's adjoining lands;

(g) to comply with all requirements of the Local Authority or any other statutory or public authority which now or hereafter relates to the premises or any part thereof and to indemnify the Lessor against all claims demands expenses and liability in respect thereof and to pay all costs charges and expenses incurred by the Lessor under or arising out of any such provision regulation or requirement. The Lessee's indemnity is limited to its level of insurance cover and is also limited solely to any act or omission by the Lessee in relation to any such provision regulation or requirement;

(h) to comply with such requirements as the Lessor shall reasonably require in order to develop the Lessor's adjoining lands including without prejudice to the generality of such requirements a right of access and the right to create sightlines. In the event that compliance with this clause by the Lessee leads to either the premises not being able to be used for car parking, or to the loss of more than 4 car parking spaces, the Lessee reserves the right to terminate this Lease unilaterally and with immediate effect;

(i) to comply with all obligations on the part of the Lessee where it is within its power to do so in respect of the premises pursuant to any agreement planning condition or otherwise under the Planning Act (Northern Ireland) 2011 or any similar legislation.

(j) not to assign, sub-let or otherwise part with possession of the premises or any part thereof without the prior written consent of the Lessor (such consent not to be unreasonably withheld or delayed);

(k) to insure and keep insured the premises in respect of public liability insurance for a minimum amount of Five million pounds for any one occurrence against third party claims and demands against and pay all premiums necessary for that purpose and whenever required produce to the Lessor or her agents the policy of insurance and the receipt for the current year's premium;

(l) to indemnify and keep indemnified the Lessor against all actions claims liabilities costs expenses or losses alleged or demanded by the owners or occupiers of any adjoining or neighbouring property or other parties which the Lessor may incur or suffer arising through the use or occupation of the premises except insofar as the same may be solely due to the Lessor's act or default or the act or default of the Lessor's employees or agents. The Lessee's indemnity is limited to its level of insurance cover;

(m) to indemnify the Lessor against the breach non performance or non observance by the Lessee of any of the covenants and condition upon the Lessee's part herein contained

or of the provisions or stipulations herein contained and intended to be performed or observed by the Lessee and against any actions costs claims expenses and demands whatsoever or howsoever arising in respect of or as a consequence (whether direct or indirect) of any such breach non performance or non observance as aforesaid;

(n) to indemnify the Lessor against any claims proceedings or demands and the costs and expenses so incurred which may be brought against the Lessor by any employees workpeople agents or visitors of the Lessee or by any member of the public in respect of any accident loss or damage whatsoever to person or property caused or occurring in or upon the premises and as a result of the Lessee's negligence;

(o) to pay all the Lessor's reasonable legal fees in respect of the preparation and execution of this agreement;

(p) to yield up the premises at the end of the said term or sooner determination of the said term with all additions (if any) thereto.

3. THE LESSOR HEREBY COVENANTS with the Lessee as follows:-

(a) The Lessee paying the rent hereby reserved and observing and performing the several covenants on his part therein contained shall and may peaceably and quietly hold and enjoy the Lands during the said term without any interruption or disturbance from or by the Lessor or any person or persons rightfully claiming it.

(b) To pay the rent reserved by and perform and observe the covenants conditions and agreement (if any) contained in the deeds under which the Lessor holds the Lands with other in so far as the same relate to the Lands not hereby demised that the Lessee, paying the rent hereby reserved and performing the covenants and obligations on the Lessee's part herein contained, shall quietly enjoy the premises without interruption by the Lessor or any person rightfully claiming through him.

4. IT IS HEREBY AGREED AND DECLARED as follows:-

(1) If the rent hereby reserved or any part thereof shall be in arrears for a period of more than 28 days (whether formally demanded or not) or should the Lessee breach any of the covenants or conditions contained in clause 2 hereof, the Lessor may re-enter the premises at any time thereafter and thereupon this demise shall determine without prejudice to any other remedy or claim of the Lessor against the Lessee.

(2) The Lessor acknowledges that construction works shall be carried out to the premises so as to provide carparking and it is agreed that the Lessor shall not require the Lessee to improve the condition of and/or re-instate the premises to their original

condition prior to the commencement of this Lease.

(3) The Lessor acknowledges that the Lease is conditional upon the grant of satisfactory planning permission for car parking and the tenancy shall not commence until same has been granted. The Lessee acknowledges that, in the event that said satisfactory planning permission is not granted, then any construction works that the Lessee or its agents may have carried out in or on the premises will be made good by the Lessee and the premises will be reinstated by the Lessee to their former condition prior to the commencement of such construction works.

(4) Any notice which requires to be served hereunder shall be deemed to be sufficiently served on the Lessee if left addressed to him on the premises or forwarded to him by post at either the premises or his usual address in Northern Ireland, and a notice sent by post shall be deemed to have been served on the second day after the date of posting.

(5) In this Lease

(i) the expression "the Lessor" and "the Lessee" shall include their respective successors in title;

(ii) the masculine gender shall include the feminine and neuter, and the singular number shall include the plural and vice versa;

(iii) where there are two or more persons included in the expression "the Lessee" they shall hold as tenants in common in equal shares, and covenants expressed to be made by the Lessee shall be deemed to be made by such persons jointly and severally;

(6) The Lessor and the Lessee shall have the right to determine this Lease at any time by serving not less than 6 calendar months notice in writing on the other party and in the event of the valid service of such notice the Lease shall determine immediately on the expiry of such notice but without prejudice to either party's right to recover in respect of any antecedent breach. For the avoidance of doubt, time shall be of the essence in respect of this clause. Both parties agree that the Lease shall automatically terminate at the end of the Term without the requirement on any party to provide notice;

(7) If any dispute or difference shall arise between the Lessor and the Lessee touching any clause matter or thing whatsoever herein contained or the operation or construction thereof or any matter or thing in any way connected with this Agreement or the rights or liabilities of either party under or in connection with this Agreement

then in every case the dispute or difference shall be referred to a single arbitrator to be agreed upon by the parties hereto and in default of agreement to be nominated by the President for the time being of the Royal Institute of Chartered Surveyors in accordance with and subject to the provisions of the Arbitration Act 1996 or any statutory modification or re-enactment thereof for the time being inforce but so that this clause shall not include or be deemed to apply to any dispute or matter or difference touching or with respect to the yearly rent hereby reserved save in regards to any suspension of rent on case of damage by fire as it hereinafter referred to;

(8) This Lease is governed by the law of Northern Ireland and any dispute will be dealt with by the courts in Northern Ireland.

IT IS HEREBY FURTHER CERTIFIED that there is no Original Agreement to which this Lease gives effect.

IN WITNESS whereof the parties hereto have hereunto set their hands and affixed their seals the day and year first herein written.

SIGNED SEALED AND DELIVERED
by the LESSOR in presence
of:-

_____

THE COMMON SEAL of
MID ULSTER DISTRICT COUNCIL
was hereunto affixed
in the presence of:

_____

Chair

_____

Chief Executive

First Schedule

Part 1

The right for the Lessee and the Lessee's agents servants workmen and others at all reasonable times on notice (except in the case of an emergency) to enter the neighbouring or adjoining premises of the Lessor for the purposes of accessing the Lands and carrying out any maintenance or boundary repairs causing as little disturbance as possible and making good any damage caused.

Part 2

Exceptions and Reservations

i. All such matters and things (if any) as are excepted and reserved in and by the deeds under which the lands are held with others by the Lessor.

ii. The right of free and uninterrupted passage and running of gas electricity water and soil to and from the Lands through the sewers drains pipes tanks electric lines and plant (as defined by Article 3 of the Electricity (Northern Ireland) Order 1992) ducts and conduits passing through or situated on any part of the Lands.

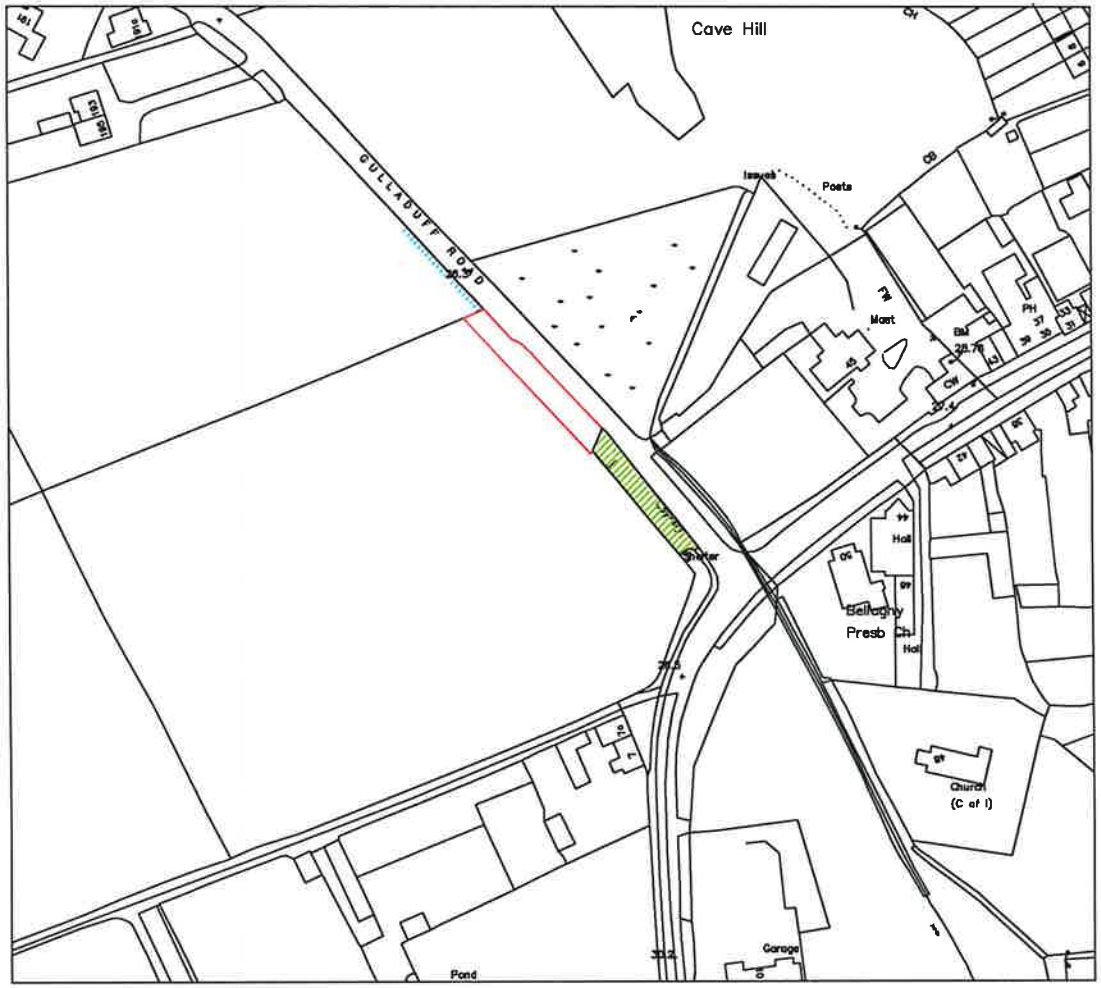
iii. The right for the Lessor and all persons authorised by the Lessor with or without servants workmen and others to enter the Lands for the purposes of repairing cleaning maintaining or renewing any such sewers drains pipes tanks electric lines and plant as defined by Article 3 of the Electricity (Northern Ireland) Order 1992) ducts and conduits as pass through or are situated on the premises of the Lessor causing as little disturbance as possible and making good any damage caused.

iv. The right for the Lessor and all persons authorised by the Lessor with or without servants workmen and others to enter upon the Lands for the purpose of inspecting and carrying out any maintenance or repairs thereto.

Second Schedule

The annual rent payable for the period of five years from the day of 2016 and the following periods of five years from the day of 2016, and during every ensuing period of five years (which dates are hereinafter called "the Rent Review Date") the annual rent payable for the period of five years shall be increased on each of the Rent Review Dates by a percentage equivalent to the percentage increase in the All Items Retail Prices Index published by the Office for National Statistics of the Department of the Environment Transport and the Regions contained in the Monthly Digest of Statistics (or contained in any official publication substituted therefor) or such other index as may from time to time be published in substitution therefor for the five year period ending on the last day of the month prior to the relevant Rent Review Date.

*Draft Map for Information purposes only



NOTES:

KEY:

Area of Lands to be Transferred Outlined in RED

0.05Ha (0.124 acres) approx.

Area of Lands to be Transferred to the Control Of MUDC from T.N.I.

0.036Ha (0.089 acres) approx.

Sightline easement

OSNI SHEET
079 - 05 SE

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Mid Ulster
District Council

CLIENT: Mid Ulster Council	DRAWING NAME: Land Transfer Map
ADDRESS: Burn Road, Cookstown, BT80 8DT	SCALE 1:2500
	DATE: 19/08/2016
PROJECT: Gulladuff Rd Layby Parking Extension, Gulladuff Road, BELLAGHY	DWG No 001a / REV A
Drawn by: N. Franey	© Copyright

E

Comhairle Ceantair Lár Uladh
Mid Ulster District Council

Subject: Tender for Microphone, Sound recording system for Mid Ulster Chamber **Reporting Officer: Head of IT**

1	**Purpose of Report**
1.1	To seek approval for the formal tender and procurement of a new microphone sound system with the Mid Ulster chamber in Dungannon

2	**Background**
2.1	The existing system has insufficient numbers of microphone units for each member in a full council meeting. The quality of the wireless system working has proved troublesome and sound quality of the council meeting has been very mixed. The system is in excess of 10 years old and replacement and additional units to an unreliable system would not be recommended.

3	**Key Issues**
3.1	The recent refurbishment of the chamber has incorporated extra cabling to incorporate a more reliable wired system and minimise disruption to the chamber facilities. Indicative costs and installation for the new system could potentially exceed tender thresholds. The council has a statutory requirement to record Council meeting and this provision would be required within the new system.

4	**Resources**
4.1	**Financial:** Indicative quotes have indicated replacement will cost in the region £30-50k depending on the equipment specified, bought and installed.
4.2	**Human**
4.3	**Basis for Professional/ Consultancy Support**
4.4	**Other**

5	**Other Considerations**
5.1	None

6	**Recommendations**
6.1	Council approve the procurement of a replacement sound system for the operation of the chamber through a formal tender process

7	**List of Documents Attached**
7.1	None

F

Subject	2015-16 Corporate Improvement Plan - Annual Report
Reporting Officer	P Moffett, Head of Democratic Services
Contact Officer	L Jenkins, Performance & Quality Officer

1	**Purpose of Report**
1.1	To inform members on the implementation of the council's 2015/16 Corporate Improvement Plan and corporate improvement objective.

2	**Background**
2.1	**Council Discharging Duties under the Local Government Act (NI) 2014**
2.1.1	The Local Government Act (NI) 2014 (the Act) places a duty on council to make arrangements to secure continuous improvement and account for it. This report offers details of the council progress in delivering the Improvement Objective and activities described in the 2015/16 Corporate Improvement Plan.
2.1.2	Council is required to publish 2 documents each year, (i) a forward looking improvement plan (discharging Council's duties under section 84, 85 and 89 of the Act), setting out our improvement priorities (known as improvement objectives) for the financial year ahead and (ii) an annual report to reflect back on the performance of that plan (Appendix 1) to be published by the 30th of September.
2.1.3	Progress against the actions and measures and the general direction of travel of all areas included in our improvement objective provides a positive picture of improvement during 2015/16.
2.2	**Improvement Objective selected for 2015/ 16**
2.2.1	The 2015/16 improvement objective was chosen as the Council was establishing itself as a new authority and was continuing to cement a presence in the local community. The Council had wanted to ensure that anyone who used it services received the same standard of care and attention irrespective of which part of the district they accessed services from.
2.2.3	In setting the 2015/16 improvement objective the results of council consultations with citizens and the priorities of the Council as stated in the Corporate Plan (2015-2019) where taken into consideration. The objective for the period was: *To enhance Council services by adopting a standardised approach to delivery across Mid Ulster*

3	Key Issues
3.1	**Improvement Objectives**
3.1.1	Setting improvement objectives is a requirement under the Act. It is important to review our progress and report on improvements achieved and where council needs to do better.
3.1.2	Council defines improvement as, more than just quantifiable gains to secure output or efficiency, or the internal effectiveness of the organisation. Improvement means activity that enhances sustainable quality of life and environment for ratepayers and communities. It also covers Aspects identified in the Act which are; • Making progress towards the Councils strategic objectives (as set out in the community plan) - *Strategic Effectiveness.* • Improving the *quality of services.* • Improving the *availability of services.* • Improving *fairness* by reducing inequality in accessing or benefiting from services, or improving the social wellbeing of citizens and communities. • Exercising functions in ways that contribute to *sustainable development.* • Improving the *efficiency* of service functions. • *Innovation* and change which contributes to any of the above objectives.
3.2	**Annual Evaluation of Progress Against the 2015-16 Improvement Plan**
3.2.1	To ensure progress against the 2015/16 Annual Report presents an overview of performance for the year, evaluated by; • Highlighting key programmes of work undertaken throughout the year • Reviewing activities and performance against the targets and objectives set in work streams • Reporting on statutory performance indicators and standards to measure success for waste management, planning and economic development An overall assessment is provided in the report.

4	Resources
4.1	**Financial** N/A
4.2	**Human** N/A
4.3	**Basis for Professional/ Consultancy Support** N/A
4.4	**Other** N/A

5	**Other Considerations**
5.1	The data quality included in the Report is provisional, as unaudited data. In-year results may be subject to revision post audit inspections.

6	**Recommendations**
6.1	That members review and provide commentary as necessary on the Mid Ulster District Council's Annual Report on delivery of the 2015-16 Corporate Improvement Plan.

7	**List of Documents Attached**
7.1	Appendix 1 - Annual Report on the Corporate Improvement Plan 2015-2016

Comhairle Ceantair
Lár Uladh
Mid Ulster
District Council

Annual Report

Corporate Improvement Plan

2015 – 2016

September 2016

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Foreword

The past year brought unprecedented change to local government with the creation of eleven new councils, the transfer of functions from central government and the creation of new powers for local government.

The main focus of Mid Ulster District Council in its first year of operation was to ensure continued access to high quality public services during the transition from the three former Councils. We are pleased to report that due to the hard work and dedication of our staff, this was achieved. Councils are now subject to a new performance improvement regime and are required to set improvement objectives. Arrangements must be put in place to secure their achievement. A number of performance targets are also set by the Department for Communities in respect of job creation, planning and waste management. This report outlines progress the Council has made in the delivery of our 2015/16 Improvement Plan.

We are delighted with the achievements of Mid Ulster District Council in its first full year of operation and believe that the Council has in place suitable arrangements to secure ongoing improvements in the exercise of our functions.

_____	_____
Councillor Trevor Wilson	**Anthony Tohill**
Chair	**Chief Executive**

INTRODUCTION

In 2015, The Council published its Corporate Plan (2015-2019), which sets out the priority actions for the council in coming years. Priorities have been set in the context of available resources and the significant challenges facing public services. Whist we are constantly striving to improve all our services, it is important for us to identify a small number of areas where we want to focus our attention in order to achieve improvements more quickly. These are our Improvement objectives, set out in our annual Corporate Improvement Plan.

Our corporate Improvement Plan outlines the Council's arrangements for embedding a culture of continuous improvement with a focus on Council activity which enhanced the quality of life, and environment for ratepayers and communities. The 2015-16 Improvement Plan was based around the themes from the Corporate Plan;

- Delivering for Our People
- Creating Growth
- Sustaining our Environment
- Building Unity

This report looks back to assess how we performed against the priorities and objectives as set out in our 2015-16 Corporate Improvement Plan. We have ensured that this annual report on progress presents a fair and balanced picture of performance for the year. The annual report on progress sets out:

- Highlights for 2015-16, as **Section 1**
- Activity undertaken during 2015-16 to achieve the council Improvement Objective, as **Section 2**
- Status of statutory performance indicators and standards, as **Section 3**
- Overall Assessment for 2015-16, as **Section 4**

1.0 ONE YEAR ON – HIGHLIGHTS FROM 2015 - 2016

From its formation on the 1st of April, Council set a series of key short term goals. Minimising disruption to service delivery for local residents was high among them, as was the creation of a new structure which would enable and enhance that service delivery, as well as reflect the Council's new powers. This section highlights some of the improvements and achievements across a range of services, one year on from establishing the new Mid Ulster District Council in 2015.

1.1 One Year On

During Councils first year:

- Council delivered a community grant aid programme across the District supporting the voluntary and community sector in the delivery of local projects across the areas of sports development, arts and culture, good relations, community venue provision, local community festivals and events and community support. Over £550,000 of financial support was allocated to over 600 projects; with

part funding from the Department for Communities. The programme was a great success with large numbers of people from across the District participating in a wide range of activities led and supported by local people and communities. Financial assistance has a significant role in underpinning social capital across the district with a £7 equivalent return on every £1 invested.

- The three bin system has been extended to over 99% of households in Mid Ulster which now have a brown bin for the collection of garden and food waste in addition to a blue bin for mixed recyclables and a black bin for any waste which cannot be recycled or composted. This unrivalled service provision has resulted in the Council achieving a household waste recycling rate of 49.7% in 2015/16 meaning during the year MUDC was the best performing of all the eleven new Councils in N Ireland.

- A Mid Ulster wide advice service was commissioned in 2015-16, delivered by Citizens Advice Mid Ulster. The new service operational from April 2016 provides for standardised general advice service to all residents of Mid Ulster, with locations and access across the area; including benefit support, debt guidance, and other forms of general advice.

- The Mid Ulster District Council's Economic Development Plan was launched in October 2015. The strategy is set to deliver £30 million to the key priorities for growing the local economy over the next five years such as: supporting Economic Growth; developing Employability and Skills; Town and Village Regeneration; and improvements to our Infrastructure and Connectivity. There will be sustained concerted actions to improve the standard of living and economic health of our area, through increasing economic activity, social well-being and ensuring a stable local economy. There will be a further growth in what we produce or manufacture and an expansion in our services output. Our strategy will help our local economy by assisting local businesses and local entrepreneurs, in playing a role to create 3,000 new jobs in the region; support 1,500 local businesses; and provide employment and training opportunities for 4,000 local people.

- Both Dungannon Park and Ballyronan Marina have retained their quality awards with a green flag for the park and a blue flag for the Marina. Maghera Walled garden was also successful in attaining a green flag award for the first time in 2015/16. The international blue flag, recognizes first class facilities and the highest standards of water quality and Ballyronan Marina is one of only two blue flag marina facilities in the province. The green flag encourages green spaces to achieve high environmental standards, setting a benchmark of excellence in recreational areas. Both awards are an excellent attraction for tourism, where research shows that people will make special trips to award-winning sites, encourages staycation visitors and Maghera Walled Garden has the potential now to build day visitors and gardening enthusiasts on the back of this prestigious award.

- 2015-16 saw the Council complete almost £7.4m of 18 capital investment projects with a further £13m on 6 projects commenced and due for completion in 2016/17. The 3 main towns of Cookstown, Dungannon and Magherafelt saw investment of over £7.4m allocated in Public Realm works. The largest capital project expenditure was provided in Dungannon with the completion of the Earls Project. This collaborative project between Council and the South Tyrone Empowerment Partnership has provided Dungannon with a new community and recreational facilities, including:

  - A new flexible events space / conference facility at the Ranfurly House and Hill of the O'Neill, with a seating capacity of 540 people along with a 360 degree glazed viewing tower providing panoramic views of the district and beyond

- The Junction facility located at Railway Park, is a 3 storey multi-purpose building which has office spaces designated for the anchor tenants; STEP, Inspire Mental Health and Willowbank Ltd
- Linear Path which is a new 7km pathway developed to provide key links to the various recreational spaces in the town including Drumcoo, Railway Park, Windmill Wood and Dungannon Park

- Throughout 2015-16 the Council continued at pace to put the finishing touches to the *Seamus Heaney HomePlace*. The opening of the centre in September 2016 in Bellaghy will provide the people of Mid Ulster with a further community and arts resources to avail of and enjoy. The centre will become a focal point to showcase the life and work of the late poet and Nobel Laureate to inspire future generations from the Mid Ulster district and beyond. As an arts, literary and visitor centre, HomePlace will place Mid Ulster on the international stage by highlighting the contribution Seamus Heaney made as an Irish poet, playwright, translator and lecturer and achievements, not least in receiving the Nobel Prize in Literature.

  The building, which is nearing completion, will include an interactive exhibition using the latest touch screen, video and audio technology, a performance space, learning zones for children and adults alike, a community space and items from Seamus Heaney's personal collection of literature. The centre will add to the council's portfolio of assets for the people of Mid Ulster to enjoy and become immersed in the arts and literary offerings and traditions of the district.

- The Council has now developed its own *Tourism Strategy* for the Mid Ulster region to not only build on but to create opportunities to make Mid Ulster a destination for overseas visitors to visit and stay, making a contribution to the district's hospitality sector

- *Control of off street car parking* as provided the Council with the opportunity to consistently maximise their use across the benefit of the local economy by encouraging shoppers and visitors to the towns across Mid Ulster

- *Planning services* are now available from within our District. Planning as a service has been fully operational and accessible from council offices from 1st April 2015 bringing upwards of 40 public sector jobs into the Mid Ulster district

- To capitalise on the financial opportunities for Mid Ulster offered by *the Rural Development Programme* the Council in 2015-16 established its Local Action Group (the LAG) consisting of community/ social partners and its elected representatives to devise, agree and submit its Rural Development Action Plan for the region with the Department for Agriculture, Environment & Rural Affairs.

- The Council in its first year of operation as a new local authority has *standardised its charges and fees* across it breadth of services to include registration of births deaths and marriages, refuge collection, waste disposal, cemeteries and a range of leisure facilities, where applicable, ensuring its customers access services on the same basis - irrespective of where it's received in the district.

- Council along with its statutory and community partners has collectively worked to develop a *Mid Ulster Community Plan* which will allow for council, government agencies and the community to work together to address the needs and priorities of Mid Ulster including the need for balanced growth and development, community cohesion, disadvantage and poverty, regeneration, sustainability and well-being. Significant progress has been made and a draft plan aimed at delivering tangible outcomes for the people of Mid Ulster will be consulted on in autumn of 2016.

2.0 IMPROVEMENT WORKSTREAMS TO STANDARDISE SERVICE DELIVERY

2.1 Our Improvement Objective for 2015-2016

Setting improvement objectives is a legal requirement under the Local Government (NI) Act 2014 (the Act). It is important to review our progress and report the improvements which have been achieved and where we aim to do better. Council defines improvement as, more than just quantifiable gains to secure output or efficiency, or the internal effectiveness of the organisation. Improvement means activity that enhances sustainable quality of life and environment for ratepayers and communities.

Improvement in Council also embraces a series of aspects, as identified by the Act;

- Making progress towards the Councils strategic objectives (as set out in the community plan) - Strategic Effectiveness
- Improving the quality of services
- Improving the availability of services
- Improving fairness by reducing inequality in accessing or benefiting from services, or improving the social wellbeing of citizens and communities
- Exercising functions in ways that contribute to sustainable development
- Improving the efficiency of service functions
- Innovation and change which contributes to any of the above objectives

The improvement objective for 2015-16 was chosen as the Council was establishing itself as a new authority and that it was continuing to make strides in cementing a presence in the local community. The Council wanted to ensure that anyone who used it services received the same standard of care and attention irrespective of which part of the district they accessed services from. The aim was to standardise service provision at the point of delivery bringing services into line and as a result customer service improvements would be delivered bringing all services up to a delivery method considered the best with enhancements built where possible.

The results of consultation with citizens of Mid Ulster and council priorities as contained within the Council Corporate Plan were taken into consideration in the development and setting of its Improvement Objective for the 2015-16 period. The Improvement Objective for the period was set as:

2015-16 Improvement objective	*To enhance Council services by adopting a standardised approach to delivery across Mid Ulster*

2.2 Summary of Activities & Work Streams to Standardise Service Delivery

The below (table two) reviews each of the 16 work stream and associated activities to provide a summary of what the council sought to achieve, what it has done and how well and an overview on the impact or outcomes for citizens. The table also sets and makes reference to the improvement aspects and corporate themes which link the activities and work streams.

Where some actions have deviated from plan, there is an explanation and a narrative to explain the way forward in completing the activity (column 2 of the table). The achievement status of each is presented on the basis of, Fully Achieved, Substantially Achieved, Partially Achieved or Not Achieved as explained below.

Table One - Legend for evaluation of progress made on for key actions and measures achievement

Evaluated As	Explanation
Fully Achieved	All actions and measures were achieved
Substantially Achieved	Actions and measures were mostly achieved, one or two falling marginally short of planned targets
Partially Achieved	Some actions and measures were achieved
Not Achieved	Actions and measures were not achieved as planned.

Table Two - Sixteen Improvement Activities in 2015-16 to enhance services by standardising delivery

Improvement Plan 2015.16 Work stream/ Activities & Aspect	What has been Achieved this Year	What difference has it made to citizens (outcomes) & Links to Corporate Plan.	Achievement
SERVICE QUALITY Implement new Registration Service Booking Arrangements (appointment system and payment arrangements) .	New registration appointment system in place and payment options available to customers	All customers can avail of a Mid Ulster Distric Council uniform registration appointment system and can purchase registration services using a variety of payment methods for ease of use. **Delivering for Our People**	Fully Achieved
SERVICE QUALITY Extended Opening Hours for Council Customers.	Standard Business hours at 3 Main MUDC Council Offices (09.00 - 17:00 hrs Mon-Fri.)	Convenience and availability of extended Council business hours over lunch time. **Delivering for Our People**	Fully Achieved
SERVICE AVAILABILITY The Development and delivery of new District wide Community Grants Fianancial Assistance Programme	The Development and delivery of new District wide Community Grants Financial Assistance Programme	Supporting the voluntary and community sector in the delivery of local projects across the areas of sports development, arts and culture, good relations, community venue provision, local community festivals and events and community support. **Delivering for Our People**	Fully Achieved
SERVICE AVAILABILITY Increased Access to information on the Council website.	Use of Mid Ulster District Council website as main digital platform, availability of information and key messaging.	The web address continues to form a key element of marketing activity to drive usage and the web site has continued to support key messaging. **Delivering for Our People**	Fully Achieved

Improvement Plan 2015.16 Work stream/ Activities & Aspect	What has been Achieved this Year	What difference has it made to citizens (outcomes) & Links to Corporate Plan.	Achievement
INNOVATION Implement common refuse collection standards across Mid Ulster.	Refuse Collection/recycling Policy developed, Brown bins available throughout district, Commercial services review completed and a Mid Ulster District Council Environmental Services Route Optimisation Action Plan completed.	Improved Environmental Services standards/availability of services and a more efficient approach to route optimisation for Mid Ulster. **Delivering for Our People**	Fully Achieved
INNOVATION Implementation of a new telephony system to increase customer contact at Council reception points.	One central reception telephone number for Mid Ulster District Council	One telephone number for members of the public to contact Council - supporting the transition to one Council with the adoption of an integrated telephone system using a non-geographic number 03000132132 across all three former Main Council offices. **Delivering for Our People**	Fully Achieved
SERVICE QUALITY The introduction of a Leisure Card to encourage use of all leisure centres	The creation of a new structure, recruiting and matching of posts has continued at pace within Council, this activity moving forward has been re-prioritised for 2016/17 when development leisure officers are recruited and in place within the new Council structure.	Improve attendance at Leisure Facilities and programmes throughout MUDC. **Creating Growth**	Partially Achieved
STRATEGIC EFFECTIVENESS Increase accessibility of information on Council through Social Media	Work on social media convergence has now begun, with rebranding of existing Visit Cookstown corporate site and the former Irish language Guth Facebook page. Social media planning now also introduced across channels. This work stream has a completion date of September 2016.	To increase opportunities to position the Council positively and enhance its reputation and customer engagement through the introduction and development of a range of social media tools. **Delivering for Our People**	Substantially Achieved

Improvement Plan 2015.16 Work stream/ Activities & Aspect	What has been Achieved this Year	What difference has it made to citizens (outcomes) & Links to Corporate Plan.	Achievement
SERVICE AVAILABILITY Availability of Planning Service and Officers in local Offices.	To provide the public with access to planning staff by ensuring over the counter contact at the Magherafelt Office. Appointments at Planning Clinics in Cookstown and Dungannon offices and access to a planning officer by phone/e-mail during office hours.	To improve the availability of Planning Services for customers. **Delivering for Our People**	Fully Achieved
SUSTAINABIITY **SERVICE QUALITY, FAIRNESS, INNOVATION, SERVICE AVAILABILITY, INNOVATION STRATEGIC EFFECTIVENESS** Development of New Customer Service Standards across the Council	There were 24 original standards in this work stream. It is good to report that out of the standards - 63% are completed or are matching target set, while 13% are still within tolerance levels of target and 8% have fallen below their target. Four standards (16%) require further agreement with Central government departments in supply of data for transferring functions (Planning) in order to be able to report in year. Revised dates for actions that missed targets have been set to move forward	Developed standards are integral to good client service and will effectively manage performance, while helping to clarify expectations for customers & employees, and contribute to results based management. **Sustaining our Environment** **Creating Growth** **Delivering for Our People**	Substantially Achieved
SERVICE QUALITY Development and the Delivery of new Enforcement Policy for the Council. Reference new enforcement policy relevant links to be communicated to businesses on all outgoing corresopndence	New enforcement policy has been developed by the Environmental health Senior Management and is awaiting presentation to committee/Council and then further upload to Council web-site	Make clear the approach of Environmental Health Services Department to its various regulatory enforcement roles. **Creating Growth**	Partially Achieved
SERVICE AVAILABILITY Development of availability of on-line application facility for licensing and property certificates	Slippage by supplier who is currently carying out final testing of on-line application facilities for property certificates. Petroleum & Entertainment Licensing on-line re-prioritised with suppler for 2016-17.	Customer interface with on-line digital interaction in a service delivery model, 24/7 availability (channel shift). **Sustaining our Environment**	Partially Achieved

Improvement Plan 2015.16 Work stream/ Action & Aspect	What has been Achieved this Year	What difference has it made to citizens (outcomes)	Achievement
FAIRNESS Development and Implementation of Mid Ulster prices and charges for Leisure facilities – 3 year equalisation process	Pricing policy has been developed & equalisation process/ exercise is currently being undertaken over 3 years. Further incremental price changes have been made Apr.'16 which should allow prices where comparing same facilities to be completely aligned by the end of the next financial year	Fair and equitable pricing for all users. **Delivering for Our People**	Fully Achieved
SERVICE AVAILABILITY Provision of Advice Services Across Mid Ulster Council	New advice contract awarded with commencement date of 1st April 2016. (Advisory Process in place to deliver DSD Transferring function funding).	Deliver effective and equitable advisory process **Delivering for Our People**	Fully Achieved
SERVICE QUALITY Obtain and guage customer feedback and satisfaction with front line services	Mystery shopping exercises have been completed at 7 leisure service centres, as well as 7 customer surveys at the facilities. The Tourism Customer Survey has been completed and will feed into the new Tourism strategy. The Parks service have also completed visitor survey reports at Dungannon Park and Ballyronan Marina.	Customer satisfaction levels will be used to inform future service delivery/improvements/ actions required in order to meet or exceed customer satisfaction. **Delivering for Our People** **Creating Growth**	Fully Achieved
INNOVATION Develop an assets management system based on GIS related databases to realise their potential.	File server created for file transfer to new hardware. All new users mapped to server. Scope of project changed to include all ICT asset, System procurement and inventory established.	Convergence of multiple ICT systems and improve access to a single source (management tool) of data. **Delivering for Our People**	Fully Achieved

3.0 PERFORMANCE INDICATORS AND STANDARDS

3.1 Planning, Economic Development and Waste Management Statutory indicators/standards summary

Seven statutory indicators and standards were set by Central Government Departments for Planning Services; Economic Development and Waste Management and standards were monitored on a quarterly basis by Council throughout 2015-16. Reports were regularly presented to Senior Managers and formally presented to members every six months through the council's Policy and Resources committee. To inform council performance going forward indicators and standards collected for 2015-16 will act as baseline figures upon which comparisons and assessments will be made. Reference should be made to Table One (page 7) for the basis used to report achievement on each.

The Local Government (Performance Indicators and Standards) Order (NI) 2016 specified the performance indicators and standards for Mid Ulster District Council, as set out in the table below; also included as an update on how the Council performed.

Table 3: Statutory Performance Indicators and Standards for 2015/16

Ref	Statutory Indicator	Standard to be met (annually)	2015/16 (Actual)	Comments	Achievement
ED1	The number of jobs promoted through business start-up activity.	210	250 jobs	The Regional Start Initiative is delivered by Enterprise NI, managed by Invest NI, on behalf of Councils, via an SLA. Invest NI monitor targets and report monthly to Councils on progress re: performance levels and targets of each Council area. The Mid Ulster region LEAs have exceeded their target, with 250 jobs (19% above target) promoted.	Fully Achieved
P1	The average processing time of major planning applications.	Major applications processed from date valid to decision or withdrawn within an average of 30 weeks.	52.4 weeks	Given the number of complex applications inherited from DOE along with a high number of renewable energy applications, it was not anticipated that the 30 week target will be met by the end of this reporting year. Renewable energy applications continue to fall offering some prospect of recovery and improvement toward target. Consideration being given to developing a strategy for dealing with Major applications - this has been identified in the Service Improvement Action Plan for Planning Dept in 16/17.	Not Achieved

Ref	Statutory Indicator	Standard to be met (annually)	2015/16 (Actual)	Comments	Achievement
P2	The average processing time of local planning applications.	Local applications processed from date valid to decision or withdrawn within an average of 15 weeks.	15.2 weeks	Q4 shows target met. Overall 2015/16 figure is 15.2 weeks. Overall analysis is that over course of year performance has improved to meet target.	Substantially Achieved
P3	The percentage of planning enforcement case processed within 39 weeks.	70% of all enforcement cases progressed to target conclusion within 39 weeks of receipt of complaint.	70% in 29.4 weeks	The target is to conclude 70% in 39 weeks and this has been met and exceed for all four quarters. The overall average for the year is 70% in 29.4 weeks which is well within the target. This Performance Indicator is well within target for all quarters. There has been some variation across the quarters in the conclusion times but in all cases it has been met and exceeded. This variation can be explained in part by the closure of many inherited cases that were beyond their closure target when inherited. Maintaining this consistency will be important into the next business year. In all quarters the target has been met and exceed and maintaining and improving on this will be important.	Fully Achieved
W1	The percentage of household waste collected by district councils that is sent for recycling (including waste prepared for reuse)	NI Landfill Allowance Scheme (50% by 2020)	49.7%	For 15/16 Mid Ulster District Council was the best performing Council of the 11 in relation to this indicator. This indicator was affected by the issues such as the roll out of brown bins in Dungannon and how much waste is sent for pre-treatment rather than direct to landfill. The main influence on this indicator is seasonality as green waste is predominately generated in quarters 1 and 2.	Fully Achieved

Ref	Statutory Indicator	Standard to be met (annually)	2015/16	Comments	Achievement
W2	The amount (tonnage) of biodegradable Local Authority Collected Municipal Waste that is landfilled	NI Landfill Allowance Scheme (21,330 tonnes)	72.8% (15,530 tonnes)	In relation to this Performance Indicator Mid Ulster District Council for the twelve month period, April 2015 - March 2016, only utilised 72.8% of its overall NILAS allowance. This placed Mid Ulster District Council third in overall performance out of the 11 Councils.	Fully Achieved
W3	The amount (tonnage) of Local authority Collected Municipal Waste arisings	In line with NILAS targets (Northern Ireland Landfill Allowance Scheme).	Cumulative position of 77,562 tonnes	Generally speaking less waste is good as it implies that waste minimisation is having an impact, however the amount of waste collected (particularly household) is generally seen as an indication of how well the economy is doing; there is a relationship between the amount of waste arisings and GDP so waste growth implies economic growth and falling waste tonnage implies recession. However, waste growth places increasing demands on the Council in terms of collection, treatment and disposal resources. This indicator will also increase with increases in population.	Fully Achieved

4.0 2015-2016 Assessment

4.1 Overall Assessment for 2015-16

Significant progress was made in 2015-16 to not only make arrangements to secure continuous improvement in the exercise of council's functions as required by the Act but activities and associated programmes of work have also been completed to deliver improvements on how services are accessed and delivered throughout the district.

Arrangements to secure continuous improvement have been made and become embedded within council internal processes. Achievements have been made across council service areas with the delivery of activities stemming from the council's 2015-16 Improvement Objective - *To enhance Council services by adopting a standardised approach to delivery across Mid Ulster* – for the benefit of those receiving its services. All works streams and activities, which have contributed towards the fulfilment of the council's 2015-16 Improvement Objective, have been achieved to varying levels of progress with the majority (82%) being Fully Achieved/Substantially Achieved.

The Council has also excelled in the delivery of its Statutory Performance Indicators during its first year as a new local authority for the benefit of Mid Ulster district. The Council has promoted 250 jobs going above its target of 210 to be promoted, is one of the top performing councils in the management its waste against targets set and has established the Planning function within the district for customers, making significant achievements on targets set for it.

Achievements attained in the first year of operation have allowed a platform upon which high quality public services will be delivered in future years.

5.0 HAVE YOUR SAY

Mid Ulster District Council is committed to improving its services and is keen to hear from the community on what it has to say. We welcome your comments or suggestions at any time of the year. There are a number of ways in which to influence Council decision making.

You can get involved and participate in consultations being conducted by, or on behalf of the Council. Meetings of the Council and its Committees are open to the public, with the exception of those times when sensitive or confidential issues need to be discussed.

If you have any comments, would like any further information, or would like a copy of this plan in an a alternative format please contact

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Subject	Corporate Improvement Plan 2016-17 - 1st Quarter Progress Report
Reporting Officer	P Moffett, Head of Democratic Services
Contact Officer	L Jenkins, Performance & Quality Officer

1	**Purpose of Report**
1.1	To update members on the Council's progress on delivery of the Improvement Objectives set within the Corporate Improvement Plan 2016/17.

2	**Background**
2.1	**Corporate Improvement Plan 2016/17, Improvement Objectives & Activities**
2.1.1	The Local Government (NI) Act 2014 and Department Guidance requires the Council to sets itself improvement objectives to improve the exercise of its functions for each financial year. This Act places a General Duty on the Council to make arrangements to secure continuous improvement and publish a forward facing Corporate Improvement Plan setting its improvement objectives which it will use to improve how it will deliver services and arrangements to achieve them.
2.1.2	The following improvement objectives were approved for 2016-17: • Consolidating & Improving the Delivery of Services. • Improving Our Management of Waste • Promote & Assist in the Growth of the Economy
2.1.3	Service areas subsequently developed their service improvement plans containing actions, measures and projects that would drive the improvement objectives forward in 2016/17. The Council's three Corporate Improvement objectives have ten linked performance improvement areas, with 53 associated key actions/measures linked to each.
2.1.4	The performance improvement areas, which appear within the Council's three improvement objectives, are **Objective: Consolidating & Improving the Delivery of Services:** 1) Maintain & Enhance our Service Standards 2) Supporting Representation of Our Citizens 3) Developing Medium to Long-Term Strategies for Our Communities 4) E-enabling Our Services 5) Strengthening Our Business Processes **Objective: Improving Our Management of Waste:** 6) Ensuring Compliance with Regulatory Standards 7) Develop Innovative Practices to Meet Waste Needs **Objective: Promote & Assist in the Growth of the Economy:**

	8) Establishing long-term economic prospects for Mid Ulster 9) Strengthening Business & Employment Opportunities in the District 10) Maximising our Tourist & Visitor Potential This report summarises progress on delivering the actions in the Improvement Plan and measures and activities that support those actions in the first quarter. The final published 2016-17 Corporate Improvement Plan is attacehd as Appendix 1 and 1st Quarter Progress is attached as Appendix 2.

3	**Key Issues**
3.1	**Monitoring and reporting the Corporate Improvement Plan**
3.1.1	Under the Council's three improvement objectives, 53 priority actions/measures have been identified (Appendix two), in which measureable improvement should be demonstrated in 2016/17. Monitoring of the Corporate Improvement Plan is made through the quarterly reporting of services' operational improvement objectives, contained within the annual service improvement plans (SIPS). The SIPS are part of Council's approach to ensuring/mitigating action to manage, maintain and improve performance or to re-prioritise work in consultation with management, staff and members.
3.2	**Corporate Improvement Plan Progress Report**
3.2.1	The Corporate Improvement Plan First Quarter report is divided into three sections. Each section concentrates on reporting the progress against each improvement objective. The reporting format is that of "plan on a page", which details examples of what services have been doing for the quarter; in relation to improving the performance areas, how much and how well services have done (quantity and quality), the rationale for wanting to improve, as well as simple graphical representations, of the status (RAG status), of each of the 53 improvement actions/measures spanning the three improvement objectives.
3.3	**Corporate Improvement Plan Activity Quarter One**
3.3.1	A summary of the Corporate Improvement Plan activity for Q1 is outlined below. The number of actions being monitored for improvement in year is currently 53. a) **47** actions are **on target** (**GREEN**) b) **3** actions are **trending away** from target (**AMBER**) c) **1** action has been **completed** (**BLUE**) d) **2** actions have **missed** their target **(RED)**

3.4 **Progress on Improvement Objectives**

3.4.1 To provide an assessment on progress of the improvement plan and an informed judgement, the following assessments have been made objectives based on information made available from services. Those improvement objectives assessed as "Excellent" or "Good" are not a cause for concern. Areas assessed as "acceptable" will require a watching brief while areas evaluated as "improvement required" require attention. Evaluation is made using the following.

Status	Evaluated as	Explanation
Green	Excellent	All actions and measures are on track
Amber	Good	Actions and Measures are mostly on track, one or two are falling marginally short of planned targets
Orange	Acceptable	Some actions and measures have deviated from plan and some are falling short of planned targets
Red	Improvement required	Actions and measures are mostly falling short of planned targets

Evaluation of progress in Q1.

Q1 Apr – Jun	
1) Maintain & Enhance our Service Standards	Acceptable
2) Supporting Representation of Our Citizens	Excellent
3) Developing Medium to Long-Term Strategies for Our Communities	Excellent
4) E-enabling Our Services	Excellent
5) Strengthening Our Business Processes	Excellent
OVERALL for Improvement Objective: ***Consolidating & Improving the Delivery of Services***	**Good**
6) Ensuring Compliance with Regulatory Standards	Excellent
7) Develop Innovative Practices to Meet Waste Needs	Excellent
OVERALL for Improvement Objective: ***Improving Our Management of Waste***	**Excellent**
8) Establishing long-term economic prospects for Mid Ulster	Acceptable
9) Strengthening Business & Employment Opportunities in the District	Excellent
10) Maximising our Tourist & Visitor Potential	Good
OVERALL for Improvement Objective: ***Promote & Assist in the Growth of the Economy***	**Good**

4	**Resources**
4.1	**Financial** N/A
4.2	**Human** N/A
4.3	**Basis for Professional/ Consultancy Support** N/A
4.4	**Other** N/A

5	**Other Considerations**
5.1	Data quality included in the Progress Report (Appendix Two) is provisional as "unaudited data" and categorised as management information, in-year results may be subject to later revision.

6	**Recommendations**
6.1	That members note the progress made during the first quarter of 2016/17 and provide any commentary as necessary regarding key actions and measures against the three improvement objectives.

7	**List of Documents Attached**
7.1	Appendix 1: 2016-17 Corporate Improvement Plan
7.2	Appendix 2: Corporate Improvement Plan Progress Report - First Quarter

2016-2017

Corporate Improvement Plan

www.midulstercouncil.org

Mid Ulster District Council

Comhairle Ceantair
Lár Uladh
Mid Ulster
District Council

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Our Improvement Plan is linked to the **Council's Corporate Plan (2015-2019)** themes

Introduction

Making improvements and maintaining standards in the current economic times remains a challenge, therefore it is more important than ever, that we focus our resources on the areas that matter most to our communities.

"It is more important than ever, that we focus our resources on the areas that matter most to our communities"

The Council's Corporate Plan is available from www.midulstercouncil.org and focuses on creating, building, delivering and sustaining activities that the Council has identified which matter most to the district.

Theme 1 - *Delivering for Our People*

Theme 2 - *Creating Growth*

Theme 3 - *Sustaining our Environment*

Theme 4 - *Building Unity*

This Corporate Improvement Plan sets out the Council's arrangements for embedding a culture of continuous improvement, with a focus on continually improving the delivery of our services, and building on the Corporate Plan's commitment to embed a culture of continuous improvement - to facilitate the effective, efficient and sustained delivery of Council services to the people of Mid Ulster District.

Each year the Council is required under the Local Government (NI) Act 2014, (the Act), to publish a 'forward facing' Corporate Improvement Plan setting its improvement objectives which it will use to improve how it will deliver its services and arrangements to achieve them.

The council undertakes an annual review of its improvement objectives to ensure they remain relevant for citizens and affordable to the Council. It is used to inform the decisions of the Council on; where resources are allocated, informing our councillors and staff and the public on what we intend to achieve as a Council. The Improvement Plan is therefore a living document that must respond to changing local, regional and national contexts.

The council has linked its improvement objectives to its Corporate Plan (2015-2019) and each improvement objective has been developed to focus improvement on at least one of the seven improvement aspects detailed in the Act:

- **Strategic Effectiveness**
- **Service Quality**
- **Service Availability**
- **Fairness**
- **Efficiency**
- **Innovation**
- **Sustainability**

This Plan is supported by service plans and strategies, where we are seeking to bring about improvement in areas across the council. Planned improvements in our day to day business (activities) are set out in our Service Improvement Plans.

We will judge our success by monitoring progress against agreed activities, outcome indicators, projects and targets, contained within the Corporate Improvement Plan, which will help us measure the difference we have made to local people. This plan and associated service improvement plans are seen as a mechanism for delivering the Council's Corporate Plan and Council's Improvement Plan objectives. Progress against these plans will be reviewed and reported upon regularly.

Improvement Plan Objectives

2.1 Choosing Our Improvement Objectives

The Council's Policy and Resources Committee oversaw the process by setting a timeline for developing the 2016-17 Improvement Objectives to ensure publication of its improvement plan as soon as reasonably practicable, in line with Department of the Environment Guidance.

The process of developing the improvement objectives involved Senior Management Officers and Heads of Service participating in a workshop in January 2016. Opportunity was taken to refresh everyone on the council's corporate plan priorities, confirm our performance framework, prioritise our corporate priorities and identify anything that was missing which the Council should be focusing on as areas for improvement.

This process did not provide us with improvement objectives in themselves but gave an initial indication of where Council's focus should be, subject to Councillor input. 8 priorities for improvement emerged from our 28 priorities listed in our corporate plan and 67 additional activity areas were mentioned and grouped into 9 priority areas, these were subsequently considered by council's Senior Management and 3 Improvement Objectives emerged. The draft improvement objectives and performance indicators were considered by Councillors at the Council's Policy & Resources committee in February 2016 and approved for public and staff consultation.

The outcome of the consultation and report on the final improvement objectives and indicators were considered at the Council's April Policy & Resources Committee and confirmed by Council. Our Service areas subsequently undertook the final development of their Service Improvement Plans containing, improvement objectives, actions, measures and projects which were taken through May committees and confirmed by Council.

2.2 Consultation Informs Our Plan

This year the consultation on the proposed improvement objectives and their associated activities (for the 12 month period from April 2016), was held from 12 February to 11 March 2016. It consisted of a survey made available for completion/submission through the Council's website. It was also made available for download, completion and return to Council Offices in hard copy format.

Under each improvement objective the Council asked whether respondents agreed or disagreed with it and if respondents disagreed they were given the opportunity to tell us why.

The survey also asked if there were any improvement objectives, which respondents wished to be considered. The survey also provided for any other feedback on the proposed objectives. The consulation was promoted via a variety of communication channels to include social media, staff meetings, Council website and local press. This resulted in 41 responses being made.

Improvement objectives consulted on:

- **Consolidating and improving the delivery of services**

Focusing on customer need, value for money, service improvement reviews, standardising services and providing quality customer experience.

- **Improving our management of waste**

Finding sustainable alternatives to treat, process and recover energy, improving our recycling rates and continuing to divert waste to landfill.

- **Promote and assist in the growth of the economy**

Encouraging and facilitating economic growth, sectoral diversification, employability opportunities, continued regeneration of towns and villages, enable infrastructure/connectivity and be a destination for tourism, culture and leisure activities.

2.3 Consultation Results

"There were 8 priorities for improvement that emerged from our 28 priorities listed in our corporate plan"

Consolidating and improving the delivery of Services

- *95% ..... Respondents agreed*

Improving our management of waste

- *98% ..... Respondents agreed*

Promote and assist in the growth of the economy

- *95% ..... Respondents agreed*

With such significant endorsement of the three proposed improvement objectives, together with additional commentary provided, the council has developed its 2016-17 Corporate Improvement Plan around them. When reviewed, the commentary did not warrant the removal, amendment to or addition to those objectives proposed.

Draperstown

Our Improvement Objectives 2016 - 2017

Our Improvement Plan is linked to the **Council's Corporate Plan (2015 - 2019)** themes.

Improvement **Objective 1**

Consolidating and Improving the Delivery of Services

Description: As a new local authority, which has emerged from the winding up of three former councils as part of the reform of local government, this objective has been set to ensure that Mid Ulster District Council's services are focused on customer need and are value for money for everyone who accesses and avails of them.

The Council will work to further develop and strengthen how its services are delivered to a standard that is expected by its customers by continuing to embed a culture of continuous improvement which allows the bringing about of changes which supports improvements being made.

The Council wants to ensure the same standard of service and customer experience is given throughout the district, irrespective of which part of the district it is accessed and provided from. This objective will deliver a series of actions which complete the standardisation of services across the new Mid Ulster Council area. This we would expect should also contribute to the improvement of how we do things through service improvement reviews to ensure the delivery of customer centric value for money services.

Improvement **Objective 2**

Improving our Management of Waste

Description: Reducing our dependency on landfilling waste is an essential part of controlling the release of greenhouse gases into the atmosphere and helps protect the natural environment from pollution. Finding sustainable alternatives to treat, process and recover energy from waste are major issues in helping the Council move up the waste hierarchy. Improving our recycling rates means that our dependency on virgin raw materials is reducing therefore assisting us to live within the earth's available resources. Waste growth and waste production per person are useful indicators of economic activity, but ones which increase the pressure on Councils to manage waste within existing resources.

The management of waste is a very visible council function accounting for a significant proportion of our budgetary expenditure.

Although the Council's household recycling rate of 52.12% for the first quarter of 2015/16 of local authority Collected Municipal Waste has exceeded the current Department of the Environment target of 50% target by 2020, this may however be increased to 65% by 2030, with 25% recovery and 10% landfill again by 2030.

This objective will focus on how council will continue to divert waste from landfill through increased activity in the area by encouraging recycling.

"Individual Service Improvement Plans detail the Key Actions which will be undertaken to contribute to and deliver on each of the Council's Improvement Objectives".

Improvement **Objective 3**

Promote and assist in the growth of the economy

Description: Supporting economic development and capitalising on investment opportunities is a priority within the Corporate Plan. As a strategically located region the objective of the Council, and indeed this Improvement Objective, is to encourage and facilitate economic growth, sectoral diversification, employability opportunities and the continued regeneration of its towns and villages.

In supporting and enabling this to happen the council will also want to play its part in improving the infrastructure and connectivity throughout Mid Ulster. The Council is placing the promotion and growth of the economic vibrancy of Mid Ulster at the heart of its improvement activity.

This objective will focus on the delivery of the council's economic development plan - 'Our Plan for Growth' and other plans around tourism, culture and leisure to:

- **Enable economic growth and sectoral diversification.**
- **Enable employability and skills base.**
- **Enable town and village regeneration.**
- **Enable infrastructure and connectivity.**
- **Deliver a series of physical and regeneration projects.**
- **Be a destination for tourism, culture and leisure activities to maximise employment and spend in the district.**

Contributing to Improvement Aspects

In setting our improvement objectives an exercise was undertaken to ensure they contributed to the seven improvement aspects as set out in the Local Government Act (NI) 2014.

- **Strategic Effectiveness SE**
- **Service Quality SQ**
- **Service Availability SA**
- **Fairness F**
- **Sustainability S**
- **Efficiency E**
- **Innovation I**

Improvement Objective & Performance Area	Seven Improvement Aspects						
	SE	SQ	SA	S	F	E	I
Objective 1	**Consolidating & Improving the Delivery of Services**						
Maintain & Enhance our Service Standards	✓	✓	✓	✓		✓	
Supporting Representation of Our Citizens	✓	✓	✓	✓			
Developing Medium to Long-Term Strategies for Our Communities	✓	✓	✓	✓			✓
E-enabling Our Services	✓	✓	✓	✓	✓	✓	✓
Strengthening Our Business Processes	✓	✓	✓			✓	
Objective 2	**Improving Our Management of Waste**						
Ensuring Compliance with Regulatory Standards	✓	✓		✓	✓	✓	✓
Develop Innovative Practices to Meet Waste Needs	✓		✓		✓	✓	✓
Objective 3	**Promote and Assist in the Growth of the Economy**						
Establishing long term prospects for Mid Ulster	✓			✓	✓	✓	✓
Strengthening business and employment opportunities in the district	✓		✓	✓		✓	✓
Maximising our tourist and visitor potential	✓		✓	✓	✓	✓	✓

Delivery & Scrutiny of our Improvement Objectives

"Each year, the plans are formally reviewed to ensure they capture the activities planned for the year ahead"

There are a number of processes and policies used to shape how we deliver effective services to our communities which help us to plan, govern and drive service delivery.

We have examples of where our services are being delivered to a good standard for the benefit of local people, we also acknowledge as a new organisation that we should work to ensure consistency in how we develop and apply these processes and policies across all services. The following provides further information on the key procedures and some activity that we have been doing to strengthen them.

5.1 Performance Management, Service Planning & Managing Risk

Activity was undertaken throughout 2015-16 to develop and embed a performance management framework for Council.

The Council's service improvement planning process allows clear links to be established between Corporate Plan priorities, Improvement Objectives, Service Improvement Plans, Team Plans and Individual Work Plans. It ensures everyone working for the Council is able to see how their work contributes to the work of the organisation. This provides for consistency of approach across the organisation.

Service Improvement Plans also focus on managing any risks which may hinder the full delivery of our services, which are identified during the service improvement planning process. The Council uses risk management to maximize opportunities and minimize barriers which may prevent the Council from achieving its objectives.
This approach improves the Council's ability to deliver priorities and improve outcomes for the District, and is why the Council deems it important to link business planning and risk to:

- **Help Council achieve its overall aims and objectives**
- **Manage significant risks the Council faces to an acceptable level**
- **Assist with its decision making**
- **Implement the effective ways to avoid, reduce and control risks**
- **Balance risk with maximising opportunities available to the Council**

Our Service Improvement Plan process encourages conversations throughout Council, so resources are used to maximise the impact our activities have on the wellbeing of people living and working in our district.

All service areas monitor their plans on a regular basis to update their progress and report on their respective improvement objectives through to the Senior Management Team and Council's Policy & Resources Committee.

Each year, the plans are formally reviewed to ensure they capture the activities planned for the year ahead.

5.2 Reporting Arrangements: Audit, Inspection and Regulation

As a public organisation the council is regularly inspected by the Northern Ireland Audit Office to challenge and examine its performance and effectiveness.

The main piece of work for the Auditor, under its performance framework programme, is an annual improvement assessment conducted under section 94 of the Act, to determine whether the Council is likely to comply with the requirements of the Act. The Auditor will also undertake an improvement and planning audit (required under section 93 of the Act) to ascertain whether the Council has discharged its duties of the extent to which it has acted in accordance with any Guidance - these are undertaken in a series of assessments, both forward looking and retrospective.

In October 2015 the Local Government Auditor confirmed, following an audit and assessment of Mid Ulster District Council's performance improvement responsibilities, that the Council had established arrangements to secure continuous improvement throughout 2015-16 in the exercise of its functions for the introductory year of the commencement of Part 12 of the Act on performance improvement.

In addition to the objectives and aligned actions, the Council is using to measure its performance the Northern Ireland Assembly has set performance measures (indicators and standards) for the Council on which it will annually report. These have been integrated within the activities of the relevant Council Service and are shown within this Plan in the Key Actions sections under each of the relevant Improvement Objectives. These are denoted throughout this plan with the symbol.

The Chief Executive, Senior Management and the Council's Policy & Resources Committee will consider quarterly monitoring reports on Council's progress on delivering the objectives within this improvement plan.

Moneymore Village

"The Council will work to develop and strengthen how its services are delivered to a standard that is expected by its customers"

Improvement Objectives

6.1 Consolidating and Improving the Delivery of Services

The Council will work to develop and strengthen how its services are delivered to a standard that is expected by its customers by continuing to embed a culture of continuous improvement, to bring about changes to support improvements being made.

This objective will deliver a series of actions on the standardising services. It will also contribute to how we do things through service improvement reviews, to ensure the delivery of customer centric value for money services. The Council will concentrate on five cross-cutting performance areas in this Corporate Improvement Objective.

Why have we chosen this Improvement Objective?

As a new local authority which has emerged from the winding up of three former councils this objective has been set to ensure Mid Ulster District Council's services are focused on:

- **Customer need and are value for money for everyone who accesses and avails of them.**
- **The Council wants to ensure the same standard of service and customer experience is given throughout the district, irrespective of which part of the district it is accessed and provided from.**

What we have done so far

- Implemented a new Registration (Registrar) booking system where customers can avail of an integrated appointment system and a variety of payment methods.
- 3 Council offices have extended their opening hours (9am – 5pm hours Mon-Fri).
- Implemented a new telephony system with a new central number for all three reception sites in, Magherafelt, Cookstown and Dungannon (telephone: 03000132132).
- Gauged customer feedback and satisfaction with front line services by carrying out mystery shopping visits and customer surveys at our 7 Leisure facilities; Mid Ulster Sports Arena, Meadowbak Sports Arena, and Greenvale, Cookstown, Dungannon, Maghera and Moneymore Leisure Centres.
- Custumor satisfaction levels being used to inform service delivery/improvements/actions required to meet or exceed customer satisfaction.
- Completed visitor survey reports at Dungannon Park and Ballyronan Marina.
- Tourism survey has also been finalised, which will contribute to the new Tourism Strategy.
- Developed a 3 year strategy in relation to the development and implementation of Mid Ulster prices and charges for Leisure facilities, thus far we have developed a pricing policy and the equalisation process has continued.

What will we do to Consolidate and Improve Delivery of our Services

Maintain and Enhance Our Service

Service standards are an important element of service excellence within Council, they help clarify expectations for: customers, councillors and employees, they enable the management of performance and support customer satisfaction. A service standard is our public commitment to a measureable level of performance which customers can expect and reinforce accountability.

Action for 2016-17	What difference will it make?
70% of all planning enforcement cases are progressed within 39 weeks of receipt of complaint.	Planning enforcement cases concluded at a faster pace.
Support food premises with the transfer to the mandatory Food Hygiene Rating Scheme.	Food premises within the scope of the programme, in receipt of standard information and display their food hygiene rating to the public.
90% of Freedom of Information (FOI's) responded to within 20 days.	All requesters of FOI's receive a response within 20 days.
90% domestic applications responded to within 21 days maintained and/or improved.	Building Control Customers receive an efficient and responsive service in relation to domestic and non-domestic applications.

statutory indicator/standard

Supporting Representation for Our Citizens

Councillors face increasing challenges and expectations on them to undertake a diversity of roles ranging from being a community leader to their oversight responsibilities within the Council. The Council will strive to provide the best possible support service for their Councillors to enable them to meet the challenges.

Action for 2016-17	What difference will it make?
Review service provision and support for our Councillors.	Support to elected members identified and implemented.
Conduct Councillor survey on support and learning opportunities where 75% of members feel they are supported to undertake their role.	Members supported to effectively represent communities they serve.

Developing Medium to Long-Term Strategies for Our Communities

As a Council we need to plan the future direction on the basis of the best strategic fit between the resources available to meet expectations. Strategies help the Council to think through what they want to focus on and how they will achieve it, thus ensuring they are motivated on the things that really matter; it gives a clear sense of direction based on analyses of different strategic choices and their implications. Plans will assist the Council set priorities, demonstrate ambition, focus (challenge complacency and inspire innovation) and help to ensure limited resources are spent appropriately.

Action for 2016-17	What difference will it make?
Develop a 3 Year Countryside Recreation Strategy (2017- 2020) and action plan.	A countryside Recreation Strategy will provide focus and measureable progress on the development of Countryside Recreation and Access.
Develop a Five Year (2017- 2022) Arts and Culture Plan for Mid Ulster region.	Provides a five year clear direction of travel for Culture and Arts within the region.
Develop a Ten Year Leisure Facility Strategy.	Use the Leisure Facilities Strategy to advise Council on the future delivery of facilities and services across the district.
Develop a Three Year Parks Strategy (for 2017 – 2020), commissioned and in place and undertake and complete three Park sites safety audits.	To inform delivery of Parks services across district and engender proactive Parks health and safety management/ maintenance is in place.
Develop a Mid Ulster District Community Plan.	Greater integration and collaborative partnership working/ delivery with statutory and non-statutory partners.
Develop a Three Year Mid Ulster District Peace Plan.	Increased peace and reconciliation activity across the District.
Increase and develop the Mid Ulster Tourism Information proposition through a 7.5 % increase of tourist information centre enquiries being processed, and an action plan for partnerships with private sector developed.	Create integrated multi-channel communications platforms to allow the management & improvement of "Business to Business" (B2B) communications across the tourism industry.
100 % of Visitor Centre Information staff trained in Tourist Northern Ireland Standards.	Frontline Visitor Information Officers will have skills/ competencies, which will in turn increase the attractiveness of Mid Ulster to potential visitors.
Undertake a community consultation on the Councils Preferred Options for the Local Development Plan.	The community will have informed the council's planning strategy and policies for managing physical development in Mid Ulster.

E-enabling Our Services (Digital First)

By "Digital", we mean internet-enabled services, such as desk-top, lap-top, tablet, and mobile phone. In just over two decades the internet has become a huge part of our everyday lives.

With more and more of us going on-line to shop, buy and seek information The Council will aim to develop services that allow readily access to information and services in times and ways that are convenient to customers - transactional services offers great scope to improve efficiency and customer experience. We will continue to develop and enhance our social media services.

Whilst the majority of transactions are between Council and individuals, there are also a significant number of transactions between Council and business. This includes some which can be very complex and high value (for example procuring, purchasing/commissioning goods and services). Many people who are off line will keep using the services in non-digital ways such as face-to-face, or by telephone. We will not leave anyone behind, however, over time, the success of better designed digital services will allow Council to reduce the scale and profile of less convenient, less effective and less efficient contact methods.

Action for 2016-17	What difference will it make?
Web and social media channels agreed and in place, with daily and weekly content planning in place and monitored and specific engagement targets to be established.	The Council's digital presence is co-ordinated and supporting key corporate, departmental and service-specific communications requirements
New E-tendering operational software package procured and implemented and an E-tendering learning and development programme developed where 100% of relevant staff attend training sessions.	Standardise process of tendering which will attain value for money by less manual advertisement, efficiencies generated by electronic process, improved contract management and relevant staff have knowledge and skills required to deliver improved reporting functionality/ management information
Explore the potential for on-line applications for grants for Community Financial Assistance Programmes.	Increased on-line opportunities available for community groups to access grants
Enhance Council's On-line Business Directory now available for businesses to upload details and be used as a communication tool for businesses to regularly promote opportunities and disseminate information from key partners.	Directory used as key communication tool with minimum of 1,000 Mid Ulster businesses
Explore provision of 2 accessible on-line self-service facilities for Building Notices and Regularisation Certificates in place.	Move to a self-service business model, where applicants are capable of accessing on-line facilities "24/7 always on, anytime, anywhere" to drive a better customer experience by expanding how customers can engage and transact with the Council

Strengthening Our Business Processes

The Council wants to develop its business, to improve the performance of its daily work and quality of its service delivery.

Our processes are the operational activities that provide, produce and deliver services, with or without digital or electronic support. While we have placed an emphasis on e-services as a way of improving service delivery, business development requires a much broader view that goes beyond a web-site, it is essential to consider all "behind the scenes" and back office business. It is important to review all business processes that affect performance of a service in order to improve the daily life of customers and employees.

Action for 2016-17	What difference will it make?
Completion of two further Economic Development Project Governance Frameworks.	Governance processes established in the economic development section to ensure consistency of approach.
Develop a Disaster Recovery and Business Continuity Plan with identified stakeholders attending Disaster Recovery & Business Continuity briefing sessions.	Formal assurance that an up-to-date Council Disaster Recovery and Business Continuity, relevant stakeholders are fully aware/conversant with Council's Disaster Recovery & Business Continuity; and current tests undertaken for Tier One applications, with all relevant refinements arising from tests identified and addressed.
Develop and implement three new Information Communication Technology (ICT) policies, available on Council intranet and all relevant staff complete associated training.	Clear Standard of ICT service provision/ requirements developed and staff have knowledge and skills to adhere to policies.
Undertake an options appraisal for the future management of Greenvale Leisure Centre.	Clarity on project scope & options Appraisal to inform recommendations to Council on the future delivery of the Greenvale Management Contract.
Produce a document to explain how planning works for members of the public and. DOE and Full Council agree the Protocol and Scheme of Delegation.	Members of the public are provided with a clear indication of the role and responsibilities of the Council's Planning Department.
Procure a "value for money" print management service which will contribute to Council efficiencies and effectiveness.	An appropriate service in operation in order to consolidate and rationalise the printing environment, while optimising sourcing and supply chains.
Implementation of electronic ordering across Council.	Delivering measureable efficiencies including: improved efficiency in service departments' ordering process, as orders will be able to be raised and authorised electronically, invoice clearance times, number of invoice queries, and the number of incorrectly raised purchase orders.
Develop and pilot an of e-enabled system which standardises the Building Control inspection fee invoicing process.	Alignment will remove duplication of administration time and improve controls over inspection fees invoice generation & controls.
Service roll out of an Environmental Health Regulatory Management cloud based software platform/system.	Environmental Health staff will have access (e-enabled) to information required to deliver on service objectives, improve consistency across core functions and improve links of information flows between onsite and back office.
Implement a Legal Services Case Management System.	Standardisation of legal services across the Council, increase efficiency of the provision of legal Documentation and improve how we manage the service.
To procure and implement an Asset Management Strategy and Building Maintenance system.	A full schedule of Council ownership records, property maps and building layouts and measurable progress against maintenance schedule.
Integrate financial practices, with Finance Section, on Income Generation and Debt Collection.	Integration will deliver improved financial processes and debt control; alignment will reduce administration duplication and improve controls.
Develop paper and action plan to integrate HR & Payroll systems	Potential for efficiencies to be gained and minimising exposure to liabilities through systems integration

Corporate Plan
Sustaining Our Environment

Improvement Objectives

6.2 Improving Our Management of Waste

"The Council will concentrate on two cross cutting performance areas to improve our management of waste"

The management of waste accounts for a significant proportion of our budgetary expenditure.

Although the Council's household recycling rate of 52.12% for the first quarter of 2015/16 of local authority Collected Municipal Waste has exceeded the current Government target of 50% target by 2020, this may however be increased to 65% by 2030, 25% recovery and 10% landfill again by 2030. This objective will focus on how council will continue to divert waste from landfill by increased activity in the area of recycling. The Council will concentrate on two cross cutting performance areas to improve our management of waste.

Why have we chosen this Improvement Objective?

Reducing our dependency on landfilling waste is an essential part of controlling the release of greenhouse gases into the atmosphere and helps protect the natural environment from pollution. In order to do this Council will:

- **Find alternatives to treat, process and recover energy from waste**
- **Improve its recycling rates to reduce dependency on raw materials.**

Waste growth and waste production per person are useful indicators of economic activity but ones which increase the pressure on Councils to manage waste within existing resources.

What we have done so far

- Developed a regional waste management plan in conjunction with Fermanagh & Omagh and Armagh, Banbridge & Craigavon Councils.
- Adopted a new refuse collection and recycling policy and reviewed Commercial Waste Services.
- Completed 4 capital works schemes at Drumcoo recycling centre, Coalisland recycling centre, Tullyvar landfill and Ballymacombs landfill site.
- Analysis for a new waste transfer station site was undertaken, with Drumcoo in Dungannon, identified as the preferred location and a plan of action developed to extend collaborative route optimization partner contract arrangements to Magherafelt and Dungannon.
- Brown Bin Scheme to Dungannon & South Tyrone rural areas completed.
- Undertaken a Technical Environmental and Economic Practicability assessment, on the dry recyclables collection service, to ensure legal compliance in relation to Northern Ireland Waste Regulations and route map requirements.
- Environmental Services department achieved ISO 18001 certification for its Cookstown and Moneymore recycling centres and retained ISO 14001 for Magheraglass Landfill Site.
- Recycling environmental education and awareness communication plan has been delivered.

What will we do to Improve our Management of Waste

Ensuring Compliance with Regulatory Standards

The Council's waste collection and disposal services works within the context of the need to direct waste from landfill to meet the following regulatory and legislative requirements, such as; European Directive targets, EU waste policy, UK and Northern Ireland primary and secondary legislation, which also forms the basis for waste policy. Legislation in Northern Ireland has evolved significantly over the years and legislative compliance is a key driver in increased waste management costs. Included in the rising costs is the need to deal with increasing waste arising's, to find the infrastructure required to direct waste from landfill and pay increases in landfill tax and costs related to Pollution, Prevention and Control (PPC) regulations. The management of municipal wastes presents significant challenges to Council, as it is also the focus of much public interest and because there are statutory targets attached.

Action for 2016-17	What difference will it make?
No more than 20,231 tonnes of BLACMW (Biodegradable Local Authority Municipal Waste) sent to landfill % tonnage of target met.	Statutory Targets met in reduction of BLACMW sent to landfill.
Approximately 35,000 tonnes of household waste recycled and/or composted % tonnage.	Statutory targets met - Increase the amount of household waste recycled and or composted.
No more than approximately 28, 0000 tonnes of household waste sent to landfill.	Statutory targets met to restrict amount of household waste landfilled as a % of total annual household waste arisings to under 40%.

statutory indicator/standard

Develop Innovative Practices to Meet Waste Needs

Waste management touches every person who lives in the District. In fact, residents are one of the cornerstones of a successful waste management system as their participation and willingness to protect the environment helps to drive the system to higher levels. The Council is a key part of this agenda and is ideally placed to design and tailor local policies to the needs of communities. The effective co-ordination of identifying land suitable for waste facilities, waste collection and disposal, long-term investment plans, and the implementation of a wider local strategy are vital to the effective management of local waste.

Action for 2016-17	What difference will it make?
Successful delivery of landfill gas infrastructure capital works at Ballymacombs landfill site.	New landfill gas management system in place.
Oversee the design of new waste transfer station at Drumcoo and the acquisition of planning approval at the facility.	Waste transfer station plans to be in place to is ensure to permit efficient collection and onward transportation for sorting.
Progress refuse collection route optimisation project within the former Magherafelt district boundary/ catchment area.	New refuse collection routes designed and ready for implementation.
Review and pilot a Sustainability Framework for Council.	Facilitate transition to proactive and structured approach to sustainable development.

Corporate Plan
Creating Growth and Sustaining Our Environment

"Supporting economic development and capitalising on investment opportunities is a priority within the Council's Corporate Plan"

Improvement Objectives

6.3 Promote and Assist in the Growth of the Economy

This objective focuses on the delivery of the council's economic development plan, Our Plan for Growth and other plans around tourism and culture within Mid Ulster District:

- Enable economic growth and sectoral diversification.
- Enable employability and skills base.
- Enable town and village regeneration.
- Enable infrastructure and connectivity.
- Be a destination for tourism, culture and leisure activities to maximise employment and spend in the district.
- Deliver a series of physical and regeneration projects.

Mid Ulster is the most entrepreneurial region in Northern Ireland in terms of business start-ups, we have 7,915 businesses, the largest business base outside Belfast and represents 12.9% of the regional value, as well as having the second lowest unemployment rate. The Council will concentrate on three cross-cutting performance areas in relation to promoting and assisting the economy.

Why have we chosen this Improvement Objective?

Supporting economic development and capitalising on investment opportunities is a priority within the Council's Corporate Plan. As a strategically located region the objective of the Council, and indeed this improvement objective, is to:

- Encourage and facilitate economic growth, sectoral diversification, employability opportunities and the continued regeneration of its towns and villages.
- Improve the infrastructure and connectivity throughout Mid Ulster.
- Place the promotion and growth of the economic vibrancy of Mid Ulster at the heart of its improvement activity.

What we have done so far

- Local Economic Development Strategy "Our Plan for Growth" (2015-2020) developed and launched in October 2015 at the NI Assembly and sets out four priorities to drive growth and regeneration - economic growth, employability and skills, town and village regeneration and infrastructure and connectivity
- Developed a Town Centre action plan to promote and enhance Mid Ulster's five Town Centre's and prepared a new Rural Development plan to draw down funding from Government
- New online Business Directory has been developed as a communication tool to promote Mid Ulster Businesses
- Developed and enhanced local networks and new partnerships to create a strong and resilient business community, by developing a cross-border integrated development plan through the Blackwater Regional Partnership
- Identified two Strategic alliances with partner organisations - South West College and the Irish Central Border Area Network, to maximise funding opportunities to enhance the district
- Promoted of jobs through the Department of Enterprise, Trade & Investment's Regional Start Initiative, has also seen the delivery and completion of 413 client led business plans for the district

What will we do to Improve Promoting and Assisting the Economy

Establishing long-term economic prospects for Mid-Ulster

Local economic development builds economic capacity of our district to improve its economic future and the quality of life for all. The Council wishes to promote the towns and villages of Mid Ulster as places to shop, visit, invest and live and has identified initiatives to ensure the district sustains the momentum of developments progressed in recent years, such as physical improvement schemes. Another initiative is parking, its availability and charging, which needs to be balanced to act as encouragement for businesses, staff, residents, tourists and visitors to the District to support the long-term sustainability of our towns and villages.

Action for 2016-17	What difference will it make?
Develop a 10 Year Car Park Strategy and associated action plan for Mid Ulster District Council (2016 – 2026).	Strategy to agree an alternative Car Park delivery model.
Deliver the Mid Ulster District Council Capital programme.	Completed capital programme projects will enhance the infrastructure image of the district and provide for Council Service delivery.
Develop and implement a strategy for dealing with Major Planning Applications.	Planning Department deal with Major Planning applications faster.
Major Planning Applications are processed within an average of 30 weeks.	Continue to develop and engender an effective planning system.

statutory indicator/standard

Dungannon Town Centre

Strengthening Business & Employment Opportunities in the District

A key driver for economic growth is the availability of a highly skilled workforce. The Council seeks to address skills required in the district's key sectors, while ensuring that those not in employment or training have the opportunity and support they require to find a job or apprenticeship. Our local networks and partnerships have helped create a strong and resilient business community which has in recent recessionary times continued to evolve. We want to ensure that this continues. We want to develop and enhance advice and support to new and existing businesses as potential investors to ensure Mid Ulster District is "open for business".

Action for 2016-17	What difference will it make?
Develop an Options paper for Undertaking Apprenticeship Programmes within Council.	Maximising opportunities for development by helping address educational, skills gaps in district.
Progress 10 initiatives from Council's Strategies (Economic Development Plan, Town Centre Action Plan, Rural Development Plan and Blackwater Regeneration Strategy) to include: (1) Business Development Programme (2) Tender Programme (3) Online Programme (4) Social Enterprise Programme (5) Shop Improvement Scheme (6) Two Regeneration Projects (7) Town Centre Events Programme (8) Rural Business Investment Scheme (9) Rural Services Scheme (10) Village Environmental Improvement Schemes	Range of key initiatives progressed, driving economic growth and development, town centre and rural regeneration and cross border development.
Two new Strategic Alliances with partner organisations to pursue funding opportunities.	New opportunities to explore potential to access funding for Mid Ulster projects.
390 new businesses supported by the Council through Business Start Programme (210 jobs promoted through Business Start Up Activity).	Increase employment, attract investment to district and support businesses.
Local planning applications are processed within an average of 15 weeks.	Planning Department deal with Local Planning applications faster.

statutory indicator/standard

Maximising our Tourist and Visitor Potential

The district's tourism product comprises history and heritage, cultural venues, events, visitor attractions and a natural environment providing for a range of outdoor activities and recreation. The community as a whole benefits from this by having high quality visitor experiences all year round. We will continue to support the tourism sector by supporting and maintaining relationships with agencies to foster economic growth linked to tourism. The Council will work to ensure visitor information services has a strong presence to ensure information is available focusing on attractions, accommodation, events and the surrounding area.

Action for 2016-17	What difference will it make?
Completion of Seamus Heaney HomePlace Facility in Bellaghy, with a programme of activity confirmed and being delivered, the facility is operational.	Optimising the tourism and cultural potential for Mid Ulster by: generating visitor spend, increasing performance and exhibition space, and developing and delivering an annual programme of cultural and arts activities for the community.
Develop Seamus Heaney HomePlace Tactical Marketing and Communications Plan.	Seamus Heaney HomePlace is positioned as an important cultural centre nationally and internationally and is successfully opened.
100% of all MUDC Leisure Services' facilities will have working Marketing Action Plans.	Measureable progress against Leisure facilities service bjectives demonstrated.
To establish and develop a tourism industry forum - 25/30 new business sign ups.	Offer an integrated multi-channel communications platforms that will improve and enhance Business to Business (B2B) and business to customer communications across the Mid Ulster tourism industry.
Increase the visitor number and tourism spend available within the Mid Ulster District and hold a series of Networking Events.	1,500 additional bed nights - Economic Value of £64,500 and deliver 3 Tourism business engagement/networking events.
Develop a three year Operational Clean Neighbourhood Programme.	Community environmental responsibility promoted.

Springhill House, Moneymore

Contacting Us

We are committed to improving our services and it is important that we listen to what the community has to say. We welcome your comments and suggestions at any time of the year, as your views are important to us.

If you, have any comments, would like any further information or would like a copy of this plan in an alternative format please contact:

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Mid Ulster District Council

Corporate Improvement Plan

Progress Report

2016 – 2017 First Quarter

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Colour & Descriptors for Service Improvement Objectives 2016/17 – Status Improvement Progress		
Colour	**Symbol**	**Interpretation Descriptor**
Green		Signifies everything is on track in terms of activity, deliverables, scope, budget and timeframe. Performance is moving in the right direction or target/outcome achieved.
Amber		Signifies Performance is trending away from target, that some particular items may need to be referred for advice /or assistance with the view to taking corrective action.
Red		Signifies there is a problem/shift in the wrong direction that may require an immediate response from senior management team.
Blue		Signifies PI, Target, Outcome Achieved / Completed.
Purple		Not reported/no information received or not available.

** Statutory indicator/standard

SECTION ONE

Improvement Objective One: Consolidating & Improving the Delivery of Services; Focus on customer need, value for money, service improvement reviews, standardising services and providing quality customer service – improvement over 5 performance areas, through 32 actions.

What have we been doing this quarter?

- Community planning outcomes agreed, draft actions in place for agreement in September 2016 to go to public consultation in October 2016.
- Order placed with suppliers for necessary software ref. alignment of Building Control inspection fees.
- Legal case services management systems (CMS) has already been installed & operational & users have received training in the CMS system in Q1.
- Paper prepared on steps to attain elected member development charter.
- Peace application submitted, awaiting confirmation of 1st phase.
- Disaster Recovery plan complete & Internet policy presented to P & R committee for adoption.
- Second draft of options appraisal for future management of Greenvale Leisure Centre received.
- Research, workshop and benchmarking undertaken to establish best practices in integrating HR and Payroll systems.
- Railway Park, (D'gannon) maintenance audit now in draft.
- Council approval obtained to commission consultants to assist with development of Parks strategy and Countryside Recreation strategy.
- Work underway to develop a Local Development Plan Preferred Options paper.
- Council approval to commission consultants to assist with development of 5 year Arts and Culture Strategy.
- Training undertaken for 77% of Environmental health staff to rollout cloud based software allowing remote access to regulatory information management scheme.

How much and how well have we done?

- 83% of all "included" Food Hygiene Rating Scheme inspections completed within 28 working days (target 80%).
- **81.6% of all planning enforcement cases to target conclusion within 39 weeks of receipt of complaint (target 70%).
- 86% response of all domestic applications within 21 days (target 90%)
- 74% of FOI requests responded to within 20 days (target 90%)

Why are we doing this - what's the story?

1. Maintain and Enhance Our Service Standards

Service standards are important to help us clarify expectations of all our customers, they are our public commitment to a measureable level of performance which customers can come to expect.

2. Supporting Representation for Citizens

Our councillors face increasing expectations to fulfil a diversity of roles. The Council will strive to provide the best possible support service to their Councillors to help them meet the challenges.

3. Developing Our Medium to Long Term Strategies

We need to plan the future and our strategies will help the Council set out its focus on the issues that matter most to the district and the council's priorities. The strategies will assist the Council to set priorities, demonstrate ambition and help to ensure the appropriate use of limited resources.

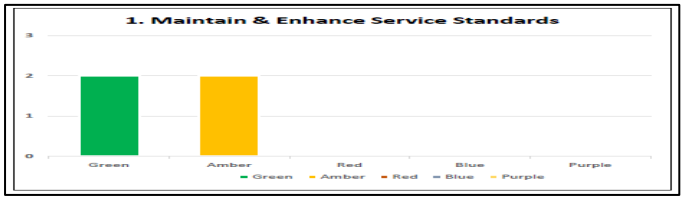
4. E-enabling Our Services

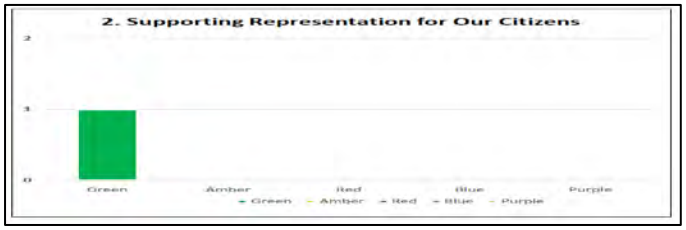
With more and more of us going on-line to shop, buy and seek information the Council will aim to develop services that allow access to information and services at times and ways that are convenient to our customers.

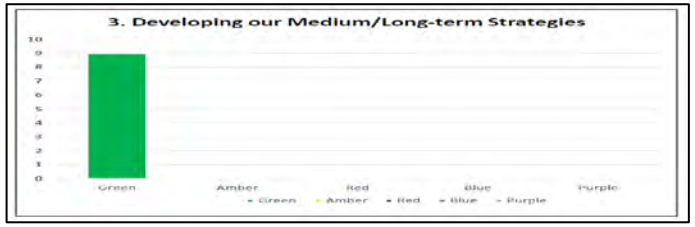
5. Strengthening Our Business Processes

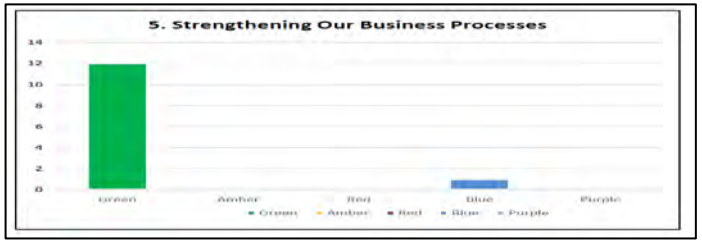
The Council wants to develop its business to improve the performance and quality of how its services are delivered; business development within the Council will take a much broader view that goes beyond a web-site, to consider behind the scenes and back office business.

How are we doing?









** Statutory indicator/standard

SECTION TWO

Improvement Objective Two: Improving our Management of Waste; Adopt sustainable alternatives to treat, process and recover energy, improve our recycling rates and continue to divert waste from landfill - improvement over two performance areas, through 7 actions.

What have we been doing this quarter?

- The % of Household Waste Recycled- Compared to the first quarter of 2015/2016 this indicator shows an improvement from 52% to 55.44%.
- The amount Tonnage of BLACMW sent to landfill - Compared to the first quarter of 2015/2016 this indicator shows an improvement from 3,728 tonnes to 3,272.6 tonnes.
- The amount (Tonnage) of Local Authority Collected Municipal Waste Arisings - Compared to the first quarter of 2015/2016 this indicator shows an improvement from 19,963 tonnes to 19,772 tonnes
- Sustainability Officer is working towards the review and pilot of a Sustainability Framework for Mid Ulster Council.
- Contract has been awarded and work has commenced in May to ensure the successful delivery of the £500K landfill gas infrastructure capital works project at Ballymacombs landfill site facility.
- The design of a new waste transfer station at Drumcoo and the application of planning approval for the facility has seen the appointment of consultants in June and a project start up meeting undertaken.
- The progression of the refuse collection route optimisation project within the former Magherafelt district boundary /catchment area has seen a contract/order placed with a supplier

How much and how well have we done?

- **The % of Household Waste Recycled - 55.44%
- **The amount Tonnage of BLACMW sent to landfill - 3,272.6 tonnes or 16.18% of 16/17 allowance of 20,231 tonnes
- ** The amount (Tonnage) of Local Authority Collected Municipal Waste Arisings - 19,772 tonnes

Why are we doing this - what's the story?

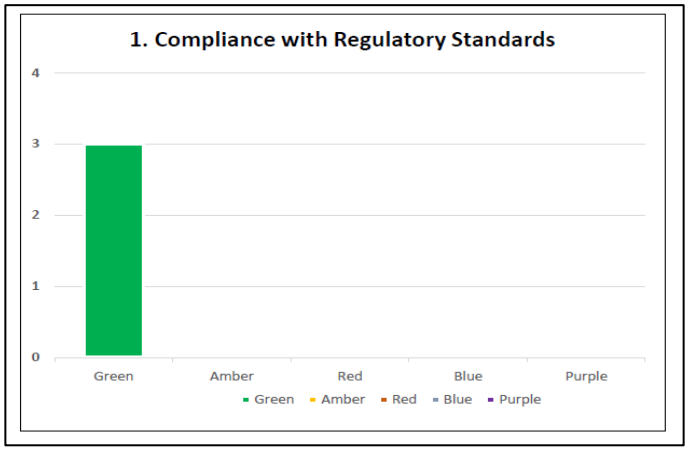
1. Compliance with Regulatory Standards

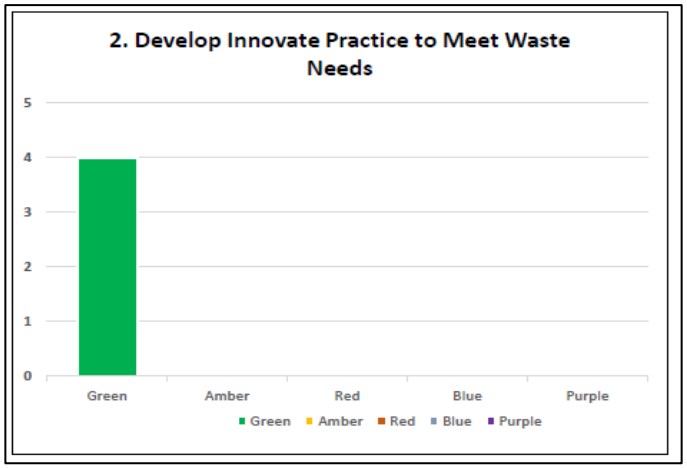
The Council's waste collection services works within the context of the need to divert waste from landfill to meet various EU, UK and Northern Ireland regulations. The management of domestic and business waste presents many challenges to the Council but it will work to not only ensure it meets its obligations but also go beyond to ensure it becomes a leader in managing its waste.

2. Develop Innovative Practices to Meet Waste Needs

Our district's residents are the cornerstones of a successful approach to waste management through their participation and willingness to protect the environment. The Council will design and tailor local practices to the needs of communities.

How are we doing?





** Statutory indicator/standard

SECTION THREE

Improvement Objective Three: Promote and Assist in the Growth of the Economy; Encourage and facilitate economic growth, employability opportunities, regeneration of our towns and villages and be a destination for tourism, culture and leisure activities – improvement over 3 performance areas, 14 actions.

What have we been doing this quarter?

- Core officer & management team recruited and in place for opening at end of September of Seamus Heaney HomePlace.
- Sixty businesses recruited for business programmes.
- Council has agreed to be a strategic partner with the South West College in its Interreg bid to build a new Engineering Centre for Excellence at its Dungannon Campus.
- 30 groups/organisations invited to make application for funding under Rural Services – technical assistance fund.
- 42 applications received under the Rural Business Improvement Scheme – currently under assessment.
- Consultants have been appointed to conduct Blackwater Strategic Visioning Plan.
- Undertaken collation of legacy arrangements and discussions with other Councils to avail of best practice methods in the development of a Council Operational Clean Neighbourhood Programme.
- Marketing Action Plan for Cookstown Leisure Services completed.
- Research and contacts made with Local FE College in relation to developing an options paper for Apprenticeship programmes within Council.
- Business to Business tourism network event held at the Hill of O'Neill.
- 2 Capital projects obtained practical completion, 5 are on track and 5 awaiting approval to proceed to construction phase.

How much and how well have we done?

- 590 businesses signed up for Council's online business directory and 72 shops are being assisted under the shop improvement scheme.
- **69 jobs have been promoted through the delivery of business start-up support in Mid Ulster – This contributes towards 32% of target of 210 p.a. being achieved.
- **52.4 weeks as average processing time of major applications processed from date valid to decision or withdrawn (target average of 30 weeks).
- **15.2 weeks as average processing time of local applications processed from date valid to decision or withdrawn (target 15 weeks)

Why are we doing this - what's the story?

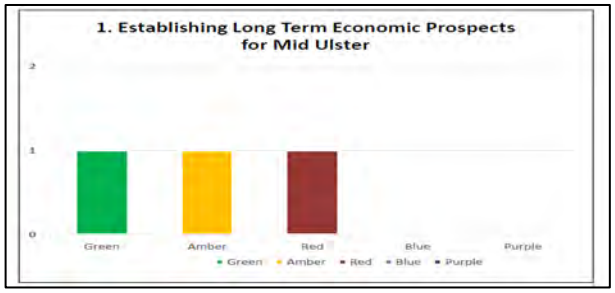
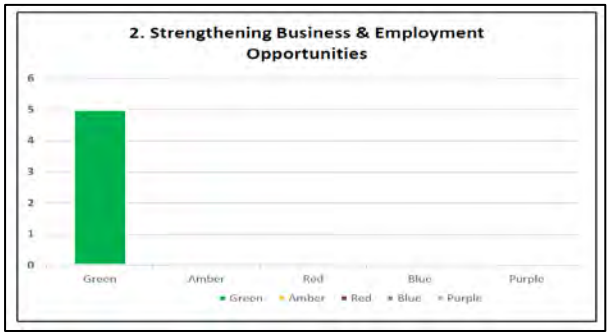
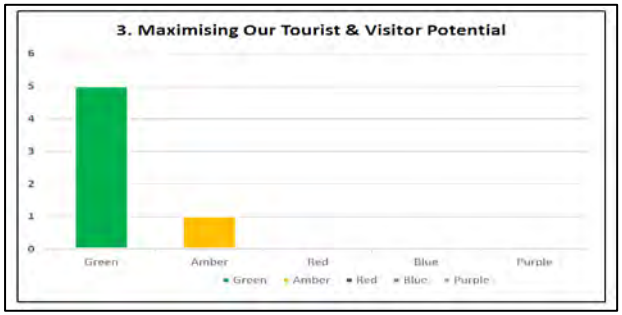
1. Establishing long-term economic prospects for Mid- Ulster

Economic development builds the capacity of our district to improve its economic future and quality of life for all. The Council wishes to promote the towns and villages of Mid Ulster as places to shop, visit, invest and live and has a series of initiatives to ensure the district sustains the momentum of developments in recent years.

2. Strengthening Business & Employment Opportunities

A driver for economic growth is the availability of a highly skilled workforce. The Council will work to address skills required in the areas key sectors, while ensuring that those not in employment or training have the opportunity and support they require to find a job or apprenticeship. We will enhance advice and support to new and existing businesses as potential investors to ensure Mid Ulster District is open for business.

3. Maximising our Tourist and Visitor Potential

The district's tourism product comprises history, heritage, cultural venues, events, visitor attractions and a natural environment providing for a range of outdoor activities and recreation. Council will continue to support the tourism sector through relationship building and work to ensure visitor information services have a strong presence to provide information on attractions, accommodation, events and the surrounding area.

How are we doing?